# By-Name List (BNL) & Coordinated Access (CA) 101

**CAEH19 – November 4, 2019**

CAEH

Canadian Alliance to **End Homelessness**

# Ending Homelessness in Canada

## The Canadian Alliance to End Homelessness

The CAEH leads a national movement of individuals, organizations and communities working together to end homelessness in Canada.

**caeh.ca**

## National Conference on Ending Homelessness

Join us in Edmonton for the 2019 National Conference on Ending Homelessness.

**conference.caeh.ca**

## Built for Zero Canada

An ambitious national change effort helping a core group of leading communities end chronic homelessness - a first step on the path to eliminating all homelessness in Canada.

**bfzcanada.ca**

## Training & Technical Assistance

Helping communities and organizations end homelessness with expert training and technical assistance.

**training.caeh.ca**

## Allied Networks

The CAEH supports several allied networks working toward our shared mission of ending homelessness.

**caeh.ca**

# CAEH19 BNL/CA Conference Stream

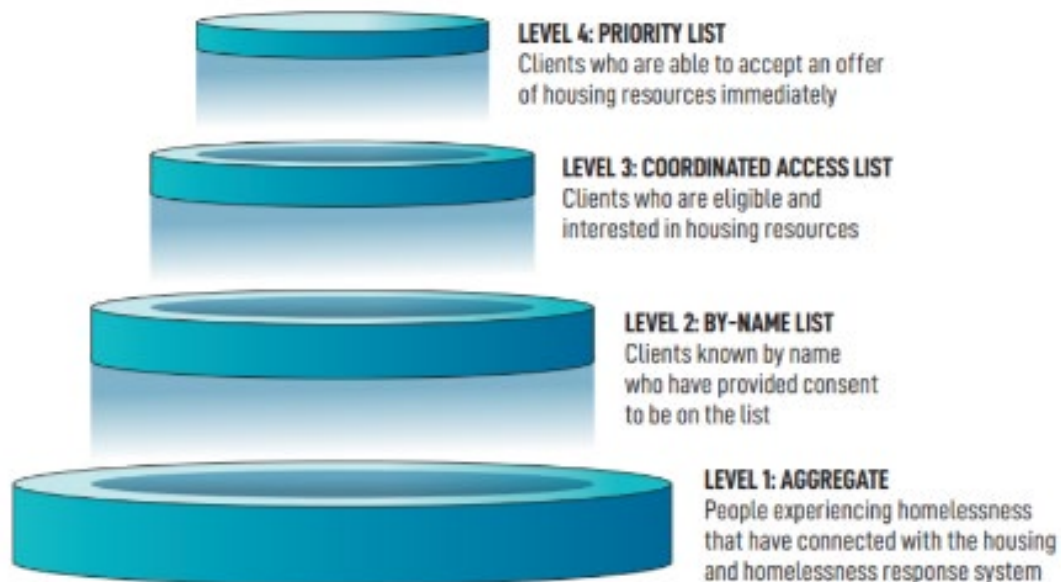| Session Title | Presenter(s) | Date & Time | Audience |
|---|---|---|---|
| 1. **By-Name List & Coordinated Access 101** | CAEH Staff | Mon, Nov 2 10:30-Noon | Beginning |
| 2. **Building Will and Leading Change in Coordinated Access** | CAEH, Saint John, Peterborough | Mon, Nov 2 2-3:30pm | Beginning |
| 3. **Beyond Implementation of Coordinated Access: Using Data for Continuous Improvement in Large Urban Centres** | Edmonton, Toronto | Mon, Nov 2 2-3:30pm | Advanced |
| 4. **Access and Assessment** | OrgCode | Mon, Nov 2 4:00-5:30pm | Beg & Adv |
| 5. **Prioritization, Matching and Referral** | OrgCode | Tues, Nov 3 10-11:30am | Beg & Adv |
| 6. **Driving Reductions and Reaching Functional Zero** | Medicine Hat, Guelph-Wellington, Kawartha-Haliburton | Tues, Nov 3 10-11:30am | Advanced |
| 7. **Case Conferencing as Part of CA** | CAEH Staff | Tues, Nov 3 1:30-3pm | Advanced |
| 8. **Leveraging HIFIS 4 in the Quest for Functional Zero: A Rural Communities Experience** | Chatham-Kent | Tues, Nov 3 3:30-5pm | Beg & Adv |
| 9. **Common Assessment Tools Café** | Variety | Wed Nov 4 10-11:30am | Beg & Adv |
| 10. **Safe, Inclusive and Culturally Appropriate CA** | Peterborough, Stratford, + | Wed Nov 4 10-11:30am | Beg & Adv |

# AGENDA

1. Introduction to By-Name Lists (BNL) and Coordinated Access (CA) and the Connections Between Them

2. Dive into By-Name List and tools

3. Dive into Coordinated Access and tools

4. BNL/CA Common Questions and Start-Up Considerations

5. Getting to Quality on By-Name List and Coordinated Access

6. More resources available to support community implementation of BNL/CA

FIGURE 2
Information used to support Coordinated Access

LEVEL 4: PRIORITY LIST
Clients who are able to accept an offer of housing resources immediately

LEVEL 3: COORDINATED ACCESS LIST
Clients who are eligible and interested in housing resources

LEVEL 2: BY-NAME LIST
Clients known by name who have provided consent to be on the list

LEVEL 1: AGGREGATE
People experiencing homelessness that have connected with the housing and homelessness response system

BNL/CA List
&
The Connections Between Them

Graphic courtesy of ESDC – Reaching Home Coordinated Access Guide

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# Nested Functions:

| | |
|---|---|
| **Aggregate List** | The Universe of All Experiencing Homelessness |
| | Those That You Know Exist (Though May Not Know Name) |
| **By-Name List** | Provided Consent & Know Name |
| **CA List** | Engaged in Services (Active) |
| **Priority List** | Imminently House-able (All Paper Work in Order) |

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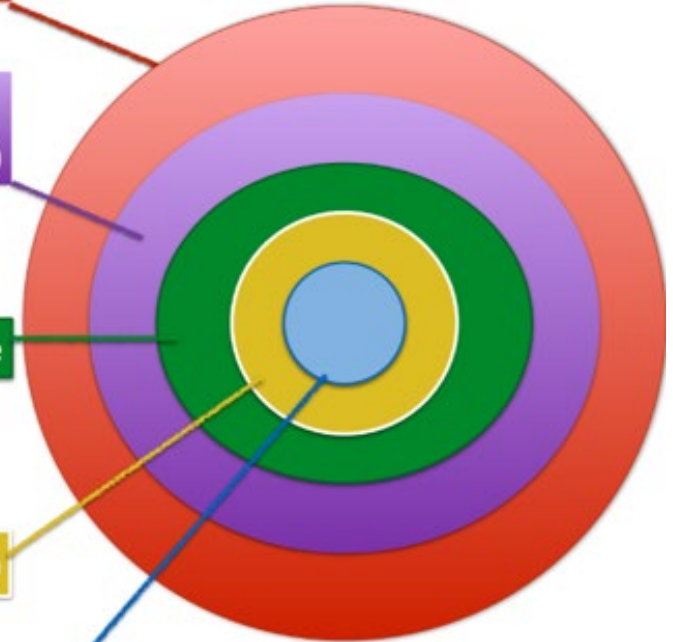
# Another Way to Look at Nested Functions of BNL

Everyone that is homeless

Those you know exist but have not yet consented

Master List - System Level Data

Coordinated Access List

Those that consent (HIFIS)

Those eligible & engaged

Imminently houseable (those available & with any essential paperwork done)

Priority List

(Offers of Housing/support)

May include those not yet known or don't need to be known

**Outreach**
**Engage**

Anonymous (aggregate)

**Outreach**
**Engage**

By-Name List (Active Homeless)

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# Connection Between Scorecards/Where Programs Fit

**PROCESS TO ASSESS, PRIORTIZE AND MATCH**

**DEMAND DATA**

**SUPPLY DATA**

## CA SCORECARD

### BY-NAME LIST SCORECARD

- Focussed on having a quality list of all people experiencing homelessness (consenting)
- Two purposes – 1) person-level data for CA and 2) aggregate data for overall system understanding
- **BNL Scorecard focus is on adding to and updating the BNL, completeness & quality of data**

### HOUSING RESOURCE LIST (HRL) SCORECARD

- Focussed on having a quality list of all housing resources and interventions in a community

- **HRL Scorecard to be focussed on the quality of mapping, and managing of housing interventions data**

**CA Scorecard is focussed on effective CA process/operation of matching housing interventions to people from the BNL list**

Quality Programs:
Street Outreach, Prevention, Diversion, Shelter, Interim Housing etc.

