

WFF Systems Initiative Homeless Families Impact Study

**Understanding Families' Early Experiences with
Housing Case Management**

Preliminary Findings From Cohort 1 Wave 2 Data - Module 1

Family Homelessness Tri-County Meeting
January 28, 2013

Purpose of Presentation

To share preliminary data from 6 month interviews with Cohort 1 Family Impact Study Respondents

Data are preliminary; please do not cite or use without permission.

(2)

Overview of Presentation

- Brief Overview of Methodology and Status of Data Collection
- Where are they living
- Receipt of Case Management and Timing
- Type of Case Managers and Frequency of Contact
- Types of Services Provided
- Attitudes towards Case Managers
- Qualifications and Next Steps

Methodology

Sample

Purpose

“Baseline” cohort of families

To be compared to an “Intervention” cohort of families beginning late 2014

466 families at Baseline

Speak English or Spanish

Recruited from 10/10 to:

1/12 King
4/12 Snohomish
7/12 Pierce

Data Collection

From parent on:
self, target child,
and family

4 waves of data
(B, 6M, 12M, 18M)

Considerations

Does not include families who are non-English, non-Spanish speaking or who entered domestic violence shelters

Cohort includes 78% of those families considered eligible
11% unreachable, 5% declined, 5% not interviewed because recruitment ended

Status of Data Collection

	Total	King	Pierce	Snohomish
Baseline Interviews	466	156	156	154
6 Month Interviews	366 (79%)	134 (86%)	99 (63%) 31 remaining	133 (86%)

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Timing of “6 Month” Data Collection: Number of Days Since Entering Shelter

	Total (N=336)	King (N=134)	Pierce (N=115)	Snohomish (N=133)
Mean	6.8 months	6.8 months	6.7 months	6.8 months
Median	6.3 months	6.4 months	6.3 months	6.3 months
Range	2.0 – 14.6	4.0 – 14.6	4.5 – 11.3	2.0 – 11.7
% Completed Within 8 Months	81%	81%	83%	80%

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Where Families Are Living at “6 Month” Interview

	Total (N=336)	King (N=134)	Pierce (N=115)	Snohomish (N=133)
Still in Shelter*	20%	9%	12%	37%
Moved to Another Shelter or Transitional Housing*	5% / 34%	6% / 44%	8% / 24%	3% / 31%
Moved to Other Location*	41%	41%	56%	29%

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Where Families Are Living at 6 Month Interview Who Move Elsewhere?

	% of Total Sample (N=366)
Own apartment or house	28%
Someone else's apartment or house	3%
Parent or guardian's apartment or house	5%
A hotel or motel paid by respondent	1%
A substance abuse treatment or detox program	<1%
On the street or some other abandoned place	<1%
Any other place	3%

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Families Living in Own Apartment

	Of those living in their own apartment (N=104)
Name on the lease	93%
Paying rent	91%
% paying less than \$250	50%
Can stay permanently	70%
Has a housing subsidy	40%
Receives other financial assistance that can be used for housing	33%

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Receipt of Case Management

	Has a Case Manager		No Case Manager
	Required	Not Required	
Still in Shelter (N=73)	86%	3%	11%
Moved to Another Shelter/ Transitional Housing (N=138)	81%	8%	11%
Moved to Other Location (N=146)	32%	13%	55%

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Receipt of Case Management for Those Still in Shelter

	Has a Case Manager		No Case Manager
	Required	Not Required	
Tri-County (N=73)	86%	3%	11%
King (N=12)	92%	0%	8%
Pierce (N=12)	75%	8%	17%
Snohomish (N=49)	88%	2%	10%

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Receipt of Case Management for Those in Another Shelter or Transitional Housing

	Has a Case Manager		No Case Manager
	Required	Not Required	
Tri-County (N=138)	81%	8%	11%
King (N=64)	81%	8%	11%
Pierce (N=30)	80%	3%	17%
Snohomish (N=44)	82%	11%	7%

