



By-Name List Scorecard 2.0 Guide

December 2018

Contents

Introduction	2
What is the By-Name List (BNL) Scorecard Guide?	2
What is the BNL Scorecard?	2
How to Use the BNL Scorecard	2
What Your Score Means	3
A Quality By-Name List – 2 Levels	3
Level 1: Basic Quality 11/11	3
Level 2: Advanced Quality 12/12	3
When Scoring Less Than 11 – Not Yet at Basic Quality	4
When Scoring 11 – Next Steps to Confirm a Basic Quality By-Name List	4
Step 1: Confirm Your 11/11 Basic Quality Scorecard Score	4
Step 2: Confirm Reliable Data and a Baseline	4
By-Name List Data Points and Reliable Data	5
By-Name List Scorecard Contact Information and Context Questions	7
By-Name List Scorecard Questions	8
COMMUNITY PARTICIPATION AND COVERAGE: QUESTIONS #1 - #3	8
1. Maximize Provider Participation	8
2. Reach Unsheltered Homeless	10
3. List All Known Individuals	12
POLICY & PROCEDURE: QUESTIONS #4 - #6	14
4. Implement An Inactivity Policy	14
5. Track Without A Full Assessment	15
6. Timely/Accurate Data Updates	17
DATA INFRASTRUCTURE QUESTIONS #7 - #12	19
7. Include Unique Identifier	19
8. Track Populations and Changes Over Time	20
9. Track Inflow	21
10. Track Key Connections at Inflow	23
11. Track Homeless Status and Outflow	23
12. Track Time On List	26

Introduction

What is the By-Name List Scorecard 2.0 Guide?

This Guide explains what the By-Name List 2.0 Scorecard (BNL Scorecard) is, makes suggestions for how to use it, and walks you through the BNL Scorecard questions and next steps to achieve a quality By-Name List. For each of the BNL Scorecard questions (in black font), further information is provided on how to interpret and score the questions (in red font), tips for moving forward (in blue font), and tips for HIFIS 4 (in green font).

This Guide is not the BNL Scorecard itself. The BNL Scorecard can be completed in the [BNL Scorecard Worksheet](#) and through the [on-line BNL Scorecard Form](#). Further information about By-Name Lists, including the [10 Steps to Create and Use A By-Name List](#) can be found on the [By-Name List](#) page on the 20,000 Homes Campaign website at www.20KHomes.ca.

What is the BNL Scorecard?

The BNL Scorecard is a 12 question self-assessment tool to assist your community to take a snapshot of your local progress towards a quality By-Name List and identify areas for improvement. The BNL Scorecard was first developed by Community Solutions, an American organization focused on helping communities end homelessness and the conditions that create it. Community Solutions brought together leading communities, federal partners, and national experts to create a shared quality standard against which you can measure your local system. This scorecard was then reviewed and adapted for the 20,000 Homes Campaign in Canada. An updated version, BNL Scorecard 2.0, was released in December 2018.

Read our thoughts below on how to use this tool before proceeding to the “BNL Scorecard Questions” section in this Guide. Remember, 20KHomes Campaign communities are asked to complete the [on-line BNL Scorecard Form](#) quarterly.

How to Use the BNL Scorecard

Invite the right people to the room. It is helpful to complete the BNL Scorecard with the full group of local stakeholders working to end homelessness, rather than having one or two people complete the scorecard alone. When people complete the scorecard as a group, they clarify policies and identify service strengths and gaps (or perception of gaps). See the [BNL Scorecard Worksheet](#) and [sample exercises](#) (to use with larger groups) to facilitate discussion and document progress in completing the scorecard. Note that if you are a 20KHomes Reporting Hero, your on-line scorecard answers can be found in your Performance Management Tracker.

What Your Score Means

Your score is a baseline, not a judgement. It should help you create action plans and measure improvement towards a quality By-Name List. This tool is for your benefit and is not required by any funder or government.

A Quality By-Name List – 2 Levels

Level 1: Basic Quality 11/11 (Blue or Regular Font)

The minimum threshold for a quality By-Name List on chronic homelessness (Basic Quality) is measured by a confirmed score of 11/11 on the BNL Scorecard, three months of reliable data, and selection of an active chronic homeless baseline. We believe these elements demonstrate that your By-Name List can be used to track progress toward ending chronic homelessness¹ in an accurate and meaningful way.

Level 2: Advanced Quality 12/12 (Orange or Italics)

Communities should continue to work towards an advanced quality By-Name List (score of 12/12) for all people experiencing homelessness.



1 BNL Scorecard – 2 Levels of Quality

COMMUNITY PARTICIPATION & COVERAGE	POLICIES & PROCEDURES	DATA INFRASTRUCTURE	
1. Maximize provider participation	4. Inactive policy	7. Unique identifier	10. Track key connections at inflow
2. Reach unsheltered homeless	5. Track without full assessment	8. Track populations & changes over time	11. Track homeless status and outflow
3. List all known homeless	6. Timely/accurate data updates	9. Track inflow	12. Track time on list

Blue – basic – out of 11 **Orange – advanced – out of 12**

¹ The 20KHomes Campaign is focussing on ending chronic homelessness as the first step towards ending all homelessness across Canada. See the [20KHomes Functional Zero Chronic Homelessness Q&A](#) document for definitions and further information related to functional zero chronic homelessness.

When Scoring Less Than 11 on Basic Quality – Not Yet at Basic Quality

Don't worry, many communities are in this boat. It's all about using this data for improvement! After your community takes the BNL Scorecard, you can begin exploring areas for improvement as indicated by your score analysis. After you implement successful changes, take the scorecard again to measure your progress.

20KHomes Campaign communities continue to take the BNL Scorecard each quarter until they reach a 11/11. If you would like to discuss the BNL Scorecard or your next steps, please contact your [Improvement Advisor](#) or marie@caeh.ca.

