



Large City Cohort Meeting
July 24-25, Washington DC



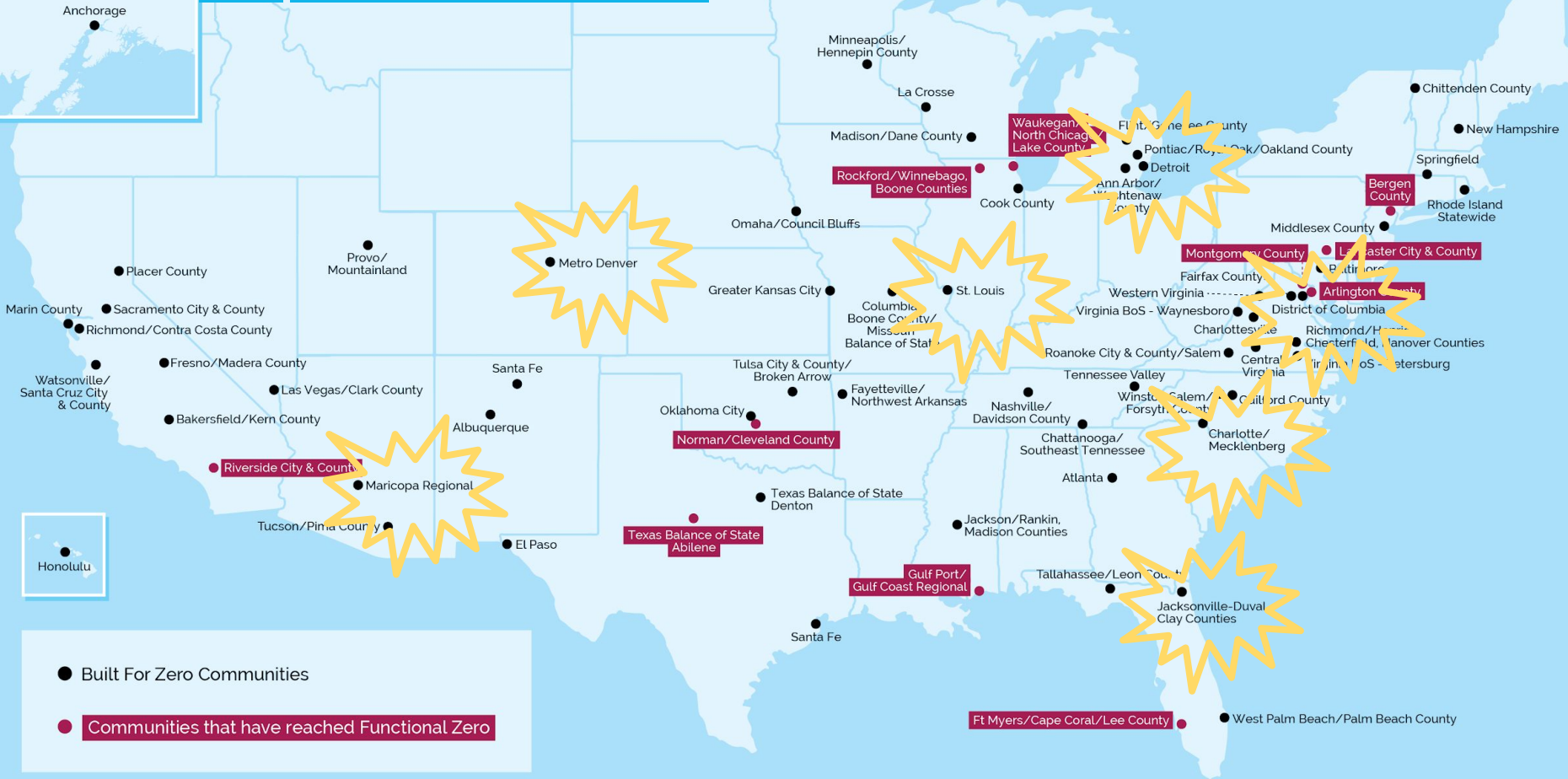
Large City Cohort Meeting

Day One II

John and Jill Ker Conway Building



The Network



LARGE CITY COHORT: BFZ TEAM



Portfolio Lead



Strategy Lead
50% Strategy / 50% Jacksonville



Strategy Support /
Thought Partner

System IA

100% Detroit



System IA

50% DC
50% Charlotte



System IA

50% St. Louis



System IA

50% Denver
50% Phoenix



LARGE CITY COHORT: BFZ TEAM



Portfolio Lead



Strategy Lead
50% Strategy / 50% Jacksonville



Strategy Support /
Thought Partner

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100% Detroit



System IA
50% Charlotte
50% DC



System IA
50% St. Louis



System IA
50% Phoenix
50% Denver



Team Aims

30% Reduction

Charlotte-Mec'burg CoC
Detroit CoC

50% Reduction

St. Louis City/Co CoCs
District of Columbia CoC
Metro Denver CoC

Functional Zero

Jacksonville-Duval, Clay
Counties CoC
Phoenix/Mesa/Maricopa
County

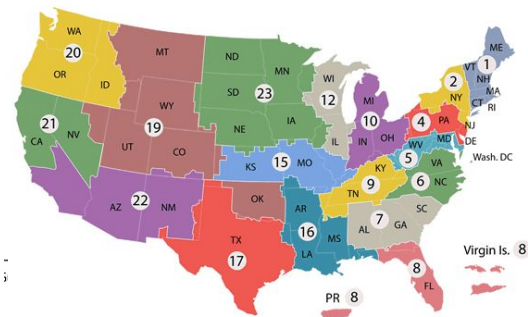


DEEPENED PARTNERSHIP WITH VA

VACO



REGIONAL



LOCAL



LARGE CITY PORTAL

Community Map & Contacts

Peer & Community View

Large City | Peer & Community View

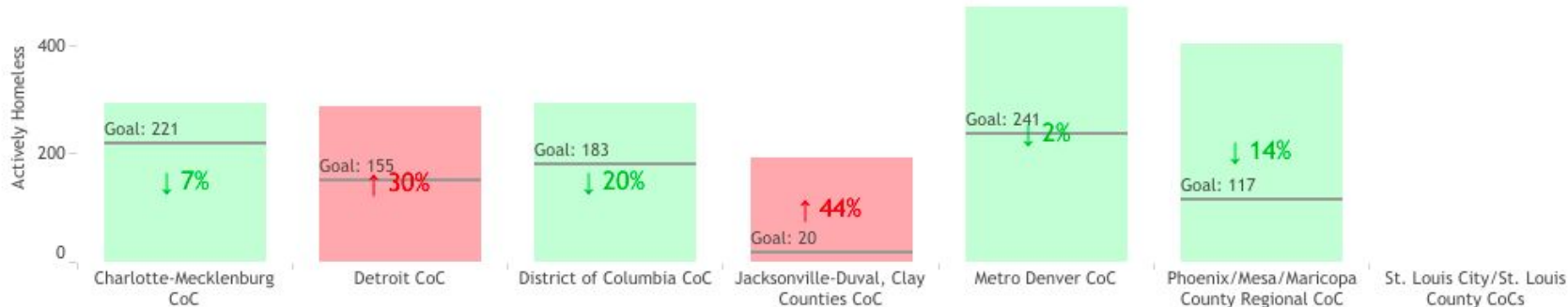
Built For Zero.
COMMUNITY SOLUTIONS

Veteran Actively Homeless Number

Select a community's Actively Homeless bar to drill down to its data below

Percentages reflect changes in a community's current Actively Homeless number against a December 2018 baseline

[Click here to complete the Large City Reporting Supplement](#)



Day 1 - Wednesday

1:00-1:15 PM

Welcome

1:20-1:50 PM

Strategy Review

1:50-2:00 PM

Break

2:00-2:45 PM

Strategy Review

2:45-3:45 PM

Interim Goal Setting

3:45-4:30 PM

Strategy Adjustment

4:30-4:45 PM

Appreciations and Close Out

Day 2 - Thursday

9:00-9:20 AM Welcome and Framing

9:20-10:05 AM Affinity Group 1

10:05-10:50 AM Affinity Group 2

10:50-11:00 AM Break

11:00-Noon Federal Partners

Noon-1:00 PM Lunch

1:00-3:30 PM Strategy Adjustment

3:45-4:30 PM Share Out

Affinity Group 1

- GPD
- Diversion/Rapid Resolutions/Problem-Solving
- PSH and RRH for Ineligible Veterans

Affinity Group 2

- Quality BNL
- Reducing Length of Time from ID-Housed
- GPD or.....

LETS HANG OUT!

Wunder Garten Beer
Garden 1101 First St NE
Washington, DC 20002
5:30 pm



“

Great atmosphere! Fun time with friends!
Weather friendly throughout the year!

— Mydalya Shae

DRIVER DIAGRAMS

The Model for Improvement

Solving complex problems starts with a **measurable end state and works backward**. Strategies and activity come last and shift repeatedly in service of the aim.



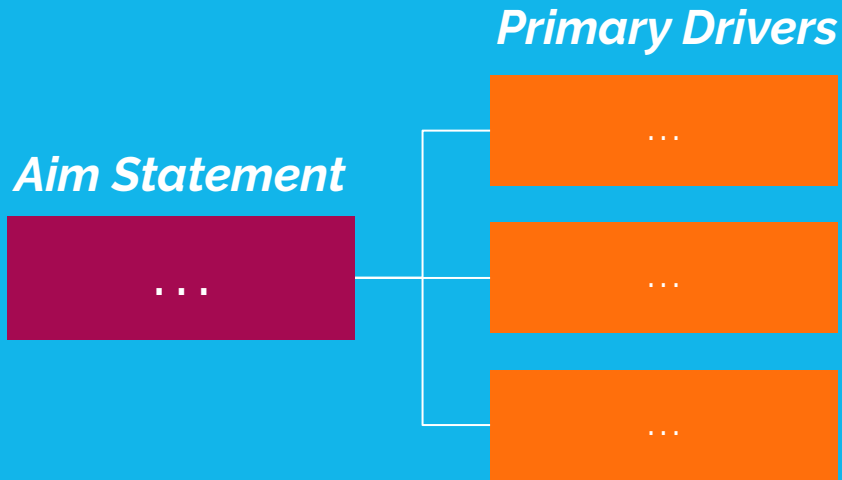
What is one of the ways
we help communities
generate change ideas and organize
their work?

