

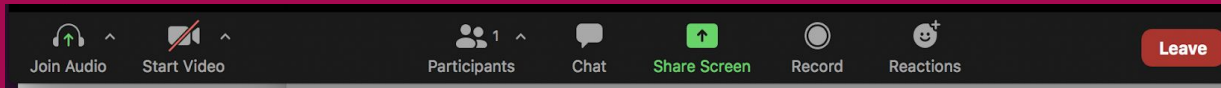
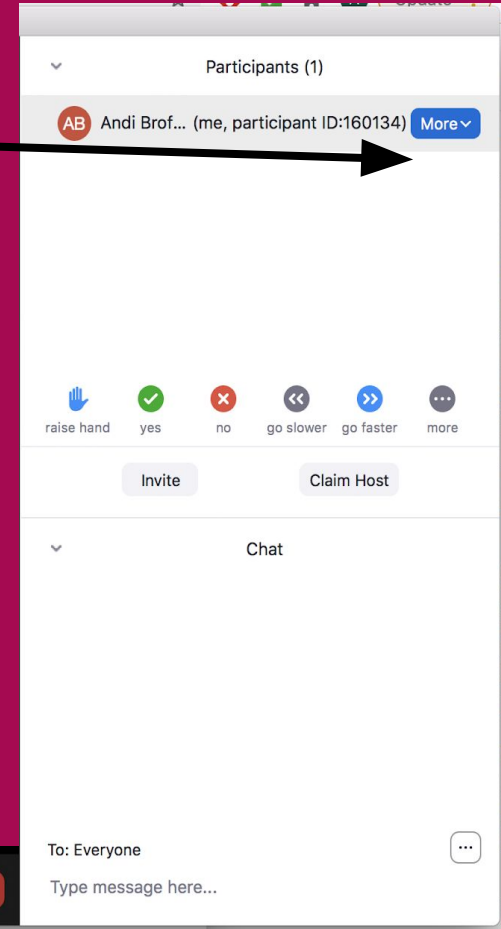
A stylized illustration of a city street scene. In the foreground, there is a light blue building with a red roof and a white archway. To the right, a large green tree stands next to a street lamp. In the background, a person in a white shirt and blue pants is walking on a sidewalk, pointing towards the right. The sky is a light blue color with a white sun or moon. The overall style is modern and clean.

Healthcare and Homelessness

All Pilot Sites - Call #5

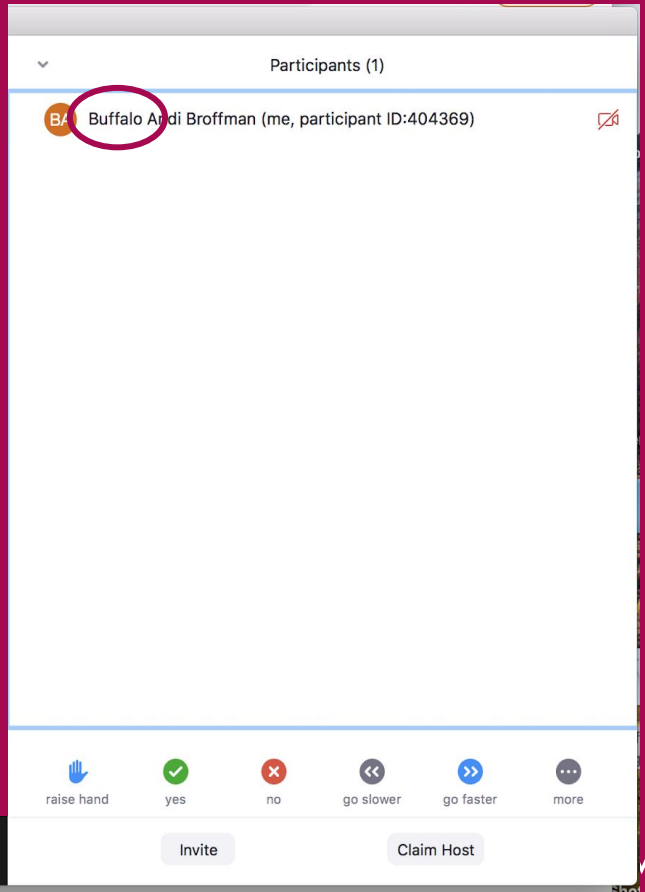
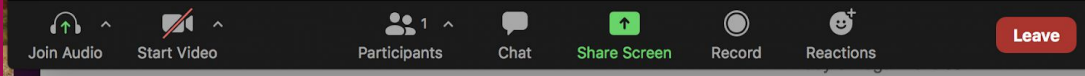
Zoom: How to Change Your Name

