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INTERIM EVALUATION REPORT 2.0: GROUPS 1-4

MAY 2025

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CITY & REGIONAL PLANNING
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Executive Summary of Findings

This evaluation follows an assessment of the initial pilot of 10 families (See page 16). The three-year pilot began in August 2018 but was extended, ultimately ending in July 2022, due to disruptions caused by COVID-19.

This second evaluation captures the initial impacts for Families Flourish (Flourish) Groups 1 through 4 participants, approximately one year (for Groups 3 and 4) and two years (for Groups 1 and 2) post-relocation. Evaluation outcomes were assessed using surveys, interviews, program observations, and administrative data. Of the 55 current participants, 52 responded to the survey (26 from Groups 1 and 2, and 26 from Groups 3 and 4). Additionally, 15 participants from Groups 1 and 2 completed one-on-one interviews.

This report presents evaluation findings across three groups: participants at Year 1 (Groups 3 and 4), participants at Year 2 (Groups 1 and 2), and all participants combined (Groups 1–4), helping illustrate how experiences evolved over time. New to this year's report is Summary Part I, which provides percentages of participants reporting positive experiences for each group. This structure allows us to more clearly observe when and how changes occurred across the program years.

The mission of Flourish is to offer a three-year program that transforms the lives of low-wage working families and their children by providing a comprehensive path to economic mobility and wellness. The preliminary outcomes suggest that the program is moving toward this goal for participant families.

The outcomes show that the program has significantly impacted participants and their families. Most participants reported positive experiences with their neighborhoods, housing, coaching, and monthly programming. Participants generally noted improvements in economic circumstances, mental and physical health, and stronger relationship support. Children experienced positive transitions into new schools and academic achievements.

Before moving, nearly half of the families faced highly unstable housing situations—such as doubling up, renting rooms, or homelessness. Most families lived in substandard housing, often in distressed neighborhoods. The baseline survey for Groups 3 and 4 revealed that nearly half of participants had difficulty paying for housing, and over one-third had trouble securing housing in the six months prior to joining the program. Many experienced housing and financial instability, with nearly half often or sometimes worrying about not having enough food.

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Executive Summary of Findings

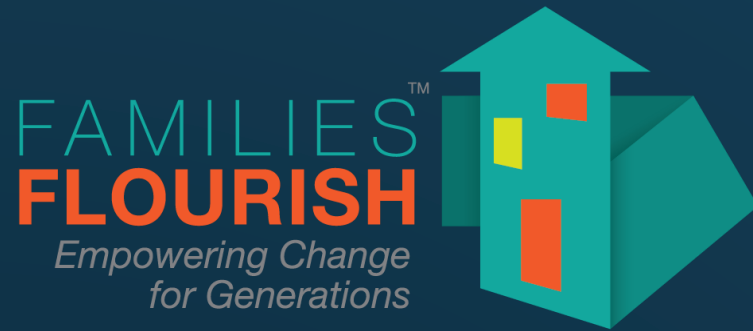
Participants expressed satisfaction with the program and reflected on their progress during the first and second years after joining. Flourish participants reported improved neighborhood satisfaction, especially in cleanliness, property appearance, and safety.

Most participants viewed their new residence as a positive experience, citing the neighborhood, location, space, and the school district as the main positives. Consistent with the pilot evaluation report, the vast majority of participants were satisfied with the Flourish coaching and monthly programming.

Two-thirds of participants indicated that their family's economic circumstances have improved with a similar percentage seeing income growth. Additionally, 28 reported positive employment changes. Over two-thirds reported improvements in their mental health.

Participants noted positive adjustments and academic outcomes for their children in new schools. The majority of children experienced improved health outcomes (including physical, mental, and emotional health).

Consistent with the changes observed over time in the pilot, participants in Groups 1 and 2 (two years post-relocation) reported improved economic outcomes and mental health.

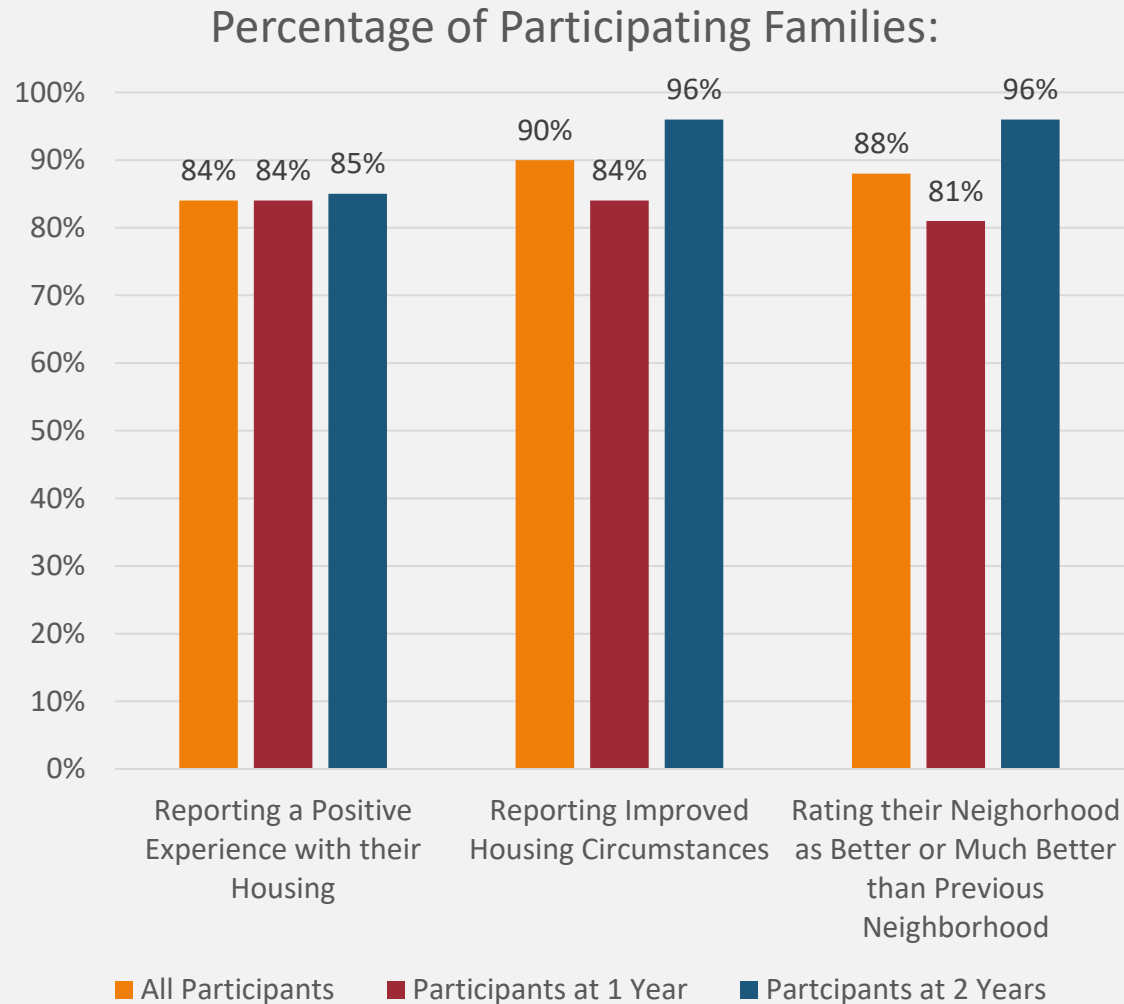


SUMMARY PART I

RESULTS FOR ALL
FAMILIES IN THE
PROGRAM

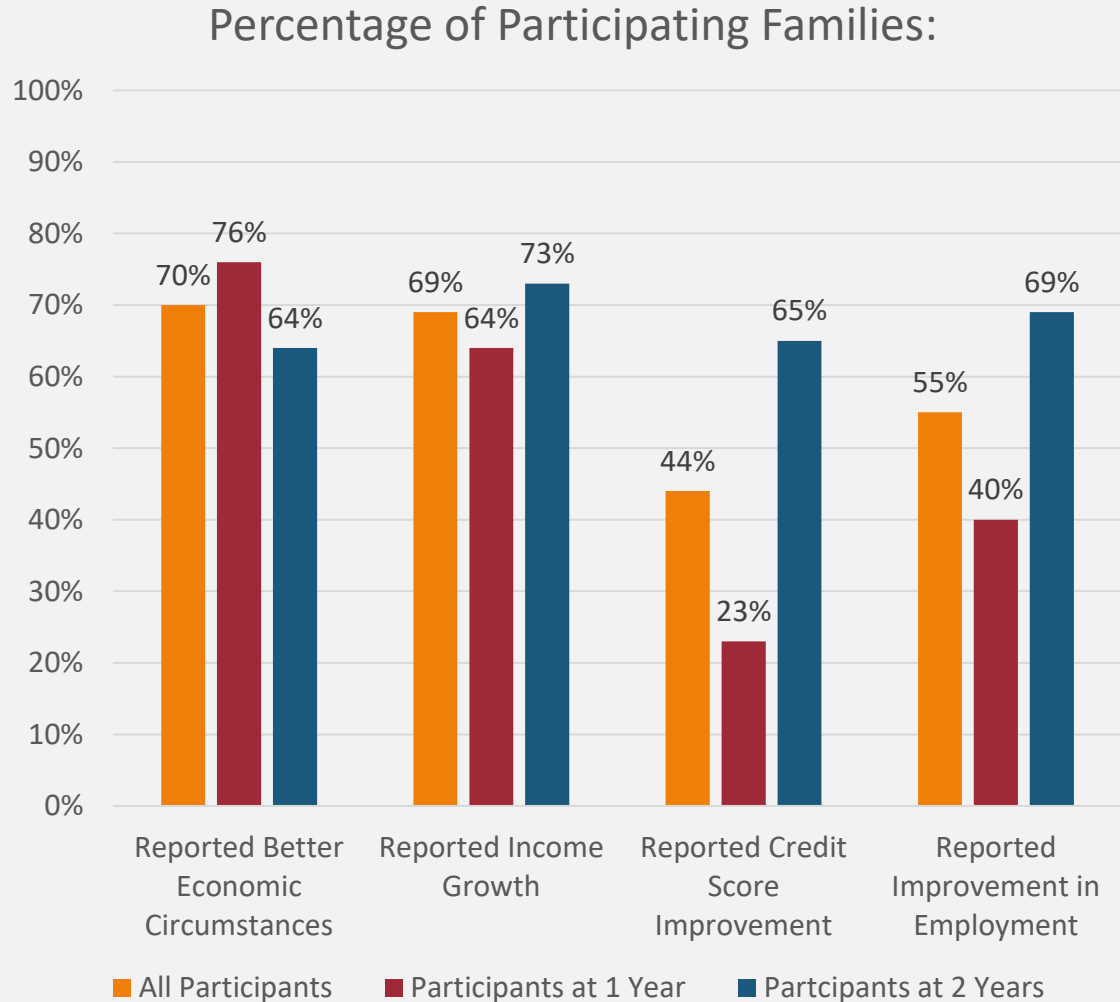


Summary of Housing and Neighborhood Outcomes for All Participants



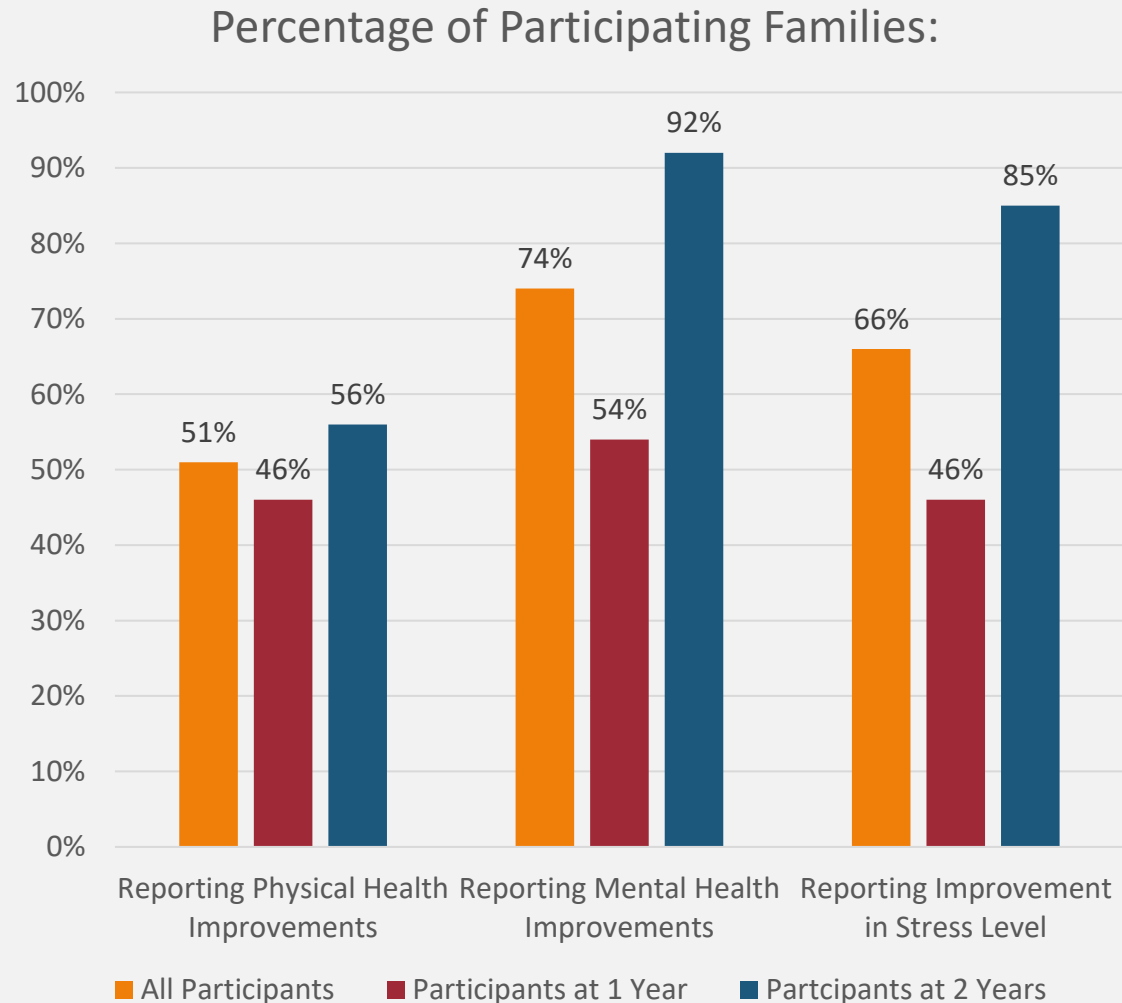
- A vast majority of participants reported a positive experience with their current housing, reporting that their housing circumstances had improved since joining the program and rating their neighborhood as better or much better than their previous neighborhood.
- Only two participants indicated dissatisfaction with their housing; the rest reported “neutral” responses (which should not be interpreted as negative). Only one participant indicated that their housing conditions had declined, while the remainder indicated that their housing conditions were the “about the same.”

Summary of Economic Outcomes for All Participants



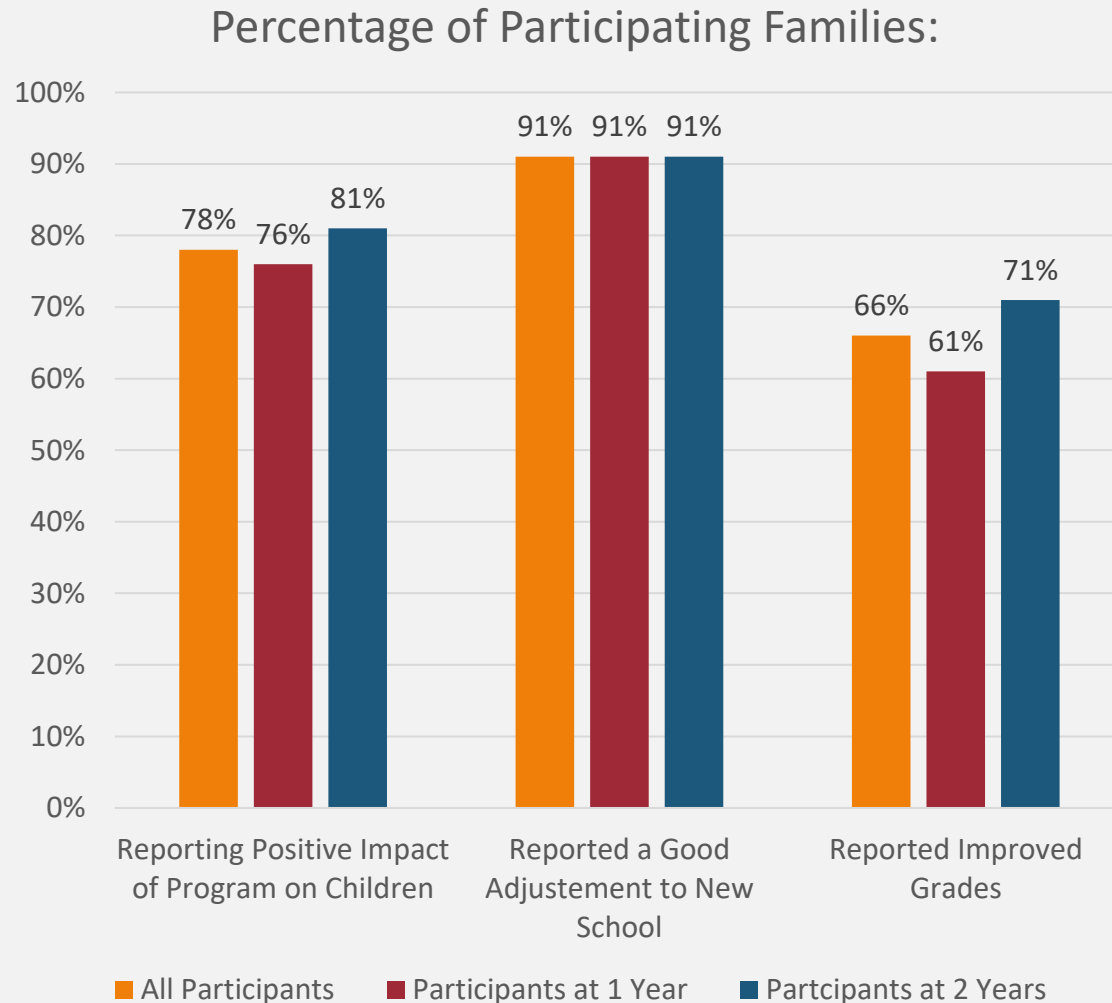
- A majority of participants reported improved economic circumstances and income growth.
- A majority of participants in Year 2 of the program reported credit score improvements and improved employment circumstances.
- Credit score improvements and employment circumstances were less likely to be reported by families only in the program for one year. Based on earlier evaluation data, we have observed credit score and employment improvements occurring primarily in the later years of program enrollment.
- Inflation pressure was a commonly referenced external factor impacting family economic circumstances.
- Participants who did not see income growth, were primarily in school finishing a training or degree program.

Summary of Adult Health Outcomes for All Participants



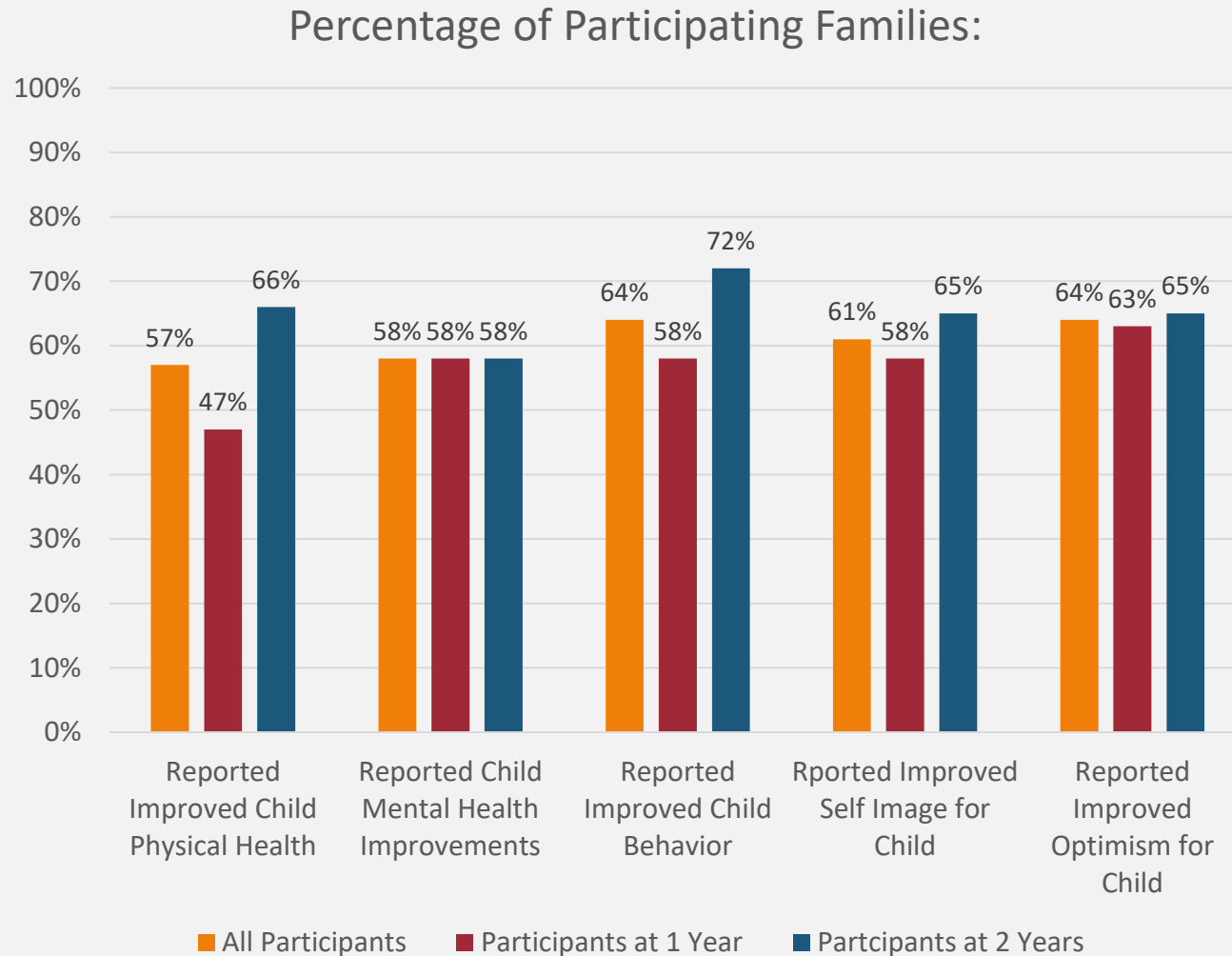
- More than half of all participants indicated their physical health had improved and three-fourths of all participants indicated improved mental health. Two out of three participants indicated their stress levels had improved.
- Mental health improvements and reductions in stress were less likely to be reported for participants in the first year of the program. Based on trends seen in earlier evaluation data for families currently in Year two, mental health and stress levels are expected to improve the longer families are in the program.
- Those not reporting improved physical or mental health primarily indicated their physical and mental health was “about the same.”

Summary of Child Outcomes for All Participant Families



- The vast majority of families report that the program has had a positive impact on their children and report a positive adjustment to their new school for school age children.
- More than 65% of families indicated improved grades for their children who were of school age.
- Those not reporting a positive impact or improvement for their children, primarily responded to indicate a “neutral” impact or that children’s grades were “about the same.” These responses should not be considered negative responses.

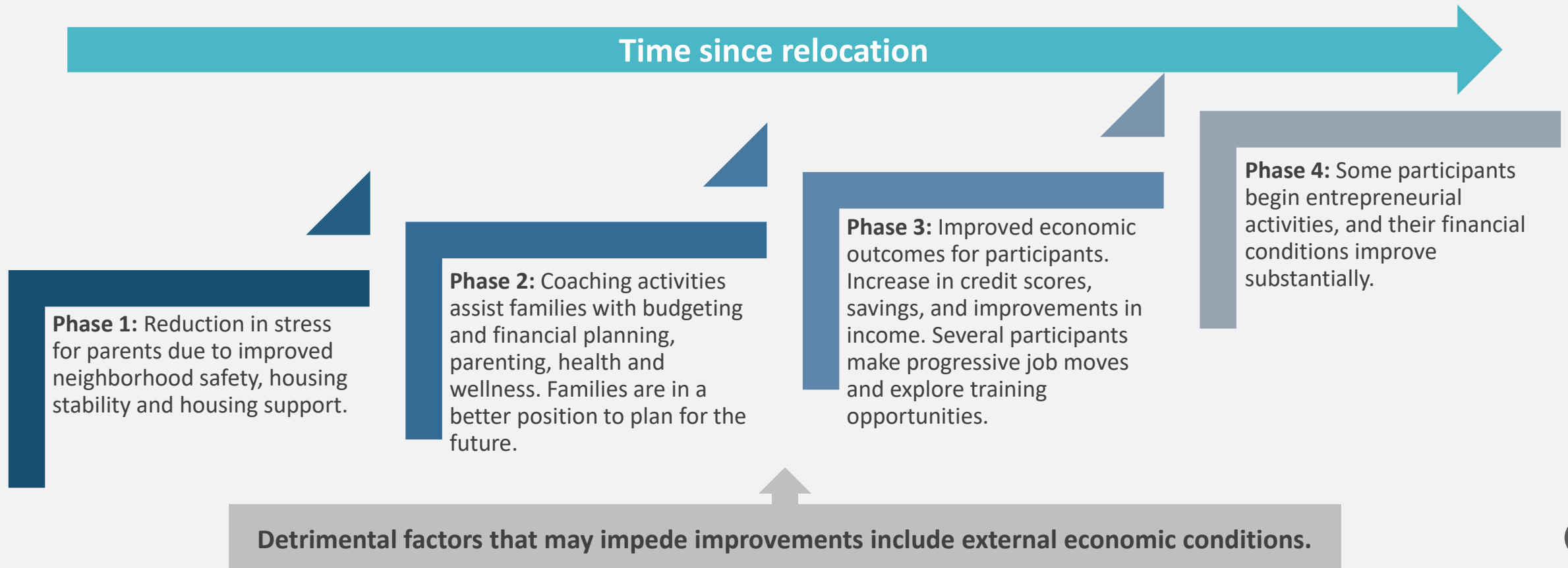
Summary of Health & Wellness Child Outcomes for All Participant Families

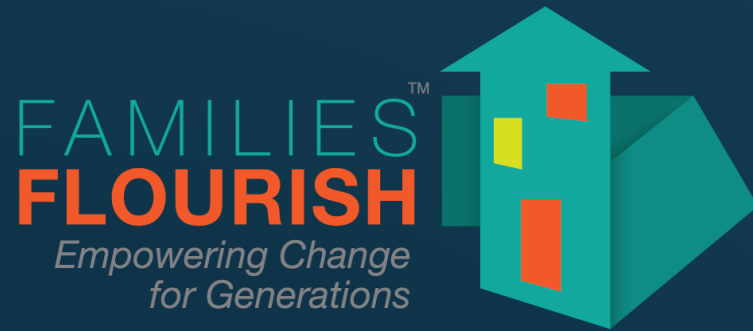


- Between half and two-thirds of families indicated that their children's physical health, mental health, behavior, self-image and optimism had improved since joining the program. Behavioral and physical health improvements were more likely to be reported for families in the second year of the program.
- Those not reporting improved physical or mental health primarily indicated their physical and mental health was "about the same." These responses should not be considered negative responses.

Longitudinal Impacts on Parents: Pathways to Family Economic Stability

A longitudinal view of the changes experienced by parents in the Flourish program provides insight on the sequential process of change. After relocating to healthy, affordable homes in a safe, higher-resourced neighborhood, parents experienced a reduction in stress, due to fewer concerns about their children's safety and improved housing stability. This reduction in stress supported improvements in mental health and enabled parents to more deeply engage in coaching activities. The combined effects of reduced stress and coaching contributed to substantial economic improvements for families. Consistent with patterns seen in the Pilot, this evaluation suggests that the progression from stress reduction to enhanced financial stability develop gradually. We anticipate that a period of at least three years is necessary for sustained economic mobility to become established.





SUMMARY PART II

RESULTS FOR FAMILIES BY
TIME IN PROGRAM



Outcomes at a Glance: Key Outcomes at 1 Year (Groups 3 & 4)

Overview of primary findings for families in the program for 1 year.

Neighborhood & Housing

Most participants (21 out of 25, 84%) expressed a positive experience with their new housing. Similarly, most participants (21 out of 26, 81%) 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 cleanliness, the appearance of neighboring properties, and safety.

Financial Well-Being

Three-quarters of participants (19 out of 25, 76%) indicated that their economic circumstances had improved. The majority of participants (16 out of 25, 64%) reported an increase in their income. Ten participants (40%) experienced positive changes in employment, and six (24%) reported improved credit scores.

Adult Health & Wellness

Since relocating, nearly half of the participants (11 out of 24, 46%) reported improvements in physical health, and more than half (13 out of 24, 55%) reported improvements in mental health.

