



Community Link Program

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2018 HOUSING PROGRAM PARTICIPANT SURVEY

A Study Conducted for the Housing and Homeless Coalition of Central New York

April 2018

By Rachel Rothenstein-Henry

2018 Housing Program Participant Satisfaction Survey
Housing and Homeless Coalition of Central New York
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EXECUTIVE SUMMARY

Introduction: This study reports the results of a participant satisfaction survey with the Permanent Supportive Housing Program and Rapid Rehousing Program. The results will be presented in a report to the Performance Specialist. This report will be used to develop policies to improve the housing programs.

Methods: The data were collected from a paper survey handed to participants in each housing program by caseworkers. From an unknown number of respondents in each program, 118 people were handed the survey, and 118 responses were collected.

Findings:

1. 50% of respondents were in the Permanent Supportive Housing program. (n=118)
2. 82% of respondents said they were in a “shelter” before their current apartment. (n=117)
3. 88% of respondents said that the shelter or street outreach staff did explain all of the housing options available. (n=113)
4. 84% of respondents said that they were housed quickly. (n=117)
5. 61% of respondents said that they were “very satisfied” with their current apartment. (n=117)
6. 81% of respondents said that they meet with their case manager either “weekly” or “monthly”. (n=117)
7. 94% of respondents said that their case manager was meeting their needs. (n=108)

INTRODUCTION

This study reports the results of a participant satisfaction survey with the Rapid Rehousing Program and the Permanent Supportive Housing Program. This report will be used to develop policies to improve the housing programs.

METHODS

How Data Were Collected

Instrument Design: The survey was designed by the author, the Housing and Homeless Coalition of Central New York.

Data Collection Method: Caseworkers from ten agencies handed out surveys to their clients during case management meetings from February 2 to February 16. Clients filled out the survey and gave it back to the caseworker during the meetings.

Target Population and Sample: The target population consists of all participants in the Permanent Supportive Housing Program and Rapid Rehousing Program. The target population number is unknown. The survey was given to 118 participants in each program and all responded.

Quality of Data

Representativeness: There are questions raised about the representativeness of the sample to the target population, as the target population number is unknown. The survey was a convenience survey meaning that it was only given to participants who met with their caseworker during the time period of February 2 to February 16. This means that clients who did not meet with caseworkers during this time were not represented.

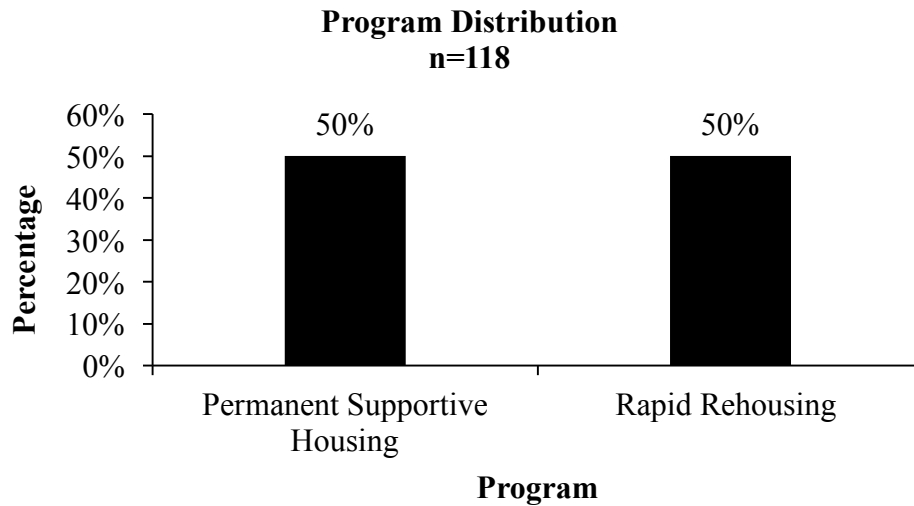
The following tables and graphs provide the reader with the attributes of the sample.