1. Click on 'Participants'
2. Hover over your name and click 'More'
3. Select 'Rename'
4. Add your Community's Name **before** your own name
 - a. **CH** for Chattanooga
 - b. **BKC** for Bakersfield/Kern County
 - c. **ANCH** for Anchorage
 - d. **SAC** for Sacramento
 - e. **WaCo** for Washington County



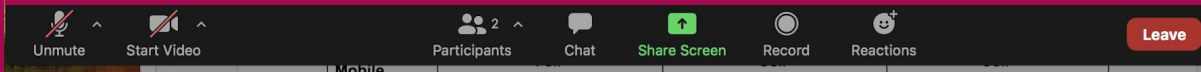
Zoom: How to Change Your Name

Please chat into the Chat Box if you're having trouble renaming yourself!



Zoom: Connect Your Name to Your Phone Number

Move your mouse over your screen to see the Mute/Unmute button and click on the small upward arrow ^



Zoom: Connect Your Name to Your Phone Number

The screenshot shows a Zoom meeting window with the name "Andi Broffman" at the top. A large green circle with a white phone handset icon is centered on the screen. A white arrow points from the text "Select Switch to Phone Audio" down to the "Switch to Phone Audio..." option in the audio settings menu. The menu also includes "Select a Microphone", "Select a Speaker", "Test Speaker & Microphone", and "Audio Settings...". On the right, the "Participants (2)" list shows "Andi Broffman (me)" and "17168687191". The bottom toolbar contains "Unmute", "Start Video", "Participants", "Chat", "Share Screen", "Record", "Reactions", "Leave", "Invite", "Unmute Me", and "Claim Host".

Select Switch to Phone Audio

- Select a Microphone
 - ✓ Same as System
 - Built-in Microphone (Internal Microphone)
- Select a Speaker
 - Same as System
 - ✓ Built-in Output (Internal Speakers)
 - Test Speaker & Microphone
 - Switch to Phone Audio...
 - Leave Computer Audio
- Audio Settings...

Participants (2)

- AB Andi Broffman (me)
- 17168687191

raise hand yes no go slower go faster more

Unmute Start Video Participants Chat Share Screen Record Reactions Leave Invite Unmute Me Claim Host

Zoom: Connect Your Name to Your Phone Number


Andi Broffman

Follow the
Instructions at the top
of the dialogue box
and enter #
Participant ID #

Choose ONE of the audio conference options


Phone Call Computer Audio - Connected







Already joined by phone? Enter #413382# on your phone.

 Dial +1 669 900 6833
+1 346 248 7799
+1 253 215 8782
+1 312 626 6799
+1 301 715 8592
+1 646 876 9923

Meeting ID 308 825 2338
Participant ID 413382

Participants (2)

-  Andi Broffman (me)  
-  17168687191 

-  raise hand
-  yes
-  no
-  go slower
-  go faster
-  more

- Invite
- Unmute Me
- Claim Host

Welcome

Our Agenda

1. Welcome!
2. Sharing the proposed plan for path clearing support from national partners
3. Team Time
4. Close and next steps

