

20KHomes Collaborative Description

Over 2017/18, the Canadian Alliance to End Homelessness (CAEH) and eight 20,000 Homes Campaign Communities (Edmonton, Whitehorse, Lanark County, Peel Region, Toronto, Hamilton, Waterloo Region and Windsor) partnered with [Community Solution's Built for Zero](#) to test a structured, collaborative, learning/action approach to ending chronic homelessness.

This approach proved to be very effective in helping Canadian communities move to quality By-Name Lists, Coordinated Access Systems, and beginning the process of reducing chronic homelessness. The CAEH has received a grant for fiscal year 2018/19 to scale up the innovations piloted over 2017/18 and to bring the Collaborative model to Canada. This project will support and accelerate the achievement of the federal homelessness objective to halve chronic homelessness in ten years by kick-starting and building a foundation for national reductions in chronic homelessness.

A structured and supportive approach to ending chronic homelessness

Our approach features a data driven, collaborative peer learning model combining and adapting elements of Collective Impact (i.e., common agenda, common progress measures, mutually reinforcing activities, continuous communication and backbone organization) with proven methods of implementation and quality improvement science developed through the Institute for HealthCare Improvement.

Using the urgency of a campaign-style movement with a collaborative peer learning model we use a mix of in-person learning sessions with expert faculty and action cycles with virtual coaching to walk communities through a structured process to achieving and sustaining Functional Zero chronic homelessness.

There are five key elements to our approach:

1. Organize communities into peer cohorts
2. Building blocks to ending chronic homelessness
3. Learning Sessions
4. Action Cycles
5. Regular reporting and assessment to track progress and support performance improvement

Each of these elements is further described in the pages below.

1. **Organize communities into peer cohorts** tied to the progress they've made toward ending homelessness. These cohorts focus on specific aspects of ending homelessness and group communities with others at a similar stage to facilitate peer learning. The three cohorts include: By-Name List, Reduce and Zero for All. Communities will move through the cohorts as they move through the key campaign building blocks.

