

Built for Zero Monthly Progress Report
Portland/Multnomah County
January 2023

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 and pilot this tool
 - 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

Monthly Highlights

- **Addition of Project Manager**
 - Data Quality Project Manager to serve as BFZ leadership and subject matter expert
- **Ongoing groups formed to guide Built for Zero Work**
 - Outreach and Engagement Workgroup: Outreach Providers meet regularly to coordinate and guide practice (scope is beyond BFZ)
 - Utilizing workgroup to plan and coordinate PiT count data collection
 - Equity Committee
 - Final applications for committee membership received
 - Next steps: Application review - Committee plans to be fully seated in February
 - Lived Experience Committee
 - Application still being accepted
 - Next steps: Committee plans to be fully seated in March
 - Improvement Team focus on Outreach and Engagement processes
- **Data has been mapped to Built for Zero inflow and outflow metrics and is being tested in collaboration with Community Solutions.**
 - Data accuracy and reliability nearly achieved. Continuing to adjust to improve data quality
 - Public unveiling nearing readiness stage
- **Built for Zero Improvement Team has increased membership to focus on Outreach Strategies**
 - Cementing policies that are essential to scope the BNL
 - Outreach Policy (1C) (see details below for specific scorecard areas)
 - Inactive Policies (4A, 4B, 4C)
[These policies have been developed and are undergoing final refinement.](#)
 - Creating a form to capture quality data on BNL during outreach for those not being assessed for Coordinated Entry (5)

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 within 15%	In process	Data team is working on making adjustments to the Chronically Homeless definition and data fields used to determine an individual's eligibility.
Data uploaded from HMIS to BFZ Framework	In process	Data team is working on completing 3 successive uploads to ensure data reliability 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.
Get perfect score on All-Singles BNL Scorecard	In Process	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.
Establish Baseline: Scorecard	Complete	Score: 16/29 (see Scorecard below for more info), focusing on key strategies to get to 24 by Sept
Develop Community Level Outreach Policy	In process	Outreach, and Coordinated Entry (CE) team developing policy, verifying with improvement team This policy will clearly define outreach coordination expectations between various

		organizations contracted to provide outreach services.
Finalize Inactive Policy	In process	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 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.
Develop Form to collect BNL Data	In process: with program team	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.
Outreach Coverage	In process	Improvement team is primarily focusing on outreach strategies as defined below
Complete Outreach Coverage Map	In process	Improvement team working to document coverage in collaboration with the Program Team. 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	In process	Improvement team working to develop strategy and contract language in collaboration with Program Team This will create policies and procedures of when and how outreach teams will use updated tools to collect data.
2B 90-100% captures		Planned for Spring 2023 push

Current All Singles Scorecard Score for Multnomah County

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

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