



From Homeless to Home

Inspirica, Inc.
Director, Program Performance and Evaluation
Job Description

Location: Stamford, CT
Reports to: Vice President, Housing and Program Services
FLSA Status: Exempt

About Us

Inspirica is a mission-driven 501C3 organization dedicated to providing housing and comprehensive services to individuals and families experiencing homelessness. With multiple programs and diverse grant funding sources, we work to create sustainable solutions that empower our residents and strengthen our community.

Position Overview:

The Director, Program Performance and Evaluation provides strategic leadership and oversight of the organization's performance measurement, program evaluation, quality assurance and government contract reporting functions.

This role ensures the organization's programs demonstrate measurable impact, maintain compliance with government contracts, strengthen funding competitiveness, and continuously improve outcomes for individuals and families experiencing homelessness.

The Director leads the design and implementation of organization-wide evaluation frameworks and ensures accurate and timely reporting to funders, including the U.S. Department of Housing and Urban Development (HUD), DMHAS, Continuum of Care (CoC), Connecticut Department of Housing, HOPWA, and other funding partners.

This position plays a critical role in supporting executive leadership with data-driven decision-making, strategic planning, and performance improvement across all homeless services programs, including emergency shelter, permanent supportive housing, rapid rehousing, and Inspirica's wide array of support services.

Principal Roles, Responsibilities and Duties:

Strategic Leadership and Evaluation Framework

- Lead the development and implementation of a comprehensive, organization-wide performance measurement and evaluation strategy
- Establish evaluation frameworks, logic models, and key performance indicators (KPIs) aligned with organizational goals and funder requirements
- Ensure alignment between program design, contract deliverables, and outcome measurement
- Provide strategic analysis and recommendations to Executive Leadership to improve program effectiveness and system performance

- Support long-term strategic planning through performance and outcome analysis

HUD, HMIS, and Government Contract Compliance and Reporting

- Provide executive oversight of all government contract performance measurement and reporting systems
- Ensure full compliance with HUD, CoC, DOH, HOPWA, state, county, and municipal contract reporting requirements
- Oversee the preparation, review, and submission of all required reports, including:

HUD Annual Performance Reports (APR)

System Performance Measures

CoC performance reporting

- Local and state contract reports
- Ensure accurate and timely data entry, validation, and reporting within HMIS and Apricot systems.
- Monitor program performance against contract benchmarks, including:

Housing placement and retention rates

Returns to homelessness

Length of stay

Income and employment outcomes

Service utilization and occupancy rates

- Lead organizational readiness for HUD monitoring visits, audits, and funder reviews

Organizational Performance Management

- Develop and maintain organization-wide performance dashboards and reporting systems
- Meet regularly with program leads to monitor and analyze performance trends and identify risks or areas for improvement and to celebrate victories
- Partner with program leadership to improve contract performance and program outcomes
- Lead performance review processes and corrective action planning when needed
- Ensure leadership has timely access to accurate performance data

Program Evaluation and Continuous Improvement

- Evaluate effectiveness of homeless services programs, including shelter, housing, outreach, prevention and all support services
- Identify opportunities to improve housing stability, service delivery, and client outcomes
- Design and implement evaluation studies and outcome analyses
- Translate data into actionable recommendations for program and executive leadership
- Promote a culture of accountability, continuous improvement, and data-driven decision-making

Apricot/HMIS Oversight and Data Governance

- Provide strategic oversight of HMIS data quality, integrity, and compliance
- Establish and enforce Apricot/HMIS data quality standards and monitoring protocols

- Develop dashboards and performance monitoring tools to track program outcomes
- Ensure accurate client-level and program-level reporting across all homeless services programs
- Collaborate with HMIS system administrators and Continuum of Care partners

Cross-Functional Leadership and Collaboration

- Work closely with Executive Leadership, Programs, Finance, and Development teams
- Support grant applications by providing outcome data and performance analysis
- Collaborate with program leaders to align operations with contract and outcome requirements
- Present performance reports to Executive Leadership and Board of Directors as needed

Experience, Skills and Knowledge:

Required

- Bachelor's degree in public administration, public policy, social sciences, statistics, or related field
- 7–10+ years of experience in program evaluation, outcome measurement, performance management, or compliance in human services or homeless services
- 3+ years of leadership or supervisory experience
- Extensive experience with HUD-funded programs, including CoC, ESG, PSH, and RRH
- Direct experience working with HMIS and HUD reporting requirements (APR, System Performance Measures)
- Experience managing government contract reporting and performance compliance
- Strong analysis and interpretation skills
- Superior communication skills including excellent written, reporting, and presentation skills

Preferred

- Master's degree in public administration, public policy, social work, data analytics, or related field
- Experience overseeing performance for multiple programs and funding streams
- Experience in homeless services, supportive housing, or housing systems
- Experience developing dashboards using Power BI, Tableau, or similar tools