The Built for Zero Collaborative

Built for Zero is a movement of 85 US communities working to **end chronic and veteran homelessness.**

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 CORE PARTNERS

Quicken Loans®

ballmer GROUP

THE HOME DEPOT® FOUNDATION

+ableau FOUNDATION

KAISER PERMANENTE®

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

42 COMMUNITIES HAVE ACHIEVED A MEASURABLE REDUCTION

73 COMMUNITIES HAVE ACHIEVED QUALITY REAL-TIME DATA ON HOMELESSNESS

9 FUNCTIONAL ZERO PROOF POINTS SUSTAINING GOAL

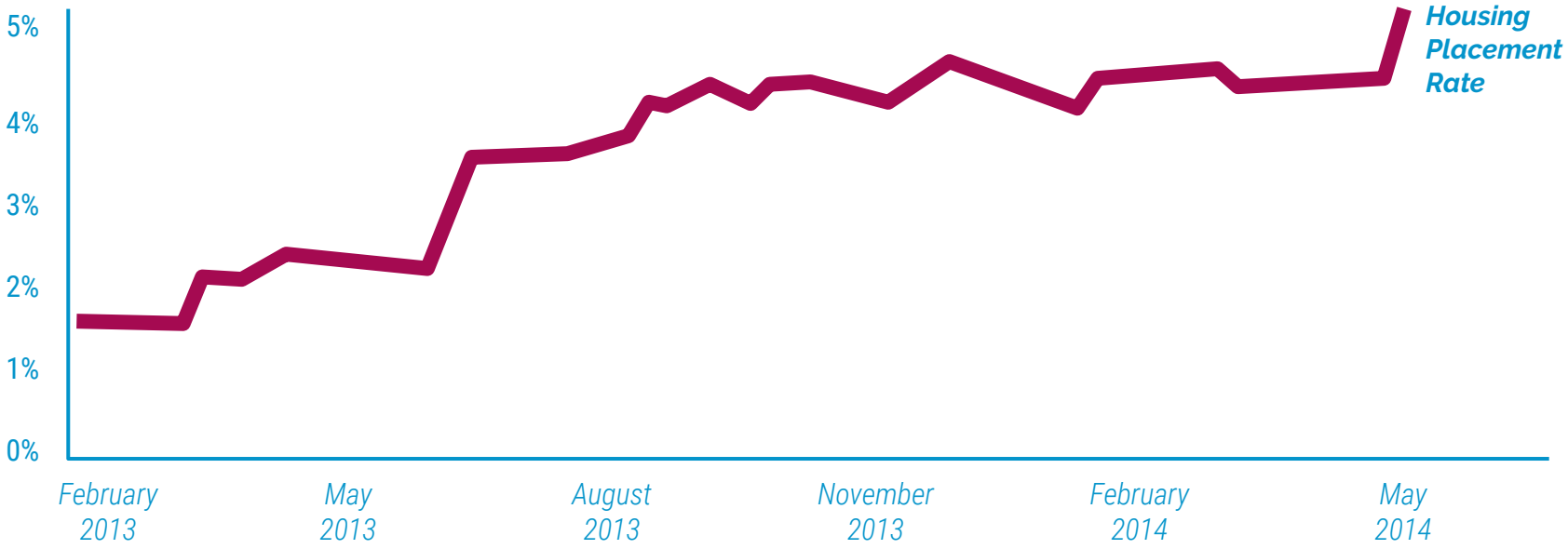
113,645 TOTAL PEOPLE HOUSED

*As of 11/26/2019

DEFINING A CLEAR
END STATE

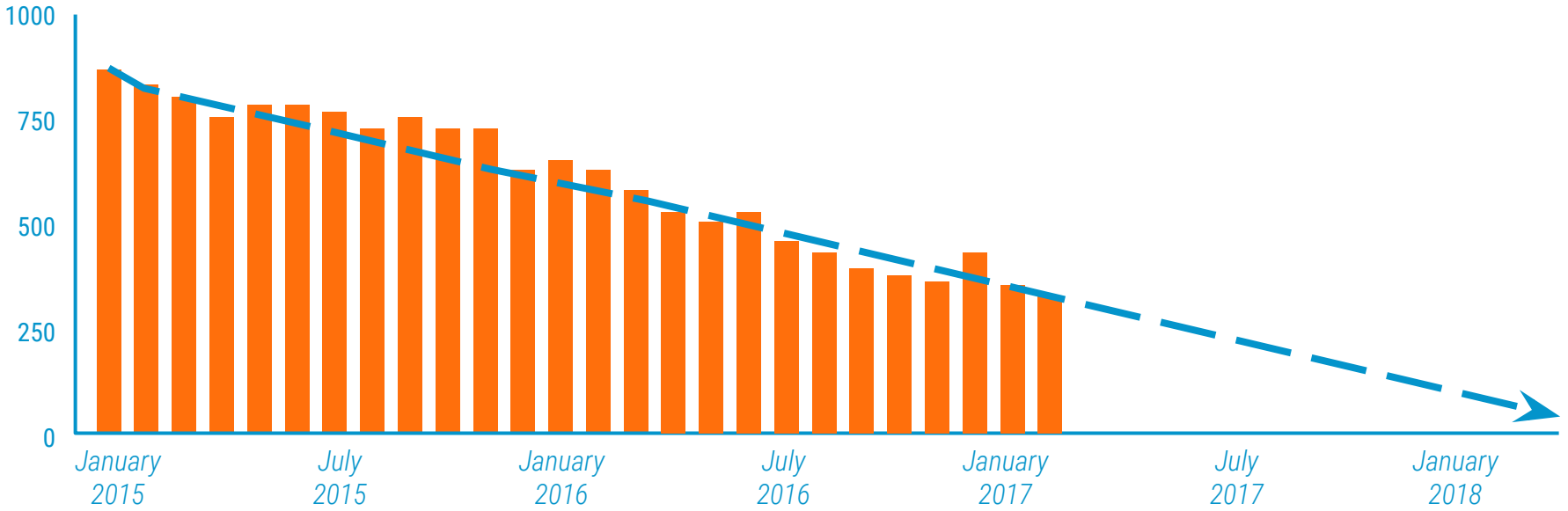
The Key Lesson of 100khomes

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

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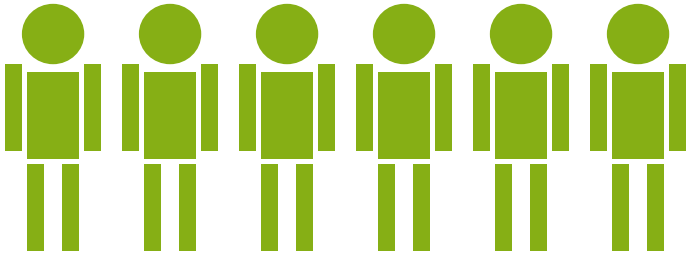


6-Mth Avg. Housing Placement Rate

**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

BY-NAME, **REAL-TIME DATA**

Person-Level Data

Name:

Triage Score:

Housing Recommendation:

Health history:

Service history:

