

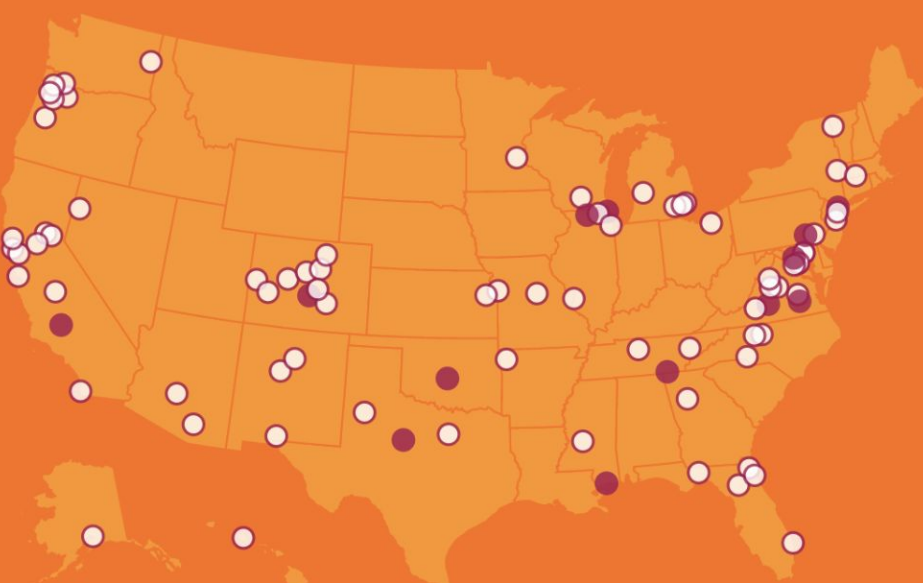
An illustration of a cityscape at night. In the foreground, there's a light blue building with a brown roof and a white archway. To the right, a large green tree stands next to a street lamp. In the background, a full moon hangs in a dark blue sky. On the right side, a tall orange building with a bridge-like structure is visible. A person in a white shirt and blue pants is standing on the bridge, pointing towards the left. A smaller figure is standing next to them. The overall scene is stylized and modern.

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 accommodation 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

