FAMILIES™ FLOURISH

Empowering Change for Generations

INTERIM EVALUATION REPORT 1.0: GROUPS 1 & 2

APRIL 2024

JASON REECE, PH.D. & JEE YOUNG LEE, PH.D.
SOPHIA MORALES & FRANCESCA DISHUEME

CITY & REGIONAL PLANNING

KNOWLTON SCHOOL OF ARCHITECTURE

THE OHIO STATE UNIVERSITY

Outcomes at a Glance: Key Outcomes at 1 year (Groups 1 & 2)

Overview of primary findings from the first interim evaluation report.

Neighborhood & Housing

Most participants (23 out of 27) expressed a positive experience with their new housing. Similarly, most participants (24 out of 27) rated their current neighborhood as "Better" or "Much better" compared to their neighborhood prior to joining the program. Participants indicated a significant improvement in neighborhood satisfaction, particularly regarding safety, neighboring properties, and cleanliness.

Financial Well-Being

The majority of participants (19 out of 27) indicated that their economic circumstances have improved. Fifteen out of 27 participants have seen their incomes rise. Sixteen have had positive job changes and nine have increased their credit scores.

Adult Health & Wellness

Since joining the Flourish program and relocating, over half of participants (14 out of 27) indicated their physical health has improved. The majority of participants (18 out of 27) have noted positive changes to their mental health.

Child Health & Development

Participants rated the program as "Helpful" or "Very helpful" for 26 out of 35 children. Participants generally indicated a positive transition into new schools and improved academic outcomes. Participants indicated that since enrolling in Flourish, 13 out of 35 children's overall health improved either positively or very positively, while 21 children's overall health showed no changes.

Relationships with Flourish Families & Neighbors

Most participants (21 out of 27) indicated positive or very positive interactions with property management staff and their neighbors. Additionally, the majority of participants (16 out of 27) developed positive relationships with the other Flourish families.

Authors & Acknowledgements

Authors

Jason Reece, Ph.D., Associate Professor

Jee Young Lee, Ph.D., Postdoctoral Researcher

Sophia Morales, Research Assistant

Francesca Dishueme, Research Assistant

City & Regional Planning Section, Knowlton School, The Ohio State University

Author contact information: reece.35@osu.edu

Acknowledgements

Table of Contents

Executive Summary of Findings

This evaluation follows an evaluation of the initial pilot of 10 families (See page 6). The three-year pilot began in August 2018 and ended in July 2022 due to disruptions caused by COVID-19.

This first evaluation captures the initial impacts for Families Flourish (Flourish) Group 1 and Group 2 participants approximately one-year post-relocation. Evaluation outcomes were assessed using surveys, interviews, and program administrative data. Thirty participants (including 14[*] participants in Group 1, 13 out of 16 participants in Group 2) were surveyed with ten Group 1 participants also completing one-on-one interviews. The outcomes suggest that the program has significantly impacted the participants and their families. Flourish participants are highly satisfied with their neighborhoods, housing, coaching, and monthly programming. Participants report improvements in economic circumstances, mental and physical health, as well as stronger relationship support. Outcomes for children generally showed positive transitions into new schools and academic achievements.

The mission of Flourish is to create a more equitable community for families by empowering them to achieve and succeed through a holistic support initiative. The preliminary outcomes suggest that the program is moving toward this goal for participant families.

*Fifteen participants joined the program as Group 1 in 2022. One family exited in 2023 and is not included in this evaluation. Another family in Group 1 recently exited in 2024 and participated in this evaluation, so they are included.

Prior to moving, families generally lived in substandard housing (doubled up with families, rented a room, or were homeless), usually in distressed neighborhoods. According to the baseline survey, over half of the participants had difficulty paying for housing, and nearly half of the participants had trouble getting housing before joining the program. Many experienced unstable economic circumstances and worried that their household would not have enough food.

Participants are very satisfied with the program and reflected on the growth made during the year after joining the program. Flourish participants indicated improvements in neighborhood satisfaction with their current neighborhood compared to their former one. The most significant satisfaction score gaps were related to neighborhood safety, cleanliness, neighboring properties, and police protection. Nearly all participants (23 out of 27) viewed their new residence as an improvement over their previous one, highlighting safety, cleanliness, location, and amenities as primary improvements. Consistent with the pilot evaluation report, participants are generally satisfied with the Flourish coaching program.

The majority of participants (19 out of 27) indicated that their family's economic circumstances have improved. Over half of the participants (15 out of 27) have seen their incomes rise since relocating and joining Flourish, with sixteen participants reporting positive job changes. Additionally, the majority of participants (18 out of 27) reported improvements to their mental health.

Participants also reported positive adjustments and academic outcomes for their children in new schools. Several children experienced increased self-confidence and health outcomes (including physical, mental, and emotional health).

PART 1

PROGRAM OVERVIEW & EVALUATION DESIGN

1.1 Program Overview and Evaluation Design

Families Flourish (Flourish, formerly Move to PROSPER or MTP), initially created as an initiative of Ohio State University's City & Regional Planning Program and community partners, aims to develop a nationally replicable model for improving the residential and financial stability of low-income families with children ages 13 and under. The program seeks to support inclusive mixed-income communities in Central Ohio by providing life coaching to encourage success in higher-resourced neighborhoods and improve access to opportunities.

The program provides three years of life coaching with monthly programs and rental support which enable families to move to safer neighborhoods with strong schools. The coaching revolves around four key pillars: housing stability, financial literacy, education and career and wellness. The goal of the program is to improve academic performance for children, financial well-being and physical and mental wellness for families.

The following is the initial evaluation report for the 30 families in Groups 1 and 2 of the program. The program commenced with initial program applications in the spring of 2022. Out of 445 applicants, fifteen participants were selected for Group 1 and commenced program activities in September 2022. One family exited in 2023, and another family recently exited in 2024. In April 2023, another 16 families joined the program as Group 2.

This evaluation report captures their situation before joining the program and the overall impacts on participants approximately one year after joining the program.

Evaluation Design

The evaluation design for the Flourish program involves quantitative and qualitative data collection spanning a three-year period. The evaluation is a formative evaluation with extensive communication between the evaluation team and the program leaders.

Evaluation outcomes were assessed through surveys, interviews, program observations, and administrative data. Twenty-seven participants were surveyed, including 14 participants from Group 1 (of the original 15 participants, one participant who exited in 2023 was excluded, but another participant who recently exited the program was included) and 13 out of 16 participants from Group 2. Group 1 participants were surveyed in fall of 2023, while Group 2 participants were surveyed in spring of 2024. Additionally, ten Group 1 participants completed one-on-one interviews. Baseline survey data from 14 Group 1 participants and 16 Group 2 participants, obtained from program administration, are also included in this report.

For a more detailed description of the pilot program and the evaluation design, please refer to the pilot evaluation reports. The pilot evaluation reports (1.0, 2.0, 3.0, 4.0, and final) are available at: www.familiesflourish.org/reports-and-resources/

1.2 Evaluation Timeline

Group 1 participant families moved into their new housing from July 2022 to January 2023, while Group 2 participant families moved in from March 2023 to May 2023. Since this evaluation aims to capture changes one year after relocation, we collected survey and/or interview data based on this timeframe. The evaluation timeline for data collection and reporting is outlined below:

1.3 Data Triangulation

The Flourish program evaluation is conducted by triangulating multiple sources of data from program participants, program staff, coaches and property managers. These data sources are described below.
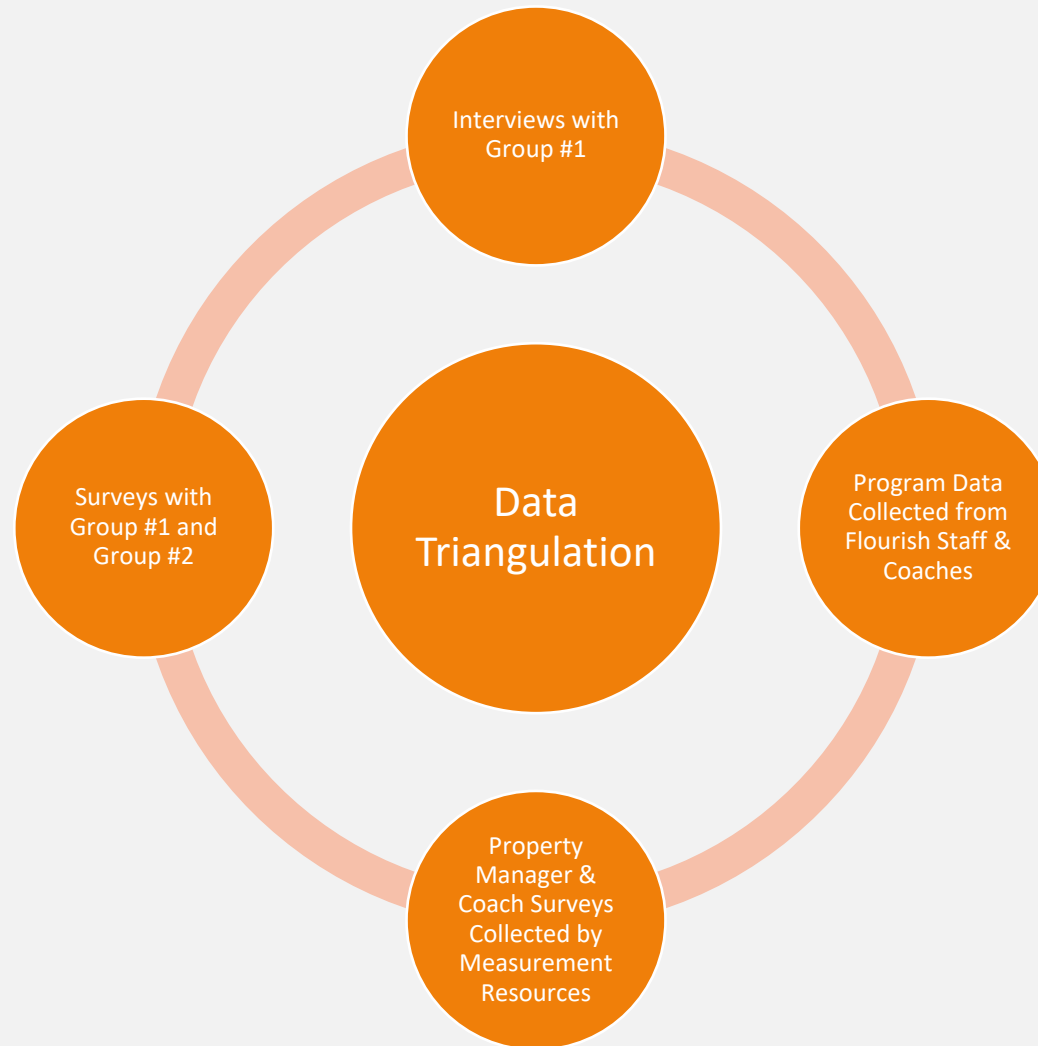
PART 2

APPLICANT & PARTICIPANT PROFILE

2.1 Applicant Profile: Number of Applicants by Zip Code

Group 1
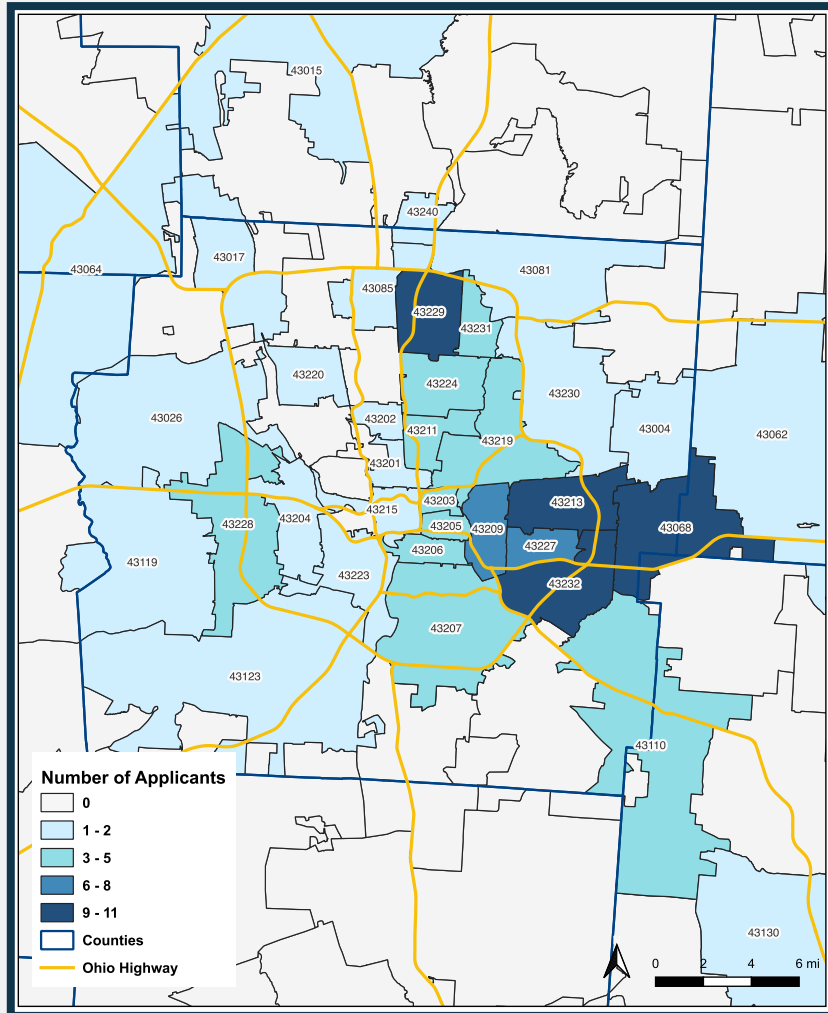
Groups 2 & 3

Note. While the total number of applicants in Group 1 was 445, this map only includes 131 applicants who met the basic criteria of the program.
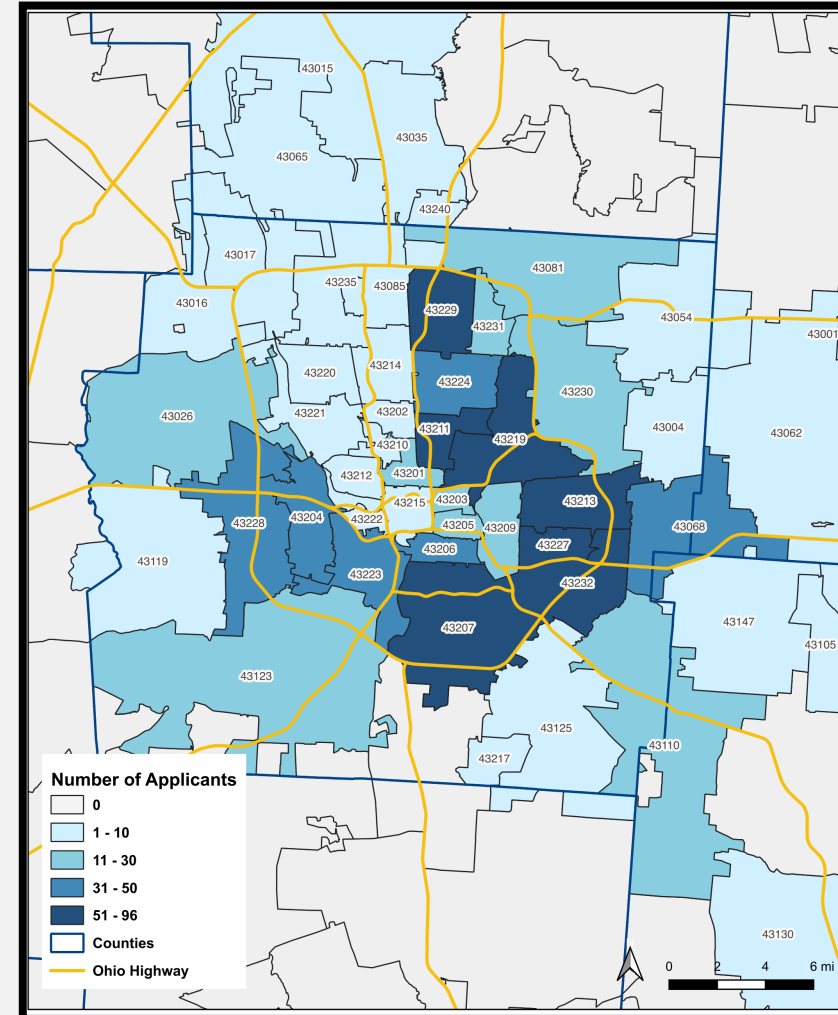
Note. The total number of applicants in Groups 2 and 3 was 1,107. However, this map only captures applicants in Franklin County.

KNOWLTON SCHOOL

ARCHITECTURE
LANDSCAPE ARCHITECTURE
CITY AND REGIONAL PLANNING

2.2 Applicant Profile at a glance

Applicant Background

- More than 1,500 applicants applied for the first three groups of Families Flourish participants.

- As seen in maps on page 10, Families Flourish applicants originated from locations throughout Central Ohio. The largest concentration of applicants were located on the Far East Side, Far South Side and the Northland Area.

- Almost half of applicants had completed some post secondary education. Approximately 10% of applicants had completed a 2- or 4-year degree. Another 31% of applicants had completed some college and another 5% of applicants had completed trade school or certificate program. Less than 10% of applicants had not completed a high school degree or GED.

Housing Needs

- Just under 30% of applicants had previously had an eviction filing against them or their partner.

- At the time of application, just over 63% of applicants were either homeless, doubled up with family and friends, couch surfing or living in shelters or hotels.

KNOWLTON SCHOOL

2.3 Participant profile at a glance (Groups 1 & 2)

Work & Wages & Housing

Most participants work full-time, with an average household income of $34,900 annually at program entry.

Nearly half of the participants (14 out of 30) were homeless or not in a space of their own (either doubled up or renting a room).

Racially Diverse

The participants are racially diverse: 24 are African American, three are White and three identify as two or more races.

College Educated

Two-thirds of participants had some college education, including four-year and two-year college degrees, while seven participants had a high school diploma or GED.

Geographic Diversity

Participants generally originated from neighborhoods throughout the Columbus area (if not doubled-up), with most relocating from suburban areas within the city.
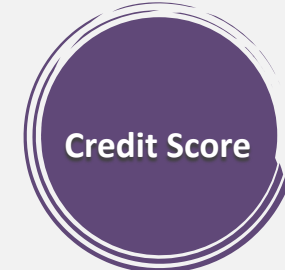
Credit Score

Most participants (approximately 73%) had credit scores below 580, while 17% had scores between 580 and 669.

KNOWLTON SCHOOL

2.4 Participant Profile in detail (Groups 1 & 2)

Age and Number of Children

Participants include 30 single-female-headed households not currently participating in the Housing Choice Voucher (i.e., Section 8) program and residing in low-opportunity* neighborhoods or experiencing housing instability. In September 2022, 15 Group 1 families joined the program, and in April 2023, 16 Group 2 families joined the program. One Group 1 family exited in 2023 and is not included in this evaluation. They moved to apartment complexes located within the Bexley, Dublin, Gahanna, Hilliard, New Albany, Olentangy, Pataskala/Licking Heights, and Worthington school districts.

- Age: Participants ranged in age from 20 to 43 at program entry. The average age of the participants was 29, with over half aged 20 to 29 years old.

- Number of Children: Participants had one to three children aged 13 and under, with an average of 1.4 children per participant. Twenty participants had one child, eight participants had two, and two participants had three children.

Income and Credit Score

- Household Income: Most participants worked full-time, with incomes ranging between $25,800 and $51,500** per year at program entry. The average household income was approximately $34,900 annually. Eighty percent of participants had annual incomes between $30,000 and $50,000, while five participants earned less than $30,000 per year.

- Credit Score: Participants' credit scores ranged from 463 to 759, with approximately 73% of scores below 580 and 17% of scores between 580 and 669.

**Program income criteria based on the size of the household.

*This term is used in the Ohio Housing Finance Agency Opportunity Index. Please see page 16 for details.

KNOWLTON SCHOOL

ARCHITECTURE
LANDSCAPE ARCHITECTURE
CITY AND REGIONAL PLANNING

13

2.5 Participant Profile in detail (Groups 1 & 2)

Housing Cost and Stability Duration

- Housing Cost (Monthly Rent): Comparing pre- and post-relocation, all participants experienced an increase in monthly rent, particularly those who were doubled up, renting a room, or homeless prior to joining the program. Before joining the program, their rent ranged between $0 and $500, with the majority paying $0.

- Prior to joining the program, the average monthly rent for participants was $510, ranging between $0 and $1,100. Currently, the average monthly market rent is $1,292, ranging between $1,100 and $1,714. Flourish provides rental support to the landlord of $400 per month to reduce the amount payable by the participants.

- Housing Stability Duration: Approximately one-third of the participants (11) had lived at their address for one year or less at the time of applying to the program. Additionally, half of the participants had resided at their address for one to three years upon application, while two participants had lived there for five years or more.

Education and Employment

- Education: Two-thirds of participants had some college education, including four-year and two-year college degrees, while seven participants had a high school diploma or GED.

- Employment: Participants had various employers, including those in healthcare facilities and services, child-related services, and additional industries.

2.6 Our Families (Groups 1 & 2)

Beginning in September 2022, 15 families joined Group 1 in the program. One family exited in 2023, and another family exited in 2024. Beginning in April 2023, 16 families joined Group 2. Currently, 13 families participate in the program in Group 1. However, 14 families are included in this evaluation report because a participant who recently exited the program participated in the one-year post-relocation evaluation.

The program's families are illustrative of a broader segment of the Central Ohio population—economically vulnerable, living in challenging environments, and receiving limited or no public assistance due to a lack of available funding or benefits cliff issues. In Groups 1 and 2, participants included thirty single-female-headed households not currently participating in the Housing Choice Voucher program and who had previously resided in low-opportunity neighborhoods, experienced housing instability, or experienced periods of homelessness.

The charts below provide a few key demographics about the 30 participants. All ages and grades are based on program entry.

Age of Head of Household

20-29: 17
30-39: 12
40-49: 1

Race

African American: 80%
White: 10%
Two or more races: 10%
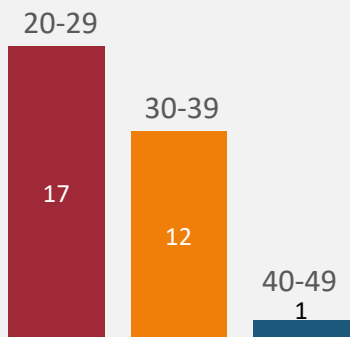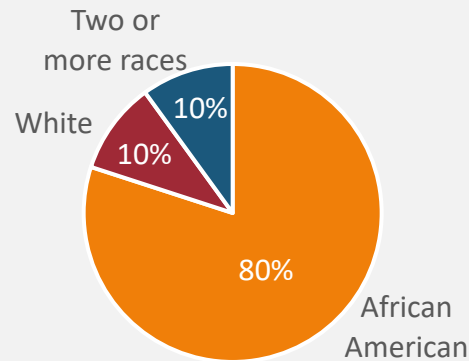
Number of Children Per Household

1 Child: 20
2 Children: 8
3 Children: 2

Number of Children in School

Preschool or younger: 25
K-5: 16
6-8: 1

2.7 Participant's Previous and Current Neighborhoods (Groups 1 & 2)

Participant's Neighborhood
- Previous Neighborhood
- New Neighborhood

Opportunity Index 2021
- Very High
- High
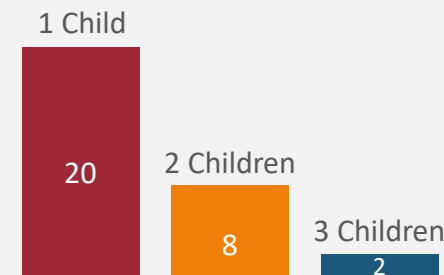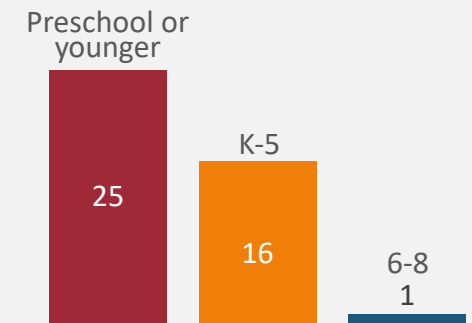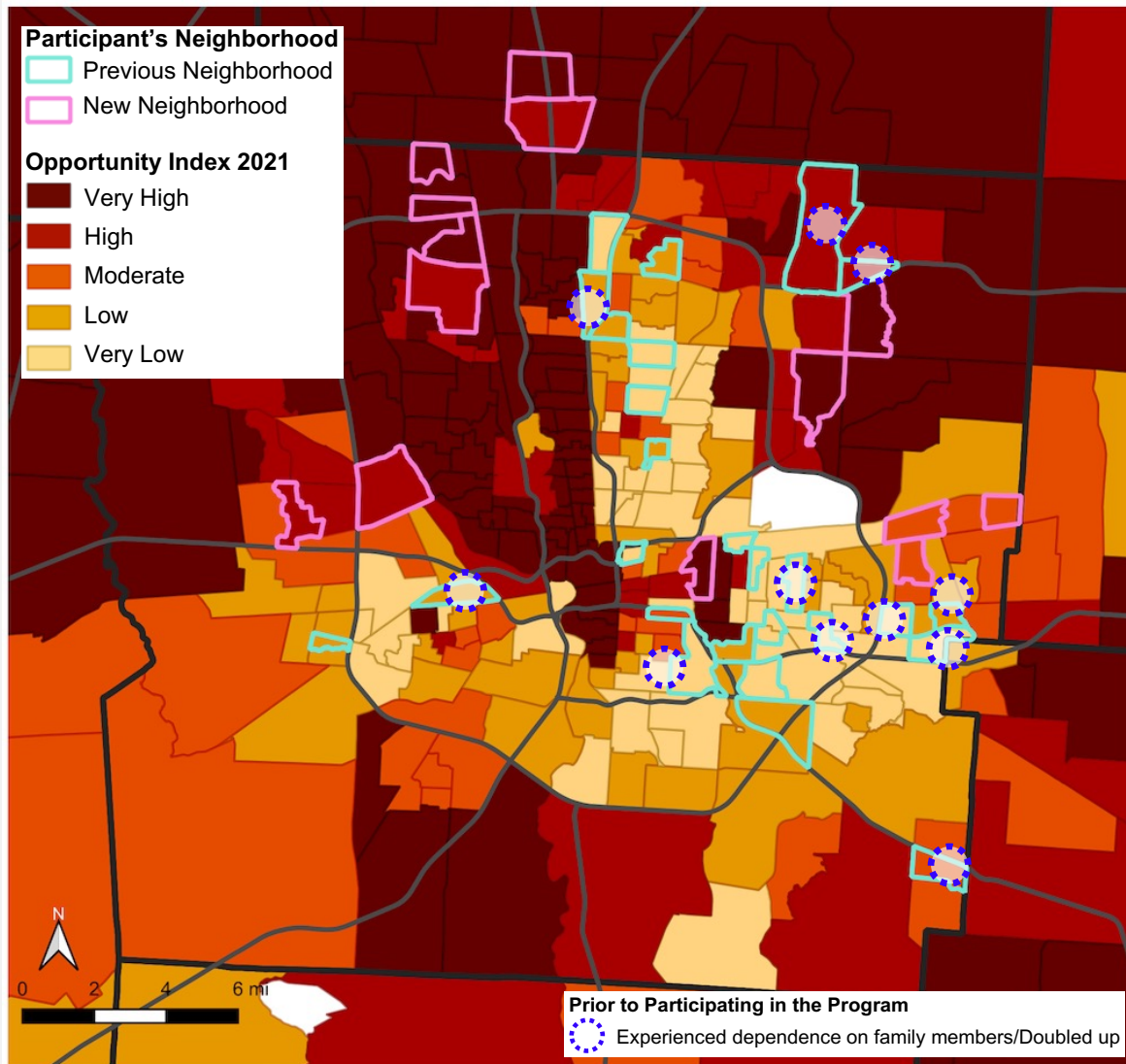- Moderate
- Low
- Very Low

Prior to Participating in the Program
- Experienced dependence on family members/Doubled up

This map shows the pre- and post-relocation residences of participants from Groups 1 and 2 (including one participant from Group 1 who exited in 2023). Each highlight corresponds to one participant household, with [ ] indicating their previous neighborhoods and pink [repr]esenting their new locations. Interestingly, the [majo]rity of participants relocated to apartment complexes [near] their former neighborhoods.

