



The CoC Action Agenda Six-Month Check-In

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Overview

- Brief Overview of the Action Agenda
 - Strategies
 - December 2017 All CoC Meeting Motion
 - Milestones
 - Implementation Challenges
- Survey Results
- Next Steps



The CoC Action Agenda Strategies

- **Organize.** Create an infrastructure of working groups focused on actions that advance the goals of Plan 2.0 and include everyone's voice at the table.
- **Empower.** Empower All Chicago as the backbone organization leading the CoC to achieve the goals of Plan 2.0.
- **Elevate.** The CoC Board approves policies recommended by working groups and aligns the resources and activities to support policies.
- **Amplify.** Build political will to align leadership, set concrete targets, and expand housing inventory.



Action Agenda Motion

- Workgroups/Committees formed with appropriate representation
- CoC Board empowers the workgroups/committees to make decisions to support experimentation, testing, and phasing of implementation before codification
- Committee/workgroup workplans are published monthly
- Lead Project Managers report monthly and solicit community feedback
- Six-month check-in to review successes and challenges



Action Agenda Milestones

- January 2018: Project Managers and Lead Project Managers begin meeting weekly
- February 2018: Workgroups and committees begin meeting and preparing 2018 Action Plans
- April 2018: New CoC Board holds first meeting
- May 2018: Action Agenda Stakeholder Survey is released
- June 2018: Action Agenda Check-in



Action Agenda

Implementation Reflections

- Change: New for the community, as well as the Project Management Team
- Adjustments are continuously being made
- Some work has started while other work is just beginning
- Refinement will continue up to December 2018 and beyond



Action Agenda Six-Month Stakeholder Survey

Background

- Goal: Review successes, challenges, and concerns
- 59 surveys completed
- At least 36 unique organizations represented

<i>I am a...</i>	# of Respondents	% of Respondents
Service Provider	50	85%
Person of Lived Experience	6	10%
Other Stakeholder	2	3%
Government Rep.	1	2%
Grand Total	59	100%



61%
of respondents
attended

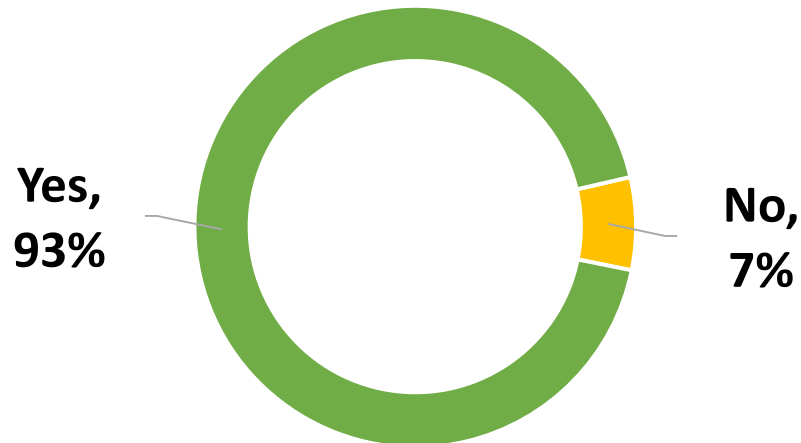


Action Agenda Six-Month Stakeholder Survey

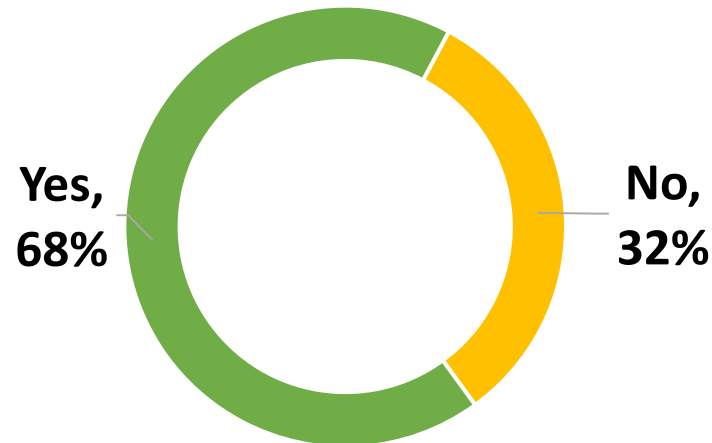
Background

Many respondents are getting Action Agenda updates in some capacity.

