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**ADDENDUM:  
YEAR 4 SURVEY RESULTS**

**JANUARY 2022**

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CITY & REGIONAL PLANNING**

**KNOWLTON SCHOOL OF ARCHITECTURE**

**THE OHIO STATE UNIVERSITY**

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**1.0**

**OVERALL EXPERIENCE SINCE  
RELOCATING, HOUSING &  
NEIGHBORHOOD SATISFACTION**

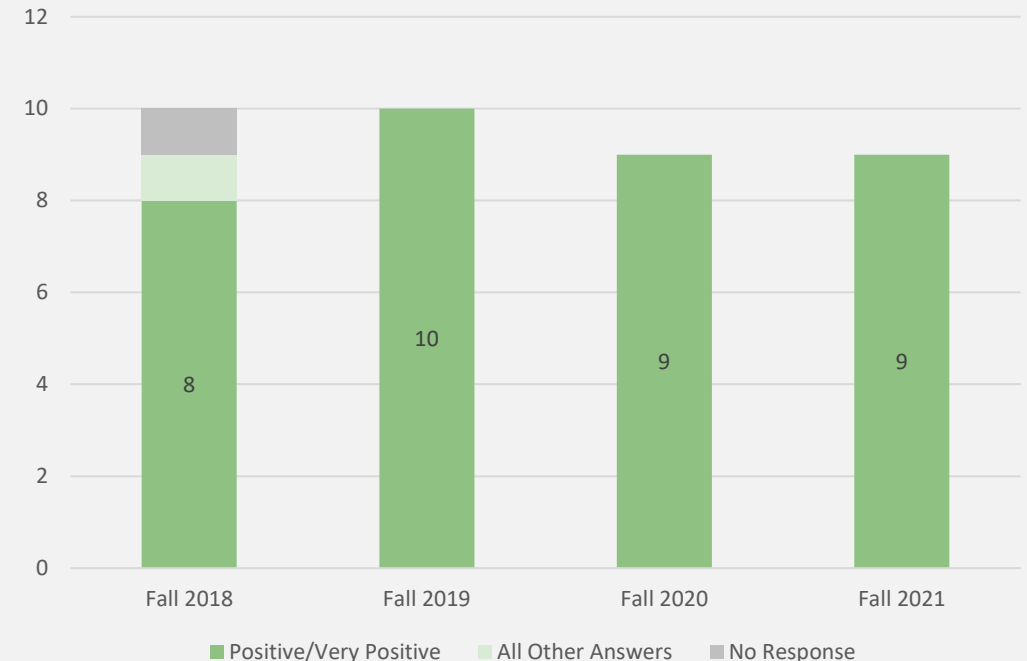
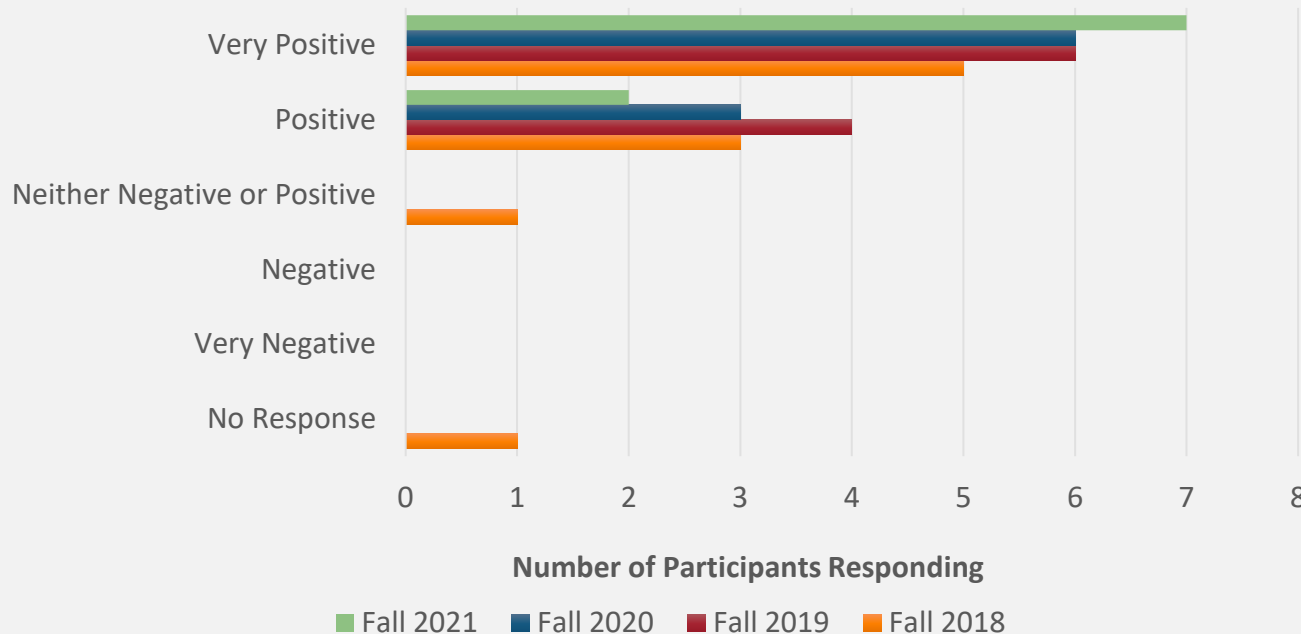


# 1.1 Overall Experience Since Relocation

All participants rated their experience since relocating as “Positive.” The majority of participants (seven) rated the experience as “Very Positive.” Ratings improved between fall 2018 and fall 2019, were stable in fall 2020, and increased slightly in fall 2021. In interviews and survey comments, participants consistently referenced the improved quality of their housing and the improved safety of their neighborhoods as the most important benefits of relocation.

How would you describe your experience since relocating?

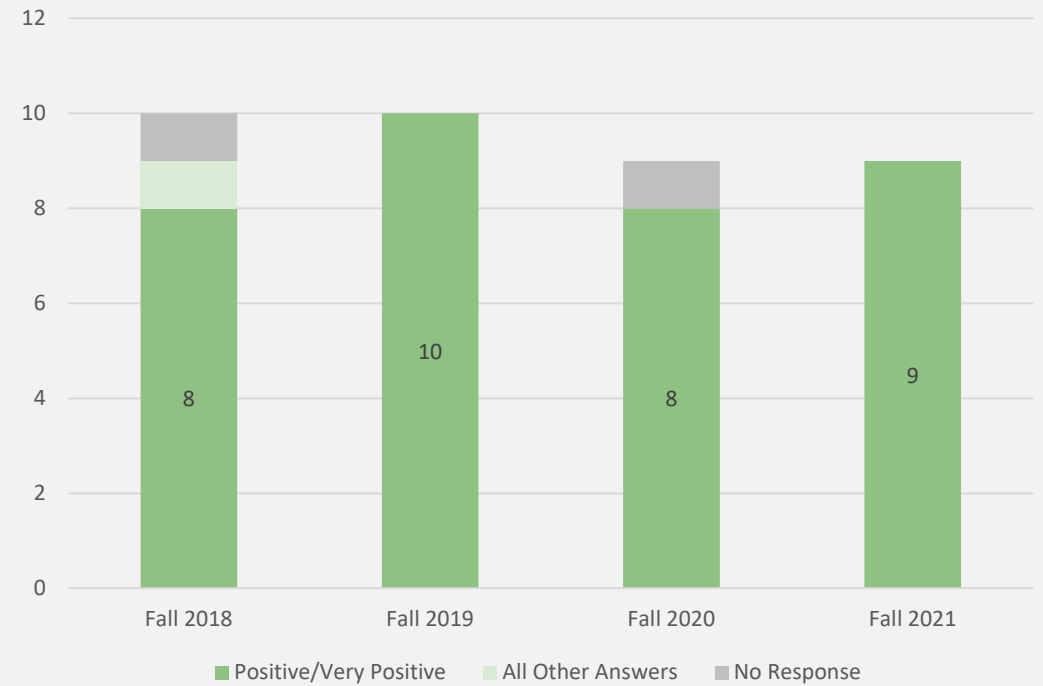
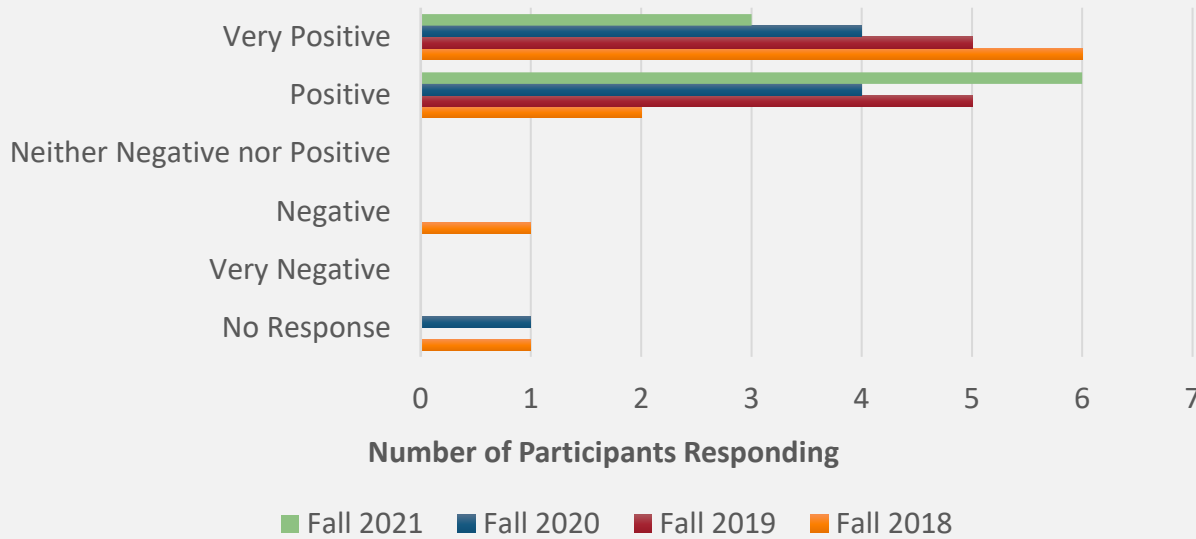
2021 N=9; 2020 N=9; 2019 N=10; 2018 N=10



# 1.2 Housing Experience

All participants expressed a positive experience with their new housing. All nine participants rated their experience as “Very Positive” or “Positive” in Fall 2021, and no participants indicated a negative experience (an improvement in from previous surveys).

Describe your experience in your MTP apartment  
2021 N=9; 2020 N=9; 2019 N=10; 2018 N=10



# 1.2 Housing Experience

Participants noted satisfaction with the location (quality of environment and amenities), improved safety, and cleanliness. The negatives were related to apartment size and increased cost of living. Overall mean participant satisfaction scores for apartment quality increased from 1.5 to 4.2 when comparing their former apartment to their current one.

## Participant Feedback: What Do you Like or Dislike About Your Apartment?

### Likes:

Location or Safety (6 responses)

Amenities (2 responses)

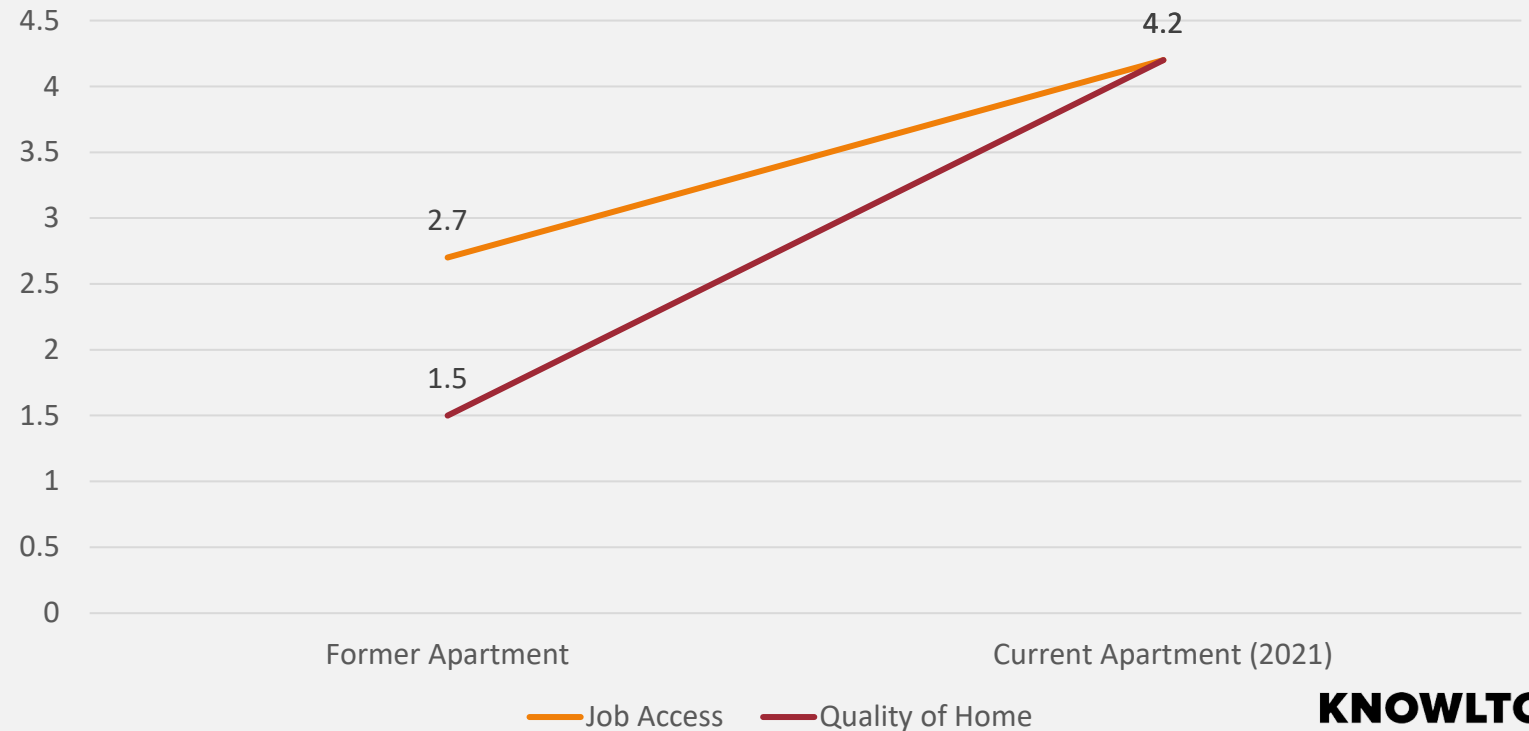
Everything! (1 response)

### Dislikes:

Size (4 responses)

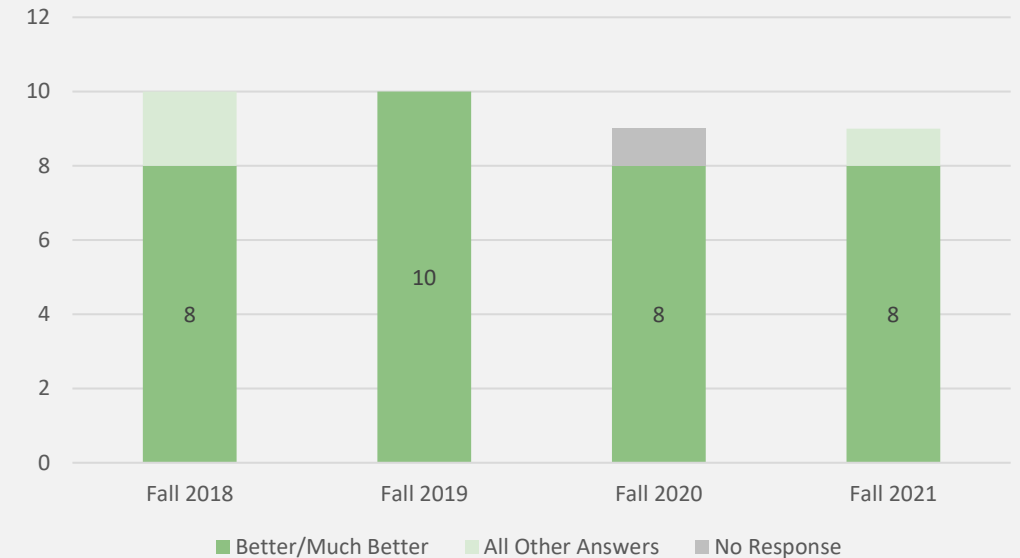
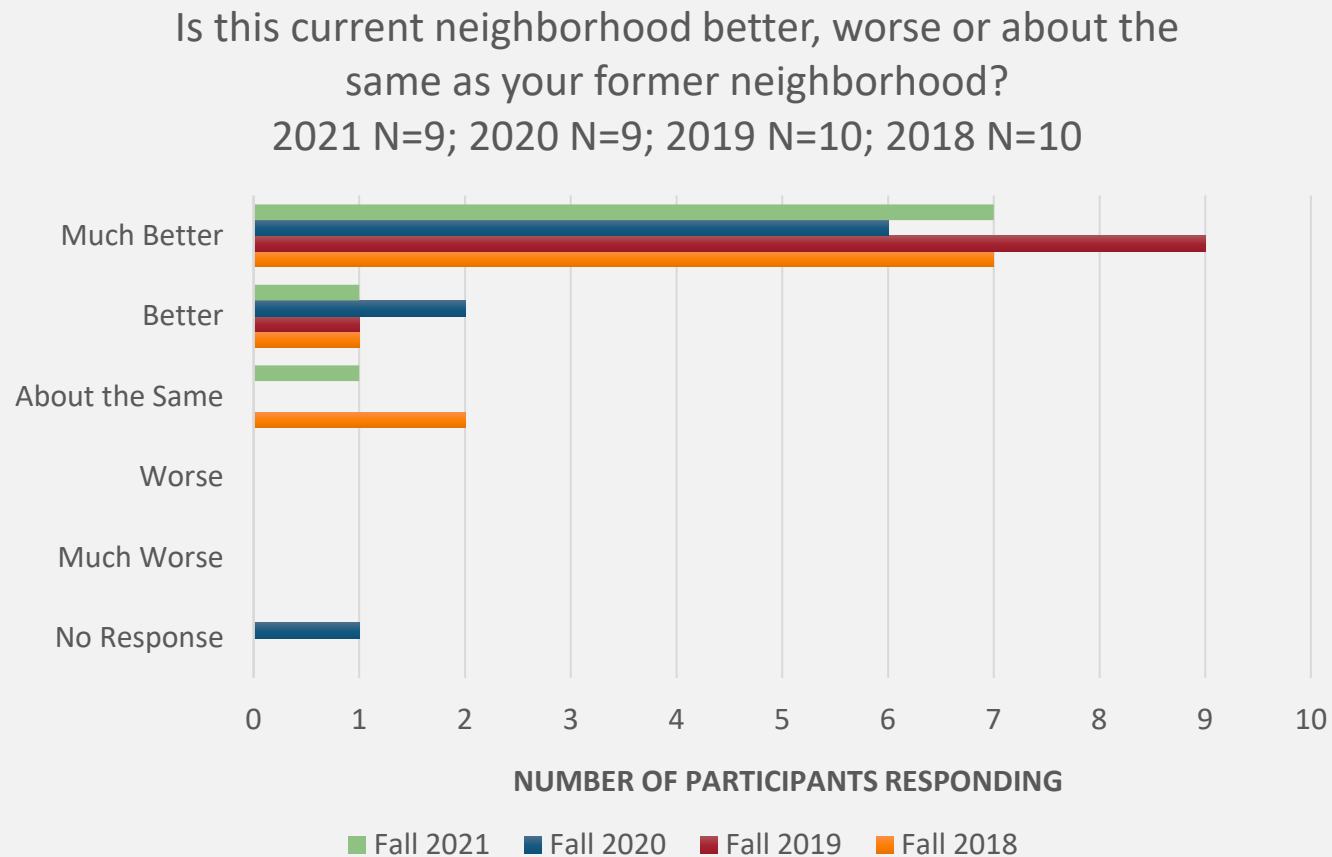
Cost (2 response)

Mean Experience Score on a Scale of 1 (very negative) to 5 (very positive) Comparing Former Apartment to New Apartment



# 1.3 Experience with Current Neighborhood

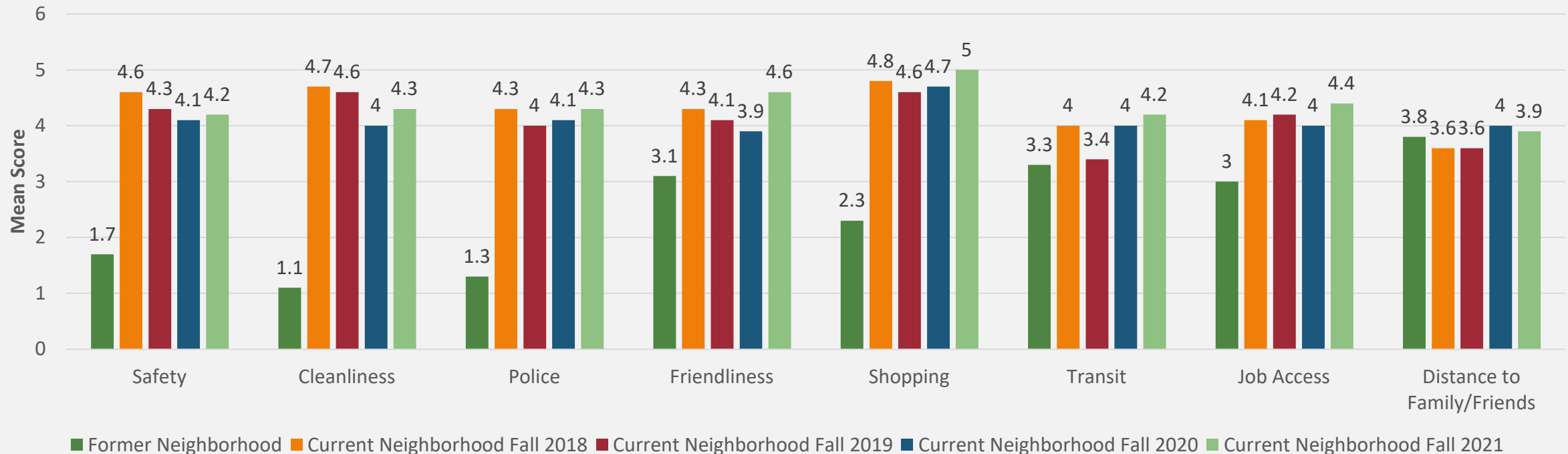
The majority of participants (seven out of nine) rated their current neighborhood as “Much Better” than their former neighborhood. Participant perspectives on the quality of their current neighborhood has improved since the start of the program and levelling out over time. Two participants indicated their current neighborhood was “About the Same” in the Fall of 2018, and one participant expressed this opinion in the Fall of 2021.



# 1.4 Neighborhood Satisfaction

MTP participants indicated a substantial positive change in neighborhood satisfaction when comparing their former neighborhood to their current neighborhood. The largest satisfaction score gaps were in relation to safety, cleanliness and police protection. Participants also generally rated their current neighborhood as more satisfactory in terms of neighbor friendliness and access to jobs or shopping. Comparing satisfaction scores for current neighborhoods over time indicates satisfaction ratings are generally consistent over time, with a slight decline between 2020 and 2021 in regard to distance from family and friends.

Neighborhood Satisfaction Scores (mean score) on a scale of 1 (very dissatisfied) to 5 (very satisfied)  
2021 N=9; 2020 N=9\*; 2019 N=10; 2018 N=10



\*Participants did not respond to all questions in 2020.

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**IMPACTS OF COACHING & MTP  
PROGRAMMING**





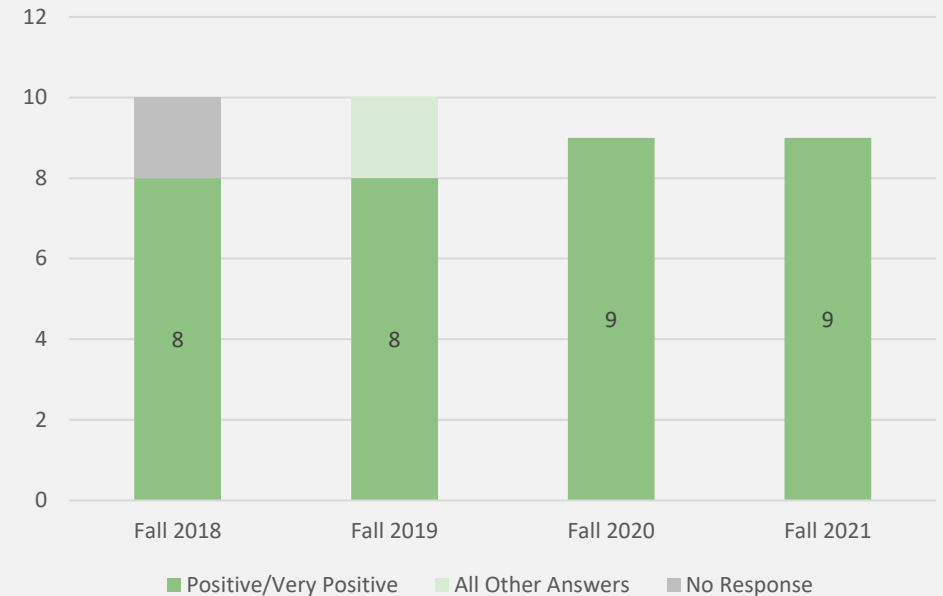
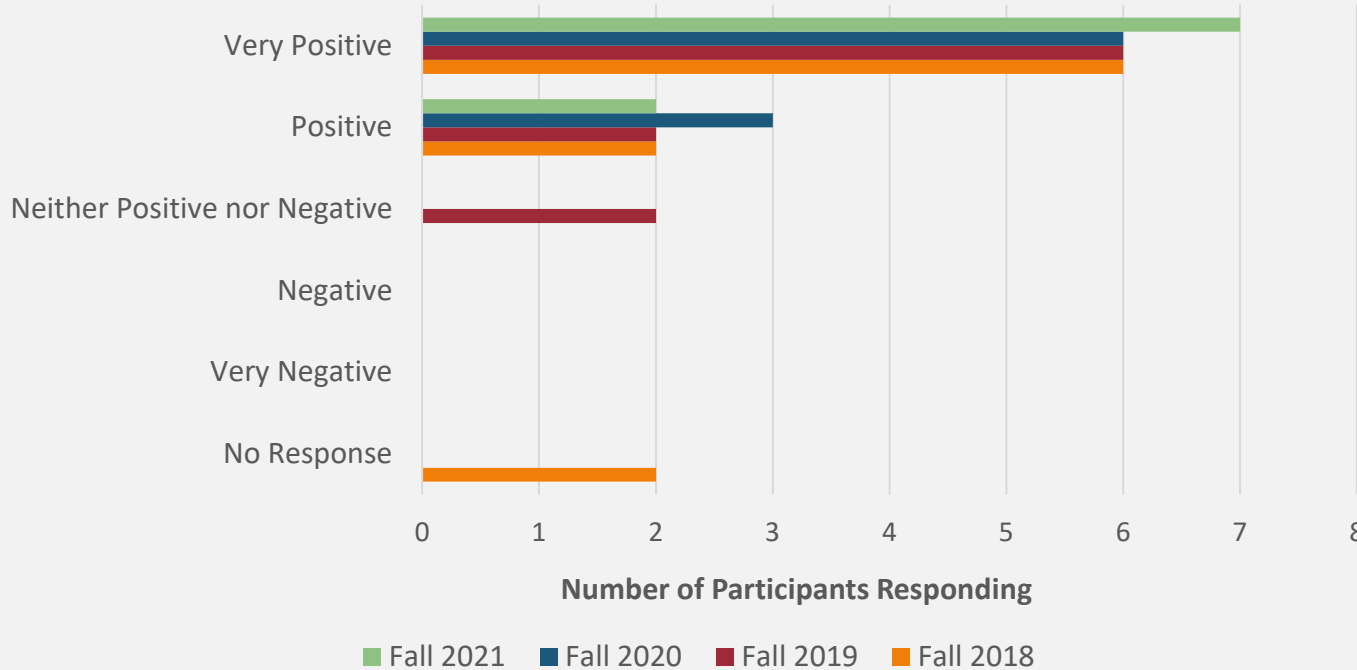
# 2.1 Impact of Coaching Program

## Experience with MTP Coach

Similar to the results in the first two evaluation reports, participants were generally very satisfied with the MTP coaching program. All participants described the coaching program as “Positive” or “Very Positive,” with seven participants describing the coaching program as “Very Positive.” No negative perceptions of the coaching program were reported. Overall satisfaction scores for the coaching program improved from the Fall of 2018 to the Fall of 2021.

How would you describe your experience with your current MTP coach?

2021 N=9; 2020 N=9; 2019 N=10; 2018 N=10



## 2.2 Goal Setting & Achievement

Coaching activities focus on setting personal goals for each participant and developing plans to reach those goals. Participants' goals focused on topics such as finance, career development, parenting, health, wellness and education. These directly relate to the four primary pillars of MTP coaching: housing, finance, health and wellness, and education and career development.

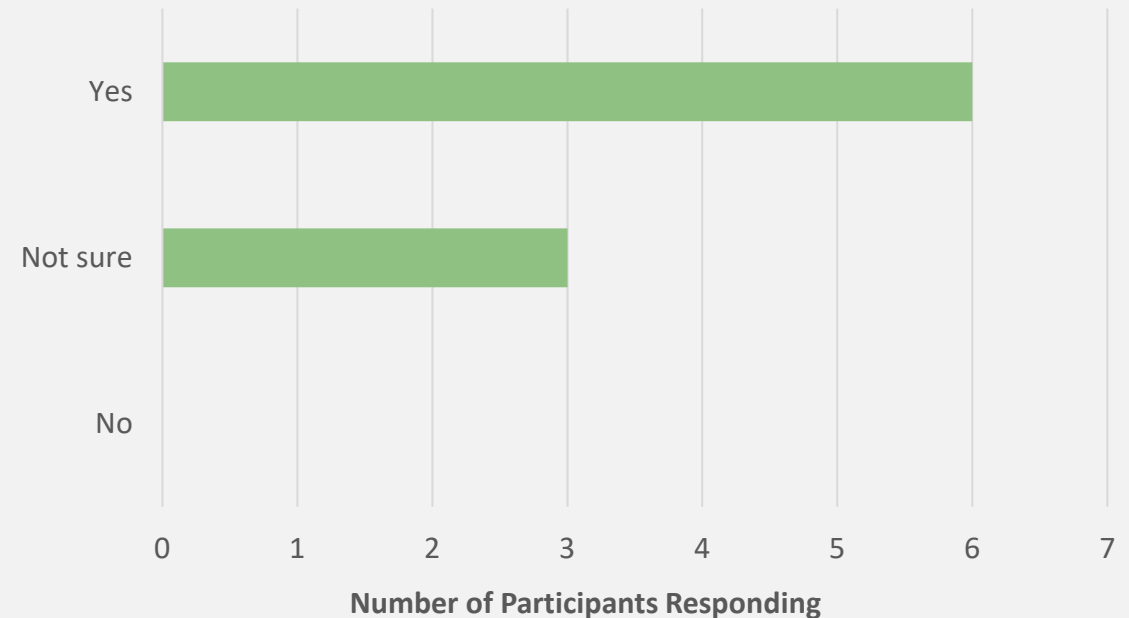
The COVID pandemic disrupted long-term goal setting for many participants, as participants focused on addressing the emerging challenges and uncertainty from the pandemic. Despite the pandemic, over half of participants (six out of nine) indicated they maintained progress on long-term goals. These goals were mostly financial, such as budgeting and career planning.

### Participant Reflections:

- ***“Increase in income, increase in education, and the ability to maintain safe housing for my family.”***
- ***“Money management goals, health housing goals, neighborhood goals, public speaking goal, new career path goals.”***
- ***“New job and stability.”***

Has Move to PROSPER helped you achieve new goals (in the past year)?

Fall 2021 N=9



## 2.3 Monthly Program Sessions

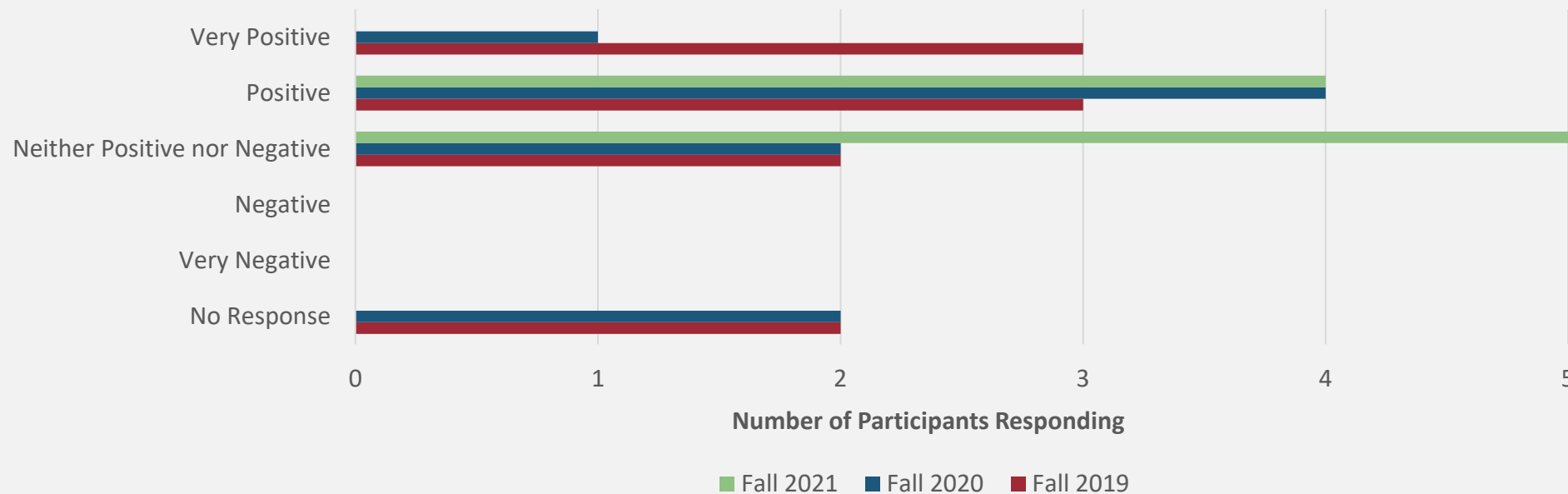
### Coaching Adjustments

Monthly program sessions were held with participants to provide education, create opportunities for relationship building and allow participants to share skills or resources. Monthly program sessions were quickly moved to a virtual format in the Spring of 2020 due to the COVID pandemic.

### Participant Feedback

Participants acknowledged that transitioning monthly meetings to a virtual format was logistically easier to accommodate for families. Travel times, work conflicts and childcare or extracurricular activities were identified as stressors to attending monthly meetings in the past. Several participants noted, however, that they miss the in-person interactions among families.

