

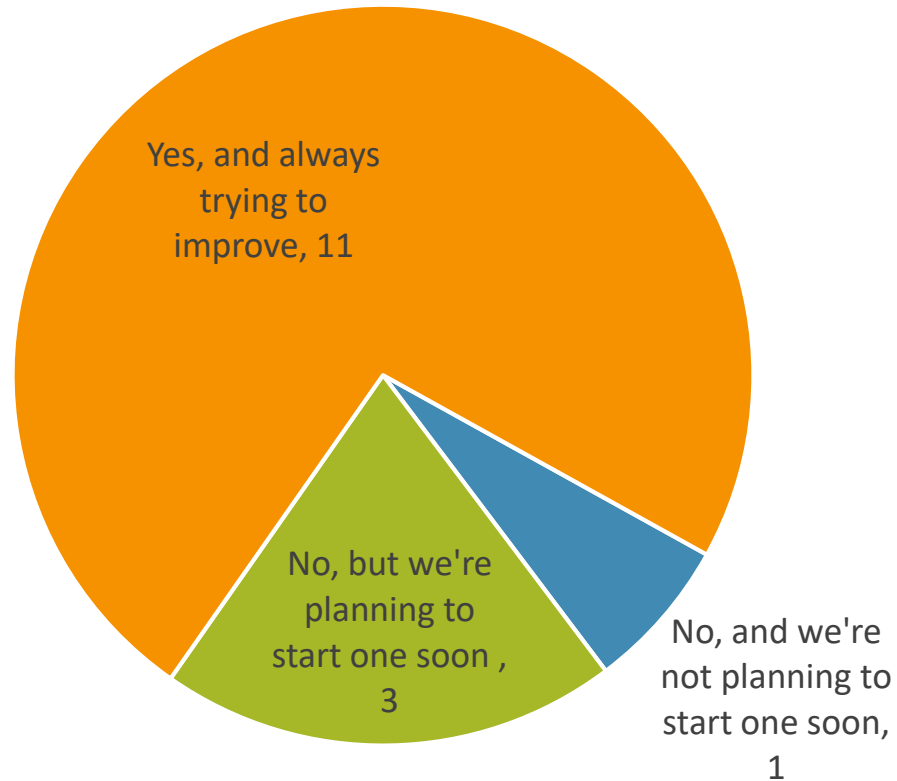
By-Name List Policies & Practices

2018-19 CELC Communities

January 2019

Most communities (11 of 15) are already using a By-Name List.

Three communities are planning to start soon.



Communities planning to start soon

- San Francisco
- Three County CoC (MA)
- Washington Balance of State

Maine is **not planning** to start using a BNL soon.

Only 4 communities include youth under the age of 18 on their BNL.

All communities include young adults.



