



Stacey Sivley-Taylor, Interviewer

“No Judgement Here”

~ Stacey Sivley-Taylor

City of Tucson Needs Assessment of Adults Experiencing Homelessness 2023



COLLEGE OF SOCIAL & BEHAVIORAL SCIENCES
**Southwest Institute
for Research on Women**



CITY OF
TUCSON



Tucson Pima Collaboration
To End Homelessness



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About SIROW:

The University of Arizona - Southwest Institute for Research on Women (UArizona-SIROW) was founded in 1979 as a regional research and resource institute. SIROW’s mission is to develop, conduct, and disseminate collaborative outreach, education, intervention, and research projects of importance to diverse groups. Since 1979, SIROW has worked collaboratively with UArizona colleges, other institutions of higher education, K-12 schools, Native American tribes, governmental agencies, and community-based organizations. SIROW’s projects have primarily focused on health and wellness, homelessness, legal issues, education, employment, women’s history, and the arts.



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INTRODUCTION

The Southwest Institute for Research on Women (SIROW) at the University of Arizona was contracted by the City of Tucson to conduct this needs assessment of adults experiencing homelessness. The Tucson Pima Collaboration to End Homelessness (TPCH) also supported this research (TPCH is the U.S. Department of Housing and Urban Development Continuum of Care for Tucson/Pima County). This needs assessment is focused on adults experiencing homelessness in the City of Tucson, and this report synthesizes data collected through a survey and multiple focus groups.

EXECUTIVE SUMMARY

Area	Key Findings: Characteristics of Adults Experiencing Homelessness
<p>Respondent Demographics</p>	<ul style="list-style-type: none"> ▪ Respondents to the survey ranged from 19 to 86 years of age, with an average and median age of 47 years. 28% of all respondents were over the age of 55. ▪ 65% identified as cisgender male, 33% identified as cisgender female, and 2.3% identified as transgender, two-spirit, nonbinary, or “other”. ▪ 39% identified as Hispanic/Latino/a/e/x, and 4% identified as Middle Eastern/North African. ▪ Combining race and ethnicity, 36% of respondents identified as Hispanic and any one race, 31% identified as non-Hispanic White, 16% identified as Black/African American, 7% as Native American/Indigenous, 4% reported multiple races, and .5% identified as Asian, Hawaiian, or Pacific Islander. ▪ 13% identified as LGBTQIA+. ▪ 67% of respondents reported being single and not in a relationship, and 37% reported having children.
<p>Homelessness or Unstable Housing Situations & Homelessness History</p>	<ul style="list-style-type: none"> ▪ The most common situation experienced by 92% of respondents in the last year was a stay overnight in a car, park, public place, abandoned building, bus or train station, airport, or a similar place because they didn’t have a regular, adequate, and safe place to stay at night. ▪ 79% of respondents doubled up or stayed overnight with friends, relatives, or someone you didn’t know well for the same reasons. ▪ 65% of respondents reported that they were experiencing homelessness alone. ▪ The average age at which respondents first experienced homelessness was 32 years old, with an incredible range of ages from 0 to 79 years old. 24% of respondents had their first experience of homelessness when they were under 19 years old. 14% were age 50 or older when they first experienced homelessness.



	<ul style="list-style-type: none"> ▪ The median number of times respondents have experienced homelessness in their lifetimes was 3 times, and the average was 4.1 times. 69% of respondents experienced homelessness more than one time in their lives. ▪ 51% of respondents have been homeless for over a year during their current experience of homelessness.
<p>Main Reasons for Homelessness</p>	<ul style="list-style-type: none"> ▪ The most common main reasons for becoming homeless, identified by respondents, were those related to financial hardship. 42% of respondents identified either an eviction, trouble with employment, expensive rents, or that they or their family could not support them financially as main reasons. ▪ 24% of all respondents identified an eviction or unaffordable rents as main causes of their homelessness. ▪ The second most common category of main reasons for becoming homeless identified by 25% of respondents was that they left a housing situation with no place to stay. ▪ 13% of all respondents identified being released from jail or prison with nowhere to go as a main cause of their homelessness. ▪ 19% of respondents identified being kicked out of their house or rejected by their family as main causes of their homelessness. ▪ 13% identified issues related to substance use as main reasons. ▪ 17% identified relationship or family issues or a death in their home as main reasons. ▪ 13% identified the death of a family member or other person in their home as a main reason. ▪ 13% identified physical or mental health issues as main causes of their homelessness. ▪ 9% identified their experiences of abuse or not feeling safe at home as main reasons they became homeless.
<p>Main Reasons for Homelessness, by Demographics</p>	<ul style="list-style-type: none"> ▪ Relative to other groups non-cisgender respondents were disproportionately likely to identify financial hardship, leaving a housing situation with no place to stay, being kicked out or rejected by family, physical or mental health issues, and experiences of abuse or not feeling safe at home as main reasons for their becoming homeless. ▪ Individuals identifying as African American/Black and Hispanic or Latino/a/e were substantially more likely to identify leaving a housing situation with no place to stay as a main reason. ▪ Native American/Indigenous individuals were substantially <i>less</i> likely to cite issues related to substance abuse as a main reason, but had comparatively high proportions of individuals citing experiences of abuse and child welfare involvement as main reasons.



	<ul style="list-style-type: none"> ▪ Young adults were disproportionately likely to identify being kicked out or rejected by their family, issues related to substance use, experiences of abuse, and child welfare involvement as main reasons they became homeless.
Concerns with Current Living Situation	<ul style="list-style-type: none"> ▪ The most frequently mentioned concern with their current living situation was theft, 46% of respondents, followed by fights, violence, or fear of injury identified by 38% of respondents. ▪ 38% identified not knowing people around them as a concern, and 31% of respondents identified drinking and drugs in their living situation as a concern. ▪ 20% identified fear of being killed as a concern.
Barriers to Stable or Permanent Housing	<ul style="list-style-type: none"> ▪ The two most commonly identified barriers to stable or permanent housing identified by respondents were no steady income (74%), and the fact that their income is too low (47%). ▪ 26% of respondents said a barrier is that they can't find a place to rent. ▪ 11% cited a bad or nonexistent rental history resulting in no one being willing to rent to them. ▪ 19% of respondents cited being on a waiting list for housing as a barrier. ▪ 10% cited criminal justice system involvement or other legal issues as barriers to stable housing.

Area	Key Findings: Service Utilization and Unmet Needs
Emergency Shelter/Housing Program Use and Experiences	<ul style="list-style-type: none"> ▪ 51% of respondents reported having stayed in an emergency shelter in the past. ▪ 17% of respondents stayed in a housing program in the last year. ▪ 60% of respondents who stayed in an emergency shelter or housing program described their experience as positive.
Housing Assessment (VI-SPDAT) Completion and Outcome	<ul style="list-style-type: none"> ▪ 40% of respondent reported that they had ever completed a housing assessment. 62% of respondents completed the housing assessment for the first time in 2022 or 2023. ▪ The average number of months ago that respondents completed the housing assessment the most recent time was 12 months ago and the median was 4 months ago. ▪ Respondents were asked what the outcome was of their most recent housing assessment. 58% were still waiting to hear back, 13% were offered services but were not able to access them, and another 13% reported that they received the services they were seeking.



<p>Basic Needs</p>	<ul style="list-style-type: none"> ▪ The service related to basic needs that was most commonly used by respondents in the past 90 days was meals at community places (62% of respondents), followed by toiletries (61%). ▪ The services that were most frequently identified as being needed, but the respondent was unable to access (at least once in the past 90 days) were: laundry facilities, shower and bathrooms, clothing, food, and meals. All five of these services were mentioned as needed, but inaccessible at least once in the past 90 days by 24%-26% of respondents. ▪ When asked which of these basic needs services were most important to them, 31% of respondents said food, 11% said showers and bathrooms, and 10% said all the basic needs services were important to them. ▪ While most respondents reported that they did not experience barriers to accessing basic needs services (69%), of those who did transportation and lack of money were the main barriers identified by 9% and 5% of respondents respectively.
<p>Income and Benefits</p>	<ul style="list-style-type: none"> ▪ The top four income sources in the past 30 days identified by respondents were: money from odd jobs (29%), day labor (27%), money from family or friends (21%), and asking for money on the street (18%). ▪ The mean of reported monthly income for all respondents was \$365, and the median was \$136. ▪ 37% of respondents reported \$0 as their average monthly income, and 46% of respondents reported earning \$100 or less a month. ▪ The most commonly identified benefits received were SNAP/Food Stamps, 72% of respondents, and Medicaid (AHCCCS) 58% of respondents.

Area	Key Findings: Gaps and Barriers to Accessing Services
<p>Unmet Basic Needs</p>	<ul style="list-style-type: none"> ▪ 35% of respondents reported getting enough to eat only some, a little, or none of the time. ▪ The top two reasons given for not getting enough to eat were not enough money (79%), and lack of transportation (54%). ▪ 28% of respondents were unable to get the dental care they need, 15% were unable to get the behavioral health care they need, and 5% were unable to get the medical care they need. ▪ The most frequently used service was medical care accessed by 36% of respondents and the most frequently needed but not accessible service was dental care (21% of respondents). ▪ The most frequently mentioned barriers to respondents getting the health and dental care they need were: lack of dental insurance (44%), lack of money (42%), lack of transportation (25%), and lack of health insurance (23%).



	<ul style="list-style-type: none"> ▪ The three most commonly mentioned barriers to accessing the behavioral/mental health care that respondents needed were: services being too expensive (29%), lack of transportation (21%), and a lack of health insurance (17%). ▪ The most commonly needed-but-not-accessed housing services were financial assistance to get into housing (27%), and longer-term housing programs (25%).
<p>Education and Employment Gaps</p>	<ul style="list-style-type: none"> ▪ 35% of respondents have a High School Diploma or GED, and another 21% have completed some college. ▪ 5.1% of all respondents reported that they are currently enrolled in an educational program. ▪ 9% of respondents reported that they are currently employed. Of the 90% not currently employed, 57% are currently looking for a job. ▪ Of those not working or seeking employment, the two most frequently mentioned reasons for this were disability/mental or physical health issues, and that fact that the respondent is currently experiencing homelessness or housing insecurity (each mentioned by 43% of respondents). ▪ The most commonly needed, but inaccessible education and employment-related service was help getting documents (such as an ID, birth certificate or Social Security card) needed by 23% of respondents. ▪ Most respondents reported that they did not experience barriers to accessing education and employment-related services (78%), of those who did experience barriers lack of transportation was the most commonly identified by 6% of respondents.

Area	Key Findings: Barriers to Goals & Supportive Networks
<p>Barriers to Goals and Supportive Networks</p>	<ul style="list-style-type: none"> ▪ 46% of respondents identified their experiences of homelessness or housing instability as factors preventing them from achieving their goals. ▪ 45% mentioned lack of transportation, another 19% identified lack of qualifications, and 15% identified missing identity documents as preventing them from achieving their goals. ▪ Respondents were asked if they had friends or family members, or professionals, that they could talk to about important matters or turn to for help. 36% said they had no friends or family who could support them in such circumstances. ▪ 54% said they did not have professionals they could turn to for help or to discuss important matters.



Area	Key Findings: Feedback on Homelessness Services
<p>What Type of Housing Willing to Live In</p>	<ul style="list-style-type: none"> ▪ Respondents were asked “[i]n the event that housing was available for you, what type of housing arrangement would you be willing to live in?” ▪ 52% wanted to “live alone”. ▪ 69% of respondents expressed a preference to live alone or in housing with their partner or family. ▪ 13% expressed a preference for sober living housing. ▪ 8% responded that they would live in any type of housing arrangement available.
<p>Best Ways to Communicate About Services</p>	<ul style="list-style-type: none"> ▪ Survey respondents indicated that the best way to reach them to share information about services was to call them on the phone (57%), followed by texts (48%), followed by word of mouth (33%). ▪ Focus group participants stressed the efficacy of word of mouth communication and posting (accurate) information on the internet. ▪ While phone calls and texts were identified among survey respondents as the best way to reach them to communicate information about services, focus groups participants shared multiple examples of phone communication being unreliable or breaking down. ▪ Our focus group with young adults revealed that, for some of them, communication via email was not a good option. ▪ 7% of respondents reported that they need language interpretation to access services. ▪ When asked what language they prefer to receive services in, 93% said English. 5% reported that they would prefer to receive services in Spanish. ▪ Participants in our Spanish-language focus group expressed frustration with information about services often not being available in Spanish.
<p>Recommendations for Improvement of Services/Programs Serving People Experiencing Homelessness</p>	<ul style="list-style-type: none"> ▪ In our focus groups the most frequently mentioned needed-but-inaccessible type of service was longer-term support and assistance following connection to services (especially after being placed in housing). ▪ Focus group participants identified service providers only referring clients to services (as opposed to walking one through the steps) as a major barrier to services. ▪ Long wait periods were also identified as a barrier to services. ▪ Focus groups participants were asked what they would recommend to improve programs and services:



<p>Recommendations for Improvement of Services/Programs Serving People Experiencing Homelessness (cont.)</p>	<ul style="list-style-type: none"> ▪ Provide more detailed and longer-term assistance, better support navigating services. ▪ More domestic abuse education for public, law enforcement, and service providers. ▪ More emergency housing services including hotel vouchers when shelters are full. ▪ Have a live person answering the phone-many people do not have reliable phones/internet access. ▪ Keep in mind that most of us did not learn adult tasks from our parents, we may need more guidance.
<p>What Could be Done Locally to Help You With Your Housing Needs?</p>	<ul style="list-style-type: none"> ▪ Survey respondents were asked what could be done locally to help them with their housing needs: <ul style="list-style-type: none"> ▪ The top two suggestions were rental assistance, selected by 79% of respondents, and utility assistance (72%). ▪ The next most frequently selected option was “more affordable housing options” (35%). ▪ To better prevent homelessness focus group participants recommended: <ul style="list-style-type: none"> ▪ Increased prevention services. ▪ Fewer referrals, more hands-on assistance.



METHODOLOGY

This needs assessment relies on a mixed-methods research design to capture a diverse range of perspectives on the characteristics, needs, and views of adults in Tucson currently experiencing homelessness and unstable housing. The appendices contain the survey instruments and focus group questions used to generate the findings found in this report.

Survey Instrument

The 2023 City of Tucson Needs Assessment of Adults Experiencing Homelessness Survey was created through a process of refining and adapting the survey used in the 2019 Needs Assessment of Homeless Youth and Young Adults in Pima County. The TPCH Homeless Youth Survey was “developed by LeCroy & Milligan Associates in collaboration with members of the TPCH Homeless Youth Sub-Committee, the TPCH Youth Action Committee, and key community partners”¹. The youth survey was initially revised for an adult audience by lead researchers at SIROW. The survey was further revised in response to feedback from the sponsors of the survey at the City of Tucson, leadership in the Housing and Community Development department and the Housing First program. With the assistance of staff in the Housing First program, a group of 14 individuals with lived experience of homelessness was convened to review and provide feedback on each question in the revised survey. This group was also invited to contribute additional questions to the survey. After incorporating changes and suggestions from the lived experience review process, the final revised survey was approved by the sponsors at the City of Tucson. This final version was then translated into Spanish by Azuli Language Solutions.

The City of Tucson Needs Assessment of Adults Experiencing Homelessness Survey collected information from adults who are currently or have recently experienced homelessness or unstable housing in Tucson. The survey is a structured instrument comprised of the following sections: four questions completed by the interviewer prior to beginning the survey; six screening questions which determine whether or not the individual is eligible for the survey; and 71 questions about their needs, use of services, experience of homelessness, and their demographic characteristics. The survey also contained two open-ended questions with the option for respondents to record their answers for up to 10 and 5 minutes respectively. These two questions were: “In a few words, how would you explain your story about how you came to experience homelessness?”, and “Thinking about what you would like your life to look like, what would you need for you to get there?”. The full survey is available in both English and Spanish in Appendix A.

Data Collection

SIROW researchers worked with leadership in the City of Tucson’s Housing First program to identify individuals with lived experience of homelessness in Tucson who might be interested in working as interviewers and co-researchers on this needs assessment. These individuals participated in multiple trainings on interviewing, best practices in trauma-informed and person-centered research, and how to operate the tablet on which the survey was conducted. Of 16 individuals who engaged in some or

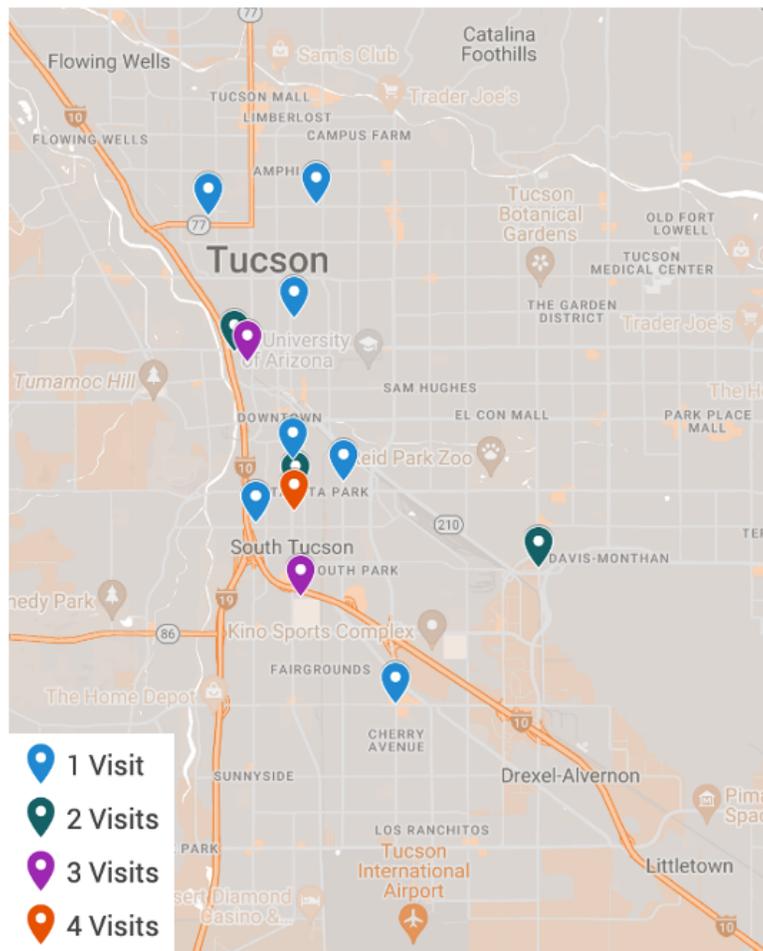
¹ LeCroy & Milligan Associates, Inc. (2019). *Tucson Pima Collaboration to End Homelessness: Needs Assessment of Homeless Youth and Young Adults in Tucson/Pima County, Arizona*. Tucson, AZ.



all of the trainings, 11 interviewers subsequently participated in multiple shifts collecting survey responses².

The survey was administered in-person and responses were recorded on tablets using the Qualtrics Offline Survey application (“app”). The tablets were configured so that they could not connect to the internet while in the field, survey responses were uploaded securely on the UA campus following survey collection, and all responses were immediately deleted from the tablets following upload. The survey contained two questions with the option for the respondent to have their response recorded. These responses were recorded using a Voice Recorder application, and then uploaded into the Qualtrics Offline Survey app. The survey contained a prompt instructing the interviewer to delete the Voice Recorder files prior to survey completion, explain to the interviewee that the voice files were now secure and inaccessible within the survey app, and show the interviewee as they were deleting the files from the tablet. In cases where interviewers forgot to delete these files, all Voice Recorder files were deleted following the upload of surveys.

Figure i. Locations of Survey Collection & Number of Visits to Each Site



Individuals interested in completing the survey were asked 6 screening questions (see Appendix A) to determine their eligibility. Individuals were asked if they had experienced different types of living situations related to homelessness or housing insecurity because they “did not have a regular, adequate, and safe place to stay at night” in the past year. A total of 389 individuals were both determined to be eligible and completed the survey. Individuals experiencing homelessness were located through a convenience sampling of individuals at shelters, drop-in centers, public parks and encampments in the City of Tucson. Figure i displays the locations where surveys were collected and the number of times each site was visited.

The SIROW research team monitored the demographic composition of the sample at multiple points during survey collection to make sure the sample was representative of the demographic composition of people experiencing homelessness in the City of Tucson. This was accomplished through periodically comparing the demographic proportions

² Interviewers were paid \$15 an hour for survey review, training sessions, and survey collection through Old Pueblo Community Services’s (OPCS) Homeless Work Program.

found in the sample (to-date) to those found in the 2023 Point-in-Time Count (PIT). Generally, the demographic composition of the sample was very similar to that found in the PIT count. At one point there was a larger proportion of respondents experiencing unsheltered homelessness relative to sheltered homelessness than found in the PIT count, and visits to shelters were subsequently prioritized. 21% (n=80) of respondents were interviewed at a shelter, while 79% (n=309) were interviewed in front of a drop-in center, in a public park, or in an encampment³. 4.6% (n=18) of respondents preferred to take the survey in Spanish. Despite repeated attempts it was not possible to contact multiple shelters, or the research team was not given permission to interview individuals at particular shelters. All the of the trips to encampments and drop-in centers resulted in “waiting-lists” to take the survey with more individuals on the list than the research team could interview. While there is no reason to assume any systematic bias was produced by this approach, it was unavoidably the case that people experiencing homelessness with limited mobility may not have been able to approach the research team to complete a survey. Eligible individuals who completed the survey were given an incentive of \$40 in cash.

Focus Groups

SIROW researchers conducted five focus groups with individuals from different demographic backgrounds and with specific life experiences. Specifically, focus groups were held with individuals who are young adults, have experienced domestic abuse, prefer to communicate in Spanish, are LGBTQIA+, and people of color with experience with the criminal justice system. Focus groups lasted roughly 90 minutes and participants received \$50 in cash for their participation. No demographic or personally identifying information were collected from focus group participants to maintain confidentiality. All focus groups were held in a conference room at SIROW’s main campus location at the University of Arizona. Participants who needed transportation were given rides to and from campus.

Focus group facilitators asked participants to respond to a series of open-ended questions about their use of services, their unmet needs, and their recommendations for improvements (all focus group questions are available in Appendix B). Bringing together groups of people experiencing homelessness with specific backgrounds can be challenging, and the research team relied on service providers and our interviewers with lived experience to identify and recruit individuals with backgrounds and experiences appropriate for the different focus groups. This method of recruiting focus group participants resulted in an overrepresentation of individuals already connected to services within the focus groups.

Data Analysis

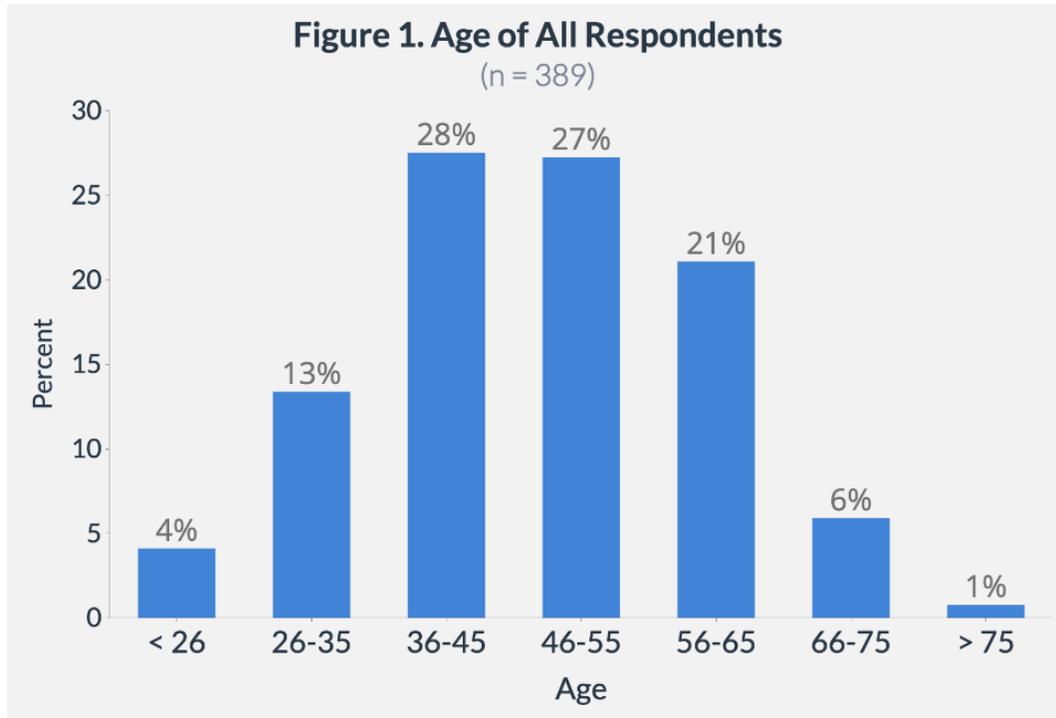
Quantitative data from these surveys was cleaned and analyzed using STATA 16.1. Qualitative data was organized using thematic coding to characterize the frequency of different themes. The length of this survey and the inclusion of the two open-ended questions with the option to be recorded produced an enormous volume of both quantitative and qualitative data. This report is focused on presenting the quantitative findings from the survey, as well as the main findings of the focus groups. Forthcoming reports (supported by the Garcia Family Foundation) will focus in on particular subgroups and explore those open-ended survey questions in more detail.

³ The needs assessment survey did not contain a question about whether the individual was experiencing sheltered or unsheltered homelessness, so it is not possible to compare this needs assessment and the PIT count precisely on this dimension.



DEMOGRAPHICS OF INDIVIDUALS SURVEYED

The age of respondents surveyed ranged from 19 to 86, with an average age of 46.9 years (12.5 SD) and a median age of 46.6 (n=389). Figure 1 displays the age distribution for all respondents.



The largest share of respondents, 28%, were 36-45 years old, followed by 27% of all respondents who were 46-55 years old. A substantial proportion of all respondents, 28%, were over the age of 55.

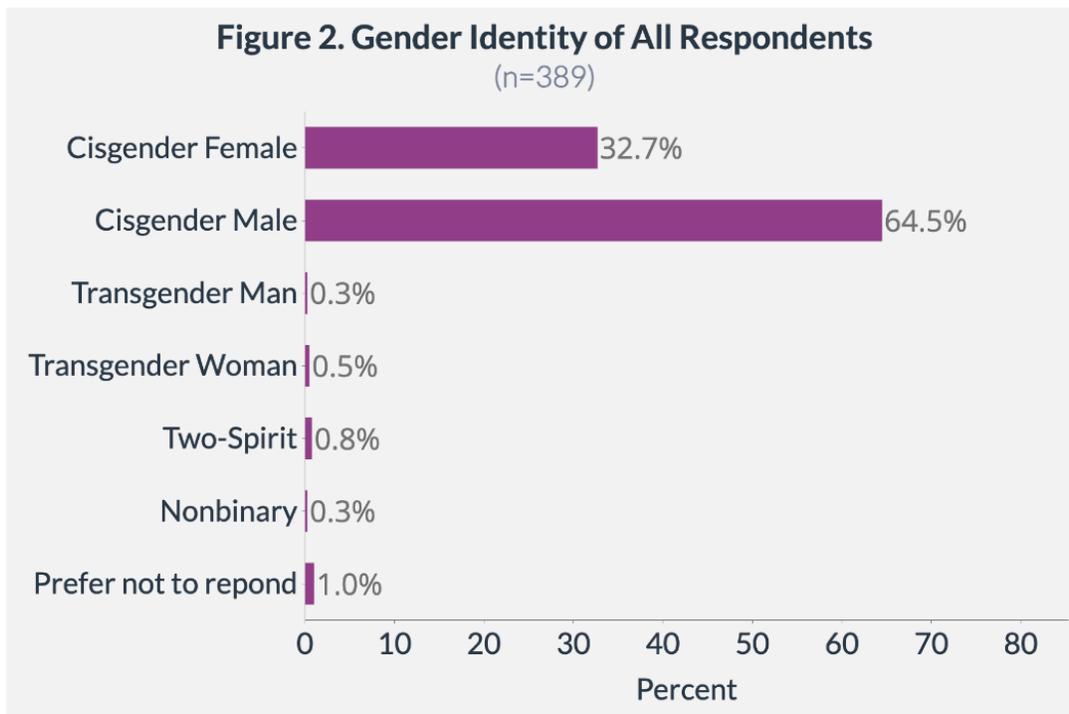


Figure 2 indicates that 65% (n=251) of respondents identified as cisgender male, and 33% (n=127) identified as cisgender female. The vast majority of respondents, 97.2%, identified as cisgender (male or female) and 2.3% (n=9) identified as transgender, two-spirit, nonbinary, or “other”.

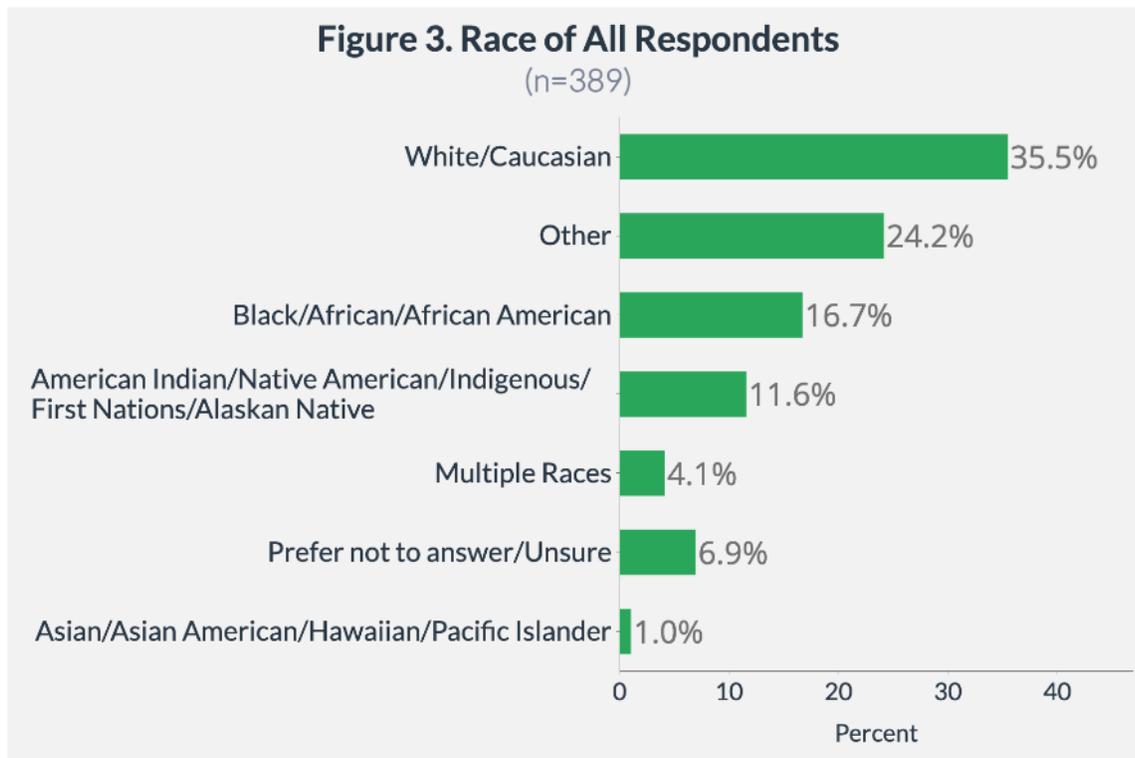


Figure 3 presents categorized responses to an open-ended question, “what is your race?”. Respondents could list more than one race or provide their own unique answer. The most commonly provided racial identify for this question was White/Caucasian, with 36% (n=138) of respondents identifying as White. The next most commonly provided identify was “Other”, chosen by 24% (n=94) of respondents. A large proportion of those identifying their racial identity as “Other” were individuals who view their race as Hispanic, Latino/a/e, or Chicano/a/e.

