



**Studios at South Richmond
Resident Survey Results- December 2018**

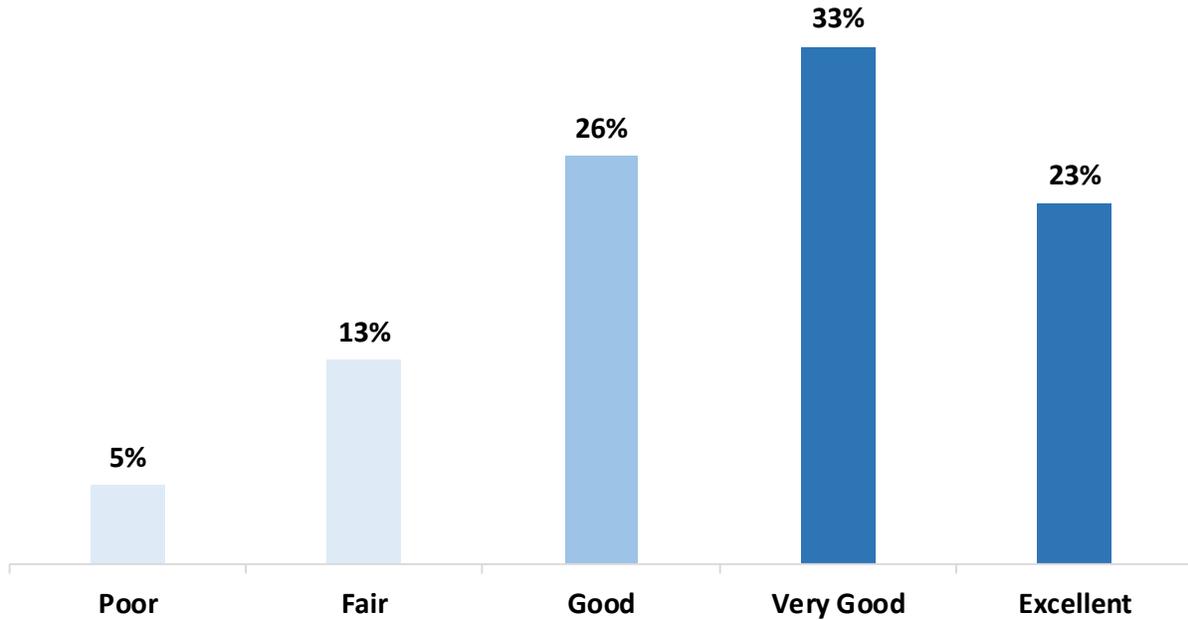
Methodology

- VSH staff at the Studios at South Richmond administered anonymous resident surveys to obtain feedback about supportive housing services in December 2018.
- Of the 51 residents who live at the Studios at South Richmond, 48 completed a survey. (Response rate=94%)

Demographic and Background Information of Residents Who Completed Survey		
Age (N=45)	Number of Residents	Percentage of Residents
18-24	0	0%
25-34	1	2%
35-44	3	7%
44-54	5	11%
55-64	31	69%
65 or older	5	11%
Gender (N=46)	Number of Residents	Percentage of Residents
Male	33	72%
Female	13	28%
Racial Background (N=45)	Number of Residents	Percentage of Residents
Asian	0	0%
American Indian/Alaskan Native	0	0%
Black/African American	32	71%
Native Hawaiian/Pacific Islander	0	0%
White/Caucasian	12	27%
Other	1	2%
Length of Time Resident Has Lived at Property (N=45)	Number of Residents	Percentage of Residents
Less than 6 months	2	4%
6-12 months	6	13%
13-24 months	6	13%
More than 2 years	31	69%

Overall, how would you describe the quality of services you receive at the Studios at South Richmond? (N=39)

A majority of residents (56%) described the quality of services at the Studios at South Richmond as *Very Good* or *Excellent*



Please tell us how much you agree or disagree with the statements below about the Studios at South Richmond on a scale from 1 (Strongly Disagree) to 5 (Strongly Agree)

	Strongly Disagree				Strongly Agree
	1	2	3	4	5
I feel safe at the Studios at South Richmond (N=44)	5%	0%	16%	14%	66%
Staff show sensitivity to my background (cultural, racial, special needs, sexual orientation) (N=45)	9%	0%	11%	16%	64%
Staff treat me with respect and dignity (N=43)	2%	0%	12%	16%	70%
I get the services I need from the Studios at South Richmond (N=44)	5%	5%	16%	23%	52%

Note: Total percentage for each row may not equal 100% due to rounding.

