

SF Homeless Needs Assessment Survey

Start of Block: Introduction

Q1 Hi my name is _____ and I am with the Coalition on Homelessness and we're doing a survey today. As you may know, there may be many changes coming up to the homeless system and we want to ask those who are experiencing homelessness what that new system should look like based on your own expertise and experience. Are you currently homeless?

If Yes: Ok. So we're collecting surveys for a report which will be shared with local policymakers. Surveys take about 45 minutes. People who do the survey will get a \$20 gift card to thank you for your time. This survey will be completely anonymous and no one will be able to connect your name to this information.

Are you interested in doing a 45-minute survey with me?

If yes: Thanks! As I mentioned, to take the survey it is necessary that you are currently homeless. This means that you are currently either sleeping outside, in shelter, in a vehicle, in an illegal squat, couch surfing, in a daily or weekly hotel, or staying in an SRO ("doubled-up") with your family. Does one of these fit your current situation?

If yes: OK. First, I just want to make sure you haven't taken this survey already since we want to reach as many people as possible. Is that correct?

if yes: Great so to be clear, you're free until (time in 45 minutes)? If you need to skip any questions, take a break or stop at any time, that's totally fine, just let me know. You should also know that deciding to do the survey or not won't affect your services in any way. I am going to ask you about your experience with San Francisco's shelter system, with substance use treatment services, and mental health system, and your personal challenges and goals. If you don't wish to answer a question, feel free to pass. Your gift card will not depend on you answering every question.

If no: Thanks. Hope you have a great day.

Q10 Survey Site

Q11 Survey Proctor

- Anubis (1)
- Tracey (2)
- Sofia (3)
- Nathaly (4)
- Treasure (6)
- Ms. Earl (7)
- TJ (8)
- Lisseth (9)
- Sue (10)
- Intern (11) _____
- Roadkill (12)
- Kalamari (13)
- Mielah (14)

End of Block: Introduction

Start of Block: Prevention

Q135 Our first questions are about your most recent housing situation

Q3 When was the last time you were housed?

- Less than 3 months ago (1)
 - 3-6 months ago (2)
 - 7-11 months ago (3)
 - 1-3 years ago (4)
 - More than 3 years ago (5)
 - Currently in housing (6)
-

Q4 Were you on the lease?

- Yes (1)
- No (2)

Skip To: Q6 If Were you on the lease? = Yes

Q5 Was the lease with another household member or the landlord?

- Another household member (1)
 - Landlord (2)
-

Q194 Were you evicted?

- Yes (1)
 - Unsure (2)
 - No (3)
-

Q6 What are all the reasons you'd say caused you to lose your housing? (Do not read. check all that apply. If reports "unable to pay rent" READ all options under that heading)

- Domestic violence (1)
- No fault eviction due to landlord action (Owner move-in, Ellis Act, etc) (2)
- Change in household makeup because of divorce, death, new child, etc. (3)
- Family dispute (4)
- Moved out to avoid eviction on record (5)
- Landlord harassment (14)
- Behavioral issues (15)
- Family didn't accept gender identity (17)
- Aged out of TAY housing (18)
- Aged out of foster care (19)
- Incarceration (20)
- Arrest, Incarceration, or criminal record of family member (22)
- Unable to pay rent because of break in benefits (6)
- Unable to pay rent because household member was unable to pay (7)
- Unable to pay rent because income too low (8)
- Unable to pay rent because of job loss (9)
- Unable to pay rent because of health crisis (10)

- Unable to pay rent because of personal problems (11)
 - Other (12) _____
 - Disability (please specify): (23)

-

Q7 What type of housing was it? (Do not read)

- Below market rate housing (1)
 - Private housing rented from landlord (2)
 - Housing owned by myself or a family member (3)
 - City-run affordable housing (4)
 - City-run supportive housing (5)
 - Public housing (e.g., Sunnydale, Alice Griffith, Double Rock) (6)
 - SRO (privately owned) (7)
 - SRO (city-run or non-profit / master lease / Care not cash, CRC) (8)
-

Q8 Are there any resources the city could have provided to prevented you from losing housing?
(Read)

- Assistance with getting benefit check on time (1)
- Assistance removing abuser from home (2)
- Assistance getting a job (3)
- Assistance with something else - like fixing car or buying groceries (4)
- Good eviction attorney (5)
- Family counseling (6)
- Social services (12)
- Health related assistance (13)
- Mediation with landlord (7)
- Rental assistance for short period of time. If so, how long (8)

- Rental assistance for a long period of time. If so, how long (9)

- Ability to move to a more appropriate unit (bigger, in different neighborhood, etc.)
(10)
- Other (11) _____

End of Block: Prevention

Start of Block: Shelter

Q136 The next questions are about your experience and perceptions of San Francisco's shelter system

Q137 First though, can you tell me where you have primarily been staying the last month?

- Outside. Streets, Park, etc. (1)
- Traditional single-adult shelter (2)
- Navigation Center (3)
- Family shelter (4)
- Youth shelter (10)
- Medical shelter (12)
- Domestic violence shelter (13)
- Vehicle (5)
- Daily or weekly hotel (6)
- Abandoned building/squat (7)
- Couch-surfing (11)
- With family in SRO (8)
- Other (9) _____

Q195 Have you stayed in any shelter in San Francisco in the past five years?

- Yes (4)
- No (5)

Skip To: Q15 If Have you stayed in any shelter in San Francisco in the past five years? = Yes

Q9 Have you ever tried to get into a shelter in San Francisco over the past five years?

- Yes (1)
- No (2)

Skip To: Q12 If Have you ever tried to get into a shelter in San Francisco over the past five years? = No

Q14 About how many times have you tried to get shelter over the past five years? (Do not read)

- 1-5 (2)
 - 6-10 (3)
 - 11-30 (4)
 - 31-100 (5)
 - more than 100 (6)
-

Q12 Can you tell me all the reasons you have not stayed in shelter? (Do not read. Check all that apply.)

- Bad experience in past (1)
- Bad reputation/heard it was bad (2)
- Staff - bias by race (4)
- Staff - transphobia (5)
- Staff - bias by disability (6)
- Staff - bias by sexuality (33)
- Staff - follow through, staff offered shelter but never made it happen? (7)
- Staff treatment poor (8)
- Staff - sexual harassment (9)
- Staff - sexual violence (10)
- Staff - gender-based violence (against women) (11)
- Rules - belongings (would not be able to bring into shelter) (12)
- Rules - curfew doesn't work for me (13)
- Rules - partner (would have to separate) (14)
- Rules - pet (would not be able to bring into shelter) (15)
- Rules - stay offered too short (16)
- Rules - won't accommodate work schedule (17)

- Access - confusing access to get in (18)
 - Access - no beds available (19)
 - Access - lack of language access (e.g., no Spanish speaking programs) (20)
 - Access - could not accommodate my disability (physical or mental) (21)
 - Access - waiting list too long (22)
 - Clients - congregate living, unable to live around groups of strangers (23)
 - Clients - theft (24)
 - Clients - bias by race (25)
 - Clients - bias by gender identity (transphobic) (26)
 - Clients - bias by disability (27)
 - Clients - bias by sexuality (34)
 - Clients - treatment poor (28)
 - Clients - sexual harassment (29)
 - Clients - sexual violence (30)
 - Clients - gender based violence (against women/transgender folks) (31)
 - Other (32) _____
-

Q13 Of all the issues you just mentioned, how would you rank the top four reasons you don't use shelter, with one being the most important? (Do not read. Feel free to remind previous choices. Check all that apply.)

