

“Moving On” from Supportive Housing Evaluation Report

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harder+company
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Executive Summary

About the Moving On Initiative

*“I started off in a box. Then, I went to a shelter. I went from a shelter to a transitional place. Then, I came to permanent supportive housing. Now, I am independent. I mean, wow, it’s a process that I’m welcoming.... **Yeah, I did it! I’m excited. I’m excited about my life.**”*

Mover

With funding and support from the Conrad N. Hilton Foundation and the Los Angeles *Home for Good* Campaign, CSH launched the Moving On pilot in 2013. CSH awarded grants to supportive housing agencies to help tenants who no longer require on-site services to transition to private apartments with, or without, rental support and less intensive community-based services. , and then fill vacated units with tenants most in need of supportive housing. Moving On efforts can impact housing and homelessness in multiple ways. For individuals, they promote higher levels of independence by giving tenants the opportunity and choice to make the transition to less intensive service environments. These efforts also address some of the systemic pressure related to the availability and capacity of supportive housing.

During the first and second year grant periods, four agencies (Downtown Women’s Center, LAMP Community, Watts Labor Community Action Committee, Skid Row Housing Trust, St. Joseph Center) were awarded grants to cover staff costs for transition supportive services (up to \$1,500 per Mover) and moving expenses (up to \$2,000 per Mover).

Profile of Movers (n=24)

	Housing History <ul style="list-style-type: none"> Before supportive housing, 95% were literally homeless or residing in a shelter or transitional housing.
	Income <ul style="list-style-type: none"> Median monthly income is \$909 and ranged from \$525 to \$2,300. Most common form of income was SSI
	Demographic Characteristics <ul style="list-style-type: none"> 67% are female 71% are African-American
	Disabilities <ul style="list-style-type: none"> 42% have experienced substance use issues 33% have had a mental health condition 25% have had a chronic health condition
	Household Type <ul style="list-style-type: none"> 58% are single adults 42% are families

About the Evaluation

Harder+Company Community Research conducted a two-and-a-half year evaluation (May 2013 – March 2016) of the Moving On Initiative. One key goal of the evaluation was to understand the needs, motivations, and experiences of individuals who move from supportive housing to more independent housing. To examine this, the evaluation conducted an in-depth assessment with twenty-four Movers

during a one-year span. The evaluation also incorporated other methods and data sources (e.g., provider interviews, interviews with tenants who decided to stay in supportive housing, etc.) to fully understand the “moving on” experience. Key findings from this evaluation are summarized and organized in five sections: (1) characteristics of successful movers, (2) factors that contribute to housing stability, (3) the benefit of transitional support, (4) transitional service needs and (5) the unique needs of families that move.

Key Findings

Characteristics of Successful Movers The evaluation surfaced key assets and social competencies among the Movers who successfully moved and remained stably housed over the course a year.

Despite fears and challenges of moving, Movers were primarily motivated by independence. Movers looked forward to living in a home with fewer of the challenges, commonly associated with communal living (e.g., lack of privacy, fights among residents, etc.) Several Movers demonstrated confidence and self-efficacy, and mentioned that living in supportive housing helped them prepare for independent living.

Managing mental and physical health conditions is critical. Movers and providers described the importance of being able to manage one’s physical and mental health prior to moving out, including going to appointments and taking medication as prescribed. They also recommended having strong support systems, including case managers and counselors, to help with the transition to independent living and to address any significant mental health challenges.

Housing Stability Most Movers remained housed at the one-year mark. Financial readiness contributed to stability despite having financial concerns.



Financial readiness and budgeting skills contributed to housing stability despite limited finances and income.

Most Movers learned to improve their financial skills with the help of supportive housing providers and were able to maintain stable housing through budget management skills like prioritizing paying their rent first. Unfortunately, many continued to face financial barriers with a median income of \$909.

Several Movers relocated within a year and many were planning to move. Six of the twenty-four Movers moved during the course of the evaluation. Three individuals moved within the first six months and another three moved by the twelve month period due to negative interactions with building management or other residents, inability to afford their rent, or concerns about the neighborhood. Twelve Movers shared that they plan on moving again within two years because they wanted bigger places and a safer, quieter, family friendly neighborhood.

Financial Readiness Factors for Movers			
Strongly Agree/Agree...	Baseline (N=24)	6 months (N=18)	12 months (N=15)
I am concerned about my financial situation	67%	56%	48%
I am able to pay my rent on time	100%	95%	100%

Moving On Transition Support. The transitional support provided through Moving On was considered to be critical in supporting a successful move. Of these transitional supports, the financial and case management support was most helpful.

“When I work with them outside of here, I make sure that they build a relationship with their landlords. If they have any problems or issues with their unit, they know where to go. Making sure that they have built that relationship with the property manager so they know where they can find them or what they can help them with.”

Provider

The monetary support offered through Moving On was critical. Movers received between \$1,000 to \$2,000 which was used for moving costs such as security deposit, first and last

month’s rent, as well as buying housing essentials like furniture and household appliances. This support enabled Movers to overcome the initial burden and stress associated with moving costs.

Critical transitional supports included identifying and securing a new home and developing positive relationships with landlords. Movers felt satisfied with the quality of support from case managers. According to providers, they helped Movers understand the realities of living independently and what is required to retain housing such as prioritizing needs over wants, budgeting and complying with Section 8 rules. Several providers also assisted Movers in finding their new homes and bridging resources, as well as strengthening relationships with new landlords.

Service Needs during Initial Move and Follow-up. While Movers had minimal expectations of support from providers, data showed that many may still need support up to a year after moving out. The full report presents the self-reported needs of Movers from initial move out to twelve-month follow-up, whether they received the appropriate support, and the type and quality of follow-up support.

Movers identified a variety of supports needed around the time of their move. Movers’ most common needs during initial move out were follow-up case management (77%), financial assistance (73%), assistance with furnishing and appliances (62%), and mental health services (50%). The majority of Movers said they received the services that they needed at move out, including follow-up case management, financial assistance, mental health services, transportation aid, and furnishings. Services that were less frequently received included childcare and physical health services.

Level of follow-up support provided during the twelve-month period after the move varied and raises questions about how to best structure ongoing support to Movers. Follow-up support was not a formal requirement of this initiative and the type, quality and duration of support varied by agency and by tenant. In most cases, follow-up support was informal and most Movers found it useful and appreciated the continued contact with case managers. Follow-up support also included access to basic needs, case management, and access to services. While the majority of Movers shared that they could contact their supportive housing agency for help, very few actually called during the follow-up period or were unsure under which circumstances they could reach out again.

The Unique Needs of Families that Move. Ten of the Movers included families. Movers with families faced additional and unique challenges. With limited free time, Movers with young children could only search for housing during school hours, at which times public transportation is often slower and more intermittent. Providers shared that housing units for families were also typically more expensive, so securing additional funding was imperative. Families were found to be significantly different than single movers, in terms of having more financial concerns, needing additional financial assistance, and being less satisfied with their housing over time.

Considerations for Future Work

While most Movers were able to maintain stable housing, Movers were not always able to meet basic needs. While the majority of Movers remained stably housed at the one-year mark, many expressed that limited financial means and income continued to be a source of stress and they often sacrificed other basic needs in order to pay rent. Many were living in financially precarious situations in which an unexpected expense or a shortage in expected income could have detrimental repercussions.

Several Movers expressed a continued need for support services. Movers continued to express a need for support services ranging from case management to mental and physical health services and access to community resources. A number of those who expressed a need for these services reported that those needs were not being met. Models to support the ongoing needs of Movers such as more formalized aftercare services provided by supportive housing service providers, mobile units, and stronger connections to community services should be explored as part of future Moving On efforts.

Families moving out of supportive housing had a unique set of needs. Compared to single individuals, families expressed a greater need for financial supports and were less satisfied with their housing. This is not surprising given the cost of raising children and the fact that concerns about community and home safety may be elevated with children in the home. Future Moving On efforts may want to consider family size both when determining the level of financial assistance provided as well as the level of support provided in finding a home.

Introduction

According to the 2015 homeless count estimate, there are 44,359 homeless individuals across Los Angeles County with over 12,000 “chronically homeless”.¹ Many of these individuals get stuck in a cycle of homelessness by living in and out of motels, streets, hospitals and shelters. Supportive housing is a cost-effective alternative to keep chronically homeless individuals stably housed.² In Los Angeles County, there are over 17,000 people living in supportive housing,³ and estimates show that 90% of residents in supportive housing remain housed long-term.⁴ Despite current efforts to develop more supportive housing units in Los Angeles County, the need for supportive housing continues to be significantly greater than what is available.

