Scaling Up Rapid Re-housing: "UNSTICKING" THE SYSTEM TO CREATE FLOW

SCENARIO 1

Please elect a reporter and a scribe for this exercise. They do not have to be the same person. As a team at your table, review the components of a system and what a homeless crisis response system is when it is has good system flow. Then, review the scenario. Below the scenario, identify three systemic improvements or changes that could help unstick the system. These can be things you have done, would like to do, or think would work but there are extenuating circumstances that block you from doing them. At the end of the exercise, the reporter will share with the room your ideas.

Components of a SYSTEM

- Inter-dependent parts
- Regularly interacting
- With a defined set of resources and practices
- Working together
- To achieve a common goal

SYSTEM flow:

- An efficient and coordinated process that moves people from homelessness to housing as quickly as possible

SCENARIO 1: You manage a shelter in a major US city. The unsheltered population in your community is growing, and there doesn't seem to be anyone leaving homelessness. Your shelter is stuck and can't bring everyone who needs shelter in because nobody is moving out. The pressure from your city council and State government is increasing. They want to see shorter lengths of shelter stay in order to get people off the streets. What systemic action can you take to help unstick the system?

Systemic Response #1:

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Systemic Response #2:

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Systemic Response #3:

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SCENARIO 2

Please elect a reporter and a scribe for this exercise. They do not have to be the same person. As a team at your table, review the components of a system and what a homeless crisis response system is when it is has good system flow. Then, review the scenario. Below the scenario, identify three systemic improvements or changes that could help unstick the system. These can be things you have done, would like to do, or think would work but there are extenuating circumstances that block you from doing them. At the end of the exercise, the reporter will share with the room your ideas.

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SCENARIO 2: You manage the Coordinated Entry System in your community. The waitlists for both shelters that exist are growing there are rarely any openings for anyone to come in. You don't want to see more shelters built in your community. The business community does want to see more shelters built because they think that will help get "panhandlers and rough sleepers" off the street.

Systemic Response #1:

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Systemic Response #2:

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Systemic Response #3:

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SCENARIO 3

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SCENARIO 3: You run a housing program that takes referrals from all of the homeless crisis response agencies in your area. You know that families and individuals are staying in shelter for an average of 100 days. It's frustrating to you because you know there are ways to individualize housing resources to serve more people.

Systemic Response #1:

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Systemic Response #2:

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Systemic Response #3:

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SCENARIO 4

Please elect a reporter and a scribe for this exercise. They do not have to be the same person. As a team at your table, review the components of a system and what a homeless crisis response system is when it is has good system flow. Then, review the scenario. Below the scenario, identify three systemic improvements or changes that could help unstick the system. These can be things you have done, would like to do, or think would work but there are extenuating circumstances that block you from doing them. At the end of the exercise, the reporter will share with the room your ideas.

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SCENARIO 4: You are the CoC Lead in your community. Your City Mayor is pressuring you because people are remaining in homelessness for a long time. Your CoC housing programs are showing very positive outcomes. What can you do to help the average length of homelessness decrease in your community?

Systemic Response #1:

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Systemic Response #2:

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Systemic Response #3:

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SCENARIO 5

Please elect a reporter and a scribe for this exercise. They do not have to be the same person. As a team at your table, review the components of a system and what a homeless crisis response system is when it is has good system flow. Then, review the scenario. Below the scenario, identify three systemic improvements or changes that could help unstick the system. These can be things you have done, would like to do, or think would work but there are extenuating circumstances that block you from doing them. At the end of the exercise, the reporter will share with the room your ideas.

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SCENARIO 5: The housing navigators in your town are amazing. They seem to get all of the households through eligibility processes and engaged with landlords quickly. As a board member for one of the outreach agencies, you have noticed this is happening and that you hear often that the wait lists for RRH and PSH are way too long.

Systemic Response #1:

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Systemic Response #2:

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Systemic Response #3:

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