



Housing Needs Assessment & Community Engagement

NAIHC Virtual Training

June 28 – June 29, 2021

12:00 PM – 5:00 PM EDT



This virtual training is sponsored by the
U.S. Department of Housing & Urban Development's Office of Native American Programs and the
National American Indian Housing Council



Welcome!

- Thank you for being here!
- Unmute yourself or raise your hand to speak.
- We want this to be as interactive as possible.
 - We will have exercises, interactive breakout rooms with Jamboard and a chance for discussion.
- Chat questions/comments into the chat box at any time.

TODAY'S AGENDA

July 28, 2021

What is a housing needs assessment and how is a needs assessment structured?

Stakeholders: Who needs to be involved in the process and how to engage them

Purposes and Goals:

Putting together a timeline of the Tribe's history to determine where the community has come from and where it is going

How to determine if a housing needs assessment is necessary, and what does it seek to achieve (the "why")

Data Needs: What specific information do the different stakeholders need?

Structure of a Needs Assessment: What questions must be answered by stakeholders to design the project?

TODAY'S AGENDA

July 29, 2021

Determining project structure and defining the questions to be asked?

Target Population: Who do you need to survey or collect information from?

Content of Survey, Focus Groups, Interviews and Community Meetings: What are the questions that need to be asked? How should the questions be asked (i.e., question language and answer choices)?

Data Collection Methods: What is the best way to gather the information you would like to collect?

Door to door interviews? Online surveys? Focus groups? Community meetings?

Staffing: Identifying the data collection team (e.g., survey managers and field staff, and meeting facilitators)

Public Relations: How do you plan to inform the community about the project and why it is taking place? What communication channels will you use?

TODAY'S AGENDA

July 29, 2021 (cont'd)

Resource Assessment: What technical, cultural, financial and other resources are already locally available to assist with this project? What new tools or resources will be necessary or helpful?

Timing and Duration: When would be appropriate to conduct the project and how long will it last?

Budget: What will the project cost and how will you pay for this?

Goals for Session

- Acknowledge Diversity of Goals and Purposes
- Recognize and Maximize Value of Project for Sponsor and Tribe
- Capacity-Building and Promotion of Data Sovereignty
- Provide Initial Roadmap Outlining Data Collection

Introduction: Beaux Simone Consulting



- Over 40 years of collective experience working with Tribes, rural and urban communities
- Experience in direct homeless services and affordable housing
- TA providers for HUD
- Under contract with NAIHC to provide TA to tribes



Our Team

- Managing Director: Kevin Klingbeil
- Research Associate: Rachel Kramer
- Data Analyst: Harry Maher