Figure 1

| Surveys Collected by Agency (n=118) | |
|--|----------------|
| Agency | Percent |
| The Salvation Army of the Syracuse Area | 25% |
| Chadwick Residence Inc. | 17% |
| Liberty Resources Inc. | 13% |
| Oswego County Opportunities Inc. | 12% |
| Cayuga/Seneca Community Action Agency | 11% |
| Catholic Charities of Onondaga | 8% |
| Syracuse Behavioral Health | 5% |
| Chapel House Inc. | 4% |
| CNY Services | 3% |
| ACR Health | 2% |

Source: Data from Gaps and Needs Survey, Community Link Project, Syracuse University, 2018

Figure 2



Source: Data from Gaps and Needs Survey, Community Link Project, Syracuse University, 2018

Figure 3

| Age Range of Program Participants in Years (n=118) | |
|---|---------|
| Age Range | Percent |
| 25 to 64 | 68% |
| 24 or under | 30% |
| 65 or above | 3% |

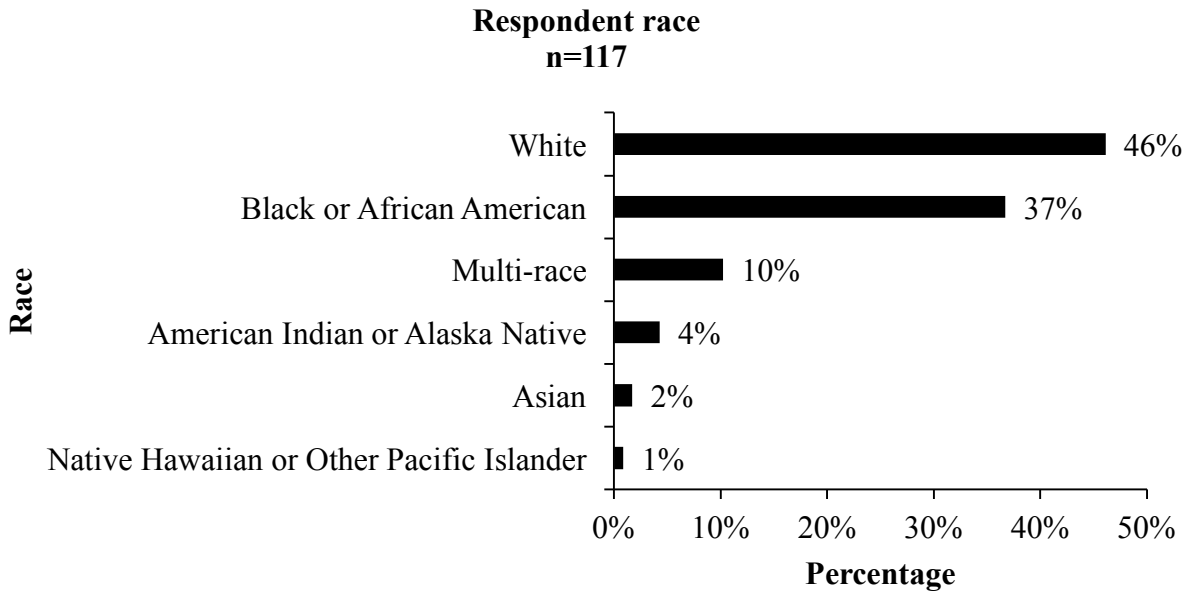
Source: Data from Gaps and Needs Survey, Community Link Project, Syracuse University, 2018

Figure 4

| Gender of Program Participants (n=117) | |
|---|------------|
| Gender | Percentage |
| Female | 60% |
| Male | 38% |
| Transgender Female | 1% |
| Gender Non-Conforming | 1% |

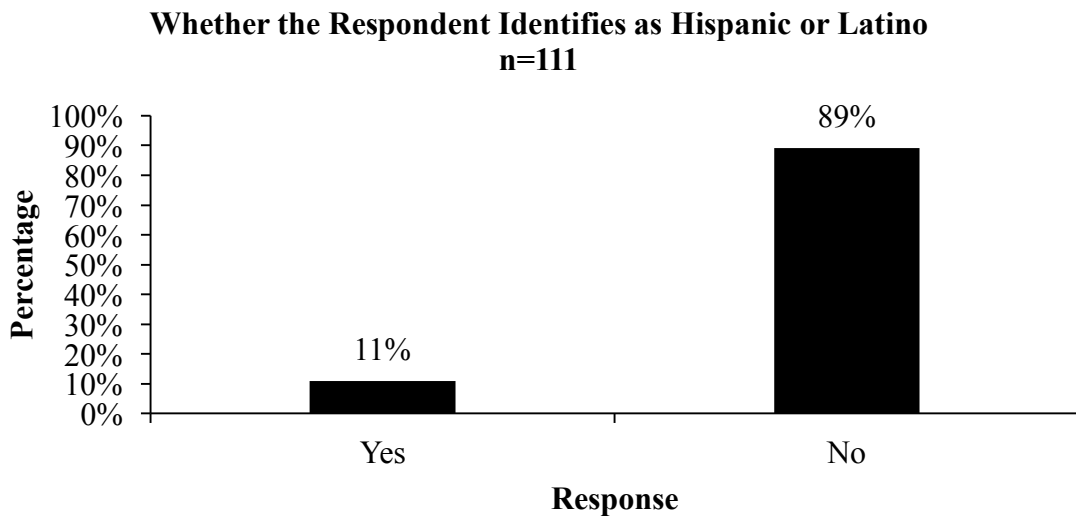
Source: Data from Gaps and Needs Survey, Community Link Project, Syracuse University, 2018

