



# Community Link Program

Public Affairs Program • Maxwell School of Citizenship and Public Affairs • Syracuse University

## 2019 GAPS AND NEEDS REPORT

A Study Conducted for Housing and Homeless Coalition of Central New York  
By Catherine Porter  
April 2019

**2019 Gaps and Needs Report**  
**Housing and Homeless Coalition of Central NY**  
**By Catherine Porter**  
**April 2019**

**EXECUTIVE SUMMARY**

**Introduction:** This study reports the results of a client satisfaction survey of the services provided through the Rapid Rehousing and Permanent Supportive Housing programs. The results will be presented in a report to Data and Systems Assistant Fred Hintz. This report will be used to determine the needs of clients and improve programs.

**Methods:** The target population is clients in Rapid Rehousing or Permanent Supportive Housing programs, currently 1,043 clients. The data were collected from a paper survey either completed with caseworkers or distributed to 400 selected randomly clients between 2/1/-2/20. 177 surveys were received by Housing and Homeless Coalition of Central NY, approximately 17% of the target population. Sample may not represent the target population as clients in rapid rehousing programs are largely overrepresented.

**Findings:**

1. 83% of respondents said they were living in a shelter before their current apartments. (n=137)
2. 22% of respondents who said they were not living in a shelter before their current apartment said they lived in a different apartment beforehand. (n=23)
3. Respondents (89%) most agreed with the statement that “shelter or street outreach staff did their best to help find housing that suits their needs.” (n=135)
4. 56% of respondents said they are “very satisfied” with their current apartment. (n=124)
5. 89% of respondents said they feel their case manager is meeting their needs. (n=123)
6. 20% of respondents who responded their case manager was not meeting their needs said case managers were not meeting their need for mental health and/or substance abuse counseling or treatment. (n=20)
7. 95% of clients said they meet with their case managers at least once a month. (n=124)
8. 50% of respondents said they agree with the statement that they “would be able to keep their housing if their rent was still based on your income, but they didn’t have a case manager to help them out.” (n=58)
9. 50% of respondents said they believed they could maintain their housing without the help of a case manager if they had an ongoing rent subsidy. (n=52)
10. 46% of clients whom responded that their case manager is not meeting their needs said they only meet with their case managers monthly. (n=13)
11. 50% of respondents said they could maintain their current housing without a case manager if they had a subsidy, regardless of whether current case managers were or were not meeting their needs. (n=52)

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## **INTRODUCTION**

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This study reports the results of a client satisfaction survey of services provided through Rapid Rehousing and Permanent Supportive Housing programs. The report will be used to identify client needs and improve both programs.

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## METHODS

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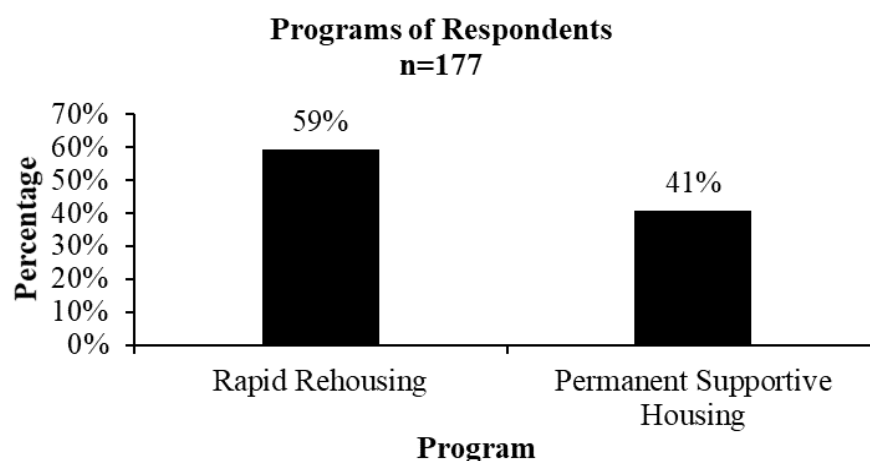
### How Data Were Collected

**Instrument Design:** Survey was provided by Housing & Homeless Coalition of Central New York (HHC of CNY).

**Data Collection Method:** Sample was randomly selected using client ID numbers in Excel. HHC of CNY distributed surveys to case managers at various agencies to complete with or give to the selected clients. HHC of CNY collected the surveys and responses were inputted into Excel.

**Target Population and Sample:** The target population is clients of HHC of CNY's Permanent Supportive Housing (PSH) and Rapid Rehousing Programs (RRH). The current target population size is 1,043 clients, with 456 adults in Rapid Rehousing programs and 587 in Permanent Supportive Housing Programs. Out of the randomly selected sample of 400 respondents only 177 surveys were received, 17% of the total target population (Figure #1). Of the 177 respondents, 105 are Rapid Rehousing clients (23% of total RRH clients) and 72 are Permanent Supportive Housing clients (12% of total PSH clients).

**Figure #1**



Source: Data Collected by Housing & Homelessness Coalition of CNY in their 2019 Gaps and Needs Survey, Community Link Project, Syracuse University, April 2019.

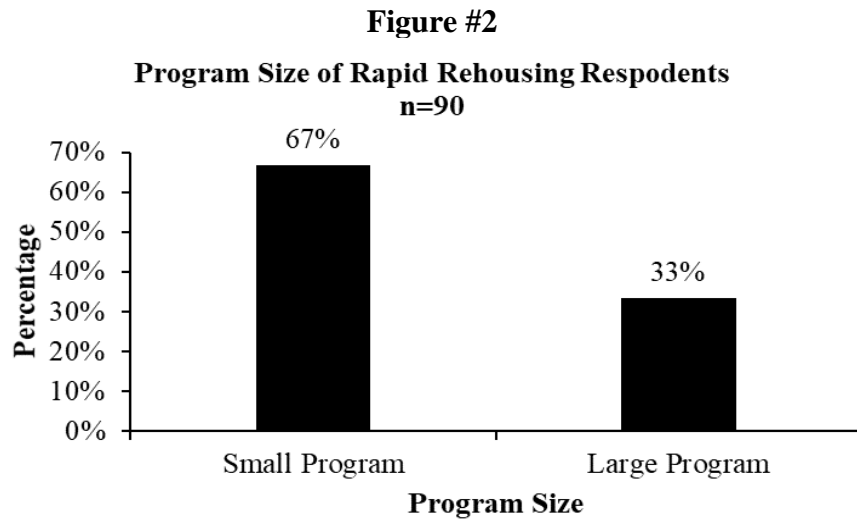
### Quality of Data

**Representativeness:** Representativeness will be discussed in terms of the Rapid Rehousing and Permanent Supportive Housing Programs separately as there is not combined demographic information on the programs as a whole.

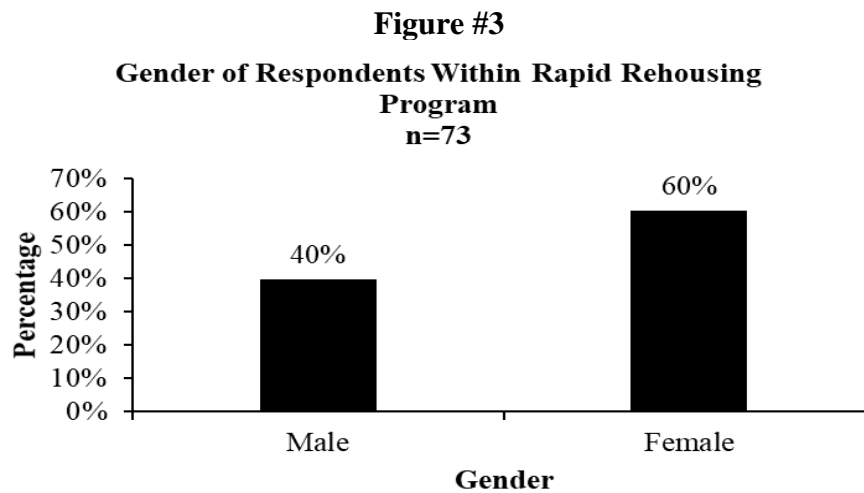
Of all clients enrolled in Rapid Rehousing programs, 55% are served by small programs and 45% by large programs. Small programs are defined as agencies that serve less than 75 people a year in their housing programs, while large programs serve 75 or more persons yearly. In the sample, 67% of respondents were clients of small programs while 33% were clients of large programs (Figure #2). Small program clients are slightly overrepresented, which poses a threat to overall representativeness of the sample as the quality of service by small program agencies may differ from that of large program agencies. RRH clients are 50% female and 50% male, while the sample was 40% male and 60% female (Figure #3). This difference is not a major threat to overall representativeness but should be noted. The racial breakdown of RRH clients is 50% black and 50% white, while 37% of respondents identified as black or African American and 39% identified as white in the sample (Figure #4). 15% of respondents identified as multi-race and 7% identified as American Indian or Alaska Native in the sample as well. This may not be a large threat to representativeness, but the percentage of respondents who do not identify as white or black but as multi-race or American Indian or Alaska Native should be noted.

