



King County/Seattle Homeless Response System Redesign Revised Implementation Groups & Process

In mid-May, NIS and a group of leadership staff from within the Seattle Human Services Department (HSD), King County Department of Community and Human Services (DCHS), and All Home restructured the implementation process around a community-based participatory design (CBPD) model.

We heard repeatedly that the working group and steering committee model did not provide the individuals and communities most affected by the experience of homelessness sufficient opportunity to direct this work, and did not provide staff and providers sufficient opportunity to contribute. Therefore, we are now working closely with staff, customers, providers, advocates, and government partners through workshops that will inform implementation deliverables. This builds on the community-based research process NIS led in Fall 2018.

Implementation Groups

NIS is co-leading the CBPD work with agency staff and have shifted the structure and function of the working groups. Here is an overview of all the groups involved in this process:

Deliverables Working Group: Leadership staff from within HSD, DCHS, and All Home are working closely with NIS to shape workshops, synthesize workshop data, and produce the products that make up the implementation deliverables. Staff are divided up into groups to focus on one of those three deliverables:

- **Equity-Based Decision-Making (EBDM)**
- **Inter-Local Agreement (ILA)**
- **Regional Authority Minimum Viable Processes (MVP)**

Advisory Groups: Broader advisory stakeholder groups made up of people with lived experience of homelessness, HSD, DCHS, and All Home staff, providers, advocates, regional coalitions, and City of Seattle and King County council staff.

- **Steering Committee:** Reviews and advises on implementation deliverable products.
- **Policy & Planning:** Identifies and advises on EBDM and MVP deliverable products that align policies, programs, and regulations within the City of Seattle, King County, Continuum of Care, and regional systems during the transition to the new regional authority.
- **Organizational Stand-Up:** Advises on EBDM, ILA, and MVP deliverable products that drive the administrative and operational work necessary to establish the new regional authority in alignment with existing operational timelines and budget cycles.
- **Community Engagement:** Ensures equity framework and accountability to customers, advocates, providers, and other community stakeholders in the CBPD process and advises on EBDM deliverable products.
- **External Affairs:** Provides as-needed input on public communications on implementation.

Core Leads: HSD, DCHS, and All Home leadership and representatives from the Offices of the Mayor of Seattle and King County Executive with the authority to transmit deliverables to the City of Seattle and County Councils and Mayor and County Executive.

City of Seattle and King County Councils & Executive Leadership: Stakeholders with the authority to approve the Inter-Local Agreement to establish the new regional authority and control over the appropriation of funding to make the regional authority operational.

Community-Based Participatory Design Process

The Deliverable Working Group (NIS and leadership staff from DCHS, HSD, and All Home) is engaged in a CBPD process for implementation of a regional authority with oversight over the homelessness system. The focus of this work is to design a system that is both profoundly equitable and can drive towards desired systems-level outcomes.

Process: We are engaging a wide range of system stakeholders in structured conversations in the form of workshops around the key components of the new regional authority and homelessness system that those stakeholders have the power to shape:

- Regional authority governing board
- Priorities for the regional authority
- Principles of the regional authority
- Ombudsperson/customer accountability priorities and functions
- Sub-regional governance

Equity: To center equity in our work we elevate the voices of those who are the most vulnerable to the experience of homelessness. In building a system that is responsive to the needs of those who are at the highest risk for prolonged or multiple episodes of homelessness, we are building a system that has better capacity to respond to the needs of all.

To that end, we are prioritizing conversations with populations disproportionately represented among people experiencing homelessness in King County (and the organizations that serve them), including black, Native, transgender, refugee, and youth populations, people living with disabilities, and people who have experienced domestic violence. Input from these populations will also be given more weight in our data synthesis.

While everyone is invited to regular open workshops, we recognize that some people are not comfortable sharing their experience in settings with many stakeholders. Therefore, we are holding workshops with prioritized populations in spaces that they identify.

Systems-Level Outcomes: A systems-level approach requires that we focus on transformation and redesign rather than modification. The CBPD process enables us to establish outcome objectives, as well as craft specific priorities, structures, functions, and processes, from the input of the range of system stakeholders: customers, providers, government agency staff, advocates, regional coalitions, and City and County council members and staff.

In driving towards those outcomes, we aim to transform our system to directly respond to the needs of people experiencing homelessness.