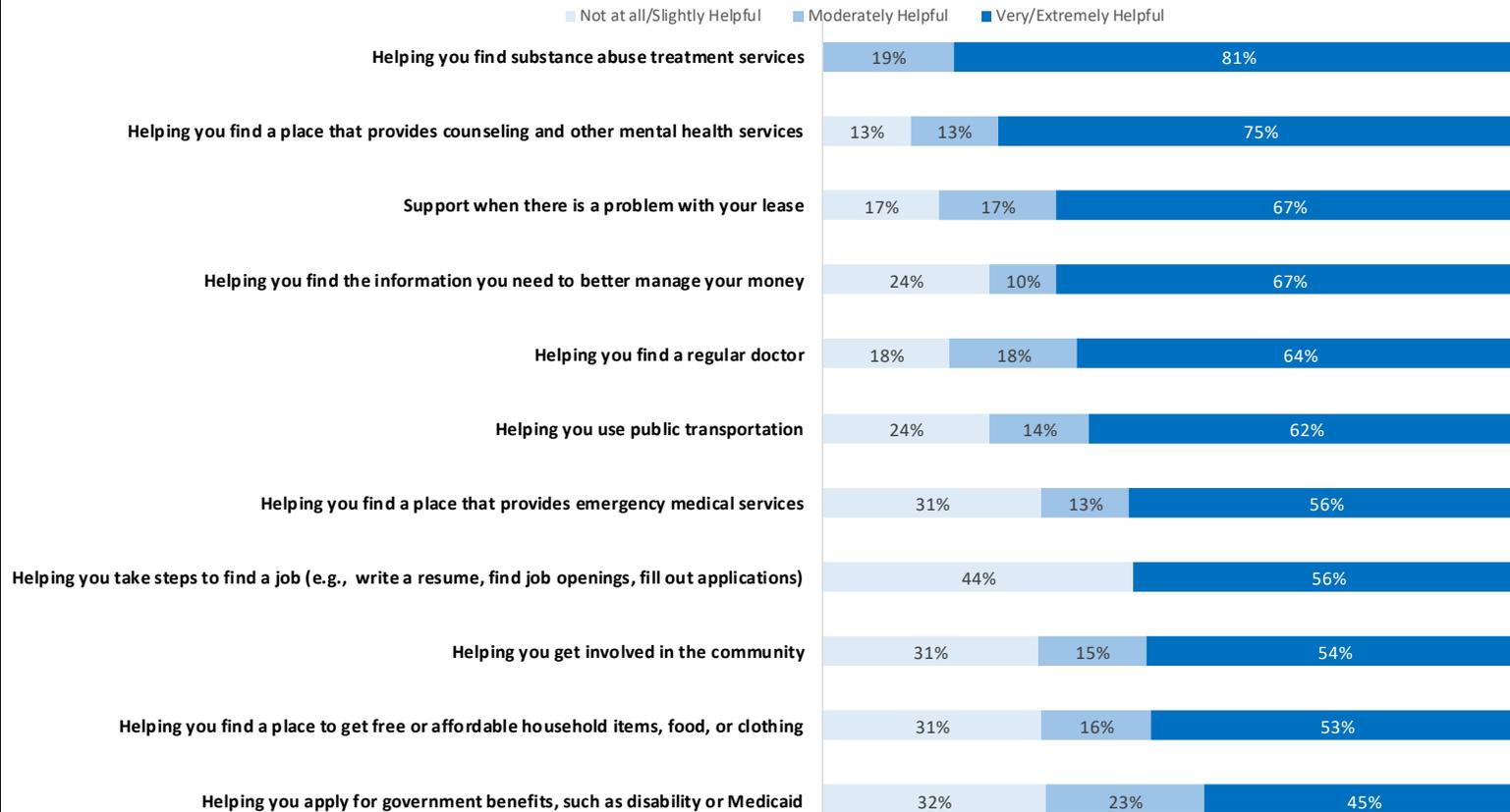
Please circle the option that best describes how helpful staff are at the Studios at South Richmond in providing the supportive services listed below.

