10 Steps to Create and Use A By-Name List

Below are 10 steps to help guide your community in the creation and use of a By-Name List. Note, these steps do not have to be implemented in this order. Use this information in the way that makes the most sense for your community.

STEP #1 – Learn About By-Name Lists

- Go to the By-Name List page on the BFZ-C website under "Resources". There you will find a By-Name List Q&A, webinars, videos, tools and sample materials on By-Name Lists.
- Most importantly, review the BNL Scorecard 2.0 Guide and complete the BNL Scorecard 2.0 Scorecard to learn more about the 12 key areas of a quality By-Name List.

STEP #2 – Clarify Your Scope and Build Community Will

- Your community will need to consider the following questions as you begin to develop your By-Name List:
  - What geographical area will our By-Name List cover?
  - Will the By-Name List initially include everyone experiencing homelessness or a smaller sub-group (e.g., chronic/high acuity only, youth, families, etc.)?
  - Which agencies/programs will refer and report data to the By-Name List
  - Which agencies/programs will receive referrals from the By-Name List?
  - Who will host and manage the list?
- Through any of the remaining steps you will likely need to continue building community will. Review the following presentation and tool for ideas about how to build community will.

STEP #3 – Pick Your Tools - A Database & Common Assessment Tool

- You will need a database to hold your By-Name List. Note that work is underway to develop a HIFIS By-Name List Module. In the meantime, you can go to the By-Name List page on the BFZ-C website under "Resources" to find a number of example Excel By-Name List templates that includes all the elements for a quality By-Name List that you can use right away and customize as needed.
- You will need to choose the common assessment tool(s) that best meets your community's needs. See further information about common assessment tools on the Coordinated Access page. Consider contingency plans for people who do not want to complete the assessment.

STEP #4 – Complete a Registry Week or Build on an Existing Coordinated Access System or HMIS

- A Registry Week is a great way to "kick start" a By-Name List. Go to the BFZ-C website "Resources" section where you will find a drop-down that includes the Registry Week Toolkit with all the tools and information you will need to complete a Registry Week.
- Sometimes communities already have a By-Name List started if they have a coordinated access system and/or a comprehensive database (HIFIS/HMIS) from which they can use and continue to build on towards a quality By-Name List.

STEP #5 – Set A Goal, Gather Resources and Prepare for a By-Name List Post Registry Week

- Wherever possible, set a goal around housing people (shorter or longer-term) and line-up housing support resources that can be offered to people who have been prioritized (according to your locally defined priorities) from your By-Name List.
- Consider as much as possible, the items in Step #6 before your Registry Week. However, you don't have to have it all figured out to move forward – simply plan to continue working on these items following your Registry Week.

STEP #6 – Create Policies and Processes to Manage Your By-Name List

- Along with creating your own local prioritization policy (see Step #7), be sure to create policies and procedures to add, remove and support people on your By-Name List through agency participation, street outreach, and case-conferencing so that it doesn't become a static waitlist. Go to the Coordinated Access page on the BFZ-C website under "Resources" for sample By-Name List/Coordinated Access frameworks, policies and procedures and other resources.

STEP #7 – Create a Coordinated Access System and Prioritize People for Housing Support Resources

- Use your By-Name List to identify those eligible for your coordinated access system. From there, you can apply locally defined priorities to prioritize offers of housing support resources.
- Go to the Coordinated Access page on the BFZ-C website for further information on coordinated access and prioritization.
- Self-assess the strength of your Coordinated Access (CA) system using the CA Scorecard 2.0 (on-line CAS Scorecard & CA Scorecard Guide)

STEP #8 – Continue to Take the By-Name List Scorecard (BNL Scorecard)

- Use the BNL Scorecard 2.0 quarterly as a self-assessment tool to identify areas for improvement and work towards having a quality By-Name List. Go to the By-Name List page on the BFZ-C website under "Resources" to review all the BNL Scorecard 2.0 materials including the BNL Scorecard 2.0 Guide and other tools.

STEP #9 – Achieve a Quality By-Name List and Continue to Sustain and Improve It

- A "Basic Quality" By-Name List is achieved once you have been verified by BFZ-C as having met a 11/11 on the By-Name List Scorecard along with additional elements (see the BNL Scorecard 2.0 Guide). From there, you will want to continue to sustain and make improvements - aiming for an "Advanced Quality" By-Name List by scoring a 12/12.

STEP #10 – Use Your By-Name List System-Level Data

- You can use By-Name List data and dashboards from your Performance Management Tracker (available to BFZ-C communities) to set performance improvement goals and monitor key indicators for reaching and sustaining functional zero on chronic homelessness. Go to the By-Name List page under "Resources" for sample dashboards.