



Outcomes Tracking and Evaluation

June 2, 2021

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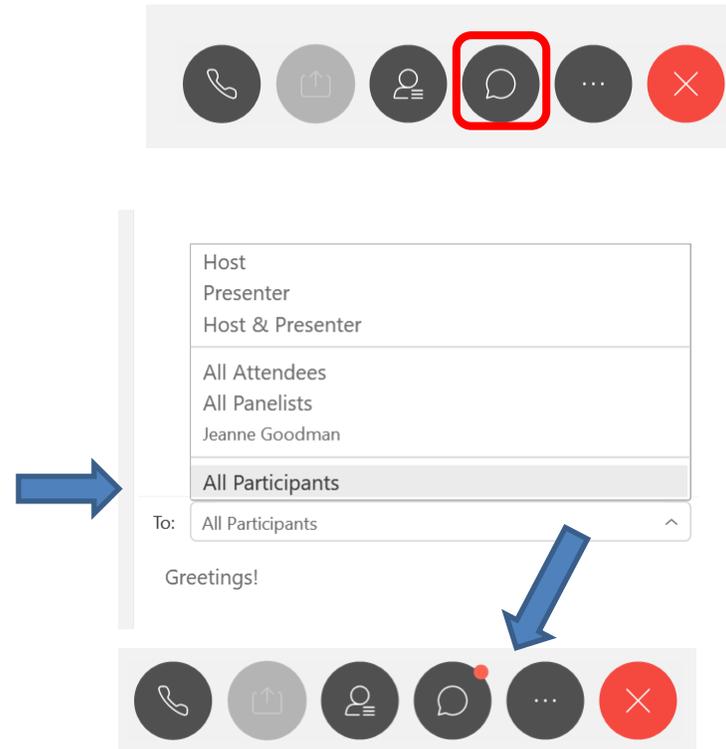
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Moving On Training Series Overview

Session	Date and Time	Target Audience
1. Introduction to Moving On	Wednesday, March 3 2:00 PM EST	CoCs, housing providers (PSH, HOPWA, VASH), PSH tenants government housing and services agencies, PHAs, HUD Multifamily properties, affordable housing owners/operators, and private funders.
2. Moving On Resources	Wednesday, March 17 2:00 PM EDT	CoCs, housing providers, government housing and services agencies, and private funders.
3. Moving On for PHAs	Thursday, March 18 2:00 PM EDT	PHAs, HUD Multifamily property operators, affordable housing owners and operators, landlords, and other holders of housing resources.
4. Moving On Assessment Processes	Wednesday, March 31 2:00 PM EDT	CoCs, housing providers, government housing and services agencies, and PHAs.
5. Creating a Culture Supportive of Moving On	Wednesday, April 14 2:00 PM EDT	CoCs, housing providers, and government housing and services agencies.
6. Moving On Services in Supportive Housing	Wednesday, April 28 2:00 PM EDT	CoCs, housing providers, government housing and services agencies, supportive services providers.
7. Moving On Outcomes Tracking and Evaluations	Wednesday, May 12 2:00 PM EDT	Researchers, CoCs (including HMIS staff), housing providers, government housing and services agencies, and PHAs.

Previous Moving On Webinar Recordings

To view the recordings, slides, and other resources for a previous session, click 'Get Credit' in the registration column and scroll to the bottom of the page

Schedule and Registration

Webinar	Date and Time	Registration
Introduction to Moving On	March 3, 2021 2:00 – 3:30 PM EST	Get Credit
Moving On Resources	March 17, 2021 2:00 – 3:30 PM EDT	Get Credit
Moving On for PHAs	March 18, 2021 2:00 – 3:30 PM EDT	Get Credit
Moving On Assessment Processes	March 31, 2021 2:00 – 3:30 PM EDT	Get Credit
Creating a Culture Supportive of Moving On	April 14, 2021 2:00 – 3:30 PM EDT	Register Now
Moving On Services in Supportive Housing	April 28, 2021 2:00 – 3:30 PM EDT	Register Now
Moving On Outcomes Tracking and Evaluations	May 12, 2021 2:00 – 3:30 PM EDT	Register Now

[Link: Moving On Webinar Series](#)

Panelists/Resource Advisors

- **Janis Ikeda** (she/her) – Senior Program Manager, CSH
- **Emma Chapple** (she/her) – Senior Program Manager, CSH
- **Emmy Tiderington, PhD, MSW, LMSW** (she/her) – Assistant Professor, School of Social Work; Associate Faculty, Institute for Health, Health Care Policy & Aging Research; Rutgers, The State University of New Jersey