Quality Programs: Housing Help, Rapid Re-Housing, Housing First, Supportive Housing, Housing subsidies, etc.

**FULL HOMELESSNESS RESPONSE SYSTEM**

8

# Linking With Other Service Systems
# Edmonton System Planning & Integration

Presents to Shelter

HIFIS

Prevention/ Diversion Attempted

HIFIS

Shelter Admission if Diversion Unsuccessful

Newly Added to By-Name List

Minimal Service (housing encouragement) for 14 days

HIFIS

By-Name List

Priority List

Housing Resource Available

Prioritize for a match

Coordinated Access List

1. Housing First/PSH
2. Rapid Re-housing
3. Self-directed or no Housing Assistance

Acuity Determined

Housing Triage

Client Notified of Match/Offer

Assigned Case Manager, Service Team or Program

Application for Housing

Housing Search

Lease Signing

Monitor Housing Stability and Recovery

Goal Setting Linked to Higher Acuity Areas and Person's Wants and Needs

Case Management Begins in Earnest

Move in

By-Name List Status Changed to Housed

SUCCESS

**WHAT ABOUT LONG-TERM SHELTER STAYERS OR PEOPLE LIVING OUTDOORS?**

Adapted with permission from OrgCode
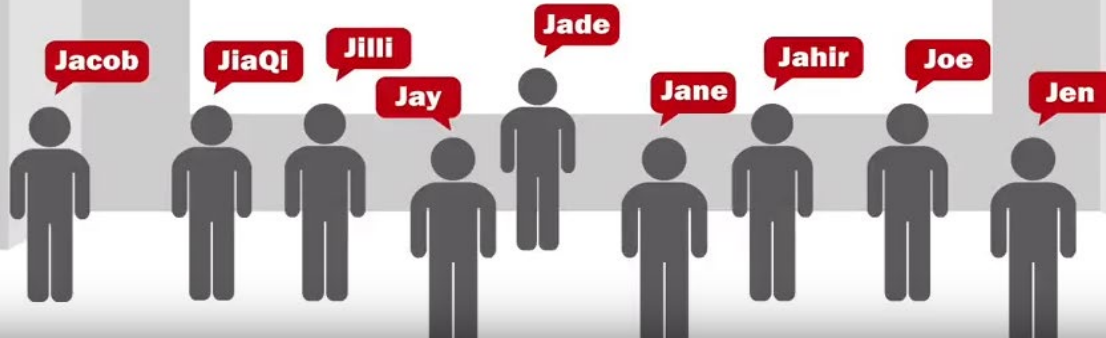
**By-Name List Deep Dive (video)**

Why real-time data is the foundation for ending homelessness Blog (CAEH, May 2019)

# A By-Name List – Elevator Description

- A By-Name List is a real-time list of all people experiencing homelessness in your community.

  - It includes a robust set of data points that support coordinated access and prioritization at a household level and an understanding of homeless inflow and outflow at a system level.

  - This real-time actionable data supports triage to services, system performance evaluation and advocacy (for the policies and resources necessary to end homelessness).

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# Six Key Data Points

Start by tracking monthly housing move ins. As your community builds a real-time, by-name list, you'll track and respond to a more dynamic picture of your full systems.



**INFLOW (3)**   **ACTIVELY HOMELESS (1)**   **OUTFLOW (2)**

**INFLOW:** NEWLY IDENTIFIED

**INFLOW:** RETURNED FROM HOUSING

**INFLOW:** RETURNED FROM INACTIVE

**OUTFLOW:** HOUSING MOVE-INS

**OUTFLOW:** MOVED TO INACTIVE

*You'll start by tracking housing move-ins and work your way up!*
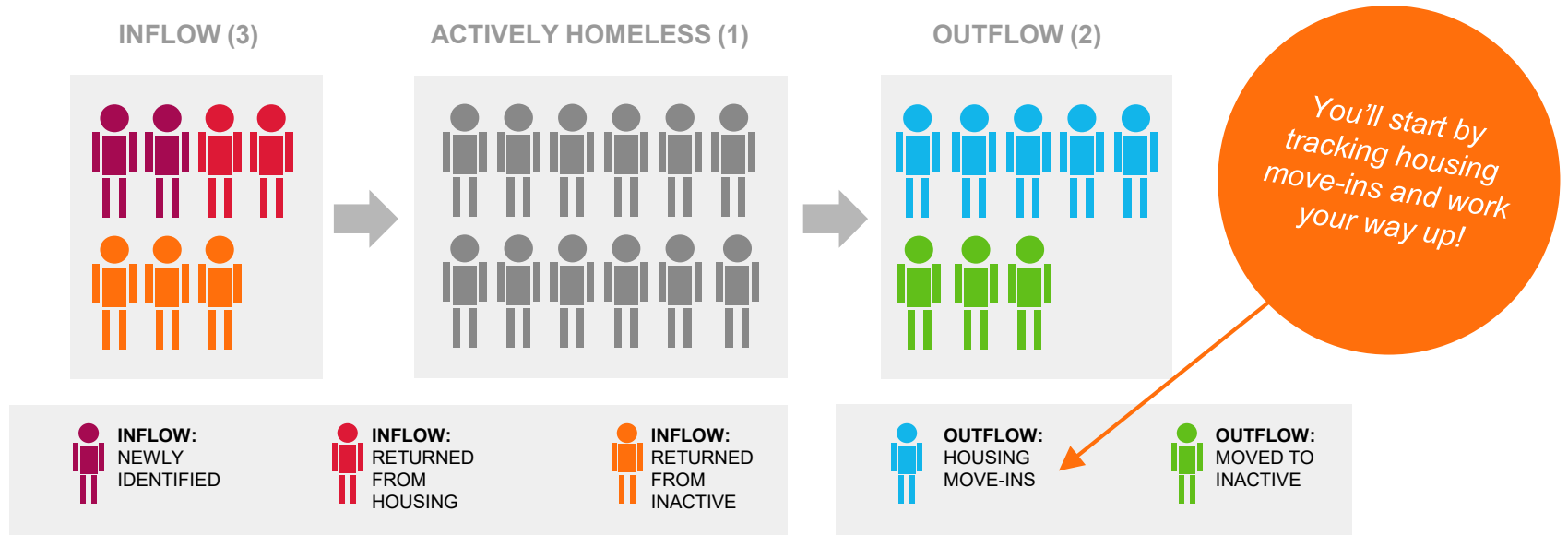
[Data Balancing Workbook](#)

# A Quality By-Name List Provides Data At Two Levels

**1** Provides person-specific level data
(for Coordinated Access)

**2** Provides system-level data (inflow, outflow, active homeless)
(for measuring improvement)

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# (1) Without Reliable __Person-Specific Data__ You Can't

- Deduplicate your aggregate system-level data

- Operate an effective Coordinated Access system

- Have a complete picture of who's out there and where to find them

- House people as quickly as possible based on your local priorities

- Quantify exactly what housing resources are needed to end homelessness for every person in your community

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**(2)** **Without Reliable <u>System-Level Data</u> You Can't**

- Understand where you are relative to the goal of ending homelessness

- Advocate or allocate resources based on real numbers

- Make projections or set meaningful reduction goals

- Know what is or isn't working in your community

- Get to functional zero AND stay there!

