

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

Appoint a
temporary
team to
organize
changes

Test a new
change every
week

**Test
Changes—
Now, Faster!**

**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**

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