Child Health & Development

Participants rated the program as “Helpful” or “Very helpful” for 31 out of 41 children, 77%. They generally reported a positive transition into new schools and improved academic outcomes. Since enrolling in Flourish, participants indicated that the overall health of 21 out of 40 (53%) children had improved.

Relationships with Flourish Families & Neighbors

Most participants (20 out of 26, 77%) described their interactions with property management staff and their neighbors as “Positive” or “Very positive.” Additionally, the majority of participants (18 out of 26, 69%) described their relationships with the other Flourish families as “Positive” or “Very positive.”

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

Overview of primary findings for families in the program for 2 years.

Neighborhood & Housing

Most participants (22 out of 26, 85%) expressed a positive experience with their current housing. Similarly, most participants (24 out of 25, 96%) 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, cleanliness, and the appearance of neighboring properties.

Financial Well-Being

The majority of participants (16 out of 25, 64%) indicated that their economic circumstances had improved. Nearly three-quarters of participants (19 out of 26, 73%) reported an increase in their income. Eighteen participants experienced positive changes in employment (69%), and 17 (65%) reported improved credit scores.

Adult Health & Wellness

Since relocating, over half of the participants (14 out of 25, 56%) reported improvements in physical health, and all but two (24 out of 26, 92%) reported improvements in mental health.

Child Health & Development

Participants rated the program as “Helpful” or “Very helpful” for 30 out of 37 children, 81%. They generally reported a positive transition into new schools and improved academic outcomes. Since enrolling in Flourish, participants indicated that the overall health of 25 out of 37 (68%) children had improved.

Relationships with Flourish Families & Neighbors

Most participants (20 out of 26, 77%) described their interactions with property management staff and their neighbors as “Positive” or “Very positive.” Additionally, the majority of participants (15 out of 26, 58%) described their relationships with the other Flourish families as “Positive” or “Very positive.”

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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-wage 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.

This is the second interim evaluation report, focusing on the families in Groups 1 through 4 of the program. The program began with applications in spring 2022. Out of 445 applicants, 15 participants were selected for Group 1, which commenced program activities in September 2022. Approximately every six months, a new group of 15 to 18 families joined the program. In 2023, Group 2 (16 families) and Group 3 (17 families) enrolled, followed by Group 4 (16 families) in 2024. To date, nine families have exited from the initial total of 64 families in these groups.

This evaluation report captures the participants' situation before joining the program and the overall impacts on them approximately one year and two years after joining the three-year 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. Three surveys were used in this report:

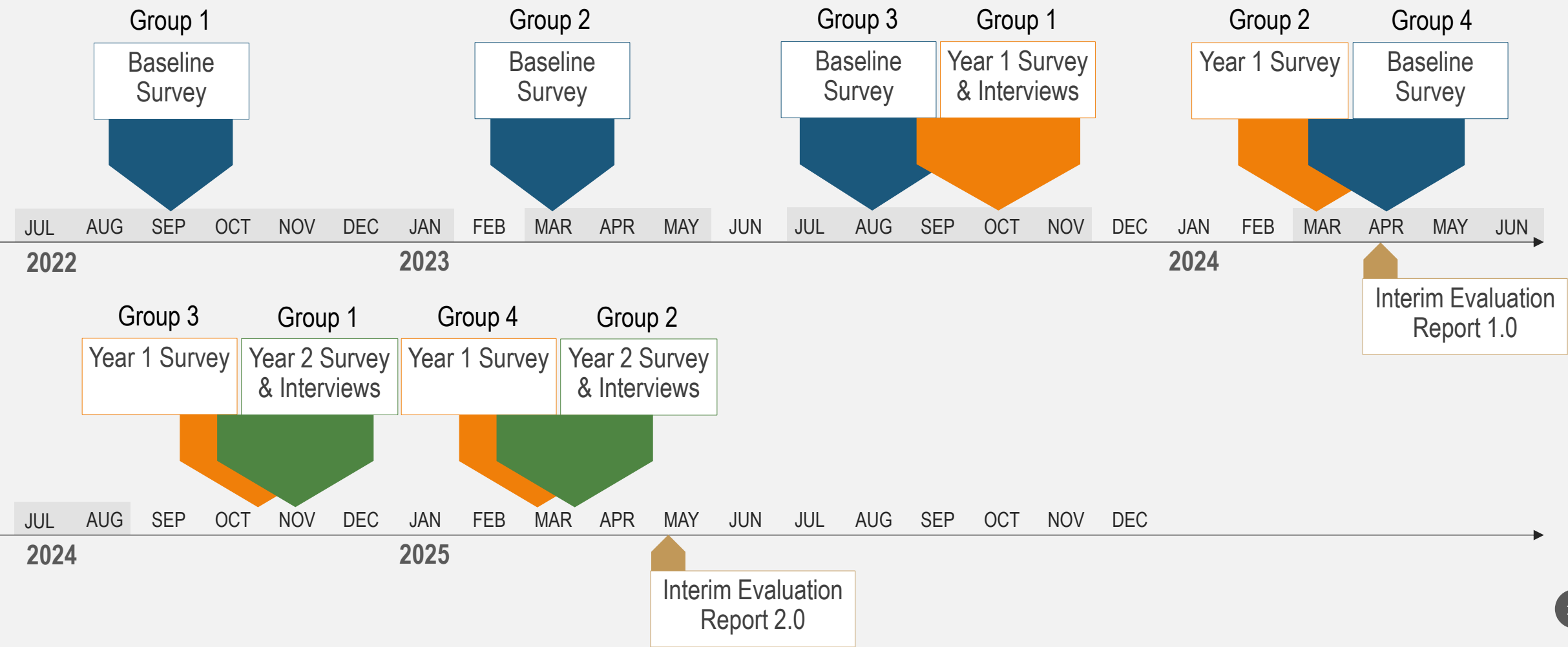
- Baseline surveys for Groups 3 and 4 (27 participants),
- Year 1 surveys for Groups 3 and 4 (26 participants), and
- Year 2 surveys for Groups 1 and 2 (26 participants).

Out of 55 current participants in Groups 1 through 4, 52 responded to the survey for either Year 1 or Year 2. Additionally, 15 participants from Groups 1 and 2 completed one-on-one interviews. Baseline survey data from Groups 3 and 4, 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/

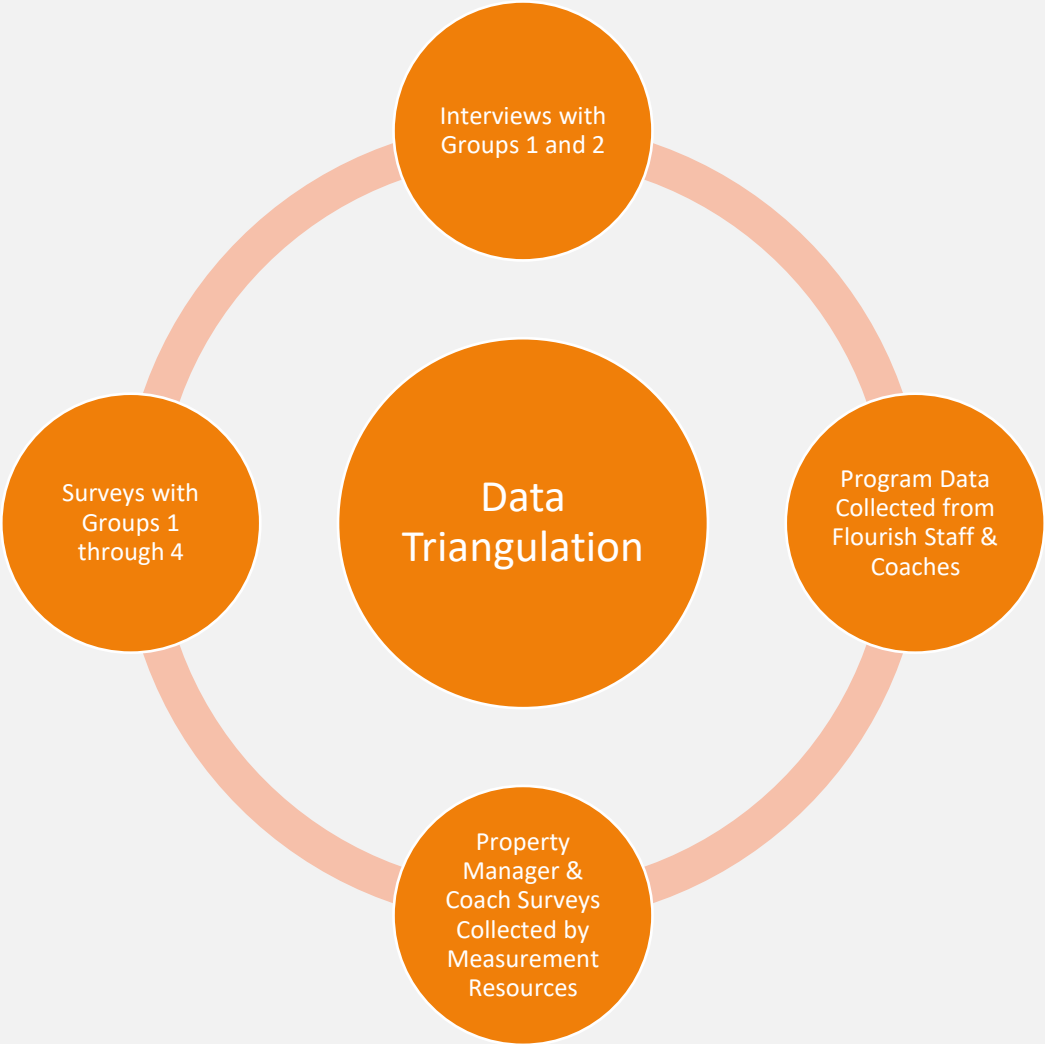
1.2 Evaluation Timeline

Group 1 participant families moved into their new housing from July 2022 to January 2023, Group 2 from March to May 2023, Group 3 from July to November 2023, and Group 4 from March to August 2024. Since this evaluation aims to capture annual changes after relocation, we collected survey and/or interview data within 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

PARTICIPANT PROFILE



2.1 Current Participant Profile at a Glance (Groups 1–4) – At Program Entry

Work, Income & Housing

Most participants were employed full-time, and program records indicated an average household income of \$35,060.

Nearly half of the participant families (25 out of 55) were homeless or not in a space of their own (either doubled up or renting a room).

Racially Diverse

The participants are racially diverse: 46 identify as African American, five as White, one as another race, and three as two or more races.

College Educated

Excluding three participants with missing data, 71% of participants reported some level of college education, including associate degrees (12%) and bachelor's degrees (13%). Approximately 15% 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

The majority of participants (approximately 57%) had credit scores below 580, while about 30% had scores between 580 and 669.

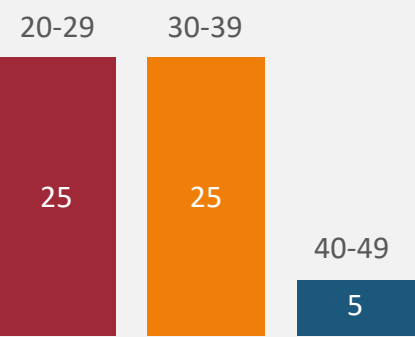
2.2 Our Families (Groups 1–4)

Beginning in September 2022, 15 families joined Group 1 in the program. In April 2023, 16 families joined Group 2, and 17 families joined Group 3 in September 2023. In 2024, 16 families joined Group 4. Currently, 13 families participate in Group 1, 14 in Group 2, 12 in Group 3, and 16 in Group 4. They moved to apartment complexes located within the Bexley, Columbus, Dublin, Gahanna-Jefferson, Hilliard, Licking Heights, New Albany, Olentangy, Westerville and Worthington school districts. Currently, nine families have exited the program out of an initial total of 64 participant families.

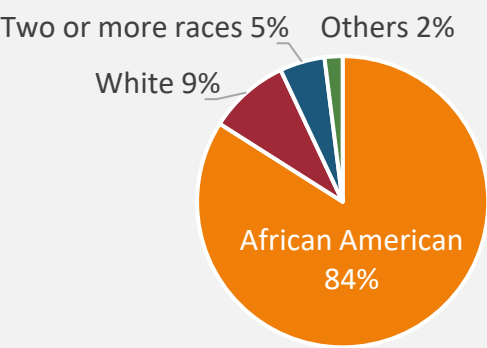
The program’s families are illustrative of a broader segment of the Central Ohio population—economically vulnerable, living in challenging environments, and receiving limited or no public assistance due to a lack of available funding or benefits cliff issues. Currently, in Groups 1 through 4, the participants include 53 single-female-headed households and two couple households—totaling 55 participant households and 57 adults—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 present key demographic information about the 55 current participant households as of March 2025.

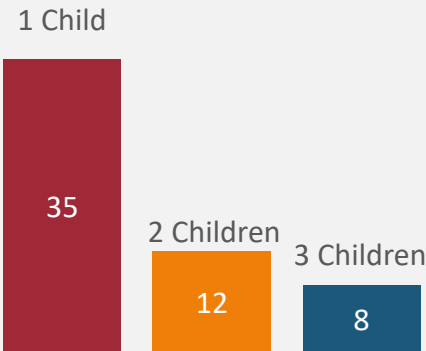
Age of Female Household Representative



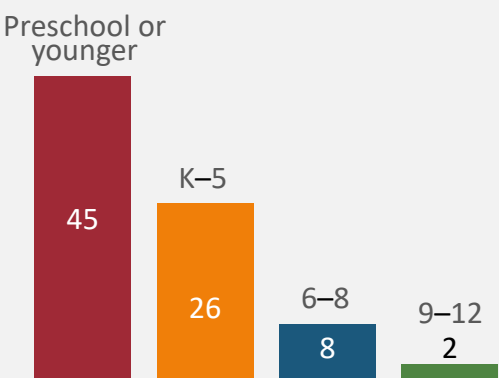
Race of Female Household Representative



Number of Children Per Household



Number of Children in School**



*This term is used in the Ohio Housing Finance Agency Opportunity Index. Please see page 23 for details.

** Data were missing for two children.

2.3 Current Participant Profile in Detail (Groups 1–4)

Age and Number of Children

Age: Participants ranged in age from 19 to 43 at the time of program entry, with an average age of approximately 29. Currently, the vast majority (90%) of participants are currently in their 20s and 30s.

Number of Children: Participants had between one and three children aged 13 or younger at the time of program entry, with an average of 1.5 children per household. Specifically, 35 participants had one child, 12 had two children, and eight had three children.

Education and Employment

Education: Excluding three participants with missing data, 71% of participants reported some level of college education, including associate degrees (12%) and bachelor's degrees (13%). Approximately 15% had a high school diploma or GED, and 17% had completed a certificate or trade school program. Two participants reported both some college education and completion of a certificate or trade school program as their highest level of education.

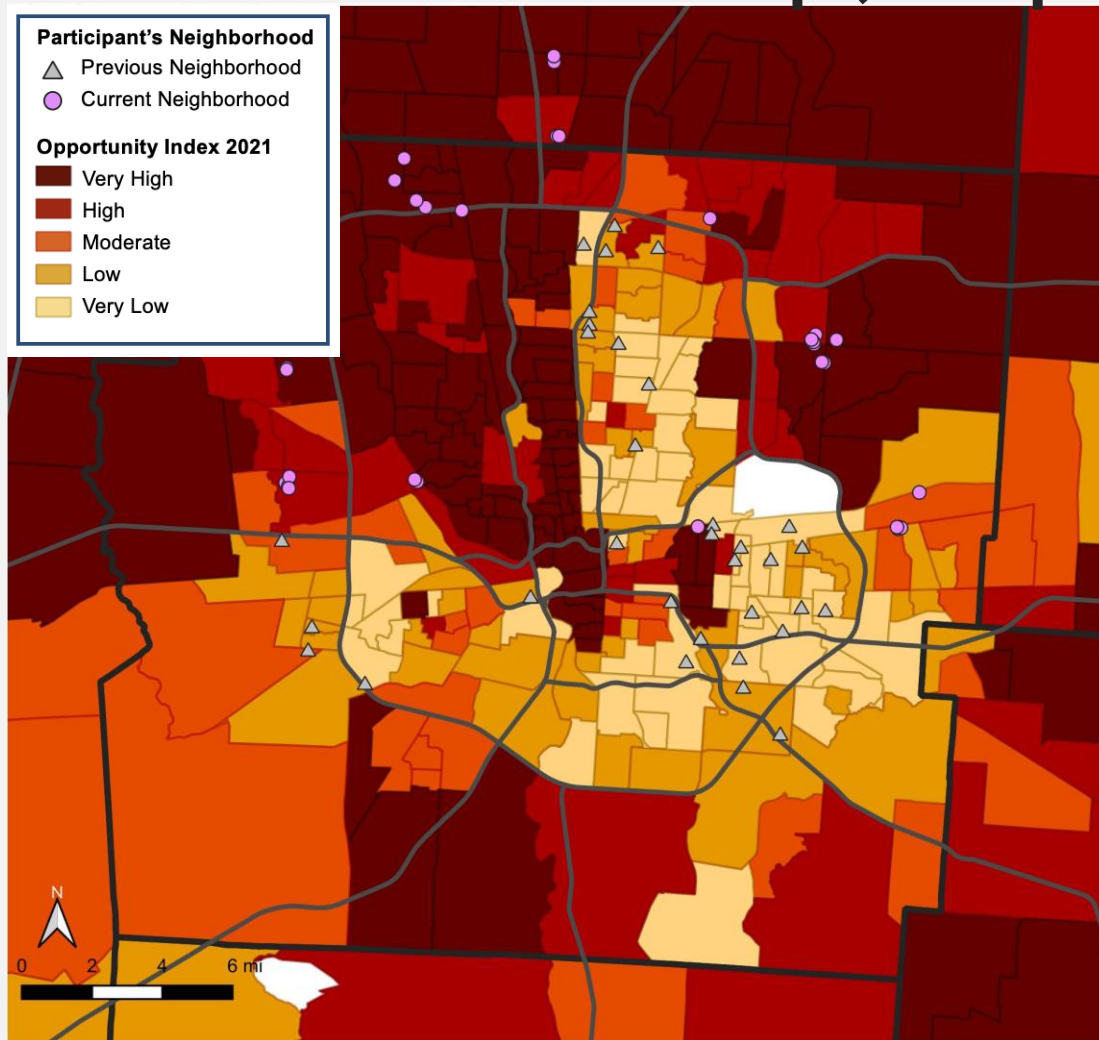
Employment: Participants were employed across a diverse range of industries, including healthcare, education, child-related services, food service, finance and billing, insurance and claims, among others.

Income and Credit Score

Household Income: Most participants were employed full-time, with annual incomes at program entry ranging from \$25,800 to \$51,500. The average household income was approximately \$35,060, excluding one participant with missing data. Over three-quarters of participants had estimated gross annual incomes between \$30,000 and \$50,000.

Credit Score: Participants' credit scores ranged from 463 to 759, with one participant having no score available. Approximately 57% had credit scores below 580, and about 30% had scores between 580 and 669.

2.4 Previous and Current Neighborhoods of Participants Who Were Not Homeless or Doubled Up (Groups 1–4)



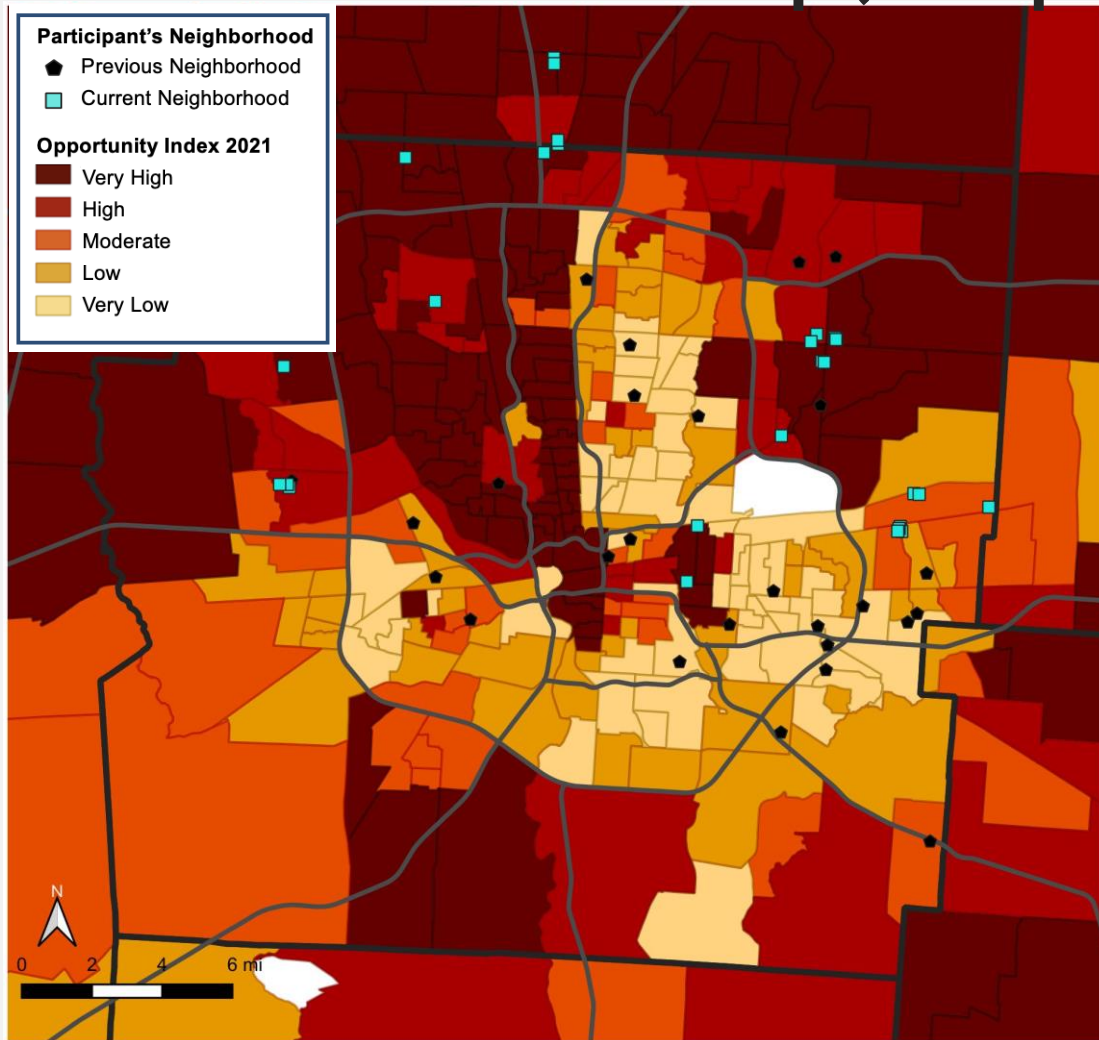
This map shows the pre- and post-relocation residences of all participant families from Groups 1 through 4 who were not homeless or doubled up (34 out of 64 families, 53%). Each corresponds to one participant household, with a gray triangle indicating their previous neighborhoods and a pink circle representing their new locations.

The residential location data overlays the 2022-2023 Urban Suburban Rural (USR) Opportunity Index, developed by the Ohio Housing Finance Agency and the Kirwan Institute for the Study of Race and Ethnicity at OSU, which identifies educational, employment, housing, health, and transportation opportunities.

All families moved to neighborhoods offering better opportunities.

Adapted from source: Ohio Housing Finance Agency Opportunity Index 2021
<https://storymaps.arcgis.com/stories/e3156c486e8445a1ac2dbcd049064139>

2.5 Previous and Current Neighborhoods of Participants Who Were Homeless or Doubled Up (Groups 1–4)



This map shows the pre- and post-relocation residences of all participant families from Groups 1 through 4 who were homeless or doubled up (30 out of 64 families, 47%). Each corresponds to one participant household, with a black pentagon indicating their previous neighborhoods and a blue square representing their new locations.

The residential location data overlays the 2022-2023 Urban Suburban Rural (USR) Opportunity Index, developed by the Ohio Housing Finance Agency and the Kirwan Institute for the Study of Race and Ethnicity at OSU, which identifies educational, employment, housing, health, and transportation opportunities.

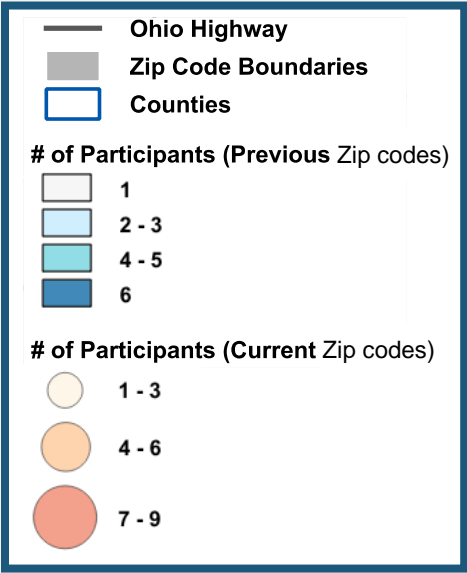
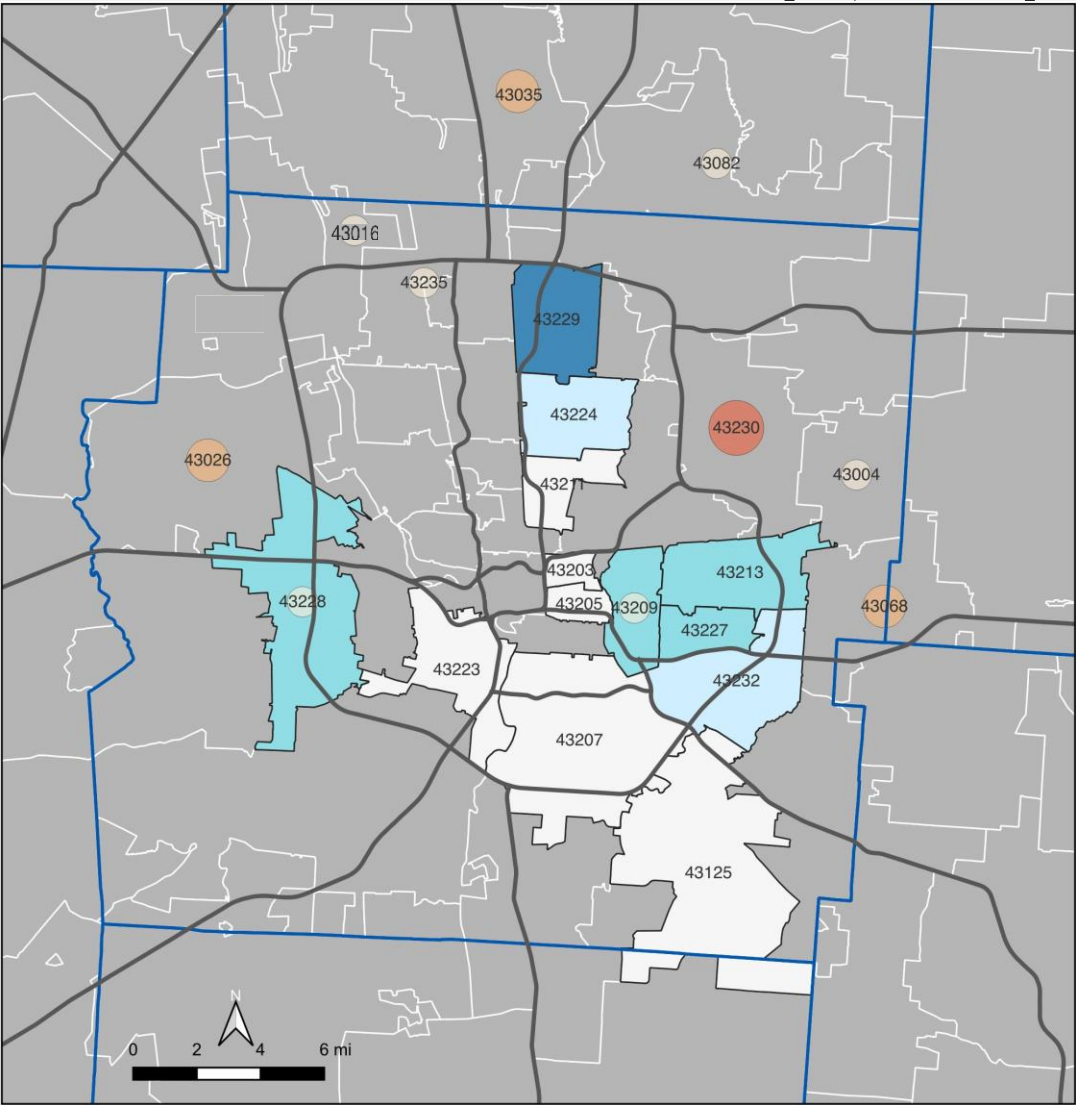
Most families moved to neighborhoods offering better opportunities, while a few relocated to neighborhoods with the same opportunity level as their previous ones, as they had been doubled up and living in moderate or high-opportunity areas.

Adapted from source: Ohio Housing Finance Agency Opportunity Index 2021
<https://storymaps.arcgis.com/stories/e3156c486e8445a1ac2dbcd049064139>

Note. The map does not show the previous neighborhoods of four households due to their previous homelessness.

2.6 Previous and Current Zip Codes of Participants Who Were Not Homeless or Doubled Up (Groups 1–4)

The map shows the zip codes of the previous residences of all families from Groups 1 through 4 who were not homeless or doubled up (34 out of 64 families, 53%) and their current residences after joining the program.



