

Lisboa, 9-10 December 2013

Fundação Calouste Gulbenkian



INTERNATIONAL CONFERENCE

HOUSING FIRST

Ending Homelessness

Housing First: Qualitative and Mixed Methods Evaluation

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Organized by



Housing First: Qualitative and Mixed Methods Evaluation

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Workshop for Ending Homelessness: International
Housing First Conference, Lisboa, Portugal,
December 9-10, 2013

Agenda for Workshop

- Welcome and introductions
- Overview of qualitative approaches that can be used in the evaluation of Housing First
- Conception/planning
- Program logic model/theory of change
- Fidelity/implementation
- Outcomes – Consumer narratives

Overview – Definition of Evaluation

“The systematic collection of information about the activities, characteristics and outcomes of programs to make judgments about the program, improve program effectiveness, and/or inform decisions about future programming. Qualitative methods are often used in evaluations because they tell the program’s story by capturing and communicating the participants’ stories.” (Patton, 2002, p. 10)

Overview – Questions for Evaluation

- **Who?**
 - Who are the stakeholders who want the evaluation?
 - Who will evaluate? Internal vs. external
- **Why?**
 - Why evaluate? Formative vs. summative
- **What?**
 - What will be the focus of the qualitative evaluation?
conception/planning, program logic model and theory of change, fidelity/implementation, outcomes
 - What are the evaluation questions?
 - What resources are available for the evaluation?

Matching Evaluations with Stage of Program Development

Stage of program development	Major question addressed	Focus of evaluation
Planning the program and adapting to community needs	How do community stakeholders plan a HF program and adapt it to community needs?	Conception/planning
Specifying the HF program's key components and intended outcomes	What are the key components of the HF program and the expected outcomes?	Program logic model, theory of change
Program fidelity and implementation	How can the HF program be put into operation, and once it is in operation, how do we determine whether it is operating in a way that adheres to HF principles?	Fidelity/implementation evaluation
Producing program outcomes	Is the HF program having the intended effects? at the desired level of cost?	Outcome evaluation, cost-benefits evaluation

Overview – Stakeholders

Pair-share

- Why is collaboration with stakeholders important in evaluation?
- Who are the stakeholders in HF evaluation?
- What are the strengths of these stakeholders?
- Why should you form partnerships with stakeholders?
- What values and working principles should guide the partnership?
- What barriers might some stakeholders face in participating in the partnership?
- What work tasks might the partners take on in a qualitative evaluation?
- What are the challenges that the evaluator might face?

Overview – Advantages of Qualitative

What are the advantages of qualitative evaluations over quantitative evaluations?

Overview – Advantages of Qualitative

Advantages of qualitative evaluations over quantitative evaluations

- People's experiences in their own words
- Subjectivity, meaning
- Getting close to the phenomenon under study
- Depth of understanding
- Holism
- Examine unintended outcomes

Overview – Some Resources

- Padgett, D.K. (2012). *Qualitative and mixed methods in public health*. Los Angeles: Sage.
- Pancer, S.M. (1997). Program evaluation. In S.W. Sadawa & D.R. McCreary (Eds.), *Applied social psychology* (pp. 47-67). Englewood Cliffs, NJ: Prentice-Hall.
- Patton, M.Q. (2002). *Qualitative research and evaluation* (3rd Ed.). Thousand Oaks, CA: Sage.

Conception/Planning – Some Key Questions

- What are the key tasks and milestones in planning a HF program?
- What obstacles might one encounter in the planning process?
- What are some strategies that can be used to overcome these obstacles?

Conception/Planning – Individual Interviews or Focus Groups

Data Collection: Interviews and Focus Groups

When should we use individual interviews vs. focus groups?