How would you describe your experience with the Move to PROSPER monthly meeting so far?  
2021 N=9; 2020 N=9; 2019 N=10



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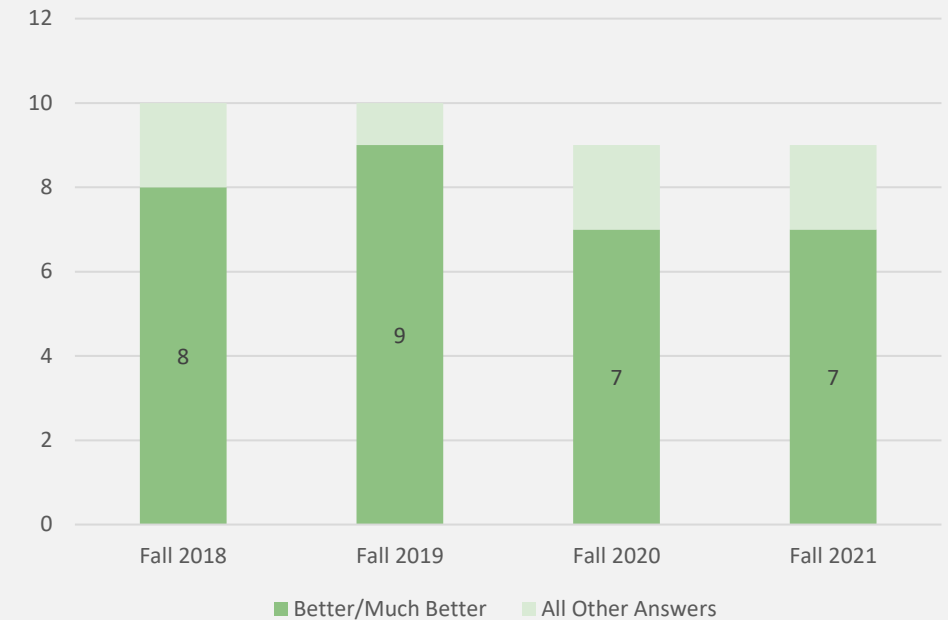
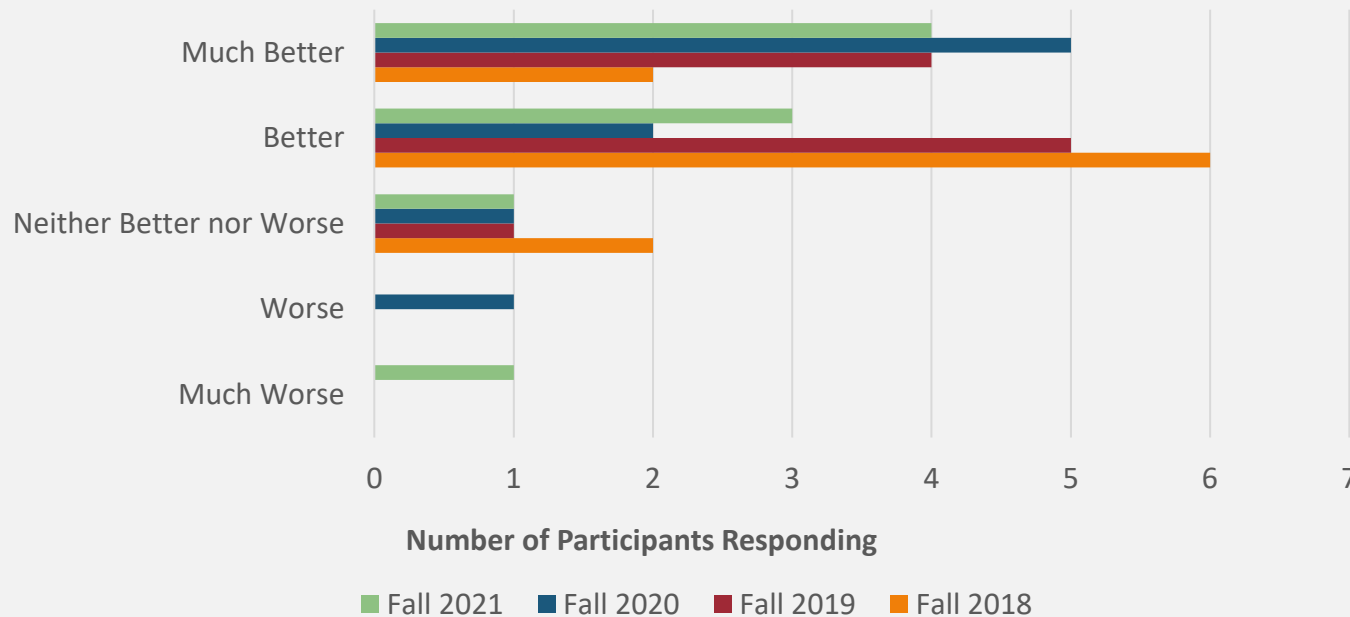
**FINANCIAL WELL-BEING**

# 3.1 Family Economic Well-Being

## Changes in Economic Circumstances

Despite the economic challenges posed by the COVID pandemic, the majority of participants (seven out of nine) indicated their economic circumstances were either “Better” or “Much better” since joining the program over three years ago.

How would you describe your family's economic circumstances since relocating?  
2021 N=9; 2020 N=9; 2019 N=10; 2018 N=10



\*The participant indicating “worse” economic circumstances in 2021 had the longest employment disruption related to the pandemic.

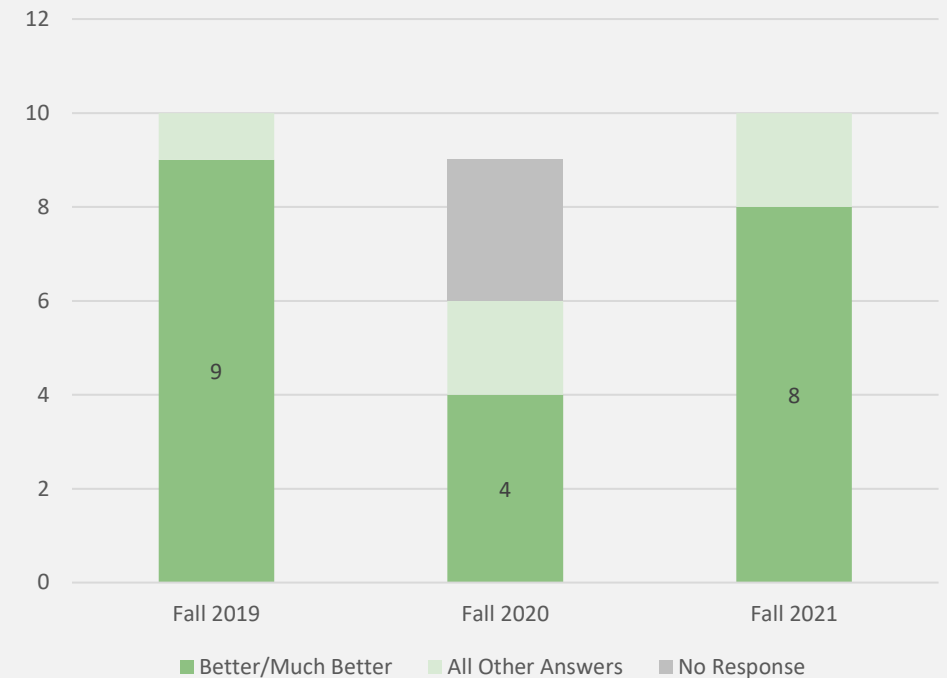
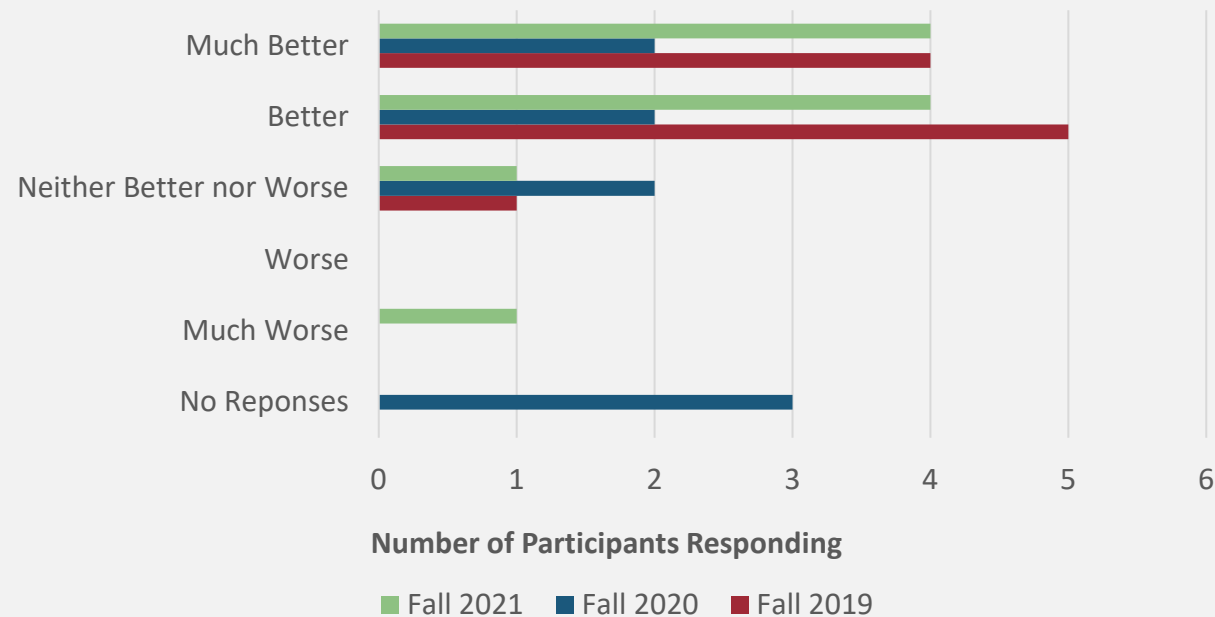
# 3.2 Family Income

## Changes in Income

Eight participants stated that their income had noticeably improved since joining the program. The number of participants indicating improvements in income declined slightly from 2019 to 2020 but rebounded in 2021 surveys. Economic impacts of the COVID pandemic were concerns among many of the participants, as explained earlier.

How would you describe changes in your income since enrolling in MTP?

2021 N=10\*; 2020 N=9; 2019 N=10



\*One participant selected two responses to this question in 2021.

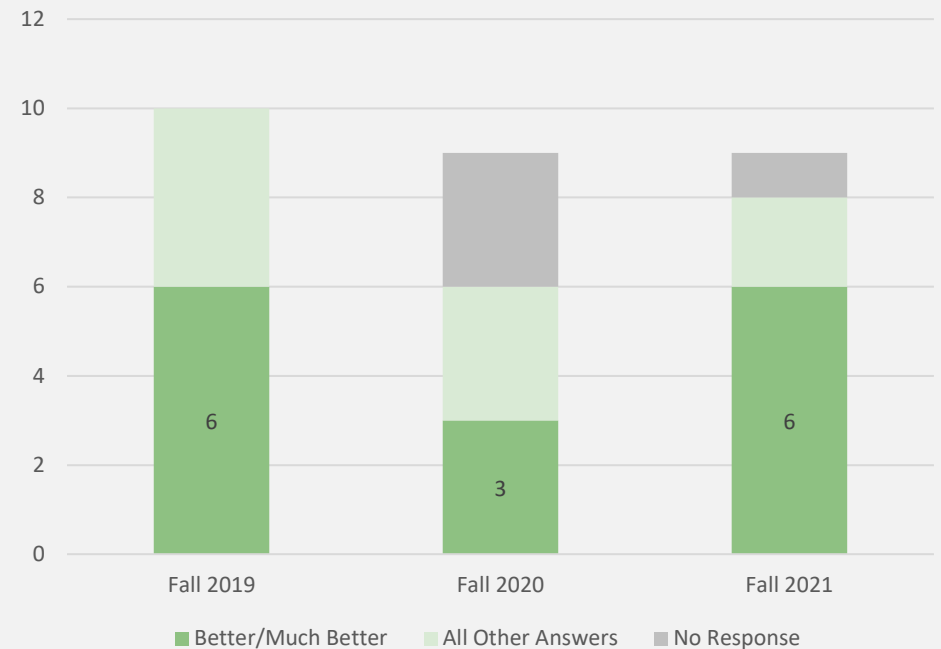
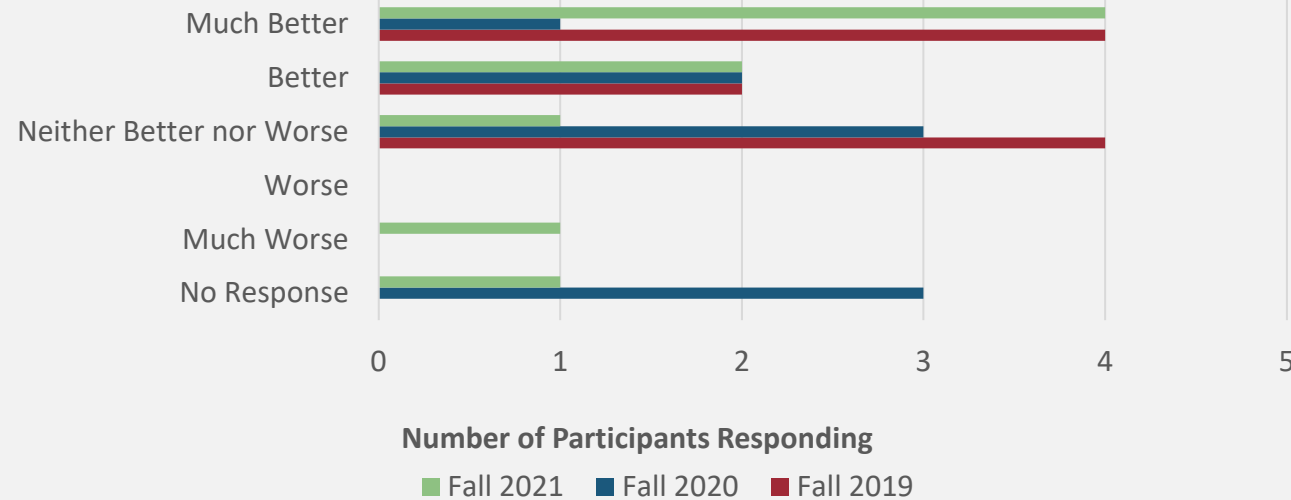
# 3.3 Employment Changes

## Employment Conditions

Due to the economic impact of the COVID pandemic, many participants faced job disruptions in the past year. Most participants found new employment, however. Responses related to employment conditions reflect the challenges of the pandemic economy. The number of participants indicating “Better” or “Much Better” in employment conditions improved in 2021 from 2020 (from three to six).

How would you describe changes in your employment since relocating?

2021 N=9; 2020 N=9; 2019 N=10



\*The participant indicating “worse” employment circumstances in 2021 had the longest employment disruption related to the pandemic.

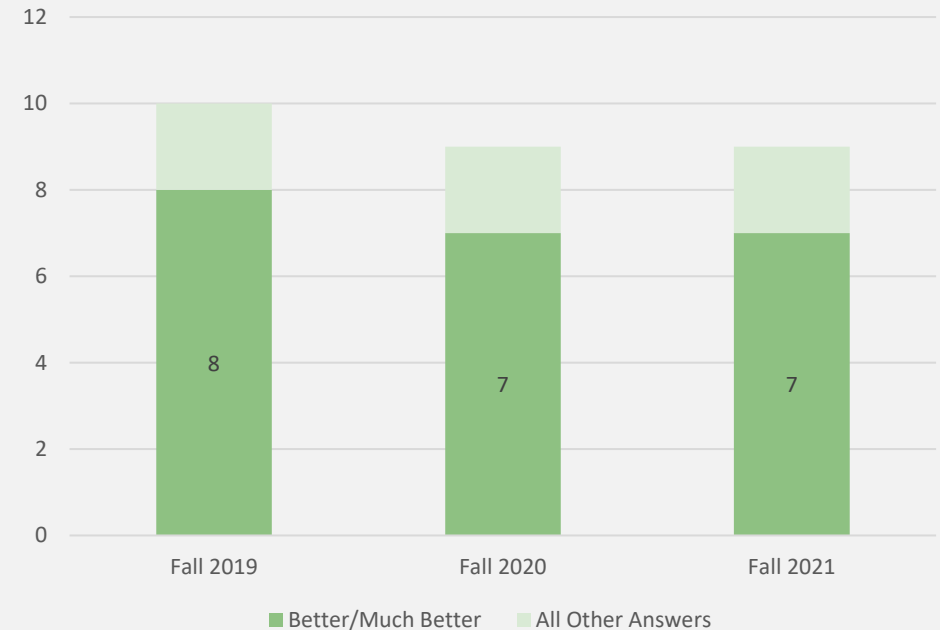
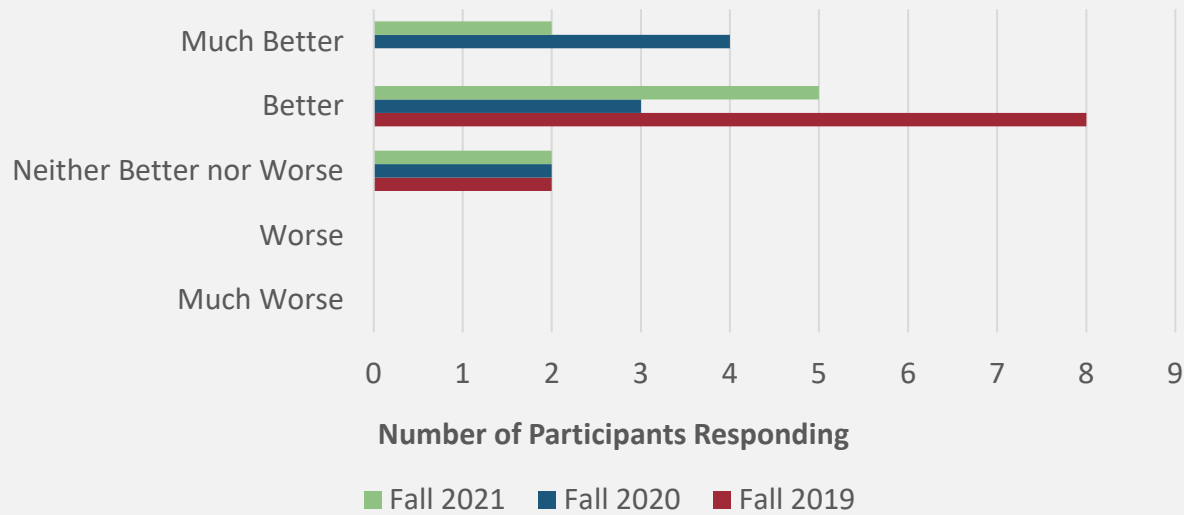
# 3.4 Other Financial Changes or Stressors

## Change to Credit Scores

MTP financial coaching involved strategies to improve credit scores. Most participants (seven out of nine) indicated their credit scores improved since joining the program. Two participants indicated no change in credit scores. No participants indicated a decline in their credit score. One participant noted their score climbed by 75-100 points during this time.

