



# Community Family Life Services Consumer Satisfaction Survey Results

2014 DC Eligible Metropolitan Statistical Area  
Housing Opportunities for Persons with AIDS  
(HOPWA)

# Overview of the Survey

- Distributed to HIV positive housing consumers across all four jurisdictions – DC, MD, VA, and WV – in September 2014
- Purpose of the survey was to gather consumer feedback on:
  - *The type, safety and habitability of housing provided;*
  - *Case manager support and knowledge of existing local services;*
  - *The appropriateness and satisfaction of existing services provided;*
  - *Unmet needs for services; and*
  - *Other customer service concerns and comments.*
- A total of 229 surveys were received



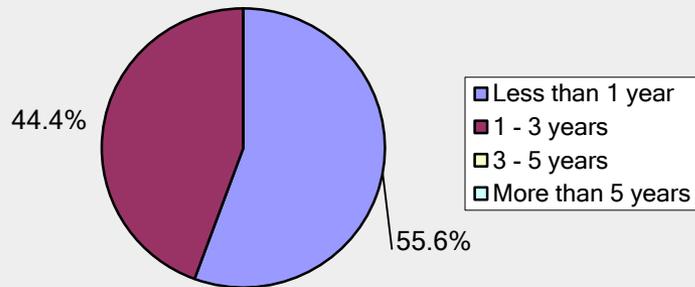
# Overview of CFLS Results

- Total of 9 respondes
- All residents of Washington, DC
- All receiving housing within the agency's building(s)

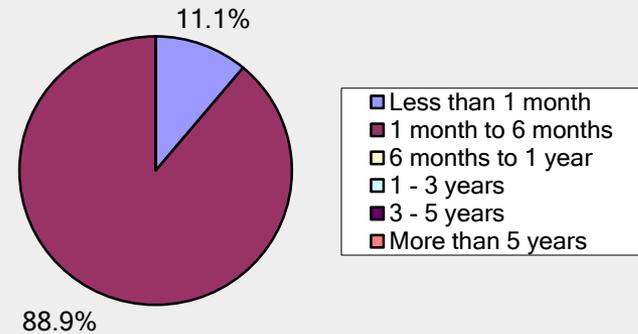


# Satisfaction with the Program

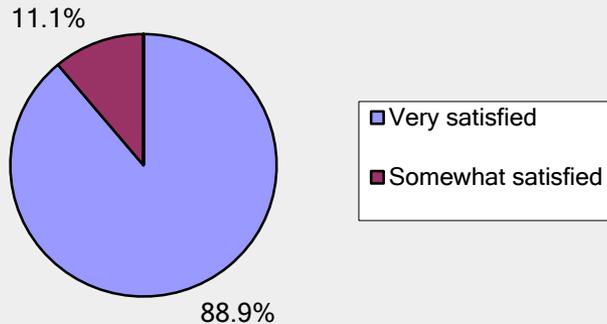
How long have you been receiving assistance from this agency or program?



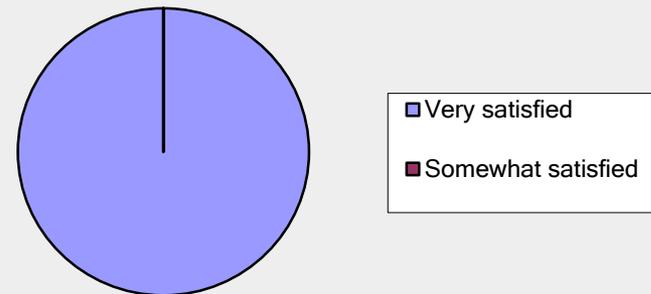
How long were you on a waiting list before you gained access to services from this agency or program?



Overall, how satisfied are you with the assistance you have received from this agency or program?

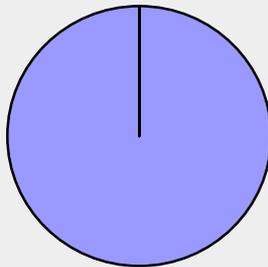


How satisfied are you with your current housing?



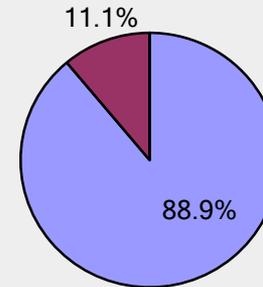
# Satisfaction with the Program

Has assistance from this agency helped you to maintain your housing or to improve your housing situation?



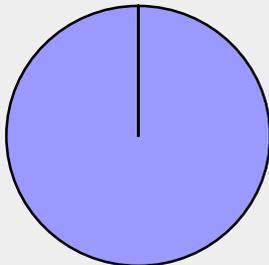
- A great deal
- Somewhat
- Slightly
- Not at all

Has this program been helpful in referring you to the medical care, insurance coverage, and other services you need?



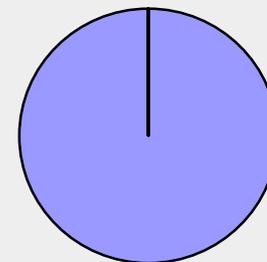
- Always
- Most of the time
- Sometimes
- Rarely or never

Has this program been helpful in keeping you adherent to your medical appointments and taking your medications?



- Always
- Most of the time
- Sometimes
- Rarely or never

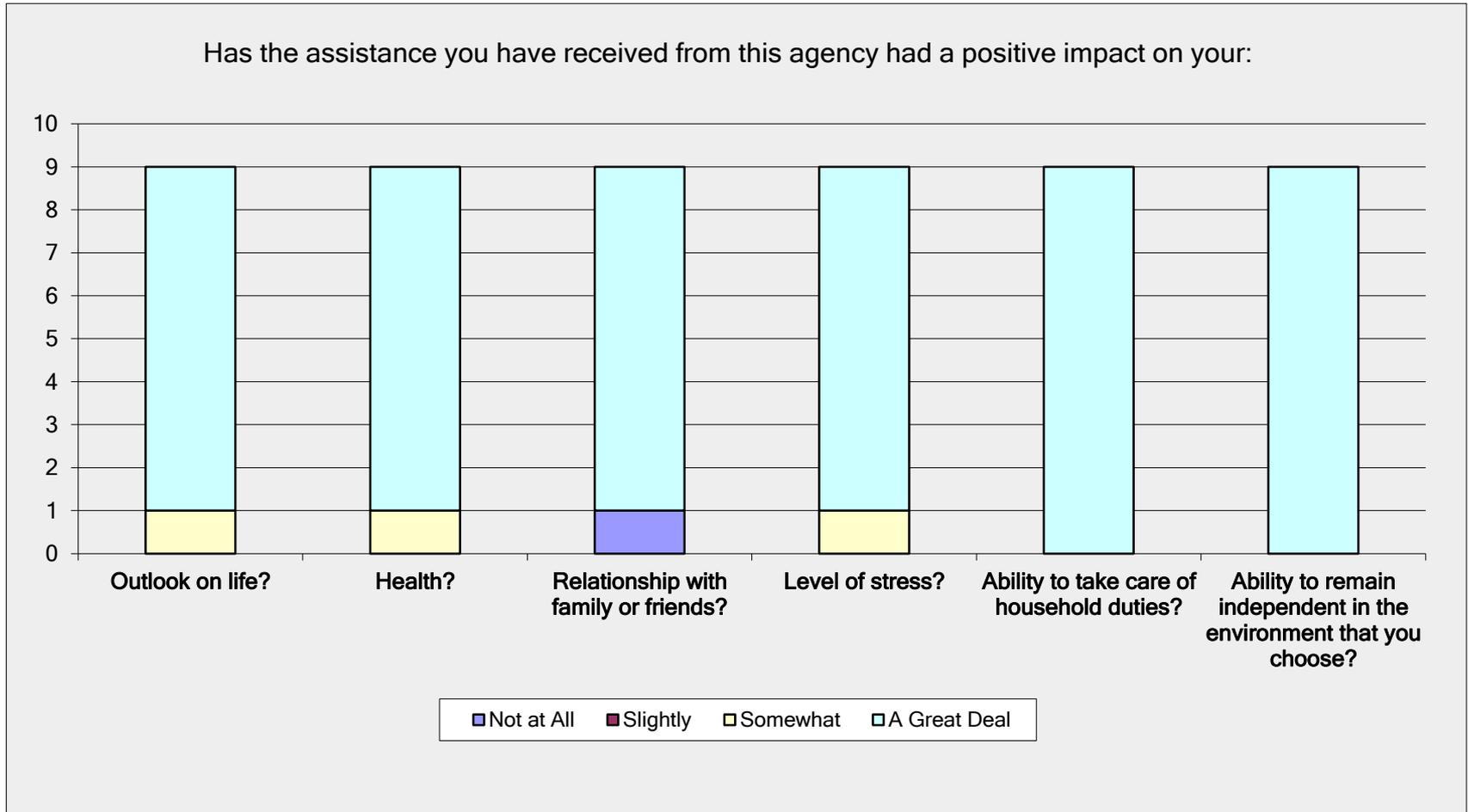
Has this program helped you access or maintain sources of income (Example: Helped you get a job, or helped you sign-up or stay qualified for assistance programs)?



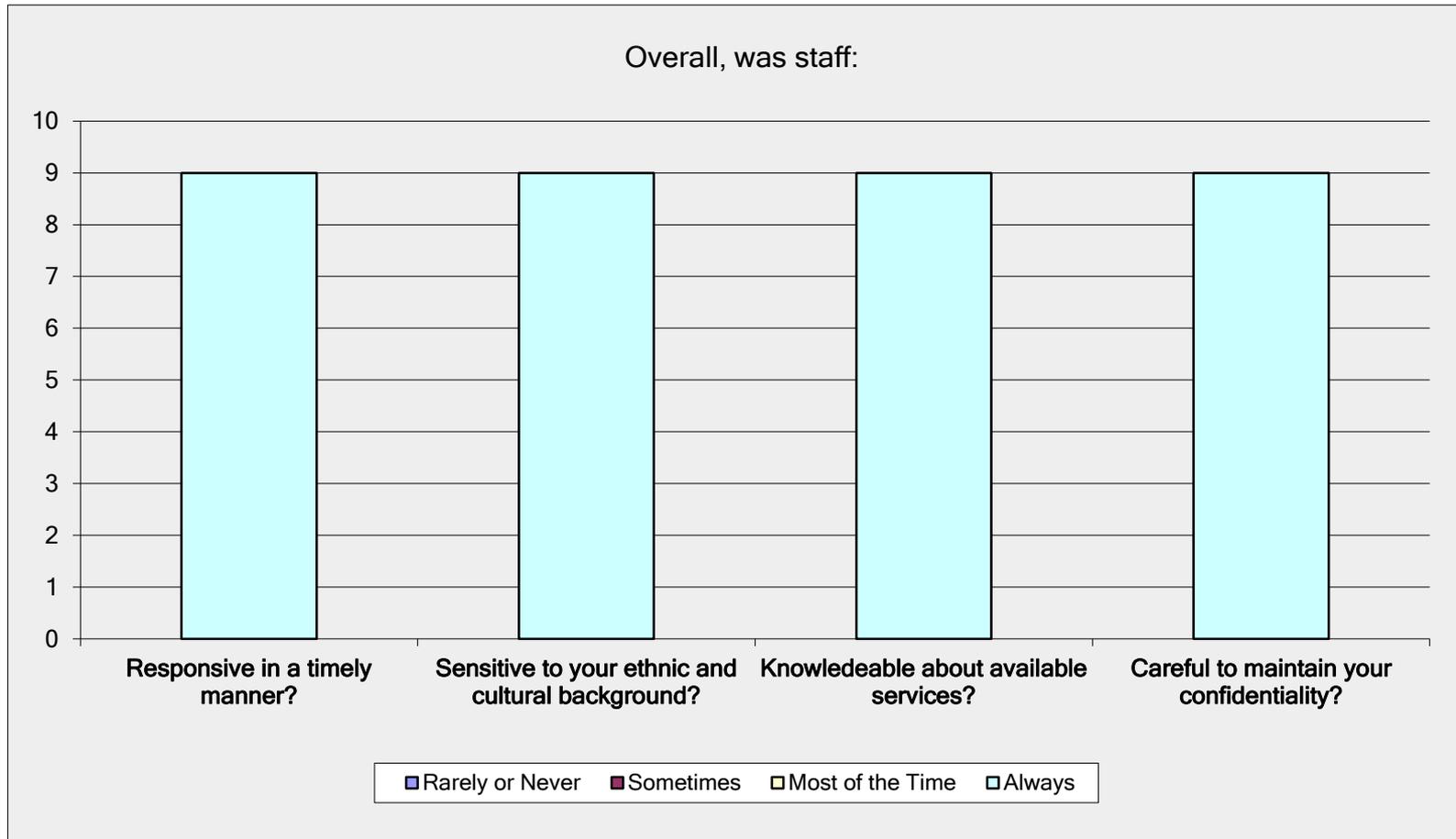
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# Satisfaction with the Program

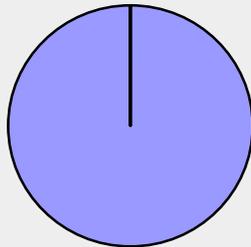


# Satisfaction with the Program Staff



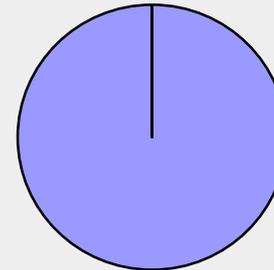
# Case Management / Housing Advocacy

Do you have a case manager right now? (A case manager helps you figure out what services you need, helps you sign up for the services, and then keeps working with you to make sure that you have the services you need.)



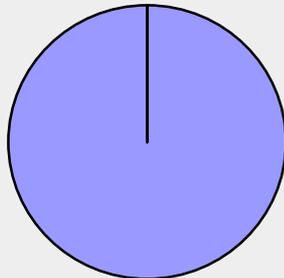
- Yes
- No (PLEASE SKIP TO SECTION 4)

Has your case manager completed or updated a Housing Plan with you?



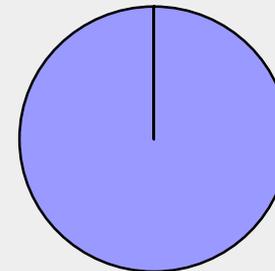
- Yes
- No

How satisfied are you with your case management services?



- Very satisfied
- Somewhat satisfied
- Somewhat dissatisfied
- Very dissatisfied

Does your case manager respond in a timely manner?

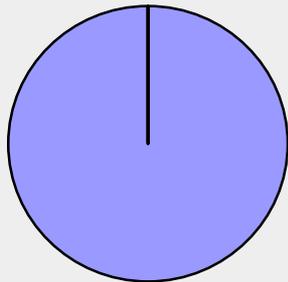


- Always
- Most of the time
- Sometimes
- Rarely or never



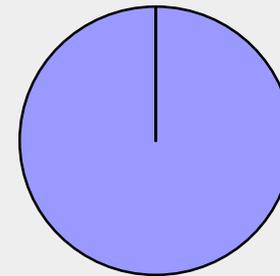
# Case Management / Housing Advocacy

Does your case manager treat you respectfully?



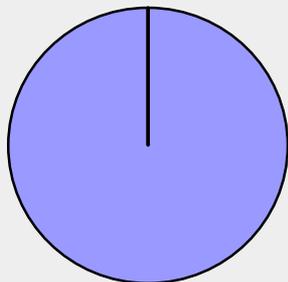
- Always
- Most of the time
- Sometimes
- Rarely or never

Is your case manager easy to talk to?



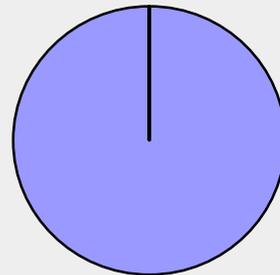
- Always
- Most of the time
- Sometimes
- Rarely or never

Is your case manager knowledgeable about resources available in the community?



- Always
- Most of the time
- Sometimes
- Rarely or never

Overall, how helpful is the assistance that you receive from your case manager?

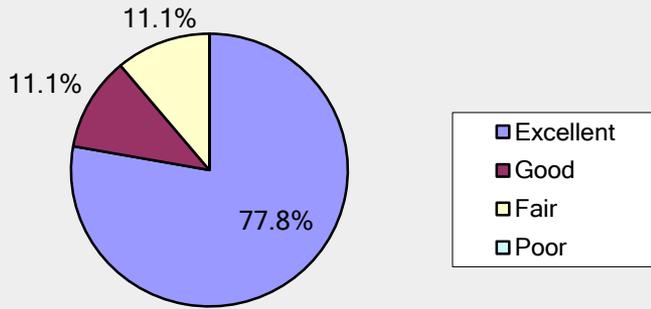


- Very helpful
- Somewhat helpful
- Slightly helpful
- Not at all helpful

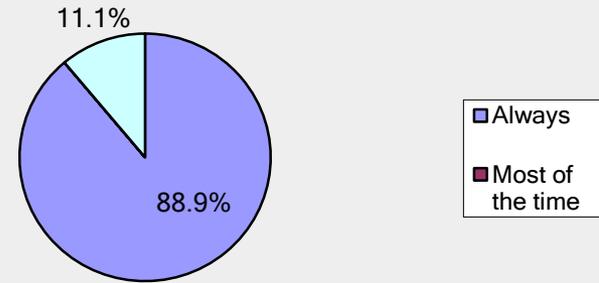


# Property Management / Facility-Based

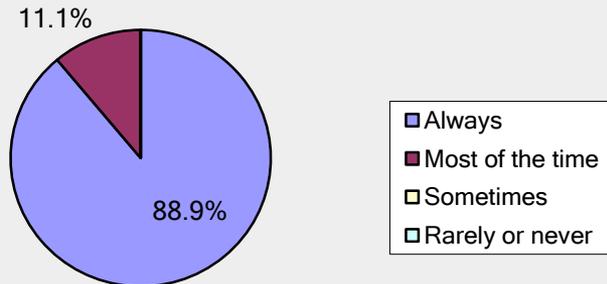
How would you rate the overall condition of your unit?



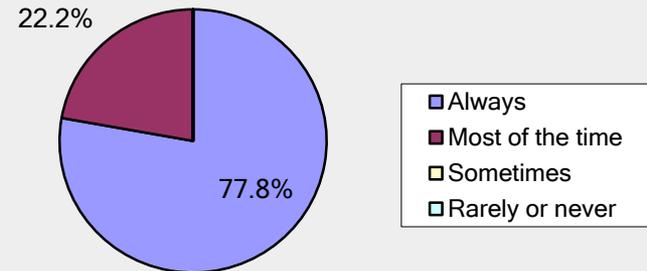
Are the common areas (Example: entry, hallway(s), common rooms) around your unit well maintained?



Are the locks on your unit door, and the building's outside door(s) in good condition and working properly?

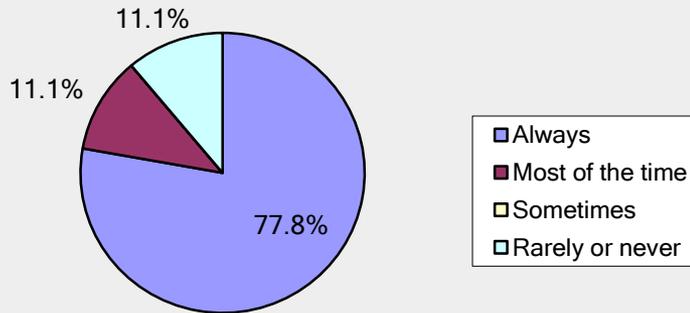


Is your unit and the property free of rodents, insects, and other pests?

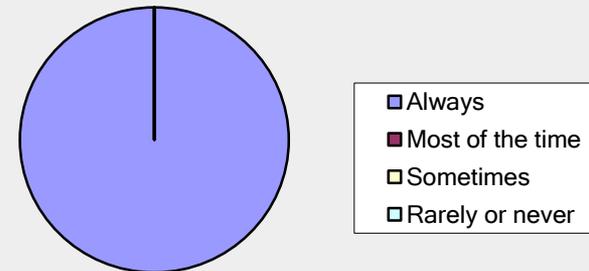


# Property Management / Facility-Based

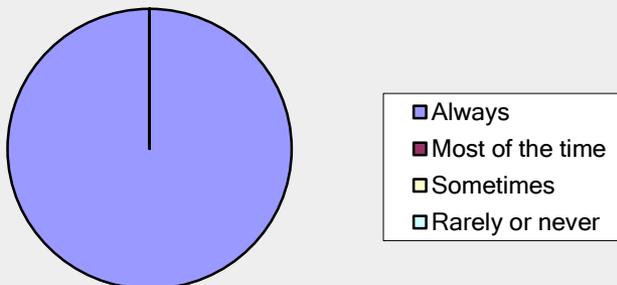
Are the common bathrooms, trash/recycling, and laundry rooms well maintained?



Does the property management staff respond to service requests in a timely manner?



Does the property management staff respond to emergencies promptly?

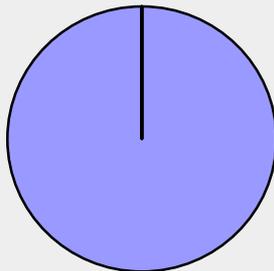


Does the property management staff treat you with respect and in a professional manner?



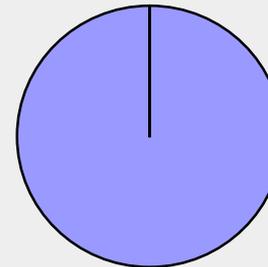
# Property Management / Facility-Based

Does the property management staff handle issues or disagreements between residents appropriately?



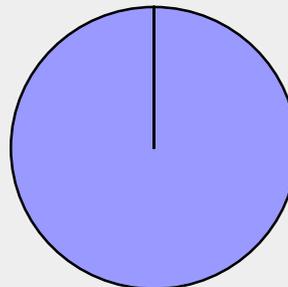
- Always
- Most of the time
- Sometimes
- Rarely or never

How satisfied are you with the neighborhood you live in?



- Very satisfied
- Somewhat satisfied
- Somewhat dissatisfied
- Very dissatisfied

How safe do you feel in your unit and building?

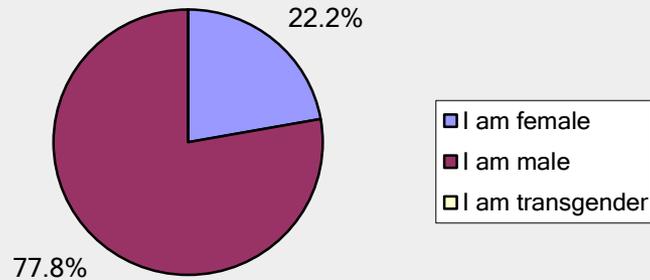


- Very safe
- Somewhat safe
- Somewhat unsafe
- Very unsafe

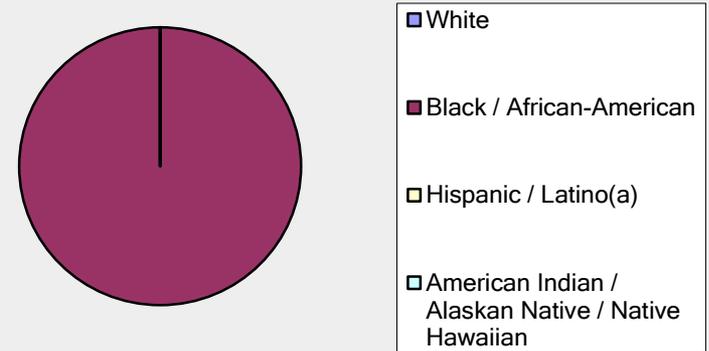


# Demographic Information

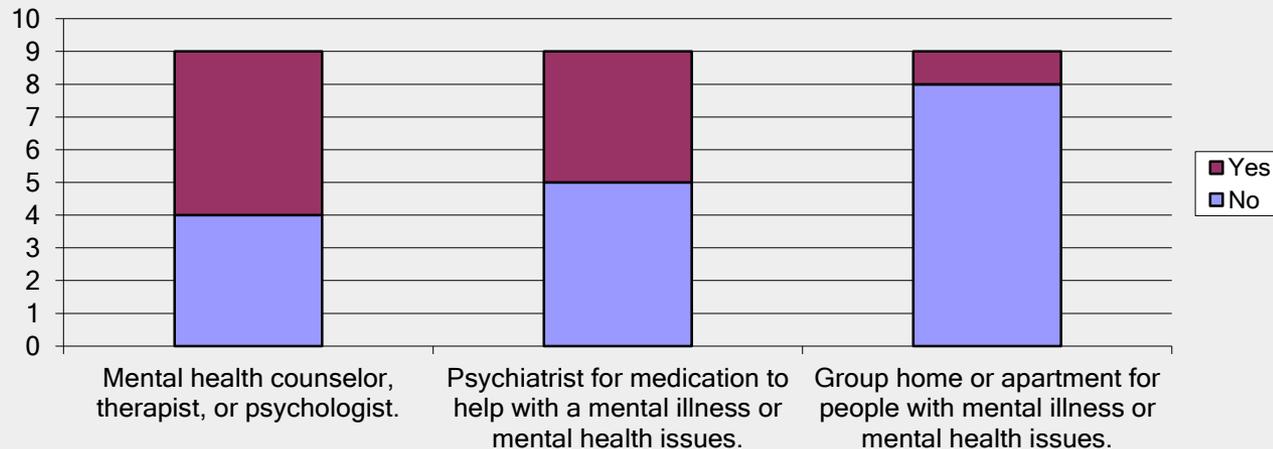
Which best describes your gender identity?



Which best describes your ethnic identity? If multi-racial, please check all that apply.



Have you had help from any of the following programs in the past 12 months?



# In Summary

- Overall, consumers indicated a high level of satisfaction across all areas of the housing program – staff, case management / housing advocacy, and property management





# Greater Washington Urban League DC Consumer Satisfaction Survey Results

2014 DC Eligible Metropolitan Statistical Area  
Housing Opportunities for Persons with AIDS  
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- A total of 229 surveys were received

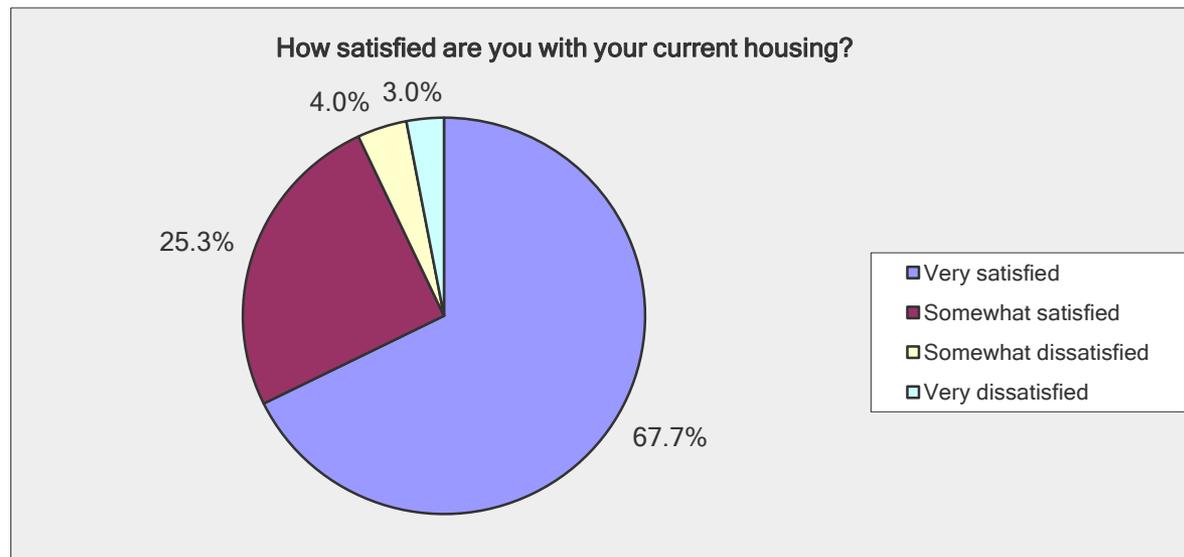
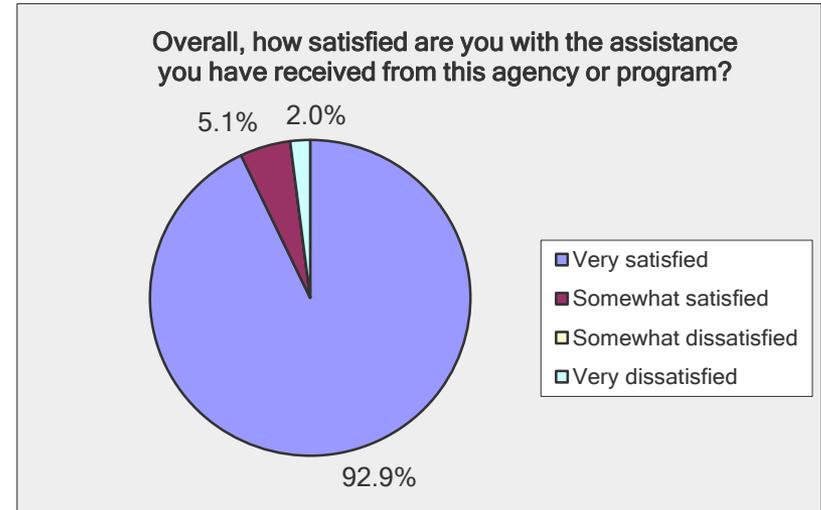
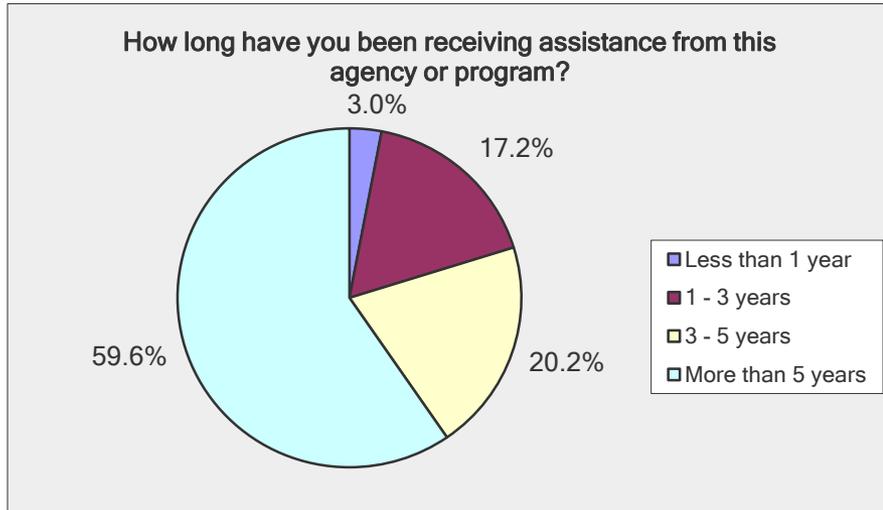


# Overview of GWUL DC Results

- Total of 101 respondes
- All residents of Washington, DC
- 94% receiving on-going / long-term or transitional monthly rental assistance
- 4% receiving housing within the agency's building(s)
- 2% receiving short-term/emergency rent, mortgage, or utility assistance

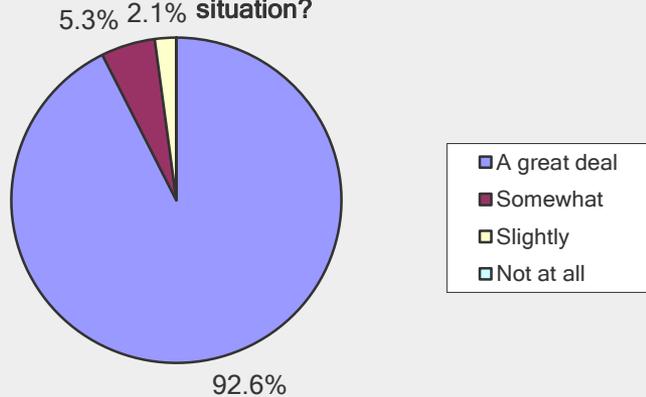


# Satisfaction with the Program

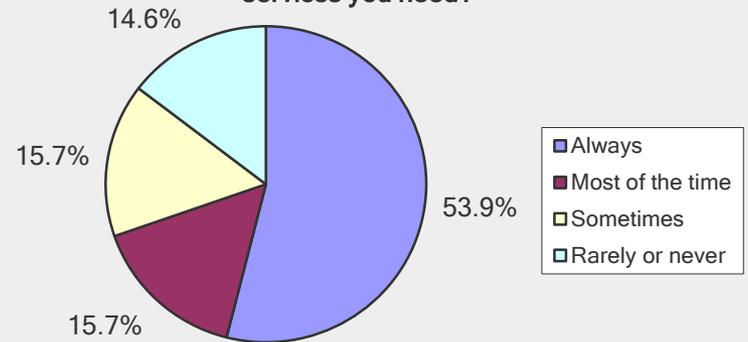


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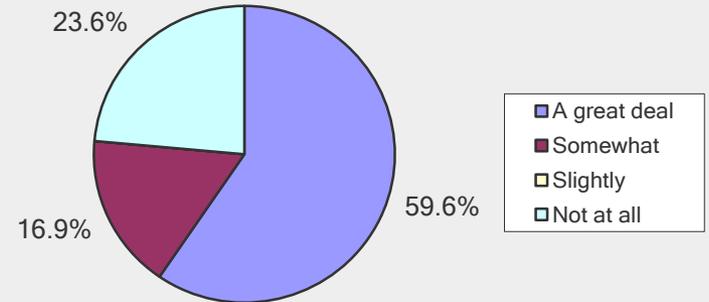
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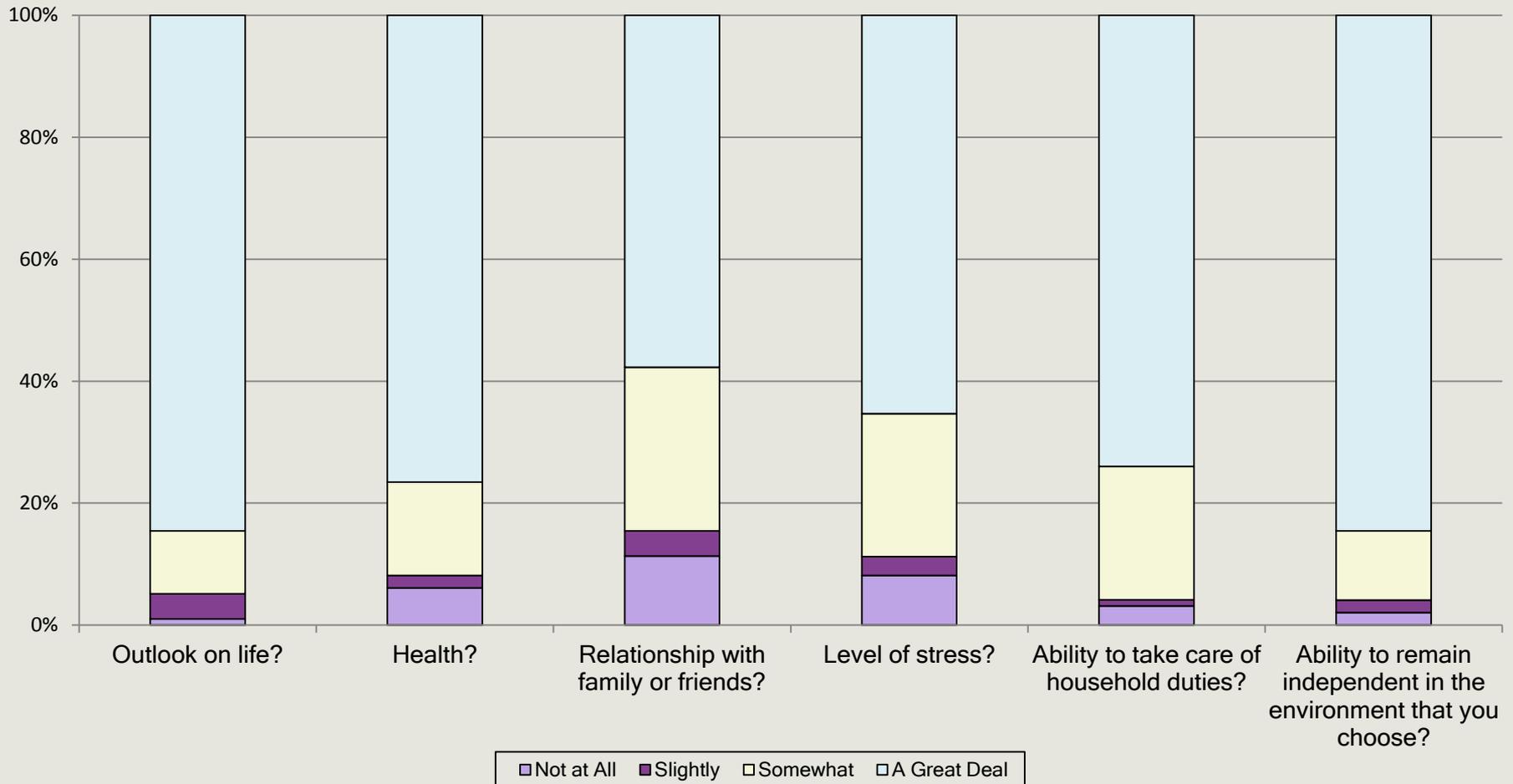


Has this program helped you access or maintain sources of income (Example: Helped you get a job, or helped you sign-up or stay qualified for assistance programs)?

