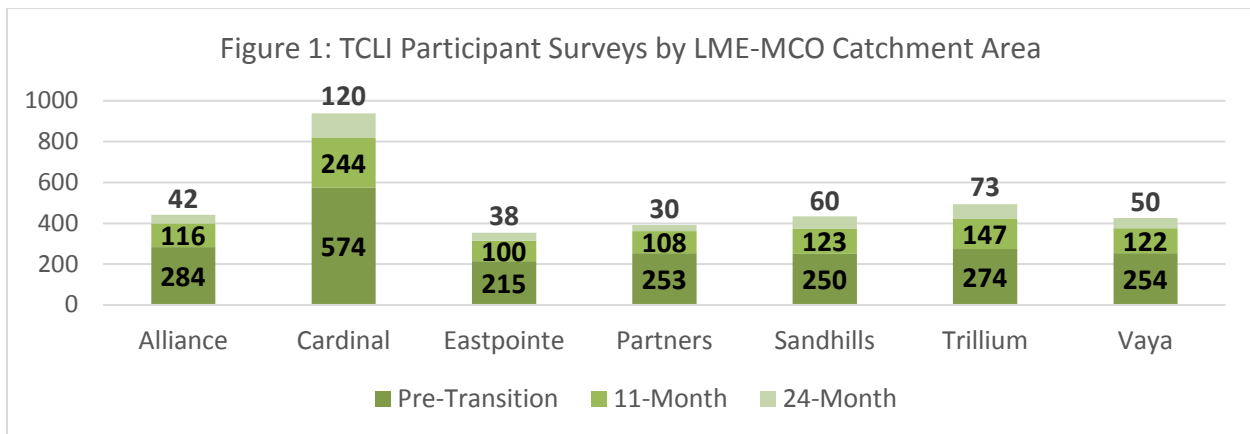


Appendix to the Annual Report on North Carolina Supportive Housing Program: Participant Quality of Life Survey Summary Report

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’s transition to supportive housing. They then submit survey responses through the State’s secure, web-based survey application.

This annual report summarizes 2,217 TCLI participants’ responses to a total of 3,477 surveys submitted through June 30, 2018. The total number includes 2,104 pre-transition, 960 11-month, and 413 24-month surveys.¹ (See Figure 1.)