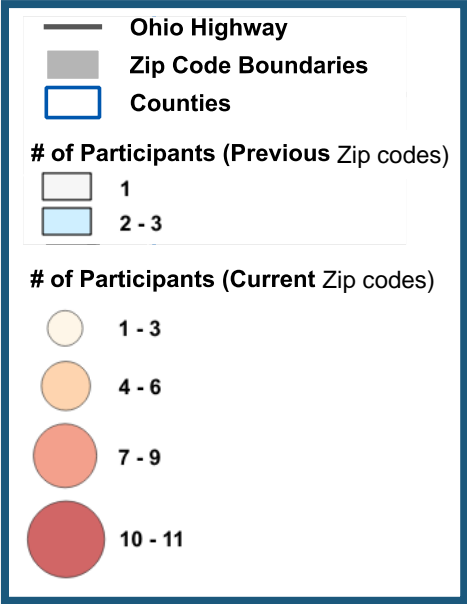
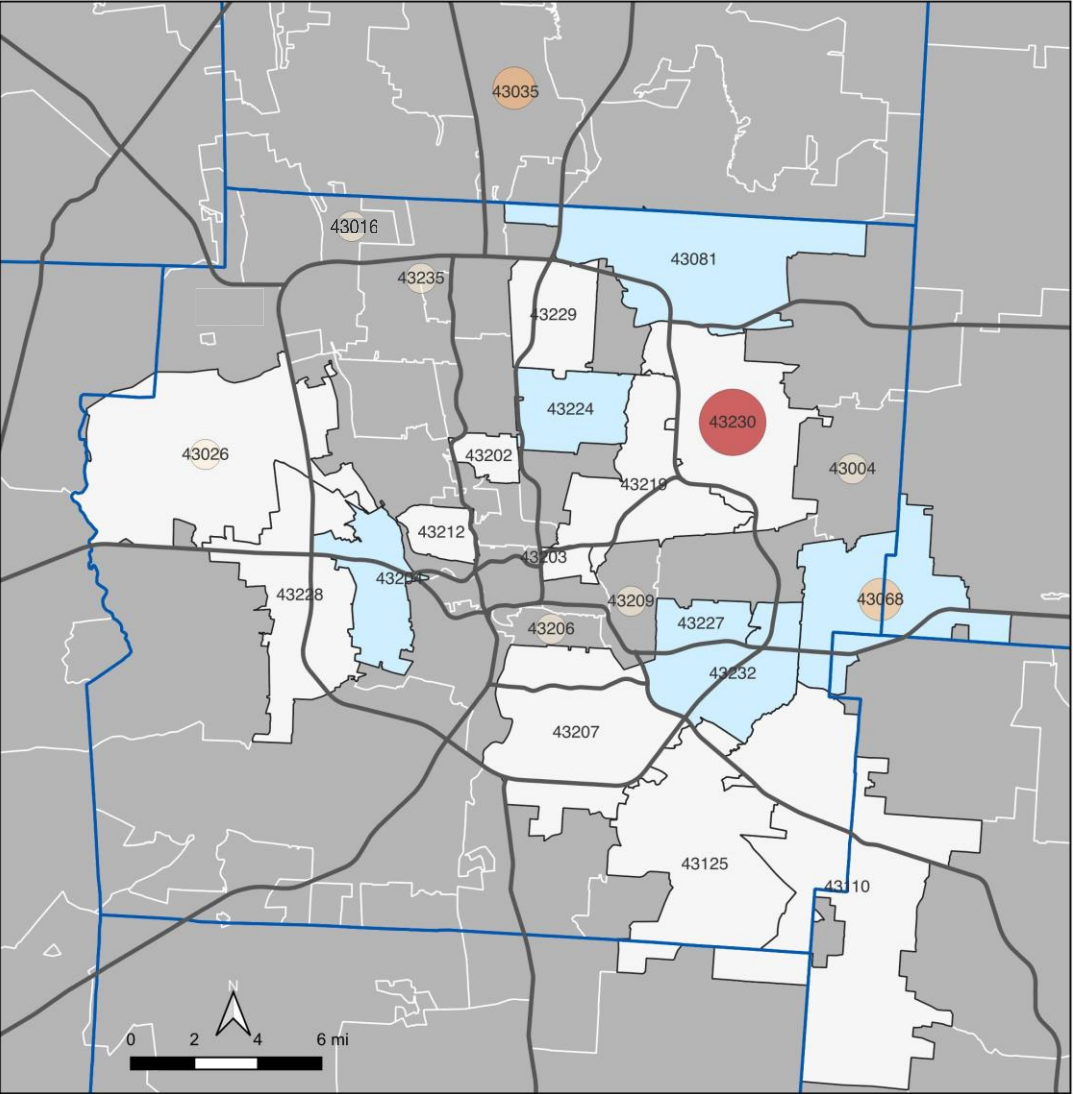
# of participants	Previous Zip codes
6	43229
4 - 5	43209, 43213, 43227, 43228
2 - 3	43224, 43232
1	43203, 43205, 43207, 43211, 43125, 43223

# of participants	Current Zip codes
7 - 9	43230
4 - 6	43026, 43035, 43068
1 - 3	43004, 43016, 43082, 43209, 43228, 43235

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2.7 Previous and Current Zip Codes of Participants Who Were Homeless or Doubled Up (Groups 1–4)

The map shows the zip codes of the previous residences of all families from Groups 1 through 4 who were homeless or doubled up (30 out of 64 families, 47%) and their current residences after joining the program.



# of participants	Previous Zip codes
2 - 3	43068, 43081, 43204, 43224, 43227, 43232, 43026, 43110, 43125, 43202, 43203, 43207, 43212, 43219, 43228, 43229, 43230
1	
# of participants	Current Zip codes
10 - 11	43230
7 - 9	-
4 - 6	43035, 43068
1 - 3	43004, 43016, 43026, 43206, 43209, 43235

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Note. The map does not show the previous neighborhoods of four households due to their previous homelessness.

2.8 Current Participant Profile (Groups 1–3) – Recent Changes

In January and February 2025, Flourish program staff asked participants in Groups 1 through 3 about changes in their income and whether they were currently enrolled in a school or training program. This information was then compared to participants' income at the beginning of the program. This analysis is based on administrative data collected through the program.

Changes in Hourly Income

Among the 39 current participants in Groups 1 through 3, the vast majority (30, 76.9%) reported an increase in their hourly income compared to the beginning of the program. One participant reported no change, and five reported a decrease. Three participants were excluded from the analysis due to insufficient information.

On average, participants experienced an hourly income increase of approximately \$4.92. Among the 30 participants who reported an increase, the average raise was about \$6.25 per hour. In contrast, the five participants who reported a decrease saw an average reduction of approximately \$2.13 per hour.

Reported reasons for income changes included promotions, job changes, pay raises, obtaining a second or third job, and starting a business. It should be noted that these figures reflect changes in hourly income and do not represent participants' gross monthly income.

School and Training Program Participation

Among the 39 current participants in Groups 1 through 3, half (20 participants) were enrolled in a school or training program.

Of these 20 participants, six were pursuing an associate's degree, six were working toward a bachelor's degree, two were pursuing a master's degree, one was in a trade program, and five were pursuing a certification.

2.9 Program Retention

Based on program administrative data, Flourish has a program retention rate of 85.9%. As of the end of March, nine families have exited the program out of a total of 64 families.

The program began with applications in spring 2022 and commenced activities in September 2022. In 2022, 15 participants joined Group 1. In 2023, 16 families joined Group 2, and 17 families joined Group 3. In 2024, 16 families joined Group 4.

The nine participant families that exited the program include two from Group 1, two from Group 2, and five from Group 3. Among the nine exited participants, two left due to personal/family factors, three received notice to vacate or non-renewal, and four were evicted due to non-payment. Contributing factors include underemployment/unemployment, mental health, health issues, participant/landlord disputes, and lease violations.

- Their average length of stay was 13 months, ranging from three to 19 months, with most staying between 12 and 15 months.

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PART 3

**BASELINE SURVEY (GROUPS 3 & 4):
PARTICIPANT EXPERIENCES PRIOR TO
JOINING FLOURISH**



3.1 Motivation for Joining Program

This section, titled 'Baseline Survey,' is based on the survey conducted with participants from Groups 3 and 4 prior to their relocation.

Flourish participants were asked to identify their motivations for joining the program. The most commonly cited motivations were the desire for a better life and future, an improved or better environment, and greater financial stability. Other reasons included the program's qualities, rental assistance, and the need for additional support.

Seeking a better life and future

9 Participants out of 27

"Wanting to better my children's future."

"To get a helpful push to being on my own."

"To be able to obtain information from people that can help me grow and have goals."

"... I can be able to provide my child some stability and give her her own room. Being able to succeed on my own."

– Participant Responses

Seeking a better environment

6 Participants out of 27

"I wanted to have a safe place that my daughter can grow up and be safe in."

"Wanting a nice environment for my kids."

"I wanted better for me and my daughter, and I appreciated the opportunities to live in higher resourced areas."

– Participant Responses

Seeking financial stability

5 Participants out of 27

"Creating a financially stable life for my son."

"The assistance and mentorship with budgeting and financial planning."

"I am interested in money management."

"Help to save money to buy a house."

– Participant Responses

3.2 Housing Stability and Quality in Previous Residence

Housing Stability Prior to Joining the Program

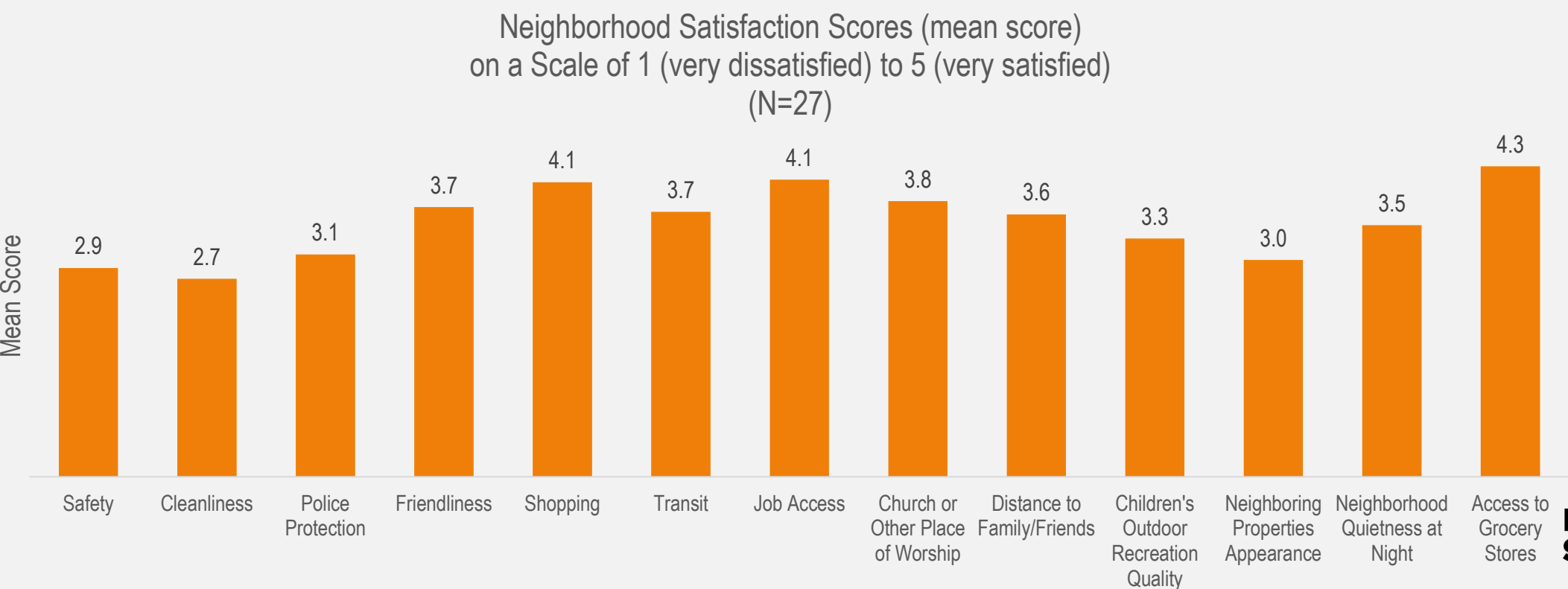
- Nearly half of the participants (12 out of 27) reported having difficulty paying for their housing in the six months before relocating.
- Over one-third of the participants (11 out of 27) reported having trouble securing housing in the six months prior to moving.
- Ten participants reported that they had to live in a place they did not want to live in the six months before relocating.
- Over half of the participants (14 out of 27) reported that they did not expect to be able to stay in their housing for the next six months.
- Only three out of 27 participants did not fall into any of the four categories listed above.
- Three participants reported being served with an eviction notice in six months before relocating.
- One-third of the participants (nine out of 27) reported that they had moved once in the past year, while one participant reported moving three times.

Things Disliked About Their Home Prior to Joining the Program

- Lack of personal space (e.g., not my own home, need my own space, limited space, lack of privacy) – 12 participants
- Housing conditions (e.g., outdated, moldy) – 5 participants
- Area/Neighborhood (e.g., unsafe) – 4 participants
- Maintenance/Management (e.g., slow to fix issues) – 3 participants
- Rent (e.g., expensive, increases) – 2 participants

3.3 Neighborhood Satisfaction Prior to Joining the Program

Flourish participants indicated low satisfaction regarding cleanliness, safety, the appearance of neighboring properties, and police protection in their neighborhood prior to joining the program. Their highest satisfaction in their old neighborhood was related to access to grocery stores, followed by access to shopping and jobs, and convenience to church or other places of worship.



3.4 Economic Conditions Prior to Joining the Program

Financial Circumstances and Job Training Prior to Joining the Program

- Over a quarter of the participants (seven out of 27) reported borrowing money from family members to pay their bills at least once in the three months before joining the program.
- Nearly one-third of the participants (eight out of 27) reported being charged a late fee on their rent, a loan, or a bill in the two months before joining the program.
- Half of the participants (13 out of 26, excluding one with no response) reported participating in job or career training in the 12 months before joining the program.

Financial Stability Prior to Joining the Program

- Three-fourths of the participants (21 out of 27) reported having a personal budget, spending plan, or financial plan prior to joining the program.
- Over half of the participants (15 out of 27) reported having money left over at the end of each month to put into savings prior to joining the program.
- Nearly half of participants (12 out of 27) reported having no emergency savings prior to joining the program. Seven reported having less than one month's expenses, six reported having one to two months' expenses, and two declined to answer.

3.5 Child Development and Health Prior to Joining the Program

Child Development Benchmarks Prior to Joining the Program

- Among the 41 children, 19 were younger than preschool age, three were of preschool age, 13 were in grades K–5, and six were in grades 6–8.
- Eleven out of 41 children participated in extracurricular activities.
- Twelve out of 41 children participated in daycare or after-school programs.
- Of the 19 K–8 children, participants reported five above grade level, nine at grade level, and four below in reading. One participant did not respond.
- Of the 19 K–8 children, participants reported three above grade level, 13 at grade level, and two below in math. One participant did not respond.
- Of the 19 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 rated the physical health of 32 out of 39 children as “Excellent” or “Very good,” including 16 out of 18 children in grades K–8 and 16 out of 21 children who were preschool age or younger, excluding two with no response.
- Participants rated the mental health of 28 out of 38 children as “Excellent” or “Very good,” including 13 out of 17 children in grades K–8 and 15 out of 21 children who were preschool age or younger, excluding three with no response.
- Five out of 25 participants (excluding two with no response) reported that their child had been bullied on school property during the 12 months before joining the program, while eight indicated that their child had not attended school in person during that time.

3.6 Health and Wellness Prior to Joining the Program

Health Prior to Joining the Program

- Eight out of 27 participants rated their physical health as “Very good” prior to moving.
- One-third of the participants (nine out of 27) rated their mental health as “Excellent” or “Very good” prior to moving.
- Over half of the participants (14 out of 27) 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, a quarter of the participants (seven out of 25, excluding two with no response) reported that neither they nor their household members had used the emergency room for medical care. Of the 72% (18 out of 25) who reported using the emergency room, three participants cited COVID, flu, or ear infection as the cause of their emergency room visits, while three participants mentioned pregnancy-related issues. Other reported reasons include breathing issues, croup, asthma, accidents, and illness.

Food Security and Sleep Patterns Prior to Joining the Program

- Prior to joining Flourish, nearly half of the participants (12 out of 27) reported that they “Often” or “Sometimes” worried that their household would not have enough food.
- Five out of 26 participants (excluding one with no response) reported that they or their household members “Often” or “Sometimes” had to eat fewer meals in a day due to a lack of food prior to joining the program.
- Eleven out of 27 participants reported sleeping 7 to 8 hours on average, while one reported sleeping 4 hours or less, and over half of the participants (15) reported sleeping 5 to 6 hours prior to joining the program.
- One-third of the participants (nine out of 27) reported having trouble falling asleep or staying asleep prior to joining the program.

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PART 4

OVERALL EXPERIENCE SINCE
RELOCATING, HOUSING &
NEIGHBORHOOD SATISFACTION



4.1 Participant Voices: Overall Satisfaction with Program (Year 2 – Groups 1 & 2 – Interviews with 15 Participants)

Fifteen participants were interviewed about their experience with Families Flourish. The vast majority (14 out of 15) of participants had a positive experience in their past year with Families Flourish. Three participants identified positive and negative experiences in the past year and one participant described the past year as a negative experience. Positive experiences primarily referenced the economic and career benefits of the program (5 participants), the K–12 educational experience (2 participants), the services provided by Families Flourish staff and coaches (2 participants) and the resources provided by Families Flourish. Negative experiences were primarily related to the participants “fit” with their coach (2 participants).

“I appreciate them letting me into this program and helping me out when I was in need of hope.”

“It's been very great. Honestly.”

“It's been a wonderful program...this year they have been very helpful, very supportive. I think I'm really seeing more of the results of the program this year.”

“It's been well. I feel like I'm learning a lot. I'm obtaining a lot. So, it's been actually very good.”

Economic and Career Benefits

“Yes, I started a new career. Now I have a great job with benefits.”

“The program has benefited my life a lot in [the] last year. I've learned a lot about credit and opening lines of credit, and how to improve my credit score and within the last two years I got a car loan. I never had a car loan before, so I feel like, a lot of the classes really prepared me for a lot of big decisions in the last year.”

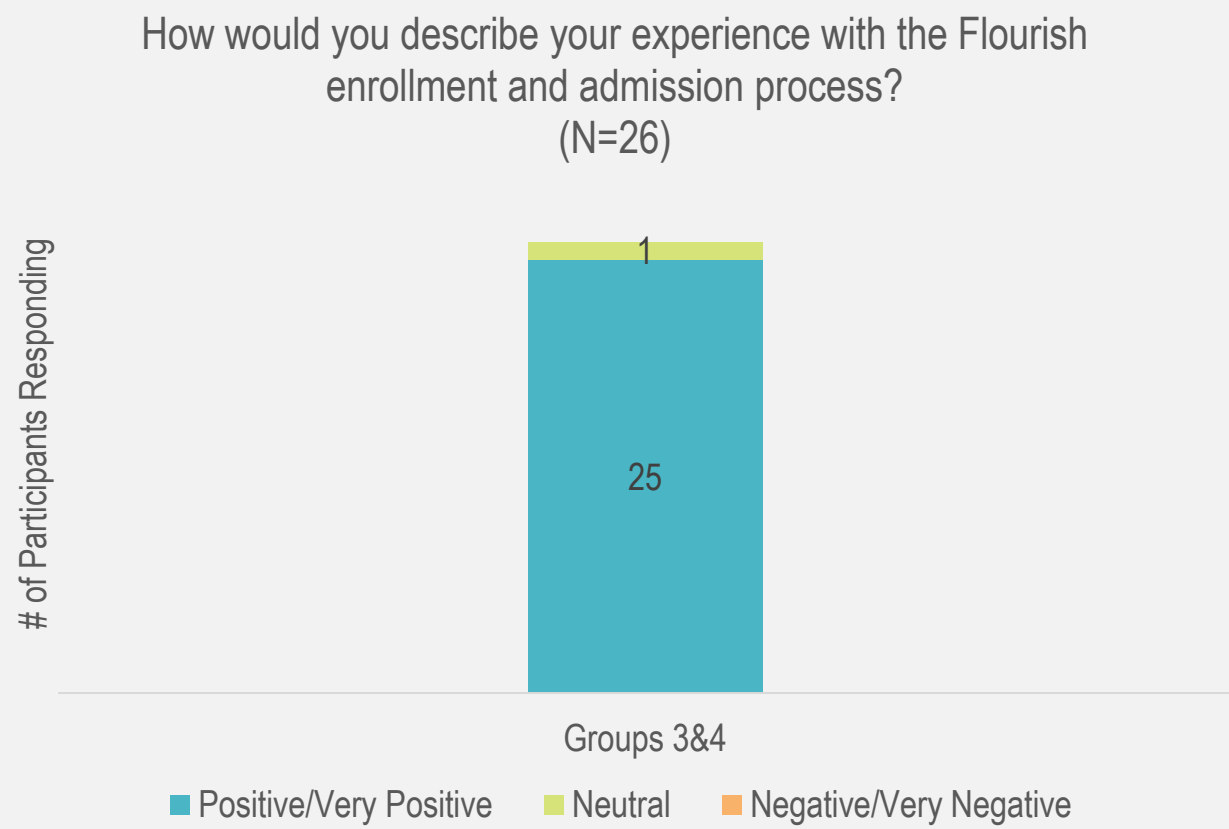
Services Provided by Flourish Staff

“What I think is amazing is, the support from staff. Like, if you need any resources, help, somebody to talk to for a hot second, they're always available and ready for that any sort of resources, they're really good at it.”

“I think it's been very good. They are very helpful and understanding and they have a lot of resources (for us).”

4.2 Enrollment and Admission Process (Year 1 – Groups 3 & 4)

All but one participant reported a positive experience with the Flourish enrollment and admission process. Most participants in Groups 3 and 4 (22 out of 26) rated their experience as “Very positive,” three participants rated it as “Positive,” and one participant rated it as neutral.

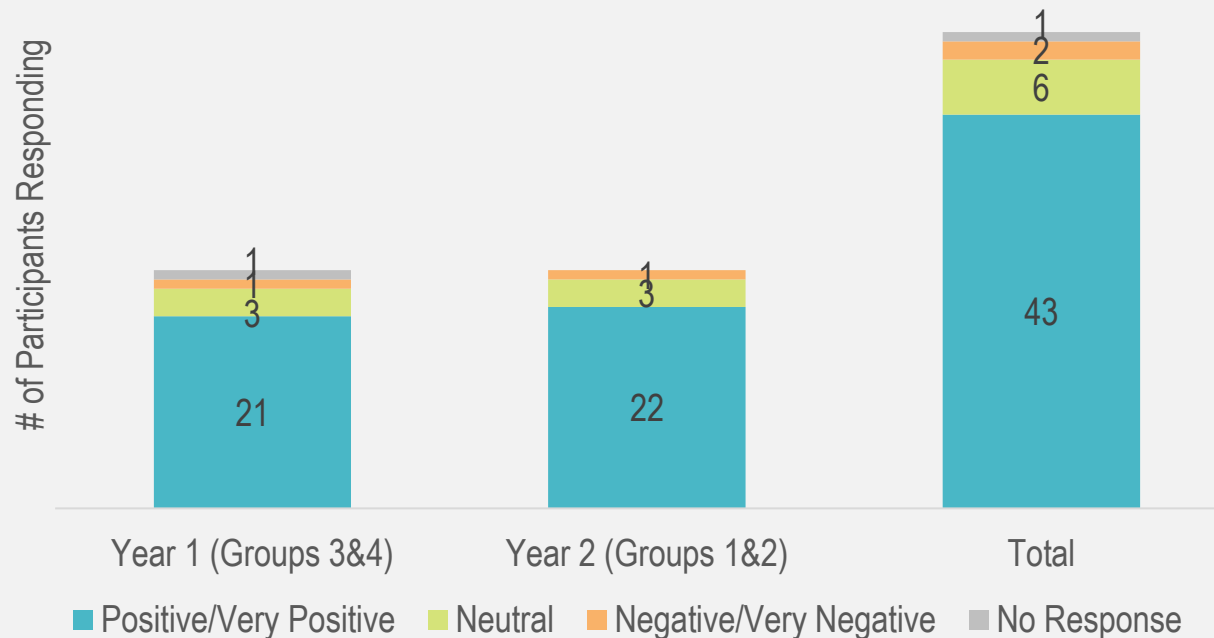


4.3 Housing Experience

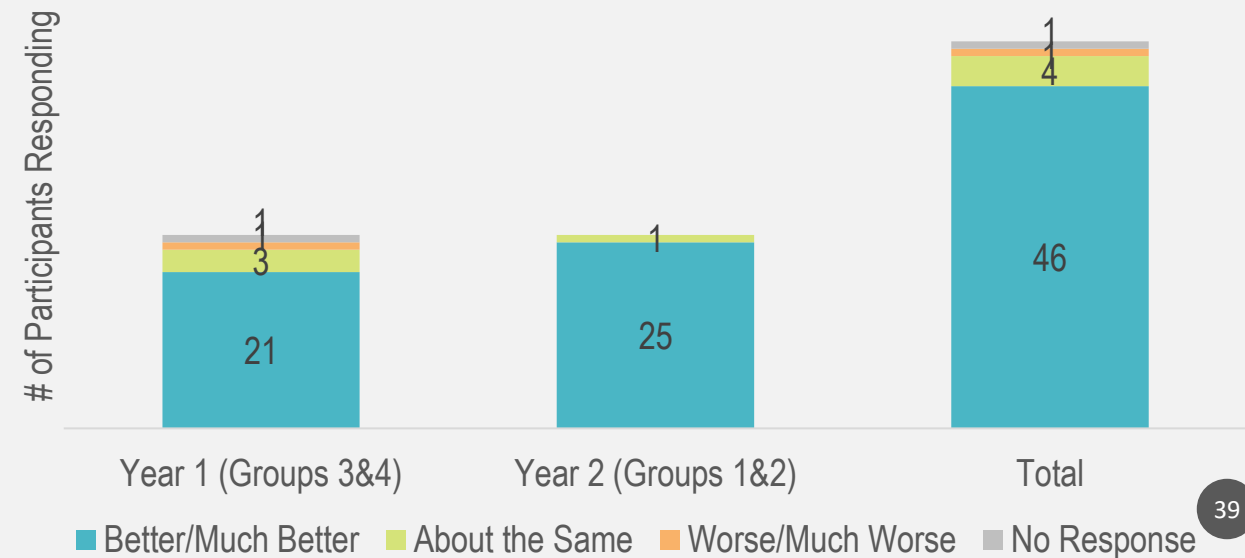
In Year 1, the vast majority of participants in Groups 3 and 4 (21 out of 25, excluding one with no response) reported a positive experience (“Very positive” or “Positive”) with their new housing, three rated it as neutral, and one rated it as negative. Similarly, 21 out of 25 participants (excluding one with no response) described their housing circumstances as “Better” or “Much better” compared to their housing prior to Flourish, while three rated it as about the same, and one rated it as worse.

In Year 2, the vast majority of participants in Groups 1 and 2 (22 out of 26) reported a positive experience (“Very positive” or “Positive”) with their current housing, three rated it as neutral, and one rated it as very negative. All but one participant (25 out of 26) described their housing circumstances as “Better” or “Much better” compared to their housing prior to Flourish, while one rated it as about the same.

How would you describe your experience in your new home?
(Groups 1&2 N=26; Groups 3&4 N=26)



How would you describe your family's housing circumstances
(housing quality, location, and cost) since relocating compared
to your housing prior to Flourish?
(Groups 1&2 N=26; Groups 3&4 N=26)



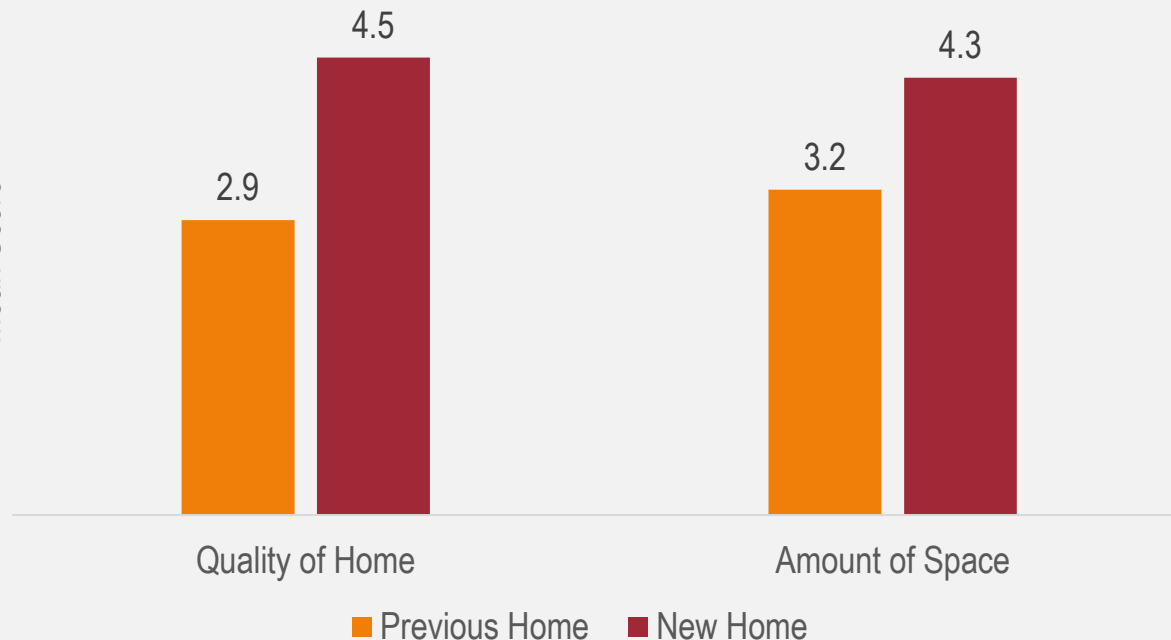
4.4 Housing Satisfaction (Year 1 – Groups 3 & 4)

Mean participant satisfaction scores for the quality of their home increased from 2.9 to 4.5, and mean participant satisfaction scores for the amount of space increased from 3.2 to 4.3, compared to their previous home.