Introductions



Catherine Mather
Project Director



Aleya Martin
Sr. Project Manager



Lauran Hardin
Faculty Coach



Catherine Craig
Faculty Coach



Anna Bialik
Improvement Advisor

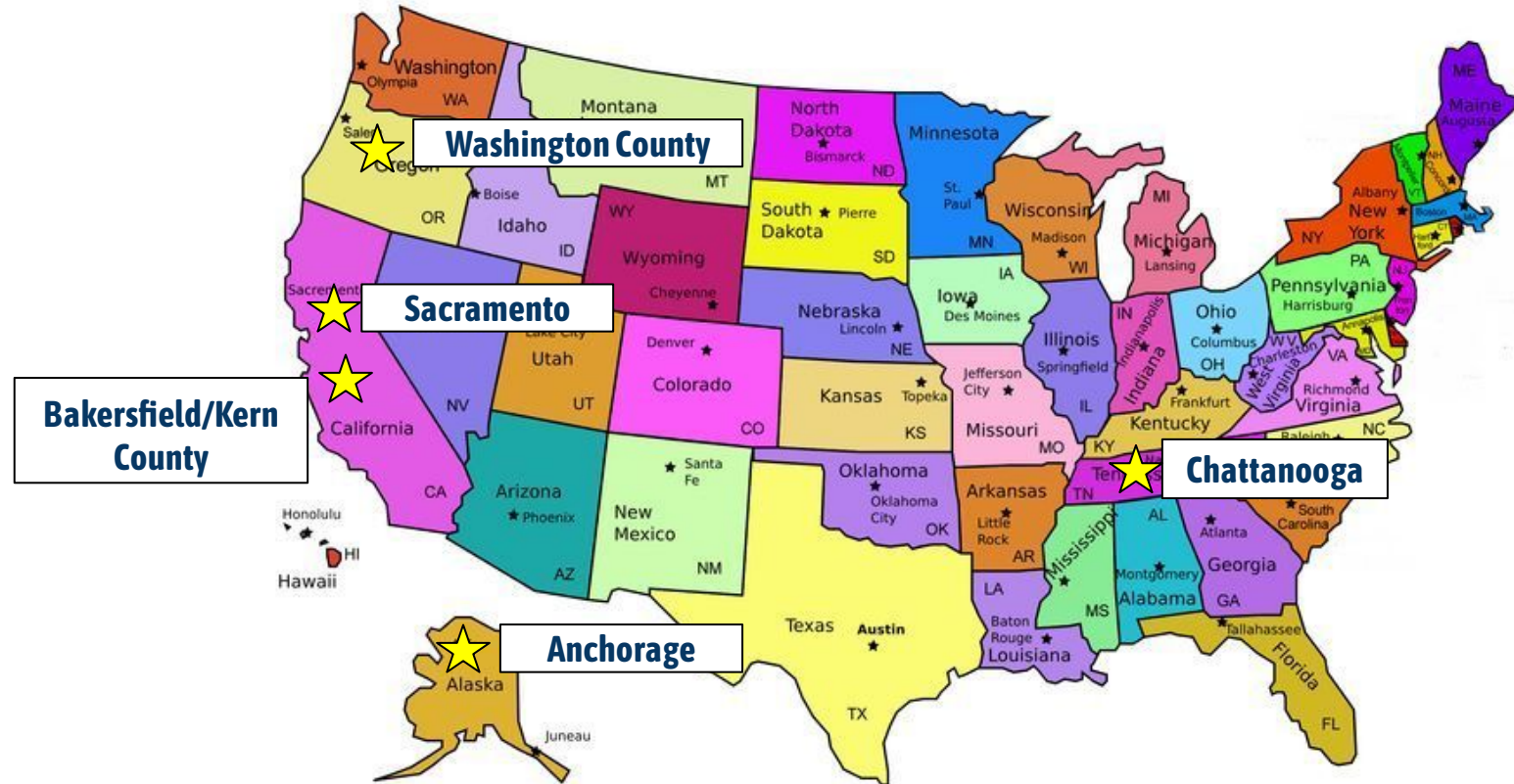


Meg Arsenault
Senior Manager



Andi Broffman
Project Advisor

Participating Pilot Teams



Introductions: Chat Waterfall

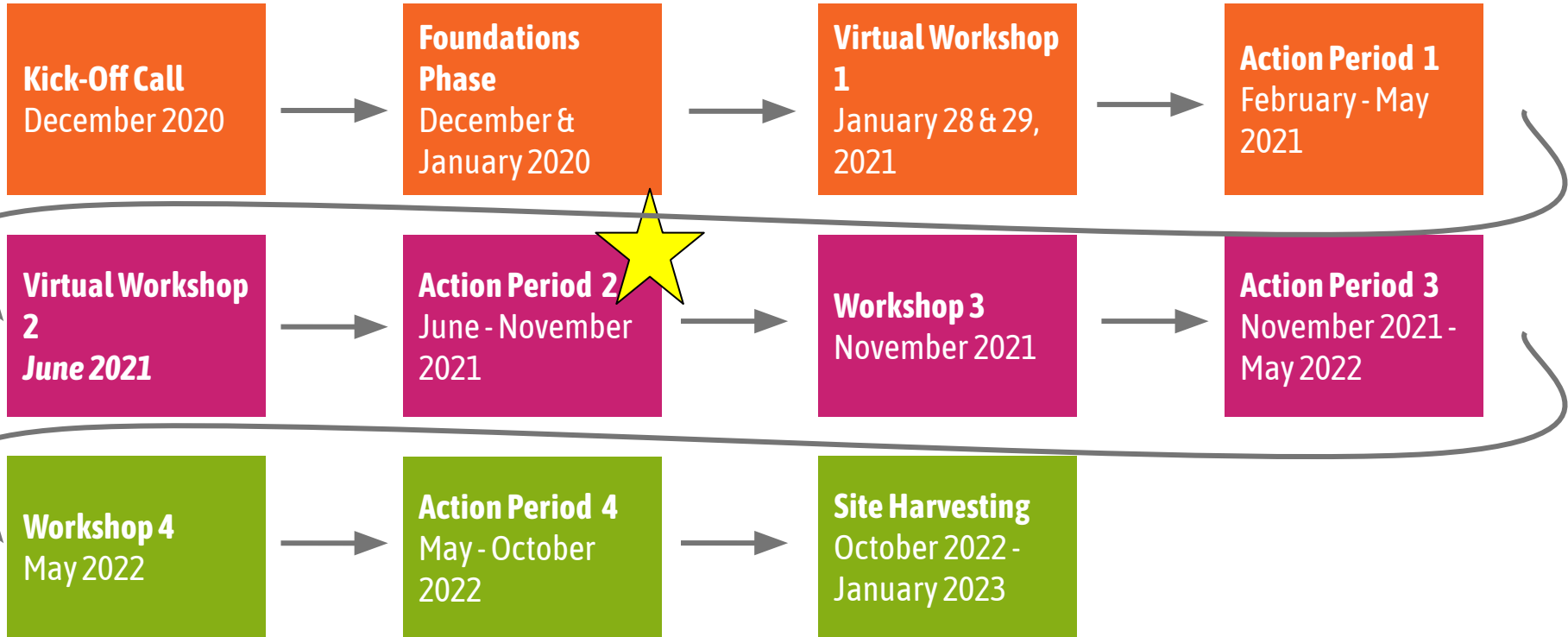
Please chat in:

- Name
- Community
- Organization
- Favorite food item for fall (bring on the pumpkin spice!)

Our Aim

Over the course of this 2 year Pilot initiative, pilot teams will have made measurable progress toward ending chronic homelessness, with a focus on building racially equitable systems.

Our Journey Together in the Pilot



Important Dates

- **Workshop 3 SAVE THE DATE:**
 - **Week of November 1-5, 2021**
 - **Exact dates and times TBD**
- **Anchorage Coaching Call: 9/23: 2-3:30 pm ET/10-11:30 am AT**
- **Bakersfield Coaching Call: 9/27: 1:30-3 pm ET / 10:30 am-12 pm PT**
- **Chattanooga Coaching Call: 9/27: 12-1:30 pm ET**
- **Washington County Coaching Call: 10/18: 2-3:30 pm ET / 11-12:30 pm PT**
- **Sacramento Coaching Call: 10/20: 12-1:30 pm ET / 9-10:30 am PT**
- **Next All Pilot Site Call: 10/27: 2-3pm ET / 11 am-12 pm PT / 10-11 am AT**

An illustration of a person in a white shirt and blue pants walking with a small child on a wide, light-colored path that leads towards a building. The path is flanked by a large green tree on the left and a building with an archway on the right. The background is a light blue sky with a few white clouds and a street lamp. The overall style is clean and modern.