When Scoring 11 on Basic Quality – Next Steps to Confirm a Basic Quality By-Name List

Congratulations! 20KHomes communities who have submitted their on-line BNL Scorecard Form with a score of 11/11 have completed the first step towards being recognized as having a Basic Quality By-Name List for chronic homelessness. You will receive communication from the 20KHomes Team regarding the next steps to confirm your score, your data reliability, and baseline to be recognized as achieving a Basic Quality By-Name List.

Step 1: Confirm Your 11/11 Basic Quality Scorecard Score

- Submit the following to your 20KHomes team key contact (e.g., ashley@caeh.ca or kerri@caeh.ca or marie@caeh.ca):
 - Your completed [BNL Scorecard Worksheet](#) (explaining how you achieved your score – see tab 2); and
 - Your completed [Provider Participation Worksheet](#) (see tab 3).
- In addition, you must have also submitted at least one month of complete By-Name List data (inflow, outflow and active chronic homeless).

We will review this information with you to confirm your achievement of 11/11 on the scorecard. These steps will ensure consistent interpretation of scorecard elements and allow us to collect and share your best practices with others.

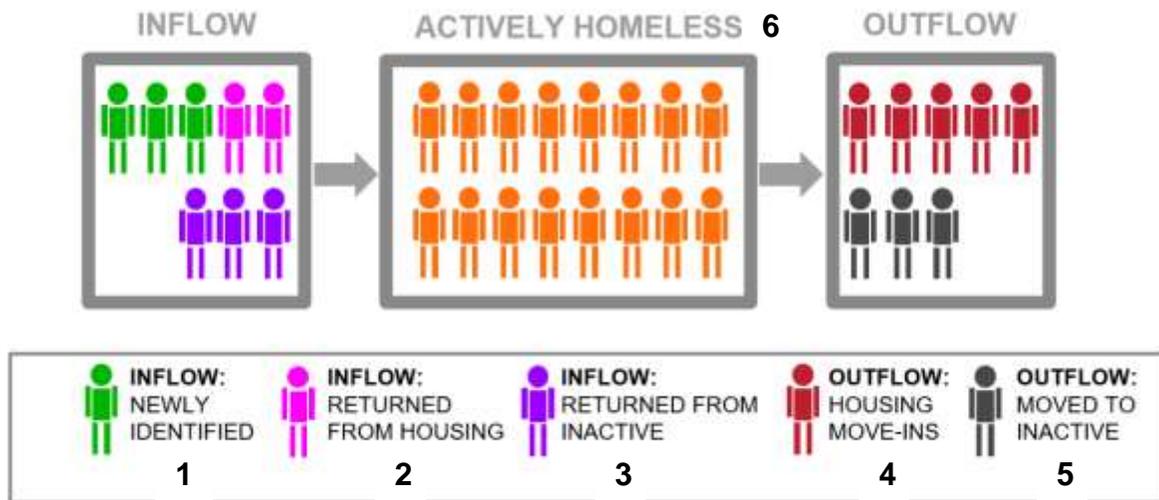
Step 2: Confirm Reliable Data and a Baseline

- You have completed Step 1 above.
- You have submitted at least four consecutive months of By-Name List data where three months of data meet the minimum data reliability threshold (max 15% margin of error - see a further description of reliable data below).
- You have selected an active chronic homeless baseline (a quality data month from which to begin measuring reductions).

Note that scoring an 11/11 on the By-Name List Scorecard for Basic Quality on chronic homelessness does not mean that your By-Name List is complete. Continuous improvement is the name of the game! Keep using the BNL Scorecard to work towards a score of 12/12 with reliable data for all people experiencing homelessness to achieve an Advanced Quality By-Name List.

By-Name List Data Points and Reliable Data

The quality of your By-Name List is not only measured by the Scorecard, but also by the quality of the data that your community's By-Name List produces. The six key data points captured in your By-Name List include the following (three inflow measures, two outflow measures, and the number of actively homeless):



The ability of your By-Name List to produce reliable data using these six key data points is just as important as having a 11/12 or 12/12 on the BNL Scorecard. Without reliable data your community cannot:

- Understand where you are relative to the goal of ending homelessness
- Make projections or set meaningful reduction goals
- Accurately measure progress and performance
- Get to functional zero on chronic homelessness AND stay there

Before your community feels confident that your By-Name List is producing reliable data, you should review the six data points identified above, month over month, to ensure your data is “balanced”. Balanced data means that your inflow, outflow and actively homeless numbers reconcile from month to month. The balanced data calculation and an example are provided below.

BALANCED DATA

$$\# \text{ Currently Actively Homeless} = \# \text{ Previously Actively Homeless} - \text{Current Outflow} + \text{Current Inflow}$$

Chronic Homelessness Data									
		Outflow		Inflow			Balance Check		
Month	Actively Homeless	Move-ins	Moved to Inactive	Inflow	Returned from Inactive	Returned from Housing	Net Monthly Change	Balance Check	Data Reliability
Jan-18	100	0	0	0	0	0	0	-	-
Feb-18	117	1	3	5	7	9	17	Yes	0.00%
Mar-18	111	10	8	6	4	2	-6	Yes	0.00%
Apr-18	112	1	2	1	2	1	1	Yes	0.00%

$$112 = 111 - 3 + 4 \quad (\text{a difference of } 1)$$

$$\# \text{ April Actively Homeless} = \# \text{ March Actively Homeless} - \text{April Outflow} + \text{April Inflow}$$

Your Performance Management Tracker will calculate this for you, indicating a “yes” or “no” for balanced data and showing your margin of error in the data reliability column (see example above). You can also use this [Data Balancing Workbook](#) if you don’t have a 20KHomes Performance Management Tracker or to simply check your data before making your monthly data submission to 20KHomes. Looking at a monthly snapshot of your data reliability is a great way to flag if something is up with a specific month, catch reporting errors, and track improvements in data quality over time.

Your data is perfectly balanced when the margin of error is 0%. In order to be recognized as achieving a quality By-Name List, you need to reach the “minimum data reliability threshold” of no more than a 15% margin of error over three consecutive months (see your Performance Management Tracker BNL Engine tab). We believe this three-month lookback is a great way to get a handle on how reliable your data is overall.

