PERFORMANCE MEASUREMENT AND EVALUATION FRAMEWORK
Pilot Shared Housing for Older Adults Program
OEPA - 2023-11-29[1]

BACKGROUND

1.1 PROGRAM DESCRIPTION

The County of San Diego's (County) Shared Housing for Older Adults Program (SHOAP) is a pilot shared housing program that matches older adults, aged 55 years and older, who are looking for housing (home-seekers) with appropriate homeowners or renters (home-providers) with an extra bedroom. The goal of this program is to establish a stable house-sharing option for older adults aged 55 years and older. SHOAP objectives are to prevent homelessness, reduce the burden of housing costs, support aging in place, and increase social integration and offer a means of companionship for the region's older adults. This will be achieved through:

- Assessing needs and goals of home-seekers and home-providers to coordinate appropriate matches;
- Ensuring affordability of rent; and
- Creating long-term housing solutions with supports including tailored housemate agreements, mediation services, and regular check-ins with housemates.

1.2 KEY STAKEHOLDERS

The following key stakeholders of the pilot were identified:
- Primary stakeholders:
  - Program participants:
    - Home-seekers: Older adults (55+) who are experiencing housing instability.
    - Homeowners or home renters wishing to rent out a spared room.
  - Contracted provider and program staff
  - County Departments that serve older adults with housing instability (Housing and Community Development Service, Aging & Independence Services, Department of Homeless Solutions and Equitable Communities)
- Secondary stakeholders:
  - Non-Government Organizations (NGOs) who serve or advocate for older adults.
  - NGOs who work in the field of homelessness.

Primary stakeholders will be engaged throughout the evaluation process (evaluation design, implementation, and reporting). Secondary stakeholders will be engaged when reporting and disseminating results.

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[1] This evaluation framework and its components are preliminary. The framework will be finalized in coordination with the program contractor.

1.3 PROGRAM DESIGN AND PROGRAM LOGIC

Figure 1 shows the Logic Model for SHOAP, summarizing goal, abbreviated objectives, inputs, activities, outputs, outcomes, impact, as well as key assumptions made about the program's working and contextual factors.

