

# ISS 2.0 Cohort Call #2

July 14, 2021



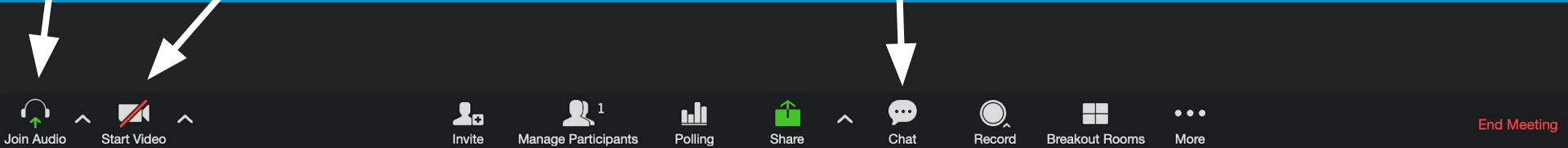
# Welcome!

Mute your audio!

Turn on your video!  
(if possible)

Say hi in the chat box! Tell us:

- **Where you live/work**
- **Your current role**
- **What fun things have you done to celebrate Juneteenth, July 4th, or just the official start of summer?**



# Your Coaches Today



**Sandy Colts**

Improvement  
Advisor

*he/him/his*



**Emma Beers**

Improvement  
Advisor

*she/her/hers*

# We've covered a lot so far

**For most of you, it hasn't even been two months since you joined Built for Zero! And yet, we've already presented about:**

- What Built for Zero and the ISS Cohort are
- Forming your Improvement Team and getting this work off the ground
- What 'By-Name Lists' are and how we evaluate their 'quality'
- Our BFZ By-Name List Scorecard
- Enhancing the coverage & coordination of unsheltered outreach
- Maximizing provider participation in data collection & reporting
- Numerous tools to help with all of this (Team Portfolio, Outreach & Provider inventories)

**Honest question...no shame: Who feels like they don't understand all these pieces yet?**

# Let's Get Grounded

**Rather than dive into more content today, we want to take this moment to:**

- take stock of where each team is
- get clearer together about what we're looking to accomplish during ISS,
- introduce a new tool we believe will help orient and organize your teamwork
- give you time with your teammates to discuss this together and identify priorities for your next few weeks

# Today's Objectives

## Rational

- Learn the status of everyone's team formation, outreach, provider participation, and data systems work so far
- Check progress along the ISS Roadmap to ground us in where we are and what is coming up
- Introduce new Team ISS Workplan and give you time to plan next steps for Improvement Team formation and completing your Outreach & Provider Participation Inventories

## Experiential/Relational

- Feel connected as a cohort, working together
- Celebrate each other's progress and support each other with questions/challenges
- Get solo team time to consider your team formation, progress, and mutual understanding

# Agenda

Welcome + Agenda Overview	1:00-1:10
Team Sharing: Progress & Challenges	1:10-1:30
Review updated 'ISS Roadmap' and introduce 'ISS Workplan'	1:30-1:45
Team Breakout Time	1:45-2:05
Team Share-outs, Objectives & Next Steps	2:05-2:20
Reflections & Look Ahead	2:20-2:30

A world map is shown against a dark background, overlaid with a complex network of glowing blue and white nodes connected by thin lines. The nodes are concentrated in major urban areas and along major transportation routes, creating a global web of connections. The map is centered on the Atlantic Ocean, showing North America on the left and Europe, Africa, and Asia on the right.

# Cohort Sharing



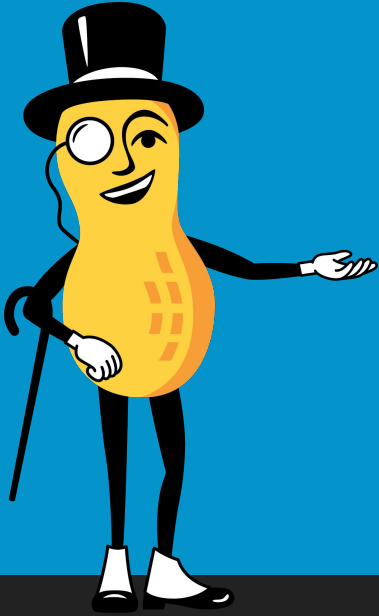


## In 2-3 minutes, tell us about:

- Recent progress you've made
- Questions you've identified
- Challenges you're facing and would like help in navigating



# The peanut gallery is open!



React to your peers in the chat box!

