The CEDAC Supportive Housing Data Collection Survey Tool

Prepared by CSH

Chelsea Ross, Christi Staples & Cheryl Winter

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Acknowledgments

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CSH acknowledges Sara Barcan, for her leadership of the Advisory Committee and her vision and commitment throughout the creation of the CEDAC Supportive Housing Data Collection Survey Tool (SHDC) Survey Tool.

A very special thanks to the owners, property managers, and service providers who gave generously of their time to participate in hour-long phone interviews to inform the development of the SHDC Survey Tool. Many of these same individuals tested the Survey Tool, offering critical feedback that improved the experience for the end user.

Thank you.

Introduction

About CEDAC
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In 2017, CEDAC released a Request for Proposals to identify a consultant to assist in the creation of an outcomes measurement tool that could assess the impact that access to supportive housing has on households in select DHCD-funded projects.

The Community Economic Development Assistance Corporation (CEDAC) is a public-private community development finance institution that provides financial resources and technical expertise for community-based and other non-profit organizations engaged in effective community development in Massachusetts. CEDAC's work supports three key building blocks of community development: affordable housing, early care and education, and workforce development. CEDAC is also active in state and national housing preservation, supportive housing policy research and development and is widely recognized as a leader in the non-profit community development industry. CEDAC provides acquisition and predevelopment financing as well as technical assistance to non-profit developers of housing and early education facilities.

In addition, CEDAC serves as the Department of Housing and Community Development's (DHCD) underwriting agent for multiple state loan programs that provide deferred-payment, zero interest, subordinated permanent mortgage financing to help meet the costs of producing supportive housing. These loan products frequently blend with Low Income Housing Tax Credits and other state and local soft debt. On behalf of DHCD, CEDAC underwrites, closes and provides asset management services for loans under four state loan programs.

section 01

About DHCD and MRVPs

The Massachusetts Department of Housing and Community Development (DHCD) oversees funding and resources to help people in Massachusetts live affordably and safely.

In 2013, the Massachusetts Legislature approved a budget that included funding for Department of Housing and Community Development (DHCD) to meet the housing needs of extremely low-income households. This action provided the mechanism for DHCD to build a dedicated funding program, the Housing Preservation and Stabilization Trust Fund (HPSTF), to create and preserve supportive housing units.

Quality supportive housing requires three sources of funding: capital, operating, and services. DHCD combined capital from the HPSTF, along with capital from other DHCD sources, and special Massachusetts Rental Voucher Program (MRVP) operating subsidies which include an annual stipend to pay for supportive services. This new coordinated funding process resulted in three annual supportive housing rounds from 2013-2015, creating 35 projects with 755 units, including 588 units of supportive housing.

DHCD then utilized the new and deeply income-targeted National Housing Trust Fund (HTF), along with dedicated bond resources including the Housing Innovations Fund (HIF), to capitalize fourth and fifth supportive housing rounds in FY17 and FY18, funding an additional 14 projects with 271 units, including 247 units of supportive housing. In August of 2018, DHCD released a NOFA for a sixth supportive housing round for FY19.

About CSH

At CSH, it is our mission to advance housing solutions that deliver three powerful outcomes:
- improved lives for the most vulnerable people
- maximized public resources, and
- strong, healthy communities across the country.

Over our 20-year history, CSH has worked to promote the development of supportive housing throughout the country at the highest levels of quality. CSH provides training and technical assistance to promote quality supportive housing in order to:

- Build the capacity of the supportive and affordable housing industries to create and operate high quality, effective, and sustainable supportive housing units;
- Encourage the investment of adequate resources, especially from public systems, to support that capacity;
- Ensure that existing resources for supportive housing are being used efficiently and effectively, and support the allocation of new resources; and
- Create better outcomes for supportive housing tenants, especially those with multiple barriers to housing stability.

What is the CEDAC Supportive Housing Data Collection Survey Tool?

"While we know that permanent supportive housing units have the potential to offer long-term stability to residents, we need to understand the specific impact that access to permanent supportive housing has had on these families." CEDAC Request for Proposals

The CEDAC Supportive Housing Data Collection (SHDC) Survey Tool is designed to understand outcomes in permanent supportive housing household outcomes. The SHDC Survey Tool was created to specifically assess resident outcomes living in units funded by dedicated supportive housing rounds.

Created by CSH, with guidance and oversight from CEDAC and the Advisory Committee, the Survey Tool offers insight into the impact permanent supportive housing has on housing stability, employment and income, access to community health and social services, and how these positive outcomes vary across projects based on service staffing ratios, housing stabilization strategies, and partnership models.

The Survey Tool examines the impact permanent supportive housing has on families' and individuals' income, access to resources, use of services, and housing stability.

Defining Quality Supportive Housing

Quality permanent supportive housing projects are as diverse as the communities in which they are located, yet each one:

- Targets households facing multiple barriers to employment and housing stability;

- Is affordable;

- Provides households with a lease or sublease identical to others in the community;

- Proactively engages the tenant household in a flexible and comprehensive array of voluntary supportive services;

- Effectively coordinates with key partners to address issues with a focus on fostering housing stability; and

- Supports tenants to connect with community-based resources and activities to build strong social support networks.

Quality Supportive Housing is tenant-centered, accessible, coordinated, integrated, and sustainable.

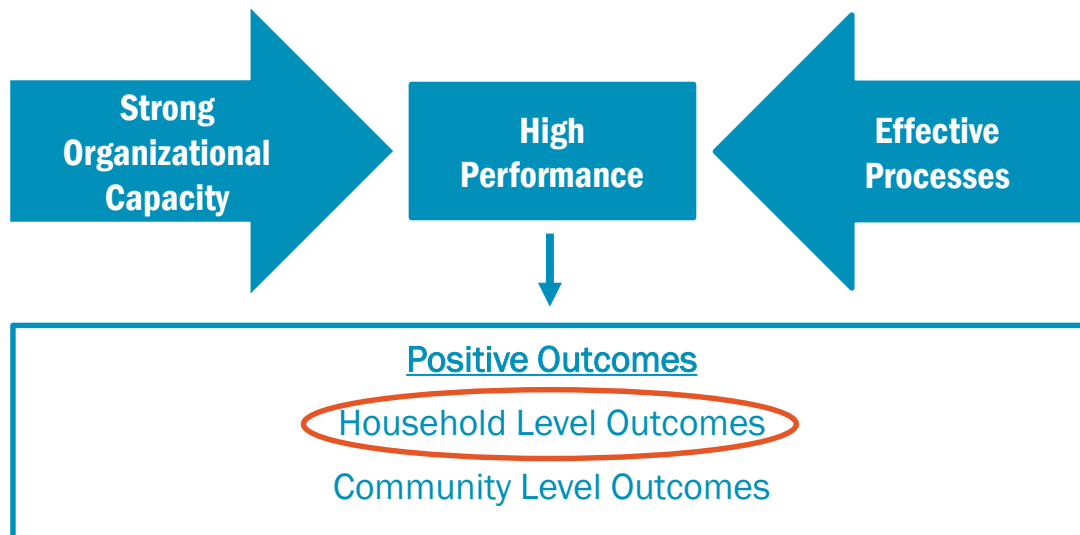**section 01**

Developing the SHDC Survey Tool

Equipment, Methods, & Pilot

This section outlines steps to identify key outcomes for examination, explore feasibility with current providers, draft the Survey Tool, disseminate and analyze a pilot version, and refine and finalize the Survey Tool for use.

