Using a By-Name List to End Homelessness

Brenda O’Connell, Continuum of Care Program Coordinator
Yareli Salgado, HMIS System Administrator
About Us

• Work for Lake County Government which is the Collaborative Applicant and HMIS Lead
• Yareli = all things data and HMIS
• Brenda = Leading the CoC
Lake County, IL

- Population of 709,520 (3rd largest IL County)
- Homeownership rate of 73.5%
- Highest median income of any county
- YET
- Poverty rate (8.7%) increased by 55% in the last 20 years
- 21% severely rent-burdened households
- Disparities are stark
Lake County Coalition for the Homeless

- Membership organization of over 25 social service and government agencies
- Eliminating homelessness in Lake County through the provision of leadership in the areas of assessment, advocacy, and community education.
- Allocates approximately $2.5 million in federal and state homeless funds annually.
Assessment at Lovell
Assessment at PADS
Assessment at A Safe Place
Assessment at Lake County Haven

Prioritized, Eligible Households
HOUSING VACANCY

- All known homeless people
- Real-time data
- Multi-agency collaboration
- Common assessment tool
- Match to housing
Quality By-Name List

Full coverage
- All agencies and programs are represented
- List includes people sleeping in shelters and on the streets

Person-level Data
- Each person has an entry that includes their name, history, health and housing needs
- Each person can be followed through the system

Reliability
- Data balances month over month, just like your checkbook

Regular Updates
- List is updated monthly, at a minimum
- As people housing status changes, so do their list entries
Lake County Coordinated Entry to Homeless Crisis Response System

Points of Entry
- Emergency Shelter
- Walk-In
- Street Outreach
- Mainstream Systems

By-Name List
- Triage
- Assess
- Prioritize
- Refer

Housing Interventions
- Permanent Supportive Housing
- Rapid Rehousing
- Subsidized Housing

Homelessness Prevention Providers

Transitional Housing

One Time Financial Assistance

Unsubsidized Housing
Benefits of a By-Name List

- Simple, easy to understand by multiple providers and stakeholders
- Actionable at the client level and the system level
- Comprehensive—includes all shelters and street outreach clients
- Data sharing agreements allow swifter action to house clients
A Look at Lake County’s Data

- Data by population
  - Chronic
  - Veterans
  - Families
  - Youth
  - Adult Singles

- There are 7 data points that make up our By-Name List data equation

- Actively Homeless – Clients Currently on our By-Name List who met the definition of literally homeless upon entry.
Outflow

Housing Placements

High
- Did we try something new?
- New Project?
- Can we replicate?

Low
- New barriers?
- What are agencies seeing?
- Bottlenecks? Gaps?

Moved to Inactive

High
- BNL updated timely?
- Outreach strategies?
- Inactivity policy?

Low
- Outreach? Are we good at finding people?
- Inactive Policy too long?

Does Not Meet Criteria

High
- Data clean?
- Do case managers need more training?

Low
- Case Managers are well trained.
- Kudos
Inflow

**Newly Identified**
- **High**
  - Did the community do a Blitz?
  - Did outreach find new hot spots?
- **Low**
  - What are the bright spots?
  - How can we replicate those?

**Returns from Housed**
- **High**
  - Flood, fire, change in property management company?
  - What agency did they come back from?
- **Low**
  - Is one agency doing better than others?
  - Is there a landlord that we have a strong relationship with?

**Returns from Inactive**
- **High**
  - Better outreach?
  - Solve a bottle neck that makes it easier for clients to re-connect?
- **Low**
  - Same people cycling?
  - How can we support them differently?
67% report homelessness is caused by a relationship that broke down

20% stayed one or more nights in a holding cell, jail or prison

63% received healthcare in an emergency department in the 6 months before they were assessed
Clarify the Purpose of Meetings

- Set an Objective
- Insert Data to facilitate conversation

SERVICE TRIAGE FOR MAINSTREAM VOUCHERS

Call on 10-9-19

MEETING OBJECTIVE: TO CONNECT ALL NON-ELDERLY DISABLED CLIENTS IN PRIORITY 1 & 2 TO SERVICE PROVIDERS, AND TO PROVIDE GUIDANCE AROUND THE MVP PROCESS.

- Potential NEDS Not Matched to Housing: 105
- Priority 1 or 2 Not Matched to Services: 20
- Waiting to be Accepted into Services: 25
- Service Provider on Referral Packet: 16
- PHA Review: WHA = 2, LCHA = 4
- Accepted: LCHA = 6, WHA = 8
- Housed: 2

UPDATES

- Chronic list at 38 with 15 people matched to housing
- GBHI referrals and wait list
- WHA waitlist open
<table>
<thead>
<tr>
<th>Driving Change with Data</th>
</tr>
</thead>
<tbody>
<tr>
<td>Help your team focus on the goal</td>
</tr>
<tr>
<td>• Reduce the Chronic By-Name List to 3 by December 31, 2019</td>
</tr>
<tr>
<td>Where are we in respect to our goal?</td>
</tr>
<tr>
<td>• Number of Chronic as of October 21st = 40</td>
</tr>
<tr>
<td>What is our strategy?</td>
</tr>
<tr>
<td>• House clients faster</td>
</tr>
<tr>
<td>• Increase housing capacity – MVP Vouchers</td>
</tr>
<tr>
<td>How will we know if our strategy is working?</td>
</tr>
<tr>
<td>• Decrease in the average number of days until housed</td>
</tr>
<tr>
<td>• Less people on our Chronic By-Name List</td>
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</tbody>
</table>
Better Data = Better Understanding of What Works

• Able to test new ideas quickly
• Identify what is working and expand its impact
• Stop doing things that are not having the desired result

ACT
Plan the next cycle
Decide whether the change can be implemented

PLAN
Define the objective, questions and predictions. Plan to answer the questions (who? what? where? when?)
Plan data collection to answer the questions

STUDY
Complete the analysis of the data
Compare data to predictions
Summarise what was learned

DO
Carry out the plan
Collect the data
Begin analysis of the data
WE CAN END HOMELESSNESS!

JOIN A MOVEMENT OF COMMUNITIES GETTING MEASURABLE RESULTS.

www.joinbuiltforzero.com
Contact Information

Brenda O’Connell
boconnell@lakecountyil.gov

Yareli Salgado
ysalgado@lakecountyil.gov