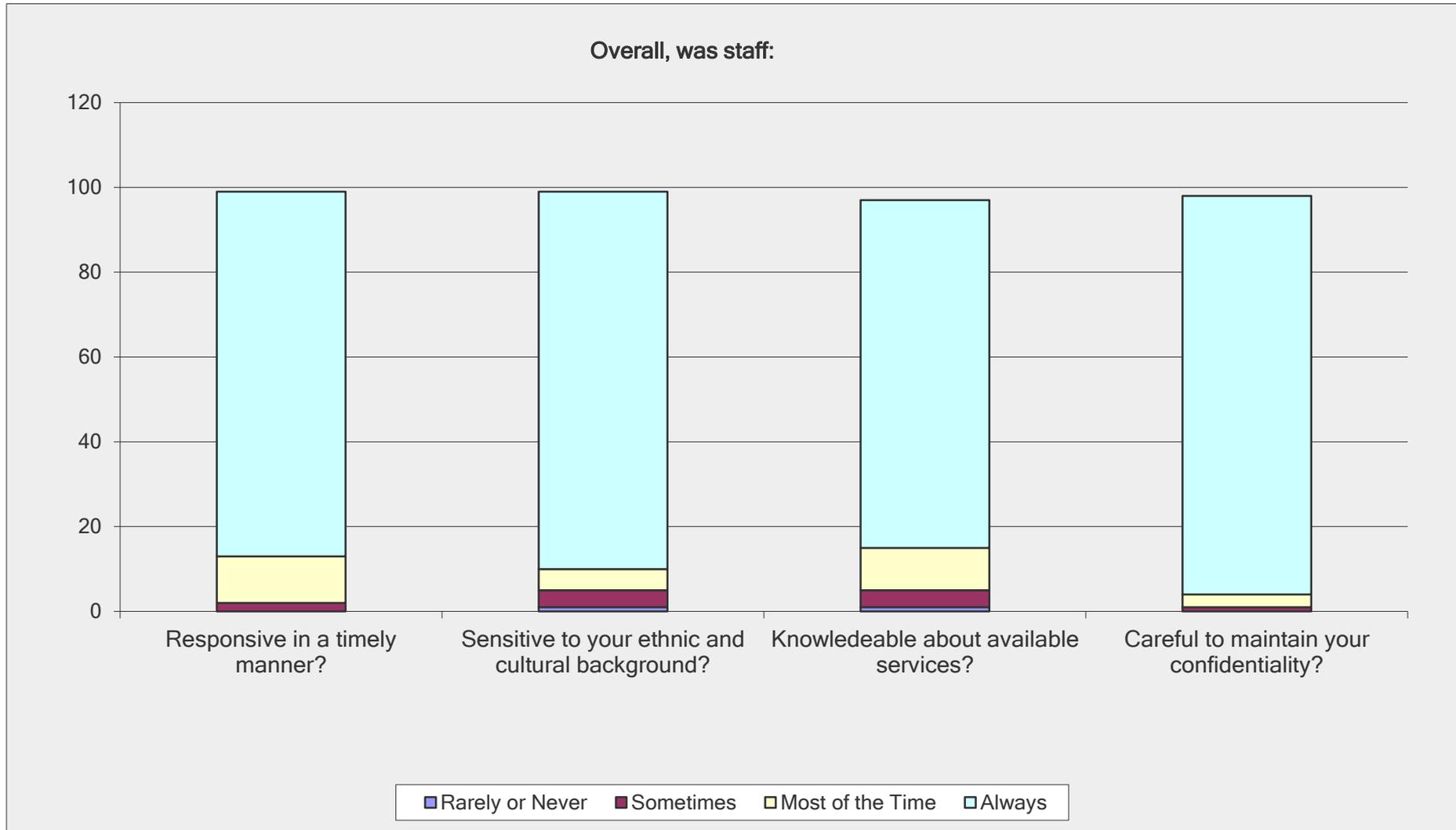


# Satisfaction with the Program

Has the assistance you have received from the agency had a positive impact on your:

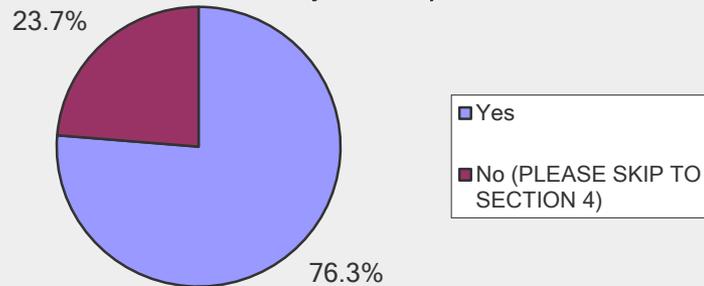


# Satisfaction with the Program Staff

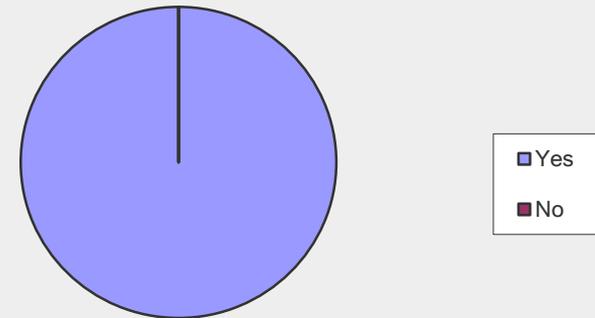


# Case Management / Housing Advocacy APPENDIX L

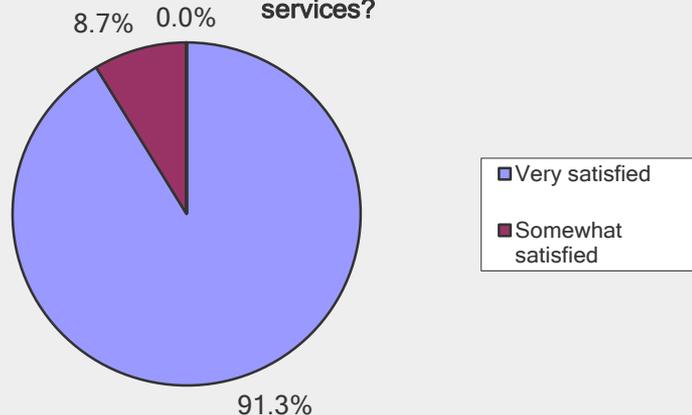
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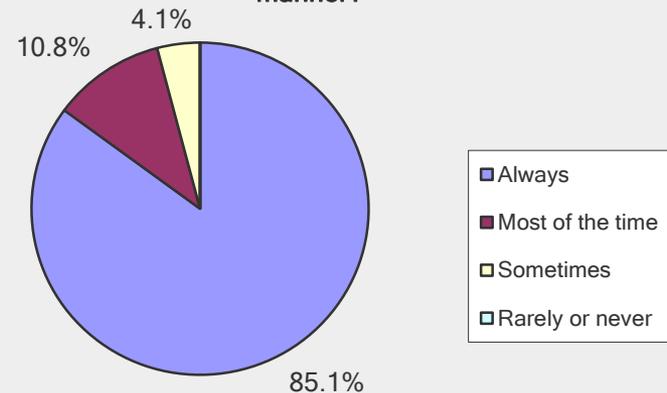
Has your case manager completed or updated a Housing Plan with you?



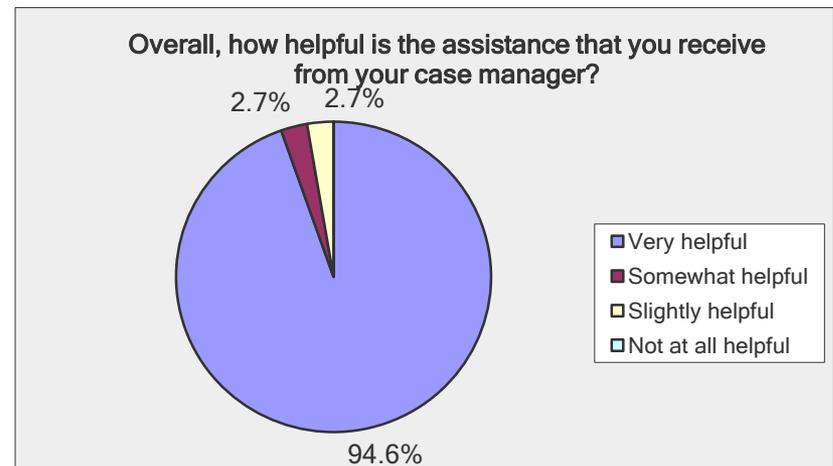
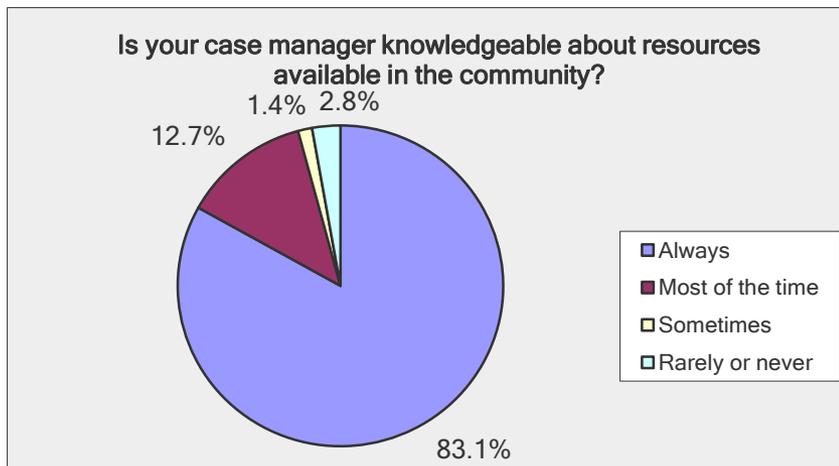
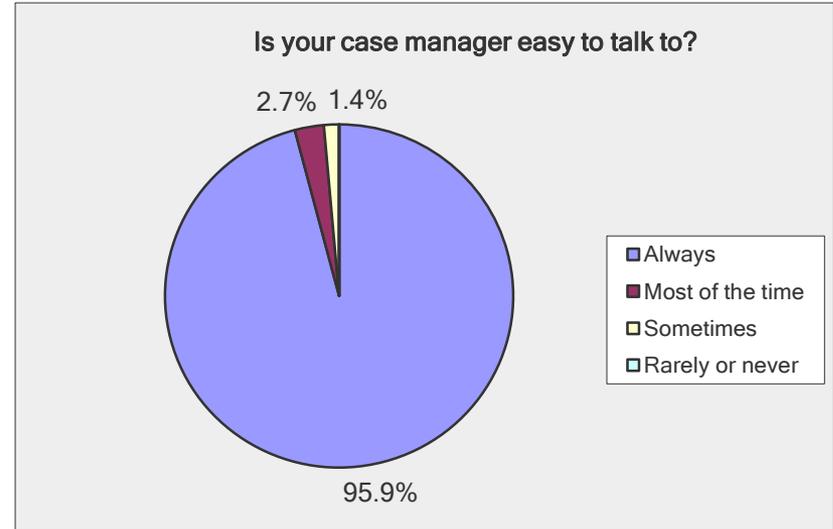
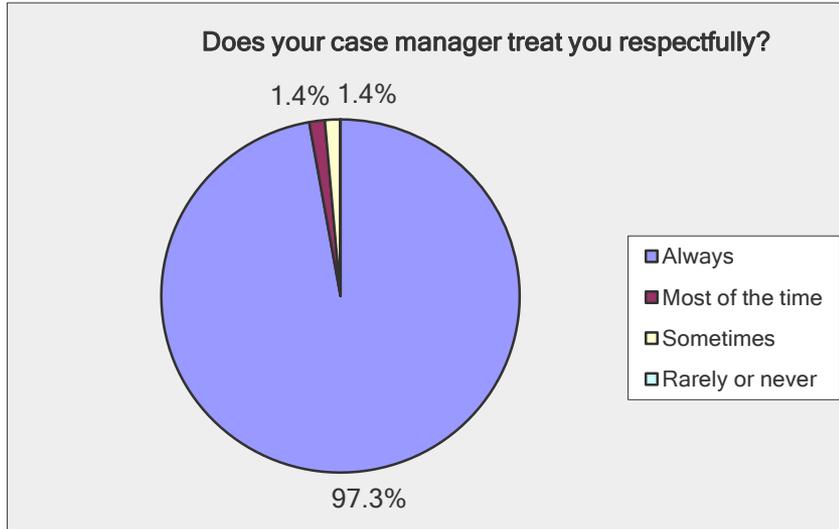
How satisfied are you with your case management services?



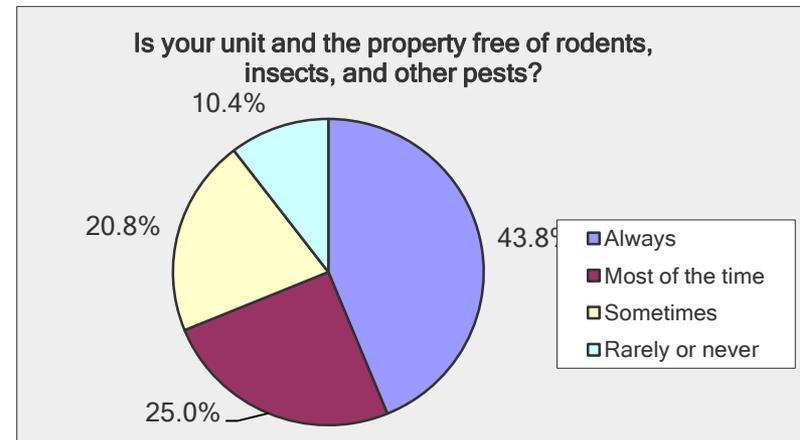
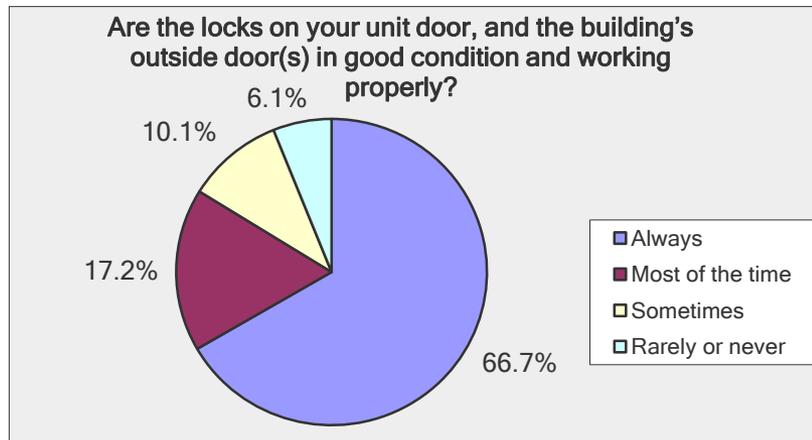
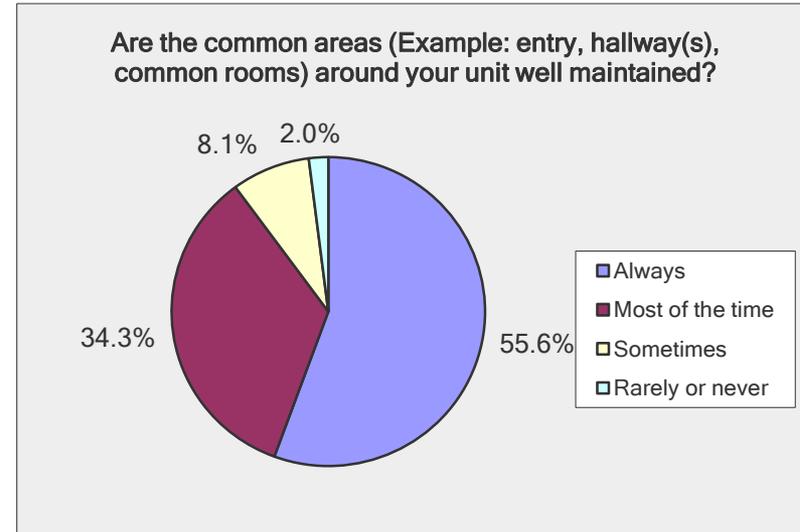
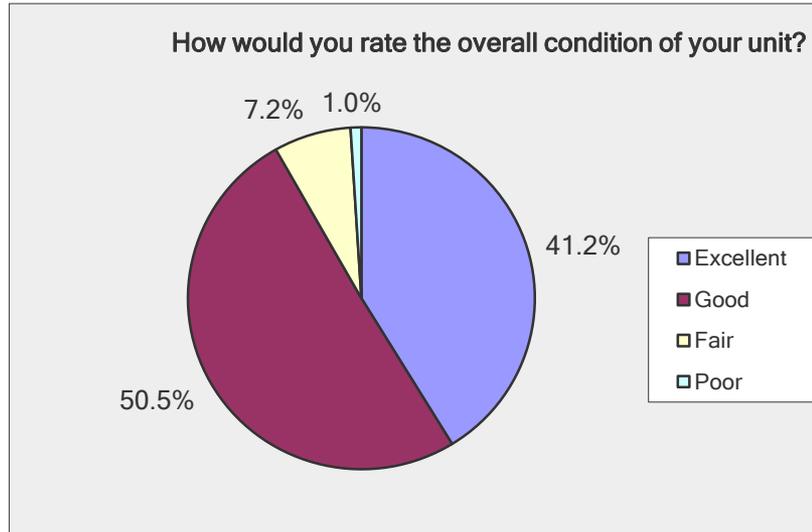
Does your case manager respond in a timely manner?



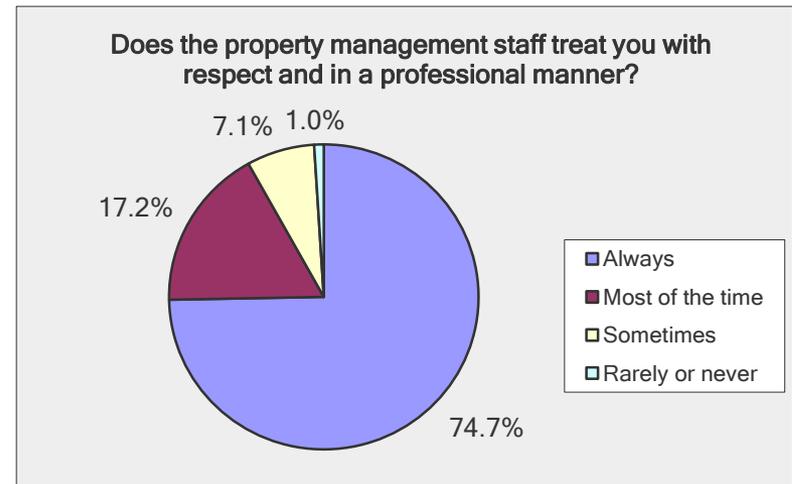
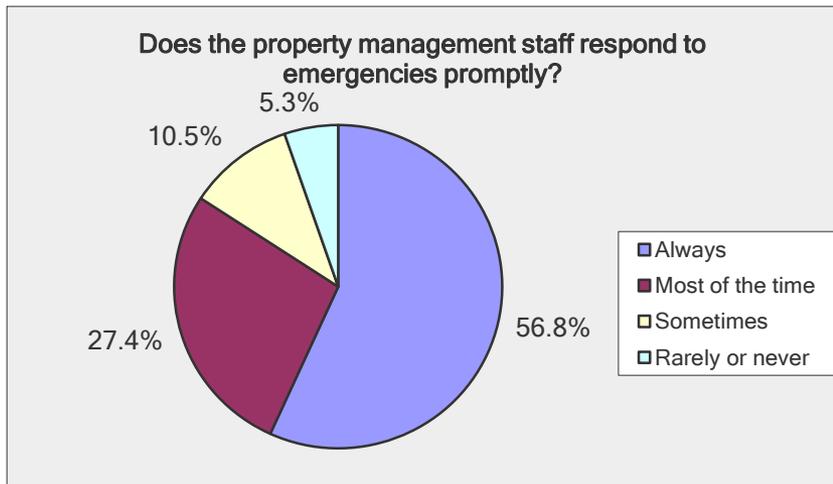
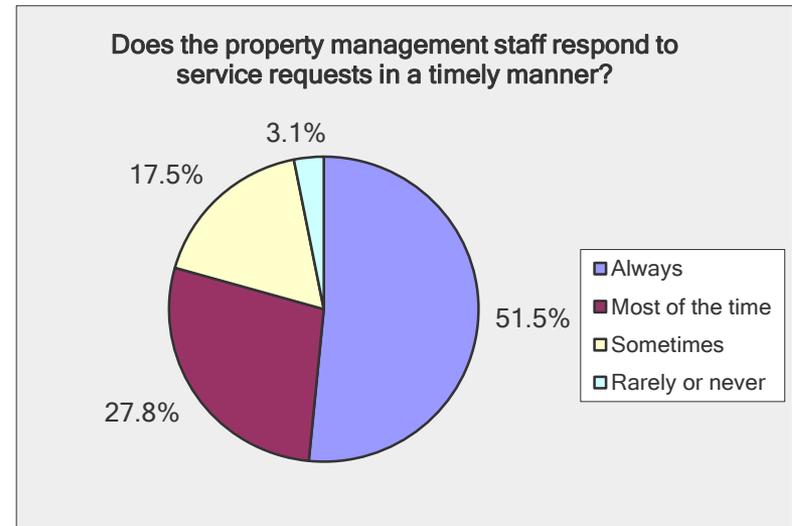
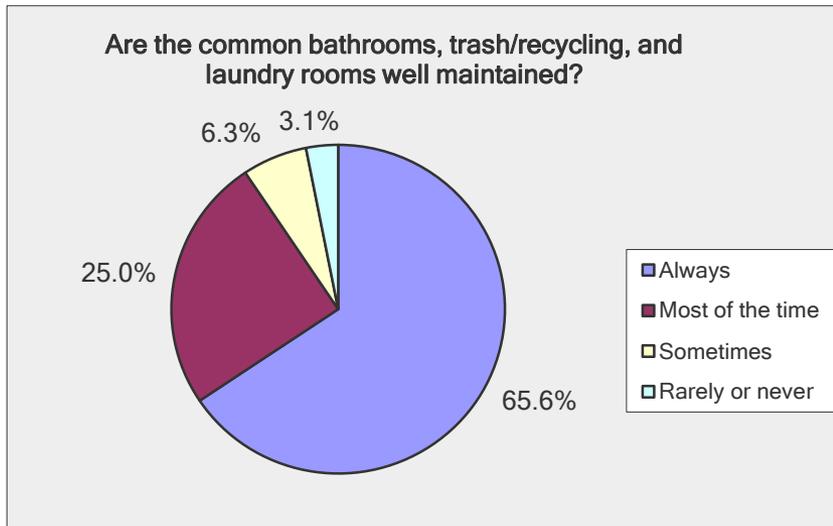
# Case Management / Housing Advocacy APPENDIX L



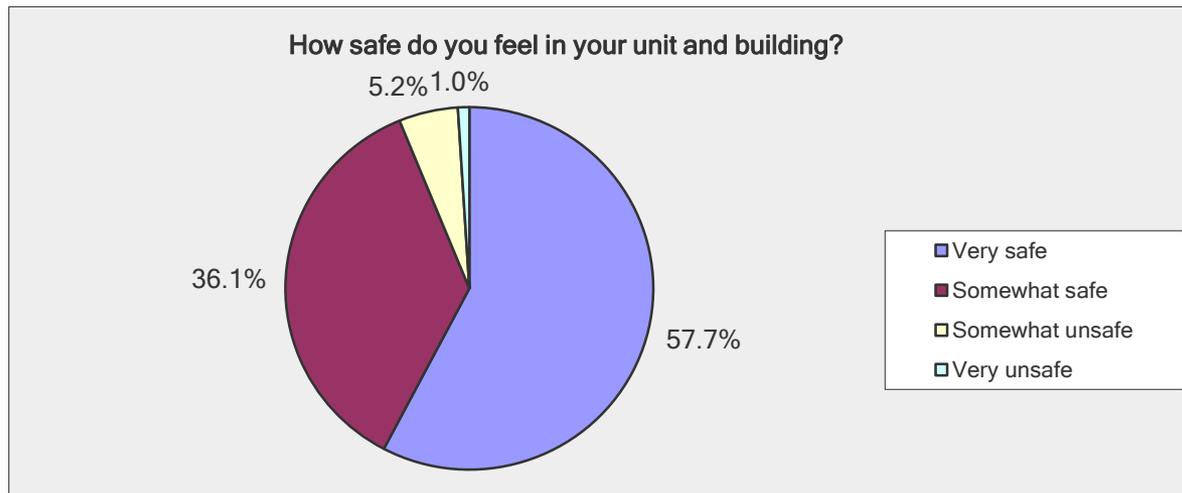
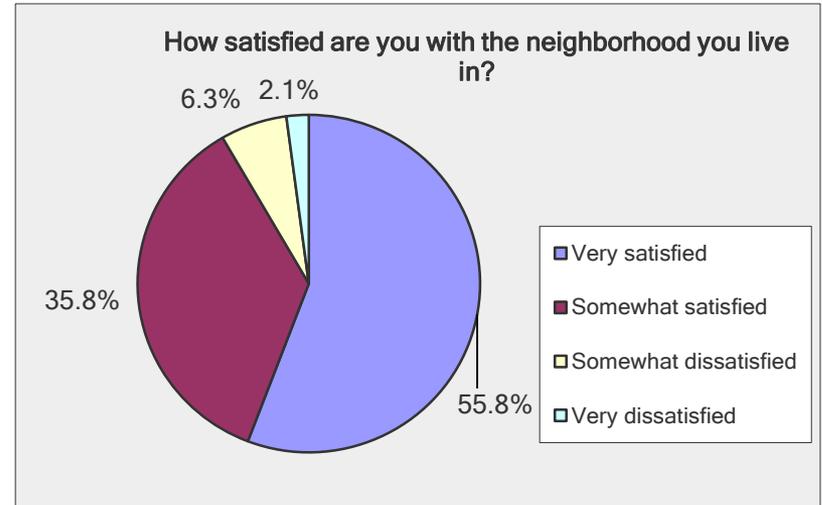
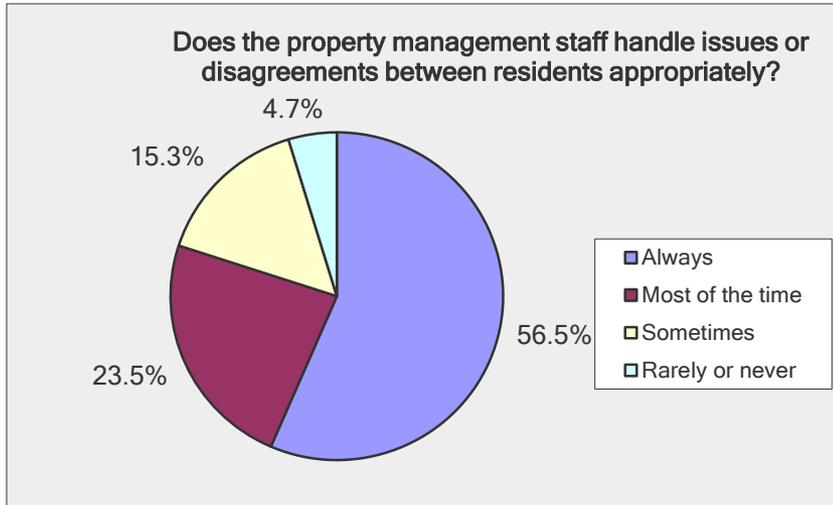
# Property Management / Facility-Based APPENDIX I



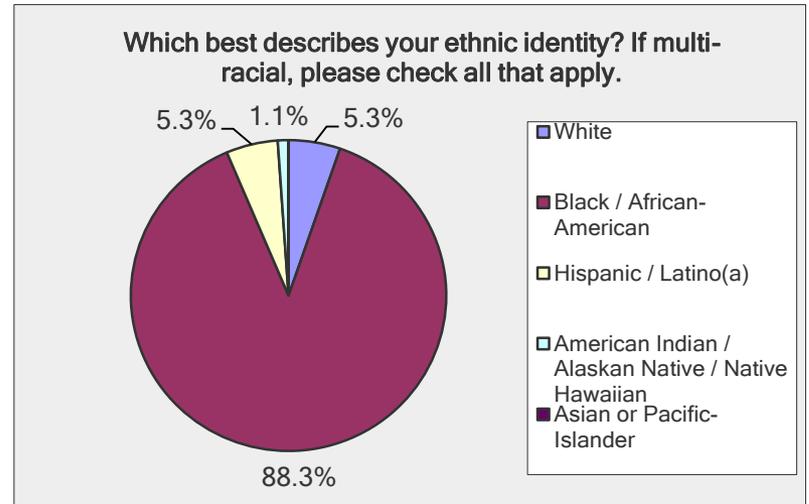
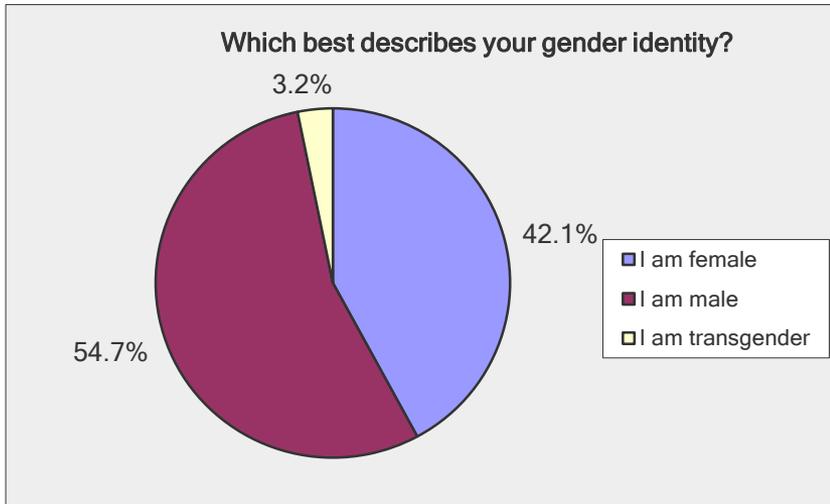
# Property Management / Facility-Based



# Property Management / Facility-Based



# Demographic Information



# In Summary

- Overall, consumers indicated high levels of satisfaction across all areas of the housing program
- The housing services provided had a positive impact across many areas of life
- Positive things said about several staff members



# Areas for Considerations

- Need for more referrals to medical care and insurance coverage
- Need for activities to help to access or maintain sources of income
- ~24% of clients indicated they did not have case managers
- Issues with rodents, insect and pests from ~30% of responses
- Needs for unit maintenance – new carpet and appliances





# Greater Washington Urban League MD Consumer Satisfaction Survey Results

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Housing Opportunities for Persons with AIDS  
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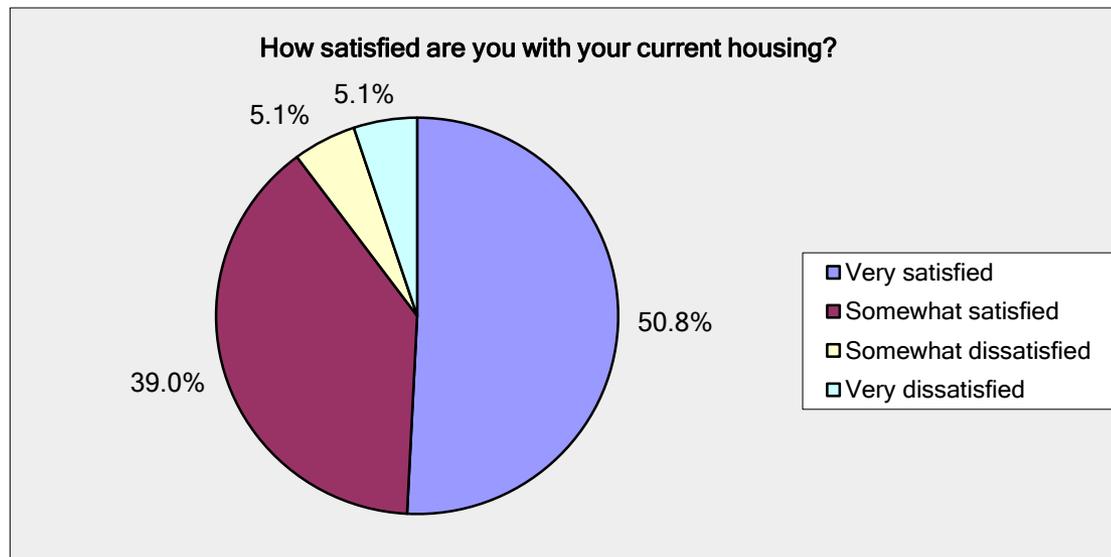
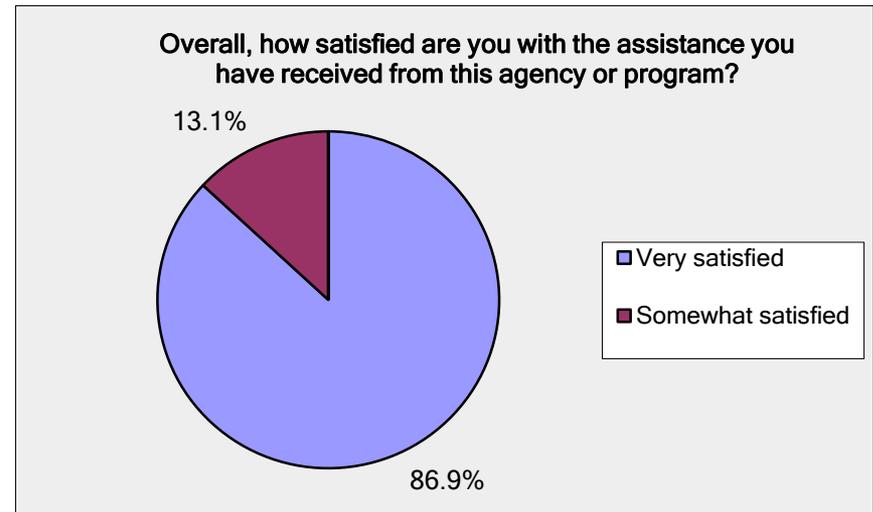
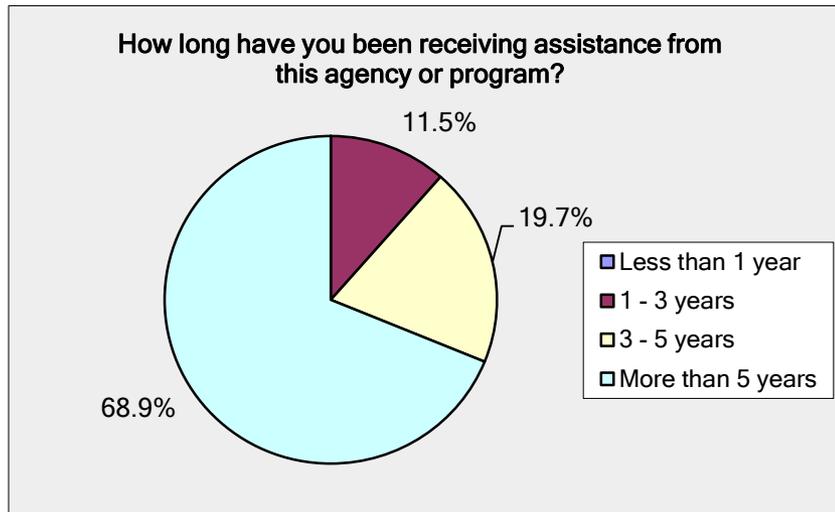


# Overview of GWUL MD Results

- Total of 61 respondes
- All residents of Largo, MD
- 98% receiving on-going / long-term or transitional monthly rental assistance
- 2% receiving short-term/emergency rent, mortgage, or utility assistance

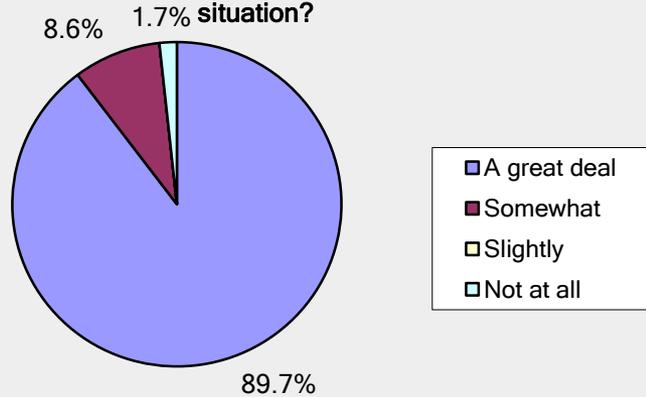


# Satisfaction with the Program

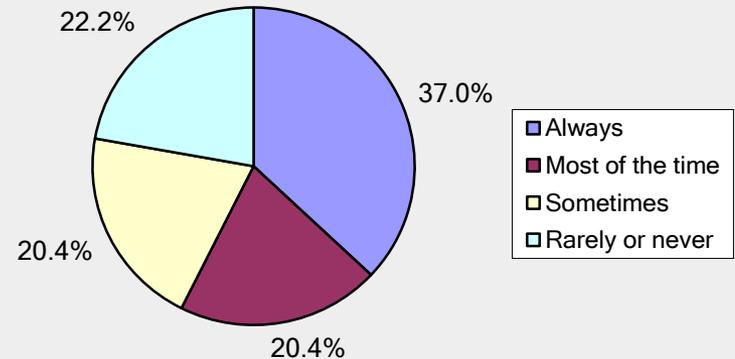


# Satisfaction with the Program

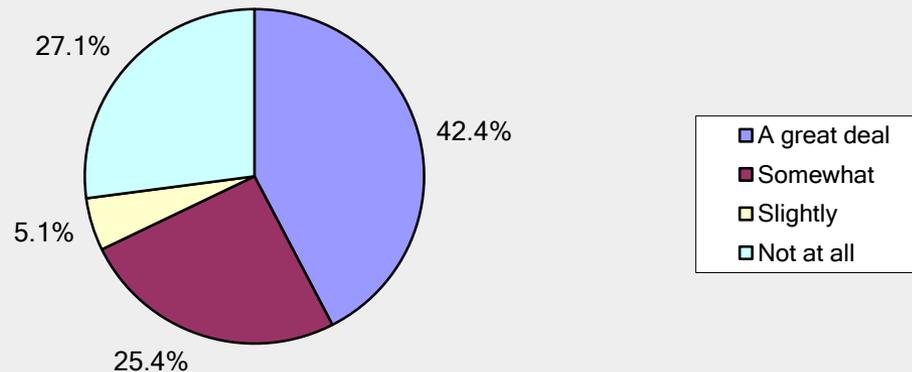
Has assistance from this agency helped you to maintain your housing or to improve your housing situation?



Has this program been helpful in referring you to the medical care, insurance coverage, and other services you need?

