



CoC Pathway of Systems Change: A Reflective Evaluation

Next Steps

1. Communications

Suggestion	Planned Action	Timeline
Develop a comprehensive communications strategy that incorporates both internal and external communications.	With the newly established Action Agenda Refinement Plan , there will be a new Ad-hoc Communications Workgroup that will establish a workplan. There will be a more permanent Committee established once the work of the ad-hoc committee is complete.	First meeting will be held by August 31, 2019.
Establish a regular reporting mechanism so that all committee members, executives, program, and line staff can be informed about decisions made by the CoC board or by other committees.	The monthly Action Agenda Alerts will be more user/ready-friendly and allow for immediate feedback via an online survey. Project Managers will create meeting summaries including action steps and decisions made. All Chicago will seek input from the Communications Workgroup on how to disseminate the summaries.	By August 31, 2019 - Summaries; Sept. 30, 2019 - input given by workgroup
Reformat and update the website so that it is easier to use.	The Communications Manager has already started the internal work on restructuring the website but this is much more of a long-term timeline.	Q4 2020

2. CoC Board Development and Management Strategy

Suggestion	Planned Action	Timeline
Encouraging the new CEO to meet individually with representatives of the CoC Board.	The new CEO will meet with CoC Board representatives to establish relationships by listening to members and articulating All Chicago priorities.	Q3 and Q4 2019
Reaching out to key public, private, and philanthropic leaders to more actively engage them in CoC board activities and decision-making.	Based on existing and emerging CoC priorities, All Chicago leadership will identify strategic partnerships with public, private and philanthropic leaders to enhance the goals of the CoC, as well as, support the CoC Board Affairs Committee to identify potential new board members.	Q3 and Q4 2019 and 2020
Assigning a dedicated staff person to manage CoC board relations, communicate ongoing issues, and facilitate greater involvement.	All Chicago's Vice President of Community Partnerships now acts in this capacity.	On-going

Working to resolve the tension with service providers that find their voice diminished by the Action Agenda structure. Work to ensure they feel engaged as key stakeholders.	The Action Agenda Refinement Plan was established as a result of concerns raised by the Service Providers Commission. The next steps are to establish and approve a workplan/timeline for all of the items presented	Ongoing
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3. Coordinated Entry (CE)

Suggestion	Planned Action	Timeline
Directly engage service providers in defining the problem and developing solutions.	Service providers are encouraged to participate in Coordinated Entry workgroups. Additionally, a community check-in is held via webinar on a quarterly basis where all providers can participate by asking questions, sharing problems and solutions.	Ongoing
Provide training and improve processes for data entry with organizations that conduct intake with clients.	HMIS hosts regular trainings for service providers.	Ongoing
Investigate how to streamline the system so that the time it takes to place people in available units is reduced substantially.	This is happening in several ways: 1. The CE line of work is helping providers comply with Housing First principles. 2. Housing system navigators are helping get clients to intake appts and helping to obtain necessary documents. 3. Reducing skilled assessors to better manage the quality of assessments.	Ongoing

4. Public Policy and Civic Infrastructure

Suggestion	Planned Action	Timeline
Build stronger connections with the advocacy community, the city, and the Mayor's office and work together to advocate for key priorities.	TBA	Ongoing