



CE Redesign Workgroup

Meeting 13
January 18, 2023

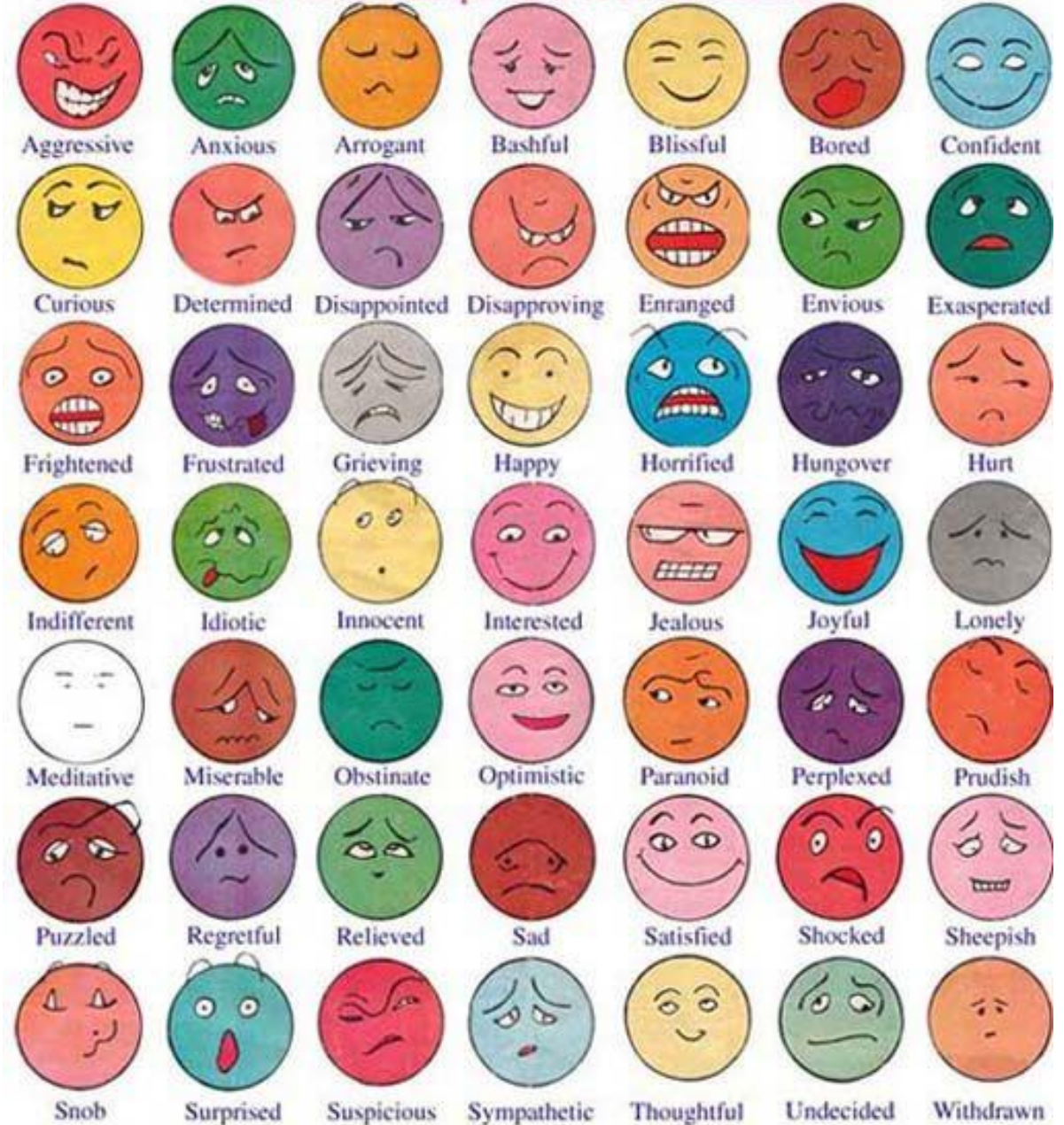


Welcome!

Workgroup Check-in

How do you Feel Today?

