

Future  
Laboratories  
***Action  
Overview***

**1.11.19**

**Welcome + Introductions**

**Level Setting**

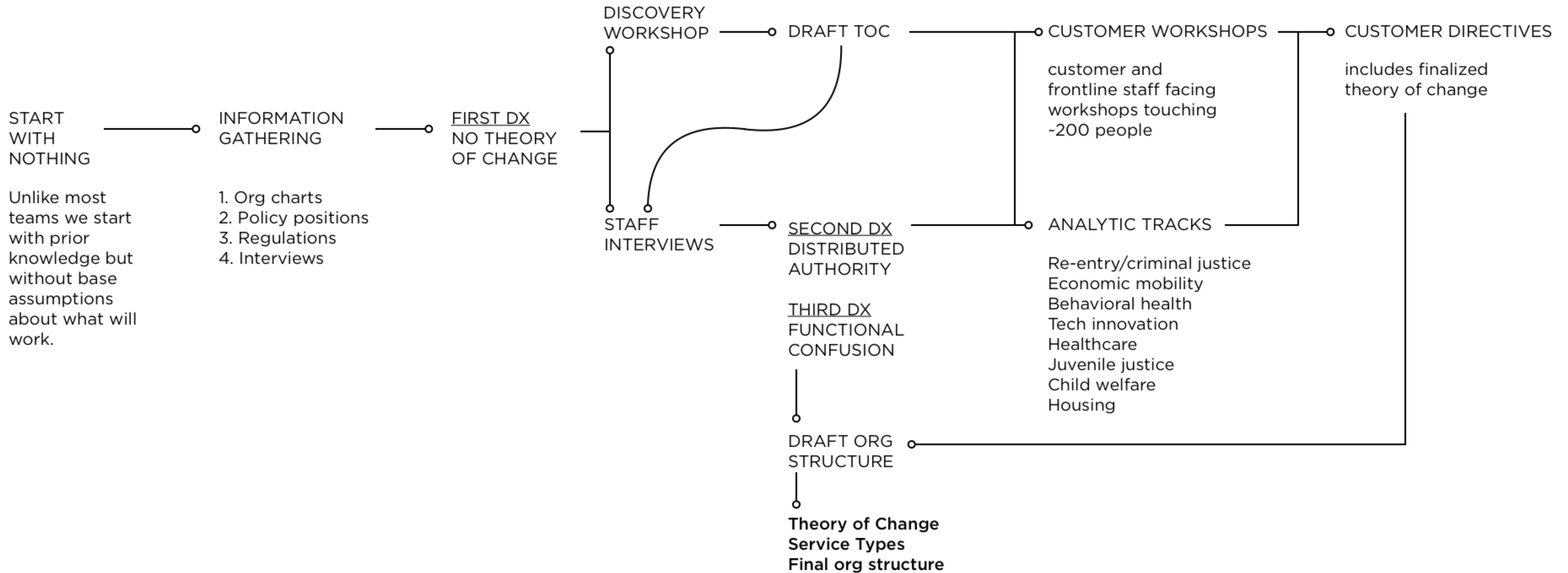
**Overview of Process**

**Overview of Actions!**

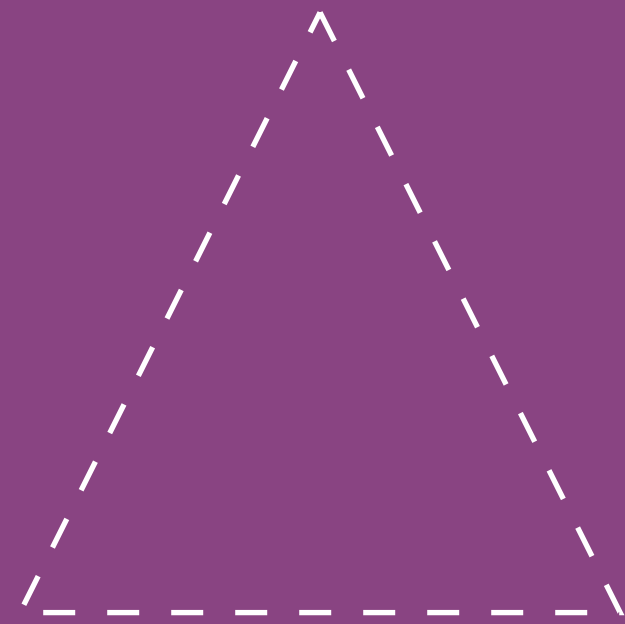
How did we do it?



## PROCESS OVERVIEW



# Where we'd like to go...



Ideal Future

New single entity

Equity-centered

Data-driven

Community-wide commitment

WORKSHOPS  
IN NUMBERS

COMPLETED WORKSHOPS

13

6	Customer
3	Provider
2	Customer and Provider
1	Core Working Group
1	Lived Experience Advocates

ORGANIZATIONS

- General Population**  
[Hopelink](#)  
[DESC](#)  
[Multi-service Center](#)  
[All Home Consumer Advisory Council](#)
- PoC**  
[Urban League](#)  
[El Centro de la Raza](#)  
[Village of Hope](#)
- LGTBQ**  
[Utopia Seattle](#)
- Health**  
[Host \(DESC\)](#)  
[Health Care for the Homeless](#)  
[REACH](#)
- Native**  
[Chief Seattle Club](#)  
[Seattle Indian Health Board](#)

Contacted for workshops  
Able to host / recruit

- Women + Families**  
[YWCA](#)  
[Mary's Place](#)  
[Noel House](#)  
[Solid Ground](#)  
[Atlantic Street Center](#)
- Youth**  
[Youth Care](#)  
[Mockingbird](#)  
[Youth Action Board](#)  
[New Horizons](#)  
[PSKS](#)  
[Youth Homelessness Demonstration Project](#)  
[Providers](#)
- Refugee/Immigrant**  
[Interim Community Development Agency](#)  
[ReWa](#)

**CUSTOMER WORKSHOPS**

## CUSTOMER PROFILES

Goals (near and long term)

Service priorities

Things I'm looking for

Provider preferences

In the next few months, I'm trying to achieve (goals):

Financial Stability, apply for  
3 universities I'm interested in,  
Breast Augmentation Consultation.

My overall goal is to:

Buy a house, land, and a car, and  
my housing, work and finances.

I've faced moments in my life  
where I didn't have that.

My most important services for me are:

- Counseling / Therapy

- Trans Health Coverage/Insurance.

- Employment - finding a trans woman  
of color Long-term Employment

to be a burden.

I'm currently looking for:

More spaces for our young  
people to feel heard and  
humanized. Homelessness  
is just one of many  
Traumas.

I find out about most services through:

Our young people find most  
services through our shelter  
staff, Case managers →

Information board.

I'm likely to go to a provider if they:

- are seeking support outside  
of shelter.

- Engage

- Mental Health.

I'm likely to avoid a provider if they:

- do not accept trans health  
coverage insurance.

- Feel Vulnerable.

Something I wish more people knew about me:

That I came from a family of  
22 siblings. adopted raised  
in Utah by a strict Mormon  
family. I was hungry to know  
who I was culturally and exploring  
my gender identity  
navigating stability on my

The people I interact with  
the most  
3-4 most helpful  
How they help me

NETWORKS

daughter

(relationship)

