Joint Office of Homeless Services

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

Current Cohort and Action Cycle
- The Built for Zero (BFZ) 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 data collection tool aligned with Coordinated Entry
  - Develop and finalize clear policies on outreach, and data collection
  - Pilot data collection tool in small settings to allow for PDSA process and rapid improvement

Team and Data Leads
- Lori Kelley, Community Lead, the JOHS Planning and Evaluation Manager
- Abigail Phillips. Built for Zero Project Manager
- Zoë Johnson, Data Lead, Data Analyst Senior
- Abigail Phillips. Built for Zero Project Manager
- Kristy Greenwalt, Built for Zero/Community Solutions Lead

Ongoing groups formed to guide Built for Zero Work
- 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)
- Coordinated Access Oversight Committee - Consulting body working to design and implement a new vulnerability assessment tool and prioritization system for Coordinated Access
- Equity Advisory Committee (EAC)

- - - Committee Orientation scheduled in June
  - Lived Experience Advisory Committee (LEAC)
    - Committee Orientation scheduled in June

Monthly Highlights
- **Expanded Monthly [BfZ web page](#) Snapshots**
  - Previously only included two reporting elements:
    - Run Chart of Active number of Chronically Homeless Adults
    - Mirrored Inflow & Outflow run chart.
  - Now includes 5 new disaggregated reporting elements!
    - Age
    - Race and Ethnicity
    - Gender
    - Housing Status
  - In the future: Building interactive data visualization dashboard

- **QBNL and Coordinated Access for Adults collaborative**
  - Coordinated Access' phase one vulnerability assessment (i.e. Initial Assessment) completed community engagement and in final review
  - Initial Assessment tool pilot rolls out this summer!

- **Outreach Data Collection Pilot -** Notice of Funding Availability announced to contracted outreach providers
  - Up to 5 Outreach Programs - Participating in a 6 month workgroup to expand data collection through outreach
  - Building on current aggregate data collection to understand the scope of how many individuals experiencing unsheltered chronic homelessness aren't connecting to services outside of Outreach and Engagement
  - Utilizing Initial Assessment tool to stage unsheltered individuals into Coordinated Access and fill gaps in BNL data for this population

- **Continued research and development of front end data collection App**
  1A-D, 2A-B, 5 (see details below for specific scorecard)
  - Identified Survey123 - a geographic mapping and analysis software that can be used to track where outreach is happening, who is being contacted, and who is making contact
    - Planned data coordination between Joint Office and Impact Reduction Team - teams are already using Survey123 to track encampment removals, which Outreach services get connected to
  - Identified potential to automate data entry from Outreach App into the Homeless Management Information System (HMIS)
    - Requires Joint Office to become the HMIS administrators - pending transfer from Portland Housing Bureau

Key Action Cycle Tasks/Status

Reach a QUALITY By-Name List		
Task	Status	Details

Establish Baseline: Scorecard	**Complete**	Score: 16/29 (see Scorecard below for more info), focusing on key strategies to get to **24** by Sept
3 month Data Reliability within 15%	**Complete**	Data team finished the work to establish data reliability prior to data release in April. Adjustments made to the reporting script showed a data reliability score under %15 starting in September 2022 for both our 1- and 3-month statistics. Data team will continue to monitor data quality and reliability.
Data uploaded from HMIS to BFZ Framework	**Complete**	Data team successfully uploaded QBNL retrospective data to the BFZ framework - only allowable as far back as October 2022. Prior data can be found on the monthly 'Active' run chart on BfZ webpage. Uploads will occur on the 15th of each month moving forward.
Develop form to collect BNL data	**Complete**	**Data collection form development lead by C4 and Focus Strategies completed. The Coordinated Access Phase One vulnerability assessment (i.e. Initial Assessment) concluded community engagement series to ensure a trauma informed, equitable and person centered approach to data collection.** **Initial Assessment tool rolls out this summer through an Outreach Data Collection Pilot.** (see section below - Integrate Data Collection in Outreach and Navigation Team)
Get perfect score on All-Singles QBNL Scorecard	**In Process**	Scorecard questions related to data and reporting have 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. Data Quality Project Manager continues to work with the Program team to address scorecard questions regarding data collection and outreach coordination.

		Current QBNL scorecard = 19
Develop Community Level Outreach Policy	**In process**	Feedback received from the 1st Outreach Policy draft review identified a need for a stronger connection between the By-Name List and Coordinated Access and a need for deeper collaboration with Outreach and Engagement programs including City directed navigation teams. **Contact established with the City's Impact Reduction Program to address these needs and ensure the 2nd Outreach Policy draft centers around data collection for unsheltered individuals and defines how Outreach and Engagement teams coordinate services.**
Finalize Inactive Policy	**In process**	**Outreach, Data and Coordinated Access for Adults team (CAA) developing one central policy that applies for the entire BNL which will be housed in a larger policy - Coordinated Access for Adults (CAA) Quality By-Name (QBNL) & Prioritized List Policies.** **Recent BNL reporting Data Quality protocols have identified that different kinds of information in HMIS are treated differently in regards to an individual's inactivity. The data team is currently reviewing these differences and how they relate to the BNL Inactivity Policy.**
Complete Outreach Coverage Map	**In process**	**Survey123, an ArchGIS software identified as the technological solution to improve geographic mapping of outreach services. This GIS tool can track where outreach is happening, who is being contacted, who is making contact, and aggregate data when individuals decline to engage. These capabilities allow for real time coordination and evaluation.** **Preliminary piloting of Survey123 will begin with Housing Multnomah Now in June and will continue with an Outreach Data Collection Pilot and Oregon All In as those projects are stood up. Direct outreach**

		provider feedback through small use case scenarios will provide insights into the limitations and advantages of the platform for broad scale use.
Integrate Data Collection in Outreach and Navigation Team	In process	Data Team worked in collaboration with Outreach providers to rapidly develop a Survey123 questionnaire for the Housing Multnomah Now (HMN) initiative, which required a data collection tool be available on an accelerated timeline. Outreach and Navigation teams will continue to work closely with the Joint Office to ensure the tool best meets the needs of the program and the individuals served. Data collected through HMN outreach will report into the BNL. Utilizing Survey123, Coordinated Access' Initial Assessment rolls out this summer through an Outreach Data Collection Pilot, an intentional expansion of BNL reporting for individuals living unsheltered. • Up to 5 Outreach Programs - Participating in a 6 month workgroup • Working to understand the scope of how many individuals experiencing unsheltered chronic homelessness aren't connecting to services outside of Outreach and Engagement • Staging unsheltered individuals into Coordinated Access • Tracking non-consent to service or assessment (See below score card 5)
2B 90-100% captures	In process	Strategies for capturing 90-100% data for focus population: • Implementation of technical solutions that reduce data entry burden for Outreach and Engagement services ○ Intentional focus on filling gaps in data for those who may not be known to the system • ArcGIS data mapping to enable routine gap analysis for Outreach service ○ Provides information needed to ensure

		efficient team deployment and support resource investment and allocation ● **Alignment of Outreach data collection and entry with Coordinated Access** ○ **Increases the number of contracted and non-contracted Providers reporting into the BNL** ○ **Creates low barrier connection points for individuals living unsheltered** ○ **Minimizes impacts on both Providers and Participants**

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