Coordinated Entry
Redesign

September 13, 2023

1:00pm - 3:00pm

1:00 – 1:30	WELCOME AND INTRODUCTIONS
	Making Connections • CE Redesign Implementation Committee Members • Breakout session
1:30 – 1:50	**Governance Charter Working Group Report Out**
1:50 – Adjourn	**Timeline Sneak Peak** • Governance, Charter, and Client Bill of Rights • Shared Workplan - Additional CE Redesign Working Groups

Land Acknowledgement

We acknowledge that we are on the unceded ancestral homeland of the Ramaytush Ohlone who are the original inhabitants of the San Francisco Peninsula. As the indigenous stewards of this land and in accordance with their traditions, the Ramaytush Ohlone have never ceded, lost nor forgotten their responsibilities as the caretakers of this place, as well as for all peoples who reside in their traditional territory. As Guests, we recognize that we benefit from living and working on their traditional homeland. We wish to pay our respects by acknowledging the Ancestors and Relatives of the Ramaytush community and by affirming their sovereign rights as First Peoples.

Source: https://www.ramaytush.org/land-acknowledgement.html
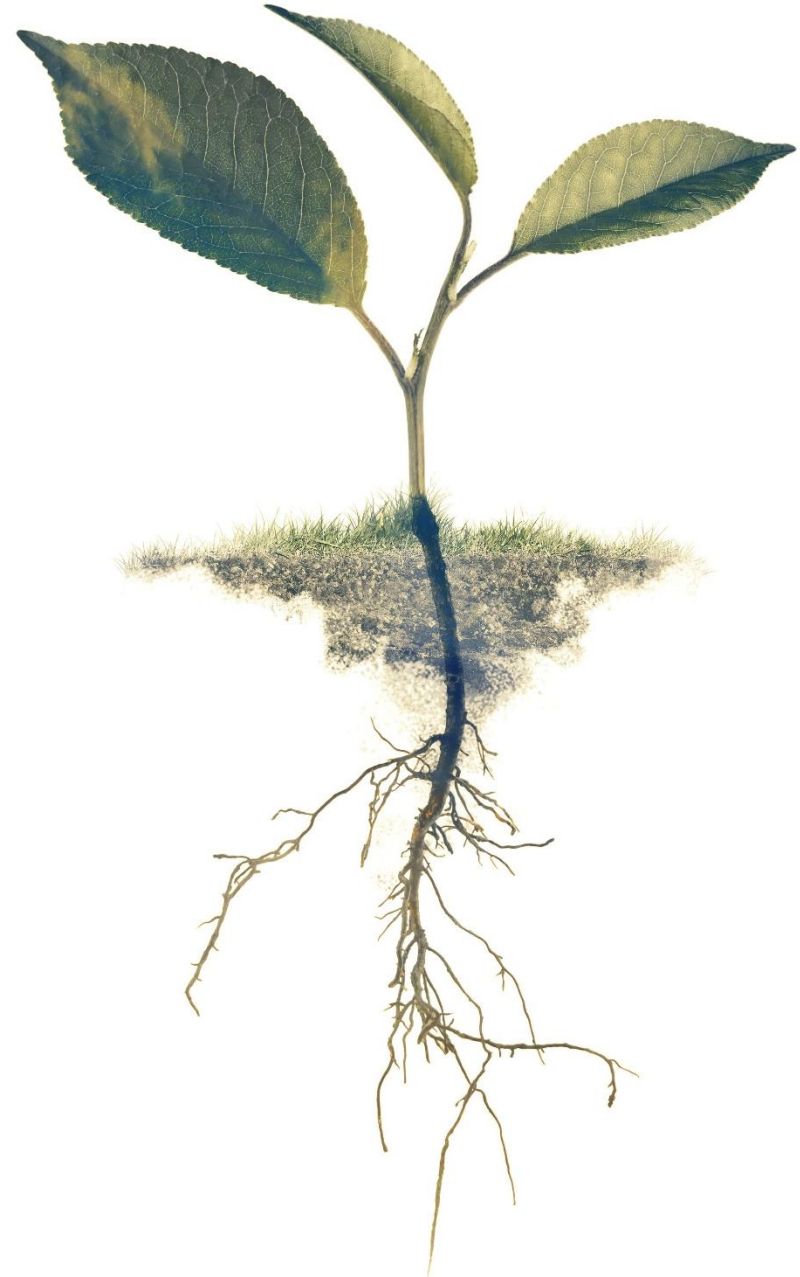
Labor Acknowledgement