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Determining Outcomes and Feasibility

The Outcomes Measurement Advisory Committee met in October 2017, led by Sara Barcan and facilitated by CSH staff. During this meeting, the Committee brainstormed over fifty potential outcomes around organizational capacity, process, and positive outcomes at both the household and community level. The group discussed the feasibility of gathering data from multiple sources and worked to narrow the list down to those that could be evaluated to better understand the impact supportive housing has on households.

Strong Organizational Capacity → **High Performance** ← **Effective Processes**

↓

Positive Outcomes

Household Level Outcomes

Community Level Outcomes

CSH conducted phone interviews with six current supportive housing providers to learn about the data they were currently collecting and to discuss challenges and opportunities related to data collection.

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Designing the Survey Tool

Early in the process of designing the Survey Tool, the Advisory Committee identified that both quantitative and qualitative data would be useful in learning about the impact of permanent supportive housing. As such, the Survey Tool was designed to include both closed-ended quantitative questions and open-ended qualitative questions.

During phone interviews with a sample group of six developers, CSH learned that most did not currently track the number of service encounters per tenant per month. The majority also did not track individual tenant progress for tenant goals. In response, CSH reduced the number of questions about tenant participation in services and removed questions about tenants achieving wellness goals.

Questions ultimately selected for the SHDC Survey Tool included questions around organizational capacity, processes, and household outcomes in order to be able to assess whether certain organizational or processes resulted in certain outcomes.

section 02

Survey Tool Platform and Piloting

Based on provider feedback about the burden of data collection, accessibility and ease of use were extremely important in the final design and platform selected for the SHDC Survey Tool. Per CSH's recommendation, the Committee selected Survey Monkey as the platform to host the SHDC Survey Tool.

Creating a collection tool that could gather data to show impact of supportive housing on tenants while not overburdening property managers and service providers with data collection was a key factor in deciding to use an online survey.

While initial drafts of the Survey Tool included a tenant survey, the decision to remove that portion was made based on provider feedback on low response rates and high administrative burden of tenant surveys. In its place, the Advisory Committee elected to include several questions about willingness to host future tenant and staff focus-groups with CEDAC support.
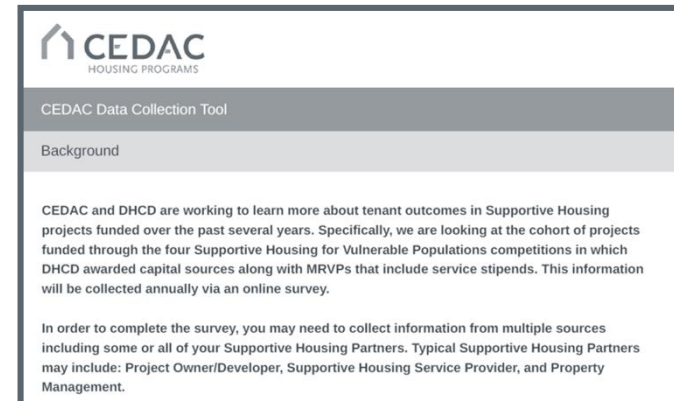
The Survey Tool was piloted with the Advisory Committee and subsequently with the same six projects that participated in the initial phone interviews. In addition to the data collection questions, the pilot projects were asked several questions pertaining to content, process, and experience of completing the Survey Tool.

section 02

Finalizing the Survey Tool

CSH refined and finalized the SHDC Survey Tool based on feedback from the pilot group. The final Survey Tool consists of 34 questions that ask projects to share demographic information, household outcomes, supportive service information, and interest and ability to engage in future data reporting.

The Survey Tool was distributed to the full cohort of projects (n=27) via e-mail by CEDAC on April 17, 2018. Developers were instructed to fill out one survey for each permanent supportive housing project funded through DHCD's Supportive Housing for Vulnerable Populations competitions. Projects that had not yet achieved occupancy were instructed to complete the survey with the understanding that they would only be prompted to answer a small number of the questions.

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CEDAC Data Collection Tool

Background

CEDAC and DHCD are working to learn more about tenant outcomes in Supportive Housing projects funded over the past several years. Specifically, we are looking at the cohort of projects funded through the four Supportive Housing for Vulnerable Populations competitions in which DHCD awarded capital sources along with MRVPs that include service stipends. This information will be collected annually via an online survey.

In order to complete the survey, you may need to collect information from multiple sources including some or all of your Supportive Housing Partners. Typical Supportive Housing Partners may include: Project Owner/Developer, Supportive Housing Service Provider, and Property Management.

The Survey Tool requests project and tenant level data that may not be held solely by one entity. Project developers were encouraged to work with all project partners (including property management and supportive service providers) to complete the Survey Tool. To assist respondents in preparing to complete the Survey Tool, a PDF copy of the Survey Tool was included in the e-mail for their reference. A full copy of the SHDC Survey Tool can be found in Appendix B.

Findings & Analysis

Results and Discussion

This section outlines the results from the Survey Tool, examines trends in the data, and discusses best practices in supportive housing.

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Analysis

Why was no significant difference observed in tenant outcomes by service provider type, service funding amount and service frequency?

During the analysis of findings, CSH **did not** find correlations between household outcomes and one service provider type over another, one service funding budget per unit over another, or the frequency of services. While initially puzzling, the small sample size of projects, and the large variation of populations served throughout the sample helps to explain the lack of correlation between organizational capacity and outcomes. Service provider processes **did** appear to contribute to eviction prevention, appeals in the application process, and referrals to other service providers.

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Projects that received the SHDC Survey Tool

27

Total Projects

CEDAC identified 36 projects (N=36) funded via Housing Preservation and Stabilization Trust Fund (HPSTF) in 2013, 2014, and 2015 and the Housing Trust Fund in 2017. 9 of the 36 projects were removed from the sample as they had not achieved construction closing at the time the SHDC Survey Tool was distributed, resulting in 27 projects receiving the Survey Tool.

+3

Additional Projects

Three survey respondents provided data for three projects not originally identified by CEDAC that were subsequently added to the sample.