*“I started off in a box. Then, I went to a shelter. I went from a shelter to a transitional place. Then, I came to permanent supportive housing. Now, I am independent. I mean, wow, it’s a process that I’m welcoming....
**Yeah, I did it! I’m excited.
I’m excited about my life.”***

Mover

Moving On efforts are a response to this need. The concept behind Moving On is to enable stable tenants of supportive housing who no longer require on-site services to transition to a private apartment with, or without, rental support and less intensive community-based services.⁵ Vacated units are then filled with tenants most in need of supportive housing.⁶ Moving On efforts impact housing and homelessness on multiple levels. At the individual level, these programs promote higher levels of independence by giving tenants the opportunity and choice to make the transition to less intensive service environments.⁷ Consistent with the Recovery/Wellness model, these efforts emphasize tenants’ choice and give them the primary control over decisions about where they would like to live. At the systems level, Moving On efforts address some of the pressure related to the availability and capacity of supportive housing by opening up a supportive housing unit for an individual experiencing chronic homelessness.

¹ Los Angeles Homeless Services Authority (May 11, 2015). 2015 Greater Los Angeles Homeless Count: 2015 Results Los Angeles Continuum of Care. Retrieved from

<http://documents.lahsa.org/Planning/homelesscount/2015/HC2015CommissionPresentation.pdf>

² FSG (2010). Phase 1 Findings: Homeless Landscape. Retrieved from https://hilton-production.s3.amazonaws.com/documents/12/attachments/Conrad_Hilton_Foundation_Homelessness_Landscape.pdf?1439580179

³ Numbers made available upon request from the Los Angeles Homeless Services Authority.

⁴ FSG (2010). Phase 1 Findings: Homeless Landscape. Retrieved from https://hilton-production.s3.amazonaws.com/documents/12/attachments/Conrad_Hilton_Foundation_Homelessness_Landscape.pdf?1439580179

⁵ Temple, C., Haley, C., & Straka, D. (2014). Moving on from PSH: Next Steps for the Individual, Program and Community. Presentation at the National Alliance to End Homelessness. Retrieved from <http://www.csh.org/wp-content/uploads/2014/09/Moving-On-from-PSH.pdf>

⁶ <http://www.csh.org/2014/09/moving-on-from-supportive-housing/>

⁷ Scott, A., Kristel, O., & Szymanski, A. (2012). [Report to the Community Shelter Board: Evaluation of the Move Up Pilot Program.](#)

The Los Angeles CSH Moving On Initiative

With funding and support from the Conrad N. Hilton Foundation and the Los Angeles *Home for Good* Campaign, CSH launched the Moving On pilot in 2013. CSH awarded grants to supportive housing agencies to facilitate the movement of residents who chose, and were ready, to transition from supportive housing to more independent forms of housing, including market rate units with tenant-based Section 8 vouchers.

During the first grant period, Downtown Women’s Center (DWC), LAMP Community, and Watts Labor Community Action Committee (WLCAC) received funding. As part of their grant, each agency established the number of tenants they aimed to support in transitioning. The target number ranged from moving five to twenty tenants and the funding amount each agency received varied accordingly. Grant funds could be used to cover staff costs to provide transition supportive services (up to \$1,500 per mover) and moving expenses (up to \$2,000 per mover). Grantees were also required to backfill the newly vacated supportive housing units with chronically homeless individuals. The first funding term (August 2013 to June 2014) was extended by one year (to June 2015) largely because of the 2013 federal budget sequestration, which substantially cut resources for homeless and low-income individuals and limited the availability of tenant-based Section 8 vouchers in Los Angeles County.⁸

The second grant period (October 2014 to September 2015) supported DWC, Skid Row Housing Trust (SRHT), and St. Joseph Center.⁹ During this period WLCAC received additional funding to support additional Movers beyond those who were a part of their first round of funding. As with the first round of funding, grantees participating in the second grant period identified target numbers of Movers in their proposals and backfilled vacated units with chronically homeless individuals. See Appendix A for a profile of the organizations that implemented Moving On and participated in this evaluation.

About the Moving On Evaluation

In 2013, CSH partnered with Harder+Company Community Research to conduct a two-and-a-half year evaluation (May 2013 – March 2016) of the Moving On Initiative in Los Angeles County. As one of the only longitudinal evaluations of a Moving On effort, this study conducted an in-depth assessment over the course of a year to understand the needs, motivations, and experiences of individuals who move from supportive housing to more independent housing. This evaluation also served to assess the impact of transitional services provided to tenants and identify any systemic and policy gaps in Moving On efforts.

With recruitment support from the grantee agencies, the evaluation captured the experiences of three groups of residents who lived in supportive housing:

- “Movers” included individuals who self-identified as ready to move from supportive housing (with or without tenant based Section-8) and received support from the Moving On Initiative. Movers were followed for a twelve-month period.
- “Retrospective Movers” were individuals who moved prior to the Moving On initiative and therefore did not receive this transitional support. Retrospective Movers were interviewed once during the evaluation.

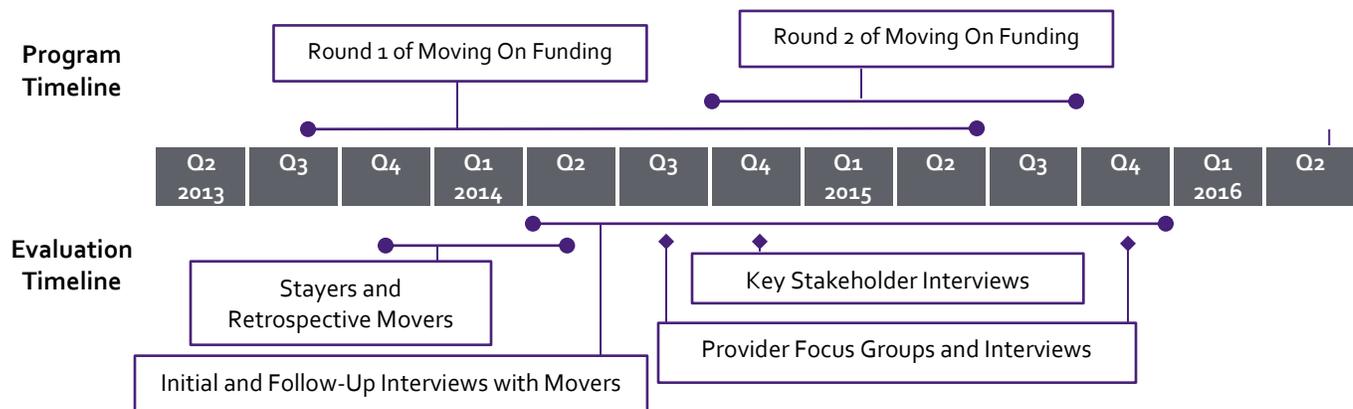
⁸ For more information about how the federal budget sequestration impacted implementation of the first round of Moving On implementation, see the interim report. Harder+Company Community Research (2014). *Moving On from Supportive Housing: Emerging Themes and Lessons Learned*.

⁹ Clients served by St. Joseph Center’s remained in their current housing but transitioned to a Section 8 voucher. Since the focus of the evaluation was to understand the experiences of residents who left supportive housing and relocated to a new home, data from St. Joseph Center was excluded.

- “Stayers” were tenants who chose not to move from supportive housing with Moving On support. Stayers were interviewed once during the evaluation period.

This three group evaluation design allowed for comparison across the groups and provided information about the factors that motivate individuals to move out of supportive housing (with and without transitional support), and the factors that impact individuals’ decisions to stay in supportive housing.¹⁰ Findings of this evaluation are based on qualitative and quantitative data collected from the three resident groups, information from provider focus groups, stakeholder interviews, and secondary data from the Housing Authority for the City of Los Angeles (HACLA).¹¹ See Appendix B for a full description of methods, analytic approach, and limitations of this evaluation. The following timeline provides an overview of the key events and activities for the Moving On program and this evaluation.

Exhibit 1. Timeline



¹⁰ This report focuses on the experiences of Movers who transitioned with support offered through Moving On. Additional information about Retrospective Movers and Stayers can be found in the interim report. Harder+Company Community Research (2014). Moving On from Supportive Housing: Emerging Themes and Lessons Learned.

¹¹ CSH and the evaluation team are grateful to the staff at the HACLA who made de-identified data available for this evaluation.