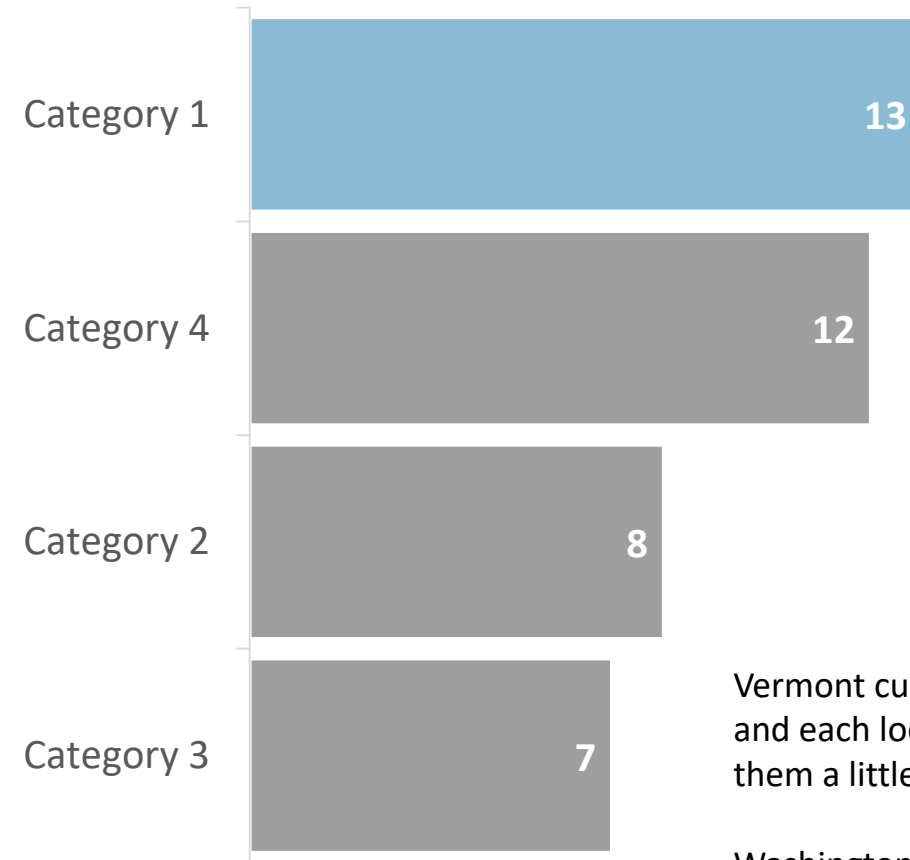
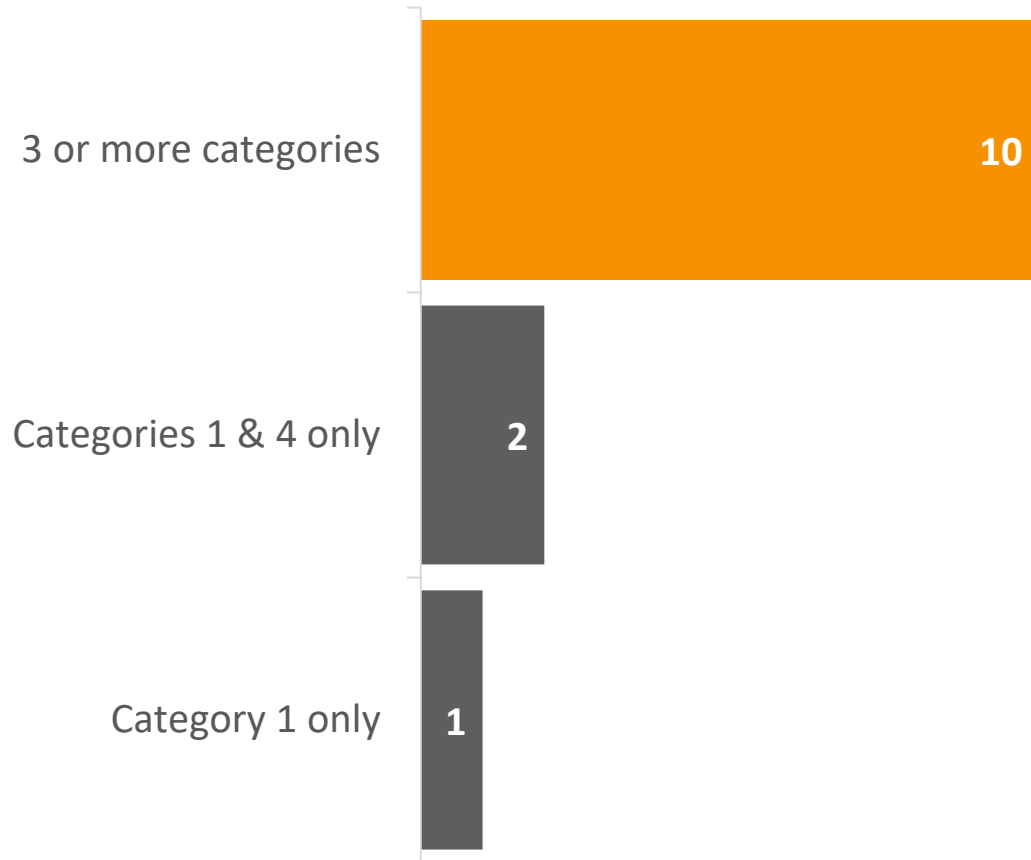
Communities that include youth: Three County CoC, Washington Balance of State, El Paso/Colorado Springs, Hennepin County

Other responses:

- We have an individual BNL for anyone over 18. We also have a family BNL. From those list, young adults are extracted to form their own BNL. We have youth under 18 in HMIS and are beginning to develop methods for a minor BNL. (Connecticut)
- Minor youth without parental consent are added to the Non-Hmis Priority List. (Hennepin County)
- YYA that are two weeks from their 18th birthday can be added. (King County)

Most communities use a **broad definition of homelessness** when determining who is added to their BNL.

