



Logan Zero Information Session: Ending Homelessness in Australia?

Our Approach

We can end homelessness by ensuring that any incidents that do occur are:

- **Rare** – that there are not many people homeless in a community
- **Brief** – that when homelessness does occur it is for a short a time as possible.
- **One Time Thing** – that people do not repeat their experience of homelessness.

Together we
can END
homelessness!



International Lessons

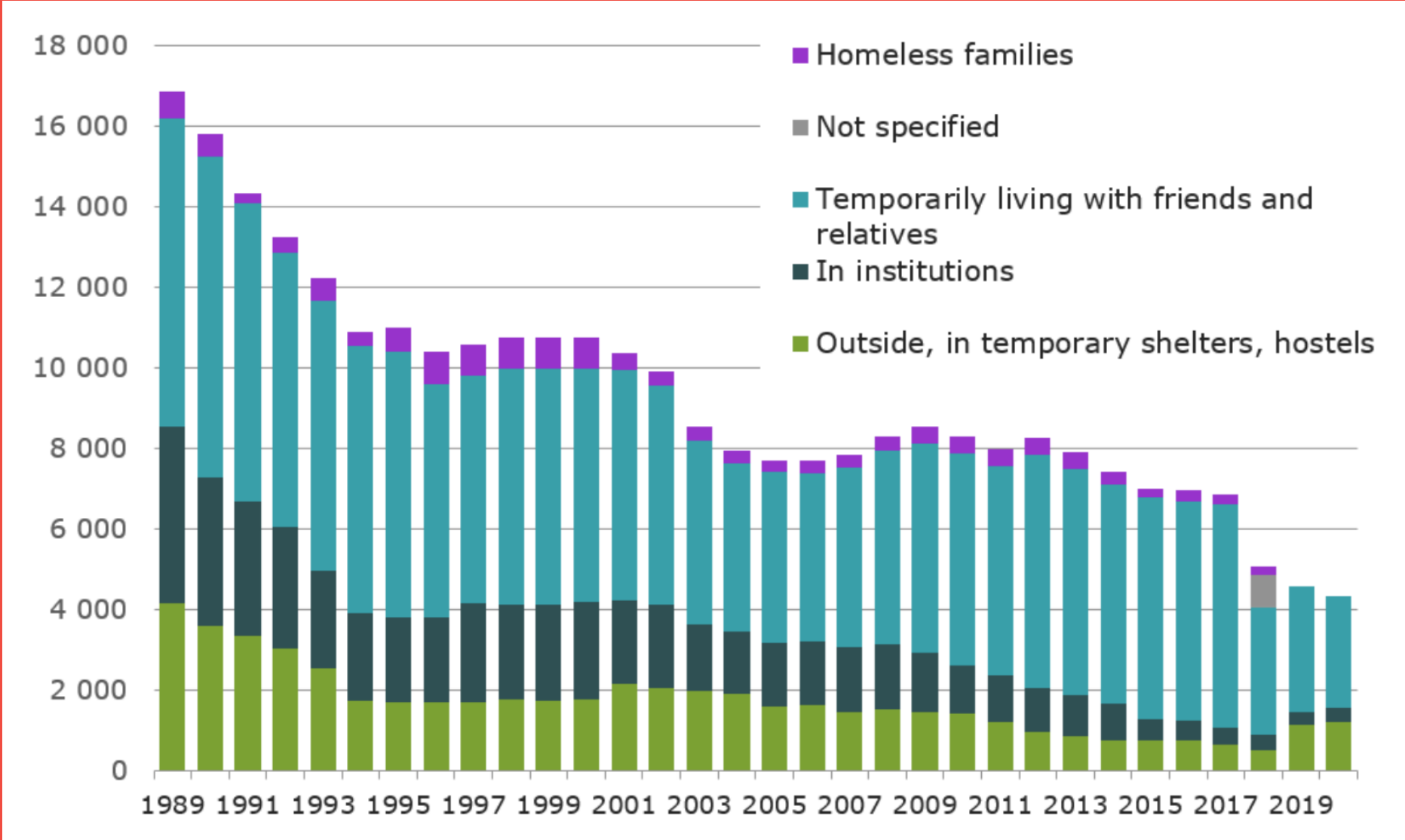
Finland's Success



Source: FEANTSA, European homeless network, 2018

International Lessons

Finland's Focus



Source: ARA The Housing Finance and Development Centre Finland, Homelessness in Finland 2020

International Lessons

United States of America's Success

**Built
For
Zero.**

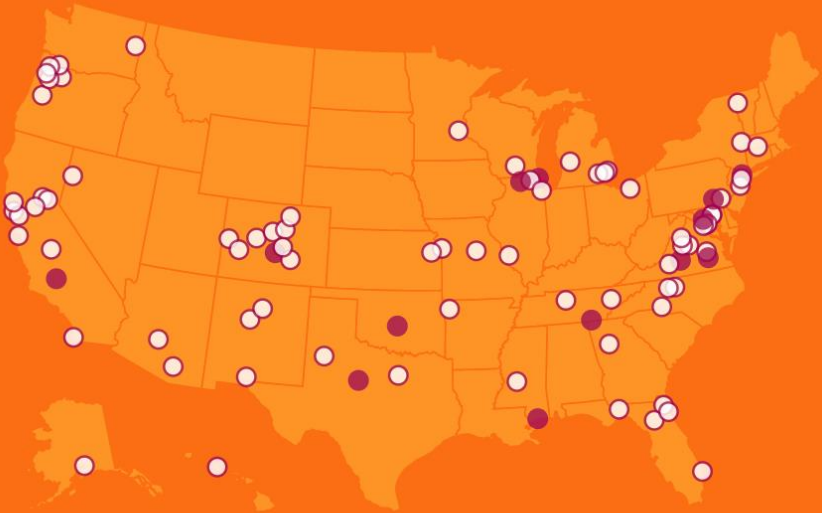
**COMMUNITY
SOLUTIONS**

**GETTING
TO
PROOF
POINTS**

Key learning from
the first three years of
the Built for Zero initiative

REAL RESULTS.

A data-driven movement is redefining what is possible in ending homelessness.



89 communities are participating in Built for Zero

[SHOW THE LIST >](#)

A photograph of a man with a beard and long hair, wearing a light-colored button-down shirt, sitting and looking towards the camera.

14
communities that have functionally ended homelessness for a population

A photograph of a man wearing a blue hard hat, safety glasses, and a blue safety vest over a dark shirt, standing and smiling.

134,172
individuals housed by Built for Zero communities since 2015

A photograph of a group of about ten women of various ages and ethnicities standing together and smiling for a group photo.

45
communities have achieved a measurable reduction

A photograph of a hand holding a tablet computer that displays a line graph with a green upward-trending line.

84
communities have achieved quality real-time data

International Lessons

Canada



ENDING CHRONIC HOMELESSNESS - COMMUNITIES WHO HAVE:

25

QUALITY REAL-TIME DATA

13

COORDINATED ACCESS

5

REDUCED HOMELESSNESS

1

REACHED FUNCTIONAL ZERO

ENDING VETERAN HOMELESSNESS - COMMUNITIES WHO HAVE:

5

QUALITY REAL-TIME DATA

5

COORDINATED ACCESS









1

REDUCED HOMELESSNESS









1

REACHED FUNCTIONAL ZERO

How They Did It...

