

Community Solutions Built for Zero
June 26-27 2018 Conference and Training

Community Solutions Built for Zero collaborative supports 70 communities as they move toward achieving *functional zero* and measuring *inflow* and *outflow* of our homeless population.

Definition of *inflow*: Households entering homelessness (newly identified or returning from housing)

Definition of *outflow*: Households exiting homelessness (entering housing or moving to inactive)

Definitions of *functional zero*:

Veteran Homelessness: Inflow is less than outflow or the number of homeless veterans is less than the average monthly housing rate

Chronic Homelessness: Three or less households or less than 0.1% of PIT count number

Other populations: Inflow is less than or equal to outflow or the number of homeless households is less than the average monthly housing rate

The CCHA's participation in the Community Solutions Built for Zero collaborative will enable the following benefits to support our community's goal of making homelessness short and brief:

- One-on-one coaching for team lead(s): Monthly coaching sessions over video conference with assigned CS coach to strategize on next improvement projects, problem-solve challenges and roadblocks, and connect with other communities participating in the collaborative
- Coaching sessions with our action team: Monthly coaching sessions over video conference with assigned CS coach to support development of policies and best practices, improve implantation skills, and honing data measurement systems as we move toward achieving functional zero for Veteran, Chronic, Adult, Family, and Youth Homelessness
- Online data support and technical assistance at any time: Access to virtual tracking tools to help our community track success, identify trends, and report on progress as we move toward achieving functional zero for various populations, beginning with Veteran and Chronic homelessness and scaling for different populations
- Three-month Action Cycles allow for quick implementation and testing of strategies to enable improved systems and data collection to help us achieve our goals.

Main Takeaways from the two-day conference and training:

- ✓ Becoming familiar with consistent definitions of functional zero, inflow and outflow as a means for measurement of outcomes and progress
- ✓ Building accurate and real-time data and using what we learn from analysis to evaluate our success, challenges, and progress.
- ✓ Using the data we collect to identify system improvement projects in the areas of:
 - Facilitation
 - Data Integrity
 - Human-Centered Design
 - Role Clarification
- ✓ Understanding the PDSA model of action; using a concrete action plan to *Plan, Do, Study, Act*. By using PDSA we can quickly identify areas for improvement, brainstorm solutions, implement strategies, study outcomes, and make adjustments to improve our systems
- ✓ Collaboration with other communities is essential to ensure we are using best practices and tested approaches which will enable us to create sound and well-informed systems.