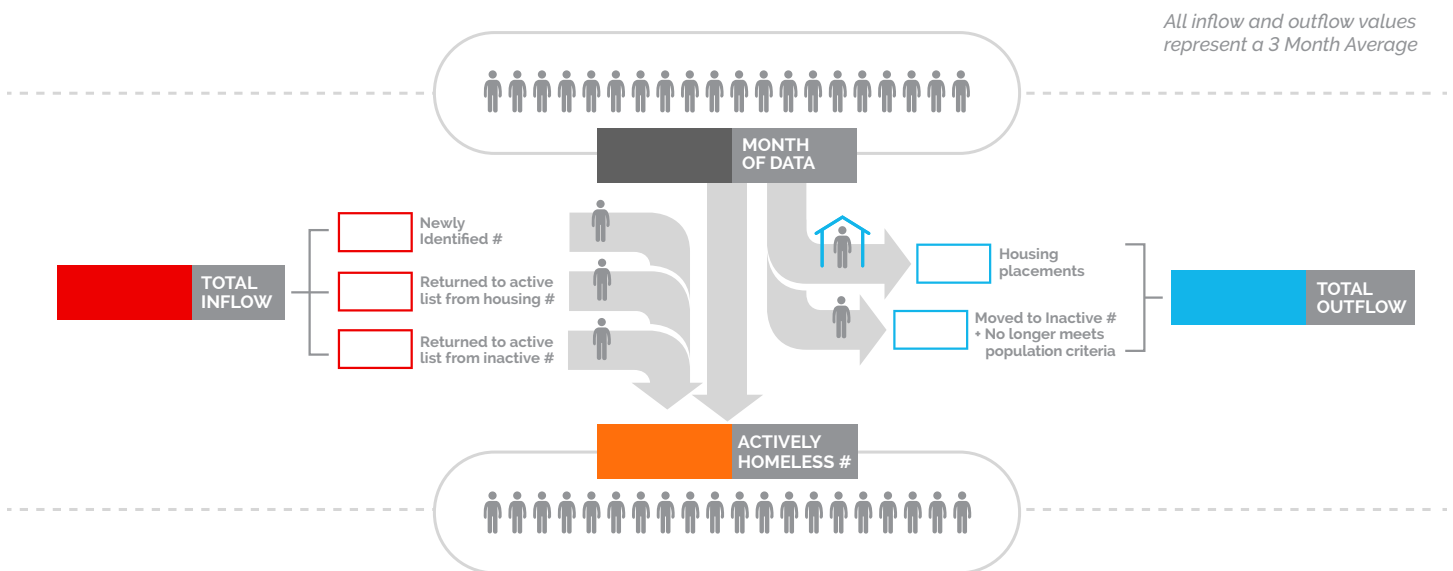# Advance to Zero Campaign

Rough Sleepers By-Name List Scorecard 1.1

(SEPTEMBER 2021)

This scorecard will help your community determine whether it has quality data for all people sleeping rough — or formerly sleeping rough and now in temporary accommodation or refuge — in your community. Once your community has quality data for these populations, you can leverage the data you collect to drive reductions in your list and reach functional zero homelessness in your community.

All inflow and outflow values represent a 3 Month Average

MONTH OF DATA

Newly Identified #

TOTAL INFLOW

Returned to active list from housing #

Returned to active list from inactive #

Housing placements

Moved to Inactive # + No longer meets population criteria

TOTAL OUTFLOW

ACTIVELY HOMELESS #

AVERAGE CHANGE IN ACTIVELY HOMELESS #

MONTHS TO FUNCTIONAL ZERO

PROJECTED FUNCTIONAL ZERO DATE

Why a by-name list?

A by-name list allows you to know everyone in your community experiencing rough sleeping — or formerly sleeping rough and now in temporary accommodation or refuge — in real time. With this information you can:

• Understand the scope of these forms of homelessness in your community
• Understand how people move in and out of your system on an ongoing basis
• Have accurate information to set goals to reduce rough sleeping
• Have accurate information to understand if you are making progress in ending rough sleeping

The key components of a quality by-name list include: ensuring that your system is touching everyone experiencing rough sleeping in your community; accurately assessing who is entering your homelessness response system on an ongoing basis, and accurately tracking their progress through the system, including how successful you are in implementing prioritisation and providing permanent housing to those who need it.

This scorecard addresses the components of a quality by-name list for all people sleeping rough — or formerly sleeping rough and now in temporary accommodation or refuge — with specific additional requirements related to tracking certain populations of interest, including veterans, Aboriginal or Torres Strait Islander individuals, and those experiencing chronic homelessness.

