

Leading in the Moment

A four-part series for leaders navigating uncertainty in homelessness response systems.



We will discuss how to **stay grounded, make clear and bold choices, strengthen governance and alignment, improve system flow** from crisis to housing, **integrate cross-sector partnerships**, and **reinforce income and service supports** that sustain housing stability.



Governance



Coordination



System Flow



Housing Stability

THE FOUR-PART SERIES

Each session builds from leadership alignment to the operating conditions that sustain housing outcomes.

1. Lead through change

Governance, coordination, inclusive decision-making, information sharing, and accountability.

2. Improve system flow

Move from crisis response to housing with clearer roles, thresholds, and operating agreements.

3. Integrate partnerships

Align public systems, service providers, lived expertise, and community partners around outcomes.

4. Sustain stability

Reinforce income, services, and supports that help people stay housed.

SESSION 1: LEADING THROUGH CHANGE: GOVERNANCE, COORDINATION, AND INCLUSIVE DECISION-MAKING

Focus: Courageous leadership, aligned governance, information sharing, cross-agency coordination, accountability, and staying housing-focused as external pressures evolve.

WHAT WE DO



Policy and Programs	Capacity Building	Homeless Research Institute
• Carries out the vital work of educating policymakers and the field about key strategies and policies for ending and preventing homelessness. • Keeps federal policymakers and legislators informed of the needs of people experiencing homelessness and the programs serving them. • Leads advocacy efforts on a grassroots level.	• Supports efforts to end homelessness by offering training and technical assistance tailored to communities' unique needs. • Helps design and implement crisis systems, improve systems' performance, and utilize data to end homelessness, particularly with an equity lens. • Provides online courses, trainings, and webinars to inform the field of best practices to end homelessness.	• Analyzes data to identify homelessness trends on national, local, and Continuum of Care levels. • Publishes research that ensures policymakers, practitioners, the media, and the public have the best information about trends and emerging solutions to the problem. • Uses an equity lens to identify disparities in homelessness data.

Lived Experience Innovation + Strategic Communications

NATIONAL ALLIANCE TO END HOMELESSNESS STATEMENTS FOR PARTICIPATION

The Alliance works to ensure that diverse voices are included as facilitators, attendees, and guests in our office hours and forums. All voices are welcome.



The organization has a zero-tolerance policy for any form of discrimination or abusive behavior. The Alliance is committed to ensuring that all its events are safe and respectful for all participants.



Participants acknowledge that any form of discrimination, violence, or abusive behavior may result in removal from an office hour or forum depending on the situation.



If any discrimination is witnessed or experienced during the webinar, or if you feel unsafe, please notify any member of the Alliance staff.



The National Alliance to End Homelessness strives to create a diverse, inclusive, accepting, and safe space for everyone.

EFFECTIVE, EQUITABLE AND EFFICIENT HOMELESS RESPONSE SYSTEM: GOAL

Divert people from imminent homelessness whenever possible

House people as quickly as possible and

Goal: Homelessness is rare, brief, and one-time



EFFECTIVE, EQUITABLE AND EFFICIENT HOMELESS RESPONSE SYSTEM: ENDGAME

- People in a housing crisis have access to immediate help, including a safe place to go
- People are not unsheltered
- People do not spend long periods of time homeless
- People exit homelessness quickly and do not quickly cycle back into homelessness
- Everyone has equitable access to housing, and no group is disproportionately represented among those experiencing homelessness. (race, LGBTQ+, age)



Consider How Current Resources Are Being Utilized and Working Together...

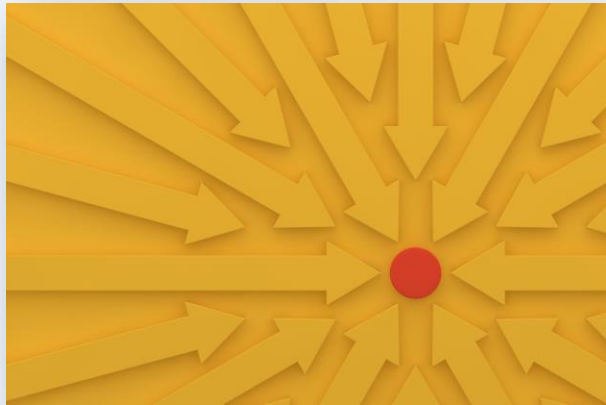
If you make investments without considering how it impacts the system and how it is coordinated...



If the interventions working together.



WHAT WE NEED TO REACH THESE GOALS?



Courageous and Bold Leadership

The local coordinated “Homeless Response System”

A community plan to organize and deliver housing and services to meet the specific needs of people who are homeless as they move to stable housing and maximize self-sufficiency. It includes action steps to end homelessness and prevent a return to homelessness.

Effective Governance – Best Practices

- Must include at least one person who is homeless or has recent lived experience (encourage more than one)
- Board Chair should not be a homeless service provider
- Diversity among leadership reflects the community served
- Lead Agency is not the Board; Lead Agency staff provide leadership and guidance for the board
- Grounds decisions in data
- No constituency has more than 30-35% of seats
- Clarity about authority, roles, and responsibilities
- Subcommittees make recommendations to Board for acceptance/adoption (or not)
- Any conflicted board members should recuse themselves in all votes taken

Obstacles

LEADING IN THE MOMENT



LEADING THROUGH CHANGE: GOVERNANCE, COORDINATION, AND INCLUSIVE DECISION-MAKING

Meet the Panel:

- **Mar-quetta Boddie**- Sr. Technical Assistance Specialist- NAEH
- **Emily Ball**- Manager- Homeless Strategy Division, City of Asheville, Asheville, NC
- **Danielle Meister**- Assistant Secretary of Homeless Solutions at Maryland DHCD, State of Maryland
- **Lahela Mattox**- Chief Operations Offices, Regional Task Force on Homelessness, San Diego, CA
- **Jonathan Russell**- Director, Housing and Homelessness Dept., Alameda County Health, Alameda County, CA

KEY TAKEAWAYS

1. Governance must include local governments, nonprofits, Tribal nations, and community voices.
2. Strong governance helps systems make better decisions.
3. Values should guide decisions when things get hard.
4. MOUs should clearly define roles, responsibilities, and decision-making processes.
5. Communities need guidance that fits their local context.
6. Transparency matters. Leaders need to name what is happening.
7. Leaders must balance realism with hope.
8. Clear, consistent updates with specific asks help people respond quickly.
9. Trust allows communities to move forward, even when people disagree.

Next Webinar: Working Across Systems: Integrating Public Safety, Faith Communities, and Behavioral Health

TUESDAY 6/23/26

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Thank You!

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