

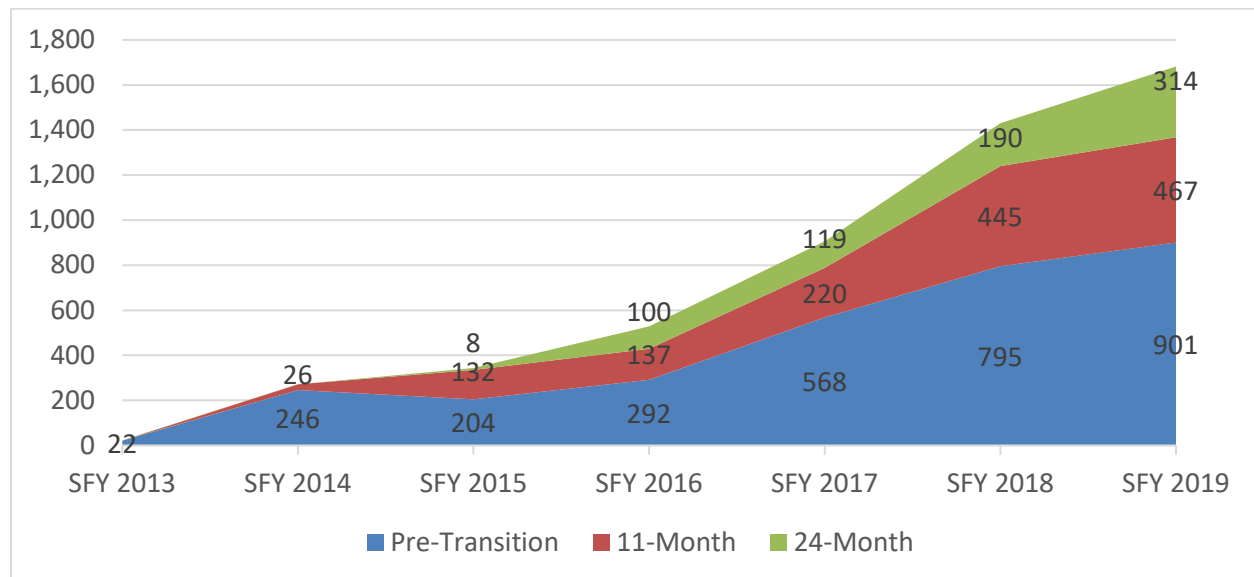
Appendix A to the Annual Report on North Carolina Supportive Housing Program: Participant Quality of Life Survey Summary Report

The N.C. Transitions to Community Living Initiative (TCLI) Quality of Life Surveys assess the extent to which individuals who transition to supportive housing in the community experience improvements in the quality of their daily lives, as well as areas in which they report obstacles and challenges. The surveys are designed to assess perceptions, satisfaction, and outcomes related to housing and daily living, community supports and services, and personal well-being.

LME-MCO staff administer the surveys in person during the transition planning period and again 11 and 24 months after the individual transitions to supportive housing.¹ They submit survey responses through the State’s secure, web-based survey application.

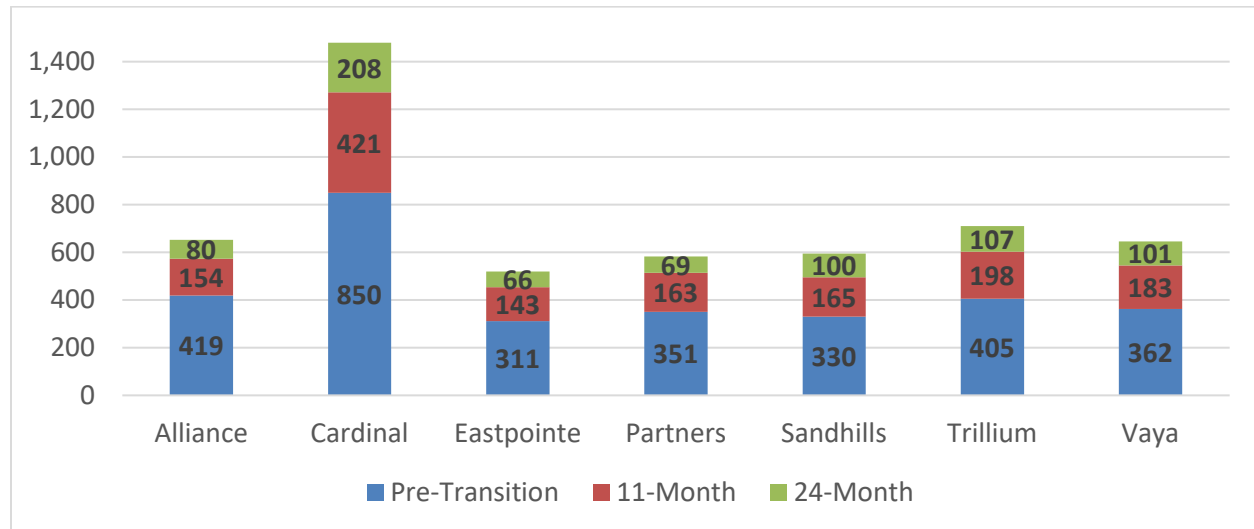
With this annual report, 3,159 individuals’ responses to a total of 5,186 surveys submitted through approximately June 30, 2019 have been analyzed to date. The total number includes 3,028 pre-transition, 1,427 11-month, and 731 24-month surveys. (See Figures 1, 2 and 3.)

Figure 1: Completed Participant Surveys by State Fiscal Year



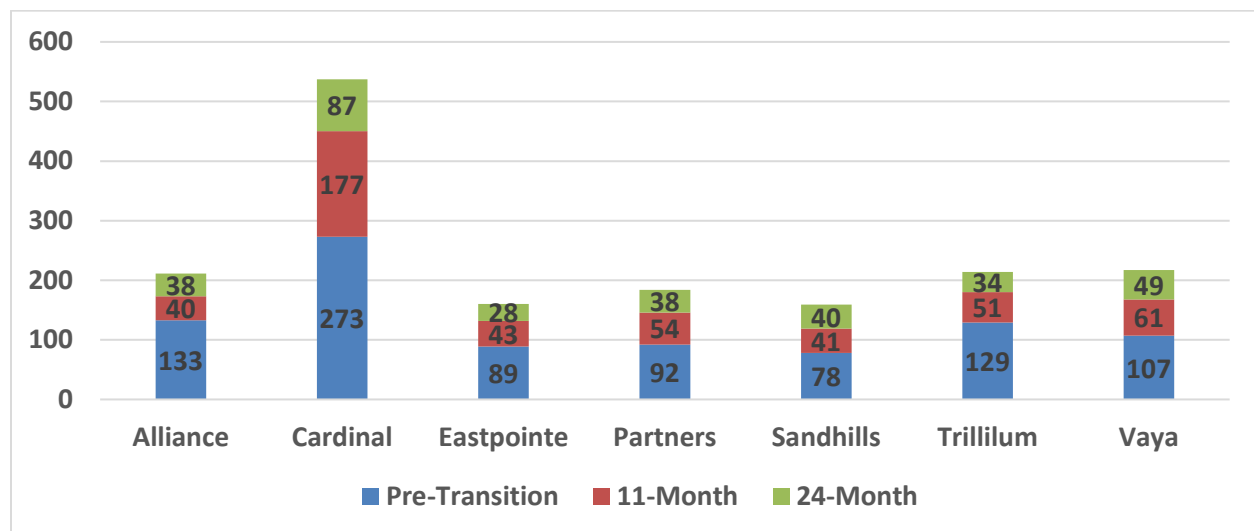
¹ Per Section III.G.5 of the State’s Settlement Agreement (SA) with U.S. DOJ, the State implemented Quality of Life surveys in 2013. The SA requires the three surveys for individuals transitioning out of adult care homes or state psychiatric hospitals. The State extended the survey requirement for LMEs-MCOs to include all five priority populations who transition to supportive housing, including individuals diverted from adult care home admission.