With the best compliments of Dr. Leo Rebello



Meeting Agenda

Welcome, Agenda, and Intros

CE Redesign Workgroup Timeline Review

Draft Recommendations – Recap and Highlights

CE Governance

Temp Check: Finalizing the Recommendations

Next Steps

CE Redesign Timeline

January 11th (In Person)

Workshop all recommendations
Draft CE governance
recommendations

January 18th

Workshop governance
recommendations
Review major recommendation
changes

January 25th - onward

Finalize and approve
recommendations that will be
submitted to HSH and LHCB
Celebrate work and confirm
next steps



CE Redesign Draft
Recommendations

Things to Consider in Reviewing Draft Recommendations



Is there anything important that is missing?



Can we get more specific about how priority areas would be addressed? What people, resources, and specific steps it would take to achieve goals?



Can you imagine any unintended consequences or inequities that the actions could cause for specific demographic groups or identities?

Major Changes: Connecting to CE

Priority Action Area 1 - CE Access Staff Hiring, Training, Culture Change, and Capacity Building: Added more detail on the types of training and support that will be needed; added an action step to ensure accountability for meeting expectations.

Priority Action Area 2 - Diverse Access Points: Added an action step to create new access points in underserved areas and use existing programs (shelters, drop-in centers) for CE access.

Priority Action Area 3 - CE Messaging: Added detail to the Client Bill of Rights to connect it to a grievance process when people do not receive the services they are entitled to.

Priority Action Area 4 - Quality Experience: Added additional detail on the types of changes needed (accessibility, ability to bring support person, LGBTQ+ friendly spaces, etc).

Major Changes: Understanding People

- **Priority Action Area 1: Better Understanding People**
 - Creation of Universal Initial Assessment available at self-assessment kiosks and via a call center
 - Development of a CE-wide pre-assessment script all assessors use
 - Optional pre-screening with cross-system data integrated into ONE system
- **Priority Action Area 2: Removing Barriers**
 - CE-wide Assessment policies and procedures training
 - Accountability including secret shoppers, equity-focused data collection and analysis, scoring to influence CoC competitive app and HSH contracts
 - Re-evaluating verification and providing support and resources for verification

Major Changes: How We Identify and Match Resources to Meet People's Need

Priority Action Area 2 - Making Referrals Based on Need:

- Review and modify/delete any questions that don't specifically help move an individual or family to stable housing
- For Prioritization, include questions about discrimination, length of time in San Francisco, evictions (dates and the "why" of evictions and an expanded definition of eviction that includes being "kicked out by family or friends).
- Place Behavior Health Specialists at the Access Points.
- Capture reasonable accommodation needs at the CE Access point and not just when they get to the navigator

Priority Action Area 3 - Promote Client Choice:

- Provide space for clients to ask for neighborhood choice so they can stay in their neighborhood with the community connections they already have.
- Reduce the amount of documentation needed to get into housing and eliminate the bias of some clients and their case managers being able to complete the documentation quickly so they receive their 1st choice and others receive whatever is left available.
- Show everyone the options that they have but formally revisit that along the way so that if the household took something that wasn't what they wanted they can move when their preferred place opens up.



Governance Recommendations



Governance Structure

Key Activities	LHCB	CE Redesign Committee	HSH
Changing assessment questions	2	9	1
Changing prioritization criteria	3	5	2
CE Communications Plan		3	6
Client Bill of Rights	2	4	1
CE Written Standards	5	3	3
Prep work and staffing (feasibility analysis, research on other options, etc.)		3	3
Language plan and policies/procedures for removing barriers during "Understanding People"	4	4	
More??			

Who should consult?

Who should make the decision?

Who should execute?

Draft Governance Recommendations

Establish a **new CE committee** with clear responsibilities to support the implementation of CE Redesign recommendations

- Will work in partnership with HSH and the LHCB
- Should include diverse representation from people with lived experience, CE service providers, HSH staff, and other key partners

Establish a **lived experience committee** that can be a partner to this and other efforts

Clearly outline decision-making authority in a way that empowers us to work collaboratively on CE:

- CE committee authority: changing assessment questions, changing prioritization criteria, approving the Client Bill of Rights
- LHCB authority: approve CE written standards
- HSH authority: approve CE communications plan

