The Action Agenda
Six-Month Review

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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 prescence 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!

all Chicago
making homelessness history