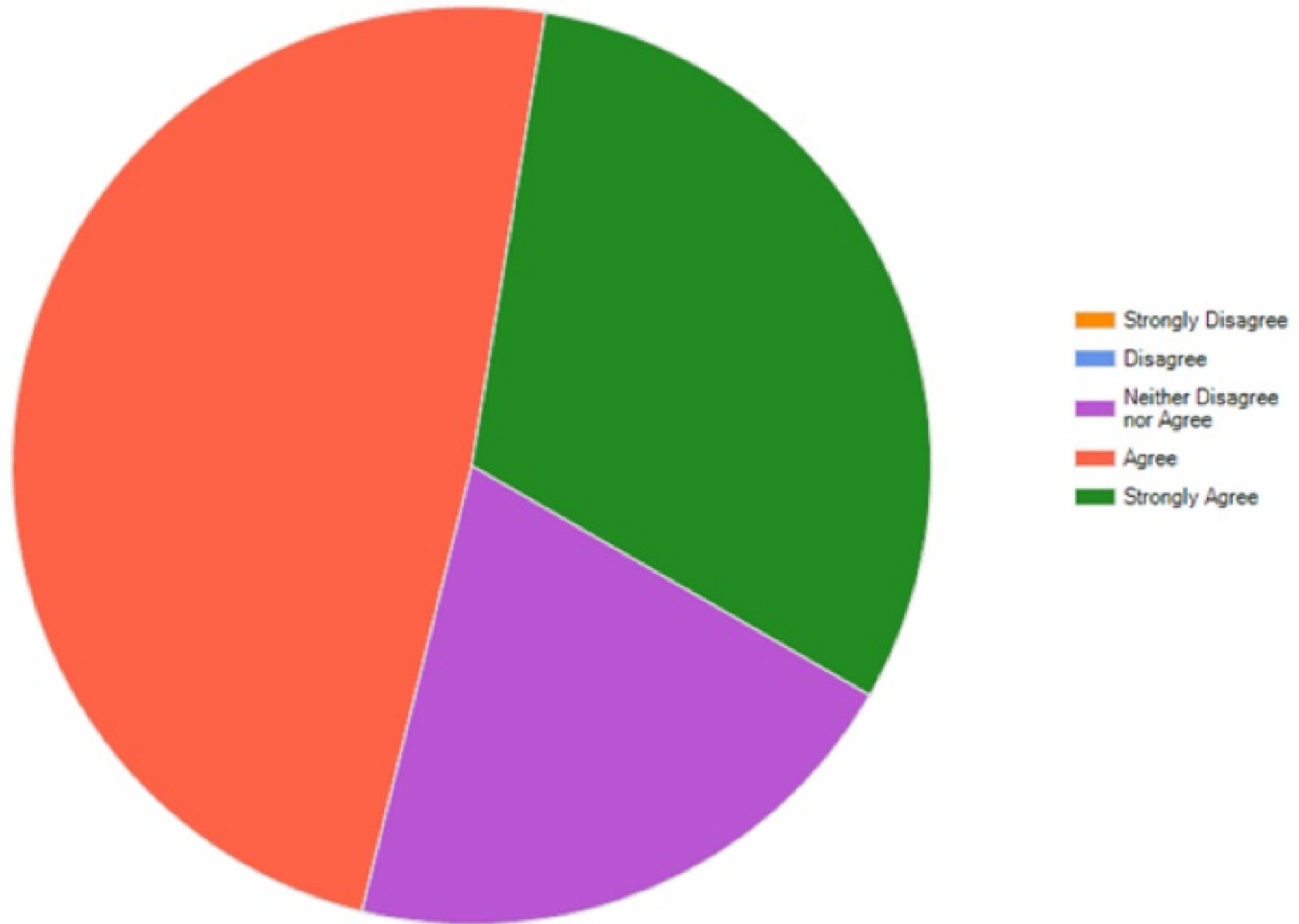


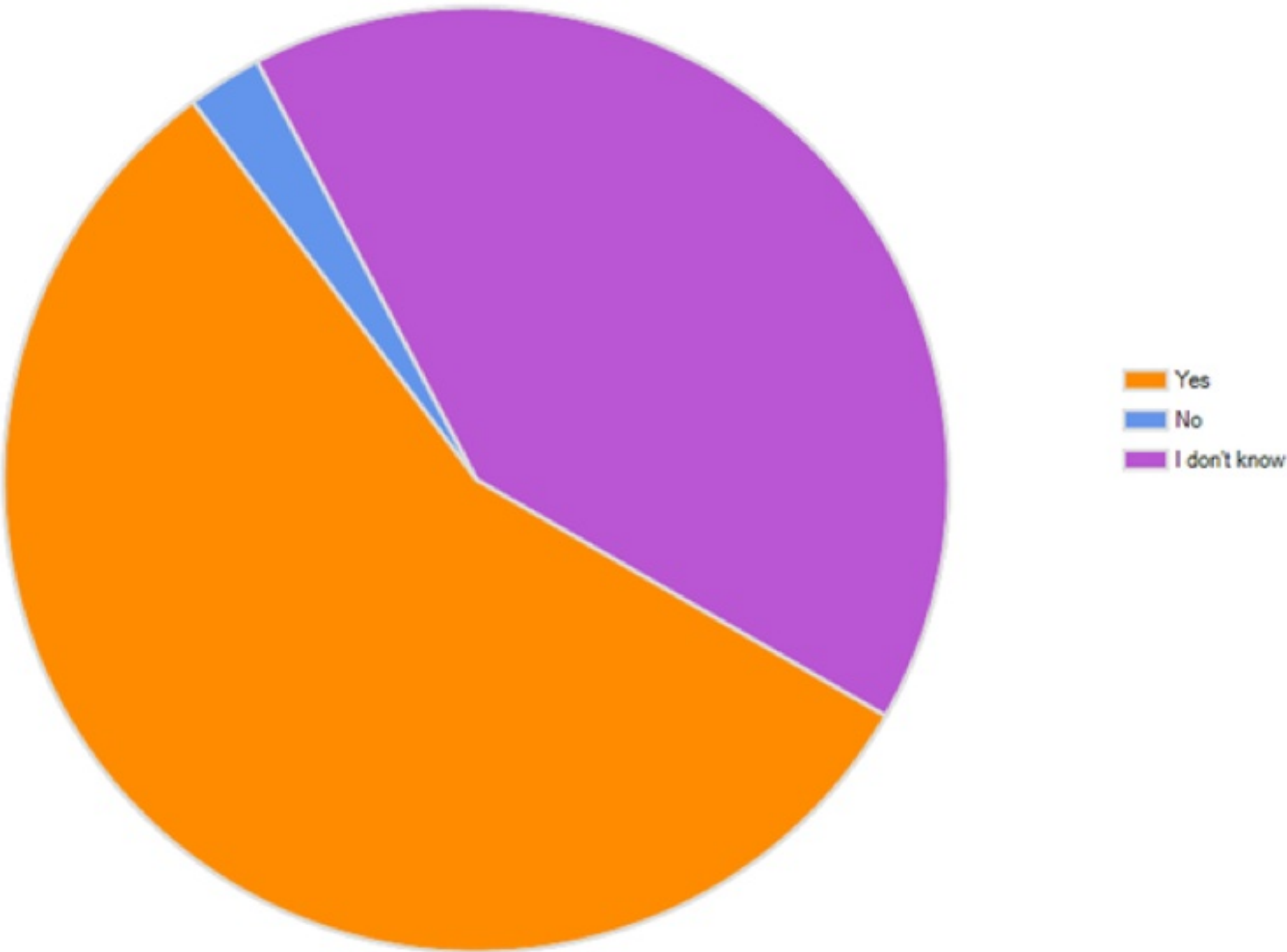
Data

Asheville/Buncombe

I believe that I am accountable for helping consumers and my organization achieve pre-determined outcomes.