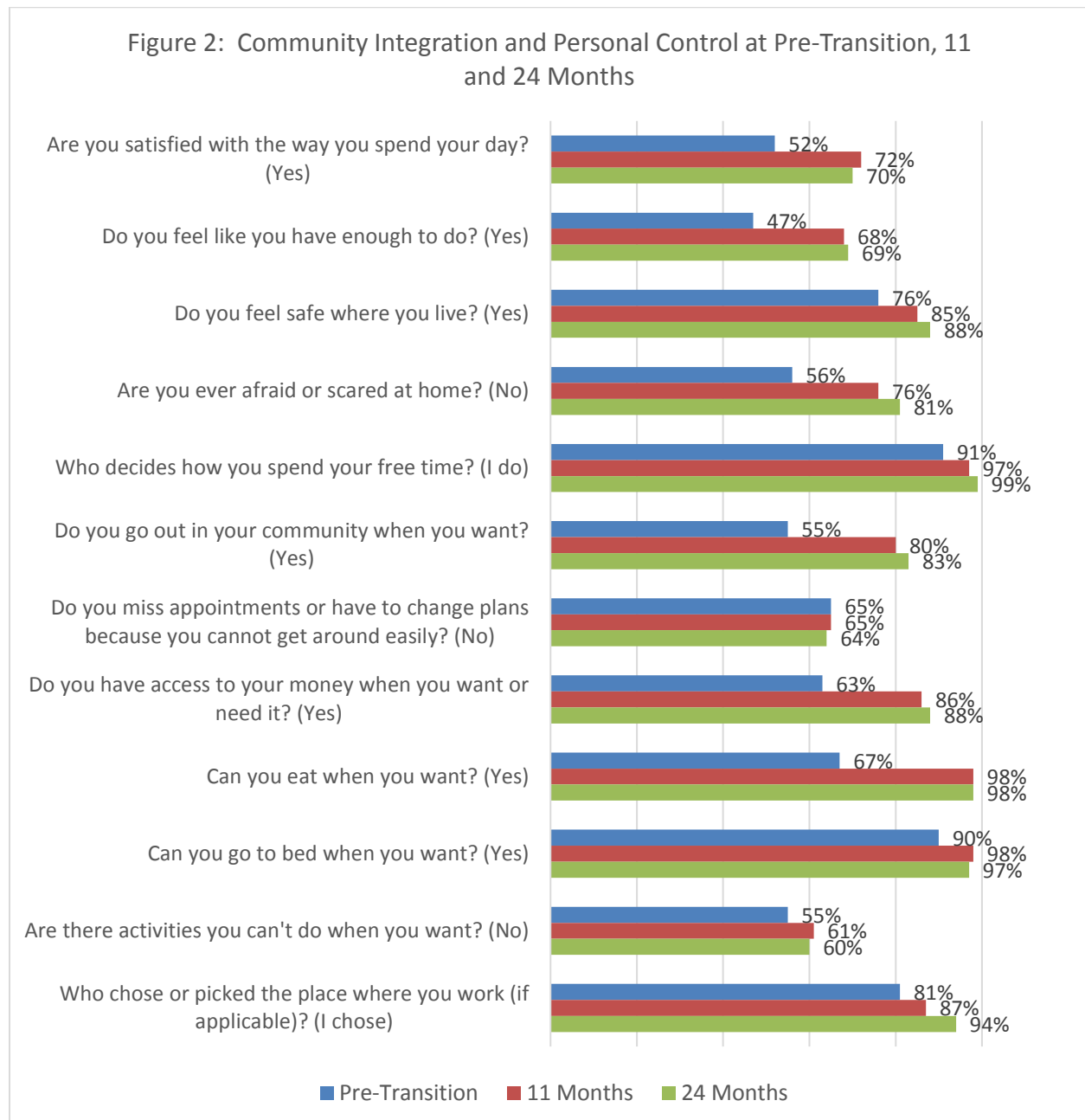


For all analyses by LME-MCO catchment area reported in this appendix, each survey is assigned to the LME-MCO that submitted it or to the LME-MCO with which the submitting LME-MCO later merged. Participants may be housed in and/or subsequently move to different LME-MCO catchment areas.

¹ 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 percent of all expected surveys have been submitted. This includes 90 percent of all Pre-transition Surveys for individuals housed through June 30, 2018, and 76 and 74 percent, respectively, of individuals housed for 11 and 24 months. During the 2017-18 State Fiscal Year, the overall submission rate was 89 percent, reflecting a 97 percent submission rate for pre-transition surveys and 82 percent submission rates for both follow-up surveys. Individual survey participation is voluntary, and participant refusals are counted toward LME-MCO submission rates if the reason the participant declined is documented and reported to the State team. Through June 30, 2018, 34 participant refusals, or one percent of all submissions, have been counted toward calculated submission rates.