Build a **DRIVER DIAGRAM**

A visual representation of the activities that are **necessary** and **sufficient** to reach a measurable aim.

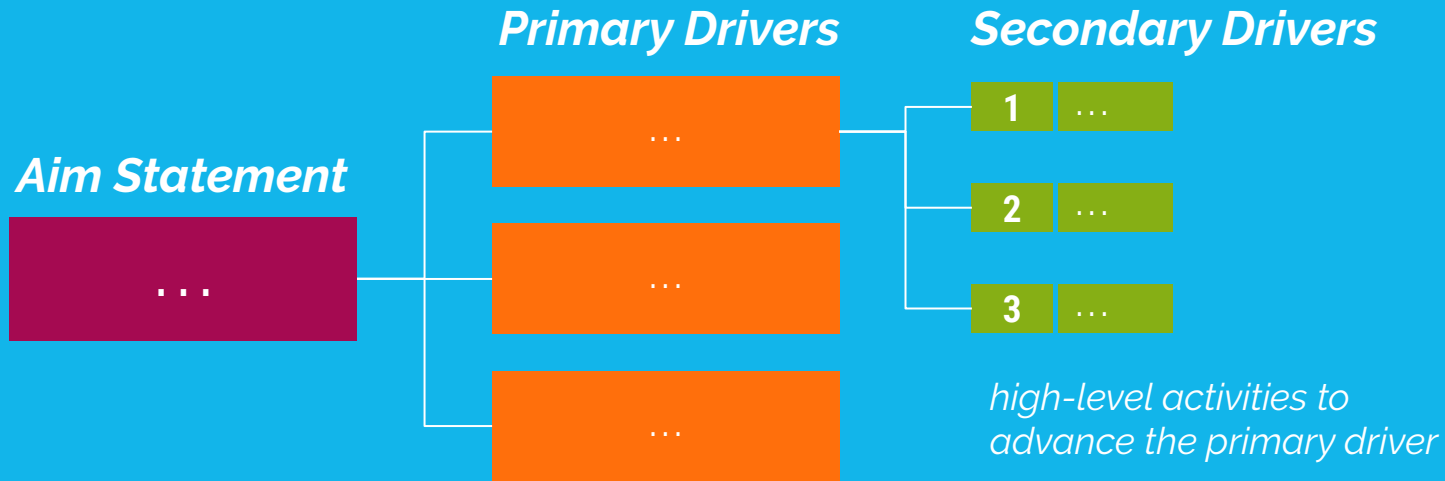
Driver Diagrams

A Driver Diagram first connects an aim statement to several **primary drivers**, as a way of organizing and prioritizing work. Primary drivers are high-level strategic focus areas.



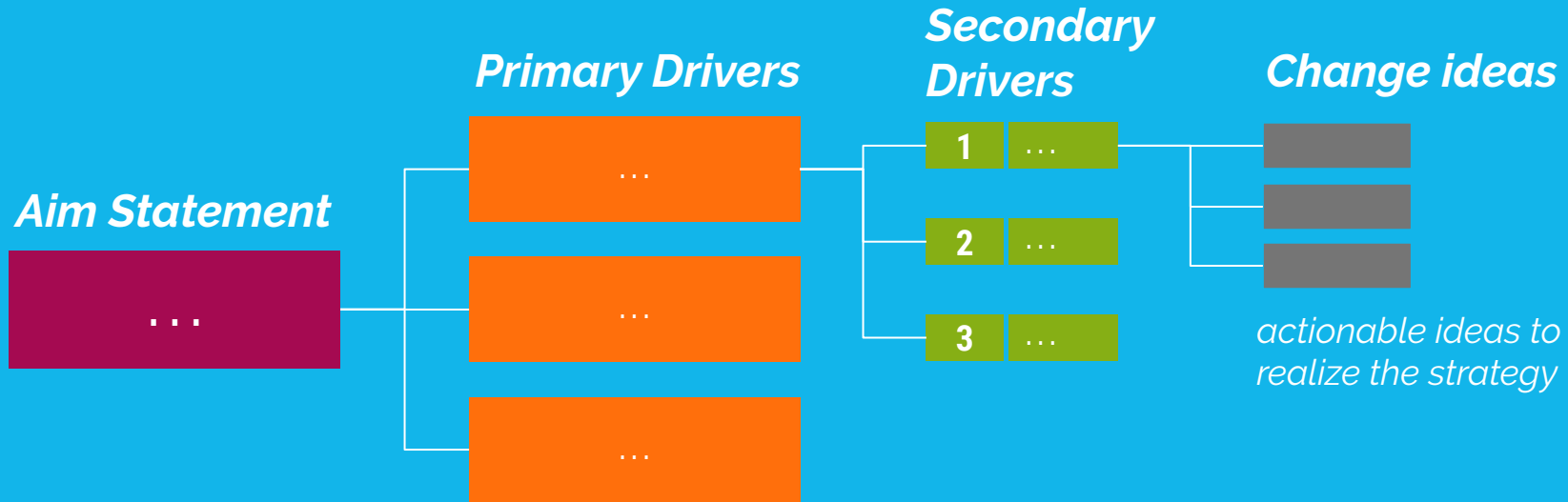
Driver Diagrams

Each **primary driver** includes **secondary drivers**, high level activities to organize your efforts

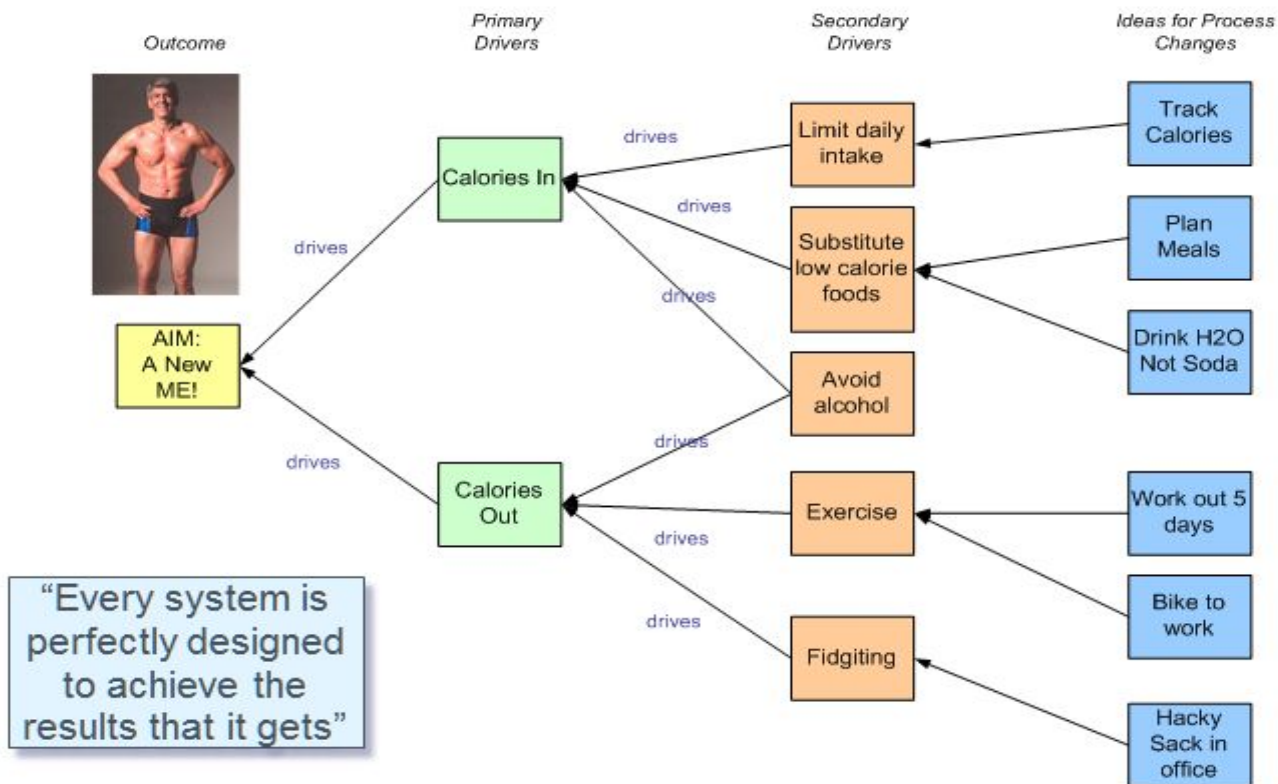
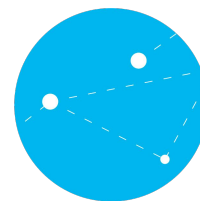


Driver Diagrams

Each **primary driver** includes **secondary drivers**, high level activities to organize your efforts and to help decide which changes ideas to test



