Future

Laboratories

***Action Overview***

**1.14.19**

AGENDA

# Welcome + Introductions

# Level Setting

# Overview of Process

# Overview of Actions!

# How did we do it?

Current State

Fragmentation

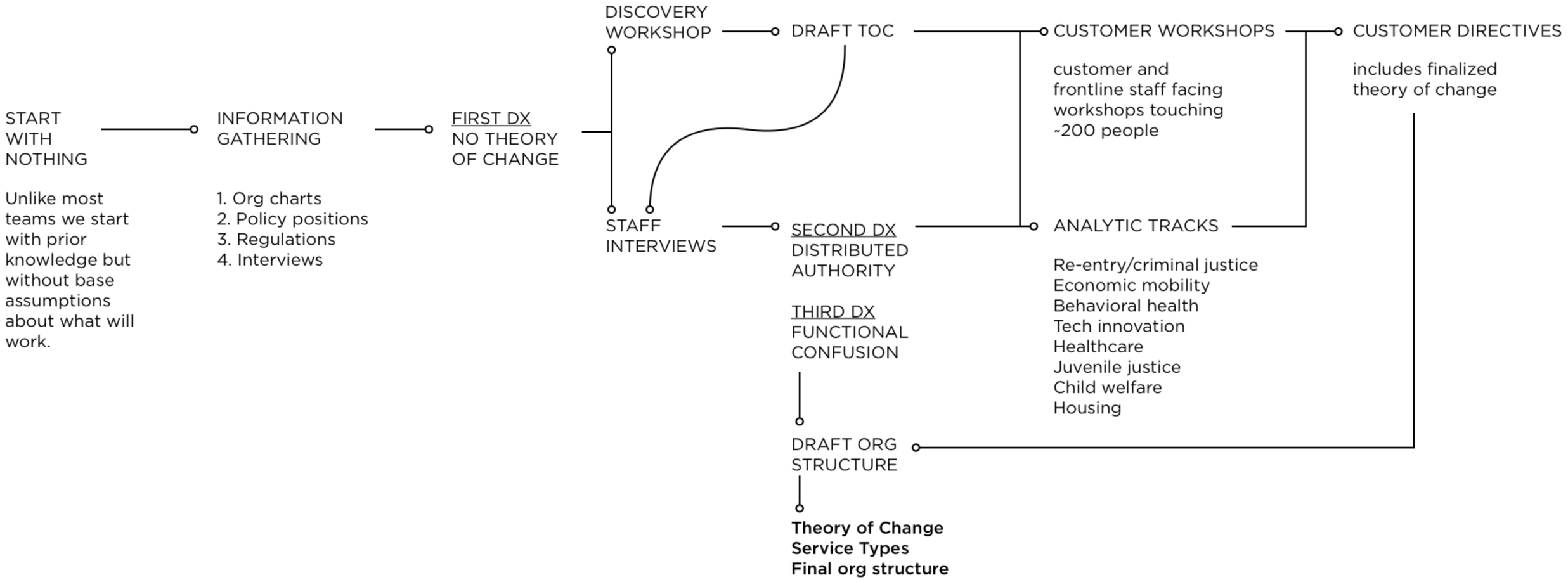
Funding difficulties

Poorly articulated successes

Growing problem

No shared theory of change

# PROCESS OVERVIEW



# Where we’d like to go…

Ideal Future

New single entity

Equity-centered

Data-driven

Community-wide commitment

## COMPLETED WORKSHOPS

13

- 6 **Customer**
- 3 **Provider**
- 2 **Customer and Provider**
- 1 **Core Working Group**
- 1 **Lived Experience Advocates**

## ORGANIZATIONS

**Contacted for workshops**
**Able to host / recruit**

**General Population**
Hopelink
**DESC**
**Multi-service Center**
**All Home Consumer Advisory Council**

**PoC**
Urban League
El Centro de la Raza
Village of Hope

**LGTBQ**
**Utopia Seattle**

**Health**
Host (DESC)
**Health Care for the Homeless**
**REACH**

**Native**
**Chief Seattle Club**
**Seattle Indian Health Board**

**Women + Families**
YWCA
**Mary's Place**
Noel House
Solid Ground
Atlantic Street Center

**Youth**
Youth Care
**Mockingbird**
**Youth Action Board**
**New Horizons**
PSKS
Youth Homelessness Demonstration Project Providers