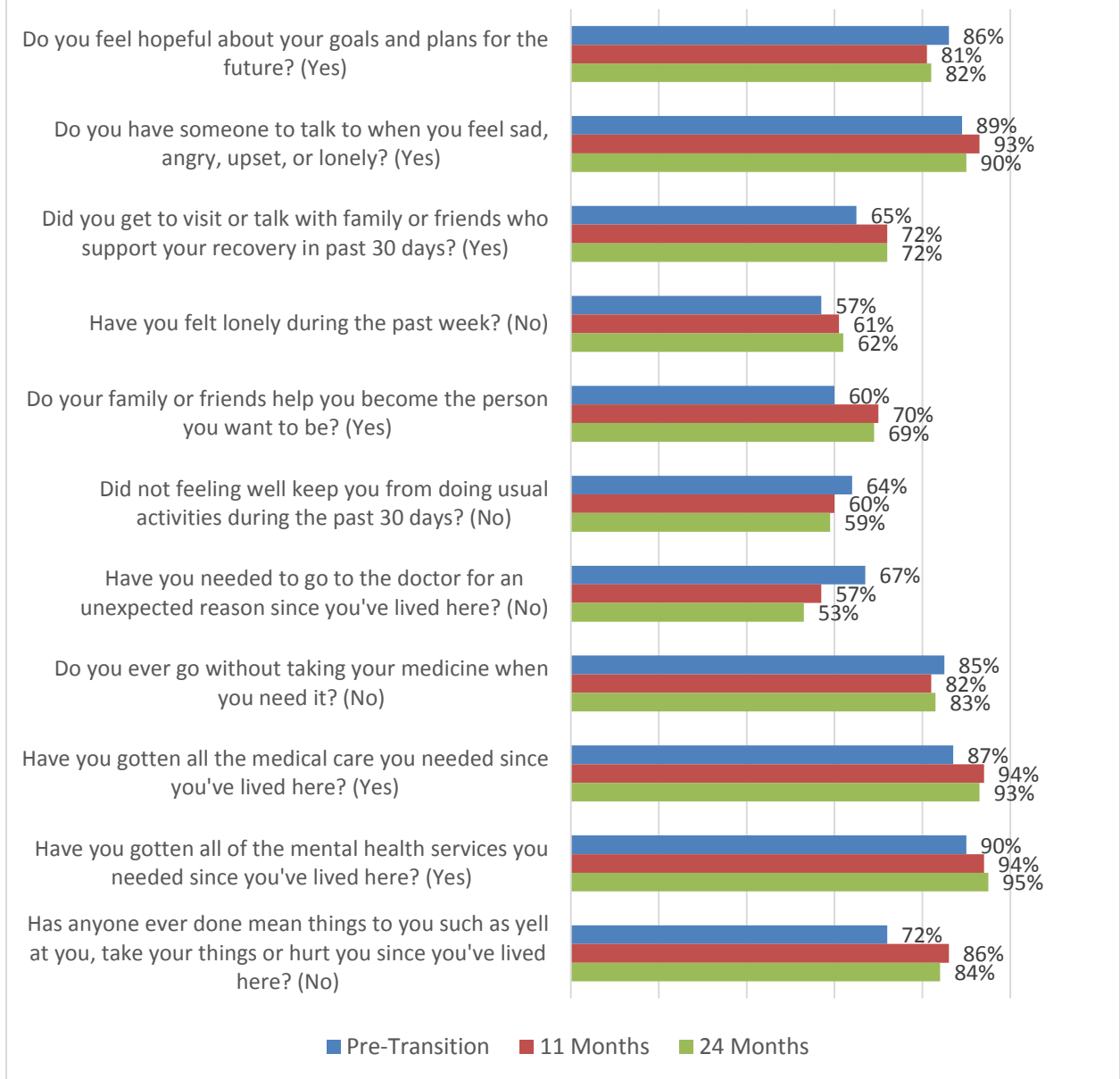
Quality of Life in Supportive Housing

Figures 2, 3, 4, and 5 show consistent patterns compared to previous years in participants' pre- and post-transition experiences of community integration and personal control; health and well-being; and satisfaction with services, supports, housing, and community. In most areas, participants were significantly more likely to report positive experiences at both follow-up surveys after transitioning to supportive housing.



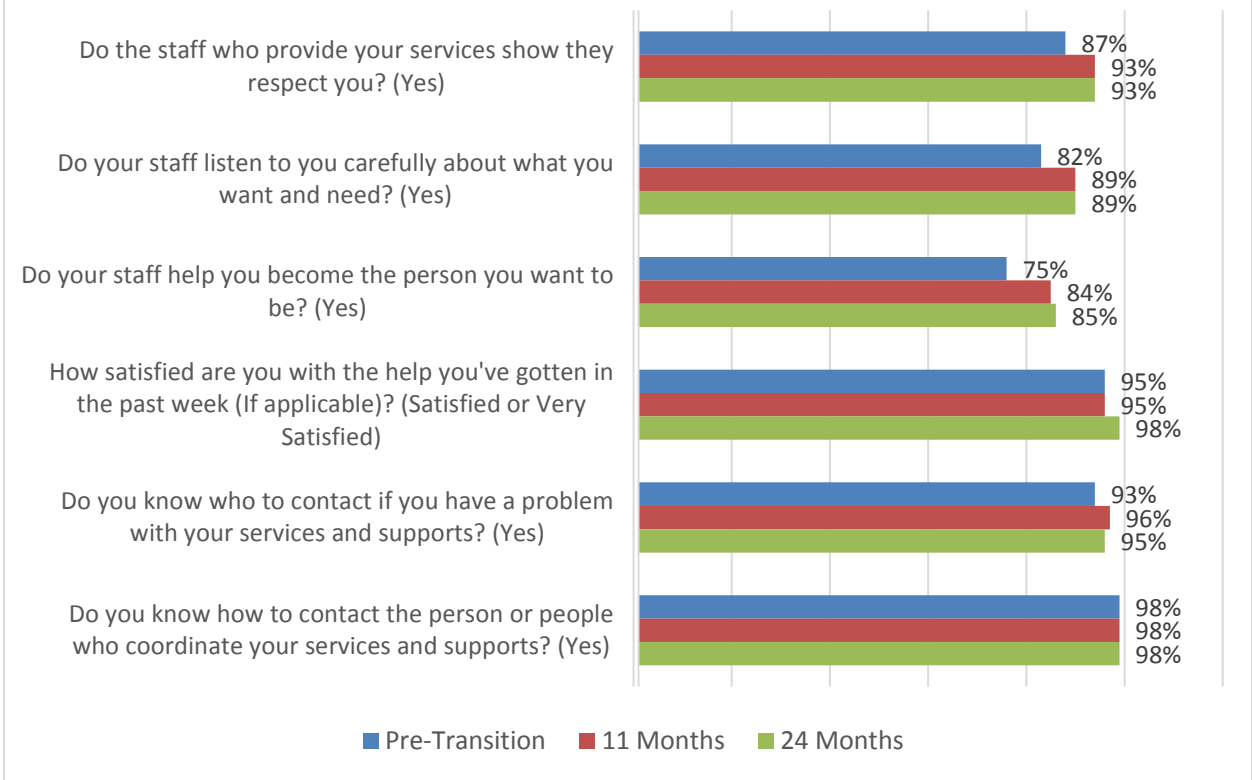
“No Response” and “Unsure” responses are excluded from percentage denominators.