A Theory for Weight Loss





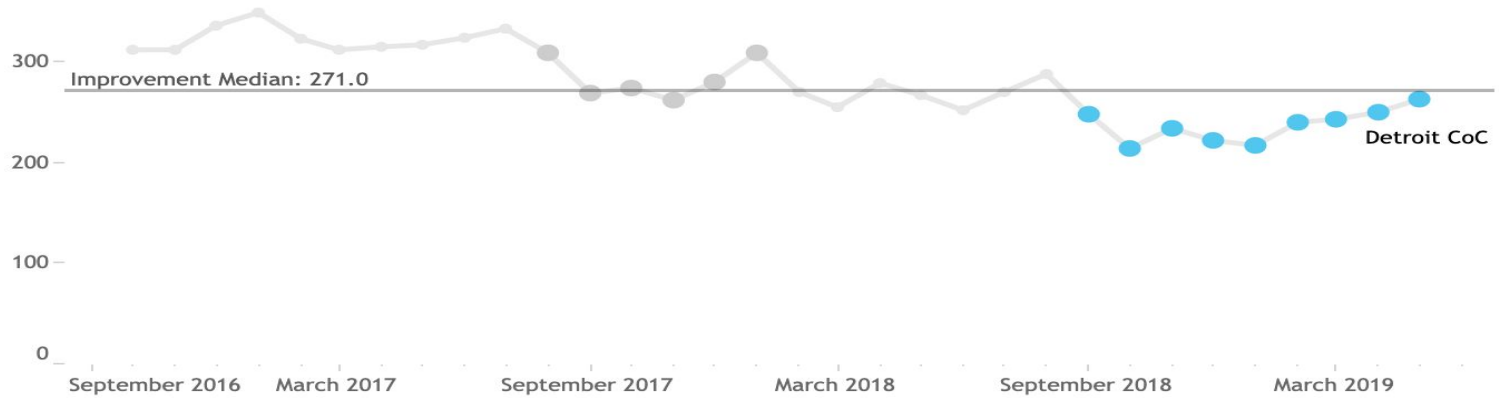
Detroit



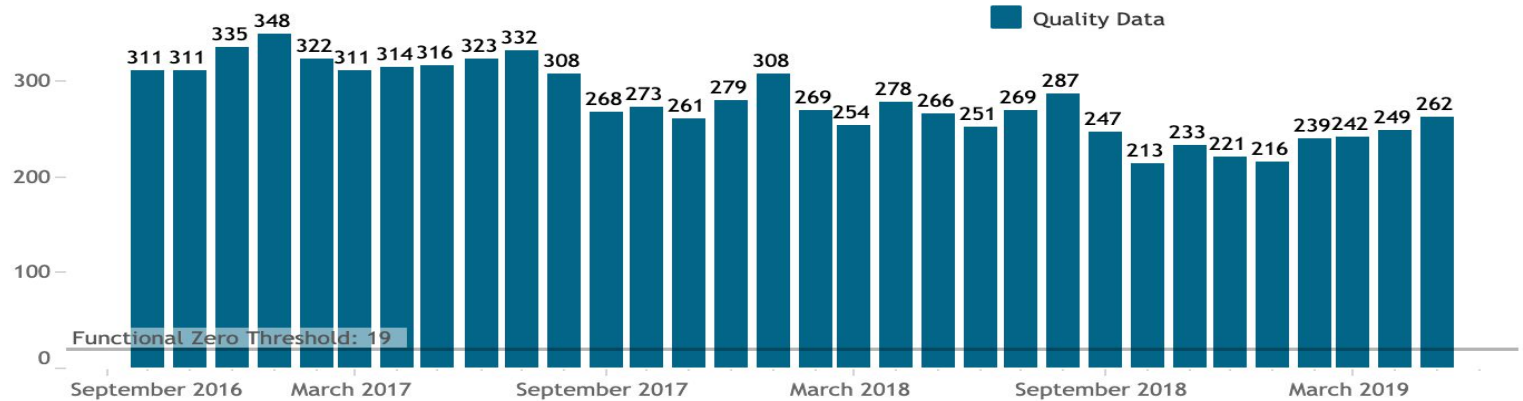
Detroit Aim Statement:

By January 2020, Detroit will reduce their Veteran BNL by 30%.

Actively Homeless Monthly Veteran data with signal indicators for Shifts



Actively Homeless Population Monthly count for Veteran subpopulation(s)



Data Annotations

- Detroit saw a shift in data on their Veteran scorecard beginning Sept. 2018.
- Detroit has remained below their Improvement Median.
 - Decreased homeless numbers by 6.1 % since December 2017.
 - Although our numbers fluctuate from month to month, we began to see a more than usual increase in Veterans entering the system in May of 2019. Our initial analysis suggest the following;
 - Veterans displaced from family and friends.
 - Veterans entering from a different state,
 - Veterans returning from prison.
- We are still currently monitoring our data closely for any and all movement. We are seeing some improvements in the system that should result in a decrease of our numbers in the coming months.

By January 1, 2020:
Detroit will reduce the number of actively homeless Veterans by 30% to 164.

Primary Drivers

Focus on System Improvement Process

Increase Positive System Exits

CES System Improvement

Reduce inflow of Veterans into Homeless System

Secondary Drivers

- Focus/ReVamp Case Conferences to improve housing placements
- Create P&P and train front line staff
- Explore GPD Options
- Integration w.HMIS

- Shorten length of time from assessment to Housing
- Explore/Support development of Affordable Housing/Real Estate work
- Reduce GPD bed placements to shorten length of time to permanent housing
- Continue HUD/VASH system improvements

- HUD/VASH
- BNL Management
- SSVF
- Streamlining Assessments

- Focus on Diversion /Rapid Resolution Outcomes
- Conduct Inflow analysis

Change Idea #1 - Data Match w/VA SUD to existing Veterans on BNL.

- Predicted Impact
 - Assess whether Veterans on BNL have touched the VA SUD system within a year prior to becoming homeless.
- Study: Match all names on BNL to SUD participants.
- Act: Ran data match of Veterans on BNL
 - 44 individuals had touched SUD program within a year prior to entry onto BNL
 - 1 of 44 touched Battle Creek, (not Dingell)
 - Next steps are to meet with SUD director and staff to explore data.
- This project is currently on hold until New SUD director is in place.

Change Idea #2 Life Skills 101

- Predicted Impact
 - Reduce length of time from enrollment to permanent housing by providing Life Skills tools and support to Veterans.
- Study: Average number of days from ID to Move -In for those moving through Life skills 101
- Act: Pilot was developed where 5 Veterans from each GPD program participated in the Life Skills project.
- Because of good participation numbers we anticipate adopting this project.

Next Steps:

- Continue to build out and facilitate the Driver Diagram.
- Re-engage and focus on Diversion/Rapid Re-Housing
- Engage VLT and Veteran community to secure more support and participation towards 30% goal
- Support development of permanent housing in Detroit
 - Including GPD conversion options
- Pursue BNL integration with HMIS
- Improve Veteran scorecard by
 - Managing current projects driving towards goal
 - Effectively use data to improve our outcomes
- Continue current Data Dives into;
 - Increase in homeless veterans entering system
 - And current LoT for all programs



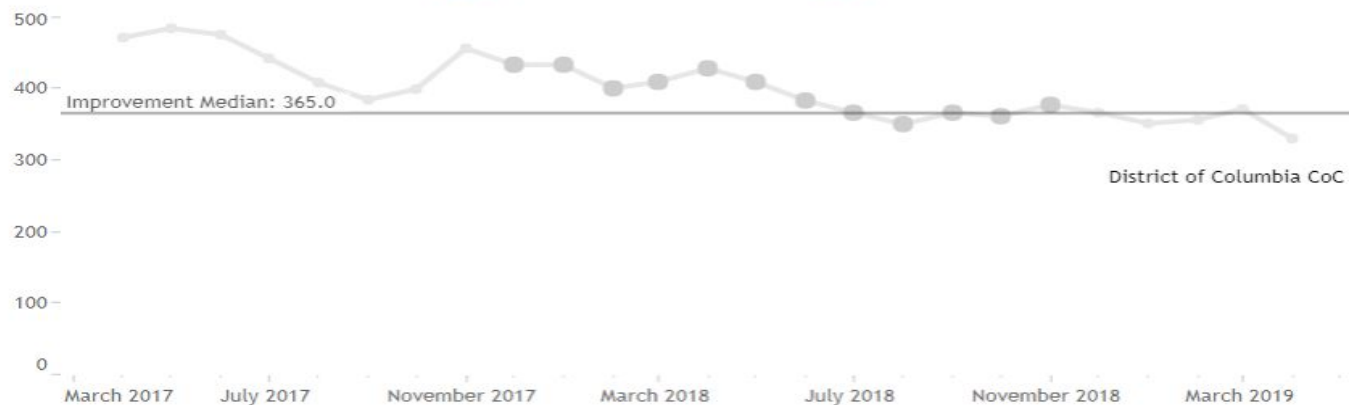
Washington, D.C.



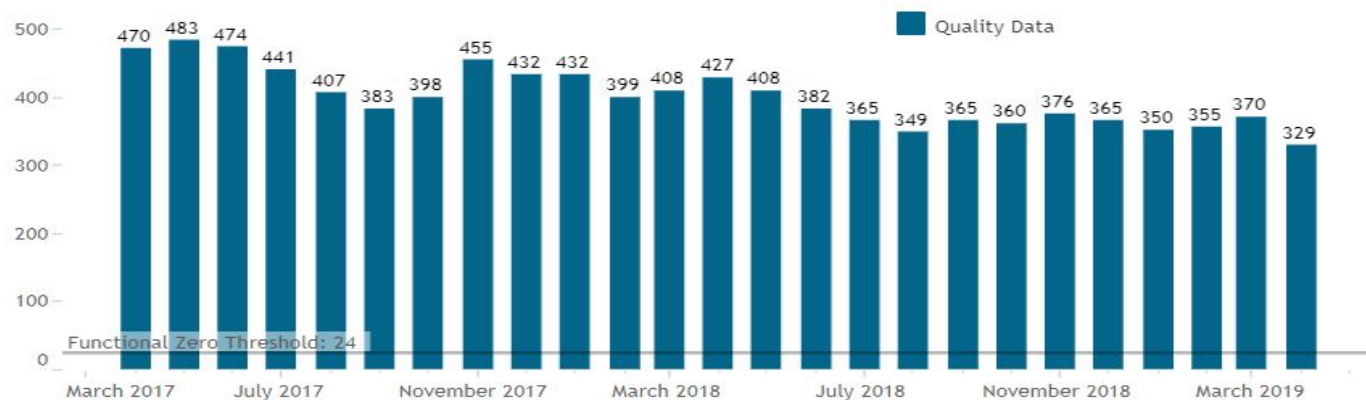
Washington, D.C. Aim Statement:

By January 1, 2020 Washington D.C. will reduce their Veteran BNL by 50% (from 355 to 178)

Actively Homeless Monthly Veteran data with signal indicators for Shifts



Actively Homeless Population Monthly count for Veteran subpopulation(s)