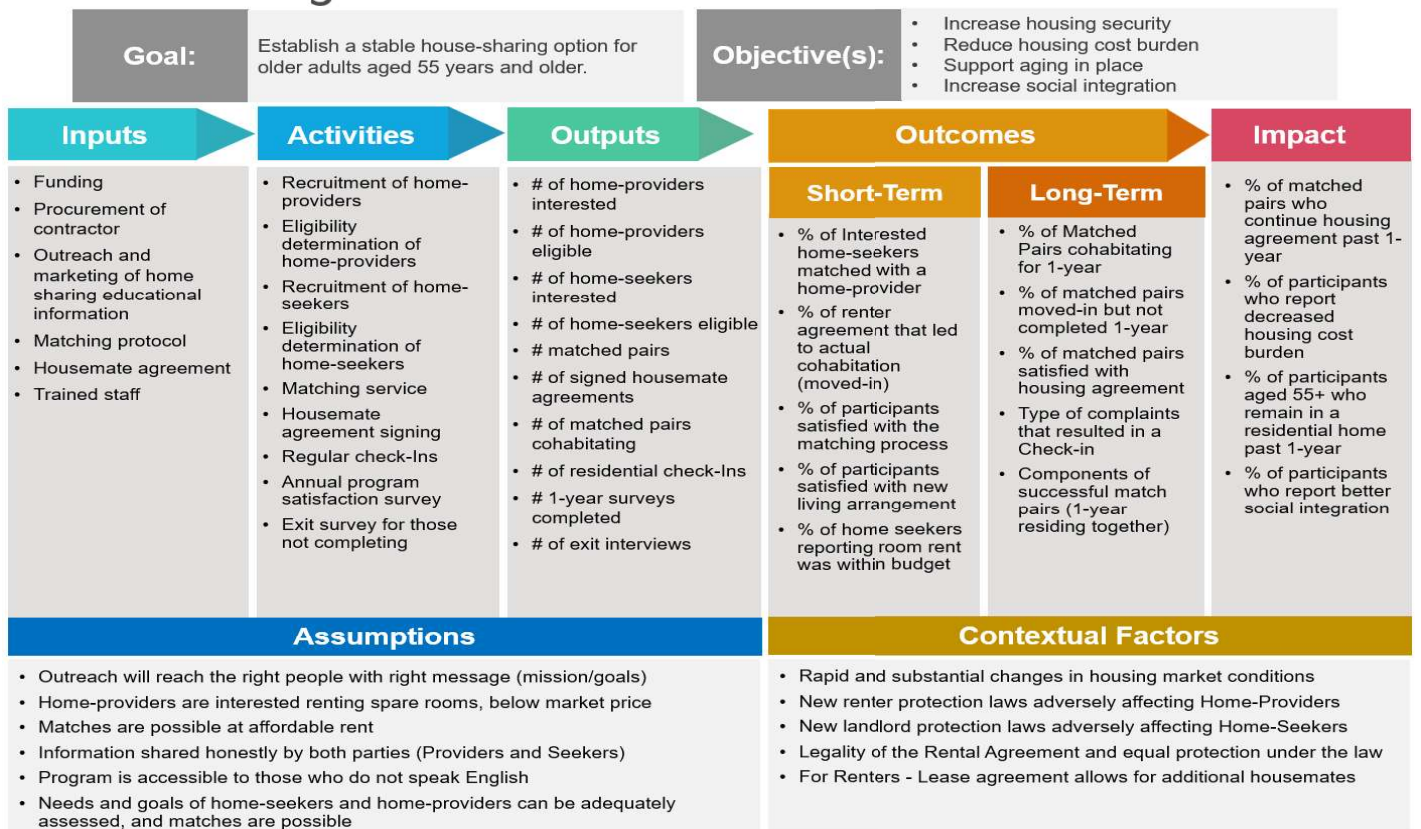The non-abbreviated objectives are as follows:

1. To secure and maintain housing for 90% of matched program participants beyond one year after the initial move-in date.

2. To reduce the housing cost burden (the share of available income spent on housing expenses) faced by matched participants by 10% between baseline and one-year follow-up.

3. To support to concept of "aging in place" by assuring that 90% of program participants aged 55 and older are able to remain in a residential home beyond one year after the initial move-in date.

4. To increase the percentage of matched program participants who report a sense of collective belonging to the place they live in by 20% from baseline to one-year follow-up.

EVALUATION QUESTIONS

The primary interest of the evaluation is to evaluate the effectiveness of SHOAP: to assess whether the program pilot is able to operate as planned and achieve its objectives among program participants. The following questions will guide the evaluation:

1. To what extent do program participants experience increased **housing stability** one year into the program, defined as continuing to live together past the one-year mark?

    1.1. Which home provider and home seeker characteristics are associated with increased housing stability?

2. To what extent do program participants' reported levels of **social engagement** change one year after move-in?

    2.1. How do changes in reported levels of social engagement differ among home-providers and home-seekers?

    2.2. Which home provider and home seeker characteristics are associated with higher levels of social engagement?

3. How helpful do program participants perceive **the individual program components** (matching, housemate agreements, check-ins) to be?

SHOAP Logic Model

Goal:	Establish a stable house-sharing option for older adults aged 55 years and older.	Objective(s):	• Increase housing security • Reduce housing cost burden • Support aging in place • Increase social integration