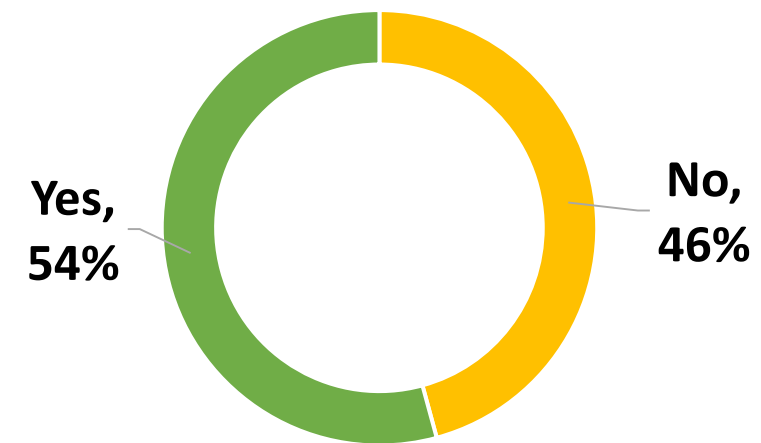
Q. Have you signed up for and are you receiving the AA **email updates**?



Q. Do you visit the AA **webpage**?



Q. Do you visit the **website calendar** to stay abreast of workgroup meeting dates?





Strategy #1: Organize Infrastructure

Create an infrastructure of working groups focused on actions that advance the goals of Plan 2.0 and include everyone's voice at the table.

- Project Management (PM) Team Structure/Lines of Work
- Workgroups are the Vehicle for Community Input and Decision-Making
- Collective Alignment
- Action-Oriented
- Experimentation and Policy Setting



Strategy #1: Organize Infrastructure

Examples

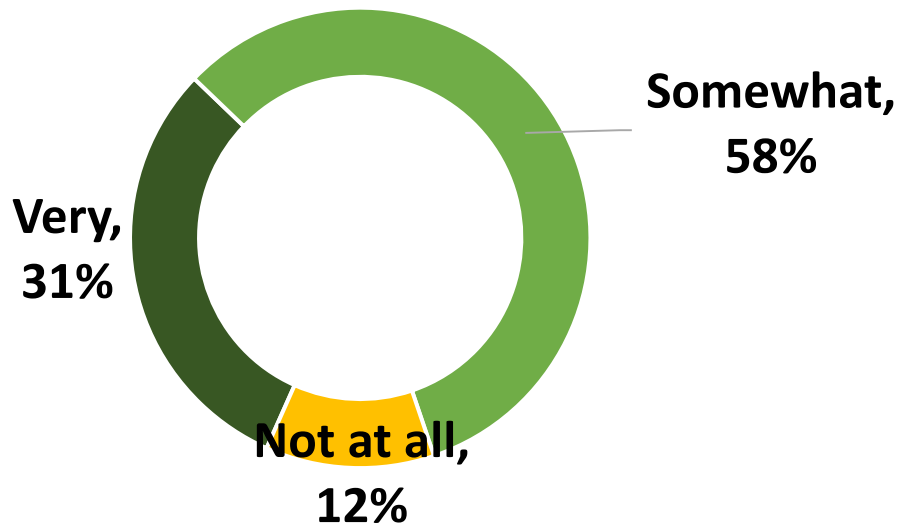
- PM Team Communication Structure
- Coordinated Entry Refinement Lab
- Youth Homelessness Demonstration Project
- System Goals



