

# Agenda Building Kit

*Design principles, preparation, and an agenda template*

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## Invest in a consistent, goal-oriented agenda to get the most out of case conferencing.

This framework will lead you through taking your grand vision for case conferencing into everyday practicality. We'll cover design principles, essential preparation before the meeting, and an agenda template.

### Design Principles

Consider how these concepts relate to your participants and your collective goals.

- **Invest in team building:** Your team will be most open to contribute when they feel seen and heard by others. This part is the easiest to skip, yet it has the most payoff. We recommend not letting a meeting go by without some amount of team time where you allow space for some human connection.
- **Keep the goal front and center:** Structure the meeting so that it's helping you end homelessness. The goal statement and data share-out sections in the agenda are meant to promote goal enrollment, shared ownership, and excitement about what's coming. Working with clients can seem like a challenging and never ending task. When you share what you are trying to accomplish as a team, your progress towards it, and how each person's work supports the progress on a regular basis, people on your team feel part of something that's big and important..
- **Prioritize action:** There are many things you can do in a case conferencing meeting, and the most important of those is driving action to house clients. Prioritize discussing clients with a focus on creative solutions and next steps above announcements or past events with clients. If time is tight, keep action steps and target move-in/milestone dates as the number one task.
- **Stay flexible:** This agenda builder tool is meant to help you serve your community and meet your goals. Adapt it as you see fit, and respond to needs by making the

necessary changes between meetings. For example, if you feel that your team is too burned out to think creatively, add more team building and celebration time.

## Essential Preparation Before the Meeting

Investing in a solid preparation routine will have long term pay-off. Eventually, prep will become a seamless process that can be distributed among teammates.

3 days before meeting **Determine who you will be discussing during the meeting and align the selection with your community goals.** As a general guideline, allocate 2-3 minutes per client and prioritize accordingly. Use [this guide to pick clients](#), and use the Target Move-In Dates Goal Calculator to determine how many individuals to house per month to get to your goal.

**Clean your BNL**, including removing outdated info.

2 days before meeting **Share the by-name list with your case conferencing team** via email.

**Request updates**, due the day before the meeting. Remember, the more concise and consistent you are when it comes to information you're requesting, the more likely you will get responses and interaction.

- Add any new individuals to the list.
- Update the housing status of individuals on the list if they were housed or self-resolved.
- Update actions taken and client updates since the last meeting.

1 day before meeting **Draft your agenda.** Use any recent feedback or data from previous meetings to tweak this meeting's agenda from an improvement perspective.

**Line up a scribe and timekeeper.** Share the agenda with them. Pro tip: Have a conversation with your scribe on what you'd like them to focus on documenting, notably action steps by who by when. (See [Jobs in Your Meeting](#) for details.)

## Agenda Template

This agenda is for a 70-minute meeting. Adapt to your time restrictions and needs!

| Activity                                          | Time    | Guidance                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|---------------------------------------------------|---------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Introductions &amp; Strengthening the Team</b> | 10 mins | <p><b>Ask people to share</b> their name, agency, and role in the housing process.</p> <p>Ask a warmup question: This is your moment to <b>set the tone for the meeting and strengthen your team's experience</b>. At every meeting, ask a warmup question that helps your team get closer and feel present in the room.</p> <p><i>Sample warmup questions:</i></p> <ul style="list-style-type: none"> <li>• What is one thing that makes you good at your job?</li> <li>• What is an inspirational moment you had with a client this week?</li> <li>• What is one thing that matters to you that this team doesn't know about?</li> <li>• Who do you appreciate working with in this group and why?</li> <li>• What is a group norm that we can establish to make this meeting valuable to you?</li> </ul> <p>You may use this time every now and then to build objectives, revisit them, or (re)establish team norms.</p> |
| <b>Goal Statement and Meeting Framing</b>         | 2 mins  | <p><b>Share your long-term systems goal</b> and the milestone goal you are aiming for <b>this month</b>. Clarify what actions we will take together in this meeting in order to achieve the goals.</p> <p><i>Sample goals:</i></p> <ul style="list-style-type: none"> <li>• We will reduce the number of actively homeless clients to [number] by [date]. To reach it, this month we will need to house [number] of clients.</li> <li>• We will raise our housing placement rate from [current number] to [goal number] by [date]. This requires housing [number] clients this month.</li> <li>• We will house [number] of long-stayers this month.</li> <li>• We will reduce our average length of time from [current number] to [goal number] by [date].</li> </ul>                                                                                                                                                       |
| <b>Data Share-Out and Celebrating Wins</b>        | 5 mins  | <p><b>Share out the data that matters most</b>, such as:</p> <ul style="list-style-type: none"> <li>• Actively homeless clients #</li> <li>• Inflow # so far for the month</li> <li>• Outflow # so far for the month</li> <li>• Housing placement # since last meeting</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |

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|                                      |         | <ul style="list-style-type: none"> <li>Length of time; you might break it out by project or into housing process segments (e.g. match to move-in)</li> </ul> <p><b>Celebrate housing placements and wins.</b> Mention the client's name as well as the staff members who housed them. Ask staff to share what they learned from this client's journey. Feel free to celebrate in creative ways!</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| <b>Generate Client Housing Plans</b> | 45 mins | <p>Before the meeting, determine who you'll discuss (refer to <a href="#">this guide to build your list</a>), then <a href="#">facilitate through the Learning Loop</a>:</p> <ol style="list-style-type: none"> <li><b>State the client's name</b> and amount of time they've been waiting on the BNL.</li> <li><b>Follow-Up:</b> Ask what action has been taken to house the client since the last meeting.</li> <li><b>System Barrier:</b> Define the largest obstacle the client is facing this week. Direct your group to focus on the barrier in your housing process, <i>not</i> a barrier internal to the client.</li> <li><b>Action Step:</b> Record a new action step(s) to move them closer to housing.</li> <li><b>Target Move-In Date:</b> Record a target move-in date, or edit the existing target move-in date, to predict when they will move into housing. Stress that this prediction is used for our system improvement, never judgment!</li> </ol> <p><i>The Learning Loop should take 2-3 minutes per client.</i></p> |
| <b>Announcements</b>                 | 5 mins  | Use this time for attendees to share announcements, e.g. new programs, changes in programs, unit availability, or anything that would be helpful for the group to know. Keep it brief, and prioritize client housing plans if time is tight.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| <b>Lock in Action Steps</b>          | 3 mins  | Invite the group to look at the BNL and <b>document action steps on their to-do lists or calendars</b> . This will help attendees get a clear picture of what they are responsible for until the next meeting.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |