



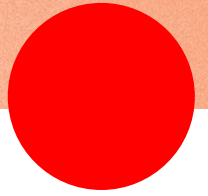
System Flow Cohort

Session 1: Kickoff!

May 19, 2021

Please rename yourself in Zoom
to include your community

This meeting will be recorded



Smile into the camera :)

What we'll accomplish in System Flow

This meeting will be recorded

The sell:

Promise of this cohort

Expectations for your shared ownership of the cohort (e.g. norms!!, logistics, time commitment)

The method:

Lightweight theory of change + why LoS matters

- Reducing time spent homeless

- Reallocating your time spent serving clients

Preview investment opportunity

Let's get to know each other

Your Team of Coaches



Habiba Rotter



Eddie Turner

Today's Agenda

Today we will..

- Create a shared purpose of this cohort & expectations for how we will work together
- Establish our theory of change and how we'll get to our aims
- Meet the people we'll co-create change with
- Focus on the behavior change element of the work

Meet your cohort mates

Meet your cohort mates!

Theory of Change

**The destination of this 6-month journey is
reaching your *aim***

**A reduction in the average length of time clients
spend on your list**

Every day reduced = A day less spent suffering in homelessness

Next call is aim time!

The formula: Ambitious + Realistic

*By November 30, we will improve our average length of stay on the **chronic/veteran BNL** to ____ days*

We'll record it in your cohort workbook

System Flow: Aim Tracking

Aim Setting

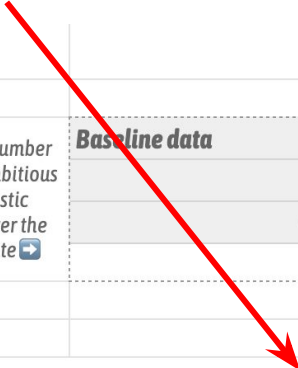
Focus subpopulation (chronic or veteran only):

Length of Stay Aim:

☛ Pick a number that is an ambitious and realistic increase over the baseline rate ☛

Baseline data

Current length of stay: 255.4



Our aim: By November 30, we will improve our average length of stay on the chronic/veteran BNL to ____ days

Length of time during the cohort

May	255.4
June	#DIV/0!
July	#DIV/0!
August	#DIV/0!
September	#DIV/0!

☛ Data will auto-populate from the corresponding month

Avg LOT on BNL

600.0

Our theory of how to get there

Part 1: Together

The map

**Clear Bottlenecks
in the
Housing Process**

**House Our
Long Stayers**

Distribute Power

The map

Clear Bottlenecks in the Housing Process

- Study your system using buckets, process maps, and list health measures
- Find your bottlenecks
- Target them quickly and efficiently
- Observe your progress

The map

House Our Long Stayers

- Track who's been on your list for 6+ months
- Understand their needs and what would get them to engage
- Understand psychological barriers to serving them
- Target your efforts towards housing them
- Use your flex \$\$\$

In the chat, guess how many long stayers
are on your list!