- Bad experience in past (1)
- Bad reputation/heard it was bad (2)
- Staff - bias by race (4)
- Staff - transphobia (5)
- Staff - bias by disability (6)
- Staff - bias by sexuality (33)
- Staff - follow through, staff offered shelter but never made it happen? (7)
- Staff treatment poor (8)
- Staff - sexual harassment (9)
- Staff - sexual violence (10)
- Staff - gender-based violence (against women) (11)
- Rules - belongings (would not be able to bring into shelter) (12)
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- Clients - bias by disability (27)
- Clients - bias by sexuality (34)
- Clients - treatment poor (28)
- Clients - sexual harassment (29)
- Clients - sexual violence (30)
- Clients - gender based violence (against women/transgender folks) (31)
- Other (32)

Skip To: Q41 If Of all the issues you just mentioned, how would you rank the top four reasons you don't use shelt...(Bad experience in past) Is Displayed

Q15 In what ways have you accessed a bed in the past? (Read. Check all that apply)

- General Assistance / CAAP bed (1)
 - HOT team (2)
 - One night bed from waiting same day (3)
 - VA (4)
 - 90-day bed from 311 (5)
 - 90-day bed from drop-in center wait list (8)
 - SFPD (6)
 - Discharged from hospital to shelter (9)
 - Discharged from jail to shelter (10)
 - Other (7) _____
-

Q16 What are all the types of shelters you have stayed in in the past? (Read. Check all that apply)

- Navigation Centers (1)
 - Traditional year-round shelter (2)
 - Winter shelter (3)
 - Transitional housing (4)
 - Medical shelter (6)
 - Domestic violence shelter (8)
 - Other (7) _____
-

Q157 What shelter are you currently staying in, or have stayed in most recently? (Do not read)

- Navigation Centers (1)
 - Traditional year-round shelter (2)
 - Transitional Age Youth Shelter (8)
 - Winter shelter (3)
 - Transitional housing (4)
 - Medical Shelter (6)
 - Domestic Violence shelter (9)
 - Other (7) _____
-

Q119 When was the last time you stayed in shelter? (Do not read)

- I'm currently in shelter (1)
 - In the last month (2)
 - 1-6 months (3)
 - 7 months to 1 year (4)
 - 1 year ago (5)
 - 2 years ago (6)
 - 3 years ago (7)
 - 4 years ago (8)
 - 5 years ago (9)
-

Q120 In the past year how much time have you spent in shelter? (Do not read)

- A night, or just a few nights (5)
 - week - 1 month (4)
 - 1-5 months (3)
 - 6-11 months (2)
 - the full year (1)
-

Q17 If you ever tried and were unsuccessful in getting shelter, what were those reasons?
(Read. Check all that apply)

- Missed check-in time (1)
 - Process for getting into shelter too complicated (2)
 - No beds available when I needed them (3)
 - Shelter offered was one I was unwilling to stay in due to past bad experiences (4)
 - I have been denied services from all shelters (5)
 - Long waits (6)
 - No follow through from staff who offered shelter (7)
 - I forgot to follow up (8)
 - TB test (9)
 - Wouldn't allow partners/pets/possessions (10)
 - Other: (11) _____
-

Q18 I'm now going to read a series of statements about your experience of shelter in general, compared with your experiences on the street, or if you've never lived outside while homeless, how you might imagine it compared to shelter.

Q19 How does your stability in shelter compare to your stability on the street? (Read)

- Significantly more stable in shelter (1)
 - Slightly more stable in shelter (4)
 - No difference (2)
 - Slightly less stable in shelter (3)
 - Significantly less stable in shelter (5)
-

Q20 How does your rest in shelter compare to the rest you get on the street? (Read if necessary)

- Significantly more rest in shelter (1)
 - Slightly more rest in shelter (2)
 - No difference (4)
 - Slightly less rest in shelter (5)
 - Significantly less rest in shelter (3)
-

Q21 How does your feeling of safety in shelter compare to being on the street?

- Significantly more safe in shelter (1)
 - Slightly more safe in shelter (2)
 - No difference (3)
 - Slightly less safe in shelter (4)
 - Significantly less safe in shelter (5)
-

Q160 How does your physical health in shelter compare to being on the street?

- Significantly more healthy in shelter (1)
 - Slightly more healthy in shelter (2)
 - No difference (3)
 - Slightly less healthy in shelter (4)
 - Significantly less healthy in shelter (5)
-

Q161 How does your mental health in shelter compare to being on the street?

- Significantly more healthy in shelter (1)
 - Slightly more healthy in shelter (2)
 - No difference (3)
 - Slightly less healthy in shelter (4)
 - Significantly less healthy in shelter (5)
-

Q23 How does shelter affect your ability to work or look for work compared to living on the streets?

- Shelter significantly improves my ability to keep or get a job (1)
 - Shelter slightly improves my ability to keep or get a job (2)
 - No difference (3)
 - Shelter slightly hinders my ability to keep or get a job (4)
 - Shelter significantly hinders my ability to keep or get a job (5)
 - N/A (6)
-

Q22 How does shelter affect your ability to access housing?

- Shelter significantly improved my access housing (1)
 - Shelter slightly improved my access to housing (2)
 - No difference (3)
 - Shelter slightly hindered my access to housing (4)
 - Shelter significantly hindered my access to housing (5)
-

Q24 How has being in shelter affected your ability to participate in educational programs?

- Shelter significantly improved my ability to access or participate in educational programs (1)
 - Shelter slightly improved my ability to access or participate in educational programs (2)
 - No difference (3)
 - Shelter slightly hindered my ability to access or participate in educational programs (4)
 - Shelter significantly hindered my ability to access or participate in educational programs (5)
 - N/A (6)
-

Q158 How has being in shelter affected your ability to access benefits?

- Significantly improved my ability to access benefits (1)
 - Slightly improved my ability to access benefits (2)
 - No difference (3)
 - Slightly hindered my ability to access benefits (4)
 - Significantly hindered my ability to access benefits (5)
-

Q159 How does being in shelter affect your ability to access Healthcare compared to being on the street?

- Significantly improves my ability to access healthcare (1)
 - Slightly improves my ability to access healthcare (2)
 - No difference (3)
 - Slightly hinders my ability to access healthcare (4)
 - Significantly hinders my ability to access healthcare (5)
-

Q162 How does being in shelter affect your access to food compared to being on the street?

- Significantly improves my access to food (1)
 - Slightly improves my access to food (2)
 - No difference (3)
 - Slightly hinders my access to food (4)
 - Significantly hinders my access to food (5)
-

Q163 How does being in shelter affect your your ability to make appointments as opposed to being on the street?

- Significantly improves my ability to make appointments (1)
 - Slightly improves my ability to make appointments (2)
 - No difference (3)
 - Slightly hinders my ability to make appointments (4)
 - Significantly hinders my ability to make appointments (5)
-

Q30 Ok. So onto the next part

Q31 Have you ever left shelter? Either because the time limit on your bed was, were forced out, or left by choice?

Yes (1)

No (2)

Skip To: Q35 If Have you ever left shelter? Either because the time limit on your bed was, were forced out, or le... = No

Q32 For what reasons have you ever left shelter (Read. Check all that apply)

Timed out (1)

Left on my own to escape mistreatment (2)

Left on my own because rules were unreasable (5)

Left on my own for a better opportunity (3)

Was put out of shelter (4)

Other (6) _____

Q203 After the last time you left shelter, where did you go?

- Outside: street, park, etc. (1)
 - Another shelter (7)
 - Vehicle (2)
 - Daily/weekly SRO (3)
 - Transitional housing program (8)
 - Permanent supportive housing (4)
 - Housing - paying rent (5)
 - Family or friends place (6)
 - Other (9) _____
-

Q33 Have you ever been asked to leave a shelter you were staying in?

- Yes (1)
 - No (2)
-

Q34 If so, Why? (Do not read. Check all that apply)

- Staff discriminated against my race (1)
 - Staff discriminated against my gender identity (2)
 - Staff discriminated against my sexuality (13)
 - Shelter didn't accommodate my disability (3)
 - Shelter didn't accommodate my work schedule (4)
 - Minor rule violation (food in my area, etc) (5)
 - Conflict with another resident (verbal/physical) (6)
 - Conflict with staff (verbal/physical (7)
 - Substance use (8)
 - Paraphernalia (9)
 - Missing curfew or too many nights missed (If selected ask about jail or hospital causing this) (10)
 - Hospital stay resulted in losing bed (11)
 - Jail stay resulted in losing bed (12)
-

Q35 Have staff ever called the police on you in shelter?