Conception/Planning – Individual Interviews or Focus Groups

Data Collection: Interviews and Focus Groups

- Interviews useful when speaking with key informants, who have in-depth experience with an issues; also useful to obtain in-depth, diverse and controversial views from people
- Focus groups useful when gathering data from an already established groups of people, like staff or users

Conception/Planning – Some Key Questions

Sampling and Sample Size

- Focus of qualitative research is on depth
- Information-rich cases for in-depth study
- 75 key informant interviews in At Home/Chez Soi across 5 sites
- 10 focus groups with 56 participants across 5 sites

Conception/Planning – Some Key Questions

Sampling and Sample Size

- *“There are no rules for sample size in qualitative inquiry. Sample size depends on what you want to know, the purpose of the inquiry, what is at stake, what will be useful, and what will have credibility, and what can be done with available time and resources.”*
(Patton, 2002, p. 244)
- Saturation or redundancy

Conception/Planning – Interviewing

Data Collection: Interviewing and Facilitation Skills

- Interviewer is the instrument
- Welcoming presence and focused introduction
- Ask open-ended questions
- Use probes
- Active listening skills

Conception/Planning – Interviewing

Begin with a preamble

Thanks everyone for attending this voluntary focus group session. As you know, the purpose of this interview is for you to share your knowledge the planning and proposal development phase for the “At Home/Chez Soi” project. We believe that this is important because the findings of this research will inform other jurisdictions who are interested in planning similar initiatives. We will also be interviewing other people who played a key role in the planning and proposal development process and conducting interviews with different stakeholder groups (e.g., service-providers, researchers, people with lived experience) to gain their perspectives as well. The focus group will take about one hour to one and a half hours.

Before we get started let’s review the consent form. Then you can decide if you want to participate in the focus group.

Conception/Planning – Interviewing

[Interviewer reviews the information letter and consent form with participants.]

What questions do you have before we begin?

[After questions have been asked and answered, participants are asked to complete the consent forms and give them to the facilitators.]

Let's begin by introducing ourselves to the rest of the group.

[After introductions have been made.] I am now going to start the audio recorder.

The purpose of today's discussion is to focus on planning and proposal development.

I will give everyone a chance to respond to each question. If you don't want to give your opinions or voice your experiences about the question, feel free to pass

Conception/Planning – Interviewing

Then move to questions

Stakeholders/Partners

Can you describe your experience with participating in the planning process?

- What were your motivations for getting involved in the planning? What was the motivation of your organization?
- How were you invited to participate? How was your organization invited to participate?
- What helped you or hindered you from participating in the planning process? What helped you or hindered your organization from participating in the planning process?

Conception/Planning – Some Resources

- Macnaughton, E., Nelson, G., & Goering, P. (2013). Bringing politics and evidence together: Policy entrepreneurship and the conception of the At Home/Chez Soi Housing First initiative for addressing homelessness and mental illness in Canada. *Social Science and Medicine*, 82, 100-107.
- Nelson, G., Macnaughton, E., Goering, P., Dudley, M., O'Campo, P., Patterson, M., Piat, M., Prévost, N., & Vallée, C. (2013). Planning a multi-site complex intervention for people with lived experience of mental illness and homelessness: The relationships between the national team and local sites in Canada's At Home/Chez Soi project. *American Journal of Community Psychology*, 51, 347-358.

