



Built for Zero Monthly Progress Report
Portland/Multnomah County
March 2023

Current Cohort and Action Cycle

- The Built for Zero Team is in a new cohort - Path to Zero (through 2023)
 - Laying foundational systems change
 - Mobilizing and aligning stakeholders toward a shared aim
 - Address the complexities and shifting contexts of responding to homelessness

Cohort Objective

- To lay the foundation for improvement work within the homelessness response system by achieving a perfect score on the All-Singles Scorecard (see detail below).
 - Finalize a tool aligned with Coordinated Entry to collect data
 - Develop and finalize clear policies on outreach and data collection
 - Pilot tool in small settings to allow for PDSA process and rapid improvement

Team and Data Leads

- Lori Kelley, the JOHS Planning and Evaluation Manager
- Jason Kyler-Yano, Senior Data Analyst
- Abigail Phillips, Data Quality Project Manager
- Kristy Greenwalt, Built for Zero/Community Solutions lead

Ongoing groups formed to guide Built for Zero Work

- Coordinated Access Oversight Committee - Consulting body working to design and implement a new vulnerability assessment tool and prioritization system for Coordinated Access
 - BfZ Team joined committee to unify By-Name List protocols and procedures with Coordinated Access developments
- Improvement Team: Homeless service providers meet regularly to focus on BFZ policy design and direction
 - Growing members to increase participation and add stakeholders
- Outreach and Engagement Workgroup: Outreach Providers meet regularly to coordinate and guide practices (scope is beyond BFZ)
 - Utilizing workgroup for feedback and design suggestions on BFZ policies and

- Outreach and Engagement processes
- Equity Committee
 - Committee finalists in approval process with JOHS Leadership and County Chair
- Lived Experience Committee
 - Committee finalists in approval process with JOHS Leadership and County Chair

Monthly Highlights

- **Updated BNL Scorecard Score = 19/29** - Achieved **'YES'** on scorecard tasks (6) (see details below for specific scorecard areas)
- **Data publication imminent**
 - Data reliability almost ready to post data to the Built for Zero dashboard
 - Finalizing data extraction and reporting
 - Creating contextual data points on "Who" is experiencing chronic homelessness
 - Demographic breakdown for Active and Inflow subsets
 - Distinguishing between types of homelessness: Unsheltered, Sheltered and Housed in a Transitional program
 - Breakdown of Inflow subset with demographics
 - Public unveiling to be announced in early April
- **Strengthened alignment between BNL and Coordinated Access for Adults**
 - Determined high level of collaboration necessary to coordinate expansion of BNL data collection and Coordinated Access' work to revamp vulnerability assessment
 - Team leads joined Coordinated Access Oversight Committee lead by C4 and Focus Strategies
 - C4 and Focus Strategies joined Improvement Team
 - Rollout of new staged vulnerability assessment to coincide with Outreach data collection expansion
- **Connected BNL and Coordinated Access Policies**
 - **Outreach Policy Key Points (1C)** (see details below for specific scorecard areas)
 - Outlines how all providers participate in data collection, including outreach services that did not previously report client-level data
 - Correlates directly with the Coordinated Access system to create a phased vulnerability assessment, meaning data collected will be the first stage of Coordinated Access
 - Expands the number of providers reporting data into the BNL and accessibility to Coordinated Access
 - **Inactivity Policy Key Points (4A-C)** (see details below for specific scorecard areas)
 - ACTIVE: An individual experiencing homelessness in Multnomah county

- Includes individuals who are living unsheltered and not engaging with homeless services
 - INACTIVE: An individual with no verifiable presence in the community after 90 days
 - Includes individuals who enter an institution for more than 90 days and expect to stay for more than 12 months
 - ASSERTIVE OUTREACH: Confirming an individual is no longer present in the community through intentional outreach. This occurs prior to an individual moving to 'Inactive' status.
- **Continued research and development of front end data collection App 1A-D, 2A-B, 5** (see details below for specific scorecard)
 - Defined application requirements and key functionality
 - Explored Wellsky/Service Point data import capabilities for purposes of deduplication and direct connection to Coordinated Access provider entry through HMIS mapping

