



# Laying the Groundwork for an Evaluation of New York/New York III Supportive Housing

**Bonnie Kerker, Ph.D.**  
**Amber Levanon Seligson, Ph.D.**

**Bureau of Epidemiology Services**  
**NYC Department of Health**  
**and Mental Hygiene**

**Columbia Center for Homelessness Prevention Studies Grand Rounds**  
**March 26, 2009**





# New York/New York III

- 2005 agreement by NYC and New York State
- Commitment to create 9,000 units of supportive housing





# New York I and New York II

- NY/NY I: 1990 agreement to develop 3,814 units for single adults w/mental illness & history of homelessness
- NY/NY II: 1999 agreement to develop 1,500 units for single adults w/mental illness & history of homelessness



# NY/NY III serves 9 different populations

Population	Housing Units
Chronically homeless mentally ill single adults	3,950
Singles released from state psychiatric centers at risk of homelessness	1,000
Young mentally ill adults (18-24) released from state psychiatric centers or foster care at risk of homelessness	200
Chronically homeless families in which head of family is mentally ill or mentally ill & substance addicted	400
Chronically homeless singles who are substance addicted & have disabling condition	750



# NY/NY III serves 9 different populations

Population	Housing Units
Homeless single adults who have completed substance abuse treatment	750
Chronically homeless or at risk of homelessness families in which head of household has substance abuse disorder, disabling medical condition, or HIV/AIDS	750
Chronically homeless single adults with HIV/AIDS and who have mental illness, substance abuse, or both	1,000
Young adults (18-25) leaving or having left foster care who are at risk of homelessness	200





# Two types of housing

- 6,250 congregate housing units  
(multiple units grouped together in a single location)
- 2,750 scattered site housing units  
(units dispersed across conventional buildings)





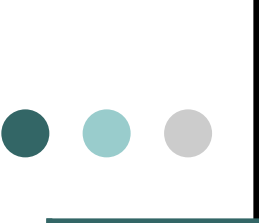
# Numbers of applicants

- 27,477 application determinations were made by HRA from January 2007 until December 2008
- 7,610 individuals (28% of applicants) were considered eligible for NY/NY III
- 1,211 (16% of eligible individuals) have been placed in NY/NY III housing
- Retention rates ranged from 64% to 100% across the 9 populations as of December 2008



# NY/NY III Clients placed as of 12/08

(Data courtesy of Human Resources  
Administration/Customized Assistance Services)



Single adults w/SPMI from community	206
Single adults w/SPMI from state facilities	230
Young adults w/SPMI	0
Single adults w/substance abuse disorder & medical condition	351
Single adults w/treated substance abuse disorder	209
Single adults w/HIV/AIDS & SPMI and/or substance abuse disorder	58
Young adults leaving foster care	73
Families w/head of household w/SPMI or MICA	38
Families w/head of household w/substance abuse disorder, medical condition, or HIV/AIDS	46





# Other studies of supportive housing

- NY/NY I
- Connecticut Supportive Housing Demonstration Program
- San Francisco's Health, Housing, & Integrated Services Network
- Seattle Housing First Pilot Project
- Housing and Urban Development (HUD) – US Department of Veterans Affairs (VA) program





# NY/NY III Evaluation

- Mandated as part of the 2005 agreement
- Jointly led by the NYC Health Department, NYC Human Resources Administration and NYS Office of Mental Health
- Many other city and state agencies contribute to this study





# Evaluation Questions

- Are the health, social measures, employment rates, and attainment of educational degrees of NY/NY III participants better than those of similar individuals who do not participate, or than they were prior to beginning the program?
- What is the retention rate and residential stability of individuals placed in NY/NY III housing? How does the residential stability of placed individuals compare to those who are not placed?
- Do NY/NY III participants use fewer public resources than similar individuals who do not participate, or than they used prior to beginning the program? Are they using a greater quantity of resources that are appropriate?
- Are certain types of housing characteristics more effective than others?





