



# FAMILY RENEW COMMUNITY, INC. TRANSITIONAL PROGRAM

Exited Family Success Analysis Summary

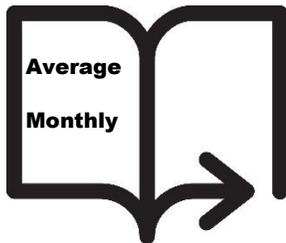
January 1, 2017 through June 30, 2018

## Family Service Statistics As of June 30, 2018



**57 Families Served**

**160 Individuals**



**Wait Time – 48 days**

**Waiting**

**# Families – 88**

**# Individuals - 246**



**Case Management**

**16 hrs/month**

**Length of Stay**

**6.7 months**

**91% Occupancy**

## Exited Family Outcomes As of June 30, 2018



**Stable Housing**

**96%**



**Episode Homelessness**

**17%**



**Greater Earning Capacity**

**83%**



**Continual Employment**

**96%**



**Career Training**

**54%**

## Program Effectiveness & Cost Comparison

| <i><b>Family Renew Com Transitional Program</b></i> | <i><b>National Average Transitional Program*</b></i> | <i><b>Non-Veteran Rapid Rehousing Program*</b></i>  |
|---|--|---|
| <i><b>Average Cost/Family</b></i><br><b>\$9,634</b> | <i><b>Average Cost/Family</b></i><br><b>\$22,000</b> | <i><b>Average Cost/Family</b></i><br><b>\$6,578</b> |
| <i><b>Average LOS</b></i><br><b>6.7 months</b>      | <i><b>Average LOS</b></i><br><b>&gt;24 months</b>    | <i><b>Average LOS</b></i><br><b>9 months</b>        |
| <i><b>Success Rate</b></i><br><b>96%</b>            | <i><b>Success Rate</b></i><br><b>42%</b>             | <i><b>Success Rate</b></i><br><b>77%</b>            |

\*Source-National Alliance to End Homelessness, 2014



# Exited Family Success Analysis January 1, 2017 through June 30, 2018

**Overview** - Family Renew Community (FRC) has always enjoyed a positive success rate concerning families with children who enter the program homeless and exit the program and becoming stably housed. Although the long-term success has been anecdotally supported through examples there has never been an empirical study done to determine the long-term success of the program. In addition, measuring outcomes will allow Family Renew Community the ability to modify and improve its program with outcome-based information to allow continuous quality improvement.

With the financial assistance of the United Way of Volusia-Flagler Counties Community Impact Funding initiative, Family Renew Community has been able to improve its program with the addition of Program Assistants which has also allowed us to establish an exit measurement system. Our goal is to better assist our families to help them effectively move towards economic self-sufficiency by helping them secure improved income earning capacity, providing them with safe temporary housing while they develop support skills for permanent housing, including but not limited to better management of income and expenses.

This report will highlight the results of the Exited Family Success Analysis. We will be approaching the survey process using a two pronged approach. We will utilize both a simple self-reporting survey and we will employ data from the Volusia/Flagler Coalition for the Homeless (VFCCH), Homeless Management Information System (HMIS).

**Simple Self-Reporting Survey** - There is some evidence available to suggest that using a written self-reporting survey tool may be problematic especially in low-income populations. According to one group "Nonresponse rates by income type show that refusals are highest for low-income populations." Reaching or locating low-income families to administer any survey appears to be the greatest challenge. This is the result of the fact that of households on food stamps roughly 30% have no telephone service. Although low-income families have a tendency to move within the same neighborhood or community it is sometimes difficult to locate them to receive a mailed survey. Often low-income families do not want to be found and will not freely provide forwarding information nor where families/neighbors can be found. Anecdotally, it appears that even low-income families maintain standard email addresses with most of them utilizing Gmail accounts.

We endeavored to improve our survey response rate by employing two separate strategies. First, there is evidence that suggests that a short simple survey has a greater chance of being returned. So we created a two-minute, five simple "yes" or "no" questions with a sixth open ended question survey. We also tried to incentivize the return of surveys by offering three randomly drawn prizes for families who return the survey (Grand Prize of \$100 gift card, Second Prize of \$50 gift card and Third Prize of \$25 gift card).

We utilized a three phase survey invitation system including a telephone survey, a USPS mailed survey and an email based, online "Survey Monkey" instrument. The Program Assistants first attempted to make contact via telephone. If the number was disconnected, or there was no response, or if voice mail was not set up, then we attempted to contact the family using alternate methods. The next phase was to mail the family a copy of the survey with a return stamped preaddressed return envelope. The third phase was to invite families using an online "Survey Monkey" survey which involved sending individual invitations and reminders to all invitees not responding to the original telephone inquiry.

