

**Project Action:
Homelessness Prevention and
Rapid Re-housing Program (HPRP)**

Six Month Participant Follow-up Study Results

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**Prepared for Pima County Community Development
and Neighborhood Conservation**

**by Joanne Basta, Ph.D.
and Leslie Carlson, M.P.A.**

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EXECUTIVE SUMMARY

A study was conducted to obtain objective data about Project Action client housing outcomes six months after clients exited from the program. Phone calls were made to 165 former clients, and 102 of these clients were reached, yielding a 62% follow-up call completion rate. Findings for the study sample can be generalized to the overall Project Action client population based on a 95% confidence level and a 6% margin of error. Highlights of the results are:

- Six months after exiting Project Action, 89% of the participants were living in permanent housing situations¹, with a majority renting a home or apartment. Three out of four of the participants were renting without receiving a housing subsidy. Eleven percent of the participants were living in temporary situations, such as living with friends or family, or living in transitional housing.
- The majority of participants maintained their permanent housing from program exit to the six month follow-up. Specifically, at program exit, 97% of the study participants were living in permanent housing, and six months later, 89% of these same participants were still living in a permanent housing situation. Of these, 77.5% were in rental housing, both with and without public subsidies.
- Nearly 11% of the study participants' housing status changed from a permanent situation at program exit to a temporary one (living with family or friends) at the six month follow-up.
- Respondents' perceptions of their housing stability was mixed. Slightly over one-third (34%) felt their current housing was stable or very stable. Thirty-one percent felt their current housing was somewhat stable, and 37% felt it was either not very stable or not at all stable.
- Respondents' perceptions of their housing stability was associated with their current situation and their predictions about their future housing status. Those who felt that their housing was relatively unstable were more likely to be living in temporary housing situations compared to those who felt that their housing was stable.
- For those who perceived their housing to be unstable, over two-thirds mentioned unemployment or other factors related to employment (part-time work, low pay) as primary factors for their instability. Likewise, those who perceived their housing to be somewhat stable, reported that employment was a significant factor (41%), but they had several additional reasons for being not fully confident about housing security, including being in school with loans; low wages; health issues; single parent household; and losing a household wage-earner.
- For those who perceived their housing to be stable, a majority felt it was due to having full-time or steady employment (67%).
- In conclusion, a relatively high survey completion rate was achieved with a hard-to-reach population. Valuable information was obtained that can help program planners, administrators, and policy-makers plan and implement future homeless prevention programs. The results point to the need for workforce development and financial education programs to maintain the stability of participants and continue to prevent homelessness.

¹ The Federal Department of Housing and Urban Development (HUD) has 17 residence types that are classified as "Permanent" or "Temporary" housing and that are used in the HUD Homeless Information Management System. The HUD categories were used in this study to classify the study participants' housing status.

Introduction

Project Action was a Homelessness Prevention and Rapid Rehousing (HPRP) program that was provided in Tucson and Pima County, Arizona from December 2009 through June 2012 through grants from the U.S. Department of Housing and Urban Development Department. The purpose of this follow-up study was to systematically obtain objective data about Project Action client housing outcomes six months after clients exited from the program. The follow-up study started in April 2011 and ended February 29, 2012.

Study Method

The sampling method procedure used for this study was a non-random purposeful sample. All client households that had exited from the program between October, 2010 and August, 2011 were selected for the study, with some exceptions that are explained below. A target sample size of 200 was set in order to achieve a 95% confidence level, which means a probability of 95% that the study sample represented the overall client population. Lists of all Project Action clients who had exited from the program within this time period were generated from the Homeless Management Information System (HMIS) data system. This included clients who exited as having completed the program, and those who exited for other reasons.

The client lists were reviewed to determine the head of household and a phone number, and to ensure that all had given consent to be contacted for follow-up. Some clients were removed from the list for the following reasons.

- Clients who enrolled in Project Action in the initial three months, before the program was mature.
- VASH-only clients. Clients in the Veterans Affairs Supportive Housing program needed Project Action's help solely for move-in deposits; they received rent vouchers and case management through the City Housing Authority and Veteran's Administration.
- Impossible to contact. No phone number was listed, or the client died either during or after the program.
- Not a client in Project Action. A few individuals had been mistakenly entered into HMIS as a client, but later were found to not be eligible.
- Follow-up study consent forms had incomplete information. In a few cases, clients did not check the "yes" box to indicate consent to participate in the follow-up study.
- Missing client information in HMIS. Client or household identification number was not available in HMIS so client records could not be found.

