



# Oregon Housing Opportunities in Partnership (OHOP) 2014 Housing Survey Results

## Background

The HIV Community Services Program contracted with Program Design & Evaluation Services (PDES), a research and evaluation unit within the State of Oregon Public Health Division and Multnomah County Health Department to conduct a survey with clients in the Oregon Housing Opportunities in partnership (OHOP) Program. PDES and the HIV Community Services Program have collaborated since 2001 on community-based assessments, program evaluations, and quality improvement projects.

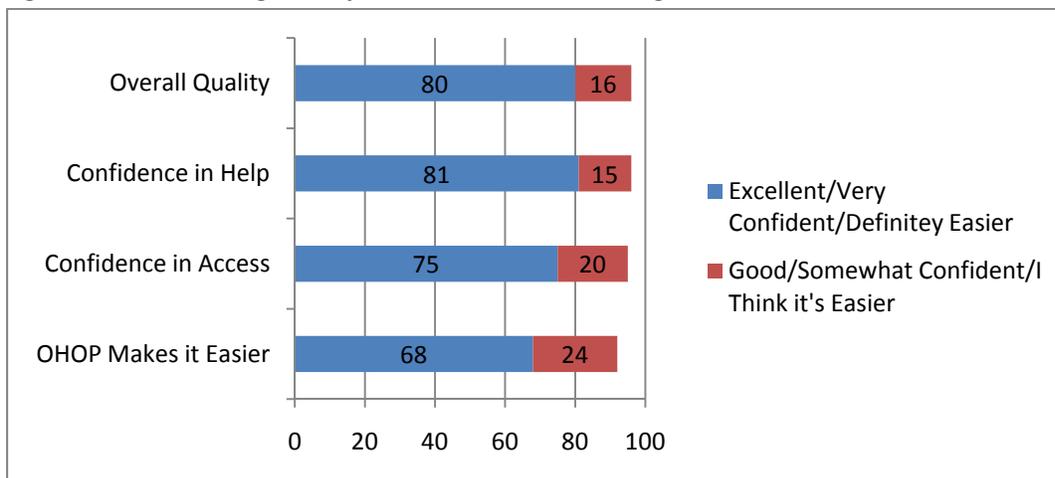
PDES sent a mailed survey to all current OHOP clients in May 2014 to assess clients' experiences with the program, including experiences working with program staff, understanding of program policies and procedures, and changes in housing and quality of life since receiving services from the OHOP Program.

Fifty-two percent of clients (n=76/147) returned completed surveys.

## How Clients Experience the OHOP Program

A majority of survey respondents reported high satisfaction with OHOP program services: 96% rated overall program quality as excellent or good, 96% said they are confident that OHOP staff will help with their housing problems, and 95% said they are confident they can reach OHOP staff when needed. Most clients (92%) also said that participation in the OHOP program made it easier to get housing (Figure 1).

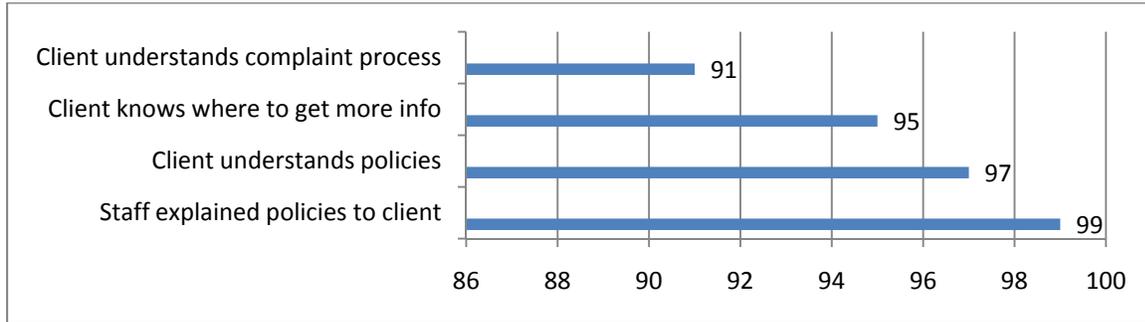
Figure 1: Client Ratings of Experiences with OHOP Program



## Client Engagement with OHOP Program Policies & Procedures

Nearly all respondents reported knowing about and understanding the OHOP policies and procedures, but about 1 in 10 clients said they did not know who they would talk to if they were unhappy with the services they received through OHOP (Figure 2).

