2026 Needs Assessment of Homelessness and Housing Stability

Appendices

Survey instruments, discussion guides, and detailed survey toplines

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Appendix A. Community Member Survey Instrument

Sixty-three items in eleven sections, hosted on SurveyMonkey with skip logic. Items are numbered to match the detailed toplines in Appendix F. Respondents could skip any question. Consent, eligibility screening, mode routing, and the closing contact and incentive block preceded and followed the items below. Question wording and response options are taken from the survey toplines, which reproduce them as written in the survey with dashes rendered as commas. Response options appear beneath each item. A circle (○) marks a single-choice item and a square (□) marks a select-all item. Bracketed text before an item names who was asked it.

Section A. Current Housing Situation

1. What best describes your current housing and living situation? Think about where you sleep most nights.

- ○ I sleep outside (streets, parks, encampments, vehicle, etc.)
- ○ I stay in an emergency shelter (a place where they only allow you to stay for 1 night at a time)
- ○ I stay in a transitional shelter or housing program (a place where you can stay for an extended period of time while you work on finding a permanent home)
- ○ I am temporarily staying with friends or family ("couch surfing")
- ○ I have housing but am at risk of losing it soon
- ○ Other (please describe)

2. *[Asked of respondents who said they sleep outside]* You mentioned that you sleep outside. Where exactly are you most often sleeping?

- ○ On the street, in a doorway, or in a park
- ○ Outdoor encampment or tent community
- ○ In my vehicle (car, RV, van, etc.)
- ○ In an abandoned building or structure
- ○ Other outdoor location

3. *[Asked of respondents who said they sleep outside]* How long have you been sleeping in this specific location?

- ○ Less than 1 week
- ○ 1–4 weeks
- ○ 1–3 months
- ○ 4–6 months
- ○ 7–11 months
- ○ 12 months (1 year)
- ○ more than 1 year

4. *[Asked of respondents who did not say they sleep outside]* How long have you been in your current housing situation?

- ○ Less than 1 week
- ○ 1–4 weeks
- ○ 1–3 months
- ○ 4–6 months
- ○ 7–11 months
- ○ 12 months (1 year)
- ○ more than 1 year

5. Is this the first time in your life you have experienced homelessness or housing instability?

- ○ Yes, this is my first time
- ○ No, I have experienced homelessness or housing instability before
- ○ Prefer not to answer

6. *[Asked of respondents with a prior experience of homelessness or housing instability]* In the LAST 3 YEARS, approximately how many separate times have you experienced homelessness (counting this time)?

- ○ 2 times
- ○ 3 times
- ○ 4 or more times

7. *[Asked of respondents with a prior experience of homelessness or housing instability]* In total across all those times, approximately how many months have you spent homeless in the last 3 years?

- ○ Less than 6 months total
- ○ 6–11 months total
- ○ 12 months or more total

Section B. Health and Safety

8. Do you have a long-term physical or mental health condition that affects your daily life?

- ○ Yes, physical health condition
- ○ Yes, mental health condition
- ○ Yes, both physical and mental condition
- ○ No
- ○ Prefer not to answer

9. Do you currently feel safe where you are staying?

- ○ Yes, I feel safe
- ○ Somewhat, I have some concerns
- ○ No, I do not feel safe where I am staying
- ○ Prefer not to answer

10. Which of the following concerns or conditions make you feel unsafe? *Check all that apply:*

- □ I don't feel safe around people (violence, threats, or fighting)
- □ Doors or windows that don't lock
- □ Problems inside my home that make it unhealthy (like mold, bugs or mice, or broken heat)
- □ Too many people living in the home
- □ Being treated unfairly or harassed because of who I am
- □ My neighborhood feels unsafe
- □ Something else (please describe)

11. Where are you currently spending most of your time during the day?

- ○ Park
- ○ Day centers
- ○ Library
- ○ Another location (please specify)

Section C. Household

12. How many adults are currently in your household, including yourself?

- ○ Just me (1 person)
- ○ 2 adults
- ○ 3–4 adults
- ○ 5 or more people

13. Do you have children under age 18 who are with you or in your care?

- ○ Yes, children are with me now
- ○ Yes, but my children are not with me right now
- ○ No
- ○ Prefer not to answer

14. *[Asked of respondents whose children are with them now]* You mentioned you have children with you now. How many children are with you now?

- ○ 1 child
- ○ 2 children
- ○ 3 children
- ○ 4 children

15. What are the ages of your children?

Open text

16. Are you currently pregnant or expecting a child?

- ○ Yes
- ○ No
- ○ Prefer not to answer

17. Do you have a pet that makes it harder to find a place to stay or get housing?

- ○ Yes, I have a pet, and it does make it harder to find housing
- ○ Yes, I have a pet, but it does not make it harder to find housing
- ○ No, I do not have a pet

Section D. Place and Connection

18. What is the name of the city or town you currently live in?

- ○ Salem
- ○ Silverton
- ○ Keizer
- ○ Stayton
- ○ Monmouth
- ○ Mill City
- ○ Independence
- ○ Falls City
- ○ Woodburn
- ○ Mt. Angel
- ○ Gervais
- ○ Dallas
- ○ Aurora
- ○ Other

19. How long have you lived in this area?

- ○ Less than 6 months
- ○ 6 months to 1 year
- ○ 1–3 years
- ○ 4–10 years
- ○ More than 10 years
- ○ I grew up here

20. *[Not asked of respondents who said they grew up here]* What brought you to this area?

- □ Family or loved ones are here
- □ I was already living here when I lost my housing
- □ I came for work or a job opportunity
- □ I heard there were more services or resources here
- □ I was referred or transported here by another agency
- □ I was discharged from a hospital, jail, or facility in this area
- □ I was fleeing an unsafe or dangerous situation
- □ I came for a relationship that has since ended
- □ Cost of living seemed more affordable here than where I was
- □ This is where sheltering and other services are located
- □ Other (please specify)

21. *[Not asked of respondents who said they grew up here]* Where did you live before coming to this area?

- ○ Somewhere else in Marion or Polk County
- ○ Another county in Oregon
- ○ Another state
- ○ Another country
- ○ I have moved around frequently with no clear previous home
- ○ I have always lived here

22. If you moved from another county, state, or country, where did you come from?

Open text

23. Do you have family, close friends, or other support people in this area?

- ○ Yes, I have strong connections here
- ○ Yes, some connections but not very close
- ○ I had connections here but they are no longer available
- ○ No, I do not have connections here

24. Where do you feel most at home? This could be where your family or friends are, where you used to live, or a place that just feels like home to you.

- ○ Salem
- ○ Keizer
- ○ Stayton
- ○ Silverton
- ○ Mill City
- ○ Falls City
- ○ Mt. Angel
- ○ Gervais
- ○ Monmouth
- ○ Donald
- ○ Aumsville
- ○ Dallas
- ○ Another place
- ○ I don't really feel at home anywhere right now.

25. Where would you ideally like to live, if you could choose?

- ○ Here in Marion or Polk County, this is my community
- ○ Elsewhere in Oregon
- ○ In another state, where I have connections
- ○ Other (please describe)

Section E. Path to Losing Housing

26. Before you lost your housing, where were you living?

- ○ Renting an apartment or house on my own
- ○ Renting with roommates
- ○ Living with a partner or spouse
- ○ Living with family
- ○ Owning a home
- ○ I have been homeless or unstably housed for most of my life
- ○ Other (please describe)

27. Before losing your housing, did you have a housing voucher, rental subsidy, or other housing assistance?

- ○ Yes, I had a Section 8 / Housing Choice Voucher
- ○ Yes, I had another type of rental subsidy or housing assistance
- ○ I was on a waiting list for a voucher or subsidy but had not received one yet
- ○ I applied but was denied or removed from the waiting list
- ○ No, I did not have a voucher or subsidy
- ○ I don't know

28. *[Asked of respondents who had a voucher or subsidy]* If you had a voucher or subsidy and lost it, what happened?

- □ I lost my housing and could not use the voucher in time
- □ I was evicted
- □ I could not find a landlord who would accept the voucher
- □ My voucher expired before I found housing
- □ My subsidy was terminated by the housing authority
- □ I left voluntarily
- □ Other (please specify)

29. What was the first thing that happened that started your path to losing housing?

- ○ A relationship ended (divorce, breakup, family conflict)
- ○ I could no longer afford rent
- ○ I had to leave because of domestic violence or an unsafe situation
- ○ I lost my job or my income dropped significantly
- ○ I was evicted
- ○ A mental health crisis
- ○ Substance use
- ○ A serious physical health problem
- ○ A natural disaster or fire
- ○ I aged out of foster care
- ○ I was released from jail, prison, or detention
- ○ Other (please describe)
- ○ It happened gradually, no single event

30. What other factors also contributed to losing your housing? *(Select all that apply)*

- □ Could not afford rent or was priced out
- □ Eviction
- □ Job loss or reduced income
- □ Physical health challenges
- □ Mental health challenges
- □ Substance use
- □ Had to leave because of domestic violence or an unsafe situation
- □ Family breakdown or conflict
- □ Release from jail, prison, or detention
- □ Aging out of foster care
- □ Discharge from hospital or treatment without housing
- □ Discrimination (race, gender, identity, disability, etc.)
- □ Lack of affordable housing in the area
- □ Immigration status
- □ Natural disaster or fire
- □ Other (please specify)

31. Before losing your housing, did you receive any support or services that helped you stay housed?

- ○ Yes, I had support and it helped for a while
- ○ Yes, but the support was not enough to prevent homelessness
- ○ No, I did not receive any support
- ○ I did not know support was available

32. *[Asked of respondents who received support]* What type of support did you receive?

- □ Rental assistance or help paying rent
- □ Help paying utilities
- □ Case management or a housing advocate
- □ Mental health services
- □ Substance use treatment or recovery support
- □ Employment or job training support
- □ Food assistance
- □ Transportation help
- □ Legal help (e.g., eviction prevention)
- □ Healthcare or medical support
- □ Childcare support
- □ Government services
- □ Support from a nonprofit or community organization
- □ Help from a friend or family member
- □ Other

Section F. Experiences with Services and Prevention

33. Since becoming homeless, what services or support have hurt you or made things harder? *(Pick all that apply)*

- □ Nothing has hurt or made things harder
- □ Being turned away from shelter or services
- □ Rules or requirements that felt unfair or impossible to follow
- □ Being treated badly or disrespected by staff
- □ Feeling unsafe in a shelter or program
- □ Losing my belongings during a sweep or eviction
- □ Being separated from my family, partner, or pet
- □ Not getting the right help because of my race, language, or background
- □ Services that were too far away or hard to get to
- □ Being asked questions that felt invasive or unsafe
- □ Having my information shared without my permission
- □ A program or service that made my situation worse
- □ Other

34. Since becoming homeless, what supports or services have made the most positive difference for you?

- □ A specific case manager or outreach worker who helped me
- □ Emergency shelter (a place where they only allow you to stay for 1 night at a time)
- □ Food or meal services
- □ Medical or mental health care
- □ Substance use treatment
- □ Benefits or income assistance
- □ Help getting ID or other documents
- □ Legal help
- □ Peer support from someone with lived experience of homelessness
- □ Family or friends
- □ Faith community
- □ Nothing has made a positive difference yet
- □ Other (please specify)

35. Looking back, what, if anything, do you think could have prevented you from losing your housing?

Open text

Section G. Income and Employment

36. What is your current employment status?

- ○ Working full-time
- ○ Working part-time
- ○ Working occasionally or in temporary jobs
- ○ Not currently working, looking for work
- ○ Not currently working, not looking for work
- ○ Unable to work due to disability or health
- ○ Retired
- ○ Prefer not to answer

37. What are your current sources of income or financial support? *(Select all that apply)*

- □ Wages or salary from a job
- □ Social Security Disability (SSDI)
- □ Supplemental Security Income (SSI)
- □ General Assistance or state cash benefits
- □ Unemployment benefits
- □ SNAP (food stamps)
- □ Veterans benefits
- □ Child support or alimony
- □ Support from family or friends
- □ Informal or cash work
- □ No income at this time
- □ Prefer not to answer
- □ Other (please specify)

38. Approximately how much money do you have coming in per month from all sources?

- ○ Nothing, I have no income right now
- ○ Less than $500 per month
- ○ $500–$999 per month
- ○ $1,000–$1,499 per month
- ○ $1,500–$1,999 per month
- ○ $2,000 or more per month
- ○ Prefer not to answer

39. If you are not currently working, what are the biggest barriers to employment for you?

- □ I cannot work due to a disability or health condition
- □ I do not have stable housing or a safe place to get ready for work
- □ I do not have transportation to get to work
- □ I do not have childcare
- □ I do not have the required ID or documents
- □ I have a criminal record that limits my options
- □ I need more training, education, or skills
- □ I have not been able to find a job that pays enough
- □ I have been applying for jobs but have not been hired
- □ Employment is not a barrier for me right now
- □ Other (please specify)

Section H. Health Care and Service Use

40. Do you currently have health insurance?

- ○ Yes, Oregon Health Plan (Medicaid)
- ○ Yes, Medicare
- ○ Yes, employer or private insurance
- ○ Yes, Veterans Administration (VA) coverage
- ○ No, I do not have health insurance
- ○ I am not sure
- ○ Prefer not to answer

41. In the past 12 months, have you visited an emergency room because you could not get care somewhere else?

- ○ Yes, once
- ○ Yes, 2–3 times
- ○ Yes, 4 or more times
- ○ No
- ○ Prefer not to answer

42. In the past 12 months, which of the following services have you used? *(Select all that apply)*

- □ Emergency shelter (a place where they only allow you to stay for 1 night at a time)
- □ Transitional shelter (a place where you can stay for an extended period of time while you work on finding permanent housing)
- □ Rapid rehousing assistance (program to help you find permanent housing)
- □ Food pantry or meal program
- □ Health or medical care
- □ Mental health services
- □ Substance use treatment
- □ Case management
- □ Employment or job training services
- □ Benefits assistance (SNAP, Medicaid, Social Security, etc.)
- □ Transportation assistance
- □ Child or family services
- □ Domestic violence services
- □ Youth services (if you are under 25)
- □ Legal assistance
- □ Peer support from someone with lived experience
- □ I have not used any services in the past 12 months

43. When you have needed services, how easy has it been to access them?

- ○ Very easy
- ○ Somewhat easy
- ○ Somewhat difficult
- ○ Very difficult
- ○ I have not tried to access services

44. What are the biggest barriers that make it hard to access housing and shelter services? *(Select all that apply)*

- □ I don't know what services are available or how to find them
- □ Services are too far away or hard to get to
- □ I don't have transportation
- □ I was told I don't qualify
- □ Waitlists are too long
- □ I had a bad experience with a provider in the past
- □ I don't feel safe at shelters
- □ Shelters require sobriety and I was unable to meet that requirement
- □ Services are not available in my language
- □ Services do not feel culturally welcoming or appropriate
- □ I cannot bring my pet
- □ I was not allowed to bring a family member or partner
- □ I have an outstanding warrant or criminal history
- □ I do not have required ID or documents
- □ I have a disability that makes access difficult
- □ I prefer to manage on my own
- □ No barrier, I can access services when I need them
- □ Other (please specify)

45. Have you ever been turned away from a shelter or housing program?

- ○ Yes
- ○ No
- ○ I don't know

46. *[Asked of respondents who had been turned away]* What was the main reason you were turned away?

