



**Interim Assessment Report 3 to Community Shelter Board:
Evaluation of Central Ohio's Stable Families Program**

APPENDIX A – ASSESSMENT TOOLS

November 30, 2009

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Appendix A: Assessment Tools for Stable Families

Barriers to Housing Stability Assessment

Client Name: _____	Assessment Date: ____ / ____ / ____ ____ Entry ____ 6 months ____ 12 months ____ Exit
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FOR HOUSEHOLD HEADS

1. TENANT SCREENING BARRIERS *(prior to entering program or since last assessment)*

TENANT SCREENING BARRIERS *(Check one)*

- Barriers *(complete below)*
 No Barriers *(skip to next section)*
 Barriers not assessed *(skip to next section)*

1A. RENTAL HISTORY/ISSUES

Number of evictions or unlawful detainers *(Check one)*

- | | | | | | |
|---------------------------------------|--------------------------------------|---|---|---|--------------------------|
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 0 evictions/
unlawful
detainers | 1 eviction/
unlawful
detainers | 2-3 evictions/
unlawful
detainers | 4-9 evictions/
unlawful
detainers | 10 or more
evictions/
unlawful
detainers | Not assessed |

Number of eviction notices for unpaid rent or other lease non-compliance *(Check one)*

- | | | | | | |
|--------------------------|--------------------------|--------------------------|--------------------------|-------------------------------|--------------------------|
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 0 eviction
notices | 1 eviction notice | 2-3 eviction
notices | 4-5 eviction notices | 5 or more eviction
notices | Not assessed |

Poor reference from current/prior landlords *(Check one)*

- Yes No Not assessed

Lack of rental history *(Check one)*

- Yes No Not assessed

1B. CREDIT HISTORY/ISSUES

Unpaid utility bills *(Check one)*

- | | | | | | |
|----------------------------|--------------------------|-----------------------------|--------------------------|-----------------------------------|--------------------------|
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| No unpaid utility
bills | 1 unpaid utility bill | 2-3 unpaid utility
bills | 4-5 unpaid utility bills | 5 or more unpaid
utility bills | Not assessed |

Lack of credit history

- Yes No Not assessed

1C. CRIMINAL HISTORY

One or more misdemeanors

- Yes No Not assessed

Critical felony (sex crime, arson, drugs, violence)

- Yes No Not assessed

Other felony

- Yes No Not assessed

ASSESSMENT 1: ABILITY TO OBTAIN/MAINTAIN HOUSING IN THE COMMUNITY

Impact of tenant screening barriers on housing *(Check one)*

- No Effect
 Minimal Effect
 Moderate Effect
 Major Effect
 Not assessed

2. PERSONAL BARRIERS (prior to entering program or since last assessment)

PERSONAL BARRIERS (Check one)

- Barriers (complete below) No Barriers (skip to next section) Barriers not assessed (skip to next section)

2A. CHEMICAL HEALTH

Chemical use has resulted in housing loss

- Yes No Not assessed

Chemical use currently affects ability to obtain/maintain housing

- Yes No Not assessed

2B. MENTAL HEALTH

Mental health has resulted in housing loss

- Yes No Not assessed

Mental health currently affects ability to obtain/maintain housing

- Yes No Not assessed

2C. DOMESTIC VIOLENCE/ABUSE

Domestic violence/abuse resulted in housing loss

- Yes No Not assessed

Domestic violence/abuse currently affects ability to obtain/maintain housing

- Yes No Not assessed

ASSESSMENT 2: ABILITY TO OBTAIN/MAINTAIN HOUSING IN YOUR COMMUNITY

Impact of client's personal barriers on housing (Check one)

- No Effect Minimal Effect Moderate Effect Major Effect Not assessed

3. INCOME BARRIERS (prior to entering program or since last assessment)

INCOME BARRIERS (Check one)

- Barriers (complete below) No Barriers (skip to next section) Barriers not assessed (skip to next section)

3A. INCOME

Needs/needed temporary financial assistance to obtain/maintain housing

- Yes No Not assessed

If housed: percent of income spent on housing (rent and utilities) (Check one)

- 35% or less 36% to 50% 51% to 65% 66% to 80% More than 80% Not Assessed

If not housed: amount able to spend on housing-\$ (Check one)

- 0 1-100 101-151 151-200 201-250 251-300 301-350
 351-400 401-500 501-600 601-700 701-800 801 or more Not Assessed

3B. OTHER INCOME - RELATED

Lacks ongoing, permanent housing subsidy (e.g. Section 8)

- Yes No Not assessed

Lacks steady, full time employment

- Yes No Not assessed

Lacks high school diploma or GED

- Yes No Not assessed

Job barrier: limited English proficiency

- Yes No Not assessed

Job barrier: lack of reliable transportation

- Yes No Not assessed

Job barrier: lack of reliable/affordable child care

- Yes No Not assessed

ASSESSMENT 3: ABILITY TO OBTAIN/MAINTAIN HOUSING IN YOUR COMMUNITY

Impact of client's income barriers on housing (Check one)

- No Effect Minimal Effect Moderate Effect Major Effect Not assessed

OVERALL BARRIER ASSESSMENT

OVERALL BARRIER-level (Optional)

- Level 1: Zero to minimal barriers-able to obtain/maintain housing with no or minimal supports
 Level 2: Moderate barriers-able to obtain/maintain housing with moderate one-time or brief transitional supports
 Level 3: Serious barriers-able to obtain/maintain housing with significant, intensive transitional supports
 Level 4: Long-term barriers-able to obtain/maintain housing with significant, intensive transitional or ongoing supports
 Level 5: Severe barriers-able to obtain/maintain housing with significant, intensive and ongoing supports

SERVICES RECEIVED BY FAMILY (only complete at 6 month, 12 month and exit assessment):

Services provided by FHC Long-Term program for this family: (Check all that apply)	Community based resources/services used by this family: (Check all that apply)
<input type="checkbox"/> Housing search and/or placement assistance	<input type="checkbox"/> Mental health and/or substance abuse treatment
<input type="checkbox"/> Case management (assessment, goal setting, etc.)	<input type="checkbox"/> Physical health
<input type="checkbox"/> Budgeting assistance/instruction	<input type="checkbox"/> Basic needs (food, clothing, furniture, etc.)
<input type="checkbox"/> Housekeeping assistance/instruction	<input type="checkbox"/> Emergency financial needs (e.g. rent, utilities, other)
<input type="checkbox"/> Mediation with landlord to address lease compliance concern	<input type="checkbox"/> Daycare
<input type="checkbox"/> Help with developing other life skills (e.g. time management, stress management)	<input type="checkbox"/> Transportation
<input type="checkbox"/> Access to FHC direct client assistance for emergency financial need (e.g. rent, utilities, other)	<input type="checkbox"/> Legal assistance
<input type="checkbox"/> Help with transportation (bus tickets, ride to appointment, etc.)	<input type="checkbox"/> Landlord mediation assistance to obtain or maintain housing
<input type="checkbox"/> Help with finding/keeping employment	<input type="checkbox"/> Employment
<input type="checkbox"/> Help with educational goal attainment, goal setting	<input type="checkbox"/> Education/training/GED
<input type="checkbox"/> Assistance accessing one or more of the following community resources/services (through information, referral and/or advocacy):	<input type="checkbox"/> Other (specify):
<input type="checkbox"/> Mental health and/or substance abuse treatment	<input type="checkbox"/> Other (specify):
<input type="checkbox"/> Physical health	<input type="checkbox"/> Other (specify):
<input type="checkbox"/> Basic needs (food, clothing, furniture, etc.)	<input type="checkbox"/> Other (specify):
<input type="checkbox"/> Emergency financial needs (e.g. rent, utilities, other)	
<input type="checkbox"/> Daycare	
<input type="checkbox"/> Transportation	
<input type="checkbox"/> Legal assistance	
<input type="checkbox"/> Landlord mediation assistance to obtain or maintain housing	
<input type="checkbox"/> Employment	
<input type="checkbox"/> Education/training/GED	
<input type="checkbox"/> Other (specify):	FHC CASE MANAGEMENT SERVICES
<input type="checkbox"/> Other (specify):	Case management assistance since last assessment:
<input type="checkbox"/> Other FHC Services (specify):	Number of home/office visits with family: _____
<input type="checkbox"/> Other FHC Services (specify):	Average duration of visit (in minutes): _____



1. Matrix Summary

Intake Date: _____/_____/_____ Staff Name: _____

Agency Name: _____ Program Name: _____

2. Client Information

First Name _____ MI _____ Last Name _____ Suffix _____

Client ID (optional Agency ID) _____ SS# _____ - _____ - _____

3. Self-Sufficiency Matrix (for the Ohio Family Homelessness Prevention Pilot Project)

Instructions:

- Complete this form for all clients at: 1) entry, 2) exit, 3) at 3 months post exit, 4) at 6 months post exit
- Select one and only one level in each of the 17 areas below by marking the box next to the appropriate level
- Level categories: 1 = In Crisis, 2 = Vulnerable, 3 = Safe, 4 = Building Capacity, 5 = Empowered

Assessment Type (Point in Time - select one): Entry Exit 3 Month 6 Month

1. Income

- 1. No Income
- 2. Inadequate income and/or spontaneous or inappropriate spending
- 3. Can meet basic needs with subsidy; appropriate spending
- 4. Can meet basic needs and manage debt without assistance
- 5. Income is sufficient, well managed; has discretionary income and is able to save

2. Employment

- 1. No Job
- 2. Temporary, part-time or seasonal; inadequate pay; no benefits
- 3. Employed full-time; inadequate pay; few or no benefits
- 4. Employed full-time with adequate pay and benefits
- 5. Maintains permanent employment with adequate income and benefits



3. Shelter

- 1. Homeless or threatened with eviction
- 2. In transitional, temporary or substandard housing; and/or current rent/mortgage payment is unaffordable
- 3. In stable housing that is safe but only marginally adequate
- 4. Household is safe, adequate, subsidized housing
- 5. Household is safe, adequate, unsubsidized housing

4. Food

- 1. No food or means to prepare it. Relies to a significant degree on other sources of free or low-cost
- 2. Household is on food stamps
- 3. Can meet basic food needs but requires occasional assistance
- 4. Can meet basic food needs without assistance
- 5. Can choose to purchase any food household desires

5. Childcare

- 0. N/A
- 1. Needs childcare, but none is available/accessible and/or child is not eligible
- 2. Childcare is unreliable or unaffordable; inadequate supervision is a problem for childcare that is available
- 3. Affordable subsidized childcare is available but limited
- 4. Reliable, affordable childcare is available; no need for subsidies
- 5. Able to select quality childcare of choice

6. Children's Education

- 0. N/A
- 1. One or more eligible children not enrolled in school
- 2. One or more eligible children enrolled in school but not attending classes
- 3. Enrolled in school, but one or more children only occasionally attending classes
- 4. Enrolled in school and attending classes most of the time
- 5. All eligible children enrolled and attending on a regular basis

7. Adult Education

- 1. Literacy problems and/or no high school diploma/GED are serious barriers to employment
- 2. Enrolled in literacy and/or GED program and/or has sufficient command of English so language is not a barrier to employment
- 3. Has high school diploma/GED
- 4. Needs additional education/training to improve employment situation and/or to resolve literacy problems to where they are able to function effectively in society
- 5. Has completed education/training needed to become employable. No literacy problems



8. Legal

- 1. Current outstanding tickets or warrants
- 2. Current charges/trial pending; noncompliance with probation/parole
- 3. Fully compliant with probation/parole terms
- 4. Has successfully completed probation/parole within past 12 months; no new charges filed
- 5. No felony criminal history and/or no active criminal justice involvement in more than 12 months

