



Denton County



BEYOND BASIC: COLLECTIVE ONBOARDING TO IMPROVE SYSTEMS & CHANGE ON THE FRONTLINES

REMEMBER YOUR FIRST DAY?

- Do you remember your BEST first day of a job?
- How about your WORST?
- What was the first day of your current job like?
- How long did it take you to feel confident in your current job?
- Can you name all the stakeholders in your current housing crisis response system?



TABLE OF CONTENTS

1 ABOUT US

2 CONTEXT: WHAT & WHY
COLLECTIVE ONBOARDING

3 EVIDENCE BASED

4 PROCESS
BREAKDOWN



ABOUT US



Olivia Mata-Williams

she/her

LMSW

Director of Housing,
Education & Workforce
Initiatives



Leia Atkinson

she/he

BSW

Homeless Data
Management
Specialist



UNITED WAY OF DENTON COUNTY

Our Mission is Mobilizing communities to action so that all in Denton County can thrive.

We utilize the Collective Impact model and provide Backbone Support to the (3) Denton County Leadership teams that focus on Housing & Homelessness, Behavioral Health, and Workforce Success. Additionally, our backbone support role lends itself to the Denton County Homeless Coalition and the Veterans Initiatives.





DENTON COUNTY

Since the COVID-19 Pandemic, turnover at agencies serving the homeless community has been an increasing issue. Additionally, our agencies have been growing along with our population, and we're all rapidly taking on new staff.

Denton County was previously able to rely on staff who were present when our Coordinated Entry system was built. However, as we grow it has become more necessary to succession plan & onboard the next generation of staff.

**Denton County saw the 4th highest population growth from 2021-2022 in the U.S., and is projected to grow 27% in the next ten years.



COLLECTIVE ON

On a quarterly basis, the Coordinated Entry Planning agency (UWDC) hosts Collective Onboarding, a daylong training for new hires, covering systems level topics like:

- HUD Definitions of Homelessness
- Diversion
- Housing First
- Coordinated Entry
- HMIS Basics
- The Housing Priority List
- Homeless Coalition
- Funding Streams
- Local Agencies (Presented by representatives from each agency)

IS IT FUN, THOUGH?

In addition to being a training, the secondary goal of Collective Onboarding is to appreciate, support, and build confidence within frontline staff. Our goal isn't to make a mandatory 5 hour snoozefest. How do we do that?

- Asking agencies to make this a short workday, staff get to go home 3pm on a Friday
- Taking LOTS of breaks
- Break out group discussions, both about topics and about challenges & joys within our work
- Free lunch!
- Fun pop quizzes (Acronyms was a fun one)
- Rotating speakers & Discussion based training