By-Name List Scorecard Contact Information and Context Questions

KEY: Questions in black font. Scoring information and question rationale in red font.

These questions are for contact information and context only and are not scored – they are included at the beginning of the on-line BNL Scorecard)

Which community are you representing? The on-line BNL Scorecard will have a drop-down of participating 20KHomes Communities. Only communities participating in 20KHomes will be able to complete the on-line BNL Scorecard.

- * Your name:
- * Your email address:
- * What is the lead agency or entity that is responsible for your community’s BNL? Meaning, the person or agency that is officially responsible for consistently updating the By-Name List as part of their job.

What geographic area does the By-Name List you are scoring cover? Open-ended – identify what area your By-Name List covers (e.g., Region, County, City, Town etc.)

What population group(s) does your By-Name List cover? Check all that apply.

Chronicity	Acuity	Population Groups
<input type="checkbox"/> Chronic <input type="checkbox"/> Episodic <input type="checkbox"/> Transitional (one-time)	<input type="checkbox"/> High acuity <input type="checkbox"/> Medium acuity <input type="checkbox"/> Low acuity	<input type="checkbox"/> Single Adults <input type="checkbox"/> Youth <input type="checkbox"/> Families <input type="checkbox"/> Other _____

A Quality By-Name List ideally includes all people experiencing homelessness in your jurisdiction. However, you may start your By-Name List journey with a subset of the homeless population as a first step or interim approach to building a complete By-Name List of all people experiencing homelessness.

Which tools is your community using for your By-Name List data platform and Coordinated Access Assessment? Check all that apply

By-Name List Data Platform	Common Assessment Tool	
	Screening Tools	Full Assessment Tools
<input type="checkbox"/> HIFIS 3 <input type="checkbox"/> HIFIS 4 <input type="checkbox"/> Excel <input type="checkbox"/> Access <input type="checkbox"/> Other _____	<input type="checkbox"/> VI-SPDAT – Adult Individuals <input type="checkbox"/> VI-SPDAT – Youth <input type="checkbox"/> VI-SPDAT - Family <input type="checkbox"/> VI-SPDAT – Justice Discharge <input type="checkbox"/> VI-SPDAT – Prevention/Rehousing <input type="checkbox"/> YAP Pre-screen (youth) <input type="checkbox"/> Other _____	<input type="checkbox"/> Full SPDAT – Adults Individuals <input type="checkbox"/> Full SPDAT – Youth <input type="checkbox"/> Full SPDAT - Family <input type="checkbox"/> VAT <input type="checkbox"/> Full YAP (youth) <input type="checkbox"/> Other _____

By-Name List Scorecard Questions

KEY:

- Questions in black font with *Advanced Quality questions in italics*
- Scoring information and question interpretation and rationale in red font
- Tips for moving forward in blue font
- Tips for HIFIS 4 in green font

COMMUNITY PARTICIPATION AND COVERAGE: QUESTIONS #1 - #3

1. Maximize Provider Participation (Basic and Advanced Quality Questions)

1.1 a) What % of homeless-specific providers are using a common assessment tool (or referring to others using a common assessment tool) for the purposes of the BNL?
 Less than 25% 25%-49% 50%-74% 75%-89% **90-95%** **96-100%**

1.1 b) What % of homeless-specific providers are, 90%+ of the time, adding or referring all people experiencing chronic homelessness to the BNL, at minimum once a month?
 Less than 25% 25%-49% 50%-74% 75%-89% **90-95%** **96-100%**

1.1 c) What % of homeless-specific providers are, 90%+ of the time, updating information on all people experiencing chronic homelessness to the BNL, at minimum once a month?
 Less than 25% 25%-49% 50%-74% 75%-89% **90-95%** **96-100%**

Overall for 1.1 a) to c) above: **Yes** Not Yet

❖ **ALL BOXES ABOVE CHECKED = CREDIT TOWARD BASIC QUALITY**

1.2 a) *What % of homeless-specific providers are, 90%+ of the time, adding or referring ALL people experiencing homelessness to the BNL, at minimum once a month?*
 Less than 25% 25%-49% 50%-74% 75%-89% **90-95%** **96-100%**

1.2 b) *What % of homeless-specific providers are, 90%+ of the time, updating information on ALL people experiencing homelessness to the BNL?*
 Less than 25% 25%-49% 50%-74% 75%-89% **90-95%** **96-100%**

1.3 a) *What % of other system providers are 90%+ of the time, adding or referring ALL people experiencing homelessness to the BNL, at minimum every month?*

Less than 25% 25%-49% 50%-74% **75%-89%** **90-95%** **96-100%**

1.3 b) What % of other system providers are 90%+ of the time, updating ALL people experiencing homelessness to the BNL, at minimum every month?

Less than 25% 25%-49% 50%-74% **75%-89%** **90-95%** **96-100%**

1.3 c) What % of those other system providers (participating in “1.3 a” and “1.3 b” above), are using the BNL common assessment tool (or refer to others using the BNL common assessment tool)?

Less than 25% 25%-49% 50%-74% 75%-89% **90-95%** **96-100%**

1.4 a) Of the homeless-specific providers that provide housing, subsidies and/or housing/case management support, which % are committing ALL of those resources to house people prioritized from the BNL?

Less than 25% 25%-49% 50%-74% 75%-89% **90-95%** **96-100%**

1.4 b) Of the other system providers that provide housing, subsidies and/or housing/case management support, which % are committing some or all of those resources to house people prioritized from the BNL (where they also meet their mandate)?

Less than 25% 25%-49% 50%-74% **75%-89%** **90%** **100%**

❖ ALL ITALICS BOXES CHECKED ABOVE = CREDIT TOWARDS ADVANCED QUALITY

A real-time representation of the total number of individuals experiencing homelessness relies on accurate and complete data entry. Every agency providing services to homelessness populations should be reporting data and status changes to the By-Name List. Although it's ideal to have 100% participation, you likely have sufficient data to project your community's progress towards functional zero if you estimate that at least 90% of homeless-specific agencies are reporting data and 75% of other service providers are reporting data into your BNL.