We recognize and acknowledge the labor upon which our country, state, and institution are built. We remember that our country was built on the labor of enslaved people who were kidnapped and brought to the US from the African continent and recognize the continued contribution of their survivors. We also acknowledge all immigrant and indigenous labor, including voluntary, involuntary, trafficked, forced, and undocumented peoples who contributed to the building of the country and continue to serve within our labor force. We recognize that our country is continuously defined, supported, and built upon by oppressed communities and peoples. We acknowledge labor inequities and the shared responsibility for combatting oppressive systems in our daily work.

Source: CSU
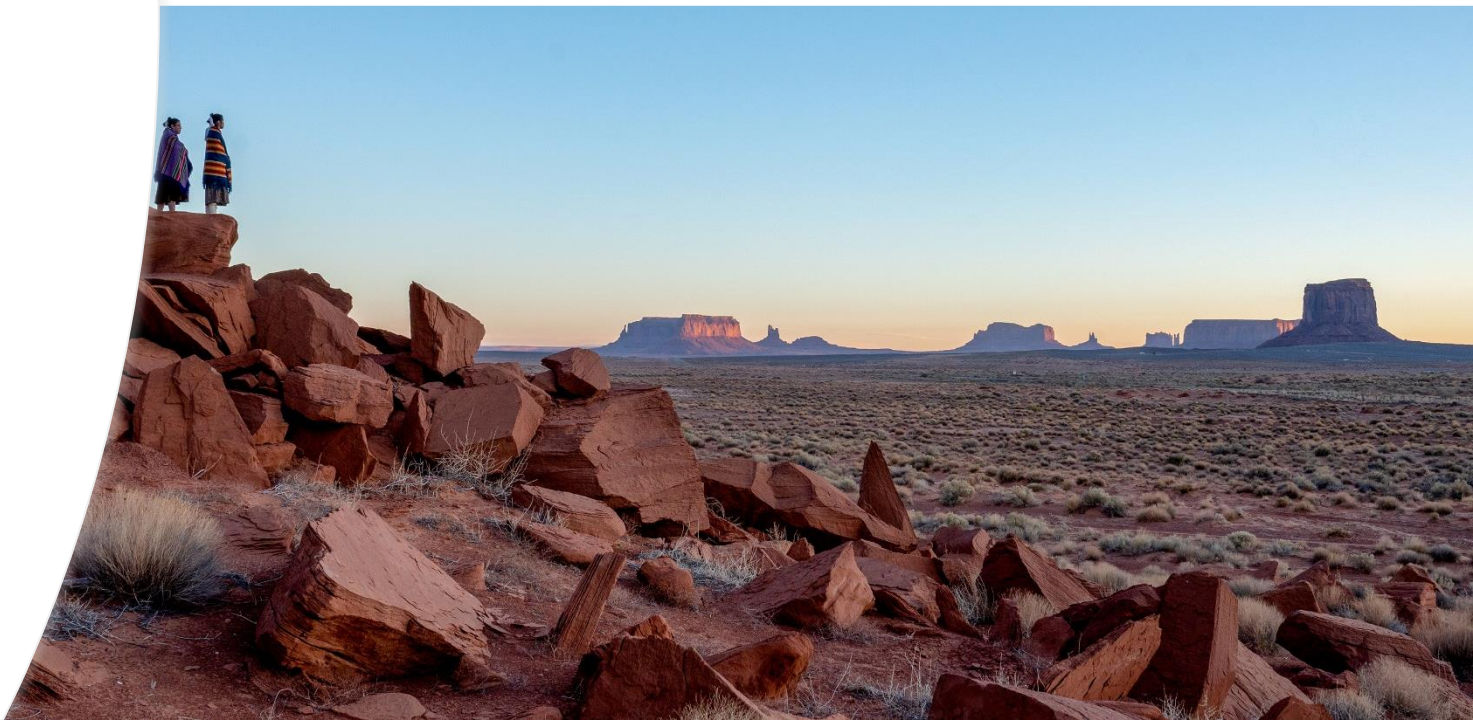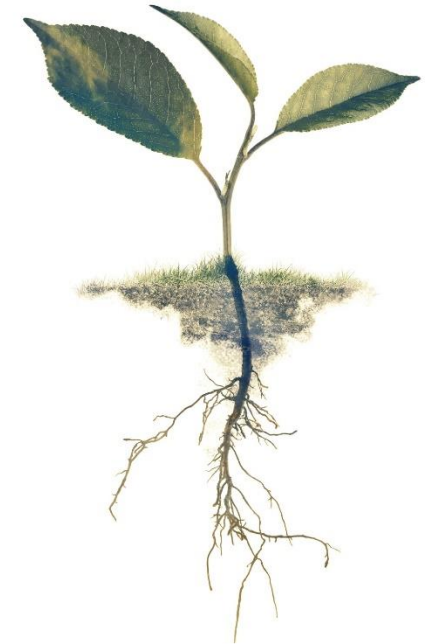
Group Agreements

