

The Built for Zero Collaborative

Built for Zero is a movement of 75 US communities
working to **end chronic and veteran homelessness.**

COMMUNITY
SOLUTIONS

Built For Zero.
COMMUNITY SOLUTIONS



Community Solutions is the team behind the *100,000 Homes Campaign* and the ongoing *Built for Zero* initiative. The White House, the United Nations and the World Economic Forum have each recognized our fun, user-driven approach to helping communities end homelessness.

BUILT FOR ZERO PARTNERS

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WHAT IS THE COLLABORATIVE?

One year. Five goals.

- Activate your local leadership to build cross-agency momentum
- Take control of your data with an A+ by-name list of all single adults
- Drive monthly reductions in homelessness by improving your CES
- Improve your HUD system performance outcomes
- **End (and sustain an end) to chronic and/or veteran homelessness**

THE RESULTS

Success in Built for Zero communities*

10 COMMUNITIES
ENDED VETERAN
HOMELESSNESS

3 COMMUNITIES
ENDED CHRONIC
HOMELESSNESS

41 COMMUNITIES
HAVE ACHIEVED A
MEASURABLE REDUCTION

69 COMMUNITIES
HAVE ACHIEVED QUALITY REAL-TIME
DATA ON HOMELESSNESS

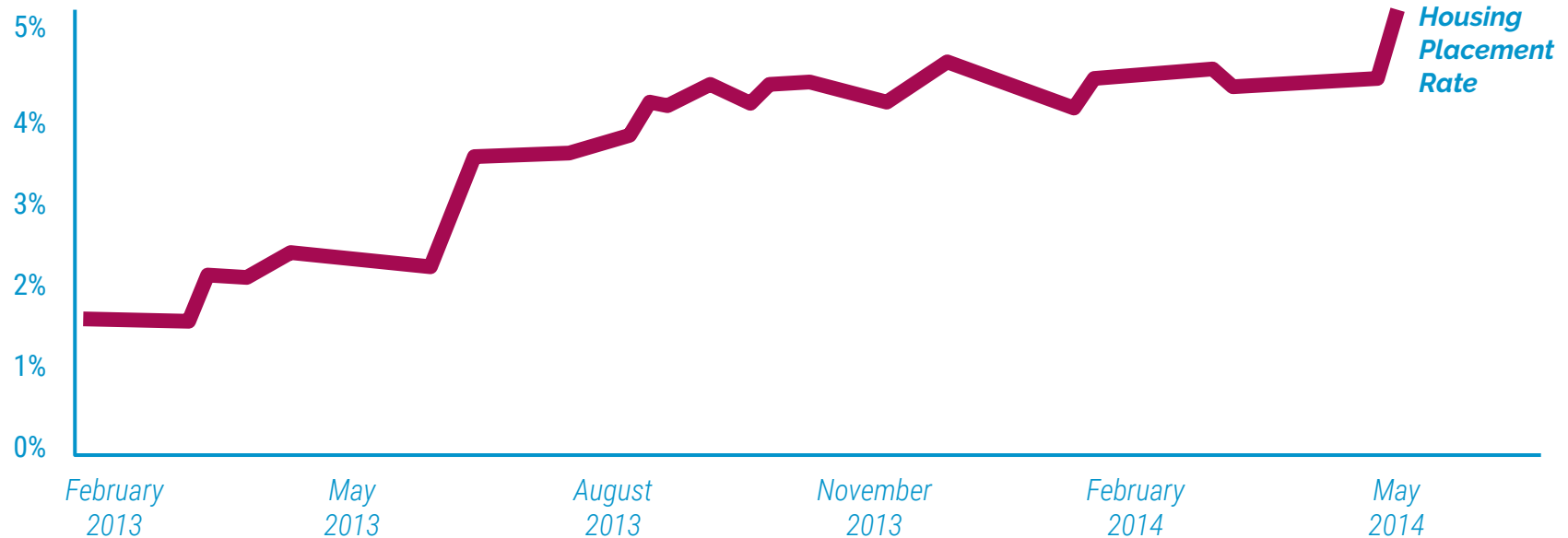
8 FUNCTIONAL ZERO
PROOF POINTS
SUSTAINING GOAL

