

# Zero: 2016

from Community Solutions

## Lessons Learned from Zero:2016 Communities

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# Agenda

- Who We Are
- Why We're Here
- Zero: 2016 3 Lessons Learned
- Q&A
- Closing

# What is Zero:2016?

# Who We Were

The 100,000 Homes Campaign was a national movement of change agents working together to house 100,000 vulnerable and chronically homeless individuals and families by July of 2014. We did it!



**Who We Are**





**Are you  
ready for  
zero?**

**COMMUNITY  
SOLUTIONS**

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[www.zero2016.org](http://www.zero2016.org)

# What Has Stayed the Same





# What Has Stayed the Same





# Jobs and Calling



No one is safe from my enthusiasm

What Changed:

Commitment to END veteran and chronic homelessness

# Zero, Mayor's Challenge, and Opening Doors

All communities in Zero: 2016 will end Veterans homelessness (no later than 12/31/16). And, building on that momentum, will end chronic homelessness for individuals (no later than 12/31/16, oops 2017).

**NEVER TOO LATE TO START!**

# Zero:2016 Federal Partners



# Zero:2016 Federal Partners





# 100k Homes Best Practices

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1. Implement a concrete plan to tap mainstream funding
2. Setting eligibility criteria for PSH at the community-level rather than the provider level
3. Implement Housing First on a system-wide basis
4. Create and continuously update a prioritized By-Name List of those experiencing homelessness
5. Use shared data to drive decision making

**Zero: 2016**

**Three Key Lessons Learned**

# Zero: 2016 Three Key Lessons

1. Count down
2. Know the people
3. Track & improve data quality

# Lesson 1:

## Ending Homelessness Means Counting Down

# Goal Setting 1.0: The Take Down Target



62 Veterans were homeless at the beginning of 2015

2015  
PIT  
Count

Homeless during  
2015 PIT Count

65 Veterans are estimated to enter homelessness in each year from Jan. 2015 to Dec. 2015

2015  
Inflow  
(est.)

Estimates for Veterans Entering  
Homeless after PIT thru end of 2015

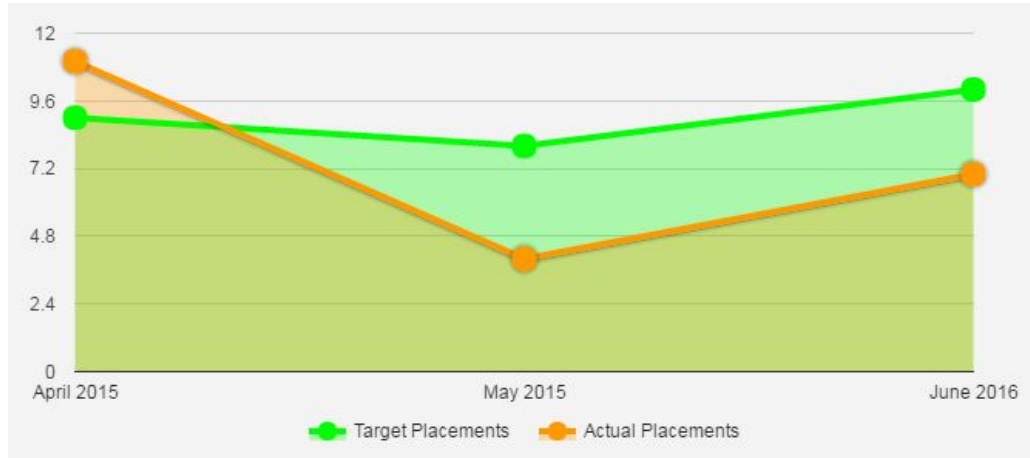
127 Veterans will be homeless between Jan. 2015 and Dec. 2015

Total  
Homeless  
(est.)

Veterans Homeless at some  
point during 2015



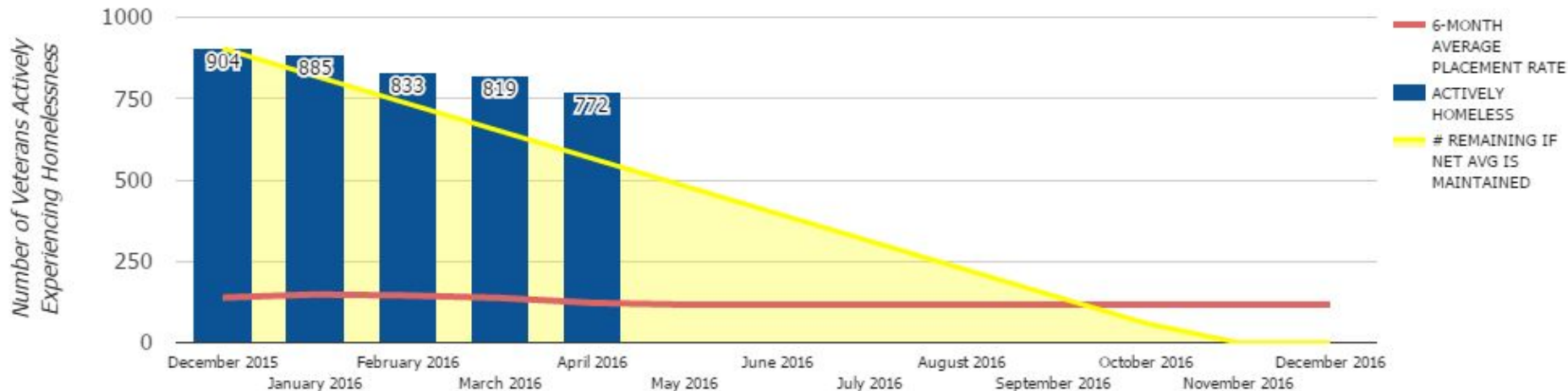
# So we asked communities to share their placement #s and mapped them against their targets



