pic	What has worked well in the Coordinated Entry System	Forum	Vision statement priorities	Forum	Performance Evaluation priorities	Forum	Case Conferencing policies	Forum	What other changes do you want to see from the current CES Policies and Procedures?	Forum	What other training?	Forum	Anything else to add?	Forum
		rorum	Vision statement prontes	rorum		Torum	Ouse conterenting poncies	rorum		rorum	What other trainings:	rorum	Anything else to add t	I Orain
	CE has been able to make needed referrals, though contact													
	has been problematic, and it has take extensive time frames				Number of people referred, actual number of	Online	No cross talk, positive communication, open dialog,	Online		Online	A disc Patron to a distant	Online		Online
	to get things done.	survey	Diligent communication and follow through.	survey	people served	survey	commitment to attendance	survey	N/A	survey	Active listening, boundaries Workers need to know of all available	survey	No	survey
											resources in order to place people as soon as they contact CES. There may		Real time data input for available shelter	
											need to be a "sister system" to capture	~ "	beds, rooms for rent, NCS sites and	
	Being able to sign up at one place for shelter enrollment.	Online survey	Pathways to homes come first.	Online survey	Cost of placement per person	Online survey		Online survey	Adequate training for CES operators		dial diagnosis clients and those incapable of supporting themselves.	Online survey	other forms of emergency shelter. No more waiting lists!	Online survey
									When housing or shelter is offered, the spaces made avail					
			Being able to shelter /house ALL who need it. Saving u have resources to provide assistance						should be actually avail and would be of interest to the recipient. Saving u have a shelter bed, which may or not be					
			when clearly the assets to house/shelter to the						a satisfactory alternative , does not satisfy the			~ "		
	Nothing	Online survey	MOST vulnerable are not avail.	Online survey		Online survey		Online survey	housing/shelter needs of the homeless person if that choice is rejected	Online survey		Online survey		Online survey
													Centralize and simplify, train your staff to be professional and compassionate with	
	I've never really understood the coordinated entry system. It was nice to have everything centralized for shelter or		Staff it efficiently and include housing	_	How many people decline the shelter options								a population that can be challenging at times. This population should receive	
		Online	navigators and connections to ALL housing options. Centralize resources. Simplify.	Online	and why. More options for people that have severe trauma or mental health.	Online	Transparency	Online survey	Clear instructions or guidelines	Online survey	Trauma informed approach's working with a vulnerable population	Online survey	service just as prompt and efficient as anyone else.	Online
	which shi thelpful and the sconing wash t always accurate.	Survey	options. Centralize resources. Simplify.	Suivey	severe trauma or mentar realth.	Survey	Папъранно	Survey		Suivey		Suivey	I appreciate having the opportunity to	Suivey
													give you input. I felt so crippled by the system that I lost faith and gave up after	
	When I was homeless the coordinated entry system failed												2 years. Because I was not an addict, alcoholic, street worker, nor had I ever	
	me completely. I was promised housing opportunities three times and there was never any follow-through. I was		Priorities to remain connected and				I can't imagine that being very easy to coordinate. It seems like making a list would be better and providing						been in jail, my ranking put me close to the top many times, but I was told that	
	encouraged to lie on my intake form to put me higher on the		communicative with all parties. People who are				access to that list. It seems like meetings these days,						there could be somebody from	
	list. I refused to do so. I have a life threatening illness and remained outside for 2 years after diagnosis. Needless to say	Online	vulnerable and living outside should not have to beg for contact with their case managers or	Online	I would like to see evaluations of staff	Online	especially with zoom, are moderately ineffective due to the nature of technology. If that meeting were to be held in	Online		Online		Online	somewhere else in the county that ranked higher and they just never could	Online
	I don't have anything good to say about coordinated entry.	survey	wait months for a return phone call.	survey	performance.	survey	person it might be more viable.	survey	improvements.	survey	These sound great.	survey	predict when I would get into housing.	survey
											Train who, clients or hosts? Hosts should train preventive loving solutions, first			
											comes love, support, empowerment, and			
											a feeling of importance, give a loving example, "you are welcome here".			