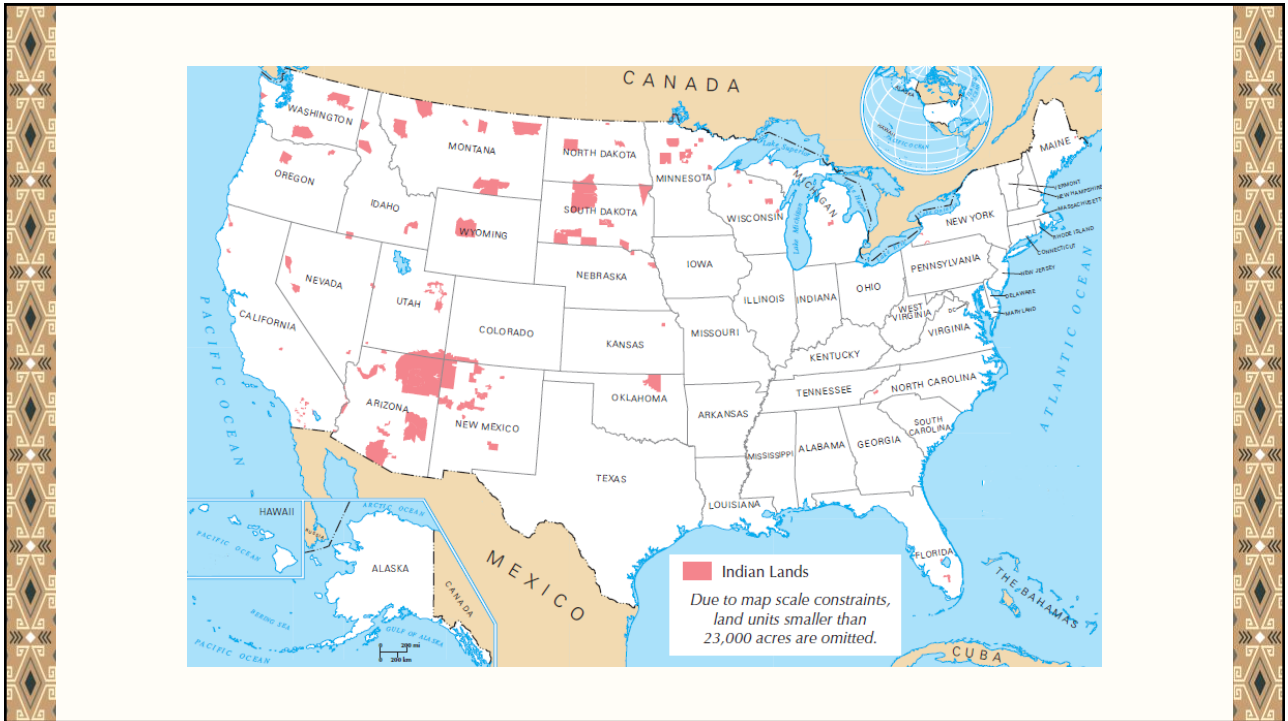
Introductions / Expectations / Hopes

HELLO

My name is

PLEASE TYPE INTO THE CHAT BOX:

1. Your name, role, and your Tribe or organization?
2. What are you hoping to gain from this 2-day training?

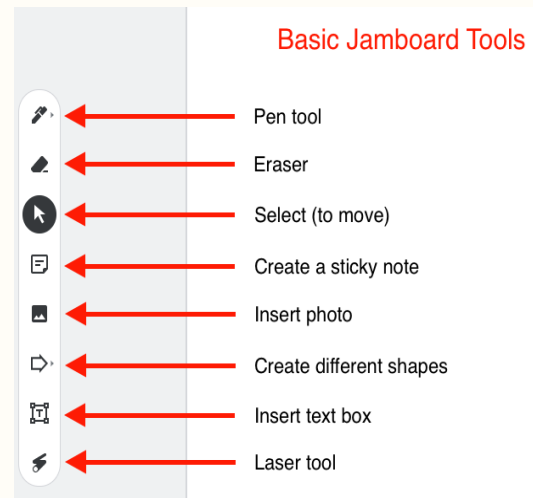


Session Materials

- Exercise Sheet
- Data Collection Project Considerations

What is Jamboard?

- Jamboard is an interactive and collaborative tool developed by Google.
- Think of Jamboard as a digital whiteboard where participants can interact with one another during a session.
- You can participate by writing (using your mouse) or typing into a sticky note.
- During the breakout session, your host will share a link for your group to work on Jamboard together.



Housing Needs Assessment Background and Steps

What is a Housing Needs Assessment?

A housing needs assessment should, at a minimum, bring together:

- Different data sets (employment/economic trends, demographic, housing inventory)
- Policies, history, and other relevant information
- Input from various stakeholders and members of the community, usually using surveys, focus groups, interviews, community meetings and other methods

This information is used to determine current and future housing needs and gaps, identify how to best address specific needs, and support data-driven planning processes.



Determining Whether You Need One

- Evaluate Existing Data and Plans
- Evaluate current housing stock and the need for various housing opportunities
 - Shelter
 - Domestic Violence Shelter
 - Foster Care
 - Elder Housing
 - Supportive Housing/THUD VASH
 - Affordable Rental Housing
 - Home Ownership



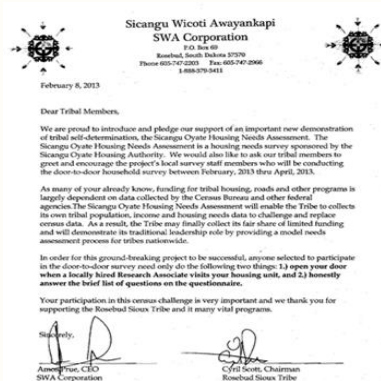
Scope and Subject Matter of Assessment (i.e., Is just housing enough?)