# The Trouble with Moving Targets



# Goal Setting 2.0 Countdown Dashboard



# Lesson 2:

To Count Down You Have to Know the People

# BY-NAME LIST

- JANE
- JILL
- JOE
- JACK
- JOY
- JIM
- JUDY
- JOHN

JANE



JILL



JOE



JUDY



JACK



JOY



JIM



JOHN



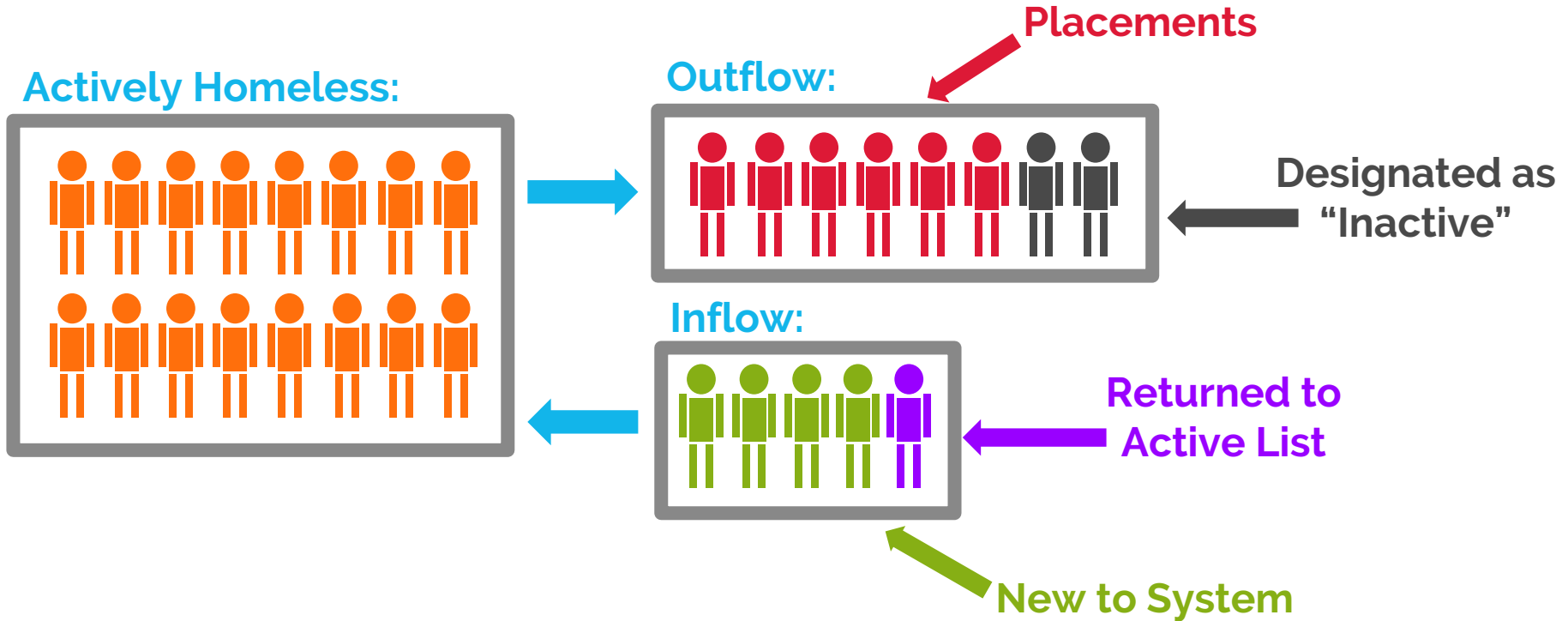


# From Tracking Just Placements to...

Old Method:

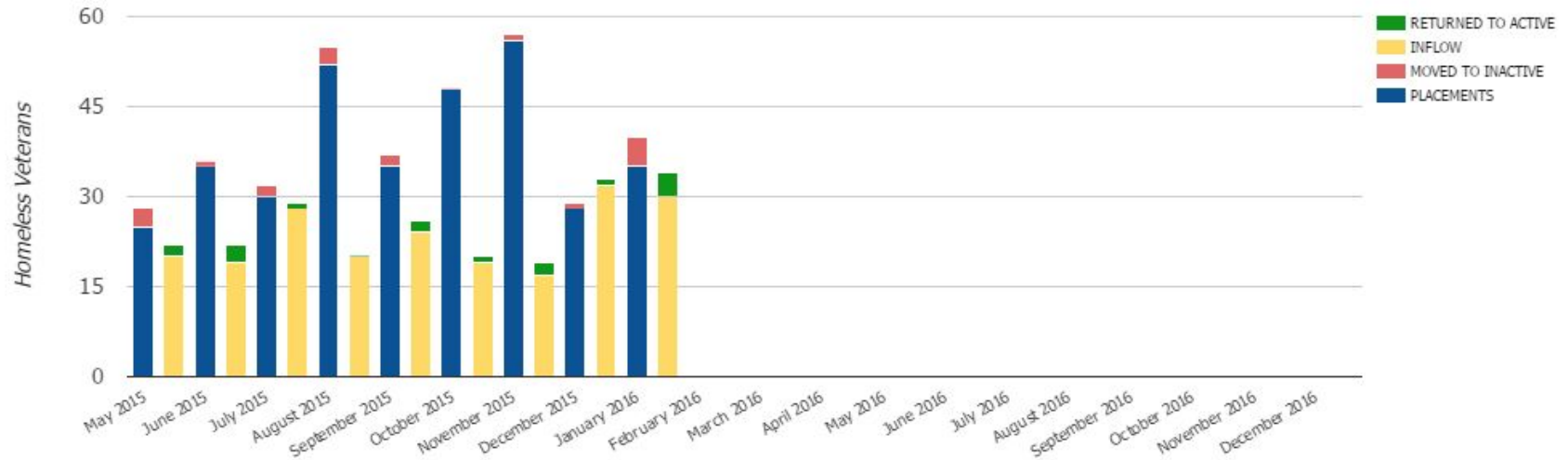


# Tracking the Whole System using a By-Name List



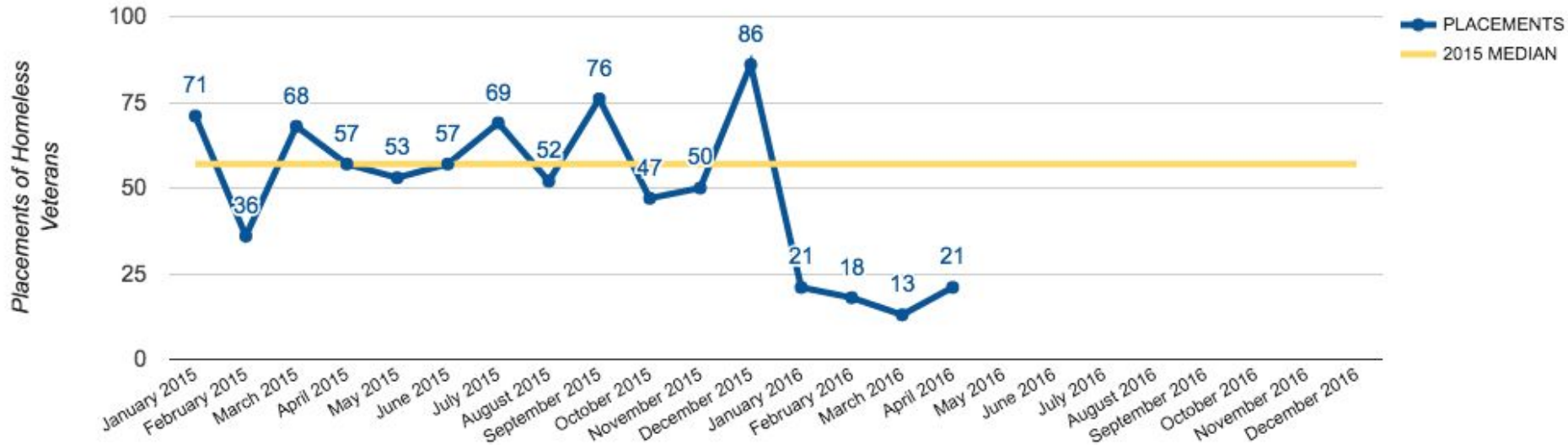
# The Beauty of the Balance Check

	ACTIVELY HOMELESS	PLACEMENTS	MOVED TO INACTIVE	INFLOW	RETURNED TO ACTIVE	NET MONTHLY CHANGE	BALANCE CHECK
January 2016	200	35	5	30	4	-6	Yes
December 2015	206	30	1	32	1	2	Yes