Torrin

VA - Counselor

Staff

Mary's Place

Bryant

son

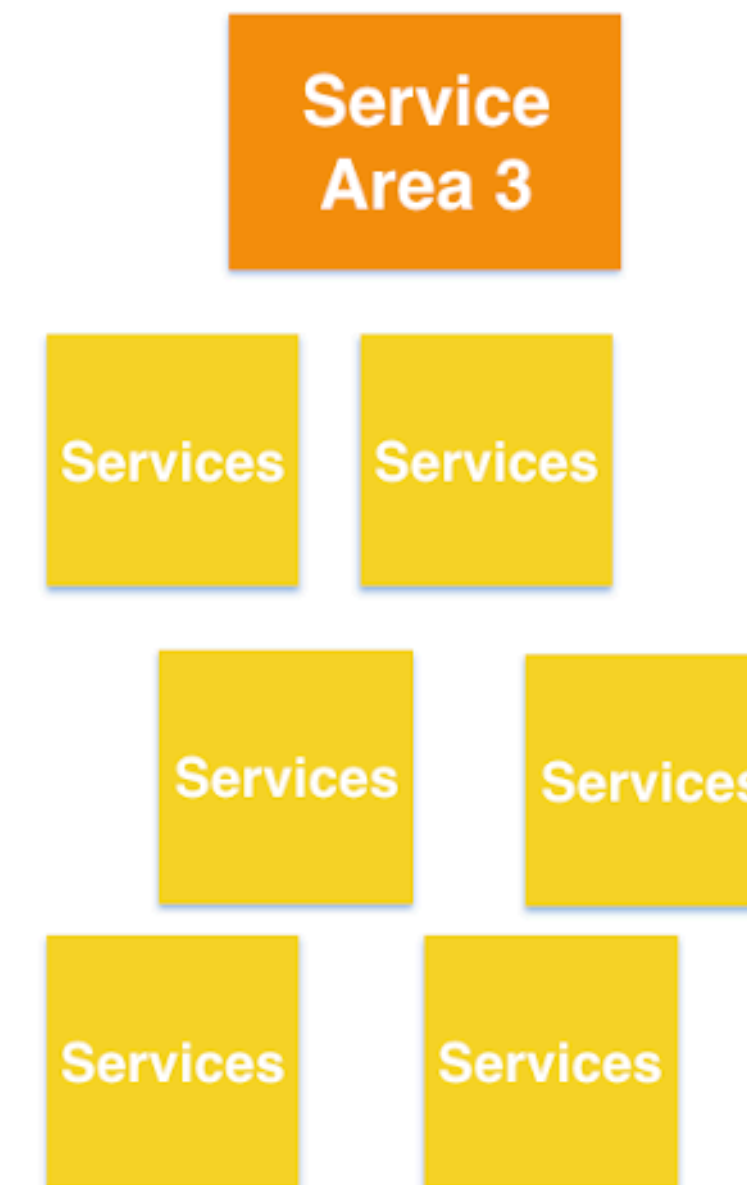
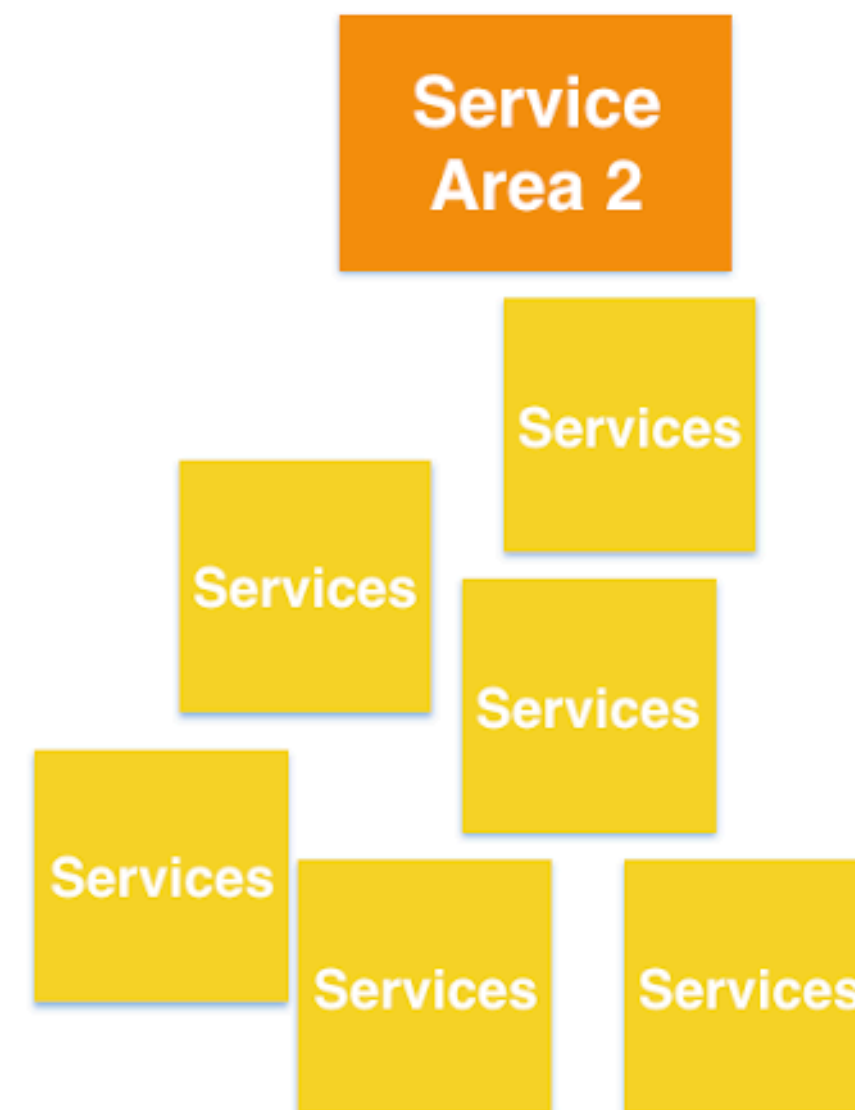
Reb

North West  
Justice project

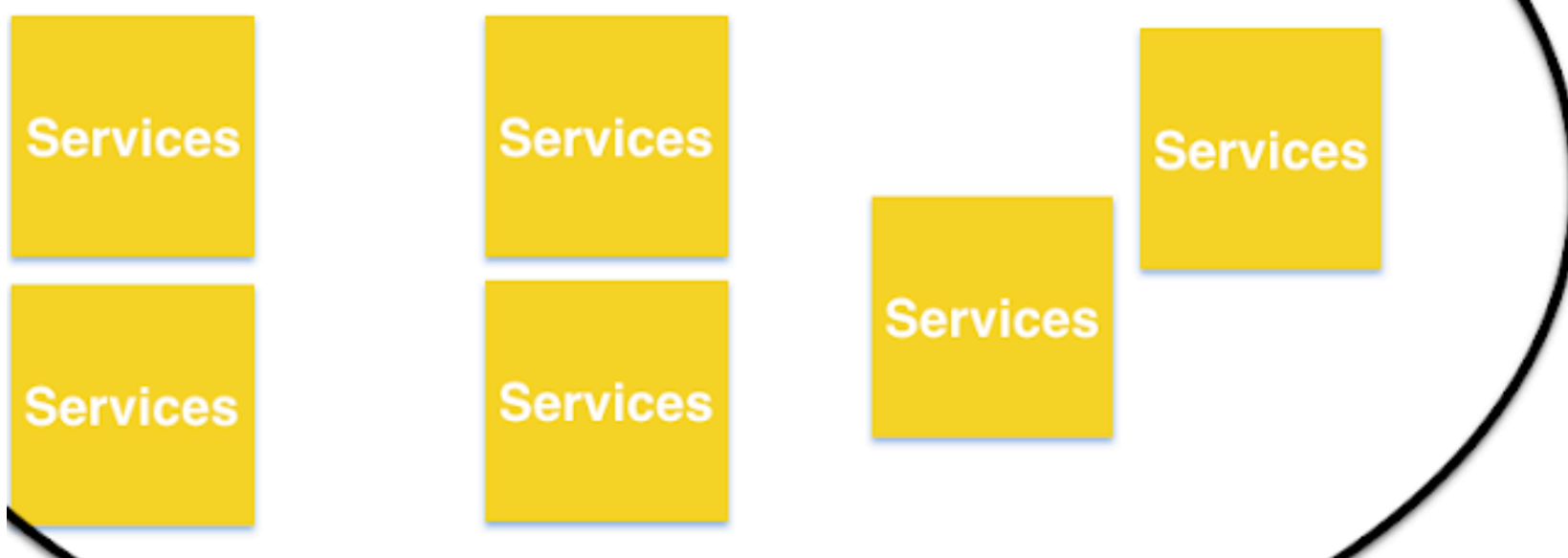
Dad

Dad

SERVICE CHOICES  
- CUSTOMERS



\*\*smaller categories will likely exist,  
but we're looking for the top  
groupings\*\*