Purpose of this Report

This report summarizes key findings from the two-and-a-half year evaluation of the Moving On initiative. Specifically, this report provides an in-depth analysis of how Movers transitioned from supportive housing to more independent forms of housing, and how the initiative contributed to their successful transition. While the findings are primarily based on data from Mover interviews, provider focus groups and interviews, key stakeholder interviews and insights from our analysis of Retrospective Movers and Stayers are infused to highlight key points of comparison. This report begins with a brief profile of Movers and information about where they moved to. The report then highlights five key findings about the experience of Movers and implications for practice and policy:

- **Characteristics of Successful Movers.** Socio-emotional skills and characteristics that helped Movers transition into independent housing include being able to overcome fears and barriers, confidence and motivation to live independently, and being able to manage their physical and mental health.
- **Housing Stability.** Most of the Movers were able to pay rent on time and maintained housing, while a few became unstably housed. Several Movers moved again and half considered relocating to another home within the first year.
- **Moving On Transitional Support.** The most helpful aspects of Moving On support included monetary support to cover moving costs and case management to seek housing and prepare for independent living.
- **Service Needs during Initial Move and Follow-up.** While expectations and use of follow-up support varied, several Movers had a need for follow-up support in several domains (case management, financial assistance, transportation) over the course of a year.
- **The Unique Needs of Families that Move.** Movers with families expressed a greater financial need and overall greater decrease in housing satisfaction over time compared to single Movers.

Profile of Movers

A total of twenty-four Movers participated in this evaluation. Ten moved with support from WLCAC, seven from DWC, five from SRHT, and two from LAMP. About two-thirds of Movers are female and the majority is African-American.

Movers’ histories highlight the vulnerability of this population. Before supportive housing, 95% of Movers were literally homeless or residing in a shelter or transitional housing. Furthermore, a sizeable portion

Profile of Movers (n=24)	
	Demographic Characteristics <ul style="list-style-type: none"> ▪ 67% are female ▪ 71% are African-American
	Disabilities <ul style="list-style-type: none"> ▪ 42% have experienced substance use issues ▪ 33% have had a mental health condition ▪ 25% have had a chronic health condition
	Household Type <ul style="list-style-type: none"> ▪ 58% are single adults ▪ 42% are families (at least one minor child primarily in their care)

of Movers experienced disabilities and conditions that at one point impacted their ability to live independently, including substance abuse, mental health, and chronic health conditions. About one-third experienced two or more of these conditions; co-occurring conditions often indicate a higher need for supportive services. The median monthly income of Movers is \$909 which is below the federal poverty level.¹² The most common form of income among Movers is Supplemental Security Income (SSI).

As shown in the map below most of the supportive housing units where Movers had lived are located in Skid Row, a neighborhood adjacent to downtown Los Angeles. WLCAC is located in South Los Angeles. Most Movers' new homes were clustered in two parts of Los Angeles—in or around downtown Los Angeles and South Los Angeles. The distance between the Mover's supportive housing and their new homes ranged from 0.1 to 119 miles with a median of 7.8 miles. All but three Movers stayed within twenty miles of their supportive housing with one moving out of the county and one moving out of state.



Housing History and Income of Movers (n=24)

Housing History

- Before supportive housing, 95% were literally homeless or residing in a shelter or transitional housing.
- The length of time movers lived in supportive housing:
 - 10% one year or less
 - 57% one to three years
 - 24% three to five years
 - 10% more than five years
- 21% previously received a Section 8 voucher.



Income

- Median monthly income is \$909 and ranged from \$525 to \$2,300.
- The most common sources of income include:
 - 58% Supplemental Security Income (SSI)
 - 29% Temporary Assistance for Needy Families (TANF)
 - 25% Social Security Disability Income (SSDI)
 - 25% Earned Income

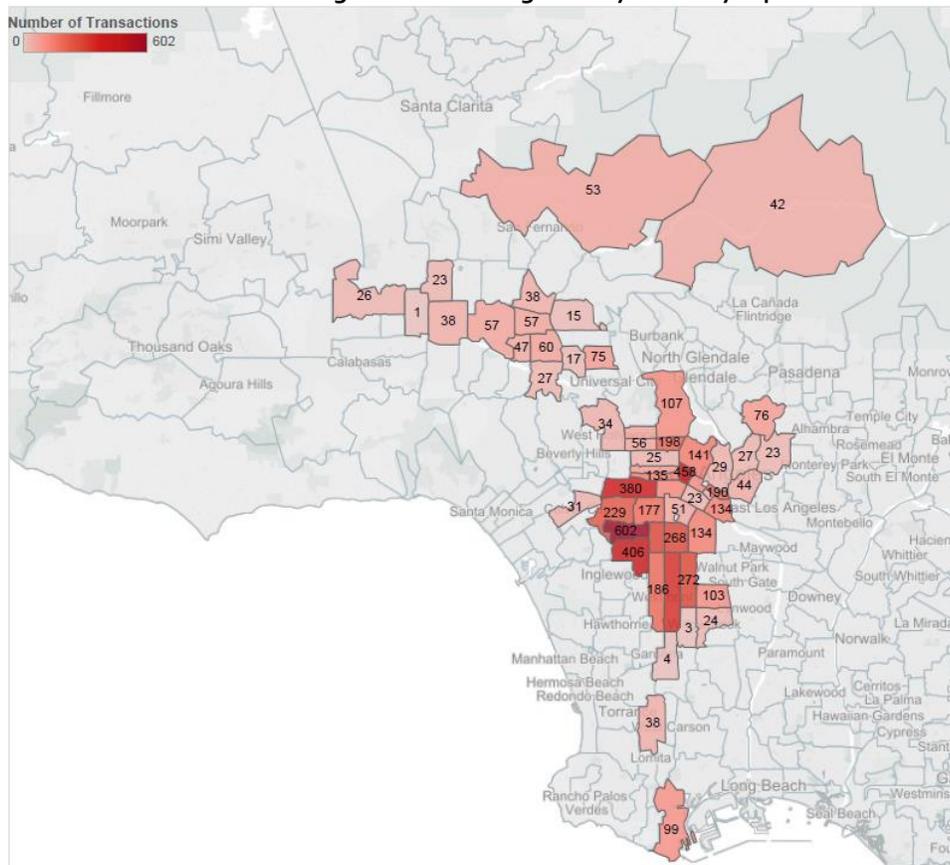
¹² Health and Human Services' 2015 Poverty Guidelines identifies households with one person that have an annual income of \$11,770 or less (or \$980.83 a month) as living in poverty. <https://aspe.hhs.gov/2015-poverty-guidelines>

Linkages to Data about Shelter+Care Clients Who Were Issued Section 8 Vouchers

HACLA provided de-identified tenant-level data about transactions for Section 8 participants who moved from Shelter+Care between June 2011 and August 2014. The population captured in this dataset is similar to Moving On participants and provides context within which the current Moving On efforts can be situated.

The map below shows the volume of transactions across all years by zip code. For a given zip code, the darker the shading indicates a higher number of transactions. From this data, it can be inferred that Shelter+Care participants are securing more Section 8 housing in these specific zip codes. Not surprisingly, those areas where former Shelter+Care clients are securing Section 8 housing is similar to the communities in which Moving On participants are securing housing. The data from this evaluation suggests these communities with large numbers of former supportive housing residents and Shelter+Care recipients would be ideal communities for supportive services.

Number of Housing Assistance Program Payments by Zip Code



Characteristics of Successful Movers

When transitioning from supportive housing to independent living, Movers had to consider not only their living situation but also their available support network. This network helps Movers manage a variety of self-reported disabilities and health needs, including mental health, substance abuse, and chronic health issues. Prior to moving into supportive housing, 95% of Movers were either literally homeless or living in a shelter/transitional housing. Transitioning from homelessness and unstable conditions to supportive housing resulted in Movers gaining a safe home with a supportive network of providers and peers to help rebuild and strengthen their independent living skills. As discussed in the interim report, some supportive housing residents choose to stay (i.e., Stayers) in this supportive setting, while others are more “ready” to move.¹³ In the following section, we highlight the key socio-emotional skills and characteristics of Movers who successfully transitioned from supportive housing and remained stably housed over the course of the twelve-month evaluation period. We also share providers’ experiences conducting outreach and finding residents who are a good fit for the program.

Movers needed support understanding the realities of living independently and navigating the process of applying for Section 8 and searching for a new home. Similar to Retrospective Movers and residents involved in other similar initiatives across the nation,^{14,15} Movers expressed numerous fears and challenges prior to moving out. Many of the Movers reported it is easy to become “too comfortable” at supportive housing due to the convenience of services, the “community feel” and affordability. Additionally, several Movers feared they were not ready for the responsibilities of independent living (i.e., paying rent and bills on time, accessing services on their own, etc.) and a few were concerned that the absence of a support structure would lead to drug relapse and/or depression. Several Moving On providers described conversations they had with residents interested in the program during which they described the realities of what it would be like moving into independent housing. One provider noted, “Part of the conversation is just really being realistic about what it means to move out. A lot of it is budgeting and the financial stuff...So having these conversations about what is expected when they move out...It is always their decision but bringing these things to life, it really motivates them to think if they are ready.”

“I was a little concerned about moving away. It was so comfortable for me here...I was nervous about being on my own again. I’ve been homeless since 2010 and I was complacent. I knew everybody. I had access to the computer lab. If I wanted to participate in the other programs, that was something that I could do.”

