


ISS:

Improvement System Shaper

All Cohort Call

January 12, 2022



Icebreaker: What are your intentions for the year?

Your Coaches Today



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Objectives

- Understand best practices for messaging the importance of a By-Name List to community stakeholders.
- Complete an Outreach Inventory for your community and set goals for optimization.

So far, you have...

- Identified the key improvers in your community
- Begun to dig deeper into your data

For our returners...

- You're working on achieving a perfect scorecard score.


So far, you have...

- Identified the key improvers in your community
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For our returners

- You'

BREAKING NEWS



94% of teams in the cohort have reported at least 1 month of data, making this **the highest functioning class we've had in ISS** since its launch

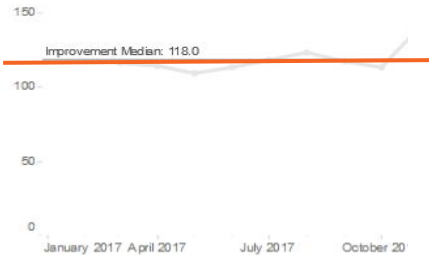


What are common objections you hear in regards to data contribution?

Making the Case for a QBNL

1 Improvement Medians

Actively Homeless Monthly Veteran data with signa



Your **improvement medians** set starting points or norms to gauge incremental progress on the way to Functional Zero. As shifts occur, new norms are calculated.

2 Shifts + Functional Zero

Your data can show **shifts** in your system signaling it is performing differently than before.



Most notably, your data also tracks your progress to and ability to sustain **Functional Zero**.

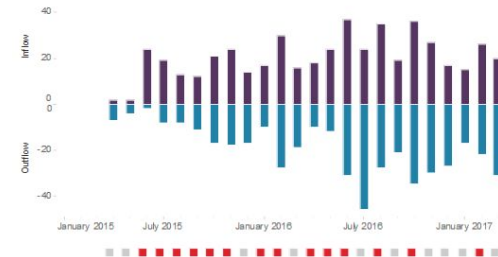
Actively Homeless Population Monthly count for Veteran subpopulation(s)



3 Inflow + Outflow

Your data helps you track movement in and out of your system. High returns from housing can indicate that you need to work on stability plans and support services for newly housed clients.

Monthly Inflow & Outflow Red square at bottom indicates Inflow exceeded Outflow



Making the Case for a QBNL

Opportunity: Non-federally funded providers

Barriers:

- Providers may be accustomed to **functioning independently** and may not know how to engage with the rest of the community
- These providers may **not be mandated** by their funders **to take part in Coordinated Entry**; therefore, may lack buy-in
- Non-federally funded providers may have **staffing capacity barriers** that may prohibit their ability to participate

Tests:

- **Identify and network** with non-federally funded programs in your community
- **Provide opportunities to educate on BNL** as a best practice and work with individual organizations to address their concerns
- **Conduct a data demo** of how BNL participation can eliminate capacity needs in other facets of the work

Making the Case for a QBNL

Opportunity: Faith-based organizations

Barriers:

- Providers may have high barrier eligibility requirements that screen-out acute clients
- Providers may not have current processes in place for data collection
- Providers may rely on a rotating selection of volunteers, prohibiting training

Tests:

- Have outreach develop relationships with providers offering direct services to unsheltered encampments to aid in warm handoffs
- Coordinate with providers to set up an “in-reach” schedule to assess clients accessing services
- Use the [Value Proposition Canvas](#) to identify opportunities to provide value through data collection, like reducing duplication of efforts in food distribution

Making the Case for a QBNL

Opportunity: Victims Service Organizations

Barriers:

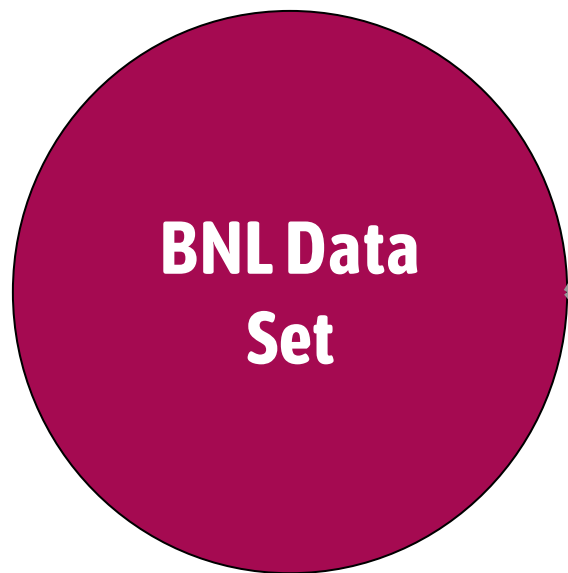
- Clients of victims service organizations have a need for and expectation of increased confidentiality.
- Common assessments and CE housing programs do not meet the needs of victims
- Providers are not currently using a comparable database or collecting data that matches HUD UDEs.

Tests:

- Conduct a full demo of the BNL data contribution system for victims service providers
- Identify and leverage funding to assist providers in adopting comparable databases.
- Review internal and external data sharing policies together and develop a shared understanding.

