What can a real time "By Name List" of Perth's rough sleeping population do?

SHANNEN VALLESI, AMANDA STAFFORD, LEAH WATKINS

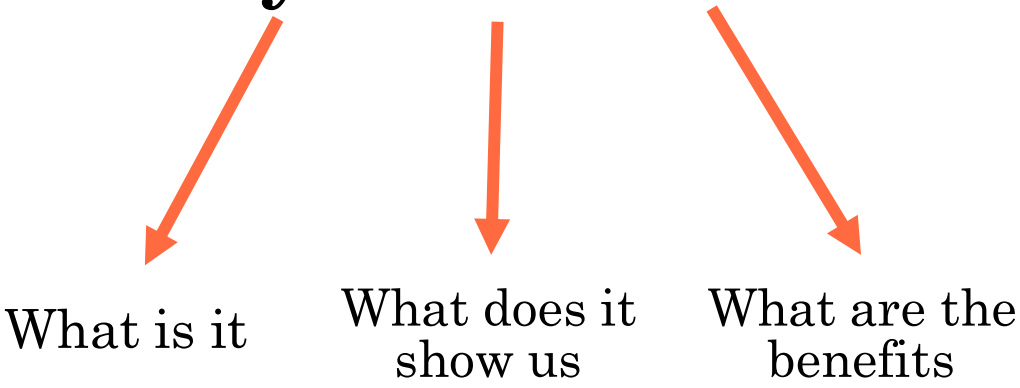
Traci Cascioli, Andy Kazim, Nat Drevet, Dylan Dumbleton, Sharon Gough, Esben Kaas-Sorensen, Lisette Kaleveld, Brad Kelly, Kate Ihanimo, Gayle Mitchell, Chrissie Smith, Sara Zanella and John Berger

PATHWAYS FROM HOMELESSNESS 2020: A DECADE FOR INCLUSION
MARCH 11/12 2020

THE UNIVERSITY OF WESTERN AUSTRALIA

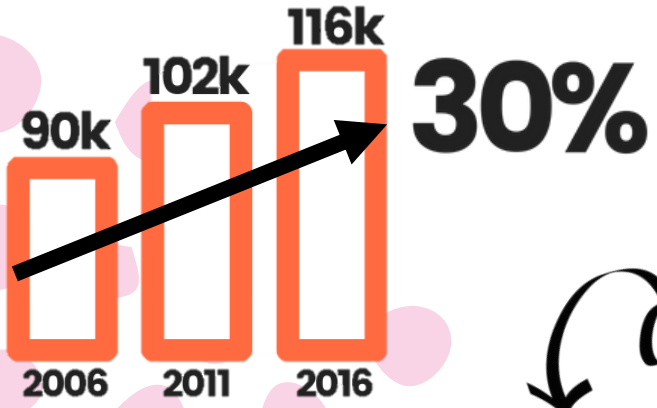
Built For Zero.
COMMUNITY SOLUTIONS

By Name List



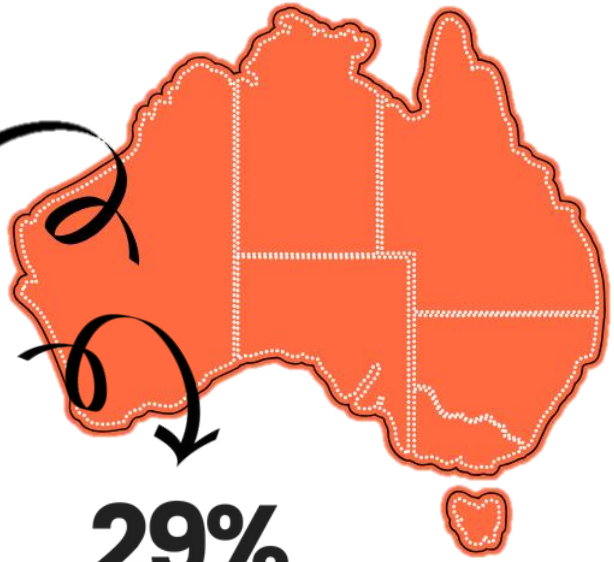
Homelessness in Western Australia

what our current data shows...