Figure 3: Personal Well-Being at Pre-Transition, 11 and 24 Months



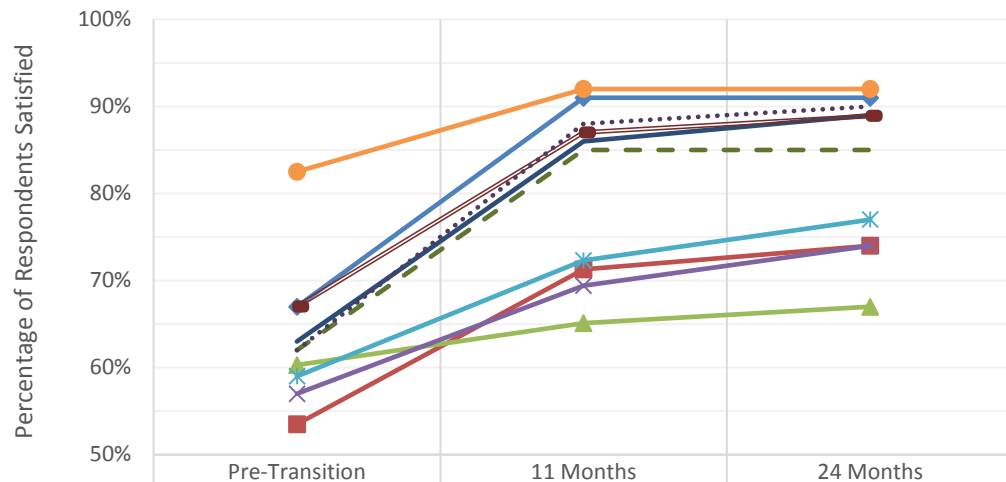
“No Response” and “Unsure” responses are excluded from percentage denominators.

