

Discussion Topic #1: CoC Leadership

Who is the Lead Agency? Why?

- Capacity / this is a full-time job
- Funding source
- CHAB needs to make more decisions
- Current pressing issues
- Timing
- Need a Regional Homelessness Services Coordinator
- Whoever takes the lead needs support financially and resources from other jurisdictions
- Need a structured plan that leads into regional leadership -- but can't happen now
- Leadership and administration are two different issues

Discussion Topic #2: Coordinated Entry

Prioritization, Documentation, Prevention and Diversion

1. "Somewhat;" add "length of time homeless" and "physical/mental health" as variables
2. Vegas example to place individuals in bridge housing to prepare for document readiness; training staff on how to get people "document ready" and on intensive case management
3. "Somewhat;" need more coordination on diversion; update regional Consolidated Plan to reflect (staff training too)
4. Community-wide training specifically on diversion options; ensure all providers are participating in HMIS and Coordinated Entry; work regionally to formalize bridge housing program

Discussion Topic #3: Connection to Permanent Solutions

Day Services, Outreach and Shelter

1. Outreach center open at least 10 hours each day -- staggered
 - Outreach on the streets
 - Add resources: MA services, education: GED, job skills, medical services, etc. (same for residents)
 - Case management for non-residents
 - Mobile hygiene trailer
2. Three priorities that need to be addressed:
 - In the next 6 months: outreach center hours extended and services
 - In the next 12 months: add outreach workers on the street
 - In the next 24 months: expand regional capacity geographically
3. Independent agencies with joint oversight by all three jurisdictions: non-political, non-profit, local proven leadership

Discussion Topic #4: Enhancing Positive Housing Options

Housing Location, Rapid Re-housing, Permanent Supportive Housing

1. Shared Housing:
 - Identification of underutilized housing, inspections, etc.
 - Bridge housing
 - Housing not in silos, comprehensive system
 - Case management services
2. Three priorities that need to be addressed:
 - In the next 6 months: shared vision, coordination, identification of available/underutilized homes
 - In the next 12 months: preservation of affordable housing to rehabilitate
 - In the next 24 months: inclusionary zoning, additional subsidies, land banking, government property
3. Washoe County has the most resources, with Cities of Reno and Sparks

Discussion Topic #5: Enhancing Service Delivery Excellence

1. Most important enhancements that need to be made:
 - Training on effective strategies for front-line staff (trauma-informed care, recovery-oriented systems of care, harm reduction, person-first language)
 - Understand gaps/breakdowns in long-term housing outcomes
 - Narrative and qualitative data from people experiencing homelessness to inform programming
 - Systems (data) not integrated
 - HMIS is mandatory but not necessarily useful; not all providers use it unless funded by CoC or ESG
 - Community case staffing for vulnerable people
2. Three priorities that need to be addressed:
 - In the next 6 months: multi-disciplinary team meetings, identify lead agency for data management
 - In the next 12 months: trainings on trauma-informed care, recovery-oriented systems of care, harm reduction, person-first language)
 - In the next 24 months: Robust roadmap for functional Coordinated Entry, embrace innovative solutions and partners (RISE, recovery housing, group homes, shared housing, safe camps, tiny homes, etc.)

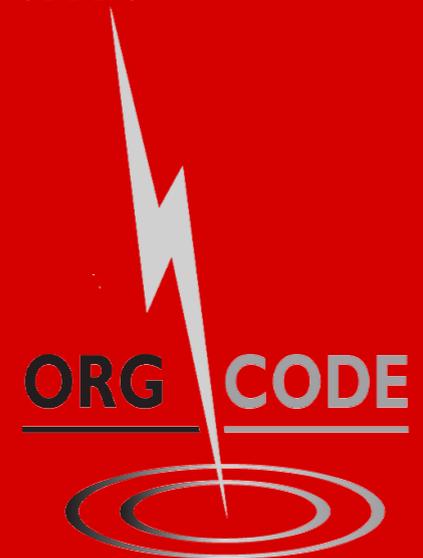
The Opportunity for Creative Destruction



*Every system is perfectly designed to get
the results it gets.*

~ Deming

Within social movements, it is commonly said
that the system is not broken; it was built
this way.





