

**S1: Improve Access to Coordinated Entry**

Action	Steps	Person/ Organization Responsible	Timeframe	Results	Status
<b>Launch Connect</b> (a texting app and website) developed to connect non-sheltered people experiencing homelessness to CE	Complete Connect app and website design and development	Stephanie, CSH with Data Made	2/1/2019	Phase 1 completed, tested, refined, and in the final stage of development	Completed
	Create and send flyers to top 100 locations	Stephanie, CSH with Data Made	3/1/2019	Flyers created and printed	Completed
	Reconvene initial Connect group to plan the launch	Stephanie, CSH	5/1/2019	Launch & rollout plan developed	Completed
	Market to CoC, Alderman, and broader community	Team	6/26/2019		In Progress
<b>Refine Access Points to all be open Monday-Friday from 9am - 5pm</b>	Consolidate Access Points to only include those open 4-5 days a week	Svetlana, Center for Housing and Health, Renee, All Chicago & Stephanie, CSH	1/1/2019		Completed and listed at www.csh.org/chicagoces
	Onboard full time Skilled Assessors at Access Points	Liza, Center for Housing and Health, Renee, All Chicago & Stephanie, CSH	Summer, 2019	RFP process for dedicated SA completed; anticipated start date 8/1/19	In Progress
<b>Support Participants in Staying Connected/Active</b>	Create and distribute CE brochures to assessed participants with concrete steps for who to be in touch with and how to stay active when not enrolled in a program	Svetlana, Center for Housing and Health	2/15/2019	Brochure completed and distributed to Access Points and assessment locations; posted on CE website	Completed and listed at www.csh.org/chicagoces
	Convene critical voices to review data on inactive policy to ensure unsheltered participants stay active	CE Implementation Team & Guests	4/15/19	Met with critical voices and reviewed data, plan to meet a few more times	In Progress
	Once the call center is launched, market to participants who require a way to call in an update to their assessment	Liza, Center for Housing and Health	Fall 2019	Awaiting funding	In Progress

**S2: Refine Assessment Tool and Process**

Action	Steps	Person/ Organization Responsible	Timeframe	Results	Status
<b>Refine Assessment Process</b>	Review data of families in Interim Housing programs to learn more about when families should be assessed	CE Implementation Team	1/15/2019	Recommendation drafted	Completed
	Bring a recommendation to the Family Workgroup for critical voices to give input/edits	Stephanie, CSH	3/1/2019	Recommendation reviewed and further revised	Completed
	Family Workgroup will bring a recommendation to the CE Leadership Team regarding when families should be assessed	Laura Bass, Facing Forward, Family Representative on the CE Leadership Team	3/26/2019	Recommendation drafted, reviewed & approved	Completed
	Implement final recommendation in coordination with family shelters	CE Implementation Team & CE Family Workgroup	April, 2019	Implementing new plan of assessing families after two weeks in family shelter or family interim housing.	Completed
	Explore assessment & diversion strategy for Individuals in shelter	CE Implementation Team & Guests		No funding available. This will not be plausible for 2019.	To be Removed from 2019 CE Action Plan. Crisis Response LOW to take over.
<b>Implement Diversion Screener Prior to Assessment</b>	Create diversion screener and add into HMIS	Tracey, Catholic Charities and Sal, All Chicago	6/28/2019	Reviewed by multiple groups, likely to be added by end of June.	In Progress
	Train Skilled Assesors at Access Points	Tracey, Catholic Charities and Sal, All Chicago	8/30/2019	training to be scheduled for August when dedicated SA are in	In Progress
<b>Improve Homeless History Section</b>	Collaborate with HMIS on new unsheltered questions	CE Implementation Team and Kim Schmitt, All Chicago	4/1/2019	Questions added to HMIS, offered trainings	Completed
	Refine homeless history section of assessment	Anna, All Chicago and Svetlana, The Center	3/1/2019	Questions added to HMIS, offered	Completed
	Train Skilled Assessors on altered homeless questions	Anna, All Chicago and Svetlana, The Center	3/18/2019	Recorded webinar training required	Completed

<b>Explore Progressive Assessment</b>	Collaborate with the Income and Employment line of work on questions and a strategy for linking people (1) who want to work and (2) will not be prioritized for a housing intervention to employment opportunities.	CE Implementation Team, Carrie Thomas & Jennifer Rehfeldt	Ongoing	Regular meetings established between lines of work.	In Progress
<b>Improve Assessment Data Quality</b>	Reduce Skilled Assessor cohort to 40-60 Assessors	Liza, Center for Housing and Health, Renee, All Chicago & Stephanie, CSH	Summer, 2019	Funding announced by HUD that will account for 10 dedicated Skilled Assessors to be added. This addition will allow for retiring part-time Skilled Assessors. Actively retiring assessors without a minimum of two assessments per month.	In Progress
	Provide ongoing training and TA for Skilled Assessors	Svetlana, The Center and Anna, All Chicago	Ongoing	Training provided on observing MH & SU. Training provided on housing history tool. Training available for Trauma Informed Care.	In Progress
	Improve directions on assessment and job aids for housing providers to share notes so that Catholic Charities can appropriately update assessments	Anna, All Chicago & Sal, Catholic Charities	1/30/2019	Completed and added to HMIS Helpdesk under "adding referral notes"	Completed
<b>Explore Assessment Tools/Questions</b>	Convene a workgroup to explore assessment options	Liza, Center for Housing and Health	Summer, 2019	Review of current questions, drafting progressive assessment	In Progress

**S3: Assignment/Improve and Expand Matching**

Action	Steps	Person/ Organization Responsible	Timeframe	Results	Status
<b>Decrease Length of PSH Vacancies</b>	Test matching two households for each PSH re-match request	Sal, Catholic Charities and PSH Workgroup	November, 2018 to March, 2019	Test was successful and this is now a CE policy.	Completed
	Review data from test and bring a policy recommendation to the CE Leadership Team	Margarita, A Safe Haven - PSH Workgroup Rep on CE Leadership Team	3/26/2019	Recommendation Drafted & Approved	Completed
	Match a Housing System Navigator to everyone matched to PSH without an outreach or drop-in center enrollment	Sal, Catholic Charities and Sal, All Chicago	4/1/2019	Workflow crafted and will be implemented with prioritization shift in April, 2019.	Completed
	When the vacancies are related to housing first challenges, explore monitoring and TA opportunities	Renee, All Chicago	As needed		In Progress
<b>Implement 2019 Prioritization Plan</b>	Craft plan with Prioritization Think Tank	Karen, All Chicago and Stephanie, CSH	Winter, 2018	The team met on four occasions and reviewed data and a national scan of prioritization plans and crafted a draft	Completed
	Collect feedback from six stakeholder groups; CE Family Workgroup, CE PSH Workgroup, CE RRH Workgroup, Crisis Response Outreach Workgroup, Youth Leadership Team, Youth Transitional Housing System Integration Team and guests	Karen, All Chicago and Stephanie, CSH	January, 2019	PPT presentation located under Documents and Materials at <a href="http://www.csh.org/chicagoces">www.csh.org/chicagoces</a>	Completed
	CE Leadership Team approves the Prioritization Plan	CE Leadership Team	February, 2019		Completed
	Implement new plan with a focus on length of homelessness	CE Implementation Team	4/1/2019	webinar recorded & available on All Chicago & <a href="http://www.csh.org/chicagoces">www.csh.org/chicagoces</a>	Completed
	Work with CE RRH Workgroup to craft a plan for the number of matches per opening	Karen and Renee, All Chicago	March, 2019	Recommendation drafted	Completed