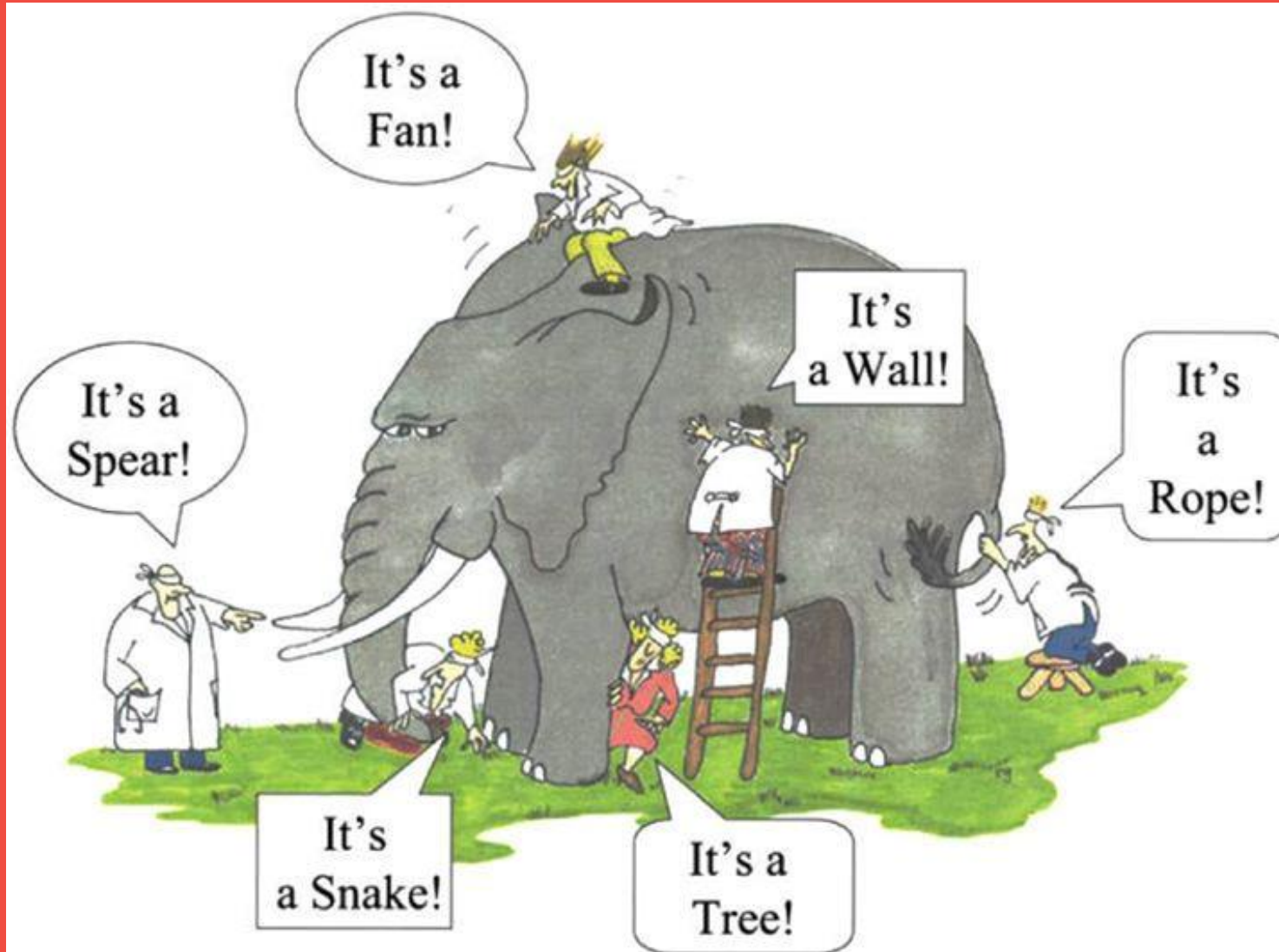
Problem		Solution	
	Simple Symptoms: A definition of success limited to providing help (i.e. food, shelter, etc.) or a single service or point in time program outcome		Complex Systems: A commitment to changing the system by reducing the number of individuals experiencing homelessness to zero across a community
	Unknown: Efforts driven by static, estimated, out of date and nameless data		Known: Comprehensive, real-time, individual-level data and coaching in problem solving skills adapted from other sectors
	Fragmented: Many problems that many touch, but no single agency or organisation owns		Collaborative: A shared commitment to coordination that breaks down silos and drives accountability in a focused way
	Scarcity: A problem <u>solely</u> understood as a problem of resource scarcity (i.e. not enough houses or services)		Effectiveness: Data for targeted investments that optimizes benefits and the utilise scare resources as effectively as possible

How They Did It...









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Take A Systems Perspective

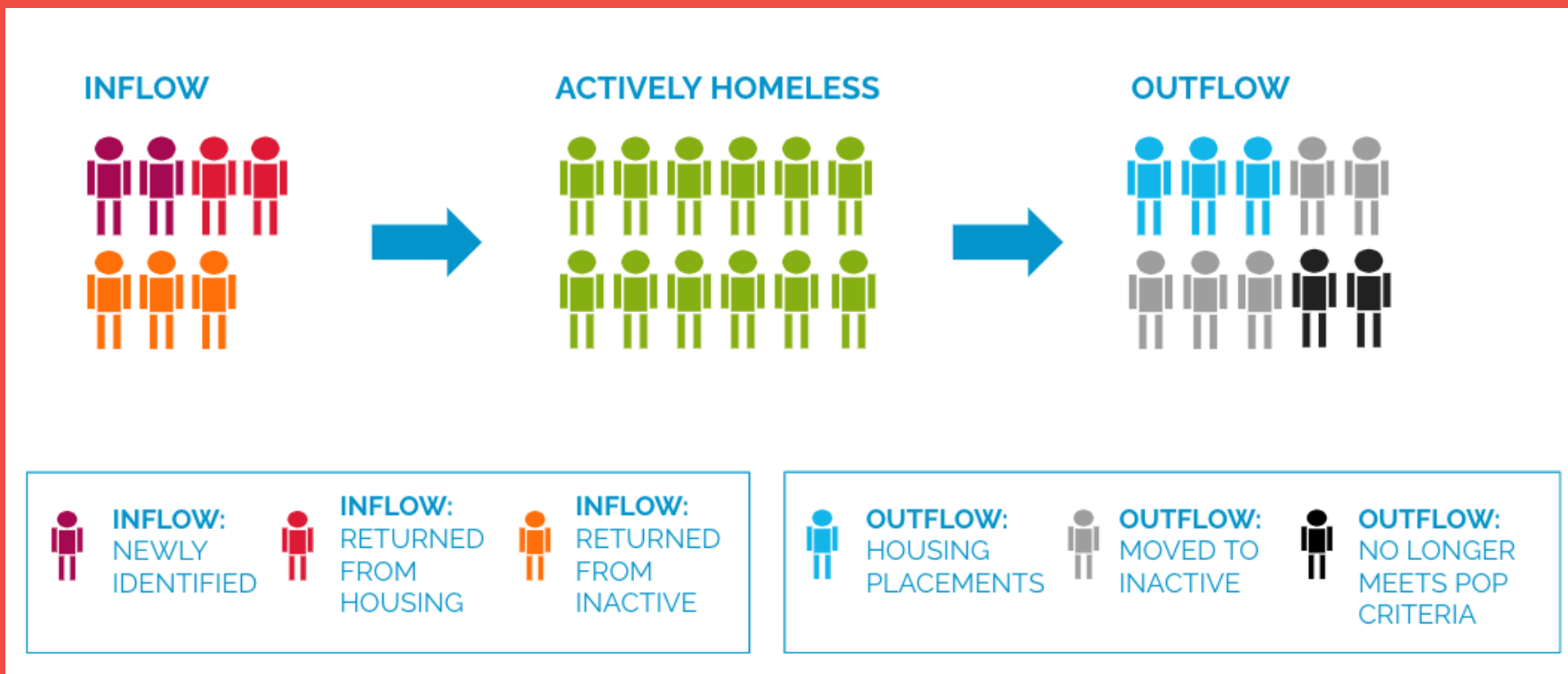
The Parable of the Six Blind Men



How They Did It...

