

ISS 2.0 Cohort Call #1

June 9 2021



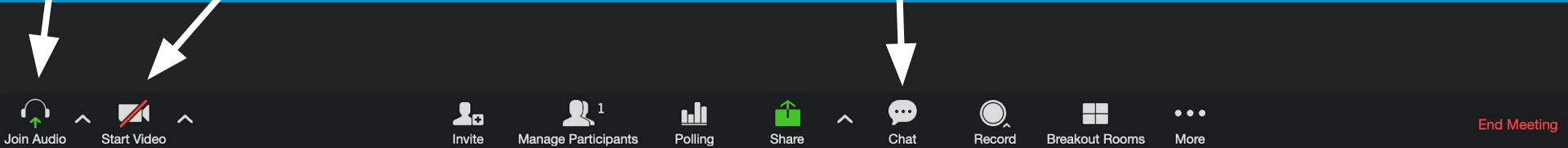
Welcome!

Mute your audio!

Turn on your video!
(if possible)

Say hi in the chat box! Tell us:

- **Where you live/work**
- **Your current role**
- **What are you looking forward to this Summer?**



Today's ISS Coaches



Garen Nigon

Strategy Lead

*he/him/his;
they/them/theirs*



Sandy Colts

Improvement
Advisor

he/him/his



Asma Hussain

Improvement
Advisor

she/her/hers



Emma Beers

Improvement
Advisor

she/her/hers

Today's Objectives

Rational

1. Review ISS Cohort goals, activities, and Team Portfolio
2. Clarify ISS "delegation" members & rate team progress
3. Discuss buy-in for ISS Cohort goals
4. Introduce QBNL standards and BFZ support tools for outreach systems and provider engagement

Experiential/Relational

1. Feel connected as a cohort, working together
2. Hear something from each team
3. Get solo team time to consider team formation, progress, and mutual understanding

Packed Agenda!

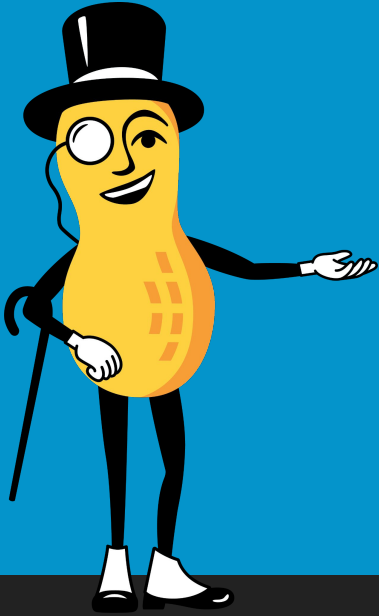
Welcome + Agenda Overview	1:00-1:05
Team Sharing	1:05-1:20
Review I.S.S. Goals & Plan	1:20-1:35
Team Breakouts	1:35-1:50
Beyond Data Infrastructure: Outreach System & Provider Engagement	1:50-2:05
Small Group Breakouts: <ul style="list-style-type: none">• 1) Outreach or 2) Provider Engagement	2:05-2:20
Reflections & Look Ahead	2:20-2:30



TEAM SHARING

What's happened/come up since May 19?

The peanut gallery is open!



React to your peers in the chat box!

- “Great work!”
- “We’re struggling with that too.”
- “Would love to chat more about that, here’s my email...”
- “Here’s a resource that might be helpful.”



End Meeting



Tell us:

- progress you've made,
- questions you've identified, or
- challenges you've encountered...

...in 90 seconds or less

A 'Quality By-Name List'

The What and Why

Why do we need a real-time BNL?