<b>Streamline Matching Ratio for RRH</b>	Test new matching plan for RRH	Implementation Team and RRH Workgroup	June 2018 - March 2019		Completed
	Revisit new matching plan for RRH and finalize a policy for CE Leadership Team	Implementation Team and RRH Workgroup	3/26/2019		Completed
	Test & Finalize RRH Script	RRH Workgroup	3/22/2019	Drafted, tested & finalized	Completed
<b>Increase Number of Units to Match Into through CES</b>	Work with the Pipeline line of work to bring housing partners together to strategize as to how we can test matching into new housing options	Stephanie and Betsy, CSH, Renee and Steve, All Chicago	4th quarter	Due to key staffing changes with partners, this goal will be modified to a smaller-scale test	In Progress
	working with four FSH providers to train new TSP	Stephanie, CSH and Karen, All Chicago	Spring, 2019	workgroup met, one agency monthly data matching to verify homeless preferences in process	In Progress
<del>Explore Data matching between One List and CHA website</del>	Test matching to housing beyond the CBC resources	Renee, All Chicago, Kim Schmitt, All Chicago, Stephanie Sideman, CSH	4/1/2019		In Progress
<b>Revise Transfer Policy</b>	Collaborate with SPEC on drafting an update to the transfer policy	Workgroup	Spring, 2019	Draft language has been developed, CE IT provided feedback	In Progress
	Leadership Team review and approve recommendation	Leadership Team	Spring, 2019		
	Implementation Team operationalize new policy	Implementation Team	Spring, 2019	CE IT met and began process, additional meetings needed to work through details. Will bring in critical voices prior to final recommendation.	In Progress

**S4: Accountability/Design and Implement CE Monitoring Strategy**

Action	Steps	Person/ Organization Responsible	Timeframe	Results	Status
<b>Design Monitoring Strategy</b>	Craft a design strategy and share with the CE Leadership Team	Renee, All Chicago	3/22/2019	Shared with the CE Leadership Team	Completed
	Recommend CE participation monitoring questions on local evaluation	Renee, All Chicago	2/1/2019	Questions added	Completed
<b>Implement Monitoring Strategy</b>	Meet with prioritized agencies per design protocols for the purpose of improving CE efforts	Renee, All Chicago	2019		In Progress
	Review monitoring efforts with CE Leadership Team	Renee, All Chicago	3/26/2019	Presented design and requested feedback.	Completed

<b>S1: Develop a Expanded Policies for Voluntary &amp; Involuntary Reallocation</b>					
<b>Action</b>	<b>Steps</b>	<b>Person/ Organization Responsible</b>	<b>Timeframe</b>	<b>Results</b>	<b>Status</b>
<b>Develop voluntary full reallocation policy.</b>	Draft policy presented to SPEC	<b>Karen</b>	<b>7/31/2018</b>	Presented and feedback received	<b>Complete</b>
	Update draft Full Project Voluntary Reallocation Policy with SPEC feedback	<b>Karen</b>	<b>11/30/2018</b>	Drafted for work group review	<b>Complete</b>
	Review and revise draft Full Project Voluntary Reallocation Policy with PPWG	<b>Dave &amp; Karen</b>	<b>3/31/2019</b>	Reviewed and updated based on feedback.	<b>Complete</b>
	Present final policy to SPEC	<b>Karen</b>	<b>4/30/2019</b>		
	Present final policy to CoC BoD for approval	<b>Dave</b>	<b>4/30/2019</b>		
<b>Develop a involuntary reallocation policy.</b>	Review current CoC policies regarding involuntary reallocation	<b>Dave &amp; Karen</b>	<b>2/28/2019</b>	Reviewed by work group	<b>Complete</b>
	Determine possible categories of involuntary reallocation	<b>Dave &amp; Karen</b>	<b>3/31/2019</b>	Discussed with work group and received input.	<b>Complete</b>
	Determine steps/procedure for policy	<b>Dave &amp; Karen</b>	<b>3/31/2019</b>	Discussed with work group and received input.	<b>Complete</b>
	Present Draft involuntary reallocation policy	<b>Dave &amp; Karen</b>	<b>5/31/2019</b>		
	Present final policy to SPEC	<b>Karen</b>	<b>6/30/2019</b>		
	Present final policy to CoC BoD for approval	<b>Dave</b>	<b>7/31/2019</b>		
<b>S2: Onboard Project Prioritization Work Group Members to Work Group, CoC and HUD NOFA Process</b>					
<b>Action</b>	<b>Steps</b>	<b>Person/ Organization Responsible</b>	<b>Timeframe</b>	<b>Results</b>	<b>Status</b>
<b>Provide on-boarding to Project Prioritization Work Group</b>	Review and determine goals for 2019 PPWG	Dave, Karen Kowal	4/30/2019		
	Review FY2018 NOFA Project Ranking Policies	Dave	5/31/2019		
	Develop PPWG draft work plan	Karen	4/30/2019		
	Review PPWG draft work plan	Karen	4/30/2019		
<b>Educate Project Prioritization Work Group on the CoC</b>	Provide CoC 101 training	Dave, Karen	5/31/2019		
	Review 2019 system goals	Dave, Karen	4/30/2019		
	Review program models funded under HUD CoC Program	Dave, Karen	5/31/2019	Update 2018 webinar	
	Review priority populations	Dave, Karen	5/31/2019	Update 2018 webinar	



**System Performance, Data, and Research Action Plan**

Karen Kowal (kkowal@allchicago.org)

**Project Prioritization**

May 2019

	Review system models (HMIS, CES)	Dave, Karen	5/31/2019	Update 2018 webinar	
<b>Educate Project Prioritization Work Group on the NOFA Process</b>	Provide overview of HUD CoC NOFA Process (timeline, NOFA as HUD priorities, etc.)	Dave, Karen	6/30/2019	Update 2018 webinar	
	Review current local evaluation tool and history	Karen, Evaluation Tool Subcommittee	6/30/2019	Update 2018 webinar	
	Review ranking policies from other CoCs	Karen	6/30/2019	Update 2018 webinar	

5.5. Execute New Project Application Process					
Action	Steps	Person/ Organization Responsible	Timeframe	Results	Status
Develop New Projects Application Process	Review 2018 New Project Application Materials	Karen	4/15/2019		
	Review Pre-Application from Pipeline Workgroup	Dave, Karen, Betsy Benito	3/31/2019		
	Determine if Pre-Application can be LOI for New Projects	Dave, Karen	3/31/2019		
	Develop New Projects Timeline & Process	Dave, Karen	4/15/2019		
	Request data (e.g. PIT), system goals, etc.	Karen			
	Review data (e.g. PIT), system goals, etc.	Dave, Karen			
	Send 2017 LOI to PPWG for review and feedback	Karen	5/24/2018		
	Develop LOI	Dave, Karen	6/6/2018		
	Develop New Project Applications and Scoring Rubrics	Dave, Karen	6/15/2018		
	Get feedback from Evaluation Tool Subcommittee	Dave, Karen			
	Finalize New Project Applications and Scoring Rubrics	Dave, Karen			
<b>Request &amp; Review LOIs</b>	Send request for LOIs to CoC	Karen, Jenna	6/8/2018	Send through CoC list-serve	<b>Completed</b>
	Collect LOIs for review	Dave, Karen	6/15/2018		
	Distribute LOIs to New Projects Review WG	Dave, Karen	6/15/2018		
	Review LOIs & Make Determinations	Dave, Karen	6/18/2018		
	Notify Agencies on New Projects moving to the application phase	Dave, Karen	6/19/2018		
<b>Collect and Review New Project Applications</b>	Collect New Projects Application for Review	Dave, Karen	7/2/2018		
	Review Applications and decide on which applications move forward to the panel presentation level.	Dave, Karen	7/10/2018		
	Hold panel presentations and determine final applications for funding	Dave, Karen	7/13/2018		

