Tackling Homelessness as a Systems Problem

April 2021

COMMUNITY SOLUTIONS

REAL RESULTS.

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

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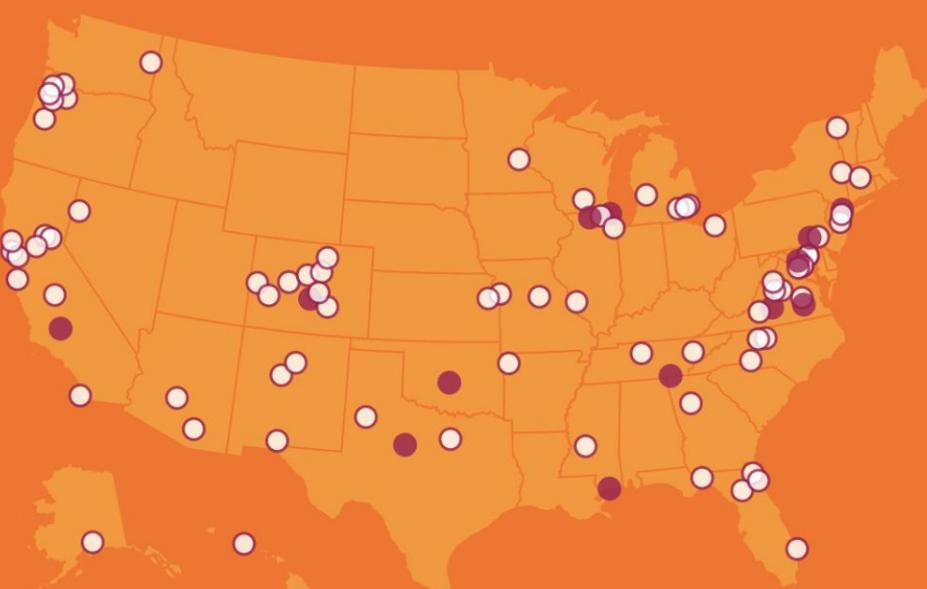
89
communities are **participating in Built for Zero**

SHOW THE LIST >

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

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
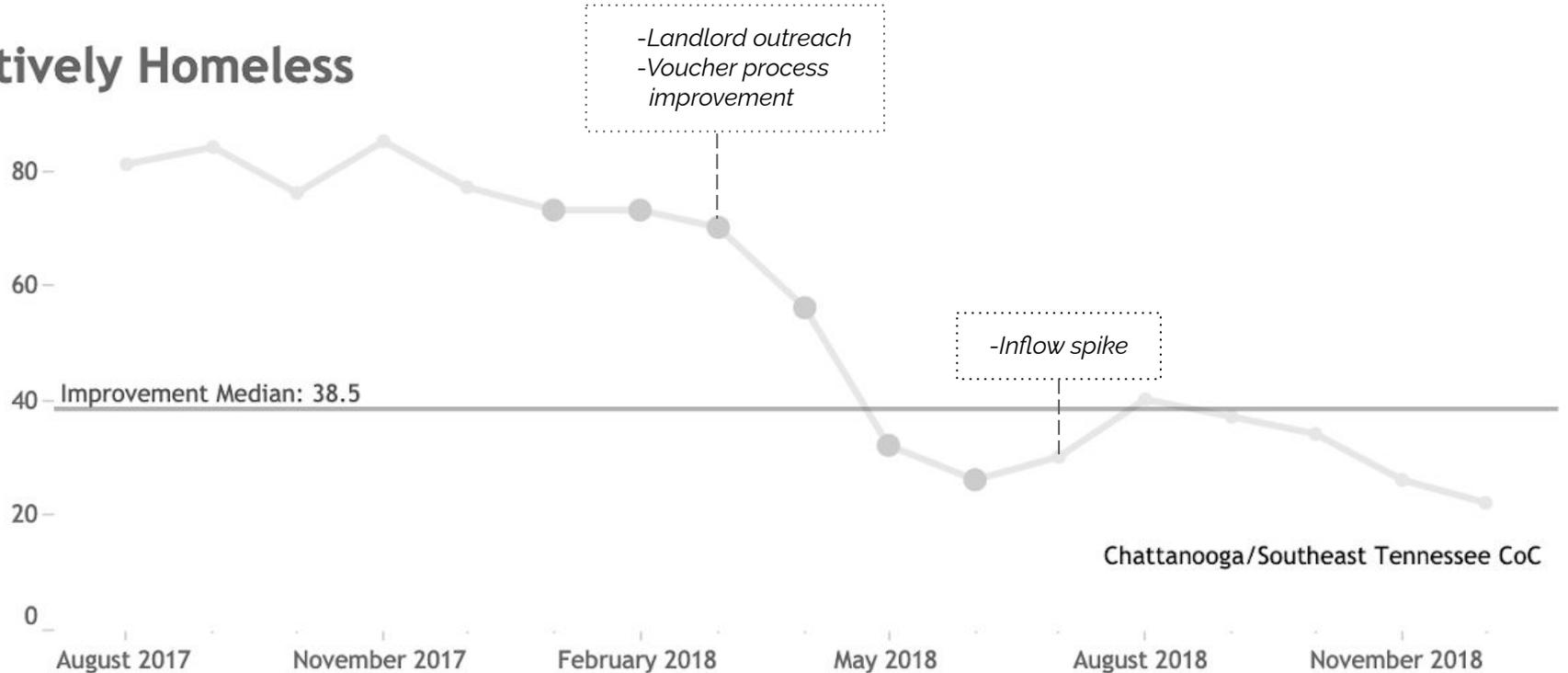
-Landlord outreach
-Voucher process improvement