Of clients in a Permanent Supportive Housing program, 70% are served by large programs and 30% by small programs. In the sample, 93% of respondents are in large programs while only 7% are in small programs (Figure #5). This may be the largest threat to representativeness of the sample, as clients in large programs are overrepresented by 23% and the percentage of PSH respondents in small programs is extremely low. PSH clients are also 60% male and 40% female. However, in our sample, only 40% of respondents were male and 60% were female (Figure #6). This also may be a serious threat to representativeness, as women enrolled in the PSH program may have a different experience than males. Lastly, PSH clients are 60% white and 40% black. Within the sample, 47% of respondents identified as white and 40% identified as black or African-American. This variation may not be a large threat to the representativeness of the sample (Figure #7). Overall, the sample for RRH respondents may be more representative than for PSH respondents, as the sample more accurately represents that of the target population, especially concerning program size.

59% of respondents (both RRH and PSH clients) were between ages 25 and 50 (Figure #8). There is not demographic information of the current age of the target population.

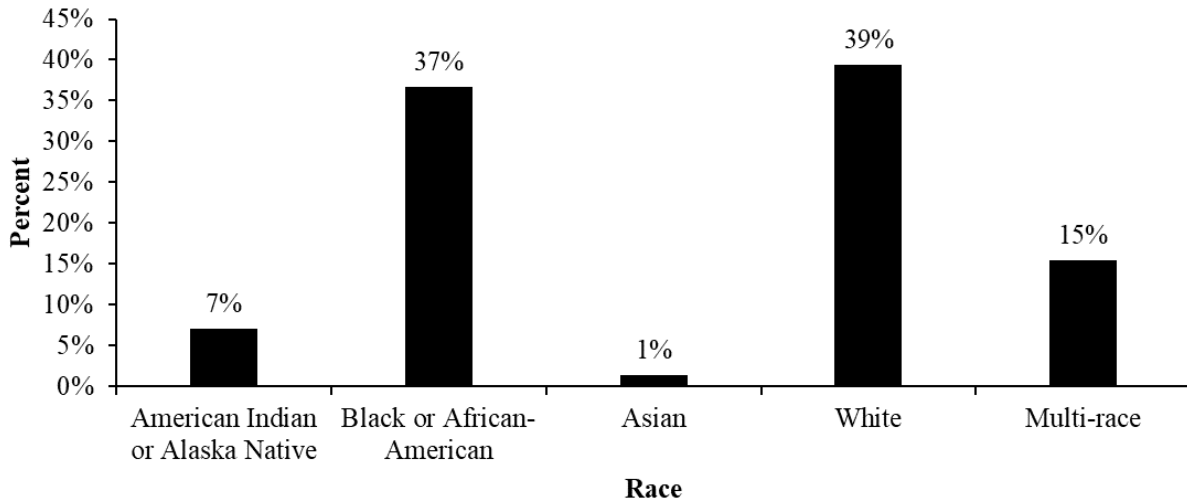


Source: Data Collected by Housing & Homelessness Coalition of CNY in their 2019 Gaps and Needs Survey, Community Link Project, Syracuse University, April 2019.



Source: Data Collected by Housing & Homelessness Coalition of CNY in their 2019 Gaps and Needs Survey, Community Link Project, Syracuse University, April 2019.

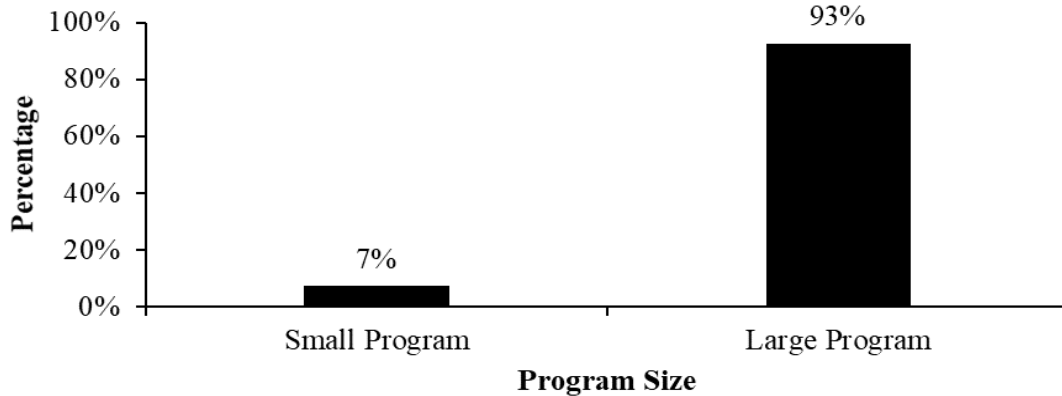
**Figure #4**  
**Race of Rapid Rehousing Respondents**  
**n=71**



Source: Data Collected by Housing & Homelessness Coalition of CNY in their 2019 Gaps and Needs Survey, Community Link Project, Syracuse University, April 2019.

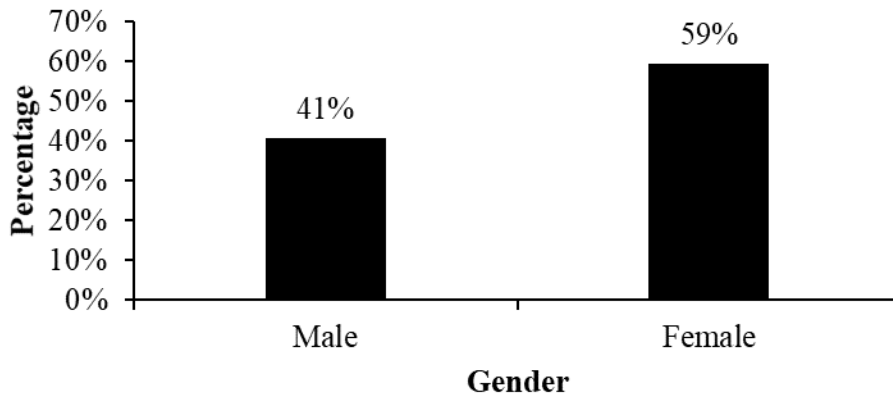
**Comment:** Data does not add to 100% as percentages are rounded.

**Figure #5**  
**Program Size of Permanent Supportive Housing Respondents**  
**n=68**



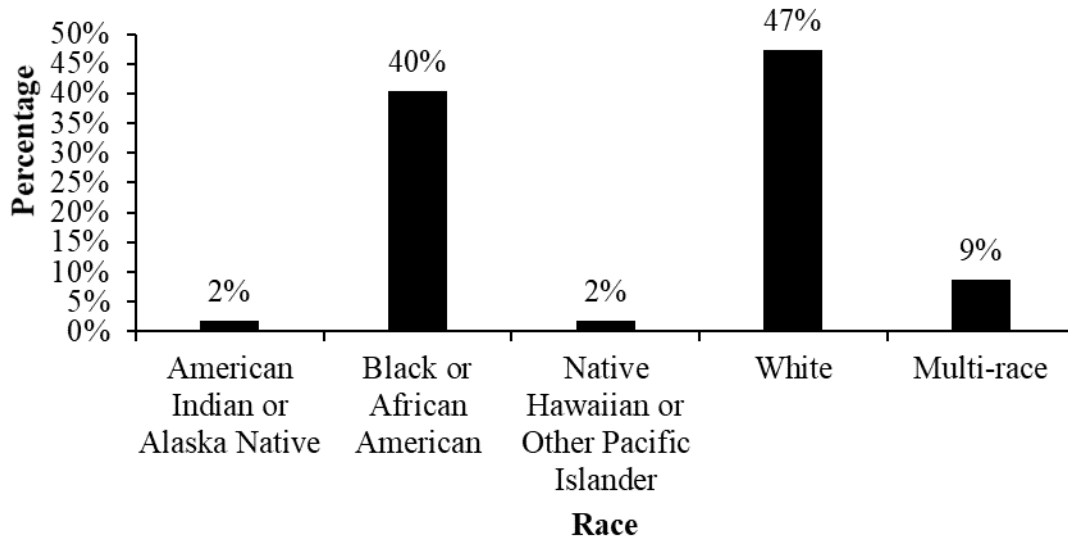
Source: Data Collected by Housing & Homelessness Coalition of CNY in their 2019 Gaps and Needs Survey, Community Link Project, Syracuse University, April 2019.

