



Community Connect Feedback Survey

Homeless Services Division

| May 1, 2024

Department of Housing Services

www.washingtoncountyor.gov



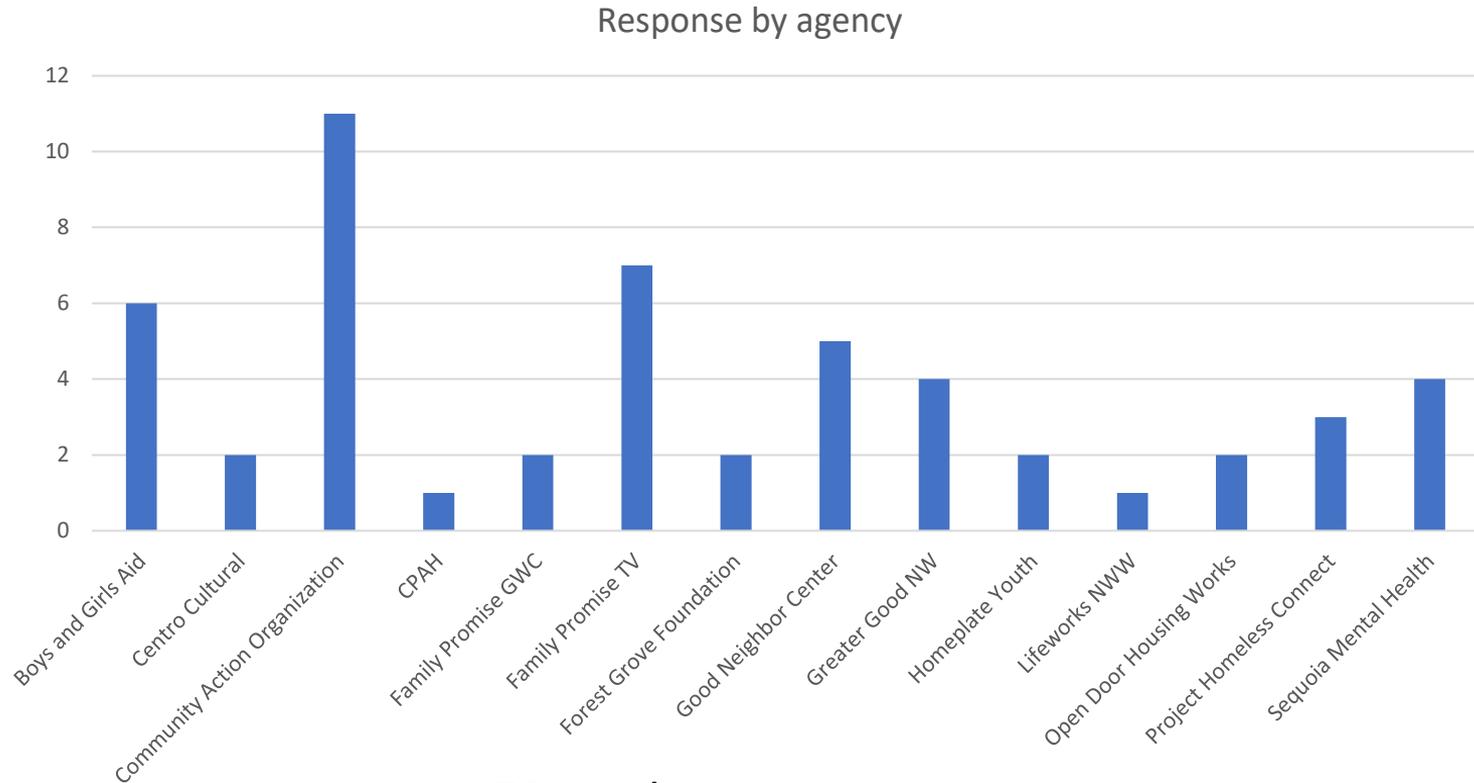
Community Connect Feedback Survey

An aerial photograph of a rural landscape during autumn. The foreground shows a dense forest of evergreen trees. In the middle ground, there is a large green field with a white barn and other farm buildings. The background features rolling hills with fields of vibrant autumn colors, including red, orange, and yellow, interspersed with green fields. The sky is clear and bright.

