CE Redesign Workgroup Kickoff

Meeting 1
October 12, 2022
1:00-3:00pm
Welcome!

Rev. Dr. Megan Rohrer
Cynthia Nagendra
Recognizing the Impacts of Systems

• Homelessness is the result of the failure of many other systems: inequities, failed policies, and intentional exclusion in housing, employment, health, education, criminal justice led to this crisis of homelessness.

• Coordinated Entry is a tool to provide more equitable and streamlined access to housing and resources that needs to recognize these deep historical and systematic injustices.

• Past recommendations from community stakeholders, standardized data collected from CE, and the CE evaluation illuminates what the Coordinated Entry System’s intended impacts and unintended consequences are and can be.

• Respond with a re-imagining of a system that is more aware of these impacts and prevents new policies that could further disparities and harm.

• Recognizing that there are other components to streamlining the path from homelessness to permanent housing and stability that must continue to challenge the systemic injustices, housing unaffordability, wage inequity that cause homelessness.
Coordinated Entry System Evaluation, Re-design, and Implementation

**Process**

**Evaluate**

Phase 1: February - July 2022

HSH contracts 3rd Party Evaluation of San Francisco’s Coordinated Entry (CE) System to document current processes and recommend redesign considerations

- Gather input from stakeholders and users and non-users of the CE System to evaluate the perception of CE
- Deliver CE Report to LHCB

**Re-Design**

Phase 2: August - December

- CE Redesign workgroup is developed and seated
- Workgroup meets regularly to develop recommendations by bringing community input to the design process
- CE Redesign workgroup are liaisons to the broader community to get input on what recommendations and policies to develop/re-design

**Implement**

**Phase 3: Ongoing**

- Present Recommendations to LHCB and HSH
- HSH Develops Implementation Plan and Timeline for Chosen Model
RECOMMENDATION DEVELOPMENT PROCESS

01 COORDINATED ENTRY REDESIGN WORKGROUP
Provide vision
Bring expertise
workgroup members
Get input from broader communities that everyone is representing

02 BROADER COMMUNITY INPUT
Get input into topics that will be recommended

03 HSH
Give input into proposals for recommendations

04 COORDINATED ENTRY REDESIGN
Takes input in to finalize recommendations to submit to LHCB for approval

05 LHCB APPROVES RECOMMENDATIONS
Kick-Off Agenda

Welcome and Intros

Group Agreements/Operating Principles/Shared Covenant

Core Concepts - Part 1

Grounding in Shared Vision and Approach

Next Steps
Workgroup Introductions

- Name
- Pronouns (Optional)
- Racial and Ethnic Identity (Optional)
Why Pronouns?

• Everyone has pronouns or a way they would like to be described. Naming pronouns reminds us that we cannot know and should never assume we know someone’s gender just from knowing their name, seeing their face or body, or hearing their voice.

• Naming pronouns during introductions gives everyone the opportunity to actively consent to how they want others in the room to refer to them. By hearing and using the pronouns people ask us to use, we are respecting everyone’s identity.

• Someone’s pronouns may change over time for many reasons. Naming pronouns in introductions gives people the opportunity to name who they are and how they want to be referred to in that moment.

• Some people may use different pronouns in different settings, which may be driven by their perceived level of safety in the space.
Why Racial Identity?

- Focuses our awareness on our own identities and experiences and who is and is not present in the room with us.
- Normalizes talking about race.
- May help us own our racial identity and what we bring into the space.
- Reminds us that racial groups sit differently in relation to power and resources in the U.S. due to historical and present-day manifestations of systemic racism.
- Grounds us in the connections between homelessness and race.
Introductions

- Name
- Pronouns (Optional)
- Race/Ethnicity (Optional)
- Question

1. What’s one thing that excites you about the work ahead?
2. What’s one thing that gives you “pause” about the work ahead?
Group Agreements/Workgroup Covenant

What experience do we want to have with each other?
Group Agreements/Workgroup Covenant

What will it take for us to create that experience together?
Let's try not to use acronyms and jargon, but if we do, ask questions!

<table>
<thead>
<tr>
<th>Acronym</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>CE</td>
<td>Coordinated Entry</td>
</tr>
<tr>
<td>HSH</td>
<td>San Francisco Department of Homelessness and Supportive Housing</td>
</tr>
<tr>
<td>LHCB</td>
<td>Local Homeless Coordinating Board</td>
</tr>
<tr>
<td>HUD</td>
<td>US. Department of Housing and Urban Development</td>
</tr>
<tr>
<td>CoC</td>
<td>Continuum of Care</td>
</tr>
<tr>
<td>CER</td>
<td>Coordinated Entry Redesign</td>
</tr>
<tr>
<td>PSH</td>
<td>Permanent Supportive Housing</td>
</tr>
<tr>
<td>RRH</td>
<td>Rapid Rehousing</td>
</tr>
<tr>
<td>SIP</td>
<td>Shelter in Place Hotel/Non-congregate shelter</td>
</tr>
</tbody>
</table>
Core Concepts

Equity, Authentic Collaboration, and Transparency
Equity & Equality

• Equity recognizes that people are situated differently, with different circumstances and needs.

• Equality treats everyone the same, whereas equity gives everyone what is fair.

• Equity ensures everyone has the supports and resources necessary to be successful by creating targeted strategies that address the root causes and underlying factors that lead to disparate outcomes.