INPUT: High stress work in a system with Resource Scarcity

Stressed staffers leave, taking institutional knowledge with them

Systems training isn't formalized, so staff don't have context for their work

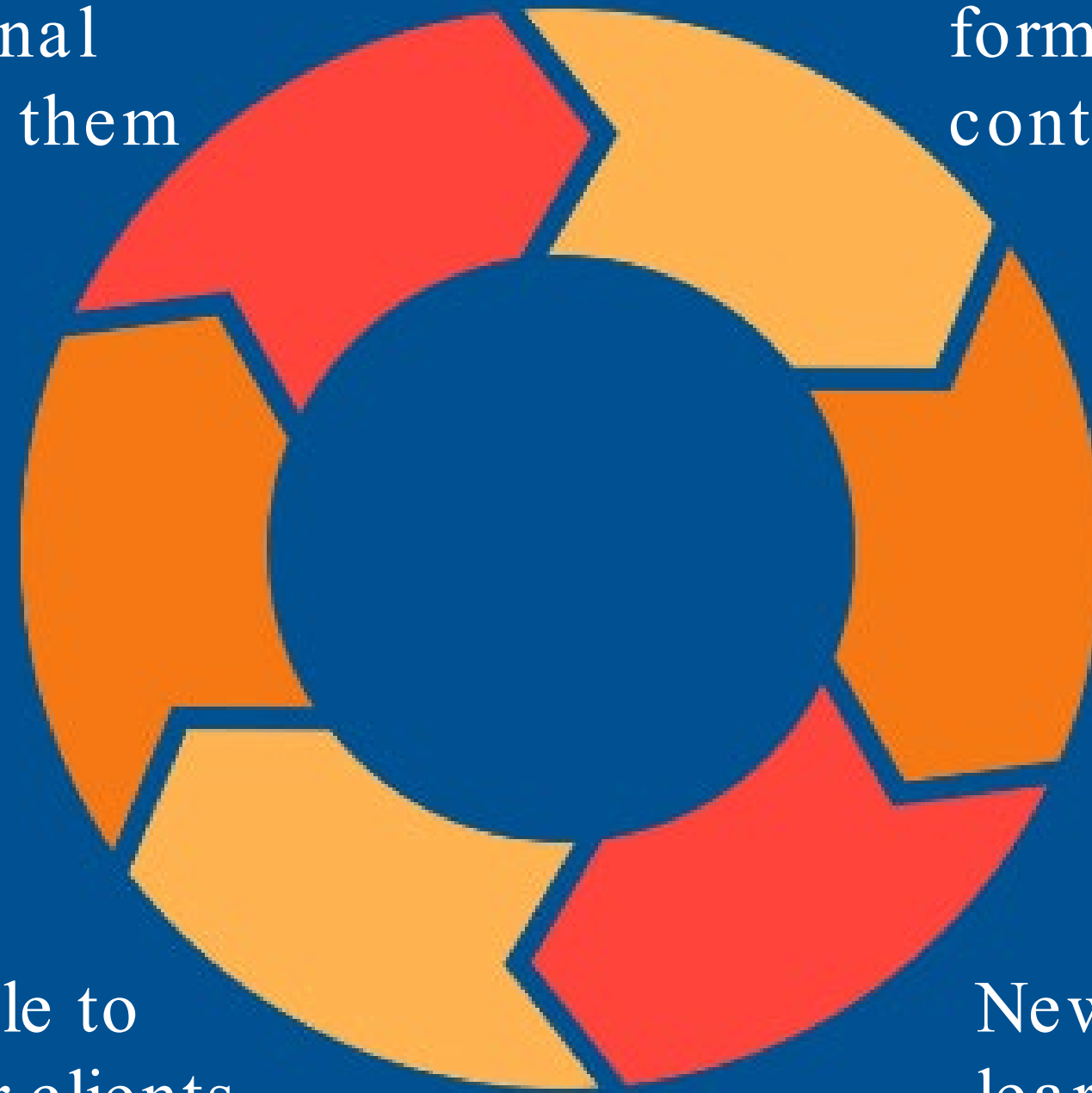
Frustrated, staff burn out within the first year

New staff have few opportunities to connect to network of agencies

New staff struggle to find solutions for clients

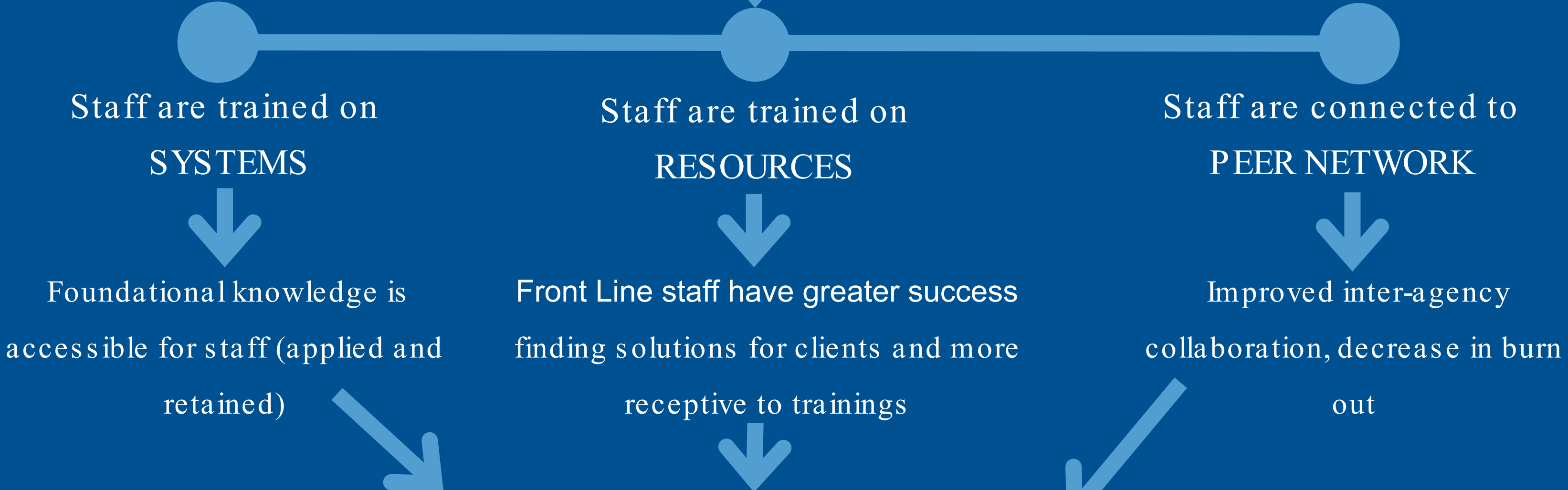
New staff are expected to learn resources as they go