- □ The shelter was full
- □ I did not meet sobriety requirements
- □ I had a criminal history that disqualified me
- □ I had a pet that was not allowed
- □ I was not allowed to bring my partner or family member
- □ I did not have required ID
- □ I did not meet age requirements
- □ I was told I did not qualify but was not given a reason
- □ Other (please specify)

Section I. Current Needs

47. What are the top three (3) services or supports do you most need right now that you are not getting?

- □ Safe place to sleep
- □ Permanent housing
- □ Help paying rent or a security deposit
- □ Mental health services
- □ Substance use treatment
- □ Medical or dental care
- □ Food
- □ Income or employment support
- □ Transportation
- □ Help with documents (ID, birth certificate, Social Security card, etc.)
- □ Childcare
- □ Safety from domestic violence
- □ Peer support
- □ Cultural or language-specific services
- □ Health insurance enrollment help
- □ Other (please describe)

48. What type of housing do you most need right now?

- ○ A place of my own with no program requirements attached
- ○ Supported housing where I have my own place and services available
- ○ Transitional housing with structure and support
- ○ Shared housing with others
- ○ Any stable housing, I am not specific about the type
- ○ Other (please describe)

49. In your own words, what would help you most to get or keep stable housing?

Open text

Section J. Service Experiences and Identity

50. Overall, how would you describe your experience with local homeless and housing services?

- ○ Very positive, I feel respected and well-supported
- ○ Mostly positive, helpful with room for improvement
- ○ Mixed, some positive and some negative experiences
- ○ Mostly negative, services have not been helpful or welcoming
- ○ Very negative, I have had serious problems
- ○ I have not used services

51. Do you feel that services are welcoming for people of your background or identity?

- ○ Yes, services feel welcoming and appropriate
- ○ Somewhat, some services feel appropriate but not all
- ○ No, services often do not feel welcoming or appropriate for me
- ○ Not sure

52. Have you ever been turned away from or denied services because of your gender identity, sexual orientation, or a disability?

- ○ Yes, because of my gender identity or sexual orientation
- ○ Yes, because of a disability or health condition
- ○ Yes, both
- ○ No
- ○ I'm not sure
- ○ Prefer not to answer

53. What happened where you have been turned away from services because of your identity:

Open text

54. Have you ever received support from a peer support specialist, someone with their own lived experience of homelessness who helps others?

- ○ Yes, and it was very helpful
- ○ Yes, but it was not particularly helpful
- ○ No, but I would like this kind of support
- ○ No, I am not interested in this type of support
- ○ I am not sure what peer support is

Section K. Demographics and Access

55. How would you describe your gender?

- □ Man
- □ Woman
- □ Non-binary
- □ Transgender
- □ A gender not listed above
- □ Gender non-conforming or genderqueer
- □ Prefer not to answer
- □ Prefer to self-describe (please specify)

56. Do you identify as lesbian, gay, bisexual, queer, or another sexual orientation other than straight or heterosexual?

- ○ Yes
- ○ No
- ○ Questioning or not sure
- ○ Prefer not to answer

57. How old are you?

- ○ 17 years old or younger
- ○ 18–24
- ○ 25–34
- ○ 35–44
- ○ 45–54
- ○ 55–64
- ○ 65 or older
- ○ Prefer not to answer

58. How do you identify your race or ethnicity? *(Select all that apply)*

- □ American Indian or Alaska Native
- □ Asian or Asian American
- □ Black or African American
- □ Hispanic or Latino/a/e/x
- □ Middle Eastern or North African
- □ Native Hawaiian or other Pacific Islander
- □ White
- □ Prefer not to answer
- □ Prefer to self-describe (please specify)

59. What is your preferred language?

- ○ English
- ○ Spanish
- ○ Other

60. Do you identify as a veteran of the U.S. military?

- ○ Yes
- ○ No
- ○ Prefer not to answer

61. Do you currently have a working cell phone?

- ○ Yes, I have a phone with minutes or data
- ○ Yes, but minutes or data are very limited
- ○ No, I do not currently have a working phone

62. Do you have regular access to the internet?

- ○ Yes, on my phone
- ○ Yes, through a library, shelter, or other location
- ○ Rarely, access is very limited
- ○ No

63. Are you be willing to participate in a small group discussion to talk more about your experience?

- ○ Yes
- ○ No

Closing block: contact capture for the incentive and follow-up, and duplicate-prevention fields (first initial, last name, date of birth) used solely to identify repeat submissions and stripped from the analysis dataset.

Appendix B. Service Provider Survey Instrument

Fifty-three items in twelve sections, administered online through a single SurveyMonkey collector with an embedded arithmetic attention check, an optional incentive, and an optional invitation to a follow-up group discussion. Items are numbered to match the detailed toplines in Appendix G. Consent, verification, incentive, and contact questions are not shown. Question wording and response options are taken from the survey toplines, which reproduce them as written in the survey with dashes rendered as commas. Response options appear beneath each item. A circle (○) marks a single-choice item and a square (□) marks a select-all item. Bracketed text before an item names who was asked it.

Section A. Respondents and Organizations

1. What is the name of your organization?

Open text

2. Which best describes your role in this organization?

- ○ Executive Director
- ○ Program Director/ Manager
- ○ Case Manager or Housing Navigator
- ○ Outreach Worker
- ○ Direct services / frontline staff
- ○ Other (please describe)

3. Does your organization have capacity to provide interpreter or translation services for clients who speak a language other than English?

- ○ Yes, we have an in-house interpreter on staff
- ○ Yes, we have contracted or on-call interpreters
- ○ Yes, we provide telephone or remote interpretation
- ○ Yes, we have limited and informal arrangements such as bilingual staff, family, etc.
- ○ No, we do not have interpreter capacity

Section B. Demand, Capacity, and Populations Served

4. In the past 12 months, how has demand for your services changed?

- ○ Demand has significantly increased
- ○ Demand has somewhat increased
- ○ Demand has stayed about the same
- ○ Demand has somewhat decreased

5. Is your organization currently meeting the demand for your services?

- ○ Yes, we are fully meeting the demand for our services.
- ○ We are mostly meeting demand with some gaps.
- ○ The demand for our services exceeds our capacity

6. Does your organization currently have a waitlist?

- ○ Yes
- ○ Sometimes, depending on capacity
- ○ No

7. *[Asked of respondents whose organization has a waitlist all or some of the time]* What is the current wait time?

Open text

8. In the past 12 months, where did most clients go when they exited your program? *(Select all that apply)*

- □ Permanent housing (rental, owned, subsidized)
- □ Permanent supportive housing
- □ Transitional housing or another program
- □ Back to streets, encampments, or vehicles
- □ Emergency shelter
- □ Staying with family or friends
- □ Institutional setting (housing, jail, treatment facility, etc.)
- □ I do not know. We do not systematically track exit destinations.
- □ Other (please describe)

9. What are the biggest staffing challenges your organization faces? *(Select all that apply)*

- □ Wages are not competitive with other employers
- □ High burnout and secondary trauma among staff
- □ Difficulty finding employees who meet the required qualifications
- □ Difficulty recruiting and retaining staff with lived experience of homelessness
- □ Difficulty retaining bilingual or multilingual staff
- □ Lack of affordable housing for staff in the region
- □ Funding does not cover adequate staffing levels
- □ Insufficient training and professional development resources
- □ None. Staffing is not a significant challenge for us right now
- □ Other (please describe)

10. What are the most common needs you observe among the people you serve? *(Select all that apply)*

- □ Emergency shelter beds
- □ Transitional housing
- □ Permanent affordable housing
- □ Rapid rehousing / rental assistance
- □ Mental health services
- □ Substance use treatment
- □ Dual diagnosis support
- □ Physical health or medical care
- □ Health insurance enrollment
- □ Income supports / benefits
- □ Employment or job training
- □ Transportation
- □ Childcare
- □ Culturally specific or language services
- □ Services for justice-involved individuals
- □ Services for LGBTQ+ individuals
- □ Peer support or lived-experience services
- □ Other (please describe)

11. Does your organization try to hire people who have been homeless before?

- ○ Yes, we actively prioritize hiring people who have experienced homelessness
- ○ Yes, we consider it a positive factor but do not prioritize it
- ○ We would like to but face barriers (eg., funding, HR policies, etc.)
- ○ No, we do not have a specific lived experience hiring practice
- ○ I do not know

12. Which populations does your organization primarily serve? *(Select all that apply)*

- □ Single women without children
- □ Single men without children
- □ Single men with children
- □ Single women with children
- □ Couples without children
- □ Couples with children
- □ Youth and young adults (under 25)
- □ Older adults (55+)
- □ Veterans
- □ People with chronic health conditions or disabilities
- □ People with behavioral health or mental health challenges
- □ People with substance use disorders
- □ Latinx / Hispanic community members
- □ Indigenous or Native American community members
- □ LGBTQ+ individuals
- □ Justice-involved individuals (reentry)
- □ Survivors of domestic violence
- □ Farmworkers or agricultural workers
- □ Other (please describe)

Section C. Outcome Data and Racial Equity Review

13. Have you been part of conversations within your organization where you reviewed data to see whether clients of different racial or ethnic backgrounds experience different outcomes, such as different rates of housing placement or program exit?

- ○ Yes, we have reviewed outcomes data and looked at trends by race and ethnicity
- ○ We have looked at the data but have not had a discussion about trends based on client demographics
- ○ No, we have not examined our data to look at trends by outcomes or by demograhic characteristics
- ○ We do not have adequate data to do this analysis
- ○ I don't know/ I don't recall

14. If you have looked at the data, what did you find or notice?

Open text

15. In your role, do you track and record data on client outcomes such as housing placement rates or returns to homelessness?

- ○ Yes, I track and record data on client outcomes regularly
- ○ Yes, I track and record data on client outcomes sometimes
- ○ No, I do not currently track data on client outcomes

16. *[Asked of respondents who track client outcome data]* When you track and record data on client outcomes, do you include long-term outcomes (e.g., client status 6+ months after program exit)?

- ○ Yes, I track long-term outcomes
- ○ Some, I track long-term outcomes for some clients or programs
- ○ No, I only track short-term or point-in-time outcomes

Section D. Tribal Relationships and Indigenous-Specific Services

17. Does your organization have an existing relationship or formal agreement with any federally recognized Tribe or Tribal organization serving Marion or Polk County?

- ○ Yes, we have an active relationship or formal agreement
- ○ Yes, we have had contact but no formal relationship
- ○ No, we have not engaged with Tribal nations or organizations
- ○ I am unsure / not aware of Tribal nations in our service area

18. Please describe the nature of the relationship with any federally recognized Tribe or Tribal organization and describe how it informs your services or referral practices.

Open text

19. Does your organization provide services that are specifically designed for or in partnership with American Indian, Alaska Native, or Indigenous clients?

- ○ Yes
- ○ We are trying to development it.
- ○ No

20. *[Asked of respondents whose organization provides, or is developing, services designed for or with American Indian, Alaska Native, or Indigenous clients]* Briefly describe the types of services you are designing for this population.

Open text

Section E. Client Trends

21. Over the past year, have you seen a shift in the types of households you are serving?

- ○ Yes, we are seeing more families with children
- ○ Yes, we are seeing more youth or young adults on their own
- ○ Yes, we are seeing more older adults (ages 65 and older)
- ○ Yes, we are seeing more single adults
- ○ The mix has stayed roughly the same
- ○ Not sure

22. In your experience, where are the majority of the clients you serve primarily coming from?

- ○ They are from Marion or Polk County, they became homeless here
- ○ They are from other Oregon counties
- ○ They are from other states
- ○ They are from other countries.
- ○ I do not know.