Figure 5



Source: Data from Gaps and Needs Survey, Community Link Project, Syracuse University, 2018

Figure 6



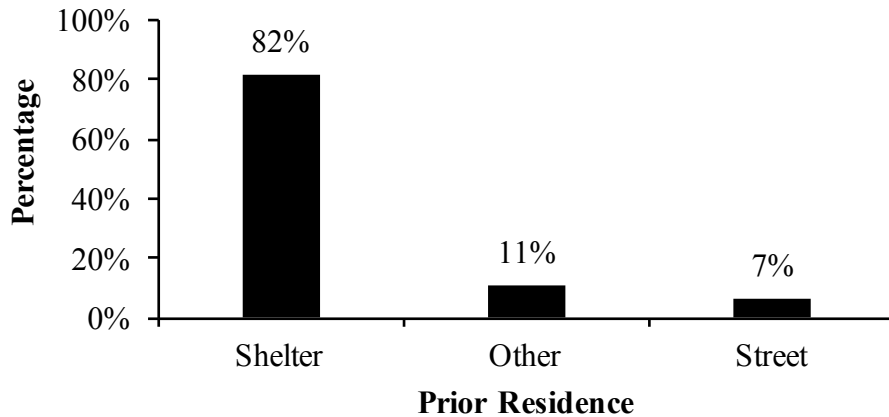
Source: Data from Gaps and Needs Survey, Community Link Project, Syracuse University, 2018

Accuracy: Respondents may not have been honest when asked certain questions pertaining to satisfaction due to the presence of caseworkers during the completion of the survey.

FINDINGS

1. 82% of respondents said they were in a “shelter” before their current apartment.

Where Respondents Stayed Before Current Apartment
n=117

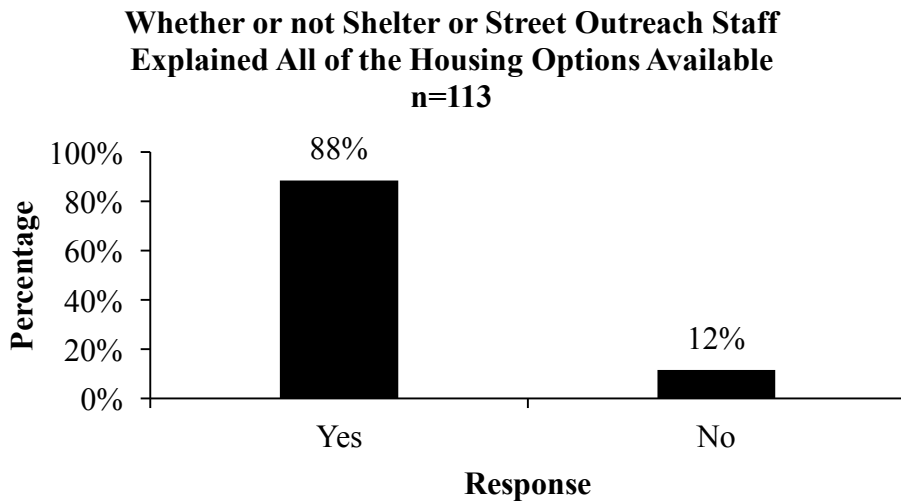


Source: Data from Gaps and Needs Survey, Community Link Project, Syracuse University, 2018

Comments: Of the 11% of respondents who responded “other” to where they were before their current apartment, 6 respondents said they were staying in a “hotel/motel”, 3 respondents said that they were staying with “friends/family”, 1 respondent said that they were “moving around”, and 1 respondent said that they were in “jail”. The following chart shows that Permanent Supportive Housing respondents were slightly more likely to say they stayed in a “shelter” before their current apartment (86%), whereas Rapid Rehousing respondents were slightly more likely to say that they were staying on the “street” before their current apartment (14%).

| Respondents Previous Residence by Program | | | | |
|---|---------|--------|-------|-------|
| Program | Shelter | Street | Other | Total |
| PSH | 86% | 0% | 14% | 100% |
| RRH | 78% | 14% | 9% | 100% |

- 88% of respondents said that the shelter or street outreach staff did explain all of the housing options available.