Figure 4: Satisfaction With Services at Pre-Transition, 11 and 24 Months



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

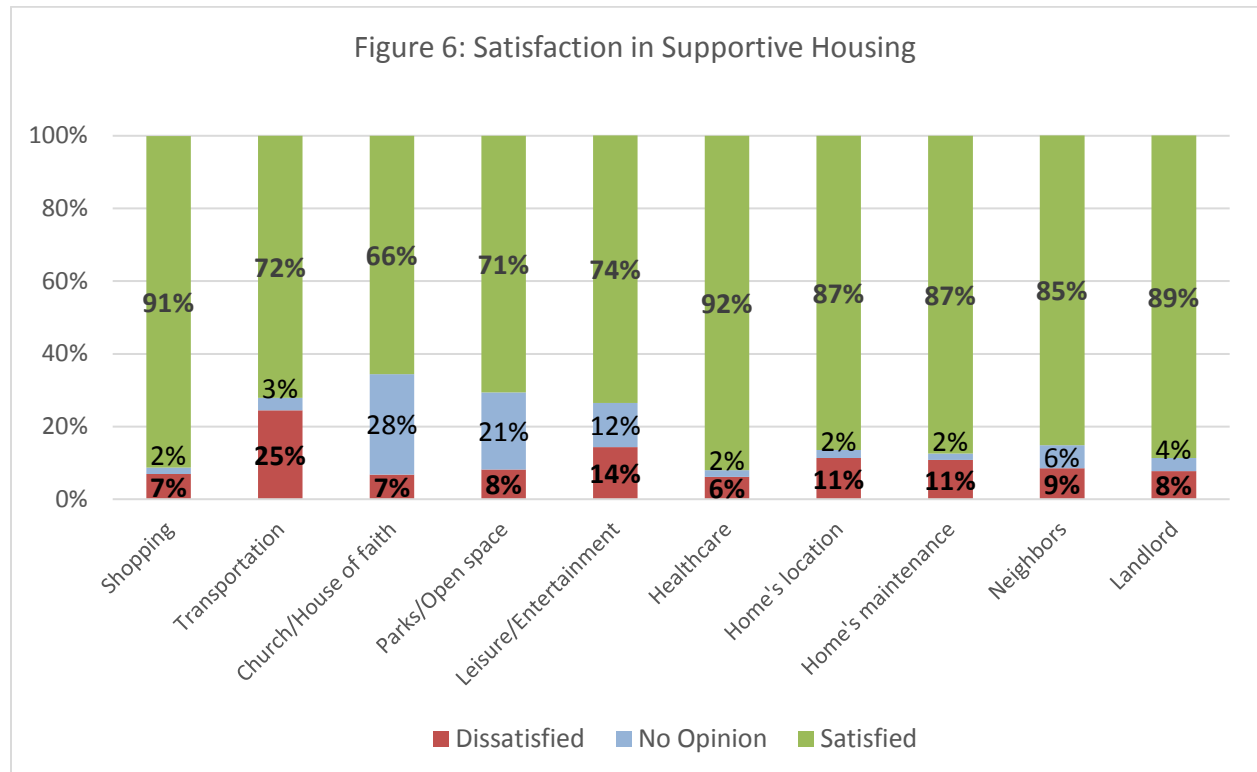
Figure 5: Satisfaction with Housing and Community



| | | | |
|-----------------------|-----|-----|-----|
| Shopping | 67% | 91% | 91% |
| Transportation | 54% | 71% | 74% |
| Church/House of faith | 60% | 65% | 67% |
| Parks/Open space | 57% | 69% | 74% |
| Leisure/Entertainment | 59% | 72% | 77% |
| Healthcare | 83% | 92% | 92% |
| Home's location | 63% | 86% | 89% |
| Home's maintenance | 67% | 87% | 89% |
| Neighbors | 62% | 85% | 85% |
| Landlord | 62% | 88% | 90% |

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

As illustrated in Figure 6, the relatively lower rates of reported satisfaction post-transition with some local resources such as Church and Parks reflect the larger percentages of participants who reported no opinion. Areas with the highest rates of post-transition dissatisfaction continue to be Transportation, Leisure, Home’s location, and Home’s maintenance.