Figure 2: Completed Participant Surveys by LME-MCO Catchment Area, SFY 2013-2019²



Analyses of SFY 2019 data reported in this annual update are based on 1,682 surveys, as shown in Figure 3.

Figure 3: SFY 2019 Completed Participant Surveys by LME-MCO Catchment Area



² LME-MCO compliance with the Quality of Life survey requirement is an area of ongoing State team performance monitoring. Over the life of the TCLI program, 84% of surveys of individuals housed and/or reaching 11 or 24 months in housing have been submitted. This includes pre-transition surveys for 92% of individuals housed and follow-up surveys for 76% and 74%, respectively, of individuals housed for 11 and 24 months. The overall submission rate for surveys due in the 2018-2019 State Fiscal Year was 86% and included surveys for 96% of all individuals who transitioned to supportive housing during the year, and 75% and 78%, respectively, of individuals who reached 11 and 24 months in supportive housing. Because individual survey participation is voluntary, a 100% submission rate is not expected.

Quality of Life and Satisfaction with Housing and Community

Figures 4A through 4H below show percentages of participants surveyed in SFY 2019 who reported positive experiences related to eight Quality of Life domains.^{3,4} Pre-transition, 11-month and 24-month responses to specific questions follow the same general pattern from previous years, with similar percentages of individuals in housing selecting the response most indicative of positive experiences and satisfaction. In general, participants who had transitioned to supportive housing also were significantly more likely to report positive experiences compared to pre-transition survey respondents.

Figure 4A: Staff Support and Satisfaction

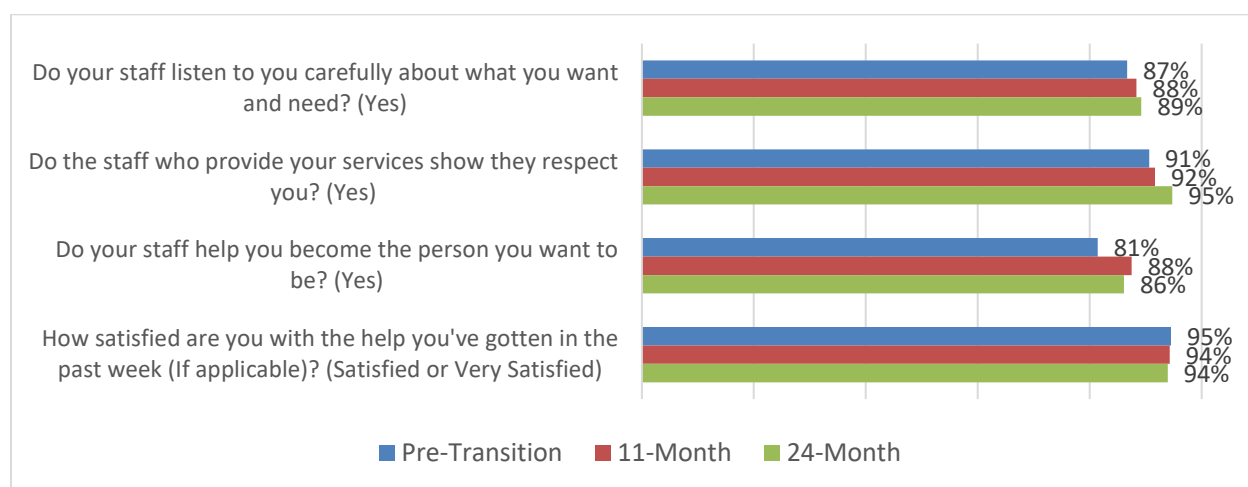
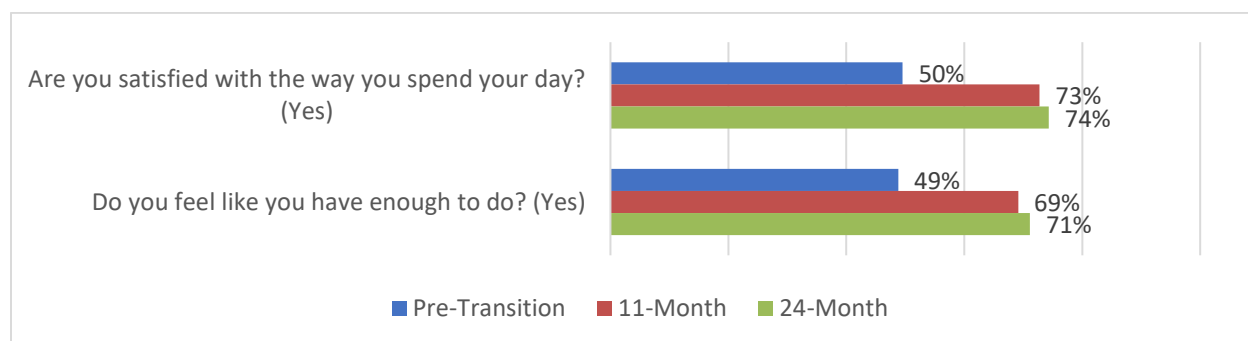


Figure 4B: Meaningful Day



³ The eight Quality of Life facets are defined by correlated groups of survey items. Responses to items within each domain are somewhat more predictive of one another than they are of responses to items in other domains.

⁴ “No Response” and “Unsure” responses are excluded from all percentage denominators.