This scorecard also sets out an ambitious framework for building the necessary data management practices and systems coordination to track the movement of everyone experiencing rough sleeping — or formerly sleeping rough and now in temporary accommodation or refuge — in your community. It is critical to note that a by-name list is useful only to the extent that it is operationalised as a driver of your community's efforts to reduce and end all forms of homelessness. Developing and maintaining a by-name list can be time consuming and needs to happen in the context of your community's efforts to prioritise your list, optimise your system, assess and maximise your resources and advocate for and think creatively about addressing resource gaps.

The By-Name List Scorecard

The by-name list (BNL) scorecard helps you take a snapshot of your local progress toward a quality by-name list for all people sleeping rough — or formerly sleeping rough and now in temporary accommodation or refuge — and target areas for improvement. A few notes:

Invite the right people to the room

Complete the scorecard with the full group of local stakeholders from multiple agencies working to end homelessness, instead of one or two people completing the scorecard alone. When people complete the scorecard as a group, they clarify policies and identify gaps in services (or a perception of gaps). You'll want key stakeholders working to end rough sleeping or other forms of homelessness. The scorecard should take about 30 minutes to complete, though your experience may vary depending on your type of discussion.

What your score means

Your score is a baseline, not a judgment. It should help you create action plans and measure improvement toward a comprehensive by-name list. This tool is for your benefit. If you have a fully functional BNL, you can be confident that your list includes all people sleeping rough — or formerly sleeping rough and now in temporary accommodation or refuge — in your community AND you will be able to access easily and in real time the key information you need to prioritise and track progress towards ending homelessness.

Advance to Zero Campaign

Rough Sleepers By-Name List Scorecard 1.21

(SEPTEMBER 2021)

PART I: Community Participation & Coverage

This section is focused on ensuring that you are capturing all people sleeping rough — or formerly sleeping rough and now in temporary accommodation or refuge — so that you can make sure your list includes everyone it should, implement prioritisation, and have an accurate, real-time actively homeless number.

QUESTION 1

The regularity of outreach and street engagement should reflect the unique nature of your geography and the places where people experiencing homelessness are likely to go in your community. Every member of all outreach teams should be clear on where and when outreach should take place. The following questions pertain to your outreach:

1A.) Is the geographic coverage of your outreach clearly mapped out, informed by your data and regularly assessed, to ensure you are able to reach all people sleeping rough — or formerly sleeping rough and now in temporary accommodation or refuge — within your community?
In other words, is your outreach designed to ensure that all people sleeping rough — or formerly sleeping rough and now in temporary accommodation or refuge — within your entire community will be identified and engaged? This does not mean that your outreach workers cover every square mile within your geography every week. Rather, it means you have systems, partnerships, and capacity in place to deploy your outreach team where they are needed and to re-assess geographical coverage as necessary to respond to new developments within your community.

☐ Yes   ☐ No

1B.) Have you coordinated your outreach, ensuring that your outreach teams are deployed at the locations and the times that they are mostly likely to effectively engage with all people sleeping rough — or formerly sleeping rough and now in temporary accommodation or refuge — while minimising duplication between providers?
Please note that collaboration between providers is encouraged - duplication of efforts occurs when providers are engaging the same people unbeknownst to each other and/or without a coordinated strategy.

☐ Yes   ☐ No

1C.) Do you have a documented outreach policy that clearly states how your outreach teams will be deployed and how they work with each other to swiftly connect people to housing?

☐ Yes   ☐ No

Answer the questions below to describe the level of participation of homeless service providers in your community in reporting data into the by-name list.

2A.) Are 90% or more of government-funded housing and homelessness providers which are assisting people sleeping rough — or formerly sleeping rough and now in temporary accommodation or refuge — reporting data into your by-name list?

☐ Yes   ☐ No

2B.) Are 90% or more of non-government-funded housing and homelessness providers which are assisting people sleeping rough — or formerly sleeping rough and now in temporary accommodation or refuge — reporting data into your by-name list?

☐ Yes   ☐ No

2C.) Are 90% or more of people sleeping rough — or formerly sleeping rough and now in temporary accommodation or refuge — in your community served by the providers reporting into your by-name list?

In other words, are most of the people sleeping rough — or formerly sleeping rough and now in temporary accommodation or refuge in your community — receiving services in your community being served by providers who report into your by- name list? For instance, in some communities, 90% of the providers might be participating but one or two large providers who do not participate might be the sole point of connection for a significant portion of the people sleeping rough — or formerly sleeping rough and now in temporary accommodation or refuge — in your community. If this was the case, you could answer "yes" to A and B but would have to answer "no" to C.

☐ Yes   ☐ No

QUESTION 3

Is your by-name list prepared to collect data on all people sleeping rough — or formerly sleeping rough and now in temporary accommodation or refuge — in your community, including:

3A.) People sleeping rough (e.g. street, cars, outdoors, park, improvised dwelling, vehicle, tent, cabin, boat)?