9. Health Care

- 1. No medical coverage with immediate need
- 2. No medical coverage and great difficulty accessing medical care when needed. Some household members may be in poor health
- 3. Some members (Healthy Start, Health Families or children on State Children's Health Insurance Program)
- 4. All members can get medical care when needed but may strain budget
- 5. All members are covered by affordable, adequate health insurance

10. Life Skills

- 1. Unable to meet basic needs such as hygiene, food, activities of daily living
- 2. Can meet a few but not all needs of daily living without assistance
- 3. Can meet most but not all daily living needs without assistance
- 4. Able to meet all basic needs of daily living without assistance
- 5. Able to provide beyond basic needs of daily living for self and family

11. Mental Health

- 1. Danger to self or others; recurring suicidal ideation; experiencing severe difficulty in day-to-day life due to psychological problems
- 2. Recurrent mental health symptoms that may affect behavior but not a danger to self/others; persistent problems with functioning due to mental health symptoms
- 3. Mild symptoms may be present but are transient; only moderate difficulty in functioning due to mental health problems
- 4. Minimal symptoms that are expectable responses to life stressors; only slight impairment in functioning
- 5. Symptoms are absent or rare; good or superior functioning in wide range of activities; no more than every day problems/concerns

12. Substance Abuse

- 1. Meets criteria for severe abuse; resulting problems so severe that institutional living or hospitalization may be necessary
- 2. Meets criteria for dependence; preoccupation with use and/or obtaining drugs/alcohol; withdrawal or withdrawal avoidance behaviors evident; use results in avoidance or neglect of essential life activities
- 3. Use within last 6 months; evidence of persistent or recurrent social, occupational, emotional or physical problems related to use (such as disruptive behavior or housing problems); problems that have persisted for at least one month
- 4. Client has used during last 6 months but no evidence of persistent or recurrent social, occupational, emotional, or physical problems related to use; no evidence of recurrent dangerous use
- 5. No drug use/alcohol abuse in last 6 months



13. Family Relations

- 1. Lack of necessary support from family or friends; abuse (DV, child) is present or there is child neglect
- 2. Family/friends may be supportive but lack ability or resources to help; family members do not relate well with one another; potential for abuse or neglect
- 3. Some support from family/friends; family members acknowledge and seek to change negative behaviors; are learning to communicate and support
- 4. Strong support from family or friends; household members support each other's efforts
- 5. Has healthy/expanding support network; household is stable and communication is consistently open

14. Transportation/Mobility

- 1. No access to transportation, public or private; may have car that is inoperable
- 2. Transportation is available but unreliable, unpredictable, unaffordable; may have car but no insurance, license, etc.
- 3. Transportation is available and reliable but limited and/or inconvenient; drivers are licensed and minimally insured
- 4. Transportation is generally accessible to meet basic travel needs
- 5. Transportation is readily available and affordable; car is adequately insured

15. Community Involvement

- 1. No community involvement; in "survival" mode
- 2. Socially isolated and/or no social skills and/or lacks motivation to become involved
- 3. Lacks knowledge of ways to become involved
- 4. Some community involvement (advisory group, support group) but has barriers such as transportation, childcare issues
- 5. Actively involved in community

16. Safety

- 1. Home or residence is not safe; immediate level of lethality is extremely high; possible CPS involvement
- 2. Safety is threatened/temporary protection is available; level of lethality is high
- 3. Current level of safety is minimally adequate; ongoing safety planning is essential
- 4. Environment is safe, yet future of such is uncertain; safety planning is important
- 5. Environment is apparently safe and stable

17. Parenting Skills

- 0. N/A
- 1. There are safety concerns regarding parenting skills
- 2. Parenting skills are minimal
- 3. Parenting skills are apparent but not adequate
- 4. Parenting skills are adequate
- 5. Parenting skills are well developed

STABLE FAMILIES PROGRAM

Family Name: _____
ASSESSMENT Date form completed _____



The Stable Families Program will work with you for 3-6 months to help you stay in your home and keep your children in the same school. The program will help you find and use community resources and help you set and achieve your personal and family goals. Families will also develop a money management plan to make the most of their resources. Is this something you would be interested in?

In order to be considered for the program, it is important for CIS to collect some information from you. There are some intake questions that I need to ask you as part of our data collection. It is a requirement to participate in the program and participation is voluntary. In the initial phases of this program, case managers will be collecting data about your current housing crisis, rental history, criminal history, any personal barriers to maintaining housing, and income. Are you willing to participate in this process?

After taking down your information, the case manager will send it on to the supervisor of the program. The supervisor will then make a determination of whether or not this program fits your family's needs within 2 days. If it does, you will begin working with the case manager immediately. If this program is not a good fit for your family's needs, you will be provided with community resources to help you with your current situation. There is the ability to appeal the decision if you are not in agreement with it.

1. How long have you lived at this address? _____

2. How did you hear about our program? _____

3. Is there anything in what I've just told you about our program that really appeals to you? _____

4. What are your top three housing concerns? Rate them in order of importance.

1. _____
2. _____
3. _____

5. On a scale from 1-10, where would you rate your progress towards resolving these concerns:

1 2 3 4 5 6 7 8 9 10
Little or no progress Some progress Great Progress

6. What kept you from rating yourself lower? _____

7. Where do you want to be? _____

8. What would it take for you to get there? _____

9. What are you willing to do to get there? _____

10. Are you willing to accept case management to work on these concerns? _____

11. What are your families strengths and supports? _____

Members of Household

Name <small>(first, middle int., last, suffix, and maiden if applicable)</small>	Date of Birth	Gender <small>(male, female transgender)</small>	Social Sec. # <small>(if family refuses to give #, please put refused)</small>	Relationship <small>(See categories below)</small>	Race <small>(see codes below; add multiple codes if needed)</small>	Hispanic	Veteran <small>(if family member refuses to answer, put refused)</small>
Include any other names you have gone by in the past or present.							
1. _____	_____	_____	_____	_____	_____	Y N	Y N
2. _____	_____	_____	_____	_____	_____	Y N	Y N
3. _____	_____	_____	_____	_____	_____	Y N	Y N
4. _____	_____	_____	_____	_____	_____	Y N	Y N
5. _____	_____	_____	_____	_____	_____	Y N	Y N
6. _____	_____	_____	_____	_____	_____	Y N	Y N
7. _____	_____	_____	_____	_____	_____	Y N	Y N
8. _____	_____	_____	_____	_____	_____	Y N	Y N

Race Codes: W – White AA – Black or African American AS – Asian AI – American Indian AN – Alaska Native HP – Native Hawaiian or other Pacific Islander

Relationship Categories: son, daughter, step-son, step-daughter. Grandson, granddaughter, wife, husband, brother, sister, mother, father, grandmother, grandfather, significant other, other relative, other non-relative, unknown

Adult Employment

First Name	Employed	Place of Employment	Type	Hours worked last week	Gross monthly income	Source
1. _____	Y N	_____	P T S	_____	_____	_____
2. _____	Y N	_____	P T S	_____	_____	_____
3. _____	Y N	_____	P T S	_____	_____	_____
4. _____	Y N	_____	P T S	_____	_____	_____
5. _____	Y N	_____	P T S	_____	_____	_____

Total: _____

Income Sources: Earned Income, Unemployment Insurance, SSI Benefits, SSDI Benefits, Veterans Disability, Worker’s Compensation, TANF, Retirement Income from Soc. Sec., Private Disability, General assistance, Veteran’s Pension, Pension from former job, Child Support, Alimony, Other Source, No Financial Resources.

Employment Type: P- Permanent, T- Temporary, S- Seasonal.

If not employed, currently looking for work? Yes _____ No _____

Adult Education

First Name	Highest Level of Education Completed (see categories below)	Degree (see categories below)	Currently in School	Received Vocational Training
1. _____	_____	_____	Y N	Y N
2. _____	_____	_____	Y N	Y N
3. _____	_____	_____	Y N	Y N
4. _____	_____	_____	Y N	Y N
5. _____	_____	_____	Y N	Y N

Highest Level education Completed: no schooling, nursery school to 4th grade, 5th grade to 6th grade, 7th grade to 8th grade, 9th grade, 10th grade, 11th grade, 12th grade no diploma, high school diploma, GED, post-secondary school

Degree: None, Associates degree, Bachelor's degree, Masters, Doctorate, Other graduate/professional degree

Non-Cash Benefits

Does anyone in your household receive any of the following non-cash benefits (for the past month)?

Food Stamps, MEDICAID, MEDICARE, State Children's Health Insurance Plan, WIC, VA Medical Benefits, TANF child care services, TANF transportation services, Other TANF-funded services, Section 8, public housing or other rental assistance, Other (specify)

(If family member has multiple sources of non cash benefits, please list separately)

First Name	Benefit Received (specify using categories above)	Monthly Amount	First Name	Benefit Received (specify using categories above)	Monthly Amount
1. _____	_____	_____	2. _____	_____	_____
3. _____	_____	_____	4. _____	_____	_____

Total (for all family members): _____

What other agencies are you working with or have you received assistance from in the recent past?

1. _____ Caseworker's Name and Number _____
2. _____ Caseworker's Name and Number _____
3. _____ Caseworker's Name and Number _____
4. _____ Caseworker's Name and Number _____
5. _____ Caseworker's Name and Number _____

1. What is your current living situation?

_____ Room, apartment, or house that is rented – without assistance of housing subsidy.

_____ Room, apartment, or house that is rented – with subsidy that is project-based.

_____ Room, apartment, or house that is rented – with subsidy that is not project-based.

_____ Apartment or house that you own.

_____ Staying or living with family/friends

_____ Hotel or motel

_____ Emergency Shelter

- Transitional housing
- Permanent housing for formerly homeless persons
- Psychiatric hospital
- Substance abuse treatment facility
- Hospital
- Jail or prison
- Foster care home or foster group home
- Place not meant for habitation
- Don't know
- Refused
- Other (specify) _____

2. How long have you been at your current residence?

- One week or less
- More than one week, less than one month
- One to three weeks
- More than three months, but less than one year
- One year or longer

3. Where was your previous residence located?

- Within Franklin County (inside city-Columbus)
- Within Franklin County (outside city-Columbus)
- Within Ohio (outside Franklin County)
- Outside Ohio

4. List address for previous residence:

County: _____

Street Address: _____

Zip code: _____

Zip code of last permanent address (lived in longer than 90 days): _____

5. How did your household come to be in this housing crisis?

P = Primary S = Secondary

- Divorce/Separation
- Loss of job
- Loss of income
- Medical emergency

- _____ Family violence
- _____ Alcohol or drugs
- _____ Mental disability
- _____ Eviction notice
- _____ Relationship problems
- _____ Pregnancy
- _____ Household expansion required relocation
- _____ Physical health problems
- _____ Substandard housing
- _____ Legal issues

3. How much is your monthly rent? _____

4. Do you have an eviction notice or a 3-day notice to leave the premises? _____
 If so, how far along are you in the process? _____

5. Are you current on your rent payments? _____
 If not, how far behind are you? _____
 Do you think your landlord is willing to work with you? _____
 Landlord Name _____ Phone Number _____
 *collect ROI from client to speak with landlord if necessary.

6. Do you have any past due utilities? _____
 If so, which ones and how much? _____
 Do you have a disconnect notice? If so, what is the shut off date? _____

Child's School History

First Name	Enrolled?	Grade Level	Current School	Type? (see below for categories)	Past schools attended and dates
1. _____	Y N	_____	_____	_____	_____
2. _____	Y N	_____	_____	_____	_____

3. _____ Y N _____

4. _____ Y N _____

Type of school: Public or Parochial or other private school

For children that are in school, how are they doing?

First Name

How doing?

1. _____

2. _____

3. _____

4. _____

If child is not currently enrolled in school, what date was the child last enrolled in school?

First Name

Date of last enrollment?