23. What do your clients most commonly share as reasons for their current housing situation? *(Select all that apply)*

- □ Eviction / nonrenewal of lease
- □ Inability to afford rent or housing costs
- □ Job loss or income reduction
- □ Domestic violence / fleeing an unsafe home
- □ Release from jail, prison, or detention without stable housing
- □ Discharge from hospital or treatment program without housing
- □ Aging out of foster care
- □ Mental health crisis
- □ Substance use
- □ Family breakdown or death of a housing provider
- □ Chronic homelessness, long-term pattern
- □ First-time homelessness due to sudden economic shock
- □ Other (please describe)

Section F. Program Requirements, Diversion, and Prevention

24. Does your shelter or housing program have any of the following requirements for entry or continued participation? Select all that apply that your program currently requires.

- □ Sobriety or abstinence from alcohol or drugs
- □ Active participation in substance use treatment
- □ Active participation in mental health treatment
- □ No criminal history or background check approval
- □ Curfew compliance
- □ Participation in program activities or chores
- □ Separation of couples or families
- □ No pets allowed
- □ Gender-segregated programming only
- □ Our program has very few or no restrictive requirements
- □ Not applicable, we are not a shelter or housing program
- □ Other (please specify)

25. If your program has restrictive requirements, what prevents you from becoming a lower-barrier program? *(Select all that apply)*

- □ Funder requirements or grant conditions
- □ Safety or liability concerns for other clients
- □ Staff capacity to support clients with higher needs
- □ Community or neighborhood opposition
- □ Facility limitations (space, physical design)
- □ Board or organizational policy
- □ We are already low-barrier and this is not a constraint
- □ Other (please describe)

26. Does your organization practice housing diversion, actively helping someone avoid shelter entry by connecting them to other options? Diversion might include reconnecting someone with family, short-term financial assistance, mediation, or other alternatives to shelter.

- ○ Yes, diversion is a formal part of our practice
- ○ Yes, informally, we try to divert when possible
- ○ No, but we are interested in implementing diversion
- ○ No, diversion is not appropriate for our program type

27. Does your organization practice housing prevention, helping people remain in housing before they lose it? Prevention includes rental assistance, mediation with landlords, benefits connection, or other supports to avoid eviction or loss of housing.

- ○ Yes, prevention is a core program component
- ○ Yes, we do some prevention work but it is limited
- ○ No, but we would like to expand into prevention
- ○ No, prevention is not our program focus

28. What would most help your organization become more low-barrier or expand diversion and prevention work? *(Select all that apply)*

- □ Flexible funding not tied to restrictive program requirements
- □ Additional staffing or specialized staff (harm reduction workers, peers, etc.)
- □ Technical assistance or training on low-barrier models
- □ Funder policy changes that allow more flexibility
- □ Community education to reduce opposition to low-barrier programs
- □ Shared regional diversion fund accessible to multiple providers
- □ We are already where we need to be on this
- □ I don't know
- □ Other (please describe)

Section G. Harm Reduction

29. Does your organization use harm reduction approaches in your work? Harm reduction meets people where they are, reducing the negative consequences of substance use without requiring abstinence as a condition of service.

- ○ Yes, harm reduction is a core philosophy and formal practice in our work
- ○ Yes, we use some harm reduction practices informally
- ○ We are interested in harm reduction but have not implemented it
- ○ No, our program model requires abstinence or sobriety
- ○ Not applicable to our program type

30. Which of the following harm reduction services or practices does your organization currently offer or connect clients to? *(Select all that apply)*

- □ Naloxone / Narcan distribution and overdose response training
- □ Fentanyl test strip distribution
- □ Syringe services program (SSP) access or referral
- □ Medication-assisted treatment (MAT) linkage, methadone, buprenorphine, etc.
- □ Managed alcohol or safe supply programs
- □ Non-judgmental substance use counseling
- □ Overdose prevention education
- □ Wound care or other health services without sobriety requirements
- □ Peer support from people with lived experience of substance use
- □ We do not currently offer or connect clients to harm reduction services
- □ Other (please describe)

31. What barriers prevent your organization from implementing or expanding harm reduction practices? *(Select all that apply)*

- □ Funder restrictions or grant conditions that prohibit harm reduction
- □ Organizational or board-level opposition
- □ Community or neighborhood opposition
- □ Lack of staff training on harm reduction approaches
- □ Concerns about liability
- □ Lack of community partners or referral resources
- □ Uncertainty about legal status of some harm reduction tools in Oregon
- □ Harm reduction is not a barrier for us, we are where we need to be
- □ I don't know
- □ Other (please describe)

Section H. Coordinated Entry and Regional Coordination

32. Does your organization participate in the local Coordinated Entry system?

- ○ Yes, we are an access point/ we conduct assessments
- ○ Yes, we receive referrals through Coordinated Entry
- ○ Both, we conduct assessments and receive referrals
- ○ We are in the process of connecting to the Coordinated Entry system
- ○ No, we do not currently participate in Coordinated Entry

33. Which vulnerability assessment tool(s) does your organization currently use? *(Select all that apply)*

- □ VI-SPDAT (Vulnerability Index, Service Prioritization Decision Assistance Tool)
- □ TAY-VI-SPDAT (youth version)
- □ Family VI-SPDAT
- □ We use an assessment tool but I am not sure which one
- □ We do not use a standardized vulnerability assessment tool
- □ Other (please specify)

34. How effectively does the Coordinated Entry system match people to appropriate housing and services in this region?

- ○ Very effectively, people are matched to appropriate resources quickly
- ○ Somewhat effectively, the system works but has significant gaps
- ○ Not very effectively, matching is slow or often inappropriate
- ○ Very poorly, the Coordinated Entry system is not functioning well
- ○ I do not have enough visibility into the system to assess this

35. What are the biggest gaps or problems with the current Coordinated Entry system in this region? *(Select all that apply)*

- □ Not enough housing or programs to refer people to, the list is long but resources are short
- □ Prioritization criteria exclude some high-need individuals
- □ The assessment tool may produce biased results for some populations
- □ Access points are not accessible to people in rural areas
- □ The system is not well understood by providers or clients
- □ Inconsistent assessment practices across organizations
- □ Poor communication about referral status and outcomes
- □ Limited capacity for re-assessment when circumstances change
- □ Coordinated Entry is working well, I do not see major problems
- □ I do not know.
- □ Other (please specify)

36. When clients need services your organization doesn't provide, how do you typically connect them to support?

- ○ We maintain an active referral network and regularly connect clients to other organizations
- ○ We make referrals occasionally but do not have a formal process or established relationships
- ○ We provide information about other services but do not make direct referrals
- ○ We do not typically refer clients to other organizations

37. How well do organizations in this region coordinate on homelessness response?

- ○ Very well, coordination is strong and consistent
- ○ Fairly well, some coordination, but gaps remain
- ○ Somewhat, coordination is inconsistent
- ○ Poorly, organizations largely operate in silos
- ○ Very poorly, lack of coordination creates serious problems

38. What are the biggest barriers to effective coordination among providers? *(Select all that apply)*

- □ Lack of shared data systems or formal data sharing agreements
- □ Competing funding requirements that limit collaboration
- □ Organizational or turf conflicts
- □ Inadequate communication structures between agencies
- □ Insufficient staffing or capacity to coordinate
- □ Unclear roles and responsibilities across agencies
- □ Geographic barriers, urban vs. rural
- □ Lack of trust between organizations
- □ Privacy or HIPAA concerns that limit information sharing
- □ Other (please describe)

39. Does your organization have formal data sharing agreements with other agencies? *(Select all that apply)*

- □ Yes, with MWVCAA / ARCHES
- □ Yes, with the local Continuum of Care (CoC)
- □ Yes, with behavioral health or substance use providers
- □ Yes, with Marion or Polk County government
- □ Yes, with hospitals or health systems
- □ Yes, with criminal legal system partners (jails, probation, etc.)
- □ Yes, with other housing or shelter providers
- □ No, we do not have formal data sharing agreements
- □ We are working on establishing data sharing agreements
- □ I do not know.

40. Does your organization have a formal discharge planning process ensuring clients have stable housing or a warm handoff when leaving your program?

- ○ Yes, we have a formal discharge planning protocol
- ○ Yes, but it is inconsistently followed
- ○ Informally, we try to connect clients to next steps but have no formal process
- ○ No, we do not have a discharge planning process
- ○ Not applicable to our program type

Section I. Populations and Access Barriers

41. Which populations do you believe are falling through the cracks in the current system? *(Select all that apply)*

- □ Families with children
- □ Single men
- □ Single women
- □ Single men with children
- □ Single women with children
- □ Youth and young adults (under 25)
- □ Older adults (55+)
- □ People with serious mental illness
- □ People with substance use disorders
- □ People with dual diagnoses
- □ Latinx / Hispanic individuals
- □ Indigenous / Native American individuals
- □ LGBTQ+ individuals
- □ People with disabilities
- □ Veterans
- □ Justice-involved / reentry population
- □ People in rural or outlying areas
- □ Farmworkers or agricultural workers
- □ People without ID or documentation
- □ People with pets
- □ People who do not meet sobriety requirements
- □ Other (please describe)

42. What are the biggest barriers your clients face when trying to access services in general? *(Select all that apply)*

- □ Lack of awareness about available services
- □ Transportation
- □ Long waitlists
- □ Eligibility requirements that exclude people
- □ Lack of services in their language
- □ Safety concerns about shelter environments
- □ Services not welcoming for their identity or culture
- □ Inability to bring pets or partners
- □ Criminal history or outstanding warrants
- □ Lack of ID or documentation
- □ Geographic distance, especially in rural areas
- □ Sobriety requirements
- □ No phone or internet access to find or contact services
- □ Other (please describe)

43. Does your organization employ peer support specialists, staff with their own lived experience of homelessness who work directly with clients? (Select one answer)

- ○ Yes, peer support is a formal part of our workforce
- ○ Yes, we have some peer staff but it is not formalized
- ○ No, but we are interested in adding peer support capacity
- ○ No, peer support is not part of our program model
- ○ I don't know.

Section J. Data Systems and Capacity

44. Which data systems does your organization currently use to manage client and program data? *(Select all that apply)*

- □ HMIS (Homeless Management Information System)
- □ Electronic Health Record (EHR) system
- □ Salesforce or other CRM
- □ Custom internal database
- □ Spreadsheets (Excel, Google Sheets)
- □ Paper records only
- □ We do not systematically track client data
- □ I do not know.
- □ Other (please specify)

45. How complete and reliable is your organization's client data?

- ○ We consistently collect complete, reliable client data across all key fields
- ○ We collect client data but have gaps in some key fields or consistency issues
- ○ We collect some client data but significant gaps limit its usefulness for reporting
- ○ We collect client data but it is not reliable enough for reporting or analysis
- ○ We do not collect client data in a systematic way
- ○ I do not know.

46. What client level data does your organization collect? *(Select all that apply)*

- □ Basic demographics (age, gender, race/ethnicity)
- □ Household composition and family status
- □ Geographic origin/ prior residence
- □ Housing status at intake and exit
- □ Length of time homeless at intake
- □ Income and employment status
- □ Disability status
- □ Veteran status (including discharge status)
- □ Criminal justice involvement
- □ Service utilization history
- □ Housing outcomes (placed, returned to homelessness, etc.)
- □ Client satisfaction or feedback
- □ Racial equity in outcomes (disaggregated outcome data by race)
- □ We do not collect any client data
- □ I don't know

47. Does your organization have staff capacity to analyze your own program data for decision-making?

- ○ Yes, we have dedicated data or evaluation staff
- ○ Somewhat, program or leadership staff do basic analysis
- ○ Limited, we have data but lack capacity to analyze it meaningfully
- ○ No, we do not have data analysis capacity
- ○ I do not know

48. How frequently does your organization use data to inform program decisions or report to funders?

- ○ Regularly, data use is embedded in our decision-making
- ○ Sometimes, we use data for reporting but not consistently for decisions
- ○ Rarely, data is collected but infrequently used
- ○ Not currently, we do not have a data-driven practice
- ○ I do not know.

49. What are the biggest barriers to better data collection and use at your organization? *(Select all that apply)*

- □ Staff capacity, not enough time or expertise
- □ Technology, systems are inadequate or difficult to use
- □ HMIS training and support gaps
- □ Funding, no dedicated resources for data or evaluation
- □ Competing priorities, data is deprioritized under operational demands
- □ Data sharing restriction, privacy or legal barriers
- □ Lack of leadership prioritization of data
- □ We need help knowing what data to collect and why
- □ Data quality, we collect it but can not trust the accuracy
- □ Data is not a significant barrier for us
- □ I do not know.
- □ Other (please specify)

50. What would most help improve data infrastructure and use across the regional homelessness response system?

- □ More HMIS training and technical assistance
- □ Clearer data sharing agreements across agencies
- □ A shared regional data dashboard showing real-time system capacity
- □ Standardized data collection tools and definitions across organizations
- □ A dedicated regional data coordinator or backbone organization
- □ Funding for data and evaluation capacity within organizations
- □ Regular learning convenings where providers review data together
- □ Better connection between CoC data and broader community planning
- □ Training on racial equity analysis of program outcomes
- □ I do not know.
- □ Other (please describe)

Section K. System Strengths and Priorities

51. What is working well in the current homelessness response system that should be protected and expanded?

Open text

52. What is the single most important change that would improve outcomes for people experiencing homelessness in this region?

Open text

Section L. Participation

53. Would you be willing to participate in a future small group discussion as part of the larger community needs assessment?

- ○ Yes
- ○ No

Closing block: contact capture and optional $15 digital gift card, which respondents could decline.