[The] residential location data overlays the 2022-2023 [Urb]an Suburban Rural (USR) Opportunity Index, developed [by t]he Ohio Housing Finance Agency and the Kirwan [Insti]tute for the Study of Race and Ethnicity at OSU, which [iden]tifies educational, employment, housing, health, and [tran]sportation opportunities. Most families moved to [neig]hborhoods offering better opportunity levels, while [few] relocated to a neighborhood with the same [opp]ortunity level.

Adapted from source: Ohio Housing Finance Agency Opportunity Index 2021
https://storymaps.arcgis.com/stories/e3156c486e8445a

Note. The map does not show the former [ ] [p]articipants due to their previous homelessness.
This includes one participant who le[ ]

Participant's Neighborhood
- Previous Neighborhood
- New Neighborhood

KNOWLTON SCHOOL

ARCHITECTURE
LANDSCAPE ARCHITECTURE
CITY AND REGIONAL PLANNING

16

2.8 Number of Participants by Previous & Current Zip Code (Groups 1 & 2)
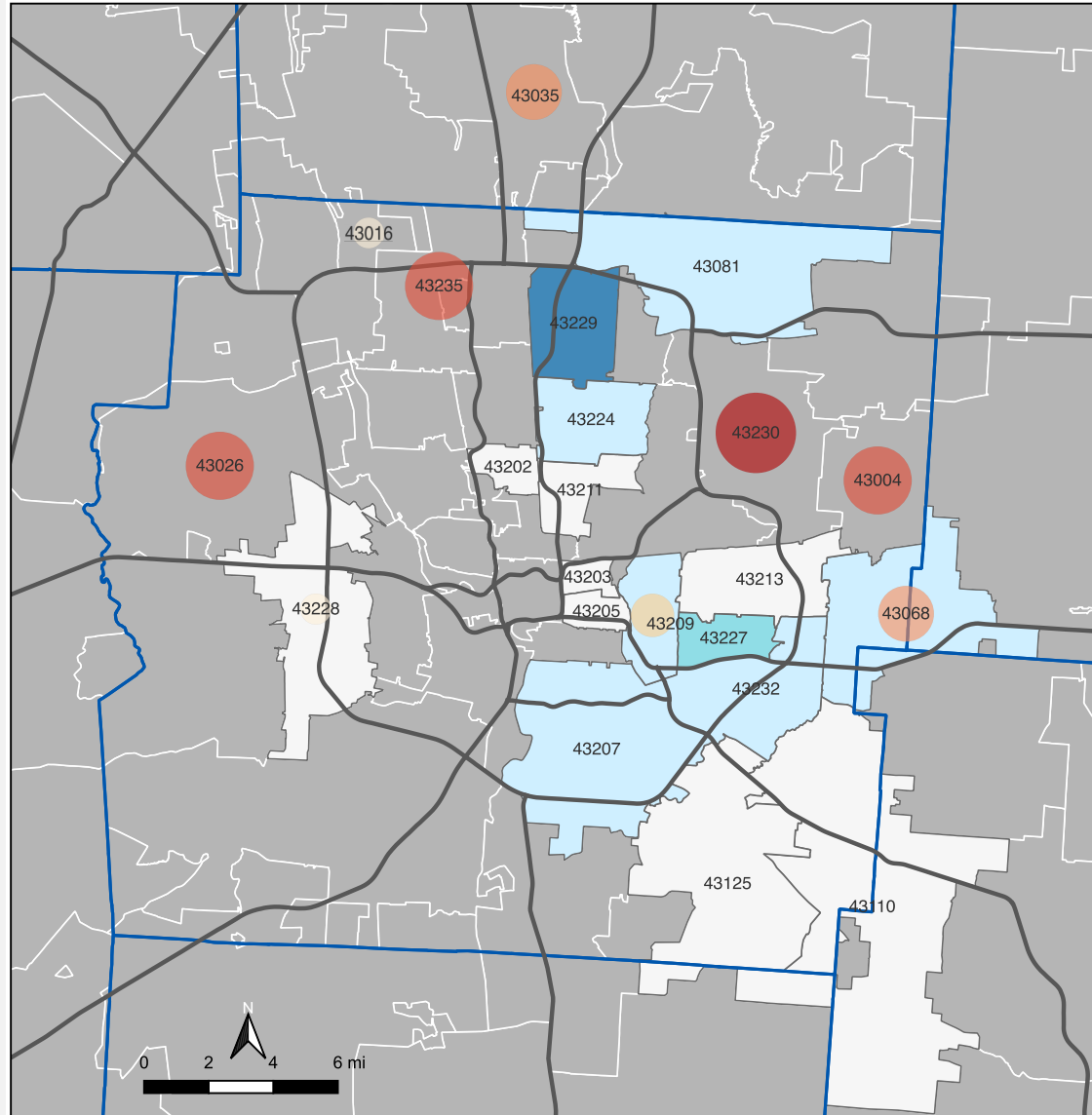
The map shows the zip codes of the previous residences of the families and their current residences after joining the program.
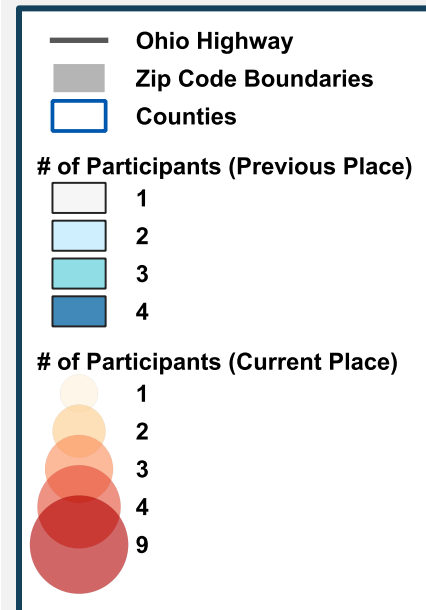
# of participants	Previous Place
4	43229
3	43227
2	43068, 43081, 43207, 43209, 43224, 43232
1	43110, 43125, 43202, 43203, 43205, 43211, 43213, 43228

# of participants	Current Place
9	43230
4	43004, 43026, 43235
3	43035, 43068,
2	43209
1	43016, 43228

Note. The map does not show the previous place of four participants due to their previous homelessness.
This includes one participant who left the program in 2023.

PART 3

BASELINE SURVEY: PARTICIPANT EXPERIENCES PRIOR TO JOINING FLOURISH

3.1 Motivation for Joining Program

This section, titled 'Baseline Survey,' is based on participants' baseline survey conducted before relocation.

Flourish participants were asked to identify their primary motivations for joining the program. A better life and future, an improved environment (including safety and schools), and greater financial stability were the most commonly referenced motivations.

Seeking a better life and future
10 Participants out of 30

"I want better for my children and myself."

"To build a better life for me and my daughter"

"The opportunities it allows and resources it offers. I feel like this program will teach and help me out a lot and allow me to provide a great life for my son and I."

– Participant Responses

Seeking a better environment
9 Participants out of 30

"I wanted to change my living situation and be able to afford to maintain it."

"The chance to grow and learn how to give my child a home in a good community."

"… giving my child a better environment to grow"

"A better environment"

– Participant Responses

Seeking financial stability
6 Participants out of 30

"To help me stable my life and get my credit together"

"I believe it will teach me how to budget and become more organized."

"To have people to help me through my journey of financial stability"

"Become financially stable…"

– Participant Responses

ARCHITECTURE
LANDSCAPE ARCHITECTURE
CITY AND REGIONAL PLANNING

3.2 Housing Stability and Quality in Previous Residence

Housing Stability Prior to Joining the Program

- 16 out of 30 participants (8 from Group 1, 8 from Group 2) noted that they had difficulty paying for their housing in the six months before relocating.

- 13 participants (8 from Group 1, 5 from Group 2) noted that they previously had to live somewhere that they did not want to live in the six months before relocating.

- 13 participants (8 from Group 1, 5 from Group 2) noted that they have had trouble securing housing in the six months prior to moving.

- Four participants (1 from Group 1, 3 from Group 2) noted that they had been served with an eviction notice in six months before relocating.

Things Disliked About Their Home Prior to Joining the Program

- Neighborhood/Neighbors (e.g., unsafe, environment) – 13 participants

- Housing conditions (e.g., not up to date, flooding basement) – 9 participants

- Space (e.g., need my own space, lack of space) – 8 participants

- Management/Landlord – 4 participants

- Several participants reported multiple reasons.

KNOWLTON SCHOOL

ARCHITECTURE
LANDSCAPE ARCHITECTURE
CITY AND REGIONAL PLANNING

3.3 Neighborhood Satisfaction Prior to Joining the Program

Flourish participants indicated their satisfaction was low regarding safety, cleanliness, and police protection in their neighborhood of residence prior to joining the program. Their highest satistfaction in their old neighborhood was related to access to public transportation, followed by access to shopping and jobs, convenience to church or other places of worship, and distance to family and friends.

There are gaps in satisfaction scores between Groups 1 and 2, especially in safety, cleanliness, police protection, and distance to family and friend. Nine out of 30 participants (3 from Group 2) reported feeling safe in their neighborhood prior to joining the program. Seven out of 30 participants reported that it was safe for their children to play outside in their former neighborhood. This may partially reflect that several participants lived with family living in highly resourced areas prior to joining the program.

Neighborhood Satisfaction Scores (mean score)
on A Scale of 1 (very dissatisfied) to 5 (very satisfied)
(Group 1 N=14; Group 2 N=16)

KNOWLTON
SCHOOL

ARCHITECTURE
LANDSCAPE ARCHITECTURE
CITY AND REGIONAL PLANNING

21
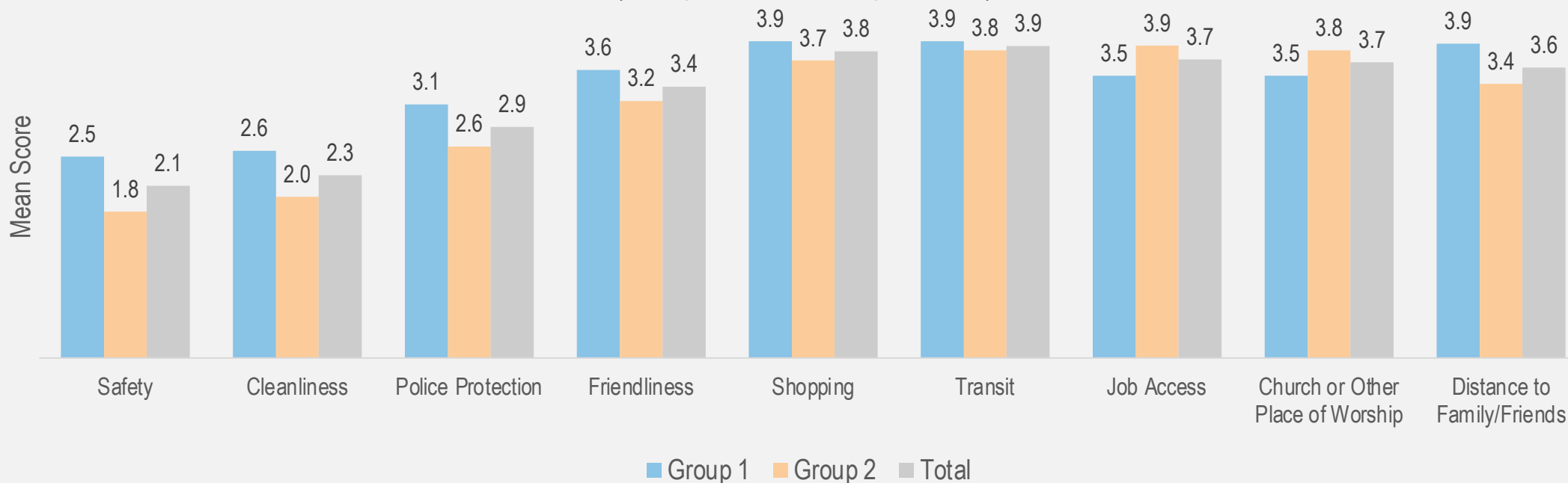
3.4 Economic Conditions Prior to Joining the program

Financial Circumstances and Job Training Prior to Joining the Program

- Over half of the participants (17 out of 30) noted that they have had to borrow money from family members to pay their bills at least once in the three months before joining the program.

- One-third of the participants (10 out of 30) noted that they have been charged a late fee on their rent, a loan, or bill in the two months before joining the program.

- Nearly one-third of the participants (9 out of 30) noted that they had participated in job or career training in the last 12 months before joining the program.

Financial Stability Prior to Joining the Program

- Two-thirds of the participants (21 out of 30; 7 from Group 1, 14 from Group 2) noted that they had a personal budget, spending plan, or financial plan prior to joining the program.

- A little over half of the participants (16 out of 30; 6 from Group 1, 10 from Group 2) noted that they had money left over at the end of each month to put into savings prior to joining the program.

- Nearly half of the participants (14 out of 30) noted that they had no emergency savings, and ten participants noted that they have less than one month's expenses prior to joining the program.

3.5 Child Development and Health Prior to Joining the Program

Child Development Benchmarks Prior to Joining the Program

- Eight out of 40* children participated in extracurricular activities, including seven in grades K-5.

- 18 out of 40 children participated in daycare or after school programs.

- Of the 17 K-8 children, four were above grade level, six were at grade level, and five were below grade level in reading according to their parents.

- Of the 17 K-8 children, three were above grade level, eight were at grade level, and three were below grade level in math according to their parents.

- Of the 17 K-8 children, four had been contacted by their school about behavior problems in the classroom in the six months prior to joining the program.

Child Health Prior to Joining the Program

- Participants indicated "Excellent" or "Very good" for the physical health of 29 out of 40 children, including 11 out of 17 children in grades K-8 and 18 out of 23 children in preschool age or younger.

- Participants indicated "Excellent" or "Very good" for the mental health of 24 out of 40 children prior to joining the program. Older children were much less likely to have excellent or very good mental health prior to joining the program. Only 6 out of 17 children in grades K-8 reported excellent or very good menthal health, compared to 18 out of 23 children in preschool age or younger.

- Seven out of 30 participants indicated their child had been bullied on school property during the previous 12 months before joining the program.

*One participant had twins on the day of the Kick-off. Since participants had completed their baseline survey before that time frame, the number of children in this section does not reflect the two babies born after the baseline survey was completed.

KNOWLTON SCHOOL

ARCHITECTURE
LANDSCAPE ARCHITECTURE
CITY AND REGIONAL PLANNING

3.6 Health and Wellness Prior to Joining the Program

Health Prior to Joining the Program

- Only six out of 30 participants indicated "Excellent" or "Very good" for their physical health prior to moving.

- Even fewer participants (5 out of 30) indicated "Excellent" or "Very good" for their mental health prior to relocating.

- Less than one-third of the participants (9 out of 30) indicated that they received the social and emotional support they need "Often" or "Very often" prior to joining the program.

- In the year prior to joining Flourish, only 8 out of 30 participants or their household members had not used the emergency room for medical care, while two participants or their household members had been to the emergency room five or more times. Three participants did not provide a response to this question. Six participants noted COVID symptoms, flu, or ear infection as the cause of their emergency room visits, while three participants mentioned asthma. Other reported reasons include blood pressure issues, headache, injury, and illness.

Food Security and Sleep Patterns Prior to Joining the Program

- Prior to joining Flourish, one-third of the participants (10 out of 30) indicated that they "Often" or "Sometimes" worried that their household would not have enough food.

- Five out of 30 participants indicated that they or their household members "Often" or "Sometimes" had to eat fewer meals in a day because there was not enough food prior to joining the program.

- One-third of the participants (10 out of 30) indicated that they sleep 7 to 8 hours on average, while three indicated that they sleep 4 hours or less, and half of the participants (15) indicated that they sleep 5 to 6 hours prior to joining the program.

- Nearly half of the participants (14 out of 30) indicated that they had trouble falling asleep or staying asleep prior to joining the program.

KNOWLTON SCHOOL

3.7 Participant Voices: Interview Reflections

Primary Motivation

Participants emphasized two primary themes for joining Flourish in interviews: housing and economic insecurity and pursuing opportunities for their children.

Housing & Economic Insecurity

"At that time, I was also homeless, living in the hotel with my daughter. So, I really needed the program."

"I ran into hard times. I separated from my spouse, I lived with family, so technically (I was) homeless."

"I was kind of in a difficult situation. I was living with a family member, and I had just had my son not that long ago and, my credit wasn't the best and I was having a hard time finding a place, getting a place, you know. Especially, you know, (my) income ratio (was poor) and plus my credit score was difficult. And, you know, I felt that this would be a good opportunity."

Pursuing Opportunities for Children

"I thought it was a great idea to be able to move my daughter into a better school district, especially like our dream school district, which is Bexley."

"I basically was sick. I didn't know what to do because I needed a better environment for my newborn."

"So what inspired me to join [Families Flourish] is this one right here! (Shows us her child on the screen) (laughs). (baby says hi). We were in a low-income area and we were in public schooling. And she's on IEP [Individualized Education Program], so I don't think they met her needs. And like, when you're in low-income area, they literally do the bare minimum...they don't really care too much. And I was just going through so much with my apartments. They wouldn't fix anything."

PART 4

OVERALL EXPERIENCE
SINCE RELOCATING, HOUSING &
NEIGHBORHOOD SATISFACTION

4.1 Participant Voices: Overall Satisfaction with Program

All interview participants expressed overall satisfaction with the program. Participants emphasized the support provided by the Flourish staff, the sense of community with other program families and the access to opportunities and services facilitated by the program.

Sense of Community

"I've had a great experience. They're very supportive, very informative. It just opened my eyes to a lot of things. And just to know other people go through similar things kind of helps."

"So it's like, we're all kind of like a community, and we're all on the same page kind of. So I had nothing but [a] good experience with them."

Access to Opportunities & Resources

"I wanted to, like, really embrace everything that I was having access to. Like, if I move into a better neighborhood, and I'm able to, like, have accessible quality education, I want to take advantage of that and I want to participate in that. So, building a relationship with my son's school has not been difficult, but it's been different."

Support from Families Flourish Staff

"My experience has been really great. I love everyone that participates. Especially Jamie [Senior Program Director]. She's a phenomenal person. I really love her. She is, like, very nice. And there's been times where I haven't been able to do things on my own because of me still trying to get where I need to be. And she, you know, just helps me and always has some type of solution."

"It's actually been great. I haven't had any bad experiences or anything, you know, not even anything negative to say. Jamie [Senior Program Director] and Gabby [Social Services Manager] are really amazing...They're very nice and, you know, I always—I never feel like, you know, I'm being a bother or, you know, that you can sometimes feel like, you know, in certain situations and things like that where, you know. It's just you can tell that the people doing the work, like, want to be there and want to do it, you know. They want to help you."

"You know, we really appreciate them [Family Flourish staff] because they go for our best interest. So I really do appreciate them. They're real and I love it. I love it."

KNOWLTON SCHOOL

4.2 Participant Voices: Overall Satisfaction with Program

Multiple program participants identified the program as "life changing", unique and helping to reduce the social stigma often associated with lower income working families.

Reducing Stigma

"The program reduces the stigma from being low income; recognizing that some low-income families are trying hard to improve their situation."

"It's helped me out so much. It's been such a blessing for me...I know that some people want to say just cause your low income that people aren't wanting more or trying to do more. But you know, it's like, yes, there are some people who try to beat the system or whatever. But that's not everybody that's low income out there, you know?"

A Life Changing Experience

"It's been a lifesaver so, I'm just, I just feel really blessed to be a part of the program."

"To get this opportunity and this chance to be able to, you know, be in, you know, just a better area, a better state of mind, like, you know, it's very amazing."

"I pray that you guys are able to continue this because this is very important for people. And it really changed my life during a time where I was having difficulty trying to get on to my feet."

"I appreciate you guys doing the research, putting the time and the questions behind it. Trying to provide content and better the program. Again, this program is unheard of. So, it is hard to try and explain to somebody else, like, what I'm doing. I do feel like I'm in an experiment. So, I'm trying to—just like Families Flourish is checking all the boxes for what somebody needs to be the best version of themselves."

4.3 Enrollment and Admission Process

For this one-year post-relocation evaluation, twenty-seven participants completed the survey, including 14 participants in Group 1 and 13 out of 16 participants in Group 2. Additionally, ten participants from Group 1 completed one-on-one interviews.

In the survey, all participants expressed a positive experience with the Flourish enrollment and admission process. Sixteen participants (11 from Group 1, 5 from Group 2) rated their experience as "Very positive," and eleven participants (3 from Group 1, 8 from Group 2) rated their experience as "Positive."