	Not at all Helpful	Slightly Helpful	Moderately Helpful	Very Helpful	Extremely Helpful	I Have Not Needed This Service
<i>1.Support when there is a problem with your lease (N=48)</i>	4%	4%	8%	19%	15%	50%
<i>2.Helping you find a regular doctor (N=48)</i>	2%	2%	4%	10%	4%	77%
<i>3.Helping you find a place that provides counseling and other mental health services (N=48)</i>	0%	4%	4%	25%	0%	67%
<i>4.Helping you find substance abuse treatment services (N=48)</i>	0%	0%	6%	21%	6%	67%
<i>5.Helping you apply for government benefits, such as disability or Medicaid (N=47)</i>	11%	4%	11%	15%	6%	53%
<i>6.Helping you find a place that provides emergency medical services (N=47)</i>	6%	4%	4%	13%	6%	66%
<i>7.Helping you find a place to get free or affordable household items, food, or clothing (N=48)</i>	10%	10%	10%	19%	17%	33%
<i>8. Helping you find the information you need to better manage your money (N=48)</i>	2%	8%	4%	15%	4%	67%
<i>9.Helping you use public transportation (N=48)</i>	2%	8%	6%	13%	15%	56%
<i>10.Helping you get involved in the community (N=47)</i>	13%	4%	9%	19%	11%	45%
<i>11.Helping you take steps to find a job, such as showing you how to write a resume, find job openings, or fill out job applications (N=48)</i>	8%	8%	0%	10%	10%	63%

Note: Total percentage for each row may not equal 100% due to rounding.

Helpfulness of staff at the Studios at South Richmond

Over Half of Residents Rated Staff as *Very Helpful* or *Extremely Helpful* in Providing Most Supportive Services



Suggestions for Improving Supportive Services at the Studios at South Richmond

Recreational/Social (4 comments)

- Overnight passes for guests (2 comments)
- Pool table in community room
- Activities during the day to get people together

Facility Improvements (3 comments)

- Add more washers and dryers
- Wi-Fi
- Smoke-free building

Health Care (3 comments)

- Assistance with renewing VCC insurance
- Assistance with medical transportation
- More help getting services I need, such as dental care and vision

Other (3 comments)

- More help obtaining information on services/programs I may be eligible for
- A better relationship between people who rent out apartments and the residents
- A program to help residents who are struggling to adjust to property rules

Summary of Findings

Resident feedback for the Studios at South Richmond was generally very positive.

- A majority of residents described the “overall” quality of services as *Very Good* or *Excellent*.
- Most residents reported feeling safe at the property.
- Most residents indicated staff treat them with respect and sensitivity to individual backgrounds.

About two-thirds of residents indicated they have not needed the following specific services offered by the Studios at South Richmond since moving to the property:

- Help finding a regular doctor,
- Help finding a place that provides counseling or mental health services,
- Help finding substance abuse treatment services,
- Help finding a place that provides emergency medical services, and
- Help finding information on money management.

Among residents who needed supportive housing services, over half rated staff as *Very Helpful* or *Extremely Helpful* in providing each of those services, except “help applying for government benefits”, such as disability or Medicaid. Ratings of staff helpfulness were also relatively low for the following services:

- Help finding a place that provides emergency medical services,
- Help taking steps to find a job,
- Help getting involved in the community, and
- Help finding a place to get free or affordable household items.

Recommendations

- 1. Explore reasons why many residents indicated they do not need most of the supportive services offered at the Studios at South Richmond.** Staff should review these findings to determine if they reflect a lack of awareness on the part of residents, which may be addressed through better communication between residents and staff about service plans. Staff should also consider reviewing supportive permanent housing programs in other states, as well as residents' suggestions from this survey, to determine if the services offered at this property need to be modified or expanded to better meet resident needs.
- 2. Review services that have been rated relatively low by residents to identify potential improvements.** Staff should examine how they assist residents with services, such as applying for government benefits, to determine if there may be a better way to deliver those services. Staff should also consider whether more time should be dedicated to those services or if additional training may be helpful to improve how those services are delivered.
- 3. Review residents' suggestions for improvement to determine if any may be feasible to implement.** When asked to provide suggestions for improving supportive services, the most common responses included improvements to recreational/social activities, facility improvements, and health care. Staff should examine if any of these suggestions may be implemented immediately or included in any long-term plans that may exist for the property.
- 4. Review survey results with residents at the Studios at South Richmond.** Staff should present a brief summary of survey findings to residents and communicate how they plan to respond to feedback from the survey at an upcoming community meeting. This will ensure that residents feel heard, which will make them more likely to participate in future surveys, and it will provide staff with the opportunity to explain why they may not be able to implement all ideas and suggestions.