

ISS:

Improvement System Shaper

December All-Cohort Call

December 8, 2021

Your Coaches Today



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Icebreaker: Around the (ISS) world in 10 mins?

- Colorado BoS Roaring Fork
- Colorado BoS Southwest Region
- Colorado BoS Western Slope (Montrose/Delta)
- Kent County, MI
- Sonoma County CoC
- Texas Balance of State CoC - Lubbock
- Metro Denver
- Central OR
- Pinellas County, FL
- Portland, OR
- Shreveport, LA
- Thurston County, WA
- West Virginia BOS
- Jackson, MS
- Salt Lake County, UT
- Phoenix, AZ

Objectives

- Review our roadmap for the next 6 months
- Identify stakeholders/agencies that we'll need to pull towards us
- Share best practices for building trust and increasing engagement

What is our plan?

In 6 month, we hope that you...

Build Your Improvement Team



Complete BFZ Squares



Get to 90% on Provider Inventory



Launch Guiding Coalition Meetings



Bring the improvers you need into your Guiding Coalition



Start a regular meeting rhythm with clear objectives

Develop a Solid Data Infrastructure



Perfect Score on All Singles BNL Scorecard



Reliable Data



Start Case Conferencing



Median locked in



6 consecutive points above or below the median

Developing a solid data infrastructure is key!



**Perfect Score on
All Singles BNL Scorecard**

29 of 29 items on the scorecard
have a “Yes” response



**Reliable Data
(in subpopulation focused on)**

3-month* data reliability within
15% margin (work towards 0%)

**This requires a minimum of 4 months of reported
data to calculate.*

The big goal

“Functional zero”

**is how Built for Zero measures
ending homelessness**

Over the next 6 months, we will...

	November	December	January	February	March	April
Monthly Theme	Orientation to theory	Increasing Trust & Engagement in Our Communities	Making the Case for BNL & Improving Outreach	Beginning & Improving Case Conferencing	Evaluating and Improving policies	TBD Based on Community Needs
Key Audience	Full Improvement Team	Team Leads Senior Leaders	Team Leads Data Leads Outreach Staff Frontline Staff	Case conferencing facilitators and attendees	Team Leads Data Leads Outreach Staff Frontline Staff	

Great work so far!!

Follow Up from Launch

Did you identify anyone who needs to be engaged, but isn't yet?

Have you reached out to them?

How did it go!?



Improvement Team Roles

TEAM LEAD

- Visible leader actively driving the systems improvement work to reach big goals.
- **Responsible for equipping team members, and delegating responsibility.**
- Often the Coordinated Entry lead.

DATA LEAD

- Builds and maintains a measurement system to drive progress towards goals.
- **Responsible for maintaining the data infrastructure that produces data to drive and evaluate results.**
- Often the HMIS system administrator.

SENIOR LEADER

- Leader accountable for ongoing participation and engagement in Built for Zero.
- **Stays in regular contact with the Team Lead to help set goals, agree on priorities, and line up supports.**
- Often an influential population-specific leader.

Improvement Team Roles

PRIVATE/PUBLIC FUNDING LEAD

- Influences how public and private funding is directed.
- **Responsible for understanding local funding landscape and directing strategies to better leverage funding.**
- May be the same as the Senior Sponsor, but will direct their participation to leveraging funding.

EMERGENCY RESPONSE LEAD

- Activated during times of national or local emergency.
- **Responsible for sharing immediate needs with BFZ and coordinating new resources that BFZ helps arrange.**
- Someone with strong ties to CoC leadership, local health care systems, and other key stakeholders.

Key Improvers

- **Brings system-specific expertise to system improvement work.**
- Often frontline staff, persons with lived experience, staff from major providers

Key Improvers

CoC Leadership - Person in charge of overseeing federal funding related to ending homelessness

City or County Leadership - Person who can wield the influence of a local government office to generate convening power

Priority!

These leaders matter most because they control key leverage points

People Overseeing Programs Specifically for Veterans

VA Homeless Coordinator - Person overseeing homeless-dedicated support for VA Medical Centers (VAMC) within each Veteran Integrated Service Network (VISN).