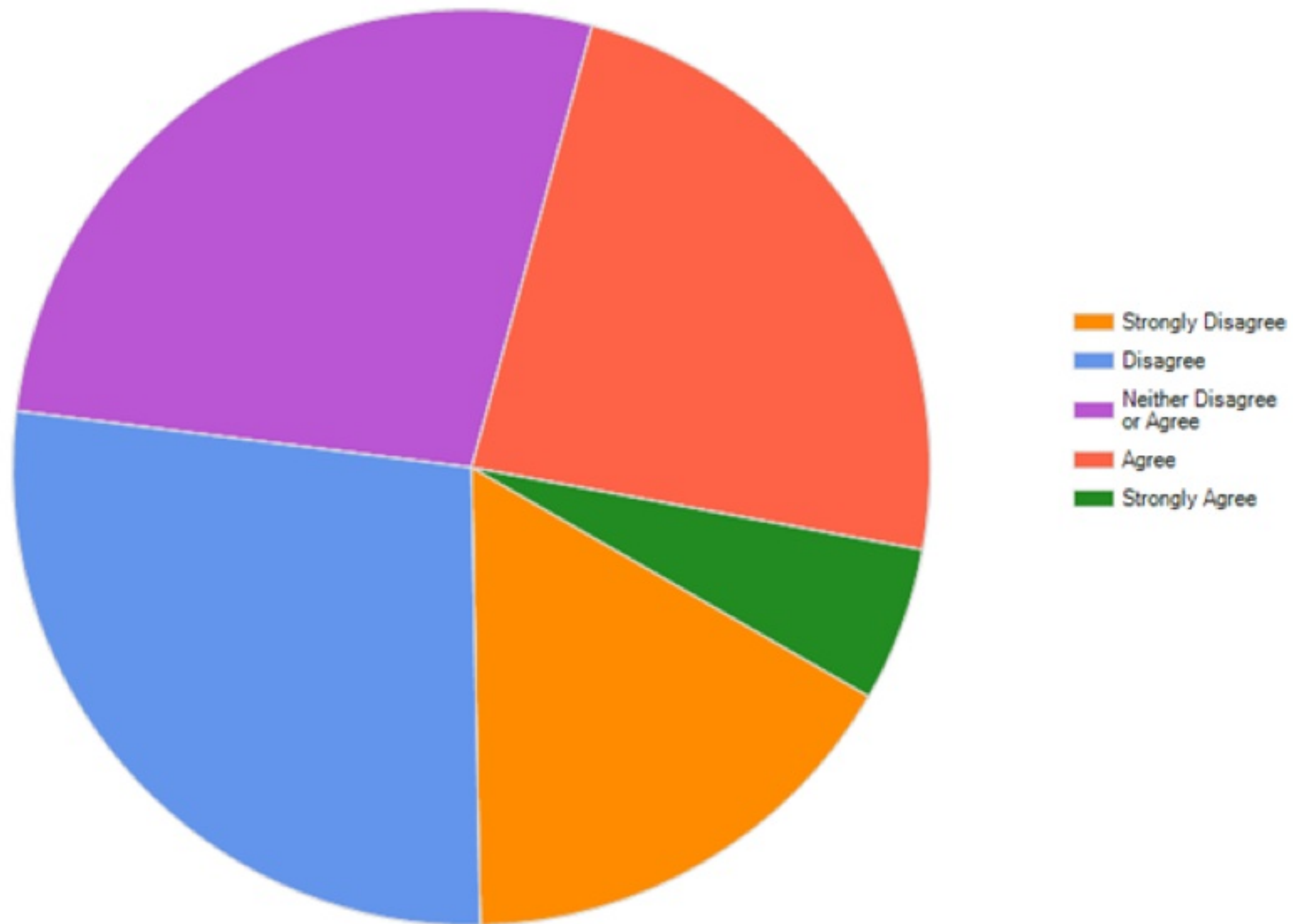


Services are monitored against predetermined service benchmarks at least once per quarter.