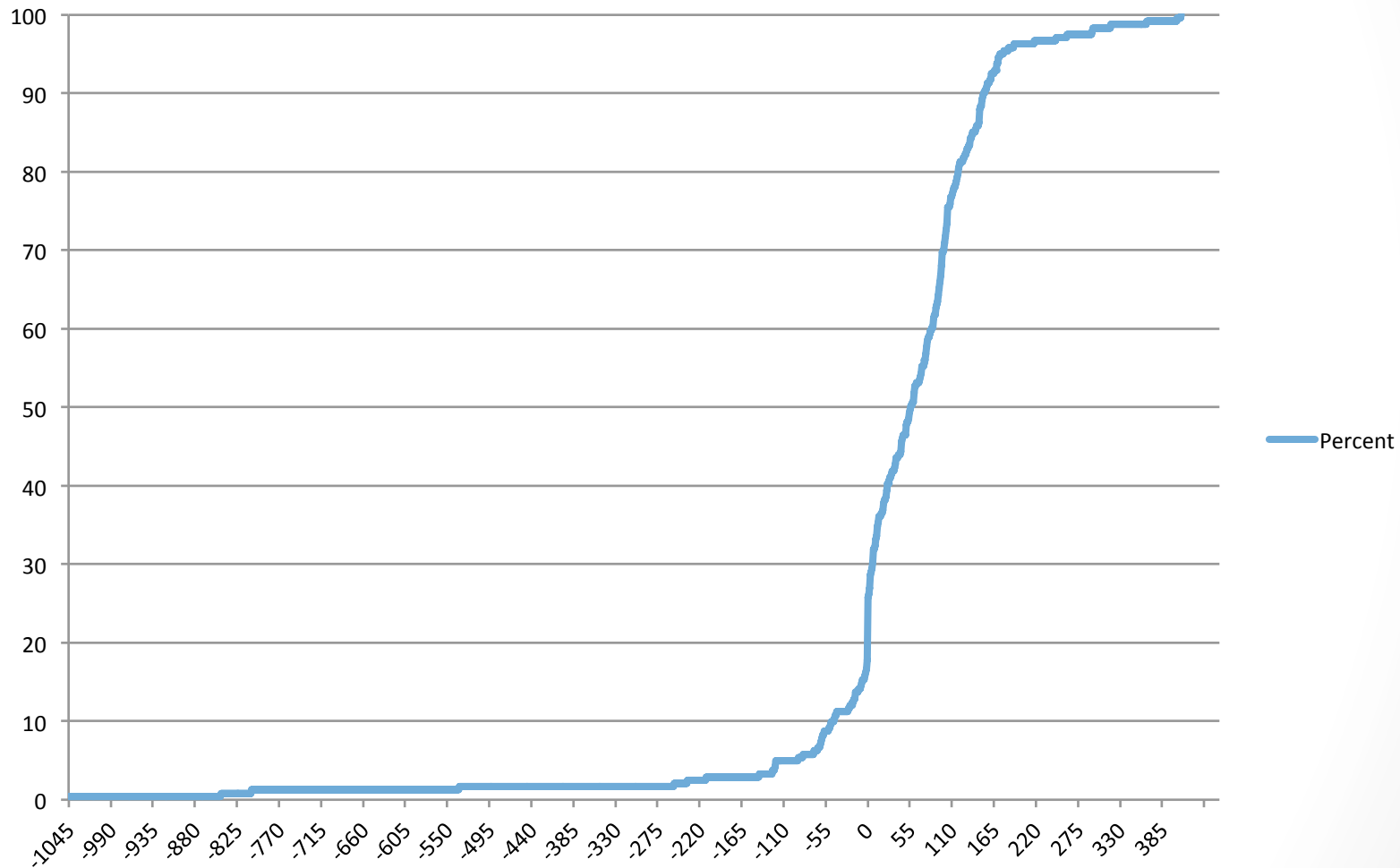
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Receipt of Case Management for Those Living Elsewhere

	Has a Case Manager		No Case Manager
	Required	Not Required	
Tri-County*** (N=146)	32%	13%	55%
King (N=54)	31%	28%	41%
Pierce (N=54)	24%	6%	70%
Snohomish (N=38)	45%	3%	53%