How would you describe your experience with the Flourish
enrollment and admission process?
(Group 1 N=14; Group 2 N=13)

# of Participants Responding

Group 1	Group 2	Total
14	13	27

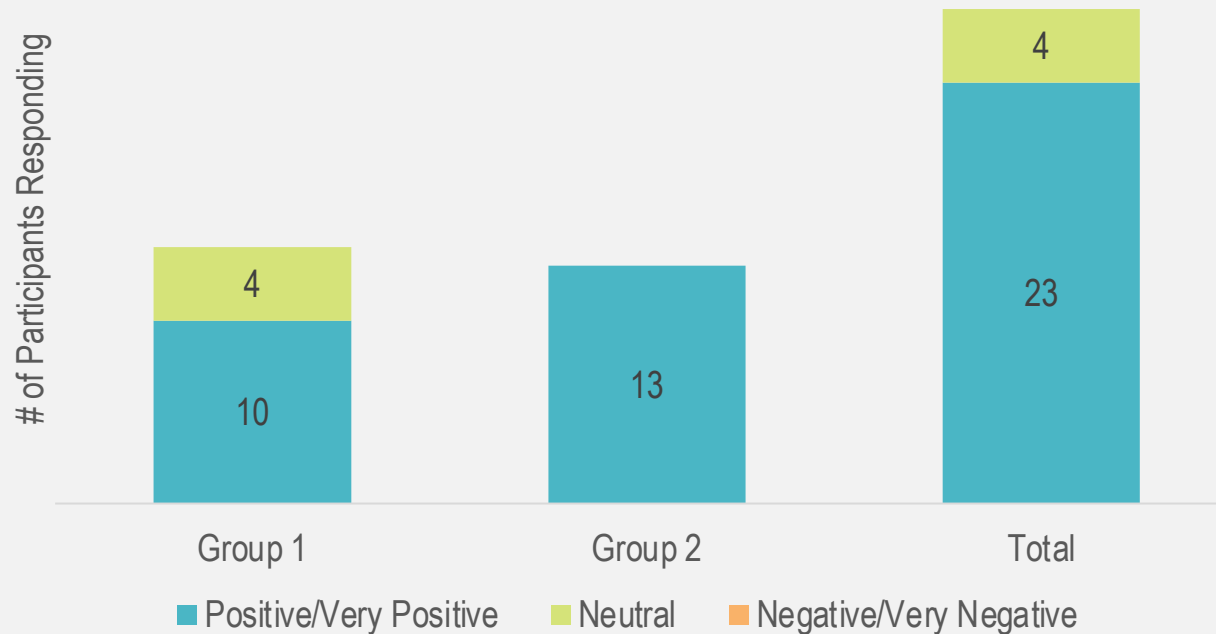Positive/Very Positive   Neutral   Negative/Very Negative
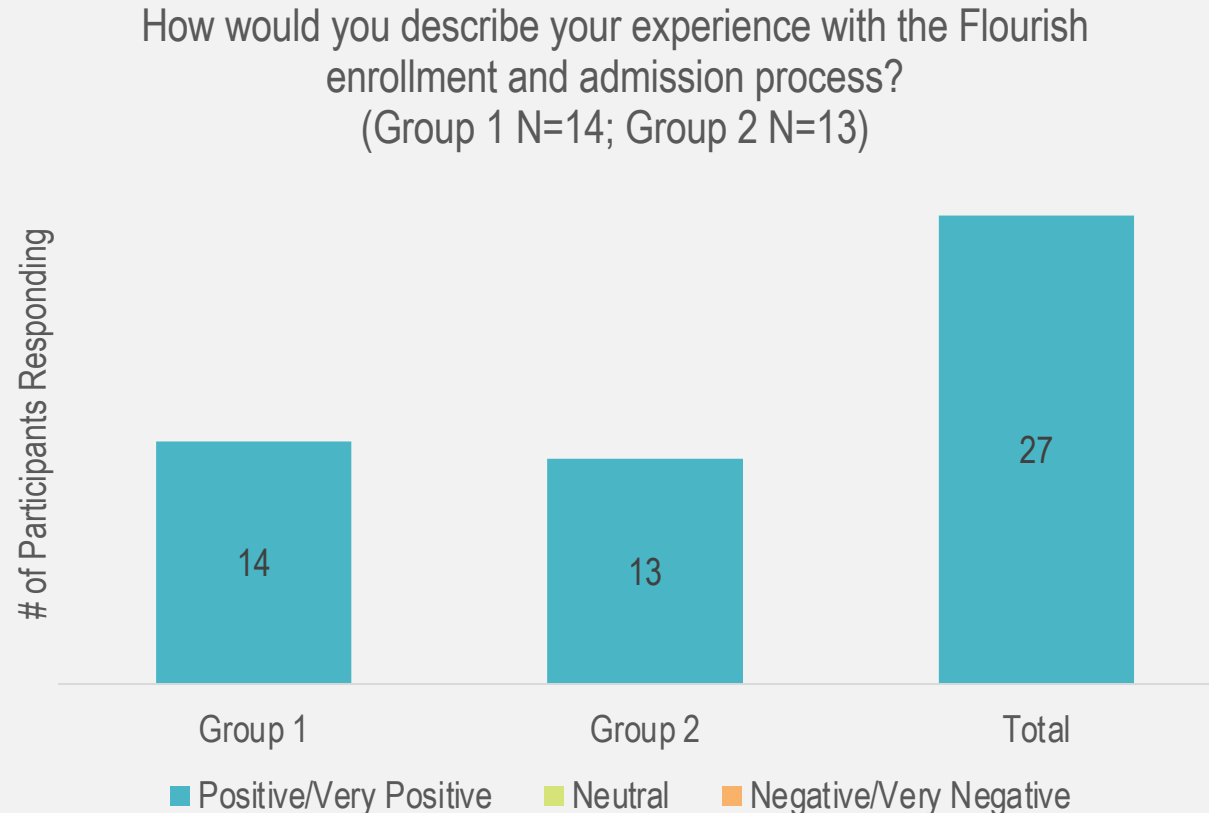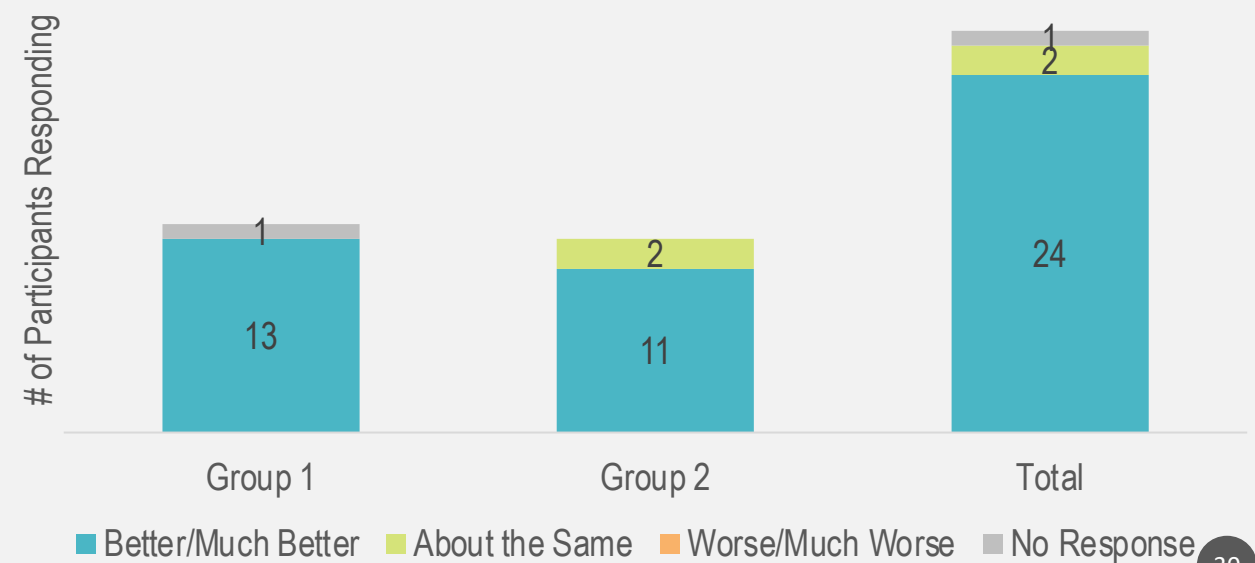
4.4 Housing Experience

Most of the participants expressed a positive experience with their new housing. Twenty-three participants rated their experience as "Very positive" or "Positive," while four participants indicated a neither positive nor negative experience.

Most participants (24 out of 27) rated their housing circumstances as "Better" or "Much better" compared to their housing prior to Flourish. Two participants rated their housing circumstances as "Neither worse nor better."

How would you describe your experience in your new home? (Group 1 N=14; Group 2 N=13)

# of Participants Responding

Group 1: 10, 4
Group 2: 13
Total: 23, 4

Group 1 | Group 2 | Total

Positive/Very Positive | Neutral | Negative/Very Negative

How would you describe your family's housing circumstances (housing quality, location and cost) since relocating compared to your housing prior to Flourish? (Group 1 N=14; Group 2 N=13)

# of Participants Responding

Group 1: 13, 1
Group 2: 11, 2
Total: 24, 2, 1

Group 1 | Group 2 | Total

Better/Much Better | About the Same | Worse/Much Worse | No Response
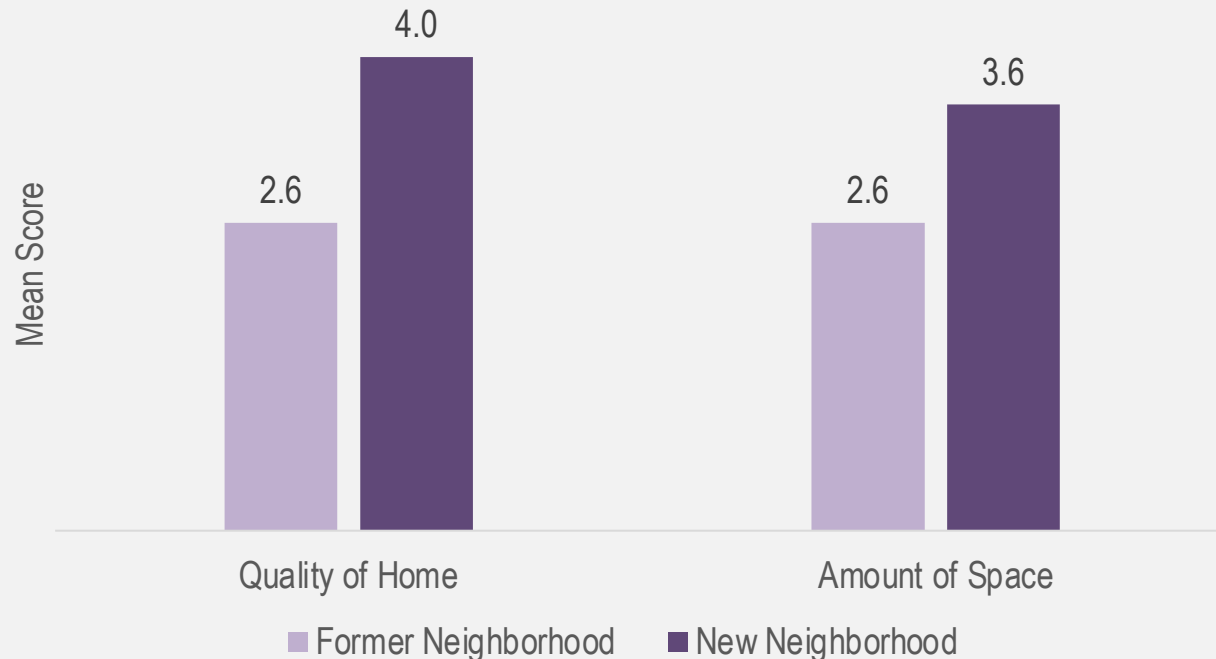
CITY AND REGIONAL PLANNING

4.5 Housing Satisfaction (Group 1)

Mean participant satisfaction scores for the quality of home increased from 2.6 to 4.0, and mean participant satisfaction scores for the amount of space increased from 2.6 to 3.6, as compared to their former apartments.

Group 1 participants expressed satisfaction with the neighborhood, area, and space. However, they noted a few negatives, including the size of the apartment, the location of their unit, inside a building, lack of storage, limited parking, presence of mice, and unresolved maintenance issues. Four participants mentioned that they had nothing to dislike about their new home.

Home Satisfaction Scores (mean score) on a scale of 1 (very dissatisfied) to 5 (very satisfied) (N=14)

Mean Score

	Quality of Home	Amount of Space
Former Neighborhood	2.6	2.6
New Neighborhood	4.0	3.6

■ Former Neighborhood   ■ New Neighborhood

What do you like or dislike about your new home?

Likes:

Neighborhood (5 responses): Clean, safe

Area (3 responses)

Space (3 responses)

Other responses: Everything, child's schooling, amenities
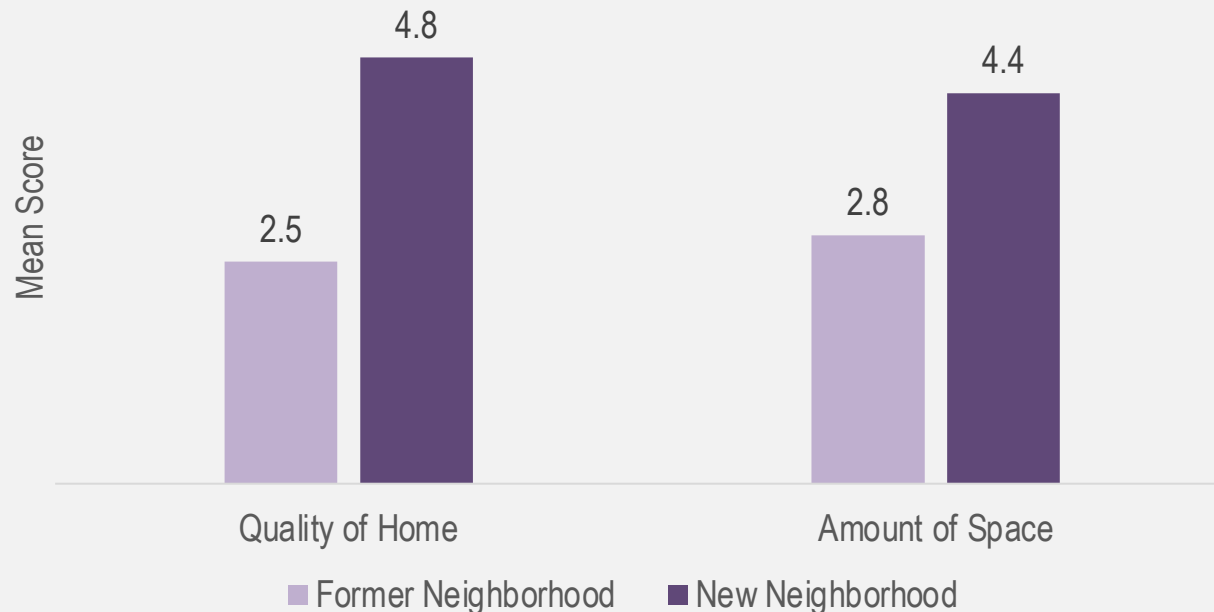
Dislikes:

Nothing (4 responses)

Size (2 responses)

Other responses: Location and floor of my unit, inside a building, lack of storage, limited parking, living far from job, mice, things have not been fixed

ARCHITECTURE
LANDSCAPE ARCHITECTURE
CITY AND REGIONAL PLANNING

4.6 Housing Satisfaction (Group 2)

Mean participant satisfaction scores for the quality of home increased from 2.5 to 4.8, and mean participant satisfaction scores for the amount of space increased from 2.8 to 4.4, as compared to their former apartments.

Group 2 participants noted satisfaction with the location, amenities, space, safe neighborhood, and school district. However, they also mentioned a few negatives, including the size of the apartment, absence of nearby parks, rent price, absence of sidewalks, and not accepting government assistance. Four participants mentioned that they had nothing to dislike about their new home.

Home Satisfaction Scores (mean score) on a scale of 1 (very dissatisfied) to 5 (very satisfied) (N=13)

Mean Score

Quality of Home	Amount of Space
2.5 / 4.8	2.8 / 4.4

■ Former Neighborhood   ■ New Neighborhood

What do you like or dislike about your new home?

Likes:

Area/Location (5 responses)

Amenities (4 responses): Pool, inclusion of washer and dryer

Space (3 responses)

Safe neighborhood (3 responses)

School district (2 responses)

Dislikes:

Nothing (4 responses)

Space (2 responses)

No parks (2 responses)

Other responses: Rent price, no sidewalks, water bill, and not accepting government assistance.

4.7 Housing Challenges: Previous vs. Current Homes

Previous Homes

- In Group 1, six out of 14 participants reported problems with their previous home. These included overcrowding (3), water leaks (3), pests (2), and mold (2).

- In Group 2, ten out of 13 participants reported problems with their previous home, including threat of eviction (5), pests (4), overcrowding (4), chipping paint (2), landlord disputes (2), water leaks (2), and others such as unreliable utilities, mold, or non-functioning appliances.

- In both Groups 1 and 2, overcrowding was the most frequent problem with their previous homes (7 responses), followed by pests (6), water leaks (5), threat of eviction (5).

Current Homes

- Six participants in Group 1 reported problems with their current home, such as pests (4), water leaks (2), and landlord disputes (2).

- Only two participants in Group 2 reported problems with their current home, specifically water leaks and an unclean apartment when they moved.

KNOWLTON SCHOOL

ARCHITECTURE
LANDSCAPE ARCHITECTURE
CITY AND REGIONAL PLANNING

4.8 Housing Experience: Excerpts from Surveys

Participant Reflections (Group 1):

- *"I really enjoy it and have so much peace in our new home."*
- *"It's peaceful, rental office is helpful."*
- *"Nice location, nice housing"*
- *"I love my new apartment and the complex is wonderful and clean."*
- *"Great! If I need something fixed or even a question, they get back to me less than 24 hours."*
- *"My housing is safe and secured. I love my apartment, but I moved from a 3-bedroom house. I'm starting to realize how much space I had, so I have to choose carefully what I have in my new home to not overcrowd the apt."*
- *"My current housing is okay. I love I have place I can go to and lay my head. I just don't like the management and how they handle/go about things."*
- *"It's been rocky, but I'm making the best out of it."*
- *"It's mediocre that is it .. for the price it needs to be nicer."*
- *"Poor insulation. My gas and electric is high due to having to heat and cool the condo. Older home. Not a good area for small children to play besides the back area where dogs are."*

Participant Reflections (Group 2):

- *"Amazing"*
- *"I love my new home; my family is very happy here."*
- *"It has been great so far and I am excited."*
- *"We love it here."*
- *"I like the space, the neighborhood is quiet. I do feel that I was already struggling to pay rent where I was at. Now my rent is more and I'm struggling even more to pay rent. I like the fact that my kids can go outside and play and I'm not worrying as much. I wish the rooms were bigger for the amount that I am paying. It seems like the neighborhood is great, however it cost more than going to the neighbor corner store."*

KNOWLTON SCHOOL

ARCHITECTURE
LANDSCAPE ARCHITECTURE
CITY AND REGIONAL PLANNING

4.9 Participant Voices: Interview Reflections

Housing Satisfaction

In interviews, the vast majority of participants were satisfied with their new housing units. Participants noted the space, quality of the unit and maintenance as positive. One participant was dissatisfied with their unit's condition and pest challenges; another was dissatisfied with the quality of the appliances.

"It's great. It's really great. I love it. It's spacious, it's so—It's more than enough space for me and (my daughter)….It's just a good apartment, like, I plan on staying here even after the program."

"The quality, the area. I mean, you can tell. You know, it's like you're not scared to, you know, walk around the complex or anything. You're not, you know, weary of people…It is really it's a blessing. It really is. It's a blessing."

Maintenance and Upkeep (Positive)

"I love my apartment. It's nice, the property is well kept. They have a cleaning company come out on a weekly basis to make sure that the building looks nice. And I have all new appliances in my apartment. (My son) loves his room, I love my room."

"Just the place itself is just amazing. You know? Because it's like, they're so on top of, like, maintenance and things like that…Like, even, you know, the sinks got a little clogged. Like, okay. They're out within, like, most likely the next day…And they're fixing things."

Maintenance and Upkeep (Negative)

"I can't say it's terrible. I feel like it could be better. It's a little old, it's outdated. And really it doesn't take much for a few little updates here and there. But other than that, I like it. I love the space."

"And so that was kind of stressful moving in somewhere where there are roaches, and I didn't have roaches in my last apartment. I've had them in the past when I was younger and had to live, like really in low-income (apartments)."

KNOWLTON SCHOOL

ARCHITECTURE
LANDSCAPE ARCHITECTURE
CITY AND REGIONAL PLANNING

4.10 Neighborhood Experience

Most participants (24 out of 27) rated their current neighborhood as "Better" or "Much better" compared to their neighborhood prior to joining the program. Two participants indicated that their current neighborhood was "About the same."
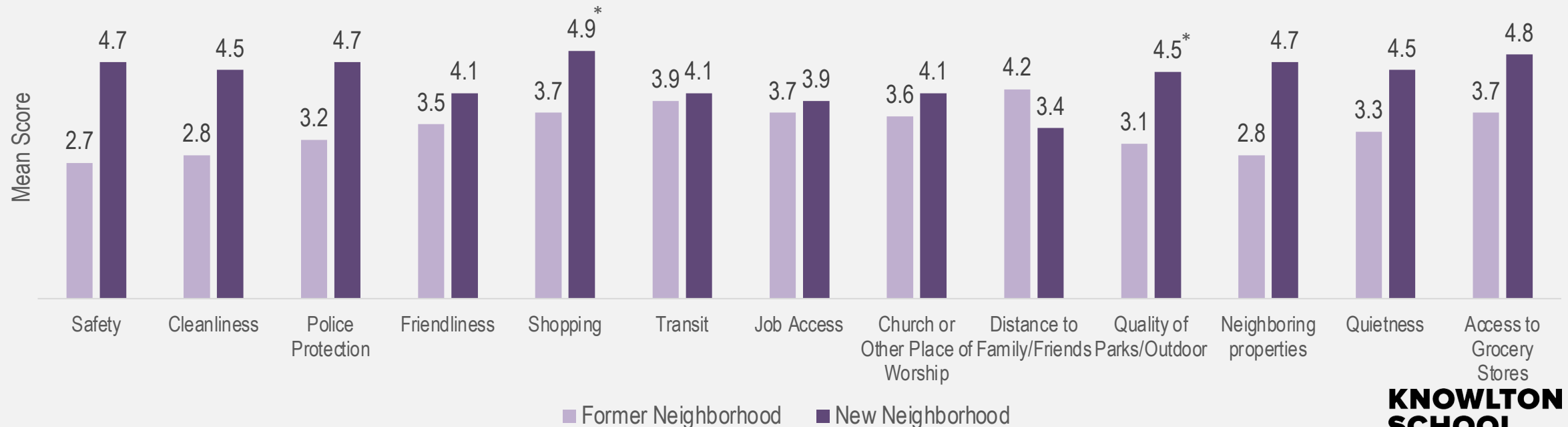
Is this new neighborhood better, worse, or about the same as your old neighborhood? (Group 1 N=14; Group 2 N=13)
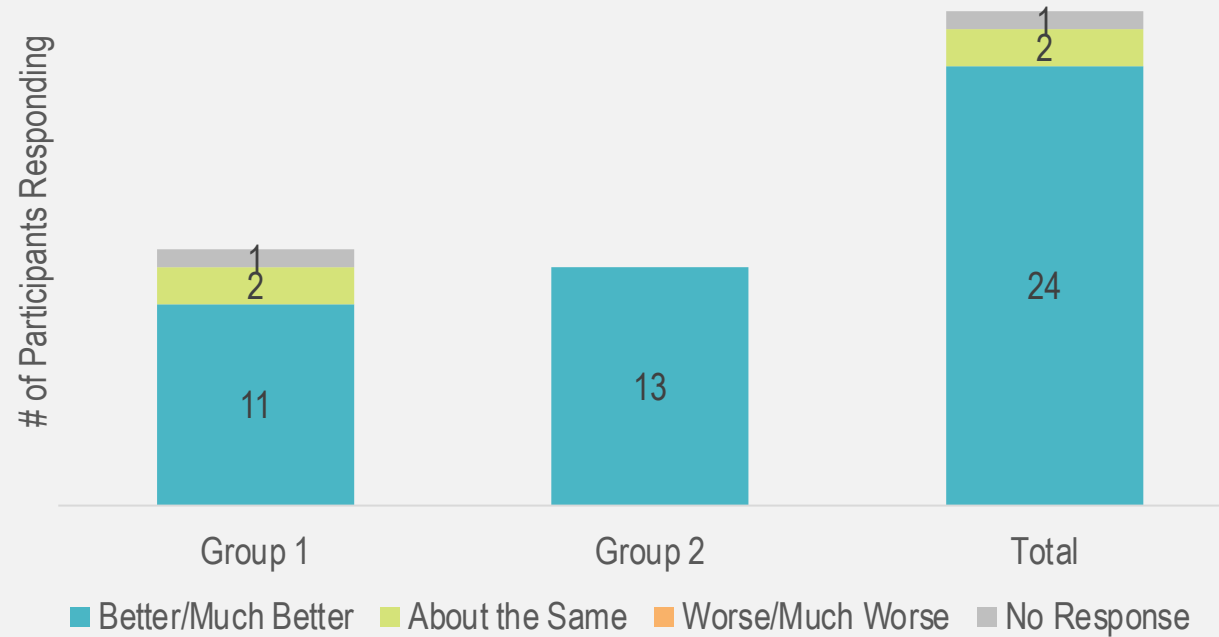
4.11 Neighborhood Satisfaction (Group 1)

Flourish Group 1 participants indicated a significant improvement in neighborhood satisfaction as compared to the neighborhood they lived in prior to joining the program. The most notable differences in satisfaction scores were related to safety, neighboring properties, cleanliness, police protection, and quality of parks/outdoor. Additionally, Group 1 participants generally rated their current neighborhood more favorably in terms of friendliness, access to shopping or grocery stores, and quietness. However, they expressed less satisfaction with the distance to family/friends.

Neighborhood Satisfaction Scores (mean score) on a scale of 1 (very dissatisfied) to 5 (very satisfied)
(N=14)

	Former Neighborhood	New Neighborhood
Safety	2.7	4.7
Cleanliness	2.8	4.5
Police Protection	3.2	4.7
Friendliness	3.5	4.1
Shopping	3.7	4.9*
Transit	3.9	4.1
Job Access	3.7	3.9
Church or Other Place of Worship	3.6	4.1
Distance to Family/Friends	4.2	3.4
Quality of Parks/Outdoor	3.1	4.5*
Neighboring properties	2.8	4.7
Quietness	3.3	4.5
Access to Grocery Stores	3.7	4.8

*Two participants did not respond to this question, while all other questions have one missing response each.

KNOWLTON SCHOOL

ARCHITECTURE
LANDSCAPE ARCHITECTURE
CITY AND REGIONAL PLANNING

4.12 Neighborhood Satisfaction (Group 2)

Flourish Group 2 participants also indicated a significantly positive shift in neighborhood satisfaction as compared to their neighborhood prior to joining the program. The most notable satisfaction score gaps were related to safety, cleanliness, neighboring properties, quietness, police protection, access to shopping, friendliness, and access to grocery stores. Overall, participants rated their current neighborhood more favorably.