- Involving other programs can help:
 - Build network of resources and PR for project
 - Ensure other programs can use data for their programmatic needs
 - Enable other programs to apply for specific grants or inform programs with just one or two additional survey questions (e.g., AODA treatment center)



Stakeholders

- Consider who needs to be involved in the process as stakeholders:
 - Tribal Programs (e.g., Housing, Planning, IT, Health, Education, etc.)
 - Tribal Leadership buy-in and support
 - Members of Community



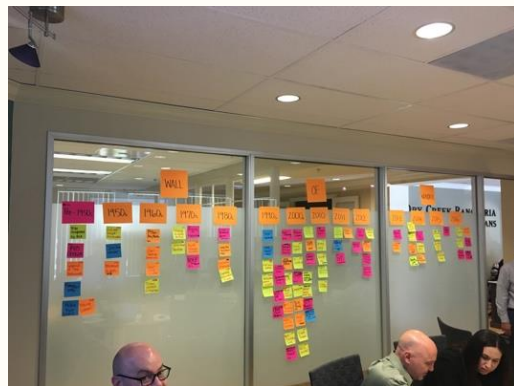
Initial Planning Session and Stakeholders

- Invite all stakeholders to the table (virtual meeting or, preferably, in-person)
- Orient consultants/contractor (if hired) to the Tribe, its communities and the neighboring area
- Determine the purpose and direction of the project:
 - Types of data to be collected and methodology for collection
 - Information to be reported
 - Deadlines for project activities

Tribal and Program History: Where You are Coming From and Where You are Going?

Frame discussion:

- Historical context for Tribe and relevant communities
- Past achievements and struggles
- Defining people, features and activities of the Tribe or communities
- Current initiatives
- Future plans and hopes/dreams



Identifying Project Purposes (the “Why”)

- Tribal Census
- IHBG Formula “Census Challenge”
- Integrated Economic Development Strategy
- Housing Market Analysis
- Informing Tribal Council Planning Efforts
- Program Expansion
- Feasibility Studies for New Programs or Facilities
- Guiding New Housing Development
- Identify Homeless and Doubled Up Community Members
- Prioritization of Supportive Housing Projects (e.g., veterans and elders)
- Annual Reports
- Community Newsletter

Determining What Data/Information You Need

- Existing Data: Acknowledge, Identify and Evaluate
 - Examples: existing surveys/needs assessments; tribal membership on/off reservation; number of TDHE-managed units; units conveyed; plans for future development; housing stock; number of units; home sales and valuation data; zoning and codes; economic data (employment, prevailing wages, etc.)
- Review Existing Plans to Determine Already-Identified Needs, Plans and Assumptions
- Assess Relevance, Accuracy and Currency of Available Data for Target Population and Relevant Area
- Explore Gaps in Available Quality Data to Determine Scope and Specific Content of New Data Collection

Case Study #1



White Mountain Apache Housing Needs Assessment

- Develop forward-looking planning and program management
- Identify and measure the needs of communities throughout the Fort Apache Indian Reservation.
- Housing needs assessment included a household survey that collected data from 654 homes on the reservation and had an overall response rate of 97.2%.
- Conducted a "Census Challenge" which allowed the Tribe to replace Census data with data that they collected, resulting in substantially increased funding for the Housing Authority



Exercise #1 – Jamboard Breakout

• Breakout room:








- Brainstorm at least three purposes for data collection projects. Why might a Tribe or your program want to collect and manage data?
- Which individuals, organizations, or programs can help you achieve your mutually agreed upon goals?
- What conflicts or challenges may make it difficult to achieve these goals?
- Report out ideas



Project Design

Quantitative vs. Qualitative Data

What is the difference between quantitative and qualitative data?