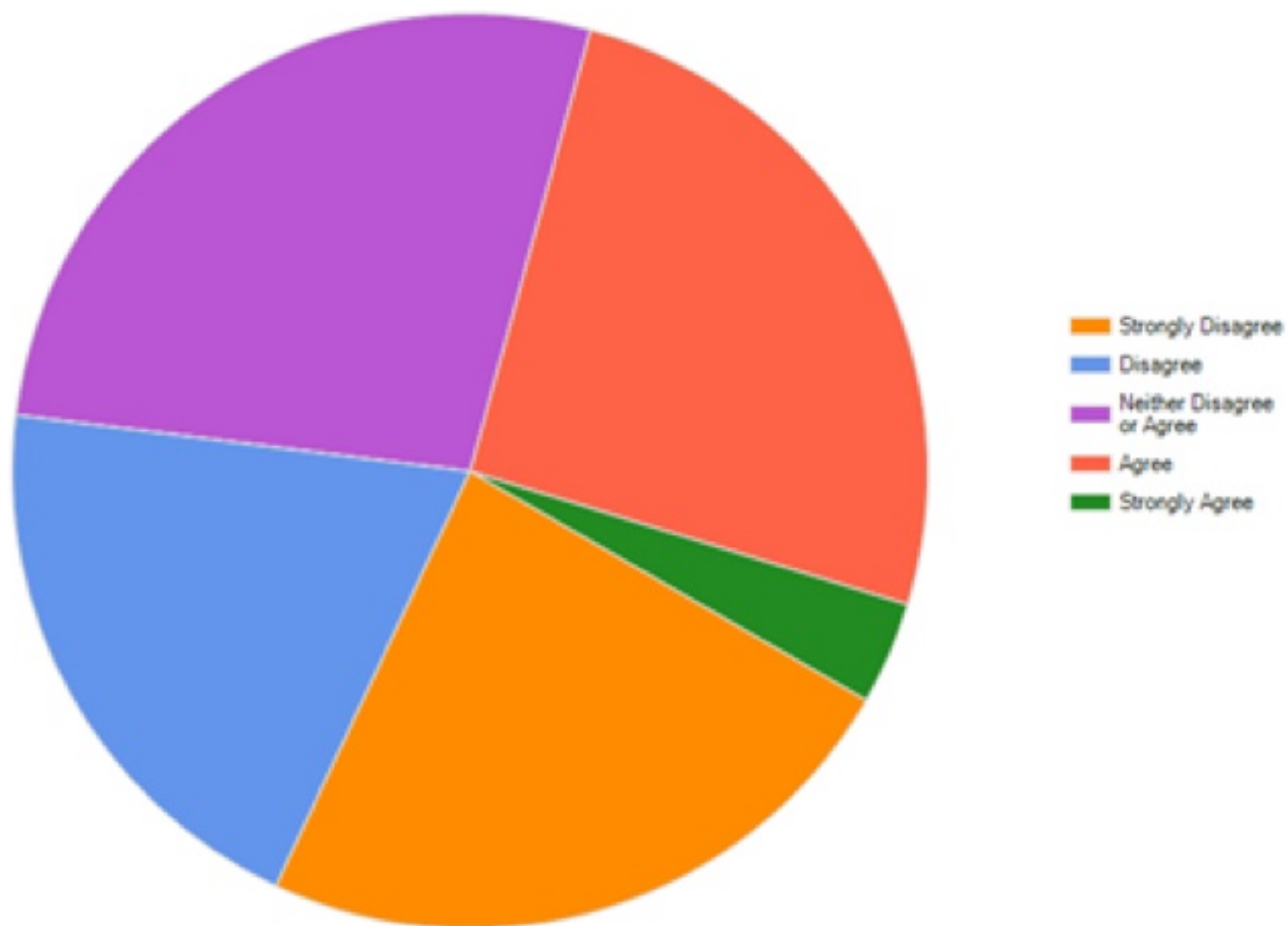


Chapel Hill/Orange

To get help, I was sometimes asked to do things that I didn't want to do.

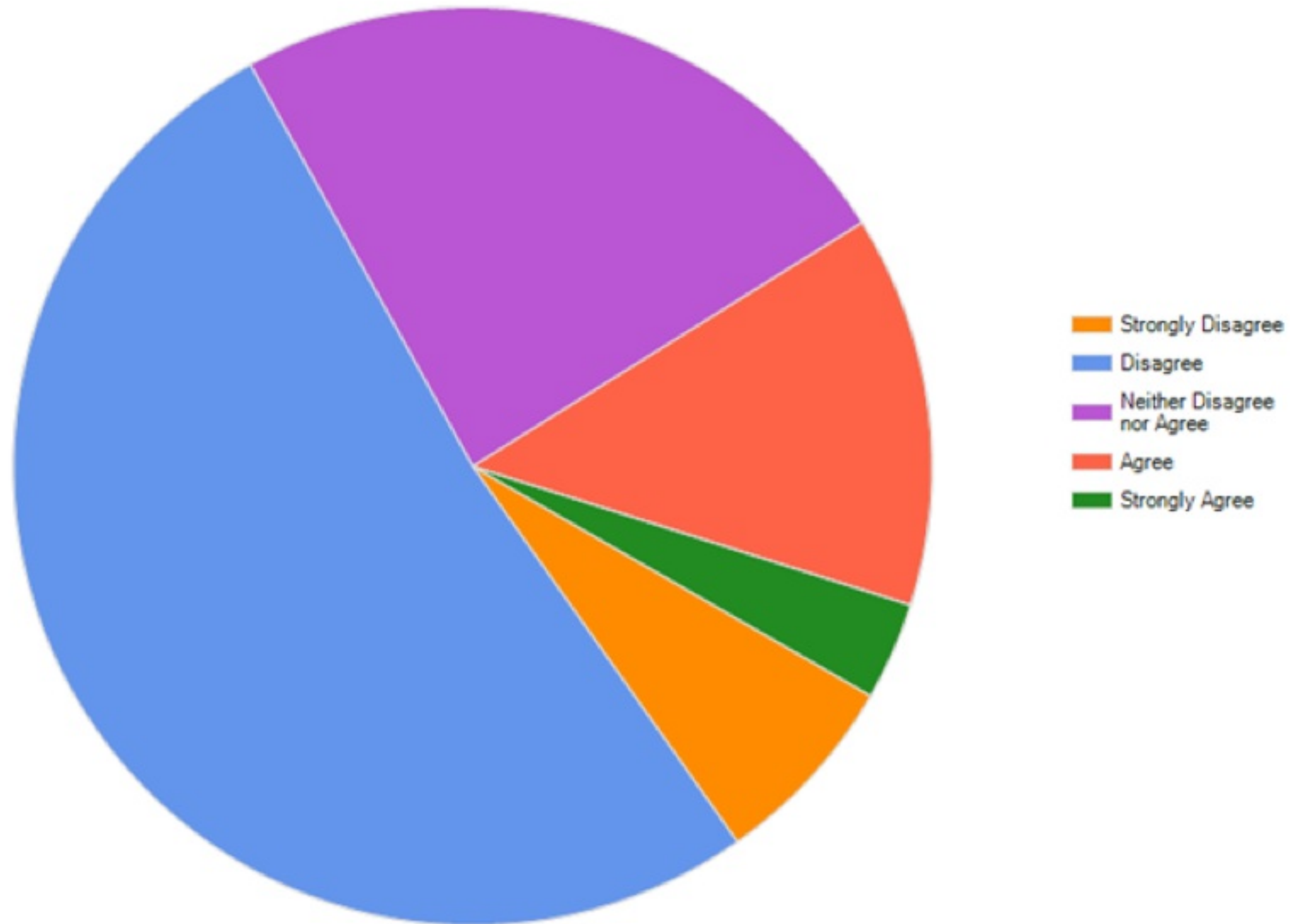


I felt that I got to "call the shots" about when and how I received services.