Provider Results



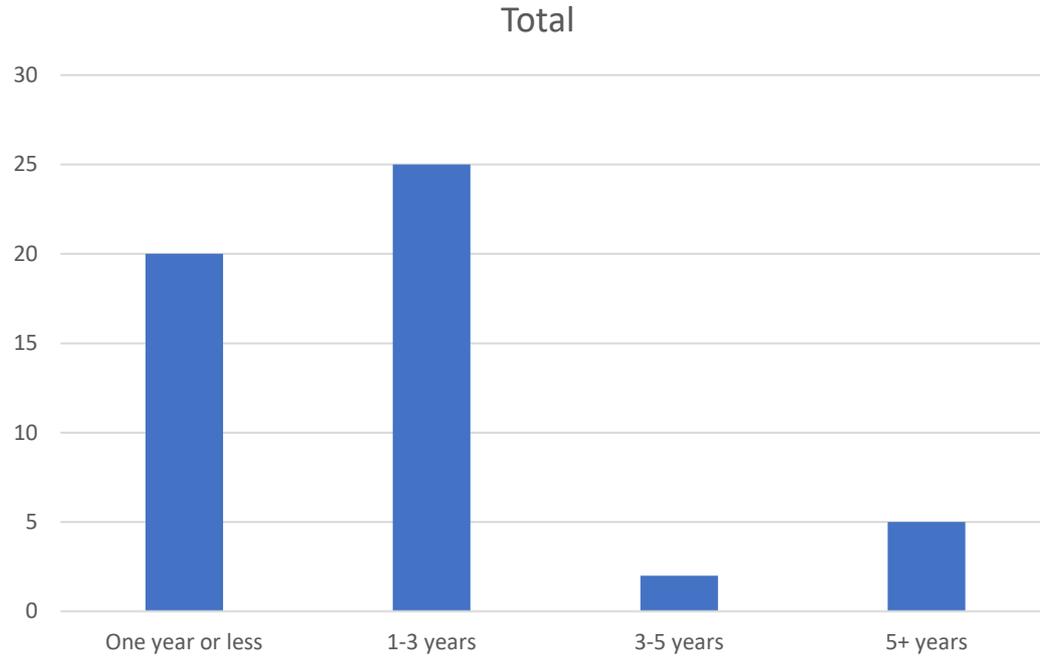
Provider responses by agency



52 total responses

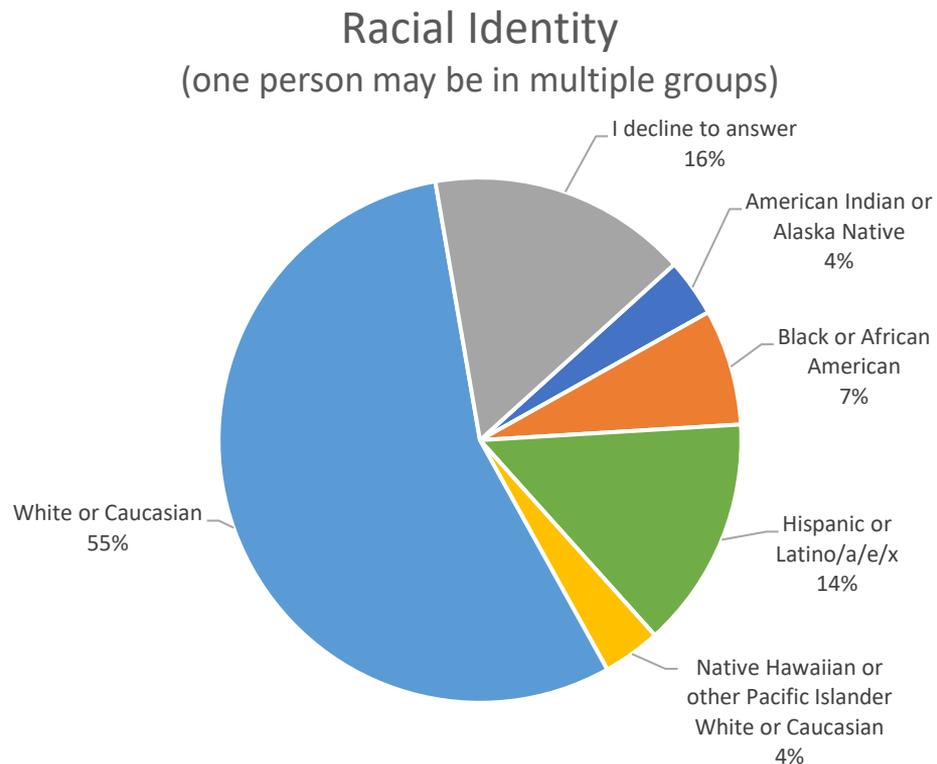


Provider responses by length of service





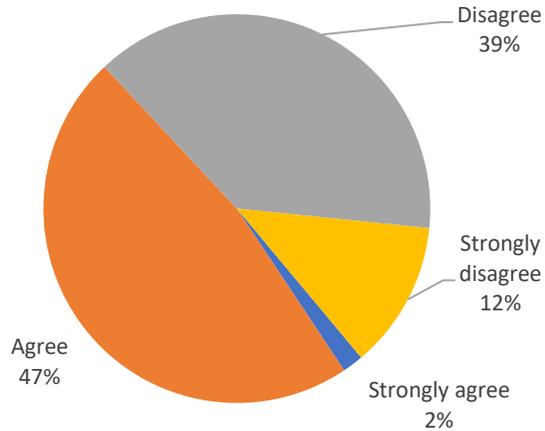
Provider responses by race





Provider responses – Good interagency communications

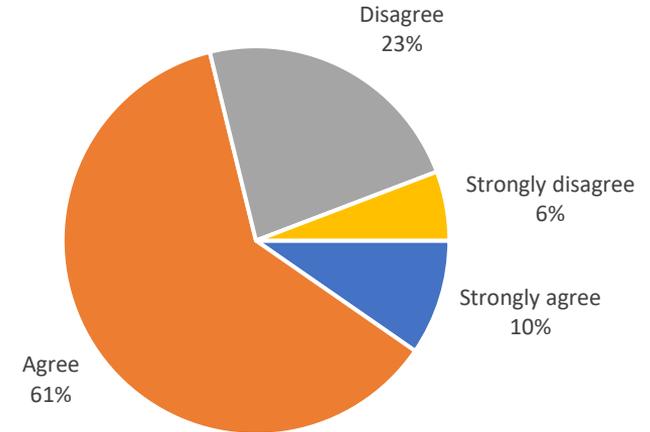
Good interagency communication 2023



49% Agree or strongly
53% Disagree or strongly



