

**Built For Zero.**

# Case Conferencing Summit

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# 2020

## Frontline Staff:

## How to make the meeting yours

November 16, 2020

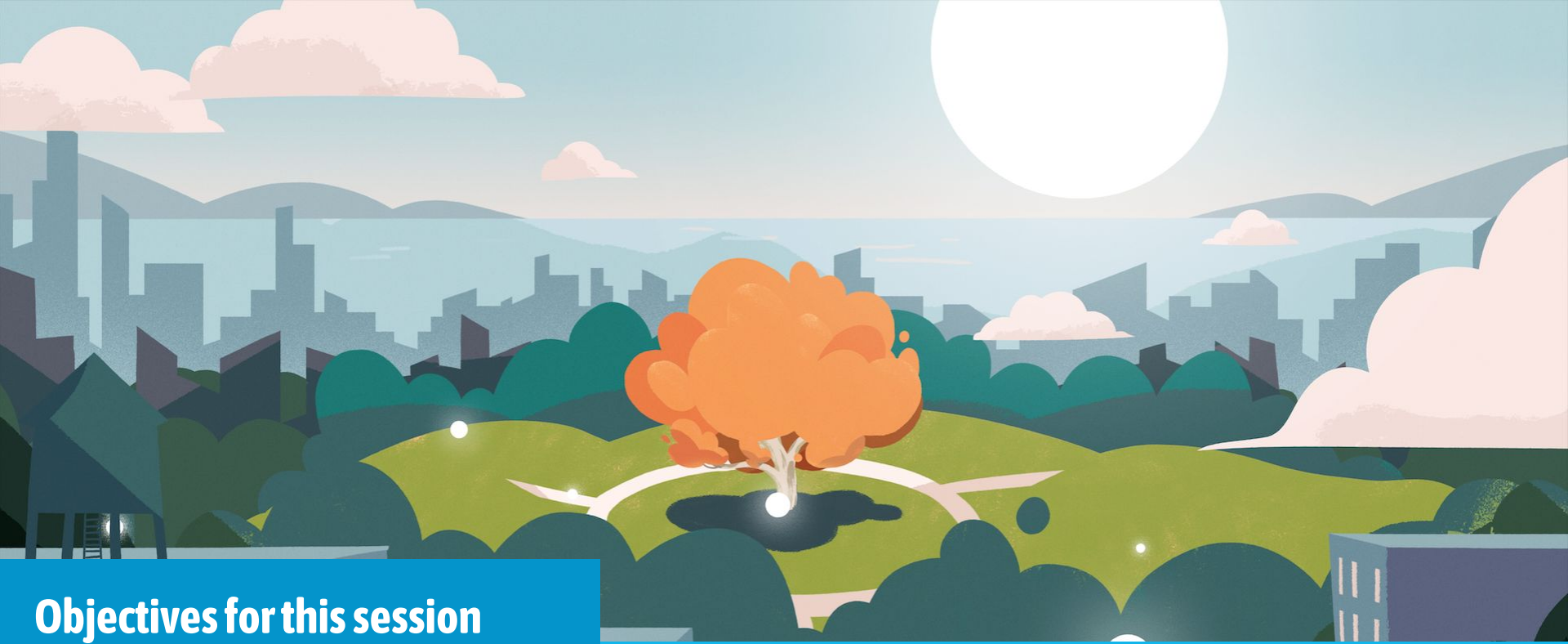
# Facilitators



**Habiba Rotter**  
Improvement Advisor  
Built for Zero Collaborative



**Rosten Callarman**  
Coalition Coordinator  
West Texas Homeless Network  
Former Housing Navigator - Abilene Hope Haven



## Objectives for this session

- Demonstrate how case conferencing can become the thing that makes your job better, easier, and more purposeful
- Equip you with specific mindsets & actions to get there

# Case Conferencing Tool Bank now online



 POINT YOUR PHONE CAMERA HERE

This week we're bringing to life resources from the new **Case Conferencing Tool Bank**

- 12 new resources to improve every aspect of your case conferencing practice
- Slides from this session—on Wednesday
- Get info about a 3-month case conferencing improvement cohort starting in January 2021

The background is a stylized illustration. At the top, a light blue sky contains a bright orange sun with yellow rays. Large, soft, pinkish-white clouds are scattered across the sky. In the bottom right corner, a stylized city skyline is visible, featuring buildings in shades of blue and white. The overall aesthetic is clean and modern.

