



Oregon Housing Opportunities in Partnership (OHOP) 2020 Housing Survey Results

Background

The HIV Community Services Program conducted a survey with clients enrolled in the Oregon Housing Opportunities in partnership (OHOP) Program at any time in 2020.

HIV Community Services sent a mailed survey to all current OHOP clients in January 2021 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.

Surveys were mailed to clients in English or Spanish based upon the recorded client's preferred language. Surveys were mailed a second time to non-responders in February 2021. Clients who returned a completed survey received a \$5 store voucher card to Fred Meyer.

The survey language was developed based upon the 2014 OHOP Client Satisfaction Survey, which was the last survey mailed to program clients. HIV Community Services expanded the survey to include questions about trauma-informed care, areas for the program to improve and barriers to finding housing.

Demographics of Returned Surveys

Fifty percent of clients (n=79/159) returned completed surveys. A total of 168 surveys were mailed, and 9 surveys were returned as undeliverable and therefore excluded from the denominator.

Survey responses were spread fairly evenly between OHOP regions. Twenty-three surveys (29%) were completed from Region 1, 19 (24%) from Region 2, 18 (23%) from Region 3 and 19 (24%) from Region 4.

Twenty-seven percent of clients that returned surveys (n=21/79) were from communities of color. This includes clients with a self-identified race other than white and/or an ethnicity of Hispanic or Latinx. The remaining respondents (n=58/79, 73%) identified their race as non-Hispanic/Latinx and white.

Respondents were mostly male (83.5%, n=66/79), and all respondents were cisgender. Female clients accounted for 16.5% (n=13/79) of respondents.

Respondent ages varied, with 1% of clients being between ages 20-29 (n=1/79), 17% between ages 30-39 (n=13/79), 24% between ages 40-49 (n=19/79), 39% between ages 50-59 (n=31/79), and 19% aged 60 or older (n=15/79).

Respondents last insurance recorded were mostly Oregon Health Plan (62%, n=49/79) or Medicare (32%, n=25/79). Other client insurance categories include Private Insurance (4%, n=3/79), Veterans Affairs Insurance (VA) (1%, n=1/79) and Other insurance (1%, n=1/79).

Lastly, 96% of respondents were virally suppressed (n=75/78) whereas only 4% of respondents were virally unsuppressed (n=3/78). One client did not have a viral load lab in the last 12 months and was excluded from the denominator.

Survey Results

Survey result analysis was completed in SPSS. Overall response frequencies were collapsed from the survey language of ‘strongly agree’ or ‘agree’ to simply ‘agree’.

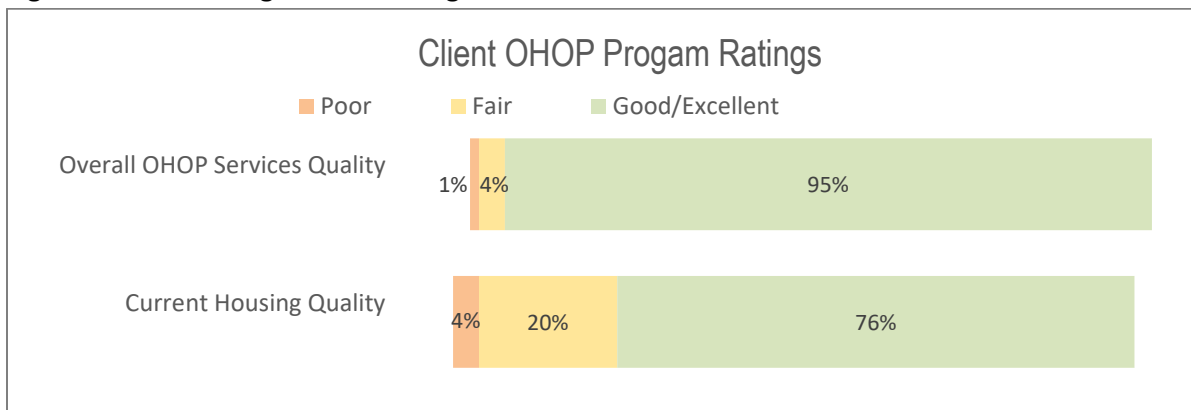
Client Satisfaction with OHOP Program

The vast majority of survey respondents (95%) rated overall OHOP services quality as excellent or good. Seventy-six percent of survey respondents rated their current housing status as excellent or good (Figure 1).

There were no notable differences in the OHOP services quality rating based upon client gender or race.

