



Last Mile Cohort Kickoff

May-November 2021

Built
For
Zero.

COMMUNITY
SOLUTIONS

Last Mile for this action cycle

Burlington CoC veteran

Central Virginia CoC chronic

Charlottesville CoC veteran

Columbia-Boone Co. veteran

Cook County CoC veteran

Marin County CoC veteran

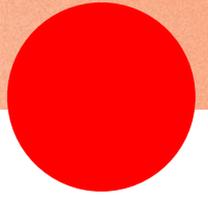
Nevada County CoC veteran

Roanoke City & County/Salem CoC veteran

St. Johns County CoC veteran

Washtenaw County veteran

This meeting will be recorded



Smile into the camera :)

Last Mile is a cohort for teams who are intent on reaching functional zero within the next six months—and sustaining it



**We'll make a theory, test changes,
pull in fresh help, and, together,
give it everything we've got**

The vision: 100% of the teams in this cohort reach functional zero by November

Your BFZ Coaches



Habiba Rotter

Interventions Manager, Design & Delivery



Eddie Turner

Senior Strategy Lead

What we'll accomplish on today's call

- Define the Last Mile cohort experience
- Set improvement aims for the next six months
- Adopt a theory of change
- Meet your triad

What's part of the Last Mile cohort

Who's invited

Your BNL is within 30 housing placements of functional zero

You have quality data

Your coordinated entry system is in solid shape

You have an engaged improvement team composed of multiple agencies and vantage points

You are ready to activate “all hands on deck” mode and achieve the goal

How we'll support you

This improvement cohort

1:1 coaching from faculty

1:1 coaching from BFZ staff, including the Data Team

Access to flexible funds or pinpointed investments

Communications strategy and collateral from the Community Solutions Comms team

Access to federal partners at VA, HUD, and USICH

Assistance applying for federal recognition

Cohort calls

First Monday of the month at 2 pm et/11 am pt

Structured to help you enact the theory of change

Learn and plan with other teams

We'll send a scheduling link next week

NEW: Faculty coaching

Faculty members have successfully led a team to functional zero

They will offer up appointment slots each month

For each call, you'll specify the problem you're trying to solve or change you're trying to effect

Begins late June-early July

NEW: Last Mile Resource Bank

A new suite tools and resources

Pegged to each part of our theory of change

We'll share it on the next call

Investing in your team

Set an improvement aim and create a theory of change, and you'll be eligible to receive Last Mile funds

Begins in June

**When you get to functional zero,
it's a major moment!**

When you're 1-2 months away

- Our coaching, data, and comms teams activate all hands on deck mode!
- We get your data verified asap
- We co-create an announcement strategy, including reaching out to the media
- We help you reach out to your elected officials to loop them in and amplify the moment
- We walk you through the federal verification process

When you hit your threshold

- We set up a BFZ + community celebration (swag and cake alert 🚓 🎂 🟢)
- We celebrate with the BFZ network at the Learning Session
- We set up your local announcement!

In the next six months:

9 communities, 9 celebrations

This isn't just about meeting a definition

**What will be different in your community
when you reach functional zero?**

Chat or unmute

How we'll reach our aims: The Last Mile theory of change

Our Last Mile theory of change

**Influence the
Coalition to
Believe in
Functional Zero**

**Accelerate the
Housing Process**

**Test Changes—
More, Faster!**

Our Last Mile theory of change

**Influence the
Coalition to
Believe in
Functional Zero**

- Engage and empower frontline staff
- Lead cross-agency management to prioritize the goal
- Modify your “value proposition” for different organizations and individuals

Our Last Mile theory of change

Accelerate the Housing Process

- Map the coordinated entry system and data flows (for your target population)
- House long stayers—and support staff who house long stayers
- Reduce the length of time it takes for clients to flow from one process phase to the next

Our Last Mile theory of change

**Test Changes—
More, Faster!**

- Convene a “command center” to organize changes
- Design and deploy a consistent process for testing and learning
- Identify 1-2 highest leverage problems to solve

Our Last Mile theory of change

**Influence the
Coalition to
Believe in
Functional Zero**

**Accelerate the
Housing Process**

**Test Changes—
More, Faster!**

Improve in these three ways, and you'll achieve your aim

What's your current state?

**Influence the
Coalition to
Believe in
Functional Zero**

**Accelerate the
Housing Process**

**Test Changes—
More, Faster!**

Questions for discussion

- Who are you good at empowering? Who's more difficult for you to reach? Consider organizations and individuals.
- How consistent is your process for designing and implementing changes?
- Describe your coalition's philosophy about housing long stayers. How would you rate your ability to do it?
- Which driver are you instantly drawn to and inclined to start working on?

