

CE Redesign Implementation Committee – 4/10/24 Meeting Notes

Subcommittee Report-Out:

- Governance & Oversight: The monitoring committee for the Bill of Rights is still in the very early stages, and a lot more conversation will need to happen around how this will work.
 - This conversation will likely overlap with the Access subcommittee conversations around a secret shopper, so we should keep this in mind.

CE Vision, Mission, and Values:

- Vision
 - People appreciate the third paragraph because some people think that CE is everything / a one-stop shop to solving homelessness, but it is not. This paragraph acknowledges that, and we need that clear messaging to people experiencing homelessness.
 - For the fourth paragraph, it feels strange to say that the system is “empowering” someone because people already have power. The Committee decided to edit the paragraph so it says “People who have experienced homelessness are powerful and resilient. Their participation at all levels and in the decision-making process make Coordinated Entry better.”
- Mission
 - The sub-bullet about HUD funding is kind of a disclaimer because we know that guidelines from the Department of Housing and Urban Development (HUD) can change when politicians change. The Committee decided to leave this in but specify that “our values” are the CE values.
 - Something that the Committee should think about is, how can we use local resources to create more equity so that people who can’t get access to federally-funded programming (e.g., people who are undocumented) can access high-quality housing/services?
 - Change “builds capacity” to “builds organizational capacity” to clarify that CE is not building housing capacity/inventory
 - For “gives people what they need, when they need it,” the current system does not do that. Instead rephrase this so it acknowledges that a healthy, fully-functioning CE system is able to give people what they need when they need it, and that we will do whatever is necessary to achieve this goal.
 - Rephrase “understands people’s stories and situations” to “is responsive to people’s stories and situations” because not everyone may be able to understand someone’s story/situation if they have not gone through something similar.
- Values
 - Change “respectful” to “respecting cultural diversity” (but make sure there is also a bullet about respecting people’s confidentiality)
 - Specify that safety should include both physical and psychological safety
 - “Urgency” is in the values because we want people’s situations to be treated with a sense of urgency, as well as compassion. Add a sub-bullet here to clarify

Next Steps:

- HSH will update the CE vision, mission, and values and circulate it with the Committee to make sure that all the changes were made correctly. Then this document will go to the LHCB-CE.
- We (especially the co-chairs) should think about how this document will be socialized.
 - There is a process to socialize the actual document. (HSH will check on whether anything needs to be done to socialize this document outside of having it presented at LHCB-CE.)
 - There is also the process of actually operationalizing the vision, mission, and values throughout CE. Part of this will be done as subcommittees make decisions, because it should be the foundation for their work, which will also help build accountability to the vision, mission, and values.