How would you describe changes in your credit score since enrolling in MTP?

2021 N=9; 2020 N=9; 2019 N=10





# 3.5 Other Financial Changes or Stressors

## Financial Stressors

Participants were asked to reflect on any stress related to paying bills and meeting financial obligations.

- Only three participants indicated they have difficulty paying rent, utilities or other bills since moving, which is consistent with participants' survey responses during the first year of the pandemic (2020).
- Utility bills, including cellphone bills, and pandemic-related expenses (groceries) were the primary economic stressors impacting ability to pay bills.
- Three participants indicated difficulty with transportation expenses or finding a new, used car in the 2021 survey.



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**CHILD WELL-BEING, HEALTH &  
DEVELOPMENT**



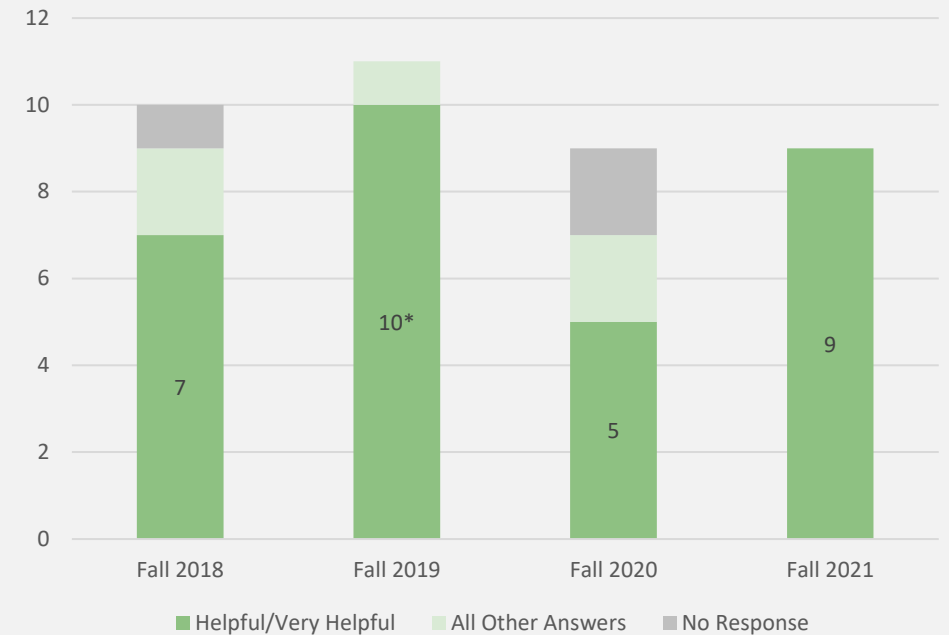
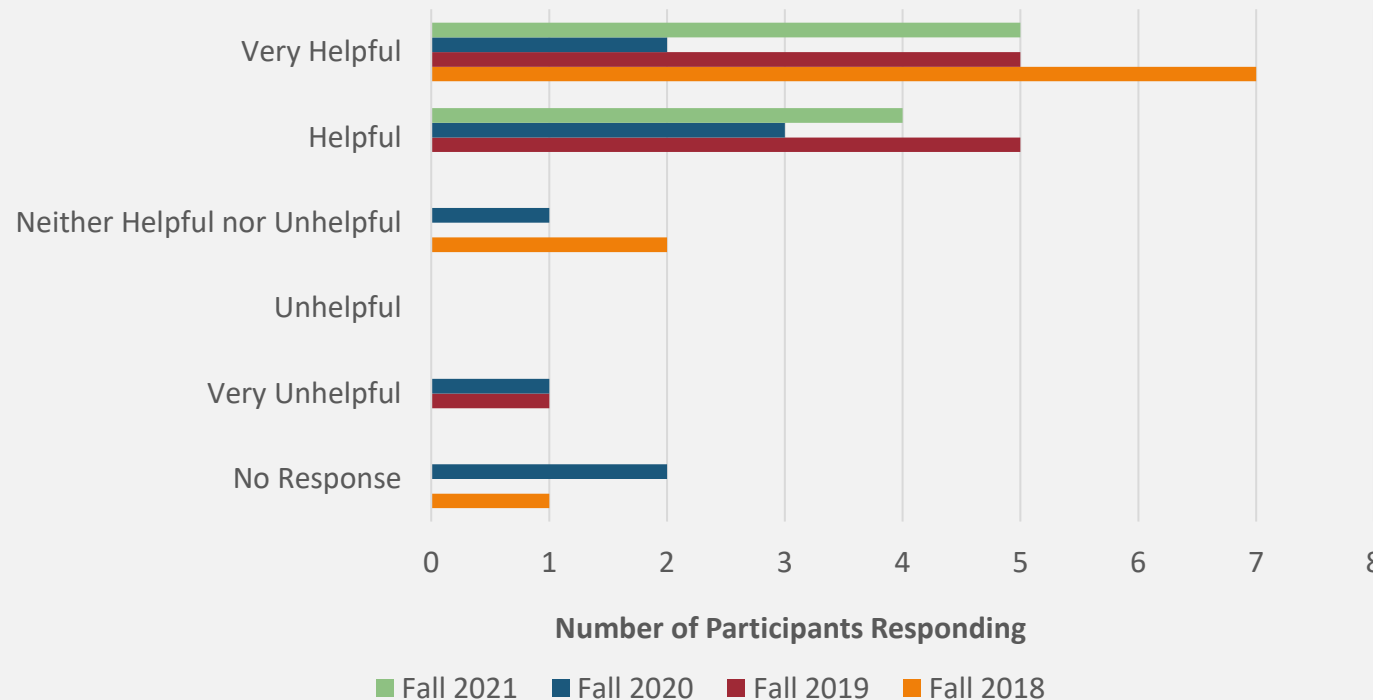
# 4.1 Impact of MTP on Children

*“This program definitely changed the direction of our lives!! Thank you!!!”  
-MTP Participant Response*

Participants rated the overall helpfulness of MTP for their children. All participants rated the program as “Helpful” or “Very Helpful” in the Fall of 2021. Health outcomes improved, educational opportunities increased, and some participants noted the positive changes in their children’s lives in written comments with the survey.

Overall how helpful has the program been to your children?

2021 N=9; 2020 N=9; 2019 N=10\*; 2018 N=10



\*One participant selected two responses to this question in 2019.

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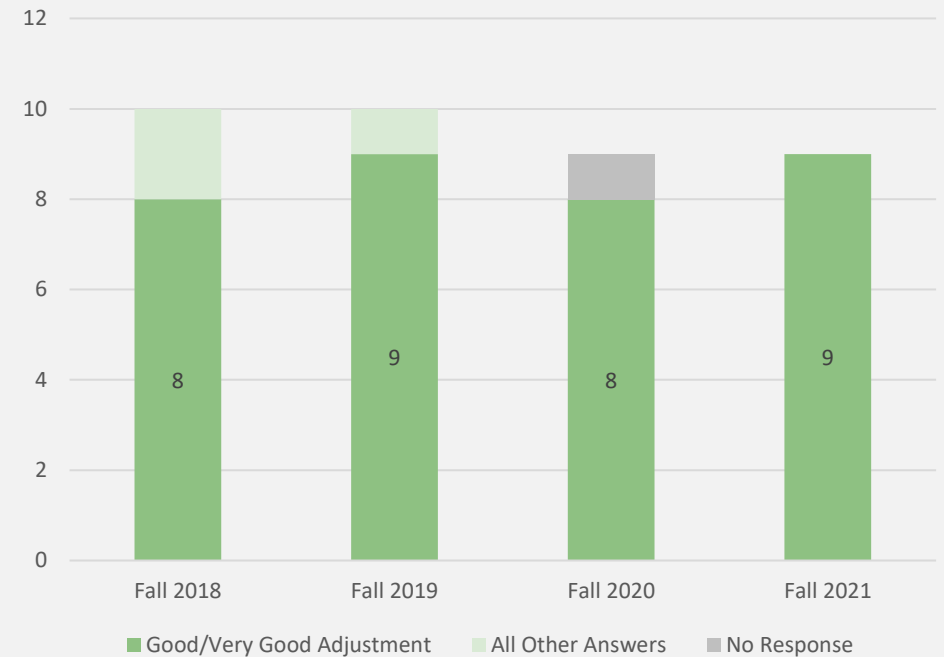
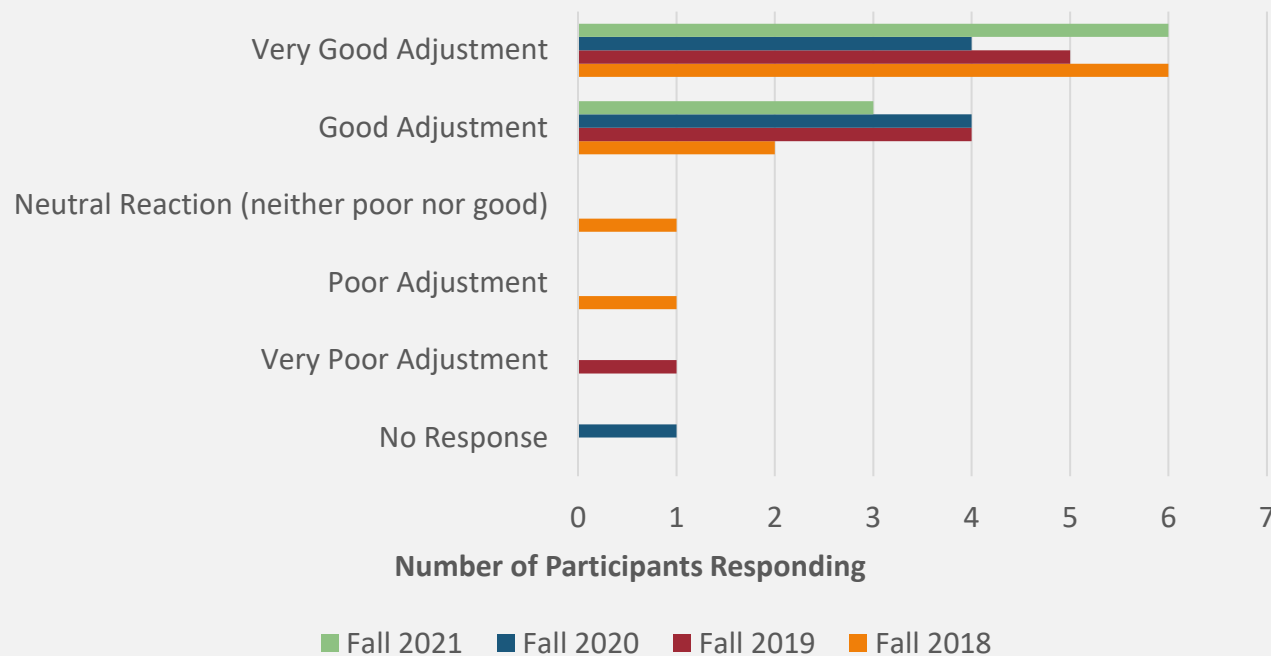
# 4.2 Adjustment to New School

## Adjustment to New School

In contrast to earlier surveys, all participants indicated that their children had a good or very good adjustment to their new school. Unlike earlier surveys, no participants indicated their child was having a poor adjustment to their new school.

How has your child adjusted (or reacted) to their school?

2021 N=9; 2020 N=9; 2019 N=10; 2018 N=10



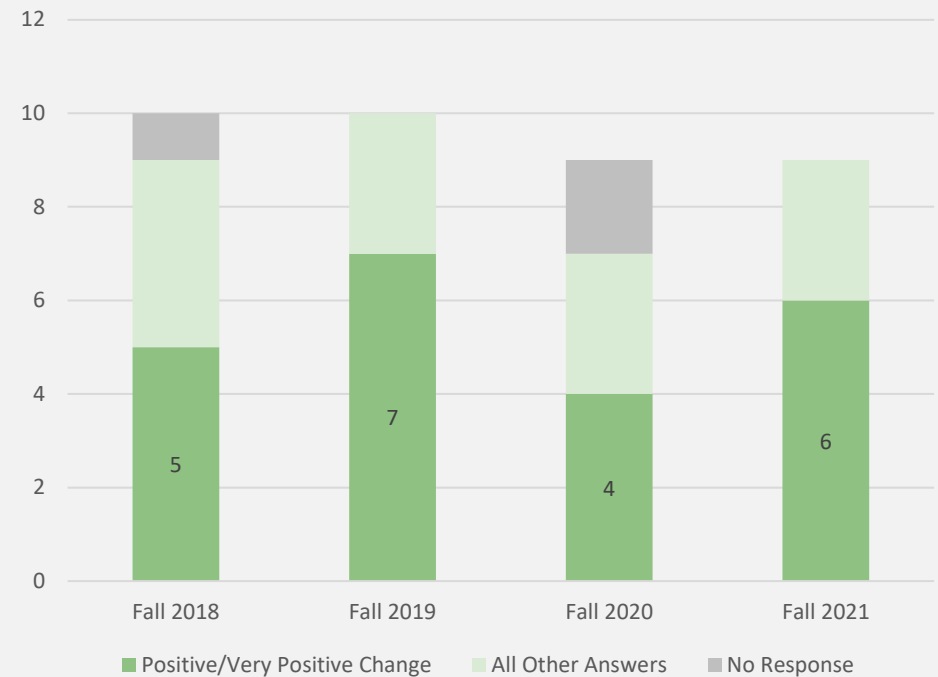
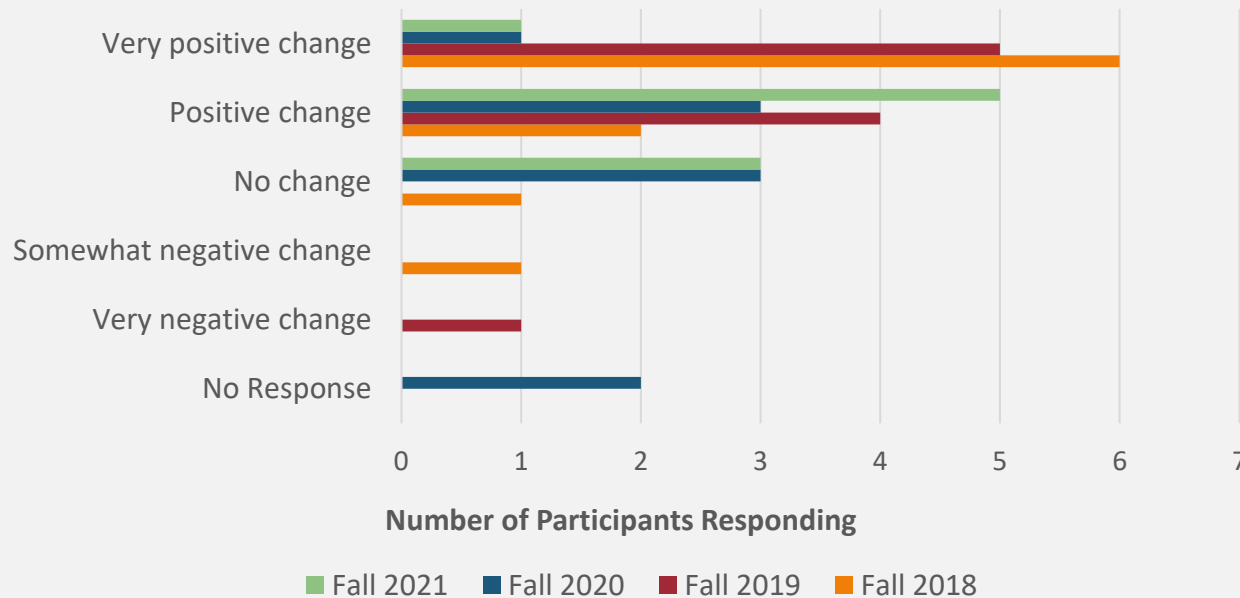
# 4.3 Change in Academic Outcomes

## Change in Academic Outcomes

Over half of the participants who responded (six out of nine) indicated that their children’s academic outcomes improved either positively or very positively. Unlike earlier surveys, no participants indicated their children’s academics had negatively changed.

How has your child's (or children's) grades changed since enrolling in MTP?

2021 N=9; 2020 N=9; 2019 N=10; 2018 N=10



Note: Participant responses stating “no change” reflected no change from prior year.