-4

Nonresponse

Four projects that received the SHDC tool did not complete it during the collection period, and their data is not included in the analysis.
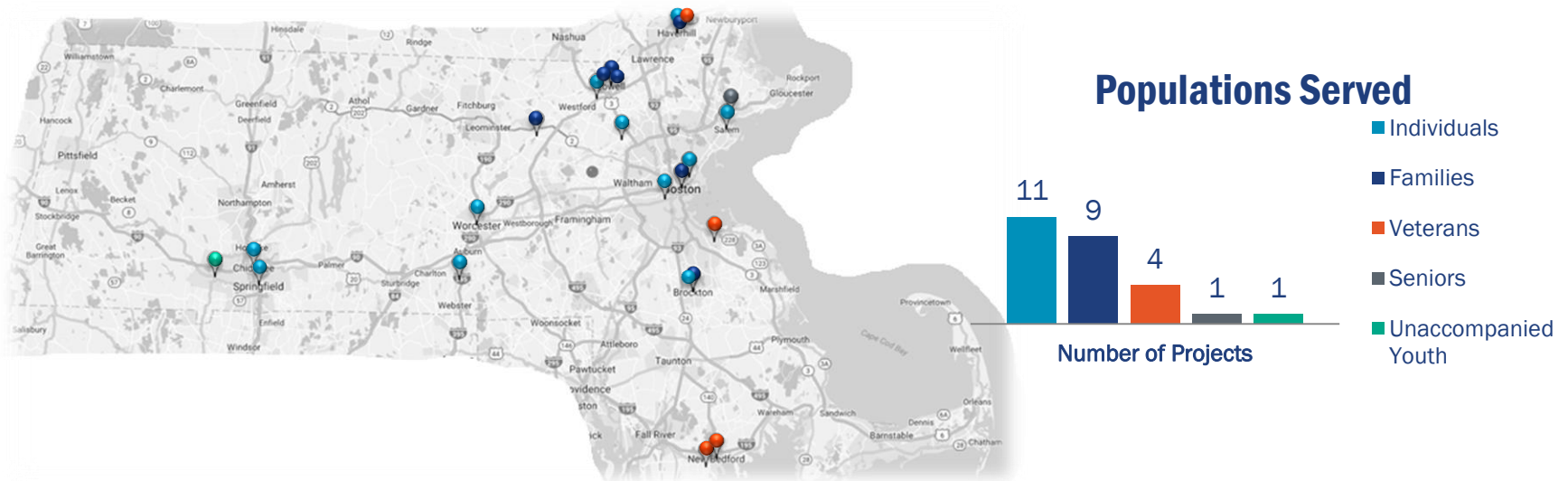
26

The SHDC Survey Tool collected data on 26 projects

Projects included in the sample are diverse

Projects are scattered across the Commonwealth, serve different populations, and have different types of owners including Community Development Corporations, Non-Profit Corporations, and Housing Authorities.

Populations Served

- Individuals
- Families
- Veterans
- Seniors
- Unaccompanied Youth

11 9 4 1 1

Number of Projects

Projects are scattered across the Commonwealth, serve different populations, and have different types of owners including Community Development Corporations, Non-Profit Corporations, and Housing Authorities.

section 03

Unit Types

668

Total Units

The sample of 26 projects reported 668 total units. Projects reported a **range of 6 to 70 total units.** Seven projects reported ≤ 10 total units. Three projects reported ≥ 50 units. The median project size reported was 27 units.

548

Permanent Supportive Housing Units

Projects reported 548 total units designated for PSH with a **range of 6 to 69 PSH units.** 22 projects reported >75% of units are designated for PSH including 17 projects that have 100% designated units. The remaining four projects included an average of 30% PSH units.
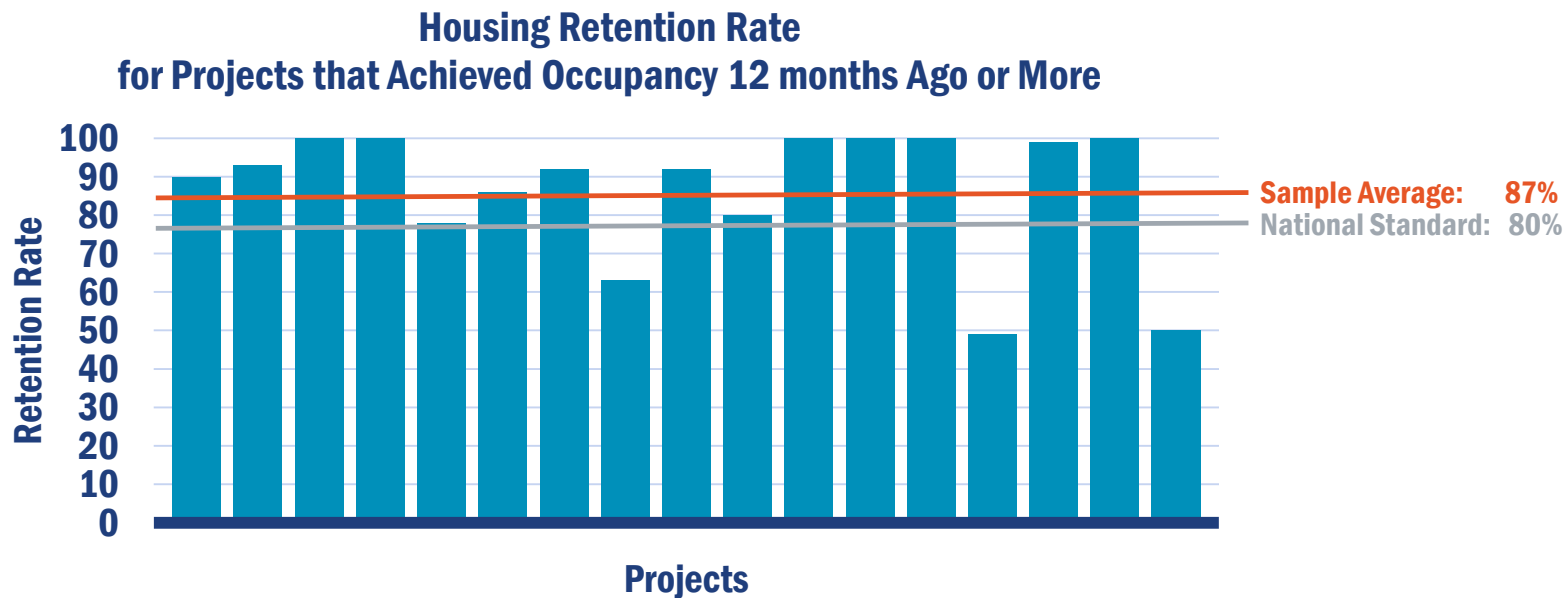
286

Mass Rental Voucher (MRVP) Units

Projects reported 286 units have project-based MRVP subsidies with service stipends. MRVP units are on average 56% of project total units and 66% of project total PSH units. 8 projects reported all units within the project include an MRVP stipend.

