

Chittenden County Homeless Alliance (CCHA)

Coordinated Entry Meeting, March 24, 2021, 8:30 AM Online meeting

ATTENDEES:

- Chris Brzovic, **CVOEO**
- Jason Brill, **VA**
- Sophia Senning, **COTS**
- Stephen Lunna, **SSVF @ UVM**
- Linda Amante, **CVOEO**
- Meghan Morrow Raftery, **ICA**
- Margaret Bozik, **CHT**
- Lacey Smith, **BPD**
- Will Towne, **Spectrum**
- Emily Taylor, **CHT**
- Marcella Gange, **CEDO**
- Erica Da Costa, **CCHA**

DRAFT

Send corrections to
edacosta@vhfa.org

DISCUSSION OF CONSUMER SURVEY

- Chris Brzovic/ CVOEO: The strategic planning committee originally worked on this and created the original draft but the work was suspended at the beginning of the pandemic. We're reviving that work here in this committee. We would not try to interview everyone but just a representative sample. We would provide incentives for people who wanted to participate (a gift card). [Link to the draft presented in this meeting.](#)
- Margaret Bozik/ CHT: Are prevention and retention going to be items we discuss after the survey?
 - Chris Brzovic: We still plan on working on prevention and retention and we hope to use this survey to help with that.
- Marcella Gange/ CEDO: Did we want to ask anything about COVID in the survey?
 - Chris Brzovic: Yes definitely.
- Chris Brzovic: This will be a survey filled out by a case manager or other case worker — not by the client. And we want to offer the opportunity for some freeform answers.
- Linda Amante/ CVOEO: Is this going to be answered into an excel spreadsheet or something similar?
 - Chris Brzovic: Yes, something like that because we don't want to build it into HMIS at this point.
 - Meghan Morrow Raftery/ ICA: Google Forms works well, as well as the MS version of Google Forms.
- Linda Amante: With the question regarding where they were staying previously, what are asking? Do we want to capture who's couch surfing in addition who's HUD homeless? And

also capture people who were in long term permanent housing prior to becoming homeless?

- Chris Brzovic: Yes, we'll expand the options to make sure to capture these.
- Linda Amante: Maybe we could ask about awareness of financial assistance programs available. How did they find out about programs that could help them or how did they not find out in time? What would be the best way for them to find out?
- Margaret Bozik/ CHT: If they were refused help, maybe ask why.
- Chris Brozovic: And what about followup? The idea that these respondents might be asked for further discussion in a focus group?
- Margaret Bozik: I don't think we can do that right now so we should probably take those questions out.
- Chris Brzovic: The sample size needs to be considered.
- Margaret Bozik: Let's just aim for about 100 households incentivized with 100 dollar gift cards. And as was suggested, let's try to make a racially representative sample — as well as representatives of subpopulations. And let's make sure we can tie the individual survey to a particular subpopulation or race.
- Marcella Gange: Should we consider adding demographic questions in the survey? And should we get advice about what the sample size should be to make it useful?
- Margaret Bozik: We can just copy/paste the HMIS questions on race, gender and age. And let's place the demographic questions at the end of the survey.
- Linda Amante: Let's ask something about income.
- Margaret Bozik: If we ask simply "are you currently employed?" this might make it simple and help demonstrate how many people in this situation are actually employed.
- Margaret Bozik: How will we identify the households we want to target?
 - Chris Brzovic: We have the master list to work from. We can break down the subpopulations and randomize within those groups.
- Margaret Bozik: Regarding sample size, I'm not sure we have to worry about getting a sample that's to a high level of scientific "reliability and validity." This is really for our own purposes. Making an effort to not over-represent or under-represent any particular group should be good enough.

The revised survey that came out of this discussion (still under review) is included below and [linked here as well.](#)

DRAFT - Housing Needs Survey - Chittenden County Homeless Alliance

Latest Rev: 4.23.21

We work to help people find and keep housing. We want to ask you some questions to try to help the community come up with better ways to help people keep their housing. There are many reasons why people may lose their housing and we'd like to hear what it was like for you. (Estimated time to complete: ___ minutes)

Answers will be anonymous.

