Case Conferencing Academy 2023

Module 5: Results & Measurement

May, 2023

Built For Zero.

OMMUNITY OLUTIONS

Change idea #1: Making habits stick

Making habits stick

There are some **static** changes you make to your meeting that you can do once, and you won't need to look into again every meeting, like

- Updating your agenda, and
- Breaking out your meeting by subpopulation

And then there are **dynamic** changes, which can be more difficult to adopt, like

- Target move-in dates, and
- Process buckets

Making habits stick

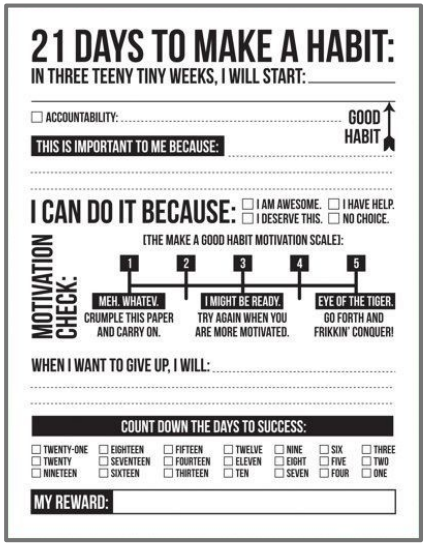
Dynamic changes are tough but worth it:

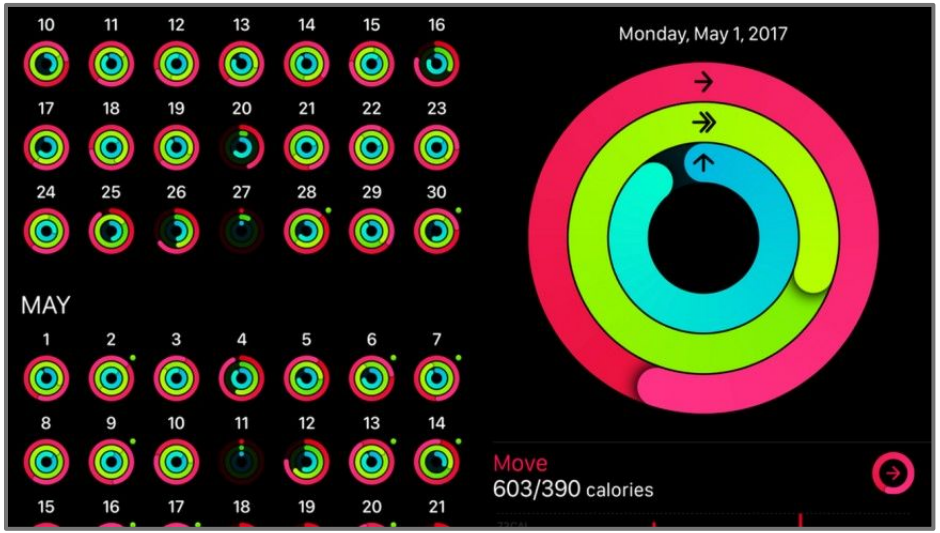
- Create urgency in your meeting
- Help your team imagine how an efficient system works

Making habits stick

To get dynamic changes to stick, you need to build habits.

Most of us have probably tried to increase our activity level at some point. When getting into the habit of working out, tracking activity can help with accountability, and build confidence.





We made a tool to help your team build habits

Case Conferencing Tally Sheet

	Meeting 1 date:	Meeting 2 date:	Meeting 3 date:	Meeting 4 date:
How many clients were discussed?				
Of the clients discussed, for what percentage was there an action step, with due date?	%	%	%	%
Of the clients discussed, for what percentage was there a target move-in date *within the next month*?	%	%	%	%
What percentage of action steps were completed after the last meeting?	%	%	%	%
How many people were housed since the last meeting?				
What changes did we try today?				
For the next meeting, which metric will we try to improve, and what change(s) will we make in order to improve it?				

Getting back on track

And as many of us know, it doesn't always stick the first time.

But each time you come back to target move-in dates and process buckets, you continue to build on the skills you have.

You don't have to explain the concept, and get support, and build it into your list...

You just have to start.

Like riding a bike!

Start small, get more ambitious

With any new method—what's the smallest, easiest-to-explain version you can start with?

Consider how you can ramp up to changes in your facilitation, scripting actions for your team, or team culture

The more complex the change, the more valuable it is to start small and uncomplicated

A sample ramp-up

With any new method—what's the smallest, easiest-to-explain version you can start with?