**Task 3. Determine Ranking Policies for the FY2018 NOFA**

Action	Steps	Person/ Organization Responsible	Timeframe	Results	Status
<b>Develop Ranking Policies</b>	Review system goals	Dave, Karen	7/16/2018		
	Review previous Chicago CoC Ranking Policies	Dave, Karen	7/16/2018		
	Determine data needed to develop ranking policies	Dave, Karen	7/16/2018		
	Request data from HMIS or CoC Team	Karen	7/16/2018		
	Review data	Dave, Karen	7/22/2018		
	Develop and finalize ranking policies	Dave, Karen	7/22/2018		
<b>Approve &amp; Apply Ranking Policies</b>	Send final ranking policies to CoC BoD	Dave			
	BoD approves ranking policies	Dave			
	Approved ranking policies to AC for application	Dave			
	Ranking policies applied to CoC funded projects	Karen			
	Ranking document of policies and projects created	Karen			
	Ranking document of polices and projects posted to AC website.	Karen			
	Ranked projects submitted into CoC Application for FY 2018 NOFA	Karen			

<b>34. Develop a Plan for (Expanded) Voluntary and Involuntary Reallocation</b>					
Action	Steps	Person/ Organization Responsible	Timeframe	Results	Status
review data on grant spending and reallocation	Gather data from last three years	Karen			
	Publicize the amount sent back to HUD to the community				


**S5:**

<b>Action</b>	<b>Steps</b>	<b>Person/ Organization Responsible</b>	<b>Timeframe</b>	<b>Results</b>	<b>Status</b>



Diversion Program Design Work Group					6/4/2019
Action	Steps	Responsible	Timeframe	Results	Status
<b>Youth Diversion Model</b>					
<b>Establish Youth Diversion Workgroup</b>	Reach out of Y-TY and Leadership for participants	C	7/15-8/15	Complete	Identified participants for the Diversion Workgroup
	Coordinate with Christine R	C	on-going	Complete	Ceri & Elizabeth have ongoing conversations with Diversion LOA. Tracey B. is in both WGs.
	Review draft work plan with WG	C/E	1st Meeting 8/28	Complete	Agreed on workgroup plan, will continue to modify as needed
	Identify how youth diversion currently happens in Chicago	C/E	1st Meeting 8/28	Complete	Identified current methods in Chicago. Draft process map sent to WG
<b>Peer to Peer Conversation</b>	Identified Peer to Peer communities:	Heather	8/15 - 8/28	Complete	Seattle, Cincinnati, Austin
	Prep-conversion to include Tracy B (30 Min each)	C/E	8/27-8/31	in-progress	Austin prep meeting complete 8/30 Minneapolis Scheduled
	Draft guiding questions for peer to peer with WG	C/E	1st Meeting 8/28	Complete	Brainstormed question at 1st meeting. Draft emailed to group and Austin
	Peer to Peer meeting with Austin	C/E	2nd Meeting 9/14		
	Peer to Peer meeting with Minneapolis	C/E	3rd Meeting		
	Peer to Peer meeting with Connecticut	C/E	4th Meeting		
	Identify and reach out to addition Cities	W/G	1st Meeting 8/28	in-progress	Houston, Minneapolis, Los Angeles, Connecticut
<b>Draft Youth Diversion Model</b>	Review lessons learned from Peer to Peer	C	5th Meeting		
	Identify Key elements for Chicago's Diversion Model	C	5th Meeting		
	Create process map - client flow	C/E	5th Meeting		
	Draft Diversion Model	C/E\Christine			
	Refine Model and Process	C	6th Meeting		
	Discuss hand off to CES WG	C/E	6th Meeting		
	Finalize Model and process map	C	7th Meeting		
	Phased implementation strategy (6, 12 and 24 month goals)	C/E	7th meeting		

Youth Data Work Group					6/4/2019
Action	Steps	Responsible	Timeframe	Results	Status
<b>Youth HMIS Data</b>					
<b>Dashboard and Benchmarks</b>	Introduce dashboard including Y-TF and Leadership input	C	9/6/2018	Complete	
	Discuss Dashboard data gaps	C	9/6/2018	In Progress	Add Questions to align with AWAHA Dashboard: LGBTQ and Gender Add Questions to address equity concerns identified in the Blueprint: Justice and DCFS involvement
	Refine Dashboard	C\E	9/6/2018	Complete	Layout and description defined
	Communicate benchmark established by leadership	C\E\CH	Nov 2018 - March 2019	In Progress	still refining time from identification to event
<b>Data Gaps</b>	Data gaps identified in reporting to AWAHA Dashboard	C\Y-TF and Y-Leadership	July - August 2018	Complete	Add Questions to align with AWAHA Dashboard: LGBTQ to be added by HMIS, Most frequent place question will be added by HMIS, may not report gender to AWAHA
	Data gaps identified in Blueprint	C\Y-Leadership	April - August 2018	Complete	Add Questions to address equity concerns identified in the Blueprint: Justice and DCFS involvement
	Data gaps identified by Chapin Hall's Research	Amy	February 2019	In Progress	
	Center on Halsted Focus group	CH\CoH	January 2019	Complete	LGBQ, Most frequent place, gender question discussed
	Draft new intake questions	C\E	10/4/2018		LGBQ and Most frequent place Drafted. HMIS to implement
	Draft additional Questions	C\E	February - March 2019		
	Additional Question for exit assessment	C\E	February - March 2019		
	support system roll out of new questions	C\E	spring 2019		
	Decide when enough data is collected for Chapin Hall to complete their analysis	C\E	February - March 2019		
	Decide when enough data is collected on the new questions to report to AWAHA	C\E	February - March 2019		
<b>Special data topics deep-dives</b>	Discuss questions raised by dashboard	C\E	On-going		
	<b>Deeper look at the part of our Inflow labeled "Previously Housed"</b>	C\HMIS	10/4/2018		
	<b>Break down of OneList and Inflow by age</b>	C\HMIS	10/4/2018		
	<b>How should track data relating to minors in our system</b>	C\HMIS	10/4/2018		
	<b>How should we track data relating to chronic youth in our system?</b>	C\HMIS	10/4/2018		
	How much of our Outflow is due to ageing out of youth definition?	C\HMIS	On-going		
	How can we start to collect/track data relating to youth who are doubled up or at risk? What is the best way to communicate this data?	C\HMIS	On-going		

Chapin Hall's Analysis	6-8 month pause in Chapin Hall's Work for data collection on new questions	CH\C\E	March-December 2019		
	Population analysis - What do we know about our young people	CH	Early 2020		
	System outcome analysis - How are our young people doing?	CH	Early 2020		
	Identify Gaps in service array?	CH	Early 2020		
	Youth outcome measure recommendations	CH	Early 2020		
<b>Performance and Evaluation</b>					
	Work with Performance LOA, Youth Leadership and Data WG to identify need				
<b>Additional Chapin Hall System Evaluation</b>					
Discuss with funders	C/E coordinate with Keri L.				
<b>Data for Youth PIT</b>					
Youth PIT	Youth system data input for youth PIT as needed				