1,083
rough sleeping

9,005
experiencing homelessness



29%

2016 Australian Census

Homelessness in Western Australia

but we have issues with the current data…

1) **The data is old:** best available data is from 2016 data (census)
2) **The data is static**: census data and street counts are both Point in Time (PiT) counts → how do we ensure that everyone captured
3) **Other Govt data shows undercounting of census:** Specialist Homelessness Services data for example shows 290k ppl accessing services in Aus 2018-19 (approx. 25k in WA)
4) **Counting up vs. counting down…** To date we have been counting the number of people supported or housed
   - For example: 249 people housed as at end Feb 2020 (Housing First: 50 Lives 50 Homes)

But how do we know if we are getting close to ending chronic rough sleeping in our community?

Built For Zero.
COMMUNITY SOLUTIONS

The By Name List

A tool developed by Community Solutions as part of their *Built for Zero* campaign to quantify rough sleeping and track where people are in the housing system

- Measures inflow / outflow of rough sleeping

Aims to achieve 'functional zero' for rough sleepers using real-time data

- Seek housing and support solutions for individuals and families experiencing rough sleeping by identifying systematic gaps
- Informs service collaboration and development to improve how the system works

Functional zero: A community has ended chronic homelessness when the number of people experiencing chronic homelessness is zero, or if not zero, than either 3 or .1% of the total number of individuals reported in the most recent point-in-time count, whichever is greater.

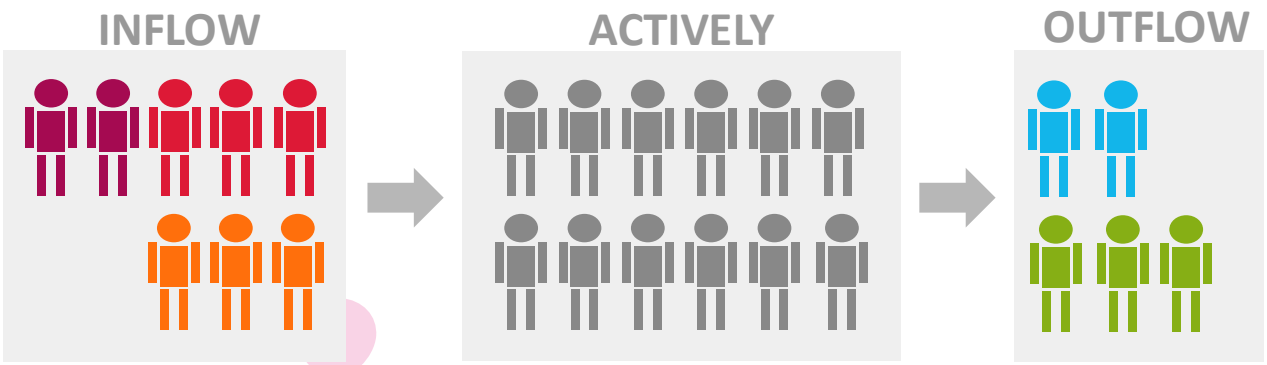
Elements of a Quality By-Name List

1. Documented, coordinated outreach
2. Provider participation and common assessment
3. Able to list all known single adults
4. Inactive policy
5. Tracking without full assessment
6. Policy for data quality and completeness
7. Tracking homeless status
8. Unique identifier
9. Tracking newly identified people
10. Tracking returns to homelessness
11. Tracking outflow
12. Tracking population based statuses
13. Tracking changes after initial entry