Projects have a high rate of housing retention

Housing Retention Rate
for Projects that Achieved Occupancy 12 months Ago or More

Sample Average: 87%
National Standard: 80%

Best Practice Brief: The national standard for quality supportive housing is 80% of tenants remain in supportive housing for at least 12 months or exit to other permanent housing[1] Research shows that Supportive housing has a positive impact on housing retention, even among tenants with long histories of homelessness and the most severe psychiatric disorders[2]
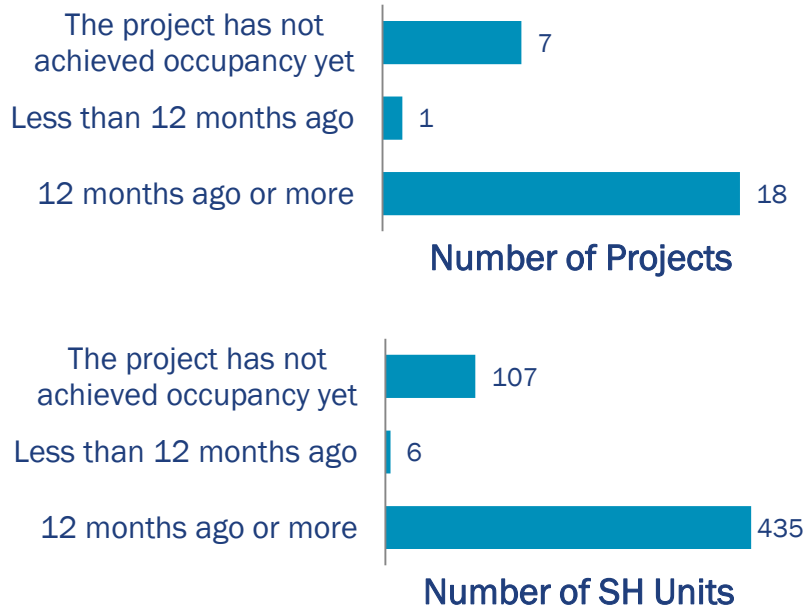
section 03

Sources:
[1] https://www.csh.org/resources/dimensions-of-quality-supportive-housing-guidebook/
[2] http://www.csh.org/wp-content/uploads/2011/11/HousingRetentionFAQFINAL.pdf

Occupancy

Number of Projects

Category	Number
The project has not achieved occupancy yet	7
Less than 12 months ago	1
12 months ago or more	18

Number of SH Units

Category	Number
The project has not achieved occupancy yet	107
Less than 12 months ago	6
12 months ago or more	435

Occupancy and Outcome Measurement

Respondents that indicated that the project had not yet achieved occupancy were not subsequently asked to provide data on household outcomes and service models and delivery.

Housing First Admissions

74%

of projects (n=14) indicated that no Supportive Housing applicant was denied in the past 12 months.

Best Practice Brief: High acceptance rates in permanent supportive housing programs is often a result of low barrier admission procedures and housing programs which screen-in instead of screening out applicants

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The majority of denials of housing were appealed

"All applicants are eligible to appeal a denial of housing. Of two applicants who were denied, one chose not to appeal. The second one appealed and the denial was reversed.
He moved into this housing." – Survey respondent with two denials in the past 12 months.

Five projects indicated that a supportive housing applicant had been denied in the past 12 months.

Best Practice Brief: Quality supportive housing programs have a timely and clearly stated process for the approval or denial of housing applications and appeals, an established system for staff to communicate with tenants during the process, and method to track and retain documentation.
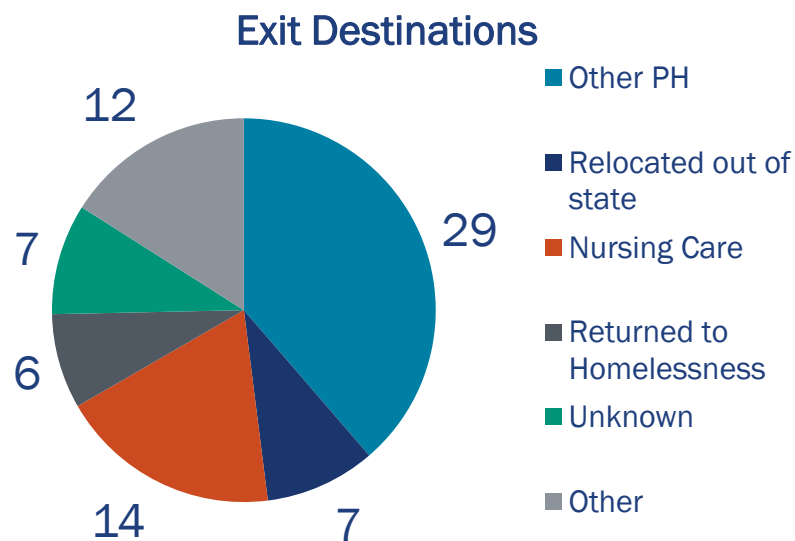
Tenant Exits from Supportive Housing

79%
of projects that achieved occupancy had tenants that exited in the last 12 months

Best Practice Brief: When tenants leave supportive housing, many go on to more independent living arrangements in their communities. [1]

75 tenant exits across 17 projects

Exit Destinations

12
7
6
14
7
29

- Other PH
- Relocated out of state
- Nursing Care
- Returned to Homelessness
- Unknown
- Other

Most tenants exited to other permanent housing. There is a high percentage of exits where the tenant destination is indicated as 'other' or 'unknown'.
Respondents indicated that 18 of the 75 exits were evictions.

section 03

3% of the 548 supportive housing units had an exit due to eviction in the past 12 months.

Seven projects reported a total of 18 evictions. The most common reason* for eviction was **nonpayment of rent**. Other reasons for eviction respondents indicated included incarceration, illegal activity, behavioral issues and safety issues.

*The SHDC Survey Tool asked respondents to indicate the number of evictions and the general reason for the eviction. The Survey Tool did not collect in-depth information on the evictions including tenant history, eviction prevention strategies that were employed by supportive housing partners, how long the eviction process may have lasted, etc. The Survey Tool did not collect the rate of eviction from non-supportive housing units. Without this information, it is not possible to conclude that the rate of eviction from these projects during this time period was comparatively high or low.

