END CHRONIC HOMELESSNESS IN 20 COMMUNITIES AND HOUSE 20,000 PEOPLE BY JULY 1, 2020

Welcome

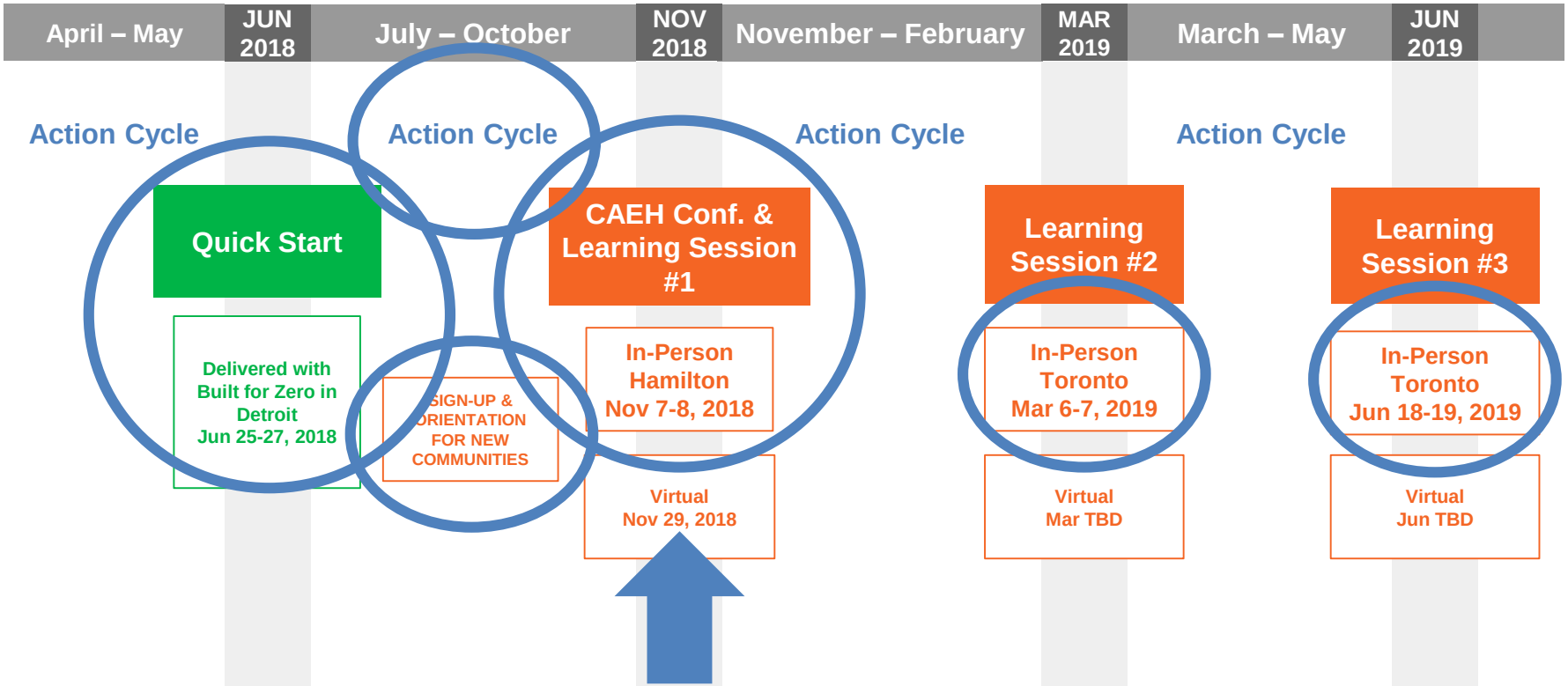
20KHomes Inaugural Collaborative Learning Session

