

**Samaritan Center and Rescue Mission Participant Satisfaction Survey**  
**Housing and Homeless Coalition of Syracuse & Onondaga County**  
**By Patrick Whelan**  
**April 2016**

**EXECUTIVE SUMMARY**

**Introduction:** This study reports the results of a participant satisfaction survey with the services provided at the Samaritan Center and the Rescue Mission provided by the Housing and Homeless Coalition of Syracuse & Onondaga County. The results will be presented in a report to the Housing and Homeless Coalition's Advisory Board. This report will help improve the services provided by the Housing and Homeless Coalition.

**Methods:** The data used in this report were collected from a face-to-face survey of 64 (about 64%) participants out of approximately 100 total individuals asked during a dinner at the Samaritan Center on February 22nd and a lunch at the Rescue Mission on February 23<sup>rd</sup>. The data was targeted towards those individuals who receive services from the Samaritan Center and Rescue Mission. 80% of respondents said they were currently living in either a shelter or apartment/own house. 64% of respondents stated that they lived in either a shelter or apartment/own house during the last two years.

**Findings:**

1. 86% of respondents said "yes" when asked if they would live in the suburbs if transportation and a safe place to live were available. (n=59)
2. The most frequently selected response was "not enough income" when asked what problems participants encountered when looking for housing (52%). (n=63)
3. The most frequently selected response was "money for security deposit, furniture, rent subsidy or application fees" when asked what would help the participant find an apartment (61%). (n=61)
4. 75% of respondents said "no" when asked if they have ever used a website called: [www.nyhousingsearch.gov](http://www.nyhousingsearch.gov) to find an apartment. (n=57)
5. 57% of respondents who have used the website [www.nyhousingsearch.gov](http://www.nyhousingsearch.gov) to find an apartment said "no" when asked if the website was helpful. (n=7)
6. The most frequently selected response was "help find a job or keep the income" when asked what help the participant would need after finding an apartment (57%). (n=53)
7. 65% of respondents said "no" when asked if they knew what 211 helpline (A human services information and assistance helpline) was. (n=57)

8. 92% of respondents who have used the 211 helpline said “no” when asked if they had any problems with the services provided. (n=12)
9. 57% of respondents said “no” when asked if they have received any help with mental health or drug abuse. (n=58)
10. 73% of respondents who have received help for mental health or drug abuse said “I had no problems” when asked if they had any problems with the services provided. (n=22)
11. 52% of respondents said “no” when asked if they knew about legal services such as Hiscock Legal Aid, Legal Services of CNY, Volunteers Lawyers Project or CNY Fair Housing. (n=58)
12. 100% of respondents who knew about the various legal services said “no” when asked if they had any problems with the services provided. (n=19)
13. The most frequently selected response was “transportation” when asked what support the respondent needed to get or keep a job (62%). (n=53)
14. 83% of respondents said “yes” when asked if they have recently used Onondaga County Department of Social Services to get any help. (n=58)
15. The most frequently selected response was “food stamps” as the unit most used for those who said they recently used Onondaga Department Department of Social Services (80%). (n=44)
16. The most frequently selected response was “financial” when asked what help the participant was currently now (not from family or friends) (56%). (n=54)

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## INTRODUCTION

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This study reports of a participant satisfaction survey with the services provided at the Samaritan Center and the Rescue Mission provided by the Housing and Homeless Coalition of Syracuse & Onondaga County. The information collected from this study will be used to help the coalition reduce homelessness. Gathering data to measure the satisfaction of participants in the program will allow the coalition to identify concerns of clients. A similar study has been conducted numerous times in the past.

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## METHODS

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### How Data Were Collected

**Instrument Design:** The survey was designed by the coordinator of the Housing Coalition with assistance from the board of advisors and the author of this paper.

**Data Collection Method:** The data was collected by conducting face-to-face surveys at a dinner at the Samaritan Center on February 22nd and a lunch at the Rescue Mission on February 23rd. Individuals were asked if they would like to partake in a survey that would ask them their experiences with homelessness and housing in Syracuse & Onondaga County. Respondents were asked by the author of this paper to fill out the surveys themselves as they sat down with their meals. Additionally, about 8% of respondents answered the survey through a one on one interview conducted by the author of this paper.

**Target Population and Sample:** The target population are those who use the receive services from the Samaritan Center and the Rescue Mission. The sample was 64 people as out of approximately 100 people asked to take the survey, 64 (about 64%) completed it. 80% of respondents said they were currently living in either a shelter or apartment/own house. 64% of respondents stated they lived in either a shelter or apartment/own house during the last two years.

### Quality of Data

**Representativeness:** The sample of 64 is a convenience sample and cannot be generalized to the target population of all clients of the Rescue Mission and Samaritan Center. Surveys were only conducted during lunch and dinner times. There could potentially be a population of people who solely go to breakfast at either the Samaritan Center or Rescue Mission that is not included in the data.

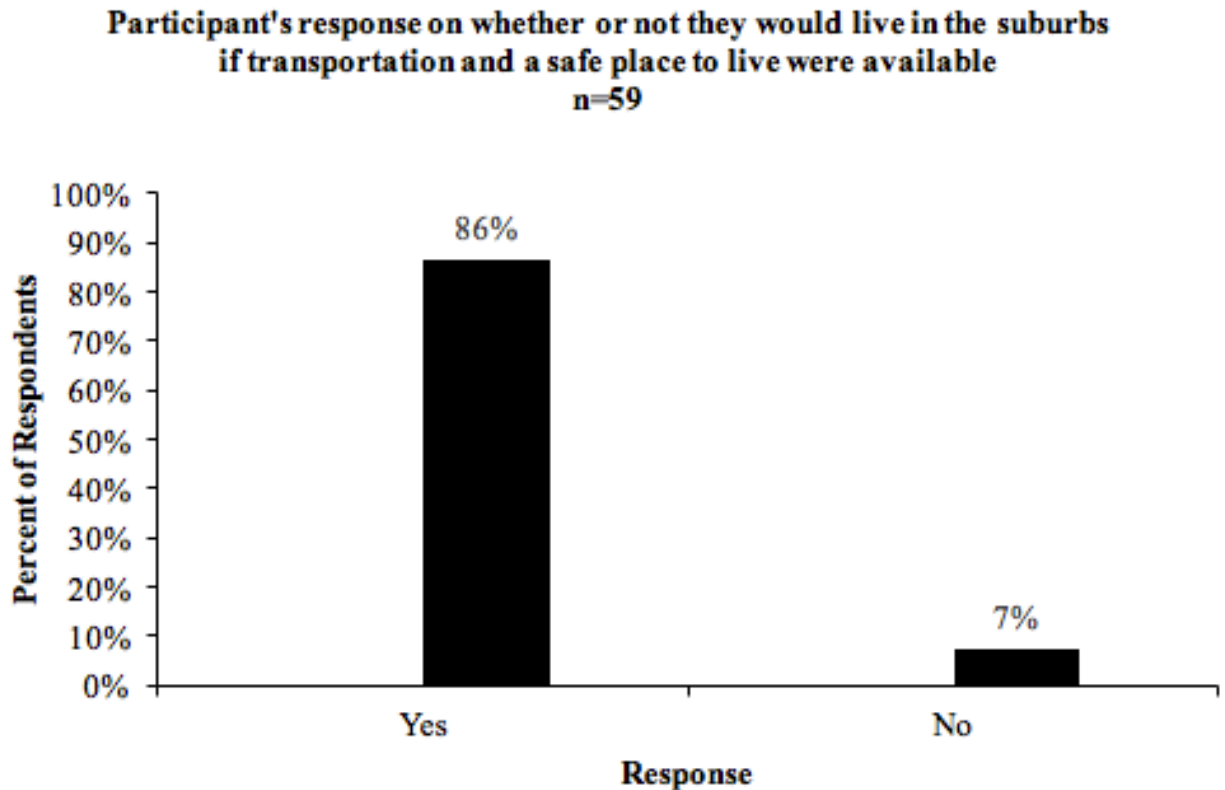
**Accuracy:** Respondents may not have been honest when asked if they are homeless or not. Additionally, various wording throughout the survey could have confused the respondent which may result in questions being left blank. Also, respondents interviewed may have misinterpreted responses.

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## FINDINGS

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1. 86% of respondents said “yes” when asked if they would live in the suburbs if transportation and a safe place to live were available.

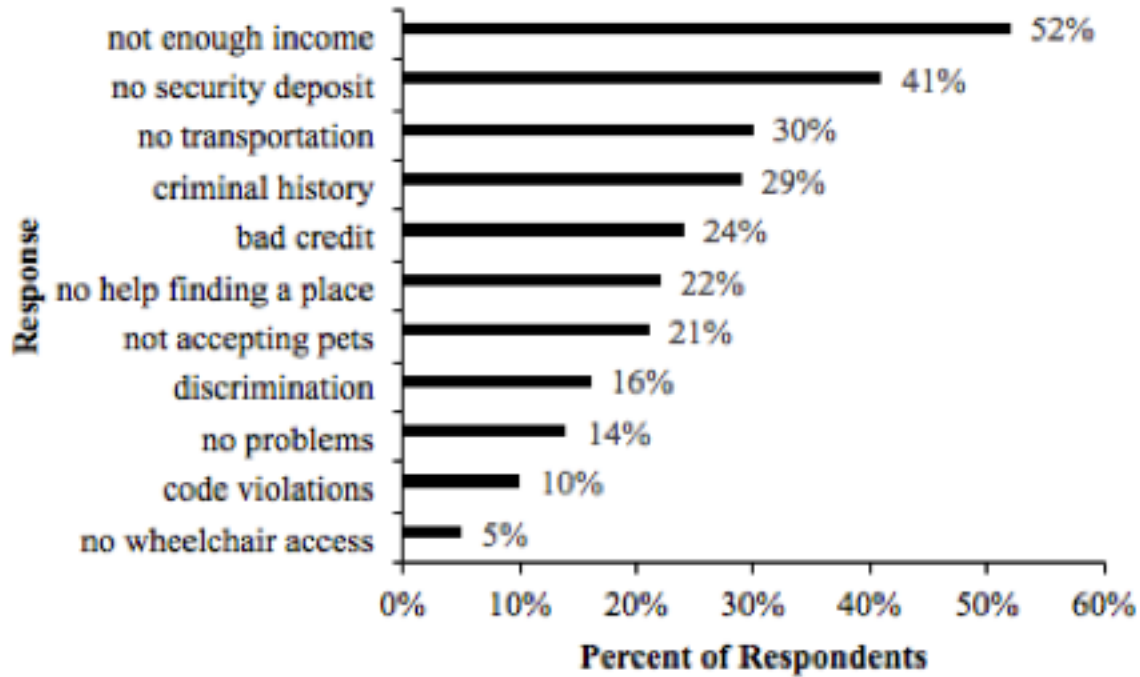


Source: Data Collected for The Housing and Homeless Coalition of Syracuse & Onondaga County by Patrick Whelan, Community Link Project, Syracuse University, April 2016

**Comment:** 1 response from a participant was taken out of the findings as the question was not sufficiently answered. Bar percentages do not add up to 100% because answers of “not sure” and “other” were excluded as they did not provide meaningful information in the graph. There was 1 selection (3% of respondents) who answered “not sure” and 3 (5% of respondents) who answered “other”.