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# Rockford II – Inflow & Outflow Data
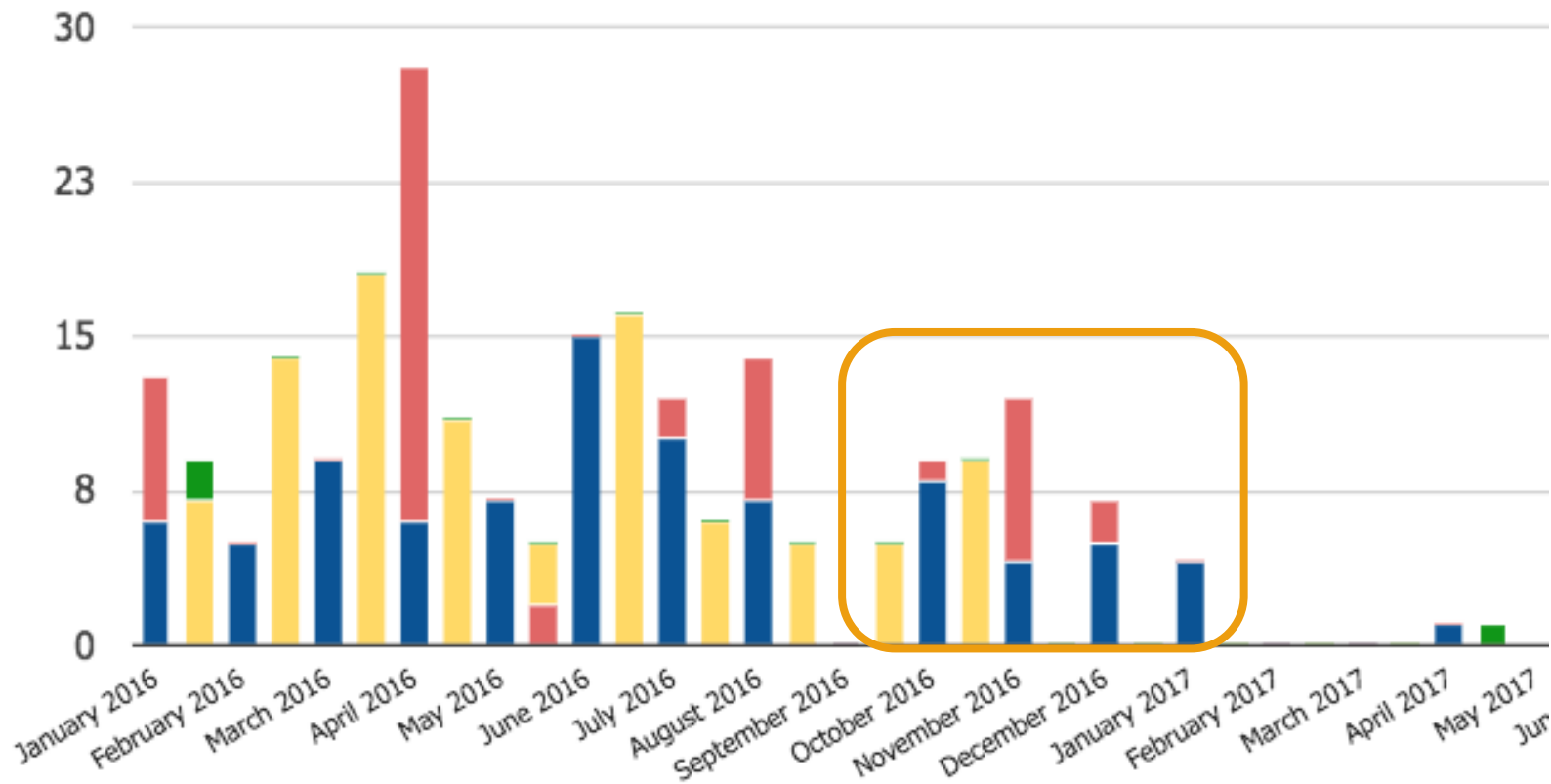
# Tracking Progress to Functional Zero Chronic
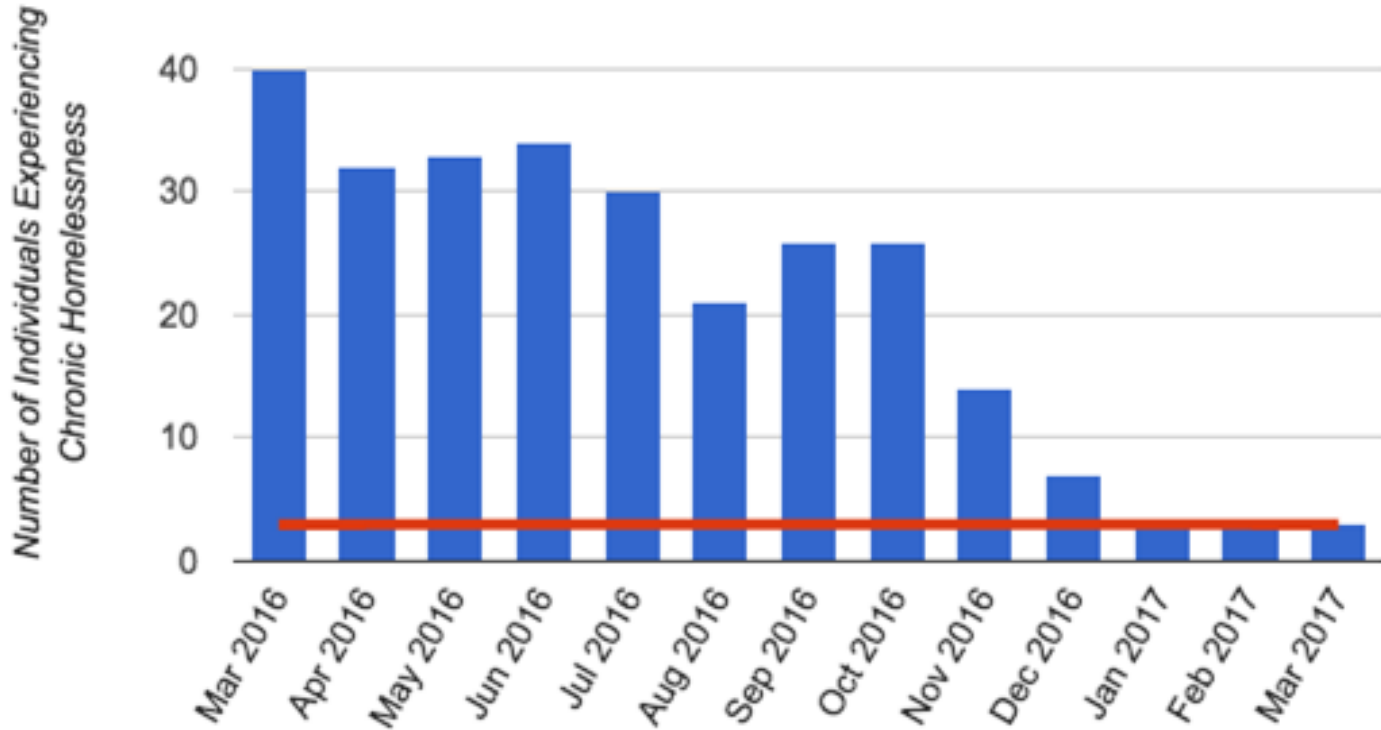
# Benefits of a By-Name List – In Summary

| | |
|---|---|
| **Smarter Triage** | ▪ Target limited housing resources to the most vulnerable individuals and families<br>▪ Stretch resources further by connecting people to the most cost effective support to meet their needs |
| **Improved Systems** | ▪ Use aggregate data to see trends, flag bottlenecks, and identify improvement opportunities across your system<br>▪ Test new strategies and know quickly whether your efforts are reducing homelessness |
| **Resource Advocacy** | ▪ Ground your advocacy in concrete data<br>▪ Use monthly data trends to make stable projections and quantify your projected resource gaps |

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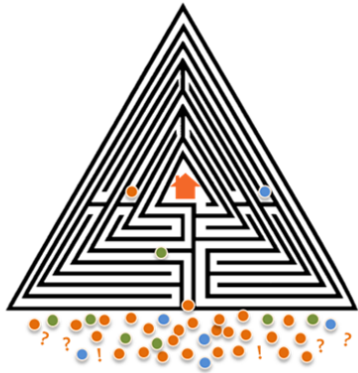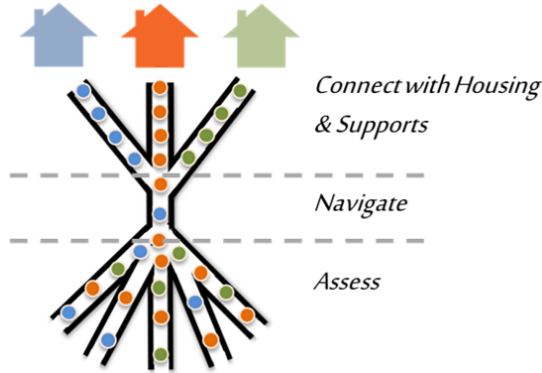
**Coordinated Access Deep Dive**