Data Annotations

- Historic Shift
 - Between Nov 2017 and when we set our new AIM in Feb 2019, we reduced DC's Veteran BNL by 100 Veterans (from 455 to 355)
- How Shift was Achieved
 - Addressing Inflow
 - Confirming Veteran status + eligibility
 - Confirming literal homelessness for Veterans engaging with outreach + accessing drop in centers
 - Implemented diversion efforts via Rapid Resolutions in July 2018 wt 15% success rate
 - Addressing Outflow
 - Verifying vacancies due to turnover + matched to these through CAHP
 - 221 Matches to PSH through Vets CAHP between Nov 2017 to Feb 2019
 - 140 Matches to PSH through Vets CAHP since Feb 2019
 - Sending monthly data clean-ups to encourage recording move in data in HMIS
 - 409 Veterans housed between Nov 2017 to Feb 2019
 - 119 Veterans housed since Feb 2019

Primary Drivers

Reduce Inflow of Veterans entering in to Homelessness

Increase Outflow through increased available housing resources

Secondary Drivers

- Diversion (Rapid Resolution)
- Regional Coordination
- Inflow Study
- Shallow Subsidy (SSVF)

- Building the Will
- Matched and moved in to Walter Reed building (75 units) by 10/1/19
- Reduce Days from Match to Move in
- Reduce GPD LOS
- Reconciled VASH vouchers (100) by 10/1/19
- Shallow Subsidy (SSVF)

By January 1, 2020:

Washington D.C. will reduce their Veteran BNL by 50%

Change Idea #1: Regional Coordination

- Determine # of Veterans coming into US Vets' GPD programs directly from outside of DC
- Study
 - Survey Veterans at US Vets to determine where they were staying prior to GPD entry
 - 56 veterans participated
 - 26 came from addresses outside of DC
- Act
 - Create standardized process to collect data on all DC GPD programs
 - Create a plan to use the data to make appropriate referrals back to home communities, with respect to client choice
 - Establish a process for identifying Veterans from DC in GPD programs in surrounding communities

Change Idea #2: Identify Primary Barriers of Outflow

- Pull data about number of days from match to move in and length of stay in GPD/VA Contract programs
- Study
 - Average days from Match to Move-in
 - 130
 - Average length in GPD/Contract Beds
 - 234
- Act
 - Follow up on project plans created at frontline staff event to reduce
 - Create additional project plans to reduce



Charlotte / Mecklenburg

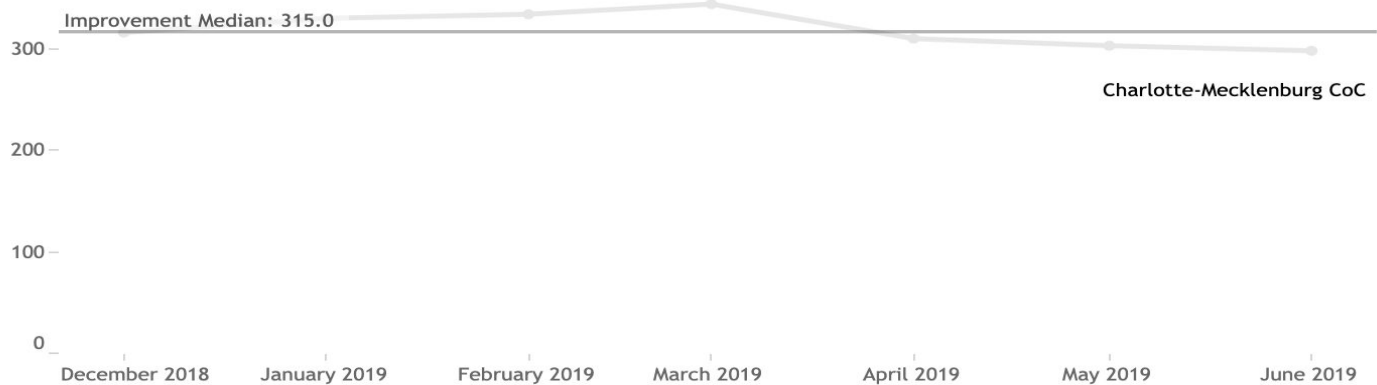


Charlotte/Mecklenburg County

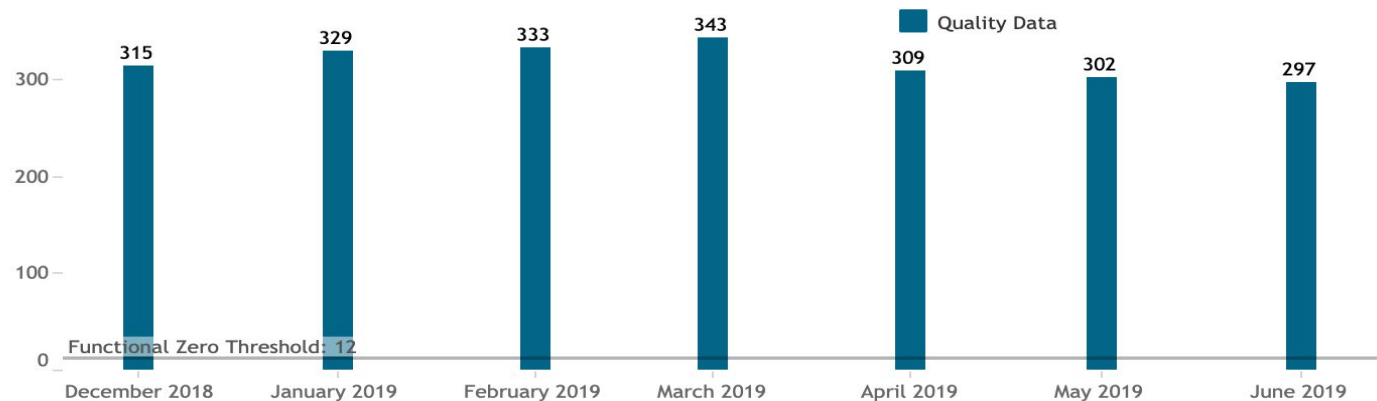
Aim Statement:

By January 1, 2020 Charlotte will decrease their Veteran BNL by 30%

Actively Homeless Monthly Veteran data with signal indicators for Shifts



Actively Homeless Population Monthly count for Veteran subpopulation(s)



Data Annotations

- Aligned community definition of Veteran with HUD/VA definition
- Gained access to SQUARES 2.0 allowing improved verification of Veteran status and eligibility
- Focused/increased efforts on Veterans who are chronically homeless and persons with HIV has positively impacted both BNLs.

By January 1, 2020:
Charlotte will decrease their Veteran BNL by 30%

Primary Drivers

Have a Quality and Reliable BNL

Increase Outflow

Reduce Inflow

Secondary Drivers

- BNL to include veterans from providers that do not enter in to HMIS
- Figure out why BNL # does not match HMIS # (large discrepancy)
- BNL to have accurate count of chronic veterans

- Real estate - development of affordable housing units
- Leverage engaged landlords to increase overall landlord engagement
- VASH/Housing Authority resources to go through CES
- SSVF resources to go through CES- Current and FY20 providers

- Diversion/Rapid Resolution

Change Idea #1

- Plan/Do: Intentional focus on CH Vets on BNL. Added a second monthly case conferencing meeting – 1 hour call, tightly formatted, only discussed CH vets. Started using Squares to enhance BNL.
- Study: We were able to move some veterans off BNL due to inactivity. Realized we have 2 teams focused on same Vets – not effective
- Act: Adapt – want to change process between chronic and Veteran teams.

Next Steps:

- Kally comes to CLT next week - Woot Woot!
- Strategize how to move case conferencing to create actual housing plans
- Get a firm understanding of available HUD VASH vouchers
- Better utilize GPD beds



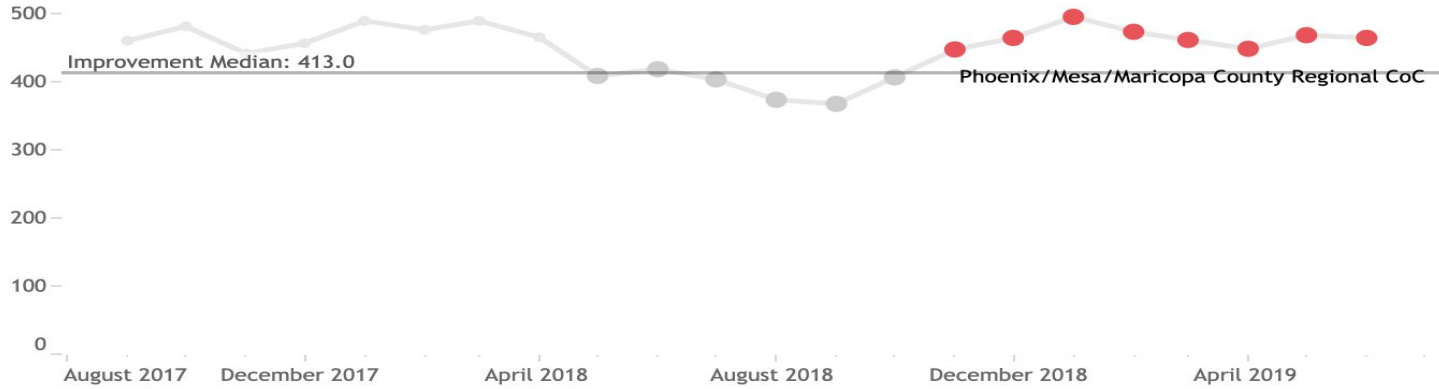
Phoenix / Maricopa



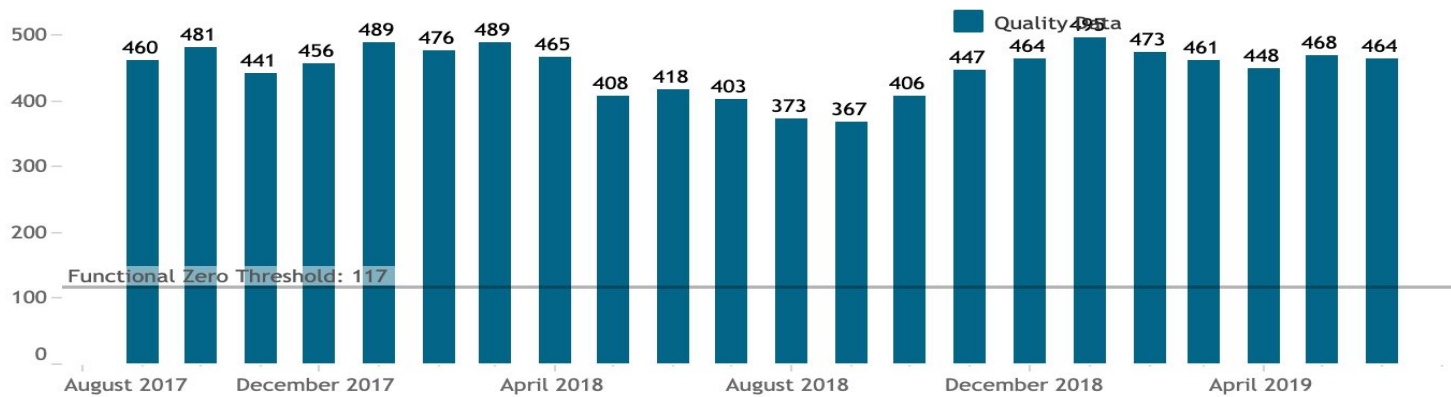
Phoenix/Maricopa County Aim Statement:

By January 1, 2020 Phoenix/Maricopa will achieve
Functional Zero for Veterans!

