



**Interim Report on
Tenant and
Neighborhood
Characteristics and
Occupancy**

**Multi-Year
Evaluation of
Permanent
Supportive Housing
Financed by the
State of
Connecticut**

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1. Introduction

1.1 Overview of the Evaluation

The State of Connecticut has been developing permanent supportive housing (PSH) for homeless persons with histories of homelessness, mental illness, addiction and other special needs since 1993. The State has tested and adapted PSH models developed in large cities such as New York City, Chicago and San Francisco for the small and mid-sized cities in Connecticut. In general, supportive housing provides affordable housing linked to services tailored to the needs of each resident, including health, mental health treatment, and substance abuse treatment, as well as other supportive services to help tenants maintain stable housing and live as independently as possible. The housing is called *permanent* because it is meant to be longer term where tenants hold their own leases, unlike housing provided by a shelter or other facility. PSH in Connecticut is financed and supported by an integrated system of public and private sources, including state and federal agencies, local service providers, and non-profit intermediaries.

In September 2008, the Corporation for Supportive Housing (CSH) engaged Abt Associates Inc, with subcontractor VIVA Consulting LLC, to undertake a multi-year evaluation of the outcomes and cost effectiveness of Connecticut's PSH efforts.

The overarching research questions for the study are:

- Have Connecticut's efforts to develop and operate PSH achieved outcomes that justify the investments?
- Are properties and outcomes sustainable over time?
- Can the state improve its PSH efforts and/or results with different actions?

The study includes a number of data collection activities to support the analysis. The key activities are:

- a review of PSH development and operating costs;
- assessment of service utilization patterns and costs for participants served in the programs for two years before enrollment, for the period of participation, and (if applicable) following exit; and
- interviews with tenants, developers, housing search providers, project neighbors and other community stakeholders to learn more about program implementation and experience for these key stakeholder groups.

Overview of This Report

This report presents findings on the characteristics of tenants served in PSH and the neighborhoods where they live, tenants' satisfaction with their housing and their neighborhoods, and local stakeholders' perceptions of the quality of PSH and its role in Connecticut neighborhoods. We address the following research questions:

- What are the characteristics of tenants served in PSH?
- What are the characteristics of neighborhoods where PSH tenants live?
- How satisfied are tenants with their housing and neighborhoods?
- What are other community stakeholders' views of PSH quality?

The sources of information for this report include administrative data from state agencies and from the US Census, as well as interview data from in-person interviews with PSH tenants and telephone and in-person interviews with community stakeholders who are familiar with PSH in their communities. This report helps lay the groundwork for the final evaluation report, which will assess the service costs and utilization patterns for the tenants we describe here and assess the cost effectiveness of PSH given the costs of developing and operating the housing.

This report begins with a brief overview of PSH financed by the state of Connecticut and a description of the methodology for collecting the information presented here. The remaining sections present the findings for each of the research questions noted above. A concluding section summarizes the implications of the findings and suggestions for future research. Additional information on data collection methodology is included in Appendix A, and data collection protocols for the resident and stakeholder interviews are included in Appendices B and C.

1.2 Background on Permanent Supportive Housing in Connecticut

Connecticut's approach to establishing and expanding a stock of supportive housing to meet tenants' needs has evolved over time, but has consistently featured an integrated approach to funding capital costs, operating expenses, and supportive services. Permanent supportive housing in Connecticut has been developed in three phases over more than a decade, using differing funding mechanisms and targeting priorities. The three phases are: the Supportive Housing Demonstration Program, the Supportive Housing Pilots, and the Next Steps Initiative. This section briefly summarizes the key characteristics of the housing options produced and the tenants served in each phase.

Supportive Housing Demonstration Program

The Supportive Housing Demonstration Program, a collaboration of the State of Connecticut and the Corporation for Supportive Housing (CSH), began in 1992 as an effort to address housing issues and service needs for homeless and at-risk populations. Some 281 units were created – through new construction or rehabilitation of existing housing – in nine developments located in six communities. The projects were initially occupied between 1996 and 1998. Funding sources for the housing produced under the Demonstration included state and federal public sources, as well as private funding from CSH, philanthropic organizations, and the National Equity Fund. Connecticut's Department of Social Services (DSS) and Department of Mental Health and Addiction Services (DMHAS) provided annual service grants for PSH tenants with special needs.¹

¹ For more detailed information on the financing and operations of PSH in Connecticut, see the following report also produced for this research: *Interim Report on Development and Operating Costs of Permanent Supportive Housing*, December 2011.

Nonprofit sponsor organizations own the development projects. Sponsors hire property management companies to operate the projects, and nonprofit supportive service providers provide on-site support to the tenants. To keep rents affordable, DMHAS administers federal rental assistance from the Department of Housing and Urban Development's (HUD's) Shelter Plus Care program. The Shelter Plus Care program provides grants for rental assistance for people who have been homeless and have mental illness, addictions, or HIV/AIDS. The organization receiving the Shelter Plus Care grant (DMHAS in this case) must provide supportive services at least equaling the dollar value of the rental assistance.

All Demonstration program tenants are single individuals with incomes below 50 percent of HUD's area median income. At least 70 percent of each property's units must be occupied by individuals who were formerly homeless or at risk of homelessness and about 50 percent are reserved for people with special needs such as mental illness, chronic substance abuse issues or HIV/AIDS.

An evaluation was conducted on the Demonstration Program, yielding a series of three reports on key program outcomes, including tenant service utilization, project financial stability, and patterns in neighborhood property values in PSH neighborhoods.²

Supportive Housing Pilots Initiative

The Supportive Housing Pilots Initiative is also a collaborative effort of state agencies and CSH. It built on the work of the Demonstration program, expanding to more communities and including non-urban (and thus smaller) projects. Importantly, it also provided units specifically targeted to homeless families. Pilots units began occupancy in 2005 in a combination of development projects and leased scattered-site apartments. A total of 593 units were created as of the end of 2008, 213 of them newly developed (or acquired and rehabilitated) units, and another 380 leased scattered-site units.

The target population is people affected by mental illness or chemical dependency who are facing homelessness. Like the Demonstration program units, tenants receive supportive services through nonprofit service providers. Services are funded through contracts with DMHAS and DSS. This services funding is used to match federal rent subsidies from HUD for some of the scattered-site units; some units use state rental subsidies through Connecticut's Rental Assistance Program (RAP).

Given the inclusion of smaller projects in the Pilots program, financing strategies also shifted somewhat, with small projects using sources of capital financing other than the LIHTC program. Capital financing for development projects comes from DMHAS' Community Mental Health Strategic Investment Fund, DECD bond funds, and CHFA reserves. Project-based rental assistance from the federal Section 8 program and the State Rental Assistance Program is provided through DSS. Some projects also had Shelter Plus Care subsidies, administered by DMHAS. CSH provided pre-development funds, and CHFA provided access to low-interest loans and state and federal tax credits.

Single-site Pilots projects must reserve at least 25 percent of units for people with special needs, but in projects with more than 20 units, no more than 50 percent of the housing units can be reserved for

² Arthur Andersen LLP, University of Pennsylvania Health System, Kay E. Sherwood, TWR Consulting; *Connecticut Supportive Housing Demonstration Program Final Program Evaluation Report*, May 2002.

this population. This “mixed” or “integrated tenancy” was motivated both to improve acceptance of PSH development projects by host communities and to avoid stigmatizing people with special needs. The remaining units must be occupied by households with incomes at or below 80 percent of HUD’s area median income.

Next Steps Initiative

The Next Steps Initiative built on both the Demonstration Program and the Supportive Housing Pilots Initiative, with a goal of creating 500 units of affordable, service-supported rental housing. It was authorized by the Connecticut Legislature in 2006. Unlike the Demonstration and Pilots programs, Next Steps included an additional focus on young adults aging out of Department of Children and Families’ (DCF) care, such as from foster homes.

Also unlike the Demonstration and Pilots programs, Next Steps’ primary funding mechanism is 501(c)(3) bonds issued by CHFA and backed by the State of Connecticut. Equity raised through the state Housing Tax Credit Contribution (HTCC) program’s \$2 million Supportive Housing set aside is also used for capital funding. Supportive services and funding for these services is provided primarily by DSS and DMHAS. DCF provides support service funding for young adults aged 18-25 transitioning youth systems.³

Mixed tenancy is also used in the Next Steps program, except in small projects. In developments of less than 12 units, all units may be reserved for families or individuals with special needs; in developments of 13-20 units no more than 60 percent of units can be reserved for this population; in projects with 20 units or more, the maximum units that can be set aside is 50 percent.

1.3 Methodology

Information for this report came from several sources, including data from administrative and publicly available sources and information from in-person or telephone interviews with tenants and community stakeholders. The sources are:

- Administrative data from DMHAS on demographic characteristics and dates of occupancy for approximately 2,700 PSH tenants served between 1996 and 2010;
- Address data from DMHAS for PSH units as of June 2010;
- Neighborhood characteristics data from the 2000 US Census;
- In-person interviews with 64 PSH tenants selected from a sample of 12 PSH projects; and
- In-person and telephone interviews with community stakeholders in selected communities where PSH development projects are located.

The administrative data help us create a broad picture of tenant characteristics across the program’s history. PSH address data from DMHAS were linked with Census data to develop a profile of the socio-economic characteristics of neighborhoods where PSH is located. The tenant and stakeholder

³ Details from CHFA’s website at www.chfa.org.

interviews supplement the administrative data with qualitative information not available in the administrative data sources, with an emphasis on more recent PSH housing. When appropriate, we have also compared the data assembled on Connecticut’s PSH tenants with findings from other research on programs serving similar populations.

Respondents for our tenant and stakeholder interviews were selected to yield perspectives from a diverse cross-section of Connecticut’s PSH stock, rather than to provide statistically representative data. Tenants were selected randomly from 12 diverse PSH programs, including development projects and scattered sites, urban and suburban locations, housing for families and for single adults, and from each of the three PSH funding phases. Stakeholders were identified based on recommendations from CSH staff, other state stakeholders, and local project staff. For more information on project and respondent selection, see Appendix A.

Our ability to generalize the findings in this report to all PSH developments in Connecticut is limited by some features of the data. The administrative data on tenant characteristics provided by DMHAS has a high rate of missing data on some key variables, as noted in the text and tables in Section 2.1. In addition, the number of tenants we interviewed and the method for selecting interview respondents was designed to yield viewpoints from a variety of housing locations, housing types, and tenant types, but the number of respondents is not sufficiently large to allow us to generalize the results to all tenants living in PSH in Connecticut.

2. What are the Characteristics of PSH Tenants?

The State of Connecticut and its partners seek to provide permanent supportive housing (PSH) for individuals and families who have experienced homelessness and mental health and substance abuse issues. This section draws on administrative data to provide a profile of the roughly 2,700 PSH tenants served over the program's history, including their demographic characteristics, mental health and substance abuse issues at admission, and their length of stay in PSH. The results from the administrative data are supplemented by selected findings from our tenant interviews. The results suggest that PSH is serving its intended populations, and that most tenants are achieving stable tenancy despite histories of housing instability.

2.1 Demographic Profile of PSH Tenants

Since 1996, approximately 2,700 tenants have lived in PSH in Connecticut. Just over half of PSH tenants living in Connecticut are male, just over half are white, about three quarters are non-Hispanic, and almost all are single, as shown in Exhibit 2-1.⁴ A majority of PSH tenants are between the ages of 31 and 50, with an average age of 43.