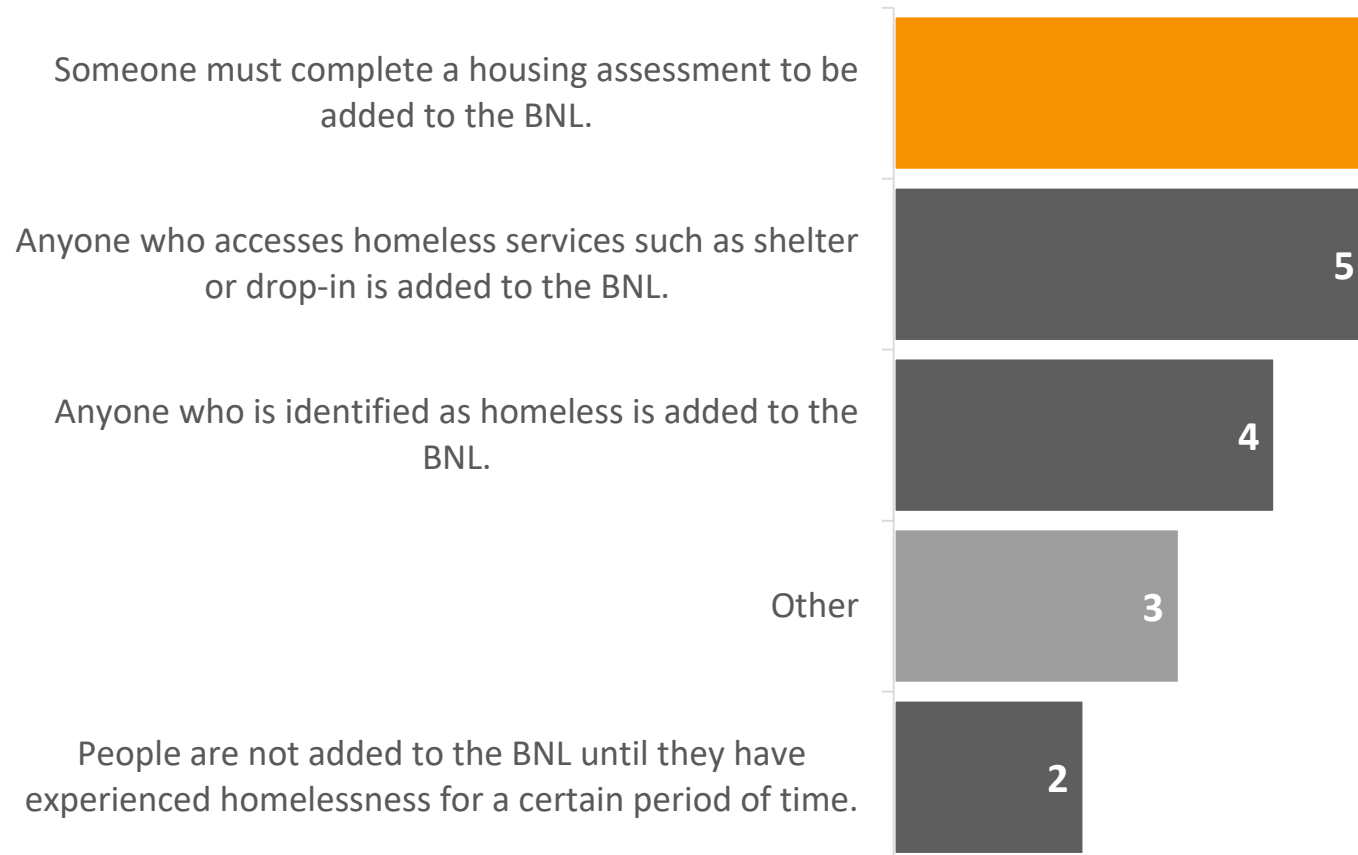
Every community includes **Category 1**.



