

## **Action Agenda Refinement Plan**

Effective communication and transparent decision-making are key tenets of the Chicago Continuum of Care's collective impact approach to preventing and ending homelessness in Chicago. To that end, the system coordinating entities, All Chicago and the Department of Family & Support Services (DFSS), which lead the Action Agenda Project Management team, are committed to a process of continuous quality improvement in managing the CoC's planning and implementation structure.

In dialoguing with the Service Providers Commission and the Lived Experience Commission, All Chicago and DFSS are committing to immediate and long-term actions to enhance and refine communication across the CoC, as well as further improving transparent decision-making processes which meet the needs of all CoC constituents. We see these processes as iterative. This proposed plan is not meant to be a "be-all, end-all" or final word in the conversation but as more of another step in the on-going advancement of continuously strengthening our homeless response system.

Outlined below are the immediate next steps and forthcoming refinements All Chicago and DFSS are committed to making. The approaches are broad, but we will solicit the input of community members, including SPC, LEC and Youth Action Board members, to determine specifics. We recognize that as we implement enhancements through on-going conversations the community may determine to further refine the approaches, when applicable, based on emerging information and needs. We look forward to our continuous collaboration as a dynamic, diverse community working together to end homelessness in Chicago.

To ensure accountability for the outlined enhancements below, progress updates, including implementation challenges, will be reported to the CoC Board at their bi-monthly meetings. SPC and LEC will receive monthly progress updates via written and/or verbal reports.

### **Immediate Communication Enhancements**

- CoC Meeting Calendar:
  - As of June, all public active workgroup meetings are and will continue to be posted on the website calendar at least one month out, including workgroup name, time, location and Project Manager contacts.
- Action Agenda Alert emails:
  - Beginning with the July email the alert will be more concise and condensed to make it easier for readers.
  - Will include a user-friendly electronic mechanism to provide opportunity for immediate feedback.
- Workgroup Participation Postings:
  - By August 1, workgroup participation lists will be posted monthly on the CoC website. This will allow CoC members to view meeting attendees.

- By August 31, All Chicago will check-in with the SPC and LEC to ensure the workgroup participations lists are being utilized by the commissions to address their needs.

### **Forthcoming Communication Enhancements:**

- Communications Committee:
  - All Chicago's Communication Manager will form a Communications Committee which will accomplish the following:
    - By October 31, develop and distribute a draft CoC Communications Plan for the community to understand expectations.
    - Monthly, provide for an on-going opportunity to "check-in" related to communications matters throughout the CoC.
  - Beginning in July, member outreach to form the Communications Workgroup will begin. LEC, SPC and Youth Action Board will designate representatives to serve on this committee.
  - By August 31, the first meeting will be conducted.
- CoC Website:
  - By December 31, All Chicago will introduce newly structured CoC webpages.
  - Between August to November, the CoC implementation workgroups, LEC and SPC will be solicited for feedback on website design and features to enhance a user-friendly experience.
  - On a regular basis, website updates will be made, as necessary, with the Communications Committee's input to address evolving communication needs.
- Tracking Workgroup Progress:
  - By October 31, the Action Agenda Program Managers will solicit input from the CoC implementation workgroups to identify ideal methods for on-going tracking of workgroup activities and accomplishments and distribution to the community.
  - By December 31, the tracking method will be tested system-wide and promoted throughout the community.
- Workgroup Summaries:
  - By August 31, Project Managers will create meeting summaries including action steps and decisions made.
  - By September 30, All Chicago will seek input from the Communications Workgroup on how to disseminate the summaries.
  - At the LEC's October monthly meeting, the summaries will be presented by All Chicago staff. This will be an on-going process with the LEC at their monthly meetings.
- Addressing LEC Needs for Enhanced Communications:
  - By September 30, All Chicago staff will hold conversations with the LEC to identify their preferred means of communications related to the Action Agenda activities and updates and these will be documented in a written plan.
  - By October 31, the identified means will be implemented.

### **Decision-Making Enhancements**

- CoC Implementation Work Group (Lines of Work) Leadership Structure:
  - By July 31, All Chicago and DFSS will produce a document that outlines the current CoC Implementation Work Group leadership group structure. The structure will be formalized and standardized, with the input of the existing leadership groups.
  - By August 31, the outline will be shared with the SPC, LEC and broader CoC.
  - By October 31, All Chicago and DFSS will develop leadership groups for the active lines of work that do not currently have a leadership group in place. SPC and LEC representation will be included on all leadership groups
  - By November 30, the new leadership groups will hold their first meeting.
- Consensus Building:
  - By September 30, All Chicago and DFSS will pull together CoC members (including SPC and LEC representatives) to discuss and define what consensus-building means in workgroups to create a standardized understanding. The outcome will be shared with the community.
  - By October 31, the Project Managers will receive training on consensus-building to build their meeting facilitation skills.
  - By November 30, trainings will be held for community members on consensus-building to increase understanding of the process.
- Decision-Making Guidelines:
  - By October 31, All Chicago and DFSS will work with the Leadership Groups to determine a standardized approach regarding when a policy is ready to be voted on for implementation and/or Board approval.