



## Survey to Recommit or Join the 20,000 Homes Campaign over 2018-2020

### Preamble:

We are excited to continue the 20,000 Homes Campaign over 2018-2020 under the refocused aim to “end chronic homelessness in 20 communities and house 20,000 of Canada’s most vulnerable homeless people by July 1, 2020”.

Given the new aim, we are asking all communities (both existing and new) to confirm their interest in participating in the Campaign over 2018-2020 through completing this survey by **February 28, 2018** (to submit – go to [20KHomes Join the Campaign](#)). The survey has ten brief questions and should take approximately 5 minutes to complete.

This survey is not a contract but rather an expression of interest to participate together in the elements of the Campaign as identified below. You will need to decide what level of buy-in your community needs to complete the survey and participate for 2018-2020 (e.g., for some communities it may simply be an administrative or committee confirmation, in others it may involve your Director, Board, or Council).

If you have questions or want further information, see the website at [www.20KHomes.ca](http://www.20KHomes.ca) or contact Marie Morrison at [marie@caeh.ca](mailto:marie@caeh.ca).

**Q#1: What community are you from?** \_\_\_\_\_

**Q#2: Who is completing the survey** (name, organization, phone number and e-mail)

**Q#3:** None of us knows exactly what it will take to end chronic homelessness in 20 communities across Canada by July 1, 2020. We seek to create a group of skilled solution-oriented problem-solvers who are interested in working together on this challenge. To be successful, this approach requires certain mindsets.

**Are you committed to the Campaign’s five key interrelated mindsets?**

Mindset	Explanation	Check box
1. Bias for Action	You favour action over perfection, complaining or debating. You focus on what you <u>can</u> do rather than on what you <u>can't</u> do. You test ideas quickly in the field, focussing on executing, learning and improving. You recognize this quality improvement approach helps groups get unstuck and inspires new thinking.	

2. Fail Forward	You move forward despite the possibility of failure. You celebrate failures as points of learning and use that learning as stepping stones towards success.	
3. Growth Mindset	You see problems as challenges we just haven't figured out "YET". You believe anything is possible with continued effort and learning. You welcome feedback and celebrate the success of others.	
4. Abundance	You have an abundance rather than scarcity mindset. You believe that there is always more of everything in life, whether that's money, relationships, resources, ideas or opportunities. Alternatively, the scarcity mindset is driven by the belief that resources are limited and that there is never enough to go around. Those with the scarcity mindset make decisions out of fear, whereas an abundance mindset feeds openness and generosity.	
5. Mission Focused	You exist to achieve your goal and will do whatever it takes. You are not overly focused on models, plans, or strategy. You are focused on the end-state and are willing to innovate, disrupt, and change in order to achieve your mission.	

**Q#4:** For the purposes of this campaign, we have adopted a functional end to chronic homelessness measure defined generally as three or less people experiencing chronic homelessness sustained for at least three consecutive months (for further details, see the picture below and the [20KHomes Functional Zero Chronic Q&A](#)).

**Are you committed to this shared definition of a functional end to chronic homelessness for the purposes of the 20,000 Homes Campaign?**

Yes  No

**20,000 HOMES** **The 20KHomes Definition Functional End to Chronic Homelessness**

Ultimately we'll be focussing on a hard zero on chronic homelessness  
However, this is how we will measure achieving functional zero chronic homelessness

20,000 HOMES CAMPAIGN

chronic homelessness accounts for 3 or less people of your actively homeless as measured by a quality By-Name List\*\*

or\*

chronic homelessness accounts for less than 0.1% of your actively homeless number as measured by your quality By-Name List\*\*

\* Whichever is greater  
\*\* Must also be sustained for three months

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**Q#5:** While the aim of the 20KHomes Campaign is to end chronic homelessness in 20 communities by July 1, 2020, no one knows at this point who will get there or how long it will take. We are asking for your commitment to work on ending chronic homelessness in your community as quickly as you possibly can. Maybe 20 communities won't get there by July 1, 2020, but we believe it's urgent and important enough to take up the challenge together and try!

**Are you committed to doing everything in your power to work towards functional zero on chronic homelessness in your community as quickly as possible?**

Yes  No

**Q#6:** The 20,000 Homes Campaign includes key activities and milestones that are believed to support communities to get to functional zero on chronic homelessness. There are five key activities outlined below.

**Are you committed to work on the following five key activities to remain an active participant in the Campaign? (within the context of your community e.g., may look different in large versus small communities or in urban, rural, northern)**

Activities	Explanation	Check box
<b>1. Build a Quality By-Name List</b>	Complete a Registry Week and/or build a By-Name List from an existing Coordinated Access System or Homeless Management Information System (e.g., HIFIS) by May 2018. Complete the on-line By-Name List Scorecard on a quarterly basis until you achieve a 10/10 and balanced data (aiming for communities to get there by 2019).	
<b>2. Implement a Coordinated Access System</b>	Implement a coordinated system, triaging people from your By-Name List and matching them to available housing support resources. Complete the on-line System Sustainability Scorecard on a quarterly basis (after achieving a quality By-Name List) until complete or the end of the Campaign.	
<b>3. House chronically homeless individuals</b>	Use proven approaches (such as housing first and rapid re-housing) to house chronically homeless individuals from your By-Name List and Coordinated Access System as quickly as possible. Challenge yourself to achieve mutually agreed upon monthly housing move-in targets.	
<b>4. Report Data Monthly</b>	Complete the on-line reporting form monthly (or be working towards monthly reporting). Remember it's a data journey! Communities often begin with housing move-in data and work towards By-Name List measures. Use your data to understand your system and drive system improvements.	
<b>5. Undertake Performance and Quality Improvement</b>	Use performance and quality improvement tools and processes to drive to 20,000 housed and functional chronic zero. This may take the form of participating in different types of collaborative opportunities (such as Built for Zero or other virtual and in-person learning opportunities, goal setting and action cycles).	

**Q:#7:** We know you can do it and we are here to help! We will continue to offer coaching, tools, and training (e.g., website, webinars, newsletters, conferences, 1:1 support, training). Even more importantly, every community has something they can teach other communities and things they can learn from others. Rather than working in relative isolation, the Campaign will provide multiple avenues for sharing best practices and developing innovative solutions together.

**Do you commit to learning with others, utilizing supports and resources, and sharing your skills, knowledge and input?**

Yes  No

**Q#8: Do you agree to participate in the 20,000 Homes Campaign and have your community listed as participating on the Campaign website?**  Yes  No

**Q#9 Who will serve as your community's lead Campaign contact?**

Name, Title, Organization, e-mail, phone

**Q#10: Who will serve as your community's lead data contact?**

Name, Title, Organization, e-mail, phone