

Using Data to Monitor and Reduce Returns to Homelessness

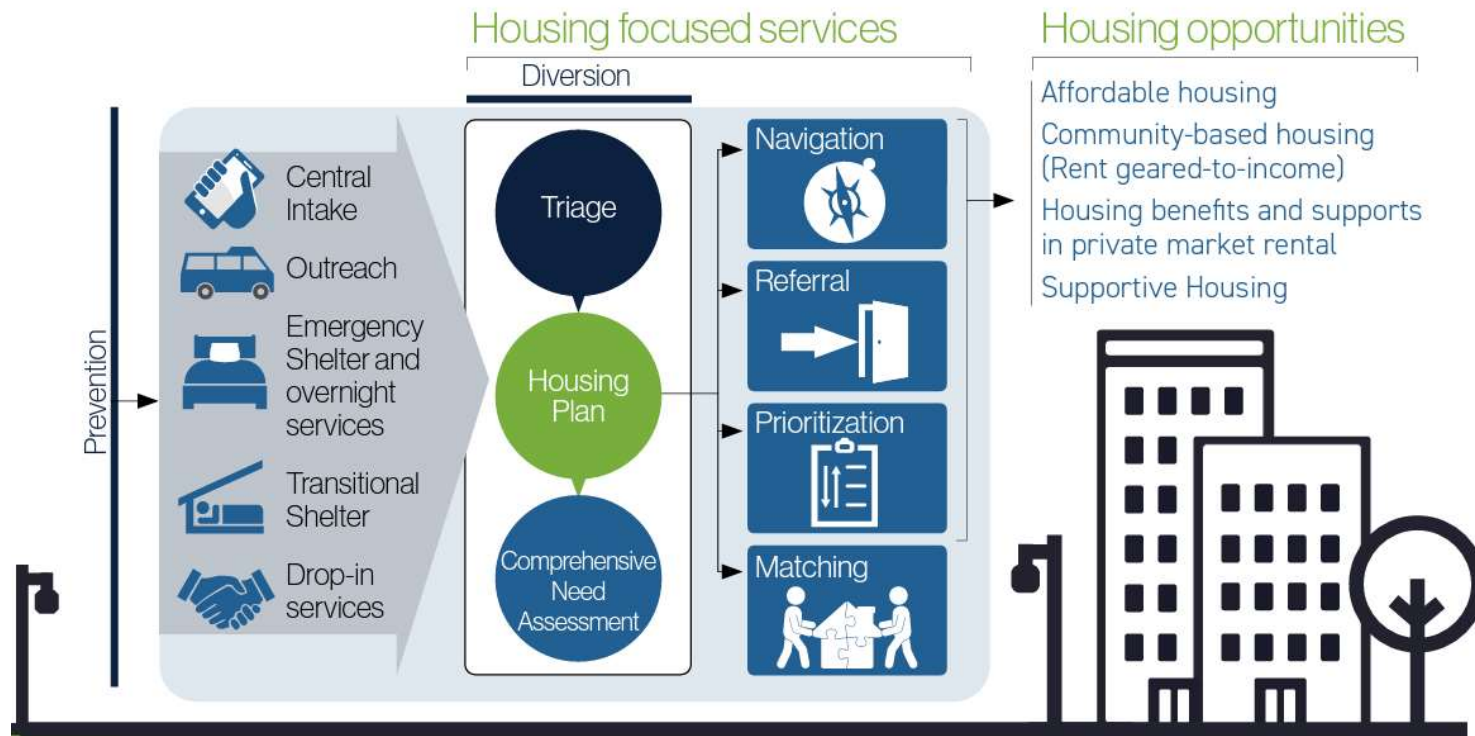