Figure 4C: Safety

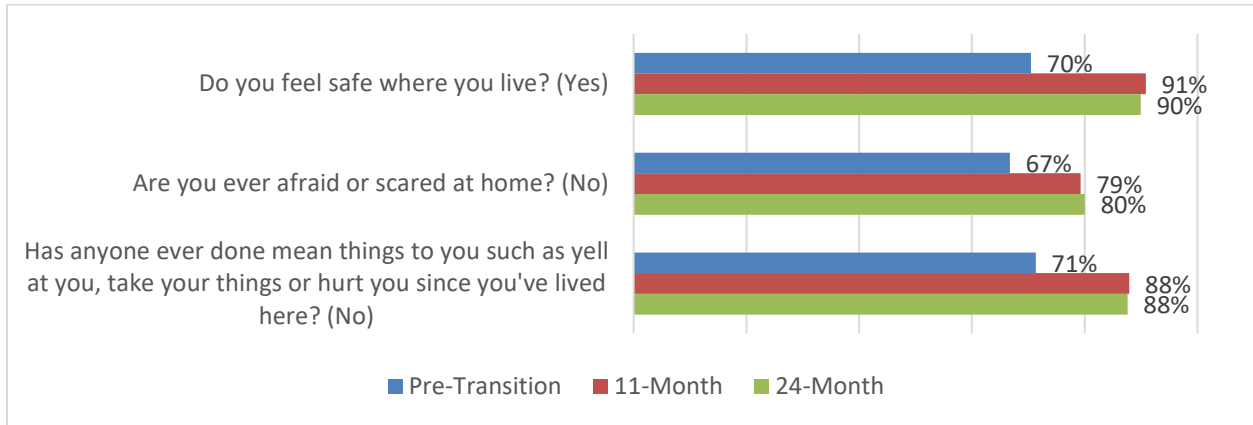


Figure 4D: Choice and Control

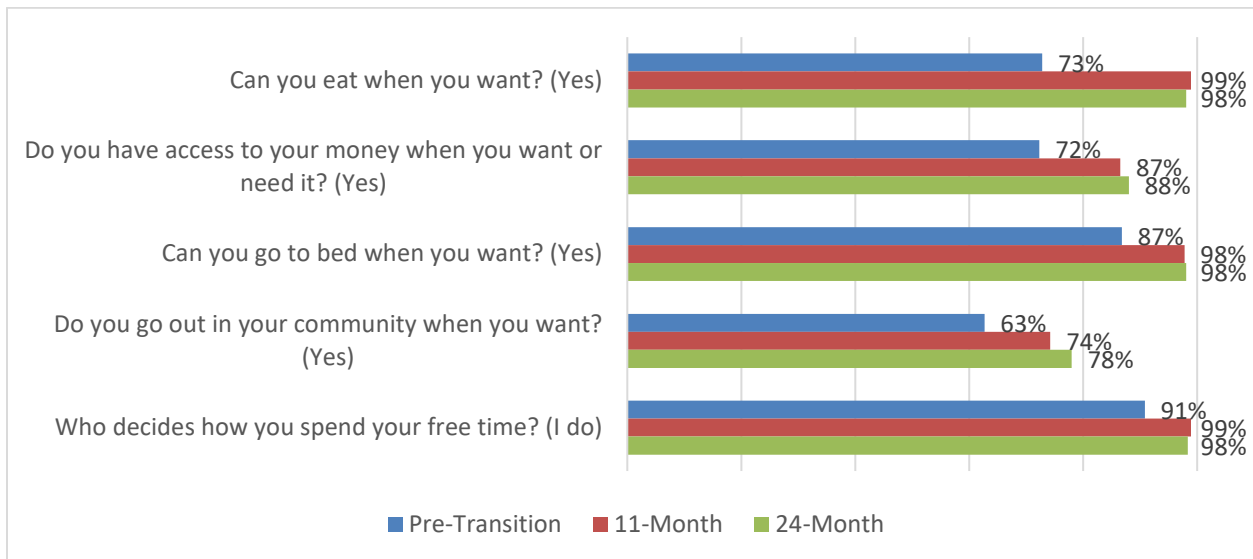


Figure 4E: Natural Supports

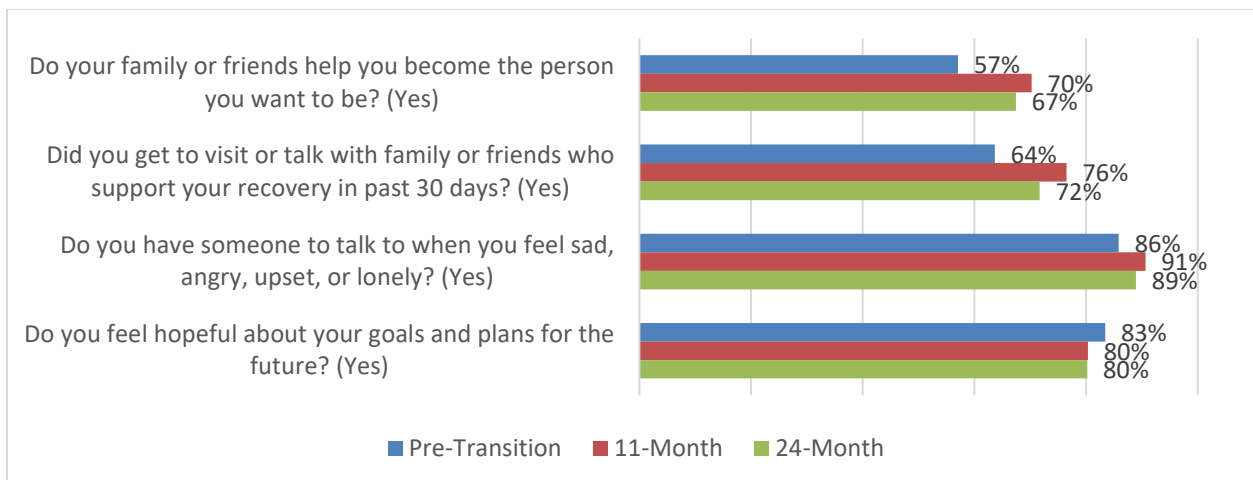


Figure 4F: Health and Wellness

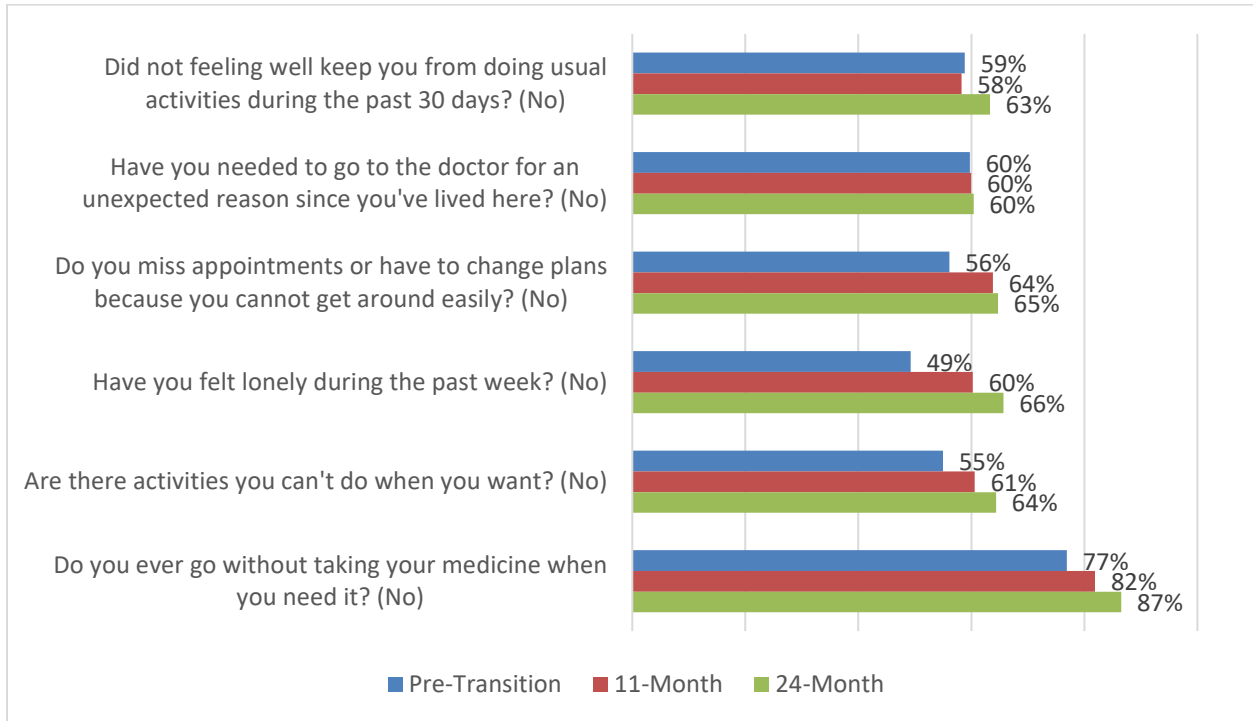


Figure 4G: Service Planning Contacts

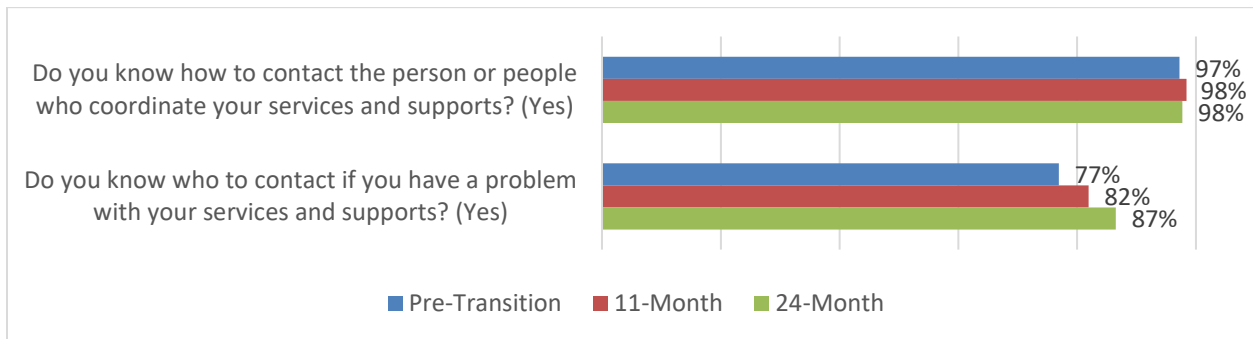


Figure 4H: Sufficiency of Services

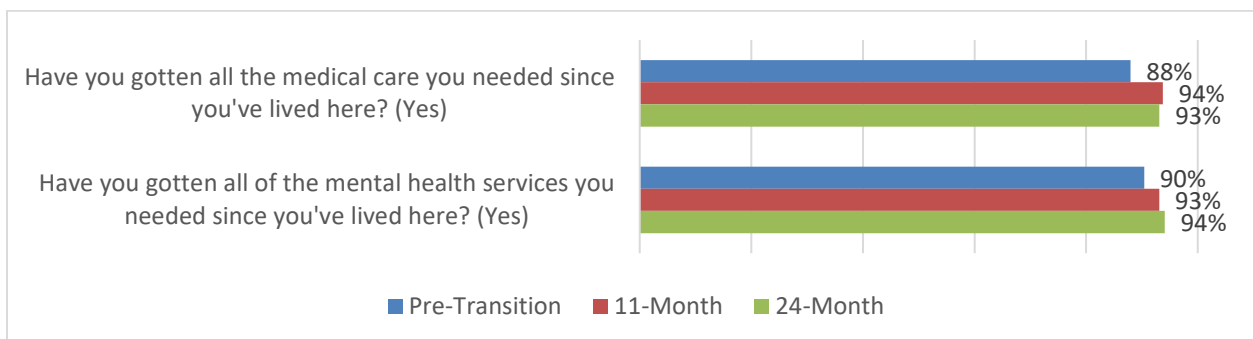
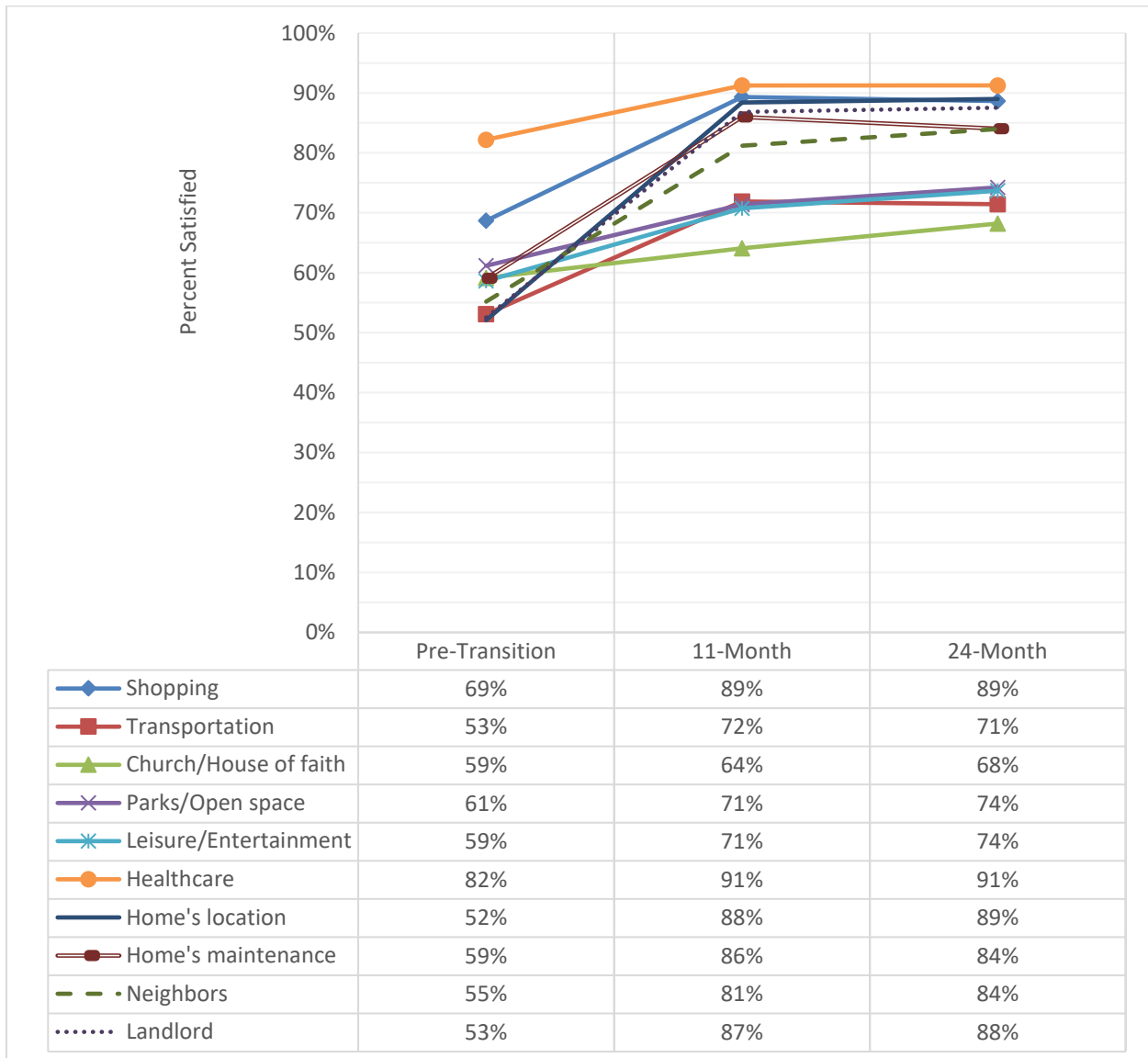


