

# Family Supportive Housing Program: An Intensive Housing Intervention to Help End Child and Family Homelessness by 2020

Annual Report of Family Supportive Housing (FSH)  
Program: Demonstration Pilot  
July 1, 2014 – June 30, 2015



Submitted by: Sheri Lynn, Lynn Management Consulting  
Submitted to: Vermont Office of Economic Opportunity, Department for Children and Families,  
Vermont Agency of Human Services  
September 2015

## Family Supportive Housing Program:

### An Intensive Housing Intervention to Help End Child and Family Homelessness by 2020

In support of the national goal of Ending Child and Family Homelessness by 2020, the State of Vermont endorses a three-part strategy. One of the three strategies is to bring together supportive services, housing, and rental assistance to improve housing stability for families, children, landlords and communities.

-Vermont's Framework for Ending Family Homelessness by 2020

The stress and instability of homelessness can have profound impacts on children's health, behavioral development and educational achievement.

-Hal Cohen, Secretary of the Agency of Human Services

The family connection framework is the whole suite of programs that cities and states are finding most effective in ending homelessness.

- Angus Chaney, Director of Housing, Agency of Human Services

I can be independent. I was absolutely petrified that I would not make it. That I would fail. I don't want to live in my car again. I don't want to go back there. I fought really hard that we would all be together.

- Single parent participating in Family Supportive Housing for 8 months

## Acknowledgments

On behalf of the Vermont Office of Economic Opportunity, we thank the Family Supportive Housing grantees and their staff who contributed to the evaluation of the program; Chloe Learey, Alison Wheeler, Emily Clever, and Christy Blamy with Winston Prouty Center; Julia Paradiso, Committee On Temporary Shelter (COTS) and Lori-ann Christie, HowardCenter; Deborah Hall, Kami Dayton, Ashley Greenfield, and Samantha Green with the Homeless Prevention Center in Rutland; Sara Kobylenski, Renee Weeks, Tory Emery, and Meghan Paulette with Upper Valley Haven; Joe Patrissi, Jan Rossier, Lynda Davidson and April Kelly with Northeast Kingdom Community Action; and Jim White and Gillian Franks with Champlain Valley Office of Economic Opportunity. We would also like to thank the participants who gave their time to be interviewed and the local housing providers who partnered with Family Supportive Housing to find homes for families.

# Table of Contents

	Acknowledgments	2
I.	Executive Summary of Results	4
II.	Family Supportive Housing Program Description	8
III.	Eligibility and Prioritization of Participants	9
IV.	Process and Outcomes Methods to Evaluate Pilot	10
V.	The Story Behind the Results	11
VI.	Expansion Recommendations and Questions	14
VII.	Appendix: Tables	17
	A. Chart A: Housing Stability	17
	B. Chart B: Tenant Responsibility/Engagement	17
	C. Chart C: Financial Empowerment	18
	D. Chart D: Child Safety	18
	E. Table 3: Family and Child Health For Families Housed Chart E: Family Health and Wellness	19
	F. Chart F: Employment	20

## I. Executive Summary of Results

The State of Vermont's Office of Economic Opportunity (OEO) granted funds to five community partners as part of a demonstration pilot of the Family Supportive Housing (FSH) program. The program provided intensive case management and service coordination to families with children under 18 years old that were homeless. The pilot's goal was to reduce the incidence and duration of homelessness through supports for families as they transitioned to and sustained permanent housing over time. Service coordination and case management components of the program addressed the root causes of a family's homelessness; resiliency for parents and their children; and financial asset building. Program staff used non-judgmental, positive, and trauma-informed communication and engagement in their support of families.

The progress towards a set of desired results or outcomes were collected by the five programs and measured family stability in the following areas:

- Sustained housing
- Tenant engagement and responsibility to pay rent, maintain the lease agreement, and participate in regular case management
- Child safety for families with an open case with the Department for Children and Families - Family Services
- Family health and wellness that included up-to-date well child visits and maintaining sobriety
- Steps towards increased savings and other financial assets and
- Sustained or attained employment while in the program.

The evaluation of the pilot considered these outcomes and the stories behind the outcomes (see Claire's Story).

The five Family Supportive Housing programs enrolled a total of 91 families, as of June 30, 2015. Families that entered the program had complex needs. Family Supportive Housing programs partnered with local housing partners, Family Services, Reach Up, mental health and substance abuse treatment and recovery providers, and others to coordinate services to meet the needs. Each family worked with a single Family

**Claire's Story:** Claire is a mother of three, with two children under six years old. She admitted she was at risk of losing her children because she struggled with addiction and she was a victim of domestic violence, which left her feeling she had no control. Claire did not take the program seriously at first. She turned the corner, after a year in the program and was happy to be living in an apartment, with all her children, working, and looking at completing her degree. "My kids and I are happy. I am coming into myself as an individual in all aspects and being more comfortable with myself. They don't just do housing. They support life goals, work situations, and are a huge support system in life in general."

Supportive Housing program service coordinator, whose role was to customize case management and coordinate services based on the family's needs and the goals they set.

Enrolled families experienced homelessness for a significant amount of time prior to being housed: almost 6 months (181 days) on average. In rare cases, a family was homeless for a full-year before being housed through the program.

