

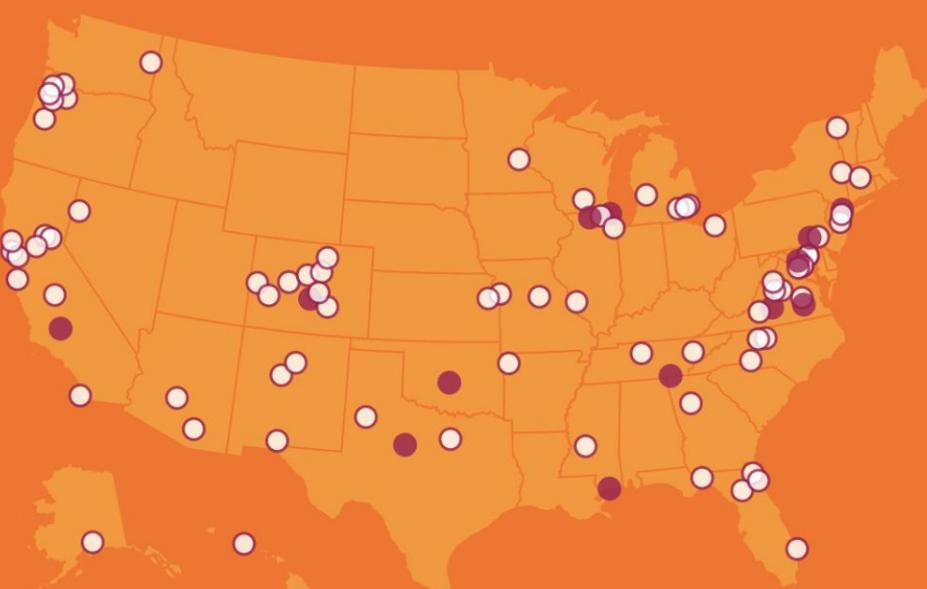
An illustration of a city at night. In the foreground, there is a light blue building with a brown roof and a white archway. A large, dark green tree stands to the right of the building. In the background, there is a taller, orange building with a white archway. A family consisting of a man in a white shirt and blue pants, a woman in an orange shirt and blue pants, and a child in a blue shirt and blue pants are standing on a ledge of the orange building. The man is pointing towards the left. The sky is a light blue color with a large white sun or moon in the center. There are several streetlights, some of which are glowing white. The overall style is a flat, modern illustration.

# Tackling Homelessness as a Systems Problem

April 2021

# REAL RESULTS.

A data-driven movement is redefining what is possible in ending homelessness.



**89** communities are **participating** in Built for Zero

[SHOW THE LIST >](#)

**14**

communities that have **functionally ended homelessness for a population**

**135,142**

individuals housed by Built for Zero communities since 2015

**44**

communities have achieved a **measurable reduction**

**60**

communities have achieved **quality real-time data**

# We are Program Rich and System Poor

**Continuum of Care** - Agency overseeing and administering compliance for HUD homelessness dollars

**HUD T.A. Providers** - The industry of firms competing for the nearly \$100 million in technical assistance contracts HUD awards each year

**VAMC Homeless Program Manager** - Person overseeing ending veteran homelessness for the medical center as well as VA funded programs.

**HUD-VASH Program Manager** - Person overseeing the HUD-VASH Program for the Medical Center

**Hospitals + Street Medicine Teams** - People providing regular healthcare to individuals experiencing homelessness

**Permanent Supportive Housing Providers** - Organizations that operate portfolios of permanent supportive housing units

**City and County Leaders** - People who can wield the influence of a local government executive's office to generate convening power + political will

**VA Case Managers** - VA staff working directly w/ vets experiencing homelessness

**SSVF/GPD Program Operators** - Organizations overseeing the operation and use of VA SSFV and/or GPD resources for veterans experiencing or at risk of experiencing homelessness

**Faith Groups** - People who run aid or support programs that may or may not be connected to government dollars or formal system efforts

**Public Housing Authority** - Agency overseeing local VASH + Section 8 Programs

**Local HMIS or Data Administrator**- Agency with data administrator access and the ability to aggregate client- and system-level reports

**Substance Abuse + Behavioral Health Coordinating Entities** - Agencies coordinating state + federal Medicaid, SAMHSA and other dollars

**Homeless Service Providers** - People representing local organizations serving people experiencing homelessness.

**Street Outreach Programs** - Organizations leading outreach and engagement of people experiencing street homelessness

**Re-Entry Programs** - People working to ensure housing stability for those exiting prison who have experienced or face a risk of homelessness

**Emergency Shelters** - Temporary shelter accomodation organizations for people experiencing homelessness outside of transitional programs

**Community Foundations** - Local funders with flexible capital to support non-profit service delivery, pilot innovation and local advocacy