OUTCOME:
Poorer Outcomes for Clients



High stress work in a system with Resource Scarcity

COLLECTIVE ONBOARDING

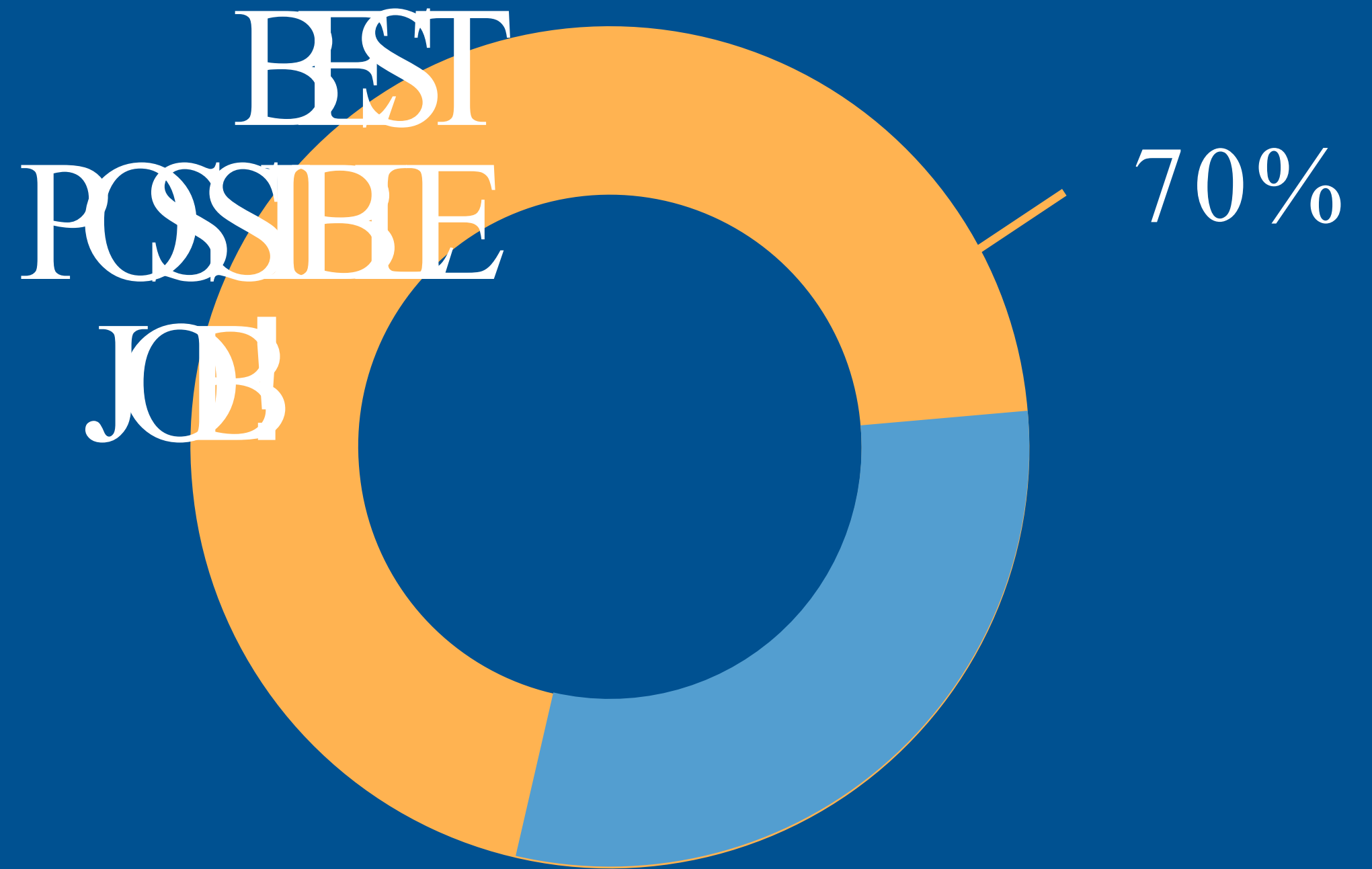


- Improved confidence
- Increased morale
- Better equipped with resources
- Improved employee retention

Enhanced outcomes
★ for clients

EVIDENCE BASED

- According to a Gallup study, 70% of workers who had an exceptional onboarding experience reported they had 'the best possible job'
- The Brandon Hall Group found that strong onboarding improved employee retention 82%, and productivity improved 77%



EVIDENCE BASED INDENTON COUNTY

- 100% of DCHC Collective Onboarding attendees have reported they learned something important
- 93% of attendees report they met someone new they'll likely reach out to again
- The #1 topic attendees ranked as most helpful was learning about other local agencies



PROCESS BREAKDOWN

#1-IDENTIFY FRONT LINE PAIN

- What questions come up in case conferencing?
- What errors does your HMIS admin most frequently see?
- What causes conflict between agencies in your service area?
- What do support staff and supervisors most commonly receive questions about?

