



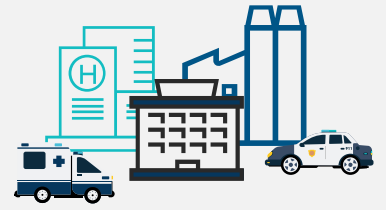
Individuals or Families Seeking Housing and Support



Encampments



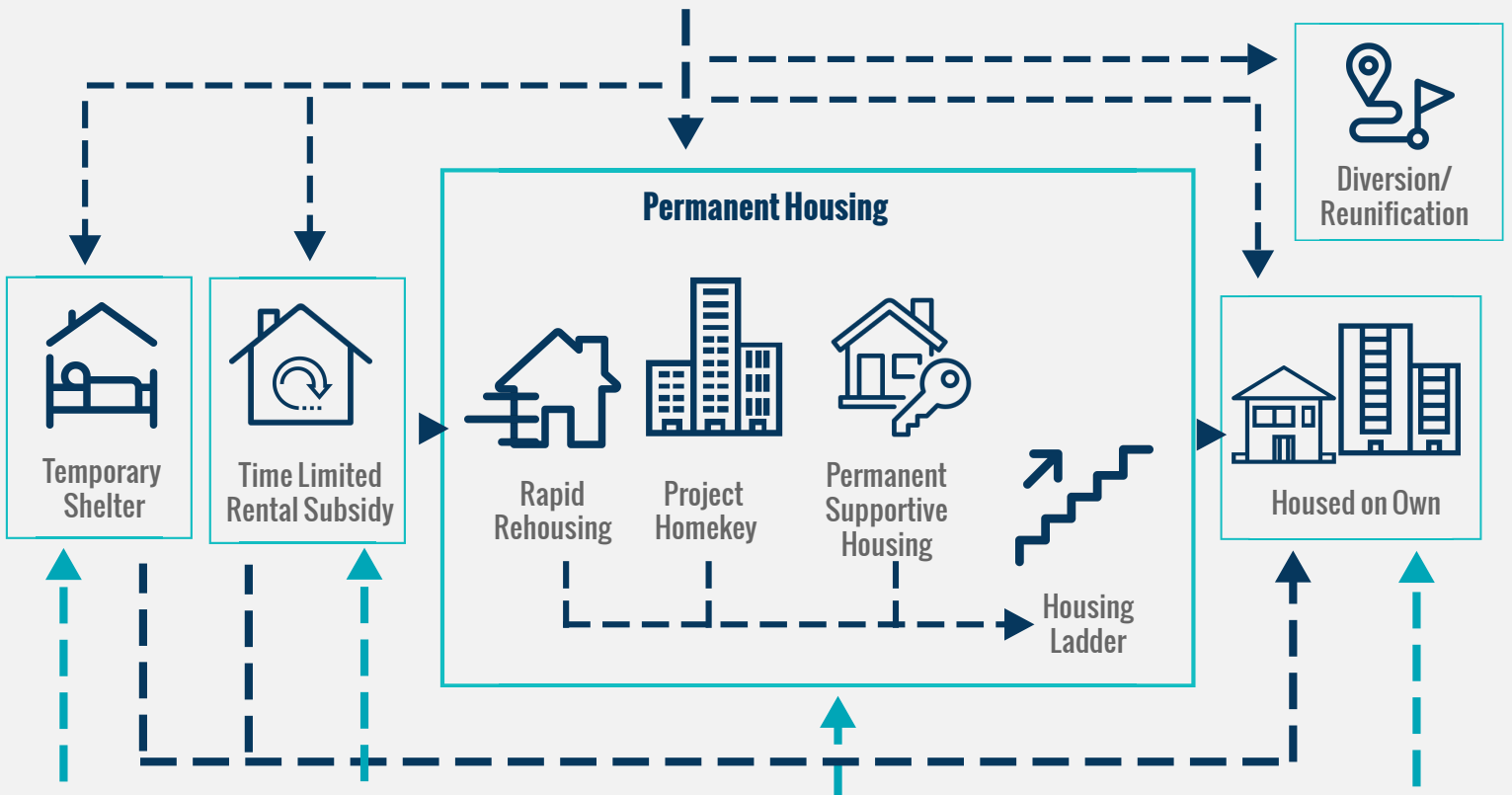
Outreach



Mainstream Systems



Resources & Access Points



Wrap Around Supportive Services



Income/Benefits Advocacy



Job Training



Physical Health Services



Behavioral Health Services



Case Management



Landlord Mediation & Tenant Retention

System Flow Visuals

What are they?

System Flows are system models that show the activities and process flow of a system. They clarify complex re-housing systems because they visually show the interplay between complex programs and how they complement one another to build a system of care. System flows are useful when planning, funding, operationalizing or refining your re-housing system.

Rehousing and social services systems are incredibly complex, with each person operating within the system having their own unique point of view and subject matter expertise. System flows help ensure your stakeholders are able to see:

- The mechanics of the whole system
- How the programs or resources operate as components of a larger rehousing system
- How levers in one area of a system can impact another (inflow/outflow, bottlenecks)
- Where gaps in your system or “referrals to no-where” exist
- Areas of complex coordination or high-volume activity

System Flow visuals can also be used as:

- A blueprint, or plan from which you build your system
- A consensus-building tool
- Aid to help determine where funding should be prioritized or aligned to meet the needs of your population
- A tool to zoom in on one area without losing sight of the whole picture

A Place to Start

Step 1: If you have an asset map, gaps analysis, or Homelessness Action Plan already developed in your community, these are great places to start to get an inventory of resources already working within your community. Next, identify where the linkages exist between these programs. If you are having trouble putting together your System Flow visual, try mapping it from a client perspective. How would an eligible client navigate their way through these programs? What would happen to an ineligible client? Imagine what steps a client would take to access housing or services and map those out - it doesn't have to be fancy; it just has to be true. Time to get out your scissors and glue!

Step 2: Is it a mess? Are there a lot of trap doors in your system? Is it really hard to be homeless and gain access to housing and services in your system? Okay, so what would you change to make it better? Go ahead and design a second system flow as your future state.

Step 3: Once you have your “future state system flow” and a list of changes you want to make to your system, it's time to organize. Which items on the list are Quick Wins (Easy/High Impact)? Which are Thankless Tasks (High Effort/Low Impact)? Which are Major Projects (High Effort/High Impact) and which are Fill-In Jobs (Low Effort/Low Impact)? Try to narrow your list just to Quick Wins and Major Projects. Once your list is narrowed to a small handful of projects, you will know where to start. Let the change begin!

