

STRATEGIC FRAMEWORK



CHIP partners with the Indianapolis community to advance a shared vision to end homelessness by inspiring collective action and advocating for permanent housing solutions.



We envision an Indianapolis where everyone has a safe, stable, and affordable home and is embraced by compassionate care and an inclusive community.



CONNECT, INSPIRE, AND ACTIVATE AN INTERCONNECTED HOMELESS RESPONSE AND HOUSING ECOSYSTEM

- **Strengthen and enhance the network of community partners** across the prevention, intervention, and housing ecosystem with defined goals and aligned priorities
- **Be intentional about outreach and engagement** of diverse organizations and people with lived experience of homelessness
- **Clarify and communicate CHIP's role** in leading and supporting community responses to homelessness and housing solutions
- **Strengthen CHIP's project management practices and facilitative leadership** to align priorities, annual Continuum of Care goals, work plans, and workgroup engagement
- **Establish and implement consistent practices** for project managers and facilitators grounded in cultivating a racially equitable homelessness and housing ecosystem
- **Support and strengthen the Continuum of Care governance and implementation infrastructure** through onboarding, board development, training, and technical assistance
- **Develop and execute a consistent Continuum of Care communication strategy** that is person-centered, inclusive, and supports transparency, connection, and accountability



INFORM AND DRIVE THE NARRATIVE ON HOMELESSNESS

- **Cultivate understanding and alignment among stakeholders** on root causes of homelessness and the solutions
- **Align narrative around a core belief** that housing should be a fundamental human right
- **Develop and implement a robust community education series** focused on increasing public awareness, knowledge, and understanding of homelessness and solutions
- **Lead a public awareness campaign** to frame the narrative on homelessness
- **Equip staff, board, and stakeholders with key data points, talking points, and messaging** to align around shared narrative



STRENGTHEN AND UTILIZE DATA FOR INSIGHT AND IMPACT

- **Develop a performance-based monitoring process** to identify effective practices and interventions and opportunities for technical assistance and quality improvements
- **Enhance policies, systems, and staff capacity and expertise** to ensure data practices are humanized, relational, equitable, and inclusive and data security and disaster policies are in place
- **Cultivate a data culture based on high quality data** and data that can be utilized to improve practice, performance, and equity
- **Create a structured process to review and analyze data** to inform and support Continuum of Care strategies, to address disparities, and capture progress on shared metrics.
- **Provide data analysis and technical assistance to providers** to encourage strategic decision making and quality improvements
- **Enhance data dashboards, content, and data briefs** to align with and reaffirm key narrative
- **Improve efficiencies, standard operating procedures, and quality of annual federal reports**



ADVANCE SYSTEM OPPORTUNITIES AND RESOURCE ALIGNMENT

- 🏠 **Conduct an annual systems analysis** to identify progress and gaps to inform funding priorities
- 🏠 **Co-Create an investment plan** for the Continuum of Care/City of Indianapolis
- 🏠 **Expand existing relationships and networks to leverage additional national, state, and local investment** in the Indianapolis homelessness ecosystem
- 🏠 **Educate and engage philanthropy and the private sector** to inspire alignment of resources and investment in high-performing practices and interventions
- 🏠 **Improve efficiencies, delivery, and sustainability of CHIP community resources** (Street Reach Indy, Handbooks of Help, Lived Experience Compensation Fund)
- 🏠 **Solicit and integrate feedback from those most impacted by homelessness** and from racially diverse perspectives to inform system needs, gaps, and funding decisions



ENGAGE AND ADVOCATE FOR IMPACT AND POLICY CHANGE

- 🏠 **Develop a focused advocacy strategy** establishing CHIP's role and desired outcomes
- 🏠 **Identify, support, and engage with other coalitions** and partners working for systems and policy change at the state and national levels
- 🏠 **Strengthen strategies to engage and empower people with lived experience** in governance, advocacy, and funding spaces
- 🏠 **Position CHIP to provide regular briefings and education** with the mayor's office and city-county council
- 🏠 **Position CHIP for appointments** on key taskforces, committees, and advocacy coalitions



STRENGTHEN AND ENHANCE CHIP'S OPERATIONAL CAPACITY AND SUSTAINABILITY

- 🏠 **Assess and integrate racial equity practices** in our policies and across our processes- funding, contracting, vendor selection, hiring.
- 🏠 **Establish a fund development and diversification strategy** to support operations, program implementation, and to advance core strategies
- 🏠 **Establish an endowment and investment strategy** to ensure the organization's long-term financial sustainability
- 🏠 **Evaluate and adopt a comprehensive and competitive staff compensation structure** that aligns with industry standards, promotes employee satisfaction and retention, and attracts top talent
- 🏠 **Establish and implement a robust recruiting, onboarding, and professional development plan** that attracts talent with diverse backgrounds, experiences, and perspectives, including individuals with lived experience of homelessness.
- 🏠 **Assess organizational and human capacity** needed to expand programming and advance our core strategies
- 🏠 **Cultivate and support an organizational culture** centered in staff wellness and care