1. _____

2. _____

3. _____

4. _____

Did client progress to Enrollment phase after assessment? Yes No

If No, why not?

- Client refused to participate
- Client not eligible per assessment – not at risk of literal homelessness
- Client not eligible per assessment – client needs are too great for program design
- Client unresponsive to communication
- Client resolved crisis w/o assistance
- Program at capacity



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Evaluation of Central Ohio's Stable Families Program**

APPENDIX B – DETAILED TABLES

November 30, 2009

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Table B1: Families referred to, assessed, and served by Stable Families

[Period: April 7, 2008 – June 30, 2009]

	Period 1 (Apr 7 – June 30, 2008)	Period 2 (July 1 – Dec 31, 2008)	Period 3 (Jan 1 - June 30, 2009)	CUMULATIVE (Apr 7, 2008 – June 30, 2009)
Referred to SF	124	170	260	554
Assessed by SF	75	102	174	351
Entered SF	58	79	146	283
Successfully exited from SF	0	59	120	179

Table B2: Referral sources to Stable Families

[Period: April 7, 2008 – June 30, 2009]

REFERRAL SOURCE	Period 1 (Apr 7 – June 30, 2008)		Period 2 (July 1 – Dec 31, 2008)		Period 3 (January 1 - June 30, 2009)		CUMULATIVE (Apr 7, 2008 – June 30, 2009)	
Community based social service center	37	29.8%	40	23.5%	46	17.7%	123	22.2%
Child protective services	21	16.9%	30	17.6%	23	8.8%	74	13.4%
Family or friend	14	11.3%	22	12.9%	38	14.6%	74	13.4%
Church	9	7.3%	16	9.4%	44	16.9%	69	12.5%
Homeless assistance provider	13	10.5%	26	15.3%	19	7.3%	58	10.5%
Self (client)	3	2.4%	11	6.5%	37	14.2%	51	9.2%
Non-PHA property owner or manager	7	5.6%	12	7.1%	27	10.4%	46	8.3%
School	10	8.1%	4	2.4%	10	3.8%	24	4.3%
PHA	2	1.6%	3	1.8%	8	3.1%	13	2.3%
Job and Family Service Dept. (TANF)	5	4.0%	3	1.8%	4	1.5%	12	2.2%
Other	2	1.6%	2	1.2%	3	1.2%	7	1.3%
Legal services	1	0.8%	1	0.6%	1	0.4%	3	0.5%

Table B3: “Primary” and “secondary” reasons for housing crisis (enrolled families)
 [Period: April 7, 2008 – June 30, 2009]

Nature of Crisis	Period 1 (Apr 7 – June 30, 2008), primary		Period 1 (Apr 7 – June 30, 2008), secondary		Period 2 (July 1 – Dec 31, 2008), primary		Period 2 (July 1 – Dec 31, 2008), secondary		Period 3 (January 1 - June 30, 2009), primary		Period 3 (January 1 - June 30, 2009), secondary		Cumulative, primary		Cumulative, secondary	
Loss of income	17	29.3%	14	24.1%	18	22.8%	19	24.1%	46	31.5%	54	37.0%	81	28.6%	87	30.7%
Loss of job	7	12.1%	4	6.9%	14	17.7%	9	11.4%	43	29.5%	16	11.0%	64	22.6%	29	10.2%
Rental eviction notice	11	19.0%	13	22.4%	7	8.9%	27	34.2%	8	5.5%	50	34.2%	26	9.2%	90	31.8%
Medical emergency	8	13.8%	1	1.7%	6	7.6%	4	5.1%	6	4.1%	6	4.1%	20	7.1%	11	3.9%
Divorce/separation	1	1.7%	4	6.9%	8	10.1%	0	0.0%	8	5.5%	1	0.7%	17	6.0%	5	1.8%
Family violence	4	6.9%	0	0.0%	4	5.1%	5	6.3%	7	4.8%	0	0.0%	15	5.3%	5	1.8%
Pregnancy	2	3.4%	1	1.7%	4	5.1%	1	1.3%	6	4.1%	3	2.1%	12	4.2%	5	1.8%
Substandard housing	3	5.2%	2	3.4%	3	3.8%	0	0.0%	3	2.1%	4	2.7%	9	3.2%	6	2.1%
Relationship problems	1	1.7%	6	10.3%	5	6.3%	3	3.8%	7	4.8%	4	2.7%	13	4.6%	13	4.6%
Legal issues (utility arrears, etc.)	1	1.7%	1	1.7%	4	5.1%	4	5.1%	0	0.0%	2	1.4%	5	1.8%	7	2.5%
Mental disability	1	1.7%	3	5.2%	3	3.8%	0	0.0%	2	1.4%	1	0.7%	6	2.1%	4	1.4%
Household expansion required relocation	1	1.7%	3	5.2%	2	2.5%	2	2.5%	0	0.0%	3	2.1%	3	1.1%	8	2.8%
Alcohol and/or drugs	1	1.7%	1	1.7%	1	1.3%	1	1.3%	0	0.0%	0	0.0%	2	0.7%	2	0.7%
Physical health problem	0	0.0%	5	8.6%	0	0.0%	4	5.1%	10	6.8%	2	1.4%	10	3.5%	11	3.9%
Eviction	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%

Table B4: Housing concerns (assessed families)

[Period: April 7, 2008 – June 30, 2009]

Housing concerns	Period 1 (Apr 7 – June 30, 2008)				Period 2 (July 1 – Dec 31, 2008)				Period 3 (Jan 1 - June 30, 2009)				CUMULATIVE (Apr 7, 2008 – June 30, 2009)			
	Reported as number one concern (n=55)		Reported as one of top three concerns (n=55)		Reported as number one concern (n=78)		Reported as one of top three concerns (n=78)		Reported as number one concern (n=170)		Reported as one of top three concerns (n=170)		Reported as number one concern (n=303)		Reported as one of top three concerns (n=303)	
<i>Paying rent, affording housing, avoiding eviction</i>	30	55%	46	84%	45	58%	65	83%	130	76%	160	94%	205	68%	271	89%
<i>Utility bills</i>	2	4%	20	36%	8	10%	43	55%	9	5%	98	58%	19	6%	161	53%
<i>Safety of neighborhood</i>	11	20%	28	51%	9	12%	24	31%	5	3%	27	16%	25	8%	79	26%
<i>Financial / job</i>	2	4%	9	16%	2	3%	14	18%	7	4%	32	19%	11	4%	55	18%
<i>Finding a place to live</i>	6	11%	8	15%	8	10%	13	17%	5	3%	9	5%	19	6%	30	10%
<i>Location (near school, bus, etc)</i>	0	0%	7	13%	1	1%	10	13%	3	2%	19	11%	4	1%	36	12%
<i>Enough space for entire family</i>	3	5%	14	25%	2	3%	10	13%	4	2%	19	11%	9	3%	43	14%
<i>Food</i>	0	0%	0	0%	0	0%	8	10%	0	0%	20	12%	0	0%	28	9%
<i>Items for home (furniture)</i>	0	0%	0	0%	0	0%	7	9%	0	0%	10	6%	0	0%	17	6%
<i>Cleanliness / maintenance issues</i>	1	2%	13	24%	2	3%	7	9%	1	1%	14	8%	4	1%	34	11%
<i>Additional child related concerns</i>	0	0%	0	0%	0	0%	7	9%	0	0%	19	11%	0	0%	26	9%
<i>Other</i>	0	0%	12	22%	1	1%	8	10%	6	4%	23	14%	7	2%	43	14%

Table B6: Personal barriers to housing stability

[Period: April 7, 2008 – June 30, 2009]

	Period 1 (April 7 - June 30, 2008)				Period 2 (July 1 - Dec 31, 2008)				Period 3 (January 1 - June 30, 2009)				Cumulative (Apr 7, 2008- June 30, 2009)			
	ASSESSED n=75		ENROLLED n=58		ASSESSED n=102		ENROLLED n=79		ASSESSED n=174		ENROLLED n=146		ASSESSED n=351		ENROLLED n=283	
<i>Mental health resulted in housing loss</i>	2	2.7%	0	0.0%	6	5.9%	6	7.6%	10	5.7%	7	4.8%	18	5.1%	13	4.6%
<i>Mental health currently affects housing</i>	7	9.3%	2	3.4%	9	8.8%	6	7.6%	10	5.7%	7	4.8%	26	7.4%	15	5.3%
<i>Domestic violence resulted in housing loss</i>	8	10.7%	5	8.6%	14	13.7%	11	13.9%	28	16.1%	26	17.8%	50	14.2%	42	14.8%
<i>Domestic violence currently affects housing</i>	2	2.7%	2	3.4%	0	0.0%	0	0.0%	6	3.4%	6	4.1%	8	2.3%	8	2.8%
<i>Chemical use resulted in housing loss</i>	3	4.0%	2	3.4%	2	2.0%	2	2.5%	8	4.6%	5	3.4%	13	3.7%	9	3.2%
<i>Chemical use currently affects housing</i>	0	0.0%	0	0.0%	0	0.0%	0	0.0%	2	1.1%	2	1.4%	2	0.6%	2	0.7%

	Period 1 (January 1 - June 30, 2009)				Period 3 (January 1 - June 30, 2009)				Period 3 (January 1 - June 30, 2009)				Cumulative (Apr 7, 2008- June 30, 2009)			
	ASSESSED n=75		ENROLLED n=58		ASSESSED n=102		ENROLLED n=79		ASSESSED n=174		ENROLLED n=146		ASSESSED n=351		ENROLLED n=283	
At least one personal barrier	13	17.3%	7	12.1%	23	22.5%	18	22.8%	46	26.4%	38	26.0%	82	23.4%	63	22.3%

Table B7: Income barriers to housing stability

[Period: April 7, 2008 –June 30, 2009]