Using Homeless Management Information System (HMIS) data recorded by homeless assistance providers from two recent reports—the *2010 Annual Homeless Assessment Report* and *Portraits of Homelessness in Connecticut*—allows us to compare the population of PSH tenants in Connecticut over time to recent “snapshot” data on the sheltered homeless population (i.e., those in emergency shelter or transitional housing programs) at both the state and national level. Because so few (5 percent) of PSH households in Connecticut include children, the comparisons presented below use HMIS data on homeless individuals only. The HMIS data presented here includes those served during a one-year period (October 1, 2009 through September 30, 2010).⁵

HMIS data from 2010 for the State of Connecticut reveal that PSH tenants are less likely than sheltered single adults to be male (53 percent of PSH tenants compared to 74 percent of sheltered homeless) and slightly less likely to be Hispanic.⁶ The racial distribution of PSH tenants is similar to that of sheltered single adults in Connecticut.

⁴ Some demographic characteristics in the DMHAS data had high rates of missing values. The characteristics with high missing rates are marital status (20 percent missing), employment status (34 percent missing), and veteran status (35 percent missing). Missing values are identified as “unspecified” in the table. In addition, the DMHAS data are only for the head of household, not for other family members who may be in the household.

⁵ The 2010 AHAR (forthcoming) will include information on households served in PSH across the U.S. for the first time. These data may provide a more relevant comparison group for the CT PSH tenant population and could be used in future reports on PSH in Connecticut.

⁶ Connecticut Coalition to End Homelessness (CCEH). February 2011. *Portraits of Homelessness in Connecticut*. http://www.cceh.org/pdf/portraits_full.pdf. Note: age data are not comparable to the DMHAS data because they are restricted to adults only and are broken down into different age categories.

Exhibit 2-1. Demographic Characteristics of CT PSH Tenants

Demographic Characteristic	Percent of PSH Tenants *	Percent of Sheltered Single Adults in CT**	Percent of Sheltered Individuals in U.S.***
Gender			
Male	53%	74%	73%
Female	47%	26%	27%
Age			
Average	42.6	n/a	n/a
Under 18	<1%	n/a	2%
18 to 30	14%	n/a	23%
31 to 50	63%	n/a	50%
51 to 61	19%	n/a	21%
62 or older	3%	n/a	4%
Race			
White	52%	51%	59%
Black or African American	29%	32%	34%
Other	19%	17%	10%
Ethnicity			
Hispanic	12%	20%	16%
Non-Hispanic	78%	80%	84%
Marital Status			
Married	6%	n/a	n/a
Divorced or Separated	30%	n/a	n/a
Widowed	3%	n/a	n/a
Never married	59%	n/a	n/a
Other	2%	n/a	n/a
Employment Status			
Employed (part or full time)	23%	18%	n/a
Unemployed	51%	82%	n/a
Not in Labor force	26%	n/a	n/a
Veteran Status			
Veteran	6%	15%	13%
Not a Veteran	94%	85%	87%

Source: DMHAS Tenant Administrative Data

*Some records in the DMHAS data were missing information on race (<1 percent), ethnicity (3 percent), marital status (20 percent), employment status (34 percent), and veteran status (35 percent). The percentage calculations include only persons with known responses for each of these demographic variables.

** Some records in the CT AHAR data were missing information on race (0.2 percent), gender (0.1 percent), and age (8 percent). The 2010 CCEH report did not report on marital status.

*** Some records in the U.S. AHAR data were missing information on veteran status (5 percent). The percentage calculations include only persons with known responses for each of these demographic variables. The 2009 AHAR Report did not report on marital status and employment status.

HMIS data for *all* sheltered homeless individuals in the U.S. again show that PSH tenants are more likely to be male, but also that they are older—14 percent of PSH tenants are between ages 18 and 30 compared to 23 percent of sheltered homeless individuals nationwide—and have a similar racial and ethnic distribution.⁷

Employment rates among PSH tenants in Connecticut appear to be low, although data are missing for a large number of tenants (34 percent). Among those PSH tenants for whom we have data, 23 percent are employed—about 10 percent are employed full time and 13 percent are employed part time. Excluding the 26 percent of PSH tenants who are not in the labor force, the unemployment rate is 41 percent. The overall percent of PSH tenants who are working is slightly higher than that of single adults living in emergency shelter and transitional housing in Connecticut (18 percent).⁸

The missing rate for veteran status is also high, at 35 percent. Again looking only at those for whom we have data, six percent of PSH tenants in Connecticut are veterans, a much lower percentage than that of individuals living in emergency shelter and transitional housing both across the U.S. and in the State of Connecticut (13 percent and 15 percent, respectively).⁹

2.2 Special Needs Among PSH Tenants

Permanent supportive housing is intended to serve tenants with special needs, particularly those who have histories of mental illness, substance abuse, or both. The majority of tenants entering Connecticut's PSH programs had at least one of these disorders and many had multiple diagnoses, as shown in Exhibit 2-2. The exhibit refers to the standard classification scheme from the Diagnostic and Statistical Manual (DSM) of mental disorders, a classification system widely used by mental health professionals to characterize the nature and duration of mental disorders. One component of the DSM system is the diagnostic classification, which is based on a set of five numbered dimensions called axes. Axis I diagnoses are those disorders that are sufficiently severe that they require clinical attention. Examples include anxiety disorders, adjustment disorders, mood disorders (including depression and bipolar disorder), and psychotic disorders (including schizophrenia). Axis II diagnoses include personality disorders and mental retardation, and Axis III refers to medical conditions and physical disorders.¹⁰

As shown in the exhibit, a majority (57 percent) of PSH tenants had one or more diagnoses requiring clinical attention when they entered PSH (i.e., at least one Axis I diagnosis). More than one-quarter of PSH tenants had one Axis I diagnosis (27 percent) and an additional 21 percent had a combination of an Axis I diagnosis and a substance abuse-related diagnosis. About 10 percent had more than one

⁷ U.S. Department of Housing and Urban Development (HUD), Office of Community Planning and Development (CPD). July 2010. *2009 Annual Homeless Assessment Report (AHAR)*. Washington, D.C. <http://www.hudhre.info/documents/5thHomelessAssessmentReport.pdf>

⁸ CCEH, 2011.

⁹ HUD-CPD, 2010 and CCEH, 2011. Interpret comparison using variables with high missing rates with caution.

¹⁰ http://www.psyweb.com/dsm_iv/jsp/dsm_iv.jspm; accessed on March 3, 2011

Axis I diagnosis. One in seven (14 percent) PSH tenants had a substance abuse diagnosis without a co-occurring mental illness, five percent had an Axis II diagnosis, and almost a quarter of PSH tenants had no reported diagnosis.

Exhibit 2-2. Diagnoses at Program Entry

	# of Clients	%
Single Axis I Diagnosis	785	27%
Axis I and Substance Abuse Diagnoses	626	21%
Multiple Axis I Diagnoses	270	9%
Substance Abuse Only	413	14%
Axis II Diagnosis Only	154	5%
No Diagnosis	297	24%

Source: DMHAS Tenant Administrative Data

2.3 Prior Living Situation

Connecticut’s PSH programs target people who are homeless or at risk of homelessness, including those who may face eviction from their housing, those living in housing that is not permanent, or those leaving an institutional setting who may need additional supports not available in the private housing market. It would be informative to have information on the homelessness history of PSH tenants and on their living situation immediately before entering PSH. Unfortunately, the DMHAS data on the previous living situations of PSH tenants are not considered reliable.^{11,12}

While we cannot report on the previous living situations of the full population of PSH tenants in Connecticut, we do have information on the previous living situations of the 64 tenants we interviewed for the study. The results for this smaller group, shown in Exhibit 2-3 below, provide evidence that PSH providers are reaching the program’s intended target population. More than half of PSH tenants we interviewed were homeless (i.e., lived in a place not meant for human habitation) or in a temporary living situation (i.e., emergency shelter or transitional housing) before entering PSH. Among those PSH tenants who were homeless before moving to PSH, almost all had not lived in a

¹¹ According to DMHAS staff, for some period of time the providers who collected and reported data on PSH tenants often mistakenly reported current living situation (that is, placement in PSH) instead of the tenant’s living situation *before* entering PSH. As a result, 47 percent of PSH tenants in the DMHAS data are reported to have a previous living situation of “private residence with support.” The DMHAS data likely understate the proportion of PSH tenants who were previously homeless or living in emergency shelter or transitional housing, but the extent of under-reporting is unknown.

¹² In a later phase of this study, we will obtain data from Connecticut’s Homeless Management Information System (HMIS), which contains data on homeless shelter and transitional housing use. We understand the system has reasonably complete data beginning in 2005, with more limited data for earlier years. These data may provide more information on the history of homelessness among PSH tenants, at least for the past several years.

permanent residence for at least one year, and about half had not lived in a permanent residence for more than five years.

Exhibit 2-3. Prior Living Situation of PSH Tenants Interviewed (N=64)

Prior Living Situation	Tenant Interview Data
Homeless	53%
Emergency Shelter	31%
Transitional Housing	19%
Place not meant for habitation	3%
Room, apartment, or house that you rent	19%
Substance abuse treatment facility or detox center	9%
Staying or living with a family member	8%
Permanent Housing for formerly homeless persons	6%
Jail, prison, or juvenile detention center	2%
Psychiatric hospital or facility	2%
Hospital	2%

Source: Tenant interviews, N=64

Relatively few tenants to whom we spoke moved to PSH directly from an institutional setting. Fifteen percent previously lived in an institutional setting such as prison or jail (2 percent), a hospital (2 percent), or a mental health (2 percent) or substance abuse treatment facility (9 percent) before they entered PSH. About one-quarter (27 percent) reported living in a private residence—either in a unit they rented or with a family member. Another six percent previously lived in permanent housing for formerly homeless people.

A higher proportion of PSH tenants previously lived in rental housing than the State’s population of single adults living in emergency shelter or transitional housing (19 percent of PSH tenants vs. 4 percent of sheltered homeless) and a higher proportion came directly from a substance abuse treatment facility or detox center (9 percent of PSH tenants vs. 3 percent of sheltered homeless).¹³

2.4 Length of Stay in PSH

An important goal of PSH is to help tenants achieve stable tenancy. Many tenants come to the program with a history of homelessness or precarious housing situations; many of the tenants we interviewed had not had stable housing for more than a year before they entered PSH.

PSH case managers work with tenants to develop or enhance the skills tenants need to access and maintain housing. The data on tenants’ length of stay in PSH, shown in Exhibit 2-3, indicate that most are successful in staying in housing. The average length of stay among all PSH clients for whom we

¹³ CCEH, 2011. Note: the response categories for the tenant interview data and the CT HMIS data are not identical, potentially accounting for some of the differences in the distribution of prior living situation between the two populations.

have administrative data—both those who had exited and those still in the program—is 2.7 years.¹⁴ Almost half of tenants had lengths of stay of more than two years, about a fifth stayed between one and two years, and 32 percent stayed less than one year.

Looking more closely at the length of stay information for PSH tenants, as one might expect, tenants who had exited PSH (i.e., “Exiters”) had shorter average lengths of stay than tenants who never left PSH (i.e., “Stayers”). However, the fact that more than half (57 percent) of those who exited stayed at least one year is noteworthy.

