

## **Improving Access to Mainstream Services for Individuals and Families with Children Experiencing Homelessness**

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*Guam and the Northern Mariana Islands*  
*April 20 - 23, 2004*

### **Agenda**

#### Objectives:

- To assist policymakers in developing an Action Plan intended to improve access for individuals and families with children who are homeless to mainstream health, human services, and employment and training programs that are coordinated with housing and other existing community programs.
- To create and/or reinforce relationships among the Governor's office, Legislators, key program administrators, and stakeholders from the public, private, and nonprofit sectors.
- To provide an environment conducive to the process of strategic decision-making that is results-oriented, outcomes-related, and benefits individuals and families with children who are homeless.
- To assist policymakers in identifying issues or areas of concern that may result in a formal request for technical assistance.

#### **Day One – Tuesday, April 20**

8:30 a.m.      **Registration and Continental Breakfast**

9:00 a.m.      **Welcome and Introductions**

- Lynnette Araki, Senior Health Program Analyst, Office of Planning and Evaluation, Office of the Administrator, Health Resources and Services Administration, U.S. Department of Health and Human Services
- Jamie Hart, Director, Intercultural Health Practice Area, Health Systems Research, Inc., Moderator

#### **Introductions of State Team Members and Resource Persons**

9:45 a.m.      **Plenary Session One: Providing Context**

#### **Overview of the Policy Academy Process**

- Presenter: Jamie Hart, Project Director, Health Systems Research, Inc.

#### **Discussion of Issues and Promising Practices**

- Presenter: Francine Williams, Center Director, National Resource Center on Homelessness and Mental Illness, Policy Research Associates, Inc.

11:30 p.m.      **Networking Lunch**

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1:30 p.m. **Team Session One: Setting the Stage, Conducting a Reality Assessment and Creating a Vision Statement**

- **Set the Stage**
  - ◆ Collaboration Exercise
  - ◆ Critical questions for the Pacific Basin
    - Working as a team and maintaining momentum
    - Integrating planning efforts
- **Conduct Reality Assessment**
  - ◆ Inventory/review of: current programs/activities, key challenges, previous policy actions, current political environment
  - ◆ SWOT Analysis (strengths, weaknesses, opportunities, threats)
  - ◆ Provide context
  - ◆ Identify resources
- **Create Vision Statement**
  - ◆ Statement of purpose
  - ◆ Picture of Team's ideal future (independent of current reality)
  - ◆ Reference point for all future decisions

4:30 p.m. **Adjourn**

**Day Two – Wednesday, April 21**

8:30 a.m. **Continental Breakfast**

9:00 a.m. **Overview of the Day**

9:15 a.m. **Plenary Session Two: Addressing Chronic Homelessness**

**The Dynamics of Homelessness**

- Presenter: Ann Denton, Director of Housing, Advocates for Human Potential, Inc.

**What Works: Prevention Strategies**

- Presenter: Francine Williams, Center Director, National Resource Center on Homelessness and Mental Illness, Policy Research Associates, Inc..

**What Works: Housing Strategies**

- Presenter: Ann Denton, Director of Housing, Advocates for Human Potential, Inc.

10:15 a.m. **Break**

10:30 a.m. **Site Visit to Homeless Program (includes lunch)**

2:30 p.m. **Plenary Session Three: Developing and Implementing a Plan to Increase Access to Mainstream Services**

- Presenter: Jamie Hart, Director, Intercultural Health Practice Area, Health Systems Research, Inc.

3:00 p.m. **Team Session Three: Completing the Vision Statement and Identifying Priorities**

- **Complete Vision Statement**
- **Priority and Goal Setting - Identify:**
  - ◆ Gaps between the Team's vision statement and the current reality
  - ◆ Areas to focus energy and limited resources
  - ◆ Basis for planning, policymaking, and setting performance standards

4:30 p.m. **Adjourn**

Each Team should prepare to share with the other Teams their action planning to date—including its written vision statement, reality assessment, and goals and priorities at tomorrow morning's plenary session. Each Team should also identify what it anticipates their technical assistance needs to be. Results should be recorded on newsprint and posted in the main conference area.