Neighborhood Satisfaction Scores (mean score) on a scale of 1 (very dissatisfied) to 5 (very satisfied)
(N=13)

■ Former Neighborhood   ■ New Neighborhood*
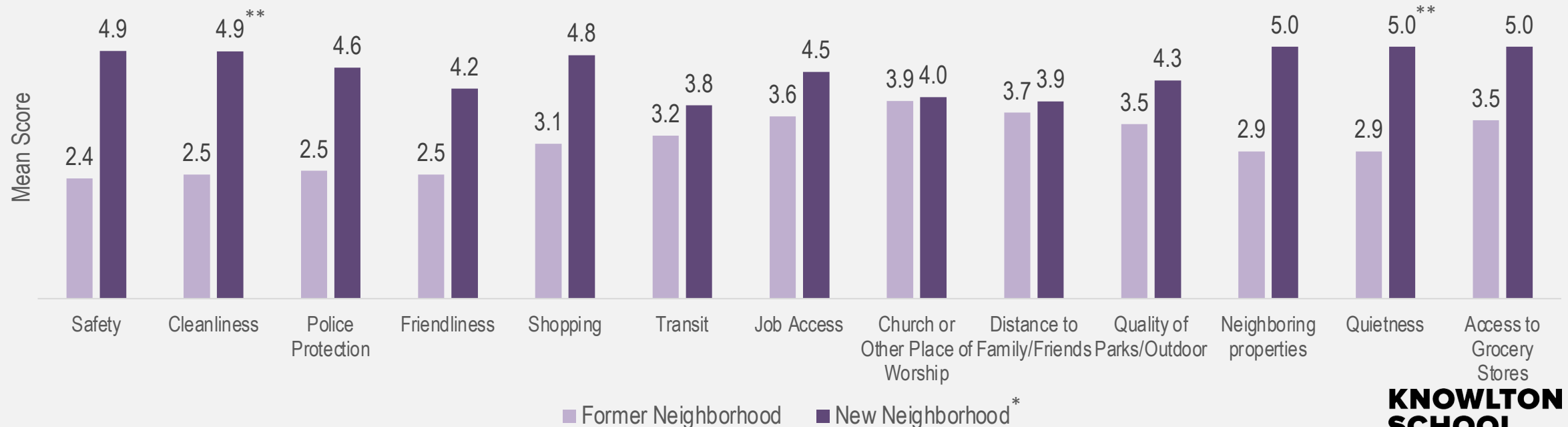
* One participant did not respond to questions regarding new neighborhood.

** These two questions have two missing responses.

KNOWLTON
SCHOOL

4.13 Participant Voices: Interview Reflections

Neighborhood Satisfaction

In interviews, participants emphasized several themes related to neighborhood satisfaction. These included increased safety, access to highly resourced schools and access to other neighborhood services and amenities.

Access to Schools, Amenities & Services

"Schools, of course, are great. And we're near everything. So I'm able to access everything within a short distance."

"So it's much cleaner, less police sirens, and everything is, like, right there, Like, everything is literally 5 minutes from my house. Like, every food place you could think of. Hospitals, like, libraries. Literally, everything is, like, by my house."

"I like it a lot. We weren't too far from here. All of, like, our stores are the same, like our regular go-to places are the same. But we are really liking, you know, being a part of Bexley."

"I love it. I moved to Gahanna and I'm sure you guys have heard of Gahanna. We're actually named the best hometown which is kind of cool. (laughs) But, I've had nothing but good experiences here."

Neighborhood Safety & Children

"...the safety and security that I have. I really do appreciate (it), you know, that sense of, security where I know my son and I will be okay."

"Like, kids can literally be kids out here and you don't have to worry."

"Oh, my gosh. My old neighborhood, I wouldn't even let my daughter go outside."

"So, my new neighborhood is only, like, 7 minutes from my old neighborhood. And it's a world apart. Like, it's so night and day. So, of course, my neighborhood that I live in now is a safer neighborhood. I do live in a secure building, so I just feel safer there. I live near the police station. And because it's a small community, the police officers, like, you know, my kid goes to school with their kid and we might see them in the store. So, it's like, he's our friend, but he's a protector and a provider and things like that in our neighborhood too. So, I actually see—I didn't think about, but I actually see policing in a different way living in this neighborhood. So, I definitely feel safer. I feel happier. Just the drive home is different, you know, I get to see more trees. I get to see more people happier. And it's just better overall."

4.14 Community Engagement and Accessibility

Did you belong/Have you belonged to any groups or associations, either locally or nationally such as charities, labor unions, professional associations, schools, political or social groups, sports or youth groups, and so forth?

- Six participants (3 from Group 1, 3 from Group 2) responded that they belonged (and have belonged) to some groups or associations before and after moving to their current home.

- Additionally, six participants (2 from Group 1, 4 from Group 2) responded that they did not belong to any groups or associations before moving, but after moving they have belonged to some group or associations.

- One participant responded that she belonged to some groups or associations before moving, but after moving, she hasn't belonged to any.

Since moving to your new neighborhood, have you had difficulty reaching any destinations?

- Of the 13 Group 1 repondents, four reported that they had difficulty reaching at least one destination, including the workplace (3), family or friend's homes (2), school (1), shopping (1), and medical care (1). One respondent reported that she had difficulty reaching all these destinations.

- Of the 13 Group 2 respondents, three reported that they had difficulty reaching at least one destination, including the workplace (2), shopping (2), medical care (2), and family or friend's homes (1).

KNOWLTON SCHOOL

ARCHITECTURE
LANDSCAPE ARCHITECTURE
CITY AND REGIONAL PLANNING

PART 5

**IMPACTS OF COACHING &
FLOURISH PROGRAMMING**

5.1 Impact of Coaching Program

Participants were generally satisfied with the Flourish coaching program. Most participants (23 out of 27) described the coaching program as "Positive" or "Very positive," with 18 participants describing it as "Very positive." One participant reported negative perceptions, while three reported neutral perceptions.

How would you describe your experience with the Flourish coach?
(Group 1 N=14; Group 2 N=13)
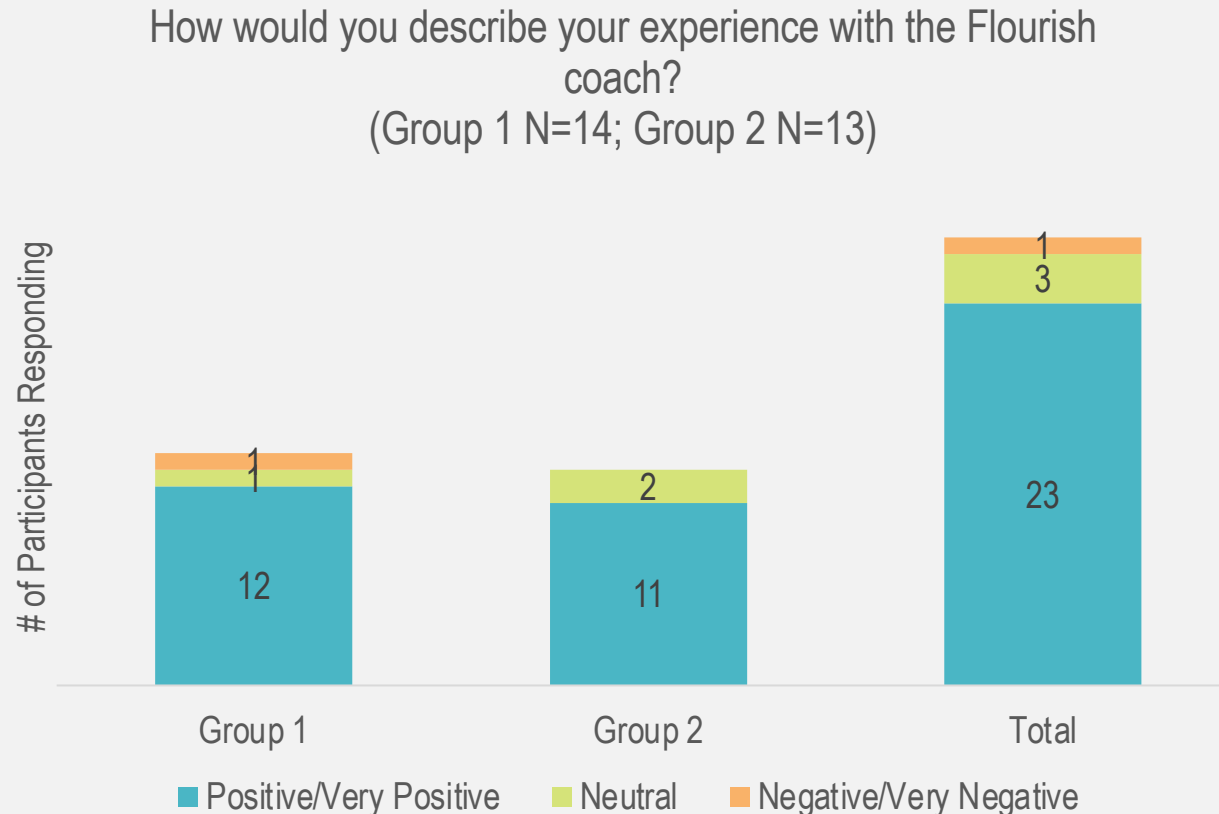
5.2 Goal Setting and Achievement

Most participants (24 out of 27) indicated that Flourish helped them achieve their goals, while one participant provided a negative response. Coaching activities focus on setting participants' personal goals and developing plans to reach them. Participants' goals span topics such as finance, career development, parenting, health, wellness, and education. These directly relate to the four primary pillars of Flourish coaching: housing, finance, health and wellness, and education and career development.

Has Flourish helped you achieve new goals?
(Group 1 N=14; Group 2 N=13)
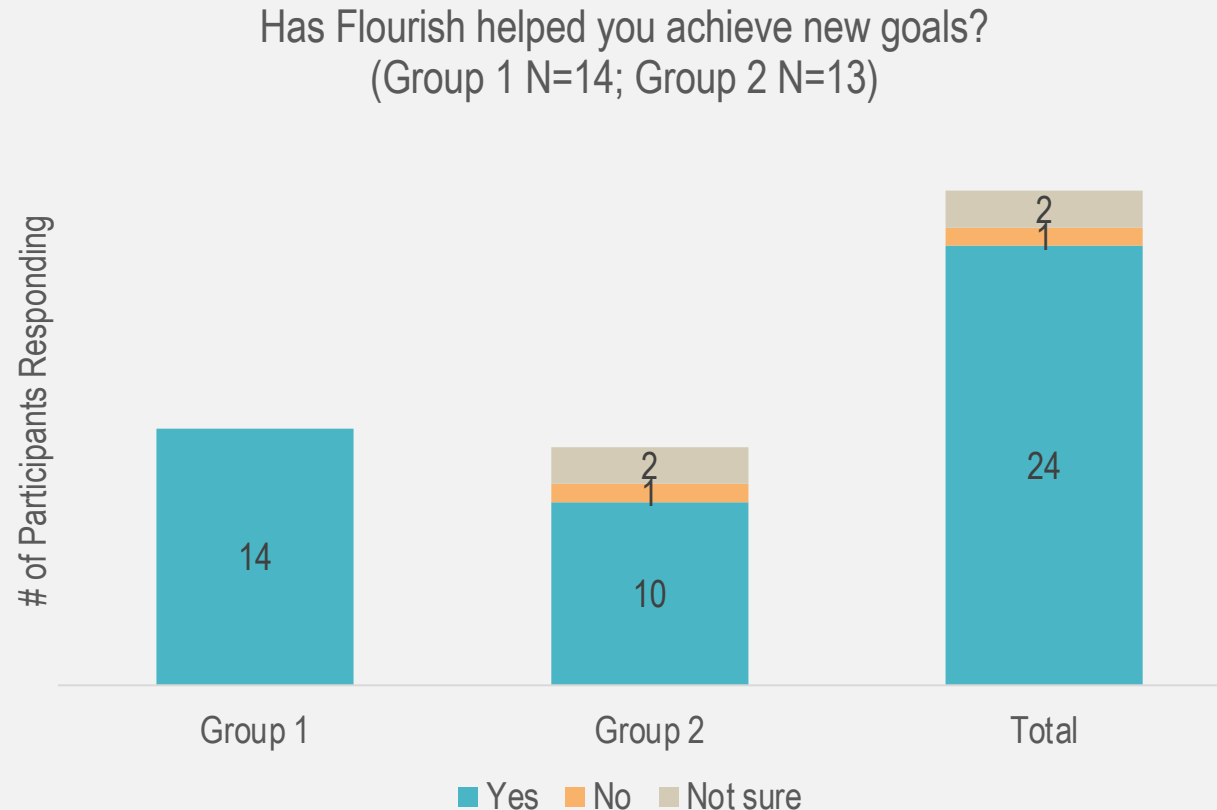
5.3 Goals Achieved: Excerpts from Surveys

Participant Reflections (Group 1):

- *"To be consistent and patient"*
- *"Establish a great life for my son, received notice of a great career opportunity"*
- *"New employment"*
- *"Being able to take care of my child and maintaining my household as well as bills"*
- *"Living independently and locating additional resources to help with stability"*
- *"I've received a few scholarships for school with the extra help and support of my [Families Flourish] coach."*
- *"Getting a safe home for my daughter"*
- *"Securing my own housing, having a coach/mentor, obtaining a higher paid/less stress job"*
- *"I got a new job and back into school."*
- *"Going back to school and providing a safe home and area for my son"*
- *"I have been able to work on my business."*
- *"Financial supportive services and coaching"*
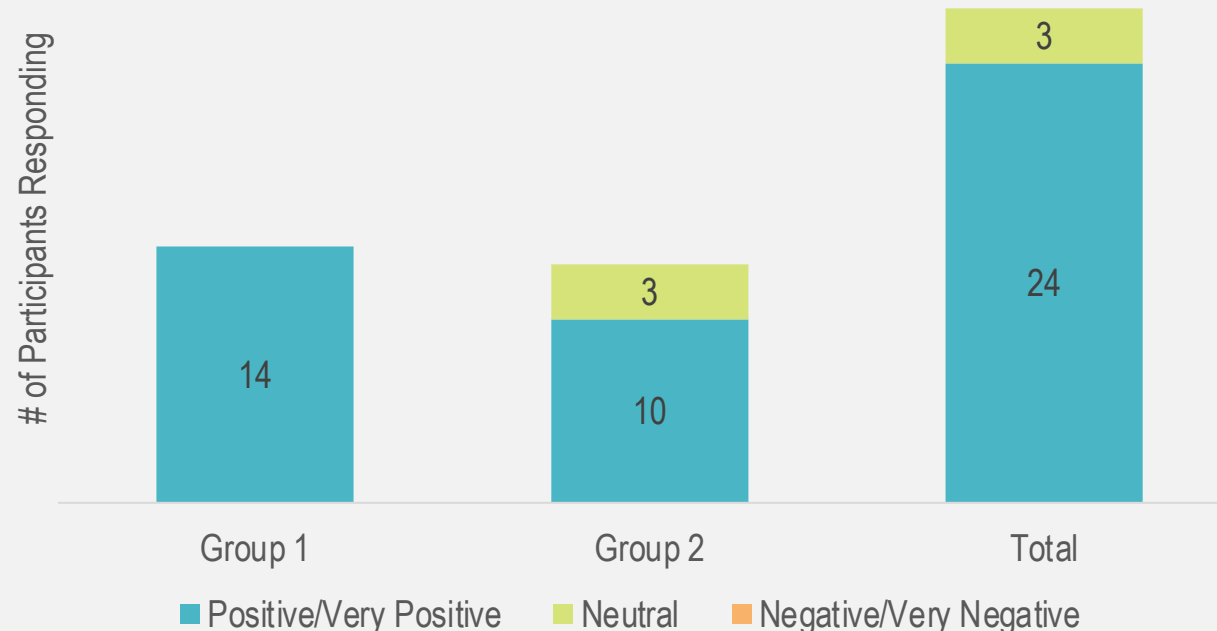
Participant Reflections (Group 2):

- *"Being able to save"*
- *"Being more responsible paying bills"*
- *"Managing money, working on credit"*
- *"I have my GED and I am currently enrolled in a nursing program."*
- *"New place, my kids have a new school, and I'm better financially"*
- *"Learning how to budget"*
- *"Creating a creative space for my son. Also having my own space in a positive neighborhood for me and my child."*
- *"Being more financially organized and knowing where my money goes."*
- *"Save money, budget better, go back to college to pursue a new career"*

5.4 Monthly Program Sessions

Monthly program sessions were held with participants to provide education, create opportunities for relationship building, and allow participants to share skills or resources. These sessions were mostly held in a virtual format. All but three participants described the monthly program sessions as "Positive" or "Very positive."

Participants acknowledged that a virtual format was easier to accommodate for families, considering travel times, work conflicts, and childcare or extracurricular activities. Several participants expressed, however, that they desired in-person interactions among families a few times a year.

How would you describe your experience with the Flourish
monthly programs? (Group 1 N=14; Group 2 N=13)

# of Participants Responding

Group 1	Group 2	Total
14	10 / 3	24 / 3

Legend: ■ Positive/Very Positive ■ Neutral ■ Negative/Very Negative

5.5 Flourish Programming and Coaching: Excerpts from Surveys

Participant Reflections (Group 1):

- *"Everyone in the program is extremely nice and supportive."*
- *"My experience had been great, my success coach has been awesome she checks in on me, makes me feel comfortable talking to her. She's very supportive"*
- *"My experience with the families, coaching, etc is really good! I'm so thankful for this program especially Jamie [Senior Program Director]! I love the whole program. Relocating felt so great!"*
- *"[Families Flourish] has showed me that I was able to accomplish things that I thought I would not be able to accomplish at my age. My favorite monthly meeting is when we talk about budgeting because I'm not that good at budgeting, but those discussions help me a lot"*
- *"The workshops really help me and motivate me to do better not only for myself but for my daughter as well."*
- *"I love the program overall great and helpful willing to work with you to see you prosper."*
- *"My overall experience has gone really well. This has been a life changing and transformational experience. The resources the program provides has been very beneficial to both me and my daughters mental growth."*
- *"My experience has been beyond positive with monthly meetings and the supportive services offered after I utilize the services and build new relationships and now I have even more support. The classes gives us an opportunity to sit down, take a moment, examine ourselvess and busy lives. I know at least 1x a month. I'm going to do something for myself, learn something new, and work on my goals. Coaching is great and I have an accountability partner and someone to make sure I'm on task. Relocating was an emotional roller coaster, but I embraced my new community attended the Fall Festival school activities w/parents"*
- *"Overall, my experience has been wonderful, and the workshops seem to always be relevant to my current situation.*

SCHOOL

ARCHITECTURE
LANDSCAPE ARCHITECTURE
CITY AND REGIONAL PLANNING

5.6 Flourish Programming and Coaching: Excerpts from Surveys

Participant Reflections (Group 2):

- *"Families Flourish Program really helped me become more successful. I become more stable with my kids and live in a safe environment. I have a wonderful coach who's helping me to achieve my goals. We also have some monthly meeting that help a lot with activities of daily living such as having a good credit score, how to manage my kids and finances. Honestly, I feel very lucky to be in this program with such a supportive community."*

- *"My experience has been great. I've met a lot of people and learned so much from our monthly meetings about credit and budgeting."*

- *"The program has been great! My coach has been a gem, she's always willing to listen and provides valuable advice. My interaction with Jamie [Senior Program Director] and Gabby [Social Services Manager] have been pleasant they both have answered/addressed any questions or concerns promptly. I haven't had much interactions with the other families in the program."*

- *"My experience was good and bad only because I felt rushed to move had to move in certain time or could lose spot for apartment, but program is awesome. They are always willing to help you and willing to get information and resources for you to help you out."*

- *"Coaching and budgeting"*

- *"Families Flourish has been very supportive with my relocating, coaching, and the monthly programs. I recently lost my father within 3 months of me joining Families Flourish. My life coach has been very understanding and supportive by checking up on me even when I do not want to talk to anyone. She is always one call or text away when I come across any issues and she gives me the proper guidance on how to handle issues on hand."*

KNOWLTON SCHOOL

ARCHITECTURE
LANDSCAPE ARCHITECTURE
CITY AND REGIONAL PLANNING

5.7 Participant Voices: Interview Reflections

Coaching Satisfaction

In interviews, participants were generally very satisfied with the coaching program. Participants identified coaching as critical to the program's success. Coaches were seen as highly accessible and proactive. Participants identified the importance of being open and transparent with their coach, which has been a challenging adjustment for some participants. One participant did note that they asked their coach to push them harder on goals.

Openness, Transparency and Relationships

"I feel like we connect on another level too. Not just coach and mentor. It's like we share the same kind of, like, background and, like, family issues. And so, she gives me guidance on how to go about certain situations…So it's like we're on a different—We're not just coach and mentors. She's like someone I can, like, really vent to or, like, even just ask for guidance."

"I have been really leaning on her and being transparent with her. So, our first meeting, I was in tears. Cause' I'm like, "I just want this to be a real relationship. I don't want to have walls up. I want to be able to share, like, all aspects of my life with you and not treat you as a coach, but a friend." It's been a good relationship; it's been a growing relationship. And I appreciate it."

Supportive Coaches & Staff

"I feel like I have a lot more support now. Like, you know, because I didn't have a lot of supportive people in my life. And getting into this program and being around other people that are in my situation and, you know, having, like Jamie [Senior Program Director] and Gabby [Social Services Manager], that are really there, like, trying to help you and want to see you do better."

"Oh, the coaching's wonderful. My coach, she's fabulous. She's very supportive. We meet once a month and I look forward to our calls just because she's super supportive, super encouraging. I mean, I've applied for several positions that, without her support and go ahead, [I'd go] "I'm totally not qualified for that!" So, she's just, um, helping me to provide better confidence and self-esteem within myself."

"I never thought I needed a life coach until I had a life coach, if that makes sense."

"So, it's like, to have those coaches that you can literally just text at [any time] and they can respond and help you and call. I think that's what makes the program easy, too. Like it's—you literally have guidance through the whole thing."

5.8 Participant Voices: Interview Reflections

Pursuit of Life Goals

In interviews, participants identified many short-term goals they had achieved and long-term goals they were still pursuing. Goals primarily related to employment and financial goals, educational goals and health/wellness goals. Participants identified the important role of coaches in helping break down larger goals to more effective series of smaller goals or steps.

Educational Goals

"I do have an education goal and then I have a career goal. The education goal is to return back to Franklin University to finish up my Bachelor's degree. I will have a Bachelor's degree in Human Resource Management, and I have a minor in Performance Management. I only have 9 classes to complete. So, the goal is to go back to school, finish school, and find a career that has quality pay, but also, a job that has benefits."

"So, all those supportive pieces are really helpful for me. I secured the job, I've been pretty successful paying my rent. That was a basic goal. I'm trying to think, I have a goal right now to apply to grad school. I don't know what that looks like on the other end, but I submitted my applications. So right now, I conquered that goal and I'm just kind of waiting to hear back."

Employment and Financial Goals

"I had some bigger goals that I kind of, we talked about and kind of tapered them down to more attainable goals at this time. One goal that I did have was to find a less stressful job with pay between, like, $18 and $25, which I did secure a new position. So I work with LifeStart and I got that through New Directions which was somebody that came and spoke for one of the monthly meetings for [Families Flourish]."

"When I first started, I was working at a school. And she's like, "Is that what you really wanna do?" I'm like, "No. I just kinda, like, fell into it." So she's like, "What do you wanna do?" And I told her, like, "I've always been in the health field, but, like, my dream was to work at Nationwide Children's Hospital." And literally, I started this program in September of last year and then, in February I got hired on at Children's. So, like, that was one of the goals that we got."

Health and Wellness

"Everything I did revolves around my daughter. She's like, "Now, what are you doing for yourself? Your life is not just mommy mode, like, all year round. 24/7." So she started me off with yoga. Got into yoga. Loved it, and she's like "That's something for you", and then she's like, "You know, you need a self-care day. Even if it's one time out of the month." So I do that now. She's got me reading more. Like, I didn't read since I graduated. So it's like, she's like, "No, look at this book" and she sends it to me."

PART 6

FINANCIAL WELL-BEING

6.1 Family Economic Well-Being

The majority of participants (19 out of 27) indicated that their economic circumstances were either "Better" or "Much better" compared to their situation prior to entering the program. Two participants reported that their economic circumstances were "Worse" compared to their situation prior to entering the program, while five participants reported no significant changes.

How would you describe your family's economic circumstances since relocating compared to prior to entering the program? (Group 1 N=14; Group 2 N=13)

■ Better/Much Better   ■ Neutral   ■ Worse/Much Worse   ■ No Response
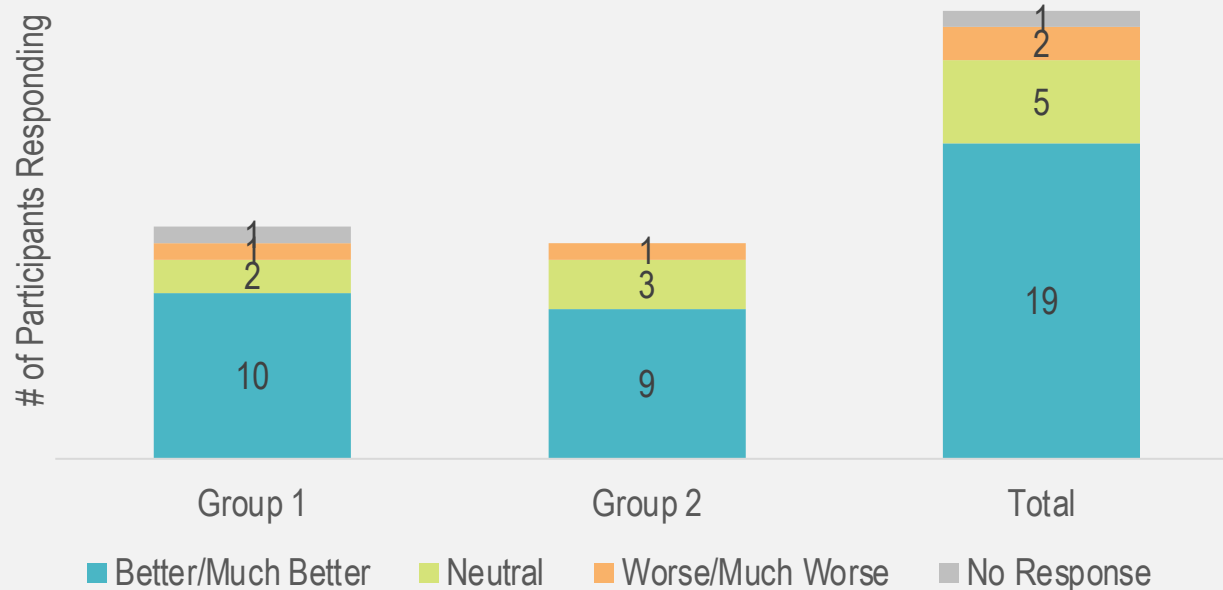
6.2 Family Income

Over half of participants (15 out of 27) stated that their income has improved since joining the program. One participant reported that their income has worsen compared to their income prior to entering the program, while 10 participants reported no significant changes.