Logic Model/Theory of Change

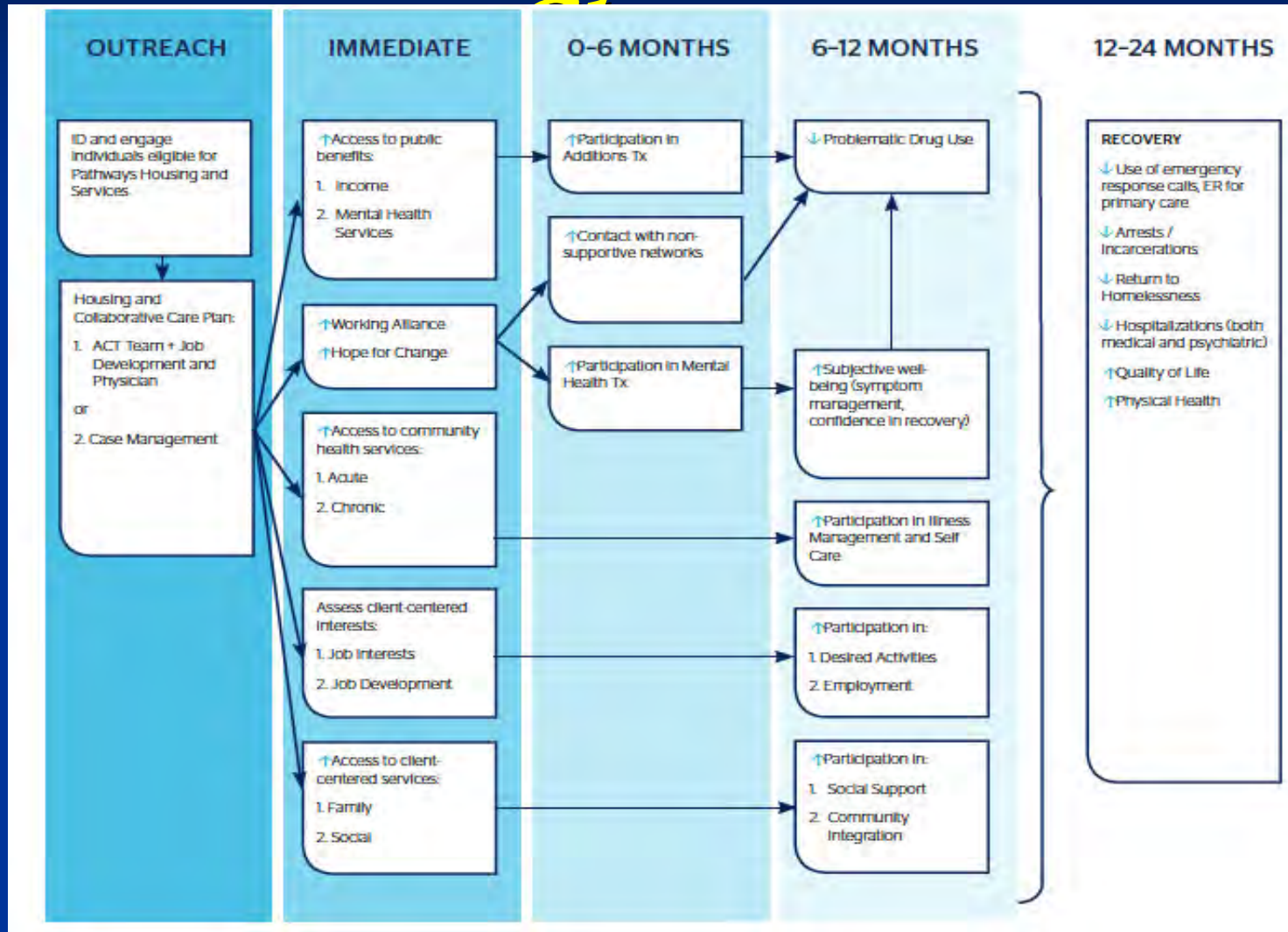
Inputs	Activities	Outputs (immediate outcomes)	Intermediate Outcomes	Long-Term Outcomes
<p>Program resources</p> <ul style="list-style-type: none"> • Human resources (staff, volunteers) • Material resources (supplies, rooms, equipment) 	<p>What is done to create change?</p> <ul style="list-style-type: none"> • What does the program offer? • What do staff and participants do in the program? 	<p>Results that create potential for outcomes</p> <ul style="list-style-type: none"> • Immediate results of activities • In control of the program • Each output relates to an activity 	<p>Desirable changes</p> <ul style="list-style-type: none"> • Linked to one or more outputs • Program has some direct influence 	<p>Overall change goals/vision</p> <ul style="list-style-type: none"> • Program has much less influence • Affected by many other programs/factors

***Outputs and Outcomes should indicate direction of change**

Logic Model/Theory of Change

- What are the inputs in HF?
- What are the main program activities in HF?
- What are the immediate outcomes or outputs in HF?
- What are the intermediate or long-term outcomes in HF?
- What is the rationale linking the activities and outcomes in HF (i.e., the program's theory of change)

Housing First Theory of



Logic Models/Theory of Change – Some Resources

- Pancer, S.M. (1997). Program evaluation. In S.W. Sadawa & D.R. McCreary (Eds.), *Applied social psychology* (pp. 47-67). Englewood Cliffs, NJ: Prentice-Hall.
- Tsemberis, S., & Asmussen, S. (1999). From streets to homes: The Pathways to Housing consumer preference supported housing model. *Alcoholism Treatment Quarterly*, 17, 113-131.