	Quantitative	Qualitative
Definition	 Numerical, measurable information	 Descriptive information
Can it be counted?		
Data Type	 Numbers and statistics	 Words, objects, pictures, symbols
Examples	<ul style="list-style-type: none">  Number of people served  Number of victimizations by type  Number of trainings provided  Number of times a service is provided 	<ul style="list-style-type: none">  Reasons clients seek services  How training affects service providers  Barriers to providing or receiving services

 This project was supported by Grant No. 2019-TA-00004 awarded by the Office on Violence Against Women, U.S. Department of Justice. The opinions, findings, conclusions and recommendations expressed in this publication are those of the author(s) and do not necessarily reflect the views of the Department of Justice Office on Violence Against Women.

Data Collection Methods

Prior to New Data Collection:

- Review and Evaluation of Existing Data (programmatic, census data, economic data, etc.)
 - Useful for comparison with newly collected data and additional context
 - Potentially reduce the burden or scope of current data collection efforts

New Data Collection Methods:

- Survey Forms and Questionnaires
 - Statistically representative surveys, intercept surveys, censuses, etc.
- Focus Groups
 - Conducted with targeted subpopulations of the community
- Key-Informant Interviews
 - Conducted with knowledgeable individuals who can inform survey design and help interpret survey results
- Community Meetings
 - Helpful for PR purposes and to get broad input from community members

Surveys

- Online vs. paper forms vs. in-person tablet data collection
- Potential for survey of off-reservation members or in broader service areas



Section A: Instructions		B3. Where do you currently live? <small>Select one</small>	
<p>This survey is designed to collect information that will allow REDCO and others to identify issues, opportunities and barriers to homelessness. By providing your contact information you authorize REDCO to contact you regarding possible participation in homelessness issues and programs, as well as to notify you of additional funding activities.</p>		<p>Antelope <input type="checkbox"/></p> <p>Chico <input type="checkbox"/></p> <p>Panama <input type="checkbox"/></p> <p>Roadcut <input type="checkbox"/></p> <p>Santa Francis <input type="checkbox"/></p> <p>Spring Creek <input type="checkbox"/></p> <p>Two Skills <input type="checkbox"/></p> <p>Milks Camp <input type="checkbox"/></p> <p>Cave Creek <input type="checkbox"/></p> <p>Elito Creek <input type="checkbox"/></p> <p>Indio Creek <input type="checkbox"/></p> <p>Upper Oak Hill <input type="checkbox"/></p> <p>Ring Thunder <input type="checkbox"/></p> <p>Black Pipe <input type="checkbox"/></p> <p>Red Creek <input type="checkbox"/></p> <p>Irish Bear <input type="checkbox"/></p> <p>Green Mountain <input type="checkbox"/></p> <p>Mid <input type="checkbox"/></p> <p>Hi Dog <input type="checkbox"/></p> <p>Hase Creek <input type="checkbox"/></p> <p>Mission <input type="checkbox"/></p> <p>Valentine <input type="checkbox"/></p> <p>Wanzer <input type="checkbox"/></p> <p>Norris <input type="checkbox"/></p> <p>Wood <input type="checkbox"/></p>	
<p>A1. Are you interested in homelessness? <input type="checkbox"/></p> <p>Yes <input type="checkbox"/></p> <p>No <input type="checkbox"/></p> <p>If I already own a home and am satisfied with the home, please do not check this box. Thank you for your time. This may not be necessary. Thank you for your time. You may add the survey later.</p>			
<p>A2. Name <input type="text"/></p>			
<p>A3. Mailing Address <input type="text"/></p>			
<p>A4. Phone Number <input type="text"/></p>			
<p>A5. Email Address <input type="text"/></p>			
Section B: Demographics			
<p>B1. What is your age? <input type="text"/></p>			
<p>B2. What is your gender? <input type="text"/></p> <p>Male <input type="checkbox"/></p> <p>Female <input type="checkbox"/></p>			

Focus Groups

- Roles for Facilitators:
 - Moderator keeps discussion focused and is someone who people are comfortable opening up to
 - Separate note-taker to take notes
 - Record the discussion if possible
- Targeted subpopulations within the community
 - e.g., renters, future homeowners, those experiencing homelessness
- Ideally 5-10 individuals
 - Larger groups discourage depth of conversation, and small groups may provide less information
- Fewer than ten open-ended questions and script that helps participants answer "why" questions
 - e.g., "why do people not want to live in the new housing development and what would they prefer?"