Vermont currently has local BNLs and each local community handles them a little bit differently.

Washington Balance of State is still determining what definition(s) will be used when they start a BNL.

Only three communities do not **require that a person complete a housing assessment** before being added to the BNL.



Other responses:

- We do add people from the above unchecked boxes but we do not add people to the BNL if we are able to divert them successfully. (Connecticut)
- Singles: receive CES assessment/added to the priority list in shelter after 14 days. (Hennepin County)
- Only youth 18 to 24 Category 3 are added after assessment. (Palm Beach County)

Three communities not requiring housing assessment: Montana, Omaha and Springfield-Hampden County

San Francisco and Washington Balance of State are still determining their policies.

People are still provided with services even if they refuse to engage in the assessment process.

Refusing to do an assessment is rare, but when people do, they still have access to services.

- **This rarely, rarely happens.** If it does, referrals are made to other resources that may be able to provide assistance. The folks that typically refuse are those who have been chronically homeless and are ambivalent about engaging in traditional services. In those instances, the Outreach teams continue to engage and build a relationship with the hopes the person will eventually be interested in services.
- They can refuse assessments but we generally do not have this experience. They **still have access to services**.

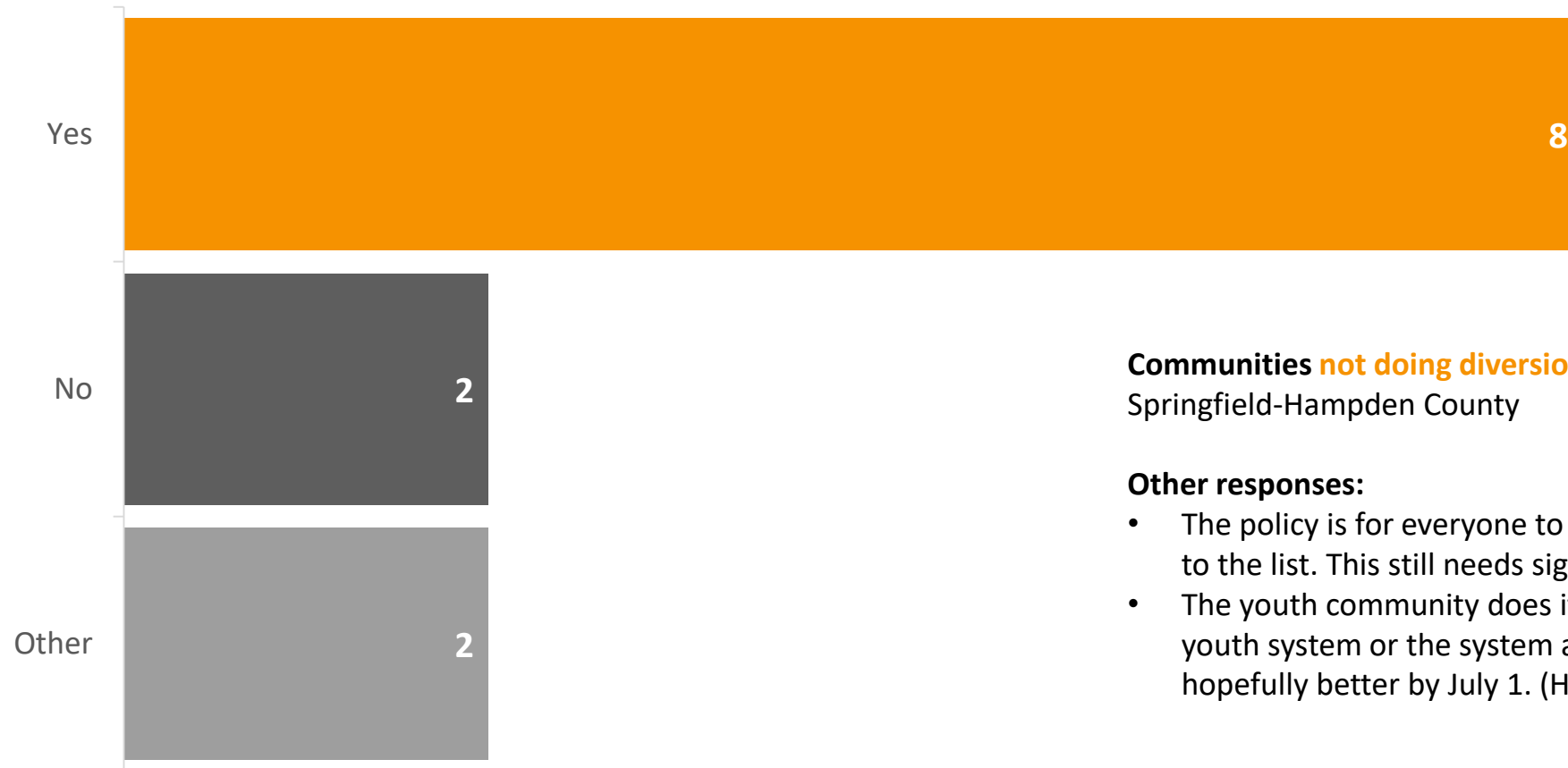
People are still connected to services, however they may be more limited in scope.