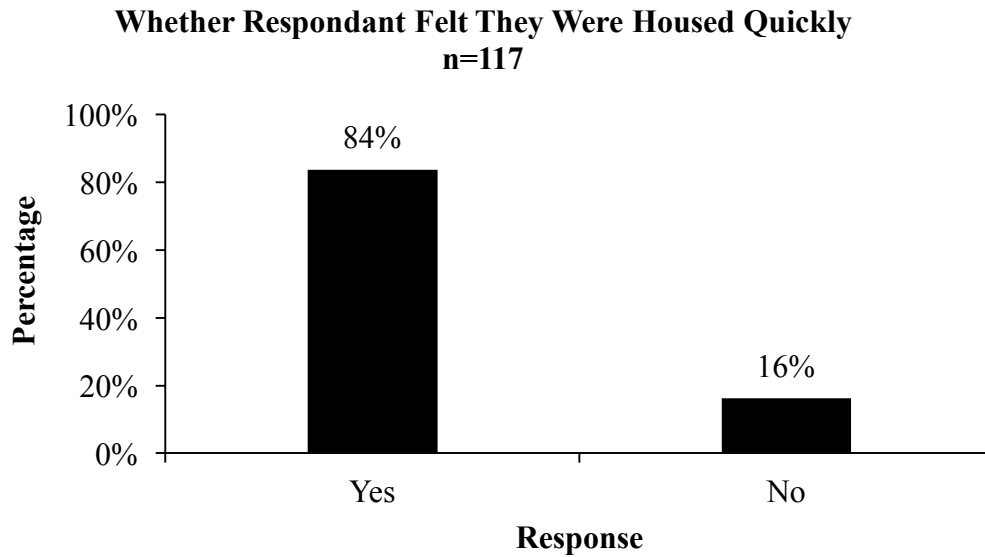


Source: Data from Gaps and Needs Survey, Community Link Project, Syracuse University, 2018

Comments: The following chart shows that Permanent Supportive Housing respondents were slightly more likely to say that the housing options were explained (95%) than Rapid Rehousing respondents (82%).

| Respondent Response to Whether Housing Options Were Explained by Program | | | |
|---|-----|-----|-------|
| Program | Yes | No | Total |
| PSH | 95% | 5% | 100% |
| RRH | 82% | 18% | 100% |

- 84% of respondents said that they were housed quickly.

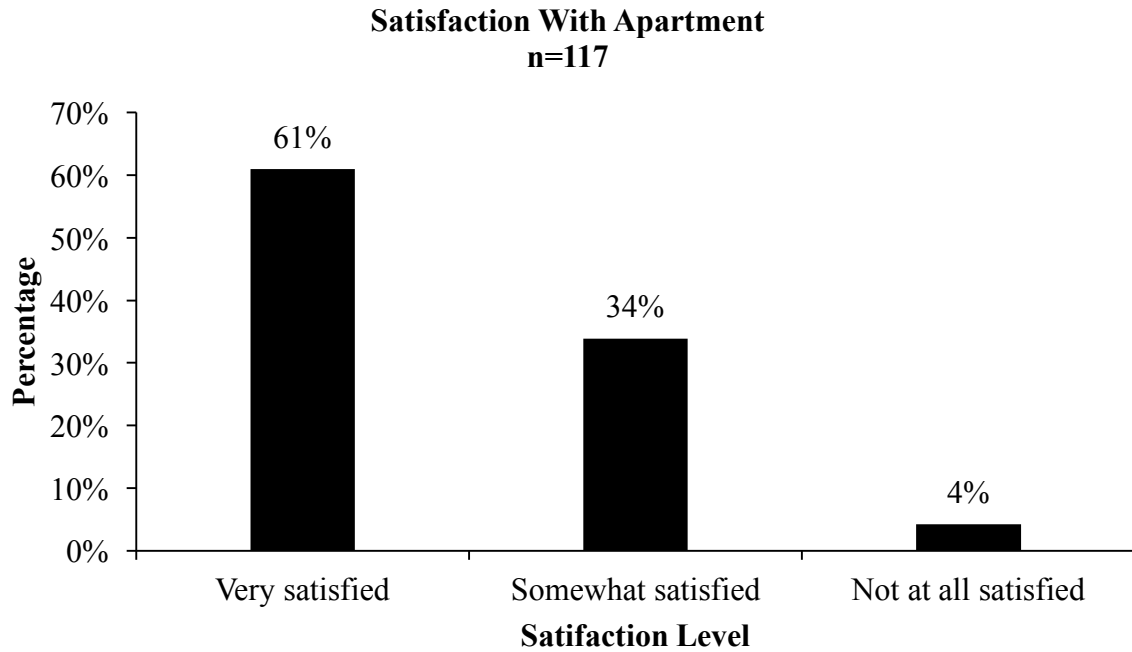


Source: Data from Gaps and Needs Survey, Community Link Project, Syracuse University, 2018