November 7 & 8, 2018

END CHRONIC HOMELESSNESS IN 20 COMMUNITIES AND HOUSE 20,000 PEOPLE BY JULY 1, 2020

Collaborative Timeline 2018/19

20,000 HOMES CAMPAIGN



END CHRONIC HOMELESSNESS IN 20 COMMUNITIES AND HOUSE 20,000 PEOPLE BY JULY 1, 2020

Get'cha head
in the game

Brain Dump

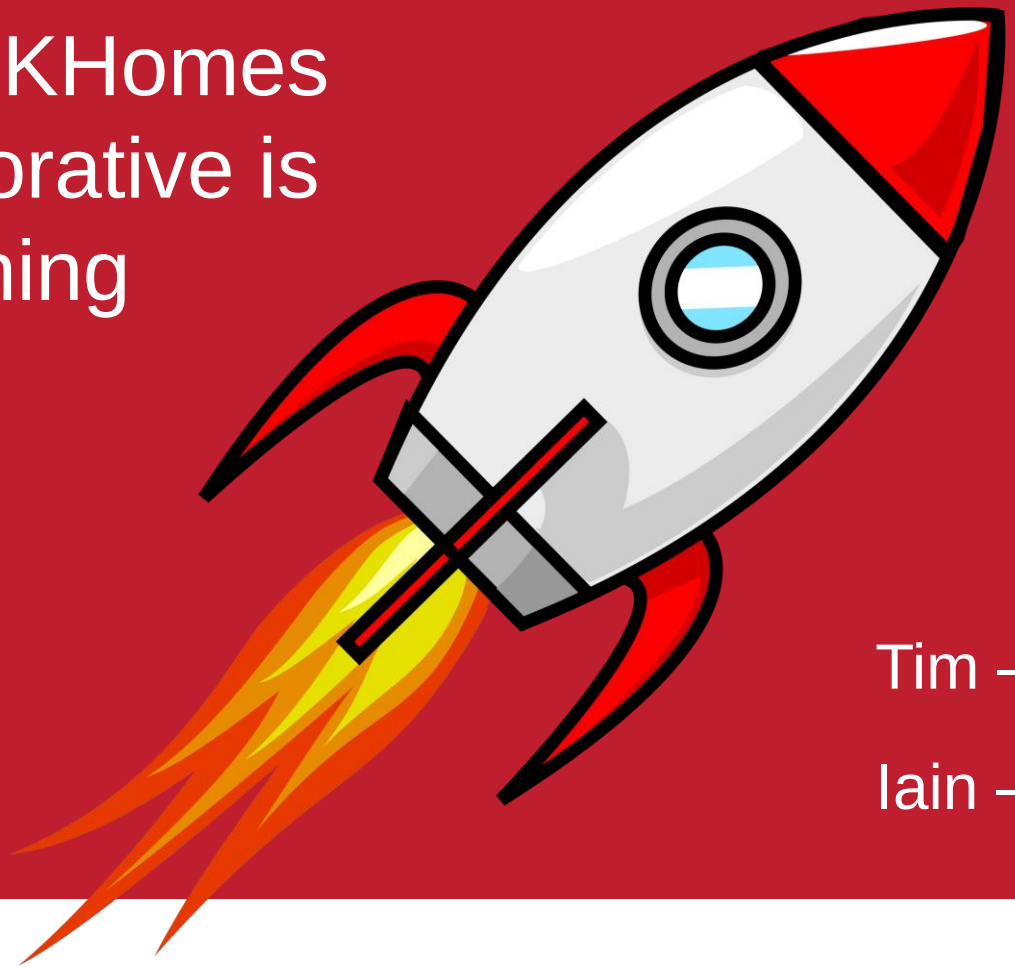
8:00

- Write ideas you want to bring home on sticky notes (2 min)
- Share your top three ideas in your team – write on flip chart (8 min)
- Fold flip chart page to bring home

1 Minute Meditation

Headspace 1 Minute Meditation

The 20KHomes Collaborative is Launching



Tim – Why Important

Iain – Why a Part of It

Introductions

Communities

Twenty-Six 20KHomes Collaborative Communities

Communities that Participated in US Built for Zero 2017/18

COMMUNITIES

- Edmonton
- Hamilton
- Peel
- Toronto
- Waterloo
- Whitehorse
- Windsor

Built For Zero.
COMMUNITY SOLUTIONS
Communities that Joined at the Conference in Detroit June 2018
▪ Chatham-Kent
▪ Guelph-Wellington
▪ Saint John
▪ Stratford

New Communities

COMMUNITIES

Brantford

Dufferin County

Fort McMurray

Halifax

Kawartha-Haliburton

Medicine Hat

Moncton

Peterborough

Red Deer

Virtual Communities

COMMUNITIES

Cape Breton

Kamloops

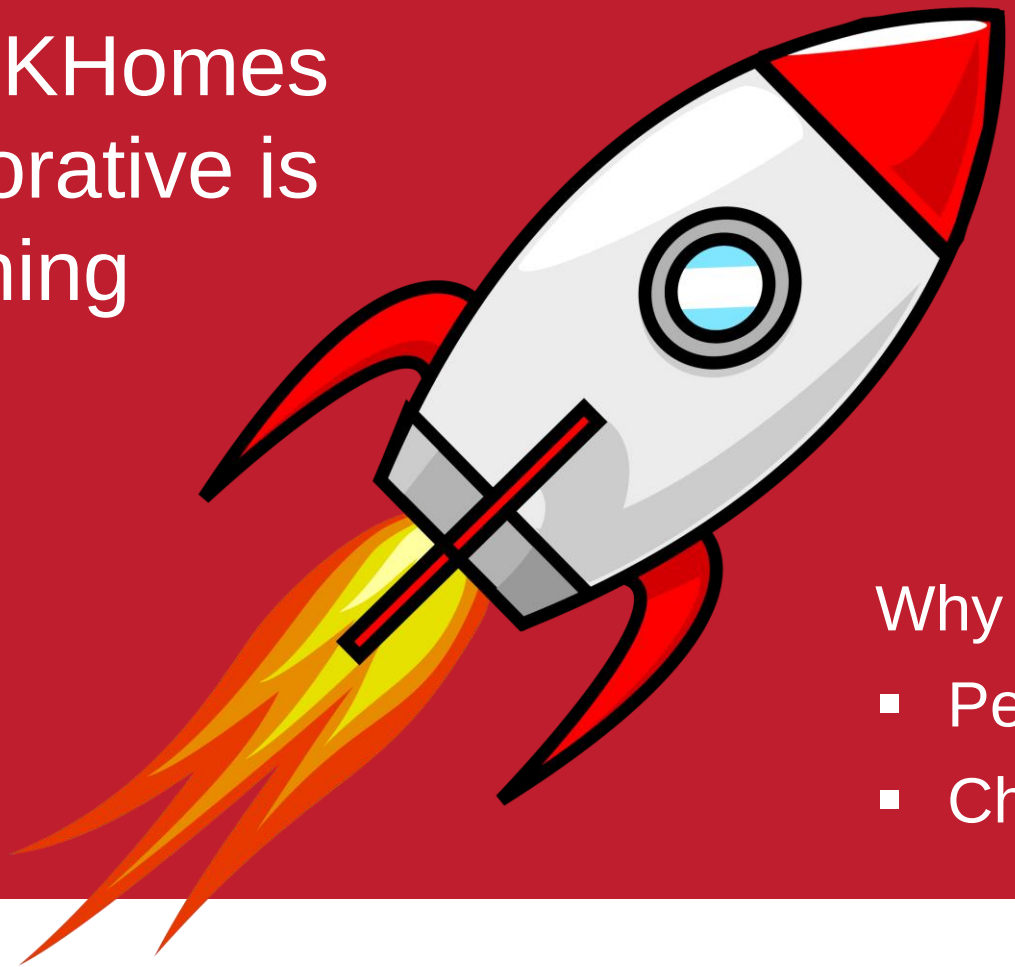
Ottawa

Sault Ste. Marie

Simcoe

Sudbury

The 20KHomes Collaborative is Launching



Why Continuing?