A by-name list (BNL) allows you to know everyone in your community experiencing homelessness in real-time. With this information, you can:

- Know the true scope of current homelessness in your community
- Understand how people move into, through, and out-of your homeless response system over time
- Have accurate data with which to set improvement goals and know if you are making progress
- Triage support to those who are most vulnerable
- Align resources to shifting needs in the community

**For more background, please visit: <https://www.joinbuiltforzero.org/what-is-a-by-name-list/>*

Defining 'Quality'

1 Full Coverage

- Virtually all (> 90%) agencies and programs are represented
- List includes everyone literally homeless, sheltered or unsheltered
- Outreach system has > 90% unsheltered households represented on BNL

2 Person-level Data

- Each person (household) has an entry w/ name, history, health & housing needs
- Each person's status in & journey through the rehousing system can be observed

3 Regular Updates

- List is updated at least monthly
- Standards & protocols in place to ensure timely data entry and data integrity
- As people's housing status changes, so do their list entries

4 Data Reliability

- Inflow-Outflow data balances at end of month → like a checkbook
- Variation between actual & expected levels of active homelessness is < 15% over a 3-month period


Quality BNL Data


Monthly Reporting: Data Points to Track

FOR EACH POPULATION:



 **INFLOW:**
NEWLY
IDENTIFIED

 **INFLOW:**
RETURNED
FROM HOUSING

 **INFLOW:**
RETURNED
FROM INACTIVE

 **OUTFLOW:**
HOUSING
PLACEMENTS

 **OUTFLOW:**
MOVED TO
INACTIVE

 **OUTFLOW:**
NO LONGER MEETS
CRITERIA



LENGTH OF TIME FROM IDENTIFICATION TO HOUSING



I.S.S. Goals, Activities, and 'Roadmap'

What Does I.S.S. Seek to Accomplish?

By the time of the next BFZ Learning Session (early November), your teams in the ISS Cohort will have done the following things together:

- Establish new team structures & norms to drive improvement
- Diagnose and significantly improve technical data system capabilities
- Map current flow of person-level info through your data system
- Map your current Coordinated Entry process
- Report at least four months of monthly data points to BFZ
- Create and/or enhance an actionable BNL report
- Complete all missing elements of the BNL Scorecard

How Will We Know Things Improved?

By the end of this Action Period (first week of November), we expect to help each of your teams:

1. Complete the Single Adults BNL Scorecard (in your ISS Portfolios)
2. Report at least four months of complete system data (inflow/active/outflow) *and* have it demonstrate reliability



Okay...What Will We Actually Do?

MONTHLY WHOLE COHORT MEETINGS

We'll all convene monthly to cover critical topics related to establishing systems for Quality BNL data and building other key foundations for your improvement journey

1:1 FACILITATED TEAM EXERCISES

We plan to facilitate three discrete exercises with your ISS team spread across this Action Period to map your systems and assess your ability to produce reliable data



SMALL GROUP COACHING & MUTUAL AID

Most months, we'll meet again in smaller groups to check-in on progress with your ISS work and share learning, questions and support to help each other stay on track.

DATA COACHING & CAPACITY BUILDING

Our in-house team of talented data managers & system improvers will help each team evaluate their capabilities, map their data system, and create a personalized plan to improve both

ADDITIONAL 1:1 COACHING (AS NEEDED)

We are investing in your success, and want to supply you with any resources or other supports that will help you

ISS Roadmap (May-Nov)

	May	June	July	August	September	October	Nov.
All-Cohort Calls	Kick-Off Meeting (5/19 at LS)	Team Setup / Outreach System / Provider Participation	Data System Findings & Plans (cont. Outreach & Provider Part.)	Policies & Procedures and BNL Setup	Effective Teams / Culture of Equity & Improvement	Storyboards w/ home stretch plan; Other high-need topics	
Smaller Group Calls		1) Outreach System 2) Provider Participation in BNL	Peer review: Outreach, Provider Part, Data System Plans	1:1 Coaching: BNL / Policy questions, Scorecard check-in	Peer review: Racial Equity, Teamwork, Stakeholder alignment	1:1 Coaching: Planning & troubleshooting for final stretch	
Data Work / Coaching	Data System Assessment (post-kickoff)		Data reporting training (Data Leads only); Data system improvement plan	1:1 data coaching as needed (per Data System Improvement Plans)			
Facilitated Exercises		1:1 Data System Flow Mapping exercise		1:1 CES Process Mapping (exercise guide)		1:1 BNL Deep Dive (exercise guide)	
Independent Practice / Exercises	BNL Scorecard Baseline	Start Provider Participation and/or Outreach Inventories	Complete Provider Participation and Outreach Inventories			Final Storyboard	