Seven Key Data Points

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

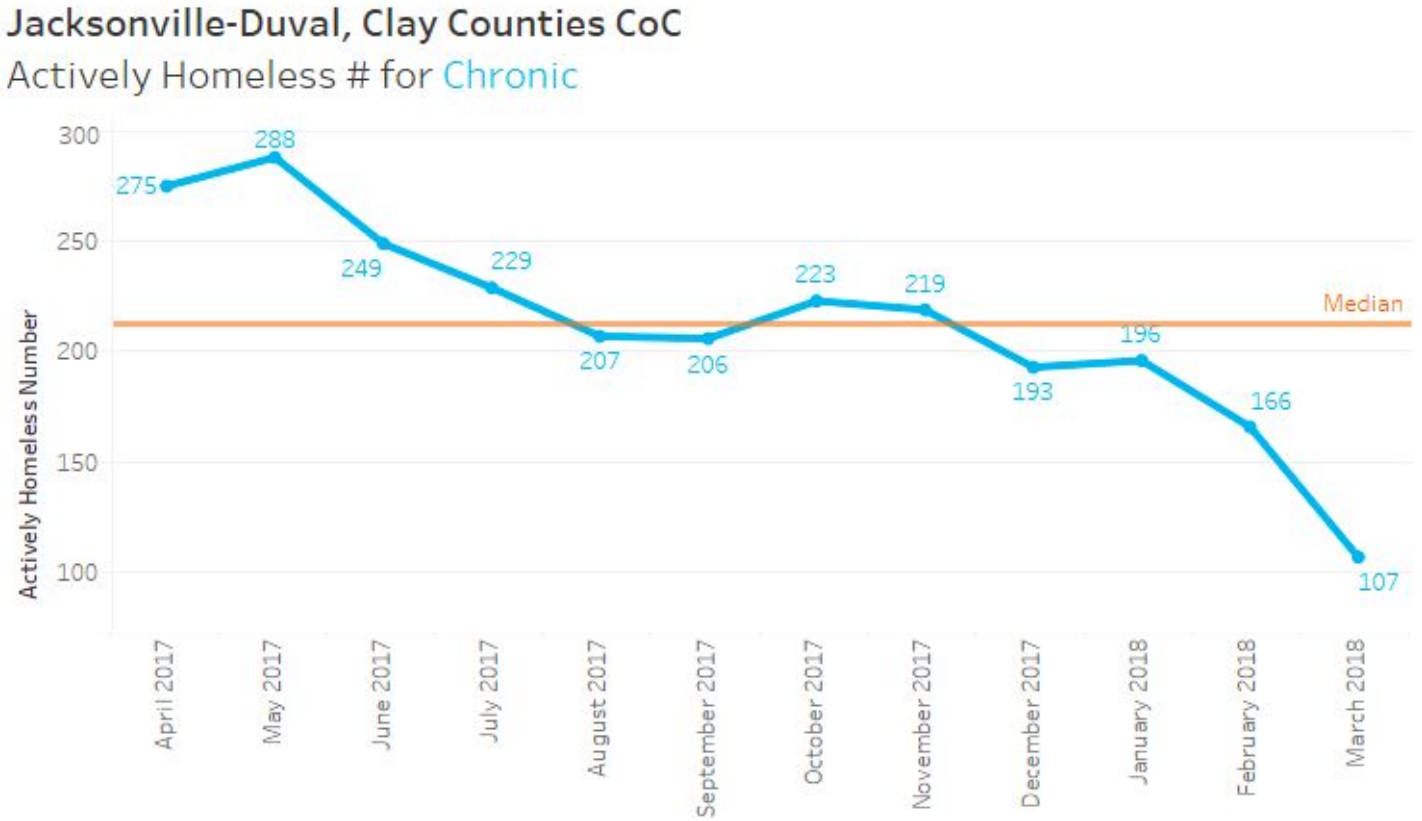
- Data balances month over month, just like your checkbook

REGULAR UPDATES

- List is updated monthly, at a minimum
- As people's housing status changes, so do their list entries

DRIVING MEASURABLE
REDUCTIONS

The Shift from Program to System

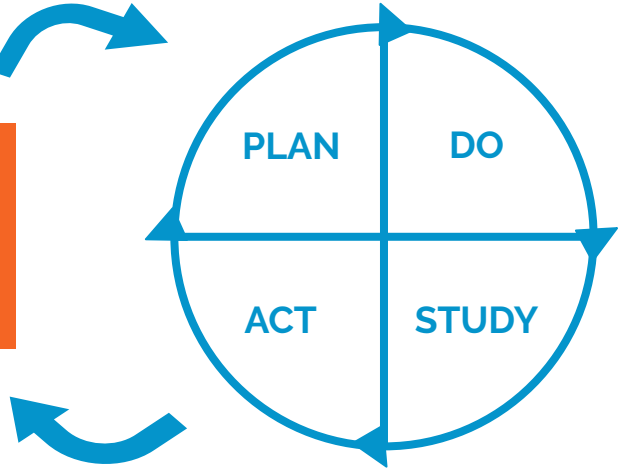


The Shift from Technical Solutions to Iteration

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 #

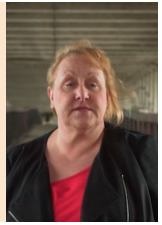
"The numbers speak for themselves"

– 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."