Fidelity/Implementation Evaluation in the At Home/Chez Soi Project

- Quantitative – numerical ratings of program fidelity
- Qualitative – qualitative key informant and focus group interviews with Site Coordinators, Team Leads, project staff, consumers about their experiences of At Home/Chez Soi's implementation

Fidelity/Implementation Evaluation

- Fidelity – done by external team, day long visits to 10 programs, 89 staff interviews, 11 consumer focus groups, 102 chart reviews
- Qualitative – done by site researchers following fidelity visits, 36 key informant interviews, 17 staff focus groups

Fidelity/Implementation Evaluation

What do you see as potential advantages of mixed quantitative fidelity ratings and qualitative data in the study of implementation of Housing First programs?

Fidelity/Implementation Evaluation – Mixed Methods

Research Design

- Explanatory design – two-phased mixed methods design the purpose of which qualitative data help explain or build upon initial quantitative results; At Home/Chez Soi – fidelity, then qualitative analysis of implementation

QUAN → qual → Interpretation based on
QUAN → qual results

Fidelity/Implementation

Evaluation

Fidelity (adherence, integrity)

- Example - Fidelity Evaluation Tool used in At Home/Chez Soi
- 38 HF fidelity items grouped into the following domains: Housing Choice and Structure, Separation of Housing and Services, Service Philosophy, Service Array, Program Structure
- Items are benchmarked and rated on a 4-point scale by an external Quality Assurance team

Fidelity/Implementation Evaluation

Sample item is Housing Availability (under domain of Housing Choice and Structure)

- 4 – 85% of participants move into housing of their choice within 4 months of entering the program
- 3 – 70-84% of participants move into housing of their choice within 4 months of entering the program
- 2 – 55-69% of participants move into housing of their choice within 4 months of entering the program
- 1 – <55% of participants move into housing of their choice within 4 months of entering the program

Fidelity/Implementation Evaluation

Quality

- Use of qualitative methods to ask program stakeholders (participants, staff, managers) about their experiences of the program, can be combined with fidelity evaluation to answer questions of how or why fidelity scores are relatively high or low

Fidelity/Implementation Evaluation

- Why, if at all, are there delays or barriers to housing some participants?
- How can (or are) these delays be(ing) addressed moving forward?
- What are the difficulties or successes in obtaining the types of housing in the locations that participants want?
- How can (or are) any challenges be addressed moving forward?
- What are the challenges or successes experienced in rehousing some participants?

Fidelity/Implementation Evaluation – Some Resources

- Macnaughton, E.L., Goering, P.N., & Nelson, G.B. (2012). Exploring the value of mixed methods within the At Home/Chez Soi Housing First Project: A strategy to evaluate the implementation of a complex population health intervention for people with mental illness who have been homeless. *Canadian Journal of Public Health, 103* (Supplement 1), S57-S62.
- Nelson, G., Stefancic, A., Rae, J., Townley, G., Tsemberis, S., Macnaughton, E., Aubry, T., Distasio, J., Hurtubise, R., Patterson, M., Stergiopolous, V., Piat, M., & Goering, P. (2014). Early implementation evaluation of a multi-site Housing First intervention for homeless people with mental illness: A mixed methods approach. *Evaluation and Program Planning, 43*, 16-26.

Outcomes – Consumer Narratives

Data Collection: Narratives

- In what ways might capturing participant experiences through stories be a useful way of evaluating outcomes of Housing First?
- What do you see as some potential strengths of qualitative narrative data?

Outcomes – Consumer Narratives

Data Collection: Narratives

- Baseline – 219 interviews with 10% sample representative of the larger sample enrolled in At Home/Chez Soi (n=2255)
- Focus of interview
 - Life on the streets/in shelters
 - Experiences with services
 - High, low, and turning point stories

Outcomes – Consumer Narratives

Data Collection: Narratives

- 18-month Follow-up – 197 interviews (10% attrition from baseline) – 119 in Housing First, 78 in Treatment as Usual
- Focus of interview
 - Life changes, typical day
 - Recovery, relationships, material situation
 - Housing
 - Services
 - High, low, and turning point stories