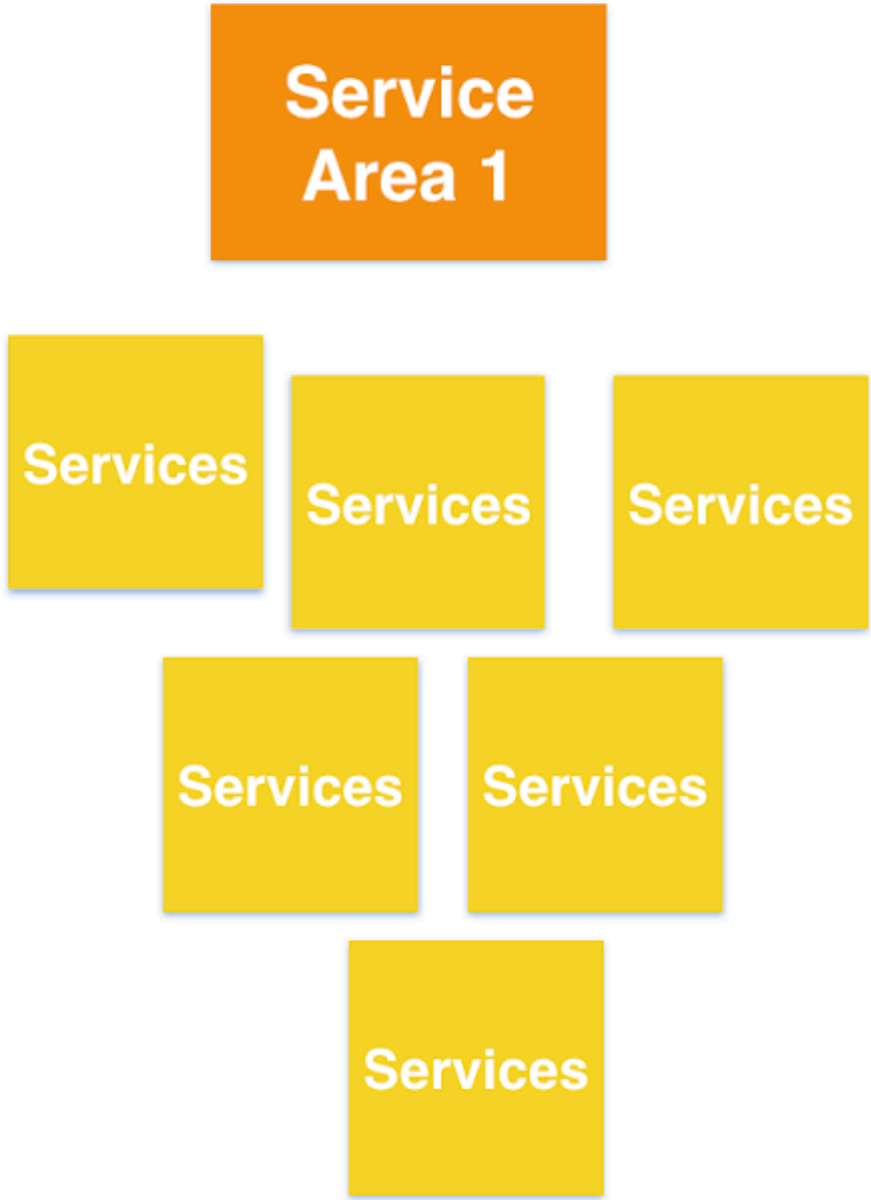


**Prioritized  
services**

# Prioritized services

# Barriers to access

# Known providers



Barriers to Access	
Barrier 1	
Barrier 2	
Barrier 3	
Barrier 4	

SERVICE CHOICES - CUSTOMERS		
Known Providers		
	+	-
Provider	WHY	WHY NOT
Provider		
Provider		
Provider		

# Provider Workshops

# Things I can help with

# What I am good at

# Expectations

# Commitments

## PROVIDER PROFILES

I find out about most services through:

Our young people find most services through our shelter staff, Case managers & an information board.

I'm likely to go to a provider if they:

- are seeking support outside of shelter.
- Engage

- Mental Health.

I'm likely to avoid a provider if they:

- do not accept trans health coverage insurance.
- Feel Vulnerable

Something I wish more people knew about me

That I came from a family of 22 siblings. adopted raised in Utah by a strict Mormon family. I was hungry to know who I was culturally and exploring my gender identity navigating stability on my

In the next few months, I'm trying to achieve (goals):

Financial Stability, apply for universities I'm interested in. My long term goal is to: Build and Maintain stability in my housing, work and finances.

I've faced trauma in my life. The most important services for me are:

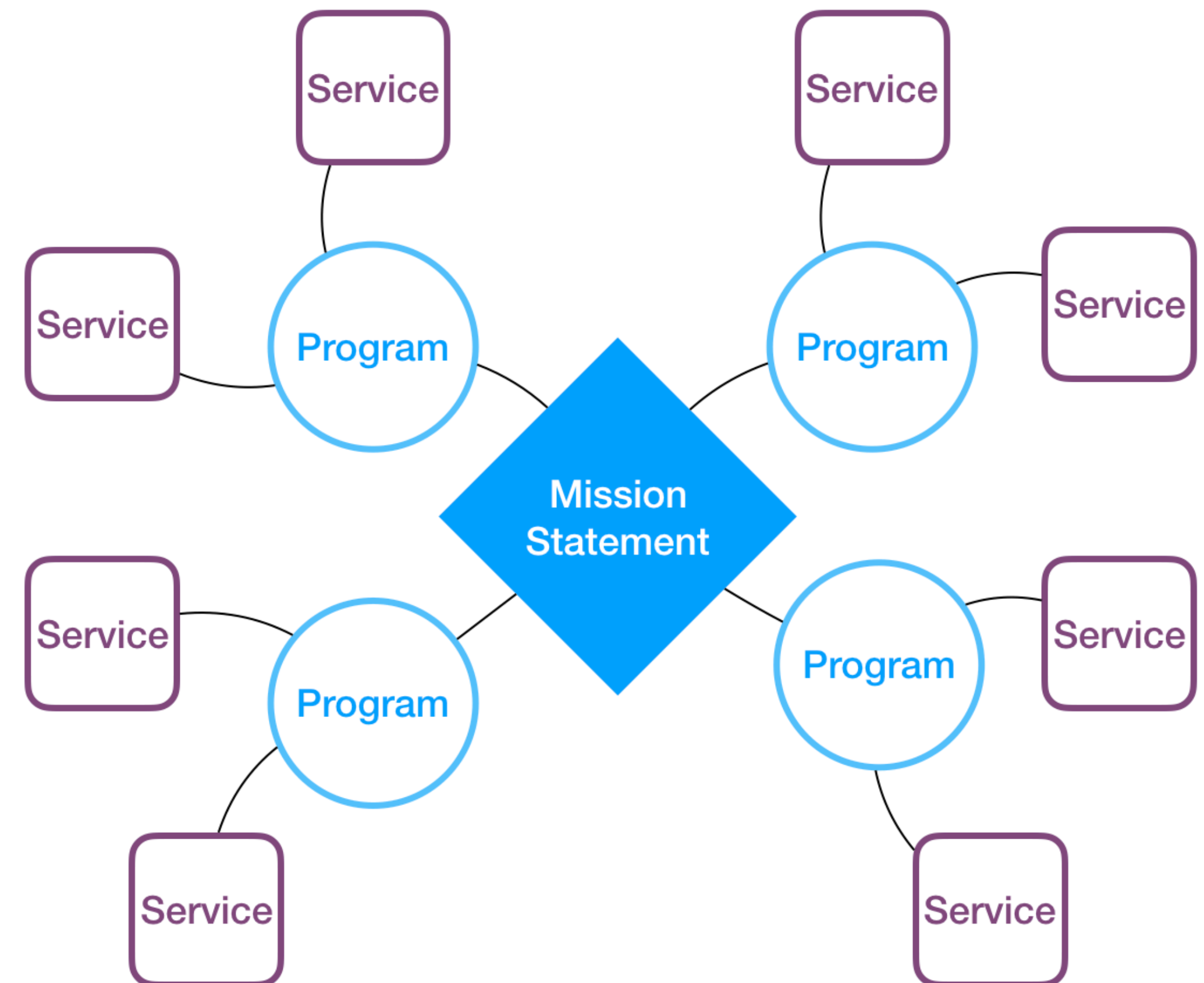
- Counseling / therapy
- Trans Health Coverage Insurance.
- Employment - Being a trans woman of color Long-term Employment less of a burden.

I'm currently looking for help with:

More spaces for our young people to feel heard and humanized. Homelessness is just one of many Traumas.

