SESSION GUIDE:

Mapping the Path of One SSVF Veteran: Homelessness to Rapidly Re-housed

STEP I:	Watch Power Point presentation	5 minutes
STEP 2:	Hang two sheets of oversized paper vertically on wall and form semi-circle	5 minutes
STEP 3:	Fill in sticky notes with the pre-designated milestones for Veteran's path and hang vertically on left side of the flip chart paper on the wall.	35 minutes
STEP 4:	Write down the amount of time you believe it *typically* takes for a Veteran to navigate each milestone on the sheet by the milestone.	
STEP 5:	For each milestone, post sticky notes and respond to Questions on sticky note: **I. Process Steps?** • What are the key process steps that must occur within this milestone? **II. Consumer Friendly & Efficient?** • Is this milestone and related process steps easy to navigate for the average Veteran? For Veterans with significant personal issues or other barriers? • Is this step unnecessary and/or duplicative? Is it intrusive, burdensome, or inefficient, from the Veteran's perspective? • Is the Veteran repeating steps performed previously? • How long does it typically take to get here and get through this step? Is this too slow, too cumbersome, time consuming? • Does the Veteran have to go through multiple steps to complete this milestone? Is that necessary? **III. What could be changed or improved?**	
STEP 6:	• Draw stars on the pathway where there are significant process inefficiencies or barriers that are most important to address. • Collectively plan and write notes on how SSVF team in collaboration with CoC and other partners will solve these problems. • Take a picture of your map as a record of the exercise.	15 minutes