Learning Session! Dates (Early Nov)



TEAM BREAKOUTS *(15 min)*

- 1) Confirm ISS “delegation”**
- 2) Team progress assessment**
- 3) QBNL goal enrollment**

The Non-Technical Realm:

Provider Participation

& Outreach System



By-Name List Scorecard

1 Data Infrastructure & By-Name List (BNL) Setup

Homelessness database and BNL should be able to track:

- Homeless Status
- Inflow
- Outflow
- Other population-based attributes:
- Status Changes

We've started this and will continue diving deeper soon

2 Policies & Procedures

Create, revise, or at least review policies regarding...

- BNL removal due to 'inactivity'
- Methods for counting people who are unassessed
- Data quality assurance, management
- Outreach practice standards

We'll get into this area more in July/Aug

3 Community Participation for Comprehensive Data

Ensure comprehensive, timely data collection on active homelessness:

- **Outreach** mapping, service coordination, and coverage improvement to count people who are unsheltered
- **Participation of homeless service providers** in data collection and reporting to populate By-Name List

With our remaining time, let's start looking into this work!

Provider Participation in BNL

As we're reminded every year when it's time to submit reports to HUD, provider-level data plays a big role in the level of confidence you can have in your system outcomes.

When you're using your BNL to inform your improvement work, it becomes really important to make sure that data is both **accurate** and **comprehensive**.

There's a tool for all this!

By-Name-List Data Source

Who is contributing data to your system?

What is the quality of the data they contribute to your system?

How are they getting that data into your system?

How timely is the data entry into your system?

Provider Participation in BNL

Aim: Enough homeless service providers collect and share/enter data on people experiencing homelessness (PEH) that the BNL is believed to represent > 90% of all PEH across the community.

What needs to happen:

- **Inventory:** List community's homeless service providers (CoC and non-CoC funded), their approx. capacity, engagement in data collection & reporting.
- **Calculate** how many more providers would need to start collecting & reporting data to reach the 90% benchmark.
- **Engage** leaders & front-line staff from those orgs/programs, offer education & tech support (as needed), listen to and address their concerns.

BFZ Tools: Provider Participation Inventory

Provider Inventory Preview

Provider Participation Inventory			Percent of Total By-Name Data in HMIS	Estimated Quality of Provider Data		
Community: Community Name		<i>Sample</i>	93.01%	High		
Providers	Provider Type	Current Participation Evaluation	Estimated Households Served	Subpopulation	Federally Funded	By-Name Data in HMIS
List your community's homeless services providers below. You may define this as organizations / entities that seek to address needs that are driving someone's homelessness (or risk thereof). EX: this may <u>not</u> include programs that are only providing food or other basic survival services, unless those were being paired with street outreach, emergency shelter, etc.	Indicate whether 'Homeless Services Provider', 'Institution' or 'Other' below	Provide your best estimate of the quality of the provider's data into your current system. Is it comprehensive, accurate and reliable? Use a confidence rating of high, medium or low.	What is your estimate for the number of households experiencing homelessness being served by this provider?	Indicate subpopulation served, if restricted.	Select 'Yes' or 'No' to indicate if each provider is Federally Funded (CoC, ESG, HOPWA, etc.)	Select 'Yes', 'No' or 'Referral' to indicate if each provider submits data to your list (through HMIS or any other system)
Provider 2, Program A	Homeless Services Provider ▾	High ▾	15	▾	Yes ▾	Yes ▾
Provider 2, Program B	Homeless Services Provider ▾	High ▾	9	▾	Yes ▾	Yes ▾
Provider 2, Program C	Homeless Services Provider ▾	High ▾	5	▾	Yes ▾	Yes ▾
Motel Vouchers	Homeless Services Provider ▾	High ▾	79	▾	No ▾	Yes ▾
Severe Weather Shelter	Homeless Services Provider ▾	High ▾	6	▾	No ▾	Yes ▾
Family Promise	Homeless Services Provider ▾	High ▾	5	▾	No ▾	Yes ▾
Affordable Housing Development	Homeless Services Provider ▾	Low ▾	18	▾	No ▾	Yes ▾
Provider 3, Program A	Homeless Services Provider ▾	High ▾	7	▾	Yes ▾	Yes ▾
Provider 3, Program B	Homeless Services Provider ▾	High ▾	3	▾	No ▾	Yes ▾
Provider 3, Program C	Homeless Services Provider ▾	High ▾	10	▾	No ▾	Yes ▾
Provider 5, Program A	Homeless Services Provider ▾	High ▾	3	Youth ▾	No ▾	Yes ▾
Shelter XYZ	Homeless Services Provider ▾	Medium ▾	24	▾	No ▾	Yes ▾
Re-entry Program	Homeless Services Provider ▾	High ▾	10	▾	Yes ▾	Yes ▾
DV Shelter Name	Homeless Services Provider ▾	Medium ▾	11	▾	No ▾	Yes ▾
HUD/VASH Program A	Homeless Services Provider ▾	Low ▾	40	Veteran ▾	Yes ▾	Yes ▾
HUD/VASH Program B	Homeless Services Provider ▾	Low ▾	163	Veteran ▾	Yes ▾	Yes ▾