Universe of BNL Data

You should be able to do all these things with your data set



Case conferencing list



BFZ Monthly Metrics



Historical view of system



Disaggregate to look for disparities over time

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. (Scorecard Q1D)

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 (Scorecard Q1B)
- C. **Document** outreach definitions, standards, practices somehow ("policy") (Scorecard Q1B)

BFZ Tools: Outreach Inventory in ISS Portfolios

Some ways to increase your confidence

1. **Establish your baseline** - confirm your assumptions

- Where are your hotspots?
- Who are the teams currently conducting outreach?
- Who goes where? Are there any noticeable gaps?
- What happens when someone in the community wants to make someone aware of a person experiencing homelessness? Who do they call? What happens next? How is this advertised?

(We'll come back to this one in a moment.)

Some ways to increase your confidence

2. Coordinate - especially if multiple providers currently conduct outreach

- Is each outreach provider aware of what the others are doing? How can you create this awareness?
 - A regular meeting
 - Shared policies and protocols
 - One provider in a coordinating role
- Is information from outreach entered into the same data source as other providers (e.g. HMIS)

Some ways to increase your confidence

3. Document

- Adopt an outreach policy
 - How will providers coordinate?
 - How will data be entered?
 - How are providers connected to community hotlines / 211 / “reactive” outreach efforts?

In-reach

In-reach can be crucial in identifying sheltered but unsafe households and unsheltered people that have been out of contact.

- Day centers, food distribution centers, and healthcare clinics
 - In cases where there is limited outreach capacity, coordinating to mobilize case managers to work remotely out of a direct service centers can bridge coverage gaps
- Using service transactions to mobilize in-reach
 - Pulling reports of service transactions in HMIS can help identify trends like what days clients access specific services, or what type of service needs they have

Marketing

When coverage gaps are identified, increasing marketing for the coordinated entry system can help expand access.

- Who and where:
 - Focus on highly utilized spaces like libraries
 - And other agencies that have contact like law enforcement
 - Engage the existing communities of people in need of services. Ex. Hair salons
- How:
 - Develop flyers that advertise system access points
 - Join local community meetings to present-out on what resources are available, and how to access them

Outreach Inventory

Team Key	Organization Name	Outreach Staff Capacity	Geographical Area	Outreach Team Entering Data into HMIS?	Outreach Team Doing Assessments?
Team 1					
Team 2					
Team 3					
Team 4					
Team 5					
Team 6					
Team 7					
Team 8					
Team 9					
Team 10					

Hotspots List	Notspots List	Any special info about encampments

Week	Monday	Tuesday	Wednesday	Thursday	Friday
1					
2					
3					
4					
5					

Breakout Rooms

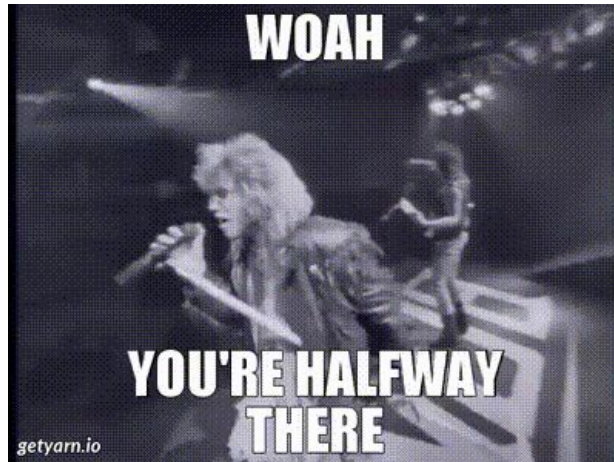
If you have not completed the inventory... Complete your Outreach Inventory in your ISS Workbook.

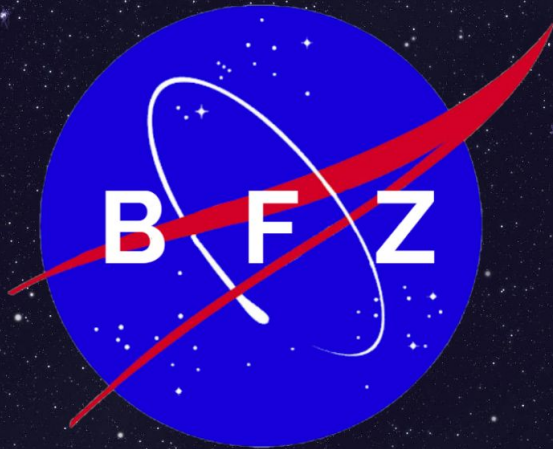
If you have completed the inventory...

1. Discuss how outreach has been going in your community and develop a plan to review and right-size geographic coverage to include new hotspots/lessen coverage in areas that are not as utilized.
2. Discuss how in-reach and marketing can be utilized in your system and develop a test to execute.

Next Steps

- Complete Provider Participation and Outreach Inventories
- Sign up for Process Mapping and Data System Mapping
 - Email Alyssa Keil, akeil@community.solutions, for process mapping
 - Email Jane Moy, jmoy@community.solutions, for data system mapping
- Report your data for December by January 15th.





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