Based on the start and end dates for the follow-up study, it was not possible to achieve the target sample size of 200. The total possible sample size came to 165 exited client households. For this sample, a 6% margin of error rate was calculated for study findings based on a 95% confidence level.²

² A 6% margin of error rate means that if 89% of study participants said they were living in permanent housing at the six month follow-up period, the estimated response of the total Project Action population would be between 83% to 95%.

One telephone interviewer was hired and trained by the evaluation consultants. The interviewer was bi-lingual and she was trained in the study interview protocol, client confidentiality, and procedures for tracking call outcomes. The interviewer made multiple call attempts to contact former clients listed in the sample who were due for follow up based on their exit date. Calls were made at different days and times, including evenings and weekends, in order to achieve a good response rate.

In order to increase study participation, participants were offered a chance to win a \$10 gift card. Raffle drawings were held monthly and respondents were told that their chance of winning was about 1 in 15-20. At the end of each month, those who could not be reached by phone were sent a letter inviting them to participate, and mentioning the opportunity to win a gift card. The phone interviewer also tried disconnected phone numbers again at the beginning of a new month, based on learning from the Project Action staff that individuals might have to discontinue a cell phone plan temporarily due to non-payment, but then reactivate service at the beginning of the month if they received a paycheck.

When former clients in the sample were reached by phone, the interviewer conducted a short phone interview that asked about their current housing status, and the reasons for their current housing status. See the Appendix for a copy of the phone interview questions.

Follow-up Study Call Statistics

The final completion rate for the follow-up study was 61.8% of the total 165 in the study sample. Table 1 below shows the final disposition of the phone calls in the study. A wrong or an invalid number was the most frequent reason (52%) why follow-up calls could not be completed.

Table 1. Final Disposition of Follow-up Calls

Disposition of Follow-up Calls	Final Study Sample	
	Total	Percent
Calls Completed	102	61.8%
No answer	11	17.5%
Disconnected	12	19.0%
No phone number available	2	3.2%
Wrong or invalid number	33	52.4%
Total Called	165	100%

The total number of call attempts ranged from zero to ten, with an average number of 2.95 calls made per household. On average, those who did not participate in the study (non-completers) were called about two times more than those who did complete the study (4.00 versus 2.31 call attempts, respectively).

Follow-up Study Sample Characteristics

Comparison of Participants to Project Action Client Population

The study participants' demographic characteristics were compared to the Project Action total client population. This comparison was conducted in order to add evidence as to whether the study sample could be generalized to the overall program population. Overall, the study sample was similar to the program population on the following characteristics: type of assistance (Prevention or Rapid Re-housing), households with children, veteran status, disability status, race, ethnicity, and length of time in program. The study sample had a lower percentage of participants who were Hispanic/Latino (43%) compared to the total program population (52%). These results tend to show that the study sample represents the total program population of households that received Project Action services. Tables 2 and 3 below present these results.

Table 2. Characteristics of Project Action Total Population* and Follow-up Study Sample

	Total Program Population, Adults -18 years old and older (N=1,498 Individuals; N=542 Households)	Follow-up Study Sample (n=165 Households)
Prevention (households)	82%	85%
Rapid Re-housing (households)	18%	15%
Households with Children	58%	57%
Long Term Disability Status	9.9%	18%
Veteran Status	15.9%	9%
Ethnicity: Hispanic/Latino (adults)	41.2%	43%
Race: (adults)		
American Indian or Alaskan Native	3.1%	2%
Asian	0.8%	1%
Black or African American	13.5%	18%
White	77.8%	73%
Native Hawaiian, Pacific Islander	0.5%	1%

*Total Project Action program population as of December 31, 2011

Data on time spent in the program were compared for the study sample and program population (Table 3). Although the study sample had a higher mean number of days in the program (171 and 163 days respectively), the sample had a similar median (149 days) number of days in the program compared to the program population (150 days). Because the program time ranged widely, the median is probably a better measure for estimating the usual amount of time that clients were in the program. The modal or most-frequently reported number of days in the

program was the same for both groups, 91 days, and value for the mode was likely due to an administrative practice of either re-certifying or closing cases at the three-month mark.

Table 3. Comparison of Study Sample to Total Program Population: Time in Program in Days

	Total Household Program Population (N=565)*	Follow-Up Study Sample (N=165)
	Days	Days
Range	12 to 548	30 to 425
Mean	163	171
Median	150	149
Mode	91	91
Standard Deviation	84.4	93.6

Note: 82 Households with VASH subsidies were excluded from this total, because they received only move-in assistance from Project Action.