Inputs	Activities	Outputs	Outcomes		Impact
			Short-Term	**Long-Term**	
• Funding • Procurement of contractor • Outreach and marketing of home sharing educational information • Matching protocol • Housemate agreement • Trained staff	• Recruitment of home-providers • Eligibility determination of home-providers • Recruitment of home-seekers • Eligibility determination of home-seekers • Matching service • Housemate agreement signing • Regular check-Ins • Annual program satisfaction survey • Exit survey for those not completing	• # of home-providers interested • # of home-providers eligible • # of home-seekers interested • # of home-seekers eligible • # matched pairs • # of signed housemate agreements • # of matched pairs cohabitating • # of residential check-Ins • # 1-year surveys completed • # of exit interviews	• % of Interested home-seekers matched with a home-provider • % of renter agreement that led to actual cohabitation (moved-in) • % of participants satisfied with the matching process • % of participants satisfied with new living arrangement • % of home seekers reporting room rent was within budget	• % of Matched Pairs cohabitating for 1-year • % of matched pairs moved-in but not completed 1-year • % of matched pairs satisfied with housing agreement • Type of complaints that resulted in a Check-in • Components of successful match pairs (1-year residing together)	• % of matched pairs who continue housing agreement past 1-year • % of participants who report decreased housing cost burden • % of participants aged 55+ who remain in a residential home past 1-year • % of participants who report better social integration

Assumptions	Contextual Factors
• Outreach will reach the right people with right message (mission/goals) • Home-providers are interested renting spare rooms, below market price • Matches are possible at affordable rent • Information shared honestly by both parties (Providers and Seekers) • Program is accessible to those who do not speak English • Needs and goals of home-seekers and home-providers can be adequately assessed, and matches are possible	• Rapid and substantial changes in housing market conditions • New renter protection laws adversely affecting Home-Providers • New landlord protection laws adversely affecting Home-Seekers • Legality of the Rental Agreement and equal protection under the law • For Renters - Lease agreement allows for additional housemates

PERFORMANCE MEASUREMENT

Performance Measurement will include indicators at the output, outcome, and impact level. A preliminary list of indicators is listed in the Logic Model (Figure 1). This list is subject to change based on actual program design and operational requirements; details are to be determined in coordination with the contractor.

EVALUATION DESIGN

The evaluation will use a mixed-methods pretest-post-test design. Participants will fill out a survey as part of their program onboarding, and then again one year after moving in with their housemate (or, alternatively, when they move out and exit the program). The survey will contain questions that cover the relevant indicators.

Additionally, focus groups with program participants will be organized around the same time as the post-test surveys. In these focus groups, participants will be asked about their experiences with the program, with an emphasis on which program components were helpful and where improvements could be made.

This mixed-methods design evaluates the program's effectiveness in achieving its objectives and to identify program components that may be most useful, but it does not establish the extent to which the pilot program was causally responsible for any of the observed changes.

This design is appropriate given the small size of the pilot and the specific population characteristics, both of which hamper the use of an experimental approach or the identification of a suitable comparison group. Furthermore, this evaluation focuses on assessing the program effectiveness, that is, whether the program reaches its objectives. This can be achieved through the proposed pretest-post-test design, as no claims are being made about what would happen in the absence of the program.

The specifics of the evaluation design and implementation plan are to be established in collaboration with the implementation contractor and by consulting with relevant (primary) stakeholders. When feasible, participatory elements will be included throughout the evaluation process (evaluation planning, implementation, and reporting).

LEARNING, REPORTING, AND DISSEMINATION

The primary learning goal for this evaluation is whether the SHOAP pilot is likely to address the issue of increased homelessness among older adults in San Diego County. The learning goal is not to obtain robust evidence on SHOAP's causal contributions, but to strengthen the evidence base to determine whether the proposed approach is likely to contribute to the desired outcomes.

If results indicate that home-seekers can successfully be matched to home-providers, and that matched housemates agree to continue living together after one year, the

pilot will be considered successful. Additionally, if the evaluation results indicate increased levels of social integration among program participants, the pilot will be considered successful in addressing social isolation among older adults.

A secondary learning goal is to obtain additional insights on effective program design (identification of specific program components that are considered useful by participants). This information can inform future programming.

The primary audiences for this evaluation are County of San Diego policy makers and staff. Secondary audiences are the general public, as well as relevant special interest groups. Results will be reported in a technical evaluation report as well as a policy brief; both reports will be published on the San Diego County Data Portal (https://data.sandiegocounty.gov).