Overview

This webinar will cover outcomes tracking for Moving On programs, including data elements, sources, and using information to improve programs. The session will also cover information about past Moving On evaluations and tips for researchers interested in evaluating Moving On programs. Learning objectives:

- Learners will be able to identify key data elements for measuring progress and making improvements to Moving On programs
- Learners will gain a baseline understanding of Moving On research conducted to date, key outcomes, and metrics used
- Learners will be equipped with examples and tips for planning and implementing outcomes tracking and/or evaluations for Moving On programs

Agenda: Operationalizing the Moving On Program

- Data and Outcomes Tracking in Moving On
- Using Outcomes to Measure Success and Improve Moving On Programs
- Moving On Research Spotlight
- Strategies and Tips for Future Moving On Evaluations

Moving On Basics



Definitions

Continuum of Care (CoC)	A local planning body responsible for coordinating the full range of homelessness services in a geographic area, which may cover a city, county, metropolitan area, or an entire state.
Moving On	A program that assists tenants who are ready and wish to leave PSH by connecting them with affordable housing, financial assistance, and transition supports (services to help tenants prepare for, navigate, and adjust to their transition out of PSH).
Permanent Supportive Housing (PSH)	Housing (site-based or tenant-based) without a designated length of stay that is paired with supportive services to assist individuals or families experiencing homelessness achieve housing stability. PSH requires that at least one member of the household has a disability.
Public Housing Agency (PHA)	A state, county, municipality, or other governmental entity or public body authorized under State law to administer a housing or rental assistance program.
Racial Equity	The condition that would be achieved if racial and ethnic identity no longer statistically predicted outcomes, such as rates of homelessness, health outcomes, life expectancy, justice involvement, etc.

Moving On Basics

Moving On programs connect tenants with affordable housing and other financial resources and provide transition supports set them up for long-term stability and success post-PSH.

The primary goals of Moving On are to:

- Support independence and choice for those who are ready and desire to move on from PSH.
- Free up space in PSH for people experiencing homelessness who would benefit from intensive, long-term services and rental support.

Guiding Principles

- **Voluntary:** Tenants can stay in PSH as long as they want to (and are eligible) and can choose if they would like to participate in Moving On
- **Collaboration:** To be successful, Moving On strategies require commitments from mainstream housing and services agencies, and close collaboration between CoCs and PSH providers and these community partners.
- **Robust transition supports:** Tenants who are ready to move on are stable and independent, but typically still want and need a connection to affordable housing, financial assistance to help with the security deposit and other transition costs, and services to help them navigate the transition period as they get ready to move on and adjust to their new situation.

Core Components of a Moving On Strategy or Program

- **Sustainable affordable housing**, such as Housing Choice Voucher (including an Emergency Housing Voucher) or public housing unit from a PHA, a unit in a HUD Multifamily property (e.g. Section 202/811), or a unit in another kind affordable housing building.
- **Transition Supports**: help with applying for the housing subsidy; housing navigation (when the tenant is moving to a new home); budgeting and credit building/repair assistance; preparation for the transition; aftercare services once a tenant moves; etc.
- **Flexible financial resources**, which could include funds for expenses such as a security deposit, housing application/background fees charged by landlords, furniture, a moving van or service, etc.

Discussion Questions

- If you're implementing, developing, or hoping to create a Moving On program, what are the most important questions you want to be answered through outcomes tracking and research?
- If you're a researcher, what is interesting to you about Moving On programs?

Data and Outcomes Tracking



Discussion Question

- If you are currently involved in a Moving On Program, which data points are being tracked?
- If you're not involved with a Moving On program yet, what kind of information are you interested in seeing from other communities?

Data and Outcomes Tracking

- **Data Elements should:**
 - Help assess whether targeted outcomes are being met
 - Provide better understanding about what is working and what is not
 - Help inform what corrective actions might be necessary to improve performance
 - Demonstrate impact to key stakeholders
 - Track performance as close to “real-time” as possible
 - To do this, consider developing and maintaining a bi-weekly/monthly dashboard that tracks program outcomes.