- “Great work!”
- “We’re struggling with that too.”
- “Would love to chat more about that, here’s my email...”
- “Here’s a resource that might be helpful.”



End Meeting

# Team Sharing

Teams	Progress	Questions/Needs	Challenges
CO Roaring Fork	Pitkin Co. really taking charge with creating list.	Planning CE processes.	"Like walking two dogs: one fast, one stopping to smell everything" Tension about feeling unable to serve everyone on BNL
CO Southwest	Team has begun meeting and assigning roles	Need more time as a team figuring out who is going to do what.	Determining who has capacity to participate regularly. Data: Who's collecting it, and who should be? Not many providers.
CO Western Slope	Trying to build capacity at multiple orgs. Focusing on HMIS. CE Leads are the BFZ group. Have 99 more households' info!	Figuring out who is going to do data entry.	Feeling hectic on the ground. Lots of burnout among case managers, and that's who they depend on for data. Turnover in CM delays.
Kent County	Went over provider participation & outreach inventories and got those completed.	Figuring out HMIS v. non-HMIS providers interaction with BNL. Understand who needs to be in HMIS.	Outreach coordination processes not documented yet. Connect outreach workgroup.
Lubbock TX	Working with local CE on housing priority list. Having homelessness collaborative mtg on 7/29. Reviewing CHNA then.	Jumpstart their BFZ improvement teamwork	
Sonoma County	Mtg of ISS delegates to plan work. Reviewed BNL scorecard. Plans to tackle outreach & provider participation.	Multiple BNLs going around. Other jurisdictions interested. Press reset to consider BFZ & BNL role.	BFZ sometimes lost in shuffle with other priorities. Confluence of many things at once.
Wayne Metro	Team has started meeting	Figuring out what to address first	Finding time to allocate to BFZ specifically with so many competing priorities/demands.

# ISS 'Roadmap' Check-in

A long, straight asphalt road with a white dashed center line stretching into the distance under a blue sky. The road is flanked by grassy fields and a few trees in the distance. The sky is a clear, vibrant blue.

# High-Level ISS Roadmap

	May	June	July	August	September	October	Nov.
All-Cohort Calls	Kick-Off Meeting (5/19 at LS)	Team Setup / Outreach System / Provider Participation	ISS Roadmap, Workplan & Team Formation	Policies & Procedures and BNL Setup	Leading a culture of improvement; Center racial equity	Storyboards w/ home stretch plan; Other high-need topics	
Smaller Group Calls		1. Outreach System 2. Provider Participation in BNL		1:1 coaching (as needed) for team challenges, questions	1. Addressing racial (in)equity 2. Team building & leading improvement	1:1 Coaching: Planning & troubleshooting for final stretch	
Data Coaching	Data System Assessment (post-kickoff)		BFZ data reporting orientation; Data system improvement plan	1:1 data coaching as needed (per Data System Improvement Plans)			
Facilitated Exercises			1:1 Data System Flow Mapping exercise		1:1 BNL Deep Dive ( <a href="#">exercise guide</a> )		
Independent Practice / Exercises	BNL Scorecard Baseline	Start Provider Participation and/or Outreach Inventories	Complete Provider Participation and Outreach Inventories	Review existing and/or create new policies & procedures	Continue work to fill gaps in outreach, provider part., P&P and data infrastructure	Final Storyboard	

Learning Session! Dates (Early Nov)



