



# By-Names Lists: Lessons Learned

2018 Canadian Alliance to End Homelessness Conference

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# Windsor Essex Context



- Most Southern City in Canada
- Population: 398, 953 (2016 Census)
- Core Housing Need: 11.7% (2016 Census)
- 2.4% Vacancy rate
- 2016 Enumeration: 201
- 2018 Enumeration: 197

# How it all began...



Photo credit: Canadian Alliance to End Homelessness, 2017 (used with permission)

WHO?

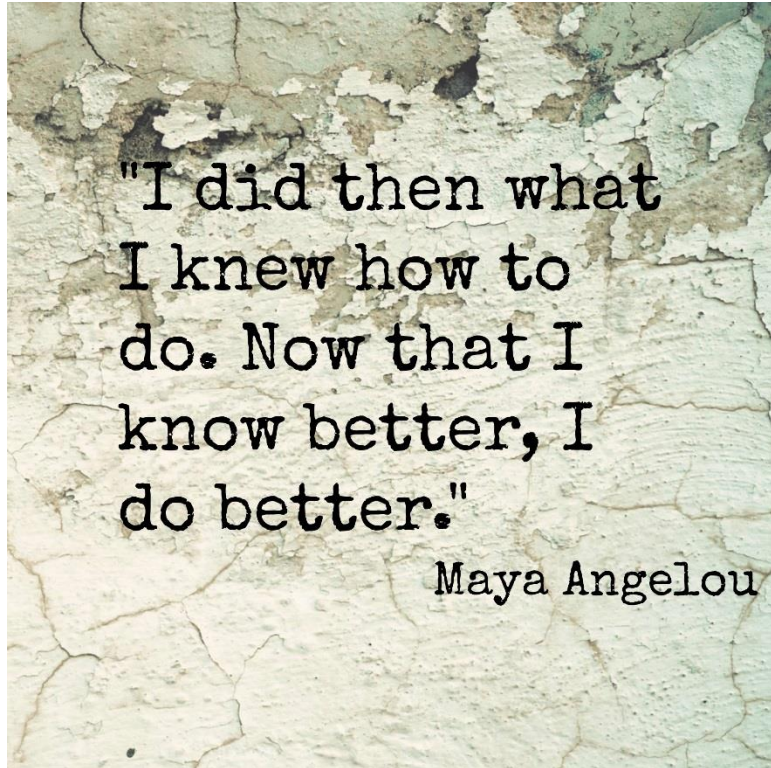




**WHAT  
DO  
YOU  
EXPECT**

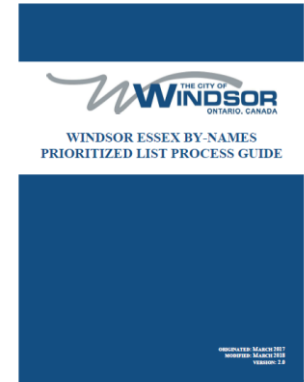


# Governance



- What did we learn from implementing Housing First Programs in Windsor Essex?
  - Policies / Procedures
  - Extensive community education and awareness
  - Mutual understanding of “WHY” to achieve early buy-in community wide
  - Who are your champions

# By-Names Prioritized List



- Balance of City and Agency Staff
- Creation of By-Names List Coordinator position
- Leverage Program Developer to assist with data integrity
- Created policies / procedures over 2017
- Develop and Deliver Training (BNPL Process, VI-SPDAT)
- Legal Documents (MOUs, Confidentiality Agreements, etc.)
- Tracker – Excel
- Online Portal for Addition and Update
- Role of Rent Subsidy

# Tracker and Excel

Client Information							
BNPL Status	Prioritized Ranking	Last Name	First Name	"AKA"	Unique Identifier	Combined Household's Unique Identifier	Last Contact Date
DNE	DN	BNPL Addition & Consent			Free Text	Free Text	Date
		Added to BNPL	Referral Source	Consent Obtained	Homelessness Reported / Housing Search		

Assigned Agency Data										
Community Outreach Table & Match Needed?	Assigned Agency	Program/Stream	Referred to Assigned Agency	Documents Collected	Accepted into Service	Number of Service Provisions	Unassigned Past Agencies	Housed	Housing Type	Housed Location