Comments: Of the 16% of respondents who responded “no”, 9 said they felt it was due to “lack of housing options”, 4 said said that they felt it was due to “little to no connection with case worker (in shelter or street outreach)”, 3 said that they felt it was due to “was on a long wait list”, and 2 said that they felt it was due to “apartment took a long time to get ready”. The following chart shows that Permanent Supportive Housing respondents were slightly more likely to say that they felt they were housed quickly (88%) than Rapid Rehousing respondents (79%).

| Respondent Response to Whether They Felt They Were Housed Quickly by Program | | | |
|---|-----|-----|-------|
| Program | Yes | No | Total |
| PSH | 88% | 12% | 100% |
| RRH | 79% | 21% | 100% |

4. 61% of respondents said that they were “very satisfied” with their current apartment.

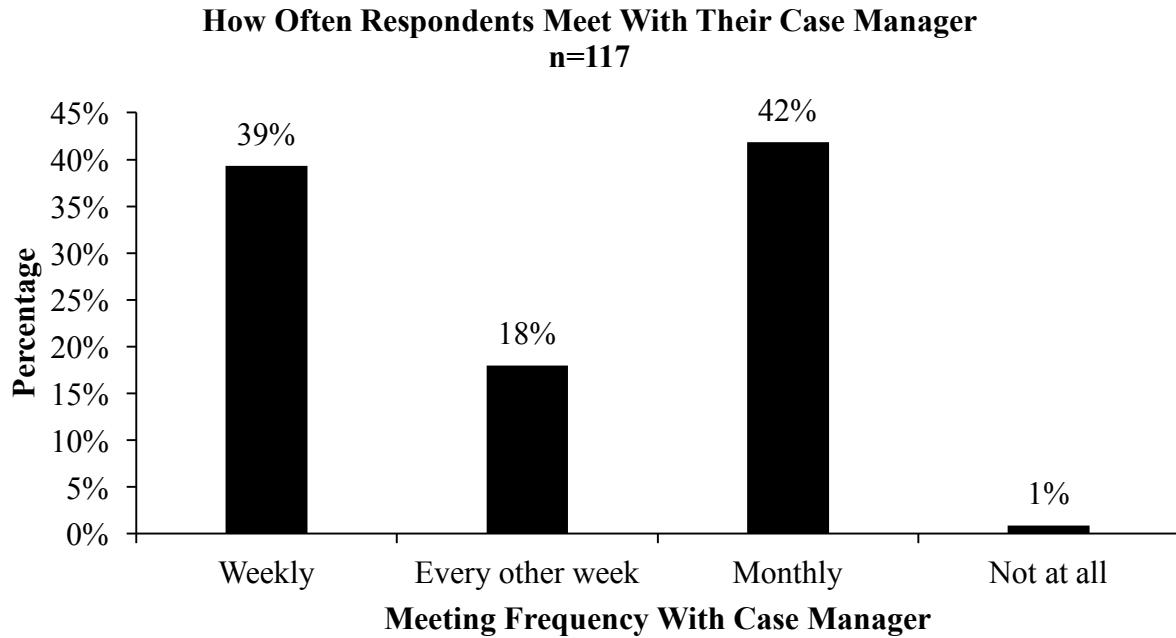


Source: Data from Gaps and Needs Survey, Community Link Project, Syracuse University, 2018

Comments: The following chart shows that Rapid Rehousing respondents were slightly more likely (67%) to say that they were very satisfied with their apartment than Permanent Supportive Housing respondents (56%).

| Respondent Satisfaction With Apartment by Program | | | | |
|--|----------------|--------------------|----------------------|-------|
| Program | Very satisfied | Somewhat satisfied | Not at all satisfied | Total |
| PSH | 56% | 39% | 5% | 100% |
| RRH | 67% | 29% | 3% | 100% |

5. 81% of respondents said that they meet with their case manager either “weekly” or “monthly”.