	For providers, checking the box that says declined services.	Online	Establish and maintain an all inclusive, self	Online	Remove the box, "declined services", an in	Online		Online	A complete overhaul, with focus switching from needy	Online	Provide useful tools for clients, but also things that make them feel useful, and	Online		Online
	In my experience, I was never offered shelter.	survey	sustaining, peer support community.	survey	depth explanation should be provided.	survey	Need more Intel.	survey	individuals to all inclusive, peer support community.	survey	important.	survey		survey
							Experience is key to knowing these individuals that are		Having the individuals that are coming in to the program part of making sure that they want to do the program the					
							being offered into these housing referrals. A lot of individuals that are being placed into these referrals don't		more involved they are not forced but having stages of where they see their own progress were there rewarded for		Type of training like with social workers			
					How are the individuals are doing. Coping with being off the streets. Are they restless,		want nor have any intuition in doing anything that would be expected of them to succeed through or make any kind of		achieving certain levels of success a lot of these individuals		get to know what type of information and how to pull this information from		Having a way to communicate with these	
			Making all who have been entered in the		nervous, anxious, developing mental disorders		effort to the program. The ones that are actually are willing		like myself get discouraged in the process. Where it doesn't seem like it's worth the trouble that they're going through to		individuals that don't want to give it they		individuals on a personal level is very key to the this whole thing I think. Not just	t
	Getting individuals connected with homeless shelter. Then to	Online	system aware of every single entity that is available to them so they can succeed in every	Online	from being alone depression? What are they now developing it's may cause another	Online	to do something about their situation or being pushed out because they have a willingness and so they get	Online	make it to the other side unless their mindset is set on making it a lot of them get a week two weeks 3 weeks into		think that they're just taking the information and selling it or giving it to the	Online	BS ing around to get them to do something and what was presented	Online
	be able to move forward with the process, like receiving mail.	survey	possible way.	survey	problem?	survey	discredited till it's years down the road.	survey	it and they're cutting bait jumping ship and they're done.	survey	government for whatever reason.	survey	never happens.	survey
													Getting the police and the Sherriff's office	
			A clear dedication to not relying on the police		The number of people who refuse services and their reasons for it, if there is enough trust for								out of the camp "resolution" process is crucial for humanitarian and civil rights	
			or sheriff to break up camps through intimidation and harassment during pre-sweep		them to report their reasons to you. This frank assessment could help create changes in the		Transparency. People on the streets know what's being offered to them (almost exclusively Sam Jones, even				Empathy training and SES awareness		reasons, but also because their presence as the de facto enforcement arm of the	•
	I am unsure that I could say things have worked well with this system, in terms of the reduction in human suffering in this		activity. And not calling sweeps "resolving" camps. These camps are not being resolved		system to make it more accessible and welcoming to people dealing with endangering		when they have Reasonable Accommodation Requests on file). They have excellent reasons for not wanting to go				training for all, since there is so much misunderstanding based on class		city, the county, and Catholic Charities sows distrust alongside the continual	
	county. I know that there is simply not enough housing or		at all; the people are being traumatized,		poverty, severe vulnerability, and the		there, but what gets reported is that unsheltered folks are				differences, and extensive social and		trauma they create. This well-deserved	
	shelter, but the story that gets reported tends to blame unsheltered people for the problem rather than frankly	Online	endangered, and shoved from one place to the next because there is not and has never been		traumatizing effects of their treatment at the hands of the city, the county, Catholic	Online	"refusing placement." Nonsense. They're refusing congregate shelter, and if you've ever stayed in one, you'll	Online	I do not have information about the current policies and	Online		Online	distrust will make creating the Built for Zero by-name count essentially	Online