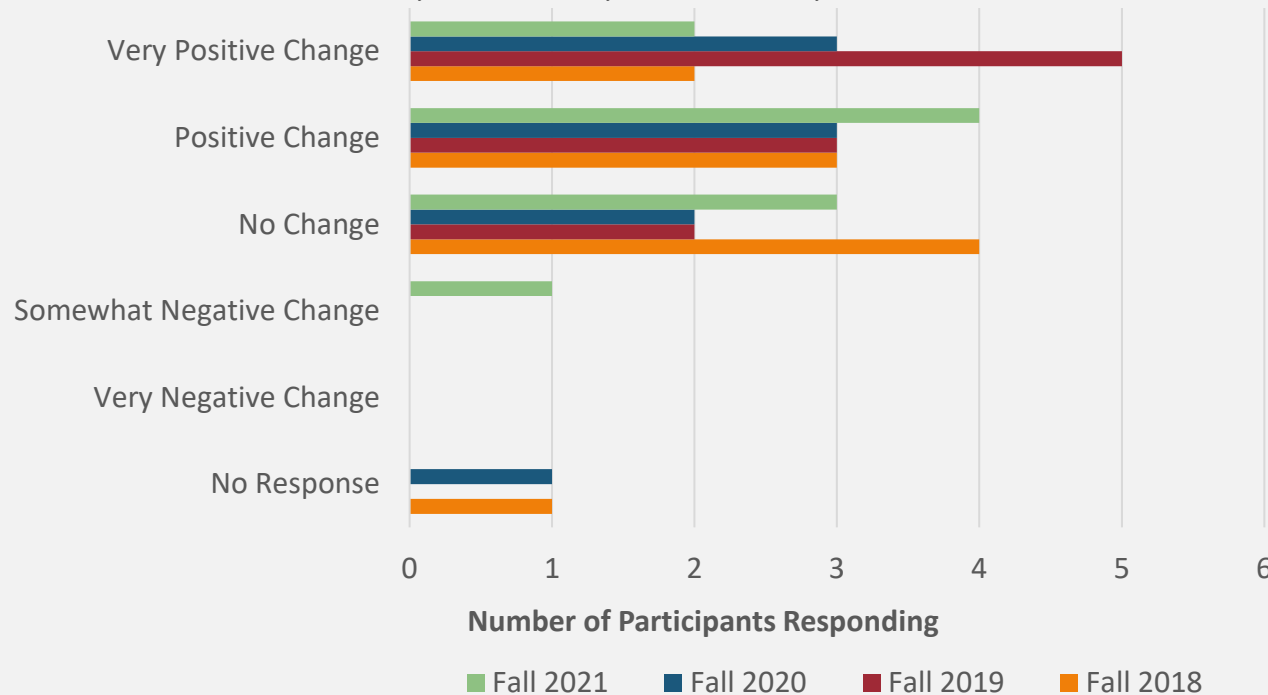
# 4.4 Changes in Children's Overall Health

## Overall Health

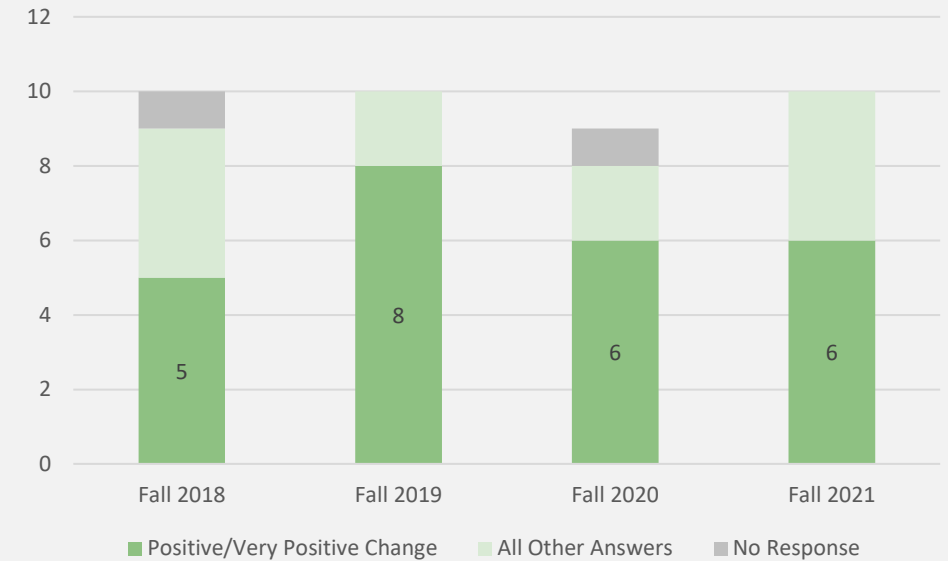
Most participants (six) saw positive or very positive changes in their children's overall health since joining MTP. Three participants saw no change and one participant noted a "Somewhat Negative Change." However, there were 10 survey points collected for this question, so it is difficult to determine which answer was selected in error.

How has your child or children's overall health changed since joining MTP?

2021 N=10\*; 2020 N=9; 2019 N=10; 2018 N=10



\*One participant selected two responses for this question in 2021.



*"My daughter is no longer on asthma medication!!"*

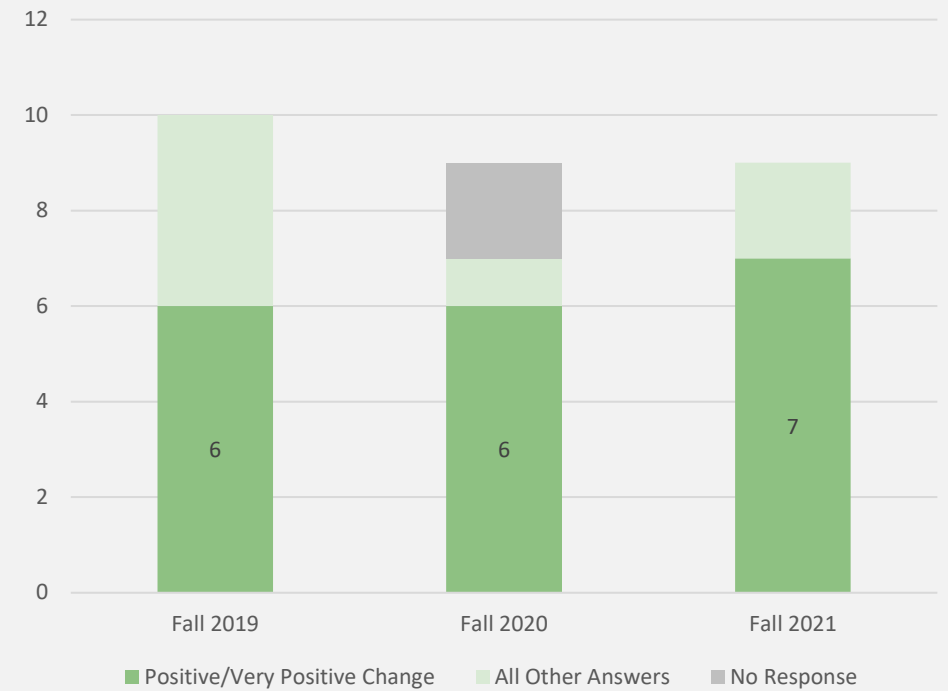
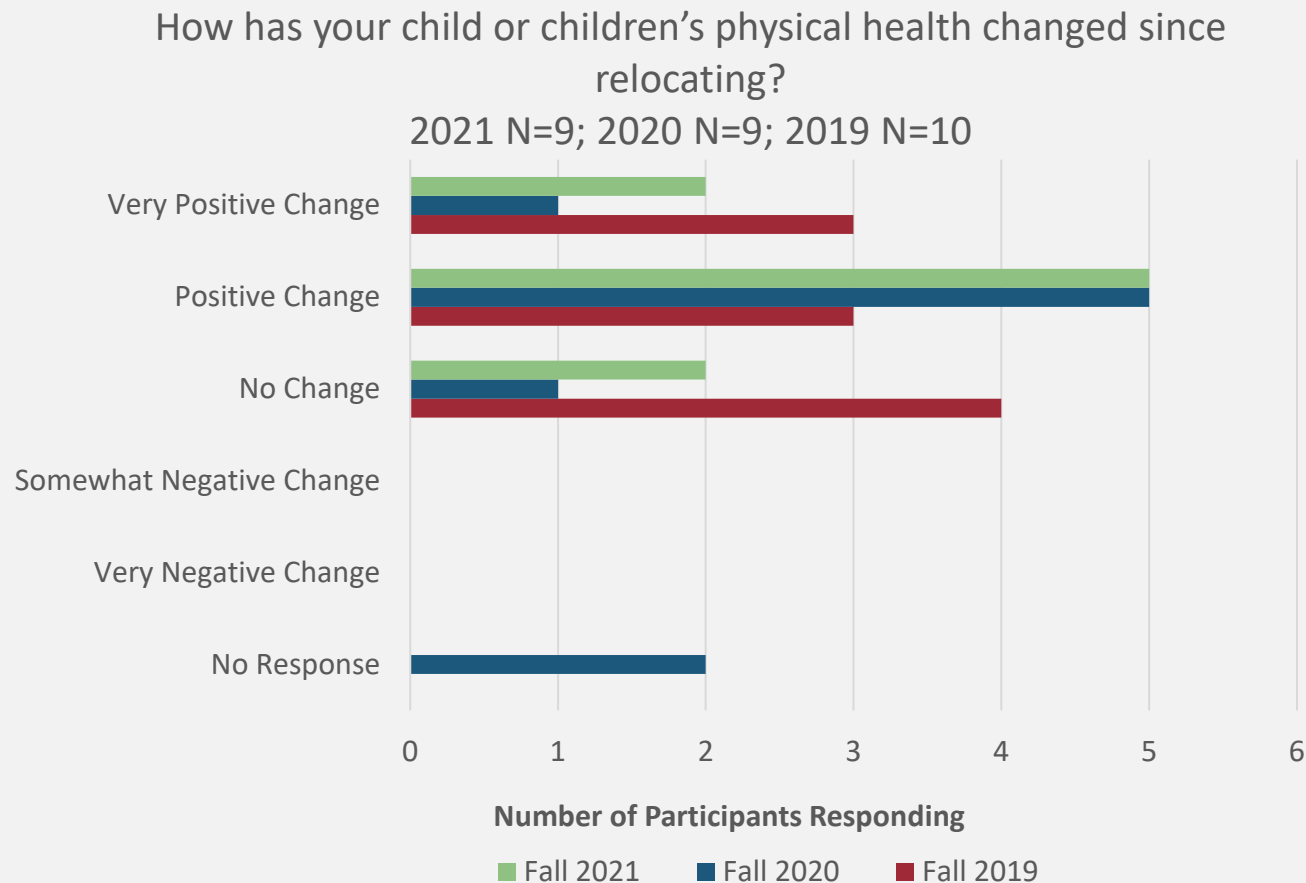
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CITY AND REGIONAL PLANNING

# 4.5 Changes in Children's Physical Health

## Physical Health

Similar to previous results, the majority of the participants (seven out of nine) indicated very positive or positive changes in their children's physical health since joining MTP.



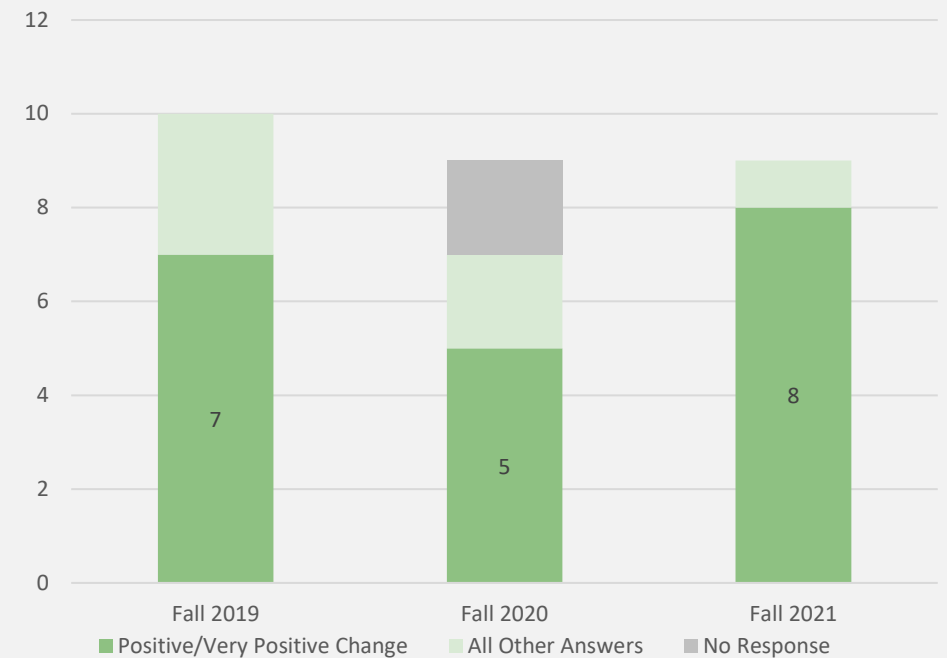
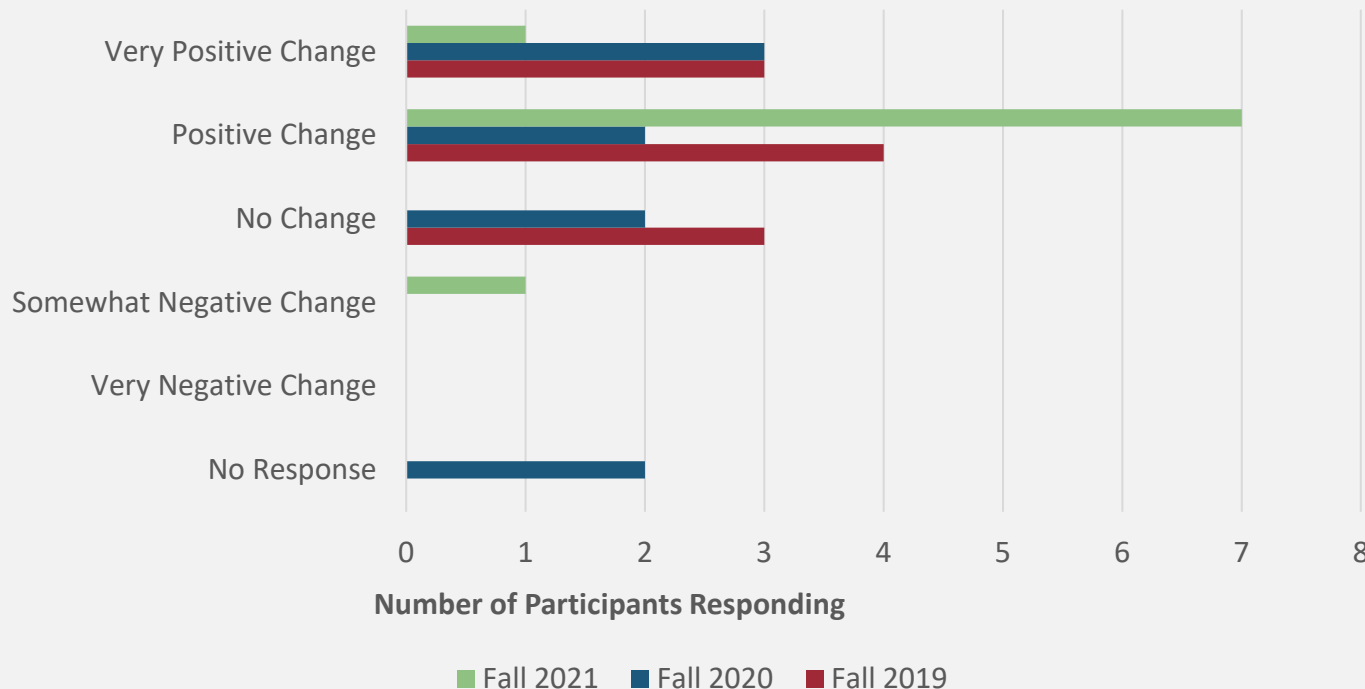
# 4.5 Changes in Children's Mental Health

## Change in Children's Mental Health

Almost all participants (eight out of nine) indicated positive or very positive changes to their children's mental health since joining MTP. One participant responded that there has been a "Somewhat Negative Change" in the fall of 2021, related to school bullying.

Has your child's (or children's) mental health changed since relocating?

2021 N=9; 2020 N=9; 2019 N=10



\*The participant indicating a "somewhat negative" change to their child's mental health, noting a recent experience with racial discrimination and bullying in their school.