There were a total of 176 children and 121 adults that received services through the Family Supportive Housing program in their community. Families that had an open case with Family Services (24/91 families) were prioritized for enrollment. Among adults 33 of 121 reported active substance use at intake, while 19 reported being in recovery, and 21 in treatment for substance use. Approximately 59% (54/91) of families were on Reach Up and 57% (69/121) of adults were unemployed at enrollment.

The five programs operated out of: Winston Prouty Center (WPC) in Brattleboro; The Committee on Temporary Shelter (COTS) in partnership with HowardCenter in Burlington; the Homeless Prevention Center (HPC) in Rutland; the Upper Valley Haven (the Haven) in Hartford; and Northeast Kingdom Community Action (NEKCA) in St. Johnsbury. Northeast Kingdom Community Action and the Haven became part of the demonstration pilot on July 1, 2014 while the other three were part of the initial launch of the pilot on July 1, 2013.

**Families Enrolled:** There were a total of 207 families referred to the programs collectively with 105 available spots. Three of the Family Supportive Housing programs used their local housing review teams as the primary referral source to the program. In Burlington, the process was different. COTS enrolled Family Supportive Housing participants directly from its family shelters and if found eligible, placed them into permanent housing through a master lease agreement. The Upper Valley Haven also operated a local emergency shelter for families and enrolled a majority of families from its shelter into the Family Supportive Housing program.

**Housing Availability:** Finding homes quickly has been a problem for Family Supportive Housing programs throughout the two-year pilot period. Among the 91 families, 75 or 82% were in permanent housing as of June 30, 2015. Programs in Brattleboro and Rutland reported shortages of affordable housing. Family Supportive Housing programs have established relationships with local private landlords to address the barrier to placing families into permanent housing.

**Intensive Intervention:** Family Supportive Housing service coordinators provided intensive case management and service coordination to meet the needs of the families. They met two or more times a week to support the family in setting goals, implementing steps towards the goals, and building resiliency. Families can stay in the program for 24 months as long as they remain engaged. There were 37 families that exited the program. The main reasons for exits were that 12 of 37 families moved away from the region and 13 of 37 families were unable to be reached.

Family Supportive Housing programs have re-enrolled families that were once unable to be reached or disengaged for other reasons.

**Stability Outcomes/Results:** Please note that the indicators are measured at 3, 6, 12 and 24 months. The number of families that reached each interval varies because families enrolled in the program throughout the project period<sup>1</sup>. Please refer to the Appendix for data charts and other details of the progress families made in the program.

*Housing stability* remained highest at 3 and 6 months but dipped at 12 months to 86% (30 of the 35 families).

- + 96 % or 54 of the 56 families remained stably housed at 3 months.
- + 90% or 55 of the 61 families remained stably housed at 6 months.

By the time a family reached 12 months in the program, their *financial stability* has improved.

- + 35 % or 13 of 37 of families have reduced debt at 12 months.
- + 27 % or 10 of 37 of the families have increased savings at 12 months.

*Employment stability* also improved at 12 months.

- + 48% or 10 of the 21 adults that entered unemployed, secured employment at 12 months.
- + 87% or 13 of the 15 adults that entered employed, remained employed at 12 months.

*Child safety* results have improved.

- + 33 % or 8 of the 24 of the families with open cases with Family Services were favorably resolved within 12 months.
- + Two of these cases reunified the family.
- However, three families had lost custody of a child either voluntarily or involuntarily.

*Family health and wellness stability* is harder to sustain, a reason to continue to support families as long as they stay engaged.

- 65% or 11 of the 17 adults maintained their sobriety at 12 months.
- This was a decrease from 76 % or 19 of the 25 adults who maintained sobriety at 3 months.

Most results showed a general positive direction towards stabilization of housing, employment, and financial assets. These positive outcomes and the personal stories and views shared by eight participants that were interviewed support program expansion. The pilot showed

---

<sup>1</sup> NEKCA and The Haven came into the pilot on July 1, 2014 and had one family completed the 12 month interval in the program. WPC, HPC and COTS started the pilot on July 1, 2013 and three families have reached 24 months participating in the program.

interventions and assistance tailored to the needs of the families works. The households enrolled in Family Supportive Housing represent families with some of the highest needs. This intensive housing intervention program, with its frequent case management and service coordination with local providers, helped families gain stability in a variety of areas of their lives and sustain their housing.

The Family Supportive Housing demonstration pilot and other intensive housing intervention programs will be a factor in the concerted effort to end family homelessness in Vermont. Over the course of the two year pilot, there were many lessons learned by the Vermont Office of Economic Opportunity and the local programs. Generally participants who shared their views of the program said it was working for them. Mid-year interviews with Family Supportive Housing Program, Family Services, and Reach Up staff showed on the other hand, there can be improvements to support and deepen effective partnerships (see Expansion Recommendations and Questions).

The next step for the State and their partners to take is to discuss how, when, and where to expand the program to help the most families with the greatest needs that are homeless. The five programs who participated in the pilot have experiences and lessons to share with others. They will continue to deepen the housing and community partnerships that are critical for success of the program. If new programs are part of the expansion then the pilots showed that there needs to be time to ramp up before seeing results. The State can educate and set the expectation for new programs to achieve similar outcomes to the pilot. The Family Supportive Housing programs in the pilot will discuss with partners if improvements are possible so that families realize their hopes and dreams.