Exhibit 2-4. Length of Stay by Exit Status, Year of Entry

	All Tenants	Stayers	Exiters	Exiters		
				Entered 1996-2000	Entered 2001-2004	Entered 2005-2008
Less than one month	4%	0%	5%	0%	2%	2%
1-3 months	6%	0%	8%	<1%	6%	5%
3-6 months	9%	1%	12%	<1%	11%	8%
6-12 months	14%	11%	16%	2%	15%	12%
12-18 months	10%	7%	11%	3%	9%	9%
18-24 months	9%	10%	9%	5%	8%	9%
More than 2 years	49%	70%	37%	89%	48%	55%
Average	2.7 years	3.6 years	2.2 years	6.5 years	2.8 years	2.2 years

Source: DMHAS Tenant Administrative Data

Exhibit 2-4 also shows our analysis of length of stay by year of entry, excluding those who entered in 2009 and 2010 so as not to skew the data with the short stays of those who entered PSH most recently. We found that those who entered PSH in the early years of the state’s PSH initiative (i.e., 1996-2000) had much longer stays on average than those who entered PSH in later years. However, there was little difference between the lengths of stay of those who entered between 2001 and 2004 and those who entered between 2005 and 2008.

Another factor affecting the length of stay of a PSH tenant could be the severity of a tenant’s mental health or substance abuse diagnosis at entry. We used DMHAS data to examine the length of stay for PSH tenants with each type of diagnosis reported in Section 2.2. As shown in Exhibit 2-4, tenants with multiple Axis I diagnoses had the longest length of stays (average of 3.5 years) of all mental health diagnosis levels. Tenants with no diagnosis had the shortest length of stay (2.0 years), followed by tenants with Axis II diagnoses only (2.3 years) and substance abuse problems without a co-occurring mental illness (2.7 years). The fact that all diagnosis types that involve at least one Axis I diagnosis have the longest average length of stay indicates that PSH programs in Connecticut have been successful in keeping tenants with the most severe mental illness stably housed. In fact, 80 percent of tenants with multiple Axis I Diagnoses remained in PSH for at least a year.

¹⁴ Some 181 tenants (6.5 percent) entered PSH only briefly and then left within one week or less. Length of stay was calculated only for those clients who stayed in the program for at least seven days.

Exhibit 2-4. Length of Stay by Diagnosis at Program Entry

	Axis I and Substance Abuse Diagnoses (N=602)	Multiple Axis I Diagnoses (N=248)	Single Axis I Diagnosis (N=705)	Substance Abuse Only (N=402)	Axis II Diagnoses Only (N=127)	No Diagnosis/ Missing (N=672)
Less than one month	1%	2%	2%	2%	5%	6%
1-3 months	5%	2%	4%	5%	5%	9%
3-6 months	8%	4%	9%	9%	13%	11%
6-12 months	14%	12%	11%	17%	13%	19%
12-18 months	9%	8%	11%	7%	12%	10%
18-24 months	11%	9%	8%	12%	9%	9%
More than 2 years	52%	63%	55%	47%	44%	36%
Average	2.9 years	3.5 years	3.1 years	2.7 years	2.3 years	2.0 years

Source: DMHAS Tenant Administrative Data

Providing a thorough assessment of length of stay among PSH tenants would require more information on where tenants go when they leave PSH. For example, a client with a short length of stay who moves into a living situation with better housing quality or an increased level of independence or self-sufficiency would not be a negative outcome. While data on where tenants go immediately after leaving PSH is not available for this study, future data collection could focus on tracking PSH tenants after program exit so that additional analyses could explore patterns in length of stay among tenants who move into more independent and stable housing situations.

Comparison of Tenant Profile by Housing Type

Early PSH consisted of buildings built primarily for PSH tenants, typically single adults. Later, scattered site housing options were added, including scattered site housing for families. Scattered site housing consists of rental units that are leased from property owners in properties that are usually occupied by a mixed population of PSH tenants and non-PSH households. The proportion of Connecticut's PSH stock that is scattered site housing has been growing gradually over time. Since the first scattered site units were added in 2001, the proportion of scattered site units has increased from 66 percent in 2001 to 70 percent in 2008 (though it declined slightly between 2005 and 2008).

As of 2008, 70 percent Connecticut's PSH units were in scattered site projects, and the remaining units were in single site developments. According to HUD's Annual Homeless Assessment Report for 2010, there are more than 200,000 PSH units nationwide, but there are no national data on whether these units are in development projects or scattered sites. In a study of approximately 12,000 units of CSH-affiliated PSH in eight cities and states (including Connecticut), researchers found that a much lower proportion (24 percent) of PSH units are in scattered site developments. However, the distribution of development type varied greatly among the cities and states included in the larger

study, with some reporting as few as 11 percent of units in single site developments and others reporting as high as 83 percent.¹⁵

We compared the demographic characteristics of PSH tenants living in scattered site programs to those living in single site programs and found few differences, as shown in Exhibit 2-5. On average, PSH tenants living in scattered site apartments were slightly younger, with an average age of 42 compared to 44 in single site programs. Tenants in scattered site programs were more likely than tenants in single site programs to be female and more likely to be white, but less likely to be Hispanic. There was little difference in marital status or veteran status between the two program types.¹⁶ A smaller proportion of PSH tenants in scattered site programs were not in the labor force, and a slightly higher proportion were unemployed. In addition, the average length of stay among tenants in scattered site programs was shorter than in single site programs, but this is probably explained by the fact that scattered site units not have been offered for as long and, therefore, may have fewer long-term tenants.

¹⁵ Burt, Martha R. Taking Health Care Home: Baseline Report on PSH Tenants, Programs, Policies, and Funding. July 2005. Corporation for Supportive Housing.
<http://www.csh.org/index.cfm?fuseaction=page.viewPage&pageID=3582>

¹⁶ As indicated in the exhibit, there are high rates of missing data for marital status, veteran status, and employment status.

Exhibit 2-5. Comparison of Tenant Profile by Development Type

Characteristic	Development	Scattered Site
Age		
Average	44	42
<18	<1%	<1%
18 to 30	13%	15%
31 to 50	62%	63%
51 to 61	19%	19%
62 and older	5%	3%
Gender		
Female	43%	48%
Male	57%	52%
Race		
White	40%	55%
Black or African American	33%	28%
Other	26%	16%
Unspecified	1%	<1%
Ethnicity		
Hispanic	28%	19%
Non-Hispanic	67%	78%
Unspecified	5%	3%
Marital Status		
Married	5%	5%
Divorced or Separated	24%	24%
Other	5%	4%
Never Married	48%	47%
Unspecified	19%	21%
Employment Status		
Employed (full or part time)	17%	15%
Not in Labor Force	23%	15%
Unemployed	31%	35%
Unspecified	28%	36%
Veteran Status		
Veteran	3%	4%
Not a Veteran	64%	61%
Unspecified	33%	35%
Length of Stay		
Average	3.1 years	2.6 years
One week or less	<1%	<1%
Less than one month	3%	4%
1-3 months	6%	12%
3-6 months	8%	18%
6-12 months	12%	18%
12-18 months	8%	10%
18-24 months	10%	7%
More than 2 years	53%	47%

Source: DMHAS Tenant Administrative Data

3. Where is PSH Located?

Over time, Connecticut's state agency partners have tried to expand PSH opportunities across the state, in urban communities as well as in suburban or rural locations. This section examines the location of PSH units throughout the state and the characteristics of neighborhoods in which the PSH stock is located. The addresses of single site and scattered site PSH developments were geocoded and linked to 2000 Census data to learn more about the socio-economic characteristics of the communities where PSH is located.¹⁷ We found that while the majority of PSH is located in urban communities, Connecticut offers PSH opportunities in rural and suburban communities as well. The neighborhoods where PSH is located tend to be poorer than Connecticut neighborhoods that do not have PSH units.

3.1 Description of PSH Neighborhoods

As shown in the map in Exhibit 3-1, PSH units are located in all eight counties across the state of Connecticut, in 290 of the state's 815 Census tracts (36 percent). Most PSH units are clustered in Connecticut's larger metropolitan areas, but not necessarily in the central cities. Some 55 percent of PSH neighborhoods are located in central cities while 40 percent of PSH neighborhoods are located in suburban areas and 5 percent are located in rural areas. Compared to all Connecticut neighborhoods, a substantially higher percentage of neighborhoods where PSH units are located are in central cities (55 percent compared to 30 percent); a substantially lower proportion is located in suburban areas (40 percent compared to 65 percent). However, PSH developments have a similar geographic distribution to the inventory of PSH nationwide—according to HUD data, 58 percent of all PSH programs in the U.S. are located in principal cities.¹⁸

3.2 Demographic Profile of PSH Neighborhoods

Exhibit 3-2 shows data for a variety of socio-economic indicators for neighborhoods where PSH units are located and provides a comparison of PSH neighborhoods to the Census tracts in the State that do not include PSH units (i.e., non-PSH neighborhoods). Because urban and suburban neighborhoods often have different socio-economic profiles, we separate our comparison of PSH neighborhoods to non-PSH neighborhoods by geography type.

Looking at all Connecticut neighborhoods where PSH units are located, the average median household income is \$41,633 and the average rent burden among residents is 19 percent.¹⁹ On average, fewer than half of residents in PSH neighborhoods are members of minority groups and less than one-third of households are female-headed. An average of 42 percent of residents in PSH neighborhoods is employed and half own their homes. The average poverty rate in PSH

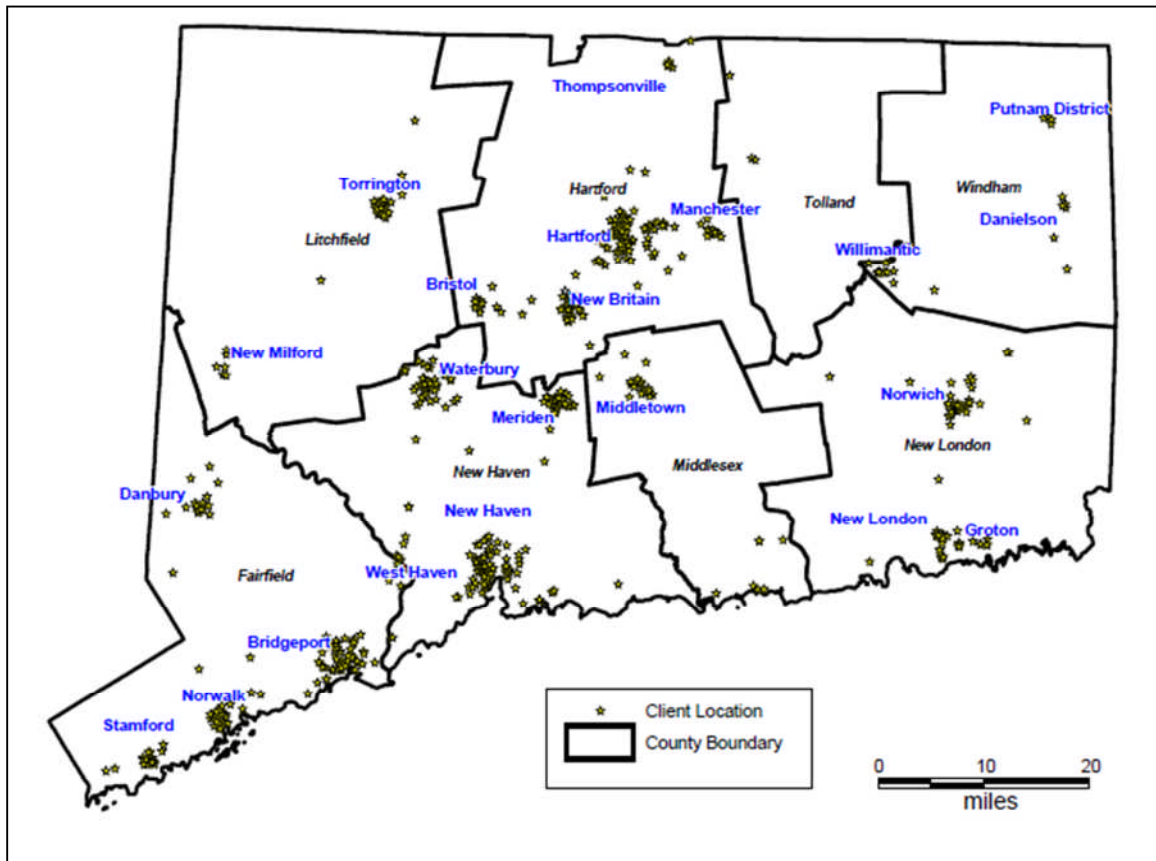
¹⁷ The neighborhood analysis is done at the Census tract level and includes any tract in Connecticut where a PSH unit is located. The analysis weights each address equally regardless of how many units are located at that address.

