

## Sts. Joachim and Ann Care Service 2015 Housing Assistance Program Survey Highlights

The Care Service conducts follow-up surveys with its clients approximately 6-12 months after they have received financial housing assistance. Calls were made to 603 households that received housing-related financial services during this time period. Nearly three-quarters (67%) of clients who received this assistance were at or below the 25% area median income level. We were able to reach and survey 42%, or 254 households, of the total 603. This report represents clients who were served from May 2014 through April 2015, covering 12 months of service.

### Outcomes

- **77%** of total clients surveyed were still residing at the address where assistance was last received.
  - Among the clients surveyed who received long-term assistance and case management services, **75%** stated they were still at the same address.
- **97%** of total clients surveyed stated they were currently living in a safe, secure, and stable home environment (this is an increase of .5% from 2014).
  - **97%** of those receiving long-term assistance stated that they remained in a safe environment.
- **83.8%** indicated they were able to keep up with all, most or some of their utility payments since assistance was last provided. This represented a considerable increase from 2014 (67%).
  - Among clients who received long-term assistance, **89%** were able to keep up with all, most or some of their utility payments since assistance was last provided.
- **90%** of clients surveyed were able to keep up with rent/mortgage payments – a 7% increase from 2014.
  - **89%** of clients receiving long-term assistance were able to keep up with rent/mortgage payments.
- **19%** of clients surveyed realized an increase in income due to a change in employment.
- Of those clients surveyed who have school-aged children, **99%** of those children were enrolled in school.

### Impact & Satisfaction

- **89%** of those surveyed stated that the housing assistance provided to them by the Care Service had a *great impact* on their household.
  - Of those clients served with long-term assistance, approximately **89%** indicated that the housing assistance provided had a great impact.
- **95%** of clients surveyed stated that they were very satisfied or satisfied with the services they received, and **96%** were very satisfied or satisfied with the quality of care they received from the Care Service case management staff.
  - A total of **94.5%** of those receiving long-term assistance were very satisfied or satisfied with the services they received, and **92%** were very satisfied or satisfied with the quality of care they received.

*The Care Service staff utilize the results of this survey each year to identify ways to improve service delivery and make improvements to our quality of care. We continuously work to improve our survey tools and the methodology of our data collection.*