Appendix C. Community Listening Session Protocol and Discussion Guide

C.1 Opening and Consent

Each session opened with the following elements, delivered verbally and, in the Spanish-language session, through an interpreter: there are no right or wrong answers, and we are not looking for anything in particular you should say. The conversation is confidential; notes are taken; nothing will be used to identify you. Participation is voluntary; you may skip any question, take a break, or leave. One person speaks at a time; speak from your own experience; respect different perspectives; do not share what others say outside the room. Recording is taking place, with two devices, so that participants' words are captured accurately. The findings go to the Mid-Willamette Valley Community Action Agency to inform how services are funded and placed. Compensation of $75 in cash is provided in appreciation, plus $20 for completing the companion survey; neither is conditional on what you say.

C.2 Mapping Your Journey: The Five Stations

Station	Prompt	What it surfaces
1. Starting Square	Chosen name or initials, time in the area, the first year of housing loss marked on a timeline, and who is with you on this journey	Entry point, duration, household composition, and who counts as family
2. The First Chute	The moment or event that first caused you to experience homelessness	The initiating event, in the participant's own causal framing
3. The Board	Chutes and ladders since then, marked along a path, with an X for today	Sequence, compounding, and the relative density of setbacks and supports
4. Rules That Don't Work	One barrier per box: ID requirements, sobriety rules, curfews, waitlists, being turned away	Specific, nameable policy and program barriers
5. Winning the Game	What I need / who could help, and what life looks like a year from now if everything works out	Priorities, perceived agency, and the definition of a good outcome

Participants could complete the packet in writing, draw, use colored sticky notes (red for a setback, green for a support), place notes on a wall, or dictate to the facilitator. Accommodation for participants uncomfortable with writing was offered explicitly in every session.

C.3 Group Discussion Guide

1. Tell us your story: when did you first find yourself without consistent housing, and what started it?
2. What has supported you along the way: people, organizations, programs, systems?
3. What has continued to set you back? Are there rules or policies that keep you stuck?
4. What is it like trying to get help? Do you feel you are treated with respect?
5. What is most needed in this community that does not exist or is not available right now?
6. When you need food, a place to sleep, medical care, a shower, or to charge your phone, how do you decide where to go?
7. What does a day look like for you? How do you decide where to sleep?

8. If you could change one thing about how the system is set up, what would make daily life meaningfully easier?
9. If the people who control the money and make the decisions were in this room, what would you want them to hear directly from you?
10. Where do you want to land? What does your life look like a year from now if everything works out?

Appendix D. Service Provider Discussion Guide

1. Looking at the system as a whole, how well are current services meeting the needs of people experiencing homelessness?
2. What are the primary structural and systemic factors driving homelessness in Marion and Polk Counties right now? Have they changed in the last two to three years?
3. Where do people most commonly fall through the cracks?
4. What does coordination between organizations look like in practice: where does it work, and where does it break down?
5. How is coordinated entry functioning, and how are providers using it in practice?
6. What are your organization's biggest challenges and capacity constraints right now?
7. Where are the people you serve coming from?
8. How well is the system serving people whose homelessness is connected to domestic or intimate partner violence?
9. What is most needed in this community that does not exist right now?
10. What is the one thing you most want this needs assessment to say loudly and clearly to MWVCAA, funders, and policy makers?

Appendix E. Shelter Inventory Instrument (Landscape Scan)

Reproduced verbatim from the landscape scan report. The instrument structured data collection for all 44 verified sheltering programs; the completed inventory and per-program verification records appear in the standalone landscape scan report.

Organization and Population Served

1. How would you characterize the type of shelter that your program provides?

- Day center
- Emergency shelter
- Low-barrier shelter
- Rapid rehousing
- Warming/cooling shelter
- Transitional housing
- Permanent supportive housing
- Recovery-focused shelter
- Something else

2. What services do you offer the individuals served in your shelter?

- Utility assistance
- Eviction prevention
- Rental assistance
- Recovery services/peer support
- Housing navigation
- Community health workers
- Supportive services
- Outreach

3. Does your program only serve individuals of a specific gender? If so, which genders does your program serve?

4. What age groups does your program serve? Do you provide services to families with children under 18?

5. Is your organization faith-based? (Y/N) If yes, what is your religious affiliation?

6. Is your program culturally specific? (Y/N) If yes, which racial or ethnic communities does your program primarily serve?

7. Do you serve any other specific populations (e.g., veterans, LGBTQ+ individuals, survivors of domestic violence)?

8. What language(s) are spoken at your location? Do you have bilingual staff/advocates on site? Do you offer interpretation services?

9. What are your operating hours?

10. What is your capacity on a typical night (number of beds available)? Are any of these beds in a congregate setting? How many (if any) of these beds are bunk beds?

11. Is there typically a waitlist for services? (Y/N) If not, how many beds are left unoccupied on a typical night?

12. What is the average operating cost per bed per night (if available)?
13. Approximately how many unique individuals does your program serve in a year?
14. Does your organization use HMIS to track client data? (Y/N)

Eligibility and Access

15. What does your eligibility and intake process look like? Please share any details that apply:
    a. How do people access your services? (e.g., walk-in, online form, referral)
    b. Are pets allowed? If so, are there any restrictions on type or size?
    c. Are children allowed?
    d. Do you have any drug testing or substance use policies?
    e. Is your site ADA accessible?
    f. Are there any other eligibility requirements we should know about?

Outreach and Funding

16. What are the primary ways your shelter or program connects with people experiencing homelessness?
17. What are your top 1-2 primary funding sources?
18. Approximately how much funding does your organization receive from those top sources? (Provide approximate dollar amount)

Appendix F. Community Member Survey Detailed Toplines

This appendix reports the question-by-question toplines from the community member survey. Item numbers match the survey instrument in Appendix A, and question wording and response options appear as written in the survey. Each table reports the count and percentage of respondents who answered that question, and the note beneath each table states its base. For select-all questions, counts are people, not selections, so percentages sum to more than 100. Percentages are rounded to whole numbers.

May 12 to August 12, 2026. Community members in Marion and Polk Counties. **n = 161.**

CURRENT HOUSING SITUATION

1. What best describes your current housing and living situation? Think about where you sleep most nights.

Response category	Count	Percent (n = 161)
I sleep outside (streets, parks, encampments, vehicle, etc.)	43	27%
I stay in an emergency shelter (a place where they only allow you to stay for 1 night at a time)	11	7%
I stay in a transitional shelter or housing program (a place where you can stay for an extended period of time while you work on finding a permanent home)	48	30%
I am temporarily staying with friends or family ("couch surfing")	5	3%
I have housing but am at risk of losing it soon	21	13%
Other (please describe)	33	20%

The base is respondents who answered (n = 161).

2. You mentioned that you sleep outside. Where exactly are you most often sleeping?

Response category	Count	Percent (n = 43)
On the street, in a doorway, or in a park	9	21%
Outdoor encampment or tent community	18	42%
In my vehicle (car, RV, van, etc.)	8	19%
In an abandoned building or structure	1	2%
Other outdoor location	7	16%

The base is respondents who answered (n = 43). Asked of respondents who said they sleep outside.

3. How long have you been sleeping in this specific location?

Response category	Count	Percent (n = 43)
Less than 1 week	3	7%
1–4 weeks	6	14%
1–3 months	9	21%
4–6 months	5	12%
7–11 months	4	9%
12 months (1 year)	4	9%
more than 1 year	12	28%

The base is respondents who answered (n = 43). Asked of respondents who said they sleep outside.

4. How long have you been in your current housing situation?

Response category	Count	Percent (n = 118)
Less than 1 week	6	5%
1–4 weeks	10	8%
1–3 months	24	20%
4–6 months	18	15%
7–11 months	8	7%
12 months (1 year)	7	6%
more than 1 year	45	38%

The base is respondents who answered (n = 118). Asked of respondents who did not say they sleep outside.

5. Is this the first time in your life you have experienced homelessness or housing instability?

Response category	Count	Percent (n = 161)
Yes, this is my first time	51	32%
No, I have experienced homelessness or housing instability before	103	64%
Prefer not to answer	7	4%

The base is respondents who answered (n = 161).

6. In the LAST 3 YEARS, approximately how many separate times have you experienced homelessness (counting this time)?

Response category	Count	Percent (n = 103)
2 times	53	51%
3 times	17	17%
4 or more times	33	32%

The base is respondents who answered (n = 103). Asked of respondents with a prior experience of homelessness or housing instability.

7. In total across all those times, approximately how many months have you spent homeless in the last 3 years?

Response category	Count	Percent (n = 103)
Less than 6 months total	22	21%
6–11 months total	13	13%
12 months or more total	68	66%

The base is respondents who answered (n = 103). Asked of respondents with a prior experience of homelessness or housing instability.

HEALTH AND SAFETY

8. Do you have a long-term physical or mental health condition that affects your daily life?

Response category	Count	Percent (n = 161)
Yes, physical health condition	24	15%
Yes, mental health condition	38	24%
Yes, both physical and mental condition	46	29%
No	37	23%
Prefer not to answer	16	10%

The base is respondents who answered (n = 161).

9. Do you currently feel safe where you are staying?

Response category	Count	Percent (n = 161)
Yes, I feel safe	80	50%
Somewhat, I have some concerns	57	35%
No, I do not feel safe where I am staying	20	12%
Prefer not to answer	4	2%

The base is respondents who answered (n = 161).

10. Which of the following concerns or conditions make you feel unsafe? Check all that apply:

Response category	Count	Percent (n = 78)
I don't feel safe around people (violence, threats, or fighting)	47	60%
Doors or windows that don't lock	15	19%
Problems inside my home that make it unhealthy (like mold, bugs or mice, or broken heat)	17	22%
Too many people living in the home	8	10%
Being treated unfairly or harassed because of who I am	27	35%
My neighborhood feels unsafe	23	29%
Something else (please describe)	17	22%

Select all that apply. The base is respondents who selected at least one option (n = 78). Counts are people, not selections, so percentages sum to more than 100. Answered by the 77 respondents who said they feel somewhat safe or not safe, plus one respondent who said they feel safe.

11. Where are you currently spending most of your time during the day?

Response category	Count	Percent (n = 161)
Park	38	24%
Day centers	32	20%
Library	8	5%
Another location (please specify)	83	52%

The base is respondents who answered (n = 161). Write-in locations for "Another location" are not coded in this topline.

HOUSEHOLD

12. How many adults are currently in your household, including yourself?

Response category	Count	Percent (n = 161)
Just me (1 person)	89	55%
2 adults	43	27%
3–4 adults	13	8%
5 or more people	16	10%

The base is respondents who answered (n = 161).

13. Do you have children under age 18 who are with you or in your care?

Response category	Count	Percent (n = 161)
Yes, children are with me now	25	16%
Yes, but my children are not with me right now	15	9%
No	118	73%
Prefer not to answer	3	2%

The base is respondents who answered (n = 161).

14. You mentioned you have children with you now. How many children are with you now?

Response category	Count	Percent (n = 25)
1 child	12	48%
2 children	9	36%
3 children	2	8%
4 children	2	8%

The base is respondents who answered (n = 25). Asked of respondents whose children are with them now.

15. What are the ages of your children? [Open-ended, coded]

Response category	Count	Percent (n = 25)
At least one child under 5	9	36%
At least one child aged 5 to 12	14	56%
At least one child aged 13 to 17	12	48%

Open-ended; ages were read from each written response. The base is respondents who answered (n = 25). A respondent can have children in more than one age group, so percentages sum to more than 100. Respondents listed 44 children in total, ages 2 to 17.

16. Are you currently pregnant or expecting a child?

Response category	Count	Percent (n = 161)
Yes	4	2%
No	156	97%
Prefer not to answer	1	1%

The base is respondents who answered (n = 161).

17. Do you have a pet that makes it harder to find a place to stay or get housing?

Response category	Count	Percent (n = 161)
Yes, I have a pet, and it does make it harder to find housing	40	25%
Yes, I have a pet, but it does not make it harder to find housing	30	19%
No, I do not have a pet	91	57%

The base is respondents who answered (n = 161).

PLACE AND CONNECTION

18. What is the name of the city or town you currently live in?

Response category	Count	Percent (n = 161)
Salem	122	76%
Silverton	7	4%
Keizer	6	4%
Stayton	6	4%
Monmouth	5	3%
Mill City	2	1%
Independence	2	1%
Falls City	2	1%
Woodburn	2	1%
Mt. Angel	1	1%
Gervais	1	1%
Dallas	1	1%
Aurora	1	1%
Other	3	2%

The base is respondents who answered (n = 161). Reported as entered. One respondent chose Other and wrote in Salem, and one wrote in Newberg, which is outside Marion and Polk Counties.

19. How long have you lived in this area?

Response category	Count	Percent (n = 161)
Less than 6 months	29	18%
6 months to 1 year	14	9%
1–3 years	19	12%
4–10 years	31	19%
More than 10 years	32	20%
I grew up here	36	22%

The base is respondents who answered (n = 161).

20. What brought you to this area?

Response category	Count	Percent (n = 125)
Family or loved ones are here	50	40%
I was already living here when I lost my housing	25	20%
I came for work or a job opportunity	16	13%
I heard there were more services or resources here	11	9%
I was referred or transported here by another agency	2	2%
I was discharged from a hospital, jail, or facility in this area	3	2%
I was fleeing an unsafe or dangerous situation	22	18%
I came for a relationship that has since ended	14	11%
Cost of living seemed more affordable here than where I was	5	4%
This is where sheltering and other services are located	18	14%
Other (please specify)	14	11%

Select all that apply. The base is respondents who selected at least one option (n = 125). Counts are people, not selections, so percentages sum to more than 100. Not asked of respondents who said they grew up here.

21. Where did you live before coming to this area?

Response category	Count	Percent (n = 125)
Somewhere else in Marion or Polk County	36	29%
Another county in Oregon	45	36%
Another state	31	25%
Another country	3	2%
I have moved around frequently with no clear previous home	3	2%
I have always lived here	7	6%

The base is respondents who answered (n = 125). Not asked of respondents who said they grew up here.

