Developing BY-NAME PRIORITY LIST: Lessons Learned

November 2018

Who is in the room….

➢ Communities that have an BNPL

➢ Communities thinking about creating a BNPL

➢ Skeptical about the BNPL

Hamilton

Vision: **Everyone in Hamilton has a home**

✓ Rights based approach to housing

✓ End chronic homelessness

✓ Create housing stabilization for people at risk

How will we measure our progress?

Making the shift from being well intended to results driven

Hamilton

A seed was planted

100K Campaign Lessons Learned

➢ Number of housing placements in communities increase when you introduce data driven goals

➢ National coalition accelerates progress

➢ Coordinated Assessment and Housing Placement System emerged as the way forward in ending homelessness

Hamilton forges ahead in 2017

➢ Building the will

➢ Community Liaison Team + City staff working group

➢ The Action Plan

➢ Standardization and coordination (intake, VI-SPDAT)

➢ Technology and guidelines

➢ Implementation November 1, 2017

Why do we need Coordinated Access and BNL?

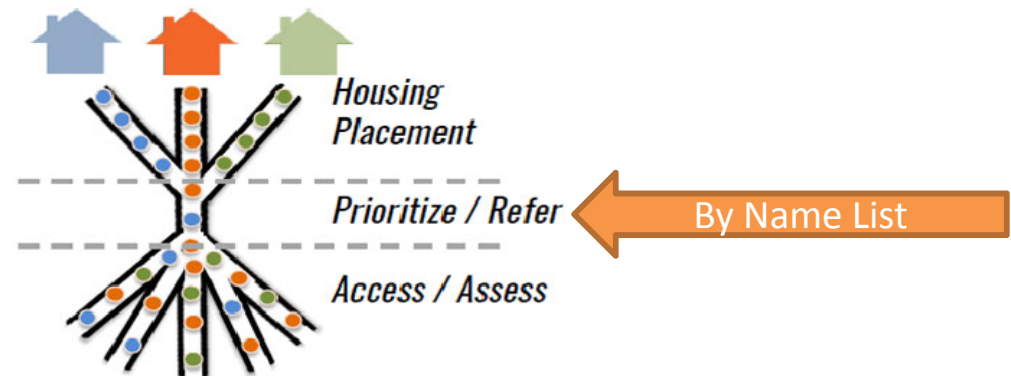|	
Dead end/closed doors	→ Seamless connections
Endless intakes, applications, waitlists	→ Universal intake and assessment
First come, first serve	→ Prioritization and right matching
Each organization trying to do it all	→ Each organization having a clearly defined role

Housing Placement

Prioritize / Refer ← By Name List

Access / Assess

http://ceslosangeles.weebly.com/about-ces.html

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By-Name Priority List (BNPL)

Two key functions:

- o *By-Name List* - Lists all known individuals experiencing homelessness in the community

- o *Priority List* - Identifies individuals who meet prioritization criteria to connect them with housing and supports first