TIPS:

- Use the [Provider Participation Worksheet](#) to list all the homeless-specific agencies/programs and other system agencies/programs in your community that serve people experiencing homelessness. In larger communities, you may begin with just those agencies/programs specifically funded to serve homelessness, whereas in smaller communities you are likely going to include other service systems (e.g., mental health, addictions, VAW). Next to each one, indicate if they are adding/referring, updating the BNL, use the BNL common assessment tool and/or are offering housing resources to those on the list.

- If less than the needed percentage of the agencies/programs are aligned then you need to increase provider buy-in.
 - Determine if you need one “big fish” agency to come on board or several agencies. Analyze their reasons for not having aligned yet, and plan to address those reasons. Consider if they clearly understand your effort’s goals, intentions, and protocols. Look for logistical or technological obstacles that are getting in the way; what resources can you marshal to help clear the obstacles? Work to solve that problem and set an ambitious goal of getting some or all of them on board within the next three months. If they have privacy concerns, share with them your Privacy Impact Assessment or refer the 20KHomes website [By-Name List page](#) for information on privacy.
- Please note that if you are just missing one or a few providers, but that provider(s) represents a substantial proportion of the system (e.g., shelter beds, outreach workers, or a sizable percentage of transitional housing beds), then this/these providers need to be included in your community’s determination of whether or not you have the needed percentage or more of providers participating in your BNL process.

HIFIS 4 TIPS – MAXIMIZE PROVIDER PARTICIPATION:

- HIFIS includes a Directory of Services that you can use to help with your community mapping.
- HIFIS doesn’t keep track of the percentage of providers in your community using HIFIS, however, it does have a wide array of features and modules that support a variety of uses (e.g., housing loss prevention, shelters, housing first programs, and food banks).

2. Reach Unsheltered Homeless (Basic and Advanced Quality Questions)

- a) Have hotspots and coverage needs been clearly mapped out, informed by your data and regularly assessed, to ensure you are clear on where to focus efforts to reach all unsheltered individuals within your community?
 Yes Not Yet
- b) Has the coverage of your current reach been assessed against this map and have you coordinated efforts to ensure services are deployed at the locations and the times that they are mostly likely to effectively engage with unsheltered homeless individuals, while minimizing duplication between providers?
 Yes Not Yet

❖ **ALL BOXES ABOVE CHECKED = CREDIT TOWARD BASIC QUALITY**

c) *Do you have a documented policy that clearly states how your reach to unsheltered individuals will be deployed and how they work with each other to swiftly connect individuals to housing?*

Yes *Not Yet*

❖ **THIS ITALICS BOX CHECKED ALONG WITH ALL BOXES ABOVE = CREDIT TOWARDS ADVANCED QUALITY**

In order to truly end homelessness, your community must ensure that you are not only conducting outreach throughout your entire geography but that the outreach is coordinated and documented. To ensure complete coverage and avoid unnecessary duplication, outreach teams should coordinate to understand where and when each other is working. Documentation of your coordinated outreach may include a wall map, written schedule, or other proof of a coordinated outreach structure.

The regularity of outreach and street engagement should reflect the unique nature of your geography, meaning that outreach may be more frequent in “hot spots” with high concentration of individuals experiencing homelessness and less intense in, for example, rural or mountainous regions. The regularity of outreach and street engagement may also be reflective of your resources (work with what you have and get to areas as often as possible – it needs to happen frequently enough that you are confident in your data).

TIPS:

See [Coordinate Outreach Coverage – Key Considerations, Tips & Resources](#)

HIFIS 4 TIPS – REACH UNSHELTERED HOMELESSNESS:

- Currently, street outreach isn’t captured well in HIFIS. What’s missing is the ability to map contacts with people who are unsheltered.
- If an outreach team is using another module in HIFIS, such as Case Management, they can access their case notes via a mobile device which they can bring out into the field.
- You can also use HIFIS to track which clients are currently unsheltered by updating their Housing History.

3. List All Known Individuals (Basic and Advanced Quality Questions)

Does your By-Name List include people from each of these locations:

- People who are unsheltered, living in a place not meant for human habitation (e.g., street, cars, abandoned buildings, campsites etc.).
- People in shelter, safe havens, seasonal or overflow beds; or hotel paid for by a service provider.
- People in transitional housing (where it exists and there is a clear service end-date that 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.
- People experiencing hidden homelessness (those living temporarily with others but without guarantee of continued residence or immediate prospects for accessing permanent housing).

Does your BNL:

- Retain people 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).
- Capture 90%+ of all known and consenting people experiencing **chronic** homelessness – including: Adults Youth Families

❖ ALL BOXES ABOVE CHECKED = CREDIT TOWARD BASIC QUALITY

Capture 90% of all known and consenting people experiencing homelessness – including: Adults Youth Families

❖ THIS ITALICS BOX CHECKED ALONG WITH ALL BOXES ABOVE = CREDIT TOWARDS ADVANCED QUALITY

Selecting all categories above means your community has taken sufficient measures to ensure that every known individual is accounted for and that your By-Name List is comprehensive. This step enables you to use your BNL to navigate towards functional zero chronic homelessness.

TIPS:

- This question ensures that you are not excluding data from any of these locations on your BNL (e.g., have a BNL that only captures emergency sheltered and unsheltered individuals and not those who are hidden homeless or in time-limited housing).
- It asks you to establish pathways to receive data for your BNL from each of these locations.

- Your initial goal is to have “at least some but not necessarily all” people from each location. Your ultimate goal is to be able to check that you have confidence that you are capturing at least 90% of people experiencing chronic homelessness and then 90% of all people experiencing homelessness (who are known and consenting).
- Create a list with two columns. In the first column, list agencies contributing data to your By-Name List. In the second column, indicate the types of locations (listed above in checkmark boxes) that each agency reaches.
- Make a plan to strategically engage partners who will cover the locations you need and contribute data to your list.
 - For unsheltered people, consider agencies who do outreach.
 - For shelters, if the shelter cannot contribute data immediately, consider an agency with whom you’re already working that can perform in-reach at the shelter.