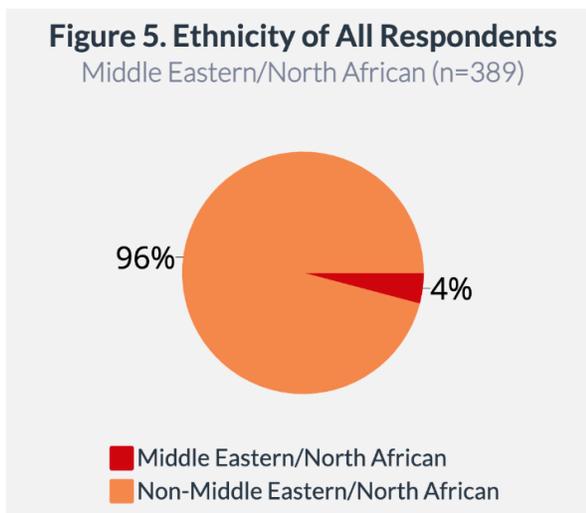
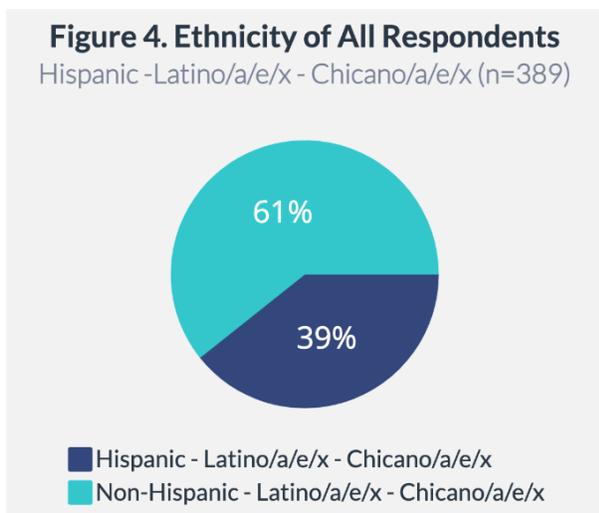
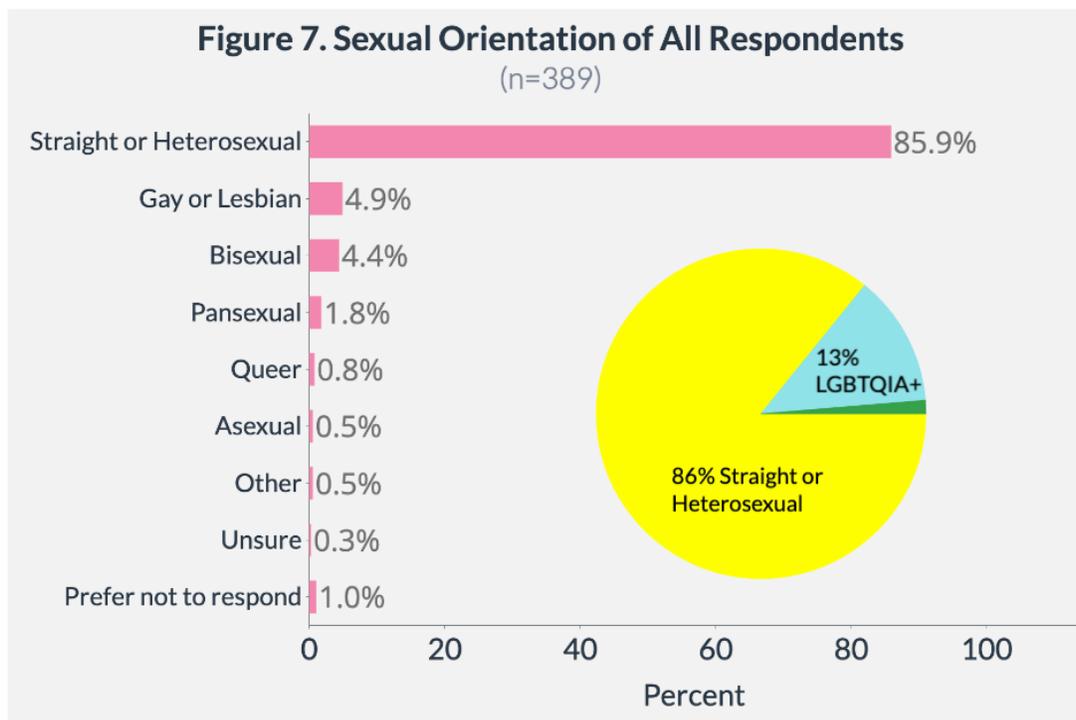
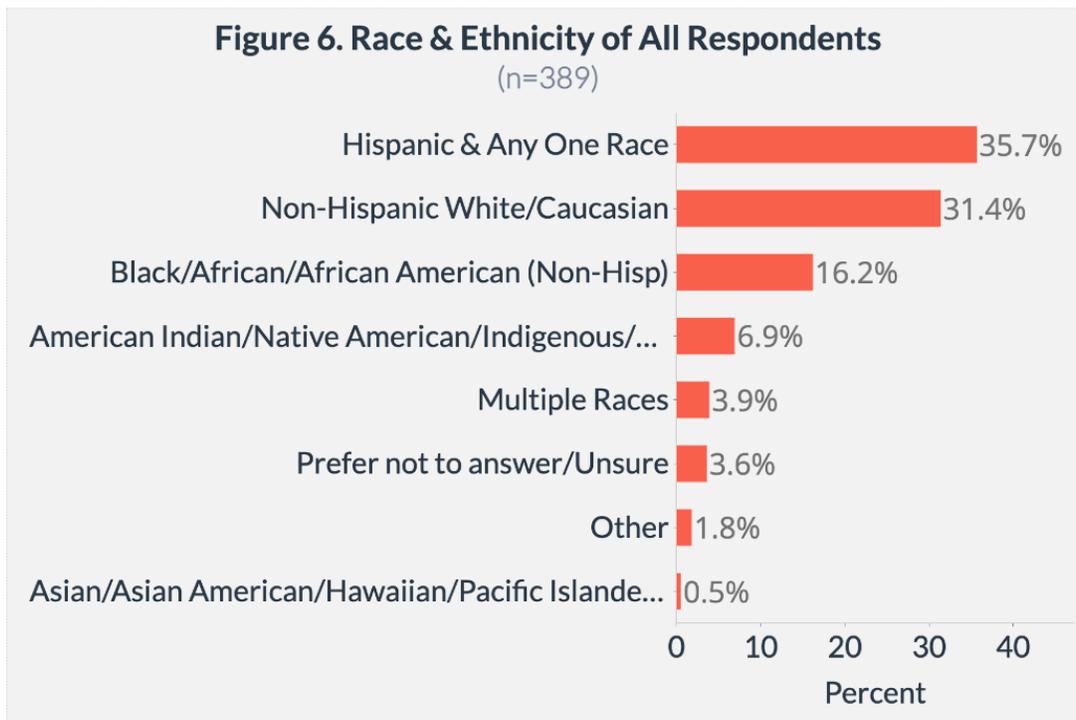


Figure 4 provides the proportion of respondents, 39% (n=153), who identify as Hispanic, Latino/a/e, or Chicano/a/e. Figure 5 indicates that 4% (n=16) of respondents identified their ethnicity as Middle Eastern or North African. Figure 6 combines the racial and ethnic identifications captured in Figures 3 & 4. After integrating these identifications, we see that the largest single category was those who identify as



Hispanic, Latino/a/e, or Chicano/a/e and any single race, 36% (n=139) of respondents. The next largest racial/ethnic category is Non-Hispanic White, comprising 31% (n=122) of respondents. Figure 7 displays the sexual orientation of respondents, with 86% (n=334) identifying as straight or heterosexual. 36 (9.3%) individuals identified as gay, lesbian, or bisexual, and an additional 14 identified as queer, pansexual, asexual, or “other”. Altogether, 12.9% (n=50) of respondents identified as LGBTQIA+.

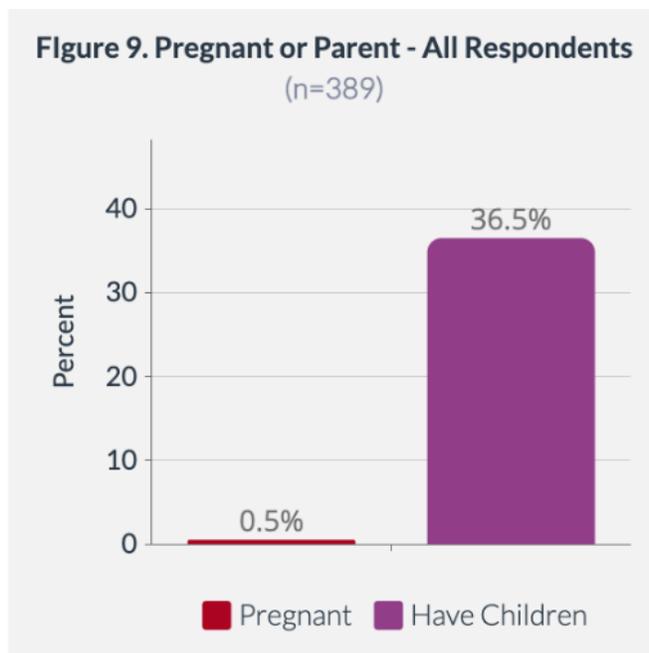
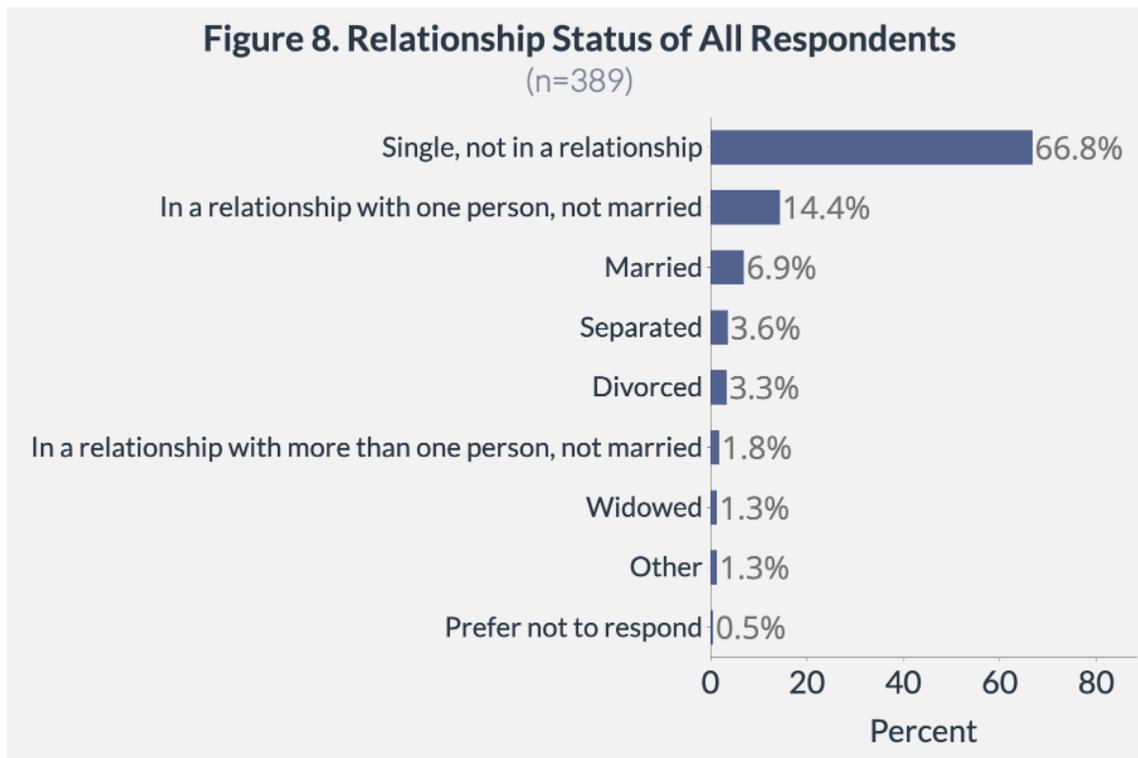


Figure 8 presents the relationship status of respondents. The majority of respondents (66.8%; n=259) indicated that they were single and not currently in a relationship. An additional 8.2% (n=32) were separated, divorced, or widowed. 22.9% (n=89) reported being a relationship of some type.

Respondents were asked if they were pregnant or have children. 2 individuals (.5%) reported that they were pregnant at the time of survey. 36.5% (n=142) reported that they have children.

HOMELESS AND UNSTABLE HOUSING SITUATIONS

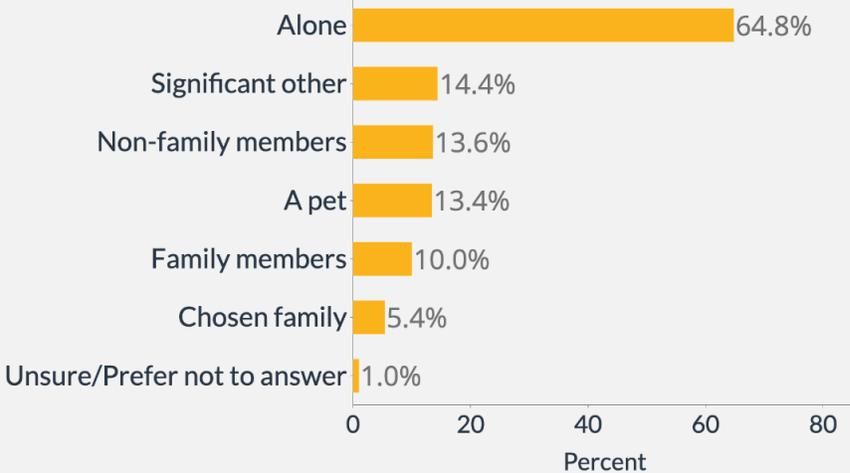
Figure 10. Homeless or Unstable Housing Situation in the Last Year

All Respondents (n=389)



Figure 11. Respondent is Experiencing Homelessness with...

All Respondents (n=389)



All respondents were asked if they had experienced a range of specific living experiences related to homelessness and housing insecurity in the last year. These questions were used to determine survey eligibility, and respondents needed to answer “yes” to at least

one situation to take the survey. Respondents reported experiencing 1 to all 9 situations in the last year, with an average of 3.6 different situations experienced. Figure 10 summarizes the proportions of respondents reporting that they had each experience in the past year. The most commonly reported living situation was “stayed overnight in a car, park, public place, abandoned building, bus or train station, airport or similar place”, which was experienced by 92% (n=356) of respondents. The next most common living situation was “doubled up or stayed overnight with friends, relatives, or someone you didn’t know well”, experienced by 79% (n=306) of respondents. Respondents were asked to describe whether they were experiencing

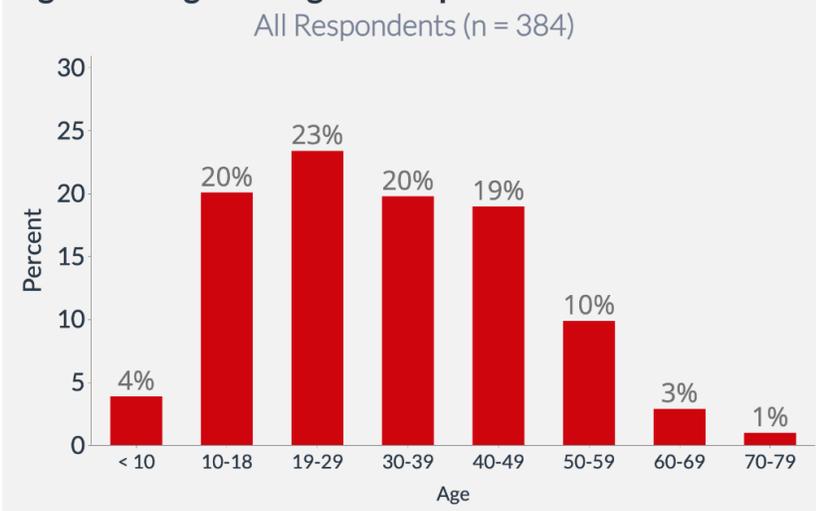


homelessness alone or with others. Figure 11 indicates that 65% (n=252) of respondents were experiencing homelessness by themselves, 43% (n=169) were homeless with others, and 13% (n=52) were homeless with a pet.

HOMELESSNESS HISTORY, FREQUENCY, & DURATION

Respondents were asked a number of questions about the history of their experiences of homelessness. First, they were asked how old they were when they had their first experience of homelessness. Figure 12 displays the distribution of age during first experience of homelessness. 24% (n=92) of respondents had their first experience of homelessness when they were under 19 years old. Nearly a quarter of respondents currently experiencing homelessness experienced homelessness as a child, with the

Figure 12. Age During First Experience of Homelessness



current age of these respondents ranging from 19 to 68 with a mean of 41. At the other end of the distribution, 13.8% (n=53) of respondents reported being age 50 or older when they had their first experience of homelessness.

Figure 13 presents responses to a question asking respondents how many times they

have been homeless in their lives, including this current experience. There is substantial variation in the number of experiences of homelessness reported, however it is difficult to interpret what constitutes a distinct experience of homelessness. In the absence of a definition, interpretation of this question likely varies substantially across respondents. That said, roughly a third of respondents reported one experience of homelessness, while 22% reported 5 or more experiences in their lives. The fact that the majority 69% (n=269) have experienced homelessness more than once speaks to the prevalence of serial patterns of housing insecurity and homelessness over the life course among respondents currently experiencing homelessness.

Respondents were asked how long they had been homeless during their current experience of homelessness. Figure 14 presents the responses to this question. 31% (n=120) of respondents have been homeless for 6 months or less, 17% (n=67) 7 months to a year, and 51% (n=200) have been experiencing homelessness for more than a year. Since respondents were asked their age during their first experience of homelessness, it is possible to estimate the duration of homelessness for those individuals who reported only one experience of homelessness in their lifetime (the

Figure 13. Lifetime Number of Experiences of Homelessness

All Respondents (n = 389)

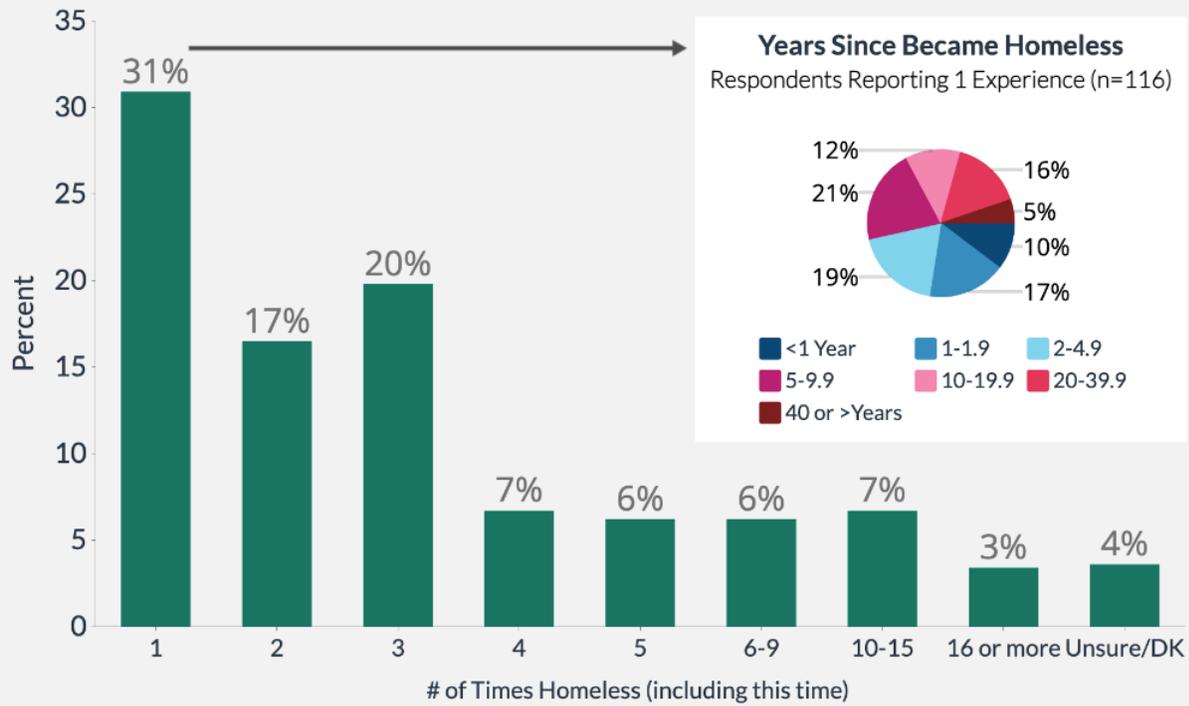
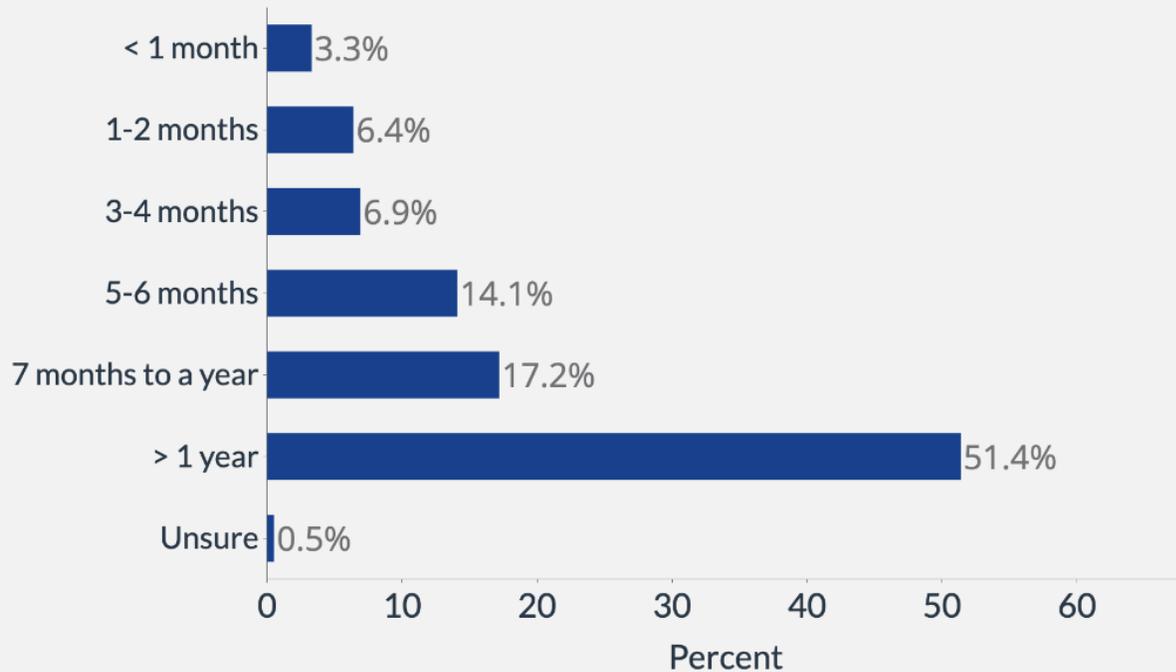


Figure 14. Length of Time Homeless During Current Experience

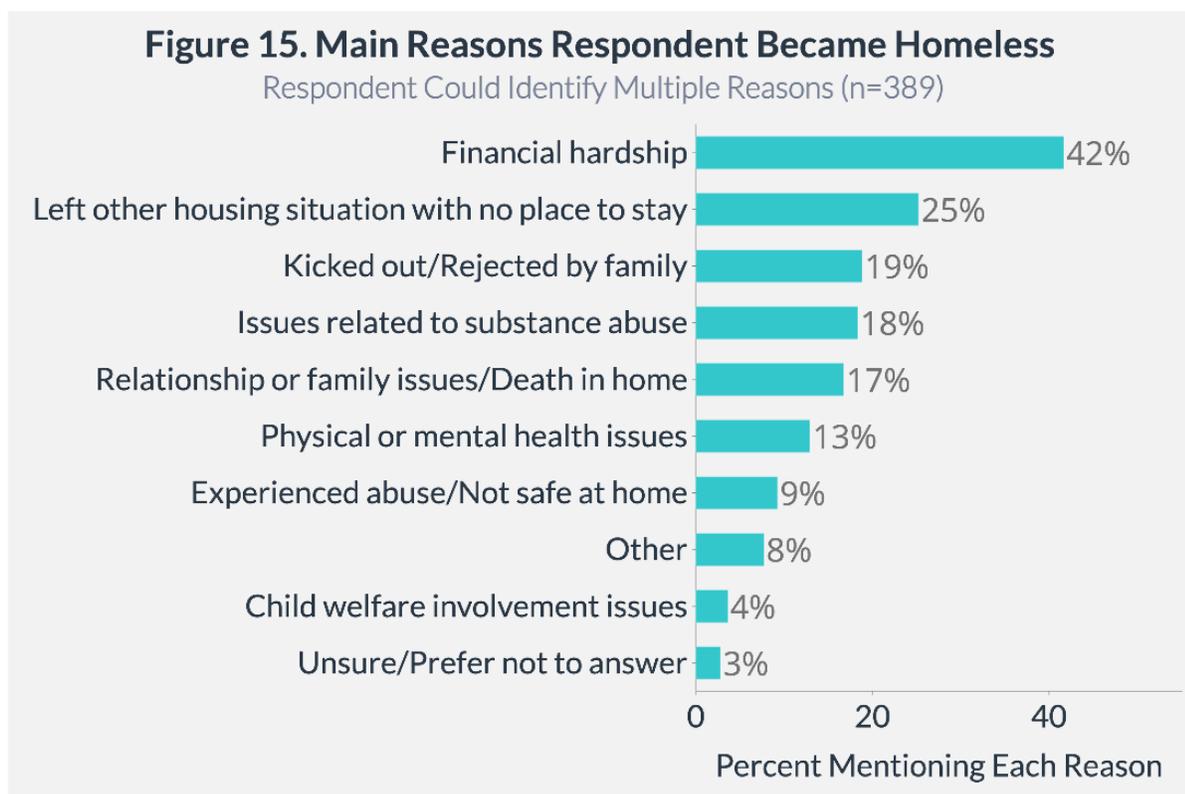
All Respondents (n=389)



31% of respondents in Figure 13). Figure 13 contains a breakdown of the number of years since the respondent became homeless for only those individuals reporting 1 experience of homelessness in their lives (n=116). For this subset of respondents, the number of years since becoming homeless ranges from less than a year to 45 years, with an average of 10.9 years (SD=12.2).

MAIN REASONS FOR HOMELESSNESS

Respondents were asked to identify the main reasons they became homeless. Interviewers were asked to listen to the respondent’s answer and select all mentioned from a list of 21 different reasons. There was also an open-ended “other” option for additional reasons not present on the list. Most respondents identified one main reason (62%; n=210), and the vast majority identified 1-3 reasons (94%; n=317). The total number of reasons identified ranged from 1 to 11 with an average of 1.7 reasons provided. These 21 different reasons were collapsed into 8 different categories and an “Other” category. Figure 15 presents the proportion of all respondents who mentioned a reason falling into one of these 9 different categories. The individual reasons clustered within these categories are detailed below.



Financial Hardship

The most common category of reasons mentioned by respondents as a main reason they became homeless was, unsurprisingly, financial hardship. 42% (n=162) of respondents mentioned one of the 5 reasons listed below. Of these financial hardship reasons, the single most common reason for becoming homeless, cited by 22%

(n=84) of all respondents, was the experience of an eviction. If combined with the individuals specifically mentioning high or rising rents as a main reason, this suggests that nearly a quarter of respondents identified housing costs or eviction as a main reason for their experience of homelessness.

% of All Respondents	Financial Hardship Reasons
22%	Eviction
14%	Couldn't support themselves financially
6.4%	Trouble with employment (job loss, quit job, no job)
4.6%	Family couldn't support them financially
2.1%	Rent too expensive or raised - poor housing condition

Figure 16a displays the proportions of respondents, within various demographic categories, mentioning financial hardship as a main reason for their becoming homeless. With the exception of individuals identifying as non-cisgender, 75% of whom cited financial hardship as a main reason, the proportions mentioning financial hardship were relatively similar across the various demographic groups.

Left Other Housing Situation with No Place to Stay

The second most common category of reasons is “left other housing situation with no place to stay”. 25% (n=98) of respondents mentioned one of the 3 reasons listed below. Within this category the most common reason mentioned was being released from jail or prison with nowhere to go, followed by leaving on one’s own.

% of All Respondents	Left Other Housing Situation with No Place to Stay Reasons
13%	Released from jail or prison with nowhere to go
11%	Left on own (ran away, disagreed with rules)
4.9%	Exited from a transitional or supportive housing program with nowhere to go

Figure 16b displays the proportions of respondents, within various demographic categories, mentioning leaving a housing situation with no place to stay as a main reason for their becoming homeless. This main reason was more frequently identified by individuals belonging to gender minority groups (44%) relative to cisgender men (27%), and both groups cited this reason more than cisgender women (19%). In addition, individuals identifying as African American/Black (32%) and Hispanic or Latino/a/e (29%) were substantially more likely to cite this main reason, relative to non-Hispanic Whites (16%).

Kicked Out/Rejected by Family

19% (n=73) of respondents mentioned being kicked out of their house or being rejected by their family due to their sexual orientation or gender identity as main reasons.



% of All Respondents	Kicked Out/Rejected by Family Reasons
18%	Kicked out of house
1.5%	Rejected by family because of sexual orientation
1.3%	Rejected by family because of gender identity

Figure 16c displays the proportions of respondents, within various demographic categories, mentioning being kicked out or rejected by their family as main reasons for their becoming homeless. 56% of individuals belonging to gender minority groups identified this as a main reason, compared to 20% and 14% for cisgendered men and women respectively. Young adults were also disproportionately likely to cite this reason (38% of those age 19-25).

Issues Related to Substance Abuse

18% (n=71) of respondents mentioned their substance use, substance use by a family member, or exiting substance or mental health treatment without a place to go as main reasons for becoming homeless.

% of All Respondents	Issues Related to Substance Use Reasons
13%	Their alcohol or drug use
5.1%	Alcohol or drug use by a family member
3.3%	Exited substance abuse or mental health treatment with nowhere to go

Figure 16d displays the proportions of respondents, within various demographic categories, mentioning issues related to substance use as main reasons for their becoming homeless. Younger respondents are more likely to cite this reason relative to the elderly, and Native American/Indigenous individuals were less likely to cite this reason relative to other racial/ethnic groups. Overall, differences between groups in regards to this reason for homelessness are quite modest.

Relationship or Family Issues/Death in Home

17% (n=65) of respondents mentioned family conflict, a relationship ending, or the death of a household member as main reasons for becoming homeless. The fact that 13% of respondents identified the death of a family or household member as a main reason is sobering and highlights the substantial contributing role of grief and changes in household composition to experiences of homelessness.

% of All Respondents	Relationship or Family Issues/Death in Home Reasons
13%	Family member or person in home died
2.6%	Relationship ended (breakup, Divorce)
1.5%	Issue/conflict with family

Figure 16e indicates that the various demographic groups examined exhibit very similar rates of citing this reason as a main cause of homelessness.



Physical or Mental Health Issues

13% (n=51) of respondents mentioned their mental or physical health, the mental or physical health of a family member or COVID-19 as main reasons for becoming homeless.

% of All Respondents	Physical or Mental Health Issues Reasons
6.2%	Their mental health
4.1%	Mental or physical health issues with a family member
2.8%	COVID-19
1.0%	Their physical health

Figure 16f indicates that, with the exception of individuals belonging to gender minorities, the various demographic groups examined exhibit very similar rates of citing this reason as a main cause.

Experienced Abuse/Not Safe at Home

9.3% (n=36) of respondents mentioned experiencing verbal, physical, or sexual abuse or not feeling safe at home as main reasons for becoming homeless.

% of All Respondents	Experienced Abuse/Not Safe at Home Reasons
5.7%	Experienced verbal abuse
4.4%	Didn't feel safe at home
4.1%	Experienced physical abuse
2.1%	Experienced sexual abuse

Figure 16f reveals that the proportions citing abuse and not feeling safe at home as main reasons for homelessness are substantially higher among individuals who identify as gender minorities, Native American/Indigenous individuals, and young adults.

Child Welfare Involvement Issues

3.6% (n=14) of respondents mentioned reasons related to child welfare system involvement as main reasons for becoming homeless.

% of All Respondents	Child Welfare Involvement Issues Reasons
2.8%	Had problems with child welfare system, therefore unable to remain in home
1.5%	Aged out or opted out of child welfare (DCS)

Figure 16h indicates that while this reason is less frequently mentioned overall, the proportions citing this reason are comparatively elevated among non-Hispanic Whites, Native American/Indigenous individuals, and young adults.



