## not prepared to go through Last Mile Empower Answer why to be frontline staff resistance to take action' prepared (how it from WH theory of helps reach our goal); Describe what change **Drive Belief in** is needed, even if Lead the Functional cross-agency it's a referral (each mgmt. to Zero Goal person's next step, prioritize it for every meeting) City of Columbia new strategic plan Promote VA increase support Zero goal for all **BIG gets BIGGER** awareness of Welcome Home, (local funding Phoenix, Love goal + what it collaborative Columbia on board will produce includes 2 more funders) and focused on housing (among other Focus on Promote/Celebrate milestone success in housing **Accelerate** media Reach long Housing & stayers Coordinated functional **Entry** zero by Reduce length **Processes** Flourish of time near to to hire CE Chloe November position 30 days as we (catalytic investment) in can get 2021 place! Orient case conferencing toward actions and goals Appoint a temporary team to organize Test ask direct service changes staff: next step for Changeseach veteran, each Now, Faster! meeting, to help each veteran get to Test a new the next step faster change every and support service week

provider

Place orange notes to mark bright spots in your system

Place blue notes to mark where you're colder, or can improve

> Place yellow notes with change ideas or additions

Last Mile theory of change

Drive Belief in the Functional

Zero Goal

Empower frontline staff to take action

> Lead cross-agency mgmt. to prioritize it

Promote awareness of goal + what it will produce

Reach functional zero by November 2021

Accelerate
Housing &
Coordinated
Entry
Processes

Focus on housing long stayers

> Reduce length of time near to 30 days as we can get

Orient case conferencing toward actions and goals

Test Changes— Now, Faster! Appoint a crossfunctional team to organize changes

Test a new change every week Place orange notes to mark bright spots in your system

Place orange notes to mark where you're colder, or can improve

Place yellow notes with change ideas or additions