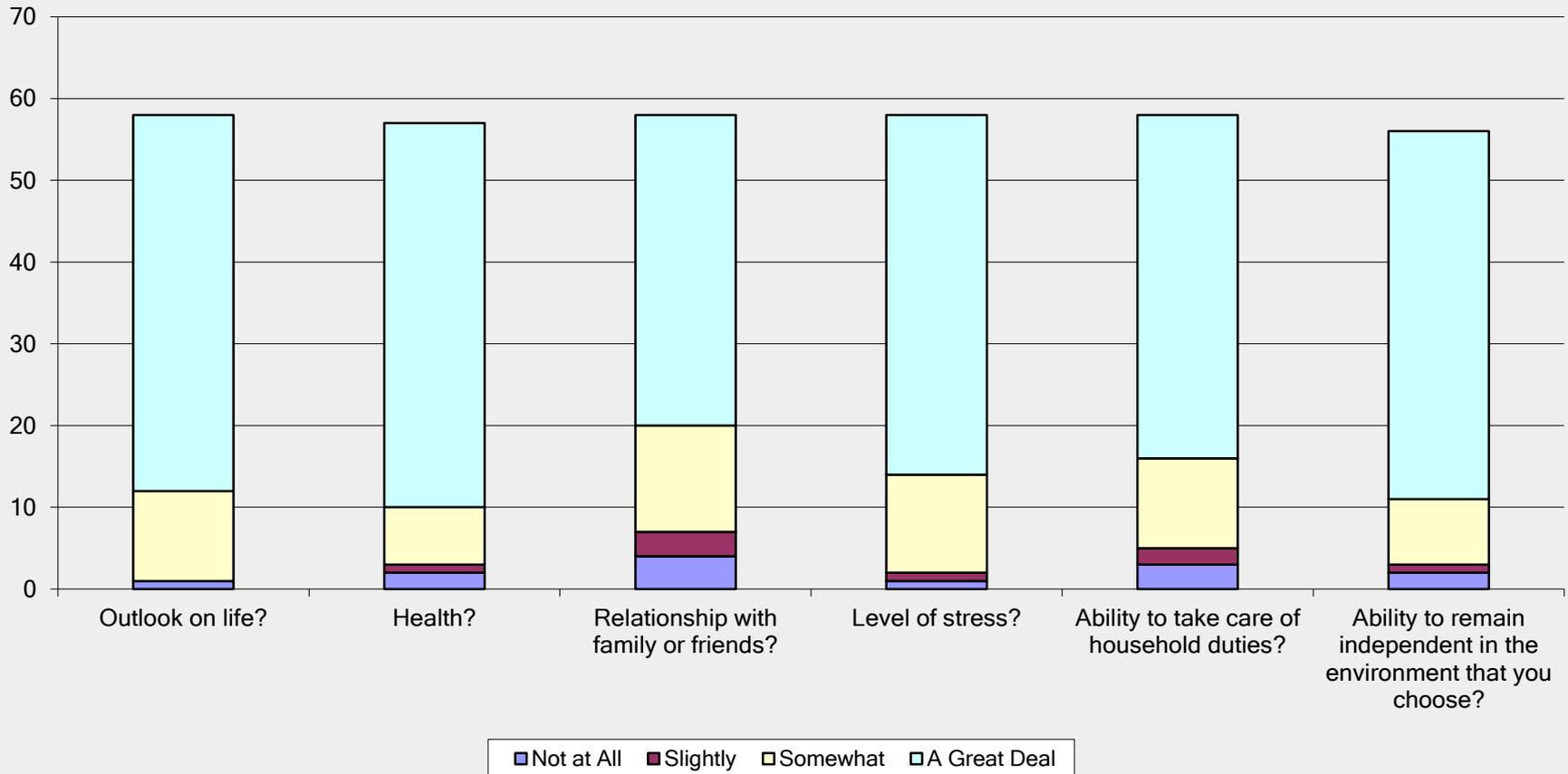


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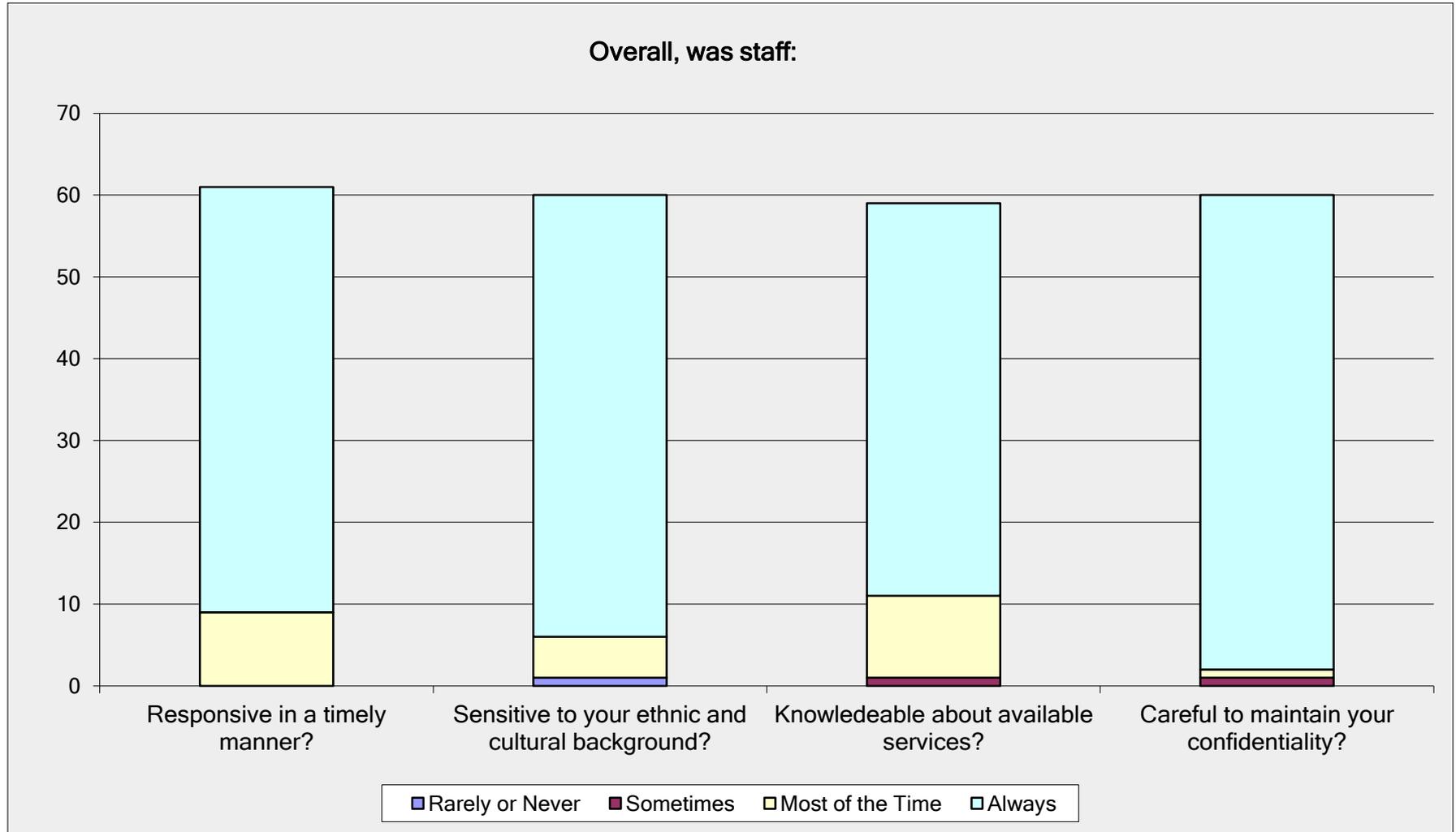


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Has the assistance you have received from this agency had a positive impact on your:

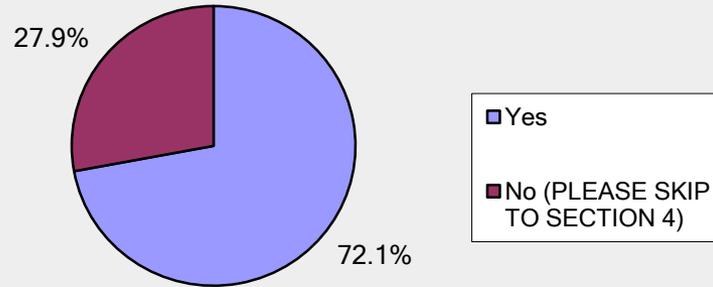


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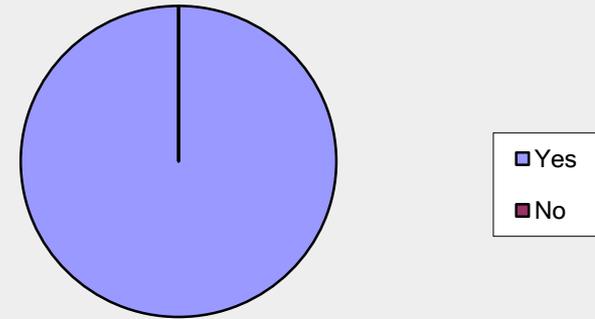


# Case Management / Housing Advocacy APPENDIX L

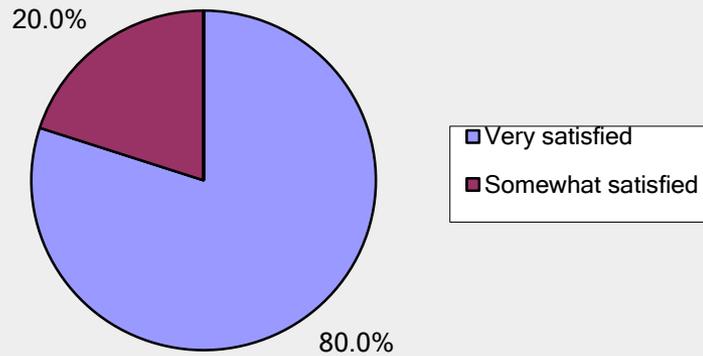
Do you have a case manager right now? (A case manager helps you figure out what services you need, helps you sign up for the services, and then keeps working with you to make sure that you have the services you need.)



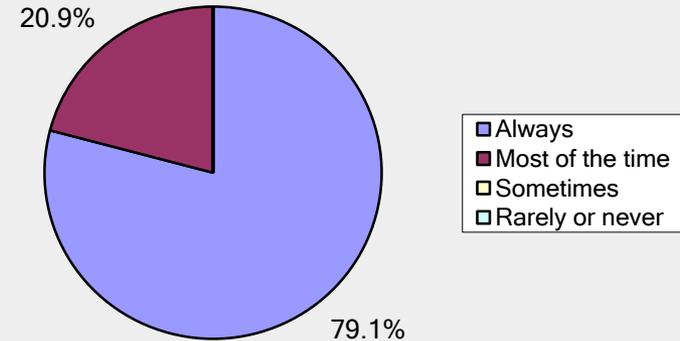
Has your case manager completed or updated a Housing Plan with you?



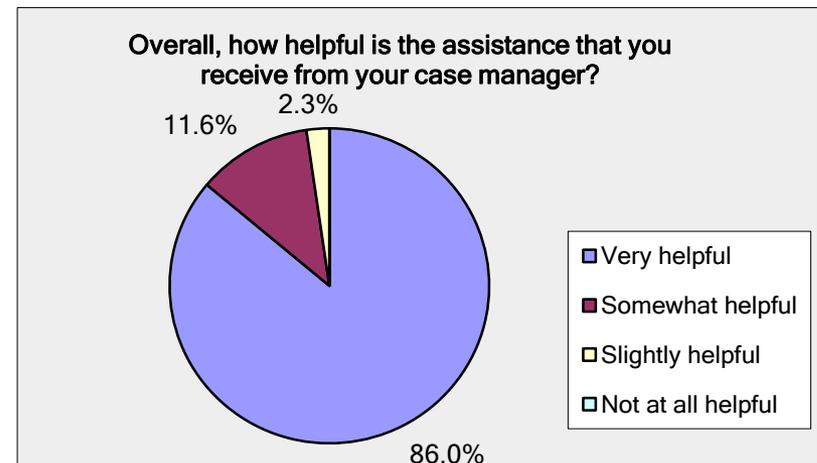
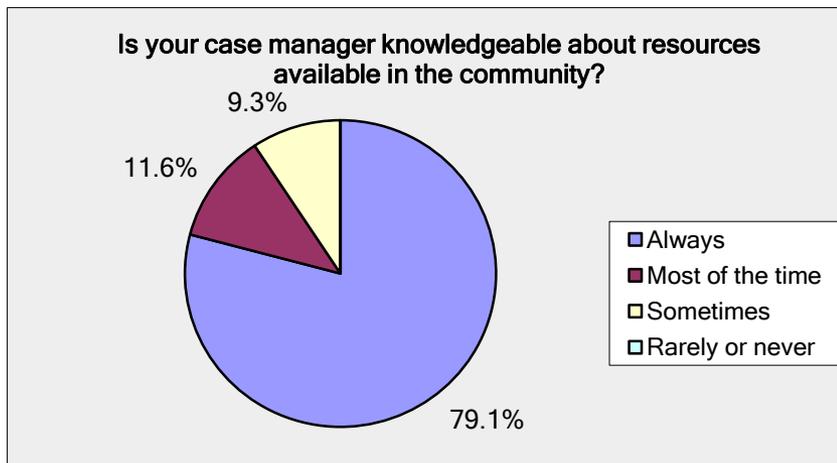
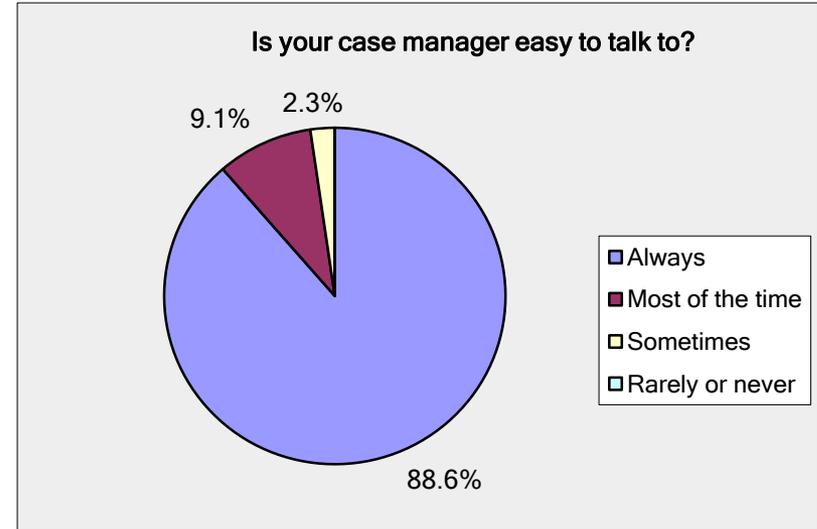
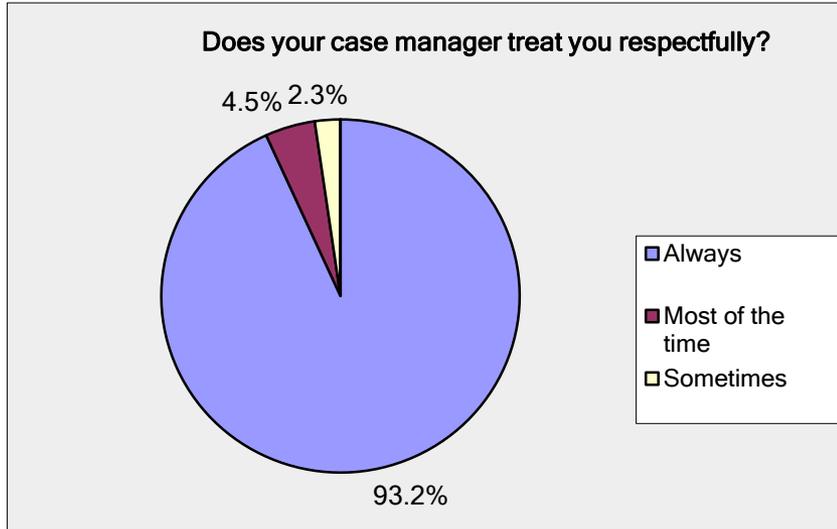
How satisfied are you with your case management services?



Does your case manager respond in a timely manner?

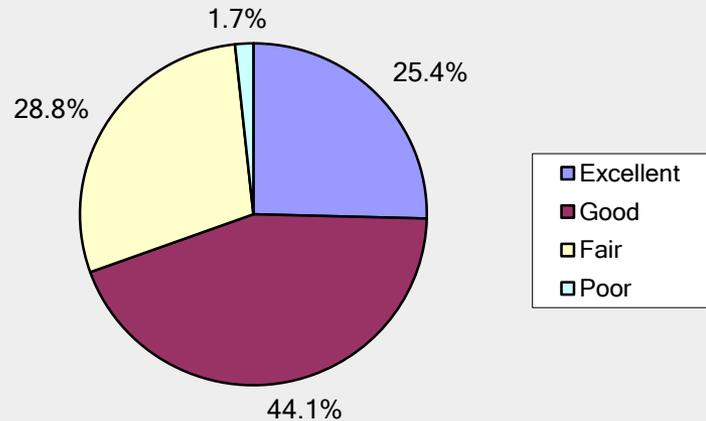


# Case Management / Housing Advocacy APPENDIX L

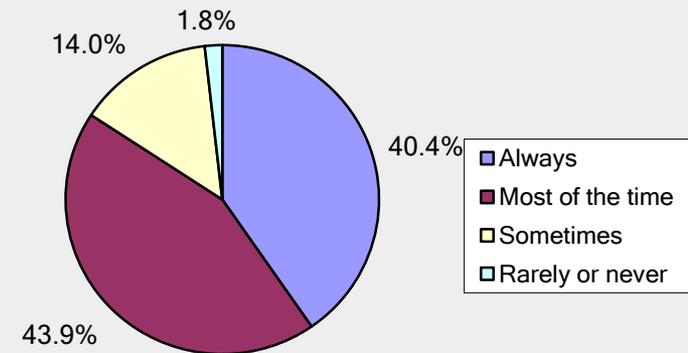


# Property Management / Facility-Based APPENDIX I

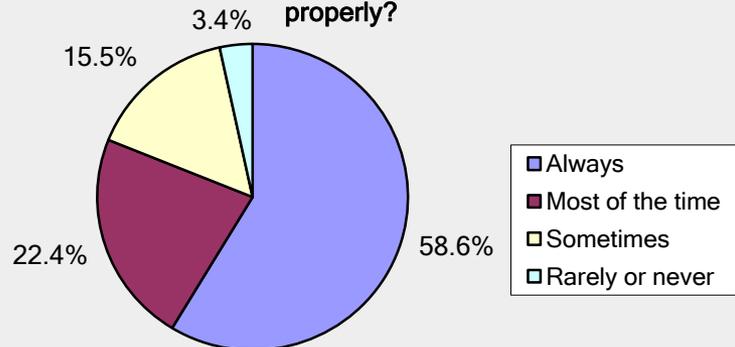
How would you rate the overall condition of your unit?



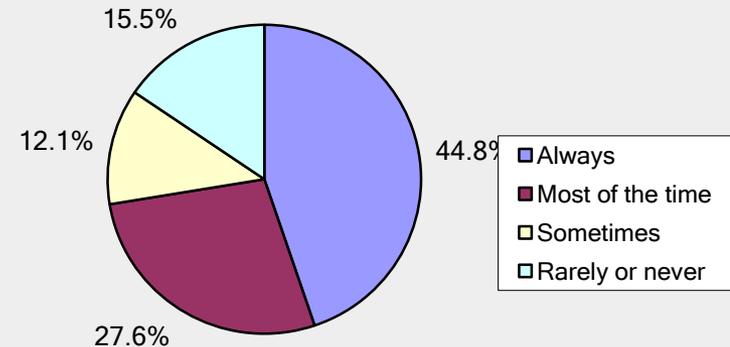
Are the common areas (Example: entry, hallway(s), common rooms) around your unit well maintained?



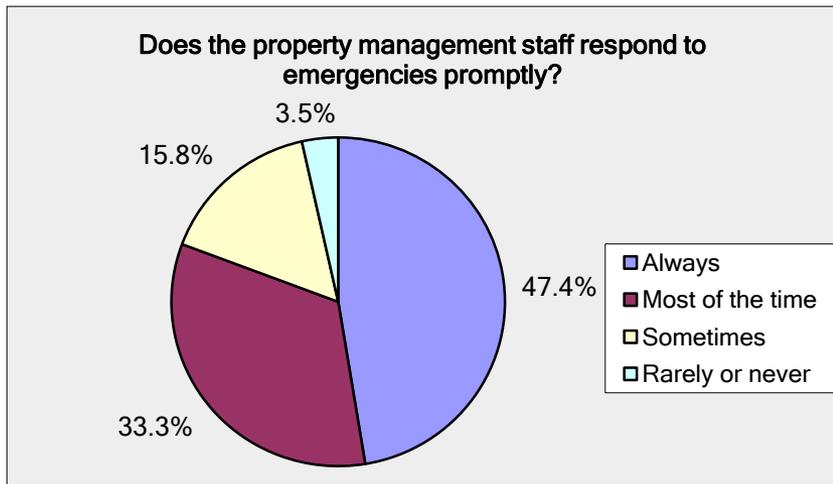
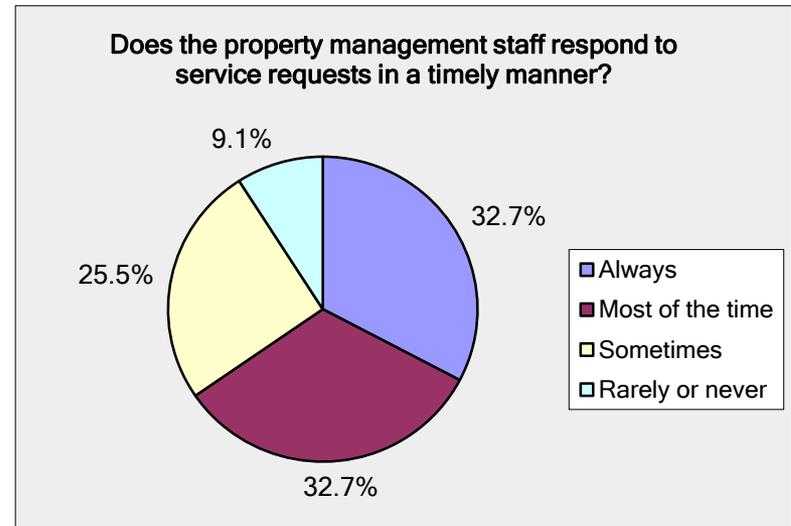
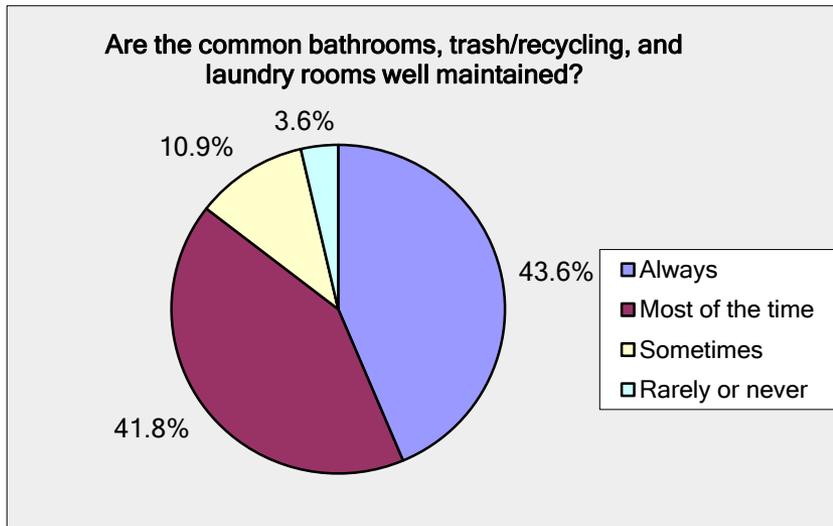
Are the locks on your unit door, and the building's outside door(s) in good condition and working properly?



Is your unit and the property free of rodents, insects, and other pests?

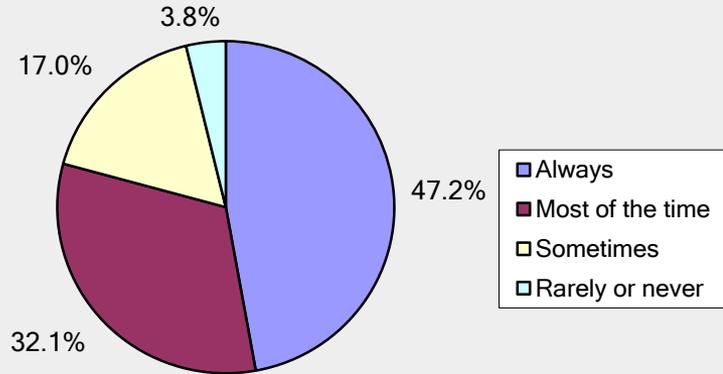


# Property Management / Facility-Based

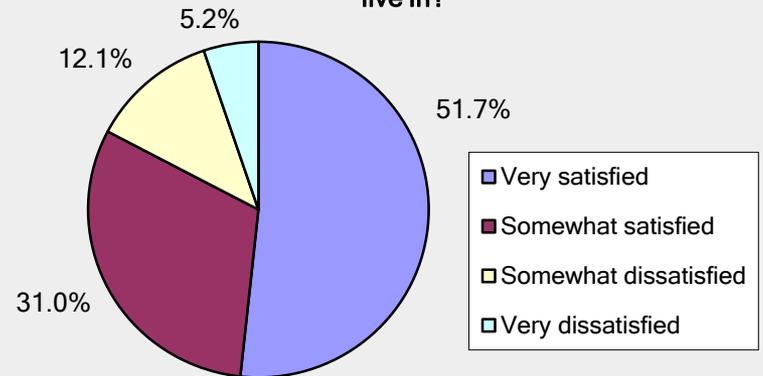


# Property Management / Facility-Based APPENDIX I

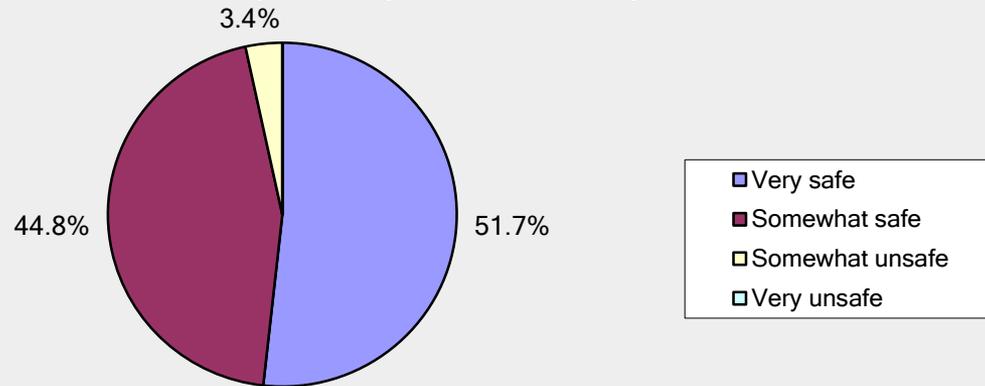
Does the property management staff handle issues or disagreements between residents appropriately?



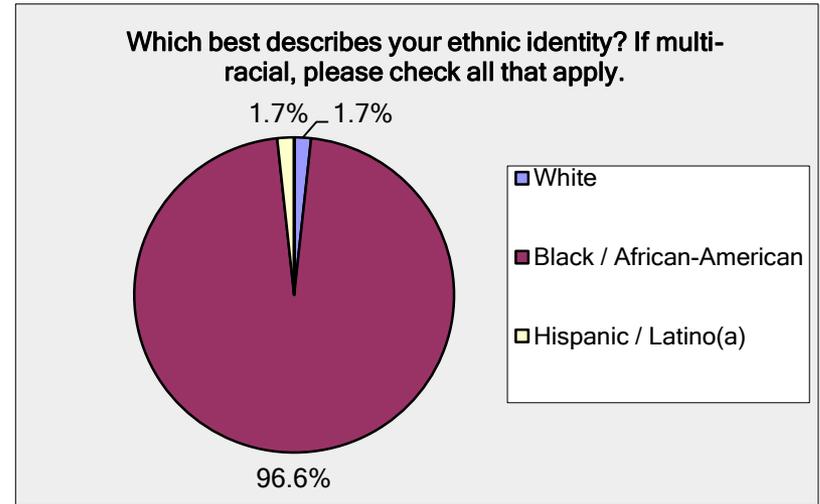
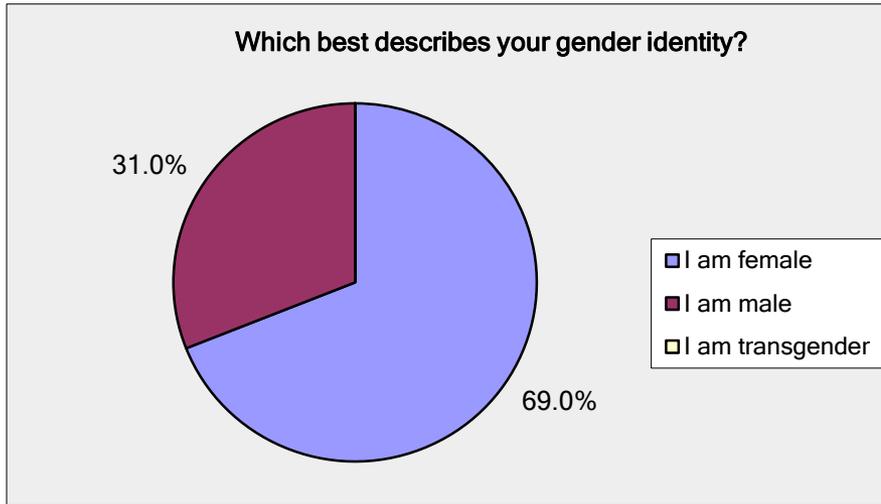
How satisfied are you with the neighborhood you live in?



How safe do you feel in your unit and building?



# Demographic Information



# In Summary

- Overall, consumers indicated relatively high levels of satisfaction across all areas of the housing program
- Ms. Green and Ms. Jenkins had several kudos



# Areas for Considerations

- Need for more referrals to medical care and insurance coverage
- Need for activities to help to access or maintain sources of income
- ~30% of clients indicated they did not have case managers
- ~20% of consumers indicated the locks on unit or building doors improperly working
- Issues with rodents, insect and pests from ~30% of responses
- Needs for unit maintenance – new carpet and paint
- Property management response time





# Homes for Hope

## DC Consumer Satisfaction Survey Results

2014 DC Eligible Metropolitan Statistical Area  
Housing Opportunities for Persons with AIDS  
(HOPWA)

# Overview of the Survey

- Distributed to HIV positive housing consumers across all four jurisdictions – DC, MD, VA, and WV – in September 2014
- Purpose of the survey was to gather consumer feedback on:
  - *The type, safety and habitability of housing provided;*
  - *Case manager support and knowledge of existing local services;*
  - *The appropriateness and satisfaction of existing services provided;*
  - *Unmet needs for services; and*
  - *Other customer service concerns and comments.*
- A total of 229 surveys were received

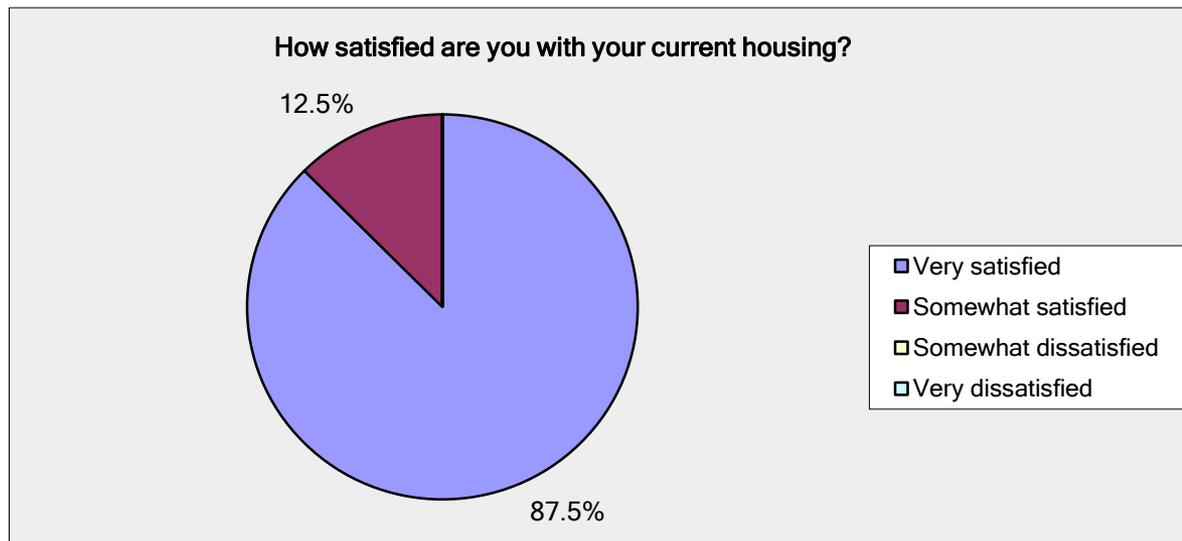
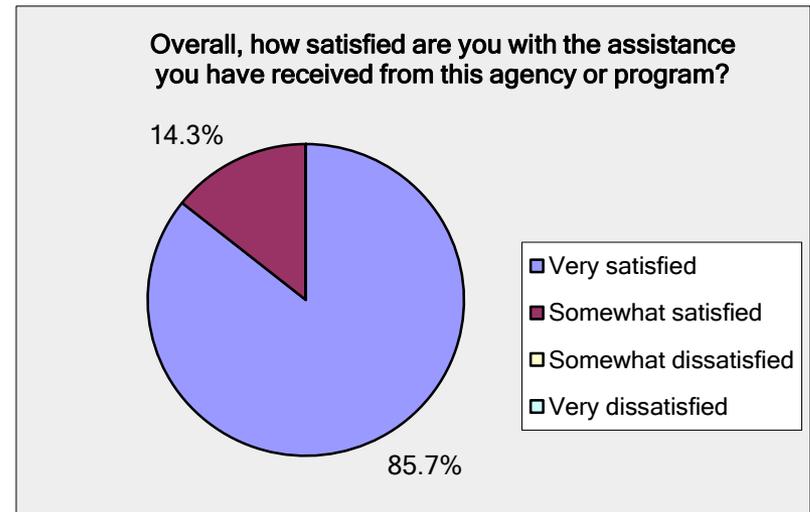
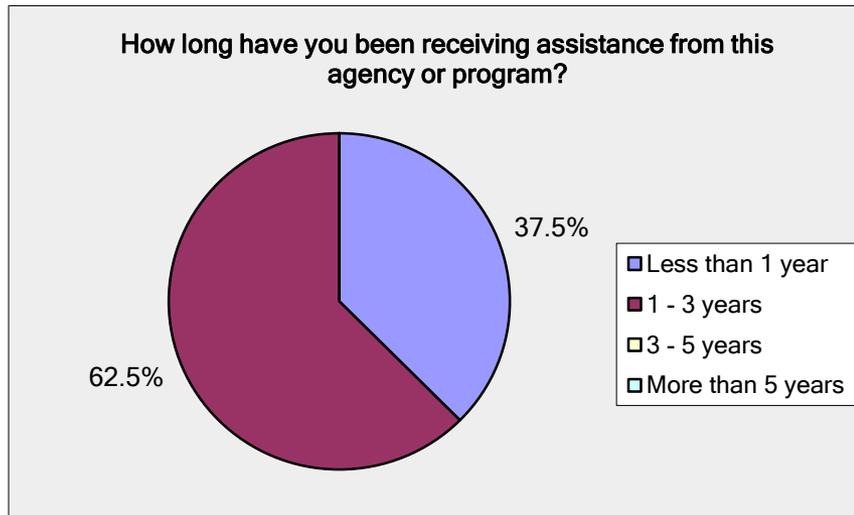


# Overview of H4H Results

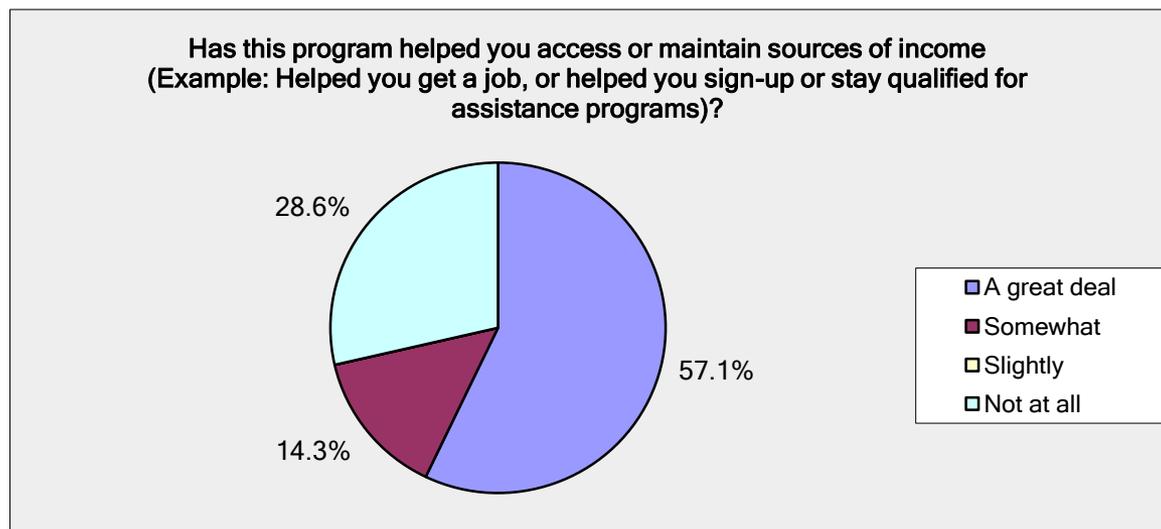
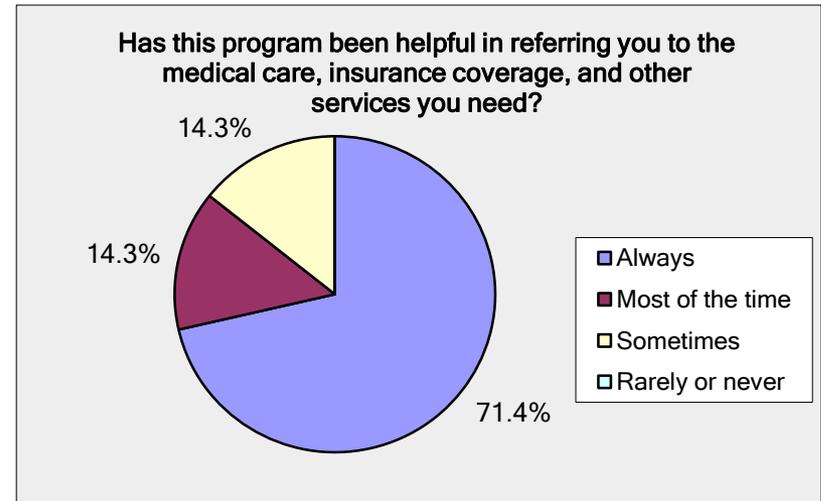
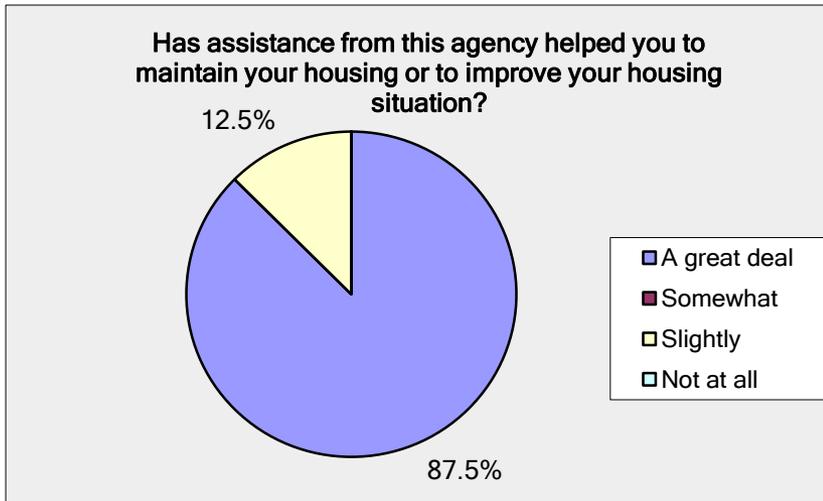
- Total of 8 responses
- All residents of Washington, DC
- 50% receiving on-going / long-term or transitional monthly rental assistance
- 50% receiving housing within the agency's building(s)