1	Where were you living or staying before Economic Services placed you in a hotel?
	I had permanent housing <input type="checkbox"/>
	I was couch surfing, living temporarily with friends or family <input type="checkbox"/>
	I was living with parents or in foster care <input type="checkbox"/>
	I was self-paying at a hotel <input type="checkbox"/>
	Hospital or other care facility <input type="checkbox"/>
	Prison or jail <input type="checkbox"/>
	I was in a shelter <input type="checkbox"/>
	I was camping <input type="checkbox"/>
	I was sleeping in a doorway, ATM, sidewalk, or other place outside <input type="checkbox"/>
	I lived in a trailer, shed, garage, RV or camper <input type="checkbox"/>
	<input type="checkbox"/>
2	In what town or state were you living?
3	How long have you lived in Vermont?
4	What happened to cause you to leave the place you were staying most recently? (Select any that apply)

	<input type="checkbox"/> I couldn't pay rent because I didn't have enough money to cover it	
	If yes to previous question: Was lack of money to pay rent or mortgage a temporary situation or long term? (see answers below)	
	Temporary (for example, because you lost a job or had a sudden but temporary increase in expenses)	<input type="checkbox"/>
	Ongoing situation (for example, because housing is just too expensive, ongoing medical bills, etc.)	<input type="checkbox"/>
	Permanent change in my income (for example, became disabled, or divorce or death of spouse, etc.)	<input type="checkbox"/>
4.1	<input type="checkbox"/> I lost my housing for reasons other than not paying rent Please describe reasons below	
4.2	<input type="checkbox"/> I was in foster care and aged out.	
4.3	<input type="checkbox"/> I was incarcerated	
4.3	<input type="checkbox"/> I was forced to leave or evicted, by my landlord	
	I didn't go through a court eviction, but I lost my housing because my landlord refused to renew my lease	<input type="checkbox"/>
	I received a court-ordered eviction	<input type="checkbox"/>
	I received a formal written notice to vacate from landlord	<input type="checkbox"/>
	My lease wasn't renewed, or I didn't have a lease, and the landlord told me to leave or left me a note.	<input type="checkbox"/>
	My landlord did not give me a reason for their action	<input type="checkbox"/>
	My landlord gave me a reason for their action If so, what was the reason: <i>(Please explain below)</i>	<input type="checkbox"/>
4.4	<input type="checkbox"/> My family, friend or host that I was doubling-up with told me I needed to leave.	
	For failure to pay	<input type="checkbox"/>

5	<p>Did you lose housing due to a medical condition or as the result of medical issues? <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>If you had a voucher or rental subsidy, did you lose your voucher or subsidy? <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>If yes: How did you lose your voucher or subsidy?</p>
	<p style="text-align: right;">It was temporary and it expired <input type="checkbox"/></p>
	<p style="text-align: right;">I left and the subsidy or voucher expired <input type="checkbox"/></p>
	<p style="text-align: right;">I was charged with a violation of the terms of the subsidy or voucher <input type="checkbox"/></p>
	<p style="text-align: right;">Other, please describe below: <input type="checkbox"/></p>
6	<p>Discrimination: I think I was treated differently by a landlord or social services because (please check any options below that apply)</p>
	<p style="text-align: right;">of my race or color <input type="checkbox"/></p>
	<p style="text-align: right;">of my age <input type="checkbox"/></p>
	<p style="text-align: right;">of my sex/gender <input type="checkbox"/></p>
	<p style="text-align: right;">of my religion <input type="checkbox"/></p>
	<p style="text-align: right;">of my disability <input type="checkbox"/></p>
	<p style="text-align: right;">of my having children <input type="checkbox"/></p>
	<p style="text-align: right;">I am from another country <input type="checkbox"/></p>
	<p style="text-align: right;">of my housing choice voucher <input type="checkbox"/></p>
	<p style="text-align: right;">English is not my native language and I couldn't understand my rights or the process: <input type="checkbox"/></p>
7	<p>Was lack of money to pay rent or mortgage a temporary situation or long term?</p>
	<p style="text-align: right;">Temporary (for example, because you lost a job or had a sudden but temporary increase in expenses) <input type="checkbox"/></p>