Youth Leadership Work Plan						6/4/2019
Action	Steps	Responsible	Timeframe	Results	Status	
<b>System Accountability – set and track performance targets</b>						
Develop Youth Takedown Calculator	Introduce calculator to Leadership WG	C/E/Heather	7/20	complete		
	Work with HMIS to Develop calculator	C/E/Kim S		complete	HMIS completed first draft for leadership meeting	
	Review calculator with leadership	C/E/Heather	8/17	complete	Y-TH to stay in Calculator	
	Continue to review calculator	C/HMIS	on-going	on going		
Develop Youth Dashboard	Dashboard breakout at Youth Task Force meeting	C	8/2	Complete	Model Y Dashboard on AWWHA Dashboard	
	Work with HMIS to Develop dashboard	C/E/HMIS	8/2-9/30	Complete	HMIS is refining draft for leadership meeting	
	Review dashboard with Leadership WG	C/E	17-Aug	complete	Changes to HMIS 8/20	
	Share dashboard with Youth Task Force	C/E	2/7	complete	Share at upcoming Y-TF	
	Define Benchmarks	C/E	1/17	complete		
Set and Track Targets	Continue to refine Dashboard	C/E	3/1	on Going	Finalizing bench baseline and graphic style with HMIS	
	Set system targets to be tracked by takedown calculator	C/E	2/15	complete		
	Set system targets to be tracked by dashboard	C/E	1/17	Complete		
<b>System Alignment – internal system level decision making</b>						
Align System Resources	Track targets at monthly leadership meeting		on-going			
	Work with pipeline to refine needs and cost	C/E	on-going			
Align System Activities	Create Youth System Blueprint	C/E	3/1-4/30	Complete		
	Create Youth System Strategy Presentation	C/E	5/1-6/8	Complete		
	Identify critical voices for working groups	C/E	on-going			
Youth Program Models Level Set	Contract consultant for program model design	C/E	Jan 2019	Completed	Y-PM interviewed 3 candidates and have extended offer to ICF	
	ICF presented anticipated layout of work	Niki Paul	3/15	Completed		
	Attend program design workgroups	C/E	on-going	Completed	Casey-Data WG Meghan K - Diversion	
	Participate in program model design and refinement conversations	C/E	4/25-4/26	Completed	30 stakeholders attended workshop	
	Program Models Input Workshop Debrief presentation & Parking Lot Items	Niki Paul	5/17/2019			
Align with Partner systems						
	Youth Employment Research Opportunity	C/E	9/21	Complete	Carrie to present at Y-Leadership Meeting	
<b>Guide system – external system level decision making</b>						
Local and National Funding Opportunities	FY2018 YHDP Application	C/E	Feb-May	Complete	Chicago CoC submitted application	
	Funders Collaborative reps to join leadership WG	Maura/Dave	7/1-7/30	Complete	Anna and Debbie joined Y Leadership Team	
	Community wide survey check in	C/E	April	Complete	Community affirmed direction and program models for YHDP submission	
	Identify opportunities		on-going			
Participate in Nationwide Initiatives	AWHA Dashboard Participation	C/E	10/1/2018	Complete	Began participation in October 2018	
	Meeting with AWHA and Kim S	E	9/2018	Complete	Chicago will report data to AWHA's Dashboard starting in Oct. (Sept Data)	
	Discuss Partial Data upload to AWHA Dashboard and communication to Y-TF	C/E	9/21	Complete		
	Potentially participate in 100 Day Challenge in 2019		1/2019	Complete	Decided to Participate	
100 Day Challenge	Determine timeline	C/E	5/2019	In Progress	RRI stated July will be the start month. Cori & Elizabeth will be meeting with cohort (New Orleans & Santa Clara) to determine immediate next steps. Meeting to occur on May 21st	
	Work with RRI to identify next steps	C/E	5/2019	in progress		

Youth RRH Program Design Work Group					6/4/2019
Action	Steps	Responsible	Timeframe	Results	Status
<b>Convene Y-RRH Workgroup</b>					
Y-RRH Workgroup Development	Contact key partners regarding Youth RRH workgroup	Elizabeth	Nov 2018		complete
	Issue doodle poll	Elizabeth	Feb 2018		In progress
	Share community wide meeting date	Elizabeth			
	Hold meeting	Elizabeth			
	Identify missing voices	Y-RRH w/g			
	Identify meeting frequency	Elizabeth			
<b>RRH - Current Landscape</b>					
Review of current RRH programs in	Review of ESG RRH programs	Y-RRH W/G	Nov 2018		
	Review of CoC RRH programs	Y-RRH W/G	Nov 2018		
	Review operations of RRH	Y-RRH W/G	Nov 2018		
Review of Need	Review current number of Youth on Onelist	Y-RRH W/G			
Review of Inventory	Review current inventory	Y-RRH W/G			
	Review projections developed	Y-RRH W/G			
Review funding opportunities	HUD CoC NOFA funding	Y-RRH W/G			
Review Projections	Review projections	Y-RRH W/G			
<b>Develop Youth RRH Written Standards</b>					
Data Identification/ Review	Identify data to be reviewed	Y-RRH W/G	Nov 2018		
	Review data	Y-RRH W/G			
Develop written standards for Youth RRH	Determine main categories for written standards	Y-RRH W/G			
	Review and finalize standards on eligibility				
	Review and finalaize standrads on core philosophies				
	Review and finalize standards on case management and services				
	Review and finalize standards on housing identification				
	Review and finalize standards on financial assistance				

	Review and finalize standards on data collection				
<b>Determine program outcomes</b>	Identify benchmarks				
	Identify measure effectiveness				
<b>Determine Y-RRH phone script</b>					

CA Implementation Workplan

S1: Governance Transition					
Action	Steps	Person/ Organization Responsible	Timeframe	Results	Status
Charter Amendment	Proposed Charter Amendment		Sept - Oct	Complete	
	Community Conversations		Aug - Dec	Complete	
	CoC Board Endorsement		Nov	Endorsed	
	CoC Membership Vote		Dec	Approved	
New Board Recruitment	CoC Board Meeting - New Member Brainstorming & Recruitment Process and Timeline Presented	Dave & Maura	Dec	Complete	
	Membership Cmte Brainstorming session	Nonie	Jan	Complete	
	New Board Member Recruitment	Nonie	Dec - Feb	In Process	
	Proposed Board slate delivered to Membership Committee	Nonie	Feb	Complete	Membership Committee endorsed slate and provided guidance on remaining pending at-large seats
	Official support of slate by Membership Committee	Membership Cmte	Feb	Complete	
	CoC board reviewed slate	CoC Board	Feb	Complete	
	Board Training	Nonie	Mar		Planning
	New Board Member Orientation and Joint Board Meeting	Nonie/All Chicago	Mar		
	New Board seated and first meeting	CoC Board Chair/All Chicago	Apr		
Community Engagement Feedback Process	Membership Survey & other engagement feedback activities	Nonie/All Chicago/Membership Cmte	May/June		
	All CoC Meeting - Discuss results of survey and progress of transition	Nonie/All Chicago/Membership Cmte	June		
New Board Materials & Format	Develop new standard agenda format	Nonie/Dave & Maura	Feb-Mar		In Process
	Introduction of standing dashboards	Nonie/Dave & Maura	Feb - Mar		In Process
S2: Support LEC					
Action	Steps	Person/ Organization Responsible	Timeframe	Results	Status
Prepare for new Board representation	Support open dialogue about role in new governance structure	Nonie	Ongoing	Ongoing	
	Support new nominations for Board representation	Nonie	Feb	Complete	
	Provide leadership training	Nonie	Mar/Apr		Planning
	Provide Board Training	Nonie	Mar		Planning
Explore new and expanded roles for LEC	Discussion of strategic opportunities	Dave	July - Sept		
	Identification of new roles	Nonie	Jan - present	Expanded advocacy and PR influence, peer support roles, outreach and navigation	