Key Informant Interviews

- In-depth interviews with people familiar with specific topics, communities, or programs
 - Department/program leaders, community leaders, residents
- Multiple interviews with people with wide range of experiences and perspectives on core issues
- Opportunities to learn about past efforts and what has/has not been effective

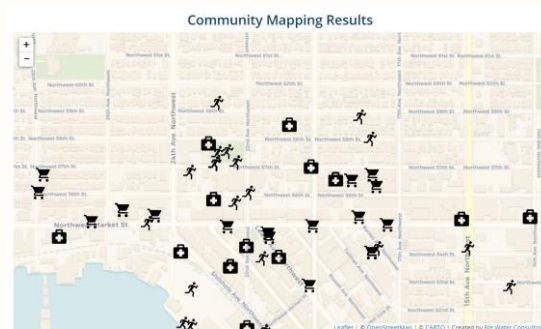
Community Meetings

- Publicize needs assessment and get community buy-in/build rapport
- Hear public comments and concerns
- Determine what information community wants to share (and may not be on the survey)
- Participatory activities (e.g., resource mapping, visioning exercises)
- Audience polling



Additional Online Tools

- Participatory mapping
- Public comment forms
- Quick polls
- Text message banking/polling
- Text alerts



Example map results at bigwaterconsulting.net/participatory-mapping

Survey Design Considerations

Survey Design Considerations



Building Off of the 'Why'

- Who
- Where
- What
- How
- When

Target Population (Who)

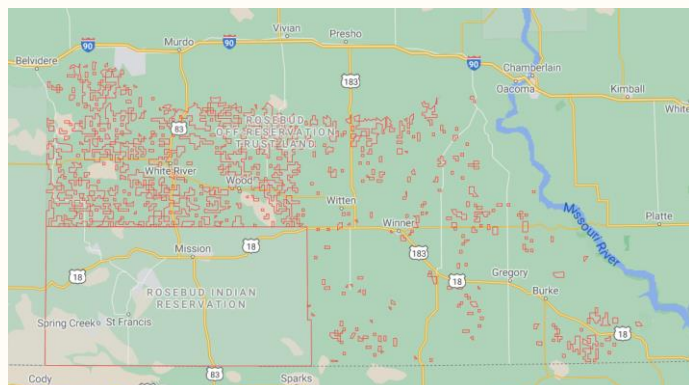


Which group(s) of people do you want to gather information about? (Target Population)

- Reservation?
- All Tribal Members?
- Primary Market Area?

Survey Area and Survey Frame

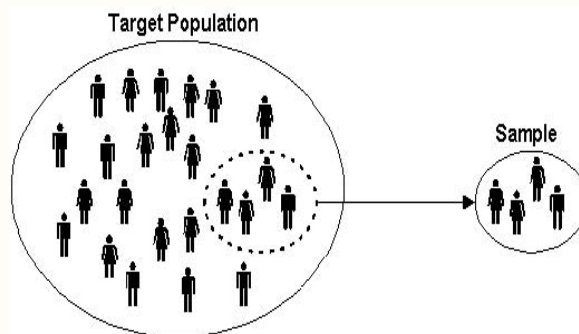
- Who will be surveyed and where do they live?
- Is there a map of housing units or list of addresses? (survey frame)
- How many non-AIAnS are in the survey frame?
- Consider checkerboarding and other issues when determining survey area



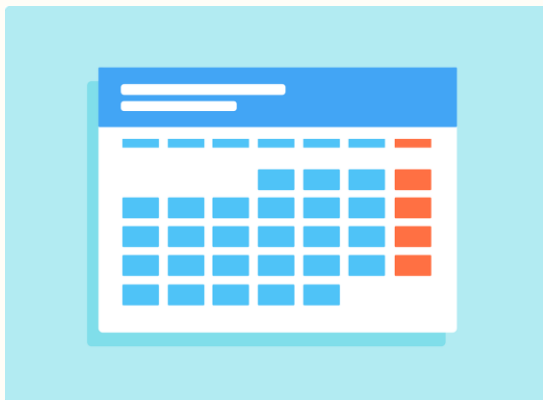
Example: Rosebud Indian Reservation and Off-Reservation Trust Land

Sample Size

- How large must your pool of respondents be to understand the needs of the relevant population and meet project requirements?