Good interagency communication 2024

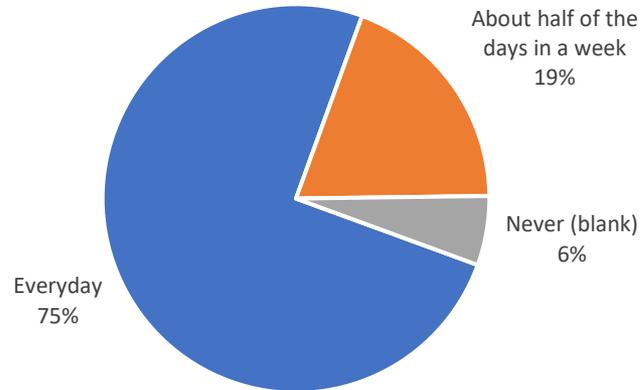


71% Agree or strongly
29% Disagree or strongly



Provider responses – Frequency of HMIS use

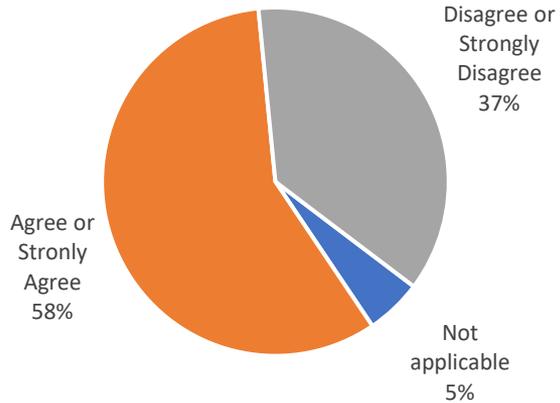
Frequency of HMIS use



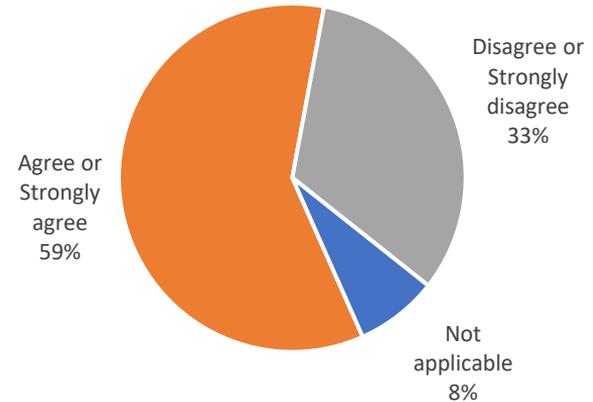


Provider responses – Phase 1 Assessments

Phase 1 Assessments Complete
and Accurate 2023



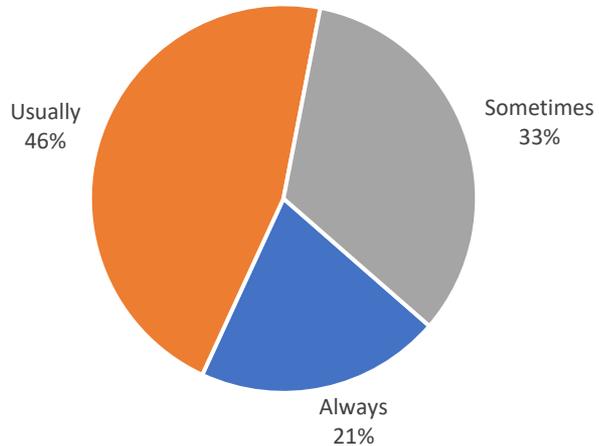
Phase 1 Assessments Complete
and Accurate 2024



