



CE Redesign Workgroup

Meeting 8
December 7, 2022



Welcome!

Meeting Agenda

Welcome and Icebreaker

CE Redesign Workgroup Timeline Updates

Connecting to CE: Context from HSH

Connecting to CE: Group Activity on Impact

Connecting to CE: Setting Priorities

Next Steps

Workgroup Introductions

- Name
- Pronouns (Optional)
- Racial and Ethnic Identity (Optional)
- Icebreaker: What is one of your strengths, talents, or skills?



CE Redesign Timeline

Organize and Refine Action Steps

December 7th, 14th, and 21st

Review and refine goals and action steps based on expected impact

Technical aspects of the current CE system to build context and understanding

Review of recommendations from the Evaluation Report

Review and Revise Draft Recommendations

January 4th and 11th

By year end, TA will incorporate all feedback and workgroup rankings and share revised document of draft recommendations for review

In person meeting to workshop all recommendations

Finalize and Approve Recommendations

January 18th and 25th

Finalize recommendations that will be submitted to HSH and LHCB


Include a proposed governance structure for ongoing CE effort

CE Redesign Timeline - December Sessions

December Sessions:

- Session 8: Connecting to CE (12/7)
- Session 9: Understanding People (12/14)
- Session 10: Matching Resources to People's Needs (12/21)

Each session and topic will include:

- Additional context and sharing from HSH and the CE evaluation Report
 - Review of values/ideal system descriptions
 - Activities to estimate the impact of action steps and name priorities
- 

Connecting to the CE System – Additional Context from HSH

Nikon Guffey and Robbie Matheson



Group Activity: Estimating Impact

Coordinated Entry Values

Accessibility and Equity

- Accessibility for people with disabilities, non/limited-English speakers
- Anti-racist, gender inclusive, and equitable for all marginalized populations

Accountability and Transparency

- Oversight by diverse stakeholders
- Shared responsibility

Authentic Collaboration

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

Continuous Learning, Evaluation, & Improvement

- 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

A System That Works for Everyone



Collaboration Within and Outside of SF

Collaborate regionally
Direct referrals and warm handoffs with responsive partnerships
Engage diverse partners, including funders and other systems



Communication

Ensure community understands CE and how to connect to resources
Improved methods of communication with clients



Capacity Building

Assessment training
Consistency in practice across the system
Increase providers who have lived expertise of homelessness



Give People What They Need, When They Need it

Open access points
Client choice
Enough resources and efficient ways to connect people to them
Tailored approach



Understanding People's Story and Situations

Prioritizing safety concerns
This is personal work, trust-building is essential
Understand people's housing preferences to ensure access to resources and community

Ideal System: Connecting to CE

- Immediate and Easy Access: Meet people where they are; no wrong door; transportation; access points in key locations (including programs and shelters) and extended hours of operation; remote options with live responses
- Affirming and Inclusive: Humanized experience; culturally specific with language preferences; trans and GNC inclusive; staff who are like clients; accommodating and respectful of people with disabilities (visible and invisible); safe
- Clear Information and Communication: Consistent, clear, and updated info available online, by phone, and in person; honest and non-placating; clear expectations at each step
- Strong Partnerships: Access points in partner systems; warm handoffs/referrals; shared data; navigator roles; regional collaboration; client included as part of their care team; trauma-informed training and pipeline for clients to become staff
- Addresses Immediate Needs: Focus on listening to households

Connecting to CE: Action Steps

- **CE Messaging:** Establish clear and unified vision, mission, values, and explanations so that everyone understands what CE is and how to use it as the entry point to housing resources.
- **CE Accessibility:** Ensure that CE sites are well known, accessible, and able to support all people and populations experiencing and at risk of homelessness to access available resources.
- **Diverse Access Points:** Create diverse staff and access point options to include people representative of population served, trusted agencies, and remote options.
- **CE Access Staff Training:** Provide orientation, training, career pathways, including peer training, so all staff understand CE process and resources and use trauma-informed and consistent approaches.
- **Expanded Access:** Expand access point schedule and staffing so that people can be supported and get immediate CE access and real-time responses.
- **Increased Locations:** Increase the number of locations to include points across City that are safe, available at all times, and include mobile options and co-location with other services.
- **Evaluation and Improvement:** Use a scheduled CE evaluation and improvement process with clear performance measures to provide transparency and make data-informed decisions.
- **Accountability:** Use an oversight body to ensure accountability and reduce politics.
- **Quality Experience:** Create connection points that are welcoming, ensure privacy, and provide person-centered and whole person care.

Group Activity: Estimating Impact

If we complete this action step, to what extent will it...