Actively Homeless Monthly Veteran data with signal indicators for Shifts



Actively Homeless Population Monthly count for Veteran subpopulation(s)



Data Annotations

- Maintaining Quality Data and Quality BNL since September 2017
- Not consistently meeting housing placement/positive exit goal of 185 per month
- Month of May saw highest returns to homelessness of any month since this data started being tracked- from avg of 13/mo to 28 individuals (mostly RRH)

By January 1, 2020:
Phoenix will achieve Functional Zero for Veterans

Primary Drivers

Optimize VHA Homeless Programs: HUD-VASH/GPD/SSVF
Lead: VA/Vet Workgroup

System Process Improvements
Lead: Vet Workgroup

Increase Outflow
Lead: VA and CES

Decrease Inflow
Lead: SSVF/Built for Zero Workgroup

Secondary Drivers

- Reduce length of stay in GPD
- Increase utilization rate of HUD-VASH
- Mitigate SSVF returns to homelessness

- Adjust agenda in Vet workgroup: 1) data focus 2) Change Idea focus
- Dynamic Prioritization of BNL housing 80 per month/95 positive exits per month

- Leveraging Flex Funds
- Progressive Engagement SSVF to VASH
- CoC Prioritization for Non VA eligible Vets
- ESG for higher income Veterans
- RRH priority for SSVF
-

- Diversion/Rapid Resolution
- Inflow Workgroup: case study to find trends in returns to system
- Targeted Prevention for sex offenders

Change Idea #1

- Plan: Reduce GPD Long Term Stayers (more than 6 months) by 90% by August 15, 2019
- Study: So far, we have reduced this by 32%
- Act: Adapt- testing placement ideas for 1) Veterans who need higher level of care than PSH, and 2) extremely low income 3) over income for programs but not high enough for cost of rent 4) GPD Fees for use

Change Idea #2

- Idea being tested: CoC PSH prioritization for 35 Chronic Veterans who are ineligible for VA Programs
- Study: Review data to find out exact number of Veterans who would need CoC resources and make ask
- Act: Decrease static list of 35 to 0;
 - decreased list by 63% in 3 months (35 to 13)

Next Steps:

- Fully utilize Flex Funds for quickly housing Veterans off of BNL
 - Research ideas from other communities and what they use Flex Funds for (can we use to reduce inflow)
- Begin tracking data for other change ideas that are not currently being tracked
 - Decreasing time from assessment to referral (56 days)
 - Pilot project of referrals from CRRC to SSVF
- Looking at GPD “fee for service” as incentive to exit long stayers
- Strategize around mitigating returns to homelessness
 - Started Inflow Workgroup
 - Review case study trends of last 3 months



Jacksonville

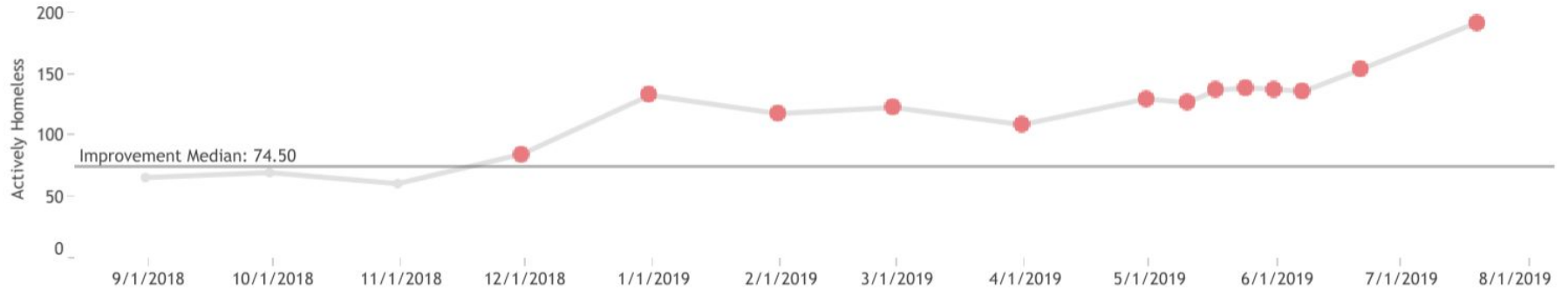


Jacksonville-Duval, Clay Co Aim Statement:

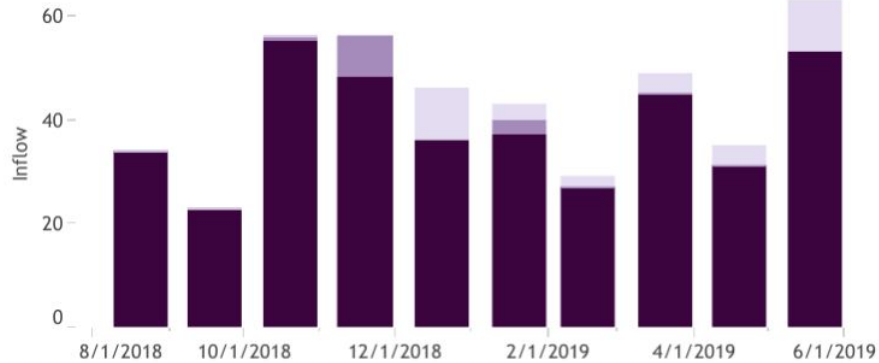
By January 1, 2020 Jacksonville will reach Functional Zero for Veterans

Veteran Actively Homeless Number

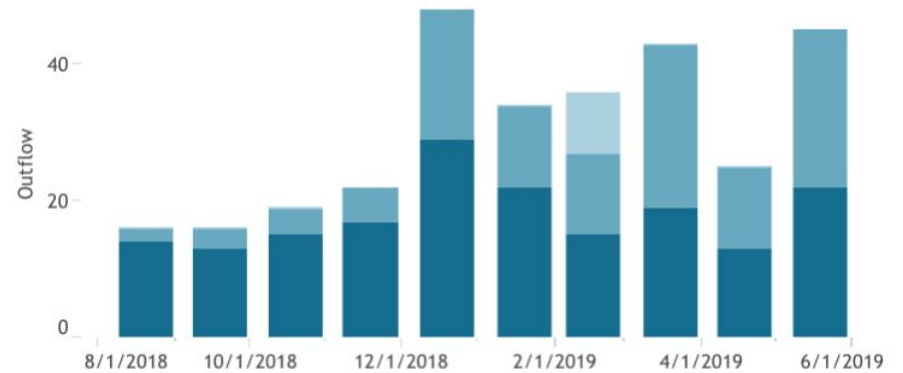
Data below represents a community's Veteran Quality Data