Participants in Groups 3 and 4 expressed satisfaction with the area, amenities, neighborhood, space, school district, and other factors. However, they noted a few negatives, including property maintenance and management issues, outdated conditions, high utility bills, pests, and other concerns. Eight participants mentioned that they had no dislikes about their new home.

Home Satisfaction Scores (mean score)
on a scale of 1 (very dissatisfied) to 5 (very satisfied)
(N=26*)

Mean Score



* Some participants did not respond to all questions.

What do you like or dislike about your new home?

Likes:

- Area/ Location (5 responses)
- Amenities (5 responses): Gym, laundry room
- Neighborhood (5 responses): Safe
- Space (4 responses): Own space, spacious
- School district (2 responses)

Dislikes:

- Nothing (8 responses)
- Property management/ Maintenance (4 responses)
- Outdated conditions (2 responses)
- High utility bills (2 responses)
- Pests (2 responses)

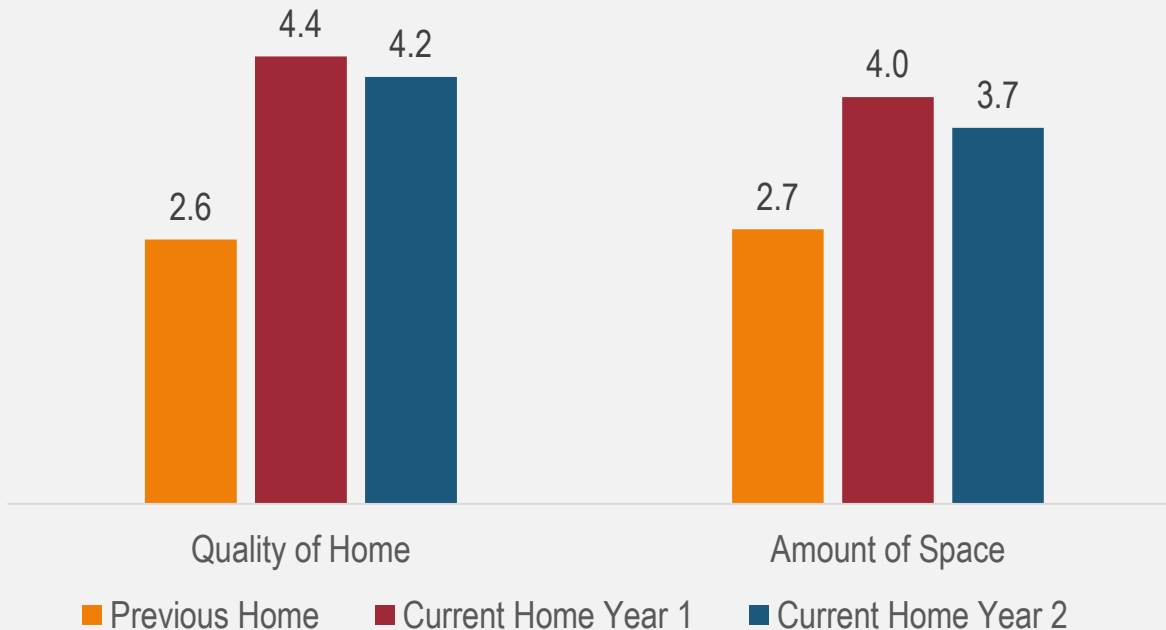
4.5 Housing Satisfaction (Year 2 – Groups 1 & 2)

Mean participant satisfaction scores for the quality of their home increased from 2.6 to 4.2, and mean participant satisfaction scores for the amount of space increased from 2.7 to 3.7, compared to their previous home. The slight decline in scores from Year 1 to Year 2 may be due to the newness of the area wearing off.

Participants in Groups 1 and 2 expressed satisfaction with the area, neighborhood, space, school district, and other factors. However, they noted a few negatives, including the apartment size, property maintenance and management issues, and other concerns. Six participants mentioned that they had no dislikes about their current home.

Home Satisfaction Scores (mean score)
on a scale of 1 (very dissatisfied) to 5 (very satisfied)
(Year 1 N=27*; Year 2 N=26)

Mean Score



* Some participants did not respond to all questions.

What do you like or dislike about your Current home?

Likes:

- Area/ Location (10 responses)
- Neighborhood (10 responses): Clean, safe
- Space (6 responses)
- School district (5 responses)
- Other responses: Everything, pool, high ceilings, easy access to groceries, two levels

Dislikes:

- Nothing (6 responses)
- Space/ Size (5 responses)
- Property Maintenance/ Managers/ Management (5 responses)
- Other responses: Floor of my unit, old, utility costs, neighbor noise issues

4.6 Housing Challenges: Previous vs. Current Homes (Year 1 – Groups 3 & 4)

Previous Homes

- The majority of participants (17 out of 26) reported problems with their previous home; of those, ten reported multiple issues—half with two to three issues, and half with four or more.
- Pests were the most frequent problem (12 responses), followed by landlord disputes (6), mold (5), water leaks (4), unreliable utilities (4), chipping paint (3), overcrowding (3), non-functioning appliances (3), threat of eviction (3), and other issues such as missing or non-working smoke detectors and a medical condition that made it difficult to live in their previous home.

Current Homes

- Less than half of the participants (12 out of 26) reported problems with their current home; of those, seven reported multiple issues—typically two, except in the case of two participants.
- Pests were the most frequent problem (5 responses), followed by mold (4), water leaks (2), landlord disputes (2), high utility bills (2), and other issues such as threat of eviction and chipping paint.

4.7 Housing Experience: Excerpts from Surveys

Participant Reflections (Year 1 – Groups 3 & 4)

- *“First time I felt like I was in a place I can call home.”*
- *“I love my new housing. I love the area and the actual house.”*
- *“It’s accommodating for someone who isn’t driving. I’m close to everything, for the summer having two pools is nice, me having my own bathroom and balcony is something I love.”*
- *“Its cool. Property management is understanding.”*
- *“Love the neighborhood. Love the neighbors. Love how functional it is. Have been frustrated at times with property management.”*
- *“The housing services responds to any request for repairs in case of any damage or leaks. However, the utility bills are too high.”*
- *“I have a good experience.”*
- *“It has over all been a very positive experience!”*
- *“It’s decent, I don’t have too many complaints.”*
- *“Very positive.”*

Participant Reflections (Year 2 – Groups 1 & 2)

- *“I love this neighborhood. It’s safe, near everything, and my kids [are] attending a great day care right down the road which makes it so convenient for me. Rent is affordable. I feel safe with my kids. Maintenance is always taking care of my work orders working 1-2 days. Parking is right at my door, which is also very convenient having small children. The space is perfect.”*
- *“I live in a beautiful area/neighborhood. One that’s safe and that I can be proud of. Our family also has access to amenities like a pool and gym, which weren’t available at our old apartment.”*
- *“I love where I live. I think this is a wonderful place to raise a family.”*
- *“I feel very safe to walk my daughter outside, she has made new friends and everything is nearby.”*
- *“I love my area and space. They don’t offer three bedrooms for Families Flourish so it’s kind of tight.”*
- *“Housing is all around better. I am very concerned about cost of housing after I graduate the program.”*
- *“Property is well maintained. Maintenance team is very responsive. Safe area. Kid friendly.”*
- *“Overall it has been great!”*

4.8 Participant Voices: Interview Reflections (Year 2 – Groups 1 & 2 – Interviews with 15 Participants)

Housing Satisfaction

In interviews, fourteen out of fifteen participants expressed satisfaction with their current housing unit. Positive statements were primarily related to property management and maintenance (8) and property safety (5). The one participant who expressed dissatisfaction with their housing unit referenced inadequate property maintenance.

Property Management & Maintenance

“Oh, yes, they are very understanding, they are very nice. They communicate very well.”

“I haven't had any issues with property management. Whenever I need maintenance to come, they come and 'cause I'm really adamant about getting things done.”

Safety

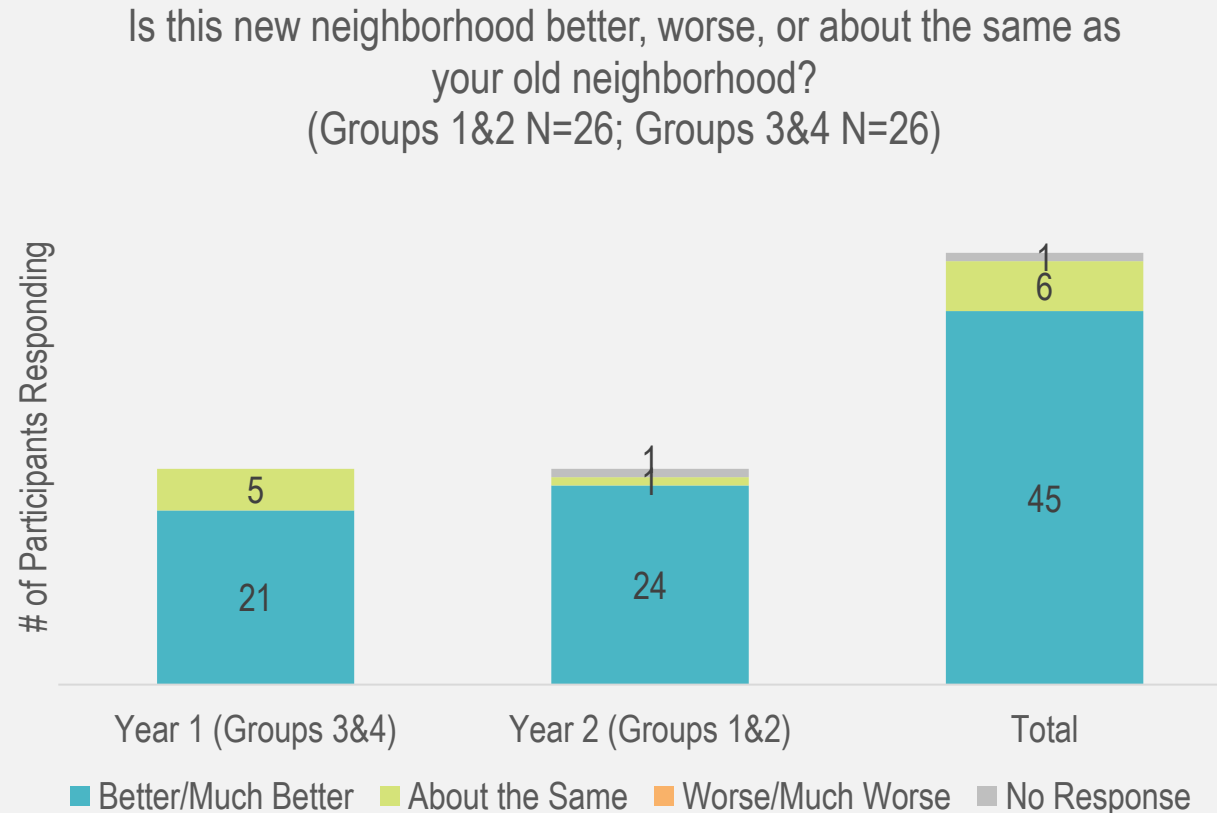
“Yeah, I love it. I feel, I just love it. I'd be ready to come home every day when I'm out. I just want to come back home. I feel safe. That's my safe place.”

“For the most part, it's safe. If there's any sort of maintenance issues, they do fix it quickly. It's a safe home. It's warm, especially today when it's so cold outside. Yeah, I'm enjoying it.”

4.9 Neighborhood Experience

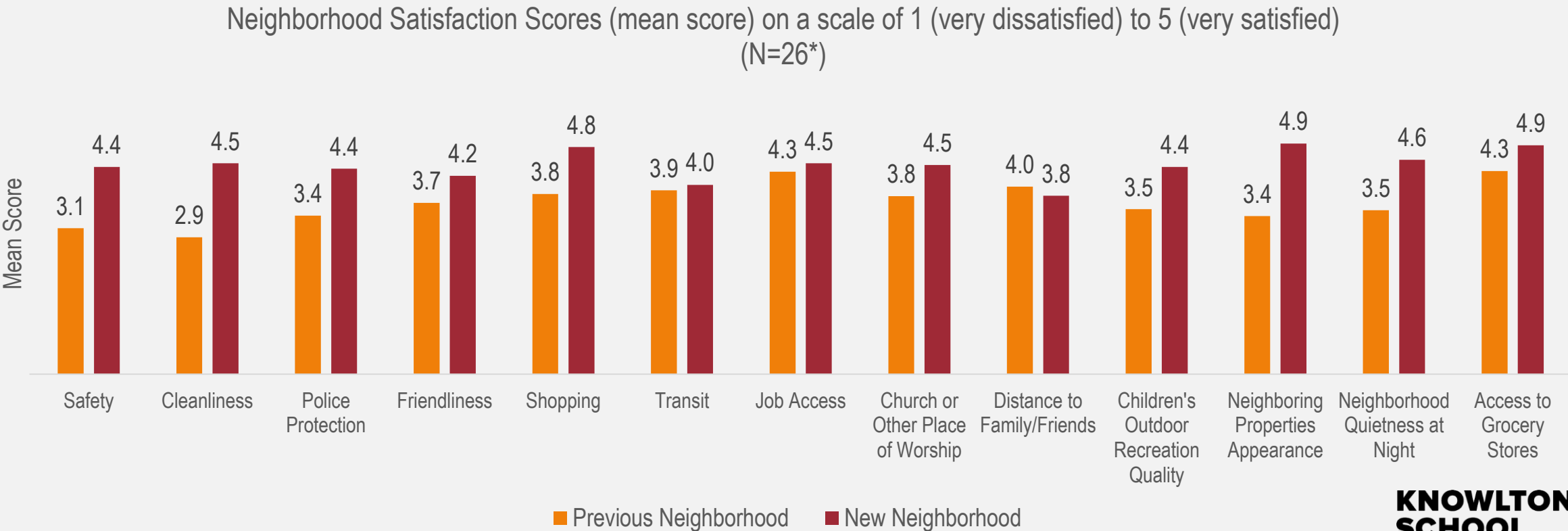
In Year 1, the vast majority of participants in Groups 3 and 4 (21 out of 26) rated their current neighborhood as “Better” or “Much better” compared to their neighborhood prior to joining the program. Five participants reported that their current neighborhood was “About the same.”

In Year 2, almost all participants in Groups 1 and 2 (24 out of 25, excluding one with no response) rated their current neighborhood as “Better” or “Much better” compared to their neighborhood prior to joining the program. One participant reported that their current neighborhood was “About the same.”



4.10 Neighborhood Satisfaction (Year 1 – Groups 3 & 4)

In Year 1, participants in Groups 3 and 4 reported a significant improvement in neighborhood satisfaction compared to their previous neighborhood. The most notable improvements were in cleanliness, the appearance of neighboring properties, safety, neighborhood quietness at night, police protection, and access to shopping. Additionally, participants generally rated their current neighborhood more favorably in terms of the appearance of neighboring properties, access to grocery stores or shopping, and neighborhood quietness at night. However, they expressed less satisfaction with the distance to family and friends.

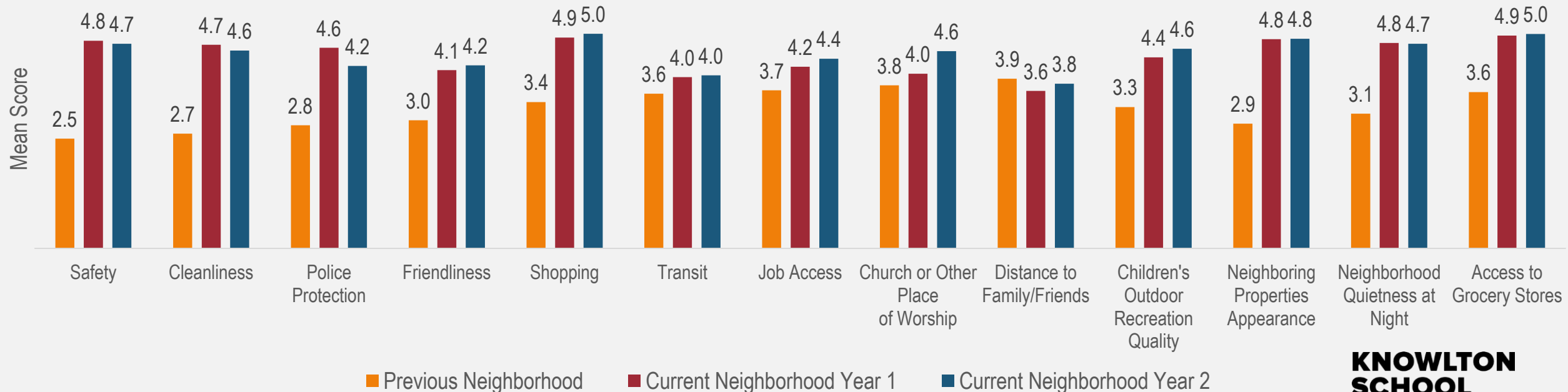


* Some participants did not respond to all questions.

4.11 Neighborhood Satisfaction (Year 2 – Groups 1 & 2)

In Year 2, participants in Groups 1 and 2 reported a significant improvement in neighborhood satisfaction compared to their previous neighborhood. The most notable improvements were in safety, cleanliness, the appearance of neighboring properties, neighborhood quietness at night, access to shopping, police protection, access to grocery stores, and friendliness. Additionally, participants generally rated their current neighborhood more favorably in terms of access to grocery stores or shopping, the appearance of neighboring properties, neighborhood quietness at night, and safety. However, they expressed less satisfaction with the distance to family and friends.

Neighborhood Satisfaction Scores (mean score) on a scale of 1 (very dissatisfied) to 5 (very satisfied)
(Year 1 N=27*; Year 2 N=26*)



4.12 Participant Voices: Interview Reflections (Year 2 – Groups 1 & 2 – Interviews with 15 Participants)

Neighborhood Satisfaction

In interviews, all participants identified having positive experiences with their neighborhood in the past year. Positive experiences were primarily associated with neighborhood safety (6), access to shopping, services and walkability (5) and their comfort/relationship with neighbors (2). Two participants noted some negative experiences in their neighborhood; these were related to traffic safety concerns and challenges with property management.

Access to Shopping, Services & Walkability

“I walk around a lot because I exercise a lot. I take advantage of all the stores that are really close to me. I live literally in walking distance of less than five minutes to any store. ... I, you know, create those relationships with people in the area. You know, businesses in the area. So I enjoy. I enjoy living over here.”

Neighborhood Safety & Children

“I feel safe. My kids go outside and play. I enjoy the people around me just those little things.”

“Yes, I still love my neighborhood. I do feel like it's still worth it. My kids are able to go outside and play. They're able to make friends, and I don't have to worry.”

“It doesn't seem like there's a lot of crime. I feel safe living here with my daughter and we both like it a lot.”

“I like it (the neighborhood) more now. I like it a lot more... I have a 4-year-old. ... It's a big complex, but it's just being able to walk around and for him ride his bike and those types of things, and it feels safe.”

4.13 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?

- In Year 1, eight out of 25 participants in Groups 3 and 4 (excluding one with no response) reported belonging to groups or associations before moving to their current home, while seven out of 26 reported belonging to groups or associations after moving.
- Five participants in Groups 3 and 4 indicated that they belonged to groups or associations before and after moving.
- In Year 2, more than half of the participants in Groups 1 and 2 (14 out of 25, excluding one with no response) reported belonging to some groups or associations since moving to their current home.

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

- In Year 1, of the 26 participants in Groups 3 and 4 (or 25 for two questions, excluding one with no response), eight reported difficulty reaching at least one destination. These included a family member's or friend's home (6), the workplace (3), a place of worship (3), shopping (2), medical care (2), and school (1). One participant reported difficulty reaching all of these destinations.
- In Year 2, of the 26 participants in Groups 1 and 2, six reported difficulty reaching at least one destination, including the workplace (2), shopping (2), school (2), a family member's or friend's home (2), and a place of worship (1).

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PART 5

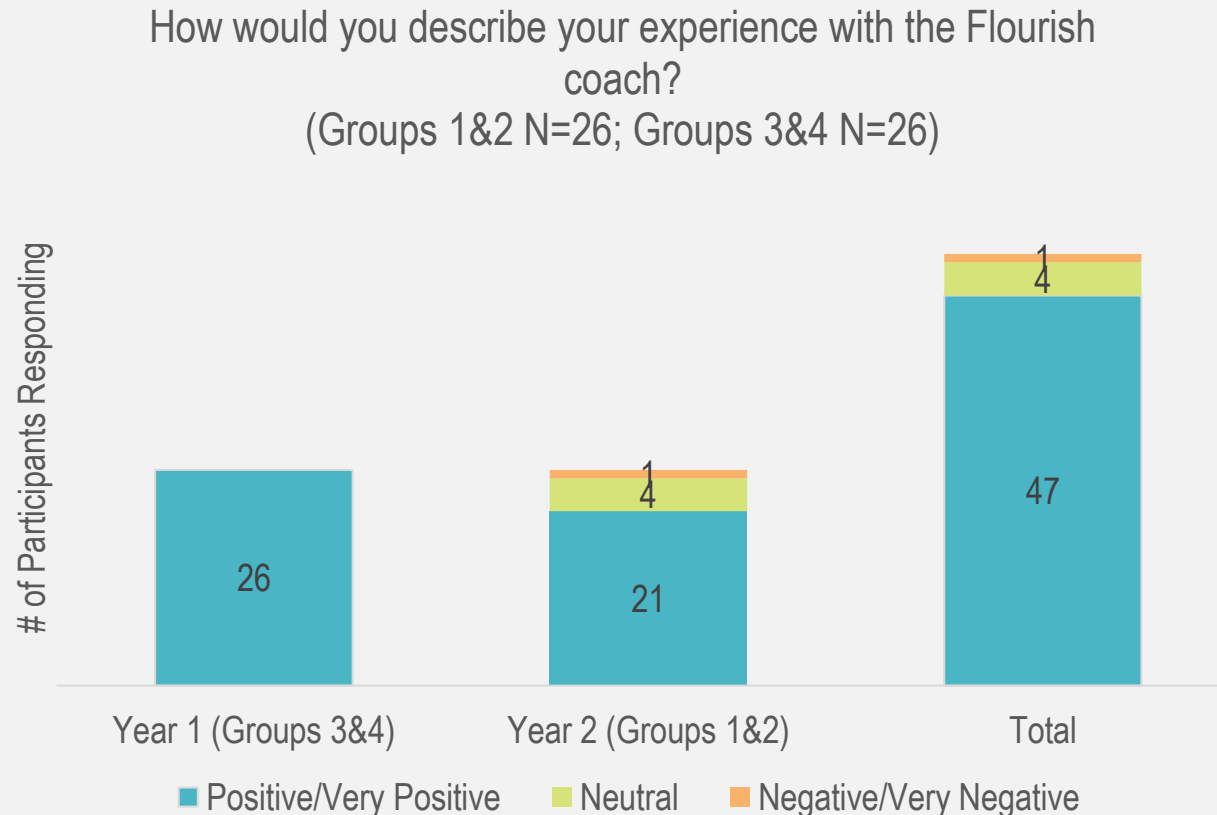
IMPACTS OF COACHING &
FLOURISH PROGRAMMING



5.1 Impact of Coaching Program

Participants were generally satisfied with the Flourish coaching program. In Year 1, all participants in Groups 3 and 4 described the coaching program as either “Positive” or “Very positive,” with 25 rating it as “Very positive.”

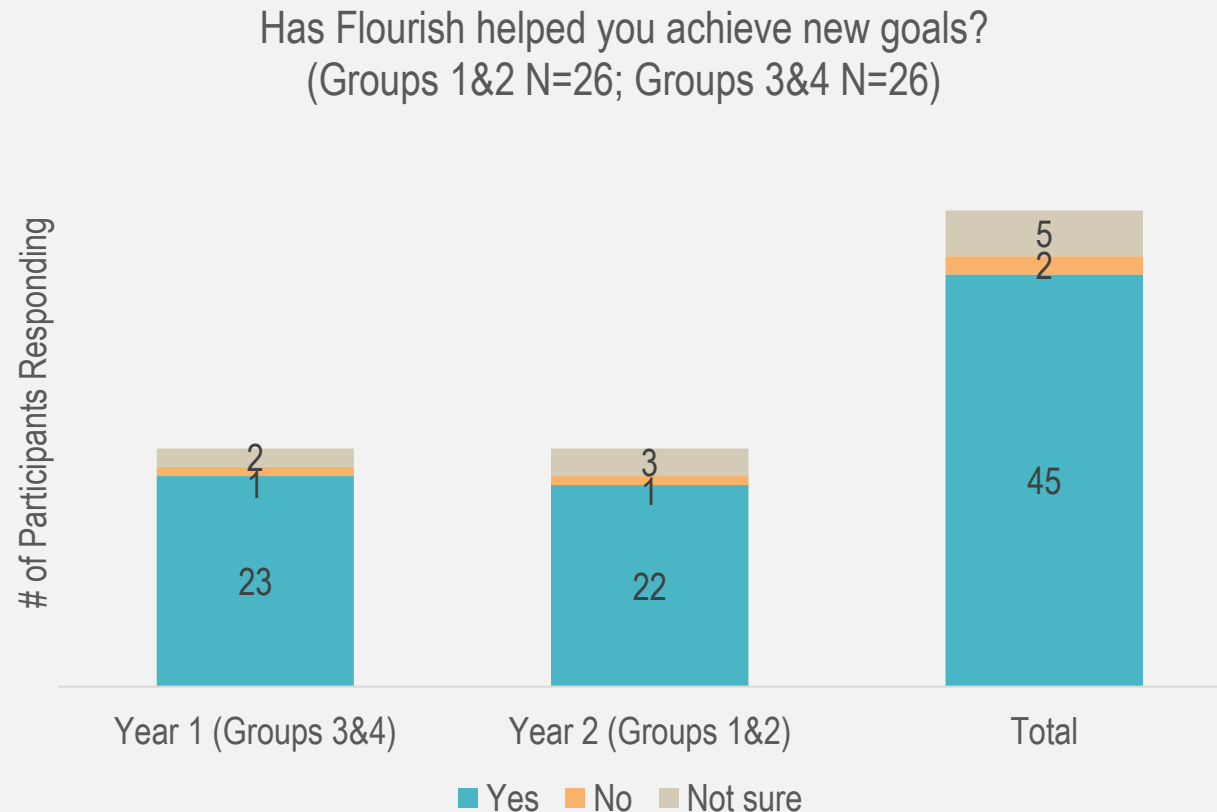
In Year 2, most participants in Groups 1 and 2 (21 out of 26) described the coaching program as “Positive” or “Very positive,” with 15 rating it as “Very positive.” One participant reported a negative perception, and four reported neutral perceptions.



5.2 Goal Setting and Achievement

In Year 1, most participants in Groups 3 and 4 (23 out of 26) indicated that Flourish helped them achieve their goals, while one participant provided a negative response.

In Year 2, most participants in Groups 1 and 2 (22 out of 26) indicated that Flourish helped them achieve their goals, while one participant provided a negative response. The coaching activities focused on setting personal goals and developing plans to achieve them, with goals covering topics such as finance, career development, and education.