- Yes (1)
- No (2)

Skip To: Q39 If Have staff ever called the police on you in shelter? = No

Q36 If yes, why? (Do not read. Check all that apply)

- Bias against my race (1)
 - Bias against my gender identity (2)
 - Bias against something else about me (3)
-

- Conflict with another resident (verbal/physical) (4)
 - Conflict with staff (verbal/physical) (5)
 - False accusations (6)
 - Substance use (7)
 - Mental health needs (8)
 - Other (9) _____
-

Q37 In this same incident, what happened after police arrived (Read. Check all that apply)

- I was arrested (1)
 - Someone else was arrested (2)
 - I was asked to leave shelter (3)
 - Someone else was asked to leave shelter (5)
 - Other (4) _____
-

Q38 When you were asked to leave what places did you stay the evening(s) immediately after?
(Check all that apply)

- Street (1)
 - Another shelter (2)
 - Park (3)
 - With friend, partner, or family member (4)
 - Hotel (5)
 - Drop-in center (6)
 - Squat (7)
 - With a client / date / trick (8)
-

Q39 In the past five years, have you ever had belongings confiscated entering any shelter?

- Yes (1)
 - No (2)
-

Q40 If yes, what? (Do not read. Check all that apply)

Drug use supplies (1)

Medicines (2)

Weapons / things for self-defense like mace (3)

Narcan/naloxone (overdose prevention meds) (4)

Other (5) _____

Q41 The next set of questions are asking about how you would design an ideal shelter system that would meet your needs.

Q42 Which of the following services in shelters would you use if they were made available
(Read. Check all that apply)

- Anger management (1)
- Case management (2)
- Childcare (3)
- Diet and nutrition education (4)
- Educational training (5)
- Food (6)
- Food stamps (7)
- Group counseling (8)
- Individual counseling (9)
- Family reunification service (10)
- Resident nurse providing health services (11)
- Housing case management (12)
- Hygiene products (13)
- Job training and employment case managers (14)
- Legal assistance (15)
- Mental health treatment (16)
- Money management services (17)

- Parenting education (18)
 - Peer counseling (19)
 - Free phone service (20)
 - Substance use treatment (22)
 - Safe drug use supplies (23)
 - Social activities (24)
 - SSI/Benefits advocacy (25)
 - Veterinary services (26)
 - Wellness services (acupuncture, yoga, etc) (27)
 - 24-hour access where people could come and go as they please. No curfews.
(28)
 - Would allow more nights out without losing bed (29)
 - Increased privacy (30)
 - Stays beyond 90-days (31)
-

Q43 Of those services, rank your top four that would most improve your current shelter experience or make a difference in you accessing shelter? (Do not read. Rank top 4 responses in order)

- _____ Anger management (1)
 - _____ Case management (2)
 - _____ Childcare (3)
 - _____ Diet and nutrition education (4)
 - _____ Educational training (5)
 - _____ Food (6)
 - _____ Food stamps (7)
 - _____ Group counseling (8)
 - _____ Individual counseling (9)
 - _____ Family reunification service (10)
 - _____ Resident nurse providing health services (11)
 - _____ Housing case management (12)
 - _____ Hygiene products (13)
 - _____ Job training and employment case managers (14)
 - _____ Legal assistance (15)
 - _____ Mental health treatment (16)
 - _____ Money management services (17)
 - _____ Parenting education (18)
 - _____ Peer counseling (19)
 - _____ Free phone service (20)
 - _____ Substance use treatment (22)
 - _____ Safe drug use supplies (23)
 - _____ Social activities (24)
 - _____ SSI/Benefits advocacy (25)
 - _____ Veterinary services (26)
 - _____ Wellness services (acupuncture, yoga, etc) (27)
 - _____ 24-hour access where people could come and go as they please. No curfews. (28)
 - _____ Would allow more nights out without losing bed (29)
 - _____ Increased privacy (30)
 - _____ Stays beyond 90 days (31)
-

Q44 (For those not using shelter) If those changes to the shelter system were made, would you use the shelter? If not, what would get in the way? (Do not read. Check all mentioned).

- Yes, I would enter shelter if these changes were made (6)
 - Need my own space (1)
 - Can't deal with all the clients (2)
 - Rules (3)
 - Staff (4)
 - Other (5) _____
-

Q50 If there were a dedicated clean and sober shelter would you prefer to stay there over existing shelters?

- Yes (1)
 - No (2)
-

Q51 If there were a shelter that allowed people who were actively using drugs or alcohol would you prefer to stay there over existing shelters?

- Yes (1)
 - No (2)
-

Q49 Assuming it were legal, should there be a safe separate room in shelters, away from the sleeping area for people to use hard drugs under supervision of a trained nurse?

- Yes (1)
 - Unsure (2)
 - No (3)
 - Don't care (4)
-

Q190 If the city had a legal free campsite, where you could camp outside in your private tent and have access to toilets, showers, and have some basic security would you prefer to stay there as opposed to the existing shelters?

- Yes (1)
 - Maybe (2)
 - No (3)
-

Q196

Finally, would you prefer to wait 6 months to get a guaranteed 6 month bed or wait 3 months to get a guaranteed 3 month bed? Again at the end of each stay you'd have to start this wait over again to access another guaranteed bed.

- I'd wait 6 months for a 6 month bed (1)
- I'd wait 3 months for a 90 day bed (2)
- I don't have a preference (3)

End of Block: Shelter

Start of Block: Substance Use

Q54 The next questions are about substance use which may or may not be relevant to you.

Q138 Is drug or alcohol use a challenge for you?

- Yes (1)
- No (3)

Skip To: Q198 If Is drug or alcohol use a challenge for you? = Yes

Q142 Would you say you've had a drug or alcohol challenge while being homeless in the past 5 years?

- Yes (1)
- No (2)

Skip To: End of Block If Would you say you've had a drug or alcohol challenge while being homeless in the past 5 years? = No

Q198 Have you received any substance use services for your drug or alcohol use in the last five years?

- Yes (4)
- No (5)

Skip To: Q52 If Have you received any substance use services for your drug or alcohol use in the last five years? = Yes

Q217 What substances have been a challenge for you in the past five years? (Do not read. Check all that apply)

- I did not have a substance use problem (1)
- Alcohol (2)
- Marijuana/Hashish (Weed, Joints, Blunts, Chronic, Weed, Mary Jane) (7)
- Cocaine/crack (3)
- Heroin (Smack, H, Junk, Skag) (4)
- Non-prescription methadone (12)
- Morphine (11)
- Fentanyl (5)
- Methamphetamine or other uppers (Meth, Uppers, Speed, Ice, Chalk, Crystal, Glass, Fire, Crank) (6)
- Painkillers (Codeine, Percocet, Darvon, Tylenol 2,3,4,; Oxycodone/Oxycodone, Dilaudid) (8)
- Party drugs (molly, GHB, ketamine, etc) (9)
- Hallucinogens/psychedelics, PCP (Angel Dust, Ozone, Wack, Rocket Fuel), MDMA (Ecstasy, XTC, X, Adam), LSD (Acid, Boomers, Yellow Sunshine), Mushrooms, or mescaline (13)
- Benzodiazepines: Diazepam (Valium); Alprazolam (Xanax); Triazolam (Halcion); and Estazolam (Prosom and Rohypnol - also known as roofies, roche, and cope) (14)
- Barbiturates: Mephobarbital (Mebacut) and pentobarbital sodium (Nembutal) (15)
- Non-prescription GHB (known as Greivous Bodily Harm, Liquid Ecstasy and Georgia Home Boy) (16)

Other tranquilizers, downers, sedatives, or hypnotics (17)

Inhalants (poppers, snappers, rush, whippets) (18)

Other (10) _____

Q53 Have you ever asked anyone for help to get services for your drug or alcohol use, or tried to access treatment?