I feel like it is a small community of people that are trying to help me to succeed.

- A single mom with a child under six in a Family Supportive Housing program

## II. Program Description

The Family Supportive Housing programs participated in:

1. Training and community of practice sessions
2. Local Memoranda of Understanding or Memoranda of Agreement (MOU or MOA), which delineated roles between: the families and services coordinators; local housing and service providers; and the state and community partners (e.g., affordable housing providers, private landlords, Family Services, Reach Up, etc.)
3. Home-based, intensive service delivery that used customized case management and service coordination (a distinction from other programs) and
4. Data reports and evaluation.

Each program hired the service coordinator who provided customized service coordination and case management for families in the program<sup>2</sup>. Each service coordinator maintained a caseload requirement of 12 to 15 households per the agreement with the Office of Economic Opportunity. Service coordinators met with a family in their home or a mutually agreed upon location at least two times a week.

The role of the Vermont Office of Economic Opportunity was to provide administrative oversight, technical assistance, and facilitation of meetings and training to support Family Supportive Housing staff in their work with families. Champlain Valley Office of Economic Opportunity (CVOEO), Financial Futures Program helped train and responded to technical assistance requests from the Family Supportive Housing programs on issues related to financial empowerment. The Family Supportive Housing programs and their respective AHS districts were:

- Winston Prouty Center (WPC) - Brattleboro
- Homeless Prevention Center (HPC) - Rutland
- The Committee on Temporary Shelter (COTS) and HowardCenter partnership -Burlington
- The Upper Valley Haven (The Haven) - Hartford and
- Northeast Kingdom Community Action (NEKCA) - St. Johnsbury.

OEO contracted with Lynn Management Consulting to support the evaluation activities.

The service coordinator gives me a way to get to the goal, the steps I have to take to get to it, which is new because all I do is make goals and make wish lists. I make plans for my life but she is the one to help me learn a way, a new thought process to work towards the goal. I was not born with that ability.

---

<sup>2</sup> HPC and WPC have two full time service coordinators each.

### III. Eligibility and Prioritization of Participants

The eligibility criteria for a family to be considered for Family Supportive Housing were:

1. Families with minor children (under the age of 18 years) who are homeless, staying in local emergency shelter, domestic violence shelters, on the street (or another place not meant for human habitation), or in a state-funded motel and
2. The parent or parents must want to participate in the program, agree to engage with services offered, set goals, and actively work towards them.

Family Supportive Housing programs have flexibility to identify up to 25% of eligible families outside the definition of homeless as long as the families meet all of the following: the family income is at or below 30% of the area median income; the family is at-risk to be homeless within two weeks or 14 days; the family is likely to retain affordable or subsidized housing through Family Supportive Housing; the family has had at least one episode of homelessness in the past 24 months, all partners agree to these conditions, and it is reflected in the agreement between local partners.

There were 207 referrals this year for 105 available spaces. Family Supportive Housing programs prioritize eligible families if they meet one or more of the following criteria:

1. Families have had multiple shelter or multiple state-funded motel stays
2. Families have an active case with Department for Children and Families, Division of Family Services or
3. Families have a child under the age of six.

A majority of families, head of household were single mothers with at least one child under six (see Table 1).

**Table 1: Household Characteristics**

Head of Household	Single mother	Single father	Two-parent	# households with at least one child under 6	Average household size
COTS HowardCenter	7	3	5	7	3.00
HPC	13	4	8	18	3.24
WPC <sup>3</sup>	13	0	9	22	3.46
The Haven	8	0	3	8	2.8
NEKCA	6	1	4	8	3.7
SUBTOTALS	47	8	29	63	NA

<sup>3</sup> WPC reported head of household changed for four households (e.g., single mother to two-parent, 3 two-parent became single mother). All households entered with at least one child under 6 but some children at the time of the report were 6 years of age or older.

## IV. Process and Outcome Methods to Evaluate Pilot

The Family Supportive Housing program was measured using two common evaluation methods:

1. Process method that used participatory action research, which engaged all parties.
2. Outcome method, which tracked quarterly indicators (e.g., outcomes or results) regarding the progress families made in achieving stability in:
  - Housing
  - Tenant responsibility and engagement
  - Child safety (e.g., status of open cases with family services)
  - Family stability and self-sufficiency (e.g., Reach Up)
  - Family health and wellness
  - Financial empowerment (e.g., asset building) and
  - Employment.

**Stacy's Story:** She and her four children, two were under six years old, applied for a voucher with support from the Family Supportive Housing program. They moved from a domestic violence shelter to housing after successfully attaining a voucher. Stacy said, every situation is not the same. You feel like you have nothing and are nothing. Family Supportive Housing makes you feel that you matter and they care. That is huge. The program was very on top of the things and they asked what would I like and need help with, getting the information that I need and looking at what they can do. "I learned I was more capability than I gave myself credit for."

*Process Method:* Chevalier and Buckles 2013, Handbook for Participatory Research, Planning and Evaluation, guided the collaborative evaluation process. The handbook was helpful to Family Supportive Housing programs and OEO in selecting how to tell the story behind the outcomes. Interviews were the method chosen to engage families, Family Supportive Housing staff, Reach Up and Family Services teams, and local housing providers. The Family Supportive Housing programs and OEO mutually agreed to questions they thought would illicit views from participants, partners, and

staff about the process, challenges, and successes of the pilot.