Currently housed: Percent of income spent on housing	Period 1 (Apr 7 – June 30, 2008)				Period 2 (July 1 – Dec 31, 2008)				Period 3 (January 1 - June 30, 2009)				Cumulative (Apr 7, 2008 - June 30, 2009)			
	ASSESSED n=51		ENROLLED n=43		ASSESSED n=76		ENROLLED n=64		ASSESSED n=106		ENROLLED n=95		ASSESSED n=233		ENROLLED n=202	
35% or less	13	25.5%	13	30.2%	23	30.3%	20	31.3%	17	16.0%	16	16.8%	53	22.7%	49	24.3%
36-50%	17	33.3%	15	34.9%	20	26.3%	20	31.3%	21	19.8%	20	21.1%	58	24.9%	55	27.2%
51-65%	8	15.7%	6	14.0%	13	17.1%	13	20.3%	22	20.8%	20	21.1%	43	18.5%	39	19.3%
66-80%	4	7.8%	2	4.7%	10	13.2%	7	10.9%	18	17.0%	15	15.8%	32	13.7%	24	11.9%
More than 80%	9	17.6%	7	16.3%	10	13.2%	4	6.3%	28	26.4%	24	25.3%	47	20.2%	35	17.3%
Not currently housed: Amount available to spend on housing	ASSESSED n=14		ENROLLED n=12		ASSESSED n=11		ENROLLED n=5		ASSESSED n=17		ENROLLED n=15		ASSESSED n=42		ENROLLED n=32	
\$0-200	2	14.3%	2	16.7%	2	18.2%	2	40.0%	6	35.3%	4	26.7%	10	23.8%	8	25.0%
\$201-300	2	14.3%	1	8.3%	1	9.1%	0	0.0%	3	17.6%	3	20.0%	6	14.3%	4	12.5%
\$301-400	2	14.3%	2	16.7%	2	18.2%	1	20.0%	0	0.0%	0	0.0%	4	9.5%	3	9.4%
\$401-500	5	35.7%	4	33.3%	2	18.2%	0	0.0%	6	35.3%	6	40.0%	13	31.0%	10	31.3%
\$501-600	3	21.4%	3	25.0%	2	18.2%	1	20.0%	2	11.8%	2	13.3%	7	16.7%	6	18.8%
\$601-700	0	0.0%	0	0.0%	2	18.2%	1	20.0%	0	0.0%	0	0.0%	2	4.8%	1	3.1%
Other indicators of income barriers	ASSESSED n=75		ENROLLED n=58		ASSESSED n=102		ENROLLED n=79		ASSESSED n=174		ENROLLED n=146		ASSESSED n=351		ENROLLED n=283	
Needs financial assistance for housing	56	74.7%	40	69.0%	85	83.3%	61	77.2%	171	98.3%	145	99.3%	312	88.9%	246	86.9%
Lacks permanent housing subsidy	60	80.0%	46	79.3%	83	81.4%	61	77.2%	146	83.9%	122	83.6%	289	82.3%	229	80.9%
Lacks steady, full-time employment	49	65.3%	33	56.9%	62	60.8%	44	55.7%	140	80.5%	115	78.8%	251	71.5%	192	67.8%
Lacks HS diploma or GED	31	41.3%	24	41.4%	37	36.3%	27	34.2%	56	32.2%	47	32.2%	124	35.3%	98	34.6%
Lack of reliable transportation	30	40.0%	22	37.9%	41	40.2%	32	40.5%	77	44.3%	61	41.8%	148	42.2%	115	40.6%
Lacks affordable / reliable childcare	18	24.0%	11	19.0%	18	17.6%	18	22.8%	65	37.4%	52	35.6%	101	28.8%	81	28.6%
Limited English proficiency	0	0.0%	0	0.0%	0	0.0%	0	0.0%	2	1.1%	2	1.4%	2	0.6%	2	0.7%
At least one income barrier	ASSESSED n=75		ENROLLED n=58		ASSESSED n=102		ENROLLED n=79		ASSESSED n=174		ENROLLED n=146		ASSESSED n=351		ENROLLED n=283	
	73	97.3%	58	100.0%	102	100.0%	79	100.0%	174	100.0%	146	100.0%	349	99.4%	283	100.0%

Table B8: Summary effect of barriers on housing stability

[Period: April 7, 2008 – June 30, 2009]

	Period 1 (Apr 7 – June 30, 2008)				Period 2 (July 1 – Dec 31, 2008)				Period 3 (January 1 - June 30, 2009)				Cumulative (Apr 7, 2008 - June 30, 2009)			
	ASSESSED		ENROLLED		ASSESSED		ENROLLED		ASSESSED		ENROLLED		ASSESSED		ENROLLED	
	n=75		n=58		n=102		n=79		n=174		n=146		n=351		n=283	
Impact of tenant screening barriers																
<i>No effect</i>	4	5.3%	4	6.9%	11	10.8%	10	12.7%	4	2.3%	5	3.4%	19	5.4%	19	6.7%
<i>Minimal effect</i>	48	64.0%	33	56.9%	66	64.7%	55	69.6%	90	51.7%	78	53.4%	204	58.1%	166	58.7%
<i>Moderate effect</i>	21	28.0%	19	32.8%	21	20.6%	12	15.2%	77	44.3%	60	41.1%	119	33.9%	91	32.2%
<i>Major effect</i>	2	2.7%	2	3.4%	4	3.9%	2	2.5%	3	1.7%	3	2.1%	9	2.6%	7	2.5%
Impact of personal barriers																
<i>No effect</i>	61	81.3%	50	86.2%	79	77.5%	61	77.2%	128	73.6%	108	74.0%	268	76.4%	219	77.4%
<i>Minimal effect</i>	7	9.3%	6	10.3%	10	9.8%	9	11.4%	31	17.8%	26	17.8%	48	13.7%	41	14.5%
<i>Moderate effect</i>	6	8.0%	2	3.4%	12	11.8%	7	8.9%	15	8.6%	12	8.2%	33	9.4%	21	7.4%
<i>Major effect</i>	1	1.3%	0	0.0%	1	1.0%	2	2.5%	0	0.0%	0	0.0%	2	0.6%	2	0.7%
Impact of income barriers																
<i>No effect</i>	4	5.3%	4	6.9%	1	1.0%	1	1.3%	0	0.0%	0	0.0%	5	1.4%	5	1.8%
<i>Minimal effect</i>	31	41.3%	29	50.0%	62	60.8%	55	69.6%	56	32.2%	51	34.9%	149	42.5%	135	47.7%
<i>Moderate effect</i>	26	34.7%	18	31.0%	21	20.6%	15	19.0%	62	35.6%	51	34.9%	109	31.1%	84	29.7%
<i>Major effect</i>	14	18.7%	7	12.1%	18	17.6%	8	10.1%	56	32.2%	44	30.1%	88	25.1%	59	20.8%
Overall barrier level																
<i>Level 1: Zero to minimal barriers</i>	27	36.0%	26	44.8%	50	49.0%	46	58.2%	31	17.8%	30	20.5%	108	30.8%	102	36.0%
<i>Level 2: Moderate barriers</i>	39	52.0%	27	46.6%	43	42.2%	31	39.2%	133	76.4%	108	74.0%	215	61.3%	166	58.7%
<i>Level 3: Serious barriers</i>	8	10.7%	5	8.6%	9	8.8%	2	2.5%	10	5.7%	8	5.5%	27	7.7%	15	5.3%
<i>Level 4: Long-term barriers</i>	1	1.3%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	1	0.3%	0	0.0%
<i>Level 5: Severe barriers</i>	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%



**Supplemental Report 2 to Community Shelter Board:
Evaluation of Central Ohio's Stable Families Program
(Diversion Study)**

October 9, 2009

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I. Executive Summary

The Community Shelter Board (CSB) and its partners began implementing the Stable Families Pilot Program (Stable Families) in 2008. The primary mission of Stable Families is to help families who are at imminent risk of becoming homeless to remain in their homes or to find stable housing and not enter the family emergency shelter system. When families in Franklin County experience a housing crisis, the YWCA Family Center (YWCAFC) serves as the main gateway into the family emergency shelter system.

Using data provided by YWCAFC, The Strategy Team, Ltd. performed analyses to answer the following key questions for the period of interest (May, 2008 – May, 2009):

- What were the characteristics of families who experienced a housing crisis (i.e., contacted YWCAFC for housing assistance)?
- How often were these families diverted to Stable Families or other community resources?
- Were families diverted to Stable Families more or less likely to experience another housing crisis?

Summary of results

Overall, 168 of the 1316 families (13%) experienced multiple housing crises during this time period, contacting YWCAFC more than once. Families diverted to Stable Families had *slightly lower odds* of re-contacting YWCAFC as compared to families who remained in their current housing situation. Additionally, families diverted to Stable Families appeared to have *equal odds* of re-contacting YWCAFC as compared to families who were diverted to other community resources.

Overall, 157 families experiencing a housing crisis during this time period were diverted from YWCAFC to a community resource at their first or only contact, with 48 of these families (31%) diverted to Stable Families. Of these 48 families:

- 14 enrolled in the program (and 4 (29%) experienced another housing crisis);
- 21 were ineligible to be served by the program (and 6 (29%) experienced another housing crisis);
- 13 were not assessed by the program (and 4 (31%) experienced another housing crisis).

By comparison, of the 109 families diverted to other community resources, 16 (15%) experienced another housing crisis.

Conclusions

Some data reviewed in this report suggest Stable Families has been effective while other data suggest the program was no more effective than diversions to other resources. Ultimately, the relatively low number of diversions to the Stable Families program makes it very difficult to determine whether enrollment in Stable Families was associated with more positive outcomes. Until the frequency of diversions from YWCAFC to Stable Families increases substantially, Stable Family's effect on Franklin County's emergency shelter system remains unknown.

II. Background and Overview

A. Overview of program

The Community Shelter Board (CSB) and its partners, Communities In Schools (CIS), Gladden Community House and Central Community House, began implementing the Stable Families Pilot Program (Stable Families) in 2008. The primary mission of Stable Families is to help families who are at imminent risk of becoming homeless to remain in their homes or to find stable housing, in effect diverting them from entering the family emergency shelter system. Stable Families is designed to be a relatively short but intensive program, providing families with case management, supportive services and cash assistance to maintain housing and promote school stability for children in enrolled families.

When families in Franklin County experience a housing crisis, the YWCA Family Center (YWCAFC) serves as the main gateway for entrance into the family emergency shelter system. It is the primary source for linking families who need help with a housing crisis to programs that can provide such assistance. Tracking families' initial and any subsequent contacts with YWCAFC – with these contacts considered as indicators of a housing crisis – is one way to measure the impact of Stable Families on the family shelter system as a whole.¹

To this end, Community Shelter Board contracted with The Strategy Team, Ltd. to conduct an additional study to supplement the ongoing evaluation of Stable Families, investigating whether any families diverted to Stable Families from the YWCA Family Center experienced another housing crisis during this observation period. This report is a companion one to the primary evaluations of Stable Families, which can be located on Community Shelter Board's website.

B. Referral process

Because Stable Families requires coordination among multiple agencies and partners, its referral process is somewhat complex, and understanding this referral process can provide a context for the findings reported here. The process starts when a family contacts the YWCAFC seeking assistance. During this initial phone call a YWCAFC staff member completes a triage form with the family, and forwards this form to CIS if they appear to be appropriate candidates for the program.

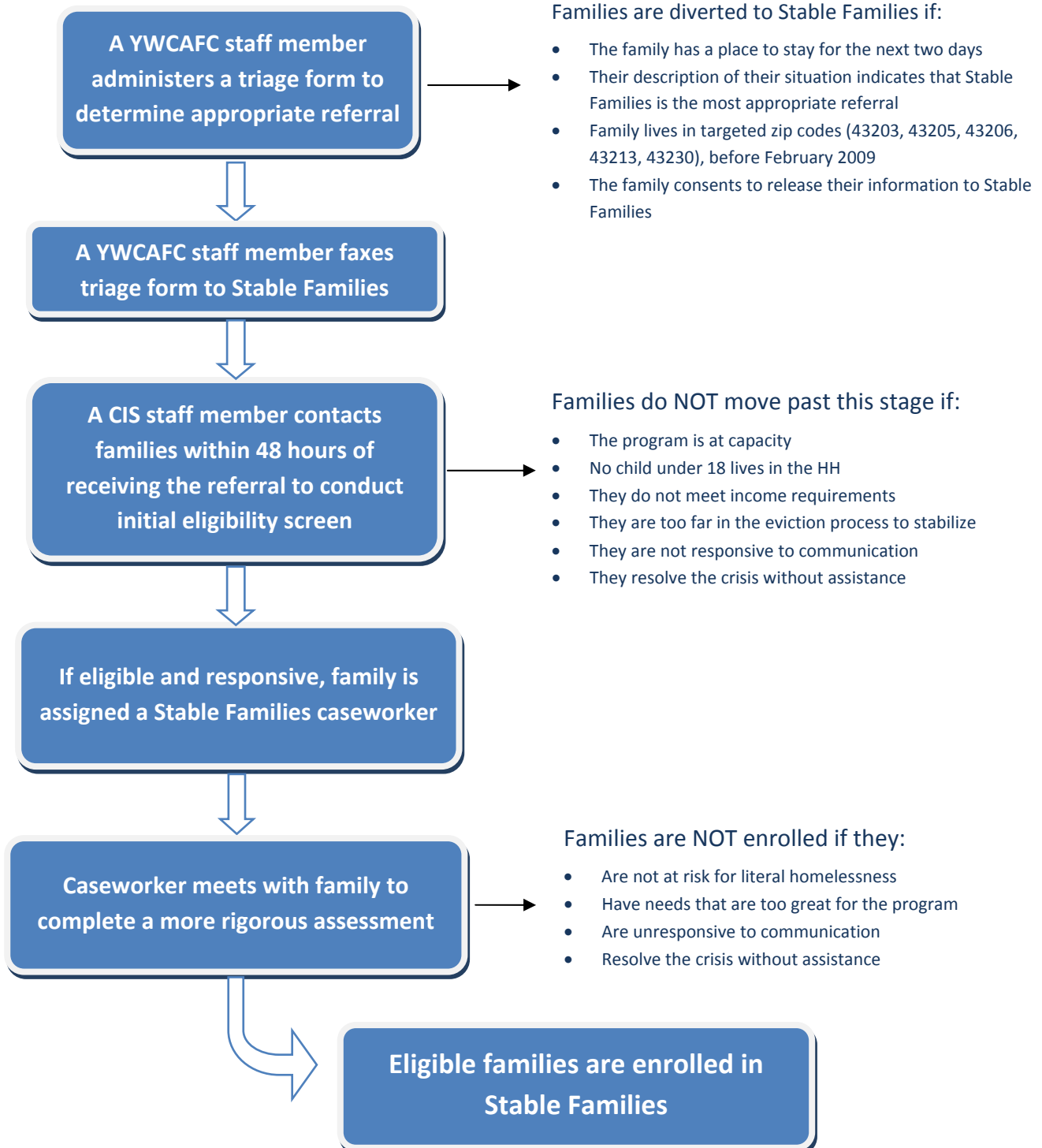
Within 48 hours, a CIS staff member contacts the family to administer a screening and eligibility interview by phone to see if they meet the basic requirements for participation. To be eligible for enrollment into Stable Families, a household must contain at least one child under age 18, have a family income at or below 200% of the Federal Poverty level, and be at imminent risk of homelessness. Priority may be given to families that have a history of high residential moves (and