Other Main Reasons Identified

Identification & Benefit Reasons (3):

“Loss of voucher because of documents needed”; “ID”
“Waiting for disability, no income because I can't work”

Transportation Reasons (3):

“Car accident, couldn't pay bills”; “Car broke down”; “Transportation for work”

Bad Luck & Bad Choice Reasons (5):

“Bad luck”; “My dog bit someone”; “Bad choices”; “Bad decision”; “Gambling”

Criminal Justice Involvement-related Reasons (4):

“I'm a felon”; “Case was mishandled”; “Criminal record”; “Cannot work because waiting for asylum case”

Unique Reasons (10):

“Not from here”; “Left to travel”; “Lazy”; “Rules”; “Not close with family most of life, started working young”; “Life”; “Discrimination & husband didn't pay child support”; “Financial abuse”; “House sold out from under them”; “Argument”



Fig. 16a % Mentioning Financial Hardship as Main Reason for Homelessness, by Demographics

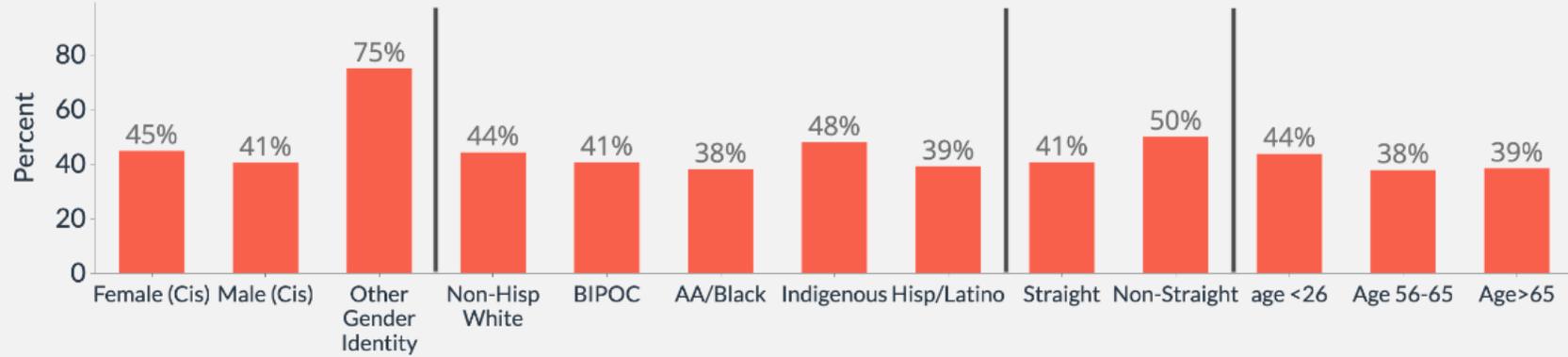


Fig. 16b % Mentioning Left Other Housing Situation With No Place to Stay as Main Reason, by Demographics

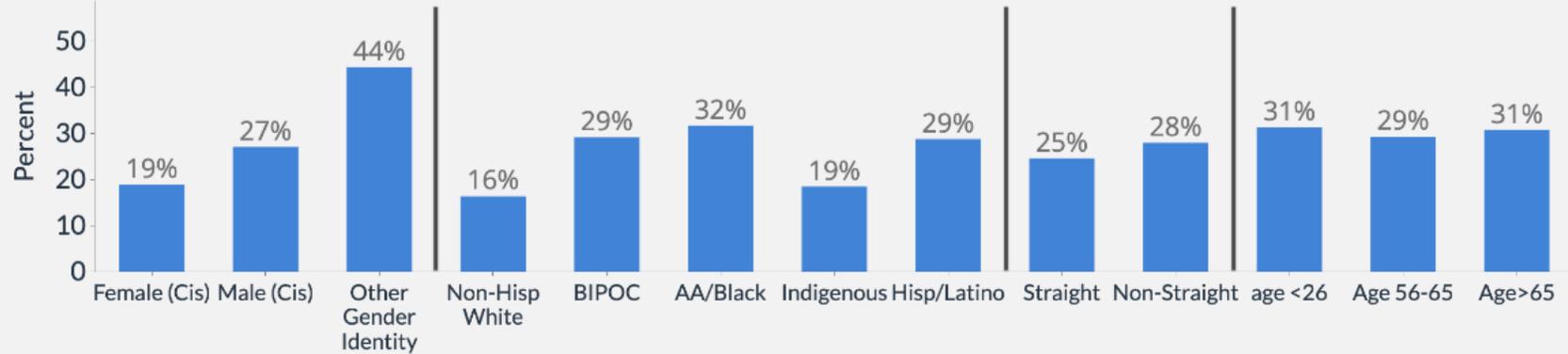


Fig. 16c % Mentioning Kicked out/Rejected by Family as Main Reason for Homelessness, by Demographics

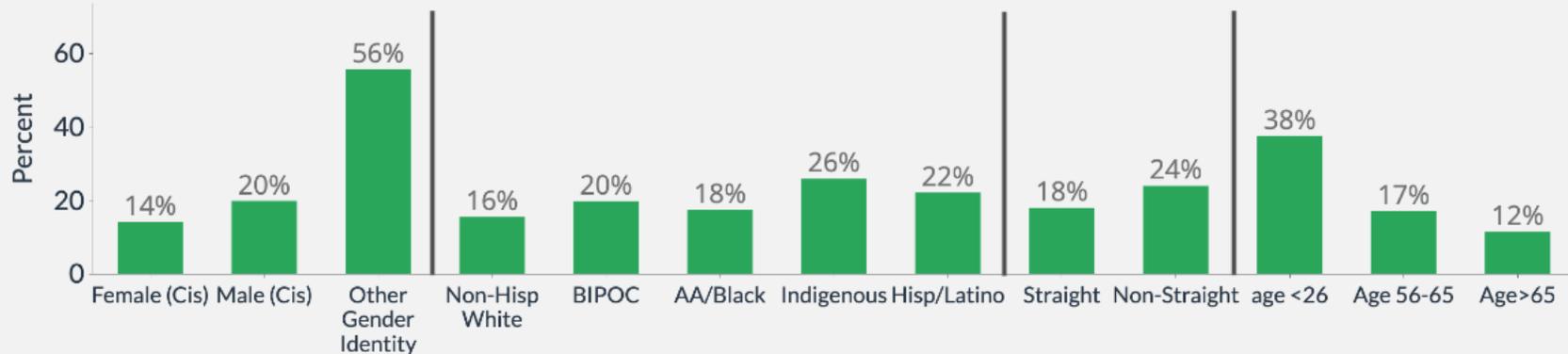


Fig. 16d

% Mentioning Issues Related to Substance Abuse as Main Reason, by Demographics

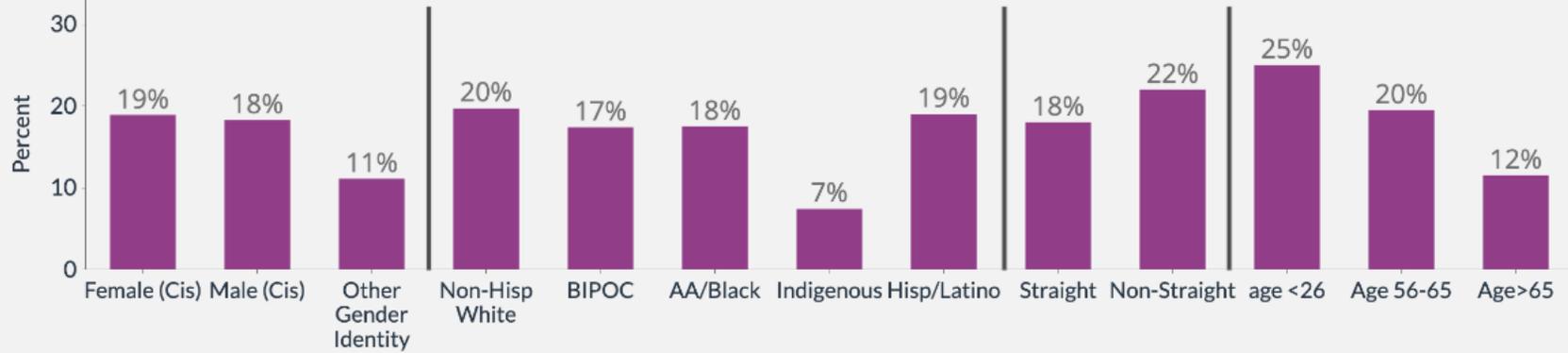


Fig. 16e

% Mentioning Relationship or Family Issues/Death in Home as Main Reason, by Demographics

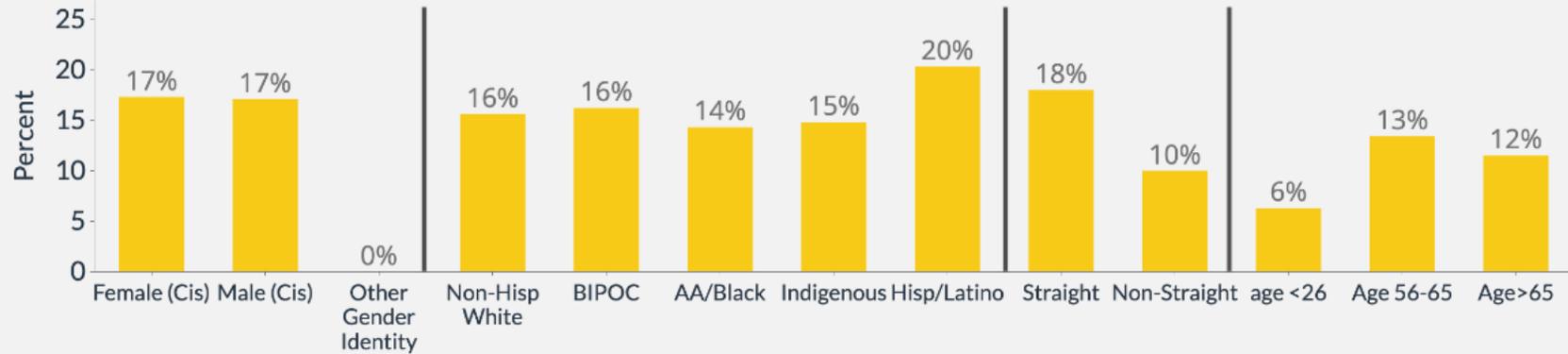


Fig. 16f

% Mentioning Physical or Mental Health Issues as Main Reason for Homelessness, by Demographics

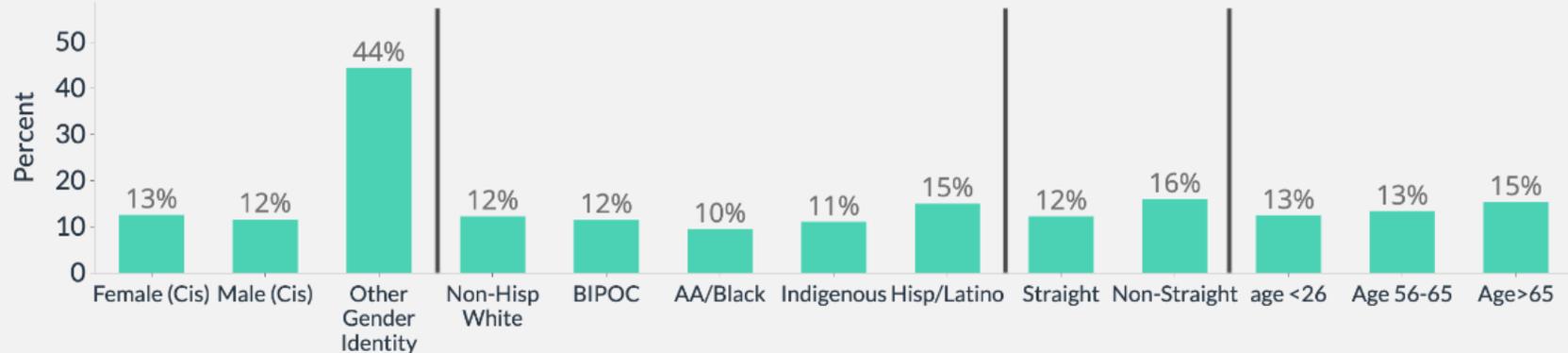


Fig. 16g

% Mentioning Experienced Abuse/Not Safe at Home as Main Reason, by Demographics

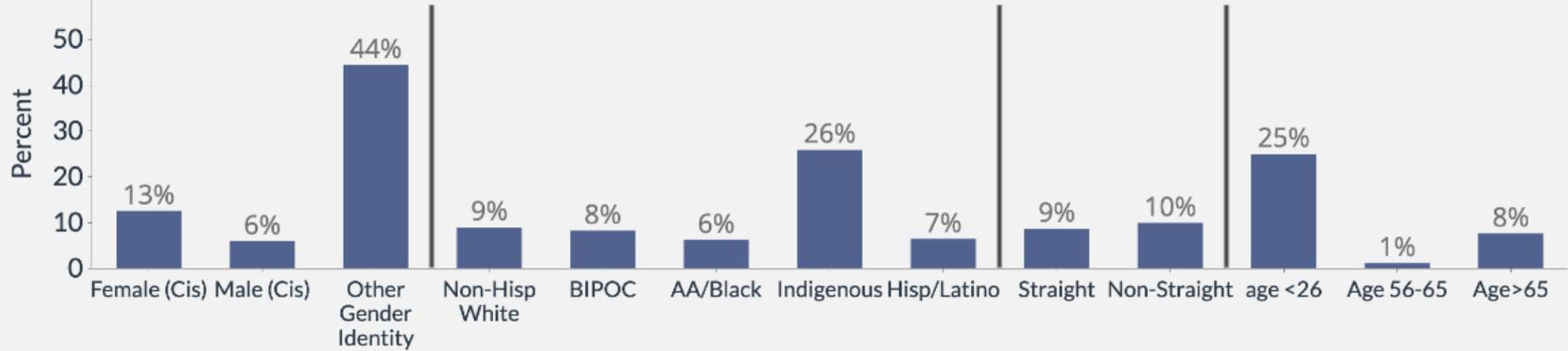
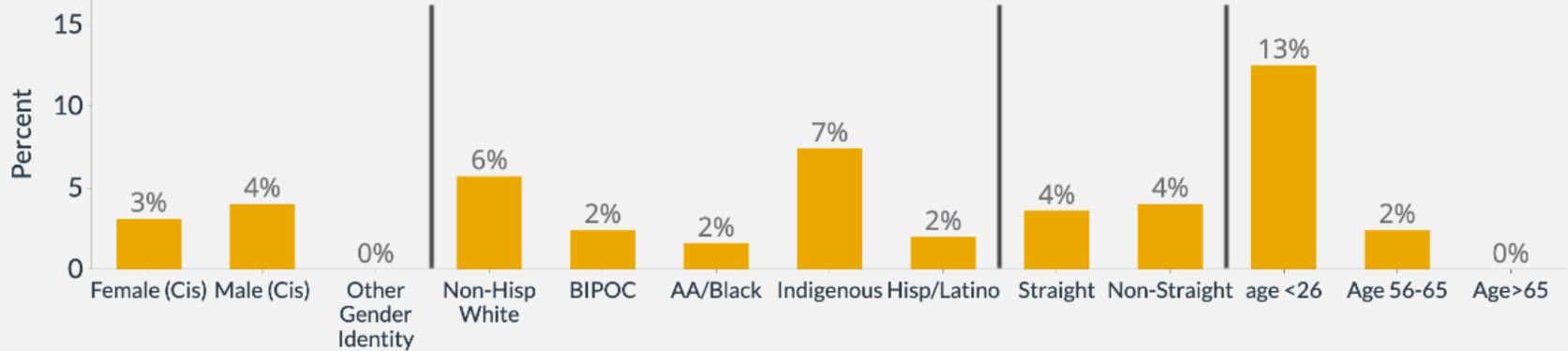
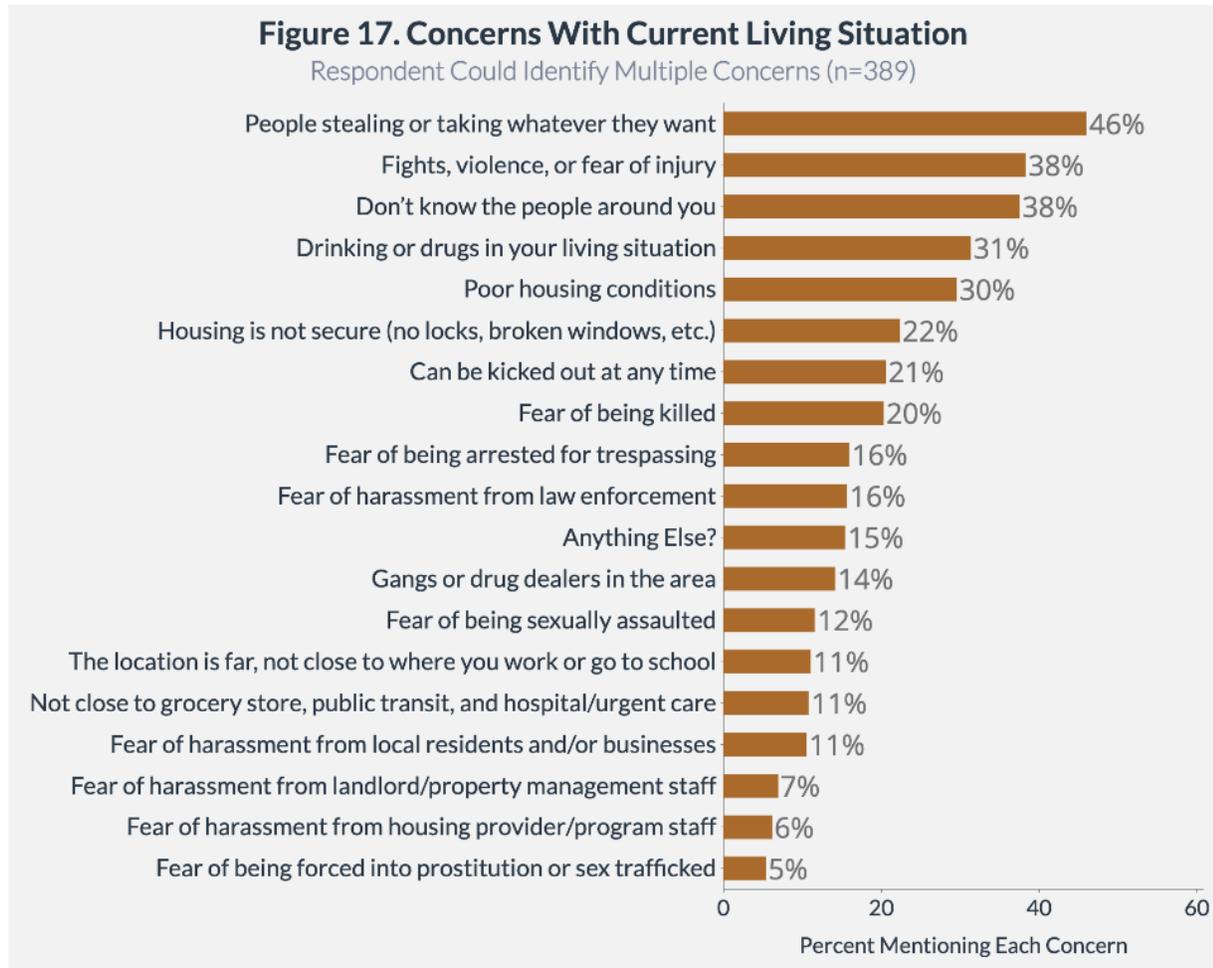


Fig. 16h % Mentioning Child Welfare Involvement Issues as Main Reason for Homelessness, by Demographics



CONCERNS WITH CURRENT LIVING SITUATION

Respondents were asked to list any concerns that they had about their current living situation. Figure 17 provides the proportions of all respondents mentioning each concern. There was also an open-ended “Anything else?” option, that prompted the respondent to add any additional concerns. Overall, concerns about theft, violence,



Anything else?:

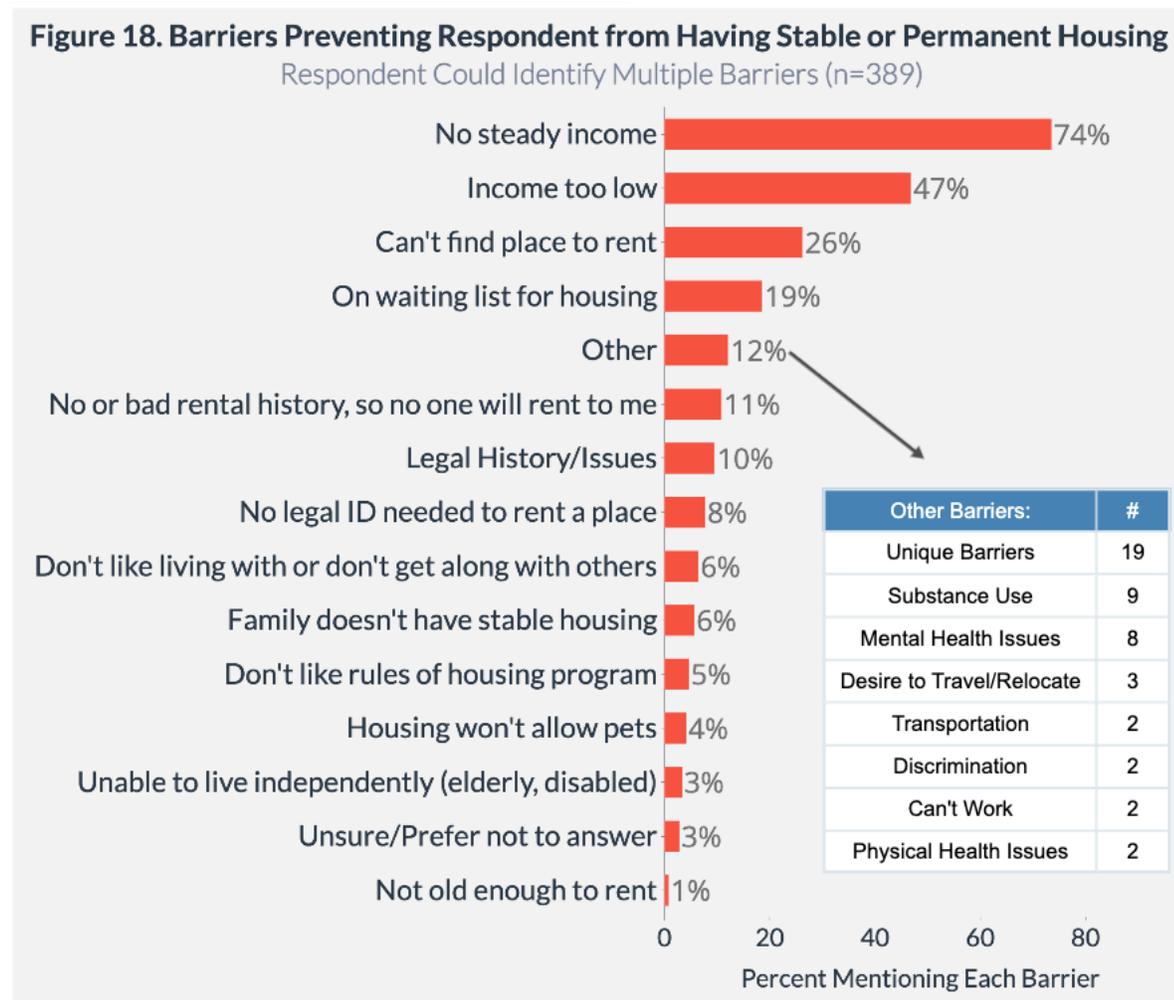
- “Bad neighborhood”
- “I’m freezing”
- “Killed by cops TPD”
- “My health”
- “Tired of tents”
- “Wild animals”
- “My family’s got to be worried”
- “Issues with policies”
- “Mental harassment”
- “Not safe for females”
- “Not enough resources like water”
- “Too many people in camp”
- “Fear of doing time”
- “It’s good but temporary”
- “Lack of family”
- “Not stable or permanent”
- “Safety of family, self”
- “Unpredictable situation”
- “Fear of not getting housing”
- “Just want a home”
- “Losing self, my humanity”
- “Retaliation from landlord”
- “Outdoors”
- “Wildlife dangers in the wash”
- “Fire, firearms, snakes, and mountain lions”
- “People don’t respect these tent as homes”
- “Late at night people are driving around screaming”
- “My health, alot of people in shelter”
- “Safety, security, dangerous being on the streets”
- “Don’t have income, fear of not getting enough resources”
- “Governor trying to get rid of us”
- “Concerns about my health issues, program staff very demanding”
- “Bullies and hopeless, lazy people, don’t want to help themselves, mentally ill people, safety”
- “Fear for safety, fear of not succeeding, thinking about losing your dreams”
- “Harassment from police, 5 minutes to leave, and then have to start over. Fear of getting displaced”



substance use, and not knowing people in one's living situation were the most frequently mentioned concerns.

BARRIERS TO STABLE OR PERMANENT HOUSING

Respondents were asked what prevents them from having stable or permanent housing. Figure 18 indicates that the two most frequently mentioned barriers both involve having insufficient income and the third most frequently mentioned barrier is being unable to find a place to rent.



Unique Barriers:

- “Myself”
- “Obstructionist politics”
- “Rent is very high” “laziness”
- “Need to get on section 8”
- “Difficult to access services”
- “House broken, uninhabitable”
- “Can't function after 16 years in prison”
- “When applying [for a job] and you use an address to a shelter, that disqualifies you right there”
- “relationships”
- “bad people” “I just gave up”
- “Housing don't allow pets”
- “Family lives in another city”
- “Poor conditions of apartment”
- “My dog is a licensed care companion”
- “People change when they are on the streets. You get used to open spaces”
- “Poor communication, stolen phone, & people's assumptions that people can't change”



SERVICE UTILIZATION AND UNMET NEEDS

Emergency Shelter/Housing Program Use and Experiences

Respondents were asked about their use of emergency shelters in the past, and whether they stayed in a housing program in the past year.

Figure 19. Has Respondent Stayed in an Emergency Shelter in the Past?

(n=389)

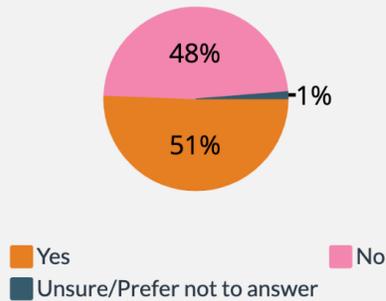


Figure 20. Number of Emergency Shelter Stays in Last Year

Respondents Who Stayed in Emergency Shelter (n = 199)

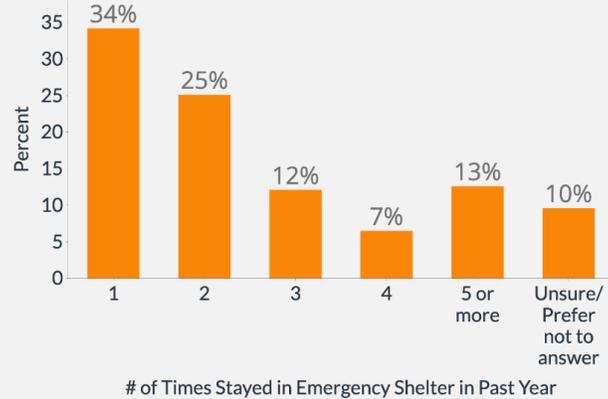


Figure 21. Has Respondent Stayed in a Housing Program in the Last Year?

Programs Offering Rental Assistance or Supportive Services (n=389)

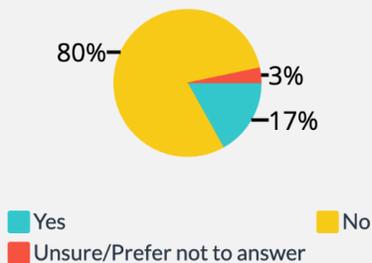
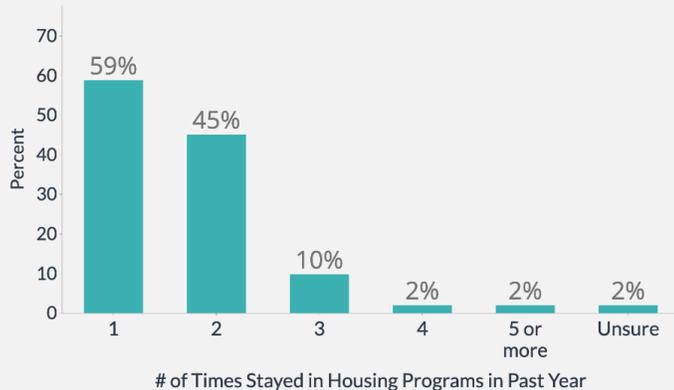


Figure 22. Number of Housing Program Stays in Last Year

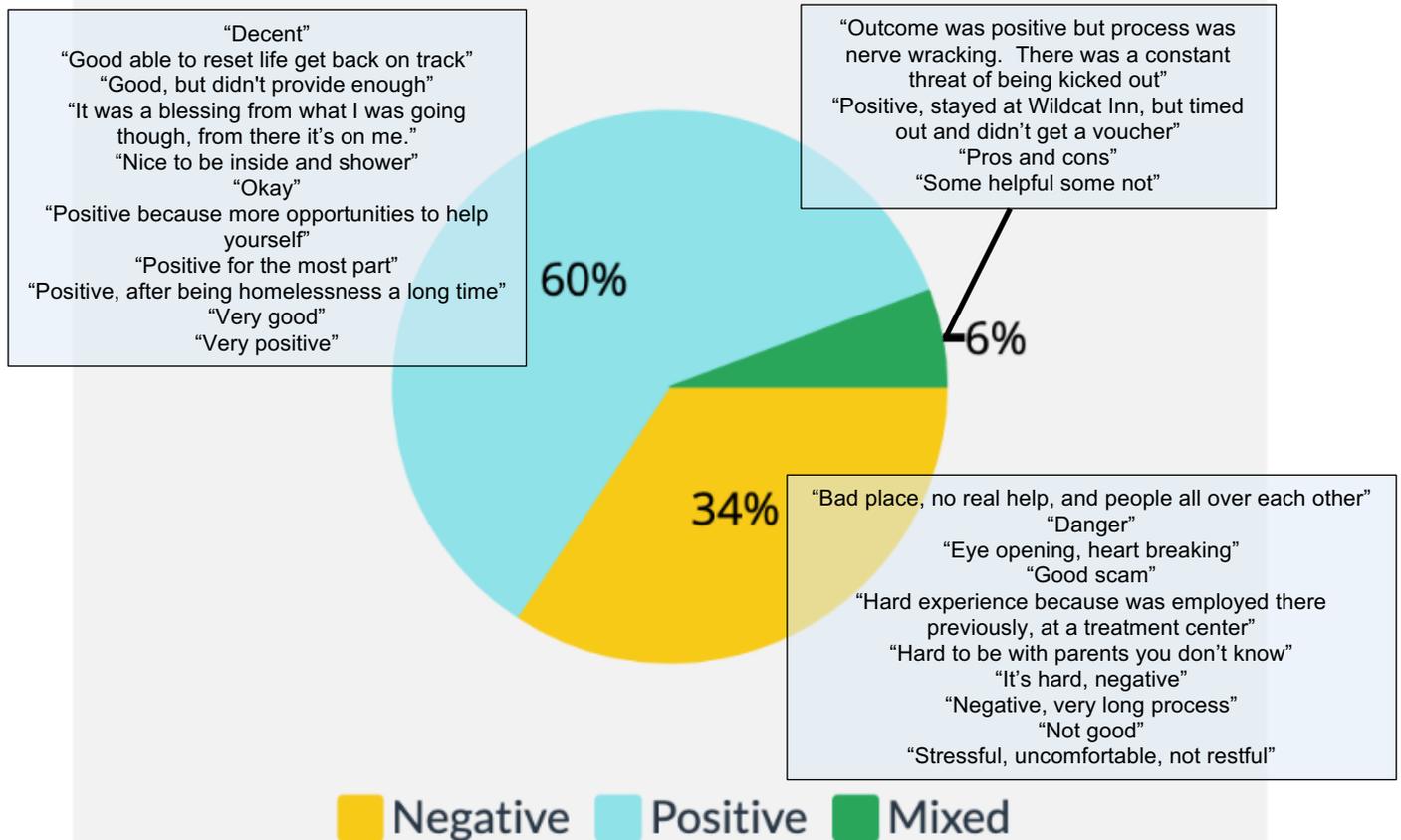
All Respondents Who Stayed in Housing Programs (n = 51)



Respondents who stayed in an emergency shelter or housing program were asked how they would describe their experience. Most respondents answered this question with either “positive” or “negative”, but some individuals provided more nuanced answers. All responses more complex than “positive” or “negative” are provided in Figure 23. After recoding all responses into 3 categories (“positive”, “negative”, and “mixed”) the majority of respondents who have stayed in emergency shelter or housing program (60%; n=42) described their experience as positive.

Figure 23. Respondent's Description of Experience in Emergency Shelter or Housing Program

Respondents who Stayed in Emergency Shelter or Housing Program (n=70)



Housing Assessment (VI-SPDAT) Completion and Outcome

Figure 24. Has Respondent Ever Done a Housing Assessment (VI-SPDAT)?

(n=389)

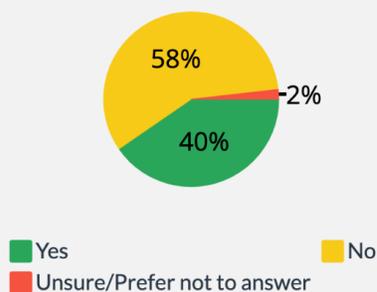
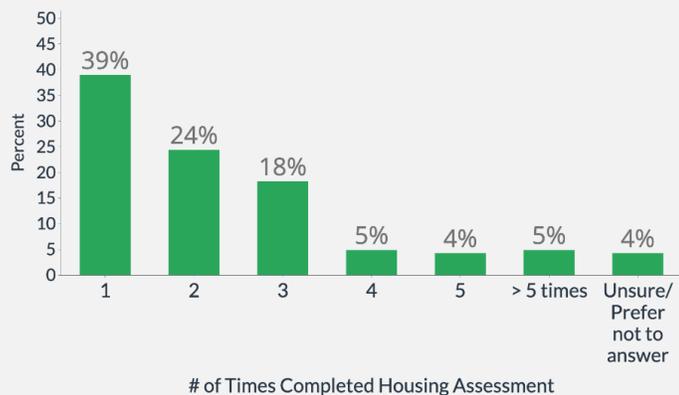
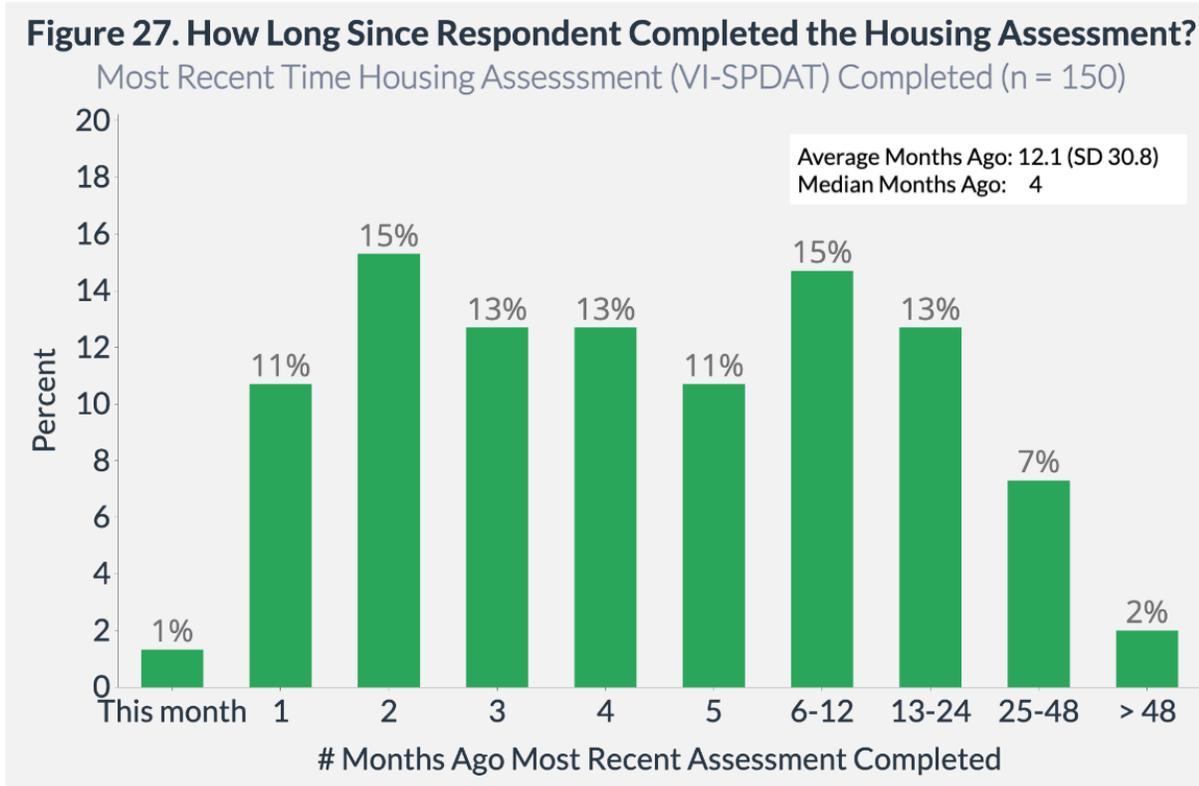
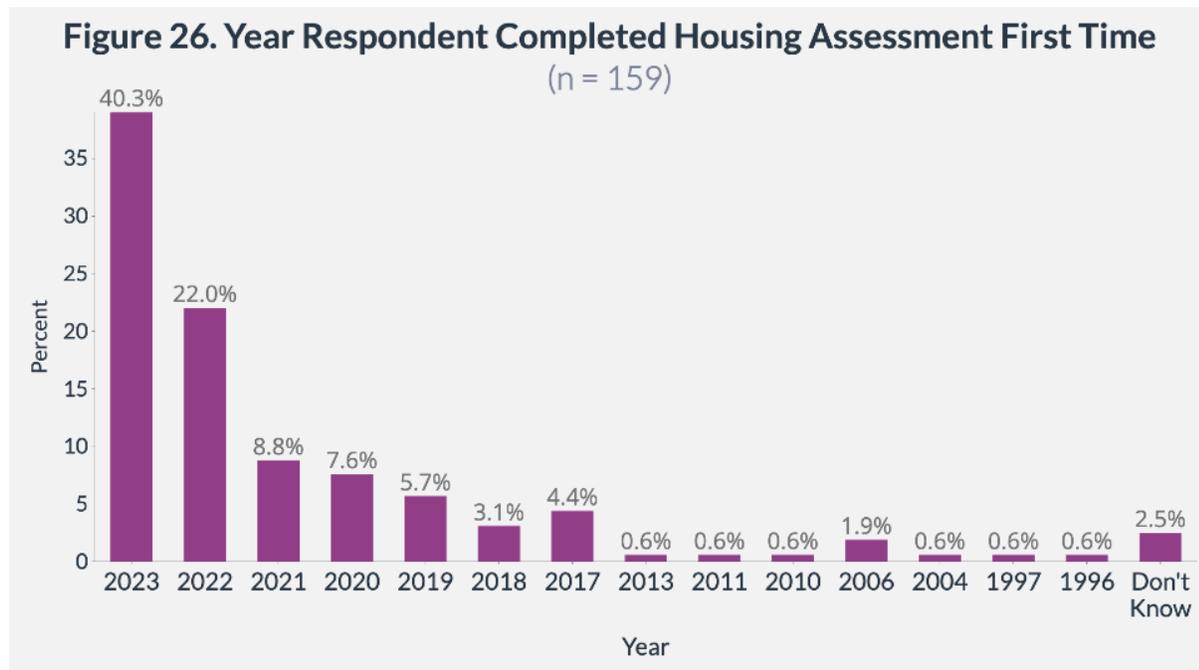


Figure 25. How Many Times Completed a Housing Assessment

All Respondents Who Ever Completed a Housing Assessment (n = 164)



Completing the Housing Assessment or VI-SPDAT (Vulnerability Index – Service Prioritization Decision Assistance Tool) is a first step to accessing housing assistance and related services in Pima County. Respondents were asked a series of questions about the housing assessment: have they ever completed a housing assessment?, how many times have they completed an assessment?, when did they complete it the



first time and when was the most recent time?, and what was the outcome of that most recent assessment? Figure 24 indicates that 40% (n=164) of respondents have ever completed a housing assessment (another 2% were unsure or preferred not to answer). Of those who have ever completed an assessment, 63% (n=103) have done so only once or twice. When asked in what year they completed the housing assessment the first time, 62% (n=99) reported completing the assessment within the last year and a half. Respondents were also asked when they completed the housing assessment the most recent time. The average number of month since the most recent assessment (relative to the time of survey), was 12.1 (SD 30.8), and the median was 4 months ago.

