APPENDIX G

Provider Survey Description, Instrument & Summary of Results

Appendix G: Provider Survey Description, Instrument & Summary of Results

Overall Description

Goal: To collect input from providers who serve homeless youth directly in some capacity on the services they provide as well as the needs, gaps, and barriers they see for homeless youth to receive needed services/supports.

Development: This survey was developed by TNOYS staff, with input from Dr. Sarah Narendorf & team, University of Houston, as well as the input of select service providers from the TNOYS member network. All reviewed topics and specific questions.

Piloting: Once the questions/survey was entered into Survey Monkey, it was piloted by those same providers as well as TNOYS staff. Based on their feedback, question formats and wording were clarified to be more user friendly.

Implementation: TNOYS has an email distribution list of over 2,300 stakeholders, the majority of which are employed by youth service agencies or in a related field. The survey link was featured in a monthly email newsletter on August 22, 2016 as well as sent to select providers in a personal email by TNOYS Executive Director. Providers were asked to complete the survey by August 31, 2016. The opportunity to participate was also publicized during roundtables and other TNOYS trainings/meetings during August and early September. Reminder emails were sent individually into September in order to increase response rates. As an incentive, instructions were include on how to enter a $100 gift card raffle. The survey was closed on September 26, 2016

- Provider/Stakeholder distribution list: Approximately 2,357 stakeholders who are engaged in youth services in Texas
- Final # of survey responses: 55
- We believe the response rate for this survey may have been low because TNOYS has already offered other surveys, workshops, and roundtable discussions to stakeholders across Texas related to youth homelessness over the past year. TNOYS had also already completed interviews with many key stakeholders during phases I, II, and III of *Youth Count Texas!* and through other TNOYS initiatives.

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Youth Count Texas! Youth Service Provider and Stakeholder Survey

I. Basics

Thank you for taking the time to complete this survey. Your input is critical as we at Texas Network of Youth Services (TNOYS) work with University of Houston Graduate College of Social Work and Texas Appleseed to better understand the needs of youth experiencing homelessness and housing instability and the services that are available for them. Your responses will be confidential; we will share findings and themes from providers and other stakeholders across the state or in regions. We will not attach names of individuals or organizations to any quotes used in our reports or advocacy. Please contact cgendron@tnoys.org if you have questions or concerns.

*At the end of this survey, you'll have the chance to enter a raffle drawing for a $100 Target gift card as a thank you for your time.

1. Your Name:

2. Name of Your Organization/Agency:

3. Your Position/Role:

4. In what county(ies) do you primarily work?

5. How would you describe your county(ies) in which your agency operates? (check all that apply)

    Rural

    Suburban

    Small to Medium Urban Metro Area

    Large Urban Metro Area

6. What services does your organization provide for youth who are homeless or unstably housed? (check all that apply)

- [ ] Emergency Shelter
- [ ] Transitional Living Services
- [ ] Permanent Supportive Housing
- [ ] Moms and Babies Program
- [ ] Affordable Housing
- [ ] Rapid Re-Housing Services
- [ ] Case Management Services
- [ ] Street Outreach Services
- [ ] Youth Counseling Services
- [ ] Family Counseling Services

Other (please specify)

[   ]

7. What age groups does your organization serve? (check all that apply)

- [ ] Under 16 years old
- [ ] 16-17 years old
- [ ] 18-21 years old
- [ ] 22-24 years old
- [ ] Other (please specify)

[   ]

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Youth Count Texas! Youth Service Provider and Stakeholder Survey

II. Organizational Capacity

8. Do you believe that your organization is able to meet the demand for the services you provide (i.e. serve all youth who are homeless or unstably housed who need your help)?

◯
Yes ◯
No
◯ Sometimes

9. How often do you turn down prospective clients or referrals because your agency/organization is already at capacity and cannot accept more clients?

◯ Often

◯

Sometimes ◯
Never

Please explain your answer:

10. About what percent of your clients successfully complete services?

11. Of those who do not successfully complete services, what percent:

discontinue services?

are asked to leave the program because they did not follow the rules or meet expectations?

12. Is there a wait list for youth who are homeless to access services through your organization?

○

Yes ○

No

If so, how many people are currently on the waitlist?

[   ]

III. Services for Homeless Youth

13. Are there barriers your organization faces in terms of serving youth who are homeless?

◯

Yes ◯

No

If so, what barriers exist?

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│                              │
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14. What needs do homeless youth have that your services can't meet?

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│                              │
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15. What referrals to other community services do you make for homeless youth? Please explain.

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│                              │
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16. Are these community services usually able to sufficiently serve and meet the needs of the youth?

◯

Yes ◯

No

If "No", why not? (e.g. programs are full, not able to serve youth, programmatic rules, etc.)

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17. What services are needed in your community for youth who are homeless or unstably housed that are simply not available? Please explain.

Youth Count Texas! **Youth Service Provider and Stakeholder Survey**

IV. Community Capacity

18. Do you believe that your <u>community</u> is able to adequately serve all youth who are homeless and unstably housed?

◯

Yes ◯

No

◯ Sometimes

◯

Comments: [   ]

19. Do you feel like your work is supported by your community?

◯

Yes ◯

No

Why or why not?

[   ]

20. Do you feel you are able to work collaboratively with the schools in your community?

◯

Yes ◯

No

Why or why not?

21. Do you feel that faith-based institutions or other community groups offer partnerships that enhance your work?

◯

Yes ◯

No

Why or why not?

┌─────────────────────────────┐
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│   │
│   │
│   │
└─────────────────────────────┘

22. Are there laws, licensing regulations, eligibility criteria, or other rules that get in the way of providing services to youth who are homeless or unstably housed, including minors?