2. The most frequently selected response was “not enough income” when asked what problems participants encountered when looking for housing (52%)

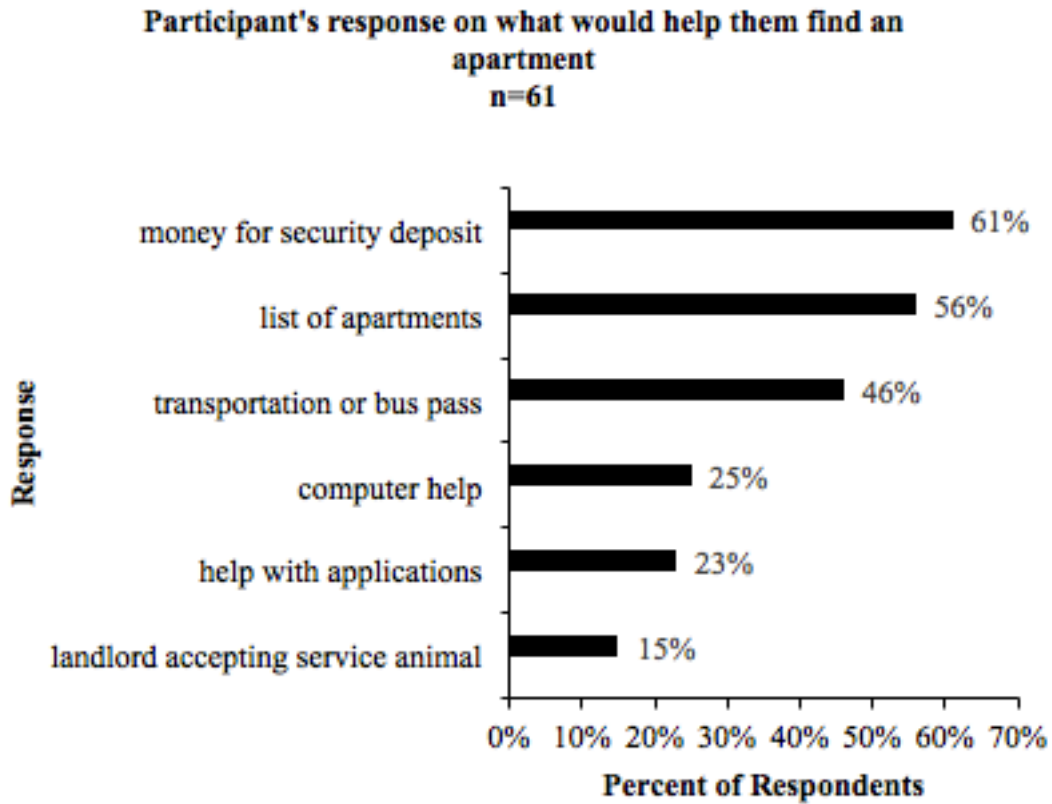
**Participant's response on what problems they've encountered when looking for housing**  
**n=63**



Source: Data Collected for The Housing and Homeless Coalition of Syracuse & Onondaga County by Patrick Whelan, Community Link Project, Syracuse University, April 2016

**Comment:** Responses of “other” were excluded as the results did not provide meaningful information in the graph. There were 9 selections (14% of respondents) who answered “other”. Bar percentages do not equal 100% as the respondents had the choice of circling more than one answer.

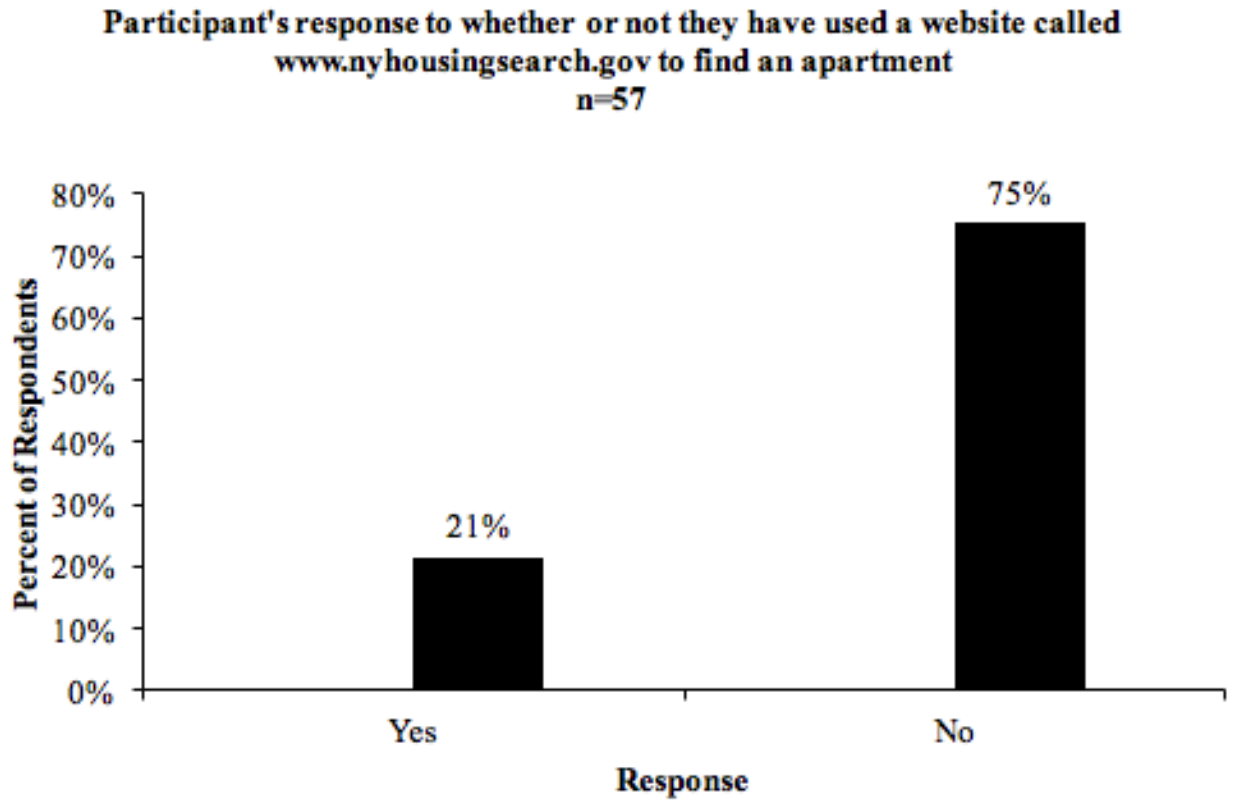
3. The most frequently selected response was “money for security deposit, furniture, rent subsidy or application fees” when asked what would help the participant find an apartment (61%).



Source: Data Collected for The Housing and Homeless Coalition of Syracuse & Onondaga County by Patrick Whelan, Community Link Project, Syracuse University, April 2016

**Comment:** Responses of “other” and “don’t” were excluded as they did not provide meaningful information in the graph. There were 12 selections (20% of respondents) that answered “other”. Bar percentages do not equal 100% as the respondent had the choice of circling more than one answer.

4. 75% of respondents said “no” when asked if they have ever used a website called: [www.nyhousingsearch.gov](http://www.nyhousingsearch.gov) to find an apartment.

