

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

Promote awareness of goal + what it will produce

Focus on housing long stayers

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

Appoint a temporary team to organize changes

Test a new change every week

mgmt. to prioritize it

Strongest in this driver

Constant reminders across meetings! Start w/goal

Housing search bottleneck

Can't do it alone: need other agencies, reps at table

Changes naturally coming up; less formal

Went from being "Erin's thing" to a broad shared movement

Weekly email w/successes, progress

Hiring navigator! trying

Look at BNL every Monday, incl length of time in each process phase

Spread to VA, SSVF, shelter providers, and more

Driving veterans to see units, negotiate w/landlords, etc.

Let's make a Plan B, since hiring may take a while

Clear point person helped

Triage inflow, look at possible actions

