



**Built for Zero Monthly Progress Report**  
Portland/Multnomah County  
February 2023

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**Current Cohort and Action Cycle**

- \*Team is in an individual improvement project following cohort ending. New cycle begins in July 2023!
  - Initial Action Cycle (Improvement System Shaper (ISS)), November 2021 - May 2022\*\*

**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**

- Improvement Team: Homeless service providers meet regularly to focus on BFZ policy design and direction
- 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 members have been selected and will begin their onboarding process soon
- Lived Experience Committee
  - Final applications for committee membership received and are in review
  - Next steps: Member selection to be completed by the first week of March.

**Monthly Highlights**

- **Updated BNL Scorecard Score = 18/29** - Achieved 'YES' on scorecard tasks (7) and (10) (see details below for specific scorecard areas)

- **Completed 1st Draft of Outreach Policies - (1C)** (see details below for specific scorecard areas)
  - Shared with Outreach and Coordinated Entry program teams as well as Improvement Team for revision suggestions and feedback
- **Completed 1st Draft of data collection form**
  - Form to capture quality data on BNL during outreach
  - In review stage with the Outreach and Coordinated Access program teams
  - Next steps: Bring to on-going groups formed to guide Built for Zero work
- **Continued research and development of front end data collection App**
  - Outreach App to be used in the field during community engagement. Data collected using outreach App aligns w/data collection form mentioned above. This tool will expand data collection beyond HMIS for ease of use by outreach workers and better access to the By-Name List (BNL) for people being served outside of mainstream service providers
  - Post implementation an increase in the overall number of persons represented on the BNL is expected because of accessibility improvements
  - Development of this tool will assist in achieving remaining scorecard tasks: [1A-D](#), [2A-B](#), [4B](#), and [5](#) (see details below for specific scorecard)
- **Data reliability nearly achieved - Continuing to adjust to improve data quality**
  - Data revision completed to include an expanded definition of All-Single Adults: Adult households with no children, Adult household with Transition Age Youth (TYA), and Multi-Adult households now included in BNL
  - Re-establishing reliability based on new definition
  - Public unveiling nearing readiness stage - no later than April

### 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                    | In process | <a href="#">Data team is working on re-establishing data</a>  |

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| within 15%  |                   | <b>reliability after making adjustments to the definition of Adult Households and data fields used to determine an individual's eligibility.</b>   |
| Data uploaded from HMIS to BFZ Framework              | <b>In process</b> | Data team is working on completing 3 successive uploads to ensure data reliability<br>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.   |
| <b>Get perfect score on All-Singles BNL Scorecard</b> | <b>In Process</b> | Data Quality Project Manager is working on addressing data related scorecard questions with the Data Team. Scorecard questions regarding data collection and outreach coordination are being worked on with the Program Team including Outreach and Coordinated Access for Adults.<br><b>Data team confirmed the BNL's ability to track the changes in housing status of all individuals including return to homelessness.</b><br><br><b>Current BNL scorecard - 18</b>  |
| Establish Baseline: Scorecard                         | <b>Complete</b>   | <b>Score: 16/29</b> (see Scorecard below for more info), focusing on key strategies to get to <b>24</b> by Sept  |
| Develop Community Level Outreach Policy               | <b>In process</b> | This policy will clearly define outreach coordination expectations between various organizations contracted to provide outreach services.<br><b>1st Draft of Outreach Policies developed with the Outreach and CE teams. Also shared with the Improvement team. Plans to share with the Outreach and Engagement Workgroup postponed due to inclement weather.</b>  |
| Finalize Inactive Policy                              | <b>In process</b> | Outreach, Data and CE team developing one central policy that applies for the entire BNL, including CE. Tiered CE approach will integrate both policies and procedures.<br>This policy ensures we understand when to inactivate someone on each list, so that they are no longer prioritized for services and considers how to approach those in short term institutions (hospitals, criminal justice).<br><b>Data team expanding parameters of inactivity calculations based on updated definition of Active: A person experiencing chronic homelessness in the community is considered active on the BNL. Included in this work is the ability to flag persons nearing inactivation.</b><br><br><b>Outreach and CE teams working to update</b> |