- Peel
- Chatham-Kent

Roles in Your Team

Big Red Ball
Big Red Bus

20KHomes Team

Improvement Advisors

Ashley Van Der Mark
Improvement Advisor

Kerri Kightley
Improvement Advisor

Data and Impact Support

Jessica Brunet
Data Advisor

Randalin Ellery
Data Impact Lead

Rachelle Raymond
Student

Organizing Support

Marie Morrison
Director, 20KHomes

Debbie Harrison
Campaign Coordinator

CAEH Team

Tim Richter
President & CEO

Stefania Seccia
Communications Advisor

CAEH Training & Technical Assistance

CAEH Training and Technical Assistance

Wally Czech
Director, TTA

Michelle Bilek
Coordinator

Partners

PARTNERS

Canada

Government of Canada,
Homelessness Partnering Strategy

Patrick Hunter
Senior Policy Analyst

Adam Anderson
Policy Analyst

Natasha Lenzo
Senior Policy Analyst

Nathalie Couture
Senior Planning Officer

Max Bonito
Policy Analyst

Yalé Touzin
HIFIS Support Desk

PARTNERS

COMMUNITY SOLUTIONS

Melanie Lewis Dickerson
Portfolio Manager

Nate French
Collaborative Lead

Aras Jizan
Product Design and Implementation Manager

Built For Zero.
COMMUNITY SOLUTIONS

PARTNERS

ORG CODE

Iain DeJong

CAEH

PARTNERS

Ali Ryder

PARTNER

homeless hub

A WAY HOME
VERS UN CHEZ-SOI
CANADA

Kaite Burkholder Harris

Amanda Buchnea

- Pronouns
- Scent Free Environment
- Washrooms
- Fire Exits
- Photographer
- WiFi Login/Password
- Security

Learning Session Goals:

1. Launch the 20KHomes Collaborative!
2. Strengthen your local team
3. Complete Action Cycle plans
4. Meet other communities
5. Celebrate progress
6. Get connected to available support
7. Develop complex problem-solving skills

Key Milestones & Cohorts

MILESTONES

BNL	= *Achieve a comprehensive, real-time, quality By-Name List that produces reliable data*
REDUCE	= *Drive monthly reductions in your active chronic homeless number*
ZERO FOR ALL	= *Sustain your gains while expanding to new populations*

Agenda – Day 1

LEARNING SESSIONS

Opening Plenary

Break

Break-out Rooms

Optional Dinner

Anchor Bar at 6:30 pm

BNL

- Meet people in your room
- BNL Scorecard 2.0

Reduce

- Meet people in your room
- Model for Improvement
- Review tools
- Debrief current projects/data
- Bright spot

Agenda – Day 2

LEARNING SESSIONS

Breakfast

Morning Break

Lunch

Afternoon Break

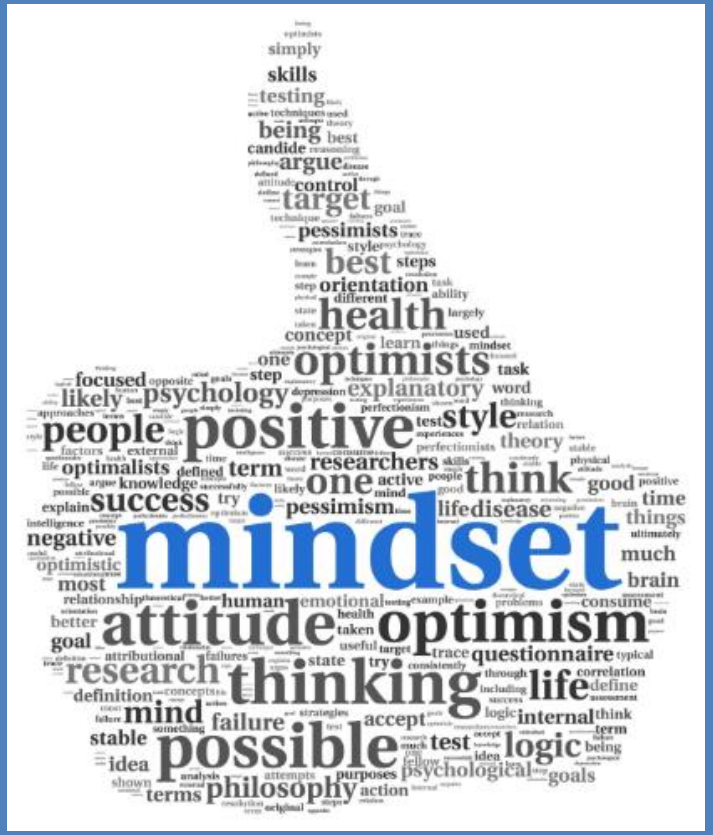
Closing Plenary

BNL

- Model for Improvement
- Tools
- Aims
- Change Ideas
- Planning

Reduce

- Aims
- Change Ideas
- Bright Spot
- Planning



1. Bias for Action
2. Fail Forward
3. Growth Mindset
4. Abundance
5. Mission Focused

WTF?

Where's the fun?

The Reframe: Birds Not Baseballs

Behaviours for Solving Complex Problems

Complex problems can't be solved by a static set of interventions.

Communities need a **problem-solving system** that can flex as the problem evolves.

DATA ANALYTICS

Zoom in on the heart of the problem

HUMAN-CENTERED DESIGN

Engage people experiencing the problem to surface ideas

QUALITY IMPROVEMENT

Test and evaluate each idea with objective data

FACILITATION & MEETING DESIGN

Create the conditions for groups to innovate collaboratively

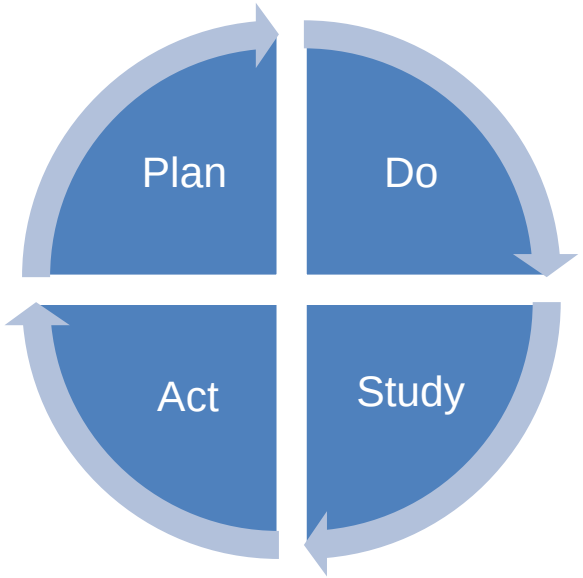
The Model for Improvement

The shift from technical solutions to iteration

Aim: What are we trying to accomplish?