¹ Another way to measure the impact of Stable Families on Franklin County's family emergency shelter system would be to look at the rate by which families entered emergency shelter after first being diverted to Stable Families. During this study period, however, this sequence of events only occurred for a handful of families – not enough for meaningful statistical comparisons to be made.

associated student mobility) and families that have a history of involvement with Franklin County Children Services. Families that qualify according to this initial screening are assigned a caseworker who meets with the family to conduct an in-depth assessment of the family’s situation. Please see Figure 1 for a graphical depiction of the process, as well as points where families may enter or leave the process.

Figure 1: Path from initial contact to enrollment for YWCAFC referrals

Once a family contacts the YWCAFC for assistance...



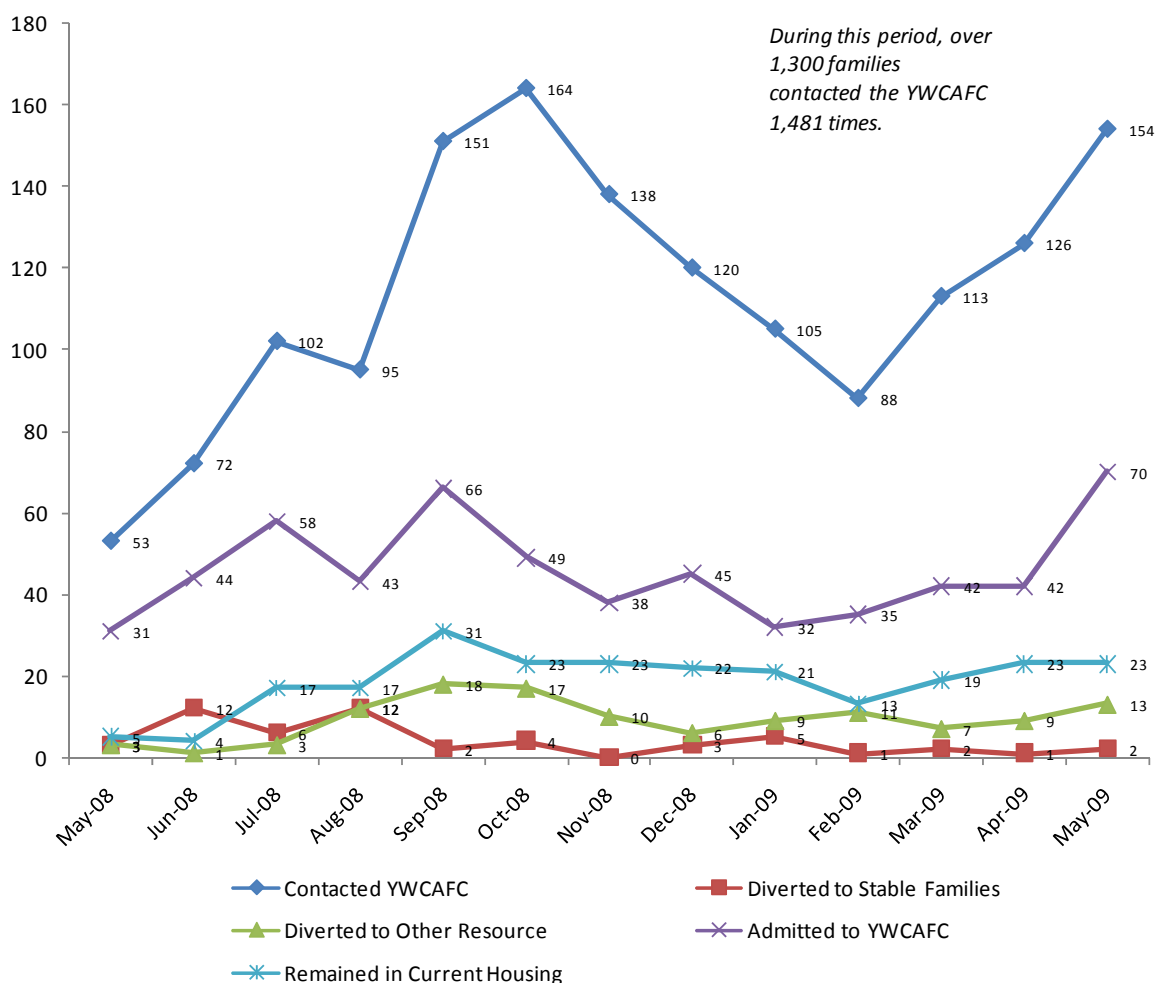
C. Data sources

This report utilizes data from the YWCA Family Center for the first year of Stable Families program implementation (i.e., from May 2008 – May 2009). Data consist of fields that uniquely identify heads of households, including names and social security numbers, some demographic data (e.g. gender, race, number of children in various age groups); and then a contact history, including date of contact(s) during the month and dispositions (e.g., referral to a community resource, remaining doubled up, etc.). Columbus Service Point data regarding Stable Families screening, assessment and entry for this time period were provided by Community Shelter Board.

III. Results

Before one can assess the effect of Stable Families on the emergency shelter system, one must first understand the actions of the system over time. To that end, Figure 2 presents an overview of the load carried by the primary entry point into Franklin County’s family emergency shelter system, the YWCAFC. The top line shows the number of contacts made to the YWCAFC (overall) while the bottom-most line shows the number of diversions to Stable Families. Not shown in this graph are those families with “other” resolutions (e.g., did not show up for intake, refused services, were ineligible).

Figure 2: Contacts made to the YWCAFC and their resolutions (May 2008 – May 2009)



Additional information about the load carried by the YWCAFC during the 12-month periods before and after Stable Families implementation is shown in Table 1. Two patterns are perhaps noteworthy here – first is that the total number of distinct households served by the YWCAFC decreased from 766 to 687 over time. Second, the recidivism rate – defined as a return to shelter 14-90 days after a successful exit – is quite low over both periods.

Table 1: YWCAFC metrics in the periods before and after Stable Families implementation

YWCA Family Center	12 month period prior to Stable Families implementation (4/1/07-3/31/08)	12 month period following Stable Families implementation (4/1/08-3/31/09)
Distinct clients served	2399	2218
Total distinct households	766	687
Exited households	675	640
New households served	730	637
Program occupancy rate	91%	85%
Recidivism	1%	0%
Shelter units	16582	15535

The next section of the report presents a demographic overview of the families and heads of household who contacted the YWCA Family Center, focusing especially on those who were diverted to Stable Families.

What were the characteristics of families who contacted the YWCA Family Center? How were the initial contacts resolved?

A total of 1,340 families contacted the YWCAFC from May 1, 2008 to May 31, 2009². 24 of these families reported having no children under 18 and were excluded from all analyses, leaving a total of 1,316 families.

Most families (70.5%) who contacted the YWCAFC were headed by a single adult and contained an average of two children. Over 90% of people who contacted the center were female, and most were unemployed (77.6%). Over two-thirds of heads of households were African-American (68.2%) and 28.8% were white. See Table 2.

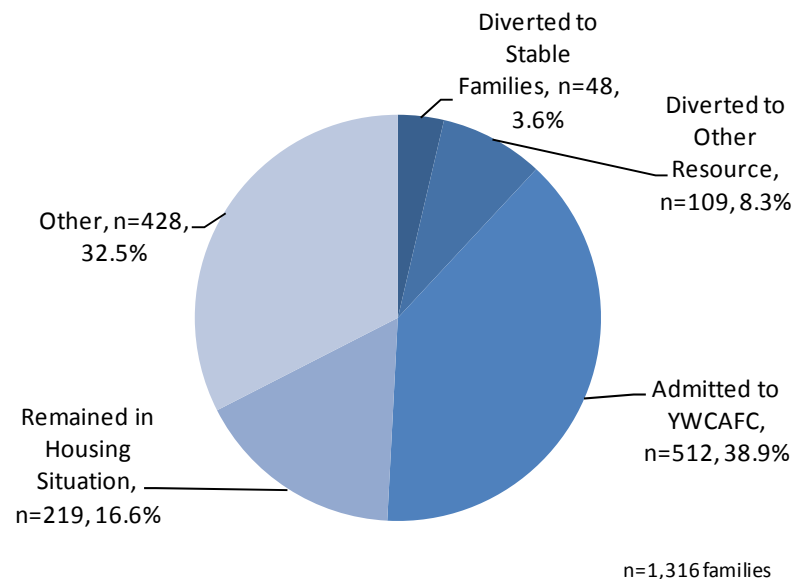
² This represents an unduplicated count of families, considering multiple contacts both within and across months during the period.

Table 2: Demographic characteristics of families contacting the YWCA Family Center

Family Type	Number (n = 1313)	Percentage
Single adult with children	926	70.5%
More than one adult with children	387	29.5%
Household Size	(n = 1310)	
Two persons	388	29.6%
Three persons	444	33.9%
Four persons	272	20.8%
Five persons	117	8.9%
Six or more persons	89	6.8%
Employment Status at Initial Call	(n= 1304)	
Employed	292	22.4%
Unemployed	1012	77.6%
Race of Head of Household	(n=1310)	
Black or African American	893	68.2%
White	377	28.8%
Native Hawaiian / Pacific Islander	28	2.1%
American Indian / Alaskan Native	8	0.6%
Asian	4	0.3%

Of the 1,316 families that contacted the YWCAFC for assistance during this period, a total of 157 were referred to a community resource to help prevent them from becoming homeless (see Figure 3). Specifically, 48 families (or 4% of families) were diverted to Stable Families and 109 families (or 8%) were referred to a different community resource such as CHOICES, New Beginnings, or others.

Figure 3: Action at initial contact (May 2008 – May 2009)



Note that 17% of families were “deflected” back to their current housing situation³, 39% were admitted to shelter, and 33% families did not show up for intake, refused services, were ineligible, or denied entry by the YWCAFC.