**Figure #6**  
**Gender of Respondents in Permanent Supportive Housing Program**  
**n=59**



Source: Data Collected by Housing & Homelessness Coalition of CNY in their 2019 Gaps and Needs Survey, Community Link Project, Syracuse University, April 2019.

**Figure #7**  
**Race of Respondents in Permanent Supportive Housing Program**  
**n=57**

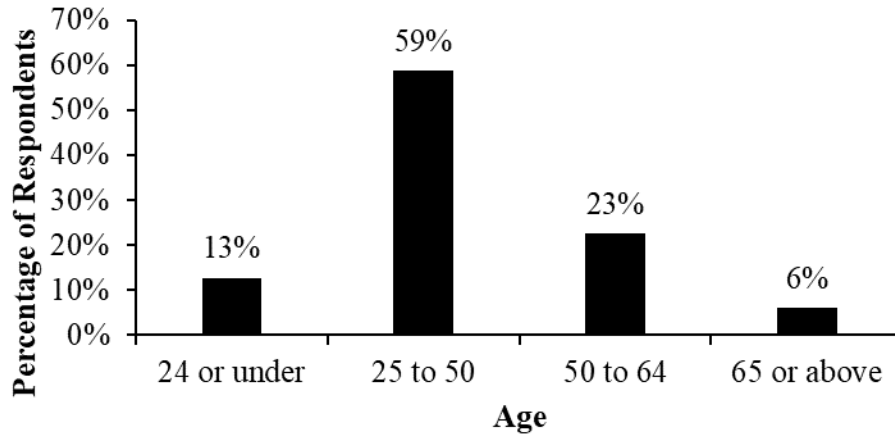


Source: Data Collected by Housing & Homelessness Coalition of CNY in their 2019 Gaps and Needs Survey, Community Link Project, Syracuse University, April 2019.



**Figure #8**

**Age of Respondents**  
n=133



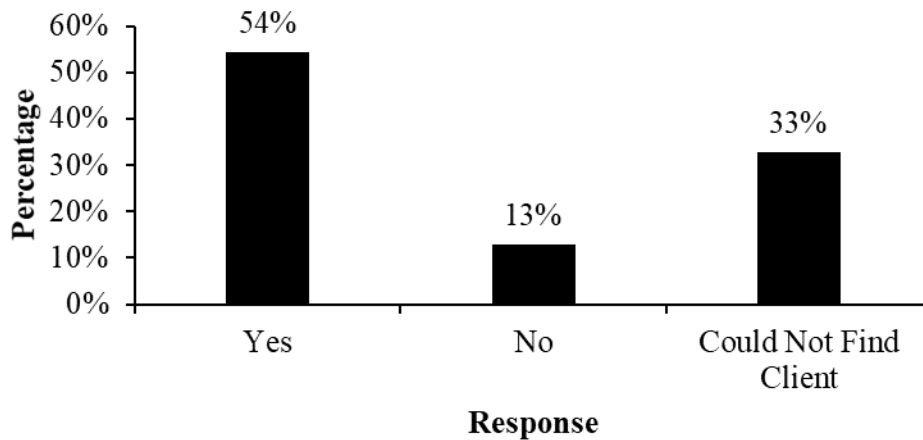
Source: Data Collected by Housing & Homelessness Coalition of CNY in their 2019 Gaps and Needs Survey, Community Link Project, Syracuse University, April 2019.

**Comment:** Data does not add to 100% as percentages are rounded.

**Accuracy:** Respondents may not have felt fully comfortable answering some questions honestly if they were with their case managers while they completed the survey.

**Figure #9**

**Whether Clients Agreed to Respond to Survey**  
n=177



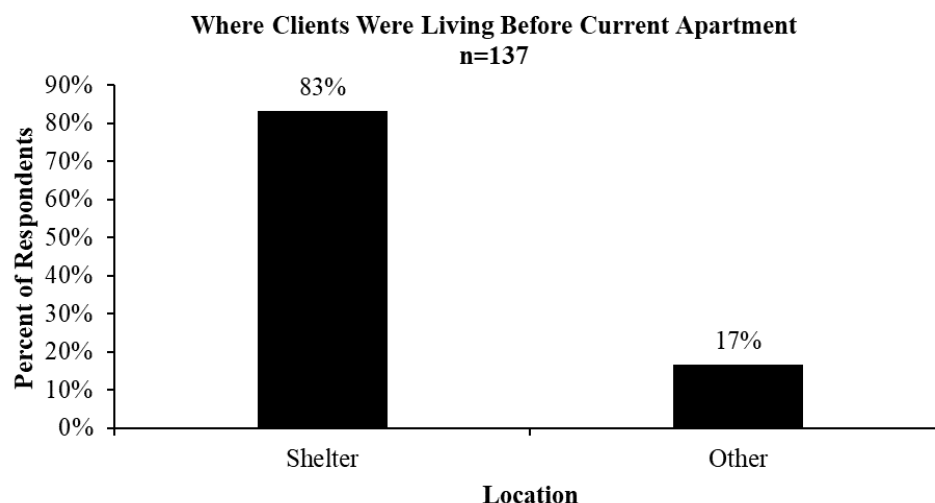
Source: Data Collected by Housing & Homelessness Coalition of CNY in their 2019 Gaps and Needs Survey, Community Link Project, Syracuse University, April 2019.

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## FINDINGS

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1. 83% of respondents said they were living in a shelter before their current apartments.



Source: Data Collected by Housing & Homelessness Coalition of CNY in their 2019 Gaps and Needs Survey, Community Link Project, Syracuse University, April 2019.

**Comments:** Original survey question provided the given responses of ‘shelter,’ ‘street,’ ‘car,’ or ‘other.’ Open responses for ‘other’ were recoded and combined with given responses ‘street’ and ‘car’ to create ‘other.’ Original data frequencies can be found in Appendix II. The breakdown of ‘other’ can be seen in finding #2. The chart below demonstrates that respondents in PSH programs were slightly more likely to live in a shelter before their current apartment than respondents in RRH programs.

<b>Where Clients Lived Before Current Apartment by Program</b>		
Program	Shelter	Other
Rapid Rehousing (n=77)	82%	18%
Permanent Supportive Housing (n=60)	85%	15%

2. 22% of respondents who said they were not living in a shelter before their current apartment said they lived in a different apartment beforehand. (n=23)

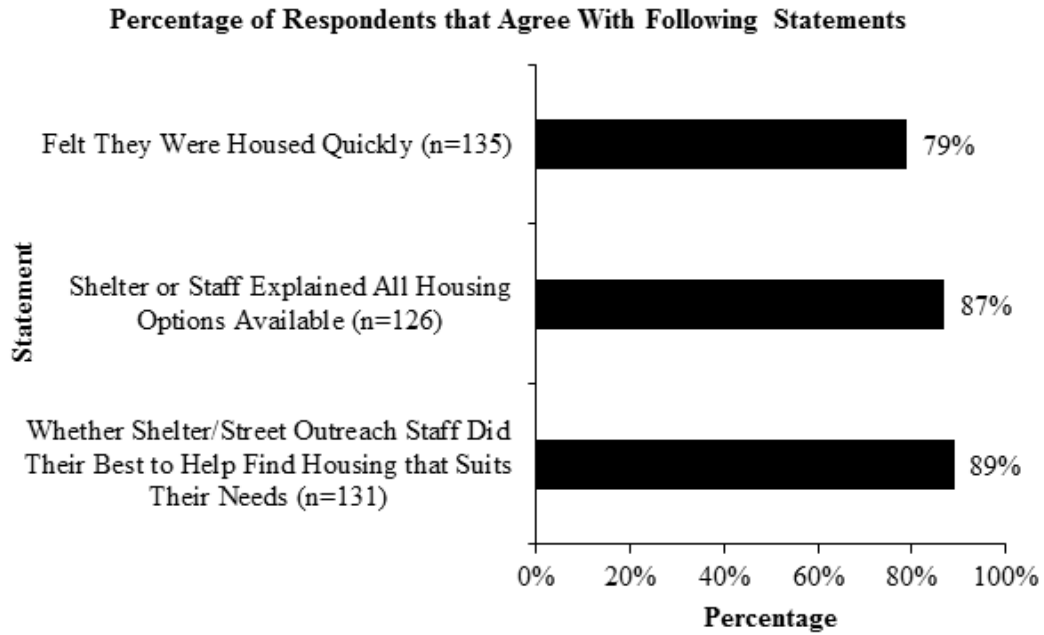


Source: Data Collected by Housing & Homelessness Coalition of CNY in their 2019 Gaps and Needs Survey.