Comparison of Respondents to Non-Respondents in Follow-up Study

Those who completed an interview were compared to those who could not be reached in order to assess the likelihood that study attrition might have influenced the findings. The comparison was conducted on the following characteristics: single households versus multi-person households, households with children, age, housing status at intake, veteran, disability, ethnicity/race, exit destination, and time in program. There were no statistically significant differences between the respondents and non-respondents on these characteristics.

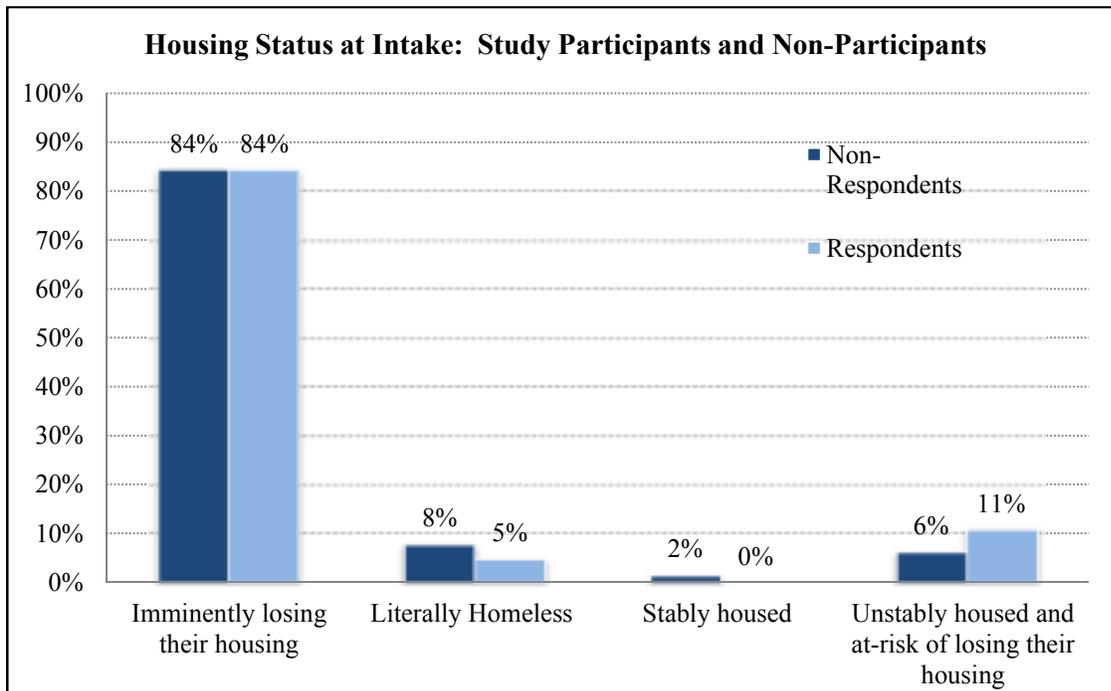
However, there were some non-significant trends worth noting that may suggest possible differences between non-respondents and respondents. First, the non-respondents had a higher mean and median length of time in the program compared to respondents. The median length of program time showed the largest difference between the groups and is probably the most valid statistic due to the wide range in days that clients were in the program. Non-respondents had a median of 179 days in the program compared to 121 days for respondents. Non-respondents may have stayed longer in the program because of more difficult life situations. See Table 4 below.

Table 4. Comparison of Respondents and Non-Respondents - Time in Program

	Non-Respondents	Respondents
Mean	173.0	170.0
Range in Days	30 to 364	30 to 425
Median	179.0	121.0
Mode	91.0	91.0

Figure 1 shows that a higher percentage of non-respondents were reported to be literally homeless at intake compared to respondents (8% versus 5%, respectively). Figure 1 also shows that a higher percentage of respondents were classified at intake as unstably housed and at-risk of losing their housing than the non-respondents (11% respondents versus 6% non-respondents).

Figure 1. Non-Respondents and Respondents in Follow-up Study – Housing Status at Intake



Follow-up Study Results

How Many Participants Who Received Project Action Services Were Stably Housed Six Months after Program Exit?

Table 5 shows the current housing status³ of 102 follow-up study respondents six months after they exited the program. Eight-nine percent (89.2%) were living in permanent housing, with a majority renting a home or apartment. Three out of four respondents were renting without receiving a housing subsidy.