How will we know a change is an improvement?

What change can we make that will result in improvement?



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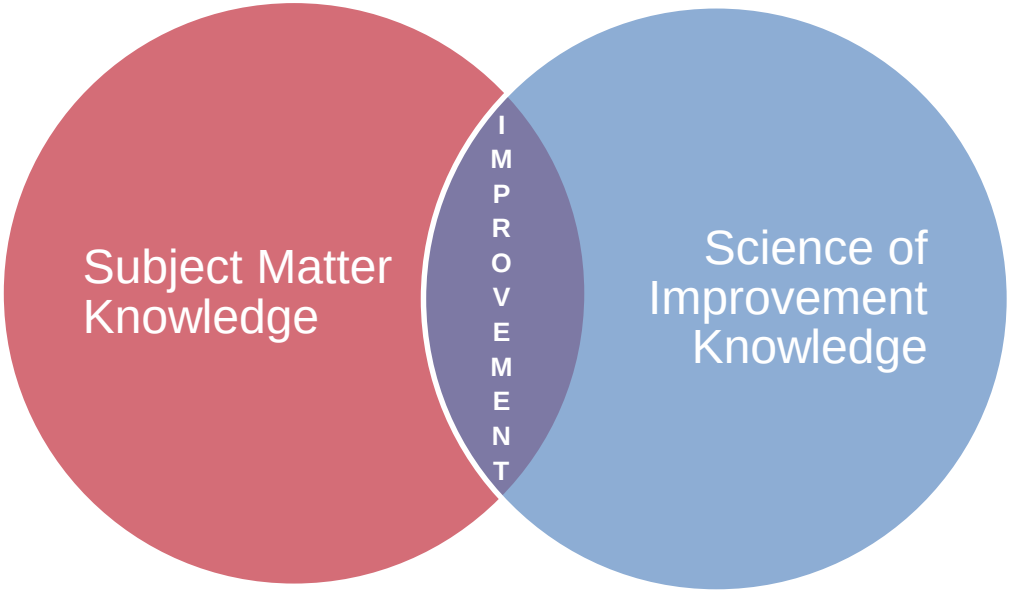
Knowledge for Improvement

KNOWLEDGE OF IMPROVEMENT

Learn to combine subject matter knowledge and Science of Improvement knowledge in creative ways to develop effective changes for improvement.



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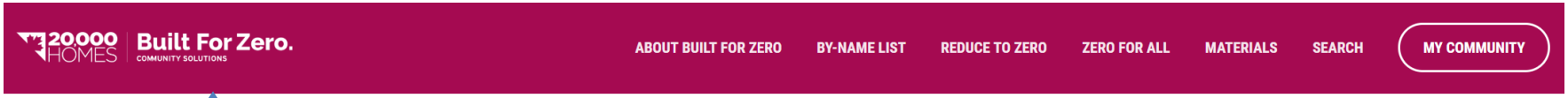
Learning Session Tools