Duration and Timing



What time of year will the survey take place? (Timing)

How long should the survey be available? (Duration)

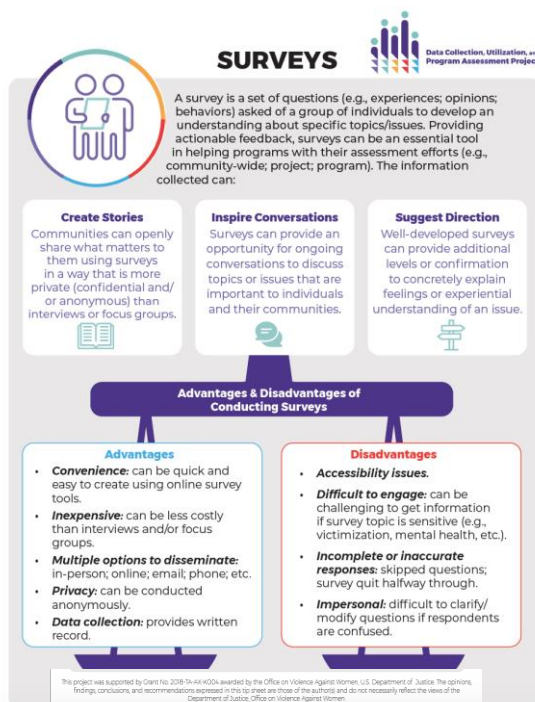
Considerations:

- Summer – difficult time to contact households
- Winter – depends on local weather conditions
- Consider community events/activities that may promote or distract from survey response

Sample Project Timeline

- May – Issue RFP and Select Contractor (if necessary)
- June – Select Contractor and Finalize Contract (if necessary) and Schedule Planning/Design Session
- July – Initial Project Design Session, Finalize Survey Instrument & Plan PR
- August – Conduct Interviews, Focus Groups, and Other Research
- Early September – Launch Online Survey
- Late September to November– Field Survey (Door Knocking)
- December – Data Analysis
- December & January – Reporting (Stakeholders, Community Meeting)

Survey Tips



Anticipated Challenges or Obstacles

- Challenges to keep in mind and potential ways to address them:
 - Limited Budget
 - Working with various funding sources
 - Low Response Rate/Lack of Community Buy-in
 - PR and Survey Incentives
 - Availability of Field Staff
 - Competitive wages, bonus/incentive structures, adjust project timing
 - COVID-19
 - Vaccines and PPE
 - Poor Weather
 - Adjust timing of survey, build in buffer, field staff check-ins with manager, work in pairs
 - Respondent and Field Staff Safety
 - Two-day training, case assignments, working in pairs, record issues or concerns, etc.
 - Data Integrity and Security
 - Form validation, issue logs, secure servers, confidentiality

Case Study #2

Red Cliff Chippewa Housing Authority Housing Needs Assessment

- Data collection from December 2020 to February 2021
- Housing needs assessment for planning purposes and IHBG formula "Census Challenge"
- Households asked to complete the survey electronically to avoid person-to-person contact due to pandemic
 - Helped reduce cost of data collection
 - Paper survey option with no-contact drop-offs
 - Minimal in-person (masked) contact



Exercise #2 – Jamboard Breakout

Discuss the following questions in a breakout group and prepare to report out ideas:

- What timing for this project would work best for the needs of your programs given the constraints discussed?
- Do you have any deadlines to meet (e.g., grants, LIHTC application, etc.)?
 - Given a six-month timeline, when would that project need to begin?
- Do you anticipate any challenges or obstacles to conducting a needs assessment? If so, what are they?