# Detailed ISS Roadmap

We are here

**Built For Zero.**  
COMMUNITY SOLUTIONS



	May	June	July	August	September	October	Nov
Activities	<ul style="list-style-type: none"> <li>5/21 ISS Cohort Kick-Off Session</li> <li>Introduce BNL Scorecard &amp; ISS Portfolios</li> <li>Meet BFZ-ISS Improvement Advisors &amp; Data Coaches</li> </ul>	<ul style="list-style-type: none"> <li>6/9 Cohort Call: ISS Goals &amp; Program Design, Outreach Systems, and Provider Participation</li> <li>Breakout Calls: 1) Outreach System, 2) Provider Participation</li> </ul>	<ul style="list-style-type: none"> <li>7/14 Cohort Call: ISS Roadmap and new Team Workplan</li> <li>Improvement team works on outreach &amp; provider participation</li> <li>Data Reporting Orientation Call (for team Data Leads)</li> <li>'Data System Deep Dive' (facilitated team exercise)</li> </ul>	<ul style="list-style-type: none"> <li>8/11 Cohort Call: Policies &amp; Procedures and BNL Setup</li> <li>Address needs identified in data infrastructure</li> <li>Continue the work of outreach coverage &amp; coordination and provider engagement</li> </ul>	<ul style="list-style-type: none"> <li>9/8 Cohort Call: Leading a movement based in improvement, inclusion, and racial equity</li> <li>Draft Policies &amp; Procedures that don't exist yet</li> <li>Breakout calls: 1) Centering Racial Equity, 2) Leading improvement</li> </ul>	<ul style="list-style-type: none"> <li>10/13 Cohort Call: Storyboards w/ home stretch plans; Other high-need topics</li> <li>'By-Name List Deep Dive' (facilitated team exercise)</li> </ul>	<ul style="list-style-type: none"> <li>Attend Fall Learning Session (early Nov)</li> </ul>
Artifacts	<ul style="list-style-type: none"> <li>Complete baseline data system assessment</li> <li>Start baseline BNL Scorecard</li> </ul>	<ul style="list-style-type: none"> <li>Complete first BNL Scorecard assessment</li> <li>Start Outreach and/or Provider participation inventory</li> </ul>	<ul style="list-style-type: none"> <li>Outreach activity inventory complete</li> <li>Provider participation inventory complete</li> <li>Data System Deep Dive map/notes</li> </ul>	<ul style="list-style-type: none"> <li>First monthly data submission (or sooner)</li> <li>Updated Team Progress Score</li> <li>Reviewed existing policies &amp; procedures</li> </ul>	<ul style="list-style-type: none"> <li>Reviewed existing policies</li> <li>Drafts of any new policy &amp; procedure documents</li> <li>2nd monthly data submission.</li> </ul>	<ul style="list-style-type: none"> <li>Progress &amp; Learning Storyboard</li> <li>3rd monthly data submission</li> <li>Final drafts of any new P&amp;P</li> </ul>	<ul style="list-style-type: none"> <li>Final Scorecard</li> <li>Final Team Progress Score</li> <li>4+ months of data on BFZ Dashboard</li> </ul>
Progress	<ul style="list-style-type: none"> <li>Core team formed &amp; attended LS</li> <li>Understand baseline data system capabilities</li> </ul>	<ul style="list-style-type: none"> <li>Greater understanding of data system strengths &amp; weaknesses</li> <li>ISS team has started meeting and/or working together (or have plan in place for that)</li> </ul>	<ul style="list-style-type: none"> <li>Understand gaps in outreach system and provider participation</li> <li>Team is identified, started teamwork, has shared goals</li> <li>ID data system needs and have individual plan to reach quality BNL data</li> </ul>	<ul style="list-style-type: none"> <li>Started monthly BFZ data reporting</li> <li>Making progress on outreach &amp; provider engagement</li> <li>Early progress on creating/affirming Policies &amp; Procedures</li> </ul>	<ul style="list-style-type: none"> <li>Progress now happening on all fronts: Outreach, Provider Participation, P&amp;P, Data Infrastructure</li> <li>Prepared to discuss &amp; select ideas for addressing racial equity</li> </ul>	<ul style="list-style-type: none"> <li>Clear plan for addressing final needs in order to have reliable, real-time BNL data</li> <li>Done (or close) with outreach &amp; provider improvements</li> </ul>	<ul style="list-style-type: none"> <li>Complete BNL Scorecard</li> <li>Verified 'Quality BNL Data'</li> <li>Improvement team is gelling, producing results, energized</li> </ul>

# Artifacts to Focus on until Aug. 11

Based on this Roadmap, to achieve our aim for this action period, these are the most important artifacts to complete by our next Cohort Call (8/11):

- Outreach services inventory
- Provider participation (in BNL data) inventory
- Complete 'Data System Deep Dive' facilitated exercise

To help you feel clearer about what you need to do and how your team can manage it, we've developed a new tool for your Portfolio: **an ISS Team Workplan!**

