



CE Redesign Workgroup

Meeting 10
December 21, 2022



Welcome!



Homeless Persons
Memorial Day

Meeting Agenda

Welcome and Icebreaker

CE Redesign Workgroup Timeline Review

Problem Solving: Context from

Identifying & Matching Resources: Group Activity on Impact

Identifying & Matching Resources: Setting Priorities

Next Steps

Workgroup Introductions

- Name
- Pronouns (Optional)
- Racial and Ethnic Identity (Optional)
- Icebreaker: What is one way that you like to give or receive support?



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
- 

Problem Solving – Additional Context from HSH

Michelle Charles and Julieta Barcaglioni



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: Identifying and Matching Resources to Meet People's Needs

Quality Outcomes: Promotes beloved community and equity, holistic, and long-term; builds a sense of home; rapid access and immediate housing; clients feel respected and understood; intentionality – not rushed, but recognize urgency

Housing Options that People Need: Effective matching to people's needs and preferences with limited need for Admin Review; real-time, full inventory, including resources across agencies; low-barrier housing with a variety of supports, flexible models, and creative options; higher level medical care; variety of neighborhoods; cultural flexibility; safe, clean, and pest-free; choice

Access to Support: Immediate shelter options; storage of belongings; peer supports; health services; goal setting and long-term support; support for moving; non-punitive; centralized resource library for all service needs; warm handoffs

Clear Expectations: Community collaboration; transparency; clear timelines and next steps; standardized checkpoints to verify policies and procedures are working

Identifying and Matching Resources to Meet People's Needs: Action Steps

- **Consistent CE Messaging:** Provide a clear vision, mission, and value statement on what CE has to offer.
- **Making Referrals Based on Need:** Eliminate prioritization based on housing inventory and refer all unhoused people to the housing queue for the resource that they need.
- **Shelter Availability:** Increase shelters and provide real-time options.
- **Clearly Communicate Expectations:** Provide households with a clear explanation of what they can expect to receive and make housing inventory and client status easy to access and understand.
- **Equitable Access to Housing Resources:** Use standard referral and acceptance criteria for housing providers that promote equity.
- **Promote Client Choice:** Allow households to define family and create options that promote safety, provide accommodations, and allow households to choose housing options and locations that meet their needs.
- **Data Analysis and Evaluation:** Use metrics and ongoing evaluation schedule to track performance and make improvements.

Group Activity: Estimating Impact

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

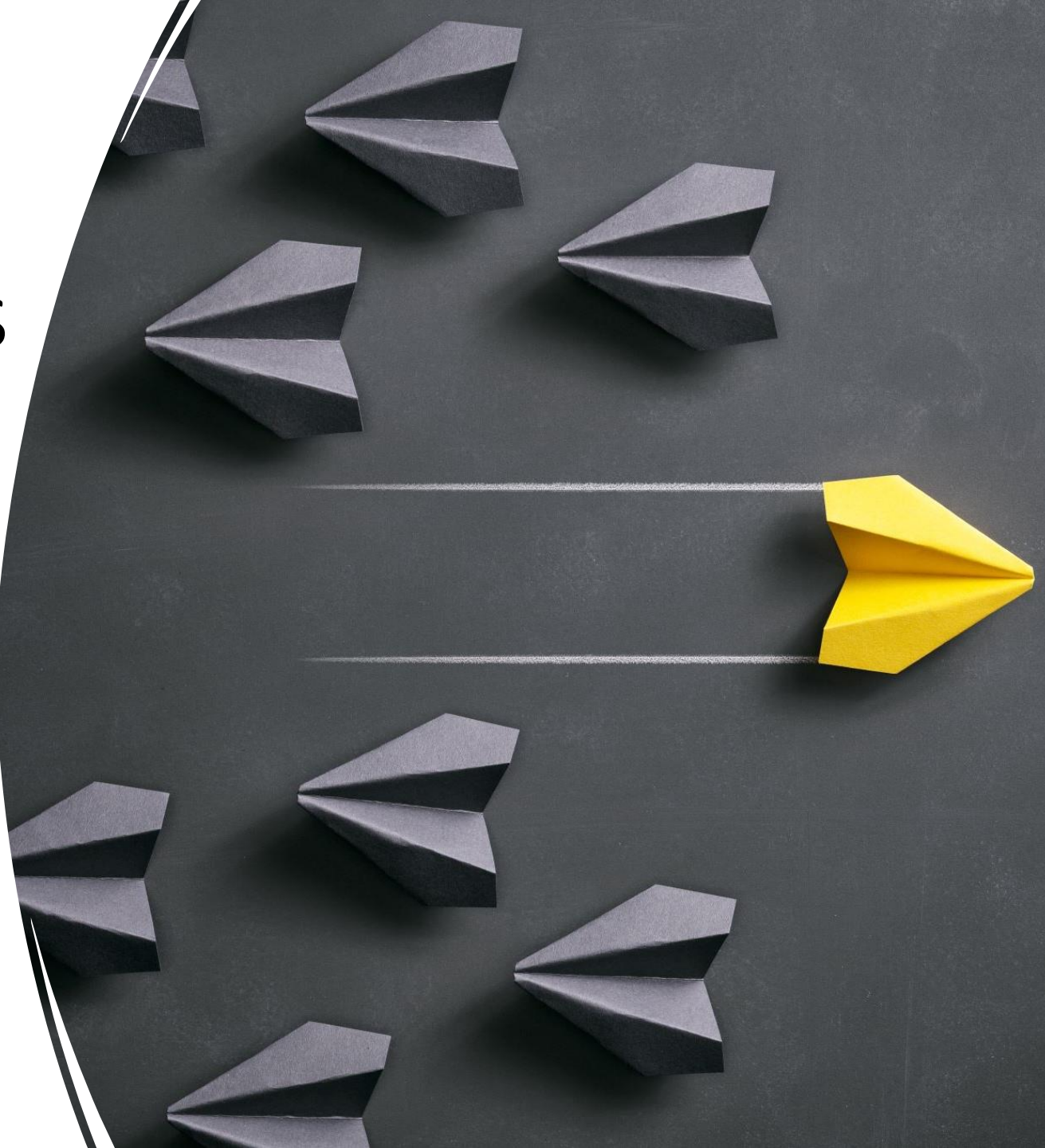
- Put our values into action?
- Create a system that works for everyone?
- Move us from our current system towards the ideal CE system?
- Improve outcomes for people experiencing homelessness?