Built For Zero.
COMMUNITY SOLUTIONS

Monthly Reporting: Data Points to Track

For Rough Sleepers



INFLOW: NEWLY IDENTIFIED

INFLOW: RETURNED FROM HOUSING

INFLOW: RETURNED FROM INACTIVE

OUTFLOW: HOUSING PLACEMENTS

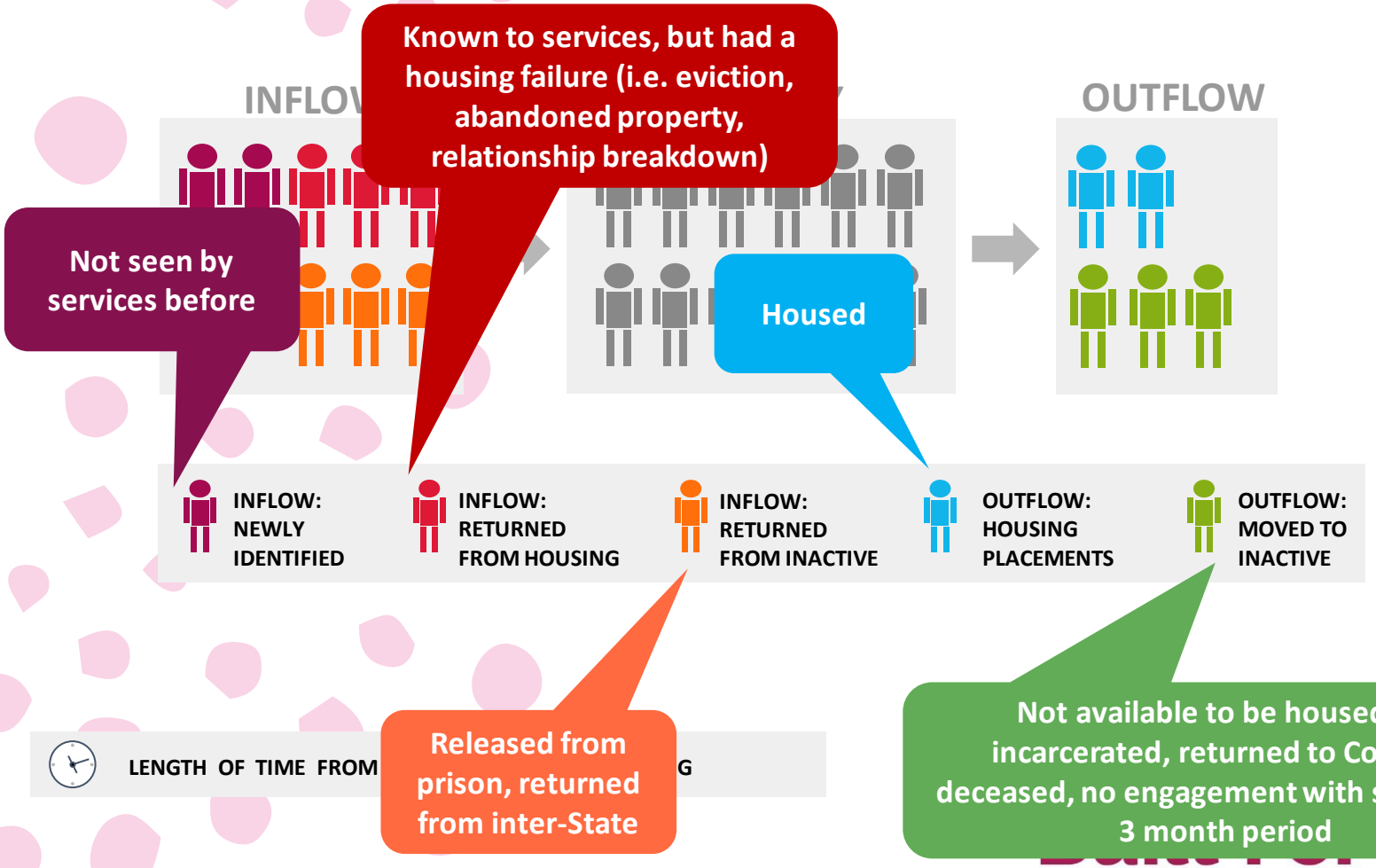
OUTFLOW: MOVED TO INACTIVE

LENGTH OF TIME FROM IDENTIFICATION TO HOUSING

Built For Zero.
COMMUNITY SOLUTIONS

Monthly Reporting: Data Points to Track

For Rough Sleepers



COMMUNITY SOLUTIONS

What will the BNL do for us?

1) **Tell us who our rough sleepers are**

2) **…what their needs are**
   - Have they commenced their housing paperwork
   - Do they need FDV support ..
   - Do they need a 1 bed property..