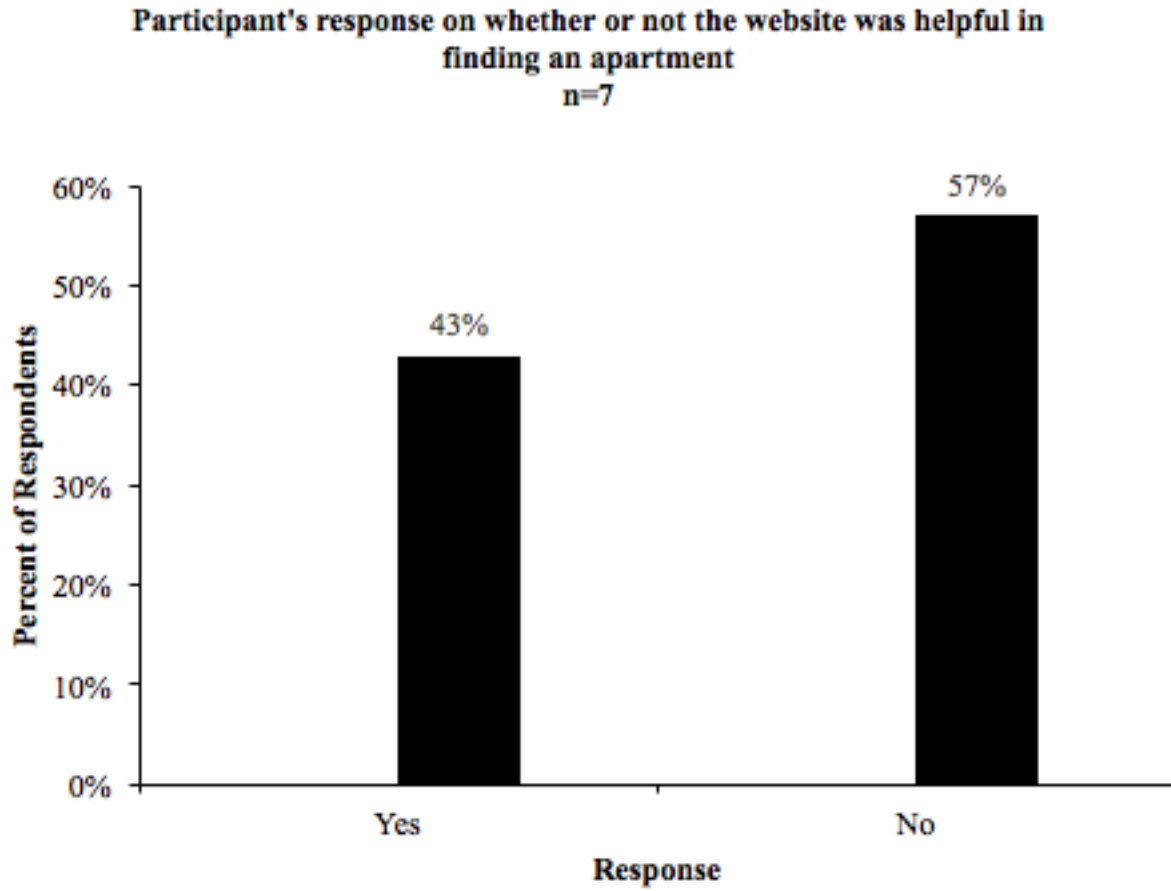


Source: Data Collected for The Housing and Homeless Coalition of Syracuse & Onondaga County by Patrick Whelan, Community Link Project, Syracuse University, April 2016

**Comment:** Bar percentages do not equal 100% as responses of “not sure” were excluded in the graph. There were 2 selections (4% of respondents) that answered “not sure”.

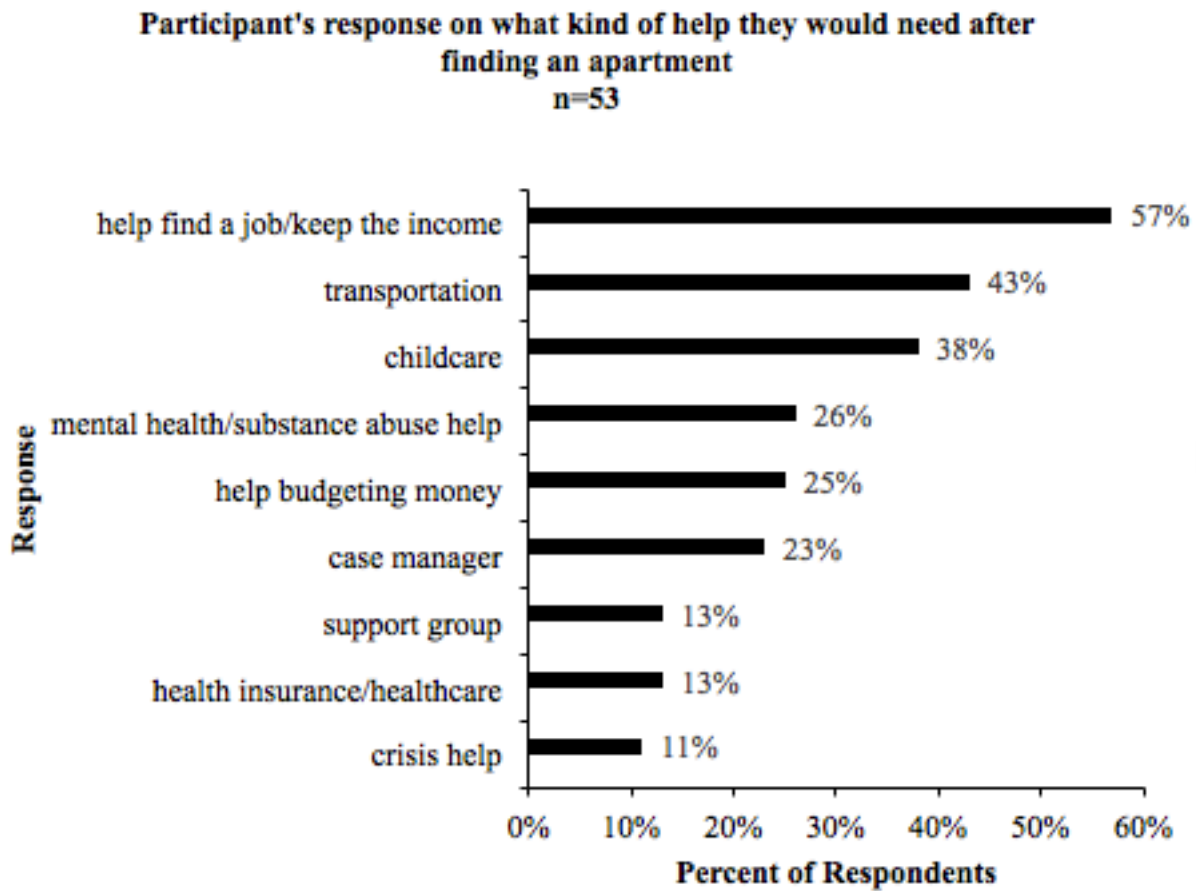


5. 57% of respondents who have used the website [www.nyhousingsearch.gov](http://www.nyhousingsearch.gov) to find an apartment said “no” when asked if the website was helpful.



Source: Data collected for The Housing and Homeless Coalition of Syracuse & Onondaga County by Patrick Whelan, Community Link Project, Syracuse University, April 2016

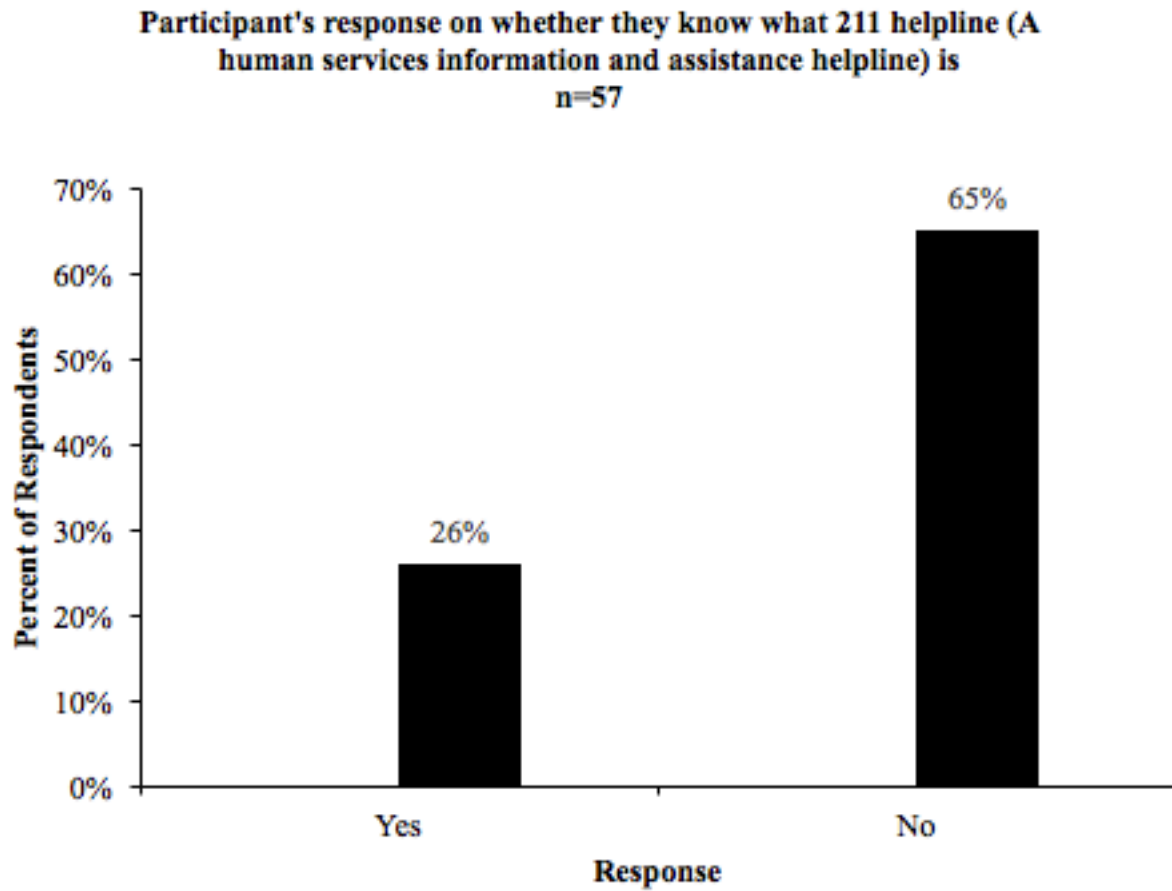
6. The most frequently selected response was “help find a job or keep the income” when asked what help the participant would need after finding an apartment (57%).



Source: Data collected for The Housing and Homeless Coalition of Syracuse & Onondaga County by Patrick Whelan, Community Link Project, Syracuse University, April 2016

**Comment:** Responses of “other” were excluded as they did not provide meaningful information in the graph. There were 7 selections (13% of respondents) that answered “other”. Bar percentages do not equal 100% as the respondent had the choice of circling more than one answer.

