# THE QUALITY BY-NAME LIST:
# AN ESSENTIAL STEP TOWARD ENDING HOMELESSNESS IN YOUR COMMUNITY

# Your starting point

Homelessness is a complex systems problem. To end it, you need a reliable way to know everyone in need of housing by-name and in real time. We call that kind of data a by-name list.

Perhaps your community already has a list like that, stored in an Excel sheet or split across several different data systems. Perhaps it gets updated once every couple of months, or, if someone is sick or on vacation, perhaps not at all. If you're like most communities, only a few agencies contribute to the list, meaning it never really includes everyone.

**That list won't do the trick.**

**COMMUNITY SOLUTIONS** has helped 9 American communities **sustainably end chronic or veteran homelessness.** Every one of those communities got to zero with **a quality by-name list** that continues to yield accurate, real-time, data on homelessness.

# Benefits of a by-name list

**SMARTER TRIAGE**
- Target limited housing resources to the most vulnerable individuals and families
- 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
- Test new strategies and know quickly whether your efforts are reducing homelessness

**RESOURCE ADVOCACY**
- Ground your advocacy in concrete data
- Use monthly data trends to make stable projections and quantify your projected resource gaps
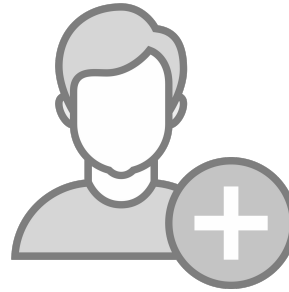
# Person-level data

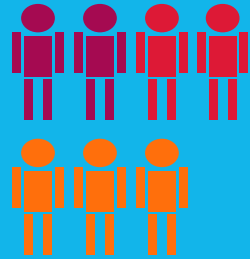**Name:**

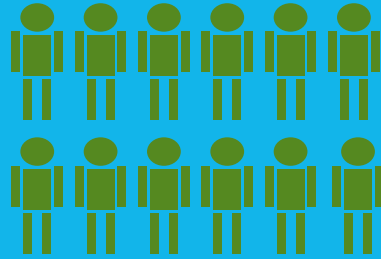**Triage Score:**

**Housing Recommendation:**

**Health history:**

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**Service history:**

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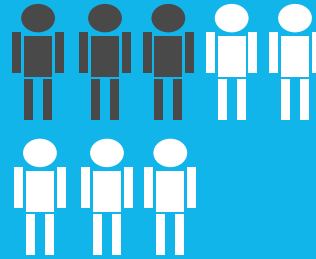# Six data points to help you drive reductions



**INFLOW**

**ACTIVELY HOMELESS**

**OUTFLOW**

**INFLOW:**
NEWLY IDENTIFIED

**INFLOW:**
RETURNED FROM HOUSING

**INFLOW:**
RETURNED FROM INACTIVE

**OUTFLOW:**
HOUSING PLACEMENTS

**OUTFLOW:**
MOVED TO INACTIVE

# System-level data



MONTHLY OUTFLOW
- # of people permanently housed
- # of people moved to the inactive list

