

System Flow Cohort

November 2021 — New action cycle!

Built
For
Zero.

COMMUNITY
SOLUTIONS



Agenda (Internal)

Intro + Icebreaker	2:00
Framing: what we'll accomplish	2:05
Greatest Hits	2:15
Destination + methods	2:27
Stretch Break	2:30
Aim setting	2:45
Codesign?	3:05
Wrap-Up	3:10
Top 5 Tips	3:15

Your System Flow Coaches



With a new team BFZ coaches in tow!



Sandy Colts

Systems Improvement Advisor,
Improvement Systems



Alex Hust

Systems Improvement Advisor,
Coordinated Entry




Alyssa Keil

Systems Improvement Advisor,
Coordinated Entry



Megan Klenke-Isgriggs

Systems Improvement Advisor,
Funding & Partnerships

A decorative header at the top of the page features a teal background with white geometric shapes, including a large triangle on the left and several thin lines extending across the width.

**Icebreaker: Tell us about your favorite moment
with someone you housed**

Today, we'll **reflect on your work** over the last 6 months, talk about **what's new** in System Flow this cycle, and **make you a bargain** that we think will lead you closer to functional zero



****BUILT FOR ZERO BUSINESS NEWS****

****MERGER ALERT****



Last Mile + System Flow

- For this action cycle, the Last Mile and System Flow cohorts are merging
- More cross-community collaboration, more shared solutions

Teams joining from Last Mile

- Burlington/Chittenden Co. veteran
- Central Virginia chronic
- Charlottesville veteran
- Columbia/Boone Co., MO veteran
- Marin Co., CA veteran
- Nevada Co., CA veteran
- Roanoke, VA veteran
- St. Johns Co., FL veteran
- Suburban Cook Co. veteran
- Washtenaw Co., MI veteran

System Flow teams

- Fairfax Co., VA veteran
- Greater Kansas City veteran
- Guilford Co., NC chronic
- Honolulu veteran
- Lake Co., IL chronic
- Mid-Willamette Valley veteran
- Middlesex Co., NJ chronic
- Minneapolis/Hennepin Co. veteran
- Nashville/Davidson Co. veteran
- Nassau, Suffolk Co., NY chronic
- North Central Florida veteran
- Northern Colorado veteran
- Placer Co., CA veteran
- Sacramento veteran
- Santa Cruz veteran
- Springfield, MA veteran
- St. Johns Co., FL chronic
- Tennessee Valley veteran
- Tucson/Pima Co. veteran
- Winston-Salem/Forsyth Co. chronic
- Yamhill Co., OR chronic
- Yamhill Co., OR veteran

Last Mile special powers

- Access to catalytic investments
- Onsites for strategy and planning... once we can do onsite...
- Quarterly stump-the-band call on veteran homelessness with VA expert
- Quarterly stump-the-band call on leadership & improvement with Niñon Lewis from Institute for Healthcare Improvement

Last Mile criteria

We'll invite your team to join Last Mile when...

- Your actively homeless count is within 20 of your functional zero threshold
- You have BFZ-certified quality data
- Your coalition wants to set a functional zero goal within six mos.
- Your improvement team is ready to make special effort for the next six mos.

Greatest hits

from the last action cycle

Built
For
Zero.



System Flow Biggest Loser: Length of Stay

GREATER KANSAS CITY VETERAN TEAM

Reduced avg. length of stay by 51%—from 168 to 82 days



System Flow Length of Stay Reducers

Greater Kansas City veteran	Reduced 51%	168 to 82 days
Lake Co., IL chronic	Reduced 13%	260 to 226 days
Mid-Willamette Valley veteran	Reduced 37%	768 to 481 days
Minneapolis/Hennepin Co. veteran	Reduced 27%	272 to 198 days
Nashville/Davidson Co. veteran	Reduced 5%	215 to 205 days
North Central Florida veteran	Reduced 6%	148 to 139 days
Northern Colorado veteran	Reduced 42%	130 to 75 days
Tucson/Pima Co. veteran	Reduced 11%	143 to 128 days
Santa Cruz veteran	Reduced 20%	791 to 633 days
Yamhill Co., OR chronic	Reduced 12%	289 to 254 days

System Flow Biggest Loser: BNL

FAIRFAX CO., VA VETERAN TEAM

Reduced actively homeless count by 32%—from 62 to 42 days



System Flow BNL Reducers

Fairfax Co, VA veteran

Reduced 32%

62 to 42 actively homeless

Honolulu veteran

Reduced 7%

223 to 207 actively homeless

Northern Colorado chronic

Reduced 26%

309 to 230 actively homeless

Tennessee Valley veteran

Reduced 9%

11 to 10 actively homeless(!)

Yamhill Co., OR.veteran

Reduced 21%

14 to 11 actively homeless(!)

Last Mile Radar

WITHIN 6 OF FUNCTIONAL ZERO

- Central Virginia chronic
- Charlottesville veteran

5 actively homeless

9 actively homeless

WITHIN 15 OF FUNCTIONAL ZERO

- Suburban Cook Co. veteran

WITHIN 20 OF FUNCTIONAL ZERO

- Nevada Co., CA veteran
- Roanoke, VA veteran
- St. Johns Co., FL veteran
- Washtenaw Co., MI veteran

There's power in a cohort

All of this work is easier,
more joyful, and more effective
when we do it together



Let's go somewhere new in System Flow

Learning from the last action cycle

- Some best practices are losing effectiveness in today's conditions (e.g. big backups in housing navigation, outreach strategy is fuzzier)
- Reducing avg. length of stay creates tighter systems but may not result in reducing your actively homeless count
- Strike a balance between long stayers and the rest of your list
- Teams who filled out lots of PDSA forms learned faster and achieved bigger BNL reductions; we have the receipts to prove it!

