



Path to Zero: Asks of System Leaders

System Level Leadership: Key Activities

Establish system-level aims and priorities

With community input, establish the end state aim and champion the work that the community is doing together

Champion improvement and changes

Support and empower diverse stakeholders to participate in tests of change and implement system level change

Monitor progress

Regularly review data connected to progress toward aim and understand progress and barriers in implementing system changes

Problem-solve and clear the path

Continuously understand challenges and emerging problems - use existing influence and resources to solve for these

Establish System Level Aims and Priorities

Path to Zero - Collective asks of System Level Leaders:

- Develop a housing first department to drive community specific goals
- Secure and advocate for targeted funding
- Commit with Veteran partners to standardized data sharing practices
 - Expand commitment to VA Service Liaisons to ensure outreach is conducted in ways that empower equal access for those in need
- Meet VA 'in the middle' on requests (example: levels of data sharing that will be an area of growth).
 - Strategize with VA on what they have access to and what roles are played in their system that can assist in serving service area
- Make sure departments and organizations activities align with goal to prevent a drift from organizational specific goals and system goals (identifying how each providers contributed efforts align with system efforts)
- Determine how to establish system level aims and determine priorities
- Coordinate services and streamline processes.
- Have a coordinated approach for funding opportunities
- Create a community plan to clarify our goals and roles so that every partner heads in the same direction
- Analyze the entire system's strength and weakness
- Ensure data is accurate to better inform decision

Establish System Level Aims and Priorities Cont'd

Path to Zero - Asks of System Level Leaders:

- Start working on a system level, especially in large communities where there are a lot of players
- How will you (as leader) be able to impact change - around funding, policy changes, larger community buy-in - i.e. police, VSPs?
- To provide clarity around how prioritization frameworks are made and how can they help to influence change.
- To help our homeless response teams connect with other systems/the wider community
- Learn about the current state of homelessness in our our community, understand what the need is so that we can develop goals together.
- Figure out how to align funding with BFZ goals and aims (and align funding across the community)
- Ensure aims and goals are sustained across political changes/divides
- Have consistency in quality data sources
- Have consistency around communication
- Have consistency in Policies
- Have a unified definition of Quality Data for the system and community (build a dictionary so everyone on the same page).
- Ensure that organizations are speaking and coordinated. Who's taking the lead?
- To help determine what each organization can contribute to the aim?

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Champion Improvement and Changes

Path to Zero - Collective asks of System Level Leaders:

- Host strategic planning sessions around specific community goals with diverse stakeholders present. Funding opportunities also include decision making opportunity across providers
- Develop youth, PLEH and other action committees dedicated to diverse voice implementation when applying change
- Host stakeholder meetings on a weekly basis to voice needs and problem solving
- Ask them what resources they need.
- Ask how can we best support them and their missions?
- Everything takes money. What is their commitment to fund these activities
- Identify funding to fill particular positions - redirect time for existing staff or create new role to add capacity
- Fund Comprehensive Outreach - Once a person is identified as homeless, there's no capacity to actually serve them
- Help get everyone to play nice in the sandbox
- Find ways to secure more funding, determine where funding come from/go?
- Garner buy-in from different stakeholders, especially those not currently in homeless response system/not familiar with BFZ

Champion Improvement and Changes Cont'd

Path to Zero - Collective asks of System Level Leaders:

- To assess level of support from various partners, and increase understanding/support
- To get elected officials on board
- Ask what incentives would encourage them to drive this change.
- Work to get everyone to buy-in to Coordinated Entry and see the value in using a CES
- Find ways to encourage failing forward within the system in order to run PDSA's and learn from challenges.
- Help find the common passion with a diverse group

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Monitor Progress

Path to Zero - Collective asks of System Level Leaders:

- To host weekly meetings focused on next steps, using qualitative information gathered from multiple cross-sector providers to create feedback loop on progress
- To internally have data analytics and internal dashboard efforts to monitor progress (system vitals)
- Create a continuous progress work group alongside Youth workgroup to measure progress at system and project level on efforts to reduce youth homelessness
- To take this information back as recommendations to committees + governing bodies with decision, advocacy, education, and access authority
- When preparing strategy plan to brainstorm with decision makers. Have meeting with shareholders to observe goal, providing data and information to measure distance from goal
- To set up system level matrix and provide report on current performances
- Have quarterly meetings w leadership to present data from project outcomes and lean on leaders w expertise to guide data analytics - feedback!!!
- Develop more robust monitoring and evaluation tools to provide oversight of what/how things are being implemented. Hope to work SMARTer by looking at outcomes of interventions and learning from successes/ setbacks

Monitor Progress Cont'd

Path to Zero - Collective asks of System Level Leaders:

- Figure out how to keep data current
- Determine how to communicate the data in a meaningful way
- What data should we be looking at/how to use it (BNL, PIT count, etc.)
- How can we know the status of people on the list, especially those that don't access services often
- Make sure that the data collected can be used to measure progress. Create metrics that we can really use
- How reliable is the data?

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Problem Solve and Clear the Path

Path to Zero - Collective asks of System Level Leaders:

- Understand that solutions need money. Include re-allocation of funds
- Increase provider capacity to take on new challenges
- To better understand emerging problems and have their finger on the pulse of the community
- To dispel local myths about homelessness
- There is an affordable housing crisis - how do we reduce numbers when we have the same amount of funding but are spending more per person
- Find ways to hire qualified staff that can implement the programs that house people
- Balance urgent response and long-term system change (esp. with limited funding/staff)
- Do we have a system in place that is clear and consistent?