



CE Redesign Workgroup

Meeting 9

December 14, 2022



Welcome!

Meeting Agenda

Welcome and Icebreaker

CE Redesign Workgroup Timeline Review

Understanding People and Matching Resources: Context from HSH

Understanding People: Group Activity on Impact

Understanding People: Setting Priorities

Next Steps

Workgroup Introductions

- Name
- Pronouns (Optional)
- Racial and Ethnic Identity (Optional)
- Icebreaker:



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
- 

Understanding People and Matching Resources – Additional Context from HSH

Megan Owens & Nikon Guffey



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: Understanding People

Personal Connections: Individualized, trauma-informed and safe; trust and relationship-building; motivational interviewing and active listening; use a “life story” interview modality

Consistent Approach: Client-driven; case management and follow up; consistent; explains purpose, what will be asked, why, and how info is used; confidential; conversational; culturally informed; LBGTQ+ informed; clear communication about available CE services

Collects Info Effectively: Non-invasive and based on relevance; assess immediate needs, next steps, preferences, barriers; flexible; ability to reassess/update info; use other sources of data; addresses safety concerns

Staffing: Well-trained with adequate skills; representative of the population served; empathetic and committed to the population and their success; sufficient staff capacity

Understanding People: Action Steps

- **Better Understanding People:** A trauma-informed, client-tailored conversation that gathers medical vulnerability, housing history, and other info, and prioritizes what they say they need. Utilize cross-system data and enhance data-sharing across providers to increase warm handoffs.
- **Remove Barriers:** Remove barriers to clients engaging in assessment conversation by increasing communication methods, allowing clients to bring belongings, and enhancing care around sensitive questions.
- **Consistent Messaging:** Develop consistent messaging for the “Understanding People” component of CE with shared vision, mission, and values.
- **Capacity Building:** Enhance investments in CE staff through increasing compensation, training, wellness resources, and other support.
- **Expansion:** Increase “assessment” locations and capacity to include outside sites and expanded staffing.
- **Standardization:** Shift governance over CE to one entity responsible to standardizing processes and delivery of services.
- **Diversity:** Increase diversity of who conducts and is present for assessments to include diverse cultural representation, peer advocates, and various linguistic capabilities.
- **Data-Driven:** Ongoing qualitative and quantitative data collection and analysis centered on consistent performance metrics.

Group Activity: Estimating Impact

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

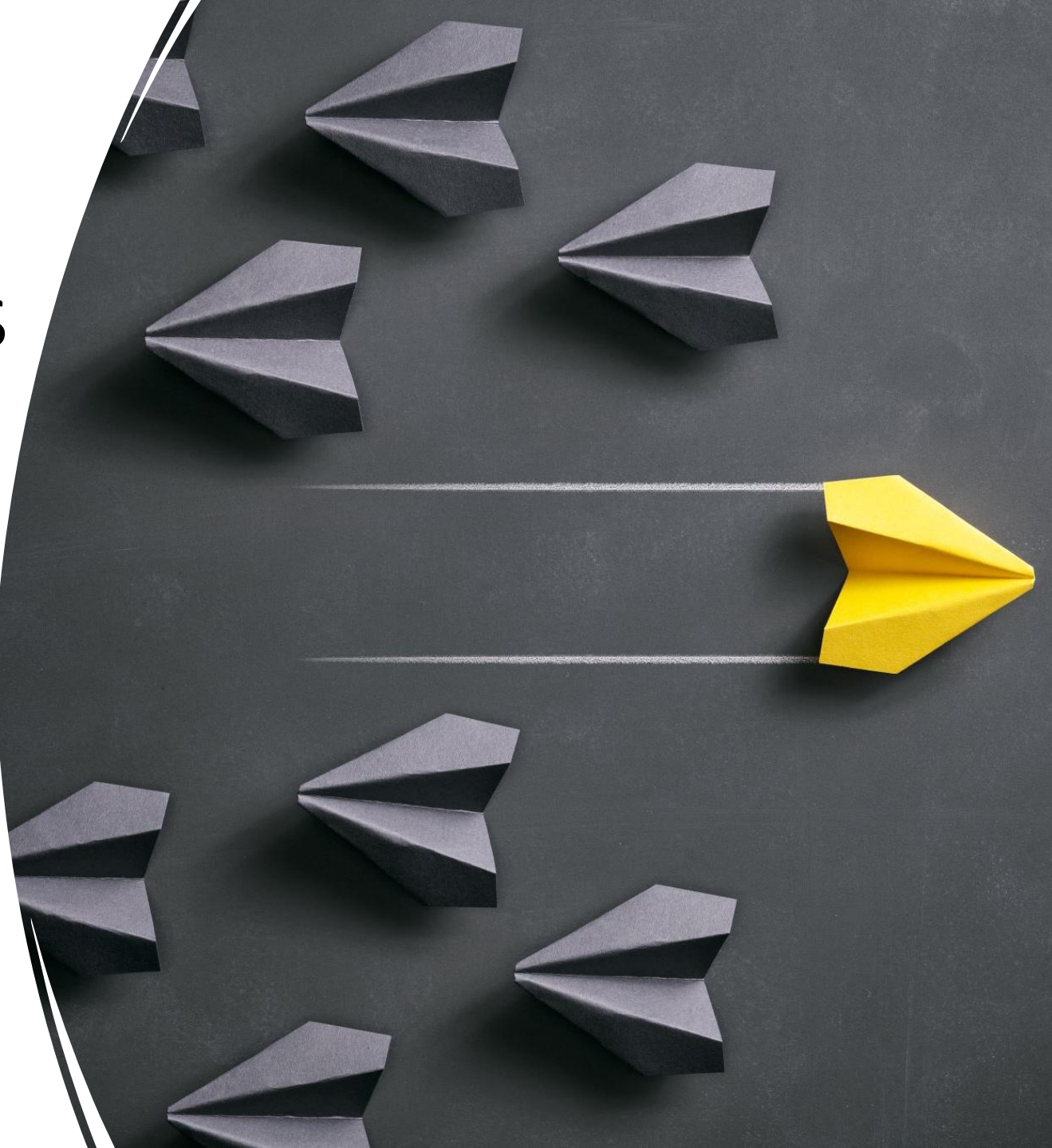
- Put our values into action?
- Create a system that works for everyone?
- Move us from our current system towards the ideal CE system?
- Improve outcomes for people experiencing homelessness?



