

Mapping the Housing Placement Process

Nadine Maleh and Ian Fletcher

Overview

Understanding the housing placement process is a crucial step to identifying and addressing roadblocks, opportunities for improvement, and barriers to getting people housed. This session will provide an overview of how communities can undertake a Housing Placement Process Mapping exercise to obtain a qualitative and quantitative understanding of how the housing placement process currently operates in their community. The mapping exercise is used as a basis to identify process improvements that can be implemented to reduce the amount of time it takes an individual from enrollment into housing.

Additional Details

In this session, Community Solutions staff will go over the Housing Placement Process Mapping exercise and provide communities with the tools they need to undertake this with their colleagues. The goal of this session is to enable communities to facilitate this activity for their own groups, rather than engage in a process mapping exercise. The facilitators will review the lessons learned from the process mapping exercises that have been done in Metro Denver, Sacramento, and Nashville.

This session will review the fundamentals of facilitating a full-day Process Mapping exercise across multiple stakeholder agencies. The goal of the Process Mapping exercise is to recognize the bright spots in the system, identify areas of inefficiency, and create short-term and long-term goals for process improvement. This session will focus attention on preparation for the onsite, including pre-work data analysis, and will review a draft agenda, mandatory key participants/stakeholders, and goal setting.

KEY TAKEAWAYS

By the end of the session, communities will understand the value of the Process Mapping exercise and how to co-create short- and long-term goals to improve the length of time it takes for an individual to move from program enrollment into housing.

Communities can engage in a process mapping exercise, utilize their data to set goals, and create actionable short-term and long-term goals.

The planning for an onsite needs to be collaborative, and this session will outline and highlight the key partnerships that are necessary to implement an effective process mapping exercise.

Considerations for Equity

- Ensure that all staff — regardless of status — are included and empowered during this session. That should include frontline staff, as they are crucial to the success of this exercise.