5.3 Goals Achieved: Excerpts from Surveys

Participant Reflections (Year 1 – Groups 3 & 4)

- *“My coach has helped me with my resume to get me to a better job.”*
- *“I’ve been able to live on my own and become more independent.”*
- *“Finding a new career and providing my daughter with a stable home.”*
- *“Stepping towards financial freedom.”*
- *“New place, new job, new opportunities.”*
- *“I’ve reached some financial goals and personal goals of my own.”*
- *“I have my own apartment and within 6 months I was driving a brand-new new car.”*
- *“Paying off 80% of my debt.”*
- *“Being able to afford rent without stressing.”*
- *“We’re still working but has helped me set new goals.”*

Participant Reflections (Year 2 – Groups 1 & 2)

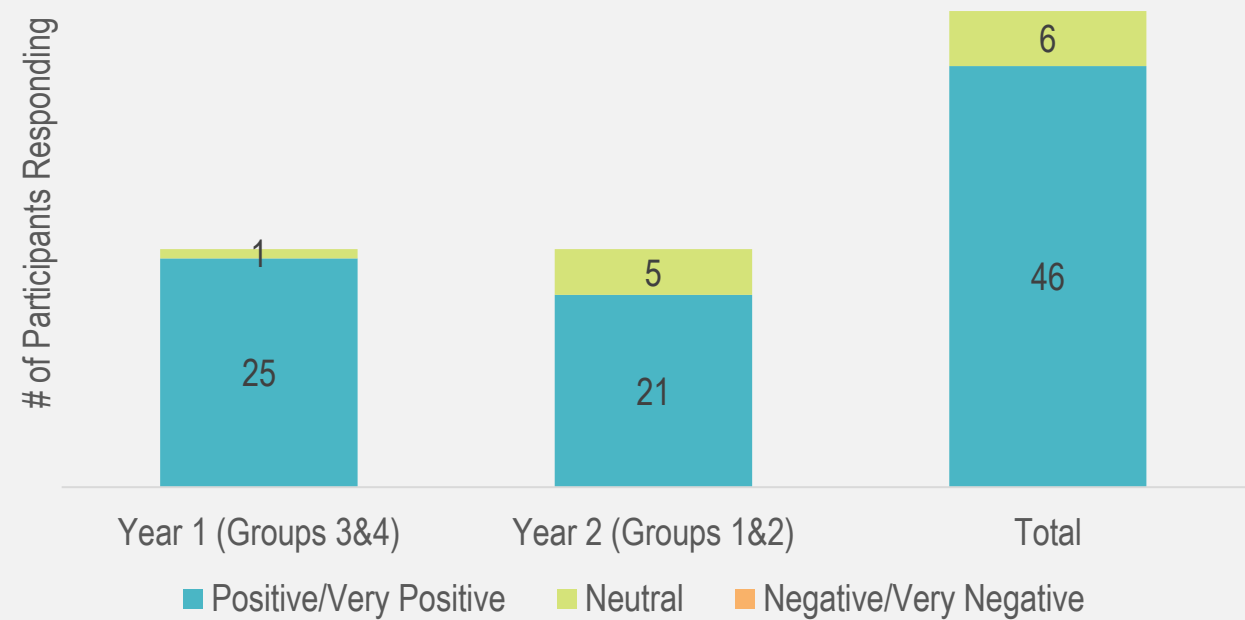
- *“Obtaining a home in a safe neighborhood, my daughter having access to better schools, getting a career that is stable.”*
- *“I got a better job with higher pay and managing money better.”*
- *“Better employment.”*
- *“Next career level.”*
- *“Higher wages.”*
- *“Going back to college.”*
- *“Graduating from college.”*
- *“I was able to start my business back.”*
- *“Being financially stable and able to live on my own.”*
- *“Families Flourish has helped me [stay] strong. They encouraged me to go back to school for my passion and I am currently pursuing my dream goal of being a personal chef teaching about the importance of nutrition.”*
- *“Obtaining info on buying a house.”*
- *“Everything overall, for real.”*

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 and resources. These sessions were mostly held in a virtual format. Participants acknowledged that the virtual format was more accommodating for families, given travel times, work conflicts, and childcare or extracurricular activities. However, several participants expressed a desire for in-person interactions among families a few times a year.

In Year 1, all but one participant in Groups 3 and 4 described the monthly program sessions as “Positive” or “Very positive,” while one reported a neutral perception. In Year 2, most participants in Groups 1 and 2 (21 out of 26) also rated the sessions as “Positive” or “Very positive,” with five reporting neutral perceptions.

How would you describe your experience with the Flourish monthly programs? (Groups 1&2 N=26; Groups 3&4 N=26)



5.5 Flourish Programming and Coaching: Excerpts from Surveys

Participant Reflections (Year 1 – Groups 3 & 4)

- *“I have had a very positive experience with the Family Flourish Pro[gram]. Without them I will not have anywhere to stay or be able to afford it. The monthly coaching, as well as the coaching with my private coach, is very helpful with me and also reminds me that there are others going through the same things I’m going [through].”*
- *“I [am] really enjoying meeting with the group monthly. The topics that we speak about are very important.”*
- *“My coach is absolutely amazing. I love [coach’s name]! I love the program and the fact that everyone within the program genuinely cares about your success. It’s a rarity to have such a big group of people that are non-family rooting for you. From the bottom of my heart, thank you so much for accepting my family into yours.”*
- *“My experience with Families Flourish program has been nothing but good. Relocating into my apartment was easy as if I was applying on [my] own. Adjusting within my place was also good and especially with my coach checking in on me. I love the monthly meetings as each one is informational that I use and incorporate it in my daily life. Also, having a coach is a benefit for me to be able to vent and hear other things from another perspective.”*
- *“Overall it’s been great, transitions are hard with children but it was nothing but great, my coach is so great and supportive!”*
- *“So far my experience has been good. The help with paying a portion of the rent really helps, especially during a time when I needed help and was homeless. I really appreciate the program. I’m happy programs like this exist here in Columbus.”*
- *“The program has helped me move to a neighborhood I would ordinarily not have been able to afford. Through its monthly programs, I have learned to be more productive through adequate time management, I have learned ways to help me balance life as a mum and as a graduate student. The program has also helped me access resources that are useful for me and [my] household. The coaching sessions have helped keep track of my monthly goals, track my financial expenses, and also access other use[ful] resources.”*
- *“We love it. Families Flourish is helping families that wouldn’t likely have the opportunity to live in cleaner and safer environments with better opportunities. The program brings hope by allowing people to experience better and in turn can dream bigger and work harder to reacher their goals. When you can see what you can have you’ll try to keep it.”*

5.6 Flourish Programming and Coaching: Excerpts from Surveys

Participant Reflections (Year 2 – Groups 1 & 2)

- *“My experience overall has been very positive. It’s been quite an experience and journey these past 3 years. I’m proud to say that my family has flourished in ways that I never imagined 3 years ago before I started the program. It’s amazing to have witnessed the growth within my daughter, my family, and [my]self. This program, the coaching, the support and the resources have been a blessing.”*
- *“The greatest asset I have with [Families Flourish] is the support of my coach, the programming and the connection with other community resources like New Directions and budgeting support.”*
- *“I love the area I am in. I feel safe and it is a blessing to have my own space. The monthly programs are great, and I’ve learned many things I wish I would’ve known 20 years ago. I have met a couple of fellow participants that are in the program that I maintain a friendship with. This program is helping me turn my goals into reality.”*
- *“They are very hands on. If I have issues that needs to be addressed, they move quickly or if I have suggestions, they’re open to the idea.”*
- *“Moving to my neighborhood of choice has been amazing and beyond my expectations. My goal was to connect to my community the monthly classes and life coaching has gave me tips, tools and strategies to accomplish a lot of my goals. The class flow is amazing and always a topic that is relatable and helpful, especially the resources we get after each session.”*
- *“I love the monthly program. It is an awesome program. I just wish the monthly meetings were more adequate for my schedule or families who work weekday we need a weekend monthly, so we won’t risk missing and also wish there was a way for families that after you complete the program it helps you transition to getting a house maybe.”*
- *“My experience with Families Flourish has been a blessing to me and my family. My son doesn’t experience the life I had to in my environment. There’s not anything negative I would say about this program. I can’t wait for it to expand to help mothers across the whole state of Ohio. My apartment is small but it’s fine for me.”*
- *“I’ve loved my entire experience!! They’ve helped me mature, had my back when [I] didn’t have my own back and they are just always there. I needed to relocate because of troubles I was having and they relocated me to a side of town I could get what I needed done. The coaches are amazing!! I enjoy the other families especially when I do get to come to the meet ups.”*

5.7 Participant Voices: Interview Reflections (Year 2 – Groups 1 & 2 – Interviews with 15 Participants)

Coaching Satisfaction

In interviews, most participants (12 out of 15) expressed a positive experience with their coach and the coaching program in the past year. Positive experiences were primarily associated with the coach's consistency, availability and flexibility (10), the strength of the relationship with the coach (8), the coach's support in achieving economic and financial goals (7), the coach's support with budgeting and finance (4) and other factors. One participant noted a mixed experience with their coach that started poorly but had improved. Two participants noted negative experiences with their coach. Negative experiences were primarily related to "fit" with coach and the coach's lack of availability.

Coach's Consistency, Availability and Flexibility

"I just be texting everything that goes on [in] my mind. I'm like, 'Do you think I should do this?' She's a very nice person. She's also available all the time."

"She'll literally talk to you the same day if she can, if not the next day, the communication is great."

Strong Relationship with Coach

"With the coach that I currently have. It's been good. She's very helpful. She's nice. She helps me stay on the right track. She listens to me and tries to figure out options for me. So, I love it in us, checking in with each other periodically, and our meetings that we have are very informational and like, if I need assistance or something. She'll find the resources for me."

"All the goals that I've had that I set with my coach for the previous year. I've achieved all of those. My coach is phenomenal. I like the fact that we just understand each other. We really work well together. She's always a great resource. (She is there) the times that I just need just maybe just a little reassurance."

Coach was Helpful in Achieving Education/Career Goals

"When I started this program with my coach and stuff, I was able to get my GED and get my Phlebotomy License (and) my CNA (Certified Nursing Assistant) license. Yeah. And I have like five months left into nursing school."

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PART 6

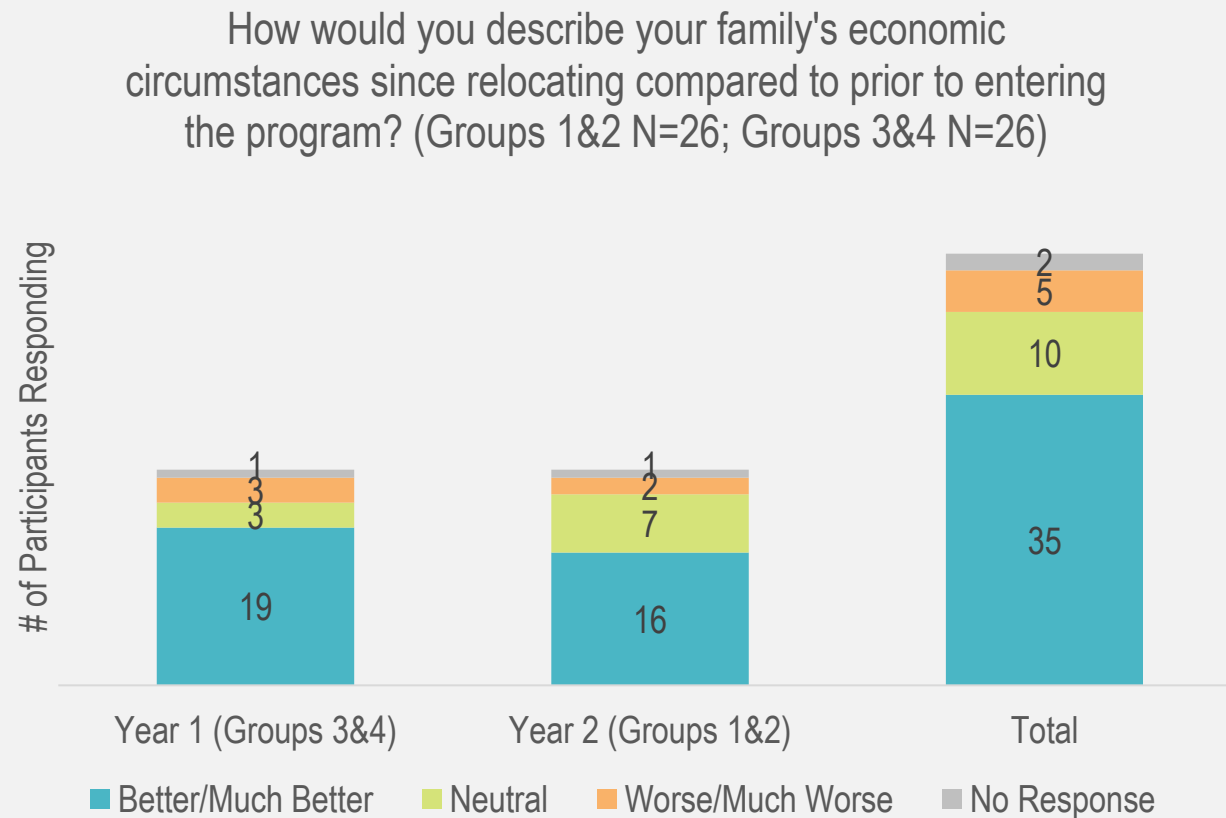
FINANCIAL WELL-BEING



6.1 Family Economic Well-Being

In Year 1, three-quarters of participants in Groups 3 and 4 who responded (19 out of 25) reported that their economic circumstances were “Better” or “Much better” compared to their situation before entering the program. Three participants reported their economic circumstances as “Worse” or “Much worse,” while another three participants reported no significant changes.

In Year 2, the majority of participants in Groups 1 and 2 who responded (16 out of 25) also reported that their economic circumstances were “Better” or “Much better” compared to their situation before entering the program. Two participants reported their economic circumstances as “Worse” or “Much worse,” while seven participants reported no significant changes.



6.2 Family Income

In Year 1, the majority of participants in Groups 3 and 4 who responded (16 out of 25) stated that their income had improved since joining the program, while nine participants reported no significant changes.

In Year 2, nearly three-quarters of participants in Groups 1 and 2 (19 out of 26) stated that their income had improved since joining the program. One participant reported that their income has worsened compared to before entering the program, while six participants reported no significant changes. For some reporting no significant change in income, it was due to their being in school while also working.

Participant Reflections on the Degree of Changes:

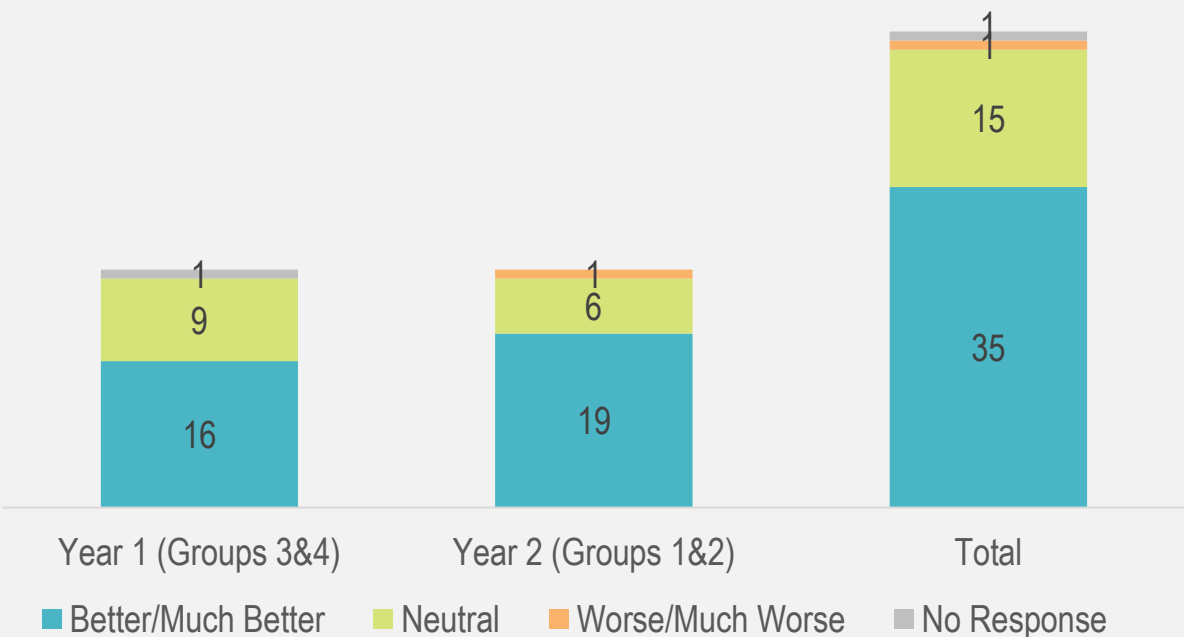
(Year 1 – Groups 3 & 4)

- “A lot.”
- “Being around a positive environment has a big impact on life overall.”
- “I have had three raises in the past year and have earned my certified trainer and customer service specialist titles.”
- “Slightly, but small steps are better than no steps.”
- “Wage raise \$5.”

(Year 2 – Groups 1 & 2)

- “20,000 a year increase.”
- “90%.”
- “\$8,000.”
- “A lot.”
- “My income increased by 50%.”
- “Being able to pay bills on time and being able to afford a comfortable lifestyle and allows me to save.”

of Participants Responding

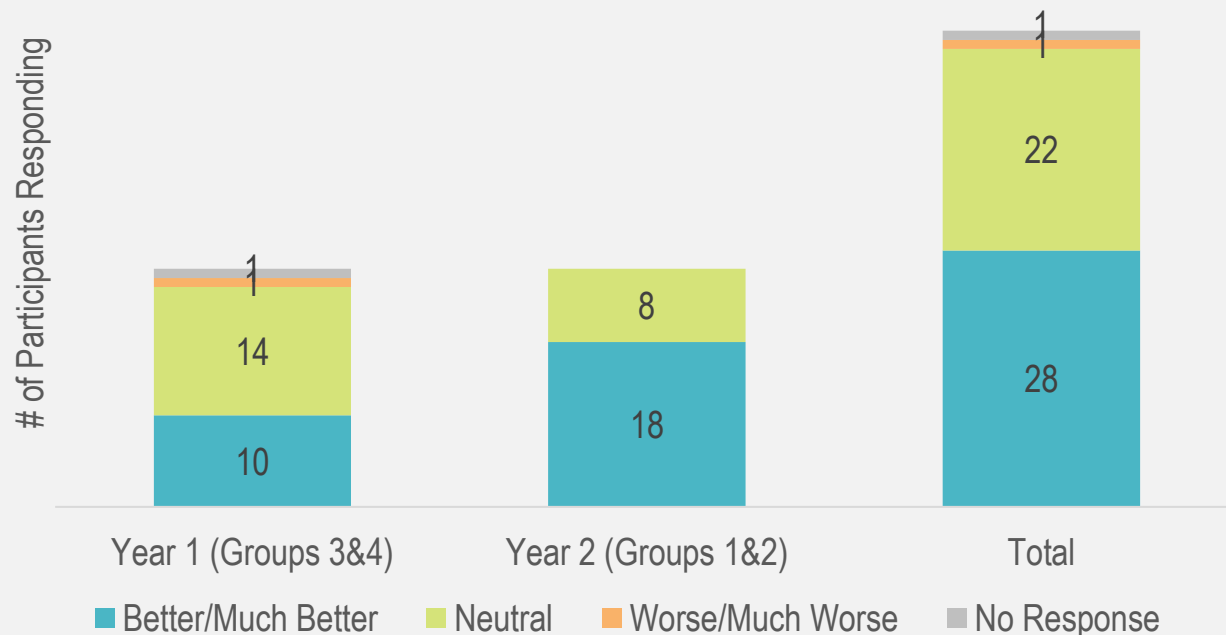


6.3 Employment Changes

In Year 1, over one-third of participants in Groups 3 and 4 who responded (10 out of 25) reported an improvement in employment since relocating. Fourteen participants reported no significant change, and one reported a worsening of employment. Twelve participants indicated receiving one or more promotions since enrolling in the program. In Year 2, the majority of participants in Groups 1 and 2 (18 out of 26, 69.2%) reported an improvement in employment since relocating, while eight participants reported no significant change. Sixteen participants indicated receiving one or more promotions since enrolling in the program.

In the last 12 months, of the 51 participants who responded, 23 participants (45.1%; 7 from Groups 3 and 4; 16 from Groups 1 and 2) reported participating in job or career training, and 29 participants (56.9%; 11 from Groups 3 and 4; 18 from Groups 1 and 2) reported completing additional education, such as taking the GED, enrolling in college, or taking classes to learn new skills.

How would you describe changes in your employment since relocating? (Groups 1&2 N=26; Groups 3&4 N=26)



Participant Reflections:

(Year 1 – Groups 3 & 4)

- “More money, better benefits.”
- “Manager position.”
- “Got a better job \$7+ in pay.”
- “New job, less stress.”
- “I needed more income and better hours.”
- “Laidoff.”

(Year 2 – Groups 1 & 2)

- “I changed for better pay.”
- “I was able to finish school and become a nurse and have started working.”
- “Opportunity for benefits and increased pay.”
- “Have gotten a promotion.”

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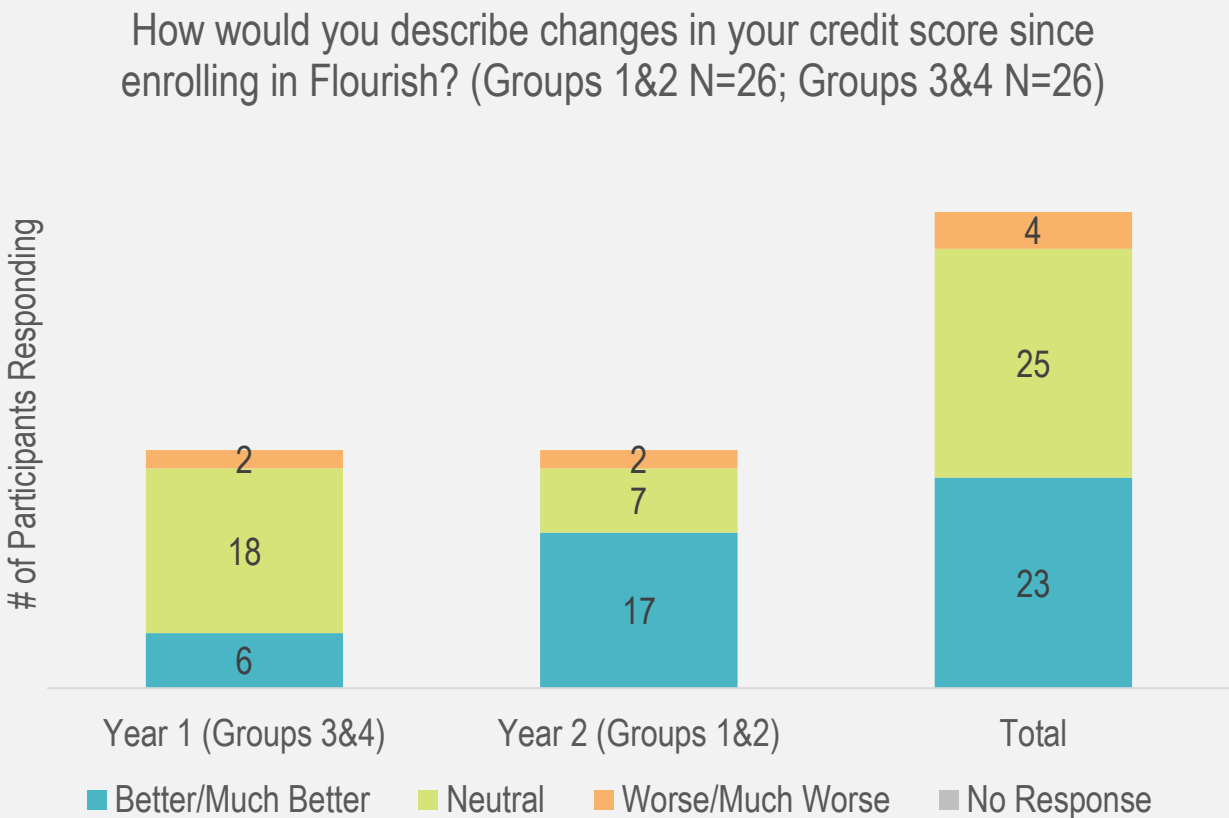
ARCHITECTURE
LANDSCAPE ARCHITECTURE
CITY AND REGIONAL PLANNING

6.4 Credit Score Changes

In Year 1, six participants in Groups 3 and 4 reported an improvement in their credit scores since enrolling in the program. The majority of participants (18 out of 26) indicated no change in their credit scores, while two reported a decline.

In Year 2, the majority of participants in Groups 1 and 2 (17 out of 26) reported an improvement in their credit scores since enrolling in the program. Seven participants indicated no change in their credit scores, while two reported a decline.

Overall, participants who reported an improvement in their credit scores noted an increase of approximately 20 to 160 points, based on the available data.



Participant Reflections:

(Year 1 – Groups 3 & 4)

- “20 pts.”
- “742.”
- “More credit card debt.”
- “My credit score declined once I lost my job.”

(Year 2 – Groups 1 & 2)

- “My credit has increased to 649 since I have been a part of Families Flourish.”
- “I had a 400 ish and now have a 600 ish.”
- “A lot and 609.”
- “30 points, 608.”
- “Previous score was 550, current score is 710.”
- “My credit score has changed a lot because now I have better income. I was able to pay down my credit cards. My score is currently 700.”

6.5 Other Financial Changes or Stressors

Paying Rent, Utilities, or Other Bills

In Year 1, 11 out of 26 participants in Groups 3 and 4 reported difficulty paying rent, utilities, or other bills since moving. Four reported experiencing these difficulties for less than 2 months a year, four for 2 to 4 months a year, and three for 4 to 8 months a year. The remaining 15 participants reported no difficulties.

In Year 2, 19 out of 26 participants in Groups 1 and 2 reported difficulty paying rent, utilities, or other bills since moving. Eight reported experiencing these difficulties for less than 2 months a year, seven for 2 to 4 months a year, and three for 4 to 8 months a year. One participant indicated experiencing difficulties more than 9 months a year. Seven participants reported no difficulty paying these bills.

What bills do you have the most difficulty paying?

- Year 1 – Groups 3 & 4: Rent (4), Electricity (2), Utilities (2), Gas (1), Water (1), Unexpected car repairs (1)
- Year 2 – Groups 1 & 2: Rent (11), Electricity (4), Utilities (3), Gas (2), Internet (2), Car insurance (1), Water (1)

Transportation or Car Issues

In Year 1, 11 out of 26 participants in Groups 3 and 4 reported that they experienced no difficulty related to transportation or car issues since moving. Eleven reported experiencing these difficulties for less than 2 months a year, two for 2 to 4 months a year, one for 4 to 8 months a year, and one for more than 9 months a year.

In Year 2, 11 out of 26 participants in Groups 1 and 2 indicated that they experienced no difficulty related to transportation or car issues since moving. Seven reported experiencing these difficulties for less than 2 months a year, two for 2 to 4 months a year, one for 4 to 8 months a year, and five for more than 9 months a year.

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

- Year 1 – Groups 3 & 4: Debt (11), Food (8), Transportation (6), Childcare (5), Medical needs (3), Household goods (3)
- Year 2 – Groups 1 & 2: Debt (11), Food (9), Transportation (8), Childcare (7), Medical needs (3), Household goods (2)

6.6 Economic Conditions and Employment Changes: Excerpts from Surveys

Participant Reflections (Year 1 – Groups 3 & 4)

- *“I have one month of nursing school left and will be graduating. I have been promoted to a manager from a STNA (State Tested Nurse Aide).”*
- *“I am figuring out a way to go back to school to finish my degree so I can earn more money.”*
- *“The hours I used to work prior to having my child allowed me to work more and be able to provide for myself. Now having a kid and being a single parent, I’m not given that freedom to work whenever, only during childcare hours or on occasion a weekend day.”*
- *“I have experienced lesser savings due to high cost of living.”*
- *“Able to save more money monthly.”*

Participant Reflections (Year 2 – Groups 1 & 2)

- *“I have a comfortable financial situation. I am saving and becoming debt free. I am financially aware due to financial literacy. I have a new job with benefits and great pay.”*
- *“I have remained at the same job since before I started the program.”*
- *“I changed jobs, which was not necessarily an increase in earnings, but a huge stress shift. I relocated from a poor work environment...”*
- *“I started a new job that was better financially and mentally. A year later I still enjoy.”*
- *“Since I changed employment, my pay is higher and mapping out my bills, I will still have enough to get by and save money.”*
- *“It was difficult at first with so many changes, and low income wasn’t enough but since I’ve had this new job things have been better and I’ve been able to become stable and afford my necessities.”*
- *“The economy is too high.”*

6.7 Participant Voices: Interview Reflections (Year 2 – Groups 1 & 2 – Interviews with 15 Participants)

Economic, Career and Financial Conditions

In interviews, eleven out of fifteen participants indicated improved economic, career and financial conditions in the past year. These improvements were primarily related to obtaining better employment opportunities (9), meeting career education goals (5) and improved budgeting and financial management (4). Four participants indicated experiencing financial hardship in the past year. Two of these participants noted the impact of rising inflation and the cost of living.

Improved Employment

“It has changed a lot. I have gotten a promotion from work from my main job, and I am in the process of getting another. I have started a business. I've started 2 businesses. I feel more financially stable; I can go in the grocery store and go grocery shopping and not have to check my bank account to see if it's going to decline.”

“I'm grateful that I was able to get back into a position with an employer that pays better wages, (has) better benefits and just better work-life balance as a whole. So, I'm grateful for that.”

Meeting Career Education Goals

“I got my associate's and my bachelor's since I've been in the program, and now I'm going for my master's.”

“I'm in my master's program at OSU for social work, and I just got a graduate associateship. So that's new.”

Improved Budgeting & Financial Management

“I have a retirement plan now. My coach encouraged me to contribute to the retirement that my work offered, and so I've been contributing for about a year, and I have some money in a retirement now, which is exciting. I have a savings account. I never had savings before. I got my credit from in the 550s to above 700. So, I'm in a much better position financially.”