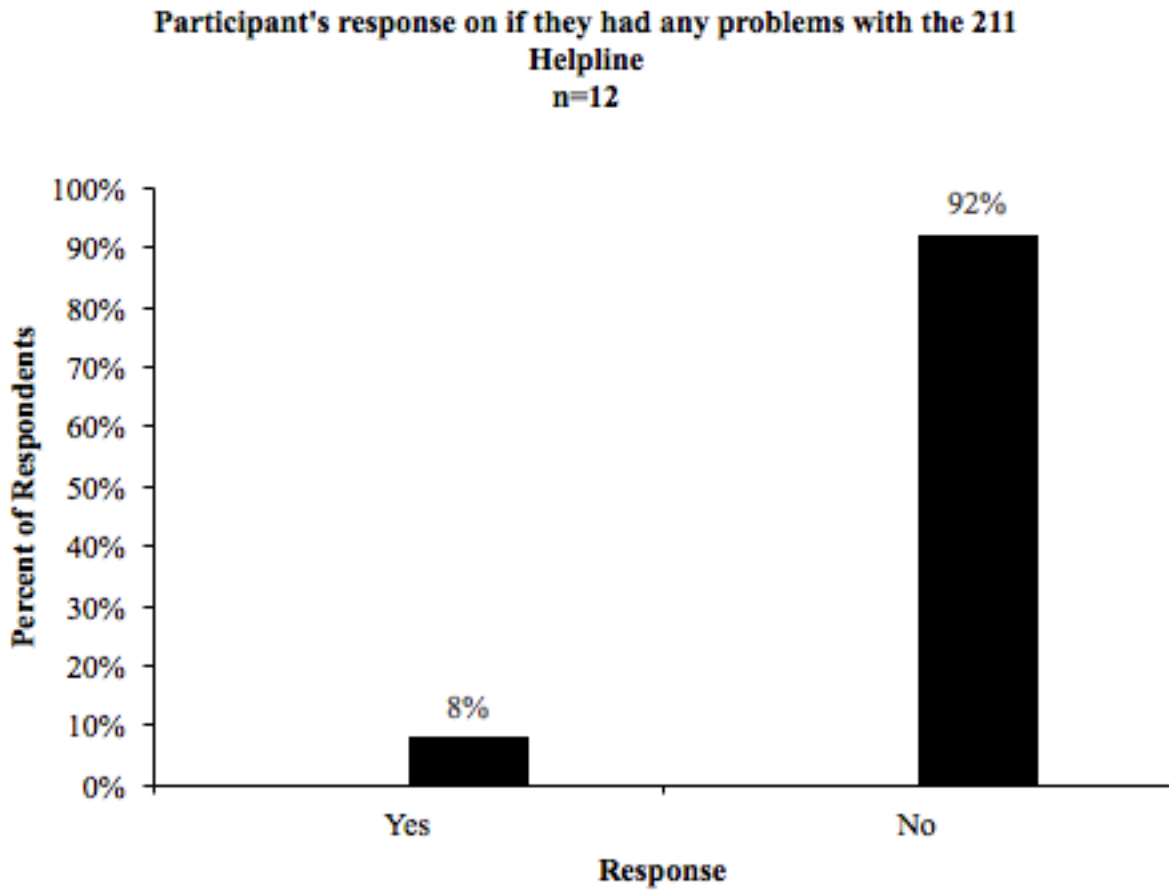
7. 65% of respondents said “no” when asked if they knew what 211 helpline (A human services information and assistance helpline) is.



Source: Data collected for The Housing and Homeless Coalition of Syracuse & Onondaga County by Patrick Whelan, Community Link Project, Syracuse University, April 2016

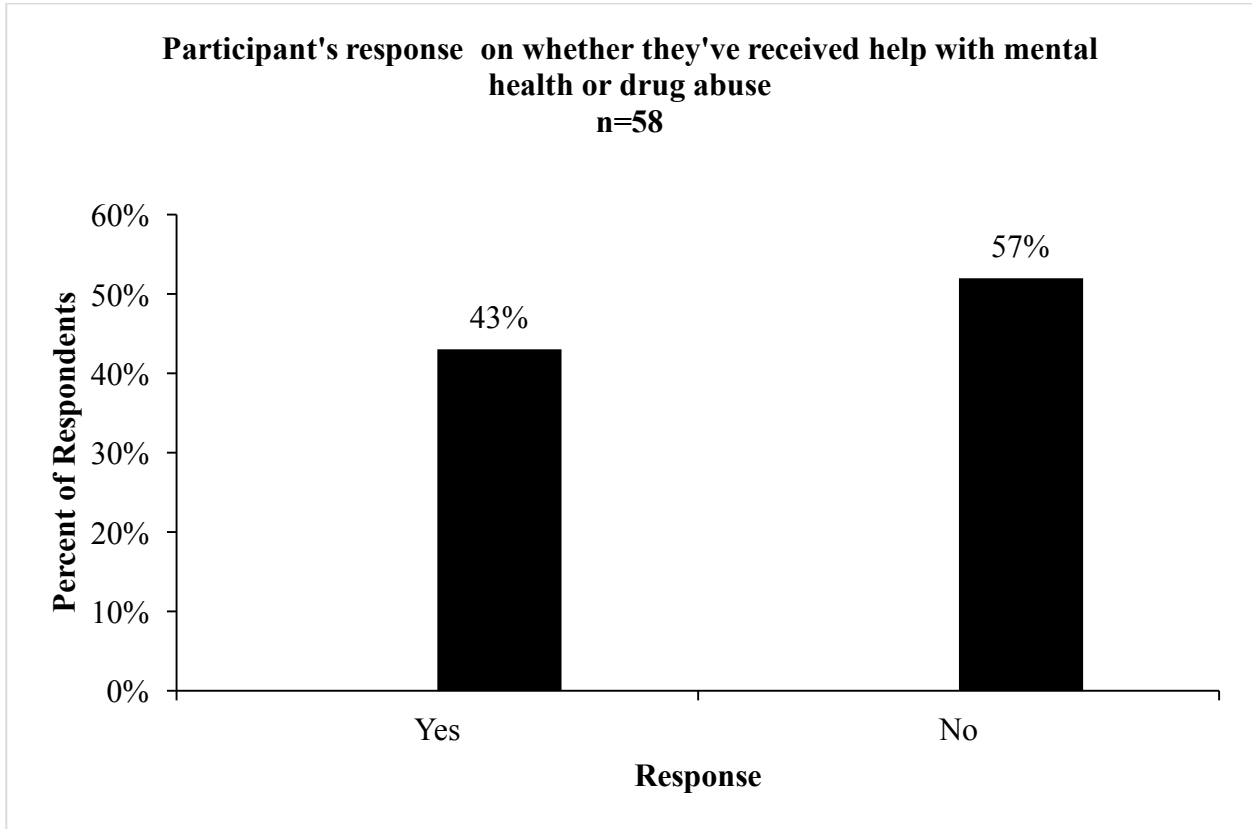
**Comment:** Responses of “not sure” were excluded as they did not provide meaningful information in the graph. There were 5 selections (9% of respondents) that answered “not sure”. Bar percentages do not equal 100% as the “not sure” respondents were excluded.

8. 92% of respondents who have used the 211 helpline said “no” when asked if they had any problems with the services provided.



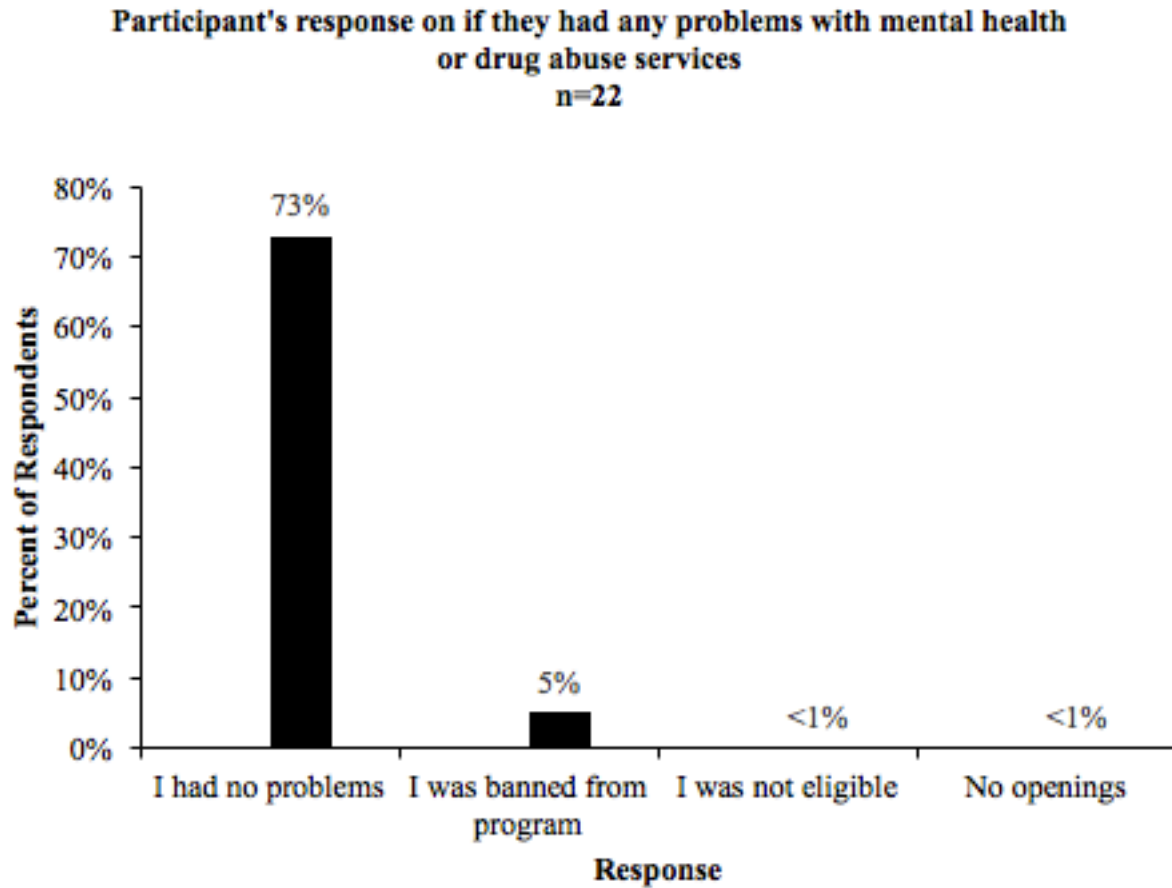
Source: Data collected for The Housing and Homeless Coalition of Syracuse & Onondaga County by Patrick Whelan, Community Link Project, Syracuse University, April 2016

9. 57% of respondents said “no” when asked if they have received any help with mental health or drug abuse.