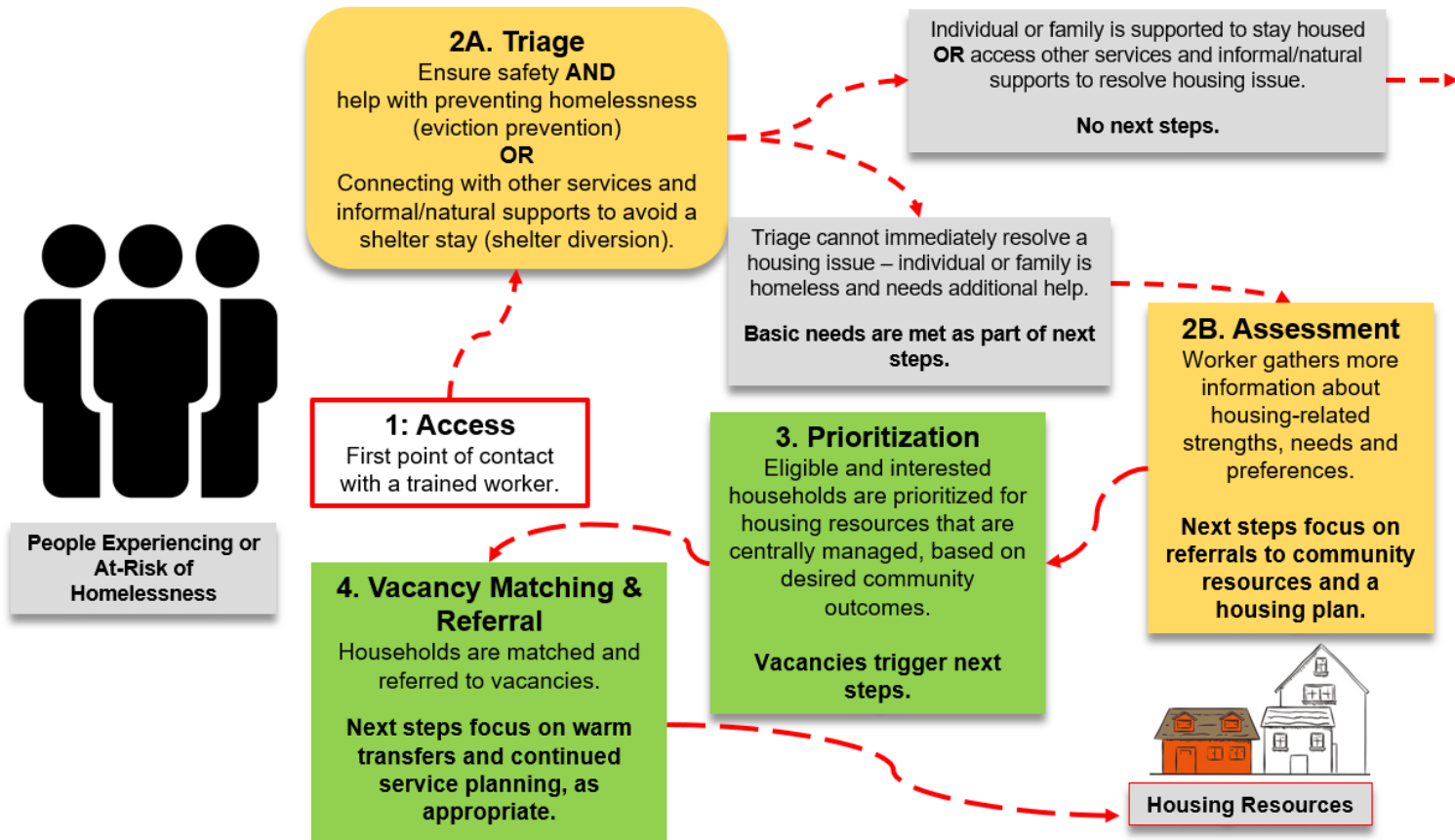# Reaching Home Directives – CA Description

A coordinated access system is the <u>process</u> by which individuals and families who are experiencing homelessness or at-risk of homelessness are directed to community-level <u>access</u> points where trained workers use a <u>common</u> assessment tool to evaluate the individual or family's <u>depth of need</u>, <u>prioritize</u> them for housing support services, and then help to <u>match </u>them to available <u>housing focused interventions</u>.

<u>Reaching Home Coordinated Access Guide</u>
&
Reaching Home Coordinated Access Webinar – <mark>Recording</mark> & <u>PDF</u>

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# Coordinated Access – Visual from Reaching Home

**People Experiencing or At-Risk of Homelessness**

**1: Access**
First point of contact with a trained worker.

**2A. Triage**
Ensure safety **AND** help with preventing homelessness (eviction prevention) **OR** Connecting with other services and informal/natural supports to avoid a shelter stay (shelter diversion).

Individual or family is supported to stay housed **OR** access other services and informal/natural supports to resolve housing issue.

**No next steps.**

Triage cannot immediately resolve a housing issue – individual or family is homeless and needs additional help.

**Basic needs are met as part of next steps.**

**2B. Assessment**
Worker gathers more information about housing-related strengths, needs and preferences.

**Next steps focus on referrals to community resources and a housing plan.**

**3. Prioritization**
Eligible and interested households are prioritized for housing resources that are centrally managed, based on desired community outcomes.

**Vacancies trigger next steps.**

**4. Vacancy Matching & Referral**
Households are matched and referred to vacancies.

**Next steps focus on warm transfers and continued service planning, as appropriate.**

**Housing Resources**

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# Why Should We Do Coordinated Access

- It is in the best interest of any person or family experiencing homelessness

- It is the most effective and efficient way to use your existing resources, while concurrently learning what you need to change, fix, stop doing, or add to your system of care.

- It is the missing ingredient to reaching functional zero in many communities.

# When Coordinated Access Is Done Well…

| System Benefits | Client Benefits |
| --- | --- |
| Increased capacity and value for money, reduction in duplicated administration processes | Simplified, coordinated access to supports and services |
| Improved strategic planning and system integrity, sharing of information between different agencies and program areas | Holistic, person-centered supports |
| Swifter and more coordinated assistance can help stabilize clients' conditions and limit need for high-cost crisis interventions (e.g. ER) | Faster response times and improved outcomes and user experience |

KPMG 2013(b) as cited in SPP Research Paper – Integrating Services to Address Homelessness (January 2019)

# Standard System Versus Coordinated System

| Standard System | Coordinated System |
|---|---|
| No coordinated outreach/access points | Fully coordinated outreach/access points |
| Each program has its own assessment | One community-wide triage tool |
| No way to prioritize clients or "first-come, first-served" | Clear and rationalized prioritization protocol based on greatest need (locally determined) |
| Each agency keeps a list of clients | One community-wide By-Name List |
| Funders reinforce a siloed system | Funders reinforce a coordinated system |
| Program-centric view to address homelessness | Client and system-centred view to end homelessness |
| Some programs use a housing-first approach | The entire system uses a housing-first approach |
| My clients/my resources | Our clients/our resources |

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# Program Centred Versus Client Centred

| | Program Centred | Client Centred |
|---|---|---|
| **How Access Positioned** | Should we accept this client into our program? | What services are the best fit for each client |
| **How the Process is Organized** | Different processes for each provider | Standardized processes |
| **Level of Knowledge About Processes** | Silos of information and uneven knowledge | Community agreement on which resources exist and how vacancies are filled |
| **How Referrals are Processes** | Ad-hoc or first come – first served | Coordinated referral processes based on prioritization and client choice |
| **What Happens If Referral Is Not a Good Fit** | Clients are discharged from program | Clients are supported to transition to another service – shared service planning |
| **How Progress Is Measured** | Program-level outcomes | System Level Outcomes |

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# Big Mistakes

- Individual providers having their own priority lists.
- Over-rides and exceptions to the priority list on large scale, at provider level without transparency, or based upon unwritten rules.
- Secondary assessments other than transparent eligibility criteria.
- Using your prioritization approach within the homelessness system to try and solve all affordable housing needs within your community.
- Managing multiple lists or data systems for the same clients.
- Attempting to assess for housing readiness or prioritize based upon perceived housing readiness.
- Assessing for the sake of assessing.
- Lack of through-put to housing.
- Pitting one population against another.