# Satisfaction with the Program

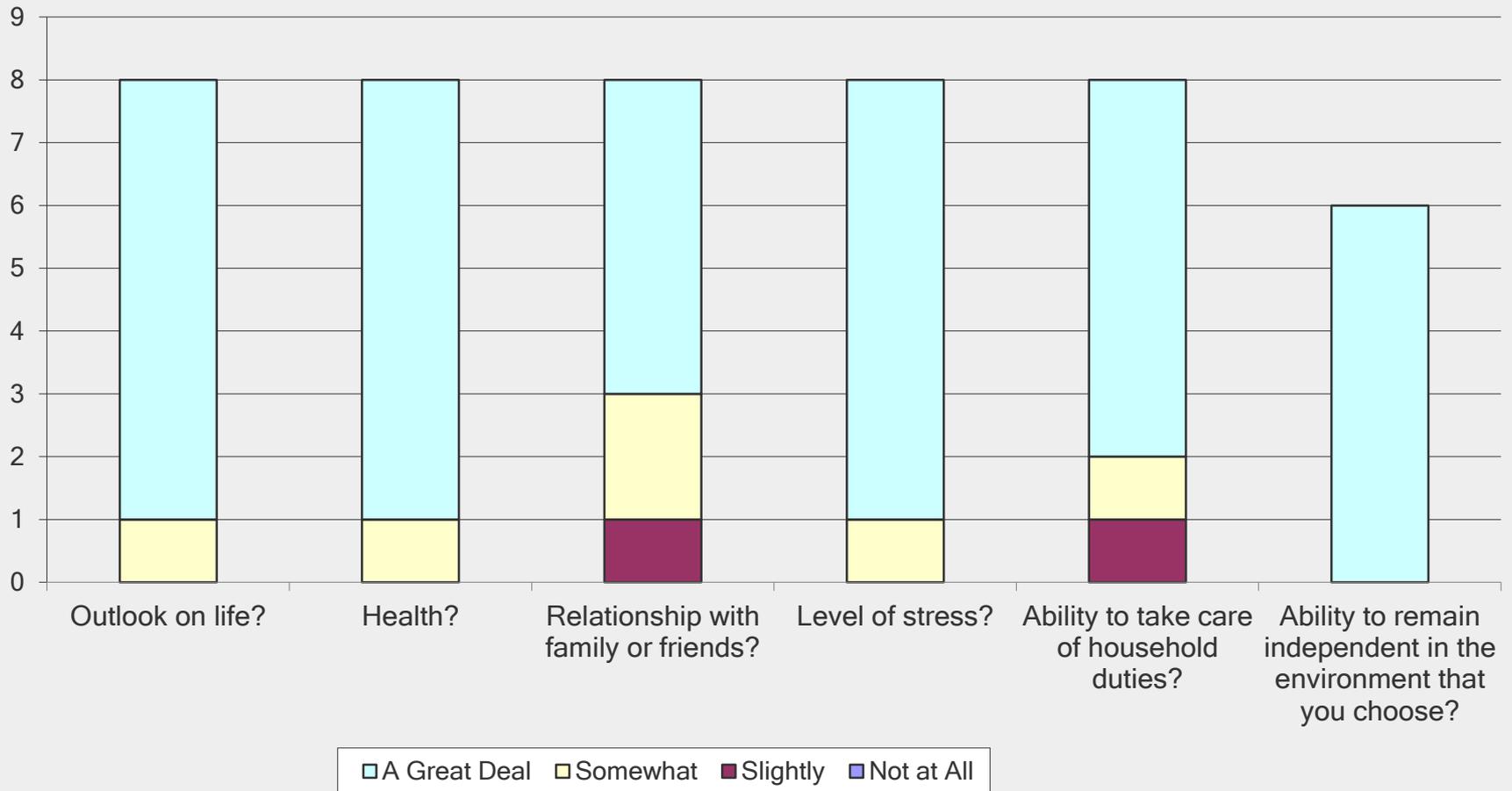


# Satisfaction with the Program

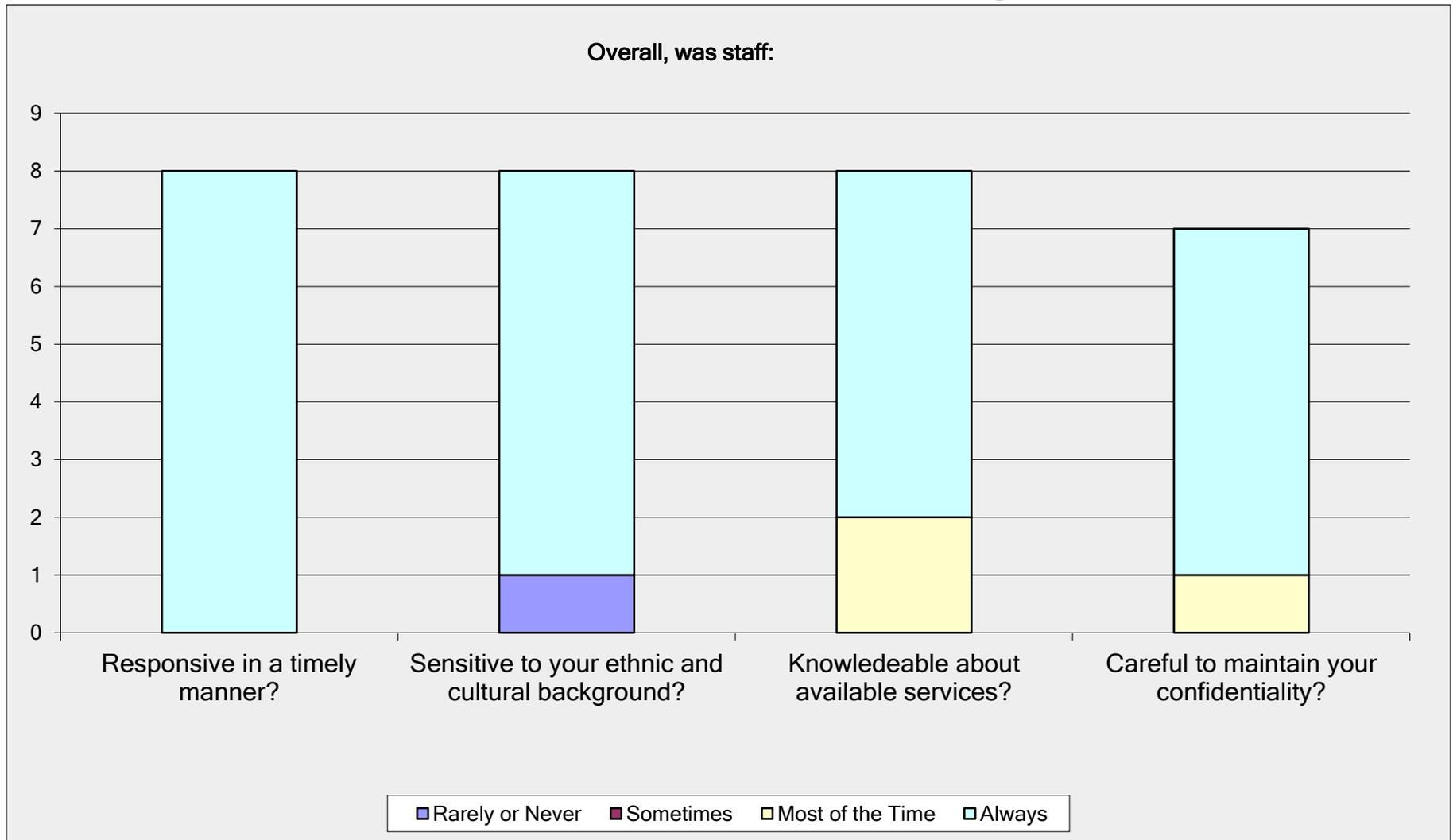


# Satisfaction with the Program

Has the assistance you have received from this agency had a positive impact on your:

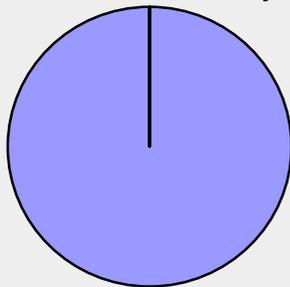


# Satisfaction with the Program Staff



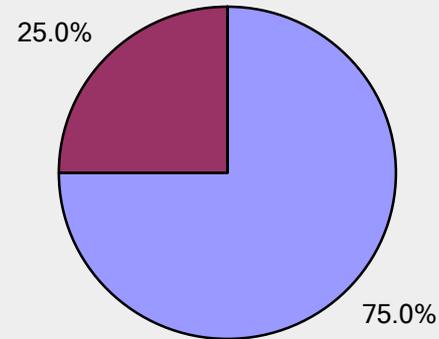
# Case Management / Housing Advocacy <sup>APPENDIX L</sup>

Do you have a case manager right now? (A case manager helps you figure out what services you need, helps you sign up for the services, and then keeps working with you to make sure that you have the services you need.)



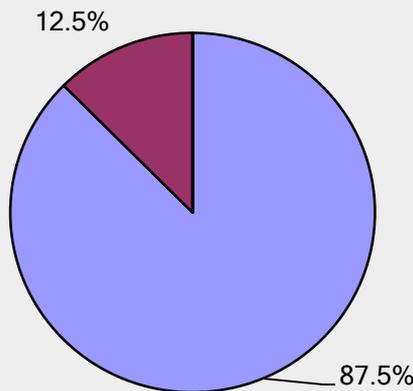
- Yes
- No (PLEASE SKIP TO SECTION 4)

How satisfied are you with your case management services?



- Very satisfied
- Somewhat satisfied

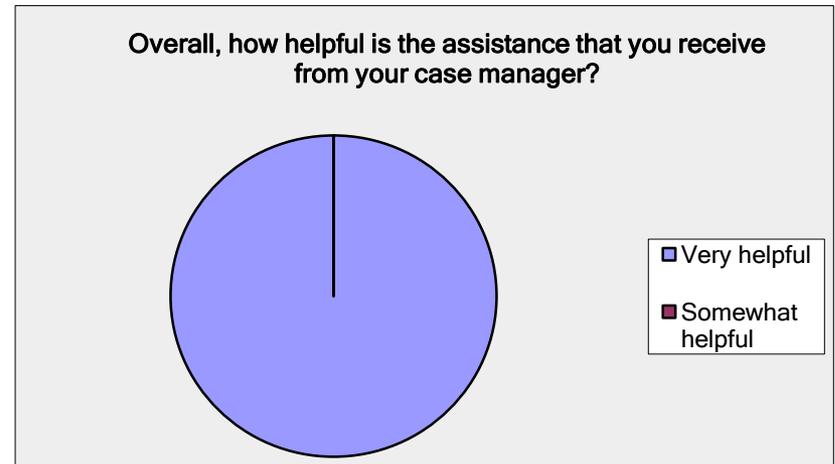
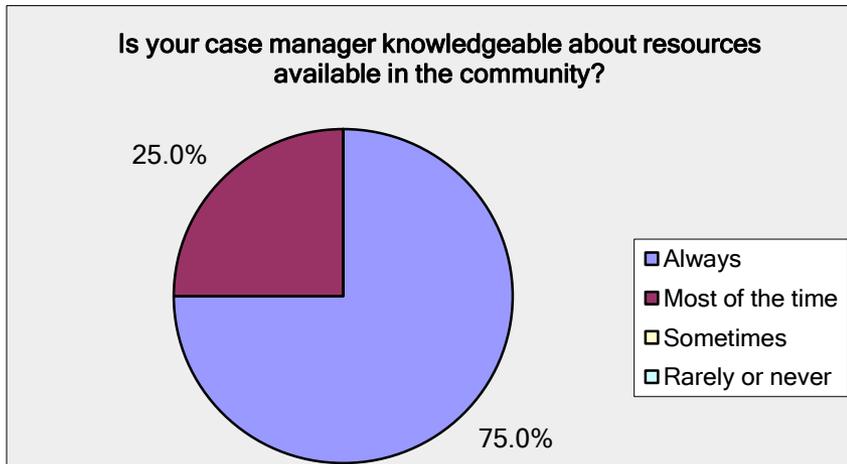
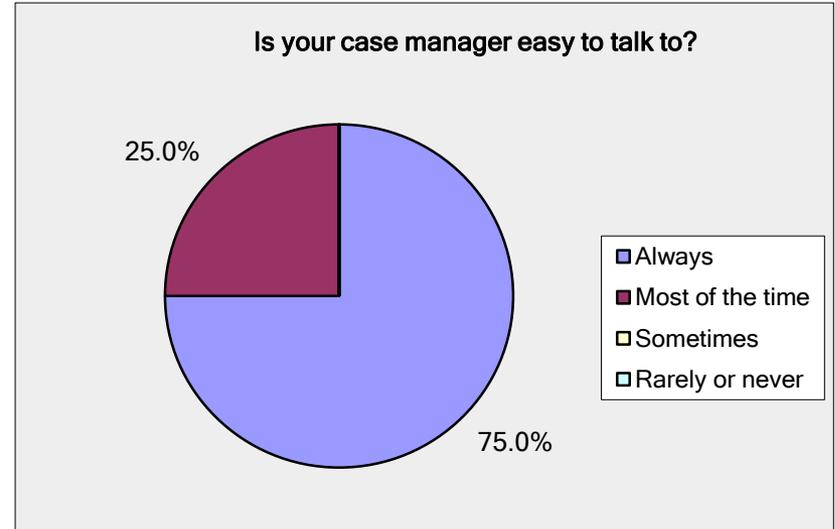
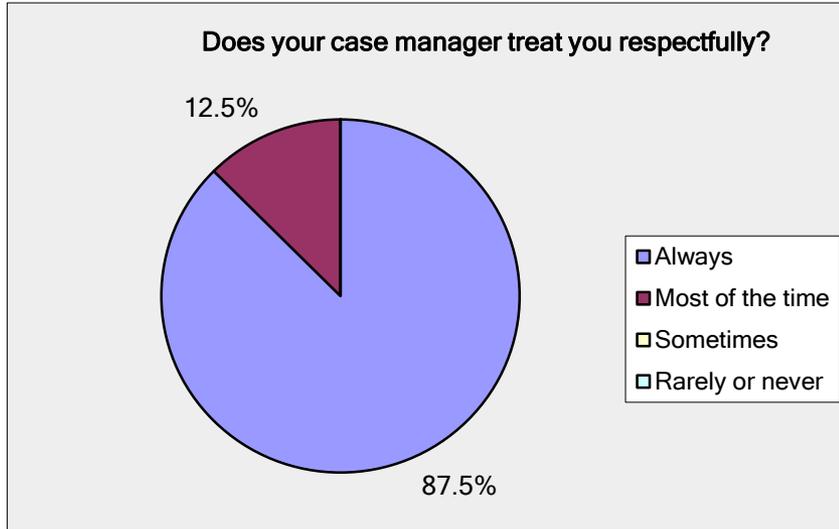
Does your case manager respond in a timely manner?



- Always
- Most of the time
- Sometimes
- Rarely or never

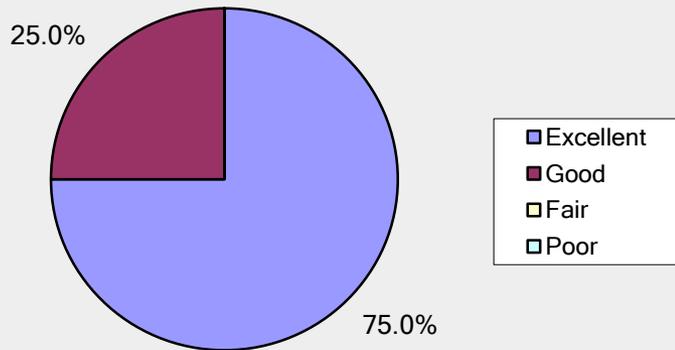


# Case Management / Housing Advocacy <sup>APPENDIX L</sup>

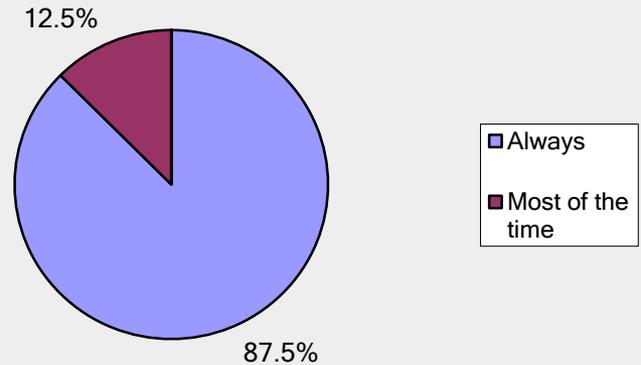


# Property Management / Facility-Based APPENDIX I

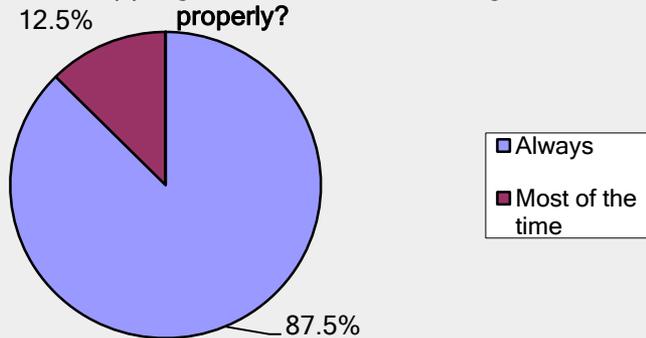
How would you rate the overall condition of your unit?



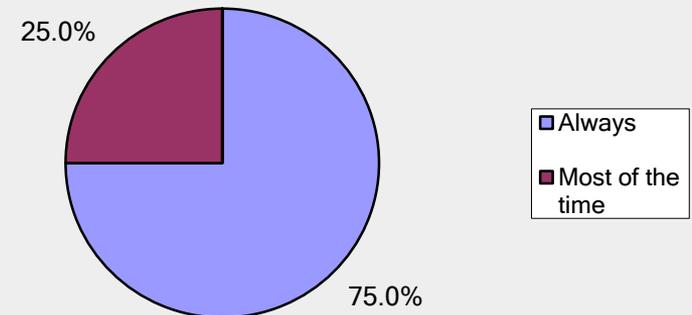
Are the common areas (Example: entry, hallway(s), common rooms) around your unit well maintained?



Are the locks on your unit door, and the building's outside door(s) in good condition and working properly?

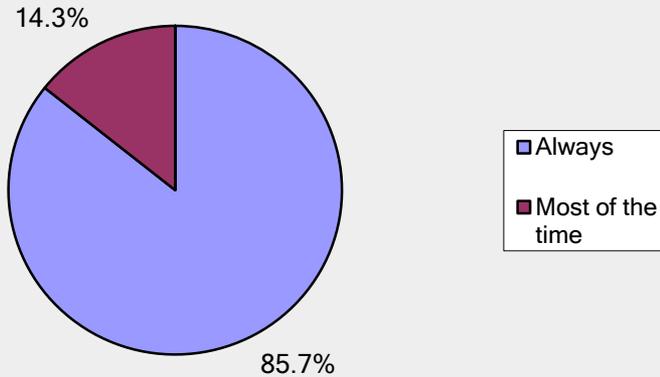


Is your unit and the property free of rodents, insects, and other pests?

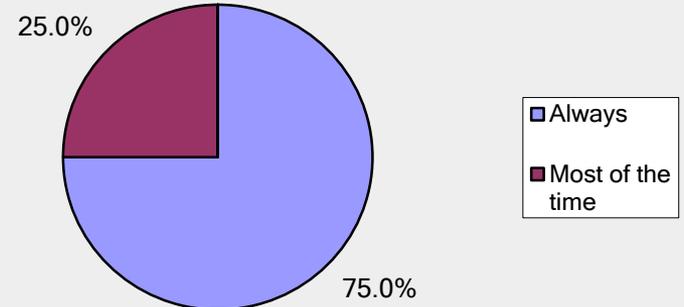


# Property Management / Facility-Based <sup>APPENDIX</sup>

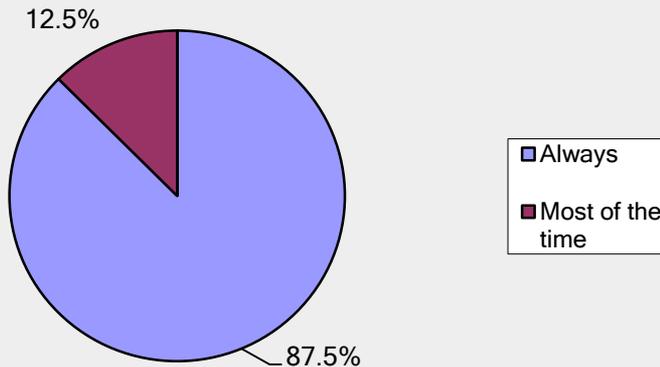
Are the common bathrooms, trash/recycling, and laundry rooms well maintained?



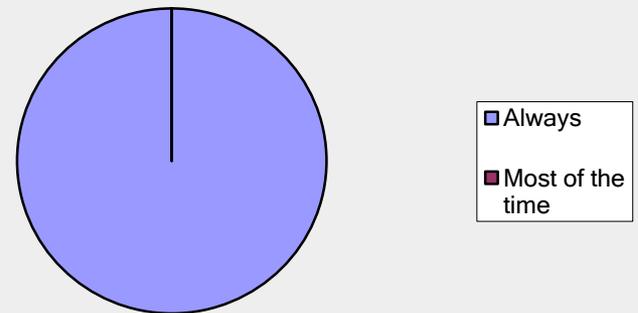
Does the property management staff respond to service requests in a timely manner?



Does the property management staff respond to emergencies promptly?

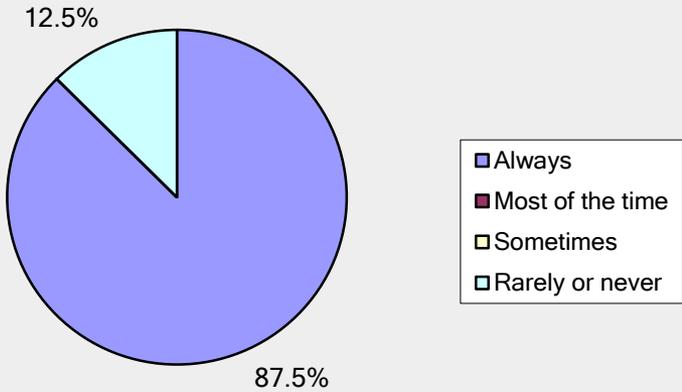


Does the property management staff treat you with respect and in a professional manner?

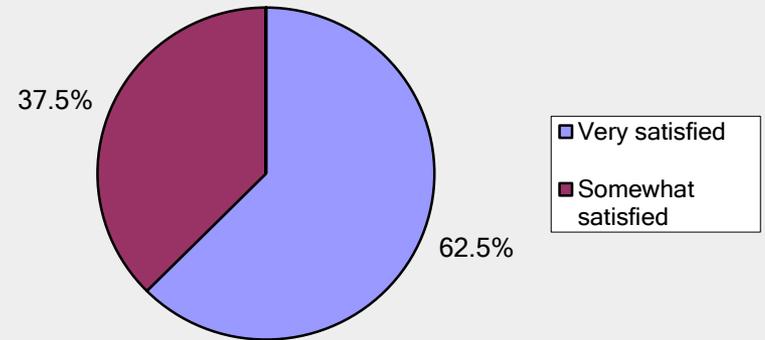


# Property Management / Facility-Based <sup>APPENDIX I</sup>

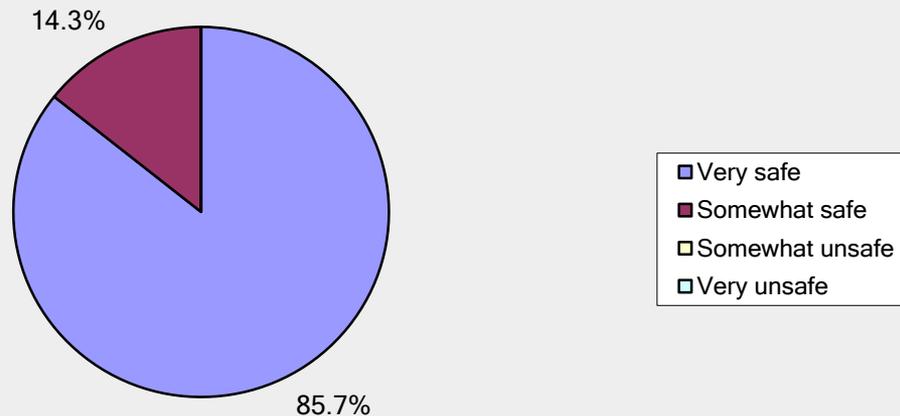
Does the property management staff handle issues or disagreements between residents appropriately?



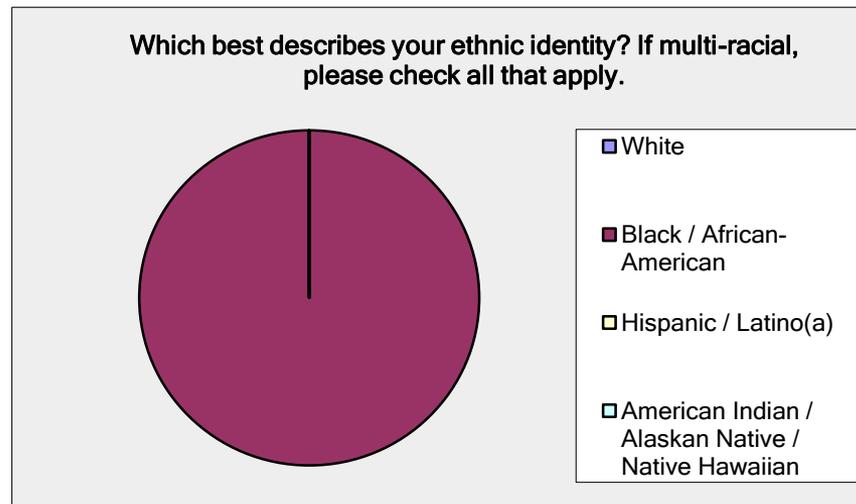
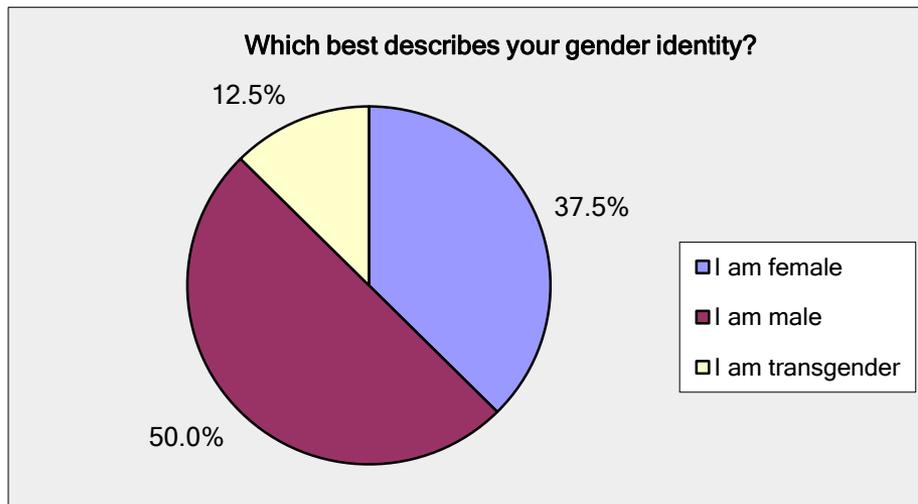
How satisfied are you with the neighborhood you live in?



How safe do you feel in your unit and building?



# Demographic Information



# In Summary

- Overall, consumers indicated high levels of satisfaction across all areas of the housing program
- The housing services provided had a positive impact across many areas of life
- Positive things said about staff members



# Areas for Considerations

- Need for activities to help to access or maintain sources of income
- No responses provided for whether or not a Housing Plan had been developed or maintained





# Housing Counseling Services DC Consumer Satisfaction Survey Results

2014 DC Eligible Metropolitan Statistical Area  
Housing Opportunities for Persons with AIDS  
(HOPWA)

# Overview of the Survey

- Distributed to HIV positive housing consumers across all four jurisdictions – DC, MD, VA, and WV – in September 2014
- Purpose of the survey was to gather consumer feedback on:
  - *The type, safety and habitability of housing provided;*
  - *Case manager support and knowledge of existing local services;*
  - *The appropriateness and satisfaction of existing services provided;*
  - *Unmet needs for services; and*
  - *Other customer service concerns and comments.*
- A total of 229 surveys were received



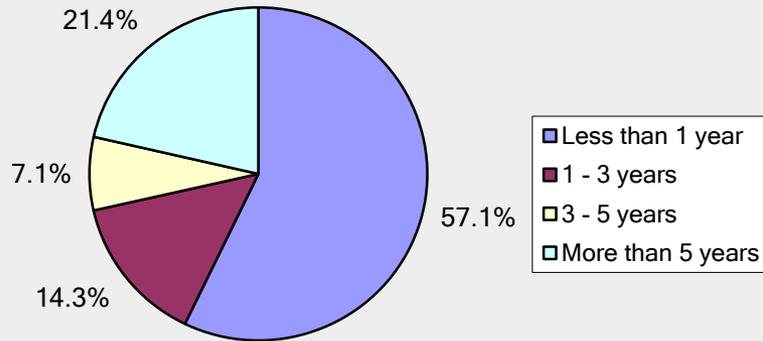
# Overview of HCS Results

- Total of 16 responses
- All residents of Washington, DC
- 87% receiving short-term / emergency rent, mortgage, or utility assistance
- 13% receiving on-going/long-term or transitional monthly rental assistance

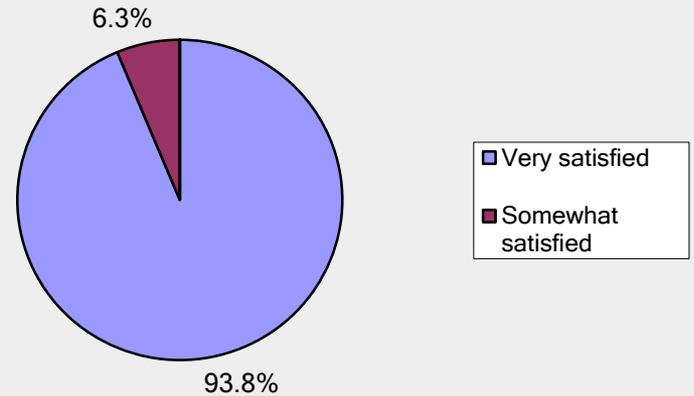


# Satisfaction with the Program

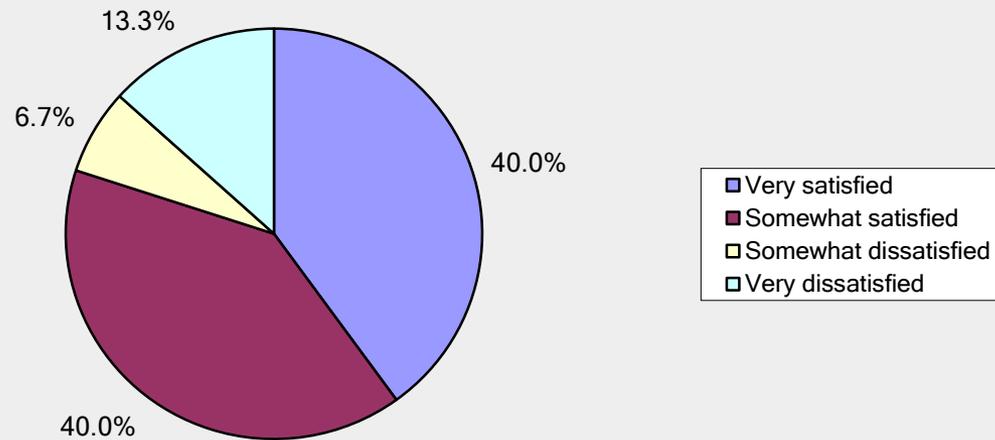
How long have you been receiving assistance from this agency or program?



Overall, how satisfied are you with the assistance you have received from this agency or program?

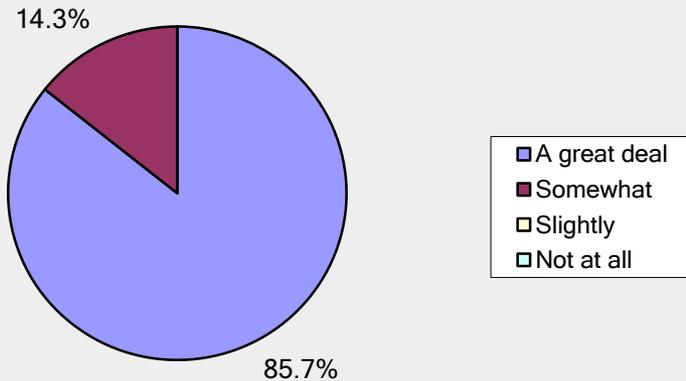


How satisfied are you with your current housing?

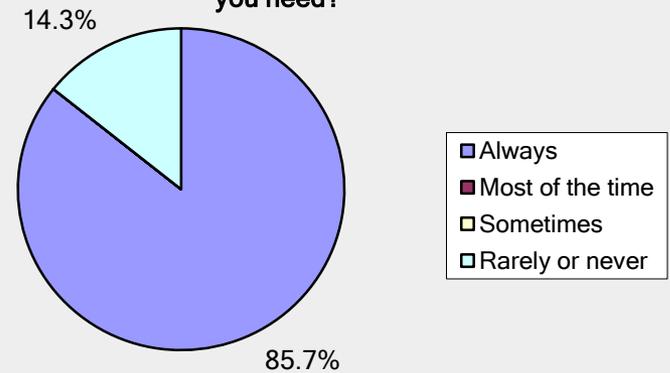


# Satisfaction with the Program

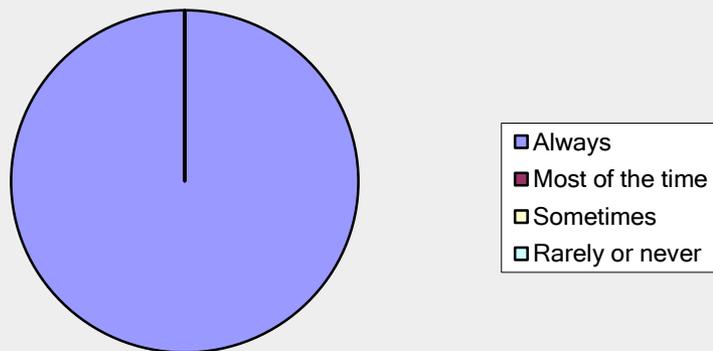
Has assistance from this agency helped you to maintain your housing or to improve your housing situation?



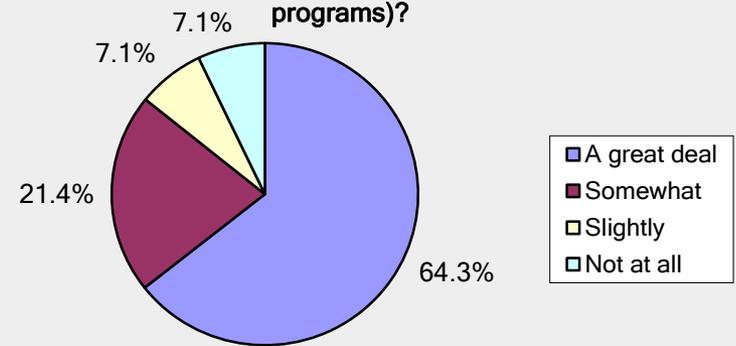
Has this program been helpful in referring you to the medical care, insurance coverage, and other services you need?



Has this program been helpful in keeping you adherent to your medical appointments and taking your medications?

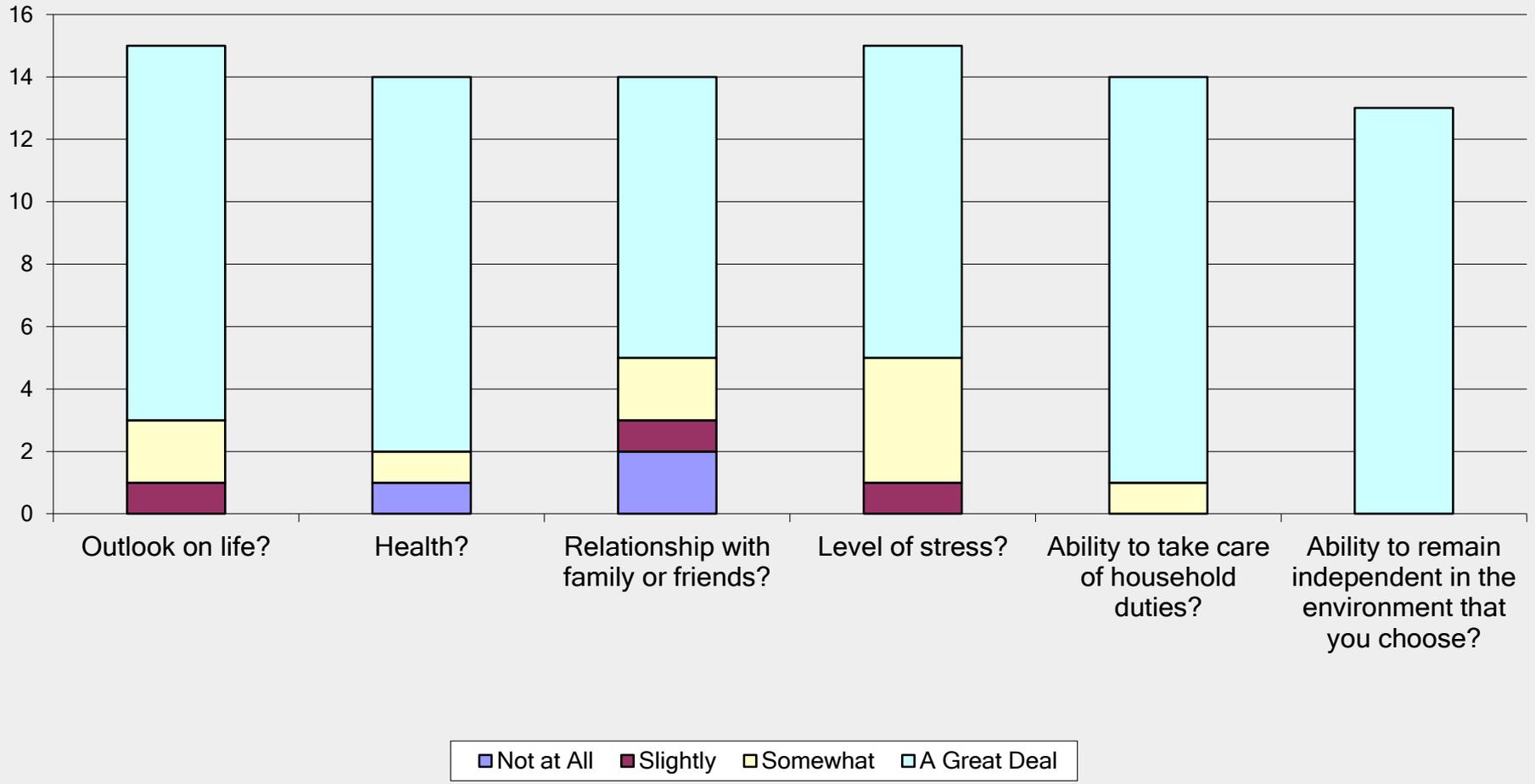


Has this program helped you access or maintain sources of income (Example: Helped you get a job, or helped you sign-up or stay qualified for assistance programs)?