Enterprise Level Path Clearing Support

September 22, 2021

The Opportunity

We collectively believe there is an opportunity for the enterprise level health system partners to play a powerful role in aligning efforts to achieve the aim of the healthcare and homelessness pilot project.

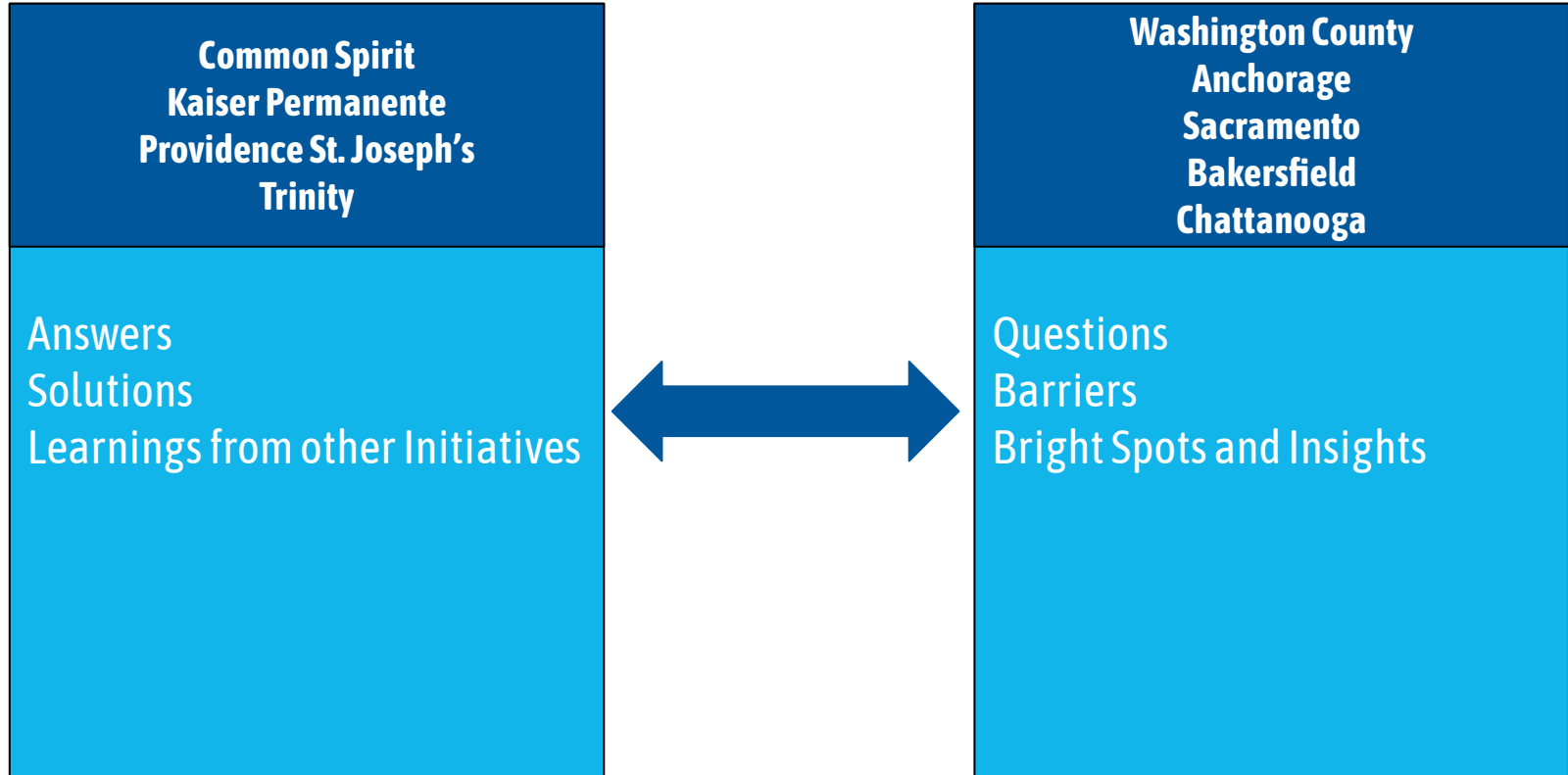
Why Should We Stay Synced Up?

