

LESSONS FROM
COMMUNITIES THAT HAVE
**ENDED CHRONIC AND
VETERAN HOMELESSNESS**



Who We Are

**COMMUNITY
SOLUTIONS** works toward a lasting end
to homelessness that leaves no one behind

REAL RESULTS.

A data-driven movement is redefining what is possible in ending homelessness.



84

communities are participating in Built for Zero

11

communities have ended veteran or chronic homelessness

112,724

individuals housed by Built For Zero communities since 2015

42

communities have achieved a measurable reduction

69

communities have achieved quality real-time data

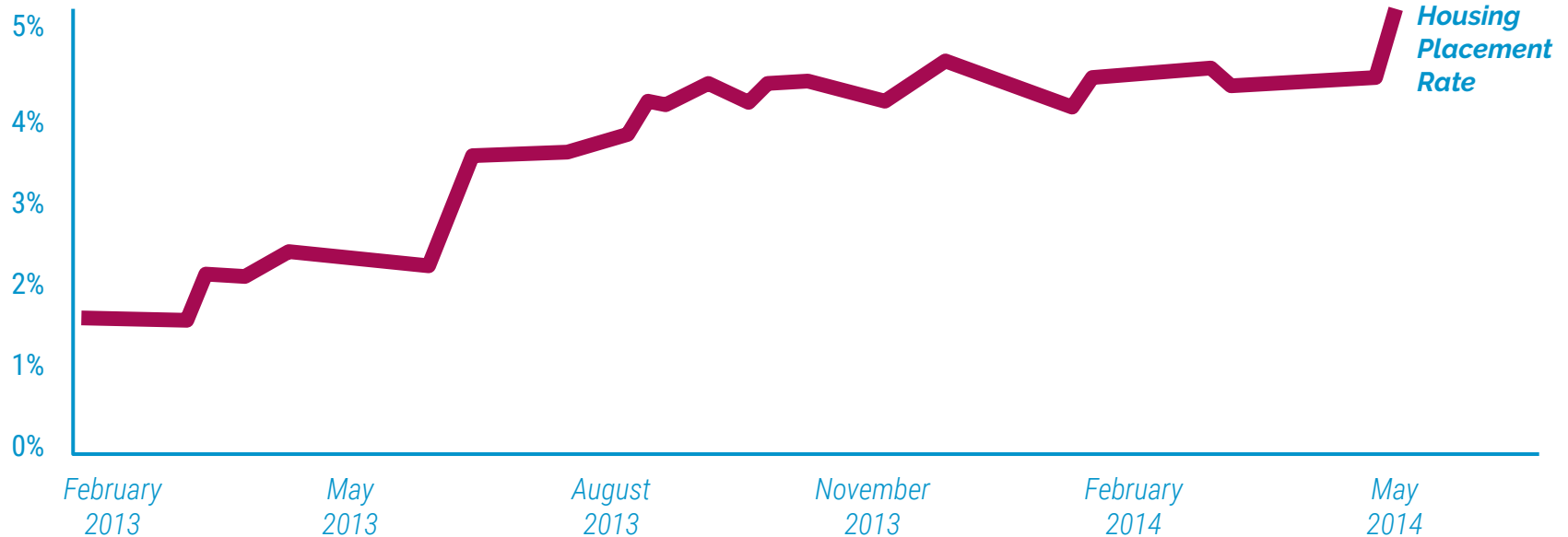


100,000 HOMES

For 100,000 homeless
individuals and families

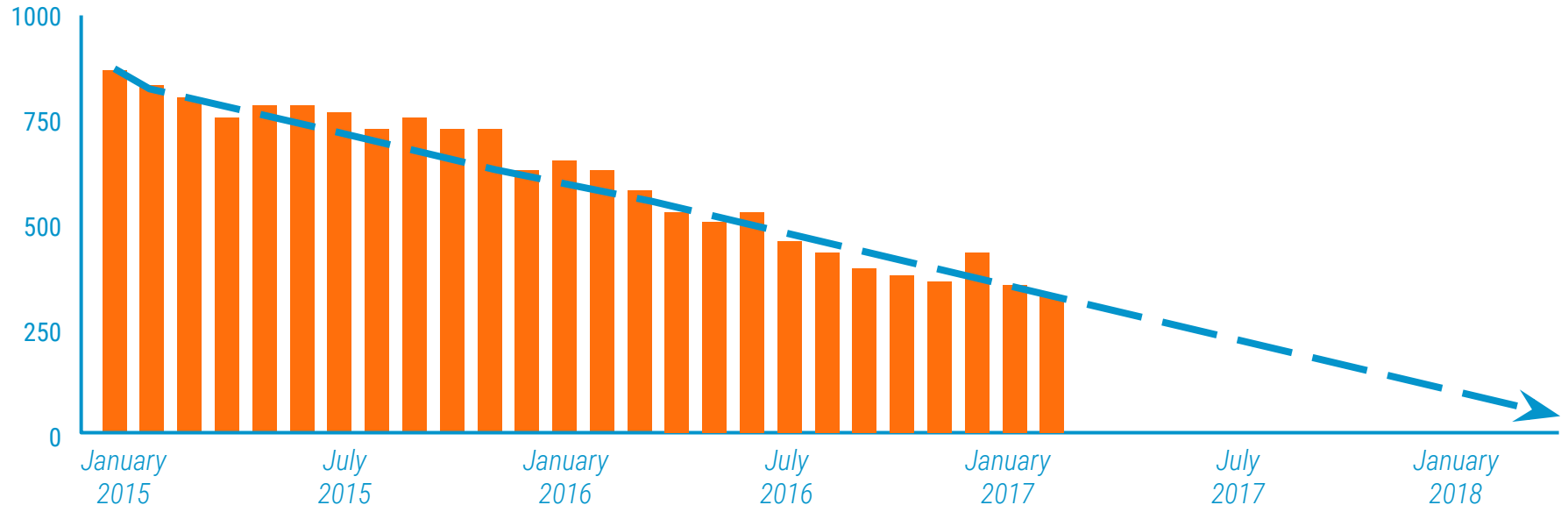
The Key Lesson of 100khomes

The 100,000 Homes Campaign proved that communities could increase their housing placement rates, but this did not automatically reduce homelessness.



The Challenge of Counting Down

Built for Zero is designed to help communities **count down to zero** — a more complex challenge that requires a clearly defined end state for communities to shoot for.



Technical



Complicated



Complex



Built For Zero.

COMMUNITY
SOLUTIONS

Toolkit for Solving Complex Problems