**Comment:** This graph combines data from provided responses ‘street’ and ‘car’ with responses to ‘other.’ For original data frequencies see Appendix II and for full written response see Appendix IV. The chart below demonstrates that respondents in RRH programs were more likely to live in foreclosed or unfit units (21%) than respondents in PSH programs (0%).

<b>‘Other’ Locations of Respondents Before Current Apartment by Program</b>						
Program	Street	Apartment	Motel/Hotel	Foreclosed or Unfit Unit	Multiple Places	Other
RRH (n=14)	7%	21%	7%	21%	7%	38%
PSH (n=9)	33%	22%	11%	0%	22%	11%

3. Respondents (89%) most agreed with the statement that “shelter or street outreach staff did their best to help find housing that suits their needs.” (n=135)



Source: Data Collected by Housing & Homelessness Coalition of CNY in their 2019 Gaps and Needs Survey, Community Link Project, Syracuse University, April 2019.

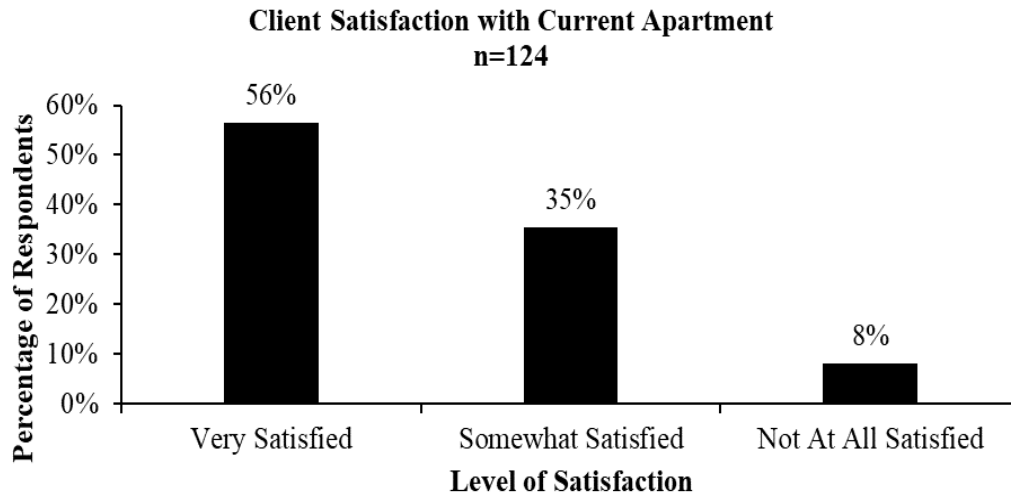
**Comments:** Data were aggregated from yes/no questions #3, #4 and #8. Refer to Appendix II for original data frequencies and Appendix III for disaggregated graphs. The charts below demonstrate that respondents in RRH programs were slightly more likely (80%) to agree were housed quickly than PSH respondents (78%), more likely (94%) to agree that shelter or staff explained all housing options available than PSH respondents (78%) and slightly more likely (92%) to agree that shelter or staff outreach did their best to find housing that suits their needs than PSH respondents (86%).

<b>Whether Respondents Felt They Were Housed Quickly by Program</b>		
Program	Yes	No
Rapid Rehousing (n=75)	80%	20%
Permanent Supportive Housing (n=60)	78%	22%

<b>Whether Respondents Felt Shelter or Staff Explained All Housing Options Available by Program</b>		
Program	Yes	No
Rapid Rehousing (n=72)	94%	6%
Permanent Supportive Housing (n=54)	78%	22%

<b>Whether Shelter/Street Outreach Staff Did Their Best to Find Housing that Suits Respondent Needs by Program</b>		
<b>Program</b>	<b>Yes</b>	<b>No</b>
Rapid Rehousing (n=72)	92%	8%
Permanent Supportive Housing (n=59)	86%	14%

4. 56% of respondents said they are “very satisfied” with their current apartment.

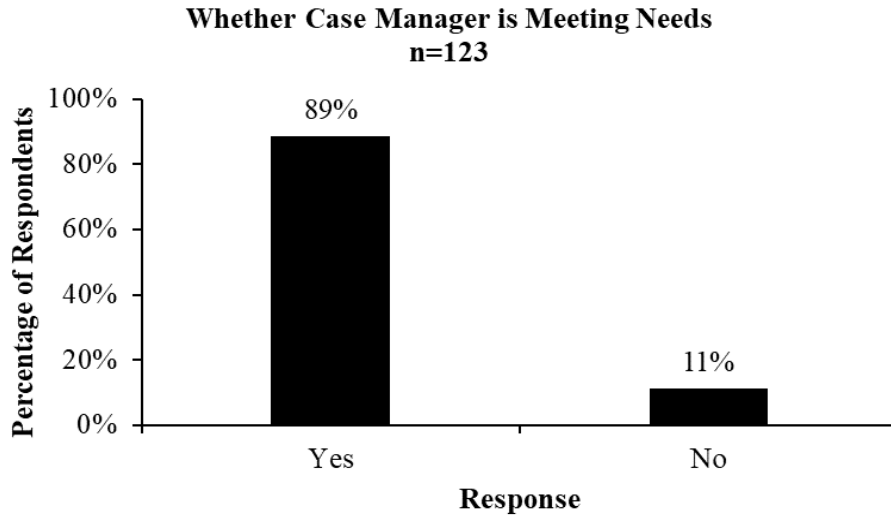


Source: Data Collected by Housing & Homelessness Coalition of CNY in their 2019 Gaps and Needs Survey, Community Link Project, Syracuse University, April 2019.

**Comments:** Data does not add to 100% as percentages are rounded. See Appendix IV for additional written response to question. The chart below demonstrates that respondents in RRH programs are slightly more likely (59%) to say they are very satisfied with their apartment than PSH respondents (53%).

<b>Respondent Satisfaction with Current Apartment by Program</b>			
Program	Very Satisfied	Somewhat Satisfied	Not At All Satisfied
RRH (n=73)	59%	34%	7%
PSH (n=51)	53%	37%	10%

5. 89% of respondents said they feel their case manager is meeting their needs.

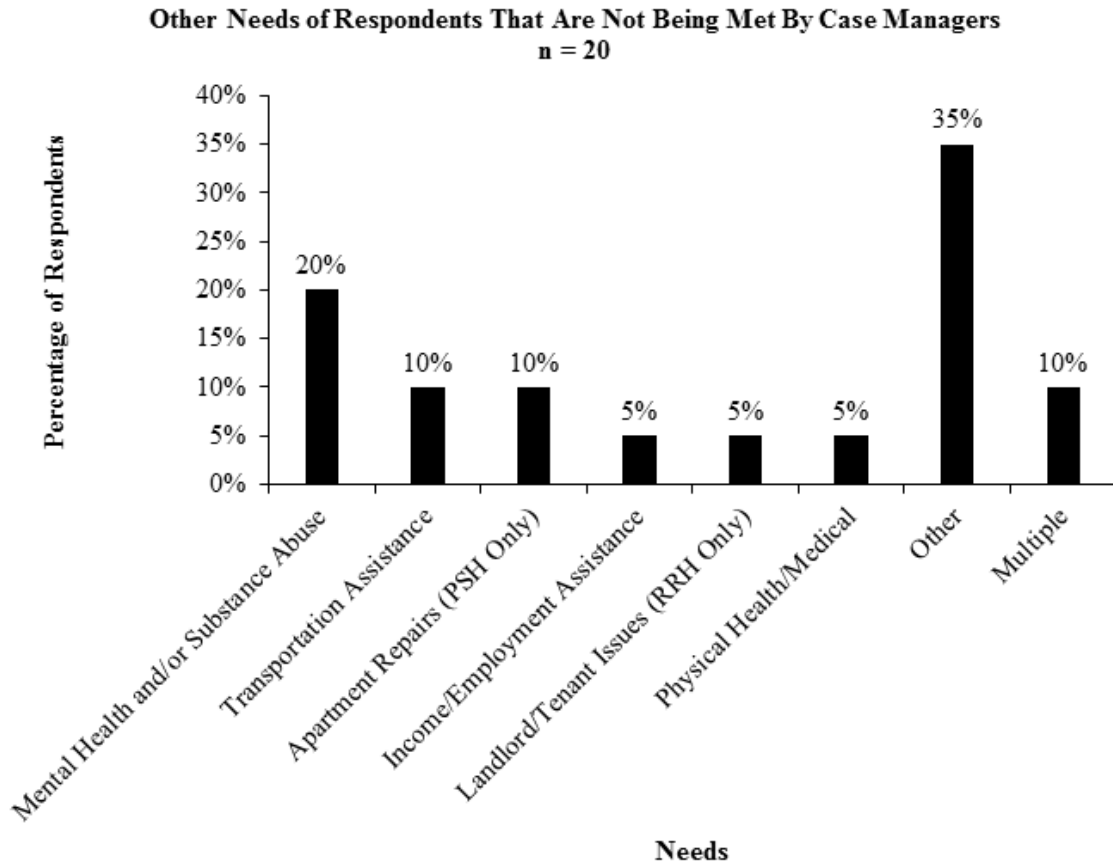


Source: Data Collected by Housing & Homelessness Coalition of CNY in their 2019 Gaps and Needs Survey, Community Link Project, Syracuse University, April 2019.

