The CoC Action Agenda
Six-Month Check-In

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–Co-Lead Project Managers, CoC Action Agenda
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

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

Dec 2017

61% of respondents attended
Many respondents are getting Action Agenda updates in some capacity.

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

- Yes, 93%
- No, 7%

Q. Do you visit the AA webpage?

- Yes, 68%
- No, 32%

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

- Yes, 54%
- No, 46%
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?

- Very, 31%
- Somewhat, 58%
- Not at all, 12%

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

- No, 36%
- Yes, 64%
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?

<table>
<thead>
<tr>
<th>Familiarity</th>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very familiar</td>
<td>22%</td>
<td>50%</td>
<td>28%</td>
<td></td>
</tr>
<tr>
<td>Somewhat familiar</td>
<td>6%</td>
<td>56%</td>
<td>35%</td>
<td>3%</td>
</tr>
<tr>
<td>Not familiar at all</td>
<td></td>
<td></td>
<td></td>
<td>100%</td>
</tr>
</tbody>
</table>
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?

<table>
<thead>
<tr>
<th>Strengths (37 respondents)</th>
<th>Challenges (33 respondents)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Representation (10 respondents)</td>
<td>Time-demanding (9)</td>
</tr>
<tr>
<td>Workgroups (8)</td>
<td>Lack of clarity (processes, etc.) (5)</td>
</tr>
<tr>
<td>More efficient/ action-oriented (8)</td>
<td>Representation (4)</td>
</tr>
</tbody>
</table>
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.

<table>
<thead>
<tr>
<th></th>
<th>Strongly Agree</th>
<th>Agree</th>
<th>Neutral</th>
<th>Disagree</th>
</tr>
</thead>
<tbody>
<tr>
<td>Participant since 1/1/18</td>
<td>3%</td>
<td>37%</td>
<td>34%</td>
<td>26%</td>
</tr>
<tr>
<td>No participation since 1/1/18</td>
<td>62%</td>
<td></td>
<td>33%</td>
<td>5%</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th></th>
<th>Strongly Agree</th>
<th>Agree</th>
<th>Neutral</th>
<th>Disagree</th>
</tr>
</thead>
<tbody>
<tr>
<td>Participant since 1/1/18</td>
<td>32%</td>
<td>45%</td>
<td>24%</td>
<td>10%</td>
</tr>
<tr>
<td>No participation since 1/1/18</td>
<td>62%</td>
<td></td>
<td></td>
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</table>
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.

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

- Strongly Agree: 12%
- Agree: 51%
- Neutral: 29%
- Disagree: 8%

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

- Strongly Agree: 12%
- Agree: 41%
- Neutral: 41%
- Disagree: 5%

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

- Strongly Agree: 17%
- Agree: 39%
- Neutral: 36%
- Disagree: 7%
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.
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?

<table>
<thead>
<tr>
<th>Strengths (26 respondents)</th>
<th>Challenges (23 respondents)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Powerbroker/ decisionmakers (14 respondents)</td>
<td>Lack of familiarity w CoC or day-to-day work (8)</td>
</tr>
<tr>
<td>Diversity of group, including Lived Experience (8)</td>
<td>Increasing resources (3)</td>
</tr>
<tr>
<td></td>
<td>Representation/input (3)</td>
</tr>
</tbody>
</table>
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.

- Strongly Agree: 7%
- Agree: 48%
- Neutral: 40%
- Disagree: 3%

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

- Strongly Agree: 8%
- Agree: 58%
- Neutral: 27%
- Disagree: 5%
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?

![Pie chart showing satisfaction levels: Neutral, 42%; Satisfied, 44%; Very Satisfied, 8%; Very Dissatisfied, 4%; Dissatisfied, 9%]
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