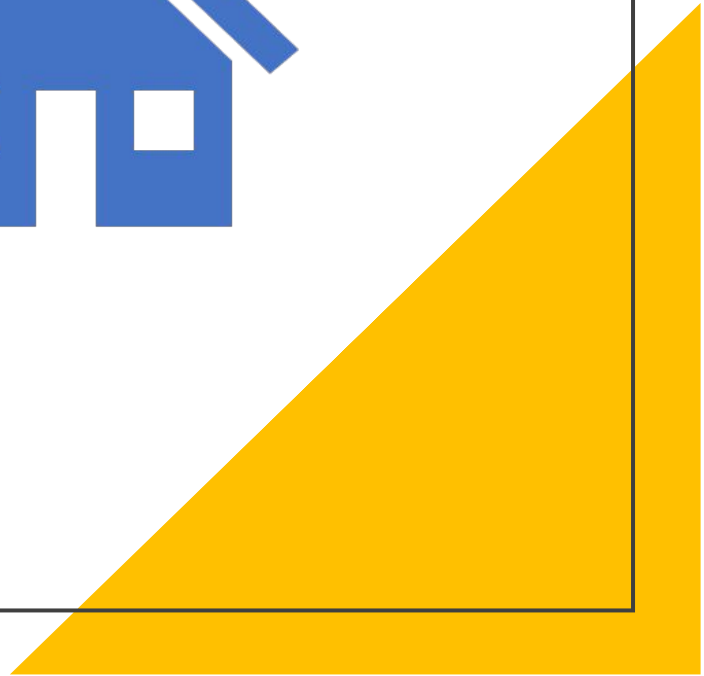
Mercy Housing and Shelter

Housing Services: Retention in Care



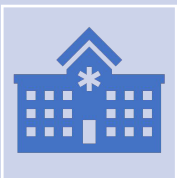
PDSA - PLAN (GOAL)

For the contract period of March 2023- February 2024 Mercy is aiming for a goal of <u>90% Housing Stability</u> which we hope will lead to <u>90% of client's meeting care retention goals</u> (as defined below).

Housing stability will be defined as:

having a unit with a lease in their name AND being current on rent (as far as Mercy is aware) AND not having a Notice to Quit or Eviction in process, OR

having discharged to a permanent housing destination in the last quarter.



Retention in Care will be defined as:

seeing their infectious disease doctor within the last 6 months, and /or getting their labs every six months, unless doctor instructions indicated a longer timeframe between visits/tests.

PDSA - DO

SO WHAT DO WE DO TO SUPPORT CLIENTS WITH STABLE HOUSING AND MAKING THEIR MEDICAL APPOINTMENTS?

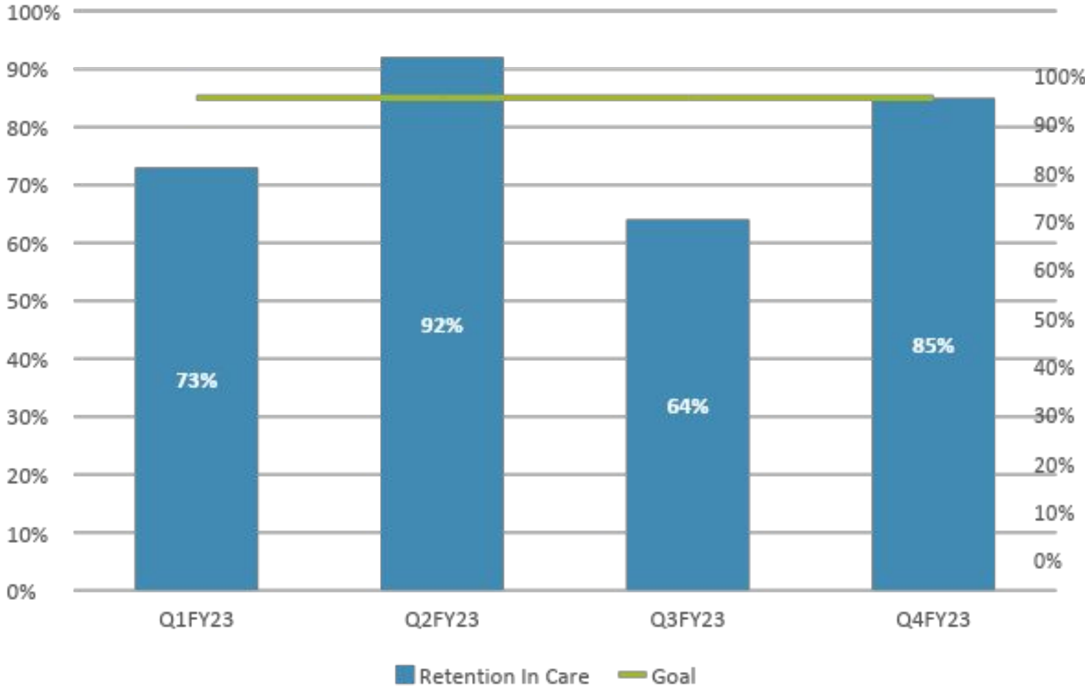
CASE MANAGERS PROVIDE CLIENTS WITH TRANSPORTATION, SETTING UP VEYO, AND/OR PROVIDE THEM WITH BUS PASSES.