DATA ANALYTICS

*Zoom in on the heart
of the problem*

Chicago: Reductions in Number of Homeless Veterans

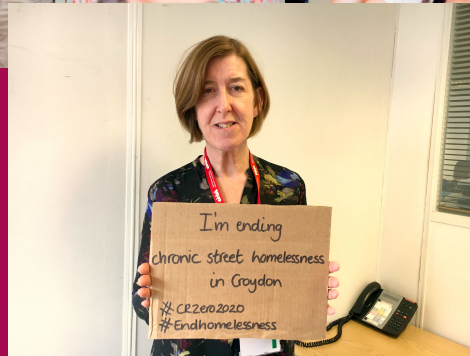
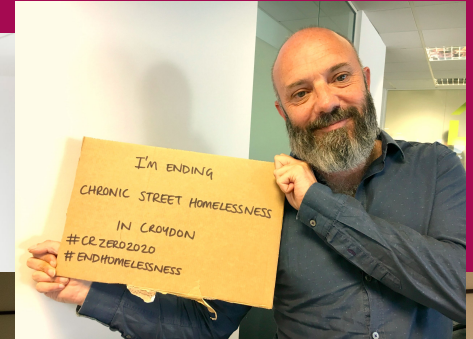


Toolkit for Solving Complex Problems



HUMAN-CENTERED DESIGN

*Engage people
experiencing the
problem to surface
and test ideas*



Toolkit for Solving Complex Problems



QUALITY IMPROVEMENT

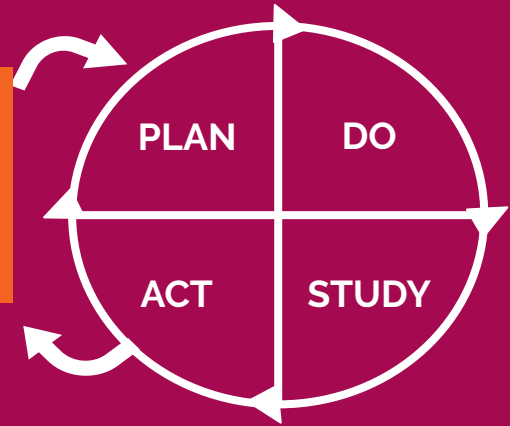
Test and evaluate each idea with objective data to measure progress toward a clear aim

Solving complex problems starts with a **measurable end state and works backward**. Strategies and activity come last and shift repeatedly in service of the aim.

Aim: What are we trying to accomplish?

How will we know a change is an improvement?

What change can we make that will result in improvement?



Toolkit for Solving Complex Problems



FACILITATION

*Create the conditions for
groups to innovate
collaboratively*

The Backbone Organization:

- Guides Vision and Strategy
- Supports Aligned Activities
- Establishes Shared Measurement Practices
- Builds Public Will
- Advances Policy
- Mobilizes Funding





DEFINING A CLEAR END STATE



BY-NAME,
REAL-TIME DATA



DRIVING MEASURABLE
REDUCTIONS

ABRIGO APTS.