¹⁸ HUD, 2010.

¹⁹ Rent burden was calculated by dividing the monthly rent by the monthly median income. Monthly median income equals the median household income divided by 12.

neighborhoods is higher than the average in non-PSH neighborhoods (15 percent compared to 6 percent, respectively), as is the concentrated poverty rate—i.e., a measure of extreme poverty that represents the percent of households who live in Census tracts with poverty rates of 40 percent or more—with an average of 4 percent in PSH neighborhoods and 0.6 percent in non-PSH neighborhoods.

Exhibit 3-1. Map of PSH Development Locations



Source: 2000 Census Data and list of CT PSH addresses from DMHAS.

Overall, PSH units located in central cities tend to be in neighborhoods with lower average incomes, rents, and rates of homeownership than central city neighborhoods without PSH. PSH units in suburban areas tend to be in neighborhoods with lower average incomes, percent minority, percent single, female-headed households, and lower rates of homeownership than suburban neighborhoods without PSH. Other key socio-economic differences between PSH and non-PSH neighborhoods for central city and suburban neighborhoods are described below. In general, the differences related to racial/ethnic composition, household composition, and poverty rate are more dramatic in the comparison of suburban PSH to suburban non-PSH neighborhoods, while the difference in the concentrated poverty rate is more dramatic in the comparison of central city neighborhoods.

Exhibit 3-2. Indicators of Neighborhood Quality in PSH and non-PSH Neighborhoods, by Geography Type

Neighborhood Indicator	All PSH Neighborhoods	All CT Neighborhoods w/o PSH	Central City PSH Neighborhoods	Central City CT Neighborhoods w/o PSH	Suburban PSH Neighborhoods	Suburban CT Neighborhoods w/o PSH
Median Household Income	\$41,633	\$67,611	\$34,299	\$52,390	\$51,172	\$71,612
Median Gross Rent	\$667	\$861	\$639	\$838	\$716	\$879
Percent Minority	42%	16%	58%	45%	23%	10%
Percent Single, Female Head of Household	29%	14%	36%	27%	21%	12%
Percent Employed Full-time, Full-year	42%	46%	39%	43%	45%	47%
Homeownership Rate	50%	79%	39%	57%	63%	83%
Poverty Rate	15.4%	5.5%	20.8%	13.2%	9.0%	4.0%
Concentrated Poverty Rate	4.2%	0.6%	7.5%	3.5%	0%	0%

Source: 2000 Census Data and list of CT PSH addresses from DMHAS.

Findings from a comparison of PSH neighborhoods in the central city to non-PSH neighborhoods in the central city include:

- The average median household income is 53 percent higher in non-PSH central city neighborhoods and average rent is 31 percent higher.
- The homeownership rate is 46 percent higher in non-PSH neighborhoods.
- The poverty rate is 37 percent lower in non-PSH neighborhoods and the concentrated poverty rate in non-PSH neighborhoods was more than half that of PSH neighborhoods.
- Differences in key demographic variables—average percent minority and average percent single female-headed household—are smaller: 22 percent lower and 25 percent lower in non-PSH neighborhoods, respectively.
- The employment rates in PSH and non-PSH central city neighborhoods are comparable.

Exhibit 3-2 also shows the comparison of socio-economic indicators in suburban PSH neighborhoods and suburban non-PSH neighborhoods. Key differences between the PSH and non-PSH neighborhoods in suburban areas include:

- The median household income in non-PSH neighborhoods is 40 percent higher than in PSH neighborhoods and average rent is 23 percent higher.
- The average percent minority in non-PSH neighborhoods is 56 percent lower in non-PSH neighborhoods; the average percent single, female-headed household is 43 percent lower in non-PSH neighborhoods.
- The homeownership rate is 32 percent higher in non-PSH neighborhoods.

- The poverty rate in non-PSH neighborhoods is less than half the poverty rate in PSH neighborhoods. Neither type of suburban neighborhood has any neighborhoods with concentrated poverty.
- As with central city neighborhoods, the employment rates are comparable in PSH and non-PSH neighborhoods.

To provide additional context to our comparison of PSH and non-PSH neighborhoods, we used data from the HUD National LIHTC Database, Projects Placed in Service to conduct a similar analysis of neighborhoods that include Low Income Housing Tax Credit (LIHTC) developments in service between 1995 and 2007. The LIHTC program is a Federal subsidy used to finance the development of affordable rental housing for low-income households that many local housing and community development agencies use to increase the supply of affordable housing in their communities. To be eligible for the tax credit, at least 20 percent of the units in a development must be restricted to households with incomes at or below 50 percent of the HUD-determined area median income (AMI) or at least 40 percent of units must be restricted to households with incomes at or below 60 percent of the HUD AMI. In addition, the developments must maintain these affordability requirements for at least 30 years.

LIHTC and PSH both target low income populations; PSH also targets populations with special needs. We expect that the types of neighborhoods targeted for either type of housing may be similar, given the difficulty of developing subsidized housing in higher income areas.

Exhibit 3-3 shows the results of the comparison of the demographic and socioeconomic characteristics of the neighborhoods where LIHTC developments are located, the neighborhoods where PSH units are located, and all neighborhoods in Connecticut. For all indicators, the differences between LIHTC neighborhoods and all Connecticut neighborhoods are more pronounced than differences between PSH neighborhoods and all Connecticut neighborhoods. For example, in LIHTC neighborhoods the average median household income and average homeownership rate are lower and the average percent minority and average poverty rate are higher than in both PSH neighborhoods and in all Connecticut neighborhoods.

Exhibit 3-3. Indicators of Neighborhood Quality in LIHTC, PSH and all Connecticut Neighborhoods

Neighborhood Indicator	All LIHTC Neighborhoods in CT	All PSH Neighborhoods	All CT Neighborhoods
Median Household Income	\$36,846	\$41,633	\$58,368
Median Gross Rent	\$642	\$667	\$792
Percent Minority	55%	42%	25%
Percent Single, Female Head of Household	17%	29%	20%
Percent Employed Full-time, Full-year	55%	42%	45%
Homeownership Rate	36%	50%	68%
Poverty Rate	21.9%	15.4%	9.0%
Concentrated Poverty Rate	9.3%	4.2%	1.8%

Source: 2000 Census Data, list of CT PSH addresses from DMHAS, and HUD National LIHTC Database, Projects Placed in Service, 1987-2007.

3.3 Summary

Given that permanent supportive housing is designed to provide stable housing and to help tenants make connections with the community around them, the quality of the neighborhoods where PSH units are located is important. As such, the neighborhoods surrounding PSH should provide a safe, affordable environment with opportunities for tenants to engage in the supports and services they need. This section described the demographic and socioeconomic indicators of PSH neighborhoods and shows that PSH neighborhoods have higher poverty rates than other neighborhoods in Connecticut, but have more affordable rents, more diverse populations, and comparable employment rates, though these differences are less pronounced than in neighborhoods where other types of subsidized housing are located. In the next Section, we will describe how satisfied tenants are with the neighborhoods in which they live.

4. Tenant Satisfaction with PSH

Connecticut's PSH program seeks to provide quality housing with appropriate supports for tenants with histories of housing instability, poverty, and mental health and/or substance abuse issues. The housing is intended to be permanent; it thus must meet the tenants' range of housing needs and preferences. Presumably, tenants' perceptions of the affordability, housing and neighborhood quality, and satisfaction with the services and supports in PSH will influence the likelihood that tenants will remain in their housing and will be satisfied with it.

We interviewed a sample of PSH tenants to get their opinions on the unit and building in which they lived, the management of their housing, the services they received, their neighborhood, and (for families) neighborhood amenities for children. The sample was not selected to be statistically representative of all tenants, but rather to capture perspectives from tenants in a diverse set of PSH housing settings. The tenants we interviewed generally reported high rates of satisfaction with their housing and their neighborhoods, although some respondents noted areas for improvement in building management and concerns about safety and crime in some neighborhoods where PSH units are located.

The characteristics of PSH neighborhoods selected for tenant interviews differ somewhat from characteristics of the universe of neighborhoods where PSH is located. A higher proportion of site visit neighborhoods were located in central city areas than among all PSH neighborhoods. This is in part because, for interviewing efficiency, we chose projects with at least 10 PSH units and these somewhat larger projects may be more common in urban areas. The site visit neighborhoods also had lower average income, rent, and homeownership rates than all PSH neighborhoods, probably because of their urban locations. See Appendix A for more information on the tenant interviews.

4.1 Tenant Satisfaction Data Collection

During the fall and winter of 2009-2010, the research team interviewed 64 PSH tenants from 12 PSH projects representing a cross-section of projects in the PSH stock. Interview respondents were selected randomly to reduce the likelihood that sponsors or managers would try to hand-pick respondents or steer us toward tenants who would speak favorably of the program. CSH provided an initial list of 74 PSH projects, which the research team then restricted to 31 projects that opened before 2007 (to ensure the projects had reached a "steady state" of occupancy and operations) and included at least ten supportive housing units (for efficiency of conducting interviews). The research team then selected 12 projects that, taken together, reflect the diversity of Connecticut's PSH stock, including geographic diversity (urban and non-urban locations and different parts of the state), a mix of development and scattered site projects, projects from each PSH funding phase, both large and moderately-sized projects, and projects serving both family and single adults. Within each project, we worked with project sponsors or property managers to identify occupied units and then select respondents randomly from among occupied units. Although the tenant sample offers a diverse respondent pool from varied PSH settings, it is not intended to be statistically representative of all PSH tenants. For more information about procedures for selecting respondents and conducting the tenant interviews, see Appendix A.

We conducted the interviews in a common area or in an administrative office. Each interview lasted 20 to 30 minutes and followed a protocol that covered topics related to tenants’ housing satisfaction, neighborhood satisfaction, and overall perceptions of their living situation. The Tenant Interview Guide is included in Appendix B.

The 64 tenants interviewed included 7 households with children and 57 single adults. On average, the interviewed tenants had lived in their current PSH units for about 3 years, but had lengths of stay ranging from 2 months to 11 years.