**Figure 2: Client Engagement with OHOP Program Policies & Procedures**

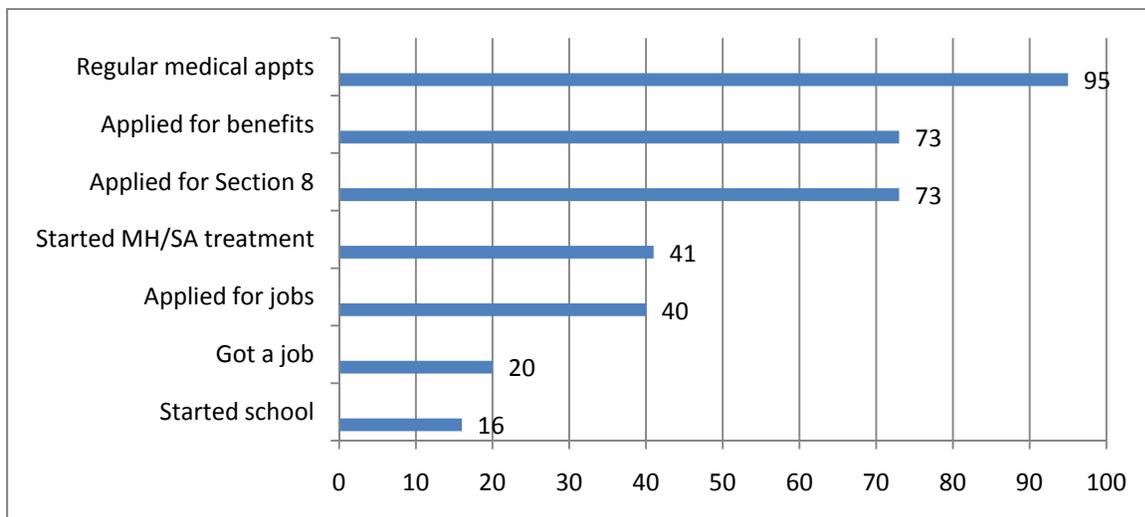


## Changes in Client Housing and Quality of Life since OHOP

Despite very high levels of satisfaction with the OHOP program itself, however, some clients still reported difficulty with their current housing situation. Eighty six percent of respondents reported being satisfied (70%) or somewhat satisfied (16%) with their current housing situation, while 79% reported improvement, either a lot (68%) or some (11%). These lower proportions likely reflect the limited choice of housing options in Oregon’s challenging rental market.

Still, many clients reported positive life changes since receiving OHOP services, including engagement with medical and behavioral health services, applying for benefits, and pursuit of employment and educational goals (Figure 3). In addition, 83% of clients said they had reached other personal life goals since receiving services from the OHOP Program.

**Figure 3: Client Accomplishments since Receiving OHOP Services**



## Overall Client Feedback about the OHOP Program

We asked for any additional feedback that clients wanted to give about their experiences with the OHOP Program. Many offered thanks for the services they received and said that the “security” and “stability” the OHOP Program provides has made a difference in their lives, whether the client was previously struggling with paying bills or looking to escape homelessness or other unsafe living conditions, like cohabitation with an abuser.

*“I was homeless for 2 years. Once I got approved for this program, I got an apartment right away. I'm so happy now.”*

*“My stress level has gone way down, which makes my health better. It's nice to be able to pay all the bills.”*

*“I have been trying to get disability for almost 3 years now and had accrued so much back rent, my situation was getting critical. The OHOP program has given me relief and allowed me to stay where I am. I am happy and gained some more time and hope.”*

*“A very big thank you for helping me get into a home where I feel secure that I won't be homeless ever again. I am beginning to live daily and have remained sober for 1 year and 2 months.”*

*“I'm really grateful for this program. It helps out a lot because I couldn't live at the mission and if it wasn't for this program, I'd probably be back in prison by now, but instead I'm attending college.”*

*“The program was able to get me housing. I then got a job that I love. I love my apartment and I am so grateful, happy, and feel I was given a second chance to become a productive, regular citizen.”*

## Summary

About half of current OHOP clients (52%) responded to a mailed survey sent in May 2014. Respondents reported high levels of satisfaction with the program quality and most said their current living situation was satisfactory and had improved since participating in the program. Nearly all respondents reported attending regular medical appointments since participating in OHOP and many also reported achieving other goals related to financial stability, mental health, substance abuse treatment, employment, and education.