**Shared Goals (Families, Singles & Youth CES Leadership Committees)**

*Overarching Goal #1 – Increase the percentage of successful referrals from 43% to 75%.*

*Overarching Goal #2 – Increase transparent communication & build relationships.*

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| Goal | Action items/Steps |  | Timeline |
| **Communications Goal**  Improve communication with stakeholders across the Coordinated Entry System. | 1. Increase client voice- focus groups to gain feedback regarding the CES (assessment, referrals, etc.). 2. Create avenues (open forums) for communication between CES Leadership Committee, community partners, and clients to share data and receive feedback/input. 3. Establish an ongoing route for continued community feedback about CES (i.e., “tell us what you think link” or community survey). |  | Complete by June 2022.  Complete twice a year – June & December.  Complete by October 2022. |
| **Intersystem Goal**  Shorten time between referral and housing | 1. Identify a solution to minimize the delays in housing related to gathering needed verifications (income verifications, background checks, disability verification) and locating referred households. 2. Subcommittee evaluates impact on successful referral rates related to gathering necessary verifications and minimizing lag time for locating households. 3. Evaluate assessment revisions (client choice, medical fragility, etc.) using qualitative data – client voice/focus groups. |  | Share recommendations with the committee by June 2022.  Implement by October 2022.  Evaluate by December 2022.  Complete by September 2022. |
| **Evaluation Goal**  Evaluate CES with a racial equity lens, develop and share system level CE data widely. | 1. Evaluate the CES using a race and equity lens to take ownership of knowing what data is available, get digestible pieces, compile initial analysis, and bring back to the larger committee. 2. Develop public facing, system level dashboard. 3. Use data/dashboards to establish CES targets/benchmarks for providers (successful referral rates, days from referral to intake, etc.). |  | Subcommittee continues to meet monthly. Bring race & equity data to leadership committees beginning September 2022.  Complete by June 2022.  Complete by October 2022. |

**Workgroup Descriptions**

**Communications Workgroup**

Goal: Improve communication with stakeholders across the Coordinated Entry System.

**Workgroup Coordinator: Jess Nelson**

Workgroup members:

Tenzin Banari, tenzin.banari@hennepin.us

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**HC Staff:** Eric Richert, eric.richert@hennepin.us

**Intersystem Workgroups**

Goal: Shorten the time between referral and housing.

**Workgroup Coordinator: Jennifer Ritter**

Workgroup members:

Laurel Lilligren, llilligren@peopleservingpeople.org

Shae Roberts, sroberts@simpsonhousing.org

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**HC Staff:** Tracy Schumacher, tracy.schumacher@hennepin.us

**Evaluation Workgroup**

Goal: Evaluate CES with a racial equity lens and share CE system level data widely.

**Workgroup Coordinator: Charlotte Moris**

Workgroup members:

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* Hennepin County staff will be present at workgroups to offer support and resources.
* Workgroup coordinators take the lead to schedule meetings and keep the work moving.
* If there is a community voice missing as groups start working, invite them in. If community members are interested in joining a specific group they do not have to be members.