"Closing the Revolving Door of Family Homelessness"
Retention Services
Our mission is to break the cycle of homelessness by helping people achieve – and maintain – permanent housing and stability in their lives.
We will discuss:

- How to address the cycle of family homelessness through coordinated discharge and post-shelter support.
- How to track outcomes and use data for meaningful decision-making.

Think about:

- How are clients supported after exiting your program(s)?
- How do you measure the effectiveness of your services?
- How can you adopt some of these interventions and outcomes tracking?
Overview of Inspirica

- 155 beds of Transitional and Emergency Shelter (family programs, women’s shelter, transitional housing for individuals with mental illness or HIV/AIDS)
- Permanent Supportive Housing (74 units)
- Deeply Affordable Housing (9 units)

- Support Services: Employment Services, Children’s Services, Housing Coordination, and Retention.
What is “Retention”? 

Preventing homelessness by helping those who are most at risk to:

- maximize self-sufficiency
- learn problem-solving skills
- increase connectivity to community and natural supports.
# Housing Retention Rates

<table>
<thead>
<tr>
<th>Time</th>
<th>Goal</th>
<th>Actual</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Month</td>
<td>100%</td>
<td>99%</td>
</tr>
<tr>
<td>3 Months</td>
<td>97%</td>
<td>97%</td>
</tr>
<tr>
<td>6 Months</td>
<td>90%</td>
<td>95%</td>
</tr>
<tr>
<td>1 year</td>
<td>80%</td>
<td>93%</td>
</tr>
</tbody>
</table>
Methodology

1. Coordinated Discharge
2. Landlord Liaising
3. Gradually decreasing frequency of outreach.
4. Progressive Engagement
Coordinated Discharge

Discharge Planning Involves:
Shelter Case Manager, Retention Case Manager, Housing Coordinator, Employment Services, Children’s Services, Management

1. Weekly Coordination Meetings
2. Transfer Meetings

Landlord Liaising

- develop good landlord relationships
- problem-solve as needed
- reach out to landlords periodically to check in
Outreach Frequency & Progressive Engagement

Month 1: weekly contact by phone or at the office, 1 home visit
Months 2-3: bi-weekly contact, 1 home visit
Months 4-12: monthly contact (reassessed as needed)

Contacts are focused on:
- listening for warning signs
- asking open-ended questions
- identifying families who are at risk and will increase/change contact as necessary.
Data Collection: Establishing the Building Blocks, Measuring Outcomes, and Informing Practice
Data Collection

- What do we want to know from the start?
  - Demographics
  - Programs
  - Financials
  - Employment Details
  - Housing Details

- What do we want to know over time?

- How long do they remain employed/housed?
Measuring Outcomes

How To Calculate – Rolling 12 Month Period

- 1 Month
- 3 Months
- 6 Months
- 1 Year

Groups consist of 1 year cohorts worth of clients

- 1 Month - April 2015 through March 2016
- 3 Months – February 2015 through January 2016
- 6 Months – November 2014 through October 2015
- 1 Year – May 2014 through April 2015
Informing Practice

What do we look for in the data?

• Slice and dice the information
• Look for significant drops in retention rates
• Identify when and how to intervene
Goals/Plans for the future of Retention

- More in-depth analysis of data.
- Increase linkage in the community and identifying additional resources for impoverished families.
- Engaging working families in wage growth.
Questions?

Think about:
- How are clients supported after exiting your program(s)?
- How do you measure the effectiveness of your services?
- How can you adopt some of these interventions and outcomes tracking?
Gabrielle Borba, LCSW
Director of Retention
Gborba@InspiricaCT.org

Noel Kammerman
Chief Officer of Program Effectiveness and Performance Measurement
NKammermann@InspiricaCT.org