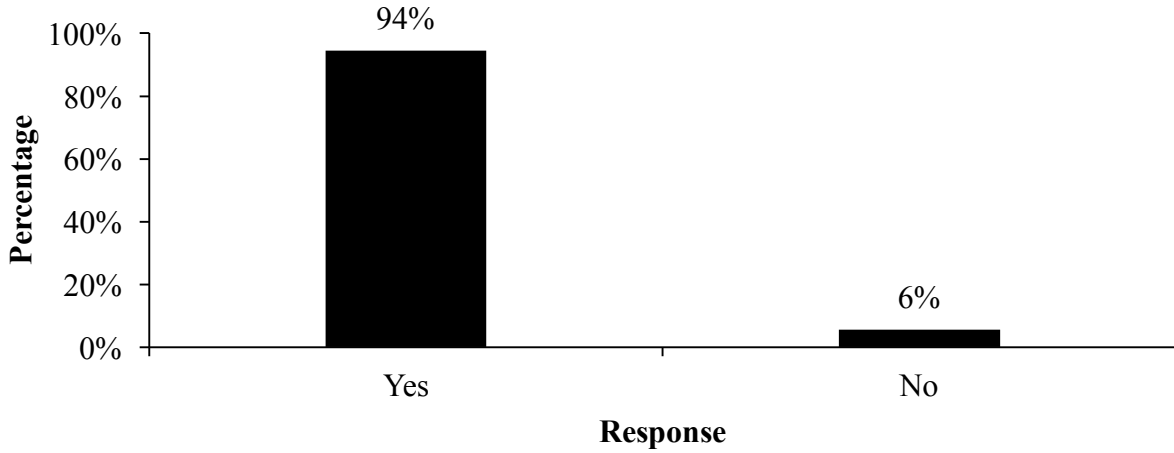
Source: Data from Gaps and Needs Survey, Community Link Project, Syracuse University, 2018

Comments: The following chart shows that Permanent Supportive Housing respondents were most likely to meet with their case manager monthly (62%), whereas Rapid Rehousing respondents were most likely to meet with their case manager weekly (56%).

| Frequency of Respondent Meetings With Case Manager by Program | | | | | |
|---|--------|------------------|---------|------------|-------|
| Program | Weekly | Every other week | Monthly | Not at all | Total |
| PSH | 22% | 14% | 62% | 2% | 100% |
| RRH | 56% | 22% | 22% | 0% | 100% |

- 6. 94% of respondents said that they their case manager was meeting their needs.

Whether the Respondent Feels Their Case Manager is Meeting Their Needs
n=108



Source: Data from Gaps and Needs Survey, Community Link Project, Syracuse University, 2018

Comments: Of the 6% of respondents who responded “no”, 1 said that “income/employment assistance” was not being met, 1 said that “apartment repairs” were not being met, and 1 said “other” was not being met. The following chart shows that Permanent Supportive Housing respondents were slightly more likely to say their case manager was meeting their needs (96%) than Rapid Rehousing respondents (92%).

| Respondent Response to Whether Their Case Manager Was Meeting Their Needs by Program | | | |
|---|-----|----|-------|
| Program | Yes | No | Total |
| PSH | 96% | 4% | 100% |
| RRH | 92% | 8% | 100% |

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Appendix I

Blank Survey

Where were you before your current apartment?

Shelter Street Car Other- please explain:

Did the shelter or street outreach staff explain all of the housing options available?

Yes No

In your opinion, were you housed quickly?

Yes No

If no, what do you think was the reason?

Little to no connection with case worker (in shelter or street outreach)
Lack of housing options
Apartment took a long time to get ready
Was on a long wait list
Other- please explain:

Are you satisfied with your current apartment?

Very satisfied Somewhat satisfied Not at all satisfied

How often do you meet with your case manager?

Weekly Every other week Monthly Not at all

Do you feel like your case manager is meeting your needs?

Yes No

What is your age range?

24 or under 25 to 64 65 or above

What is your gender identity?

Male Female Transgender Male Transgender Female
Gender Non-Conforming Prefer not to answer

What is your Race?

American Indian or Alaska Native Asian Black or African American
Native Hawaiian or Other Pacific Islander White Multi-race
Prefer not to answer

Do you identify as Hispanic or Latino(a)?