**Comments:** The chart below demonstrates that respondents in RRH programs are slightly more likely (92%) to say their case manager is meeting needs than respondents in PSH programs (86%).

<b>Whether Case Manager is Meeting Needs by Program</b>		
Program	Yes	No
Rapid Rehousing (n=72)	92%	8%
Permanent Supportive Housing (n=54)	86%	14%

6. 20% of respondents who responded their case manager was not meeting their needs said case managers were not meeting their need for mental health and/or substance abuse counseling or treatment.



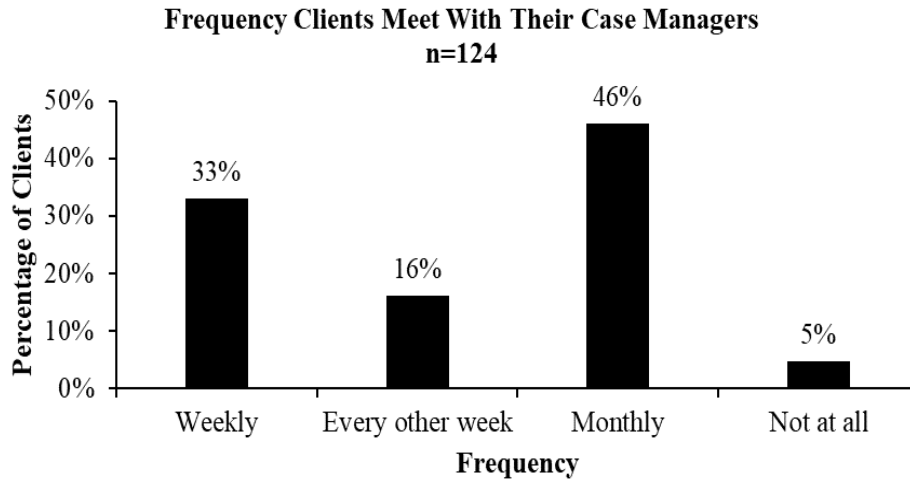
Source: Data Collected by Housing & Homelessness Coalition of CNY in their 2019 Gaps and Needs Survey, Community Link Project, Syracuse University, April 2019.

**Comments:** See Appendix IV for open-ended responses provided for ‘other.’ The chart below demonstrates that respondents in RRH programs were more likely (33%) to say their case manager is not meeting their mental health and/or substance abuse counseling needs than respondents in PSH programs (9%).



<b>Other Needs of Respondents That Are Not Being Met By Case Managers by Program</b>								
Program	Mental Health and/or Substance Abuse Counseling	Transportation Assistance	Apartment Repairs	Income /Employment Assistance	Landlord/ Tenant Issues	Physical Health/ Medical	Other	Multiple
RRH (n=9)	33%	22%	11%	0%	0%	0%	33%	0%
PSH (n=11)	9%	0%	9%	9%	9%	9%	36%	18%

7. 95% of clients said they meet with their case managers at least once a month.

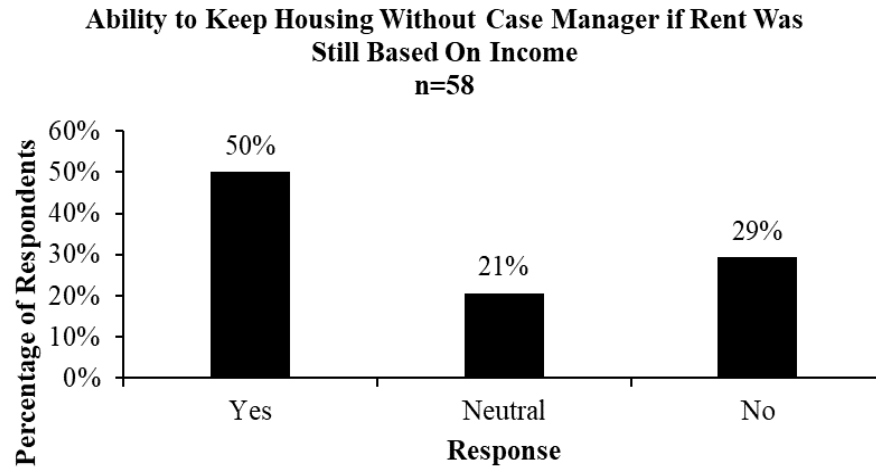


Source: Data Collected by Housing & Homelessness Coalition of CNY in their 2019 Gaps and Needs Survey, Community Link Project, Syracuse University, April 2019.

**Comments:** See Appendix IV for additional written responses. The chart below demonstrates that respondents in RRH programs were more likely (55%) to meet with their case manager monthly than respondents in PSH programs (32%).

<b>Respondent Satisfaction with Current Apartment by Program</b>				
Program	Weekly	Every Other Week	Monthly	Not at All
RRH (n=74)	23%	15%	55%	7%
PSH (n=50)	48%	18%	32%	2%

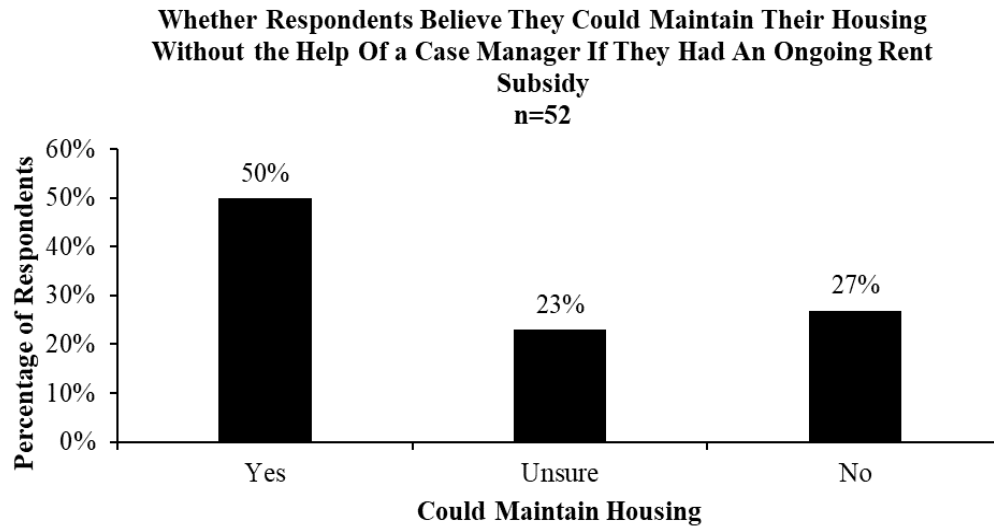
8. 50% of respondents said they agree with the statement that they “would be able to keep their housing if their rent was still based on your income, but they didn’t have a case manager to help them out.”



Source: Data Collected by Housing & Homelessness Coalition of CNY in their 2019 Gaps and Needs Survey, Community Link Project, Syracuse University, April 2019.

**Comment:** Question included in Permanent Supportive Housing client survey only. See Appendix IV for additional written responses. Original responses ‘Strongly agree’ and ‘Agree’ were recoded into ‘Yes,’ original responses ‘Neutral’ remained the same, and original responses ‘Disagree’ and ‘Strongly disagree’ were recoded into ‘No.’ See Appendix II for original response data frequencies.