Mover

Similar to findings from other Moving On efforts, finding affordable housing was a challenge for Movers.¹⁶ Specifically, going through the Section 8 process was a significant barrier for several Movers, who noted that it was overly complex (“it’s just too overwhelming...too many steps”) and stressful due to the short amount of time given to secure an apartment (“they only give you 60 days and there was a lot going on”). Providers confirmed these challenges when supporting potential Movers through the Section 8 application process and helping them to find appropriate and acceptable housing within the

¹³ Harder+Company Community Research (2014). Moving On from Supportive Housing: Emerging Themes and Lessons Learned.

¹⁴ Temple, C. (2014). Moving On From PSH: Next Steps for the Individual, Program and Community. Presentation at the National Alliance to End Homelessness. Retrieved from <http://www.csh.org/wp-content/uploads/2014/09/Moving-On-from-PSH.pdf>

¹⁵ Branca, N. (2012) NYC Moving On Initiative. Presentation at the 12th Annual New York Supportive Housing Conference. Retrieved from <http://shnny.org/images/uploads/Nicole-Branca-2012.pdf>

¹⁶ Lyons, T. (2012) Jericho Project: Successful Exits and Permanent Supportive Housing Turnover. Presentation at the National Alliance to End Homelessness. Retrieved from http://www.endhomelessness.org/page/-/files/4669_file_6.6_Successful_Exits_Lyon_Jericho.pdf

timeframe. Several Movers used their faith in God to face their fears and build their confidence in moving out. As one Mover shared, “If our mindsets have not been changed; if we're thinking the same old way of thinking, then our actions are going to produce the old way of acting, of living. But if you want a change, it's a beautiful thing to just step out on faith.”

Despite their fears and challenges, Movers were primarily motivated by their desire to achieve independence. During interviews conducted shortly after their move, many described the new found freedom they had and shared how satisfied they were with their new homes. They appreciated no longer having to follow the rules of supportive housing which some saw as restrictions. As one Mover explained, “I feel better here because I am independent. It is not the same, being in a building where there is a security person that controls when you go in and out of the building, sharing the space with 300-400 people. Here I am alone, [my neighbor] is in her house and I am in mine.” Aside from the restrictions, many Movers were motivated to move because of one or more negative experiences while living in their supportive housing program (e.g., lack of privacy, staff turn-over, pests, illicit drug use, fights, rule breaking among other residents). Housing subsidies and benefits were other motivating factors. Receiving a Section 8 voucher was perceived as an opportunity for individuals to take advantage of as quickly as possible. Many Movers could not even consider moving without the ongoing financial assistance for housing offered through Section 8. Additionally, some Movers also mentioned that new sources of income (e.g., a potential job, increased SSI, other benefits) made them more confident in their ability to afford independent living.

Several Movers demonstrated confidence and self-efficacy, and mentioned that living in supportive housing helped them prepare for independent living. Specifically, case management, the structured rent and bill payment system, and support received from staff and other residents helped them develop independent living skills and confidence that they could maintain housing on their own. One participant said “[Supportive housing] teaches you to be more structured, to be a better housekeeper, a better parent, and to stay focused.” Additionally, several Movers expressed their ability to access resources and take care of their own needs. At baseline, the majority of Movers (92%) agreed that they could access community resources and social services on their own.

Managing mental and physical health conditions prior to moving out of supportive housing is critical. Movers and providers described the importance of being able to manage one's physical and mental health prior to moving out, including going to appointments and taking medication as prescribed. One Mover explained, “If [residents] have some type of habit, alcohol, drugs or whatever...They have to change. You're going to have to change your way of thinking and doing things. You just have to work on that first.” Movers also recommended having a strong support system, including case managers and counselors, to help through the transition and address any significant mental health challenges. One noted the need for “Staying in touch with people who can keep you on track. You break mentally, then you break everything else and you [expletive] your whole situation up.”

According to resident survey data, Movers tended to have fewer self-reported disabilities compared to Stayers. Specifically, a larger percentage of Stayers (69%) reported two or more disabilities compared to Movers (33%). This finding is unsurprising since co-occurring disorders may indicate a higher level of need for supportive services available through supportive housing. Additionally, a greater percentage of Stayers tended to live in supportive housing longer than Movers, with 31% of Stayers living in supportive housing for more than five years compared to 10% of Movers. Stayers may therefore be more likely to require continued support services to address their needs, while Movers may be more stable and ready to live independently after a shorter period of time.

Eligibility requirements and strategies providers used to inform residents about Moving On.

Tenant's choice and desire to move are critical to the philosophy of Moving On, and are also eligibility requirements for program participation. In addition, given that most residents moved using a Section 8 voucher, the requirements of Section 8 were used to identify potential Moving On participants. Beyond meeting these eligibility requirements, providers took different approaches in conducting outreach about the program with their supportive housing residents. Two organizations made announcements to all residents about the Moving On program, while the other two organizations took a more targeted approach speaking one-on-one with tenants who they thought would be a good fit for the program. The organizations that took a more individualized approach considered several factors when assessing whether a resident would be a potential fit for Moving On. These included the residents' financial means, their ability to pay their rent and bills on time, their regular participation in any needed treatments or programs, and whether the resident had a social network. Key stakeholders suggested that in addition to a tenant's expressed desire to move, an assessment tool could be helpful in identifying tenants who may be a potential fit for Moving On efforts as well as the types of transition supports they may need. Some other Moving On efforts, such as the Moving Up Pilot Project in Ohio and the CSH Chicago Housing Authority (CHA) Moving on Pilot Project,¹⁷ have incorporated such assessment tools.

17 Haley, C. (2013). CHA Moving On Pilot. Presented at the National Conference to End Homelessness.

Kenneth's Story

Prior to experiencing homelessness, Kenneth was enrolled in college, played football and had a beautiful family. His life took a downward spiral when he became addicted to drugs, resulting in incarceration in the Texas prison system for over thirteen years. After being released, he moved to Los Angeles to take care of his ailing mother, who passed away shortly after his arrival. The grief drove him to relapse, leading to homelessness. Kenneth turned to his faith in God after hitting rock bottom and sought professional help to build the "foundation" for his road to recovery. "I wanted to see the light at the end of the tunnel, and it's up to me to find the light."



After being homeless for three years, he moved into Skid Row Housing Trust (SRHT). Supportive housing allowed him to "get some clarity" and "have a place to regroup and plan." During his three-year residence at SRHT, Kenneth "took advantage of every opportunity" that was presented to him, including groups, field trips, AA meetings, physical and mental health services. He went back to school and graduated as a substance abuse counselor. Motivated by his desire to help others find their path, he then became a peer advocate at SRHT with the encouragement of his case manager.

Kenneth says that his experience at SRHT prepared him to transition out of supportive housing, stating that he now "had the means to take care of [himself] and be independent...so when the opportunity presented itself, [he] was ready" to move on. When he received his Section 8 voucher, he was informed about the Moving On program and began to look for housing. Upon finding a safe housing unit away from Skid Row, Kenneth received assistance with his deposit, furniture and other household items. According to Kenneth, this assistance "was the best thing that could ever happen" to him.

Since moving out of SRHT, Kenneth, now 51, has been actively involved in different activities in his apartment complex, continues working as a peer advocate and got married. Kenneth attributes his success to being "determined", doing "the groundwork" and staying connected to resources such as church, AA, NA, CA, transportation assistance (ACCESS), physical and mental health services. "I stay connected because I can't do it by myself ... It takes a lot of pressure off of me. I don't have to be superman, and I don't mind asking for the things that I need to better my life."

When asked what advice he would give other residents transitioning out of supportive housing, he stated:

"Make sure you want to move because you want to move to better yourself... Make sure that you know how to budget ... Make sure that if you want to move, that you lay your groundwork on where you are moving to, you have checked it out, make sure that you have the frame of mind ... to be able to live without the support of permanent supportive housing. Make sure that you are psychologically ready. Make sure that you are connected mentally, make sure you have no substance abuse problems, untreated mental illness, that's not the place for that... Wherever you go, it's going to be a process. Make sure you're ready for the process, and if you're ready for the process, then it can be done "

Housing Stability

In addition to possessing key socio-emotional skills, Movers also demonstrated the ability to be financially responsible and remain stably housed. While research has shown that there is generally high housing retention (75-85%) among those who enter supportive housing,¹⁸ less is known about the housing stability of those who decide to move from supportive housing. In this evaluation, 88% of Movers (21 of the 24) remained housed at the one-year mark. Among Movers, financial readiness contributed to housing stability, despite individuals having concerns about their finances. While most Movers remained stably housed for the course of the one year evaluation period, half were considering moving again, and three became unstably housed. The following section provides a closer look at factors related to housing stability.

