System Flow Cohort

December 2021 — All Group Call

Built For Zero.

COMMUNITY SOLUTIONS

Your System Flow Coaches

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Icebreaker: **What is the holiday food you most love/or hate?**

System Flow Theory of Change

Today we're working here!

Prevent and divert inflow into homelessness

Accelerate housing placements with creative solutions

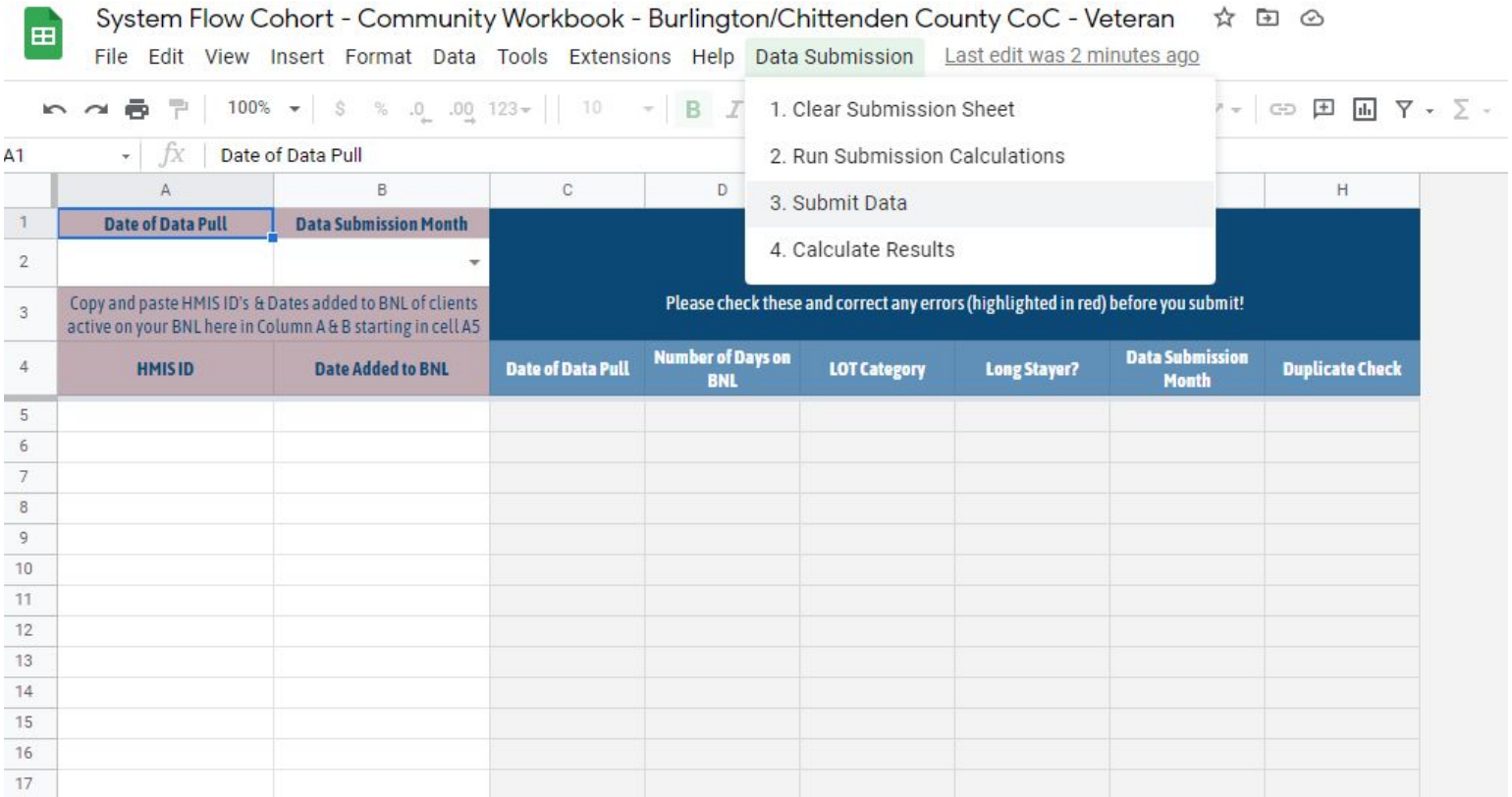
Manage your BNL for accuracy + action

Today, we'll focus on **data skills that can help identify ways to improve inflow**, get **new ideas for preventing inflow** in the new year, and scope your **next test of change**.

Quick Workbook Update

WHERE DID YOUR TABS GO?