*Outcome Method:* Please refer to the Appendix of this report for charts and tables from the final quarter of this project period (April 1 – June 30, 2015). The participatory action approach also

informed revisions for the next year to refine and clarify what is measured in the next fiscal year (July 1, 2015 – June 30, 2016).

## V. The Story Behind the Results

Eight families consented to interviews about their experiences and views of the Family Supportive Housing program. Seven of the eight families were single head of households (one a single father and six single mothers). One family had two parents participate in the interview. Each adult was asked the same set of questions used in January 2014 to interview six participants in the first year of the pilot. The questions elicited stories from the families about:

- 1) One experience while in the program that led to a positive change and specifically:
  - a) The role they and others had in the positive change and
  - b) What they learned about themselves.
- 2) The “special ingredient” in Family Supportive Housing that must be maintained to help further support their family’s success.
- 3) One small step that Family Supportive Housing could take now to ensure a successful change for them in the future.

The most commonly talked about positive change was securing housing. As the interview progressed, families brought up other positive changes such as saving money, getting a car, staying sober, and finding child care or a job. The following statement illustrates some of these common themes.

The most positive change so far is being able to get into this apartment. It is affordable and I am proud of it. My kids and I are happy. Even though my son’s father and I went our separate ways, I started doing what I needed to do instead of worrying about the outsiders in my life. I focused on my job, the kids, the house. - Single mom with three children, two under six

Participants described the role of the service coordinator as being important to them and their success. The common words they used to describe their service coordinator was non-judgmental, helpful, friendly, and resourceful. A mom and dad with three children said the Family Supportive Housing program and all the staff there, “have a positive attitude and they want to be there and treat you good.”

The service coordinator was also seen as someone who balances the helpful and supportive role with the person that holds the participant accountable for the steps she or he agreed to take.

Follow through for me is hard and challenging. She (the service coordinator) truly believes in me as the individual. She is working with me. She took time to listen to me. After the first meeting she was aware of my behaviors and she called me out on it. This helped me change. No one had ever approached me before in this manner. – Single mom with one child under six

She (the service coordinator) helped me get here by coming weekly that keeps me motivated. She puts pressure on me in a good way to succeed and know that I can. I have to believe that I can. She is straight with me, you have to do it. For example to get the bank account you need to take the initiative and do it yourself. Getting feedback was a good thing. – Single mom of three children

The service coordinator's role was to guide each family by "meeting them where they are" in the process of making change in their own lives through self-directed goals. This was accomplished by a reminder at a weekly meetings about a step that a family member agreed to complete or working together to solve a problem when a participant feels overwhelmed.

I freaked out and she comes in and it is not all that bad. We go over the pros and cons. It calms me down and she shows me how to rethink. – Co-parent of two young children

I feel like they, or we keep me on track on all aspects not just housing but everything. - Single mom of three children

Every time they have an idea and ask what do you think of this or that program? I love that about her (service coordinator). - Single dad of one child

The participants learned through the program that they were resilient, able to make a positive change for their family, and could follow through on the goals they set. For example, a single mom with one child said she was petrified that they would not make it and that she would fail at first. It had been eight months and she learned she could be independent. Another single mom with a young son who also described her experiences as scary said, "I can do this myself and I do need some support but I am capable." The two parents of one householder said they had learned how to live on their own having three kids. Other comments were:

- I guess I am more capable than I gave myself credit for.
- I learned I can do things and I do not have to pick up the phone.
- I learned about being a tenant and having a landlord.

The relationship between each participant and their service coordinator was seen as the "special ingredient" of the program. "It is the pairing with the right person," that makes a difference said one participant. Another participant said, "The personal connection" is the special ingredient. He went on to explain that with other programs he participated in, they would follow a protocol. "I do not think everyone fits into the same box, attitude or resource." He feels the service coordinator he worked with, looks at him as an individual and knows he has strengths.

Overall, the participants who were interviewed, did not think there were any additional steps that Family Supportive Housing programs could take now to support them to succeed. Instead they talked about what works and emphasized maintaining these things.

A couple of participants said that the program could “be harder on the people in the program,” because, “you have to want it.” A single mom of three echoed this but when on to say that she liked that the program was lenient with her in her first year. “There are plenty of other families that would have taken it more seriously,” than she had at the beginning. Other comments were about the readiness to participate and the individualized services they received:

- The way it is working is pretty awesome for people that are receptive to it.
- If people have the right mindset then it works well.
- The program was made for me!
- There is always room for improvement because nothing is a ten. I would probably give it 9.5 out of 10 on a scale from 1 to 10.