- Yes, however, they are **not eligible for CoC resources** through the BNL and Coordinated Entry.
- They are offered other services, depending on the agency. **Not streamlined across whole system.**
- **RAPs and YYA organizations** still provide and can refer to a variety of supportive services.
- The CM usually **give the client local service in the community** that help can access on there on without having to go through coordinate entry. The places are usually churches that have funds or certain hotlines that help more fragile client with specific needs.
- We connect them with youth outreach teams that work to meet their needs in other ways.
- They still are connected to a case manager and services

People are still added to the BNL and provided with advocacy.

- The person is **still added to the BNL**. We would talk about what their needs seem to be during our case conferencing meeting.
- **Advocacy** during case conferencing
- Households who meet with an assessment partner, even if they do not complete the full assessment are considered to be participating and will be added to the Master List.

Most communities attempt diversion and/or connections to mainstream resources prior to adding young people to the BNL.



Communities not doing diversion: Three County CoC and Springfield-Hampden County

Other responses:

- The policy is for everyone to receive diversion prior to referral to the list. This still needs significant development. (Omaha)
- The youth community does it better, but it is not across the youth system or the system as a whole. This is in progress, hopefully better by July 1. (Hennepin County)

Pima County and Washington Balance of State are still determining their policies and/or piloting diversion.

Communities emphasize to people that housing is not guaranteed, but that an assessment is about connecting them to other services and resources.

Housing is not a guarantee and it is not based on first come, first served.

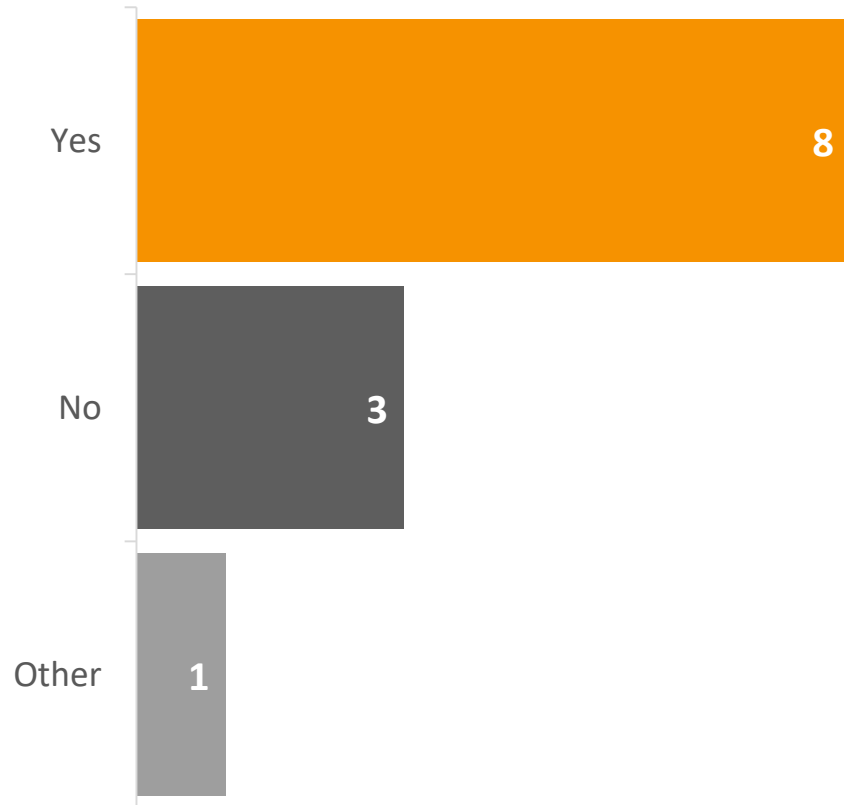
- Priority List. Assessed for homeless dedicated housing resources. **Housing is not guaranteed.** Try to resolve housing crisis aside from CES. If and when receive a referral through CES, housing provider will contact you.
- We try not to describe it as a "list" for housing. Instead we **encourage individuals to identify housing options** that are outside the HUD funded system.
- We inform the person being assessed that the by name list works to match the person to the right type of housing. It **is not always a swift process** so if they can look for any alternatives (self resolving) they should try.
- Prioritized list for shelter and homeless services. Based on prioritization services are offered and available. Individuals and families are informed that the by name list is based on acuity. **Those with the highest acuity are served first.** This varies daily and it is not first come, first served.