Prioritizing Factors												
High Acuity Chronic Episodic	VI / FULL-SPDAT Score	VI / SPDAT Type	Most Recent VI/SPDAT Completed	Amount of Time Since Living in Permanent Housing	# of Episodes of Homelessness in past 365 days	Chronic / Episodic Reported	Most Frequented Location	Current Sleeping Arrangements	Gender	Date of Birth	Age Calculator	Head of Household Age Range

Head of Household	Children in Household? (Age 0-18)	Number of Children in Household	Expecting?	Indigenous Status Identified?	Veteran?	Indigenous Services Requested?	ABI / Physical Impairment?	Income Source 01	Income Source 02	Income Source 03
DD	DD	DD	DD	DD	DD	DD	DD	DD	DD	DD



# Administration

Administrator						20K Stats	
Last Administrator Update	Last Name	First Name	Notes/Anomalies	Automatic Inactive Date	Automatic Inactive	20K Stats Category 01	Date

Timelines / Alerts			
Date	Free Text	Free Text	Free Text
Three Months Without Change Landmark (Chronic/Episo)	Revisit Chronic/Episodic Status?	Three Months Without Change Landmark (Last Date Contact)	Approaching Inactive Status? <i>Record Date of Report in the Cell Below</i>

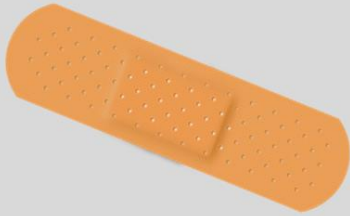
20K Reporting / Chronic Data Reliability Check / All Populations Data							
BNPL Added Date	Housed Date 20K / BFZ	20K / BFZ Change Date	Homelessness reported + Any definition	Homelessness reported + Chronic in any combo	Homelessness reported + Episodic in any combo	Homelessness reported + High Acuity in any combo	Homelessness reported
DNE	DNE	DNE					DNE

Acuity Breakdown				Prioritization Label	
High Acuity	Mid Acuity	Low Acuity	Blank Declined Not Filled	Chronic / Episodic	TODAY
DNE	DNE	DNE	DNE		#####



# Prepare to Launch....

“AT SOME POINT,  
YOU JUST PULL OFF THE BAND-AID,  
AND IT HURTS,  
BUT THEN IT'S OVER AND YOU'RE RELIEVED”



JOHN GREEN, LOOKING FOR ALASKA

- February 2018 HF data
- April 2018 input PiT data
- May 2018 public start
- Implementation of weekly BNPL Community Table Meetings
  - Standard Agenda
    - Why are we here?
    - Interagency transfers
    - Updates not received through Portal
    - New Matches

# Program Matching

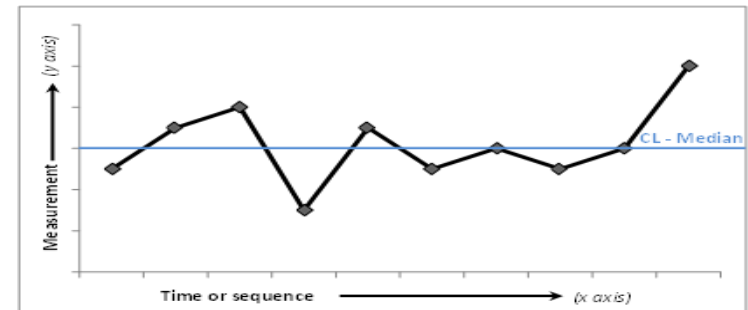
- Focus is on support
- Who has capacity to take people off list?
  - Highest prioritized that meets that program eligibility
- How to build capacity / program spaces
- Sharing information at Community Table
- What changes need to happen for non city - funded programs?
- Accountability

# Operationalization Considerations

- Once the BNPL launched in the community it was important to constantly “check-in” with the staff directly involved, and partners participating at the Community Table
- How?
  - Survey Monkey (open and closed questions)
  - Project – PDSA / run charts (time spent / satisfaction)
  - Random verbal feedback
  - Participation and Engagement at Community Table



- Understanding data
  - Reports
    - Interpretation and Definitions
  - Ensure data reliability
    - To date, have achieved 100% balanced reliable data
    - Limit who is inputting / changing data fields
    - Need to check if data is balanced often (daily or weekly)
    - Understand triggers (cause and effect)
    - How to close out month end
    - Nuances and Consistency
  - Understanding Trends
    - Volume (ebb and flow)
    - Inflow
    - Returns from Inactive





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