HUD-VASH Program Manager - Person overseeing the HUD-VASH program.

VA Outreach/Social Workers - Direct service providers able to help clients navigate the system prior to being matched to a program.

SSVF Program Managers - Person overseeing the operation and use of SSFV resources at a community based organization

GPD Program Operators - Person overseeing the operation of local Grant and Per Diem (GPD) programs.

People Overseeing Homeless-Dedicated Programs

Homeless Service Providers - Person that represents a local organization serving people experiencing chronic homelessness.

Street Outreach Program Administrators - Person that represents an organization leading outreach and engagement of people experiencing homelessness.

Permanent Housing Providers - Person that represents an organization that operates either rapid re-housing (RRH), transitional housing (TH) or permanent supportive housing (PSH) programs.

Housing Authority Representatives - Person that represents a local public housing authority. Specifically, representatives overseeing housing choice vouchers that prioritize the homeless population, or housing navigators.

Who does what?

	All-Cohort Calls	Small Group Calls	Guiding Coalition Meetings	Case Conferencing	Data Coaching
Team Lead	X	X	X	-	X
Data Lead	X	-	X		X
Senior Leader	X		X		
Private/Public Funding Lead	X		X		
Emergency Response Lead	X	-	-		
Key Improvers	X	-	-	X	

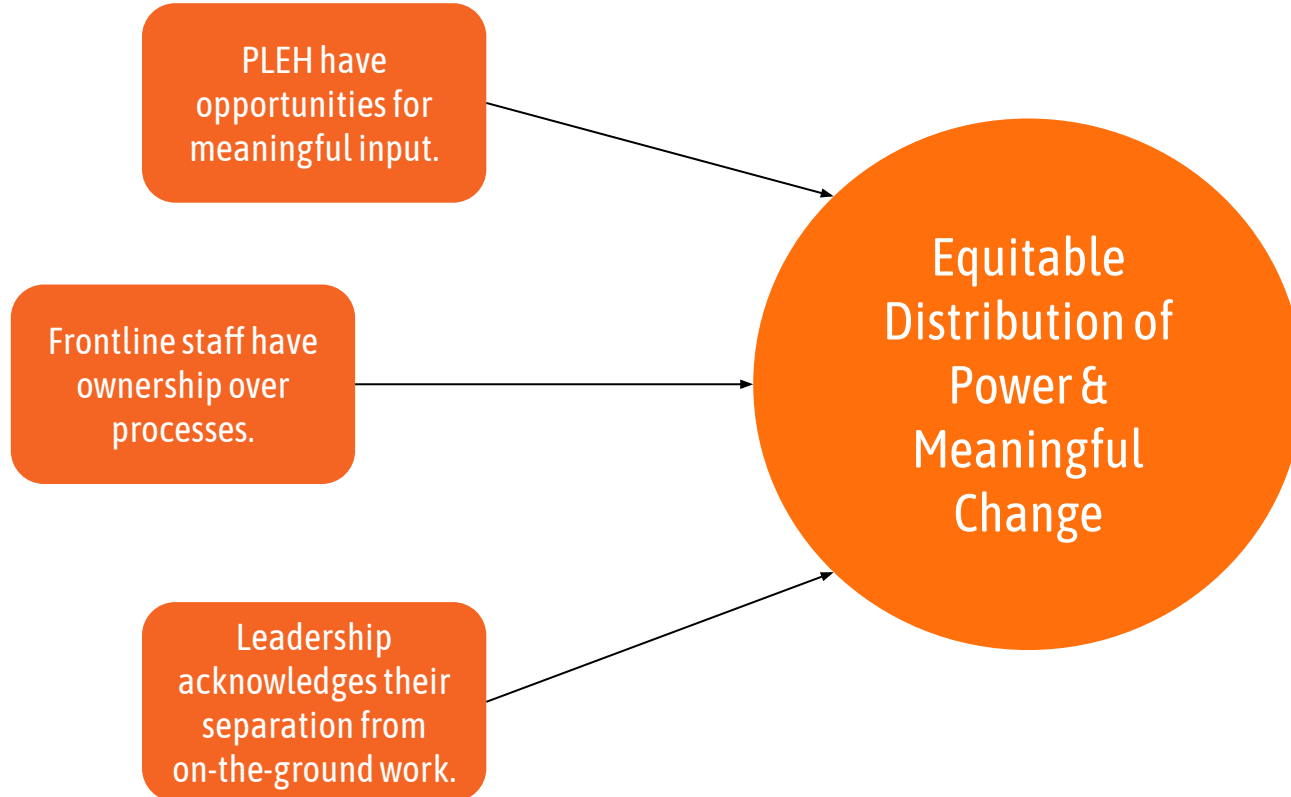
Sharing Power

At its base, **power is the ability to make decisions**. Decisions about access, opportunity, about **who benefits** from a particular policy and **who is harmed** or even left out.

For equity to occur, that **power has to be shared**.

By definition, racial equity requires that those most impacted are fully and authentically a part of redesigning the systems, institutions, policies, practices and programs.

Who holds power?



Provider Participation Inventory

Provider Participation Inventory			Percent of Total By-Name Data in HMIS	Estimated Quality of Provider Data		
Community: Community Name	<i>Sample</i>		93.01%	High		
Providers	Provider Type	Current Participation Evaluation	Estimated Households Served	Subpopulation	Federally Funded	By-Name Data in HMIS
