# BY-NAME LIST SCORECARD WORKSHEET

**It is important to read the** By-Name List Scorecard Guide **before you use this worksheet. This worksheet complements the By-Name List Scorecard Guide and is intended to support your community's discussion on both your current status in meeting the minimum quality threshold on the 10 elements of a quality By-Name List and to plan your next steps to meet, sustain or improve. Other resources to support your conversation about By-Name Lists include the** 10 Steps to Create and Use a By-Name List **and the** BNL Scorecard Group Exercises. **Check-mark areas below that are bolded indicate "met".**

**Community Name:** _____**Hamilton**_____  **Date Last Updated:** _____**Feb 14, 2018**_____  **By-Name List is in one database: Yes** ☒  **Not Yet** ☐

| # | 10 Scorecard Elements | Status (met or not yet met and explain) | Next Steps (consider what, by who and by when) |
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| 1 | **List all known individuals** <br> Does your By-Name List include all known individuals experiencing homelessness for which you list covers, including (**must check all to count as met**): <br><br> ☒ Unsheltered individuals living in a place not meant for human habitation e.g., street, cars, abandoned buildings, campsites etc. <br> ☒ Individuals in shelter, safe havens, seasonal or overflow beds; or hotel paid for by a service provider. <br> ☒ Individuals in transitional housing (where there is a clear service end-date and if other housing is not found, the person could be discharged to homelessness). Please note, the community should continue to include them on the By-Name List until they are permanently housed. <br> ☒ Individuals on your list who are entering an institution, e.g., jail or hospital, where they will remain for 90 days or fewer; if stay exceeds 90 days, you may change their status to inactive. <br> ☒ Individuals experiencing hidden homelessness (those living temporarily with others but without guarantee of continued residence or immediate prospects for accessing permanent housing). | ☒ Met ☐ Not Yet Met <br><br> Hamilton's By-Name Priority List (BNPL), includes all known individuals experiencing homelessness, including: <br><br> • Unsheltered individuals living in a place not meant for human habitation e.g., street, cars, abandoned buildings, campsites etc. <br>   ○ *Added to the BNPL through Mental Health Street Outreach* <br> • Individuals in shelters, seasonal or overflow beds or hotel paid for by a service provider <br>   ○ *Added to the BNPL through men's, women's & youth shelters* <br> • Households in transitional housing (where there is a clear service end-date and if other housing is not found, the person could be discharged to homelessness). <br>   ○ *Added to the BNPL through transitional housing providers* <br> • Individuals experiencing hidden homelessness | The City and community partners continue to expand access points and develop connections throughout Hamilton to be more confident that all known individuals experiencing homelessness are added to the BNPL. The City will also continue to build relationships with organizations, including human service providers outside of the homelessness serving sector, which may serve as the primary point of access for individuals/families experiencing homelessness to ensure they have a way to gain access to support through Hamilton's Coordinated Access System. |

(those living temporarily with others but without a guarantee of continued residence or immediate prospects for accessing permanent housing)
- o *Added to the BNPL through various access points, such as day services where assessors are regularly on site.*
- Individuals on the list who are entering an institution, e.g., jail or hospital, where they will remain for 90 days or fewer; if stay exceeds 90 days, status is changed to inactive.
  - o *Added to the BNPL if shelter staff are aware that an individual will be entering an institution upon exiting shelter or if referral destinations providers indicate that an individual is unassigned from the program by way of entering an institution. Individuals entering and exiting institutions also frequently come into contact with Ontario Works Homeless Case Managers who are trained in adding individuals to the BNPL.*

| 2 | **Implement an inactivity policy**<br>Your community established a written policy that specifies the number of days of inactivity at which a person's status will be changed to "inactive" and you are implementing a protocol to locate the individual before they are moved to an inactive status? See sample policy.<br><br>☒ **Yes**  ☐ No | ☒ Met  ☐ Not Yet Met<br><br>Hamilton has established a policy to specify that at 90 days without any connection with the system, an individual will be moved from the Master BNPL to the Inactive List. Inactivity is determined by:<br><br>• No shelter stays in HIFIS for 90 days;<br>• Individual has been unassigned from a | Hamilton is planning for all service providers to move to a shared HMIS. With all partners on a shared database, Hamilton's inactivity policy will be updated to include a protocol for assessors to cross-reference the Inactive List when they are entering client data; to check if the individual already has a unique identifier or has been on the Master BNPL previously. The shared HMIS will also provide more current and accurate information on where and when an individual has last come into contact with the system, allowing |