Source: Data collected for The Housing and Homeless Coalition of Syracuse & Onondaga County by Patrick Whelan, Community Link Project, Syracuse University, April 2016

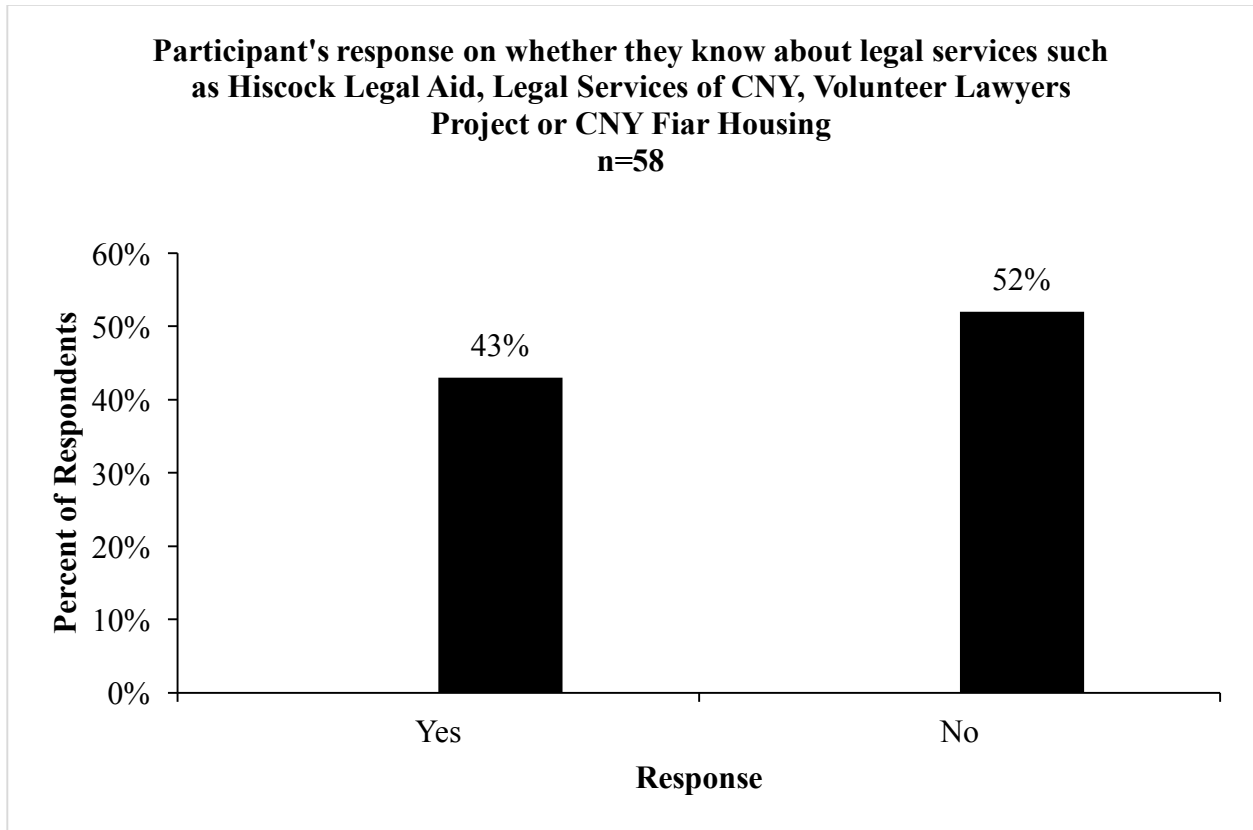
10. 73% of respondents who have received help for mental health or drug abuse said “I had no problems” when asked if they had any problems with the services provided.



Source: Data collected for The Housing and Homeless Coalition of Syracuse & Onondaga County by Patrick Whelan, Community Link Project, Syracuse University, April 2016

**Comment:** Responses of “other” were excluded as they did not provide meaningful information in the graph. There were 5 selections (23% of respondents) that answered “other”. Bar percentages do not equal 100% as the “other” respondents were excluded.

11. 52% of respondents said “no” when asked if they knew about legal services such as Hiscock Legal Aid, Legal Services of CNY, Volunteers Lawyers Project or CNY Fair Housing.



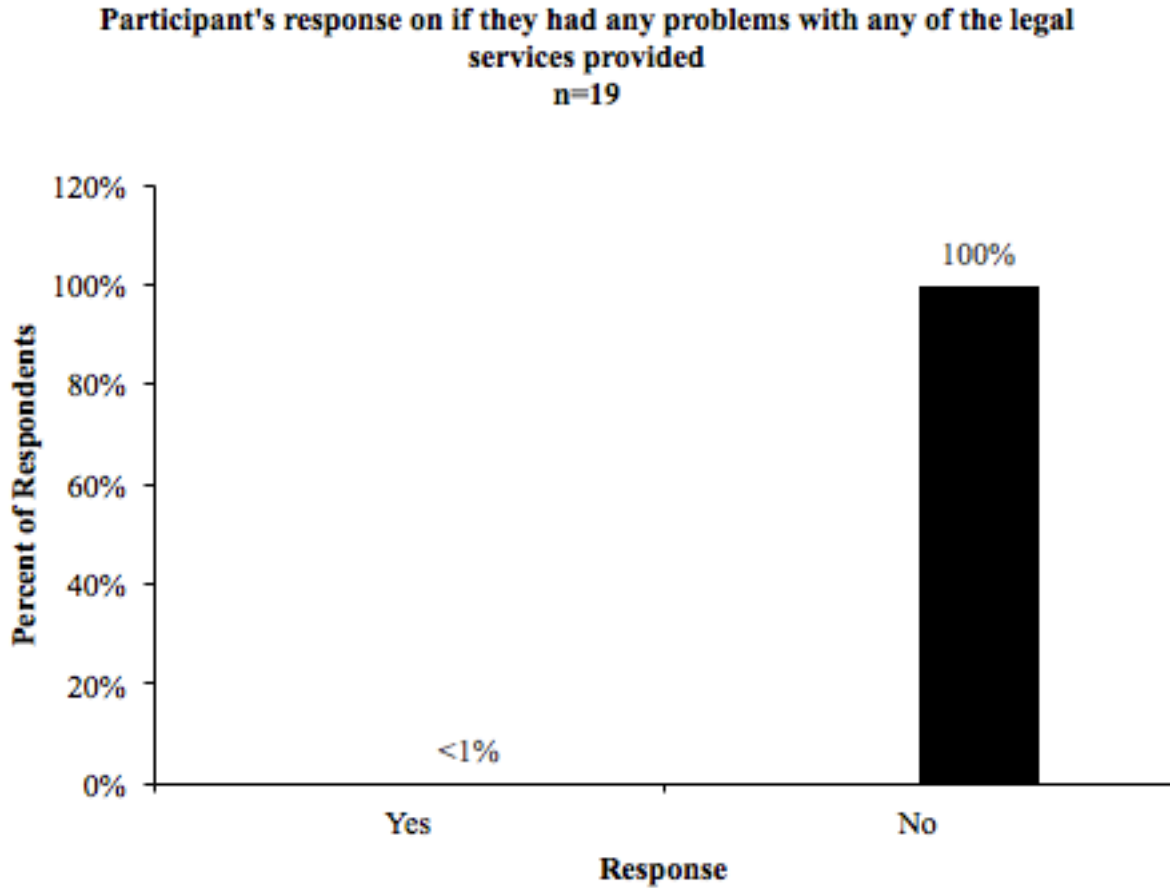
Source: Data collected for The Housing and Homeless Coalition of Syracuse & Onondaga County by Patrick Whelan, Community Link Project, Syracuse University, April 2016

**Comment:** Responses of “not sure” were excluded as they did not provide meaningful information in the graph. There were 3 selections (5% of respondents) that answered “not sure”. Bar percentages do not equal 100% as the “not sure” respondents were excluded.





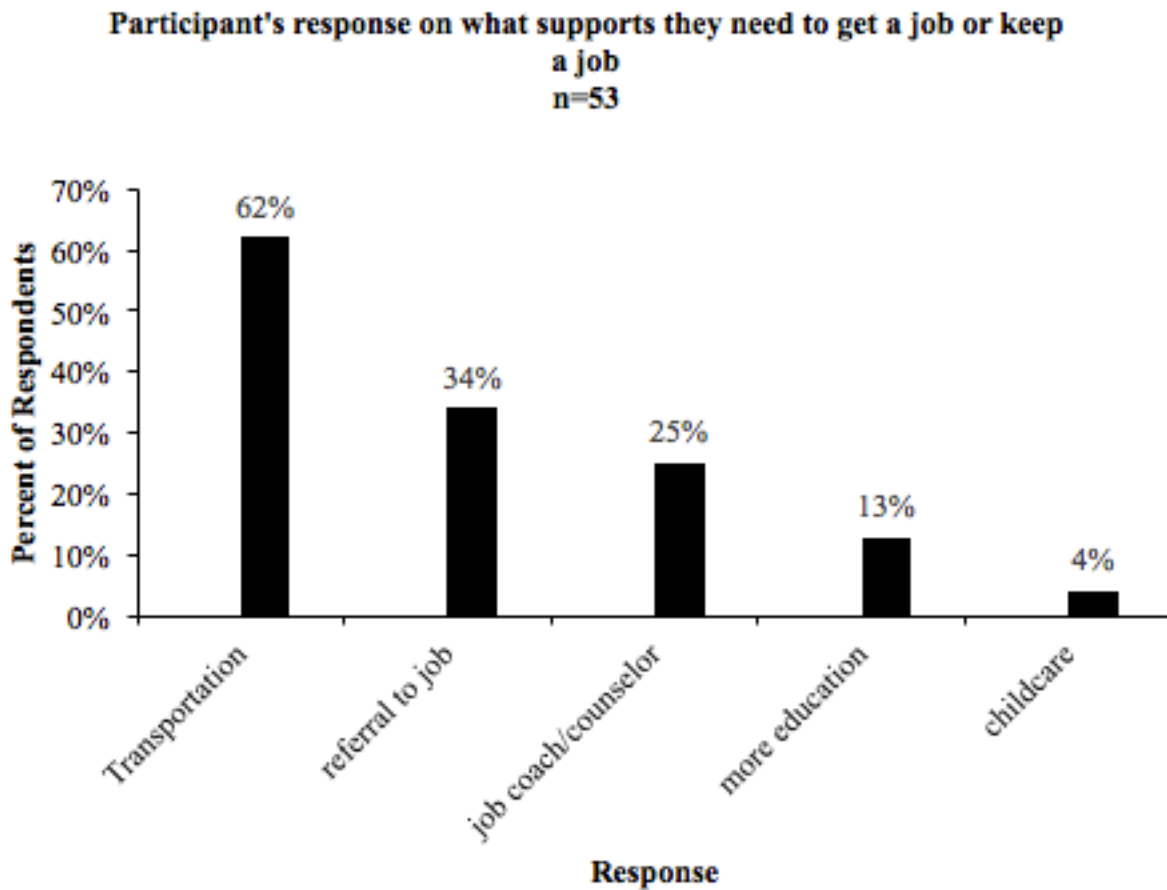
12. 100% of respondents who knew about the various legal services available said “no” when asked if they had any problems with the services provided.