22. If you moved from another county, state, or country, where did you come from? [Open-ended, coded]

Response category	Count	Percent (n = 79)
Within Marion or Polk County (Salem)	1	1%
Another Oregon county	43	54%
Portland metro area (Multnomah, Washington, Clackamas, Columbia counties)	10	13%
Other Willamette Valley (Linn, Lane, Yamhill counties)	12	15%
Oregon Coast	5	6%
Southern Oregon	9	11%
Central and Eastern Oregon	6	8%
Oregon, location not specified	1	1%
Another state	25	32%
Washington State	4	5%
California	7	9%
Other U.S. states	14	18%
"Washington" with no state or county specified	6	8%
Another country	1	1%
Other or unclear	3	4%

Open-ended. Each response was assigned one code. The base is respondents who answered (n = 79). Mill City, which spans the Linn and Marion county line, is coded as Other Willamette Valley. Five responses name only "Washington" and one says "Born in Washington."

23. Do you have family, close friends, or other support people in this area?

Response category	Count	Percent (n = 161)
Yes, I have strong connections here	47	29%
Yes, some connections but not very close	51	32%
I had connections here but they are no longer available	27	17%
No, I do not have connections here	36	22%

The base is respondents who answered (n = 161).

24. Where do you feel most at home? This could be where your family or friends are, where you used to live, or a place that just feels like home to you.

Response category	Count	Percent (n = 161)
Salem	71	44%
Keizer	7	4%
Stayton	7	4%
Silverton	5	3%
Mill City	5	3%
Falls City	3	2%
Mt. Angel	2	1%
Gervais	2	1%
Monmouth	2	1%
Donald	1	1%
Aumsville	1	1%
Dallas	1	1%
Another place	23	14%
I don't really feel at home anywhere right now.	31	19%

The base is respondents who answered (n = 161). Write-in places for "Another place" are not coded in this topline.

25. Where would you ideally like to live, if you could choose?

Response category	Count	Percent (n = 161)
Here in Marion or Polk County, this is my community	83	52%
Elsewhere in Oregon	33	20%
In another state, where I have connections	19	12%
Other (please describe)	26	16%

The base is respondents who answered (n = 161).

PATH TO LOSING HOUSING

26. Before you lost your housing, where were you living?

Response category	Count	Percent (n = 161)
Renting an apartment or house on my own	55	34%
Renting with roommates	12	7%
Living with a partner or spouse	25	16%
Living with family	35	22%
Owning a home	6	4%
I have been homeless or unstably housed for most of my life	13	8%
Other (please describe)	15	9%

The base is respondents who answered (n = 161).

27. Before losing your housing, did you have a housing voucher, rental subsidy, or other housing assistance?

Response category	Count	Percent (n = 161)
Yes, I had a Section 8 / Housing Choice Voucher	14	9%
Yes, I had another type of rental subsidy or housing assistance	6	4%
I was on a waiting list for a voucher or subsidy but had not received one yet	15	9%
I applied but was denied or removed from the waiting list	2	1%
No, I did not have a voucher or subsidy	108	67%
I don't know	16	10%

The base is respondents who answered (n = 161).

28. If you had a voucher or subsidy and lost it, what happened?

Response category	Count	Percent (n = 20)
I lost my housing and could not use the voucher in time	0	0%
I was evicted	3	15%
I could not find a landlord who would accept the voucher	0	0%
My voucher expired before I found housing	3	15%
My subsidy was terminated by the housing authority	4	20%
I left voluntarily	4	20%
Other (please specify)	8	40%

Select all that apply. The base is respondents who selected at least one option (n = 20). Counts are people, not selections, so percentages sum to more than 100. Options no one selected are shown as 0%. Asked of respondents who had a voucher or subsidy.

29. What was the first thing that happened that started your path to losing housing?

Response category	Count	Percent (n = 161)
A relationship ended (divorce, breakup, family conflict)	25	16%
I could no longer afford rent	21	13%
I had to leave because of domestic violence or an unsafe situation	20	12%
I lost my job or my income dropped significantly	17	11%
I was evicted	11	7%
A mental health crisis	10	6%
Substance use	8	5%
A serious physical health problem	4	2%
A natural disaster or fire	1	1%
I aged out of foster care	1	1%
I was released from jail, prison, or detention	1	1%
Other (please describe)	32	20%
It happened gradually, no single event	10	6%

The base is respondents who answered (n = 161).

30. What other factors also contributed to losing your housing? (Select all that apply)

Response category	Count	Percent (n = 160)
Could not afford rent or was priced out	61	38%
Eviction	24	15%
Job loss or reduced income	48	30%
Physical health challenges	30	19%
Mental health challenges	52	33%
Substance use	29	18%
Had to leave because of domestic violence or an unsafe situation	27	17%
Family breakdown or conflict	48	30%
Release from jail, prison, or detention	9	6%
Aging out of foster care	2	1%
Discharge from hospital or treatment without housing	2	1%
Discrimination (race, gender, identity, disability, etc.)	11	7%
Lack of affordable housing in the area	32	20%
Immigration status	0	0%
Natural disaster or fire	5	3%
Other (please specify)	22	14%

Select all that apply. The base is respondents who selected at least one option (n = 160). Counts are people, not selections, so percentages sum to more than 100. Options no one selected are shown as 0%.

31. Before losing your housing, did you receive any support or services that helped you stay housed?

Response category	Count	Percent (n = 161)
Yes, I had support and it helped for a while	30	19%
Yes, but the support was not enough to prevent homelessness	20	12%
No, I did not receive any support	98	61%
I did not know support was available	13	8%

The base is respondents who answered (n = 161).

32. What type of support did you receive?

Response category	Count	Percent (n = 50)
Rental assistance or help paying rent	20	40%
Help paying utilities	9	18%
Case management or a housing advocate	3	6%
Mental health services	12	24%
Substance use treatment or recovery support	8	16%
Employment or job training support	4	8%
Food assistance	32	64%
Transportation help	6	12%
Legal help (e.g., eviction prevention)	2	4%
Healthcare or medical support	10	20%
Childcare support	1	2%
Government services	4	8%
Support from a nonprofit or community organization	6	12%
Help from a friend or family member	19	38%
Other	3	6%

Select all that apply. The base is respondents who selected at least one option (n = 50). Counts are people, not selections, so percentages sum to more than 100. Asked of respondents who received support.

EXPERIENCES WITH SERVICES AND PREVENTION

33. Since becoming homeless, what services or support have hurt you or made things harder? (Pick all that apply)

Response category	Count	Percent (n = 160)
Nothing has hurt or made things harder	16	10%
Being turned away from shelter or services	49	31%
Rules or requirements that felt unfair or impossible to follow	49	31%
Being treated badly or disrespected by staff	44	28%
Feeling unsafe in a shelter or program	34	21%
Losing my belongings during a sweep or eviction	42	26%
Being separated from my family, partner, or pet	55	34%
Not getting the right help because of my race, language, or background	18	11%
Services that were too far away or hard to get to	35	22%
Being asked questions that felt invasive or unsafe	20	13%
Having my information shared without my permission	21	13%
A program or service that made my situation worse	27	17%
Other	24	15%

Select all that apply. The base is respondents who selected at least one option (n = 160). Counts are people, not selections, so percentages sum to more than 100.

34. Since becoming homeless, what supports or services have made the most positive difference for you?

Response category	Count	Percent (n = 160)
A specific case manager or outreach worker who helped me	59	37%
Emergency shelter (a place where they only allow you to stay for 1 night at a time)	20	13%
Food or meal services	73	46%
Medical or mental health care	40	25%
Substance use treatment	22	14%
Benefits or income assistance	28	18%
Help getting ID or other documents	35	22%
Legal help	5	3%
Peer support from someone with lived experience of homelessness	31	19%
Family or friends	42	26%
Faith community	21	13%
Nothing has made a positive difference yet	13	8%
Other (please specify)	14	9%

Select all that apply. The base is respondents who selected at least one option (n = 160). Counts are people, not selections, so percentages sum to more than 100.

35. Looking back, what, if anything, do you think could have prevented you from losing your housing? [Open-ended, coded]

Response category	Count	Percent (n = 157)
Changes in relationships, family, or household	30	19%
Employment, higher income, or benefits	28	18%
Avoiding substance use (own or others') or getting addiction treatment	16	10%
Different personal choices or money management	16	10%
More support or help from people and services	14	9%
Landlord or program practices, or legal help	14	9%
Mental health care, counseling, or less stress	12	8%
Lower rent or more affordable housing	8	5%
Domestic violence, abuse, or an unsafe home	8	5%
Rental or financial assistance, including vouchers	8	5%
Avoiding criminal legal involvement	4	3%
Health care, health, or disability	4	3%
Nothing could have prevented it, or it was out of their control	20	13%
Other	11	7%
No, don't know, or not applicable	15	10%

Open-ended, coded by theme. A response could receive more than one code, so percentages sum to more than 100. The base is respondents who answered (n = 157), including responses coded as no answer.

INCOME AND EMPLOYMENT

36. What is your current employment status?

Response category	Count	Percent (n = 161)
Working full-time	23	14%
Working part-time	14	9%
Working occasionally or in temporary jobs	8	5%
Not currently working, looking for work	47	29%
Not currently working, not looking for work	15	9%
Unable to work due to disability or health	40	25%
Retired	6	4%
Prefer not to answer	8	5%

The base is respondents who answered (n = 161).

37. What are your current sources of income or financial support? (Select all that apply)

Response category	Count	Percent (n = 161)
Wages or salary from a job	38	24%
Social Security Disability (SSDI)	12	7%
Supplemental Security Income (SSI)	15	9%
General Assistance or state cash benefits	14	9%
Unemployment benefits	2	1%
SNAP (food stamps)	90	56%
Veterans benefits	2	1%
Child support or alimony	1	1%
Support from family or friends	14	9%
Informal or cash work	11	7%
No income at this time	36	22%
Prefer not to answer	6	4%
Other (please specify)	16	10%

Select all that apply. The base is respondents who selected at least one option (n = 161). Counts are people, not selections, so percentages sum to more than 100.

38. Approximately how much money do you have coming in per month from all sources?

Response category	Count	Percent (n = 161)
Nothing, I have no income right now	58	36%
Less than $500 per month	37	23%
$500–$999 per month	17	11%
$1,000–$1,499 per month	22	14%
$1,500–$1,999 per month	7	4%
$2,000 or more per month	8	5%
Prefer not to answer	12	7%

The base is respondents who answered (n = 161).

39. If you are not currently working, what are the biggest barriers to employment for you?

Response category	Count	Percent (n = 161)
I cannot work due to a disability or health condition	57	35%
I do not have stable housing or a safe place to get ready for work	37	23%
I do not have transportation to get to work	43	27%
I do not have childcare	8	5%
I do not have the required ID or documents	13	8%
I have a criminal record that limits my options	34	21%
I need more training, education, or skills	26	16%
I have not been able to find a job that pays enough	10	6%
I have been applying for jobs but have not been hired	35	22%
Employment is not a barrier for me right now	28	17%
Other (please specify)	19	12%

Select all that apply. The base is respondents who selected at least one option (n = 161). Counts are people, not selections, so percentages sum to more than 100.

HEALTH CARE AND SERVICE USE

40. Do you currently have health insurance?

Response category	Count	Percent (n = 161)
Yes, Oregon Health Plan (Medicaid)	125	78%
Yes, Medicare	8	5%
Yes, employer or private insurance	4	2%
Yes, Veterans Administration (VA) coverage	1	1%
No, I do not have health insurance	12	7%
I am not sure	7	4%
Prefer not to answer	4	2%

The base is respondents who answered (n = 161).

41. In the past 12 months, have you visited an emergency room because you could not get care somewhere else?

Response category	Count	Percent (n = 161)
Yes, once	35	22%
Yes, 2–3 times	22	14%
Yes, 4 or more times	9	6%
No	88	55%
Prefer not to answer	7	4%

The base is respondents who answered (n = 161).

42. In the past 12 months, which of the following services have you used? (Select all that apply)

Response category	Count	Percent (n = 161)
Emergency shelter (a place where they only allow you to stay for 1 night at a time)	29	18%
Transitional shelter (a place where you can stay for an extended period of time while you work on finding permanent housing)	56	35%
Rapid rehousing assistance (program to help you find permanent housing)	10	6%
Food pantry or meal program	89	55%
Health or medical care	67	42%
Mental health services	44	27%
Substance use treatment	26	16%
Case management	42	26%
Employment or job training services	14	9%
Benefits assistance (SNAP, Medicaid, Social Security, etc.)	97	60%
Transportation assistance	39	24%
Child or family services	6	4%
Domestic violence services	8	5%
Youth services (if you are under 25)	4	2%
Legal assistance	12	7%
Peer support from someone with lived experience	28	17%
I have not used any services in the past 12 months	10	6%

Select all that apply. The base is respondents who selected at least one option (n = 161). Counts are people, not selections, so percentages sum to more than 100.

43. When you have needed services, how easy has it been to access them?

Response category	Count	Percent (n = 161)
Very easy	19	12%
Somewhat easy	54	34%
Somewhat difficult	50	31%
Very difficult	30	19%
I have not tried to access services	8	5%

The base is respondents who answered (n = 161).