Figure 5A shows percentages of SFY 2019 survey respondents who reported being satisfied with various resources in their communities and with different aspects of their housing. As in previous years, significantly larger percentages of individuals in housing reported satisfaction in each of the ten areas compared to individuals who responded to the pre-transition survey.

Figure 5A: Satisfaction with Community Resources and Housing

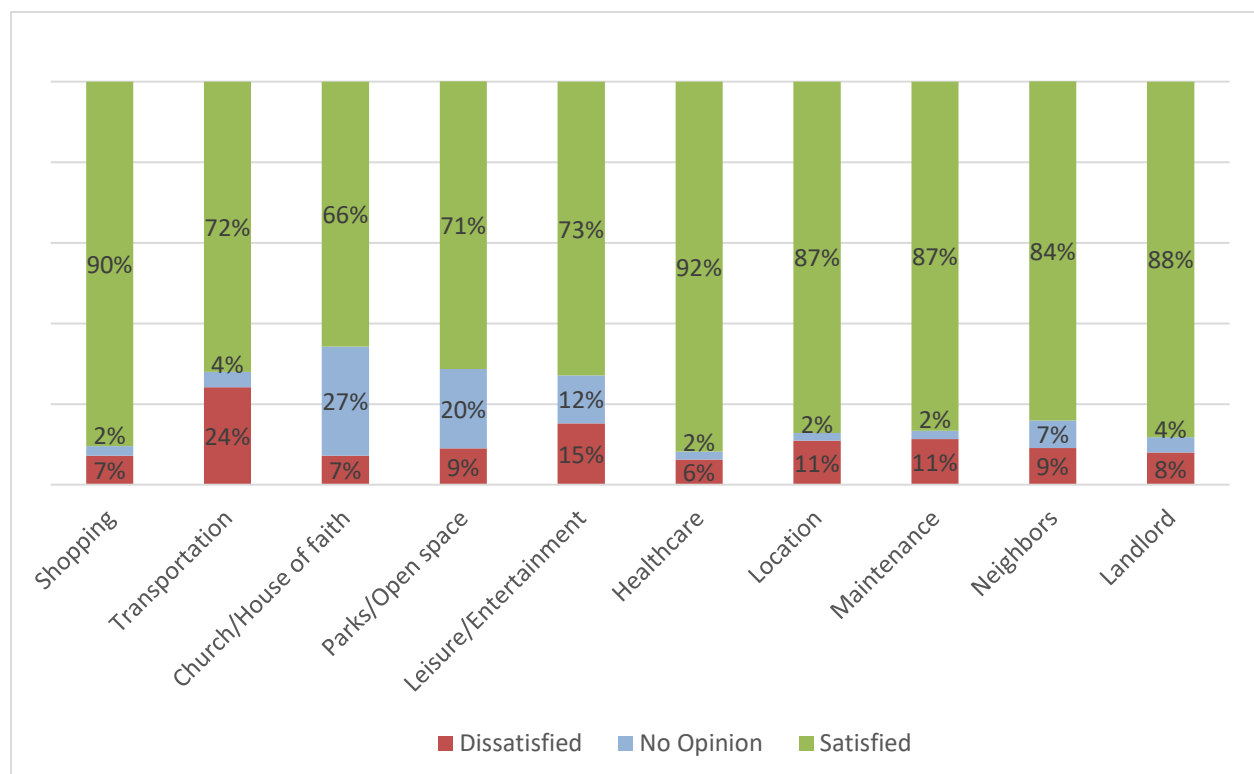


Cell values are percentages of respondents who selected “Satisfied” rather than “Dissatisfied” or “No opinion.” Non-responses are excluded from percentage denominators.