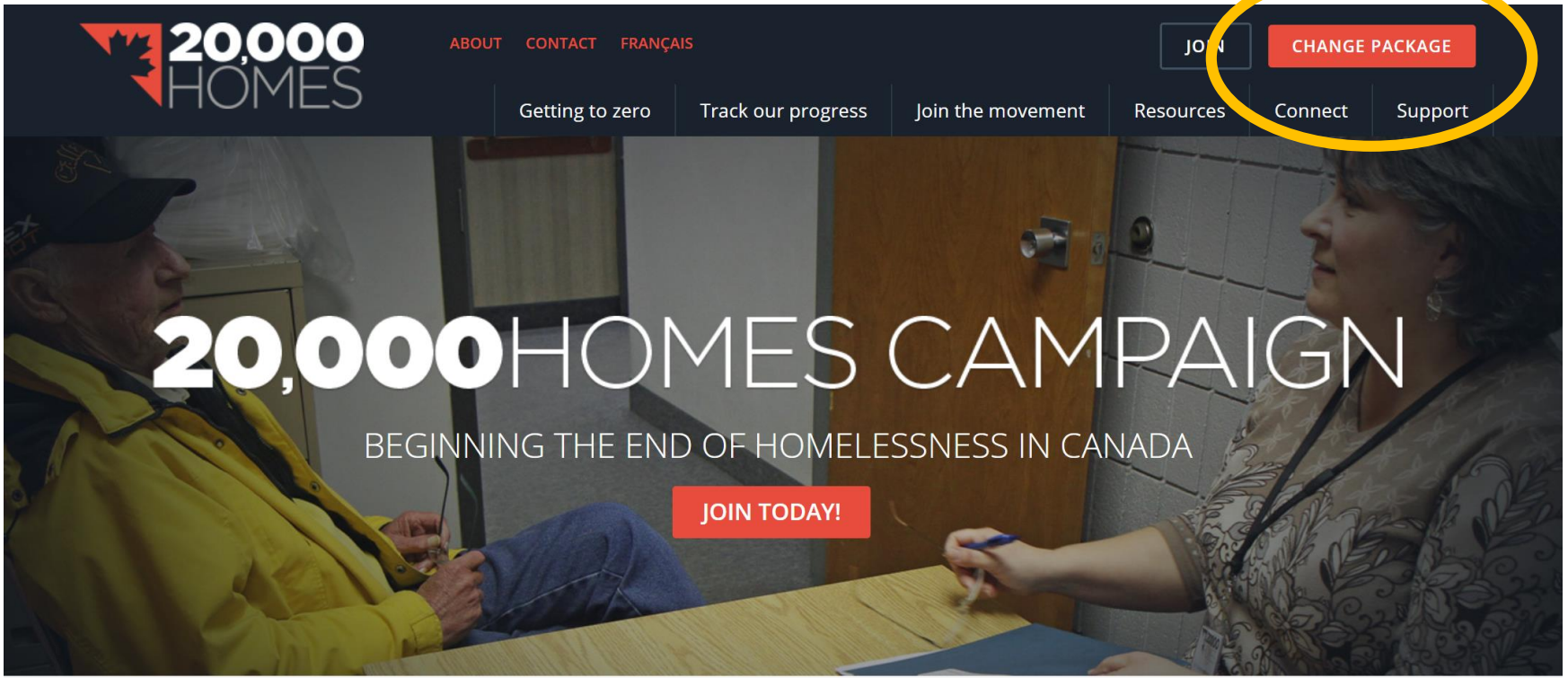


FORMER CHANGE PACKAGE

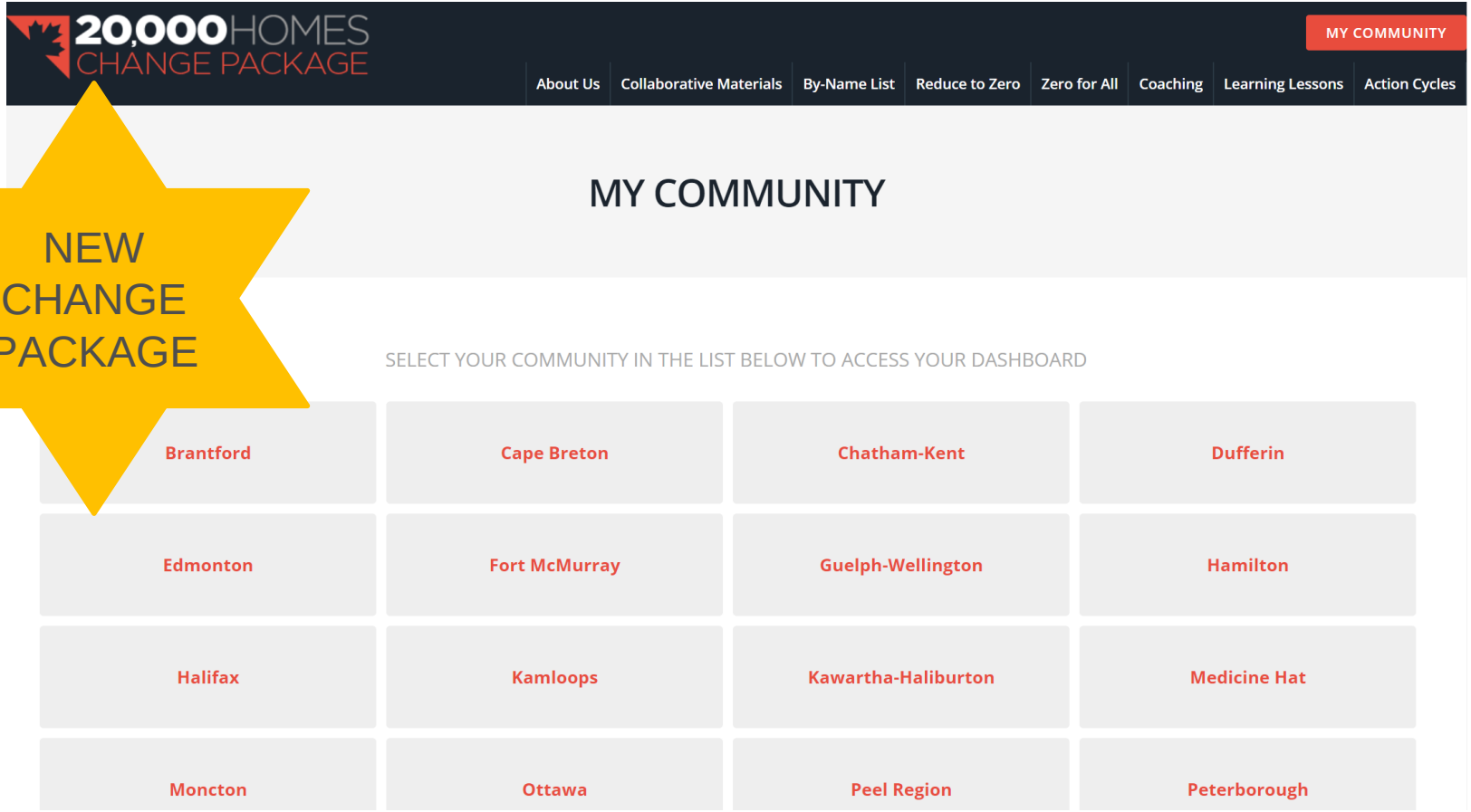
MY COMMUNITY

SELECT YOUR COMMUNITY IN THE LIST BELOW TO ACCESS YOUR DASHBOARD:

Chatham-Kent	Edmonton	Guelph-Wellington	Hamilton
Lanark County	Ottawa	Peel Region	Saint John
Simcoe	Stratford	Toronto	Waterloo Region
Whitehorse	Windsor		



20,000 HOMES CAMPAIGN



NEW CHANGE PACKAGE

Community Example

TOOLS

EDMONTON

PERFORMANCE MANAGEMENT TRACKER

MONTHLY DATA FORM

IMPROVEMENT PORTFOLIO

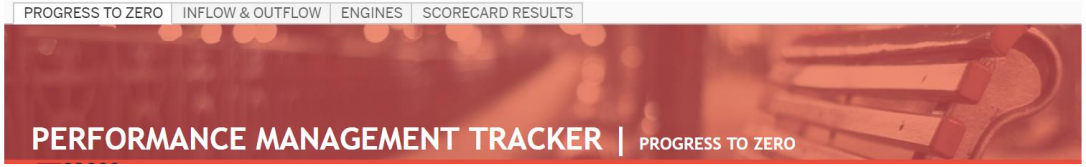
COMMUNITY SUPPORT PLAN

Archived Materials

- Improvement Portfolio – June 2018
- Storyboard Feb 2018

Online Scorecards

- By-Name List Scorecard – 2.0 coming soon!
- Coordinated Access System Scorecard



Community Improvement Portfolio

TOOLS

[NAME OF COMMUNITY]

OVERVIEW

OVERALL AIM STATEMENT - FUNCTIONAL ZERO CHRONIC HOMELESSNESS

In the space below, please type your community's aim for reaching a functional end to chronic homelessness

