# Quality Data Peer Learning Spotlight:
## Gulf Coast's Culture of Learning & Improvement

# Today's Objectives:

1. Go deeper on themes from the Creating a Community Wide System for Learning & Improvement plenary by hearing about Gulf Coast's approach to enabling effective feedback loops that help drive continual learning and system improvement.

2. We hope that you are able to take away key strategies that bring data and decision making together for action to test in your community!

# Gulf Coast Region Community Overview



Gulf Port/Gulf Coast Regional

## Open Door Homeless Coalition

Open Doors Homeless Coalition is a collaborative initiative in South Mississippi dedicated to building solutions to homelessness through improved service delivery, community outreach, and advocacy.



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**Executive Director**

## BfZ Milestones:

✔ *Joined BfZ*
**Jan 2015**

✔ *Achieved Veteran FZ*
**Sept 2015**

✔ *Achieved Chronic FZ*
**Jan 2018**

★ *Goal:* *Youth & Family FZ*
**Spring 2024**

★ *Goal:* *All Singles FZ*
**End of 2025**

# How do we create a community-wide learning system?

1. Create and foster **a culture of improvement** in the work

2. Identify the **right measures, milestones, and feedback loops** that will help you know you are moving in the right direction

3. Create and use **a mechanism for reflection and learning** around these feedback loops

4. **Make decisions based on what you learn** – plan the work and then WORK. THE. PLAN.

# How do I know what matters?

## Transferable Changes and Strategies

**1** **Building Relationships and Trust**

- **Executive Director Anonymous Meeting:** EDs get together for an informal breakfast once a month to build relationships and problem-solve as needed

- **CoC Meetings as Relationship Building:** In-person meetings with a short program and built in lunch for connecting

**2** **Using Data to Drive Improvement**

- **Creating a data driven culture among providers and key stakeholders:**
  - **Monthly Review of Program Performance Data:** CoC lead reviews program performance data and meets with EDs right away to problem solve around dips in performance.

# How do I enable what matters?

## Transferable Changes and Strategies

**3 Rapid Problem-Solving**

- **Leaders are Connect to the Front-Line:** CoC and agency leaders are in continuous communication with front-line staff. This accelerates problem-spotting and solving processes

- **Covening Problem-Solving Teams:** As system-level problems are surfaced, CoC leadership convenes relevant partners to develop strategies to address this issue

**4 Leveraging Funding**

- **Braiding Funding Streams to Solve System-Level Problems:** CoC lead has a working knowledge of various available funding sources, proactively establishes relationships with these resource holders that together enable creative funded solutions to system barriers

# How do I deliver what matters?

## Transferable Changes and Strategies

### 5 People with Lived Experience

- **PLEH Scoring HUD Applications:** Members of the Youth Advisory Board are voting members of the scoring committee for HUD NOFA applications.

- **Hiring PLEH across Homeless Response System:** People with lived experience are hired into roles at every level of the system, including front-line staff.

### 6 Closing Racial Disparities

- **Partnering with Local Black Leaders:** CoC lead developed relationships with leaders from local NAACP and faith communities to understand equity problems and develop shared solutions.

# 3 Things to try:

1. TBD

2. TBD

3. TBD

# Please Take the Session Rapid Feedback Survey