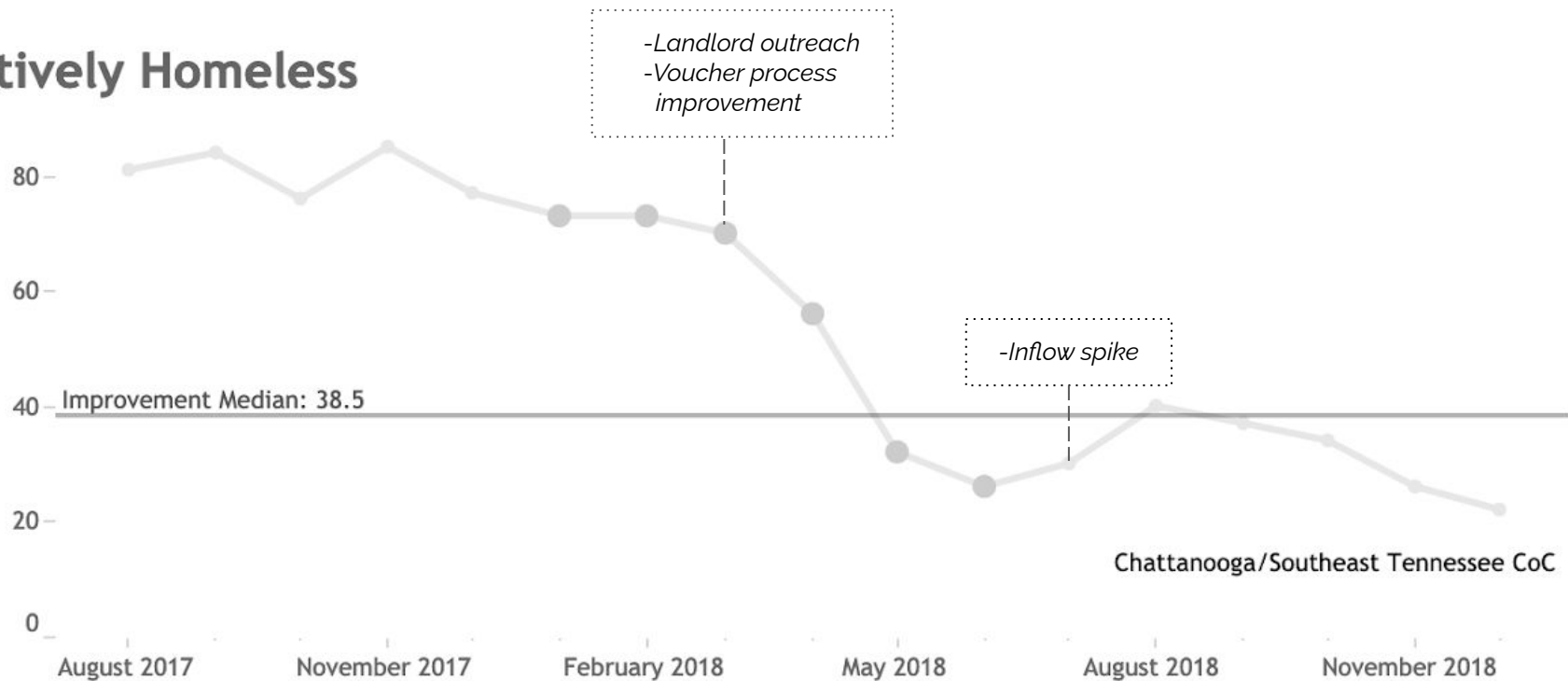
Flexible arsenal
of resources

A Rapid, By-Name Feedback Loop

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

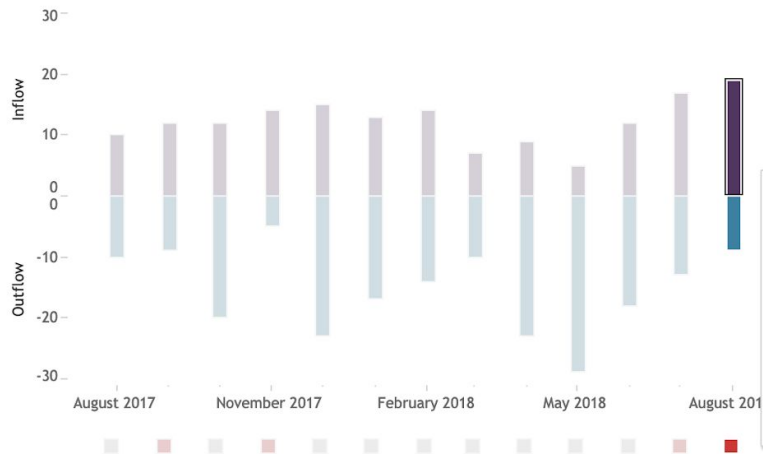
System-Level Problem Solving

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@...](#)

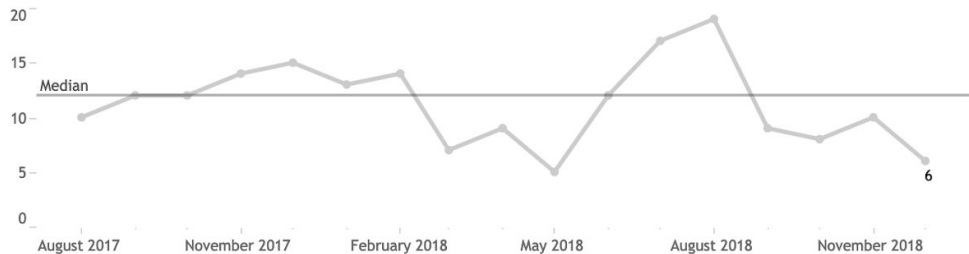
[Help](#)

Chattanooga/Southeast Tennessee CoC

...

...

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



Select Time Range

August 2017 December 2018



Select Metric to Display

Inflow Total

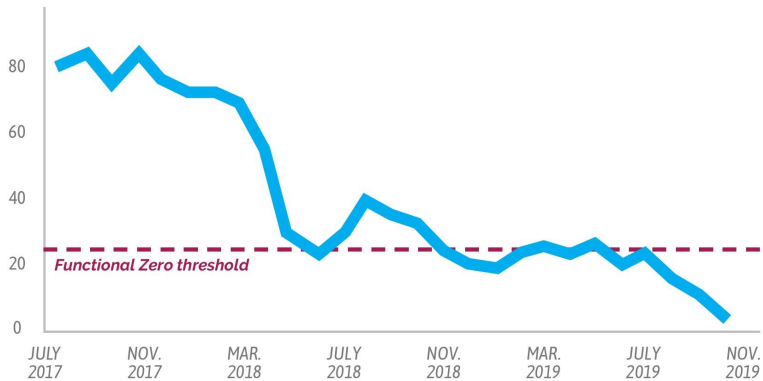
Understanding Shift Signal

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 sun with rays, partially obscured by a cloud. Large, soft, 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. The overall aesthetic is clean and modern.

Thank You

COMMUNITY
SOLUTIONS