44. What are the biggest barriers that make it hard to access housing and shelter services? (Select all that apply)

Response category	Count	Percent (n = 161)
I don't know what services are available or how to find them	77	48%
Services are too far away or hard to get to	29	18%
I don't have transportation	49	30%
I was told I don't qualify	36	22%
Waitlists are too long	68	42%
I had a bad experience with a provider in the past	11	7%
I don't feel safe at shelters	27	17%
Shelters require sobriety and I was unable to meet that requirement	9	6%
Services are not available in my language	0	0%
Services do not feel culturally welcoming or appropriate	5	3%
I cannot bring my pet	27	17%
I was not allowed to bring a family member or partner	17	11%
I have an outstanding warrant or criminal history	9	6%
I do not have required ID or documents	11	7%
I have a disability that makes access difficult	17	11%
I prefer to manage on my own	11	7%
No barrier, I can access services when I need them	10	6%
Other (please specify)	12	7%

Select all that apply. The base is respondents who selected at least one option (n = 161). Counts are people, not selections, so percentages sum to more than 100. Options no one selected are shown as 0%.

45. Have you ever been turned away from a shelter or housing program?

Response category	Count	Percent (n = 161)
Yes	73	45%
No	64	40%
I don't know	24	15%

The base is respondents who answered (n = 161).

46. What was the main reason you were turned away?

Response category	Count	Percent (n = 73)
The shelter was full	26	36%
I did not meet sobriety requirements	7	10%
I had a criminal history that disqualified me	9	12%
I had a pet that was not allowed	16	22%
I was not allowed to bring my partner or family member	8	11%
I did not have required ID	6	8%
I did not meet age requirements	2	3%
I was told I did not qualify but was not given a reason	17	23%
Other (please specify)	18	25%

Select all that apply. The base is respondents who selected at least one option (n = 73). Counts are people, not selections, so percentages sum to more than 100. Asked of respondents who had been turned away.

CURRENT NEEDS

47. What are the top three (3) services or supports do you most need right now that you are not getting?

Response category	Count	Percent (n = 159)
Safe place to sleep	31	19%
Permanent housing	95	60%
Help paying rent or a security deposit	61	38%
Mental health services	25	16%
Substance use treatment	5	3%
Medical or dental care	14	9%
Food	43	27%
Income or employment support	43	27%
Transportation	34	21%
Help with documents (ID, birth certificate, Social Security card, etc.)	15	9%
Childcare	6	4%
Safety from domestic violence	4	3%
Peer support	11	7%
Cultural or language-specific services	0	0%
Health insurance enrollment help	3	2%
Other (please describe)	17	11%

Select all that apply. The base is respondents who selected at least one option (n = 159). Counts are people, not selections, so percentages sum to more than 100. Options no one selected are shown as 0%. Respondents were asked to choose up to three.

48. What type of housing do you most need right now?

Response category	Count	Percent (n = 161)
A place of my own with no program requirements attached	53	33%
Supported housing where I have my own place and services available	41	25%
Transitional housing with structure and support	4	2%
Shared housing with others	4	2%
Any stable housing, I am not specific about the type	29	18%
Other (please describe)	30	19%

The base is respondents who answered (n = 161).

49. In your own words, what would help you most to get or keep stable housing? [Open-ended, coded]

Response category	Count	Percent (n = 160)
Employment or better-paying work	36	23%
Affordable or income-based housing	32	20%
Income or disability benefits (SSI, SSDI)	21	13%
Case management, navigation, or supportive people	19	12%
Rent, deposit, or move-in assistance, subsidies, or vouchers	16	10%
Sobriety, recovery, or mental or physical health care	11	7%
Transportation, a vehicle, or a driver's license	9	6%
Housing that allows pets or partners	7	4%
Simpler paperwork or easier access to services	6	4%
Fewer screening barriers (criminal history, credit, rental history)	5	3%
Childcare	4	3%
ID or documents	1	1%
Already housed or no current need	6	4%
Other	19	12%
No, don't know, or not applicable	15	9%

Open-ended, coded by theme. A response could receive more than one code, so percentages sum to more than 100. The base is respondents who answered (n = 160), including responses coded as no answer.

SERVICE EXPERIENCES AND IDENTITY

50. Overall, how would you describe your experience with local homeless and housing services?

Response category	Count	Percent (n = 161)
Very positive, I feel respected and well-supported	21	13%
Mostly positive, helpful with room for improvement	27	17%
Mixed, some positive and some negative experiences	67	42%
Mostly negative, services have not been helpful or welcoming	14	9%
Very negative, I have had serious problems	11	7%
I have not used services	21	13%

The base is respondents who answered (n = 161).

51. Do you feel that services are welcoming for people of your background or identity?

Response category	Count	Percent (n = 161)
Yes, services feel welcoming and appropriate	56	35%
Somewhat, some services feel appropriate but not all	58	36%
No, services often do not feel welcoming or appropriate for me	26	16%
Not sure	21	13%

The base is respondents who answered (n = 161).

52. Have you ever been turned away from or denied services because of your gender identity, sexual orientation, or a disability?

Response category	Count	Percent (n = 161)
Yes, because of my gender identity or sexual orientation	6	4%
Yes, because of a disability or health condition	6	4%
Yes, both	9	6%
No	112	70%
I'm not sure	22	14%
Prefer not to answer	6	4%

The base is respondents who answered (n = 161).

53. What happened where you have been turned away from services because of your identity:

[Open-ended, coded]

Response category	Count	Percent (n = 20)
Disability or health condition, including service animals	5	25%
Unfair treatment or denial with no reason stated	4	20%
Race or ethnicity	3	15%
Gender	2	10%
Recovery status	1	5%
Having children or pets, or lacking ID	1	5%
Described a reaction rather than an event	2	10%
No incident described, or not applicable	4	20%

Open-ended, coded by theme. A response could receive more than one code, so percentages sum to more than 100. The base is respondents who answered (n = 20), including responses coded as no answer. Small base. Counts describe what respondents wrote and are not rates for the full sample.

54. Have you ever received support from a peer support specialist, someone with their own lived experience of homelessness who helps others?

Response category	Count	Percent (n = 161)
Yes, and it was very helpful	50	31%
Yes, but it was not particularly helpful	15	9%
No, but I would like this kind of support	45	28%
No, I am not interested in this type of support	28	17%
I am not sure what peer support is	23	14%

The base is respondents who answered (n = 161).

55. How would you describe your gender?

Response category	Count	Percent (n = 160)
Man	67	42%
Woman	87	54%
Non-binary	6	4%
Transgender	4	3%
A gender not listed above	0	0%
Gender non-conforming or genderqueer	6	4%
Prefer not to answer	2	1%
Prefer to self-describe (please specify)	3	2%

Select all that apply. The base is respondents who selected at least one option (n = 160). Counts are people, not selections, so percentages sum to more than 100. Options no one selected are shown as 0%.

56. Do you identify as lesbian, gay, bisexual, queer, or another sexual orientation other than straight or heterosexual?

Response category	Count	Percent (n = 160)
Yes	22	14%
No	126	79%
Questioning or not sure	3	2%
Prefer not to answer	9	6%

The base is respondents who answered (n = 160).

57. How old are you?

Response category	Count	Percent (n = 160)
17 years old or younger	4	3%
18–24	22	14%
25–34	29	18%
35–44	41	26%
45–54	32	20%
55–64	19	12%
65 or older	10	6%
Prefer not to answer	3	2%

The base is respondents who answered (n = 160). Reported as entered.

58. How do you identify your race or ethnicity? (Select all that apply)

Response category	Count	Percent (n = 159)
American Indian or Alaska Native	14	9%
Asian or Asian American	0	0%
Black or African American	7	4%
Hispanic or Latino/a/e/x	21	13%
Middle Eastern or North African	1	1%
Native Hawaiian or other Pacific Islander	4	3%
White	122	77%
Prefer not to answer	9	6%
Prefer to self-describe (please specify)	2	1%

Select all that apply. The base is respondents who selected at least one option (n = 159). Counts are people, not selections, so percentages sum to more than 100. Options no one selected are shown as 0%.

59. What is your preferred language?

Response category	Count	Percent (n = 160)
English	158	99%
Spanish	1	1%
Other	1	1%

The base is respondents who answered (n = 160).

60. Do you identify as a veteran of the U.S. military?

Response category	Count	Percent (n = 160)
Yes	6	4%
No	150	94%
Prefer not to answer	4	3%

The base is respondents who answered (n = 160).

61. Do you currently have a working cell phone?

Response category	Count	Percent (n = 160)
Yes, I have a phone with minutes or data	104	65%
Yes, but minutes or data are very limited	27	17%
No, I do not currently have a working phone	29	18%

The base is respondents who answered (n = 160).

62. Do you have regular access to the internet?

Response category	Count	Percent (n = 159)
Yes, on my phone	105	66%
Yes, through a library, shelter, or other location	25	16%
Rarely, access is very limited	13	8%
No	16	10%

The base is respondents who answered (n = 159).

63. Are you be willing to participate in a small group discussion to talk more about your experience?

Response category	Count	Percent (n = 161)
Yes	83	52%
No	78	48%

The base is respondents who answered (n = 161).

Appendix G. Service Provider Survey Detailed Toplines

This appendix reports the question-by-question toplines from the service provider survey. Item numbers match the survey instrument in Appendix B, and question wording and response options appear as written in the survey. Each table reports the count and percentage of respondents who answered that question, and the note beneath each table states its base. For select-all questions, counts are people, not selections, so percentages sum to more than 100. Percentages are rounded to whole numbers.

May 12 to August 12, 2026. Service providers in Marion and Polk Counties. **n = 90.**

RESPONDENTS AND ORGANIZATIONS

1. What is the name of your organization? [Open-ended, coded]

Response category	Count	Percent (n = 90)
MWVCAA, including the ARCHES Project	28	31%
Church at the Park	18	20%
Sheltering Silverton	7	8%
Bridgeway Community Health	6	7%
Northwest Human Services	6	7%
Recovery Outreach Community Center (ROCC)	5	6%
Catholic Community Services	2	2%
Community Wellness and Recovery Living (CRAWL)	2	2%
16 other organizations with one respondent each	16	18%

Open-ended. Written names were standardized (spelling, abbreviations, program names). Respondents named 24 distinct organizations. The base is respondents who answered (n = 90). ARCHES Project write-ins are grouped with MWVCAA.

2. Which best describes your role in this organization?

Response category	Count	Percent (n = 90)
Executive Director	3	3%
Program Director/ Manager	15	17%
Case Manager or Housing Navigator	17	19%
Outreach Worker	10	11%
Direct services / frontline staff	18	20%
Other (please describe)	27	30%

The base is respondents who answered (n = 90). Write-in roles for "Other" are not coded in this topline.

3. Does your organization have capacity to provide interpreter or translation services for clients who speak a language other than English?

Response category	Count	Percent (n = 90)
Yes, we have an in-house interpreter on staff	26	29%
Yes, we have contracted or on-call interpreters	17	19%
Yes, we provide telephone or remote interpretation	8	9%
Yes, we have limited and informal arrangements such as bilingual staff, family, etc.	26	29%
No, we do not have interpreter capacity	13	14%

The base is respondents who answered (n = 90).

DEMAND, CAPACITY, AND POPULATIONS SERVED

4. In the past 12 months, how has demand for your services changed?

Response category	Count	Percent (n = 90)
Demand has significantly increased	47	52%
Demand has somewhat increased	29	32%
Demand has stayed about the same	13	14%
Demand has somewhat decreased	1	1%

The base is respondents who answered (n = 90).

5. Is your organization currently meeting the demand for your services?

Response category	Count	Percent (n = 90)
Yes, we are fully meeting the demand for our services.	13	14%
We are mostly meeting demand with some gaps.	48	53%
The demand for our services exceeds our capacity	29	32%

The base is respondents who answered (n = 90).

6. Does your organization currently have a waitlist?

Response category	Count	Percent (n = 90)
Yes	42	47%
Sometimes, depending on capacity	27	30%
No	21	23%

The base is respondents who answered (n = 90).

7. What is the current wait time? [Open-ended, coded]

Response category	Count	Percent (n = 66)
No wait or same day	5	8%
Up to 2 weeks	11	17%
More than 2 weeks, up to 3 months	7	11%
More than 3 months, up to 1 year	11	17%
More than 1 year	5	8%
Varies by program, client, or capacity (no estimate given)	15	23%
Other (applicant count or scheduling)	2	3%
Don't know	10	15%

Open-ended. Each response was assigned one code. The base is respondents who answered (n = 66). Asked of respondents whose organization has a waitlist all or some of the time. Ranges are coded by the longest time stated.

8. In the past 12 months, where did most clients go when they exited your program? (Select all that apply)

Response category	Count	Percent (n = 90)
Permanent housing (rental, owned, subsidized)	48	53%
Permanent supportive housing	25	28%
Transitional housing or another program	39	43%
Back to streets, encampments, or vehicles	33	37%
Emergency shelter	22	24%
Staying with family or friends	28	31%
Institutional setting (housing, jail, treatment facility, etc.)	12	13%
I do not know. We do not systematically track exit destinations.	14	16%
Other (please describe)	10	11%

Select all that apply. The base is respondents who selected at least one option (n = 90). Counts are people, not selections, so percentages sum to more than 100.

9. What are the biggest staffing challenges your organization faces? (Select all that apply)

Response category	Count	Percent (n = 90)
Wages are not competitive with other employers	27	30%
High burnout and secondary trauma among staff	39	43%
Difficulty finding employees who meet the required qualifications	14	16%
Difficulty recruiting and retaining staff with lived experience of homelessness	12	13%
Difficulty retaining bilingual or multilingual staff	18	20%
Lack of affordable housing for staff in the region	14	16%
Funding does not cover adequate staffing levels	44	49%
Insufficient training and professional development resources	15	17%
None. Staffing is not a significant challenge for us right now	17	19%
Other (please describe)	8	9%

Select all that apply. The base is respondents who selected at least one option (n = 90). Counts are people, not selections, so percentages sum to more than 100.