# Programs and services in your org

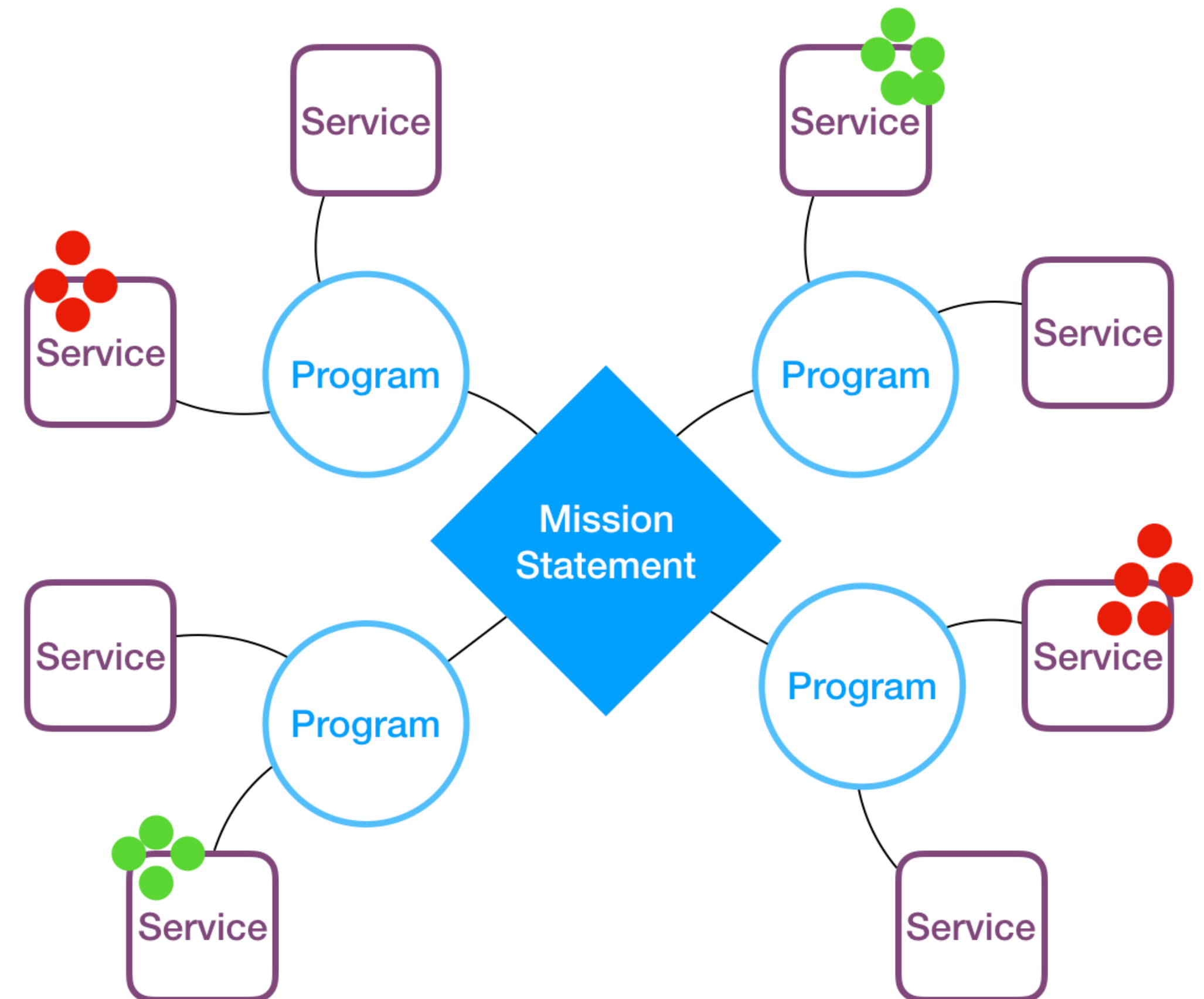
SERVICE  
PROVISION



# Programs and services in your org

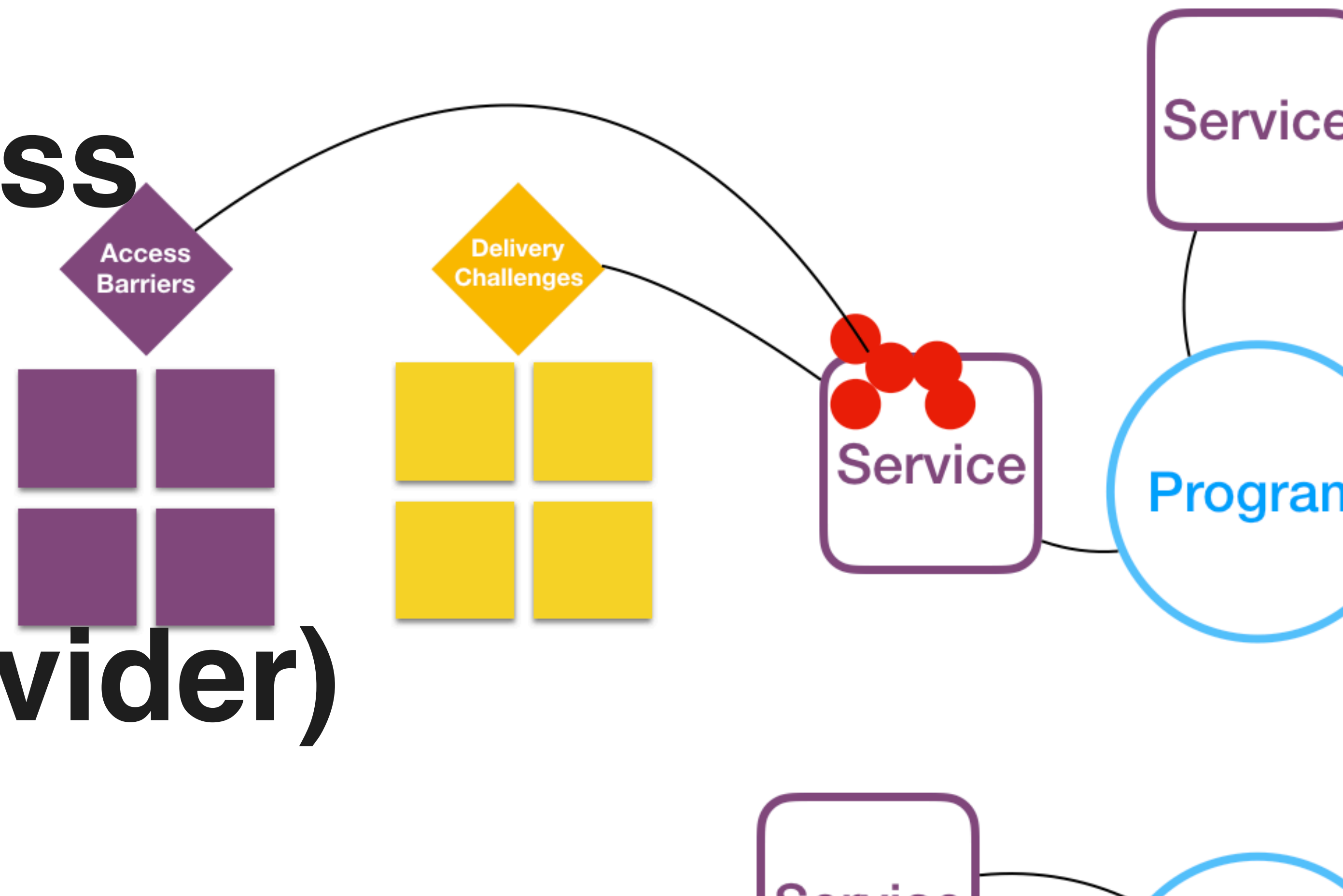
SERVICE  
PROVISION

- needs improvement
- doing well/successful



# For those that need improvement:

- barriers to access (customer)
- delivery challenges (provider)



- 1. System-wide Theory of Change**
- 2. Consolidate into joint entity**
- 3. Center the customer**
- 4. Prioritize economic stability**
- 5. Digital Transformation**