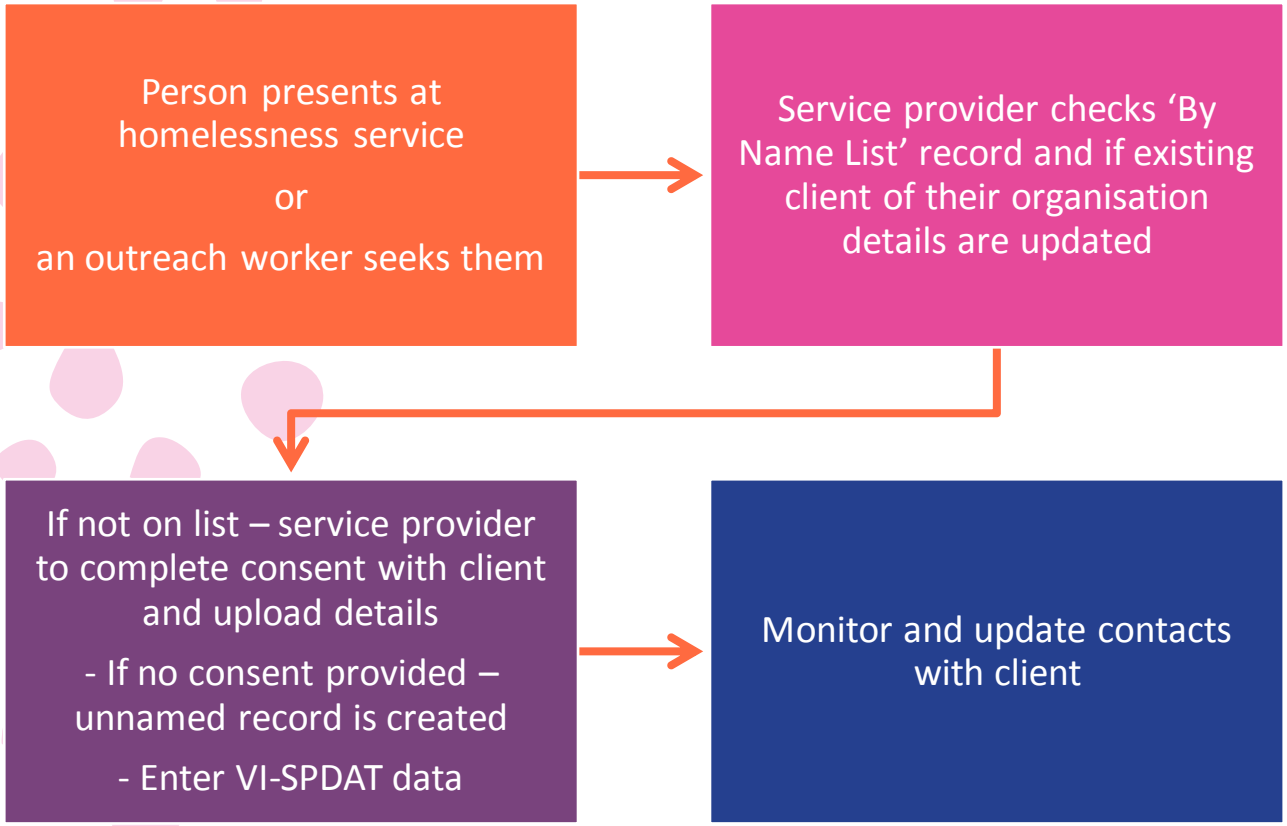
3) **…who is working with each person**
   - case worker / organisation supported by
   - Housing worker

4) **Identify patterns in the data**
   - ++ inflow from prison – may need prison pathway service
   - ++ outflow inactive – may need improved outreach

5) **Allow for joint lobbying for funding** (i.e. we will have solid data to say xx people need xx service)

How are we using this approach in WA?

What is the Process?



	Key Steps	Outcomes
	Commitment: ▪ Shared commitment by organisations to end homelessness in local area ▪ Agreed protocols for consent, information sharing, etc.	= **Outcome** Organisations working together for shared goal of ending homelessness
		excluded
	Survey ▪ Needs of all homeless people mapped ▪ Option to include on list without survey ▪ Informed consent sought, with option for partial consent and exclusions	+ **Outcome** Clear and consistent map of support needs for both individuals and homeless people as a whole
	By name list ▪ Establish list of all homeless people in area ▪ List shared between key agencies ▪ List can show lead agency/worker to ensure person has access to housing and support	+ **Outcome** Reduce duplication and highlights if people are being lost or forgotten to the system
	Update list and map outcomes ▪ All participating services able to update changes in person's housing status ▪ System established to ensure homeless people are not moved to "inactive" without being actively looked for	+ **Outcome** Month by month live data on number of people currently homeless and flow through service system
	Prioritise people for housing ▪ Participating services collaborate to prioritise people for housing ▪ Map housing types, retention rates and exits to homelessness	+ **Outcome** Shift system to best-fit rather than first-come-first-served approach
	Analyse effectiveness of system ▪ Analysis of month by month live data on housing outcomes to show which parts of the system are struggling ▪ Participating services come together to create solutions and prototype new responses	+ **Outcome** Shift system to by prototyping and fine-tuning service models based on local up to date data

Agencies Involved

need 90% coverage of organisations and 90% of people

Anglicare WA

CENTRECARE
"People Making Time for People"

Government of Western Australia
Department of Communities
Housing

Indigo Junction
Open doors - create change

SERVIO
Royal Perth Hospital

RUAH
COMMUNITY SERVICES

St Bart's
We're by your side.

