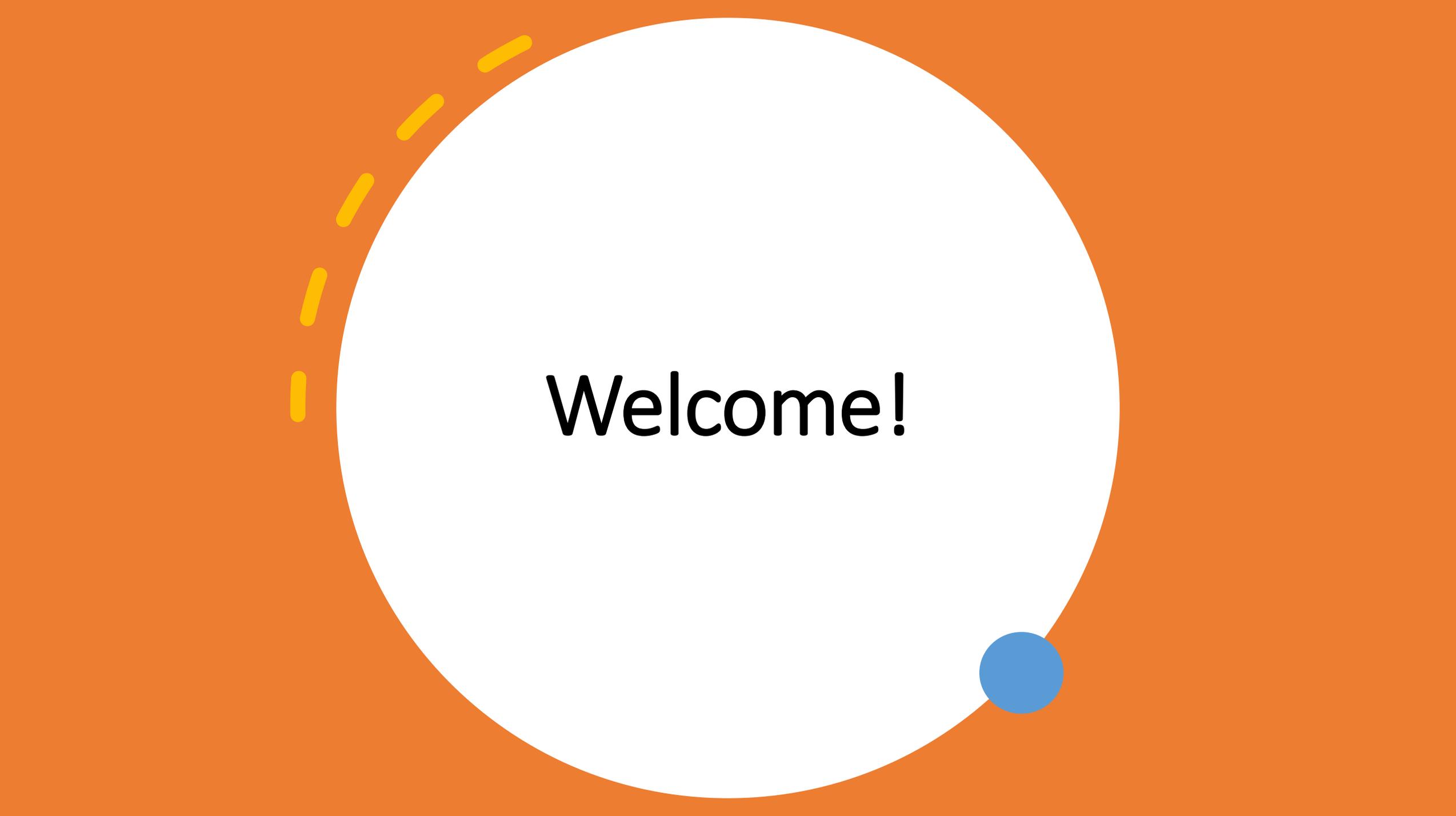


# CE Redesign Workgroup

Meeting 12  
January 11, 2023



**Welcome!**

# Housekeeping

- Restrooms
- Food and Drinks
- Be mindful (and patient) with the tech setup.
- Be careful moving around the space
- Take breaks as you need them and we will also offer breaks.
- Thank you for being here!