“I'm just trying to build my credit right now. I was referred by Families Flourish to someone named Chris. She used to be in our monthly meeting, so I'll be meeting with her almost every month to go through my credit and see how to improve it, and we also do budgeting with her, as well.”

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*Empowering Change
for Generations*



PART 7

CHILD WELL-BEING, HEALTH &
DEVELOPMENT

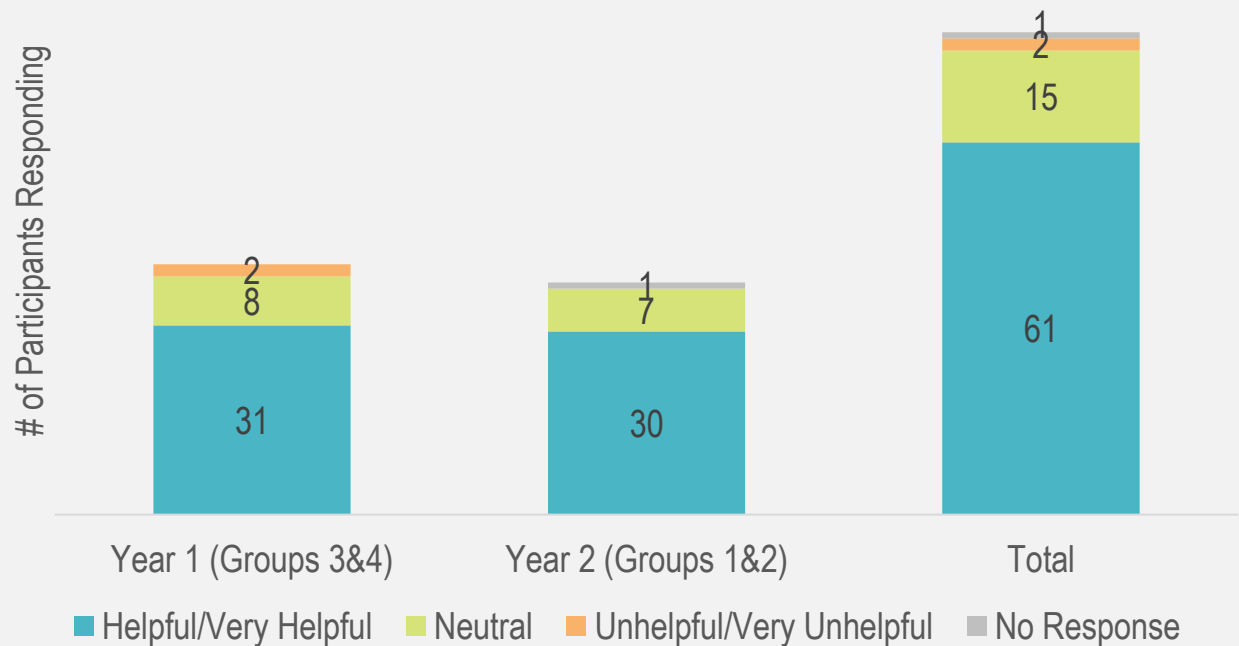


7.1 Impact of Flourish on Children

This section includes responses for 79 children: 38 from Groups 1 and 2, and 41 from Groups 3 and 4. Of these, 44 are preschool-age or younger, 33 are in K–8th grade, and two are in 9th–12th grade. Out of 55 current participants in Groups 1 through 4, 52 participants provided responses for each of their children.

Participants rated the overall helpfulness of the program for their child(ren). In Year 1, participants in Groups 3 and 4 rated the program as “Helpful” or “Very helpful” for 31 out of 41 children, gave neutral responses (“Neither helpful nor unhelpful”) for eight children, and rated it as “Very unhelpful” for two children. In Year 2, participants in Groups 1 and 2 rated the program as “Helpful” or “Very helpful” for 30 out of 37 children (excluding one with no response), and gave neutral responses for seven children. Neutral responses should not be viewed negatively, as one participant noted that their children were already doing well before enrolling in the program.

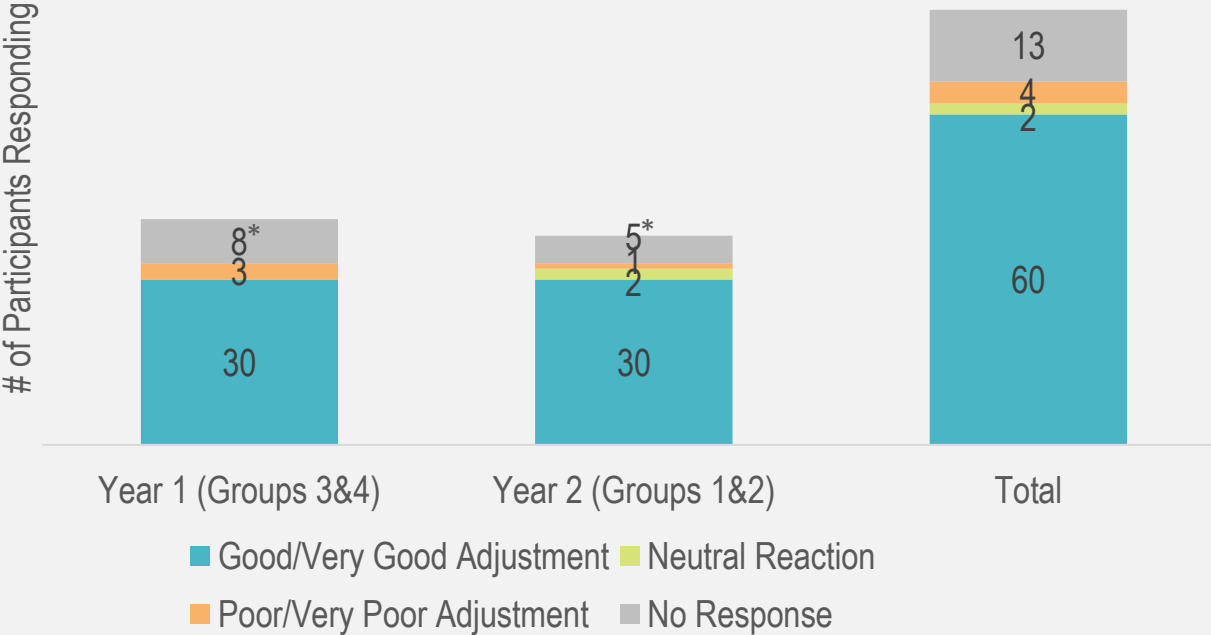
Overall how helpful has the program been to your child?
(Groups 1&2 N=38; Groups 3&4 N=41)



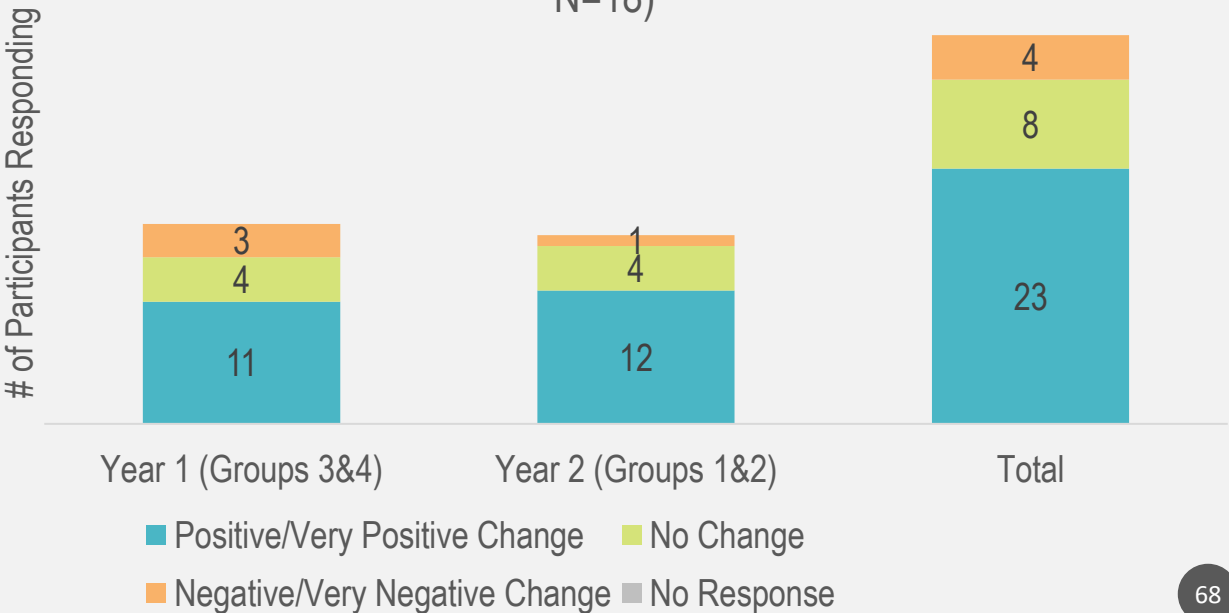
7.2 Adjustment to New School and Change in Academic Outcomes

In Year 1, participants in Groups 3 and 4 reported that 30 of 33 children (excluding eight with no response) had a good or very good adjustment to their new school (including daycare and preschool), while three children had a poor adjustment. Since enrolling in Flourish, academic outcomes improved for 11 of 18 K–12 children (rated as positive or very positive), while four showed no change and three showed negative change. In Year 2, participants in Groups 1 and 2 reported that 30 of 33 children (excluding five with no response) had a good or very good adjustment to their new school (including daycare and preschool). Two children had a neutral adjustment, and one had a poor adjustment. Since enrolling in Flourish, academic outcomes improved for 12 of 17 K–12 children (rated as positive or very positive), while four showed no change, and one showed a negative change. No change in child’s grades should not be interpreted as negative. In some cases, children were already achieving good grades before joining the program, so maintaining that level of performance can be considered a positive outcome.

How has your child adjusted (or reacted) to their new school?
(Groups 1&2 N=38; Groups 3&4 N=41)



For children in K–12, how have your child's grades changed since enrolling in Flourish? (Groups 1&2 N=17; Groups 3&4 N=18)

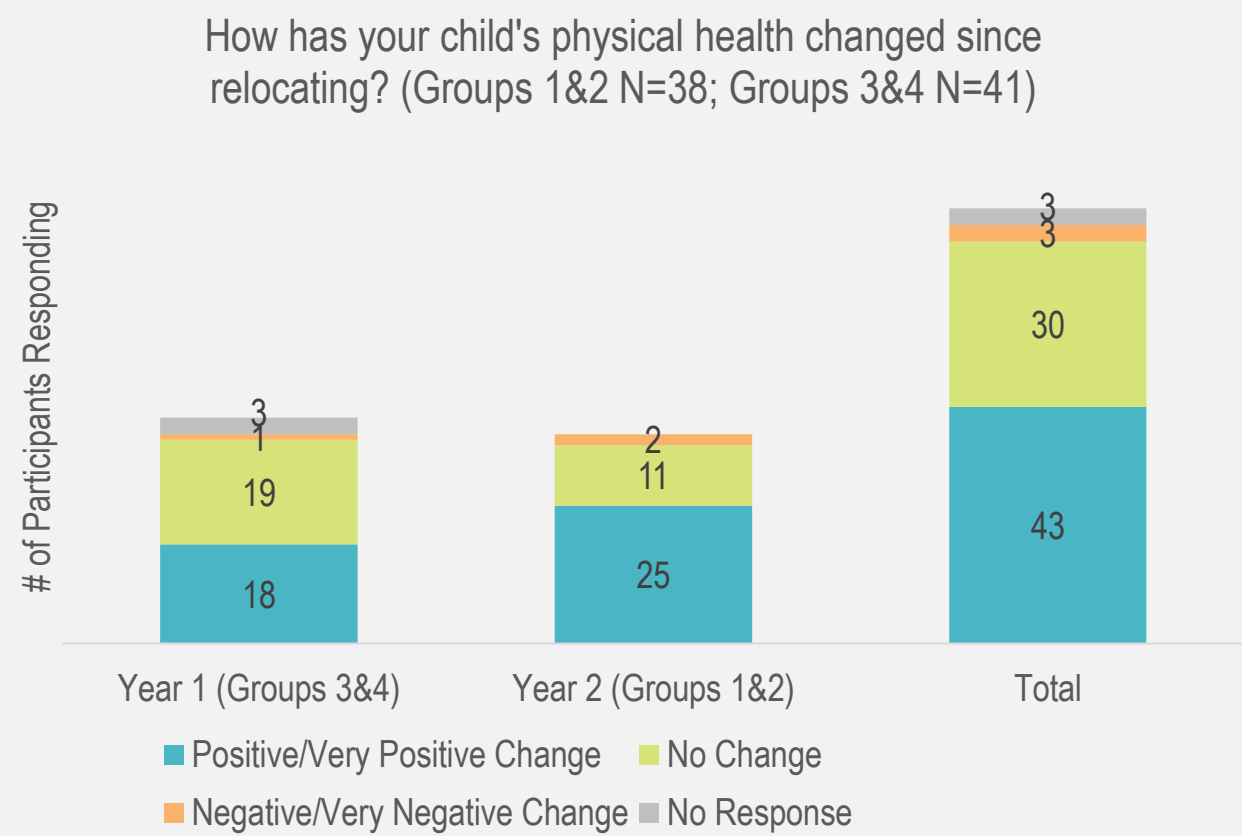


*Non-responses were from participants with children in preschool or younger.

7.3 Changes in Children’s Physical Health

In Year 1, participants in Groups 3 and 4 observed positive or very positive physical health changes in 18 out of 38 children (excluding three with no response) since relocating, with 19 showing no change and one experiencing a negative change.

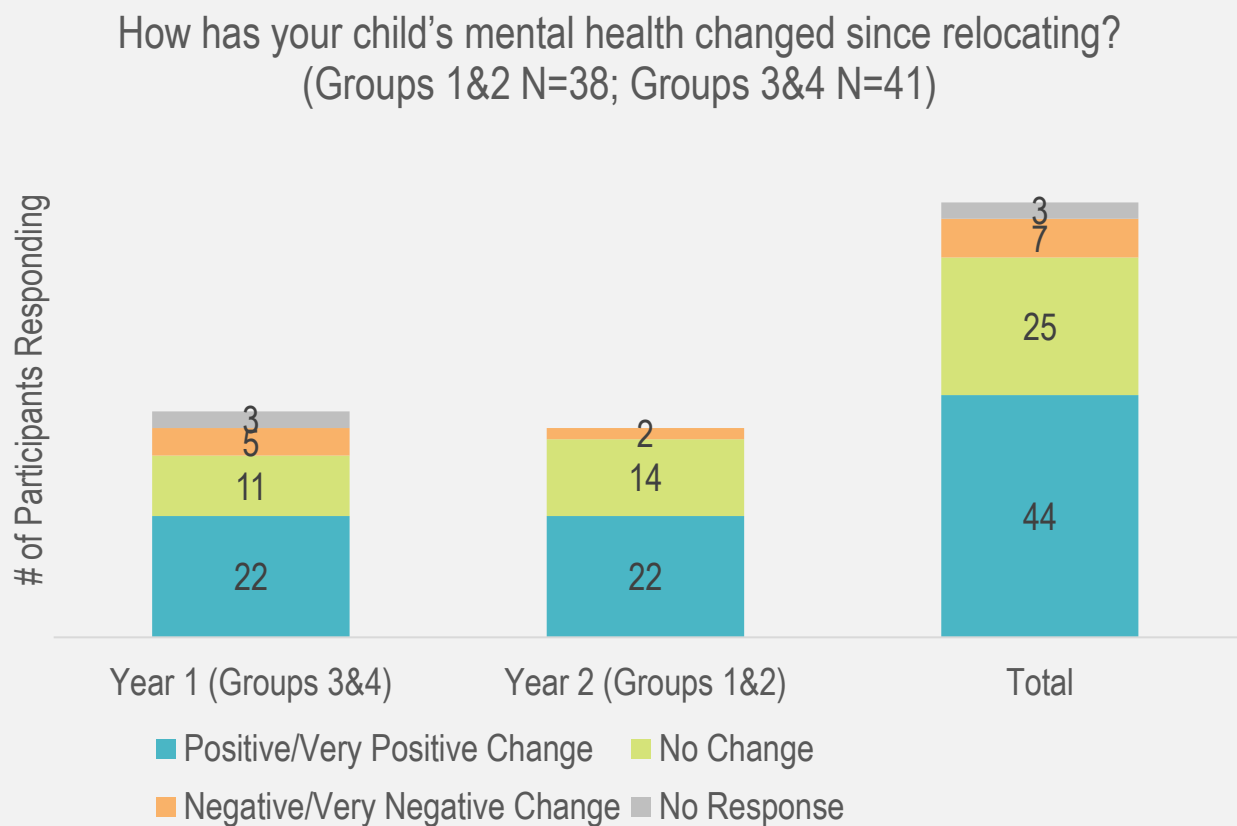
In Year 2, participants in Groups 1 and 2 observed positive or very positive physical health changes in 25 out of 38 children since relocating, with 11 showing no change and two experiencing a negative change.



7.4 Changes in Children’s Mental Health

In Year 1, participants in Groups 3 and 4 observed positive or very positive mental health changes in 22 out of 38 children (excluding three with no response) since relocating, with 11 showing no change and five experiencing a negative change.

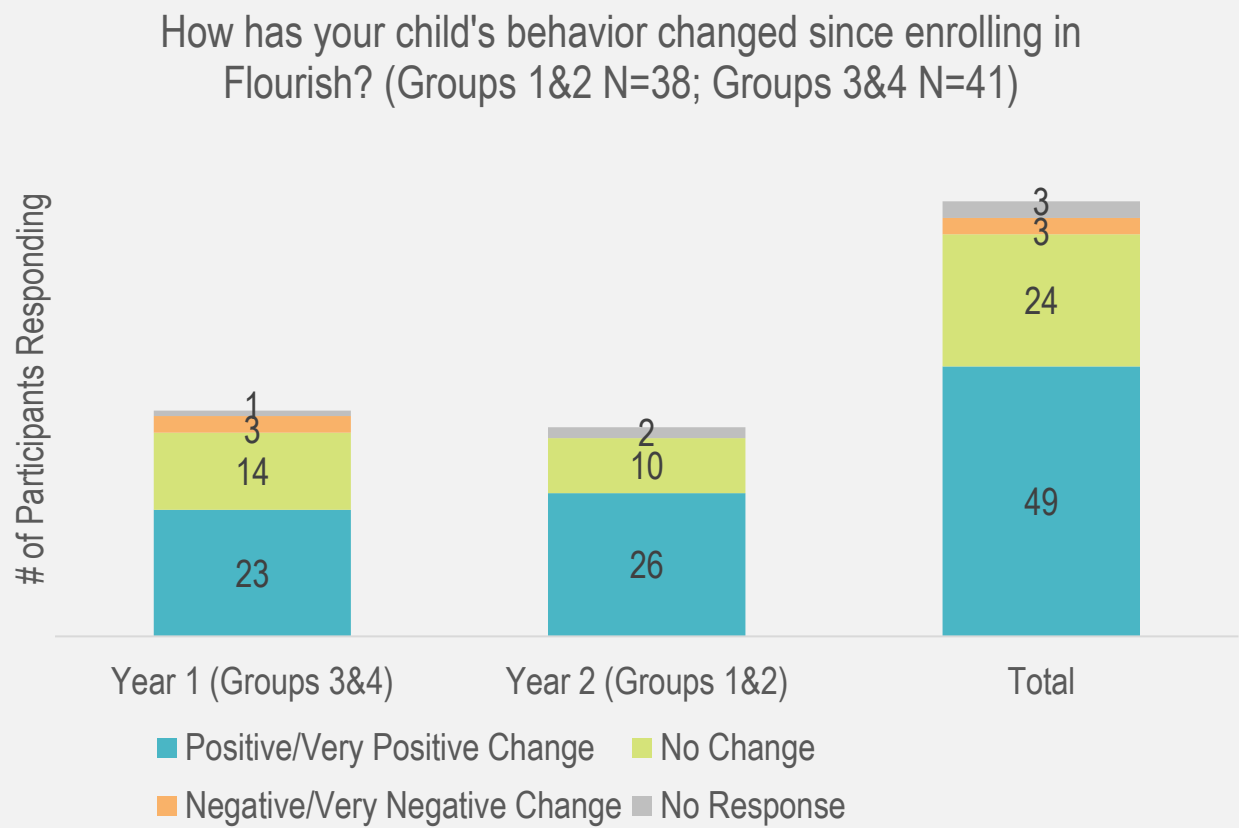
In Year 2, participants in Groups 1 and 2 observed positive or very positive mental health changes in 22 out of 38 children since relocating, with 14 showing no change and two experiencing a negative change.



7.5 Changes in Children’s Behavior

In Year 1, participants in Groups 3 and 4 observed improvements in the behavior of 23 out of 40 children (excluding one with no response) since enrolling in the program. Additionally, they observed no change in the behavior of 14 children and negative changes in three children’s behavior.

In Year 2, participants in Groups 1 and 2 observed improvements in the behavior of 26 out of 36 children (excluding two with no response) since enrolling in the program. Additionally, they observed no change in the behavior of 10 children. No change in children’s behavior should not be interpreted as negative or concerning. In some cases, participants may have felt their child’s behavior was already positive before joining the program.

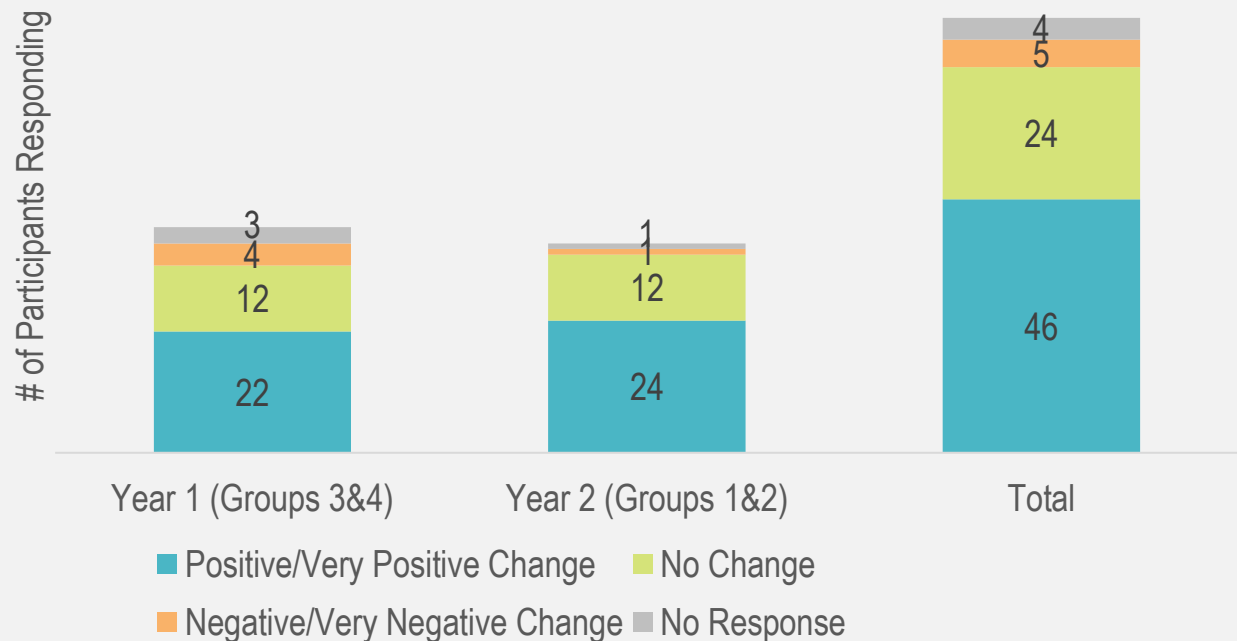


7.6 Impact on Children’s Emotional Health

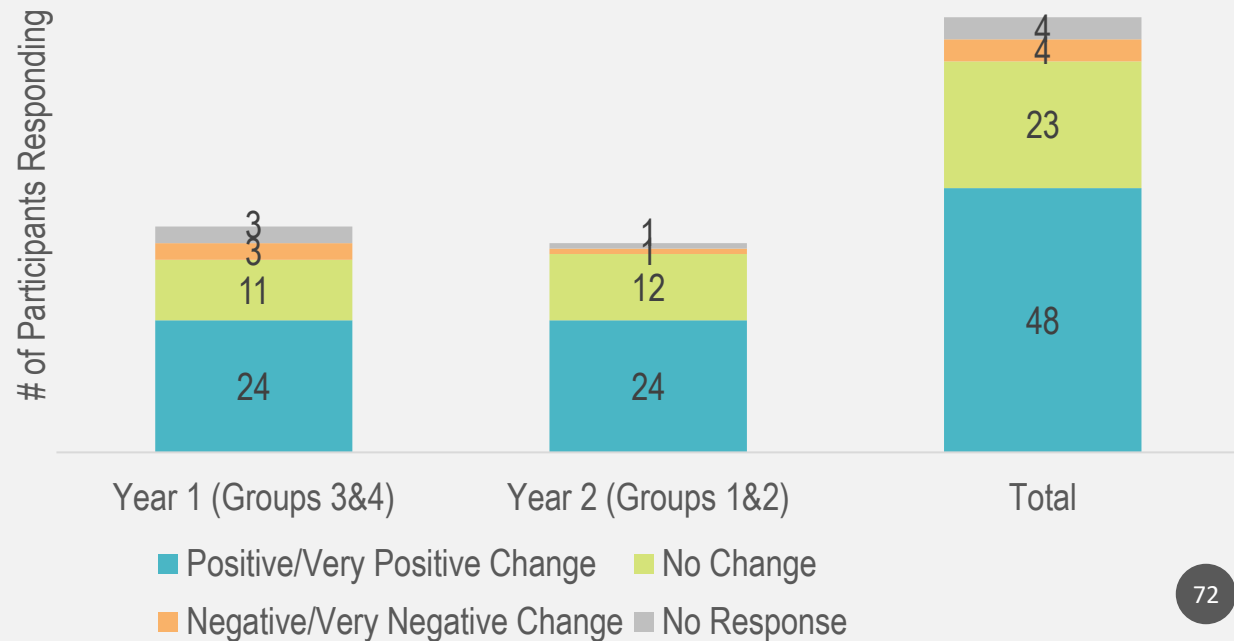
In Year 1, participants in Groups 3 and 4 reported positive changes in self-image/self-worth for 22 of 38 children and in optimism for 24 of 38 children (excluding three with no response on each measure) since enrolling in the program. They observed no change in 12 children for self-image/self-worth and 11 children for optimism, and negative changes in four and three children, respectively.

In Year 2, participants in Groups 1 and 2 reported positive changes in self-image/self-worth for 24 of 37 children and in optimism for 24 of 37 children (excluding one with no response on each measure) since enrolling in the program. They observed no change in 12 children for each measure, and negative changes in one child for each measure.

How has your child's self image/self worth changed since enrolling in Flourish? (Groups 1&2 N=38; Groups 3&4 N=41)



How has your child's optimism changed since enrolling in Flourish? (Groups 1&2 N=38; Groups 3&4 N=41)



7.7 Child Development: Excerpts from Surveys

Participant Reflections (Year 1 – Groups 3 & 4)

- *“He talks more. He’s very independent. He actually uses his room. He loves his friends in the neighborhood. He always wants to play and invite them over.”*
- *“He’s been doing great readjusting to friends. I am still trying to get him adjusted to schooling since [School district] prefers not to assign homework so it’s a little harder keeping him focused.”*
- *“She has become more self-conscious about her physical appearance since moving.”*
- *“My children are healthy and doing well. Before we joined this program, these questions don’t relate to my children. I have very confident children, well-behaved, honor students.”*
- *“Very good change in behavior.”*
- *“Hard academic change.”*

Participant Reflections (Year 2 – Groups 1 & 2)

- *“My son started reading on Kindergarten level as a 2nd grader. His school has been very supportive and helpful. He is now on a 4th grade reading level as a 4th grader. He is positive and shows up as a leader. He feels love and supported at his school, so he is a confident child and loves his school.”*
- *“My son is only 2 years old, meaning that we moved into our new home when he was 3 months old. I am super excited about his milestones he has reached at such an early development. As he continues to grow, he is developing such great cognitive skills and is very well-behaved around other children. He is so loving, kind, and has so much manners. If it was not for Families Flourish, I would not be able to fully tend to my child and invest my time like I do now. It feels so good as a mother to see my child thriving past milestones.”*
- *“My children’s development is amazing; the day care is teaching them so much. The behavior has improved and no longer crying at drop off. They love it.”*
- *“Going from having behaviors every day to never getting a call. I think the environment played a part.”*
- *“He concentrates on his work more and learns a lot.”*

7.8 Voices: Interview Reflections (Year 2 – Groups 1 & 2 – Interviews with 15 Participants)

Experience with Schools

In interviews, only eleven participants had school-age children and could reflect on their experiences with their child's school. Ten out of eleven participants noted a positive experience. Participants primarily noted satisfaction with the high quality of teachers and staff (7), the higher academic and behavior expectations in the school (4) and the mental and emotional health supports in the school (3). The one negative experience was due to the participant's housing unit being just across the boundary line from the school district they desired.