Yes (1)

No (2)

Q55 Can you tell me all the reasons why you have not accessed substance use services? (Do not read. Check all that apply.)

- Not ready (1)
- No need (2)
- Kicked habit on my own (3)
- Treatment won't work (4)
- Offered a stay that did not lead to housing, exit back to street (5)
- Services inappropriate for someone my age (6)
- Bad experience in past (7)
- Bad reputation/heard it was bad (8)
- Staff - bias by race (10)
- Staff - transphobia (11)
- Staff - bias by disability (12)
- Staff - bias by sexuality (47)
- Staff - follow through, staff offered access but never made it happen. (13)
- Staff treatment poor (14)
- Staff - sexual harassment (15)
- Staff - sexual violence (16)
- Staff - gender-based violence (against women) (17)

- Rules - belongings (would not be able to bring into treatment) (18)
- Rules - curfew doesn't work for me (19)
- Rules - partner (would have to separate) (20)
- Rules - pet (would not be able to bring into shelter) (21)
- Rules - stay offered too short (22)
- Rules - won't accommodate work schedule (23)
- Rules - cannot keep children (24)
- Rules - required to be clean to participate (25)
- Rules - too strict (26)
- Rules - won't allow medically assisted treatment (buprenorphine, methadone, suboxone). (27)
- Access - confusing access to get in (28)
- Access - no beds available (29)
- Access - lack of language access (ie no Spanish speaking programs) (30)
- Access - could not accommodate my disability (physical or mental) (31)
- Access - waiting list too long (32)
- Access - Cost too high (33)
- Access - Insurance didn't cover options for drug programs (34)
- Access - Need approval from my parents (35)

- Access - TB test (36)
 - Clients - congregate living, unable to live around groups of strangers (37)
 - Clients - theft (38)
 - Clients - bias by race (39)
 - Clients - bias by gender identity (transphobic) (40)
 - Clients - bias by disability (41)
 - Clients - bias by sexuality (48)
 - Clients - treatment poor (42)
 - Clients - sexual harassment (43)
 - Clients - sexual violence (44)
 - Clients - gender based violence (against women/transgender folks) (45)
 - Other (46) _____
-

Q56 Of all those reasons you mentioned, can you rank the top 4 that prevent you from accessing drug or alcohol treatment with one being the most important? (Do not read)

- _____ Not ready (1)
- _____ No need (2)
- _____ Kicked habit on my own (3)
- _____ Treatment won't work (4)
- _____ Offered a stay that did not lead to housing, exit back to street (5)
- _____ Services inappropriate for someone my age (6)
- _____ Bad experience in past (7)
- _____ Bad reputation/heard it was bad (8)
- _____ Staff - bias by race (10)
- _____ Staff - transphobia (11)
- _____ Staff - bias by disability (12)
- _____ Staff - bias by sexuality (47)
- _____ Staff - follow through, staff offered access but never made it happen. (13)
- _____ Staff treatment poor (14)
- _____ Staff - sexual harassment (15)
- _____ Staff - sexual violence (16)
- _____ Staff - gender-based violence (against women) (17)
- _____ Rules - belongings (would not be able to bring into treatment) (18)
- _____ Rules - curfew doesn't work for me (19)
- _____ Rules - partner (would have to separate) (20)
- _____ Rules - pet (would not be able to bring into shelter) (21)
- _____ Rules - stay offered too short (22)
- _____ Rules - won't accommodate work schedule (23)
- _____ Rules - cannot keep children (24)
- _____ Rules - required to be clean to participate (25)
- _____ Rules - too strict (26)
- _____ Rules - won't allow medically assisted treatment (buprenorphine, methadone). (27)
- _____ Access - confusing access to get in (28)
- _____ Access - no beds available (29)
- _____ Access - lack of language access (ie no Spanish speaking programs) (30)
- _____ Access - could not accommodate my disability (physical or mental) (31)
- _____ Access - waiting list too long (32)
- _____ Access - Cost too high (33)
- _____ Access - Insurance didn't cover options for drug programs (34)
- _____ Access - Need approval from my parents (35)
- _____ Access - TB test (36)
- _____ Clients - congregate living, unable to live around groups of strangers (37)
- _____ Clients - theft (38)
- _____ Clients - bias by race (39)
- _____ Clients - bias by gender identity (transphobic) (40)
- _____ Clients - bias by disability (41)
- _____ Clients - bias by sexuality (48)

- _____ Clients - treatment poor (42)
- _____ Clients - sexual harassment (43)
- _____ Clients - sexual violence (44)
- _____ Clients - gender based violence (against women/transgender folks) (45)
- _____ Other (46)

Skip To: Q139 If Of all those reasons you mentioned, can you rank the top 4 that prevent you from accessing drug o...(Not ready) Is Displayed

Q52 How many times have you entered a substance use treatment program in San Francisco in the past five years?

- 0 (7)
 - 1-5 (2)
 - 6-10 (3)
 - 11-30 (4)
 - 31-100 (5)
 - more than 100 times (6)
-

Q199 How many times have you tried to get treatment?

- Never (e.g. treatments have been mandatory) (6)
 - 1-5 (1)
 - 6-10 (2)
 - 11-30 (3)
 - 31-100 (4)
 - More than 100 (5)
-

Q57 If you ever tried and were unsuccessful in getting treatment, why? (Do not read. Check all that apply)

- Missed appointment (1)
 - I changed my mind and backed out (2)
 - No slots available when I needed to get in (3)
 - Process for getting into program was too complicated (4)
 - Warrant for arrest (5)
 - No, I was always successful when I tried to access treatment (6)
-

Q220 In the past five years what substances have you received treatment for? (Do not read. Check all that apply)

- I did not have a substance use problem (1)
- Alcohol (2)
- Marijuana/Hashish (Weed, Joints, Blunts, Chronic, Weed, Mary Jane) (7)
- Cocaine/crack (3)
- Heroin (Smack, H, Junk, Skag) (4)
- Non-prescription methadone (12)
- Morphine (11)
- Fentanyl (5)
- Methamphetamine or other uppers (Meth, Uppers, Speed, Ice, Chalk, Crystal, Glass, Fire, Crank) (6)
- Painkillers (Codeine, Percocet, Darvon, Tylenol 2,3,4,; Oxycodone/Oxycodone, Dilaudid) (8)
- Party drugs (molly, GHB, ketamine, etc) (9)
- Hallucinogens/psychedelics, PCP (Angel Dust, Ozone, Wack, Rocket Fuel), MDMA (Ecstasy, XTC, X, Adam), LSD (Acid, Boomers, Yellow Sunshine), Mushrooms, or mescaline (13)
- Benzodiazepines: Diazepam (Valium); Alprazolam (Xanax); Triazolam (Halcion); and Estazolam (Prosom and Rohypnol - also known as roofies, roche, and cope) (14)
- Barbiturates: Mephobarbital (Mebacut) and pentobarbital sodium (Nembutal) (15)
- Non-prescription GHB (known as Greivous Bodily Harm, Liquid Ecstasy and Georgia Home Boy) (16)

- Other tranquilizers, downers, sedatives, or hypnotics (17)
- Inhalants (poppers, snappers, rush, whippets) (18)
- Other (10) _____

Display This Question:

*If In the past five years what substances have you received treatment for? (Do not read. Check all t...
!= I did not have a substance use problem*

Q236 When you were using these substances, how often did you use them? (More than once a day, once a day, more than once a week, once a week, more than once a month, one a month

- More than once a day (1)
 - Once a day (2)
 - More than once a week (3)
 - Once a week (4)
 - More than once a month (5)
 - Once a month (6)
 - Less than once a month (7)
-

Q218 Which of the following types of substance use treatment programs or services have you received in SF during the past five years? (Read. Select all that apply)

- Voluntary Treatment (1)
 - Mandatory Treatment (8)
 - Alcoholics Anonymous (AA) or Narcotics Anonymous (NA) (9)
 - Groups run by faith-based organizations (self-help or peer-based) (2)
 - Groups run by non-profit or health organizations (e.g treatment provided by a hospital or housing organization) (3)
 - Harm reduction groups that help me use more safely (e.g. SMART recovery) (4)
 - Residential treatment programs (5)
 - Detoxification programs (6)
 - Medication to reduce withdrawals (Medication-assisted treatment or Medication replacement therapy - methadone, suboxone, buprenorphine, naltrexone) (7)
-

Q219 Has your time in substance use treatment been voluntary or mandatory? (Check all that apply)

- Voluntary (1)
 - Mandatory - court-ordered (2)
 - Mandatory other (3)
-

Q202 How long ago did you last exit treatment?