How would you describe changes in your income since enrolling in Flourish? (Group 1 N=14; Group 2 N=13)

# of Participants Responding

| Group 1 | Group 2 | Total |

- Better/Much Better
- Neutral
- Worse/Much Worse
- No Response
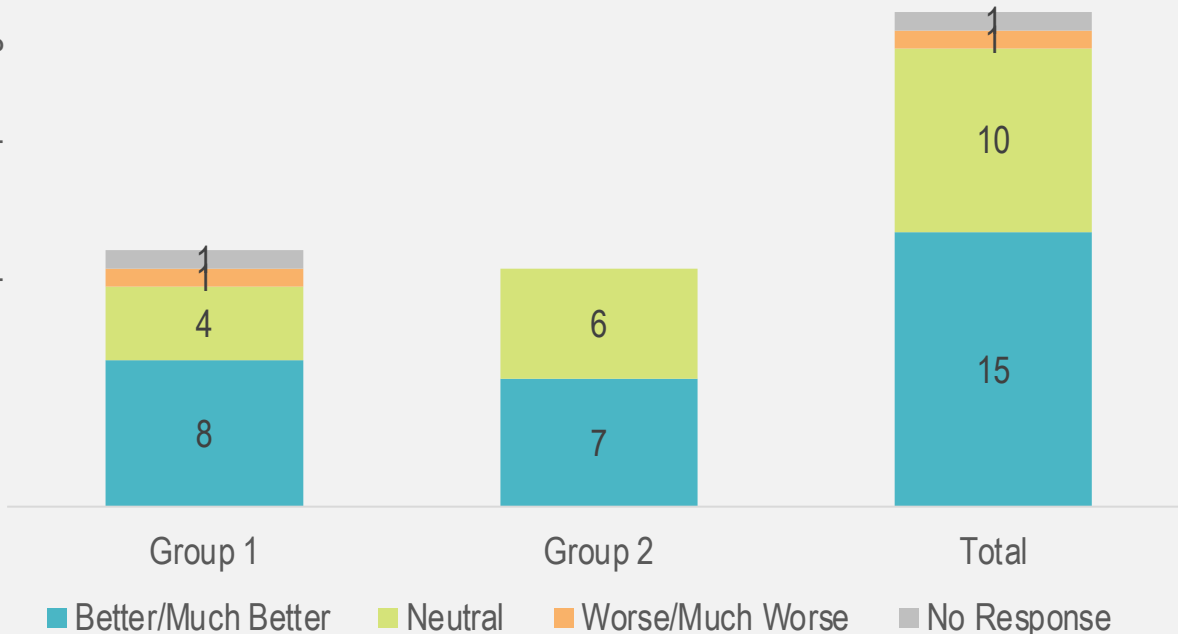
Participant Reflections on the Degree of Changes:
(Group 1)

- *"Tremendously [increased]"*
- *"A lot [increased]"*
- *"Almost 80% [increased]"*
- *"$20,000 a year increase"*
- *"Better benefits and higher pay rates"*
- *"I am in my career field that I have a passion for. They work with me, and I am very grateful."*

(Group 2)

- *"A good amount I feel independent and able to provide for my child and myself."*
- *"I earned $10,000 more this past year than the year before. My employment has been the same, but I am getting better shifts."*
- *"I make a few dollars more an hour than what I was making."*
- *"It changed a lot of things. I became more ambitious. I have wonderful people in this program who kept pushing me to do more and reach my goals."*
- *"Increased"*

6.3 Employment Changes

The majority of participants (16 out of 27) stated that their employment has improved since relocating, while ten participants reported that their employment has not changed significantly. Six participants responded receiving one or more promotions since enrolling in the program. In the last 12 months, 12 resported that they have participated in job or career training, and 15 reported that they have completed additional education such as taking the GED, enrolling in college, or taking classes to learn a new skill. It is important to note that seven participants reported participating in training as well as completing additional education.

How would you describe changes in your employment since relocating? (Group 1 N=14; Group 2 N=13)

Legend: Better/Much Better, Neutral, Worse/Much Worse, No Response
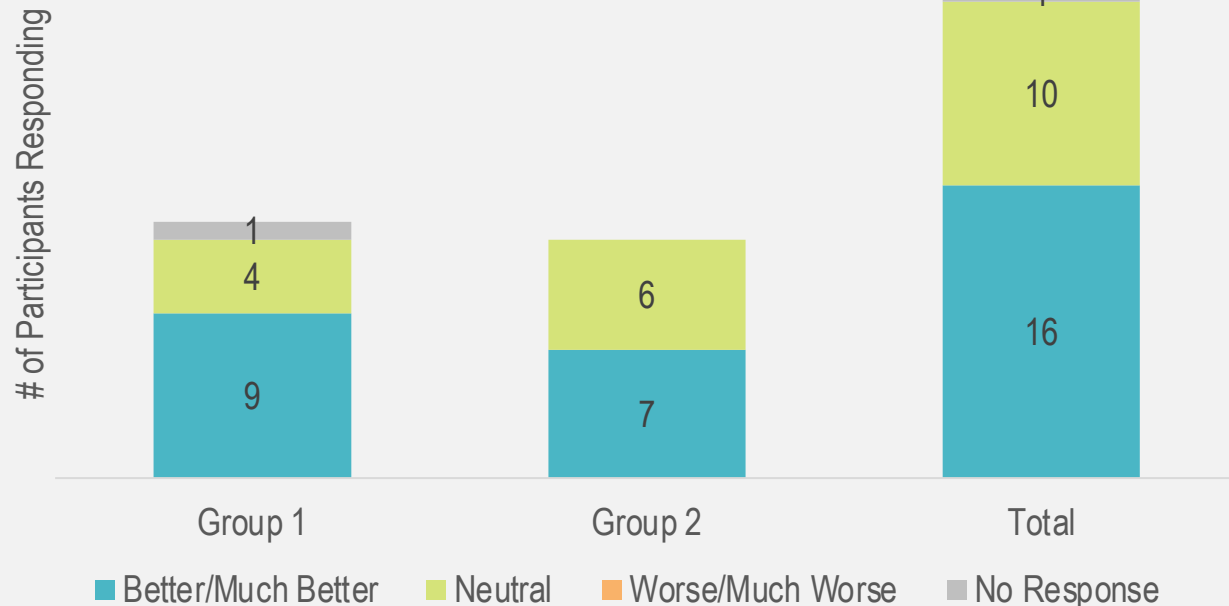
Participant Reflections:

(Group 1)

- *"Termination and in need of second job"*
- *"Starting back doing my business"*
- *"Better opportunity"*
- *"Better pay"*
- *"Previous job was too stressful and too much travel"*
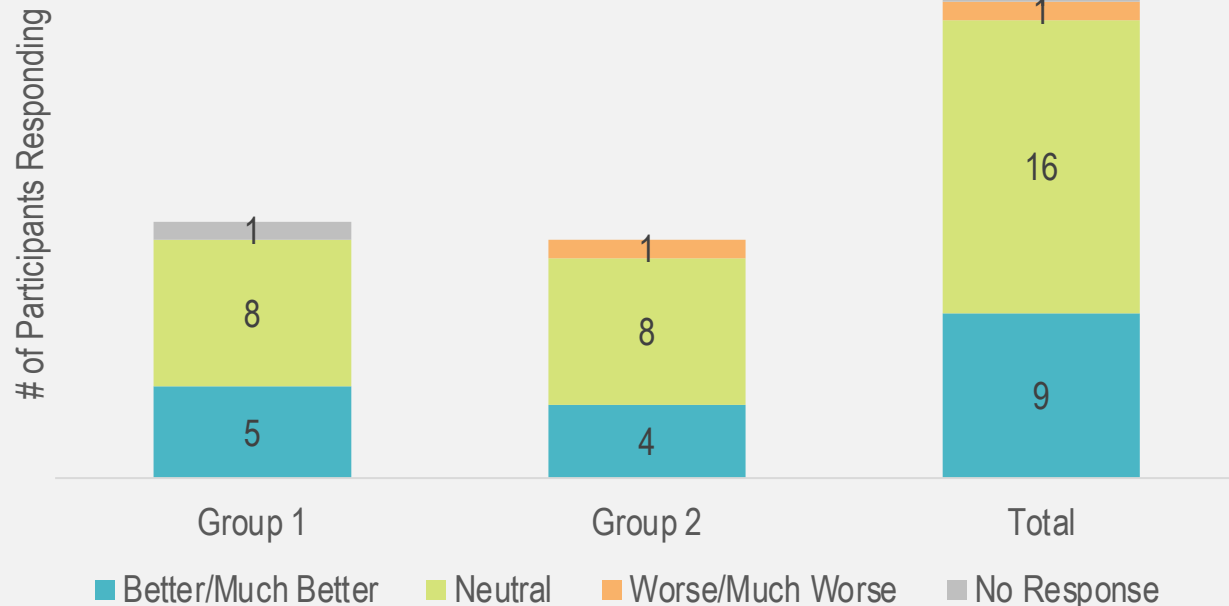
(Group 2)

- *"Better opportunity and work from home"*
- *"Found a better job at a hospital close to my house"*
- *"I started my CNA program and started working in nursing home."*
- *"Received a promotion"*
- *"More money"*
- *"I went unemployed when I lost my father to a traumatic event. It has impacted a lot towards my family."*
- *"Bus driver"*

53

6.4 Credit Score Changes

Nine participants reported that their credit scores have improved since enrolling in the program. The majority of participants (16 out of 27) indicated no change in their credit scores, while one reported a decline. Participants who responded that their credit score improved noted an increase ranging from 20 to 122 points.

How would you describe changes in your credit score since enrolling in Flourish? (Group 1 N=14; Group 2 N=13)

Participant Reflections:

(Group 1)
- *"It increased my score is 715."*
- *"Went from 542 to 664"*
- *"Went up 20 points 598"*
- *"Still working on improving my credit score "*

(Group 2)
- *"I went from 580 to 640."*
- *"I've gone up about 30 points."*
- *"It went up, then down when I applied for a car loan, now it's going back up as I make my payments on time. So, it is essentially the same as it was a year ago."*
- *"Maybe 30 points 570"*
- *"My credit has increased by at least 50 points. It is currently at a 647."*
- *"600"*

6.5 Other Financial Changes or Stressors

Paying Rent, Utilities, or Other Bills

Nineteen out of 26 participants reported having difficulty paying rent, utilities, or other bills since moving. Seven responded that they had experienced these difficulties for less than two months a year, while eleven responded 2 to 4 months a year. One participant indicated that she had experienced difficulties more than 9 months a year. Seven participants indicated that they experienced no difficulty paying these bills.

Transportation or Car Issues

Since moving, eight participants indicated that they experienced no difficulty related to transportation or car issues.

Seven reported experiencing these difficulties for less than two months a year, while six reported 2 to 4 months a year, three reported 4 to 8 months a year, and two reported more than 9 months a year.

What bills do you have the most difficulty paying?

- *Group 1: Rent (6), Electricity (2), Car payment (2), Insurance (1), Water (1), All (1)*
- *Group 2: Rent (6), Electricity (5), Gas (2), Utilities (1)*

Thinking about the past six months, did you have trouble paying for any of the following?

- *Group 1: Food (6), Debt (5), Childcare (4), Transportation (4), Medical needs (2)*
- *Group 2: Debt (7), Food (5), Childcare (5), Transportation (2), Medical needs (1)*

KNOWLTON SCHOOL

ARCHITECTURE
LANDSCAPE ARCHITECTURE
CITY AND REGIONAL PLANNING

6.6 Economic Conditions and Employment Changes

Participant Reflections: Excerpts from Surveys

- *"A new job with better pay & benefits"*

- *"Access to better employment and community resources exclusive to my new community"*

- *"I had issues with receiving pay from my employer, accounts payable has not processed my position's payroll."*

- *"Having an issue getting use to the corporate world"*

- *"Nothing has changed much"*

Participant Reflections: Excerpts from Interviews

The majority of interview participants noted improved financial conditions since joining the program a year ago.

"Yes. I have made some financial strides and accomplished some of my financial goals being in the program because those seeds are planted already. And some things you do know but revisiting them every month or having your life coach bring it up and somebody's holding you accountable, my financial situation has definitely improved."

"Yes, I do feel better about my financial security. Not to mention, I landed a great job when I got the apartment."

KNOWLTON SCHOOL

ARCHITECTURE
LANDSCAPE ARCHITECTURE
CITY AND REGIONAL PLANNING

PART 7

## CHILD WELL-BEING, HEALTH & DEVELOPMENT

7.1 Impact of Flourish on Children

This section, titled 'Child Well-being, Health, and Development,' includes responses related to 35 children: 15 from Group 1 and 20 from Group 2; 17 K-8 children and 18 preschool-age or younger. 27 participants responded for each of their children.

Participants rated the overall helpfulness of the program for their child(ren). They rated the program as "Helpful" or "Very helpful" for 26 out of 35 children, while rating it as "Neither helpful nor unhelpful" for seven children and as "Very unhelpful" for one child.

Overall how helpful has the program been to your child?
(Group 1 N=15; Group 2 N=20)
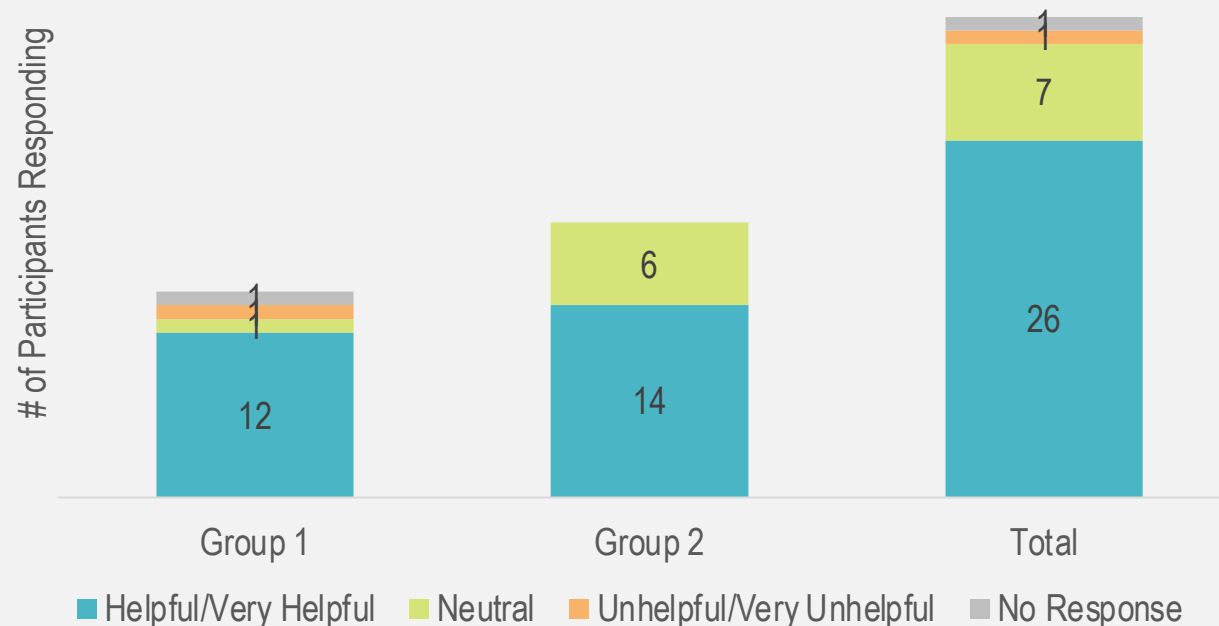
# 7.2 Adjustment to New School and Change in Academic Outcomes

Participants indicated that 23 out of 35 children had a good or very good adjustment to their new school, which includes preschool to middle school, and in some cases, daycare. One participant indicated that her child had a poor adjustment to their new school. Additionally, most of the participants with children younger than preschool age did not answer this question.

Participants indicated that since enrolling in Flourish, 13 out of 17 K-8 children's academic outcomes improved either positively or very positively. Four children's academic outcomes showed no changes since enrolling in Flourish. This question did not apply to parents with children at preschool age or younger.

How has your child adjusted (or reacted) to their new school?
(Group 1 N=15; Group 2 N=20)
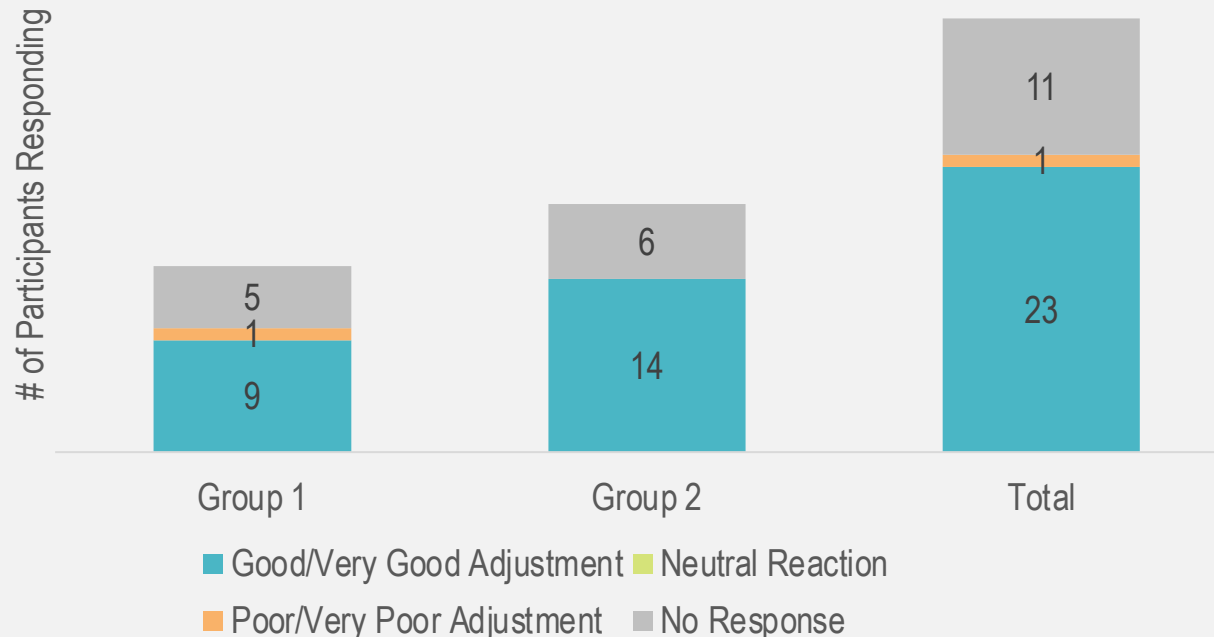
How has your child's grades changed since enrolling in Flourish? (Group 1 N=15; Group 2 N=20)
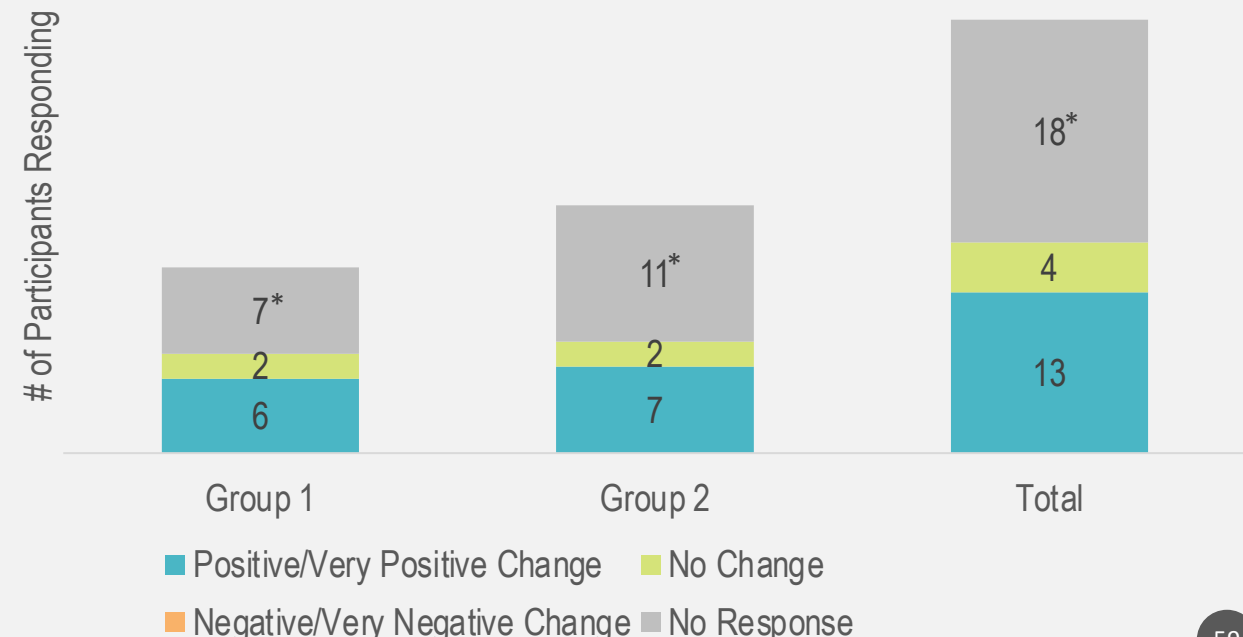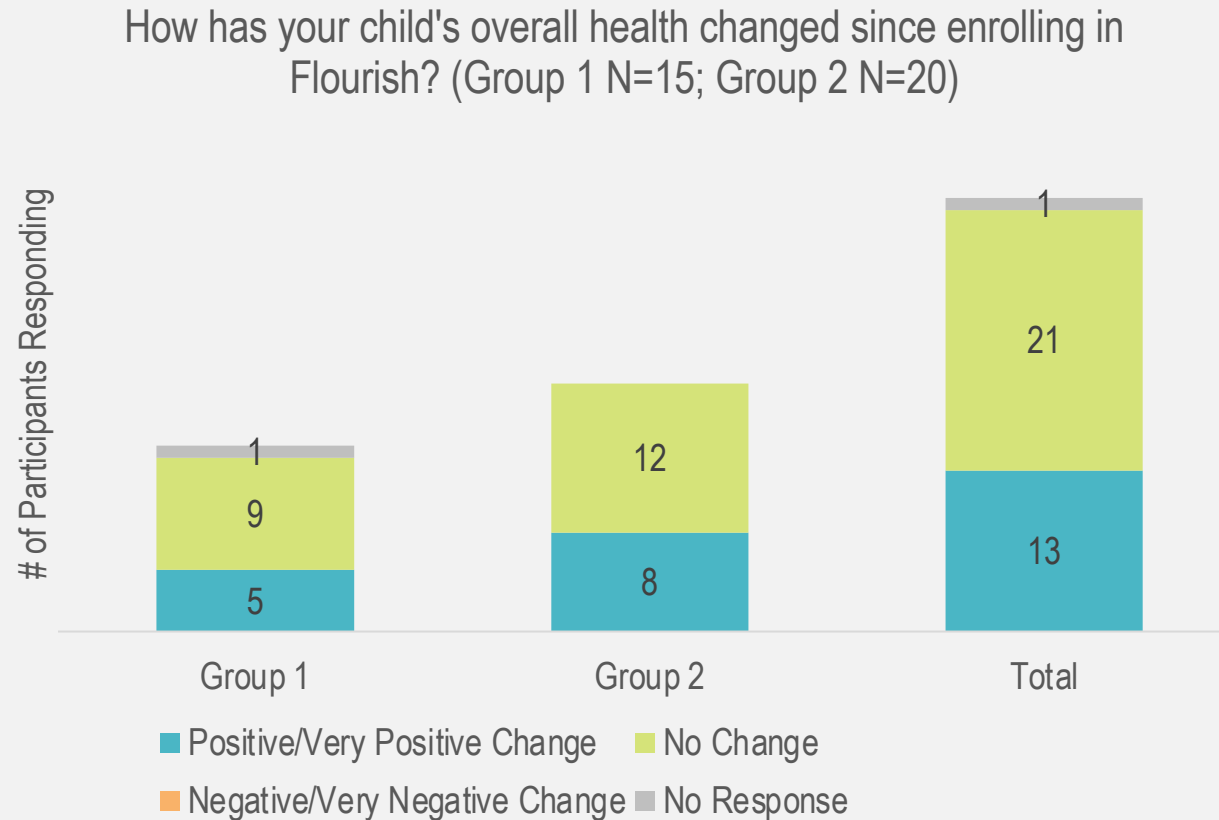

*Most of participants with children younger than preschool age did not answer this question.

*This question did not apply to parents with children at preschool or younger.

7.3 Changes in Children's Overall Health

Participants indicated that since enrolling in Flourish, 13 out of 35 children's overall health improved either positively or very positively, while 21 children's overall health showed no changes.