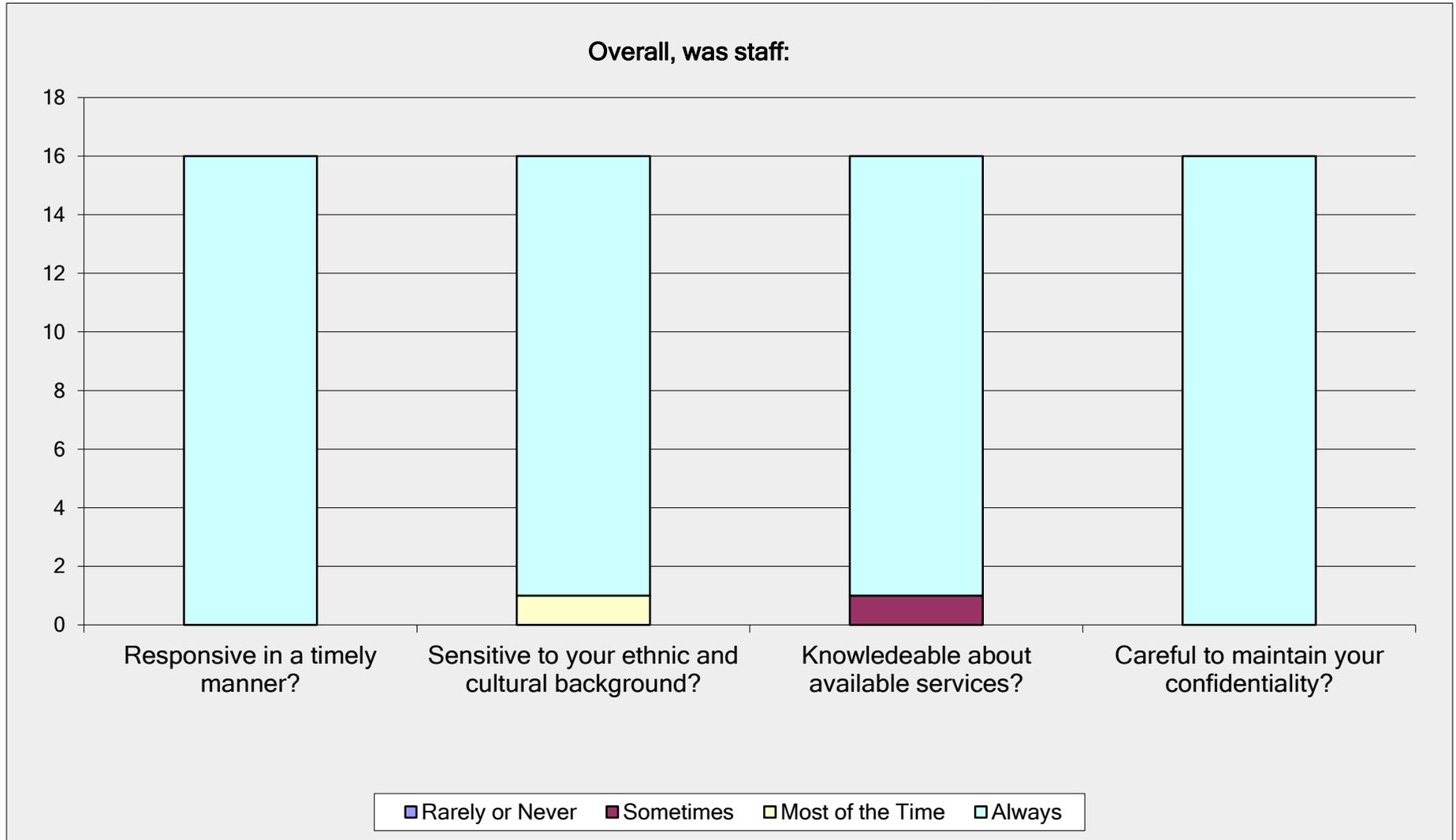


# Satisfaction with the Program

Has the assistance you have received from this agency had a positive impact on your:

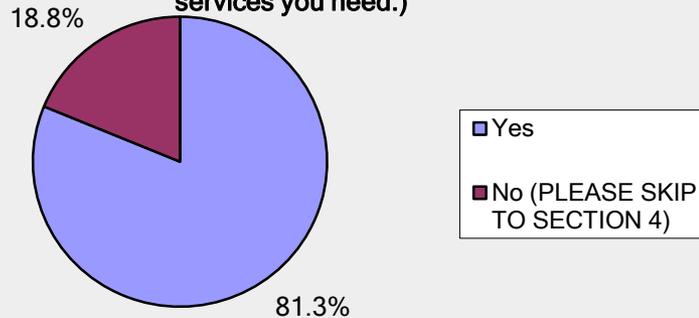


# Satisfaction with the Program Staff

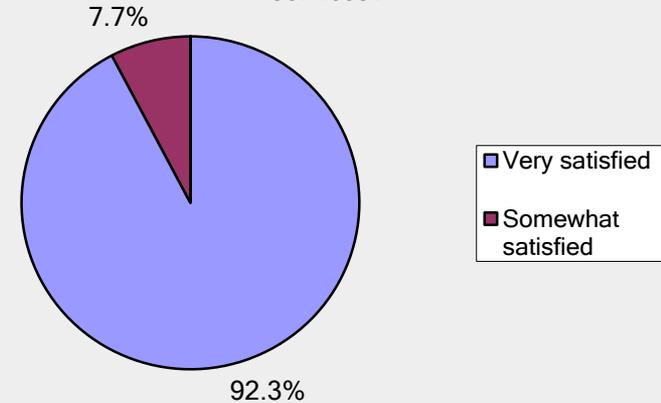


# Case Management / Housing Advocacy APPENDIX L

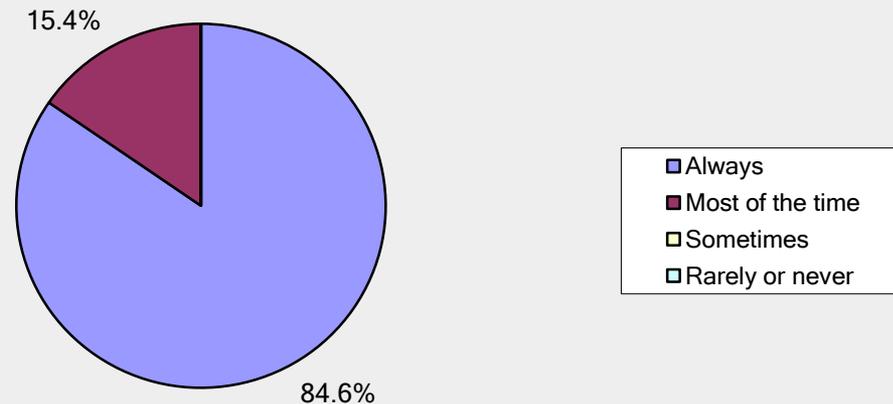
Do you have a case manager right now? (A case manager helps you figure out what services you need, helps you sign up for the services, and then keeps working with you to make sure that you have the services you need.)



How satisfied are you with your case management services?

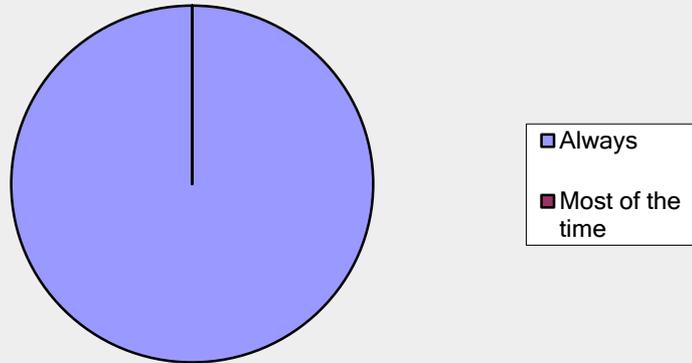


Does your case manager respond in a timely manner?

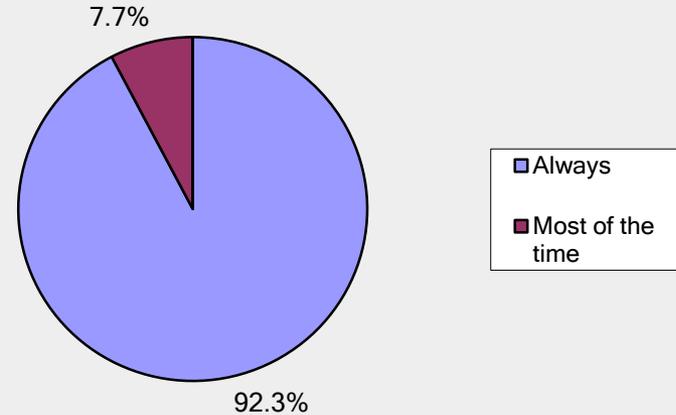


# Case Management / Housing Advocacy APPENDIX L

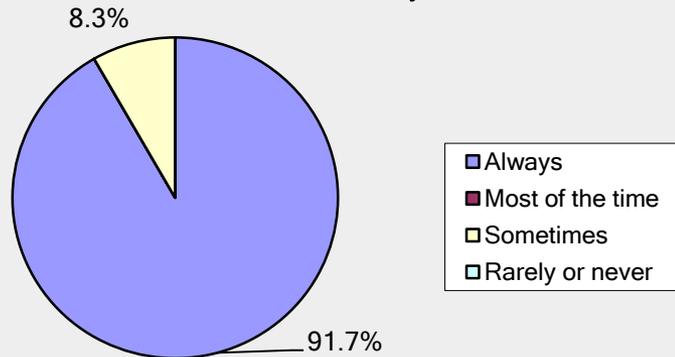
Does your case manager treat you respectfully?



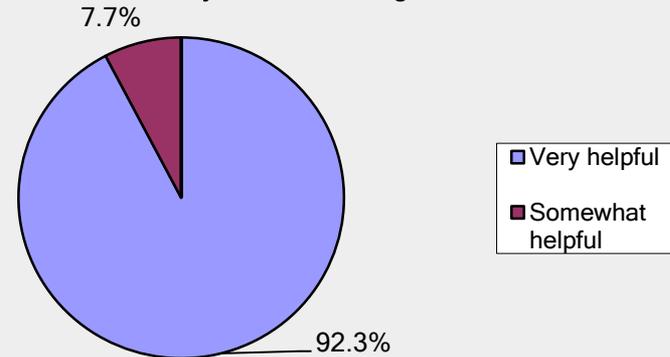
Is your case manager easy to talk to?



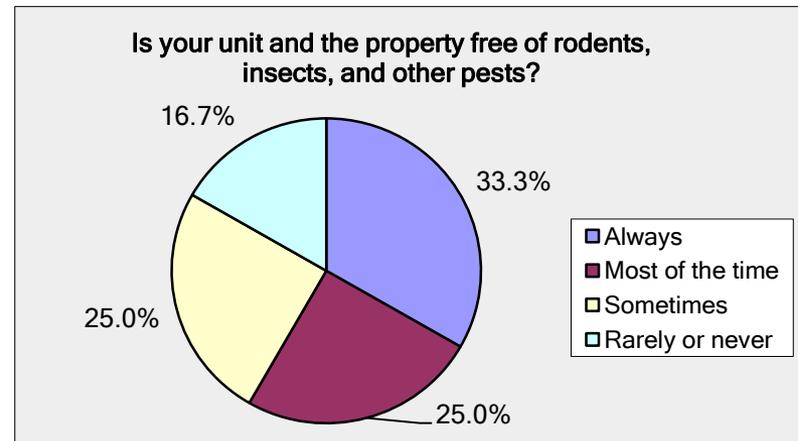
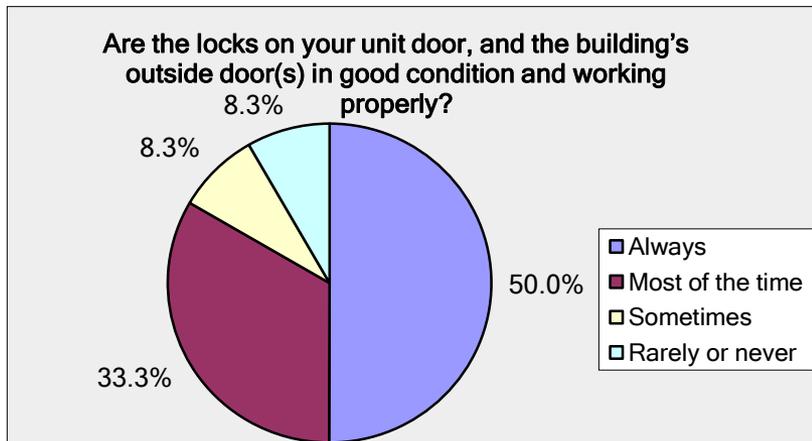
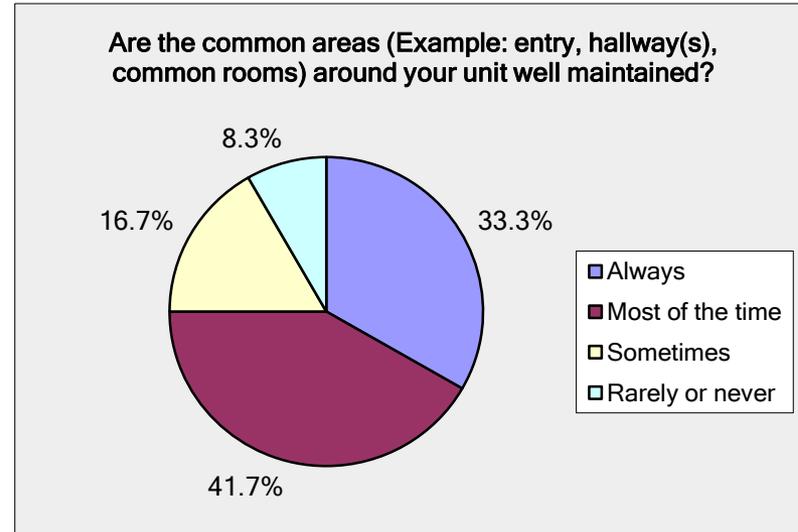
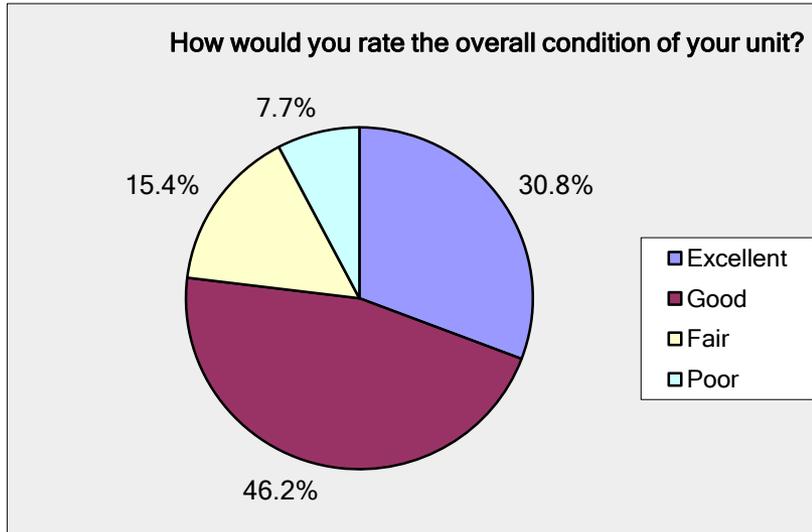
Is your case manager knowledgeable about resources available in the community?



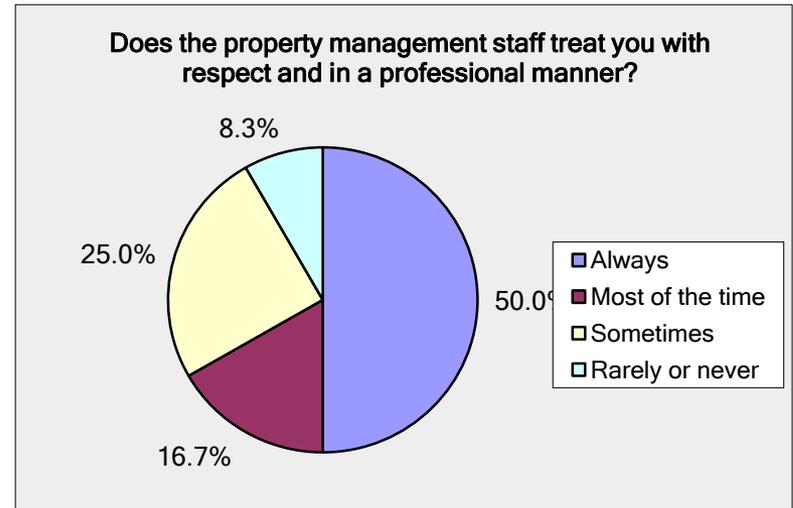
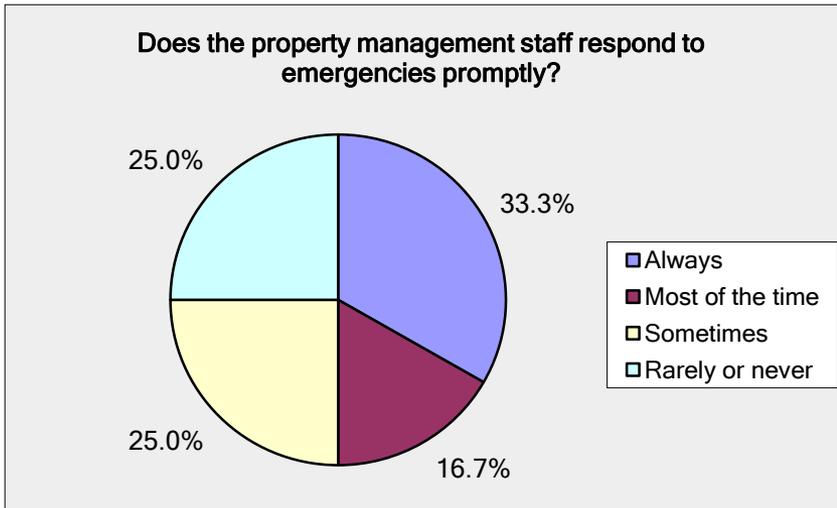
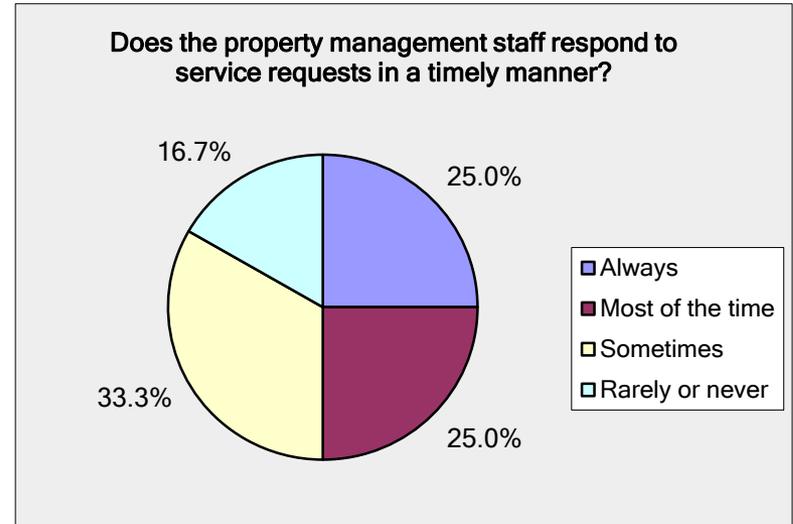
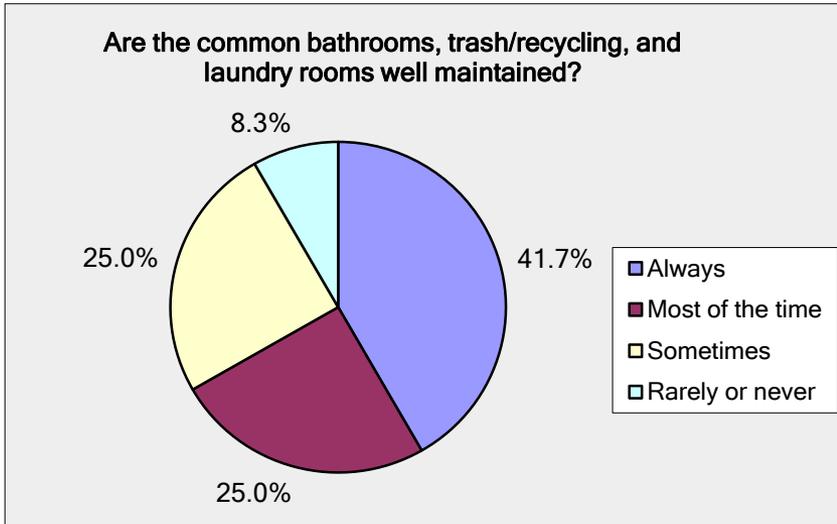
Overall, how helpful is the assistance that you receive from your case manager?



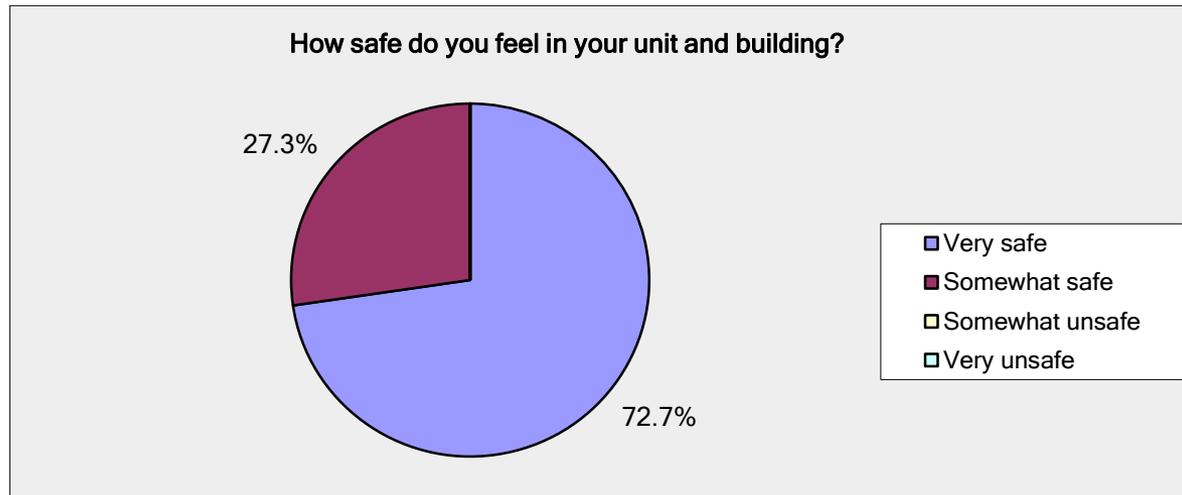
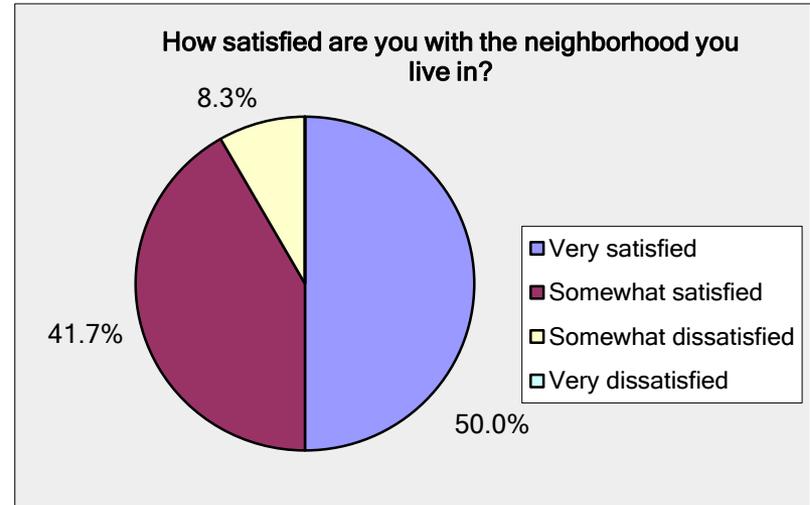
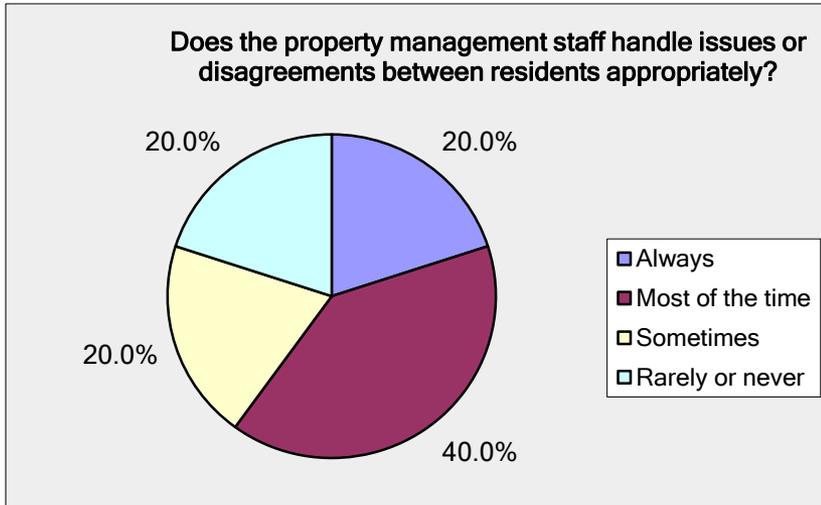
# Property Management / Facility-Based APPENDIX I



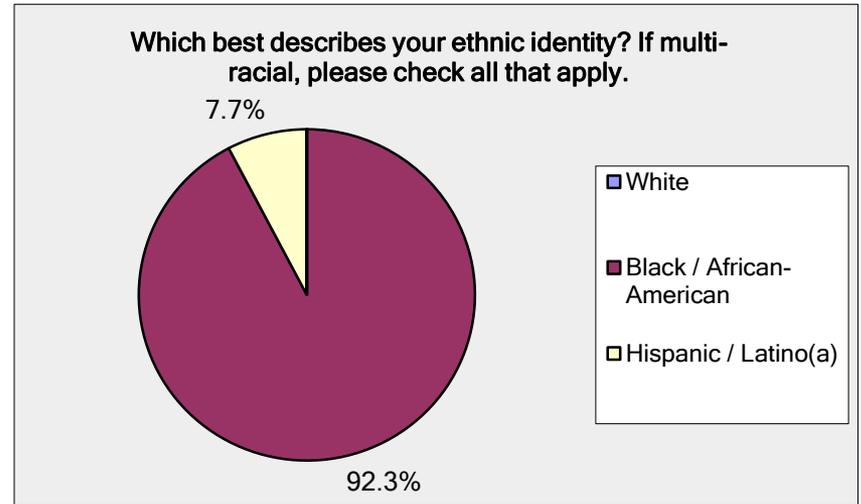
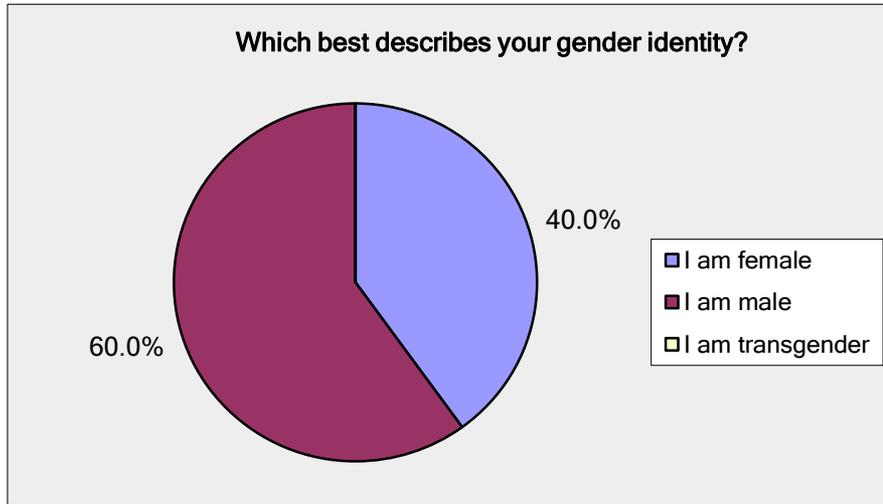
# Property Management / Facility-Based



# Property Management / Facility-Based



# Demographic Information



# In Summary

- Overall, consumers indicated high levels of satisfaction across all areas of the housing program
- The housing services provided had a positive impact across many areas of life



# Areas for Considerations

- 87% of responses indicated they received short-term assistance, yet 47% have been receiving assistance for >1yr.
- 19% indicated they did not have a case manager
- No responses provided for whether or not a Housing Plan had been developed or maintained
- Property management staff response to emergencies





## Joseph's House

# DC Consumer Satisfaction Survey Results

2014 DC Eligible Metropolitan Statistical Area  
Housing Opportunities for Persons with AIDS  
(HOPWA)

# Overview of the Survey

- Distributed to HIV positive housing consumers across all four jurisdictions – DC, MD, VA, and WV – in September 2014
- Purpose of the survey was to gather consumer feedback on:
  - *The type, safety and habitability of housing provided;*
  - *Case manager support and knowledge of existing local services;*
  - *The appropriateness and satisfaction of existing services provided;*
  - *Unmet needs for services; and*
  - *Other customer service concerns and comments.*
- A total of 229 surveys were received



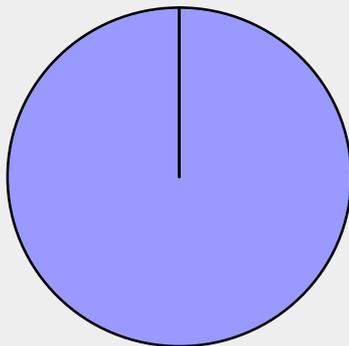
# Overview of Joseph's House Results

- Total of 5 responses
- All residents of Washington, DC
- 100% receiving housing within the agency's building(s)



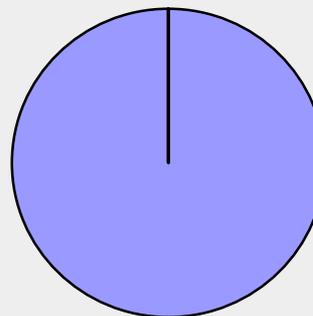
# Satisfaction with the Program

How long have you been receiving assistance from this agency or program?



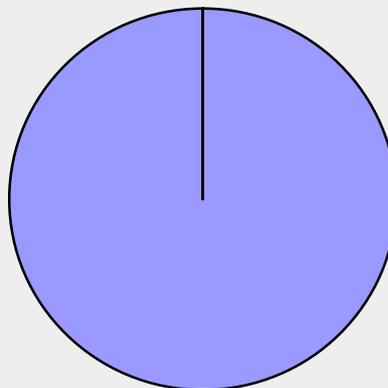
- Less than 1 year
- 1 - 3 years
- 3 - 5 years
- More than 5 years

Overall, how satisfied are you with the assistance you have received from this agency or program?



- Very satisfied
- Somewhat satisfied

How satisfied are you with your current housing?

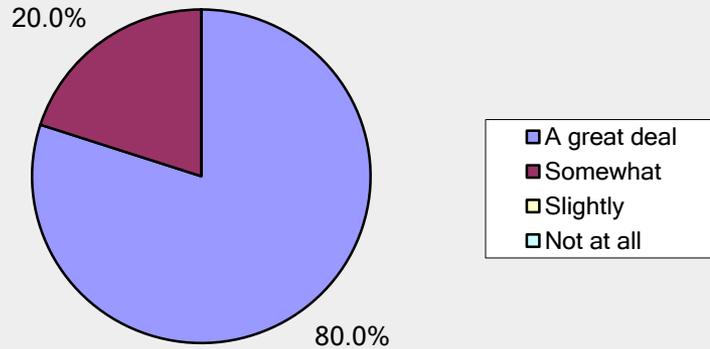


- Very satisfied
- Somewhat satisfied
- Somewhat dissatisfied
- Very dissatisfied

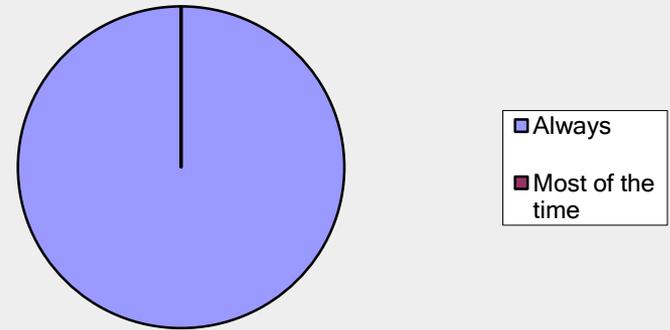


# Satisfaction with the Program

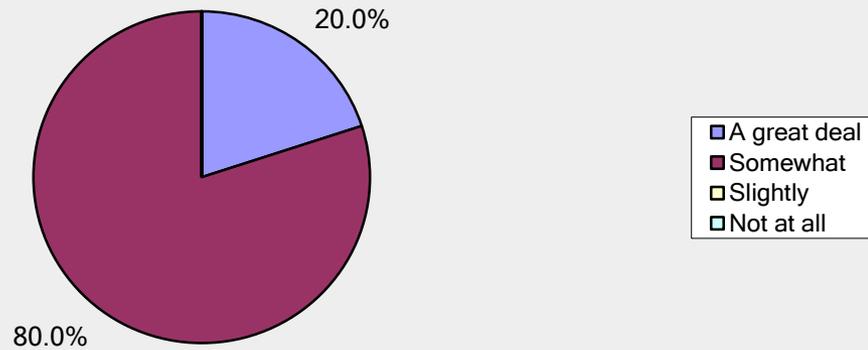
Has assistance from this agency helped you to maintain your housing or to improve your housing situation?



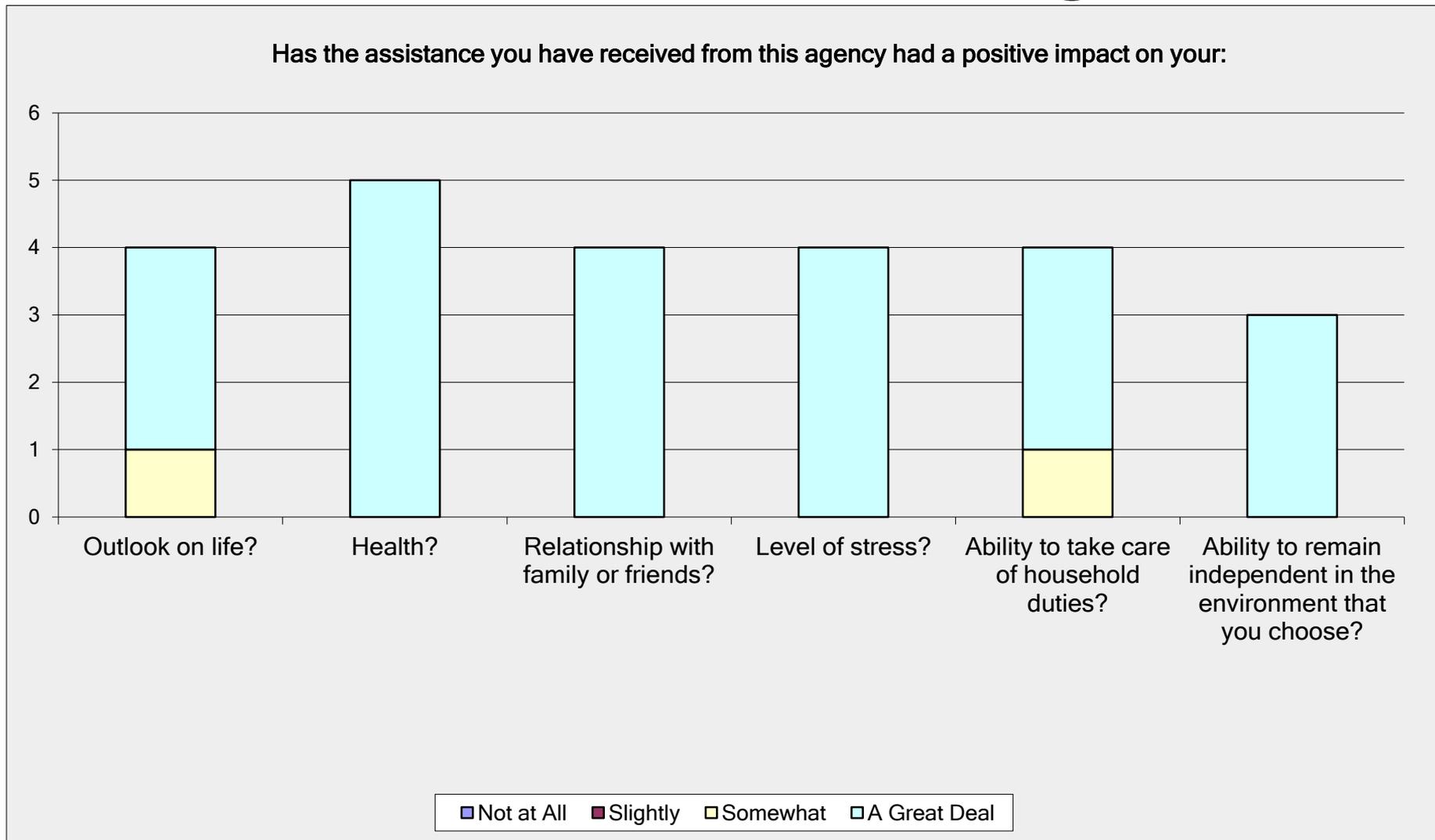
Has this program been helpful in referring you to the medical care, insurance coverage, and other services you need?