For example, how you might ramp up target move-in dates:

- Collect a date for some people on your BNL, e.g. clients in the housing navigation phase, or clients who have been on the BNL for less than 90 days
- Collect a date for everyone on your BNL
- Collect a date for everyone on your BNL, and creatively form strategies to pull the dates nearer

Change idea #2:

Driving results with ambitious goals

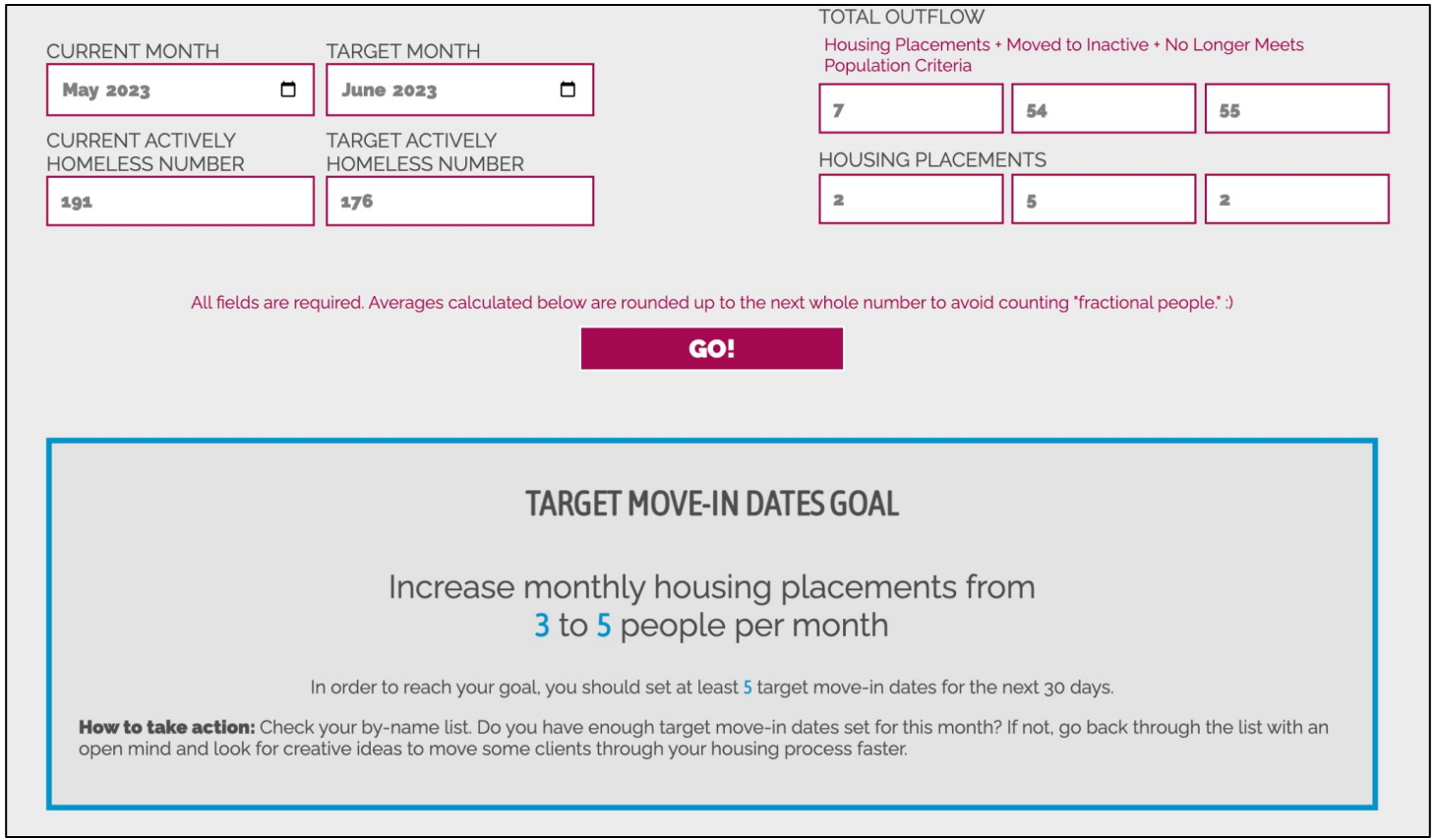
Using the target move-in date calculator

Use the target move-in date calculator to...

- Check if your team's target move-in dates are on pace with goals
- Contextualize your housing placement rate
- Connect high-level goals to actions that staff can take this week

As you practice, your number of target move-in dates for the next 30 days will begin to match your housing placement rate

Using the target move-in date calculator



Set your monthly goals

- Do your math using the Target Move-In Dates Goal Calculator
- Get your monthly goal for target move-in dates (and housing placements)
- Find that many clients to house this month
- Update your next case conferencing agenda
- Set target move-in dates for each client

Client	Target Move-In Date
Jim Doe	7/1/2023 ✅
Jane Day	7/20/2023 ✅
Joe Jones	10/11/2023 ✅

What's next

Certificate of Completion

THIS CERTIFICATE IS PROUDLY PRESENTED TO

You!

For successfully completing the Case Conferencing Academy

Next Steps

- Keep testing
- Keep documenting
- Keep changing lives