



Built for Zero Monthly Progress Report
Portland/Multnomah County
April 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 to collect data
 - 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
- Jason Kyler-Yano Data Lead, Senior Research and Evaluation Analyst
- Abigail Phillips, Built for Zero 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 Quality 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
 - Members reviewed new outreach policies and data collection pilot plan
- 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 Advisory Committee (EAC)
 - Selected committee members have been approved and applicants have been notified of their selection. Onboarding processes begin mid-May
- Lived Experience Advisory Committee (LEAC)
 - Selected committee members have been approved and applicants have been notified of their selection. Onboarding processes begin mid-May

Monthly Highlights

- **Published [1st Quality By-Name List Data Report!](#)**
 - Achieved consistent data reliability well above Community Solutions standards for 6 consecutive months
 - Identified key data points to contextualize the overall population of 2,819 individual adults experiencing Chronic Homelessness per Population A standards:
 - Demographic takeaway: The majority of this group identifies as white (74%), male (60%) and between 24-54 years old (64%)
 - Living Situation takeaway: Just over half (51%) of the chronically homeless people are living in sheltered situations, including transitional housing
 - Inflow takeaway: Newly identified individuals are the largest category of inflow
 - Outflow takeaway: Housing Placements are the most common reason people leave chronic homelessness but are outpaced by the Inflow of newly identified individuals
- **Now providing Monthly Snapshots on [BfZ webpage](#)**
 - Run Chart of Active number of Chronically Homeless Adults provides a retrospective view of how this population changes overtime
 - Efficacy of reduction measures via System developments or Programmatic changes can be seen through this population level lens
 - Mirrored Inflow & Outflow run chart provides context to the overall population as seen in the Active run chart
 - Building interactive data visualization dashboard to enable website visitors to dig deeper into Quality By-Name List (QBNL) snapshots and run charts
- **QBNL and Coordinated Access for Adults collaborative**
 - Continued work to refine Coordinated Access' phase one vulnerability assessment (i.e. Initial Assessment)
 - Established cohesive timeline for QBNL data collection expansion and roll out of Initial Assessment tool - Begins this summer!
- **Evolved BfZ Outreach Policy and Coordinated Access for Adults (CAA) Prioritized List policies to focus on the links between the QBNL and Coordinated Access**
 - Incorporated feedback received from C4, Focus Strategies, Community Solutions and the Improvement Team to draft a new policy that is separate

from the Outreach Policy - Coordinated Access for Adults (CAA) Quality By-Name (QBNL) & Prioritized List Policies

- Describes how an individual identified on QBNL moves through the Adult System and is connected to CAA
 - Outlines general list maintenance and protocols including Inactivity (4A-C) (see details below for specific scorecard areas)
 - Outreach specific protocols and procedures identified as needing deeper collaboration with Outreach and Engagement structures outside of the JOHS
 - 2nd draft Outreach Policy to further define how QBNL data will be utilized by Outreach and Engagement teams to coordinate service
 - Will continue to center around data collection of unsheltered individuals and show a clear correlation between the QBNL and Coordinated Access
- **Began building Data Collection Expansion Pilot Notice of Funds Availability (NOFA) to be released in May**
 - Targeted NOFA geared toward Outreach and Engagement teams who are currently contracted through the JOHS
 - 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
 - Expanding to client-level data collection during usual Outreach and Engagement service delivery
- **Continued research and development of front end data collection App 1A-D, 2A-B, 5** (see details below for specific scorecard)
 - Identified three prospective software solutions - reviewing functionality and feasibility of implementation

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%	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.
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 QBNL 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
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	Feedback received from the 1st Outreach Policy draft review identified a need for a stronger connection between the Quality By-Name List and Coordinated Access, with a focus on understanding how a person is connected to service. Also identified was a need for deeper collaboration with Outreach and

		<p>Engagement programs, including City directed navigation teams.</p> <p>To address these needs the Outreach Policy 2nd draft will continue to center around data collection of unsheltered individuals living in Multnomah County and define how Outreach and Engagement teams will use QBNL data to help coordinate service delivery. Additionally, a separate policy is in development - Coordinated Access for Adults (CAA) Quality By-Name (QBNL) & Prioritized List Policies - which describes how an individual moves through the Adult System and how the QBNL connects to Coordinated access.</p>
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 QBNL and CAA's Inactivity protocols and procedures.</p>
Develop Form to collect BNL Data	In process: with Program Team	<p>Data collection form development has been integrated with work lead by C4 and Focus Strategies to create a staged vulnerability assessment for CAA. QBNL 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,</p>

		equitable and person centered approach to data collection. In addition to expanding the number of providers reporting into the QBNL, 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>Program and Data teams continue research and development for technical solutions to support Outreach data collection and QBNL reporting through the Coordinated Entry system. Three potential software solutions have been identified and are under review with the Program Team and IT team.</p> <p>BFZ project manager initiated a targeted Notice of Funds Availability (NOFA) for a data collection pilot to build on current aggregate collection practices and expand to client-level data collection. Planned to release in Mid-May 2023 this NOFA, geared toward Outreach and Engagement teams currently contracted with JOHS, aims to understand the scope of how many individuals experiencing unsheltered chronic homelessness aren't connected to services (outside of Outreach and Engagement). Teams selected for this pilot will participate in a cohort workgroup to develop a practical workflow and problem solve challenges that arise as they incorporate the Coordinated Access Initial Assessment into usual service delivery.</p>
2B 90-100% captures	In process	Planned for Spring 2023 push
	In process	This scorecard question is being addressed through the NOFA and integration of data

		<p>QBNL data collection in Outreach and Navigation Team as mentioned above. QBNL data, 2023 PiT data once released and aggregate data collected during the Outreach and Engagement pilot will help inform whether our community can confidently assume that 90-100% of active chronically homeless adults served by CoC providers are reporting into Multnomah County's QBNL.</p>
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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	No

	inactive status?	
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 to Inactive, Active to Housed, etc.)?	Yes
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