How has your child's overall health changed since enrolling in Flourish? (Group 1 N=15; Group 2 N=20)

ARCHITECTURE
LANDSCAPE ARCHITECTURE
CITY AND REGIONAL PLANNING

KNOWLTON SCHOOL

7.4 Changes in Children's Physical Health and Poor Physical Health Days
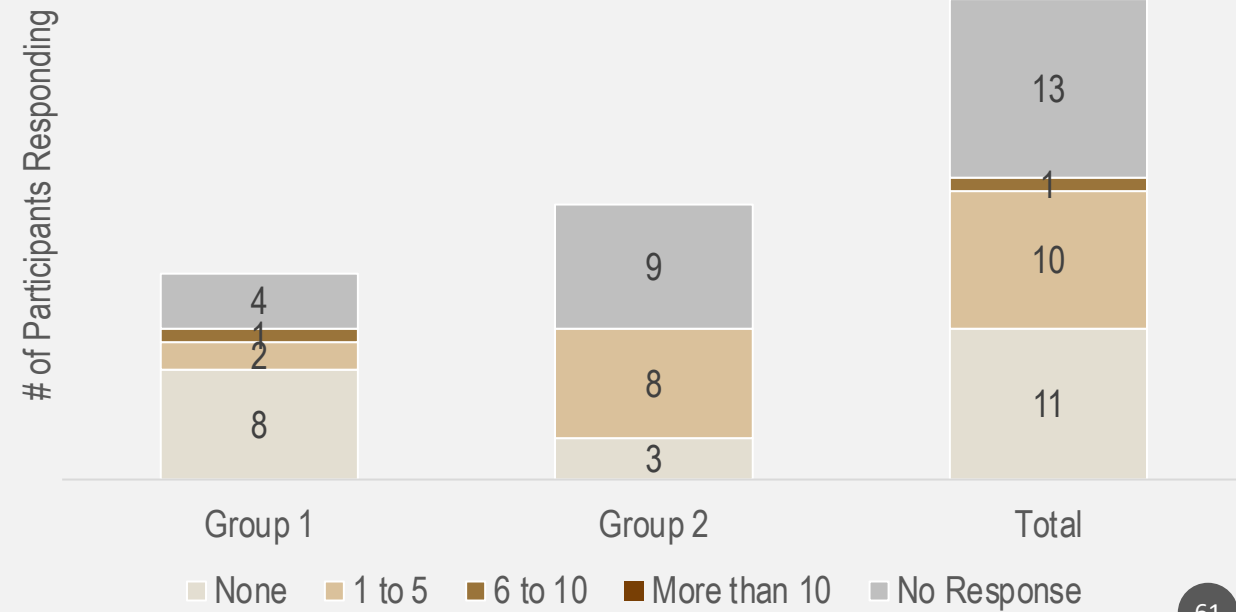
Participants observed positive or very positive changes in the physical health of 13 out of 35 children since relocating, while noting no change for 18 children and negative changes for three children.

Additionally, participants noted that 11 children experienced no days of poor physical health in the preceding month, while ten children experienced 1 to 5 days of poor physical health, and one child experienced 6 days of poor physical health.

How has your child's physical health changed since relocating? (Group 1 N=15; Group 2 N=20)
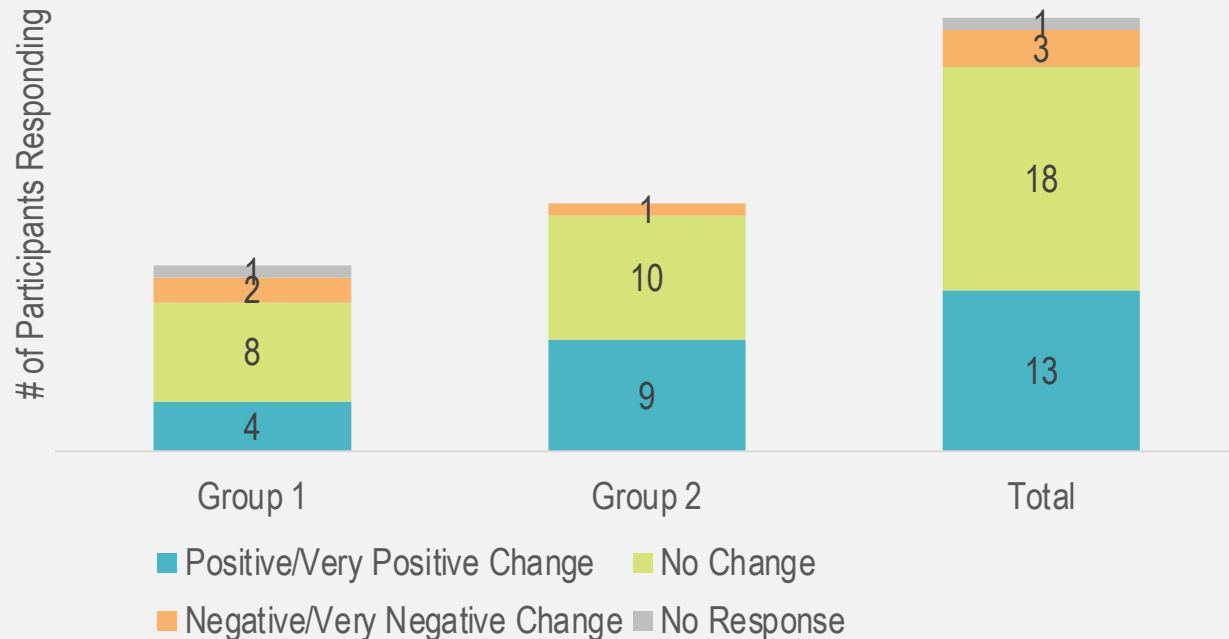
Positive/Very Positive Change ■ No Change
Negative/Very Negative Change ■ No Response

Number of poor physical health days in the preceding month (Group 1 N=15; Group 2 N=20)

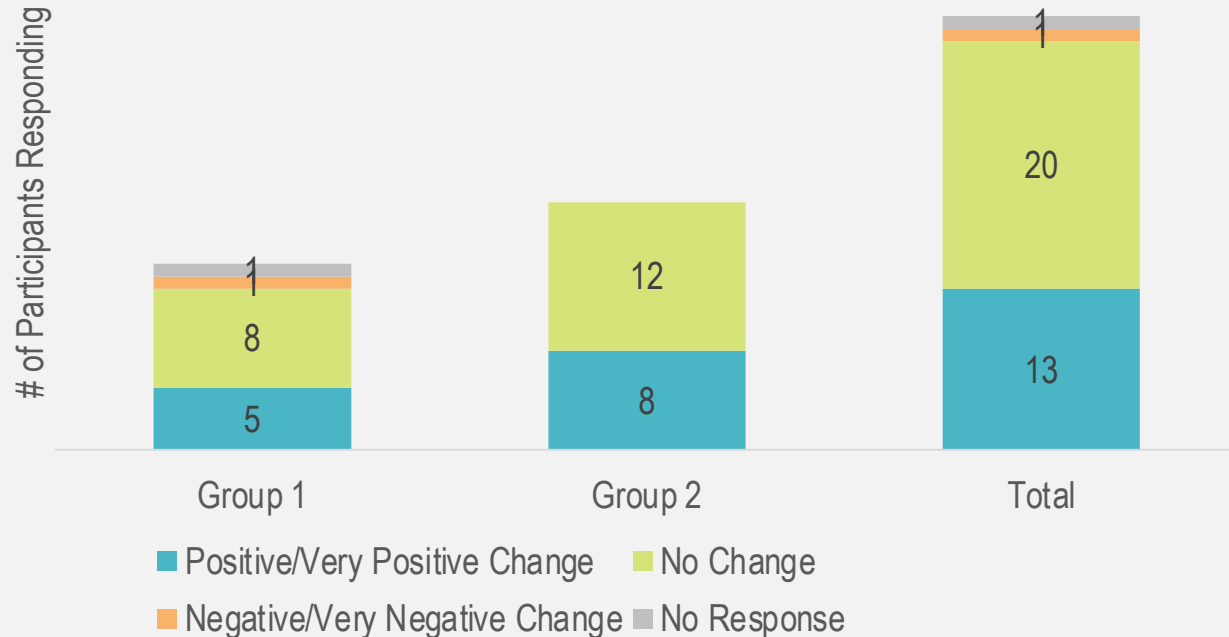None ■ 1 to 5 ■ 6 to 10 ■ More than 10 ■ No Response

7.5 Changes in Children's Mental Health and Poor Mental Health Days

Participants observed positive or very positive changes in the mental health of 13 out of 35 children (8 from K-8 children and 5 from preschool-age or younger children) since relocating, while noting no change for 20 children (9 from K-8 children and 11 from preschool-age or younger children) and negative changes for one child from preschool-age or younger.

Additionally, participants noted that 17 children experienced no days of poor mental health in the preceding month, while four children experienced 1 to 5 days of poor mental health. One child experienced 6 to 10 days of poor mental health and another child experienced 15 days of poor mental health.

How has your child's mental health changed since relocating?
(Group 1 N=15; Group 2 N=20)

Number of poor mental health days in the preceding month
(Group 1 N=15; Group 2 N=20)
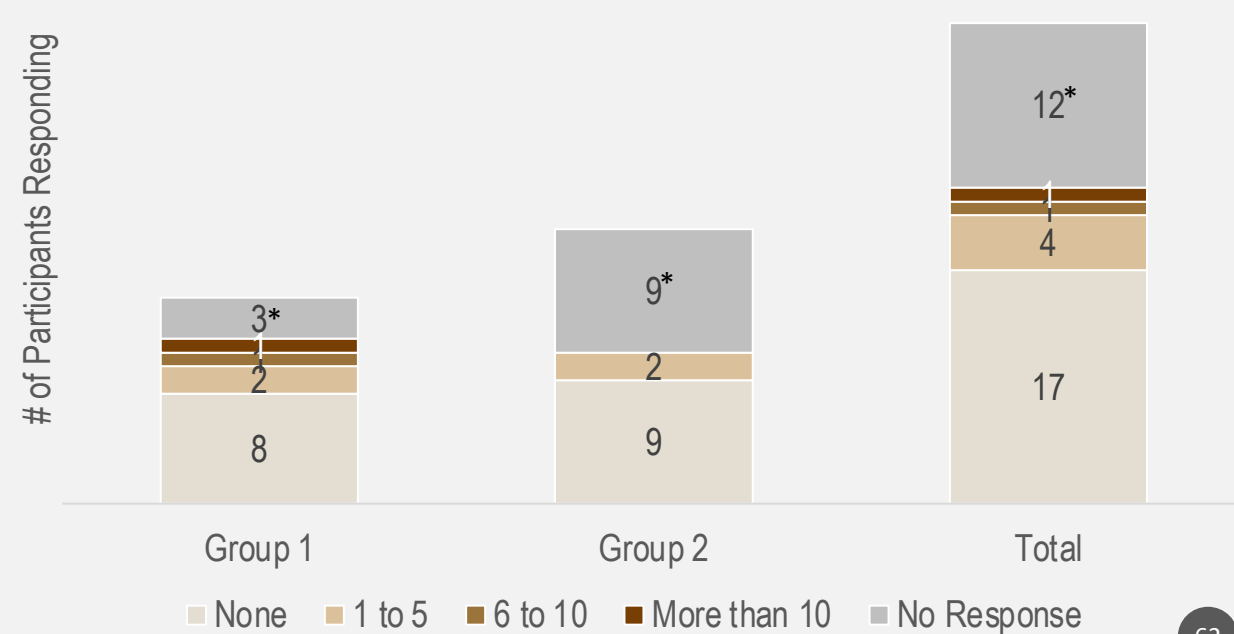
*This response includes 'I don't know' (Idk) responses.

CITY AND REGIONAL PLANNING

7.6 Changes in Children's Behavior

Participants observed improvements in the behavior of 18 out of 35 children since enrolling in the program. Additionally, they noted no change in the behavior of 15 children and negative changes in the behavior of one child.

How has your child's behavior changed since enrolling in Flourish? (Group 1 N=15; Group 2 N=20)

KNOWLTON
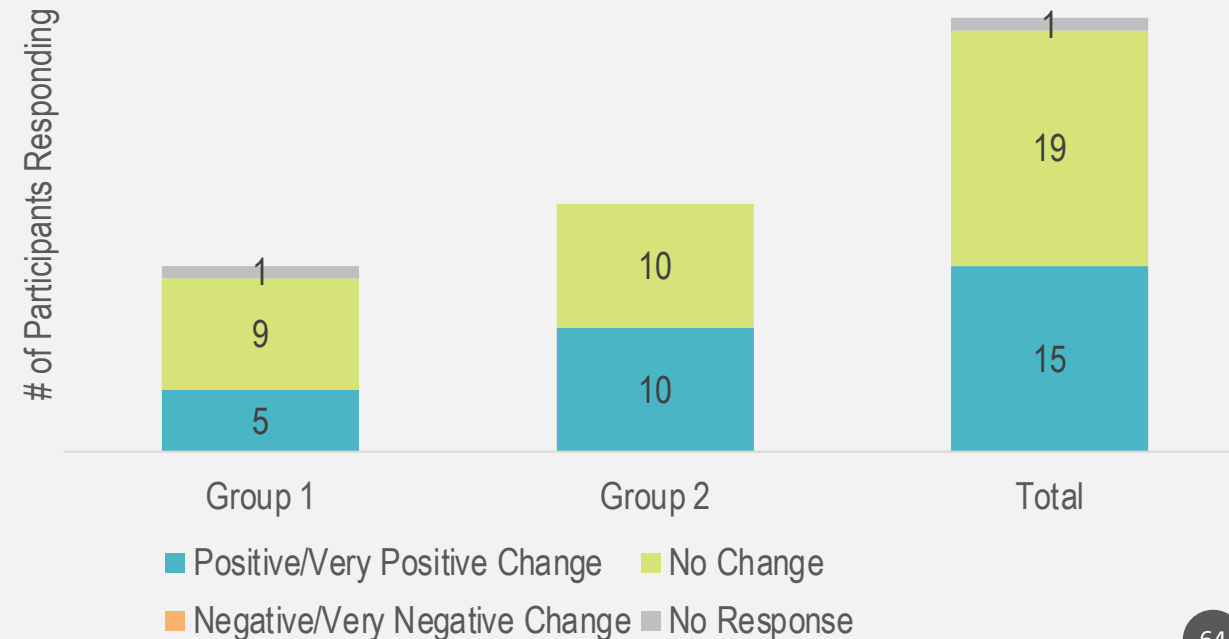SCHOOL
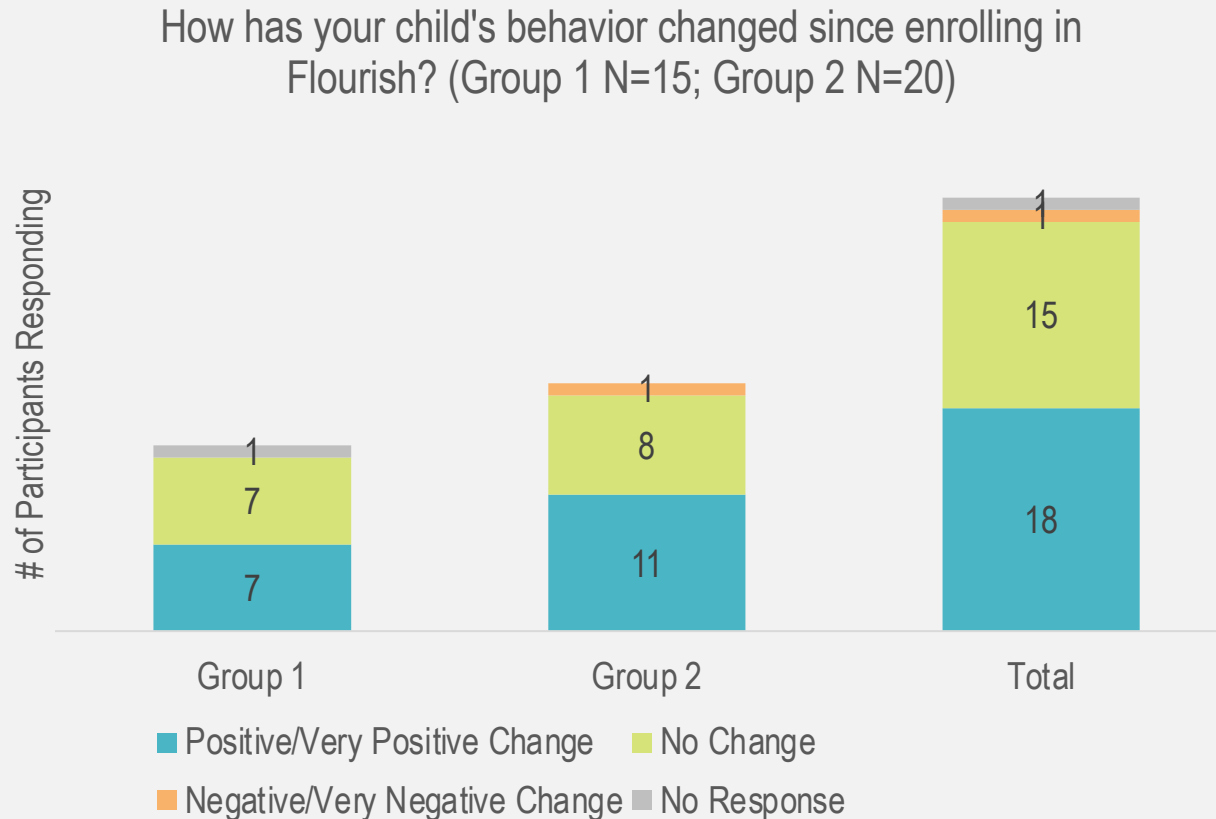
7.7 Impact on Children's Emotional Health

Participants observed positive or very positive changes in the self-image/self-worth of 14 out of 35 children since enrolling in the program, while noting no change for 18 children and negative changes for two children.

Additionally, they observed positive or very positive changes in the optimism of 15 out of 35 children since enrolling in the program, while noting no change for 19 children.

How has your child's self image/self worth changed since enrolling in Flourish? (Group 1 N=15; Group 2 N=20)
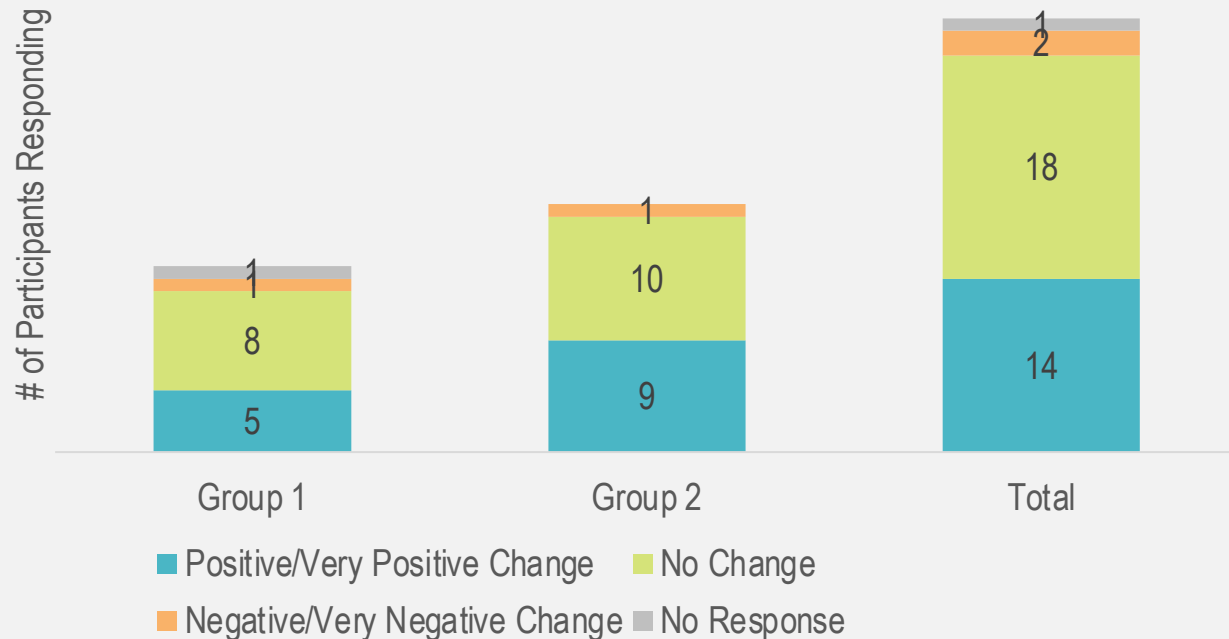
How has your child's optimism changed since enrolling in Flourish? (Group 1 N=15; Group 2 N=20)

LANDSCAPE ARCHITECTURE
CITY AND REGIONAL PLANNING

7.8 Child Development and Health: Excerpts from Surveys

Participant Reflections:

(Group 1)

- *"My son had adjusted well. His school embraced him. They encourage him so much. His confidence has grown, and he received support services immediately and he increased all of his test scores. He loves school. I enrolled him in aftercare to spend more time at the school meeting new friends he has a lot of friends."*

- *"His confidence has improved."*

- *"His gross motor skills has improved due to having the space."*

- *"My son was a preemie and club foot baby, and he is improving tremendously."*

- *"I don't have any changes to include yet. This is my daughters first year at the school."*

- *"Chronic illness"*

(Group 2)

- *"No changes, he's always been positive and eager to learn."*

- *"Nothing has changed"*

- *"My son has sickle cell disease and was (born) prematurely at 24 weeks."*

7.9 Participant Voices: Interview Reflections

Children's Experiences

In interviews, most participants identified positive improvements to their child's wellbeing and smooth transition into their child's new school. Participants emphasized the importance of higher resourced and safer school/neighborhood environments and improved self-confidence and self-esteem for their children.

Changes in Self Confidence & Behavior

"I have seen him just step more into himself and his confidence level has gone up. Again, little things that you don't think about or whatever. He has, like, long hair and he would only dress a certain way or wear his hair a certain way when he went to a different school. His attitude was not the best and he had, like, some—I don't want to call them anger issues because he's a little boy. But, he had, like, responses that were, like, quick tempered and hot. But it was based on, the conditions of the (previous) school and the children that he was around. And he just had to be a certain way (in that environment). (Now) I'm seeing that he's softer. He's more, he's confident, but he's softer. Like, he's being more of a bubbly little boy versus a hardcore, "I've got an attitude problem" little boy, if you understand what I"m saying? He's softer."

Better School Resources & Safer Environments

"She got into it. And she has therapy at her school. She has a therapist at her school. She has, like, an emotional support animal at her school. So, she has all that. So even now, if she's, like, feeling overwhelmed, they have all of that to make her feel like, "Okay. yeah. I had a breakdown. But I'm good now." So, she did really good adjusting."

"I did have a meeting with all the 3rd grade teachers, the school counselor. So, they have embraced him. They set him up quickly with intervention services that he was going to need because he was behind. He's a COVID kindergarten and he's coming out of a public school, a low resource public school. But, they responded very quickly and he did too."

"He loves our neighborhood. So, this morning when I was getting ready, I was just thinking about some of the little things that—we never had the opportunity to walk to school before. My son is in the 3rd grade, and he is just now learning how to ride a bike. Because he has a safe place to do so, a safe place to store it, a safe place to even ride or go out with friends to ride a bike. Before, I never really gave it much thought in my neighborhood because it just wasn't an option for him. But now, he's able to walk across the street and play with friends. He's able to bike ride. He's able to walk to school and that's just something that we didn't have before."

"He does like his school. There's not like, any, like...How can I put it? It's not a bad school, that's all I can say. It's not a bad school where I feel like I have to fend for him and his safety and stuff like that."
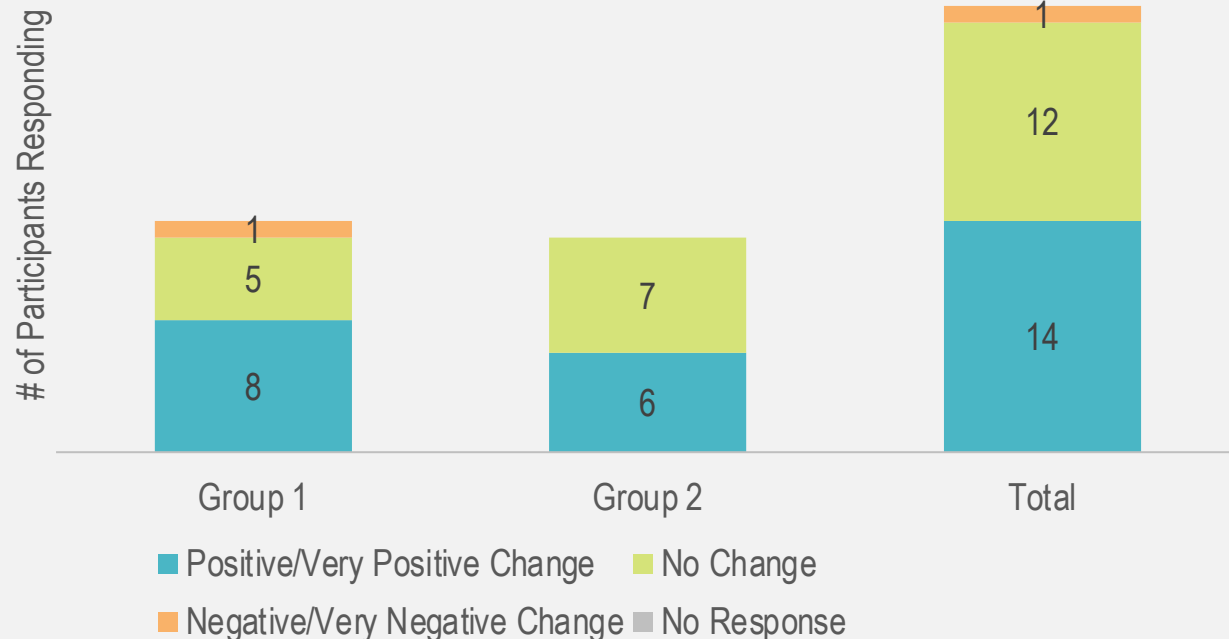
PART 8

PARTICIPANT HEALTH

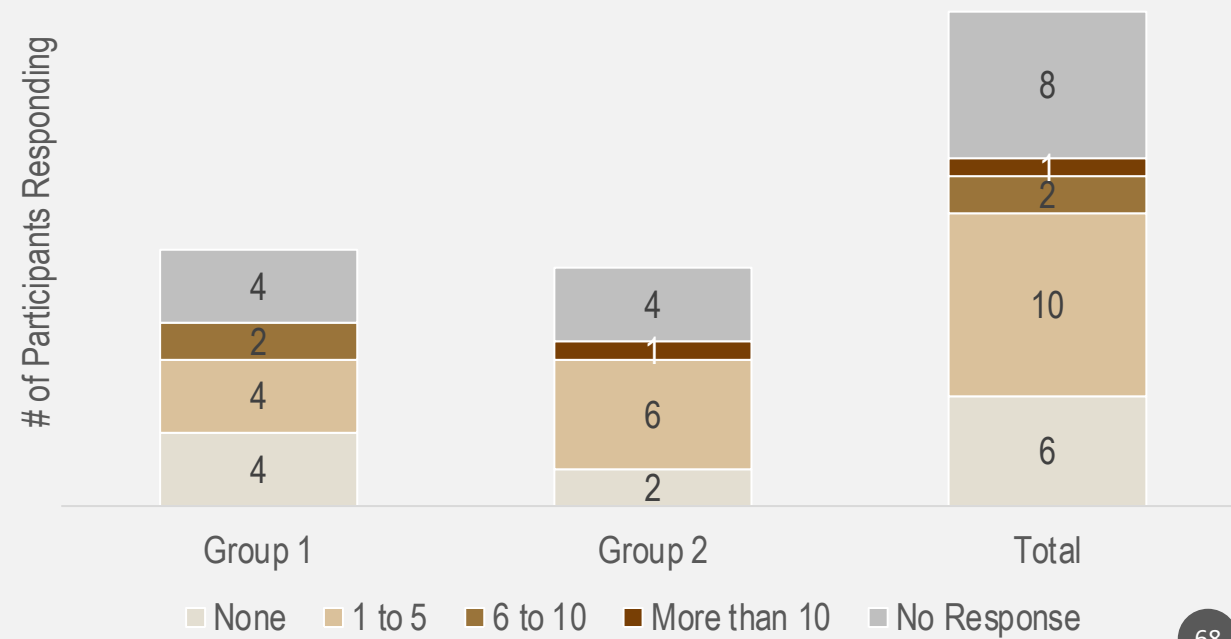# 8.1 Changes in Participant Physical Health and Poor Physical Health Days

Fourteen out of 27 participants reported improvements in their physical health since relocating, while 12 participants noted no changes. One participant reported negative changes in their physical health.