☐ Yes   ☐ No

3B.) People in hotels/motels or other night-to-night private and/or unsupported temporary accommodations?

☐ Yes   ☐ No

3C.) People in short-term emergency shelters, crisis housing, boarding houses, or other supported non-permanent housing?

☐ Yes   ☐ No

3D.) People on your list who are entering an institution (e.g. prison, hospital, etc.) where they are expected to remain for 90 days or fewer?

☐ Yes   ☐ No

3E.) People fleeing domestic violence and staying in refuge?

☐ Yes   ☐ No

PART II: Policies & Procedures

This section is focused on ensuring that you have policies and procedures in place to accurately capture movement on and off your list and to maintain timely and accurate data.

QUESTION 4

4.) 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 a person before they are moved to inactive status?

This question is intended to target inactivity at the system level, not the program level.

☐ Yes ☐ No

QUESTION 5

5.) Does your community have a way to track actively homeless people who have not consented to services and/or assessment at this time?

In other words, can you include these people in your active homeless number and are they accounted for in your outreach & engagement efforts?

☐ Yes ☐ No

QUESTION 6

6.) Does your community have policies and protocols in place for keeping your by-name list up to date and accurate, including timelines for provider data submission and ongoing quality assurance protocol?

In other words, has your community established and documented a process to set standards for participating providers (for example, monthly deadlines for having all client data necessary for the BNL to remain up to date) and to ensure that errors and discrepancies are caught (for example, required periodic data reconciliation with providers or regular spot checks)? You can answer "yes" even if you are still working to enforce / implement these processes.

☐ Yes ☐ No

QUESTION 7

7.) Does your community have policies and protocols in place for protecting the privacy of people whose information is reported on your by-name list, and data security procedures in place to safeguard their information?

☐ Yes ☐ No

PART III: Data Infrastructure

This section is focused on ensuring that you have developed a data infrastructure that accurately captures and tracks all movement on and off of your list, avoids duplication, and facilitates coordination between providers. In particular, these questions focus on accurately tracking data points related to inflow and outflow. This section also is focused on ensuring that your list has the capacity to track critical population-based statuses in real time, including chronic homeless status, veteran status, and experience of domestic violence.

QUESTION 8

8.) Does your community's by-name list track the 'homeless to housed status' of all people on the list, including the date each status was last changed and the previous status? Homeless to housed fields should include at minimum: rough sleeping/ in shelter/in refuge/temporarily housed, inactive, and permanently housed.

Other homeless to housed status fields commonly tracked include unsheltered, sheltered, transitional housing, and matched to resource. However, you only need to track the statuses of "rough sleeping", "in shelter/in refuge/temporarily housed", "inactive", and "permanently housed" to answer "yes".

☐ Yes ☐ No

QUESTION 9

9.) Does your community's by-name list include a unique identifier for each person to prevent duplication of client records and facilitate coordination between providers?

☐ Yes ☐ No

QUESTION 10

10.) Does your by-name list track the total number of newly identified (not necessarily assessed) people sleeping rough — or formerly sleeping rough and now in temporary accommodation or refuge — every month? This figure represents a portion of your monthly inflow.

☐ Yes ☐ No

QUESTION 11

11.) Does your community's by-name list track people returning to active rough sleeping — or, if formerly sleeping rough, to homelessness in temporary accommodation or refuge — within the past month?

For example, a person was previously designated as "housed" and has begun sleeping rough again or a person was previously designated as "inactive" and is back in contact with your community's homeless system again in the past month. This figure represents a portion of your monthly inflow.

☐ Yes ☐ No

QUESTION 12

Does your community's by-name list track people as they move out of rough sleeping or homelessness in temporary accommodation or refuge status, including:

12A.) Those who move into permanent housing?

☐ Yes ☐ No

12B.) Those who become inactive, per your inactive policy?

☐ Yes ☐ No

Does your by-name list track population-based statuses, including:

13A.) People of Aboriginal and/or Torres Strait Islander descent?

☐ Yes ☐ No

13B.) Current chronic homelessness?

☐ Yes ☐ No

13C.) Veteran status?

☐ Yes ☐ No

13D.) Multiple population-based statuses (e.g. chronic homeless status AND veteran status)?

☐ Yes ☐ No

13E.) Acuity, as measured by a standard assessment tool?

☐ Yes ☐ No

13F.) History with domestic violence?

☐ Yes ☐ No

QUESTION 14

Can your list account for changes in population-based status after someone has already been added to your system, for example:

14A.) People who become chronically homeless after they are added to your By-Name list?

☐ Yes ☐ No

14B.) People who start sleeping rough for the first time, or return to sleeping rough, after already being housed?

☐ Yes ☐ No