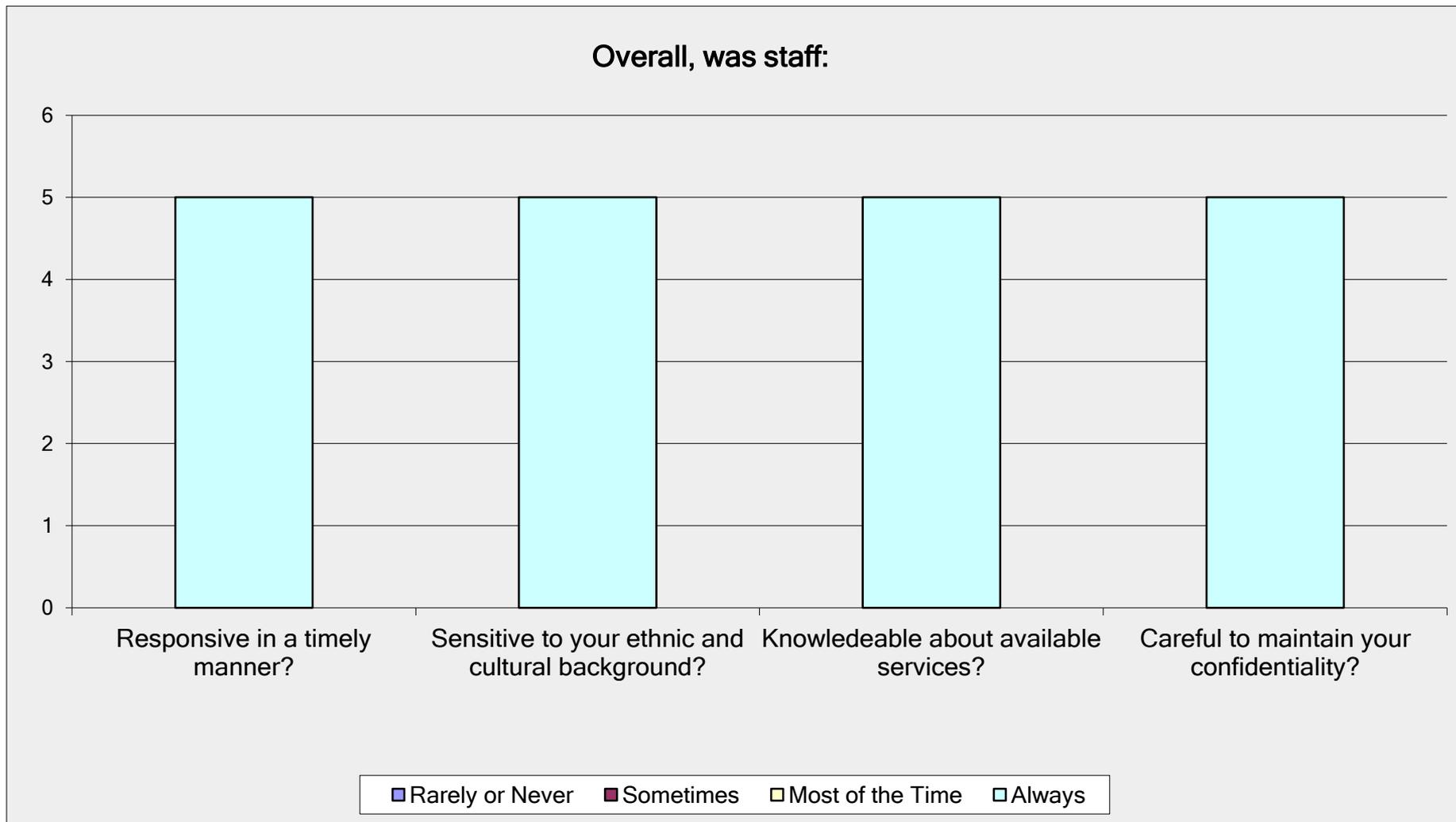
Has this program helped you access or maintain sources of income (Example: Helped you get a job, or helped you sign-up or stay qualified for assistance programs)?



# Satisfaction with the Program



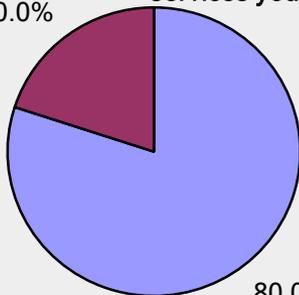
# Satisfaction with the Program Staff



# Case Management / Housing Advocacy <sup>APPENDIX L</sup>

Do you have a case manager right now? (A case manager helps you figure out what services you need, helps you sign up for the services, and then keeps working with you to make sure that you have the services you need.)

20.0%

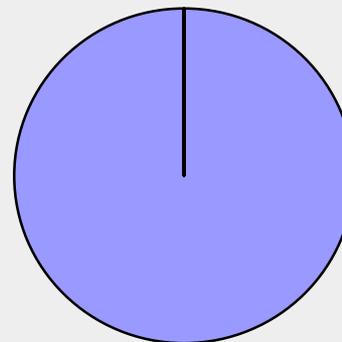


80.0%

■ Yes

■ No (PLEASE SKIP TO SECTION 4)

How satisfied are you with your case management services?

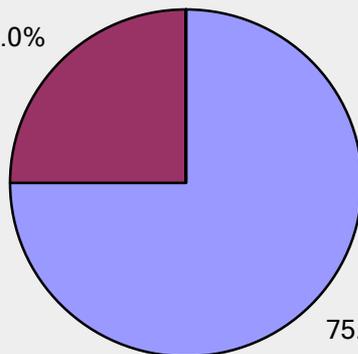


■ Very satisfied

■ Somewhat satisfied

Does your case manager respond in a timely manner?

25.0%



75.0%

■ Always

■ Most of the time

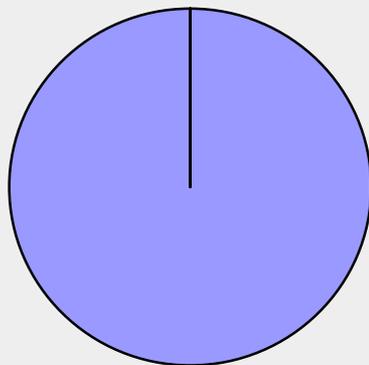
□ Sometimes

□ Rarely or never



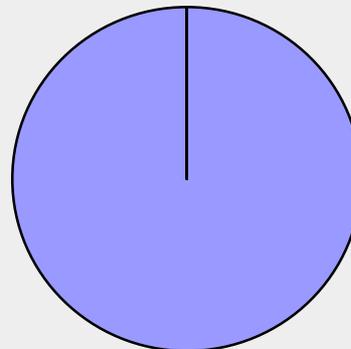
# Case Management / Housing Advocacy <sup>APPENDIX L</sup>

Does your case manager treat you respectfully?



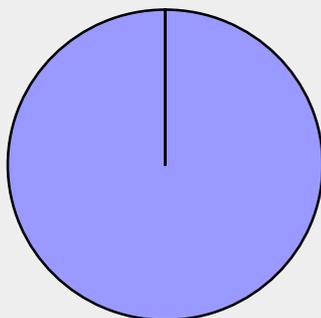
- Always
- Most of the time

Is your case manager easy to talk to?



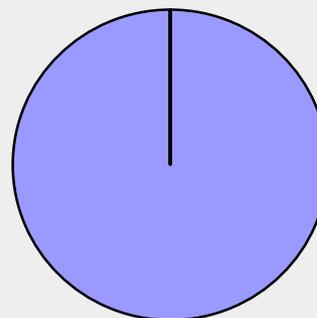
- Always
- Most of the time

Is your case manager knowledgeable about resources available in the community?



- Always
- Most of the time

Overall, how helpful is the assistance that you receive from your case manager?

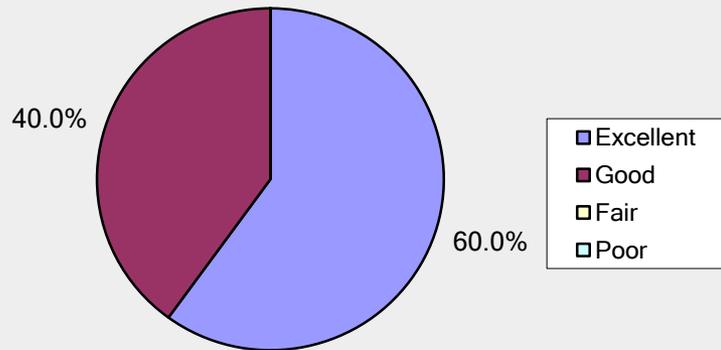


- Very helpful
- Somewhat helpful

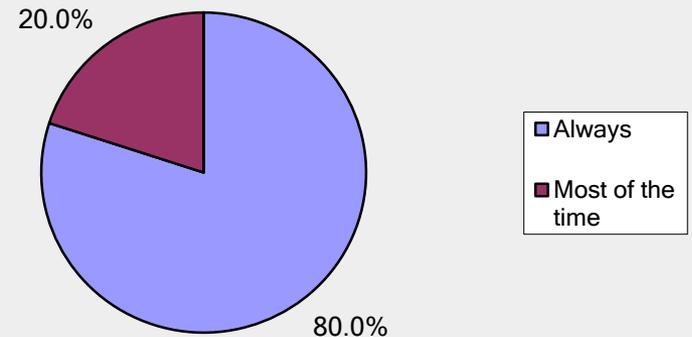


# Property Management / Facility-Based <sup>APPENDIX L</sup>

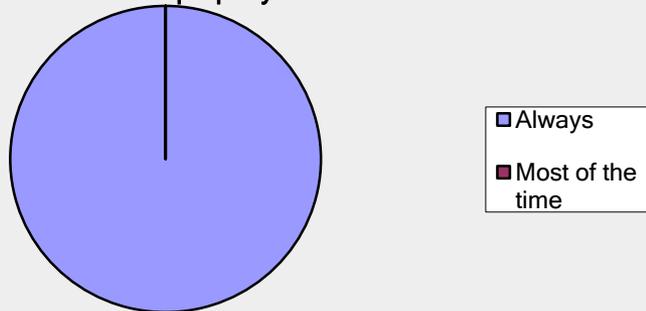
How would you rate the overall condition of your unit?



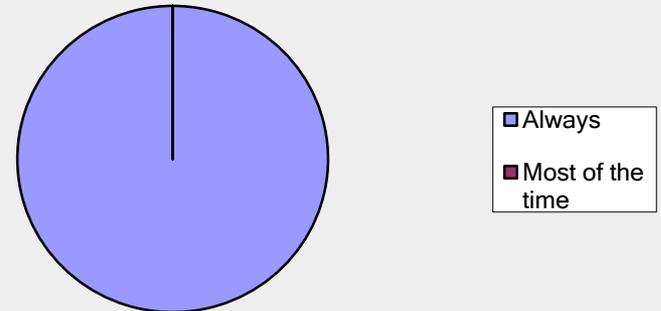
Are the common areas (Example: entry, hallway(s), common rooms) around your unit well maintained?



Are the locks on your unit door, and the building's outside door(s) in good condition and working properly?

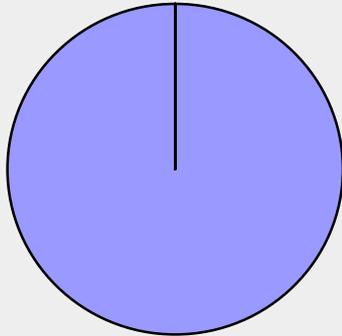


Is your unit and the property free of rodents, insects, and other pests?



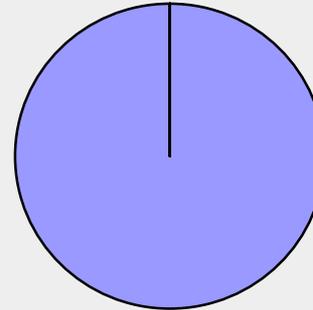
# Property Management / Facility-Based <sup>APPENDIX L</sup>

Are the common bathrooms, trash/recycling, and laundry rooms well maintained?



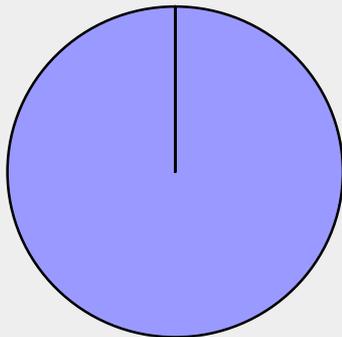
- Always
- Most of the time

Does the property management staff respond to service requests in a timely manner?



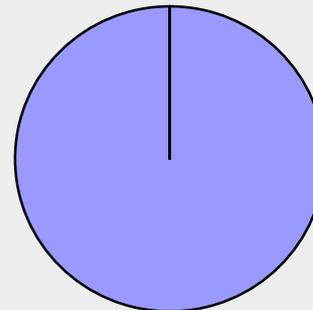
- Always
- Most of the time

Does the property management staff respond to emergencies promptly?



- Always
- Most of the time

Does the property management staff treat you with respect and in a professional manner?

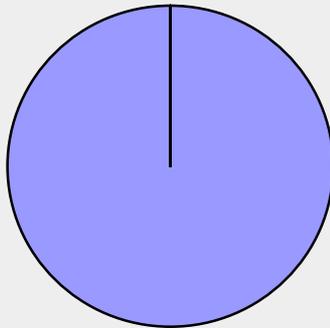


- Always
- Most of the time



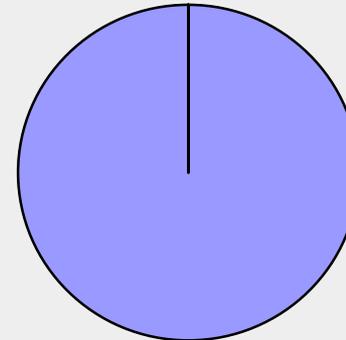
# Property Management / Facility-Based <sup>APPENDIX L</sup>

Does the property management staff handle issues or disagreements between residents appropriately?



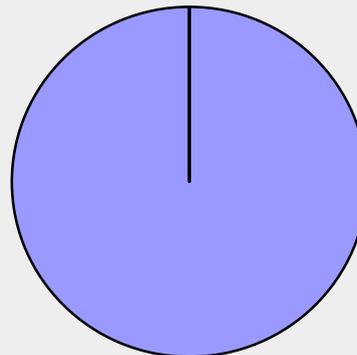
- Always
- Most of the time

How satisfied are you with the neighborhood you live in?



- Very satisfied
- Somewhat satisfied

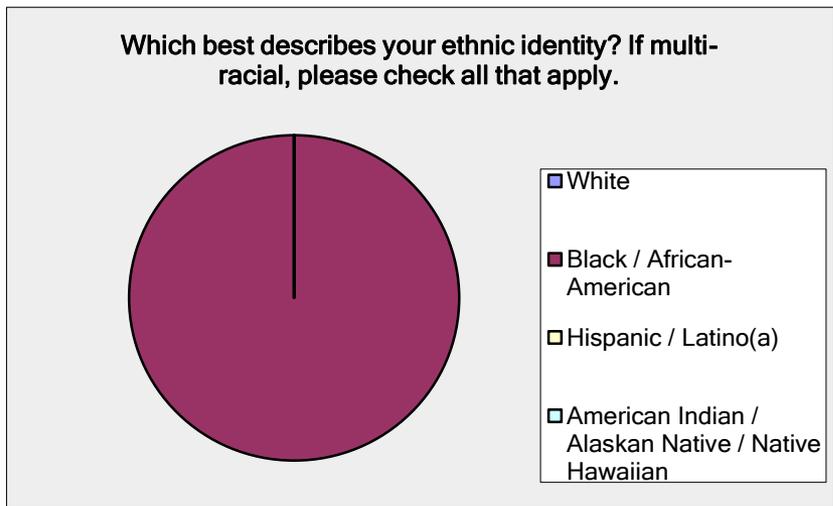
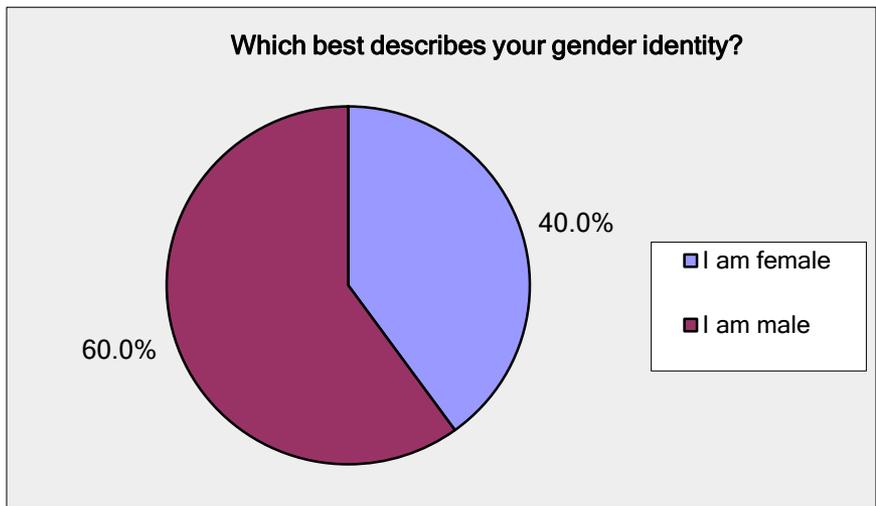
How safe do you feel in your unit and building?



- Very safe
- Somewhat safe
- Somewhat unsafe
- Very unsafe



# Demographic Information



# In Summary

- Overall, consumers indicated high levels of satisfaction across all areas of the housing program
- The housing services provided had a positive impact across many areas of life





# Miriam's House

## DC Consumer Satisfaction Survey Results

2014 DC Eligible Metropolitan Statistical Area  
Housing Opportunities for Persons with AIDS  
(HOPWA)

# Overview of the Survey

- Distributed to HIV positive housing consumers across all four jurisdictions – DC, MD, VA, and WV – in September 2014
- Purpose of the survey was to gather consumer feedback on:
  - *The type, safety and habitability of housing provided;*
  - *Case manager support and knowledge of existing local services;*
  - *The appropriateness and satisfaction of existing services provided;*
  - *Unmet needs for services; and*
  - *Other customer service concerns and comments.*
- A total of 229 surveys were received

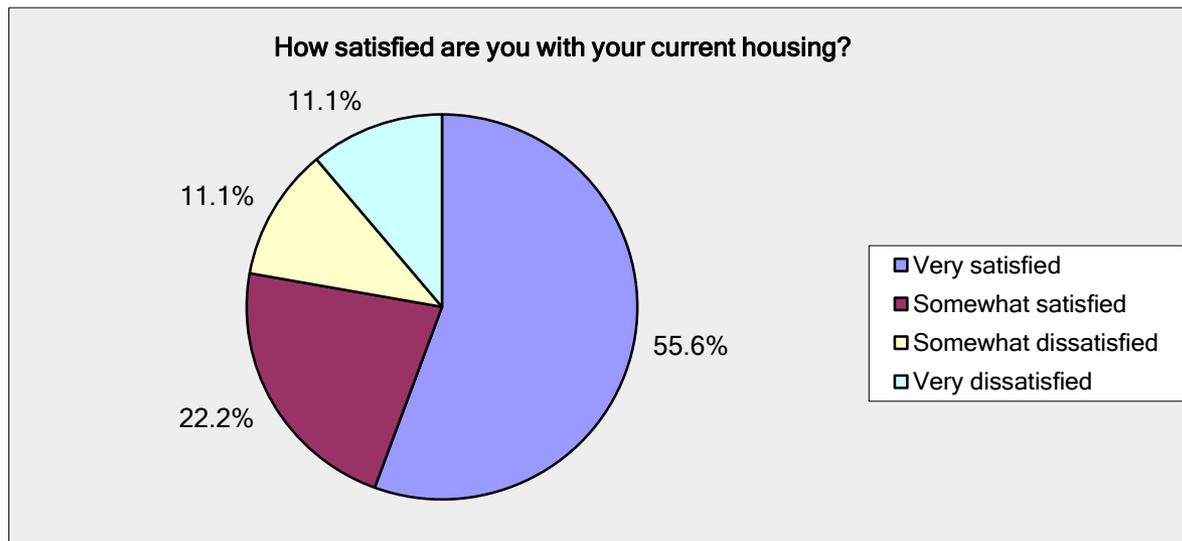
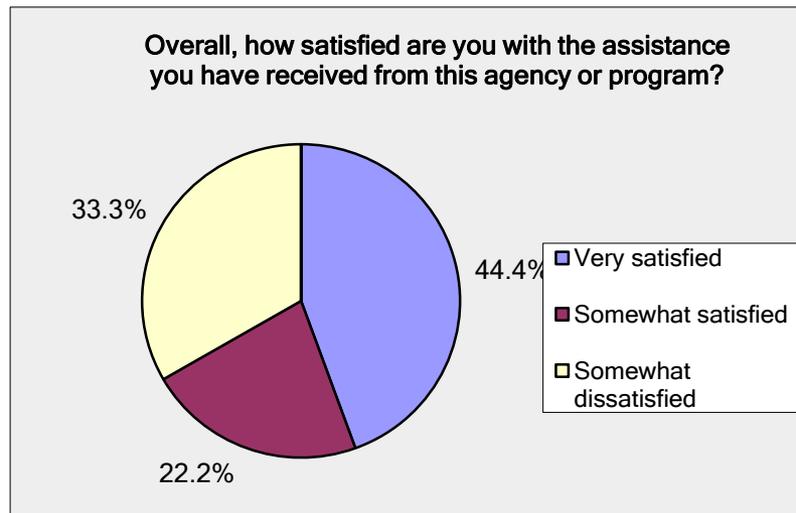
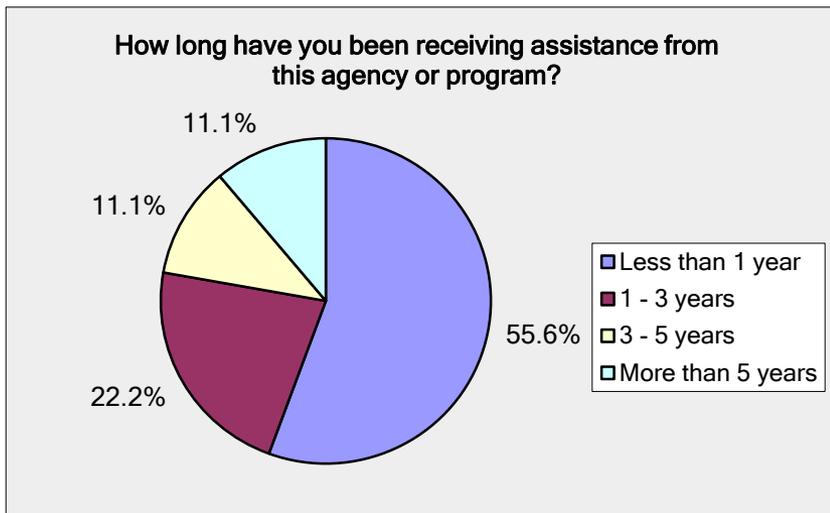


# Overview of Miriam's House Results

- Total of 9 responses
- All residents of Washington, DC
- 78% receiving housing within the agency's building(s)
- 22% receiving on-going/long-term or transitional monthly rental assistance

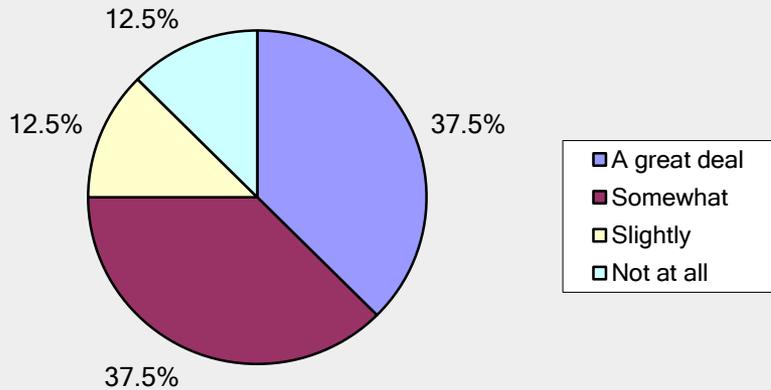


# Satisfaction with the Program

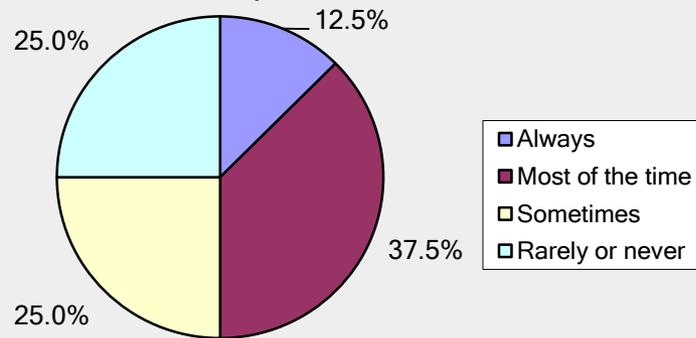


# Satisfaction with the Program

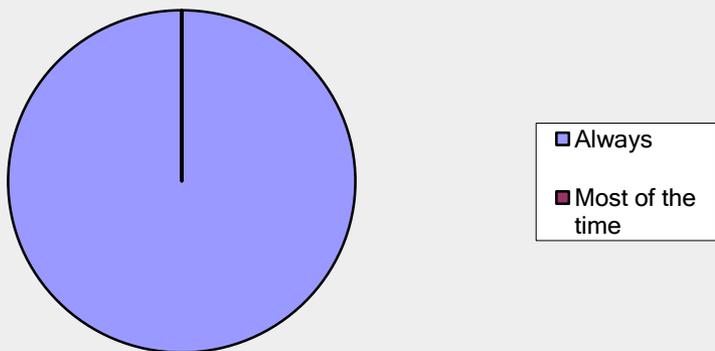
Has assistance from this agency helped you to maintain your housing or to improve your housing situation?



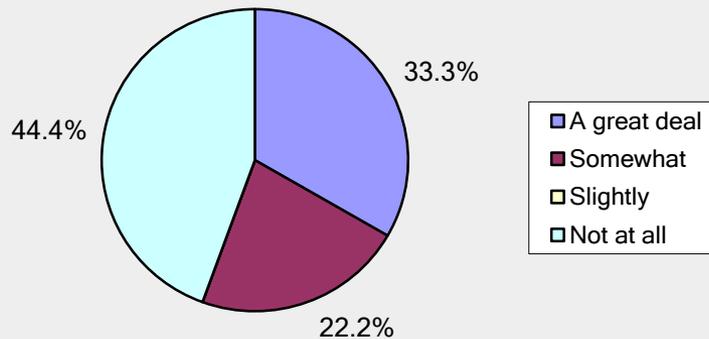
Has this program been helpful in referring you to the medical care, insurance coverage, and other services you need?



Has this program been helpful in keeping you adherent to your medical appointments and taking your medications?

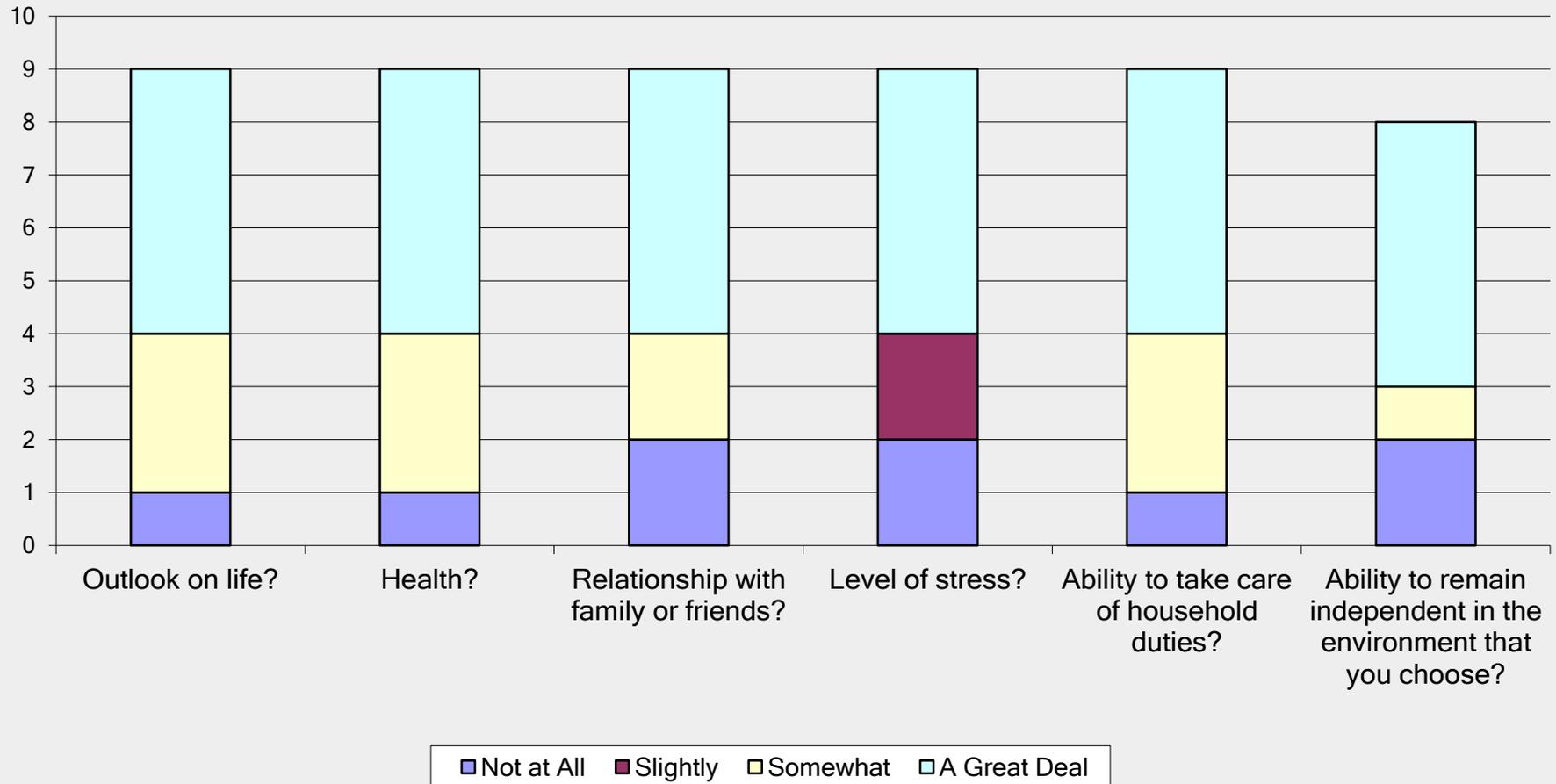


Has this program helped you access or maintain sources of income (Example: Helped you get a job, or helped you sign-up or stay qualified for assistance programs)?

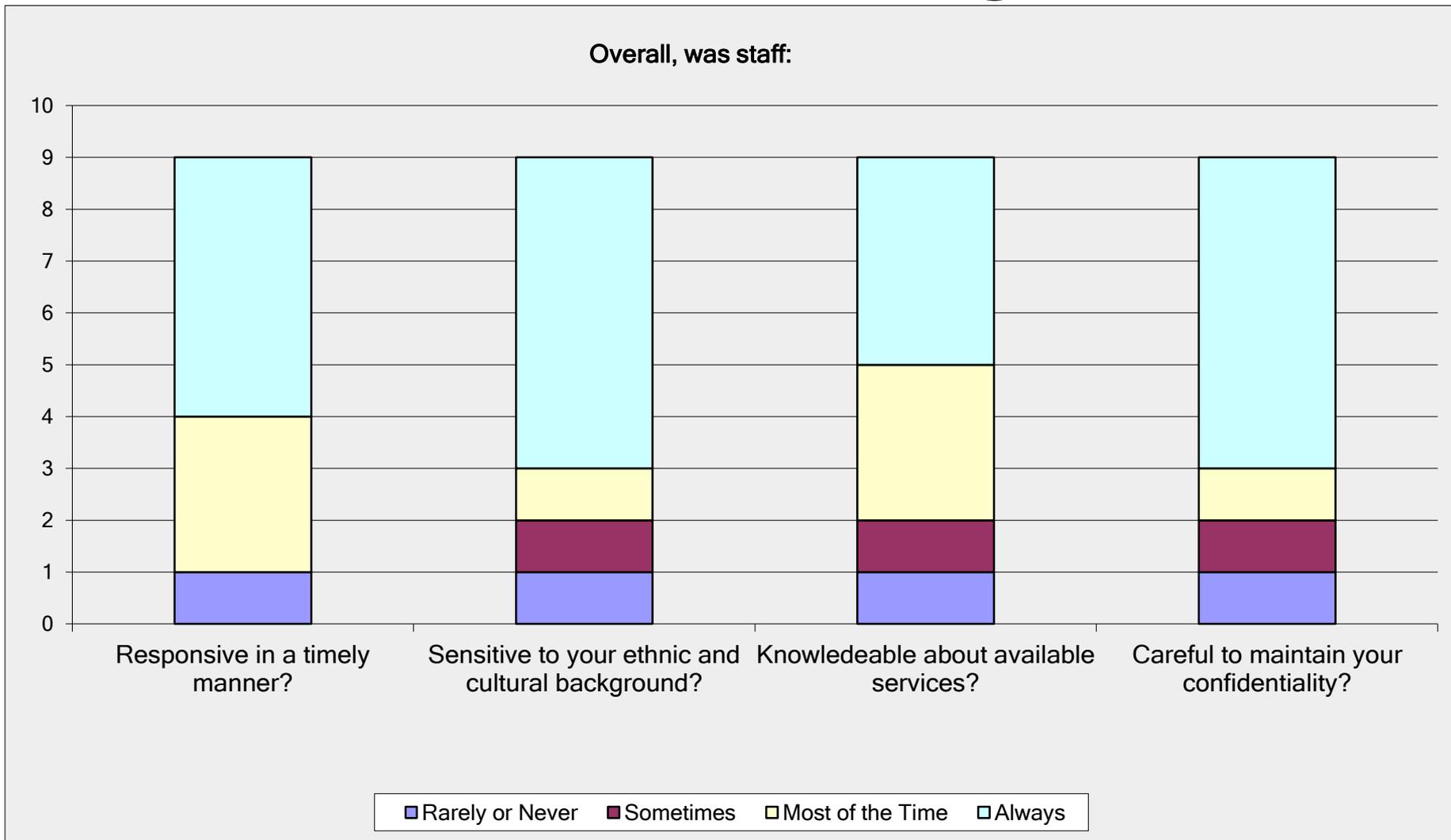


# Satisfaction with the Program

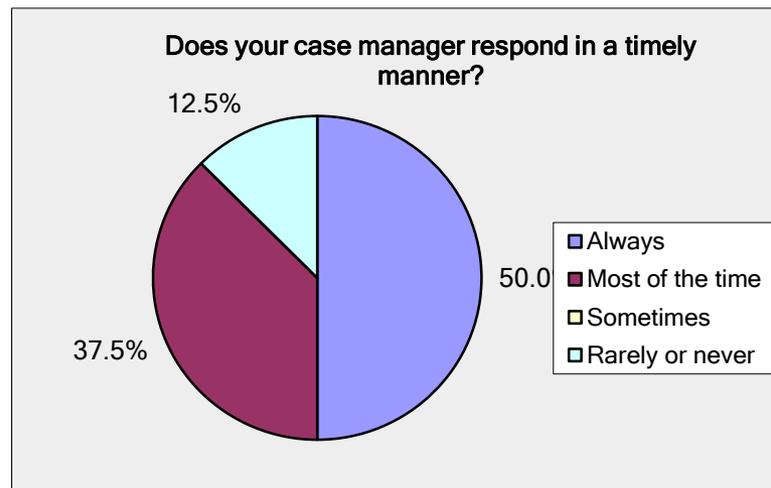
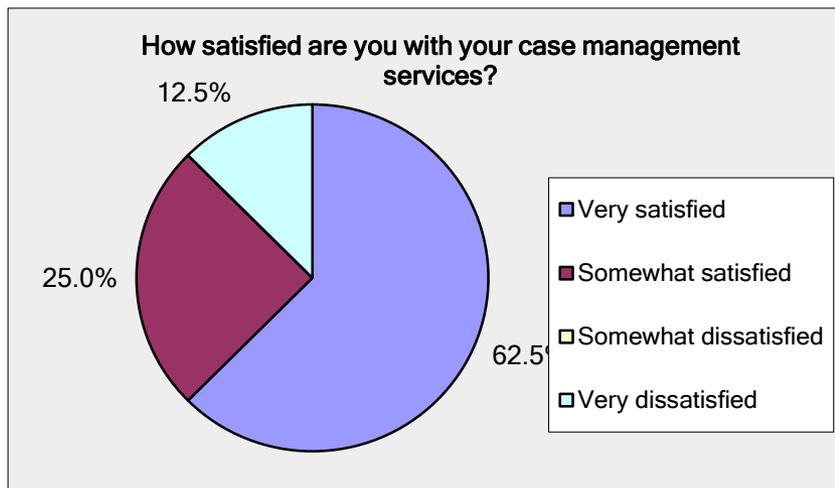
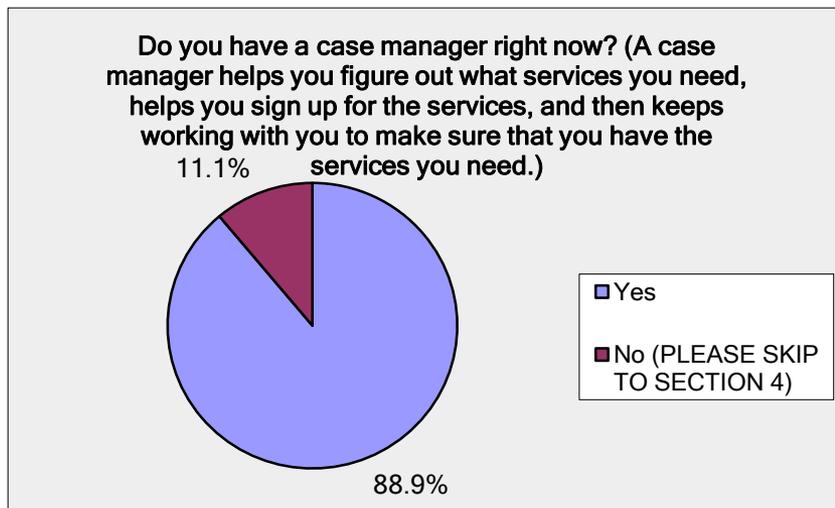
Has the assistance you have received from this agency had a positive impact on your:



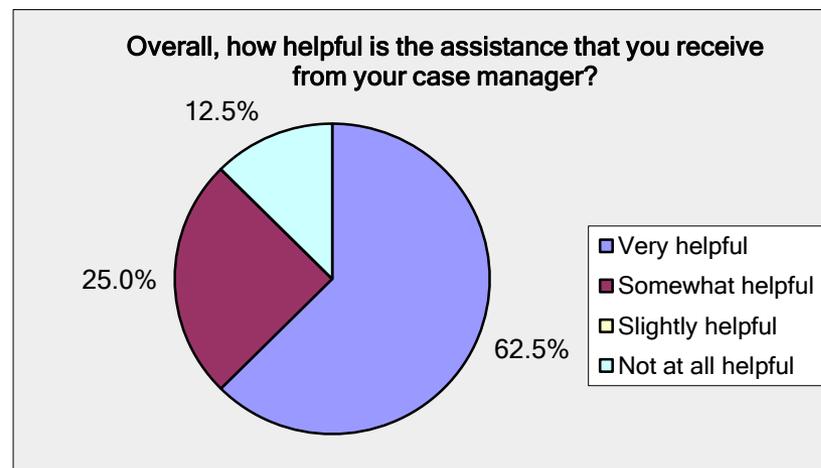
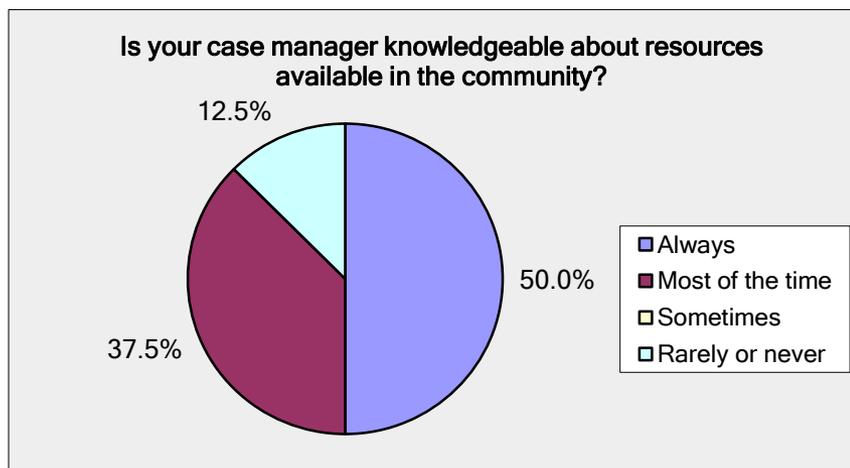
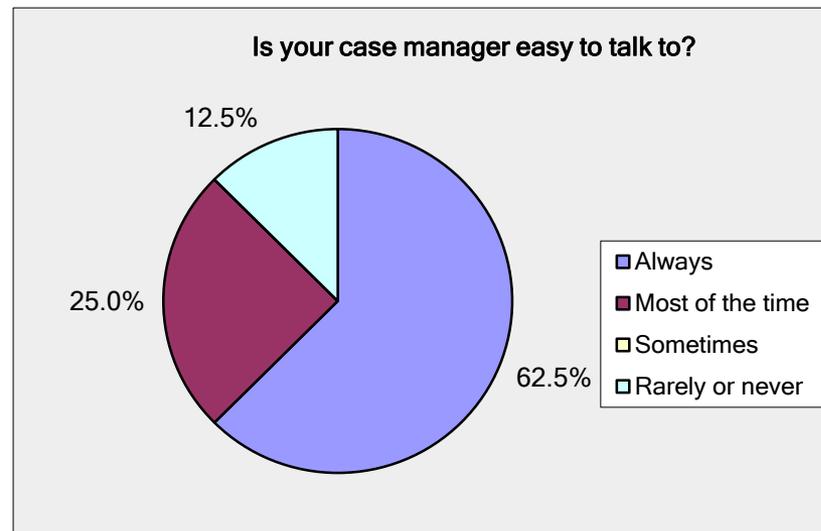
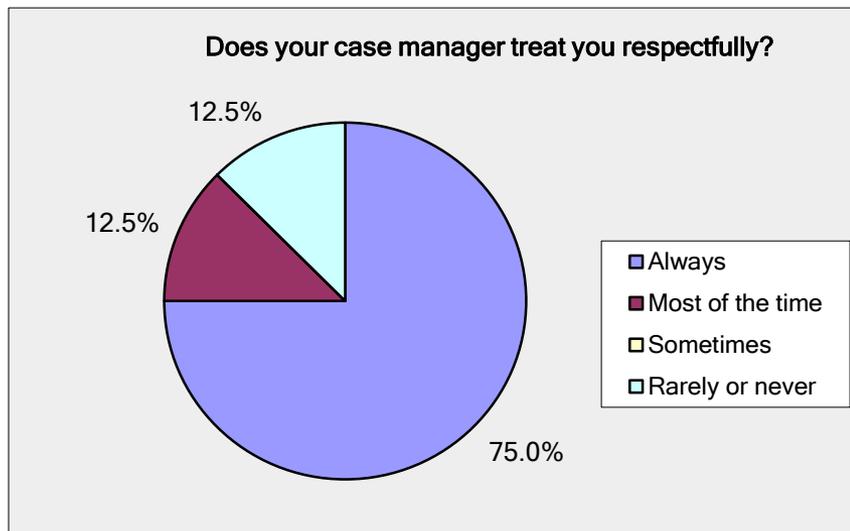
# Satisfaction with the Program Staff



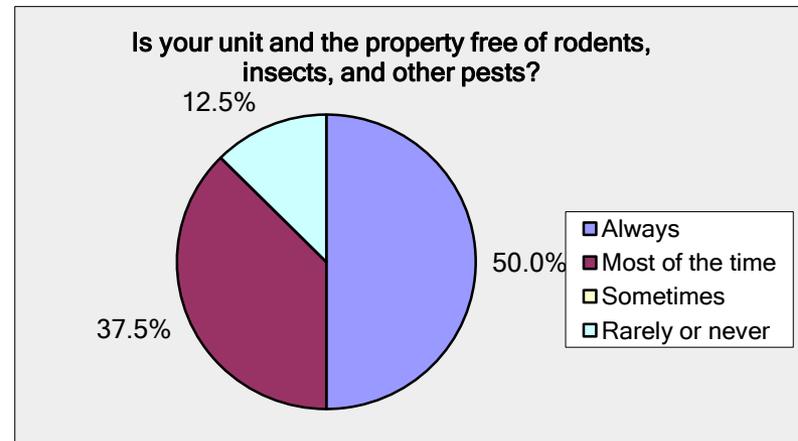
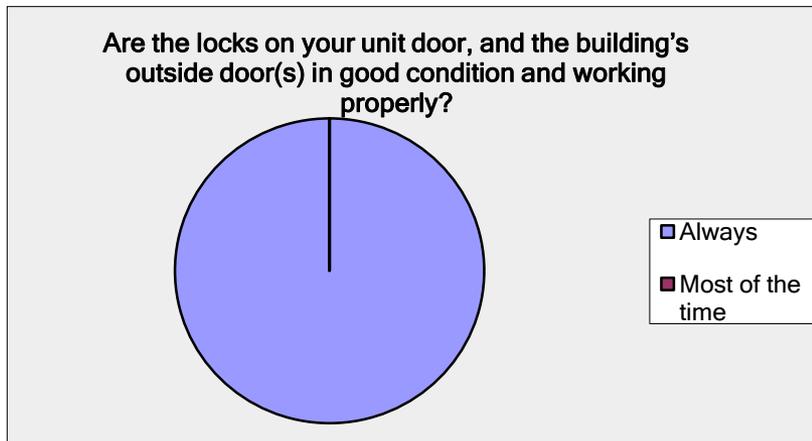
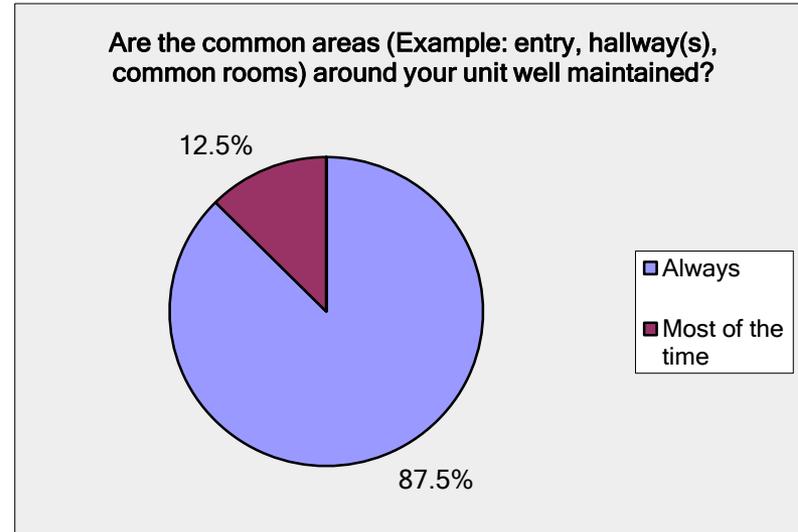
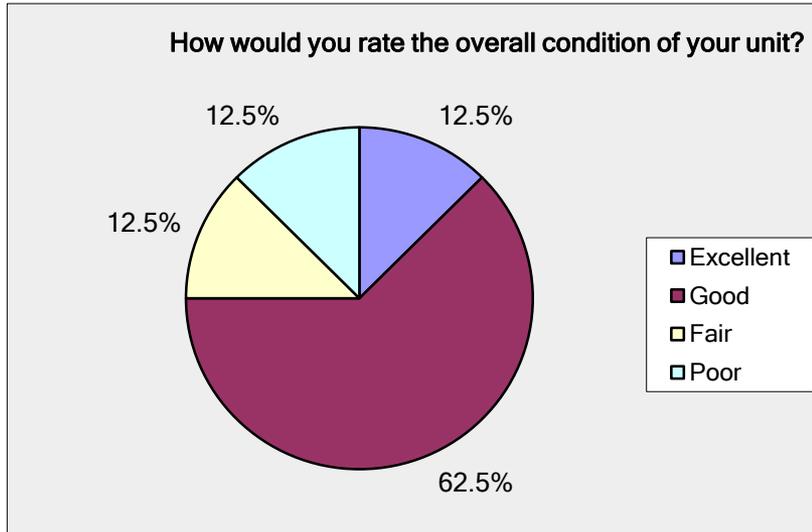
# Case Management / Housing Advocacy APPENDIX L



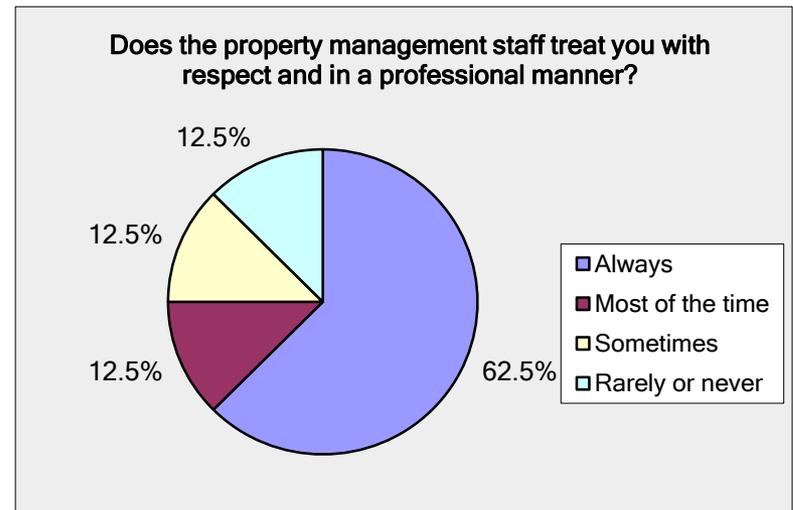
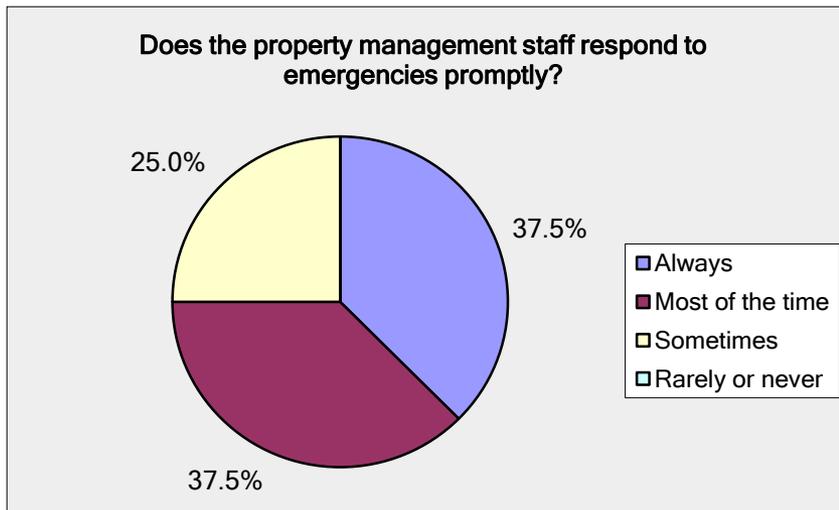
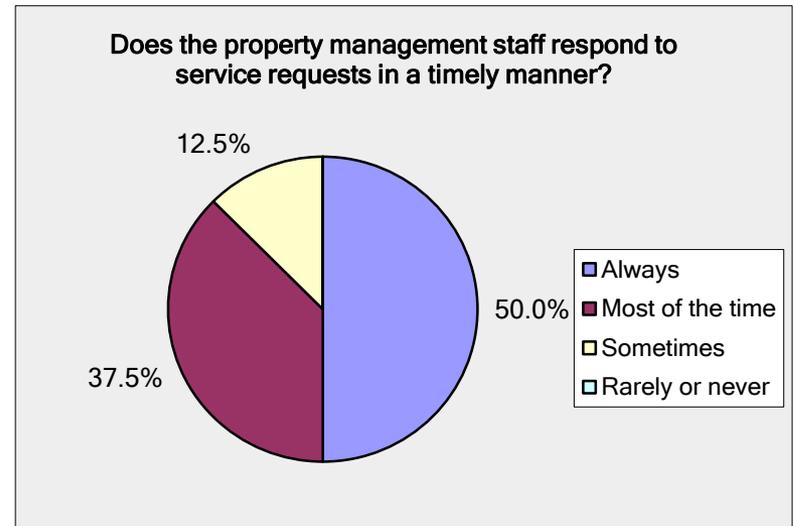
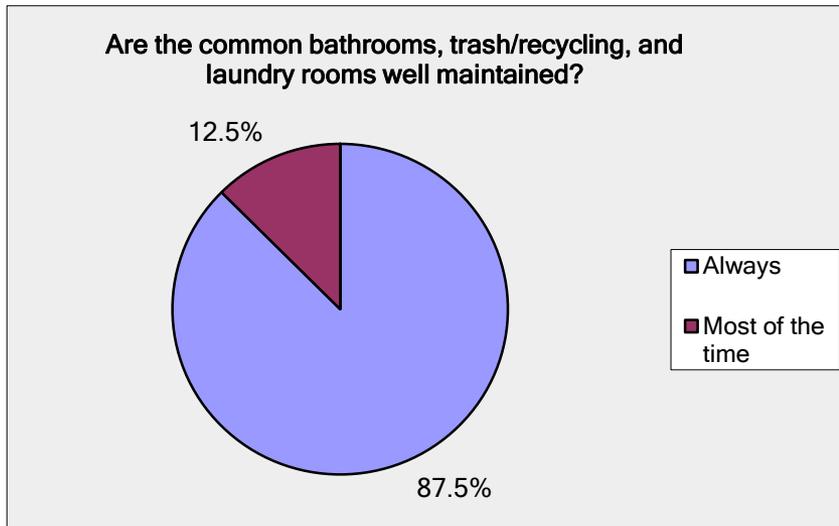
# Case Management / Housing Advocacy APPENDIX L



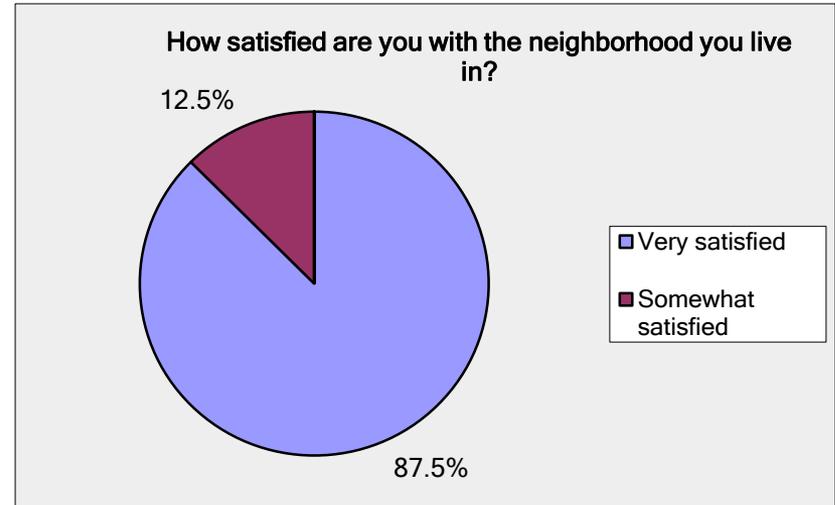
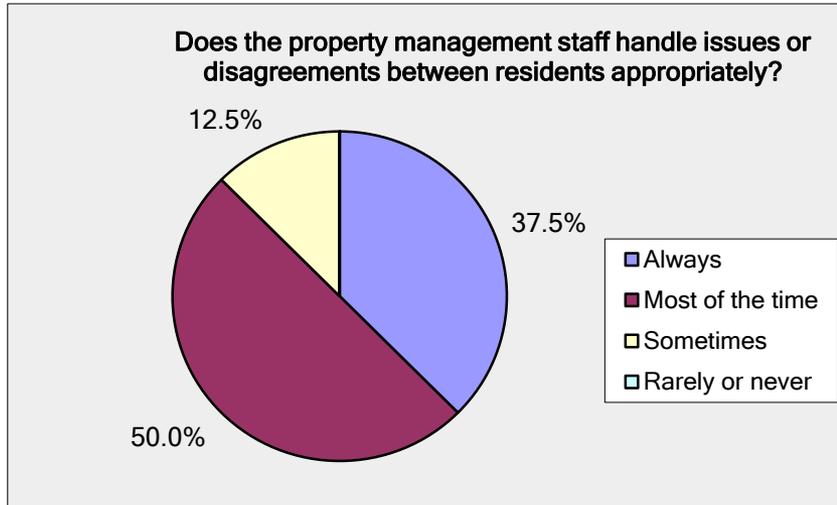
# Property Management / Facility-Based APPENDIX L



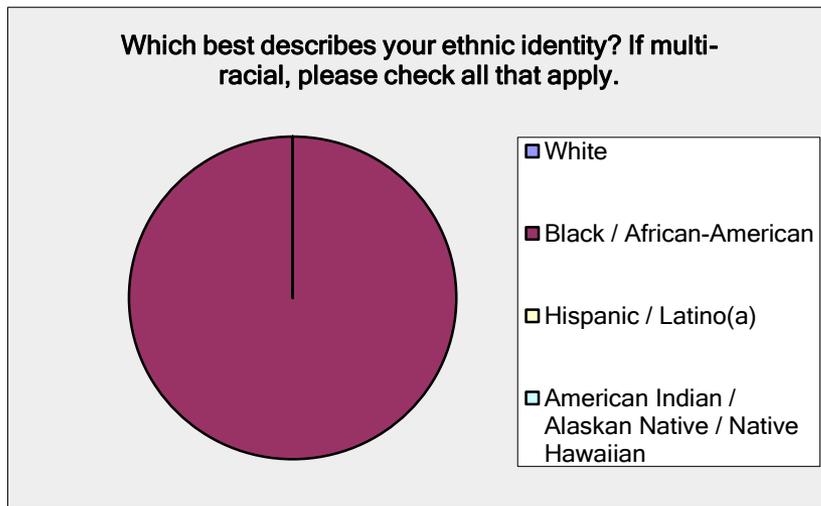
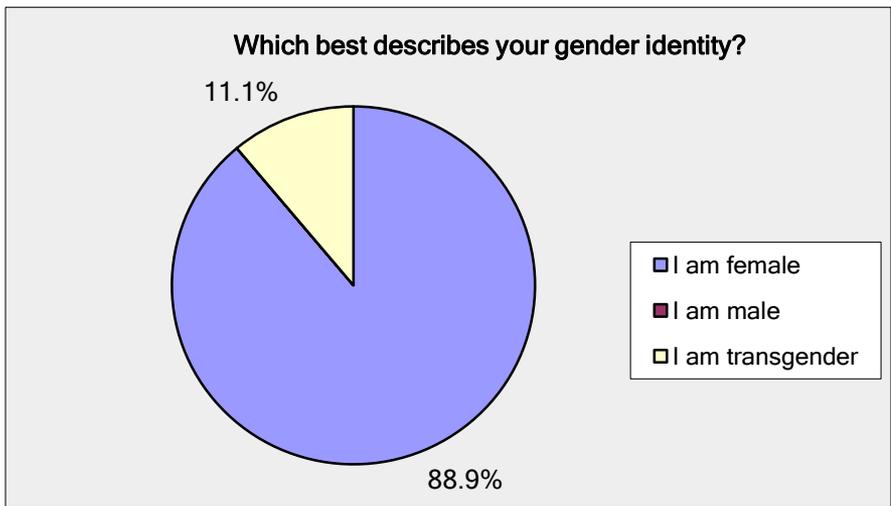
# Property Management / Facility-Based APPENDIX L



# Property Management / Facility-Based <sup>APPENDIX L</sup>



# Demographic Information



# In Summary

- Overall, consumers indicated high levels of satisfaction across all areas of the housing program
- The housing services provided had a positive impact across many areas of life



# Areas for Considerations

- 50% of responses indicated the program sometimes or rarely/never were helpful in referring to medical care, insurance coverage, and other services





# Northern VA Regional Commission VA Consumer Satisfaction Survey Results

2014 DC Eligible Metropolitan Statistical Area  
Housing Opportunities for Persons with AIDS  
(HOPWA)

# Overview of the Survey

- Distributed to HIV positive housing consumers across all four jurisdictions – DC, MD, VA, and WV – in September 2014
- Purpose of the survey was to gather consumer feedback on:
  - *The type, safety and habitability of housing provided;*
  - *Case manager support and knowledge of existing local services;*
  - *The appropriateness and satisfaction of existing services provided;*
  - *Unmet needs for services; and*
  - *Other customer service concerns and comments.*
- A total of 229 surveys were received

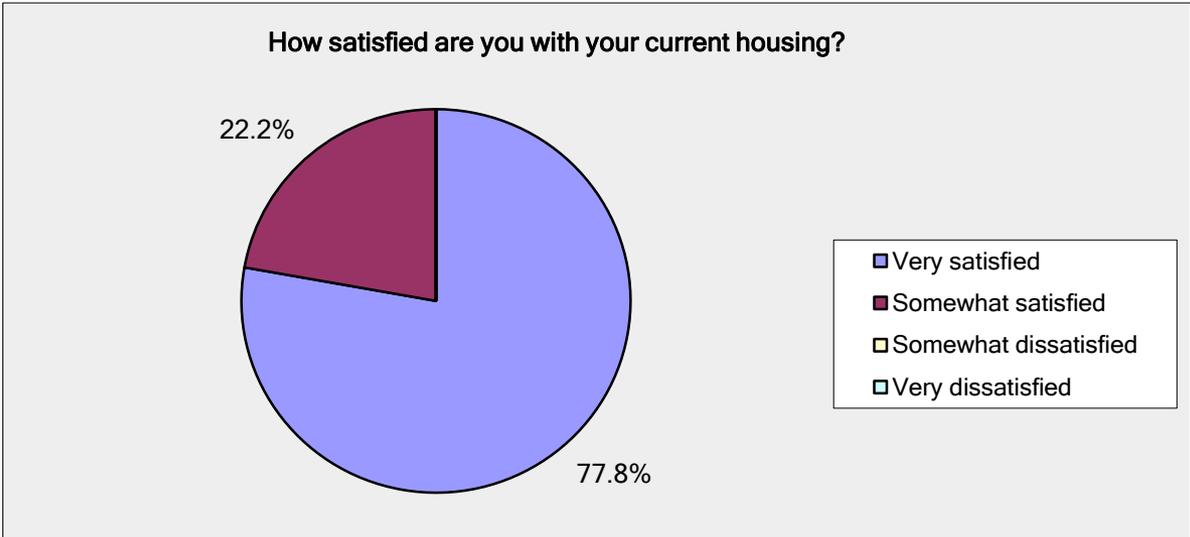
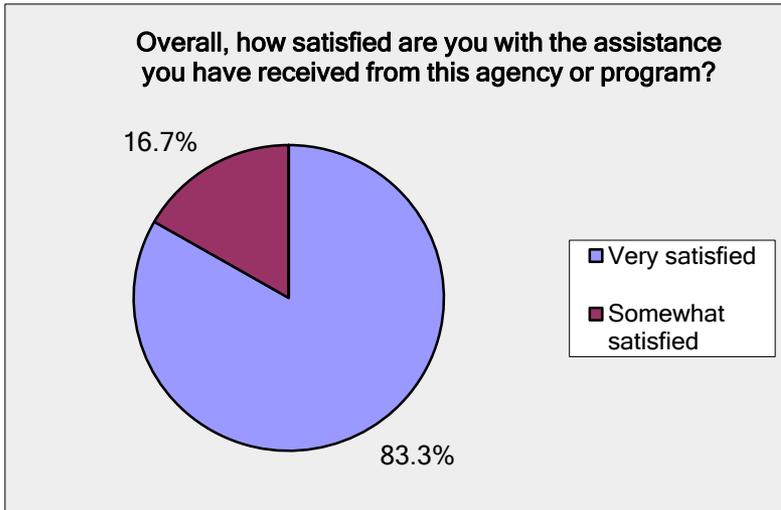
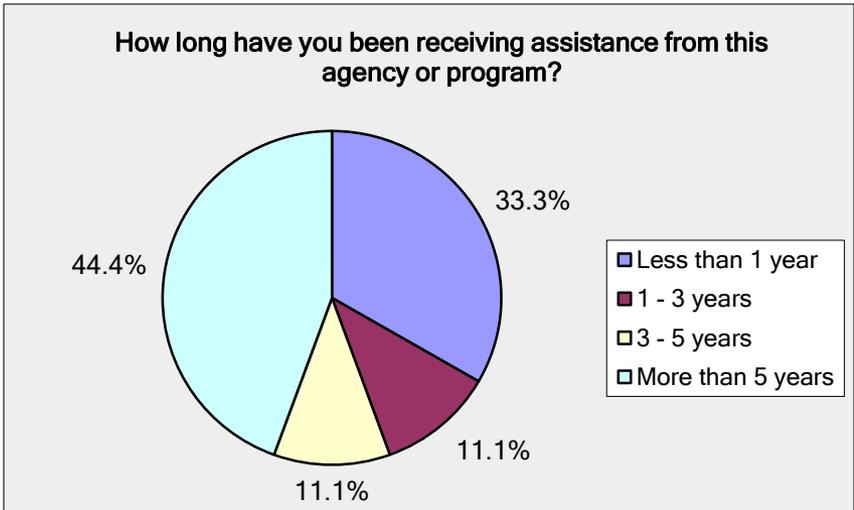


# Overview of NVRC Results

- Total of 19 responses
- All residents of Fairfax, VA
- 94%% receiving on-going/long-term or transitional monthly rental assistance
- 6% receiving other services, such as case management

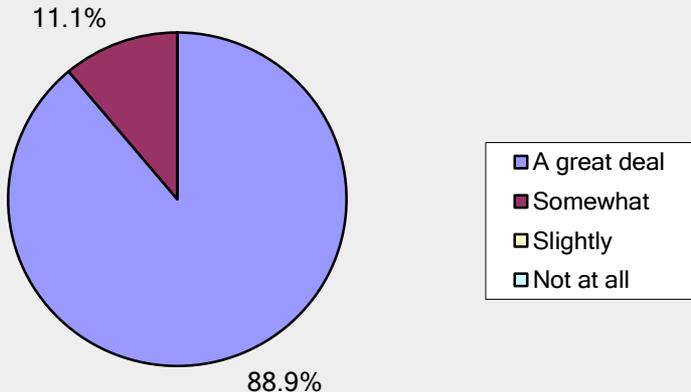


# Satisfaction with the Program

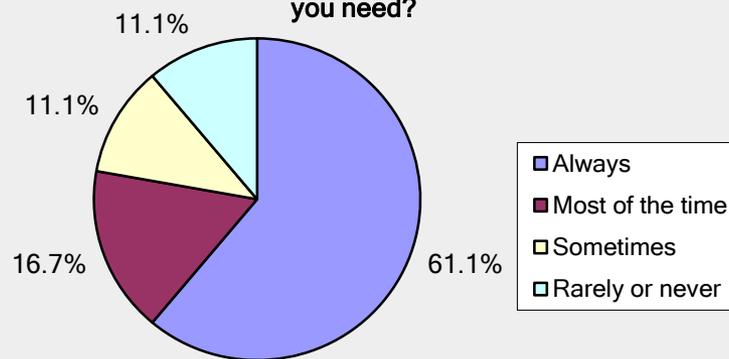


# Satisfaction with the Program

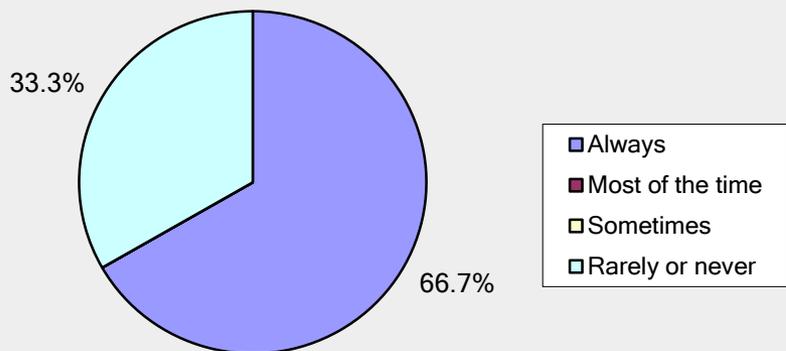
Has assistance from this agency helped you to maintain your housing or to improve your housing situation?



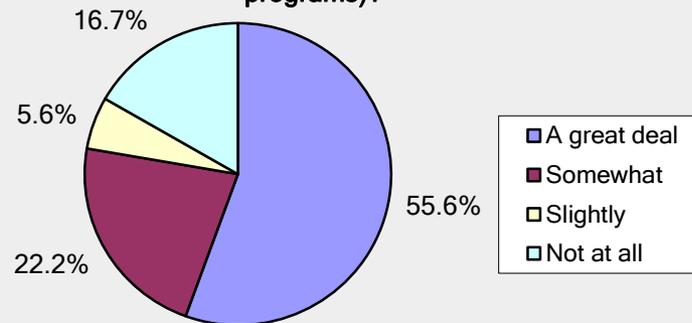
Has this program been helpful in referring you to the medical care, insurance coverage, and other services you need?



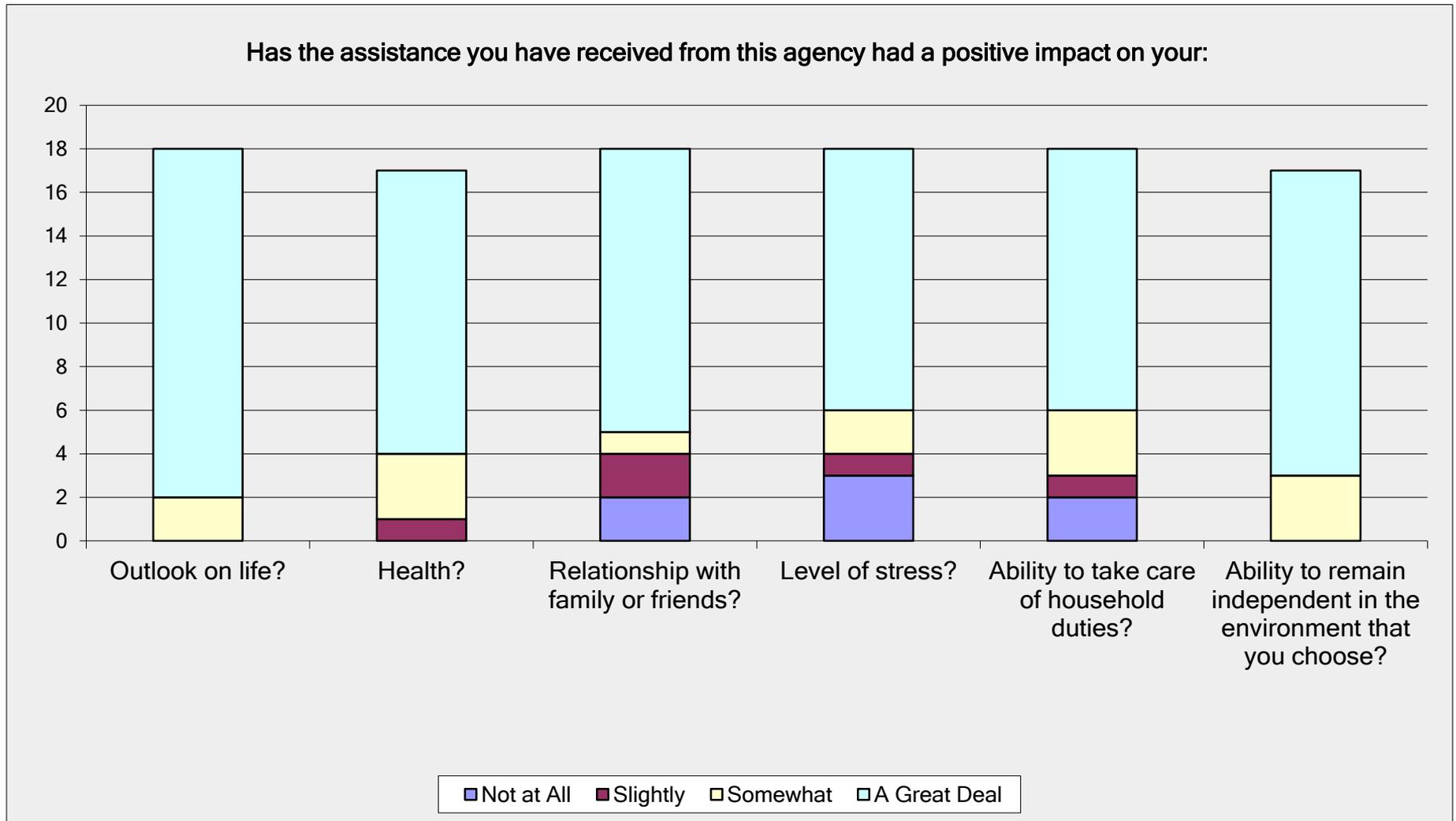
Has this program been helpful in keeping you adherent to your medical appointments and taking your medications?



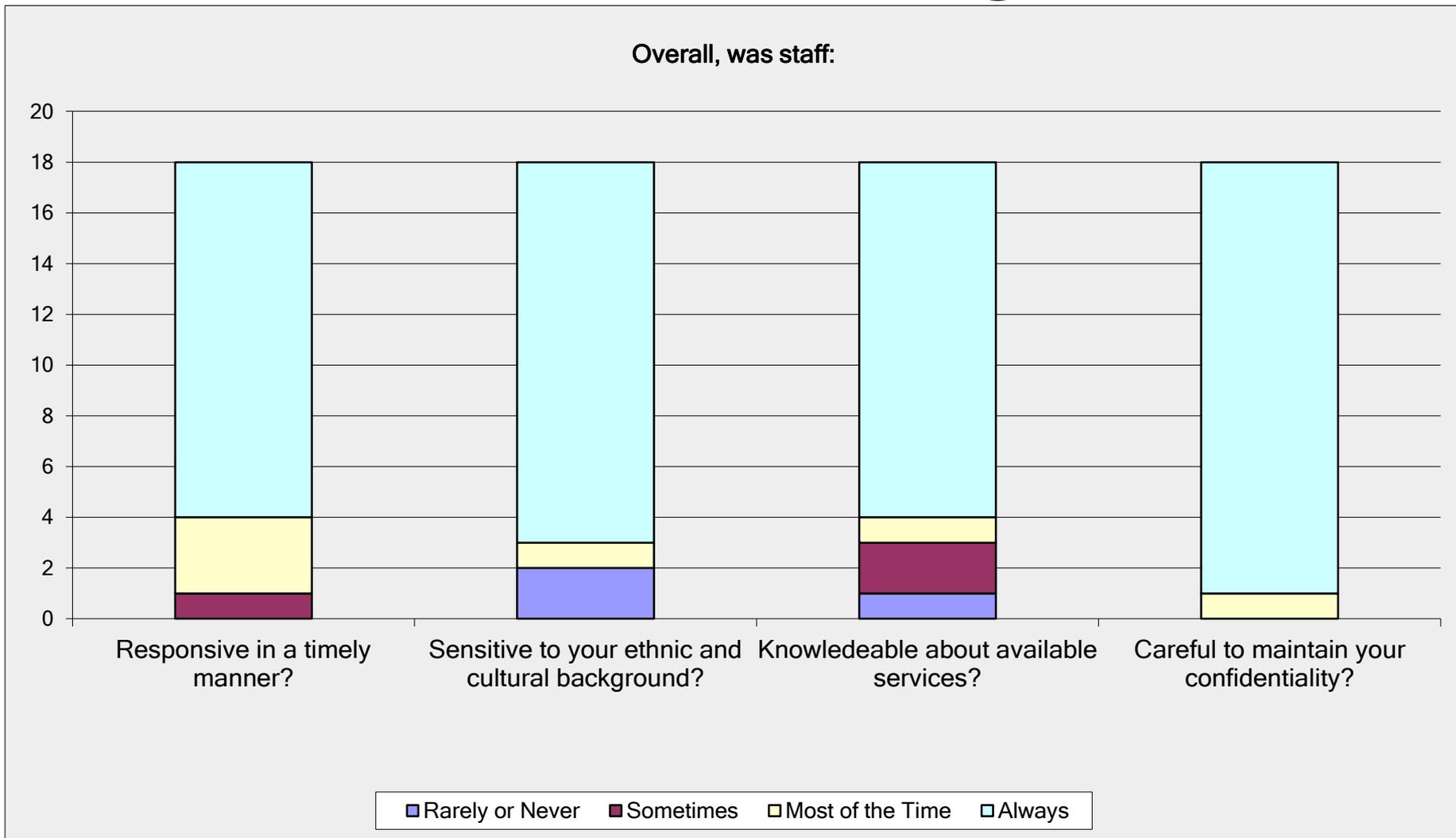
Has this program helped you access or maintain sources of income (Example: Helped you get a job, or helped you sign-up or stay qualified for assistance programs)?



