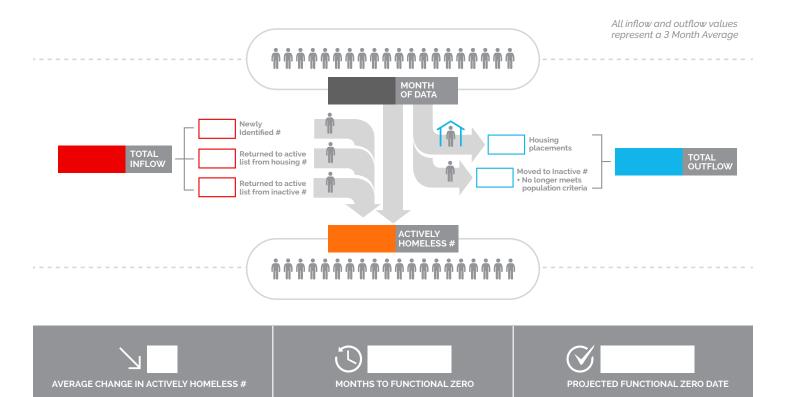# Australia: Single Adults
By-Name List Scorecard

This scorecard will help your community determine whether it has quality data for single adults experiencing homelessness. Once your community does have quality data, you can leverage system-performance data for advocacy/education through visuals such as this one.

All inflow and outflow values represent a 3 Month Average

MONTH OF DATA

TOTAL INFLOW

Newly Identified #

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 homelessness in real time. With this information you can:
- Understand the scope 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 homelessness
- Have accurate information to understand if you are making progress in ending homelessness

The key components of a quality by-name list include: ensuring that your system is touching everyone experiencing homelessness in your community; accurately assessing who is entering your homeless 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 single adults, with specific additional requirements related to tracking certain populations of interest, including veterans, individuals fleeing domestic violence, 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 homelessness in your community with the ultimate goal of ending all homelessness. 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 homelessness. Developing and maintaining a by-name list for all single adults 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.

In addition to ending homelessness for single adults, ending homelessness for youth, families and other groups is essential to ending homelessness in your community. Scorecards to guide and assess progress for building the data management practices and systems coordination to end homelessness for those populations are addressed in separate tools in development by Community Solutions.

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 single adults and target areas for improvement. Read our thoughts below on how to use this tool before proceeding to the assessment questions.

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 homelessness among all single adults. As you seek consensus on the elements of your by-name list, the scorecard should take about 30 minutes to complete.

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 every single adult experiencing homelessness 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.

This scorecard is intended to:

• provide guidance on how to develop a by-name list for all single adults experiencing homelessness in your community
• provide a means to assess whether the data on your by-name list is of sufficient quality to track progress in ending homelessness in your community

When determining which components of the scorecard to address first, you should consider:
1. The current capacity of your system
2. The time/effort involved in implementation of any necessary changes
3. The relative impact each change will have on improving the accuracy and usefulness of your data relative to ending homelessness

Australia: Single Adults
By-Name List Scorecard

PART I: Community Participation & Coverage

This section is focused on ensuring that you are capturing all single adults experiencing homelessness, 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 individuals sleeping rough within your community?*

In other words, is your outreach designed to ensure that all individuals sleeping rough 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 individuals sleeping rough, while minimising duplication between providers? *

Please note that collaboration between providers is encouraged - duplication of efforts occurs when providers are engaging the same individuals 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 individuals to housing? *

☐ Yes ☐ No

QUESTION 2

Answer the questions below to describe the level of participation of homeless service providers in your community in reporting data into the the by-name list, using a common assessment tool. Responses should take into account outreach providers, emergency shelters, transitional housing programs, domestic violence providers, day / drop-in centers, seasonal overflow beds, hotels paid for by a homeless provider, permanent housing providers.

2A.) **Are 90% or more of government-funded housing and homelessness providers which are assisting homeless single adult individuals 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 homeless single adult individuals reporting data into your by-name list?** *

☐ Yes   ☐ No

2C.) **Approximately what percentage of individuals currently experiencing homelessness are served by the providers reporting into your by-name list?** *

In other words, are most of the homeless individuals 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 individuals experiencing homelessness in your community. If this was the case, you could answer "yes" to A and B but would have to answer "no" to C.

☐ 90 to 100%   ☐ Below 90%

QUESTION 3

Is your by-name list prepared to collect data on all single adults currently experiencing homelessness in your community, including:

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

☐ Yes   ☐ No

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

☐ Yes   ☐ No

3C.) **Individuals in short-term emergency shelters, crisis housing, transitional housing, or other supported non-permanent housing** *

☐ Yes   ☐ No

3D.) **Individuals 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.) Individuals fleeing domestic violence *

☐ 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 an individual 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 individuals who have not consented to services and/or assessment at this time? *

In other words, can you include these individuals 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

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 7

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

Other homeless / 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/temporarily housed", "inactive", and "permanently housed" to answer "yes" to this question.

☐ Yes ☐ No

QUESTION 8

8.) Does your community's by-name list include a unique identifier (e.g. Centrelink number) for each individual to prevent duplication of client records and facilitate coordination between providers? *

☐ Yes ☐ No

QUESTION 9

9.) Does your by-name list track the total number of newly identified (not necessarily assessed) individuals experiencing homelessness every month? This figure represents a portion of your monthly inflow. *

☐ Yes ☐ No

QUESTION 10

10.) Does your community's by-name list track individuals returning to active homelessness within the past month? *

For example, an individual was previously designated as "housed" and has become homeless again or an individual 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 11

Does your community's by-name list track individuals as they move out of active homeless status, including:

11A.) Those who move into permanent housing *

☐ Yes ☐ No

11B.) Those who become inactive, per your inactive policy *

☐ Yes ☐ No

QUESTION 12

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

12A.) People of Aboriginal and/or Torres Strait Islander descent *

☐ Yes   ☐ No

12B.) Current chronic homelessness *

☐ Yes   ☐ No

12C.) Veteran status *

☐ Yes   ☐ No

12D.) Age to indicate adult status *

☐ Yes   ☐ No

12E.) Household size to indicate single status *

☐ Yes   ☐ No

12F.) Multiple population-based statuses (e.g. chronic homeless status AND veteran status) *

☐ Yes   ☐ No

12G.) History with rough sleeping to indicate individuals who are sleeping rough *

☐ Yes   ☐ No

12H.) History with domestic violence to indicate individuals experiencing domestic violence *

☐ Yes   ☐ No

QUESTION 13

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

13.) Individuals who become chronically homeless after they are added to your all singles list? *

☐ Yes   ☐ No