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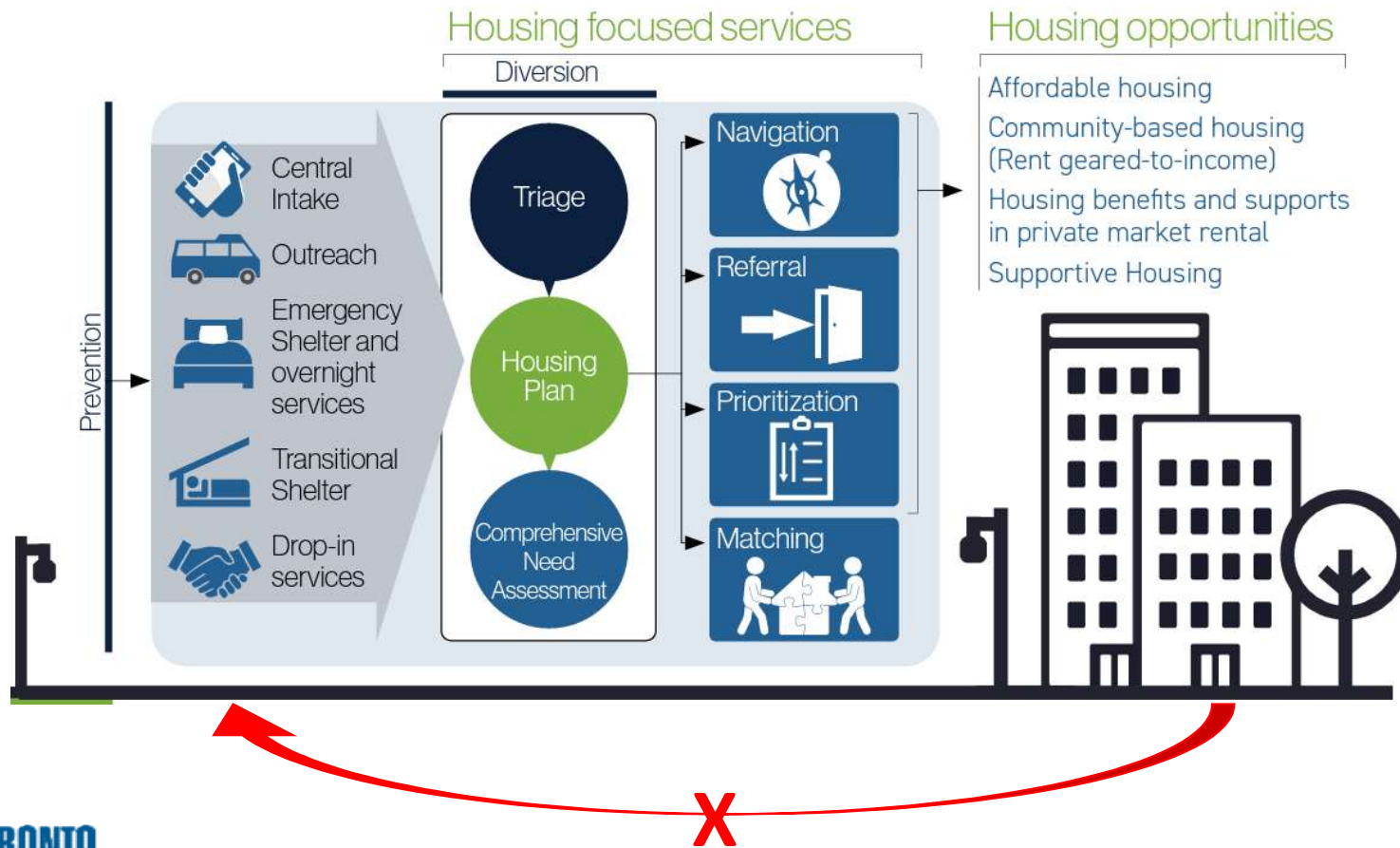
May 18 2022