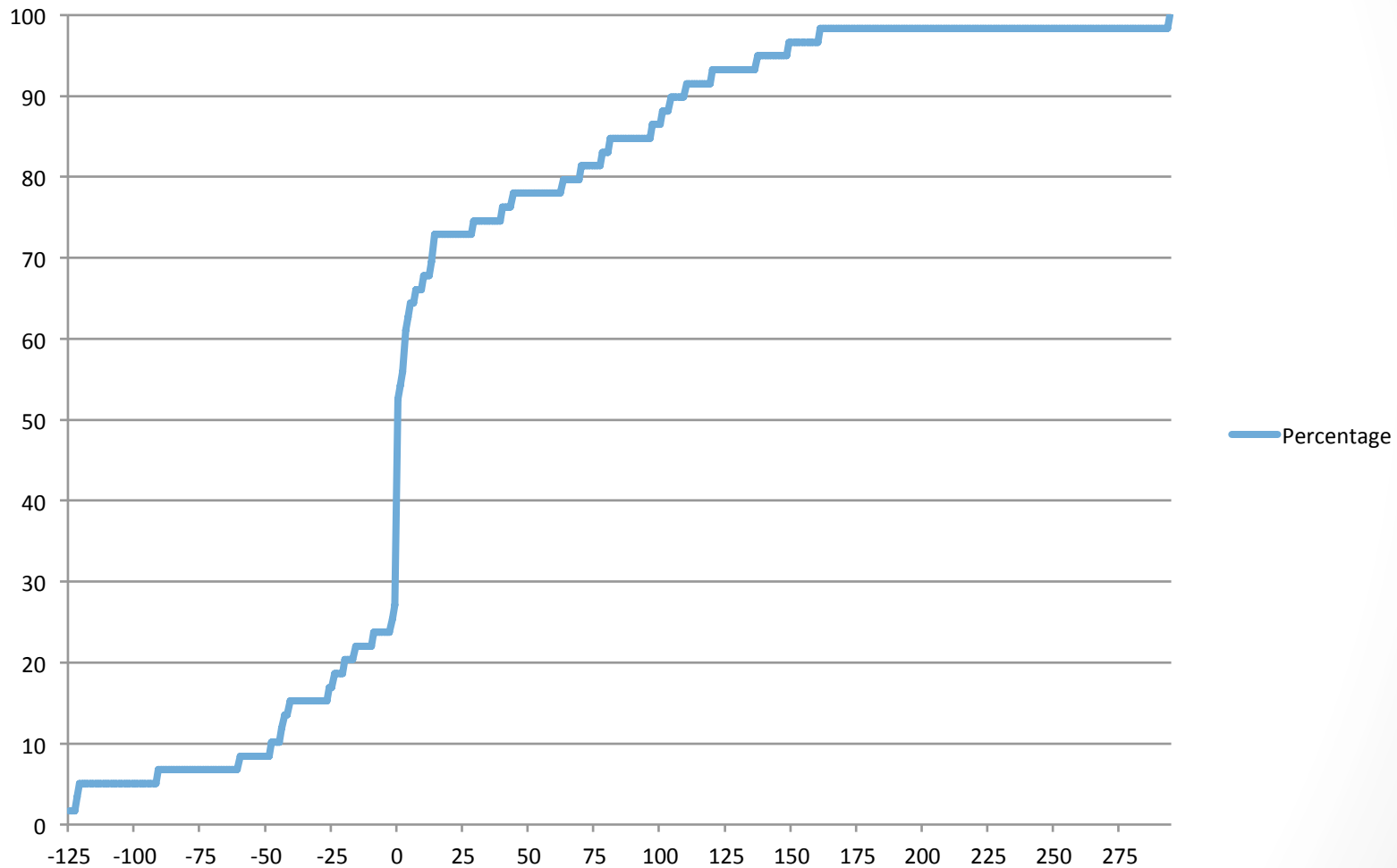
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Days from Shelter Entry to First Contact with Case Manager (N=253)



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Days from Shelter Entry to First Contact with Case Manager, Families Still in Shelter (N=59)