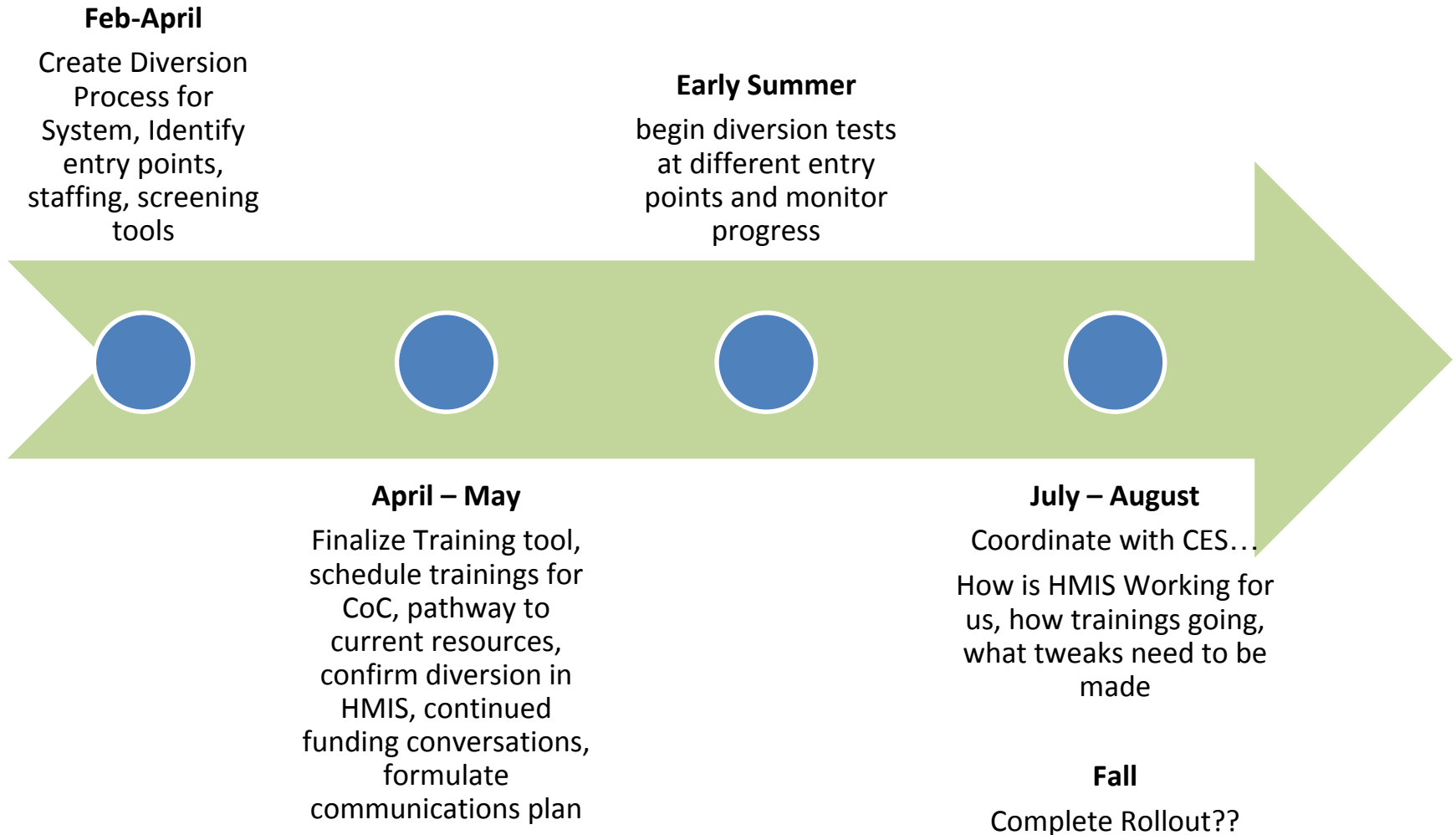
Strategy 1: Build a team of SOAR-dedicated Staff (Collaborations & Sustainability Workgroup)					
Action	Steps	Person/ Organization Responsible	Timeframe	Status	Result/Notes
1A. Define staffing need over phases	Define estimated volume of people matching to SOAR and the rate	Collaborations & Sustainability Workgroup	5/1/2019 - 6/1/2019	Complete	
	Define staffing needs considering a phased implementation	Collaborations & Sustainability Workgroup	6/1/2019 - 7/1/2019	In progress	
	Develop system design, workflow, and staffing plan for role of SOAR specialist	Collaborations & Sustainability Workgroup	7/1/2019 - 8/1/2019	In progress	
1B. Identify the resources needed and viable options over phases	Determine cost associated with phased scaling, by year	Collaborations & Sustainability Workgroup	6/1/2019 - 7/1/2019	Complete	
	Identify resources and gaps, including possible collaborations with medical sector	Collaborations & Sustainability Workgroup	7/1/2019 - 8/1/2019	In progress	
	Develop a funding strategy to support phased implementation	Collaborations & Sustainability Workgroup	8/1/2019 - 10/1/2019	pending	
1C. Develop the phased implementation strategy to build the team of dedicated SOAR staff	Develop a funding strategy to support annual operating	Collaborations & Sustainability Workgroup	8/1/2019 - 10/1/2019	pending	
	Determine additional needs for workgroup membership	Collaborations & Sustainability Workgroup	10/1/2019-12/31/2019	pending	
1D. Implement the phased strategy	Develop phased plan	Collaborations & Sustainability Workgroup	10/1/2019-12/31/2019	pending	
	Determine additional needs for workgroup membership	Collaborations & Sustainability Workgroup	TBD	pending	
	Implement strategy	Collaborations & Sustainability Workgroup	TBD	pending	
Strategy 2: Scale & Streamline SOAR Services (Applications & Trainings Workgroup)					
Action	Steps	Person/ Organization Responsible	Timeframe	Status	Results/Notes
2A. Collect data on what is needed to refine trainings and provider support to greatest effect	Plan and Host provider focus group for data collection	Julece & Rhonda	4/15/2019	Complete	
	Develop takeaways document from focus group	Julece & Rhonda	4/25/2019	Complete	
	Draft Trainings & Support Refinement Workplan	Julece & Margaret	4/25/2019	Complete	
	Provide feedback on Trainings & Support Refinement Workplan	Applications & Trainings Workgroup	4/25/2019	Complete	
2B. Refine Trainings & Provider Support	Update SOAR SSA Contact List	SSA	7/1/2019	pending	
	Revise Fundamentals Training to provide more "troubleshooting" scenarios	Margaret	7/1/2019	pending	
	Develop and communicate process for entering clients into OAT at PFD	Applications & Trainings Workgroup	9/1/2019	pending	
	Develop peer-to-peer forum platform	Applications & Trainings Workgroup	12/1/2019	pending	
	Place all SOAR documents in centralized location on All Chicago website	Margaret/Adina Young	5/1/2019	pending	
2C. Increase SOAR application number and effectiveness by facilitating system-wide SOAR Challenge	Plan SOAR Challenge including all steps, dates, and public-facing description document	Margaret	3/31/2019	Complete	
	Provide feedback on SOAR Challenge plan	Applications & Trainings Workgroup	April mtg	Complete	
	SOAR Challenge Outreach: Program Newsletter, Email blasts, Targeted Emails	Julece & Margaret	6/10/2019	In progress	
	Oversee Agency sign-up and send targeted follow-up emails	Margaret	6/25/2019	In progress	
	Kick-off Webinar	Margaret	6/25/2019	pending	
	Facilitate Agency Goalsetting	Margaret	6/25/2019-7/31/2019	pending	
	Host Webinar: Applicant Intake & setting Protective Filing Date	Margaret	7/2/2019	pending	
	Host Webinar: Compiling the Application	Margaret	7/16/2019	pending	
	Host Peer-to-Peer Workshop	Margaret	7/30/2019	pending	
	Host Webinar: Application Submission & Adjudication	Margaret	8/13/2019	pending	
2D. Establish time-limited Provider workgroup to determine recommended reaction to SOAR report in ART	Debrief & Evaluate SOAR Challenge	Applications & Trainings Workgroup	10/15/2019	pending	
	Identify providers for participation in workgroup	Margaret & Applications & Trainings Workgroup	4/1/2019	Complete	
	Develop preliminary goals for workgroup	Applications & Trainings Workgroup	April mtg	Complete	
	Convene workgroup	Margaret	7/1/2019	In progress	
	Create and document recommendations to SPEC and service providers for steps to take in using and reacting to SOAR report	Provider Workgroup	7/1/2019-8/1/2019	pending	
Provide recommendations to SPEC/System Performance line of work	Provider Workgroup	6/1/2019	pending		



# Chicago System-Wide Diversion Strategy

Work Plan

# Working Group Timeline (Draft)



# Work Plan Summary

## The 9 Big Questions

1. What are the **System Entry Points**
2. What will **Staff Members Roles and Responsibilities** be when we roll out diversion system-wide
3. What **Screening Tool and Process** are needed
4. What **Resources for Clients** are needed
5. How will we track **Performance** and conduct **Evaluation**
6. What is the **Communications Plan**
7. How do we **Fund Diversion**
8. What tools in **HMIS** are needed
9. How do we coordinate with **CES**

