Session 4

Agenda/Facilitation

1. Welcome, Intros, Group Agreements – 10 minutes

2. Visioning
   • Review from last session – 10 minutes
   • Intro to visioning activity – 10 minutes
   • Group Discussion (using jamboard) – 75 minutes (Rotation 1 – 30 minutes; Break – 5 minutes; Rotation 2 – 20 minutes; Rotation 3 – 20 minutes)
     In three groups that rotate to different topics/facilitators:
     • Connecting to System (slides 3 & 4 in jamboard) - Mia
     • Understanding People (slides 5 & 6 in jamboard) - Hannah
     • Matching to Resources (slides 7 & 8 in jamboard)- Regina

3. Next Steps – 15 minutes
Welcome!
Meeting Agenda

Welcome, Intros, Group Agreements

Visioning – Part 2

Next Steps
Workgroup Introductions

- Name
- Pronouns (Optional)
- Racial and Ethnic Identity (Optional)
- What's something new or different you tried or did recently?
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 lising. 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 explicitly. 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.
• **Sharing and Confidentiality**: Everyone may decide for themselves how much they want to share in this space. Respect what is shared and do not share personal information outside of the workgroup without permission.
CE Visioning
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.
Current CE Guiding Principles

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

San Francisco Coordinated Entry Standards
Coordinated Entry Values

Accessibility and Equity
- Accessibility for people with disabilities, non/limited-English speakers
- Anti-racist

Accountability
- Oversight by diverse stakeholders
- Shared responsibility

Authentic Collaboration
- Act as one tribe
- Transparency, honesty, trust, safe spaces

Continuous Learning
- Be a learning system and use data to learn
- Develop ongoing competency and have humility

Personal Commitments
- Self-empowerment, believe in your ability to make change
- Be thoughtful and have empathy
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<thead>
<tr>
<th>Collaboration Within and Outside of SF</th>
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<tr>
<td>Collaborate regionally</td>
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<td>Direct Referrals and Warm Handoffs</td>
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<td>Engage diverse partners, including funders and other systems</td>
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<th>Communication</th>
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<td>Ensure community understands CE and how to connect to resources</td>
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<td>Improved methods of communication with clients</td>
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<th>Capacity Building</th>
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<td>Assessment Training</td>
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<td>Consistency in Practice Across the System</td>
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<td>Increase Providers who have lived expertise of homelessnesss</td>
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<th>Give People What They Need, When They Need it</th>
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<td>Open Access Points</td>
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<td>Client Choice</td>
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<td>Enough resources and efficient ways to connect people to them</td>
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<td>Tailored Approach</td>
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<th>Understanding People's Story and Situations</th>
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<td>Prioritizing safety concerns</td>
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<td>This is personal work, Trust-building is essential</td>
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<td>Understand people’s housing preferences to ensure access to resources and community</td>
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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?

- Connecting to the CE system
- Understanding People
- Identifying and Providing Resources to Match People’s Needs
Connecting to Coordinated Entry

In an ideal system, what do the "front doors" to the CE system look and feel like? Where should people be able to connect? Who do people meet and what should this first conversation feel like? What might be done and said?

What partners are needed? What outcomes would tell us this is working and equitable? What oversight should be in place?
Understanding People

In an ideal system, how do we gather information from the people seeking help in a respectful and supportive way? What questions do we ask to understand a person, their needs, and preferences? Who is asking the questions?

What partners are needed? What outcomes would tell us this is working and equitable? What oversight should be in place?
Identifying and Providing Resources to Match People’s Needs

What would it look like to match people to safe, stable, quality housing in communities where they can thrive? If a specific housing resource a person needs is available, how do they obtain it? If a specific housing resource a person needs is not available, what happens?

What partners are needed? What outcomes would tell us this is working and equitable? What oversight should be in place?
Next Steps
Upcoming:

In-Person Work Session: November 9th
Time: 10am - 4pm
Location:
In-person – November 9th

• Governance
• Summary of each point: access/assessment/prioritization/referral (needs to be prepped in advance)
  • "Ideal System" (from workgroup in session 4)
  • Excerpts from evaluation Report
  • Differences between systems
  • Additional context: mainstream and non-traditional partners; funding streams; policies
  • Key Questions that need to be answered (things we've heard from HSH and the workgroup in session 3 discussion)
  • Current Metrics tracked; recent data

• Activity:
  • What else needs to be added to the summary?
  • What should be priorities, next steps?
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

• CoC Program Interim Rule
• Notice CPD-17-01: Notice Establishing Additional Requirements for a Continuum of Care Centralized or Coordinated Assessment System
• Coordinated Entry Self Assessment
• HSH Website on Coordinated Entry
• HSH Coordinated Entry Evaluation Report