**Sean’s Story:** Sean is a father of a child under six who has been in the Family Supportive Housing program for 18 months. He said he ended up in the program because of his drug use. It was difficult and stressful for him to bring his child who was two at the time, to wait all day in an office to fill out forms for one night’s stay in emergency housing at local hotel or motel. He said by, “Working with the right workers at the time I learned how to build finances and maintain bill paying. I hand out my service coordinator’s card at least once a week to random people and people that I meet so they can get an evaluation to see if there are services through the Family Supportive Housing. “

## VI. Expansion Recommendations and Questions

The Family Supportive Housing demonstration pilot has helped families with housing, tenant engagement and responsibility, child safety, health and wellness, financial empowerment, and employment. Future expansion plans for the program will be based on the baseline established during the pilot. The expansion plan to serve more families with complex needs with this intensive housing intervention program can include one or both of the following approaches:

1. The State launches new programs in the Agency of Human Services districts not part of the pilot and/or
2. There is an increase in the number of families served within the current five Agency of Human Service districts in the pilot.

While the State and their partners consider these two approaches, the five community agencies listed in Table 2, will continue to administer the Family Supportive Housing program in Fiscal Year 2016. The current data in this report can help these programs identify what success for more families could look like and what strategies will help families improve their stability.

**Table 2: Family Supportive Housing Community Agencies**

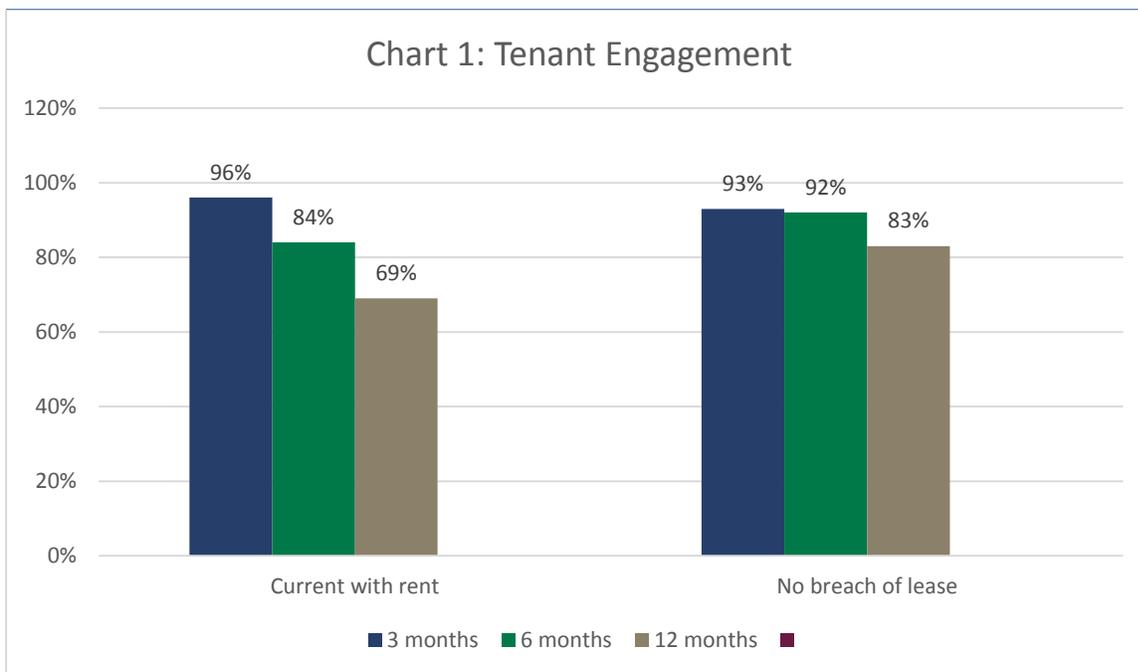
AHS District	OEO Community Partner – Type of Agency	# of Families Enrolled as of June 30, 2015	Caseload range
Brattleboro	Winston Prouty Center – early childhood development agency	28	24-30
Burlington	Community on Temporary Shelter – emergency shelter in partnership with Howard/Center –designated mental health agency	18	12-15
Hartford	The Upper Valley Haven – emergency shelter	10	12-15
Rutland	Homeless Prevention Center – social services agency	25	24-30
St. Johnsbury	Northeast Kingdom Community Action	10	12-15
	TOTALS	91	84-105

**What does success look like for families?** For the adults who were unemployed coming into the program, securement of employment nearly doubled from 27% at 3 months to 48% at 12 months in the program. How many more families in the program can secure jobs? There are external factors to consider such as job availability and access that may be difficult in some areas of Vermont than in others. Over half of the households are participating in Reach Up and the program’s employment services. Family Supportive Housing service coordinators reported

they helped adults attain other sources of income. These sources included Social Security Income, Social Security Disability Benefits, or Veterans Benefits. Employment may not be part of the family's goals for some adults in the Family Supportive Housing program.

**How many families with open cases with Family Services can be closed while in the program?** Of the 91 families in Family Supportive Housing, 24 had an open case with Family Services. Almost one-third (8/24) had their case favorably resolved. This child safety indicator is tracked throughout a family's participation in the program. For example some families enroll in the Family Supportive Housing program with an open case with Family Services while other families have a case with Family Services opened once in the program. Based on interviews with participants, the service coordinators supported them to prepare for meetings with their Family Services case manager. The strengths-based approach to build a relationship between the service coordinator and the family is used to build parent resiliency, an evidence informed practice shown to be effective in reducing child neglect and abuse. Further discussion is recommended to decide if more open cases can be closed while in the Family Supportive Housing program.