[Our community] will reach functional zero on chronic homelssness by **[Date]**

ACTION CYCLE AIM STATEMENT - TOWARDS A QUALITY BY-NAME LIST

In the space below, please type your community's aim to get to a quality By-Name List for this action cycle

[Community Name] will reach a **[score/11]** on the "basic chronic" By-Name List Scorecard 2.0 and/or **[reliable data]** for people experiencing chronic homelessness by February 28, 2019

CHANGE IDEAS

In the space below, prioritize three change ideas from driver diagram and type them below under 'change idea'

	CHANGE IDEA	TEST OF CHANGE	START DATE	END DATE	PROJECT LEAD
	Example: Train providers to use a common assessment tool (CAT) and to submit required paperwork to add people to the By-Name List (#1 Maximize Provider Participation).	*Train 20 homeless-specific providers (over an 8 week period) to use the common assessment tool (CAT) and to submit people to the By-Name List.*	*11/12/2018*	*12/31/2018*	*Ashley*
1					
2					
3					

Driver Diagram – Theory of Change

TOOLS

[NAME OF COMMUNITY]

DRIVER DIAGRAM

START HERE!

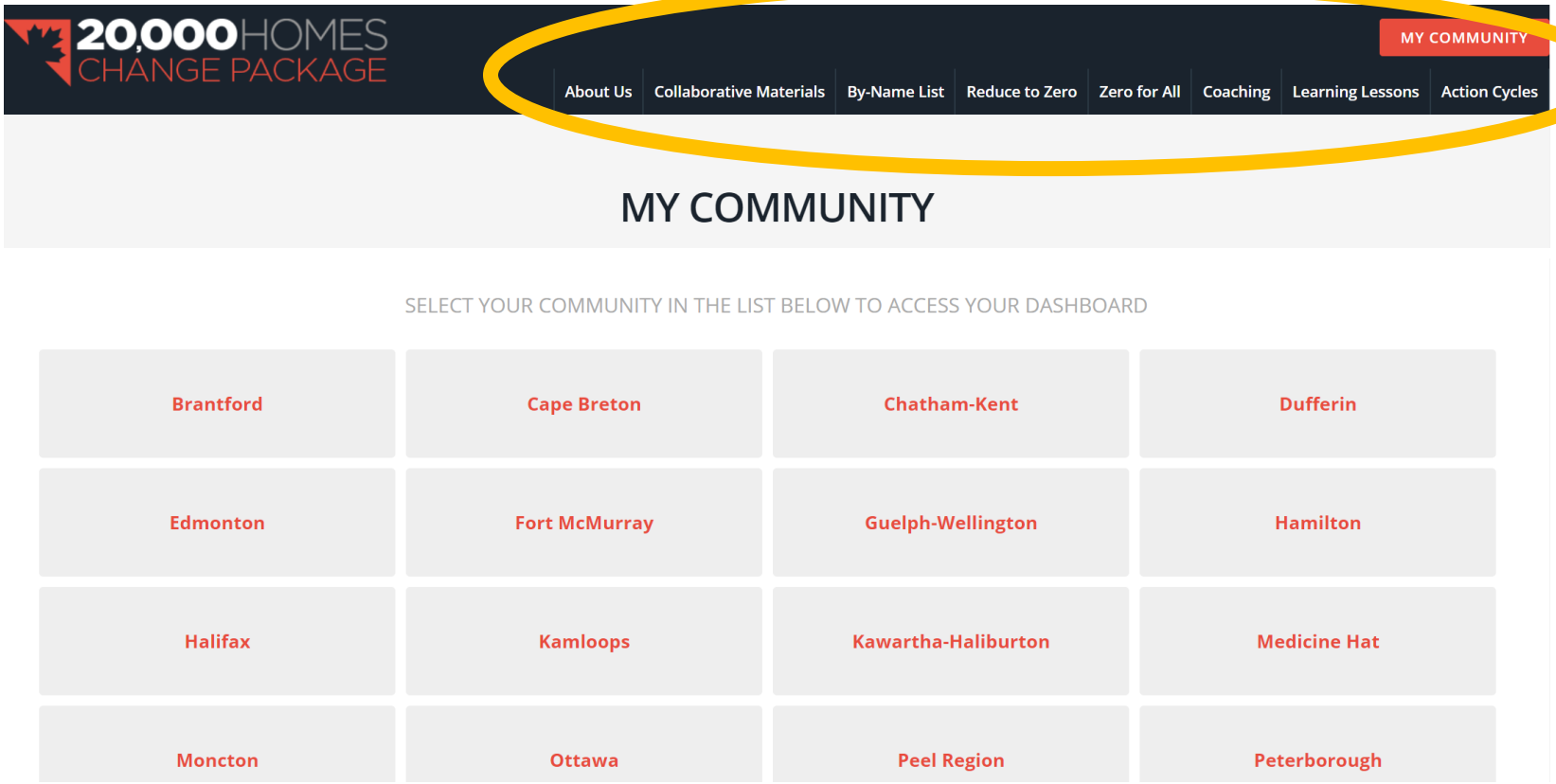
CHRONIC FUNCTIONAL ZERO AIM STATEMENT

[Our community] will reach functional zero on chronic homelssness by [Date].