Meet your triad

Amarillo

Central Virginia
Columbia/Boone Co., MO
Roanoke, VA

Rojo

Charlottesville, VA
Suburban Cook Co., IL
Washtenaw Co., MI

Verde

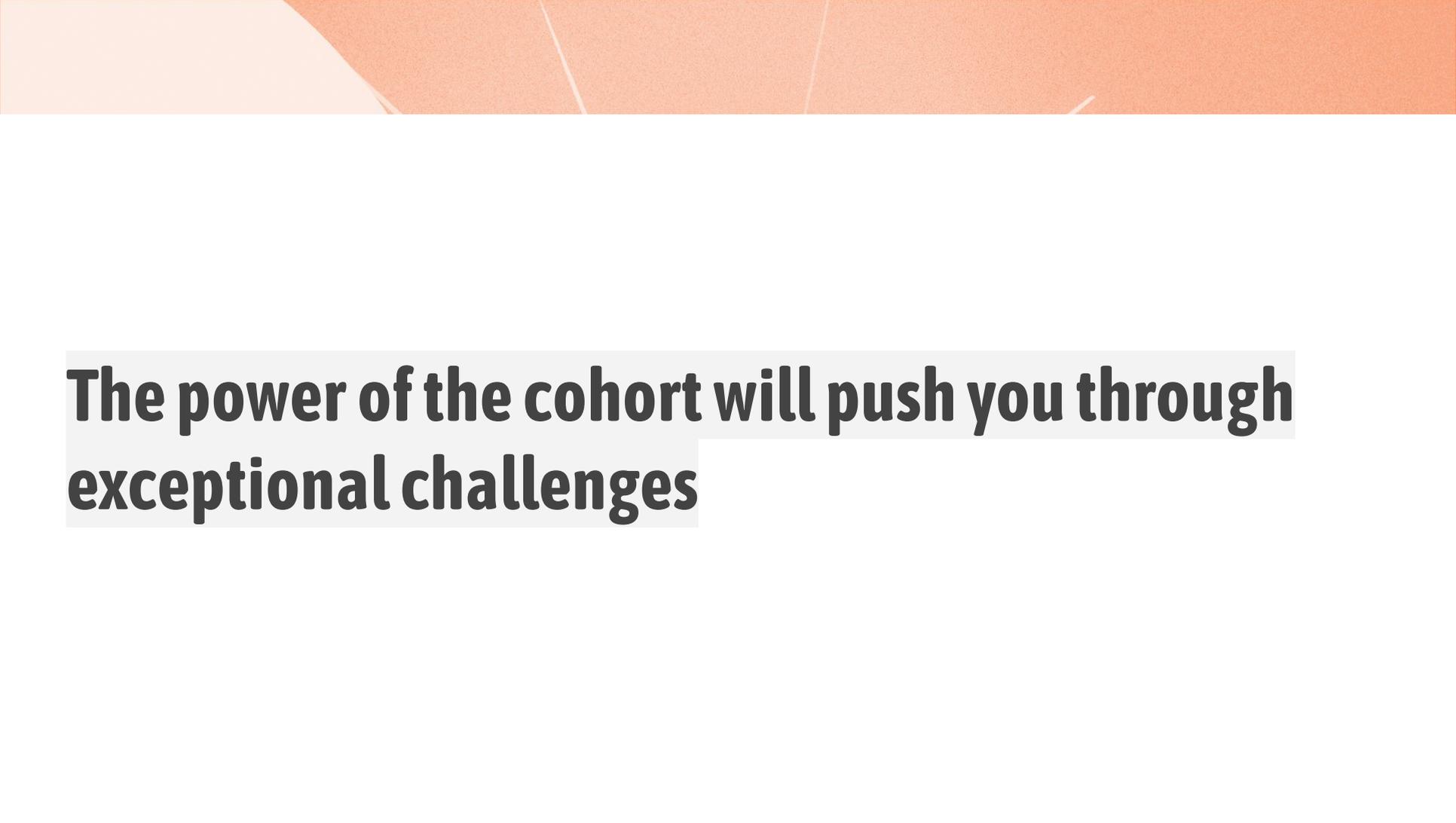
Marin Co., CA
Nevada Co., CA
St. Johns Co., FL

Set an aim

**The destination of this 6-month journey is
reaching your *aim***

Reaching functional zero on a date you determine in the next 6 months

You're here = You can do it



**The power of the cohort will push you through
exceptional challenges**

**Every reduction on your BNL = One less person suffering
in homelessness**

The formula: Ambitious + Realistic

Let's set aims

- In the sheet, go to your community row and write your first thinking of your aim
- Write down some milestones; What milestones do you challenge yourself to meet in the next months on the way to your aim?

Aim ceremony

Look through the aims sheet, pay attention to the aims of communities in your triad

Reflect back on your conversation with them

What gives you confidence your triad mates can reach their aim?

Chat or unmute

When in doubt, think back to the potential your triad mates see in you

May the power of the cohort get you to zero!



What's next

Next week

- We'll send you a recurring call invitation, these slides, and your cohort workbook
- Please update data through April 2021, if you haven't already

On the June 7 call

- Customize your local theory of change
- Zero in on a problem to solve
- More time with your triads
- Let's talk flexible funding