Calculating Length of Stay

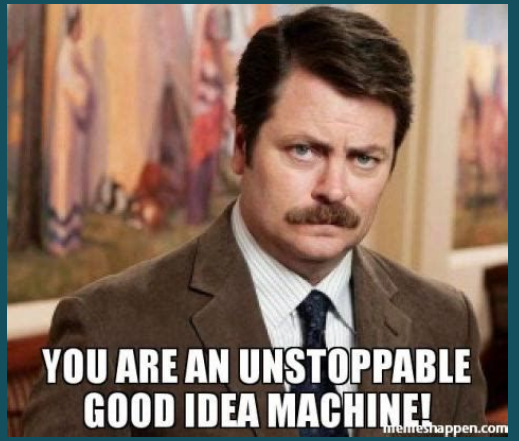


New Tool: Change Journal

CHANGE JOURNAL

	CHANGE IDEA 1:		CHANGE IDEA 2:		CHANGE IDEA 3:	
TEST #1	PLAN:	DO:	PLAN:	DO:	PLAN:	DO:
	STUDY:	ACT:	STUDY:	ACT:	STUDY:	ACT:
TEST #2	PLAN:	DO:	PLAN:	DO:	PLAN:	DO:
	STUDY:	ACT:	STUDY:	ACT:	STUDY:	ACT:
TEST #3	PLAN:	DO:	PLAN:	DO:	PLAN:	DO:
	STUDY:	ACT:	STUDY:	ACT:	STUDY:	ACT:

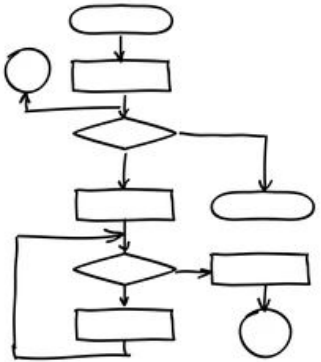
Some brilliant diversion tests of change…



Mapping inflow, targeting first-time homeless

The **Tucson/Pima County** team is building an **infow flowchart** to **identify scenarios that result in earlier exits**.

They are **targeting first-time homeless** who have recently entered the system and **empowering case managers to use the common exit strategies** to increase diversion.



Improving date accuracy & removing inactive

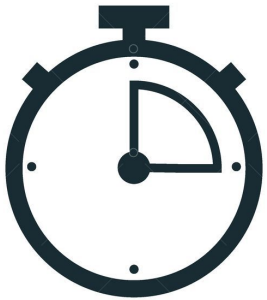
In **Fairfax County** they are **testing a change to their inactive policy.**

By **focusing on accurate dates** for when vets hit the system and their last contact, they are able to **remove individuals that have been inactive for 30 days.**

Comparing dates to ensure timely service connections

Saint Johns County CoC used their case conferencing meetings to **identify newly homeless vets .**

By **comparing system entry and SSVF intake dates** they **gauged how quickly newly identified vets were accessing support and diversion services** (and they were pretty speedy!).



Using Data to Dig Deep on Inflow

Key Inflow Metrics

INFLOW

NEWLY IDENTIFIED
DEFINITION: The total number of households experiencing homelessness who have newly entered your coordinated entry system over the course of the reporting month.