**6. Redesign intake**

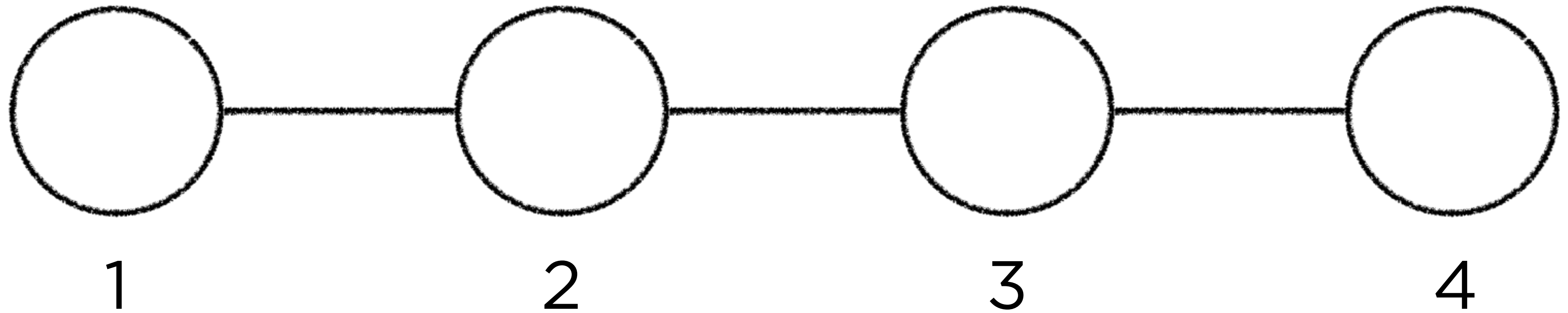
**7. Expand health services**

**8. Public/Private partnership**

**9. Increase rate of housing  
development**

**10. Institutional alignment**

How these do ***not*** work

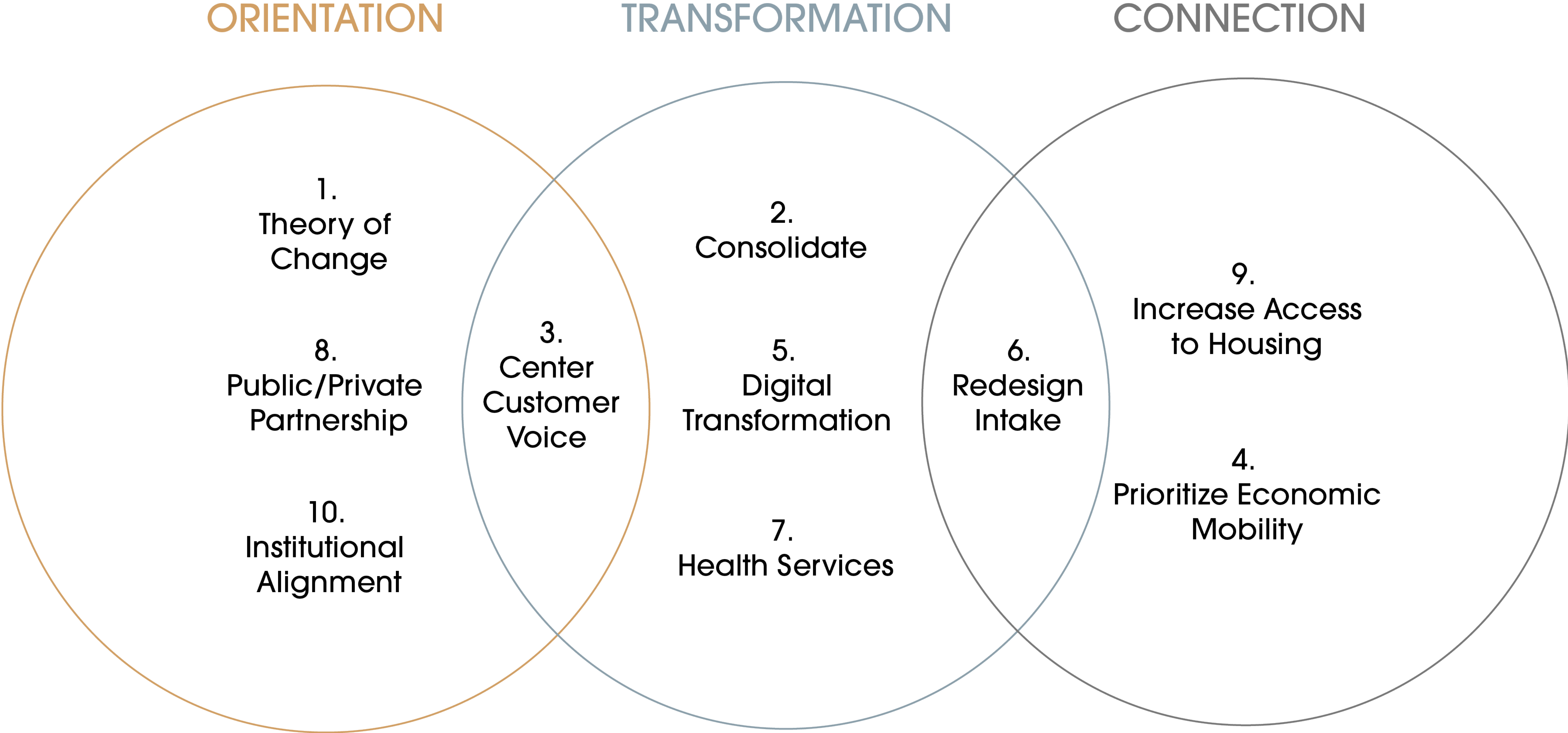


How these ***do*** work

Interconnected  
& reinforcing

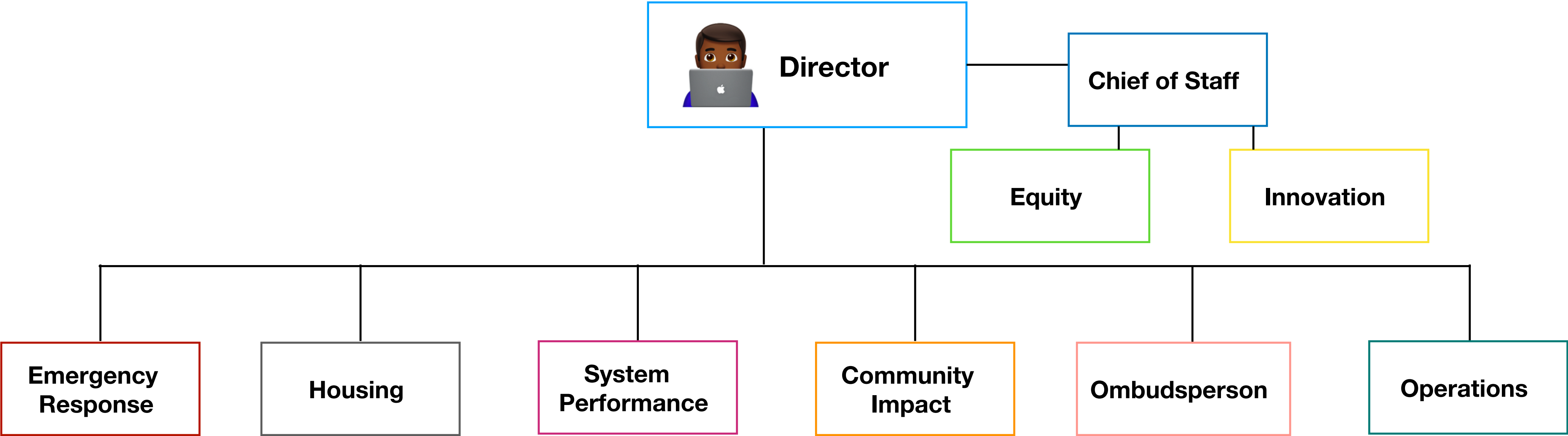


# How these *do* work

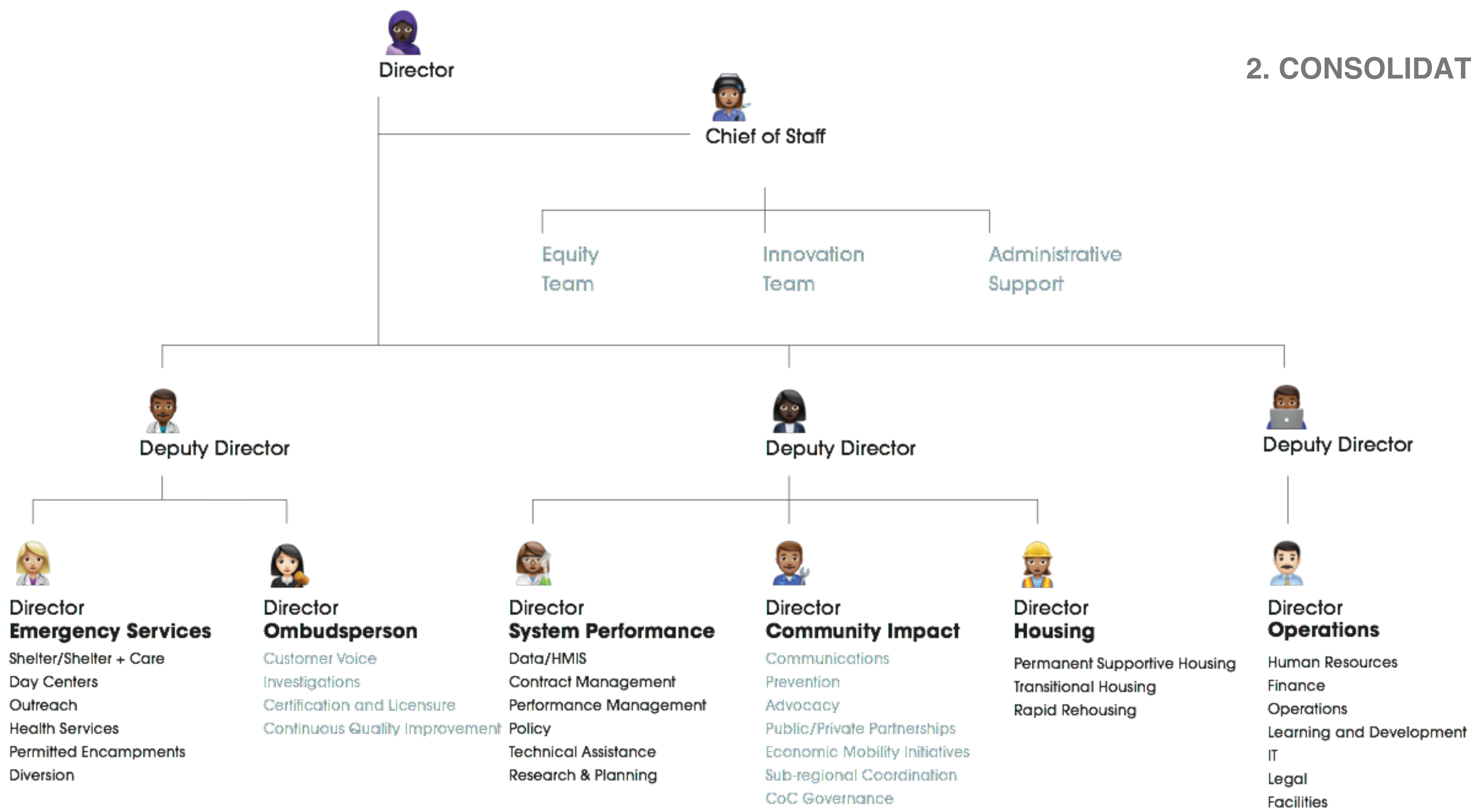


**If we** create a homelessness response system that centers customer voice, **then we will** be able to focus on responding to needs and eliminating inequities, **in order to** end homelessness for all.

2. CONSOLIDATE



2. CONSOLIDATE



- Teams and positions that can be staffed through existing city and county services
- New Teams and positions