Table 3 presents an overview of families’ demographic characteristics, broken down by how their situations were resolved at their first (or only) contact. Characteristics of families who were diverted to Stable Families differed somewhat from families diverted to other resources or who were admitted to the YWCAFC. Families with employed heads of households made up a significantly larger proportion of families diverted to Stable Families (40%) as compared to families diverted to other resources (18%) or families who remained in their housing situation (19%).⁴ Also, families that were diverted to community resources (either Stable Families or another resource) were more likely to be comprised of a single adult with children as compared to families who were admitted to shelter or who remained in their housing situation.

Table 3: Demographic characteristics of families contacting the YWCAFC, by action at initial contact

	Diverted to Stable Families	Diverted to Other Resource	Admitted to YWCAFC	Remained in Housing Situation	Other
Family Type	(n=48)	(n=109)	(n=512)	(n=219)	(n=425)
<i>Single adult with children</i>	81.3%	82.6%	67.8%	69.4%	70.1%
<i>More than one adult with children</i>	18.8%	17.4%	32.2%	30.6%	29.9%
Household Size	(n=48)	(n=108)	(n=512)	(n=219)	(n=423)
<i>Two persons</i>	29.2%	25.0%	30.7%	31.5%	28.6%
<i>Three persons</i>	33.3%	34.3%	34.2%	28.8%	36.2%
<i>Four persons</i>	16.7%	25.0%	20.9%	16.4%	22.2%
<i>Five persons</i>	12.5%	7.4%	7.2%	15.5%	7.6%
<i>Six or more persons</i>	8.3%	8.3%	7.0%	7.8%	5.4%
Employment Status at initial call	(n=48)	(n=107)	(n=511)	(n=218)	(n=420)
<i>Employed</i>	39.6%	17.8%	22.1%	19.3%	23.6%
<i>Unemployed</i>	60.4%	82.2%	77.9%	80.7%	76.4%
Race of Head of Household	(n=48)	(n=109)	(n=512)	(n=219)	(n=422)
<i>Black or African American</i>	77.1%	67.0%	68.0%	66.7%	68.5%
<i>White</i>	22.9%	30.3%	29.1%	29.2%	28.4%
<i>Native Hawaiian / Pacific Islander</i>		0.9%	1.8%	3.7%	2.4%
<i>American Indian / Alaskan Native</i>		0.9%	0.6%	0.5%	0.7%
<i>Asian</i>		0.9%	0.6%		
Gender of Head of Household	(n=48)	(n=109)	(n=512)	(n=220)	(n=427)
<i>Female</i>	87.5%	88.1%	89.3%	90.9%	92.0%

³ No direct assistance or referral was offered to these “deflected” families.

⁴ Statistical significance refers to the outcome of a statistical test. If a difference or trend is statistically significant, it is unlikely to have occurred due to chance alone. Statistical tests produced a p-value of less than .05. Binary logistic regressions and chi-square analyses were used to test for statistically significant differences.

How many families re-contacted the YWCA Family Center during the evaluation period?

To test the impact of Stable Families on the number of repeat housing crises (as defined by contacting the YWCAFC), we began by comparing the proportion of families who contacted the YWCAFC a second time after being referred to Stable Families to the proportions of families who contacted the YWCAFC a second time after being admitted to the YWCAFC, referred to another community resource, or “deflected” back to their current housing situation.

Table 4 shows that 14 of the 48 families diverted to Stable Families (29%) contacted the YWCAFC again during the study period. By comparison, 16 of the 109 families diverted to other community resources (15%) and 43 of the 219 families who remained in their current housing situation (20%) contacted the YWCAFC again during the study period. In other words, families diverted to Stable Families had the highest rate of re-contact. Only 5.7% of families admitted to the shelter contacted the YWCAFC a second time.

Table 4: Families who contacted the YWCAFC more than once

Resolution of families' initial contact to the YWCAFC	Contacted YWCAFC More Than Once			
	Yes (n=168)		No (n=1148)	
	n	%	n	%
<i>Diverted to Stable Families (n=48)</i>	14	29.2%	34	70.8%
<i>Diverted to Other Resource (n=109)</i>	16	14.7%	93	85.3%
<i>Admitted to YWCAFC (n=512)</i>	29	5.7%	483	94.3%
<i>Remained in Current Housing (n=219)</i>	43	19.6%	176	80.4%
<i>Other (n=428)</i>	66	15.4%	362	84.6%
Individuals Diverted to Stable Families (n = 48)				
<i>Enrolled (n = 14)</i>	4	28.6%	10	71.4%
<i>Did not enroll because ineligible (n = 21)</i>	6	28.6%	15	71.4%
<i>Did not enroll because not assessed (n = 13)</i>	4	30.8%	9	69.2%

Focusing more on those diverted to the Stable Families program, 14 of the 48 families diverted to Stable Families actually enrolled (29%). Twenty-one families were not eligible or interested in participating, and 13 were never assessed for entry. (Note that from May 2008 – May 2009, a total of 251 families enrolled in Stable Families – the 14 enrolled families discussed here only represent those families who were referred to the program by YWCAFC during this period.)

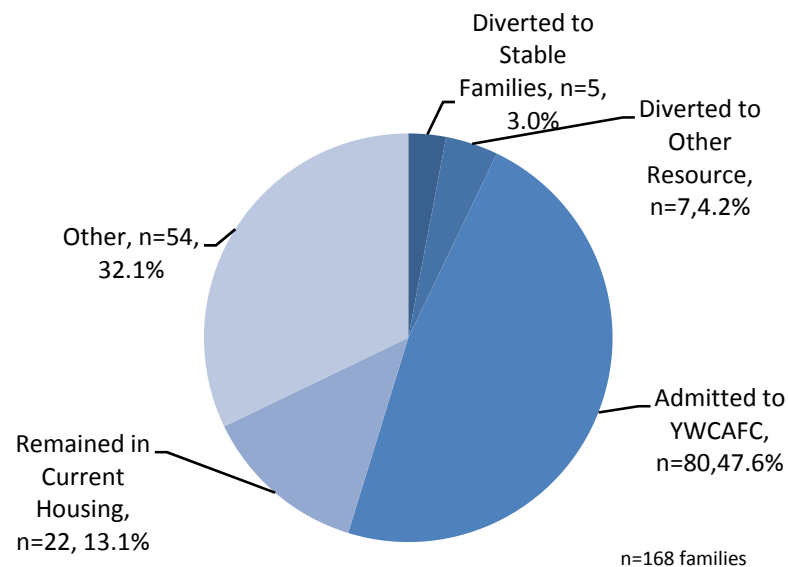
Of the 14 families who did enroll in Stable Families, 4 of these 14 families (29%) contacted the YWCAFC again during the study period.⁵

⁵ Three additional families were diverted to Stable Families after first being admitted to shelter (2) or not showing up for intake (1). In this report, these three families are classified based on the action taken at their initial contact.

After families re-contacted the YWCAFC, where were they directed?

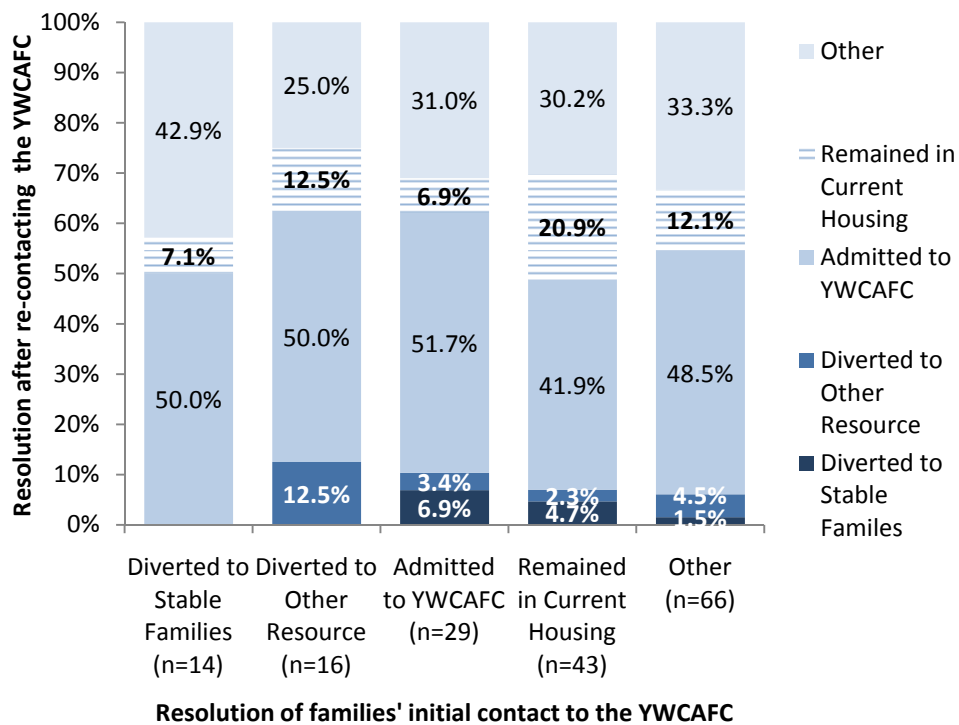
Almost half of the families that re-contacted the YWCAFC during the evaluation period were admitted into emergency shelter (48%). See Figure 4. Note also that 32% of families that re-contacted the YWCAFC had an “other” resolution – there were no records in the YWCAFC or Stable Families databases to indicate whether they received a referral, assistance, guidance or intervention.

Figure 4: Action at Subsequent Contact (May 2008 – May 2009)



Was there any relationship between families’ resolution after their first housing crisis (during which they contacted the YWCAFC) and the next time they experienced a housing crisis and re-contacted the YWCAFC? For example, were those who were initially ‘deflected’ back to their current housing more likely to be admitted into emergency shelter? As shown in Figure 5 (next page), most of the families that re-contacted the YWCAFC were admitted to shelter, approximately 21% of those who were initially encouraged to remain in their current housing were again encouraged to stay there, and almost 13% of families who were initially diverted to another community resource were diverted to another (different) community resource at re-contact.

Figure 5: Action at Subsequent Contact as a function of Initial Contact (May 2008 – May 2009)



When did families re-contact the YWCAFC?

As noted earlier in this report, the primary purpose of this diversion study was to help estimate the effect Stable Families may have had on Franklin County’s emergency shelter system. What effect did diversion to Stable Families (or to other resources) have on the likelihood of re-contacting the YWCAFC? On the time elapsed between the initial housing crisis and any subsequent housing crisis? Before continuing to explore these questions, a few caveats are in order.

First, because families were diverted to different community resources based on specific characteristics of their situation (e.g. a family with domestic violence issues might be referred to CHOICES, whereas a family who did not have such issues might be referred to Stable Families), any differences observed between those diverted to Stable Families and those diverted elsewhere could be explained by the pre-existing difference that led to their referral, rather than any difference in effectiveness between the programs. Statistical analyses can partially control for families’ pre-existing differences, but these methods cannot fully correct for all of the error introduced by the lack of random assignment.