- Currently in treatment (1)
 - 6 months or less (2)
 - 6 months - 1 year (3)
 - 1 year (4)
 - 2 years (5)
 - 3 years (6)
 - 4 years (7)
 - 5 years (8)
-

Q60 How much did treatment help you meet your goals around drug use? (Read)

- Totally met my goals (1)
 - Partially met my goals (2)
 - Did not meet my goals at all (3)
-

Q65 While you were in treatment, how was your substance use affected, if at all?

- I stopped using completely (i.e. clean and sober) (1)
 - I significantly reduced my use (2)
 - I moderately reduced my use (4)
 - I slightly reduced my use (7)
 - My use did not change (8)
 - My use increased (9)
 - My use decreased for some time, but then increased or shifted to another substance (11)
 - No substance use challenge to begin with (10)
-

Q66 Did the abstinence (i.e. clean and sober) requirement of the program help you?

- Yes (1)
 - Unsure (2)
 - No (3)
 - Not applicable. There was no clean and sober requirement (5)
 - No substance use challenge to begin with (4)
-

Q212 How would you describe the length of the program? (Read if applicable)

- Too short (1)
 - Appropriate length (2)
 - Too long (3)
 - Unsure (4)
-

Q94 Did the program help you address underlying issues that led to your substance use issues?

- Helped (1)
 - No change (2)
 - Made it worse (3)
 - Not an issue for me (4)
-

Q62 Did the program help you become more or less stable, or did it have no affect?

- More stable (1)
 - No change (2)
 - Less stable (3)
-

Q204 If you've ever left treatment early, what made you leave? (Check all that apply)

- I've never left treatment early (1)
 - Left on my own to avoid mistreatment (2)
 - Left on my own because rules didn't work for me (3)
 - Left on my own for better opportunity (4)
 - Left due to conflict with another client (5)
 - Other (6) _____
 - Left due to conflict with staff (8)
 - Left due to cost (9)
 - Left because the program didn't seem to work (10)
 - Left due to time/commitment constraints (e.g., work, childcare) (11)
 - Was kicked out or asked to leave (12)
-

Q221 When you last left treatment, how was your substance use affected, if at all?

- I'm currently still in my first time of treatment (12)
 - I stopped using completely (i.e. clean and sober) (1)
 - I significantly reduced my use (2)
 - I moderately reduced my use (4)
 - I slightly reduced my use (7)
 - My use did not change (8)
 - My use increased (9)
 - My use decreased for some time, but then increased or shifted to another substance (11)
 - No substance use challenge to begin with (10)
-

Q68 Now I am going to read a set of statements about your most recent experience in treatment. Please let me know if you fully Strongly agree, agree, disagree or strongly disagree with each.

Q67 The substance use program offered age appropriate services

- Strongly agree (1)
 - Agree (2)
 - Disagree (3)
 - Strongly disagree (4)
-

Q71 The substance use program accommodated my disability

- Strongly agree (1)
 - Agree (2)
 - Disagree (3)
 - Strongly disagree (4)
 - Not an issue for me (5)
-

Q207 The substance use program respected and affirmed my gender identity and sexual orientation

- Strongly agree (1)
 - Agree (3)
 - Disagree (4)
 - Strongly disagree (5)
 - Not an issue for me (8)
-

Q72 The rules were too strict

- Strongly agree (1)
 - Agree (2)
 - Disagree (3)
 - Strongly disagree (4)
-

Q73 The staff treatment of myself and others was positive

- Strongly agree (1)
 - Agree (2)
 - Disagree (3)
 - Strongly disagree (4)
-

Q59 What is or was your housing situation during your current or most recent treatment program? (Do not read)

- It was a residential treatment program (10)
 - Homeless staying outside (1)
 - Homeless in a shelter (8)
 - Vehicle (9)
 - Temporarily stayed with friends (2)
 - In a daily/weekly SRO (3)
 - In transitional housing (4)
 - In permanent supportive housing (5)
 - Private market rental (6)
 - Other (7) _____
-

Q223 What was your housing situation immediately after you left your most recent substance treatment program? (Do not read)

- Homeless staying outside (1)
 - Homeless in a shelter (8)
 - Vehicle (9)
 - Temporarily stayed with friends (2)
 - In a daily/weekly SRO (3)
 - In transitional housing (4)
 - In permanent supportive housing (5)
 - Private market rental (6)
 - Other (7) _____
-

Q139 The next set of questions is about what the ideal substance use treatment program would be for you.

Q75 Which of the following treatment approaches works best to meet your goals around drug use? (Read)

- Abstaining from drug use completely (1)
 - Learning strategies to care for my health or continue to use safely (2)
 - Reduce gradually over time works best (3)
-

Q76 Which approach to treatment helps you stay in treatment (Read)

- Having the ability to stay in treatment even if I am actively using substances in treatment (1)
 - Only being allowed to stay in treatment if I am not using substances (2)
-

Q80 If it were available, would you use medicine to help reduce withdrawal symptoms like naltrexone, suboxone, methadone or buprenorphine?

- Yes (1)
 - Maybe (2)
 - No (3)
-

Q82 Which of the following services would you utilize if they were made available within a substance use treatment program (Read. Check all that apply)

- Anger management (1)
- Case management (2)
- Childcare (3)
- Diet and nutrition education (4)
- Educational training (5)
- Food (6)
- Group counseling (7)
- Individual counseling (8)
- Family reunification services (9)
- Harm reduction option, where you could use while in rehab (10)
- Harm reduction courses that give you strategies on how to reduce use (31)
- Resident nurse providing health services (11)
- Housing case management (12)
- Hygiene products (13)
- Job training and employment case managers (14)
- Legal assistance (15)
- Mental health medications (16)

- Money management services (17)
 - Parenting education (18)
 - Peer counseling (19)
 - Free phone service (20)
 - Safe drug use supplies (23)
 - Safer sex supplies (24)
 - Substance use medications (25)
 - Trauma-informed care (32)
 - Positive social support systems (26)
 - Wellness services (acupuncture, yoga, etc) (27)
 - SSI/Benefits advocacy (28)
 - Veterinary services (29)
 - Longer stays (30)
 - Social activities (33)
-

Q83 Of those services, rank your top four that would most improve your current treatment program experience or make a difference in you accessing or experiencing a treatment program in the future? (Do not read. Rank only top 4)

- _____ Anger management (1)
 - _____ Case management (2)
 - _____ Childcare (3)
 - _____ Diet and nutrition education (4)
 - _____ Educational training (5)
 - _____ Food (6)
 - _____ Group counseling (7)
 - _____ Individual counseling (8)
 - _____ Family reunification services (9)
 - _____ Harm reduction option, where you could use while in rehab (10)
 - _____ Resident nurse providing health services (11)
 - _____ Housing case management (12)
 - _____ Hygiene products (13)
 - _____ Job training and employment case managers (14)
 - _____ Legal assistance (15)
 - _____ Mental health medications (16)
 - _____ Money management services (17)
 - _____ Parenting education (18)
 - _____ Peer counseling (19)
 - _____ Free phone service (20)
 - _____ Safe drug use supplies (23)
 - _____ Safer sex supplies (24)
 - _____ Substance use medications (25)
 - _____ Social activities (26)
 - _____ Wellness services (acupuncture, yoga, etc) (27)
 - _____ SSI/Benefits advocacy (28)
 - _____ Veterinary services (29)
 - _____ Longer stays (30)
 - _____ Harm reduction courses that give you strategies on how to reduce use (31)
 - _____ Positive social support systems (32)
 - _____ Trauma informed care (33)
-

Q79 How important is having stable housing after treatment necessary for treatment to be useful for you? (Read)

- Very important - If I got treatment and didn't have housing the treatment would prove pointless (1)
 - Somewhat important - Having housing would be helpful keeping me sober, but treatment would still be helpful (2)
 - Not important - My housing situation doesn't tend to affect my drug or alcohol issues or my treatment (3)
 - Don't know (4)
-

Q238 Do you have people in your life who are supportive of your recovery and/or treatment?