High Quality of Teachers and Staff

"If there's something they're concerned about, they will call and let me know. There's a little app that we get on, where we discuss things, they send stuff home for us to work on with him. They're very hands-on and understanding."

"They are really on my son. They're really concerned about him. They help him a lot. They talk to me so that makes up a big part of the situation."

Higher Academic/Behavior Expectations

"But what I will say is that the standard that Gahanna City Schools holds the kids to, or at least my son's teachers in school in general. That's kind of what I want for my son, because they definitely hold them to a higher standard, so that they can grow and progress on their own, you know, and become independent...It kind of forces my son to be more responsible, so to say, and develop to where he needs to be going into high school within the next couple of years."

Mental & Emotional Health Support

"I do feel like the new school deals a lot with ADHD and stuff like that. And one of my kids is diagnosed with ADHD, so I feel like there are more understanding as far as the previous school district. There they have more help."

"When he got to the school that he's at now, they care about his well-being as well as of course, the other kids, and they just try to find stressors and things like that. He has a counselor at his school that will communicate with me or at him at his school, and [they] talk to him about different ways to calm down, and how to count backwards, and how to treat your friends at school, and things like that. So, it works."



PART 8

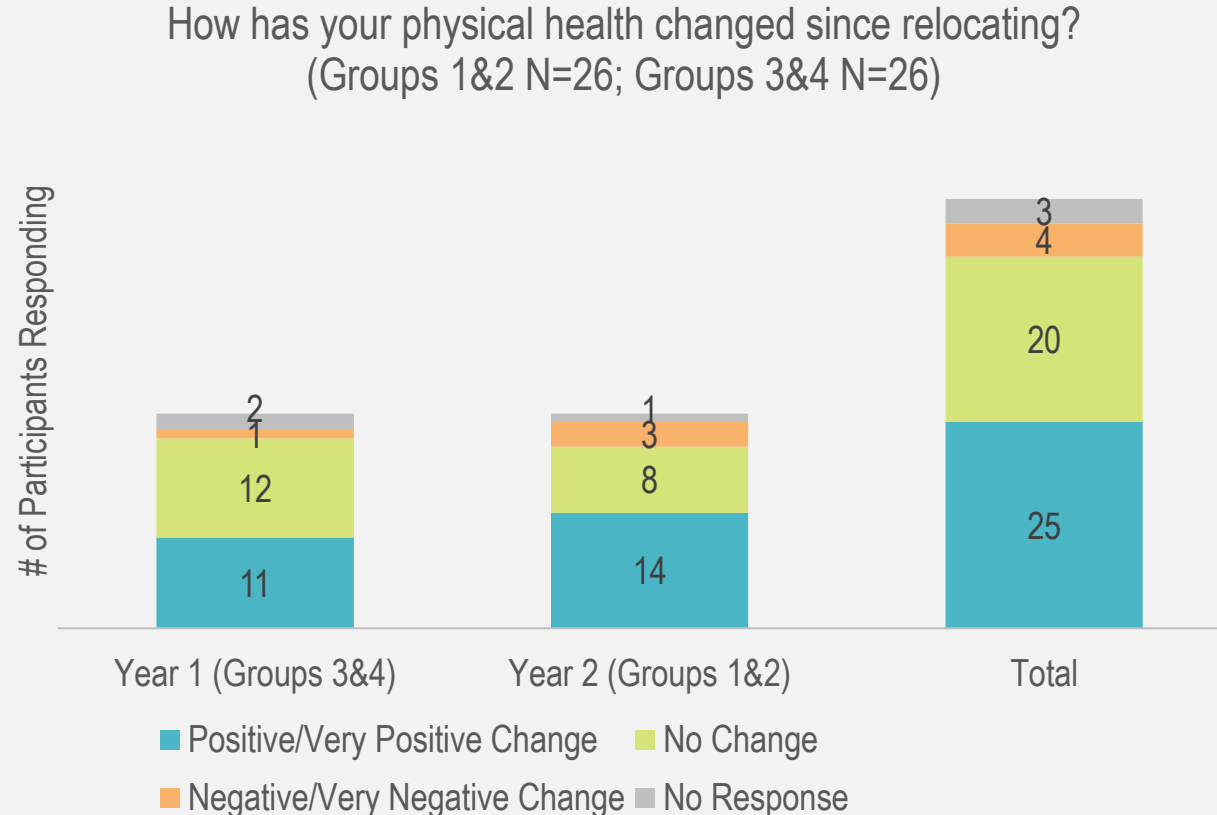
PARTICIPANT HEALTH



8.1 Changes in Participant Physical Health

In Year 1, nearly half of the participants in Groups 3 and 4 who responded (11 out of 24) reported improvements in physical health since relocating, 12 noted no changes, and one experienced negative changes.

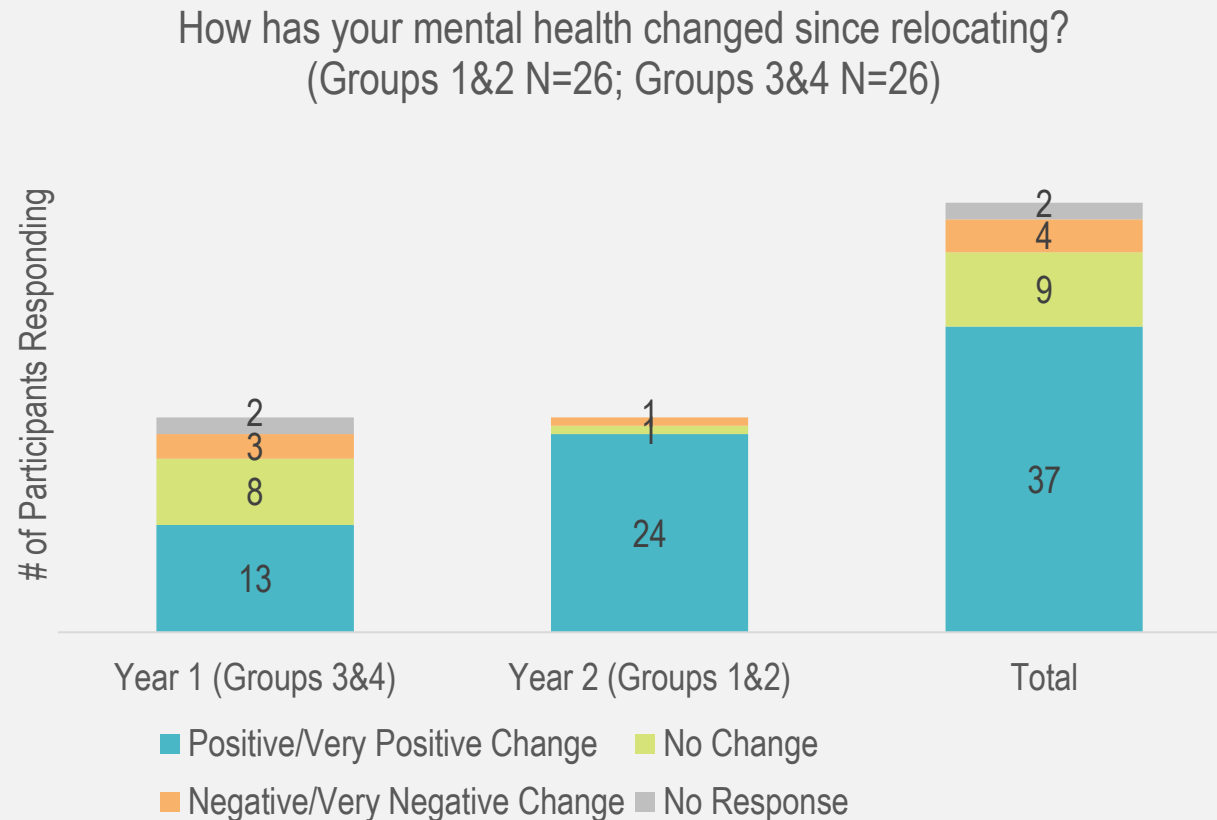
In Year 2, over half of the participants in Groups 1 and 2 who responded (14 out of 25) reported improvements in physical health since relocating, eight noted no changes, and three experienced negative changes.



8.2 Changes in Participant Mental Health

In Year 1, more than half of the participants in Groups 3 and 4 who responded (13 out of 24) reported improvements in mental health since relocating, eight noted no changes, and three experienced negative changes.

In Year 2, all but two participants in Groups 1 and 2 (24 out of 26) reported improvements in mental health since relocating, one noted no changes, and one experienced negative changes.

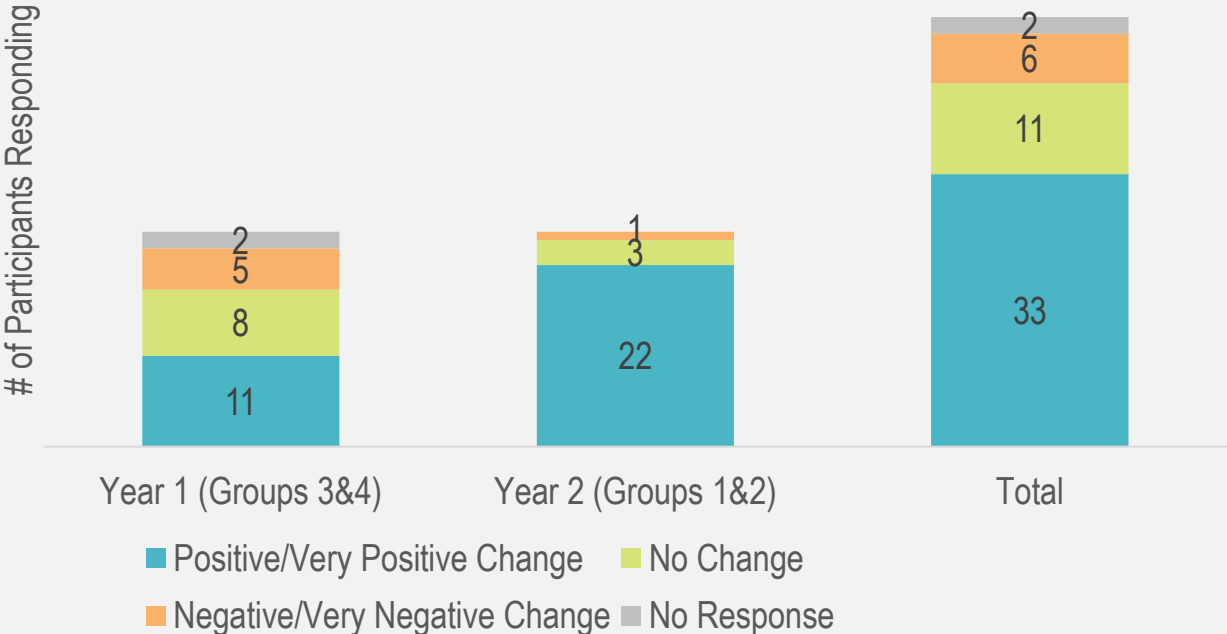


8.3 Stress Levels and Social and Emotional Support

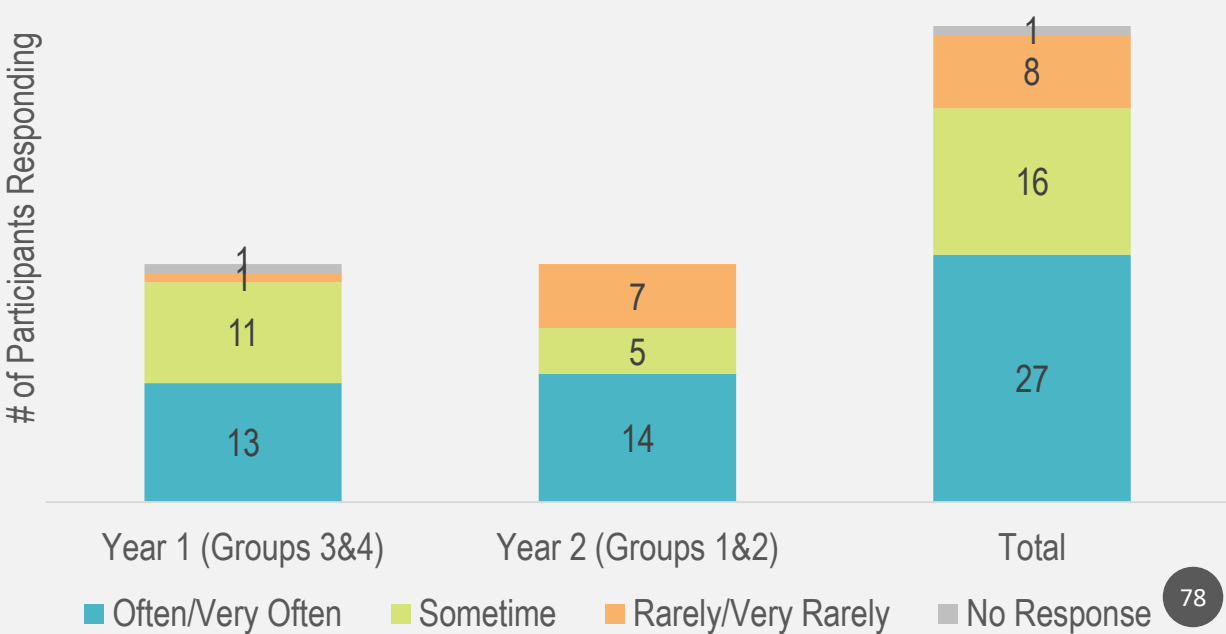
In Year 1, nearly half of the participants in Groups 3 and 4 who responded (11 out of 24) reported a positive or very positive change in stress levels since relocating, while eight noted no change and five reported a negative change. Regarding social and emotional needs, 13 participants reported their needs were met “Often” or “Very often,” 11 indicated “Sometimes,” and one indicated “Rarely” or “Very rarely.”

In Year 2, most participants in Groups 1 and 2 (22 out of 26) reported a positive or very positive change in stress levels since relocating, while three noted no change and one reported a negative change. Regarding social and emotional needs, 14 participants reported that their needs were met “Often” or “Very often,” five indicated “Sometimes,” and seven indicated “Rarely” or “Very rarely.”

How has your stress changed since relocating?
(Groups 1&2 N=26; Groups 3&4 N=26)



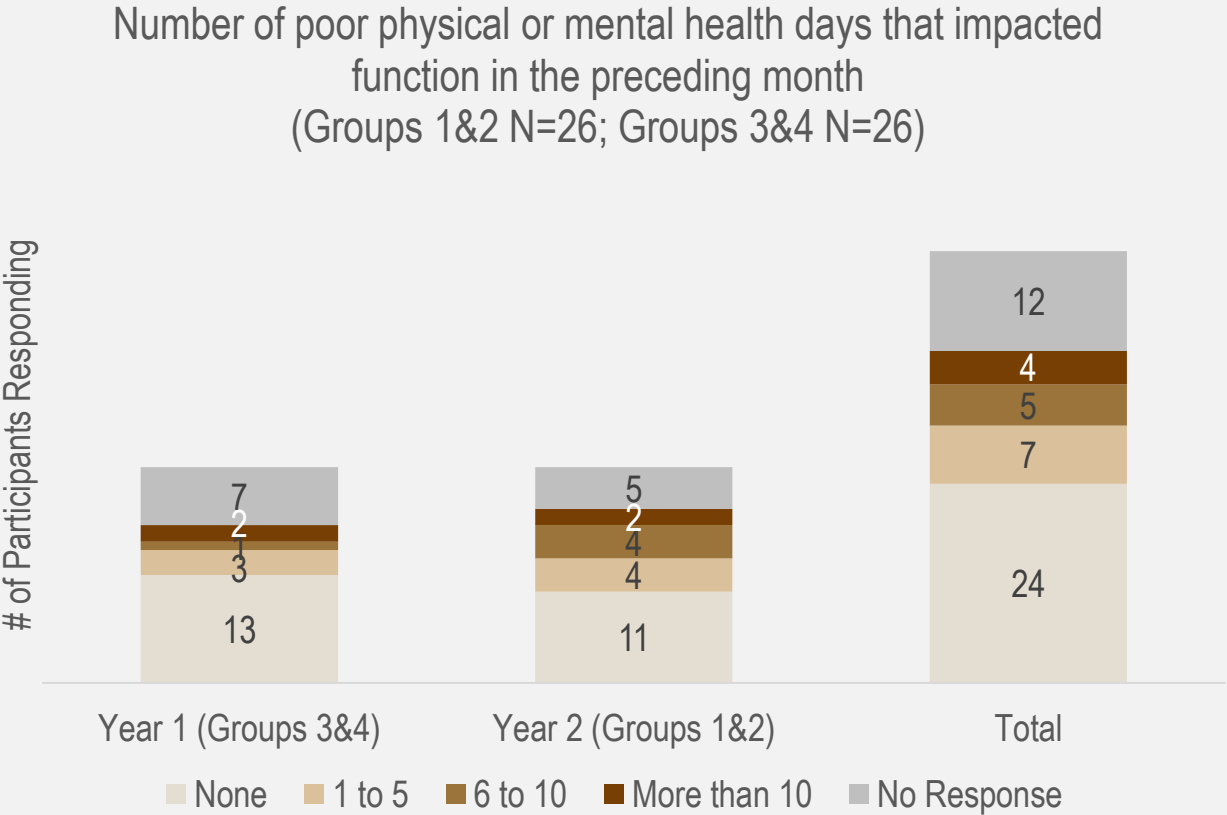
How often do you get the social and emotional support you need?
(Groups 1&2 N=26; Groups 3&4 N=26)



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 self-care, work or recreation. In Year 1, the majority of participants in Groups 3 and 4 who responded (13 out of 19) reported zero days of poor physical or mental health affecting their activities in the past 30 days. Three participants reported 1 to 5 days, one reported 6 to 10 days, and two reported more than 10 days.

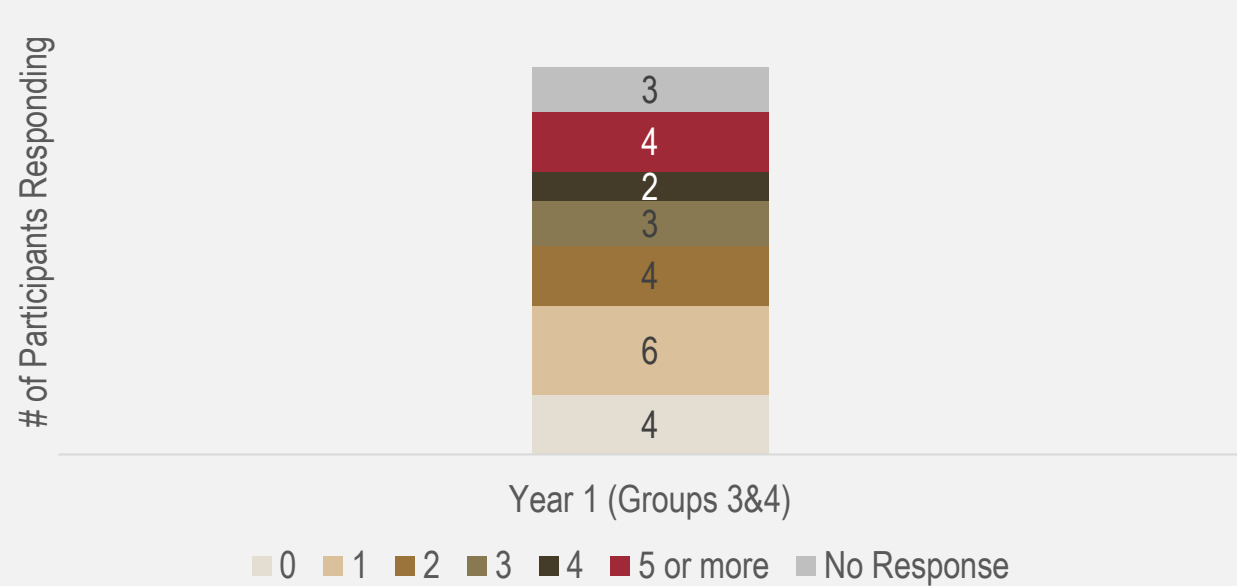
In Year 2, more than half of participants in Groups 1 and 2 who responded (11 out of 21) reported zero days of poor physical or mental health affecting their activities in the past 30 days. Four participants reported 1 to 5 days, four reported 6 to 10 days, and two reported more than 10 days.



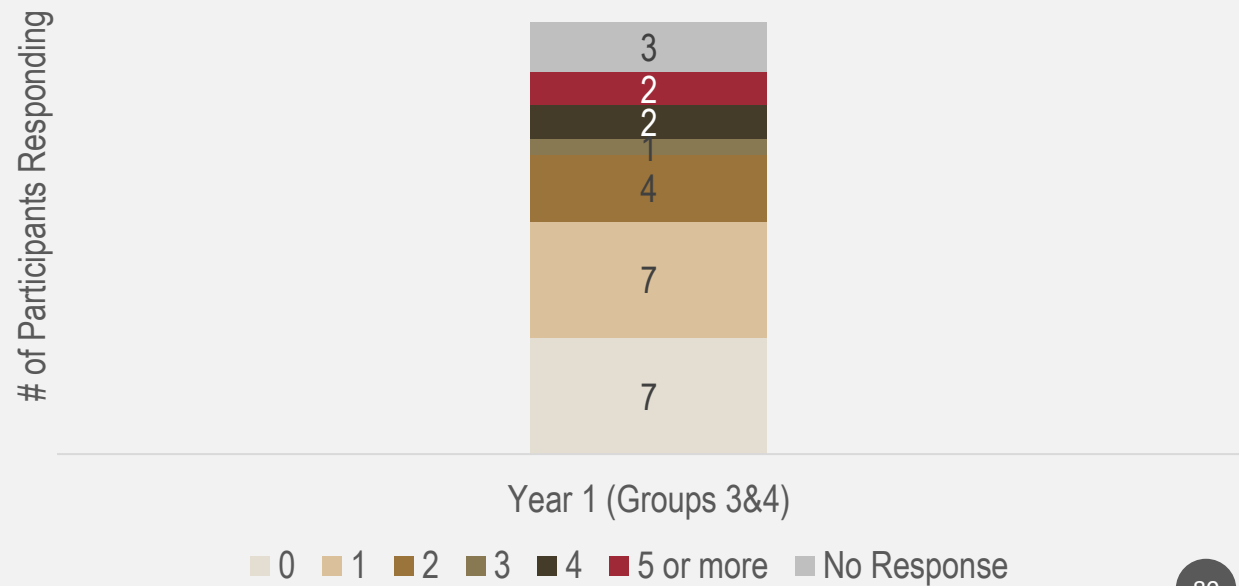
8.5 Health Care Utilization: Emergency Room Usage (Year 1 – Groups 3 & 4)

Since relocating, participants and their family members have been less likely to utilize emergency room (ER) services. While nine participants reported utilizing the ER three or more times per year at their previous residence, only five participants have done so since relocating, a 17.4% reduction. Additionally, the number of participants who utilized the ER once or less since relocating increased from 10 to 14 out of 23 participants who responded, a 17.4% increase. During the last year living at their previous residence, four participants reported flu- or cold-related symptoms, one reported pneumonia, and one reported asthma as the cause of their ER visit. Since the move, two participants reported flu- or cold-related symptoms, and one reported asthma as the reason.

During the last year living in your old residence, how many times had you or a member of your household been to the emergency room for medical care?
(Groups 3&4 N=26)



Since moving, how many times have you or a member of your household been to the emergency room for medical care?
(Groups 3&4 N=26)



8.6 Health Care Utilization: Emergency Room Usage (Year 2 – Groups 1 & 2)

Participants reported how many times they or their family members visited the emergency room (ER) for medical care. Out of 26 participants in Groups 1 and 2, a quarter (7) reported that they or their family members had not visited the ER in the past year; seven reported one visit, and five reported two visits. Three participants reported visiting the ER three times, two reported four times, and two reported five or more times in the past year.

Six participants mentioned COVID, flu- or cold-related symptoms, while two cited asthma as the cause of their ER visit. Others reported chronic health conditions, infections, and injuries.



8.7 Participant Voices: Interview Reflections (Year 2 – Groups 1 & 2 – Interviews with 15 Participants)

Health Conditions for Parent

In interviews, nine out of fifteen participants noted improved mental health and five out of fifteen participants indicated improved physical health. Two participants were managing chronic health conditions. Mental health improvements were primarily related to reduced stress and increased feeling of safety. Physical health improvements primarily referenced better health care management, diet and exercise.

Physical Health Improvement

“I set a weight loss goal of losing weight and being able to walk getting more exercise. So I lost 16 pounds last time I checked but overall at this point, 20 pounds.”

“Since I've joined the program, my overall health is great, my blood pressure, which it was an issue at one point when I entered the program...(has) gone down really tremendously from what it was.”

“Since relocating, I'm doing better about going to the doctor and stuff and addressing any issues I have or just, you know, regular scheduled appointments. I think I'm doing way better about seeing my providers like, you know, my, my optometrist.”

Mental Health Improvement

“Yeah, (my mental health improved), safety is always the 1st thing for me. So. I'm at peace, you know, knowing I'm safe with 3 kids here by myself.”

“I'm less stressed in this neighborhood. I don't feel as nervous as I used to be, because where I used to live you would hear gunshots and everything out here. I haven't heard any gunshots or anything like that.”

“My mental health has gotten a lot better. So because the rest of my life is kind of starting to fall into place, my anxiety has gotten better, and my depression.”

“I guess my stress level, although sometimes it's still high, it's not as high as it used to be. I'm able to work, I guess, through issues...a little easier than in the past...When I feel stress come on or issues arise, I (have) learned how to navigate through those issues without letting it beat you down.”

8.8 Participant Voices: Interview Reflections (Year 2 – Groups 1 & 2 – Interviews with 15 Participants)

Health Conditions for Children

In interviews, some participants (6) indicated that their children's mental and physical health was already good. Five participants indicated improved mental health for their children and four indicated improved physical health for their children. Physical health improvements were primarily related to improved housing quality, the absence of mold and improved indoor air quality.

Mental Health Improvements

"It's (child's mental health) definitely gotten better. And I haven't really did much, I mean, you know, try to get them in certain programs and stuff, but nothing specific. So I would say for him, yes, because he actually enjoys living in Gahanna. He, you know, all his friends. He's one of those social butterfly kids."

Physical Health Improvements

"I don't think he's been healthier (than he is today). We haven't had any more asthma issues, and they have a program with the school here, where children send his asthma inhaler to the school. So, the nurse is able to give him his inhaler at school."

"Well, I feel like his health has gotten better. We were living in an older apartment previously, and you know, with the older apartments it triggered his asthma a lot more than it does now. I feel like with the mixture of us moving and finding a steady medication regimen for him. I feel like that has helped in regard to my mental health (as well)."

"I think she gets sick a lot less here. I feel like other places we've lived before...we're not as clean or had mold issues. And like I feel like she would always have some sort of like cough or respiratory. But I feel like she doesn't get sick (here), but maybe once or twice a year now."