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Unknown to Known











**SMARTER
TRIAGE**

PREVENTION

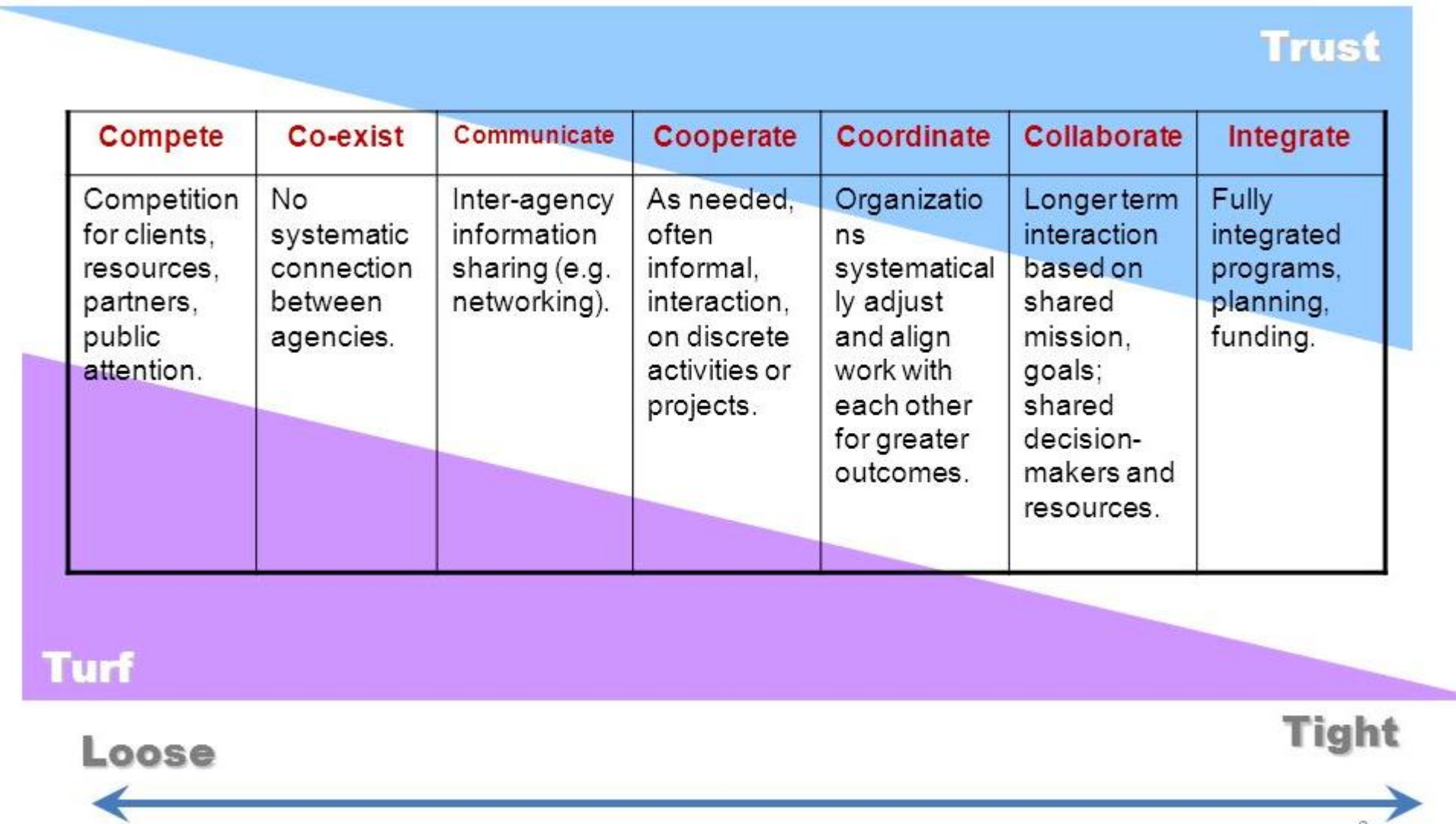
**DATA DRIVEN
ADVOCACY**

How They Did It...

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Collaboration

It's not a conversation – its about building trust!



A Structured Approach to Collaboration

Informed by the Collective Impact Approach











How They Did it: Fragmented to Collaborative

A Localised, Place Based, Cohort and By-Name Approach



How They Did It...

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Implementation Space

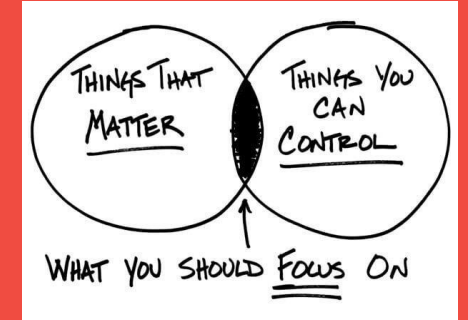
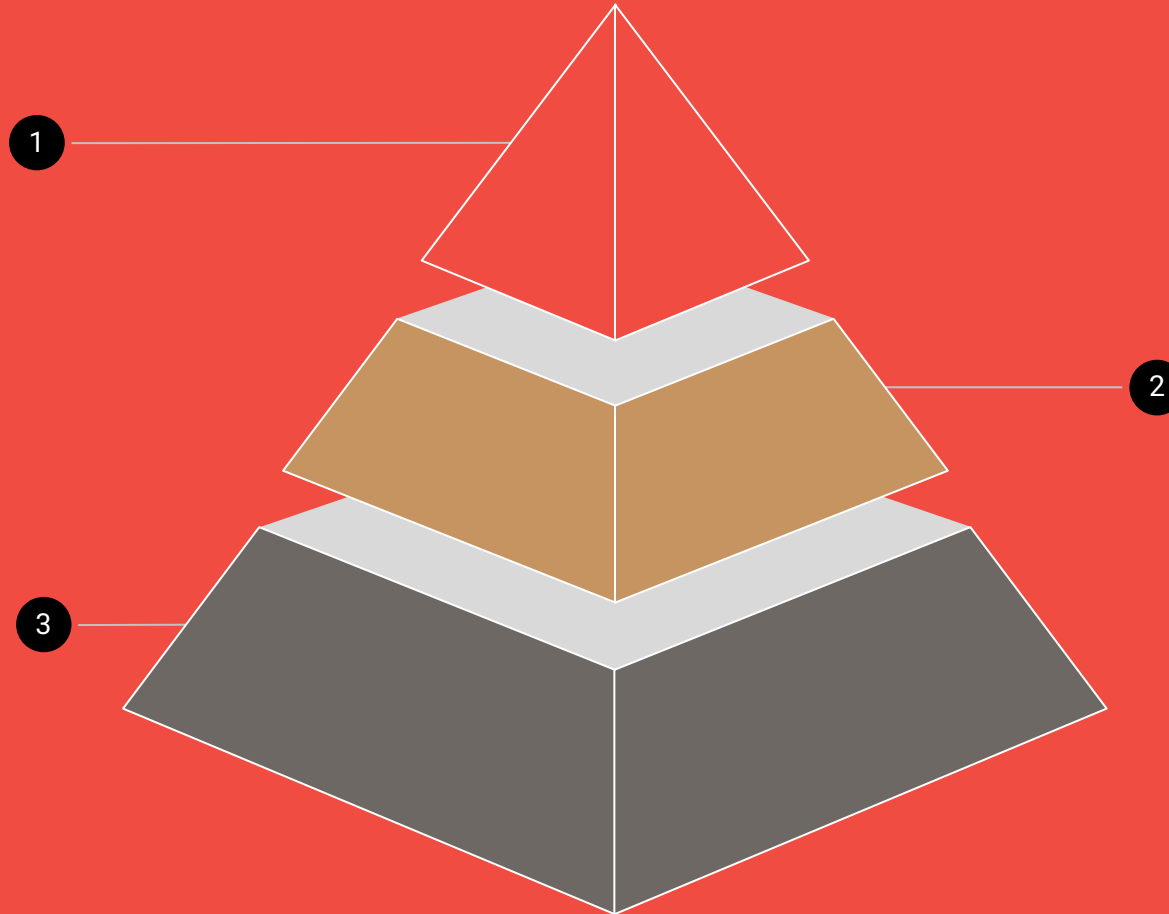
Focus on What We Can Control