Key Action Cycle Tasks/Status

Join Built for Zero		
Task	Status	Details
Signed services agreement	Complete	
Team leads identified	Complete	
1:1 check-in meetings established	Complete	
Fall Learning Session	Complete	
By-Name-List (BNL) Phase		
I.S.S. (foundations) cohort kickoff meeting	Complete	
Team(s) formation	Complete	Two subject matter teams are meeting to focus on key focus areas: outreach processes and policies associated.
3 month Data Reliability within 15%	In process	<p>Data team is finishing the work to re-establish data reliability after making several adjustments in February.</p> <p>Data team is also working to provide</p>

		<p>contextual data points from the BNL. Disaggregation of the 'Active' list to include how many people are experiencing sheltered and unsheltered homelessness, are in Transitional housing and the demographic breakdown for the reporting period. 'Inflow' disaggregation to include how many people are returning to homelessness from housing, returning from 'Inactive' status, new to the HMIS system and demographic breakdown for the reporting period.</p>
Data uploaded from HMIS to BFZ Framework	In process	Data team is working on completing 3 successive uploads to ensure data reliability. New adjustments made to reach Data Reliability will lend to accomplishing this task. Effort is being made to ensure the data is right and working before moving forward.
Get perfect score on All-Singles BNL Scorecard	In Process	<p>Remaining scorecard question related to data and reporting has been addressed and completed. Policies and protocols for keeping the BNL up to date and accurate are in place and replicable. Standard operating procedure documentation for monthly data pull is being drafted for final approval.</p> <p>Data Quality Project Manager continues to work with the Program team to address scorecard questions regarding data collection and outreach coordination.</p> <p>Current BNL scorecard = 19</p>
Establish Baseline: Scorecard	Complete	Score: 16/29 (see Scorecard below for more info), focusing on key strategies to get to 24 by Sept
Develop Community Level Outreach Policy	In process	Centered around data collection of unsheltered individuals living in Multnomah County, the Outreach Policy has been reviewed by the Improvement Team, Outreach and Engagement Workgroup, and shared with Coordinated Access leadership. Discussion regarding workflow and logistics is taking shape as a 2nd Draft is developed.

		The next draft of this policy will show a clearer correlation between expanded data collection and Coordinated Access.
Finalize Inactive Policy	In process	<p>Outreach, Data and Coordinated Access for Adults team (CAA) developing one central policy that applies for the entire BNL, including CAA. This policy ensures we understand when to inactivate someone so that they are no longer prioritized for services, considers how to approach those in short term institutions (hospitals, criminal justice), and describes necessary assertive outreach efforts prior to moving an individual 'Inactive' status.</p> <p>Data team achieved development of a reporting mechanism to flag an individual nearing 90 days of inactivity in HMIS.</p> <p>Outreach and CAA teams working to distinguish between differences in BNL and CAA's Inactivity protocols and procedures.</p>
Develop Form to collect BNL Data	In process: with Program Team	Data collection form development has been integrated with work lead by C4 and Focus Strategies to create a staged vulnerability assessment for CAA. BNL data collection will be expanded using CAA's initial assessment to avoid duplication of work and confusion regarding point of entry. Unifying data collection efforts allows for shared use of community engagement work already completed to ensure a trauma informed, equitable and person centered approach to data collection. In addition to expanding the number of providers reporting into the BNL, utilizing the CAA initial assessment for outreach data collection expands accessibility to Coordinated Access.
Outreach Coverage	In process	Improvement team is primarily focusing on outreach strategies as defined below
Complete Outreach Coverage Map	In process	Improved geographic mapping of outreach services is being addressed through technical data collection solutions with

		ArchGIS capabilities to allow for real time coordination and coverage.
Integrate Data Collection in Outreach and Navigation Team	In process	<p>Improvement team working to develop strategy and contract language in collaboration with the Program Team. This will create policies and procedures of when and how outreach teams will use updated tools to collect data.</p> <p>Outreach Policy review discussions identified the need to move forward with workflow and logistical design as C4 and Focus Strategies finalize the Coordinated Entry staged vulnerability assessment tools. This will create provider confidence and buy-in as Coordinated Access tool rollout nears.</p> <p>Program and Data teams continue research and development for technical solutions to support Outreach data collection and BNL reporting through the Coordinated Entry system. Application requirements and functionality have been determined to narrow product search.</p> <p>Data team is in communication with Wellsky regarding data import capabilities for the purposes of deduplicating data entry and ensuring that information collected during Outreach and Navigation services can be mapped to CAA HMIS provider Entry/Exit without an increased administrative burden.</p>
2B 90-100% captures		Planned for Spring 2023 push