Income and Employment

94%
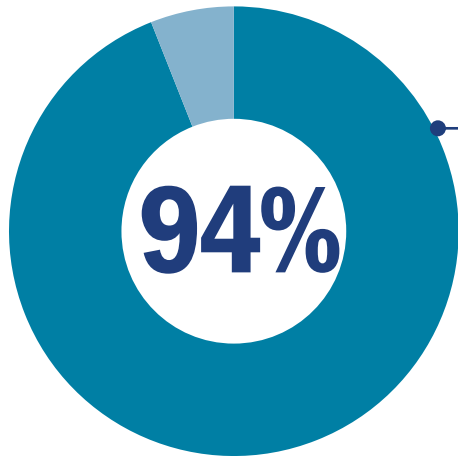
Increased or Maintained Income

482 Supportive Housing households (94%), who have been in Supportive Housing for at least 12 months, have increased their income or maintained their existing entitlement benefits (such as Supplemental Security Income) since entering supportive housing.
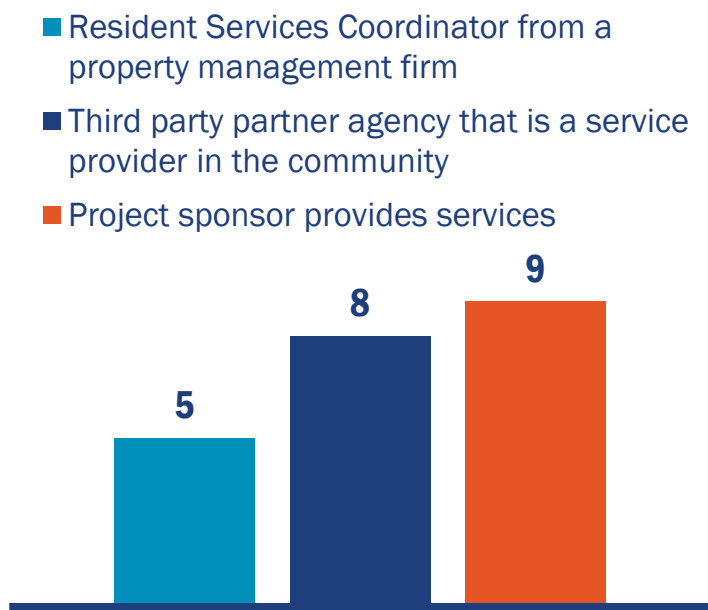
1 in 5

Employment

Supportive Housing households* who have been in Supportive Housing for at least 12 months, have a member of the household employed in a part-time, full-time or transitional job. This includes households with a head of household that is an older adult and/or person living with a disability.

* The SHDC Survey Tool did not collect information on the number of elderly/disabled households, or the number of households with one or more members currently enrolled or engaged in education, training programs, volunteering, or other meaningful activities.
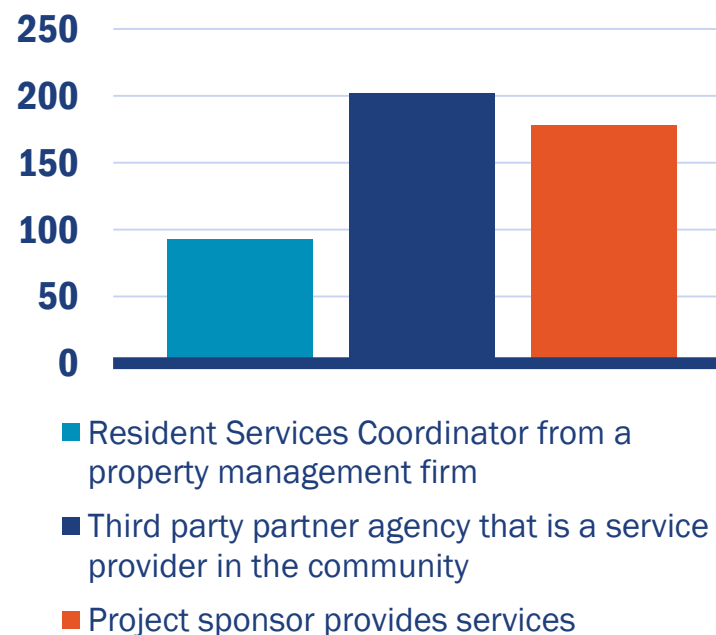
section 03

What entity provides supportive housing services to supportive housing tenants in these projects?

Number of Projects

- Resident Services Coordinator from a property management firm
- Third party partner agency that is a service provider in the community
- Project sponsor provides services

Number of Units

- Resident Services Coordinator from a property management firm
- Third party partner agency that is a service provider in the community
- Project sponsor provides services

CSH did not find correlations between household outcomes and one service provider type over another

section 03

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Voluntary Service Utilization

72%

Of Supportive Housing households (n=366) have voluntarily utilized at least one supportive service in the last year.

91%

of Supportive Housing households have met face to face with service staff at least once in the past 3 months.

Best Practice Brief: High rates of participation in voluntary services suggests that tenants value the services available to them in supportive housing and have autonomy to decide which services to participate in based on their needs and individual goals.

section 03

What is the ratio of services staff (full-time employees) to Supportive Housing tenant households across projects?

Ratios	Responses
We strive for less than 1:15 ratio of services staff to Supportive Housing households	2
We strive for between 1:15 and 1:19 ratio of services staff to Supportive Housing households	2
We strive for between 1:20 and 1:29 ratio of services staff to Supportive Housing households	5
We strive for between 1:30 and 1:49 ratio of services staff to Supportive Housing households	3
This project does not have a full time employee for services. We have a part-time service staff member.	6

Most respondents indicated they have part-time staff or higher case load ratios. There was no relationship in this sample between ratio of services staff to Supportive Housing tenants and the frequency these tenants accessed services.

1/3 of projects have part time service staffing. The majority of these projects have less than 10 units of supportive housing.
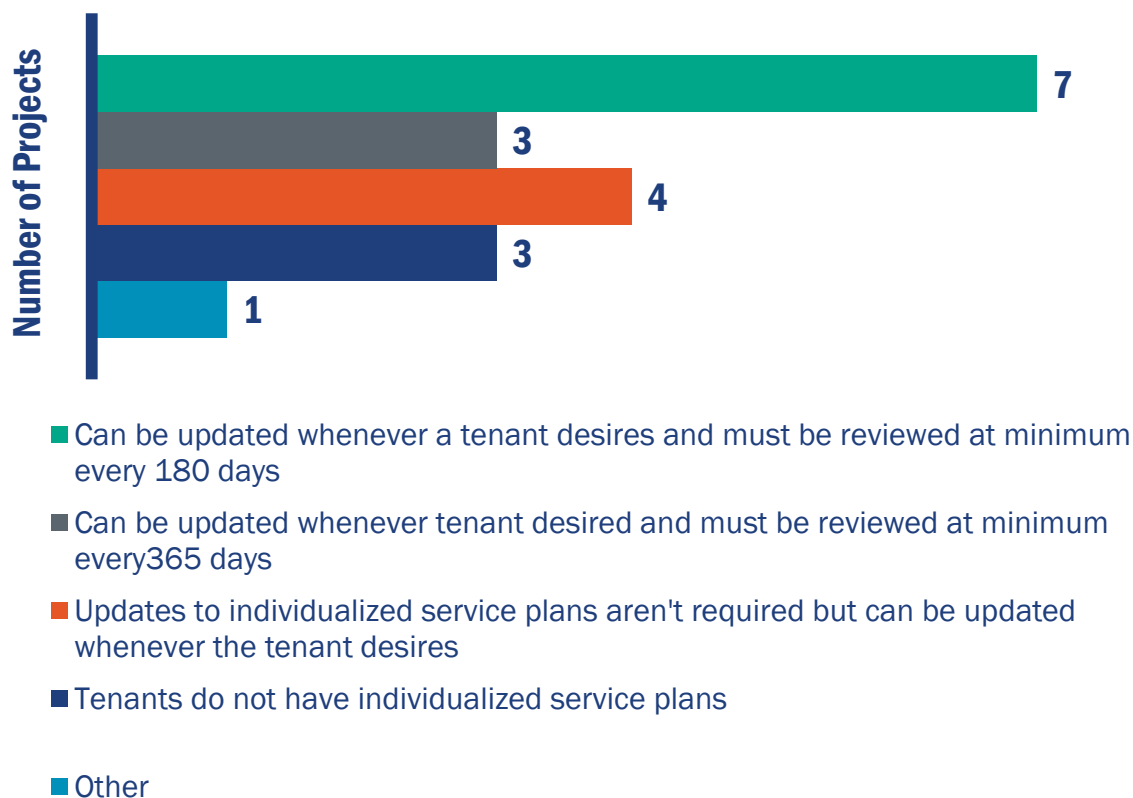
section 03

27

Services are available to all tenants

Roughly half (45%) of projects indicated that **supportive services staff provide services to all residents** in the project

Most of these projects indicated that the same mix of services are available to both households living in designated Supportive Housing units and non Supportive Housing units alike.