Yes No

Appendix II

Data Frequencies

“For any questions that ‘n’ does not equal 118, it is because respondents did not answer that particular question”

Where were you before your current apartment? (n=117)

Shelter (82%) Street (7%) Car (0%)
Other- please explain: (11%) No response (1)

Did the shelter or street outreach staff explain all of the housing options available? (n=113)

Yes (88%) No (12%) No response (5)

In your opinion, were you housed quickly? (n=117)

Yes (84%) No (16%) No response (1)

If no, what do you think was the reason? (n=18)

Little to no connection with case worker (in shelter or street outreach) (3%)
Lack of housing options (9%)
Apartment took a long time to get ready (2%)
Was on a long wait list (2%)
Other- please explain: (0%)
No response (100)

Are you satisfied with your current apartment? (n=117)

Very satisfied (61%) Somewhat satisfied (34%)
Not at all satisfied (4%) No response (1)

How often do you meet with your case manager? (n=117)

Weekly (39%) Every other week (18%) Monthly (42%)
Not at all (1%) No response (1)

Do you feel like your case manager is meeting your needs? (n=108)

Yes (94%) No (6%) No response (10)

What is your age range? (n=118)

24 or under (68%) 25 to 64 (30%) 65 or above (3%)

What is your gender identity? (n=117)

Male (38%) Female (60%) Transgender Male (0%)
Transgender Female (1%) Gender Non-Conforming (1%)
Prefer not to answer (0%) No response (1)

What is your Race? (n=117)

American Indian or Alaska Native (4%) Asian (2%)

Black or African American (37%) Native Hawaiian or Other Pacific Islander (1%)
White (46%) Multi-race (10%) Prefer not to answer (0%)
No response (1)

Do you identify as Hispanic or Latino(a)? (n=111)

Yes (11%) No (89%) No response (7)

APPENDIX III

Codebook

| COLUMN | FIELD NAME | DEFINITION | CODE |
|---------------|-------------------|--|---|
| A | ID | Respondent's anonymous identification number | Code is identical to identification number |
| B | PROGRAM | What program are you in? | 1=Rapid Rehousing 2=Permanent Support 99=No response |
| C | BCAPT | Where were you before your current apartment? | 1=Shelter 2=Street 3=Car 4=Other 99=No response |
| D | BCAPTOTH | If respondent answered "other" for BCAPT, where did they stay? | 1=Hotel/motel 2=Staying with friends/family 3=Moving from house to house 4=Jail |
| E | HOUSOPT | Did the shelter or street outreach staff explain all of the housing options available? | 1=Yes 2=No 99=No response |
| F | QHOUSE | In your opinion, were you housed quickly? | 1= Yes 2= No 99=No response |
| G | QHOUSNO | If not housed quickly, what do you think was the reason? | 1=Little to no connection with case worker (in shelter or street outreach) 2=Lack of housing options |

| | | | |
|---|---------|---|--|
| | | | 3=Apartment took a long time to get ready 4=Was on a long wait list 5=Other- please explain: 99=No response |
| H | SAPT | Are you satisfied with your current apartment? | 1=Very satisfied 2=Somewhat satisfied 3=Not at all satisfied 99=No response |
| I | MCASM | How often do you meet with your case manager? | 1=Weekly 2=Every other week 3=Monthly 4=Not at all 99=No response |
| J | NCASM | Do you feel like your case manager is meeting your needs? | 1= Yes 2=No 99=No response |
| K | NCASMNO | If your case manager is not meeting your needs, what are the needs that aren't being met? | 1= Income/Employment Assistance 2=Transportation Assistance 3=Mental Health and/or Substance Abuse Counseling or Treatment 4=Apartment Repairs (PSH only) 5=Landlord/Tenant Issues (RRH only) 6=Physical Health/Medical 7=Parenting/Child Care Assistance 8=Other 99=No response |
| L | AGER | What is your age range? | 1= 24 or under 2=25 to 64 3= 65 or above 99=No response |
| M | GENDER | What is your gender identity? | 1=Male 2=Female 3=Transgender Male 4=Transgender Female 5=Gender Non-Conforming 6=Prefer not to answer 99=No response |

| | | | |
|---|--------|---|--|
| N | RACE | What is your Race? | 1=American Indian or Alaska Native 2=Asian 3=Black or African American 4=Native Hawaiian or Other Pacific Islander 5=White 6=Multi-race 7=Prefer not to answer 99=No response |
| O | HISLAT | Do you identify as Hispanic or Latino(a)? | 1= Yes 2=No 99=No response |

