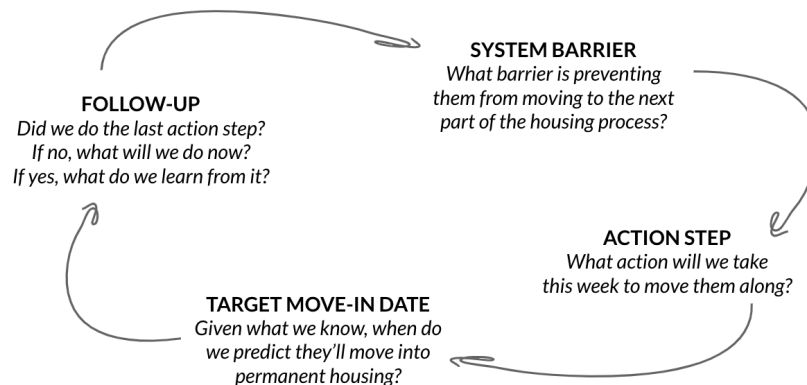


Target Move-In Dates Guide

This game changer turns your case conferencing meeting into an improvement system

Setting target move-in dates helps your team learn which actions move clients forward.

This practice is a crucial step in the Learning Loop. It can feel scary at first, but once you reassure your team that it generates data for improvement (not judgment!), target move-in dates bring new purpose and urgency to your meeting.



For each client, ask for a target move-in date

- For each client you discuss, ask the case manager for a date by which they expect to see move-in. Add a field on your by-name list to record the date. This small question sets you up for accelerated action and system learning. More than any single change, adding this practice makes a huge difference in turning your case conferencing meeting into a housing accelerator.
- Even if the client is in a Transitional Housing program, or has a far-out date for another reason, ask the case manager to make a rough estimate in order to keep track of likely long-stayers, and create urgency around updating those dates.
- When a client moves in by the target date, congratulate the case manager—and ask what we can learn from this successful process.

- Review each client's target move-in date every meeting to make sure it's still an accurate estimate, and doesn't need to be moved up, or pushed back.
- Invite providers to indicate early on when a client is not 'on track' for their target move-in date. Engage the group to problem solve in order to meet that goal
- Make it an occasion for learning when a client does not move in by the target date. Ask the case manager follow-up questions: What went differently than they expected, what can we as a team learn from it, what can we try differently now, what's new target move-in date makes sense, and how can we all support them in housing the client?

Reframe as “Target Milestone Date” if necessary in your context

- For clients who may be multiple months away from housing, adopt a “target milestone date.” Or you might consider “target match date” or any process step that makes sense in your context. This move is useful if your discussion is limited to an earlier part of the housing process.

Prepare your team to adopt target move-in dates

- Explain your rationale for trying target move-in dates. The date is basically a prediction, and predictions create opportunities for learning about how the system works. Predictions also create commitment and ownership,
- If your team is unsure about this practice, try reframing the operative question. “If we make a push to house this client, what is the earliest date we could do it?” Reassure your team that this is an exercise with the goal of self-challenging and motivation rather than blame or pointing out failure.

Highlight the learning

- Once you begin setting target move-in dates, help your team learn from results. Are certain processes or obstacles consistently delaying target dates? Are capacity issues freezing up some case managers? Later, you may scope an improvement project to change the recurring issues that arise. If team members predict move-in dates that are drastically different from the eventual result, or if your target dates are set excessively far in the future, then these are signals leading you to new improvement work.

Forecast progress to goals

- Sort your list by target move-in dates to forecast if you are on track to meet housing placement goals. If you planned to house eight clients in February but count only six target move-in dates, then discuss it with your team and look for new changes to try.