Focus on the assessment and connections to resources.

- Because we have been adding any homeless youth/young adult, **we don't always talk to them about the BNL.** When we assess someone, we talk about **the assessment giving us information** to potentially refer them to any housing with openings.
- The CM usually explain to the client that they will **placed on a list so other organizations and agencies can better service you** with the resources that you currently need.
- We talk to people about getting connected to coordinated entry to **potentially open up some other resources** for them
- The messaging is around the assessment itself and the **BNL is largely ambiguous to our community** outside of participating agencies in the Pikes Peak Continuum of Care.
- Messaging focuses on Coordinated Entry and the **need for service providers to share information and work together** to give a person who is experiencing homelessness effective support. The BNL is a tool in this process.

Most communities require that a person must **have some engagement** to remain on the BNL.

In many communities people must check-in or utilize community services within 90 days.



- During the assessment portion of Coordinated Entry, clients are notified they **need to check-in every 90-days** in order to remain active on the BNL.
- **Show engagement in the system at least every 90 days** or they will be removed. If a youth continually denies referrals and seems uninterested in housing, CES reaches out to case manager to find out situation and see if person should be removed from the priority list.
- Individuals **must have a system contact every 30 days** or are moved to an inactive list. This can include a shelter stay, contact with in-reach or out-reach teams. If an individual moves to the inactive list any contact with shelter, in-reach or out-reach will automatically move them back to the active list.
- They must **update contact information** as needed to ensure contact is made. For someone to remain on the acuity list, contact has to be made in some way: phone calls, interactions with outreach, engagement with youth drop in center, accessing services for food, showers, etc. If no contact is made in 90 days, they are placed on inactive on the acuity list, but the individual remains on the BNL.
- **Still in shelter** or communicating with outreach or coordinated entry staff.
- The client have to have **utilize in community services within the past 3-12 months**. The CM are usually good at following up with people through contact numbers or the local street outreach team.

All communities have some policy in place for removing people from the BNL.

When a person has not had contact with any service providers or outreach after a certain period of time.

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When multiple attempts to contact the person have been made, but they cannot be reached or found.

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- We try to contact via **method of choice** (phone call, email, text) three times
- Currently, **monthly case conferencing occurs** and shelter/outreach/drop in staff advise if youth are still active in the system.
- Housing Navigators attempt to contact YYA on two occasions within a week of each attempt. Or, when YYA are housed or **refuse all housing resources offered**.
- Young people are moved to the inactive list **only after multiple attempts to contact them or locate them have failed**. After frequent attempts to contact and engage and no response during a 90 day period
- They must not have had any contact in 30 days, and have been on the outreach list for two weeks.
- **Master List Inactive/Active status updates will be done at least once a month** to ensure the Active List is accurate.