10. What are the most common needs you observe among the people you serve? (Select all that apply)

Response category	Count	Percent (n = 90)
Emergency shelter beds	59	66%
Transitional housing	51	57%
Permanent affordable housing	71	79%
Rapid rehousing / rental assistance	69	77%
Mental health services	72	80%
Substance use treatment	54	60%
Dual diagnosis support	40	44%
Physical health or medical care	45	50%
Health insurance enrollment	24	27%
Income supports / benefits	55	61%
Employment or job training	56	62%
Transportation	63	70%
Childcare	26	29%
Culturally specific or language services	29	32%
Services for justice-involved individuals	30	33%
Services for LGBTQ+ individuals	19	21%
Peer support or lived-experience services	29	32%
Other (please describe)	4	4%

Select all that apply. The base is respondents who selected at least one option (n = 90). Counts are people, not selections, so percentages sum to more than 100.

11. Does your organization try to hire people who have been homeless before?

Response category	Count	Percent (n = 90)
Yes, we actively prioritize hiring people who have experienced homelessness	21	23%
Yes, we consider it a positive factor but do not prioritize it	41	46%
We would like to but face barriers (eg., funding, HR policies, etc.)	3	3%
No, we do not have a specific lived experience hiring practice	6	7%
I do not know	19	21%

The base is respondents who answered (n = 90).

12. Which populations does your organization primarily serve? (Select all that apply)

Response category	Count	Percent (n = 90)
Single women without children	61	68%
Single men without children	64	71%
Single men with children	50	56%
Single women with children	56	62%
Couples without children	56	62%
Couples with children	54	60%
Youth and young adults (under 25)	48	53%
Older adults (55+)	65	72%
Veterans	51	57%
People with chronic health conditions or disabilities	60	67%
People with behavioral health or mental health challenges	68	76%
People with substance use disorders	65	72%
Latinx / Hispanic community members	44	49%
Indigenous or Native American community members	37	41%
LGBTQ+ individuals	44	49%
Justice-involved individuals (reentry)	40	44%
Survivors of domestic violence	54	60%
Farmworkers or agricultural workers	30	33%
Other (please describe)	8	9%

Select all that apply. The base is respondents who selected at least one option (n = 90). Counts are people, not selections, so percentages sum to more than 100.

OUTCOME DATA AND RACIAL EQUITY REVIEW

13. Have you been part of conversations within your organization where you reviewed data to see whether clients of different racial or ethnic backgrounds experience different outcomes, such as different rates of housing placement or program exit?

Response category	Count	Percent (n = 90)
Yes, we have reviewed outcomes data and looked at trends by race and ethnicity	10	11%
We have looked at the data but have not had a discussion about trends based on client demographics	12	13%
No, we have not examined our data to look at trends by outcomes or by demograhic characteristics	15	17%
We do not have adequate data to do this analysis	7	8%
I don’t know/ I don’t recall	46	51%

The base is respondents who answered (n = 90).

14. If you have looked at the data, what did you find or notice? [Open-ended, coded]

Response category	Count	Percent (n = 21)
Differences in outcomes or barriers by race, ethnicity, or other identity	8	38%
Did not personally review the data	7	33%
Client demographics described or compared with the service area	4	19%
Need or demand exceeds available resources	2	10%
Other	2	10%

Open-ended, coded by theme. A response could receive more than one code, so percentages sum to more than 100. The base is respondents who answered (n = 21), including responses coded as no answer. Small base. Several respondents said they had not reviewed the data themselves.

15. In your role, do you track and record data on client outcomes such as housing placement rates or returns to homelessness?

Response category	Count	Percent (n = 90)
Yes, I track and record data on client outcomes regularly	29	32%
Yes, I track and record data on client outcomes sometimes	16	18%
No, I do not currently track data on client outcomes	45	50%

The base is respondents who answered (n = 90).

16. When you track and record data on client outcomes, do you include long-term outcomes (e.g., client status 6+ months after program exit)?

Response category	Count	Percent (n = 45)
Yes, I track long-term outcomes	16	36%
Some, I track long-term outcomes for some clients or programs	11	24%
No, I only track short-term or point-in-time outcomes	18	40%

The base is respondents who answered (n = 45). Asked of respondents who track client outcome data.

TRIBAL RELATIONSHIPS AND INDIGENOUS-SPECIFIC SERVICES

17. Does your organization have an existing relationship or formal agreement with any federally recognized Tribe or Tribal organization serving Marion or Polk County?

Response category	Count	Percent (n = 90)
Yes, we have an active relationship or formal agreement	4	4%
Yes, we have had contact but no formal relationship	15	17%
No, we have not engaged with Tribal nations or organizations	15	17%
I am unsure / not aware of Tribal nations in our service area	56	62%

The base is respondents who answered (n = 90).

18. Please describe the nature of the relationship with any federally recognized Tribe or Tribal organization and describe how it informs your services or referral practices. [Open-ended, coded]

Response category	Count	Percent (n = 17)
Referrals to Tribal or culturally specific services	5	29%
Coordination or case management for shared clients	5	29%
Contact with the Confederated Tribes of Grand Ronde (named)	5	29%
Interest in a stronger or more formal relationship	3	18%
Funding or grant relationship	2	12%
Described as a community partner	2	12%
Staff education or training	1	6%

Open-ended, coded by theme. A response could receive more than one code, so percentages sum to more than 100. The base is respondents who answered (n = 17), including responses coded as no answer. Small base.

19. Does your organization provide services that are specifically designed for or in partnership with American Indian, Alaska Native, or Indigenous clients?

Response category	Count	Percent (n = 90)
Yes	12	13%
We are trying to development it.	16	18%
No	62	69%

The base is respondents who answered (n = 90).

20. Briefly describe the types of services you are designing for this population. [Open-ended, coded]

Response category	Count	Percent (n = 28)
Partnering with or referring to Tribal or Native-serving organizations	7	25%
Culturally specific groups, circles, or counselors	4	14%
Recovery, behavioral health, or medical services	3	11%
Basic needs and navigation (meals, showers, laundry, resources)	3	11%
Services open to all, or a general description	3	11%
Housing or rapid rehousing	2	7%
Employment or workforce services	2	7%
Street or community outreach	2	7%
Language access	1	4%
Other	1	4%
Not involved, or don't know	3	11%

Open-ended, coded by theme. A response could receive more than one code, so percentages sum to more than 100. The base is respondents who answered (n = 28), including responses coded as no answer. Asked of respondents whose organization provides, or is developing, services designed for or with American Indian, Alaska Native, or Indigenous clients.

CLIENT TRENDS

21. Over the past year, have you seen a shift in the types of households you are serving?

Response category	Count	Percent (n = 90)
Yes, we are seeing more families with children	9	10%
Yes, we are seeing more youth or young adults on their own	7	8%
Yes, we are seeing more older adults (ages 65 and older)	19	21%
Yes, we are seeing more single adults	8	9%
The mix has stayed roughly the same	32	36%
Not sure	15	17%

The base is respondents who answered (n = 90).

22. In your experience, where are the majority of the clients you serve primarily coming from?

Response category	Count	Percent (n = 90)
They are from Marion or Polk County, they became homeless here	76	84%
They are from other Oregon counties	3	3%
They are from other states	2	2%
They are from other countries.	3	3%
I do not know.	6	7%

The base is respondents who answered (n = 90).

23. What do your clients most commonly share as reasons for their current housing situation? (Select all that apply)

Response category	Count	Percent (n = 89)
Eviction / nonrenewal of lease	56	63%
Inability to afford rent or housing costs	78	88%
Job loss or income reduction	59	66%
Domestic violence / fleeing an unsafe home	53	60%
Release from jail, prison, or detention without stable housing	44	49%
Discharge from hospital or treatment program without housing	36	40%
Aging out of foster care	9	10%
Mental health crisis	56	63%
Substance use	65	73%
Family breakdown or death of a housing provider	31	35%
Chronic homelessness, long-term pattern	61	69%
First-time homelessness due to sudden economic shock	49	55%
Other (please describe)	5	6%

Select all that apply. The base is respondents who selected at least one option (n = 89). Counts are people, not selections, so percentages sum to more than 100.

PROGRAM REQUIREMENTS, DIVERSION, AND PREVENTION

24. Does your shelter or housing program have any of the following requirements for entry or continued participation? Select all that apply that your program currently requires.

Response category	Count	Percent (n = 90)
Sobriety or abstinence from alcohol or drugs	14	16%
Active participation in substance use treatment	10	11%
Active participation in mental health treatment	5	6%
No criminal history or background check approval	3	3%
Curfew compliance	29	32%
Participation in program activities or chores	20	22%
Separation of couples or families	2	2%
No pets allowed	11	12%
Gender-segregated programming only	3	3%
Our program has very few or no restrictive requirements	42	47%
Not applicable, we are not a shelter or housing program	23	26%
Other (please specify)	14	16%

Select all that apply. The base is respondents who selected at least one option (n = 90). Counts are people, not selections, so percentages sum to more than 100.

25. If your program has restrictive requirements, what prevents you from becoming a lower-barrier program? (Select all that apply)

Response category	Count	Percent (n = 60)
Funder requirements or grant conditions	17	28%
Safety or liability concerns for other clients	15	25%
Staff capacity to support clients with higher needs	15	25%
Community or neighborhood opposition	2	3%
Facility limitations (space, physical design)	8	13%
Board or organizational policy	6	10%
We are already low-barrier and this is not a constraint	35	58%
Other (please describe)	5	8%

Select all that apply. The base is respondents who selected at least one option (n = 60). Counts are people, not selections, so percentages sum to more than 100.

26. Does your organization practice housing diversion, actively helping someone avoid shelter entry by connecting them to other options? Diversion might include reconnecting someone with family, short-term financial assistance, mediation, or other alternatives to shelter.

Response category	Count	Percent (n = 90)
Yes, diversion is a formal part of our practice	22	24%
Yes, informally, we try to divert when possible	32	36%
No, but we are interested in implementing diversion	10	11%
No, diversion is not appropriate for our program type	26	29%

The base is respondents who answered (n = 90).

27. Does your organization practice housing prevention, helping people remain in housing before they lose it? Prevention includes rental assistance, mediation with landlords, benefits connection, or other supports to avoid eviction or loss of housing.

Response category	Count	Percent (n = 90)
Yes, prevention is a core program component	31	34%
Yes, we do some prevention work but it is limited	30	33%
No, but we would like to expand into prevention	8	9%
No, prevention is not our program focus	21	23%

The base is respondents who answered (n = 90).

28. What would most help your organization become more low-barrier or expand diversion and prevention work? (Select all that apply)

Response category	Count	Percent (n = 90)
Flexible funding not tied to restrictive program requirements	51	57%
Additional staffing or specialized staff (harm reduction workers, peers, etc.)	40	44%
Technical assistance or training on low-barrier models	15	17%
Funder policy changes that allow more flexibility	31	34%
Community education to reduce opposition to low-barrier programs	27	30%
Shared regional diversion fund accessible to multiple providers	18	20%
We are already where we need to be on this	11	12%
I don't know	19	21%
Other (please describe)	3	3%

Select all that apply. The base is respondents who selected at least one option (n = 90). Counts are people, not selections, so percentages sum to more than 100.

HARM REDUCTION

29. Does your organization use harm reduction approaches in your work? Harm reduction meets people where they are, reducing the negative consequences of substance use without requiring abstinence as a condition of service.

Response category	Count	Percent (n = 90)
Yes, harm reduction is a core philosophy and formal practice in our work	47	52%
Yes, we use some harm reduction practices informally	28	31%
We are interested in harm reduction but have not implemented it	3	3%
No, our program model requires abstinence or sobriety	4	4%
Not applicable to our program type	8	9%

The base is respondents who answered (n = 90).

30. Which of the following harm reduction services or practices does your organization currently offer or connect clients to? (Select all that apply)

Response category	Count	Percent (n = 79)
Naloxone / Narcan distribution and overdose response training	56	71%
Fentanyl test strip distribution	21	27%
Syringe services program (SSP) access or referral	3	4%
Medication-assisted treatment (MAT) linkage, methadone, buprenorphine, etc.	18	23%
Managed alcohol or safe supply programs	3	4%
Non-judgmental substance use counseling	19	24%
Overdose prevention education	18	23%
Wound care or other health services without sobriety requirements	13	16%
Peer support from people with lived experience of substance use	44	56%
We do not currently offer or connect clients to harm reduction services	8	10%
Other (please describe)	7	9%

Select all that apply. The base is respondents who selected at least one option (n = 79). Counts are people, not selections, so percentages sum to more than 100.

31. What barriers prevent your organization from implementing or expanding harm reduction practices? (Select all that apply)

Response category	Count	Percent (n = 90)
Funder restrictions or grant conditions that prohibit harm reduction	18	20%
Organizational or board-level opposition	9	10%
Community or neighborhood opposition	9	10%
Lack of staff training on harm reduction approaches	18	20%
Concerns about liability	17	19%
Lack of community partners or referral resources	12	13%
Uncertainty about legal status of some harm reduction tools in Oregon	9	10%
Harm reduction is not a barrier for us, we are where we need to be	22	24%
I don't know	40	44%
Other (please describe)	3	3%

Select all that apply. The base is respondents who selected at least one option (n = 90). Counts are people, not selections, so percentages sum to more than 100.

COORDINATED ENTRY AND REGIONAL COORDINATION

32. Does your organization participate in the local Coordinated Entry system?

Response category	Count	Percent (n = 90)
Yes, we are an access point/ we conduct assessments	45	50%
Yes, we receive referrals through Coordinated Entry	9	10%
Both, we conduct assessments and receive referrals	17	19%
We are in the process of connecting to the Coordinated Entry system	6	7%
No, we do not currently participate in Coordinated Entry	13	14%

The base is respondents who answered (n = 90).