	Ongoing situation (for example, because housing is just too expensive, ongoing medical bills, etc.)?	<input type="checkbox"/>		
	Permanent change in my income, for example became disabled, or divorce or death of spouse.	<input type="checkbox"/>		
8	<p>What might have helped you to keep your housing? I'm going to read a list of things to see if you think they might have helped.</p> <p>It would have helped.....</p>			
		Yes	No	Maybe
	To have someone I trust available to talk with me about the situation:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	To have a lawyer or someone else available to help me talk with my landlord or the person/people I was staying with:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<p>If yes:</p> <p>Did you seek legal help? <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Were you able to get legal help? <input type="checkbox"/> Yes <input type="checkbox"/> No</p>			
	To have access to money to pay back rent or utilities:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	If yes: Did you ask for help with paying back rent or utilities in the last year?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Were you refused help with back rent or utility payments in the last year?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<p>If yes to previous question: were you given reasons why you were ineligible?</p> <p>If so, please describe briefly:</p>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	To have budgeting or financial counseling available:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Have you sat down with someone in the past to talk about budgeting or financial counseling?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	To have someone to help me with paperwork and with understanding what I needed To do:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	To have access to medical or mental health or substance abuse services:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

	To have access to job training	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	To have help with benefit documentation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	To have help with obtaining and paying for childcare	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	To have help with medical expenses	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	To have access to foreclosure prevention services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	To have access to services for ex-offenders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9	<p>Is there anything I haven't mentioned that you think might have helped you keep your housing?</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Maybe</p> <p>If yes, please explain below:</p>			
10	<p>Additional questions: These are questions about your housing history and employment in relation to the COVID -19 Pandemic.</p>			
10.1	<p>Are you currently working?</p> <p>If yes: Are you working full-time? Would you like to increase your hours?</p>			
10.2	<p>Did you lose your housing due to a job loss? <input type="checkbox"/></p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/> Maybe</p> <p>If yes, did you lose your job due to COVID-19? <input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No <input type="checkbox"/> Maybe</p> <p>If yes, is this temporary or permanent? <input type="checkbox"/></p> <p>Temporary <input type="checkbox"/> Permanent</p>			
	<p>If you were or are employed: What was your average weekly take home pay? \$_____ / week</p>			

10.3	<p>Other than a job loss, was your loss of housing due to the COVID pandemic?</p> <p><i>(This could include having to leave staying with family or friends (e.g. couchsurfing) due to the pandemic; or it include being evicted due to loss of income/job due to the pandemic)</i></p> <p>If so, please explain:</p>
10.4	<p>Has COVID created new obstacles to obtaining secure housing?</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p><i>(This could include new evictions, back debt, criminal charges, mental health, etc.)</i></p> <p>If so, please explain:</p>
10.5	<p>Are you aware of any financial assistance programs to help pay back rent owed and prevent evictions that are currently available?</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Maybe</p>
10.6	<p>How would you best like to hear about new programs to help with things like rent and utilities? (please check all that apply)</p> <p><input type="checkbox"/> social media</p> <p><input type="checkbox"/> internet</p> <p><input type="checkbox"/> radio</p> <p><input type="checkbox"/> TV</p> <p><input type="checkbox"/> posters or signs</p> <p><input type="checkbox"/> 2-1-1</p> <p><input type="checkbox"/> other: _____</p>
11	<p>Demographic Questions</p>

11.1	<p>What gender do you identify as?</p> <p><input type="checkbox"/> Male</p> <p><input type="checkbox"/> Female</p> <p><input type="checkbox"/> Other</p> <p><input type="checkbox"/> Prefer Not to Answer</p>
11.2	<p>What is your age?</p>
11.3	<p>Please specify your race:</p>
11.4	<p>Please specify your ethnicity:</p>
11.5	<p>Do you have a disability or disabling condition? (regardless of whether you currently receive disability benefits)</p>
11.6	<p>Household composition: Including yourself, how many adults and how many children (under age 18) are present in your household?</p> <p>___ adults</p> <p>___ children</p>

This survey is a collaborative effort of the members of the Chittenden County Homeless Alliance, its Coordinated Entry Committee, and the PIT Count & Data Committee. For information about its work, and how to contact: <http://www.cchavt.org/>

Next Meeting: April 28, 2021

[cchavt.org](http://www.cchavt.org/)