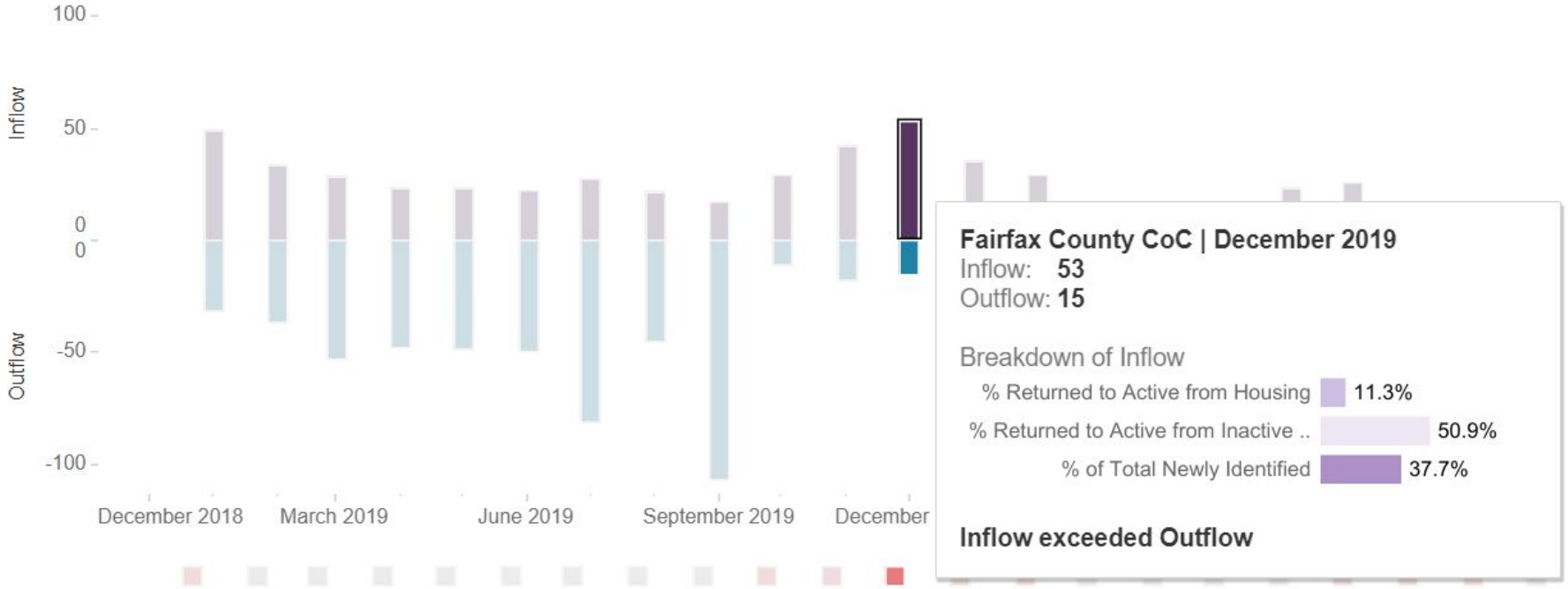
RETURNED FROM HOUSING
DEFINITION: The total number of households experiencing homelessness who were previously housed and have become unhoused or have otherwise returned to homelessness over the course of the reporting month.

RETURNED FROM INACTIVE
DEFINITION: The total number of households experiencing homelessness who were previously designated as inactive but have since reappeared or otherwise returned to homelessness over the course of the reporting month.