**Refugee/Immigrant**
Interim Community Development Agency
ReWa

# CUSTOMER WORKSHOPS

# Goals (near and long term)

# Service priorities

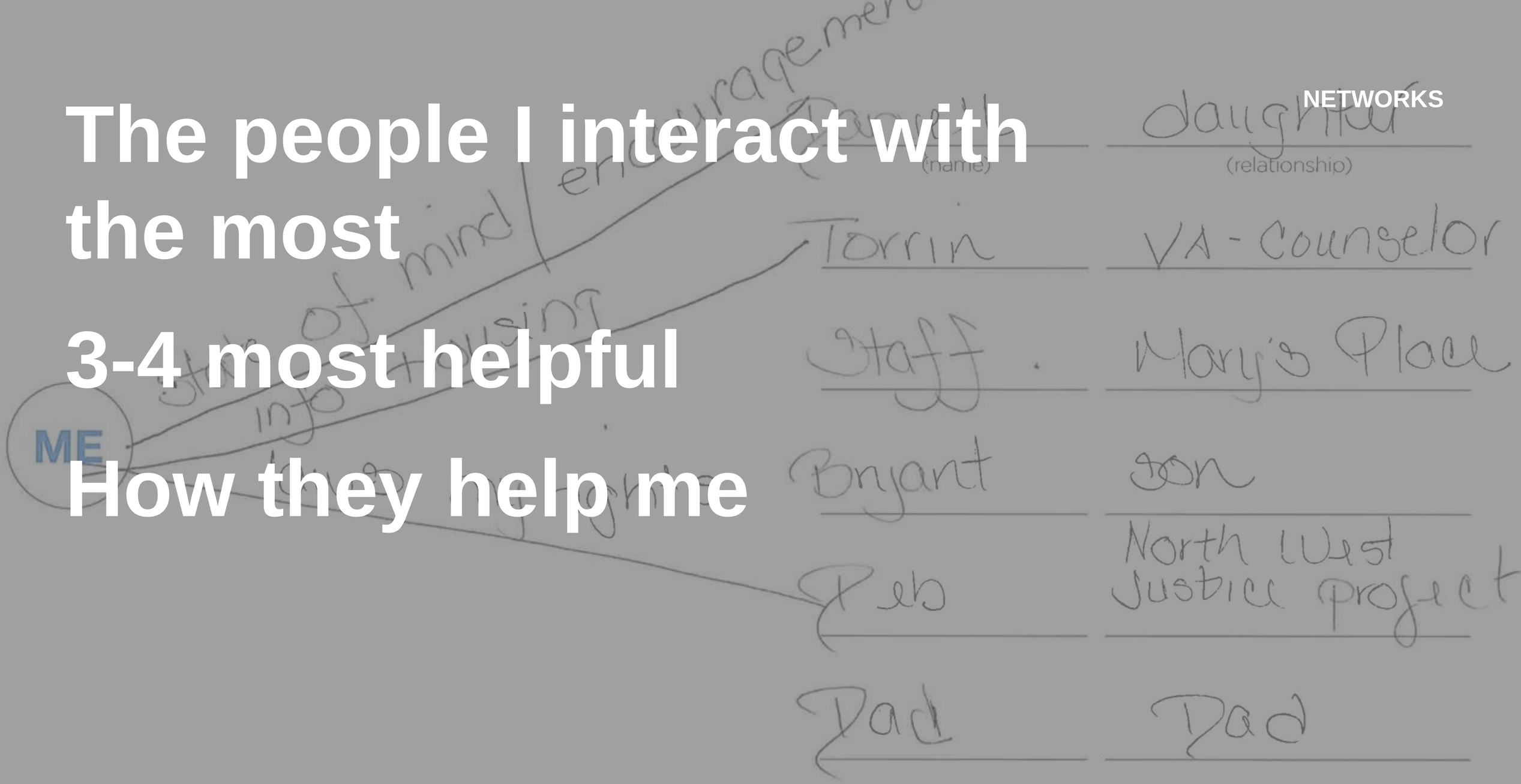
# Things I'm looking for

# Provider preferences

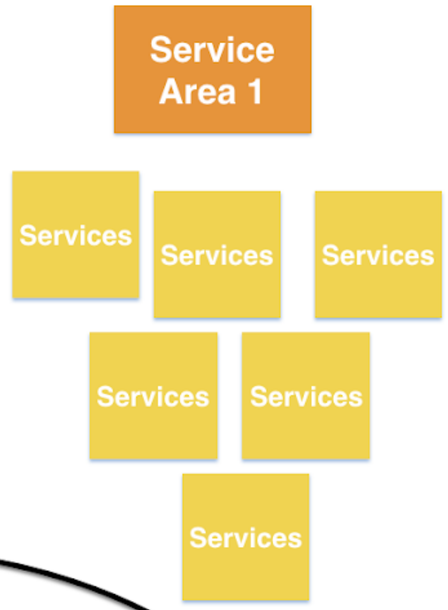
# The people I interact with the most

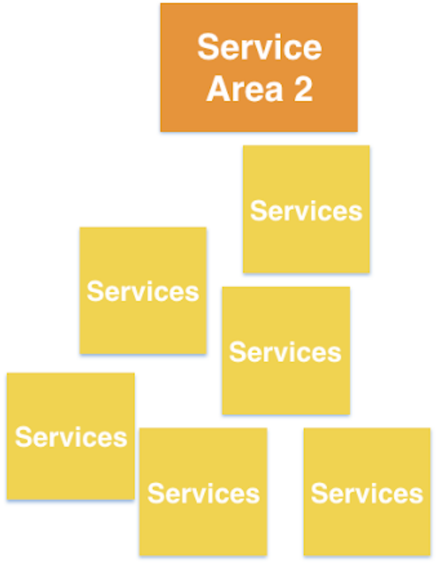
# 3-4 most helpful

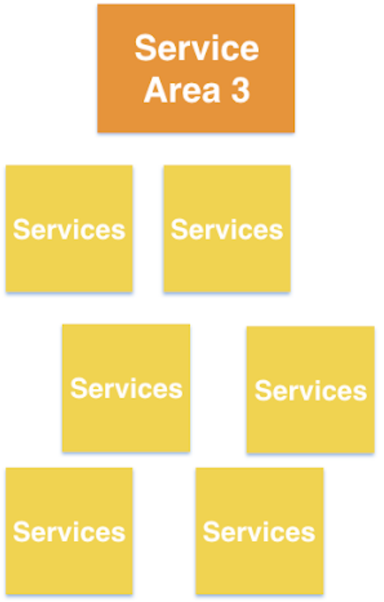
# How they help me

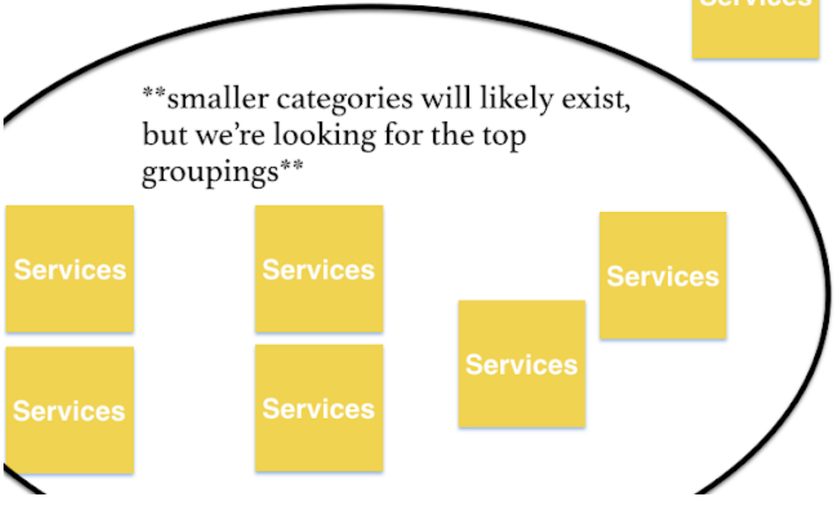