CONSERVATION



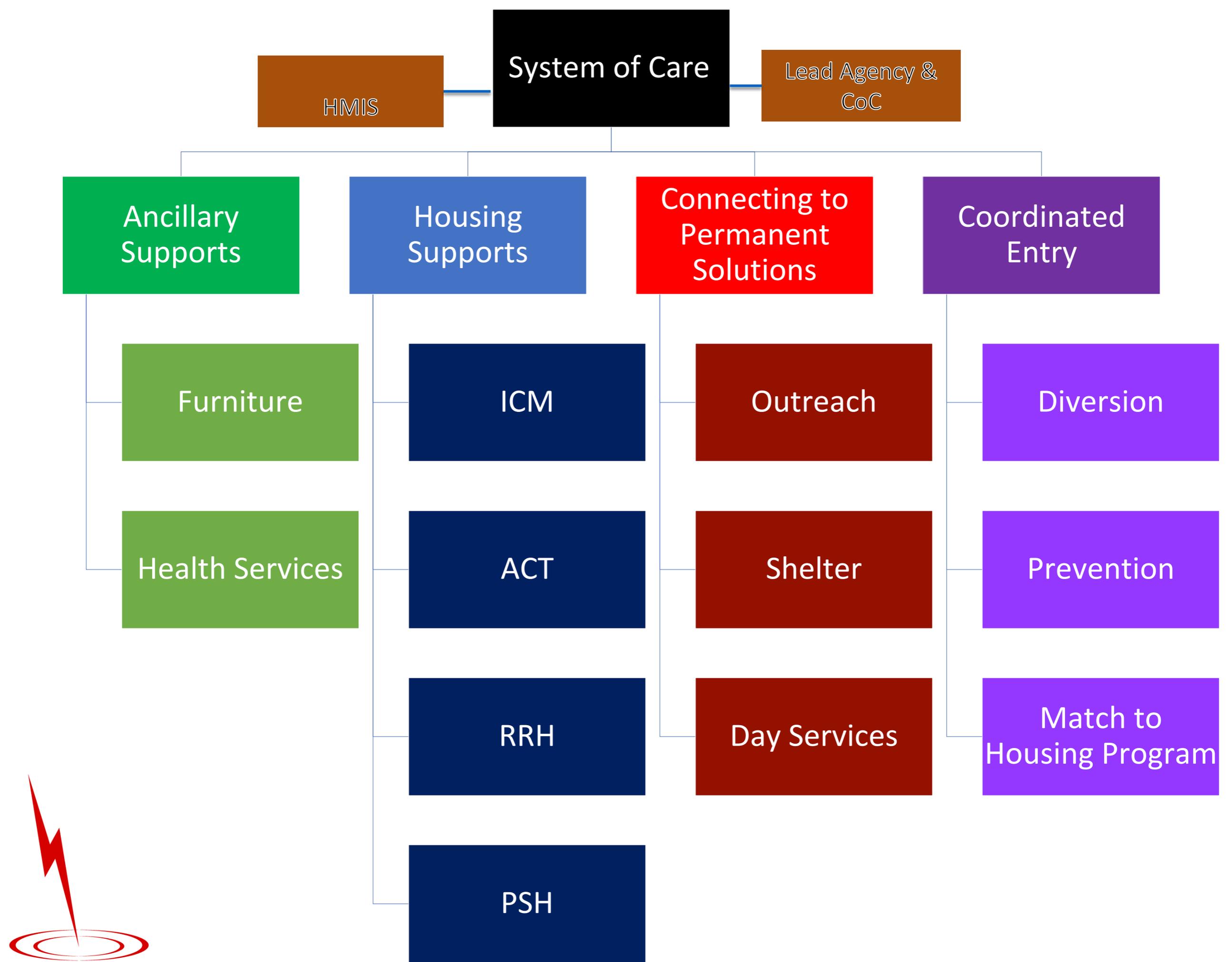
CREATIVE DESTRUCTION



RENEWAL & RE-ORGANIZATION



REBIRTH



Interconnectivity of our System

- Our approach to ending homelessness is based on the premise that through a systems approach, we are greater than the sum of the parts across our service delivery system.
- If we do not have a **shared understanding of WHY** ending homelessness is important, whatever we do will lack meaning
- If we do not have a **shared understanding of what a commitment to “preventing and ending homelessness” means** for our shared consumers, we have no idea what we need to change and measure.
- If we do not recognize that every sector - including political, bureaucratic & practitioner decisions – has led us to the state of homelessness in our communities and provinces today, we can never truly embrace the changes required to end homelessness.