- Health systems are likely operating many strategic initiatives, not just the Healthcare x Homelessness Pilot Initiative, and there are opportunities to share learnings from other efforts with the pilot sites that can propel them forward on their path towards our collective aim
- Pilot sites are experiencing shared challenges and asking shared questions that can be addressed at the enterprise level. Advocacy efforts to clear the path around specific barriers can come from the collective power of the National Partners

What is the Role of Enterprise Level Health Systems?

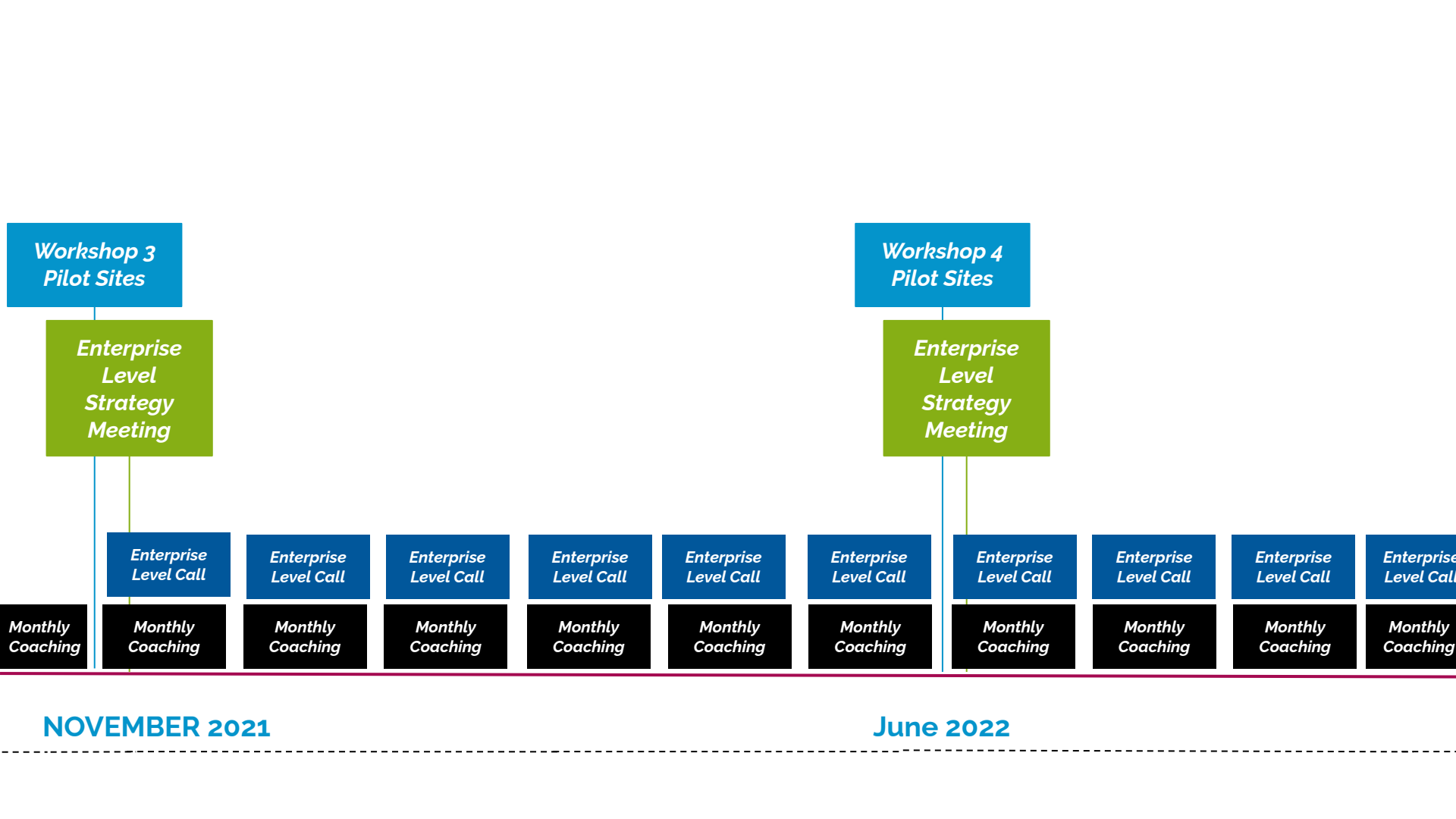
- Continue to convene pilot sites around a shared aim and build collective will within pilot site systems and nationally
- Resource and empower local health systems to build multi-department homelessness reduction systems, rooted in shared, real-time, population-level data
- Work collaboratively to clear away barriers in direct response to local identified needs;
- Advocate and lobby for enterprise level policy change to support ending homelessness at a population level
- Share learnings with pilot teams from other areas of work in your health systems