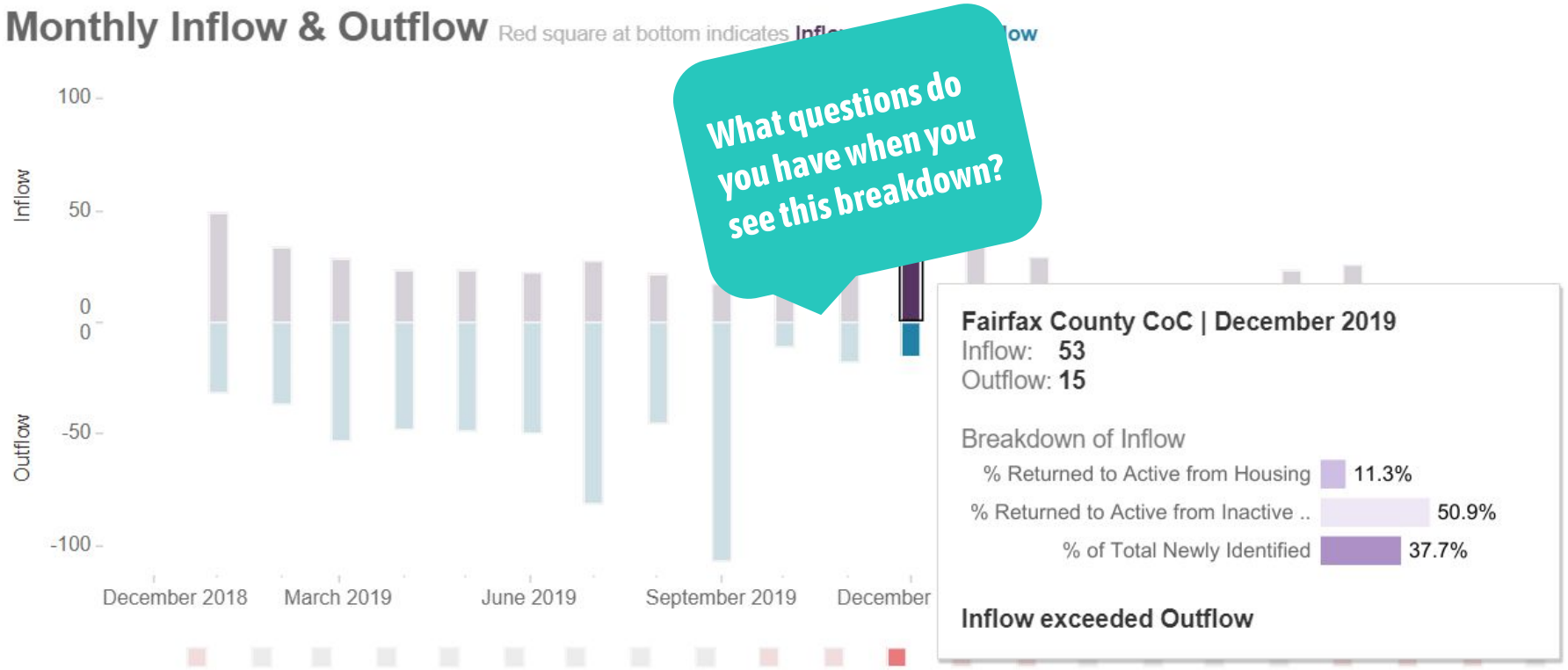
Interpreting Trends

Monthly Inflow & Outflow

Red square at bottom indicates **Inflow** exceeded **Outflow**



Interpreting Trends



Quick Tips for System Flips

New to Us vs. New to System

Opportunity: Get clearer on what system barriers are contributing to increased inflow

Change ideas - 30 day tests!

1. ***Reconcile*:** Pull everyone who has entered the homeless service system in the last 30 days and do a deep dive to reconcile who is new to your BNL, and who is genuinely experiencing their first episode of homelessness
    a. Look into individual client history to see if there is any indication of a prior touchpoint with the system.
    b. If a prior touchpoint is identified, update the client's location prior to entry, where possible
2. ***Respond*:** Look for a way to update standard operating procedures, or monitoring strategy, to prevent future discrepancies in tracking inflow type

Measures: Inflow types are accurately recorded; diversion can be targeted to appropriate households

Diversion + Rapid Resolutions

Principles of Diversion

Crisis Resolution

Respect and empowerment of client choice

Minimum amount of assistance needed for the **shortest** time possible

Maximize on Community Resources

The Right Resources to the **Right People** at the **Right TIme**

These **Diversion + Rapid Resolution** principles were developed and taught to us by **Cleveland Mediation Center.** Thank you!

Common Diversion Outcomes

1. Network Supported Housing
2. Return to Initial Housing
3. Temporary Placement While Seeking Permanent Housing
4. Relocating Permanently

Network Supportive Housing

When is this a solution?

- No other safe and appropriate options
- No housing history
- No income history

Tips:

- *Identifying ways client can contribute to household*
- *Finding ways to capitalize on time provided*

Return to Housing

When is this a solution?

- Walk-Aways
- **Non-DV** relationship issues
- Misunderstanding of Tenant Rights

Tips:

- *Ask what possibilities are there to save current housing*
- *Review details of lease with participant*
- *Housing Navigation Support*
  - *Landlord mediation / advocacy*
  - *Utility assistance*

Temporary Placement

When is this a solution?

- Participant has current and sustainable income
- Has a housing history
- Income history

Tips:

- *Housing Navigation Support*
  - *Access to affordable housing lists*
  - *Coverage of Upfront Cost*
  - *Understanding lease and landlord relationship*

Permanent Relocation

When is this a solution?

- Safe and Appropriate
- Support Systems

Tips:

- *Ensure logistics are lined out*
  - *30-90 day (or longer) stay confirmation*
  - *How will they get there, who will pick them up, what will they eat on the trip, how will the know the time, etc.*
  - *Aligning resources*

Reality Testing Questions

- How would this look?
- What is the timeline?
- Have you done something like this before?
- What other options have you considered?
- What resources do you have to carry this out?
- In case this plan does not work out as we planned, would you like to go over a back-up plan?

Pause:

Diversion is

NOT a barrier to

Shelter or Housing Lists

Built For Zero.

COMMUNITY SOLUTIONS

Breakout Groups

In a minute, you'll be assigned to a breakout with a BFZ coach to map out your next test.

Prompt: Consider which strategy feels most relevant for your team, either 1) data, or 2) implementation. Think about what tests you've already tried, and what opportunities you're instantly seeing for improvement

Write it down: As your group discusses various strategies, figure out what one change you can test related to your diversion efforts in the next 30 days could be, and use the *Change Journal* tab in your System Flow Workbook to document that test.

Next Steps

- Update your Length of Stay (LoS) data in your System Flow Workbook
- Move forward on the test of change you added to your *Change Journal*
- Catch up on data reporting!
    - Email bfzdatasupport@community.solutions for support