SERVICE CHOICES
- CUSTOMERS



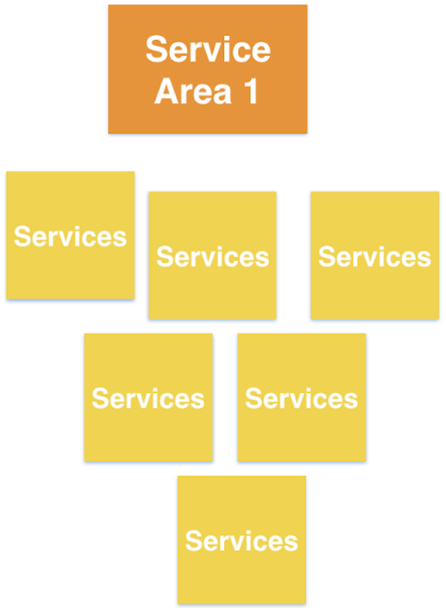




# Prioritized services

# Prioritized services

# Barriers to access

# Known providers




**Barriers to Access**

Barrier 1

Barrier 2

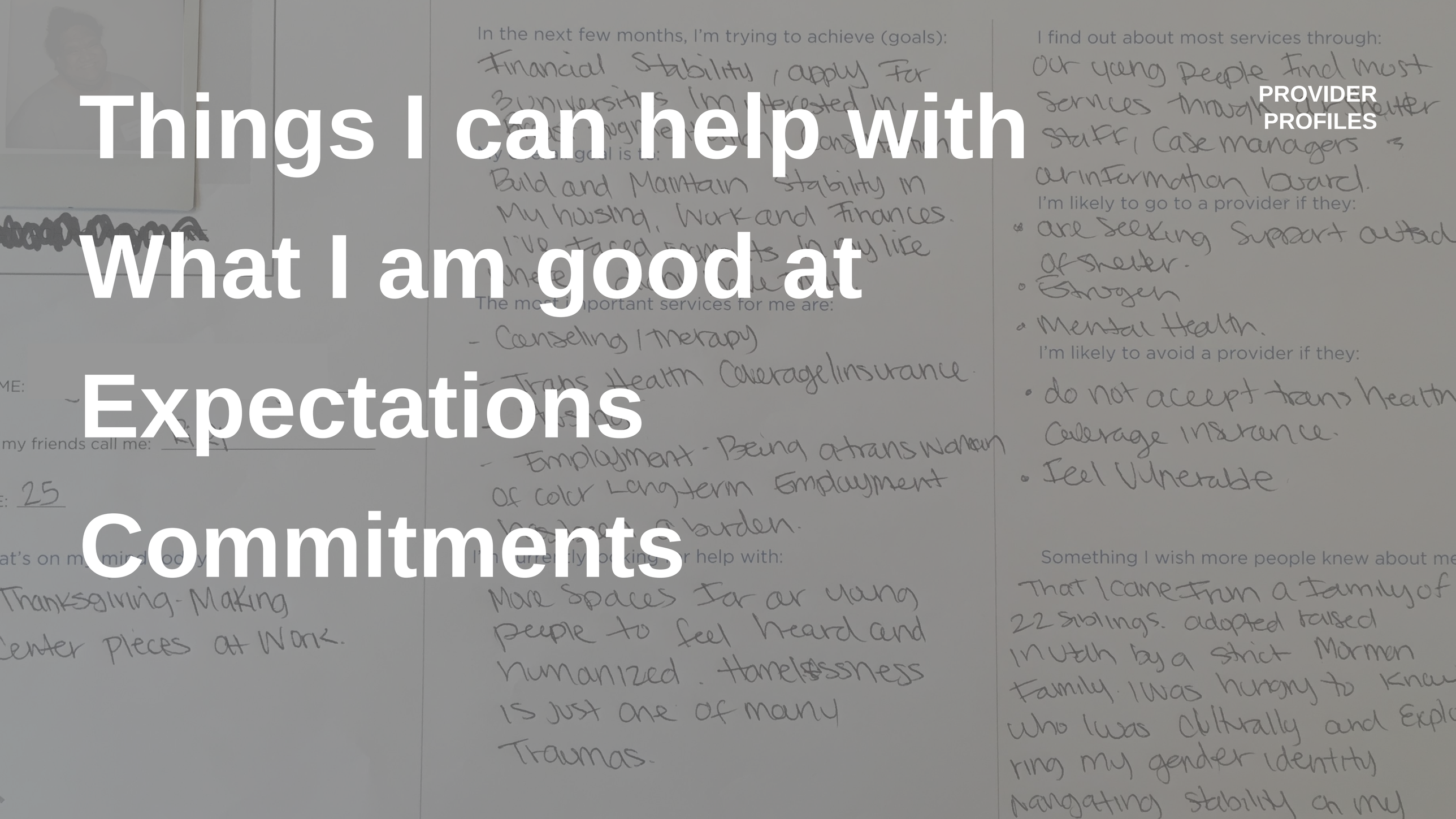
Barrier 3

Barrier 4

**Known Providers**

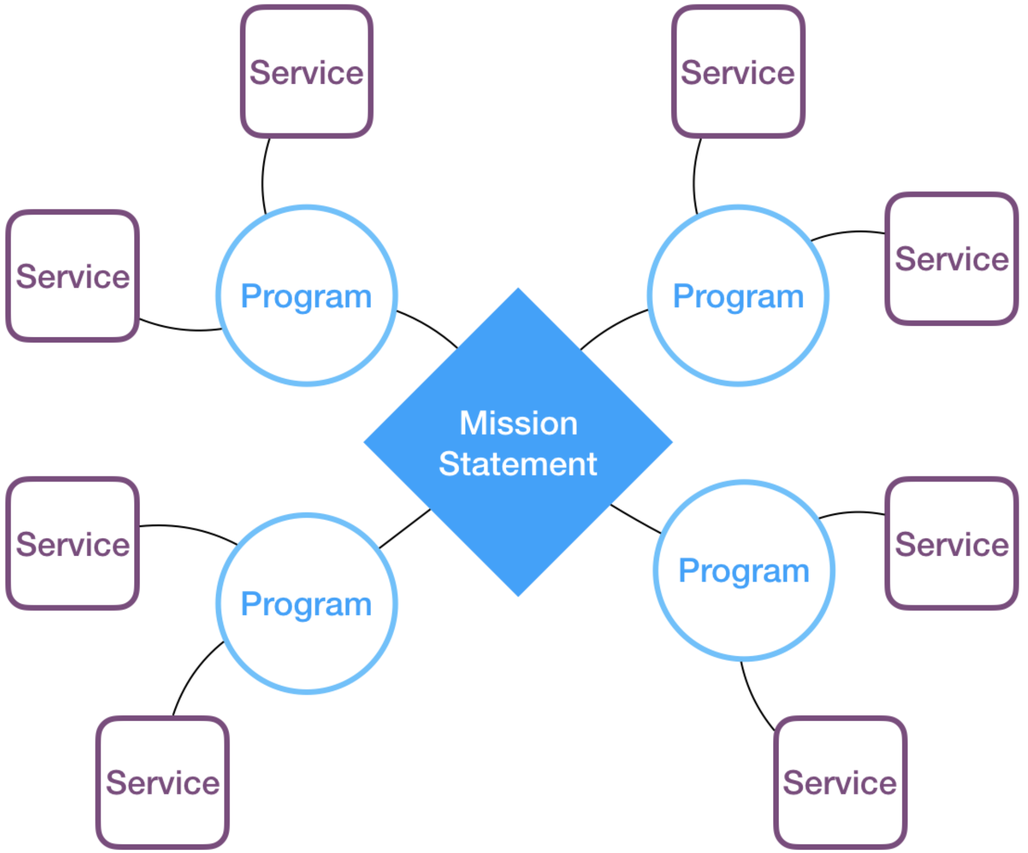
| | + | - |
|---|---|---|
| Provider | WHY | WHY NOT |
| Provider | | |
| Provider | | |
| Provider | | |