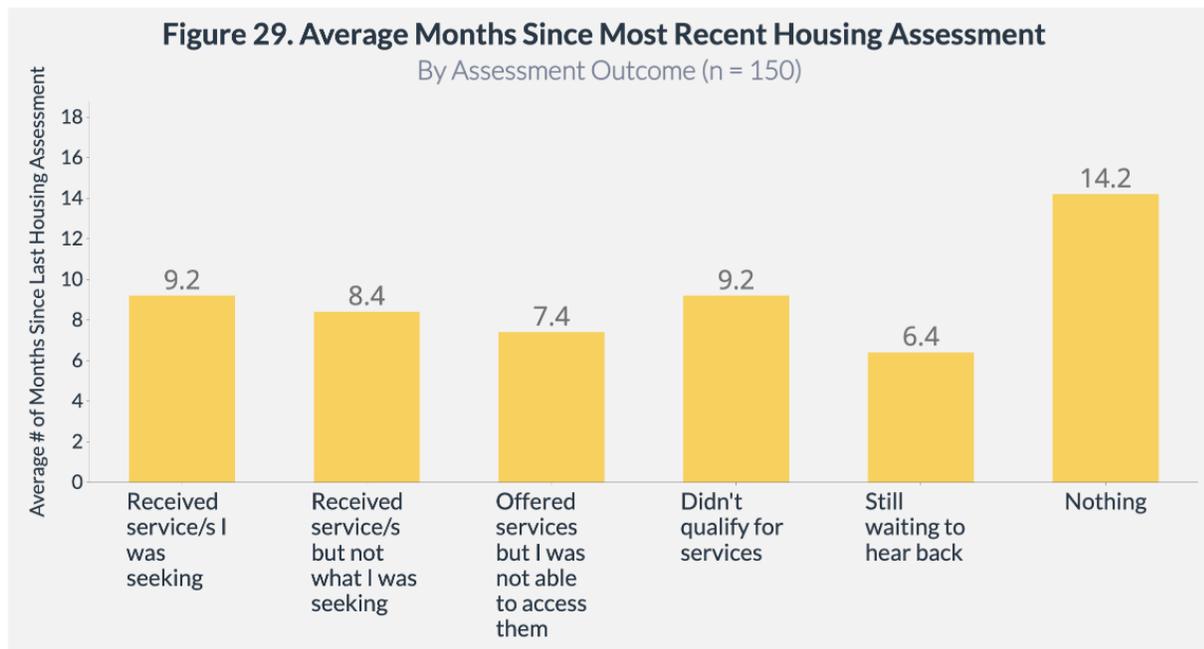
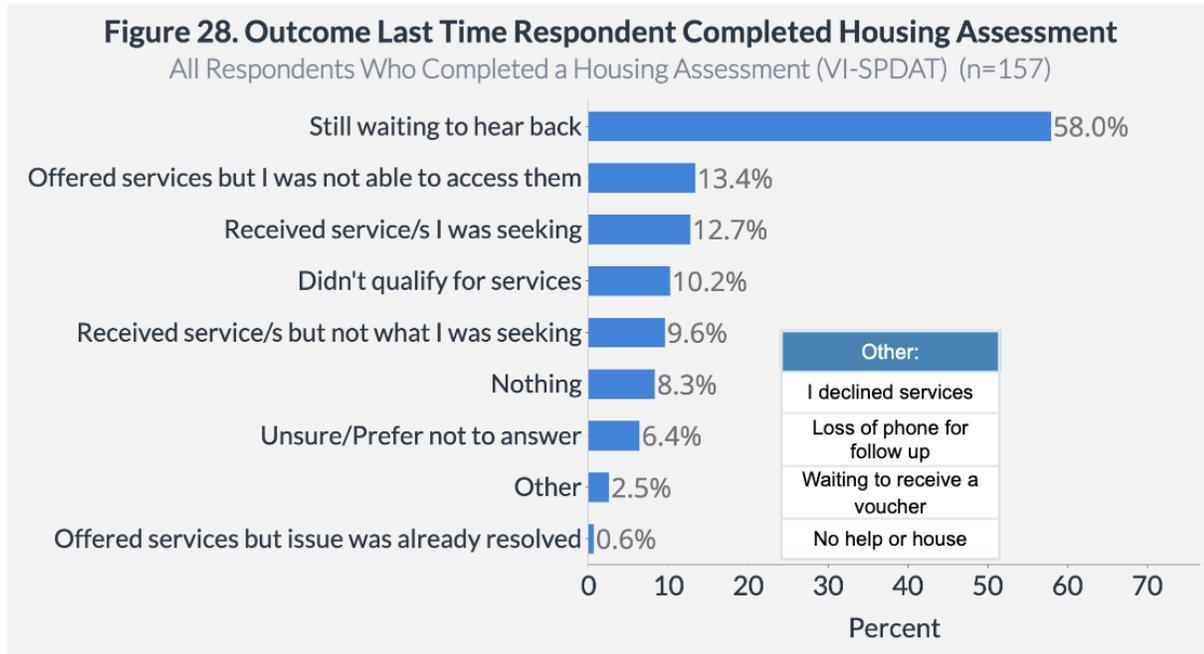


Figure 28 presents the self-reported outcome of the respondent's most recent completion of the housing assessment. The vast majority (58%, n=91) reported that they were still waiting to hear back. Figure 29 displays the average number of months since the respondent completed their most recent assessment by the outcome of the assessment. Of those reporting that they were still waiting to hear back, the average number of months since their last assessment was 6.4 months (with the total possible # of months capped at 46 months, 3.8 years, to reduce the impact of outliers on this measure).

Basic Needs

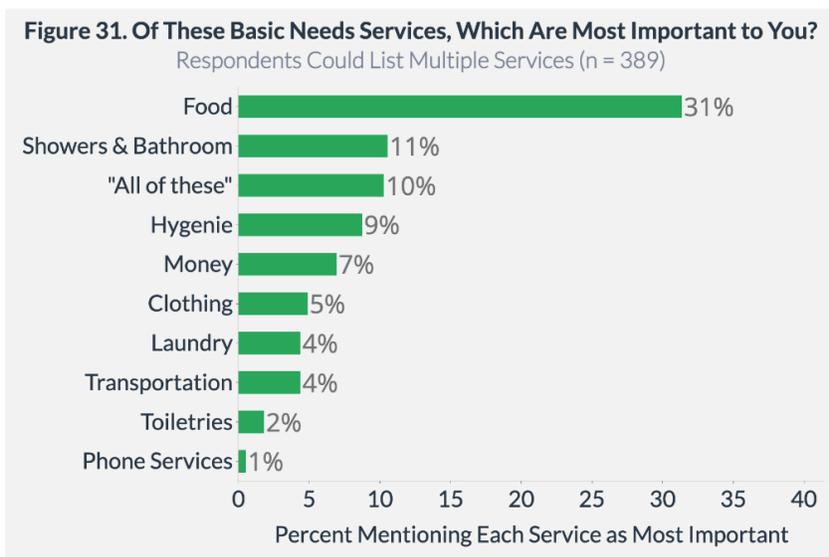
Respondents were provided with a list of services in Tucson related to basic needs, and asked two questions about each: 1) whether they had used the service in the past 90 days, and 2) if they had needed that service in the past 90 days but were unable to get it (at the least once).

Figure 30. Basic Needs Service Use and Gaps

Services in Tucson (n=389)	Used Service in Past 90 Days %	Needed Service in Past 90 Days but Could Not Get %
Meals at community places	62%	24%
Food, such as food boxes, snack packs, groceries	59%	24%
Transportation, such as a bus pass	50%	20%
Laundry facilities	43%	26%
Clothing items	47%	24%
Message/mail/phone services	41%	18%
Shower and bathroom facilities	51%	25%
Toiletries such as shampoo or toothbrush	61%	23%
Feminine hygiene products	31%	14%
Child Care for minor children	8%	8%
Money to leave town	5%	10%



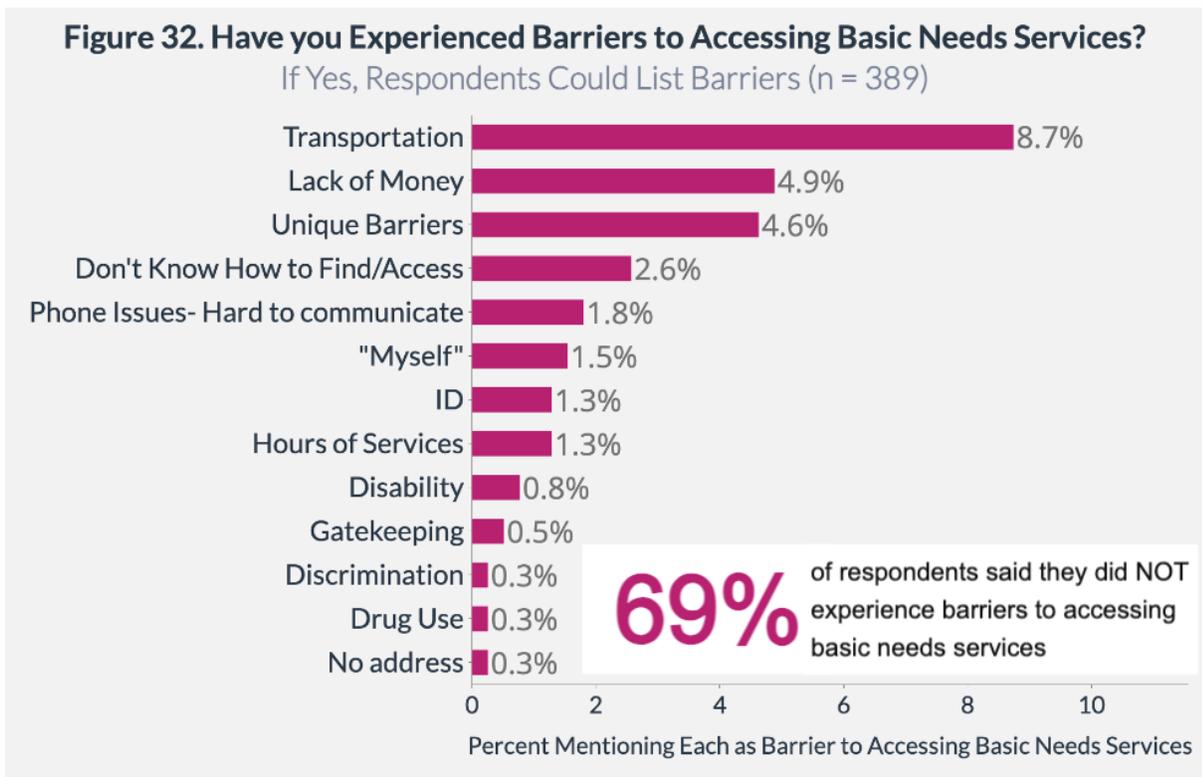
The basic needs service that was most commonly used by respondents in the past 90 days was meals at community places (62%; n=241), followed by toiletries (61%; n=137). The services that were most frequently identified as being needed, but the respondent was unable to access (at least once in the past 90 days) were: laundry facilities, shower and bathrooms, clothing, food, and meals. All five of these services were mentioned as needed, but inaccessible at least once in the past 90 days by 24%-26% (n=93 - n=101) of respondents.



Respondents were then asked which of these services related to basic needs are most important to them. Food services were far and away the most important to respondents, followed by showers and bathrooms.

Respondents were also asked if they had experienced any barriers to accessing

these services. The majority of respondents, 69%, indicated that they had **not** experienced barriers to accessing these services.



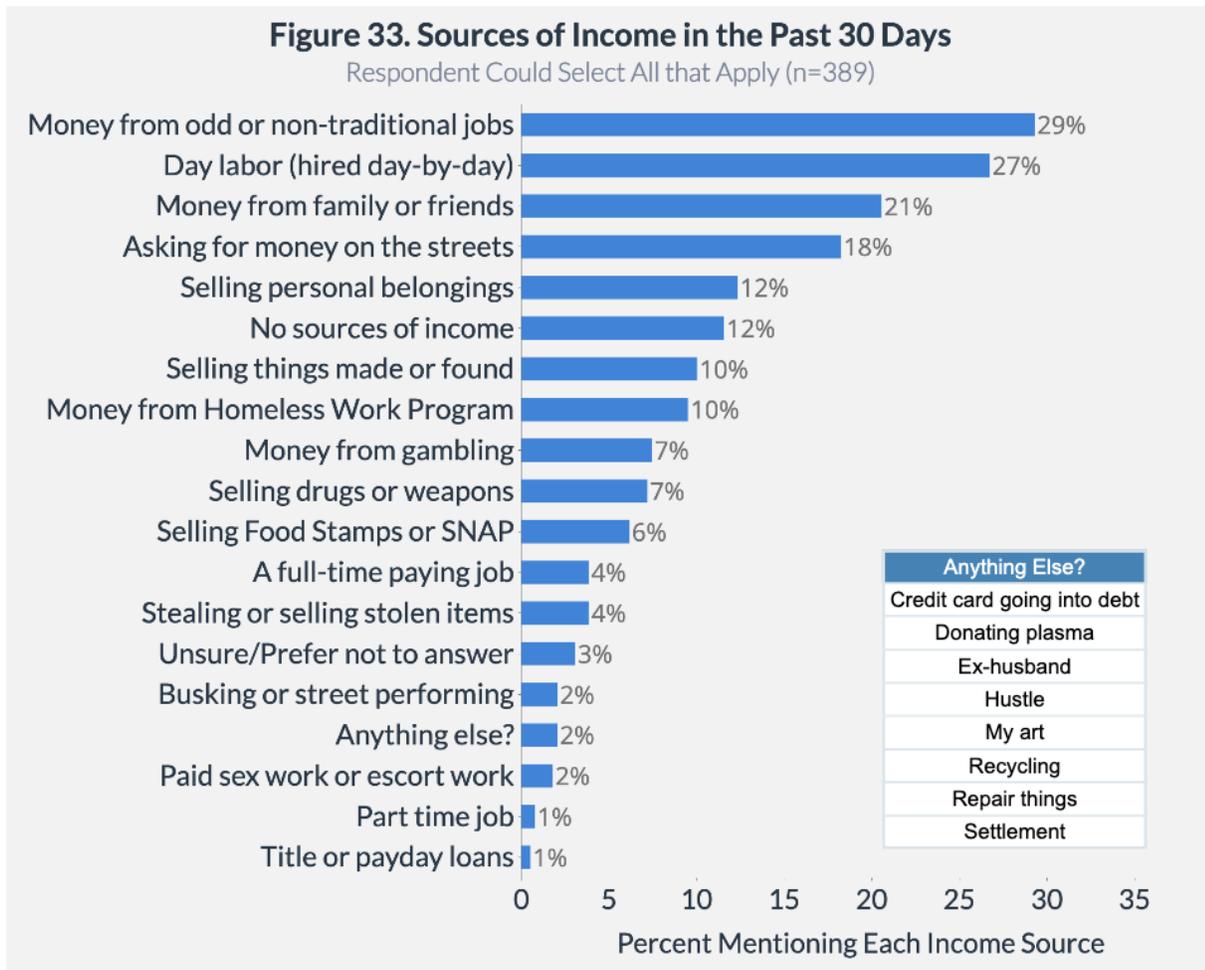
Unique Barriers to Basic Needs Services Mentioned:

“City council” “Don’t care” “Family” “Hygiene” “My health” “DUI”
 “It’s too hot” “Stolen identity” “On waiting list, need phone” “I was robbed of my clothing”
 “Services run out of funds” “I’ve been on the streets too long” “Type of insurance incomplete”
 “Hurry up and wait and call backs” “Lack of ID and hard time with programs”
 “Other people in charge of the resources” “Current economic conditions, job opportunities limited”
 “Dealing with people, long lines, the way they talk to you is rude”

Of the respondents that identified any barriers to accessing these basic needs services in Tucson, transportation was the most frequently mentioned (identified by 9% all of respondents), followed by a lack of money (5%).

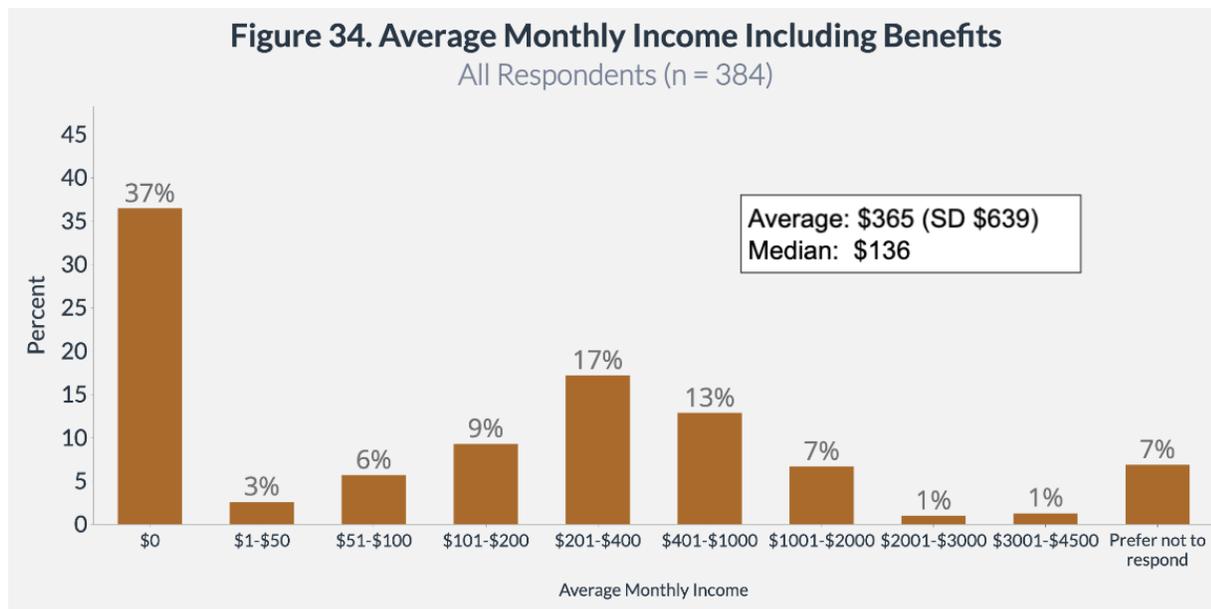
Sources of Income in Past 30 Days

Respondents were asked to identify all sources of income in past 30 days.



Odd or non-traditional jobs and day labor were the most commonly identified income sources, followed by money from family or friends. 12% of respondents reported that they had **no** sources of income. Respondents were also asked to provide their average monthly income. Figure 34 presents the distribution of average monthly income. The mean of reported monthly income for all respondents is \$365, and the median is \$136. Even after being reminded to include income from any benefits, 37%

(n=142) of respondents reported \$0 as their average monthly income, and 46% (n=174) of respondents reported earning \$100 or less a month. While it is to be expected that people experiencing homelessness are likely to have extremely low incomes, this remains a rather shocking degree of financial precarity being experienced by a substantial portion of people currently homeless in Tucson.

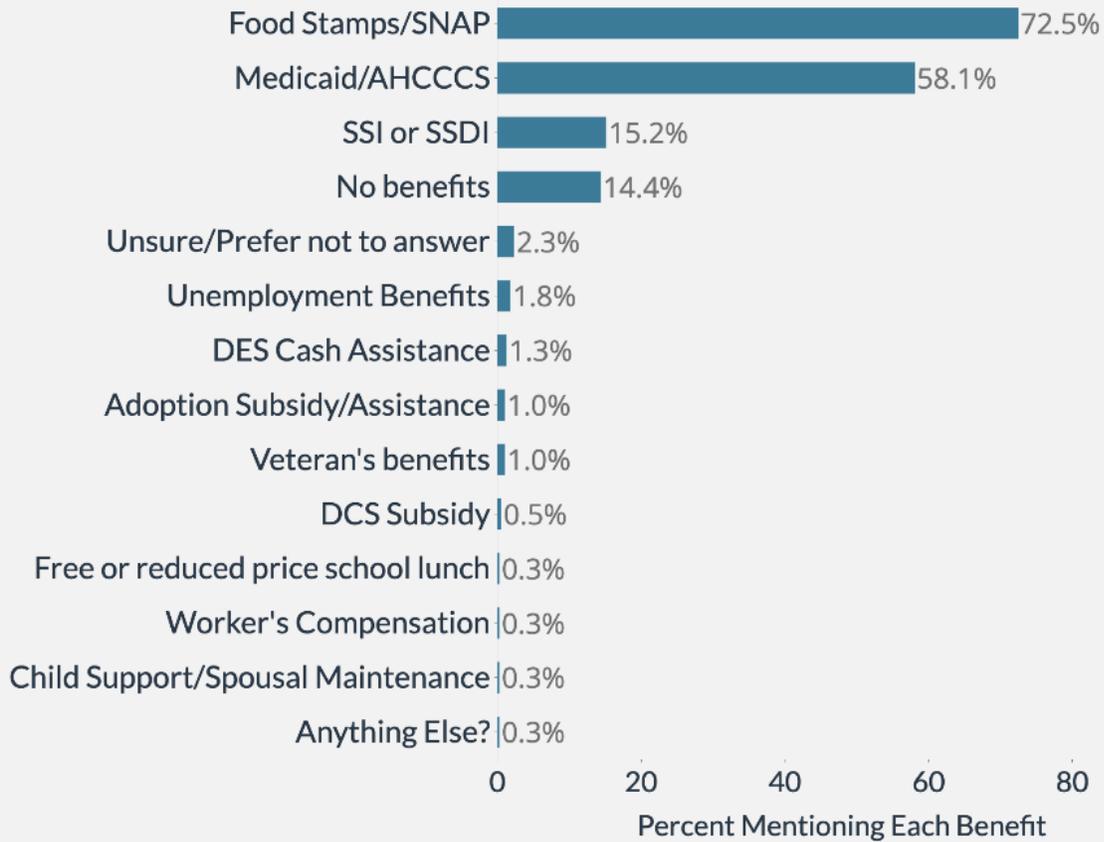


Benefits Received

Respondents were asked to identify any and all benefits that they receive (Figure 35). The most commonly identified benefits received were SNAP (food stamps) and Medicaid. 15% (n=56) of respondents receive SSI or SSDI benefits indicating that they either have a disability or are over the age of 64. These findings are consistent with the focus groups, where SNAP and Medicaid (AHCCCS) were the most commonly mentioned programs that participants used to meet their needs. A summary of many of the services and programs mentioned by focus group participants is available in Appendix C. Appendix C contains the results of a thematic coding of focus groups notes and recordings summarizing focus group participants' contributions and their responses to focus group questions.

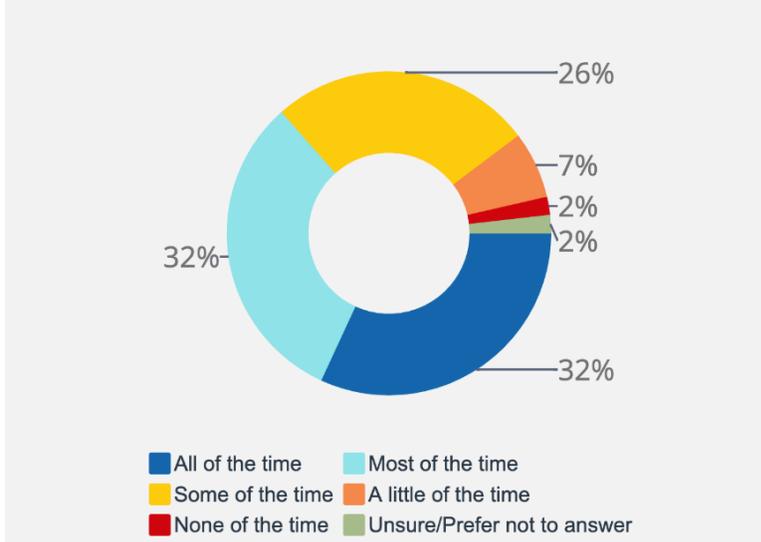
Figure 35. Benefits Received by Survey Respondents

Respondent Could Select All that Apply (n=389)



Getting Enough to Eat

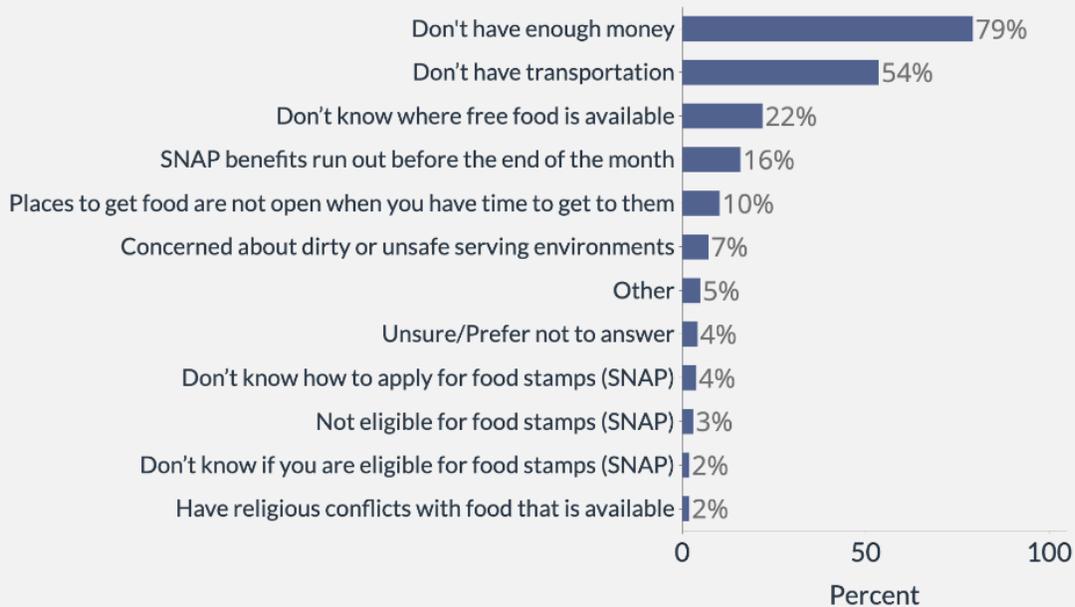
Figure 36. How Often Does Respondent Get Enough to Eat?
(n=389)



Respondents were asked how often they get enough to eat. 32% (n=124) replied “all of the time”, while 9% (n=33) answered “none of the time” or “a little of the time”.

All respondents who did not report getting enough to eat “all of the time” were asked what keeps them from getting enough to eat. The most common reason, offered by

Figure 37. Reasons for Not Getting Enough to Eat
 Respondents Who Did Not Answer "All of the Time" (n=265)



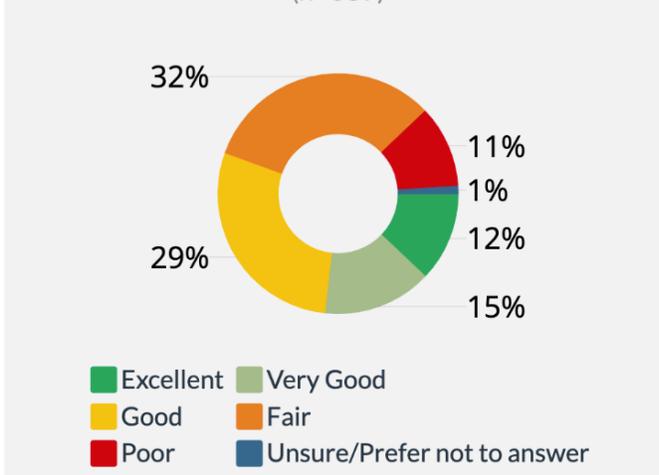
Other Reasons (for not getting enough to eat):

- “Drugs”
- “Debilitated”
- “Small portions”
- “Being homeless”
- “Lack of planning”
- “Just don't want to”
- “Habits, dental issues”
- “Have health issues (diabetes), need to eat healthy”
- “There is always enough food, but I'm a picky eater”
- “Not enough time to wait on long lines”
- “Nowhere to store or prepare food”
- “Too hot to go to a food bank”
- “No place to store food”

79% (n=210) of these respondents, was not having enough money, and the second most frequently identified reason was a lack of transportation.

MEDICAL, DENTAL, AND BEHAVIORAL HEALTH CARE

Figure 38. Respondents' Rating of Their Health
 (n=389)



Respondents were asked to rate their health and the extent to which they are able to meet their health care needs.

5% (n=19) of respondents reported being able to meet their medical care needs “none of the time”. This share rises to 15% (n=60) for behavioral health care, and 28% (n=107) for dental care.

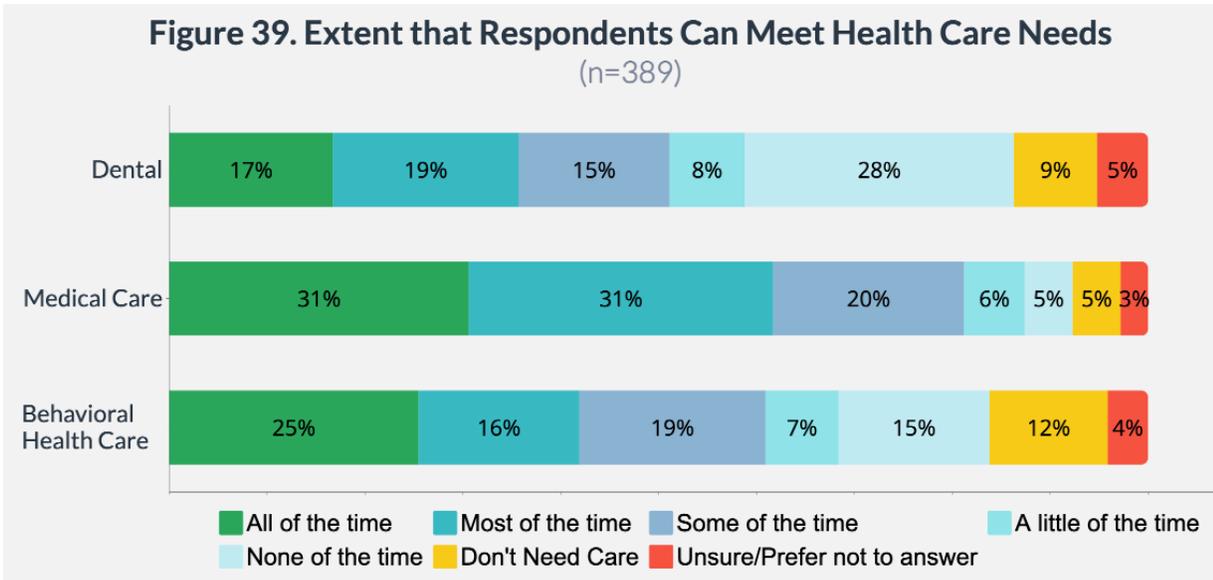


Figure 40. Health Care Needs Service Use and Gaps

Health Care Services in Tucson (n=389)	Used Service in Past 90 Days %	Needed Service in Past 90 Days but Could Not Get %
Medical Care	36%	16%
Dental Care	19%	21%
Sexual Health Care	12%	10%
Vision/Eye Care	12%	15%
Mental or Behavioral Health Services	19%	14%
Substance use services, including treatment or harm reduction	14%	13%
Access to Naloxone or Narcan	17%	10%
Access to medication prescribed to you	21%	8%
Vaccinations	31%	14%

In the same format as the basic needs services discussed above, respondents were provided with a list of services in Tucson related to health care needs, and asked two questions about each:

1) whether they had used the service in the past 90 days, and

2) if they had needed that service in the past 90 days but were unable to get it (at least once).