# New ISS Team Workplan

## ISS Team Workplan (May-Nov 2021)

### 1) ESTABLISHING YOUR IMPROVEMENT TEAM

Setup your Improvement Team	Status	Target Month	Scorecard #	What's next?	Who is involved?	Other Notes	Artifact / Resource
Review and fill your Improvement Team roles. Descriptions of key roles are offered on the Portfolio tab	▼	July ▼	N/A				'ISS Team+Goals' tab
Determine who from your broader BFZ Improvement Team will engage directly in the ISS Cohort activities as part of your ISS 'Delegation' (ideally 3-6 people, including your Team Lead and Data Lead)	▼	July ▼	N/A				'ISS Team+Goals' tab
Review ISS Goals with your Improvement Team and affirm commitment. The Cohort's goals are described on the 'ISS Team+Goals' tab in your Portfolio, with space for your team to enter 'Yes' to agree to the goals for this action period	▼	July ▼	N/A				'ISS Team+Goals' tab
Setup team operations that will achieve your ISS goals	Status	Target Month	Scorecard #	What's next?	Who is involved?	Other Notes	Artifact / Resource
Choose a rhythm for your Improvement Team to regularly meet in order to plan & distribute ISS tasks and monitor progress toward your goal of achieving reliable, real-time BNL data. (Hint: this could involve using existing workgroup or team time so you aren't necessarily adding more meetings)	▼	July ▼	N/A				
Complete the 'Single Adults By-Name List Scorecard' in your team Portfolio to establish your baseline, and update it at least monthly to chart your progress as you complete various tasks.	▼	July ▼	N/A				'Single Adults Scorecard' tab
In this ISS Workplan, enter target dates and assign team members to work on individual items. Try to have everyone on the Improvement Team directly support one or more tasks to generate shared ownership and accountability	▼	July ▼	N/A				ISS Workplan (THIS PAGE)
Baseline 'Team Progress Scale' self-assessment	▼	June ▼	N/A				'Team Progress Scale' tab in Portfolio
Mid-point 'Team Progress Scale' self-assessment	▼	August ▼	N/A				'Team Progress Scale' tab in Portfolio
Final 'Team Progress Scale' self-assessment	▼	November ▼	N/A				'Team Progress Scale' tab in Portfolio

**RESULTS:** You have formed a representative Improvement Team that has agreed to work together (with support from BFZ and other ISS teams) to achieve the common aim of building a reliable, real-time, BNL data system.

### 2) COORDINATING OUTREACH COVERAGE

Establish your baseline for outreach coverage	Status	Target Month	Scorecard #	What's next?	Who is involved?	Other Notes	Artifact / Resource
Use the Outreach Inventory to document your current outreach providers and							



# Team Breakouts (20 min):

- Spend < 5 minutes on Section 1: Team Formation to identify needs in that area
- Spend ~15 minutes on Sections 2-3 (Outreach & Provider Participation) to plan your next steps for completing those inventories and identifying gaps
- When we return, we'll ask each team to share what plans you made, plus lingering questions & concerns



# Wrapping Up

## Reflecting on today's call...

- Spend a couple minutes sharing feedback with us about:
  - What **went well** today (mark with 'W/W' in chat)
  - Would have been **better if...** (mark with 'BI' in chat)

# Looking Ahead

## 1 Data Coaching Activities

- We will offer 2-3 times for your Data Leads to join our BFZ Data Coaches for an orientation to the BFZ monthly data reporting process, and make a plan to begin reporting data by August.
- We will schedule a Data System Mapping Deep Dive with each team, to be completed before our next Cohort Call (8/11)

## 2 Team Setup & Workplan

- If today's discussion highlighted any gaps in your Improvement Team and/or ISS Delegation, follow-up to address those gaps ASAP.
- If you haven't already, set a recurring meeting with your BFZ Improvement Team to plan and manage your ISS tasks in service of achieving reliable, real-time BNL data by this fall.

## 3 Outreach & Provider Participation Inventories

- Prioritize completing your baseline steps for Sections 2 (Outreach) and 3 (Provider Participation) of the ISS workplan before the next Cohort Call on 8/11.

A stylized illustration of a sun rising over a city skyline with clouds. The sun is a bright orange circle with rays, positioned in the upper center. The sky is a light blue color with several large, white, stylized clouds. In the foreground, there are dark blue and grey silhouettes of buildings and a road, suggesting a cityscape at dawn or dusk.

# Thank You

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