Coordinated Access

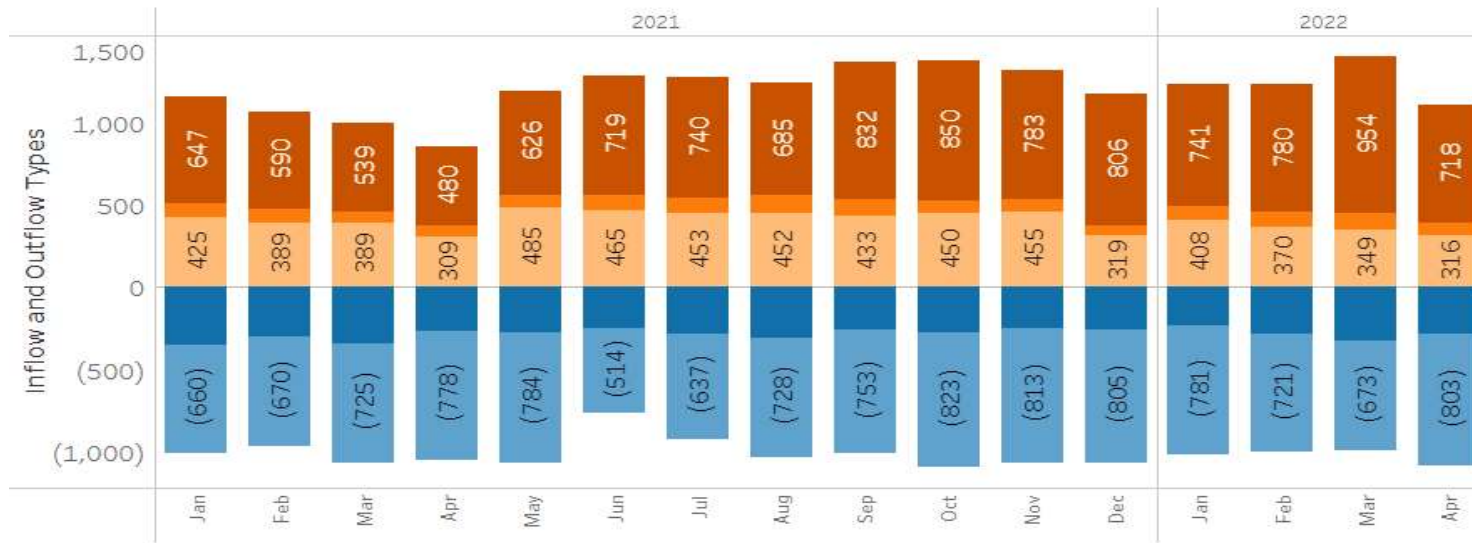


Coordinated Access



Shelter System Flow Data

Detailed Inflow and Outflow each month



Color Legend for Detailed Inflow and Outflow each month

- Inflow - Newly Identified
- Inflow - Returned from Permanent Housing
- Inflow - Returned to shelter
- Outflow - Moved to Permanent Housing
- Outflow - Became Inactive

Follow Up Supports



Supports focused on stabilizing and maintaining tenancy for clients who have exited homelessness

- ✓ Community Mapping and Integration
- ✓ Establishing Social & Community Supports
- ✓ Tenant/Landlord Rights and Responsibilities
- ✓ Health & Wellness
- ✓ Finances, Education & Employment
- ✓ Life Skills Development
- ✓ Eviction Prevention

What are we testing?

- Since July 2021 we have been using our Shelter System Flow data to monitor “Returns to Shelter”
- The focus is on people who have returned to homelessness who were previously moved to permanent housing and connected with a follow up support worker
- Can we save some of these tenancies with some quick, assertive interventions from our community partners?

Data Process

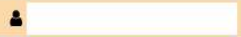
How is the Data Collected and Stored?

- Shelter Management Information System (SMIS) used for data collection
- Holds record of intake, admission and discharge
- All with time stamps
- The system is updated on a continuous basis and an updated By Name List is generated daily
- SMIS user manual overview

SMIS Overview



Navigator



Summary

- History
- Intake
- Housing
- End of Service
- Admission
- Referral
- Discharge
- Leave with Permission
- Service Restriction
- Complaint
- Consent
- Case Management
- Attachment
- Disbursements






Client Summary


Client Number	Phone
Date of Birth	Email
Gender	Status
Male	Active

Key Information	
Total number of bed nights on record	1564 days
Total number of bed nights over the past year	365 days
Total number of bed nights over the past 3 years	1090 days
Client meets the definition of experiencing chronic homelessness. Prioritize this client for housing assistance .	Chronically homeless

Time stamps for intake, admission and discharges from shelter system

toronto **SMIS**  @ Help  Organization  A., Wondu

Navigator

- 
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Client Management - Admission

Client No.

Name DOB Age

[Back to Client Search](#) | [Export to Excel](#)