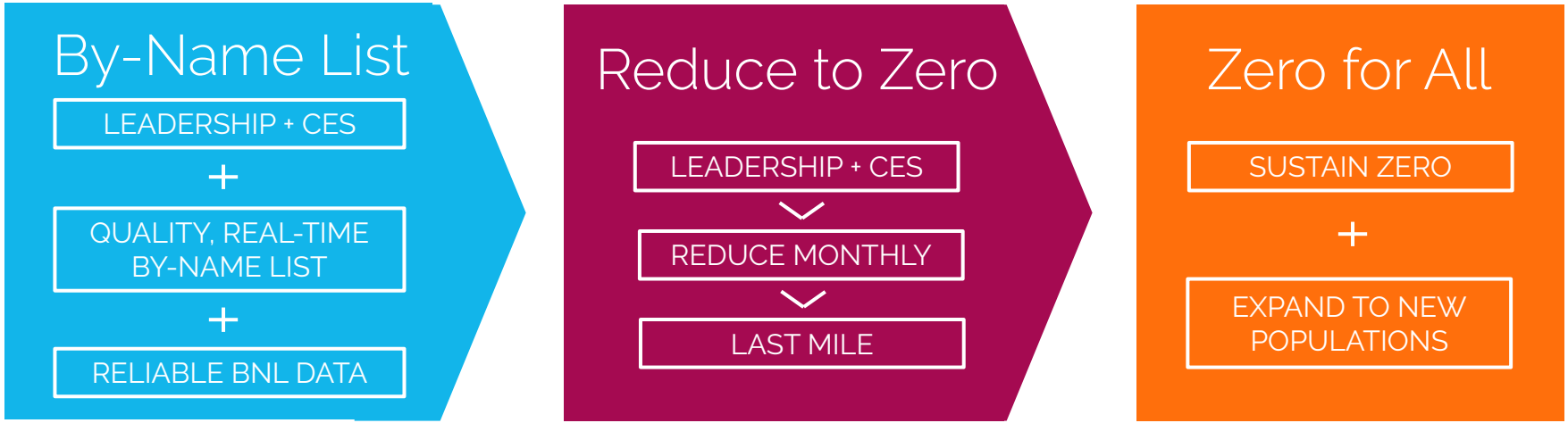
– Jennifer Jaeger, *Rockford, IL*



WHAT TO EXPECT

1 Progress

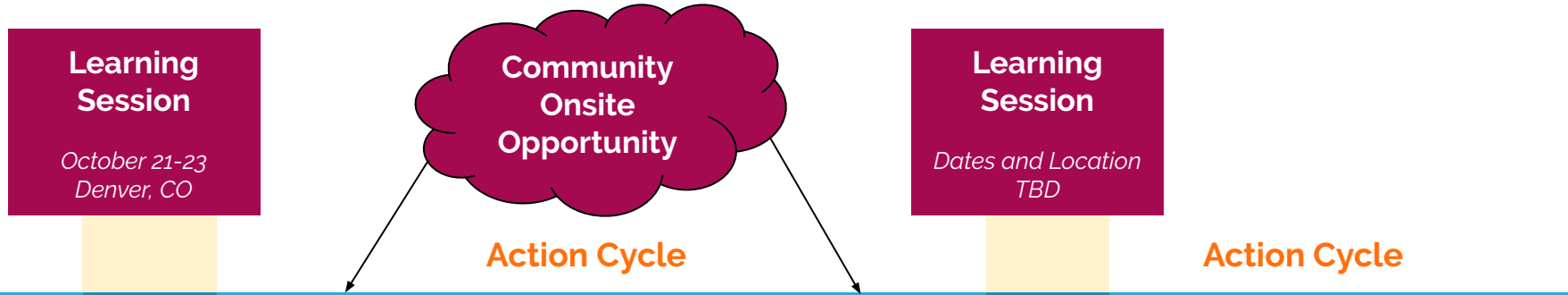
Over the course of 12 months, your community will set and reach sustainable stretch goals around ending chronic and/or veteran homelessness. Our trained coaching team will help you move as far along this continuum as possible.