Technical Space

Housing + service models
Practical service delivery
Individual Support

Structural Space

Laws + policies
Benefits + entitlements
Funding parameters + amounts



Implementation Space

How structural choices get translated into technical behavior

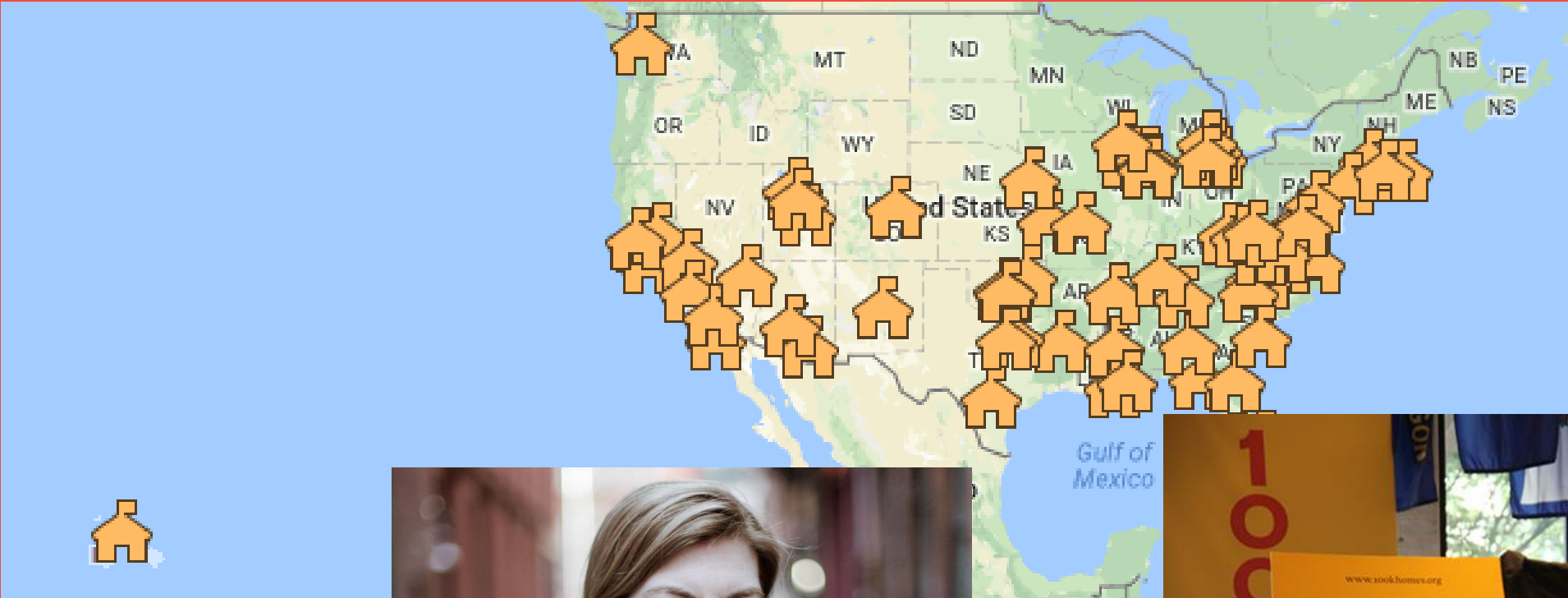
How systems do/don't collaborate

Shared data + collective processes

How the pieces fit together around the person

One Last Lesson from Overseas

Learning from what has and hasn't worked



**100,000
HOMES**

For 100,000 homeless
Americans by July 2013

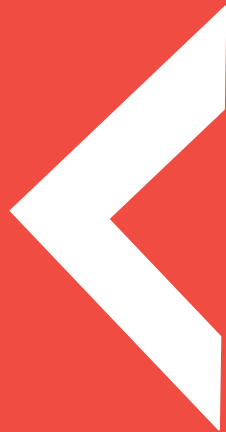


Functional Zero

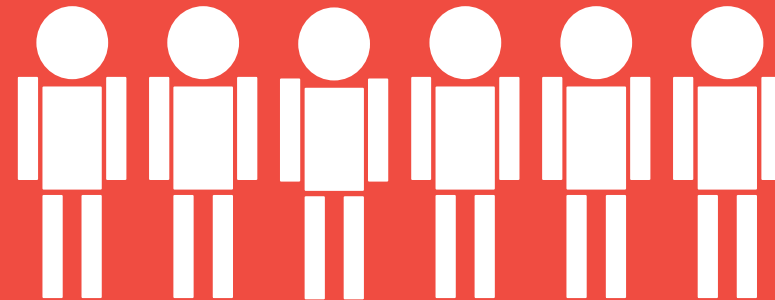
A Dynamic, Not a Point in Time Measure

In order to reach Functional Zero, the average number of housing placements must be more than the number of people sleeping rough in a city for a minimum of three consecutive months.

People
Sleeping Rough

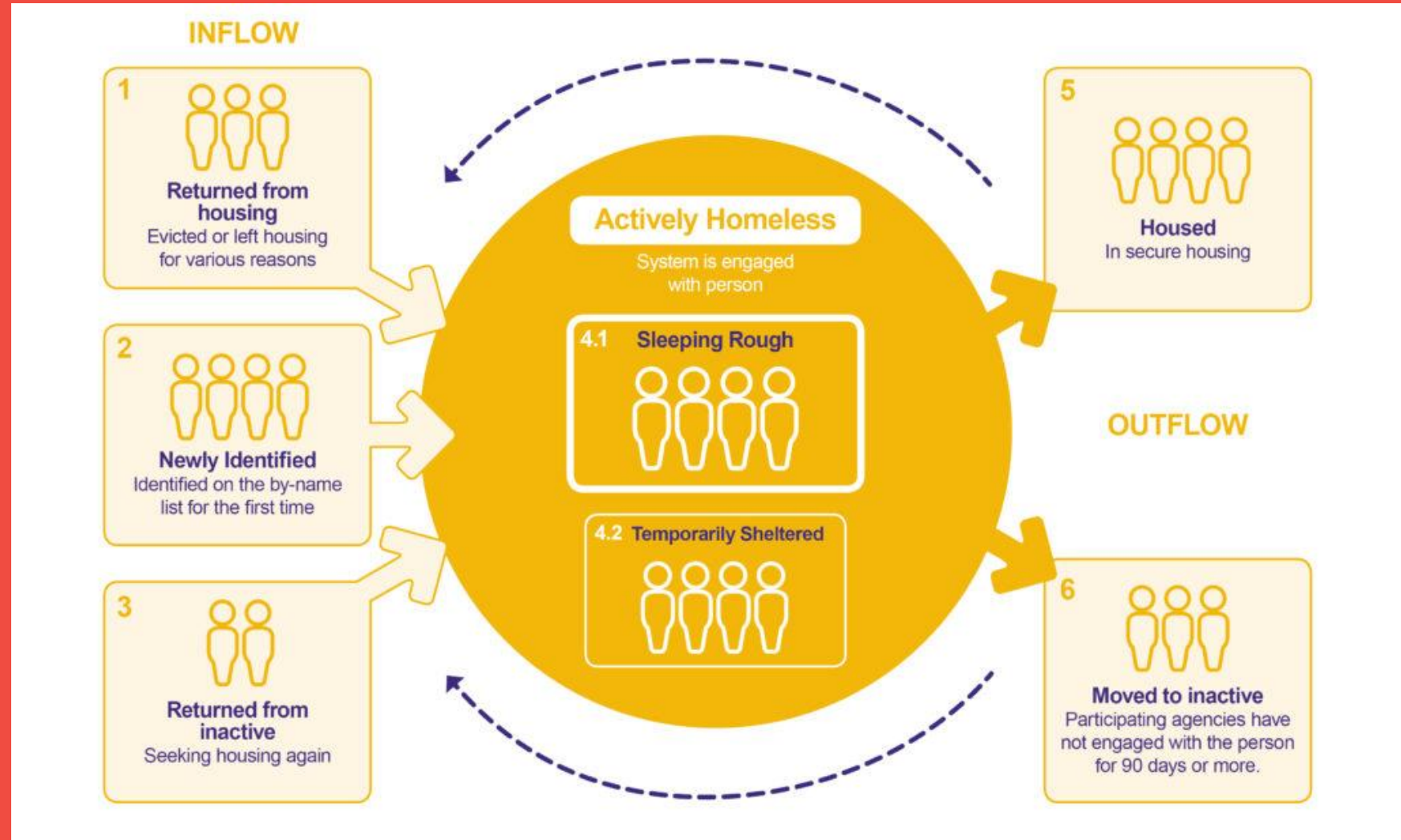


3-Mth Average Monthly
Housing Placement Rate



Measuring Functional Zero

An Australian System Change Outcome Measure



The Australian Methodology

Adopted For Use From International Experience



A Shared Vision			
To end all homelessness in Australia, starting with rough sleeping, by ensuring that when it does occur it is rare, brief one-time			
Four approaches to ending homelessness			
Housing First approach	Person centered & strengths based approach	Evidence based systems change approach	Place-based Collective Impact approach to collaboration
Eight Proven Solutions			
Assertive Outreach		Continuous Improvement	
Common Assessment		Data-Driven Prevention	
A Real-Time By-Name List		Data-Informed System Advocacy	
Coordinated Systems		More of the Right Housing & Support	

The Advance to Zero Homelessness Methodology

Adopted For Use From International Experience

A Shared Vision

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Four approaches to ending homelessness