Spreadsheet

| ID | PROGRAM | BCAPT | BCAPTOTH | HOUSOPT | QHOUSE | QHOUSENO | SAPT | MCASM | NCASM | NCASMINO | AGER | GENDER | RACE | HISLAT |
|----|---------|-------|----------|---------|--------|----------|------|-------|-------|----------|------|--------|------|--------|
| 1 | 1 | 1 | 1 | 99 | 1 | 1 | 99 | 1 | 3 | 1 | 99 | 1 | 2 | 3 |
| 2 | 1 | 1 | 1 | 99 | 1 | 1 | 99 | 1 | 3 | 1 | 99 | 1 | 2 | 3 |
| 3 | 1 | 1 | 1 | 99 | 1 | 1 | 99 | 2 | 3 | 1 | 99 | 1 | 1 | 3 |
| 4 | 1 | 1 | 1 | 99 | 1 | 1 | 99 | 2 | 3 | 1 | 99 | 1 | 2 | 3 |
| 5 | 1 | 1 | 1 | 99 | 1 | 1 | 99 | 2 | 2 | 1 | 99 | 1 | 1 | 3 |
| 6 | 1 | 1 | 1 | 99 | 1 | 1 | 99 | 2 | 3 | 2 | 1 | 1 | 2 | 5 |
| 7 | 1 | 1 | 1 | 99 | 1 | 1 | 99 | 2 | 3 | 1 | 99 | 1 | 2 | 5 |
| 8 | 1 | 1 | 1 | 99 | 2 | 1 | 99 | 1 | 3 | 1 | 99 | 1 | 1 | 3 |
| 9 | 1 | 1 | 1 | 99 | 1 | 1 | 99 | 1 | 3 | 1 | 99 | 1 | 2 | 5 |
| 10 | 1 | 1 | 1 | 99 | 1 | 1 | 99 | 1 | 3 | 99 | 99 | 1 | 2 | 3 |
| 11 | 1 | 1 | 1 | 99 | 1 | 1 | 99 | 1 | 2 | 1 | 99 | 1 | 2 | 6 |
| 12 | 1 | 1 | 1 | 99 | 1 | 1 | 99 | 1 | 2 | 1 | 99 | 1 | 3 | 6 |
| 13 | 1 | 1 | 1 | 99 | 1 | 1 | 99 | 2 | 3 | 1 | 99 | 1 | 2 | 5 |
| 14 | 1 | 1 | 1 | 99 | 1 | 1 | 99 | 1 | 3 | 1 | 99 | 1 | 2 | 5 |
| 15 | 1 | 1 | 1 | 99 | 1 | 1 | 99 | 1 | 3 | 1 | 99 | 1 | 1 | 3 |
| 16 | 1 | 1 | 1 | 99 | 1 | 1 | 99 | 1 | 3 | 1 | 99 | 1 | 1 | 3 |
| 17 | 1 | 1 | 1 | 99 | 1 | 1 | 99 | 2 | 3 | 1 | 99 | 1 | 2 | 3 |
| 18 | 1 | 1 | 1 | 99 | 1 | 1 | 99 | 1 | 3 | 1 | 99 | 1 | 2 | 3 |
| 19 | 1 | 1 | 1 | 99 | 1 | 1 | 99 | 1 | 3 | 1 | 99 | 1 | 1 | 5 |
| 20 | 1 | 1 | 1 | 99 | 1 | 1 | 99 | 1 | 2 | 1 | 99 | 1 | 1 | 3 |
| 21 | 1 | 4 | 1 | 1 | 1 | 1 | 99 | 1 | 1 | 1 | 99 | 2 | 2 | 5 |
| 22 | 1 | 4 | 1 | 1 | 1 | 1 | 99 | 3 | 1 | 1 | 99 | 1 | 2 | 5 |
| 23 | 1 | 4 | 2 | 1 | 2 | 1 | 4 | 2 | 1 | 1 | 99 | 2 | 2 | 5 |
| 24 | 1 | 1 | 1 | 99 | 1 | 1 | 99 | 2 | 1 | 1 | 99 | 1 | 1 | 5 |
| 25 | 1 | 1 | 1 | 99 | 1 | 1 | 99 | 1 | 99 | 1 | 99 | 1 | 2 | 1 |
| 26 | 1 | 4 | 1 | 1 | 1 | 1 | 99 | 1 | 1 | 1 | 99 | 2 | 2 | 5 |
| 27 | 1 | 4 | 1 | 1 | 1 | 1 | 99 | 2 | 1 | 1 | 99 | 2 | 2 | 5 |
| 28 | 1 | 4 | 1 | 1 | 1 | 1 | 99 | 3 | 1 | 1 | 99 | 2 | 2 | 6 |
| 29 | 1 | 4 | 3 | 1 | 1 | 1 | 99 | 2 | 1 | 1 | 99 | 2 | 2 | 5 |
| 30 | 1 | 1 | 99 | 1 | 1 | 1 | 99 | 1 | 3 | 1 | 99 | 1 | 1 | 5 |
| 31 | 1 | 1 | 99 | 1 | 1 | 1 | 99 | 2 | 2 | 1 | 99 | 2 | 1 | 3 |