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

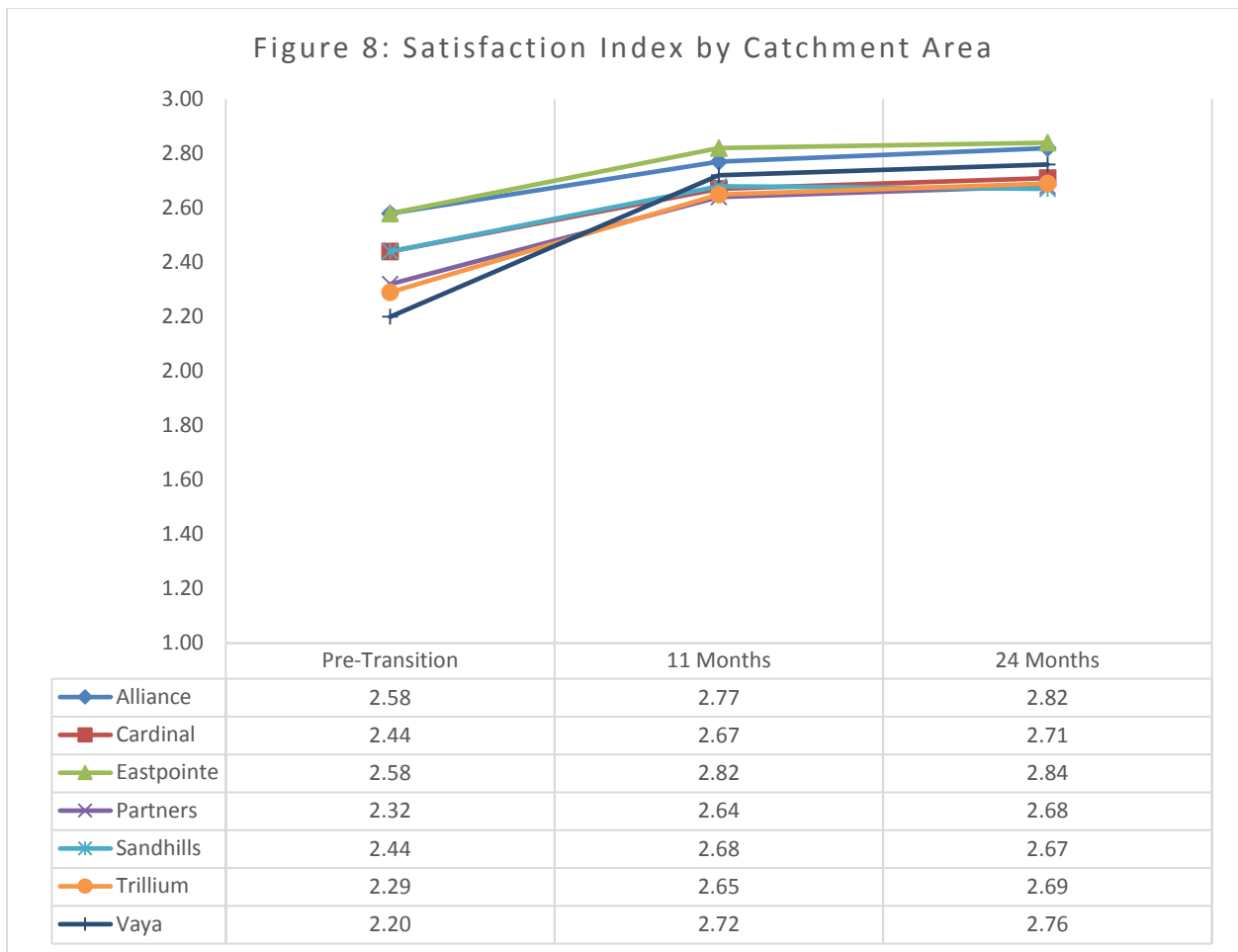
As illustrated in Figures 7 and 8, both the Quality of Life (QoL) Index based on the 29 survey questions listed in Figures 2, 3, and 4, and the aggregate Satisfaction Index based on the ten housing and community satisfaction ratings in Figure 5, showed virtually no change compared to the previous annual report. In general, scores were significantly higher at both follow-up points compared to pre-transition, and participants from all LME-MCO catchment areas reported comparable improvements in their experiences.

Figure 7: Quality of Life Index by Catchment Area



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.

Figure 8: Satisfaction Index by Catchment Area



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 5. The possible score range is 1.0 to 3.0.

Item responses to 1,094 surveys of individuals who maintained housing after the follow-up survey and throughout the report period were compared to responses from 279 follow-up surveys of individuals who later left housing. This analysis was used to identify a subset of 16 survey questions most predictive of housing stability, defined for this analysis in terms of the person's housing status at the end of the study period.

The survey questions are shown in Table 1 in descending order of the strength of their association with subsequent housing stability. An index computed as the average numerical score of the 16 items was strongly correlated with the QoL Index (correlation = .89) and with the Satisfaction Index (correlation = .73), which were also moderately associated (correlation = .59).

