



The Action Agenda Six-Month Review

Maura McCauley, DFSS
Dave Thomas, All Chicago



Six Month Review

- Review results for each section of the survey
 - More details from the survey than what was in the general session
 - Lots to cover so may move quickly
- Suggestions for improvement
 - Focus on survey results
 - We'll record your feedback into the power point
 - Power point will be posted afterwards



Communication

Visiting the Webpage

- Yes – 68%
- No – 32%

Reasons for not visiting the webpage:

- Unfamiliar
- Limited time
- Use other sources



Communication

Visiting the Website Calendar

- Yes - 54%
- No - 46%

Reasons for not visiting the calendar:

- Use of other sources/ means of keeping track
- Unfamiliar with the calendar
- Other
- Unreliable/had difficulty



Communication Considerations

- Continue doing “check-in” surveys moving forward.
 - Make sure there is enough time to provide responses.
 - Opportunities for anonymous feedback.
- Add a place on the website to allow people to give feedback at any time.
- During monthly Lived Experience Commission meetings, tutorials on navigating the website are being given to keep the LEC aware and up to date.
- LEC found they need to be more active.
- The newsletter should be used as a source as much as possible so that people don’t have to access the website.
- Communicate the things that you are doing to address the survey feedback.
- Website calendar – More education in the larger community about the calendar:
 - how to find meetings, where they are, what time



Strategy #1: Organize/Infrastructure

Have you participated in a workgroup?

- Yes – 64%
- No – 36%

Reasons for not joining:

- May join in the future/ utilize my expertise when needed
- Time constraints
- Unsure how to join



Strategy #1: Organize/Infrastructure

Challenges of the AA structure:

- Too many meetings that make it difficult to be involved in or keep track
- Communicating from the workgroups to the CoC
- Processes and responsibilities are still unclear
- Representation
- Resources



Strategy #1: Organize/Infrastructure

Project Managers Challenges:

- Complex problems
- Insufficient inclusion of LEC or other reps feedback
- Workload & juggling priorities
- Meeting facilitation
- Lack of resources



Organize/Infrastructure: Considerations

- Clarity/better communication about how to join workgroups:
 - Indicate if the workgroups are open or closed
 - How does someone become a member
 - Indicate if it is okay for new people to start coming
 - Have an FAQ about the workgroups
- Explain what the minimum workgroup participation requirements are, for example, the amount of time that will be needed when someone joins
- Improving meeting facilitation skills of the Project Managers:
 - Explore how to build up the capacity for this skill.
 - Explore if this is something that is needed throughout the whole CoC
 - Provide professional development opportunities for the PMs
 - Explore whether this should be done at the level of the organization or through the Action Agenda?



Organize/Infrastructure: Considerations (continued)

- Develop a plan to sustain leadership should a PM leave their role.
- Meeting time of workgroups is important – Please consider having meetings first thing in the morning or at the end of the day. This would allow for less disruptions in programs.
- Consider parking when choosing locations for the workgroups.
- Establish ground rules with consultants regarding how meetings are run and the role of the consultant.
- Have the project managers communicate what is going on in the system to their groups.



Strategy #2: Empower All Chicago

All Chicago has the capacity and staff expertise:

- Agree/Strongly Agree – 63%
- Neutral – 29%
- Disagree – 8%

Reasons:

- Staff turnover
- Need specific skills
- Structure does not recognize agency accomplishments
- Willing to work with some members and not others



Strategy #2: Empower All Chicago

All Chicago provides the right data and data analysis:

- Agree/Strongly Agree – 53%
- Neutral – 41%
- Disagree/Strongly Disagree – 6/%



Strategy #2: Empower All Chicago

All Chicago provides enough information/communication:

- Agree/Strongly Agree – 56%
- Neutral – 36%
- Disagree/Strongly Disagree – 8%

Reasons:

- Move to a different technology base
- Many agencies uninformed about CES in general
- More outreach to agencies without a strong prescience in decision-making



Empowering All Chicago: Considerations

- Continue to look for opportunities for collaboration between the lines of work. Have joint meetings once in a while.
- We're getting a lot of information:
 - Look for opportunities to make it more visual/Infographics.
 - Individual emails from project managers.
- Have a way to submit questions as people have them, for example, a helpdesk for the Action Agenda.
- Develop a plan for strategic visioning and planning, as well as, build capacity/capture the work the leaders are doing.
- Consider the possibility to subscribe to a specific line of work.



Strategy #3: Elevate the CoC Board

Challenges:

- Lack of familiarity with CoC/day-to-day work
- Increasing resources
- Competing interests/time commitments
- Insufficient representation/input
- Existing culture/bureaucracy



Elevate the CoC Board: Considerations

- Consider calls/webinars to prep board members to continue their engagement.
- Figure out the Board's role as oversight with Coordinated Entry
- Leverage the positive influence of the Board members.
- Ensure the interests of the SPC are shared with the Board.
- Keep communicating the message of the reason why the board members are at a high level within their agency/organization as an intentional process.
- Consider Youth Advisory Board members for Board participation.
- Consider DCFS representation on the Board.



Strategy #4: Amplify Housing and Political Will

The Mayor's Office/City of Chicago are more involved in the CoC:

- Agree/Strongly Agree – 43%
- Neutral – 48%
- Disagree/Strongly Disagree – 9%

The Mayor's Office/City of Chicago are more supportive of the CoC:

- Agree/Strongly Agree – 32%
- Neutral – 58%
- Disagree/Strongly Disagree – 10%



Strategy #4:

Amplify Housing and Political Will

City of Chicago departments are involved to help align and increase housing inventory:

- Agree/Strongly Agree – 42%
- Neutral – 46%
- Disagree/Strongly Disagree – 12%

Clear targets for housing projections have been identified:

- Agree/Strongly Agree – 25%
- Neutral – 53%
- Disagree/Strongly Disagree – 22%



Amplify Housing & Political Will: Considerations

- Continue big initiatives which will amplify the political will, for example, the Coalition's funding campaign.
- Position the mayor's office representation as the leader of city government versus making it personal related to who's in office.
- Continue to get organized which should help to bring funding to the system.



General Satisfaction

The Action Agenda's ability to achieve Plan 2.0 goals:

- Agree/Strongly Agree – 53%
- Neutral – 42%
- Disagree/Strongly Disagree – 5%

Adjustments to the AA to help build confidence:

- Refinements to communication of activities, processes, and updates
- More representation from LEC and other agencies
- Getting and incorporating feedback



Satisfaction Considerations

- Communicate more outcomes. For example: this process was refined, the number of units created, etc.
- Continue to use data so people will know that the strategy is working.
- Provide additional training and bring more capacity building to strengthen programs.
- Send out the exact same survey in another 6 months.
- Consider on-going “check ins”; continue to have a survey.
- Report on not only how many units are being added but also how many are lost.
- Make sure the structure is working as intended.
- Making data available on a project-level is positive but ensure projects aren’t penalized.
- Continue formal orientation/board trainings and include the reasons the restructuring took place.

...Before you go

Please complete All Chicago's training feedback survey

*Your feedback is valuable to All Chicago! Your responses help shape
our work and impact our training offerings.*

Thank you!