## **In the chat, tell us 2 things**

- Your name + community
- On a scale of 1-10, how does case conferencing currently help your clients?

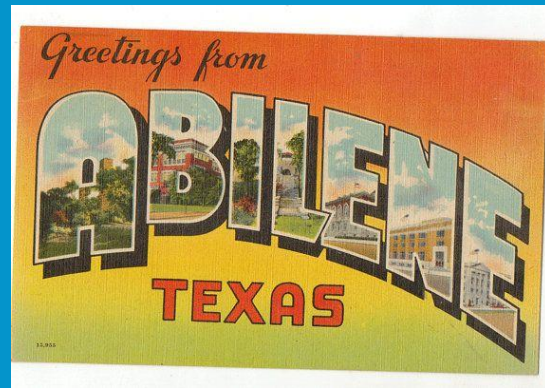
**Why are we here today?**

**Ending homelessness hinges on *your*  
work**

# True Story: Abilene

## Key facts:

- Together, we got to chronic functional zero in 6 months
- We shifted into an action-oriented case conferencing model
- Almost no new resources added or policies changed
- Frontline staff took the lead, changed our mindsets and habits





**Case conferencing can not only make  
gains for your community, but solve  
your biggest work pain points**

# The 3 thieves of joy

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Getting burned out by constantly  
having to solve tough problems

Feeling alone at work

Homelessness feels perpetual  
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**Case conferencing  
can stop the 3 thieves**

work

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Getting burned out by  
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tough problems

# Ways to stop burnout from solving tough problems

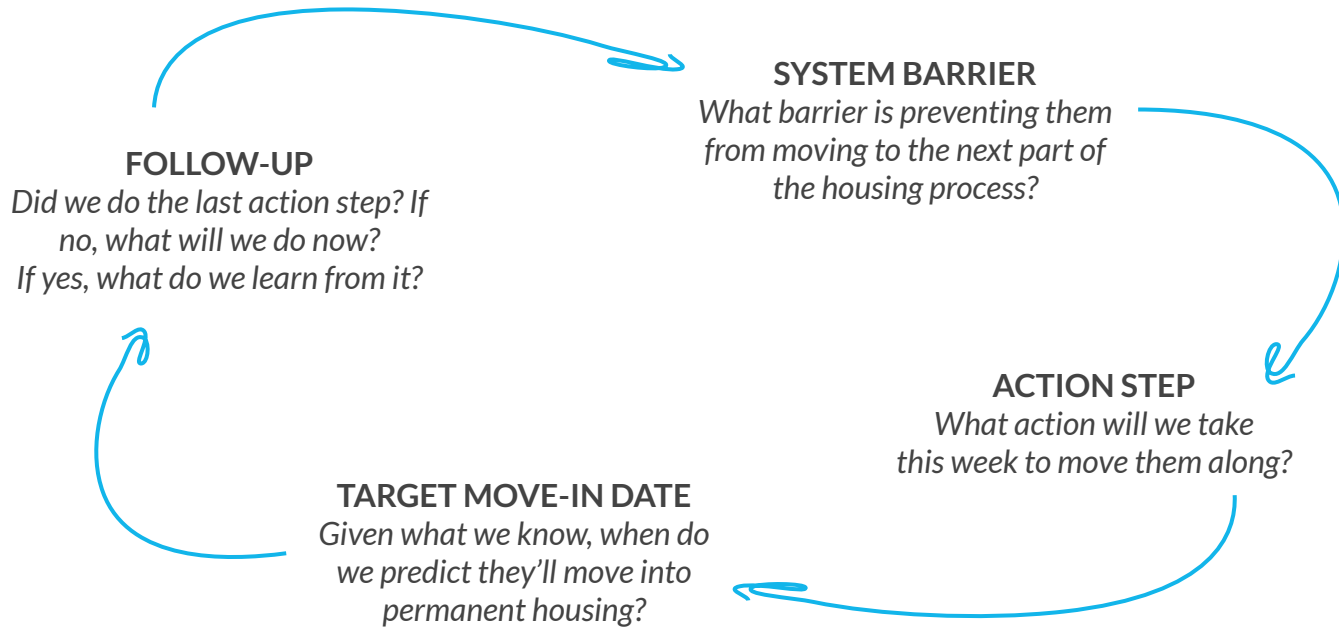


# Make case conferencing about solutions

While updates are important in your meeting, invest more time in thinking out loud with your team about next steps

Leaning into problem solving is especially important if the next step feels tough or unclear

# Let the Learning Loop spark actions



# **Adopt a resourceful mindset**

**Focus on your own power**

**Become aware of your internal state**

**No idea is a bad idea**

**Think small**

**Coach yourself and your team  
the way you would coach  
your client!**

A stylized illustration of a city skyline at sunrise. The sky is a light blue-grey, filled with large, soft, white and pinkish clouds. A bright orange sun is rising in the center, with thin yellow rays emanating from it. In the bottom right corner, a portion of a city skyline is visible, featuring a prominent white skyscraper with a blue top and other buildings in shades of blue and grey. The overall style is modern and minimalist.

**What's one piece of advice you give your clients that you wish someone would give you?**

Feeling alone at work

**Stop feeling alone at work**

# From 'my client' to 'our clients'

- Most of you do this work for the clients & the big purpose
- The system is full of barriers that work against the above two
- Committing to ending homelessness as a team beyond agencies crushes barriers + makes you feel less alone

# Lead the shift to 'our clients'

**Be brave, influence others:** When you have an idea for a client's next step or an offer of help, be proactive and express it. These offers interrupt "updates mode" and promote teamwork.

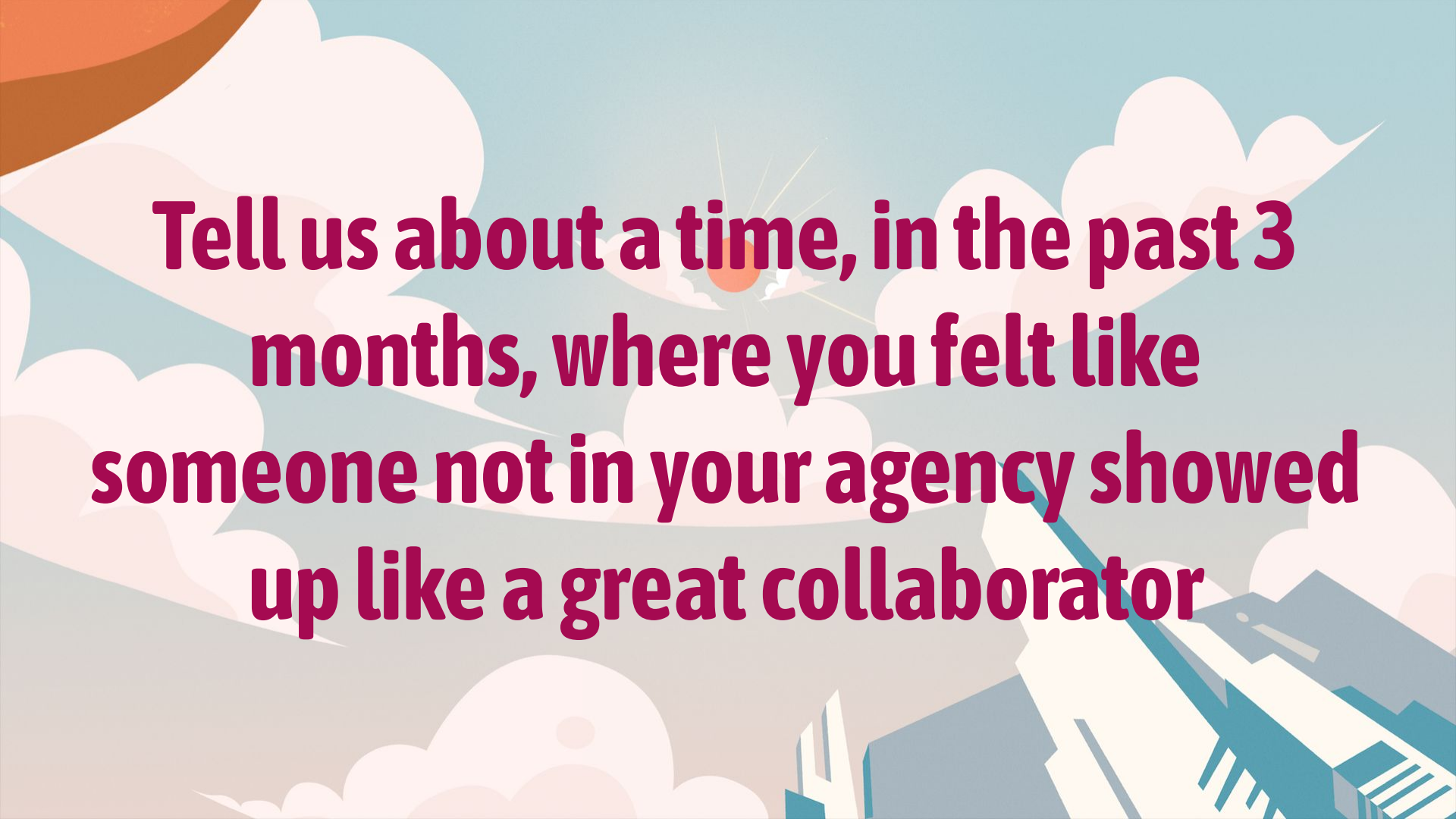
**Be humble, allow others to influence you:** This only works when your meeting becomes a safe space for new ideas. When people feel that no idea is a bad idea and that others will be receptive to their insight, creativity starts flowing.