MONTHLY INFLOW
- # of people newly identified as homeless
- # of people returning to the active list
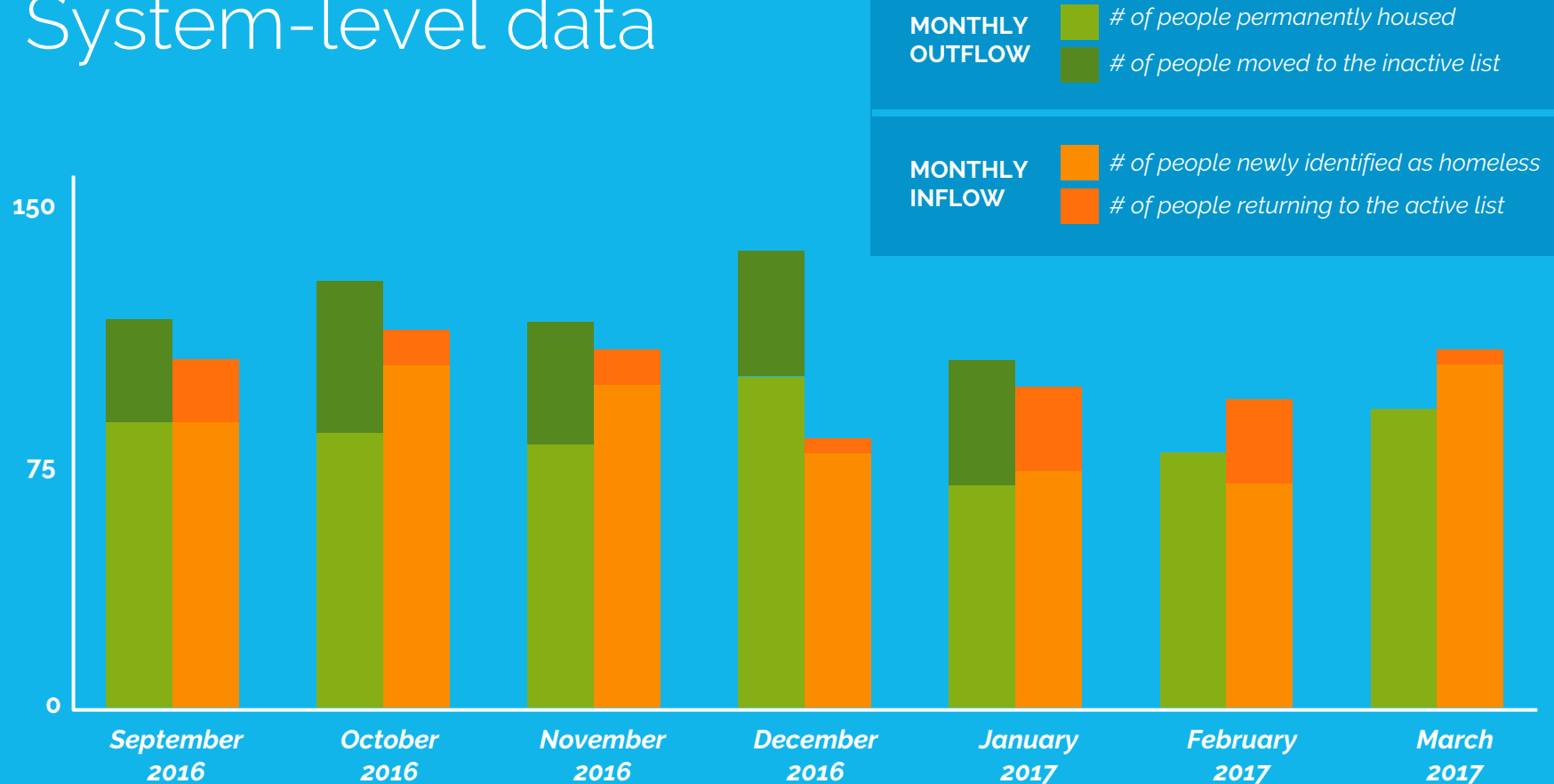
# What makes a by-name list "quality?"

**FULL COVERAGE**
- All agencies and programs are represented
- List includes people sleeping in shelters and on the streets

**DATA RELIABILITY**
- Aggregate data balances month over month, just like your checkbook

**REAL-TIME UPDATES**
- List is updated monthly, at a minimum
- As people's housing status changes, those changes are reflected on the list

**PERSON-LEVEL DATA**
- Each person has a file that includes their name, history, health and housing needs
- Each person can be followed through the system

# Assessing your list

A framework for measuring the quality of your community's data and improvements over time