Data and Racial Equity

- Any outcomes tracking for Moving On must allow data to be disaggregated (separated) by race and ethnicity. Looking at variances in outcomes for different groups can help you identify inequity and modify programs accordingly.
- For more information on data and race equity, see:
 - HUD: [Data & Equity: Using the Data You Have](#)
 - CSH: [Racial Disparities and Disproportionality Index Overview](#)

Moving On Data Tracking in HMIS

- The 2022 HMIS Data Standards include a Moving On data element. This program-specific data element for HUD CoC programs, to be used by PSH project types, will allow users to indicate which households are being served through a Moving On program (if offered by the provider/CoC) and what services they are receiving.
- Why do we need a Moving On data element in HMIS? To help us track:
 - Number of households engaging in Moving On programs
 - Exits by PSH households that participated in Moving On programs
 - Returns to homelessness by people who were in PSH and participated in Moving On

C2 Moving On Assistance Provided

System Logic and Other System Issues: The system must record the appropriate collection stage for each element. Systems must allow for update information if a change occurs mid-year and allow corrections for data entry errors at all stages.

FY2022 Revision Summary: New Element.

C2 Data Element Fields and Responses:

Field Number	Field Name	Dependency	Response Category/ Data Type Descriptions		
1	Date of Moving On Assistance	None	[date]	Date of Moving on Assistance	
2	Moving On Assistance	None	1	Subsidized housing application assistance	
			2	Financial assistance for Moving On (e.g., security deposit, moving expenses)	(e.g., security deposit, moving expenses)
			3	Non-financial assistance for Moving On (e.g., housing navigation, transition support)	(e.g., housing navigation, transition support)
			4	Housing referral/placement	
			5	Other (please specify)	

FY 2022 HMIS Data Standards

- Federal Partner Program Data Elements
 - Continuum of Care (CoC)
 - C2: Moving On Assistance Provided

C2 Moving On Assistance Provided – Specifications

C2 Specifications:

Data Collected About	Head of Household
Funder/Program Component	HUD: CoC - Permanent Supportive Housing
Project Type Applicability	3 - PSH
XML	TBD
CSV	Services
Collection Point	Occurrence Point (as provided)
Relationship to EnrollmentID	One or more Moving On responses per Enrollment
Relationship to PersonalID	One or more Moving On responses per Client

For more, see: [FY 2022 Data Standards \(Manual\)](#) or [FY 2022 HMIS Data Standards Interactive Tool](#)



Key Categories for Outcomes Tracking

- Demographics
- Outputs
- Tenant outcomes
- System-level outcomes
- Equity

Outcomes Tracking: Demographics

Demographics: Who is interested in Moving On?

Sample Indicators	Possible Information Source
Race, Gender, Age	HMIS or other PSH provider records
Household type and size	HMIS or other PSH provider records
Years and months in PSH	HMIS or other PSH provider records
Health and behavioral health diagnoses	HMIS or other PSH provider records
Income	HMIS or other PSH provider records

Outcomes Tracking: Outputs

Outputs: What services are being provided?

Sample Indicators	Possible Information Source
# Applicants	PSH providers or coordinating entity (such as CoC) that processes applications
#/% Applicants eligible based on local criteria	PSH providers or coordinating entity (such as CoC) that processes applications
# Households assisted with applications for vouchers or other housing resources	PSH provider or coordinating entity (such as CoC)
# Households connected to vouchers or affordable housing	PHA data or information from other housing operator (e.g. Multifamily or LIHTC property manager)
# Households that receive transition support services	HMIS or other PSH provider records
# Households that receive flexible financial support	HMIS or other PSH provider records

Outcomes Tracking: Tenant Outcomes

Tenant-level outcomes: Are tenants successful after Moving On? Do they maintain housing stability over time, and are they satisfied with their housing and quality of life post-move? Have tenants been able to maintain or increase income, social connections, community supports, etc.?

Sample Indicators	Possible Information Source
# Households that successfully lease up and move on	PHA data (# Moving On households w/active HAP contracts)
Housing destination types of tenants that move on	HMIS
# Households that withdraw from Moving On	PHA data (# Moving On vouchers that expire or # requests to return voucher)
Reasons tenants withdraw from Moving On	Tenant interview or PSH provider records
% Stably housed at 6, 12, 24 months, etc. after moving on	PHA data (# Moving On households recertified at 1 and 2 years; households w/active subsidy); Tenant self-report

Outcomes Tracking: System-Level Outcomes

System-level outcomes: How effective is the program? Is the program making an impact on PSH capacity?

Sample Indicators	Possible Information Source
% of tenants who received vouchers or affordable housing through the program who successfully leased up and moved on	PHA data
Length of time from housing application to lease-up	PHA data
# PSH units made available by Moving On tenants	HMIS
Change in PSH turnover rate in years before and after launch of Moving On	HMIS

Outcomes Tracking: Equity

Equity: What are the demographics of people who are successful in Moving On, and of the people who remain stably housed over time? Are there differences in outcomes based on race, ethnicity, household type, age, or other factors? How do demographics of the successful households differ than the demographics for the interested households?