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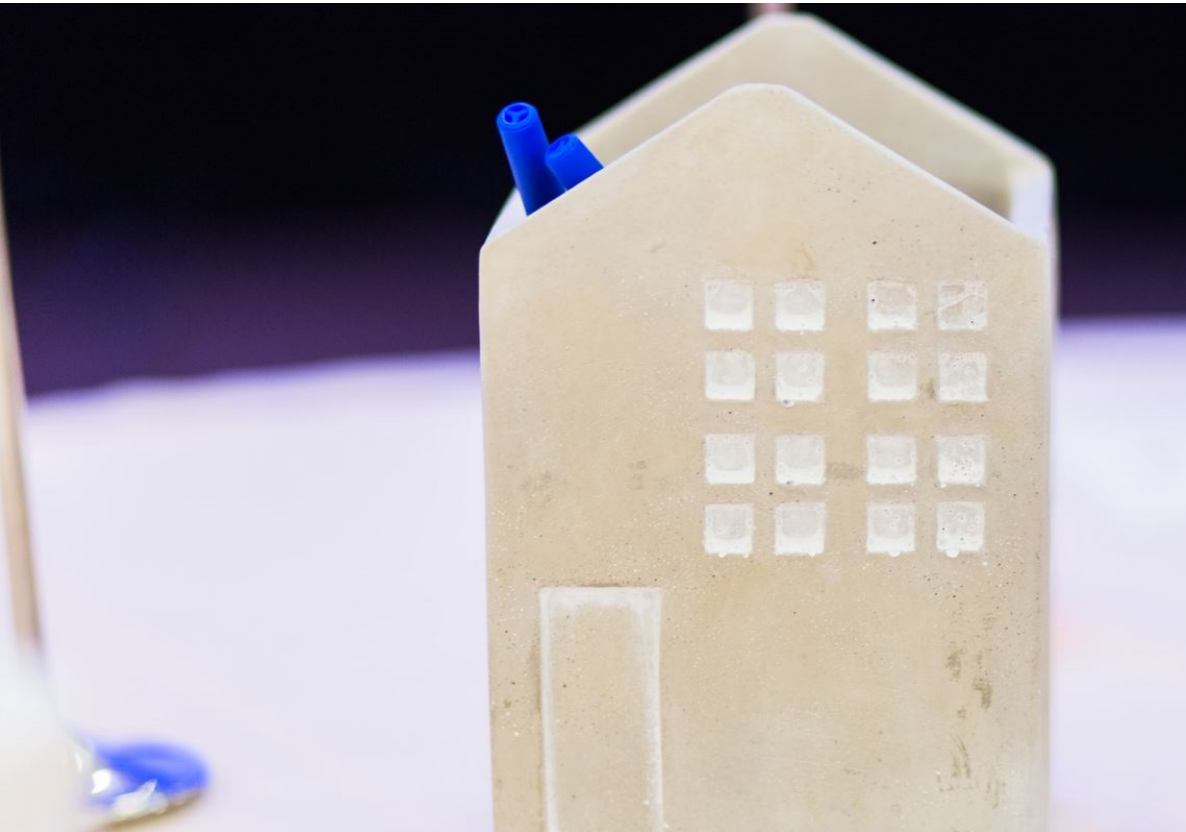
**BNL/CA Common Questions & Start-Up Considerations**

# Common Questions

**What is required?**

- Reaching Home Designated Communities are required to implement Coordinated Access by March 2022 – see Reaching Home Directives
- See Required Policies and Protocols Checklist

**How do we get started?**

- See BFZ-C 10 Steps to Create and Use a By-Name List
- COP Call "Getting Started" and "Governance" webinar
- BNL and CA Scorecards and Guides
- Reaching Home CA Guide (soon to be released)

**What about Privacy?**

- See the By-Name List page – Privacy, Consent and Data Sharing drop-down

**How are others doing it?**

- See BFZ-C Coordinated Access page for lots of examples
- See Bright Spot Blogs

# By-Name List Start-Up Considerations

1. **What database will you use to hold your list?**
   - Excel sample templates on the BNL page
   - HIFIS information on the BNL page

2. **How will you "kick-off" to populate your list?**
   - Registry Week or Joint PiT/Registry – see Registry Week Toolkit
   - Existing HMIS or Coordinated Access list
   - Outreach push

3. **How will you keep adding to and updating your BNL?**
   - Directly into HMIS or shared spreadsheet or form filled out and submitted
   - Policies and protocols – Who does it? How? By when?

4. **How will you get information out of your BNL**
   - Six system-level data points
   - Prioritized lists for Coordinated Access

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# Breaking Down Coordinated Access Start-Up Decision Points

1. Scope

2. Governance/Delivery

3. Access (model and delivery methods)

4. Assessment

5. Prioritization and Matching

# #1 Scope – Considerations & Models

- Geography to cover? Phase it?

- What seeking to coordinate access to? Phase it?

Process to Access Housing With Support

Separate Shelter Access Process → Separate Housing Access Process

Assess to all services in your system (one-stop – full referral and access)
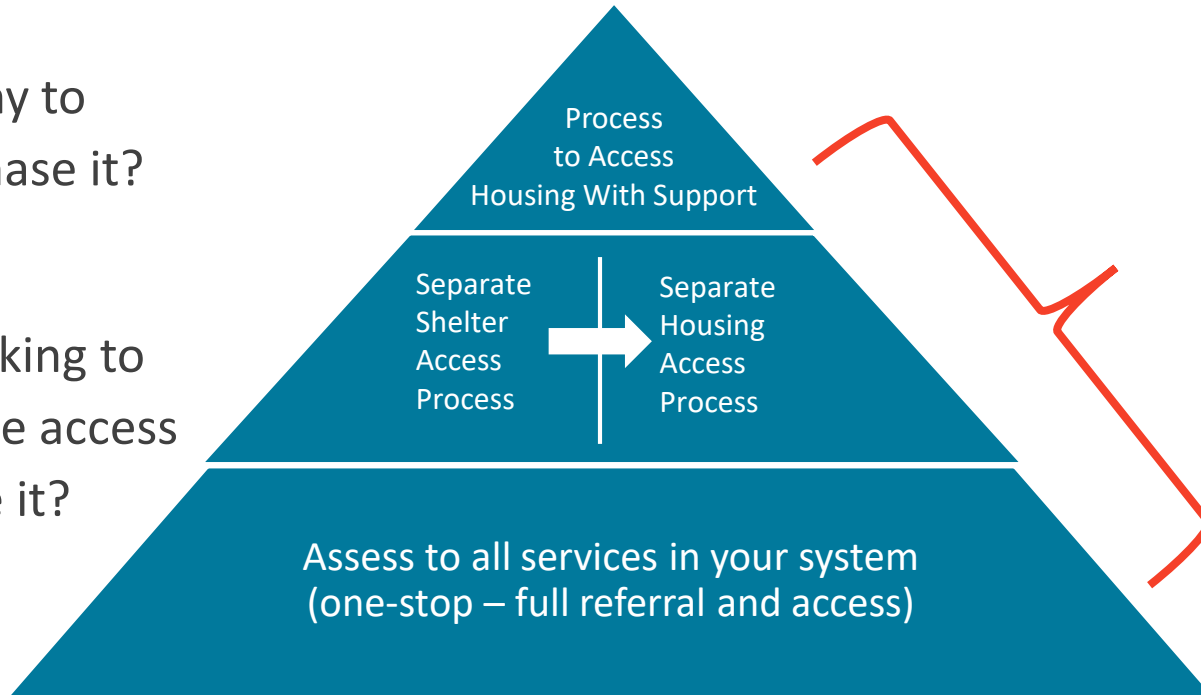
Broader not necessarily better.

Do what works in your community.

May evolve over time.

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# #2 Governance/Delivery - Models

1.  Separate and new organization created to deliver (e.g., Kelowna)

2.  Directly delivered by System Manager (e.g., Edmonton, Ottawa, Sault Ste. Marie)

3.  Contracted to existing agency to deliver (e.g., Kingston)

4.  Hybrid - partially operated by System Manager with components contracted to community agencies (e.g., Waterloo)

5.  Committee - with accountability to Service Manager

    (Note: Some of these would be governed by a Board while others may have an advisory or leadership committee to advise on implementation and/or on-going.)

Governance Webinar – Recording and PowerPoint PDF

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# #3 Access - Models

1. **Centralized**
   - One agency/number/location

2. **Decentralized**
   - No wrong door – many agency access points with uniform approach

3. **Hybrid**
   - Centralized during daytime hours – decentralized after-hours
   - Centralized with a few decentralized access points

   (Note: each of the models may employ a one or more delivery methods – see next page)

# #3 Access – Delivery Method Models

1. Fixed Site – physical location

2. Mobile – can go to where people are located

3. Virtual – phone, website

4. Some or all of the above

Access Webinar – Recording and PowerPoint PDF

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# #4 Assessment - Models

Start by picking Tool(s)

- See <u>Coordinated Access</u> page under Common Assessment for more info.

Model Options:

1. **Screen Only** – Decide when/who using in CA process

2. **Full Assessment Only** – Decide when/who using in CA process

3. **Screen and Full Assessment** – Decide when/who using in CA process

# #5 – Prioritization & Matching Models

1.  **Frequent service user approach**
    - participants are prioritized based upon the volume of service (emergency and/or homeless response) they currently use.

2.  **Descending acuity approach**
    - prioritization relies solely on an acuity (depth of need) score followed by other factors to break the tie.

3.  **Universal service management approach**
    - a number of co-occurring variables can be considered at the same time to customize a prioritization approach that matches housing and support resources to those experiencing homelessness.