RELIABILE BY-NAME LIST DATA

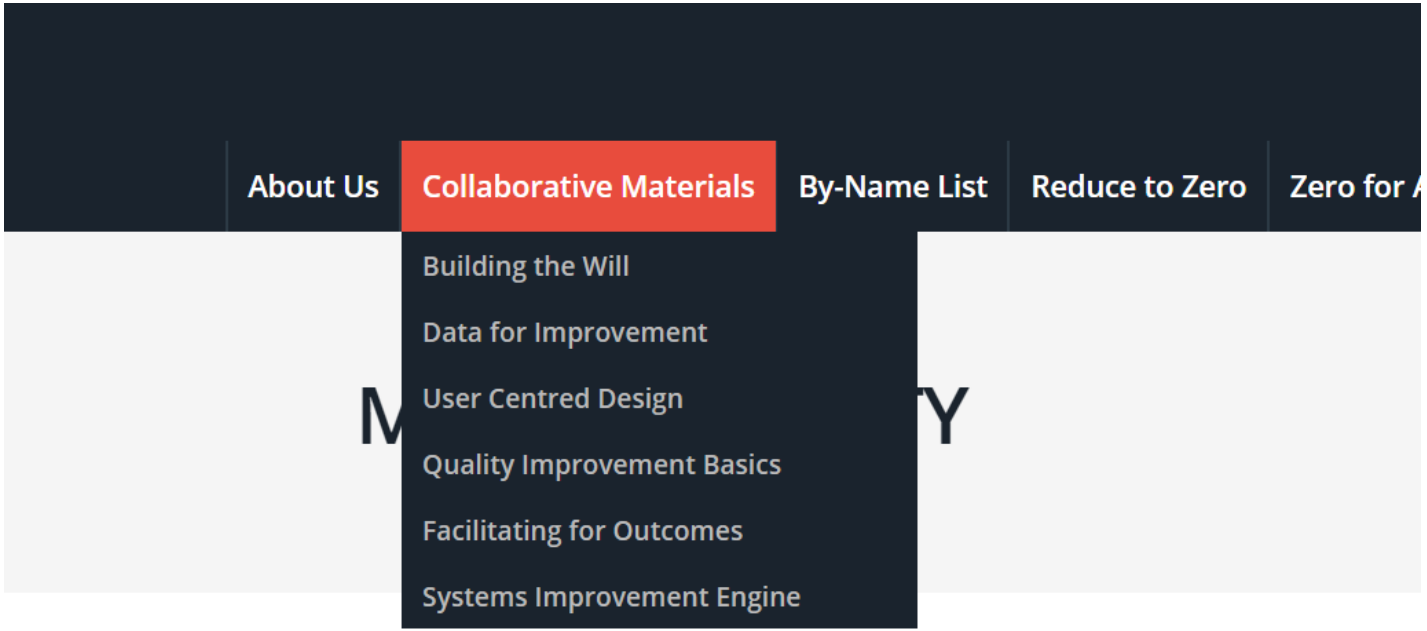
PRIMARY DRIVERS	SECONDARY DRIVERS		CHANGE IDEAS	
Accelerating housing move-in's	1.1	Gather & target housing resources		
	1.2	Implement Housing First practices		
	1.3	Expand access to affordable units		
	1.4	Coordinate services & efficient processes		
	1.5			
Reducing inflow	2.1	Diverting individuals from homelessness		
	2.2	Support housing retention		
	2.3	Intervene farther upstream		
	2.4			
	2.5			
Preventing Chronic Homelessness	3.1	Build at-risk list & data infrastructure		
	3.2	Develop & target housing interventions		
	3.3	Coordinate & target resources		
	3.4			
	3.5			

TOOLS


20,000 HOMES CHANGE PACKAGE
MY COMMUNITY
About Us
Collaborative Materials
By-Name List
Reduce to Zero
Zero for All
Coaching
Learning Lessons
Action Cycles
MY COMMUNITY
SELECT YOUR COMMUNITY IN THE LIST BELOW TO ACCESS YOUR DASHBOARD
Brantford
Cape Breton
Chatham-Kent
Dufferin
Edmonton
Fort McMurray
Guelph-Wellington
Hamilton
Halifax
Kamloops
Kawartha-Haliburton
Medicine Hat
Moncton
Ottawa
Peel Region
Peterborough