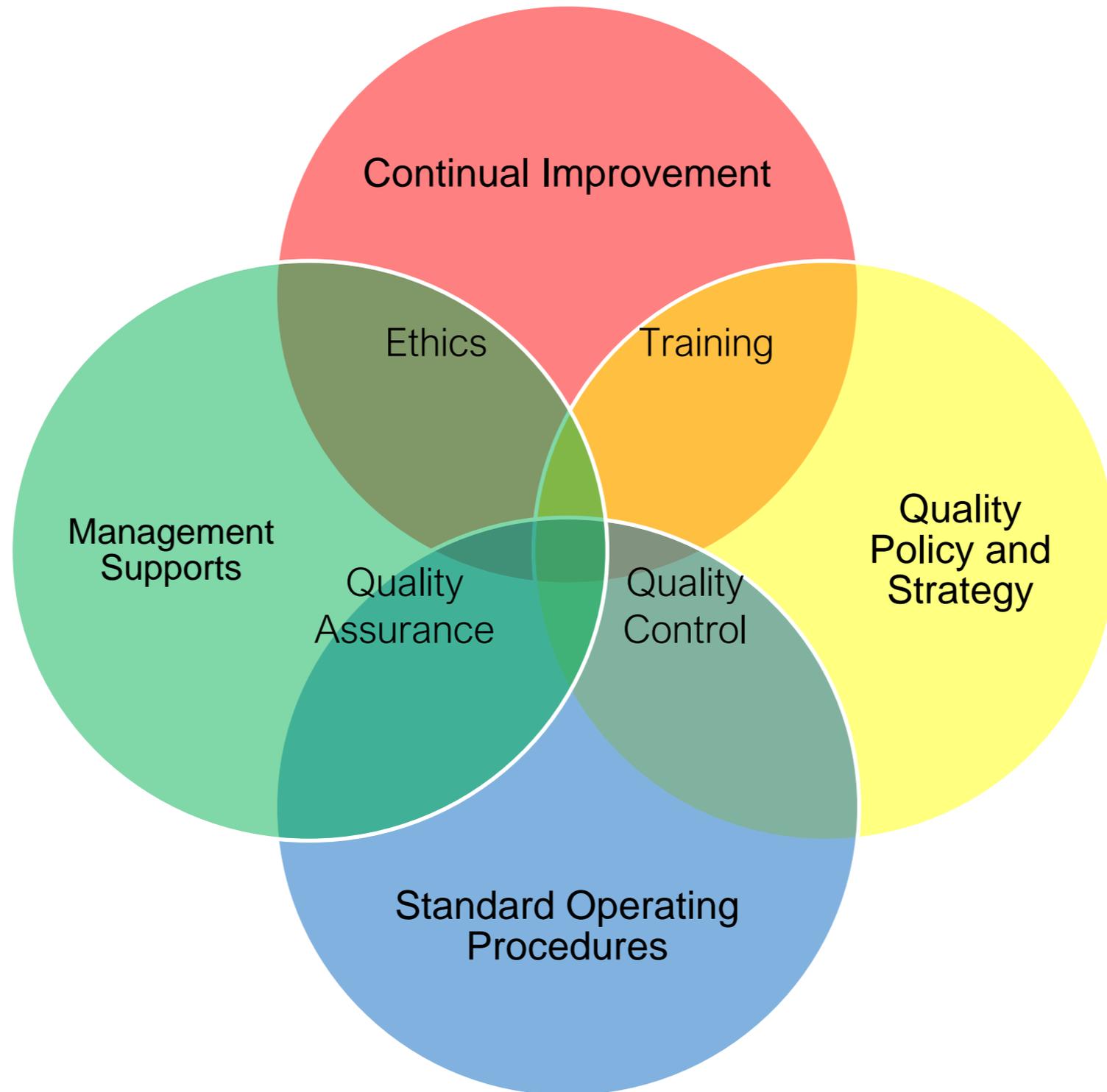


Things to Remember...