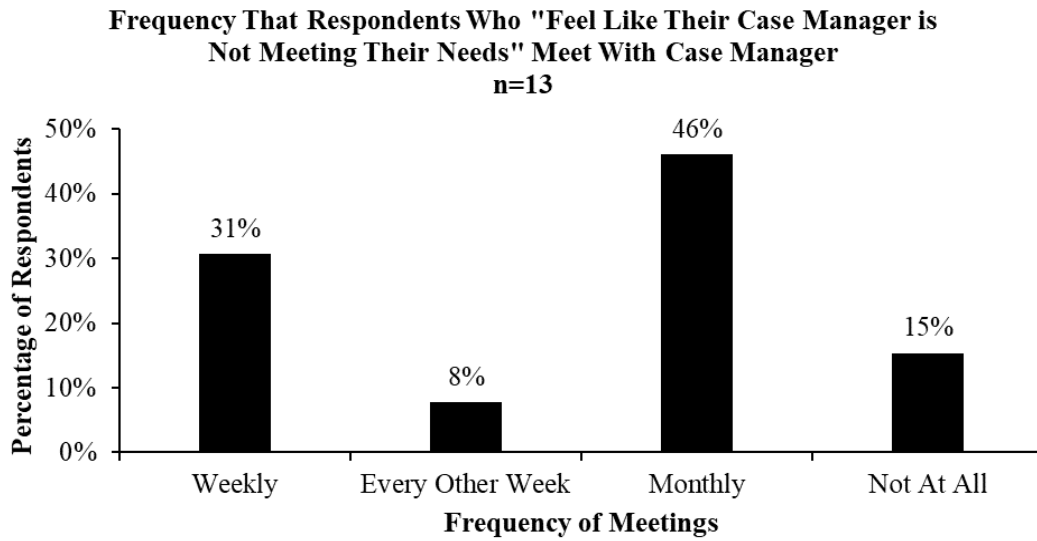
9. 50% of respondents said they believed they could maintain their housing without the help of a case manager if they had an ongoing rent subsidy.



Source: Data Collected by Housing & Homelessness Coalition of CNY in their 2019 Gaps and Needs Survey, Community Link Project, Syracuse University, April 2019.

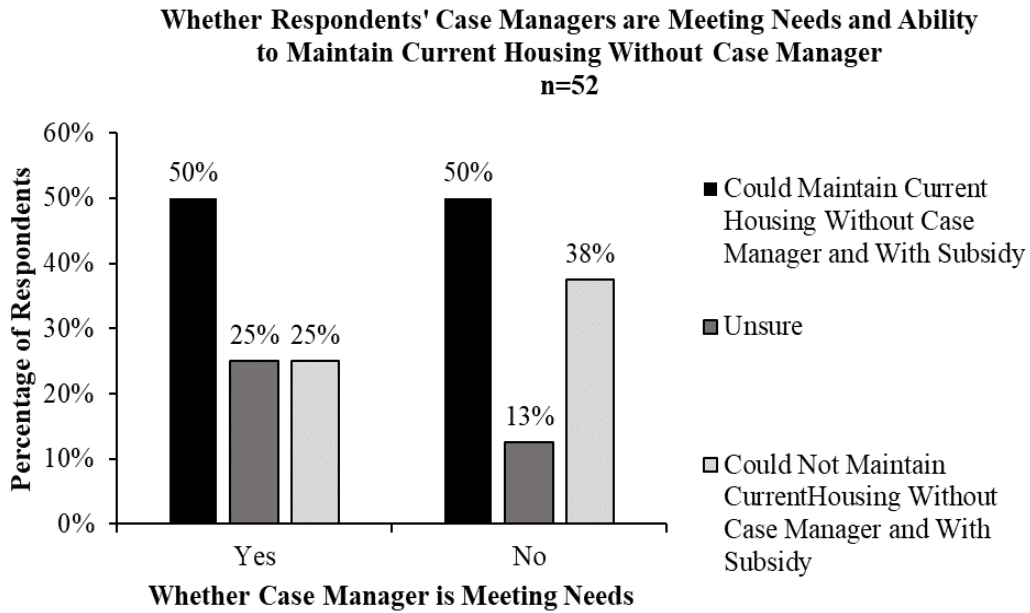
**Comment:** Question included in Permanent Supportive Housing client survey only. Original responses ‘Yes, certainly and ‘Yes, probably’ were recoded into ‘Yes,’ original responses ‘I’m not sure’ remained the same, and original responses ‘No, I don’t think I could’ and ‘Definitely not’ were recoded into ‘No.’ See Appendix II for original response data frequencies.

10. 46% of clients whom responded that their case manager is not meeting their needs said they meet with their case managers monthly.



Source: Data Collected by Housing & Homelessness Coalition of CNY in their 2019 Gaps and Needs Survey, Community Link Project, Syracuse University, April 2019.

11. 50% of respondents said they could maintain current housing without a case manager if they had a subsidy, regardless of whether current case managers were or were not meeting their needs.



Source: Data Collected by Housing & Homelessness Coalition of CNY in their 2019 Gaps and Needs Survey, Community Link Project, Syracuse University, April 2019.

**Comment:** KEEP Question included in Permanent Supportive Housing client survey only.

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## APPENDICES

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**Appendix I**  
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**Disaggregated Graphs**  
**Open Responses**  
**Codebook & Spreadsheet**

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## Appendix I

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### Blank Survey

**Program:**

**Where were you before your current apartment?**

- 1) Shelter
- 2) Street
- 3) Car
- 4) Other- please explain:

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

- 1) Yes
- 2) No

**In your opinion, were you housed quickly?**

- 1) Yes
- 2) No

**If no, 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:

**Are you satisfied with your current apartment?**

- 1) Very satisfied
- 2) Somewhat satisfied
- 3) Not at all satisfied

**How often do you meet with your case manager?**

- 1) Weekly
- 2) Every other week
- 3) Monthly
- 4) Not at all

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

- 1) Yes
- 2) No

**If no, what needs do you have that are not 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, please explain:

**Do you agree with this statement? You would be able to keep your housing if your rent was still based on your income, but you didn't have a case manager to help you out? (PSH ONLY)**

- 1) Strongly Agree
- 2) Agree
- 3) Neutral
- 4) Disagree
- 5) Strongly Disagree

**Would you be able to maintain your housing without the help of a case manager, if you still had an ongoing rent subsidy? (PSH ONLY)**

- 1) Yes, Certainly
- 2) Yes, probably
- 3) I'm not Sure
- 4) No, I don't think I could
- 5) Definitely not

**What is your age range?**

- 1) 24 or under
- 2) 25 to 50
- 3) 50-64
- 4) 65 or above

**What is your gender identity?**

- 1) Male
- 2) Female
- 3) Transgender Male
- 4) Transgender Female
- 5) Gender Non-Conforming
- 6) Prefer not to answer

**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

**Do you identify as Hispanic or Latino(a)?**

- 1) Yes
- 2) No

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## Appendix II

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### Data Frequencies

For any question that the 'n' does not equal X (full sample size), it is because respondents did not respond to that particular question.

#### Program (n=158)

Small program (41%)      Large program (59%)

#### Where were you before your current apartment? (n=135)

Shelter (84%)      Street (3%)      Car (0%)      Other (13%)

#### Did the shelter or street outreach staff explain all of the housing options available? (n=126)

Yes (87%)      No (13%)

#### In your opinion, were you housed quickly? (n=135)

Yes (79%)      No (21%)

#### If no, what do you think was the reason? (n=32)

Little to no connection with case worker (in shelter or street outreach) (22%)  
Lack of housing options (27%)      Apartment took a long time to get ready (3%)  
Was on a long wait list (16%)      Other (32%)

#### Are you satisfied with your current apartment? (n=124)

Very satisfied (56%)      Somewhat satisfied (35%)      Not at all satisfied (8%)

#### How often do you meet with your case manager? (n=124)

Weekly (33%)      Every other week (16%)      Monthly (46%)      Not at all (5%)

#### Do you feel like your case manager is meeting your needs? (n=123)

Yes (89%)      No (11%)

#### If no, what needs do you have that are not being met? (n=18)

Income/Employment Assistance (6%)      Transportation Assistance (11%)  
Mental Health and/or Substance Abuse Counseling or Treatment (22%)  
Apartment Repairs (PSH only) (11%)      Landlord/Tenant Issues (RRH only) (6%)  
Physical Health/Medical (6%)      Parenting/Child Care Assistance (0%)  
Other, please explain (39%)

**Do you agree with this statement? You would be able to keep your housing if your rent was still based on your income, but you didn't have a case manager to help you out? (PSH ONLY) (n=58)**