WHAT EXPERIENCE DO WE WANT TO HAVE WITH EACH OTHER?

1

Lasting inside and outside of the workgroup

2

Positive and Productive

- Building off of each other
- Uplifting
- Effective
- Forward thinking
- Focus on solutions
- Make this work a reality
- Assume that everyone is doing their best
- Powerful

3

Humility and empathy, compassionate, caring

4

Accountability to each other and those we serve

- Question assumptions and biases
- Be vulnerable and honest
- Own our mistakes and repair any "oops's"
- Come ready to work and be honest about your capacity
- Model the behavior you want to see
- Do no harm

5

Community and relationship building

6

Learn from one another

- Respect each other's identities - let those closest to an issue speak first
- Each one teach one
- Collaborative
- A real live experience that is taking data from frontline workers and clients
- Learning from various experiences
- Educational

7

Fun

8

Diversity of thought

- Respect difference in opinions
- Compassion and open to everyone's thoughts and ideas
- Curiosity when someone says something that is different than our experience - it's ok to share diverse experiences that do not match
- Safe so everyone can speak their truth
- Be mindful of your voice and the intentions behind your messaging

Group Agreements

WHAT WILL IT TAKE FOR US TO CREATE THAT EXPERIENCE TOGETHER?

1

Openness and respect

- Patience, listening
- Believing good intent
- Reading the room and giving space to each other
- Good intentions, being open to the process, being honest, being respectful, being a good listener
- Being open to each other's ideas/thoughts
- Working from curiosity
- Giving others the benefit of the doubt
- Zero judgments
- Understanding
- It's okay to be wrong
- Step back, step up when needed
- Speaking with kindness
- Thoughtful communication
- Respect honesty
- Humility

2

Compassion, trust, and support

- Compassion and empathy
- Community
- Working together with love and doing with love
- Compassionate with those with lived experiences
- Check in with each other and invite sharing from those at the center of embodied knowing
- Supporting each other
- Meeting each other where we are at
- Safe, vulnerable
- Our collective thoughts and group feedback

3

Readiness to do the work

4

Accountability and transparency

5

Courage

6

Patience

Core Concepts

- Equity vs. Equality
- Anti-Racist Organizing Principles
- Authentic Collaboration
- Shared Decision-Making
- Transparency
- Liberated Gatekeeping
- Co-Creating as a Learning Process
- Understanding what Influences what we Value
- Balancing Urgency and Transformational Change
- Targeted Universalism

Introductions

- **Making Connections**
- **Individual/Agency Experience**

Optional Questions to Answer:

- **What brings you to this work?**
- **How does CE impact your work/agency?**
- **Are there parts of CE that you're particularly interested in helping to redesign?**

Adult Coordinated Entry *Access Point*

Lived Experience

Local Non-profits

Housing Providers and Partners

Shelter Providers

Outreach Staff

Youth Coordinated Entry *Access Point*

Behavioral Health Staff

Family Coordinated Entry *Access Point*

Homelessness & Supportive Housing
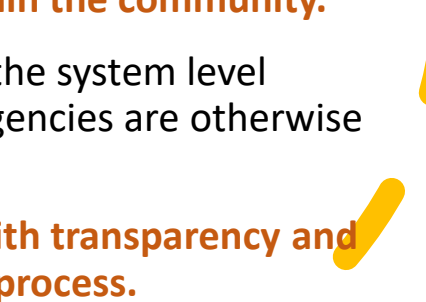
CE Governance & Charter

- Brief Introduction
- Report out from the Charter Workgroup grounding session

Brief Introduction

What is Governance?