Admissions

Program Name	Admission Date	Discharge Date	Admitted By	Updated By	Status	Actions
545 Lakeshore Blvd. W. Men	2020/06/16 01:02:27 PM				admitted	View
545 Lakeshore Blvd. W. Men	2020/05/26 02:24:00 PM	2020/06/16 01:00:12 PM			discharged	View
Salvation Army - Maxwell Meighen - Men's Hostel	2020/04/07 11:39:49 PM	2020/05/24 02:36:38 PM			discharged	View
Family Residence - Main	2020/04/03 07:34:58 PM	2020/04/07 09:27:20 PM			discharged	View
Salvation Army - Maxwell Meighen - Men's Hostel	2019/05/13 11:39:47 AM	2020/04/03 07:34:58 PM			discharged	View
Salvation Army - Maxwell Meighen - Men's Hostel	2019/02/22 05:14:44 PM	2019/05/09 11:26:00 PM			discharged	View
Seaton House - Long Term Program	2017/09/28 10:49:58 PM	2018/06/25 01:54:26 PM			discharged	View
Seaton House - Hostel Program	2017/08/02 12:13:34 AM	2017/09/28 10:49:57 PM			discharged	View
Seaton House - Hostel Program	2017/04/02 02:12:31 PM	2017/08/01 12:04:15 AM			discharged	View
Seaton House - Hostels Extreme Weather Program	2016/11/21 08:02:05 PM	2016/11/23 09:00:34 AM			discharged	View

10 items found, displaying all items.

Defining Return to Homelessness from Permanent Housing

Return to homelessness is defined based on the following parameters:

- At least two admissions recorded in SMIS
- At least one of those admissions was in the reporting month
- Last discharge before the admission in the reporting month was to 'permanent housing'

Operational Process

1. Monthly reporting

- Each month, a report is generated with all people who “Returned to Shelter” who we know had been referred for Follow Up Supports.
- The report shows:
 - SMIS ID
 - The persons name and date of birth
 - Their current shelter location
 - Their previous discharge date and reason
 - The date of return (last admission date after discharge)
 - Assigned Follow Up Support agency and worker
- Verify that the person is still actively using the shelter system and experiencing homelessness

2. Engage Follow Up Supports

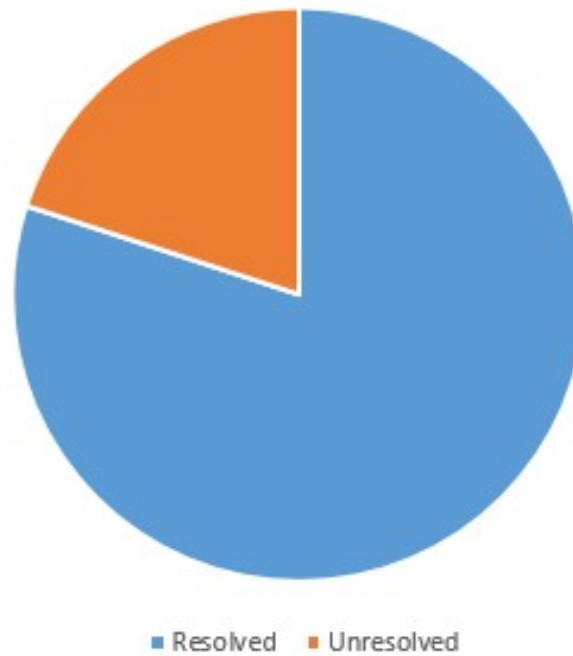
- Identify which Follow Up Support Provider was connected with the tenant
- Connect with Follow Up Support worker to get status and summary of previous engagement
- Provide Follow Up worker with the information to connect with the shelter and try to work collaboratively to re-engage the client
- Re-establish follow up support relationship and build trust

3. Collaboration with Housing Provider

- Work with the Housing Provider or Landlord to try to problem solve the reason given by the client as to why they have returned to shelter (ex. issues with neighbours)
- Work to re-establish the tenancy

Outcomes

July - December 2021



Reasons

- The main reasons someone Returned from permanent housing have been
 - Unit takeover
 - Issues with neighbour
 - Delayed transition into housing
 - Data quality issues
- The individual impact is big, but it's also allowed us to think about some system-level changes

Meet Isaac

Preventing returns to homelessness





Isaac

- Isaac **Moved to Permanent Housing** in July 2021
- He was referred to a support worker, Calvin, who visited him once a week for the first couple of months
- Calvin lost touch with Isaac. He wouldn't answer the phone and didn't answer the door when he visited
- In December 2021, Isaac **Returned from Permanent Housing**