To analyze with a racial equity lens, look at all of the same outputs, tenant outcomes, and system outcomes using data disaggregated by race and ethnicity.

Work with an inclusive group of stakeholders, including Black people, Indigenous people, and other people of color, as well as people with lived experience in supportive housing and with Moving On, to understand what forces may be driving racial inequities in your program outputs and outcomes. Ground your analysis in an understanding of how structural racism creates additional barriers to Moving On and work together to develop and test solutions to advance equity.

Qualitative Feedback

Qualitative information, especially from the people most impacted by Moving On programs, and the implementing partners, is crucial both in planning and during implementation.

To ensure your program is responsive to local needs, listen to and work with people who have moved on, current Moving On participants, people who have withdrawn or been unable to move on, and/or PSH tenants who are interested in moving on.

Ensure that people with lived experience are included in ongoing implementation conversations and decision-making, and compensated for their time and expertise.

Qualitative Feedback: Participants

Collect information regularly to:

- Understand the participant experience of Moving On, including what is or went well, what was challenging, and what they wish could be different. Use this information to determine what changes could be made to the program to improve outcomes and tenant experiences.
- Document key challenges or barriers that may be impacting outcomes (e.g., if widespread landlord discrimination against voucher-holders is driving low lease-up rates). Ask what participants think would help, and use this information to drive changes to improve efficacy of the program.

Qualitative Feedback: Implementation Partners

- Meet regularly with key partners to:
 - Identify and address any implementation and communication challenges
 - Evaluate program progress
 - Highlight key challenges, successes, and lessons learned
 - Identify opportunities and strategies to modify the program to improve outcomes

Moving On Research: Spotlight on Dr. Emmy Tiderington



Presentation Overview

- Findings from the Moving On Initiative Outcomes Scoping Review
- Lessons Learned from the Moving On Initiative Outcomes Scoping Review
- Examples of Moving On Initiative Outcome Measures/Tools
- Lessons Learned from the 2015 New York City Moving On Initiative Study
- Strategies for Improving MOI Evaluations
- Tips for Starting a MOI Evaluation

Background

- No systematic review of MOIs has been conducted to date
- There is a need for systematic evidence of *how* MOIs are being evaluated
- Research Questions:
 - What are the most common MOI participant outcomes being tracked by MOI evaluators?
 - What are the least common MOI participant outcomes being tracked by MOI evaluators?
 - What is known about the size of these MOIs (e.g. # of vouchers issued, applications submitted/approved, # of moves)?
 - What is known about MOI participants' housing retention and other outcomes?