Outreach System Improvement

In order to have comprehensive, real-time BNL data, regular points of contact with unsheltered neighbors via coordinated outreach are essential.

Aim: Want to be fairly confident that approx. 90% of all people who are unsheltered in your community appear in your data system/on your BNL.

What needs to happen:

- A. **Coverage:** Understanding of, and frequent (>weekly), visits to 'hot spots'
- B. **Coordination** among outreach providers to optimize coverage, reduce any low-value/duplicated efforts
- C. **Document** outreach definitions, standards, practices somehow ("policy")

BFZ Tools: Outreach Inventory in ISS Portfolios

Outreach Inventory Preview

Outreach Team Key	Organization Name	Outreach Staff Capacity	Geographical Area	Outreach Team Entering Data into HMIS?	Outreach Team Doing Assessments?
Team 1	Be Bold Street Ministries	7	Both counties		ARCHES Assessors go with
Team 2	Marion County LEAD	4	Only county A		
Team 3	MWVCAA/ARCHES	2	Only county B	Yes	ARCHES Assessors go with
Team 4	MWVCAA/ARCHES/Veterans	1	City center		
Team 5	MWVCAA/HOME Youth Services	2	City center	Yes	
Team 6	Northwest Human Services	2	City center		ARCHES Assessors go with
Team 7	Salem Housing Authority	2	Smaller town A		ARCHES Assessors go with
Team 8	Salem Vet Center	2	Smaller town B		
Team 9	Silverton Sheltering Services	1	Silverton		
Team 10	Union Gospel Mission of Salem (UGM)	2	Salem/Keizer		ARCHES Assessors go with
	VECare	1			

Where is coverage clearly sufficient	Where is outreach coverage insufficient, ineffective, or duplicative?	Any special info about encampments
Old Town district	Insufficient: Encampments near highway/roadway	
Waterfront	Duplicative: Libraries (separate outreach teams for youth, family,	
Libraries	Insufficient: No outreach in smaller towns on outskirts of CoC reg	
Smaller towns A-F		

Coverage Calendar						
Week of Mo.	Monday	Tuesday	Wednesday	Thursday	Friday	
1						



BREAKOUT TOPICS

Provider Participation or Outreach Systems

10 min

Wrapping Up

'Went well' v. 'Better if...'

- Spend a couple minutes sharing feedback with us about:
 - What **went well** today (preface comment with 'WW: _____')
 - Would have been **better if**... (preface with 'BI: _____')

Virtual 'Sign-in' (if you missed it earlier)

- See link in the Chat window

Looking Ahead

1 Convene your ISS Delegation to Continue Scorecard work

- Meet to debrief today's call, update your BNL Scorecard, identify priorities and next steps
- Complete the outreach and/or provider participation inventories in your Portfolio
- Attend either/both of the Provider Participation or Outreach small group calls later this month

2 Data System Mapping exercise

- BFZ Data Team & ISS Coaches will help you map the inputs, processes, and outputs that make up your community's homelessness 'data system'
- We'll follow-up next week with more details on this activity and begin scheduling your team's exercise

3 Stay Connected!

- Never too late to join the Slack BFZ Learning Network, where we have a private channel for this ISS Cohort to communicate with each other and our BFZ Team.
- Topical coaching on Outreach Systems and Provider Participation, week of June 21
- Next ISS Cohort Call will be July 14, 1:00-2:30pm ET

Let's Connect on Slack! #cohort-iss-2

What is Slack and how can it help us?