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PART 9

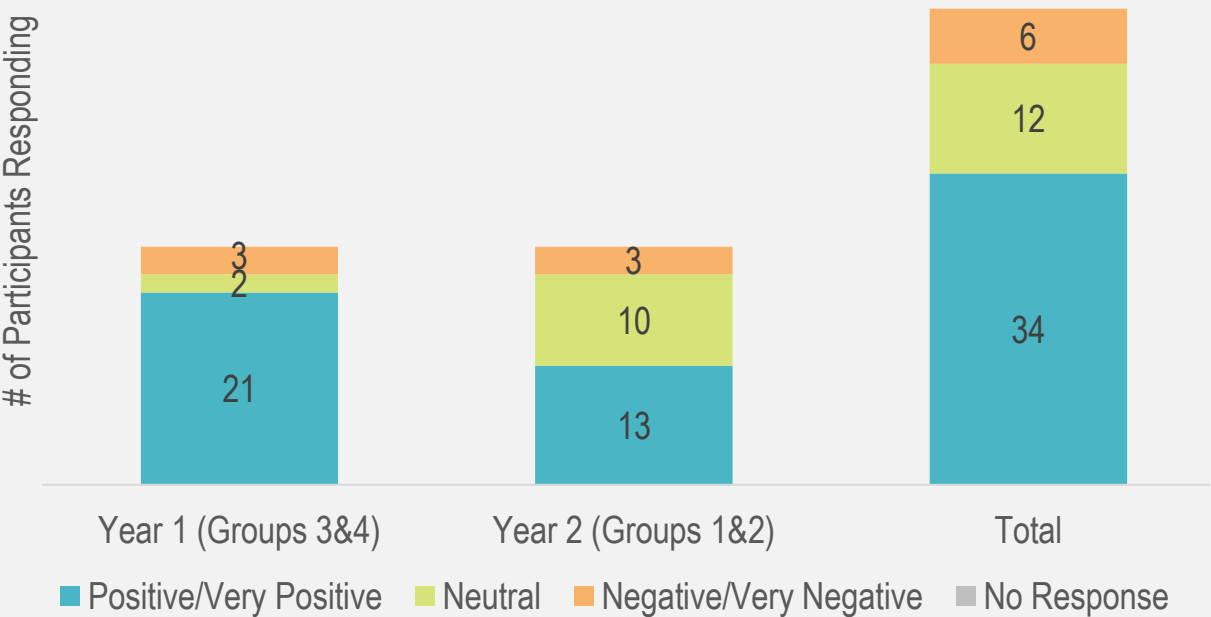
RELATIONSHIP DEVELOPMENT,
SATISFACTION WITH NEIGHBORS &
PROPERTY MANAGEMENT



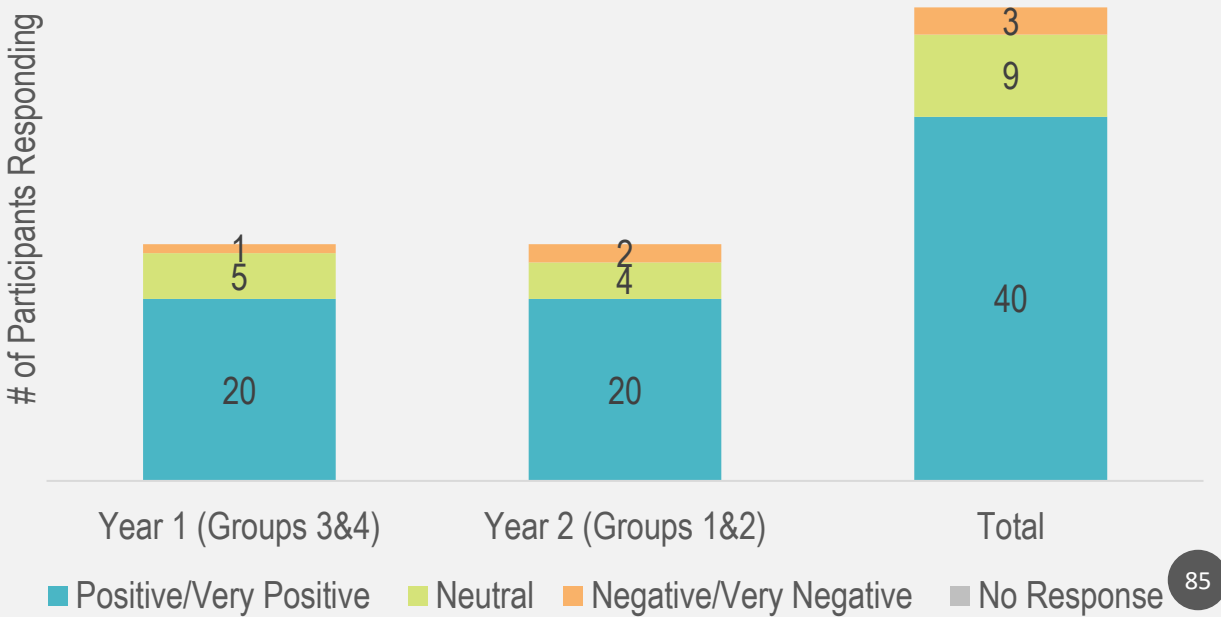
9.1 Property Management and Interactions with Neighbors and Staff

In Year 1, most participants in Groups 3 and 4 (21 out of 26) rated their experience with property management as “Positive” or “Very positive.” Two rated it as neutral, and three had a “Negative” or “Very negative” experience. Most participants (20 out of 26) indicated positive interactions with their neighbors, other tenants, and property management staff, while five had neutral interactions and one had negative interactions. In Year 2, half of the participants in Groups 1 and 2 (13 out of 26) rated their experience with property management as “Positive” or “Very positive.” Ten rated it as neutral, and three had a “Negative” or “Very negative” experience. Most participants (20 out of 26) indicated positive interactions with their neighbors, other tenants, and property management staff, while four had neutral interactions and two had negative interactions. Neutral responses to these questions should not be viewed as a negative response.

How would you describe your experience with property management? (Groups 1&2 N=26; Groups 3&4 N=26)



How would you describe your interactions with neighbors, other tenants, or property management staff? (Groups 1&2 N=26; Groups 3&4 N=26)



9.2 Interactions with Neighbors and Property Management Staff : Excerpts from Surveys

Participant Reflections (Year 1 – Groups 3 & 4)

- *“Have met and spoke with all of my close neighbors. There's about six of them. All really nice but I don't see people too often. We all are always headed to or from work. But I have a neighbor that offered us to try their cooking next time they have a get together and I can't wait.”*
- *“I don't have a relationship with my neighbors but I greet them with a Good Morning, hello etc. when in passing.”*
- *“I have one neighbor I once in a while discuss with. Sometimes I see some neighbors entering into their cars and I usually say hello to them. Other than that, one particular neighbor who lives next to me, I have not had the opportunity to converse with other neighbors.”*
- *“I stay to myself.”*
- *“I try to make all the community events and that's where I have the most interactions with everyone.”*
- *“The property management staff are super nice. I do not have a relationship with my neighbors.”*
- *“My experiences have been very positive.”*

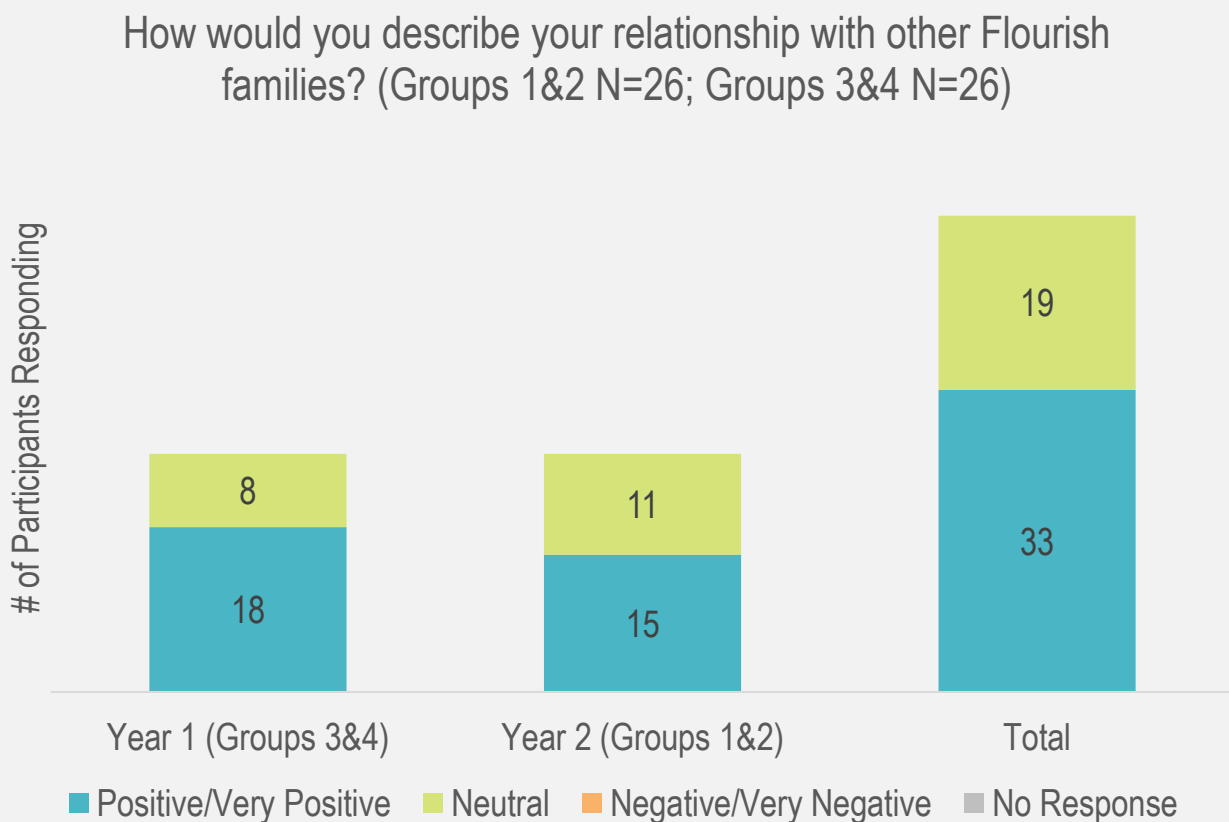
Participant Reflections (Year 2 – Groups 1 & 2)

- *“My neighbors' children love my son. They always say hi to each other and communicate in their way with each other and it is so heart-warming. Whenever me and my toddler go on a walk, we always stop to talk to someone and or just say a quick hello.”*
- *“My neighbors are kind. There is one family in particular that me and my daughter spend time with regularly.”*
- *“Not much social engagement but when I see neighbors, I am always offering help and allowing our kids to interact.”*
- *“Some [people] speak, some [people] don't.”*
- *“I love my community.”*
- *“Everyone is nice and friendly.”*

9.3 Relationships with Other Flourish Families

In Year 1, the majority of participants in Groups 3 and 4 (18 out of 26) indicated a “Positive” or “Very positive” relationship with the other Flourish families. No participants reported a negative relationship with other families, and the remaining responses indicated a neutral relationship.

In Year 2, the majority of participants in Groups 1 and 2 (15 out of 26) indicated a “Positive” or “Very positive” relationship with the other Flourish families. No participants reported a negative relationship with other families, and the remaining responses indicated a neutral relationship.



9.4 Participant Voices: Interview Reflections (Year 2 – Groups 1 & 2 – Interviews with 15 Participants)

Relationship Building and Social Capital

In interviews, ten out of fifteen participants noted improved or new relationships formed with other participants, neighbors, or family. Five participants indicated that they had not formed new relationships, primarily due to time demands of parenting and work or being introverted.

Relationships with other Flourish Families

“Yes. I met my best friend. She's also part of the program. Our sons are like a year apart... We've built a strong relationship and we're (both) poor. We try to do our self-care days together, and we try to motivate each other every day throughout this journey together.”

“So, we have a group chat with parents and mothers. They be sending sometimes resources. When there's someone birthday. We kind of always talk to each other. New Year's everybody's sending texts, so I have almost everybody's number.”

“I feel like I've been able to communicate and connect with the girls that are in the program. All 3 of our kids go to the same daycare. So, all of our kids are around each other constantly, and stuff like that. So that's a good part of it.”

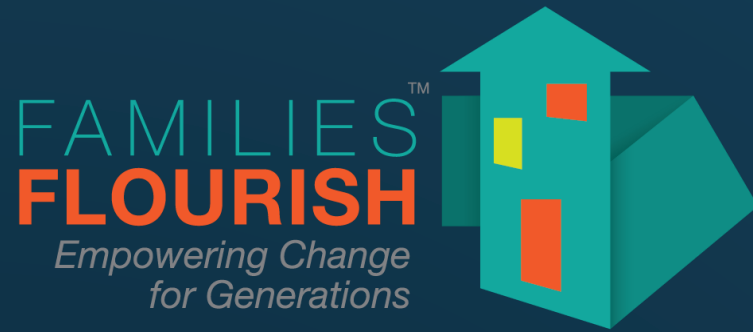
Relationships with Neighbors

“One of my neighbors, he's really nice, and whenever he sees me, his dog loves me, so she'll like run up to me and wants to get loving and everything. So he's about the only neighbor I kind of talk to out here, but everybody seems friendly.”

“I have made a few friends in the new neighborhood, and I've also made friends with families in Families Flourish as well.”

“So it's kind of both (a neighbor and a participant). She is also in the program, but in a different cohort than me. I met her when she joined the Women at Work group that came and talked to everybody. So that was kind of cool when I realized she was in my neighborhood. So sometimes we go on like walks outside when it's nice.”

“Neighbors are great. I've gotten to know the lady next door. She's phenomenal. She ended up moving and buying a house once they raised our rent over here. But her daughter ended up moving into her unit. So, we still have an amazing relationship.”



PART 10

EXTERNAL PERSPECTIVES: LANDLORDS & COACHES

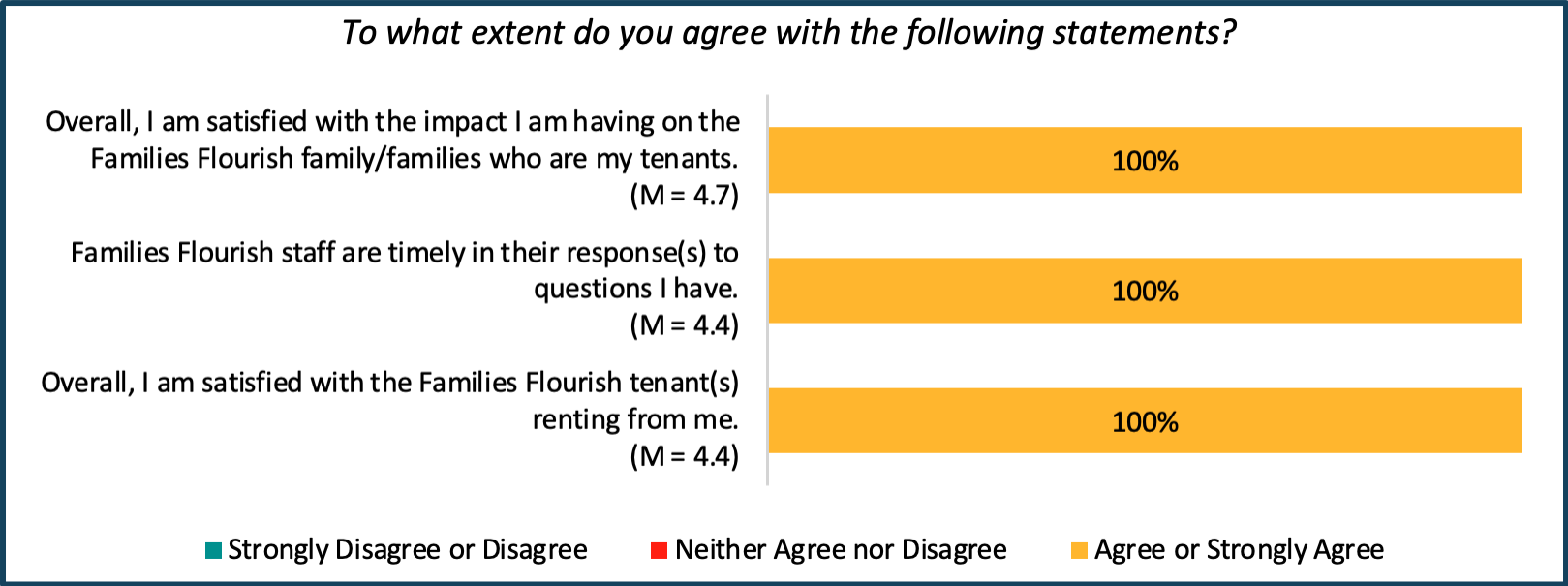


10.1 Landlord Satisfaction with Flourish

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 Groups 1 through 3 participants conducted by Measurement Resources (2024, pp. 16-17), as per the request from Flourish.

“Landlords participating with Families Flourish are overall satisfied, with 100% rating the quality of their experience with Families Flourish as good or excellent (n = 7, m = 3.3*). One hundred percent of landlord survey respondents for program year two agreed that Families Flourish staff are responsive and that they are satisfied with both the Families Flourish participants as tenants and their impact on these tenants. When asked about the benefits Families Flourish has brought to their business, one landlord highlighted the ability to offer a hand-up to a deserving individual or family. Another landlord encouraged marketing to other landlords in a way that emphasizes how easy the process is while ensuring that landlords will receive rent payments in a timely manner.” (Measurement Resources, 2024, p.16)

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

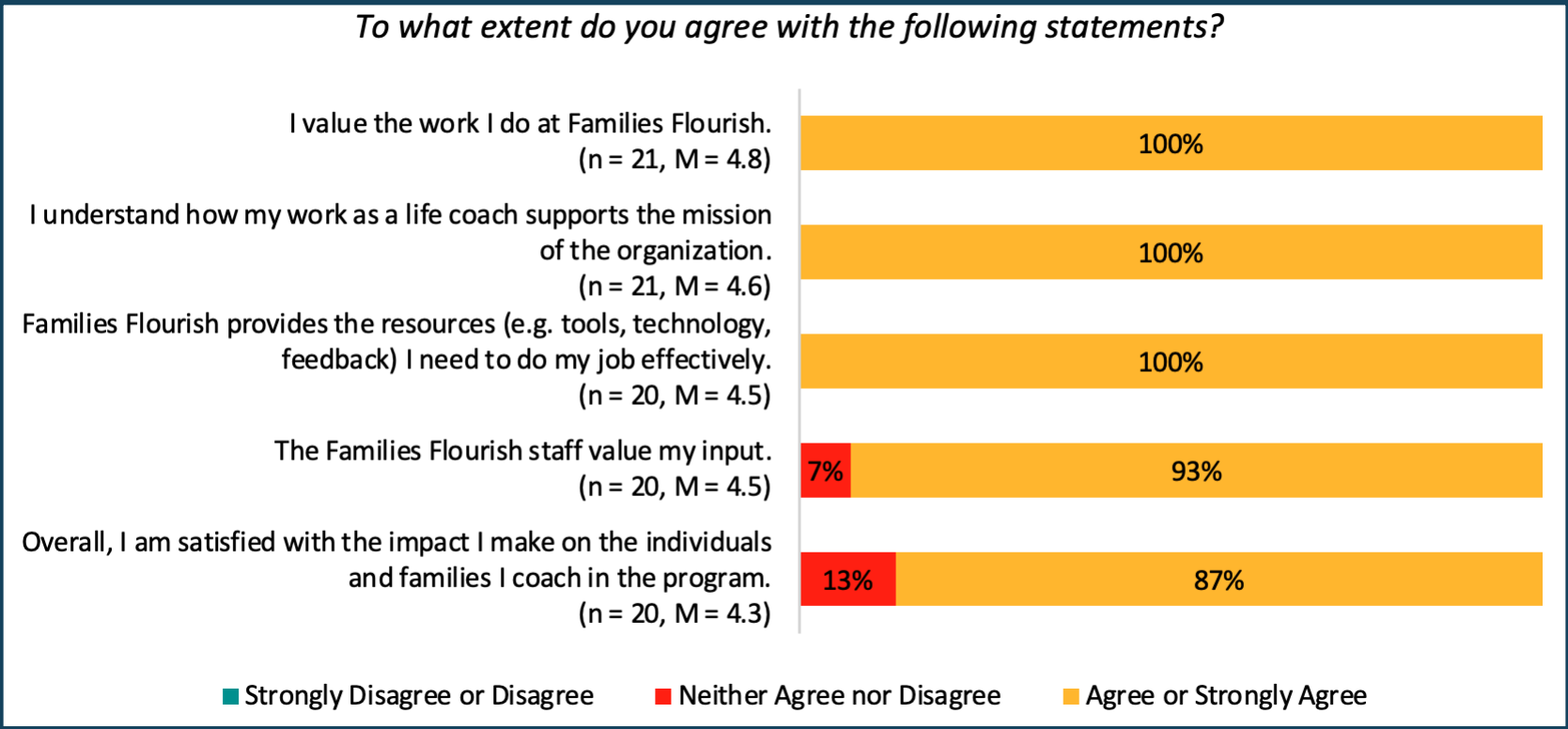


Source: Measurement Resources. (2024, p.17).
Reference: Measurement Resources. (2024). Mid-Program Evaluation Report: Cohorts One, Two and Three, July 2023-June 2024.

10.2 Life Coach Satisfaction with Flourish

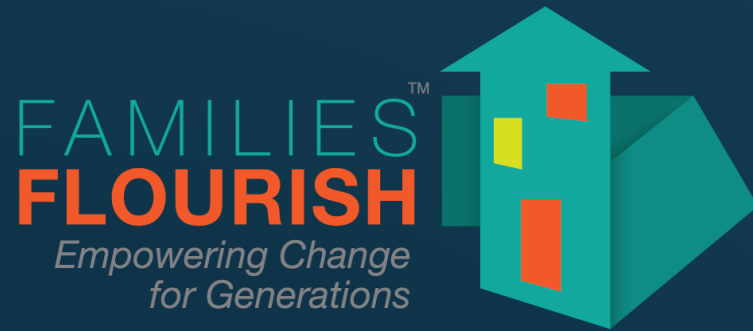
“Families Flourish life coaches are overall satisfied, with 88% rating the quality of their experience with the program as good or excellent (N = 16, m = 3.3*). All Families Flourish life coaches agreed that the organization provided the tools they needed to be effective, understood how their work supports Families Flourish’s mission, and saw value in their work with Families Flourish.” (Measurement Resources, 2024, p.16)

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



Source: Measurement Resources. (2024, p.16).

Reference: Measurement Resources. (2024). Mid-Program Evaluation Report: Cohorts One, Two and Three, July 2023-June 2024.



PART 11

**YEAR 1 ANALYSIS: KEY FINDINGS FROM
FORMERLY HOMELESS PARTICIPANTS
(GROUPS 1 & 2)**



11.1 Formerly Homeless Participants (Year 1 – Groups 1 & 2)

Year 1 Outcomes

We analyzed the Year 1 survey responses of formerly homeless or doubled-up participants in Groups 1 and 2, collected approximately one year after they joined the program. This analysis includes responses from 13 out of the 15 participants in these groups who were either homeless or doubled up prior to joining the program. Two participants were excluded: (1) one participant left the program and did not complete the Year 1 survey, and (2) another participant did not participate in the Year 1 survey.

The most significant improvements among formerly homeless or doubled-up participants were observed in economic circumstances, mental health, children's overall health, and reduced ER usage.

Since relocating, three-quarters of participants (10 out of 13) reported improved economic circumstances, while two reported no significant change. Nearly half of participants (6 out of 13) experienced an increase in income, while six reported no change. Six participants also experienced positive changes in employment, while seven reported no change.

Since relocating, nearly half of participants (6 out of 13) reported improvements in their physical health, while over two-thirds (9 out of 13) noted improvements in their mental health. Additionally, nearly half of participants (6 out of 13) reported improvements in their children's overall health.

Among the 13 families, a total of at least 27 ER visits were reported by 11 families during their final year at their previous residences; two families reported zero visits. Since relocating, the total number of ER visits has decreased to 13, with one family not responding to the question. Four families reported zero visits post-move. This represents a 14-visit (51.9%) reduction in ER usage. At an estimated \$2,290* per visit, this corresponds to approximately \$32,060 in annual healthcare savings.

Recent Program Retention Rate

As of the end of March—2.5 years since Group 1 joined Flourish program and nearly 2 years since Group 2 joined—four families out of the 31 admitted into Flourish have exited the program, two from Group 1, two from Group 2. Of those who exited, three were homeless or doubled up before entering the program.

Currently, 80% of participants in Groups 1 and 2 who were formerly homeless or doubled up (12 out of 15) remain in the program. In comparison, 87.1% of all participants in Groups 1 and 2 (27 out of 31)—including those not previously homeless or doubled up—continue to participate and are stably housed.

*According to Mira, the average ER visit cost without insurance in the Cleveland Metro area is approximately \$2,290. We used data from the Cleveland Metro area because it was the only metro area within Ohio for which detailed ER cost data was available.
<https://www.talktomira.com/post/how-much-does-an-er-visit-cost>

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PART 12

**PARTICIPANT VIEWS ON MONTHLY
PROGRAMS AND POST-PROGRAM
HOUSING PLANS**



12.1 Participant Voices: Interview Reflections

(Year 2 – Groups 1 & 2 – Interviews with 15 Participants)

Monthly Programs

In interviews, eleven out of fifteen participants expressed satisfaction with the monthly programs and four participants had a neutral experience (neither positive nor negative). Participant satisfaction was primarily related to the quality of program content/speakers, the social support from the group and accountability provided in the monthly program meetings. Four program participants noted areas of improvement for monthly programs. Areas for improvement were primarily associated challenges with the meeting time and wishing for more in-person engagement.

Social Support

“I feel like the monthly meetings you're hearing everyone that is in attendance, their point of view, or what they're doing differently. So, you're able to take notes, or, you know, piggyback off of someone else. And you find better ways to do things. And you realize that you're not alone in what you're going through. And I think that's important with dealing with Families Flourish, you know, knowing that you're not alone, building the relationships that could last, you know, even outside of the program once it ends.”

Quality of Content and Speakers

“They have had some knowledgeable people I will say, when they have, like specific people, come in for specific topics like that. They have been very knowledgeable in providing, you know, certain tools, documents...that help us.”

“Every topic they have (is) something that's very, very helpful. So, I'm excited every time to receive the email to see which topic, who will be our guest for today? So, it's been good.”

“It's been very informational. Each meeting is different. So, we'll learn different things. We'll learn how to cope with stress, or we'll learn how to budget money. If not, then we'll learn how to get prepared to save, to buy a home like those different things. So, it's very informational and helpful. They teach us about nutrition and things like that, like keeping your body healthy and learning how to deal with stressors.”

12.2 Participant Voices: Interview Reflections (Year 2 – Groups 1 & 2 – Interviews with 15 Participants)

Post-Program Housing Plans

In interviews, nine out of fifteen participants were planning on staying in their existing community and most of those participants hoped to achieve homeownership one day. Four participants were unsure if they would stay in the neighborhood and two participants did not answer the question.

Post-Program Uncertainty

“If I can afford it, (my plan) is definitely to stay here. But if I can't, because of these upgrades like, I'm proactively looking for something different.”

“I would say the last couple of months Families Flourish has done a really good job of like, ‘hey guys like, let's next steps. What are we doing? What does this look like?’ I think a lot of the questions at first are geared towards like, ‘are you buying a home?’ When you're not in that space I guess you could feel a little discouraged. But I'm like, you know, the trajectory that I took was to go back to school. So, it's like, that's not my season yet. And that was what I had a realization with my coach with like, yeah, being realistic like, I'm not going to be there until I'm graduated, and probably at least a year into a profession like.”

Post-Program Housing Plans

“It's my hope that I'm able to purchase a house. I want to stay in Gahanna until at least my 11-year-old is out of high school.”

“Yeah, I don't wanna go (leave neighborhood) but me and my coach, we were talking since we have like a year and half left. We were talking about me building my credit, maybe for buying a house. Because right now rent is just as expensive as a mortgage.”

“I'm probably gonna stay here hopefully, just for maybe another year or 2, until I'm able to get a house because I'm trying to work on saving my taxes, to start focusing on a down payment for a home.”

“So, with my new job, I can afford the payment after the program is over. I'm just going to stay here. Save my money, so I should be able to get a house.”



PART 13

CONCLUSION & DISCUSSION



13.1 Conclusion and Discussion

Growing up in high-opportunity neighborhoods has been shown to positively influence children’s future education, economic outcomes, and economic mobility (Chetty, Hendren, & Katz, 2016; Chetty et al., 2024). Research consistently demonstrates that housing insecurity is associated with poorer health outcomes. A recent longitudinal study examining housing insecurity from ages 1 to 15 found that adolescents exposed to housing insecurity (e.g., multiple moves within a year, eviction, homelessness, or doubling up) during childhood had lower odds of reporting excellent health outcomes (Pierce et al., 2024).

Providing affordable housing in high-resource neighborhoods is therefore critical, particularly for supporting children’s health, well-being, and future outcomes (Luke et al., 2025). However, building affordable housing in these neighborhoods remains challenging due to zoning regulations, lengthy development timelines, and limited resources.

The program’s model, which combines partial rental support, mobility coaching, housing in high-resource neighborhoods, along with monthly programming and life coaching, promotes housing stability and supports families in sustaining personal improvement and achieving their goals.

Participants mentioned one or more program components as particularly helpful, reflecting the value of the program’s unique, multi-faceted, and holistic approach. Relocation and housing stabilization is a critical first step, while programming and coaching are critical to sustaining personal improvement and goal achievement for families.

Early Impacts for Formerly Homeless or Doubling-Up Families

Before moving, nearly half of all families faced extremely unstable housing situations—such as doubling up, renting rooms, or experiencing homelessness. Based on Year 1 survey responses from formerly homeless or doubled-up participants in Groups 1 and 2, the most significant improvements for these participants were observed in economic circumstances, mental health, children’s overall health, and reduced emergency room usage approximately one year after joining the program.

Returning to School as a Pathway to Growth

Several participants appeared to use this opportunity to return to school. According to survey responses about goals participants had achieved, nine individuals—most from Year 2—reported going back to school or graduating. Some participants credited Flourish with encouraging their return to school. This may lead to positive changes in their careers, job opportunities, or long-term financial well-being.

13.2 Conclusion and Discussion

Reflection: A Comparison of Year 1 and Year 2 Outcomes

According to Year 1 outcomes for Groups 3 and 4 and Year 2 outcomes for Groups 1 and 2, the majority of participant families reported improved economic circumstances, including increased income and better employment conditions.

Participants also reported improvements in physical and mental health, reduced stress, and decreased emergency room usage.

Participants expressed high satisfaction with the Flourish monthly programming and coaching. Many participants have made extensive progress toward personal goals related to finances, employment, and education. In addition, they reported positive school adjustments and academic outcomes for their children, along with improvements in children's physical, mental, and emotional health.

Overall, outcomes from Year 2 (Groups 1 and 2) reflect similar or improved results compared to those from Year 1 (Groups 3 and 4). In particular, a greater number of participants in Groups 1 and 2 (Year 2) reported increases in income and/or credit scores, and nearly all reported improvements in mental health.

While this report focuses on Year 1 outcomes for Groups 3 and 4 and Year 2 outcomes for Groups 1 and 2, the results align with and build upon trends observed in the previous year's report. Taken together, the findings support the program's continued effectiveness across groups and over time.

These early outcomes are promising and suggest that families will continue to experience increased economic stability as the program progresses.



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