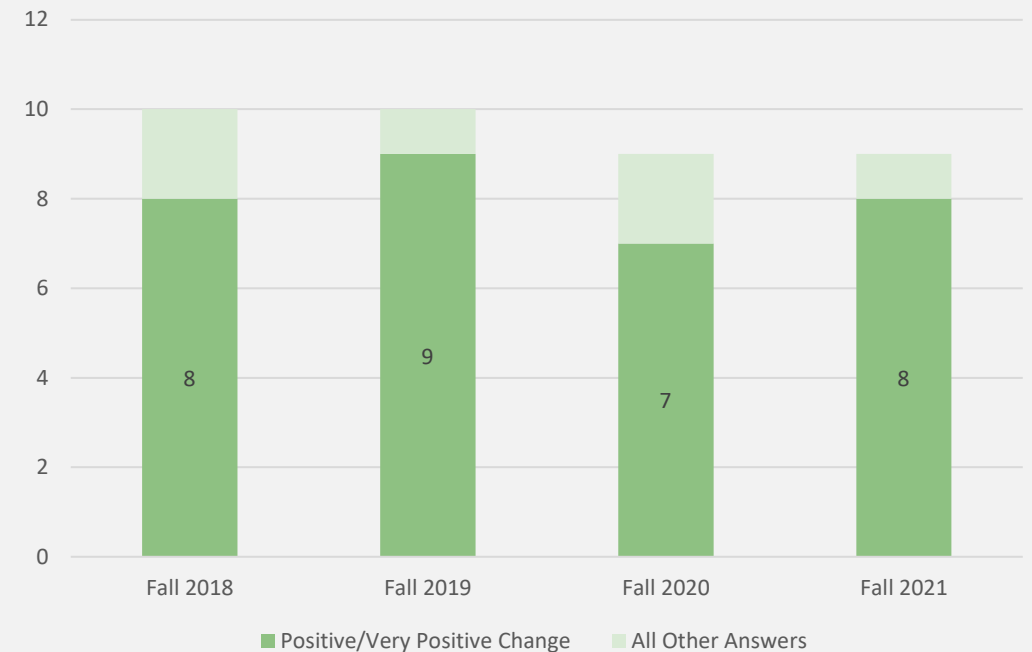
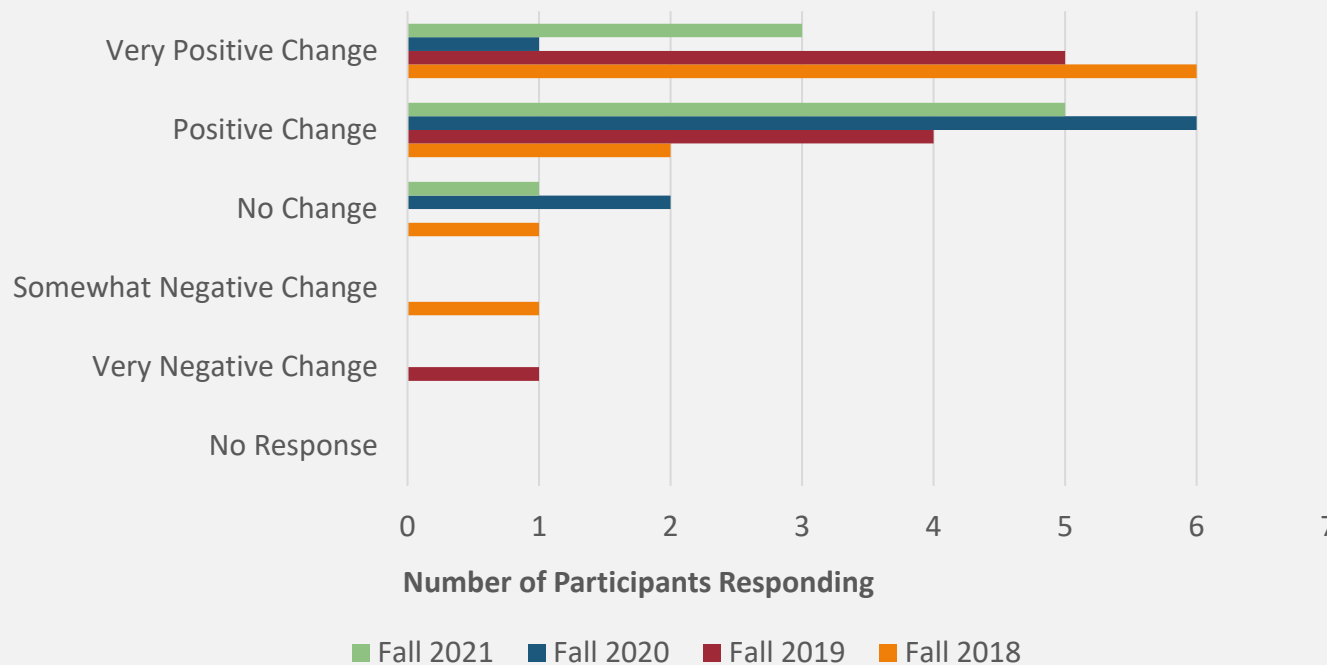
# 4.6 Changes in Children's Behavior

## Change in Children's Behavior

Similar to previous surveys, almost all participants (eight out of nine) felt their children's behavior had improved since relocating in the Fall of 2021. Unlike earlier surveys, no participants indicated negative changes to their children's behavior.

Has your child's (or children's) behavior changed since relocating?

2021 N=9; 2020 N=9; 2019 N=10; 2018 N=10



# 4.7 Impact on Children's Self-Esteem

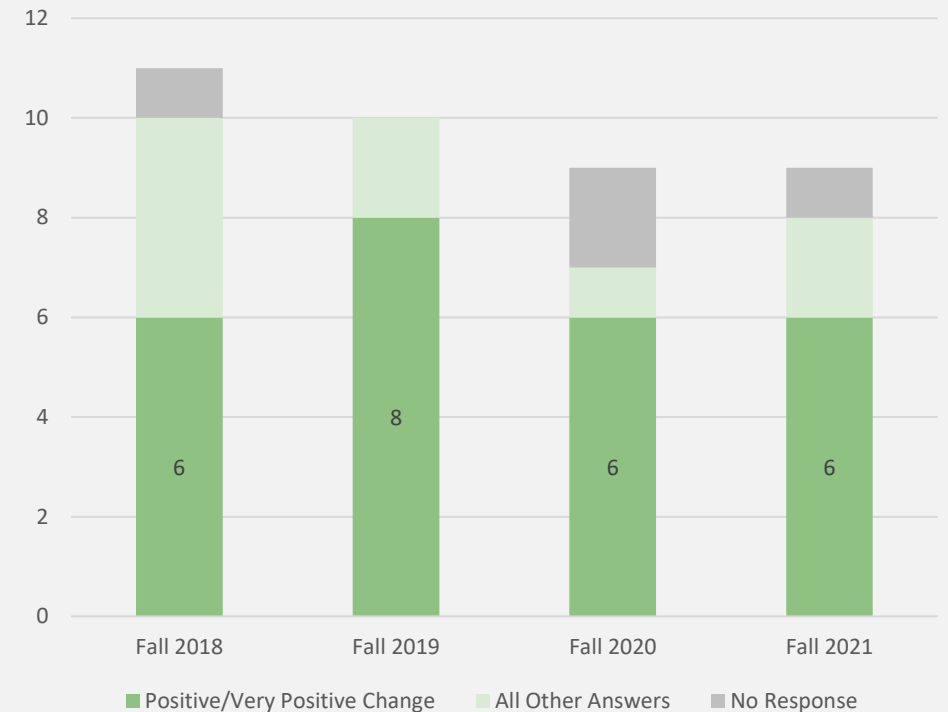
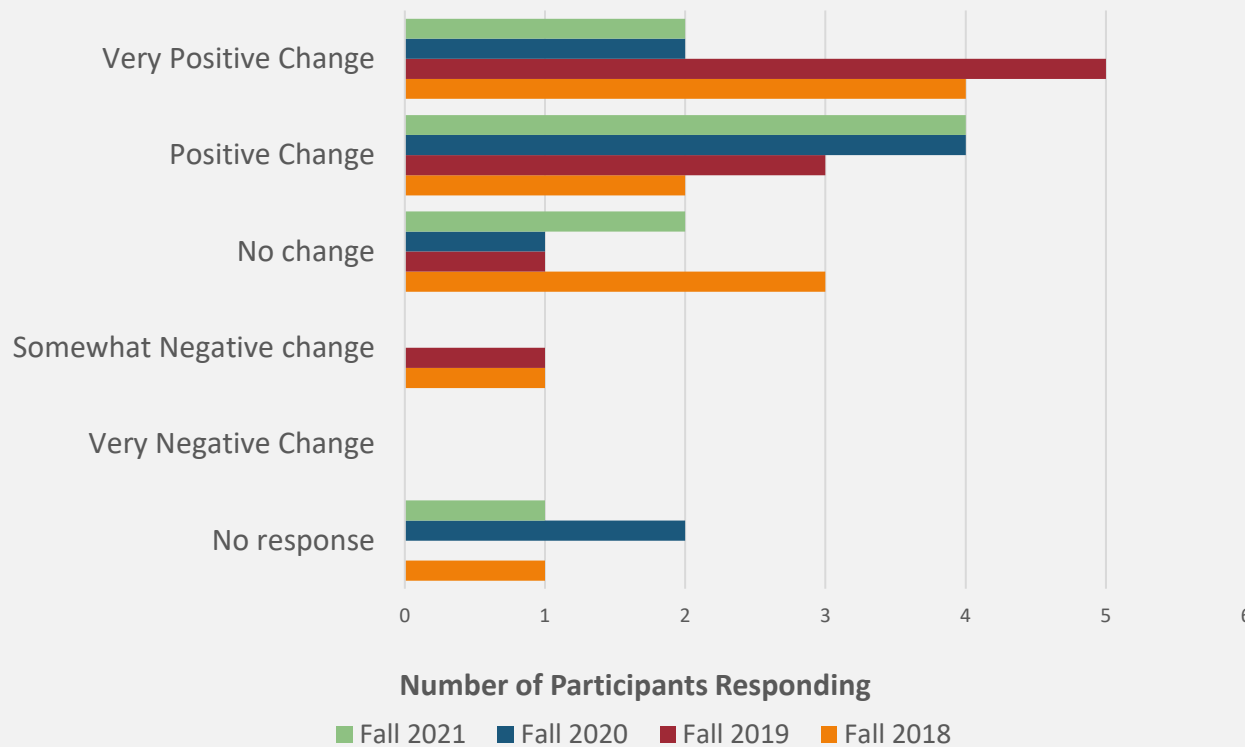
\*One participant selected two responses for this question in 2018.

## Self-Esteem (Self-Image/Self-Worth)

Most participants (six out of seven) indicated an increase in their children's self-esteem or self-image/self-worth. No participants indicated a decline in their child's self-esteem or self-image/self-worth.

How has your child's (or children's) self-image/self-worth changed since enrolling in MTP?

2021 N=8; 2020 N=9; 2019=10; 2018=10\*



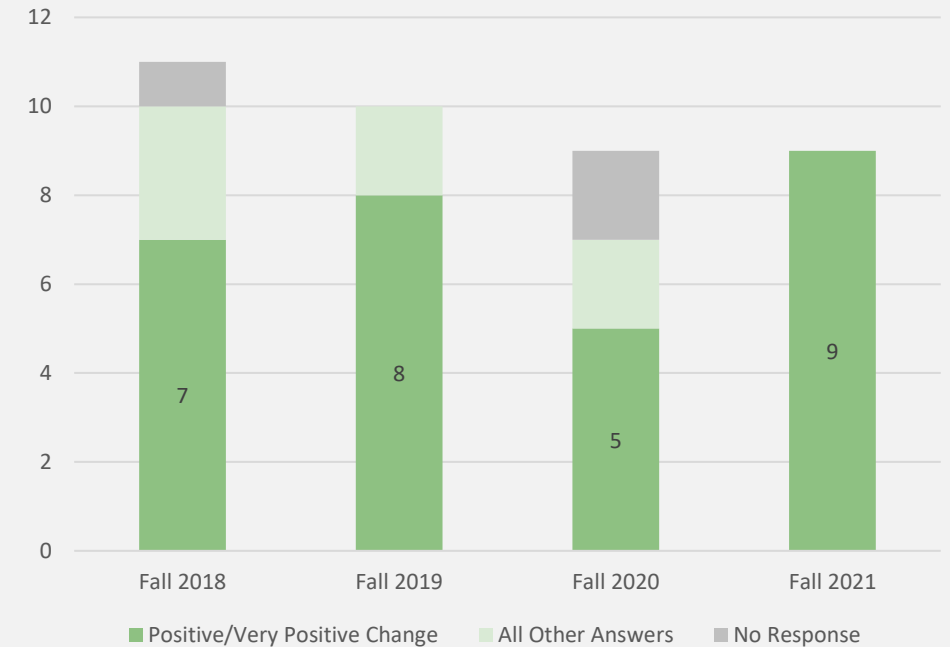
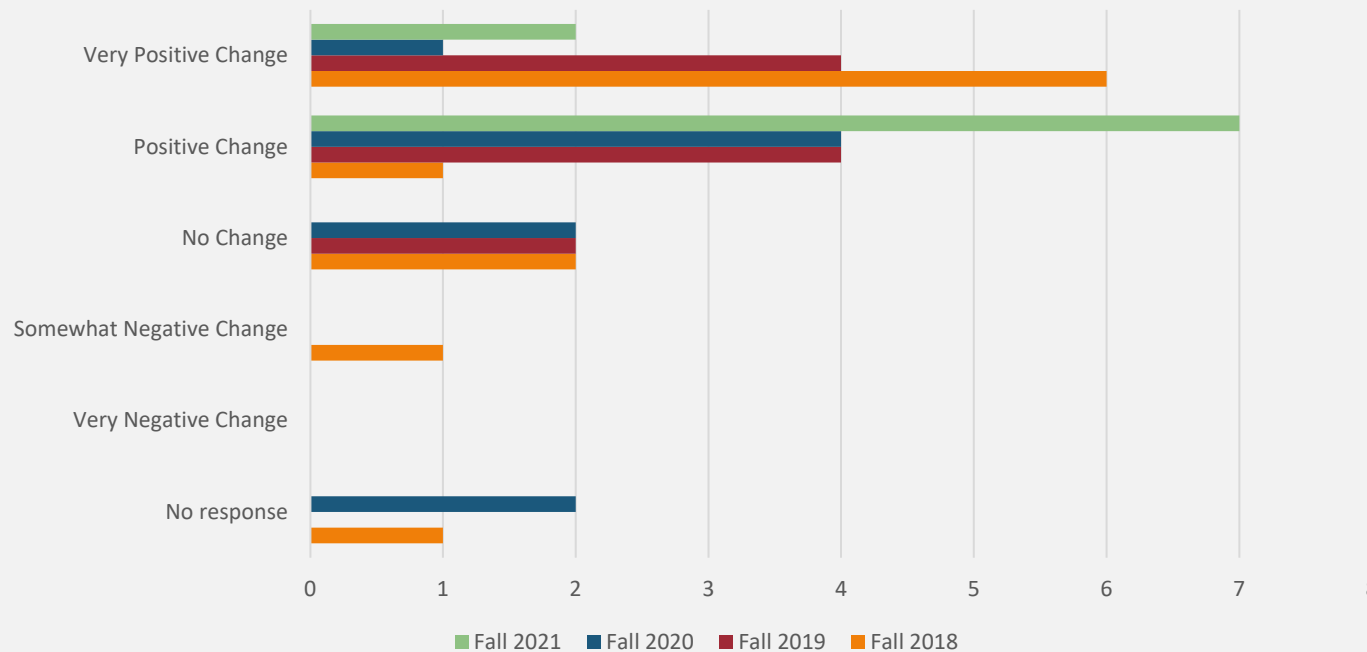
\*The participant indicating a “somewhat negative” change to their child’s mental health, noting a recent experience with racial discrimination and bullying in their school.

# 4.8 Impact on Children's Optimism

## Optimism

All participants saw a positive or very positive change in their children's optimism since joining MTP. Survey results have remained relatively consistent for this measure since 2018.

How has your child's (or children's) optimism changed since enrolling in MTP?  
2021 N=9; 2020 N=9; 2019=10; 2018=10\*



\*One participant selected two responses for this question in 2018.

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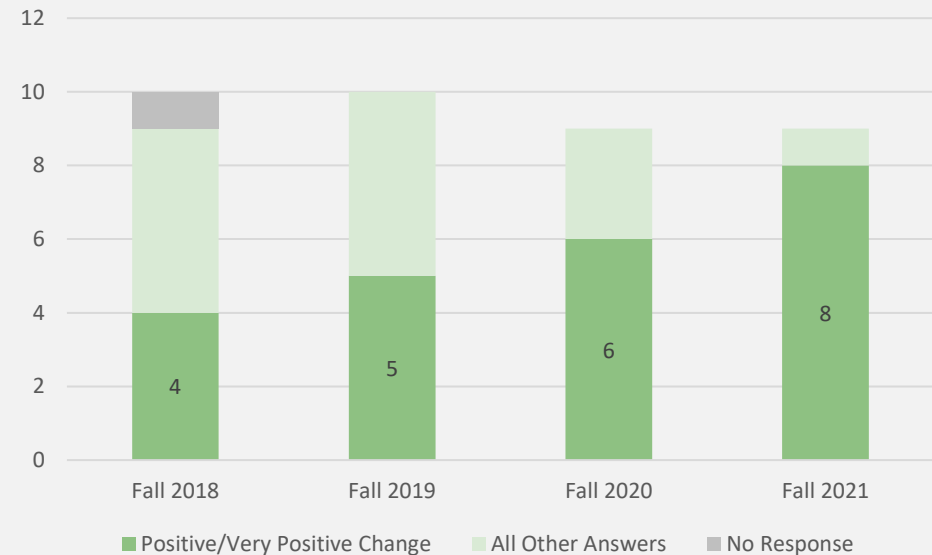
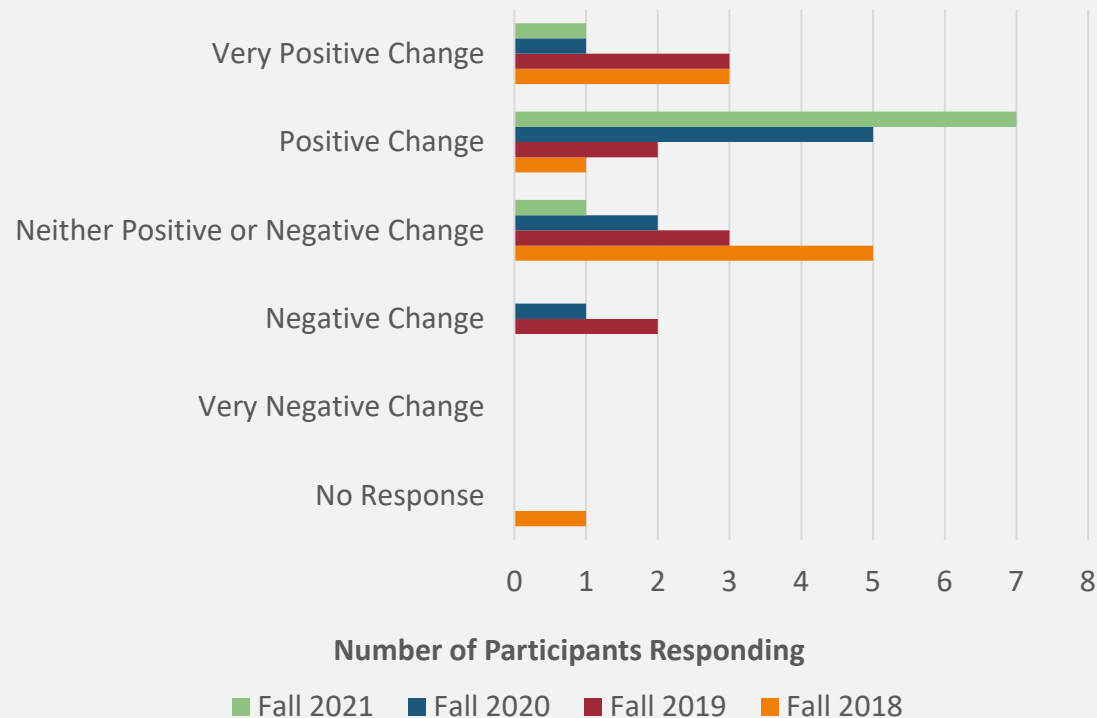
**PARTICIPANT HEALTH**