Strongly Agree (24%)      Agree (26%)      Neutral (21%)      Disagree (22%)  
Strongly Disagree (7%)

**Would you be able to maintain your housing without the help of a case manager, if you still had an ongoing rent subsidy? (PSH ONLY) (n=52)**

Yes, Certainly (19%)      Yes, probably (5%)      I'm not Sure (29%)  
No, I don't think I could (35%)      Definitely not (12%)

**What is your age range? (n=133)**

24 or under (13%)      25 to 50 (59%)      50-64 (23%)      65 or above (6%)

**What is your gender identity? (n=133)**

Male (48%)      Female (52%)      Transgender Male (0%)  
Transgender Female (0%)      Gender Non-Conforming (0%)      Prefer not to answer (0%)

**What is your Race? (n=128)**

American Indian or Alaska Native (5%)      Asian (0%)      Black or African American (38%)  
Native Hawaiian or Other Pacific Islander (2%)      White (43%)      Multi-race (12%)  
Prefer not to answer (1%)

**Do you identify as Hispanic or Latino(a)? (n=117)**

Yes (11%)      No (89%)

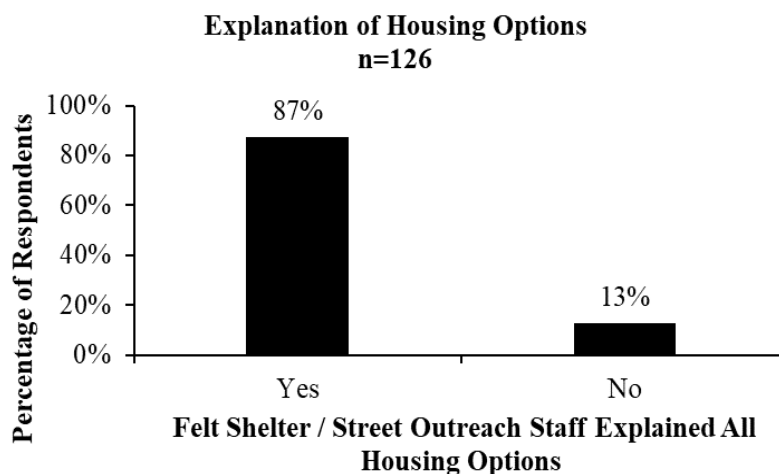
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## Appendix III

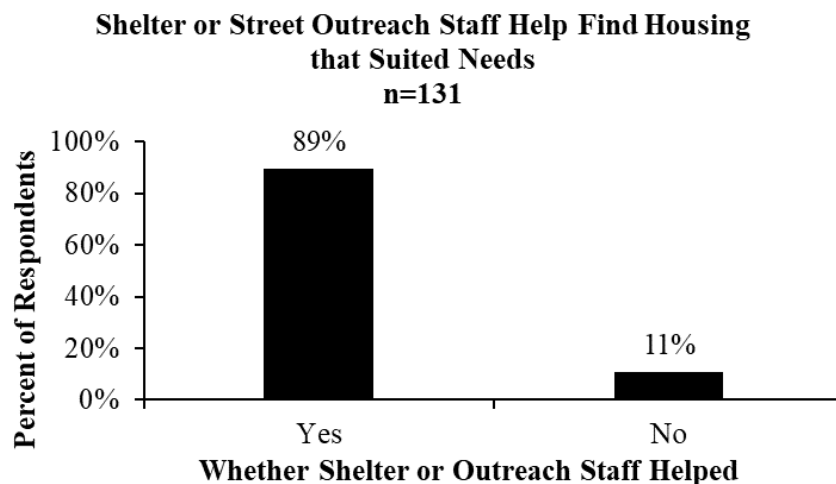
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### Disaggregated Graphs

Data disaggregated from Finding #3.

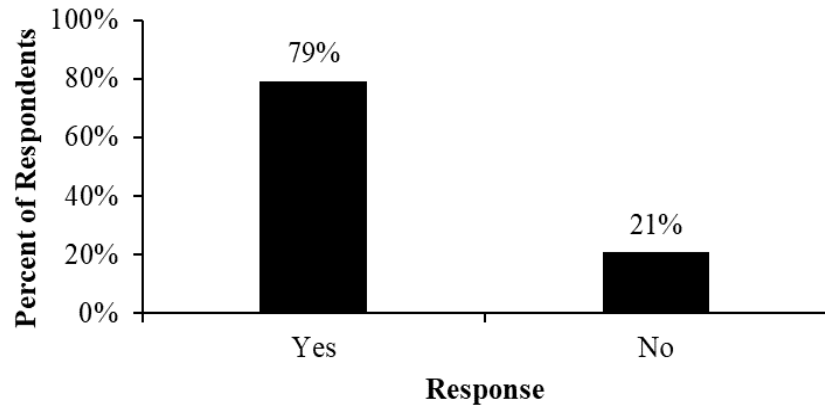


Source: Data Collected by Housing & Homelessness Coalition of CNY in their 2019 Gaps and Needs Survey, Community Link Project, Syracuse University, April 2019.



Source: Data Collected by Housing & Homelessness Coalition of CNY in their 2019 Gaps and Needs Survey, Community Link Project, Syracuse University, April 2019.

**Whether Respondents Felt They Were Housed Quickly**  
**n=135**



Source: Data Collected by Housing & Homelessness Coalition of CNY in their 2019 Gaps and Needs Survey, Community Link Project, Syracuse University, April 2019.

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## Appendix IV

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### Open Responses

#### Where were you before your current apartment? (n=18)

##### **Apartment (n=5)**

##### **Hotel/Motel (n=3)**

##### **Foreclosed/Unfit Unit (n=3)**

Foreclosed House

House not meant for habitation

House not meant for habitation

##### **Multiple (n=4)**

Sister, streets

Emergency housing/motel/tent

##### **Other (n=3)**

Old ox

Tent

Mom's house

**Comment:** Respondents chose '4) other – please explain.' Written responses were recoded into categories above.

**If no, what do you think was the reason? n=12**

**Little help in the search (n=2)**

I was at the Rescue Mission and my case manager did nothing to help me. I did the leg work. They had faith that I would find suitable apartment on my own.

**Unsure (n=4)**

**Other (n=6)**

I had to take time to find a good home for my kids.  
We have a service dog that no landlord wanted on their house.  
We had to wait a little bit.  
It's impossible to find housing for \$386 a month.  
Housing options request.  
Took a little long due to budget.

**Comment:** Respondents chose '5) other—please explain.' Responses were recoded into the categories above.



**Are you satisfied with your current apartment? n=4**

No washer & dryer, no hookup to small apartment.

In a way, it's a nice apartment but the negative stuff like people sell drugs and it's not a secure place.

Only problem is heat, I don't know what I'd do without you guys during this point in my life thank you so much I'm so grateful!

I have some problems there.

**Comment:** Question provided answers 'yes' and 'no,' additional responses written beneath or next to original question.

**How often do you meet with your case manager? n=1**

Only if there is a problem with apartment.

**Comment:** Question is multiple choice, responses written beneath or next to original question.

**If no, what needs are not being met? n=7**

Help with S.S.I lawyer.

A certain person just goes over the limit of what she have to do.

National Grid.

Moving my family, it's been 5 months since the bullet came in my unit.

Food and phone.

I and Christina [case manager] have had issues with compliance with the landlord. Christina has emailed and called in regard to pest, safety, unsanitary issues as well as requirements for screens.

There is still no screens, pest and continuous safety issues. Not due to communication. Codes will not condemn we have called fair housing.

**Comment:** Respondents chose '8) Other, please explain.'

**Do you agree with this statement? You would be able to keep your housing if your rent was still based on your income, but you didn't have a case manager to help you out? n=1**

I would if I was sober, but would have a hard time if I was using.

