

## Frequently Asked Questions

# Retention Services

### ➤ What is the difference between “retention services” and “retention outcomes rate”?

**Retention Services** is a supportive services-only (SSO) provider that is separate from the housing provider and does not pay rent. Clients entering a housing project may receive wrap-around retention services that provide 12 months of additional ongoing support to help clients retain housing. The common point of interest for evaluators is the **number of clients being served by the retention services provider**.

**Retention Outcomes Rate** is better known as **Permanent Housing Retention Outcomes Rate**. This outcomes measurement is primarily based on the data collected from follow-ups, after an exit. Retention rate tells us **out of the total number of people who exited to a permanent destination, how many successfully retained housing after exit**. This number can be represented as a rate or percentage.

*Both terms share the word “retention,” but have two very different meanings:*

<b>Retention Services</b>	Wrap-around services and support that do not pay rent but help to keep clients in housing.
<b>Retention Outcomes Rate</b>	Rate or percentage of participants who retained permanent housing after a successful exit.

### ➤ Do retention services effect follow-ups?

No, the start of the follow-up clock is triggered by an exit from the housing provider. Retention services is recorded in a separate entry from the housing provider. The end of the service period does not trigger new follow-ups, nor does it affect any ongoing follow-up schedules.

### ➤ What is the typical flow of a client entry into retention services?

An agency has a **contract** to provide retention services for 12 months.

**Start Date**

Assuming the participant has an open entry into Permanent Housing, the client is entered into Retention Services with a **Start Date** matching the entry into housing.

**Exit Date**

At the end of the service period, record the **Exit Date**. There is the option to preset the exit to 12 months after the start date. (See Fig. 1)

Clients can exit housing and retention services at different times. Retention services can extend after a client exits the housing provider, or alternatively, clients in long-term housing, such as Shelter Plus Care, for example, may remain in housing long past the end of their retention services.

Entry/Exits			
Program	Type	Project Start Date	Exit Date
Retention Services (SSO)	Basic	08/01/2018	08/01/2019
Housing (PH)	Basic	08/01/2018	

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Since there is no exit from housing, there are no follow-ups yet.

Fig. 1 Example housing and retention services entries