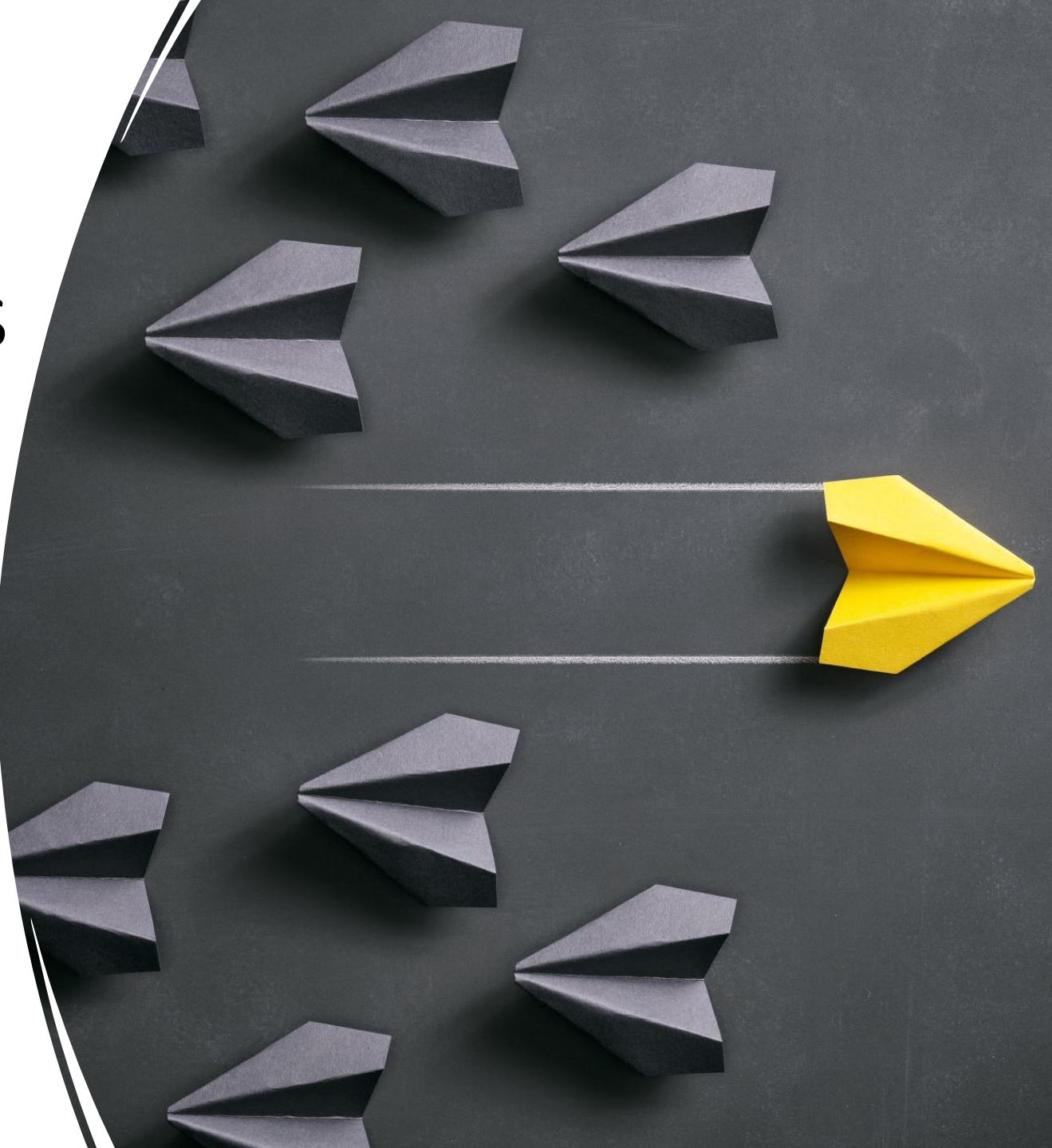
- Put our values into action?
- Create a system that works for everyone?
- Move us from our current system towards the ideal CE system?
- Improve outcomes for people experiencing homelessness?



Individual Response: Prioritizing Actions

All the action steps may be important, but we won't be able to do everything all at once.

- Which action steps do you feel like are most important?
- Which action steps can't wait and need to be started right away?
- Which action steps will improve outcomes the most for people experiencing homelessness?



Next Steps



Upcoming:

Remaining 2022 Meetings

- December 14th - Session 9
- December 21st – Session 10

2023 Meetings

- January 4, 11, 18, and 25
- In person on January 11th?





Community Update and Feedback Opportunities

See email and shared folder for [community update slides](#).

Community Engagement Opportunities

Group	Date and Time	Who from this group attends?
Shelter Monitor Meeting	3 rd Wednesday of each month	Megan R
Biweekly Provider Call	4-5pm on Tuesdays; next one 12/13	Nikon; Kate
Monthly SUDS Meeting		
BHS Champions Meeting	12/13 at 11am	Annora attends
Safe Housing Workgroup	3 rd week of the month, 10-12	Elisabet is convener; flexible on date
Weekly Nursing Group	Tuesdays at 1pm	
Site 10 Meeting	Thursdays at 1pm	
Local Homeless Coordinating Board	1 st Monday, 11-1pm	Nikon; Megan, Cindy, Andrea Evans (Megan can't go in December) – Nikon/Andrea can present
LHCB – CE Committee	2 nd Tuesday of the month, 12/13, 1-2pm	Megan O and R; Cindy, Nikon, Andrea *Asking for a non-City staff volunteer to co-present on 12/13
SF Interfaith Council		Megan R reached out; no response
All Access Point Meeting	12/14	Megan O *Asking for a non-City staff volunteer to share later in January
Coalition on Homelessness Meeting	12/13, 12:30 - 2	Yessica; AJ
Agency staff and resident meetings	Varies	
Office of Transgender Initiatives		Megan R reached out; suggested navigation center



You're
invited!



SF Local Homeless Coordinating Board - Coordinated Entry Committee Meetings

Date: Tuesday, December 13, 2022

Time: 1:00pm

Location: Virtual – Microsoft Teams ([Click here to join the meeting](#))

Or call in (audio only): +1 415-906-4659

Phone Conference ID: 776 428 133#

Passcode: eemk9i

Any questions or concerns, please reach out to LHCB
Clerk Charles Minor, charles.minor@sfgov.org

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.
- CE Redesign Webpage is Live: [Coordinated Entry Redesign \(sfgov.org\)](https://www.sfgov.org/CoordinatedEntryRedesign)