(Case Coordination Meetings vs. Direct Referral)

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# Pictures of Coordinated Access Systems



**Hospital**

**Shelter**

**Housing Resource**

**John Howard**

**CAS**

**Police**

**Mental Health**

**Income Supports**

**Situation Table**

**Registry Week**

**Homelessness Coordinated Entry & Response**

**By Name List** (Organized by Acuity)

| | | | | General | Youth | Indigenous |
|---|---|---|---|---|---|---|
| 14-17 (50-60) | | HN/ ASH | | 20 Units – CHPI, HPS | | |
| 8-13 (35-50) | MCRT | MH | | 24 HFG | | |
| 5-7 (20-14) | | Rent Supp/ Short term | | 11 Units (CHPI, HPS)  JHS Transition House (5) | | |
| 0-4 (0-19) | | Low Touch | | 15 PHB | | |

**Resources** (Matched to Acuity)

**Assess** (VI-SPDAT)

**Navigate**

**Connect with housing & supports**

All individuals and families experiencing homelessness are screened with the Vulnerability Index–Service Prioritizations Decision Assistance Tool (VI-SPDAT) and directed toward appropriate resources and supports for housing stabilization.

See lots more pictures of different Coordinated Access systems on the BFZ-C website - HERE

**Getting to Quality on By-Name Lists & Coordinated Access**

# What Makes a By-Name List Quality?

| Full Coverage | <ul><li>All agencies and programs are represented</li><li>List includes people sleeping in shelters, streets, and provisionally accommodated</li></ul> |
|---|---|
| Real-time Updates | <ul><li>List is updated monthly, at a minimum</li><li>As people's housing status changes, those changes are reflected on the list</li></ul> |
| Person-Level Data | <ul><li>Each person has an entry that includes their name, history, health, and housing needs</li><li>Each person can be followed through the system to ensure they get the help they need</li><li>You can pull the six key aggregate data points for system monitoring</li></ul> |
| Reliability | <ul><li>Data balances month over month, just like your chequebook</li></ul> |

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# By-Name List Scorecard 2.0

| COMMUNITY PARTICIPATION & COVERAGE | POLICIES & PROCEDURES | DATA INFRASTRUCTURE | |
|---|---|---|---|
| 1. Maximize provider participation | 4. Inactive policy | 7. Unique identifier | 10. Track key connections at inflow |
| 2. Reach unsheltered homeless | 5. Track without full assessment | 8. Track populations & changes over time | 11. Track homeless status and outflow |
| 3. List all known homeless | 6. Timely/accurate data updates | 9. Track inflow | 12. Track time on list |

## Blue – Basic out of 11               Red – Advanced out of 12

See By-Name List Scorecard 2.0 Launch Webinar
to walk through each element

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# What Makes Coordinated Access Quality?

| | |
|---|---|
| **Transparent** | ▪ The process to access housing resources is known across the community (i.e., centralized database, common assessment, standard protocols and prioritization criteria, clear housing criteria) |
| **Accessible/ Equitable** | ▪ Clear access points for everyone across your communities<br>▪ Dynamic prioritization rather than first come, first served (see Equity vs. Equality) |
| **Fast** | ▪ Real-time data<br>▪ People are identified and offered housing resources as quickly and seamlessly as possible to prevent and end homelessness |
| **Effective** | ▪ People are matched to the right housing resources for their needs<br>▪ Continuous improvement<br>▪ Accountable |

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# CA Scorecard 2.0



| CA Management | Access | Assessment & Prioritization | Matching & Referral | Data & Reduce Barriers |
|---|---|---|---|---|
| 1. Governance | 5. Coverage & Access Points | 10. BNL, CA & Priority List | 14. Housing Resources Identified | 19. Privacy & Security |
| 2. Key Approaches | 6. After Hours Connection Point | 11. Assessment | 15. Vacancy Updates | 20. CA Navigation Support |
| 3. Dedicated Resources | 7. Community Awareness | 12. Assessment Training | 16. Matching & Referral | 21. Case Conferencing |
| 4. Quality Assurance | 8. Prevention/ Diversion | 13. Prioritization | 17. Person's Choice | 22. Address Chronic Inflow |
| | 9. Safety | | 18. Agency Accountability | |

**Reaching Home – out of 10**   **Basic Quality – out of 20**   **Advanced Quality – out of 22**

See Coordinated Access Scorecard 2.0 Launch webinar to walk through each element

43

# bfzcanada.ca

# BNL & CA Scorecard (6 Tabs)

1. Instructions

2. About Your Community

3. By-Name List Scorecard

4. Coordinated Access Scorecard

5. Provider Participation Tool

6. Provider Participation Tool Instructions & Results

# Tab #1 - Instructions

## INSTRUCTIONS

The Scorecards & Tools available in this workbook can be downloaded for use by following these instructions.

Note that if you are a Built for Zero Canada community, you should be using the Scorecards & Tools available in your Change Package.

**How to download and use the tools:**

**1. Google sheets (HIGHLY RECOMMENDED)**

- Click 'file' in the top left corner of your screen
- Select 'make a copy'
- Select a folder in your Google Drive to save it in
- Click 'ok'
- You're ready to use!

**2. Excel**

- Click 'file' in the top left corner of your screen
- Select 'download as'
- Select 'excel'
- Open the downloaded file
- You will notice all the checkboxes that appear in google sheets turn into the word FALSE. You can either change FALSE to a TRUE by typing the word TRUE, or you can replace all FALSE with a checkbox. Either approach will trigger the formula's to calculate in the background.
- You're ready to use!

Instructions ▾ | About Your Community ▾ | BNL Scorecard 2.0 ▾ | CA Scorecard 2.0 ▾ | Provider Participation Tool (PPT) ▾
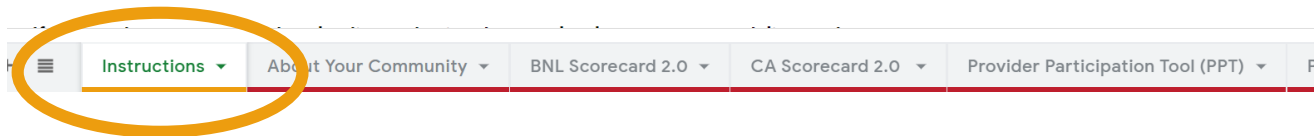
# Tab #2 - About Your Community

**ABOUT YOUR COMMUNITY:**     <span style="color:red">**Community Name**</span>

1. **What geographic area is covered by your By-Name List and Coordinated Access (e.g. City, County, Region, etc.)?**
   *Note: this is not the name of the community, but the geographic area covered.*
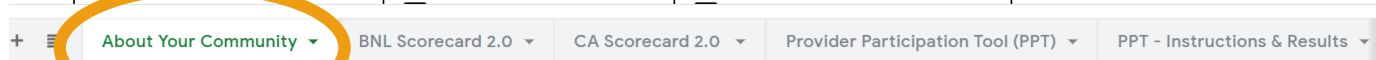
   Marsville

2. **Key contact for this workbook:**

   | | |
   |---|---|
   | Name: | Joe |
   | Organization: | CAEH |
   | Position: | Data |
   | Email: | data@caeh |

3. **Who else is typically involved in helping to complete the scorecards and tools in this workbook?**

4. **What population group(s) does your By-Name List cover?** *Check all that apply.*

   | Chronicity | Acuity | Population Group(s) |
   |---|---|---|
   | ☑ Chroni | ☐ High acuity | ☐ Single adults |

About Your Community  ▼     BNL Scorecard 2.0  ▼     CA Scorecard 2.0  ▼     Provider Participation Tool (PPT)  ▼     PPT - Instructions & Results  ▼

# Tab #3 – By-Name List Scorecard

**BY-NAME LIST (BNL) SCORECARD:** **Community Name**

**LINK TO BNL GUIDEBOOK**

**Note:** Each question heading in this scorecard is linked to the relevant section in Guide. Links to additional detail in Guide is provided below scorecard question heading.