ST. PATRICK'S
COMMUNITY
SUPPORT CENTRE

St Vincent de Paul Society
Frederic's Fellowship

THE SALVATION ARMY

Uniting
Care West

THE UNIVERSITY OF
WESTERN
AUSTRALIA

WA ALLIANCE TO END HOMELESSNESS
Together we can end homelessness

#EndHomelessnessWA

	Key Steps	Outcomes
	Commitment: ▪ Shared commitment by organisations to end homelessness in local area	= **Outcome** Organisations working together
	▪ Informed consent sought, with option for partial consent and exclusions	support needs for both individuals and homeless people as a whole
	By name list ▪ Establish list of all homeless people in area ▪ List shared between key agencies ▪ List can show lead agency/worker to ensure person has access to housing and support	+ **Outcome** Reduce duplication and highlights if people are being lost or forgotten to the system
	Update list and map outcomes ▪ All participating services able to update changes in person's housing status ▪ System established to ensure homeless people are not moved to "inactive" without being actively looked for	+ **Outcome** Month by month live data on number of people currently homeless and flow through service system
	Prioritise people for housing ▪ Participating services collaborate to prioritise people for housing ▪ Map housing types, retention rates and exits to homelessness	+ **Outcome** Shift system to best-fit rather than first-come-first-served approach
	Analyse effectiveness of system ▪ Analysis of month by month live data on housing outcomes to show which parts of the system are struggling ▪ Participating services come together to create solutions and prototype new responses	+ **Outcome** Shift system to by prototyping and fine-tuning service models based on local up to date data

Coordinate outreach:

- Outreach services work together to map and ensure coverage of the target area
- Involve other groups like rangers, soup runs and day centres to identify people