List your community's homeless services providers below. You may define this as organizations / entities that seek to address needs that are driving someone's homelessness (or risk thereof). EX: this may <u>not</u> include programs that are only providing food or other basic survival services, unless those were being paired with street outreach, emergency shelter, etc.	Indicate whether "Homeless Services Provider," "Institution" or "Other" below	Provide your best estimate of the quality of the provider's data into your current system. Is it comprehensive, accurate and reliable? Use a confidence rating of high, medium or low.	What is your estimate for the number of households experiencing homelessness being served by this provider?	Indicate subpopulation served, if restricted.	Select "Yes" or "No" to indicate if each provider is Federally Funded (CoC, ESG, HOPWA, etc.)	Select "Yes", "No" or "Referral" to indicate if each provider submits data to your list (through HMIS or any other system)
Provider 2, Program A	Homeless Services Provider ▾	High ▾	15	▾	Yes ▾	Yes ▾
Provider 2, Program B	Homeless Services Provider ▾	High ▾	9	▾	Yes ▾	Yes ▾
Provider 2, Program C	Homeless Services Provider ▾	High ▾	5	▾	Yes ▾	Yes ▾
Motel Vouchers	Homeless Services Provider ▾	High ▾	79	▾	No ▾	Yes ▾
Severe Weather Shelter	Homeless Services Provider ▾	High ▾	6	▾	No ▾	Yes ▾
Family Promise	Homeless Services Provider ▾	High ▾	5	▾	No ▾	Yes ▾
Affordable Housing Development	Homeless Services Provider ▾	Low ▾	18	▾	No ▾	Yes ▾
Provider 3, Program A	Homeless Services Provider ▾	High ▾	7	▾	Yes ▾	Yes ▾
Provider 3, Program B	Homeless Services Provider ▾	High ▾	3	▾	No ▾	Yes ▾
Provider 3, Program C	Homeless Services Provider ▾	High ▾	10	▾	No ▾	Yes ▾
Provider 5, Program A	Homeless Services Provider ▾	High ▾	3	Youth ▾	No ▾	Yes ▾
Shelter XYZ	Homeless Services Provider ▾	Medium ▾	24	▾	No ▾	Yes ▾
Re-entry Program	Homeless Services Provider ▾	High ▾	10	▾	Yes ▾	Yes ▾
DV Shelter Name	Homeless Services Provider ▾	Medium ▾	11	▾	No ▾	Yes ▾
HUD/VASH Program A	Homeless Services Provider ▾	Low ▾	40	Veteran ▾	Yes ▾	Yes ▾
HUD/VASH Program B	Homeless Services Provider ▾	Low ▾	163	Veteran ▾	Yes ▾	Yes ▾

Let's share some bright spots

Ready for More [Green]

