



Last Mile Cohort

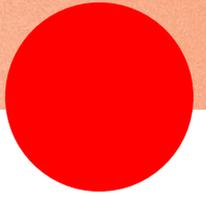
July 2021 All Teams Call

Built
For
Zero.

Please rename yourself in Zoom
to include your community

COMMUNITY
SOLUTIONS

This meeting will be recorded



Smile into the camera :)

Last Mile is a cohort for teams who are intent on reaching functional zero by the end of the year—and sustaining it



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

In the June call, we discussed...

- Tracking milestone goals
- Annotating the Last Mile theory of change to fit your situation
- Starting up a functional zero huddle

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*We also talked about starting small group calls and faculty coaching. They're in process!
Thanks for your patience.*

Today we'll work on:

- People power: Getting your functional zero huddle off the ground
- Figuring out if you have a long stayer problem (and taking action)

Later, we'll break into small groups to discuss your annotated theories of change and how you're rallying your problem-solving team

In the chat, share...

Your name

Community

Today's actively homeless #

One action you took since the June call to move your coalition toward functional zero

**Get your functional zero huddle
off the ground**

Reminder: Ingredients for a huddle

Convene a 15-minute recurring meeting with a temporary working group that continually looks for new actions to take

- Review your data (current AH#, inflow and outflow, milestones)
- Identify opportunities to hit your goal (e.g. identify surprise inflow)
- Make decisions for quick action (e.g. try a new diversion approach this week)
- Identify ways to motivate coalition members to take action this week

Why's a huddle valuable?

It's not any one individual's job to end homelessness in your community

As people join the huddle, they experience it *becoming* their job

If you build a weekly habit of discussing the actions you're taking to reach functional zero, then the functional zero goal will rise up your coalition's priority list

Resource in Last Mile emails from Eddie

Run a Weekly Functional Zero Stand-Up Huddle

When you near functional zero, bring people together to drive focus and act fast!

Identify the essential players

Keep the invitation list small: Each person at this meeting should contribute ideas and take action. If your huddle has more than five people, odds are that it will turn into an updates meeting. Keep it to 3-5 people, and report out to others as needed.

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The most important people in a huddle

A facilitator to keep the conversation focused on taking action to achieve the goal

Action-takers who are positioned to carry out plans after this call or who lead the frontline staff who will take action

People whose resources or help is required if your coalition is going to reach the goal

But keep it to 5 or fewer people. If you can't share a pizza, you have too many people to make fast decisions!

If you've started a huddle:

How's it working?

If you haven't yet:

What are you trying to figure out?

Focus your huddle here:

Do you have a long-stayer issue?

Some Last Mile learning from 2020

The more long stayers you have on your list, the less likely you are to reach functional zero

The upshot: Taking action to house your long stayers is required if you are to achieve your goal

Check your list health

Assess your data the same way we do at a Last Mile onsite:

1. Sort your BNL by the “Date added to list” (or whatever similar) field
2. Calculate what percentage of your active clients fall into these categories:
 - 0-1 month
 - 1-3 months
 - 3-6 months
 - 6+ months

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**If this number is over 25%,
go “all hands on deck” —
house those people!**

The time to take action is now

Achieving and sustaining functional zero may require you to:

- Pioneer new methods for engaging and housing long stayers
- Develop resilient, creative mindsets with staff who are tired or jaded
- Strike the phrase “This person will be the last one on our list” from your vocabulary!

Make it a collaboration

You don't have to know from day 1 how you're going to house all of these people; you need only to create a process that allows for collaboration and learning, and then you'll figure it out

Housing long stayers is a worthy use of your political capital

It's a prime improvement on which to focus your *functional zero huddle* or *case conferencing*

You'll be more likely to see results if you offer people a structured process for coordination, experimenting with new actions, and tracking progress

New resource in Last Mile email after call

Long Stayer Action Form

Objective for this change

[Spell out the change you'd like to test. Make it as small and specific as you can, so that you can run this test in one week. Are you trying to house a specific client? Or trying to beat a barrier that's affecting multiple clients? Some common barriers, broadly speaking: low to no income, refusing services or lack of trust in the system, low functioning in the housing process, or lack of eligibility for programs.]

Plan Plan the test, including a plan for collecting data

QUESTIONS AND PREDICTIONS

- [What do you expect? What are you curious about? What would a test prove?]
-
-

WHEN

[When is enough to start action.]

Let's talk about your process

Let's coach each other

In breakouts, tell your peer leaders:

- How you annotated the Last Mile theory of change, and how it's leading you to take action
Show your annotation if you want!
- Your plan for starting up a functional zero huddle, including what you want to accomplish with it, who you're inviting, and a place where you feel stuck

Watch for Eddie's email

After this call, I'll send an email with the resources we mentioned today