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|   |                                      | <b>Inactivity Policy to reflect data collection and data submission expectations</b>  |
| Develop Form to collect BNL Data                          | <b>In process: with program team</b> | Form to collect data on those not assessed to CE being refined, Form will be based on the first stage/tier of Coordinated Entry process. This form will be a tool to collect a subset of information from our Vulnerability Assessment to be utilized during outreach to ensure more comprehensive data capture.<br><b>1st draft completed and shared with the Outreach and Coordinated Entry teams.</b>  |
| <b>Outreach Coverage</b>                                  | <b>In process</b>                    | <b>Improvement team is primarily focusing on outreach strategies as defined below</b>   |
| Complete Outreach Coverage Map                            | <b>In process</b>                    | Improvement team working to document coverage in collaboration with the Program Team.<br>Our current outreach map will be updated to clearly specify who is contracted to outreach geographically, and will ensure better communication and coverage.   |
| Integrate Data Collection in Outreach and Navigation Team | <b>In process</b>                    | Improvement team working to develop strategy and contract language in collaboration with the Program Team.<br>This will create policies and procedures of when and how outreach teams will use updated tools to collect data.<br><br><b>Data collection form created and in review stage. This form will be shared with the on-going improvement groups for feedback and drive the creation of policies and procedures of when and how outreach teams will use collection tools.</b><br><br><b>Research and development initiated to address data entry needs identified by Outreach and Engagement Work Group and echoed by Improvement Team: Mobily optimized, easy to use tool for in the field data entry.</b><br><br><b>Implementation of these tools will assist in achieving scorecard tasks related to coordination of outreach, inactivity and BNL inclusion of actively homeless individuals who have not consented to services. It is expected that availability of data collection tools will increase the total number of chronically homeless adults present on the BNL and may skew data reliability at onset.</b> |

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| 2B 90-100% captures |  | Planned for Spring 2023 push |
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### Current All Singles Scorecard Score for Multnomah County

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| <b>1A</b> | 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.   | <b>No</b> |
| <b>1B</b> | 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?   | <b>No</b> |
| <b>1C</b> | 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?   | <b>No</b> |
| <b>1D</b> | 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?   | <b>No</b> |
| <b>2A</b> | Are 90% of CoC-funded and non-CoC-funded providers reporting data into your by-name list?  | <b>No</b> |
| <b>2B</b> | Are approximately 90-100% of currently homeless single adult individuals served by the providers reporting into your by-name list?   | <b>No</b> |
| <b>3A</b> | Is your by-name list able to collect data on all currently homeless single adults in your community, including <b>unsheltered individuals living in a place not meant for human habitation (e.g. street, cars, campsites, beaches, deserts or riverbeds)?</b>  | Yes       |
| <b>3B</b> | 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       |
| <b>3C</b> | Is your by-name list able to collect data on all currently homeless single adults in your community, including <b>individuals in transitional housing, including VA-funded Transitional Housing?</b>   | Yes       |
| <b>3D</b> | Is your by-name list able to collect data on all currently homeless single adults in your community, including <b>individuals fleeing domestic violence?</b>   | Yes       |
| <b>4A</b> | 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? | <b>No</b> |
| <b>4B</b> | 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.)   | <b>No</b> |

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| 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?  | No  |
| 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 <b>those who move in to permanent housing?</b>   | Yes |
| 11B | Does your community's by-name list track individuals as they move out of active homeless status, including <b>those who become inactive, per your inactive policy?</b>  | Yes |
| 11C | Does your community's by-name list track individuals as they move out of active homeless status, including <b>those who no longer meet the population criteria of single adult?</b>   | 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