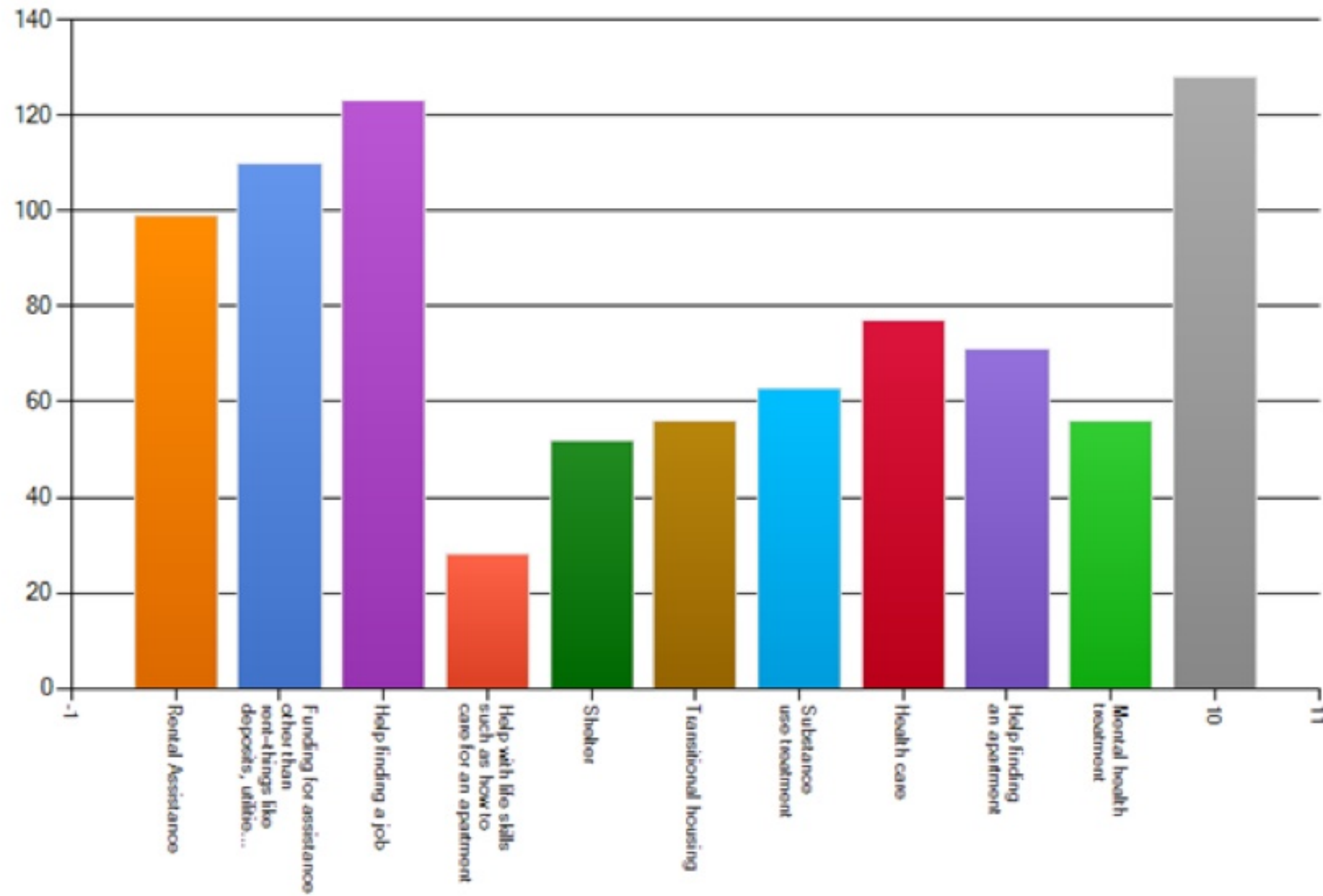


Durham

In my opinion, the intake process is used the same way by all organizations in my community that serve the same type of consumers, e.g., families.

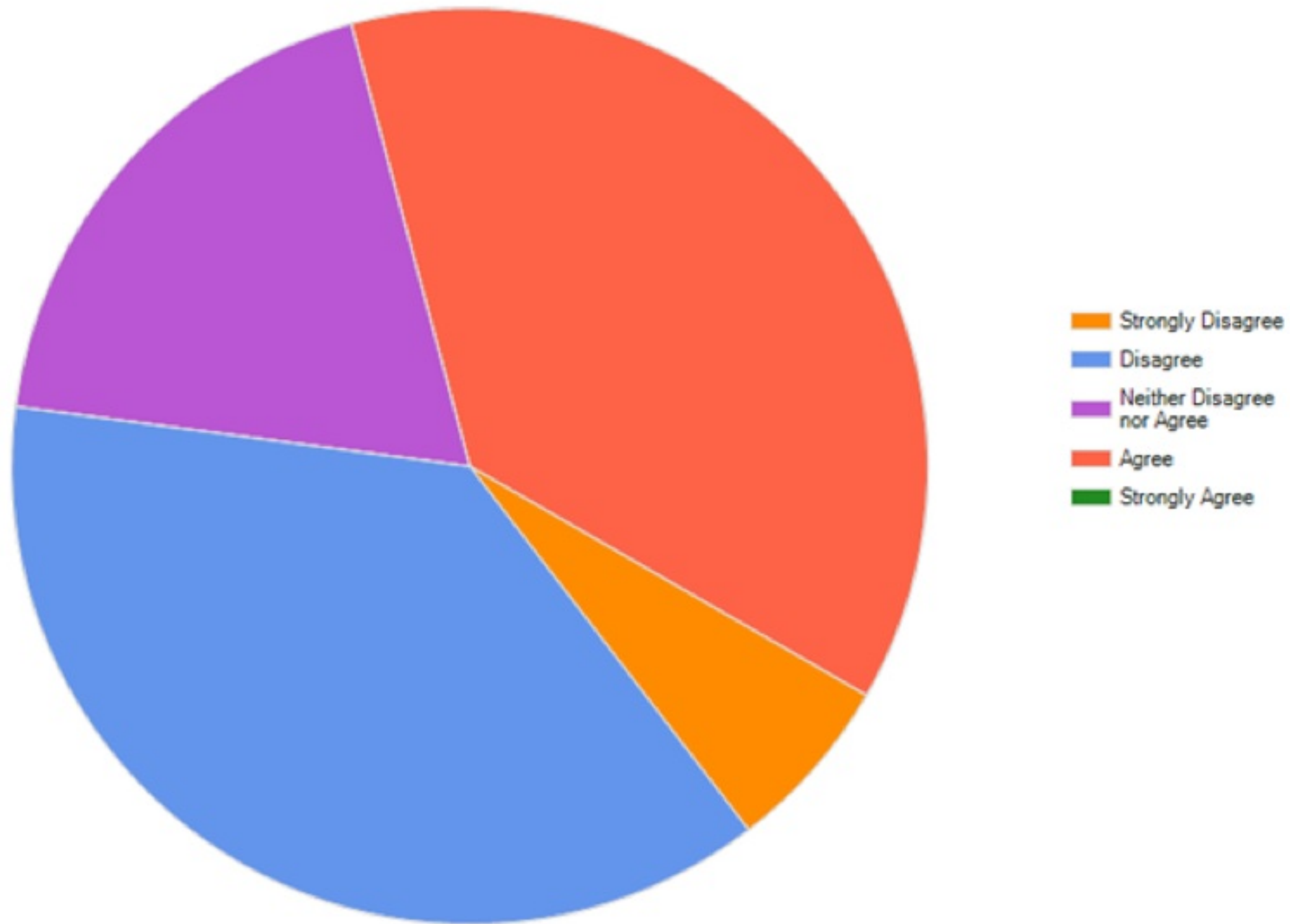


What services or assistance do you or did you need the most to get permanent housing?
Check all that apply.



