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
- 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

Menu of proven technical strategies

Rapid, by-name feedback loop

Flexible arsenal of resources
### A Rapid, By-Name Feedback Loop

| COMPREHENSIVE | All agencies and programs sharing data in a single place  
|               | List includes people sleeping in temporary accommodation and on the streets |
| PERSON-SPECIFIC | Each person has an entry that includes their name, history, health and housing needs  
|               | Each person can be followed through the system |
| REGULAR UPDATES | List is updated monthly, at a minimum  
|               | As people’s housing status changes, so do their list entries |
| QUANTITATIVE RELIABILITY | Data balances month over month, just like your checkbook |
System-Level Problem Solving

Actively Homeless

- Landlord outreach
- Voucher process improvement

Improvement Median: 38.5

August 2017  November 2017  February 2018  May 2018  August 2018  November 2018

Chattanooga/Southeast Tennessee CoC

-Inflow spike
Clarifying the Problem

Monthly Inflow & Outflow

- 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.

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

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.
Thank You