At all three points individuals were most likely to report satisfaction with their Healthcare and opportunities for Shopping in their communities. Substantially larger percentages reported satisfaction at follow-up compared to pre-transition in relation to Shopping and Transportation. The largest differences in the percentage of individuals who reported being satisfied before versus after transition were observed in relation to four aspects of housing: Location, Landlord, Neighbors, and Maintenance. Satisfaction ratings for these aspects of housing were also moderately strongly related to one another (correlations = .49 to .60)

As shown in Figure 5B, Transportation and Leisure continue to have the highest rates of post-transition dissatisfaction. Relatively lower rates of reported satisfaction with local resources such as Church and Parks reflect in part the larger percentages of participants who selected No Opinion.

Figure 5B: Satisfaction in Supportive Housing



Includes all SFY 2019 11-month and 24-month follow-up surveys.

Community Integration and Natural Supports

Figures 4B, 4D, 4E, and 4F above each summarize responses to survey questions that relate to participants' engagement in community life and to their natural support networks. These factors are important as dimensions of recovery that promote well-being and stability, and as relevant personal outcomes for understanding how TCLI participants' experiences change in supportive housing.⁵

Community Integration and Engagement

Survey items that relate to individuals' community integration and engagement (CIE) include: *Are you satisfied with the way you spend your day? Do you feel like you have enough to do? Do you go out in your community to do things when you want or choose?* As previously shown in Figures 4B and 4D, on average, 54 percent of individuals responded affirmatively to these questions prior to transition. At 11-month and 24-month follow-up surveys, an average of 73 percent responded positively.

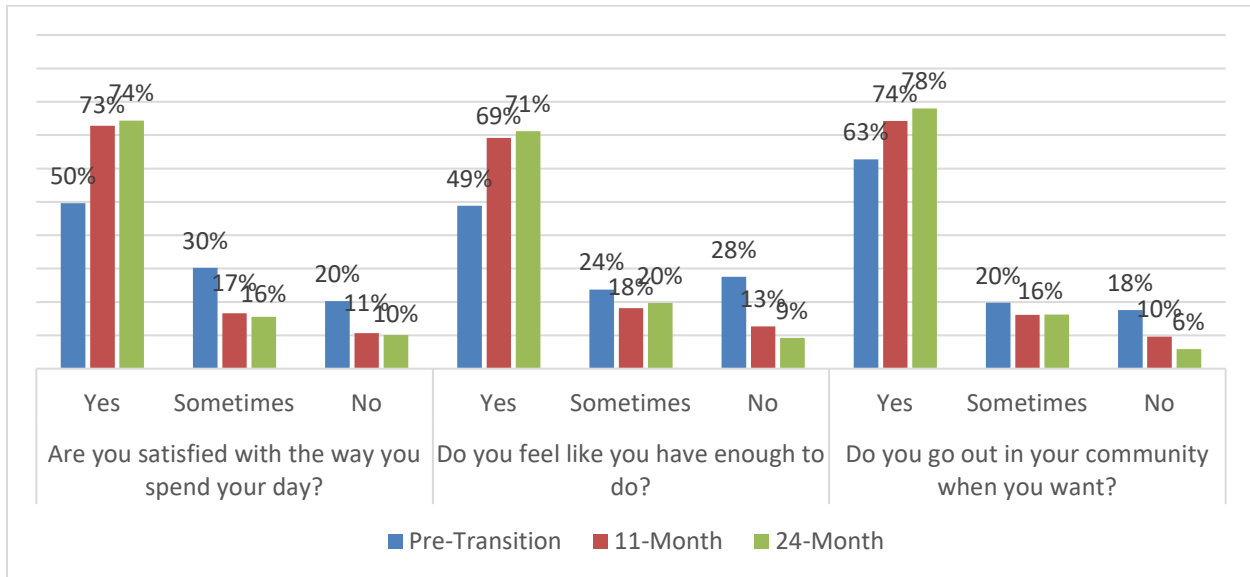
Figure 6 shows the response distributions to these three questions in greater detail. Pre-transition and post-transition respondents differed most in their reports of satisfaction with daily activities. At 24-month follow-up, 74 percent of housed individuals reported satisfaction, compared to 50 percent of pre-transition respondents. More individuals in supportive housing also reported that they have enough to do and that they go into the community when they want.

Across all three survey points, the three items combined also were associated at a low but significant level with the total number of 13 distinct activities individuals mentioned or selected when asked, *How do you usually spend your day?* This was due primarily to significant positive associations with a subset of the activities: Cleaning/Cooking, Socializing/Visiting, Work in the community, Going into town/community, Physical activity/exercise, and School.⁶

⁵ Section III.G.3.g. of the SA requires the State to monitor personal outcomes including number of people employed, attending school, or engaged in community life. Section III.C.3. of the SA requires the State to provide individuals with services and supports that strengthen individuals' networks of community and natural supports. These outcomes are monitored in part through Quality of Life Surveys.

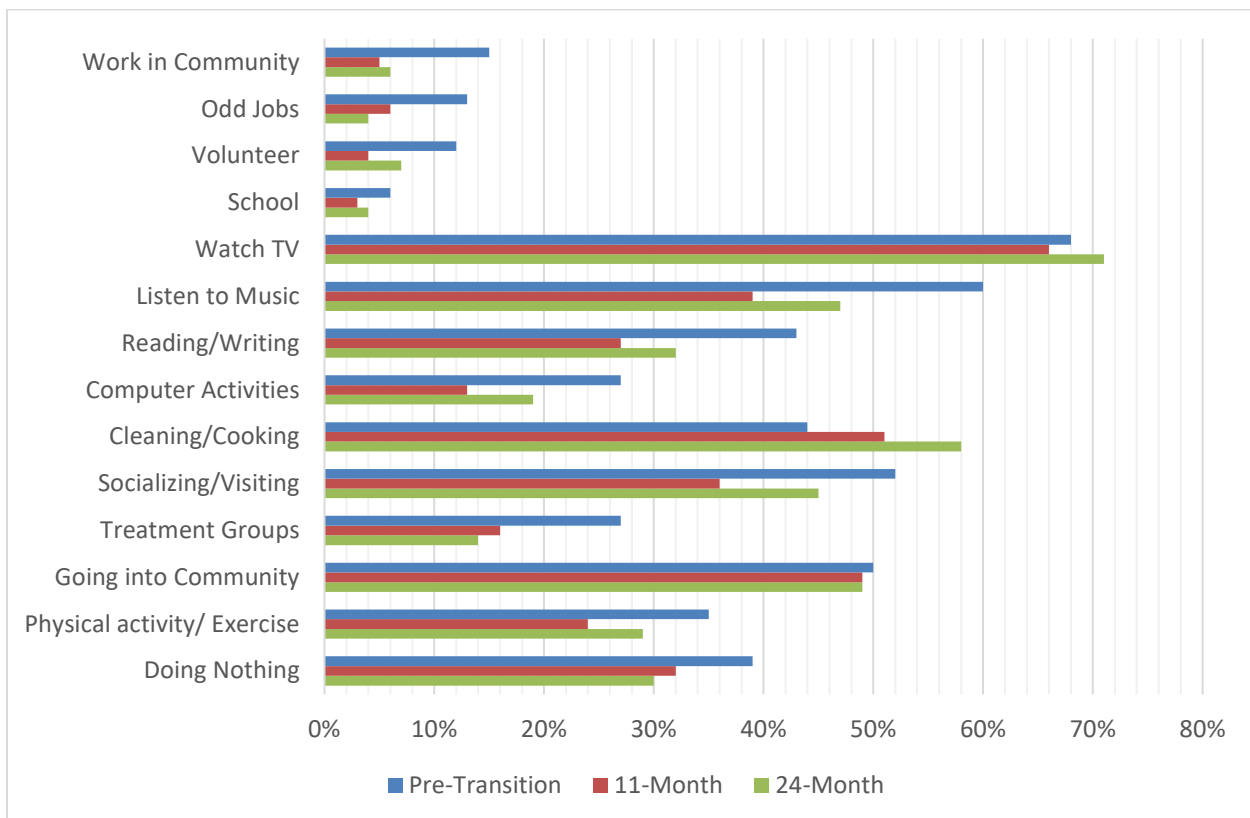
⁶ Activities are listed in descending order of the strength of their association with the 3-item CIE measure.