How often do staff work with tenants to review and update their individualized service plans?

Number of Projects (y-axis)

- 7
- 3
- 4
- 3
- 1

- ■ Can be updated whenever a tenant desires and must be reviewed at minimum every 180 days
- ■ Can be updated whenever tenant desired and must be reviewed at minimum every365 days
- ■ Updates to individualized service plans aren't required but can be updated whenever the tenant desires
- ■ Tenants do not have individualized service plans

- ■ Other

Best Practice Brief: Since the needs of tenants change over time, service needs assessments and individualized service plans should be updated regularly to reflect tenants' changing service needs and goals.
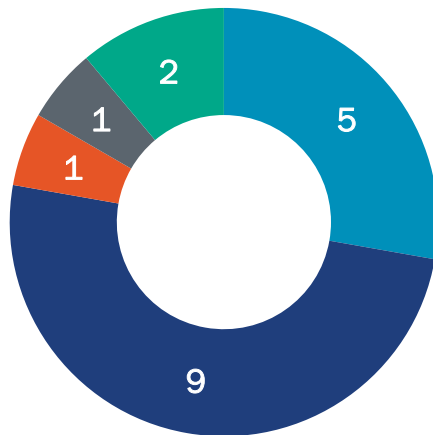
section 03

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Accessing Supportive & Community Services

On average, how often do Supportive Housing tenants access Supportive Housing services (either onsite or offsite)?
E.g.: services from a resident service coordinator, housing case manager or tenancy support specialist.

- A few times a week
- About once a week/a few times a month
- Once a month
- Less than once a month
- We do not currently track this

How often do Supportive Housing tenants access community services to support their tenancy (either onsite or offsite)?
E.g.: mental health services, job training, or other supports.

- A few times a week
- About once a week/ a few times a month
- Once a month
- Less than once a month
- We do not currently track this
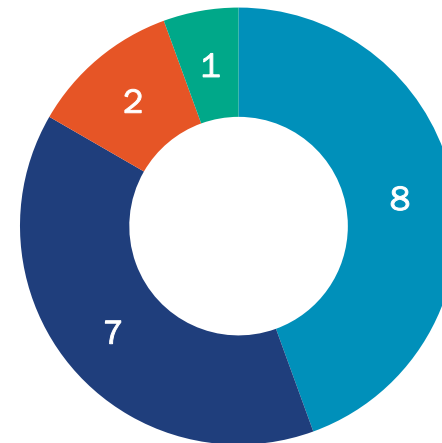
Tenants regularly access supportive & community services

section 03

Findings: Services Budget

$2,676 average service budget per unit

Projects reported a service budget per unit range of $200-$10,000*. Projects reported an average project service budget of $61,691 with a range of $7,500-$225,000*.

A project with a $26,667 per unit and $800,000 annual project service budget was removed from both the per unit and project service budget averages. This project indicated that it serves frail elders and that services are substantially different from services at projects geared toward individuals experiencing homelessness.

Best Practice Brief: CSH has found that average service budgets for high quality supportive housing nationally typically range between $5,400 - $7,500 per unit for core supportive housing services (assuming a 1:10-1:20 case load ratio). Additional behavioral health services, substance use disorder services, child and family services and other community services are not included in core supportive housing service funding estimates.

Service Funding Sources

Funding Source	Average percent of service funding
MRVP Service Stipend	37%
Other	26%
Project operating income	22%
Public Agency Contract	9%
CSPECH	5%
Private Fundraising	1%

Seven of 26 projects (30%) indicated that the MRVP Service Stipend provides over 50% of the project's service funding.

Best Practice Brief: Access to stable service funding is imperative to the sustainability of projects and the support of positive tenant outcomes.

section 03

Emergency Services and Funder Reporting

61%

of respondents indicated that the Property Management/Supportive Service provider tracks emergency service utilization for tenants in Supportive Housing.

(calls to 911, fire, police, EMS or hospitalizations) for tenants in Supportive Housing
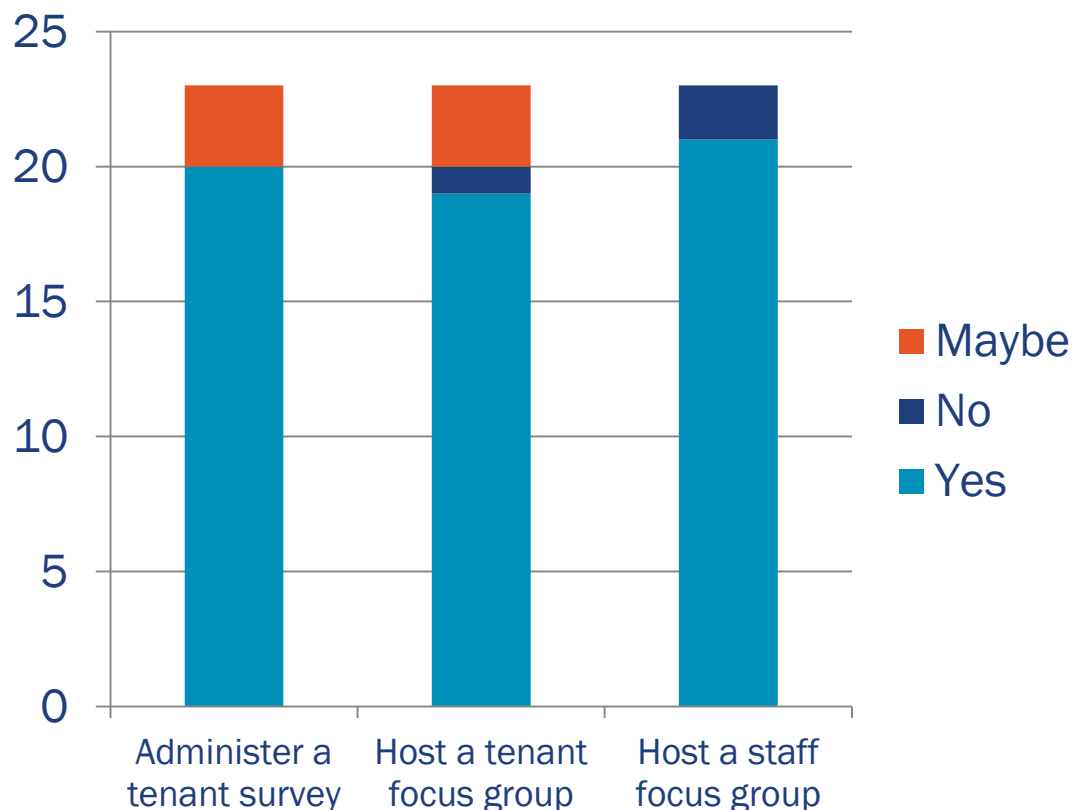
30%

Only 30% of respondents indicated that they currently track some or all of the outcomes measured by the Survey Tool for other funders. The most commonly reported funders were HUD and DHCD.