# Satisfaction with the Program

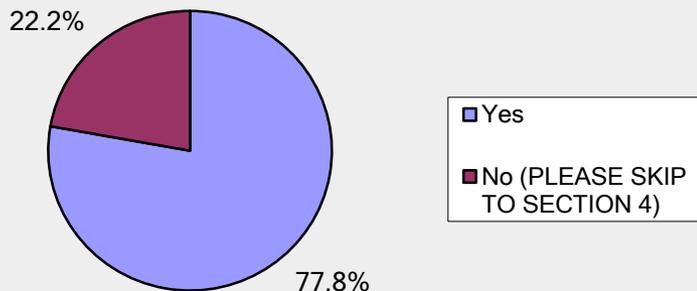


# Satisfaction with the Program Staff

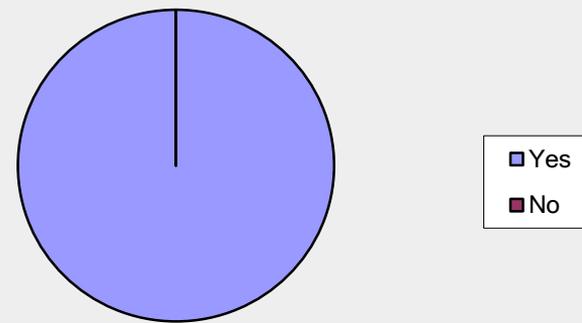


# Case Management / Housing Advocacy APPENDIX L

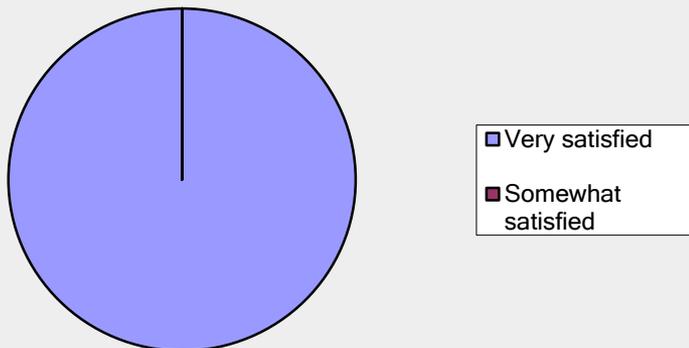
Do you have a case manager right now? (A case manager helps you figure out what services you need, helps you sign up for the services, and then keeps working with you to make sure that you have the services you need.)



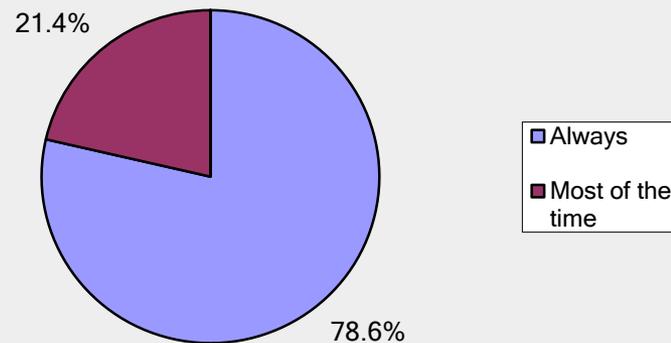
Has your case manager completed or updated a Housing Plan with you?



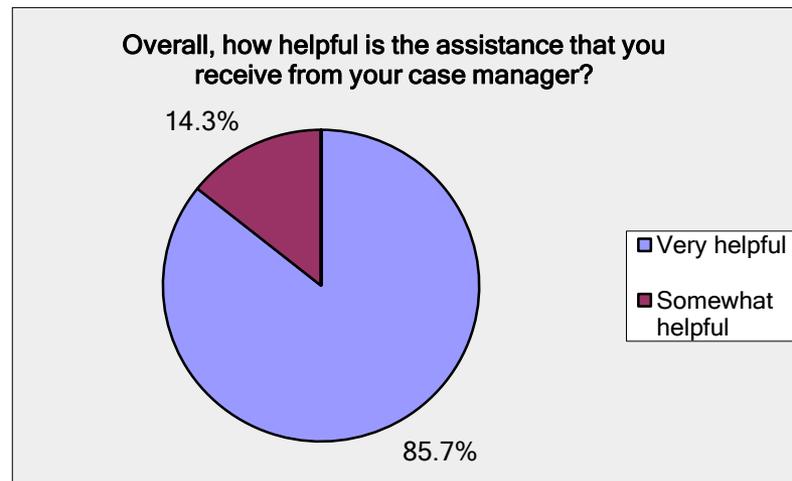
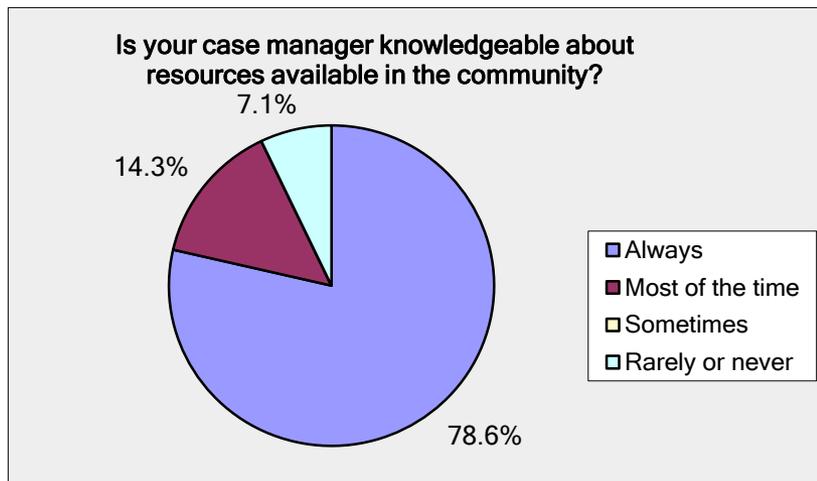
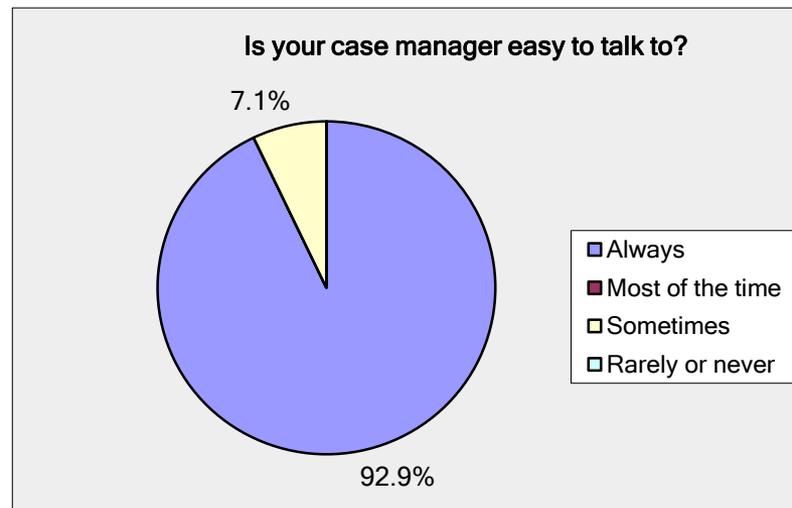
How satisfied are you with your case management services?



Does your case manager respond in a timely manner?

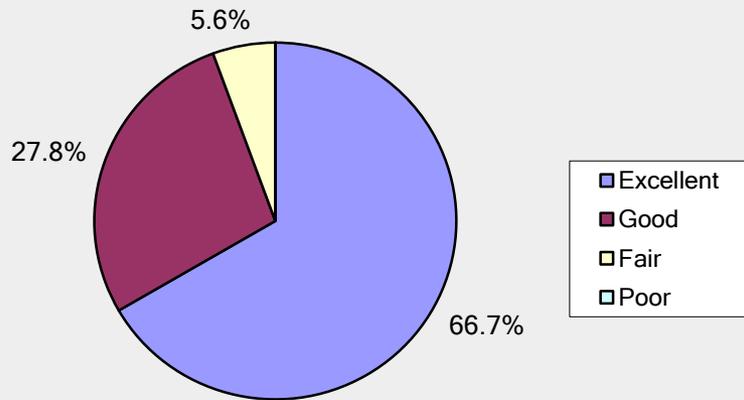


# Case Management / Housing Advocacy APPENDIX L

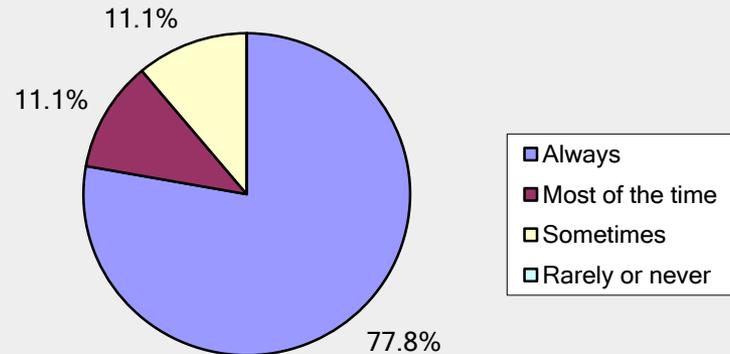


# Property Management / Facility-Based APPENDIX L

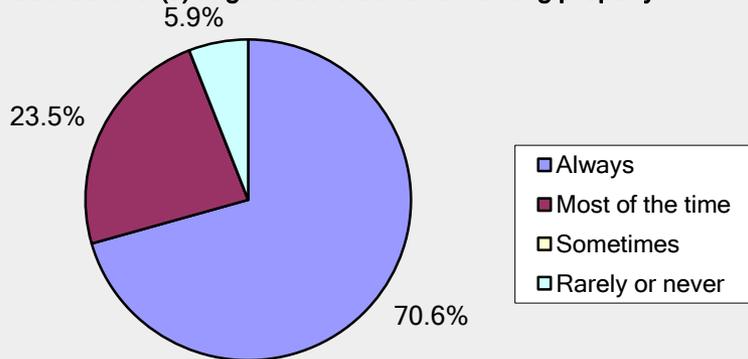
How would you rate the overall condition of your unit?



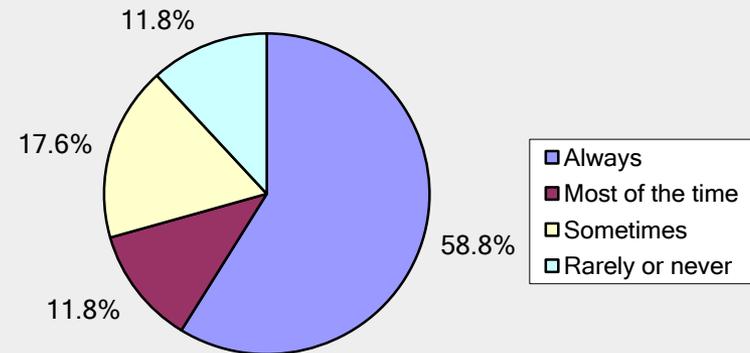
Are the common areas (Example: entry, hallway(s), common rooms) around your unit well maintained?



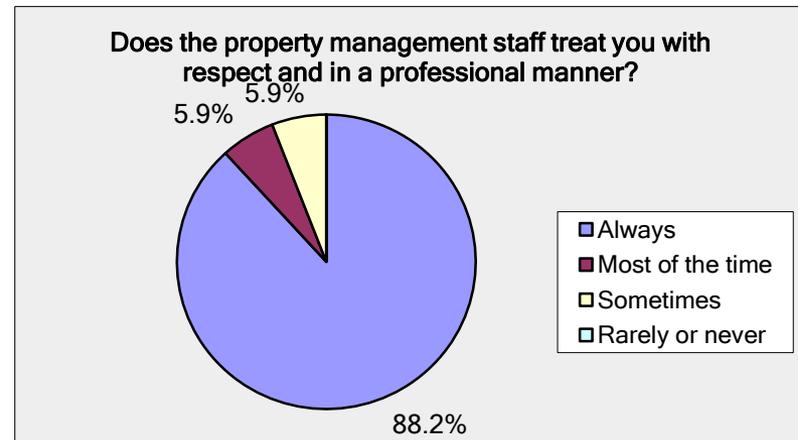
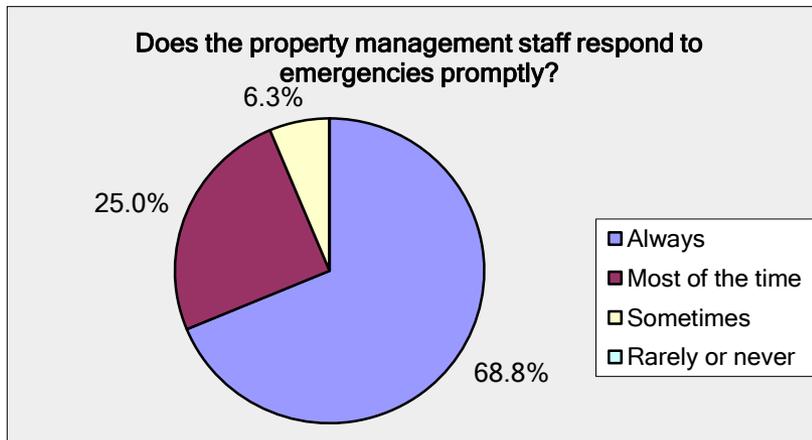
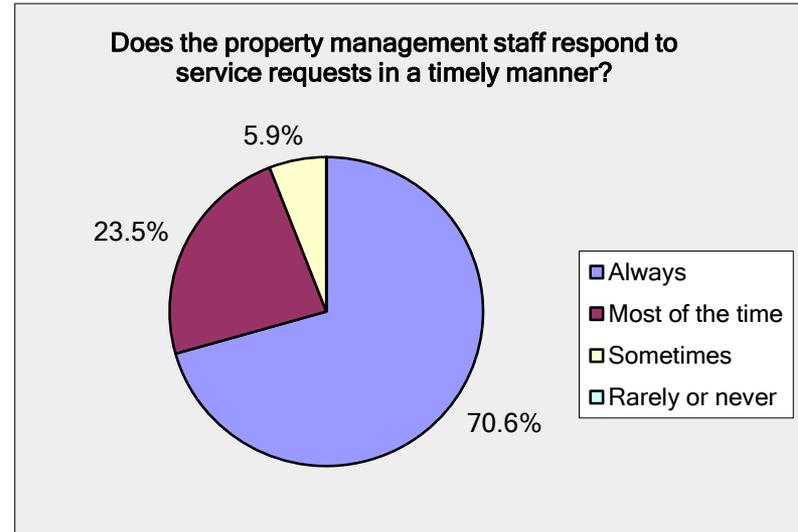
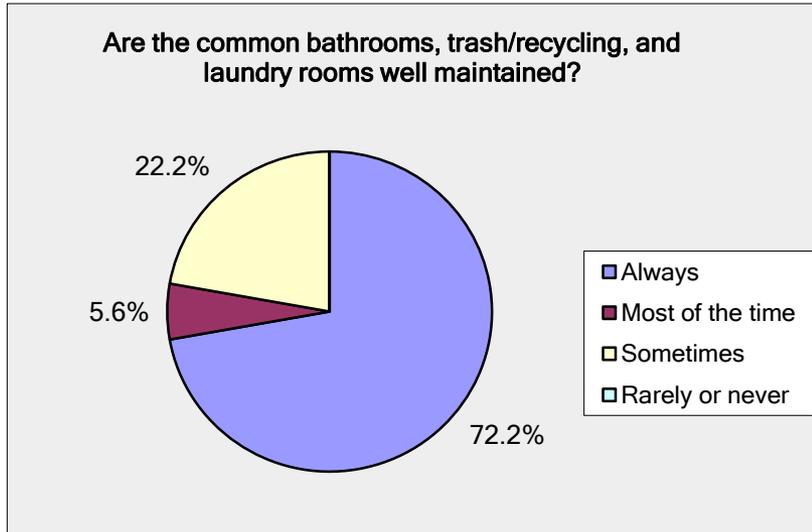
Are the locks on your unit door, and the building's outside door(s) in good condition and working properly?



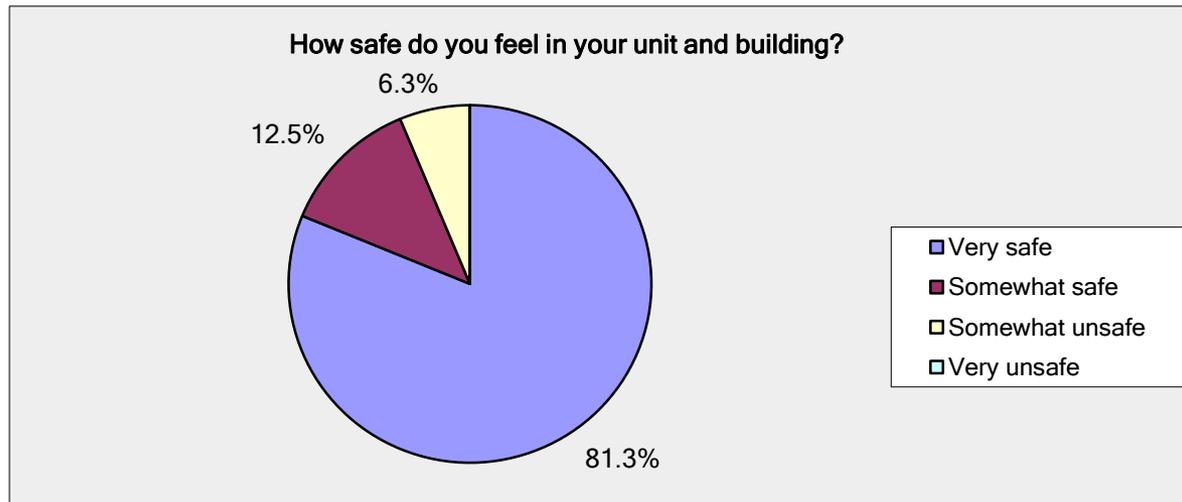
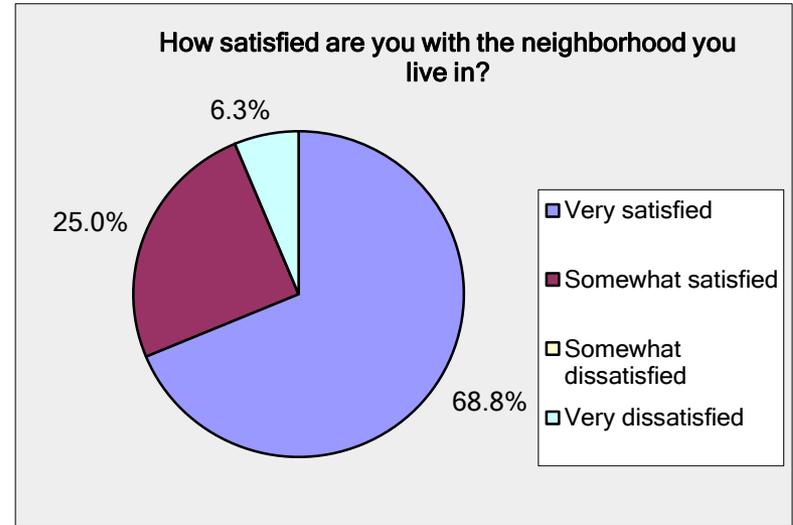
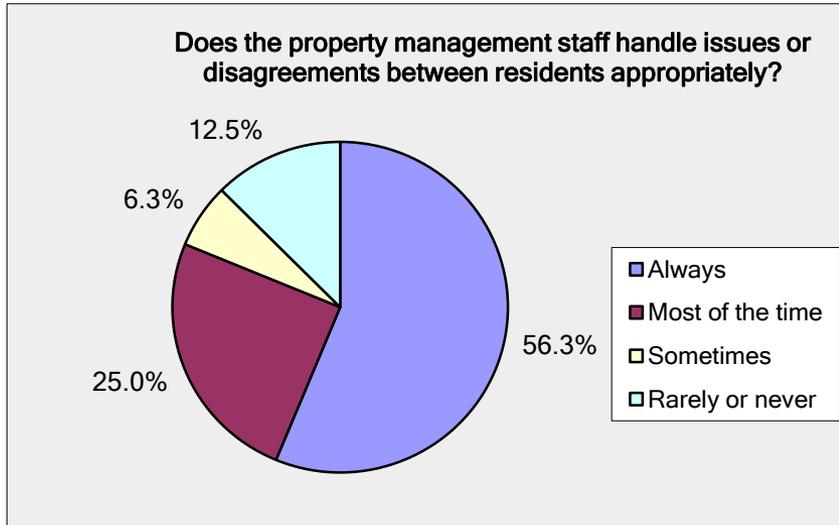
Is your unit and the property free of rodents, insects, and other pests?



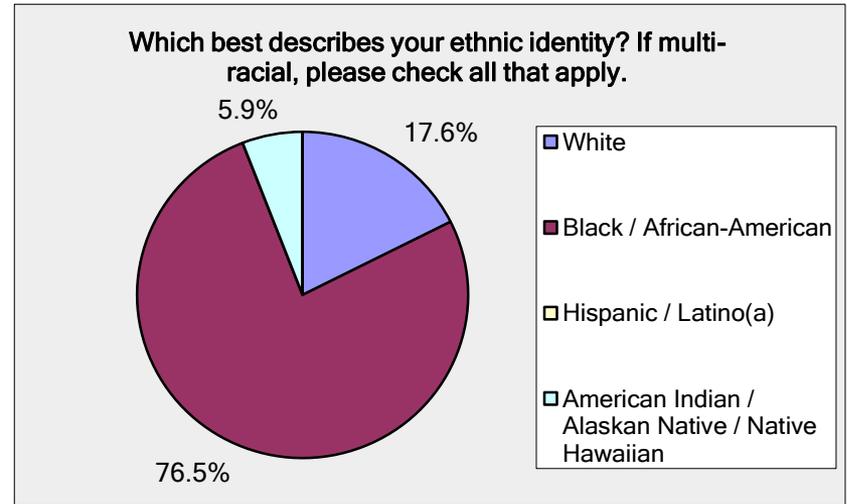
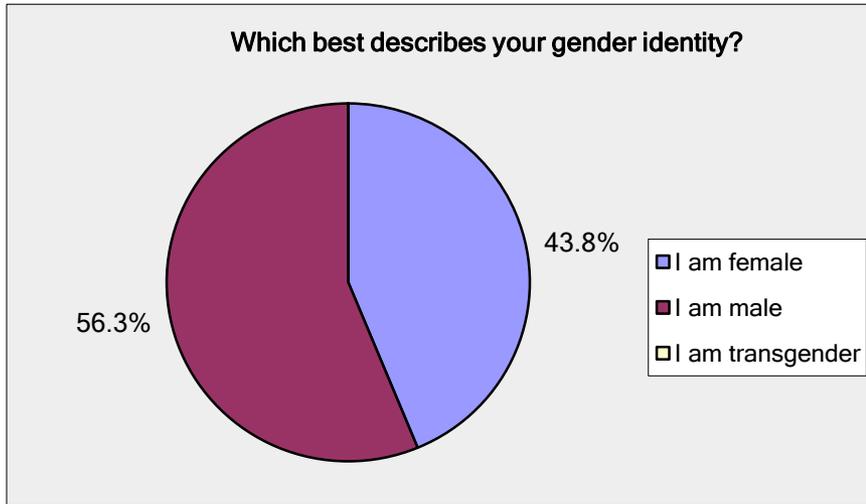
# Property Management / Facility-Based APPENDIX L



# Property Management / Facility-Based <sup>APPENDIX L</sup>



# Demographic Information



# In Summary

- Overall, consumers indicated high levels of satisfaction across all areas of the housing program
- The housing services provided had a positive impact across many areas of life



# WE WANT YOUR FEEDBACK!



## Housing Consumer Satisfaction Survey

District of Columbia Eligible Metropolitan Statistical Area

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The Housing Opportunities for Persons with AIDS Consumer Satisfaction Survey is for all housing consumers in DC, MD, VA and WV.

### It's your turn to tell us what YOU think about:

- *The type of housing provided;*
- *The safety and habitability of housing provided;*
- *Case manager support and knowledge of existing local services;*
- *The appropriateness and satisfaction of existing services provided;*
- *Unmet needs for services; and*
- *Other customer service concerns and comments.*

Submit your results, between August 1<sup>st</sup> and August 31<sup>st</sup> 2014, electronically via SurveyMonkey or complete a printed survey available through your case manager.

**Housing Consumer Satisfaction Survey on SurveyMonkey Link:**

All survey responses are confidential and will not affect current services.

Contact the District of Columbia Department of Health HIV/AIDS, Hepatitis, STD and TB Administration at (202) 671-4900, Patrice Bailey ([patrice.bailey@dc.gov](mailto:patrice.bailey@dc.gov)) or Sherita Grant ([sherita.grant@dc.gov](mailto:sherita.grant@dc.gov)) with any questions.

# QUEREMOS TUS COMENTARIOS!



## Encuesta de Satisfacción Para El Cliente

Distrito de Columbia Elegible Área Estadística Metropolitana

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Las Oportunidades de Vivienda para Personas con SIDA Encuesta de Satisfacción del Consumidor es para todos los consumidores de vivienda en DC, MD, VA y WV.

### ¿Qué Piensa Sobre:

- *El tipo de vivienda;*
- *La seguridad y la habitabilidad de viviendas proporcionadas;*
- *Encargado de caso conocimiento en cuanto a los servicios disponibles en la comunidad;*
- *La conveniencia y la satisfacción de los servicios; y*
- *Otras preocupaciones de servicio al cliente y comentarios.*

Presentar sus resultados, entre el 1 y el 30 de septiembre 2014, por vía electrónica a través de SurveyMonkey o completar una encuesta impresa disponible a través de su encargado de caso.

Encuesta de Satisfacción Para El Cliente en SurveyMonkey:

[https://www.surveymonkey.com/s/DCEMSA\\_2014\\_SatisfactionSurvey\\_Spanish](https://www.surveymonkey.com/s/DCEMSA_2014_SatisfactionSurvey_Spanish)

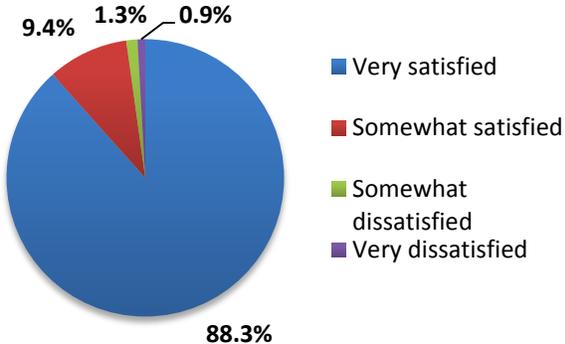
Las respuestas a la encuesta son confidenciales y no afectarán a los servicios.

# Housing Consumer Satisfaction Survey Summary

## District of Columbia Eligible Metropolitan Statistical Area

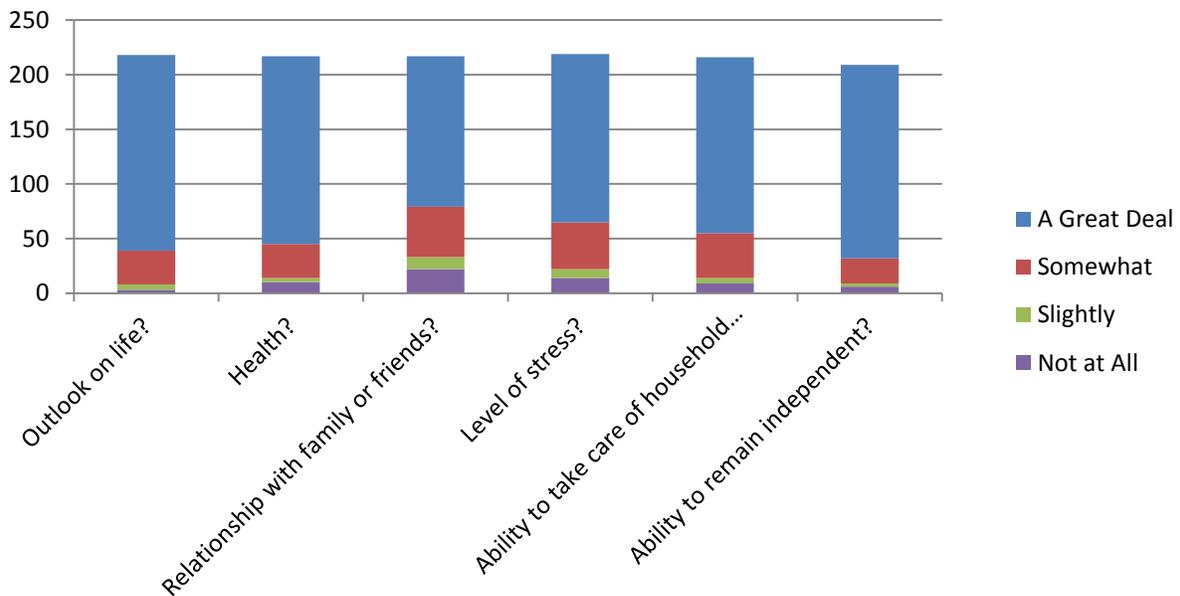
The Housing Opportunities for Persons with AIDS Consumer Satisfaction Survey was conducted in DC, MD, VA and WV in September of 2014. A total of 229 surveys were received – 65% from DC, 27% from MD, and 8% from VA.

Overall, how satisfied are you with the assistance you have received from this agency or program?



- Nearly 98% of respondents indicated they are satisfied with the assistance received from the agency/program.
- The housing program has been very helpful in keeping 98% of respondents adherent to medical appointments and medications.
- 91% of respondents found the assistance received from their case manager to be very helpful.
- 96% of respondents indicated that they feel very safe or somewhat safe in their unit and building.

Has the assistance you have received from this agency had a positive impact on your:



The assistance provided by the housing agency had a substantial positive impact (A Great Deal), across several life areas, for a large majority of the respondents.

Contact the Housing Program at the District of Columbia Department of Health HIV/AIDS, Hepatitis, STD and TB Administration at (202) 671-4900 for more information.



**THANK YOU FOR YOUR FEEDBACK!**



# Housing Consumer Satisfaction Survey - Sept 2014

## Introduction: 2014 DC Area HIV/AIDS Housing Satisfaction Survey

This is a survey for people who are living with HIV/AIDS in the District of Columbia, Maryland, Virginia, and West Virginia. The information gathered in this survey is an important part of the planning efforts and will help us identify strengths and weaknesses, as well as make improvement. Your answers are COMPLETELY CONFIDENTIAL. Do not write your name on this survey. If you need help to complete this survey, talk with the person who gave it to you. Please complete this survey only once.

Thank you for your participation and for taking the time to tell us about your experience and satisfaction level with the services that you are receiving.

### 1. HIV/AIDS Housing Organization Name:

### 2. City/State:

## Section 1: SATISFACTION WITH THE PROGRAM

### 3. How long have you been receiving assistance from this agency or program?

- Less than 1 year
- 1 - 3 years
- 3 - 5 years
- More than 5 years

### 4. How long were you on a waiting list before you gained access to services from this agency or program?

- Less than 1 month
- 1 month to 6 months
- 6 months to 1 year
- 1 - 3 years
- 3 - 5 years
- More than 5 years

### 5. What types of assistance do you currently receive from this agency or program?

- Short-term/emergency rent, mortgage, or utility assistance
- On-going/long-term or transitional monthly rental assistance (Example: Tenant-based rental assistance or Section 8 Housing Choice Voucher)
- Housing within the agency's building(s)
- Other services, such as case management, job training or transportation

### 6. Overall, how satisfied are you with the assistance you have received from this agency or program?

- Very satisfied
- Somewhat satisfied
- Somewhat dissatisfied
- Very dissatisfied

### 7. How satisfied are you with your current housing?

- Very satisfied
- Somewhat satisfied
- Somewhat dissatisfied
- Very dissatisfied

### 8. Has assistance from this agency helped you to maintain your housing or to improve your housing situation?

- A great deal
- Somewhat
- Slightly
- Not at all

# Housing Consumer Satisfaction Survey - Sept 2014

**9. Has this program been helpful in referring you to the medical care, insurance coverage, and other services you need?**

- Always       Most of the time       Sometimes       Rarely or never

**10. Has this program been helpful in keeping you adherent to your medical appointments and taking your medications?**

- Always       Most of the time       Sometimes       Rarely or never

**11. Has this program helped you access or maintain sources of income (Example: Helped you get a job, or helped you sign-up or stay qualified for assistance programs)?**

- A great deal       Somewhat       Slightly       Not at all

**12. Has the assistance you have received from this agency had a positive impact on your:**

	A Great Deal	Somewhat	Slightly	Not at All
Outlook on life?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Health?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Relationship with family or friends?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Level of stress?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ability to take care of household duties?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ability to remain independent in the environment that you choose?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**13. What did/do you like most about this program?**

**14. What do you think we can do to make the program better?**

**15. Is there something else you would like to tell us about the program or services you received?**

# Housing Consumer Satisfaction Survey - Sept 2014

## Section 2: SATISFACTION WITH STAFF

### 16. Overall, did staff:

	Always	Most of the Time	Sometimes	Rarely or Never
Treat you with respect?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Seem to understand your situation and needs?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Do a good job of explaining the program requirements?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

### 17. Overall, was staff:

	Always	Most of the Time	Sometimes	Rarely or Never
Responsive in a timely manner?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sensitive to your ethnic and cultural background?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Knowledgeable about available services?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Careful to maintain your confidentiality?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

### 18. Is there anything else you would like to tell us about staff?

# Housing Consumer Satisfaction Survey - Sept 2014

## Section 3: CASE MANAGEMENT/HOUSING ADVOCACY

If you do not receive case management or housing advocacy from this agency, please skip this section and move on to the Section 4: Property Management/Facility-based.

**19. Do you have a case manager right now? (A case manager helps you figure out what services you need, helps you sign up for the services, and then keeps working with you to make sure that you have the services you need.)**

- Yes
- No (PLEASE SKIP TO SECTION 4)

**20. Has your case manager completed or updated a Housing Plan with you?**

- Yes
- No

**21. How satisfied are you with your case management services?**

- Very satisfied
- Somewhat satisfied
- Somewhat dissatisfied
- Very dissatisfied

**22. Does your case manager respond in a timely manner?**

- Always
- Most of the time
- Sometimes
- Rarely or never

**23. Does your case manager treat you respectfully?**

- Always
- Most of the time
- Sometimes
- Rarely or never

**24. Is your case manager easy to talk to?**

- Always
- Most of the time
- Sometimes
- Rarely or never

**25. Is your case manager knowledgeable about resources available in the community?**

- Always
- Most of the time
- Sometimes
- Rarely or never

**26. Has your case manager done a good job keeping your diagnosis confidential when working with landlords, utility companies, or other people?**

- Always
- Most of the time
- Sometimes
- Rarely or never

**27. Overall, how helpful is the assistance that you receive from your case manager?**

- Very helpful
- Somewhat helpful
- Slightly helpful
- Not at all helpful

# Housing Consumer Satisfaction Survey - Sept 2014

## 28. Does your case manager address the concerns that you raise when you meet?

- Always                       Most of the time                       Sometimes                       Rarely or never

If not, what types of concerns are not addressed

## 29. Is there anything else that you would like to tell us about case management services?

## Section 4: PROPERTY MANAGEMENT/FACILITY-BASED

**30. How would you rate the overall condition of your unit?**

- Excellent                       Good                       Fair                       Poor

**31. Are the common areas (Example: entry, hallway(s), common rooms) around your unit well maintained?**

- Always                       Most of the time                       Sometimes                       Rarely or never

**32. Are the locks on your unit door, and the building's outside door(s) in good condition and working properly?**

- Always                       Most of the time                       Sometimes                       Rarely or never

**33. Is your unit and the property free of rodents, insects, and other pests?**

- Always                       Most of the time                       Sometimes                       Rarely or never

**34. Are the common bathrooms, trash/recycling, and laundry rooms well maintained?**

- Always                       Most of the time                       Sometimes                       Rarely or never

**35. Please list any specific things that should be done to improve the quality of your unit or the property as a whole:**

**36. Does the property management staff respond to service requests in a timely manner?**

- Always                       Most of the time                       Sometimes                       Rarely or never

**37. Does the property management staff respond to emergencies promptly?**

- Always                       Most of the time                       Sometimes                       Rarely or never

**38. Does the property management staff treat you with respect and in a professional manner?**

- Always                       Most of the time                       Sometimes                       Rarely or never

**39. Does the property management staff handle issues or disagreements between residents appropriately?**

- Always                       Most of the time                       Sometimes                       Rarely or never

# Housing Consumer Satisfaction Survey - Sept 2014

## 40. How satisfied are you with the neighborhood you live in?

- Very satisfied       Somewhat satisfied       Somewhat dissatisfied       Very dissatisfied

## 41. How safe do you feel in your unit and building?

- Very safe       Somewhat safe       Somewhat unsafe       Very unsafe

## 42. If you feel unsafe in your building, please explain why:

## 43. Is there anything that you would like to tell us about your unit or building?

## Section 5: DEMOGRAPHIC INFORMATION

Please tell us a little bit about who you are.

### 44. How old are you?

### 45. Which best describes your gender identity?

- I am female
- I am male
- I am transgender

### 46. Which best describes your ethnic identity? If multi-racial, please check all that apply.

- White
- Black / African-American
- Hispanic / Latino(a)
- American Indian / Alaskan Native / Native Hawaiian
- Asian or Pacific-Islander

### 47. Which language is most often spoken in your home?

- English
- Spanish
- Other (**PLEASE SPECIFY**)

### 48. Have you had help from any of the following programs in the past 12 months?

	Yes	No
Mental health counselor, therapist, or psychologist.	<input type="checkbox"/>	<input type="checkbox"/>
Psychiatrist for medication to help with a mental illness or mental health issues.	<input type="checkbox"/>	<input type="checkbox"/>
Group home or apartment for people with mental illness or mental health issues.	<input type="checkbox"/>	<input type="checkbox"/>

### 49. Have you ever been in jail or prison?

- Yes
- No (PLEASE SKIP TO QUESTION 50)

### 50. When were you most recently released? (YEAR)

## Housing Consumer Satisfaction Survey - Sept 2014

**51. What Zip Code do you live in?**

**52. Please add anything you think is important for us to know.**

## CONCLUSION

Thank you for responding to this voluntary survey form. Your responses are very important to us and will be summarized and used during our planning efforts.