Built For Zero Movement
Can Homelessness Be Solved

Michael Callahan
Director Office of Homelessness
DCA
Michael.Callahan@dca.nj.gov

Eileen O’Donnell
Executive Director
Coming Home Middlesex
eodonnell@cominghomemiddlesex.org

Julia Orlando
Director, Bergen County
Housing, Health, Human Services Center
Orlando@habcnj.org

Richard Uniacke
President
Bridges Outreach, Inc.
runiacke@bridgesoutreach.org
Office of Homelessness Prevention

Building statewide infrastructure for communities to achieve functional zero – FY23.

For: SHA Meeting – BfZ Panel
Prepared by: DIR/OHP/DHCR
Date: 1/30/23
*Sources: DCA/OHP & NJ HMIS
SCALING THE BfZ MODEL: INTERNALLY AND STATEWIDE

OFFICE OF HOMELESSNESS PREVENTION

FROM CoC f0 TARGETED SPRINTS, TO LEVERAGING THE FRAMEWORK TO CHANGE STATE-LEVEL SYSTEMS
FLOW OF INFORMATION IN FUNDING CHAIN
OFFICE OF HOMELESSNESS PREVENTION

CURRENT FUNDING CHAIN (EXISTING PROGRAMS)

Funding Subflow Total: 22–39 days
Flow Total: 37–104 days

REAL TIME INFORMATION – NO DELAY IN PASSING INFORMATION ACROSS THE FUNDING CHAIN

REACH GOAL FOR EOY FY23: <30 days

INFORMATION FLOW
FUNDING FLOW
NJ HOMELESSNESS BIG DATA
Rapid outcomes to housing through visibility and teamwork.

DATA FUSION
By-name (masked) lists and CoC prioritization synced with DCA housing arms for more rapid service.

DATA INTEGRATION
Contact and case management partners in adjacent systems of care (e.g., healthcare, criminal justice) join CoCs and relevant data captured in NJ HMIS for cross-partner visibility.

OHP FUNDING
OHP underwrites data work (to include staffing at the CoC/Regional level) as part of operational portfolio.
DCA/OHP CoC TABLEAU DEPLOYMENT ROADMAP

- **PREPARATION – END Q1 ’23**
  Duration: 1 Month

- **DESIGN AND DEVELOPMENT – Q2 ’23**
  Duration: 2 Months

- **TRAINING AND DEPLOYMENT – LATE Q2 ’23**
  Duration: 1 Month

- **ONGOING SUPPORT & MAINTENANCE**
  Duration: On-going
A LAST WORD...
MY FUNCTIONAL ZERO EXPERIENCE
One Stop Center

90 Shelter Beds / Open 24 Hours

One Stop design with Drop-In Program 365 days a year

Nutritional Program - 3 meals a day *(lunch & dinner for the Community)*

Showers, laundry, storage, mail service, computers, telephones

Wellness Services (Nurse on-site)

“Command Center” Flex Office

Space for Collaborative Partners:

Board of Social Services, Housing Specialist, Legal Services, Mental Health Counseling, Recovery Specialists, Vocational Services, and Case Management Services

Case Management Services
Getting to Zero

“Ending chronic homelessness takes political will, leadership, collaboration, and coordination among multiple state and local programs, to align resources for housing and supportive services.”

* Adapted from USICH 10 Strategies to End Chronic Homelessness
The Journey to Zero Begins
February 27, 2015
“It is the long history of humankind that those who learned to collaborate and improvise most effectively have prevailed.”

- Charles Darwin
Bergen’s Timeline

2012 All Star Participants in the 100K Homes Campaign

February 27, 2015 Began the Journey to Zero as a Vanguard Community

July 28, 2016 Only New Jersey Community participating in Zero 2016 that ended Veteran Homelessness

August 2016 Completed Michelle Obama’s Mayors Challenge to End Veteran Homelessness (First County in New Jersey, 28th in the nation)

February 27, 2017 Reached Functional Zero for Chronic Homelessness (First Community in the Nation to End)

April 2017 Reached Functional Zero for Veterans Homelessness (double zero community)

Sustaining Zero for Veteran & Chronic Homelessness for over 5 years
Confirmation Letter
from USICH on Bergen County Ending Chronic Homelessness

We even got invited to the White House

Congratulatory Letter
from FLOTUS Michelle Obama for achieving the Mayors Challenge and Ending Veteran Homelessness
Benefits of being a Zero Community

- Improvement in our data
- Sense of urgency
- Accountability
- Coaching
- Supportive community that understands the challenges of working with these populations
Learning Sessions/Action Cycles
Four principles guiding BFZ communities' work

How do Built for Zero communities design systems that create a lasting end to homelessness?