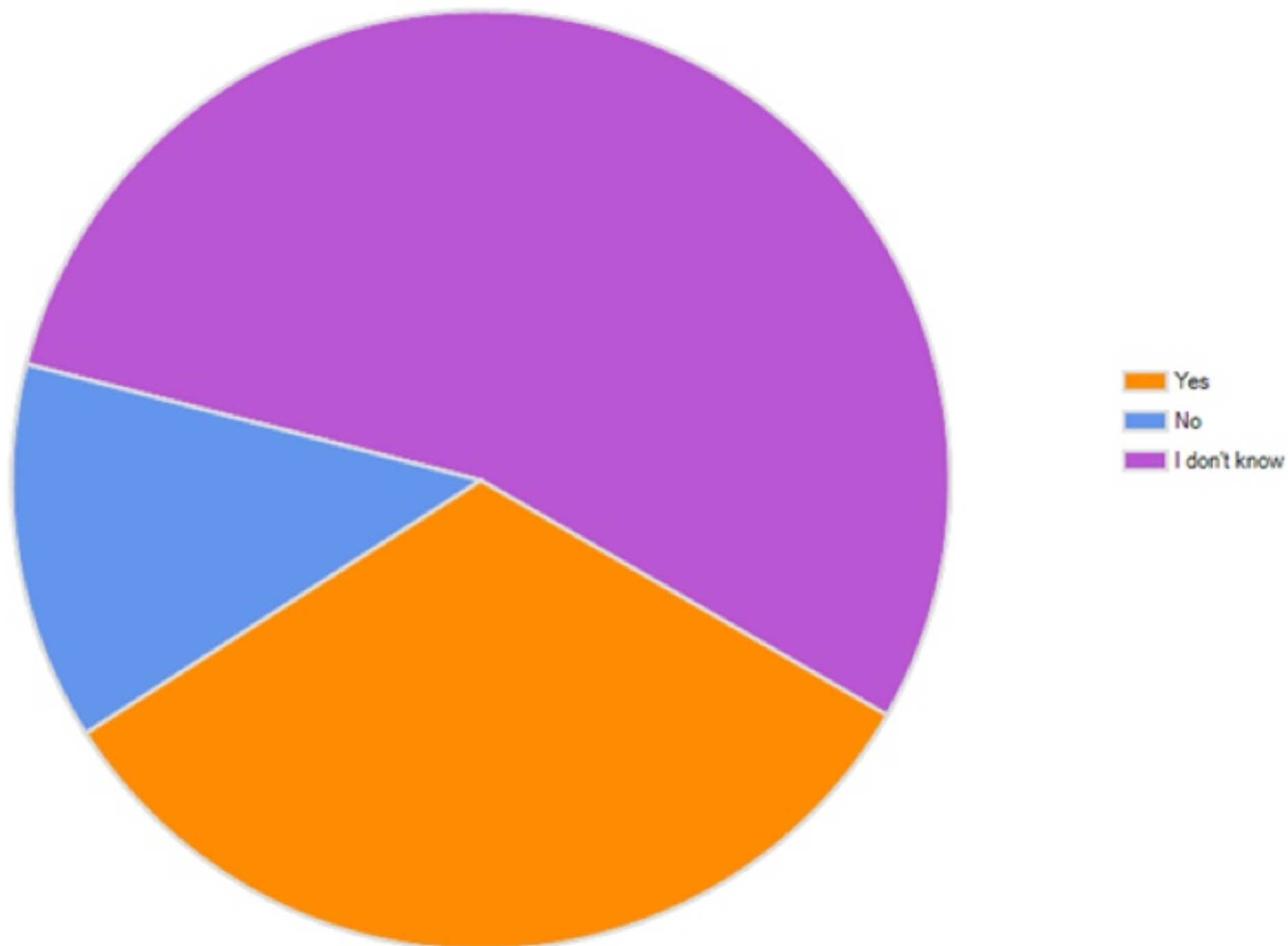
Community Leader

All of the essential partners to end homelessness are around the table and share the vision of ending homelessness.

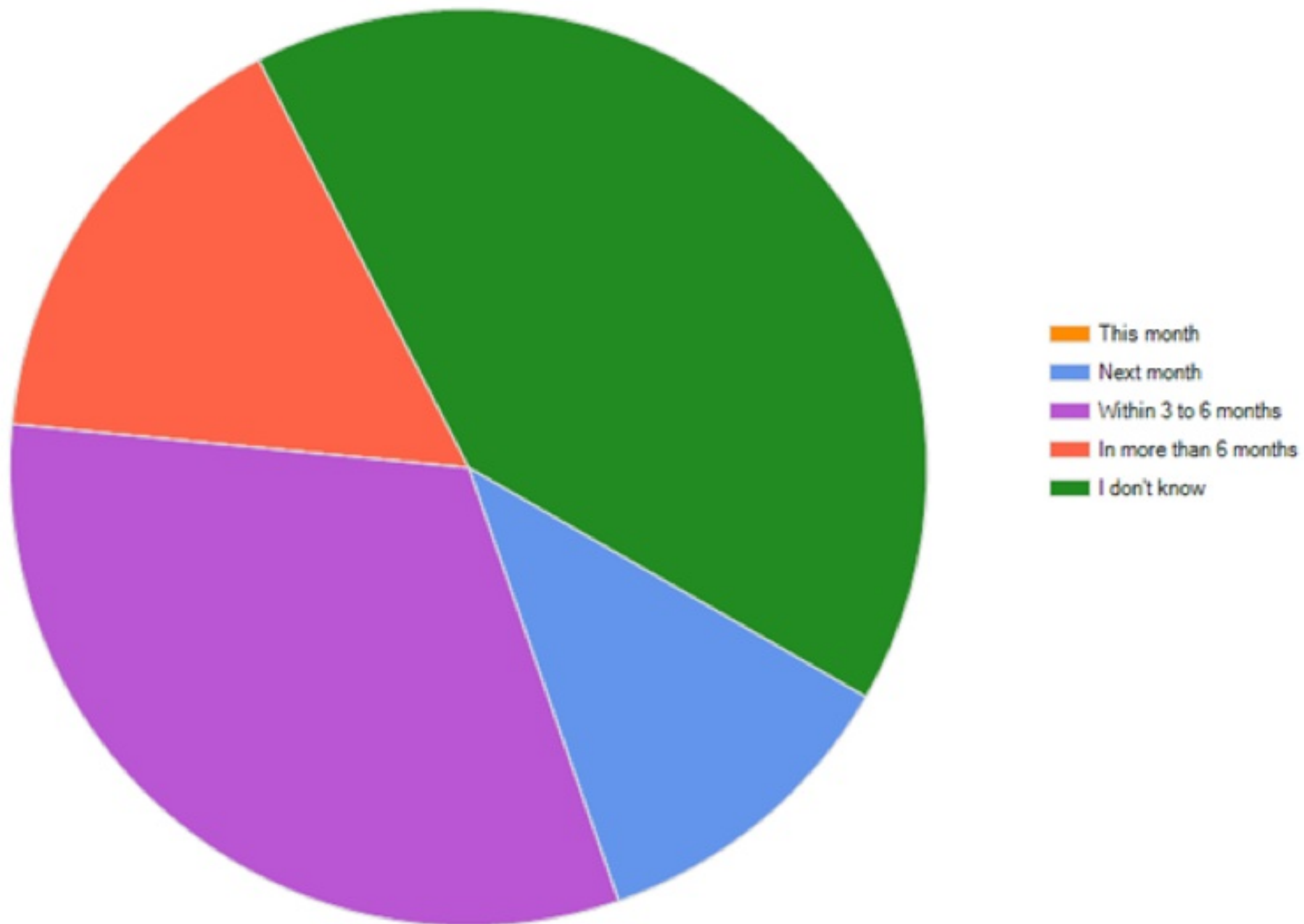


Raleigh/Wake

Services are monitored against predetermined service benchmarks at least once per quarter.