According to Survey Gizmo, a U.S. corporation specializing in the administration of surveys, they report that surveys which are distributed internally (i.e. to employees) generally enjoy a much higher response rate than those distributed to external audiences (i.e. customers). Internal surveys will generally receive a 30-40% response rate (or more) on average, compared to an average 10-15% response rate for external surveys. Considering we are dealing with an external low-income population and understand they are a difficult population to solicit a response from, we set a goal of at least a 15% response rate to our survey. We opened the survey on June 1, 2018 and closed it on June 30, 2018. We invited all families that exited our program between January 1, 2017 through June 30, 2018 comprising 18 months or 57 families.

## **VFCCH Homeless Management Information System**

**(HMIS)** - Family Renew Community is very fortunate to participate in the open sourced internet based homeless service information data collection system, Service Point Bowman HMIS System. It is administered and managed through our Homelessness Continuum of Care lead agency Volusia/Flagler Counties Coalition for the Homeless. The purpose of the HMIS System is to ensure the collection and sharing of reliable data regarding the utilization of homeless programs. Information concerning clients receiving homeless services as well as homeless prevention services are collected into this system in order to track the homeless services being provided throughout the two County area. Although it does not collect 100% of the data concerning clients receiving assistance it does capture services being funded through Federal, State, and Local grants. This makes it a reliable source of information concerning homeless families receiving grant funded assistance as well as families at-risk of homelessness who receive similar assistance. The information contained in this system also serves as clearinghouse for families considered homeless.

Although Family Renew Community does not receive a significant portion of its financial support through governmental funding it voluntarily supports and is integrated into the VFCCH's HMIS and Coordinated Entry System. This system is an open system which allows anyone authorized to use the system to access information from other groups and agencies. This is being used by Family Renew Community to track services received by our exited clients from the time they leave our program. Each client's record is reviewed to determine if any homeless services have been provided through the Volusia/Flagler Homeless Coalition and the type of service provided. This is being used to determine if the family has experienced a reoccurrence of homelessness and if they have received additional homeless services.

By comparing data from both systems we can obtain a more reliable and verified picture of the history of our families after exiting Family Renew Community. We are also able to compare the information and hopefully have supporting findings concerning our outcomes.

**Survey Results** - The following are the outcomes as identified in both surveys, the Simple Self-Disclosing Survey and the HMIS Case Review.

| <b>Survey Parameters</b>  |                          |                                       |  |
|---|--------------------------|---------------------------------------|--|
|   | Survey Completion Date   | June 30, 2018                         |  |
|   | Survey Period            | January 1, 2017 through June 30, 2018 |  |
|   | Survey Duration          | 18 Months                             |  |
|   | Number Families Surveyed | 57 Families                           |  |
| <b>Self-Reporting Survey</b>  |                          |                                       |  |
|   | Survey Response Goal     | 15% (8 out of 57)                     |  |
|   | Actual Survey Response   | 42% (24 out of 57)                    |  |
| <b>Responses</b>  |                          |                                       |  |
| 1) My family and I are still successfully living in a stable situation?         | Yes                      | 96% (23)                              |  |
|   | No                       | 4% (1)                                |  |
| 2) Have you been homeless at any time since leaving Family Renew Community?     | Yes                      | 17% (4)                               |  |
|   | No                       | 83% (20)                              |  |
| 3) At least one adult in our household is still working?                        | Yes                      | 96% (23)                              |  |
|   | No                       | 4% (1)                                |  |
| 4) My family is now earning more money than when I stayed at Family Renew?      | Yes                      | 83% (20)                              |  |
|   | No                       | 17% (4)                               |  |
| 5) Since leaving Family Renew Community I have been able to get more education? | Yes                      | 54% (13)                              |  |
|   | No                       | 46% (11)                              |  |
| <b>HMIS Review</b>  |                          |                                       |  |
|   | HMIS Review Goal         | 100% (57 out of 57)                   |  |
|   | Actual HMIS Review       | 100% (57 out of 57)                   |  |
| <b>Review Results</b>   |                          |                                       |  |
| Received Post Services  | Yes                      | 12% (7)                               |  |
|   | No                       | 88% (50)                              |  |
| Type of Post Services   | Non-Homeless             | 9% (5)                                |  |
|   | Homeless                 | 4% (2)                                |  |
| Families Stably Housed  | Housed                   | 96% (55)                              |  |
|   | Homeless                 | 4% (2)                                |  |

**Effectiveness & Cost Comparison -** The following is an effectiveness and cost comparison between Family Renew Community and published Transitional Programs and Rapid Rehousing Programs. Published information source is from the National Alliance to End Homelessness 1518 K Street NW, 2nd Floor, Washington, DC 20005.

