

# CHANGEWELLPROJECT

PARTNERING TO STRENGTHEN COMMUNITY SYSTEMS

## Activity Facilitation Guide:

### Developing Outcomes for Harm Reduction Housing Programs

*For Interim or Permanent Housing Settings*

#### Getting Started:

##### Purpose of the Session

To collaboratively define and prioritize outcomes that center healing, autonomy, dignity, belonging, and equity, while integrating funder-required performance measures (e.g., length of stay, positive exits, returns to shelter). The session promotes shared ownership, accountability, and ongoing reflection across participants, staff, and community partners.

##### Materials Needed

- Printouts or slides of the **Outcome Worksheet**
- Markers, sticky notes, chart paper, large whiteboard or virtual whiteboard (if virtual)
- Colored stickers/dots for prioritization
- Copies of Guiding Principles and Funder Metrics

#### Sample Agenda (2 to 2.5 Hours)

Time	Section	Purpose
0:00–0:15	Welcome & Grounding	Build trust, explain purpose, invite presence
0:15–0:30	Guiding Principles	Share how we'll work together
0:30–1:00	Draft Outcome Review	Introduce and reflect on draft outcomes
1:00–1:20	Group Dialogue	Gather feedback, identify gaps
1:20–1:40	Prioritization	Select top outcomes per category
1:40–2:00	Metrics + Equity Lens	Connect outcomes to system accountability
2:00–2:15	Reflection	Share takeaways and next steps

#### Sample Facilitator Guide:

##### 1. Welcome & Grounding (15 min)

Script: “We’re here today to shape the outcomes that guide our housing program, not just for compliance, but to more importantly reflect our values of dignity, healing, equity, and real change.”

**Do:**

- Introduce the session goal
- Acknowledge the wisdom in the room
- Invite participants to share a grounding word or intention

**2. Guiding Principles (15 min)**

Share these aloud and/or post them visually:

- Modify or Stop the Plan if Necessary- we can pivot  
Practice Transparency- ask anything
- Offer Choice- no pressure to speak
- Hold Space- emotions and disagreement are welcome

**Ask participants:**

“Which of these feels most important today?”

“Is there a principle we should add?”

**3. Outcome Worksheet Review (30 min)**

Distribute or present the **Outcome Worksheet** organized into:

- Mindsets
- Actions
- Conditions
- System Metrics + Equity Indicators

**Facilitator Prompts:**

- “What do you notice or appreciate about these?”
- “What feels true for you — or not true at all?”
- “Are there words that don’t fit how we speak or think?”

\*Note: Encourage people to *mark* or *highlight* freely.

**4. Group Dialogue – Build on the Draft (20 min)**

Split into small groups (or triads if virtual) and ask:

- What’s missing?
- What would *our* shared language be for this?
- Are there outcomes that feel wrong or incomplete?
- Who else should help shape these?

Capture answers on post-its or virtual whiteboards.

**5. Prioritization Activity (20 min)**

“Of everything we discussed, let’s name the top 2–3 outcomes in each category that we want to hold ourselves accountable to.”

**Method Options:**

- Each group votes with dots
- Small groups present their “Top 2” per category
- Use a shared worksheet or editable slide deck

Goal: Narrow down to 2–3 outcomes per category to guide program work.

**6. Connecting to Metrics + Equity (20 min)**

Introduce the 3 key funder metrics:

*Example: Access to housing, Length of stay, Exits to housing, and Returns to shelter or homelessness*

Ask:

- “How do these numbers show us where the housing program and/or system needs to do better?”
- “Are some people waiting longer than others? What are the common reasons?”
- “How can we use outcomes to respond to inequity in access, exits and returns?”

Encourage participants to *link outcomes to lived experience* and equity gaps.

**7. Closing Reflection (15 min)**

Ask:

- “What’s one takeaway or shift you’re leaving with?”
- “How do you feel about the direction these outcomes are going?”
- “What do you want to see us *do next* with these?”

**Wrap up with gratitude** and share what happens next (e.g., final draft review, next session, implementation planning).

**Optional Add-Ons**

- Peer facilitator co-leads part of the session
- Anonymous feedback box (paper or digital)
- Quiet zone or decompression area for in-person sessions
- Mini zine or 1-page takeaway with finalized outcomes and principles/tenets

**After the Session**

- Synthesize feedback and revise outcomes
- Share results back with all participants
- Plan follow-up check-in to revisit priorities
- Use outcomes in staff onboarding, participant intakes/orientations, and program evaluations