# Collaborate without stepping on toes

Use open language such as:

- “I wonder if this client would do well with additional support with *X agency*”
- “I’m imagining a scenario where we help this client fix their car to build some trust. How do you think this would play out?”
- “I’m curious if the client would be open to units in *X area*, since it also has what they’re looking for”

The background is a stylized illustration. It features large, soft, white and light pink clouds against a light blue sky. In the upper center, there is a small orange sunburst with yellow rays. In the bottom right corner, there are stylized blue and white geometric shapes representing buildings or city structures.

**Tell us about a time, in the past 3  
months, where you felt like  
someone not in your agency showed  
up like a great collaborator**

Homelessness feels perpetual  
with no end in sight

**Stop homelessness from feeling  
perpetual with no end in sight**

# Urgency changes the game

Our homeless services systems are designed to manage homelessness, not end it

This makes frontline staff feel like they're emptying the Titanic with a shot glass, solving a problem that never ends

When you make the purpose of case conferencing housing clients faster, you interrupt that cycle, beat inflow, and start seeing your overall numbers go down

**You become the #1 most valuable player in ending homelessness**

**Wait, why does it matter if we house clients faster, if we house them eventually?**

# Timing matters



# The heart “why”

**The number of days a client is on your BNL = the number of days they suffer in homelessness**

Urgency isn't a numbers game; it means transforming people's lives

# Tools to fuel urgency

**Target move-in dates**

**Meet the client where they are**

**Look for redundancies to get rid of**



# Keep clients' interests in focus

**Pace and lead clients**

**Adjust target move-in dates to milestone dates**

# The secret payoff

Your job will become easier and more fulfilling as your rhythm picks up and you start seeing people's lives change as a result.

## Rosten's payoff

- It drove me to be competitive
- I started housing 7-8 people a month instead of 1-2
- I started getting excited about adding new clients to my caseload. It made me feel like my work is indispensable in ending homelessness

**Q&A** *or*

**Write down some actions**

**this is sparking**

# Invest in this for your next meeting

Try these changes at your next meeting:

1. Find an opportunity to suggest a new idea
2. Make an offer of help to someone you don't usually work with
3. Project a target move-in/milestone date for 5 clients on your caseload

Check out the **Tool Bank** using this QR code:



# Practice until you see results

In January 2021, we're starting a 3-month case conferencing improvement cohort



GIVE US YOUR EMAIL,  
WE'LL SEND DETAILS  
AFTER THANKSGIVING

The background features a stylized sun with a large orange circle in the center and several thin yellow lines radiating outwards. The sky is a light blue color, and there are white and light pink cloud shapes scattered around the sun.

**Thanks for attending.  
Tell us how your changes go!**

Habiba — [hrotter@community.solutions](mailto:hrotter@community.solutions)

Rosten — [rosten@unitedwayabilene.org](mailto:rosten@unitedwayabilene.org)

# True Story: Abilene

## Key facts:

- Together, we got to chronic functional zero in 6 months
- We shifted into an action-oriented case conferencing model
- Almost no new resources added or policies changed
- There were barriers to setting goals, but we set them anyway!