Best Practice Brief: Robust reporting on service activities and the corresponding property and resident outcomes enables property management, ownership , and funders to learn from practices that will benefit tenants, future operations and conditions at the property.

section 03

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Would you be interested in conducting the following to learn more about tenant outcomes?

Legend:
- Maybe (orange)
- No (dark blue)
- Yes (teal)

Categories: Administer a tenant survey; Host a tenant focus group; Host a staff focus group

Best Practice Brief: In quality supportive housing, property and housing management staff actively solicit feedback from tenants regarding their satisfaction with their individual housing unit, the larger property and/or the grounds.

section 03

Next Steps

Recommendations

Drawing from the findings of the SHDC Survey Tool, CSH recommends three next steps for CEDAC to take in order to monitor the continued impact of their investments.

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Using the CEDAC SHDC Survey Tool in the future

In order to measure ongoing commitment to best practices and improvements in tenant outcomes, CSH recommends that CEDAC continue to use the SHDC Survey Tool through survey monkey with all of its supportive housing borrowers moving forward. CSH recommends the Survey Tool be refined for future annual use based on findings from this first year.

Interviews with staff from projects that piloted the Survey Tool revealed that some service providers track tenant service usage while others do not track frequency of engagement. Collecting the data annually will encourage the adoption of best practices in service delivery and the tracking of services and tenant outcomes on a more regular basis.

In order to conduct the data collection each year, CEDAC will need to have a staff member available for sending out the Survey Tool, sending email and phone call reminders, answering questions, and reviewing findings. CSH estimates this to be 5% (100 hours) of a staff member or intern's full time work throughout the year.

Conduct Tenant Focus Groups and Surveys

CSH recommends that CEDAC conduct tenant focus groups to hear directly from households about their experiences in supportive housing.

Best practices in tenant focus groups:

- Include a random selection of tenants in supportive housing units, aiming for 10-12 tenants for participation
- Located in an accessible community area on site
- Conducted by a third party (CEDAC staff, interns, or another contracted party)without service providers, property management, or owners present
- Include a meal or incentive for participation

CSH also recommends that service providers and property managers collect feedback from tenants on their satisfaction and experience with services.

Best practices for tenant satisfaction surveys:

- Written at a 6th grade reading level or below in 14 point font to accommodate all reading levels and people with vision impairment
- Have options for written translation or completion of the survey orally with a peer advocate
- Conducted annually
- The results of the survey should be shared with participating tenants, as should any operational changes based on the survey results
- Provide an incentive for completion and the option for completion in person with someone the tenant trusts

Best Practice Brief: Tenant voices are needed to understand the full impact supportive housing is having in our communities.

section 04

Promote Best Practice Training in Supportive Services and Property Management

CSH recommends the following CSH training opportunities for Supportive Housing Partners:

• Web-based trainings for newly hired staff on best practices in supportive housing
• In-person trainings on best practices and policies in supportive housing

Each project examined in the survey coordinates, provides, and documents its services and interactions with tenants differently. In some cases the lack of documentation standards impacted a providers' ability to respond to certain survey questions.

Best Practice Brief: Cross-sector training with property managers and service providers can increase commitment to housing stability and housing first, and can improve staff morale.

Thank You

Contact information

For more info, please contact Sara Barcan at:

sbarcan@cedac.org
617-727-5944 ext.131

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Appendix A: SHDC Survey Tool Respondents

Caritas Communities

CHOICE, Inc. (Chelmsford Housing Authority)

Coalition for a Better Acre

Community Teamwork, Inc.

Dartmouth HA/Partners in Housing

Domus Incorporated

Father Bill's & MainSpring

Harborlight Community Partners

House of Hope Inc.

Mental Health Association, Inc.

Neighborworks Southern Mass

Nuestra CDC/TND

Peabody Properties

Pine Street Inn

South Middlesex Opportunity Council

The Neighborhood Developers, Inc.

Trinity Management

VietAID

Way Finders, Inc.

YWCA Southeastern Massachusetts

section 05

Appendix B: CEDAC Supportive Housing Data Collection Survey Tool

Background

CEDAC and DHCD are working to learn more about tenant outcomes in Supportive Housing projects funded over the past several years. Specifically, we are looking at the cohort of projects funded through the four Supportive Housing for Vulnerable Populations competitions in which DHCD awarded capital sources along with MRVPs that include service stipends. This information will be collected annually via an online survey.

In order to complete the survey, you may need to collect information from multiple sources including some or all of your Supportive Housing Partners. Typical Supportive Housing Partners may include: Project Owner/Developer, Supportive Housing Service Provider, and Property Management.

If you have not already, it may be beneficial for you to look through the PDF of survey questions provided via e-mail and be sure you have the data you need before completing the survey online.

Please answer each question to the best of your ability. If you have any questions about the survey, please do not hesitate to contact us at CEDAC.

To begin the survey please click on the "Next" below.

Demographic Information

Please answer each question to the best of your ability. If you have any questions about the survey, please do not hesitate to contact us at CEDAC.

* 1. Please share your contact information with us

Name of person completing the survey	
Company or Agency Name	
Role or job title of person completing the survey	
Address	
City/Town	
State/Province	
ZIP/Postal Code	
Country	
Email Address	
Phone Number	

* 2. Permanent Supportive Housing Project Name

* 3. What date did this project achieve occupancy?

Date / Time

MM/DD/YYYY

* 4. How many total units are in this project?

* 5. How many of these units are designated for Permanent Supportive Housing?

[   ]

* 6. How many units have project-based Mass Rental Voucher Program (MRVP) subsidies with service stipends? (note: this could be the same number as Question 4 if 100% of the PSH units have the MRVP service stipend).

[   ]

* 7. When did your project achieve occupancy?

( ) 12 months ago or more

( ) Less than 12 months ago

( ) This project has not achieved occupancy yet.

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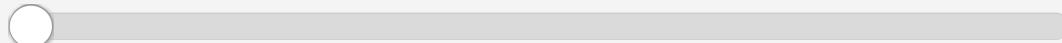
CEDAC Data Collection Tool

Supportive Housing Household Outcomes

CEDAC is looking to understand how its investments in Supportive Housing produce positive outcomes for the entire community.

Please answer each question to the best of your ability. If you have any questions about the survey, please do not hesitate to contact us at CEDAC.

8. What percent of current and exited Supportive Housing tenants remained in this Supportive Housing project for at least 12 months?