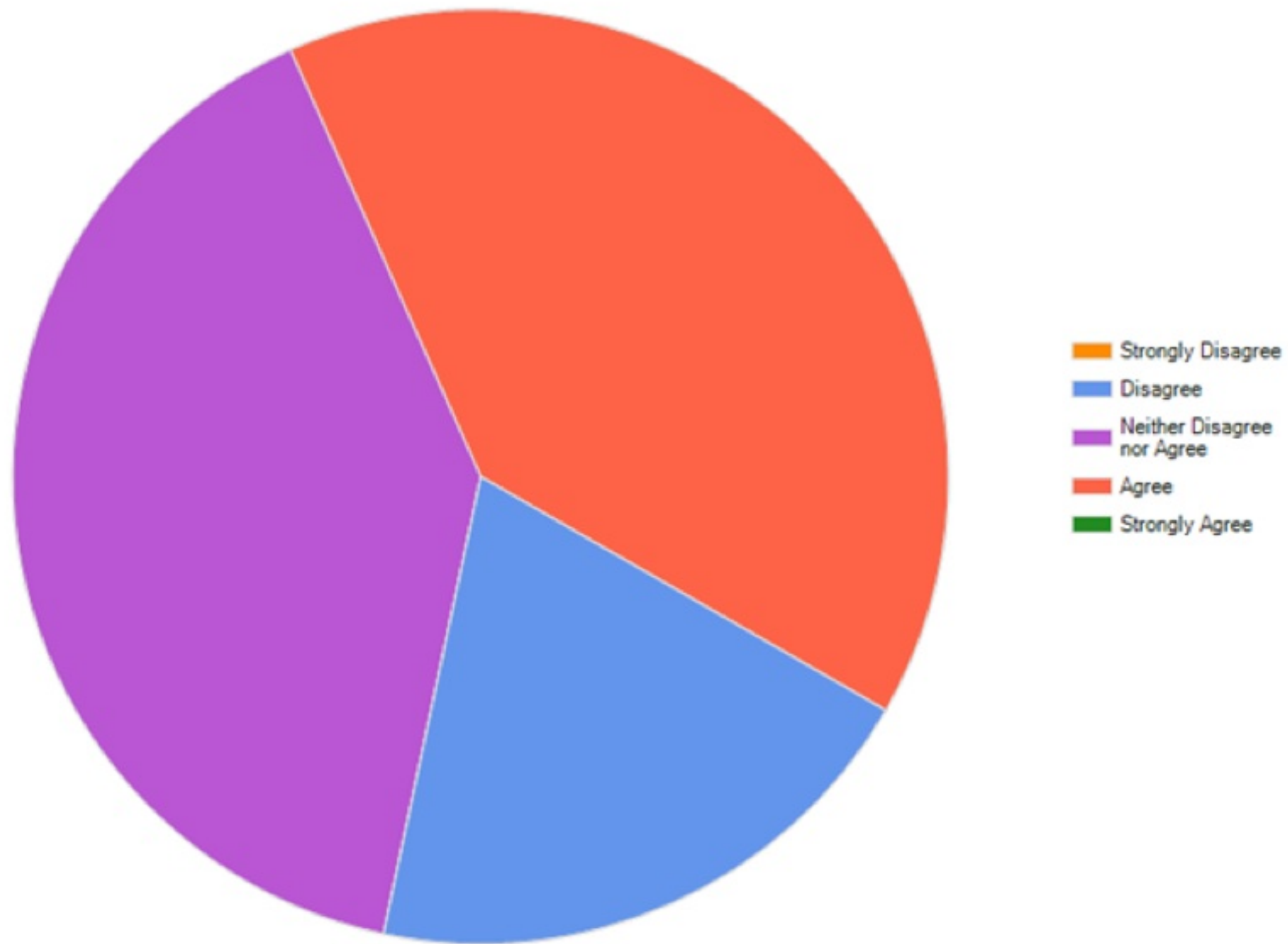


If you are currently NOT housed, when do you expect to be housed?



Community Leader

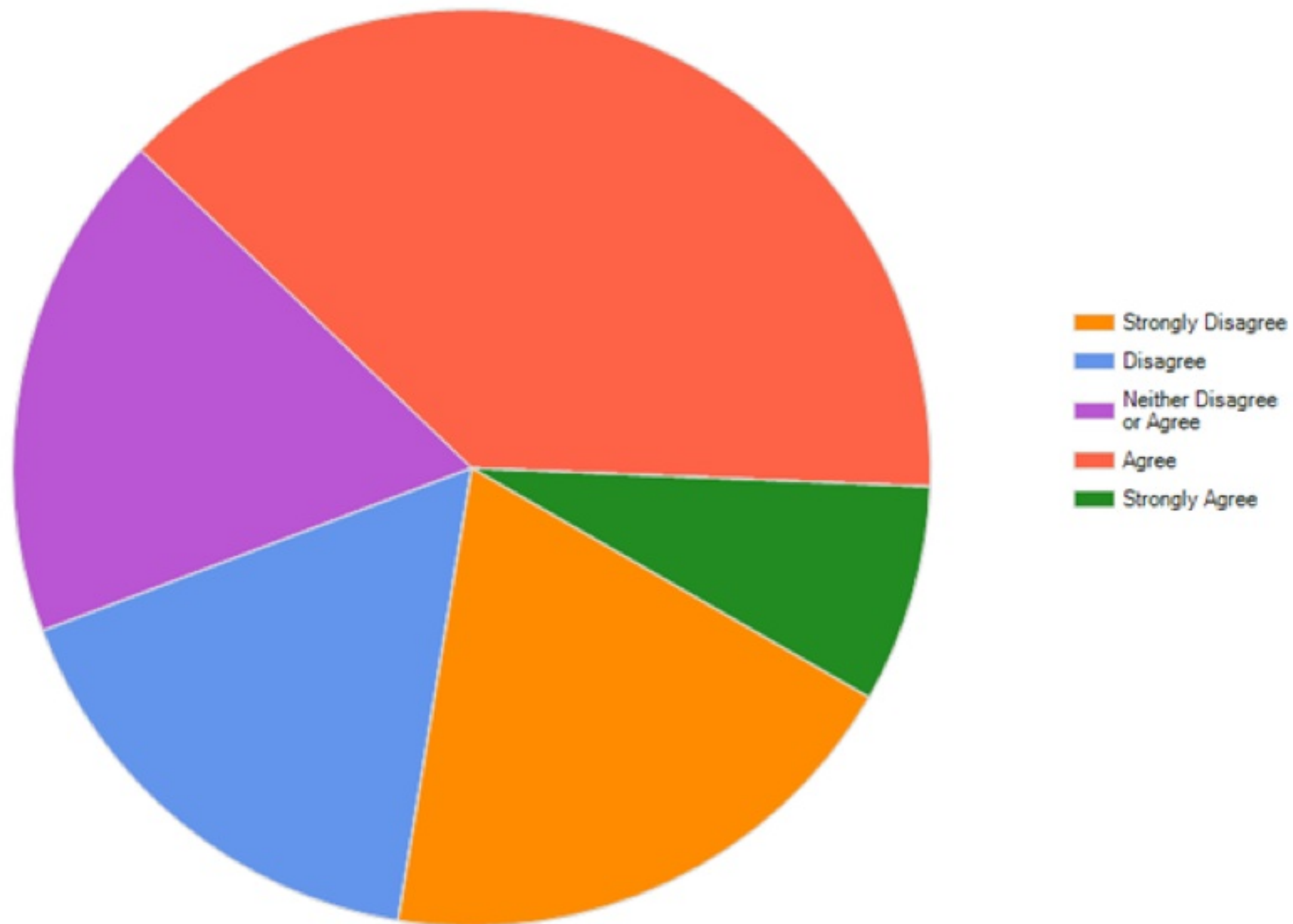
Providers are held accountable for their outcomes.