**Legal Aid Groups** - Organizations providing legal services to people experiencing homelessness

**Veteran Service Organizations** - Organizations set up for and by veterans to provide resources, services, supportive networks and an ongoing connection to the veteran community

# The Fundamental Question

*Are all our programs + investments  
adding up to thing we really want:  
equitable reductions in homelessness over time?*

*And if not, how quickly would we know,  
and how quickly could we pivot?*

# An Operating System for Ending Homelessness

*Continuous improvement response discipline*

**Shared,  
Measurable  
Aim**

Nimble, command  
center team

Rapid, by-name  
feedback loop

Menu of proven  
technical strategies

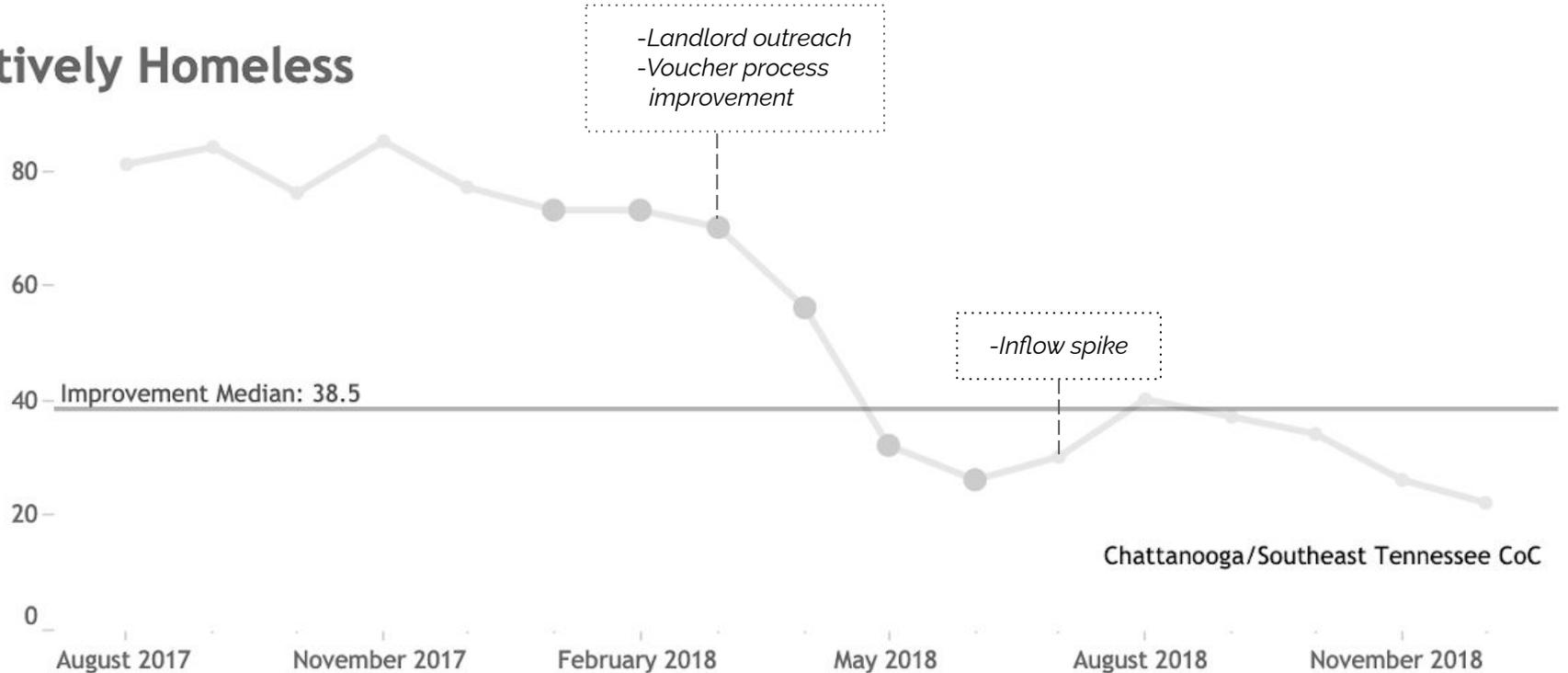
Flexible arsenal  
of resources

# A Rapid, By-Name Feedback Loop

|                                 |  |
|---------------------------------|--|
| <b>COMPREHENSIVE</b>            | <ul style="list-style-type: none"><li>• All agencies and programs sharing data in a single place</li><li>• List includes people sleeping in temporary accommodation and on the streets</li></ul> |
| <b>PERSON-SPECIFIC</b>          | <ul style="list-style-type: none"><li>• Each person has an entry that includes their name, history, health and housing needs</li><li>• Each person can be followed through the system</li></ul>  |
| <b>REGULAR UPDATES</b>          | <ul style="list-style-type: none"><li>• List is updated monthly, at a minimum</li><li>• As people's housing status changes, so do their list entries</li></ul>                                   |
| <b>QUANTITATIVE RELIABILITY</b> | <ul style="list-style-type: none"><li>• Data balances month over month, just like your checkbook</li></ul>   |

