Built For Zero in Multnomah County

An update on progress

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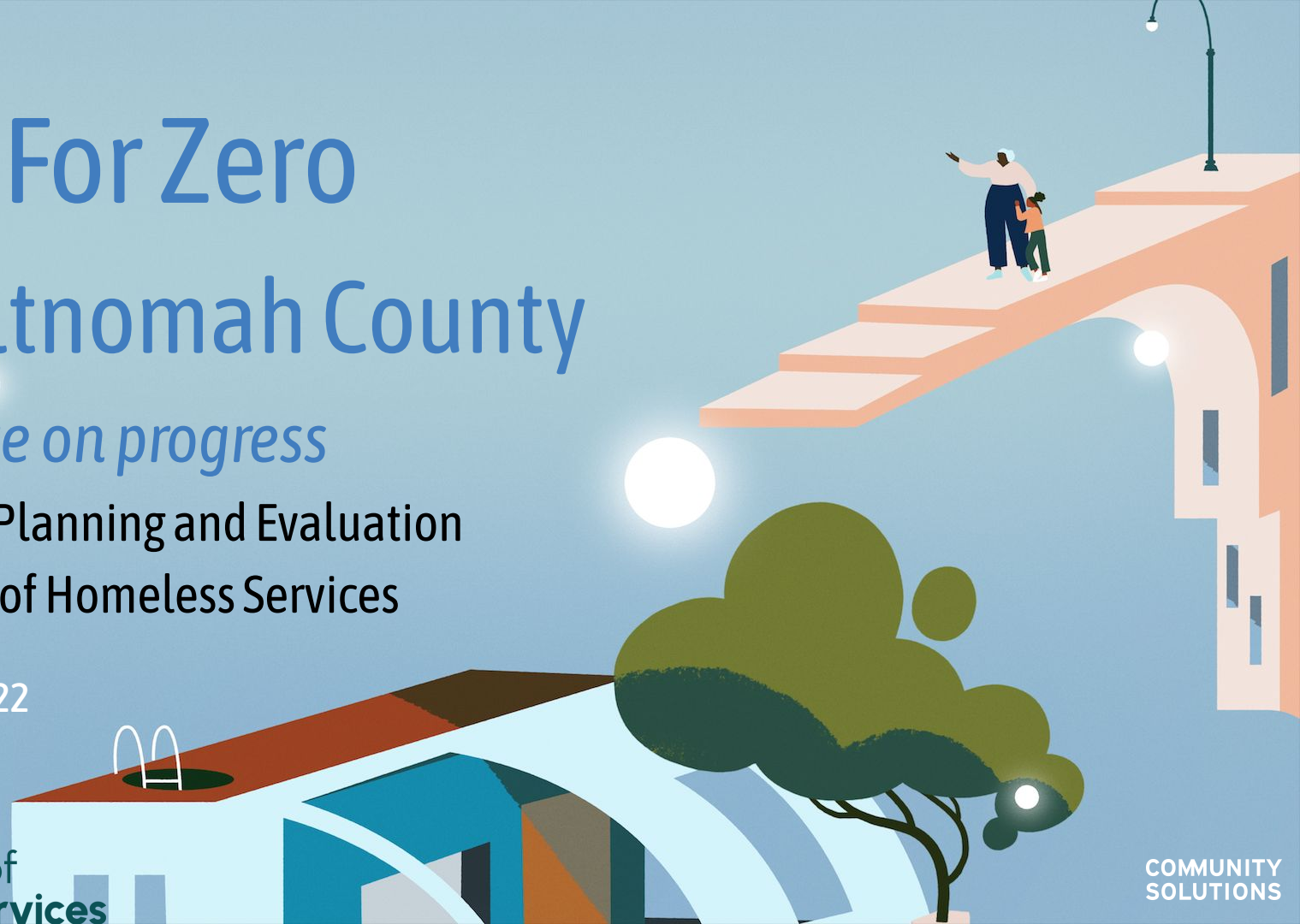

Joint Office of Homeless Services

COMMUNITY SOLUTIONS

Built for Zero in Multnomah County

- → Multnomah County Joined Built for Zero in Summer 2021
- → Over the last year we have worked with Community Solutions to…
  - ◆ Map Existing Data into Built for Zero Metrics
  - ◆ Form key teams necessary to do the work
  - ◆ Perform a comprehensive GAP analysis using Built For Zero tools (the Scorecard)
  - ◆ Work with Community Solutions to understand how Built for Zero looks in another communities
  - ◆ Worked to address needs identified on Scorecard

Multnomah County Built for Zero Update

BfZ Data Milestones

We are here

Join Built for Zero	By-Name-List (BNL) Phase	Reduce Phase	Last Mile Phase	Zero for All Phase
Goal: Assemble community BFZ Team ✓ OCT 2021	Goal: Achieve Quality BNL • Get perfect score on All-Singles BNL Scorecard • 3 month Data Reliability within 15%	Goal: Set Improvement Median & Achieve Shifts • Measurable progress on improvement projects • Continue to improve 3 month Data Reliability (toward maintaining 0%)	Goal: Get to Functional Zero within selected subpops. • Get down to functional zero • Get to 0% 3 month Data Reliability consistently for 6+ months	Goal: Functional Zero across all subpops • Perfect score on Family and/or Youth Scorecards • Sustain functional zero