| | | program as indicated on the Excel sheets in the BNPL portal and their information has not been updated by any other agency or through HIFIS in the last 90 days<br><br>Referral destinations must notify the City if they have received a referral but have been unable to contact the individual for 90 days after they have been referred through the BNPL. Referral destinations are asked to attempt to make contact with the individual by way of the referral source(s) or access points where the individual was added to the BNPL before indicating that the individual should be considered inactive.<br><br>The City will review the Master BNPL and Inactivity List on a quarterly basis starting in February of 2018 to ensure individuals are placed on the appropriate list. | for more accuracy in locating the individual before they are moved to the Inactive List. |
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| 3 | **Track status changes**<br>Does your By-Name List track the 'homeless status' of all people experiencing homelessness on your list, including the date each status was changed?  Homeless status fields typically include unsheltered, sheltered, provisionally accommodated, permanently housed, and inactive.<br><br>☒ **Yes**　　☐ No | ☒ Met ☐ Not Yet Met<br>Hamilton's BNPL tracks when an individual was added to the BNPL and the City is able to ascertain when a status change has been made. Additionally, if an individual is no longer working with a Permanent Housing with Supports program, the reason for the provider unassignment is recorded and tracked within the BNPL. Individuals are removed from the BNPL when they are housed as part of "outflow", and re-placed back on the list if they require re-housing as indicated by Permanent Housing with Supports programs. | As all service providers move to a shared HMIS, tracking status changes as well as inflow and outflow will be simplified and become more accurate. |
| 4 | **Coordinate outreach coverage** | ☒ Met ☐ Not Yet Met | As the City continues to build relationships with |

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| | How much of your community's geographic area is covered by a documented and coordinated outreach system?<br><br>☒ 100% of the community is covered<br>☐ 90% or more is covered<br>☐ **75%-89% is covered**<br>☐ 50%-74% is covered<br>☐ 25%-49% is covered<br>☐ Less than 25% is covered | Hamilton's geographic area is 100% covered by outreach services. Hamilton's Mental Health Street Outreach team covers the entire City, with documented procedures in place to respond to a call regardless of the location. Particular emphasis is placed on proactive provision of support at known hot spots with high concentrations of individuals experiencing homelessness. | human service and other organizations outside of the homelessness serving sector, the role and procedures for housing-based outreach support will be re-assessed, to continue to ensure all individuals have access to support through Hamilton's Coordinated Access System. The City will continue to document and coordinate direct and indirect outreach services to identify gaps and address them. |
| 5 | **Maximize provider participation**<br>What percentage of providers serving people experiencing homelessness (who are not street outreach) (e.g., shelters, housing resource centres, transitional housing) report data to your By-Name List using a common assessment tool?<br><br>☐ 100% of providers report data into the By-Name List<br>☐ 90% or more of providers<br>☒ **75%-89% of providers**<br>☐ 50%-74% of providers<br>☐ 25%-49% of providers<br>☐ Less than 25% of providers | ☒ Met ☐ Not Yet Met<br><br>The City funds all providers that are a part of Hamilton's Coordinated Access System. All of these funded agencies report data into the BNPL using a common triage tool. | The City and community partners have been expanding beyond these funded agencies to other agencies and human service organizations that act as access points and/or referral destinations for Hamilton's Coordinated Access System. |
| 6 | **Include unique identifier**<br>Does your By-Name List include a HIFIS ID or other unique identifier to prevent duplication of client records and facilitate | ☒ Met ☐ Not Yet Met<br><br>Hamilton's BNPL does not include an automatically assigned unique identifier but individuals are tracked | Once all service providers are on a shared HMIS the process of assigning a unique identifier will become simplified. |