**Can tenant engagement improve over time in the program?** The percentage of families that are current with rent and who had no breach of lease, dropped when families reached 12 months in the program (see Chart 1). It is a recommendation that the Family Supportive Housing programs and their local housing partners work together to look at some strategies to sustain tenant engagement over time so the risk of being homeless is decreased.



**What are ways to sustain and enhance effective partnerships?** Family Supportive Housing service coordinators and Family Services and Reach Up case managers were interviewed in

January and February 2015 about their views of the partnership. The views about the partnerships and the effectiveness were mixed but there were some common themes. Family Supportive Housing service coordinators reported coordination had improved over time with both Family Services and Reach Up. Family Services team members were less likely to have had an interaction with Family Supportive Housing programs while Reach Up staff had more opportunities to collaborate, based on the district staff input that were available for an interview in St. Johnsbury and Hartford<sup>4</sup>. The Family Supportive Housing programs in these districts had recently launched July 1, 2014, which may explain not knowing much about or interacting with the Family Supportive Housing program. The teams in Brattleboro and Rutland district offices were familiar with the Family Supportive Housing program. These programs had launched early July 1, 2013. The Family Services team in the Burlington district office was not available for an interview but Reach Up staff reported that there was a lack of communication with the Family Supportive Housing program. The concerns included difficulty in collaborating on family plans and to address patterns of behavior that put a family at risk of losing their housing.

The interviews with Family Supportive Housing service coordinators and their partners showed no conclusive answer to the question of whether collaborations were effective. Further discussion about the criteria for an effective partnership and evaluation to accurately measure effective collaboration is recommended. Initial criteria for an effective partnership were discussed during the September 11, 2015 meeting with the programs and include: use of the housing review team to sustain and strengthen partnerships; and to review the local Memorandum of Understanding to establish roles and expectations between the Family Supportive Housing programs and their local partners.

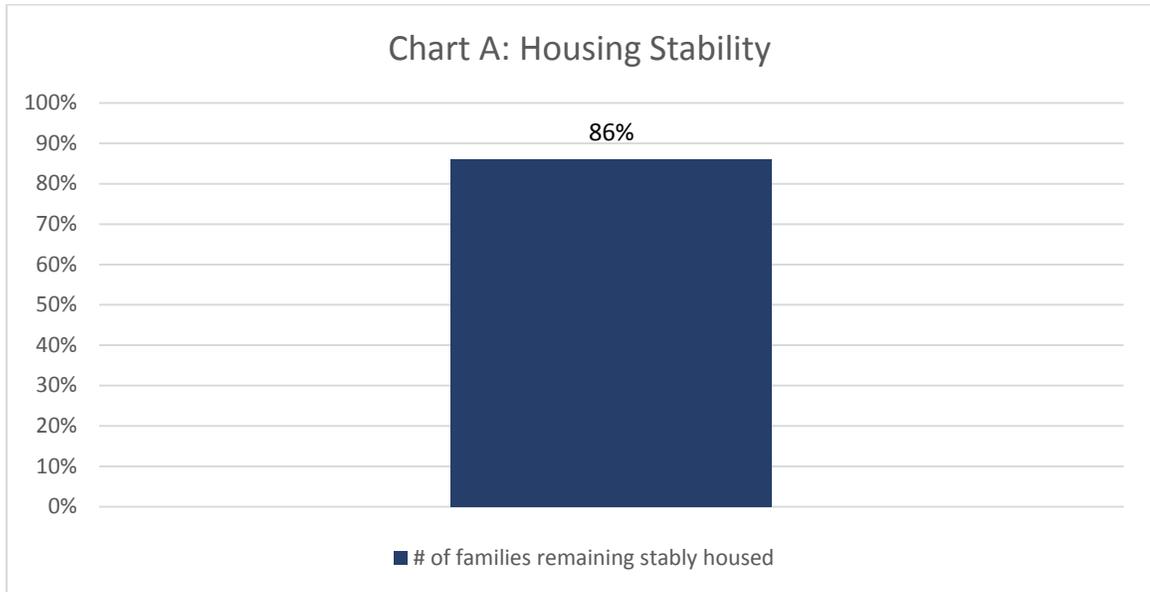
In conclusion, the Family Supportive Housing demonstration pilot has accomplished what it had set out to do for families. Family Supportive Housing programs have positively engaged families and the program staff shared responsibility with families to reach their goals. The strengths-based approaches like motivational interviewing techniques, coaching, and goal setting led to parent resiliency, based participants stories they had confidence in their abilities. Family Supportive Housing staff used and standardized evidence-informed practices across the five programs. The Family Supportive Housing demonstration pilot showed it can be part of the solution in Vermont's concerted state and local effort to end family homelessness by 2020. The questions that remains are: when and where should the State expand Family Supportive Housing programs to help families with the greatness needs that are homelessness; and how do Family Supportive Housing programs continue to deepen the partnerships that are critical for success? Working together to build, sustain, and strengthen the relationships between the local partners and the families ultimately supports the success for families in the Family Supportive Housing program.