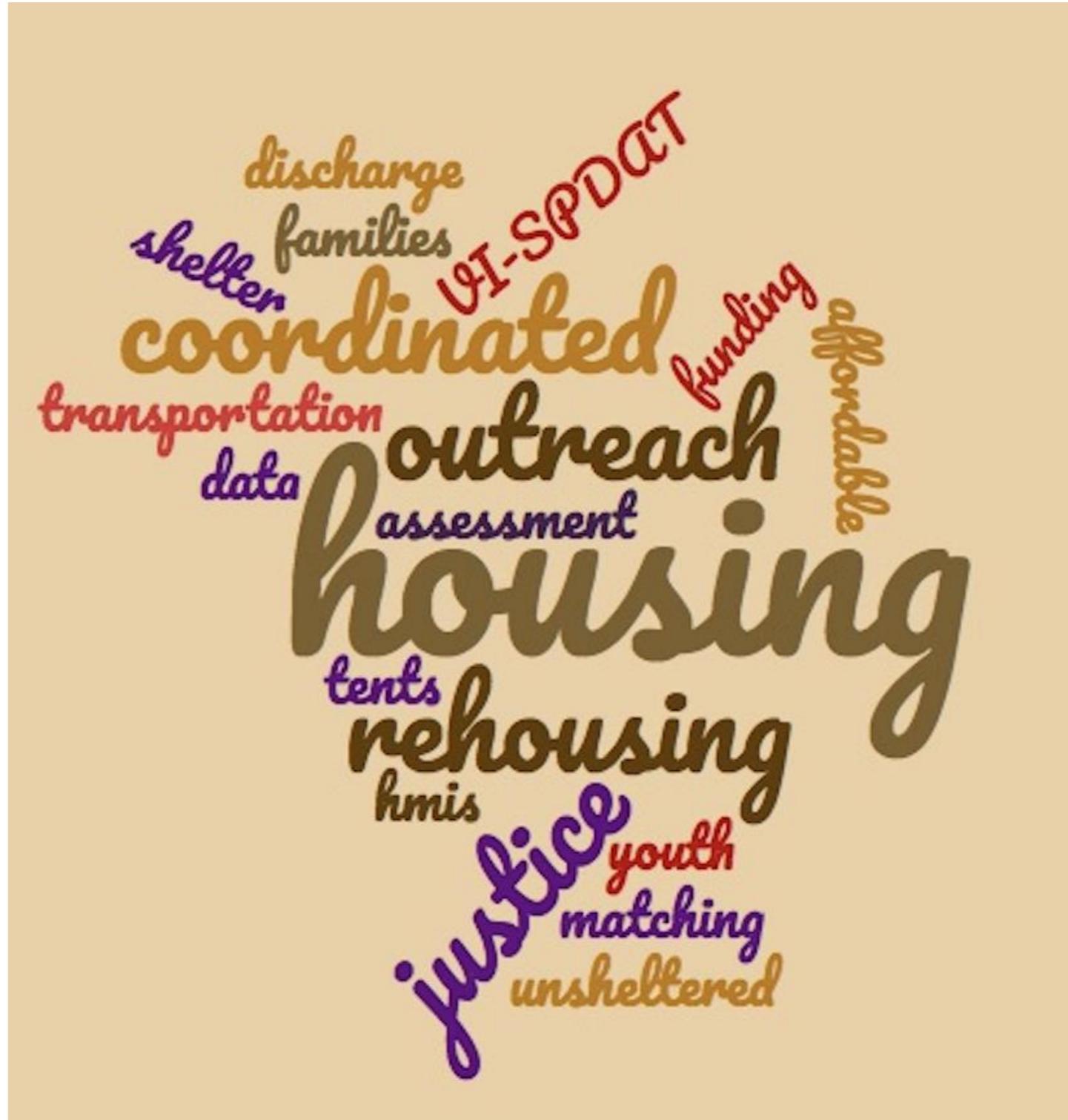
- Today's problems are most likely yesterday's solutions;
- There are always pay-offs to conducting "business as usual";
- Natural tension between choosing the benefits we currently get and the goals we say we want to achieve;
- We tend to look for quick fixes to our immediate challenges, not to recognize the **evolution** of a Social Innovation Story



High Functioning Systems are Operationalized via a Performance Framework



OPPORTUNITIES FOR ENHANCEMENTS – Goals/Priorities

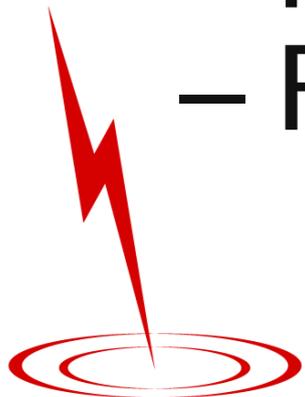


**TIME TO GENERATE CREATIVE
DESTRUCTION...**



Clearly Explain the Problem to be Solved

- At your table, Discussion Topic Sheets have been provided.
- For each of the recommended themes:
 - Review the Background Info provided from the OrgCode Summary Report
 - Summarize the problem: In three sentences or less explain the problem(s) that needs to be solved.
 - Flip Chart the problem/opportunity



Explore Goals, Activities, Partners

- At your table, discuss your responses to the Questions on the Info Sheet as you flesh out making revisions/ enhancements/ creative destruction for your Theme
- Remember the benefit of creative and divergent thinking
- **Complete the Discussion by Identifying the Top Priorities that Need to be Addressed to Solve the Identified Problem...**



NEXT STEPS...



**THANKS FOR SHARING YOUR IDEAS, YOUR PASSION
& YOUR DAY!**

CONGRATS ON BEING AWESOME !!