³ The Federal Department of Housing and Urban Development (HUD) has 17 housing categories that are classified as “Permanent” or “Temporary” housing and that are used in the HUD Homeless Information Management System. The HUD categories were used in this study to classify the study participants’ housing status.

Nearly 11% were living in temporary situations, such as living with friends or family, or were living in transitional housing.

**Table 5. Current Housing Status Six Months after Exiting Project Action
(Survey Question: Can you tell me your current living situation right now?)**

	Frequency	Percent
Live with friends, temporary	6	5.9
Live with family, temporary	4	3.9
Transitional housing	1	1.0
Subtotal: living in temporary situations	11	10.8
Live with family, permanent	3	2.9
Own home (mobile home)	1	1.0
Rental, not Sec 8	77	75.5
Rental, Sec 8	10	9.8
Subtotal: living in permanent situations	91	89.2
Total	102	100.0

Table 6 below presents the follow-up study respondents' housing status at program exit and at the six month follow-up. The results show that participants' housing status remained relatively stable, with a slight decrease in their permanent housing status six months after program exit. The percentage of participants living in permanent housing decreased from 97% at program exit to 89% at six months after program exit, a decrease of 8.2%. More specifically, 11 participants who were living in permanent housing at program exit were living in temporary situations six months after their exit from Project Action (e.g. living with friends, family, or in transitional housing).

Table 6. Follow-up Respondents' Housing Situations at Program Exit and Six Months after Program Exit

	Housing Status at Program Exit		Housing Status at Six Month Follow-up	
	Frequency	Percent	Frequency	Percent
Emergency shelter	0	0	0	0
Place not meant for habitation	0	0	0	0
Live w/friends, temporary	0	0	6	5.9
Transitional housing	1	1	1	1.0
Live w/family, temporary	0	0	4	3.9
Subtotal: Living in Temporary Situations	1	1	11	10.8
Own home	1	1	1	1.0
Rental, NOT Sec 8	91	89	77	75.5
Rental, Sec 8	5	4.9	10	9.8
Live w/family, permanent	2	2	3	2.9
Subtotal: Living in Permanent Situations	99	97.1	91	89.2
Don't know	2	2	0	.0
Total	102	100	102	100.0

Table 7 below presents the study participants' housing status in a different way. It shows a summary of the participants' change in housing status from program exit to the six month follow-up. Overall, 77.5% of the study sample maintained the same permanent housing status of rental with or without public subsidy from the time of program exit to the six month follow-up. Another 12 participants or 11.7% maintained a permanent housing status from program exit to six month follow-up but their living situation changed. Of these 12, seven people were able to rent housing with a public subsidy, and three moved from rental housing to living with family in a permanent situation.

Eleven of the study participants (10.8%) changed from a permanent housing status at program exit to a temporary living situation at the six month follow-up.

Table 7. Summary of Study Participants’ Change in Housing Status from Program Exit to Six Month Follow-up

Housing Status	Number	Percent
Permanent Housing at Six Months:		
Stayed in permanent housing (rental with or without housing subsidy)	79	77.5%
Stayed in permanent housing - changed to subsidized housing at six months	7	6.9%
Stayed in permanent housing – changed from rental with no subsidy to living with family at six months	3	2.9%
Stayed in permanent housing – changed from living with family to living in rental housing, no subsidy	1	1.0%
Changed from temporary housing (transitional) to permanent housing at six months	1	1.0%
Sub-total, Permanent	91	89.2%
Temporary Housing at Six Months:		
Changed from permanent housing status to temporary housing status at six months	11	10.8%
Sub-total, Temporary	11	10.8%
Total	102	100%

What Were Participants’ Perceptions of Their Housing Stability?