	reporting on the inadequacy and siloing of the entire system.	survey	enough shelter placements for them.	survey	Charities, and other large organizations.	survey	know why.	survey	procedures.	survey	true or workable solutions. Empathy, de-escalation and conflict	survey	impossible.	survey
			An emphasis on truly meeting people where		TRANSPARENCY AT ALL LEVELS. How many are placed in shelter or housing and the						mediation training that includes teaching individuals how to listen, connect, care			
			they are with direct street outreach and		individuals who leave or loose housing and go				The inclusion of these events in the second second		and respond appropriately. Harm			
		Online	dedicated follow up to find individuals once they are signed up for CE to update them on	Online	back to the streets. A transparent list of available shelter beds, NCS placements, PSH	Online		Online	The inclusion of those experiencing homelessness in CES with updates on the progress on their placement. more	Online	reduction models. Equity & Diversity Training. Ethics & Boundaries. Mental	Online		Online
		survey	the progress of their placement.	survey	placements, vouchers filled and vacant.	survey		survey	direct street outreach.	survey	Health & Substance abuse recognition	survey		survey
				_			Sound unique and potentially balantial targets						Lipfortunatoly my time in your limits of	
		Online	1				Sound unique and potentially helpful. I am abit concerned how this information will be used. How will it help the		With the new provider, I am not sureWill the LEAB have a			Online	Unfortunately my time is very limited today because of upcoming vacation and	

	"60 days of program enrollment"; participants often experience barriers (issues with landlords accepting vouchers, need intense case management etc.) that may not allow them to find housing within 60 days	Listening	Survey providers to identify issues that they are facing when trying to house participants	Listening	Potential barrier: Some providers do not have easy access to all services needed	Listening	From the people that I have spoken to, it sometimes seems like we place therm in CE and not much happens right after, especially for the "ess vulnerable", 'unless we as employees directly connect' refer people ourselves to services (i.e. RRH).	Listening Session	These are great! Can I suggest a trauma around secondary or vicarious trauma, as wal?	Listening	Collaboration across resources is key	Listening Session
N/A	Participants are strategically placed into programs/housing based on their specific needs	Listening	Landlord surveys	Listening	Equity vs. Equality: Each participant will have different needs to access housing	Listening Session	da nos (c. trat).		These trainings would be very useful, especially once a month.	Listening	Is there a way to incorporate housing authorities into this conversation/group with the purpose of building stronger collaboration around CE and housing strategies.	Listening Session
N/A	A commitment to meeting people where they are both physically, mentally, emotionally.	Listening	Ongoing support/after-care	Listening	Frequency of case conferencing: How will this impact staff workload?	Listening Session					Lack of affordable housing in Sonoma County	Listening Session
NA	A focus on the 2Gen Model. An approach to warp-around services for the family including their children's well being. Avoiding re- traumatization.	Listening Session	Education on life skills for participants		Kind Request to not have Ind/Fam and TAY separate for case conferencing.	Listening Session					Maintaining participants secured income	Listening Session
NA	Live comment about race - chat response Well said, A barrier in this country includes people of color.	Listening	Look at recidivism, what factors are causing participants to return to homelessness	Listening Session	I like the targeting and more frequent meetings.	Listening Session						
NA	"wrap-around"	Listening Session	Participant Input Sessions (Thumbs Up)	Listening Session	Turnik representation is so important, vrinat adout within the general meeting, TAY can have a specific section? That way all providers are still present in order to offer supports if TAY supports aren't available for that particular person. I think if we could just a have a space to talk about TAY	Listening Session						
N/A	I completely agree with "data driven"	Listening	Generational impact of system	Listening Session Listening Session	I tim in we could just a nave a space to taik adout 1AF specifics is much needed, even within regular CE meetings. Separate meetings could increase representation for TAY	Listening Session Listening Session						
NA	Change the language in the VI-SPDAT questionnaire to be more Trauma Informed Speaking of the VISPDAT considering the time it can take for someone to get into housing the	Listening Session			TAY separate meeting: Could this create a lack of communication?	Listening Session						
NA	could experience more trauma or a change in level of need. Is there room for a revision or re- evaluation to better support the individual in getting the right housing/services. Value of safety; aligning level of care with level											
NA	of acuity, appropriate services for those with behavioral health issues Client choice is aligned to safety as a value	Listening Session Listening Session										
NA	Appropriate placement Remove timeline from mission statement, can vary from participant to participant due to	Listening Session Listening										
NA NA	Meet people where they are; physically, mentally and emotionally	Listening Session Listening										
N/A	Equity in services for POC Transparency; outreach material to give to participants to provide information on the VI- SPDAT and how/why it is used	Listening Session										
Consensus issues Referrals to shelter	housing first/most vulnerable; Communication accessibility; trauma-informed; right intervention for the need; Race and ethnicity equity		Track declined services (data and participant feedback); Recidivism		Transparency, don't have a separate TAY meeting		Clear communication about availability of housing resources		Trauma-informed care; Person-centered care; DEI			

	Integrate into vision statement; investigate	As part of Quarterly Evaluation Report, trac quantitative data: participant declined refere				
	options for increasing communication with					
	participants; case conferencing for enhan	ed every six months for our participant feedbac	ok no Operator vote) should address the transparency		Trauma informed/person centered	
	prioritization and assessment; Performan	e gathering, survey those who have denied	concern; one case conference, including TAY, will be		assessment practices training already	
Operator Planned Action none	Eval Report study race equity ongoing	referrals	hosted	Will be included in Access Point training	planned	

Input Topic	What has worked well in the Coordinated Entry System so far?	Forum	Vision statement priorities	Forum2	Performance Evaluation priorities	Forum3	Case Conferencing policies	Forum4	Other Policies and Procedures input	Forum5	Provider trainings needed	Forum6	Anything else to add?	Forum7
NVA	CE has been able to make needed referrals, though contact has been problematic, and it has take extensive time frames to get things done.	Online	Diligent communication and follow through.	Online	Number of people referred, actual	Online	No cross talk, positive communication, open dialog, commitment to attendance	Online	NVA	Online	Active listening, boundaries	Online	No	Online
IN/A	problematic, and it has take extensive time traines to get things done.	survey	Diligent communication and follow through.	survey	number of people served	survey	dialog, commitment to attendance	survey	INA	survey		survey	INO	survey
											Workers need to know of all available resources in order to place			
											people as soon as they contact	-	Real time data input for available	÷
											CES. There may need to be a "sister system" to capture dial		shelter beds, rooms for rent, NCS sites and other forms of	
N/A	Being able to sign up at one place for shelter enrollment.	Online	Pathways to homes come first.	Online	Cost of placement per person	Online	Transparency	Online	Adequate training for CES operators	Online	diagnosis clients and those incapable of supporting themselves.	Online	emergency shelter. No more waiting lists!	Online
19075	being able to sign up at one place for sherter chronment.	Survey	ratiways to nomes come inst.	Survey	Cost of placement per person	Survey	Transparency	Survey	Adequate training for OEO operators	Survey	incapable of supporting themselves.	Survey	waiting india:	Survey
							I can't imagine that being very easy to		When housing or shelter is offered, the				Centralize and simplify, train	
							coordinate. It seems like making a list would		spaces made avail should be actually avail				your staff to be professional and	
			Being able to shelter /house ALL who need it. Saying u have resources to provide assistance		How many people decline the shelter		be better and providing access to that list. It seems like meetings these days, especially		and would be of interest to the recipient. Saying u have a shelter bed, which may or				compassionate with a population that can be challenging at times.	
		Online	when clearly the assets to house/shelter to the MOST vulnerable are not avail.	Online	options and why. More options for people that have severe trauma or	Online	with zoom, are moderately ineffective due to the nature of technology. If that meeting were	Onlino	not be a satisfactory alternative , does not satisfy the housing/shelter needs of the	Online	Trauma informed approach's working with a vulnerable	Online	This population should receive service just as prompt and	Online
N/A	Nothing	survey		survey	mental health.	survey	to be held in person it might be more viable.		homeless person if that choice is rejected	survey	population	survey	efficient as anyone else.	survey
													opportunity to give you input. I felt so crippled by the system	
													that I lost faith and gave up after	1
													2 years. Because I was not an addict. alcoholic. street worker.	
	I've never really understood the coordinated entry system. It was nice to have everything centralized for shelter or transitional housing. But most		Staff it efficiently and include housing										nor had I ever been in jail, my	
	the time there were waitlists which isn't helpful and the scoring wasn't	Online	navigators and connections to ALL housing	Online	I would like to see evaluations of staff	Online		Online		Online		Online	ranking put me close to the top many times, but I was told that	Online
N/A	always accurate.	survey	options. Centralize resources. Simplify.	survey	performance.	survey	Need more Intel.	survey	Clear instructions or guidelines	survey	These sound great.	survey	there could be somebody from	survey
							Experience is key to knowing these individuals that are being offered into these housing	5						
							referrals. A lot of individuals that are being placed into these referrals don't want nor have				Train who, clients or hosts? Hosts should train preventive loving			
							any intuition in doing anything that would be				solutions, first comes love, support,			
	When I was homeless the coordinated entry system failed me completely. I was promised housing opportunities three times and there		Priorities to remain connected and				expected of them to succeed through or make any kind of effort to the program. The ones				empowerment, and a feeling of importance, give a loving example,			
	was never any follow-through. I was encouraged to lie on my intake form to put me higher on the list. I refused to do so. I have a life threatening		communicative with all parties. People who are vulnerable and living outside should not have to		Remove the box, "declined services", an		that are actually are willing to do something about their situation or being pushed out		Honestly, I have so little faith in coordinated		"you are welcome here". Provide useful tools for clients, but also			
	illness and remained outside for 2 years after diagnosis. Needless to say	Online	beg for contact with their case managers or wait	Online	in depth explanation should be	Online	because they have a willingness and so they	Online	entry that I don't have a vision right now. I'm	Online	things that make them feel useful,	Online		Online
N/A	I don't have anything good to say about coordinated entry.	survey	months for a return phone call.	survey	provided.	survey	get discredited till it's years down the road. Transparency. People on the streets know	survey	looking forward to seeing improvements.	survey	and important. Type of training like with social	survey	-	survey
					How are the individuals are doing. Coping with being off the streets. Are		what's being offered to them (almost exclusively Sam Jones, even when they have				workers get to know what type of information and how to pull this		Having a way to communicate with these individuals on a	
					they restless, nervous, anxious,		Reasonable Accommodation Requests on				information from individuals that		personal level is very key to the	
					developing mental disorders from being alone depression? What are they now		file). They have excellent reasons for not wanting to go there, but what gets reported is		A complete overhaul, with focus switching		don't want to give it they think that they're just taking the information		this whole thing I think. Not just BS ing around to get them to do	
NI/A	For providers, checking the box that says declined services. In my experience, I was never offered shelter.	Online survey	Establish and maintain an all inclusive, self sustaining, peer support community.	Online	developing it's may cause another problem?	Online	that unsheltered folks are "refusing placement." Nonsense. They're refusing	Online	from needy individuals to all inclusive, peer support community.	Online	and selling it or giving it to the government for whatever reason.	Online	something and what was presented never happens.	Online
IN/A	experience, i was never onered sneker.	Survey	sustaining, peer support community.	Survey	problem	Survey	placement. Nonsense. meyre relusing	Survey	Having the individuals that are coming in to	Survey	government for whatever reason.	Survey	Getting the police and the	Survey
					The sumble of second such as for a				the program part of making sure that they				Sherriff's office out of the camp "resolution" process is crucial for	
					The number of people who refuse services and their reasons for it, if there				want to do the program the more involved they are not forced but having stages of				humanitarian and civil rights	
					is enough trust for them to report their reasons to you. This frank assessment				where they see their own progress were there rewarded for achieving certain levels of				reasons, but also because their presence as the de facto	
					could help create changes in the system				success a lot of these individuals like myself		Empathy training and SES		enforcement arm of the city, the	
					to make it more accessible and welcoming to people dealing with				get discouraged in the process. Where it doesn't seem like it's worth the trouble that		awareness training for all, since there is so much misunderstanding		county, and Catholic Charities sows distrust alongside the	
			Making all who have been entered in the system		endangering poverty, severe vulnerability, and the traumatizing		Sound unique and potentially helpful. I am		they're going through to make it to the other side unless their mindset is set on making it a		based on class differences, and extensive social and emotional		continual trauma they create. This well-deserved distrust will	
		o. !!	aware of every single entity that is available to		effects of their treatment at the hands of		abit concerned how this information will be	o. !!	lot of them get a week two weeks 3 weeks		support for workers who are faced	o. !!	make creating the Built for Zero	
N/A	Getting individuals connected with homeless shelter. Then to be able to move forward with the process, like receiving mail.	Online survey	them so they can succeed in every possible way.	Online survey	the city, the county, Catholic Charities, and other large organizations.	Online survey	used. How will it help the individuals being served and will it add to the bias'?	Online survey	into it and they're cutting bait jumping ship and they're done.	Online survey	with so much suffering, and so few true or workable solutions.	Online survey	by-name count essentially impossible.	Online survey
											Free after the second of the second			
			A clear dedication to not relying on the police or								Empathy, de-escalation and conflict mediation training that includes			
			sheriff to break up camps through intimidation and harassment during pre-sweep activity. And		TRANSPARENCY AT ALL LEVELS.						teaching individuals how to listen, connect, care and respond			
			not calling sweeps "resolving" camps. These		How many are placed in shelter or						appropriately. Harm reduction			
	I am unsure that I could say things have worked well with this system, in terms of the reduction in human suffering in this county. I know that		camps are not being resolved at all; the people are being traumatized, endangered, and shoved		housing and the individuals who leave or loose housing and go back to the						models. Equity & Diversity Training. Ethics & Boundaries. Mental Health		Unfortunately my time is very	
	there is simply not enough housing or shelter, but the story that gets	Online	from one place to the next because there is not	Onlin	streets. A transparent list of available	Online	Detential horries Some acceldance de a st	Listering	I do not have information of each the second	Online	& Substance abuse recognition	Online	limited today because of	Oplic
N/A	reported tends to blame unsheltered people for the problem rather than frankly reporting on the inadequacy and siloing of the entire system.	survey	and has never been enough shelter placements for them.	survey	shelter beds, NCS placements, PSH placements, vouchers filled and vacant.		Potential barrier: Some providers do not have easy access to all services needed		policies and procedures.	survey	without judgement or forced treatment. First Aid & CPR.	Online survey	upcoming vacation and birthday celebration	Online survey
			•		··· /				••• • •••					

N/A		Online	An emphasis on truly meeting people where they are with direct street outreach and dedicated follow up to find individuals once they are signed up for CE to update them on the progress of their placement.	Online survey	That seems sufficient	Online survey	Equity vs. Equality: Each participant will have different needs to access housing	Listening Session	The inclusion of those experiencing homelessness in CES with updates on the progress on their placement. more direct street outreach.	Online survey	And always soem DEI trainings	Online survey	Collaboration across resources is key	Listening Session
N/A	it has provided some, being able to share information about people we are working with and better assessing their needs.	Online survey	N/A	Online survey	Survey providers to identify issues that they are facing when trying to house participants	Online survey	Frequency of case conferencing: How will this impact staff workload?	Listening Session	With the new provider, I am not sureWill the LEAB have a person involved on this level	Online survey	These are great! Can I suggest a trauma around secondary or vicarious trauma, as well?	Listening Session	Is there a way to incorporate housing authorities into this conversation/group with the purpose of building stronger collaboration around CE and housing strategies.	Listening Session
N/A			"60 days of program enrollment"; participants often experience barriers (issues with landlords accepting vouchers, need intense case management etc.) that may not allow them to find housing within 60 days	Listening Session	Landlord surveys	Listening Session	Kind Request to not have Ind/Fam and TAY separate for case conferencing.	Listening Session	From the people that I have spoken to, it sometimes seems like we place them in CE and not much happens right after, especially for the "less vulnerable," unless we as employees directly connect/ refer people ourselves to services (i.e. RRH).	Listening Session	These trainings would be very useful, especially once a month.	Listening Session	Lack of affordable housing in Sonoma County	Listening Session
N/A			Participants are strategically placed into programs/housing based on their specific needs	Listening Session	Ongoing support/after-care	Listening Session	meetings. I think representation is so important. What	Listening Session					Maintaining participants secured income	Listening Session
N/A			A commitment to meeting people where they are both physically, mentally, emotionally. A focus on the 2Gen Model. An approach to	Listening Session	Education on life skills for participants	Listening Session	about within the general meeting, TAY can have a specific section? That way all providers are still present in order to offer supports if TAY supports aren't available for that particular person.	Listening Session						
N/A			warp-around services for the family including their children's well being. Avoiding re- traumatization. Live comment about race - chat response:Well said, A barrier in this country includes people of color.	Session Listening	Look at recidivism, what factors are causing participants to return to homelessness Participant Input Sessions (Thumbs Up)	Listening Session Listening Session	I think if we could just a have a space to talk about TAY specifics is much needed, even within regular CE meetings. Separate meetings could increase representation for TAY	Listening Session Listening Session						
N/A			"wrap-around"	Listening Session	Generational impact of system		TAY separate meeting: Could this create a lack of communication?	Listening Session						
N/A			I completely agree with "data driven"	Listening Session Listening	Recidivism rate	Listening Session								
N/A N/A			Life skills for parents and their families Change the language in the VI-SPDAT questionnaire to be more Trauma Informed	Session Listening Session										
N/A			Speaking of the VISPDAT considering the time it can take for someone to get into housing the could experience more trauma or a change in level of need. Is there room for a revision or re- evaluation to better support the individual in getting the right housing/services.	Listening Session										
NA			Value of safety; aligning level of care with level of acuity, appropriate services for those with behavioral health issues	Listening Session										
N/A			Client choice is aligned to safety as a value Appropriate placement	Listening Session Listening Session										
N/A			Remove timeline from mission statement, can vary from participant to participant due to barriers Meet people where they are; physically, mentally and emotionally	Listening Session Listening Session										
N/A			Equity in services for POC	Listening Session										

N/A		Transparency; outreach material to give to participants to provide information on the VI- SPDAT and how/why it is used	Listening Session					
Shared Input Items (2 or more)	1) Referrals to shelter 2) Simple access	1) Housing first/most vulnerable; 2) Communication accessibility; 3) Trauma-informed; 4) Assessing need fully, matching to correct intervention; 5) Race and ethnicity equity; 6) Client choice		1) Track declined services (data and participant feedback); 2) Recidivism	1) Transparency; 2) Integrate TAY into general case conferencing	1) Clear communication about availability of housing resources	1) Trauma-informed care; 2) Person-centered care; 3) DEI/SES	1) clear communication with participants: 2) housing availability
	1) No longer applicable	 All: Integrate into vision statement; 2) Investigate technology options for increasing communication with participants; include participant follow up procedure in Access Points training: survey ourrent clients bi-yearly about ability to follow up with Access Point training-informed assessment; "no-wrong-door" and case conferencing approach reduces need for participants to retell their story and cause re- traumatization; 4) and 6) Case conferencing for enhanced entralized assessment and prioritization and consideration of client choice when eligible for multiple referencing. 6) Performance Evaluation Report to study race entralized for participants on the story of the study race 		1) & 2) As part of Quarterly Evaluation Report, track quantitative data: participant decined referrats by intervention and provider, and recidivism; 1) At bi-yearly participant feedback	1) Proposed Case Conference structure (open prioritization, no Operator vole) should address the transparency concern;	1) Will be included in Access Point training; Case Conferencing with required provider	1) & 2) Trauma informed/person centered assessment practices training already planned	1) See "vision" and "training" column 2) Operator will participate in
Operator Planned	1) No longer applicable 2) Recruit and retain a variety of Access Sites for streamlined access	equity ongoing and develop quarterly recommendations and action items, including		1) At bi-yearly participant feedback gathering, survey those who have	address the transparency concern; 2) One case conference, including TAY, will	attendance to improve awareness of	3) Will investigate DEI/SES training	2) Operator will participate in CoC -wide efforts/advocacy to
Action	and service navigation.	targeted Access Point development;		denied referrals for reason why	be hosted	openings in system	that can be targeted for Assessors	increase housing stock