**Okay, but... This whole list thing seems like a lot of work. Is it really worth it?**

# Problems with Relying on Aggregated Data

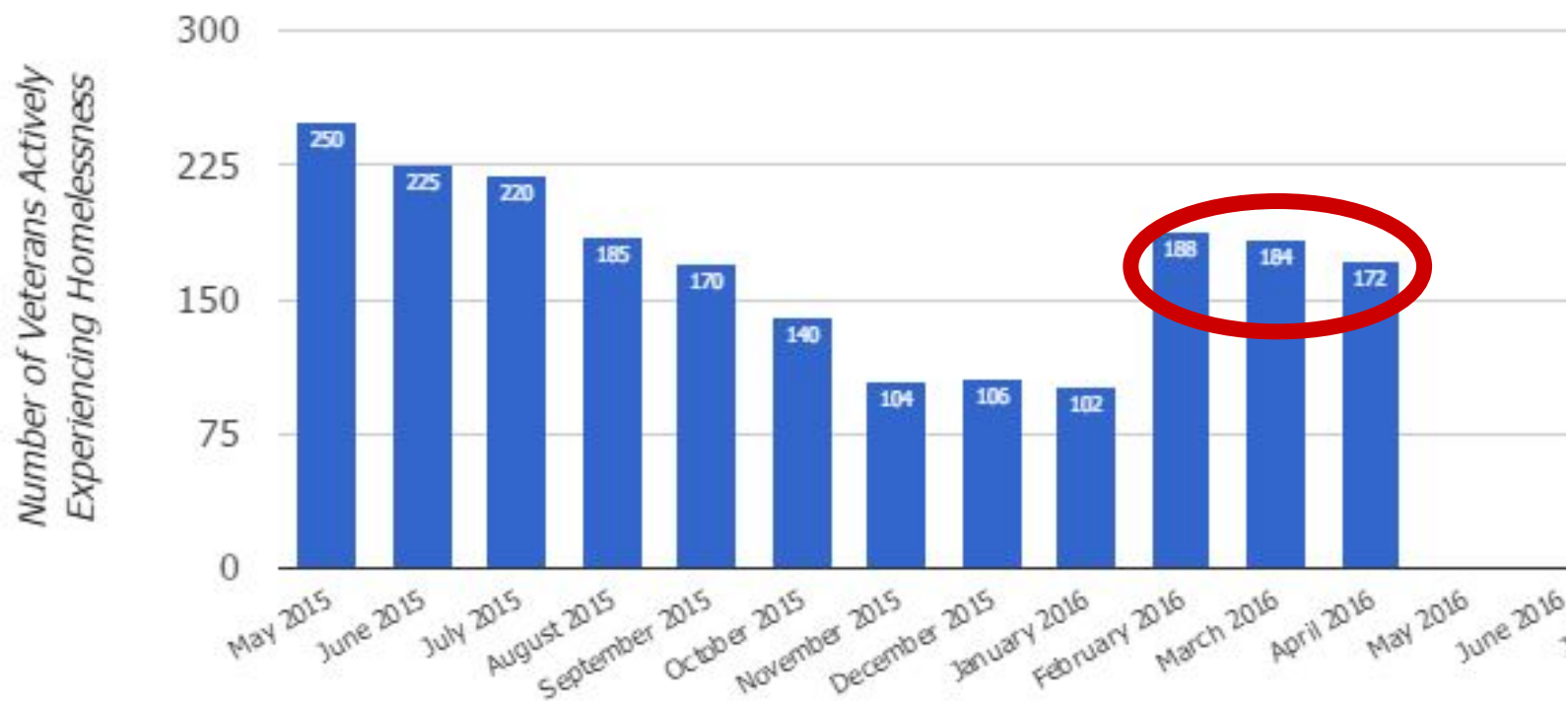




# Lesson 3:

For Meaningful Data, You Have to Track & Improve  
Data Quality

# Comparing Apples to Oranges



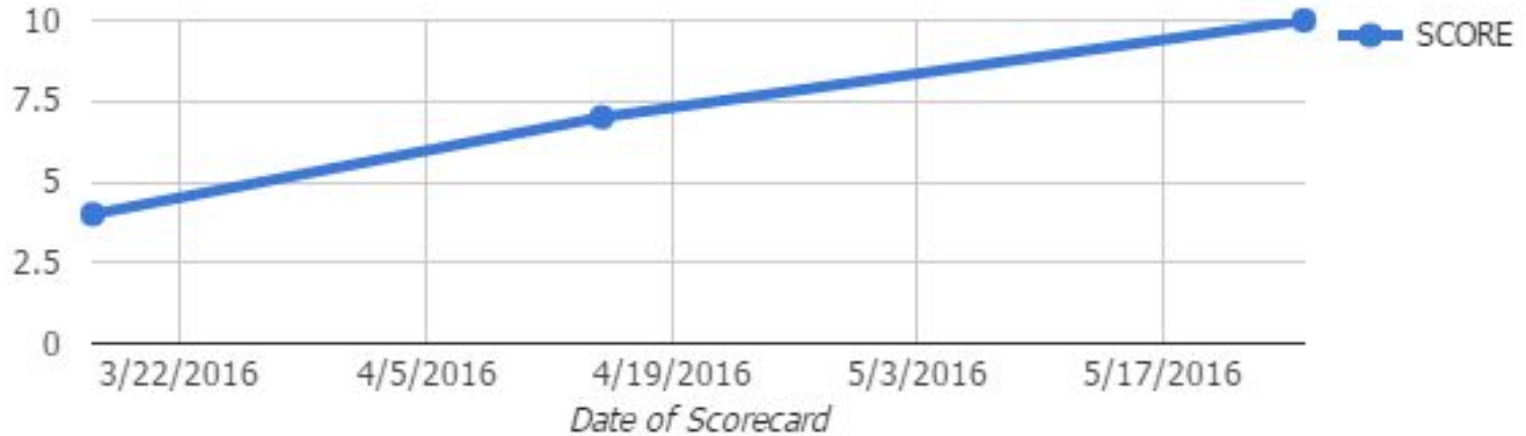
# By-Name List Improvement Tool

Veteran BNL Scorecard Questions	Individual Question Max Score	Quality Threshold Question?
1. Include all populations on By-Name List	1	Yes
2. Put into place inactive/no-contact policy	1	Yes
2a. Describe what happens when client reaches no-contact threshold	Free text answer, no score	No
3. Track homeless status, including dates that any status changed	1	Yes
4. >75% of CoC is covered by a coordinated outreach system	1	Yes
4a. Describe how CoC covers area	Free text answer, no score	No