◯

Yes ◯

No

Please explain:

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│   │
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23. If you could change one rule or law or create one new program to benefit youth experiencing homelessness and housing instability in Texas, what would you do?

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24. Please share any additional feedback you have that will support our work to better understand the needs and services available to youth who are homeless or unstably housed in Texas:

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Youth Count Texas! Youth Service Provider and Stakeholder Survey

V. Raffle Information

25. Thank you for your participation in this survey! Would you like to be included in a raffle drawing for a $100 Target gift card?

◯ Yes!

◯ No, thank you

If "Yes", please include your contact information below. This information will be confidential and not connected to your survey responses.

26. Email Address:

27. Phone Number:

Results: Frequencies of Key Variables

Respondent characteristics

Counties Worked In*	Count	Percent	Serve <16	Serve 16-17	Serve 18-21	Serve 22-24
Respondents	55		73%	82%	73%	62%
Rural	24	44%	79%	83%	63%	46%
Suburban	20	36%	65%	70%	65%	55%
Small urban	21	38%	62%	71%	67%	52%
Large urban	29	53%	69%	79%	76%	69%

*Note: % do not sum to 100% because respondents could select multiple county types

Service availability

       Sorted by lack of availability

Services Available	All counties	Rural	Suburban	Small urban	Large urban
Affordable housing	10.91%	0.00%	5.00%	4.76%	13.79%
Rapid rehousing	12.73%	8.33%	20.00%	14.29%	20.69%
Moms & babies programs	14.55%	8.33%	5.00%	9.52%	17.24%
Permanent supportive housing	18.18%	16.67%	25.00%	14.29%	27.59%
Street outreach	29.09%	33.33%	30.00%	19.05%	34.48%
Transitional living services	32.73%	20.83%	25.00%	28.57%	37.93%
Family counseling	43.64%	54.17%	30.00%	38.10%	51.72%
Emergency shelters	45.45%	50.00%	35.00%	52.38%	44.83%
Youth counseling	54.55%	62.50%	40.00%	52.38%	62.07%
Case management	65.45%	66.67%	55.00%	61.90%	75.86%

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Provider capacity

Able to Serve All Youth?	All providers	Rural	Suburban	Small Urban	Large Urban
Always	13%	20%	11%	26%	16%
Sometimes	39%	55%	26%	26%	32%
No	48%	25%	63%	47%	52%
Count	55	24	20	21	29
Did not answer question	9	4	1	2	4
Total Respondents	46	20	19	19	25

Turn down clients?	All providers	Rural	Suburban	Small Urban	Large Urban
Often	18%	5%	17%	6%	17%
Sometimes	36%	42%	50%	41%	35%
Never	45%	53%	33%	53%	48%
Count	55	24	20	21	29
Did not answer question	11	5	2	4	6
Total Respondents	44	19	18	17	23

Have a Waitlist?	Yes	No	Count	Did not answer	Total responses
All counties	26%	74%	55	16	39
Rural	6%	94%	24	7	17
Suburban	29%	71%	20	6	14
Small Urban	14%	86%	21	7	14
Large Urban	32%	68%	29	10	19

Percent completing services	All providers	Rural	Suburban	Small Urban	Large Urban
Median	80%	83%	80%	80%	83%
Mean	79%	84%	81%	77%	78%
Count	55	24	20	21	29
Did not answer or provide %	22	10	8	8	11
Total respondents	33	14	12	13	18

*Note: Believe issues with comprehension of the wording of "of those not completing, what percent do not complete" questions.

Barriers to providers

County Type	Face barriers
Total	86%
Rural	81%
Suburban	93%
Small urban	80%
Large urban	85%

Type of County	Laws / Eligibility / Rules hinder work
All	78%
Rural	69%
Suburban	92%
Small urban	79%
Large urban	85%

Type of barrier	Count	Percent total
All	33	
Identification / Communication / Engagement	7	21%
Regulations/laws/eligibility rules	3	9%
Shelter / Housing availability	7	21%
Health / Mental health issues	2	6%
Financial issues / funding / staffing	7	21%
Serve subset of homeless youth population	6	18%

*Note: for more detail, see uncategorized responses in data section. "Serve subset of population" refers to respondents who indicated barrier arises from specificity of eligibility requirements (e.g. crisis intervention only, or domestic violence victims only).

Youth Count Texas! Phase 3 – Youth Services Provider Survey Key Points (10.2016)

Type of County	Referrals able to meet needs	Referrals unable
All counties	42%	58%
Rural	41%	59%
Suburban	25%	75%
Small urban	38%	63%
Large urban	24%	76%

Type of unmet needs	Count	Percent total
All responses	35	
All / Many	4	11%
All shelter / housing	16	46%
Shelter	5	14%
Shelter, health / mental health issues	1	3%
Shelter, transportation	1	3%
Housing	7	20%
Housing & employment	2	6%
Health / Mental Health issues	6	17%
Case management	3	9%
Basic needs	2	6%
Other	3	9%

Type of County	Community Supports Work	Count
All counties	78%	55
Rural	81%	24
Suburban	73%	20
Small urban	67%	21
Large urban	74%	29

*Note: respondents could select multiple entries for "type of county."

Organizational Assistance	Total	Rural	Suburban	Small urban	Large urban
Schools collaborate total	92%	100%	94%	94%	86%
Schools collaborate	74%	71%	69%	69%	75%
School sometimes collaborate	18%	29%	25%	25%	11%
Faith-based enhance work total	79%	88%	88%	81%	81%
Faith-based enhance work	74%	76%	81%	75%	76%
Faith-based sometimes enhance work	5%	12%	6%	6%	5%