Additionally, six participants reported experiencing zero days of poor physical health in the preceding month, while ten participants noted 1 to 5 days of poor physical health. Two participants reported experiencing 10 days of poor physical health, and one participant noted more than 10 days of poor physical health. Eight participants did not provide a response to this question.

How has your physical health changed since relocating?
(Group 1 N=14; Group 2 N=13)

Number of poor physical health days in the preceding month
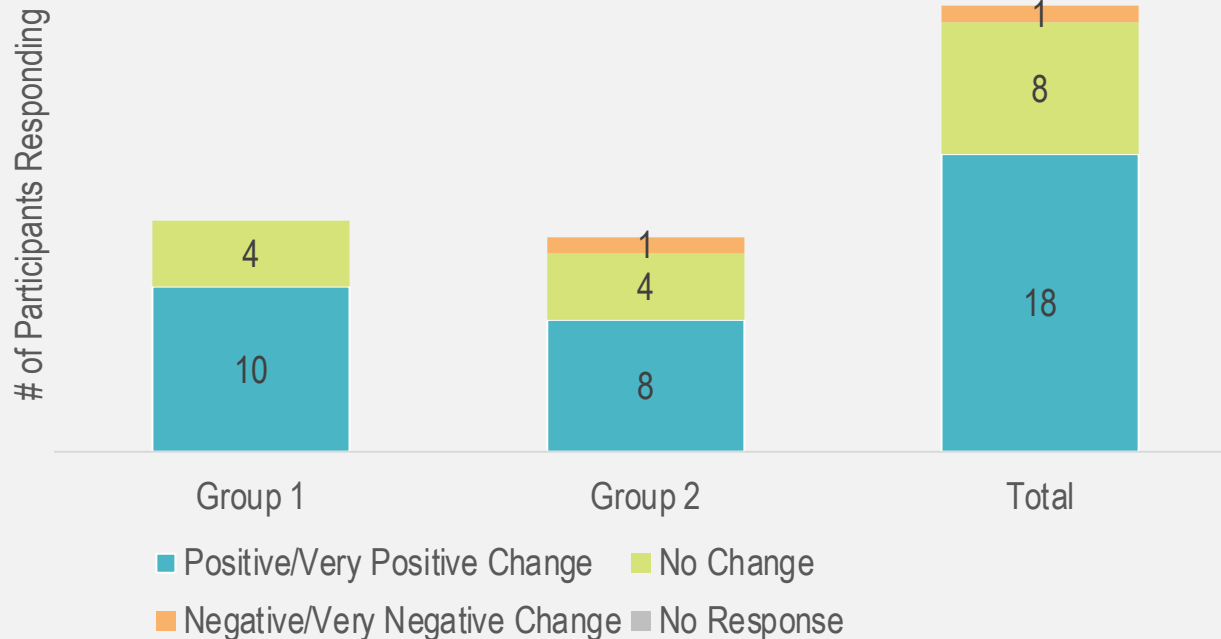(Group 1 N=14; Group 2 N=13)

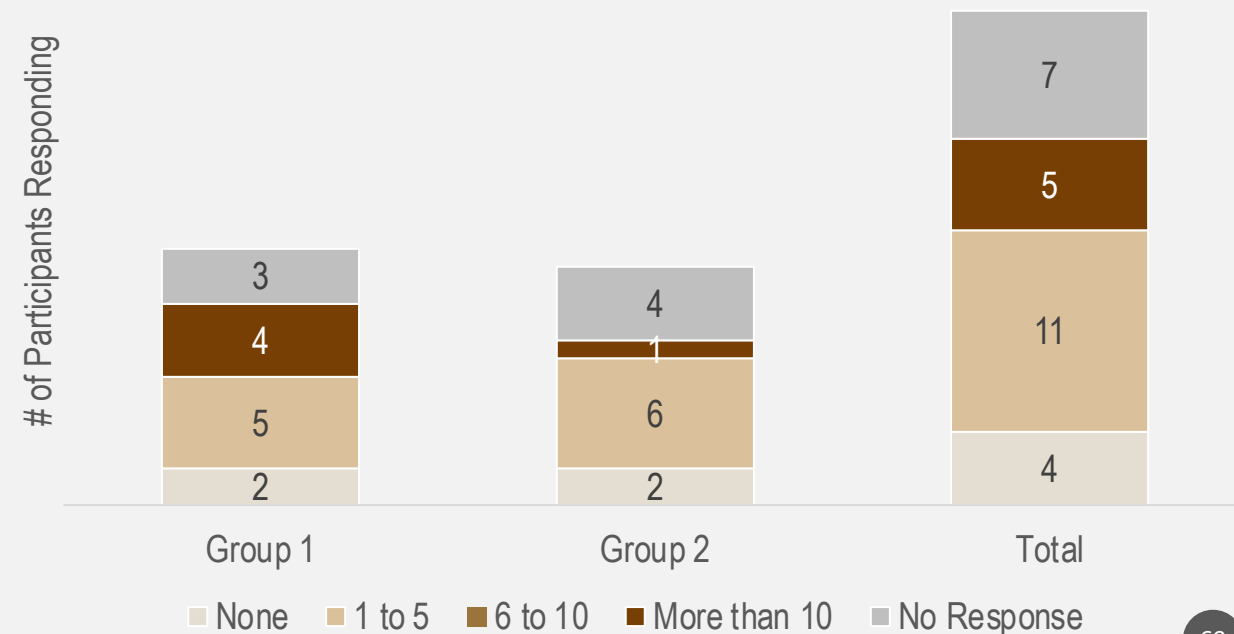# 8.2 Changes in Participant Mental Health and Poor Mental Health Days

The majority of participants (18 out of 27) reported improvements in their mental health since relocating, while eight participants noted no changes. One participant reported negative changes in their mental health.

Additionally, four participants reported experiencing zero days of poor mental health in the preceding month, while eleven participants noted 1 to 5 days of poor mental health. Five participants reported experiencing more than 10 days of poor mental health.

How has your mental health changed since relocating?
(Group 1 N=14; Group 2 N=13)

Legend: Positive/Very Positive Change | No Change | Negative/Very Negative Change | No Response

Number of poor mental health days in the preceding month
(Group 1 N=14; Group 2 N=13)

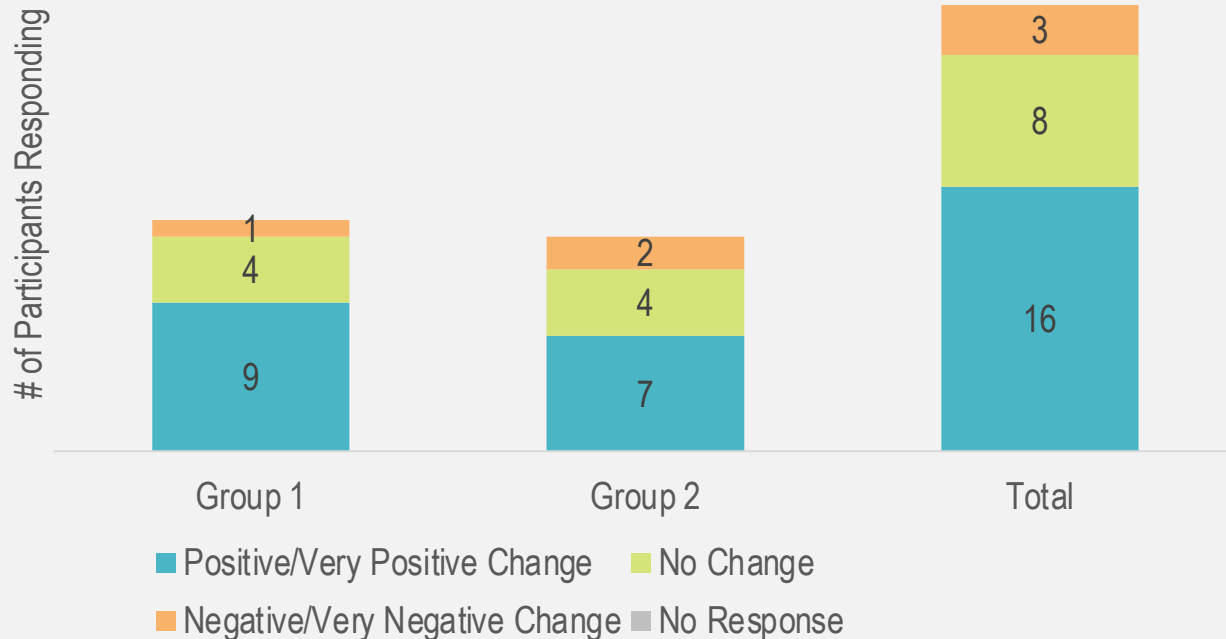**Legend:** None | 1 to 5 | 6 to 10 | More than 10 | No Response

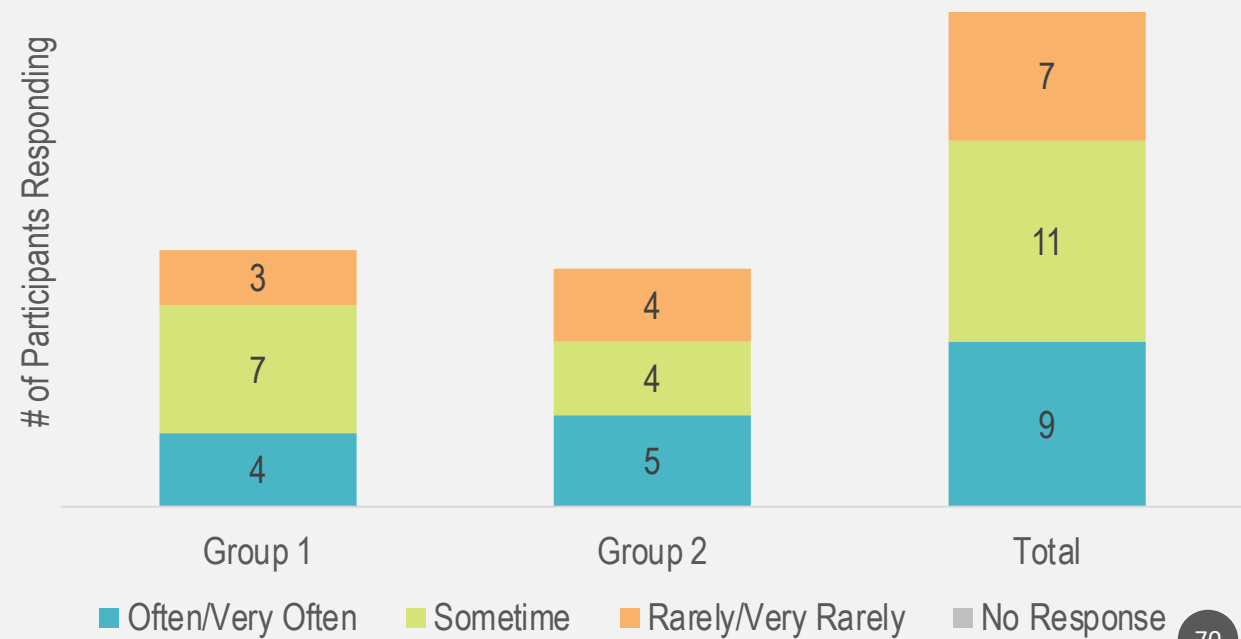# 8.3 Stress Levels and Social and Emotional Support

The majority of participants (16 out of 27) reported a positive or very positive change in their levels of stress since relocating, while eight participants noted no changes. Three participants indicated a negative change in their stress levels.

Participants were asked to rate how often their social and emotional needs are met. Nine participants reported that their social and emotional needs were met "Often" or "Very often." However, eleven participants indicated that their social and emotional needs were met only "Sometimes," while seven indicated that they were met "Rarely" or "Very rarely."

How has your stress changed since relocating?
(Group 1 N=14; Group 2 N=13)

Legend: Positive/Very Positive Change, No Change, Negative/Very Negative Change, No Response

How often do you get the social and emotional support you need? (Group 1 N=14; Group 2 N=13)

Legend: Often/Very Often, Sometime, Rarely/Very Rarely, No Response

CITY AND REGIONAL PLANNING

8.4 Health Impacting Daily Function

Participants reported 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. Six out of 27 participants indicated zero days in the past 30 days experiencing poor physical or mental health to a level that prevented them from engaging in their usual activities, while eight participants reported 1 to 5 days, and eight participants reported more than 10 days. Five participants did not provide a response to this question.

Number of poor physical or mental health days that impacted
function in the preceding month
(Group 1 N=14; Group 2 N=13)
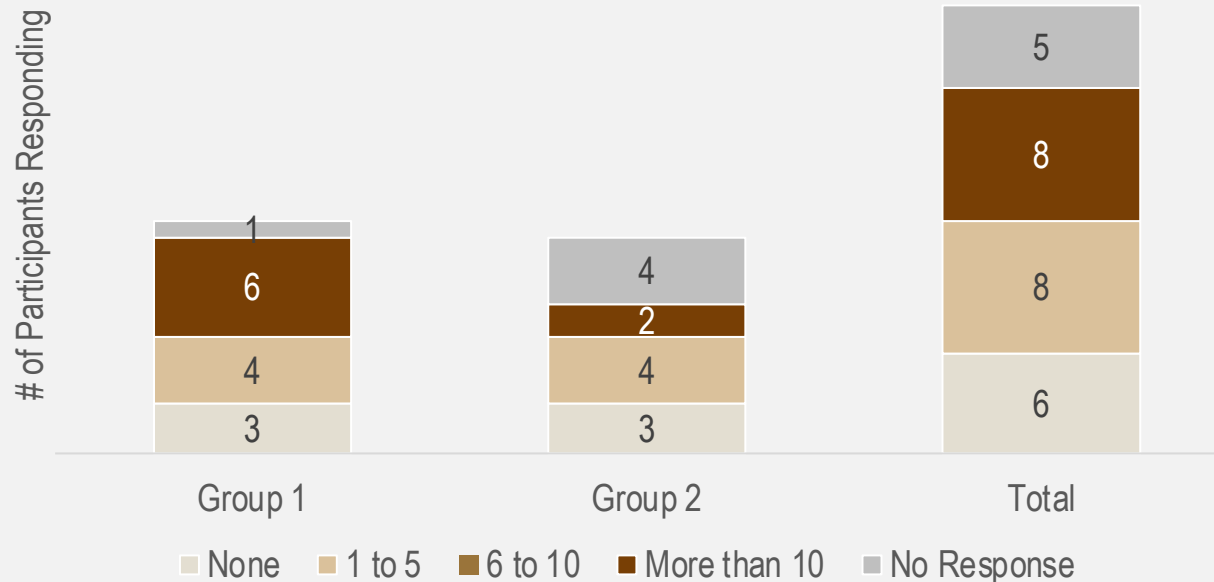
8.5 Health Care Utilization: Emergency Room Usage

Since relocationg, participants and their family members are less likely to utilize emergency room (ER) services. While eight participants reported utilizing the ER three or more times a year in their old residence, only three participants have done so since relocation. Additionally, the number of participants who utilized the ER once or less since relocation increased from 12 to 15 out of 27 participants. Three participants mentioned asthma as the cause of their ER visit during the year before the move, while one participant noted asthma as the reason since the move.

During the last year of living in your old residence, how many times had you or a member of your household been to the emergency room for medical care?
(Group 1 N=14; Group 2 N=13)
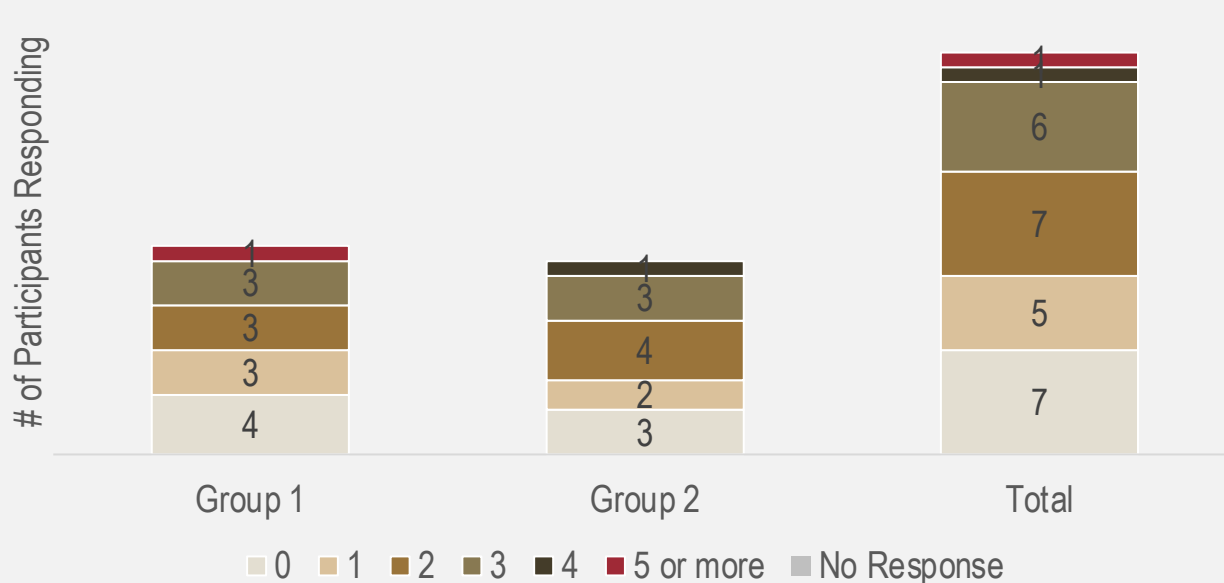
Since moving, how many times have you or a member of your household been to the emergency room for medical care?
(Group 1 N=14; Group 2 N=13)
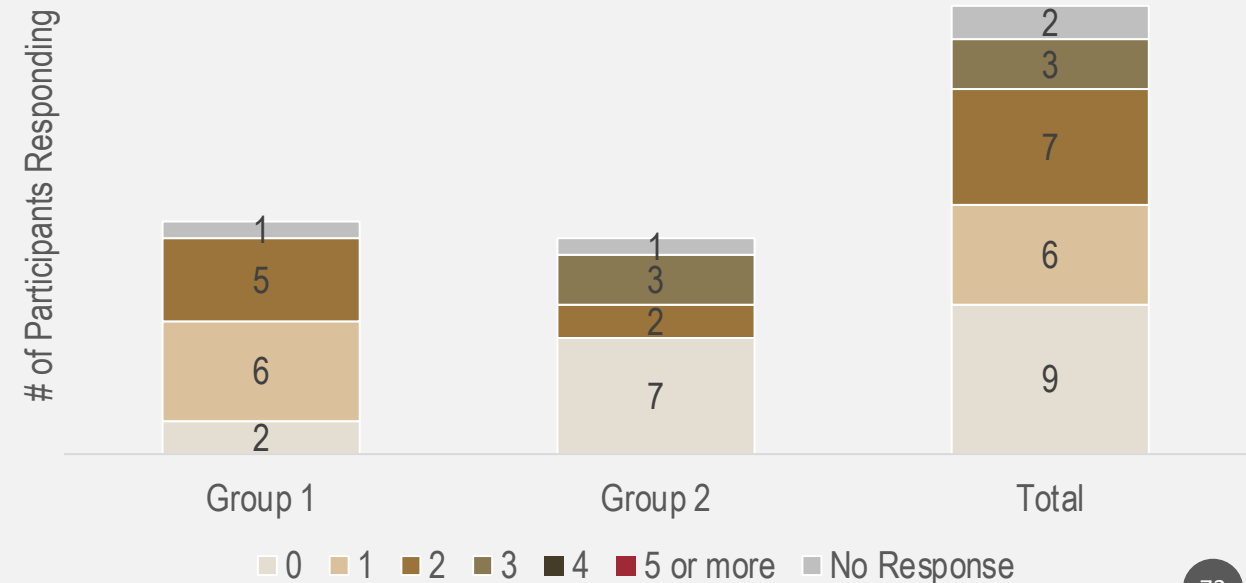
8.6 Participant Voices: Interview Reflections

Changes to Physical and Mental Health

In interviews, several participants noted improved physical health and the majority of participants noted improvements in mental health. Reduction of chronic stress was the primary factor leading to improved mental health.

Physical Health Improvements

"My physical health as well has improved too, just again, having those conversations about eating better and choosing healthier choices and using our time wisely by walking and things like that. Just planting those seeds, my physical health has gotten better."

Reduction in Stress

"But, like as far as my stress, it is lower now, I feel like overall I'm doing okay now."

"Yeah, I totally feel less stress cause' I don't have to worry about bugs. And like, at my old house, the raccoons kept me up all night cause' I would just hear them scratching. (I was) trying to bang on the ceiling and it would bang back. And now, I don't have to worry about none of that."

"Definitely has improved. And that I attribute that, obviously, to a less stressful job, having my own place. I do go to counseling consistently, so all of those things are contributing factors. Physical health is also better."

Mental Health Improvements

"My mental health has gotten so much better. The environment that I was in was pretty toxic and, you know, it just wasn't a good place to thrive. And I feel like, now, you know, having my own space and just being able to relax in my own space, like, has made a tremendous amount of difference. And it's just so much better than, you know, what it was. So, this program has been such a blessing for me."

"I'll say my mental health has improved because I'm back in my own space, you know. Living at home, you know, your parents always will be your parents. You know, just so many adults under one roof and just me having a baby, I'm like, "we need our space". So it was like breathing room. Like, oh my goodness, I could breathe."

"I would say my mental health has definitely improved. A lot of the things that I'm processing and dealing with mentally are positive or on the positive side now."

KNOWLTON SCHOOL

ARCHITECTURE
LANDSCAPE ARCHITECTURE
CITY AND REGIONAL PLANNING

PART 9

RELATIONSHIP DEVELOPMENT, SATISFACTION WITH NEIGHBORS & PROPERTY MANAGEMENT

9.1 Property Management and Interactions with Neighbors and Property Management Staff

The majority of participants (19 out of 27) described their experience with property management as "Positive" or "Very positive." Six participants described it as "Neither positive nor negative," and two participants described a "Negative" experience.

Most participants (21 out of 27) indicated positive or very positive interactions with their neighbors, other tenants, and property management staff. Five responses indicated a neutral interaction, while no responses indicated negative interactions.