- The **agreements, rules, processes, or policies** that guide or direct a group of people, often providing written standards and oversight on how they make decisions and carry out their work or activities.

- **Not all governance structures are the same!** Cities and counties, corporate boards, public schools, and homeless service systems all have their own forms of governance.

- Some forms of governance offer very few opportunities for public participation and decision-making and others offer lots.

Why does it matter?

- 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. **Sharing power requires changing the decision-making process and shifting the power within the community.**

- 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.**

HUD Requirements for CoC Governance

The federal [Continuum of Care (CoC) program](#) requires communities to establish a Continuum of Care made up of representatives from relevant organizations, including people with lived experience of homelessness.

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nonprofit homeless assistance providers	victim service providers	faith-based organizations	governments	businesses
advocates	public housing agencies	school districts	social service providers	mental health agencies
hospitals	universities, affordable housing developers	law enforcement	organizations that serve veterans	homeless and formerly homeless individuals

Charter Workgroup

- 7 Volunteers from the CE Redesign Implementation Committee

- 1st Grounding Session held on Tuesday, September 12th

CE Redesign Implementation Next Steps ⏩

CE REDESIGN RECOMMENDATIONS	IMPLEMENTATION ACTIVITIES	TIMELINE	OUTCOME
CE Governance	**Charter Workgroup**	**~ September / October**	**Governing document**
	Governance Workgroup	~October	CE Vision, Mission, and Values Client Bill of Rights
Connection to the CE System	Additional Working groups	~ TBD	Shared Workplan
Understanding People			
Identifying and Providing Resources to Match People's Needs			

Next Steps

- Next meeting scheduled September 28th from 1-3 pm
  - Will continue to discuss workplan and charter
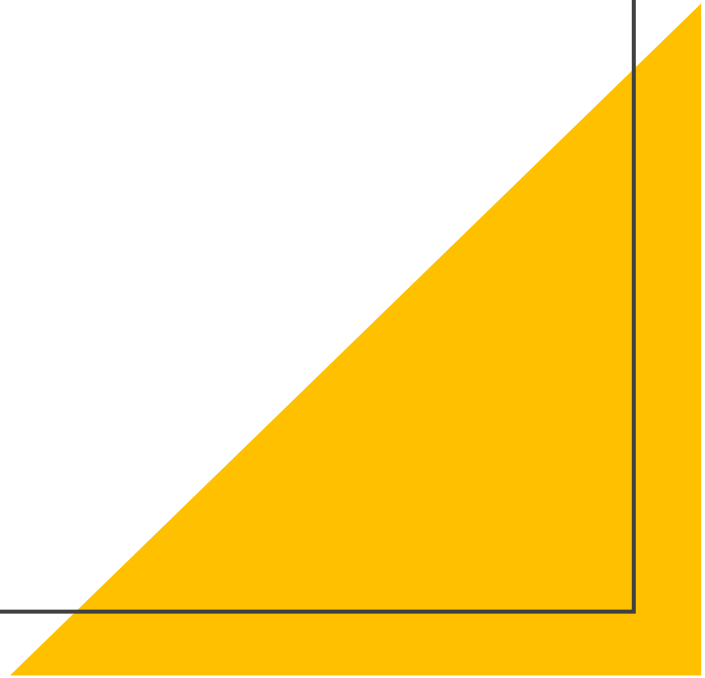
On-going Communication

- CE Redesign
  Email: hshcoordinatedentryredesign@sfgov.org

- Box Shared Files

- Questions or Support Needs?
  Email HSHCoordinatedEntryRedesign@sfgov.org or call 628-652-7723.