Participant Experience and Outcome Research Questions

What are the characteristics of the participating families?

How do residents of affordable housing communities experience the strengthening and expansion of wraparound services in their buildings?

> What benefits do residents identify from participation? (e.g., increased availability of childcare)
>
> What challenges do residents identify from participation?
>
> How has participation supported the residents and their families? (e.g., decreased stress ,increased energy, increased sense of well being, etc.)?
>
> How do the challenges and benefits identified vary depending on the intensity of the services provided (i.e., residents experiencing a lighter touch vs. case-managed)?
>
> Were there any barriers participants experienced that kept them from engaging in greater intensity of services (e.g. time constraints, health concerns, etc.)?
>
> Are there specific services, and/or combinations of services, that the residents perceive to be the most helpful for them? Are there services that the residents avoided or found to be unhelpful? Are there missing service that residents feel they need?
>
> For the residents who experienced intensive case-management, how did they perceive the role of the caseworker? Do the identified outcomes vary depending on how the residents perceived the role of the caseworker?

What benefits and outcomes did the program produce at the individual household level and for the affordable housing community as a whole?

> How do caseworkers/program staff perceive the differences in outcomes between residents receiving the more intensive and lighter touch services?
>
> Are there specific services, and/or combinations of services, that the caseworkers/program staff perceive to be key in creating positive outcomes?
>
> How did the affordable housing community benefit from the program?

To what extent is there observable change along the following domains for residents who received the more intensive bundle of case-management and services?

- Mental health (stress levels, self-esteem, symptoms of anxiety or depression, mental healthcare utilization, ability to carry out daily activities of living)
- Social support (community involvement, sense of belonging, number of people that the resident feels that they can rely on for support)
- Sense of safety (recent experiences of violence, trust in other community members, amount of fear experienced daily)
- Goal setting and locus of control (sense of optimism about the future, feelings of autonomy/control over future events)

- Parenting skills (caregiver resiliency, parenting knowledge, attachment between child and caregiver)
- Housing stability (fewer evictions, residents staying longer in the affordable housing community, residents transitioning at higher rates to more permanent rental housing or homeownership)
- Economic mobility (income, employment status, adult education, owning a savings account, credit building activities)

Access Research Questions

How do the residents perceive the change in services since the grant was awarded? Do they perceive that access increased?

> If so, how did access change in their experience?
>
> How does this perception vary between the intensively case-managed residents and the residents who experienced a lighter touch?

What strategies were used by the grant recipients to increase access?

To what extent is there measurable change in the use of services?

- Increased enrollment in a childcare program
- Increased enrollment in an afterschool program
- Increased enrollment in an adult education (literacy, ESL, GED, college) or job training program
- Increased usage of mental health services
- Increased health insurance enrollment
- Increased receipt of benefits (TANF, SSI, SSDI, SNAP, etc.)

Implementation Research Questions

What services did grant recipients strengthen, enhance, or expand for the Affordable Housing and Supportive Services Demonstration?

> How did services change at the housing community during the demonstration?

How did grant recipients determine which services to introduce or strengthen?

> What was the role of the needs assessment in determining which services to introduce or strengthen?

How did the grant recipients decide between introducing new services, increasing the intensity of existing services, increasing the quality of existing services, or widening access to services?

> What tradeoffs did the grant recipients perceive with these decisions?

What strategies did grant recipients use to strengthen, expand, or enhance services?

What did the grant recipients perceive as their greatest success in implementing this program?

What implementation barriers did the grant recipients face and how did they attempt to overcome these barriers?

Were the services introduced or strengthened sufficient to meet the needs of the community in the eyes of the grant recipients? If not, what do they believe would be needed to provide sufficient support?

How does the housing community fit into the larger structure of the CAA?

How do grant recipients and partner agencies coordinate and communicate?

What is the community context for each grant recipient and how might that affect implementation?

Were the grant recipients able to use this grant to leverage other sources of funding or partnerships?