Figure 6: Indicators of Community Integration and Engagement at Pre-Transition, 11 and 24 Months



SFY 2019 pre-transition, 11-month, and 24-month survey respondents did not differ in the average number of typical daily activities they reported (means = 4.3, 4.3, and 4.4). However, the likelihood of some specific activities differed between groups. (See Figure 7.)

Figure 7: How do you usually spend your day?



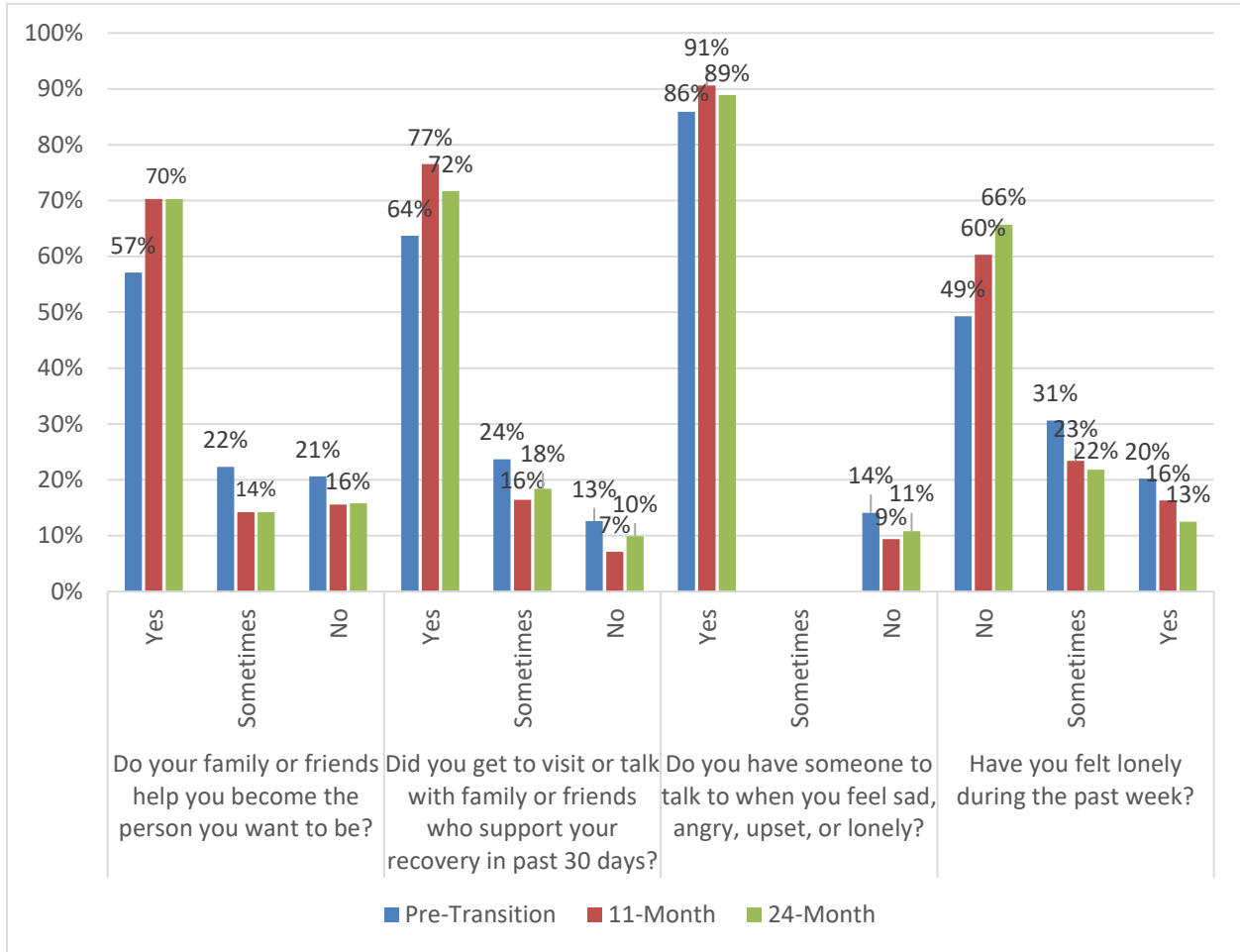
Participants in housing were more likely to select Cooking/Cleaning, an activity that was positively associated with CIE, but they were less likely to select other activities associated with greater community integration, including Physical activity, Socializing, and Work. Percentages of housed individuals who selected School were non-significantly lower among post-transition respondents, and percentages who selected Going into town/community did not differ. Compared to individuals responding to pre-transition surveys, significantly lower percentages of housed individuals selected or mentioned Doing nothing/Sitting around/Resting/Sleeping.

Natural Supports Networks

Survey items that relate to individuals' natural supports networks (NSN) include: *Do your family or friends help you become the person you want to be? Did you get to visit or talk with family or friends who support your recovery in the past 30 days? Do you have someone to talk to when you feel sad, angry, upset, or lonely? Have you felt lonely during the past week?* As previously shown in Figures 4E and 4F, on average, 74 percent of SFY 2019 follow-up survey respondents selected the answers most indicative of positive support networks, compared to 64 percent of pre-transition respondents.

As Figure 8 illustrates in greater detail, the largest difference was observed between pre-transition and 24-months post-transition respondents' reports of loneliness. Pre-transition survey respondents were approximately one-third more likely to say they had felt lonely during the past week.