## COMMUNITY PARTICIPATION & COVERAGE

1. Outreach coverage

2. Providers reporting data

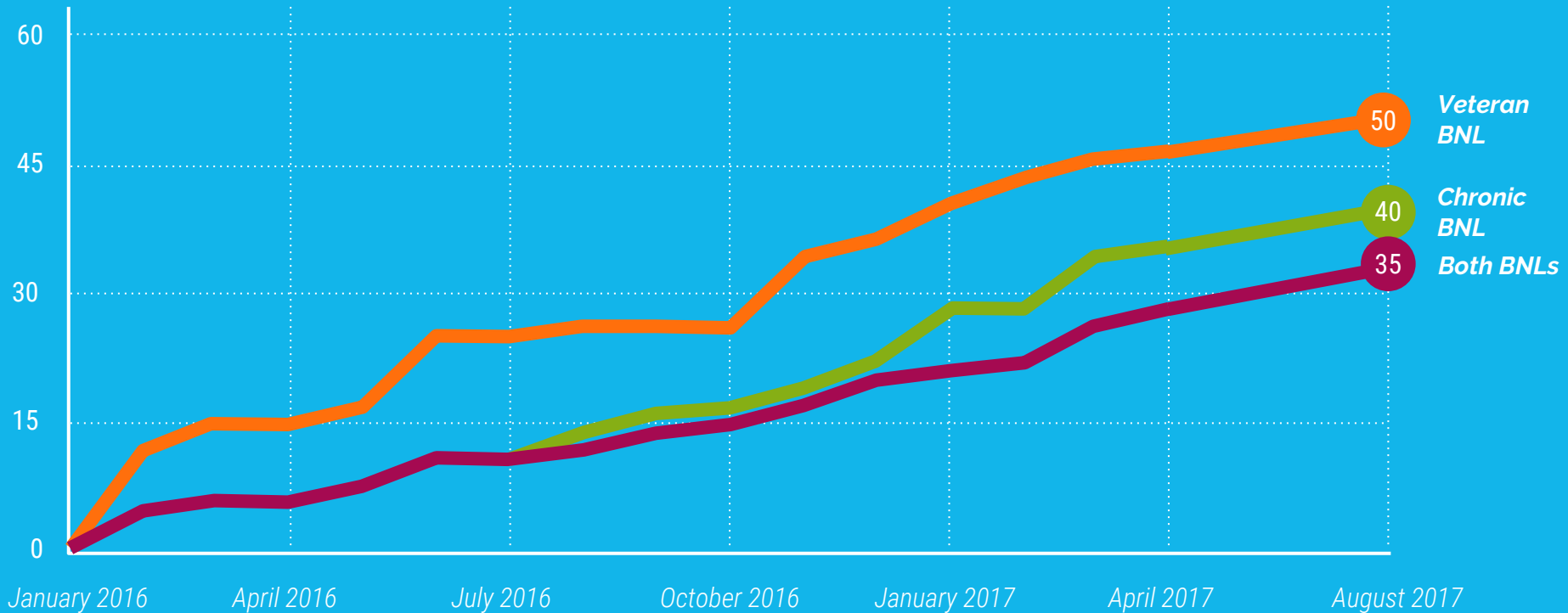3. Partnerships with institutions discharging homeless individuals

## POLICIES & PROCEDURES

4. Inactive Policy

5. Tracking without full assessment
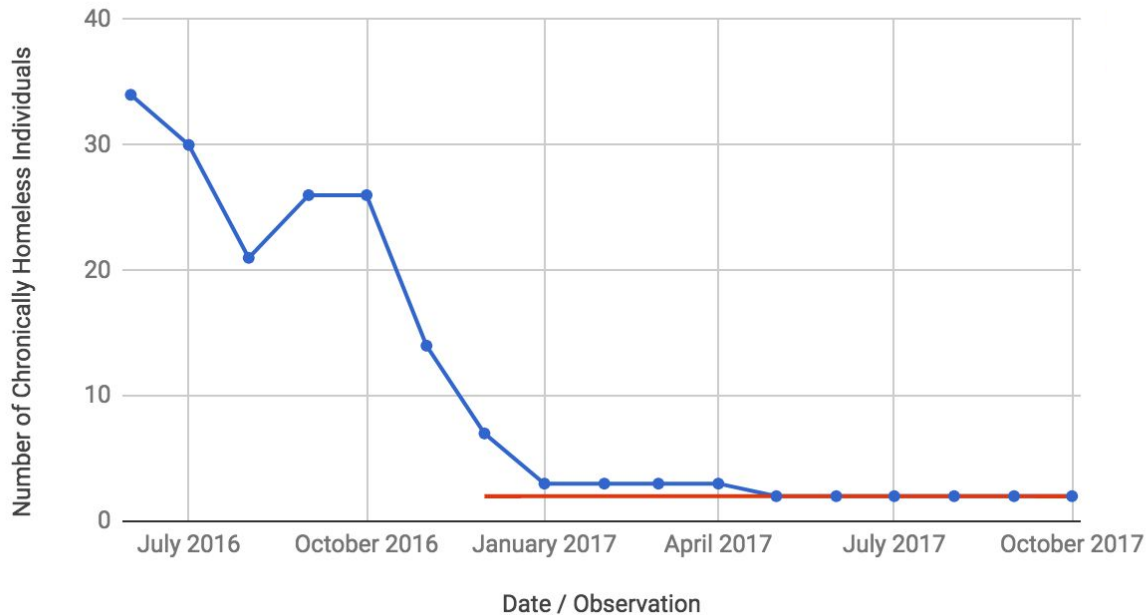
## DATA INFRASTRUCTURE

6. Unique identifier

7. Tracking homeless status

8. Tracking newly identified people

9. Tracking chronic homelessness

10. Tracking returns to the system

# US communities with a quality by-name list



Veteran BNL — 50

Chronic BNL — 40

Both BNLs — 35

60
45
30
15
0

January 2016 · April 2016 · July 2016 · October 2016 · January 2017 · April 2017 · August 2017