# Provider Workshops


PROVIDER PROFILES
Things I can help with
What I am good at
Expectations
Commitments
In the next few months, I'm trying to achieve (goals):
I find out about most services through:
I'm likely to go to a provider if they:
I'm likely to avoid a provider if they:
The most important services for me are:
Something I wish more people knew about me

# Programs and services in your org

SERVICE PROVISION

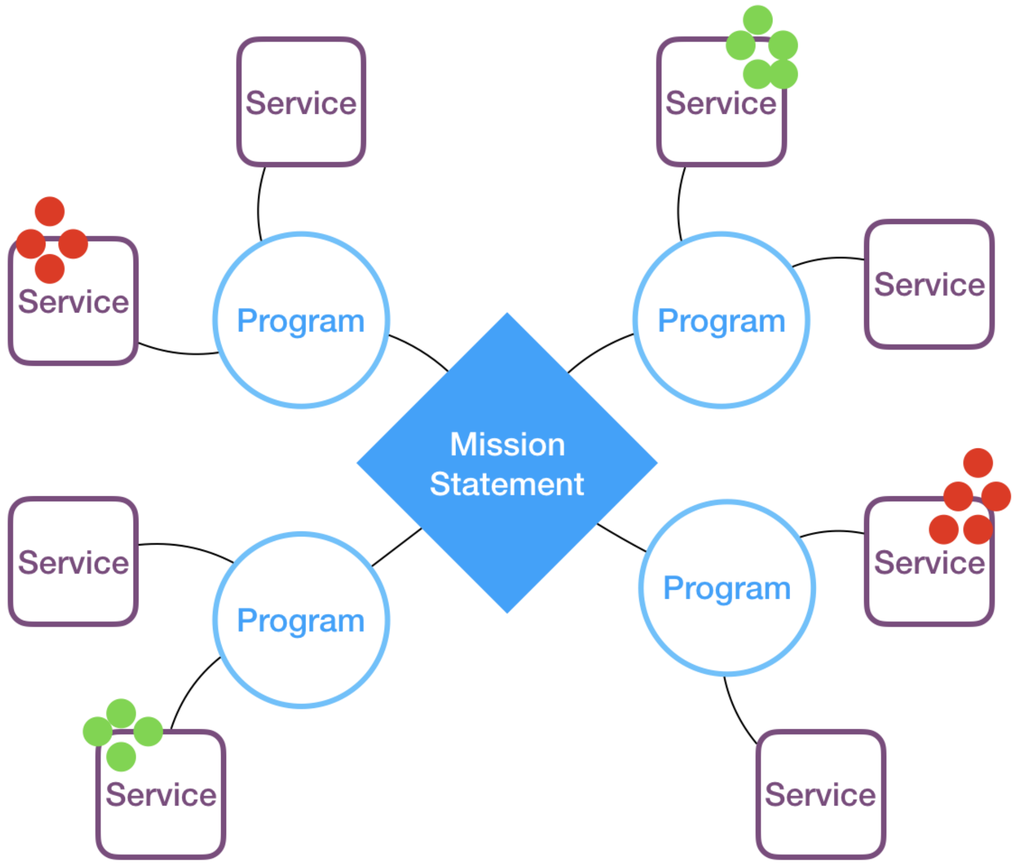


# Programs and services in your org

SERVICE PROVISION

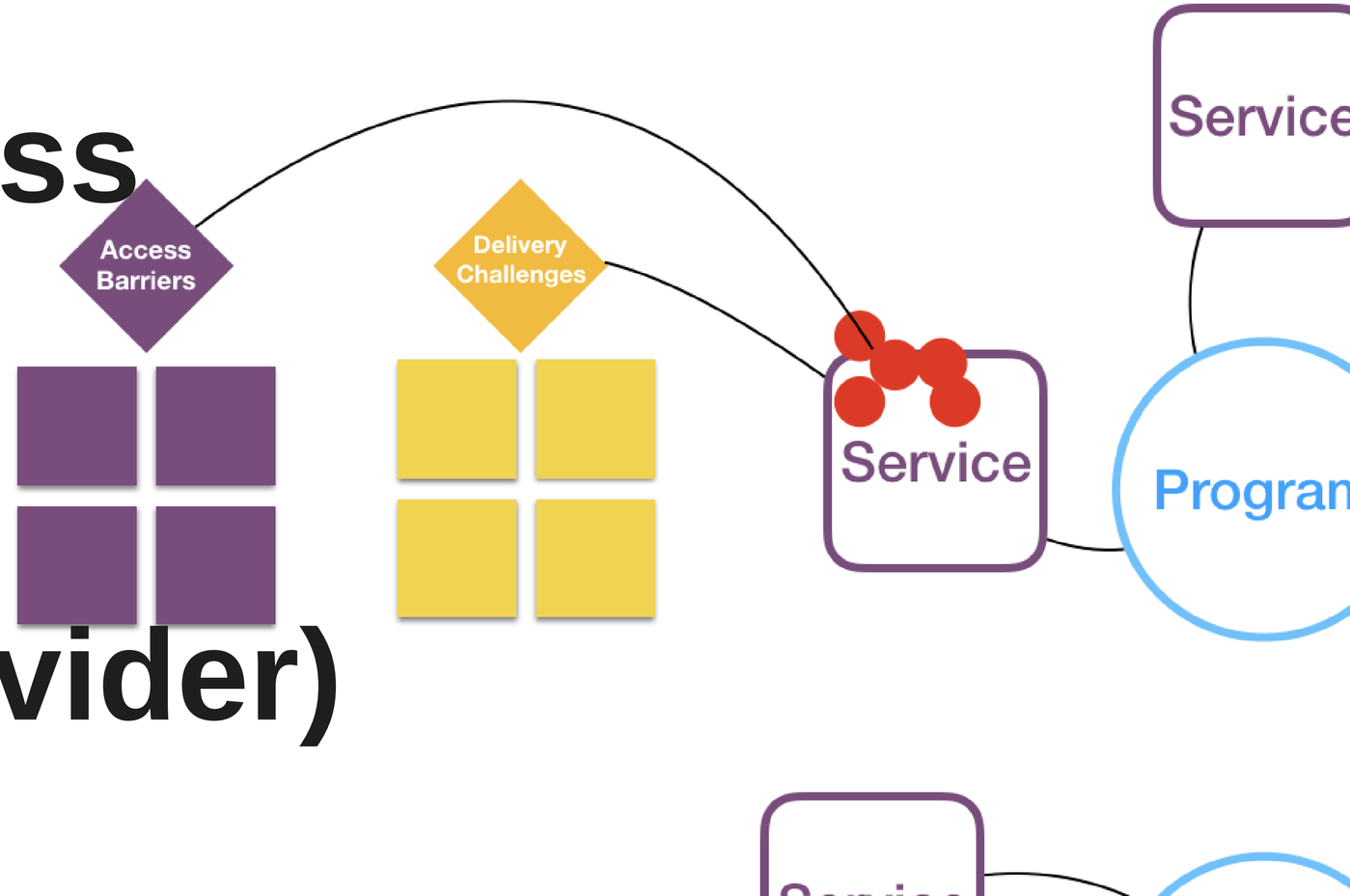
needs improvement

doing well/successful



# For those that need improvement:

- barriers to access (customer)
- delivery challenges (provider)