5. >75% of housing providers report data into BNL via common assessment tool	1	Yes
6. Lead agency or owner of BNL in place	1	No
7. BNL includes HMIS ID or other unique identifier to facilitate de-duplication	1	Yes
8. Time-bound fields (e.g. date of assessment, date housed) included in BNL	1	Yes
9. Process in place to add individuals who are unable to undergo common assessment	1	Yes
9a. Describe assessment refusal process	Free text answer, no score	No

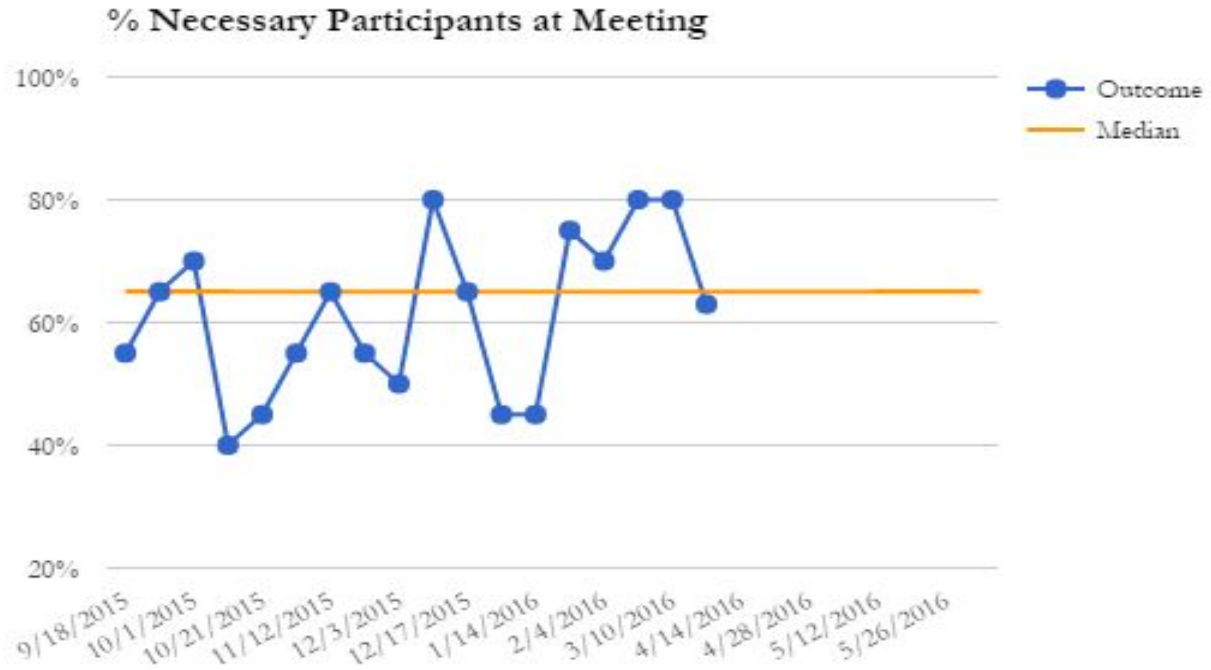
# Data Quality: Goal Setting/Tracking Improvement

VETERAN BY-NAME LIST

TIMESTAMP	SCORE	Quality Threshold?
3/17/2016	4	No
4/15/2016	7	No
5/25/2016	10	Yes



# Data Quality: Goal Setting/Tracking Improvement



Any Questions?





# Zero: 2016 Three Key Lessons

1. Count down
2. Know the people
3. Track & improve data quality

Now Go Kick  
Some Ass