Female respondents generally rated housing quality higher than male clients, with 77% of female respondents rating their housing quality as ‘excellent’ compared to 44% of male respondents.

Figure 1: Client Ratings of OHOP Program

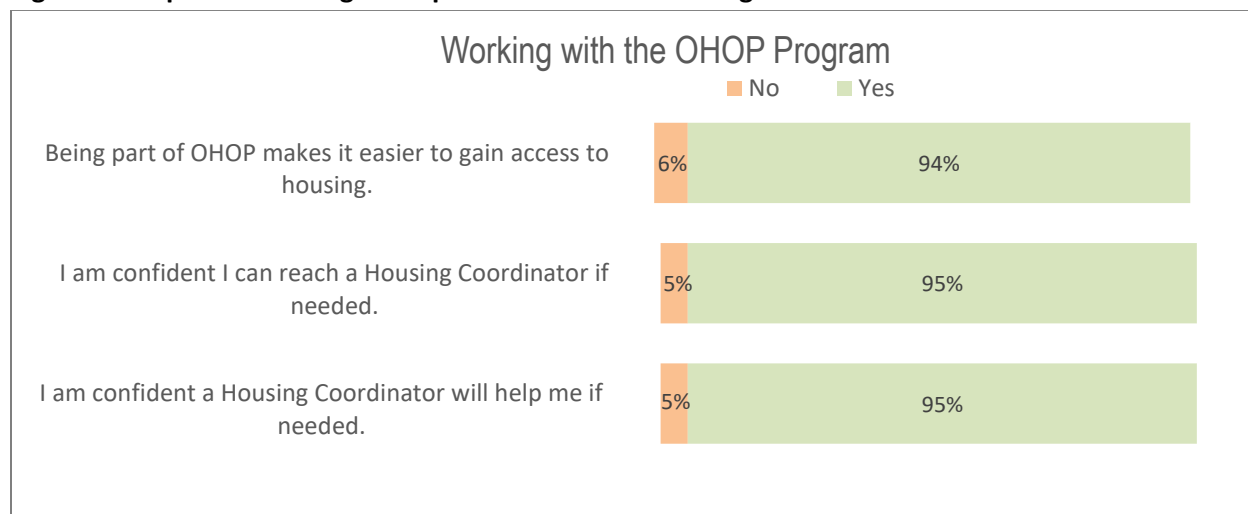


Respondents rated working with the OHOP program very highly, with 94% of respondents believing that being part of the program makes it easier to gain access to housing. Most (95%) clients identified that they are confident they can reach OHOP staff when needed. The majority of respondents (95%) reported that they are confident that an OHOP staff member will help with their housing problems if needed (Figure 2).

Clients from communities of color reported that the OHOP Program makes it easier to gain access to housing (81%) than white respondents (64%). Male respondents indicated slightly higher confidence in reaching a housing coordinator when needed (77%) than female clients (69%).

There were no notable differences in the ratings of ease of gaining housing access or confidence in OHOP staff helping with a problem based upon client gender. No notable differences were found in respondent confidence in reaching a housing coordinator, or a housing coordinator helping with a problem when analyzed by race.