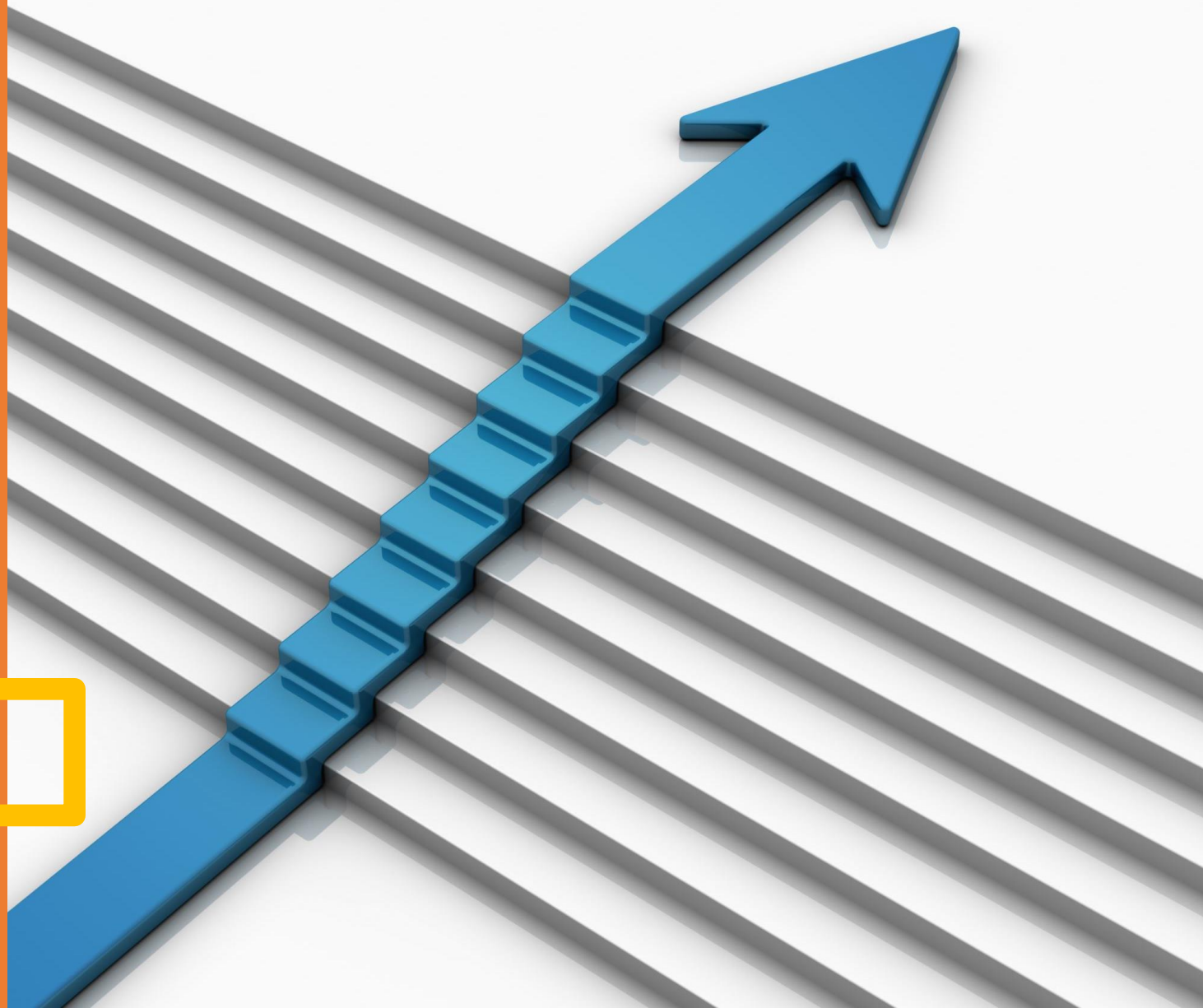
Individual Response: Prioritizing Actions

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 21st – Session 10

2023 Meetings

- January 4, 11, 18, and 25
- In person: 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, Gustavo |
| 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 |

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/Coordinated-Entry-Redesign)