Financial readiness and budgeting skills contributed to housing stability for Movers despite limited finances and income. Most Movers were able to maintain stable housing through budget management skills, which included prioritizing paying their rent first. Several Movers shared how supportive housing helped them build their financial skills, “[Supportive housing] helped me in the sense that it taught me how to pay my bills all the time, how to be responsible [...]. I know that I got to pay my bills. I have to pay my rent to keep a roof over my head. And I have to maintain responsibility.”

As noted earlier, the monthly median income for Movers was \$909, which is below the poverty threshold for a family of one, or \$980 a month.¹⁹ Given their limited finances, it is not surprising that most Movers were concerned about their financial situation when moving out of supportive housing (baseline). While this percentage slightly decreased over time, most Movers continued to be concerned about their financial situation throughout the one year follow-up period (see Exhibit 3). Despite these concerns, the vast majority of

Movers reported they were able to pay their rent on time over the course of the year (see Exhibit 3). Providers also shared the need to discuss the “reality” of living independently with limited resources with

residents. For example, “when we discuss that so and so wants to move out but she wants to move out only with GR. This is not sustainable. We just have those candid conversations with the [residents]. It is ultimately up to the [them] if they want to move out”.

Several Movers relocated within a year and several more were planning to move. Out of the twenty-four Movers, six moved during the course of this evaluation. Three individuals moved within the first six months and another three moved by the twelve-month follow-up period. There were various reasons for moving, including negative interactions with building management or other residents, inability to afford their rent, or concerns about the neighborhood such as feeling unsafe or the desire for a more central location. While satisfaction with their housing and neighborhood were generally high throughout the evaluation period, rates of satisfaction slightly decreased over time (see Exhibit 4). Twelve Movers shared that they planned on moving again within the next two years. During follow-up interviews, several Movers were seeking bigger places or wanted to move to a safer and quieter neighborhood. A few Movers also wanted to find places that were more wheel chair accessible and family friendly. For the

<i>Strongly Agree/Agree...</i>	Baseline (N=24)	6 months (N=18)	12 months (N=15)
I am concerned about my financial situation	67%	56%	48%
I am able to pay my rent on time	100%	95%	100%

¹⁸ CSH (no date). Supportive Housing Research FAQs: How Long Do People Stay in Supportive Housing and What Happens When They Leave? Retrieved from <http://www.csh.org/wp-content/uploads/2011/11/HousingRetentionFAQFINAL.pdf>

¹⁹ Health and Human Services 2015 Poverty Guidelines identifies households with one person that have an annual income of \$11,770 or less (or \$980.83 a month) as living in poverty. <https://aspe.hhs.gov/2015-poverty-guidelines>

most part, those that moved were able to find new housing that better met their needs or wants, suggesting that they were able to manage the stress of moving on their own.

Exhibit 4. Satisfaction with Housing and Neighborhood % of Movers who Agree or Strongly Agree			
	Baseline (N=24)	6 months (N=18)	12 months (N=15)
I am happy with my apartment unit	100%	83%	71%
I feel safe in my apartment unit	100%	83%	86%
I am happy with my neighborhood	96%	77%	79%

Three of the twenty-four Movers became unstably housed within twelve months of moving out of supportive housing. Two of these individuals moved without Section 8 vouchers (one person moved during federal budget sequestration and one moved after federal budget sequestration had ended). One of these “non-voucher” Movers was evicted because Social Security reduced one of her monthly payments after overpaying another month, resulting in unpaid rent. The other “non-voucher” Mover is currently moving from one relative’s home to another and therefore is not stably housed. Finally, the third Mover shared during a follow-up interview that she was in the process of losing her Section 8 voucher because her husband, who has a criminal record, moved in.²⁰ She is now completely homeless and living in churches and shelters. The Mover who is now homeless is currently seeking support from her former supportive housing case manager to obtain housing, while the other two are not receiving any follow-up support (one is traveling outside the Los Angeles area and not seeking support, while the other had negative experiences with her case manager and is not seeking support from prior supportive housing providers).

Moving On Transition Support

The transitional support provided through Moving On was considered to be critical in facilitating a successful move. Specifically, the financial and case management support was most helpful to Movers. In the following section, we present Movers’ perceived helpfulness of Moving On support, as well as areas they felt support could have been improved. In addition, we describe some of learnings that providers experienced while implementing Moving On.

The monetary support offered through Moving On was critical for Movers. Movers received monetary support ranging from \$1,000 to \$2,000 that was used for moving costs such as the security deposit, first and last month’s rent, as well as buying housing essentials like furniture and household appliances. The monetary support enabled Movers to overcome the initial burden associated with moving costs and allowed Movers to stretch the funds they had for moving. These funds provided emotional relief for Movers who were stressed and had feelings of hesitation when thinking about how they would be able to cover moving expenses. For example, one Mover said, “The deposit, it was really helpful. Oh my God, my high blood pressure went down, and I could breathe easier.” Another said, “The financial assistance was helpful – it basically went as credit for rent for us and it helped us kind of breathe a little.”

20 Since these interviews were conducted the U.S. Department of Housing and Urban Development has released guidance the application of the Fair Housing Act Standards for those who have criminal records. For more information about these guidelines, please see http://portal.hud.gov/hudportal/documents/huddoc?id=HUD_OGCGuidAppFHASandCR.pdf.

In some instances, providers wrote promissory notes to Mover’s landlords, who were then willing to accept deposit funds after tenants had moved in. While this helped some Movers secure a unit, for some it later became a source of stress and strained their relationships with landlords. “I did not get [the deposit] until last month...The landlord let me move in without the deposit. There was a promissory note that they will pay the deposit within 30 days, but it went to 60 [days]. I was about to be put out. I did not have \$2,000. Everything got worked out. [The supportive housing agency] called the landlord and they worked it out.” Finally, while most Movers said they were able to manage the physical move (e.g., paying for a U-Haul truck, moving boxes, etc.) on their own or with the help of family or friends, others said they would have benefited from this support. While supports related to the physical move (such as buying moving boxes or renting a truck) are qualifying expenses under Moving On, most of the providers used the financial resources that were allocated for Movers towards their security deposit, first and last month’s rent, and household items (such as furniture, dishware, and household appliances).

Critical transitional supports included identifying and securing a new home as well as developing a positive relationship with their new landlord. For the most part, Movers felt satisfied with the quality of support from case managers. According to providers, they worked with Movers to help them understand the realities of living independently and what is required to retain housing, such as prioritizing needs over wants and budgeting and complying with Section 8 rules. As one provider shared, “There is a lot of conversation around housing retention, how to make sure that they retain that voucher and don’t jeopardize [that]...like not allowing family members to move in with you because they’re not on the voucher.”

“When I work with them outside of here, I make sure that they build a relationship with their landlords. If they have any problems or issues with their unit, they know where to go. Making sure that they have built that relationship with the property manager so they know where they can find them or what they can help them with.”

Provider

Many Movers appreciated the support they received from case managers in searching for housing. One Mover said, “They treated me with respect and they have really been able to help me.” Many providers also expressed the importance of building good relationships with Movers during this transition period, “I built a relationship with them. If we can help, we are going to do it. Even after leaving [supportive housing], they know I am a trustworthy person. What they tell me is going to stay with me and I genuinely care for them. After a year, they know they can come back”. Some providers also helped Movers improve communication with their landlords after realizing a few Movers had difficulty interacting with their landlords and felt they were being treated unfairly. Some case managers also exchanged their information with landlords in order to provide additional support when necessary. Several key stakeholders confirmed the importance of offering supports to landlords so that they have resources that they can turn to if and when they experience challenges with their tenants. Key stakeholders suggested that providing supports to landlords may make them more open to accepting Section 8 vouchers.

Finally, while several Movers expressed how helpful it was when case managers helped find affordable housing listings and handle Section 8 issues (e.g., porting), a few others said they would have benefitted from more support obtaining their housing. As one recalled, “If somebody is genuinely going to move and if they can help them, give them a list of places, because that was like a nightmare. [...] If they could help somebody locate a place or get a list of places that accept Section 8 in a certain area; that would be very helpful.”

“The case managers have been doing a lot of the work along with the former residents that have moved out. It is very time consuming because you have to find the landlord, find that they will accept Section 8, if it is an acceptable neighborhood, all those things, all the qualifications that goes with that.”

Provider

Providers experienced a learning curve

implementing Moving On. While all providers had previous experience supporting clients moving out of supportive housing, there was a learning curve with implementing the Moving On program. For example, providers had to learn how to support their clients in navigating the Section 8 process, find appropriate and available housing, and negotiate leases with the landlord. Finding and securing housing was especially challenging during the period of federal sequestration when Section 8 vouchers were frozen, which occurred during the first round of funding. CSH convened landlord panels that exposed providers to other forms of affordable housing and some resources to help navigate those systems. Some case managers described helping their clients get on waiting lists for affordable housing but generally described the process as time consuming.