How Do We Create a Porous Boundary?



Operational Proposal

- Enterprise Level Team holds regular bi-annual strategic planning sessions to develop drivers and associated projects to address common challenges and questions from Pilot Sites
- Enterprise Level Team meets monthly as a group to discuss progress on selected projects and share any learnings from other initiatives within health systems
- Enterprise Level Team works on projects outside of regular meetings



*Workshop 3
Pilot Sites*

*Enterprise
Level
Strategy
Meeting*

*Enterprise
Level Call*

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Level Call*

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NOVEMBER 2021

June 2022

How Do We Get Information from Pilot Sites

- **Currently:**
 - Pilot Sites meet monthly with Built for Zero coaches and IHI faculty to discuss progress on selected portfolio of projects, generating information about questions and barriers
- **Additionally:**
 - Built for Zero coaches and IHI faculty will use 1 monthly all Pilot Site call at minimum every 6 months to generate new insights into common questions and challenges across pilot sites
 - Every 6 months, Project Advisor will review, group and theme key questions and barriers into categories and bring them to Enterprise Level Strategy session to revise, if needed, drivers and projects with the Enterprise Level Team

A stylized illustration of a sun rising over a city skyline. The sun is a bright orange circle with rays, partially obscured by a white cloud. The sky is a light blue gradient, and the city buildings are represented by simple geometric shapes in shades of blue and grey. The overall style is clean and modern.

Clarifying Questions?

Hearing From You

September 22, 2021



Team Time

- 35 minutes to start discussing your key barriers and key questions
 - This does not have to be a specific ask or proposed solution
 - This time can be used to start the discussion and teams can follow up as needed to finish brainstorm
 - Slides to capture notes in Working Slides deck
 - Please designate a notetaker from your Pilot Team
- **Targeting November 12th as deadline**
 - Will revisit this during next month's coaching call
- Our internal coaching team will refine and group barriers/questions across Pilot Sites before sharing with national partners

A stylized illustration of a sun rising over a city skyline. The sun is a bright orange circle with rays, partially obscured by a white cloud. The sky is a light teal color with several large, white, stylized clouds. In the foreground, the tops of several buildings are visible, rendered in shades of blue and grey. The overall style is clean and modern.

Next Steps

What's Next

- Team continue brainstorming as needed
- Share barriers and questions with your coach/faculty member by 11/12
- We will share final proposal for Enterprise Level support with you

Questions

Faculty Coaches

- Washington County, Bakersfield, Anchorage
 - **Lauran Hardin** (IHI)
lhardin@camdenhealth.org
 - **Anna Bialik** (BFZ)
abialik@community.solutions
- Sacramento, Chattanooga
 - **Catherine Craig** (IHI)
catmcraig@gmail.com
 - **Anna Bialik** (BFZ)
abialik@community.solutions

General

- **Catherine Mather** (IHI)
cmather@ihi.org
- **Meg Arsenault** (Community Solutions/BFZ)
marsenault@community.solutions

The background features a stylized illustration. At the top center, a bright orange sun with radiating lines is partially obscured by a white cloud. The sky is a light teal color, filled with various white and light pink clouds. In the bottom right corner, there are stylized buildings in shades of yellow, grey, and blue.

Thank You