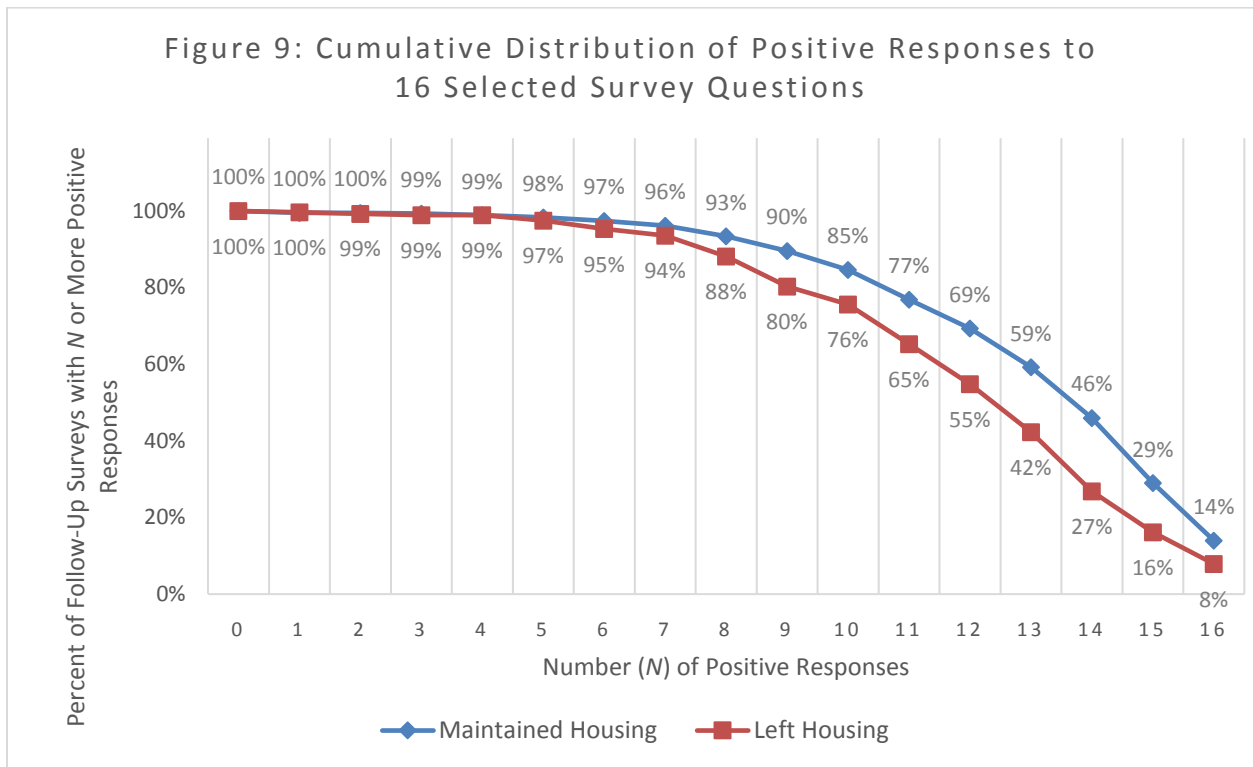
Table 1: Survey Items Most Predictive of Housing Status After Follow-Up Survey

| Question Number | Question Content |
|-----------------|--|
| 21 | Do your family or friends help you become the person you want to be? (Yes) |
| 6 | Do you feel safe where you live? (Yes) |
| 15d | Satisfied with parks/open space |
| 13 | Can you eat when you want? (Yes) |
| 31 | Do your staff help you become the person you want to be? (Yes) |
| 20 | Did you get to visit or talk with family or friends who support your recovery in past 30 days? (Yes) |
| 23 | Have you needed to go to the doctor for an unexpected reason since you've lived here? (No) |
| 14 | Are there activities you can't do when you want? (No) |
| 8 | Do you go out in your community when you want? (Yes) |
| 15g | Satisfied with home's location |
| 11 | Do you have access to your money when you want or need it? (Yes) |
| 7 | Are you ever afraid or scared at home? (No) |
| 15j | Satisfaction with landlord |
| 15h | Satisfaction with maintenance |
| 3 | Do you feel like you have enough to do? (Yes) |
| 24 | Do you ever go without taking your medicine when you need it? (No) |

All three aggregate index indexes were statistically significant but weak predictors of the categorical housing stability variable. Housing status on June 30, 2018 was predicted by the QoL Index with a correlation of only $r = .09$, by the Satisfaction Index with a correlation of $r = .06$, and by the average score of Table 1 items with a correlation of $r = .15$.

On average, individuals who maintained housing selected the most positive response option to significantly more questions than individuals no longer in housing, but only by an average of one question (means = 11.4 and 12.5). As shown in Figure 10, the difference between groups

increases slightly with the total number of positive responses. Compared to those who maintained housing, individuals who later left housing were approximately 60 percent as likely to respond positively to 14 or more of the 16 questions.



“Positive responses” are the question response options that indicate more positive experiences and perceptions. Neutral or middle responses such as “sometimes” are not included in the count of positive responses. Refer to Table 1 for the list of survey questions. Follow-Up Surveys include 11- and 24-month surveys.