

July 9th, 2019

CELC Cohort Celebration & Equity Based Call to Action

- Access webinar recording [here](#).

Survey Results: What Did You Get from Participation in the CELC?

- “We have held youth specific case conferencing (CC) for CE since April. We have a better process of gathering data and our dashboard is much better.”
- “We launched 6 Access Points and began assessment young people.”
- “Our community plans on using the consolidated CELC data to understand how to allocate future resources.”
- “We have implemented new BNL policies that are really helping us to maintain more accurate and up-to-date data for youth in our community which is helping us to have a much clearer picture of what’s going on and where we have gaps.”
- “Getting the CoC to acknowledge the need for and allow a separate youth CES.”

CES Data Dashboard Check In:

- Participating in dashboard has been useful! That’s been exciting to hear from communities.
- How much you’re learning from each other is a big value-add. Sharing amongst each other was a highlight of the survey.

Community Spotlight - How Work is Happening Differently: Hennepin County

- Started Youth CC in March 2019. Community Cards” – so many youth being assessed and then we were unable to find them. This solution will provide youth who have been assessed with a card with their name and HMIS ID, and they can scan in at shelters/drop in centers so we know where they’ve recently been so we can contact them quickly. This was driven by youth with lived experience as something that would be helpful to them.
- Planning around including Category 3 (unstably couch surfing) which has been a really big lift for us, especially with limited housing stock and wanting to prioritize youth experiencing literal homelessness. Don’t want to add a bunch of youth to a list when it doesn’t lead to housing for most, so being intentional with process to include this group of youth.
- Employment providers at CC and connected with providers and youth more effectively. More opportunity to build on here.
- Continue thinking about separate youth CE in Hennepin Co.



July 9th, 2019

- Being able to learn from other communities and talk directly with them has been a big value add for us.

Community Spotlight - How Work is Happening Differently: Springfield/Hampton County

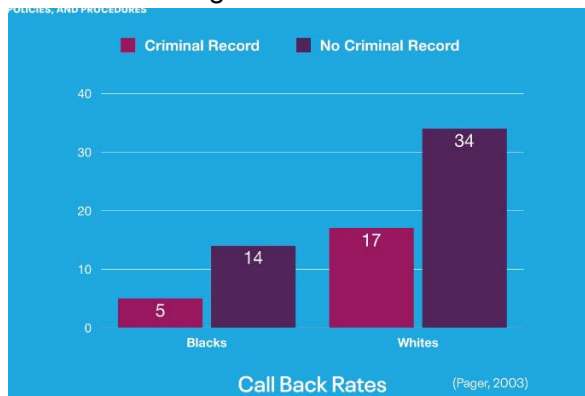
- Be flexible! Have all people in CC be flexible with how we look at prioritization. Example: regular meetings (monthly/bi-weekly); having same people in the room consistently, discuss each individual on the list and be intentional with PSH connections. Discuss other housing options – all resources available so there are choices and options for young adults.
- Be willing to consider new strategies.
- Ensure youth voice is represented at all tables.
- Worked on BNL – almost every meeting we have, it's prioritized slightly differently. Ex: VI-SCORES, then LOTH, then needs in another meeting. Being flexible with this has been hugely helpful.
- Discuss ideas and make rapid changes when it's not working. Adapt until it's working.

Centering Equity in Our Work

- What CELC data dashboards are telling us:
 - Looking at gender identity, sexual orientation and race/ethnicity. It's a place to start the conversation (it's not all of the data we should be looking at to understand system level disparities); it doesn't mean one community is better than another based on where the dots and bars are. Intended to get your local conversation started, and to focus on data quality to the dashboard is useful to you.
- **Marc Dones – Equity-Based CES**
 - Focusing on decision making, accountability, P&Ps
 - Understanding what racial equity is: not just the absence of overt racial discrimination; it's also the presence of deliberate policies and procedures that provide everyone with the support they need to improve the quality of their lives" -Maguire, 2016
 - Just the data on the AWHHA dashboard is not enough, as Margaret said. It's a starting point. Having proactive policies is necessary – because we know youth of color are experiencing disparities and more likely to experience homelessness – we are shifting the way we deploy resources in specific ways.
 - Most of us won't know the specific policy needed for a trans black woman; a trans black woman knows and can speak best to those policies.

July 9th, 2019

- Acknowledge where we want to go, and that current systems are not working for youth. We should engage in manners that are a gateway to services, not retraumatizing. Ex: what does that feel like for people accessing services? What does it mean to think about phased assessment, prioritization of resources? Where questions are more closely tied to specific resources?
- What is the function of CE services? Granular vision of service design (those of us enjoying comforts of middle class America bring that lens to the work and don't think about what the service should look or feel like for people who engage in it). We need to have a conversation rooted in do-no-harm - what the services should look/feel like and what experience we are trying to accomplish.
- Systems that are in place have often been so for 350 years; what systems are in place that continue to oppress and marginalize people of color? Redesign; framework for oppression is baked in. Equity core, more than equity analysis.
- Example: Employment discrimination. We know a White name yields as many more callbacks as 8 years of experience on a resume. We also know that Black folks with no criminal record get fewer call backs than white folks with a criminal record.