# Workgroup Introductions

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- Name
- Pronouns (Optional)
- Racial and Ethnic Identity (Optional)
- In 2023, what intention can you set for yourself to promote equity and justice?



# Meeting Agenda

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Welcome, Agenda, and Intros

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CE Redesign Workgroup Timeline Review

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Draft Redesign Recommendations

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Intro to CE Governance

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Next Steps

# CE Redesign Timeline

January 4th

Review draft redesign  
recommendations  
Introduce CE governance

January 11th (In Person)

Workshop **all recommendations**  
Draft CE governance  
recommendations

January 18th and 25th

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



CE Redesign Draft  
Recommendations



What do you think?  
Share a reflection  
on the  
recommendations.

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# Equity and Inclusion Framing

- Are all racial and ethnic groups who are affected by the recommendation (policy, practice, strategy or decision) at the table, and what are their roles?
- How will the proposed recommendation affect each group positively and negatively? What are potential unintended consequences for each group?
- How will the proposed recommendation be perceived by each group?
- Does the recommendation worsen or ignore existing disparities, and how do you know?
- Based on the above responses, what revisions are needed to the recommendation?
- If the recommendation is wildly successful, what access and opportunity gaps will it address?

# Equity and Inclusion Framing

How are we being accountable to Black, Latinx, Asian, Pacific Islander, Native and Indigenous and other historically disenfranchised communities in this process?

→ BE ACCOUNTABLE TO MOST IMPACTED

How are we maximizing benefit and minimizing harm to Black, Latinx, Asian, Pacific Islander, Native and Indigenous and other historically disenfranchised populations in this process?

→ MAXIMIZE BENEFIT & MINIMIZE HARM

What are the systemic and institutional barriers in place that act as additional constraints for Black, Latinx, Asian, Pacific Islander, Native and Indigenous and other historically disenfranchised populations?  
What are interventions to remove barriers to ensure equitable outcomes?

→ IDENTIFY & REMOVE BARRIERS

How are we monitoring our progress to ensure that we are iterating rapidly to meet the goals while being accountable to those most impacted?

→ CONTINUOUS QUALITY IMPROVEMENT

# Equity and Inclusion Framing



# Equity and Inclusion Framing

SMART		<b><i>What is it you want to achieve?</i></b> Consider including the 5Ws: what, why, who, where and when.
MEASURABLE		<b><i>How will you know when you have achieved your goal?</i></b> To be able to track progress and to measure the result of your goal, consider the questions: how much or how many?
ACTION ORIENTED (Variations: Ambitious, Achievable)		To keep you motivated toward attaining your goal, <b><i>are there identifiable intermediate actions/milestones?</i></b>
REALISTIC/RELEVANT		<b><i>What results can realistically be achieved</i></b> given your available resources, including people, knowledge, money and time?
TIME BOUND		<b><i>What is an appropriate deadline for achieving your goal?</i></b> How will you track progress?
INCLUSIVE		<b><i>How will you include traditionally marginalized people</i></b> into processes, activities, and decision making in a way that shares power?
EQUITABLE		<b><i>How will you include an element of fairness or justice</i></b> that seeks to address systemic injustice, inequity, or oppression?

# 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?

# Specific Questions

Examples:

**Connecting to CE:** How do you envision a CE call center working? How would it be used and what would it provide?

**Understanding People:** Do you have specific ideas on if/how the assessment should change? Should we ask different or less questions?

**Identifying & Matching Resources:** What are the criteria that we should use to prioritize who gets a housing offer, especially when there's not enough for everyone?