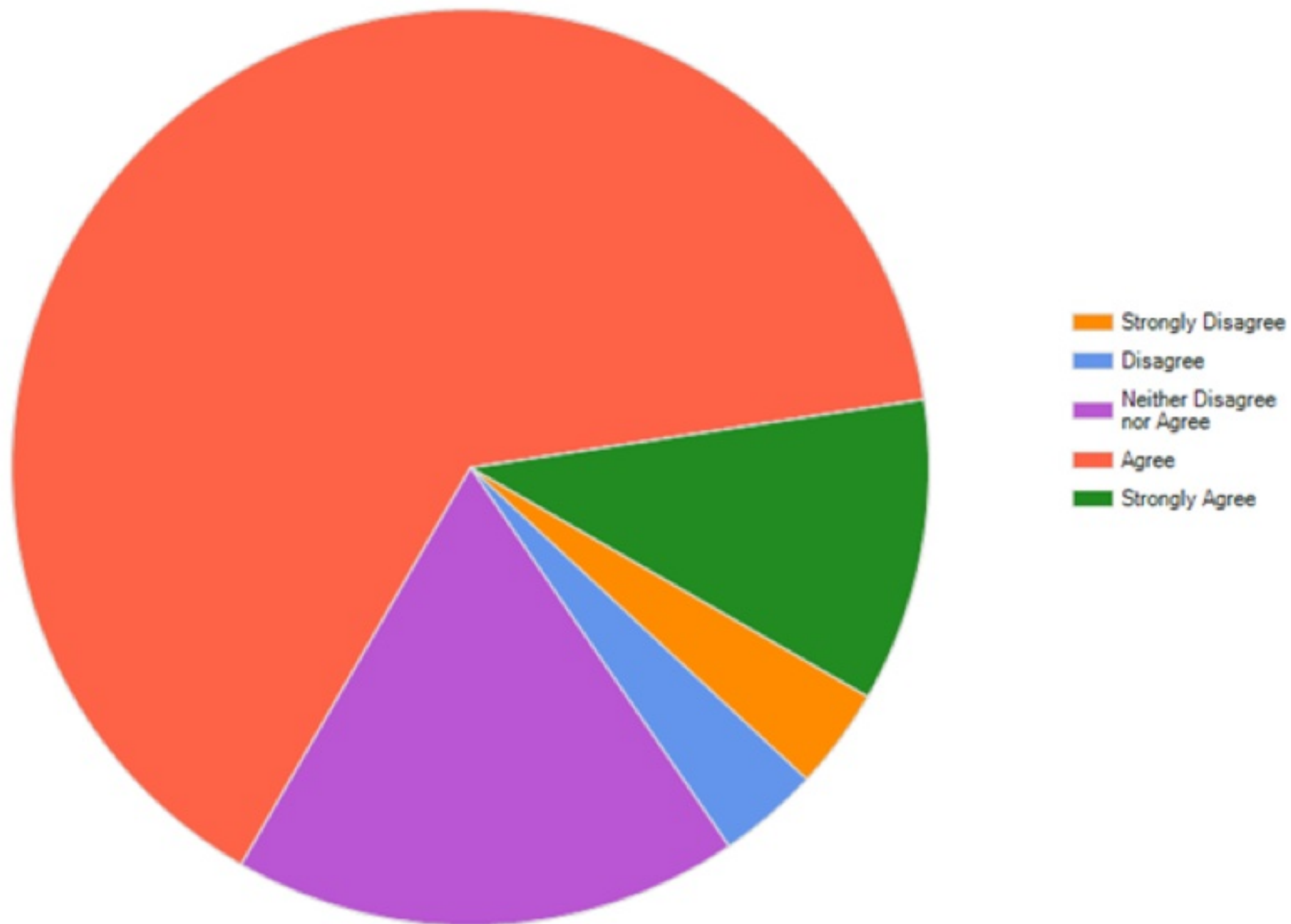
Winston Salem/Forsyth

Consumer

It was easy for me to find services to help me when I became homeless.