# Case Study: ending chronic homelessness with a by-name list



**Rockford, IL - Ending Chronic Homelessness**

Y-axis: Number of Chronically Homeless Individuals (0 to 40)
X-axis: Date / Observation (July 2016, October 2016, January 2017, April 2017, July 2017, October 2017)

Legend:
- ● Chronic Homelessness
- — Sustain Threshold

# Case Study: reducing veteran homelessness with a by-name list



**Chicago: Reductions in Number of Homeless Veterans**
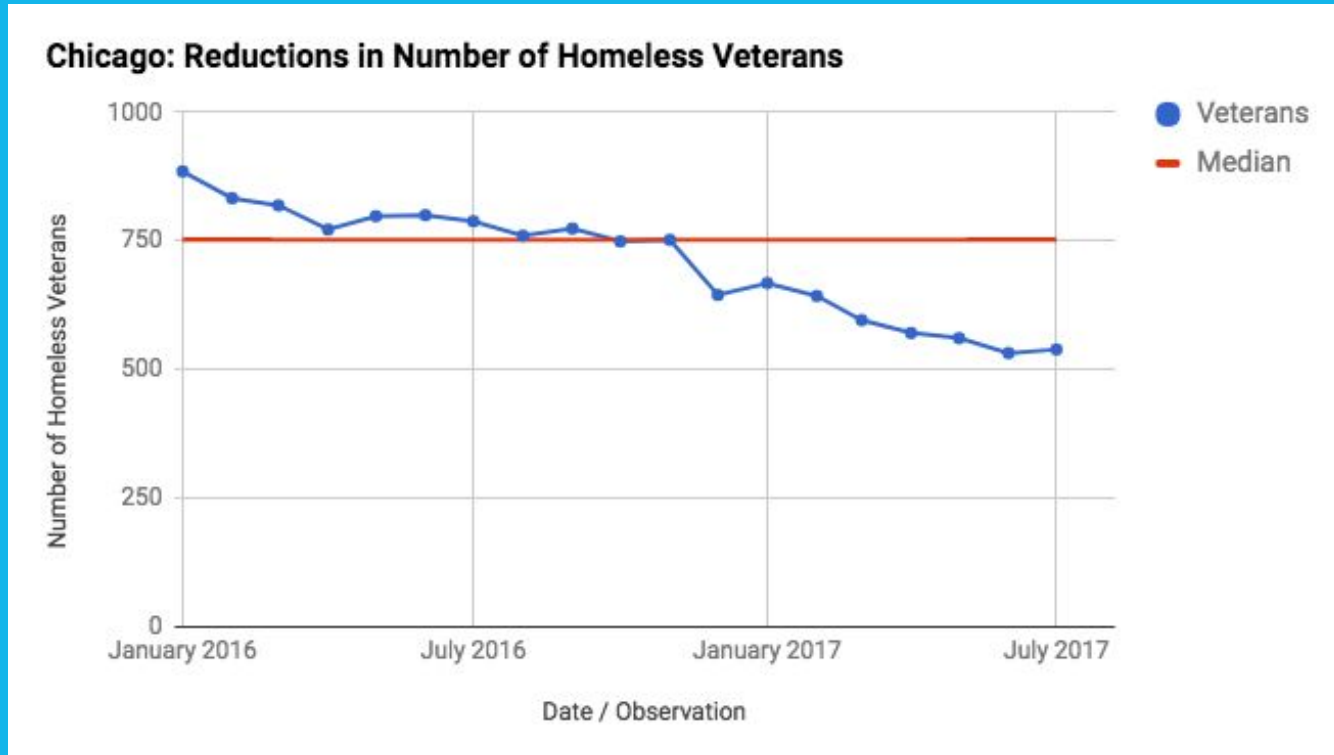
# Don't miss out!

We'd love to talk more about how a by-name list can help your community end homelessness.

## Let's Get Started

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**COMMUNITY SOLUTIONS**