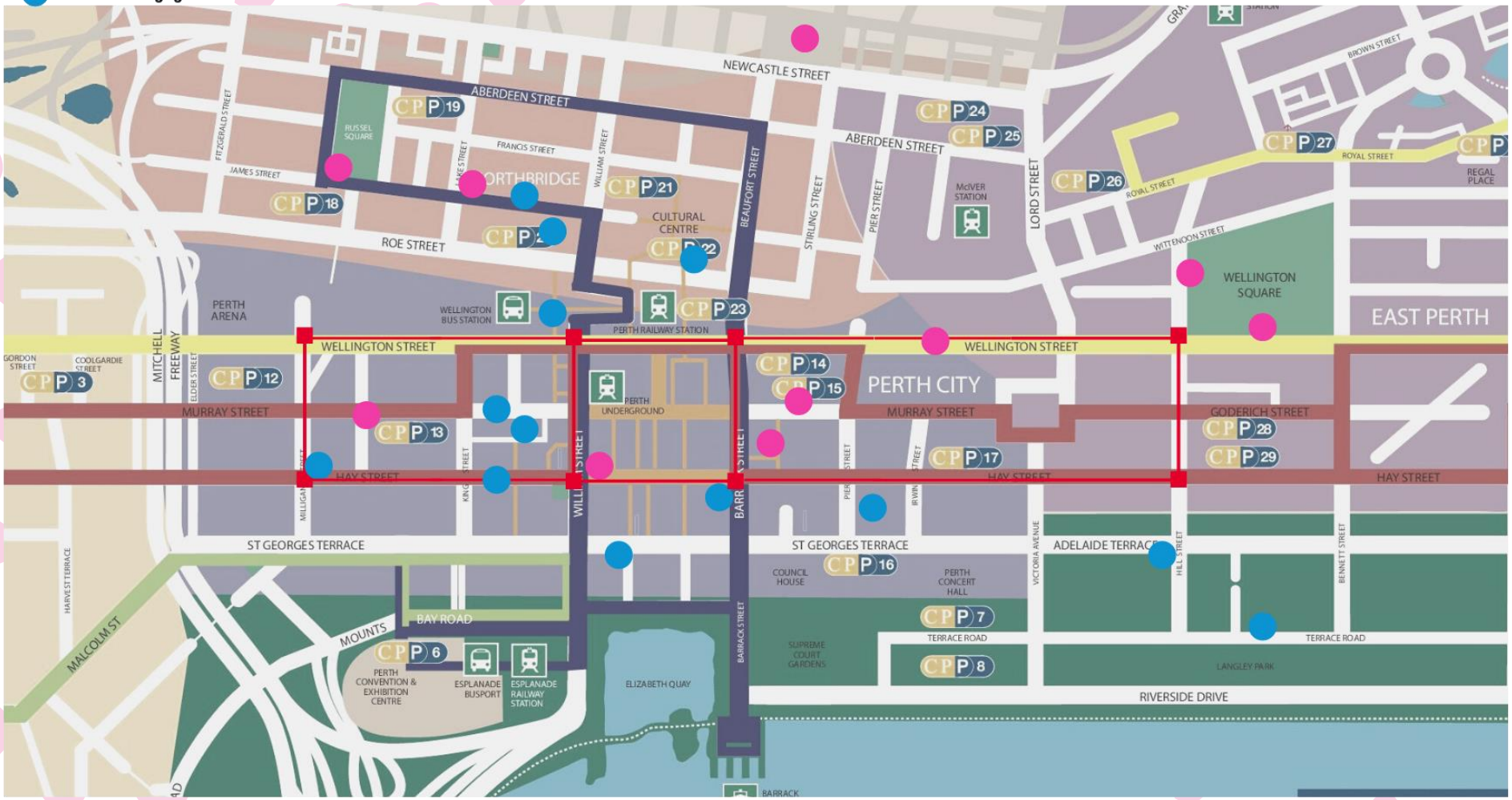
+

Outcome

We know by name everyone who is homeless, so people don't get forgotten about or excluded

Outreach

- Hotspots
- Under 10 engagements



	Key Steps	Outcomes
	Commitment: ▪ Shared commitment by organisations to end homelessness in local area ▪ Agreed protocols for consent, information sharing, etc.	= **Outcome** Organisations working together for shared goal of ending homelessness
	Coordinate outreach: ▪ Outreach services work together to map and ensure coverage of the target area	+ **Outcome** We know by name everyone
	▪ List shared between key agencies ▪ List can show lead agency/worker to ensure person has access to housing and support	highlights if people are being lost or forgotten to the system
	Update list and map outcomes ▪ All participating services able to update changes in person's housing status ▪ System established to ensure homeless people are not moved to "inactive" without being actively looked for	+ **Outcome** Month by month live data on number of people currently homeless and flow through service system
	Prioritise people for housing ▪ Participating services collaborate to prioritise people for housing ▪ Map housing types, retention rates and exits to homelessness	+ **Outcome** Shift system to best-fit rather than first-come-first-served approach
	Analyse effectiveness of system ▪ Analysis of month by month live data on housing outcomes to show which parts of the system are struggling ▪ Participating services come together to create solutions and prototype new responses	+ **Outcome** Shift system to by prototyping and fine-tuning service models based on local up to date data

