

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

We've been in the BFZ initiative since 2015; we meet bi-weekly as the Community HOusing Prioritization Committee; we have a Leadership Team that has been meeting for several years!

We can improve communications to ALL groups - front-line to EDs

Hard to prioritize this work when there are staff changes (and not shared w/ other community agencies), other priorities, etc.

Weekly emails to provide updates on our data (housing placements that week, etc) and change ideas/actions

How might you put a spotlight on the FZ goal?

Place orange notes to mark bright spots in your system

Place blue notes to mark where you're colder, or can improve

Accelerate Housing & Coordinated Entry Processes

Focus on housing long stayers

Improve communication/coordination when vets enter our system

We don't currently focus extra effort on long-stayers

Focus case conferencing on long stayers in system

Urgency (we sometimes wait 2 weeks until the next CHP meeting for updates/eligibility discussion, etc)

Place yellow notes with change ideas or additions

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

Veteran Team Huddle - started meeting 6/30

Get Gabe/Tracy as back-up? at VA access to verification list

Does SAWC staff have access to SQUARES? Can they start using it? Can they call Vet Registration to register client? Main # to hospital 734-769-7100.

Test Changes—Now, Faster!

Test a new change every week

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