---

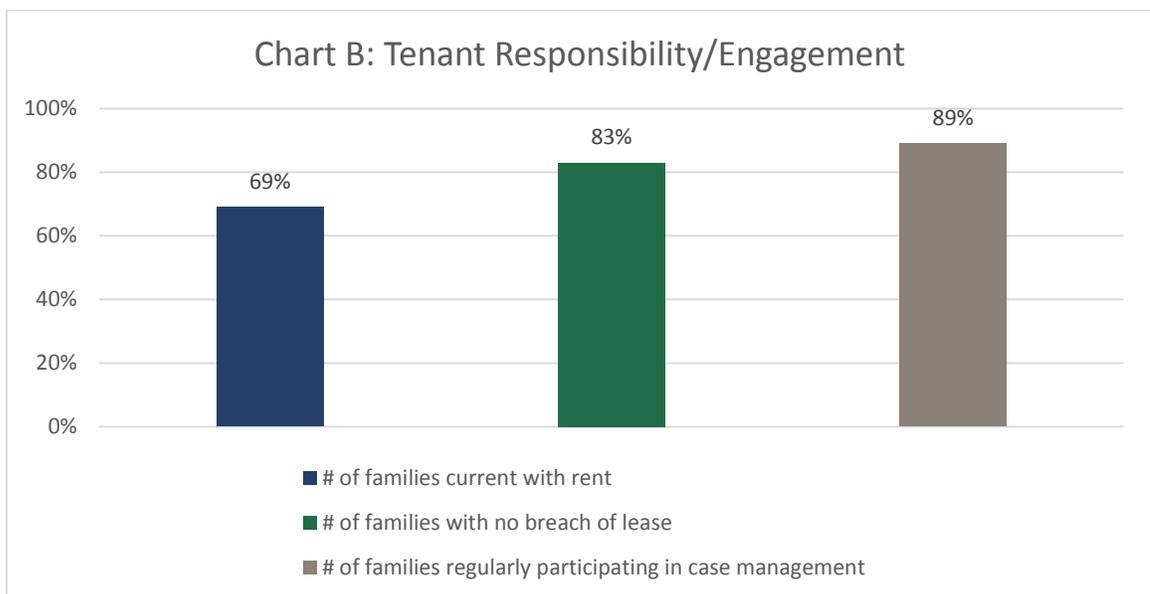
<sup>4</sup> All Family Services and Reach Up teams in districts with a Family Supportive Housing program were invited to participate but not everyone was available mid-year when the interviews took place during regularly scheduled team meeting times.

## VII. Appendix: Data Tables and Charts

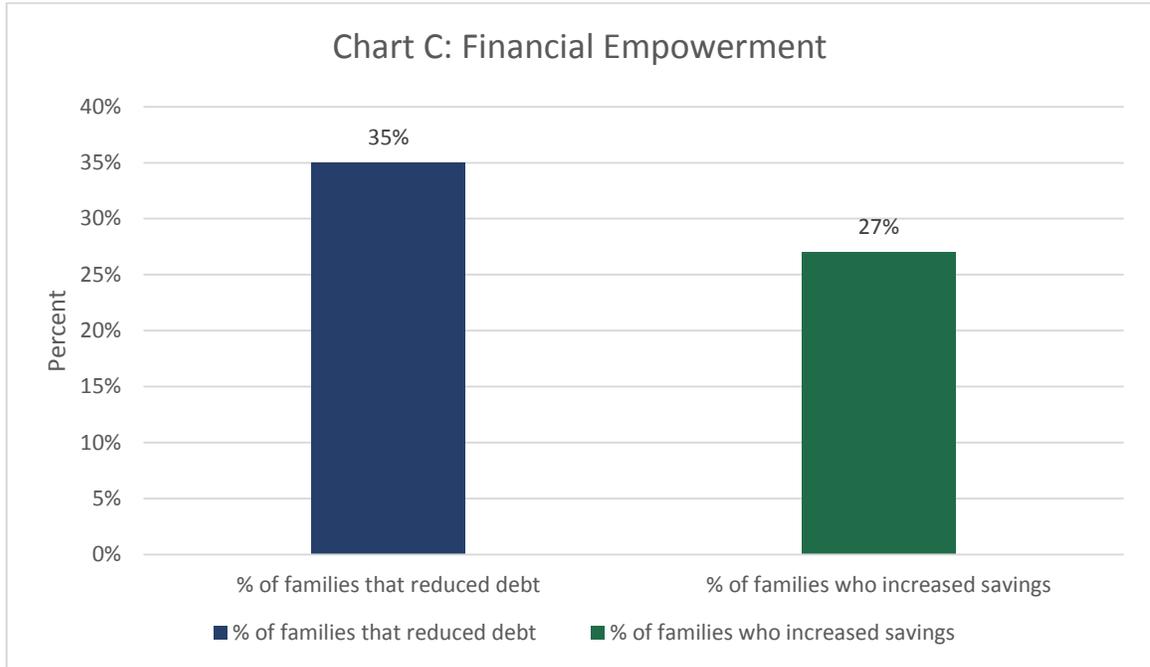
- A. Housing Stability – The number of total families in the program varied at each interval due to rolling enrollments. At 3 months there were 56 families housed, at 6 months 61 families housed and at 12 months 35 families.