The most frequently used service was medical care accessed by 36% (n=140) of respondents and the most frequently needed but not accessible service was dental care (21%; n=82).

Figure 41. Sources of Health Care (not including Behavioral Health)
(n=389)

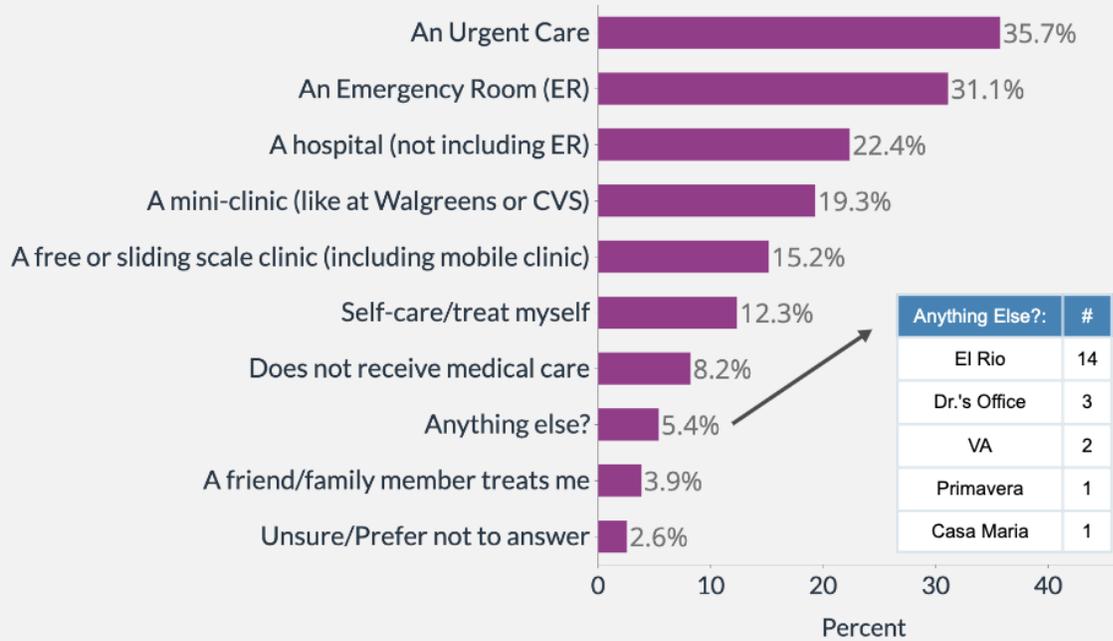


Figure 42. Sources of Dental Care
(n=389)

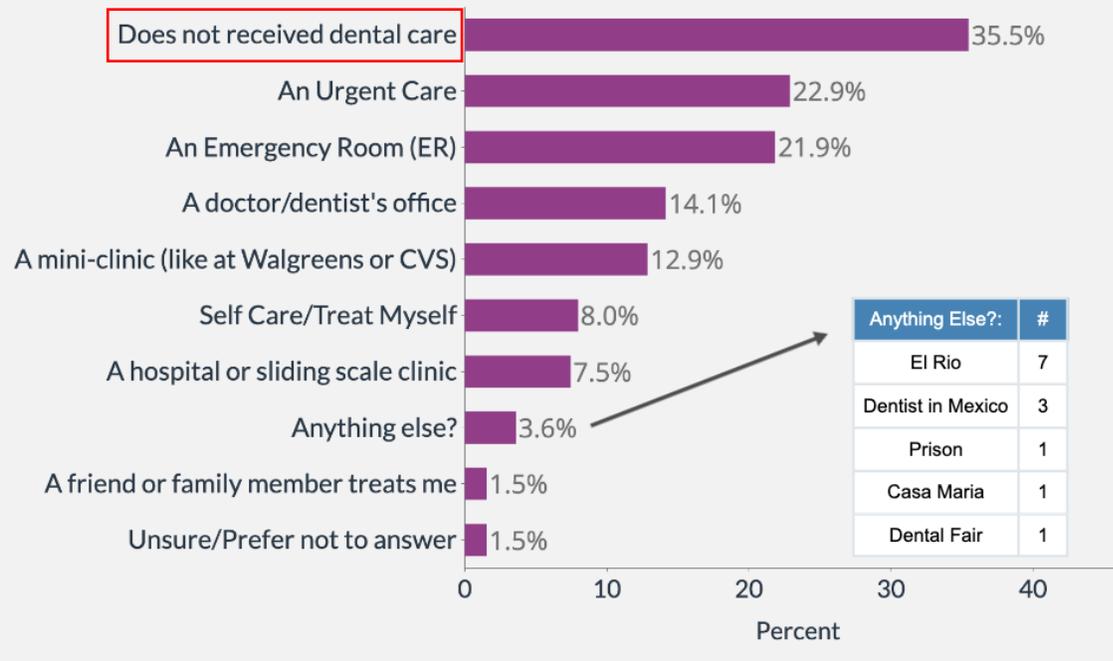
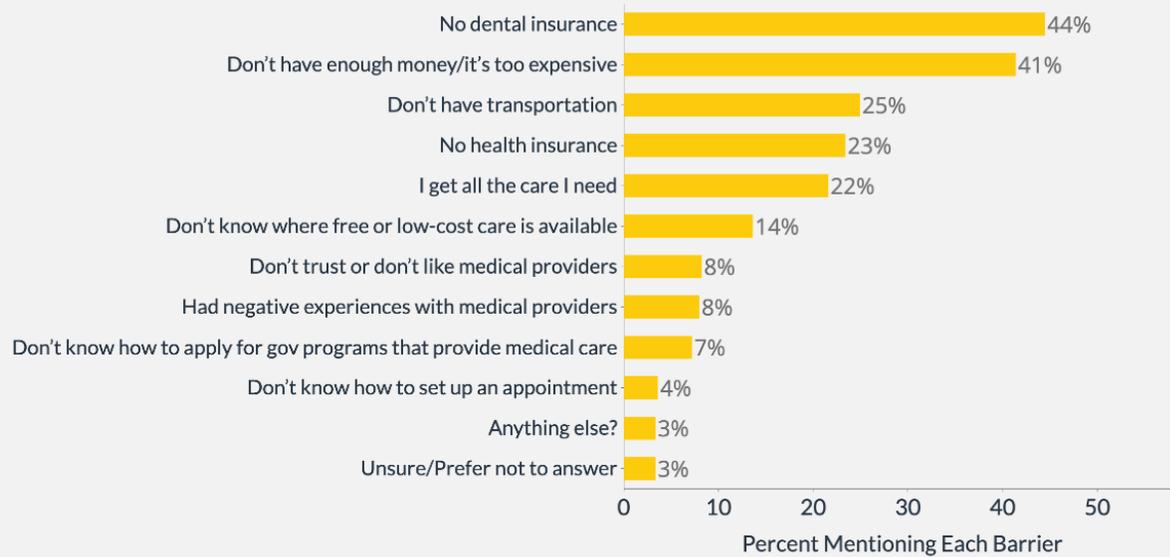


Figure 43. Barriers Preventing Respondent from Getting the Health or Dental Care They Need

Respondent Could Identify Multiple Barriers (n=389)



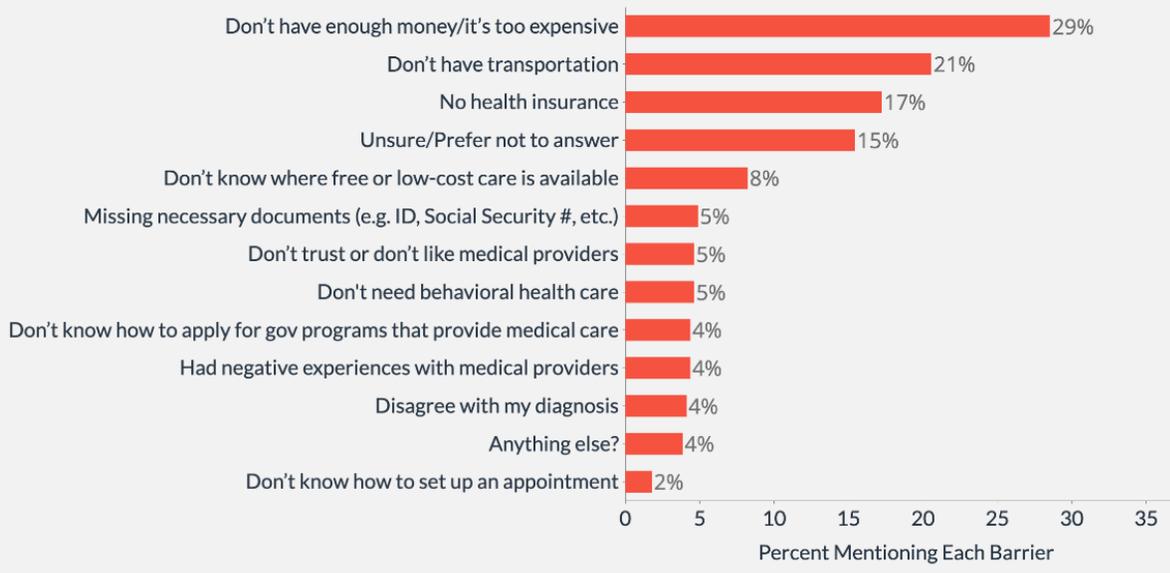
Anything Else?

- “Anxiety”
- “Covid”
- “Drugs”
- “Lack of time”
- “No beds available”
- “Got hit by the bus”
- “No appointments open”
- “Hard to locate services”
- “Limited hours of operation”
- “Don't get sick that much”
- “Won't accept insurance type”
- “I'm on a 7 month waiting list”
- “Not admitting that I need the help”
- “Difficult to get proper help for my diagnosis”
- “Some of the facilities are not very professional”

The top four barriers to accessing the health or dental care that respondents needed were: no dental insurance (44%; n=171), services being too expensive (41%; n=160), lack of transportation (25%; n=97), and not having health insurance (23%; n=90).

Figure 44. Barriers Preventing Respondent from Getting the Behavioral Health Care They Need

Respondent Could Identify Multiple Barriers (n=389)



The three most commonly mentioned barriers to accessing the behavioral/mental health care that respondents needed were: services being too expensive (29%; n=113), lack of transportation (21%; n=82), and a lack of health insurance (17%; n=66).

Housing and Other Needs Service Use and Gaps

Figure 45. Housing & Other Needs Service Use and Gaps

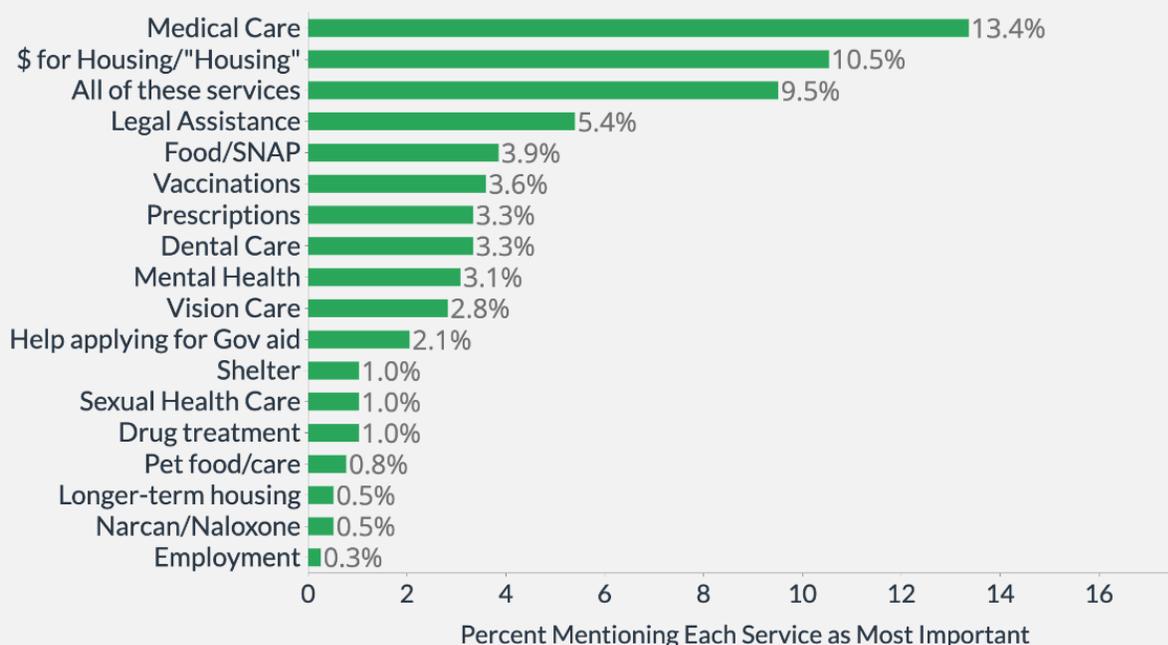
Housing & Other Services in Tucson (n=389)	Used Service in Past 90 Days %	Needed Service in Past 90 Days but Could Not Get %
Financial assistance to get into housing	19%	27%
Short-term shelter or emergency housing	30%	19%
Longer term housing program where you can stay for 6 months or more	12%	25%
Help to apply for government aid, such as social security, foodstamps/SNAP, or Medicaid/AHCCCS	13%	9%
Food or veterinary care for a pet	9%	16%
Help with legal issues	19%	11%

Respondents were asked about their use and need for housing and other types of services in Tucson in the past 90 days.

Short-term shelter or emergency housing were the most commonly used services (30%; n=117). The most commonly needed but not accessed (at least once in the past 90 days) were

Figure 46. Of These Housing & Healthcare Services, Which Are Most Important to You?

Respondents Could List Multiple Services (n = 389)



financial assistance to get into housing (27%; n=105), and longer-term housing programs (25%; n=97). When asked which of the healthcare services (those in Figure 40) and housing and other services (those in Figure 45) mentioned were most important to them, respondents replied that medical care (13%; n=51), financial assistance to get into housing or just “housing” (11%; n=43), and “all of these services” (10%; n=39) were most important to them.

Barriers to Healthcare and Housing Services

Respondents were asked whether they have encountered barriers to accessing these housing and healthcare services. 84% (n=328) answered “no”. This is likely a result of the structure of the survey and interview fatigue. This question is located towards the end of the survey and respondents had already answered 3 previous questions about barriers to accessing services. Of the 18% (n=61) respondents who identified barriers to these services, 13 respondents identified transportation as a barrier, followed by 9 identifying having no money or no job as a barrier, and 5 individuals shared that they didn’t have the information they needed to navigate services. 14 individuals offered unique barriers to them accessing healthcare and housing services (listed below).

Barriers to Housing and Healthcare Services	#
Unique Barriers	14
Transportation	13
No money/No job	9
Need Information to navigate services	5
ID/documents	4
Criminal background	3
Wait times for housing	3
Phone/Communication issues	3
“Myself”	2
Mental health issues	2
No insurance	2
Disability/health issues	2
Being homeless	2

The unique barriers to housing and healthcare services mentioned were:

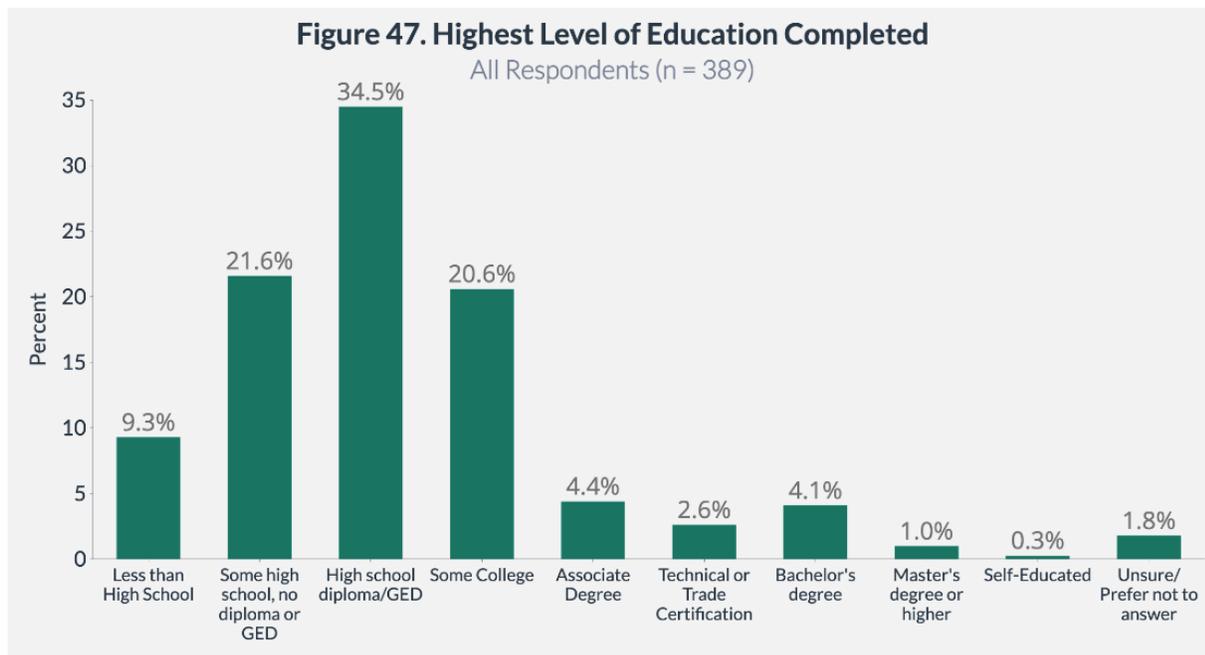
- “clothing & money”
- “Discrimination”
- “Drugs”
- “Immigration”
- “Laziness”
- “My dog....I couldn't keep him because of the housing I'm staying at”
- “Not having safe space for belongings”
- “Op don't help because he doesn't do drugs”
- “Phone numbers to services, nobody answers. Gas prices are high. Sometimes forced to go to my abuser for money”
- “Too hot to go out”

- “Service providers say they have no money”
- “When I call for services I'm put on hold, or tell me to call back later or tell me there are no openings”
- “When you are trying to access services, it is hard to know what you're looking for, feels like they mess with you”
- “Current economic conditions, and my age”

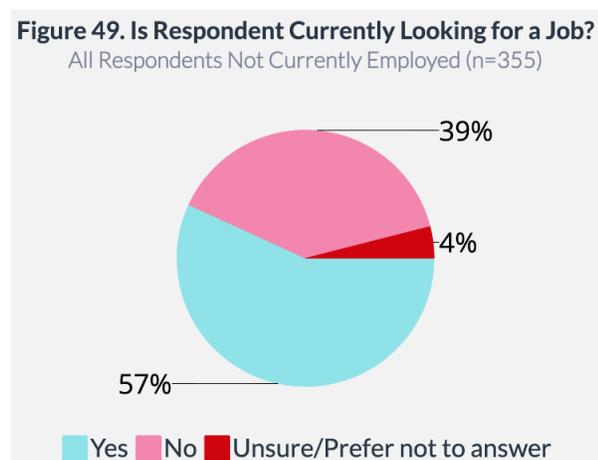
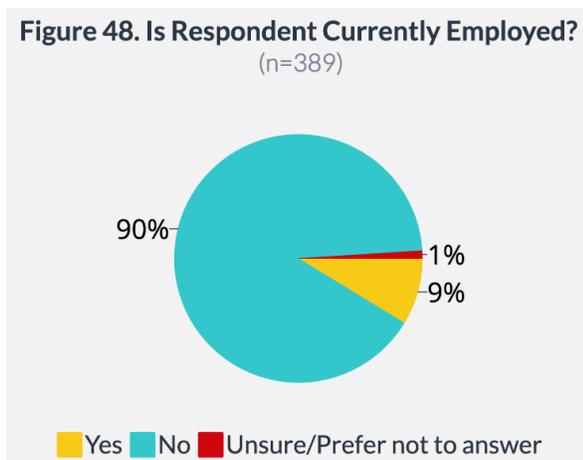
EDUCATION AND EMPLOYMENT ENGAGEMENT GAPS

Figure 47 presents the highest level of education completed for all respondents. 35% (n=134) of respondents have a High School Diploma or GED, and another 21% (n=80) have completed some college. 5.1% (n=20) of all respondents reported that they are currently enrolled in an educational program.





Turning to employment, 9% (n=35) of respondents reported that they are currently employed. Of the 90% (n=355) not currently employed, 57% (n=202) are currently



looking for a job. The 39% (n=139) who were not seeking employment were asked why they are not currently seeking employment. The two most frequently mentioned reasons, both mentioned by 43% (n=60) of respondents, were disability/mental or physical health issues, and that fact that the respondent is currently experiencing homelessness or housing insecurity.

Figure 50. Reasons for Not Seeking Employment

All Respondents Not Currently Seeking Employment (n=139)

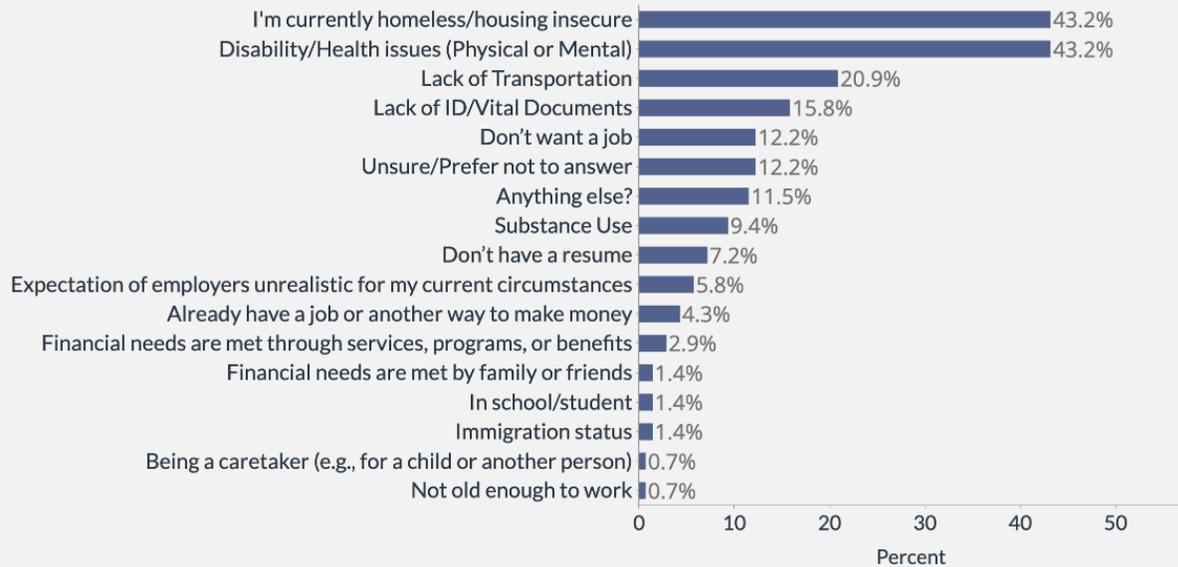


Figure 51. Education and Employment-related Needs Service Use and Gaps

Education & Employment Services in Tucson (n=389)	Used Service in Past 90 Days %	Needed Service in Past 90 Days but Could Not Get %
Help getting documents, such as an ID, birth certificate, or Social Security card	36%	23%
Job Training	11%	14%
Help finding a job, such as resume development	15%	16%
Classes to get a GED or finish high school	6%	12%
Help getting into college	5%	13%
Help getting into a technical or vocational training program	5%	13%
Help with reading	3%	11%
Help scheduling appointments	7%	13%

Respondents were asked about their use and need for education and employment-related services in Tucson in the past 90 days.

The most commonly used service was help getting documents (such as an ID, birth certificate or Social Security card) used by 36% (n=140) of respondents. This same service was also the most commonly needed, but inaccessible according to 23%

(n=90) of respondents. Respondents were asked which of these education and employment-related services were the most important to them. Help getting IDs and vital documents, as well as job training or job search support were both identified by 16% (n=62) of respondents as most important to them.



Figure 52. Of These Education & Employment-related Services, Which Are Most Important?

Respondents Could List Multiple Services (n = 389)

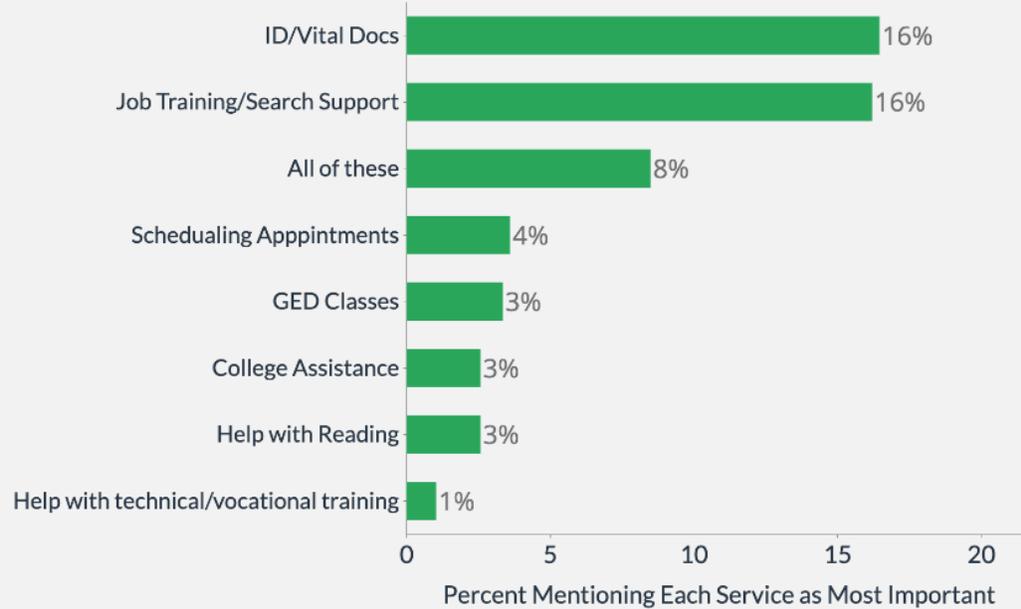
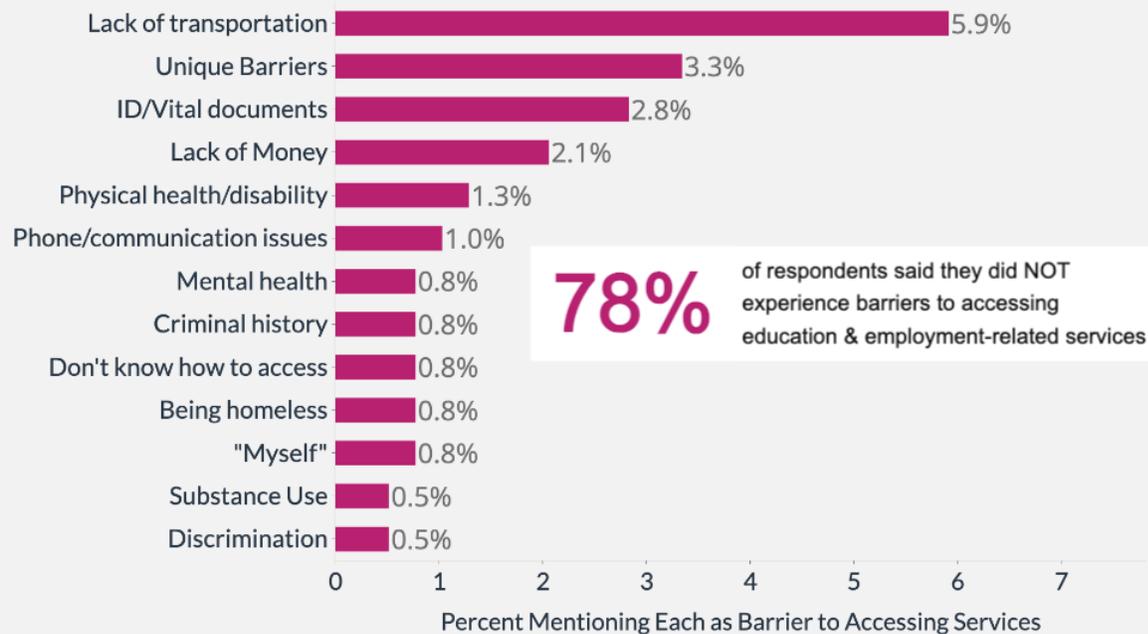


Figure 53. Have you Experienced Barriers to Accessing Education & Employment Services?

If Yes, Respondents Could List Barriers (n = 389)



Unique Barriers to Accessing Education or Employment Services:

- “Gatekeepers”
- “Immigration status”
- “Lack of opportunities and tools”
- “Lazy”
- “My daughter”
- “No sex offenders housing”
- “time”
- “Not knowing where to start or go to get started”
- “No internet, denied when applied, did what was asked and still didn't get it”
- “Not getting a fair shake, with things housing support”
- “It is hard with the effects of the pandemic to get any help”
- “Transportation, having to prove that they are eligible for services, demonstrating that they have issues is hard”.



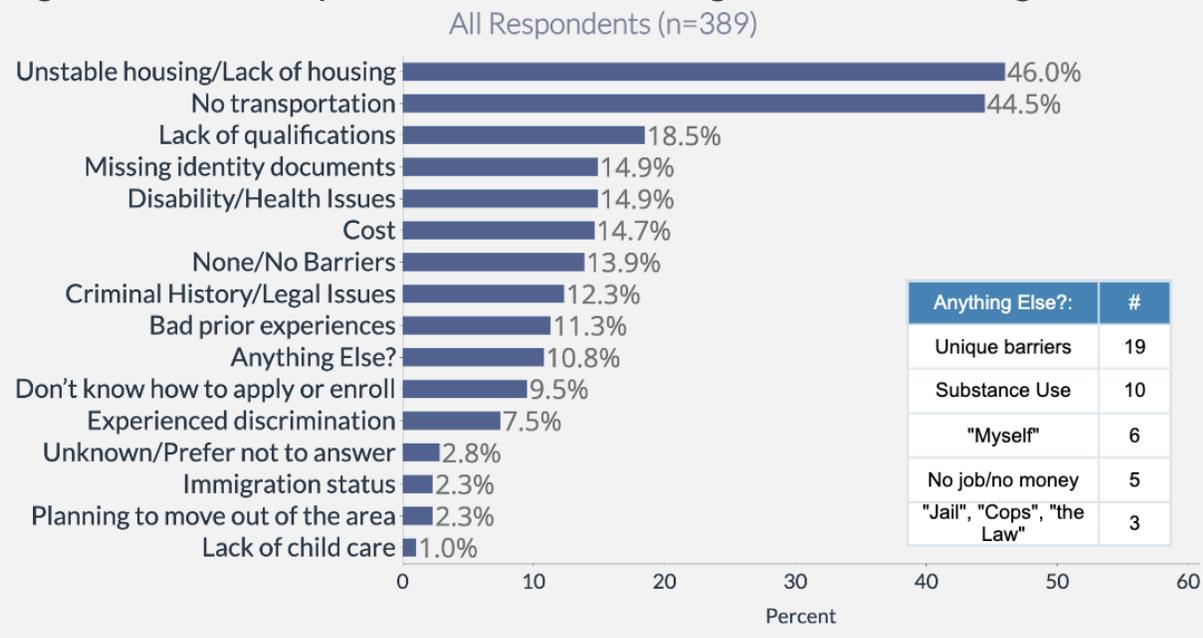
Respondents were asked to identify barriers to accessing these education and employment-related services that they may have experienced. 78% (n=303) of respondents replied that they have not experienced barriers to accessing these services. Of the minority of respondents who identified barriers, lack of transportation, ID or vital documents, and money, were the most frequently identified barriers.

BARRIERS TO GOALS & SUPPORT NETWORKS

Barriers to Goals

Respondents were asked to list anything that they feel prevents them from achieving their goals. Figure 54 summarizes these responses. 46% (n=179) of respondents identified their experiences of homelessness or housing instability as factors preventing them from achieving their goals. Another 45% (n=175) mentioned lack of transportation, another 19% (n=74) identified lack of qualifications, and 15% (n=58) identified missing identity documents as preventing them from achieving their goals.

Figure 54. Factors Respondents Feel are Preventing Them from Acheiving Their Goals



Unique Barriers to Achieving One's Goals:

- "Being new to Tucson"
- "Aging"
- "Getting my kids back"
- "Achieved my goals, had good life"
- "I don't know"
- "My life"
- "Need more follow through"
- "People treat me like shit"
- "Waiting for Social Security"
- "I cannot access child care from my in-laws because then I need to have contact with my abuser"
- "Being so far away from family"
- "Talking to my mom"
- "Haters"
- "I gave up"
- "Lack of confidence"
- "No support"
- "Not motivated"
- "The people judging"
- "Need a little help and money"

Other Services or Unmet Needs

Respondents were also asked whether they had used any other services in the last three months that had not already been discussed, nearly everyone said “no”. This question was towards the end of the survey and some portion of this response may be attributable to interview fatigue. With that caveat in mind, this also suggests that the structure of the survey did a good job asking about the range of services that people experiencing homelessness in Tucson are using. There were eight individuals who mentioned an additional service they used in the past 90 days: reentry services, employment services, a clothing room, the public library, “cleaning stations”, showers at camps and trash pick-up, and two individuals mentioned dental services.