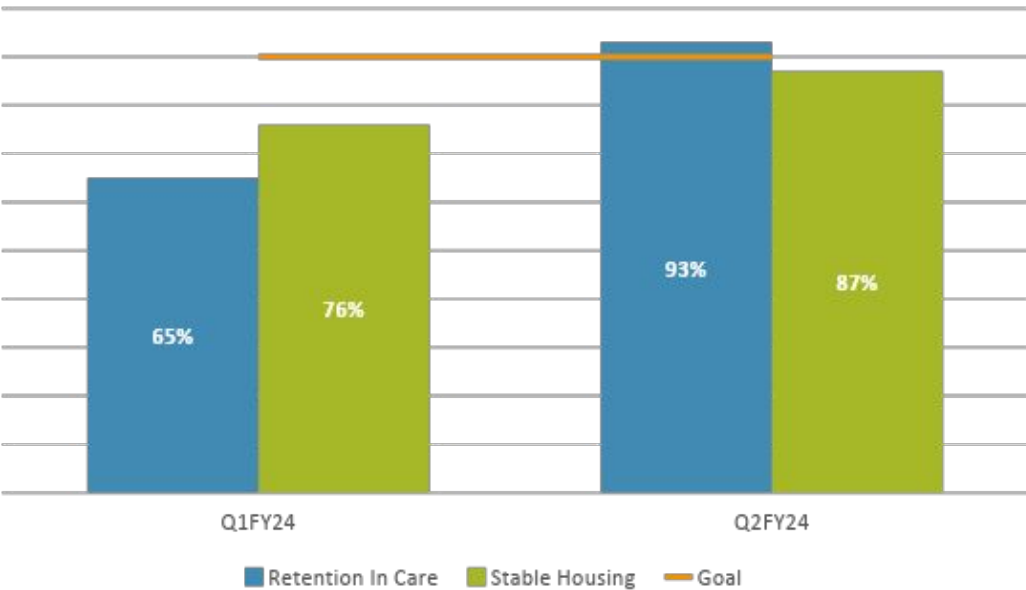
COLLABORATING WITH MEDICAL CASE MANAGERS

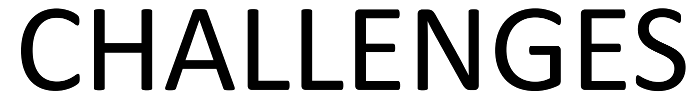
USE MOTIVATIONAL INTERVIEWING TECHNIQUES TO ASSESS OTHER ISSUES AND MOVE CLIENTS TOWARDS GOALS

REFERRALS TO EIS.

PDSA - STUDY



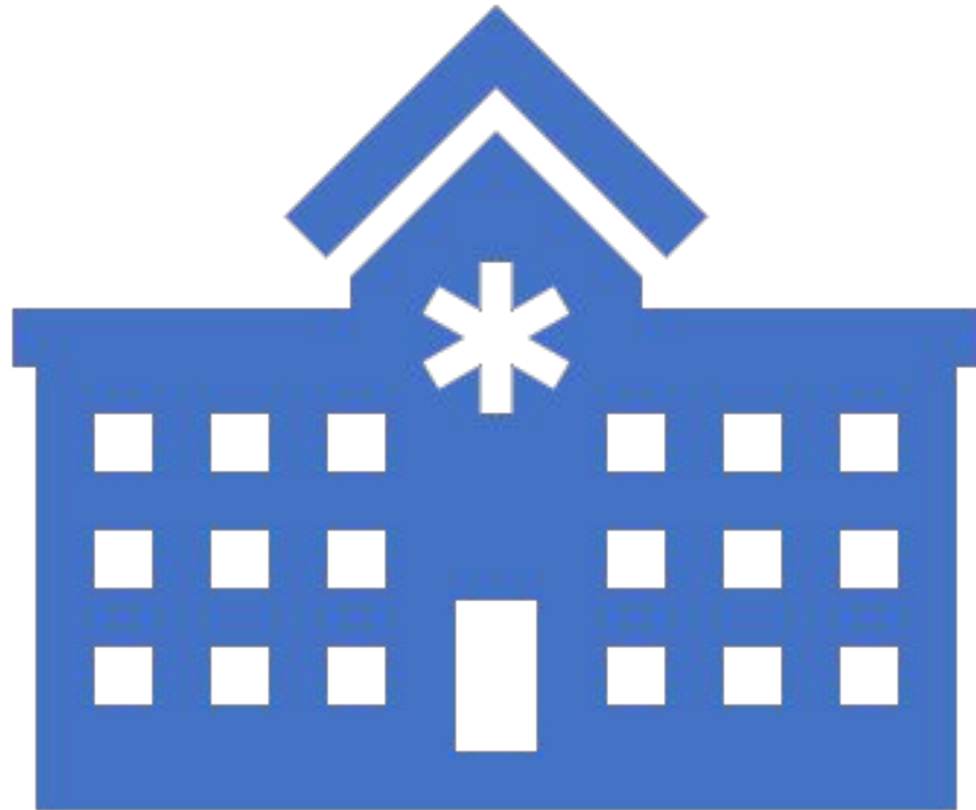




1) **Figuring out if clients actually went to appointments**
   a. Clients don’t always accurately self report
   b. Sharing requests are not be accepted in CAREWare so we can see the data

2) **Cap on funding assistance that is unrelated to unit size or client income**
   a. Makes it difficult to find clients who are eligible
   b. Challenging to find units for folks on limited fixed income that they can afford
   c. Creates anxiety for clients who lose jobs

3) **For clients who don’t have symptoms related to low CD4 counts or high viral loads, they can lack the urgency or understanding of how important their health care is. Other things basic needs like housing take higher priority.**



SUCCESSES

- **With reminders, we have seen better follow through on clients attending their medical appointments.**
- **Better working relationships with medical providers**
- **More flow through the program; "Moving On" candidates or "graduates". Currently 2 clients in the Moving On process and 3 eligible in this new contract year.**

Thank
you
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