

Theme 1: By-Name List Policies & Practices

January 15th CELC call recording can be found [here](#).

BNL Survey Results

- 11/15 communities are already using a BNL; 3 communities are starting soon and 1 community doesn't intend to have a BNL anytime soon.
- Everyone includes YA 18-24 on the BNL, and only 4 communities include youth under 18. 2 of these communities haven't started yet; 2 have.
- **Definitions of Homelessness:** most are using broader definitions and including 3 or more of HUD's categories of homelessness
 - All communities are using Category 1, and most are using Category 4.
 - Mixed responses regarding categories 2 and 3.
- **Requiring assessments before adding people to the BNL**
 - 3 communities do not require completion of an assessment. However, they have policies for ensuring people have access to services regardless of assessment completion.
 - 2 communities wait for a specific period of time (based on local data) to offer/complete assessments with young adults.
- What happens when people **refuse to engage in assessment process?**
 - Refusing to do an assessment is a rare occurrence.
 - People are still connected to services. They may be limited, for example, to non-CoC funded resources like faith-based or privately funded resources they are typically discussed and connected via case conferencing.
- **Diversion** – 11/13 communities are at least attempting diversion but acknowledge that a lot of work still needs to be done around this.
- **Messaging** – communities are thinking about assessment in terms of resource connection as opposed to: “getting added to a list.” Trying to avoid messaging that a young adult “goes on a list” because we know the majority will not be offered a housing resource through CES and there's an immediate need to connect people with services and mainstream resources.
- **Active status on BNL** – most require that folks remain engaged in some way to ensure that BNL is maintained/updated. All communities have a policy to remove people from the list after they have no contact for a specific period of time. 90 days is common within CELC communities.

Questions from Communities:

- Lisa from MA – may be unclear regarding what diversion really means. Trying to understand what the population looks like. Everyone gets added to a list with some basic data, and they may be connected with various resources without going through the full process.
- Discussed diversion. A future call will focus on prevention/diversion given the interest during the 1/15 call.

Community Example: Pima County

Pima County – quick facts from BNL survey:

- Use broad definition of homelessness
- Piloting diversion
- No engagement requirement for someone to remain on the BNL
- High numbers of youth on their list and long wait times
- High numbers of exits to “Moved to Inactive”

Pima County Presentation (Pam, Priscilla & Melissa):

- Clean Up Process in motion that is addressing a big goal to clean up the list. Hovering around 300 YAs on BNL, which is an overcount/inaccurate. We're actively taking 50 names at a time and utilizing outreach and navigation to search for those YA's, engage and see if they're still in need of housing/services. We have a clear process around moving people to inactive status – thorough outreach and timed process before a young adult is moved to “inactive” on the list.
- When we first started doing assessments, we agreed that we'd assess any YA that was unstably housed. Caused complications on back end (referral process) - many YAs on BNL didn't meet eligibility requirements for housing (related to homeless definition).
- Referrals in CE have started for prevention resources. It's not just about housing - it's about other supports and making those connections. There's a parallel CES in our HMIS for behavioral health - they make referrals to Medicaid housing which uses a different homelessness definition. Over time, they've narrowed their focus to literal homelessness. Therefore, lots of clean up after many pilots/tests.
- Trying to refine our process to best meet youth needs and get them connected immediately.
- Future Focus: We have to figure out how to maintain engagement with youth, and we're really focused on outreach and navigation for that role.
- Youth in transitional housing projects are still on the BNL until they exit to a positive destination. They have 3 transitional housing projects. They may be changing to RRH.

Questions form Communities:

- Difference between prevention and diversion: Prevention typically targets people in the "at risk" category of homelessness. They have a safe place to stay tonight, but it's short term and there's an end in sight. Diversion is targeted to people without a safe place to stay tonight. They've come in asking for shelter/resources for tonight and may be willing to engage in a conversation with safe about any safe alternatives to shelter. I'm happy to talk with you more if helpful.
 - In Pima County: Diversion is about searching for alternative solutions. Prevention is more about folks nearing eviction without financial resources to avoid it, or youth who are couch surfing and could use support identifying safe and stable options.

Community Example: Springfield, MA

- Quick facts:
 - Use broad definition of homelessness
 - Don't require assessment to get on BNL
 - High percent of exits to "moved to inactive"
 - Recently started using specific timeframe (10 days in shelter / 3 outreach contacts) before they complete assessment process.

Springfield, MA Presentation (Gerry McCafferty):

- Used experience with vet and chronic BNLs to inform youth process. Started youth BNL about one year ago. Jumped into youth effort using chronic strategies, and realized a change is needed to do this better within youth system.
- CELC calls made us take a look at this and revise. Issue that informed change: We have 2 adult shelters tend to have youth in them; struggled to make sure youth aren't overlooked. We don't want to miss youth so we automatically added them. Old policy: If youth encounters outreach or shelter, they were put on a BNL. HOWEVER, we saw many youth stay a few nights, leave and not enter again. Ended up with long list of youth that wasn't updated/accurate. Many inactive youth.
- New policy as of December 2018: If young adults have 3 contacts w/ outreach, or stay in shelter for 10 days or more, they then are engaged in assessment process and put on BNL. Don't do diversion before putting on the BNL because we attempt diversion multiple times - they may come off BNL after being diverted.
- 2 providers with street outreach team. They work as navigators in addition to doing outreach.

Questions from Communities

- How did you use data to make this policy shift?
 - Looked at inactive list- what did we know about people, how long were they around? 10 days seemed like the mark - people who left before 10 days didn't tend to come back. Those in shelter more than 10 days were the people we needed to focus on/prioritize for the assessment process and getting them into CES.
- What types of services are being offered while youth are waiting?
 - In Springfield, we have RRH that's 12 months long. We have very quick one time assistance as well (progressive engagement). Working on figuring out who needs what. Ensuring providers are skilled on family conversations. Found an 18 year old in shelter after being kicked out. RHY provider tried to work with youth – they weren't interested in speaking with family re: reunification. But we made it available.
 - Seeing youth exiting foster care w/ mental health issues and developmental disabilities, and state systems point to each other. We have to provide advocacy to connect them well to the right systems.

Resources from the call:

- BNL Survey Results - CELC Communities (attached to email)
- Child Welfare Facilitation Guide (attached to email)
- Call recording