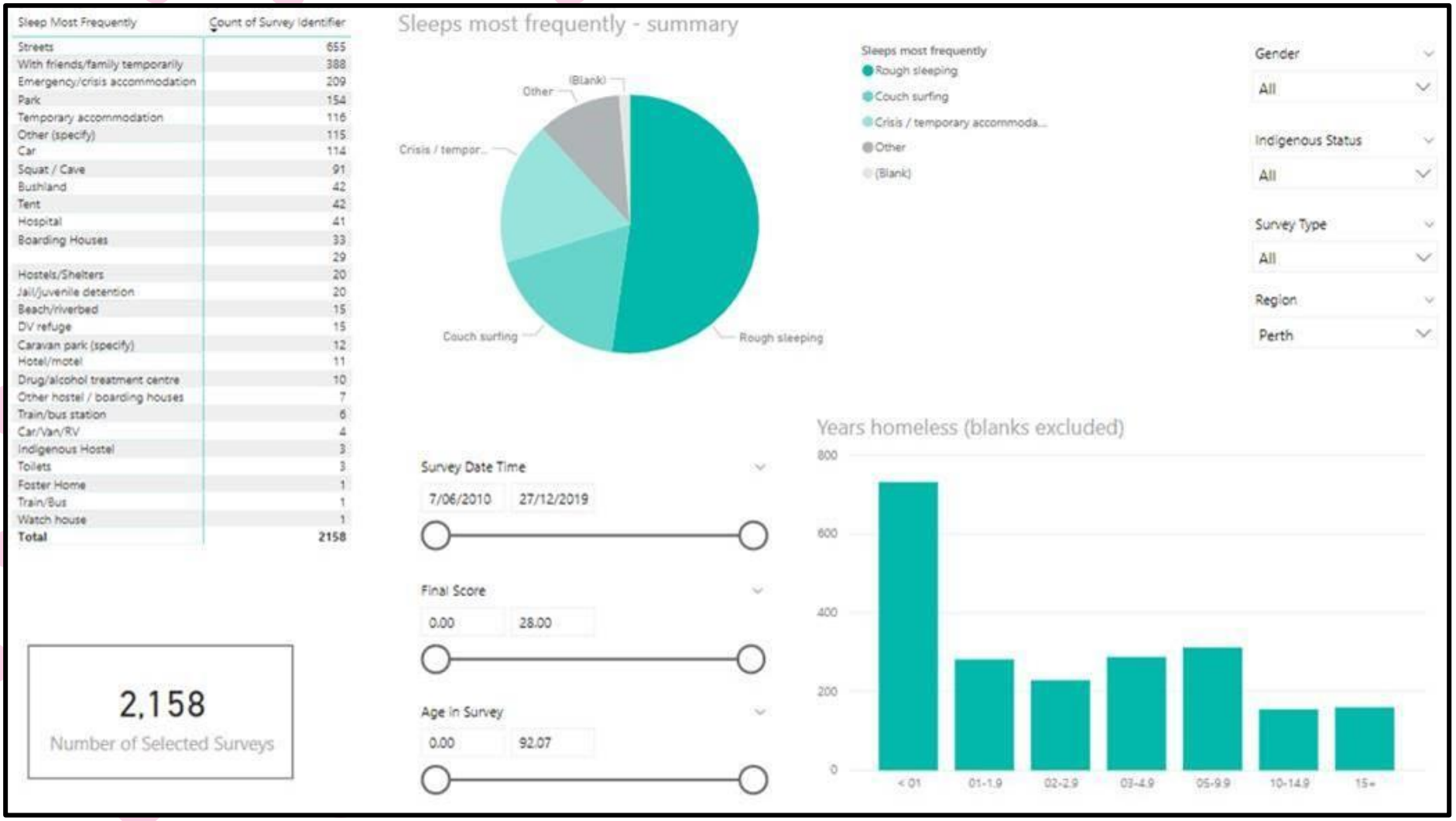
Survey

- Needs of all homeless people mapped
- Option to include on list without survey
- Informed consent sought, with option for partial consent and exclusions

+

Outcome

Clear and consistent map of support needs for both individuals and homeless people as a whole



What our real (and de-identified) looks like!

- the number of surveys we have collected over time
- people's homeless status

	Key Steps	Outcomes
	Commitment: ▪ Shared commitment by organisations to end homelessness in local area ▪ Agreed protocols for consent, information sharing, etc.	= **Outcome** Organisations working together for shared goal of ending homelessness
	Coordinate outreach: ▪ Outreach services work together to map and ensure coverage of the target area ▪ Involve other groups like rangers, soup runs and day centres to identify people	+ **Outcome** We know by name everyone who is homeless, so people don't get forgotten about or excluded
	Survey ▪ Needs of all homeless people mapped ▪ Option to include on list without survey ▪ Informed consent sought, with option for partial	+ **Outcome** Clear and consistent map of support needs for both
	▪ in person's housing status ▪ System established to ensure homeless people are not moved to "inactive" without being actively looked for	Month by month live data on number of people currently homeless and flow through service system
	Prioritise people for housing ▪ Participating services collaborate to prioritise people for housing ▪ Map housing types, retention rates and exits to homelessness	+ **Outcome** Shift system to best-fit rather than first-come-first-served approach
	Analyse effectiveness of system ▪ Analysis of month by month live data on housing outcomes to show which parts of the system are struggling ▪ Participating services come together to create solutions and prototype new responses	+ **Outcome** Shift system to by prototyping and fine-tuning service models based on local up to date data

By name list

- Establish list of all homeless people in area
- List shared between key agencies
- List can show lead agency/worker to ensure person has access to housing and support

