



# Inspirica

*from homeless to home*

**“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.**

# Agenda

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

	<u>Goal</u>	<u>Actual</u>
1 Month	100%	<u>99%</u>
3 Months	97%	<u>97%</u>
6 Months	90%	<u>95%</u>
1 year	80%	<u>93%</u>

# 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

