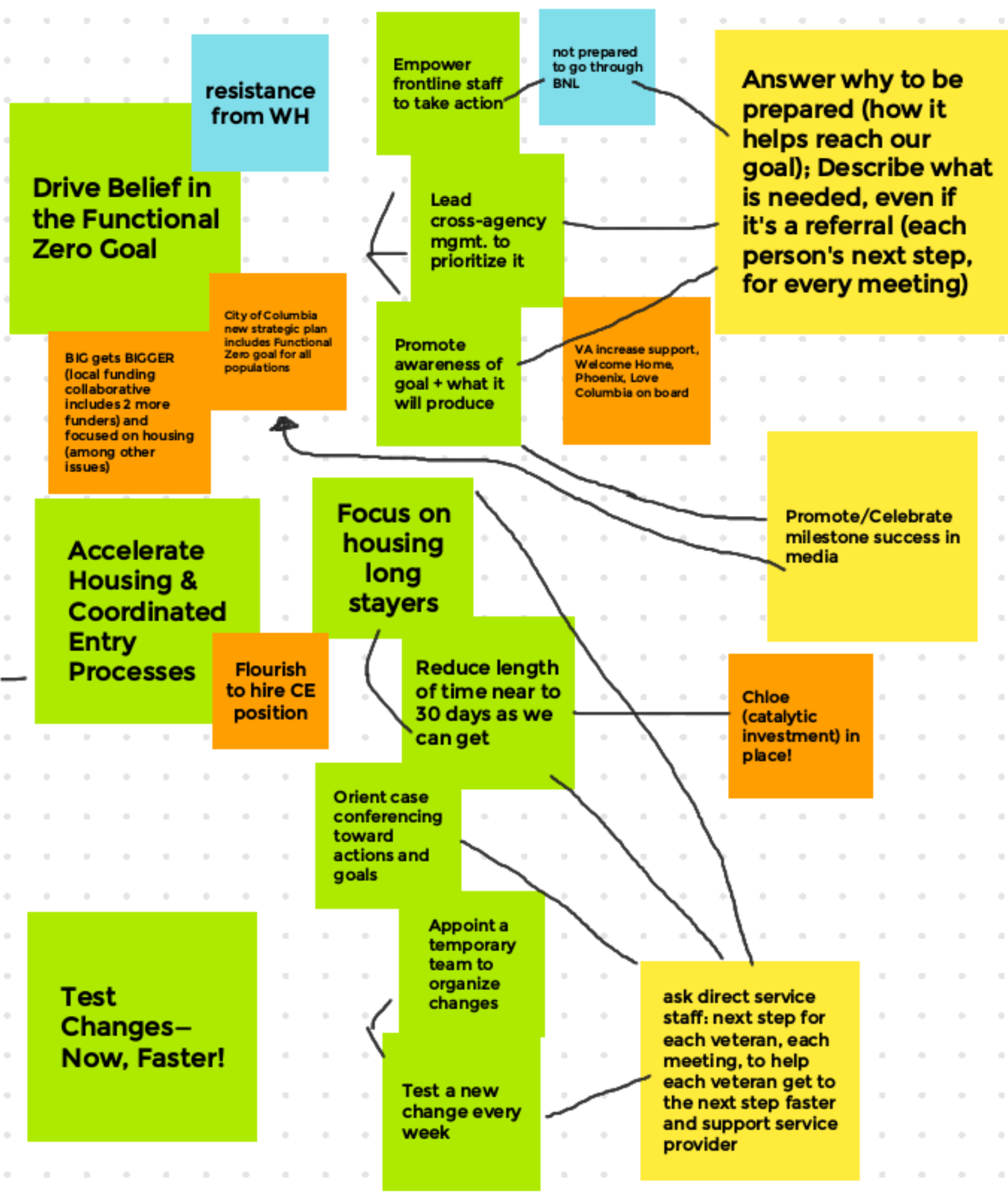


Last Mile theory of change

**Reach
functional
zero by
November
2021**



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

**Reach
functional
zero by
November
2021**

**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

**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
cross-
functional
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