# 1. System Entry Points

Action Step	Progress	Leader
<b>Identify Homeless System entry Points</b>	Entry Points Identified Create Google Slides	Ceri
<b>Identify entry Points outside of homeless realm</b>	Identified 311, ERs, Community and Faith Partners – Revisit after rollout – Phase 2	Complete
<b>Create Process for each entry points</b>	Create Google Slides	Ceri
<ul style="list-style-type: none"><li>Identify Role of youth outreach teams in providing mobile outreach support</li></ul>	Complete	Complete
<b>Work with providers to get feedback on entry points</b>	Can this be done with representation in the room? YES	Complete

## 2. Staff Roles and Responsibilities

Action Step	Progress	Leader
<b>Design Workflow</b>		
<ul style="list-style-type: none"> <li>Decide on identifier or trigger for diversion conversation</li> </ul>	6 identifier questions for intake and CE in HMIS. CE roll out – June Intake – Develop roll out test	Tracey  Tracey/Sal Christine
<ul style="list-style-type: none"> <li>Create a "Diversion Specialist" contact list</li> </ul>	TBD	
<ul style="list-style-type: none"> <li>Create process to access financial assistance and other resources</li> </ul>	Move to Resources Create process for testing sites	Ceri Lynette/Rae

## 2. Staff Roles and Responsibilities

Action Step	Progress	Leader
<b>Determine Staffing Structure</b>		
<ul style="list-style-type: none"><li>Outline structure for lead diversion specialist per agency and mobile specialists</li></ul>	TBD	
<ul style="list-style-type: none"><li>Create Diversion Specialist Job Description</li></ul>	CMC has a job description – Christine will put in Google Docs	Christine
<b>Capacity Building</b>		
<ul style="list-style-type: none"><li>Establish Ongoing workgroup for all trained diversion specialist</li></ul>	TBD	



# 2. Staff Roles and Responsibilities

Action Step	Progress	Leader
<b>Diversion Training throughout the CoC</b>		
<ul style="list-style-type: none"> <li>• Diversion Overview for all staff including CES skilled assessors</li> </ul>	Powerpoint created-review Plan for trainings – Webinar <ul style="list-style-type: none"> <li>• Youth Action Update</li> <li>• FFF partner agencies</li> </ul> Create Test/Worksheet	Christine Jenny/Mary, Brooke, Johnna/Christine  Rea
<ul style="list-style-type: none"> <li>• Training plan for diversion specialist</li> </ul>	Training and Training Schedule – in google docs	Training Sub-committee
<ul style="list-style-type: none"> <li>• Create an ongoing diversion training</li> </ul>		Training Sub-committee
<ul style="list-style-type: none"> <li>• Develop a process for CMC trainers</li> </ul>	TBD	
<b>Review current diversion practices</b>	Complete	

# Screening Tool and Process

Action Step	Progress	Leader
<b>HMIS Standardized Diversion Tool</b>		
<ul style="list-style-type: none"> <li>Review current diversion assessment questions and reframe as needed</li> </ul>	Created and needs to be reviewed Google docs	Tracey, Billie, Sal
<ul style="list-style-type: none"> <li>Are population specific tools needed?</li> </ul>	Yes -	Sal
<b>Create/identify trigger questions for diversion during intake</b>	Complete	
<b>Standardize a HMIS workflow for diversion</b>	inprogress	Tracey and Sal

# 4. Resources for Clients

Action Step	Progress	Leader
Create a portfolio of resources	Johnna sent FIT, Mary will send for Vets	Lynette/Rae/ Jude
1. Research Resources provided at DFSS Community Service centers	Send to Lynette 1.	1. Christine 2. Christine/ Carrie T
2. Research Employment/Workforce resources	2. Christine	3. Crystal/Ly nette
3. Research and develop plan for connecting clients to Educational institutions or programs	3. 4.	4. Tracey/Ly nette
4. Process for client flexible funds (food, transportation, gas, utilities...etc.)	5. 6.	5. Everyone 6. Margaret -SOAR
5. Identify community faith-based resources	7.	7. Everyone
6. Connection to benefits	8.	8. Jude
7. Mental health and substance abuse referrals needed	9. 10. One List -	9. Everyone 10.
8. Legal services resources	11.	11. Rae
9. Resources for financial literacy, nutritionist, new parent programs, life skills		
10. How are resources different by population?		
11. Counseling and mediation (CCR) service supports		

# 4. Resources for Clients

Action Step	Progress	Leader
<b>Develop a method of connecting clients to different resources and tracking connections</b>	Service Transaction in HMIS HMIS Diversion Access to VA Sal to Diversion WG to plan HMIS process VA will share their tracking	Tracy/Sal Jessica Ceri/Christine Jenny
<b>Update Crosswalk of resources</b>	Share current Crosswalk -PM Meeting	Lynette
<b>Landlord Engagement Strategy</b>		Johnna
<ul style="list-style-type: none"> <li>Fold this work into the System Landlord Outreach Group</li> </ul>		
<ul style="list-style-type: none"> <li>Potential Sublease and doubling up conversations</li> </ul>		
<b>Define Aftercare case management</b>	Diversion WG meeting to discuss	
<ul style="list-style-type: none"> <li>Determine Length of diversion service</li> </ul>		

# 5. Performance and Evaluation

Action Step	Progress	Leader
<b>Data Collection in HMIS</b>		
<ul style="list-style-type: none"><li>Client Consent</li></ul>		
<b>Diversion Goals and Benchmarks</b>		
<ul style="list-style-type: none"><li>Establish benchmarks for diversion including percentage of clients to be diverted</li></ul>		
<ul style="list-style-type: none"><li>Research other communities diversion benchmarks and how they define success.</li></ul>		
<b>Research existing diversion performance evaluation processes</b>		
<ul style="list-style-type: none"><li>How do we define success for diversion interventions? (length of time?)</li></ul>		

# 6. Communication Plan

Action Step	Progress	Leader
<b>Create Communication plan for Executive Directors</b>		
<ul style="list-style-type: none"> <li>• Communicate through our COC and contracted organizations (DFSS)</li> </ul>		
<b>Create Communication plan for Funders</b>		
<ul style="list-style-type: none"> <li>• Draft/Invite funders to support and learn about Diversion work from the System Funding Line of Work</li> </ul>		
<b>Create Communication plan for Program staff</b>		
<b>Communications plan for Media and other outside entities</b>		
<b>Communications plan for lived experienced</b>		

# 7. Funding Diversion

Action Step	Progress	Leader
<b>Develop proposal for ask of Flexible financial resources</b>		
<b>Funding for resources</b>		
<ul style="list-style-type: none"><li>• Work with the system funding line of work with the action agenda (Training, Staffing, Resources)</li></ul>		
<ul style="list-style-type: none"><li>• How is funding different by populations</li></ul>		
<b>Funding for Trainings - Develop funding requests</b>		

# 8. HMIS coordination

Action Step	Progress	Leader
<b>Define diversion data collection needs</b>		
<b>What reports are needed?</b>		
<ul style="list-style-type: none"><li>• Research what other communities are doing</li></ul>		
<b>Identify consent need for client information be shared with partners</b>		



# 9. CES coordination

Action Step	Progress	Leader
<b>Integrate diversion into CES Call Centers</b>		
<b>How do we get skilled assessors to have the diversion conversation?</b>		
<ul style="list-style-type: none"><li>• Realistic options for housing conversation</li></ul>		
<b>CES Access Points</b>		