| | | coordination between HIFIS and the By-Name List?<br><br>☒ **Yes**  ☐ No | uniquely based on HIFIS ID and several other secondary indicators used when updating the list. | |
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| 7 | | **Track newly identified individuals**<br>Does your By-Name List track the total number of newly identified individuals experiencing homelessness each month? This figure represents part of your monthly inflow.<br><br>☒ **Yes**  ☐ No | ☒ Met ☐ Not Yet Met<br><br>Hamilton's BNPL tracks the total number of newly identified individuals experiencing homelessness each month by recording their entry date onto the BNPL. | None identified at this time. |
| 8 | | **Track without a full assessment**<br>Does your By-Name List have a way to track individuals actively experiencing homelessness who have not consented to undergo a full assessment?<br><br>☒ **Yes**  ☐ No | ☒ Met ☐ Not Yet Met<br><br>Individuals who refuse to complete an assessment are still added to the BNPL as long as they have provided consent to sharing their information. BNPL procedures allow the City to be able to count the number of individuals who did consent to sharing their information as part of an overall homelessness count, even if they are not tracked uniquely.<br><br>All access points other than shelters are asked to complete the VI-SPDAT within 24 hours of entry. Shelters are asked to complete the VI-SPDAT within 14 days based on patterns that indicate a tendency to self-resolve before this time. On a regular basis City staff provide shelter staff with a list of individuals without a VI-SPDAT score who have consecutive stays beyond 14 days to ensure that assessments are being completed. Shelter staff would then indicate if an assessment has been attempted VS if they did not provide consent to undergo an assessment. | The City will continue to explore how documented refusals are prioritized for housing and supports, and continue to develop system capacity towards progressive engagement. |

| | | Individuals who refuse the VI-SPDAT may be flagged for a formal or informal case conferencing process. Referral destinations continue to work with individuals referred or assigned to their programs even if they do not consent to undergo a full assessment/SPDAT. | |
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| 9 | **Track those becoming chronic after initial assessment**<br>Keeping in mind that chronic status can change over time, is your community's BNL able to track when individuals become chronically homeless at any point after they are initially assessed?<br><br>☒ **Yes**　☐ No | ☒ Met　☐ Not Yet Met<br><br>Hamilton's BNPL draws from Question 2 of the VI-SPDAT in HIFIS ("How long has it been since you lived in permanent stable housing") to calculate chronicity, and is therefore able to track individuals who are nearing "chronic" status based on the start date and length of time homeless. However, some shelters are unable to flag start date of homelessness in HIFIS and so this information is collected through Excel sheets in the BNPL portal. | When we have a shared HMIS with the introduction of HIFIS 4, tracking and flagging when individuals are becoming chronic will become more consistent. |
| 10 | **Track returns to list**<br>Does your By-Name List track individuals experiencing homelessness who returned to active within the past month? For example, and individual was previously designated as "Housed" or "Inactive" and began seeking housing or services again. This figure represents part of your monthly inflow.<br><br>☒ Track returns from "Housed"<br>☒ Track returns from "Inactive"<br><br>Overall:<br>☒ **Yes**　☐ No | ☒ Met　☐ Not Yet Met<br><br>Hamilton's BNPL tracks individuals experiencing homelessness who returned from inactive to active. If a household on the Inactive List makes contact with participating agencies in Hamilton's Homelessness Serving System, they are moved from the Inactive List to the Master BNPL by way of assessors completing the common Intake Form, Consent Form and VI-SPDAT. The City cross-references the Inactive List with the Master BNPL to transfer any other relevant information back to the BNPL. The VI-SPDAT may not need to be re-completed if an individual's score is | The City is cross-referencing the Inactive List given current technological limitations across community partners. With a shared HMIS, tracking returns to the list will be simplified; helping to ensure duplicate data is not collected and entered. |

| | | recorded in HIFIS within the last year or if there have been no major life changes in the person's life, as per Hamilton's VI-SPDAT policy. The Inactive List is not viewable by participating agencies. | |
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