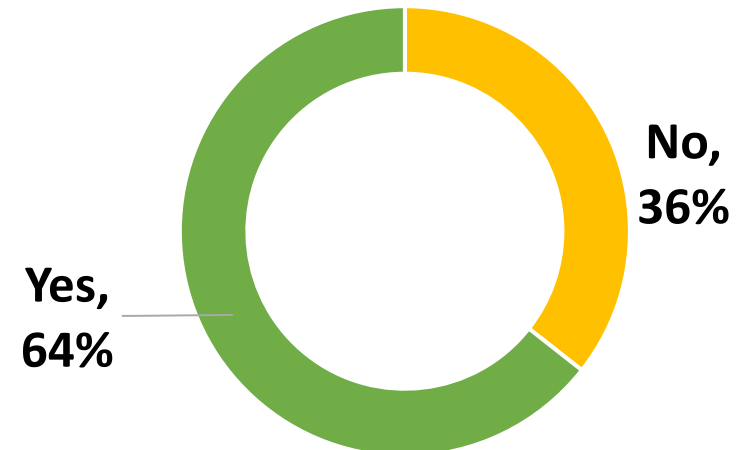
Survey Results: Strategy 1 – Organize *Infrastructure*

Most respondents are at least somewhat familiar with the Lines of Work, though only 2/3rds have participated since January 1.

Q: How **familiar** are you with the 12 Lines of Work?



Q: Have you **participated** in a CoC workgroup or committee since January 1?

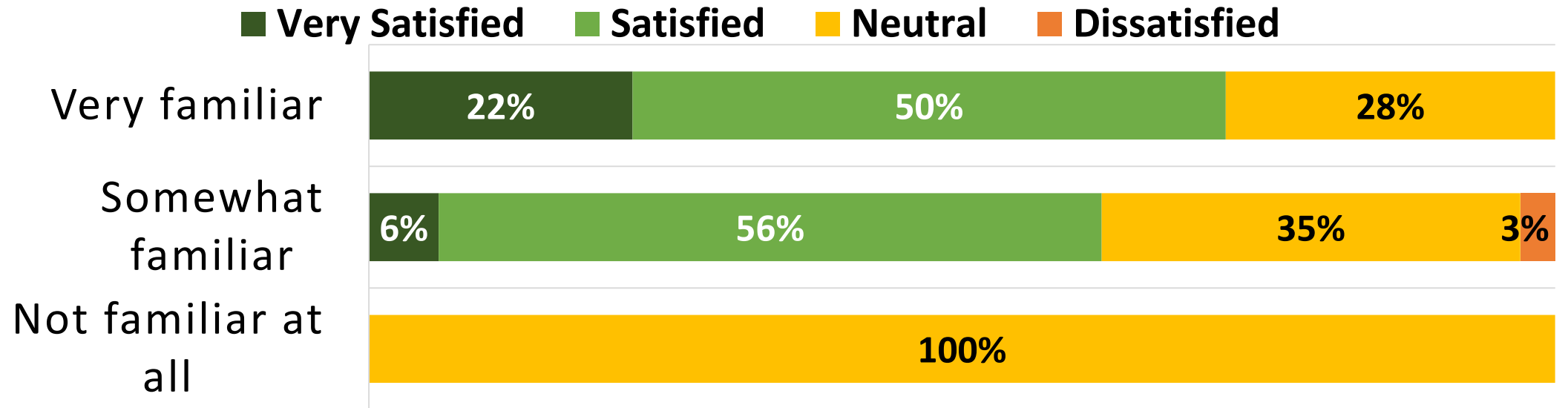




Survey Results: Strategy 1 – Organize *Infrastructure*

Familiarity with the Action Agenda associated with higher levels of satisfaction.

Q: Overall, are you **satisfied** with the Action Agenda infrastructure?





Survey Results: Strategy 1 – Organize *Infrastructure*

Representation and diversity of voices was noted as a strength but still need to continue to bring the right people to the table. The new structure is more efficient & action-oriented.