**Deep and meaningful accountability through metrics, community engagement, and system-wide responsiveness**

3. BECOME ACCOUNTABLE  
TO CUSTOMERS

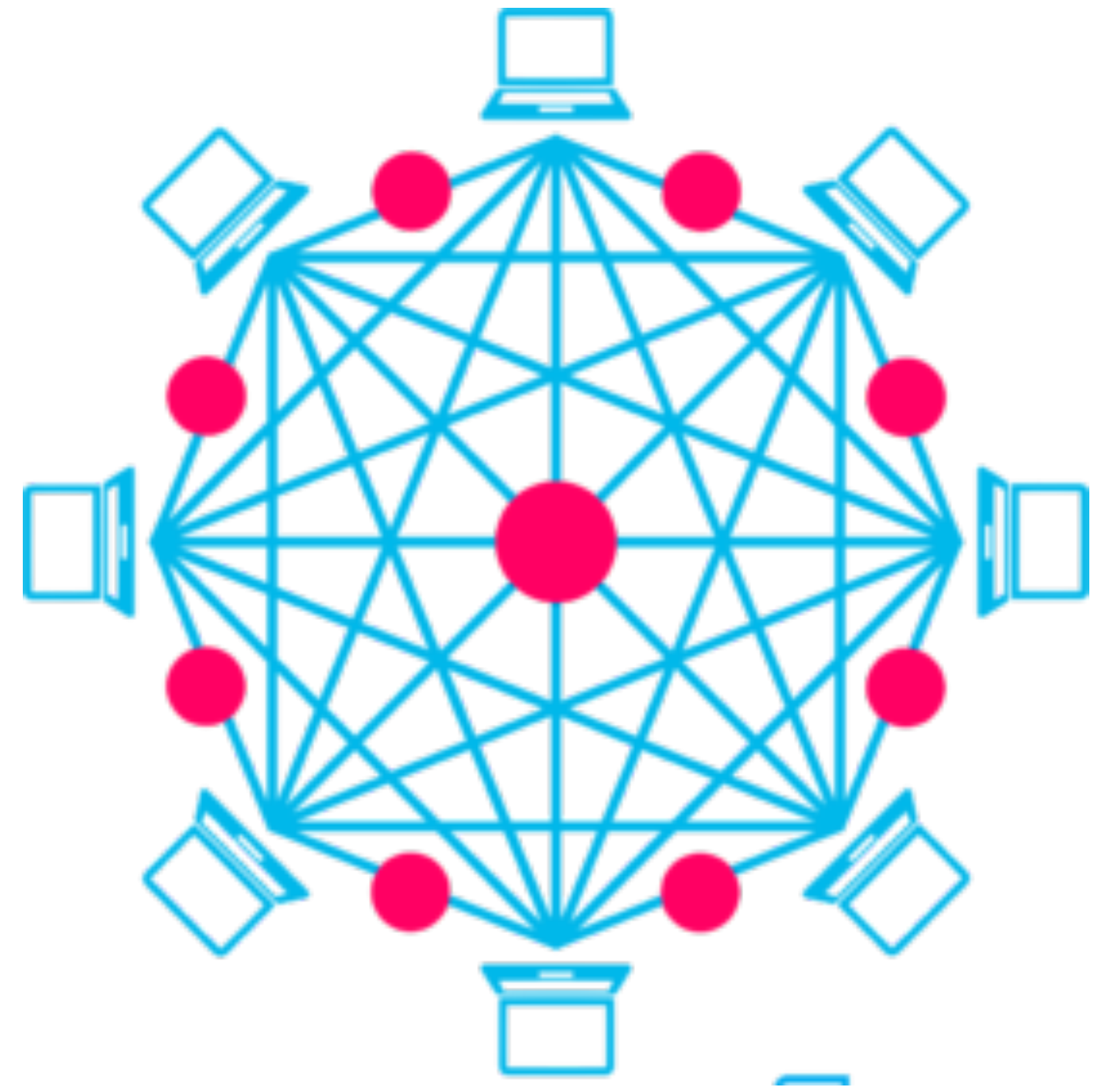


4. PRIORITIZE  
ECONOMIC STABILITY  
TO REDUCE INFLOW



# Customer controlled digital identity

5. DIGITAL  
TRANSFORMATION



**Redesign all intake processes to be connected, customer-centric, and radically accessible.**



# Development of new health and behavioral health resources and programs

## 7. EXPAND HEALTH OPTIONS



# Align all funding to common goals and frameworks

## 8. PUBLIC/PRIVATE PARTNERSHIP

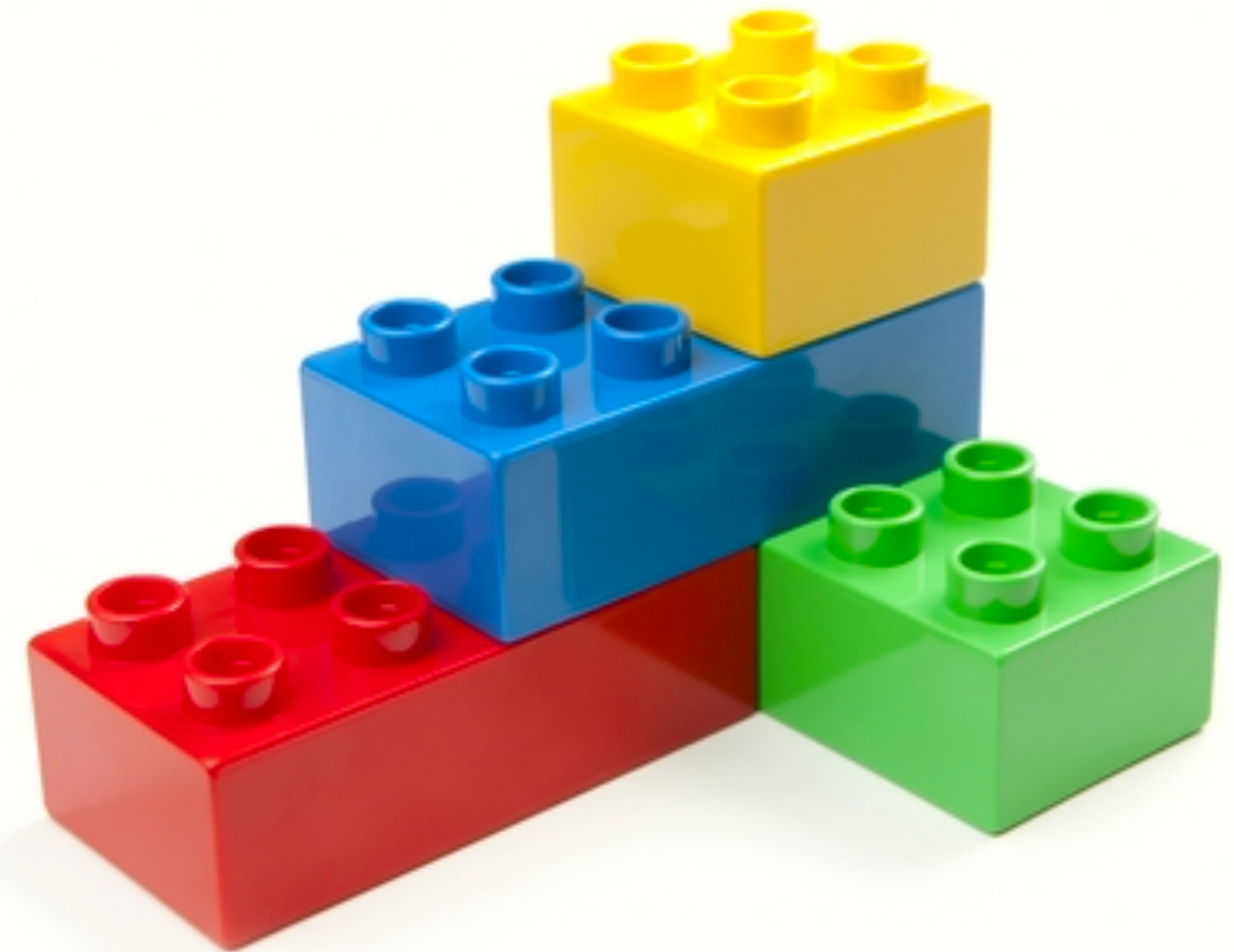


**Seriously though.**

**The goal is always housing.**

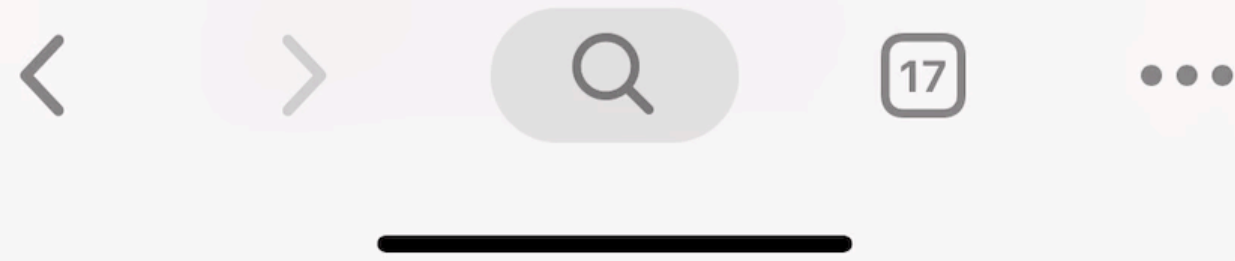


**Structure permanent  
decision making points  
for the flow of supports  
around people  
experiencing  
homelessness**

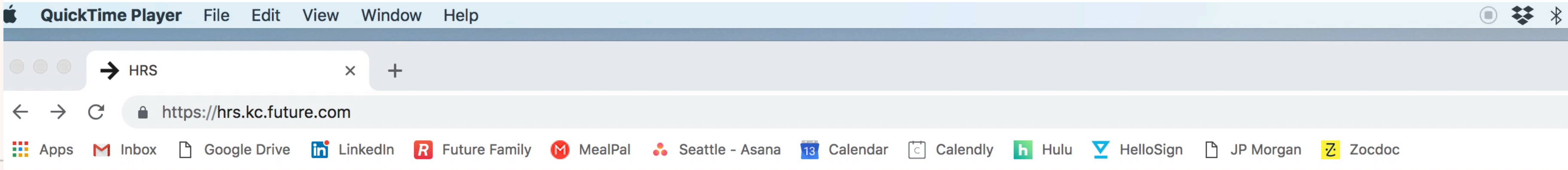


*Read about our methodology & process →*

- 01 Institute a system-wide theory of change →
- 02 Consolidate homelessness response systems under one regional authority →
- 03 Become accountable to customers →
- 04 Prioritize economic stability to reduce inflow →
- 05 Improve customer outcomes through a comprehensive



