

SPOC Meeting 2/7/24

Attendees:

- Barbara Poppe, BPA
- Kourtney Clark, BPA
- Kristy Greenwalt, BPA
- Matt White, BPA
- David Dirks, BPA
- Matthew Doherty, BPA
- Donna Price, BPA Lived Experience Consultant
- Elijah Wright, PWLE
- MJ Johnson, PWLE
- Taura Brown, PWLE
- ReGina Hentz, PWLE
- Amber Matthews, PWLE
- Roquesha O'Neal, PWLE
- Amy Brown, Noah Project
- Tasha Gray, HAND
- Dr. Gerald Curley, VA
- Sarah Rennie, CoC
- Julie Schneider, HRD
- David Bowser, HRD
- Safiya Merchant, HRD

Brief Discussion on First Draft of Strategic System Improvement Plan

SPOC members said in the first draft, they were inspired by:

- The depth and breadth of the document and that it left an aspirational impression
- The amount of content and seeing the culmination of a year's work
- Seeing so many voices represented and that people felt they should care their ideas freely
- Seeing the teamwork in this process and that people are taking the time to make sure the final product fits the City's needs

SPOC member Julie Schneider said the document could be clearer. Sometimes action items or activities that were similar were sprinkled throughout the plan, which makes it harder for the viewer to understand the connections across the work. She said we need to get the document to a place where you can find the overarching takeaway easily and quickly articulate the impact of the plan.

Comments on Individual Sections of the First Draft

Executive Summary:

- Schneider said the executive summary could be improved so that people can more easily take away the big picture of the document after reading the summary.

- SPOC member Taura Brown stressed the importance of keeping the document simple and readable to multiple audiences.
- HRD project manager Safiya Merchant said the document is missing overarching goals on where we want to go as a system and what our overall goals are for residents.

Planning Process Portion:

- SPOC member Roquesha O’Neal asked if we could include quotes from people with lived experience in the document.
- Schneider said the intro was too long for this kind of document. Brown said she liked including that extent of information. SPOC member Sarah Rennie said she agreed with Schneider, that the document’s order should be rearranged, and that it might be useful to have a shorter version of the document that one could use in conversations with funders, etc.
- Multiple members agreed it might be useful to have a shorter version of the document and a longer version of the document available.

System Modeling Summary:

- SPOC members said it might be helpful to have a summary of the findings in the front of the document and the more-indepth analysis in an appendix.

Definitions of Program Models:

- SPOC members disagreed on where the definition of program models should be located in the document.

Vision and Values

- SPOC members and HRD staff discussed the need for more results-oriented goals to be included in the document. These goals should be centered on what system outcomes we are looking for as a system.
- Next Step: Merchant will bring the SPOC together to discuss goals that could be included.

Improvement Action Areas

- SPOC members disagreed on the length of the improvement action areas and activities.
- SPOC member Amy Brown said she was a little confused by the document because it didn’t show what we are currently doing versus what is being proposed.

Next Steps:

Merchant will:

- Develop content around collaboration, reporting expectations, and community engagement for the plan.
- Arrange a meeting between HRD and HAND to confirm timelines and leads