

Question 1: Does your community conduct at least one meeting per month that is:

- **Inter-agency** - i.e. it involves more than one provider, **AND**
- **Client-centered** - i.e. the purpose of the meeting is to discuss the users of your homeless response system, **AND**
- **For line staff** - i.e. those working directly with people experiencing homelessness are the primary participants at the meeting?

If your answer to Question 1 is no, look at the back of this page to find out your mission for this Learning Session. You don't need to read any further after you find out your mission (but you are welcome to!)

If your answer is yes, go to Question 2.

You're at the **beginning of a journey!** Use this Learning Session to take the first step.

Your mission: Come out of this Learning Session with some next steps that help you kickstart case conferencing.

Strengths to build on:

Discuss this with your team:

- What are some of the strengths of your homeless response system? These could be high performing programs or systems, experiences of interagency collaboration, or anything else you can think of.
- How can you build on these to kickstart your case conferencing practice?

In the action pack:

We recommend you start with the section called align participants in a shared purpose of case conferencing. This section focuses on getting the right people to the table, and focusing their energies in the right direction. But don't stop there, there are helpful tips for how to get things started throughout the change package.

In breakout: Divide and conquer! But be sure to send someone to the breakout on **Aligning participants with shared purpose of case conferencing**.

As you're networking, ask some other teams how they got started. What do they wish they had known at the start?

Question 2: Are you using your by-name list to generate the agenda for the meeting?

Note: if you ask participants to bring their most difficult cases to the meeting for discussion, and these discussions take up the bulk of the meeting, your answer should be no.

If your answer to Question 2 no, look at the back of this page to find out your mission for this Learning Session! You don't need to read any further after you find out your mission (but you are welcome to!)

If your answer is yes, go to Question 3.

You're likely running a **Clinical Case Conferencing Meeting.**

Your mission: Come out of this Learning Session with some next steps that make your by-name list the center of your meeting.

Strengths to build on:

- You have staff from different agencies at the table! This is no small feat. How can you re-center their energy around your by-name list?
- Staff from different agencies have built up strong "collaboration muscles." How can you use those muscles differently?

In the action pack:

- Start with the sections on **aligning participants in a shared purpose of case conferencing**, and **optimizing your by-name list for case conferencing**.
- You'll likely need to build buy-in to shift people's focus to your by-name list, and you'll likely need to do some work to reformat your by-name list.
- Don't stop there, though! The whole document will likely be useful to you!

In Breakouts:

Divide and conquer! We anticipate you'll get a lot out of the breakouts on **aligning participants with the shared purpose of case conferencing** and **dynamic prioritization**.

Question 3: Are you generating housing related next steps for all (or most) of the clients you discuss in your case conferencing meetings?

Note: if your meeting is focused on updates, or improving the data quality of the list, your answer should be no.

If your answer to question 3 is no, look at the back of this page to find out your mission for this Learning Session! You don't need to read any further after you find out your mission (but you are welcome to!)

If your answer is yes, go to Question 4.

You're likely running an **Updates Meeting**.

Your mission: Come out of this Learning Session with some next steps that make your meeting more housing focused.

Strengths to build on:

- You have staff at the table from multiple agencies who have deep knowledge of many clients' statuses, as well as their goals and next steps. How can you harness this knowledge?
- You have a by-name list, and you're using it for case conferencing. How can you make sure it's up-to-date before people enter the room?

In the action pack

You'll likely gain insight from every section of the action pack. Take a moment and discuss this question with your team: **what is our main barrier to generating housing related next steps in case conferencing.** Tackle the action pack from there.

In breakouts:

We imagine that all of the breakouts will be helpful, so we suggest you divide and conquer! If you're having trouble finding something in the action pack that you'd like to implement, we recommend the **creative problem solving strategies** breakout to get you unstuck.

Questions 4: Do you keep people accountable to the next steps that you identify?

Note: If you can't identify a concrete mechanism for accountability that you currently have in place (e.g. an email, an agenda item), your answer is likely no.

If your answer to question 4 is no, look at the back of this page to find out your mission for this Learning Session! You don't need to read any further after you find out your mission (but you are welcome to!)

If your answer is yes, go to Question 5.

You're likely running a **Meeting of Untapped Potential.**

Your mission: Come out of this Learning Session with some change ideas for promoting accountability toward next steps that come from your case conferencing meetings.

Strengths to build on:

- You have staff at the table from multiple agencies, and they're volunteering to take next steps. How can you help seal the deal?
- You have your list set up to promote housing related next steps. How can you reconfigure it to promote accountability as well?

In the action pack:

You'll likely gain insight from every section of the action pack. Take a moment and discuss this question with your team: **what is our main barrier to keeping participants in case conferencing accountable to the next steps we identify.** Tackle the action pack from there.

In breakouts:

Divide and conquer, but make facilitation your focus. How can you reimagine the way you facilitate case conferencing to promote accountability?

Question 5: How is your case conferencing practice connected to the broader improvement system in your community?

You'll notice this isn't a yes or no question. This is intentional! Discuss this question for a moment with your group, then **look at the back of this page** to find out your mission for this Learning Session!

You're likely running a **Solid Case Conferencing Meeting.**

Your mission: Come out of this Learning Session with some clear ideas for how to better connect case conferencing to your broader improvement system.

Strengths to build on:

You have mountains of data at your fingertips as a result of case conferencing, related not only to the people on your list, but also related to your process. For example, you can likely find out what kinds of next steps are most and least common, as well as what next steps are most and least likely to be executed. You're sitting on a gold mine! How can this information improve your system as a whole, by generating improvement projects, feeding back to system-level leaders, and refocusing your system-level priorities?

In the action pack:

You'll likely find the whole document useful. We recommend you start with the sections on **measuring the effectiveness of your practice**, and **centering case conferencing in your improvement and learning**.

In breakouts:

Divide and conquer! But also be sure to send someone to the breakout on **Building your next improvement project in case conferencing**. Your solid meeting facilitation makes you well-poised to take advantage of this content.