HIFIS 4 TIPS – LIST ALL KNOWN INDIVIDUALS:

- HIFIS 4 keeps a full list of everyone who has consented for you to put their information into HIFIS, but a list of everyone in HIFIS is not the same as a list of all known individuals!
- HIFIS includes: people who consented to receive services but disappeared before you could assist them; people who stayed in shelters 5 years ago then went to a different city; people who you housed three years ago and are stably housed; people who went to the drop-in centre a few times but who are actually housed; and more.
 - It’s really important to update an individual’s current “housing type” (which could be supportive housing, shelter, or even unsheltered options) so that HIFIS can distinguish between clients who are housed and clients who are homeless.
- HIFIS doesn’t include people who haven’t consented for you to collect their personal information.
 - Make sure you write a policy covering what you do in your community to handle known individuals that have not consented to be entered into HIFIS.

POLICY & PROCEDURE: QUESTIONS #4 - #6

4. Implement An Inactivity Policy (Basic Quality Question)

Has your community established a written policy that specifies the number of days of inactivity (i.e. the person cannot be located) after which a person's status will be changed to "inactive," and which includes protocols to attempt to locate an individual before they are moved to inactive status?

- Written policy
- Implemented policy

Overall:

- Yes
- No Yet

❖ YES = CREDIT TOWARD BASIC AND ADVANCED QUALITY

There are times when people experiencing homelessness on your By-Name List cannot be located. Instead of removing them from the By-Name List, establish an inactive threshold, such that after a defined period of time without contact, a person's status is changed and they are moved to an "inactive" portion of the list or database. This status allows you to easily move "inactive" people back to the "active" part of your By-Name List if they connect with the homelessness system again but does not skew the number of people actively experiencing homelessness or divert outreach and engagement activities.

TIPS:

- First, create a method to flag people as inactive. The ideal case is that you build a status field into your By-Name List and "inactive" is an option in the field. You may also create a separate list or tab titled "Inactive" and move people to it, although this solution will require a de-duplication process and more manual intervention to maintain.
- Next write a policy (see [Inactivity Policy – Key Considerations and Examples](#)). Most communities opt to change a person's status to inactive once there has been no contact for 60 or 90 days. You may challenge your system to tighten by selecting a lower number. An accepted custom is not enough—the policy must be written and adopted by your community (engaging the appropriate governing body or bodies)!
- Gear your system to work with as much automation as possible. Once someone has had no contact with services for 60 or 90 days, can your list automatically mark them as "inactive"? Note, that you can customize this parameter in HIFIS 3.

Finally, create a protocol to attempt to locate the person before they time into inactive status. Outreach workers may look for them at the last-known location, or a case manager may use contact information to reach out.

HIFIS 4 TIPS – IMPLEMENT AN INACTIVITY POLICY:

- In the future, HIFIS 4 may include a feature that allows you to automatically inactivate clients who haven't been seen or heard from in a given period of time.
- For now, you can manually mark clients as Inactive on the Client Vitals screen.

5. Track Without A Full Assessment (Basic and Advanced Quality Questions)

Does your By-Name List include:

a) People who have provided consent but have not yet completed a full assessment²?

Yes Not Yet ❖ **YES = CREDIT TOWARD BASIC QUALITY**

b) *An anonymous count of people experiencing chronic homelessness who have not yet provided consent to service and/or to have their name or information shared with others?*

Yes Not Yet ❖ **YES TO BASIC QUESTION ABOVE AND THIS**

QUESTION = CREDIT TOWARD ADVANCED QUALITY

To use your community's By-Name List as the vehicle for measuring progress toward functional zero chronic homelessness, the By-Name List must account for all known households actively experiencing homelessness, even if they are refusing services or have not consented to a full assessment. Like a point-in-time count, each person should be accounted for, as long as there is reason to believe they are experiencing homelessness, without including personal identifying information that could be shared between agencies. Your community should take note of federal, provincial and local privacy guidelines as you develop your process.

TIPS:

- Determine the minimum amount of information necessary to add someone who has consented to your BNL but has not yet completed a full assessment (e.g., will you add someone to the list with simply a name and consent and work to add

² A full assessment is whatever information is required and typically used in your community to add someone to your Coordinated Access list (a component of your overall BNL for system/aggregate data).

more from information through further engagement or does your community require more information up-front e.g. to enter into HIFIS or to ensure de-duplication).

- Determine how you will include a count of people experiencing chronic homelessness that have not yet consented on your By-Name List. Consider if it will be integrated or a separate “sidecar” list e.g.:
 - Integrated - list each person anonymously on your BNL without identifying information) (e.g., consider the type of information collected on the [PiT/Registry Week Tally Sheet](#)).
 - Side-car – options may include having your coordinated outreach maintain their anonymous list (unduplicated to the degree possible) outside of your list and just provide an overall count to your list at least monthly or have the organization administering your BNL coordinate a separate anonymous list alongside your BNL.
- In both cases, continue the work you have started in BNL Scorecard Question #2, “Reach Unsheltered Homeless” to coordinate as a community around continuing to outreach and engage people who have not yet provided consent.
- Determine who will be collecting this data.
- Determine how this data will be accounted for on your BNL
- Determine how this data will be used. One use should be for aggregate reporting of actively homeless individuals.
- Apply a unique ID to these records to ensure quality assurance processes for de-duplication of records.
- Based on your above decisions, consult legal and/or privacy resources to understand considerations of adding these people to a list.
- Include these considerations in user consent process for accounting for individuals that do not consent to a full assessment.
- Please note that these legal considerations may factor into adjustments to the above decisions regarding what information will be collected, where the data will go and how the data will be used.
- Ensure the data collection process for both people that have not yet consented and/or that elect to not undergo a full assessment is uniformly applied.