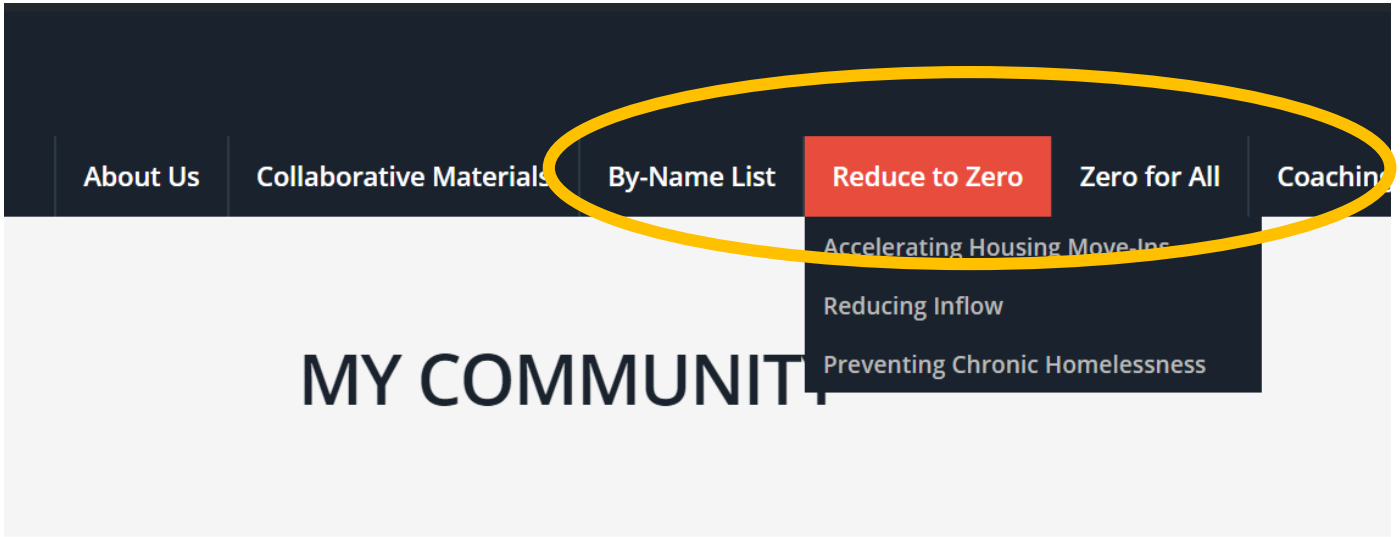
Collaborative Materials

TOOLS



Change Ideas

TOOLS



Coaching/Learning Session and Action Cycle

TOOLS

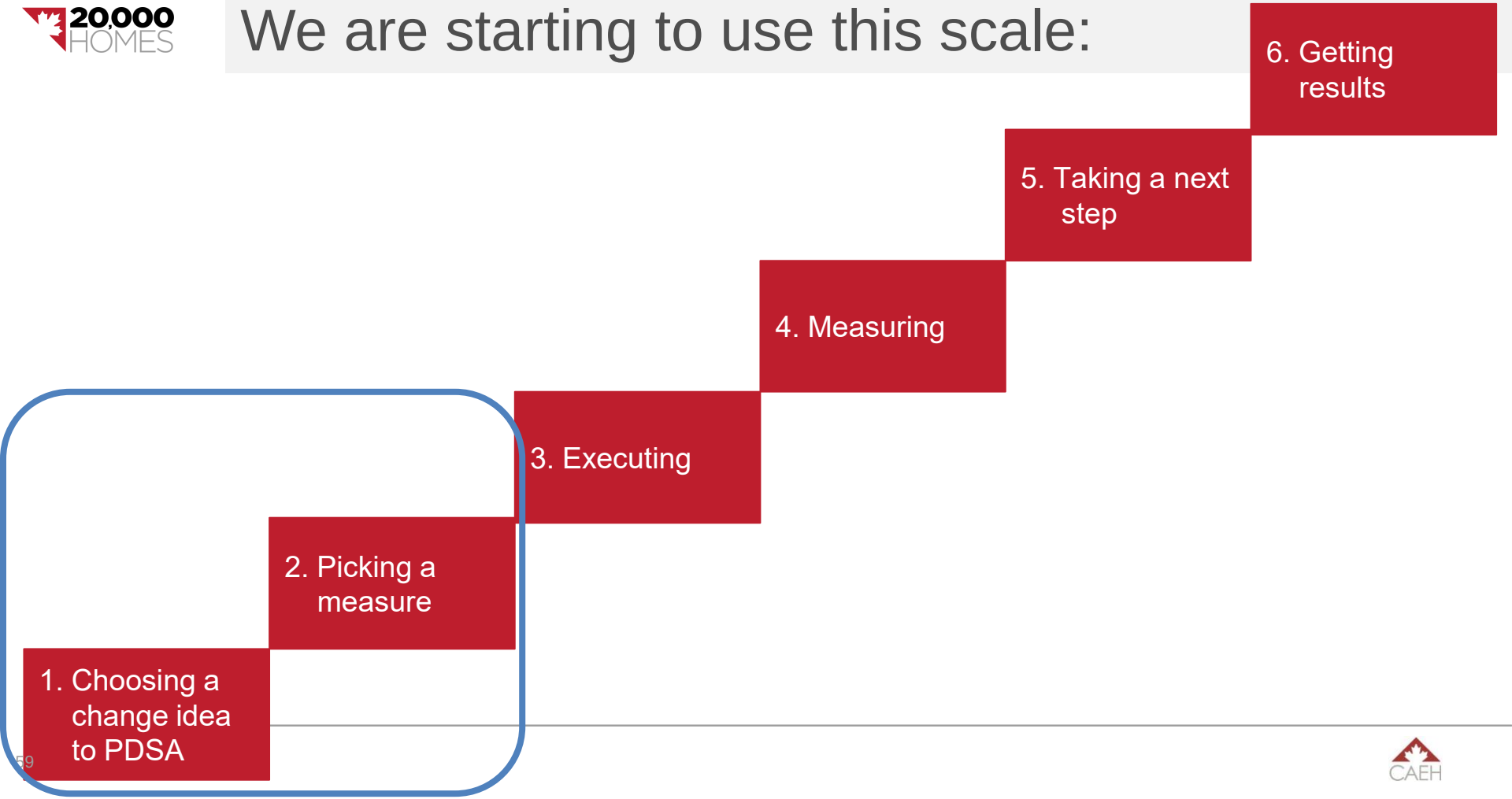
20KHomes Team PDSA

November 2018
Learning Session Objective:

This Learning Session will be successful if in the next Action Cycle, more improvement projects are completed, and more projects result in system level improvements.

We are starting to use this scale…

We are starting to use this scale:



Let's fill in the Table:

EXERCISE

Change Idea	Test of Change	Start Date	End Date	Lead
Anchor Charts	Hang anchor charts in break-out rooms with goals for each part of agenda for communities to mark their progress	Nov 7	Nov 8	Kerri

Let's fill in the Table:

EXERCISE

Change Idea	Test of Change	Start Date	End Date	Lead
Anchor Charts	Hang anchor charts in break-out rooms with goals for each part of agenda for communities to mark their progress	Nov 7	Nov 8	Kerri

Predicted Impact	Measure	Baseline	Goal	Who Collects	When Collect
Clear goals and monitoring progress will support completion of Improvement Portfolio	Improvement Portfolios • Aims • 3 projects • Lead, dates, prediction • Measurement	 0 0 0 0	 19 19 19 19	Randalin	During breaks, lunch, and before closing plenary Nov 8.

State of the Movement

Current Progress Snapshot

20,000 HOMES CAMPAIGN

38 PARTICIPATING COMMUNITIES

18,576 TOTAL HOUSING MOVE-INS

11 COMMUNITIES WITH QUALITY BY-NAME LIST

8 COMMUNITIES SCORING 20+/23 ON COORDINATED ACCESS SYSTEM SCORECARD

11 COMMUNITIES CLOSE/PROGRESSING TO QUALITY BY-NAME LIST

12 COMMUNITIES SCORING 13-19/23 ON COORDINATED ACCESS SYSTEM SCORECARD

5 COMMUNITIES WITH QUALITY BASELINE

0 COMMUNITIES BELOW INITIAL BASELINE

0 COMMUNITIES WITH FURTHER SIGNIFICANT REDUCTIONS

0 COMMUNITIES IN FINAL MILE

0 REACHED FUNCTIONAL ZERO CHRONIC

0 SUSTAINING FUNCTIONAL ZERO CHRONIC

19,000 PICTURE

20,000 PICTURE

The Giving of the Scrolls

Past Achievers of a Quality By-Name List

- Chatham-Kent
- Edmonton
- Guelph-Wellington
- Hamilton
- Lanark (youth)
- Ottawa
- Peel Region
- Waterloo Region
- Windsor

New Communities with a Quality By-Name List

Countdown