### **Day Three – Thursday, April 22**

8:30 a.m. **Continental Breakfast**

9:00 a.m. **Overview of the Day**

9:15 a.m. **Exchange of Ideas Among Team Members and Resource Persons**

9:45 a.m. **Plenary Session Four: System Change Strategies**

- Presenters: Jamie Hart, Director, Intercultural Health Practice Area, Health Systems Research, Inc.  
Donna Aligata, Consultant, Gold Cottage Industries

10:15 a.m. **Team Session Four: Completing Priority Setting and Developing Strategies**

- **Complete Priority Setting**
- **Develop Realistic Strategies and Tactical Plans**
  - ◆ Broad-ranging tactics requiring statewide or cross-agency efforts
  - ◆ Usually involves the combination of several courses of action
  - ◆ Should be directly related to Team's goals and priorities
  - ◆ Includes identifying technical assistance needs
    - What resources are required?
    - What is the timeline?
    - Who will be affected?

12:00 p.m. **Lunch**

1:00 p.m. **Team Session Five: Completing Strategies and Identifying Action Steps**

- **Complete Strategies/Tactical Plans**

- **Identify Action Steps**
  - ◆ Specific activities to be undertaken based on strategies
  - ◆ Required action from specific individual or entities
  - ◆ Considerations:
    - Who is responsible for coordinating each action?
    - Who is responsible for completing each action?
    - What resources are required?
    - What is the timeline?
    - Who will be affected?
    - How will success be measured (benchmarks)?

4:30 p.m.      **Adjourn**

### **Day Four – Friday, April 23**

8:30 a.m.      **Continental Breakfast**

9:00 a.m.      **Overview of the Day**

9:15 a.m.      **Team Session Six: Completing Action Steps, Identifying Technical Assistance (TA) Needs, and Identifying Next Steps**

- **Complete Action Steps**
- **TA Needs – Identify:**
  - ◆ The nature of issue(s) or the problem(s) for which TA is needed
  - ◆ The type(s) of assistance required
  - ◆ Anticipated long- or short-term goals of the TA
- **Next Steps – Identify:**
  - ◆ Plans for working as a team and maintaining momentum
  - ◆ Follow-up activities for Policy Academy
  - ◆ Next Team meeting date
  - ◆ Timeline and process for revision and submission of action plan

12:00 p.m.      **Lunch**

1:15 p.m.      **Plenary Session Five: Team Report-Outs**

- **Teams Outline:**
  - ◆ Key priorities and action steps included in their Action Plans
  - ◆ Technical assistance needs
  - ◆ Follow-up and next steps

2:30 p.m.      **Wrap-up and Evaluation**

3:00 p.m.      **Adjourn**

# **Improving Access to Mainstream Services for People Experiencing Chronic Homelessness**

Sponsored by:

**U.S. Department of Health and Human Services**

Administration for Children and Families  
The Centers for Medicare and Medicaid Services  
(formerly the Health Care Financing Administration)  
Health Resources and Services Administration  
Office of the Assistant Secretary for Planning and Evaluation  
Substance Abuse and Mental Health Services Administration

**U.S. Department of Housing and Urban Development**

Office of Community Planning and Development  
Office of Special Needs Assistance Programs

**U.S. Department of Veterans Affairs**

Homeless Veterans Programs, Office of Public and Intergovernmental Affairs  
Health Care for Homeless Veterans, Veterans Health Administration

**U.S. Department of Labor**

Employment and Training Administration  
Veterans Employment and Training Service  
Office of Disability and Employment Policy  
Center for Faith-Based and Community Initiatives

In partnership with:

U.S. Interagency Council on Homelessness  
American Public Human Services Association  
Association of State and Territorial Health Officials  
National Association of Alcohol and Substance Abuse Directors  
National Association of County and City Health Program Directors  
National Association of State Mental Health Program Directors  
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