# 1. System-wide Theory of Change

# 2. Consolidate into joint entity

# 3. Center the customer

# 4. Prioritize economic stability

# 5. Digital Transformation

# 6. Redesign intake

# 7. Expand health services

# 8. Public/Private partnership

# 9. Increase rate of housing development

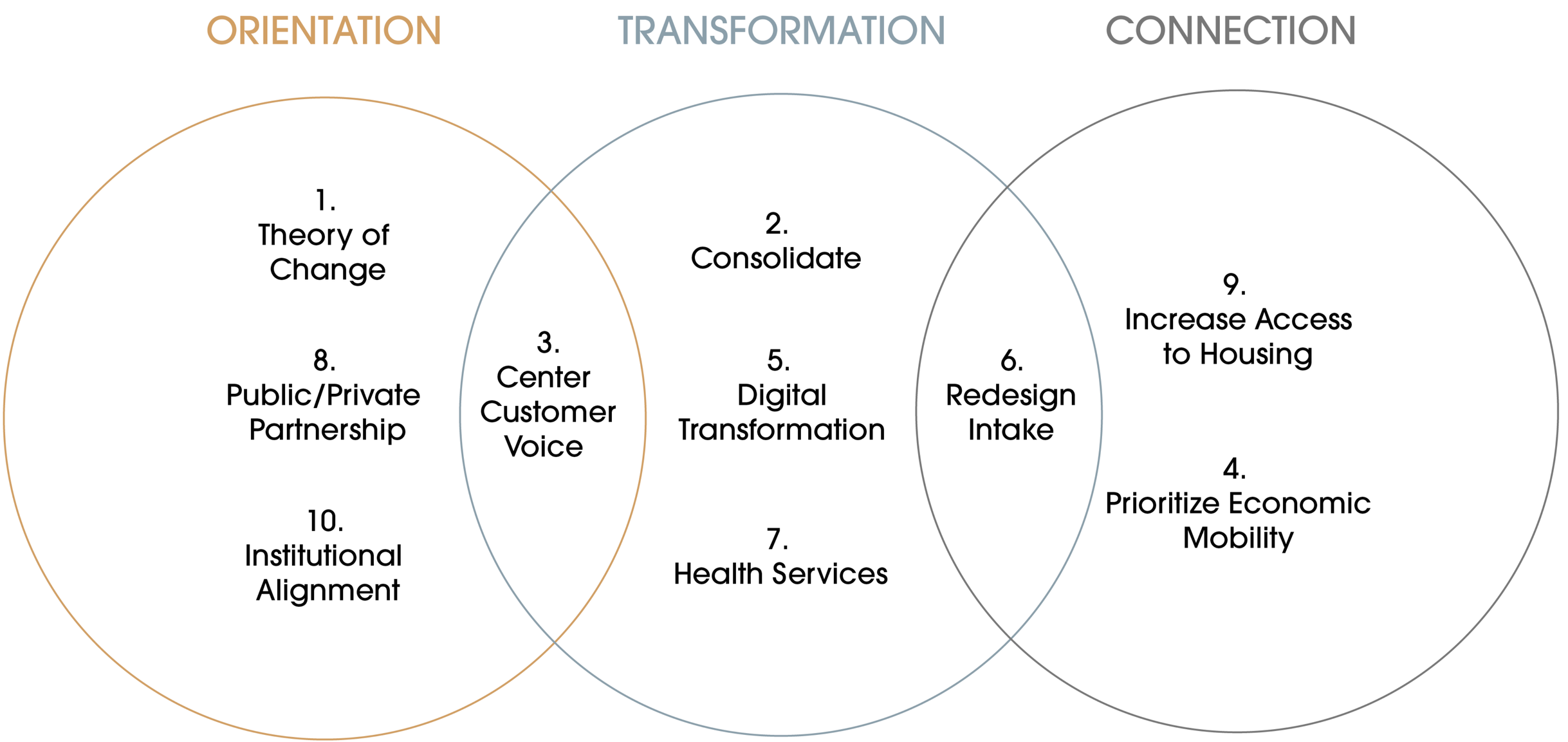
# 10. Institutional alignment

# How these do *not* work

# How these *do* work

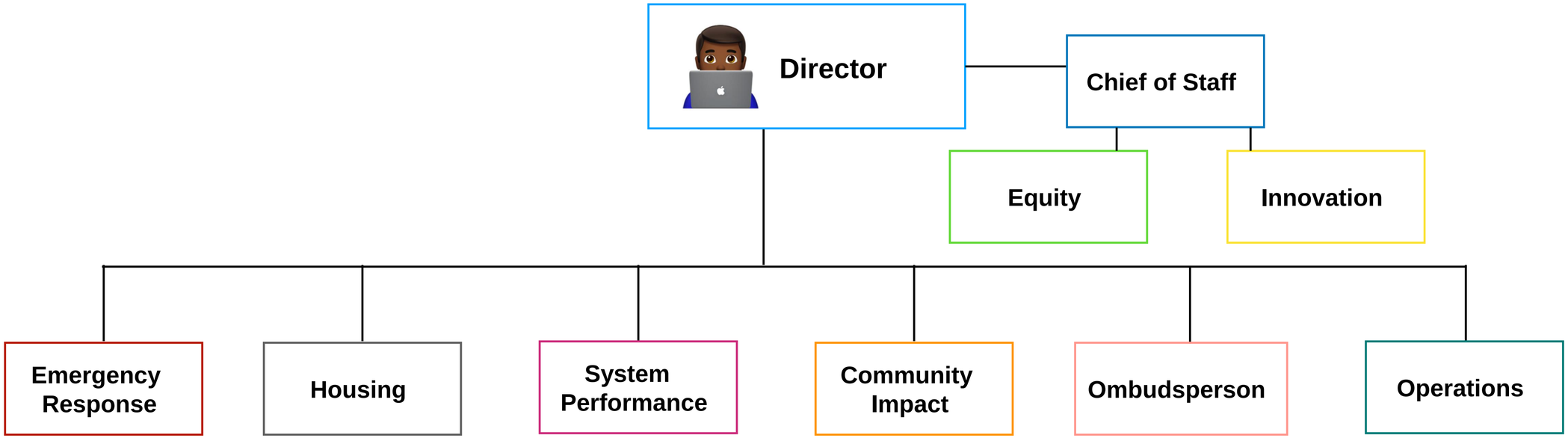
