Meeting Agenda

Welcome, Intros, Group Agreements

Discussion: Grounding in Shared Vision and Approach

Coordinated Entry Values & Visioning

Next Steps
Workgroup Introductions

In the chat:
• Name
• Pronouns (Optional)
• Racial and Ethnic Identity (Optional)
• What song would you want to play when you entered a room?
Group Agreements/Workgroup Covenant

What experience do we want to have with each other?

• **Honoring lived experience** and the resilience that folks bring to this conversation
• **Effective Use of Time**: Clear objectives and goals, focus, and movement in a positive direction
• **Learning Opportunity**: We share our experiences, learn from each other, and finding ways to improve.
• **Acknowledging and Addressing Distrust of the City**: There's a fair amount of mistrust with the City and we don't want to repeat the experience of providing feedback when the city already knows what it wants to do.
  • At the same time, acknowledge that those who work for the city do feel love, have pain, trauma, joy, etc. We are full human beings and represent but are not necessarily representative of the monolith known as, “The City”.
• **Transparency and Trust Building**: Real talk. Be honest and clear about what we can change or have input on and what is not within the scope of this group. Clear cut transparency and time for the group to fully understand the direction that we all are choosing to shift to solve our current CE problems.
• **Collaborative Conversation**: Where we create a sense of belonging and understanding that everyone has their own experiences and perceptions. We are respectful, show grace, and value the perspectives of people whose opinions are different than ours.
• **Cultural humility**: personal and community growth and healing
• **Creating a safe space** where there is no fear of punitive action if someone speaks up
Group Agreements/Workgroup Covenant

What will it take for us to create that experience together?

• Be one tribe and work towards solutions
• Be Respectful and Kind: Come from a trauma-informed care place and practice active listening. Focus on this work when we’re together.
• Collaborate: Be embodied and believe the experiences of others, even when they are different than our own; be mindful of power dynamics and how much space we take up or don’t take up; respect the views of others - every opinion counts; show the ability to agree to disagree.
• Acknowledge Intent and Impact: Believing that people are in this group because they have the best intentions and that they want to help. Show grace and be patient with one another.
  • At the same time, recognizing the harm we have experienced and taking ownership and responsibility for our actions/impact of our words/or lack thereof.
• Be open and honest: Invite and acknowledge feedback, be non-judgmental, and remain open-minded. Watch ourselves for knee jerk reactions and remove defensiveness.
• Build transparency and trust: Make the implicit explicit. Acknowledge past harms and understand that some of this is a healing process. Follow through.
• Check in: Make sure that we are surveying, asking questions about knowledge, feelings of the group movement, etc.
CE Redesign Workgroup
Feedback from You

"I'm not really clear what our ultimate goal is. Is the intent to completely re-build the access to housing process or to advise edits/tweaks to existing CE? Not sure what "the work" will be."
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.
Expectations for CE Redesign

• The CE Evaluation Report recommended a Phase Two Redesign with "a process that incorporates equity and has strong stakeholder participation throughout."

• The CE Redesign Workgroup is expected to make recommendations on:
  • Governance and oversight role of community members
  • Evaluation and key performance indicators
  • Components of CE highlighted in the recent report: Access, Assessment, Prioritization, and Referral
  • Service models for San Francisco Coordinated Entry in the future

Approach to CE Redesign

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<th>Part One: Foundation Setting</th>
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<td>Group Agreements</td>
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<th>We are here!</th>
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<td>Part Two: System Visioning</td>
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Approach to CE Redesign

Part Two: Visioning
• What are the values that the CE system should
• What would it look like for a CE system to work for everyone?
• What do we see when we imagine an "ideal" CE system?

Part Three: Redesign
• Governance and Decision-making
• Working through the current system, layering on pertinent issues/questions?
• Comparing current system to ideal system
• Recommendations for redesign
Approach to CE Redesign

**PART TWO: VISIONING**

- What are the values that the CE system should hold?
- What would it look like for a CE system to work for everyone?
- What do we see when we imagine an "ideal" CE system?

**PART THREE: REDESIGN**

- Governance and decision-making
- Comparing current and ideal system
- Working through the current CE system and issues/questions related
- Recommendations for redesign
Breakout Group Discussion

What do you think about this initial approach for sessions?

What are you hoping that the CE Redesign can address in the next 2-3 months?
Coordinated Entry Values and Visioning
What would it look like for everyone to go through the system and obtain safe, stable, quality housing in communities where they can thrive? How could a CE system assist people to achieve this goal?
Introduction: Why values and visioning?

When we reach difficult conversations, we can go back to the values we want the system to reflect.

We need to know where to build towards, not just where we're at currently.

Goal is not to put Band-Aids on the current system.
Visioning Exercise Guidance

• Exercise is not based on current circumstances (ie. Staff capacity, inventory, current stakeholders, current culture, etc)

• Imagine, if things were ideal, what experience a household experiencing homelessness would have with San Francisco coordinated entry?
Current CE Guiding Principles

- Housing-focused
- People-focused
- Stakeholder-informed
- Respectful
- Data-driven
- Accountable
- Targeted
- Innovative
- Equitable
- Urgent

San Francisco Coordinated Entry Standards
Breakout Discussion: Values

What are the values that our CE system should live by?
Targeted Universalism

Targeted Universalism is about setting universal goals that can be achieved through targeted approaches.

Example: Ramp on a sidewalk. Benefits those who are using wheelchairs, but also benefits people with strollers, walkers, or bicycles.

Click here for more on this topic...
Breakout Discussion: A System that Works for Everyone

What would it look like for a CE system to meet the needs and preferences for everyone?
Upcoming:

• Next Meeting: November 2nd, 1:00pm – 3:00pm
• In-Person Work Session: November 9th (Location and Exact Time: TBD)
Poll for In-Person Meeting

• Name
• Confirm attendance
• Food preferences
• Transportation support
• Any other accommodations or support needs
Talk to one person or group about your experience with the workgroup so far and let them know where they can find public updates.

Think about any specific meetings scheduled for November or December where we could share updates and ask for feedback.
On-going Communication

• CE Redesign Email: hshcoordinatedentryredesign@sfgov.org
• Box Shared Files

• If you need any accommodations or support, please reach out to the email above.
Resources

• San Francisco Coordinated Entry Standards
• HSH Coordinated Entry Evaluation Report
• Targeted Universalism, University of California - Berkeley