- A secure message and file-sharing platform that promotes cohort, small group, and 1:1 collaboration.
- Promotes flexible, direct communication with your Cohort and BFZ Advisors to ask and answer questions, share valuable resources, and build a networked community

How to Start

- Have your Team Lead, Data Lead, and 1-2 more ISS Delegates sign up using [this link](#).
- Once you join, we will add you to the private ISS Cohort channel, and you can start browsing and talk with the other 150+ members of the BFZ Learning Network!

The background features a stylized illustration of a bright orange sun with rays, partially obscured by soft, white, rounded clouds. Below the clouds, the silhouettes of modern buildings in shades of blue and teal are visible against a light blue sky. The overall aesthetic is clean and modern.

Thank You

Sandy Colts: scolts@community.solutions

Asma Hussain: ahussain@community.solutions

Garen Nigon: gnigon@community.solutions

Emma Beers: ebeers@community.solutions

Lauren D'Amico: ldamico@community.solutions

Jane Moy: jmoy@community.solutions

But not your only tour guides!

So many
coaches
OMG!



Data support!



Outside experts!



Project management / logistics /
communications!

Your primary BFZ tools for ISS



1 ISS Team “Portfolio”

The portfolio (which you'll interact with in a bit) is where you will record your statuses on the BNL Scorecard, find templates for key exercises, a living contact list of others participating in this ISS cohort, and other things we can add to have handy. Think of it as your central workspace for team exercises.

2 Performance Management Tracker

Each BFZ community team has their own PMT with Tableau visualizations of all your reported BNL and Scorecard data. This is where you'll be able to observe your progress over time. You'll land here when you [login](#) to the BFZ site (pw: shiftshappen2019).

3 ISS “Landing Pad” on BFZ Site

This is under development, but will be ready soon. On this page, you will be able to view a peer dashboard of each other's progress on the BNL Scorecard, and also find an outline of our ISS change package, links to related resources, materials from all of our meetings, and more TBD. Help us make it better!

4 Slack for Networked Communication

We want to intentionally test using the Slack BFZ Learning Network for as many of our communications as possible. Here you'll be able to communicate directly with our entire team of coaches and each other, as well as explore other Network channels if you wish.

**These are all adaptable tools, so we can continue improving them with your help!*

Our values

Our values guide our work with one another, with partners, and with the people and communities we support.



1 Solve for impossible.

We tackle urgent, complex social problems at the systems level because our hope for a just society is at stake. We work in the service of real, lasting solutions.

2 Learn by doing.

We discover solutions through iterative experimentation and rigorous, data-driven reflection. We choose curiosity and action.

3 Focus on the user.

We start with the question of what matters to the person suffering the problem and work from there.

4 Love the bomb.

Our most important lessons and creative opportunities come from facing into what is not working. We don't let fear of failure keep us from moving forward.

5 Operate from generosity.

We believe in generosity and in working to make others successful, both within Community Solutions and among the partners and communities with which we work. We support each other in taking risks and learning. We replace the question, "Who is to blame for failure?" with a more powerful question, "What can I do to increase our collective chance of success?"

6 Take ownership of what happens here.

We each take full responsibility for workplace dynamics and hold ourselves accountable for the success of our projects and the organization as a whole. We hold ourselves and each other accountable to our values; we don't wait for anyone to do it for us.

7 Embrace appreciation, humor and joy.

We take the fear out of change by making the process encouraging, inspiring and fun.

8 Promote Racial Equity.

We recognize racism as a leading cause of homelessness and many of the conditions that create it. We commit ourselves to building and being a diverse and inclusive organization that pursues meaningful, data-driven strategies for combating the racism that leads to and exacerbates homelessness, both on the public stage and in the communities we serve.



TEAM SHARING

What's happened/come up since May 19?