Service Needs during Initial Move and Follow-Up

While it is expected that individuals who are ready to move out of supportive housing will require less formal support from providers, it is still important to understand the type and amount of support that Movers may require as they continue to make the transition towards independent living in the community. Overall, while Movers had minimal expectations of support from providers, data showed that many Movers may still need support up to a year after moving out. In this section, we present the self-reported needs of Movers from baseline to twelve-month follow-up, whether they received the appropriate support, and the type and quality of follow-up support.

Movers identified a variety of supports needed around the time of their move. At baseline (see Exhibit 5), Movers surveyed reported their most common needs were follow-up case management (77%), financial assistance (73%), assistance with furnishing and appliances (62%), mental health services (50%) and access to community resources (50%). The majority of Movers said they received the services they needed at baseline. Services most frequently received included: follow-up case management, financial assistance, mental health services, transportation aid, and furnishings. Services less frequently received included: childcare and physical health services.

Interestingly, in contrast to data collected in the surveys, during baseline interviews with Movers, many expressed they were in a good place and did not need any further support. While this seems inconsistent with the survey data (specifically the need for case management), when asked to think about things they *would* have liked or things that may be useful for *others* to make a successful transition, many Movers provided suggestions. Their suggestions included support paying utilities and bills, support moving again (e.g., deposit, finding a new home), continued case management (particularly for those with substance abuse, mental health, or chronic health conditions), support finding a job and support finding housing that fit the requirements of their Section 8 voucher.²¹

While Movers did not expect ongoing support through Moving On, data indicated a variety of needs throughout the first year, some of which were unmet. Moving On initiatives across the country vary in the types of follow-up support offered; some programs build in specific requirements for follow-up care while others do not.^{22,23} The CSH Moving On initiative in Los Angeles did not have formal requirements for specific follow-up care, which may have resulted in varying levels of support offered by providers as well as differences in Movers' understanding or expectations about the types of support that would be available to them. For example some Movers mentioned that they were told to contact providers for anything, and felt comfortable doing so when needed, while others were not clear why or when they could reach out for support. In fact, some Movers asked the evaluation team for support during interviews, sometimes asking the evaluator to reach out to the provider on their behalf.

Exhibit 5. Type of Support Needed at Baseline		
	Needed Support	Received Support
Follow-up case management	77% (17 out of 22)	100% (11 out of 11)
Employment referrals	36% (8 out of 22)	71% (5 out of 7)
Mental health services	50% (11 out of 22)	83% (5 out of 6)
Physical health services	36% (8 out of 22)	60% (3 out of 5)
Financial assistance	73% (16 out of 22)	85% (11 out of 13)
Transportation aid	36% (8 out of 22)	83% (5 out of 6)
Educational assistance	14% (3 out of 22)	67% (2 out of 3)
Furnishings, appliances, etc.	62% (3 out of 22)	82% (9 out of 11)
Childcare	23% (5 out of 22)	60% (3 out of 5)
Access to community resources	50% (11 out of 22)	71% (5 out of 7)

While some Movers did not expect any follow-up supports (e.g. “At the end of the day, when you are moving you have to be independent by yourself. What if the services are not there and you are still?”), survey data suggests that follow-up support may be needed over time. During the six- and twelve-

²¹ Throughout our interviewing period, we noticed it was a challenge for several Movers to open up and provide a lot of detail about their experiences and needs. Given that they had recently moved to more independent forms of housing, some may have been reluctant to share challenges that they experienced in the past or those that they were currently experiencing. This may have led to inconsistencies between their survey and interview responses. Often interviewees were more comfortable taking about the experiences of others moving from supportive housing to more independent housing rather than speaking of their personal experiences.

²² Lyon, T. (2012). Jericho Project: Successful Exits and Permanent Housing Turnover. Presentation at the National Alliance to End Homelessness. Retrieved from http://www.endhomelessness.org/page/-/files/4669_file_6.6_Successful_Exits_Lyon_Jericho.pdf

²³ Temple, C. (2014). Moving On From PSH: Next Steps for the Individual, Program and Community. Presentation at the National Alliance to End Homelessness. Retrieved from <http://www.csh.org/wp-content/uploads/2014/09/Moving-On-from-PSH.pdf>

month follow-ups, Movers continued to report (via surveys) the need for case management, physical and mental health services, transportation, and furnishings, yet some did not receive this support (see Exhibit 6).

Exhibit 6. Type of Support Needed				
	At 6 Month Follow-Up (n=18)		At 12 Month Follow-Up (n=15)	
	Needed Support	Received Support	Needed Support	Received Support
Follow-up case management	61% (n=11)	46% (n=5)	53% (n=8)	25% (n=2)
Employment referrals	28% (n=5)	20% (n=1)	27% (n=4)	0% (n=0)
Mental health services	67% (n=12)	75% (n=9)	60% (n=9)	78% (n=7)
Physical health services	56% (n=10)	60% (n=6)	60% (n=9)	89% (n=8)
Financial assistance	44% (n=8)	75% (n=6)	40% (n=6)	0% (n=0)
Transportation aid	44% (n=8)	63% (n=5)	53% (n=8)	50% (n=4)
Educational assistance	17% (n=3)	33% (n=1)	--	--
Furnishings, appliances, etc.	50% (n=9)	33% (n=3)	47% (n=7)	29% (n=2)
Childcare	6% (n=1)	0% (n=0)	7% (n=1)	0% (n=0)
Access to community resources	44% (n=8)	25% (n=2)	33% (n=5)	20% (n=1)

Additionally, 61% of Movers (N=11) interviewed at six months and 57% of Movers (N=8) at twelve months “strongly agreed or agreed” that they would like more support from their case managers. Over time, the need for some support services (e.g., case management, financial assistance and mental health) tapered off slightly, while the need for other services (e.g., physical health and transportation) increased slightly. It is important to note that while survey data shows a slight decrease in the need for financial assistance, during interviews, several Movers shared challenges associated with managing tight budgets and not having enough financial resources to meet other basic needs. One Mover described the difference between living in supportive housing and living independently, “I had all my utilities paid and services nearby for discounted and free stuff. It just seemed easier to live there. Here, almost all of my money is wiped out with bills first of all. I feel a little estranged. It’s a big difference.”

The level of follow-up support provided during the twelve-month period after the move varied and raises questions about who is best suited to provide ongoing support to Movers. Given that follow-up support was not a formal requirement of this Moving On initiative, the type, quality, and duration of support varied by agency and by participant. In most cases, follow-up support was informal (e.g., check in calls to ask how Movers were doing and feeling). During six-month interviews, seven Movers said they received follow-up calls or visits during the first six months. By twelve months, three Movers said they received follow-up support during the last six months. Those who received follow-up support found it useful and appreciated the continued contact with their case managers. Follow-up support included access to basic needs such as clothes, case management (especially for individuals with severe physical conditions, mental health issues, and substance use issues), and access to services provided by the supportive housing agency. As mentioned earlier, while the majority of Movers shared that they could contact their supportive housing agency for help; very few actually called during the follow-up period or were unsure under which circumstances they could reach out to providers again. During the six-month interviews, some Movers thought they no longer qualified for support since they no longer lived in supportive housing.

“I am broke at the beginning of the month. I feel really insecure in that area. I get cash aid and after I paid my rent I am completely broke until the next month. I need my food stamps for food. I get only \$600 dollars and after paying rent, car insurance, car note, laundry soap and things like that, by the time I am done paying bills, I have \$7 left and that goes in my gas tank.”

Mover

Key stakeholders also wondered about those who would be best positioned to provide ongoing case management and supportive services to Movers after their transition out of supportive housing. While supportive housing case managers often know the personal histories of Movers and develop connections to them during their residency, the physical distance between a service provider and a Mover’s new home may be a barrier to providing continued support. While Moving On provided participating organizations with some funding for staff time to support Movers as they looked for and settled into their new homes, funding sources for providers are generally limited to the provision of services within supportive housing. Key stakeholders wondered whether service providers in the Mover’s new community or new service models, such as mobile units, might be better positioned to provide Movers with ongoing support in their new homes and community.

The Unique Needs of Families that Move

When supportive housing was first introduced as a promising intervention to address chronic homelessness, there was little known about the supportive housing needs of families compared to single adults. Research has since shown that homeless families are also vulnerable to chronic homelessness, extreme poverty, and that heads of households may experience challenges related to substance abuse and mental health disorders.^{24,25} As we learn more about the needs of families living in supportive housing, research has found that they require support around income, education, child care, as well as case management and housing/systems advocacy.²⁶ However, much less is known about what families need once they are ready to move out of supportive housing.

