A learning community for managers of family, homeless/housing programs to provide peer support and learning as their programs adjust to the changes happening in King County. It is a place to talk about the impacts of all five key areas of the Family Homelessness Initiative:

- *Coordinated Entry and Assessment*
- *Prevent Homelessness for Families Most At Risk*
- *Move Families Quickly to Stable Housing*
- *Focus Support Services on Housing Stability*
- *Increase Collaborations with Mainstream Systems*

Group Norms:

- These norms will be posted for each meeting and will be reviewed at the start of each meeting.
- This is a place for peer support, which includes sharing ideas and solutions and working through challenges to benefit the learning needs of the group.
- This meeting is to talk about the "big picture" and how our programs respond to and support families experiencing and at-risk of homelessness, not only Family Housing Connection (see above)
- Challenges or concerns that are raised but would be better addressed at a different venue will be recorded. The person raising the concern will also be directed to raise those concerns at the proper venue (by facilitator or peer).
- Each meeting will include time on the agenda for members to raise specific questions to the group for peer response.
- Meeting notes will be recorded and emailed to group members prior to the following month's meeting. All handouts that were passed out will be included in this email.
- Participants will bring ideas and strategies (in addition to challenges) for discussion purposes.
- This learning community is intended to be an enriching experience. As managers, participants will share high expectations of one another.
- The group will maintain an environment in which conflict or disagreement can be addressed through dialogue and feedback.

As a participant of the Peer Learning Group

- I will respect everyone's experience, because they may look and sound different from mine.
- I will challenge myself to add value to each meeting.
- If the meeting is not meeting my needs and/or goals, I can either bring up that point during a meeting and/or complete a Feedback Survey (found on the FHI website).
- I will ask my peers for feedback.
- I will utilize the email list to reach out to my colleagues if questions come up before the next meeting.
- My challenges will be heard, but with each challenge I bring to the table, I will also bring a possible solution or question to the group.
- I will monitor myself and be conscious of how much I am talking to ensure everyone has a chance to be heard.
- I will contribute to the solutions and brainstorming.
- I will respect any decisions made in this group for the benefit of the greater good.
- I will listen to my peers and be respectful of their questions, concerns, and comments.
- I will keep my complaints to a minimum. If I have a specific concern about the impacts of this work and my specific programs, I can contact Family Homelessness Initiative staff directly or attend the FHI Information Sessions or the Family Housing Connection Feedback Meetings.

- My work doesn't end in this meeting. I am committed to taking what I learn in this meeting to inform what I do back at my office/program(s).

Role of the Facilitator (to rotate every 3-6 months)

To:

- Check in with the group if there seems to be consensus about a particular issue that has come up (to inform Initiative staff or take a moment to discuss deeper)
- Monitor participation and ensure everyone has a chance to share their thoughts
- Make sure there is time on the agenda for both the high/low activity and a wrap-up
- Work with co-facilitator(s) and Initiative staff to plan out an agenda that will be meaningful for the group.
- Contribute ideas and suggestions for meeting and discussion topics and format.
- Help the group stay on topic and direct peers to the group norms as needed.
- Highlight 1-2 group norms they want to commit to at the start of each meeting.

Role of Initiative and Building Changes Staff

To:

- Maintain a feedback loop by bringing information back to the larger community as appropriate and discussing outcomes with the Peer Learning Group as relevant.
- Provide administrative support (scheduling meetings, bringing supplies, sending emails, coordinate facilitators).
- Support providers in other ways as needed, including resource sharing.
- Participate in solution-oriented conversations.
- To respond to clarification questions only, and to redirect questions to the appropriate venue if applicable.