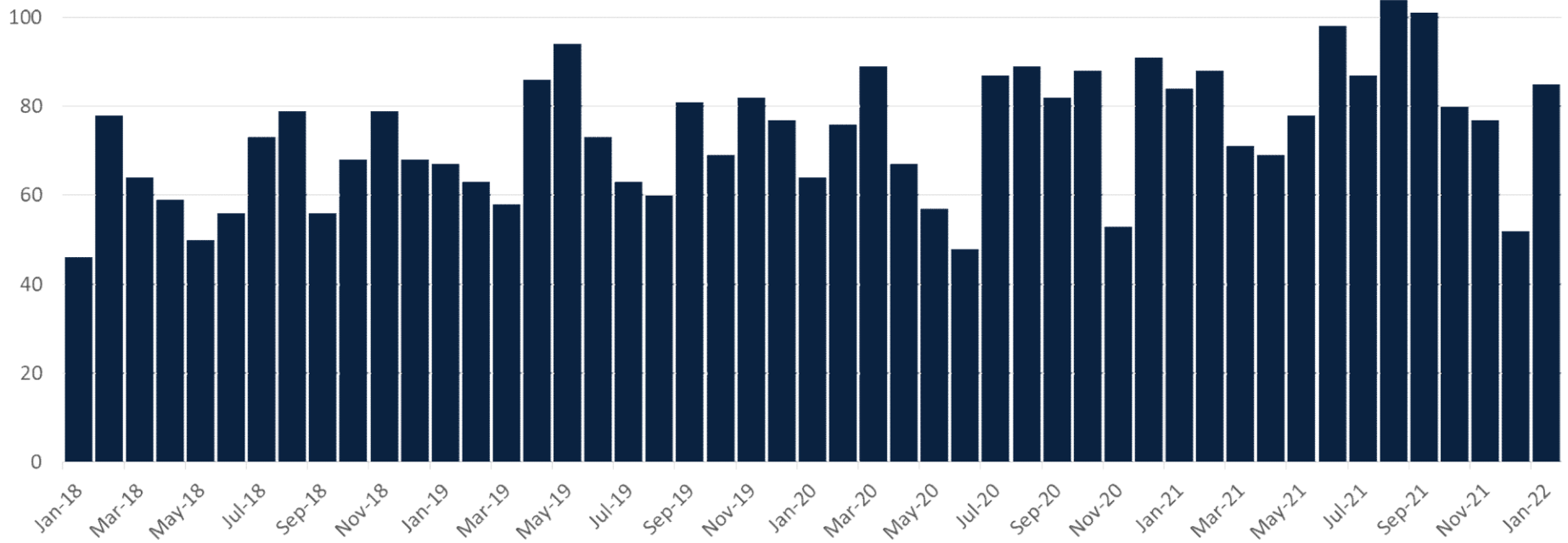
Isaac

- Because we know Isaac had a home and a support worker, we were able to connect with Isaac and ask what happened
- Isaac let us know that his home had been taken over and he could no longer stay there, so he had returned to shelter
- With Isaacs permission, we reached out to Calvin who connected with the landlord to report the unit takeover
- The landlord removed the unwanted guests, changed the locks, and Calvin helped Isaac to move back into his home

Additional analysis

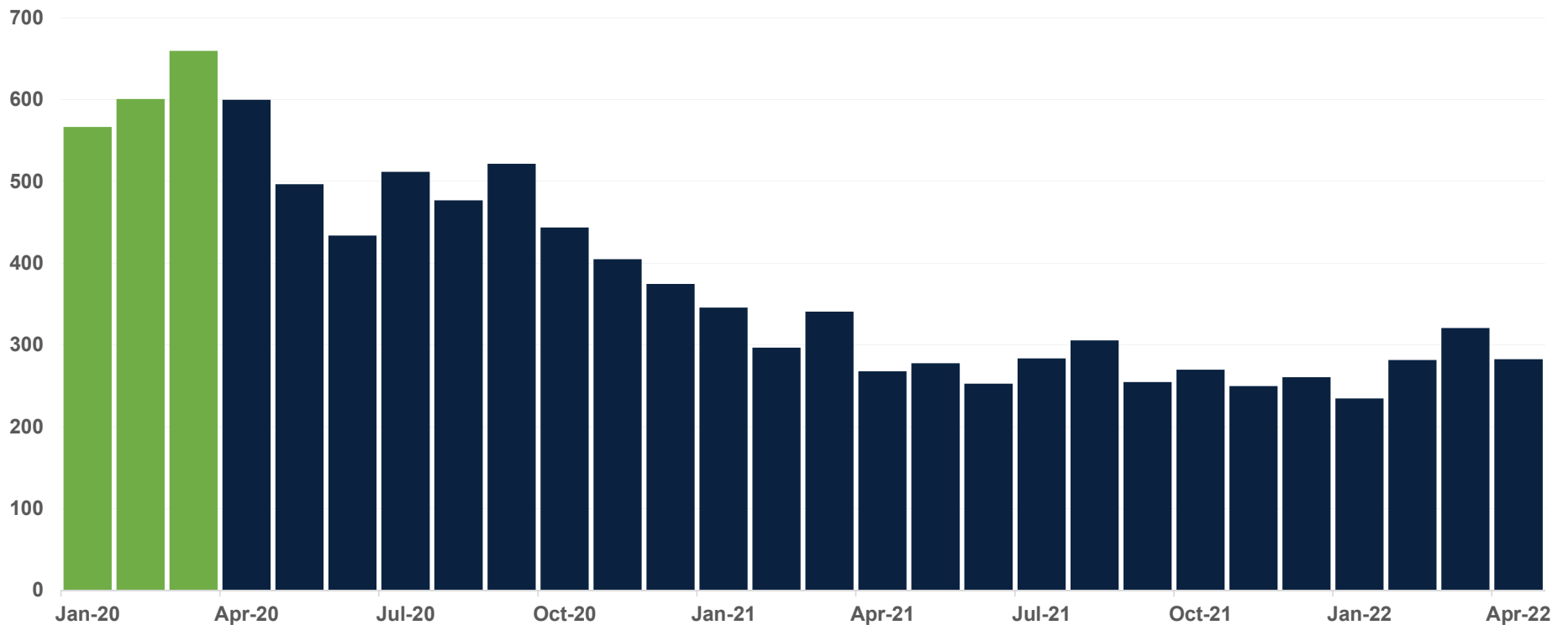
Returns to Shelter from Permanent Housing