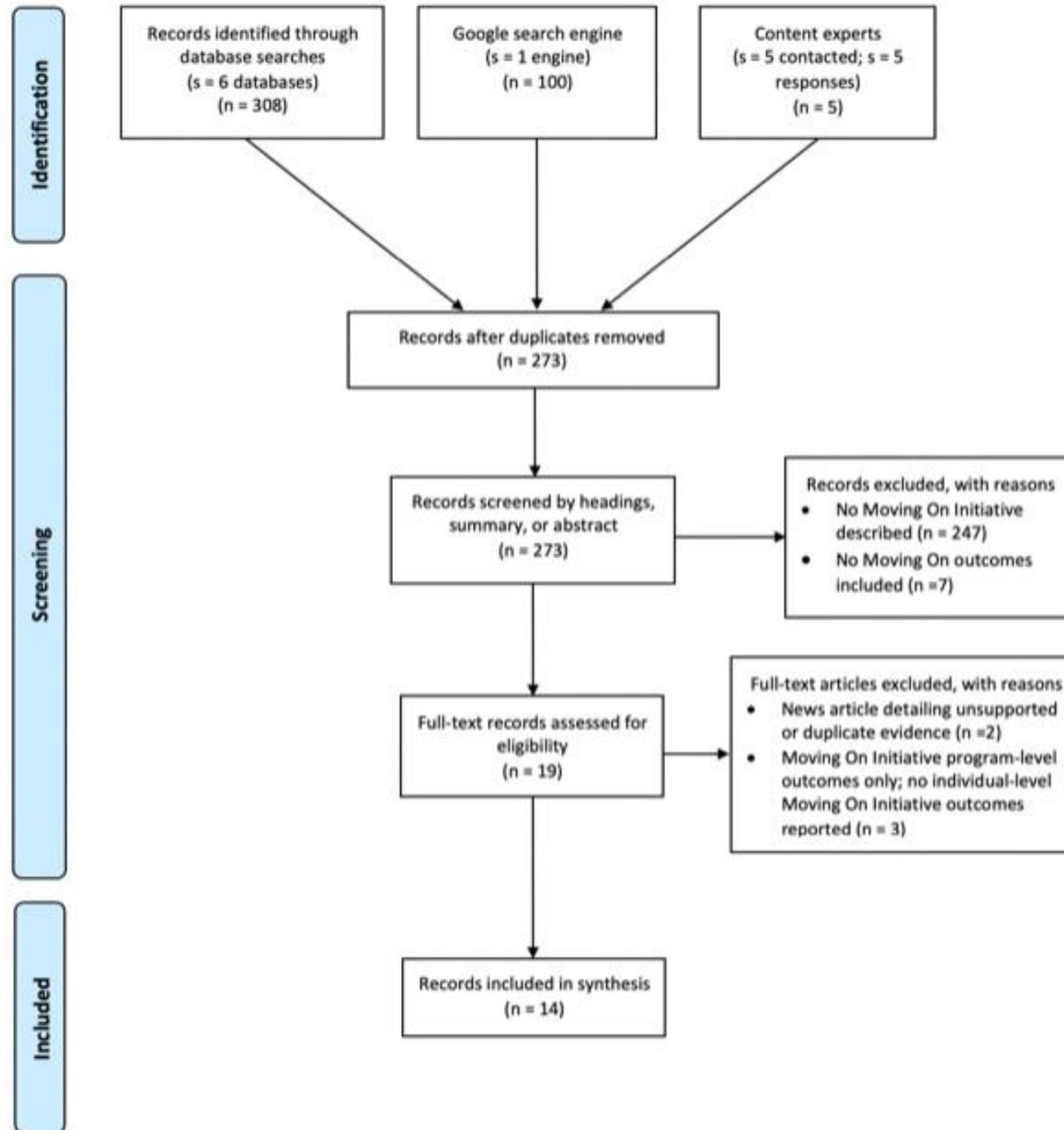
Scoping Review Methods: Data Collection & Analysis

- Followed Arksey & O'Malley's (2005) scoping review stages and PRISMA guidelines for reporting scoping review findings
- **Inclusion criteria:** Sources available in English; most current version; reports qualitative or quantitative findings on move on rates, housing retention, or other MOI participant outcomes
- No restrictions on date or publications outside of the United States
- **Analysis strategy:** Map the literature, rather than assess quality of the evidence
- **Limitation:** Presumably not all MOI evaluations are represented in this review because the review only captures *publicly-available* MOI evaluation reports and reports provided to us by subject matter experts

Scoping Review Methods: Searching

- Used search terms combined using Boolean operators: “supportive housing” AND (“mov* on” OR “mov* up” OR “discharge” OR “graduate” OR “step down” OR “transition”)
- Searched six **major research databases** (308 initial sources)
- Searched Google for “**grey literature**” (sources outside peer-reviewed journals) and included the first 100 website hits as sources
- Consulted five **subject matter experts** and included literature that they and the first author identified as relevant, which resulted in five additional sources
- A total of 413 sources were included in the initial review

Scoping Review Methods: Screening



Scoping Review Findings: MOIs Included

- 14 sources described 17 MOIs:
 - Atlanta, Georgia (unknown start date)
 - Chicago Housing Authority (2012)
 - Housing Authority of Cook County (unknown start date)
 - Columbus, Ohio (2010)
 - Detroit, Michigan (2014)
 - Los Angeles (2013)
 - Minnesota (2017)
 - New York City – CSH (2015)
 - New York City – Jericho Project (2013)
 - New York City – City of NY Dept of Homeless Services (2007-2009)
 - **New York City – CSH, City/State of NY (2004-2006)**
 - San Francisco (2016/2017)
 - **Vancouver, Canada (2017)**
 - Washtenaw County, Michigan (unknown start date)
 - 3 MOIs located in unidentified “large urban areas”

Scoping Review Findings: MOI Size

- MOI size was difficult to assess due to differences in data collected and reported across sources
- # Vouchers Distributed:
 - Example of smaller MOI: Chicago Housing Authority started as a pilot with 10 vouchers
 - Example of larger MOI: San Francisco had 947 single adults apply and 262 successfully move on as of August 2019
- Move On Rates:
 - Example of MOI with high move on rate: Detroit had 81% of 245 applicants execute their voucher and move on from 2014-2017
 - Example of MOI with low move on rate: NYC 2007-2009 had 1118 applicants, of which 648 were accepted (56%) and 209 moved on (19%)