Outcomes – Consumer

Narratives

Data Analysis: Mixed Methods

Type of Data	Type of Analysis - Qualitative	Type of Analysis – Quantitative
Qualitative	<ul style="list-style-type: none">- Analysis of codes and themes in the qualitative data	<ul style="list-style-type: none">- Quantitative coding of trajectories- Quantitative coding of high, low, and turning point stories
Quantitative	<ul style="list-style-type: none">- Not applicable	<ul style="list-style-type: none">- Statistical analysis of quantitative outcome measures for consumer narrative sub-sample

Outcomes – Consumer

Narratives

Domains for Analysis

- Life changes
- Typical day
- Education
- Work
- Physical health
- Mental health/recovery
- Substance use
- Relationships
- Housing/living situation
- Finances/material situation
- Mental health services
- Other services
- Hopes for the future

Outcomes – Consumer Narratives – Coding Template for Each Participant

Domains and sub-domains	Baseline	18-month	Changes	Causes of changes
<i>Life change</i>				
Positive experiences				
Current challenges				

Outcomes – Consumer Narratives – Coding Template for All Participants

Research Questions	Housing First (HF)	Treatment as Usual (TAU)
1. Changes by HF and TAU		
2. Factors that helped or hindered changes		
3. Factors related to positive, mixed/neutral, or negative trajectories		

Findings: Question 1 – Do consumers in the Housing First show more positive changes in their narratives than those in TAU?

- Life changes/typical day
 - *Coming out of survival mode: feeling “safer”, “at peace”*
 - *Killing time → “finding a nice routine,” “doing things that matter”*
 - *Increased sense of freedom: “living at my own rhythm,” “like a giant weight off my shoulders”*
- Relationships/belonging
 - *Increased control: “I don’t have to worry about someone coming over with the a bottle in their hand”*
 - *Increased motivation to reconnect with significant others*
 - *Increased community/cultural sense of belonging*

Findings: Question 2 – What are the factors (e.g., housing, mental health services) that consumers identify as helping or hindering their recovery?

Helping Factors: Housing and Recovery

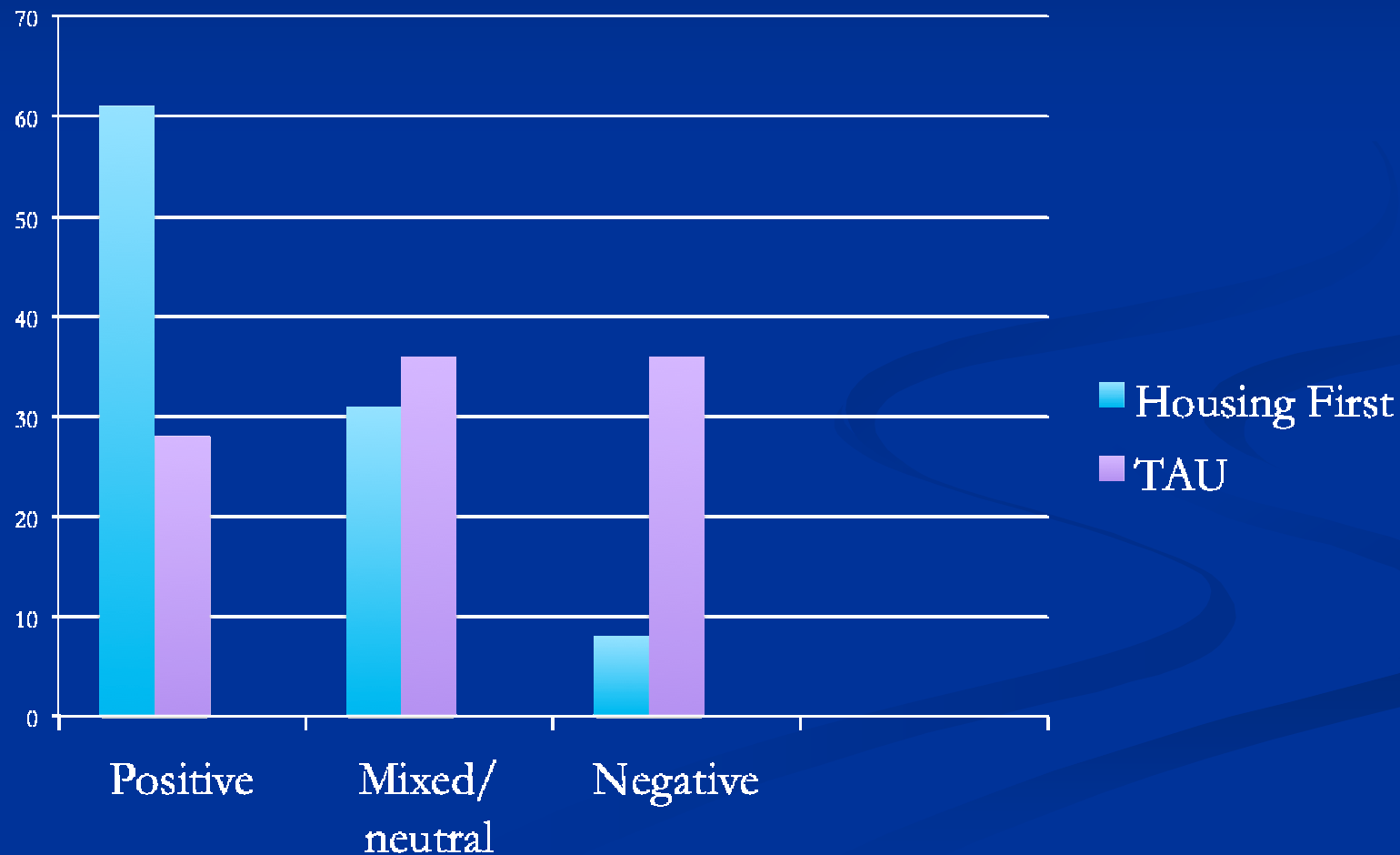
- Good housing allows people to get beyond sense of “*being stuck*” in their lives
 - *Freedom from* survival mode, allows people to people *freedom to* come out of crisis, reflect on the future
 - Housing has both material dimension and meaning dimensions
 - Material: provides “stable base” for recovery, and allows person time & space to reflect
 - Meaning:
 - signifies possibility of “*getting back on track*”
 - motivates people to “*do what it takes*” to get there (including addressing mental health/addictions)

Findings: Question 2 – What are the factors (e.g., housing, mental health services) that consumers identify as helping or hindering their recovery?

Hindering Factors

- Demoralization from setbacks in some participants
- Poor social support:
 - Social isolation and/or entanglement in negative networks:
“bringing the wrong people in to my place”
- Problems with housing choice
 - Housing in poor neighbourhoods can leave people feeling unsafe and/or entangled in substance-using networks
- Need for more recovery-oriented support:
 - Feeling of now that I’m inside & stable: *“what now?”*

Findings: Question 3 – What are the important factors or qualities that are related to positive trajectories, mixed trajectories, and negative trajectories of participants over time?



Findings: Question 3 – What are the important factors or qualities that are related to positive trajectories, mixed trajectories, and negative trajectories of participants over time?

Factors Related to Positive Trajectories

- Housing-catalyzed hope
- Positive social support

Factors Related to Negative Trajectories

- Demoralization at outset of project despite offer of housing
- Social entanglement or social isolation
- Poor housing (to begin with, and worse after rehousing)

Factors Related to Mixed/neutral Trajectories

- Factors related to poor trajectories (but to a lesser degree)
- Setbacks (e.g., failed attempt at family reconnection, school doesn't work out; criminal charges catch up to someone, etc.)

Outcomes – Consumer

Narratives

Some Resources

Miles, M.B., & Huberman, M., & Saldana, J. (2013).

Qualitative data analysis: An expanded sourcebook (3rd Ed.). Thousand Oaks, CA: Sage.

Padgett, D.K., Stanhope, V., Henwood, B.F., & Stefancic, A. (2011). Substance use outcomes among homeless clients with serious mental illness: Comparing housing first with treatment first programs. *Community Mental Health Journal*, 47, 227-232.

Patterson, M., Rezansoff, S., Currie, L., & Somers, J.M. (2013). Trajectories of recovery among homeless adults with mental illness who participated in a randomised controlled trial of Housing First: A longitudinal, narrative analysis. *BMJ Open*, 3: e003442. doi:10.1136/bmjopen-2013-003442

Questions?