| <b>Effectiveness &amp; Cost of FRC Transitional Program</b>  |                              |               |
|--|------------------------------|---------------|
| <b>Family Renew Community Transitional Program<br/>January 1, 2017 through June 30, 2018 (18 Months)</b> |                              |               |
|  | Average Cost /Family         | \$9,634       |
|  | Average LOS                  | 6.7 months    |
|  | Average<br>Cost/Family/month | \$1,438/month |
|  | Rate of stable housing       | 96%           |
| <b>Published Transitional Program<br/>National Alliance to End Homelessness - 2014</b>                   |                              |               |
|  | Average Cost /Family         | \$22,200      |
|  | Average LOS                  | >24 months    |
|  | Average<br>Cost/Family/month | \$925/month   |
|  | Rate of stable housing       | 42%           |
| <b>Non-Veteran Rapid Rehousing Program<br/>National Alliance to End Homelessness - 2014</b>              |                              |               |
|  | Average Cost /Family         | \$6,578       |
|  | Average LOS                  | 9 months      |
|  | Average<br>Cost/Family/month | \$731/month   |
|  | Rate of stable housing       | 77%           |

**Conclusion** - Family Renew Community (FRC) provides a strong, efficient and effective residential restoration program for homeless families with children. Through this review we can conclusively affirm that families who participate in our program have a significant chance of succeeding by obtaining and remaining in stable housing. The results of our survey identify that 96% of the families who exited our program were stably housed during the report date. Having two separate studies which corroborate this high level of being stably housed following exit from our program provides a strong compelling evidence for our success.

In addition to seeing families stably housed, it is also the goal of FRC's program a family to improve their earning capacity by obtaining better paying jobs through job seeking skills as well as pursuing further education beyond high school/GED. All families participating in FRC Program are required to pursue their GED before leaving the program if they do not possess a high school diploma. Our survey identified that 96% of the families maintained employment and 83% of the families were able to increase their family income. Families also identified that 54% have pursued additional education and there were several families who identified they are still planning to attend college or occupational trainings at a later time.

The results of these surveys clearly demonstrate that our program emphasis on improved basic life skills, better job seeking skill development, education/career development, and budgeting & financial management skill development is working together to improve the lives of our families. These skill development systems in partnership with our intensive brokerage case management are the focus of our program and account for its measureable success.

Although, families surveyed and had a HMIS review appear to be stably housed there was an indication of some temporary episodic homelessness. Therefore, this supports the need for follow-up services by a qualified case manager. Our goal is to support our families even after they leave our program. Although families are better equipped to deal with the challenges of life, we would like to assist them if and when they need a little extra help. We have received some funding and will continue to look for additional funding to financially support this endeavor. On July 1, 2018 we were able to add some part-time case management hours to address the needs of exited families who have additional needs or concerns.

When considering the actual cost and program duration as compared to other transitional programs and rapid rehousing programs FRC demonstrates that we provide a sustainable and even a preferable program for assisting homeless families with children. Our outcomes validate the significance of a well-run transitional program in the continuum of homeless restoration services. And, the superior success of FRC's Program validates it as an integral part of the continuum of homeless services in Volusia and Flagler Counties.

**Further Action** - Family Renew Community embraces the principles of quality improvement through the measurement of outcomes and therefore modifying our systems and programs to improve their overall efforts. Although, the field of homelessness restoration has seen a significant shift towards housing first, we believe there is a need and place for transitional programs such as FRC. Therefore, we will endeavor to improve FRC and help identify it as a best practice with its superior outcomes and cost effective approach to a complex issue.

Therefore, we will take the following actions to continue to monitor, maintain and improve the program success experienced to date:

- We will continue to monitor the experience of the families who exit from FRC's Program. We will continue to monitor them for a period of no less than five years. The start date of this analysis of January 1, 2017 will serve as the study commencement date.
- We will continue to use the same monitoring tools used in this review to maintain consistency of measurement and reporting. Each January we will complete a HMIS Review of each family. In addition, each July we will complete an HMIS Review and administer a self-reporting survey.
- We will continue to explore different and additional methods to improve the services to our families. We will continue to look for barriers and challenges which affect our families and hinder their response.
- We have identified that 80% of woman with children who become homeless have experienced some form of domestic violence in their lives. And, some studies indicate that as many as 57% of homeless women with children become homeless as an immediate result of domestic violence. A sampling of single mothers in our program indicated that as many as 90% of them had experienced abuse in the lives. Abuse will often leave a challenge behind that if not dealt with can lead to a barrier for successful living. We refer more obvious situations to the Domestic Abuse Council and others for counseling. But we will endeavor to increase our program staff's knowledge base to better identify those struggling with the after effects of abuse and resources for help and assistance.

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