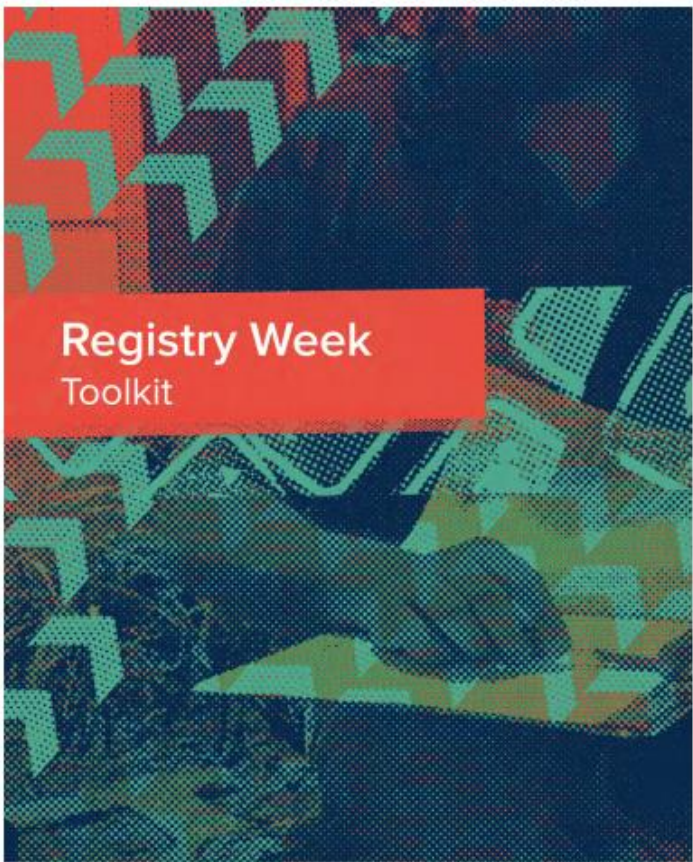
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Eight Proven Solutions

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Assertive Outreach

Connections / Registry Weeks



mercy foundation

aaeh australian alliance
to end homelessness

MICAH PROJECTS
Reviving Social Hubs
Building Community

A typical Registry Week schedule can look similar to this:

	Monday	Tuesday	Wednesday	Thursday	Friday
	Training day	Surveying Day 1	Surveying Day 2	Surveying Day 3; Data Analysis	Community Briefing
4:30am		Surveys	Surveys	Surveys	
5:30am		completed	completed	completed	
6:30am		in public space	in public space	in public space	
7:30am					Present registry week findings
8:30am				Final surveys	
9:30am	Registry Week Training			completed at services	Distribute media release of findings and call to action
10:30am		Surveys	Surveys		
11:30am		completed	completed		
12:30pm		at services	at services	Analysis of	
1:30pm		throughout	throughout	Registry Week	
2:30pm		the day	the day	findings	
3:30pm					
4:30pm					
5:30pm					



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A Common Assessment & Triage Tool – The VI-SPDAT

The Vulnerability Index – Service Prioritization Decision Assistance Tool

aaeh australian alliance
to end homelessness

The VI-SPDAT is a survey for people who are homeless or at-risk of homelessness.

It was developed by OrgCode and together with the AAEH we adopted it for use in Australia, called Version 3.0



Interviewing people sleeping rough during 500 Lives 500 Homes Campaign in Brisbane.
Photography: Patrick Hamilton.



Filling out the VI-SPDAT in Adelaide during the connections week in June 2018. Photography: Renee Jones

A Common Assessment & Triage Tool – The VI-SPDAT

What it does and doesn't do

- The Vulnerability Index - Service Prioritization Decision Assistance Tool – is just that a decision assistance tool.
- It helps to identify which individuals and families are of highest priority, based on a vulnerability score, to inform the triaging of the available housing & support.
- It has been tested and proven to be both:
 - Valid in that it measures what it claims to measure.
 - Reliable in that the results of the assessment are consistent.
- Respondents who are homelessness with a score of:
 - 0-4 are considered to require information and referrals, and will likely be able to exit homelessness on their own
 - 5-9 are considered to need brief and short-term support
 - 10 or more are considered to need longer term, likely even permanent support
- The AAEH & Org Code are currently working on the development of a Version 4 of the tool.

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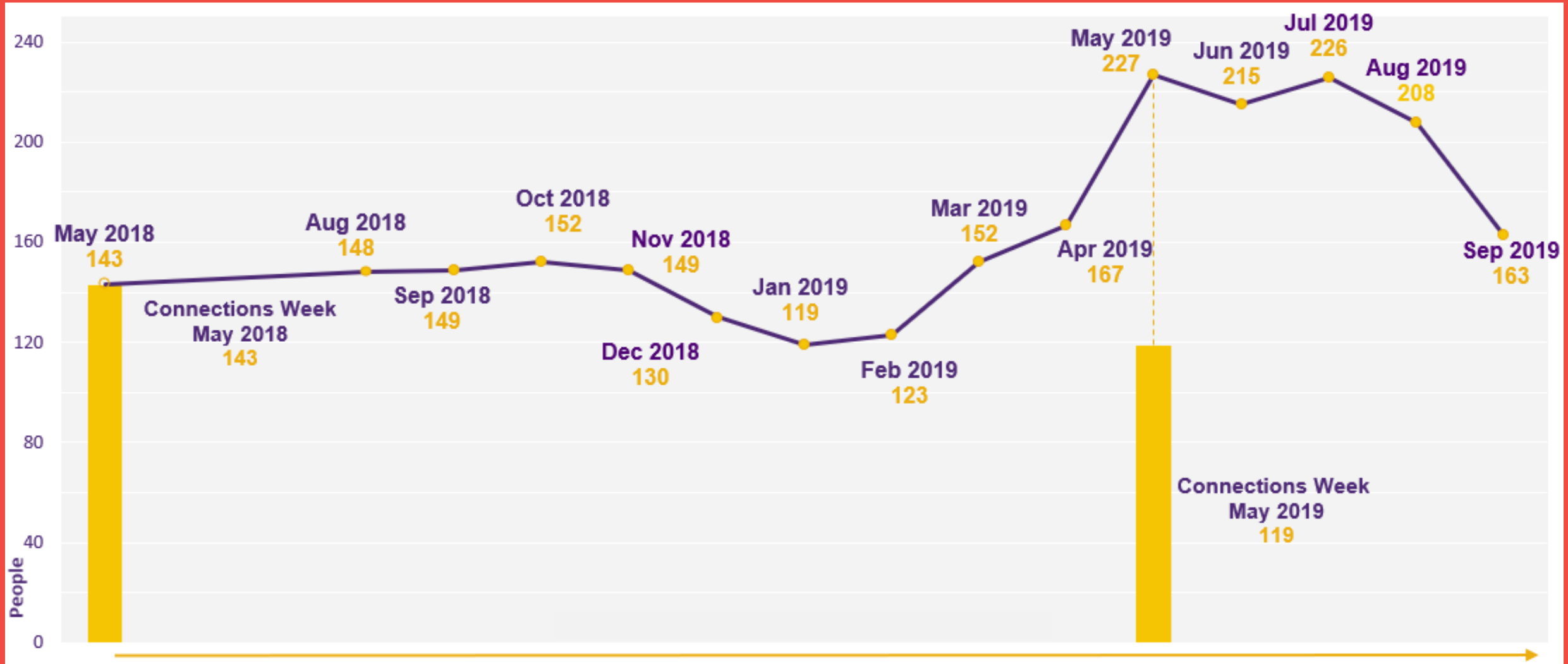
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Benefits of a Real Time By-Name Lists

