

# 10 STEPs to Create and Use A By-Name List

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Below are 10 steps to help guide your community in the creation and use of a By-Name List. Note, these steps do not have to be implemented in this order. Use this information in the way that makes the most sense for your community.

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## **STEP #1 – Learn About By-Name Lists**

- Go to the [By-Name List](#) page on the 20KHomes website under “Resources”. There you will find a [By-Name List Q&A](#), webinars, videos, tools and sample materials on By-Name Lists.
- Most importantly, review the [By-Name List Quality Improvement Scorecard Guide](#) to learn more about the 10 key areas of a quality By-Name List and to assess your current status.

## **STEP #2 – Clarify Your Scope and Build Community Will**

- Your community will need to consider the following questions as you begin to develop your By-Name List, “What geographical area will our By-Name List cover?”, “Will the By-Name List we develop initially include everyone experiencing homelessness or a smaller sub-group (e.g., chronic/high acuity only, youth, families, etc.)?”, “Which agencies/programs will refer and report data to the By-Name List?”, “Which agencies/programs will receive referrals from the By-Name List?”, “Who will host and manage the list?”.
- Through any of the remaining steps you may will likely need to continue building community will. Review the following [presentation](#) for ideas about how to build community will.

## **STEP #3 – Pick Your Tools - A Database & Common Assessment Tool**

- You will need a database to hold your By-Name List. Note that work is underway to develop a HIFIS By-Name List Module and Toolkit (aiming to be ready by May 2018). In the meantime, you can go to the [By-Name List](#) page on the 20KHomes website under “Resources” to find an [Excel By-Name List template](#) that includes all the elements for a quality By-Name List that you can use right away and customize as needed.
- You will need to choose the common assessment tool(s) that best meets your community’s needs. Consider contingency plans for people who do not want to complete the assessment.

## **STEP #4 – Complete a Registry Week or Build on an Existing Coordinated Access System or HMIS**

- A Registry Week is a great way to “kick start” a By-Name List. Go to the 20KHomes website “[Resources](#)” section where you will find the [Registry Week Toolkit](#) with all the tools and information you will need to complete a Registry Week.
- Sometimes communities already have a By-Name List started if they have a coordinated access system and/or a comprehensive database (Homeless Information Management Information System, e.g., HIFIS) from which they can continue to build on towards a quality By-Name List.

## **STEP #5 – Set A Goal, Gather Resources and Prepare for a By-Name List Post Registry Week**

- Wherever possible, set a goal around housing people (shorter or longer-term) and line-up housing support resources that can be offered to people who have been prioritized (according to your locally defined priorities) from your By-Name List.
- Consider as much as possible, the items in Step #7 before your Registry Week. However, you don't have to have it all figured out to move forward – simply plan to continue working on these items following your Registry Week.

## **STEP #6 – Continue to Take the By-Name List Scorecard (BNL Scorecard)**

- Use this self-assessment tool quarterly to identify areas for improvement and work towards having a quality By-Name List. Go to the [By-Name List](#) page on the 20KHomes website under “Resources” to review the [By-Name List Quality Improvement Scorecard Guide](#) and take the [on-line BNL Scorecard](#) (note the on-line BNL Scorecard is only available to 20KHomes communities).

## **STEP #7 – Create Policies and Processes to Manage Your By-Name List**

- Along with creating your own local prioritization policy (see Step #7), be sure to create policies and procedures to add, remove and support people on your By-Name List through agency participation, street outreach, and case-conferencing so that it doesn't become a static waitlist. Go to the [By-Name List](#) page on the 20KHomes website under “Resources” for sample By-Name List frameworks, policies and procedures.

## **STEP #8 – Create Coordinated Access Systems and Prioritize People for Housing Support Resources**

- Use your By-Name List to identify those eligible for your coordinated access system. From there, you can apply locally defined priorities to prioritize offers of housing support resources.
- Go to the [By-Name List](#) page on the 20KHomes website for further information on coordinated access and prioritization.

## **STEP #9 – Achieve a Quality By-Name List and Continue to Sustain and Improve It**

- A quality By-Name List is achieved once you have been verified by 20KHomes as having met a 10/10 on the By-Name List Scorecard along with balanced data. From there, you will want to continue to sustain and make improvements - aiming for 100% in all areas. See this [blog](#) on “Better By-Name Lists” for further information.
- Once you have a quality By-Name List, begin taking the Sustainable System (SS) Scorecard (see [SS Scorecard Guide](#) and [on-line SS Scorecard](#) to support your efforts will be available soon.

## **STEP #10 – Use Your By-Name List System-Level Data**

- You can use By-Name List data and dashboards from your Performance Management Tracker (released to 20KHomes communities with Reporting Hero status) to set performance improvement goals and monitor key indicators for reaching and sustaining [chronic zero](#). Go to the [By-Name List](#) page on the 20KHomes website under “Resources” for sample dashboards.