*SCORING NOTE: For each question, a community must respond positively to all Basic questions to receive a point toward Basic Quality. A community must have a point toward Basic Quality in order to receive a point toward Advanced Quality.*

| BASIC QUALITY | ADVANCED QUALITY | DATE UPDATED | PERSON UPDATING: |
|---|---|---|---|
| 11 /11 | 12 /12 | | |

| 1. MAXIMIZE PROVIDER PARTICIPATION | | CURRENT STATUS | NEXT STEPS |
|---|---|---|---|
| Additional details in Guide: Basic & Advanced  Tips & Resources  HIFIS 4 Tips & Tricks | | | |
| **1.1 A** Are 90% + of homelessness response providers using a <u>common assessment tool</u> (or referring to others using a common assessment tool) for the purposes of the BNL? (Basic) | | | |
| ☑ Yes | | | |
| **1.1 B** Are 90% + of homelessness response providers are <u>adding or referring</u> all people experiencing <u>chronic</u> homelessness to the BNL, 90%+ of the time, at minimum once a month? (Basic) | | | |
| ☑ Yes | | | |
| **1.1 C** Are 90% + of homelessness response providers <u>updating</u> information on all people experiencing <u>chronic</u> homelessness to the BNL, 90% + of the time, at minimum once a month? (Basic) | | | |

Instructions ▾  About Your Community ▾  **BNL Scorecard 2.0 ▾**  C Scorecard 2.0 ▾  Provider Participation Tool (PPT) ▾  PPT - Instr

48

# Tab #4 – Coordinated Access Scorecard



**COORDINATED ACCESS (CA) SCORECARD:** Community Name

LINK TO CA SCORECARD 2.0 GUIDE

**Note:** Each question heading in this scorecard is linked to the relevant section in Guide. Links to additional detail in Guide is provided below scorecard question heading.

**SCORING NOTE:** For each question, a community must respond positively to all Reaching Home (RH) questions AND Basic questions to receive a point toward Basic Quality. Likewise, a community must have a point toward Basic Quality in order to receive a point toward Advanced Quality.

| REACHING HOME (RH) | BASIC QUALITY | ADVANCED QUALITY | DATE LAST UPDATED: | PERSON UPDATING: |
|---|---|---|---|---|
| 10 / 10 | 20 / 20 | 1 / 22 | | |

| 1. GOVERNANCE | CURRENT STATUS | NEXT STEPS |
|---|---|---|
| Additional details in Guide: RH Requirements    Basic    Advanced    Tips & Resources | | |

1.1 Has your community identified a governance model and lead organization for implementation and ongoing management and operation of your CA? (RH, Basic)

☑ Lead organization identified (RH, Basic)
☑ Governance model identified (RH, Basic)
☑ Governance model is documented (Basic)
☑ Governance model is operating (Basic)
☑ Governance model allows for timely decisions on CA matters (Basic)

| RH: | 1 |
|---|---|
| Basic: | 1 |

1.2 Has your community ensured that your CA policies are: (Advanced)

| About Your Community ▾ | BNL Scorecard 2.0 ▾ | CA Scorecard 2.0 ▾ | Provider Participation Tool (PPT) ▾ | PPT - Instructions & Results ▾ |
|---|---|---|---|---|

49

# Tab #5 – Provider Participation Tool

# Tab #6 – PPT Instructions and Results

## PROVIDER PARTICIPATION TOOL: INSTRUCTIONS & RESULTS

### PURPOSE:

The purpose of the Provider Participation Tool is to gain an in-depth and data-informed understanding of provider participation in your community's By-Name List (BNL) and Coordinated Access (CA).

The percentages that populate below will help you accurately answer questions in the BNL and CA Scorecards.

### INSTRUCTIONS:

### STEP 1:

On the 'Provider Participation Tool' tab in column B, list all providers (and specific programs, if applicable) that should have a role in your By-Name List and/or Coordinated Access. Start with homelessness response providers (see Step #2) and Reaching Home Designated funded provider/programs (if applicable) (see Step #3) and add others from there.

If a provider has more than one program with a role, include the agency name AND program name.

For example:

- Swell Shelter (Outreach Program)
- Swell Shelter (Housing First Program)

### STEP 2:

From the drop down list in column C, indicate if the provider (and program) is a 'homeless-specific provider' or an 'other-system provider.'

**Homelessness response provider (HRP):** Providers/programs who have a primary purpose and/or receive funding to serve the homeless population (e.g. emergency shelters, supportive housing providers).

**Other service provider (OSP):** Providers/programs that offer services to the homeless population, but it is not their primary purpose (e.g. mental health provider,

About Your Community ▾ | BNL Scorecard 2.0 ▾ | CA Scorecard 2.0 ▾ | Provider Participation Tool (PPT) ▾ | **PPT – Instructions & Results** ▾

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# 2 Key Indicators of a Basic Quality By-Name List

1. **Qualitative: BNL Scorecard**
   - Basic Quality BNL Scorecard 2.0 score – 11/11 questions answered "yes" on self assessment
   - Completed and confirmed BNL Scorecard 2.0 with notes
   - Completed and confirmed Provider Participation Tool

2. **Quantitative: Data Reliability**
   - 3 months balanced data with no more than 15% margin of error
   - Set a baseline for active chronic homelessness

# 2 Key Indicators of Quality Coordinated Access

## 1. Currently Operating a CA

- Answered "yes" to the Scorecard context question "Has your community started to operate (or phase-in) CA?"

## 2. CA Scorecard 2.0

- 10/10 Reaching Home, 20/20 Basic Quality, and 22/22 Advanced Quality - questions answered "yes" on self-assessment
- Completed and confirmed CA Scorecard 2.0 with notes including:
  - Completed and confirmed Reaching Home required policies
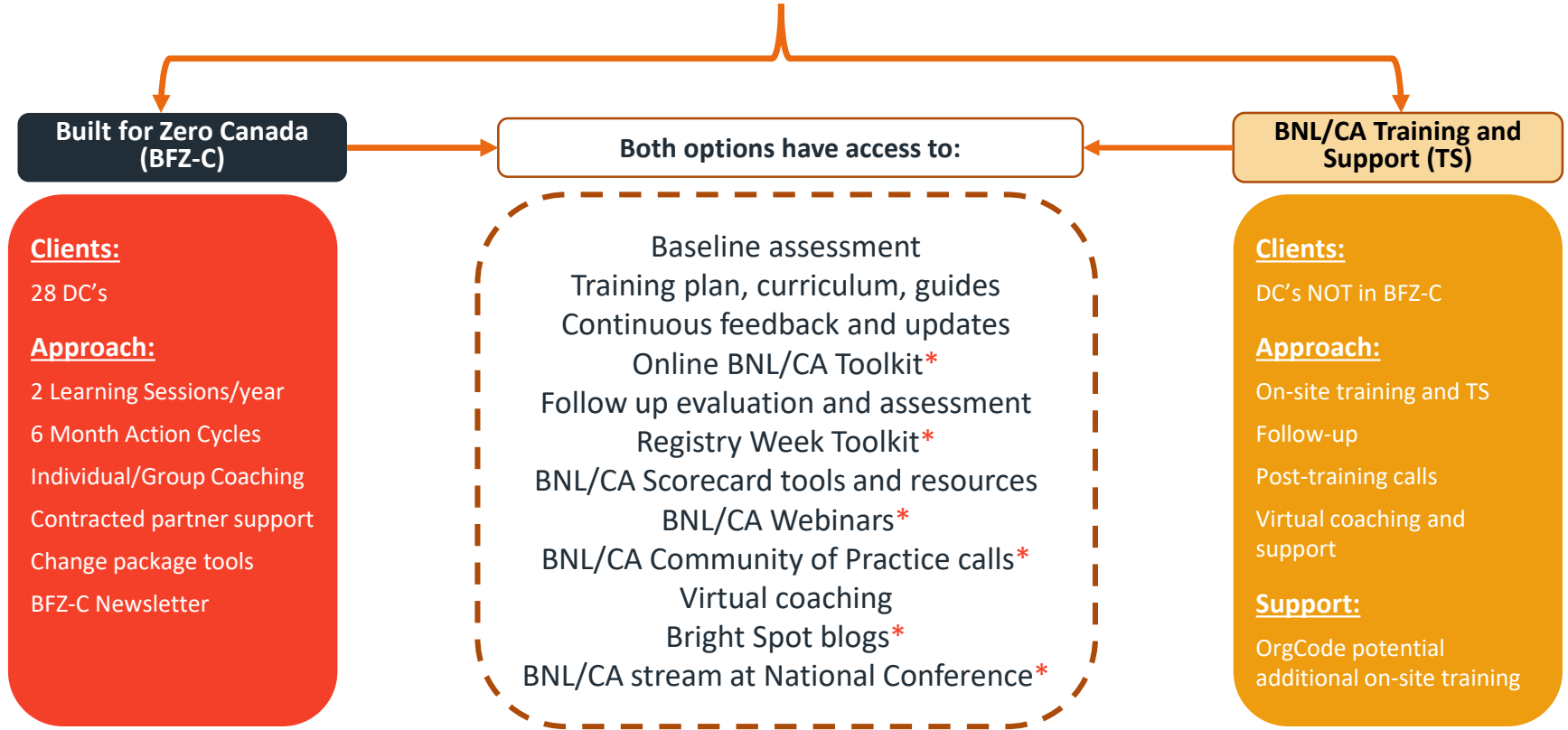  - Completed and confirmed Provider Participation Tool
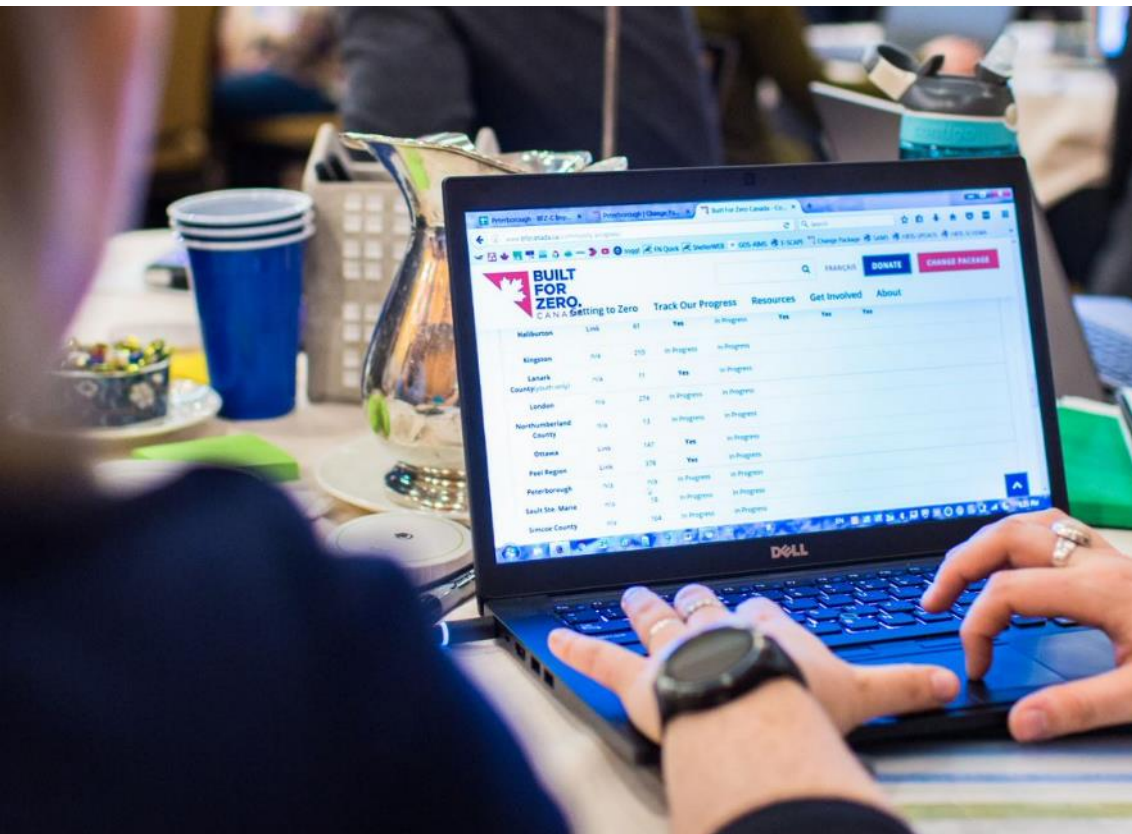
CAEH

