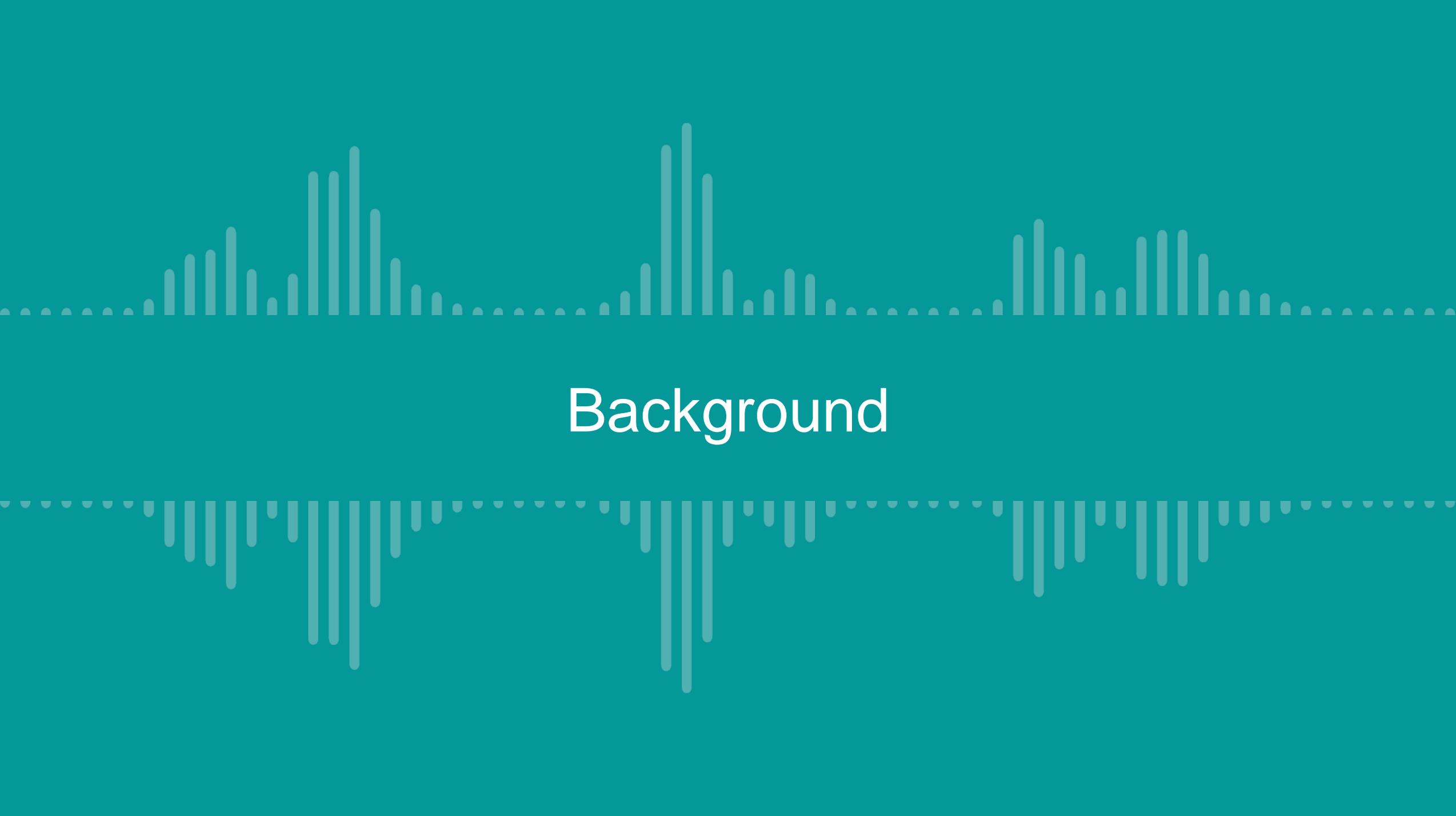




Leadership Support

How Leadership can fully support Staff in Client Engagement, Achieving Housing Goals and Increased Inter-Agency Cooperation

Ed Boyte, The Listening Group, LLC



Background

My background

- Taught DV issues for Domestic Mediators for Ohio Supreme Court
- Developed national models of Diversion and HPS while at Cleveland Mediation Center
- Organizational Ombuds for Cleveland Clinic Akron General
- Trained and supported client-centered, strength-based homeless services in dozens of communities

TA Team Engagement

- Site Visits
- Moving On
- Progressive Engagement in RRH
- Housing Problem Solving (HPS)
- Monthly Learning Collaboratives for RRH and HPS

Observations in Clark Co.

- Dedicated, hard-working staff
- Focus on activity and program enrollment
- Hesitant to act outside parameters
- Beliefs don't always translate to practice
- Silos
- Need for more support

Next Steps

- Next week 5 on the TA will be in town
- Site Visits
- Client Focus Groups
- Leadership LC on Tuesday
- Front-line Staff trainings on Tuesday and Thursday
- Coffee Break and Happy Hour for Staff engagement of Wednesday

Leadership Engagement – Tuesday's RRH LC

- Rashema Melson
- Interactive, discussion groups
- Strength-based
- Staff Support
- Goal of Housing 2022 by end of 2022
- Enacting values throughout organization
- Improving Inter-agency Collaboration



System-Wide Support



What Matters Most?

- We are tasked to end the housing crisis, reduce street homelessness, etc.
- But to our organizations, staff and clients, we must articulate and maintain our core values, i.e. *housing first, non-judgmental, equitable, client-centered, trauma-informed.*
- Applying HPS principles to PE is *an approach*, not a program.
- Thus support for staff (recruiting, training, recognizing, compensating) is vital.

THANK YOU



SUPPORT • COACH • EMPOWER

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