Q. What are **strengths** and **challenges** of the Action Agenda structure as defined?

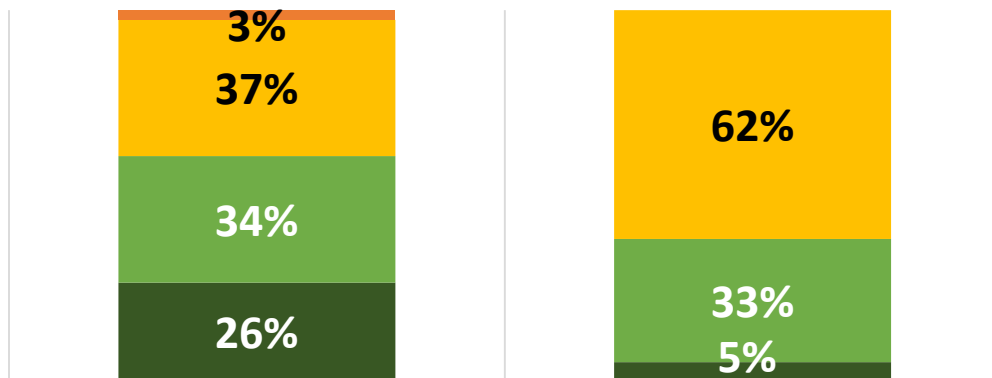
Strengths (37 respondents)	Challenges (33 respondents)
Representation (10 respondents)	Time-demanding (9)
Workgroups (8)	Lack of clarity (processes, etc.) (5)
More efficient/ action-oriented (8)	Representation (4)



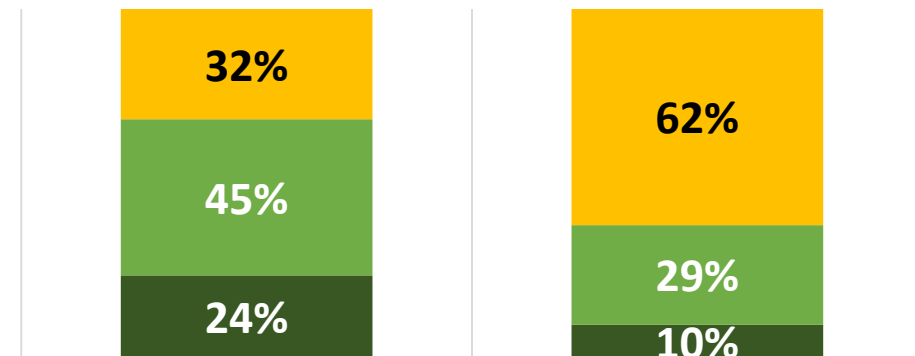
Survey Results: Strategy 1 – Organize *Action Agenda Project Managers*

Among respondents who have participated in CoC workgroups, 60% agree that PMs are competent leaders, and 68% agree that PMs solicit feedback.

Q. Project Managers **competently lead** their respective workgroups.



Q. Project Managers **solicit workgroup members' feedback**, input, and ideas.



Participant
since 1/1/18

No participation
since 1/1/18

Participant
since 1/1/18

No participation
since 1/1/18

■ Strongly Agree ■ Agree ■ Neutral ■ Disagree



Strategy #2: Empower

Empower All Chicago as the backbone organization leading the CoC to achieve the goals of Plan 2.0.

- All Chicago as the backbone
- Key involvement of other system-level organizations
 - Department of Family and Support Services (DFSS)
 - Corporation for Supportive Housing (CSH)
 - Chicago Jobs Council (CJC)



Strategy #2: Empower

Examples

- Structural Leadership
- Adapting to New Structure
- Data Use & Analysis



Survey Results: Strategy 2 – Empower

Empower All Chicago as Backbone Organization

At least 50% of respondents agree that All Chicago has capacity, provides the right data and analysis, and provides enough information about the Action Agenda. Many respondents are neutral.

■ Strongly Agree ■ Agree ■ Neutral ■ Disagree ■ Strongly Disagree

Q: Do you feel that AC has the **capacity and staff expertise** to continue supporting the AA?



Q: Is AC providing the right **data and data analysis** to help the CoC ?



Q: Is AC providing enough **information & communication** around the AA?



0% 20% 40% 60% 80% 100%



Strategy #3: Elevate

The CoC Board approves policies recommended by working groups and aligns the resources and activities to support policies.