Source: Data collected for The Housing and Homeless Coalition of Syracuse & Onondaga County by Patrick Whelan, Community Link Project, Syracuse University, April 2016



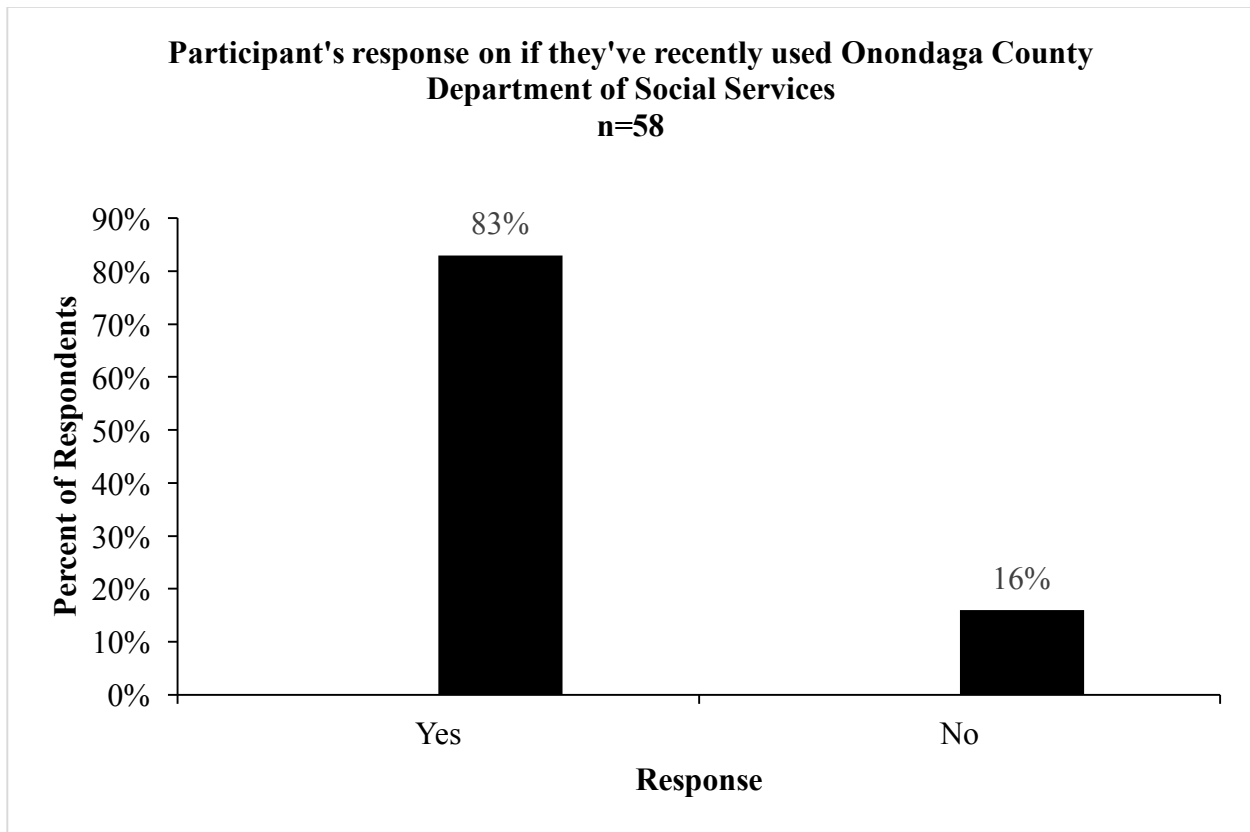
13. The most frequently selected response was “transportation” when asked what support the respondent needed to receive to keep a job (62%).



Source: Data collected for The Housing and Homeless Coalition of Syracuse & Onondaga County by Patrick Whelan, Community Link Project, Syracuse University, April 2016

**Comment:** Responses of “other” were excluded as they did not provide meaningful information in the graph. There were 13 selections (25% of respondents) that answered “other”. Bar percentages do not equal 100% as the respondent had the choice of circling more than one answer.

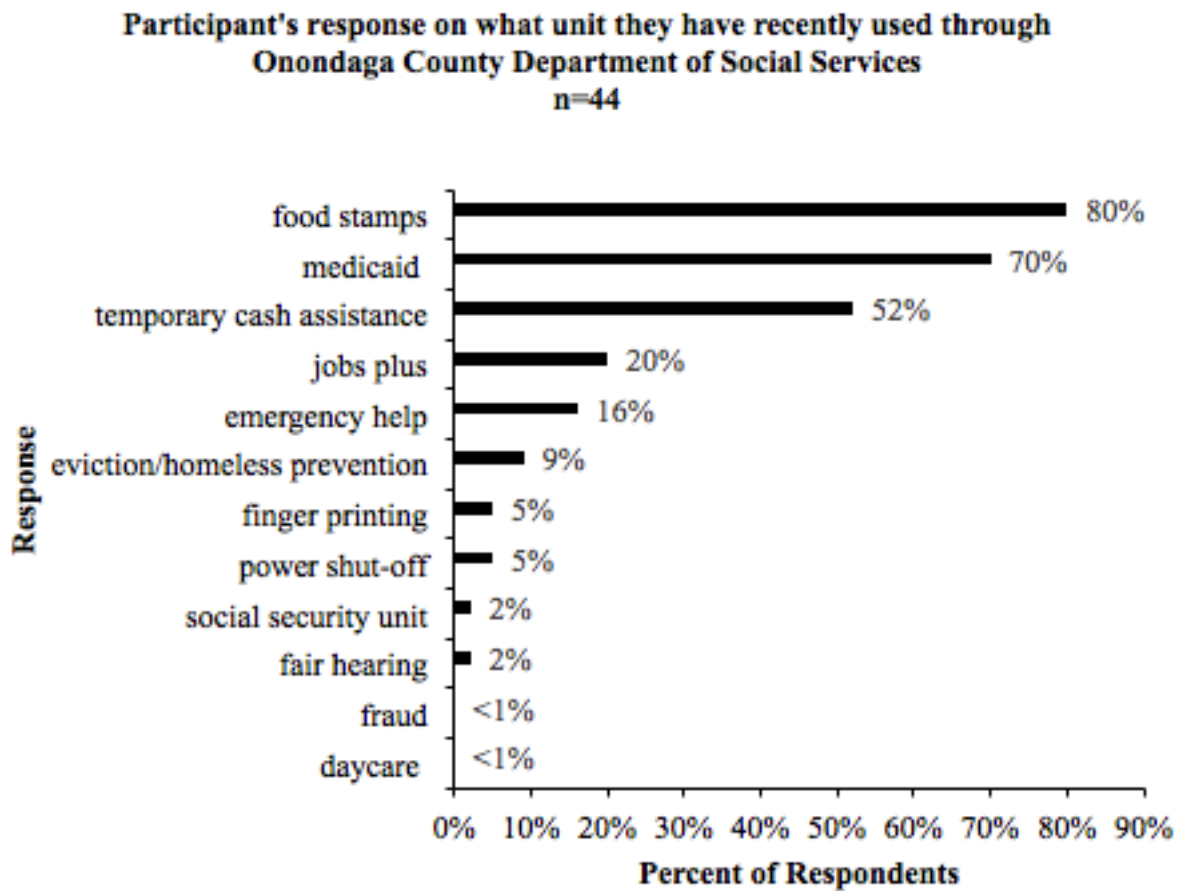
14. 83% of respondents said “yes” when asked if they have recently used Onondaga County Department of Social Services to get any help.



Source: Data collected for The Housing and Homeless Coalition of Syracuse & Onondaga County by Patrick Whelan, Community Link Project, Syracuse University, April 2016

**Comment:** Responses of “not sure” were excluded as they did not provide meaningful information in the graph. There was 1 selection (2% of participants) that answered “not sure”. Bar percentages do not equal 100% due to rounding and as the “not sure” respondents were excluded.