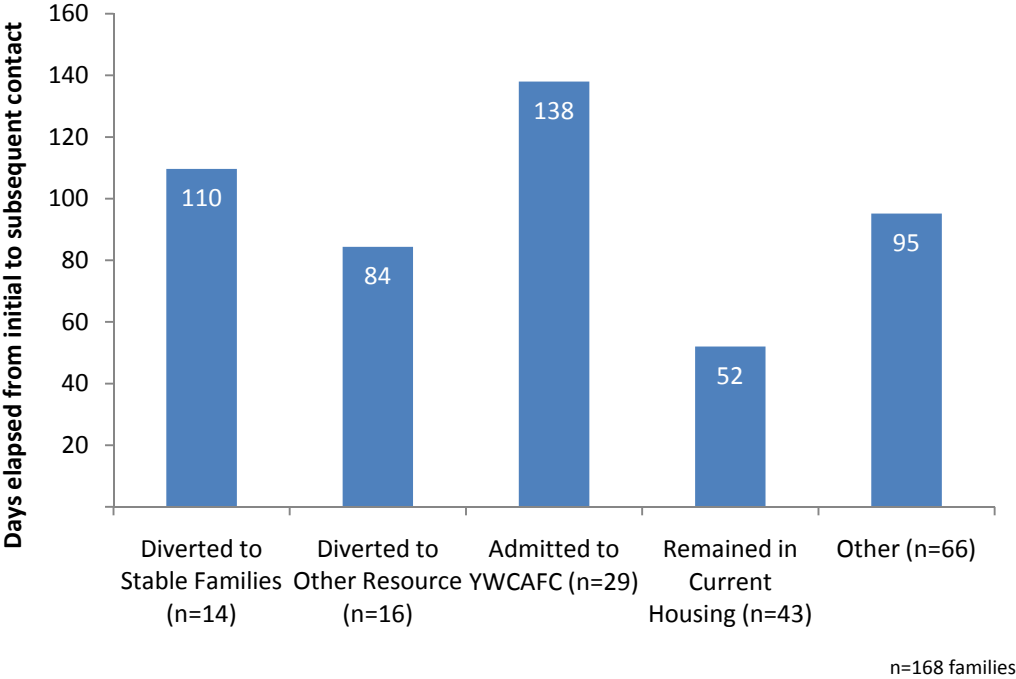
Second, there is no good comparison group to which we can compare families diverted to Stable Families. The initial analysis plan involved diverting families to Stable Families or to other community resources based on their zip code, and then comparing these groups’ likelihood of re-

contacting the YWCAFC. However, in order to fill the program to capacity, CIS began accepting families from outside the targeted zip codes.

Finally, with a program such as Stable Families, it may even be unclear what re-contact to the YWCAFC means. During focus groups and in-depth interviews conducted as part of the Stable Families program evaluation, many families reported feeling highly positive about their experiences with the program. Some families may re-contact the YWCAFC again because the first referral they received was such a good experience for them. On the other hand, some families who do not re-contact the YWCAFC may not do so because they are aware there are policies in place that prohibit families from re-entering the shelter within specific time frames. With these caveats in mind, we now turn to an exploration of re-contact rates among families diverted to Stable Families and other community resources.

On average, how many days elapsed from when a family initially contacted the YWCAFC and when the family re-contacted the YWCAFC? As shown in Figure 6, the number of elapsed days between initial and subsequent contacts to the YWCAFC was greatest among those families that were admitted to shelter after their initial call (138 days) – this day count was significantly greater than the elapsed time for the families that initially remained in current housing.⁶

Figure 6: Days elapsed from initial to subsequent YWCAFC contact (May 2008 – May 2009)



⁶ As indicated by Bonferroni post-hoc comparisons, calculated when computing the following Analysis of Variance: [days elapsed x resolution at initial contact].

Next, we examined the likelihood that families would re-contact the YWCAFC during the study period based on the action taken at first contact, using a statistical procedure that controlled for the amount of time that passed since that first contact.⁷ It is important to account for time because families who contacted the YWCAFC earlier in the evaluation period had more time to call back. These analyses produced three interesting patterns:

- First, families who were admitted to emergency shelter had *lower odds of re-contacting the YWCAFC over time* as compared to families enrolled in Stable Families.⁸
- Second, families who remained in their current housing situation (i.e., were “deflected”) had *greater odds of re-contacting the YWCAFC over time* as compared to families diverted to Stable Families.⁹
- Third, families diverted to Stable Families had *equal odds of re-contacting the YWCAFC over time* as compared to families who were diverted to another community resource or to families classified in the “other” category (15.4%).¹⁰

These patterns are illustrated in Figure 7 (next page). The different slopes of the lines indicate the different cumulative “hazards” over time (i.e., the odds that a family would contact the YWCAFC regarding another housing crisis during the study period) as a function of the initial action taken by the YWCAFC with these families. Annotated output of this analysis is included at the end of this report.

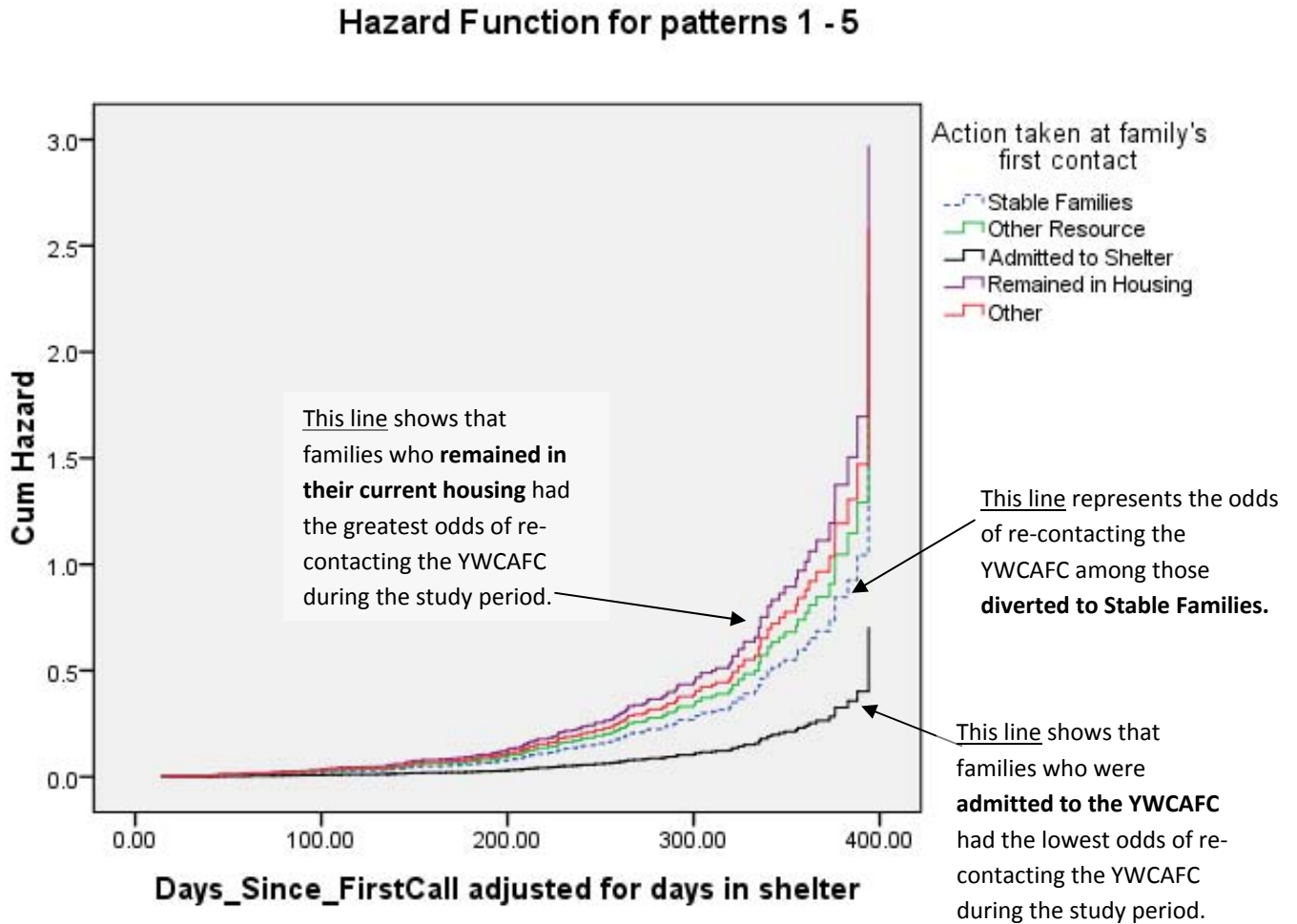
⁷ Cox regression analyses were computed, regressing the number of days from each family’s initial contact and May 31, 2009, the end of the current evaluation period. For four families, no specific day of contact was provided so the 15th of the month in which they contacted the YWCAFC was manually entered. For each family admitted to emergency shelter during the study period, 21 days were subtracted from the count of days discussed previously, reflecting the average length of stay for families in emergency shelter (FY09 data provided by CSB). Because families were in emergency shelter for this period of time, they were not at immediate risk for another housing crisis.

⁸ This difference was statistically significant ($p < .05$). Also note that these data may be imprecise due to a particular self-selection bias: Families with prior experience with the YWCA Family Center may be less likely to contact it a second time in a 90-day period if they know about its re-admittance policies.

⁹ This difference was marginally significant, meaning the Cox regression analyses produced a p-value of less than .10. Further, when demographic variables were included as covariates, this p-value dropped to .13 but the pattern remained.

¹⁰ In a different Cox regression analysis, we included an additional category for families enrolled in Stable Families. Similar patterns emerged, except that there was no longer a difference in re-contact rates between those enrolled in Stable Families and those who remained in current housing.

Figure 7: Risk of re-contacting the YWCAFC over time, depending on resolution of initial contact



What (if anything) predicts re-contacting the YWCA Family Center?

Overall, 168 of the 1316 families who contacted the YWCAFC between May 2008 and May 2009 did so more than once (12.8%). Were there any characteristics of families that were associated with re-contacting the YWCAFC? Families were somewhat more likely to re-contact the YWCAFC when the head of household was unemployed at the initial contact than if the head of household was employed.¹¹ Gender and race of the head of household did not predict contacting the shelter more than once, nor did the number of children, number of adults, or overall household size.

¹¹ Cox regression analysis produced a marginally significant result, meaning the p-value was < .10.

IV. Conclusion

Overall, the limited number of families diverted from the YWCAFC to Stable Families during the study period does not allow the researchers to draw any firm conclusions as to program effectiveness. At best, the data provide a mixed view of program effectiveness, defined as reducing the likelihood of re-contacting the YWCAFC regarding another housing crisis.

On one hand, families diverted to Stable Families had a higher rate of return as compared to families whose call for assistance was handled in some other manner – which suggests the program was ineffective. On the other hand, the number of days from when families first contacted the YWCAFC to when they re-contacted the YWCAFC regarding another housing crisis was greater for those diverted to Stable Families (as compared to those who were “deflected” back to their current housing situation) – which suggests program effectiveness.

To oversimplify it, diversion to Stable Families appears to be a better course of action than doing nothing at all. Whether it is more effective than other courses of action – both in terms of outcomes for the family and the costs required to bring these outcomes to fruition – is a question that remains.