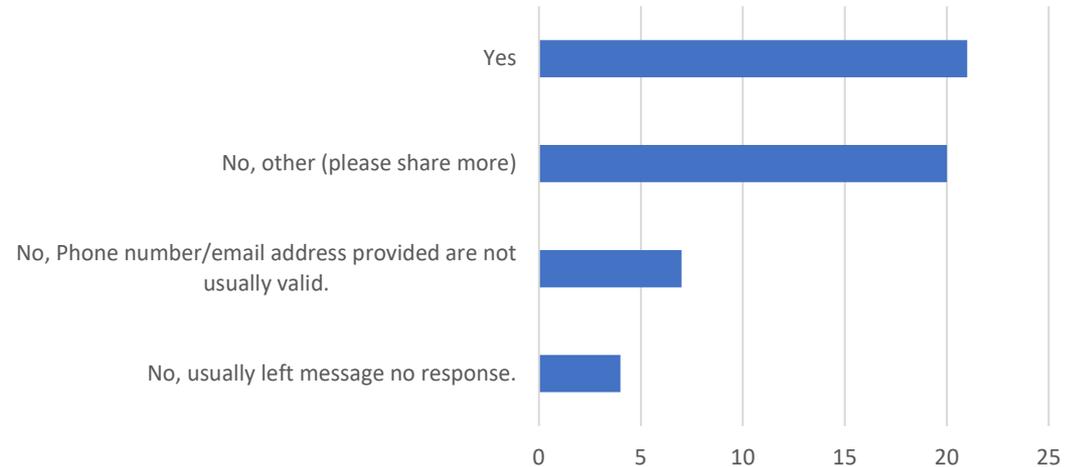


Provider responses – Referrals

Referrals to my agency are appropriate 2024



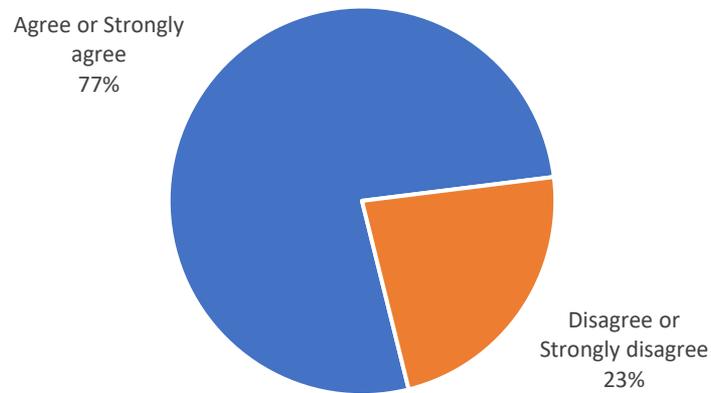
Can usually contact referrals 2024





Provider responses – Training

Received appropriate level of training 2024



- More detailed procedure documents
- Would like more information to come from HMIS errors
- Issues with HMIS not being user friendly
- Annual Phase 1 Assessment training
- More training on how referrals and matching work
- Request for random quizzes
- More transparency in matching
- More trainings in general



Provider responses – System improvements

- More transparency in the matching and prioritization process
- More communication regarding available resources and where participants are at in the system
- More accurate data entry for participant contact information, Phase 1 Assessment information, and case manager information
- More types of training available e.g. in-person, Zoom, recordings



Community Connect Feedback Survey

A photograph of a residential street with modern, multi-story houses. The houses have light-colored siding and dark roofs. There are trees and landscaping in front of the houses. A silver car is parked on the street in the foreground, and a dark car is parked further down the street. The sky is clear and blue.