Difference between Connections Week and a By-Name List



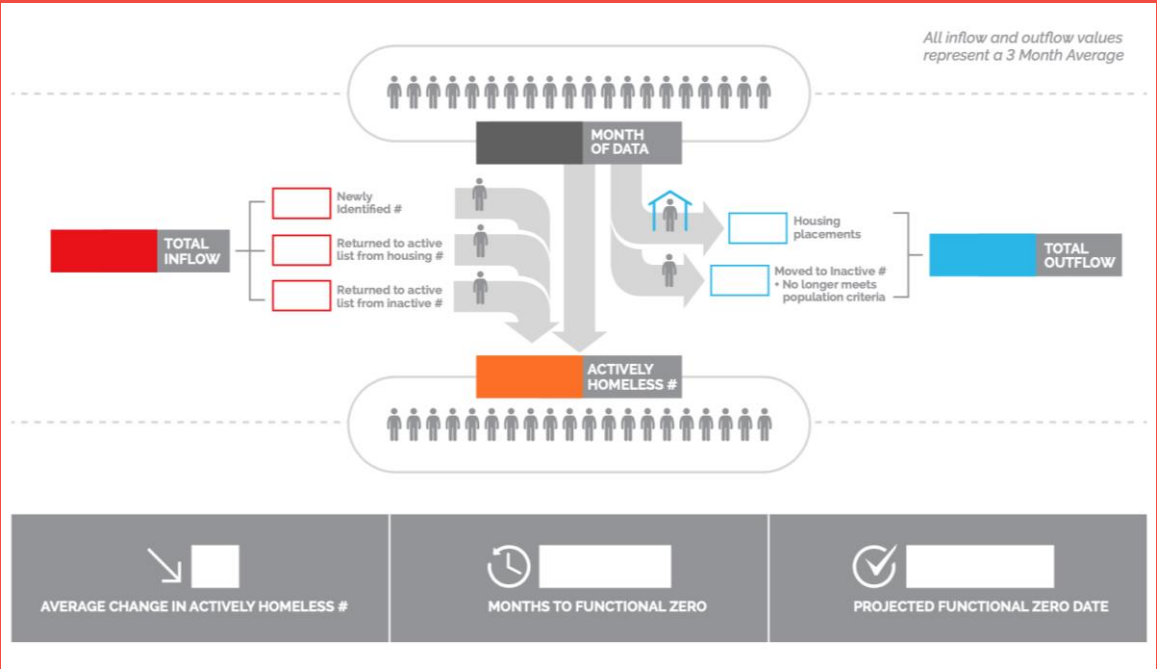
aaeh australian alliance
to end homelessness



Source: Adelaide Zero Project, September 2019

Establishing a By-Name List

The Scorecard and Quality Data



FULL COVERAGE	<ul style="list-style-type: none">• All agencies and programs are represented• List includes people sleeping in shelters and on the streets
REAL-TIME UPDATES	<ul style="list-style-type: none">• A dynamic data set that is updated in real time, and shared among providers• As people's housing status changes, those changes are reflected on the list• Shared amongst providers in the community for improvement purposes
PERSON-LEVEL DATA	<ul style="list-style-type: none">• Each person has a file that includes their name, history, health and housing needs• Each person can be followed through the system to ensure they get the help they need
RELIABILITY	<ul style="list-style-type: none">• Data balances month over month, just like your balance a checkbook

The Advance to Zero Homelessness Methodology

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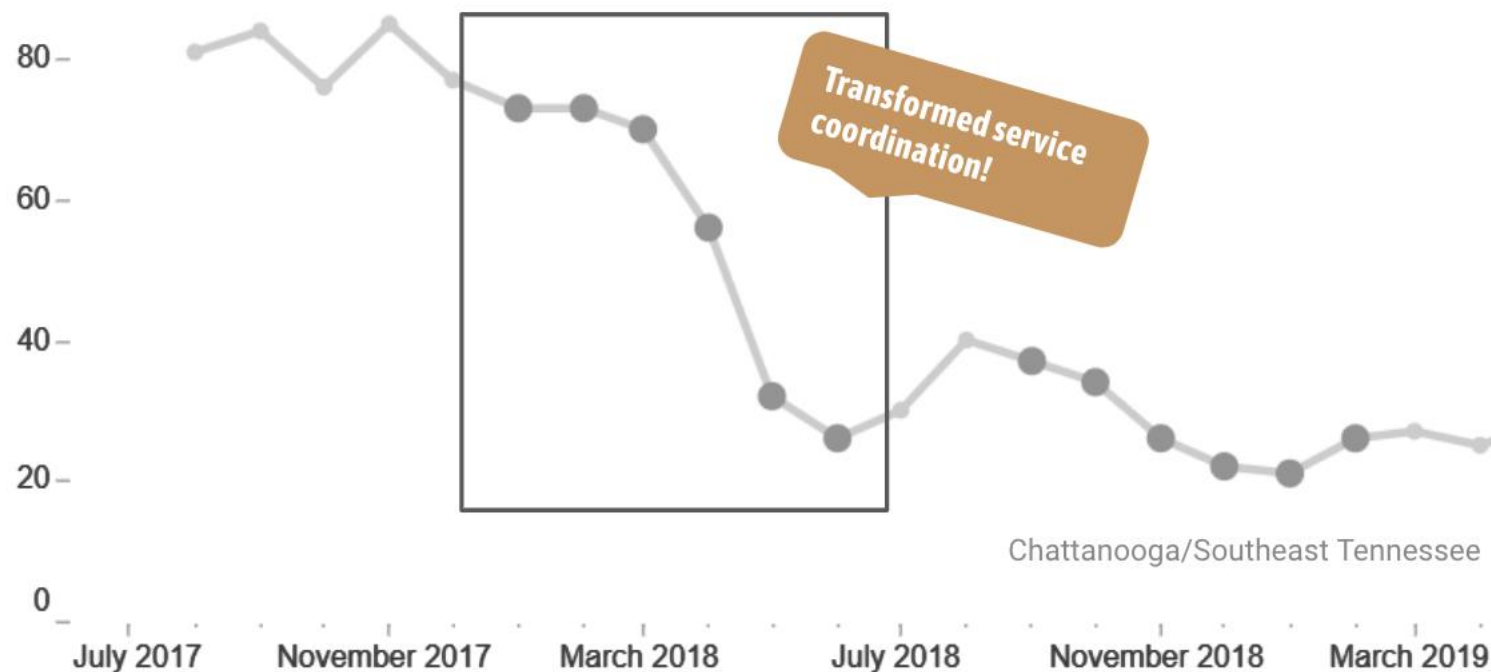
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Coordinated Systems

Integrating the By-Name List into Service Coordination is a game changer!

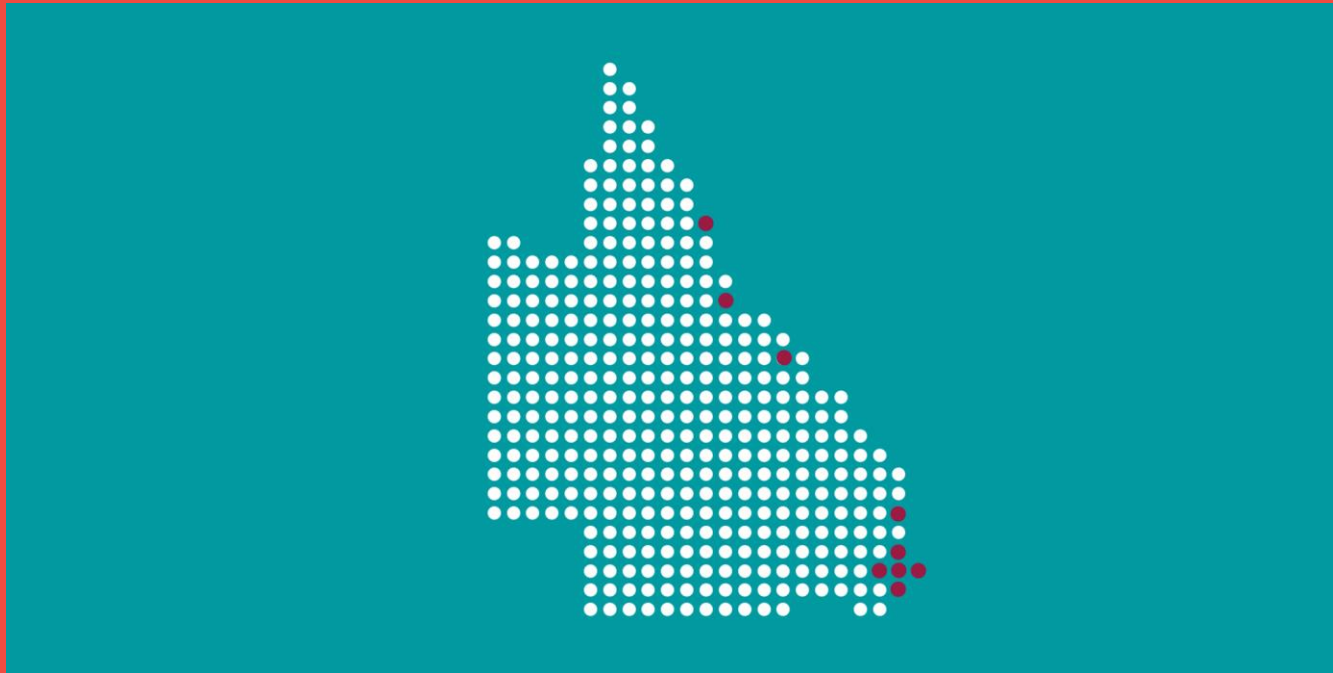
Actively Homeless

Monthly Veteran data with signal indicators for Shifts



Coordinated Systems

QShelter Service Integration Initiative



Building state-wide capacity for integrated, front-line responses to people with multiple needs who are, or at risk of homelessness