**Comment:** Question is multiple choice, responses written beneath or next to original question

## Appendix V

### Codebook

Question	Field Name	Definition	Code
A	ID	HMIS ID	99 – No response
B	PROGRAM	RRH or PSH	1 – RRH 2 – PSH 99 – No response
C	PROGRAM2	Specific Program	1 – ACR LGBT RRH 2 -- CC City ESG Supplemental RRH 3 -- CC County ESG RRH 4 -- CC Rapid Rehousing 5 -- CC Rapid Rehousing 2 6 -- CC STEHP 7 -- CSCAA HUD Rapid Rehousing for Families 8 -- HH City ESG Supplemental RRH 9 -- HH Syracuse Brickhouse FAST RRH Program 10 -- OCO HUD RRH 11 -- OCO STEHP Rapid Rehousing 12 -- RM City ESG Supplemental RRH 13 -- SSVF RRH 14 -- TSA Barnabas Youth RRH 15 -- TSA HALE RRH 2 16 -- TSA Housing and Life Skills Education 17 -- YMCA Rapid Rehousing Program 18 -- Catholic Charities Home At Last 19 -- Catholic Charities Paths to Success Housing 20 -- Catholic Charities Permanent Supportive Housing for Homeless Veterans 21 -- Catholic Charities Permanent Supportive Housing for the Chronically Homeless I, II, II, Permanent Supportive Housing for the Homeless I, II 26 -- Catholic Charities PHH: Housing First for Individuals and Families 27 -- Catholic Charities Second Chance Housing 28 -- Chadwick Permanent Supportive Housing I 29 -- Chadwick Permanent Supportive Housing II 30 -- Chapel House - Arise PSH 1 31 -- Chapel House - Arise PSH 2 32 -- Chapel House - Permanent Housing 33 -- CNY Services Recovery Permanent Supported Housing 34 -- CNY Services Recovery Permanent Supported Housing I 35 -- CNY Services Susan's Place PSH 36 -- Helio Health Grove Point Permanent Housing 37 -- Helio Health KEES II

			38 -- Helio Health KEES III Program 39 -- Helio Health KEES IV 40 -- Helio Health Keys to Employment and Economic Stability Permanent Housing 41 -- Helio Health North Garden Permanent Housing 42 -- Liberty Resources - PSH Families & Individuals 43 -- Oswego County Opportunities Chronic PSH 44 -- Onondaga County HUD RAP 45 -- TSA State Street Apartments 99 -- No Response
D	SIZE	Program Size	1 – Small Program 2 – Large Program 99 – No Response
E	AGREE	Did client agree to do survey?	1 – Yes 2 – No 3 – Could not find client
F	BEFORE	Where were you before your current apartment?	1 – Shelter 2 – Street 3 – Car 4 – Apartment 5 – Hotel/Motel 6 – Foreclosed or Unfit House 7 – Multiple Places 8 – Other 99 – No Response
G	OPTIONS	Did the shelter or street outreach staff explain all of the housing options available?	1 – Yes 2 – No 99 – No Response
H	NEEDS	Did you feel like shelter/street outreach staff did their best to help you find housing that suited your needs?	1 – Yes 2 – No 99 – No Reponse

I	QUICKLY	In your opinion, were you housed quickly?	1 – Yes 2 – No 98 – Not Applicable 99 – No Response
J	REASON	If no, 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 – Little help in the search 6 – Unsure 7 – Other 99 – No Response
K	SATISFIED	Are you satisfied with your current apartment?	1 – Very satisfied 2 – Somewhat satisfied 3 – Not all satisfied 4 – Other 99 – No Response
L	MANAGER	How often do you meet with your case manager?	1 – Weekly 2 – Every other week 3 – Monthly 4 – No at all 5 – Other 99 – No Response
M	CASENEEDS	Do you feel your case manager is meeting your needs?	1 – Yes 2 – No 3 – Other 99 – No Response
N	OTHERNEEDS	If no, what needs do you have that are not 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 (RPH) 6 – Physical Health/Medical 7 – Parenting/Child Care Assistance 8 – Other, please explain 9 – Multiple 98 – Not Applicable 99 – No response
O	KEEP	Do you	1 – Strongly Agree

		agree with this statement? You would be able to keep your housing if your rent was still based on your income, but you didn't have a case manager to help you out?	2 – Agree 3 – Neutral 4 – Disagree 5 – Strongly Disagree 98 – Not Applicable 99 – No response
P	SUBSIDY	Would you be able to maintain your housing without the help of a case manager, if you still had an ongoing rent subsidy?	1 – Yes, certainly 2 – Yes, probably 3 – I'm not sure 4 – No, I don't think I could 5 – Definitely not 98 – Not Applicable 99 – No response
Q	AGE	What is your age range?	1 – 24 or under 2 – 25 to 50 3 – 50 to 64 4 – 65 or above 99 – No response
R	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
S	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
T	HISPANIC	Do you identify as Hispanic or Latino(a)? (y/n)	1 – Yes 2 – No 99 – No response

# Spreadsheet

PROGRAM	PROGRAM2	SIZE	AGREE	BEFORE	OPTIONS	NEEDS	QUICKLY	REASON	SUBSIDY	SATISFIED	MANAGER	CASENEEDS	OTHRNEEDS	KEEP	AGE	GENDER	RACE	HISPANIC	
2	21	2	2	1	1	1	1	98	5	1	1	1	2	3	5	3	1	3	99
2	21	2	2	2	1	2	2	1	1	2	1	2	2	8	2	3	1	99	1
2	21	2	2	1	2	1	1	98	1	1	1	1	1	98	1	3	1	5	2
1	7	1	1	7	1	1	1	7	98	1	1	1	1	98	98	2	1	1	2
1	7	1	1	1	1	1	1	98	98	1	99	99	99	99	99	99	99	5	99
1	7	1	1	3	99	99	99	99	99	99	99	99	99	99	99	99	99	99	99
1	7	1	1	1	1	1	1	98	98	1	1	3	1	98	98	1	2	3	2
1	7	1	1	1	1	1	1	98	98	2	3	1	1	98	98	2	2	1	2
1	7	1	1	1	1	1	1	4	98	1	3	1	1	98	98	2	2	1	1
1	7	1	1	3	99	99	99	99	99	99	99	99	99	99	99	99	99	99	99
1	7	1	1	4	1	1	1	2	98	99	1	1	1	98	98	2	2	5	2
1	7	1	1	1	1	1	1	98	98	3	1	1	1	8	2	2	2	5	2
2	21	2	2	99	99	99	99	99	99	99	99	99	99	99	99	99	99	99	99
2	21	2	2	99	99	99	99	99	99	99	99	99	99	99	99	99	99	99	99
2	21	2	2	99	99	99	99	99	99	99	99	99	99	99	99	99	99	99	99
2	21	2	2	99	99	99	99	99	99	99	99	99	99	99	99	99	99	99	99
2	21	2	2	99	99	99	99	99	99	99	99	99	99	99	99	99	99	99	99
2	21	2	2	1	1	1	1	2	1	2	1	1	1	98	2	3	1	5	2
2	21	2	2	99	99	99	99	99	99	99	99	99	99	99	99	99	99	99	99
2	21	2	2	1	1	1	1	98	1	1	1	1	1	98	1	4	1	3	99
2	21	2	2	1	1	2	99	1	98	2	3	2	2	6	3	3	1	5	2
2	21	2	2	1	1	1	1	3	1	3	3	2	1,3,4	2	2	2	2	3	2
2	21	2	2	1	1	1	1	1	1	1	1	1	1	1	1	1	1	3	99
2	21	2	2	1	4	2	2	1	98	4	3	4	2	1,3,4,5,8	4	3	2	3	2
2	21	2	2	1	1	1	1	98	1	2	2	1	1	98	2	2	1	3	2
2	21	2	2	1	1	1	2	7	4	3	1	2	1	5	2	2	1	3	2
2	21	2	2	1	1	2	2	4	4	4	2	1	2	2	2	1	3	2	2
2	21	2	2	1	1	99	2	4	4	4	1	1	1	98	3	4	1	3	2
2	21	2	2	1	1	1	1	98	4	1	2	1	1	98	4	2	1	5	2
2	21	2	2	1	1	1	1	98	3	3	2	1	1	98	3	2	1	3	2
2	21	2	2	1	8	2	1	98	1	2	1	1	1	98	3	2	1	5	2
2	21	2	2	1	2	1	1	98	4	2	1	1	1	98	3	2	1	3	2
2	21	2	2	1	2	1	1	98	4	2	1	1	1	8	4	3	1	6	99
2	21	2	2	1	2	1	1	98	3	2	1	1	1	98	99	2	2	6	2
2	21	2	2	1	1	99	1	98	4	2	1	1	1	98	3	1	2	1	2
2	21	2	2	1	1	2	1	98	4	2	1	1	1	98	3	1	2	1	2
2	21	2	2	1	1	2	1	2	1	2	99	2	2	8	1	3	1	3	99
2	21	2	2	1	7	2	1	2	4	3	1	1	1	98	3	2	2	4	2
2	21	2	2	1	1	1	2	1	98	2	1	1	1	98	1	3	1	5	2
2	21	2	2	1	1	1	1	98	4	1	1	1	1	98	4	4	1	5	99

**Comment:** Client ID was omitted from spreadsheet to protect respondent identity.