Current All Singles Scorecard Score for Multnomah County

1A	Is the geographic coverage of your outreach clearly mapped out, informed by your data and regularly assessed, to ensure you are able to reach all unsheltered individuals within your community.	No
1B	Have you coordinated your outreach, ensuring that your outreach teams are deployed at the locations and the times that they are mostly likely to effectively engage with unsheltered homeless individuals, while minimizing duplication between providers?	No
1C	Do you have a documented outreach policy that clearly states how your outreach teams will be deployed and how they work with each other to swiftly connect individuals to their self-determined needs?	No
1D	Do you have consistent, coordinated and reliable outreach and in-reach efforts across your geographic coverage area that gives you confidence that at least 90% of the unsheltered population is captured on your BNL?	No
2A	Are 90% of CoC-funded and non-CoC-funded providers reporting data into your by-name list?	No
2B	Are approximately 90-100% of currently homeless single adult individuals served by the providers reporting into your by-name list?	No
3A	Is your by-name list able to collect data on all currently homeless single adults in your community, including unsheltered individuals living in a place not meant for human habitation (e.g. street, cars, campsites, beaches, deserts or riverbeds)?	Yes
3B	Is your by-name list able to collect data on all currently homeless single adults in your community, including individuals in shelters, safe havens, season overflow beds, hotels paid for by homeless providers or Health Care for Homeless Veterans (HCHV) beds?	Yes
3C	Is your by-name list able to collect data on all currently homeless single adults in your community, including individuals in transitional housing, including VA-funded Transitional Housing?	Yes
3D	Is your by-name list able to collect data on all currently homeless single adults in your community, including individuals fleeing domestic violence?	Yes
4A	Has your community established a written policy that specifies the number of days of inactivity (i.e. the person cannot be located) after which a person's status will be changed to "inactive," and which includes protocols to attempt to locate an individual before they are moved to inactive status?	No

4B	Does that written policy account for changing an individual's status to 'inactive' based on a client's verified absence from the community before the specified number of days has elapsed? (e.g. reunited with family in a different community, death etc.)	No
4C	Does that written policy account for individuals on your list who are entering an institution (e.g. jail or hospital) where they are expected to remain for 90 days or fewer?	No
5	Does your community have a way to track actively homeless individuals who have not consented to services and/or assessment at this time?	No
6	Does your community have policies and protocols in place for keeping your by-name list up to date and accurate, including timelines for provider data submission and ongoing quality assurance protocol?	Yes
7	Does your community's by-name list track the 'homeless / housed status' of all individuals, including the date each status was last changed and the previous status? Homeless status fields should include at minimum: homeless, inactive and permanently housed.	Yes
8	Does your community's by-name list include a unique identifier (e.g. an HMIS ID) for each individual to prevent duplication of client records and facilitate coordination between providers?	Yes
9	Does your by-name list track the total number of newly identified (not necessarily assessed) individuals experiencing homelessness every month? This figure represents a portion of your monthly inflow.	Yes
10	Does your community's by-name list track individuals returning to active homelessness within the past month?	Yes
11A	Does your community's by-name list track individuals as they move out of active homeless status, including those who move in to permanent housing?	Yes
11B	Does your community's by-name list track individuals as they move out of active homeless status, including those who become inactive, per your inactive policy?	Yes
11C	Does your community's by-name list track individuals as they move out of active homeless status, including those who no longer meet the population criteria of single adult?	Yes
12A	Does your by-name list track population-based statuses including: veteran, chronic, youth, family with minor children?	Yes
12B	Can your by-name list track people with multiple population-based statuses (e.g. chronic homeless status AND veteran status)?	Yes
12C	Can your by-name list track historical changes in activity status (e.g. Active	Yes

	to Inactive, Active to Housed, etc.)?	
12D	Can your by-name list track individuals who become chronically homeless after they are added to your all singles list?	Yes
12E	Can your by-name list track individuals who are initially assigned chronic or veteran status when they enter your system but later do not meet the criteria for these population statuses?	Yes
13A	Does your community have a way to report race and ethnicity data on the individuals on the by-name list for the purpose of analyzing system outcomes?	Yes
13B	Does your data collection policy and process around race and ethnicity respect the self-identification of clients?	Yes