Welcome to the Community Planning Session for Reimagining Shelter and Interim Housing

- We will begin shortly. We are are expecting many of your fellow Detroiters so it will take a minute for everyone to log on.

- We will be recording the session to ensure we capture your ideas correctly.

- We will post the background materials and the meeting deck to the website.

- We will provide list of all proposed solutions to all participants once we complete the series of 4 community planning sessions.

- Please mute yourself throughout the entire session unless you are invited to unmute.

- Please be prepared to generate ideas and solutions that will improve our homelessness response system in Detroit.

- **We are very glad that you have joined us!**

https://detroitmi.gov/departments/housing-and-revitalization-department/homelessness-strategic-planning-project

Reimagining Shelter and Interim Housing Community Planning Session

Focus on Integrating Programs within the Homelessness Response System

11.17.23

https://detroitmi.gov/departments/housing-and-revitalization-department/homelessness-strategic-planning-project

Lived Experience: Guidance and Themes from Focus Group Participants

- **Often difficult to access shelter**, inconsistent experiences, and especially hard to find shelter for someone under 18 years old

- **Many concerns and complaints regarding physical environments and facilities** – including bugs and vermin, overcrowding, some people having to sleep in chairs, accessibility issues

- **Concerns with the professionalism of staff, treatment of clients**, inconsistent application of rules

https://detroitmi.gov/sites/detroitmi.localhost/files/2023-10/BPA_DETInterimFindingsReport_FINAL.pdf

Lived Experience: Guidance and Themes from Focus Group Participants

- **Significant levels of violence**, staff not trained in providing help when people have mental health crises.

- Most shelters are not friendly or welcoming – and **can be dangerous – for LGBTQ+ individuals**.

- **Desire for shorter shelter stays** and for quicker access to permanent housing

https://detroitmi.gov/sites/detroitmi.localhost/files/2023-10/BPA_DETInterimFindingsReport_FINAL.pdf

Relevant Findings in Interim Report

► **People with lived expertise of the homelessness response system report that they experience the system, and many of its programs and services, as not helpful, as not responsive to their needs or concerns, and even as traumatizing**, and this is most especially true of shelter programs and services.

► There is a need for immediate strategies to **improve shelter facilities and programs, greatly improve the treatment of people in shelters, and ultimately reimagine and transform the community's approach to sheltering people.**
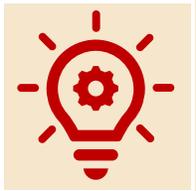
Community Planning Session for Reimagining Shelter and Interim Housing

▶ **11/14** - Focus on **Clients' Basic Needs, Experiences, and Rights**

▶ **11/15** - Focus **on Services and Staffing**

▶ **11/16** - Focus on **Facilities and Environments**

▶ **11/17** - Focus on **Integrating Programs within the Homelessness Response System**

Agenda

 Opening: Welcome, Framing, and Flow

 Solutions: Identify potential solutions and strategies, both improvements and innovations, guided by a series of questions

 Prioritization: Determine highest-priority solutions and strategies, input on roles and timeframes; survey planned for 11/28-30

 Closing: Will make sure we end on time

Purpose and Intent for this Session

Overall Charge: Develop a Strategic System Improvement Plan for the community's homelessness response system

Our Session Charge: Recommend critical improvements and transformations for potential inclusion within the Plan

Prioritization: Potential solutions identified today will **form the basis for an electronic survey to prioritize among ideas, to be implemented around 11/28 – 11/30**. We will publish the results of the poll by the end of December.

Session Guidelines

- Facilitators will strive to assure an open, inclusive, solutions-focused discussion

- Please participate and share your perspective and expertise

- Try not to dominate the conversation

- Be positive & keep an open mind

- Focus on possible solutions the community can pursue

- Respect each person & the expertise that everyone brings to the discussion

- Listen with intent to understand others' perspectives. Assume the best intentions of others. In "oops and ouch" moments, strive to acknowledge intention vs impact & clean up what you mess up.

- High-level summary notes may be shared, but will not attribute comments, concerns, or criticisms to specific people or organizations

Introductions

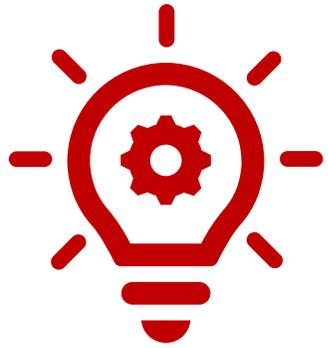*Please answer in the chat box*

Who am I?