Outreach Workgroup Action Plan

Strategy 1: Create an outreach workgroup to drive alignment with CES					
Action	Steps	Person/ Organization Responsible	Timeframe	Results	Status
Invite current essential outreach coordinators and programs that currently exist	Reach out to current critical voices in outreach and invite them to kick-off meeting on February 20.	Christine	Before February 20, 2018	Reached out to all DFSS funded providers, DFSS HOP and PATH Lead Coordinator	complete
Discuss what voices are not present at the table and invite them to join the workgroup	Invite other outreach providers who are not at the table to join the workgroup	OWG			
	Other agencies to contact: Loop Alliance, Thresholds, Lawyers' Committee for Better Housing, Sheriff's office	Christine	By Week of March 5, 2018		on-going
Strategy 2: Refine and formalize the current outreach process as it pertains to CES assessments					
Action	Steps	Person/ Organization Responsible	Timeframe	Results	Status
Create a one-pager to give to clients by outreach teams which states that CRS is no longer in use and provides details about CES and the access points locations	Reach out to All Chicago and Heartland regarding flyers previously used and asking for assistance in creating the flyers	Christine, Jenna (All Chicago) and Yolanda (Heartland)	1-Mar		completed
	Created a draft document	Jenna	1-Mar-18		completed
	presented the document to the OWG at the March 21 meeting, changes and comments were given	Christine	1-Mar-18	Feedback was given on wording as well as use of colors on the flyers	completed
	Provide changes and comments that were requested to All Chicago	Christine provided to Jenna	1-Apr-18	Jenna received the comments via email and were able to make the requested changes	completed
	Forwarded corrected document to the CE Implementation Team for review and comments at their meeting on April 10	Christine	April		completed
	Forwarded corrected document to Jessica Smith from EVHI for review and comments.	Christine	April		completed
	Presented comments from CES Implementation and EVHI to workgroup	Christine	May	Because there were a couple changes in the access point locations to the flyer, distribution was delayed	completed
	Emailed OWG both the flyers for youth and adults as well as the script for outreach teams	Christine Riley	June	Outreach workgroup created a one-pager regarding CES to pass out to clients which informed them that CRS no longer existed and the locations of the access points for CES	Completed
Create a script to be utilized by all outreach teams so that a consistent message is given to clients that are engaged.	Created a draft document	Outreach Workgroup	March		completed
	presented the document to the OWG	Christine	March	Updated Script with corrections and comments that were given	completed
	Forwarded corrected document to the CE Implementation Team for review and comments at their meeting on April 10	Christine	April	Comments and Suggestions were provided	completed
	Forwarded corrected document to Jessica Smith from EVHI for review and comments.	Christine	April	Comments and Suggestions were provided	completed
	Presented comments from CES Implementation and EVHI to workgroup	Christine	May	Because there were a couple changes in the access point locations to the flyer, distribution was delayed	completed

Outreach Workgroup Action Plan

	Emailed OWG the script for outreach teams	<b>Christine Riley</b>	<b>June</b>	A script was created by the OWG for outreach teams that provided a universal approach to engaging clients as well as provided specific information on how to document contact with a veteran and document the offer of housing	<b>Completed</b>
<b>Create System for collecting real time data</b>	Discuss what would be beneficial to obtaining real time data	<b>Christine Riley</b>	<b>June</b>	Conversation was held with Nonie, Dave and Maura regarding possibly getting tablets for outreach teams to use	<b>Completed</b>
	Polled Outreach agencies regarding the number of tablets that would be needed for completing assessments on the street	<b>Christine Riley</b>	<b>June</b>	Emailed outreach teams and found out in total only 19 tablets are needed. Looking into an additional component that can be used for obtaining client signatures	<b>Completed</b>
	Dell 2-n-1 Laptops were ordered for providers in order to collect real-time data and put CES assessments into HMIS right away	<b>Christine Riley</b>	<b>Started in July</b>	There has been back and forth within DFSS regarding purchasing laptops. Laptops finally were purchased in November. As of February 1, we are still waiting on them to be distributed to outreach teams. DFSS IT is working closely with the City's security team regarding the laptops. The hope is to have them by March 1. Outreach teams except for one agency picked up their equipment on Friday, March 15 from the DFSS offices.	<b>Completed</b>
	Refresher for Outreach Teams on CES and HMIS	<b>Kim Scmitt/Sal Munoz</b>	<b>March/April</b>	Because agencies will have new equipment to use, All Chicago's HMIS team will be providing a refresher course on HMIS, CES and Outreach engagements	<b>March/April</b>
	CHH survey on team services and eligibility criteria	<b>Nicole Goon and Brandi Calvert, CHH</b>	<b>May 15</b>	CHH will send a survey to outreach teams about their eligibility.	<b>completed</b>
	Surveys from Agencies are due		<b>May 25</b>	8 outreach teams responded, workgroup will look at the results at the next meeting	<b>completed</b>
	Establishes a process for how people are assigned to outreach teams for housing navigation and whether this process will go through HMIS.	<b>CES Implementation team</b>	<b>by June 1</b>	The identified team will only receive clients who have already been matched to a housing provider and will assist with housing navigation which includes assisting in obtaining documentation necessary for housing eligibility determination (i.e. disability documentation, chronic homelessness documentation, identification).	<b>completed</b>

Outreach Workgroup Action Plan

Outreach to play role as housing navigators	DFSS and CHH will identify at least one outreach team to participate in the housing navigation test, according to the survey results.	Christine Riley and Nicole Goon	June	McDermott Haymarket was identified and was called on June 12 about their participation in the pilot. The director (Jessica) had some concerns that she wanted to address and clarify at the Outreach Workgroup Meeting on June 13.	completed
	Discussion regarding concerns with Haymarket Team participating in the test	OWG	June	Haymarket had the opportunity to address their concerns and ask questions regarding their past CRS experiences with locating clients. Featherfist (Keri) provided details about the current process of navigation and assured the group that blindly looking for clients no longer exists. Jessica and Nicole will connect before the next meeting on July 18. Jessica confirmed Haymarkets participation to Nicole on July 9 but requested that her team begin on July 23 because of a 2 week project they are participating in. Nicole from the Center agreed to the start date.	completed
	Housing navigation test for outreach teams to begin	CHH and McDermott Haymarket	July 23	Haymarket will set aside a number of slots (3-4) for the housing navigation test. The Center will identify people who need housing navigation and assign these people to the outreach team.	Completed
	All outreach teams will dedicate a number of slots to provide housing navigation for people who are matched to housing and need additional supports to move into housing.	OWG	September		Future
	Need for additional financial resources for clients (request)	Christine Riley	May/June	Reported back to the Monday PM meeting and this item has been put in the funding parking lot	On-going
Create Outreach Workflow in HMIS	Outreach Workflow and HMIS as well as some proposed new assessment questions.	Kim Schmitt/Sal Munoz/OWG	February 2019	Kim is scheduled to speak to the workgroup on Wednesday, February 13. To get feedback on HMIS data points for , engagements and start the conversation regarding an outreach workflow	In Progress
Strategy 3: Create a hot spot list with the Outreach workgroup to identify individuals disengaged from the system and/or need higher levels care					
Review the Current hotspot list that was utilized in the 2017 PIT count.	Outreach teams to review current list and send	Nicole Goon	June 28	Nicole Goon emailed the Hotspot map link which is interactive and was created by Joe Ferguson (VA) to Christine	Completed

Outreach Workgroup Action Plan

	Outreach teams to review current list and send corrections and additions to Christine by Monday, July 16	Christine	June 28	Emailed outreach workgroup the hotspot map link as well as an excel spreadsheet with the list of all of the locations	Completed
		OWG	July - November	Review the current list of hotspots at the meeting on July 18	Completed
	Mapping		May 2019	CHH created maps of the city and will lead a mapping exercise of which outreach organizations will engage different areas for CES	In Progress