HIFIS 4 TIPS – TRACK WITHOUT A FULL ASSESSMENT:

- If a client completely refuses to consent to you collecting their information, you can't put them into HIFIS.
- If a client is okay with you collecting their information, but not sharing it, you can enter them into HIFIS and indicate that their consent is "Declined – Anonymous"
- If a client is okay with you putting them into HIFIS, but doesn't want to do an assessment, you can start an assessment and then indicate that the client has declined to be assessed. This way, you can track declined assessments.
- In the future, there may be a Prioritization module in which communities can define what criteria makes a client eligible to be on a Priority List. Consider clients that don't have a full assessment when defining your community's Priority List in HIFIS.

6. Timely/Accurate Data Updates (Basic and Advanced Quality Questions)

Has your community implemented an approach for keeping your BNL up-to-date and accurate, including timelines for provider data submission and ongoing quality assurance and has this approach been written down in guidelines/policies/procedures?

a) Implemented?

Yes Not Yet ❖ YES = CREDIT TOWARDS BASIC QUALITY

b) *Written Policy?*

Yes Not Yet ❖ YES TO BASIC QUESTION ABOVE AND THIS QUESTION = CREDIT TOWARDS ADVANCED QUALITY

Your BNL should be as real-time as possible with updates occurring at least monthly (as the outer-limit for what is considered "real-time"). Creating clear timelines and processes for keeping your BNL up-to-date and accurate will ensure your community has confidence in your data for decision-making and monitoring progress. Documenting these expectations in guidelines/policies/procedures helps promote clarity on expectations (especially when there is a lot of change in the community and/or staff turnover).

TIPS:

- Determine how often updates should be made and the process for updates. It is helpful to engage your community in this decision to create greater buy-in.
- Assign each person on your BNL to a worker or agency in your community. That person or agency is responsible for updating the record. If you can't do this for

everyone on your list, start with the people who are the highest priority in your community.

- Examples of how communities up-date their BNL:
 - BNL is reviewed at weekly, bi-monthly, or monthly meetings and updates are recorded at that time (this approach can be time consuming).
 - Providers are asked to complete an “update form” either immediately as changes are known or by a certain day each week.
 - Some ideas for update forms could be a Google Form, Survey Monkey, Word document or an Excel sheet with the people from the BNL that worker is responsible for that they review and make changes (highlighted) to and send in. If you are using HIFIS 4/HMIS as your BNL or to inform you BNL, changes can be made directly into the database.
 - Update forms could be hand-delivered at a meeting and/or sent by e-mail, fax or portal (consider how this information will be kept secure e.g. use the unique identifier, password protected document, secure portal etc.).
- Example’s of how communities ensure accuracy of their BNL:
 - The BNL administrator balances the data each month. You can use this [20KHome Data Balancing Workbook](#).
 - The BNL administrator regularly checks for last updates. For example, by reviewing the “last updated date column” in the BNL or reviewing HIFIS 4 data from shelters.
 - The BNL administrator creates a BNL data dashboard to share regularly (e-mail, meetings, etc.) so that others can help verify the data.
 - Monthly data cleans (or more frequent!) – go through entry by entry making sure everything makes sense and is up to date.

HIFIS 4 TIPS – TIMELY & ACCURATE DATA UPDATES:

- Whatever your approach to using HIFIS 4 to complement your By-Name List, it’s only as good as the data that has been entered into it. There are many ways in which HIFIS works well when it has up-to-the minute data – real-time shelter bed availability, for one. Your By-Name List might be a report you run from HIFIS, which would pull whatever data has currently been entered. Or it might be a page you can go to in HIFIS to see who’s currently on the list. The value of using HIFIS is lessened significantly if it’s not being regularly kept up-to-date.

DATA INFRASTRUCTURE QUESTIONS #7 - #12

7. Include Unique Identifier (Basic Quality Question)

Does your By-Name List include a HIFIS/HMIS ID or other unique identifier to prevent duplication of client records and facilitate coordination between HIFIS/HMIS and the By-Name List?

Yes Not Yet

❖ YES = CREDIT TOWARDS BASIC AND ADVANCED QUALITY

Duplicate client records result in inaccurate accounting of the number of individuals experiencing homelessness on your By-Name List, so its critical that you use some type of unique identifier, particularly in instances when HIFIS/HMIS is not the database used to create and manage the By-Name List. A unique identifier also enables you to share list data while protecting client privacy.

TIPS:

- If HIFIS or another HMIS is hosting your community's BNL, ensure that your BNL has a field for unique Identifier.
- If your community is not using HIFIS or another HMIS, determine if there is already a unique ID system that can be applied to all providers for the BNL.
- If there is no system for assigning a Unique ID, determine how Unique IDs will be generated (a series of numbers and letters).
- Create a field in your BNL to populate with Unique ID.
- Program that field to automatically generate a Unique ID when a client is added to the BNL.
- If you cannot program your BNL to automatically generate that unique ID, then ensure that there is a Quality Assurance process for having the BNL manager populate the unique ID BNL field when individuals are added to the BNL.
- Use that unique ID to de-duplicate your BNL, a process that should occur at regular, predetermined intervals.

HIFIS 4 TIPS – UNIQUE IDENTIFIER:

- HIFIS already generates a unique Client ID for each client – no additional steps are required
- You can, additionally, turn on a setting to “Use Default File Numbers” (in Administration > Application Settings) to automatically generate a unique file number for each client. The file number generated is based on the Client ID, but it's easier for staff to reference.

8. Track Populations and Changes Over Time (Basic and Advanced Quality Questions)

a) Does your By-Name List track populations, including at minimum:

- current chronic homelessness
- gender
- Indigenous
- veteran
- age
- single or family
- multiple populations at once (e.g. chronic homeless AND youth)
- Others for which you have population specific housing resources (if any)*

b) Does your By-Name List account for changes in populations after someone has already been added, specifically:

- Persons who become chronically homeless after they are added to your By-Name List?
- Persons who started with one population when they were added to your By-Name List but over time their status changes (e.g., youth to adult or single to family)?*

Overall:

- Yes Not Yet ❖ YES TO ALL BASIC = CREDIT TOWARD BASIC QUALITY
- Yes* *Not Yet* ❖ YES TO ALL BASIC & ITALICS = CREDIT TOWARDS ADVANCED QUALITY

Tracking Chronic Homelessness

In order to do this, a community should be tracking the following data fields: 1) Length of current homelessness episode at initial assessment, and 2) Date of identification.