- Role of the Newly Seated Board
 - Approve policies
 - Align existing resources
 - Bring in new resources
- Board Members



Strategy #3: Elevate

Examples

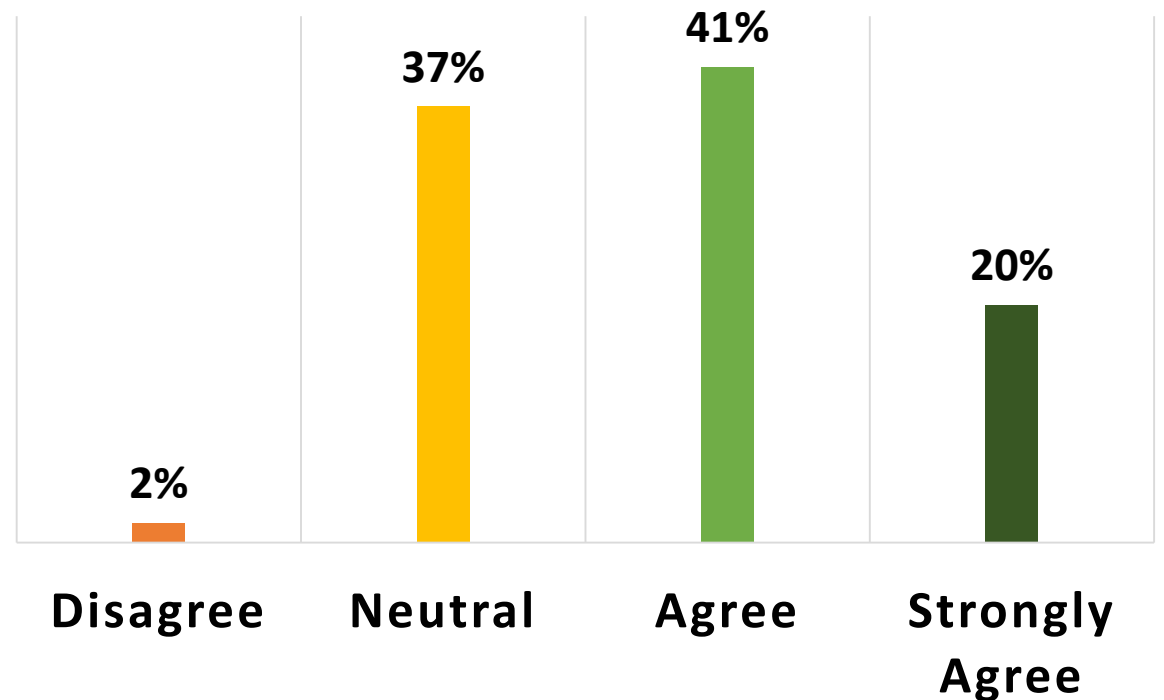
- Transition to Newly Seated Board
 - SPC & LEC knowledge and expertise
 - Representation from key city departments
 - Funder, state, and business community involvement



Survey Results: Strategy 3 – Elevate *CoC Board of Directors*

Just over 60% of respondents agree or strongly agree that the new CoC Board can help increase resources to achieve Plan 2.0 goals.

Q. The newly seated CoC Board of Directors has members who have the influence to support creation of units and align resources with Plan 2.0 goals.





Survey Results: Strategy 3 – Elevate *CoC Board of Directors*

Many respondents have confidence that new members have power to make change. Respondents also noted the diversity of the new board– a strength.

Q. What are **strengths** and **challenges** of the new board?

Strengths (26 respondents)	Challenges (23 respondents)
Powerbroker/ decisionmakers (14 respondents)	Lack of familiarity w CoC or day-to-day work (8)
Diversity of group, including Lived Experience (8)	Increasing resources (3)
	Representation/input (3)



Strategy #4: Amplify

Build political will to align leadership, set concrete targets, and expand housing inventory.