In the current evaluation, 42% of Movers (n=10) included families (those with at least one minor child in their primary care), warranting the need to take a closer look at their experiences. Based on interviews with Movers and providers, Movers with families faced additional and unique challenges during the move out period and beyond. With limited free time, Movers with young children could only search for housing during school hours, which is when public transportation is often slower and more intermittent. Providers shared that housing units for families were also typically more expensive, so securing any additional funding was imperative for families (some agencies provided more for families than for singles). Additionally, Section 8 housing requirements sometimes prohibited formerly convicted family members from moving in. Finally, Movers with families expressed a greater financial need and overall greater decrease in satisfaction over time than single Movers. The following provides an overview of the significant differences found between these two groups of Movers.

"I am not going to stay here...I am going...up to the desert. It has the space that my kids deserve. A backyard of their own, a garage."
Mover

- **Families need more financial assistance than single adults.** Overall families tended to have more needs with respect to financial assistance. At baseline, Movers with families (mean= 1.57) tended to be more concerned about their financial situation than those who were single (mean= 2.50).²⁷ Additionally, Movers with families (mean=1.0) tended to have a higher need for financial assistance than those who were single (mean=0.50) at baseline.²⁸ This is likely due to that fact that Movers with families had children, which results in a higher cost of living (including health, school, basic needs, childcare, etc.). In addition, Movers with families (mean=0.57) tended to have a higher need for employment referrals than those who were single (mean=0.0)^{29,30} by the twelve-month follow-up period.

²⁴ CSH and the National Center on Family Homelessness (2006). The Role of Permanent Supportive Housing in Addressing Family Homelessness. Retrieved from http://www.csh.org/wp-content/uploads/2011/12/Report_pshfamhomeless.pdf

²⁵ The Urban Institute and Harder+Company Community Research (August 2005). The Family Permanent Supportive Housing Initiative: Family History and Experiences in Supportive Housing. Retrieved from <http://www.urban.org/sites/default/files/alfresco/publication-pdfs/411220-The-Family-Permanent-Supportive-Housing-Initiative.PDF>

²⁶ CSH and the National Center on Family Homelessness (2006). The Role of Permanent Supportive Housing in Addressing Family Homelessness. Retrieved from http://www.csh.org/wp-content/uploads/2011/12/Report_pshfamhomeless.pdf

²⁷ An independent-samples t-test revealed a statistically significant difference between single Movers and Movers with families on level of concern over finances, $t(13) = 2.33, p = 0.037$.

²⁸ An independent-samples t-test revealed a statistically significant difference between single Movers and Movers with families on financial assistance need, $t(13) = -2.46, p = 0.029$.

²⁹ An independent-samples t-test revealed a statistically significant difference between single Movers and Movers with families on employment referral need, $t(6) = -2.83, p = 0.030$.

³⁰ Lower means in score translate to less need on a Likert type scale, while higher means translate to higher need.

- **Families were less satisfied with their housing compared to single Movers.** There was a significant difference in satisfaction with housing between Movers who were single (mean=1.38) and those who moved with their families (mean=2.33) at the twelve-month follow-up.³¹ Movers who were single tended to be happier with their housing unit than those with families.³² Based on qualitative findings from providers and Movers, some Movers with families expressed specific concern over having their children live in unsafe neighborhoods and having adequate living space for their families. This concern also increased over time. Consequently some ended up moving from their new homes in the first six to twelve months, while others were planning to move.
- **Mental health needs were greater among single Movers.** There was a significant difference between single Movers (mean=0.88) and those who moved with their families (mean=0.57) at baseline when looking at mental health need.³³ Movers who were single tended to have a higher need for mental health services than those with families upon moving out of supportive housing.

³¹ Lower means in scores translates to less satisfaction on a Likert type scale, while higher means translate to higher satisfaction.

³² An independent-samples t-test revealed a statistically significant difference between single Movers and Movers with families on satisfaction with housing, $t(12) = -2.29$, $p = 0.041$.

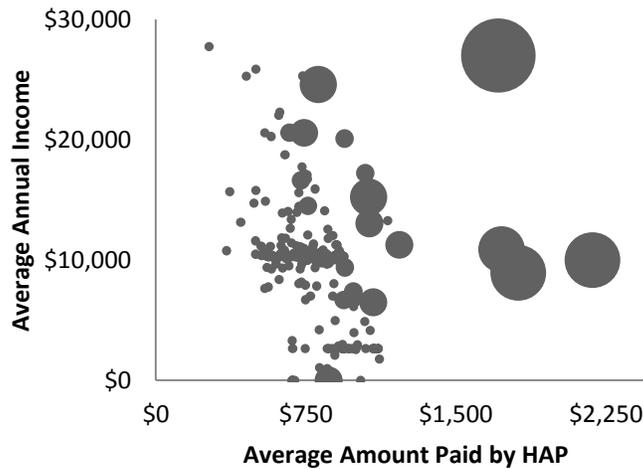
³³ An independent-samples t-test revealed a statistically significant difference between single Movers and Movers with families on need or mental health services, $t(13) = 2.71$, $p = 0.018$.

Linkages to Data about Shelter+Care Clients Who Were Issued Section 8 Vouchers

HACLA provided de-identified tenant-level data about transactions for Section 8 participants who moved from Shelter+Care between June 2011 and August 2014. The population captured in this dataset is similar to Moving On participants and provides context within which the current Moving On efforts can be situated.

Since the Section 8 program takes into account family size, it is important to understand how this variable impacts monthly rental assistance payments. The relationship between income, family size, and rental assistance is shown in the figure below. Importantly, the size of the bubbles denotes family size and demonstrates that the largest monthly payments are directed towards clients with the largest families even after taking into account annual income. This finding supports the evaluation findings that needs of families participating in Moving On were unique and suggests that future Moving On efforts may want to consider family size in determining the level of financial assistance provided.

Relationship between Annual Income, Family Size, and Rental Assistance



Considerations for Future Work

Moving On efforts, such as the one examined in this evaluation, have the potential to impact housing and homelessness on multiple levels. At the individual level, these programs promote higher levels of independence by giving tenants the opportunity and choice to make the transition to more independent and less service-intensive types of housing environments. At the systems level, these efforts help to alleviate the pressure related to the limited availability of supportive housing, by backfilling vacated units with currently homeless individuals who need the supports offered by supportive housing.

This three-year evaluation of the Moving On initiative in Los Angeles has implications for supportive housing service providers interested in implementing similar efforts, as well as funders and policy makers concerned about housing and homelessness issues. Key findings are highlighted below along with considerations for future Moving On efforts.

- **Despite Movers' fears, most were able to maintain stable housing throughout the one year period examined by this evaluation.** This study confirms findings of other Moving On efforts that found many of those in supportive housing are able and willing to move to more independent forms of housing. Twenty-one of the twenty-four Movers who participated in this evaluation remained stably housed at the one-year mark. Independent living skills, financial literacy, and budgeting skills gained during their time in supportive housing enabled Movers to manage limited financial resources and make decisions that helped them remain stably housed. Despite high rates of housing stability, Movers expressed that limited financial means and income continued to be a source of stress in their lives and identified they often sacrificed other basic needs in order to pay rent. Many Movers were living in financially precarious situations in which an unexpected expense or a shortage in expected income could have detrimental repercussions.
- **While most Movers were able to maintain their housing, a sizeable portion of Movers expressed a continued need for support services.** Throughout the course of this evaluation, Movers continued to express a need for support services ranging from case management to mental and physical health services and access to community resources. A number of those who expressed a need for these services reported those needs were not being met. This finding suggests Movers continue to have a need for support services when living in independent housing. Models to support the ongoing needs of Movers such as more formalized after-care services provided by supportive housing service providers, mobile units, and stronger connections to community services should be explored as part of future Moving On efforts.
- **The evaluation also found that families moving out of supportive housing had a unique set of needs.** Compared to single individuals, families expressed a greater need for financial support and were less satisfied with their housing. These findings are not surprising given the costs associated with raising children and associated concerns about community and home safety may be elevated with children in the home. These findings suggest future Moving On efforts may want to consider family size both when determining the level of financial assistance provided as well as the level of support provided in finding a home.

Appendix A. Profile of Organizations that Participated in the Moving On Evaluation

Four organizations that implemented Moving On were included in this evaluation.³⁴ Three organizations (DWC, LAMP Community and Skid Row Housing Trust) are located in an area adjacent to downtown Los Angeles called Skid Row. The fourth organization, WLCAC, is located in Watts (in South Los Angeles). While all three organizations provide an array of housing and homeless services, including supportive housing with case management services, they each serve slightly different populations.