- Yes (1)
 - No (2)
 - Unsure (3)
-

Display This Question:

If Do you have people in your life who are supportive of your recovery and/or treatment? = Yes

Q239 If yes, who are these people? (Select all that apply)

- Family (1)
 - Friends (2)
 - People in my community (3)
 - Mental health providers (4)
 - Peer support (5)
 - Other: (6) _____
-

Q241 Do you carry naloxone, the opioid overdose-reversing drug?

- Yes (1)
 - No (2)
-

Q242 Do you know anyone who carries naloxone (the opioid overdose-reversing drug)?

- Yes (1)
 - No (2)
 - Unsure (3)
-

Q243 What harm reduction services have you used to help your substance use goals?(needle/syringe-exchange, naloxone, safe-injection kits, other)

- Needle/syringe exchange (e.g., NEX) (1)
- Naloxone (the opioid overdose-reversing drug) (2)
- Safe-injection kits (3)
- Other (4) _____

End of Block: Substance Use

Start of Block: Mental Health

Q84 Have you received mental health treatment in the past 5 years in San Francisco?

- Yes (1)
- No (2)

Skip To: Q213 If Have you received mental health treatment in the past 5 years in San Francisco? = Yes

Q143 Do you consider yourself to have a mental health issue that could benefit from treatment?

- Yes (1)
- No (2)
- Unsure (3)

Skip To: End of Block If Do you consider yourself to have a mental health issue that could benefit from treatment? = No

Q86 Can you tell me all the reasons you have not received mental health treatment? (Do not read. Check all that apply)

- Not ready (1)
- No need (2)
- I can resolve issues on my own (3)
- Treatment won't work (4)
- Offered a stay that did not lead to housing, exit back to street (5)
- Services inappropriate for someone my age (6)
- Bad experience in past (7)
- Bad reputation/heard it was bad (8)
- Not satisfied with services offered to me (10)
- Access - confusing to make an appointment (11)
- Access – no appointments available (12)
- Access – unsure about where to go or who to see (48)
- Access – Cost too high (13)
- Access - Insurance (14)
- Access - problems with transportation, childcare, or scheduling (15)
- Access - lack of language access (i.e., no Spanish-speaking providers) (16)
- Access - could not treat my disability (physical or mental) (50)

Other (51) _____

(52)

I currently receive services but am not engaged or satisfied with my treatment

Q87 Of all those reasons you mentioned, can you rank the top four that prevent you from accessing mental health treatment? (Do not read. Rank only top 4)

_____ Not ready (1)

_____ No need (2)

_____ I can resolve issues on my own (3)

_____ Treatment won't work (4)

_____ Offered a stay that did not lead to housing, exit back to street (5)

_____ Services inappropriate for someone my age (6)

_____ Bad experience in past (7)

_____ Bad reputation/heard it was bad (8)

_____ Not satisfied with services offered to me (10)

_____ Access - confusing to make an appointment (11)

_____ Access – no appointments available (12)

_____ Access – unsure about where to go or who to see (48)

_____ Access – Cost too high (13)

_____ Access - Insurance (14)

_____ Access - problems with transportation, childcare, or scheduling (15)

_____ Access - lack of language access (i.e., no Spanish-speaking providers) (16)

_____ Access - could not treat my disability (physical or mental) (17)

_____ Other (18)

_____ I currently receive services but am not engaged or satisfied with my treatment (50)

Skip To: Q144 If Of all those reasons you mentioned, can you rank the top four that prevent you from accessing men...(Not ready) Is Displayed

Q89 If you ever tried and were unsuccessful at getting mental health treatment, why? (Read. Check all that apply)

- Cost too high (1)
 - Insurance didn't cover (2)
 - Missed appointment (3)
 - No appointments available when I needed to get in (4)
 - Did not want to be separated from my children, my partner, my pets, etc. with me (5)
 - Process for getting into program was too complicated (6)
 - Was always successful when I tried (7)
 - Was told I didn't meet criteria for services (8)
 - Other (9) _____
-

Q201 How long ago did you last exit treatment? (Do not read)

- Currently in treatment (1)
 - 6 months or less (2)
 - 6 months - 1 year (3)
 - 1 year (4)
 - 2 years (5)
 - 3 years (6)
 - 4 years (7)
 - 5 years (8)
-

Q213 What kinds of mental health services have you received? (Read. Check all that apply)

- Medication management (1)
 - Individual therapy (2)
 - Group therapy (3)
 - Peer support (4)
 - Supported employment or education counseling (5)
 - Residential treatment program (7)
 - Other (6) _____
-

Q214 Where have you received these services? (Read. Check all that apply).

- Inpatient hospital (1)
 - Outpatient clinic (2)
 - VA (3)
 - Residential facility (4)
 - Homeless shelter (5)
 - Other (6) _____
 - Jail/prison (7)
-

Q228 How often do you access mental health services?

- Never (1)
 - Once per year (2)
 - A few times a year (3)
 - Monthly (4)
 - Weekly (5)
 - Other (6) _____
-

Q230 Have you experienced a mental health crisis or emergency in the past 5 years?

- Yes (1)
- Not sure (2)
- No (3)

Display This Question:

If Have you experienced a mental health crisis or emergency in the past 5 years? = Yes

Q229 If you experienced a mental health crisis or emergency situation in the past 5 years (in San Francisco), how many times were you able to access services that you needed?

- Always (received care when I needed it) (1)
- Often (2)
- Sometimes (3)
- Rarely (4)
- Never (5)
- Other (6) _____

Display This Question:

If Have you experienced a mental health crisis or emergency in the past 5 years? = Yes

Q232 How satisfied were you with the care you received for your mental health crisis?

- Very satisfied (1)
 - Moderately satisfied (2)
 - Somewhat satisfied (3)
 - Neither satisfied nor dissatisfied (4)
 - Somewhat dissatisfied (5)
 - Moderately dissatisfied (6)
 - Very dissatisfied (7)
-

Q147 When you were last in a program how was your mental health affected while you were in treatment? (Read). **If currently in treatment:** How has your mental health been affected?

- Symptoms were resolved (1)
 - Symptoms were significantly reduced (2)
 - Symptoms were moderately reduced (4)
 - Symptoms were slightly reduced (7)
 - Symptoms didn't change (8)
 - Symptoms increased (9)
-

Q149 What was the treatment's affect on your mental health after the program was complete?

- Currently in treatment (8)
 - Symptoms remain resolved (1)
 - Symptoms have significantly reduced (2)
 - Symptoms have slightly reduced (3)
 - Symptoms remain the same (4)
 - Symptoms have increased (5)
 - Symptoms were reduced for some time after, but have since returned. (6)
-

Q95 Did the program make you more stable, less stable, or did it have no affect?

- More stable (1)
 - No change (2)
 - Less stable (3)
-

Q216 Which of the following issues did you address in treatment?