S4: Create an Outreach Workflow for the Outreach System of the CoC

Invite Kim Schmitt to speak to the workgroup about creating an outreach workflow for the system		Kim Schmitt, Christine Riley to schedule	February / March 2019	Kim Schmitt met with the workgroup on February 13 and 27. Kim introduced to the group a possible workflow that would work with the system which included a naming convention for those clients who are not willing to engage with outreach workers. There will be a follow-up meeting on Wednesday, April 10 to discuss additional questions regarding the workflow and to get clarity where needed by the workgroup.	Completed
Create, Organize and schedule an outreach training for the new outreach workflow	Christine met with Kim and Sal the week of March 18 to discuss possible dates for a training and possible locations	Kim, Sal, Anna, Christine	Apr-19	Outreach Workflow Training for ALL Outreach Providers - Tuesday, April 23 - 1:00 p.m. - 4:30 p.m. at the King Center, Room 106, 4314 S Cottage Grove Ave, Chicago, IL	Completed
Outreach Workflow check-in and Support Webinar		Sal - HMIS	May-19	Outreach Workflow Check-in and Support Webinar - Friday, May 10 - 10:00 a.m. - 11:00 a.m. on line. Registration link will be forthcoming through All Chicago and HMIS	Completed
Outreach Workflow check-in and Support in person meeting		Sal HMIS	May-19	Outreach Workflow Check-in and Support in-person Meeting - Wednesday, May 15 - 3:30 pm - 4:30 pm at the Salvation Army Freedom Center, 825 North Christiana, Room 49 Meeting was changed to May 29.	Completed



Outreach Workgroup Action Plan

<b>S8: Create a shared resource list for Outreach Providers</b>					
<b>S9: Create a Drop-in Center Workflow in HMIS for the Drop-in and Day Centers of the CoC</b>					
Plan initial meeting with Drop-in Center providers.	Get date that works for both All Chicago and DFSS Staff	Sal Munoz and Christine Riley	May-19	Provide an overview of the workgroup purpose and information on the action agenda and the importance of creating a standardized workflow for drop-in centers. Meeting was scheduled for Tuesday, June 4 at 3:30 p.m. at All Chicago and lasted an hour.	Completed
Develop plan for workgroup meetings		Workgroup	Jun-19	Decided that the workgroup would meet every other week on Tuesdays at 3:30 p.m. Confirming locations (possibly La Casa Norte or BYC, confirming)	In progress

CA Implementation Workplan

S1: Create a crisis response transition WG of targeted services (by geography or activities)					
Action	Steps	Person/ Organization Responsible	Timeframe	Results	Status
Brought together providers	Identify critical voices for invitation	Christine	June	Invitations sent	Completed
	Held workgroup of providers to introduce goals and purpose, and to request ideas for other critical voices.	Christine and Liz O.	6/22/2018	Meeting held on 6/22/2018	Completed

S2: Create a timeline and workplan for all crisis response activities and establish regular meeting schedule to build accountability across system

Action	Steps	Person/ Organization Responsible	Timeframe	Results	Status
Solidify action plan and timeline with service providers	PMs review action plan	Christine and Liz O.	6/1/2018		Completed
	Coordinate timing and activities with relevant workgroups (Diversion, prevention, Program Models Chart)	Christine and Liz O.	July		Completed
	Workgroup reviews action plan	Christine and Liz O.	July		Completed

S3. Define vision for crisis response system

Action	Steps	Person/ Organization Responsible	Timeframe	Results	Status
Review system vision and complete pathway	Review system vision and complete pathway, from identification to housing	Christine and Liz O.	July		Completed
Review Emergency Shelter Crisis Models	Review pathways into and out of Emergency Shelter	Christine and Liz O.	July	Meeting held on July 17	Completed
	Review and update components of Emergency Shelter: Population, Essential Elements, Outcome(s), and Indicators.	Christine and Liz O.	July - October		Completed
Review Interim Housing (all types)	With PMC coordination, review pathways into and out of Interim Housing	Christine	August		Completed
	With PMC coordination, review and update components of Interim Housing: Population, Essential Elements, Outcome(s), and Indicators.	Christine	August- October	Population and Essential Elements discssions have been completed. Christine will Speak with Karen Kowal from PMC regarding collaborating on outcomes and indicators.	Completed
What would a new model look like for clients after they left shelter but still need community living?	Discuss vision for a new model	Workgroup	May - June	Documents description, population and essential elements	In Progress



CA Implementation Workplan

<b>S4: Introduce temporary bed projections</b>					
<b>Action</b>	<b>Steps</b>	<b>Person/ Organization Responsible</b>	<b>Timeframe</b>	<b>Results</b>	<b>Status</b>
<b>Review temporary bed project for adults</b>	Connect with unit projections activities to identify the correlating number of temporary beds necessary				
	Compare to existing inventory with attention to type and targeting as compared to projected demand	<b>Kim Howard-DFSS/Christine Riley</b>	<b>January - February</b>	on Tuesday, January 15, 2019, Kim Howard reported on the data for the Chicago Adult Shelter Bed Usage and illustrated how people experiencing homelessness utilize the Chicago shelter system. This was HMIS data was originally analyzed by that Mandy Chapman Semple - consultant. There is additional follow-up needed from HMIS data for the next meeting and discussion.	<b>In Progress</b>
<b>Request longstayer data from HMIS of shelters from workgroup that volunteered</b>	Workgroup developed questions for a case manager survey for specific clients. Christine and Luwanna developed possible responses to the questions.	<b>HMIS, Christine Riley, Luwanna Johnson</b>	<b>March / April</b>	Christine requested additional data from HMIS, The goal is to look at clients who are considered long-stayers in the system (9 months or more) and have there case managers at shelters that volunteered from the work group to complete a survey regarding barriers to housing. Early april, data received from Kim and HMIS was not sufficient enough in numbers to get a good response on barriers and challenges that are impacting the long-stayer population. Another request was sent to HMIS (week of April 22) to expand the data to include longstayers at 6 months or more within the shelters that volunteered their data.	<b>Completed</b>
<b>Revised Case manager Survey for HMIS longstayer clients</b>	Review the current survey and make necessary corrections as agreed upon by the workgroup	<b>Workgroup</b>	<b>April - May</b>	Workgroup reviewed questions and made additional suggesstions and changes as agreed upon by the workgroup	<b>Completed</b>
	Send out to volunteered agencies final of survey of longstayers within their shelter program.	<b>Christine</b>	<b>End of May</b>	Due June 13	<b>In Progress</b>
<b>Review temporary bed project for families</b>	Connect with unit projections activities to identify the correlating number of temporary beds necessary				

CA Implementation Workplan

	Compare to existing inventory with attention to type and targeting as compared to projected demand				
Review temporary bed project for youth	Connect with unit projections activities to identify the correlating number of temporary beds necessary				
	Compare to existing inventory with attention to type and targeting as compared to projected demand				

**S5: Identify challenges to achieving vision for crisis response system, in context of pathways, components, and projections**

Action	Steps	Person/ Organization Responsible	Timeframe	Results	Status

**S6: Identify strategies to achieve vision and overcome challenges**

Action	Steps	Person/ Organization Responsible	Timeframe	Results	Status

**S7: Identify the change management needs to propose initial Planning Implementation goals and workgroup members**

Action	Steps	Person/ Organization Responsible	Timeframe	Results	Status
Temporary Bed Projections	Connect with unit projections activities to identify the correlating number of temporary beds necessary				
	Compare to existing inventory with attention to type and targeting as compared to projected demand - includes an examination of interim housing and other temporary housing				
	Connect with Pipeline committee to get expansion timeline				
	Analyze inventory expansion projections against targeted shelter demands over the expansion timeline				
	Prepare final recommendations and send to CoC Board or others funders for approval?				
	Develop an implementation plan??				

Action	Steps	Person/ Organization Responsible	Timeframe	Results	Status
	Introduce info from temporary bed projections and define vision for crisis response system				

CA Implementation Workplan

<b>Temporary Bed Right-Sizing &amp; Crisis Services Transition</b>	Create a timeline and workplan for all crisis response activities and establish regular meeting schedule to build accountability across system				
	Support voluntary requests for modification of operations in accordance with plans				
	Identify capacity needs to support the transition within organizations and connect with capacity building project lead to help support				
	Support phased implementation planning and experimentation throughout the transition				
	Identify the change management needs of organizations and connect with the change management project lead to support education of executives and boards, funders etc.				