

**Strategy 1: Host a CE Refinement Lab**

Action	Steps	Person/ Organization Responsible	Timeframe	Results	Status
<b>Plan the CE refinement lab</b>	Identify key areas	Stephanie, Renee, Heather, Sue	March		Completed
	Secure a venue	Jennifer	February		Completed
	Set up and administer registration	Jennifer	February		Completed
	Inform CASC	Renee	February		Completed
<b>Invite stakeholders to participate</b>	Invitation sent to stakeholders	Stephanie & Renee	February		Completed
	Key people highly involved personally invited	Stephanie & Renee	February		Completed
<b>Implement the CE Lab</b>	Host day-long program	Stephanie, Renee, Heather, Sue	March 8th	~90 attendees	Completed
	Prepare agenda, slides, activities, etc	Stephanie, Renee, Heather, Sue	January - March		Completed
<b>Share and Utilize Community Feedback</b>	Create and distribute CE report of feedback and suggestions	Heather and Sue, CSH	April		In Progress
	Present report to CASC, CES LT, and CES IT along with other workgroups and attendees as appropriate	Stephanie, Renee	April		In Progress
	Update action plans based on recommendations from Lab	Stephanie, Renee	April		In Progress
<b>Use the community feedback offered to create a calendar of refinement tasks by category</b>		Stephanie, Renee, Heather, Sue	April		In Progress

**Strategy 2: Transition from CES Implementation to Refinement**

Action	Steps	Person/ Organization Responsible	Timeframe	Results	Status
<b>Develop CE Leadership Team</b>	Inform former LT change in composition	Stephanie & Renee	January		Completed
	Identify purpose of new CE Leadership Team	Stephanie & Renee	January		Completed
	Identify critical voices	Stephanie & Renee	February		Completed

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	Recruit LT members	Stephanie & Renee	February		Completed
	Hold first CE LT meeting	Stephanie & Renee	February		Completed
<b>Form a CE PSH Workgroup</b>	Set up registration & communication blurb	Stephanie & Renee	February		Completed
	Recruitment of critical voices for workgroup		Ongoing		In Progress
	Establish key goals for workgroup based on Refinement lab feedback		April		TBD
	Invite providers to participate		March & April		In Progress
	Host kick-off meeting		April		In Progress
<b>Form a CE RRH Workgroup</b>	Set up registration & communication blurb	Renee & Stephanie	February		Completed
	Recruitment of critical voices for workgroup		Ongoing		In Progress
	Establish key goals for workgroup based on Refinement lab feedback		April		TBD
	Invite providers to participate		April		In Progress
	Host kick-off meeting		May		In Progress
<b>Form a Family Workgroup</b>	Set up registration & communication blurb	Stephanie & Renee	April		In Progress
	Recruitment of critical voices for workgroup		April		In Progress
	Establish key goals for workgroup based on Refinement lab feedback		May		In Progress
	Invite providers to participate		April		In Progress
	Host kick-off meeting		May		In Progress
<b>Refine the CE Implementation Team and Structure</b>	Create a CE Leadership team made up of decision makers from CE lead entities, DFSS, and HUD	Stephanie and Renee	January		Complete
	Convene kick-off meeting of the CE Leadership team	Stephanie and Renee	February		Complete
	Change weekly conference call meetings to weekly in-person meetings	Stephanie and Renee	January		Complete

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<b>Define monitoring and oversight needs and develop structure to meet needs</b>	Work with CASC, CES LT, and consultants following CE refinement lab to address outstanding monitoring and oversight needs	Heather, Stephanie, Renee	April - May		In Progress
	Review CES monitoring and performance dashboard needs	Heather, Stephanie, Renee	April - May		In Progress
	Maintain MOU but determine role of CASC once new CoC Board is established	Action Team	April - July		In Progress
<b>Define role of CASC in a refinement year</b>	Distribute implementation year duties between CASC, CES IT, & LT	Renee & Stephanie	February		Completed
	Outline main purpose and roles for CASC and present to CASC	Renee & Stephanie	February		Completed
	Visit critical voices and leadership roles once CoC Board is established and operating. Existing MOU to be reviewed.	Renee & Stephanie	July		
	Determine workplan for CASC following refinement lab.	Renee & Stephanie	April - May		In Progress
	Determine need/frequency of meetings	Renee & Stephanie	April - May		In Progress

**Strategy 3: Refinement Lab Follow-Up -- Continuous Improvement in the following areas: Assessment, Prioritization, Matching, Navigation, Outreach, Prevention, Diversion, Income**

Action	Steps	Person/ Organization Responsible	Timeframe	Results	Status
<b>Refinement of assessment and assessment process</b>	Update Veteran question to match new SSVF criteria	Ken & Stephanie	March - April		In Progress
	Update Diversion screening to divert Veterans to the CRRC and Jesse Brown VA	Ken & Stephanie	April		In Progress
	Create progressive assessment goals and structure	Stephanie & Renee	April - May		
<b>Reshape Skilled Assessor strategy to meet ongoing needs</b>	Decrease the Skilled Assessor cohort to increase the quality of assessments	Svetlana, Center for Housing and Health & IT	TBD		Ongoing
	Develop script and messaging for SA	Implementation Team	April		
	Develop resources for SA	Implementation Team	April		
	Develop support for SA supervisors	Implementation Team	April		In Progress

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<b>Right-size Access Points and strengthen coverage on all sides of the City</b>	Reduce the number of access points based on geography and coverage	Svetlana, Center for Housing and Health & IT	2nd Quarter		
	Revise communicaiton and marketing strategy	Implementation Team	2nd Quarter		
<b>Integrate navigation supports into matches for families and chronic individuals</b>	Heartland Alliance Health hires and trains staff	Tina White, HAH	1st Quarter		Complete
	Add HAH Navigation Program in HMIS	Ken, All Chicago	1st Quarter		Complete
	Establish a place on HMIS for all navigation projects to enter case notes	Ken, All Chicago	1st Quarter		Complete
	Create housing system navigation matching protocols	Jessica, CSH	1st Quarter		Complete
	Match households to navigation	Jessica, CSH	1st Quarter		Ongoing
	Create a navigation tab on the One List	Kim, All Chicago	2nd Quarter		
<b>Link prevention and diversion to Coordinated Entry</b>	Utilize feedback from the CE Refinement lab and Diversion workgroup to craft plans	Tracy and Kelly, Catholic Charities	2nd quarter		
<b>Link income supports to Coordinated Entry</b>	Utilize feedback from the CE Refinmenet Lab	Renee and Stephanie	4th quarter		
<b>Improve matching accuracy of connecting eligible participants</b>	Utilize feedback from the CE Refinmenet Lab	Renee and Stephanie	2nd quarter		
	Test 2:1 matching for 4 weeks with Youth TH providers	Implementation Team	April		In Progress