Participant Results



How survey was offered

- Online survey optimized for phone or tablet
 - Link could be sent to participant
 - QR code could be scanned by participant
- Paper form for CAO Walk-in center
- PDF of flyers with scannable QR code for were sent to all organizations completing Phase 1
- Survey and flyer were translated into Spanish

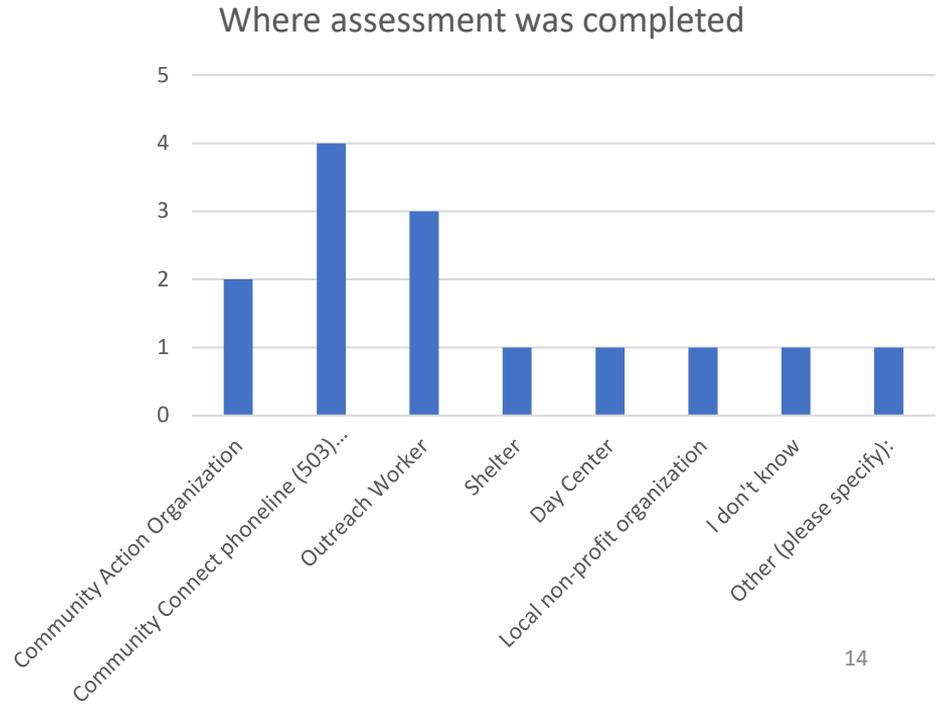


Participant responses – Response Volume

199 Phase 1 Assessments completed 3/10-3/23

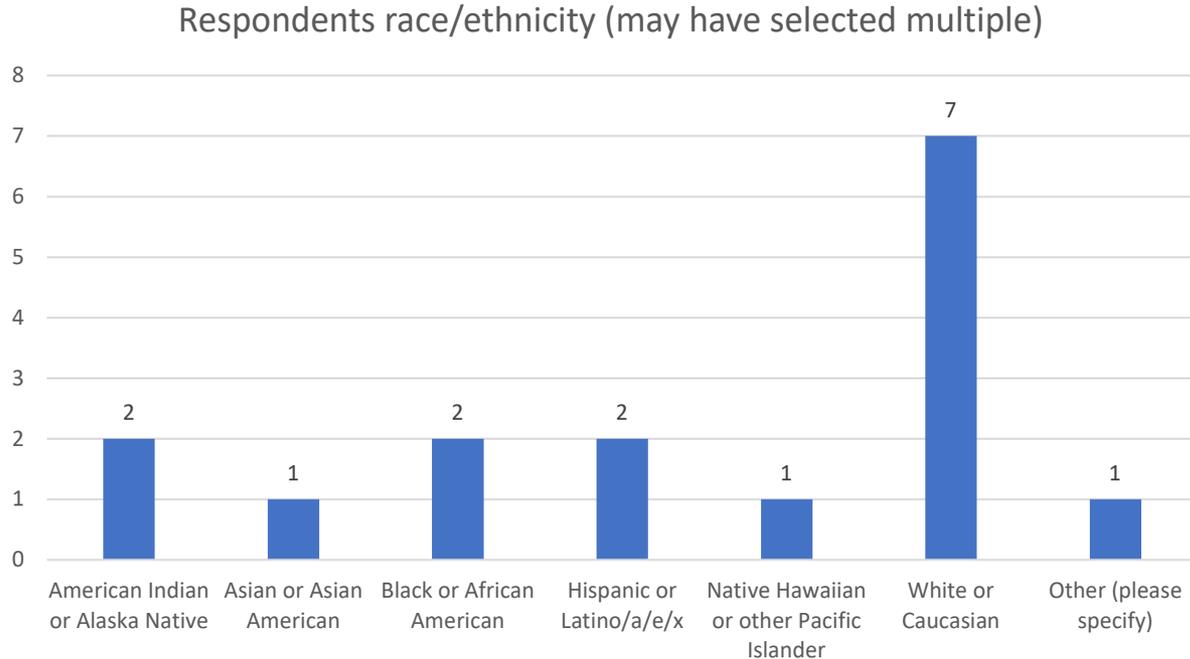
14 survey responses (all online, no paper surveys were completed)