Accurate data: Because persons aging into chronic homelessness may compose a significant portion of a community's inflow, a community must track this data to accurately account for its chronically homeless population.

Prioritization: Tracking individuals aging into chronic homelessness enables appropriate prioritization of resources that will best serve these individuals.

Prevention of chronic homelessness: Identifying individuals who will soon age into chronic homelessness enables a community to focus interventions to prevent new incidences of chronic homelessness.

TIPS:

- Determine the data fields that need to be collected from clients to assess whether an individual is chronically homeless.
 - To do this, a community should track the following fields:
 - Number of days/months homeless in past year
 - Length of current homeless episode at time of assessment
 - Date of identification
- Ensure that those data fields are on your common assessment tool being used across the sector.
- Create a field in your BNL that is formatted to indicate that a person is chronic at the time they “age-in” to chronicity.
 - This field should be set to automatically indicate that someone is chronic on their “age-in” date.

HIFIS 4 TIPS – TRACK POPULATIONS AND STATUS CHANGES:

- Gender, indigenous status, veteran status, and age of clients are all mandatory fields in HIFIS. Staff need to complete extra steps to record a person’s family and chronic homelessness status, but it’s worth it!
- It’s very important to fill in a client’s Housing History in HIFIS – this is where chronic and episodic status are calculated. Collect this data on intake, and every time a client returns from a period away from services!
- A client’s Housing History includes a housing type (e.g. campsite, abandoned building, shelter, transitional housing, hospital), and a start and end date. HIFIS can calculate durations and episodes from this data.
- Having the previous year’s worth of housing history for each client ensures that HIFIS can definitely tell whether a client is chronic, episodic, both, or neither. That way, you don’t need to keep track of the “age-in” date, HIFIS does it automatically.
- HIFIS also includes shelter and transitional housing book-ins to calculate chronic and episodic homelessness.
- A HIFIS administrator can use their community’s Housing Continuum to categorize which housing types count as being homeless and which count as being housed.

9. Track Inflow (Basic Quality Question)

Does your By-Name List track the total inflow into homelessness each month? This includes the number of newly identified (not necessarily assessed) people experiencing homelessness as well as those who returned to active homeless within the past month (i.e., a person was previously designated as “Housed” or “Inactive” and began seeking housing or services again). These three data points represents your monthly inflow.

- Track “newly identified” people
- Track returns from “Housed”
- Track returns from “Inactive”

Overall:

- Yes** Not Yet

❖ **YES = CREDIT TOWARD BASIC AND ADVANCED QUALITY**

It's critical your list include inflow data to assess whether you have the capacity to house these individuals every month. Additionally, without data on inflow, it becomes impossible to make informed projections about when your community will reach functional or absolute zero on chronic homelessness.

TIPS - NEWLY IDENTIFIED:

- Determine if your form to add people to your By-Name List includes a date. If not, add this question to your common assessment form.
- Ensure that your process for tracking homeless individuals that do not consent to a full assessment includes collecting the date on which a person was identified.
- Create a field in your BNL for date of assessment and/or date added to the BNL.
- Use the date of assessment field to sort or filter your BNL to obtain a list of people that have been newly assessed and added to the list for the month you are reporting data for.
- Cross reference this filtered list with the rest of your BNL to determine if this individual is already on the list and has a unique ID.
- If there are duplicate records, reconcile these duplicates so there is just one record per client on your BNL.

TIPS - RETURNS TO LIST (FROM HOUSING OR INACTIVE):

- If this person is already on your BNL, ensure you can edit their record and change their status from 'housed' or 'inactive' to 'active'.
- Record the date of this status change so that when you report your monthly measures, this person is included in your actively homeless number.
- Avoid creating duplicate records or remove any duplicate records.

HIFIS 4 TIPS – NEWLY IDENTIFIED:

- HIFIS does this automatically.
 - When you add a client to HIFIS, there's a date associated with when the client was created.
 - When you assess a client, there's an assessment date recorded.
 - When a client books into a shelter, there's an intake date for their shelter stay.

HIFIS 4 TIPS – RETURNS TO LIST (FROM HOUSING OR INACTIVE):

- When a client that you haven't seen before comes to your agency for service, before adding a new client record, first use the Client Search function to see if the client already exists in HIFIS.
- When you're adding a new client to HIFIS, the software automatically checks for existing clients with similar names and suggests they might be the client you're looking for.
- When working with a client that has been inactive for a while, be sure to update the client's Housing History to account for the time that has passed since the last time the client was receiving services.
- If you accidentally add a duplicate client, there is a Client Merge function (in Administration > Client Merge)

10. Track Key Connections at Inflow (Advanced Quality Question)

Does your By-Name List include a mechanism to track connections with the following at inflow (at minimum) to understand opportunities for diversion, prevention, and system engagement/improvement?

- hospital, inpatient facility, or residential rehabilitation
- corrections/justice/prison
- child protection
- family violence shelter/program
- from housing (new - not returning)
- from another community

Overall:

Yes Not Yet

❖ **YES = CREDIT TOWARD ADVANCED QUALITY**

This is a new question that aims to begin to understand some of the factors that may be influencing inflow to your BNL. It was developed with input from the Canadian

Observatory on Homelessness, A Way Home Canada, BNL Scorecard 2.0 test communities, and Community Solutions. We are interested in understanding how communities are collecting this information and this question will likely continue to evolve over time.

TIPS:

- Add a question to your BNL addition/referral documents that collects referral source and whether the person was recently discharged or came from any of these locations (e.g., last 30 days).
- Add column(s) to your By-Name List to record that data.