# 5.1 Changes in Participant Physical Health

The majority of participants continue to identify improvements to both their physical and mental health since joining the MTP program and relocating. Eight out of nine participants noted physical health improvements and seven out of nine participants noted positive changes to their mental health. **The continued positive scores for physical and mental health are notable given the tremendous health risks and mental health stress during the COVID pandemic.**

Has your **physical** health changed since relocating?  
2021 N=9; 2020 N=9; 2019 N=10; 2018 N=10



*"I began exercising and eating healthier. I have lost about 30lbs in 2021."*

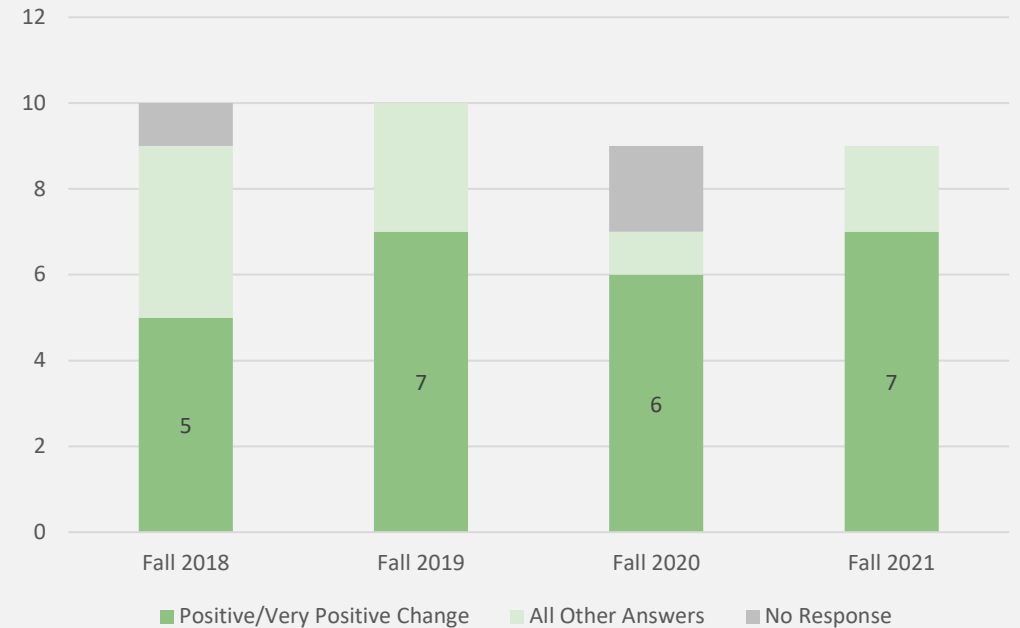
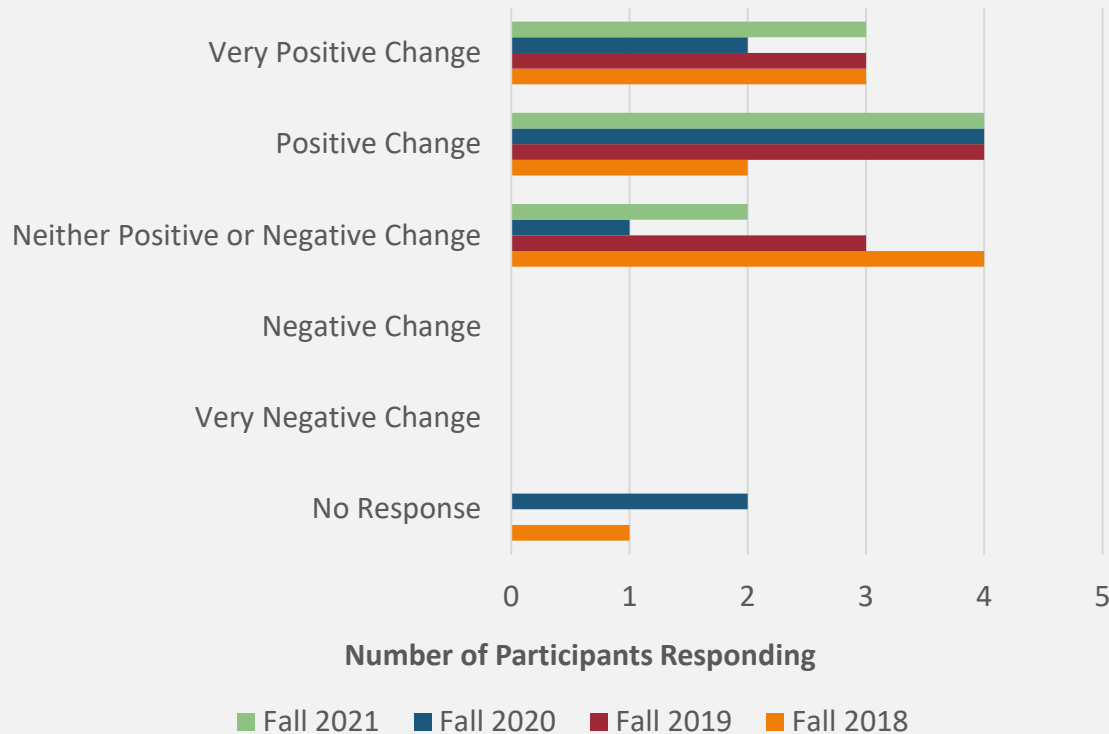
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# 5.2 Changes in Participant Mental Health

The majority of participants continue to identify improvements to both their physical and mental health since joining the MTP program and relocating. Eight out of nine participants noted physical health improvements and seven out of nine participants noted positive changes to their mental health. **The continued positive scores for physical and mental health are notable given the tremendous health risks and mental health stress during the COVID pandemic.**

Has your **mental** health changed since relocating?  
 2021 N=9; 2020 N=9; 2019 N=10; 2018 N=10



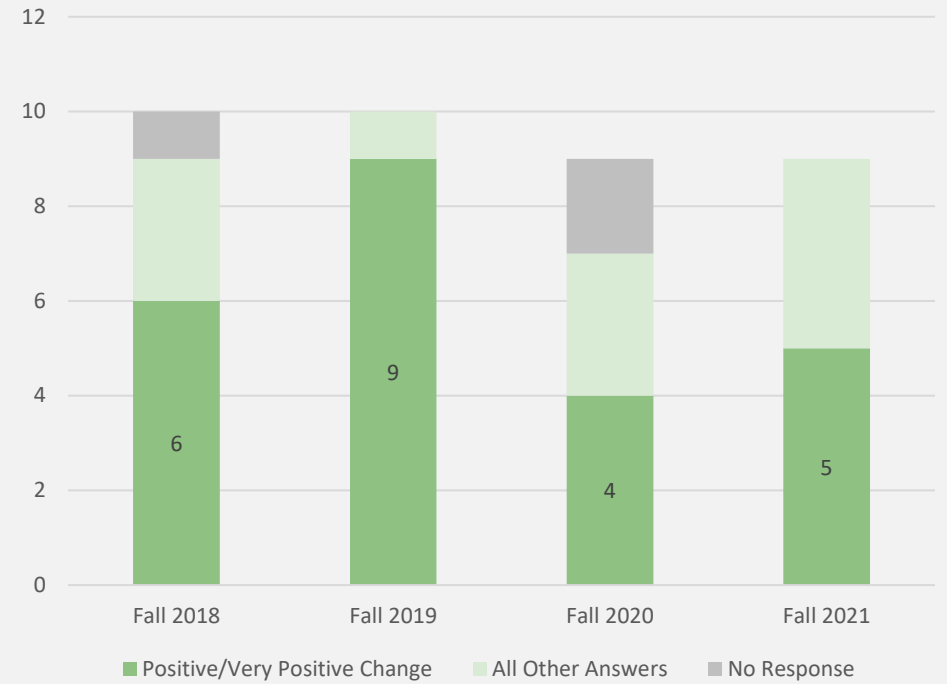
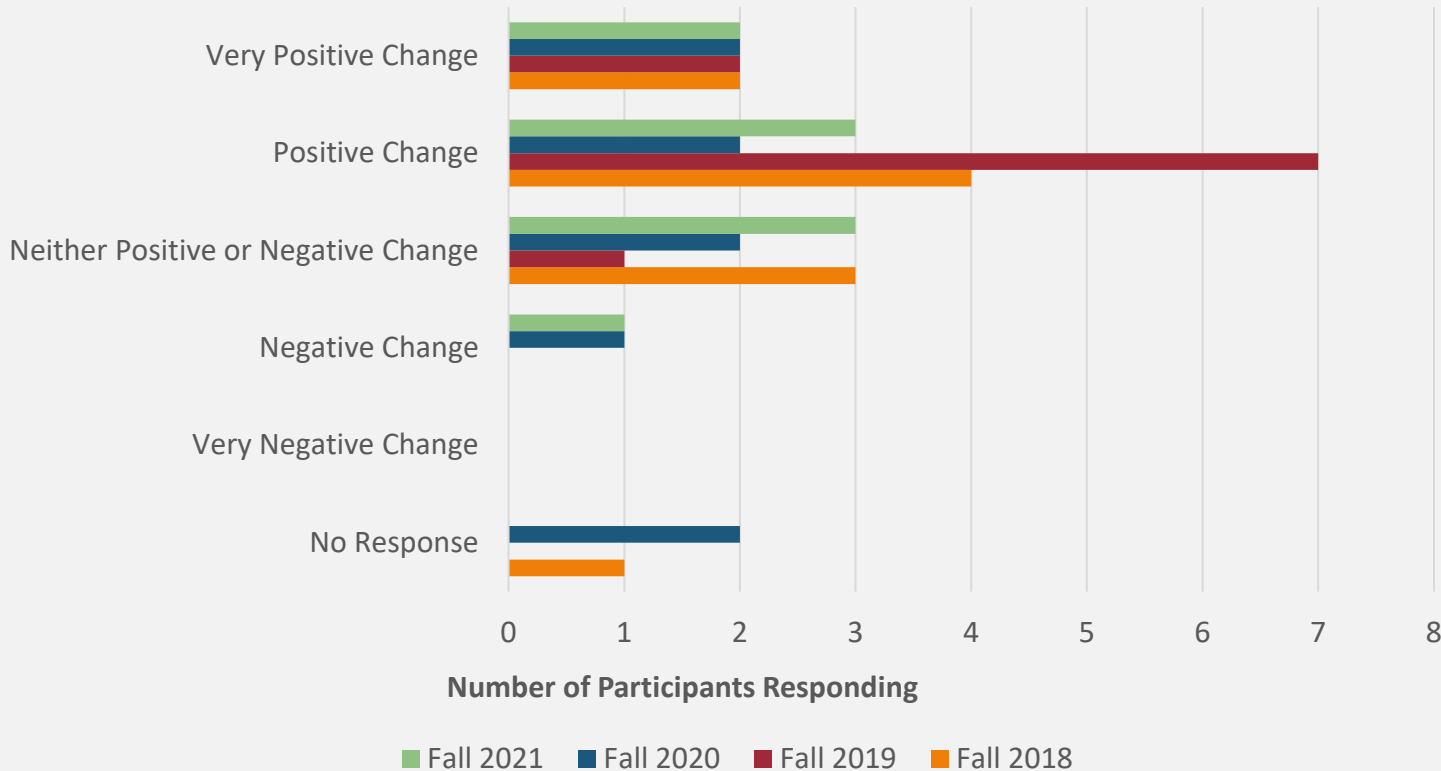
## 5.3 Stress Levels & Poor Mental Health Days

The first evaluation report of MTP indicated an improvement in the mental health of participants and a reduction in stress. The most recent survey shows this trend has continued even though several participants noted that the unusual stress associated with the COVID pandemic directly impacted their mental health and stress in both 2020 and 2021. Five out of nine participants noted a positive or very positive change in their levels of stress since joining the MTP program and relocating. One participant in the 2021 survey indicated a negative change in their stress levels due to the COVID pandemic.

Participants were asked to identify how many days of poor mental health they had in the preceding month. Survey results indicated a slight increase in overall poor mental health days reported from 2020 to 2021. **This decline in reported mental health was directly attributed to the pandemic, as multiple participants expressed uncertainty with inflation, job prospects, and children's safety during the ongoing public health emergency. Several participants also indicated recovering from a COVID infection within their family impacted the number of healthy days.**

# 5.4 Participant Stress Levels

How has your level of stress changed since relocating?  
 2021 N=9; 2020 N=9; 2019 N=10; 2018 N=10



*"I feel hopeful and secure."*

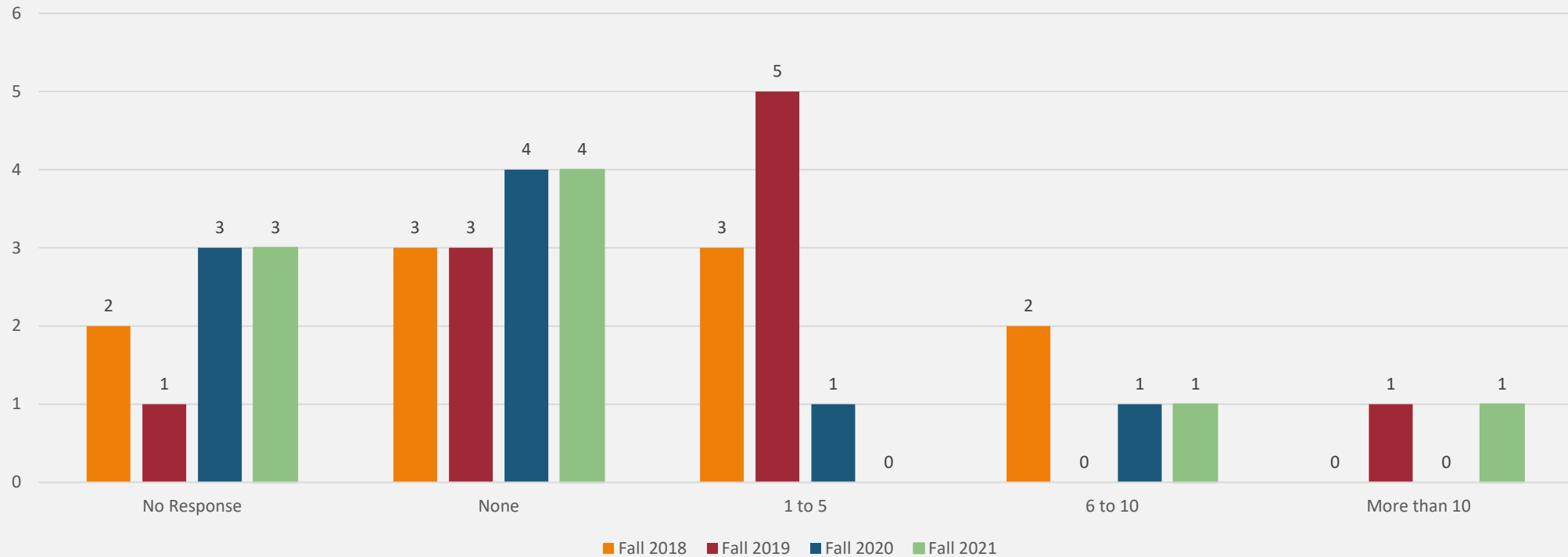
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# 5.5 Number of Poor Mental Health Days