Inflow Breakdown

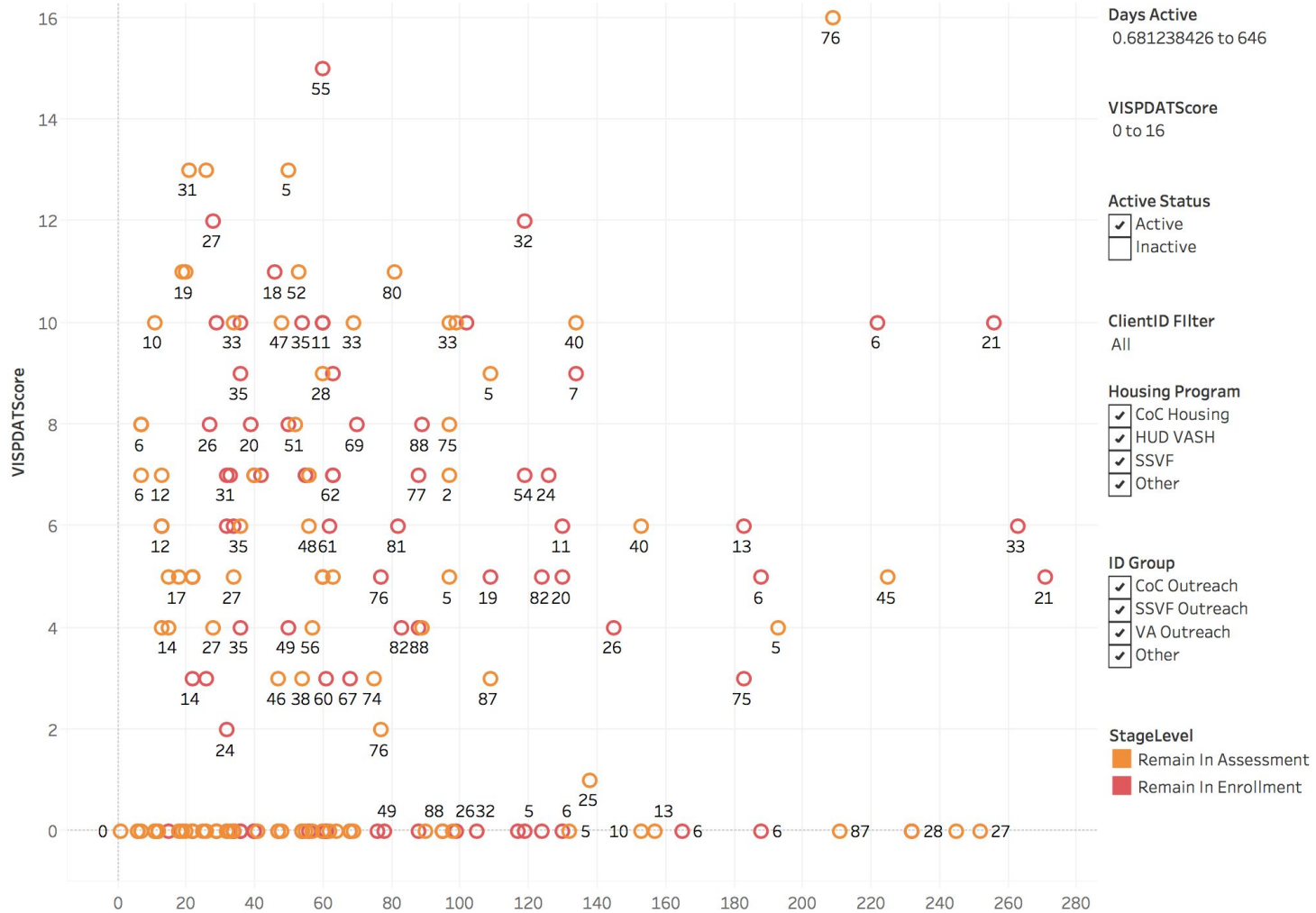


Outflow Breakdown



Data Annotations

- Recent increases attributed to:
 - More consistent and comprehensive coordination between VA and CoC
 - SSVF co-locating at Urban Rest Stop for intakes
 - 15+ properties have stopped taking Section 8/HUD-VASH vouchers



By January 1, 2020:
Jacksonville will achieve Functional Zero for Veterans

Primary Drivers

Increase Outflow: *Access to PH*

Increase Outflow: *Internal Processes*

Decrease Inflow

System & Team Improvement

Secondary Drivers

- Increase housing stock through Housing Specialist & Risk Mitigation
- *Increase housing stock through PiT-style location surge*
- *Explore shared housing through HUD-VASH*

- Reduce LoT for Referrals
- Case conference: A-E AND E-M
- Flex funds for accelerating move-in
- Developing CE Matching Criteria
- Increase coordination with JHA

- Implement Rapid Resolution
- Expand diversion efforts
- *Decrease returns → Research VISPDAT score from previously housed*
- *Homelessness verification for Veterans?*

- Enhancing information on BNL
- Process Mapping CE System
- Selected Chairs for leading work
- Tableau visualization
- *VA Access to HMIS*
- Increased communications support

Change Idea #1

- Plan/Do: Decrease exits from Enrolled in SSVF (to the “hot list”) through Peer Review (opposite Team Lead must approve exit)
- Study: $\sim\frac{1}{3}$ of reviewed cases stay open
- Act: Adopt

Change Idea #2

- Plan/Do: Increase HUD-VASH admissions through next-day screenings
- Study: Worked to decrease LoT from referral to enrollment (but caused team burnout)
- Act: Adapt → increased number of housing social workers

Change Idea #3

- Plan/Do: Accelerate SSVF enrollment process by adding add'l screener
- Study: Takes away from navigation and screening for other 14 counties
- Act: Adapt → increased referrals per week in addition to additional screener

Next Steps:

- Plan housing location surge → work with Reggie and Natasha
- Loop in HUD Field Office for coordination with JHA
- Create job description for Rapid Resolution team member
 - Community-wide training on Diversion/Rapid Resolution



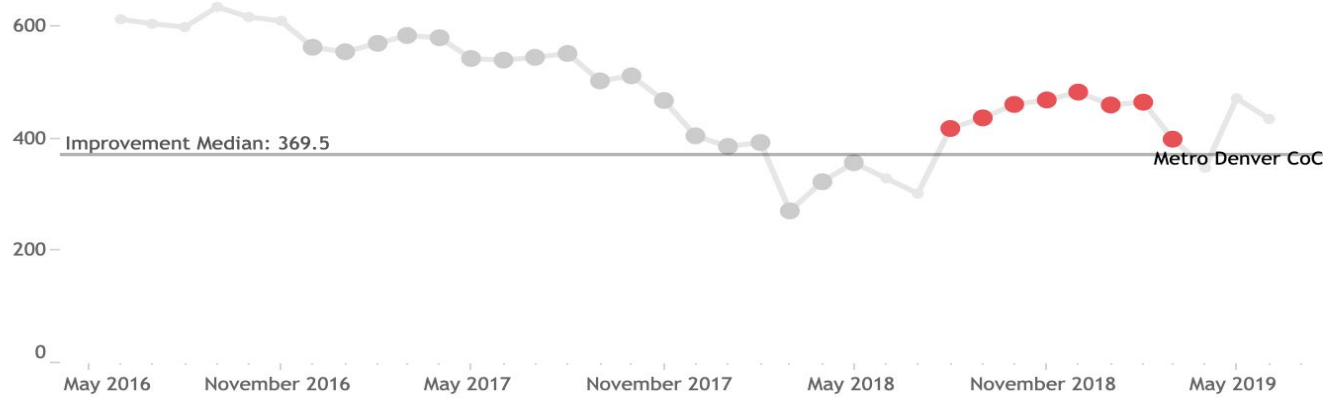
Metro Denver



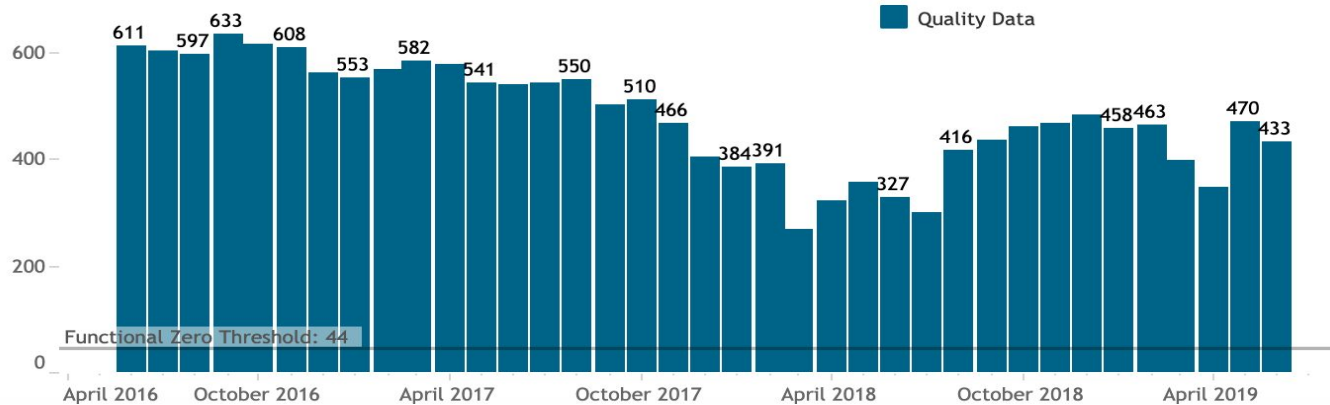
Metro Denver Aim Statement:

By January 1, 2020 Denver will achieve a 50% reduction in Veteran homelessness!

Actively Homeless Monthly Veteran data with signal indicators for Shifts



Actively Homeless Population Monthly count for Veteran subpopulation(s)



Data Annotations

- Recently had data migration to new HMIS vendor which included old/inaccurate data
- Inflow has been exceeding outflow pretty regularly except during months of data migration- which could account for spikes in numbers
- Need to revisit Quality BNL Scorecard for accuracy
- Need to address data entry from partners, emphasizing CES data entry standards

By January 1, 2020:
Denver will achieve a 50% reduction in Veteran homelessness!

Primary Drivers

Ongoing Quality Data & HMIS Implementation
Lead: VA Programs and CoC

System Process Improvements
Lead: VA and CoC

Increase Outflow

Decrease Inflow

Secondary Drivers

- Improve process to reflect accurate and current information
- Achieve quality BNL

- Revamped Case Conferencing
- Partnership accountability regarding data entry
- Set up data collection and educate community to inform future improvement projects

- Landlord engagement and recruitment
- Abrigo prioritization
- Leverage future real estate

- Diversion/Rapid Resolution
- Targeted/Limited SSVF Prevention

Change Idea #1

- Idea being tested: Reduce the number of “needs DD-214” Veterans on BNL from 95 to zero
- Study: The static number of 95 was reduced to zero-learned importance of quality data entry
- Act: Most clients were moved to inactive or found to not be a veteran- prompting need of data quality improvement & real time entry

Proposed Change Idea

- Idea being tested: Built for Zero BNL report for accurate veteran specific data
- Study: Wanting to achieve full picture of homelessness system in Metro Denver
- Act: Making more data informed decisions for improvement projects

Next Steps:

- On-going scrub of data that were migrated over from previous HMIS vendor.
- HMIS training on process improvement ideas
 - Making sure people are entering all data elements required by CES
- Achieve a Quality BNL that is located within HMIS
- Use quality data to inform future improvement projects including
 - outflow goals (how many positive exits/placements per month),
 - length of time from each point in time in the system (outreach to referral to enrollment to placement), and
 - understanding inflow



St. Louis City/County



St. Louis City/County Aim Statement:

By January 1, 2020 St. Louis City/County will reduce their Veteran BNL by 50%

Community Run Charts



Data Annotations

- St. Louis City/County are working towards a perfect score on the All-Singles Scorecard
- Questions that we working through are 1, 2B and 5