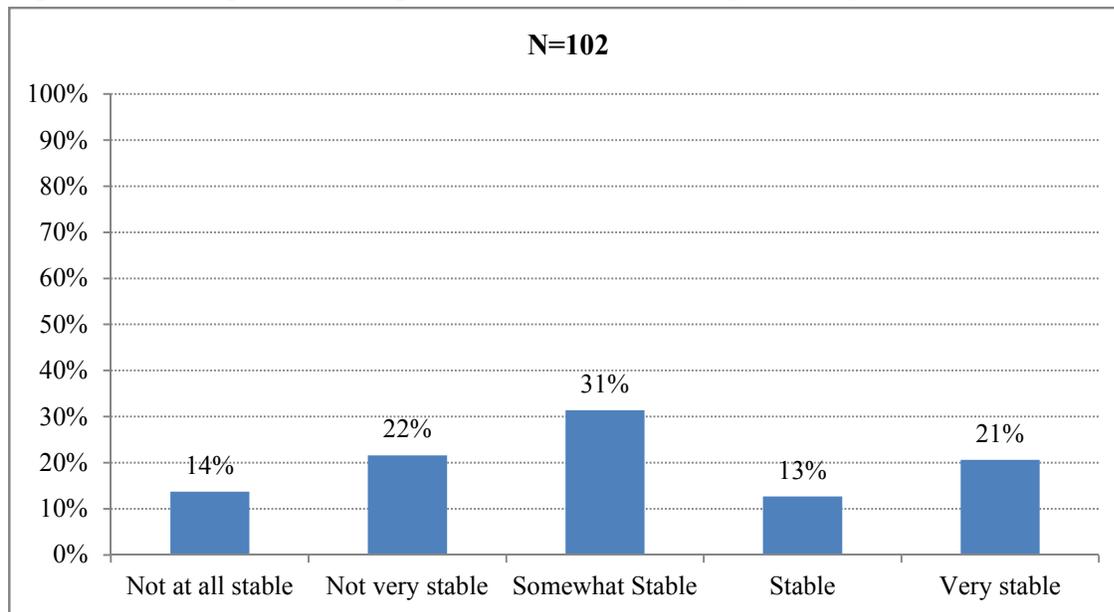
The follow-up interview also measured respondents’ assessment of their housing stability by asking three questions.

- How many times have you moved in the past six months?
- Do you expect to be living here six months from now?
- How stable to you feel your housing situation is right now?

Forty-six percent (46%) had moved at least once in the last six months, the time period since exiting Project Action. The number of times participants moved ranged from one to seven times in the last six months; however, most of those who had moved had done this only once (78%). Thirty-seven percent of all respondents were not sure if they would be living in the same place in the next six months (from the time of the follow-up call).

Figure 2 below shows that over a third of follow-up study respondents perceived their housing as not at all stable or not very stable. The remaining percentage (65%) perceived their housing to be somewhat stable (31%), stable (13%) or very stable (21%).

Figure 2. Participants' Perception of Current Housing Stability



Respondents were divided into three groups based on their responses about their perception of housing stability. The three groups were:

- 1) Not stable housing, n=36 or 36% of the study sample (includes those who responded not very stable, or not at all stable housing)
- 2) Somewhat stable, n=32 or 31% of the study sample
- 3) Stable/Very Stable housing, n=34 or 34% of the study sample (includes those who responded stable, and very stable housing).

Data from the three groups were tested for statistically significant differences on the following demographics: age, ethnicity, race, long-term disability, and having children under the age of 18 in their household. There were no significant differences between participants in the groups that perceived their housing to be Not Stable, Somewhat Stable or Stable/Very Stable. However, participants in the Not Stable housing group showed a trend of having a higher proportion of long-term disability status (25%) compared to those who were in the Somewhat Stable (16%) and Stable/Very Stable housing group (12%), but these differences were not statistically significant.

The three groups were also compared on their responses to two of the other questions about their housing status: “Can you tell me where you are currently living?” and “Do you expect to be living here six months from now?” For the question about their current living situation, Figure 3 below shows that a higher percentage (28%) of participants in the Not Stable housing group were living in temporary housing situations compared to those in the Somewhat Stable (9%) and Stable/Very Stable (3%) housing groups. This difference was statistically significant (Chi-square = 9.85, df=2, p<.007).

Figure 3. Perception of Current Housing Stability and Where Participants Were Currently Living