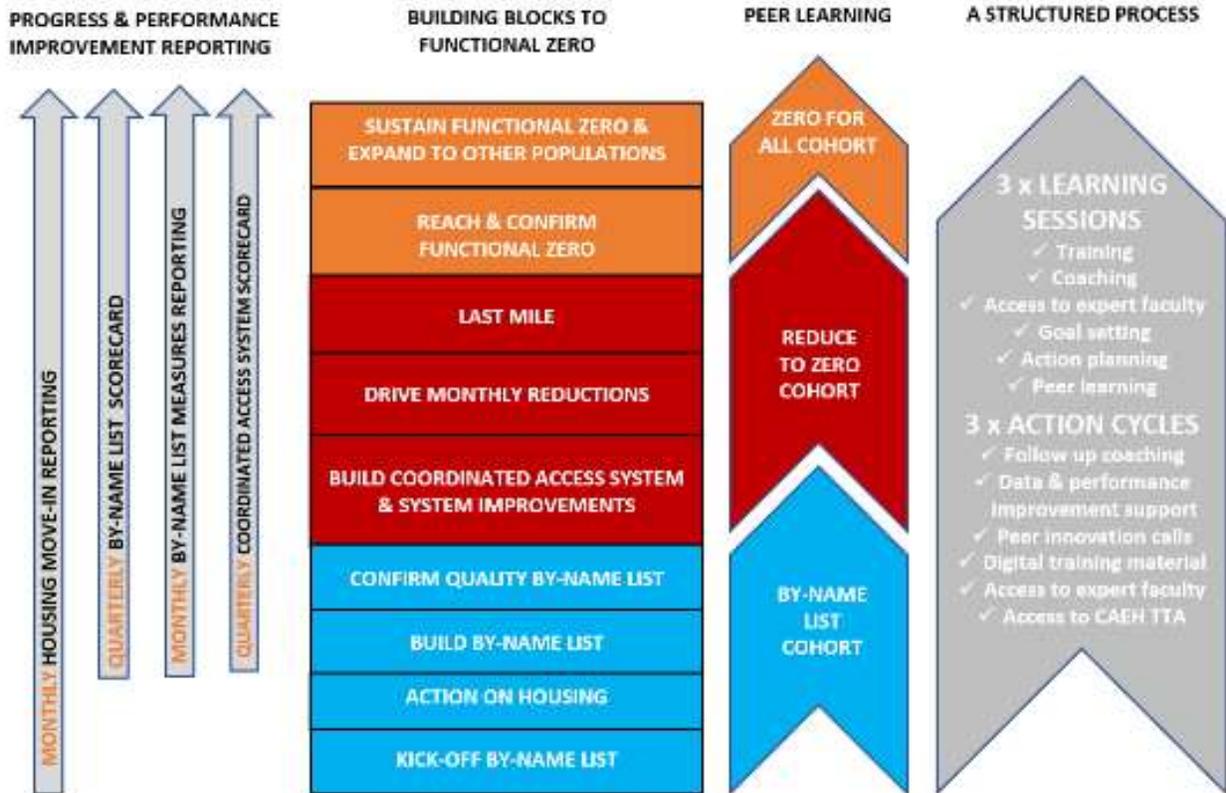
Goal: Graduate through the Cohorts



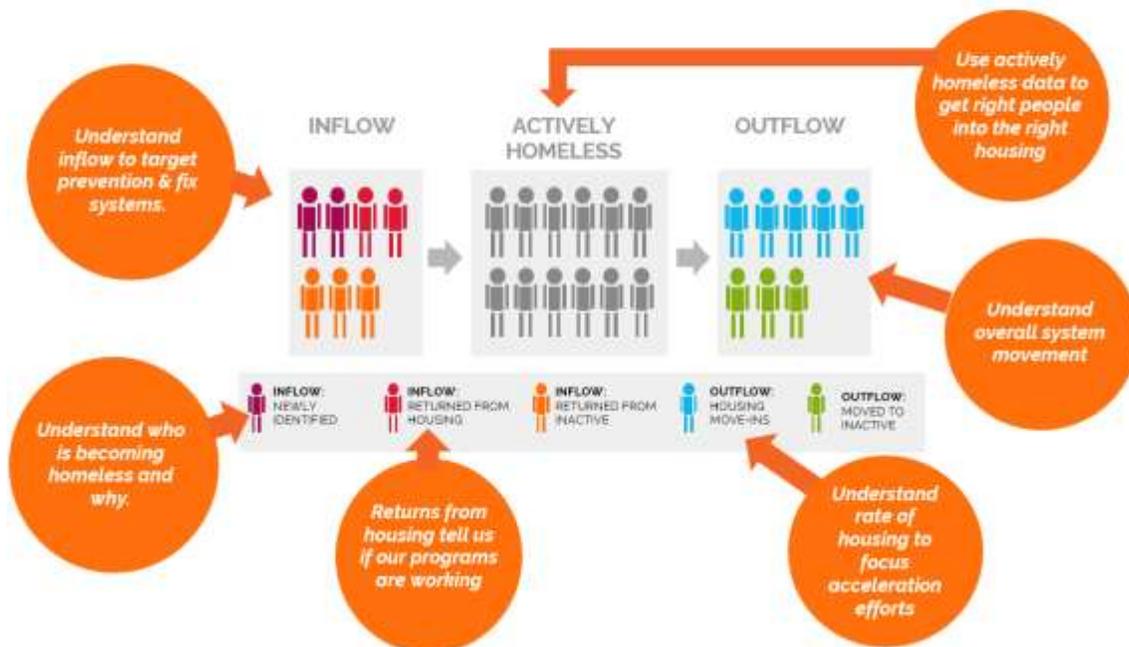
2. **Building blocks to ending chronic homelessness** - Ending homelessness is a huge and seemingly impossible task that can be overwhelming to even know where to start. Our approach is to break the problem down into a series of building blocks, using data to drive decisions while providing robust support to communities throughout the process (see diagram below).

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A By-Name List Is the Foundation for Ending Homelessness



Because data is the foundation of ending homelessness, we first work with communities to get to know all their homeless neighbours by-name, documenting their needs and prioritizing those with the greatest needs for housing first through a **By-Name List**. While housing those in the greatest need, communities begin reporting their progress and we support them to develop real-time data, using that data to begin the coordination of their homeless system. With visibility of inflow, of everyone in their homeless system, of outflow and returns to homelessness, communities have the data they need to set housing targets, target housing interventions, target prevention efforts and focus on achieving monthly reductions in chronic homelessness.

Through the **reduction phase** we work with communities to continuously improve their local systems, problem-solve through rapid-cycle testing and improve performance toward achieving functional zero.

In the **zero for all phase**, those who achieve functional zero are supported to sustain their gains and begin to shift focus to other homeless populations toward ending homelessness completely.

3. **Learning Sessions:** We'll gather communities three times per year to learn the science of rapid cycle testing, access hands-on coaching and expert faculty support relating to the work of their cohort, engage in robust peer exchange, set clear 4-month goals, and develop detailed action plans. Communities will participate in national peer learning, set clear goals based on desired improvements to their performance and build an Action Cycle work plan.
4. **Action Cycles:** The Action Cycles in between the learning sessions is where communities will work toward goals set in the prior Learning Session. In the Action Cycle, communities are given hands-on follow-up coaching and support, including robust data and performance management support along with a menu of peer innovation calls, digital implementation materials, and faculty support.
5. **Regular reporting and assessment to track progress and support performance improvement** – We believe data is the foundation of ending homelessness. Throughout our process communities are asked to submit monthly reporting on housing move-ins and when they're ready, on By-Name List measures (inflow, outflow and actively homeless). This reporting allows our team and communities to track progress and improve performance. We also ask communities to complete different self-assessments like the By-Name List and Coordinated Access System scorecards. We use these scorecards with communities to assess progress through the key building blocks of ending homelessness which in turn helps us target our coaching and training activities. For further information, see [Track our Progress](#).

20KHomes Collaborative Timeline 2018/19



Further information is available on the 20KHomes website at www.20KHomes.ca.