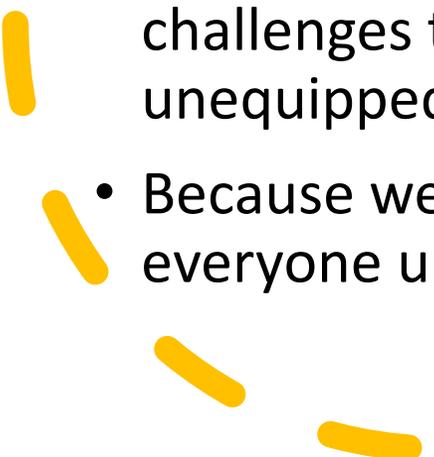


# Governance Recommendations

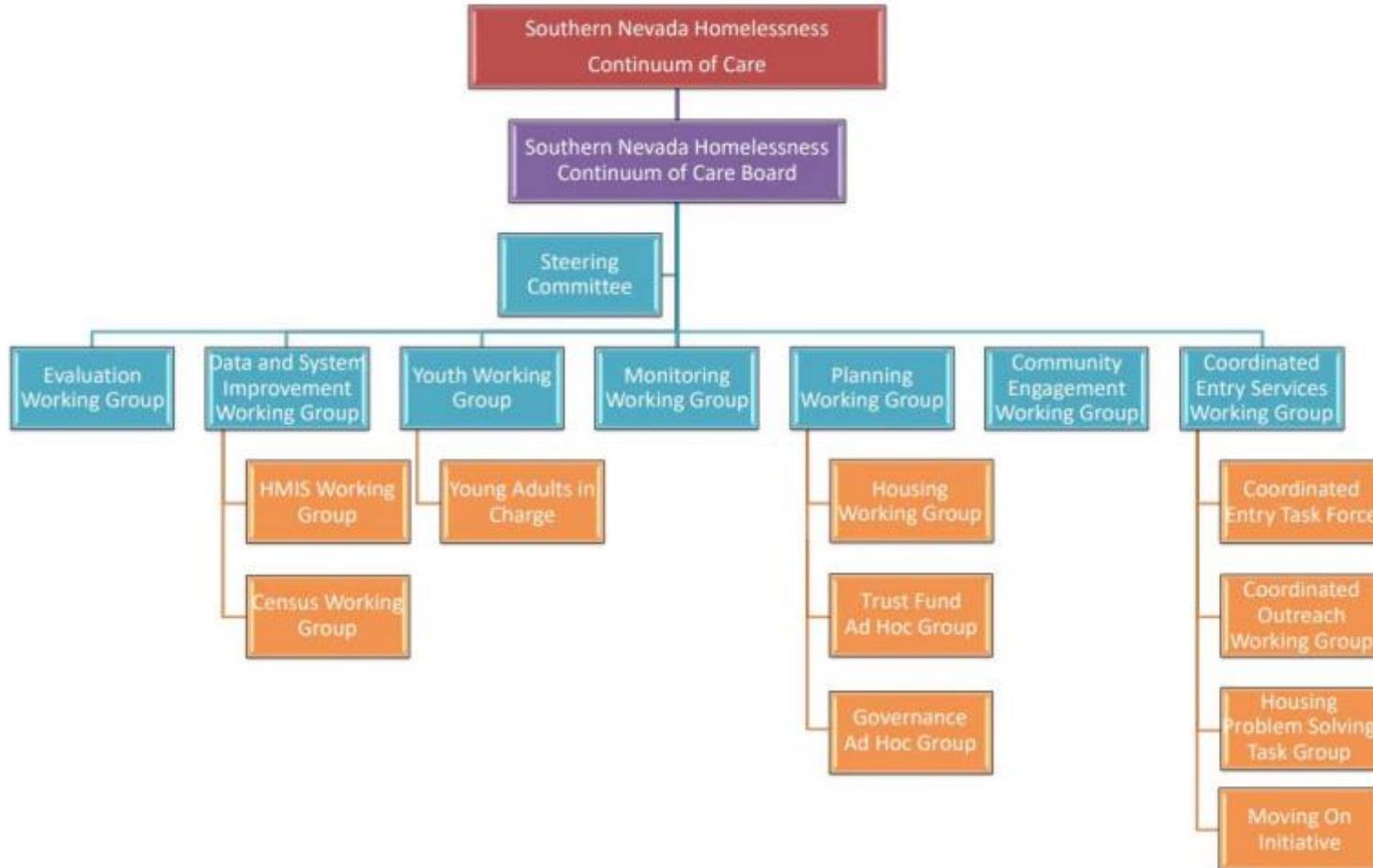




# Why Does Governance Matter?

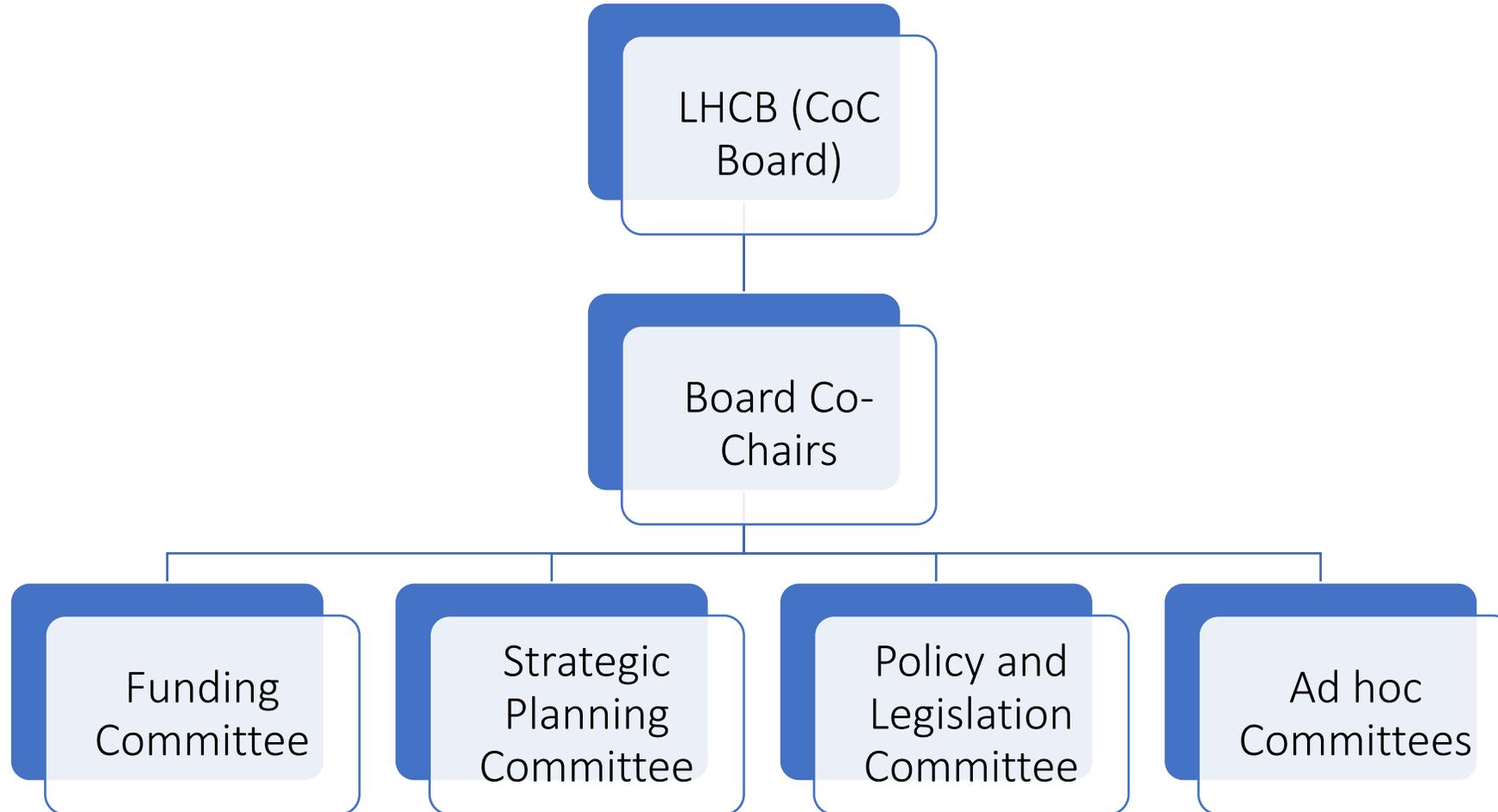
- Because we aim to do transformational work. Sharing power requires changing the decision-making process and shifting the power within the community.
  - Because solutions to homelessness are only effective when those most impacted are leading. This means we need to not only invite people to the table, but also redistribute decision-making power.
  - Because a strong governance structure help you address the system level challenges that individual organizations, coalitions, and agencies are otherwise unequipped to address on their own.
  - Because we can work more effectively when we work with transparency and everyone understands their role in the decision-making process.
- 