0%	50%	100%

9. How many households in Supportive Housing, who have been in Supportive Housing for at least 12 months, have increased their income or maintained their existing entitlement benefits (such as Supplemental Security Income) since entering supportive housing?

10. How many Supportive Housing households, who have been in Supportive Housing for at least 12 months, have a member of the household employed in a part-time, full-time or transitional job?

CEDAC Data Collection Tool

Supportive Housing Household Outcomes (continued)

Please answer each question to the best of your ability. If you have any questions about the survey, please do not hesitate to contact us at CEDAC.

* 11. Were any Supportive Housing applicants denied in the past 12 months?

○ Yes

○ No

12. Of those denied, what percent of Supportive Housing applicants appealed?

○ 0%

○ 1-24%

○ 25-49%

○ 50-74%

○ 75-100%

13. Please share about your appeals process in the text box below, including what percent of appeals were accepted in the last 12 months.

[   ]

* 14. In the past 12 months, did any Supportive Housing tenants exit this project?

○ Yes

○ No

15. If Supportive Housing tenants exited this project in the past 12 months, enter in the number of exits next to the location they exited to.

Other permanent housing

Relocation out of state

Nursing care facility

Returned to homelessness

Unknown

Other

16. Of those who exited this project, how many were evicted? Please list the number of evictions and reasons for eviction in the text box below.

Number of evictions in the last 12 months:

Reasons for eviction:

Supportive Housing Services

Please answer each question to the best of your ability. If you have any questions about the survey, please do not hesitate to contact us at CEDAC.

The next few questions will help us to better understand the difference service models used in supportive housing projects.

17. How many Supportive Housing tenant households have voluntarily utilized at least one supportive service in the last year?

[   ]

* 18. What entity provides the Supportive Housing services to Supportive Housing tenants in this project?

○ Resident Services Coordinator from a property management firm

○ Third party partner agency that is a service provider in the community

○ Project sponsor provides services

○ Each supportive housing tenant arrives with their own services from other community providers. There is no one partner provider selected for the project.

○ Other (please specify)

[   ]

* 19. Do tenants work with staff to review and update their individualized service plan? If yes, how often do these updates occur?

○ Tenants do not have individualized service plans.

○ Updates to individualized service plans aren't required but can be updated whenever the tenant desires.

○ Can be updated whenever tenant desires and must reviewed at minimum every 180 days.

○ Can be updated whenever tenant desires and must reviewed at minimum every 365 days.

○ Other (please specify)

[   ]

* 20. Do supportive services staff provide services to residents other than those living in the Supportive Housing units?

☐ Yes

☐ No, supportive services are only available to the supportive housing tenants

21. If yes, are the same services available to all residents (Supportive Housing and non-supportive housing)? Please elaborate.

[text box]

* 22. On average, How often do Supportive Housing tenants access community services to support their tenancy (either onsite or offsite)? For example: mental health services, job training, or other supports. (Please select an average)

○ A few times a week

○ About once a week

○ A few times a month

○ Once a month

○ Less than once a month

○ We do not currently track this

○ Other (please specify)

[text box]

* 23. On average, how often do Supportive Housing tenants access Supportive Housing services (either onsite or offsite)? For example: services from a resident service coordinator, housing case manager or tenancy support specialist. (Please select an average)

○ A few times a week
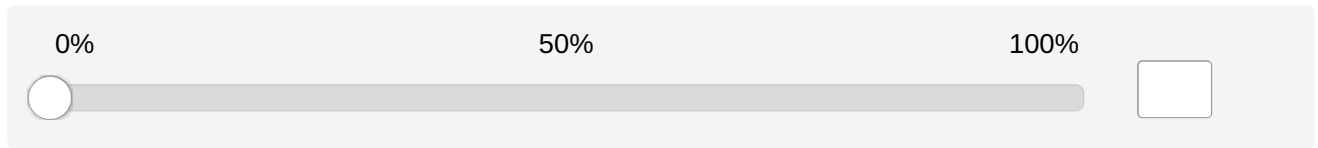
○ About once a week

○ A few times a month

○ Once a month

○ Less than once a month

○ We do not currently track this

○ Other (please specify)

[text box]

24. What percent of Supportive Housing tenant households have met face to face with service staff at least once in the past 3 months?

0%   50%   100%

* 25. What is the ratio of services staff (full-time employees) to Supportive Housing tenant households in this project?

◯ We strive for between 1:30 and 1:49 ratio of services staff to Supportive Housing households

◯ We strive for between 1:20 and 1:29 ratio of services staff to Supportive Housing households

◯ We strive for between 1:15 and 1:20 ratio of services staff to Supportive Housing households

◯ We strive for less than 1:15 ratio of services staff to Supportive Housing households

◯ This project does not have a full time employee for services. We have a part-time service staff member.

◯ Other (please specify)

* 26. Does the Property Management or Supportive Service provider track emergency service utilization (calls to 911, fire, police, EMS or hospitalizations) for tenants in Supportive Housing?

◯ Yes

◯ No

◯ Other (please specify)

* 27. What is your annual services budget for this project?

* 28. What is your annual services budget per unit of Supportive Housing in this project?

* 29. Please list the percentage of your service funding that comes from the following sources. (Only enter the number. For example for 50%, list 50 next to the corresponding source).

MRVP Service Stipend

CSPECH

Dedicated line item in
operating budget

Public contract

Private fundraising

Other

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Interest in Tenant and Staff Data Collection Tools

* 30. If CEDAC were to provide you with questions for a tenant survey, would you be interested in administering a tenant survey?

◯ Yes

◯ No

◯ Other (please specify)

[   ]

* 31. If CEDAC were to provide you with resources to host a tenant focus group to learn more about tenant outcomes, would you be interested in hosting a tenant focus group?

◯ Yes

◯ No

◯ Other (please specify)

[   ]

* 32. If CEDAC were to provide you with resources to host a staff focus group to learn more about tenant outcomes, would you be interested in hosting a staff focus group?

◯ Yes

◯ No

◯ Other (please specify)

[   ]

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Your Feedback

Please share with us your feedback on the questions asked in the comment box below. You can include any thoughts on the nature of the questions asked, your assessment of how easy/difficult it was to come by the data that was asked for, and other feedback you would like us to take into account.

* 33. Do you already track these outcomes for other funders?

☐ Yes, all of them

☐ Yes, some of them

☐ No, we don't currently track these outcomes for other funders

If yes, what funders do you track some or all of these outcomes for?

34. Please share any other feedback or comments you have for us (both on this survey and/or on your project)?

Links and Resources for Reference

- CEDAC website: https://cedac.org/about/

- CSH Quality Supportive Housing Resources: www.csh.org/quality

- CSH Online Training Center:
  https://csh.csod.com/LMS/catalog/Welcome.aspx?tab_page_id=-67&tab_id=20000484

- Not a Solo Act: Creating Successful Partnerships to Develop and Operate Supportive Housing: http://www.csh.org/wp-content/uploads/2012/03/NotSoloAct_final_312.pdf