# The **real** deliverable



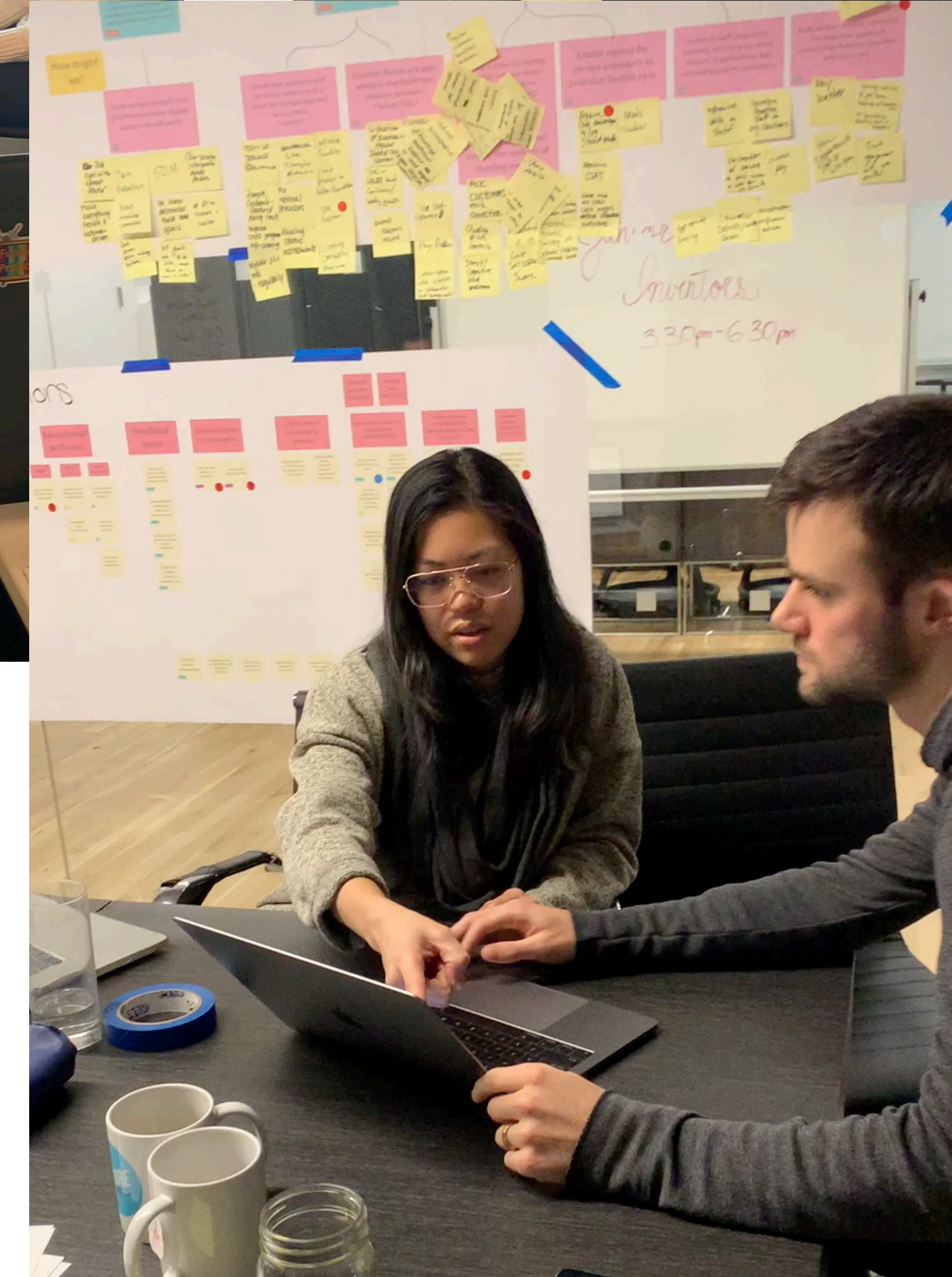
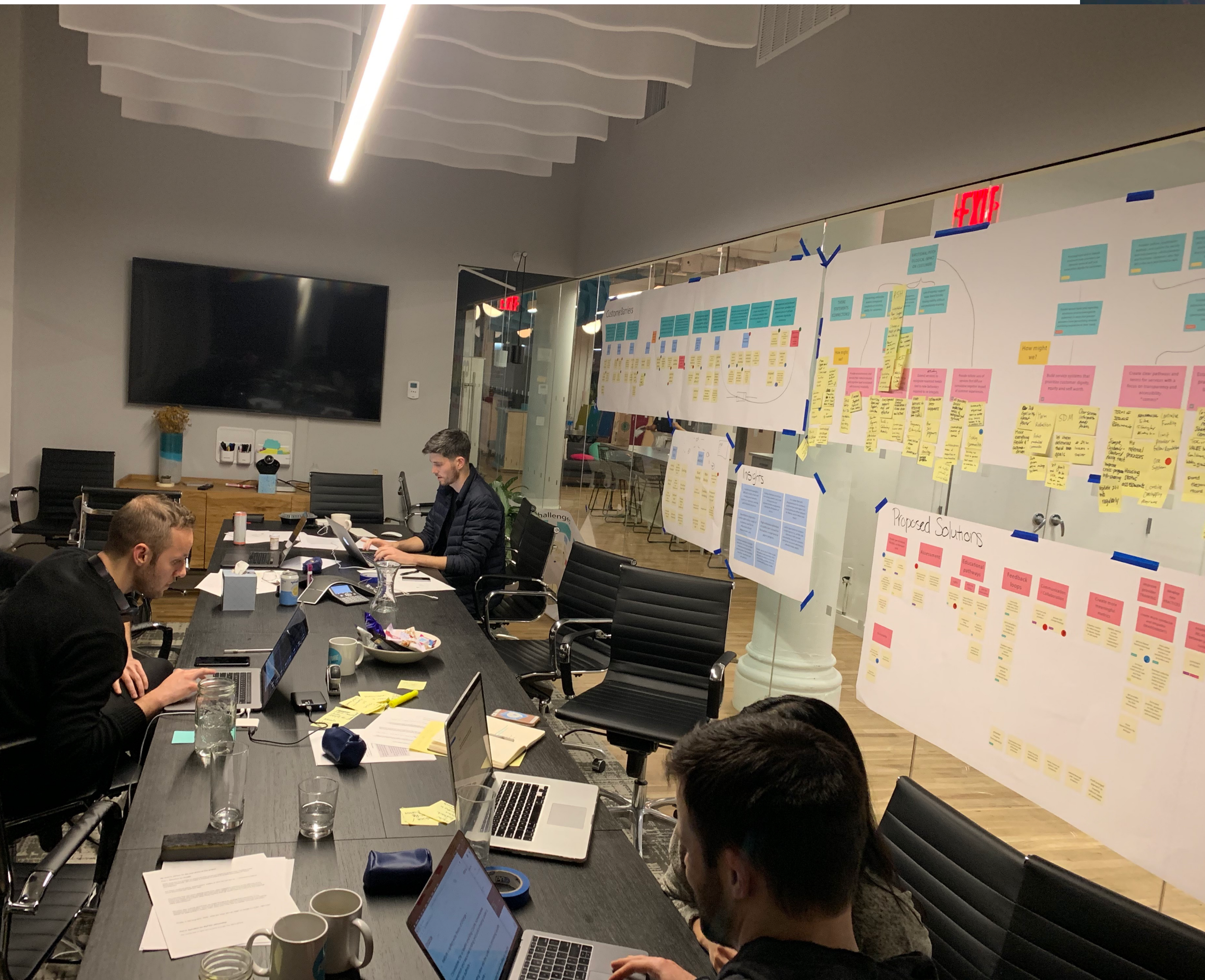
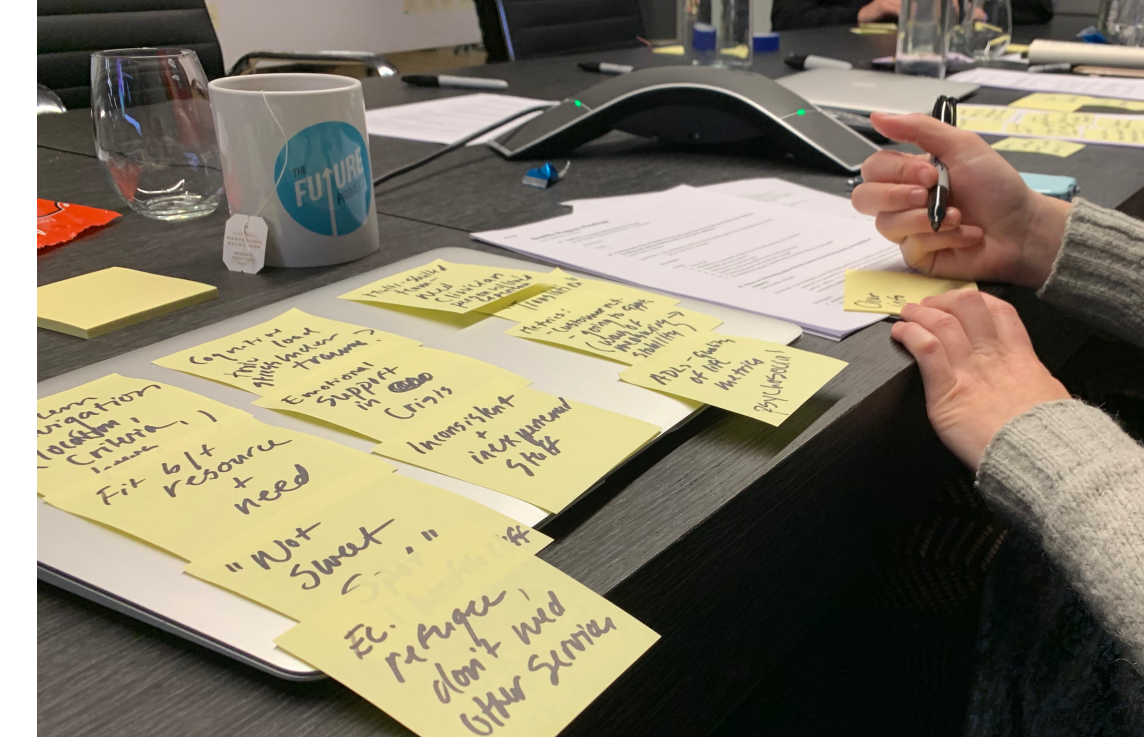
The City of Seattle and King County are committed to ending homelessness. In August of 2018 they partnered with Future Laboratories to launch a community driven process of listening and, ultimately, designing a stronger regional response.