Interconnected
& reinforcing

# How these *do* work



**If we create a homelessness response system that centers customer voice, then we will be able to focus on responding to needs and eliminating inequities, in order to end homelessness for all.**

## 2. CONSOLIDATE



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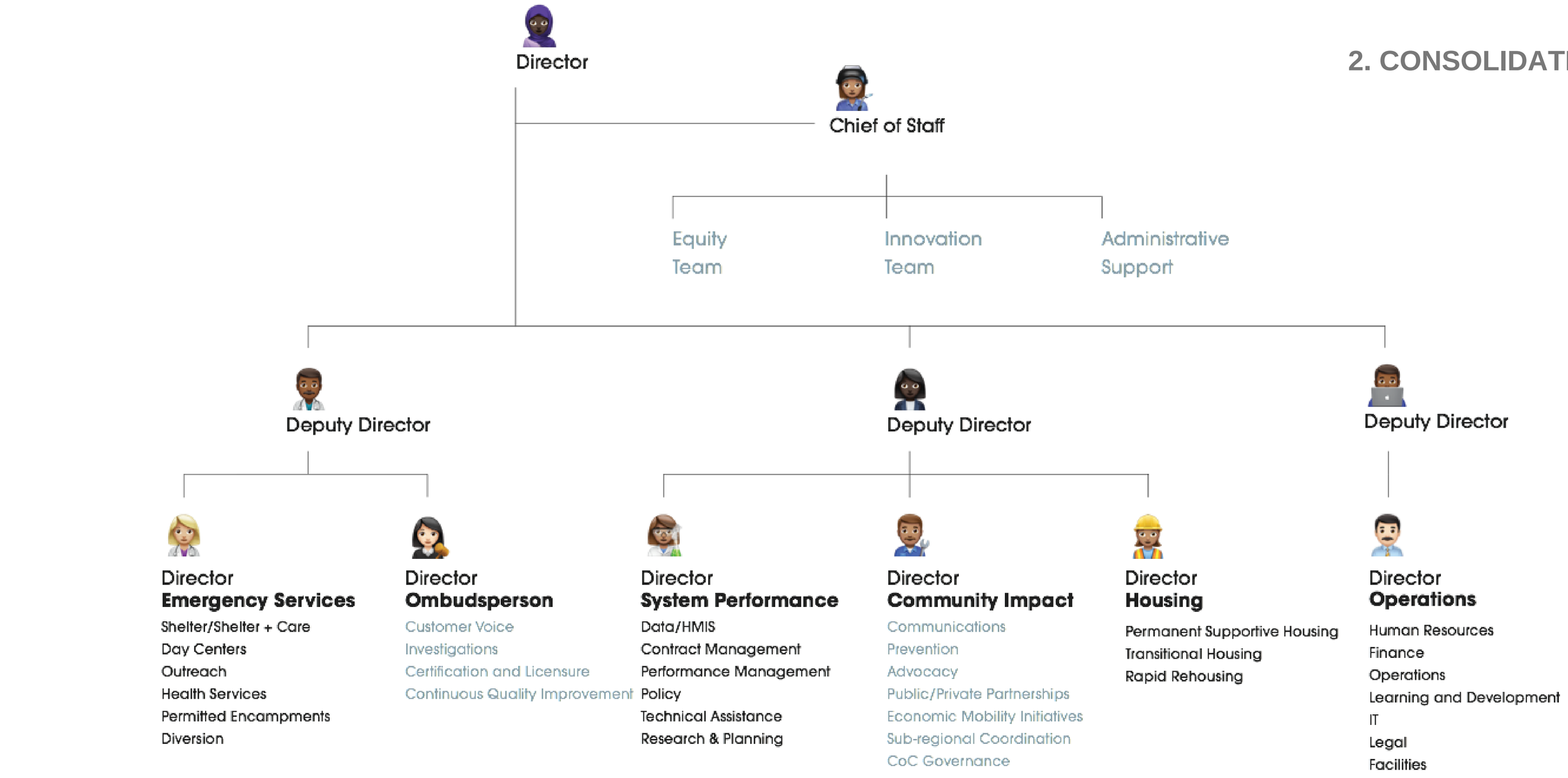
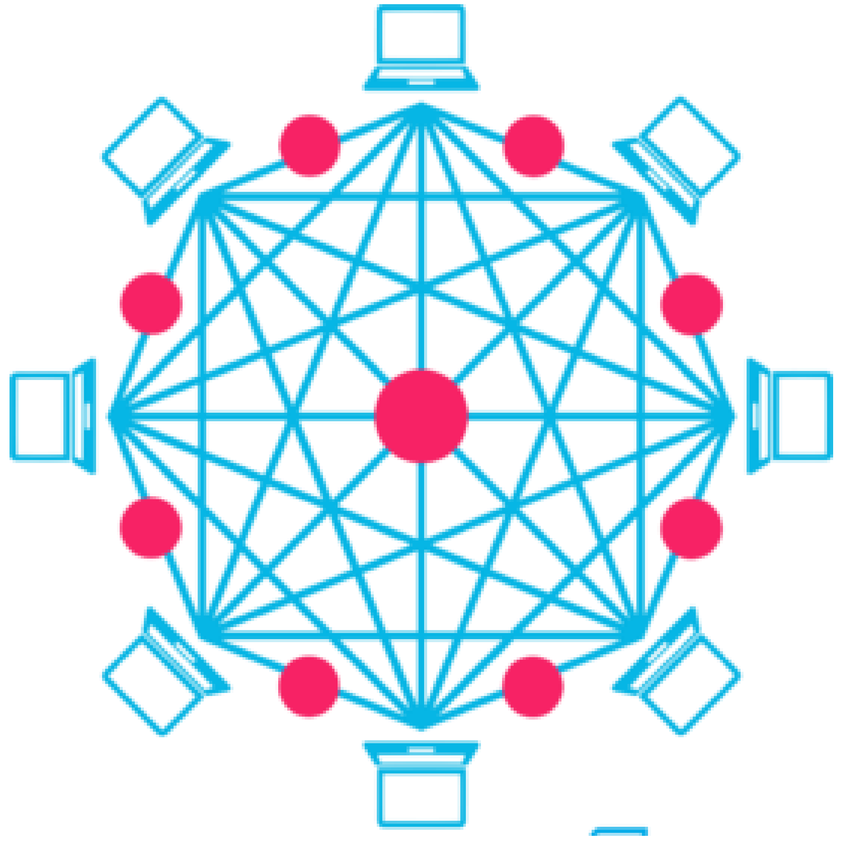