Cairns

Townsville

Mackay

Rockhampton and Gladstone

Sunshine Coast

Redlands

Moreton Bay

Brisbane

Logan

Gold Coast

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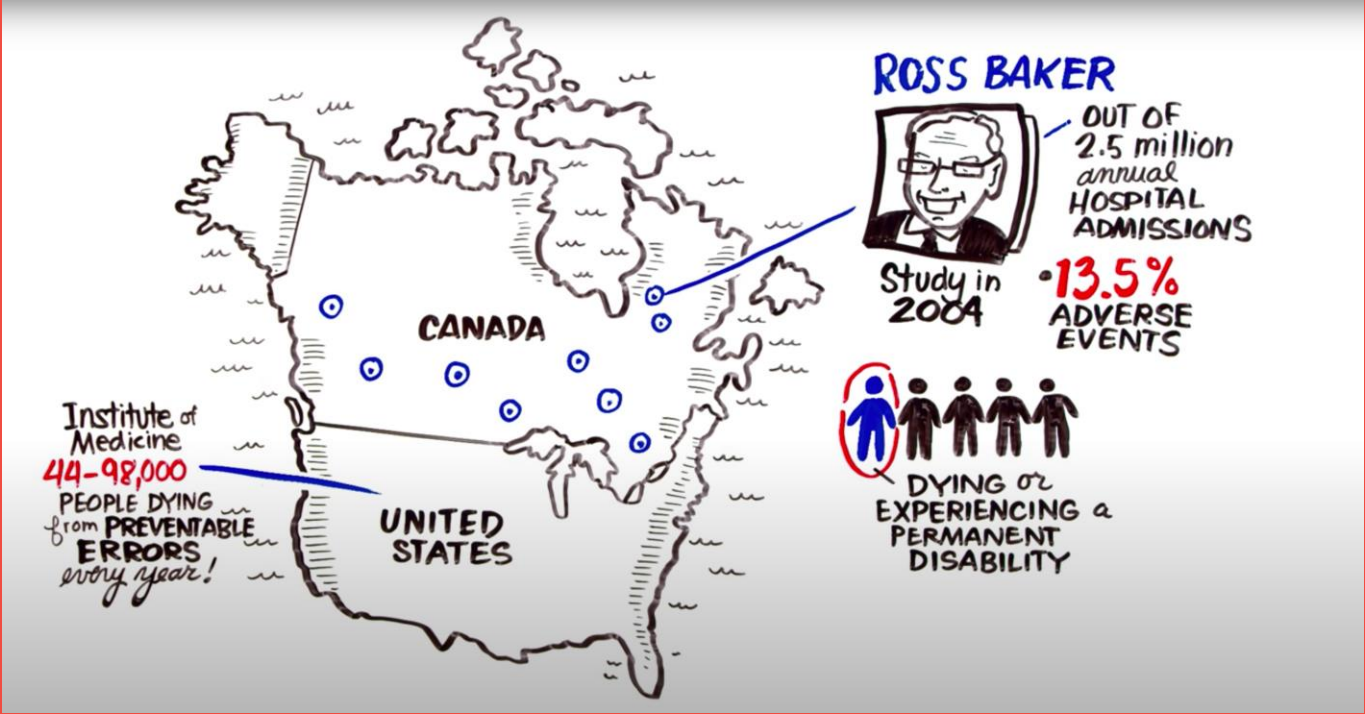
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Continuous Improvement

Central to The Efforts of US Communities Success



Source: Community Solutions, USA



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Housing First and Prevention

The Adelaide Zero Project Experience



aaeh australian alliance
to end homelessness



**220 housing placements
in the first year!**



The Functional Zero Data Points

The Adelaide Zero Project First Year



aaeh australian alliance
to end homelessness

Month	Returned from housing	Newly identified		Returned from inactive	Actively homeless		Housed			Moved to inactive	
		Newly identified for the first time in the last month	Number of people newly identified since Connections Week 2018		Actively sleeping rough	Temporarily sheltered	Total in month	Monthly Average	Total since Connections Week	Total in month	Total number on BNL
May-18					143 (Connections Week)						
Aug-18	TBC	26	70	TBC	148	-	18	18	40	20	-
Sep-18	TBC	40	142	1	149	13	14	16	58	53	73
Oct-18	TBC	29	133	TBC	152	19	12	14	70	22	95
Nov-18	TBC	16	149	TBC	149	19	10	14	80	17	111
Dec-18	1	13	162	TBC	130	25	7	12	86	3	114
Jan-19	3	12	174	TBC	119	26	19	13	97	18	92
Feb-19	5	24	198	TBC	123	28	10	12	108	10	43
Mar-19	5	31	229	5	152	29	12	12	117	21	
Apr-19	3	28	257	1	167	26	14	12	133	6	
May-19	5	99	356	4	227*	29	16	13	161	18	132
Jun-19	1	18	374	2	215	26	7	13	179	26	131
Jul-19	0	10	384	0	226	36	4	10	185	31	
Aug-19	1	19	403	19	208	33	8	11	220	30	220

Source: Adelaide Zero Project.

Prevention

At least half the challenge of ending homelessness

“there comes a point where we need to stop just pulling people out of the river. We need to go upstream and find out why they’re falling in.”

- Archbishop Desmond Tutu



1. STRUCTURAL PREVENTION

2. SYSTEMS PREVENTION

3. EARLY INTERVENTION

4. EVICTION PREVENTION

5. HOUSING STABILITY

***ENDING
HOMELESSNESS***

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Data Informed, System Level Advocacy

A Strengths Based Approach

saaeh south australian alliance
to end homelessness



THREE LEVELS OF GOVERNMENT IN AUSTRALIA



The Advance to Zero Homelessness Methodology

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Four approaches to ending homelessness

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Eight Proven Solutions

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Coordinated Systems	More of the Right Housing & Support