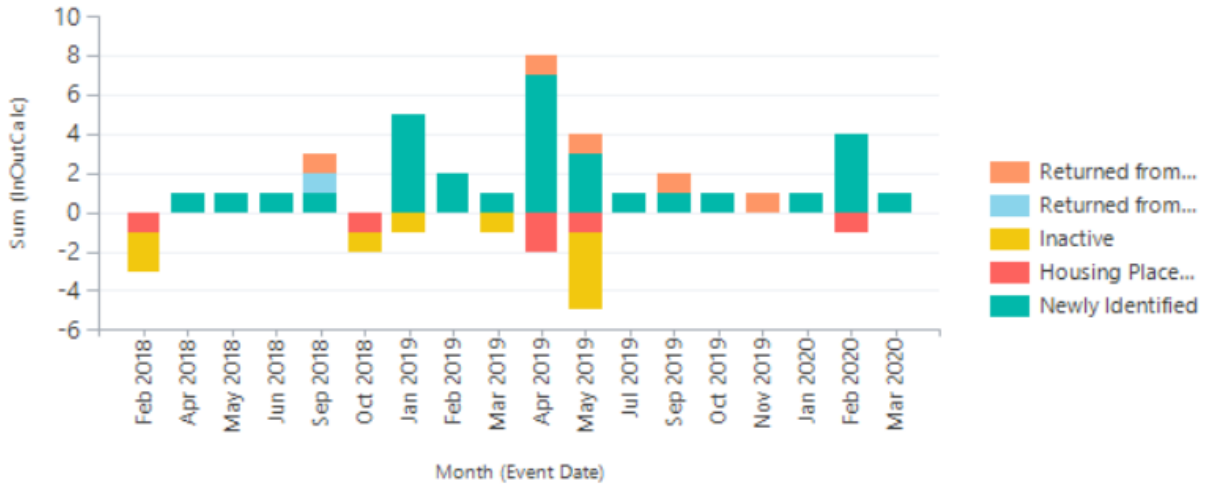
+

Outcome

Reduce duplication and highlights if people are being lost or forgotten to the system

Inflow Outflow

Inflow Outflow - Main Dashboard



Homeless Status: Inactive

Sleeping Rough Status: Not Known

Homeless Status: Inactive

Sleeping Rough Stat: Not Known

Last Name * Cat

Alias / Nickname

Date of Birth 19/03/1986

Centrelink Reference Number

Consent

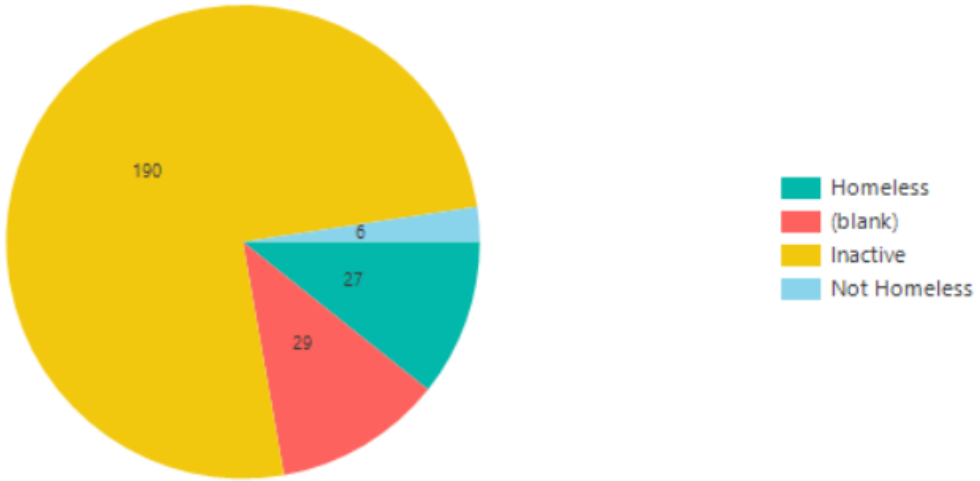
Does this person consent to participating in the local Alliance

Consent Details

Created By Leah Watkins

Homeless Status

All Persons - Main Dashboard



All data on this slide has been taken from the training version of the software and does not represent a real person or current status of homelessness in Perth

The By Name List is an essential tool for the push to end homelessness - but we wont truly know the extent of the problem until we measure it!

For Further Information

Advance to Zero, Australia:
https://advancetozero.org.au/

For more info about other research and evaluation our team is involved in see:
https://www.uwa.edu.au/health/schools/school-of-population-and-global-health

Contact:

shannen.vallesi@uwa.edu.au

@ShannenVallesi