| Agency | Number completed |
|---|------------------|
| Bienestar | 6 |
| CAO CARE | 3 |
| CAO Community Connect team | 137 |
| Family Promise of Tualatin Valley | 5 |
| Forest Grove Foundation | 2 |
| Greater Good Northwest | 4 |
| HomePlate | 6 |
| Immigrant & Refugee Community Organization (IRCO) | 7 |
| Just Compassion of East Washington County | 7 |
| Metropolitan Public Defender | 1 |
| Open Door HousingWorks | 13 |
| Project Homeless Connect | 7 |
| Sequoia Mental Health | 1 |
| WashCo Community Connect Assessment | 6 |



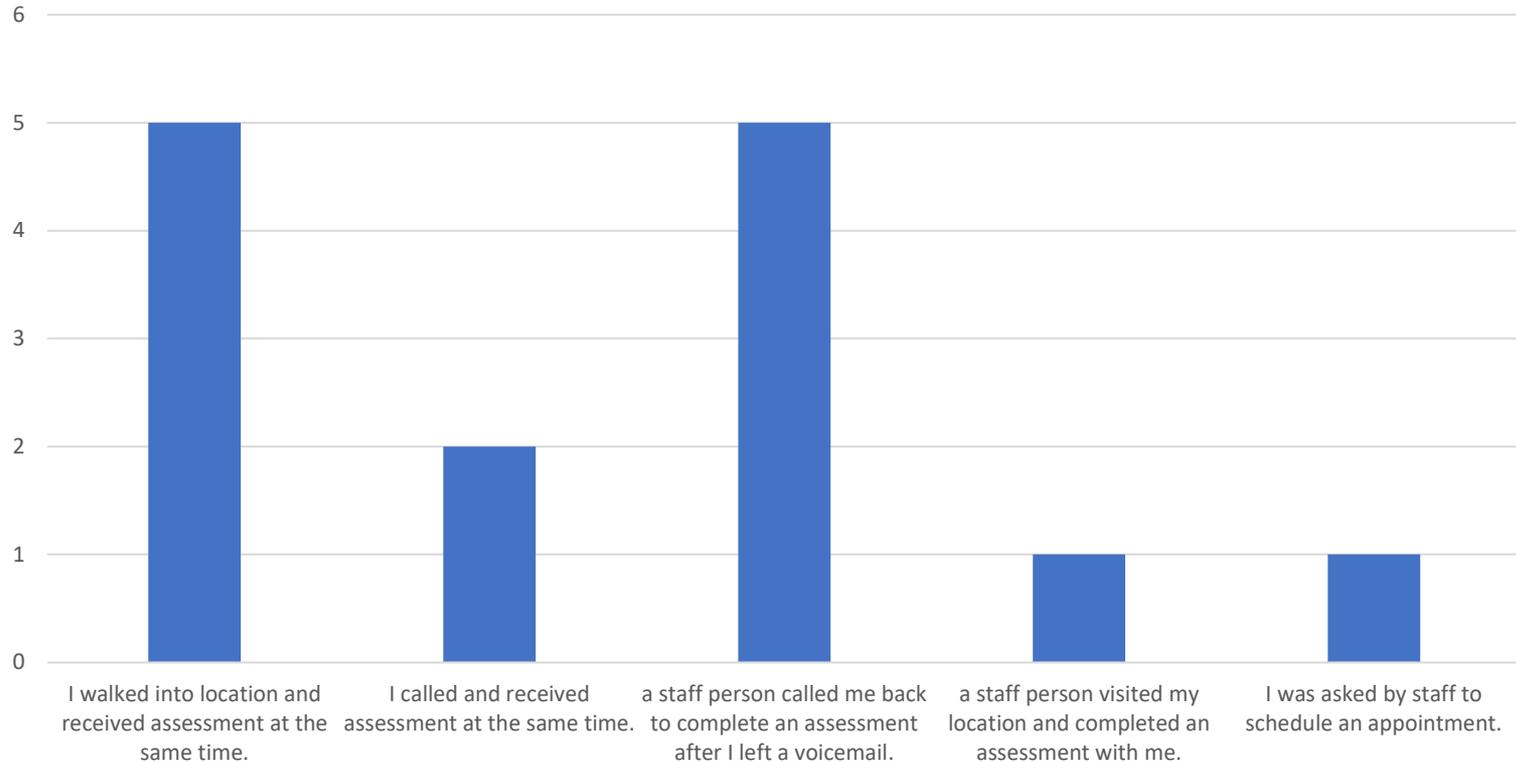


Participant response by race



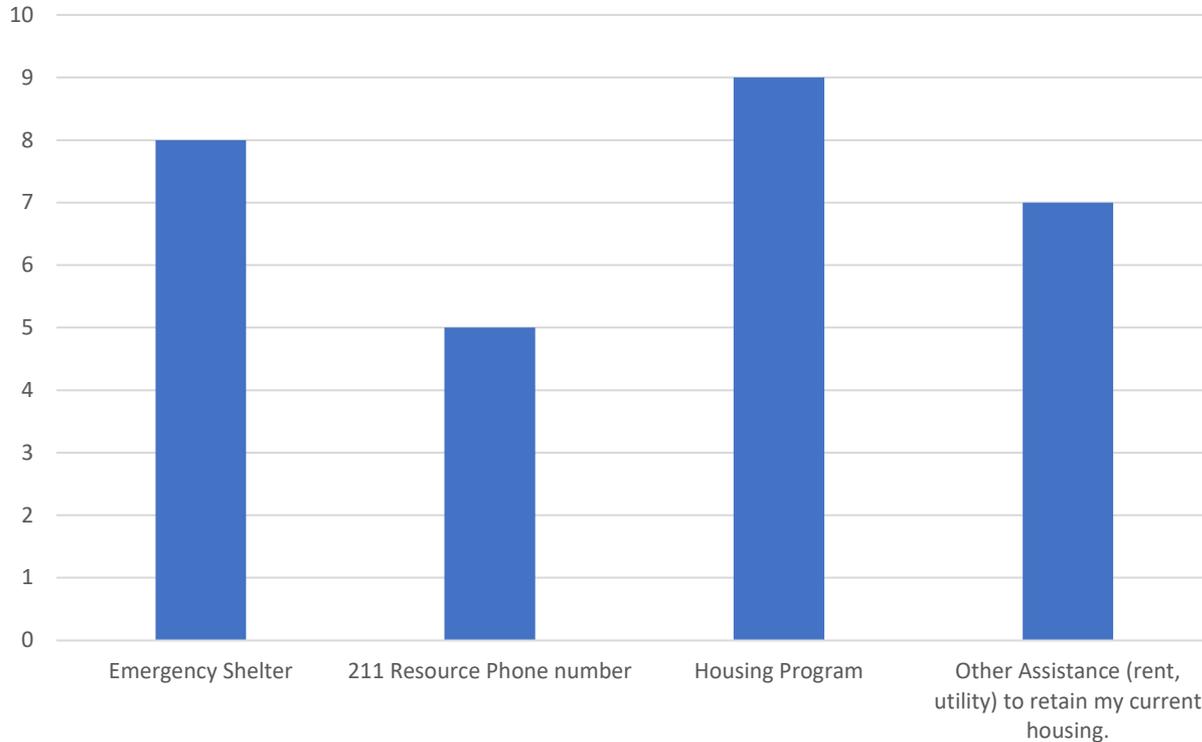


Participant responses – How Phase 1 was conducted





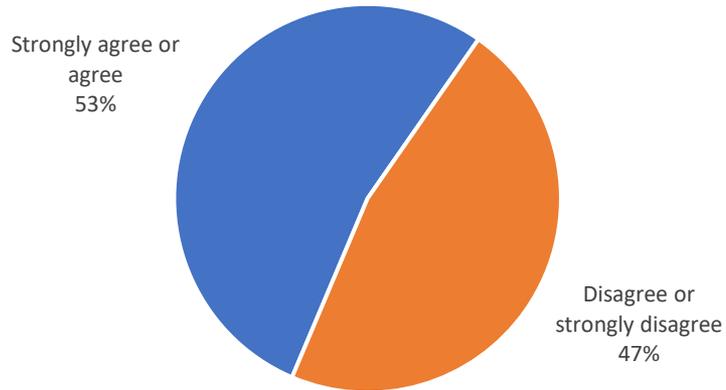
Participant responses – Additional resources provided