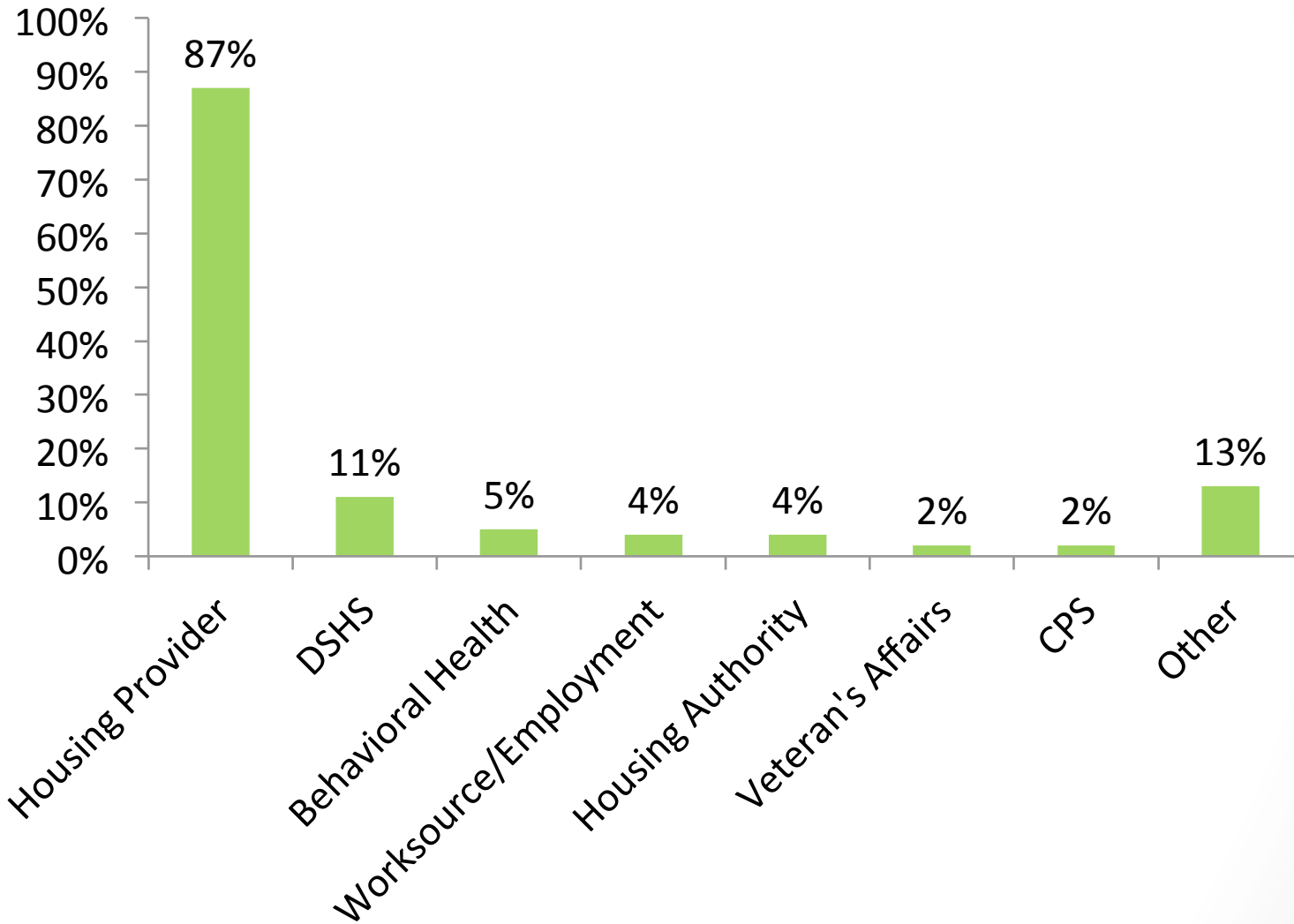
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Number of Case Managers

	Total*** (N=366)	Still in Shelter (N=73)	Another Shelter/ Transitional Housing (N=144)	Other Housing (N=149)
0	28%	11%	10%	54%
1	45%	59%	54%	30%
2	19%	16%	28%	13%
3	6%	11%	6%	3%
4	2%	3%	2%	1%

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Type of Case Managers (N=263)



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Primary Case Managers (N=212)

	Primary CM is from a Housing Provider	Primary CM is from Another Organization
Overall	83%	17%
Still in Shelter	94%	6%
Moved to Another Shelter or Transitional Housing	87%	13%
Moved to Other Location	63%	37%

