

# Know-by-Name Status Update

Presented to the Utah Board of Homeless Services on August 22, 2024

## Know-by-Name Overview

Know-by-Name is an evidence-informed, proven intervention. It cares for people experiencing homelessness by ensuring each person has an individualized care plan managed by a designated case worker. The approach allows case workers to assess individuals and link them to critical services that previously had been siloed or difficult to access – all while providing continual support at every step. It aligns with a continuum of care that defines the ultimate objective not as mere activities such as food or shelter, but something much greater – increased human dignity.

## Intervention Summary

From July-December 2024, the Utah Office of Homeless Services and the Utah Impact Partnership, in collaboration with Cicero®, are piloting a Know-by-Name system in Weber County, demonstrating its promise in addressing homelessness in Utah. This initiative is focused on Know-by-Name to serve a representative portfolio of individuals across demographics and homelessness types. Key metrics measured during the pilot include:

- Individuals' progress in the continuum of care
- Service provider coordination
- Overall system efficiency, and
- Improved dignity and respect for individuals facing homelessness.

Additionally, Cicero is auditing Utah County's by-name process to identify best practices and areas for improvement, as Utah County has been using by-name lists more effectively than other parts of the state.

## Objective

The objective of this intervention is to validate the Know-by-Name system, identify best practices, and address pain points within Weber County, ensuring that, if successful, it can be efficiently scaled statewide in 2025.

*See reverse-side for Current Project Status and Next Steps*

## Project Status

### Weber County Pilot

- **Attended Weber County LHC meeting** | Introduced the pilot program and engaged with stakeholders.
- **Performed landscape analysis** | Provided initial recommendations for selecting primary providers, case workers, and client segmentation for the pilot.
- **Met with County Commissioner Bolos** | Received feedback and finalized the provider and segmentation framework.
- **Developed hiring process/strategy for caseworkers** | Created a hiring strategy for caseworkers currently working in Weber County.
- **Conducted secondary research and site visit to Lantern House** | Developed an understanding of the local context.

### Utah County Audit

- **Completed secondary research sweep** | Assessed the current state of homeless services in Utah County and the Mountainlands CoC using data from DWS and other reputable sources.
- **Conducted fact-finding call and interviews** | Engaged with key by-name system members and administrators for in-depth insights.
- **Convened UHMIS Steering Committee meeting** | Gained access to UHMIS, connected with subject matter experts, and received training on the system to evaluate its effectiveness.
- **Performed site visit to Community Action Services and Food Bank** | Built relationships with CEO Karen M. and staff to understand ongoing work in Utah County.
- **Coordinated and attended software demos** | Evaluated industry-leading case management and HMIS software solutions, including Eccovia (current UHMIS provider), Salesforce, BitFocus, PlanStreet, and CaseWorthy.

## Next Steps

### Weber County Pilot

- **Onboard selected providers and case workers** | Establish an accountability meeting cadence for ongoing oversight | August 23, 2024
- **Identify and enroll individuals for the pilot** | Use the final segmentation framework, Coordinated Entry, and the By-Name list in Weber County to select participants | September 6, 2024
- **Oversee case workers and coordinate collaboration** | Manage case workers, ensure effective collaboration among providers, and handle additional elements of the pilot project | August 23, 2024, ongoing
- **Measure progress throughout and at the end of the pilot** | Track and assess the progress of the pilot program continuously and upon completion | September 9, 2024, ongoing

### Utah County Audit

- **Conduct additional interviews with case workers and case managers** | Gain a ground-level perspective on by-name system operations within the Utah County system | September 1, 2024
- **Further explore HMIS** | Assess its current capabilities and determine its adequacy for the Weber County Pilot | August 23, 2024
- **Complete final report** | Submit the final report | August 28, 2024