The map

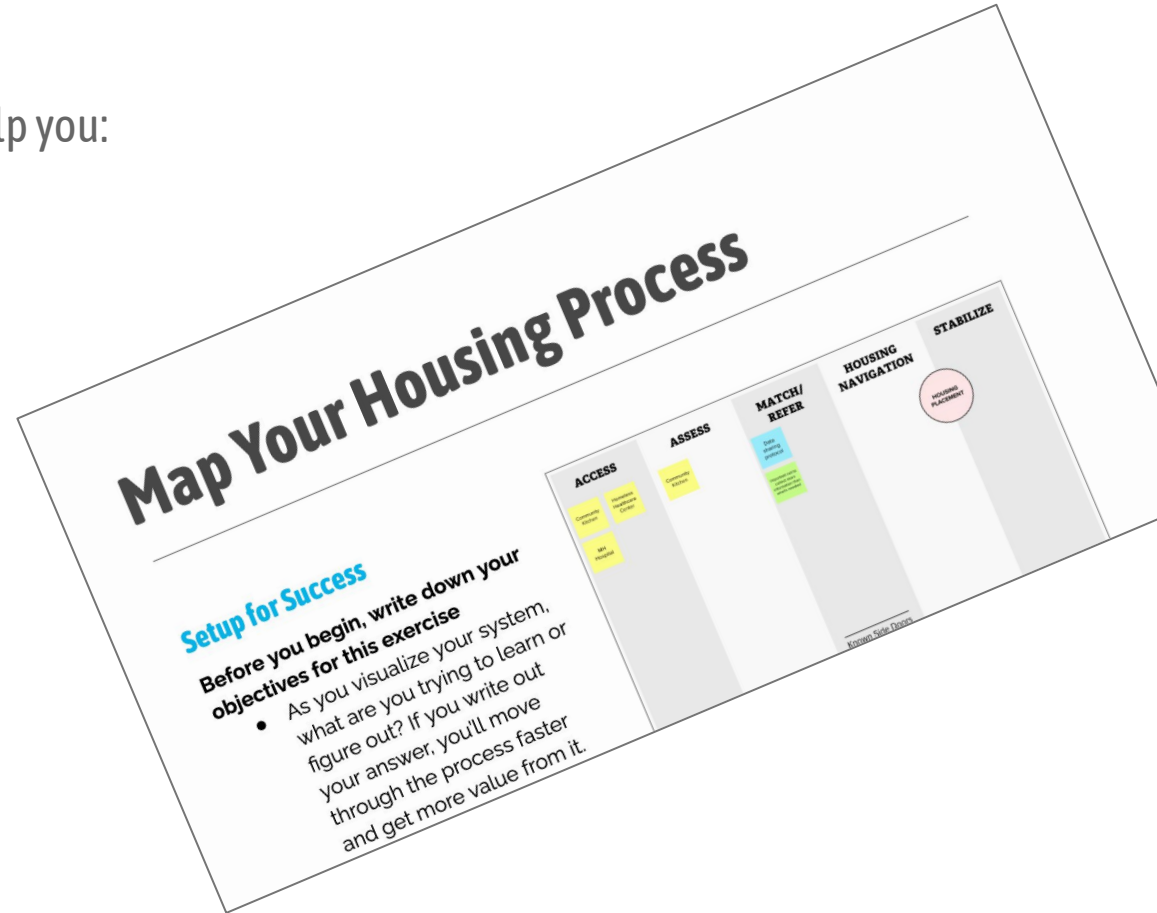
Distribute Power

- Create a team of frontline staff leaders
- Distribute the power of managing the list
- Invest in your own well-being
- Prioritize improvement work

Resource Bank

We're creating resources that will help you:

- House your long stayers quickly
- Map your housing process
- Create a team of leaders



How will we track progress?

#1: Easily!

How will we track progress?

The main measure:

Average length of stay on the BNL

= Number of days current clients have been on the BNL/Number of clients

How will we track progress?

The second measure:

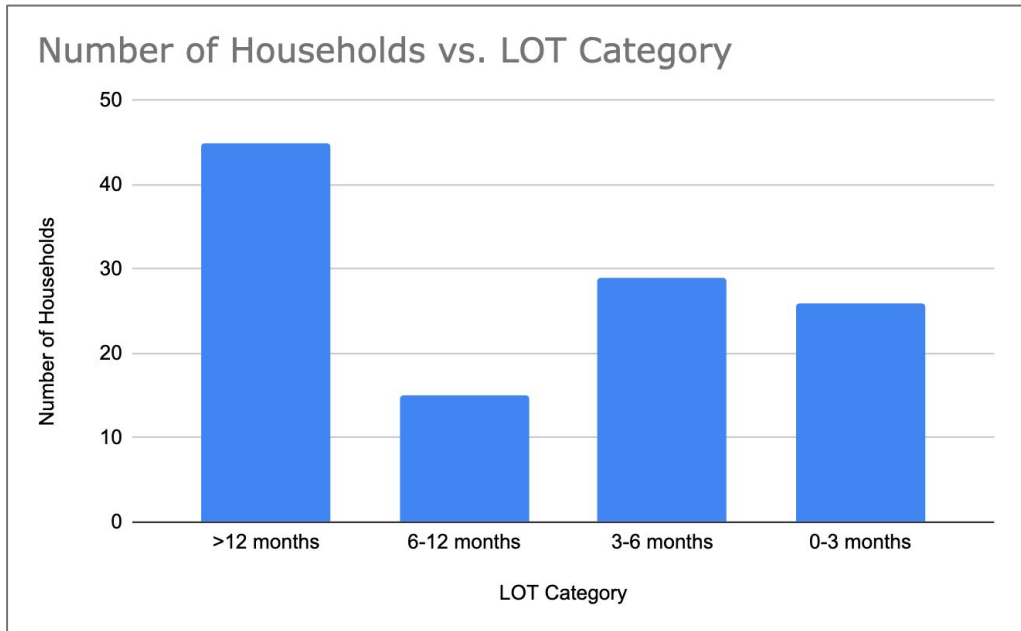
% of long stayers on the list

= # of clients on the list for > 6 months as a percentage of the overall active number

How will we track progress?

Additional Measures:

List Health Categories



How will we track progress?

Worried about how we'll pull all these data? Don't!

New and simple tool will do it all for you in 2 steps!

Copy and paste HMIS ID's of clients active on your BNL here in Column A through Column D starting in cell A3			AUTOCALCULATED FIELDS (If your list has more than 100 rows, make sure the formulas in Column C through Column F carry down to your last row)			
HMIS ID	Date Added to BNL	Today's Date	Number of Days on BNL	LOT Category	Long-Stayer?	
2	11/26/2018	5/18/2021	904	>12 months	Long Stayer	
3	1/7/2019	5/18/2021	862	>12 months	Long Stayer	
4	3/14/2019	5/18/2021	796	>12 months	Long Stayer	
5	5/31/2019	5/18/2021	718	>12 months	Long Stayer	
6	6/1/2019	5/18/2021	717	>12 months	Long Stayer	
7	6/21/2019	5/18/2021	697	>12 months	Long Stayer	

Data Assessment

To set you up for that, let's take this 2 minute data assessment

System Flow

Please place an "X" in the column that best describes your answer.

BY-NAME LIST FOUNDATIONS

Are you able to pull a by-name list of actively homeless individuals?

This should be a BNL of individuals representing the population you've chosen for this cohort

Is your by-name list continually up-to-date?

Are you able to update your BNL at a minimum of a weekly basis to reflect who is new, who is housed, and who is inactive?

Are you able to track the date that clients enter your system?

Examples of data elements you can use are date of assessment, CE program start date, or date added to the BNL

**Where are you now in our
theory of change?**

We'll resume at :45

**Where are you now in our
theory of change?**

This map is our theory of change

**Clear Bottlenecks
in the
Housing Process**

**House Our
Long Stayers**

Distribute Power

Improve in these three ways, and you'll achieve your aim

What's your current state?

**Clear
Bottlenecks
in the Housing
Process**

**House Our
Long Stayers**

**Distribute
Power**

Questions for discussion

- What process bottlenecks are already clear?
- Describe your coalition's philosophy about housing long stayers. How would you rate your ability to do it?
- Who are you good at empowering? Who's more difficult for you to reach? Consider organizations and individuals.
- Which driver are you instantly drawn to and inclined to start working on?

Meet your triad

Rooms will pop on your screen to join, hover over the right side of the room name and you will get the option to join

Lemonade
Honolulu
Minneapolis
Tucson

Grapes
Lake Co
Madison
Fairfax

Lavender
Nashville
Sacramento -
Vet
Kansas City

Apple
Tennessee Valley
Middlesex
Northern
Colorado

Mango
Springfield - Chronic
St Johns
Guilford Co.