4.2 Tenant Satisfaction with PSH Units and Management

The PSH developments where we interviewed tenants ranged from high-rise apartment buildings with more than 50 units to single family homes that were split into two to three units. Larger buildings often served both PSH and non-PSH tenants and were located in more urban neighborhoods. The smaller developments were often in more residential areas with a program office that included common space for tenants to gather. The age of the buildings varied from older-looking buildings to newly redeveloped townhomes.

Nearly all the PSH tenants interviewed for this study said they were satisfied with their housing units, as shown in Exhibit 4-1. No more than ten percent of tenants we spoke to said that they were "not satisfied" with any one indicator of housing quality. Satisfaction was highest (86 percent were "very satisfied") for the affordability of the rent. Connecticut’s PSH partners keep rents affordable for tenants through the administration (by DMHAS) of federal rental assistance from HUD’s Shelter Plus Care Program as well as the administration (by DSS) of Connecticut’s Rental Assistance Program (RAP). Tenant rent contributions are capped at 30 percent of adjusted income in the Shelter Plus Care Program and 40 percent of adjusted income in RAP.

Exhibit 4-1. Tenant Satisfaction With PSH Housing Units/Buildings

Satisfaction Level	Condition of Unit (n=64)	Condition of Building (n=63)	Size of Unit (n=64)	Affordability (n=63)	Safety (n=64)	Privacy (n=64)
Very Satisfied	69%	67%	73%	86%	74%	77%
Somewhat Satisfied	25%	24%	20%	11%	17%	16%
Not Satisfied	6%	10%	6%	3%	9%	8%

Note: Respondents who indicated that a neighborhood feature question was not applicable to them are excluded from the total.

Source: Tenant interviews, N=64

PSH tenants reported somewhat less satisfaction with building management. The PSH developments where interviewed tenants lived included a variety of property management arrangements, including management by the local housing authority, private landlords, outside property managers, and the PSH development’s sponsor agency or service provider.²⁰ In some cases property management had an

²⁰ Information on property management obtained from CSH website in September 2009. (http://www.csh.org/Housing/dsp_showHouse.cfm?houseID=151 – note the last number in the url varies by project).

office in the building where PSH tenants lived, while in other cases, including all scattered site units, property managers were located off site.

As shown in Exhibit 4-2, a majority (55 to 58 percent) of interviewed tenants were “very satisfied” with various aspects of property management. However, tenant dissatisfaction with property management was higher than it was for the units and buildings where they lived. A fifth of respondents were not satisfied with the response of property management to requests for maintenance or repairs, 14 percent were not satisfied with the response by property management to tenant concerns about safety and services²¹, and 11 percent were not satisfied with overall property management for the building. Dissatisfied tenants mostly raised concerns about management being too slow in addressing requests for maintenance or service, or not responding at all.

Exhibit 4-2. Tenant Satisfaction With PSH Property Management

Satisfaction Level	Response to Request for Maintenance (n=63)	Response to Other Requests (n=56)	Overall Satisfaction (n=64)
Very Satisfied	59%	63%	56%
Somewhat Satisfied	21%	21%	33%
Not Satisfied	21%	16%	11%

Note: Respondents who indicated that a property management question was not applicable to them are excluded from the total.

Source: Tenant interviews, N=64

4.3 Tenant Satisfaction with Services

The PSH model provides a combination of affordable housing and ongoing supportive services intended to help tenants achieve and sustain housing stability and the greatest possible level of self-sufficiency. The services are tailored to the needs of the tenant, but usually include case management and support with budgeting, medication management, education, self-sufficiency, and communication skills. Case management services are often combined with clinical services and other services provided directly or by referral to other community-based service providers. The services that tenants receive may be provided on site or at a different location.

Almost all interviewed tenants reported using supportive services on a regular basis (98 percent) and were very satisfied with the services they received (90 percent). The most commonly received services were case management services, mental health services, therapy, or other health care services.

²¹ Note 13 percent of residents said they did not know about property management’s response to other requests, such as raising concerns about safety, services, etc. and therefore did not indicate their level of satisfaction for this question.

Just over half (55 percent) of respondents indicated there were other services or assistance they would use if available. Their suggestions appear in Exhibit 4-3. The most common were group events (such as group workshops, peer support groups, group therapy, or meetings or events sponsored by local community organizations) and assistance with budgeting, such as paying bills, running a business, and personal finance (14 percent each). Notably, none of the 17 percent of respondents who reported having a representative payee to help manage the tenants’ money and pay bills indicated a desire for additional finance and budgeting services. This finding suggests that representative payees are effectively providing a valued service to PSH tenants.

Exhibit 4-3. Additional Services Tenants Would Use If Available

Service	%
Group Events (e.g., peer support groups, community-sponsored activities)	14%
Budgeting (e.g., personal finance, bill paying, business training)	14%
Job Counseling (e.g., job training, job search assistance)	11%
Medical (e.g., home health)	9%
Housing (e.g., bars on window)	9%
Therapy (e.g., hotline, counselor/therapist)	9%
Transportation (e.g., rides to and from hospital)	9%
Benefits (e.g., cash assistance, disability payment)	9%
Children (e.g., mentoring, services for special needs children, psychiatric services, reading help)	9%
General Assistance (e.g., furniture, food)	6%
Housing Management support (e.g., dealing with housing authority, advocate between tenants and management)	6%
Other (e.g., fitness program)	9%
Don't Know	17%

Note: This question was posed as an open-ended question. Responses were coded by the research team. Totals do not sum to 100 percent because responses may have fit into more than one category.

Source: Tenant interviews, N=64

4.4 Tenants’ Satisfaction with Their Neighborhoods

We selected PSH projects for tenant interviews in part based on location. We wanted to talk to tenants in both urban and suburban/rural communities and in locations around the state. The tenants we interviewed lived in the following Connecticut communities: Bridgeport, Waterbury, Hartford, New Haven, Norwalk, Willimantic, Torrington, and Norwich.

The interview guide included questions about tenants’ satisfaction with their neighborhoods in order to find out whether PSH tenants live in neighborhoods with the features and amenities tenants want. The tenants we spoke to said they were generally satisfied with their neighborhoods and that their neighborhoods give them access to community resources and amenities. Overall, a majority of respondents were very satisfied with their neighborhoods; no one PSH project appeared to have a higher percentage of dissatisfied tenants than any other.

Exhibit 4-4 shows the satisfaction level of interviewed tenants for each neighborhood feature about which they were asked. Neighborhood satisfaction varied substantially by neighborhood feature. Respondents were most satisfied with the neighborhood's proximity to commercial conveniences and to supportive services or agencies. Respondents were most *dissatisfied* with the safety of the neighborhood and the sense of community among neighbors. A comparison of satisfaction by neighborhood geography type shows that tenants living in rural and suburban developments had higher satisfaction related to neighborhood safety and slightly higher satisfaction related to the cleanliness and upkeep of the surrounding neighborhood and access to medical services.²² The higher level of dissatisfaction with safety in central city neighborhoods is not surprising given that metropolitan areas tend to have higher rates of crime than non-metropolitan areas.

²² One of the two developments located in suburban neighborhoods was a scattered site development and also had some units in a central city neighborhood. For the purposes of this analysis, the development's neighborhood was treated as suburban. Interviews were conducted at only one rural development.

Exhibit 4-4. Satisfaction with Selected Neighborhood Features

Satisfaction Level	Safety (n=64)	Cleanliness /Upkeep (n=64)	Ability to Get Around (n=64)	Sense of Community (n=55)	Near Work (n=15)	Near Family/ Friends (n=58)	Near Commercial Conveniences (n=64)	Near Supportive Services (n=61)	Near Medical Services (n=63)	Near Recreation- al Services (n=58)	Near Place of Worship (n=48)	Overall (n=64)
Very Satisfied	53%	59%	84%	49%	80%	67%	86%	85%	79%	71%	81%	59%
Somewhat Satisfied	27%	27%	5%	31%	0%	16%	11%	10%	16%	21%	10%	28%
Not Satisfied	20%	14%	11%	20%	20%	17%	3%	5%	5%	9%	8%	13%

Note: Respondents who indicated that a neighborhood feature question was not applicable to them are excluded from the total.

Source: Tenant interviews, N=64

4.5 Tenant Satisfaction Among Households with Children

The number of PSH projects serving families is relatively small, but the State is considering increasing that number in the future. To help the State better understand families' experiences and satisfaction with PSH, we specifically selected the two programs in the state that serve families for tenant interviews. Among those two programs we interviewed seven households with children. As shown in Exhibit 4-5, the households with children we interviewed were very satisfied with the services and amenities for families in their neighborhoods. Parent respondents expressed the highest satisfaction with neighborhood access to recreational facilities for children, cleanliness and upkeep of recreational areas, and ability for children to get to school. Interviewed parents expressed the highest *dissatisfaction* with having access to child care and babysitting opportunities and for being near other children in the neighborhood.

Both parents of children under age five indicated they were very satisfied with their children's child care.²³ Opinions on the schools children attended were mixed. Half of the parents of school-aged children reported they were very satisfied with their children's school and half reported they were not satisfied.²⁴ Those respondents who were dissatisfied with their children's school had concerns about a lack of attention by teachers (n=1) and the need for help addressing low academic achievement (n=2).²⁵

Exhibit 4-5. Satisfaction with Neighborhood Features Relevant to Children

Satisfaction Level	Safety (n=7)	Access to Recreational Facilities (n=7)	Cleanliness and Upkeep (n=7)	Ability to Get to School (n=7)	Near Other Children (n=5)	Access to Childcare (n=5)	Proximity to Pediatric Medical Services (n=7)
Very Satisfied	71%	86%	86%	86%	80%	60%	71%
Somewhat Satisfied	14%	14%	14%	0%	0%	0%	14%
Not Satisfied	14%	0%	0%	14%	20%	40%	14%

Note: Respondents who indicated that a neighborhood feature question was not applicable to them are excluded from the total.

Source: Tenant interviews, N=64

²³ One of the two households with children under five years sent their children to child care in the neighborhood where the parent lived. The other parent reported that she sent her child to child care in another neighborhood.

²⁴ Three households' children attended school in the neighborhood where they lived and four attended school in another neighborhood. Among those who attended school in another neighborhood, one parent explained that she liked her children's original school and did not want them to change schools when the family moved. Another explained that her children attended an overflow school because the nearer one was full.

²⁵ Of the seven households with children interviewed, 2 households had a total of 3 pre-school-aged children (0- 5 years old) and 6 households had a total of 16 school-age children (ages 5-17).

4.6 Overall Tenant Satisfaction

Almost all (91 percent) the PSH tenants we spoke to—both individuals and households with children—said that they were satisfied with their living situation overall, including 73 percent who were very satisfied and 18 percent who were somewhat satisfied. Respondents were particularly happy with the independence, privacy, and quiet that their living situation provided them, as shown in Exhibit 4-6.

Exhibit 4-6. What Tenants Like About Their Living Situation

Feature	#	%
Independence, Privacy, Quiet	45	70%
Apartment Amenities, Comfort, Outdoor Space, Size, Unit itself	13	20%
Neighborhood, Neighborhood Access	11	17%
Safety, Security	9	14%
Neighbors	7	11%
Cleanliness	6	9%
Having Shelter	5	8%
Affordability	5	8%
Services Offered	3	5%
Building Management	2	3%
Everything	2	3%
Nothing or N/A	3	5%

Note: This question was posed as an open-ended question. Responses were coded by the research team. Totals do not sum to 100 percent because responses may have fit into more than one category.