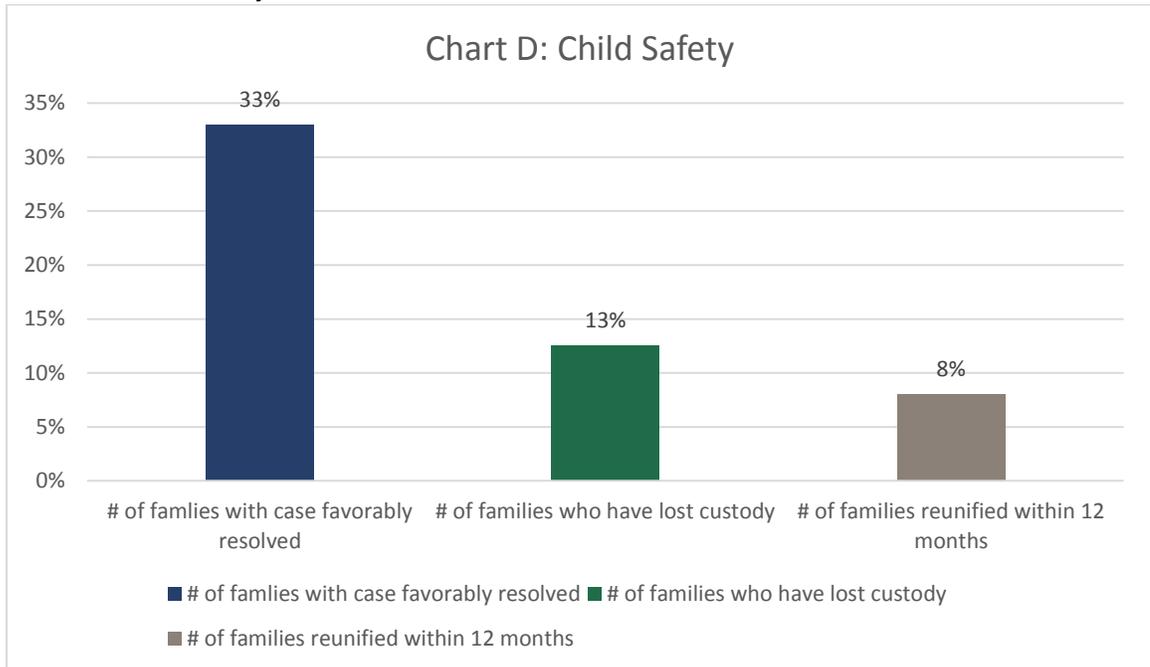
- B. Tenant Responsibility and Engagement - The number of families participating in case management represented both housed and homeless families enrolled in the program.



C. Financial Empowerment – The number of families that reached 12 months into the program is 37. 13 families reduced their debt while 10 increased savings at this interval.



D. Child Safety – There were 24 families with an open case with Families Services, Department for Children and Families. Eight cases were favorably resolved while three families lost custody and two were reunified.



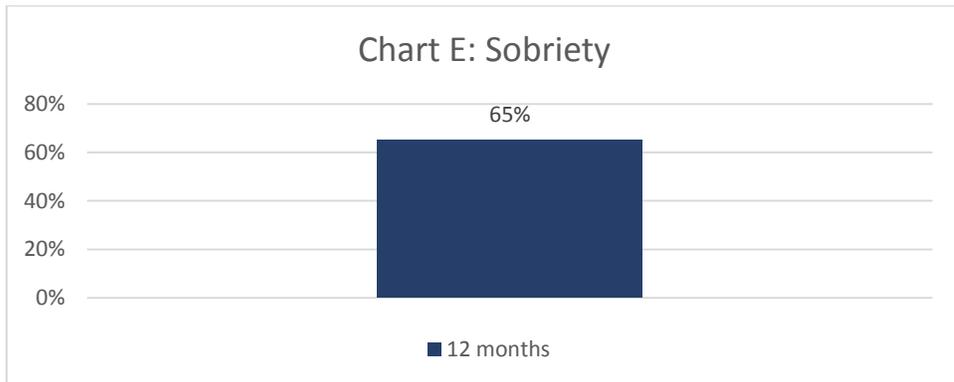
E. Family and Child Health and Wellness – The household composition for the 91 families included 176 children and 121 adults. Even though Table 3 provides results for children and adults that are housed, Family Supportive Housing collaborated with families who are homeless to address and make referrals to health, mental health, and substance use services.

**Table 3 – Family and Child Health & Wellness of Families Housed**

FAMILY HEALTH & WELLNESS		
# of children enrolled and <u>housed</u>	#	151
# of children enrolled and seeking housing	#	25
#/% <u>housed</u> who are up-to-date with well child pediatric visits at recommended intervals		139
% of children housed who are up-to-date	%	92%
# of adults enrolled and <u>housed</u>	#	102
# of adults enrolled and seeking housing	#	19
total # of adult with known active substance use (e.g., reported at intake or after enrollment)	#	33
total # of participants in recovery	#	<b>19</b>
total # of participants in treatment	#	<b>21</b>

There were 33 adults in recovery. Maintaining sobriety dips:

- 19 of 25 (76%) of adults in recovery that reached 3 months maintained their sobriety.
- 15 of 24 (63%) of adults in recovery that reached 6 months maintained their sobriety.
- 11 of 17 (65%) of adults in recovery that reached 12 months maintained their sobriety.



F. Employment –For the 21 adults that reached the 12 month interval in the program, 10 who were unemployed at enrollment, secured employment. 13 of the 15 adults that enrolled employed stayed employed at 12 months.