109,668 TOTAL
PEOPLE
HOUSED

DEFINING A CLEAR **END STATE**

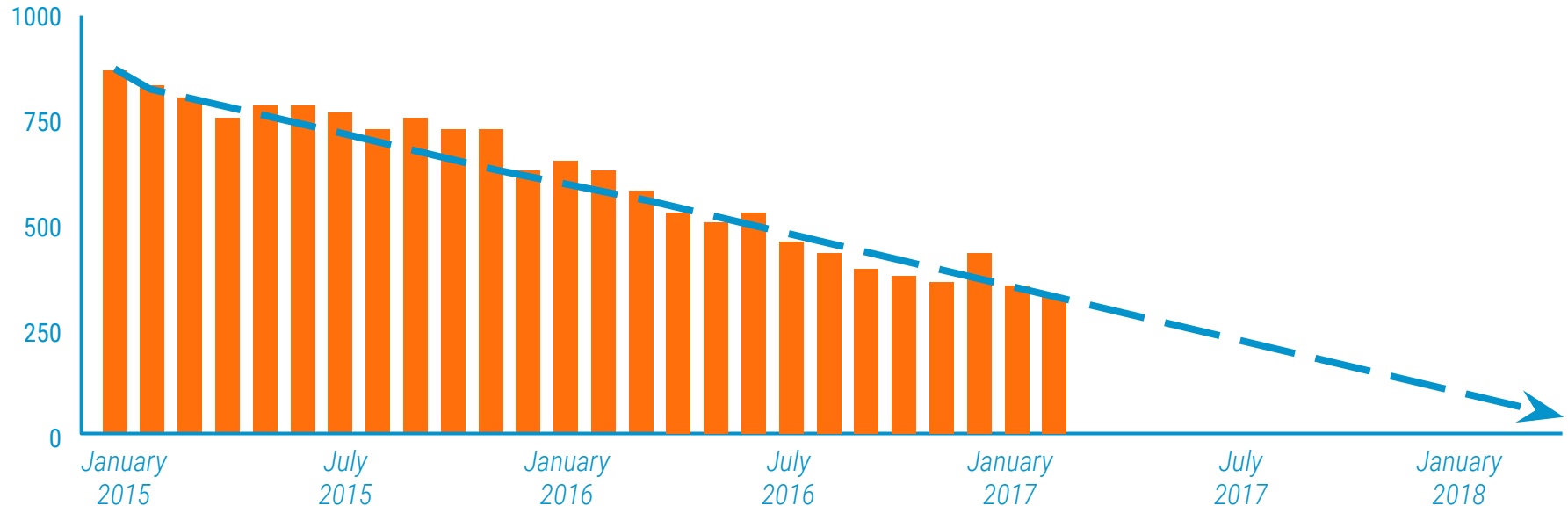
The Key Lesson of 100khomes

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

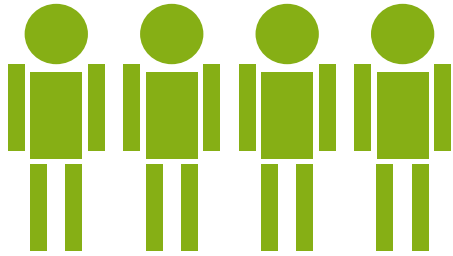


The Challenge of Counting Down

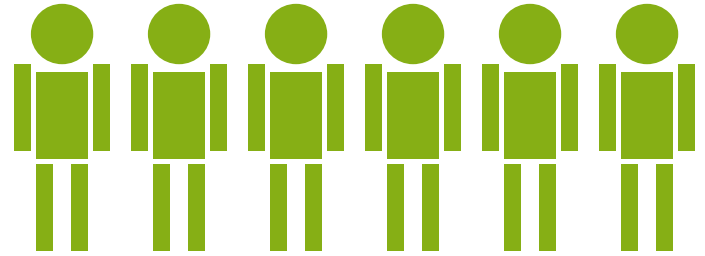
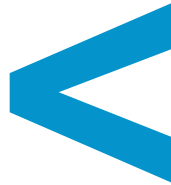
Built for Zero is designed to help communities **count down to zero** — a more complex challenge that requires a clearly defined end state for communities to shoot for.



Functional Zero for Veterans



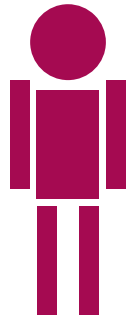
Actively
Homeless Veterans



6-Mth Avg. Housing
Placement Rate

**Built for Zero communities use the Built for Zero standard for ending veteran homelessness, a single measure that provides a higher, more measurable bar than the federal criteria and benchmarks. We eagerly support communities in meeting the criteria and benchmarks on their way to the BfZ standard.*

Functional Zero for Chronic Homelessness



0.1% of all
homeless
individuals

or

3 people*

**Whichever is greater*

A man with a mustache, wearing a dark jacket and a grey and black striped sweater, is sitting and eating from a white food container. Next to him, a woman with glasses and a red coat is sitting and looking at a tablet computer. They are in front of a wall with blue and green square tiles. A green banner with white text is overlaid on the left side of the image.

BY-NAME,
REAL-TIME DATA

Person-Level Data

Name:

Triage Score:

Housing
Recommendation:

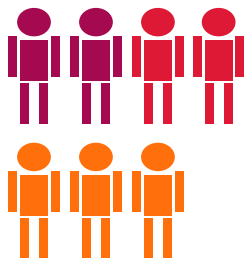
Health history:

Service history:



Seven Key Data Points

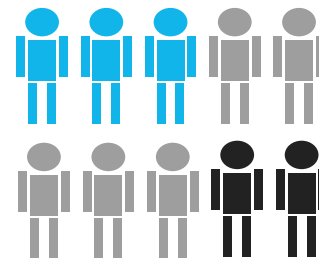
INFLOW



ACTIVELY HOMELESS



OUTFLOW



INFLOW:
NEWLY
IDENTIFIED



INFLOW:
RETURNED
FROM
HOUSING



INFLOW:
RETURNED
FROM
INACTIVE



OUTFLOW:
HOUSING
PLACEMENTS



OUTFLOW:
MOVED TO
INACTIVE



OUTFLOW:
NO LONGER
MEETS POP
CRITERIA

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

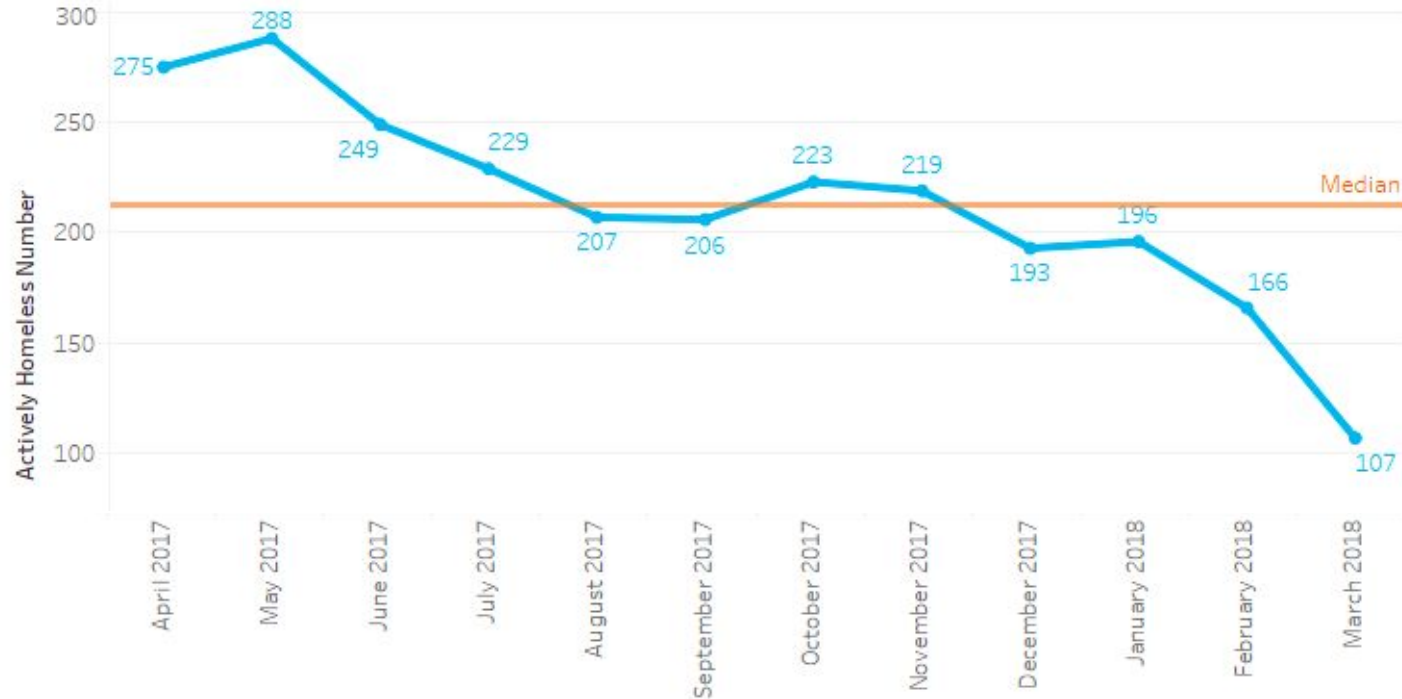
A group of people are seated in a meeting or conference room. They are looking towards the right side of the frame, suggesting they are listening to a speaker. Some individuals are holding papers or notebooks, and one person in the foreground is holding a pen. The background is slightly blurred, focusing attention on the participants. An orange banner is overlaid across the middle of the image, containing the text 'DRIVING MEASURABLE REDUCTIONS' in white, bold, sans-serif font. The word 'REDUCTIONS' is significantly larger and bolder than the words above it.

DRIVING MEASURABLE
REDUCTIONS

The Shift from Program to System

Jacksonville-Duval, Clay Counties CoC

Actively Homeless # for Chronic

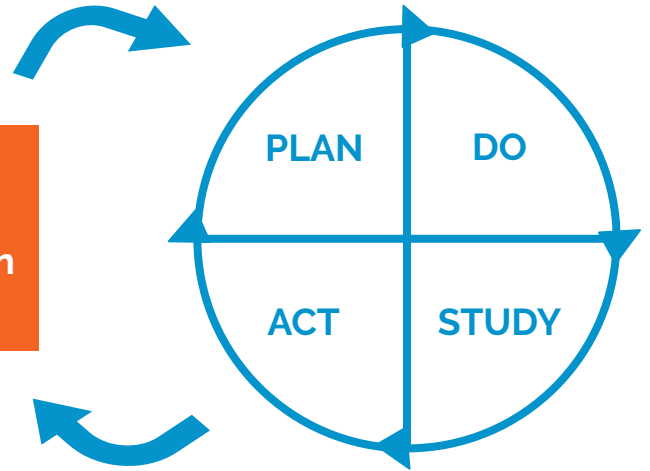


The Shift from Technical Solutions to Iteration

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?



The Model for Improvement was developed by **Associates in Process Improvement** and taught to us by the **Institute for Healthcare Improvement**. Thank you!

TESTIMONIALS



Rockford, IL

- Reached functional zero (veteran & chronic)
- Sustaining functional zero for veterans since December 2015.
- 88% reduction in chronic actively homeless #

"We only conducted outreach when it was the point in time count or if someone called. Everything changed when we started coordinated entry and the Built for Zero initiative. Now we do continual ongoing outreach"

– Angie Walker, Rockford, IL



"Collaboration is critical, absolutely critical"

– Mary Simons, Gulf Coast Region, MS

Gulf Coast, MS

- Sustaining functional zero for veterans since September 2015
- 40% reduction in chronic actively homeless #



"The numbers speak for themselves"

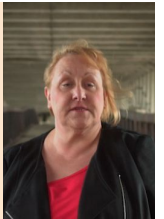
*– Amanda Harris,
Montgomery County, MD*

Montgomery County, MD

- Reached functional zero in December 2015
- 95% reduction in chronic actively homeless #

"We believe we can end homelessness, no matter how hard it gets. We still believe."

– Jennifer Jaeger, Rockford, IL



WHAT TO EXPECT

1 | Progress

Over the course of 12 months, your community will set and reach sustainable stretch goals around ending chronic and/or veteran homelessness. Our trained coaching team will help you move as far along this continuum as possible.



WHAT TO EXPECT

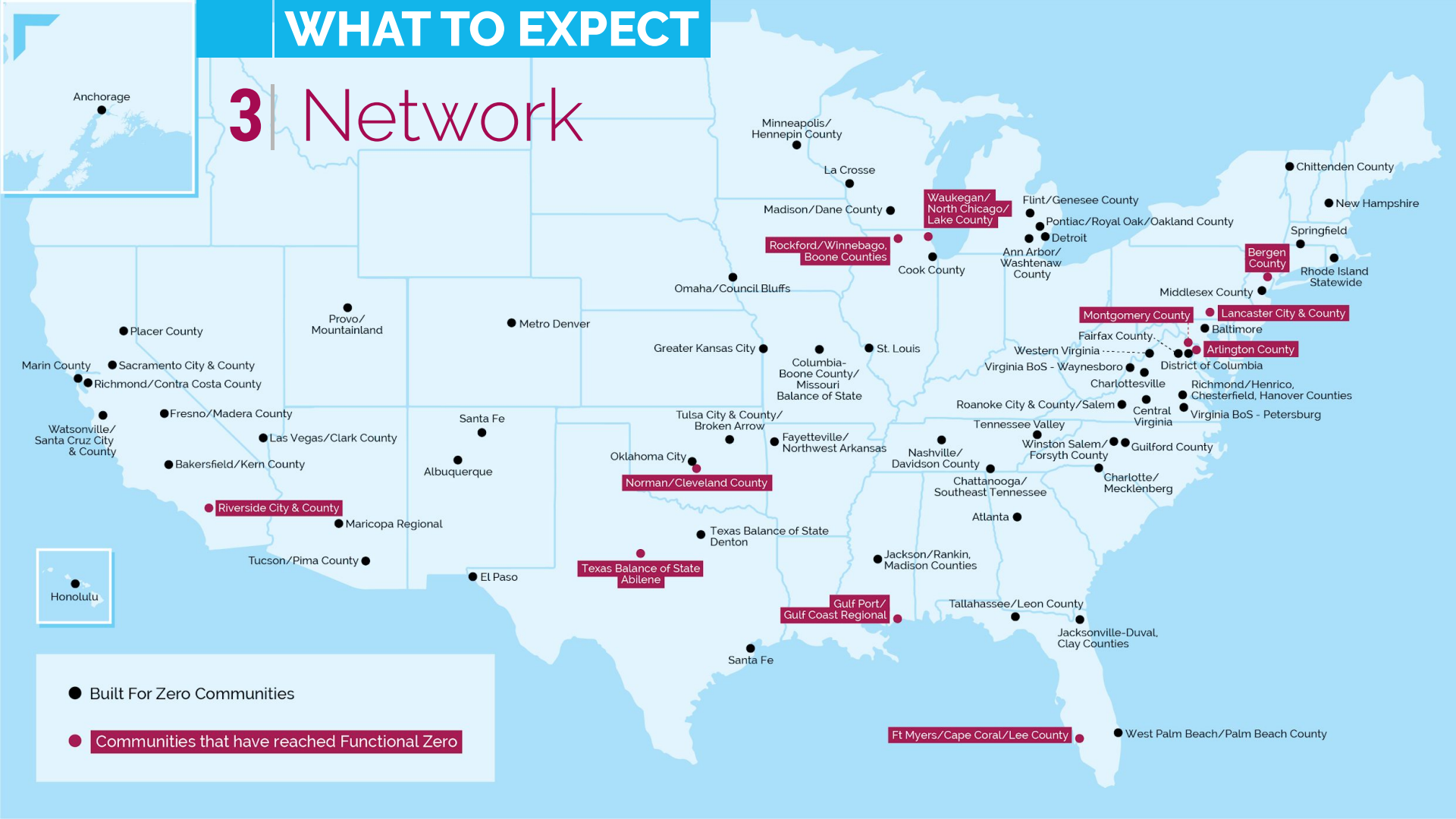
2 | Experience

- Dedicated Improvement Advisor
- X2 In-Person Peer Learning Sessions
- Opportunity for onsite consultation or facilitation to accelerate progress
- 1:1 Virtual Coaching with an assigned coach
- Data coaching and Data Analytics approach
- Training from National Experts on Quality Improvement
- Federal Partner access and support
- Facilitation and Human Centered Design training
- Rapid Cycle Testing Strategies
- Access to a national inventory of strategies known to get results in ending homelessness



WHAT TO EXPECT

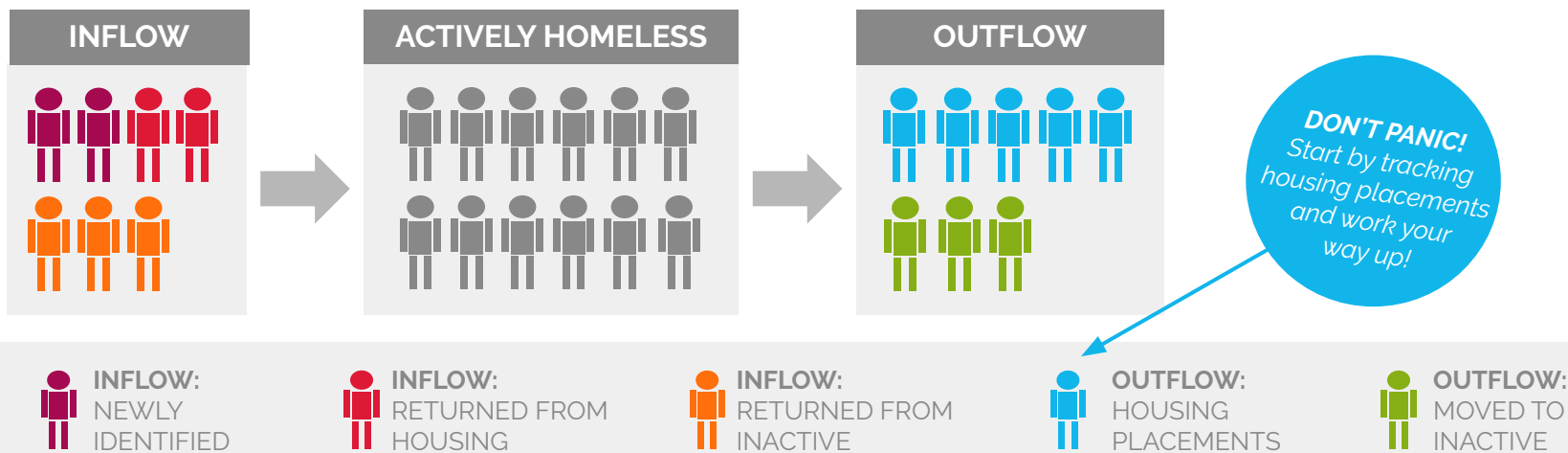
3 | Network



WHAT'S INCLUDED

Data & Performance Management Infrastructure

Your data and performance management infrastructure will help you track and respond to a more dynamic picture of your full system each month!





Thank You!