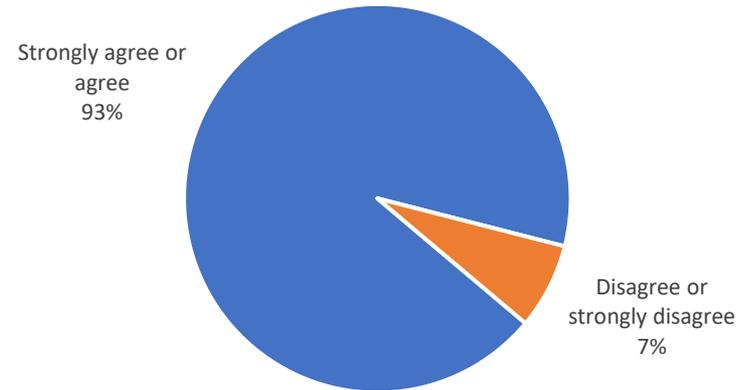


Participant responses – Understands next steps & Staff professionalism

Understand next steps



Staff were professional





Participant responses – Comments

- [Staff person] at open door helped me and answered my calls when I called in weekly
- I would like to get into one of the pod villages if that is possible
- I am very grateful for your staff, for the resources I was provided through [staff person] my contact for urban league. It change my life for the better. thank you.
- Since applying there have been lots of changes to my situation. I have lost my job, my living space and have had to move back in with my abuser because I had no where else to go.
- They were very helpful, but sometimes hard to reach
- Very helpful
- what's happening next
- [Staff person] was courteous, attentive, empathetic, and professional.



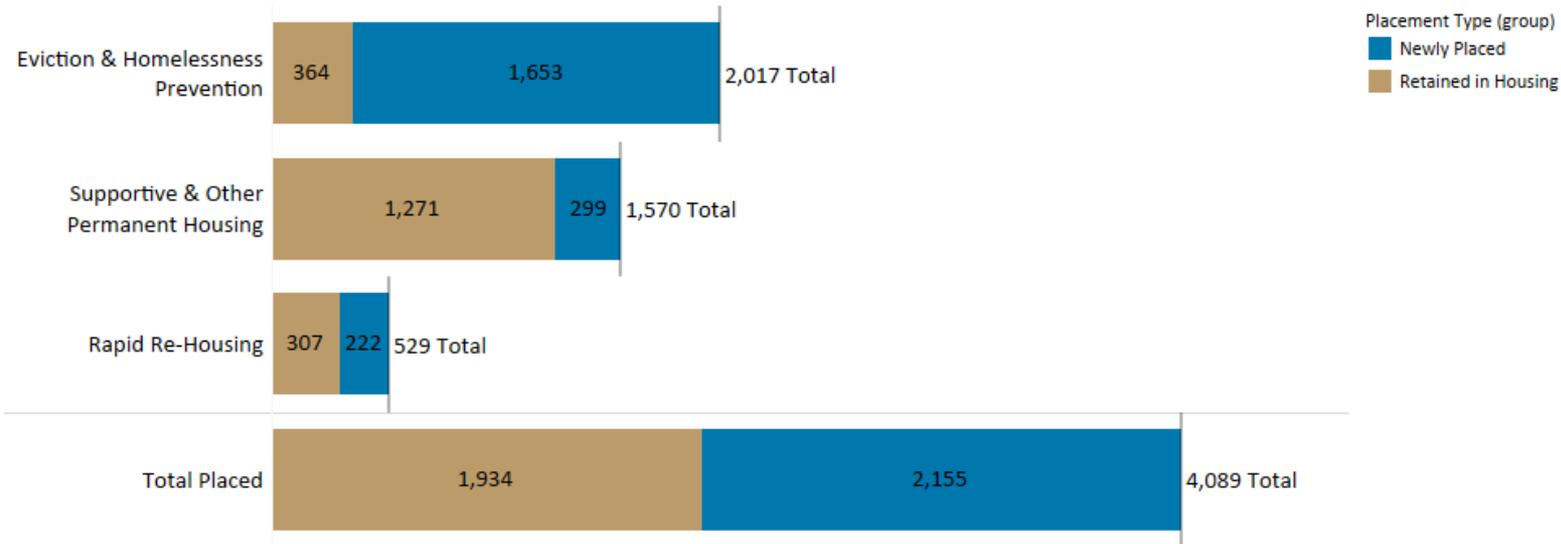
Participant responses – Improvements

- Although I received resources/referrals, I am unsure of my next step regarding my specific situation. I have a 10 day notice and next available date for rental assistance is not until next month for all the resources available.
- At the start the communication was not clear or consistent.
- Better communication
- Community connect doesn't answer the phone
- I believe that if I was told the truth immediately regarding how often I needed to call in (every day if necessary), I was told in a couple of weeks, it might have made a difference.
- not to be left wondering left in the dark
- I'm pleased with my blessings I've received.
- Learning to live after domestic violence.
- Getting an apartment faster and a place on my own



FY 23/24 to date Housing Placements

Household Housing Placements and Homelessness Preventions



Individuals newly placed and retained, in projects during the reporting period or exiting shelter, street outreach, or transitional housing to permanent housing destinations. Individuals in permanent housing projects must have a valid housing move-in date. Individuals exiting to a permanent housing destination must not have a subsequent re-entry to homelessness within 14 days.