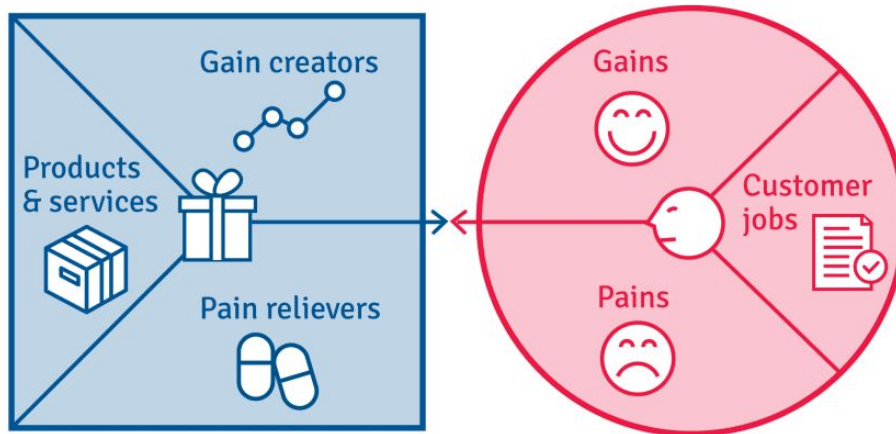
- **Opportunity:** Distributing the load
- **Change ideas - 30 day tests!**
 1. Present your aim and workplan for the ISS cycle to your full coalition and encourage engaged key improvers to take ownerships of pieces they are interested in.
 2. Shift facilitation of case conferencing to a frontline staff person or provider.
- **Measures:** More people or agencies are accountable to tasks and have ownership of the goals.

Testing the Waters [Yellow]

- **Opportunity:** Building subject matter expertise on the team - for EVERYONE's benefit!
- **Change ideas - 30 day tests!**
 1. Host a "launch" event to introduce your ISS workplan
 2. Create a quarterly newsletter to be shared with your broader provider network
- **Measures:** Long-unanswered questions can now be answered; Representation from sister-systems exists.

Watching the Clock [Red]

- **Opportunity:** Forging new relationships.
- **Change ideas - 30 day tests!**
 1. Identify what these parties need in order to feel bought in (value proposition canvas)
 2. Conduct listening sessions
- **Measures:** New common ground is found on a previously contested/contentious topic.



Who do we need to pull towards us?

1. Join your team members in a breakout room.
2. Review your BFZ squares and color-code stakeholders as follows:
 - a. Green = Engaged
 - b. Yellow = Needs more information (interested or unengaged)
 - c. Red = Problem to solve for (disengaged)

30-Day Tests

Opportunity Group:

Green

Test 1:

Test 2:

Metro Denver,
Shreveport, Phoenix, CO
Western Slope

Opportunity Group:

Yellow

Test 1:

Test 2:

Central Oregon, Pinellas
County, Thurston Co.,
Jackson, Salt Lake
County,

Opportunity Group:

Red

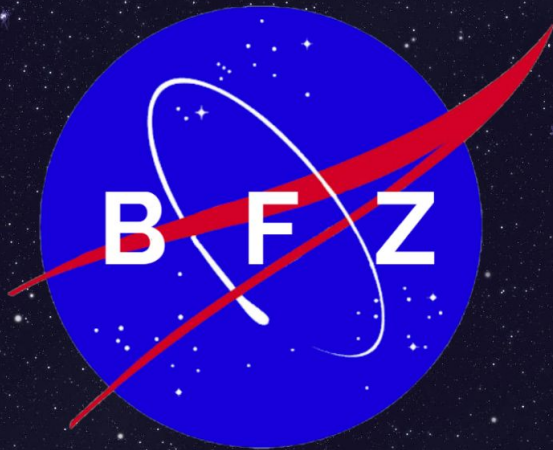
Test 1: West Virginia

Test 2: West Virginia

Kent County, Portland,
Phoenix, CO Southwest

Next Steps

- **Make sure all-team monthly calls and small group calls are on your calendar**
- **[Bookmark the ISS Hub!](#)**
- **In the next 4 weeks:**
 - Complete your 30-day test
 - Complete your data assessment if you haven't yet
 - Submit your November data!



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