# Community Example: Clark County, NV



**Coordinated Entry Working Group:** The assigned Champion(s) is charged with leading efforts as it relates to the oversight and implementation of the coordinated entry to and exit from the homeless services system including the management of access points, matching practices, tool and resource development and the overall evaluation of the effectiveness and efficiencies in linking vulnerable populations to available housing and services. Requires cross collaboration with other working groups and sharing of information for effective implementation and strategies as well as open and inclusive opportunities for CoC members to participate and be actively involved.

# CoC Governance in San Francisco



# New SF Homelessness Commission

Scopes LHC's role to Continuum of Care programs and advising Commission on CoC-related issues.

## **Impact on LHC:**

- Increases number of seats from 9 to 11
  - LHC seats are appointed by the Commission
- Ends current terms on Sept. 1, 2023, and staggers terms: 5 seats will have an initial two-year term and 6 seats will have the standard four-year term
- Allows LHC to create subcommittees
- Requires LHC to hold regular meetings

**More info to come on new Commission from LHC and HSH**

# Governance Structure

Who should consult?

**Who should make the decision?**

Who should execute?

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

# Other Governance Considerations

- Who should be on the CE Redesign Committee?
- How should members be selected?
- How do we ensure a representative group?

Next Steps

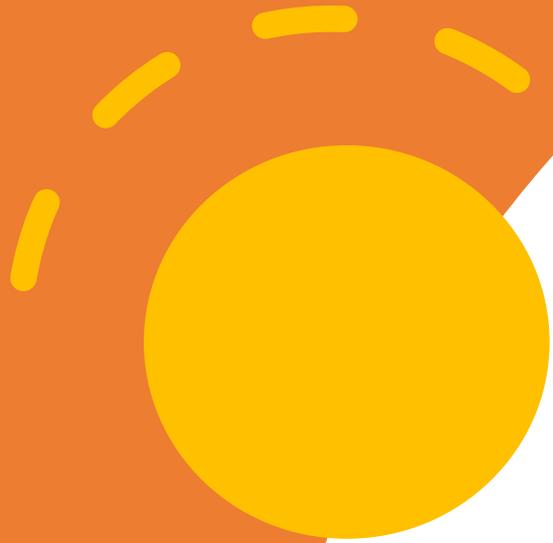




Next Steps:  
Finalizing the  
Recommendations

Next week, we'll share a revised draft of the recommendations, including governance 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?
- 



What is one word or phrase to describe how you're feeling as we end our time together today?

# Upcoming:

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## 2023 Meetings

- Virtual: January 18th and 25th



# On-going Communication

- CE Redesign Email: [hshcoordinatedentryredesign@sfgov.org](mailto: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)