Monthly Returns from Permanent Housing, 2018 - present



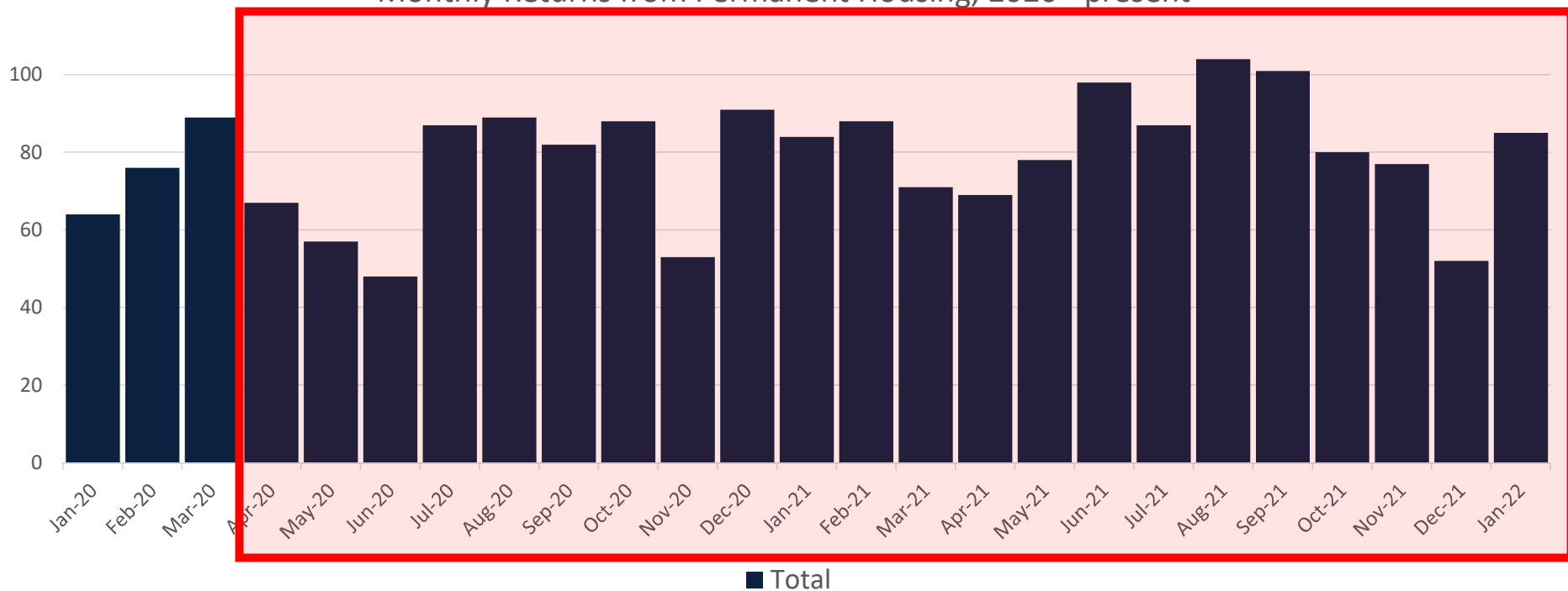
Calculating the Rate of Returns to Shelter from permanent housing – Cohort approach