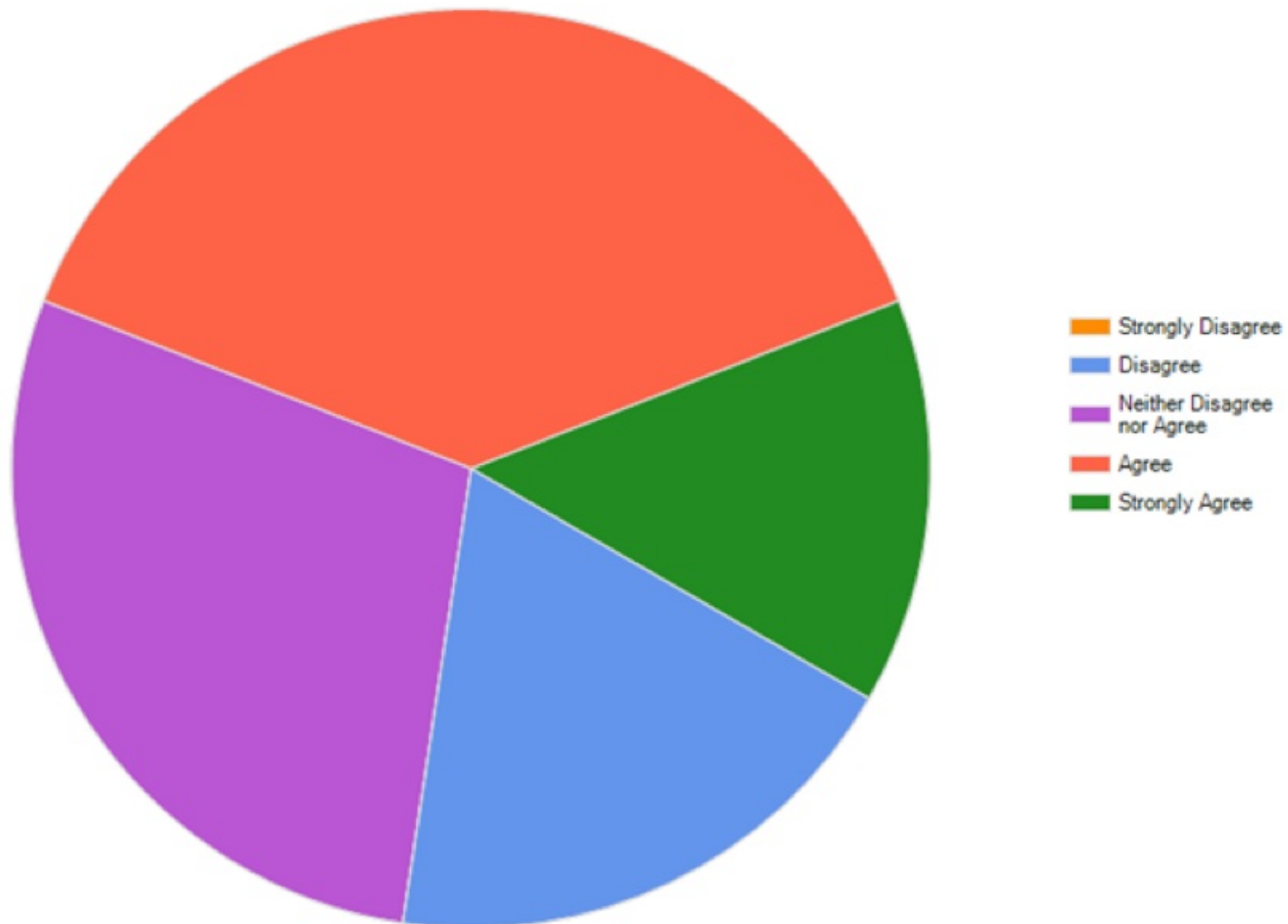


I believe that I am accountable for helping consumers and my organization achieve pre-determined outcomes.








The community has been successful engaging landlords and finding new ones that are amenable to housing formerly homeless persons.

Community Leader







Greensboro/High Point and Guilford County

44. 25. I believe that I am accountable for helping consumers and my organization achieve pre-determined outcomes.

		Response Percent	Response Count
Strongly Disagree		9.4%	6
Disagree		1.6%	1
Neither Disagree nor Agree		10.9%	7
Agree		54.7%	35
Strongly Agree		28.1%	18
answered question			64
skipped question			11






45. 25a. How important do you feel it is for you to be accountable for helping consumers and your organization achieve pre-determined outcomes?

		Response Percent	Response Count
Very important		50.8%	32
Important		41.3%	26
Slightly important		6.3%	4
Not important at all		1.6%	1
answered question			63
skipped question			12

Provider

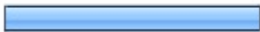




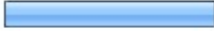




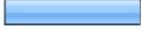

Community Leader

4. 2. Funding and service decisions in our community are prioritized to focus on permanent solutions to homelessness.











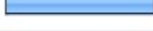

		Response Percent	Response Count
Strongly Disagree		11.5%	7
Disagree		19.7%	12
Neither Disagree nor Agree		23.0%	14
Agree		36.1%	22
Strongly Agree		9.8%	6
		answered question	61
		skipped question	2

Consumers

14. 11. What services or help were you offered to help you get housing? Check all that apply.

		Response Percent	Response Count
Rental Assistance		42.5%	48
Funding for assistance other than rent - things like deposits, utilities, rental applications, or other financial assistance		34.5%	39
Help finding a job		40.7%	46
Help with life skills, such as how to care for an apartment		23.9%	27
Shelter		43.4%	49
Transitional housing		34.5%	39
Substance abuse treatment		28.3%	32
Health care		29.2%	33
Help finding an apartment		25.7%	29
Mental health treatment		31.0%	35
Help with budgeting		22.1%	25
Case management		37.2%	42


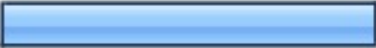
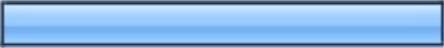

12. 10. What services or assistance do you or did you need the most to get permanent housing? Check all that apply.

		Response Percent	Response Count
Rental assistance		61.5%	75
Funding for assistance other than rent - things like deposits, utilities, rental applications, or other financial assistance		61.5%	75
Help finding a job		59.0%	72
Help with life skills such as how to care for an apartment		11.5%	14
Shelter		26.2%	32
Transitional housing		29.5%	36
Substance abuse treatment		21.3%	26
Health care		27.9%	34
Help finding an apartment		31.1%	38
Mental health treatment		32.0%	39
Help with budgeting		25.4%	31
Case management		26.2%	32

Charlotte/Mecklenburg

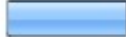




Community Leader

10. Our system is set up so that service providers and programs with the best performance are rewarded and praised.

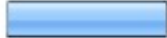




		Response Percent	Response Count
Strongly Disagree		9.7%	3
Disagree		35.5%	11
Neither Disagree nor Agree		41.9%	13
Agree		12.9%	4
Strongly Agree		0.0%	0
		answered question	31
		skipped question	0

Consumer

18. To get help, I was sometimes asked to do things that I didn't want to do.


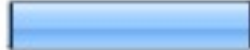
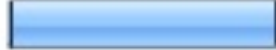
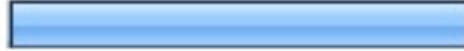

		Response Percent	Response Count
Strongly Disagree		13.9%	33
Disagree		26.5%	63
Neither Disagree or Agree		17.6%	42
Agree		31.1%	74
Strongly Agree		10.9%	26
		answered question	238
		skipped question	13

19. I felt that I got to "call the shots" about when and how I received services.

		Response Percent	Response Count
Strongly Disagree		18.7%	44
Disagree		31.1%	73
Neither Disagree or Agree		26.0%	61
Agree		18.3%	43
Strongly Agree		6.0%	14
		answered question	235
		skipped question	16

Provider

27. We use a methodological approach to collect information from consumers regarding their impressions of our programs and services.

		Response Percent	Response Count
Strongly Disagree		2.7%	2
Disagree		21.6%	16
Neither Disagree nor Agree		24.3%	18
Agree		41.9%	31
Strongly Agree		9.5%	7
		answered question	74
		skipped question	29