**Resources & Supports for BNL/CA**

Between 2019 and 2022 fiscal years, the CAEH will provide By-Name List (BNL) and Coordinated Access (CA) Training and Technical Assistance to 57 Reaching Home Designated Communities (DCs)

## Built for Zero Canada (BFZ-C)

**Clients:**

28 DC's

**Approach:**

2 Learning Sessions/year

6 Month Action Cycles

Individual/Group Coaching

Contracted partner support

Change package tools

BFZ-C Newsletter

## Both options have access to:

Baseline assessment

Training plan, curriculum, guides

Continuous feedback and updates

Online BNL/CA Toolkit*

Follow up evaluation and assessment

Registry Week Toolkit*

BNL/CA Scorecard tools and resources

BNL/CA Webinars*

BNL/CA Community of Practice calls*

Virtual coaching

Bright Spot blogs*

BNL/CA stream at National Conference*

## BNL/CA Training and Support (TS)

**Clients:**

DC's NOT in BFZ-C

**Approach:**

On-site training and TS

Follow-up

Post-training calls

Virtual coaching and support

**Support:**

OrgCode potential additional on-site training

* Available to all communities (Reaching Home or not)

CAEH

# BNL and CA Toolkits

- Pages on the Built for Zero Canada website – bfzcanada.ca (will also be linked from TTA site)

  - By-Name Lists

  - Coordinated Access

- Include information, tools, checklists, samples from communities – continuously updated

- Includes the By-Name List and Coordinated Access Scorecards

  - Self-Assessment checklists – now all in one document

  - Support quality improvement to meet and exceed Reaching Home requirements

  - Guide now linked to each question – including a further description/explanation of each question as well as tips and resources

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# By-Name List Toolkit

BY-NAME LISTS

The information and resources here are intended to answer questions and support your community to develop and sustain a quality By-Name List on your journey to ending chronic homelessness.

**Keep checking back here as we will be regularly updating materials and adding further resources.**

| | |
|---|---|
| **What is a By-Name List?** | ⌄ |
| **10 Steps to Create and Use a By Name List** | ⌄ |
| **By-Name List Scorecard 2.0 & Tools** | ⌄ |
| **Privacy, Consent and Data Sharing** | ⌄ |
| **Homeless Individual and Family Information System (HIFIS)** | ⌄ |
| **By-Name List Sample Excel Spreadsheets** | ⌄ |
| **Sample Data Dashboards** | ⌄ |
| **Coordinated Access – How It Connects** | ⌄ |

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# Coordinated Access Toolkit

## COORDINATED ACCESS

The information and resources here are intended to answer questions and support your community to develop and sustain a strong Coordinated Access system on your journey to ending chronic homelessness.

**Keep checking back here as we will be regularly updating materials and adding further resources.**

**Coordinated Access Information and Overview**

**Common Assessment Tools**

**Coordinated Access Scorecard 2.0**

**Coordinated Access Tools and Community Examples**

**Coordinated Access/HMIS Sample Job Descriptions**

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# BNL/CA Webinars & Community of Practice Calls

- Each will occur monthly

- One hour in length

- Webinars more presentation format whereas community of practice shorter presentation and more discussion

- Both recorded and stored on TTA website

# TTA Website From CAEH Website

**CAEH** Training &
Technical Assistance

OUR APPROACH    TRAINING    WEBINARS    ABOUT US    DONATE    **CONTACT**

Webinars

Webinar Archive

Other Resources

# WEBINARS

## Housing First Community of Practice

Monthly Community of Practice webinars will provide communities, organizations, and front-line staff with a regular opportunity to debrief, consult, and learn from experts and peers in the delivery of Housing First and other best practices. Each session will last approximately one hour. Sessions will be facilitated by Wally Czech and Sam Tsemberis and feature a short presentation followed by Q&A, discussion and commentary. They will provide opportunities for updates, briefings, round table sharing, special case scenarios and problem solving in a collaborative peer involved manner. Communities, organizations and individuals are encouraged to **contact us** if they have a topic they would like to share in this format. All these sessions will be recorded and made available afterwards for anyone to view at any time.

## By-Name List & Coordinated Access Webinars

By-Name Lists (BNL) and Coordinated Access systems (CA) are essential community strategies for ending homelessness. These monthly webinars will feature specific topics related to the development and implementation of these strategies. The webinars will last no longer than

# BNL/CA Webinar Series 2019/20



https://training.caeh.ca/webinars/

- BNL/CA 101: Sept 19 – 1:00 ET (Marie Morrison)
- Governance: Oct 4 – 1:00 ET (Wally Czech)
- Access: Oct 31 – 1:00 ET (Iain De Jong)
- Assessment: Dec 20 – 2:30 ET (Iain De Jong)
- Prioritization: Jan 2 - 1:00 ET (Iain De Jong)
- Matching & Referral: Feb 4 - 1:00 ET (Iain De Jong)
- Data and Improvement: March 5 – 1:00 ET (TBD)
- HMIS & BNL/CA: April 2 – 1:00 ET (TBD)

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# BNL/CA COP Coming Up



Generally the 2nd Thursday of each month at 1:00 ET

- October 10 - Getting Started with BNL/CA

- November 14 - TBD

- December 12 - TBD

- Etc.

https://training.caeh.ca/webinars/

# Questions

# Thank You

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