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Frequency of Contact with Housing Case Manager

	Total*** (N=166)	Still in Shelter (N=46)	Another Shelter/ Transitional Housing (N=88)	Other Housing (N=32)
Everyday/ Almost every day	1%	4%	0%	0%
A few times a week	8%	11%	7%	6%
Once a week	55%	72%	58%	22%
A few times a month	20%	11%	20%	31%
Once a month	13%	2%	11%	34%
By appointment, whenever I need to	3%	0%	3%	6%

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Type of Services Provided by Housing Case Manager (N=175)

Primary case manager assists you with...	Total***	Still in Shelter	Another Shelter/ Transitional Housing	Other Housing
Developing a plan for:				
finding housing?*	72%	57%	75%	86%
(N=160, 44, 88, 28)				
receiving services?	67%	60%	66%	82%
(N=168, 47, 88, 33)				
reunifying with your children?*	37%	41%	40%	21%
(N=71, 22, 35, 14)				
any other services?*	64%	56%	60%	87%
(N=170, 50, 89, 31)				

% responding 'somewhat' or 'quite a lot'

*Limited to Primary Case Manager from Housing Providers

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Type of Services Provided by Housing Case Manager (N=175)

Primary case manager assists you with...	Total***	Still in Shelter	Another Shelter/ Transitional Housing	Other Housing
Applying for:				
housing? (N=150, 38, 83, 29)	59%	45%	66%	55%
benefits, like Medicaid, TANF, etc.? (N=153, 42, 81, 30)	33%	38%	32%	30%

% responding 'somewhat' or 'quite a lot'

*Limited to Primary Case Manager from Housing Providers

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Type of Services Provided by Housing Case Manager (N=175)

Primary case manager assists you with...	Total***	Still in Shelter	Another Shelter/ Transitional Housing	Other Housing
Accessing:				
health services? (N=158, 43, 83, 32)	34%	40%	33%	31%
mental health or substance abuse services?*	36%	46%	34%	26%
(N=135, 41, 67, 27)				
child care services?*	37%	42%	39%	20%
(N=146, 45, 76, 25)				
other services for your children?	50%	53%	49%	48%
(N=160, 49, 84, 27)				
dental services?	23%	31%	22%	14%
(N=149, 42, 78, 29)				

% responding 'somewhat' or 'quite a lot'

*Limited to Primary Case Manager from Housing Providers

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Assessment of Housing Case Management (N=175)

% responding 'most of the time' or 'all of the time'	Total***	Still in Shelter	Another Shelter/ Transitional Housing	Other Housing
Can reach CM when need to	74%	70%	73%	82%
CM gets back to you	79%	78%	77%	88%
CM provides needed support	71%	65%	67%	88%
CM treats you with respect	88%	84%	86%	100%
CM spends time you need	81%	84%	77%	85%
Go to someone other than CM for housing related issues	14%	16%	15%	9%
Go to someone other than CM for service related issues	21%	20%	17%	33%

*Limited to Primary Case Manager from Housing Providers

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Qualifications and Next Steps

- Pierce sample not complete. Final numbers may vary slightly.
- Final cross-site sample will likely have about 14% lost to follow-up.
- Variation in the timing of the interview may account for some differences in results. Additional analyses will account for timing.
- Continuing analyses will look at how housing status and moves affect service receipt.

Future Modules, part 1

HOUSING

- Housing history since entering shelter
- Helped received in seeking housing
- Experience with subsidies and housing assistance
- Residential risks

BASIC OUTCOMES

- Housing—current living status
- Household composition—reunification and separation
- Employment and income
- Health and behavioral health
- Health insurance and benefits
- Qualitative assessment of change

Future Modules, part 2

EDUCATION, EMPLOYMENT, INCOME, & BENEFITS

- Changes in employment and description of jobs
- Employment history (longest job)
- Changes in income, benefits, and debt

SERVICE NEEDS & RECEIPT

- Service needs (health & behavioral health) of HOH
- Changes since baseline
- Service receipt of HOH
- Children's service needs and receipt
- Family barriers and service receipt
- Social supports