Source: Tenant interviews, N=64

When asked what they disliked about their living situations, nearly one-third of our respondents (31 percent) said that there was “nothing” they disliked. Among those who did express dissatisfaction with one or more aspects of their living situations, the most commonly cited issue was problems with neighbors, followed by concerns about safety and drug activity in the neighborhood and dissatisfaction with housing location, as shown in Exhibit 4-7.

Exhibit 4-7. What Tenants Dislike About Their Living Situation

Feature	#	%
Nothing	20	31%
Neighbors	16	26%
Safety, Crime (i.e., drugs)	13	21%
Location, Transportation Access, Neighborhood, Neighborhood Access	12	20%
Building Management, Rules	7	11%
Unit, Cleanliness, Privacy, Size	5	8%
Other	5	8%
Building, Outside Space	2	3%
Don't Know	1	2%

Note: This question was posed as an open-ended question. Responses were coded by the research team. Totals do not sum to 100 percent because responses may have fit into more than one category.

Source: Tenant interviews, N=64

As another indicator of satisfaction, we asked tenants whether they would like to move from their current living situation. About half indicated they would. Across most indicators of satisfaction, these tenants were less satisfied with various aspects of their living situation than those who did not indicate they would like to move. When asked why they would like to move, the most common reasons tenants provided were: to live in another city or town (68 percent), to live in another neighborhood (52 percent), or to pursue homeownership (52 percent). These results indicate that tenants who wanted to leave were generally driven less by factors directly related to their current unit or development—such as the services they received, property management, or housing quality—and more by factors associated with the location where they would like to move or a desire to move out of supportive housing altogether.

Another way of assessing tenant satisfaction is to compare the characteristics of their living situation that tenants value most to their satisfaction with those characteristics. As shown in Exhibit 4-8, tenants most often reported that safety was the most important aspect of their living situation. While three-quarters of respondents indicated that they were very satisfied with the safety of their unit or building and half indicated they were very satisfied with the safety of their neighborhood, neighborhood safety had one of the highest rates of dissatisfaction among neighborhood features (20 percent) and was one of the most common things tenants disliked about their living situation (21 percent). Because our interview sample included a higher proportion of tenants living in higher poverty urban areas that likely have higher crime rates, tenant dissatisfaction with safety may be overrepresented here. However, the State should take note of the safety concerns expressed here by tenants and explore in more detail the origins of crime in PSH neighborhoods and potential strategies to ensure tenant safety.

Exhibit 4-8. Most Important Thing to Tenants About Where They Live

Factor	%
Safety	42%
Neighborhood, Accessibility, Transportation	23%
Independence, Privacy	20%
Having Shelter	16%
Upkeep, Healthy	11%
Size, Comfort	6%
Other	3%

Note: This question was posed as an open-ended question. Responses were coded by the research team. Totals do not sum to 100 percent because responses may have fit into more than one category.

Source: Tenant interviews, N=64

5. Community Stakeholders' Views of PSH

CSH and its partners are interested in the role and impact of PSH—particularly development projects—on the Connecticut communities in which the housing is located, including questions such as whether PSH helps stabilize neighborhoods or reduce crime and whether it contributes to improving property values or increasing business activity.²⁶ An empirical analysis of community impact on these indicators was beyond the scope of this study, but we did interview local community members who were familiar with PSH to get their perspectives on the role of PSH in their communities. We also spoke with them about factors other than PSH that may be contributing to trends they have observed in the neighborhoods where PSH is located.

The community stakeholders we spoke to shared tenants' generally positive opinions of housing and neighborhood quality, expressing high levels of satisfaction with PSH and its role in local communities. Future research could take a more rigorous look at property values, business activity, and crime, although research in this domain is challenging, especially in smaller communities such as those in Connecticut.

5.1 Community Stakeholder Data Collection

We focused our interviews with community stakeholders on the neighborhoods where the five development projects selected for tenant interviews were located.²⁷ This allowed the research team the opportunity to see the developments and the neighborhoods, to work with project staff to help identify appropriate respondents for the stakeholder interviews, and (scheduling permitting) to conduct some interviews in person during the field visits. The research team requested suggestions from CSH staff and did its own research on local government offices and organizations that might yield knowledgeable respondents. In general, the types of respondents we were seeking were a mix of local officials or public agency staff (such as planning or community development offices), neighbors (residents or businesses), or neighborhood organizations (such as civic organizations and community centers.)

Our goal in identifying community stakeholders was to find people who were familiar with the PSH development and the neighborhood, but who were not directly involved in PSH operations. This was to help ensure some objectivity in responses that might be lacking if we spoke with, for example, neighborhood service providers who work with PSH tenants. Such respondents might be less objective if they had an interest in portraying PSH programs in a favorable light.

We encountered some difficulty reaching as many community stakeholders as we had hoped, especially neighbors of the PSH developments of interest. In addition, a number of stakeholders we contacted did not respond to repeated requests for interviews. In total, we reached out to 26 contacts and interviewed 14, including 7 neighborhood or community organization members, 4 local

²⁶ Given the dispersed nature of scattered-site housing, we would not expect it to play as clear or recognizable a role in neighborhoods, so we limited our inquiry to the role of development projects.

²⁷ Two developments in Hartford and one each in Bridgeport, Willimantic, and New Haven. See Appendix A for the projects selected for tenant interviews.

government office staff (e.g., housing, community development, planning), 2 non-elected officials (e.g., Zoning official), and 3 with other neighborhood affiliations.²⁸

The stakeholder interviews lasted about 20 minutes and covered topics similar to those covered in the tenant interviews, including PSH housing quality and management and neighborhood amenities. We also asked stakeholders about their perceptions of changes in the neighborhoods in recent years and their opinions about whether PSH had played a role in neighborhood trends. The interview protocol is included in Appendix C. The presentation of findings below provides an overview of the data we collected but limits discussion of any broader implications so as not to over-represent data that was collected from a relatively small number of stakeholders in a handful of Connecticut communities.

5.2 Stakeholders’ Perceptions of PSH Neighborhood Quality

Overall, the 14 community stakeholders we interviewed said PSH developments are located in safe neighborhoods with good access to services and amenities, but respondents were less complimentary of the neighborhoods’ housing quality and the upkeep of commercial and public spaces. Stakeholders’ perceptions of the neighborhood quality indicators about which we inquired are summarized in Exhibit 5-1.

Exhibit 5-1. Community Stakeholders’ Perceptions of Neighborhood Quality: Number of Respondents by Neighborhood Quality

Neighborhood Quality Indicator	Housing Quality	Sense of Community	Upkeep of Streets and Properties	Safety/ Security	Access to Community Services	Access to Retail Services	Access to Transportation	Quality of Public Services	Access to Entertainment
Very Good	1	2	0	1	8	6	7	5	0
Good	3	3	6	8	5	7	4	5	9
Fair	8	2	7	3	1	1	2	0	3
Poor	2	2	0	0	0	0	0	0	1
Very Poor	0	0	0	1	0	0	0	0	0
Don't Know	0	5	1	1	0	0	7	4	1

Source: Stakeholder interviews, N=14

5.3 Stakeholders’ Perceptions of Neighborhood Change

To get a sense of how the presence of PSH developments may have interacted with other changes going on in the surrounding neighborhoods, interviewers asked stakeholders whether and how they

²⁸ Two of the stakeholders interviewed indicated they were affiliated with the neighborhood in more than one way, for example they were a member of a neighborhood organization and were a non-elected local official.

thought the neighborhoods surrounding PSH developments had changed over the past five years, and then asked whether they thought PSH developments have had any impact on various aspects of the neighborhood, including business activity, housing, crime, or local services. Some stakeholders had difficulty assessing trends, indicating they did not know enough about the neighborhood's history to estimate change over the past five years. Those who had an opinion generally thought the neighborhoods had shown some improvement.

Overall, a majority of community stakeholders interviewed thought that the neighborhoods had improved over the past five years along at least one dimension. Respondents attributed the changes to new public and private investment in housing and commercial development. On the other hand, five stakeholders indicated that PSH neighborhoods had declined over the past five years along at least one dimension, but most who indicated a negative change blamed the national economic downturn and reported that the trends they had seen in PSH neighborhoods were consistent with the challenges experienced community-wide.

Conversations with community stakeholders indicated PSH developments have had a limited effect on trends in the surrounding neighborhood, such as employment, business activity, housing quality, crime, and local services. For each indicator of neighborhood impact about which we inquired, most stakeholders reported they were not aware of or did not think the PSH development had had an effect on the neighborhood. However, some community stakeholders did highlight positive effects that they think PSH has had on the surrounding neighborhood, especially on housing quality. Specific positive impacts on the neighborhood mentioned during stakeholder interviews are described below:

- A total of six community stakeholders of varying types thought that the presence of PSH developments as well-maintained and well-managed housing developments has had a stabilizing influence on surrounding neighborhoods.
- Three stakeholders—one that worked for a local service provider and two that were members of local community organizations—thought PSH developments had improved the area by providing housing for people who were previously living on the neighborhood's streets.
- One non-elected official said that PSH developments have helped the surrounding neighborhood by rehabilitating previously dilapidated structures or developing new, good quality housing.
- A stakeholder who worked for a local health care services provider indicated that PSH developments have helped by anchoring supportive services providers that work with both PSH tenants and other community residents.
- Two stakeholders—one member of a neighborhood organization and a property manager—thought that PSH developments have reduced the stigma of mental illness and homelessness in the area by enabling a large PSH development to seamlessly fit into the neighborhood.

The opinions of those who interact with PSH on a regular basis provide valuable information about how well a PSH program is integrating into the community and whether it is generating positive or negative effects. While these responses are just the opinions of a few individuals who have observed their neighborhoods over time, they may offer areas for further research, provided relevant and high quality data are available.

6. Conclusions and Implications

Connecticut's PSH providers are serving the program's intended population and offer housing opportunities across the state. Overall, a majority of tenants are satisfied with their living situations. The highest levels of dissatisfaction relate to property management and neighborhood safety and location. Community stakeholders are also positive about the quality of PSH housing and neighborhoods and noted examples of ways that PSH programs have had a positive effect on housing and neighborhood quality. The findings of this report and the implications for the current study and for future research are summarized in more detail below.

What are the characteristics of PSH tenants?

Among the nearly 3,000 tenants who have entered PSH since the program began in 1996, over half are male, over half are white, about three quarters are non-Hispanic, almost all are single, and a majority were between the ages of 31 and 50 at entry. PSH serves tenants who are mostly unemployed, and a majority has at least a mental illness or substance abuse diagnosis. We know little about tenants' housing histories from the data available at this stage in the study.²⁹ But, in interviews with a sample of 64 tenants, we learned that most had histories of homelessness and housing instability. Assuming similar patterns hold for the full PSH population, the program is serving tenants who have had difficulty maintaining stable housing. Given such histories, PSH seems to be having some success helping tenants maintain stable tenancies. Tenants stay in PSH for an average of almost three years. Tenants living in scattered site housing have a somewhat shorter average length of stay and tenants with the most severe mental health diagnoses have longer average length of stay.

Looking Ahead: The evaluation team is in the process of obtaining data on PSH tenants' service utilization and costs for services provided by several state agencies, including the Department of Mental Health and Addiction Services, Department of Social Services, Judicial Court Support Services Division, and Department of Corrections, as well as data from Connecticut's Homeless Management Information System (HMIS). In the next phase of the study, the research team will analyze these data to provide more insight into tenants' history of service use and needs both before and after entering PSH. These analyses will inform the cost effectiveness analysis planned for the study's final report.