- Anxiety (1)
 - Depression (2)
 - Trauma (e.g. PTSD) (3)
 - Psychotic symptoms (e.g. hearing voices) (4)
 - Relationship problems (e.g. communication, IPV) (5)
 - Suicidality or NSSI (e.g. DBT group) (6)
 - Something else (please specify): (7)
-

Q96 Did the program help you address underlying issues, have no effect, or make them worse?

- Helped (1)
 - No change (2)
 - Made it worse (3)
 - Not an issue for me (4)
 - Unsure (5)
-

Q99 Did the program help you with substance use?

- Yes (1)
 - No (2)
 - Unsure (4)
 - No substance issues to begin with (3)
-

Q108 Did the program have an affect on your homeless or housing status?

- Helped (1)
 - No change (2)
 - Made it worse (3)
-

Q146 When you last left a treatment program, what was your housing situation immediately after?

- Homeless staying outside (1)
 - Homeless in a shelter (8)
 - Temporarily stayed with friends (2)
 - In a daily/weekly SRO (3)
 - In transitional housing (4)
 - In permanent supportive housing (5)
 - Private market rental (6)
 - Other (7)
 - Was involved in treatment that did not impact housing (e.g., outpatient therapy) (9)
-

Q101 Now I am going to read a set of statements about your most recent experience in treatment. Please let me know if you strongly agree, agree, disagree or strongly disagree with each.

Q102 The program offered age appropriate services

- Strongly agree (1)
- Agree (2)
- Disagree (3)
- Strongly disagree (4)

Q103 The program was long enough

- Strongly agree (1)
 - Agree (3)
 - Disagree (2)
 - Strongly disagree (4)
-

Q105 The program accommodated my disability

- Strongly agree (1)
 - Agree (2)
 - Disagree (3)
 - Strongly disagree (4)
 - Not an issue for me (i.e., do not have a disability) (5)
-

Q208 The program affirmed my gender identity and sexual orientation

- Strongly agree (8)
 - Agree (9)
 - Disagree (10)
 - Strongly disagree (11)
 - Does not apply to me (13)
-

Q106 The programs rules were too strict

- Strongly agree (1)
 - Agree (2)
 - Disagree (3)
 - Strongly disagree (4)
-

Q107 The staff treated me and other participants well

- Strongly agree (1)
 - Agree (3)
 - Disagree (2)
 - Strongly disagree (4)
-

Q91 Have you ever received mental health treatment in the following places

- A jail (1)
 - A locked psychiatric facility (2)
 - Court ordered into a non-locked facility where I spent the night (3)
 - Court ordered into a locked facility where I had daytime appointments (5)
 - Community based treatment non-court ordered facility where I spent the night (6)
 - Community based treatment non-court ordered facility where I had daytime appointments (4)
-

Q144 Now I'll read you a series of statements to help us understand what an ideal mental health treatment program would be for you. Please indicate if you strongly agree, agree, disagree, or strongly disagree with each.

Q111 A program where I could sleep at night and stay during the day would be important for my mental health treatment.

- Strongly agree (1)
 - Agree (4)
 - Disagree (2)
 - Strongly disagree (3)
-

Q113 Would substance abuse treatment need to be integrated into the mental health treatment to be successful for you?

- Yes (1)
 - Unsure (2)
 - No (3)
-

Q115 Which of the following services in mental health treatment programs would you utilize if they were made available (Read. Check all that apply)

- Anger management (1)
- Case management (2)
- Childcare (3)
- Diet and nutrition education (4)
- Educational training (5)
- Food (6)
- Group counseling (7)
- Individual counseling (8)
- Family reunification services (9)
- Harm reduction option, where you could stay in treatment even if you used drugs or alcohol (10)
- Resident nurse providing health services (11)
- Housing case management (12)
- Hygiene products (13)
- Job training and employment case managers (14)
- Legal assistance (15)
- Mental health medications (16)
- Money management services (17)

- Parenting education (18)
 - Peer counseling (19)
 - Free phone service (20)
 - Medication to help deal with withdrawals (22)
 - Safe drug use supplies (23)
 - Safer sex supplies (24)
 - Social activities (26)
 - Wellness services (acupuncture, yoga, etc) (27)
 - SSI/Benefits advocacy (28)
 - Veterinary services (29)
 - Longer treatment availability (30)
 - Substance use medications (31)
-

Q117 Of those services you would utilize, please rank the top four that would most improve your current treatment program experience or make a difference in you accessing or experiencing a treatment program in the future. With 1 being the most important (Do not read. Rank only top 4)

- _____ Anger management (1)
 - _____ Case management (2)
 - _____ Childcare (3)
 - _____ Diet and nutrition education (4)
 - _____ Educational training (5)
 - _____ Food (6)
 - _____ Group counseling (7)
 - _____ Individual counseling (8)
 - _____ Family reunification services (9)
 - _____ Harm reduction option, where you could stay in treatment even if you used drugs or alcohol (10)
 - _____ Resident nurse providing health services (11)
 - _____ Housing case management (12)
 - _____ Hygiene products (13)
 - _____ Job training and employment case managers (14)
 - _____ Legal assistance (15)
 - _____ Mental health medications (16)
 - _____ Money management services (17)
 - _____ Parenting education (18)
 - _____ Peer counseling (19)
 - _____ Free phone service (20)
 - _____ Medication to help deal with withdrawals (22)
 - _____ Safe drug use supplies (23)
 - _____ Safer sex supplies (24)
 - _____ Substance use medications (25)
 - _____ Social activities (26)
 - _____ Wellness services (acupuncture, yoga, etc) (27)
 - _____ SSI/Benefits advocacy (28)
 - _____ Veterinary services (29)
 - _____ Longer stays (30)
-

Q145 How important is having stable housing after treatment necessary for treatment to be useful for you? (Read)

- Very important - If I got treatment and didn't have housing the treatment would prove pointless (1)
- Somewhat important - Having housing would be helpful keeping me stable and well, but treatment would still be helpful (2)
- Not important - My housing situation doesn't tend to affect my mental health or my treatment (3)
- Don't know (4)

End of Block: Mental Health

Start of Block: Housing

Q118 Have you ever been in city supportive housing before?

- Yes (1)
- No (2)

Skip To: End of Block If Have you ever been in city supportive housing before? = No

Q191 How long ago was that

- In the past 6 months (1)
 - 6 months - 1 year ago (2)
 - 1 year ago (3)
 - 2 years ago (4)
 - 3 years ago (5)
 - 4 years ago (6)
 - 5 years ago (7)
 - Over 5 years ago (8)
-

Q124 How did you obtain this housing? (Read. Check all that apply)

- Referral from case manager (1)
 - Coordinated Entry (2)
 - Public assistance program like GA or CalWorks (3)
 - Entered lottery on my own (4)
 - Other (5) _____
-

Q192 Why did you leave this housing? (Read. Check all that apply)

- Evicted (1)
 - Threatened with eviction (2)
 - Unable to pay rent due to break in benefits (8)
 - Unable to pay rent due to loss of job and inability to restart benefits (9)
 - Unable to pay rent due to personal issues (10)
 - Unable to pay rent due to health crisis (11)
 - Moved by choice to access better housing (3)
 - Moved by choice to avoid conflicts with other residents (5)
 - Moved by choice because frustrated with management (6)
 - Moved by choice for other reason (7)
-

Q121 What type of policies would help you stay housed (Read. Check all that apply)

- Assistance addressing impacts of drug use such as harm reduction (1)
- Safer drug use supplies (2)
- Zero tolerance for drugs and alcohol (3)
- Fast solutions to healthy housing issues, such as bed bugs (4)
- Zero tolerance for disturbing sleep of other tenants or harassment (5)
- Working with tenants on issues of disturbing sleep and harassment (6)
- Rental assistance (7)
- Payment plans for when I am behind on rent (8)
- Support services, such as case management and counseling (9)
- Higher quality accommodations (11)

End of Block: Housing

Start of Block: Demographic Information

Q125 In this last part of the survey we are going to ask you for some information about yourself

Q126 What is your birth month/day (e.g., August 23 would be written as 08/23) PLEASE WRITE IN THIS FORMAT.