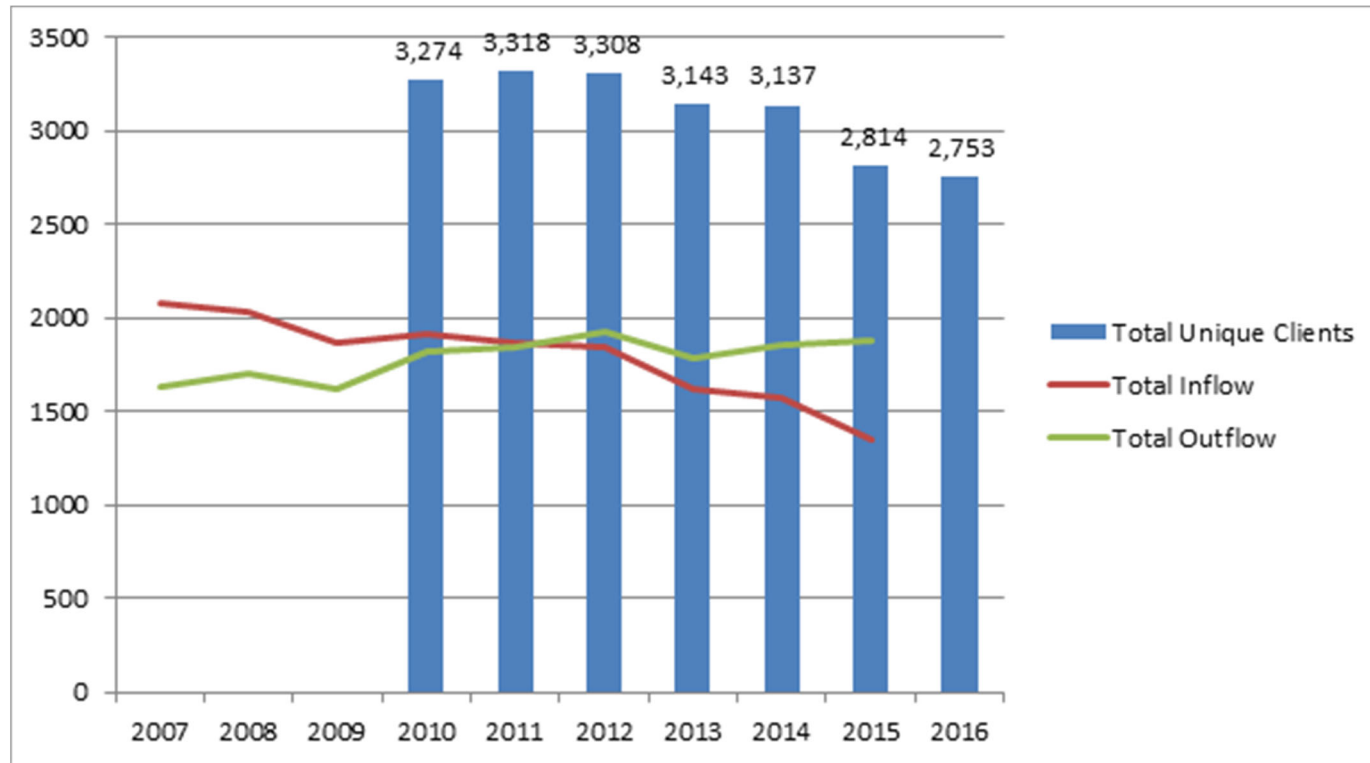# "Matching People to Housing Services" Using By-Name List

Hamilton's By Name List of People Experiencing Homelessness																												
With VI-SPDAT Completion Status, Current Location and Housing Referral Information																												
Date Range: 01/11/2017 –16/10/2018																												
Personally Identifiable Information									**Experience of Homelessness Information**								**Assessment Sta**		**Housing Referral (If Applicable)**					**ontact Informatic**		**Case Notes (Engagement issues only)**		
HIFIS	First Name	Last Name	DOB	Chroni c/Epis odic	Youth	Gende r	Indige nous Identity	Inactiv e Status	Curren t Provid er	Other Suppo rts	Entry Date	Exit Date (If Applic able)	Numbe r of Stays	Length of Stay	VI-SPDA T Type	VI-SPDA T Score	Provid er Assign ed	Date Assign ed	Move-In Date	Return to Homel essnes s	Days Since Match	Time / Place to Locate	Phone / Email	Provid er	Date	Reaso n/Note	Previou s Housin g Provide	Date Previo usly House d

- Organizing the system

- Case conferencing vs. automatic referral list to housing with supports

- Prioritization for limited housing with support resources

Hamilton

Performance Measurement using the By-Name List

Strategic Planning and Future investments using the By-Name List

Housing Placements and Recidivism to the BNPL January 2018 - August 2018

	Housing Placement	Return to Homeless Services	%	Placements not on the BNPL	%
BNPL	**233**	**37**	**16%**	**90**	**28%**
Shelters	**138**	**18**	**13%**	**8**	**5%**
Family Centre	60	0	0%	1	2%
GSMC	71	18	25%	4	5%
Mary's Place	7	0	0%	3	30%
Housing First	**79**	**18**	**23%**	**59**	**43%**
HB	10	4	40%	24	71%
HF4Y	12	2	17%	1	8%
SOS	17	1	6%	16	48%
T2H	40	11	28%	18	31%
Rapid Rehousing	**9**	**1**	**11%**	**22**	**71%**
Others	**5**	**0**	**0%**	**1**	**17%**
Indwell	1	0	0%	0	0%
Lodging Home	1	0	0%	0	0%
Self Resolved	2	0	0%	0	0%
YWCA	5	0	0%	1	17%

Lessons Learned

➢ Know your "Why"
➢ Governance and Resources
➢ Imperfect action beats perfect planning every time
➢ Celebrate successes
➢ The Power of PDSA
➢ Strategic planning and advocacy
➢ Move from focusing our efforts on our inflow to focusing on outflow
➢ Technology
➢ Train and repeat….again and again
➢ It's a journey not a destination
➢ Start reporting something