What are the characteristics of neighborhoods where PSH tenants live?

Connecticut's inventory of PSH includes housing in urban and suburban locations across the state. PSH units located in central cities tend to be in neighborhoods with lower average incomes, rents, and rates of homeownership than central city neighborhoods without PSH. PSH units located in suburban areas tend to be in neighborhoods with lower average incomes, percent minority, percent female-headed households, and lower rates of homeownership than suburban neighborhoods without PSH.

²⁹ Later in the study, we expect to have data from Connecticut's Homeless Management Information System (HMIS) on PSH tenants' use of homeless assistance services. We understand the system has reasonably complete data beginning in 2005, with more limited data for earlier years. These data may yield information on use of homeless shelters and transitional housing programs, at least for the last several years.

Overall, the differences between PSH and non-PSH neighborhoods are not substantial, and the largest differences occur in poverty rates and in the prevalence of minorities and single, female-headed households.

Looking Ahead: To further understand the implications of the findings that PSH neighborhoods tend to be in communities with higher rates of poverty, the State could evaluate the economic opportunities and community resources available to tenants in the neighborhoods surrounding PSH, as these resources are sometimes lacking in higher poverty neighborhoods.

How satisfied are tenants with their housing and neighborhoods?

Connecticut is successfully offering PSH housing that tenants like in neighborhoods they like. Nearly all the PSH tenants interviewed for this study said they are satisfied with their housing units and their neighborhoods. PSH tenants are particularly happy with the independence and privacy they have in their housing. PSH offers access to supportive services, including case management and clinical services, and nearly all the tenants we spoke to said they use services regularly and are very satisfied with the services. Tenants also expressed high rates of satisfaction with neighborhood features including transportation access; proximity to work, family and friends; and availability of retail or commercial conveniences and supportive services. The small number of families with children we spoke to said they were very satisfied with the services and amenities for families in their neighborhoods, such as recreational facilities, presence of other families with children, and proximity to schools and services. Tenants were somewhat less satisfied with building management, mentioning concerns about lack of responsiveness to maintenance requests.

Among those who expressed dissatisfaction with their living situations, problems with neighbors was the most common reason, followed by concerns about neighborhood safety and dissatisfaction with the housing location. While PSH tenants said safety is the most important aspect of their living situation, about half had some concerns about the safety of their neighborhoods.

Looking Ahead: Given some dissatisfaction among residents about the responsiveness of property management, future program monitoring could focus on management quality and tenant satisfaction with management. In addition, given concerns about safety expressed by residents, identifying or collecting additional data on crime in the neighborhoods surrounding its PSH developments would allow for a better understanding of the prevalence and patterns of crime in those areas.³⁰

What are other community stakeholders' views of PSH quality?

Community stakeholders, including members of neighborhood or community organizations and local government staff and officials, share PSH tenants' opinions that PSH is located in neighborhoods with good access to services and amenities, but were less complimentary about the neighborhoods' housing quality and the upkeep of commercial and public spaces. Community stakeholders pointed to some positive effects of PSH in neighborhoods, including providing housing for people who are

³⁰ Collecting local crime data was not part of the scope for this study. The research team explored the availability of published crime data, but found that publicly available data was not available at the neighborhood level.

homeless, improving existing housing or developing new housing, and anchoring supportive services providers that work with PSH tenants as well as other community residents.

Stakeholders who thought neighborhoods where PSH is located had shown improvement in the past five years attributed the changes to new public and private investment in housing and commercial development. Among respondents who observed declines, most blamed the national economic downturn and said the trends in PSH neighborhoods were not different from the challenges seen throughout the community.

Looking Ahead: Although beyond the scope of the current study, future evaluations could take a more rigorous look at the perceived trends noted here from community stakeholders about the changes in the quality of PSH neighborhoods over time. These evaluations would require access to high quality data on various neighborhood indicators such as property value, business activity, and crime.

Appendix A. Methodology for Selecting Tenants for Tenant Interviews

Exhibit A-1 provides a summary of key characteristics for each property selected for in-person tenant interviews. The 12 developments selected for in-person tenant interviews represent a diverse set of projects in the PSH stock. CSH provided an initial list of 74 PSH projects, which the research team then restricted to 31 projects that opened before 2007 and included at least ten supportive housing units. The research team further narrowed the list to 12 projects based on ensuring a mix of development and scattered site projects, projects from each of the three PSH funding phases, projects from varying regions and cities, both large and moderately-sized projects, and projects serving both family and individuals.

Exhibit A-1. Characteristics of PSH Developments Selected for Tenant Interviews

Project Name	Project Sponsor	Funding Phase	Location	Region	# Units	Year Began	Household Type
Scattered Site							
Family & Children's Agency	Keystone	Pilot	Norwalk	1	20	2001	Individual
Norwich	Reliance House	Pilot	Norwich	2	14	2002	Individual
New Haven families	New Haven Home Recovery	Pilot	New Haven	5	21	2001	Family
Waterbury network	Connecticut Outreach West	Pilot	Waterbury	5	47	2001	Individual
Torrington	Community Outreach West	Pilot	Torrington	4	22	2001	Individual
Chrysalis Center	Chrysalis Center	Next Steps 1	Greater Hartford	3	10	2006	Individual
Ruppolo Manor	ALSO – Cornerstone	Pilot	New Haven	5	15	2002	Individual
Development Project							
Fairfield Apartments	Central CT Coast YMCA	Development	Bridgeport	1	17	1998	Individual
Mary Seymour Apartment	My Sisters' Place	Development	Hartford	3	15	1997	Individual
Brick Row Apartments	United Services	Development	Willimantic	7	13	1997	Individual
Ferry Mutual	Mutual Housing Association of SC CT	Pilot	New Haven	5	6	2006	Family
Soromundi Commons	YWCA of Hartford Region	Pilot	Hartford	3	16	2005	Individual

Source: List of CT PSH addresses from DMHAS.

The research team then selected 80 participants at random from the 12 projects listed in Exhibit 1—six from each of the 11 moderately-sized projects and 14 from the one large project. Units were selected at random from a list of occupied units provided by each project sponsor.

The site visitor sent the list of randomly selected units to each project sponsor to provide input regarding the physical and mental ability of tenants occupying the selected units to participate in an interview. Selected units were replaced in 9 instances. We used this approach not because it would yield a statistically representative sample, but rather to increase the likelihood that the selected tenants would have a range of experiences and viewpoints, and that we would not be steered to tenants who had positive experiences. A total of 64 tenant interviews were completed.

In addition, the research team reached out to 26 community stakeholders, such as neighbors, local housing or community development planning office staff, zoning officials, or community or neighborhood organizations, based on suggestions by CSH staff and PSH project sponsors. We completed a total of 14 interviews, either in-person or by telephone, in four cities or metropolitan areas where we conducted interviews. Stakeholder interviews were not conducted at scattered site projects since the PSH units are dispersed in buildings owned by private landlords and are not easily recognized or known by outside observers. Exhibit A-2 shows the distribution of tenants and community stakeholders interviewed at each of the 12 selected PSH projects.

Exhibit A-2. Distribution of Interview Respondents by PSH Project

Project	City	% Residents	% Stakeholders
Fairfield Apartments	Bridgeport	11%	43%
Waterbury Network	Waterbury	11%	N/A
Soromundi Commons	Hartford	9%	14%
Ruppolo Manor	New Haven	9%	N/A
New Haven Families	New Haven	9%	N/A
Family and Children’s Agency (Keystone House)	Norwalk	9%	N/A
Mary Seymour Apartments	Hartford	9%	0%*
Brick Row Apartments	Willimantic	8%	36%
Torrington Network	Torrington	8%	N/A
Reliance House	Norwich	8%	N/A
Chrysalis Center	Greater Hartford	6%	N/A
Ferry Mutual	New Haven	3%	7%

Source: Tenant (N=64) and Stakeholder (N=14) Interviews

* Note that all community stakeholders interviewed in Hartford were associated with Soromundi Commons. Those contacted to speak about the community where Mary Seymour Apartments is located were not responsive to our requests for an interview.

Exhibit A-3 shows selected neighborhood indicators for the site visit neighborhoods and compares them to the results for all PSH neighborhoods, discussed in Section 3. Seventy-three percent of the neighborhoods where interviewed tenants lived were located in the central city, a higher proportion than all PSH neighborhoods; 14 percent were located in suburban areas; and 14 percent in rural areas. The average median household income in the neighborhoods where we conducted interviews was

\$33,021, 16 percent lower than that of all PSH neighborhoods. A fifth of residents lived in poverty and 14 percent lived in concentrated poverty – both higher proportions than the neighborhood averages for all PSH developments in Connecticut. As poverty rate often serves as a proxy for crime in research on urban neighborhoods, the fact that that our sample of interviewed tenants ended up living in more urban neighborhoods with higher poverty rates could contribute to the level of dissatisfaction with neighborhood safety expressed among some tenants.

In addition, the average homeownership rate in site visit neighborhoods was lower and the average percent minority, average employment rate, and average percent of households headed by single females in site visit neighborhoods were slightly lower than in all PSH neighborhoods. The average median rent in site visit neighborhoods was lower than in all PSH neighborhoods at \$584 per month.

Exhibit A-3. Characteristics of PSH Neighborhoods Where Interviewed Tenants Lived

Neighborhood Indicator	Site Visit Neighborhoods	PSH Neighborhoods
Percent Central City	73%	55%
Percent Non-Central City/Suburb	14%	40%
Percent Non-MSA/Rural	14%	5%
Median Household Income	\$33,021	\$39,101
Median Gross Rent	\$584	\$641
Homeownership Rate	40%	50%
Percent Minority	46%	42%
Percent Single, Female Head of Household	34%	29%
Percent Employed Full-time, Full-year	39%	42%
Poverty Rate	20%	15%
Concentrated Poverty Rate	14%	4%

Source: 2000 Census Data and list of CT PSH addresses from DMHAS.

Appendix B. Tenant Interview Guide

Information to be filled out by Interviewer:

Project-Tenant Code: _____

Date of Interview: _____

Interviewer: _____

Housing

First, I'd like to ask you a few questions about your current house/apartment.

1. How long have you lived here?

___ Months OR

___ Years

2. Where did you live prior to moving to this house/apartment? [Circle one]

- a. Emergency shelter
- b. Transitional housing for homeless persons
- c. Permanent housing for formerly homeless persons
- d. Psychiatric hospital or other psychiatric facility
- e. Substance abuse treatment facility or detox center
- f. Hospital (non-psychiatric)
- g. Jail, prison, or juvenile detention center
- h. Room, apartment, or house that you rent
- i. Apartment or house that you own
- j. Staying or living in a family member's room, apartment, or house
- k. Staying or living in a friend's room, apartment, or house
- l. Hotel or motel paid for without emergency shelter voucher
- m. Foster care home or foster care group home
- n. Place not meant for habitation
- o. Other

3. [If answered 2a, 2b, or 2n in Q2], when was the last time you lived in a permanent residence.

4 – 9. Now I would like to find out how satisfied you are with different features of your house/apartment. As I read the list, please tell me if you are very satisfied, somewhat satisfied, or not satisfied with each feature of your house/apartment. [READ LIST]

Feature of housing unit/building	Very Satisfied	Somewhat Satisfied	Not Satisfied
4. Condition of the apartment			
5. Condition of the building			
6. Size of the house or apartment			
7. Affordability of the rent			
8. Safety			
9. Privacy			

10. What is the most important thing to you about where you live?

Experience at PSH

Now, I'd like to ask you a few questions about your experience with the management and services offered there.