**In the chat/Unmute:
Anything else?**

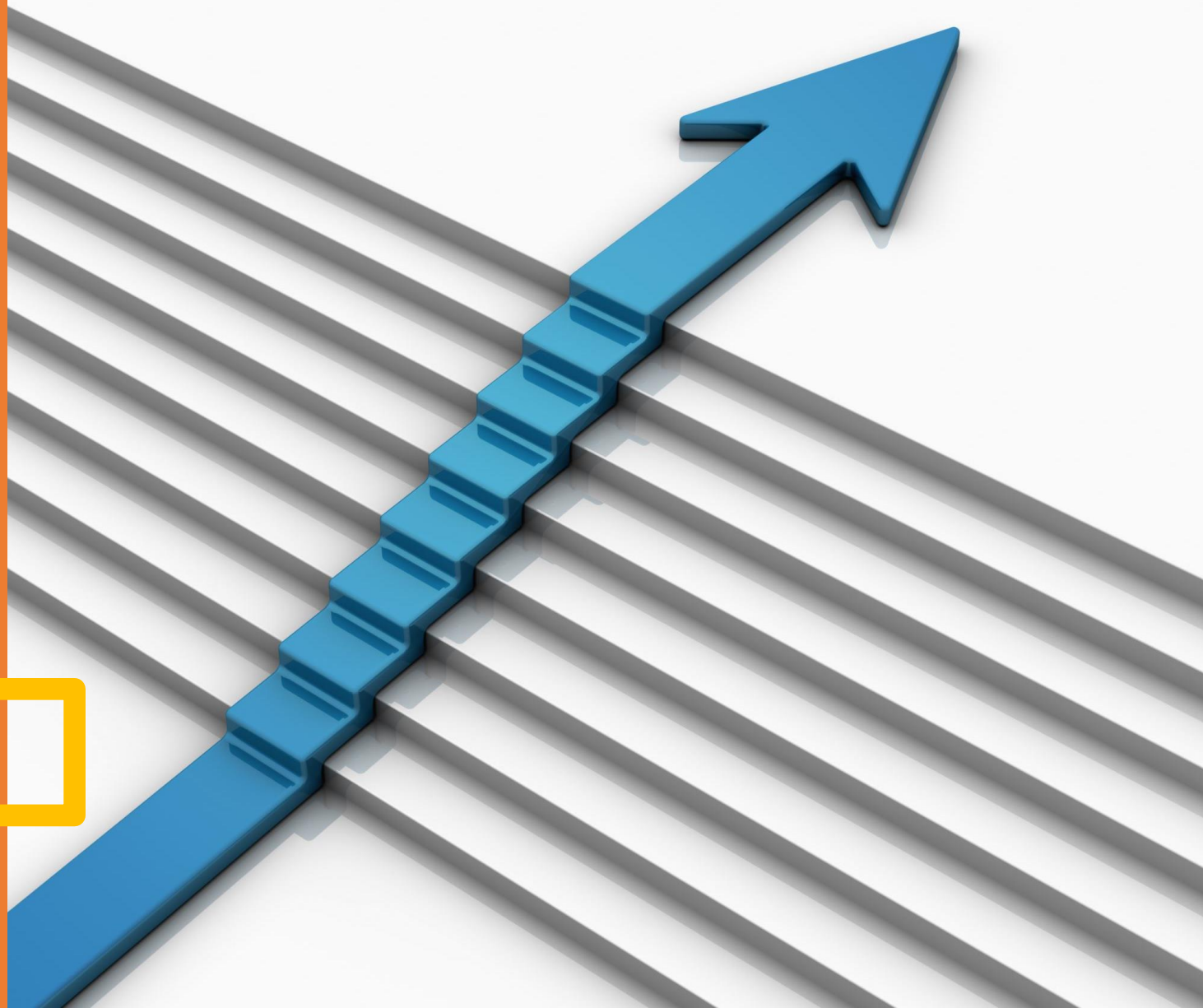
Temperature Check:

Draft recommendations

- How are you feeling about the recommendations after our work today?
- Are there any of the recommendations where you feel like there is disagreement or a need for further discussion within the workgroup?



Next Steps



Upcoming:

Finalizing Recommendations:

- Expect to receive updated draft Friday/Monday
- Review by next Wednesday

2023 Meetings

- Virtual: January 18th and 25th



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)