How would you describe your experience with property management? (Group 1 N=14; Group 2 N=13)
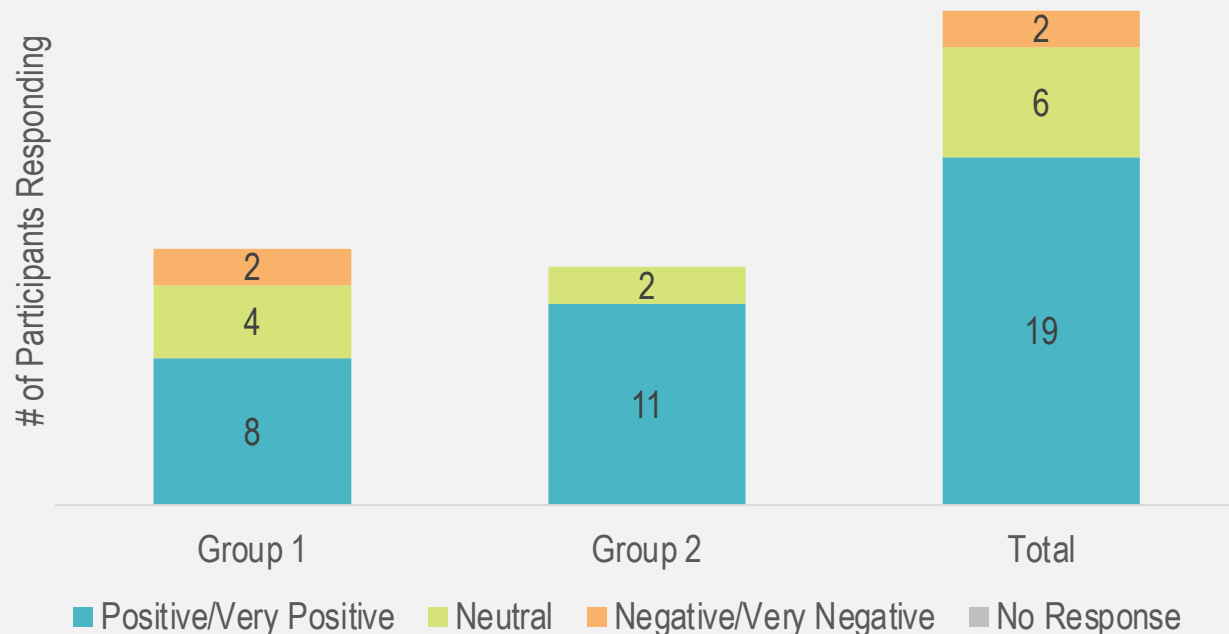
How would you describe your interactions with neighbors, other tenants, or property management staff? (Group 1 N=14; Group 2 N=13)
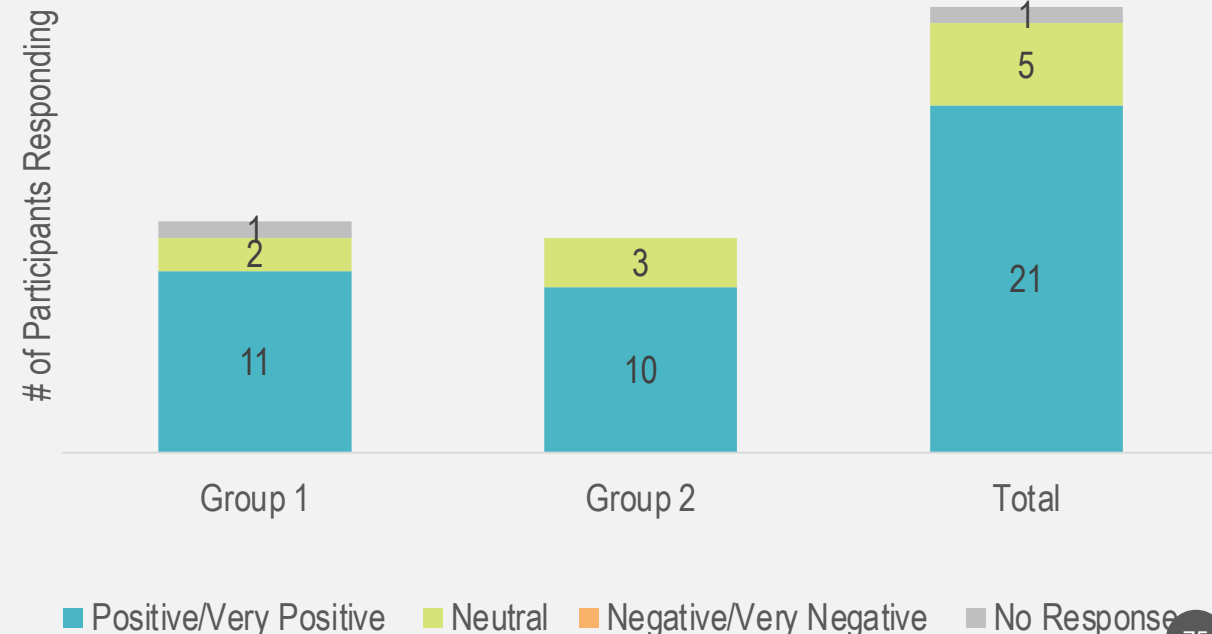
9.2 Interactions with Neighbors and Property Management Staff

Participant Reflections: Excerpts from Surveys

(Group 1)

- *"Limited contact but all positive"*

- *"It was very negative in the beginning, but since the first year of the program, it's easy to communicate with my property manager."*

- *"I say hello when I walk around the neighborhood."*

- *"Speak to each other when we see each other."*

- *"Pretty simple conversations. Only one person was unpleasant."*

- *"My neighbors are pleasant. We exchange greetings. I have 3 neighbors I speak with more often and have extensive conversations. We share our good news with each other."*

- *"My neighbors were welcoming for the most part. No conflict or issues so far."*

- *"It's just a regular neighborhood. Some people do too much, and some people stay to themselves--it's an ok neighborhood."*

(Group 2)

- *"Adults mostly keep to themselves [and] children normally play outside together. Sometimes at the pool there is more interaction with adults."*

- *"Just being polite and helpful or talking about stuff going on at school or in neighborhood property manager being helpful and understanding at times when it comes to fees."*

- *"My daughter and I have each made friends in our neighborhood. Staff is very friendly and helpful in this complex."*

- *"I have not been as interactive due to me losing my father."*

- *"It [has] been good."*

KNOWLTON SCHOOL

ARCHITECTURE
LANDSCAPE ARCHITECTURE
CITY AND REGIONAL PLANNING

9.3 Participant Voices: Interview Reflections

Relationship with Neighbors and Property Management

In interviews, participants generally had positive relationships and interactions with neighbors. Relationships and interactions with property management was more mixed, although the majority of participants reported positive experiences. A small number of participants identified conflicts with property management. Participants also noted the importance of Flourish staff as advocates for families in interactions with property management.

Relationships with Neighbors

"The neighbors I do know, they are very nice. And I have a neighbor that is, not teaching me, but informing me about his religion and things like that. He is a white man. He's an older white man and he is part of the Jewish community. So, he's been teaching me different things, different holidays. He's brought me and (my child) different snacks and things like that. So, it's like, just meeting somebody new, having that opportunity to have the conversation, the time to have the conversation. And so, I've had a positive experience with my property managers and my neighbors."

Property Management: Positive Experiences

"And as far as my property manager? I love it. I pay everything online, like my oven had went out, and I put it in a work order, and they replaced my whole stove. And I was like, "this is new". Because my oven went out, I don't know what I'm doing with these ovens, my oven went out at my last apartment, and they never fixed it. And it was out for a whole year. So when they came in, like, replaced my whole stove, I'm like, "Oh my gosh!" And then, my freezer was leaking. All I have to do is put in an order on my phone, and they'll call me the next day, and [be] like, "Hey, I'm coming out. Is it okay for me to enter if you're not home" and like they fix everything. The communication is really good."

"My property manager, if I need, like, something fixed, they come and fix it."

Property Management: Negative Experiences

"My property manager experience has not been the best. I was experiencing a lot of mental health and physical health issues after my pregnancy a year ago, so I experienced some financial setbacks. I attempted to try to pay rent at a later date to prevent from my car being repossessed and her remarks were negative stating 'you already get reduced rent so you can't say we don't work with you'. I felt degraded even after never being late with rent and moved in with my rent paid up to four months. If she simply would've stated that an arrangement could not be made, I would've understood. However, her negative attitude and remarks made me feel small."

9.4 Relationships with Other Flourish Families

The majority of participants (16 out of 27) indicated a "Positive" or "Very positive" relationship with the other Flourish families. No participants expressed a negative relationship with other families, with the remaining responses being a neutral relationship. Relationships are supported through the "peer partner" program, in which some participants engage with other Flourish participants.

How would you describe your relationship with other Flourish families? (Group 1 N=14; Group 2 N=13)

Positive/Very Positive   Neutral   Negative/Very Negative   No Response
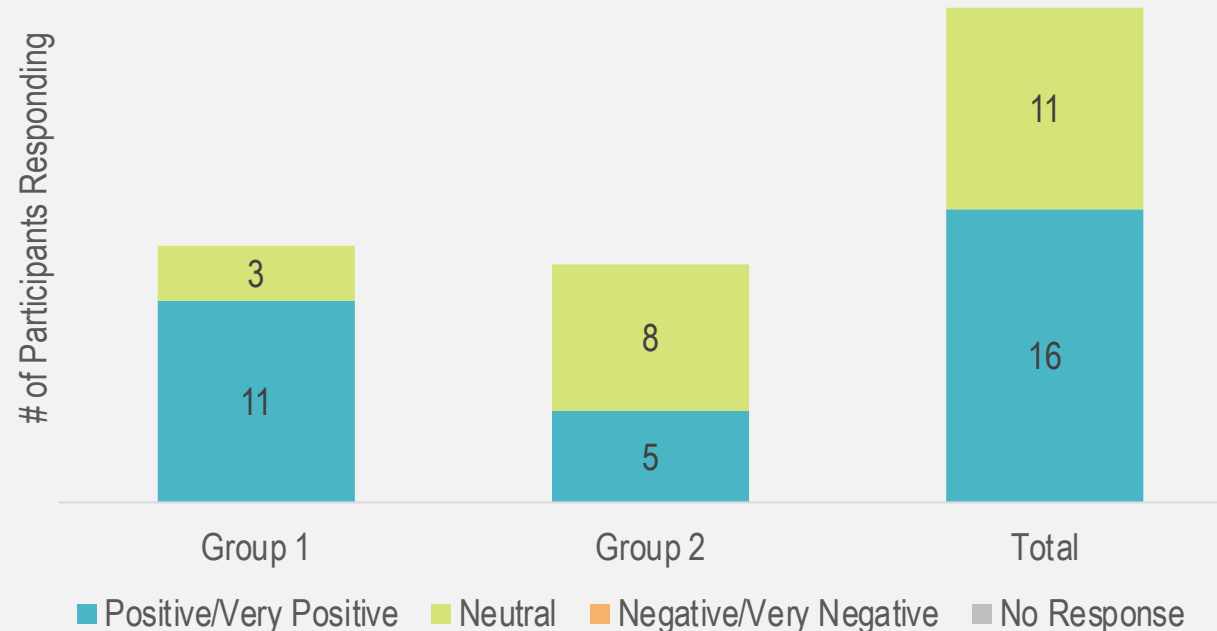
9.5 Participant Voices: Interview Reflections

Relationship Building with Other Families

Participants generally had positive relationships with other families and relationships had improved over time. Multiple interviewed participants expressed a desire for more group engagements outside of regular meetings to further build relationships.

"To be a part of a large group where you really appreciate every single person, like it's just, we all have our unique personalities, our stories, our backgrounds. So it's like, I really appreciate the group of women that I came in with."

"I actually went to a concert with one of the girls. And she came to my daughter's birthday party, and I came to her daughter's birthday party. So that's something. And then, I found out one of the other girls works at Children's too. So, I found that out. And then, I actually got connected with another girl because she's trying to get back into school too. So, I'm like, "Where are you going?" And we, like, exchanged where we're going. And I gave her information on my school, and then she gave me information on her school. And now I'm just like, "Okay, cool. We can study together.""

PART 10

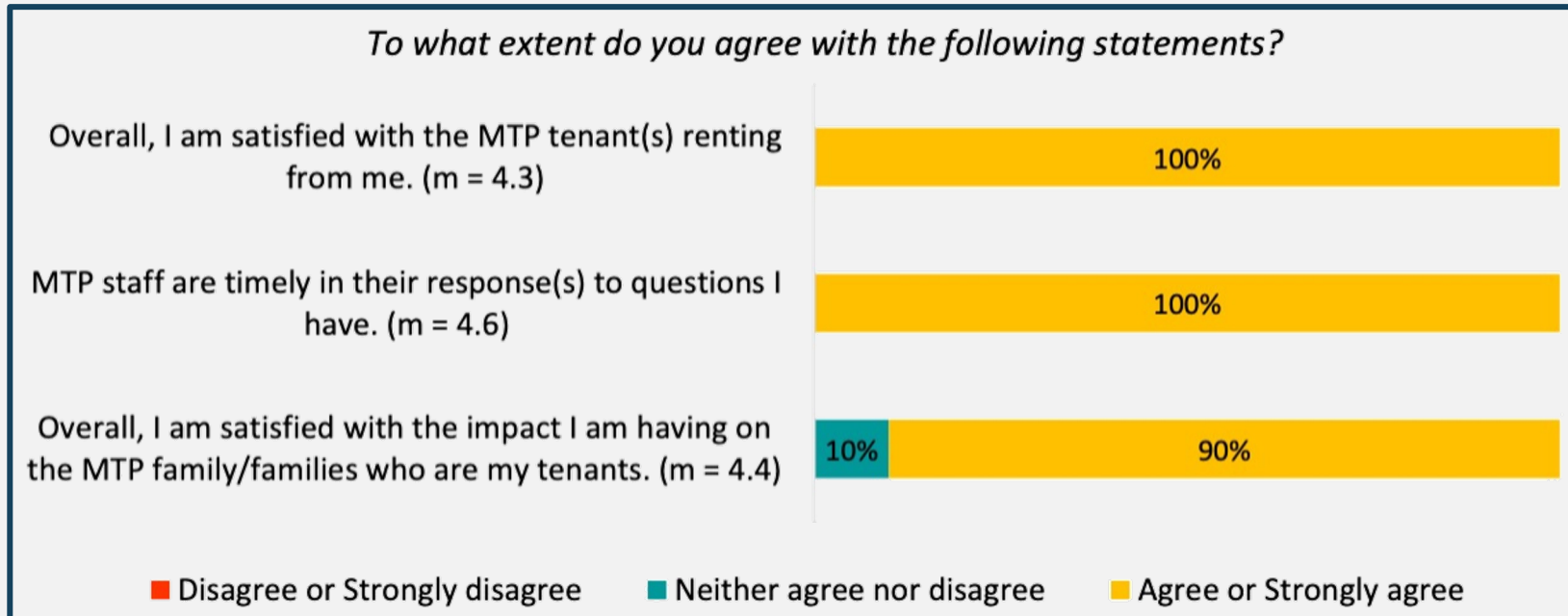**EXTERNAL PERSPECTIVES: LANDLORDS
& COACHES**

10.1 Landlords' Satisfaction with Flourish

In this evaluation, our focus was primarily on gathering insights from program participants. While we didn't directly engage with landlords and coaches, we were able to supplement our findings with insights from Flourish's external evaluation report for Group 1 participants conducted by Measurement Resources (2023, pp. 14-15), as per the request from Flourish.

"Landlords participating with MTP are overall satisfied, with 100% rating the quality of their experience with MTP as good or excellent (n = 10, m = 3.6*). One hundred percent of landlord survey respondents for Group One agreed that MTP staff are responsive and that they are satisfied with the MTP participants as tenants (Figure). When asked what benefits MTP has brought to their business, landlord survey respondents most identified the opportunity to help others and to support MTP's mission. One respondent reported that they experienced savings due to not having to file eviction notices and/or expenses related to tenant turnover." (Measurement Resources, 2023, p.14)

*Rated on a four-point scale: "poor" being 1, "fair" being 2, "good" being 3, and "excellent" being 4.

To what extent do you agree with the following statements?

Overall, I am satisfied with the MTP tenant(s) renting from me. (m = 4.3) — 100% Agree or Strongly agree

MTP staff are timely in their response(s) to questions I have. (m = 4.6) — 100% Agree or Strongly agree

Overall, I am satisfied with the impact I am having on the MTP family/families who are my tenants. (m = 4.4) — 10% Neither agree nor disagree, 90% Agree or Strongly agree

■ Disagree or Strongly disagree   ■ Neither agree nor disagree   ■ Agree or Strongly agree

Note. Families Flourish was previously known as MTP (Move to PROSPER). This evaluation was conducted before the name change.
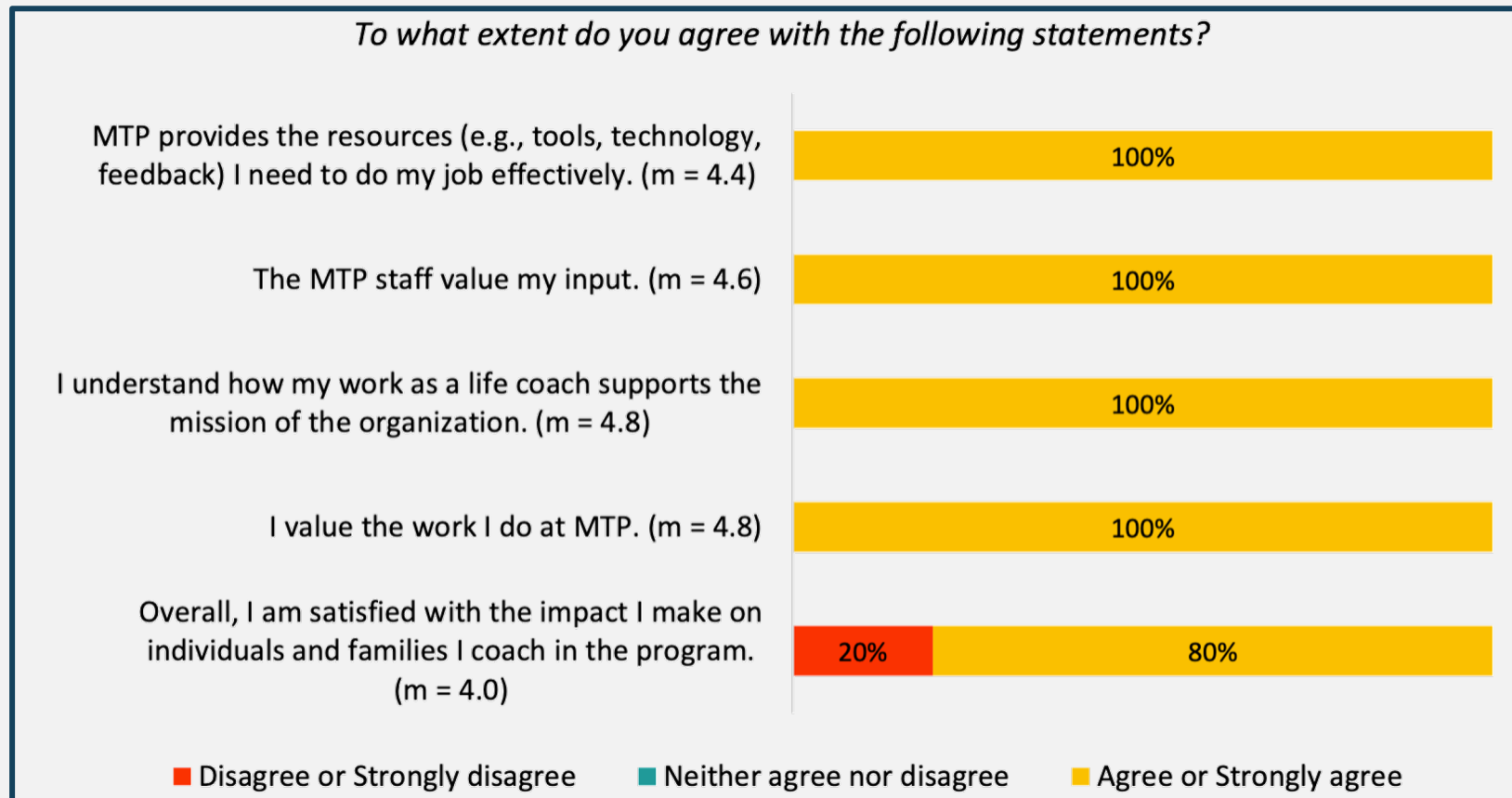**Source:** Measurement Resources. (2023, p.15).
Reference: Measurement Resources. (2023). Mid-Program Evaluation Report: Cohort one.

10.2 Coaches' Satisfaction with Flourish

"MTP life coaches are overall satisfied, with 100% rating the quality of their experience with MTP as good or excellent (N = 5, m = 3.4*). All MTP life coaches agreed that MTP provided the tools they need to be effective, that they felt valued by MTP staff, and that they saw value in the work they do with MTP (Figure)." (Measurement Resources, 2023, p.14)

*Rated on a four-point scale: "poor" being 1, "fair" being 2, "good" being 3, and "excellent" being 4.

To what extent do you agree with the following statements?

MTP provides the resources (e.g., tools, technology, feedback) I need to do my job effectively. (m = 4.4) — 100%

The MTP staff value my input. (m = 4.6) — 100%

I understand how my work as a life coach supports the mission of the organization. (m = 4.8) — 100%

I value the work I do at MTP. (m = 4.8) — 100%

Overall, I am satisfied with the impact I make on individuals and families I coach in the program. (m = 4.0) — 20% / 80%

■ Disagree or Strongly disagree   ■ Neither agree nor disagree   ■ Agree or Strongly agree

Note. Families Flourish was previously known as MTP (Move to PROSPER). This evaluation was conducted before the name change.
Source: Measurement Resources. (2023, p.14).
Reference: Measurement Resources. (2023). Mid-Program Evaluation Report: Cohort one.

PART 11

PARTICIPANT VIEWS ON PROGRAM DESIGN & NAVIGATING PROGRAM CHALLENGES

11.1 Participant Voices: Interview Reflections

Reflecting on Program Design

Families Flourish is a multi-faceted program, involving program delivery and resources, life coaching, improved housing, and improved neighborhood environments. In interviews, participants were asked about what elements of Flourish were most important to their success in the program. Participants almost universally felt that all of the program components were important to program success. Participants noted the importance of staging in the program design, with the initial move and housing stablization being critical, but also noting that the sustained coaching and monthly programs were critical to sustaining success.

Housing First

"I mean, you know, obviously, we wanted housing, the housing piece. But I didn't realize how much being a part of this program would bring, you know. Improvement in other areas."

"So, if I had to say one thing better than the other, it would be the moving because the moving just trickles down to other components of the program."

Benefits of Integrated Program Elements

"I do feel like every part of the program is equally important, because I think when you look at the overall goal of just trying to strive and to improve, to move, to uplift, to increase your quality of life, all of these components are necessary."

"Everything. Yeah. Okay, if the program was missing one of those key components, I'm trying to imagine what life would be like for me."

"Yeah, really, all of them. They all have benefited me and my children."

"I don't think that the program would be as substantial if we didn't have the coaching program, because if we didn't have someone that we could reach out to help keep us on track. And just (to make sure) we're going in the right direction. This program would literally fall apart. In a sense, it would be a program where, yeah, you help these young ladies get off to a good start, and then you take the training wheels off and they're just crashing. And so, I'm very grateful for the coaching program."

KNOWLTON SCHOOL

ARCHITECTURE
LANDSCAPE ARCHITECTURE
CITY AND REGIONAL PLANNING

11.2 Participant Voices: Interview Reflections

Navigating Challenges

Participants were asked in interviews to identify any challenges they encountered joining and sustaining their participation in Flourish. Participants identified some minor challenges dealing with the stress of moving, but also highlighted the emotional impact of changing past patterns of behavior or relationships. A few participants noted the increased distance from family but thought this additional "space" was beneficial in fostering their independence.

Change Requires Emotional Labor

"Mentally and emotionally, it's been challenging to break some old habits. You know, get away from toxic relationships. Because when you're in a program like this and everything that's coming at you is positive and you're learning new things or you're even learning new things about yourself, like, you're also faced with some old bad habits that you may have had. So, it's been definitely a process for me realizing that my last situation was not the best situation and that I was really making the best of it for myself, and it wasn't, like, a healthy situation."

Distance from Family: Pro's and Con's

"Challenges? I didn't really have too many, you know, after being in the program. But the thing is, I know that since I live in a whole different area now, I don't have that many visitors. Like my family can't come see me, and you know sometimes that kind of bothers me. But me knowing my family all my life, I'm not surprised. They act like places are such a long drive when I'm like 14 min up the road."

"I'm a little further, but I don't care. I wanna be further, because like I live right down the street from my grandma at my last apartment and she called me every single day to, like, take out her trash or do this. I'd be tired, like, I'd be working, so I don't mind being a little further. My sister is like 10 minutes from me. So, that's like my closest sister. So, I'm fine with that. But, like my parents, I don't need them stressing me out. So, I'm okay with being a little further than everyone."

"And my family, they live, like, they live up north, but they live, like, more so by, like, the fairgrounds. So, like, they don't drive out to my house cause' it's so far. But, I mean, it's cool cause' I don't gotta worry about them popping up at my house at the same time."

PART 12

CONCLUSION & DISCUSSION

12.1 Conclusion and Discussion

The mission of Flourish is to improve life outcomes for children and their families by creating opportunities for residential and financial stability. The preliminary outcomes suggest that the program is moving toward this goal for participant families.

Only one year into the program, the majority of participant families have reported improved economic circumstances, with over half reporting increased income and improved employment conditions. Most participants indicated physical health improvement, mental health improvements and reduction in stress, as well as reduction in emergency room usage.

Participants are very satisfied with the Flourish monthly programming and coaching program. In the past year, participants have made extensive progress in meeting personal goals related to finances, employment, education and health or wellness.

Participants also reported positive adjustments and academic outcomes for their children in new schools. Several children experienced increased self-confidence and health outcomes (including physical, mental, and emotional health).

Participants felt that the unique multi-faceted and holistic program design is critical to the program's success. Relocation and housing stabilization is a critical first step, while programming and coaching are critical to sustaining personal improvement and goal achievement for families.

Reflection: Comparison to Pilot Program Outcomes

Outcomes for the first two groups of Flourish participant families are similar to outcomes experienced in the pilot program evaluation. Housing stabilization, enhanced neighborhood safety and higher resourced public schools were essential to stabilizing families. This stability led to dramatic reduction in stress and improved mental and physical health. In contrast to the pilot program outcomes, families in Group 1 and Group 2 are experiencing enhanced economic outcomes at a faster pace than pilot program families. These positive outcomes could be a reflection of differences in family composition. Current Flourish families are generally younger, with younger children than pilot families. Current Flourish families were also dealing with more severe housing instability (higher rates of homelessness) prior to joining the program. These early program outcomes are promising and suggest families will continue to see increased economic stability as the program progresses.

Flourish families represent a view into Central Ohio's growing housing affordability crisis. Prior to moving, families generally lived a variety of unsustainable housing conditions (doubled up, rented a room, or were homeless). Families reported only finding affordable housing in distressed and unsafe neighborhoods. Most families reported being fearful of letting their children outside to play due to safety concerns. Housing costs stressed other aspects of family finances. Flourish presents a unique model of semi-short term housing support and intensive life coaching to stabilize families and improve family economic standing so they can better navigate the housing market, transition into career paths, and learn to navigate financial and other systems in the future.

For more information about the Families Flourish program, please visit: https://familiesflourish.org/