- Collective Impact
- System Goals
- Housing Pipeline
- Funding



Strategy #4: Amplify

Examples

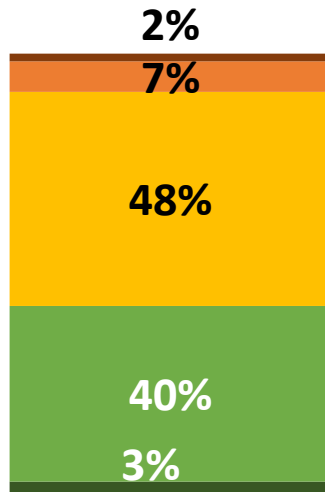
- Mayor's Office involvement
- Identified System Goals
- Pipeline workgroup
 - Gaps analysis
 - Projections



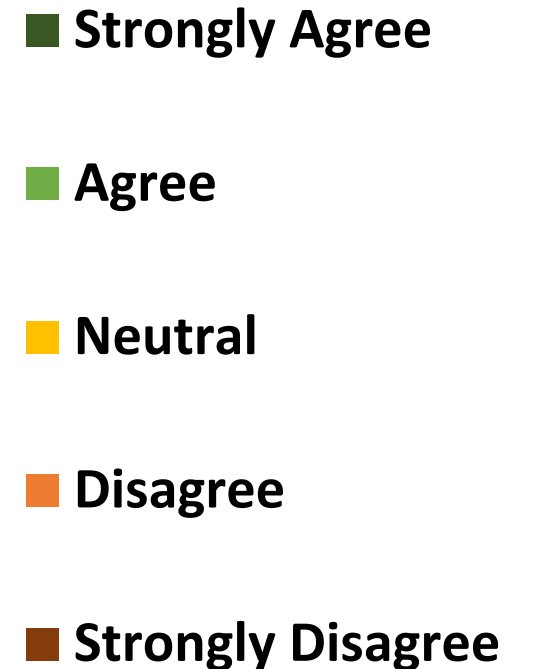
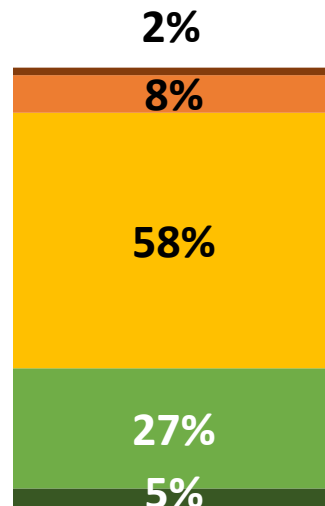
Survey Results: Strategy 4 – Amplify *Political Will & Housing Inventory*

Many respondents are neutral about the Mayor’s Office and City of Chicago’s involvement and level of supportiveness.

Q. The Mayor’s Office and City of Chicago are **more involved** in the CoC than in the recent past.



Q. The Mayor’s Office and City of Chicago are **more supportive** of the CoC than in the recent past.



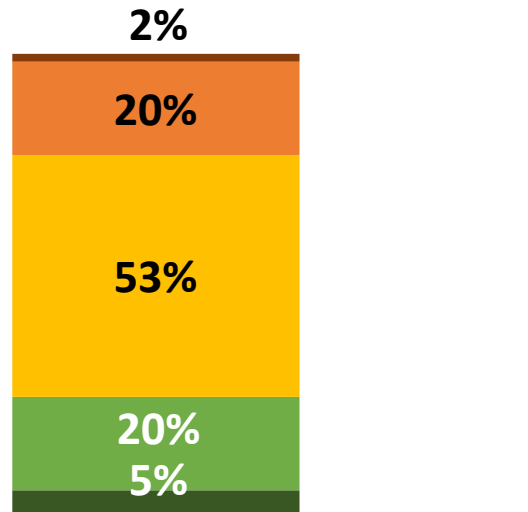
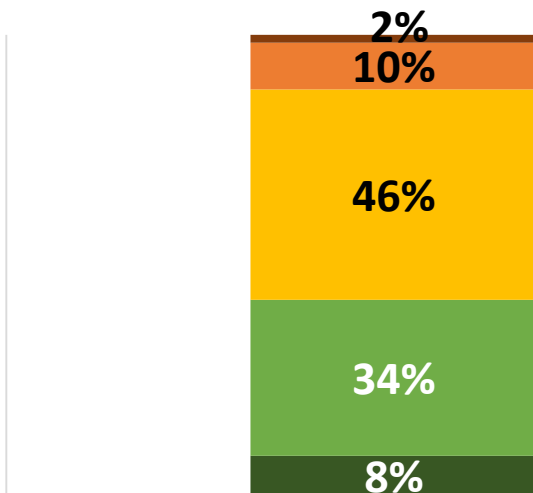