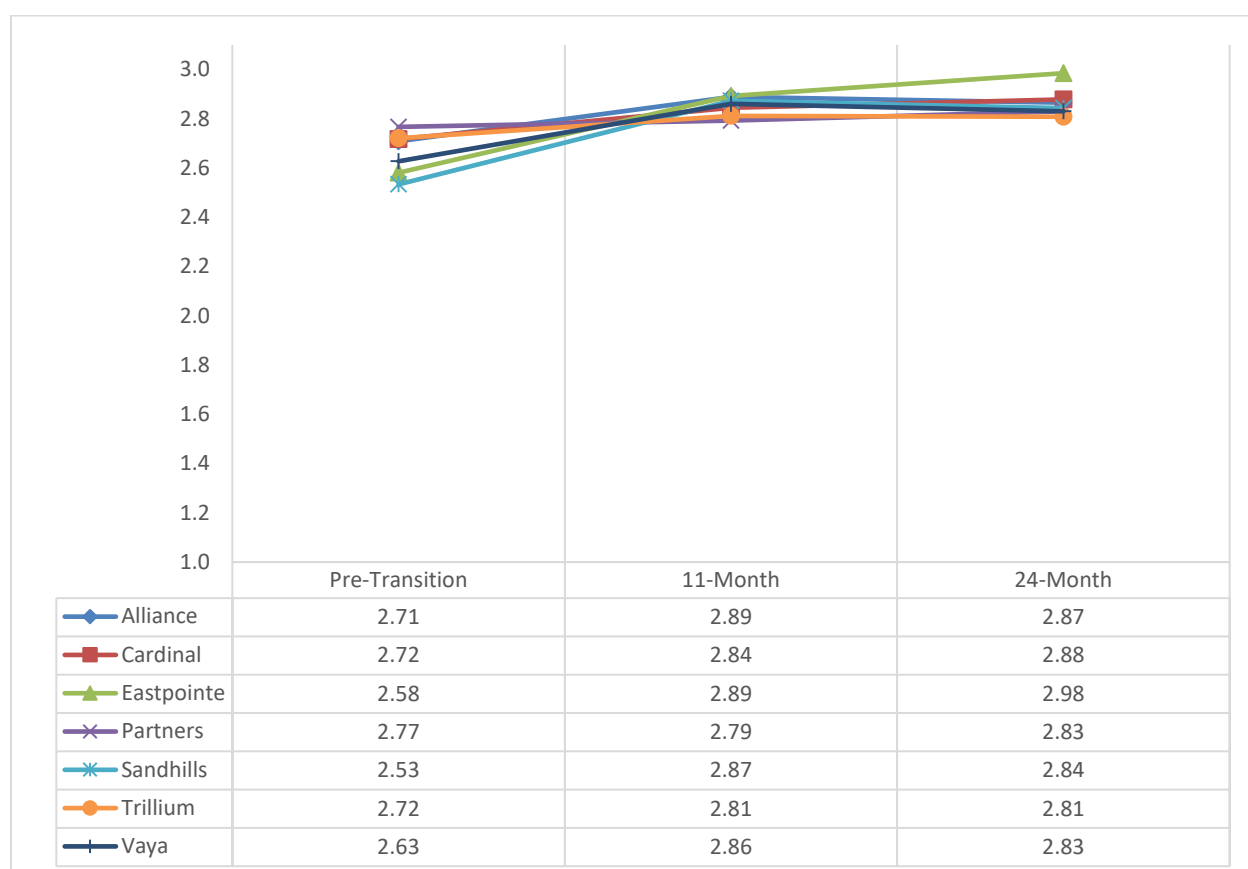
Figure 8: Indicators of Natural Supports Network Strength at Pre-Transition, 11 and 24 Months



Quality of Life and Satisfaction Trends by LME-MCO and Transition Year

Aggregate Quality of Life (QoL) Index and Satisfaction Index scores are based on the 28 survey questions listed in Figures 3A through 3H, and on the ten housing and community satisfaction ratings in Figure 4, respectively. These two aggregate scores for SFY 2019 illustrated the same general pattern and post-transition values as previous years, with significantly higher score values for individuals surveyed at both follow-up points compared to pre-transition respondents. In all LME-MCO catchment areas individuals who had transitioned to supportive housing reported more positive perceptions and experiences.⁷ (See Figures 9 and 10.)

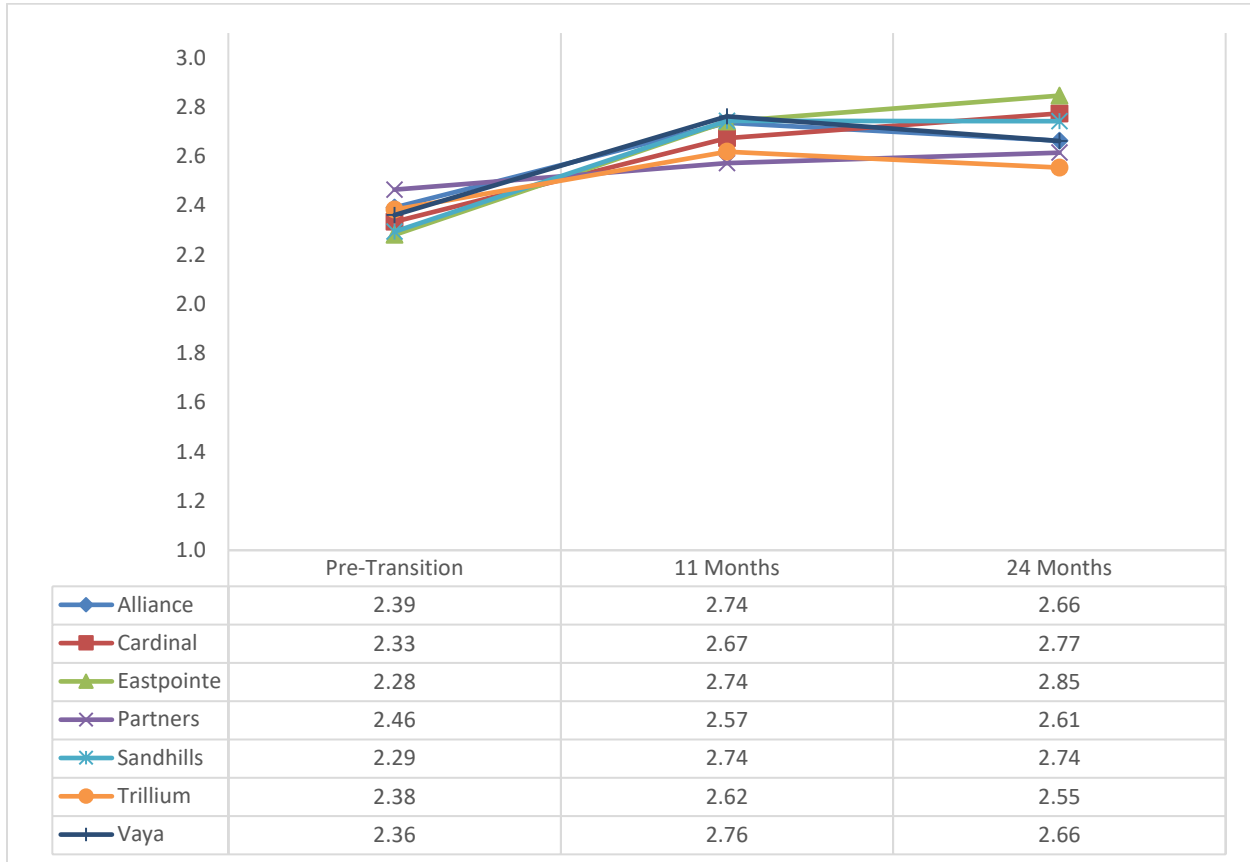
Figure 9: Quality of Life Index by Catchment Area, SFY 2019



The QoL Index is calculated by converting question responses to numerical scores of 3, 2, and 1 indicating positive, neutral or middle, and negative experiences or perceptions and averaging across item scores. The possible score range is 1.0 to 3.0.

⁷ For analyses reported by LME-MCO catchment area, each survey is assigned to the LME-MCO that submitted it or to the LME-MCO with which the submitting LME-MCO later merged. Participants may be housed in and/or subsequently move to different LME-MCO catchment areas.

Figure 10: Satisfaction Index by Catchment Area, SFY 2019



The Satisfaction Index is computed as the re-coded (Satisfied = 3, No opinion = 2, Dissatisfied = 1) average of the ten housing and community satisfaction ratings for the areas shown in Figure 6. The possible score range is 1.0 to 3.0.

Figures 9 and 10 above suggest significant improvements in quality of life and satisfaction with home and community associated with the transition to supportive community housing. However, except for a small number of respondents who may have completed pre-transition and 11-month surveys both in SFY 2019, these analyses compare the responses of different groups of individuals who completed pre-transition, 11-month, and 24-month surveys during the same year. To assess individual changes over time, comparable analyses were conducted for approximately 500 individuals who transitioned between SFY 2014 and SFY 2017, and who had completed all three surveys by the end of SFY 2019.

For a more controlled analysis of change over time, survey index scores for the same individuals over time were compared. These analyses confirmed the interpretation of increased quality of life and satisfaction after transitioning to supportive community housing. For both measures, the same individuals' scores were higher at the 11-month and 24-month follow-ups compared to pre-transition, and their 11-month and 24-month scores did not significantly differ. This same pattern was observed for individuals who transitioned in each state fiscal year. (See Figures 11 and 12.)