Theory of change for the new action cycle

Prevent and divert
inflow into
homelessness

**Accelerate housing
placements**
with creative
solutions

Manage your BNL
for accuracy +
action

Theory of Change

Prevent and divert
inflow into
homelessness

*Interrupt seasonal
trends in inflow for
super-episodic
clients*

Implement or improve
diversion

Design a process to react
to a client's upstream
indicators

Increase supportive
services for housing
retention

Theory of Change

**Explore shared
housing options**

**Accelerate housing
placements
with creative
solutions**

**Build out housing
navigation coordination
for services**

Understand and
influence clients

Market to landlords

Optimize supportive
services

Theory of Change

Do a deep dive into
clients with missing
exit data

Manage your BNL
for accuracy +
action

Clean the list +
investigate what caused
the list to get messy

Optimize outreach for
comprehensiveness and
coordination

Prioritize changes for
equity through data
analysis, codesign

System Flow Theory of Change

Prevent and divert inflow into homelessness

Implement or improve diversion

Design a process to react to a client's upstream indicators

Increase supportive services for housing retention

Accelerate housing placements with creative solutions

Understand and influence clients

Market to landlords

Optimize supportive services to ease placement

Manage your BNL for accuracy + action

Clean the list + investigate what caused the list to get messy

Optimize outreach for comprehensiveness and coordination

Prioritize changes for equity through data analysis, codesign

Here's how BFZ will support you

All Team Calls

Observation and discussions around frameworks for implementation consideration

Small Group Calls

Opportunity for test review and discussion with peer-to-peer support for questions and empowerment



**Innovative
Collaboration**

Data Coaching

Our dynamic data team will offer various forms of support with data reporting, improving reliability, and enhancing tools to make data actionable

1:1 Coaching

BFZ Coaches + Faculty are available to run through testing practices, process, observation, and other deeper dives on system support

Sample PDSA:

PLAN

Test a new coordination strategy focused on landlord engagement to increase housing stock

DO

Several providers are starting a shared doc to get an up-to-date roster of available units, as well as testing a landlord survey to identify gaps in engagement.

STUDY

Doc is going well so far! Identified some lesser-utilized landlords to engage with. Seems to be resulting in faster housing placements. Been having hard conversations with voucher holders, like what expectations are for communication with landlords.

ACT

Need to verify the google doc for accuracy, and share throughout the community.
New idea: start asking questions for disengaged landlords 1 at a time and see if that's easier to get started!

Tell us in the chat: **Which driver feel the most urgent to dig into? What has been a hot topic locally?**

Prevent and divert inflow into homelessness

Implement or improve diversion

Design a process to react to a client's upstream indicators

Increase supportive services for housing retention

Accelerate housing placements with creative solutions

Understand and influence clients

Market to landlords

Optimize supportive services to ease placement

Manage your BNL for accuracy + action

Clean the list + investigate what caused the list to get messy

Optimize outreach for comprehensiveness and coordination

Prioritize changes for equity through data analysis, codesign

3-min stretch break





**Let's set an intention for
this action cycle**

What you build in Built for Zero

**Data about who's
experiencing homelessness**



What you build in Built for Zero

Data about who's
experiencing homelessness



**A coalition with shared goals
and a zeal to improve**



What you build in Built for Zero

Data about who's
experiencing homelessness



**A homelessness response
system that speeds outflow
and slows inflow**

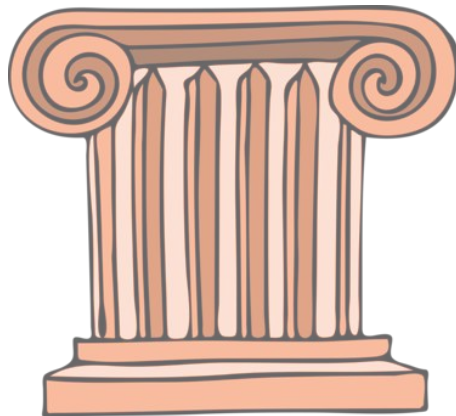


A coalition with shared goals
and a zeal to improve



What you build in Built for Zero

A BREAKTHROUGH



Let's make a deal

BFZ will research new strategies and build fresh content to support your breakthrough

Your improvement team will set an ambitious six-month aim and push to achieve it

In community breakout rooms

Discuss as a team: If you execute on the System Flow theory of change and create the breakthrough we're all running toward... By how much do you want to reduce your BNL in the next six months?

Make sure every person's voice is heard!

Draft an aim statement that looks like this: *We will reduce our chronic BNL by 30% by April 30, 2022.*

Enter your aim in the sheet—link in chat!

What to do before our next call

Next Steps

- Solidify your Action Cycle aim with the people who need to know, and support it
- Catch up on data reporting!
 - Email bfzdatasupport@community.solutions for support

Take the cohort session evaluation