HIFIS 4 TIPS – TRACK KEY CONNECTIONS AT INFLOW:

- When doing a shelter admission in HIFIS, there are two fields that you can use for this purpose:
 - Reason for Service asks why the person/family is presenting at shelter. This field can be used to understand discharges directly into shelter, or people escaping family violence. This is the most straightforward place to draw this information, although it is limited in its scope.
 - The Referred From field asks whether the client arrived at shelter as a direct referral from another agency. By default, this field is optional, but it could be mandatory in your community.
- A better place to track key connections is through a client's Housing History. Whether they were staying in a correctional facility, a hospital, a family violence shelter, or a place in another community, the client's Housing History should be the one place that can be used to build a complete picture of where a client has been residing over time. It's an extra step for staff to record this, but this is where you can get more robust data that helps with many different indicators.
- There is a place in HIFIS where you can store Life Events, such as "In foster care" or "In a correctional facility" but be cautious about storing data in too many different places! That can lead to inconsistent data practices.

11. Track Homeless Status and Outflow (Basic Quality Question)

Does your community's By-Name List track the 'homeless/housed/inactive status' of all people experiencing homelessness on your By-Name List (including the date each status was changed)?

- Track homeless status
- Track permanent housing move-ins
- Track moved to inactive

Overall:

Yes Not Yet

❖ YES = CREDIT TOWARD BASIC AND ADVANCED QUALITY

Homeless status fields should include at minimum homeless as well as the two status' that represent your monthly outflow - those who move into permanent housing and those who become inactive, per your inactive policy. This data is essential for understanding your rate of outflow and total active homeless.

TIPS:

- Note two equally important requirements: (1) a status field, and (2) the ability to date-stamp each change in status (as further outlined in Question #12).
- If your By-Name List is self-contained inside other software, such as Excel ensure that everyone's record includes a status field.
- If your By-Name List pulls data from HIFIS/HMIS, You likely already have a status field. Ensure that the proper field is included in your By-Name List template and data pull. Also ensure that the status field is populated with all the necessary options.

HIFIS 4 TIPS – TRACK HOMELESS STATUS AND OUTFLOW:

- A client's homelessness status would be drawn from the Admissions and Housing History modules.
- If the client is staying in a shelter or transitional housing right now, then HIFIS can tell that they're homeless because they have a current stay (a stay with no end date) in the Admissions module.
- If the client is currently unsheltered, provisionally accommodated, or permanently housed, HIFIS can tell by looking at the client's Housing History and checking for a current housing record (one with no end date).
- There are two main approaches to tracking permanent housing move-ins in HIFIS.
 - The first is to add a new housing record for a client. The best way to do this is by using the Housing Placements module for your community's Rapid Re-Housing and Housing First teams, which shows that a client was housed with assistance from the homeless-serving system.
 - The second approach is to use the Reason for Discharge field on shelter discharge. This approach is much simpler but may not result in data that is as reliable. It also doesn't allow any data to be captured for those who are experiencing unsheltered or hidden homelessness.
- If a client is inactive, that's stored differently because it doesn't directly relate to their housing. You can manually mark clients as Inactive on the Client Vitals screen.

12. Track Time On List (Basic and Advanced Quality Questions)

a) Does your By-Name List track key dates in the housing process so that you can track the length of time for those processes and overall length of time on the By-Name List?

- Date first added
- Date moved to outflow (housed or inactive)
- Date reactivated on the list from housing or inactive status

Overall:

- Yes** Not Yet

❖ **YES = CREDIT TOWARD BASIC QUALITY**

b) Does your By-Name List track key dates in the housing process so that you can track the length of time for those processes and overall length of time on the By-Name List?

- Date first assessed (common assessment tool and any other)*
- Date document ready (for any eligible housing, where required)*
- Date matched to support/housing*
- Date accepted support/housing*

Overall:

- Yes** *Not Yet*

❖ **YES TO BASIC AND ITALICS = CREDIT TOWARD ADVANCED QUALITY**

Some of the Basic Quality date tracking is mentioned in other questions (i.e., date first added and reactivated in #10 and date moved to outflow in #11). The additional Advanced Quality items begin to more fully map the housing process and your coordinated access system. Without this tracking, it is difficult to assess the performance of your coordinated access system. This data will allow you to identify areas for improvement and to monitor progress in accelerating housing move-ins. For maximum efficiency, track the key events that lead to a permanent end to homelessness, which is to say housing; avoid tracking extraneous data that is unrelated to housing clients. This is also a new question and we are interested in understanding how communities are collecting this information. This question will likely continue to evolve over time.

TIPS:

- Map your local housing processes. More tools on this coming soon!
- Add columns to your BNL to capture the dates for the elements that are most relevant in your community.
- Task your data wiz with finding an automated way to track the dates at which a person's status is changed through the system. This information should be collected in as automated a way as possible for system sustainability.
- If you cannot automate date-stamping in your setup, you may create a series of date fields that allow you to time a person's journey through the system, e.g. "Date assessed," "Date permanently housed," "Date moved to inactive," etc. This method is less elegant and requires more manual intervention, so use it only as a last-ditch effort.
- HIFIS automatically date-stamps status changes. If you are not using HIFIS, ask your HMIS wiz to discern if your software is already date-stamping changes to an individual's status. Typically, there is a log of changes to an individual's record. You may need to contact your HMIS vendor for help in accessing this information.

HIFIS 4 TIPS – TRACK TIME ON LIST:

- As long as you're using HIFIS 4 with intake sites and housing programs, HIFIS should capture this data for you.
 - HIFIS already knows the date a person is first added to HIFIS (similar to "date first added")
 - Some communities are using a method to manually indicate the date a client was added to the By-Name List, if the date added to HIFIS is insufficient for their purposes. This might include creating a flag like a Watch Concern or adding the client to a Waiting List. This should be seen as an interim approach, as a new By-Name List module is anticipated to be released in the near future.
- Assessments including the VI-SPDAT, SPDAT, and VAT can be entered directly into HIFIS, and are date stamped.
- You can use the Housing Placement module to capture several of these other data points. A Housing Placement begins when a client is matched to the support to help them access housing. The module also tracks housing secured date and move in date.