Primary Drivers

Improve outreach coordination in St. Louis City/County

Increase Positive System Exits

CES improvements

Reduce inflow of Veterans into Homeless System

Secondary Drivers

- Schedule follow-up meeting with outreach supervisors
- Identify team leads and implement coordination
- **Develop and implement joint coordinated outreach plan**

- Integrate Vet BNL activities w/ CoC activities
- Reduce length of time in GPD
- **Deepen relationship w/ housing authorities (expedite inspections and get more units)**
- Increase landlord engagement + retention

- **BNL management - one CES**
- HUD VASH/SSVF integrated
- Consistent tracking (inflow, outflow + active)
- Process mapping CES (October)

- Ensure maximizing use of SSVF and other prevention funds
- **Develop/implement Diversion/Rapid Resolution**
- Analyze and resolve returns to homelessness

By January 1, 2020:

50% reduction on the Veteran BNL

Change Idea #1

- Idea being tested: Increase opportunities for veteran housing offers
- Study: Dedicated 50+ shelter plus vouchers, rapid rehousing events, socialserve.com
- Act: Identifying sources for case management, adding more events in other parts of the region, increase outreach to landlords

Change Idea #2

- Idea being tested: Targeted Vet BNL case conferencing
- Study: Bi-weekly Vet BNL and Veteran Outreach meetings helped align veteran services but difficulties in accessing CoC and non-Veteran resources
- Act: Looking at ways to align Vet BNL and CoC Housing Match Meetings

Next Steps:

- VA, CoC CES and HMIS Lead are meeting to find ways to streamline referrals
- Rapid Rehousing Events scheduled for June-September in different parts of the region
- Increase landlord outreach
 - Utilize media and social media
 - Mobilize elected officials
 - Develop landlord incentive fund

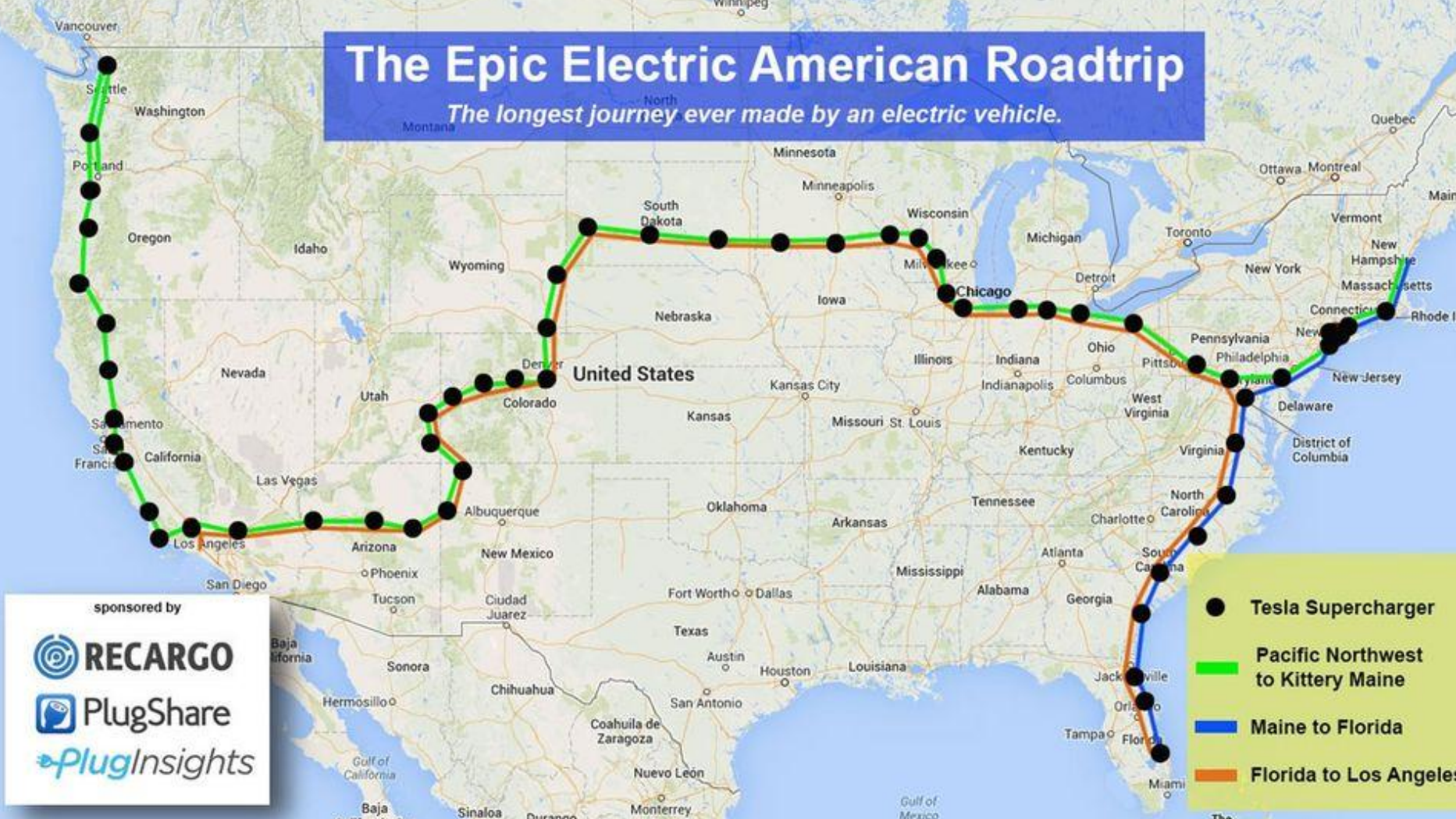


Interim Goal Setting



The Epic Electric American Roadtrip

The longest journey ever made by an electric vehicle.



sponsored by

- Tesla Supercharger
- Pacific Northwest to Kittery Maine
- Maine to Florida
- Florida to Los Angeles

**CURRENT
AH**

2019 GOAL

sponsored by



RECARGO
PlugShare
PlugInsights

- Tesla Supercharger
- Pacific Northwest to Kittery Maine
- Maine to Florida
- Florida to Los Angeles

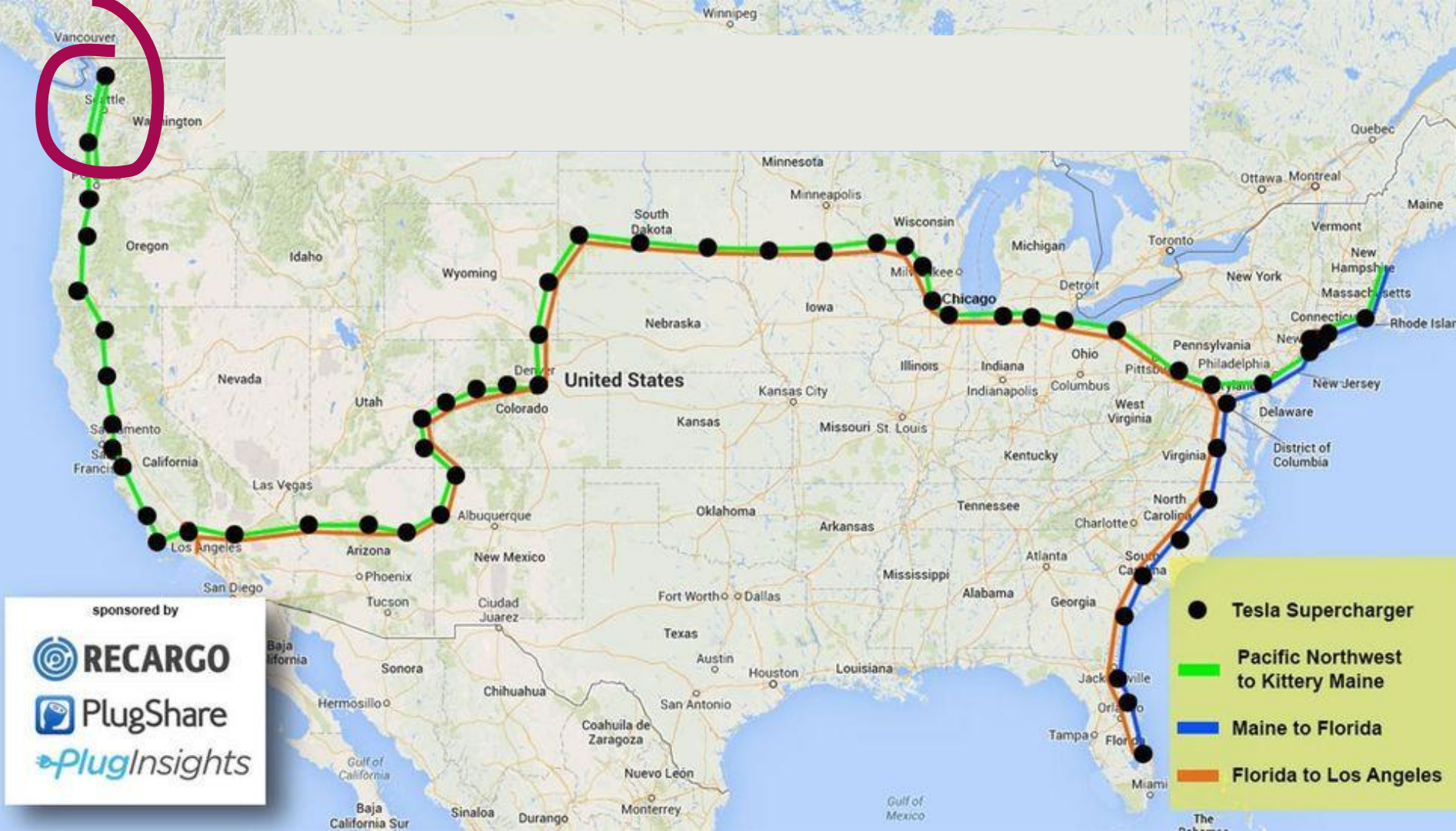




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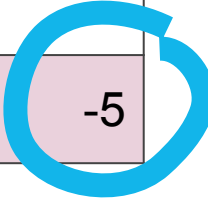
DATE	ACTIVELY HOMELESS
<i>CURRENT</i>	150
<i>Jan 1</i>	50