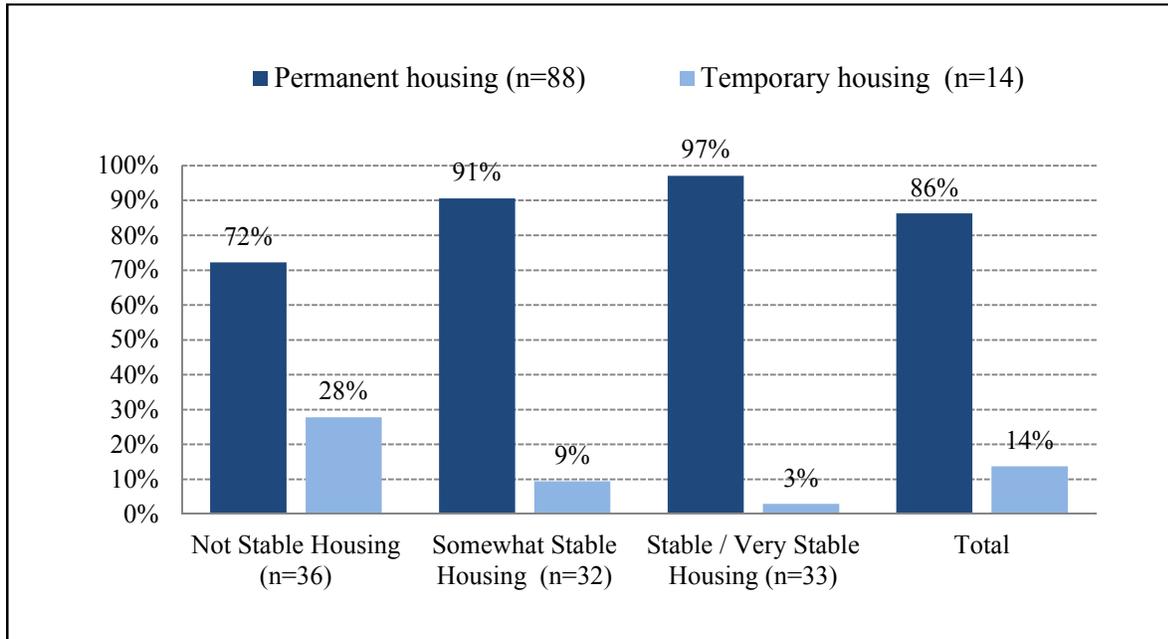
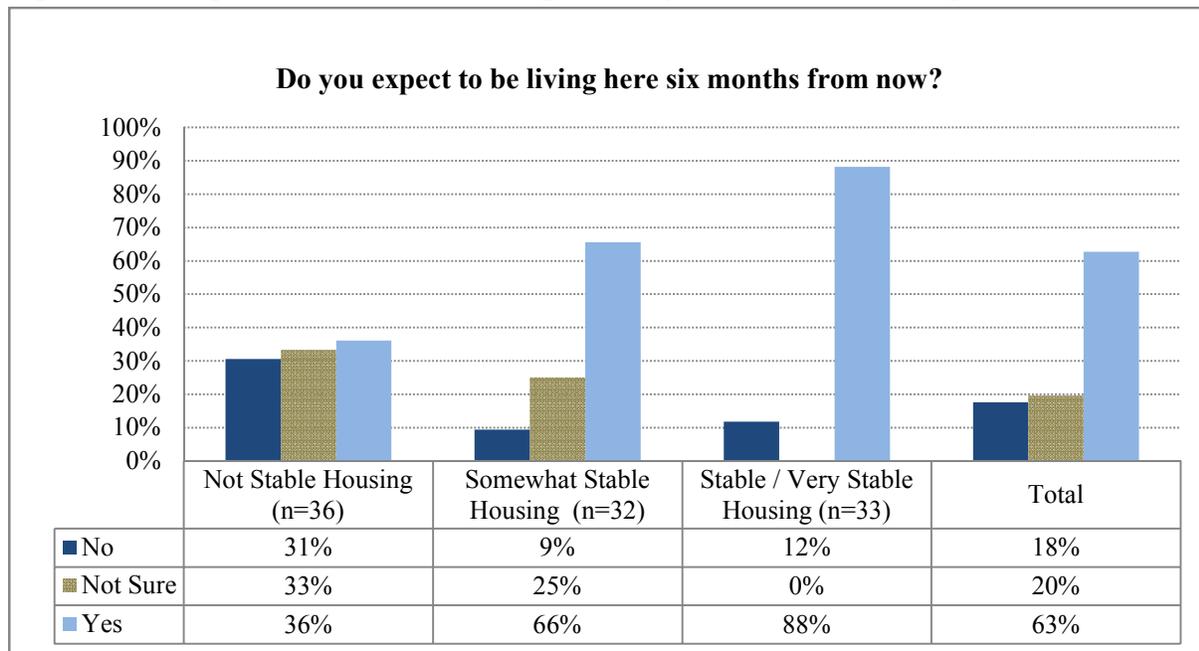


Figure 4 below shows the results for the question, “Do you expect to be living here six months from now.” Participants in the Not Stable housing group had a higher percentage who did not expect to be living in the same place in the next six months (31%) compared to the Somewhat Stable (9%) and Stable/Very Stable groups (12%). Also, a higher percentage of the Not Stable group (33%) were uncertain about where they would be living in the next six months compared to the Somewhat Stable (25%) and Stable/Very Stable groups (0%). Conversely, 88% of the Stable/Very Stable group, and 66% of the Somewhat Stable housing group expected to be living in the same place in the next six months compared to 36% of the Not Stable Housing group. This finding was statistically significant (Chi-square=23.54, df=4, p<.00).