# Evaluation Questions

- What types and quantities of supportive services are offered, and is there a relationship with consumer satisfaction?
- Do certain types of participants have better outcomes than others?
- What are the characteristics of the individuals who are selected to participate in NY/NY III, compared to those who are not?
- Are consumers satisfied with NY/NY III housing and housing services? Does satisfaction differ by housing type, services utilized, or characteristics of individuals?

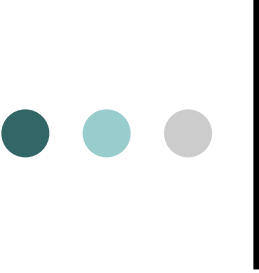




# First Cohort of Study

- All individuals who applied for NY/NY III housing and were considered eligible between January 2007 and December 2008.
- The study design will be repeated with subsequent cohorts until all individuals are housed in 2016





# Data sources and methodologies

- Administrative data
- Survey data
- Housing characteristics data
- Housing provider logs: support services data





# Administrative Data





# Administrative Data: Methods

- Examine client health & use of public services during 2 years prior to housing placement, and 2 years post placement
- Compare clients during the same 4-year period to similar individuals who were not housed in NY/NY III





# Administrative Data: Methods

- Comparison groups: Eligible individuals who were not placed in NY/NY III housing
- As of December 2008 there were 3 clients available for each vacant unit, though this varied across the 9 populations





# Pilot: Comparisons of placed and unplaced NY/NY III applicants

- Demographics, language, veteran
- Food, financial, medical support received
- Types of medical disorders
- Types of psychiatric disorders
- Substance use
- Criminal history





# Administrative Data: Sources

- Medicaid
- Hospitalization & emergency rooms
- New York State Office of Mental Health-operated psychiatric facilities
- Incarcerations, parole & probations
- Homeless shelters
- Cash Assistance
- Food stamps
- Social Security Insurance
- Death, HIV, & STD registries





# Evaluation Questions Addressed

- Are the health, social measures, employment rates, and attainment of educational degrees of NY/NY III participants better than those of similar individuals who do not participate, or than they were prior to beginning the program?
- What is the retention rate and residential stability of individuals placed in NY/NY III housing? How does the residential stability of placed individuals compare to those who are not placed?
- Do NY/NY III participants use fewer public resources than similar individuals who do not participate, or than they used prior to beginning the program? Are they using a greater quantity of resources that are appropriate?
- Do certain types of participants have better outcomes than others?
- What are the characteristics of the individuals who are selected to participate in NY/NY III, compared to those who are not?





# Survey Data





# Survey Data: Methods

- All NY/NY III residents as of March 2009 will be invited to participate
- Pencil-and-paper survey distributed through mail
- Spanish translation and in-person versions available for those who are literate in Spanish or who can not read/write
- Two-ride Metrocard incentive included every survey envelope
- Launch date: March 30, 2009





# Survey Instrument

## Housing Satisfaction Survey

Thank you for participating in this survey. We would like to learn more about your experience in the New York/New York III housing program. Your answers will help us understand if the program is working well. Your individual responses will not be shared with your housing provider. We will keep your responses private and only release overall group findings about participants in this program.

For each of the following questions and statements, please mark an  in the box that best describes your answer.