33. Which vulnerability assessment tool(s) does your organization currently use? (Select all that apply)

Response category	Count	Percent (n = 73)
VI-SPDAT (Vulnerability Index, Service Prioritization Decision Assistance Tool)	33	45%
TAY-VI-SPDAT (youth version)	14	19%
Family VI-SPDAT	21	29%
We use an assessment tool but I am not sure which one	21	29%
We do not use a standardized vulnerability assessment tool	12	16%
Other (please specify)	2	3%

Select all that apply. The base is respondents who selected at least one option (n = 73). Counts are people, not selections, so percentages sum to more than 100.

34. How effectively does the Coordinated Entry system match people to appropriate housing and services in this region?

Response category	Count	Percent (n = 90)
Very effectively, people are matched to appropriate resources quickly	4	4%
Somewhat effectively, the system works but has significant gaps	29	32%
Not very effectively, matching is slow or often inappropriate	10	11%
Very poorly, the Coordinated Entry system is not functioning well	13	14%
I do not have enough visibility into the system to assess this	34	38%

The base is respondents who answered (n = 90).

35. What are the biggest gaps or problems with the current Coordinated Entry system in this region? (Select all that apply)

Response category	Count	Percent (n = 90)
Not enough housing or programs to refer people to, the list is long but resources are short	54	60%
Prioritization criteria exclude some high-need individuals	24	27%
The assessment tool may produce biased results for some populations	16	18%
Access points are not accessible to people in rural areas	13	14%
The system is not well understood by providers or clients	24	27%
Inconsistent assessment practices across organizations	18	20%
Poor communication about referral status and outcomes	30	33%
Limited capacity for re-assessment when circumstances change	14	16%
Coordinated Entry is working well, I do not see major problems	0	0%
I do not know.	27	30%
Other (please specify)	8	9%

Select all that apply. The base is respondents who selected at least one option (n = 90). Counts are people, not selections, so percentages sum to more than 100. Options no one selected are shown as 0%.

36. When clients need services your organization doesn't provide, how do you typically connect them to support?

Response category	Count	Percent (n = 90)
We maintain an active referral network and regularly connect clients to other organizations	58	64%
We make referrals occasionally but do not have a formal process or established relationships	14	16%
We provide information about other services but do not make direct referrals	16	18%
We do not typically refer clients to other organizations	2	2%

The base is respondents who answered (n = 90).

37. How well do organizations in this region coordinate on homelessness response?

Response category	Count	Percent (n = 90)
Very well, coordination is strong and consistent	11	12%
Fairly well, some coordination, but gaps remain	41	46%
Somewhat, coordination is inconsistent	29	32%
Poorly, organizations largely operate in silos	3	3%
Very poorly, lack of coordination creates serious problems	6	7%

The base is respondents who answered (n = 90).

38. What are the biggest barriers to effective coordination among providers? (Select all that apply)

Response category	Count	Percent (n = 89)
Lack of shared data systems or formal data sharing agreements	41	46%
Competing funding requirements that limit collaboration	31	35%
Organizational or turf conflicts	19	21%
Inadequate communication structures between agencies	46	52%
Insufficient staffing or capacity to coordinate	42	47%
Unclear roles and responsibilities across agencies	36	40%
Geographic barriers, urban vs. rural	17	19%
Lack of trust between organizations	11	12%
Privacy or HIPAA concerns that limit information sharing	30	34%
Other (please describe)	10	11%

Select all that apply. The base is respondents who selected at least one option (n = 89). Counts are people, not selections, so percentages sum to more than 100.

39. Does your organization have formal data sharing agreements with other agencies? (Select all that apply)

Response category	Count	Percent (n = 90)
Yes, with MWVCAA / ARCHES	28	31%
Yes, with the local Continuum of Care (CoC)	25	28%
Yes, with behavioral health or substance use providers	9	10%
Yes, with Marion or Polk County government	7	8%
Yes, with hospitals or health systems	8	9%
Yes, with criminal legal system partners (jails, probation, etc.)	4	4%
Yes, with other housing or shelter providers	11	12%
No, we do not have formal data sharing agreements	13	14%
We are working on establishing data sharing agreements	2	2%
I do not know.	42	47%

Select all that apply. The base is respondents who selected at least one option (n = 90). Counts are people, not selections, so percentages sum to more than 100.

40. Does your organization have a formal discharge planning process ensuring clients have stable housing or a warm handoff when leaving your program?

Response category	Count	Percent (n = 90)
Yes, we have a formal discharge planning protocol	30	33%
Yes, but it is inconsistently followed	7	8%
Informally, we try to connect clients to next steps but have no formal process	23	26%
No, we do not have a discharge planning process	9	10%
Not applicable to our program type	21	23%

The base is respondents who answered (n = 90).

POPULATIONS AND ACCESS BARRIERS

41. Which populations do you believe are falling through the cracks in the current system? (Select all that apply)

Response category	Count	Percent (n = 89)
Families with children	29	33%
Single men	37	42%
Single women	32	36%
Single men with children	22	25%
Single women with children	20	22%
Youth and young adults (under 25)	31	35%
Older adults (55+)	53	60%
People with serious mental illness	64	72%
People with substance use disorders	50	56%
People with dual diagnoses	44	49%
Latinx / Hispanic individuals	25	28%
Indigenous / Native American individuals	24	27%
LGBTQ+ individuals	29	33%
People with disabilities	50	56%
Veterans	29	33%
Justice-involved / reentry population	31	35%
People in rural or outlying areas	31	35%
Farmworkers or agricultural workers	20	22%
People without ID or documentation	43	48%
People with pets	38	43%
People who do not meet sobriety requirements	34	38%
Other (please describe)	9	10%

Select all that apply. The base is respondents who selected at least one option (n = 89). Counts are people, not selections, so percentages sum to more than 100.

42. What are the biggest barriers your clients face when trying to access services in general? (Select all that apply)

Response category	Count	Percent (n = 90)
Lack of awareness about available services	70	78%
Transportation	72	80%
Long waitlists	72	80%
Eligibility requirements that exclude people	49	54%
Lack of services in their language	27	30%
Safety concerns about shelter environments	41	46%
Services not welcoming for their identity or culture	24	27%
Inability to bring pets or partners	53	59%
Criminal history or outstanding warrants	42	47%
Lack of ID or documentation	38	42%
Geographic distance, especially in rural areas	34	38%
Sobriety requirements	26	29%
No phone or internet access to find or contact services	58	64%
Other (please describe)	4	4%

Select all that apply. The base is respondents who selected at least one option (n = 90). Counts are people, not selections, so percentages sum to more than 100.

43. Does your organization employ peer support specialists, staff with their own lived experience of homelessness who work directly with clients? (Select one answer)

Response category	Count	Percent (n = 90)
Yes, peer support is a formal part of our workforce	43	48%
Yes, we have some peer staff but it is not formalized	23	26%
No, but we are interested in adding peer support capacity	2	2%
No, peer support is not part of our program model	7	8%
I don't know.	15	17%

The base is respondents who answered (n = 90).

44. Which data systems does your organization currently use to manage client and program data? (Select all that apply)

Response category	Count	Percent (n = 90)
HMIS (Homeless Management Information System)	66	73%
Electronic Health Record (EHR) system	15	17%
Salesforce or other CRM	4	4%
Custom internal database	19	21%
Spreadsheets (Excel, Google Sheets)	38	42%
Paper records only	3	3%
We do not systematically track client data	1	1%
I do not know.	12	13%
Other (please specify)	13	14%

Select all that apply. The base is respondents who selected at least one option (n = 90). Counts are people, not selections, so percentages sum to more than 100.

45. How complete and reliable is your organization's client data?

Response category	Count	Percent (n = 90)
We consistently collect complete, reliable client data across all key fields	38	42%
We collect client data but have gaps in some key fields or consistency issues	30	33%
We collect some client data but significant gaps limit its usefulness for reporting	3	3%
We collect client data but it is not reliable enough for reporting or analysis	2	2%
We do not collect client data in a systematic way	1	1%
I do not know.	16	18%

The base is respondents who answered (n = 90).

46. What client level data does your organization collect? (Select all that apply)

Response category	Count	Percent (n = 90)
Basic demographics (age, gender, race/ethnicity)	75	83%
Household composition and family status	67	74%
Geographic origin/ prior residence	54	60%
Housing status at intake and exit	65	72%
Length of time homeless at intake	59	66%
Income and employment status	63	70%
Disability status	66	73%
Veteran status (including discharge status)	65	72%
Criminal justice involvement	36	40%
Service utilization history	35	39%
Housing outcomes (placed, returned to homelessness, etc.)	47	52%
Client satisfaction or feedback	21	23%
Racial equity in outcomes (disaggregated outcome data by race)	12	13%
We do not collect any client data	0	0%
I don't know	14	16%

Select all that apply. The base is respondents who selected at least one option (n = 90). Counts are people, not selections, so percentages sum to more than 100. Options no one selected are shown as 0%.

47. Does your organization have staff capacity to analyze your own program data for decision-making?

Response category	Count	Percent (n = 90)
Yes, we have dedicated data or evaluation staff	29	32%
Somewhat, program or leadership staff do basic analysis	30	33%
Limited, we have data but lack capacity to analyze it meaningfully	4	4%
No, we do not have data analysis capacity	3	3%
I do not know	24	27%

The base is respondents who answered (n = 90).

48. How frequently does your organization use data to inform program decisions or report to funders?

Response category	Count	Percent (n = 90)
Regularly, data use is embedded in our decision-making	48	53%
Sometimes, we use data for reporting but not consistently for decisions	7	8%
Rarely, data is collected but infrequently used	2	2%
Not currently, we do not have a data-driven practice	1	1%
I do not know.	32	36%

The base is respondents who answered (n = 90).

49. What are the biggest barriers to better data collection and use at your organization? (Select all that apply)

Response category	Count	Percent (n = 90)
Staff capacity, not enough time or expertise	36	40%
Technology, systems are inadequate or difficult to use	12	13%
HMIS training and support gaps	20	22%
Funding, no dedicated resources for data or evaluation	16	18%
Competing priorities, data is deprioritized under operational demands	19	21%
Data sharing restriction, privacy or legal barriers	9	10%
Lack of leadership prioritization of data	10	11%
We need help knowing what data to collect and why	9	10%
Data quality, we collect it but can not trust the accuracy	6	7%
Data is not a significant barrier for us	10	11%
I do not know.	31	34%
Other (please specify)	2	2%

Select all that apply. The base is respondents who selected at least one option (n = 90). Counts are people, not selections, so percentages sum to more than 100.

50. What would most help improve data infrastructure and use across the regional homelessness response system?

Response category	Count	Percent (n = 90)
More HMIS training and technical assistance	26	29%
Clearer data sharing agreements across agencies	31	34%
A shared regional data dashboard showing real-time system capacity	34	38%
Standardized data collection tools and definitions across organizations	34	38%
A dedicated regional data coordinator or backbone organization	19	21%
Funding for data and evaluation capacity within organizations	21	23%
Regular learning convenings where providers review data together	13	14%
Better connection between CoC data and broader community planning	32	36%
Training on racial equity analysis of program outcomes	13	14%
I do not know.	35	39%
Other (please describe)	1	1%

Select all that apply. The base is respondents who selected at least one option (n = 90). Counts are people, not selections, so percentages sum to more than 100. The question did not state "select all," but the export records multiple selections per respondent.

SYSTEM STRENGTHS AND PRIORITIES

51. What is working well in the current homelessness response system that should be protected and expanded? [Open-ended, coded]

Response category	Count	Percent (n = 87)
Coordination, referrals, and partnerships	11	13%
Shelter capacity and shelter models (cabins, pods, safe parking)	10	11%
Outreach and community health workers	8	9%
Low-barrier and trauma-informed practice	8	9%
Rapid rehousing, rental assistance, and eviction prevention	7	8%
Case management, wraparound, and peer or lived-experience support	7	8%
Data collection and tracking	7	8%
Food, health care, and basic needs	5	6%
Transitional housing and the youth and family continuum	3	3%
Housing First and permanent housing	2	2%
Staff commitment	2	2%
Funding	1	1%
Culturally specific and multilingual services	1	1%
Other	8	9%
Don't know, or no answer	18	21%

Open-ended, coded by theme. A response could receive more than one code, so percentages sum to more than 100. The base is respondents who answered (n = 87), including responses coded as no answer.

52. What is the single most important change that would improve outcomes for people experiencing homelessness in this region? [Open-ended, coded]

Response category	Count	Percent (n = 90)
More affordable, permanent, or supportive housing	36	40%
More funding	13	14%
Coordination, communication, and referral systems	13	14%
Behavioral health and substance use treatment	8	9%
Staffing, training, and staff accountability	8	9%
More shelter capacity	7	8%
Low-barrier, harm reduction, and Housing First approaches	7	8%
Community awareness, education, and support	6	7%
Rental assistance, deposits, and eviction prevention	5	6%
Support after housing placement	5	6%
Outreach	3	3%
Sobriety expectations or higher-barrier programs	2	2%
Employment and job training	2	2%
Transportation	2	2%
Other	2	2%
Don't know, or no answer	3	3%

Open-ended, coded by theme. A response could receive more than one code, so percentages sum to more than 100. The base is respondents who answered (n = 90), including responses coded as no answer.

PARTICIPATION

53. Would you be willing to participate in a future small group discussion as part of the larger community needs assessment?

Response category	Count	Percent (n = 90)
Yes	62	69%
No	28	31%

The base is respondents who answered (n = 90).