Figure 2: Respondent Ratings of Experiences with OHOP Program



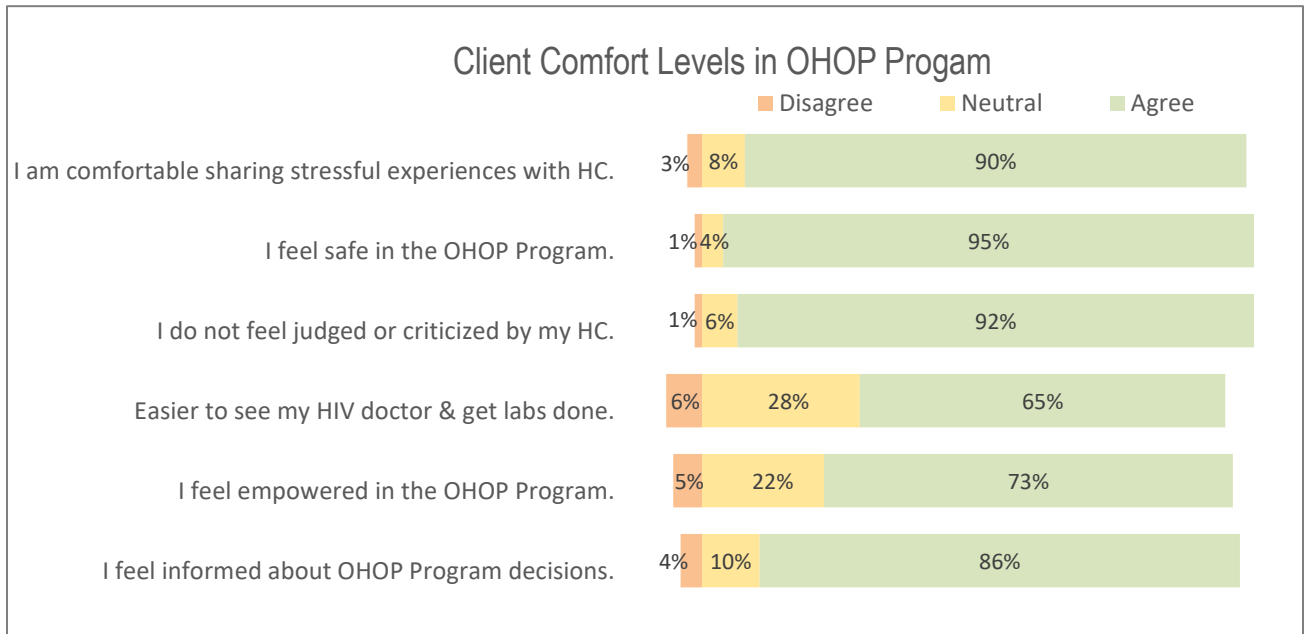
Client Comfort Levels with OHOP Program

Most respondents reported feeling comfortable in the OHOP Program. Nearly all respondents (95%) indicated that they feel safe in the program, did not feel judged or criticized by their housing coordinator (92%) and felt comfortable sharing stressful experiences with their housing coordinator (90%). Many clients (86%) felt informed about OHOP Program decisions and feel empowered by the program (73%). A small majority of respondents (65%) felt that the OHOP program makes it easier for them to see their HIV doctor and get labs done (Figure 3).

Slightly more white respondents reported feeling comfortable sharing a stressful experience with their housing coordinator (92%) than clients from communities of color (82%). Clients from communities of color indicated that the OHOP program makes it easier for them to see their HIV doctor and get labs done at a higher rate (76%) than white respondents (60%). No other notable differences were found in this question set when analyzed by race.

Male clients specified a higher feeling of safety in the OHOP program (95%) than female respondents (85%), with 15% of female respondents selecting a neutral response to the question. No other notable differences were found in this question set when analyzed by gender.

Figure 3: Client Comfort Levels in the OHOP Program

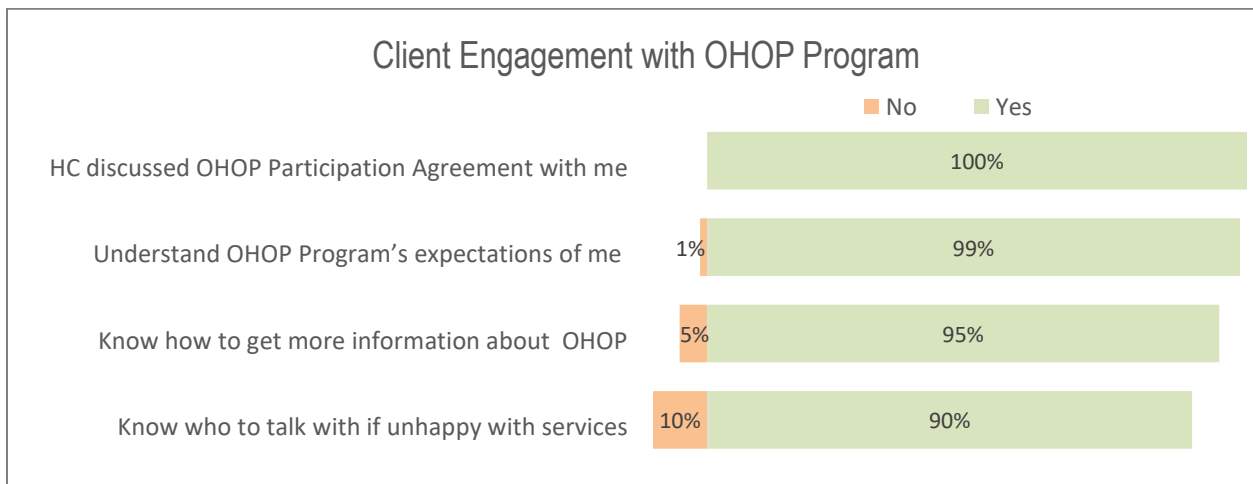


Client Engagement with OHOP Program Policies & Procedures

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 that they received through OHOP (Figure 4).