-Inflow spike

Improvement Median: 38.5
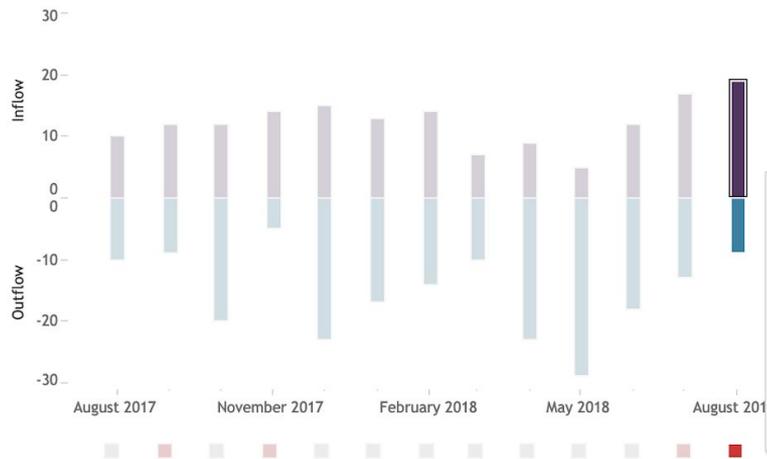
Chattanooga/Southeast Tennessee CoC

(y-axis: 0, 20, 40, 60, 80; x-axis: August 2017, November 2017, February 2018, May 2018, August 2018, November 2018)

Clarifying the Problem
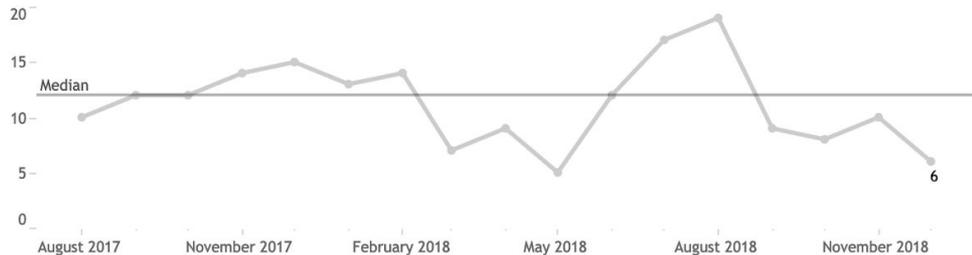
Integrated Team

Actively Homeless Veterans

Functional Zero threshold

80

60

40

20

0

JULY 2017 · NOV. 2017 · MAR. 2018 · JULY 2018 · NOV. 2018 · MAR. 2019 · JULY 2019 · NOV. 2019

Thank You