What do I hope to contribute to this planning session?

Poll
Select ALL that apply

Who is in the (virtual) room?

- People with lived experience
  - Service providers
  - Shelter providers
  - Housing providers
  - Community leaders
  - HAND and HRD staff

Identifying Solutions:
Solutions and strategies the community should implement

Community Planning Session Objectives

- **Generate ideas for solutions** for possible inclusion in the Strategic System Improvement Plan.

- Across the 4 Community Planning Sessions focused on reimagining shelter, **we'll strive to identify solutions focused on:**
  - **Strengthening client experiences**
  - **Scaling capacity to shelter people**
  - **Improving outcomes**

Types of Solutions

Focus on Integrating Programs within the Homelessness Response System

Generate potential solutions or strategies, including:

- **IMPROVEMENTS** to be made within existing efforts and programs (e.g., staffing and role clarification, streamlining, policies and practices, improved partnerships, improved public policy, etc.)

- **INNOVATIONS** to be tried and tested to support transformation of approaches (e.g., new models, new partnerships, new services and staffing designs, new capacity-building efforts, etc.)

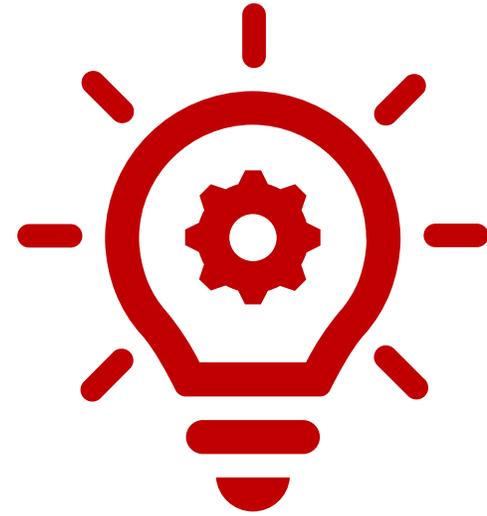# Examples of Solutions: Integrating Programs

▶ **Improvement:** Clearly define and distinguish shelter diversion and homelessness prevention services, and implement a balanced array of programs that can address pivotal factors for clients before they experience homelessness.

▶ **Innovation:** Map full array of systems, including legal aid, food pantries, churches, non funded shelters, CAM DHS and vouchers and community advocacy, to create seamless community network of support that effectively get people to the right resource, and ensure adequate staffing to ensure resource information is kept up-to-date in real time.
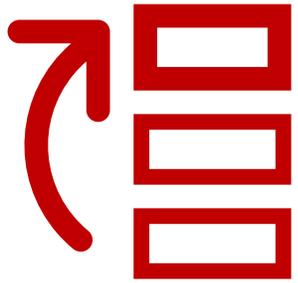
Brainstorm Solutions

Focus on Integrating Programs within the Homelessness Response System

- We'll pose a series of questions to help guide the discussion today

- We'll also give you an opportunity to provide any ideas that you have that the questions don't give you a good chance to offer!

JAM Session!

Prioritization:
Determine highest-priority strategies, input on roles and timeframes

What is the most important work and why?

We're going to ask people with lived experience to reply first, and then will prompt the rest of participants to reply

We will popcorn some so that some people can provide answers verbally, and others can put answers in the chat

Prioritization

What is the most important work to start during 2024?

We're going to ask people with lived experience to reply first, and then will prompt the rest of participants to reply

We will popcorn some so that some people can provide answers verbally, and others can put answers in the chat

Post-Session Poll

You will be invited to participate in an online poll to prioritize among the solutions that have been generated today.

- What are the most important activities?

- What should be started during 2024?

- What would success look like or how should we measure success?

- What community partners and resources should be engaged?

The poll will be conducted 11/28-11/30

▶ *We will publish the results of the poll by the end of December.*

Next Steps and Closing

- **Reimagining Shelter and Interim Housing** online poll to prioritize among the ideas generated today and to rank priorities generated across all Community Planning Sessions.

- **Results** will be shared with the **Planning Team** who will report to the **Strategic Plan Oversight Commission** for inclusion in the final plan. The final plan will include the top priorities with an emphasis on the activities to be undertaken in 2024.

- **Reminders:**

  ▶ We will post the background materials and the meeting deck to the website.

  ▶ We will provide list of all proposed solutions to all participants once we complete the series of 4 community planning sessions.

  ▶ We will provide results of the online poll by the end of December.

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Thank you!