11. Are you satisfied with the response by property management when you request maintenance or repairs? Would you say you are ***very satisfied, somewhat satisfied, or not satisfied?***

- Very Satisfied
- Somewhat Satisfied
- Not Satisfied – If Not Satisfied explain:

12. Are you satisfied with the response by property management when you make other requests, such as raising concerns about safety, services, etc.? Would you say you are ***very satisfied, somewhat satisfied, or not satisfied?***

- Very Satisfied
- Somewhat Satisfied
- Not Satisfied – If Not Satisfied explain:

13. Describe your overall satisfaction with the property management for your building. Would you say you are *very satisfied, somewhat satisfied, or not satisfied*?

- Very Satisfied
- Somewhat Satisfied
- Not Satisfied – If Not Satisfied explain:

14. Is there anything else about the management of your building that you would like to tell me about?

15. Do you use supportive services on a regular basis, such as case management, counseling, treatment, employment training, life skills?

16. [If yes to Q15] Do you access these services in/around your house/apartment building or somewhere else in your community?

Service	B. Service provided on site	C. Service provided off-site
16a. Service 1		
16b. Service 2		
16c. Service 3		
16d. Service 4		

17. [If yes to Q15] Are you satisfied with the service(s) you receive? Would you say you are *very satisfied, somewhat satisfied, or not satisfied*?

- Very Satisfied
- Somewhat Satisfied
- Not Satisfied – If Not Satisfied explain:

18. Do you have a representative payee that helps manage your money and pay bills?

- Yes
- No
- Don't Know
- Refused

Comments:

19. [If yes to Q18] Is having a representative payee required as part of receiving your housing subsidy?
 Yes
 No
 Don't Know
 Refused

Comments:

20. Are there any other services or assistance that you would use if they were available to you?

YES → Which services or assistance? _____
 NO

Neighborhood Satisfaction

Now I'd like to ask you some questions about your neighborhood.

21. How would you rate the following features of your neighborhood? Would you say you are ***very satisfied, somewhat satisfied, or not satisfied?***

Feature of Neighborhood	Very Satisfied	Somewhat Satisfied	Not Satisfied
21a. Safety			
21b. Cleanliness and upkeep of the streets and buildings around your housing			
21c. Ability to get around (via public transportation, driving, walking, etc.)			
21d. Sense of community among neighbors			
21e. Near work			
21f. Near family and/or friends			
21g. Near commercial conveniences (grocery store, drug store, bank, shopping, etc.)			
21h. Near supportive services or agencies you visit regularly			
21i. Near medical services			
21j. Near recreational facilities or social opportunities, such as a park, basketball court, gym, library, or movie theater			
21k. Near place of worship			

22. Overall, how satisfied are you with your neighborhood? Would you say you are *very satisfied*, *somewhat satisfied*, or *not satisfied*?

- Very Satisfied
- Somewhat Satisfied
- Not Satisfied –

If Not Satisfied explain:

Families and Children

23. Are there any children under age 18 living with you now?

- Yes
- No [Skip to question 33]

I'd like to ask you some questions about how your housing and neighborhood meets your children's needs.

24. How many of the children living with you are preschool- age (under 5 years old)?

- Write number [If 0 skip to question 28]

25. [If Q24 > 0] Does your preschool-age child/children attend child care or preschool?

- Yes
- No
- If Not Attending explain why: [Then skip to question 28]

26. [If yes to Q25] Where does your child/children attend child care or preschool?

- In my neighborhood
- In another neighborhood in the community – If Another Neighborhood explain why:

27. How would you rate your satisfaction with the child's/children's child care or preschool? Would you say you are *very satisfied*, *somewhat satisfied*, or *not satisfied*?

- Very Satisfied
- Somewhat Satisfied
- Not Satisfied – If Not Satisfied explain why:

28. How many of the children living with you are school- age (Grades K-12)?

- Write number [If 0 skip to question 32]

29. [If Q28 > 0] Does your school-age child/children attend school?

Yes

No

If Not Attending explain why: [Then skip to question 31]

30. [If yes to Q29] Where does your school-age child/children attend school?

In my neighborhood

In another neighborhood in the community – If Another Neighborhood explain why:

31. How would you rate your satisfaction with the child’s/children’s school? Would you say you are *very satisfied, somewhat satisfied, or not satisfied*?

Very Satisfied

Somewhat Satisfied

Not Satisfied – If Not Satisfied explain why:

32. How would you rate the following features of your neighborhood for children? Would you say you are *very satisfied, somewhat satisfied, or not satisfied*?

Feature of Neighborhood	Very Satisfied.	Somewhat Satisfied	Not Satisfied
32a. Safety			
32c. Access to children’s recreational facilities, such as parks, playgrounds, or library			
32d. Cleanliness and upkeep of area around children’s recreational areas			
32e. Ability to get to school (via public transportation, driving, walking, etc.)			
32f. Near other children in neighborhood			
32g. Access to childcare, babysitting opportunities			
32h. Near pediatric medical services			

Overall Perceptions

Now, I’d like to talk about your opinions about your living situation. I’d like to remind you that your answers will be kept private and that your answers will not have any effect on your housing or other benefits you may get.

33. Overall, how satisfied would you say that you are with your current living situation? Would you say you are *very satisfied, somewhat satisfied, or not satisfied*?

Very satisfied

Somewhat satisfied

Not satisfied

34. What do you like about your living situation?

35. What do you dislike about your living situation?

36. Would you like to move somewhere else?

NO [SKIP TO Q29]

YES

37. [If yes to Q26] Where would you like to move?

38. What is the main reason you would like to move? (RECORD VERBATIM—THEN CODE BELOW – CHECK ALL THAT APPLY)

- a. prefer to live in another neighborhood
- b. prefer to live in another city or town
- c. prefer to live in a smaller development
- d. prefer to live in a larger development
- e. would like a better quality housing unit
- f. would like to live in a place offering more services
- g. would like to move away from my current neighbors
- h. would like to move away from drugs or temptation in current neighborhood
- i. would like to be closer to family/friends
- j. would like to live with people with disabilities
- k. would like to live by myself
- l. would like to own my own home
- m. OTHER, SPECIFY:

39. Is there anything else about your housing or your neighborhood that you would like to tell me?

Thank you very much for your time.

Appendix C. Community Stakeholder Interview Guide

Information to be filled out by interviewer:

Name: _____

Affiliated Organization Name (if any): _____

City, State: _____

Telephone: _____

Email: _____

Date of Interview: _____

Interviewer: _____

PSH Project/Property: _____

Background

I'm going to start by asking you a few questions about the neighborhood where [PROJECT/PROPERTY NAME] is located.

1. How do you define the neighborhood where [PROJECT/PROPERTY NAME] is located? That is, what do you consider its geographic area? Would you say it is:

___ The block or street where [PROJECT/PROPERTY NAME] is located?

___ The block or street where [PROJECT/PROPERTY NAME] is located, as well as several blocks in each direction?

___ A local area with a name that residents and/or outsiders use to refer to it? If yes, what is that name? _____

___ A larger area that has a well-known designation?

___ Other: _____

2. Are you a resident of this neighborhood?

___ Yes

___ No

3. [If yes to Q2] How long have you lived in this neighborhood?

___ Months OR

___ Years

4. What is your affiliation with this neighborhood (respondent may select more than one)?
 - a. Neighbor/resident
 - b. Member of neighborhood or community organization
 - c. Member of local board or commission
 - d. Elected official (e.g., City Council member)
 - e. Other non-elected local official (e.g., Zoning official)
 - f. Staff of local government office (e.g., Housing Office, Community Development Planning Office)
 - g. Other

 5. Please describe your interactions with [PROJECT/PROPERTY NAME] and/or its residents? [Examples: regulatory role as zoning official; member of neighborhood organization involved in public safety; neighbor; friend/relative of a resident.]
-

PSH Neighborhood Quality

Now, I'd like to ask you a few questions about your perceptions of neighborhood quality in the neighborhood surrounding [PROJECT/PROPERTY NAME].

6 – 10. I would like to find out how you rate different indicators of neighborhood quality, in the areas surrounding [PROJECT/PROPERTY NAME]. As I read the list, please tell me if you think the quality of the item is ***very good, good, fair, poor, or very poor***. [READ LIST]

Indicator of neighborhood quality	Very Poor	Poor	Fair	Good	Very Good
6. Housing quality					
7. Sense of community among neighbors					
8. Quality/Upkeep of streets and commercial properties					
9. Safety/Security					
10. Access to community services (e.g., churches, libraries, community facilities)					
11. Access to retail services (e.g., drug stores, grocery stores, banks)					
12. Access to transportation (e.g., public transit, shuttle services, taxi service)					
13. Quality/Responsiveness of public services (e.g., police, fire, schools, public works)					
14. Access to entertainment, recreation					

15. How do you think this neighborhood has changed (i.e., is it *better, the same, or worse*) in terms of the following indicators over the past 5 years? If you think things have changed, what do you think contributed to the change?

Neighborhood Change	Better	Same	Worse	What do you think contributed to the change?
15a. Physical condition of neighborhood housing				
15b. Physical condition of commercial buildings				
15c. Health of neighborhood businesses				
15d. Neighborhood crime				
15e. Property values				

16. Is there anything else about the neighborhood that you would like to tell me?

PSH Management

Now, I'd like to ask you a few questions about your perceptions of the management of [PROJECT/PROPERTY NAME].

17. In what capacity do you know about the project's property management (if not already discussed)?

18. How do you rate the physical upkeep of the development/property? Would you say it is *good, fair, or poor*?

- Good
- Fair
- Poor – If Poor explain:

19. How do you rate the management of the development/property in terms of maintaining occupancy? Would you say it is *good, fair, or poor*?

- Good
- Fair
- Poor – If Poor explain:

20. How do you rate the management of the development/property in terms of security? Would you say it is *good, fair, or poor*?

- Good
- Fair
- Poor – If Poor explain:

21. Have there been any problems between [PROJECT/PROPERTY NAME] residents and the neighborhood? If so, please describe the issue and how it was handled?

___ Yes

___ No

___ If Yes, describe problem and how it was handled:

22. Is there anything else about the management of [PROJECT/PROPERTY NAME] that you would like to tell me about?

Impact of PSH on Neighborhood

Now I would like to ask you about your perceptions of some effects [PROJECT/PROPERTY NAME] may have had on this neighborhood.

23. Please describe any effects of [PROJECT/PROPERTY NAME] that you have observed on:

23a. Availability of jobs in the neighborhood:

23b. Local businesses or economic activity in the neighborhood:

24. Has [PROPERTY/PROJECT NAME] had any effects on neighborhood housing quality in terms of:

24a. Reducing vacancies:

24b. Improving housing quality through rehab funding:

24c. Bringing PSH housing up to code:

24d. Other:

25. Has [PROJECT/PROPERTY NAME] had any effects on:

25a. Crime in the neighborhood? [IF YES, please describe]

25b. Local services (police, fire, schools, public works, etc.)? [IF YES, please describe]

25c. Neighborhood housing quality (code enforcement, support for rehab/housing improvement)?
[IF YES, please describe]

26. Have you observed any other effects of [PROJECT/PROPERTY NAME] on the neighborhood that we haven't talked about? If so, please describe:

That's all the questions I have. Do you have any questions for me?

Thank you very much for your time.