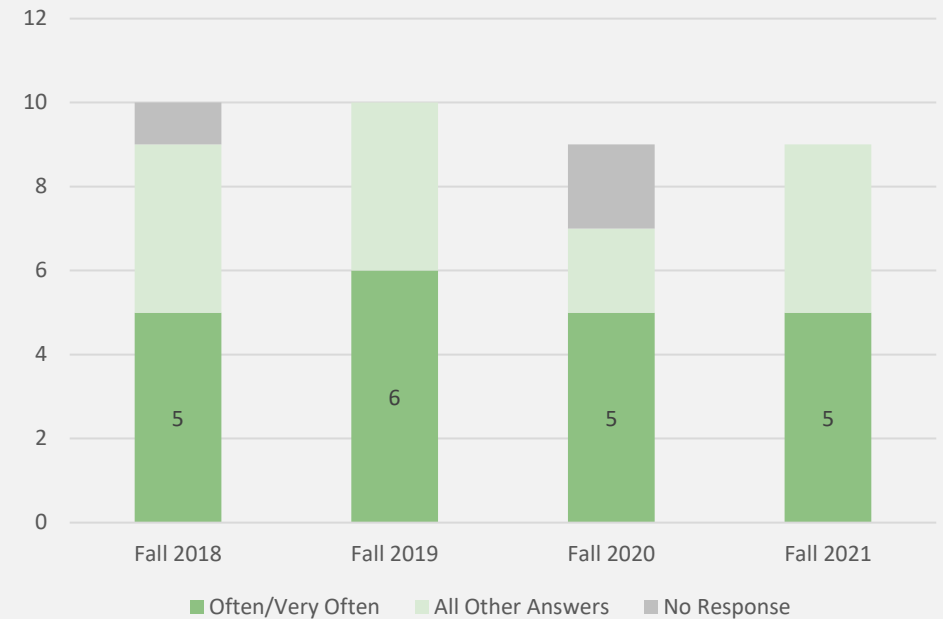
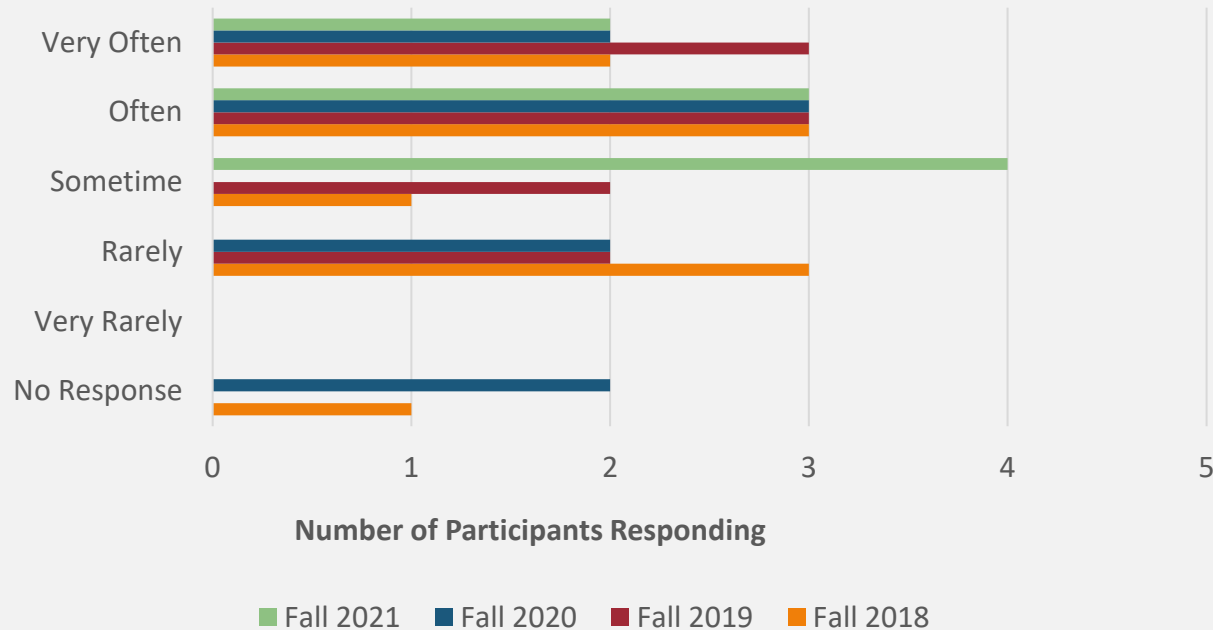
Days of Poor Mental Health in the Preceding Month  
2021 N=9; 2020 N=9; 2019 N=10; 2018 N=10



# 5.6 Social and Emotional Support

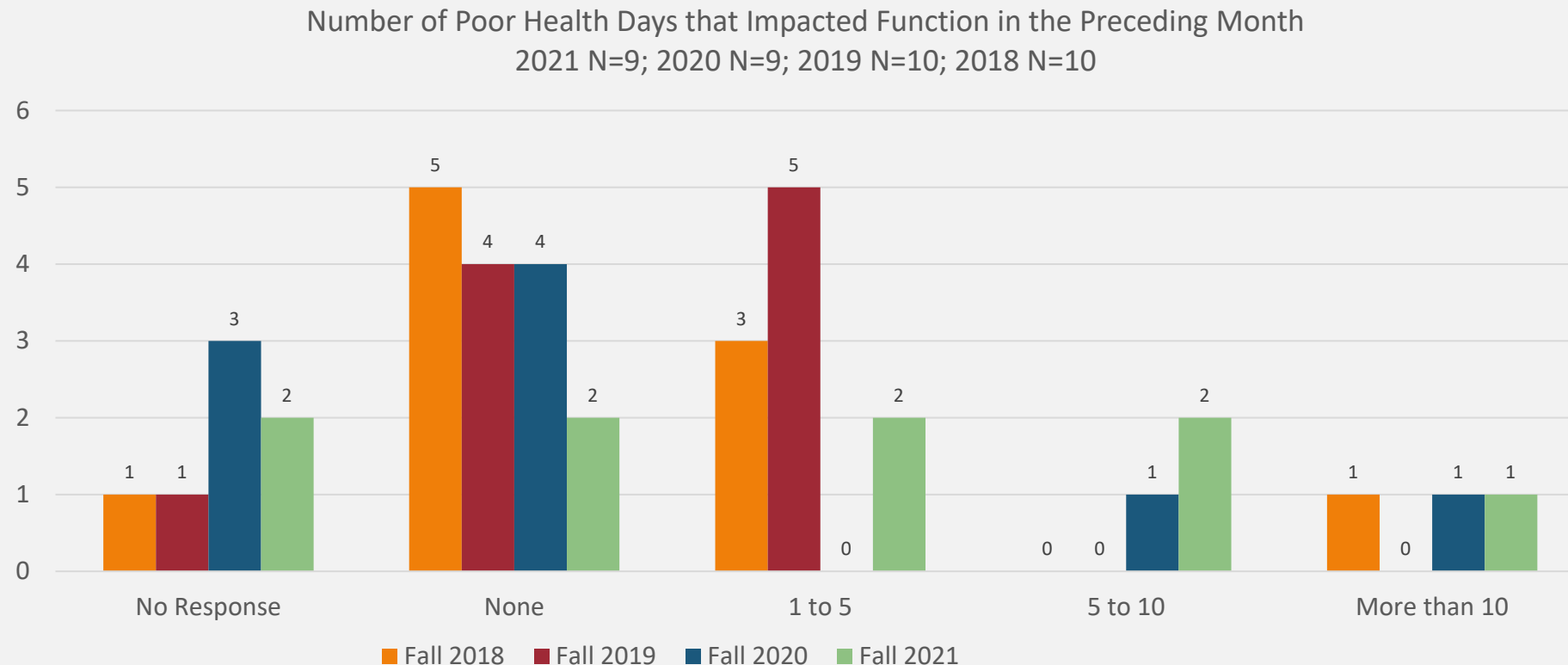
Participants were asked to rate how often their social and emotional needs are met. More than half of the participants (five out of nine) reported that their social and emotional needs were met “Often” or “Very Often” in the Fall of 2021. The remainder of participants indicated that their social and emotional needs were only met “Sometimes.” Surveys over time indicate that the number of participants who had their social and emotional needs improved slightly since the start of the program.

How often do you get the social and emotional support you need?  
2021 N=9; 2020 N=9; 2019 N=10; 2018 N=10



# 5.7 Health Impacting Daily Function (# of Days in the Preceding Month)

Participants identified the number of days in the preceding month that poor mental or physical health impaired their ability to support their self-care, work or recreation. Surveys from Fall of 2021 indicate a slight increase in poor health days, compared to previous years. **The stress of the COVID pandemic and chronic disease management were two examples of issues that impacted basic functional needs in the preceding month.**



move to  
**PROSPER**



**6.0**

**RELATIONSHIP DEVELOPMENT,  
SATISFACTION WITH NEIGHBORS &  
PROPERTY MANAGEMENT**

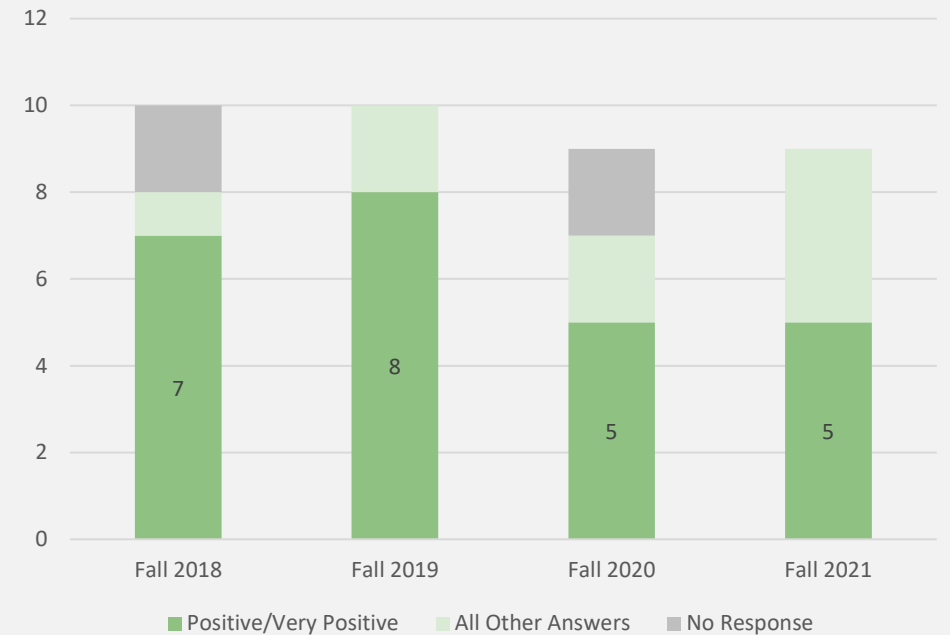
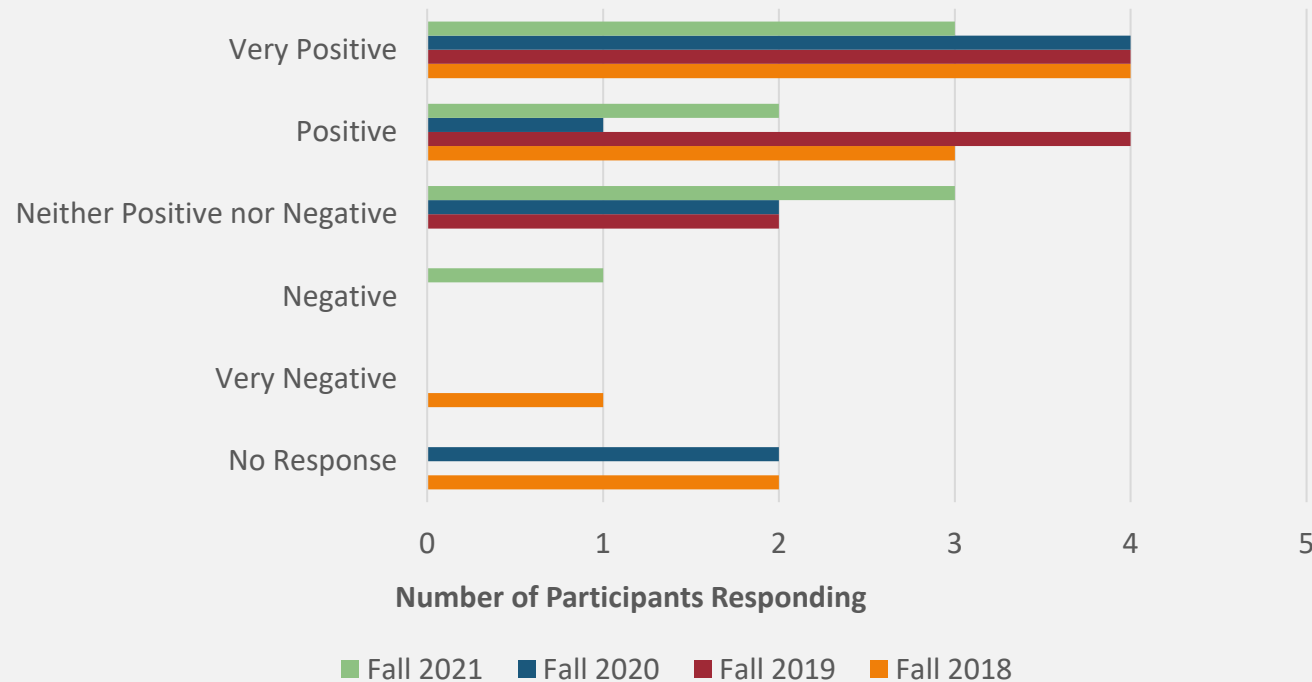


# 6.1 Experience with Property Management

Most participants (five out of nine) described their experience with property management as “Positive” or “Very Positive.” Three out of nine participants reported an ambivalent experience, and one person indicated a “Negative” experience.

How would you describe your experience with property management?

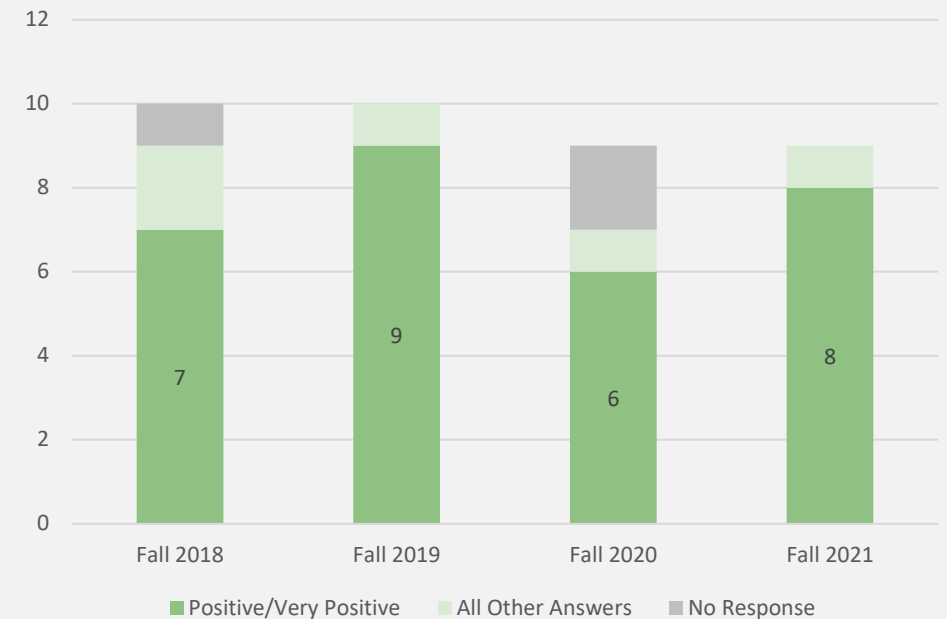
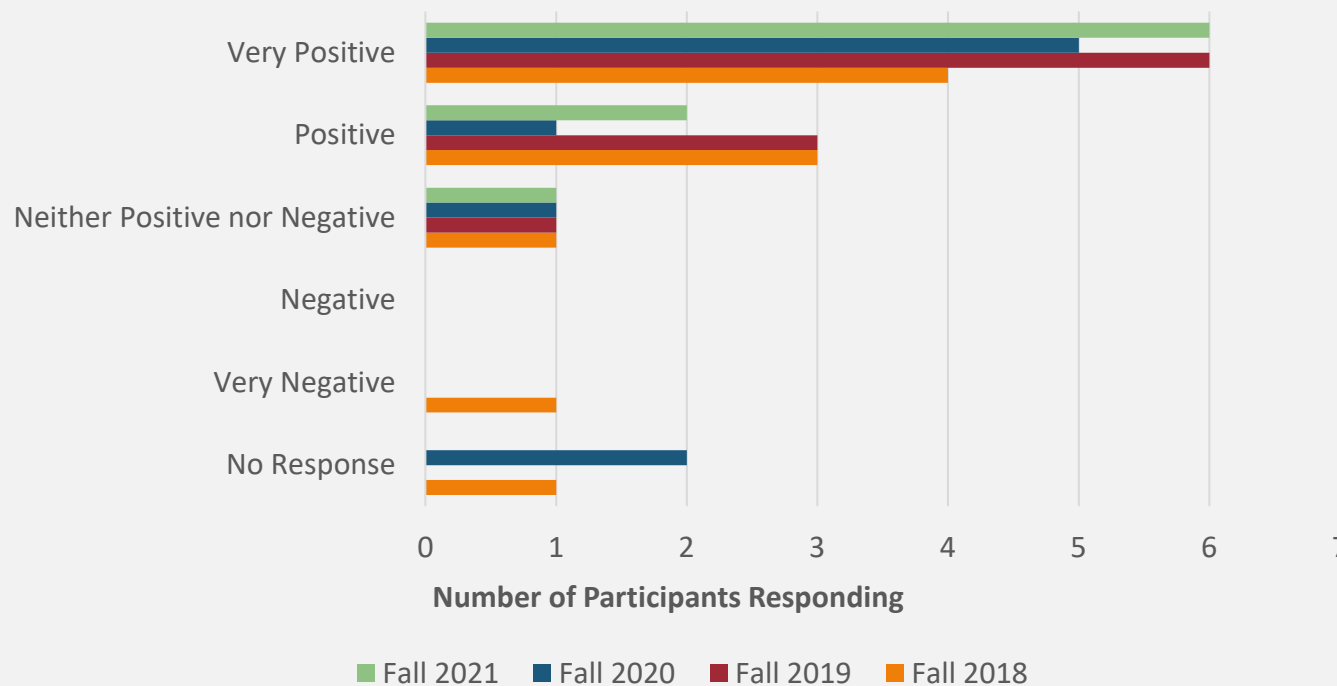
2021 N=9; 2020 N=9; 2019 N=10; 2018 N=10



# 6.2 Interactions with Neighbors and Property Management Staff

Almost all participants (eight out of nine) indicated positive or very positive interactions with the property management staff and their neighbors. The majority of participants (six) indicated the relationships were “Very Positive.” Relationship ratings have improved over time. One participant indicated a negative interaction in Fall of 2018, compared to no negative ratings of interactions in the final three years of the program.

How would you describe your interactions with neighbors, other tenants, and property management staff?  
2021 N=9; 2020 N=9; 2019 N=10; 2018 N=10



## 6.3 Relationships with Other MTP Families

Participants continue to develop positive relationships with the other MTP families. More than half of participants (six out of nine) indicated a “Positive” or “Very Positive” relationship with the other MTP families. No participants expressed a negative relationship with other families, with the remaining responses being a “neutral” relationship. Relationships are supported through the “buddy” program, in which some participants engage with other MTP participants who live close to them. Although participants were using a mobile app to communicate frequently in the past, this informal communication has declined. The ongoing positive relationships should be contextualized within the pandemic. The transition to virtual monthly program sessions also limited in-person interaction between participants in 2020 and 2021. Although participants had less direct in-person contact, they indicated relationships remained strong and supportive.

How would you describe your relationship with other MTP families?

2021 N=9; 2020 N=9; 2019 N=10