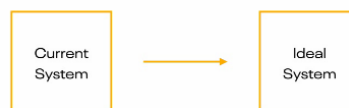
- When we say “we’re using the best screeners/instruments” – we need to see that tool looked at experiences of people of color and took that into account. When we are building things for people of color, we need to create things that are for people of color; not something that works for everyone.
- What are ways the CE system have structured policies that continue to oppress and marginalize people of color? Can you say “where are you not accounting for race or directly confronting the fact that the experiencing of people of color in America is fundamentally different.” Community chat examples:
 - Our community's primary assessment was primarily designed by white folks.
 - Vermont's data shows that Black youth spend more time in emergency shelter than their White peers. We don't know yet what data to look at /collect to figure out how to address this.
 - St. Louis: This has been a big topic in our community around the VI-SPDAT. As well as, just how much work our agencies are putting in to find clients and work with

July 9th, 2019

clients before rejecting the referrals based on race. We are very much in the early stages of looking at this data.

- St Louis: We have begun to acknowledge this in our own community and moving from the assessment score being the main prioritization tool to be one of many and then relying on case conferencing on top of that. Not just with youth but our system as a whole.
- Value of staff with lived experience in engagement processes
 - Black and brown women in case management roles (frontline) who we are not paying well. These are burnout jobs; people aren't supported, not making enough money, and the work is really hard. It's important to acknowledge we're not keeping an equitable house. We can't continue to employ black and brown women and underpay folks and expect them to show up for 10 hour shifts and boil the ocean.
 - As a result, people are delivering a subpar services, and they know it. We've all shown up and started to check boxes – checked out. We have to invest in frontline staff and create possibility for equity inside our own houses, including how we promote.
 - What are community examples of moving plans forward around these inequities?
 - I ... have been working with my team about "believing what a person says they need" and then providing that. We are working on getting away from thinking we know what is best and moving towards working more collaboratively.
- Decision Making

Who is a part of making decisions on design and evaluation?



Think about the following groups:

People with Lived Experience	Providers	Government Staff	Businesses
People of Color	Health Experts	Elected officials	Community-at-large
Disproportionately impacted groups	Academics	Philanthropists	Media
Advocacy Groups	Substance-abuse experts	Non-profits	others?

- Very seldom in making evaluation/metric decisions that we talk with people with lived experience. Therefore, we often measure the wrong stuff.
- How are those most impacted, those closest to solutions, empowered to act?
 - Ex: How we think about who's in leadership roles. What Advisory Bodies look like – moving them into decision making bodies. YHPD is a good example. If the YAB says no to a proposal, it doesn't move forward.

COORDINATED ENTRY LEARNING COLLABORATIVE

July 9th, 2019

- Additional strategies for listening and implementation: you shouldn't have to come to meetings and look over documents to be heard. Instrument design that incorporates QI and leverages qualitative information about what does or doesn't work. How can we reorient our work around decision making principles?
 - Case conferencing processes
 - We convene our CE partners bi-weekly, and want to invite some members of our youth policy advisory committee to have a seat at the table.
 - We have been working on and developing an active Youth Board and really engaging youth in our decisions- programming- and we want in our meeting spaces. It's coming along.
 - We are planning to educate our YAB about coordinated entry and reinventing our separate youth/young adult CE process with their input.
- Accountability
 - 4 themes:
 - **Name the bad in here, not out there:** the homeless system itself is racist. Largely led by white people, actively participates in continued ghettoizing of POC, general attitude that people should be grateful for what we're doing. All systems carry the same racist DNA. It's not just child welfare and juvenile justice, it's also the homeless system. There are always things the homeless system can do to address disparities.
 - Ex: Restart collaborative (CELC) next year and include people experiencing homelessness from the communities on the call.
 - **Engage structural power w/ structural accountability** – institutions we create have the capacity to deny people admittance to life saving care. That's a lot of power and very little accountability.
 - How are people experiencing homelessness empower to hire and fire us, fully empower Boards that look different than they do today (technical body, not just fundraising body)
 - Where is the feedback loop between us and the people we serve
 - **Transparency** – engage without any secrets with community partners. Don't hide information or gatekeep. Need to stop gatekeeping – paternalistic notion that people can't handle the information
 - **ID resources & supports available** – think about resources and supports for ourselves – becoming accountable to communities we served. It's painful and slow in process, but ultimately the urgency we have now is hurting people due to oppressive system design.

July 9th, 2019

Community Example: Omaha

- Shout out to Marc: “I’ve been saying ‘oh these youth come to us from other systems’ and appreciate your reframe.”
- Youth Emergency Services (YES) action in Omaha due to CELC learning:
 - Added gender identity and sexual orientation questions to HMIS through True Colors support
 - Completed PRIDE challenge
 - All Staff Mtg in August will focus on: How can we be more aware and inclusive on the P&P level
 - Re: HUD Rule allowing shelters to discriminate against trans youth. Working with Congressman and supporting a letter to his colleagues about changing that rule.
 - DEI training/workshops through Community of Practice- just starting process
 - Enhancing our CELC dashboard, starting with data quality.

Resources from the Call:

- Continue on [AWHA Data Dashboard](#)
- [CoC Racial Equity Analysis Tool](#)
- [Using Data to Promote Equity](#)
- [SPARC: Supporting Partnerships for Anti-Racist Communities Phase 1 Findings](#)
- [LAHSA Report and Recommendations of the Ad Hoc Committee on Black People Experiencing Homelessness](#)