Respondents were also asked whether there were any services, that had not already been discussed, that they needed in the past 90 days but couldn’t get (one or more times).

The most commonly mentioned needs of this nature were **housing-related**: “Permanent housing” “Place to sleep” “Rental assistance” “Housing with my cats” “Help to find housing” “Housing shower” “Housing” “Housing that allows pets. Section 8 voucher” “Housing, need money” “Need help to get place, like paying for deposits” “Eviction prevention”

Second, individuals mentioned multiple services related to **basic needs**: “Bathroom” “Porta Potty” “Shower laundry” “Financial assistance for basic needs” “Clean water” “Clean water and trash pick up in the homeless camps” “Financial assistance”

Multiple individuals mentioned **health-related needs**: “Doctor appointments” “Eye doctor” “Hearing tests” “Medicine, food” “Mental health care” “Mental health/substance abuse support, bounced between services, treatment provider not safe or helpful”

A number of individuals voiced **unique needs** that they could not find services to support: “Custody issues” “Legal help” “Legal service” “Utility assistance” “Bus pass” “I needed help with my dogs” “Social Security” “SNAP, identification, health care” “A new buggy to store belongings” “Information on how to support a whistle blower (personal not corporate)” “Generalized social work. People who can fill in when I can’t brain it. Bureaucratic navigation assistance.”

Other Barriers to Accessing Services

In the closing questions of the survey, respondents were asked if there were any other barriers to their ability to access services (in addition to the barriers they had identified previously):

“My own mental health” “Anxiety and trouble sleeping” “Personal psychological and emotional struggles, nothing else”. “Staying focused, not procrastinating”

“Wait time to get housing” “Waiting lists” “Too many hoops to access services”. “Don’t like shelters, they are not for me, don’t feel safe” “DES said they don’t help with housing”



“No transportation” “Transportation” “Not having transportation”

“Discrimination against homeless” “No permanent address” “Documents I.D.”
“Get judged immediately, this is hard emotionally, was denied services at 7/11. Hard to get a job when you are judged and can’t shower, wear clean clothes.”

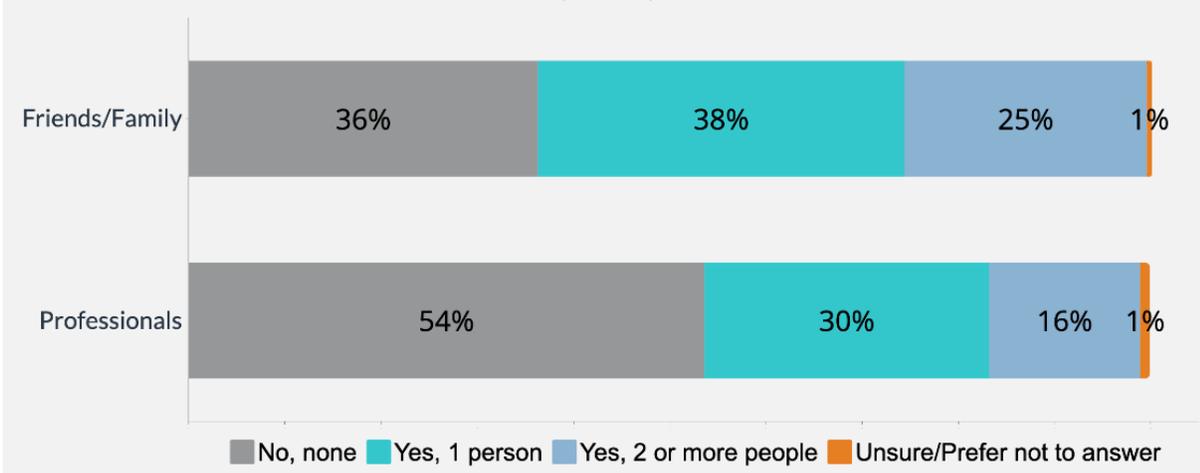
“Not living alone” “Just need a home” “Money and my health and age” “Tried to get paid for taking care of my mom” “Online job searches don’t work”

Support Networks

Respondents were asked if they had friends or family members, or professionals, that they could talk to about important matters or turn to for help. 36% (n=140) said they had no friends or family who could support them in such circumstances. A much larger share 54% (n=210) said they did not have professionals they could turn to for help or to discuss important matters.

Figure 55. Does Respondent Have People They Can Talk to About Important Matters?

(n=389)



FEEDBACK ON HOMELESSNESS SERVICES

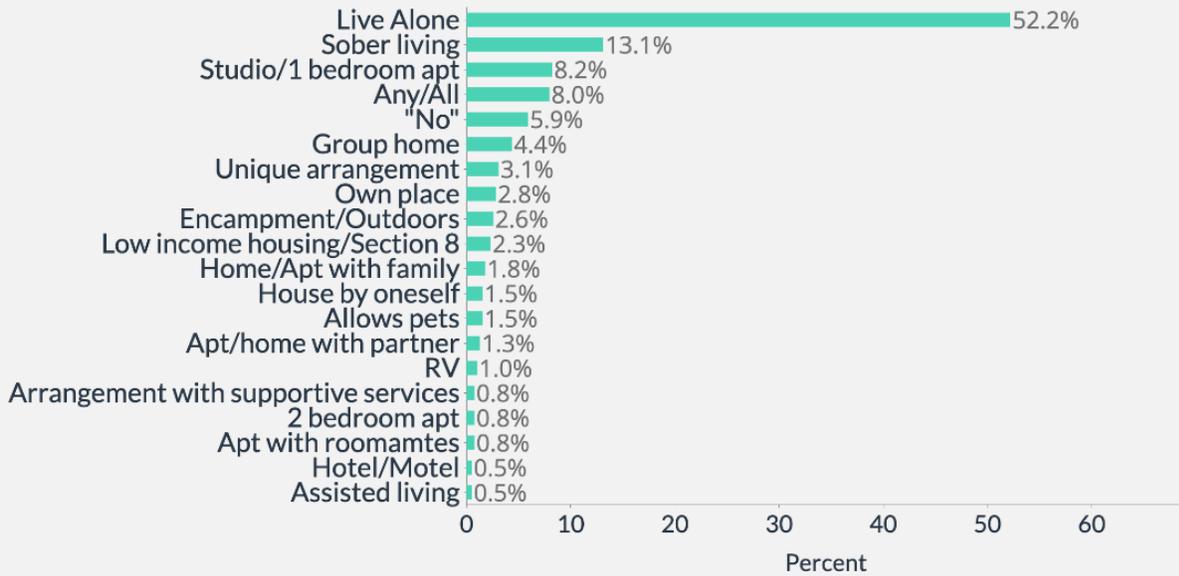
What Type of Housing Would You Be Willing to Live In

Respondents were asked the following question: “[i]n the event that housing was available for you, what type of housing arrangement would you be willing to live in? (e.g. outdoors, encampment, living alone, group home, sober living facility, etc.)”

The most common response to this question (52%; n=202), was that the respondent wanted to “live alone”. And a larger share wanted to live in their own place or with their partner or family. Combining the following responses: live alone, studio/1 bedroom apartment, own place, home/apartment with family, house by oneself, apartment/home with partner, and 2 bedroom apartment results in 69% (n=268) of respondents expressing a preference to live alone or in housing with a partner or family. 13% (n=51) expressed a preference for living in a sober living housing arrangement, and 8% (n=31) responded that they would live in **any** type of housing

Figure 56. What Type of Housing Arrangement Would You Be Willing to Live In?

All Respondents (n=389)



arrangement available. 5.9% (n=23) replied “no” or “none” to this question, and another 2.6% (n=10) expressed a preference to live either in an encampment or outdoors. Combined, this is 8.5% (n=33) of respondents that either prefer unsheltered homelessness as their housing arrangement, or are not willing or interested in entertaining this question. This is potentially an indicator of the legitimate and hard-earned views of mistrust or cynicism about the availability of services held by some people experiencing homelessness.

Best Ways To Communicate Information About Services

Figure 57. Best Ways to Get Information to You About Community Services

All Respondents (n=389)



Survey respondents indicated that the best way to reach them to share information about services was to call them on the phone (57%; n=222), followed by texts (48%; n=187), followed by word of mouth (33%; n=128). Focus group participants stressed the efficacy of word of mouth communication, and many offered an anecdote about how they got connected to a particular service via another person experiencing homelessness letting them know about it. The focus groups themselves contained multiple extended moments of word of mouth communication with participants engaging in mutual support and offering information about various services, often in direct response to an issue voiced by another participant. In particular, it appeared that many of the participants (especially those who were more connected with services and housing at the time of the focus group) were eager to share and try to support other participants currently struggling with various issues.

The second most frequently mentioned good method of communication identified by focus group participants was posting information on the internet, which they can then find through a search engine (e.g. Google). This was offered as an easy way for some of them to get information on services, but many also expressed frustration with particular information about services online either not being available, being outdated, or being inaccurate. Other good means of communication mentioned were: social media, 211, and many mentioned their case managers and service providers as good sources of information on services.

Issues With Phones/Email

While phone calls and texts were identified among survey respondents as the best ways to reach them to communicate information about services, focus group participants shared multiple examples of phone communication being unreliable or breaking down. Many people experiencing homelessness shared that they currently do not have much trouble acquiring a new phone. During multiple trips to encampments to conduct interviews employees from cell phone carriers were observed handing out free phones. The issue is that, for some individuals, phones are frequently lost, stolen, or damaged, often as a direct result of the fact that the individual is experiencing homelessness. Then there are the issues of insufficient data plans and/or trouble keeping phones charged. Multiple focus group participants spoke to the anxiety this creates as many were concerned about missing out on services or housing because a service provider could not reach them on their phone.

The focus group with young adults revealed that, for some of them, communication via email was not an option. These individuals expressed frustration with, or an inability to negotiate, crowded in-boxes and multiple participants identified missed emails as critical to their inability to access particular services. One participant with extensive experience with DCS as a youth shared that DCS does everything via email, so that is now their preferred method of communication (in regards to services).

Accessibility

6.7% (n=26) of respondents reported that they need language interpretation to access services. When asked what language they prefer to receive services in, 93.1% (n=362) said English. 5.1% (n=20) reported that they would prefer to receive services in Spanish. One individual offered they would prefer services in Ebonics, another



preferred Russian, and another preferred either English or Spanish.

Participants in the Spanish-language focus group expressed frustration with information about services often not being available in Spanish. Multiple participants suggested that many of the traditional methods of communication (e.g. pamphlets, social media, internet, YouTube, ads in public places) would work for them, but the information would need to be available in Spanish.

Service Needs Gaps and Barriers

Focus group participants were asked about the types of services or help that they have needed, but have not been able to get. Focus group participants mentioned many different types of services, the frequency of each is provided in Table 1 below (also listed under question #5 in Appendix C). The most frequently mentioned needed-but-inaccessible type of service was longer-term support and assistance following connection to services, especially after being placed in housing. As mentioned in the methodology section, due to the fact that the focus groups participants were recruited primarily through local service providers, people experiencing homelessness or housing insecurity who have engaged with service providers were overrepresented in the focus groups. Some of the focus group participants had long and extensive histories of interactions with service providers. There was strong agreement in nearly all focus groups when the need for more and better aftercare services was mentioned by a participant. Examples of these types of services mentioned were continuing case management following a housing placement, assistance with paperwork, and financial education (for life skills such as budgeting).

The next most frequently mentioned services that focus group participants expressed needing, but not being able to access, were housing and housing assistance, findings consistent with the survey results (see Figure 45). In order of frequency mentioned, participants needed: financial assistance for housing (e.g. rental assistance, security deposits), safe and adequate shelter or housing, long-term housing, and shelter housing options to flee abuse or intimate partner violence. The latter was mentioned most frequently in the focus group of survivors of domestic abuse experiencing homelessness, but not only in this focus group.

The next most frequently mentioned service that participants have needed, but have not been able to get, was transportation. While participants acknowledged that buses are available and currently free of charge, they identified several challenges. Bus availability is limited and buses are often late which can result in missed appointments. Some participants noted that for victims of domestic abuse, the bus can be unsafe. Additionally, buses can be inadequate for transportation to or from medical procedures. One participant mentioned they had to cancel a necessary medical procedure as the agency assisting them could not access adequate transportation.



Table 1. Frequency of Mentions in Focus Groups in Response to Question:
“What types of services or other help do you need, but have not been able to get?”

# of Mentions	Services Needed, but Unable to Obtain
30	Long term support/assistance (e.g. continued case management after being placed in housing, assistance with paperwork, budgeting)
24	Transportation
20	Financial assistance for housing (including rental assistance/security deposit)
18	Safe/adequate shelter/housing
15	Long term housing
14	Shelter/Housing to flee abuse
10	Mental/behavioral health services
10	Dental care
10	Culturally appropriate services
8	Vision care
7	Access to housing service providers with clear understanding of domestic abuse and trauma
6	Bilingual services
5	Storage for belongings
3	Vehicle repair

Focus group participants were asked about barriers to accessing services. The most frequently mentioned barriers are listed in Table 2 below. Again, the focus groups provide some nuances not well captured by the survey instrument. One of the most frequently mentioned barriers was focused on the way that service providers provide assistance. Specifically, a dynamic where participants are referred by service providers and/or case managers to another service or program, but participants did not feel that they had enough information or understanding of the process to actually access the service in practice. Several participants pointed out that when they seek assistance, they are given a generic resource list with limited information and told to contact organizations on their own. Often times the resources do not meet the needs of the participant, the participant does not qualify for the resource, or the resource is no longer available. Overall, many of the participants viewed these lists as a waste of time.

Participants expressed the need for case managers to walk them through the process in a detailed manner, to help them understand the both the steps involved and what they would need in order to access the service in question. One respondent provided detailed examples of the types of support they needed when applying for housing:

“Having a case manager help me fill out a housing application and check for accuracy. This will decrease the likelihood of the application being rejected or sent back to be modified. Then having a case manager assist with the entire process, including checking on the status of the application and obtaining/providing documentation that may be required after submission. If the application is approved, assistance with meeting the requirements to access the housing. If application is denied, assistance

with understanding why it was denied and exploring other options.”

Some participants expressed deep frustration with what feels to them like a series of different hoops to jump through, activities which are difficult to engage in when your day-to-day is dominated by time-consuming activities related to survival. One participant emphasized that being homeless and surviving is “like more than a full-time job”, and expecting someone to be able to pay attention to the details of eligibility requirements in that context can be unrealistic and can feel defeating for the person seeking services.

“It’s difficult to focus on work or school when we are worried about getting basic needs met.”

The next most commonly mentioned barrier was a lack of knowledge of available resources. This was mentioned in various contexts. Some participants expressed that they didn’t even know where to start, in terms of finding out what services are available. A larger number of participants expressed that they would be able to do a much better job of accessing services themselves, if the information they are able to find online or elsewhere was accurate and provided a real understanding of expectations, requirements, and the realities of the processes involved in accessing services (e.g. wait times). Additionally, participants noted that much of the information

Table 2. Frequency of Mentions in Focus Groups in Response to Question
“What kind of things prevent you from getting the services or other help that you need?”

# of Mentions	Barriers to Obtaining Services
21	Service providers only refer but cannot walk us through
21	Lack of knowledge of available resources
16	Lack of safe/efficient transportation
15	Long wait periods
15	Not knowing how to articulate level of need
14	Impact of abuse/PTSD/mental health causes inability to do basic tasks
11	Not knowing how to ask for help
10	Unrealistic system requirements (e.g. DCS won’t return kids until you obtain housing-housing agency won’t provide unit without physical custody of kids)
10	Discrimination/stigma around immigration status-concerned asking for help will get you deported
8	Self-projection (e.g. talk yourself out of trying b/c you probably won’t get it, fear of asking for help)
8	Lack of internet/telephone
6	VISPDAT/Housing assessment flawed in determining level of need (living with an abuser can be classified as “low need” because you technically have housing)
4	Access to ID
3	Personal background disqualifies us from accessing services
3	Physical/medical issues create difficulties in accessing services



on service providers' websites are outdated and often many of the services listed are no longer offered. Multiple participants shared that it had taken them multiple interactions with service providers, case workers, and repeated program enrollments to learn some of the basic jargon case managers use and the actual requirements and expectations of various service providers. They expressed a belief that if they had had this information at the start, or if someone really took the time to explain these details to them in an accessible manner, then they would have avoided some of the complications and issues that resulted in them not being able to access services.

Other barriers to services frequently mentioned were lack of transportation, and the long waiting periods for some services. Participants also stressed the roles that their physical and mental health, and disabilities play impacting their ability to access services. Some participants expressed that traumatic experiences, abuse, and mental health challenges (e.g. ongoing PTSD symptoms) can make it hard to do simple tasks. These challenges are often activated by the stress of homelessness and housing insecurity. This results in a situation where individuals are experiencing a crisis and being asked to do things (things that may seem simple to case workers and service providers) that they really don't have the ability to do at that time. This can result in an inability to access services. Some participants expressed that they really don't feel like some staff at service providers understand this, and further that they sometimes then feel blamed, judged, or responsible for any resulting negative outcomes.

Many focus group participants were comfortable taking responsibility for internal barriers to their accessing services. This included not knowing how to ask for assistance, avoiding asking due to stigma and shame, or not trying based on previous failed attempts to access services or negative assumptions (e.g. I'm not going to receive services anyway, so why try?). Multiple participants also mentioned familiar practical limitations to accessing services such as a lack of IDs, internet access, and reliable phone service.

Recommendations for Services and Program Improvement

Focus group participants were asked, how could services and programs improve to better help folks like yourselves who are experiencing homelessness? Table 3 below summarizes the most frequently provided recommendations. The most common recommendation was to increase the depth and duration of services and case management. In particular, participants expressed a desire for more support with understanding and navigating the processes related to accessing services and housing. Participants recommended having more emergency housing options available (e.g. hotel vouchers) for situations where shelters are either full or inaccessible to particular clients. This need was highlighted by survivors of domestic abuse in their focus group. Participants recalled being forced to remain in abusive homes with their children as no shelter beds were available.

Many participants recommended increasing staffing at service providers to better accommodate the demand for services. In particular, multiple participants expressed deep frustration with their inability to reach a live person on the phone at many service providers. Participants noted that reliable phone availability for people



experiencing homelessness can be limited. Therefore, having to leave a message and wait for a call back to access a live person presents a significant barrier to accessing information about services. One participant in the Spanish-language focus group responded to this question about how services could be improved (directed at service providers),

“Answer the phones, someone to just answer the phones. After hours, they answer and say call back tomorrow. More and better communication.”

Another participant shared that in their experience once you get ahold of someone at a service provider they often redirect you somewhere else. And some participants stressed that this can be difficult emotionally when you are already in a crisis.

Participants also repeatedly expressed a desire for case managers and service provider staff (as well as law enforcement and the public) to treat them with more compassion and provide trauma informed-services. In particular, it was expressed that there is a need for better education about domestic abuse, and a better general understanding of the intensity of the range of experiences that people experiencing homelessness or who grew up in poverty may have encountered or survived. One focus group participant stressed the importance of staff and caseworkers both having lived experience and being from diverse backgrounds themselves. This individual gave the example of how sitting across from a white case manager immediately highlights the reality for them that this individual is not going to be able to fully understand their experience as a person of color. Other participants agreed with this, and shared that when completing the housing assessment, for example, it is helpful to your ability to access services to share the full range of your negative experiences and challenges. However, in the context of an interaction characterized by such social distance these participants often do not feel comfortable opening up to such a person.

Focus group participants were asked,

If you could give the service providers who try to help/support you, such as case managers, housing program staff, etc., one piece of advice about helping people in your situation (e.g. homelessness, unstable housing, in transition) what would that be?

This question prompted passionate responses, that were mostly related to feelings/perceptions of not being treated with respect or compassion by service providers. Participants offered that staff and case workers should make eye contact with them, have more patience, treat them like adults, but also understand that they might not have all the tools/skills they need to negotiate processes. Many participants expressed that staff or providers had been rude to them, discriminated against them, or treated them poorly in various ways. Some participants offered that some service providers needed more training in trauma-informed care and to increase their overall professionalism. Other advice provided included:

“Don't help if you don't care.”



"Beware of judgmental statements such as...If I can do it, you can do it."

"Don't get mad if we are not comfortable talking to you if we don't know you."

"Do not give false hope."

Table 3. Frequency of Mentions in Focus Groups in Response to Question
"How could services and programs improve to better help folks like yourselves who are experiencing homelessness?"

# of Mentions	Recommendations/Advice for Service Providers
27	Provide more detailed and longer-term assistance (e.g. walking us through application process, provide life skills classes, continue working with us after we secure housing to increase retention)
20	More domestic abuse education for public, law enforcement, and service providers
20	More emergency housing services including hotel vouchers when shelter is full
20	Have a live person answering the phone-many folks do not have reliable phones/internet access.
20	Keep in mind that most of us did not learn adult tasks from our parents-we need more guidance
7	More assistance for transitional aged youth
6	Assume gender neutrality when working with clients

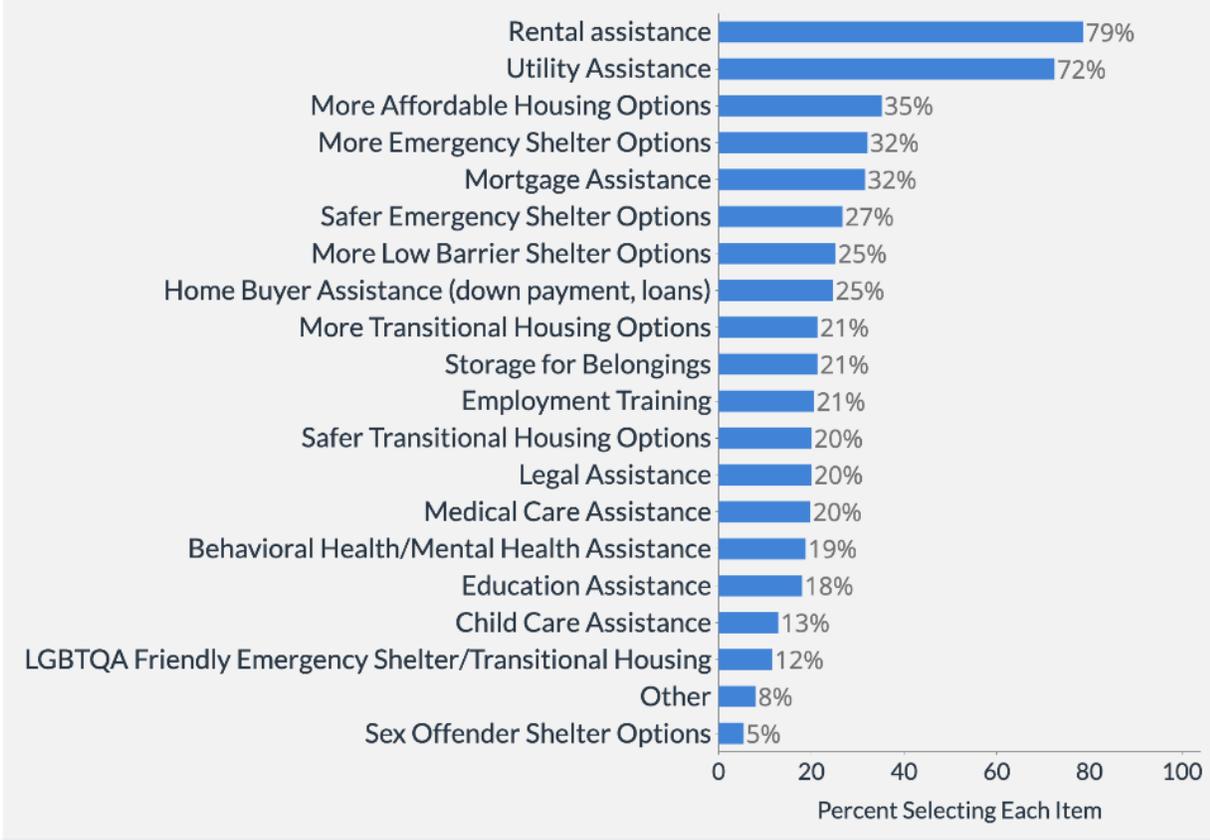
In addition to not feeling like many staff or case managers really understood them or what they are going through as people experiencing homelessness, multiple participants expressed frustration with a lack of knowledge and training frequently exhibited by program staff. Some described experiences of watching a caseworker struggling to provide basic information, or providing guidance that they knew was inaccurate. These experiences were described as frustrating and demoralizing. Participants recommended both more staff and better training to address this.

At the close of the survey the last question was, "what do you think are the most important things that could be done locally to support you with your housing needs and other needs in the long term?". The proportions of respondents that selected each option is provided in Figure 58. The top two suggestions were rental assistance, selected by 79% (n=307) of respondents, and utility assistance (72%; n=280). The next most frequently selected option was "more affordable housing options" (35%; n=136.).



Figure 58. What are the most important things that could be done locally to support you with your housing needs and other needs in the long term?

Respondent Could Select All that Apply (n=389)



Other:

- “A friend”
- “Being nice”
- “Family house”
- “Identification”
- “Transportation”
- “Budgeting help”
- “More interviews”
- “Street outreach”
- “Drug use treatment”
- “Homeless convention”
- “More walk-in centers”
- “More Street outreach”
- “Tucson does a good job, if you need services you can get it”
- “Ban landlords, nationalize all land and residential structures”
- “Quicker turnaround for housing assessments”
- “Daily life coach, support connection to services”
- “Info on shelters, drivers license would be huge”
- “Housing for people with medical issues”
- “Being kind and gentle with one another”
- “More communication in the community”
- “Housing that is available 24 hours”
- “More low barrier housing options”
- “Keep the housing list up to date”
- “More money to help”
- “Take expensive high-rise buildings and rent them to low income people at reasonable rent”
- “Police reform, city should not bulldoze camps, people calling cops because of the way we look”
- “People need a place to go. Government should give people what they need, education is important”

Focus group participants were asked how could services and programs improve to prevent folks like yourselves from becoming homeless. Table 4 summarizes the most frequent responses to this question.

Table 4. Frequency of Mentions in Focus Groups in Response to Question:
“How could services and programs improve to prevent folks like yourselves from becoming homeless?”

# of Mentions	Homelessness Prevention Recommendations
24	Long term case management/support
23	Increase prevention services (e.g. DV classes, comprehensive sex ed in schools, Child Welfare, Family Support, Financial Literacy)
23	Less referrals, more hands-on assistance
21	Physical improvements of short/long term housing (e.g. many shelters have bugs, mold; many voucher placements are in dangerous neighborhoods with drug use)
20	Increased community outreach
20	Immediate/emergency financial resources (not waiting until you are about to be evicted to support)
18	Expand short/long term domestic abuse services
18	Hotel vouchers when shelters are full
6	Child protection for LGBTQ youth
3	Child support enforcement

“Provide protection for LGBTQ youth including supportive services, so they can have better outcomes.”

“We need more people [service providers] to assist with paperwork.”

“We need programs where people feel safe.”

“Lack of housing causes me to be emotional, depressed. I come from a family of drugs and abuse and I’m scared that I’ll have to go back to that. ”

The interviewees with lived experience who conducted the majority of our surveys were invited to contribute their recommendations to this report. The feedback from the two interviewees who wanted to share are provided in full below:

When you have folks who cannot take care of, or make decisions for, themselves, why are we letting them stay on the street? If you care about people, you need to take them off the streets. You never know when they are going to snap completely. These are people who are still alive and need help. Taking them off the street will benefit them and society.

We need to continue to do this work but as a community service. The city needs a much bigger program to provide outreach and case management in the community. This needs to be continuous, not just a one-time thing.



APPENDIX A: CITY OF TUCSON NEEDS ASSESSMENT OF ADULTS EXPERIENCING HOMELESSNESS SURVEYS

SURVEYOR: Please complete the Pre-Survey questions before you start the Survey Eligibility Screen.

Date Completed (Month and Date MM/DD):

2. Location of Survey (check one)

- Streets
- Rec Center
- Jobs Program
- Outreach
- Drop-In Program
- School
- Education Program
- Shelter
- Housing Program
- Library
- Other (please specify) _____

3. Interviewer/Surveyor Name *[SURVEYOR: This is your name or initials, NOT the name of the person being interviewed]*

4. Have you met this person before?

- Yes
- No
- Maybe

Hi, I'm _____. *[SURVEYOR: You can revise this intro if you already know the individual]* I'm working with the University of Arizona on a survey for people who are currently or have recently experienced homelessness or unstable housing. We are looking for feedback about the kinds of services and programs that are needed here in Tucson. Have you completed this survey with anyone yet? *[SURVEYOR: If "Yes", thank them for completing the survey already. If "No", proceed with screening questions.]*

- Yes
- No
- Unsure



We are conducting a survey with folks experiencing housing insecurity. This survey is completely voluntary. I have a few screening questions to see if you are eligible to complete the survey. Can I ask you the survey eligibility questions? *[If “No”, thank them for their time and end the interview. If “Yes”, proceed with screening questions.]*

- Yes
- No

1. Have you doubled up or stayed overnight with friends, relatives, or someone you didn't know well because you didn't have a regular, adequate, and safe place to stay at night within the last year?

- Yes
- No
- Unsure
- Prefer not to answer

2. Have you stayed overnight in a car, park, public place, abandoned building, bus or train station, airport, or a similar place because you didn't have a regular, adequate, and safe place to sleep within the last year?

- Yes
- No
- Unsure
- Prefer not to answer

3. Have you stayed in a motel or hotel that was paid for by an agency or someone else because you had nowhere else to sleep within the last year?

- Yes
- No
- Unsure
- Prefer not to answer

4. Within the last year, have you stayed in....

	Yes	No	Unsure	Prefer not to answer
a) A short-term, shelter, or crisis facility	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b) Transitional Housing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



c) Rapid rehousing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d) Permanent Supportive Housing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e) Homeless Prevention Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f) Receives housing assistance but unsure of type	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

[If respondent answers “Yes” to at least one of the eligibility questions, proceed with the survey. If respondent answers “No” to all eligibility questions, say “Unfortunately you’re not eligible to take this survey, but I thank you for taking the time to talk with me.]

Survey Introduction: Thank you for sharing that information. You are eligible to take the survey and once we complete it, you’ll get \$40 in cash for your participation. This survey is confidential and your identifying information will not be shared with anyone other than those working directly on this project. The only exception is that we, the interviewers, are mandatory reporters. This means we keep your information confidential unless you report harm to self, others, or child abuse. Do you have any questions? Are you willing to take the survey?

[SURVEYOR: If YES, continue the survey. If NO, say, “Thank you for your time.”]

- Yes
- No

Thank you for agreeing to participate in this survey. We’d like to make sure we only do one survey with each person. To do that, we’re creating a unique survey ID using your initials and birth date. This information is confidential, will not be shared with anyone, and will only be used to remove any duplicate surveys.

1. What is your first initial; middle initial; last initial?

- First Initial _____
- Middle Initial _____
- Last Initial _____

2. What is your DOB (MM/DD/YYYY)?

- Month _____
- Day _____
- Year _____

I'd like to share some information before we begin. Completing this survey is voluntary. If you do not want to answer certain questions, you do not have to. If you decide not to participate in this survey at any time, it will have no effect on services you receive now or in the future. Your answers do not need to be completely accurate, your best guess is fine. You can skip any question that you don't want to answer. Do you have any questions before we begin?

SURVEYOR [Read]: First, I have some questions about your current living situation. I'm going to read you a question with answer choices. Please answer "yes" to all that apply to you. Are you homeless with.....*[SURVEYOR: Read the list and check that apply. Use prompts as needed]*

- Family member *[PROMPT: such as your children, siblings, or parents]*
- Chosen family
- Non-family members
- Significant other *[PROMPT: such as with a boyfriend, girlfriend, partner, or spouse.]*
- A pet
- Alone
- Unsure *[DO NOT READ]*
- Prefer not to answer *[DO NOT READ]*

2. Are you pregnant or have children? *[SURVEYOR: Listen and check all that apply.]*

- Yes, pregnant
- Yes, have children
- No
- Prefer Not to Respond *[DO NOT READ]*
- I don't know *[DO NOT READ]*

3. How old were you the first time you became homeless? *[SURVEYOR: If the respondent doesn't know, or prefers not to answer enter DK or PNR]*

4. How many times have you been homeless in your life, including this time? *[SURVEYOR: If the respondent doesn't know, or prefers not to answer enter DK or PNA.]*

5. How long have you been homeless this time? *[PROMPT: that is, continuously homeless since your last stable housing situation]. [SURVEYOR: Listen and check one. Read options if needed.]*

- Less than 1 month
- 1-2 months
- 3-4 months
- 5-6 months
- 7 months to 1 year
- More than 1 year



- Unsure [DO NOT READ]
- Prefer not to respond [DO NOT READ]

6. What are the main reasons you became homeless? [SURVEYOR: Listen and check all that apply.] [Prompt with options as needed. Verify with the individual the options you have checked.]

- Kicked out of house
- Left on own (ran away, disagreed with rules)
- Eviction
- Family member or person in home died
- Had problems with child welfare system, therefore unable to remain in home
- Aged out or opted out of child welfare (DCS)
- Released from jail or prison with nowhere to go
- Exited from a transitional or supportive housing program with nowhere to go
- Exited substance abuse or mental health treatment with nowhere to go
- Didn't feel safe at home
- Family couldn't support them financially
- Couldn't support themselves financially
- Experienced physical abuse
- Experienced sexual abuse
- Experience verbal abuse
- Rejected by family because of sexual orientation
- Rejected by family because of gender identity
- Alcohol or drug use by a family member
- Mental or physical health issues with a family member
- Their alcohol or drug use
- Their mental health
- Other (specify) _____
- Preferred not to answer
- Unsure

7a. We would like to hear your story about how you came to experience homelessness. We have the option to record audio of your story. This recording will never be publicly available and will be deleted following data analysis. If you are not comfortable with being recorded, this is not a problem, instead we will take down notes on your experience. Are you comfortable with us recording your answer?