- Teams and positions that can be staffed through existing city and county services
- New Teams and positions

# Deep and meaningful accountability through metrics, community engagement, and system-wide responsiveness

# 4. PRIORITIZE ECONOMIC STABILITY TO REDUCE INFLOW

# Customer controlled digital identity



# Redesign all intake processes to be connected, customer-centric, and radically accessible.

# Development of new health and behavioral health resources and programs

# Align all funding to common goals and frameworks

# Seriously though.

# The goal is always housing.

# Structure permanent decision making points for the flow of supports around people experiencing homelessness

# The **real** deliverable

HRS → Actions

*Read about our methodology & process →*

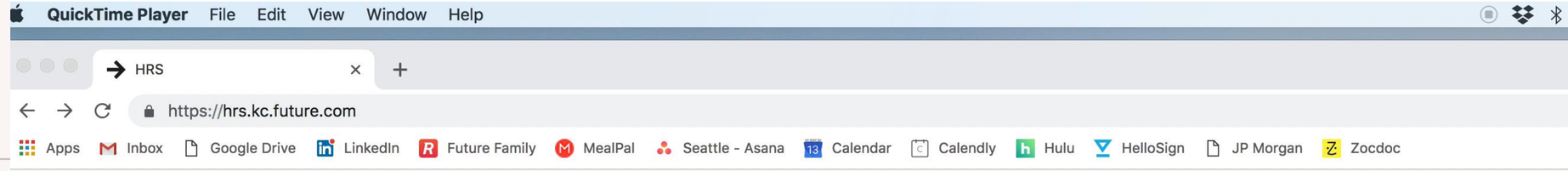
01 Institute a system-wide theory of change →