Avocado
Mid-Willamette -
Chronic
Winston-Salem
Springfield - Veteran

Hibiscus
Mid-Willamette -
Veteran
Nassau
Sacramento - Veteran

Blueberry
CO BoS - Western Slope
Yamhill Co
Placer Co

Blackberry
Fresno
North Central Florida
Santa cruz

Behavior Change



**You're here because something draws you to
improving your system**

But getting your coalition excited about improvement work can be a struggle

Others may not understand the work or have a hard time prioritizing it

This work is about behavior change

Tangible tools to



Distribute power



Get everyone invested in success

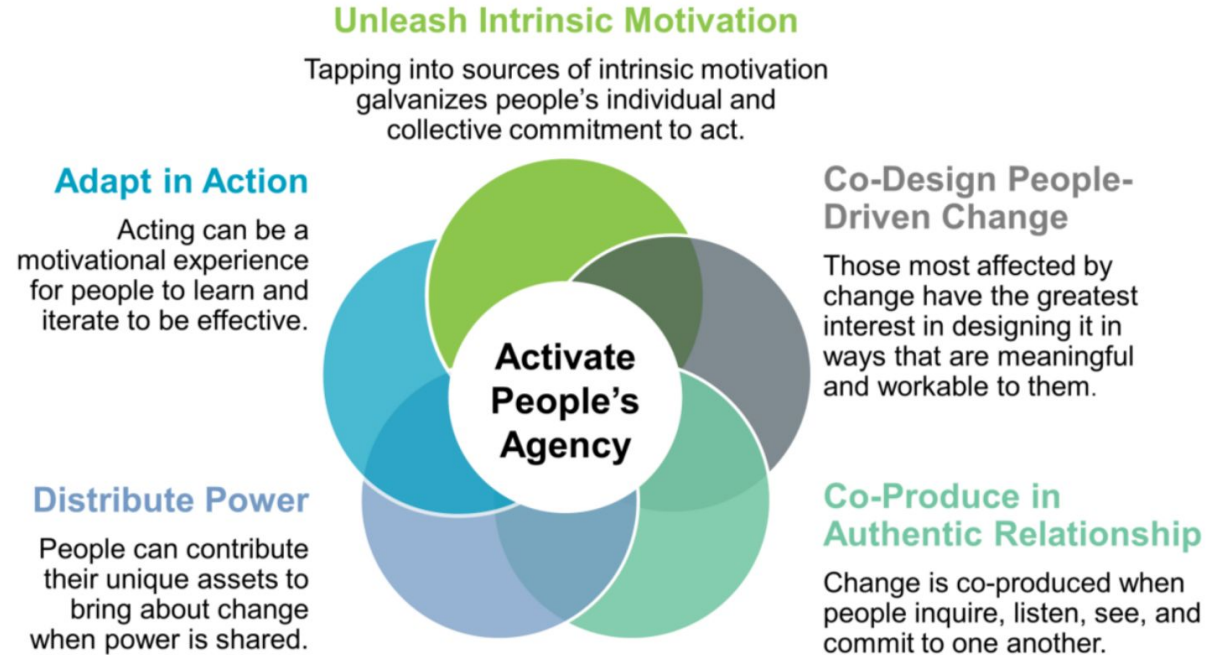


Create the feeling of building something together 

The result will be an army of improvers, ready and eager to drive your community aim

Sneak Peak

Figure 1. IHI Psychology of Change Framework



Distributing Power



Distributing Power

Old Power = Currency

New Power = Current

Distributed Power = Distributed ownership

Mind Meld

Chat or unmute:

Tell us about a time in your work where someone saw potential in you, shared some power and responsibility? How did you feel and what happened?

Who is someone in your coalition, including frontline staff, who you see the same potential in?

What comes next..

On the next call

- We'll spend time analyzing our systems together, set an aim, and dive together into the change work
- We'll take concrete steps to build your team

In the next month..

Talk to a frontline staff member, a senior team member, and a program manager about the 3 drivers, ask them:

- *What bottlenecks in our system are you most interested in clearing?*
- *What would it look like to get to 0 long stayers on our list?*
- *Who in our coalition can co-own the work to reduce length of stay on the list?*

What comes next?

- Calls will happen 3rd Wednesday of each month, 1-2:30 ET, 10-11:30 PT
- Next call on Wednesday, 6/16 & [registration link](#)
- Bring your BNL (with an entry date, flag if you have challenges)

See you on June 16th!

Browse around your workbook!

As always, BFZ coaches are here to help:

Eddie eturner@community.solutions

Habiba hrotter@community.solutions

Take the Cohort Session Evaluation

<http://s.alchemer.com/s3/Cohort-Rapid-Feedback-May-2021>