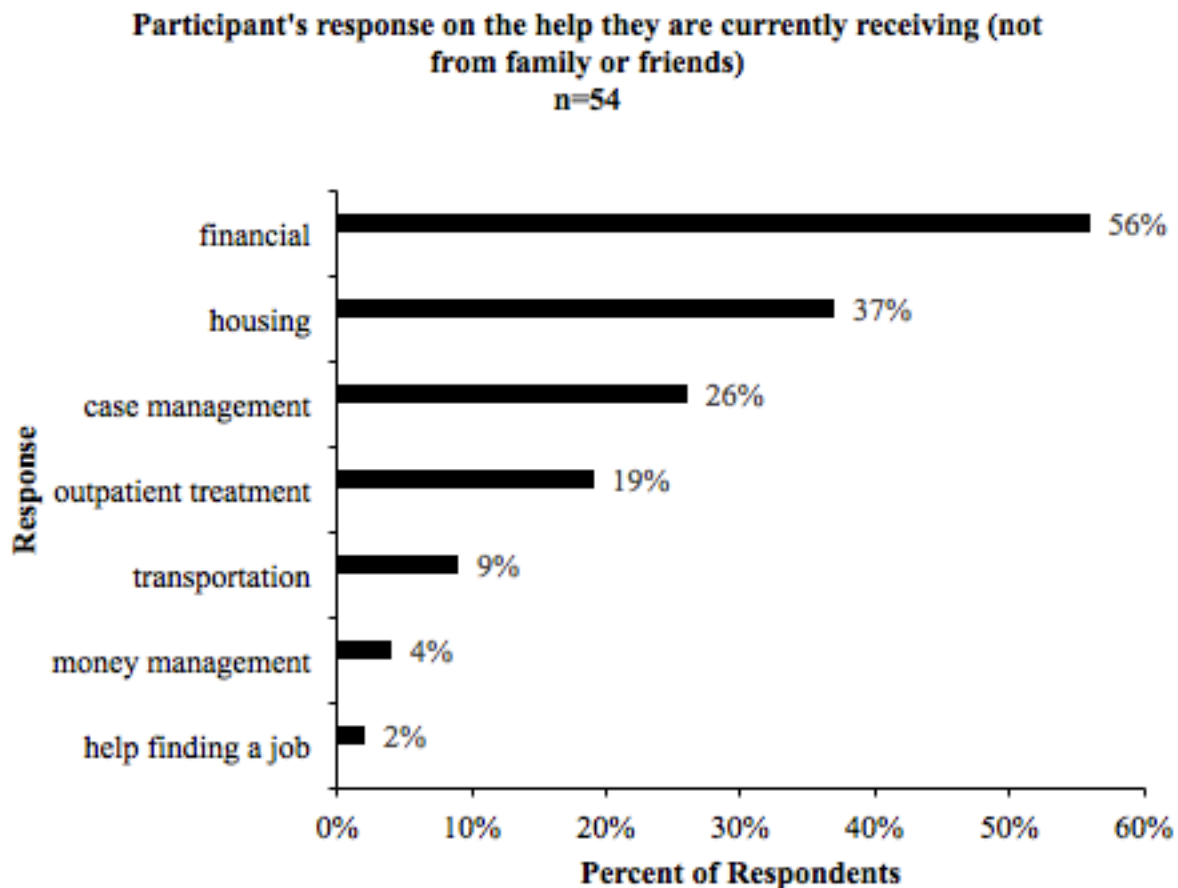
15. The most frequently selected response was “food stamps” as the unit most used for those who said they recently used Onondaga Department of Social Services (80%).



Source: Data collected for The Housing and Homeless Coalition of Syracuse & Onondaga County by Patrick Whelan, Community Link Project, Syracuse University, April 2016

**Comment:** Bar percentages do not equal 100% as the respondent had the choice of circling more than one answer.

16. The most frequently selected response was “financial” when asked what help the participant was currently receiving (not from family or friends) (56%).



Source: Data collected for The Housing and Homeless Coalition of Syracuse & Onondaga County by Patrick Whelan, Community Link Project, Syracuse University, April 2016

**Comment:** Responses of “other” were excluded as they did not provide meaningful information in the graph. There were 13 selections (24% of respondents) that answered “other”. Bar percentages do not equal 100% as the respondent had the choice of circling more than one answer.

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## APPENDICES

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**Blank Survey or Data Files**  
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**Codebook & Spreadsheet**

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## Appendix I

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### Blank Survey

#### Where do you live now?

Shelter with a friend or family member outdoors, car, vacant house  
Apartment or own house other

#### Where have you lived in the last two years?

Shelter with a friend or family member outdoors, car, vacant house  
Apartment or own house other

#### Would you live in the suburbs if you had transportation and a safe place to live

Yes No Not sure other

#### What problems did you have when looking for housing? (Circle all that apply)

No Problems not enough income-i.e. child support criminal history  
No transportation landlords not accepting pets discrimination because of  
race, children, disability, service animal bad credit  
No security deposit stairs or no wheelchair access code violations  
No help with finding a place other

#### What would help you find an apartment? (Circle all that apply)

list of apartments help with applications a computer or help using a computer  
transportation or bus passes to see apartments money for security deposit, furniture,  
rent subsidy or application fees help with asking landlords to accept a service or  
emotional support animal other don't know

#### Have you used a website called: [www.nyhousingsearch.gov](http://www.nyhousingsearch.gov) to find an apartment?

Yes No Not sure

#### If Yes, was this website helpful to you in finding an apartment? Let us know any problems

Yes No

#### What help would you need after finding an apartment? (Circle all that apply)

Help with budgeting money help find a job or keep the income  
Health insurance or healthcare help with mental health or substance abuse  
Crisis help i.e. family problems childcare transportation case manager  
Support group other

#### Do you know what 211 Helpline is (A human services information and assistance helpline)?

Yes No Not sure

#### If Yes, have you had any problems with these services? Let us know of any problems.

Yes No

#### Did you receive any help with mental health or drug abuse?



Yes No

**If yes, did you have any problems with these services?**

I had no problems I was no eligible I was banned from a program  
No openings-wait is too long other

**Do you know any legal services such as Hiscock Legal Aid, Legal Services of CNY, Volunteers Lawyers Project or CNY Fair Housing?**

Yes No Not sure

**If Yes, have you had any problems with these services? Let us know of any problems.**

Yes No Not sure

**What supports do you need to get a job or keep a job? (Circle all that apply)**

Job coach or counselor referral to a job finding agency transportation  
Childcare more education other

**Have you recently used Onondaga County Department of Social Services to get any help?**

Yes No Not Sure

**If yes what unit did you use?**

Day care Eviction or homeless prevention Temporary cash assistance  
Fair hearing Medicaid Finger Printing Food Stamps Power shut-off  
Emergency help Fraud Jobs Plus Social Security Unit Other

**Was the staff at DSS helpful to you? If No, why not?**

**What help are you getting now (not from your family or friends)?**

Case management outpatient treatment money management (payee)  
Financial- Social Security, Temporary Assistance, Food Stamps, Medicaid  
Housing (shelter or rent for housing) help finding a job transportation  
Other

**Any other comments:**

**Have you recently used Onondaga County Department of Social Services to get any help?**

Yes No Not Sure

**If yes what united did you use?**

Day care Eviction or homeless prevention Temporary cash assistance  
Fair hearing Medicaid Finger Printing Food Stamps Power shut-off  
Emergency help Fraud Jobs Plus Social Security Unit Other

**Was the staff at DSS helpful to you? If No, why not?**

**What help are you getting now (not from your family or friends)?**

Case management outpatient treatment money management (payee)  
Financial- Social Security, Temporary Assistance, Food Stamps, Medicaid  
Housing (shelter or rent for housing) help finding a job transportation  
Other

**Any other comments:**

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## Appendix II

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### Data Frequencies

“For any questions that the ‘n’ does not equal 64, it is because respondents did not respond to that particular question”

#### Where do you live now? (n=64)

Shelter (34%) with a friend or family member (11%) outdoors, car, vacant house (1%)  
Apartment or own house (45%) other (9%) no response (5)

#### Where have you lived in the last two years? (n=50)

Shelter (20%) with a friend or family member (22%) outdoors, car, vacant house (2%)  
Apartment or own house (44%) other (12%) no response (10)

#### Would you live in the suburbs if you had transportation and a safe place to live?(n=59)

Yes (86%) No (7%) Not sure (2%) Other (5%) no response (4)

#### What problems did you have when looking for housing? (Circle all that apply) (n=63)

No problems (14%) Not enough income-i.e. child support (52%) criminal history (29%)  
No transportation (30%) landlords not accepting pets (21%) discrimination  
because of race, children, disability, service animal (16%) bad credit (24%)  
no security deposit (41%) stairs or no wheelchair access (5%) code violations (10%)  
no help finding a place (22%) other (14%) no response (1)

#### What would help you find an apartment? (Circle all that apply) (n=61)

List of apartments (56%) help with applications (23%) a computer or help using a  
computer (25%) transportation or bus passes to see apartments (46%) money  
for security deposit, furniture, rent subsidy or application fees (61%) help with  
asking landlords to accept a service or emotional support animal (15%) Other (20%)  
No response (3)

#### Have you used a website called: [www.nyhousingsearch.gov](http://www.nyhousingsearch.gov) to find an apartment? (n=57)

Yes (21%) no (75%) Not sure (4%) no response (7)

#### If yes, was this website helpful to you in finding an apartment? (n=7)

Yes (43%) no (57%) no response (57)

#### What help would you need after finding an apartment? (Circle all that apply) (n=53)

Help with budgeting money (34%) help find a job or keep the income (57%)  
Health insurance or healthcare (13%) help with mental health or substance abuse (26%)  
Crisis help i.e. family problems (11%) childcare (38%) transportation (43%)  
Case manager (23%) support group (13%) other (13%) no response (11)

#### Do you know what 211 helpline is (A human services information and assistance helpline)? (n=57)

Yes (26%) No (65%) Other (9%) no response (7)

**If yes, have you had any problems with these services? (n=12)**

Yes (8%) No (92%) no response (52)

**Did you receive any help with mental health or drug abuse? (n=58)**

Yes (43%) No (57%) does not apply to me (<1%) no response (6)

**If yes, did you have any problems with these services? (n=22)**

I had no problems (73%) I was not eligible (<1%) I was banned from a program (5%) no openings-wait is too long (<1%) other (23%) no response (42)

**Do you know about legal services such as Hiscock Legal Aid, Legal Services of CNY, Volunteers Lawyers Project or CNY Fair Housing? (n=58)**

Yes (43%) No (52%) Not sure (5%) no response (6)

**If Yes, have you had any problems with these services? (n=19)**

Yes (<1%) No (19%) no response (45)