- Yes, respondent is comfortable being recorded
- No, prefer not be recorded
- Prefer not to answer



7b. In a few words, how would you explain your story about how you came to experience homelessness? We can record you for up to 10 minutes. [PROMPT: major life events, personal characteristics, etc.] [SURVEYOR: Tap the ||| icon or square icon on your tablet to find the Voice Recorder app. Use the Voice Recorder app to record and save the respondent's answer, then upload their response here.]

7c. In a few words, how would you explain your story about how you came to experience homelessness? [PROMPT: major life events, personal characteristics, etc.] [SURVEYOR: Do your best to capture the major points of the respondent's story.]

8. Have you stayed in emergency shelters in the past? [SURVEYOR: This can include non-congregate shelters, congregate shelters, and hotel voucher programs]

- Yes
- No
- Unsure
- Prefer not to answer

9. If yes, how many times have you stayed in an emergency shelter in the past year?

- 1
- 2
- 3
- 4
- 5 or more (Please enter approximate # of times)

-
- Unsure
 - Prefer not to answer

10. In the past year, have you stayed in a housing program that offered rental assistance or supportive services? If yes, how many times in the past year?

- Yes (please enter # of times) _____
- No
- Unsure
- Prefer not to answer

11. If yes, how would you describe those experiences? [PROMPT: positive, negative,]



12. What barriers prevent you from having stable or permanent housing? [SURVEYOR: Listen and check all that apply. *[Prompt with options as needed. Verify with the individual the options you have checked.]*]

- No steady income
- Income too low
- Can't find place to rent
- No or bad rental history, so no one will rent to me
- On waiting list for housing
- Don't like living with or don't get along with others
- Unable to live independently (elderly, disabled)
- Housing won't allow pets
- Not old enough to rent
- No legal ID needed to rent a place
- Family doesn't have stable housing
- Don't like rules of housing program
- Legal History/Issues
- Other _____
- Unsure
- Prefer not to answer

13a. This next question is open ended and we have set aside 5 minutes for you to answer. Since we want to make sure we capture your complete answer, would be willing to allow us to record your response to this question?

- Yes [SURVEYOR: Turn on recording app before reading next question]
- No

13b. Thinking about what you would like your life to look like, what would you need for you to get there? You have up to 5 minutes to respond. [SURVEYOR: Tap the ||| icon or square icon on your tablet to find the Voice Recorder app. Use the Voice Recorder app to record and save the respondent's answer, then upload their response here.]

13c. Thinking about what you would like your life to look like, what would you need for you to get there?

14. Please list any concerns you may have about your current living situation. You may list more than one concern. [SURVEYOR: Listen and check all that apply.]

-
- Don't know the people around you
 - The location is far, for example, not close to where you work or go to school
 - Not close to grocery store, public transit, and hospital/urgent care
 - Poor housing conditions
 - Housing is not secure (no locks, broken windows, etc.)



- People stealing or taking whatever they want
- Fights, violence, or fear of injury
- Drinking or drugs in your living situation
- Can be kicked out at any time
- Gangs or drug dealers in the area
- Fear of being sexually assaulted
- Fear of being forced into prostitution or sex trafficked
- Fear of harassment from law enforcement
- Fear of harassment from local residents and/or businesses
- Fear of harassment from landlord/property management staff
- Fear of harassment from housing provider/program staff
- Fear of being arrested for trespassing
- Fear of being killed
- Anything else? _____
- Unsure [DO NOT READ]
- Prefer not to answer [DO NOT READ]

15. How often are you able to get enough to eat? [SURVEYOR; Read all options and check]

- All of the time
- Most of the time
- Some of the time
- A little of the time
- None of the time
- Unsure [DO NOT READ]
- Prefer not to answer [DO NOT READ]

16. What keeps you from getting enough to eat? You may list more than one reason.
[SURVEYOR: Listen and check all that apply.]

- Don't have enough money
- Don't have transportation
- Don't know where free food is available
- Don't know how to apply for food stamps (SNAP).
- Not eligible for food stamps (SNAP).
- Don't know if you are eligible for food stamps (SNAP).
- SNAP benefits run out before the end of the month.
- Places to get food are not open when you have time to get to them.
- Concerned about dirty or unsafe serving environments
- Have religious conflicts with food that is available
- Other (please specify) _____
- Unsure [DO NOT READ]
- Prefer not to answer [DO NOT READ]



17. How would you rate your health? *[SURVEYOR: Read each option and check one]*

- Excellent
- Very Good
- Good
- Fair
- Poor
- Unsure *[DO NOT READ]*
- Prefer not to answer *[DO NOT READ]*

18. From where do you get medical care? You may list more than one... *[SURVEYOR: Listen and check all that apply.]*

- A mini-clinic (like at Walgreens or CVS)
- An Urgent Care
- An Emergency Room (ER)
- A hospital (not including ER)
- A free or sliding scale clinic (including mobile clinic)
- A friend/family member treats me
- Self-care/treat myself
- Anything else? _____
- Does not receive medical care
- Unsure *[DO NOT READ]*
- Prefer not to answer *[DO NOT READ]*

19. When you need medical care, not including mental/behavioral health, how often are you able to get it? *[SURVEYOR: Read list and check one.]*

- All the time
- Most of the time
- Some of the time
- A little of the time
- None of the time
- You don't need medical care
- Unsure *[DO NOT READ]*
- Prefer not to answer *[DO NOT READ]*

20. From where do you get dental care? You may list more than one... *[SURVEYOR: listen and check all that apply.]*

- A mini-clinic (like at Walgreens or CVS)
- An Urgent Care
- An Emergency Room (ER)
- A doctor/dentist's office
- A hospital or sliding scale clinic (including mobile clinic)



- A friend or family member treats me
- Self Care/Treat Myself
- Anything else? _____
- Does not received dental care
- Unsure [DO NOT READ]
- Prefer not to answer [DO NOT READ]

21. How often are you able to get the dental care you need? [SURVEYOR: Read each option and check one]

- All the time
- Most of the time
- Some of the time
- A little of the time
- None of the time
- You don't need dental care
- Unknown [DO NOT READ]
- Prefer not to answer [DO NOT READ]

22. What keeps you from getting the medical or dental care that you need? I'll read you a list of answer choices. Please tell me "yes" for all that are true for you. [SURVEYOR: Read list and check all that apply.]

- No health insurance
- No dental insurance
- Don't have enough money/it's too expensive
- Don't have transportation
- Don't know where free or low-cost care is available
- Don't know how to apply for government programs that provide medical care
- Don't know how to set up an appointment
- Don't trust or don't like medical providers
- Had negative experiences with medical providers
- Anything else? _____
- I get all the care I need
- Unsure [DO NOT READ]
- Prefer not to answer [DO NOT READ]

23. When you need mental or behavioral health care, including any substance abuse treatment, how often are you able to get it? [SURVEYOR: Read list and check all that apply]

- All the time
- Most of the time
- Some of the time



- A little of the time
- None of the time
- You don't need mental or behavioral health care
- Unsure *[DO NOT READ]*
- Prefer not to answer *[DO NOT READ]*

24. What keeps you from getting the mental or behavioral health care that you need? You may state more than one reason. *[SURVEYOR: Listen and check all that apply.]*

- No health insurance
- Don't have enough money/it's too expensive
- Don't have transportation
- Don't know where free or low-cost care is available
- Don't know how to apply for government programs that provide medical care
- Don't know how to set up an appointment
- Don't trust or don't like medical providers
- Had negative experiences with medical providers
- Disagree with my diagnosis
- Missing necessary documents (e.g. ID, Social Security #, etc.)
- Anything else? _____
- Unsure *[DO NOT READ]*
- Prefer not to answer *[DO NOT READ]*

25. Are you currently employed?

- Yes
- No
- Unsure
- Prefer not to answer

26. Are you currently looking for a job?

- Yes
- No
- Unsure
- Prefer not to answer

27. What are reasons you are not seeking employment at this time? You may state more than one reason. *[SURVEYOR: Listen and check all that apply]*

- Already have a job or another way to make money
- I'm currently homeless/housing insecure
- Lack of ID/Vital Documents



- Lack of Transportation
- Expectation of employers unrealistic for my current circumstances
- Financial needs are met through services, programs, or benefits
- Financial needs are met by family or friends
- In school/student
- Being a caretaker (e.g., for a child or another person)
- Immigration status
- Not old enough to work
- Don't have a resume
- Don't want a job
- Disability/Health issues (Physical or Mental)
- Substance Use
- Anything else? _____
- Unsure [*DO NOT READ*]
- Prefer not to answer [*DO NOT READ*]

28. What is the highest level of education you have completed? [*SURVEYOR: Listen and check one*]

- Less than High School
- Some high school, no diploma or GED
- High school diploma/GED
- Some College
- Associate Degree
- Technical or Trade Certification
- Bachelor's degree
- Master's degree or higher
- Self-Educated
- Unsure
- Prefer not to answer

29. Are you currently enrolled in an education program?

- Yes
- No
- Unsure
- Prefer not to answer

30. Please list anything you feel keeps you from achieving your goals. You may list more than one. [*SURVEYOR: Listen and check all that apply*]

- Don't know how to apply or enroll
- No transportation
- Unstable housing/Lack of housing



- Lack of qualifications
- Missing identity documents
- Immigration status
- Experienced discrimination
- Disability/Health Issues
- Cost
- Criminal History/Legal Issues
- Lack of child care
- Planning to move out of the area
- Bad prior experiences
- Anything Else? _____
- None/No Barriers *[DO NOT READ. Check only if no barriers are given.]*
- Unknown *[DO NOT READ]*
- Prefer not to answer *[DO NOT READ]*

31. Please list of ways you may have earned income in the past 30 days. You may list more than one... *[SURVEYOR: Listen and check all that apply.]*

- A full-time paying job
- Day labor (hired day-by-day)
- Money from odd or non-traditional jobs
- Money from family or friends
- Money from Homeless Work Program
- Money from Gambling
- Asking for money on the streets
- Busking or street performing
- Selling Food Stamps or SNAP
- Selling personal belongings
- Selling things made or found
- Selling drugs or weapons
- Stealing or selling stolen items
- Title or payday loans
- Paid sex work or escort work
- Anything Else? _____
- No sources of income *[DO NOT READ. Check only if no income sources are given.]*
- Unsure *[DO NOT READ]*
- Prefer not to answer *[DO NOT READ]*

32. Please list any public benefits you receive, such as food stamps, unemployment, etc. You may list more than one...*[SURVEYOR: Listen and check all that apply. If they don't receive benefits, mark "no benefits"]*

- SSI or SSDI



- DES Cash Assistance
- DCS Subsidy
- Adoption Subsidy/Assistance
- Medicaid/AHCCCS
- Unemployment Benefits
- Food Stamps/SNAP
- WIC
- Free or reduced price school lunch
- Worker's Compensation
- Child Support/Spousal Maintenance
- Veteran's benefits
- Anything Else? _____
- No benefits [DO NOT READ. Check only if respondent reports receiving no benefits.]
- Unsure [DO NOT READ]
- Prefer not to answer [DO NOT READ]

33. On average, what is your monthly income, including any benefits?

34. Now I'm going to read a list of services. Please tell me if you have received any of these free or low-cost services related to basic needs in the past 90 days or three months. Also, please tell me if you needed the service in the past 90 days, but one or more times couldn't get it. [SURVEYOR: Be sure to ask question from both columns]

	Have you used this service in past 90 days?	Have you needed this service in past 90 days, but one or more times couldn't get it?	No	Unsure	Prefer not answer
a) Meals at community places	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Food, such as food boxes, snack packs, groceries	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



c) Transportation, such as a bus pass	<input type="checkbox"/>				
d) Laundry facilities	<input type="checkbox"/>				
e) Clothing items	<input type="checkbox"/>				
f) Message/mail /phone services	<input type="checkbox"/>				
g) Shower and bathroom facilities	<input type="checkbox"/>				
h) Toiletries such as shampoo or toothbrush	<input type="checkbox"/>				
i) Feminine hygiene products	<input type="checkbox"/>				
j) Child Care for minor children	<input type="checkbox"/>				
k) Money to leave town	<input type="checkbox"/>				

35. Of the services I just asked you about, which are the most important to you?

36. Of the services I just asked you about, have you experienced barriers to accessing these services? If so, what prevented you from accessing these services?

37. Please tell me if you have received any of these free or low-cost services related to employment and education in the past 90 days. Also, please tell me if you needed the service the past 90 days, but one or more times couldn't get it. *[SURVEYOR: Be sure to ask the question from both columns.]*



	Used in the past 90 days?	Needed in past 90 days one or more times but couldn't get it?	No	Unsure	Prefer Not to Answer [DO NOT READ]
a) Help getting documents, such as an ID, birth certificate, or Social Security card	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Job Training	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) Help finding a job, such as resume development	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) Classes to get a GED or finish high school	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e) Help getting into college	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f) Help getting into a technical or vocational training program	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g) Help with reading	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h) Help scheduling appointments	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

38. Of the services I just asked you about, which are the most important to you?

39. Of the services I just asked about, have you experienced barriers to accessing these services? If so, what prevented you from accessing these services?



40. Please tell me if you have received any of these free or low-cost services related to housing and healthcare in the past 90 days. Also, please tell me if you needed the service in the past 90 days, but one or more times couldn't get it. [SURVEYOR: Be sure to ask the question from both columns.]

	Used this service in the past 90 days?	Needed in the past 90 days, but couldn't get	No	Unsure	Prefer not to answer
a) Financial assistance to get into housing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Short-term shelter or emergency housing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) Longer term housing program where you can stay for 6 months or more	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) Medical Care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e) Dental Care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f) Sexual Health Care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g) Vision/Eye Care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h) Mental or Behavioral Health Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i) Substance use services, including treatment or harm reduction (needle exchange, etc)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
j) Access to Naloxone or Narcan	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
k) Help to apply for government aid, such as social security, foodstamps/SNAP, or Medicaid/AHCCCS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
l) Food or veterinary care for a pet	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
m) Help with legal issues	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
n) Access to medication prescribed to you (e.g. insulin, MH/BH related meds)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
o) Vaccinations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



41. Of the services I just asked you about, which are the most important to you?

42. Are there any other services that I didn't mention that you have used in the past 90 days (3 months)?

43. Of the services I just asked about, have you experienced any barriers to accessing services, if so what prevented you from accessing these services?

44. Are there any other services that I didn't mention that you have needed in the past 90 days (3 months) but one or more times couldn't get it?

45. In addition to the barriers you already mentioned, are there any other barriers to your accessing services that you've experienced?

46. In the event that housing was available for you, what type of housing arrangement would you be willing to live in? (e.g. outdoors, encampment, living alone, group home, sober living facility, etc.)

47. Which of the following are the best ways to get information to you about community services that are available? Please tell me "yes" for all that are true for you. *[SURVEYOR: Read list and check all that apply.]*

- Social media (Facebook, Twitter, Instagram, etc.)
- Text Messages
- Phone Calls
- Email



- Posters, flyers, or brochures in community places (stores, library, etc)
- Talking with community organization staff on the street
- Community Resource Center
- Word of mouth
- Signs on buses or bus stops
- Radio
- Teachers/Counselors at school or employment programs
- Events or street outreach
- Anything else? _____
- Unsure [DO NOT READ]
- Prefer not to answer [DO NOT READ]

48. Do you need language interpretation to access services?

- Yes
- No
- Unsure
- Prefer not to answer

49. What language do you prefer to receive services in? [SURVEYOR: Listen and check one]

- English
- Spanish
- Other _____
- Unsure
- Prefer not to answer

50. Do you have friend and/or family members you can talk to about important matters or turn to for help? [SURVEYOR; Read options and check one]

- No, None
- Yes, 1 person
- Yes, 2 or more people
- Unsure [DO NOT READ]
- Prefer not to answer [DO NOT READ]

51. Do you have you can talk to about important matters or turn to for help? [PROMPT: Professionals include health care providers, case managers, peer support, etc] [SURVEYOR: Read options if needed]

- No, none
- Yes, 1 person
- Yes, 2 or more people
- Unsure [DO NOT READ]
- Prefer not to answer [DO NOT READ]



52. Have you ever done a housing assessment? This is also known as the "VI-SPDAT". You may have completed this survey while attempting to access services.

- Yes
- No
- Unsure
- Prefer not to answer

53. If yes, how many times, roughly, do you think you have completed a housing assessment or VI-SPDAT?

- 1
- 2
- 3
- 4
- 5
- Other (# of times) _____
- Unsure
- Prefer not to answer

54. What year did you complete the housing assessment the first time? (A rough guess is fine.)

- Year _____

55. What was the outcome the last or most recent time you completed the housing assessment?
[SURVEYOR: Listen and check all that apply]

- Received service/s I was seeking
- Received service/s but not what I was seeking
- Offered services but I was not able to access them
- Offered services but issue was already resolved (delay in service provision)
- Didn't qualify for services
- Still waiting to hear back
- Nothing
- Other _____
- Unsure
- Prefer not to answer

56. What month and year did you complete the housing assessment the last or most recent time?

- Month _____
- Year _____



SURVEYOR [Read]: Next we would like to ask some questions about you....

57. What gender do you identify with? [*SURVEYOR: Listen and check one. Read list if needed*]

- Cisgender Female (female gender identity matches the female sex assigned at birth)
- Cisgender Male (male gender identity matches the male sex assigned at birth)
- Transgender Man
- Transgender Woman
- Two-Spirit (identify as having both a masculine and feminine spirit)
- Gender Nonconforming/Gender Queer
- Gender Fluid
- Nonbinary
- Other (please specify) _____
- Unsure [*DO NOT READ*]
- Prefer not to respond [*DO NOT READ*]

58. Do you identify as Hispanic/Latinx/Chicanx? [*SURVEYOR: Listen and check one*]

- Yes
- No
- Unsure
- Prefer not to respond

59. Do you identify as Middle Eastern/North African? [*SURVEYOR: Listen and check one*]

- Yes
- No
- Unsure
- Prefer not to respond

60. What is your race? [*SURVEYOR; Listen and check all that apply. Read list if needed*]

- American Indian/Native American
- Indigenous/First Nations
- Alaskan Native
- Asian/Asian American
- Black/African
- African American
- White/Caucasian
- Hawaiian/Pacific Islander
- Other (please specify) _____
- Unsure [*DO NOT READ*]
- Prefer not to respond [*DO NOT READ*]



61. What best describes your sexual orientation? [SURVEYOR: Listen and check one. Read list if needed.]

- Straight or Heterosexual
- Gay
- Lesbian
- Queer
- Pansexual
- Bisexual
- Asexual
- Other (please specify) _____
- Unsure [DO NOT READ]
- Prefer not to respond [DO NOT READ]

62. What is your current relationship status? [SURVEYOR: Listen and check one. Read list if needed]

- Single, not in a relationship
- In a relationship with one person, not married
- In a relationship with more than one person, not married
- Married
- Separated
- Divorced
- Widowed
- Other _____
- Unsure [DO NOT READ]
- Prefer not to respond [DO NOT READ]

63. Are there any services, needs, or goals that we haven't talked about today?

64. What do you think are the most important things that could be done locally to support you with your housing needs and other needs in the long term? You may list more than one option. [SURVEYOR: Listen and check all that apply. Read list if needed]

- Rental assistance
- Utility Assistance
- Mortgage Assistance
- Home Buyer Assistance (down payment, loans)
- More Emergency Shelter Options
- Safer Emergency Shelter Options



- More Low Barrier Shelter Options
- More Transitional Housing Options
- More Affordable Housing Options
- Safer Transitional Housing Options
- LGBTQA Friendly Emergency Shelter/Transitional Housing
- Employment Training
- Education Assistance
- Child Care Assistance
- Medical Care Assistance
- Behavioral Health/Mental Health Assistance
- Legal Assistance
- Storage for Belongings
- Sex Offender Shelter Options
- Other _____

65. [SURVEYOR: Thank the person you are interviewing for their participation and their time. Exit the Qualtrics app and show the person as you delete their voice recordings. Open the Voice Recorder, hold your finger on the voice message file ("Voice 001") and delete. Delete all voice message files. Then return to Qualtrics app.]

- I deleted the voice message files
- I did not delete the voice message files

66. Survey Notes [SURVEYOR: Use this space to record any notes relevant for understanding this survey. For example, person taking survey spoke Spanish and interview was conducted in Spanish, or this individual was very tired and needed to take multiple breaks during the survey. You do not need to provide notes.]



Español -City of Tucson Needs Assessment of Adults Experiencing Homelessness Survey

ENCUESTADOR: Favor de completar las preguntas previas a la encuesta antes de empezar la encuesta sobre elegibilidad.

1. Fecha en que se realiza (MM/DD/AAAA):

2. Lugar de la encuesta (*marcar uno*)

- En las calles
- Centro recreativo
- Programa de empleos
- Programa de alcance comunitario
- Programa de servicios sin cita previa
- Escuela
- Programa educativo
- Albergue
- Programa de vivienda
- Biblioteca
- Otro (favor de especificar) _____

3. Nombre del encuestador [*ENCUESTADOR: Este es tu nombre o iniciales, NO el nombre de la persona entrevistada*]

4. ¿Conocías antes a esta persona?

- Sí
- No
- Tal vez



Hola, soy _____. [ENCUESTADOR: *Puedes cambiar este saludo si ya conoces a la persona.*] Estoy trabajando con la Universidad de Arizona haciendo una encuesta para personas que están sufriendo o han sufrido recientemente la falta de vivienda o no han tenido un lugar estable para vivir. Estamos buscando recibir comentarios sobre la clase de servicios y programas que se necesitan aquí en Tucson. ¿Alguien te ha hecho esta encuesta antes? [ENCUESTADOR: *Si la respuesta es que "sí", dale las gracias por haberlo hecho antes. Si responde que "no", continúa con las preguntas.*]

- Sí
- No
- No sé

Estamos haciendo una encuesta con personas que sufren inseguridad de la vivienda. Esta encuesta es completamente voluntaria. Tengo unas preguntas para saber si eres elegible para contestar la encuesta. ¿Te las puedo hacer [ENCUESTADOR: *Si responde que "no", dale las gracias por su tiempo y termina la entrevista. Si responde que "sí", continúa con las preguntas.*]

- Sí
- No

1. En el último año, ¿has tenido que compartir una habitación o pasar la noche en casa de amigos, parientes o de alguien que no conocías bien, porque no tenías un lugar regular, adecuado y seguro para quedarte durante la noche?

- Sí
- No
- No sé
- Prefiero no contestar

2. ¿En el último año, has pasado la noche dentro de un automóvil, en un parque, lugar público, edificio abandonado, estación de autobús o tren, aeropuerto u otro sitio por no tener un lugar regular, adecuado y seguro para dormir?

- Sí
- No
- No sé
- Prefiero no contestar



3. ¿En el último año te has quedado en un motel u hotel pagado por alguna institución u otra persona, porque no tenías otro lugar donde dormir?

- Sí
- No
- No sé
- Prefiero no contestar

4. En el último año has vivido en ...

	Sí	No	No sé	Prefiero no contestar
a) Albergue por corta estancia o instalación para emergencias	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b) Vivienda de transición	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c) Realojamiento rápido (Rapid rehousing)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d) Vivienda de apoyo permanente	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e) Servicios de prevención para personas sin hogar	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f) Recibo ayuda para vivienda, pero no estoy seguro de que tipo	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Si el encuestado responde que “sí” a cuando menos una de las preguntas de elegibilidad, entonces continúa con el cuestionario. Si responde que “no” a todas las preguntas de elegibilidad, dile: “Desafortunadamente no eres elegible para esta encuesta, pero te agradezco por el tiempo que tomaste para hablar conmigo.”



Introducción a la encuesta: Gracias por compartir esa información. Eres elegible para participar en la encuesta y, ya que la terminemos, recibirás \$40 en efectivo por tu participación. Esta encuesta es confidencial y la información acerca de tu identificación no se va a compartir con nadie más que aquellos que trabajan directamente en este proyecto. La única excepción es que nosotros que hacemos la entrevista, somos informantes obligatorios. Esto quiere decir que mantenemos la confidencialidad de tus respuestas a menos que tú nos informes de daños a ti mismo, a otros o abuso infantil. ¿Tienes alguna pregunta? ¿Estás de acuerdo en responder a la encuesta? [ENCUESTADOR: Si responde que "sí", continua con la encuesta. Si responde que "no", dile: "Gracias por tu tiempo."]

- Sí

- No

ENCUESTADOR [Lee lo siguiente]: Gracias por estar de acuerdo en participar en la encuesta. Queremos asegurarnos de hacer la encuesta solo una vez a cada persona. Para eso, estamos creando una identificación personal usando tus iniciales y tu fecha de nacimiento. Esta información es confidencial, no se va a compartir con nadie y solo se va a utilizar para no duplicar encuestas.

1. ¿Cuál es la inicial de tu nombre? ¿la de tu segundo nombre?; ¿de tu apellido?

- Inicial de nombre _____
- Inicial de segundo nombre _____
- Inicial de apellido _____

2. ¿Cuál es tu fecha de nacimiento? (MM/DD/AAAA)

- Mes _____
- Día _____
- Año _____

ENCUESTADOR [Lee lo siguiente]: Antes de comenzar, me gustaría compartirte una información. Esta encuesta es completamente voluntaria. Si no quieres contestar algunas preguntas, no tienes que hacerlo. Si decides no participar en esta encuesta en cualquier momento, esto no va a cambiar en nada los servicios que recibe ahora o en el futuro. Tus respuestas no necesitan ser completamente precisas, lo que tú creas está bien. Te puedes saltar cualquier pregunta que no quieras contestar. ¿Tienes alguna pregunta antes de empezar?

ENCUESTADOR [Lee lo siguiente]: Primero tengo algunas preguntas sobre la situación actual sobre dónde vives. Te voy a leer una pregunta para que escojas una respuesta. Por favor responde que "sí" a lo que te corresponda

1. Estás sin hogar junto con...[ENCUESTADOR: Lee la lista y marca todas las que correspondan. Ayuda dando ejemplos si es necesario]



- Miembros de la familia [EJEMPLO DE AYUDA: como tus hijos, hermanos o padres.]*
- Familia elegida
- Personas no familiares
- Pareja [EJEMPLO DE AYUDA: como un novio, novia, pareja o cónyuge.]
- Una mascota
- Solo
- No sé [NO LEAS ESTA OPCIÓN]
- Prefiero no contestar [NO LEAS ESTA OPCIÓN]

2. *¿Estás embarazada o tienes hijos? [ENCUESTADOR: Escucha y marca <u>todas</u> las que correspondan.]*

- Sí, estoy embarazada
- Sí, tengo hijos
- No
- Prefiero no responder [NO LEAS ESTA OPCIÓN]
- No sé [NO LEAS ESTA OPCIÓN]

3. *¿Qué edad tenías cuando te quedaste sin hogar por primera vez? [ENCUESTADOR: Si el encuestado no sabe o prefiere no contestar, ingrese NS o PNC.]*

4. *¿Cuántas veces ha estado sin hogar en su vida, incluida esta vez? [ENCUESTADOR: Si el encuestado no sabe o prefiere no contestar, ingrese NS o PNC.]*

5. *¿En esta ocasión, por cuánto tiempo has estado sin hogar? [EJEMPLO DE AYUDA es decir, continuamente sin hogar desde la última vez que tuviste una situación de vivienda estable]. [ENCUESTADOR: Escucha y marca una. Lee las opciones si es necesario.]*

- Menos de un mes
- 1 a 2 meses
- 3 a 4 meses



- 5 a 6 meses
- 7 meses a un año
- Más de un año
- No sé [NO LEAS ESTA OPCIÓN]
- Prefiero no responder [NO LEAS ESTA OPCIÓN]

6. ¿Cuáles son las razones principales por las que te quedaste sin hogar? [ENCUESTADOR: Escucha y marca todas las que correspondan. Cuando se necesite, da ejemplos de ayuda. Verifica con la persona las opciones que marcaste.]

- Fui sacada de la casa
- Decidí salirme (me fui de la casa, no estaba de acuerdo con las reglas)
- Desalojo
- Un miembro de la familia o una persona del hogar murió
- Tuve problemas con el sistema de protección de menores y no pude quedarme en casa
- Pasé la edad o rechacé la ayuda a menores (DCS)
- Salí de la cárcel o prisión sin tener a dónde ir
- Salí de un programa de apoyo de vivienda o de transición sin tener a dónde ir
- Salí de tratamiento de abuso de sustancias o de salud mental sin tener a dónde ir
- No me siento seguro en casa
- La familia no me podía mantener financieramente
- No podía mantenerme a mí mismo
- Sufrí abuso físico
- Sufrí abuso sexual
- Sufrí maltrato verbal
- Fui rechazado por la familia por mi orientación sexual
- Fui rechazado por la familia por mi identidad de género
- El uso de drogas o alcohol por parte de un miembro de la familia



- Problemas de salud física o mental con un miembro de la familia
- El uso de alcohol y drogas [del entrevistado]
- Problemas mentales [del entrevistado]
- Otro (sé específico) _____
- Prefiero no contestar
- No sé

7a. Nos gustaría oír tu historia acerca de cómo llegaste a sufrir la falta de vivienda. Tenemos la opción de grabar en audio tu historia. Esta grabación no va a estar disponible para el público y se va a eliminar después de que se analicen los datos. Si no te parece que se te grabe, no hay problema, en lugar de eso, vamos a tomar notas de lo que tú has pasado. ¿Te parece que grabemos tu respuesta?

- Sí, el encuestado está de acuerdo en que se grabe
- No, prefiere que no se grabe
- Prefiero no contestar

7b. En pocas palabras, ¿cómo explicarías lo que te ha pasado y cómo es que te quedaste sin hogar? Te podemos grabar hasta por 10 minutos. *[EJEMPLO DE AYUDA: acontecimientos importantes de la vida, características personales, etc.] [ENCUESTADOR: Pulsa el icono ||| o el icono cuadrado en tu tablet para encontrar la aplicación para grabación de voz. Usa la aplicación de grabación de voz para grabar y guardar la respuesta del encuestado, luego carga su respuesta aquí.]*

7c. En pocas palabras, ¿cómo explicarías lo que te ha pasado y cómo es que te quedaste sin hogar? *[EJEMPLO DE AYUDA: acontecimientos importantes de la vida, características personales, etc.] [ENCUESTADOR: Haz todo lo posible por capturar los puntos más importantes de la historia del encuestado.]*

8. ¿Te has quedado en albergues de emergencia en el pasado? *[ENCUESTADOR: Esto incluye refugios congregados, no congregados y programas de vales para hoteles]*

- Sí
- No



- No sé
- Prefiero no contestar

9. Si la respuesta es que "sí", ¿cuántas veces te has quedado en un albergue de emergencia en el último año?

- 1
- 2
- 3
- 4
- 5 o más (Favor de decir aproximadamente cuántas veces)

-
- No sé
 - Prefiero no contestar

10. En el último año, ¿has estado en algún programa de vivienda que ofrecía ayuda con el pago de renta u otros servicios de apoyo? Si la respuesta es que "sí", ¿cuántas veces sucedió el año pasado?

- Sí (favor de decir cuántas veces) _____
- No
- No sé
- Prefiero no contestar

11. Si la respuesta es que "sí" ¿cómo describirías esas experiencias? [EJEMPLO DE AYUDA: positiva, negativa]

12. ¿Qué te impide tener una vivienda estable o permanente? [ENCUESTADOR: Escucha y marca todas las que correspondan. Cuando se necesite, da ejemplos de ayuda. Verifica con la persona las opciones que marcaste.]

- No tengo ingreso estable
- Mi ingreso es muy bajo
- No puedo encontrar un lugar para rentar
- No tengo historial de rentar casa o tengo historial malo, entonces nadie me renta

- Estoy en lista de espera para obtener vivienda
- No me gusta o no puedo vivir con otras personas
- Soy incapaz de vivir solo (mayor de edad, discapacitado)
- No se permiten mascotas en la vivienda
- No tengo edad suficiente para que me renten
- No tengo una identificación legal para rentar un lugar
- Mi familia no tiene una vivienda estable
- No me gustan las reglas del programa de vivienda
- Antecedentes/problemas legales
- Otro _____
- No sé
- Prefiero no contestar

13a. La siguiente es una pregunta abierta y dejamos 5 minutos para que la contestes. Ya que queremos asegurarnos de tener una respuesta completa de tu parte, ¿estarías dispuesto a dejarnos grabar tu respuesta a esta pregunta?

- Sí [ENCUESTADOR: Inicia la aplicación de grabación antes de que leas la siguiente pregunta]
- No

13b. Imagina cómo te gustaría que fuera tu vida, ¿qué necesitarías para lograrlo? Tienes hasta 5 minutos para responder. [ENCUESTADOR: Pulsa el icono ||| o el icono cuadrado en tu tablet para encontrar la aplicación para grabación de voz. Usa la aplicación de grabación de voz para grabar y guardar la respuesta del encuestado, luego carga su respuesta aquí.]

13c. Imagina cómo te gustaría que fuera tu vida, ¿qué necesitarías para lograrlo?

14. Haz una lista de las preocupaciones que puedas tener acerca de tu situación de vivienda actual. Puedes decir más de una preocupación. [ENCUESTADOR: Escucha y marca todas las que correspondan.]

- No conozco a las personas a mi alrededor
- La ubicación está lejos, por ejemplo, no está cerca de mi trabajo o escuela
- No estoy cerca de una tienda de comestibles, transporte público y hospital/atención de emergencia
- Malas condiciones de vivienda
- La vivienda no es segura (sin cerraduras, ventanas rotas, etc.)
- Hay gente robando o tomando lo que quieran
- Peleas, violencia o miedo a ser lastimado
- Se toma o consume drogas en el lugar donde vivo
- Me pueden sacar del lugar en cualquier momento
- Hay bandas y traficantes de drogas en el área
- Miedo ser atacado sexualmente
- Miedo a ser obligado a prostituirme o ser traficado por razones sexuales
- Miedo a ser molestado por la policía
- Miedo a ser molestado por los residentes y/o comercios locales
- Miedo a ser acosado por el casero/personal administrador de la propiedad
- Miedo a ser molestado por quienes asignan viviendas/personal del programa
- Miedo a ser arrestado por invadir lugares
- Miedo a ser asesinado
- ¿Algo más? _____
- No sé [NO LEAS ESTA OPCIÓN]
- Prefiero no contestar [NO LEAS ESTA OPCIÓN]

15. ¿Con qué frecuencia puedes comer lo suficiente? [ENCUESTADOR: Lee las opciones y marca una.]