Figure 11: Individual Change in Quality of Life by Transition Year

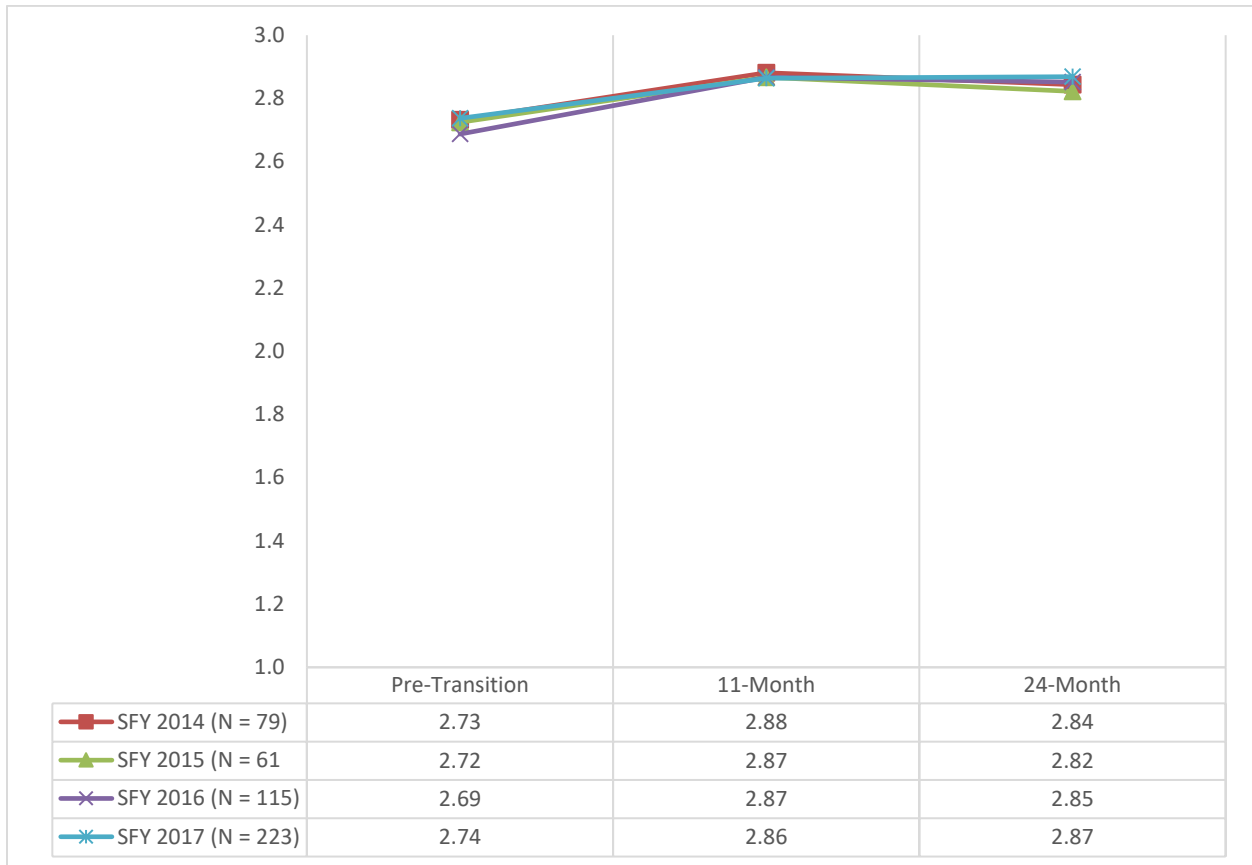
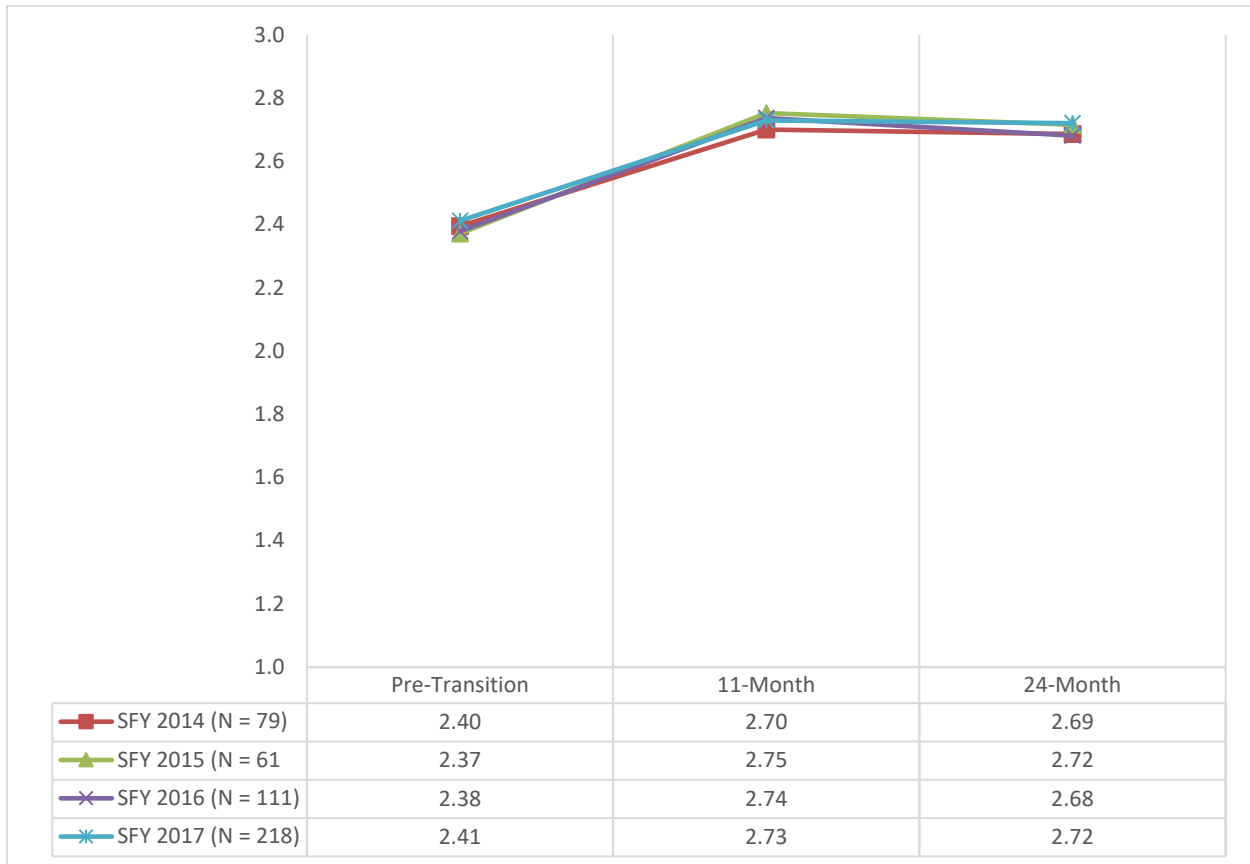


Figure 12: Individual Change in Satisfaction by Transition Year



Summary

Responses to more than 5,000 participant surveys to date indicate that transition to supportive housing through the TCLI program is associated with improvements in individuals’ self-reported satisfaction and quality of life. The vast majority of respondents housed through the program, and in many domains significantly larger percentages compared to their pre-transition peers, report positive choice and control in daily activities and satisfaction with staff, services, and housing.

While greater percentages of housed individuals reported positive experiences in virtually every domain queried, however, substantial numbers also reported obstacles to health and wellness, meaningful day, community integration, and natural supports. Responses of one quarter or more of housed individuals to survey questions in these domains indicated less than positive outcomes and challenges to quality of life.

Comparison of responses at 11 and 24 months did not suggest substantial incremental gains in quality of life during the second year in housing. However, results did indicate that individuals who remained in housing also maintained quality of life gains from the initial transition through the second year in housing.