Figure 4. Perception of Current Housing Stability and Future Housing Status



At Six Months after Program Exit, What Were Participants’ Reasons for Their Perceptions about Their Housing Stability?

Participants were asked why they perceived their housing to be not stable or stable. The following Tables 8, 9, and 10 present a summary of the participants’ major reasons. The following tables are organized by the three groupings of how participants responded to the question about their perception of housing stability, that is, Not Stable, Somewhat Stable, Stable/Very Stable.

Table 8 presents the types of reasons for the Not Stable housing group. Of this group, unemployment was the most frequently reported reason (39%) for their instability. The next most frequently reported reasons were: being behind in expenses and unable to pay their rent (17%), having part-time employment (11%), and having low-wage employment (11%). Beyond that, there were many other reasons that were reported by one or two participants, for example, having a disability that prevented them from getting a job, and having a past felony record that limited their employment options. Several mentioned conditions related to their personal health or losing a family member who had contributed to the household income.

Table 8. Participants' Reasons for Housing Instability: Not-Stable Housing Group

Participant Reason for Perception of Housing Instability	Housing not stable (n=36)	Percent
Unemployed	14	39%
Behind in expenses can't pay rent	6	17%
Part-time Employment (health issues and can't find full-time work)	4	11%
Low pay from employment, difficulty paying bills	4	11%
Disability	2	6%
Move or need to move	2	6%
Felony record, difficulty finding a good job	1	3%
Child Support issues	1	3%
Benefits cut	1	3%
Student, difficulty paying loans	1	3%

Table 9 below presents the range of reasons for those who reported their housing status was somewhat stable. Of this group, the most frequently reported reason for feeling a somewhat stable housing status was having employment (20%). The second most frequently reported reason was having part-time employment (13%). The other reasons reported may relate to why the participants felt their housing status was not completely stable, for example, being unemployed or a student, having a disability, etc. Many of the participants in this group acknowledged that although they were paying their bills, they felt financially insecure due to having low pay, part-time employment, no employment, and/or just barely meeting their expenses on a month-to-month basis.

Table 9. Participants' Reasons for Housing Stability: Somewhat Stable Housing Group

Participant Reason for Perception of Somewhat Stable Housing Status	Housing Somewhat Stable (n=32)	Percent
Employed	9	28%
Part-time Employment (can't find full-time work)	4	13%
Unemployed	3	9%
Student	3	9%
Disability	2	6%
Low pay	2	6%
Pay rent, but not on-time with payment feel insecure about financial stability	2	6%
Program helped with rent or housing	2	6%
Behind in expenses can't pay rent	1	3%
Ability to pay bills and other expenses	1	3%
Health issues	1	3%
Single parent, single earner	1	3%
Household lost wage earner	1	3%

Table 10 presents the range of reasons for those who reported their housing status was stable to very stable. Of this group, the most frequently reported reason for having a stable housing status was having employment (67%). The next most frequently reported reason was having the ability to pay their bills or expenses (12%). Three participants specifically mentioned that without Project Action, they would not have stable housing.

Table 10. Participants' Reasons for Housing Stability: Stable/Very Stable Housing Group

Participant Reason for Perception of Stable / Very Stable Housing Status	Housing Stable or Very Stable (n=33)	Percent
Employed	22	67%
Ability to pay bills and expenses	4	12%
Program helped rent and housing	3	9%
Part-time Employment (ability to pay bills)	2	6%
Unemployed but can pay bills (partner has job or has benefits)	2	6%

Strengths and Limitations of this Study

Strengths

This study has several strengths that make it valuable to program planners, policy-makers and evaluators working in homelessness prevention and the social services field.