WHAT TO EXPECT

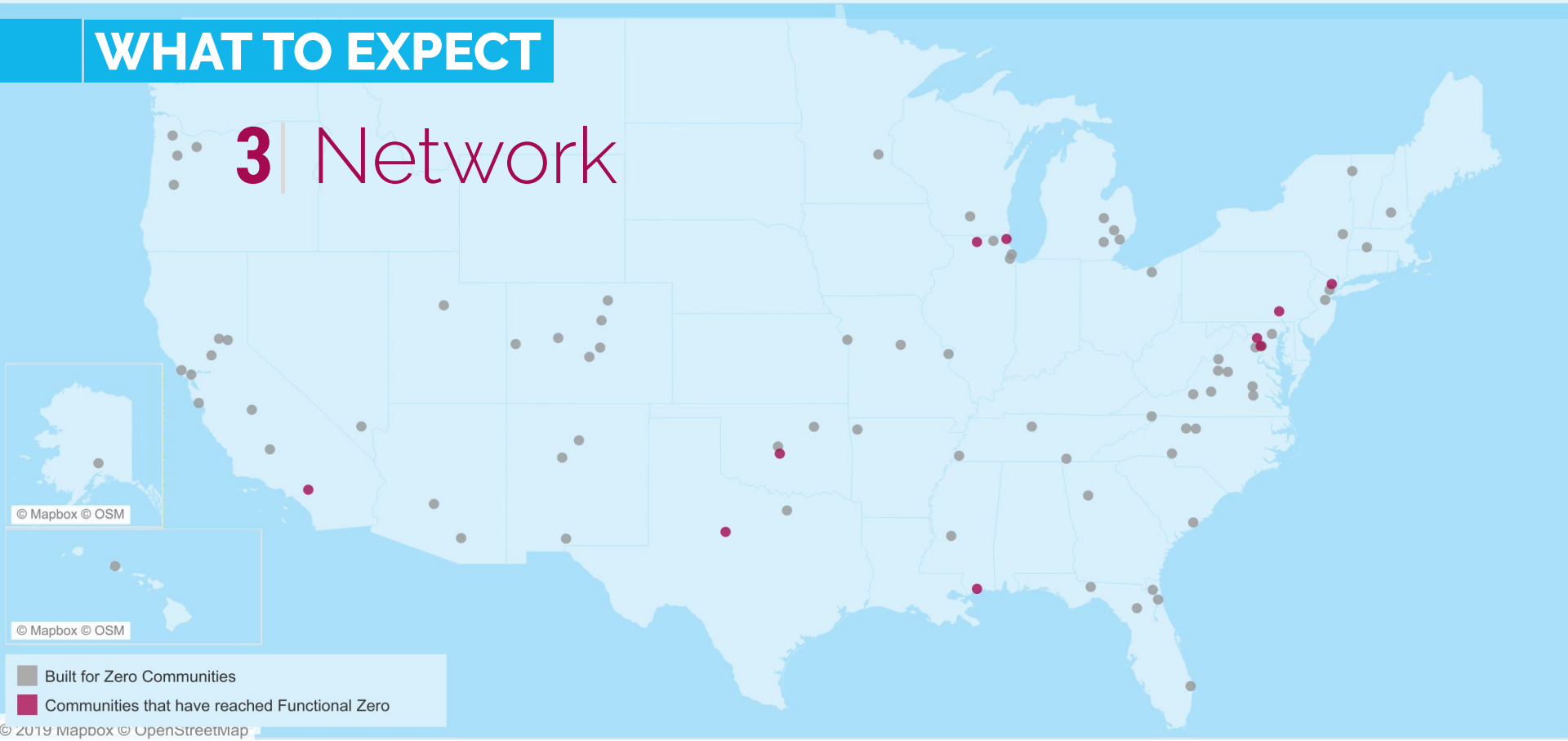
2 Experience

- 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



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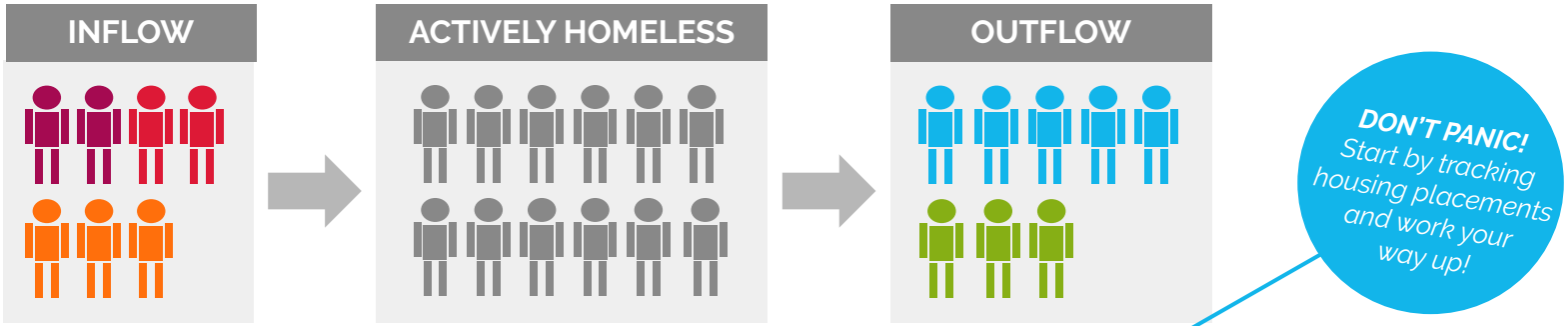
Built for Zero Communities

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!