

## CASE CONFERENCE STAKEHOLDER CONVENING

3 p.m., December 4, 2019

Teleconference: 1-877-336-1831, enter 6032699#

**Built  
For  
Zero.** | Washington  
County  
CoC

### Objectives:

1. Provide overview of the *Built for Zero* initiative
2. Implementation and accountability; e.g. measurable outcomes
3. Commitment of staffing and resources
4. Questions and next steps

### What is *Built for Zero*?

Washington County is joining communities across our nation working to drive all homelessness to zero through a coordinated community approach that knows all chronic homeless persons in our community “by-name” and with a commitment to perform “case conference” for each individual that is holistic and integrated in quickly accessing housing and client-centered services.

### Why is the County moving to a by-name case conferencing model?

Social change is critical to meeting the current need within our community, to include:

- Outreach efforts that create a “real-time” by-name list of all homeless in our community;
- Collaborate in bringing together service and housing providers to collectively problem-solve barriers to ending homelessness for each person on the by-name list;
- Operate as collaborative learning system with data-driven improvement methodology and focus on continual improvement; and
- Focus on chronic homeless population, and then leverage this success to end homelessness for all families with children and youth.

### How will the *Built for Zero* be implemented in Washington County?

The Built for Zero initiative will:

- Focus on diversity, equity and inclusion as outlined in the equal access vision of Community Connect policy, the countywide homeless response system
- Be transformational with real-time data-driven focus to know each homeless person “by-name” and host two (2) case conference sessions each month to address each individual’s housing barriers with a focus on rehousing each person, beginning with the most vulnerable.
- Follow an aggressive timeline to achieve ending chronic homelessness within the next 12 to 18 months, with monthly reporting to stakeholders and Community Solutions.



*-Built For Zero, Community Solutions*

## What commitment is required to support this effort?

Executive Directors will commit outreach, clinical, case management, and housing staff that will take responsibility to:

1. Engage with chronic homeless individuals and families to collect their PII (personal identifying information) in HMIS during outreach and Community Connect assessments;
2. Attend 2 case conferencing sessions (est. 1 ½ hours each) per month beginning in February 2020;
3. Commit agency resources and staffing to assist chronically homeless persons to achieve housing move-in (placement) with appropriate services, as needed; and

Washington County and the *Built for Zero* Cohort Leadership Team will commit to:

1. Use HMIS to create a By-Name List prior to each case conference meeting session;
2. Consider all comments and communications in developing and updating the policy and process that will be an Appendix to the Community Connect policy approved by the HSSN;
3. Review monthly progress in reducing chronic homelessness and commit to adjusting the process to be more effective through continual system-level process improvement – we will not do something that is not working;
4. Ending chronic homelessness followed by expansion to new target populations (e.g. families with children and youth) and drive toward ending all homelessness in Washington County; and
5. Report to Community Solutions on the Washington County CoC implementation of *Built for Zero* outcomes.

## Where do we go from here?

- Timeline:
  - 12/11/2019, 9 a.m., Community Action: Outreach Coverage and Coordination
  - 12/2019: Develop HMIS Tool to support By-Name List
  - 1/2020: Develop policy and procedures
  - 2/2020: Case Conferencing begins (2 times per month)
  - 5/2020: Data-driven outcomes published (monthly)
- Questions?

## Thank you!

Additional information on implementation and data results will be tracked online at

<https://www.co.washington.or.us/Housing/EndHomelessness/by-name-case-conferencing.cfm>

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