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

Continue bi-weekly huddle calls

- Include inflow, outflow and functional zero target number on meeting agenda
- Have case managers share more specifics on housing placements to better celebrate achievements

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

Housing search bottleneck: staffing capacity + lack of available, affordable housing

Re-focus on developing specific action items with assigned person responsible for each client

Explore use of ARP funding for affordable housing development

Use homeless "move on" RRHA preference for HUD-VASH participants

Increase staffing to provide supportive services to high need populations

Explore hiring dedicated housing location staff

High-need clients with low capacity

People getting stuck with vouchers, app fees, credit. No units!

Test Changes— Now, Faster!

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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