

## CORNERSTONE HOUSING™ FRAMEWORK

### ORIENTATION MEETING

November 1, 2023

#### Agenda

I.	Introductions & Session 2 Objectives	Catherine Steck McManus
II.	Orientation (Session 1) Take-Aways	Jacob V. Stuart, Sr.
III.	Common Understanding: Systems Thinking	Dale A. Brill, Ph.D.
IV.	Exercise 1: HVAC	All
V.	Exercise 2: Systems Mapping (Part A)	All
VI.	Questions/Comments	Jacob V. Stuart, Sr.
VII.	Recap & Next Steps	Catherine Steck McManus

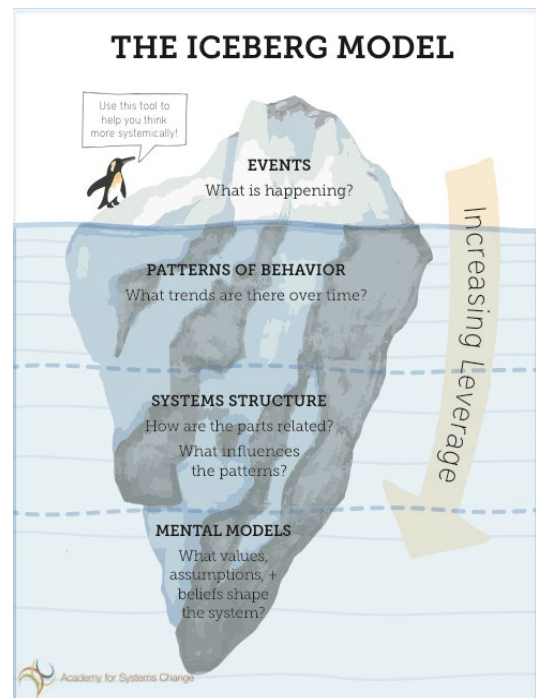
#### Objectives

- To introduce systems thinking concepts in identifying the components and their interdependencies.
- To practice of identifying system leverage points for impact and systems change.

## Notes & Key Take-Aways

Catherine Steck McManus, President and CEO, welcomed participants and facilitated brief introductions, especially for new Cornerstone Housing™ delegates. Objectives for Session 2 cast the focus on hands-on work with systems thinking tools.

Dr. Dale Brill introduced the “Iceberg Model,” a popular metaphor for how systems thinking forces consideration beyond what can be observed. He then facilitated discussion of systems thinking in practice (Exercise 1), utilizing a generic HVAC system. Delegates reviewed key systems thinking concepts (i.e., *vocabulary*) with technical definitions and as applied to the HVAC context (see following pages).



### *Systems Thinking Vocabulary*

#### 1. COMPONENT/STRUCTURES

**Definition:** The tangible and intangible elements, arrangements or patterns that determine how a system operates. The individual parts or elements that make up a system or subsystem.

**HVAC Analogy:** Physical components like ducts, vents, and the HVAC units themselves. These structures guide how the air is moved, cooled, or heated.

#### 2. OPERATIONAL DATA/PERFORMANCE MEASURES

**Definition:** The raw data or information generated during the regular activities and processes of a system, providing insights into its current functioning and performance.

**HVAC Analogy:** The real-time readings and statistics from the HVAC system, such as current room temperature, humidity levels, or energy consumption rates.

#### 3. FEEDBACK LOOP

**Definition:** A mechanism in which a change in a system results in an amplification (positive feedback) or a counteraction (negative feedback) of that change.

HVAC Analogy: The thermostat detects room temperature and sends a signal to either heat up or cool down the room, which then impacts the thermostat's future readings.

#### 4. BUFFERS OR STABILIZERS

Definition: Elements within a system that help to reduce the impact of changes or fluctuations, promoting stability.

HVAC Analogy: Coolant in the air conditioner or water in a heating system. They absorb the variations in temperature, helping maintain a consistent output.

#### 5. DELAYS

Definition: The gaps in time between an action and the resulting feedback or effect in a system.

HVAC Analogy: The time it takes from when the thermostat registers a temperature difference to when the HVAC system responds and the room reaches the desired temperature.

#### 6. INFORMATION FLOWS

Definition: Manner in which data/knowledge moves through a system, often resulting in feedback or action.

HVAC Analogy: The thermostat reading the room temperature and sending that information to the heating or cooling unit to adjust its output.

#### 7. RULES

Definition: Guidelines or protocols within a system that dictate how its components act.

HVAC Analogy: Settings on the thermostat or any programmed settings (like "eco mode") that determine how and when the HVAC system operates.

#### 8. POWER

Definition: Capacity of certain elements or individuals within a system to influence behavior or outcomes.

HVAC Analogy: The user's ability to control the thermostat settings or to decide to turn on/off the system, which directly affects the system's behavior.

#### 9. GOALS

Definition: Intended outcomes/objectives that a system strives to achieve.

HVAC Analogy: The desired temperature set on the thermostat as the target outcome for the system.

## 10. PARADIGM SHIFTS

Definition: Fundamental changes in the basic concepts, practices, or patterns within a system, leading to a new way of understanding or operating.

HVAC Analogy: Switching from a traditional HVAC system to a green, eco-friendly system or adopting smart home technology to integrate HVAC with other home systems.

Exercise 2 transferred the emerging familiarity with systems terms to reveal the nature of interdependencies. That is, change in one component alters the conditions and corresponding inputs of others within the same system.

Session 3 will focus on practicing systems mapping as applied to the region's housing system, including how to read close-loop diagrams (CLDs) with an emphasis on interdependencies (goals, inputs, outputs, and outcomes).

### **Next Sessions: #3 Thursday, December 7**

Session Options (pick one)

Morning Session: 9:30 am – 11:30 am

Afternoon Session: 1:30 pm – 4 pm

*Note: Registration and fellowship opens 15 minutes prior to session work.*

### **#4 TBD**

Housing Supply Ladder: 9:30 am – 11:15 am

Capable Demand: 1 pm – 2:45 pm

Safety Net: 3 pm – 4:45 pm

*Note: Registration and fellowship opens 15 minutes prior to session work.*