**What supports do you need to get a job or keep a job? (Circle all that apply) (n=53)**

Job coach or counselor (25%) referral to a job finding agency (34%)  
Transportation (62%) childcare (4%) more education (13%)  
Other (25%) no response (11)

**Have you recently used Onondaga County Department of Social Services to get any help? (n=58)**

Yes (83%) No (16%) Not sure (2%) no response (6)

**If yes, what unit did you use? (n=44)**

Daycare (<1%) eviction or homeless prevention (9%) temporary cash assistance (52%) fair hearing (2%) Medicaid (70%) finger printing (5%)  
Food stamps (80%) power shut-off (5%) emergency help (16%) fraud (<1%)  
Job plus (20%) social security unit (2%) other (<1%) no response (20)

**What help are you getting now (not from your family or friends)? (n=54)**

Case management (26%) outpatient treatment (19%) money management (payee) (4%) financial-social security, temporary assistance, food stamps, Medicaid (56%)  
Housing (37%) help finding a job (2%) transportation (9%) other (2%)  
No response (10)





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## Appendix III

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### Open-Ended Responses

#### Let us know any problems with the website:www.nyhousingsearch.gov when finding an apartment. (n=5)

##### Positive responses (n=1)

1. I just started to use that site. Hope that I will be able to find a safe place but it's a good site.

##### Neutral responses (n=2)

1. Didn't know it existed. Don't know what it does.
2. Don't remember exactly but I used site.

##### Negative responses (n=2)

1. Always pops to another site.
2. A lot of landlords don't accept.

#### Let us know any problems with the 211 helpline . (n=1)

##### Negative responses (n=1)

1. Never received any help with issues I was calling about.

#### Let us know of any problems with the various legal services available such as Hiscock Legal Aid, Legal Services of CNY, Volunteers Lawyers Project or CNY Fair Housing. (n=1)

##### Neutral responses (n=1)

1. I need help with suing family over not paying bills.

#### Was the staff at DSS helpful to you? If No, why not? (n=39)

##### Positive responses (n=25)

1. Very helpful
2. Yes
3. Yes
4. Yes
5. Yes, but paperwork
6. Yes
7. Yes
8. Yes
9. Yes
10. Yes, good
11. Yes
12. Yes

13. Helpful
14. Yes, VA helped
15. Yes
16. Yes
17. Yes
18. Yes
19. Yes
20. Yes
21. Yes, got my SS in two months
22. Yes
23. Yes
24. Yes
25. Yes

**Neutral responses (n=5)**

1. No cash
2. Don't know how to use computers
3. Sometimes
4. Pay my rent
5. Give or take

**Negative responses (n=9)**

1. No
2. No, they need to learn people skills,
3. Not really, budget too low
4. No, not friendly. I felt cause I was Caucasian they didn't refer me to nothing they were rude too
5. No, they act like the money comes out of their pockets. No people skills.
6. They made a mistake on my eligibility for Medicaid.
7. No
8. Not a big fan! No security.
9. They are not helpful, very condescending

**Any other comments. (n=11)**

**Positive responses (n=2)**

1. I like this
2. Have a nice day.

**Neutral responses (n=8)**

1. Gotta be a better way.
2. Fix national grid/take grant pay
3. Drew Drizzy
4. I need help with dental insurance.
5. I work for the United States government.







6. Need computer help to find a job.
7. I just need a job!
8. Not at this time

**Negative responses (n=1)**

1. It seems if you do not have a drug or alcohol problem, there is not help for you.

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**Appendix IV**

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**CODEBOOK**

<b>COLUMN</b>	<b>FIELD NAME</b>	<b>DEFINITION</b>	<b>CODE</b>
A	ID	Respondent's anonymous identification number	Code is identical to identification number
B	CURRENT LIVING	Where do you live now?	1=Shelter 2=with a friend or family member 3=outdoors, car, vacant house 4=apartment or own house 98=other 99=No Response
C	LIVING LAST TWO YEARS	Where have you lived in the last two years?	1=Shelter 2=with a friend or family member 3=outdoors, car, vacant house 4=apartment or own house 98=other 99=No Response
D	SUBURBS	Would you live in the suburbs if you had transportation and a safe place to live?	1= Yes 2=No 3=Not Sure 98=Other 99=No Response
E	HOUSING PROBLEMS	What problems did you have when looking for housing? (Circle all that apply)	1=No Problems 2=not enough income-i.e. child support 3=criminal history 4=no transportation 5=landlords not accepting pets 6=discrimination because of race, children, disability, service animal 7=bad credit

			8=no security deposit 9=stairs or no wheelchair access 10=code violations 11=no help with finding a place 98=other 99=No Response
F	FINDING APARTMENT	What would help you find an apartment? (circle all that apply)	1= list of apartments 2= help with applications 3= a computer or help using a computer 4= transportation or bus passes to see apartments 5= money for security deposit, furniture, rent subsidy or application fees 6=help with asking landlords to accept a service or emotional support animal 7=don't know 98= Other 99=No Response
G	WEBSITE	Have you used a web site called: <a href="http://www.nyhousingsearch.gov">www.nyhousingsearch.gov</a> to find an apartment?	1= Yes 2= No 3=Not Sure 99= No Response

H	WEBSITE HELPFUL	If yes, was this website helpful to you in finding an apartment?	1=Yes 2=No 99=No Response
I	ASSISTANCE	What help would you need after finding an apartment? (Circle all that apply)	1=help with budgeting money 2=help find a job or keep the income 3=health insurance or healthcare 4=help with mental health or substance abuse 5=crisis help i.e. family problems 6=childcare 7=transportation 8=case manager 9=support group 98=other 99=no response
J	HELPLINE	Do you know what 211 helpline is (a human services information and assistance helpline)?	1=Yes 2= No 3=Not sure 99=no response
K	HELPLINE PROBLEMS	If yes, have you had any problems with these services?	1=Yes 2= No 99=no response

L	MENTAL HEALTH	Did you receive any help with mental health or drug abuse?	1=Yes 2=No 99=no response
M	MENTAL HEALTH PROBLEMS	If yes, did you have any problem with these services?	1=I had no problems 2=I was not eligible 3=I was banned from a program 4=no openings-wait is too long 98=other 99=no response
N	LEGAL SERVICES	Do you know about legal services such as Hiscock Legal Aid, Legal Services of CNY, Volunteers Lawyers Project or CNY Fair Housing?	1=Yes 2=No 3=Not Sure 98=other 99=no response
O	LEGAL SERVICES PROBLEMS	If yes, have you had any problems with these services	1=Yes 2=No 99=no response
P	JOB	What supports do you need to get a job or keep a job? (Circle all that apply)	1=job coach or counselor 2=referral to a job finding agency 3=transportation 4=childcare 5=more education 98=other 99=no response

Q	SOCIAL SERVICES	Have you recently used Onondaga County Department of Social Services to get any help?	1=Yes 2=No 3=Not Sure 98=other 99=No response
R	SOCIAL SERVICES UNIT	If yes, what unit did you use?	1=Daycare 2=Eviction or homeless prevention 3=Temporary cash assistance 4=Fair hearing 5=Medicaid 6=Finger Printing 7=Food Stamps 8=Power-shut off 9=Emergency help 10=Fraud 11=Jobs Plus 12=Social Security Unit 98=Other 99=No Response
S	CURRENT HELP	What help are you getting now (not from your family or friends)?	1=case management 2=outpatient treatment 3=money management (payee) 4=financial-social security, temporary, assistance, food stamps, Medicaid) 5=housing (shelter or rent for housing) 6=help finding a job 7=transportation 98=other 99=no response





## SPREADSHEET

ID	CURRENT LIVING	LIVING LAST TWO YEARS	SUBURBS	HOUSING PROBLEMS	FINDING APARTMENT	WEBSITE	WEBSITE HELPFUL	ASSISTANCE	HELPLINE	HELPLINE PROBLEM
1	4	4	99	1	99	2	99	98	2	99
2	4	1	1	2	99	2	99	1,2,7	2	99
3	4	1,98	1	2,3,4,5,6	1,2	1	99	2,5,7	2	99
4	1,2,98	2	1	3,10	3	2	99	2	2	99
5	4,98	4	2	2,5,6,10	4,5	2	99	1,2,7	2	99
6	4	1	1	1	1	2	99	1,9	2	99
7	1	1,4	1	2,4,7,8,10,98	1,2,3,4,5,6,98	2	99	99	1	99
8	4	1	1	2,3,5,6,8	5,6,98	2	99	4,8	2	99
9	1	1,98	1,98	2,4,6	1	99	99	2	2	99
10	4	4	98	4,5,6,8	1,2,4,5	99	99	99	99	99
11	1	1,3	1	2,3	1	1	2	7,8	2	99
12	1	1,2	1	4,11	1,4,5,98	2	99	2,7,8	1	1
13	98	1,98	2	2,3,4,8	1,3	99	99	99	99	99
14	1	1	1	2,3,4,7,8,11	1,2,3,4,5	2	99	2,3,4,5,6,7	2	99
15	4	4	99	1	4	2	99	8	2	99
16	4	1	1	2,4,8	1,3,4,5	2	99	1,2,3,4,7,8	2	99
17	1	2	1	2,3,4,5,6,7,8,10,11	1,2,3,4,5,6	2	99	2,7,8,9	2	99
18	1	2	1	2	1	2	99	1,9	1	2
19	1	4	1	5,7,8,11	1,4,5,6	2	99	99	1	2
20	1	4	1	2,5,7,8,11	1,4,5,6	1	2	99	99	99
21	2	99	1	2,3,7,9	1	99	99	7	2	99
22	1	4	1	2,3	5	2	99	4	2	99
23	1	2	1	2,4,7,8,11	1,2,3,4,5,6	2	99	1,2,3,4,5,7	2	99
24	2,4	2,4	1	3,4,6,11,98	1,2,4,5	2	99	99	2	99
25	1	4	1	2,8,98	1,4,5	1	2	1,7,8	1	2
26	4	2,4	1	2,3	5	2	99	98	3	99
27	1	2	1	2,4,8	4,5	2	99	4,7,8,9	2	99