No notable differences were found in this question set when analyzed by gender or race.

Figure 4: 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, some clients still reported difficulty with their current housing situation. Eighty three percent of respondents reported being satisfied (62%) or somewhat satisfied (21%) with their current housing situation, while 89% reported improvement, either a lot (77%) or some (11%). These lower proportions likely reflect the limited choice of housing options in Oregon’s challenging rental market (Figures 5 and 6).

Notably, clients in Region 2 and 4 reported higher satisfaction with their current housing situation (74% each) compared to Region 1 and 3 (56% and 44% respectively). This trend continued into housing situation improvement, where 90% of Region 2 and 84% of Region 4 clients indicated that their housing situation improved a lot, compared to 74% in Region 1 and 61% in Region 3. This may be due to the housing options available within regions.

Communities of color indicated a higher rate of their housing situation improving a lot due to OHOP (91%) compared to white respondents (72%).

There were no notable difference to current housing situation when compared between communities of color and white respondents, nor between male or female respondents. Client overall housing satisfaction did not vary amongst client gender.

Figure 5: Client Overall Housing Satisfaction

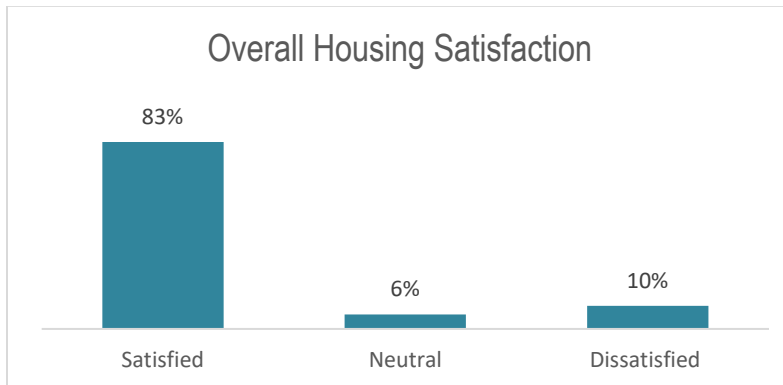
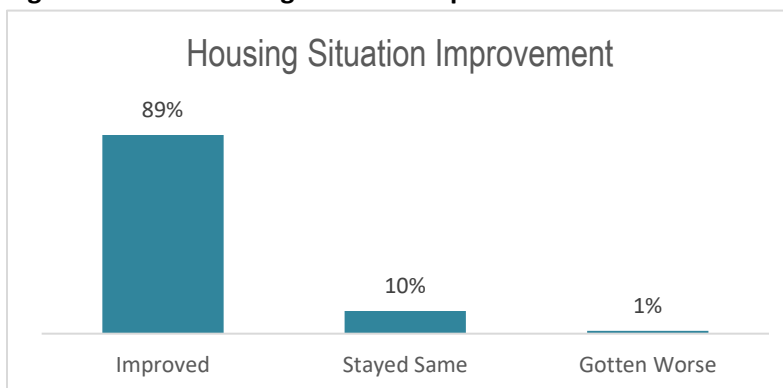


