

The European End Street Homelessness Campaign

[By Name List Scorecard for Croydon](#)

The By-Name List (BNL) Scorecards helps you take a snapshot of your local progress toward a quality by-name list and target areas for improvement. Read our thoughts below on how to use this tool before proceeding to the assessment questions.

Invite the right people to the room

Complete the scorecard with the full group of local stakeholders working to end homelessness, instead of one or two people completing the scorecard alone. When people complete the scorecard as a group, they clarify policies and identify gaps in services (or a perception of gaps). As you seek consensus on the elements of your by-name list, the scorecard should take about 30 minutes to complete.

What your score means

Your score is a baseline, not a judgment. It should help you create action plans and measure improvement toward a comprehensive by-name list. This tool is for your benefit and is not required by any funder or government agency.

The following questions qualify a By-Name List as capturing all people experiencing homelessness in a community including:

- Unsheltered individuals living in a place not meant for human habitation (e.g. the street, in cars, campsites, public transport etc.)
- Individuals in shelters, drop-in centres, seasonal/overflow beds, hotel, **bed and breakfast accommodation or temporary accommodation (TA)** paid for by a homeless provider or a statutory agency.
- Individuals in transitional housing, including supported accommodation where the maximum stay is for less than two years.
- Individuals from your list who are entering an institution (e.g. prison or hospital) where they will remain for 90 days or less; if stay exceeds 90 days, they can be moved to inactive list.

These questions also assure specific system capabilities and policies and procedures are in place, so that a community's By-Name List has the long-term functionality and necessary infrastructure to measure progress toward reducing and ending homelessness.

Part One: Community Participation and Coverage

1. Outreach coverage: How much of your community's geographic area is covered by a documented and coordinated outreach system? (The threshold is 75% or more.)

Ø 100% is covered

Ø 90% or more is covered

Ø 75%-89% is covered

Ø 50%-74% is covered

Ø 25%-49% is covered

Ø Less than 25% is covered

*75%-100% of the community is covered = CREDIT TOWARD QUALITY

Optional

4a. Briefly explain how you ensure coordinated coverage of your geographic area and how you document it:

2. Providers reporting data: What percentage of homeless service providers serving homeless individuals in your community (outreach providers, shelters, day/drop-in centres, seasonal/overflow beds, hotel paid by a homeless provider or statutory agency/TA, transitional housing, permanent housing) report data into your by-name list using a common assessment tool? (The threshold is 75% or more)

Ø 100% of providers report data into the by-name list

Ø 90% or more of providers

Ø 75%-89% of providers

Ø 50%-74% of providers

Ø 25%-49% of providers

Ø Less than 25% of providers

*75%-100% of the community is covered = CREDIT TOWARD QUALITY

3. Partnerships with Institutions Discharging Homeless Individuals:

Do the service providers serving homeless individuals in your community have partnerships in place with local institutions (e.g. prisons or hospitals) who may be serving/discharging people experiencing homelessness to your community, such that they can be captured appropriately on your By-Name List?

Part Two: Policies and Procedures

4. Inactive policy: When an individual on your by-name list cannot be located, does your community follow a written policy to establish an inactive threshold and move the individual

to an inactive portion of the list? Does this include individuals residing in institutions, who have been there 90 days or longer?

5. Tracking without full assessment: Does your community have a way to track actively homeless individuals who have not consented to undergo a full assessment?

Optional

5a. Please briefly describe this process:

Part Three: Data Infrastructure

6. Unique identifier: Does your community's by-name list include a unique identifier to prevent duplication of client records and facilitate coordination between providers?

7. Tracking homeless status: Does your community's by-name list track the 'homeless status' of all individuals, including the date each status was last changed? Status fields should include: Street Homeless, Temporary Accommodation, Transitional Housing, Supportive Accommodation, Institutionalized, Inactive, and Housed.

8. Tracking newly identified people: Does your by-name list track the total number of newly identified or assessed homeless individuals every month? This figure represents a portion of your monthly inflow.

9. Tracking individuals experiencing chronic homelessness: Does your by-name list allow for a way to track individuals experiencing chronic homelessness?

10. Tracking returns to system: Does your community's by-name list track individuals returning to active homelessness within the past month? For example, an individual was previously designated as "housed" or "inactive" and began seeking services or housing again in the past month. This figure represents a portion of your monthly inflow.