Survey Results: Strategy 4 – Amplify *Political Will & Housing Inventory*

Many respondents are unsure about identified projections of housing targets.

Q. Key City of Chicago departments are involved to help align and increase housing inventory.

Q. Clear targets of housing projections have been identified.



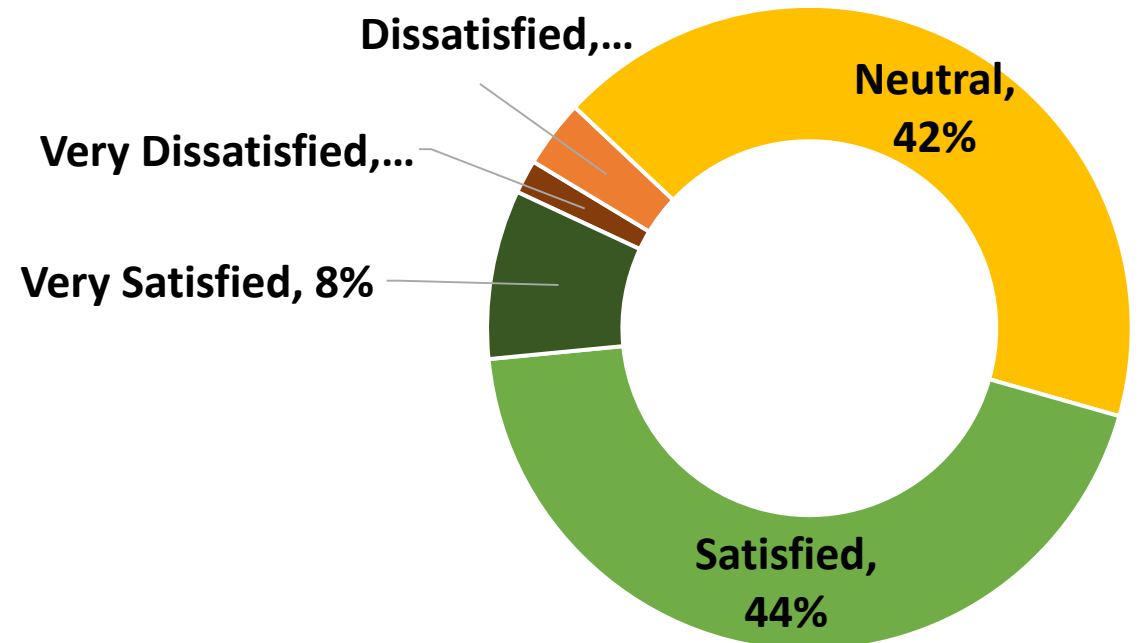
- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree



Survey Results: General Feedback

- **Benefits to the CoC:**
 - Brought community together
 - Faster decision-making
 - Many stated it is too soon to assess benefits to the CoC.
- **Suggestions**
 - Involve more agencies
 - Increase clarity over processes, responsibilities, or how to be involved

Q: Overall, how **satisfied** are you with the Action Agenda and its ability to help the CoC achieve Plan 2.0 goals?





Next Steps

- Breakout Sessions for Brainstorming Solutions
- Refine communications
- “Map out” work groups to review representation
- Pipeline Projections
- System Funding Plan
- Revisit the Action Agenda in December



Thank You!

- *For your partnership and taking this leap of faith together*
- *For your trust as the new structure and workgroups rolled out*
- *For being flexible with changes*
- *For experimenting, testing, and innovating*
- *For continuously sharing your expertise and knowledge*
- *For your leadership and support in building a stronger CoC*