DATE	ACTIVELY HOMELESS
<i>CURRENT</i>	150
<i>Dec 1</i>	80
<i>Jan 1</i>	50

DATE	ACTIVELY HOMELESS
<i>CURRENT</i>	150
<i>Aug 31</i>	145
<i>Sept 1</i>	135
<i>Oct 1</i>	125
<i>Nov 1</i>	105
<i>Dec 1</i>	80
<i>Jan 1</i>	50

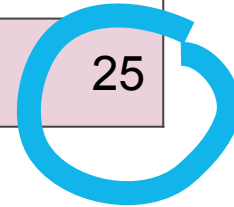
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DATE	ACTIVELY HOMELESS	NET REDUCTION GOAL
<i>CURRENT</i>	150	
<i>Aug 31 Goal</i>	145	-5



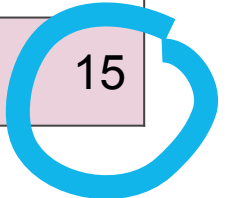
2

DATE	3-MTH AVERAGE INFLOW	AVERAGE OUTFLOW
<i>CURRENT</i>	20	16
<i>Aug 31 Goal</i>	20	25



3

DATE	AVG. INACTIVE	AVG. HOUSING RATE
<i>CURRENT</i>	10	6
<i>Aug 31 Goal</i>	10	15

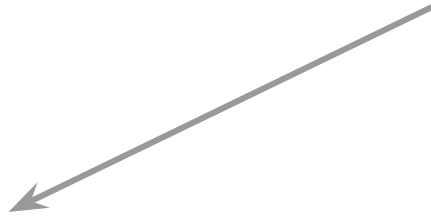


1

DATE	ACTIVELY HOMELESS	NET REDUCTION GOAL
<i>CURRENT</i>	150	
<i>Aug 31 Goal</i>	145	-5

**2**

DATE	3-MTH AVERAGE INFLOW	AVERAGE OUTFLOW
<i>CURRENT</i>	20	16
<i>Aug 31 Goal</i>	20	25

**3**

DATE	AVG. INACTIVE	AVG. HOUSING RATE
<i>CURRENT</i>	10	6
<i>Aug 31 Goal</i>	10	15



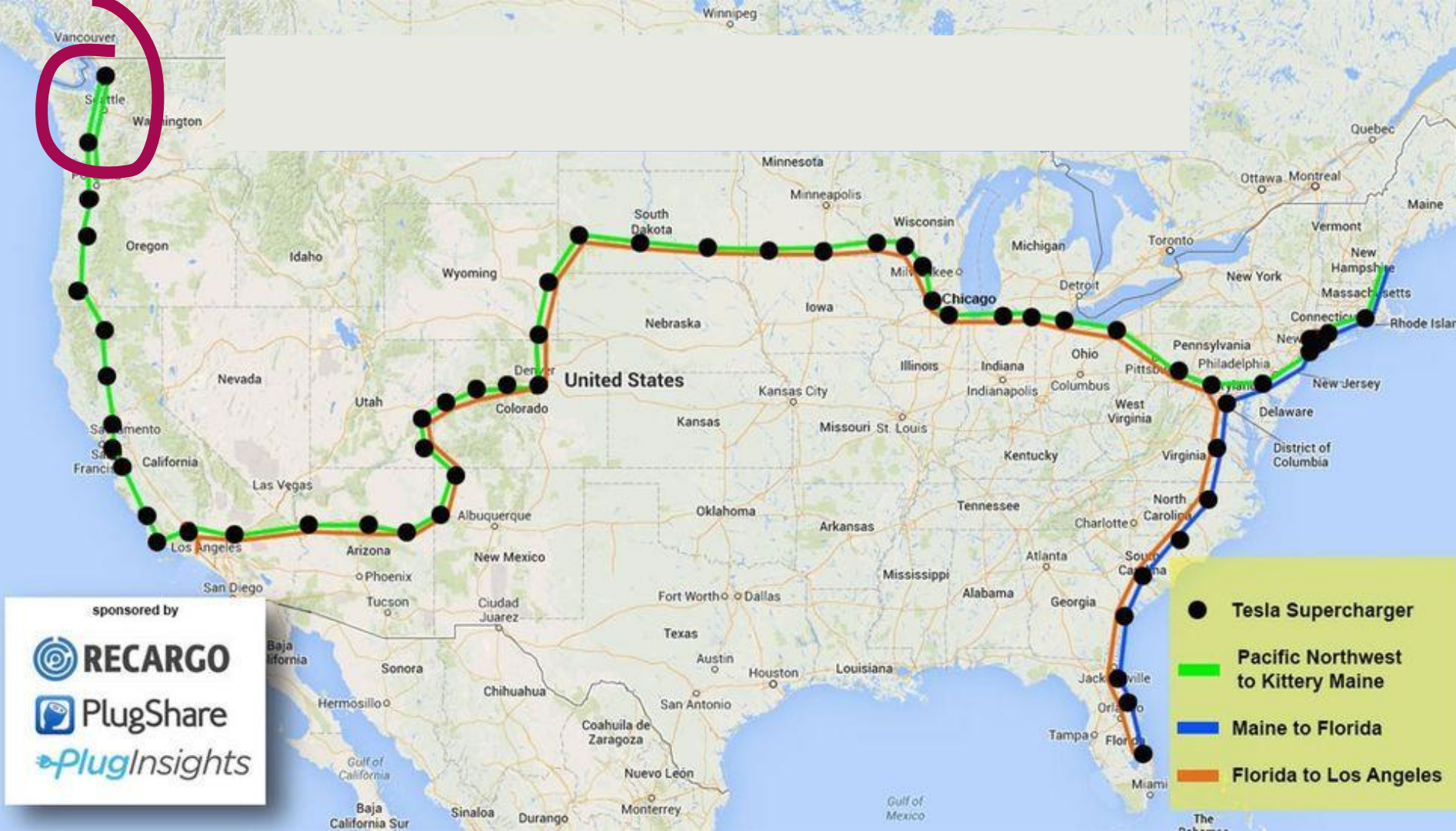
THIS MONTH'S GOAL:
Increase housing placements from 6 to 15



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RECARGO
PlugShare
PlugInsights

- Tesla Supercharger
- Pacific Northwest to Kittery Maine
- Maine to Florida
- Florida to Los Angeles



DATE	ACTIVELY HOMELESS
<i>CURRENT</i>	150
<i>Aug 31</i>	145
<i>Sept 1</i>	135
<i>Oct 1</i>	125
<i>Nov 1</i>	105
<i>Dec 1</i>	80
<i>Jan 1</i>	50

Questions to Build On...

- At each stage, what level of progress would give us confidence we could reach our aim?
- What parts of our pipeline lend themselves to especially large or especially small leaps forward?
- What level of progress are we willing to hold ourselves accountable for at each stage?

Does Your Pipeline...

- ...show a credible path to our aim?
- ...reflect both your short-term and long-term strategies?
- ...start modestly enough to be believable/create a quick win?
- ...reflect what you currently know about your data quality and any trouble spots?
- ...require obvious changes, big or small, to your existing strategy?



Interim Goal: Share Out





Closing and Appreciations



LETS HANG OUT!

Wunder Garten Beer
Garden 1101 First St NE
Washington, DC 20002
5:30 pm



“

Great atmosphere! Fun time with friends!
Weather friendly throughout the year!

— Mydalya Shae



Large City Cohort Meeting
Day Two II

Day 2 - Thursday

9:00-9:20 AM

Welcome and Framing

9:20-10:05 AM

Pipeline Review & Strategy Huddle

10:05-10:50 AM

Affinity Group 1

10:50-11:00 AM

Break

11:00-Noon

Federal Partners

Noon-1:00 PM

Lunch

1:00-1:45 PM

Affinity Group 2

2:00-3:30 PM

Strategy Adjustment

3:45-4:30 PM

Share Out

Affinity Group 1

- GPD
- Diversion/Rapid Resolutions/Problem-Solving
- PSH and RRH for Ineligible Veterans

Affinity Group 2

- Case Conferencing
- Quality BNL
- Reducing Length of Time from ID-Housed

Affinity Group 1

- **GPD (HERE)**
 - Tamara Wright & KO Campbell
- **Diversion/Rapid Resolutions/Problem-Solving (2nd Floor)**
 - Kally Canfield & Candace Morgan
- **PSH and RRH for Ineligible Veterans (2nd Floor)**
 - Mark Johnston & Caitlin Bayer



Discussion Groups with Federal Partners



Discussion with the VA - #1

- Lead: Keith Harris,
Director of Clinical
Operations
- 2nd Floor Conference
Room

Discussion with the VA - #2

- Lead: Shawn Liu,
Program Analyst
- 2nd Floor Conference
Room

Federal Benchmarks and Criteria Changes

- Lead: KO Campbell
- 2nd Floor Conference Room

Discussion with HUD

- Lead: Molly Allen,
Senior Housing
Program Specialist and
Becky Primeaux
Director, Housing
Voucher Mgmt and
Operations
- 3rd Floor Multipurpose
Room



Lunch



BFZ Collaborative Learning Session

- Monday October 21st
 - Arrive in Denver, CO
 - Opening plenary in the evening
- Tuesday October 22nd
 - Learning Session Day One
- Wednesday October 23rd
 - Learning Session AM
 - Large City Cohort PM
- Thursday October 24th
 - Large City Cohort AM

Affinity Group 2

- **Quality BNL (2nd Floor)**
 - **Melanie Lewis Dickerson & Candace Morgan**
- **Reducing Length of Time from ID - Housed (2nd Floor)**
 - **K.O. Campbell & Caitlin Bayer**
- **Veteran Case Conferencing (HERE)**
 - **Shawn Liu & Kally Canfield**

Accountabilibuddies

- **St. Louis & Denver**
- **DC, CLT & Detroit**
- **Phoenix & JAX**

Accountabilibuddies

- ~10 minutes overview of interim monthly goals and refined / re-targeted strategy
- ~10 minutes feedback from your accountabilibuddy
- SWITCH!



Closing and Appreciations