PROCESS BREAKDOWN

2 - DESIGN MATERIALS

- Budget at least 2 months for this step depending on what already exists & your staff capacity
- Utilize what you already have
- Test your materials
- Factor in plenty of levity & break time

PROCESS BREAKDOWN

#3 - COMMUNITY BUY IN

- Talk about the project from Day One
- Have clear promotional language around What & Why
- Have leaders review the materials
- Let agencies set the time



UNITED WAY OF DENTON COUNTY

COLLECTIVE ONBOARDING

July 28th, 2023

10am-3pm

1314 Teasley Ln, Denton TX 76205

United Way of Denton County, as backbone support, has created a Homelessness Services Orientation, which we will host on a recurring basis for all Coalition-participating agencies.

This is in response to:

1. Our work being dynamic and the need to **stay updated**
2. The **rotation of new hires** and staff mobility between positions.

The orientation is designed to introduce the framework of the Housing Crisis Response System and everything within that system that is explained to a digestible level of detail.

We will cover topics like:

- Definitions of Homelessness
- Housing First
- Coordinated Entry
- HMIS
- Housing Navigation
- Denton County Homeless Coalition Agencies
- What we all do!

LUNCH PROVIDED!

We kick off **July 28, 10am-3pm** at **UWDC offices**. Everyone is encouraged to attend, from your newer staff to up-and-coming leaders who could use a refresher.



Explain the reasons for hosting Collective Onboarding from a positive perspective

Describe the topics you'll be covering

Be clear on who the target audience

Branding & Logo recognition

PROCESS BREAKDOWN

#4 - COLLECTIVE ONBOARDING

- Have a clear agenda
- Set the room to be inviting
- Keep it conversational
- Have fun!

DENTON COUNTY HOMELESS COALITION COLLECTIVE ONBOARDING

Welcome to Collective Onboarding!

Today we're learning about systems in Housing & Homelessness in Denton County. Our goal is for you to walk away with a greater **understanding** of the larger system you're working in, greater **confidence** in your knowledge and leadership capabilities, and greater **connection** to others in your field. Please feel free to **ask questions** at any point; this is a learning space!

Make sure you've signed in by putting your name + favorite song in the bowl! This is how we're taking attendance.

Below is an approximate itinerary for the day. Please keep in mind, this **may change** as we go along, so your flexibility is appreciated!

10 AM - 10:05 AM	Icebreaker! Put in bowl name & favorite song (Will be played during lunch Break)
10:05 AM - 10:15 AM	Introductions (Have a fun fact ready)
10:15 AM - 10:45 AM	Defining Homelessness
10:45 AM - 11 AM	Housing First (+ Activity)
11 AM - 11:15 AM	Break
11:15 AM - 12 PM	Federal, State, County Structures
12 PM - 1 PM	Lunch
1 PM - 1:30 PM	HMIS & Coordinated Entry
1:30 PM - 1:50 PM	Reflection Activity
1:50 PM - 2 PM	Break
2 PM - 3 PM	Local Front Door Agencies

Once we're done, please fill out the **feedback survey** sent to your email/on the screen. This is a recurring training for new staff, so please help us improve for the cohort after you.

Explain goals to guests + invite questions

Icebreakers + Introductions

Clearly indicate when to expect breaks

We put agency specific discussions at the end to allow Directors to speak about their agencies and freeing up their time to optionally attend the full training.

KEEP, CHANGE, TOSS

- **Keep: Modeling Collaboration**
 - Co-presenting was incredibly effective (modeling collaboration)
 - If you can have 2+ staff lead together this helped to keep things interesting and put people at ease
- **Keep: Power in Numbers**
 - This project created a space where frontline staff felt comfortable sharing struggles openly. When asked what their biggest challenges were, everyone said resources and the difficulty of not being able to provide solutions for people in crisis.
- **Change: Mindfulness of Agenda Order**
 - People got sleepy after lunch! Try not to put the most technical topic right then as we did

WHAT DO YOU THINK?

- How could this benefit your community?
- What would it look like?

Discuss with your table!

OUR
MATERIALS 
FOLDER