Number of people moved to permanent housing between Jan 2020 to Apr 2021

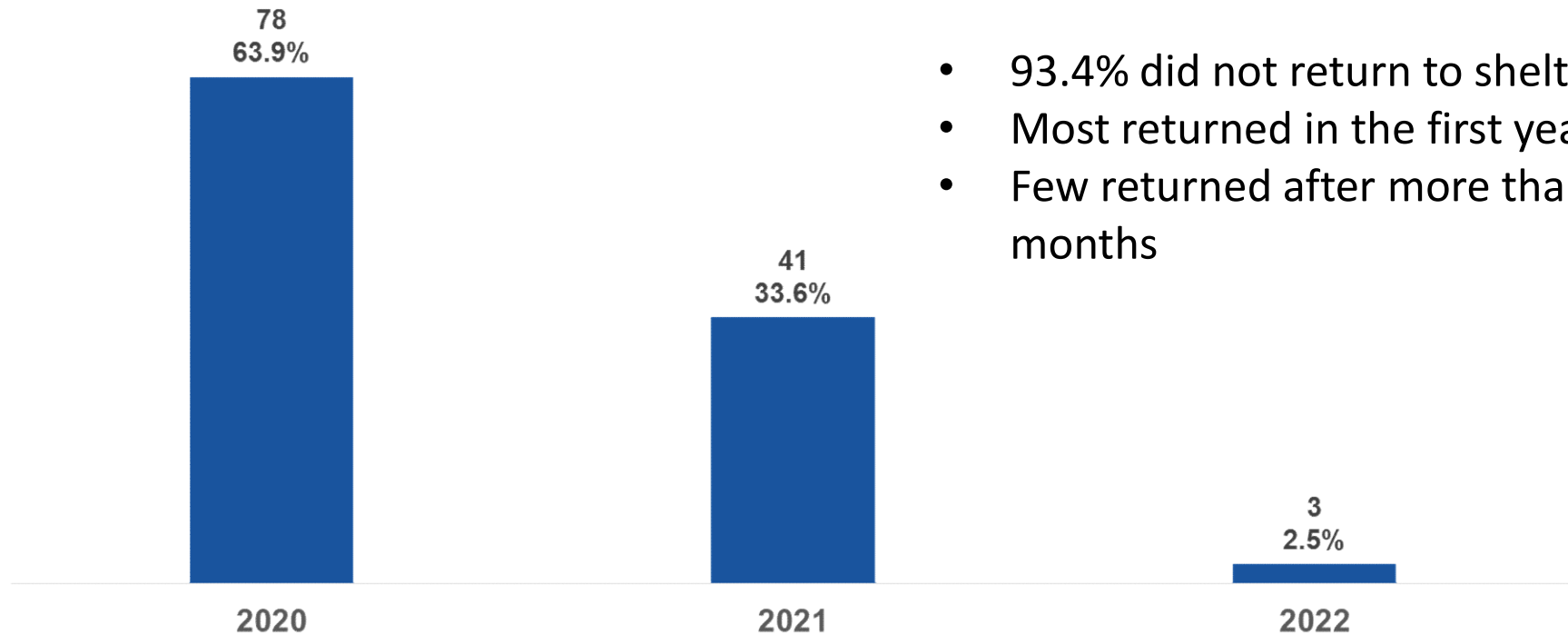


Calculating the Rate of Returns to Shelter from permanent housing – Cohort approach

Monthly Returns from Permanent Housing, 2020 - present



Findings: 6.6% have returned to shelter



- 93.4% did not return to shelter
- Most returned in the first year
- Few returned after more than 18 months

Possible next steps

- Expand capacity to actively engage with more people who “Return to shelter from permanent housing”, rather than just those who are connected with follow up supports
- Automate some reporting so we know in real-time, rather than monthly, if someone “Returned to shelter from permanent housing”
- Enhance the capacity of follow-up support providers to engage in eviction prevention and shelter diversion work
- Enhance the capacity of housing providers to prevent returns to homelessness