**CREATE NEW
HOUSING OPTIONS
IN RESPONSE TO DATA**



Defining a 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's housing status changes, so do their list entries

System Dynamics



 **INFLOW:**
NEWLY
IDENTIFIED

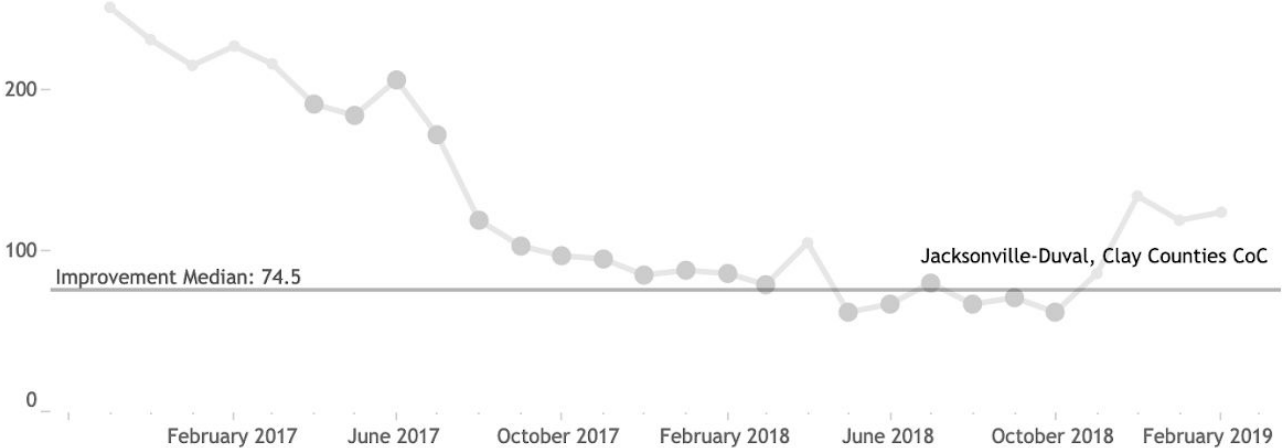
 **INFLOW:**
RETURNED FROM
HOUSING

 **INFLOW:**
RETURNED FROM
INACTIVE

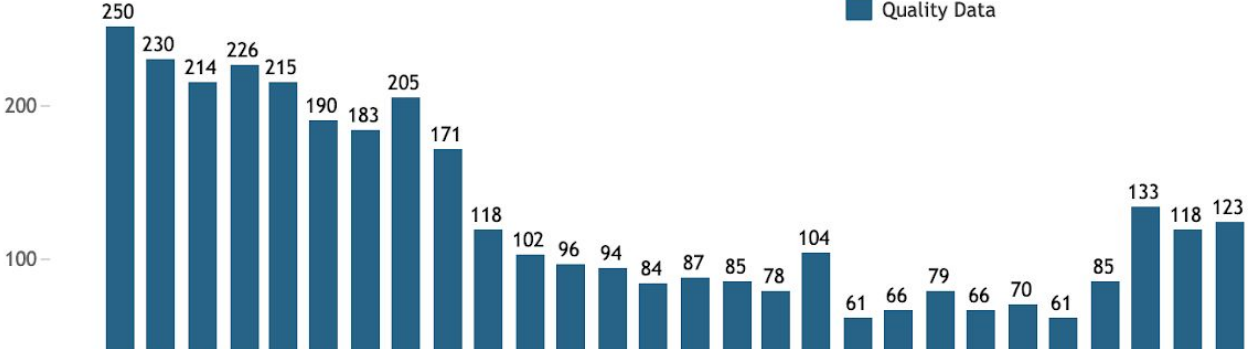
 **OUTFLOW:**
HOUSING
PLACEMENTS

 **OUTFLOW:**
MOVED TO
INACTIVE

Actively Homeless Monthly Veteran data with signal indicators for Shifts



Actively Homeless Population Monthly count for Veteran subpopulation(s)



INSTRUCTIONS

Select your community from the drop-down menu below and use filters to adjust the data. You'll be able to see additional information by hovering over the charts.

NOTE: Numbers reflect self-reported community data (submitted using the form below).

Got questions? Email us at bfzdatasupport@community.solutions

DASHBOARD FILTERS

Select Community

Jacksonville-Duval, Clay Counties CoC

Select Subpopulation

Veteran

Data to Display

Quality Data

Select Time Range

November 2016 February 2019

Understanding Shift Signal

A grey dot will appear when 6 or more consecutive points are below a previous median. Use this signal to identify historical shifts.

Flexible Housing Options



Characteristic	Failing	Failing Forward
Motto	Get it Right the First Time	Experiment, fail (quickly) and improve
World View	Solving problems is like baking bread	Solving problems is like raising a child
Request to Funder	Fund our "solution"	Fund us to figure out a solution over time
Beginning Premise	If we plan enough, we can get it right	We can figure it out over time by testing our idea, tracking our progress and putting in place a process for improvement
Implementation Protocol	Follow the long-range strategic plan or work plan	Long-term goals but short-term planning. Test the idea, iterate/improve as needed, and chart new course if called for
Use of Data	Data is used for judgment - to report on past activities	Data is used for learning - to test ideas, guide activities and inform decisions
When things go wrong...	Hide mistakes and/or blame others	Share mistakes, celebrate them as a lesson learned, refine initial ideas or develop new ideas
Follow-up from mistakes	Increase intensity , continue doing the exact same thing or stop doing it	Next step is dependent on lessons learned