Scoping Review Findings: Housing Retention Rates

- Out of 17 MOIs described in the Scoping Review...8 reported housing retention rates
 - San Francisco - 100% housing retention at 1-year follow-up
 - NYC (2015) - 98% at the 2-year follow-up
 - Detroit - 95% of 198 Moving Up households remained stably housed after 1-year
 - Minnesota - 95% reported current housing is very or somewhat stable at follow-up
 - NYC (Jericho) - Fewer than 5% of Jericho graduates have returned to homelessness since 1994
 - Vancouver - 92% housing retention at 1-year follow-up
 - Ohio - 90% of movers were stably housed at 90-days
 - Los Angeles - 88% at 1-year follow-up; 50% of tenants considered moving again and 3 tenants became unstably housed/homeless

Other Commonly Reported Participant Outcomes

Out of 17 MOIs described in the Scoping Review...

- Housing retention (n=8)
- Housing satisfaction (n=7)
- Post-move housing location (n=6)
- Housing and/or neighborhood quality (n=4)
- Housing and/or neighborhood safety (n=4)
- Neighborhood satisfaction (n=3)

- Transitional and post-move services needed and received (n=7)
- MOI assistance gaps (n=3)

- Overall life satisfaction or quality of life (n=6)
- Community integration/social connectedness (n=6)
- Independence/empowerment/sense of freedom (n=5)
- Financial outcomes (n=5)
- Healthcare coverage and service utilization (n=4)
- Physical/mental health changes (n=3)

Less Commonly Reported Participant Outcomes

Out of 17 MOIs described in the Scoping Review...

- Access to healthy food (n=2)
- Type of post-move housing (n=2)

Lessons Learned from the Scoping Review

- Housing retention rates were generally high... but only 8 of these MOIs tracked this outcome... and most used relatively brief follow-up periods.
- Overall, there is very little publicly available empirical work assessing effectiveness of MOIs
- Differences in data collection/reporting across sources (i.e. not every evaluation measured or reported the same outcomes in the same way)
- Drawing conclusions from this incomplete information is challenging
- Standardizing MOI evaluation reporting standards could help to strengthen the evidence base for this model

Examples of MOI Measures/Tools

Subjective Housing/Neighborhood
Quality & Safety - *Housing
Environment Survey* (Wright & Kloos , 2007)

Objective Housing/Neighborhood
Quality & Safety – *American
Community Survey* (U.S. Census Bureau, 2017)

Support Services Needed & Received –
(Tiderington, et. al. 2021; see Exhibit 6 from Harder & Company, 2016)

Lehman Quality of Life Scale (Lehman, 1988)

External Integration Scale (Segal et al., 1980)

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

Lessons Learned from the 2015 NYC MOI Study

- Eligible MOI participants (n=125) > **Baseline Study Sample (n=90)** > **Year 1 Study Sample (n=45)** > Year 2 Study Sample (n=44)
- Affordable housing availability limited # of moves within study period
- Recruitment issues: Many participants were open to sharing their experiences but not everyone wants to be followed by an evaluator after they moved on from PSH
- Attrition issues: Tracking participants over two years post-move is challenging!

Strategies for Improving MOI Evaluations

- Mitigate recruitment/attrition issues
 - Increase incentive payments (e.g., NYC's $\$25+\$10+\$35+\$10+\$45=\125 over two years)
 - Robust housing navigation assistance
 - More frequent check-ins
- Improve measurement validity/reliability
 - Triangulate self-report health measures with clinical records
 - Use system data to measure housing retention (e.g., HMIS), service use (e.g., Medicaid), etc.
- Assess system cost-savings using matched data sets
- Use longer follow-up period
- Incorporate qualitative data collection pre-/post-move with MOI recipients and staff to capture unexpected outcomes, evaluate implementation processes

Tips for Starting a MOI Evaluation

- **Find Funding**
 - Foundations
 - Program internal research dollars
 - Program funder's research dollars
- **Locate Evaluators**
 - Internal evaluation
 - Local universities
 - Social science researchers interested in housing
 - Private research firms
- **Facilitate Access** (e.g., researcher observations at NYC MOI's learning collaborative meetings, program assistance with recruitment)

Q & A

Remember to submit your question to ALL PARTICIPANTS