02 Consolidate homelessness response systems under one regional authority →

03 Become accountable to customers →

04 Prioritize economic stability to reduce inflow →

05 Improve customer outcomes through a comprehensive



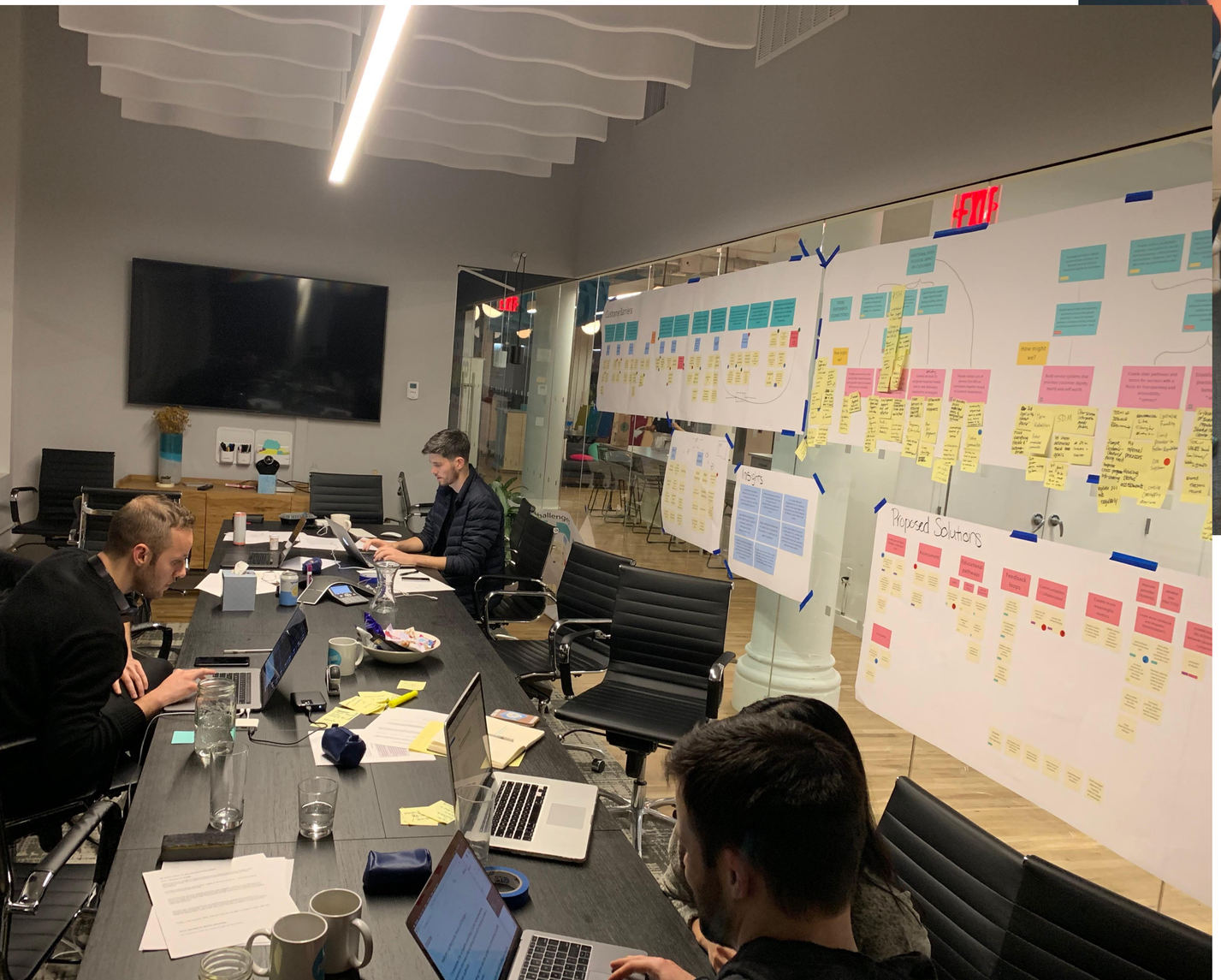

The City of Seattle and King County are committed to ending homelessness. I
August of 2018 they partnered with Future Laboratories to launch a communit
driven process of listening and, ultimately, designing a stronger regional
response.

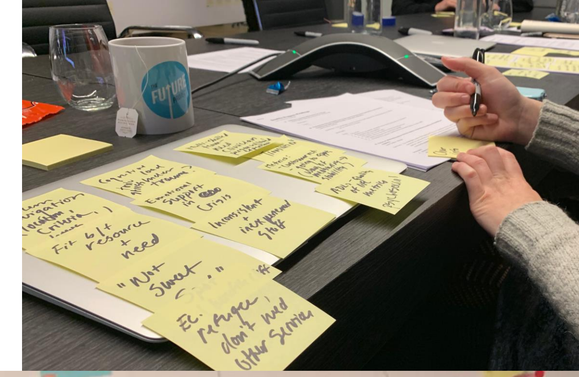
This website captures the results of this collaborative journey and lays out 10
Actions necessary to move forward. In 2019, dozens of partners across the reg
will come together to build a regional Homelessness Response System that ca
achieve greater levels of equity and impact.

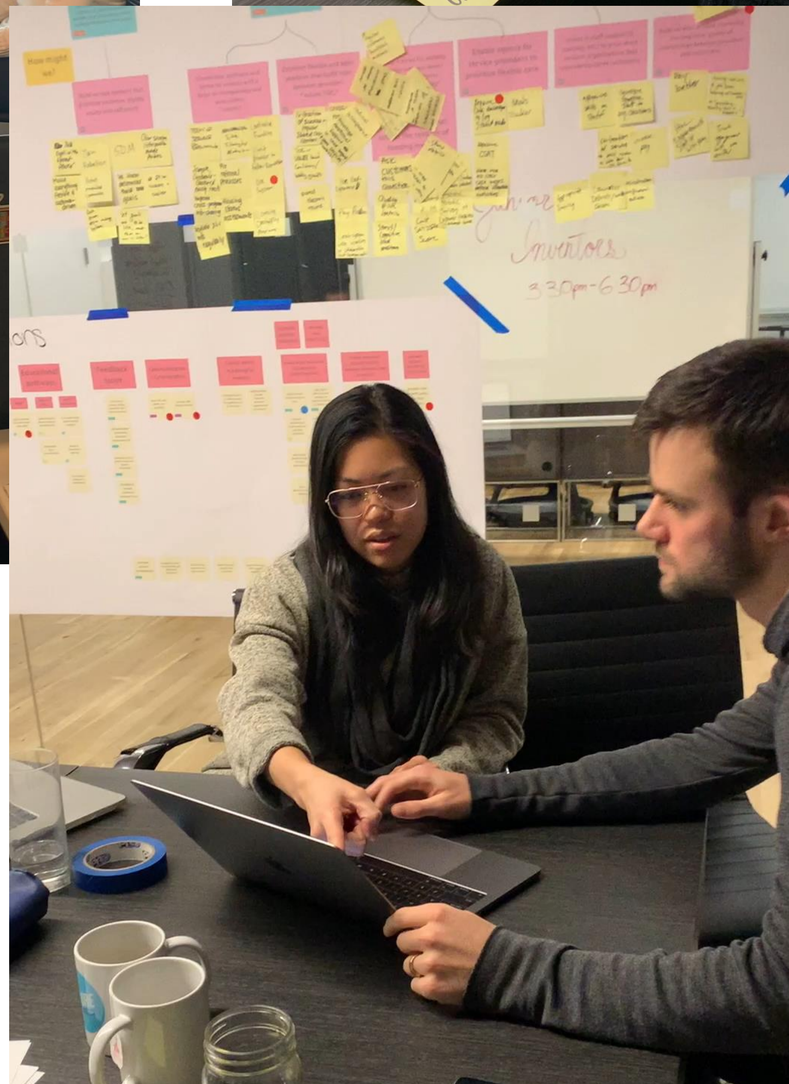
Working together, we can end one of our country's most unacceptable realit

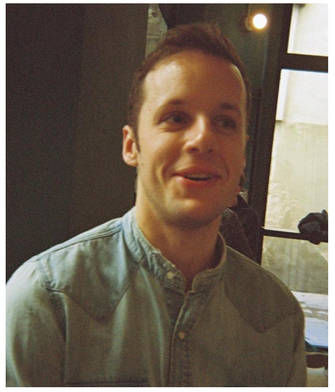
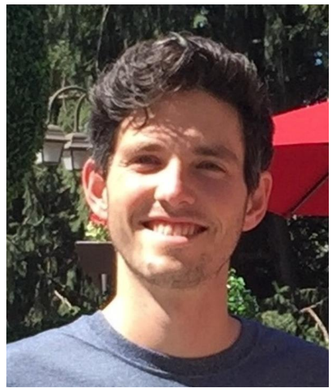
Here's how →

# It takes a village…

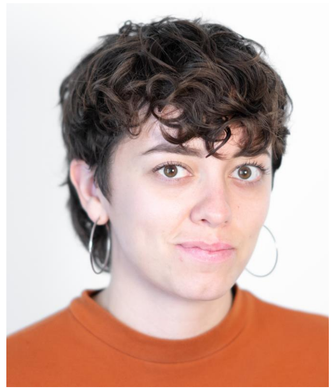






# Future Laboratories ***and partners***



# THANK YOU