- Siempre
- Casi siempre



- Algunas veces
- Pocas veces
- Nunca
- No sé [NO LEAS ESTA OPCIÓN]
- Prefiero no contestar [NO LEAS ESTA OPCIÓN]

16. ¿Por qué no tienes comida suficiente? Puedes decir más de una razón [ENCUESTADOR: Escucha y marca todas las que correspondan.]

- No tengo suficiente dinero
- No tengo medio de transporte
- No sé dónde hay comida gratis disponible
- No sé cómo pedir cupones para alimentos (SNAP).
- No soy elegible para los cupones de alimentos (SNAP).
- No sé si soy elegible para cupones de alimentos (SNAP).
- El beneficio de SNAP se agota antes de fin de mes.
- Los lugares donde dan comida no están abiertos cuando tengo tiempo para ir.
- Me preocupa que sean lugares de servicio sucios o inseguros
- Tengo problemas religiosos por la comida que sirven
- Otro (favor de especificar) _____
- No sé [NO LEAS ESTA OPCIÓN]
- Prefiero no contestar [NO LEAS ESTA OPCIÓN]

17. ¿Cómo calificarías tu salud? [ENCUESTADOR: Lee cada opción y marca una]

- Excelente
- Muy buena
- Buena
- No muy buena



- Mala
- No sé [NO LEAS ESTA OPCIÓN]
- Prefiero no contestar [NO LEAS ESTA OPCIÓN]

18. ¿Dónde recibes atención médica? Puedes decir más de una... [ENCUESTADOR: Escucha y marca todas las que correspondan.]

- Una mini clínica (como en Walgreens o CVS)
- Atención de urgencias
- Sala de emergencias (ER)
- Hospital (sin incluir la sala de emergencias)
- Clínica gratuita o clínica de pago según el ingreso (incluida una clínica móvil)
- Un amigo/familiar me atiende
- Autocuidado/me atiendo yo mismo
- ¿Algo más? _____
- No recibo atención médica
- No sé [NO LEAS ESTA OPCIÓN]
- Prefiero no contestar [NO LEAS ESTA OPCIÓN]

19. Cuando necesitas atención médica, sin incluir la salud mental/de comportamiento, ¿con qué frecuencia puedes obtenerla? [ENCUESTADOR: Escucha y marca una.]

- Siempre
- Casi siempre
- Algunas veces
- Pocas veces
- Nunca
- No necesito atención médica
- No sé [NO LEAS ESTA OPCIÓN]
- Prefiero no contestar [NO LEAS ESTA OPCIÓN]



20. ¿Dónde recibes atención dental? Puedes decir más de una... [ENCUESTADOR: Escucha y marca todas las que correspondan.]

- Una mini clínica (como en Walgreens o CVS)
- Atención de urgencias
- Sala de emergencias (ER)
- Consultorio de un doctor/dentista
- Hospital o clínica de pago según el ingreso (incluida una clínica móvil)
- Un amigo/familiar me atiende
- Autocuidado/me trato yo mismo
- ¿Algo más? _____
- No recibo atención médica o dental
- No sé [NO LEAS ESTA OPCIÓN]
- Prefiero no contestar [NO LEAS ESTA OPCIÓN]

21. ¿Con qué frecuencia puedes tener la atención dental que necesitas? [ENCUESTADOR: Lee cada opción y marca una]

- Siempre
- Casi siempre
- Algunas veces
- Pocas veces
- Nunca
- No necesito atención dental
- No sé [NO LEAS ESTA OPCIÓN]
- Prefiero no contestar [NO LEAS ESTA OPCIÓN]

22. ¿Qué te impide tener la atención médica o dental que necesitas? Te voy a leer una lista para que escojas tus respuestas. Por favor dime que "sí" cuando oigas las que son ciertas para ti. [ENCUESTADOR: Lee la lista y marca todas las que correspondan.]

- Sin seguro medico



- Sin seguro dental
- No tengo suficiente dinero/es demasiado caro
- No tengo medio de transporte
- No sé dónde hay disponible atención gratuita o de bajo costo
- No sé cómo solicitar programas gubernamentales que den atención médica
- No sé cómo hacer una cita
- No confío o no me gusta el personal médico
- Tuve experiencias negativas con algún personal médico
- ¿Algo más? _____
- Recibo toda la atención que necesito
- No sé [NO LEAS ESTA OPCIÓN]
- Prefiero no contestar [NO LEAS ESTA OPCIÓN]

23. Cuando necesitas atención de salud mental o de comportamiento, incluyendo cualquier tratamiento por abuso de sustancias, ¿con qué frecuencia puedes obtenerla? [ENCUESTADOR: Lee la lista y marca todas las que correspondan.]

- Siempre
- Casi siempre
- Algunas veces
- Pocas veces
- Nunca
- No necesito atención de salud mental o de comportamiento
- No sé [NO LEAS ESTA OPCIÓN]
- Prefiero no contestar [NO LEAS ESTA OPCIÓN]

24. ¿Qué te impide tener la atención médica o de comportamiento que necesitas? Puedes decir una o más razones. [ENCUESTADOR: Escucha y marca todas las que correspondan.]



- Sin seguro médico
- No tengo suficiente dinero/es demasiado caro
- No tengo medio de transporte
- No sé dónde hay disponible atención gratuita o de bajo costo
- No sé cómo solicitar programas gubernamentales que den atención médica
- No sé cómo hacer una cita
- No confío o no me gusta el personal médico
- Tuve experiencias negativas con algún personal médico
- No estoy de acuerdo con mi diagnóstico
- Me faltan los documentos necesarios (por ejemplo: identificación, número de seguro social, etc.)
- ¿Algo más? _____
- No sé [NO LEAS ESTA OPCIÓN]
- Prefiero no contestar [NO LEAS ESTA OPCIÓN]

25. ¿Actualmente estás trabajando?

- Sí
- No
- No sé
- Prefiero no contestar

26. ¿Actualmente estás buscando trabajo?

- Sí
- No
- No sé
- Prefiero no contestar



27. ¿Por qué razón no estás buscando empleo en este momento? Puedes decir más de una razón [ENCUESTADOR: Escucha y marca todas las que correspondan.]

- Ya tengo trabajo u otra forma de ganar dinero
- Actualmente estoy sin hogar/vivienda insegura
- No tengo identificación/documentos
- No tengo medio de transporte
- Los empleadores tienen expectativas poco realistas acerca de mí de acuerdo a lo que estoy viviendo ahora
- Mis necesidades financieras se cubren a través de servicios, programas o beneficios
- Mis necesidades financieras se cubren por familiares o amigos
- Voy a la escuela/soy estudiante
- Cuido a alguien (ej. un menor u otra persona)
- Por mi situación migratoria
- No tengo la edad para trabajar
- No tengo un currículum
- No quiero un trabajo
- Soy discapacitado/tengo problemas de salud (física o mental)
- Consumo de sustancias
- ¿Algo más? _____
- No sé [NO LEAS ESTA OPCIÓN]
- Prefiero no contestar [NO LEAS ESTA OPCIÓN]

28. ¿Cuál es el nivel más alto de educación que has terminado? [ENCUESTADOR: Escucha y marca una.]

- Menos de high school
- Algo de high school, sin diploma o GED
- Diploma de high school/GED



- Algo de college
- Grado de college
- Certificación técnica o comercial
- Licenciatura
- Maestría o nivel superior
- Autodidacta
- No sé
- Prefiero no contestar

29. ¿Actualmente, estás inscrito en algún programa de educación?

- Sí
- No
- No sé
- Prefiero no contestar

30. Favor de mencionar cualquier cosa que sientes que te detiene para alcanzar tus metas. Puedes decir más de una. *[ENCUESTADOR: Escucha y marca todas las que correspondan.]*

- No sé cómo solicitar o inscribirme
- No tengo medio de transporte
- Vivienda inestable/falta de vivienda
- No tengo los requisitos
- No tengo documentos de identificación
- Por mi situación migratoria
- He sufrido discriminación
- Discapacidad/problemas de salud
- El costo
- Antecedentes penales/problemas legales
- No tengo quien cuide a mi hijo(a)



- Planeo irme de aquí
- Malas experiencias anteriores
- ¿Algo más? _____
- Ninguna/sin obstáculos [*NO LEAS ESTA OPCIÓN. Marca solo si no se presentan barreras.*]
- No sé [*NO LEAS ESTA OPCIÓN*]
- Prefiero no contestar [*NO LEAS ESTA OPCIÓN*]

31. Favor de mencionar las formas en las que puedes haber ganado dinero en los últimos 30 días. Puedes decir más de una...[ENCUESTADOR: Escucha y marca todas las que correspondan.]

- Tengo empleo pagado de tiempo completo
- Soy jornalero (contratado día a día)
- Tengo dinero de trabajos ocasionales o no comunes
- Mis familiares o amigos me dan dinero
- El programa de trabajo para personas sin hogar me da dinero
- Obtengo dinero de juegos de azar
- Pido dinero en las calles
- Pido dinero por actuar o tocar música en las calles
- Vendo los cupones de alimentos o SNAP
- Vendo mis pertenencias
- Vendo cosas que hago o que me encuentro
- Vendo drogas o armas
- Robo y vendo lo que robo
- Pido prestado sobre el título de mi auto o pido adelantados en efectivo
- Hago trabajo sexual o de acompañante
- ¿Algo más? _____



- Sin fuentes de ingresos [NO LEAS ESTA OPCIÓN. Marca solo si no te menciona ningún fuente de ingreso.]
- No sé [NO LEAS ESTA OPCIÓN]
- Prefiero no contestar [NO LEAS ESTA OPCIÓN]

32. Favor de decirme si recibes beneficios públicos, como cupones de alimentos, pago por desempleo, etc. Puedes decir más de uno... [ENCUESTADOR: Escucha y marca todas las que correspondan. Si no recibe beneficios, marca "sin beneficios"]

- SSI o SSDI
- Ayuda en efectivo de DES
- Subsidio de DCS
- Subsidio/ayuda financiera de adopción
- Medicaid/AHCCCS
- Beneficios de desempleo
- Cupones de alimentos/SNAP
- WIC
- Almuerzo escolar gratis o a precio menor
- Compensación laboral
- Manutención de menores/Manutención de cónyuge
- Beneficios de veterano
- ¿Algo más? _____
- Sin beneficios [NO LEAS ESTA OPCIÓN. Marca solo si el encuestado dice que no recibe beneficios.]
- No sé [NO LEAS ESTA OPCIÓN]
- Prefiero no contestar [NO LEAS ESTA OPCIÓN]

33. En promedio, ¿cuánto ganas al mes, incluyendo los beneficios?



34. Ahora voy a leerte una lista de servicios. Dime si has recibido alguno de estos servicios gratuitos o de bajo costo relacionados con tus necesidades básicas, en los últimos 90 días tres meses. También, dime si necesitaste el servicio en los últimos 90 días, pero una o más veces no pudiste obtenerlo.
 [ENCUESTADOR: Asegúrate de preguntar de ambas columnas]

	¿Ha usado este servicio en los últimos 90 días?	¿Has necesitado este servicio en los últimos 90 días, pero una o más veces no pudiste obtenerlo?	No	No sé	Prefiero no contestar
a) Alimentos en lugares comunitarios	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Alimentos, por ejemplo, cajas de alimentos, paquetes de almuerzos, provisiones	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) Transporte, por ejemplo, pases de autobús	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) Servicio de lavandería	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e) Ropa	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f) Servicio de mensajes/correo/teléfono	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g) Regaderas y baños	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



h) Artículos para el aseo como champú o cepillo de dientes	<input type="checkbox"/>				
i) Productos de higiene femenina	<input type="checkbox"/>				
j) Cuidado de menores de edad	<input type="checkbox"/>				
k) Dinero para irte de la ciudad	<input type="checkbox"/>				

35. De los servicios que te acabo de preguntar, ¿cuáles crees que son los más importantes para ti?

36. De los servicios que te acabo de preguntar, ¿has tenido obstáculos para tener acceso a ellos? Si es así, ¿qué te impidió tener esos servicios?

37. Dime por favor si has recibido alguno de estos servicios gratuitos o de bajo costo relacionados con empleo y educación, en los últimos 90 días. También, dime si necesitaste servicio en los últimos 90 días, pero una o más veces no pudiste obtenerlo. [ENCUESTADOR: Asegúrate de preguntar de ambas columnas]

	¿Has usado este servicio en los últimos 90 días?	¿Has necesitado este servicio en los últimos 90 días, pero una o más veces no pudiste obtenerlo?	No	No se	Prefiero no contestar
a) Ayuda para obtener documentos, por ejemplo, una identificación, acta de nacimiento o tarjeta de Seguro Social	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Capacitación laboral	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



c) Ayuda para encontrar un trabajo, por ejemplo, cómo escribir un curriculum	<input type="checkbox"/>				
d) Clases para obtener un GED o terminar high school	<input type="checkbox"/>				
e) Ayuda para ingresar al college	<input type="checkbox"/>				
f) Ayuda para ingresar a un programa de formación técnica o profesional	<input type="checkbox"/>				
g) Ayuda para leer	<input type="checkbox"/>				
h) Ayuda para programar citas	<input type="checkbox"/>				

38. De los servicios que te acabo de preguntar, ¿cuáles crees que son los más importantes para ti?

39. De los servicios que te acabo de preguntar, ¿has tenido obstáculos para tener acceso a ellos? Si es así, ¿qué te impidió tener esos servicios?

40. Dime por favor si has recibido alguno de estos servicios gratuitos o de bajo costo relacionados con vivienda y atención médica en los últimos 90 días. También, dime si necesitaste el servicio en los últimos 90 días, pero una o más veces no pudiste [ENCUESTADOR: Asegúrate de preguntar de ambas columnas]

	¿Has usado este servicio en los últimos 90 días?	¿Has Necesitado este servicio en los últimos 90 días, pero no pudiste obtenerlo?	No	No sé [NO LEAS ESTA OPCIÓN]	Prefiero no contestar [NO LEAS ESTA OPCIÓN]
a) Ayuda económica para tener una vivienda	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



b) Albergue por corto plazo o vivienda de emergencia	<input type="checkbox"/>				
c) Programa de vivienda a largo plazo donde puedo permanecer por 6 meses o más	<input type="checkbox"/>				
d) Atención médica	<input type="checkbox"/>				
e) Atención dental	<input type="checkbox"/>				
f) Atención de la salud sexual	<input type="checkbox"/>				
g) Atención de la vista/ojos	<input type="checkbox"/>				
h) Servicios de salud mental o del comportamiento	<input type="checkbox"/>				
i) Servicios del uso de sustancias, incluyendo tratamiento	<input type="checkbox"/>				
j) Acceso a Naloxona o Narcan	<input type="checkbox"/>				
k) Ayuda para pedir apoyo del gobierno, como seguridad social, cupones de alimentos/SNAP	<input type="checkbox"/>				
l) Comida o atención veterinaria para mascotas	<input type="checkbox"/>				
m) Ayuda para asuntos legales	<input type="checkbox"/>				
n) Acceso a medicamentos recetados (por ejemplo, insulina)	<input type="checkbox"/>				
o) Vacunas	<input type="checkbox"/>				



41. De los servicios que te acabo de preguntar, ¿cuáles crees que son los más importantes para ti?

42. ¿Hay otros servicios de los que no te pregunté que hayas utilizado en los últimos 90 días (3 meses)?

43. De los servicios que te acabo de preguntar, ¿has tenido obstáculos para tener acceso a ellos?

44. ¿Hay otros servicios que no te haya preguntado, que hayas necesitado en los últimos 90 días (3 meses) pero que una o más veces no pudiste obtenerlos?

45. Además de los obstáculos que ya me dijiste, ¿te ha pasado que has encontrado otras barreras que te impiden acceder a los servicios?

46. En el caso de que hubiera vivienda disponible para ti, ¿en qué tipo de vivienda estaría dispuesto a vivir? (por ejemplo: al aire libre, en campamento, vivir solo, hogar grupal, centro para personas sobrias, etc.)

47. ¿Cuáles, de las siguientes, son las mejores formas de que te llegue información sobre los servicios comunitarios disponibles? Por favor dime que "sí" cuando oigas las que son ciertas para ti. *[ENCUESTADOR: Lee la lista y marca todas las que correspondan.]*

- Redes sociales (Facebook, Twitter, Instagram, etc.)
- Mensajes de texto
- Llamadas telefónicas

- Correo electrónico
- Carteles, volantes o folletos en lugares comunitarios (tiendas, biblioteca, etc.)
- Hablando en las calles con el personal de organizaciones comunitarias
- Centro de recursos para la comunidad
- De forma oral (de persona a persona)
- Letreros en autobuses o paradas de autobús
- Radio
- Maestros/consejeros en escuelas o programas de empleo
- Eventos o comunicación en las calles
- ¿Algo más? _____
- No sé [NO LEAS ESTA OPCIÓN]
- Prefiero no contestar [NO LEAS ESTA OPCIÓN]

48. ¿Necesitas un intérprete para poder acceder a los servicios?

- Sí
- No
- No sé
- Prefiero no contestar

49. ¿En qué idioma prefieres recibir los servicios? [ENCUESTADOR: Escucha y marca una.]

- Inglés
- Español
- Otro _____
- No sé
- Prefiero no contestar

50. ¿Tienes amigos y/o familiares con los que puedas hablar acerca de asuntos importantes o los que puedas pedir ayuda? [ENCUESTADOR: Lee las opciones y marca una.]

- No, nadie



- Sí, una persona
- Sí, dos personas o más
- No sé [NO LEAS ESTA OPCIÓN]
- Prefiero no contestar [NO LEAS ESTA OPCIÓN]

51. ¿Tienes profesionales con los que puedas hablar sobre asuntos importantes o a los que puedes pedir ayuda? [EJEMPLO DE AYUDA: Profesionales como proveedores de atención médica, encargados de casos, apoyo de gente en iguales circunstancias, etc.] [ENCUESTADOR: Lee las opciones si se necesita]

- No, nadie
- Sí, una persona
- Sí, dos personas o más
- No sé [NO LEAS ESTA OPCIÓN]
- Prefiero no contestar [NO LEAS ESTA OPCIÓN]

52. ¿Alguna vez has hecho una evaluación de la vivienda? Esto también se llama "VI-SPDAT". Es posible que hayas hecho esa encuesta cuando querías acceder a esos servicios.

- Sí
- No
- No sé
- Prefiero no contestar

53. Si contestaste que "sí", ¿cuántas veces, aproximadamente, crees que has contestado una evaluación de la vivienda o VI-SPDAT?

- 1
- 2
- 3
- 4
- 5
- Otro (número de veces) _____
- No sé
- Prefiero no contestar



54. ¿En qué año hiciste la evaluación de vivienda por primera vez? (Un aproximado es suficiente)

- Año _____

55. Si hiciste más de una evaluación de vivienda, ¿cuál fue el resultado de la última o de la más reciente evaluación de vivienda que hiciste?

- Recibí el/los servicio(s) que buscaba
- Recibí el/los servicio(s) pero no lo que yo buscaba
- Me ofrecieron servicios, pero no pude tener acceso a ellos
- Me ofrecieron servicios, pero el problema ya se había resuelto (retraso en dar el servicio)
- No calificué para los servicios
- Todavía estoy esperando respuesta
- Nada
- Otro _____
- No sé
- Prefiero no contestar

56. ¿En qué mes y año hiciste la evaluación de vivienda la última vez?

- Mes _____
- Año _____

ENCUESTADOR *[Lee lo siguiente]*: Ahora quisiera hacerte unas preguntas acerca de ti ...

57. ¿Con qué género te identificas? *[ENCUESTADOR: Escucha y marca una. Lee la lista si se necesita]*

- Mujer cisgénero (la identidad de género femenina coincide con el sexo femenino del nacimiento)
- Hombre cisgénero (la identidad de género masculino coincide con el sexo masculino del nacimiento)
- Hombre transgénero
- Mujer transgénero



- Dos espíritus (que tiene espíritu masculino y femenino)
- Género no conforme/Género queer
- Género fluido
- No binario
- Otro (favor de especificar) _____
- No sé [NO LEAS ESTA OPCIÓN]
- Prefiero no responder [NO LEAS ESTA OPCIÓN]

58. ¿Te identificas como hispano(a), latino(a), chicano(a)? [ENCUESTADOR: Escucha y marca una.]

- Sí
- No
- No sé
- Prefiero no responder

59. ¿Te identificas como del Medio Oriente/África del Norte? [ENCUESTADOR: Escucha y marca una.]

- Sí
- No
- No sé
- Prefiero no responder

60. ¿Cuál es tu raza? [ENCUESTADOR: Escucha y marca todas las que correspondan. Lee la lista si se necesita]

- Indio Americano/Nativo Americano
- Indígena/Primeras Naciones
- Nativo de Alaska
- Asiático/asiático americano
- Negro/africano
- Afro americano
- Blanco/caucásico



- Hawaiano/Islands del Pacífico
- Otro (favor de especificar) _____
- No sé [NO LEAS ESTA OPCIÓN]
- Prefiero no responder [NO LEAS ESTA OPCIÓN]

61. ¿Cómo describes mejor tu orientación sexual? [ENCUESTADOR: Escucha y marca una. Lee la lista si se necesita.]

- Heterosexual
- Homosexual
- Lesbiana
- Queer
- Pansexual
- Bisexual
- Asexual
- Otro (favor de especificar) _____
- No sé [NO LEAS ESTA OPCIÓN]
- Prefiero no responder [NO LEAS ESTA OPCIÓN]

62. ¿Cuál es tu estado civil? [ENCUESTADOR: Escucha y marca una. Lee la lista si se necesita]

- Soltero, sin una relación
- En relación con una sola persona, no casado(a)
- In relación con más de una persona, no casado(a)
- Casado(a)
- Separado(a)
- Divorciado(a)
- Viudo(a)
- Otro _____
- No sé [NO LEAS ESTA OPCIÓN]
- Prefiero no responder [NO LEAS ESTA OPCIÓN]



63. ¿Hay algún servicio, necesidad o meta de la que no hayamos hablado hoy?

64. ¿Cuáles crees que son las cosas más importantes que se podrían hacer aquí para ayudarte con tus necesidades de vivienda y otras necesidades a largo plazo? Puedes decir más de una opción. [ENCUESTADOR: Escucha y marca todas las que correspondan. Lee la lista si se necesita]

- Ayuda para la renta
- Ayuda para pago de servicios públicos
- Ayuda para pago de hipoteca
- Ayuda para comprar casa (enganche, préstamos)
- Mas opciones de albergues de emergencia
- Opciones de albergues de emergencia más seguros
- Más opciones de refugios de barrera baja
- Más opciones de casas de transición
- Más opciones de vivienda más económica
- Opciones más seguras de casas de transición
- Albergues de emergencia y casas de transición que reciban personas LGBTQA
- Capacitación para el empleo
- Ayuda para educación
- Ayuda para el cuidado de menores
- Ayuda para atención medica
- Ayuda para atención de la salud mental/del comportamiento
- Ayuda legal
- Almacenamiento de pertenencias
- Opciones de albergue para delincuentes sexuales



Otro _____

65. *ENCUESTADOR: Agradezca a la persona que está entrevistando por su participación y su tiempo. Salga de la aplicación Qualtrics y muéstrela a la persona mientras elimina sus grabaciones de voz. Abra la grabadora de voz, mantenga el dedo sobre el archivo del mensaje de voz ("Voice 001") y elimínelo. Eliminar todos los archivos de mensajes de voz. Luego regrese a la aplicación Qualtrics.*

- Eliminé los archivos de mensajes de voz.
- No eliminé los archivos de mensajes de voz.

66. *Notas de la encuesta [ENCUESTADOR: Use este espacio para registrar cualquier nota relevante para comprender esta encuesta. Por ejemplo, la persona que realizó la encuesta estaba muy cansada y necesitaba tomar varios descansos durante la encuesta. No necesita tomar notas.]*



APPENDIX B: CITY OF TUCSON HOMELESS NEEDS ASSESSMENT FOCUS GROUP QUESTIONS

Focus Group Questions

1. What services or programs do you currently use to meet your needs, such as for food, shelter, supplies, access to the Internet, healthcare, etc.?

a. How did you find out about the services or programs?

[PROBE – Repeat food, shelter, medical care, behavioral health care, dental care, access to the internet, anything else?] [PROBE] For youth still in school there other possible needs – clothes, shoes, backpack, notebooks, pens, computer, etc.]

2. How do you think using these programs or services help you in the short term (over the next few months)?

a. How about in the long term (more than 6 months, etc.)?

3. What types of services or other help do you need, but have not been able to get?

4. What kind of things prevent you from getting the services or other help that you need?

a. [Internal barriers]

b.[External barriers]

5. What are the best ways to get information to you about community services that are available? *[PROBE – Word-of-mouth, on-line research, phone calls, text messages, posters put up in the community?] [PROBE - Does everyone have a cell phone with a data plan?]*

6. How could services and programs improve to better help people who are experiencing homelessness?

7. How could services and programs improve to prevent people from becoming homeless?

8. If you could give the service providers who try to help/support you, such as case managers, housing program staff, etc., one piece of advice about helping people in your situation (e.g. homelessness, unstable housing, in transition) what would that be?

9. Thinking about what you would like your life to look like, what would you need to get there?



City of Tucson Homeless Needs Assessment Focus Group Protocol Instructions/Outline for Focus Group Facilitator

1. Thank everyone for their time and willingness to participate
2. Introduce facilitator, notetaker, and give brief overview of SIROW
3. Explain the purposes of the focus group:
 - We are working with the City of Tucson to learn more about services that people who are experiencing homelessness currently need and use. We would like to hear your ideas about these issues to help us better support folks experiencing homelessness.
 - Today's group discussion will take about 90 minutes we will finish by _____.
 - To show our appreciation for your participation you will receive \$50 in cash at the end of today's meeting.
4. Set guidelines: We have some guidelines that we find work well with focus groups and we'd like to suggest these:
 - This is a brainstorming activity. There are no wrong answers. We're happy to hear a range of opinions and it's fine if people have different ones.
 - We'd appreciate it if only one person talks at a time. Please do not interrupt or cut off other participants when they are sharing.
 - Everyone should get an opportunity to speak to every question and try not to dominate the conversation; everyone has something important to share.
 - So that people can feel free to share theirs in their opinions and out of respect for everyone's privacy we ask that you do not at a later time share with anyone anything said here today by another participant.
 - Please turn off your cell phones or switch them to vibrate.
 - Please feel free to get up to use the restroom and get yourself something to eat or drink at any time. The restrooms are located _____.
 - ASK: Do you have any other ground rules you'd like to suggest?
5. To help us document the information you share...
 - Please speak loud enough so everyone in the room can hear.
 - We are going to be writing your ideas down so please try not to speak too fast.
 - Because it's hard to catch everything while we're writing, and your opinions are important to us, we would like to record the discussion group (if everyone is alright with that). Only our research team will be able to listen to the recording.
 - ASK: Is everyone comfortable being recorded?



-When we share your ideas with others we will not say “Andrés said this,” or “Beverly said that.” Everything will be anonymous. We will identify people as something like “a participant at a focus group said...”

Here’s how we’d like to focus group to go today: I will read a question. Then we would like you to discuss and respond to the question. It’s not necessary to go around the room in order. Imagine you are sitting together somewhere else talking with each other about the subject, rather than talking to me as an interviewer. I will only add something if I have a follow up question based on what people have been saying.

6. Ask if there are any questions.
7. Have participants introduced themselves/icebreaker.
8. Turn on recording devices and start the group discussion.



APPENDIX C: IDENTIFICATION OF FOCUS GROUP THEMES

City of Tucson Homeless Needs Assessment Focus Groups Identification of Common Themes

next to item indicates approximate # of times mentioned
(This is a rough estimate taken from notes and recordings)

What services or programs do you currently use to meet your needs, such as for food, shelter, supplies, access to the Internet, healthcare, etc.?

1) Services Currently Being Used

- AHCCCS for Medical Care (10)
- SNAP (10)
- Shelter for Temporary Housing/Food/Clothing/WIFI (10)
- El Rio for Medical Care (7)
- Food Bank (5)
- Wildcat Inn for temporary housing (4)
- Wildcat Inn for connection to long term housing (4)
- Fast Food Restaurants for WIFI (4)
- DV Shelter (4)
- VA for Healthcare (3)
- Library for Internet (3)
- DCS AYAP (Young Adult Program) for temporary housing (2)
- DCS for food/clothing (2)
- Library for Employment Referrals (2)
- Goodwill for Employment Referrals (2)
- Lighthouse for Food (2)
- Lighthouse for housing referrals (2)
- Hot Food stamps (2)
- 211 for transportation (1)
- Shelter for emergency transportation (1)
- Local Business for day old food (1)
- City of Tucson for Utility Assistance (1)

How did you find out about those services or programs?

2) Learned About Services

- Word of mouth for multiple services (24)
- Internet/Google (9)
- Social Media (7)
- Wildcat Inn for Long Term Housing (vouchers) (5)
- Our Family Services for Housing (4)
- 211 (4)
- Veterans Court (4)
- Case Manager/Other Service Providers (3)
- DCS and TPD for DV services (2)
- 12 Step Group for Housing (1)



How do you think using these programs or services help you in the short term (over the next few months)?

3) Types of Short-Term Assistance

- Short Term physical/emotional safety (e.g. “keep your head above water”, reduce danger of being a woman on the street, temporarily reduce thoughts of self-harm, make you feel “human”, “not dying”, temporary relief from abuse and elements) (24)
- AHCCCS and El Rio provide basic medical needs (17)
- Short Term Crisis Shelter for basic needs (food, clothing, temporary housing, laundry, hygiene, internet, safety) (15)
- Short Term/Temporary Housing (10)
- Wildcat Inn/Homeless Work Program for short term job (3)

How about in the long term (more than 6 months, etc.)?

4) Types of Long-Term Assistance

- SNAP/Food Stamps-limited, but long-term food security (6)
- Wildcat Inn-Long Term physical/emotional safety (they will not kick you out until you find permanent housing) (5)
- Section 8/Housing Vouchers (3)

What types of services or other help do you need, but have not been able to get?

5) Services Needed/Unable to Obtain

- Long term support/assistance (e.g. continued case management after being placed in housing, assistance with paperwork, budgeting) (30)
- Transportation (24)
- Financial assistance for housing (including rental assistance/security deposit) (20)
- Safe/adequate shelter/housing (18)
- Long term housing (15)
- Shelter/Housing to flee abuse (14)
- Mental/behavioral health services (10)
- Dental care (10)
- Culturally appropriate services (10)
- Vision care (8)
- Access to housing service providers with clear understanding of DV and abuse (7)
- Bilingual services (6)
- Storage for belongings (5)
- Vehicle repair (3)



What kind of things prevent you from getting the services or other help that you need?

6) Barriers to Obtaining Services

- Service providers only refer but cannot walk us through (21)
- Lack of knowledge of available resources (21)
- Lack of safe/efficient transportation (16)
- Long wait periods (15)
- Not knowing how to articulate level of need (15)
- Impact of abuse/PTSD/mental health causes inability to do basic tasks (14)
- Not knowing how to ask for help (11)
- Unrealistic system requirements (e.g. DCS won't return kids until you obtain housing-housing agency won't provide unit without physical custody of kids) (10)
- Not enough service providers (10)
- Discrimination/stigma around immigration status-concerned asking for help will get you deported (10)
- Self projection (e.g. talk yourself out of trying b/c you probably won't get it, fear of asking for help) (8)
- Lack of internet/telephone (8)
- VISPDAT/Housing assessment flawed in determining level of need (living with an abuser can be classified as "low need" because you technically have housing) (6)
- Access to ID (4)
- Personal background disqualifies us from accessing services (3)
- Physical/medical issues create difficulties in accessing services (3)

What are the best ways to get information to you about community services that are available?

7) Best Ways to Get Information on Services

- Word of mouth (27)
- Community outreach (24)
- Community advertising (10)
- Internet/Google: (7)
- Bilingual outreach materials (7)

How could services and programs improve to better help folks like yourselves who are experiencing homelessness?

8) Recommendations/Advice for Service Providers

- Provide more detailed long-term assistance (e.g. walking us through application process, provide life skills classes, continue working with us after we secure housing to increase retention) (27)
- More DV education for public, law enforcement, and service providers (20)
- More emergency housing services including hotel vouchers when shelter is full (20)
- Have a live person answering the phone-many people do not have reliable phones/internet access. (20)
- Keep in mind that most of us did not learn adult tasks from our parents-we need more guidance (9)



- More assistance for transitional aged youth (7)
- Assume gender neutrality when working with clients (6)

How could services and programs improve to prevent folks like yourselves from becoming homeless?

9) Homelessness Prevention

- Long term case management/support (24)
- Increase prevention services (e.g. DV classes, comprehensive sex ed in schools, Child Welfare, Family Support, Financial Literacy) (23)
- Less referrals, more hands-on assistance (23)
- Physical improvements of short/long term housing (e.g. many shelters have bugs, mold; many voucher placements are in dangerous neighborhoods with drug use) (21)
- Increased community outreach (20)
- Immediate/emergency financial resources (not waiting until you are about to be evicted to support) (20)
- Expand short/long term DV services (18)
- Hotel vouchers when shelters are full (18)
- Child protection for LGBTQ youth (6)
- Child support enforcement (3)

Thinking about what you would like your life to look like, what would you need for you to get there?

10) What you want your life to look like

- Self-sufficiency (18)
- Reliable transportation (18)
- Long term/stable housing (15)
- Good job (12)
- Home with my children (4)

