

Systems Office Hour

System Level Leadership

June 14th, 2023



Welcome!



REMINDER: THIS CALL IS BEING RECORDED

Mute your
audio

Turn on your video
(if you want)

Say hi in the chat box! Tell us:

- Your Name, Pronouns, Role, Community and...
- What does System Level Leadership mean to you?

Open & Welcome

System Level Leadership

Breakouts

Discussion

Closing and Next Steps



Systems Level Leadership

Path to Zero: Core Elements

1 Leadership Engagement

System-level leaders understand the current state and sponsor meaningful changes to local systems

2 Shared Aim and Strategy

Clear northstar aims and milestones around ending homelessness aligning resources and action around an evolving strategic framework

3 Quality Data

Developing and sustaining systems that produce actionable data to guide effort to improve and change systems

4 Improvement Science Dosing

Developing improvement science capability at all levels of the system appropriate to each stakeholder group

5 Driving Change & Improvement

Putting the strategy into action with an operational structure that activates testing cycles and implements change

6 Clearing the Path & Problem-Solving

Dynamic collaborative problem-solving across stakeholder groups, including results-focused case conferencing.

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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

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Breakout Room

Roles

Scribe:

Timekeeper:

Who's in your room? (Name, Pronouns, Community, Role)



Establish System Level Aims and Priorities

Establish the end state aim and champion the work that your community is doing together

What asks do you have for System Level Leaders related to this activity?



What questions do you have for BFZ as it relates to this activity?



Champion Improvement and Changes

Support and empower diverse stakeholder participation to test and implement changes

What asks do you have for System Level Leaders related to this activity?



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What questions do you have for BFZ as it relates to this activity?

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Problem-Solve and Clear the Path

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

What asks do you have for System Level Leaders related to this activity?



What **questions** do you have for BFZ as it relates to this activity?



System Level Leadership in your Community

<p>Who are System Level Leaders in your community?</p>	<ul style="list-style-type: none"><input type="checkbox"/><input type="checkbox"/><input type="checkbox"/><input type="checkbox"/>	<ul style="list-style-type: none"><input type="checkbox"/><input type="checkbox"/><input type="checkbox"/><input type="checkbox"/>
<p>What are some Engagement Strategies you could deploy, if needed?</p>	<ul style="list-style-type: none"><input type="checkbox"/><input type="checkbox"/><input type="checkbox"/><input type="checkbox"/>	<ul style="list-style-type: none"><input type="checkbox"/><input type="checkbox"/><input type="checkbox"/><input type="checkbox"/>
<p>What goals do you have related to System Level Leadership?</p>	<ul style="list-style-type: none"><input type="checkbox"/><input type="checkbox"/><input type="checkbox"/><input type="checkbox"/>	<ul style="list-style-type: none"><input type="checkbox"/><input type="checkbox"/><input type="checkbox"/><input type="checkbox"/>

Breakout Rooms



In 20 minute Breakout Rooms...

Share:

- Name, Pronouns, Community, Role

Assign:

- A scribe and a timekeeper

Brainstorm together:

- Actions of System Level Leaders
- Who System Level Leaders are in your community and who you need to engage gain buy-in from
- Questions you have for BFZ related to System Level Leaders



Welcome Back!

Discussion Prompt Questions

- How has your thinking on system level leadership change?
- Any brightspots that you identified for how system level leadership is currently showing up?
- Anything that stood out to you that was a common theme across communities in your group?
- Any interesting conversations you want to uplift
- What's something you plan to take back to your broader community?

Discussion Notes

- Thinking outside of the box
- Having an open mind
- Using data
- Even though they were from different orgs/communities, there was a lot of consistency and themes. Need consistency in data, definitions, etc..
- Monitoring Progress - The connection between reviewing data and how it's connected to your system.
- Trainings for System Level Leaders
- Peer support trainings
- Data for improvement office hours later this year
- Theme around securing funding, aligning funding, re-allocating funding. Even if you get funding, how do you use it at a system level rather than it being competitive amongst partners
- Defining system level leadership - Multiple types and different levels. Trying to get everyone on the same page and focusing on the same goals.
- Looking at diverse populations - have to go to them rather than making them come to you.
- Depends - can look like a lot of different things - Politics can change and influence this work a lot. System level role can ensure the shared aim stays consistent.

Discussion Prompt Questions

- Desire to see system level leaders communicating across communities what the aim is and communicating that outward to stakeholders
- Need to engage PLEH and Diverse stakeholders more as leaders in their community
- And incentivizing system level leaders to want to do this. Make this attractive to them

Reflections and Celebrations

Take one minute to type one thing in the chat that you would like us all to celebrate together or reflect on from today:

Type it into the chat box but
DON'T HIT ENTER UNTIL WE SAY.



SYSTEMS office hour - Rapid Feedback





Thank You