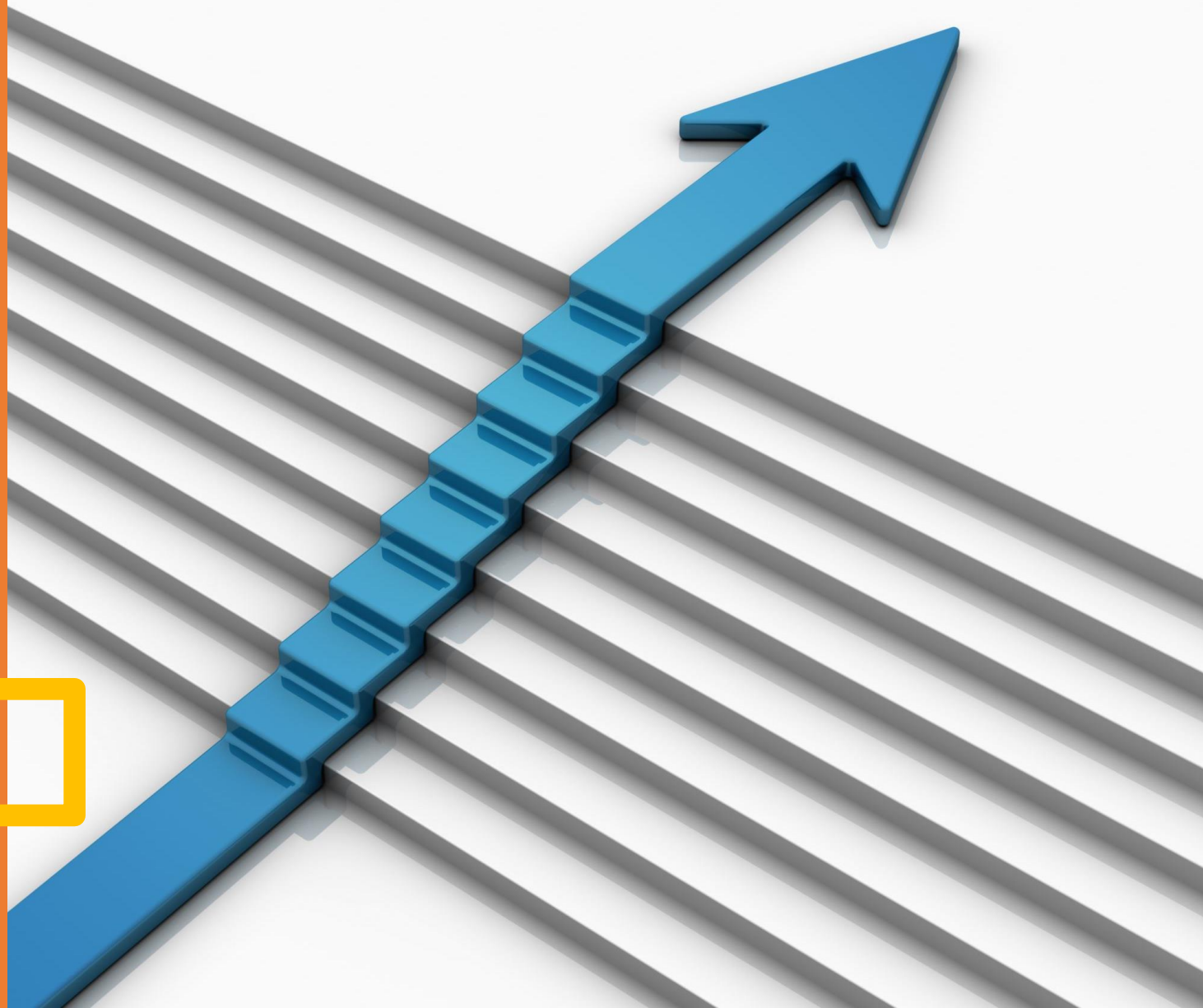
Individual Response: Prioritizing Actions

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:

2023 Meetings

- January 4, 11, 18, and 25
- In person: January 11th
 - Born Auditorium (170 Otis St)
 - Let HSH know if you have dietary restrictions, accommodation requests, or parking reservations

Please be prepared to review the draft recommendations in early January!



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)