

Last Mile theory of change

**Reach
functional
zero by
November
2021**

**Drive Belief in
the Functional
Zero Goal**

**Accelerate
Housing &
Coordinated
Entry
Processes**

**Test
Changes—
Now, Faster!**

**Empower
frontline staff
to take action**

**Lead
cross-agency
mgmt. to
prioritize it**

**Promote
awareness of
goal + what it
will produce**

**We have multiple
new positions and
flex funding coming
available that is
motivating the team**

**We have good
collaboration
from all
agencies and
participation
on BNL calls**

**Awareness/
media
regarding goal**

**Focus on
housing
long
stayers**

**Focus on
long-stayers/
highlight
length of time
on the list**

**Difficulty
filling Housing
Specialist/
Locator
position**

**Looking at
variety of
landlords and
different ways
of engaging
them**

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

**Fully staffed
SSVF team
serving St.
Johns**

**Focus on
goals and
action steps;
send out
action steps
weekly**

**Orient case
conferencing
toward
actions and
goals**

**Appoint a
temporary
team to
organize
changes**

**Adding
incentives for
landlords and
clients**

**Team
identified to
organize
changes and
focus on goal**

**Test a new
change every
week**

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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