Figure 6: Client Housing Situation Improvement

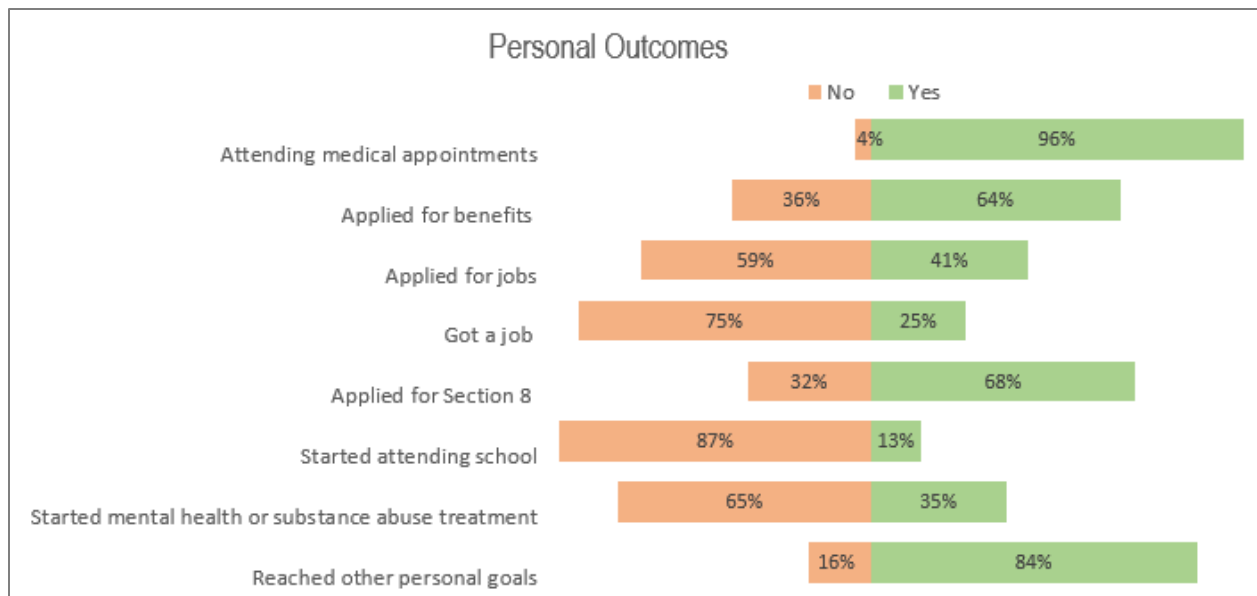


Still, many clients reported positive life changes since receiving OHOP services, including engagement with medical and behavioral health services, applying for benefits, and pursuit of employment and educational goals (Figure 7). In addition, 84% of clients said they had reached other personal life goals since receiving services from the OHOP Program.

More respondents from communities of color identified applying for jobs and Section 8 housing (48% and 76% respectively) than white respondents (36% and 62% respectively). Ninety-one percent of respondents of communities of color reported meeting other personal goals compared to 79% of white respondents. No other notable differences were found in this question set when analyzed by race.

Male clients stated they had gotten a job more frequently (26%) than female respondents (8%), whereas more female clients (77%) reported applying for Section 8 housing than male clients (64%). Female clients reported starting mental health or substance abuse treatment more frequently (46%) than male clients did (32%). No other notable differences were found in this question set when analyzed by gender.

Figure 7: Client Accomplishments since Receiving OHOP Services



Overall Client Feedback about the OHOP Program

Clients were asked what they believed is the most helpful thing the OHOP Program has done to help increase their housing stability and reach their housing goals. Many stated that the OHOP program was helpful for them in times of need and shared good experiences with their housing coordinator by name. Several stated that if not for the program itself, they would be homeless and that OHOP helped them maintain stable housing. A few standout statements are below.

"I have had good places to live with OHOP support. The most helpful thing was the support I had with the motel program when I was homeless for a month. It gave me a safe warm place to be while I looked for my next home."

"Kept me from being homeless and killing myself."

"OHOP has made it so I am no longer homeless and I also don't have to worry I will become homeless anytime soon."

Clients were also asked to identify one thing that the OHOP Program can do to make their experience better. Most clients stated that they have nothing to identify and that the OHOP program meets their current needs. Others stated a monthly check in would be helpful, and that increased rent allowances would improve their experience. Other notable statements are below.

"If I was able to move into a dwelling owned by OHOP that would definitely make my situation significantly better."

"Nothing. Our experience has been the most wonderful thing that has happened to us."

"Increase the money for a better apartment."

Finally, clients were asked about barriers to finding OHOP-approved housing. Several identified the availability of housing in their area is limited and moving costs being high. Many stated that their backgrounds, including financial or criminal, can make it challenging to be accepted into new housing. The rent allowance for OHOP clients was also identified as a barrier to finding housing. Remarkable responses are below.

"Actually finding a place to move isn't easy. There is a housing shortage and the limit for assistance is too low to find a nice place."

"I won't be moving again. OHOP coordinators have found me awesome residence."

"My own barriers from my past criminal convictions. OHOP is an amazing program and I am thankful for it!"

Summary

Half of 2020 OHOP clients (50%) responded to a mailed survey sent in January 2021. 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 every respondent stated that they felt safe in the OHOP Program, did not feel judged by their housing coordinator, and feel empowered by the program. Almost all respondents reported attending regular medical appointments since participating in OHOP and many also reported achieving other goals related to federal benefits programs and personal goals.