• Equity (and racial justice) benefits everyone.
Authentic collaboration is defined as:
A well-defined relationship entered into by two or more different partners (e.g. individuals, organizations, networks) coming together from various sectors, groups and/or communities to achieve common goals. They are characterized by a commitment to building, nurturing and maintaining mutually beneficial relationships; joint responsibility and accountability for success; and the sharing of resources and rewards.
Envisioning Shared Decision-Making
Shared, clear, and accessible information:
• Who is involved?
• What work is being done?
• How are decisions being made?
• What opportunities are there to be involved?
• How will feedback be used?
Challenges with Transparency

"Lack of transparency and clarity about how the system(s) functions was cited repeatedly by staff, providers, and users as a major challenge. Feedback in focus groups and the listening session with providers reflected a widespread feeling of limited and one way communication, lack of knowledge of changes, and lack of clarity about why certain changes were made."

HSH CE Evaluation Report, p.17
A couple of things to keep in mind as we get started...

Co-Creating as a Learning Process

- Plan
- Reflect
- Act

Balancing Urgency and Transformational Change
Grounding in Shared Vision for the CE Redesign Workgroup
Coordinated Entry System Evaluation, Re-design, and Implementation

**Process**

**Evaluate**

**Phase 1: February - July 2022**
- HSH contracts 3rd Party Evaluation of San Francisco’s Coordinated Entry (CE) System to document current processes and recommend redesign considerations
  - Gather input from stakeholders and users and non-users of the CE System to evaluate the perception of CE
  - Deliver CE Report to LHCB

**Re-Design**

**Phase 2: August - December**
- CE Redesign workgroup is developed and seated
- Workgroup meets regularly to develop recommendations by bringing community input to the design process
- CE Redesign workgroup are liaisons to the broader community to get input on what recommendations and policies to develop/re-design

**Implement**

**Phase 3: Ongoing**
- Present Recommendations to LHCB and HSH
- HSH Develops Implementation Plan and Timeline for Chosen Model
RECOMMENDATION DEVELOPMENT PROCESS

01 COORDINATED ENTRY REDESIGN WORKGROUP
Provide vision
Bring expertise
workgroup members
Get input from broader communities that everyone is representing

02 BROADER COMMUNITY INPUT
Get input into topics that will be recommended

03 HSH
Give input into proposals for recommendations

04 COORDINATED ENTRY REDESIGN
Takes input in to finalize recommendations to submit to LHCB for approval

05 LHCB APPROVES RECOMMENDATIONS
What is the CE Redesign Workgroup?

• A new, collaborative effort of the LHCB, HSH, service providers, and people with lived experience

• Builds upon feedback and learnings from the Coordinated Entry Evaluation Report

• Will inform and shape recommendations for re-imagining San Francisco’s Coordinated Entry System
Workgroup Responsibilities

Make recommendations about certain components of program design highlighted in the recent 2022 HSH CE Evaluation Report, key performance indicators, and service models for San Francisco Coordinated Entry in the future.

Participate in meetings, review and contribute to written materials, and offer edits and suggestions on written materials in a timely manner.

Participate consistently in approximately 2 hours per week of working group meetings as well as review materials, prep, and reading totally approximately 2 hours per week—4 hours per week of total time.

Share updates and host discussions to get feedback on topics the work group is working on with other planning, CE access point, and CE implementation groups in the San Francisco Homeless Response System, with the support of HSH staff and the TA team.
CE Redesign Workgroup

- LHCB
- TA providers
- Stakeholder Groups
- HSH
# Partners Supporting the Workgroup

<table>
<thead>
<tr>
<th>Local Homeless Coordinating Board (LHCB)</th>
<th>Dept. Of Homelessness &amp; Supportive Housing</th>
<th>Community Stakeholders</th>
<th>Technical Assistance</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Represented by Rev. Rohrer &amp; Andrea Evans</td>
<td>• HSH Coordinated Entry Team members</td>
<td>• People with experiences of homelessness, service and housing providers, and other key partners</td>
<td>• External consulting firm staff that support the effort, facilitate sessions, and share best practices and examples.</td>
</tr>
</tbody>
</table>
What opportunities can we use to engage our community partners?

- People experiencing homelessness
- Providers
- Other community partners
Part One: Foundation Setting

Sessions 1-2

- Group Agreements
- Operating Principles
- Shared Purpose
- Scope of Work

Part Two: System Visioning

Sessions 3-4

- Visioning CE
- System Mapping

Part Three: CE Redesign

Sessions 5 - ?

- Data Meaning-Making
- Knowledge Drops
- Governance and Decision-making
- Stages of CE
Discussion

• How are workgroup members thinking about this initial approach for sessions?

• What are you hoping that the CE Redesign can address in the next 2-3 months?
Next Steps
Meetings

• Weekly Workgroup Meeting Time (Virtual):
  • Option 1: Tuesdays, 1-3pm
  • Option 2: Wednesdays, 1-3pm
  • Option 3: Fridays, 10am-12pm

• Half or Full-Day Work Session (In Person):
  • November 2
  • November 3
  • November 9
  • November 10

• Bonus Session for People with Lived Experience
On-going Communication

• CE Redesign
  Email: hshcoordinatedentryredesign@sfgov.org

• Box Shared Files

• If you need any accommodations or support, please reach out by email (hshcoordinatedentryredesign@sfgov.org) or call 628-652-7723.
Resources

- HSH Coordinated Entry Redesign Website
- HSH Coordinated Entry Evaluation Report