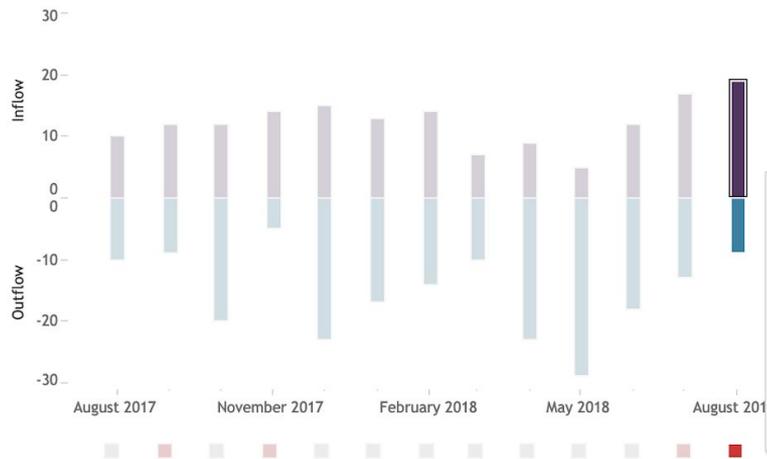
# System-Level Problem Solving

## Actively Homeless



# Clarifying the Problem

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



**Chattanooga/Southeast Tennessee CoC | August 2018**  
Inflow: 19  
Outflow: 9

**Breakdown of Inflow**

- % Returned to Active from Housing: 26.3%
- % Returned to Active from Inactive: 0.0%
- % of Total Newly Identified: 73.7%

**Inflow exceeded Outflow**

### INSTRUCTIONS

Select your community from the drop-down menu below and use filters to adjust the data. You'll be able to see additional information by hovering over the charts.

NOTE: Numbers reflect self-reported community data (submitted using the form below).

Got questions? Email us at [support@...](#)

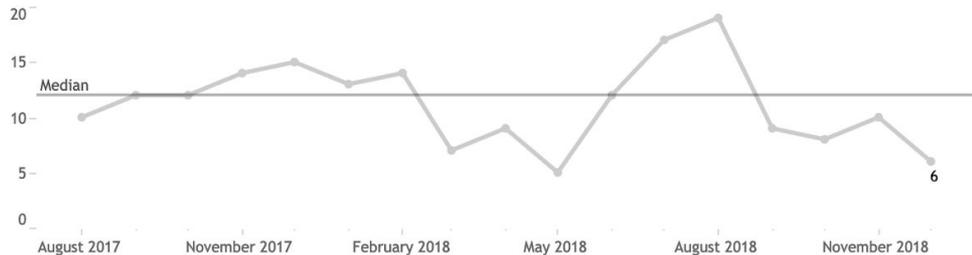
[Help](#) [Questions](#)

Chattanooga/Southeast Tennessee CoC

August 2017 - December 2018

Inflow Total

## Inflow Total Use drop-down at right to adjust metric displayed



### Select Time Range

August 2017 December 2018

### Select Metric to Display

Inflow Total

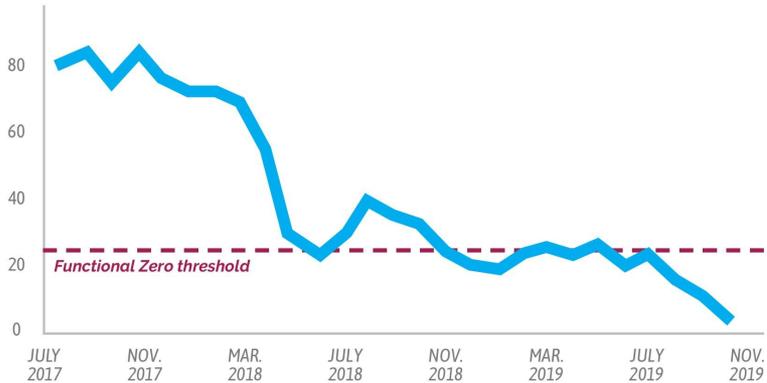
### Understanding Shift Signal

A pink dot will appear when 6 or more consecutive points are above or below the median. Use this signal to identify shifts.

# Integrated Team



## Actively Homeless Veterans



The background is a stylized illustration. At the top, a light blue sky contains a bright orange sun with radiating lines, partially obscured by a white cloud. Large, soft-edged white and light pink clouds are scattered across the sky. In the bottom right corner, there are stylized buildings in shades of blue and white, suggesting a cityscape. The overall aesthetic is clean and modern.

**Thank You**

**COMMUNITY  
SOLUTIONS**