Organizations Participating in the Moving On Evaluation		
Organization & Rounds Funded	Organization's Background	Primary Populations Served
Downtown Women's Center (DWC) Rounds 1 & 2	Founded in 1978, the Downtown Women's Center is the only organization in Los Angeles exclusively dedicated to addressing the needs of women overcoming poverty and homelessness in Skid Row.	Chronically homeless women, most with mental health and physical disabilities
LAMP Community Round 1	Founded in 1985, LAMP's mission is to end homelessness of Los Angeles' most vulnerable individuals, primarily adults with mental illness, through a continuum of services and housing, enabling them to reach their highest level of self-sufficiency and community integration.	Chronically homeless single men and women most with mental health and substance abuse issues
Skid Row Housing Trust Round 2	Founded in 1989, Skid Row Housing Trust's mission is to provide permanent supportive housing so that people who have experienced homelessness, prolonged extreme poverty, poor health, disabilities, mental illness and/or addiction can lead safe, stable lives in wellness.	Long-term homeless and disabled men and women
Watts Labor Community Action Committee (WLCAC) Round 1	Founded in 1965, the mission of WLCAC is to improve the quality of life for the residents of Watts and neighboring communities.	Chronically homeless families and singles

³⁴ St. Joseph Center's participants were not included in this evaluation because while the financial supports for their housing changed, they did not physically move to a new home.

Appendix B. Methods, Analytic Approach and Limitations

Evaluation Methods and Informants

Interviews and Surveys with Supportive Housing Tenants: The evaluation included data from three groups of current and former supportive housing residents.

- **Movers (n=24):** Individuals moving with tenant-based Section 8 vouchers as well as those moving without tenant-based Section 8 vouchers. Those without vouchers moved in with friends and family or into other types of housing such as house, apartments and motor homes. Interviews and surveys were completed shortly after they moved out of supportive housing and about six and twelve months after their transition.
- **Retrospective Movers (n=14):** Individuals who moved out of supportive housing using tenant-based Section 8 vouchers *prior* to the Moving On Initiative.
- **Stayers (n=13):** Current supportive housing tenants who qualify for tenant-based Section 8 vouchers and the Moving On Initiative but declined or did not apply for this form of assistance.

Provider Focus Groups and Interviews (n=18 participants): Participants included a range of staff responsible for implementing the Moving On program such as Case Managers, Program Directors, and Directors. Interviews and focus groups were conducted with staff at three funded organizations in the Fall of 2014 and three funded organizations in the Winter of 2015. There was some overlap in the organizations selected during the two funding rounds with some staff participating in a focus group or interview in both 2014 and 2015. These activities focused on identifying implementation successes and challenges.

Key Stakeholder Interviews (n=8): Interviews were conducted in late 2014 with leaders of public sector agencies in Los Angeles County that focus on issues related to homelessness and housing, as well as private funders focused on these issues. The interviews focused on the existing landscape to meet the housing and supportive services needs of the chronically homeless in Los Angeles County to identify assets, gaps, and resources as well as supports needed to help those who are moving from supportive housing to other, less service intensive forms of housing.

Secondary Housing Data: HUD data provided by HACLA was analyzed to examine trends among a sample of Shelter+ Care program participants who moved out of supportive housing using tenant-based Section 8 vouchers between 2011 and 2014. The data were examined to better understand transitions from supportive housing programs to non-supportive housing such as where people moved to and the level of financial assistance they received. The population of this dataset is similar to Moving On participants and was analyzed to provide context for the Moving On experience.

Analytic Approach

The primary method of analysis for qualitative data sources (e.g., tenant interviews, provider focus groups, and stakeholder interviews) was content analysis. Themes used to code interview and focus group data were initially determined by the evaluation questions; additional themes were added, if needed, based on the emergence of themes from the data itself. The evaluation team then conducted a structured thematic analysis of all interview and focus group data to examine cross-cutting themes and situational influences and constraints associated with these themes. Particular attention was paid to similarities and differences across the three tenant groups (e.g., Movers, Retrospective Movers, and Stayers) when analyzing tenant data. Qualitative data were entered into and analyzed using Atlas.ti

which is software that helps organize and code qualitative data. Quantitative data (e.g., tenant surveys and apartment checklists) were examined using univariate analysis (i.e., frequency scores) to describe the characteristics of the tenants who participated in the evaluation and bivariate analysis (e.g., crosstabs, independents samples t-tests and paired samples t-tests) to examine differences between the three subgroups of tenants and changes over time among Movers. All quantitative data were entered and analyzed using Statistical Package for Social Sciences (SPSS).

Limitations

Tenant choice is a driving philosophy of Moving On and other similar efforts. Tenants are the primary decision makers about whether they move out of supportive housing. Therefore, individuals self-selected into the three tenant groups as opposed to being randomly assigned to move out or stay. Therefore it is likely differences exist among the three tenant groups that at least, in part, influence the decision to move out or stay in supportive housing. Furthermore, because the evaluation included individuals served by four different organizations, it is likely that tenants' experiences, both while living in supportive housing and via Moving On, are related to differences among organizations. The results of this evaluation speak to the experiences of those who participated in this study and cannot be generalized to a larger population.

This evaluation also includes longitudinal analysis for a subset of Movers (15 out of 24) that had matched data at the time of their move from supportive housing (referred to as baseline) and approximately twelve months later. The modest number of Movers with matched data resulted in limited statistical power. However, this is the first study of a Moving On program that followed individuals over time to examine changes in key indicators such as housing and financial stability, satisfaction, and social support. Despite these limitations, the findings offer a rich description of the tenant's experiences in supportive housing and through the program that can be used to inform future efforts. Future research and evaluation efforts should explore the feasibility of research designs with comparison or control groups as well as longitudinal studies with larger sample sizes in order to grow the body of literature and better inform the field.

Appendix C. Characteristics of Movers

Demographic Characteristics of Movers (n=24)	
Gender	
Female	67%
Male	33%
Transgender	0%
Ethnicity	
African-American	71%
Asian	0%
Latino	21%
White	0%
Other	8%
Age	
Average Age	44 years
Highest Level of Education	
High school diploma or equivalent or more	71%
Disabilities	
Long-term physical disability	13%
Long-term developmental disability	4%
Chronic health condition	25%
Mental health condition	33%
Substance use	42%
Two or more disabilities	33%
Household Type	
Single adult	58%
Families (with children)	42%

Housing History of Movers (n=24)	
Length of Time in Supportive Housing	
Less than 6 months	5%
6 months to 1 year	5%
1 to 3 years	57%
3 to 5 years	24%
More than 5 years	10%
Housing Prior to Supportive Housing	
Literally homeless	45%
Shelter or transitional housing	50%
Unstably housing and/or at-risk of losing their housing	5%
Previously Received Tenant-Based Section 8	
Yes	21%

Mover's Income (n=24)	
Monthly Income	
Median Monthly Income	\$909
\$1 – \$500	0%
\$501 – \$1,000	57%
\$1,001 – \$1,500	35%
\$1,501 – \$2,000	4%
\$2,001 – \$2,500	4%
Income Sources*	
Earned Income	25%
General Assistance (GA)/General Relief (GR)	0%
Social Security Disability Income (SSDI)	25%
Supplemental Security Income (SSI)	58%
Temporary Assistance for Needy Families (TANF)	29%
Unemployment Insurance	4%
Veteran's Pension	0%
Other	4%

*Movers were asked to select all the sources of income that applied.

Appendix D. Characteristics of Matched Movers

Matched Movers Characteristics (n=15)	
Gender	
Female	67%
Male	33%
Ethnicity	
African-American	73%
Asian	0%
White	0%
Other	27%
Age	
Average Age	46 years
Highest Level of Education	
High School Diploma or Equivalent or more	80%
Monthly Income	
Median Monthly Income	\$1104
Length of Time in PSH	
Less than 6 months	0%
6 months to 1 year	8%
1 to 3 years	39%
3 to 5 years	39%
More than 5 years	15%

Sources of income - Matched Movers* (n=15)		
	Baseline	12 Month
Earned Income	33%	33.3%
Unemployment Insurance	7%	0%
Supplemental Security Income (SSI)	60%	60.0%
Social Security Disability Income (SSDI)	20%	13.3%
Veteran's Disability Insurance	0%	0%
Private Disability Insurance	0%	0%
Worker's Compensation	0%	0%
Temporary Assistance for Needy Families (TANF)	27%	20.0%
General Assistance (GA)/General Relief (GR)	0%	0%
Veteran's Pension	0%	0%
Other	7%	13.3%

*Movers were asked to select all the sources of income that applied.

Income Categories - Matched Movers (n=15)		
	Baseline	12 Month
\$1 – \$500	0%	0%
\$501 – \$1,000	40%	53%
\$1,001 – \$1,500	47%	27%
\$1,501 – \$2,000	7%	7%
\$2,001 – \$2,500	7%	7%
\$2,501 – \$3,000	0%	7%

Disabilities - Matched Movers (n=15)		
	Baseline	12 Month
Long-term physical disability	14%	27%
Long-term developmental disability	0%	7%
Chronic health condition	40%	33%
Mental health condition	13%	13%
Substance use	47%	7%
More than one disability	33%	33%

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