START

Data Coaching

Data Capacity Work

1. What is the size of homelessness in your community month to month?

2. Start measuring progress toward zero. Analyze data for quality improvement.

Join Built for Zero

- → Create a Core Team : September 2021
  - ◆ Community Lead, Data Lead and Community Solutions Lead
  - ◆ Meet weekly to strategize
- → Create an Improvement Team: October 2021
  - ◆ Multidisciplinary, multi-sector team
  - ◆ Meets regularly to guide policy and project planning
- → Participate in Community Solutions Training, with Cohort : 2021-2022
  - ◆ Comprehensive training, communication with cohorts, and follow up with other cities to understand best practice and likely barriers

By-Name-List Phase

- → Analyze Data Fidelity: Mapping HMIS to Built for Zero
  - ◆ Ensure accurate mapping of HMIS data points to Built for Zero measurements
- → Measure readiness for a Quality By Name List (the Scorecard)
  - ◆ Improvement Team, guided by Community Solutions, completes gap analysis and revisits it regularly
- → Work toward a Perfect Score/Quality by Name List

Data Fidelity Progress:

Single Adults Experiencing Chronic Homelessness (Population A)

Fully Developed

By Name List (BNL): *We can identify adults in system who qualify as focus population*

InFlow: *Newly Identified to HMIS*

Retrospective Data from 12/2021 through 09/2022 to help evaluate data reliability

Developed, Currently in QA Phase

InFlow:

- **Newly Identified**
  - Chronically Homeless; as a Single Adult (e.g., aging in from Youth)
  - Returned from Housing
  - Returned from Inactive

OutFlow:

- Housing Placement
- Moved to Inactive
- No Longer Meets Criteria

Building Quality By Name List - The Built for Zero Scorecard

- Includes 29 data points
- We have achieved 16
- Scorecard is divided into 2 areas
  - Data Infrastructure (12/15)
  - Data Contribution (4/14)

Scorecard: GAP ANALYSIS

Built for Zero's framework includes a Scorecard to measure progress towards a Quality By Name List (QBNL) which is divided into two areas:

Data Infrastructure and Data Completeness

❑ Data Infrastructure: Do you have the **technical systems** and **policies** to create a QBNL?

We scored 12/15

- ✓ Multnomah County has the systems needed to produce a QBNL for most populations
  - ★ Information is collected in HMIS for most funded JOHS services
  - ★ HMIS is used to collect data in addition to HUD requirements
- ✓ Current data in HMIS is being mapped with a Community Solutions consultant to ensure data reporting is aligned with BfZ standards
- ○ **Policies and Procedures to ensure timeliness of data updates need updating**

Scorecard: GAP ANALYSIS

- ❏ Data Contribution: Are you collecting data from 90% population experiencing homelessness?

We scored 4/14

- ✓ Data is currently collected for Coordinated Entry, in Shelters, in JOHS funded services
- ➢ **Biggest gaps in our data collection are in those experiencing unsheltered homelessness and not engaging in services**
  - ❏ High proportion of unsheltered homelessness creates unique barriers to data collection
  - ❏ Lack of resources (housing) makes data collection more complicated

Gaps to reaching a perfect score on scorecard

Filling that gap….

- Updated and coordinated policies
  - What does it mean to be “actively homeless”?
  - What is expected from “outreach coordination”?
- Clear mapping of outreach coverage
- Process for collecting data during outreach
  - What information do we need to collect?
  - What is the best way to collect it?

Biggest gaps to reaching a perfect score on scorecard

Other considerations….

- We need a tool to collect data that can be **utilized to help connect people with housing and services**
  - Not Data just for Data's Sake (this is not a PIT count)
  - Needs to be aligned with Coordinated Entry and other Prioritization Processes
    - Can NEVER be a barrier to services or housing
    - Needs to be nimble, simple, and collect information to help us match people with the most effective services

Key Considerations

- Equity Lens: Rushing the process can increase harm, differe groups can experience different barriers to information sharing and accessing services

- Involving partner providers and people experiencing homelessness: Policy changes must be responsive to those doing outreach, building trust

- Coordination is central to information sharing and information utilization

What's NEXT? PLANNED COMMUNITY ENGAGEMENT

Phase 1: CONTRACTED PROVIDERS, PEOPLE W LIVED EXPERIENCE

Phase 2: ADD PARTNERS, STAKEHOLDERS, SERVICE PROVIDERS NOT IN HMIS

NOV-JAN 2022

FORMATION ON ONGOING GROUPS (NOT JUST FOCUSED ON BFZ)

Outreach Providers Working Group

Lived Experience Committee *(onboarding though Feb 2023)*

Equity Committee

FEB-APR 2023

TOOL AND PROCESS DEVELOPMENT
Formed Advisory Bodies Inform Tool, Policy and Procedure Development

WHAT SHOULD OUTREACH COORDINATION LOOK LIKE?

WHAT DO WE NEED TO KNOW TO MATCH PEOPLE WITH SERVICES (DATA POINTS)?

ADDRESSING BARRIERS TO DATA COLLECTION?

SPRING 2023

TOOL AND PROCESS REFINEMENT
Suggested Processes Presented for Feedback

ARE WE ASKING THE RIGHT QUESTIONS?

HOW MIGHT WE CONNECT PROVIDERS, PARTNERS TO PROCESS?

ARE WE PROTECTING DIGNITY AND PRIVACY?

OUR COORDINATION PROCESSES CLEAR?

SPRING/ SUMMER 2023

PROCESS ROLL OUT, ONGOING EVALUATION
(PDSA TIME!)

WHAT IS WORKING? WHAT IS NOT?

IS OUTREACH COORDINATION CLEAR?

ARE ABLE TO USE INFORMATION FOR PRIORITIZING SERVICES ?

WHAT OTHER PARTNERS DO WE NEED TO ENGAGE?

More information

- *Multnomah County Updates and Information: multco.us/bfz*
- *Community Solutions/Built for Zero website community.solutions*