This website captures the results of this collaborative journey and lays out 10 Actions necessary to move forward. In 2019, dozens of partners across the region will come together to build a regional Homelessness Response System that can achieve greater levels of equity and impact.

Working together, we can end one of our country’s most unacceptable realities.

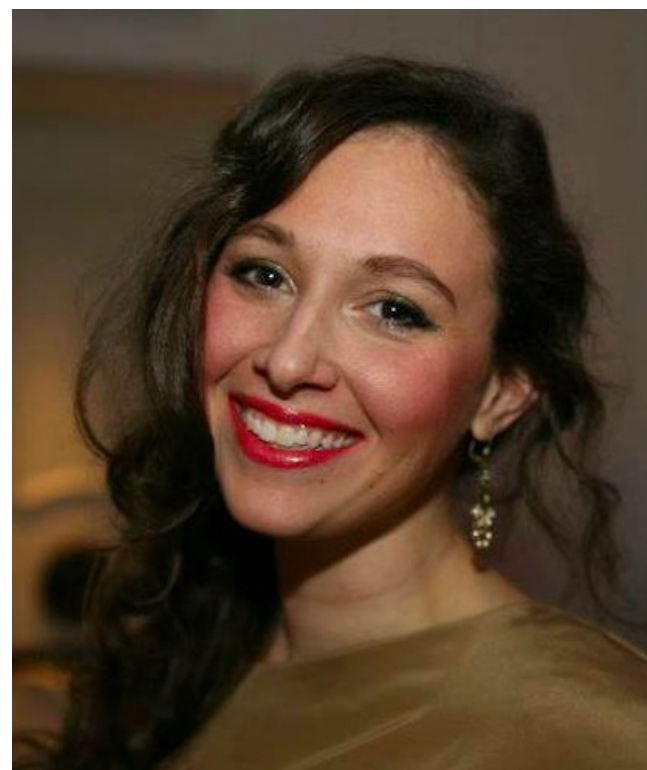
Here’s how →

It takes a village...





# Future Laboratories *and partners*



**THANK YOU**