More of the Right Housing and Support

Supportive Housing

UNIQUE APPROACHES TO UNIQUE POPULATIONS



Source: National Alliance on Mental Health, USA



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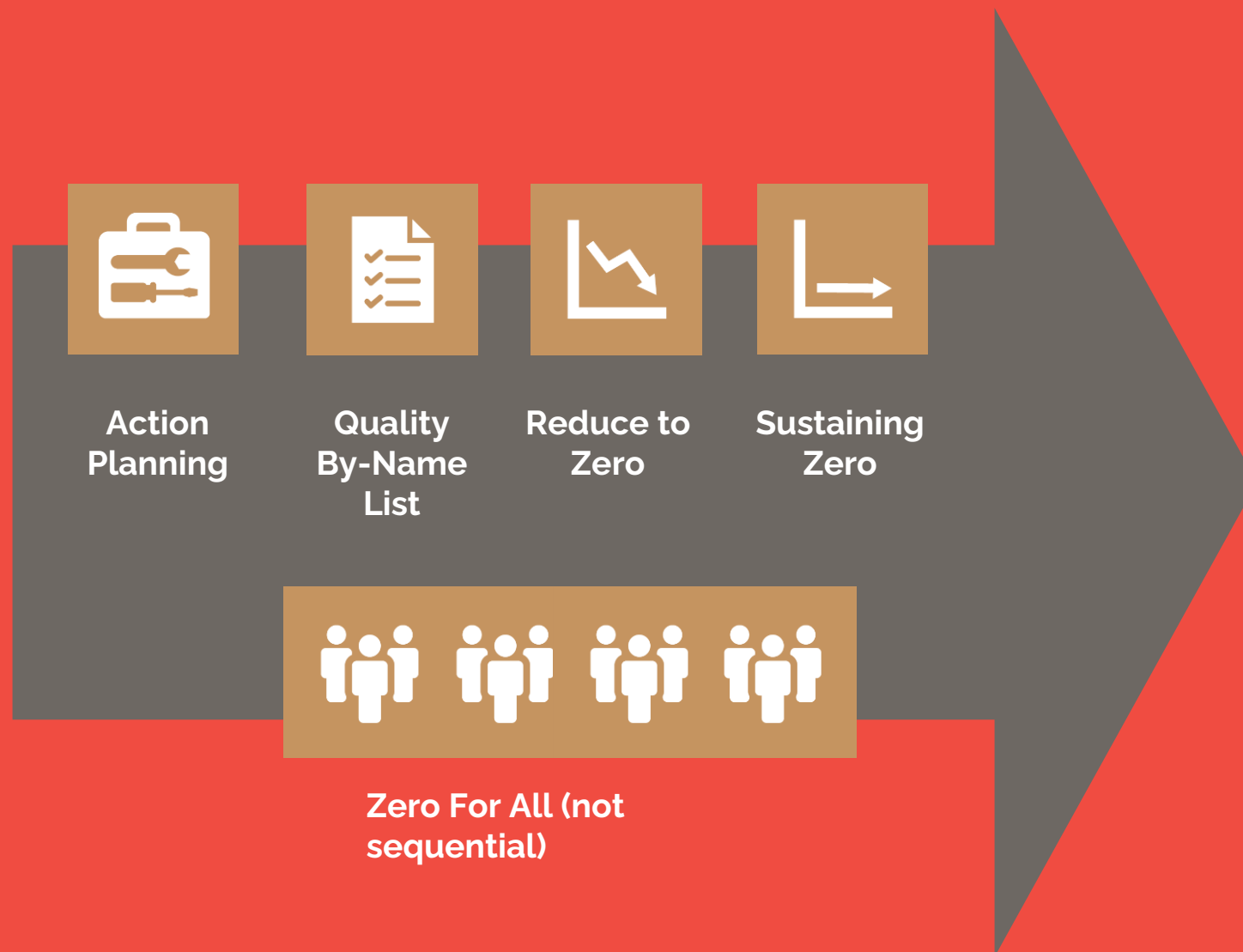
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Recap



Implemented Through Improvement Cycles



Action Planning

- Release Action Plan

Quality By Name List

- Conduct Connections Week and/or launch by-name list / zero project
- Achieve Quality by-name list certification

Reduce to Zero

- Develop a more coordinated system
- Implement Improvement Projects
- Drive monthly reductions in overall homelessness

Sustaining Zero

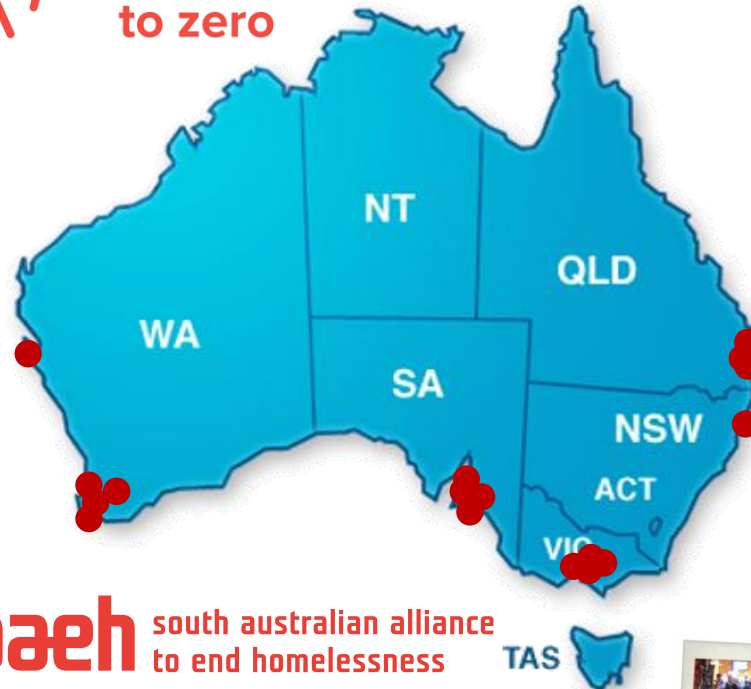
- Achieve Functional Zero
- Sustain Functional Zero

Zero for All

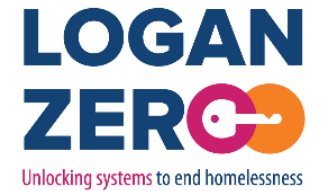
- Expand to other areas and other forms of homelessness

An Australian Movement to End Homelessness

A Community of Practice



Unlocking systems to end homelessness



IT'S TIME TO END HOMELESSNESS



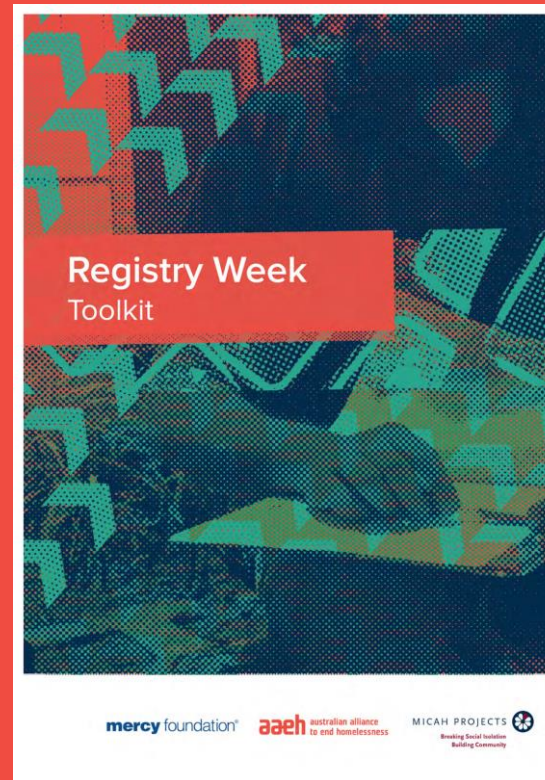
Tools to Support Implementation

Current Status



VI-SPDAT Prescreen

+ Training Resources
(including Cultural
Engagement Protocols)



Connections Week Toolkit

+ Action Planning Toolkit

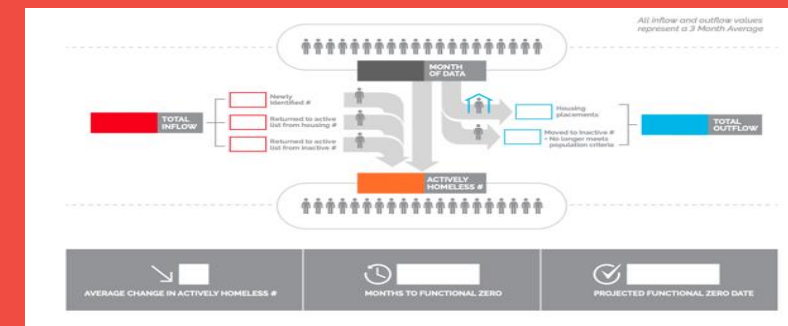
Advance to Zero Database

+ Continued Development
+ Digital Resource Hub
+ A National Public Dashboard



BNL Scorecard

+ Coordinated Systems Checklist
+ More



About the AAEH

aaeh australian alliance
to end homelessness

The AAEH logo, consisting of the lowercase letters 'aaeh' in a bold, red, sans-serif font, enclosed within a white circle with a grey drop shadow.

aaeh

The Australian Alliance to End Homelessness

The AAEH leads a national movement of individuals, organizations and communities working together to end homelessness in Australia.

aaeh.org.au



Advance to Zero

A national change effort helping a group of leading communities end rough sleeping homelessness as a first step on the path to eliminating all homelessness in Australia.



Training & Advisory

We provide a range of support to communities and organizations committed to ending homelessness in Australia.



National Summit on Ending Homelessness

Join us as we host our inaugural, annual National Ending Homelessness Summit to bring together all of our work in Brisbane in April 2022.



Advocacy

Through our Homes Beyond COVID work we advocate to the federal, state, territory and local governments for the investment and policy changes needed to end homelessness.



Allied Networks

The AAEH supports and works closely with a range of allied networks working toward our shared mission of ending homelessness.

An Australian Movement to End Homelessness

Ask for help!



aaeh australian alliance
to end homelessness

Homelessness
is a complex,
long term,
solvable
problem – but
only if we work
together.



QUESTIONS / DISCUSSION



Get involved at: www.aaeh.org.au

Stay in touch:
david.pearson@aaeh.org.au
0437 310 239