- A 61.8% completion rate for a six-month follow-up study is a fairly good rate to achieve for a local evaluation study with a population facing significant hardships that can make them difficult to reach (e.g. frequent moves, limited phone access, etc). The fact that nearly two-thirds of the sample could be contacted and interviewed six months after leaving the program strengthens this study's contribution to evaluations of the Homelessness Prevention and Rapid Re-Housing Program.
- The study sample size produced a 6% margin of error for generalizing the study results to the overall Project Action population, based on a 95% confidence level. This is slightly higher than the usual 5% margin of error typically targeted in survey research (using a 95% confidence level). However, the study also showed that respondent characteristics were mostly comparable to the characteristics of the total Project Action household clientele, thus strengthening the likelihood that study results can be generalized to the total program population.
- Homeless Management Information System (HMIS) data were used to enhance the data collected from the client follow-up interview. Demographic and program information from the HMIS was used to conduct analyses for testing the study sample's comparability to the total client population in Project Action. The data also provided a context for interpreting the study sample's interview responses, for example, relating the participant's views about their current housing stability with characteristics such as long-term disability, having dependent children, etc.
- This study is unusual given that human service organizations do not usually have the time or resources to conduct status follow-ups on a representative sample of their clients. The results from this study, as well as the process for how the follow-ups were conducted could be useful to other organizations working to prevent homelessness.

Limitations

As with any evaluation study, there are many factors that cannot be accounted for or controlled. The following are some of the main ones:

- A major limitation is that it is not possible to know whether respondents' six-month housing outcomes were due to services received from Project Action. Although many participants cited Project Action as the reason for their housing stability, it was impossible to objectively determine if participants might have attained this status with or without the Project Action intervention.
- The study primarily relies upon participants' self-reported housing status. There was no way to objectively verify their housing status at six months.

- Self-selection bias is also a limitation of the study. That is, those who completed follow-up interviews may have been more stable or motivated than clients who could not be reached. Although the study sample appears to be comparable to the total Project Action population, the evaluators were not able to obtain data that would have strengthened the comparison analysis and allowed for a better description of non-respondents' characteristics. For example, complete information on employment status, income, and type of program termination (compliance or non-compliance with Project Action requirements) was not altogether available through the HMIS.

Conclusions

A six month follow-up study of former Project Action clients' housing outcomes was successfully implemented. A relatively high completion rate of 61.8% was achieved with a population that can be challenging to reach in follow-up studies. Valuable information was obtained that can help program planners, administrators and policy-makers for homeless prevention programs.

Eighty-nine percent of the study participants were able to maintain permanent housing six months after exiting Project Action, such as renting a home or apartment that was not publicly subsidized. However, respondents' perception of their housing stability was mixed. Thirty-one percent perceived their housing to be somewhat stable, and over a third (37%) of the study respondents, including some who were permanently housed, felt their housing and financial status was not stable. Participants mainly attributed their instability to unemployment or underemployment, as well as other compounding factors such as health issues, loss of a loved one, or other unanticipated or continuing challenges. One-third (34%) of the respondents felt their housing was stable and attributed this stability to having full-time and/or regular employment. Many participants commented that Project Action helped them achieve this stability by assisting them with rent and utilities, other housing related expenses, and helping them learn how to better manage their finances.

These results indicate that various kinds of support are important to maintain stability of participants and prevent homelessness. Workforce development and job creation programs are the most crucial types of assistance needed. Also, financial education and financial coaching and other asset building programs could also be useful to some participants who are motivated to better manage their finances and who feel stable enough to begin saving.

Appendix
Follow-up Study Questionnaire

Call Attempt Status:

 1st call _____

 2nd call _____

 3rd call _____

 4th call _____

 5th call _____

Date: _____ Time Started: _____ Time Ended: _____

Name of Respondent: _____ Client Id # _____

Name of Interviewer: _____

1. Can you tell me your living situation right now? [Interviewer should prompt respondent with the options below, for example—Is it a rental, your own home, etc.?)

Rental

Do you get Section 8 or any other similar type of assistance to pay for your apartment?

Yes No

Home owned by client

Live with family members

Is this a temporary or permanent situation? Temporary Permanent

Live with friends

Is this a temporary or permanent situation? Temporary Permanent

Emergency shelter

Hotel (due to lack of housing)

Transitional housing for homeless persons

Place not meant for human habitation (e.g., street, park, car)

2. Do you expect to be living here six months from now?

- Yes
- Not sure
- No

3. How many times have you moved in the past six months, since you finished Project Action. Number of times: _____

4. How stable do you feel your housing situation is right now? [Read all responses to the respondent]

- Very stable
- Stable
- Somewhat stable
- Not very stable
- Not at all stable

3a. Could you briefly describe why you think your housing situation is [insert their response, e.g. stable, not very stable etc.]?

5. That's all of our questions. Do you have any other comments or questions?

Thank you for your time! We will be entering your name in a drawing to win a \$10 gift card. If you win, what address should we send it to?

Name:

Address:

<END INTERVIEW>

Time ended: _____

Interviewer Comments: