

Strategizing for Change: Case Conferencing

While the goal of your case conferencing is, ideally, to connect young people to available housing resources as quickly as possible, and ultimately to improve your housing placements and reduce your actively homeless number, you can also use case conferencing to identify system improvements.

TIPS FOR USING YOUR BNL DURING CASE CONFERENCING TO GENERATE CHANGE IDEAS:

- ❖ Structure your case conferencing meetings around your BNL and keep your meetings HOUSING FOCUSED (focus on getting the highest priority young people connected to housing by identifying where there are barriers to them being matched, referred, or moved in, and then taking action steps to address those barriers).
- ❖ Set up your list to track current barriers/obstacles to young people getting housed.
- ❖ Consider revising the list you are using at your meetings to ensure you are collecting the right 'fields of information' (make sure you are collecting/reviewing the key information you need to see trends).
- ❖ Play with different ways to sort your list to identify challenges, commonalities in places young people are getting 'stuck', system obstacles or gaps, etc.
- ❖ Ask yourself what common themes you see? These are change ideas!
- ❖ Ensure you have a feedback loop with your Core Team! Let them help remove barriers by scoping an improvement project to address the obstacles you are identifying.

For Example:

Example #1: Imagine that you are case conferencing clients who are matched to a resource but have not been housed. You sort by the "Current Obstacles/Barriers" field and find that multiple people have seen their applications rejected by landlords in the past month. What ideas can you come up with to try to mitigate this issue? Bring this issue to the Core Team and ask them to develop an improvement project to run some tests of change. If successful, you will start to see the number of affected clients drop and ultimately your housing placements rate will rise as a result.

Example #2: If you sort by the "Current Obstacles/Barriers" field and find that many of your clients cannot be located, consider scoping an improvement project related to outreach. Come up with a theory of why this is happening, e.g., are the right people [outreach workers] at this meeting? If your assumption is no, then try inviting a targeted group of outreach providers to the meeting and assign action steps for the next month. Test your strategy - if it works keep doing it, if not, do something different.

Example #3: You sort the priority list by "length of time on the BNL" and you see the same young people have been at the top of your priority list for several months but just continue to sit there without a match or referral. Look at different columns, such as characteristics, current housing status, whether they have an agency connection, etc. to figure out what the main barriers or commonalities are (e.g., are there bottlenecks in the system, are they are missing needed documentation, or are there process gaps or lack of communication with the young person)? Share what you are seeing with the Core Team and ask them to help come up with some ideas to test over the next month.

Example #4: When you sort by the "Is Client New to the BNL" column you see a high number of 'returned from housed' showing up at the top of your priority list – determine if there is a trend with a certain agency or property manager where you are seeing multiple clients return or be evicted? What solutions can you test to mitigate this?