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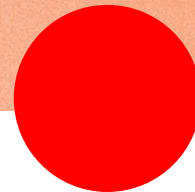
Smile into the camera :)

In the chat tell us...

Your Team of Coaches

Habiba Rotter

Eddie Turner

Mission & Vision

System Flow is a cohort of 23 communities

Our collective aim is to reduce the length of time clients spend on our lists

Together, we will make core changes to our systems to get them working better for the user

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

Cohort journey at a glance

May: Kickoff

June: **Explore your baseline, set an aim, take action on long stayers**

July: Find your system bottlenecks , target improvements *plus a super triad call*

August: Break your list into buckets, distribute power *plus a super triad call*

Sept.: Frontline staff call! *plus a super triad call*

Oct.: Show your progress + make a sustainability plan *present work product*

Nov.: Learning Session

You are here

You will be successful if you…

- Come to cohort calls

- Submit monthly data on Length of Stay

- Execute assignments between calls

- Put on your improver hat

- Be a proactive learner (ex: come prepared with questions, ask cohort mates for support, offer support too)

- Stay consistent

Want a flex fund to play with?

Built for Zero wants to send your improvement team a small pot of money that you can use to test ideas

You'll be eligible once you complete these steps:

- Measure your baseline data
- Set an improvement aim for the System Flow cohort
- Complete your first test worksheet

We'll send out the first funds on June 30!

Let's set some aims

Each team will set an aim

You will set an aim to decrease your **average length of stay** for your target population

Each improvement team will set an aim, not each individual!

Set the aim in your team's System Flow Workbook

We'll walk you through it step by step

A goal isn't magic

It's a tool!

Set an aim that helps you **influence people, change behavior,** and **structure your shared work**

Your aim matters to clients

If you use this cohort to decrease your avg. length of stay, it means that clients will spend fewer days experiencing homelessness

As you lower your avg. length of stay...

- You reduce the time people spend suffering in homelessness
- You improve clients' long-term stability

Your aim matters to long stayers

Long stayers are a special subset of your by-name list

They are sitting on a mountain of bad experiences with systems, including yours

Your case managers carry heartache and frustration related to long stayers

Discovering new ways to house long stayers is morally important.

It's also the best strategy for reducing your average length of stay.

Your aim matters to staff

There's no shortcut: You can't meet your aim unless you bring staff along with you—frontline and management

Improvement work should deliver benefit to them, too:

- Clearer priorities
- Work that feels like it's paying off
- Kinder communication across (and inside) agencies

Set an aim that can transform your work culture

Your aim brings the gift of radical focus

All of your work with BFZ from now til Nov 30 is about achieving this aim

"Clarity is kindness"

Prioritizing should get easier for you and your local improvement team

Say no to some other projects because you've said yes to this one!

Your first set of data

On our last call, we talked about length of stay data

Length of stay = Core metric

12 teams have already calculated their baseline data

Super improver league

Fairfax County CoC - Veteran

Guilford County CoC - Chronic

Lake County/North Chicago - Chronic

Minneapolis/Hennepin County CoC - Veteran

Nashville/Davidson County CoC - Veteran

North Central Florida - Veteran

Northern Colorado CoC - Veteran

Saint Johns County CoC - Chronic

Springfield CoC - Chronic

Tucson/Pima County CoC - Veteran

Yamhill County - Chronic

Yamhill County - Veteran

Let's do it together!

Demo

Your turn

It's quite easy! All steps are here in [this resource](#)

Questions?
(Flag in the chat if you need data help)

Triad breakout

In triads discuss:

- What did your data generate? Compare results, focusing on total length of stay, as well as long stayers as a percentage of the list
- What is this data sparking for you? What questions about your system are coming up?

Take a picture of this slide
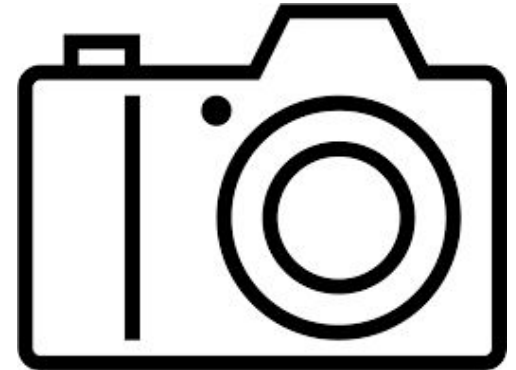
Triad breakout

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 -
Chronic
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 - Vet
Nassau
Sacramento - Veteran

Blueberry
Yamhill - Vet
Yamhill - Chronic
Placer Co

Blackberry
Fresno
North Central Florida
Santa Cruz

Debrief

- What were some of your reflections about your data?
- What's something interesting you resonated with or heard from a triad mate?

Let's lock in your improvement aim

How to set an aim

1. Take your baseline data

Baseline data	
Current length of stay:	258.5

2. Reduce it by an amount that would make a true difference to clients

   This time, let's shoot to underpromise and overdeliver!

3. Fill in the aim number

Aim Setting	
Focus subpopulation (chronic or veteran only):	Chronic
Length of Stay Aim:	215

How to set an aim

4. Write out the sentence

Our aim: By November 30, we will improve our average length of stay on the chronic BNL to 215 days

Take 4 minutes to lock in your aim statement

Multiple people from your improvement team here? Text, chat, email, or call each other

Paste your aim statement into the chat box once you've got it

Unmute or chat in the box (or both)—pick someone from your triad and tell them,

"[Name], I believe you're going to meet your aim"

Long stayer strategy

We know where we are.
We know where we want to be.
How will we get there?

Theory of change

House Our
Long Stayers

Most immediate +
most strategic

Correlation

Long stayers ↓ = Average Length of Stay ↓

But before strategies, let's understand a long stayer's needs

Empathy exercise

- If you were a long stayer, what are some pain points in your life? Think big picture as well as immediate needs

- What are some system barriers you might have come up against? What frustrates you?

Let's run your first test of the cohort

After the call, we will send you two things:

- A change idea bank to house long stayers
- A <u>Housing Long Stayers Test of Change Worksheet</u> that will walk you step-by-step through your first test of change

Send completed worksheet to Habiba by next Tuesday, 6/22

Let's run your first test of the cohort

<explain sheet>

Closing

Baseline data + Aim + Long Stayer Test Worksheet =

A flex fund for your team

On the next all-teams call

We will ..

- Get great at process mapping (because it helps spot the biggest opportunities to improve)

- Try out some new changes to take action on those opportunities

- Get practical on how to use your BFZ flex fund to house long stayers

- Start effecting mindset shifts

Triad calls are where we'll dig into details

Enjoyed talking to your triad? We have more for you

Soon we will invite you to triad calls

(We're trying to figure out a scheduling method! 😬)

Until then,

- Start testing ideas to house your long stayers! Fill out the **Long Stayers Test of Change Worksheet** that we'll send after this call

- Calculate your July data

- Share your aim with your coalition! Remember, your aim is a tool to influence people

THANKS FOR COMING!

We're here to help. Email Habiba anytime: hrotter@community.solutions