





# Mental Models



Based on the model "The Six Conditions of Systems Change"



#### **Systems Changes:**

We agreed at the outset that no single organization or sector can create or implement sustainable, impactful change on their own. It takes a network to impact these problems.

#### **Evidence:**

- Language in group: "we" all have a part, all can do better
- Agreement to convene on a regular basis, with no set outcome or timeline: process of discovery.

## Systems Changes:

Representation from a variety of levels within diverse organizations (boots on the ground, leadership) gaining perspectives from one another in open, honest dialog.

#### Evidence:

- · Sharing organizational stories, challenges and opportunities
- · Gathering stories from people experiencing homelessness to inform provider conversations.

# Resource Flous

#### Evidence:

Systems Changes:

CHIR set aside dollars to study;

Munson Cadillac, ATS and Manistee

agreed to volunteer time and effort

Ultimately solutions placed limited

 Ask "Where did you sleep last night?"

financial requirements on systems/providers themselves

· Connecting them to resources if needed asap, no wrong door to homelessness prevention.

## **Systems Story Catcher:** The Intersection of **Health and Homelessness**

### Systems Changes:

Better understanding relationships and perspectives through multiple lenses within the same large system. Map where behavioral, physical health overlap and impacts on clients

#### Evidence:

- · Health providers connect directly to housing navigator by cell to solve issues as they occur · Build service maps/visuals
- · Joint trainings, sharing of best
- practices (diversion. capabilities and limitations)

# **Systems Changes:**

Asked providers what they needed to implement policies within their orgs

Coalition checks back with providers quarterly to ensure changes are implemented and successful, manages change as it occurs

#### Evidence:

- · Decision trees and other tools to reference, low cost, flexible.
- New staff cross-training opportunities

## Systems Changes:

Reviewed policies within various organizations/sectors with a better understanding of the perspective of people experiencing homelessness, responded accordingly.

#### Evidence:

- Proactively set up releases of info (ROIs), in place when handoffs needed to happen
- · Intake and discharge policies (ED, behavioral health)