Q127 What is your age?

Q151 What's your gender? (Read)

- Male (1)
 - Female (7)
 - Intersex (5)
 - Genderqueer / non-binary (6)
-

Q224 Are you trans?

- Yes (1)
 - No (2)
-

Q128 What race do you consider yourself? (Check all that apply) (follow up with options of those who identify as Black or Asian)

- White (15)
 - African American (2)
 - African Immigrant (3)
 - Asian (13)
 - Chinese (4)
 - Filipino (5)
 - Indian (6)
 - Latino/a/x (7)
 - Middle Eastern / Arab (8)
 - Native American / American Indian / Indigena (9)
 - Pacific Islander (10)
 - Vietnamese (11)
 - Other (14) _____
-

Q152 Are you currently married?

- Yes (1)
 - No (2)
-

Q153 Do you have any children under 18 years old?

Yes (1)

No (2)

Q154 How many?

Q167 How do you identify your sexual orientation?

Gay (1)

Lesbian (2)

Bisexual (3)

Queer (or other option not listed) (4)

Straight / Heterosexual (5)

Unsure / Questioning (6)

Q245 Do you have a mental, physical or other disability?

No (1)

Yes, physical (please specify) (2)

Yes, mental (please specify) (3)

Yes, other (please specify) (4)

Q129 What is your first language?

English (1)

Spanish (2)

Chinese (3)

Vietnamese (4)

Arabic (5)

French (7)

German (8)

Other (6) _____

Q235 Are you an immigrant?

- Yes (1)
 - No (2)
 - Decline (3)
-

Display This Question:

If Are you an immigrant? = Yes

Q130 Are you a permanent legal resident or naturalized citizen?

- Yes (4)
 - No (5)
 - Not an immigrant (6)
-

Q131 What are all of your current sources of income in the past month: including benefits, money from friends and family or work in the formal or underground economy? (Check all that apply).

- Foodstamps (ask everyone) (1)
- SSI (10)
- SSDI (4)
- GA/PAES/CALM/SSIP (5)
- CalWorks (6)
- Unemployment benefits (7)
- Disability benefits (8)
- Savings (17)
- Money from family and friends (18)
- Recycling (2)
- Panhandling (11)
- Street vending newspapers or other items (12)
- Full-time job (13)
- Part-time job (14)
- Day laborer or pick up work (15)
- Underground economy (16)
- Other (3) _____

Retirement (19)

Q168 How much of your adult life have you lived without tenant or ownership rights? That is not having a lease with a landlord personally or owning property? (Ex: staying at a friend's place but your name was not on the lease). (Read choices)

- Nearly all of my life (4)
 - Most of my life (5)
 - Some of my life (6)
 - Hardly ever (7)
 - Never (8)
-

Q169 And if you were to add up all the months or years over those times, how long would you have been homeless?

- Months (1) _____
 - Years (2) _____
-

Q170 Now defining homeless as times where you were living on the streets, in shelter, squatting in an abandoned building, or living in your vehicle. How many times during your life have you been homeless?

Q172 And if you were to add up all the months or years over those times, how long would you have been homeless?

Months (1) _____

Years (2) _____

Q173 How old were you the first time you found yourself without a home?

Q165 Are there drugs that are currently a challenge for you, and if so which? (Do not read. Check all that apply)

- I do not have a substance use problem (1)
- Alcohol (2)
- Marijuana/Hashish (Weed, Joints, Blunts, Chronic, Weed, Mary Jane) (7)
- Cocaine/crack (3)
- Heroin (Smack, H, Junk, Skag) (4)
- Non-prescription methadone (12)
- Morphine (11)
- Fentanyl (5)
- Methamphetamine or other uppers (Meth, Uppers, Speed, Ice, Chalk, Crystal, Glass, Fire, Crank) (6)
- Painkillers (Codeine, Percocet, Darvon, Tylenol 2,3,4,; Oxycodone/Oxycodone, Dilaudid) (8)
- Party drugs (molly, GHB, ketamine, etc) (9)
- Hallucinogens/psychedelics, PCP (Angel Dust, Ozone, Wack, Rocket Fuel), MDMA (Ecstasy, XTC, X, Adam), LSD (Acid, Boomers, Yellow Sunshine), Mushrooms, or mescaline (13)
- Benzodiazepines: Diazepam (Valium); Alprazolam (Xanax); Triazolam (Halcion); and Estazolam (Prosom and Rohypnol - also known as roofies, roche, and cope) (14)
- Barbiturates: Mephobarbital (Mebacut) and pentobarbital sodium (Nembutal) (15)
- Non-prescription GHB (known as Greivous Bodily Harm, Liquid Ecstasy and Georgia Home Boy) (16)

- Other tranquilizers, downers, sedatives, or hypnotics (17)
 - Inhalants (poppers, snappers, rush, whippets) (18)
 - Other (10) _____
-

Q164 Would you describe yourself as currently in recovery from substance issues?

- Yes (1)
 - No (3)
-

Q166 If drugs or alcohol were a challenge for you that you've overcome, how did you do so?

- No, I've never had a substance use problem (1)
- No, I'm still using (7)
- Quit cold turkey without assistance (2)
- Reduced use on my own (3)
- NA or AA meetings (8)
- Reduced use with help of harm reduction program (4)
- Entered a residential treatment program (5)
- Entered an outpatient treatment program (9)
- Methadone or medically assisted treatment (10)
- Other (6) _____

Q174 Finally, we would like to ask if you've experienced any of the following in your life, and how each affected your housing situation? Yes or no answers for each are fine.

Q175 Foster Care

Yes (4)

No (5)

Q177 Sexual harassment that affected your job or housing

Yes (5)

No (6)

Q182 Arrest

Yes (1)

No (2)

Decline (4)

Display This Question:

If Arrest = Yes

Q225 Has your record affected your ability to get housing?

- Yes, it has gotten in the way (1)
 - No (2)
 - Not sure (3)
-

Q183 Incarceration in jail or prison **in San Francisco**

- Yes (1)
 - No (2)
 - Decline (5)
-

Q226 Incarceration in jail, prison or ICE detention **somewhere else**

- Yes (1)
 - No (2)
 - Decline (3)
-

Q209 Now I'm going to ask you about some difficult experiences that frequently affect people's housing. Feel free to answer yes or no, or decline to state if you don't feel comfortable.

Q185 Police harassment

Yes (5)

No (6)

Decline (7)

Q188 Confiscation and destruction of your belongings by city personnel

Yes (1)

No (2)

Decline (4)

Q186 Sudden death of a family member that impacted your housing (e.g., parental suicide)

Yes (1)

No (2)

Decline (4)

Q189 Diagnosed with HIV

Yes (1)

No (2)

Decline (4)

Q190 Diagnosed with Hep C

- Yes (1)
 - No (2)
 - Decline (4)
-

Q178 Abuse that made my home unsafe as a child or teen (e.g., physical/sexual abuse in childhood)

- Yes (4)
 - No (5)
 - Decline (6)
-

Q179 Abuse that made my home unsafe as an adult (e.g., interpersonal violence, sexual assault)

- Yes (5)
 - No (6)
 - Decline (7)
-

Q211 Running away as a child or teen

- Yes (1)
 - No (2)
 - Decline (3)
-

Q184 Police violence

Yes (1)

No (2)

Decline (4)

Q181 Thanks very much for helping with our survey! We really appreciate your time. If you have any questions about the study or would like to get involved with the Coalition's organizing to improve city services and defend homeless people's rights feel free to stop by our office or please talk to Olivia (or get her card!). Thank you again!

Page Break

End of Block: Demographic Information