Cox Regression

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Comments		
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Missing Value Handling	Definition of Missing	User-defined missing values are treated as missing.
Syntax		<pre> COXREG Days_Since_FirstCall2 /STATUS=RECIDIVISM_MOPER2FINAL(1) /PATTERN BY Initial_Action /CONTRAST (Initial_Action)=Indicator(1) /CONTRAST (GENDER)=Indicator /CONTRAST (initial_emp_status)=Indicator /CONTRAST (RACE_AA_Other2)=Indicator /CONTRAST (NO_ADULT_1ORMORE)=Indicator /METHOD=ENTER Initial_Action /METHOD=ENTER GENDER initial_emp_status HHSIZE RACE_AA_Other2 NO_ADULT_1ORMORE /PLOT HAZARDS /PRINT=CI(95) /CRITERIA=PIN(.05) POUT(.10) ITERATE(20). </pre>
Resources	Processor Time	00:00:01.391
	Elapsed Time	00:00:01.187

Case Processing Summary

		N	Percent
Cases available in analysis	Event ^a	168	12.8%
	Censored	1042	79.2%
	Total	1210	91.9%
Cases dropped	Cases with missing values	16	1.2%
	Cases with negative time	37	2.8%
	Censored cases before the earliest event in a stratum	53	4.0%
	Total	106	8.1%
Total		1316	100.0%

These cases reference those families who contacted the YWCAFC and were admitted to emergency shelter immediately prior to the end of the study period (and therefore, did not have a risk of re-contacting the YWCAFC).

a. Dependent Variable: Days_Since_FirstCall adjusted for days in shelter

Categorical Variable Codings^{c,d,e,f,g}

		Frequency	(1) ^b	(2)	(3)	(4)
Initial_Action ^a	1.00=Stable Families	48	0	0	0	0
	2.00=Other Resource	107	1	0	0	0
	3.00=Admitted to Shelter	474	0	1	0	0
	4.00=Remained in Housing	218	0	0	1	0
	5.00=Other	416	0	0	0	1
initial_emp_status ^a	.00=unemployed at initial contact	981	1			
	1.00=employed at initial contact	282	0			
GENDER ^a	.00=Female	1141	1			
	1.00= Male	122	0			
NO_ADULT_1ORMORE ^a	1.00=1 ADULT	889	1			
	2.00=2 OR MORE ADULTS	374	0			
Race_AA_Other2 ^a	.00=Not African American	404	1			
	1.00=African American	859	0			

- a. Indicator Parameter Coding
- b. The (0,1) variable has been recoded, so its coefficients will not be the same as for indicator (0,1) coding.
- c. Category variable: Initial_Action (Action taken at family's first contact)
- d. Category variable: initial_emp_status (Employment status at intitial contact)
- e. Category variable: GENDER
- f. Category variable: NO_ADULT_1ORMORE
- g. Category variable: Race_AA_Other2

Block 0: Beginning Block

Omnibus Tests of Model Coefficients

-2 Log Likelihood
1974.917

Block 1: Method = Enter

Omnibus Tests of Model Coefficients^{a,b}

-2 Log Likelihood	Overall (score)			Change From Previous Step			Change From Previous Block		
	Chi-square	df	Sig.	Chi-square	df	Sig.	Chi-square	df	Sig.
1922.122	49.404	4	.000	52.795	4	.000	52.795	4	.000

a. Beginning Block Number 0, initial Log Likelihood function: -2 Log likelihood: 1974.917

b. Beginning Block Number 1. Method = Enter

Variables in the Equation

	B	SE	Wald	df	Sig.	Exp(B)	95.0% CI for Exp(B)	
							Lower	Upper
Initial_Action			43.227	4	.000			
Initial_Action(1)**OTHER RESOURCE	.262	.370	.500	1	.480	1.299	.629	2.686
Initial_Action(2)**ADMIT TO SHELTER	-.880	.329	7.164	1	.007	.415	.218	.790
Initial_Action(3)**REMAIN IN HOUSING	.572	.313	3.338	1	.068	1.772	.959	3.274
Initial_Action(4)**OTHER	.431	.298	2.088	1	.148	1.539	.858	2.763

To interpret, look to Exp(B) – the odds ratio. Odds ratios can be thought of as the likelihood of an event (e.g., recontacting the YWCAFC during the study period) as a function of some intervention or variable (e.g., being admitted to emergency shelter as opposed to being diverted to Stable Families). When Exp(B) is < 1.0, the lower the odds of the event occurring (i.e., recontacting the YWCAFC). When Exp(B) is > 1.0, the greater the odds of the event occurring. Statistically significant odds ratios have “Sig.” statistics that are < .05, while marginally significant odds ratios have “Sig.” statistics that are < .10.

In the table above, the odds ratio for REMAIN IN HOUSING is 1.77 and is marginally significant (“Sig.” = .068, which is < .10). The odds of a family recontacting the YWCAFC with another housing crisis during this time period were greater for families that remained in their current housing (with no assistance) than for families diverted to Stable Families.

Variables not in the Equation^a

	Score	df	Sig.
GENDER	1.199	1	.273
initial_emp_status	2.869	1	.090
HHSIZE	.128	1	.720
Race_AA_Other2	.085	1	.770
NO_ADULT_1ORMORE	.015	1	.902

a. Residual Chi Square = 4.166 with 5 df Sig. = .526

Block 2: Method = Enter

Omnibus Tests of Model Coefficients^{a,b}

-2 Log Likelihood	Overall (score)			Change From Previous Step			Change From Previous Block		
	Chi-square	df	Sig.	Chi-square	df	Sig.	Chi-square	df	Sig.
1917.730	53.528	9	.000	4.392	5	.494	4.392	5	.494

a. Beginning Block Number 0, initial Log Likelihood function: -2 Log likelihood: 1974.917

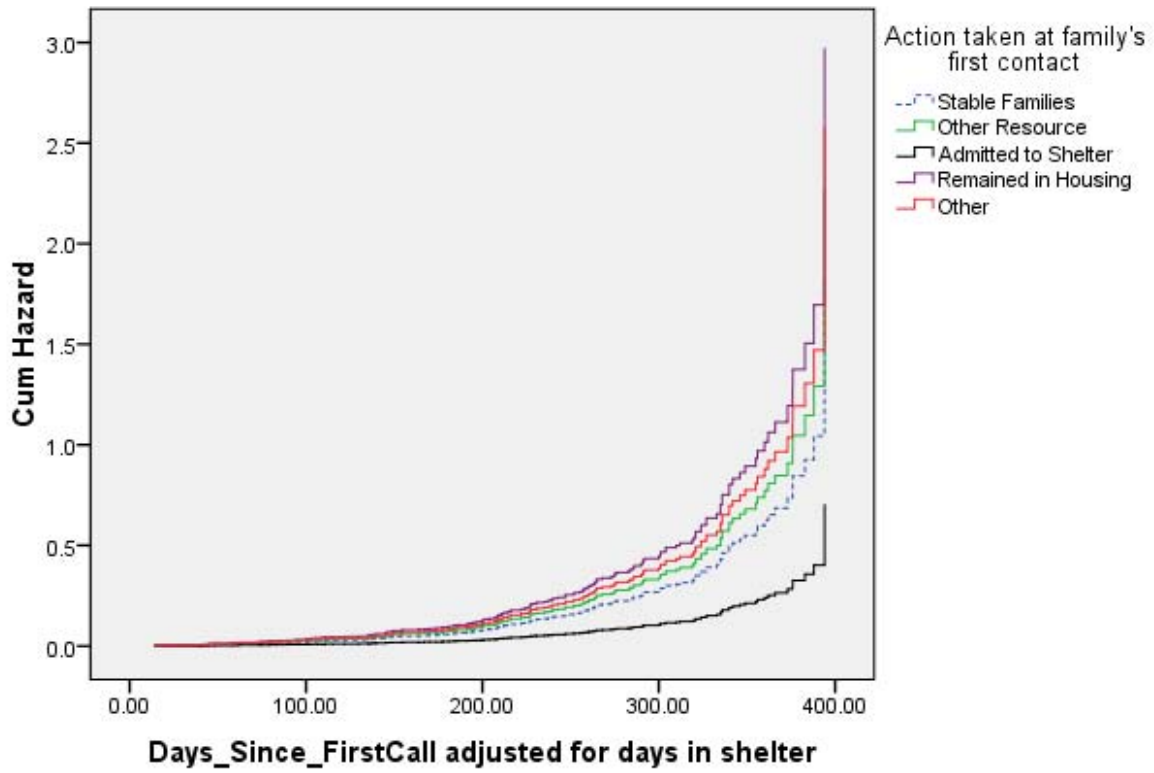
b. Beginning Block Number 2. Method = Enter

Variables in the Equation

	B	SE	Wald	df	Sig.	Exp(B)	95.0% CI for Exp(B)	
							Lower	Upper
Initial_Action			41.823	4	.000			
Initial_Action(1) **OTHER RESOURCE	.213	.374	.323	1	.570	1.237	.594	2.577
Initial_Action(2) **ADMIT TO SHELTER	-.953	.331	8.273	1	.004	.386	.201	.738
Initial_Action(3) **REMAIN IN HOUSING	.486	.318	2.335	1	.127	1.625	.872	3.030
Initial_Action(4) **OTHER	.344	.304	1.281	1	.258	1.410	.778	2.556
GENDER**GENDER VARIABLE	.324	.308	1.104	1	.293	1.382	.756	2.528
initial_emp_status**EMPLOYMENT VARIABLE	.307	.189	2.641	1	.104	1.359	.939	1.968
HHSIZE**HOUSEHOLD SIZE VARIABLE	.018	.065	.073	1	.787	1.018	.895	1.157
Race_AA_Other2**RACE VARIABLE	.032	.174	.034	1	.853	1.033	.734	1.452
NO_ADULT_1ORMORE**SINGLE PARENT VARIABLE	.000	.201	.000	1	.998	.999	.674	1.481

This analysis repeats the one computed earlier, but now adds five demographic variables – gender, employment status, household size, race, and single parent status. The odds ratio for “ADMIT TO SHELTER” remains statistically significant, but the odds ratio for “REMAIN IN HOUSING” does not - it now only approaches marginal statistical significance.

Hazard Function for patterns 1 - 5





**Interim Assessment Report 3 to Community Shelter Board:
Evaluation of Central Ohio's Stable Families Program**

**APPENDIX D – COMPARING THE DEMOGRAPHICS OF THOSE
ENROLLED IN STABLE FAMILIES WITH THOSE SERVED BY
GLADDEN COMMUNITY HOUSE'S HOMELESSNESS
PREVENTION PROGRAM**

November 30, 2009

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Alison M. Pfent, Ph.D.

Amanda L. Scott, Ph.D.

When one compares the heads of household served by Stable Families with the heads of household served by Gladden Community House's Prevention Program, three major differences are noted.

- **Race:** 71.7% of Stable Families' heads of household are Black or African American, compared to 26.8% of Gladden Prevention's heads of household. This difference was statistically significant.
- **Gender:** 94% of Stable Families' heads of household are female, compared to 76% of Gladden Prevention's heads of household. This difference was statistically significant.
- **Family size (average):** The average number of people in the families served by Stable Families (3.9) was nearly double the average number of people in the families served by Gladden's Prevention program (2.2).¹

	Stable Families program (April 7, 2008 – June 30, 2009) (n=283 families enrolled)		Gladden's Prevention Program (April 1, 2008 – June 30, 2009) (n=246 family households)	
Head of household - race	#	%	#	%
<i>American Indian or Alaskan Native</i>	2	0.7%	0	0.0%
<i>Asian</i>	0	0.0%	1	0.4%
<i>Black or African American</i>	203	71.7%	66	26.8%
<i>White</i>	78	27.6%	176	71.5%
<i>Other</i>	0	0.0%	3	1.2%
Head of household - ethnicity				
<i>Hispanic</i>	14	4.9%	7	3.0%
<i>Non-Hispanic</i>	269	95.1%	239	97.0%
Head of household - gender				
<i>Female</i>	266	94.0%	188	76.0%
<i>Male</i>	17	6.0%	58	24.0%
Educational attainment	(n=282 heads of household)		(n=499 distinct adults)	
<i>No high school diploma</i>	108	38.3%	188	37.7%
<i>High school diploma or GED</i>	108	38.3%	266	53.3%
<i>Post-secondary school</i>	66	23.4%	45	9.0%
Head of household - other characteristics				
<i>Headed by veteran? (Yes)</i>	3	1.1%	16	3.0%
<i>Involved in child protective services as youth? (Yes)</i>	131	46.3%	-	-
<i>Have disability of long duration? (Yes)</i>	36	12.7%	141	15.0%
Head of household - age (average)	33		38	
Family size (average)	3.9		2.2	
Average monthly household income	\$1,245		\$1,081	

Note: Calculations of average monthly household income are restricted to those households with income >\$0. The average monthly household income for those in Gladden's Prevention Program references both family households and single-adult households.

¹ Variance estimates (e.g., standard deviations) for these data were unavailable, so tests of statistical significance could not be performed.