- **An integrated, command center team.** Key agencies work together every week toward a shared definition of zero.
- **Community-level measurement.** Data enables communities to rapidly test new ideas and understand if those efforts are working.
- **Comprehensive, real-time, by-name data.** Knowing everyone experiencing homelessness by name, in real time means more tailored solutions for individuals and a clearer picture of the system as a whole.
- **Strategic, data-driven housing investments.** Real-time data allows communities to secure housing resources and target them for the greatest possible reductions in homelessness.

#BuiltforZero
**Improvement Lead:** Visible leader actively driving the system improvement work to reach big goals. They are responsible for equipping team members and delegating responsibilities.

**Data Lead:** Builds and maintains a measurement system to drive progress towards goals. They are responsible for maintaining the data infrastructure that produces data to drive and evaluate results.

**Senior Leader/Sponsor:** Leader(s) accountable for ongoing participation and engagement in Built for Zero. Stays in regular contact with the Team Lead to help set goals, agree on priorities, and line up supports.

**Key Improvers:**
Brings system-specific expertise to system improvement work. Often frontline staff, persons with lived experience, staff from major providers.
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<th>Senior Leader/Sponsor</th>
<th>Private/Public Funding Lead</th>
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The PDSA Cycle, or Plan-Do-Study-Act, is an iterative, four-stage “trial and learning” model used to test new ideas to rapidly discover and implement new strategies for improving a process or carrying out change within a system.
BFZ Challenge

Spring 2019

- MIDDLESEX COUNTY – 8 Week Challenge: Reducing Chronic Homelessness
By June 15, 2019, Middlesex will drive reductions in CH homelessness to reach an actively homeless # of 65.

Accelerate Housing Placements

**DRIVERS**

- Assessments for “non-engaged” individuals
  - Rebecca, Project Lead
  - Stephanie
  - Yvette
  - Albert
  - Nicole

- Multi-agency coordination
  - Pastor Berny, Project Lead
  - Jay
  - Monique
  - Susie
  - Tina
  +PATH (Yvette)

- Secure housing & expedite move-in process
  - Melissa + Christiana, Project Leads
  - Michelle
  - Jason
  - Jamie
By June 15, 2019, Middlesex, NJ will reduce the # individuals experiencing chronic homelessness by 25 getting our actively homeless # to 65. [28% reduction] Extended to July 1

Our 6-Week Aim:

Our Results:

ROCKSTARS!!

We achieved 112% SUCCESS!!
AIM & GOALS – DRIVEN BY STRATEGIES & DATA

AIM: Reduce Total Homelessness by 50% by June 2024

**Goal 1 – Increase Housing Placements**
- Increase affordable housing stock

**Goal 2 – Reduce Chronic Homelessness**
- Strategies:
  - Housing Support Team—New program to increase landlord network and assist individuals identify housing
  - Mainstream Vouchers – 40 vouchers for homeless/Moving On
  - SRAP applications next week
  - **Measurement:** Outflow/Housing Placements

**Goal 3 – Reduce Inflow**
- Strategies:
  - Diversion Training for all community; Diversion → Reduction in Inflow
  - Prevention Coordination w/ CCDOM & CJLS
  - Flex funding for non-housing related needs
  - **Measurement:** Inflow

**Goal 4 – End/Reduce Family Homelessness**
- Strategies:
  - Diversion Training for all community; Diversion → Reduction in Inflow
  - Add case conferencing for families to include DCP&P & MCBSS
  - Flex funding for non-housing related needs
  - **Measurement:** Inflow & Outflow of households with children
Richard Uniacke
President
Bridges Outreach, Inc.
runiacke@bridgesoutreach.org
Contributing to Quality Data

• 2022 PIT
  • NJ – 8,754
  • Essex County – 1,914 (22%) [#2 Union – 677, #3 Hudson – 665]
    • Newark – 1,695 (91%)
    • Unsheltered - 134

• Bridges 2023
  • Drop-in Center – 1,889 people served via Case Management
  • Outreach & Engagement – 1,197 (unduplicated unsheltered)