### START HERE

1. Overall, how satisfied are you with your current housing?

- Very satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very dissatisfied

4. The availability of your case manager

- Very satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very dissatisfied

### Please indicate how satisfied you feel about:

2. The amount of choice you had over the apartment you live in

- Very satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very dissatisfied

5. How close you live to family or friends

- Very satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very dissatisfied

3. How easy it is to get services when you need them

- Very satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very dissatisfied

6. How close you live to stores and public transportation

- Very satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very dissatisfied

### Please indicate how satisfied you feel

11. The amount of time it takes to get repairs





# Evaluation Questions Addressed

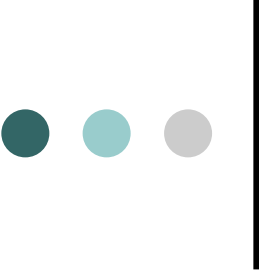
- Are the health, social measures, employment rates, and attainment of educational degrees of NY/NY III participants better than they were prior to beginning the program?
- Do certain types of participants have better outcomes than others?
- What types and quantities of supportive services are offered, and is there a relationship with consumer satisfaction?
- Are consumers satisfied with NY/NY III housing and housing services? Does satisfaction differ by housing type or characteristics of individuals?





# Housing Characteristics Data

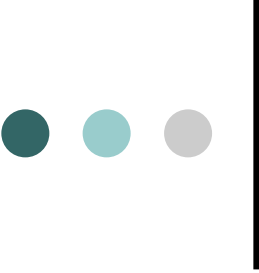




# Housing Characteristics Data: Methods

- Interviews with housing providers' program staff
- Closed-ended questions that are entered into a quantitative dataset
- All housing providers will be interviewed
- Data collection is ongoing





# Housing Characteristics Data: Preliminary Results

- 37% have fewer than 14 beds; 26% have 15-25 beds; 37% have 25+ beds
- 40% of providers are willing to accept applicants who have a history of criminal activity
- 60% are willing to accept applicants who speak no English
- 6% provide meals
- 47% provide medication management

Numbers are based on interviews with 35 housing providers





# Evaluation Question Addressed

- Are certain types of housing characteristics more effective than others?





Housing Provider  
Logs: Support  
Services Data





# Support Services Data: Methods

- Logs collected by case workers of all services provided to clients during 2 randomly selected weeks per year
- All case workers serving NY/NY III clients will participate
- Logs quantitatively record types and quantities of services provided, and will be entered into a dataset
- Launch date: March 30, 2009





# Support Services: Expected Data

<b>Percent of clients receiving types of services during 2-week study period</b>		
Type of service	Percent of Clients	N
Administrative		
Housing/Independent Living		
Legal/Criminal Justice		
Medical Services/Physical Health		
Mental Health		
Substance Abuse		
Vocational/Educational		
Other		
Did not receive any type of service		



# Support Services: Expected Data

**Time that each client receives each service type during 2-week study period**

Type of service	Mean number of minutes that the service was received by clients
Administrative	
Housing/Independent Living	
Legal/Criminal Justice	
Medical Services/Physical Health	
Mental Health	
Substance Abuse	
Vocational/Educational	
Other	
All types of services combined	





# Evaluation Questions Addressed

- What types and quantities of supportive services are offered?
- Is there a relationship between characteristics of supportive services and consumer satisfaction?





# Next Steps

- Data collection and processes
  - Implement consumer survey and logs of types and quantities of services
  - Continue to collect data for the housing information database
  - Link together administrative data
  - Create comparison groups in the administrative dataset
  - Link together administrative data with survey, housing characteristics, and service characteristics data
- Conduct analyses to answer research questions
- Consider qualitative work to address questions among specific sub-populations.





# Acknowledgements

- Swati Desai, HRA
- Sheila Donahue, NYS-OMH
- April Ellis, NYS-OMH
- Robin Jeffries, DOHMH
- Michael Johns, DOHMH
- Betsy Laganis, HRA
- Emily Leckman-Westin, NYS-OMH
- Sungwoo Lim, DOHMH
- Frank Lipton, HRA
- Charles Neighbors, CASA
- Tejinder Singh, DOHMH
- Elsa Stazesky, HRA





# Contact Information

- Bonnie Kerker:  
[bkerker@health.nyc.gov](mailto:bkerker@health.nyc.gov)
- Amber Levanon Seligson:  
[aseligso@health.nyc.gov](mailto:aseligso@health.nyc.gov)