Preview: Survey Content

- Survey Committee
- List of Sample Topics (drives stakeholder participation)
 - Demographics
 - Specific Housing Needs
 - Income, Debt, and Expenses
 - Employment
 - Health or Disability
 - Economic Development





**End of Day One
Thank You**

Q&A




**Housing Needs Assessment &
Community Engagement Day Two**

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Survey Content

- Survey Committee
- List of Sample Topics (drives stakeholder participation)
 - Demographics
 - Specific Housing Needs
 - Income, Debt, and Expenses
 - Employment
 - Health or Disability
 - Economic Development



Content Considerations

- Questions that will directly drive program planning, funding or other action (i.e., the usefulness test)
- Length (time and number of questions) and scope/subject matter of survey
- Upcoming grant or planning needs and deadlines
- Current and future programmatic needs (e.g., feasibility assessment)
- Question language is clear and culturally appropriate
- Answer choices are fully inclusive and appropriate for the survey area
- Consider adding narrative/open-ended questions to allow respondent to share more information (though they add to survey length)
- Address positive elements (e.g., likes, interests and opportunities) as well as needs

Sample Questions

- The Minnesota Vikings' quarterback, Kirk Cousins had impressive stats in the 2020 season. He went 4,265 yards with 35 touchdowns and had a passer rating of 105.0. Meanwhile, the Green Bay Packers' Quarterback, Aaron Rodgers, threw multiple interceptions. Which team is better?

- a) Vikings
- b) Packers



Sample Questions

How long does it take to drive to New York?

- a) An Hour
- b) 10 minutes
- c) Twelve
- d) Too many



https://en.wikipedia.org/wiki/Statue_of_Liberty

Sample Questions

Do you like Yellowstone National Park and Walt Disney World?

- a) Yes
- b) No



https://en.wikipedia.org/wiki/File:Cinderella_Castle_at_Magic_Kingdom.jpg



<https://en.wikipedia.org/wiki/File:OldFaithful1948.jpg>

Exercise #3 – Jamboard Breakout

Keeping in mind who you are talking to, and the goals of the Needs Assessment:

- Brainstorm a few relevant survey questions for each example survey topic with your breakout group that you might ask of survey respondents.
- We will come together, and you will share example survey questions with the larger group.

Example Survey Topics:

Demographics; Housing; Income/Debt/Expenses; Employment; Health/Disability; Economic Development; Transportation; Education/Childcare; Miscellaneous

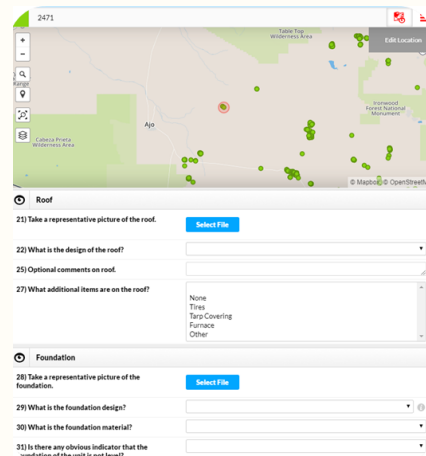
Equipment and Supplies

- Tablets
 - Cases, car chargers and backup battery
- Vests and ID Badges
- Door Hangers
- Markers, Notebooks, etc.
- Flyers, Posters, PR Materials
- Printed Surveys
- Postage



Software

- Many options for tablet-based data collection
- Ensure the software you use:
 - Has offline data collection and mapping capabilities if necessary
 - Has a diversity of supported survey question formats/options if necessary (e.g., taking pictures, rank choices, skip logic).
 - Is user-friendly for ease of data collection and analysis



Community Engagement and PR

PR Partners and PR Committee

PR Committee should consider all available channels (social media, web pages, school, radio, newsletter, etc.) to promote awareness and participation



Direct Community Engagement



- Community Meetings
- Request Word of Mouth Support or “Project Ambassadors”
- Participation in Local Meetings (e.g., elders’ lunches)

PR, Education and Outreach

What methods and materials will work for your community?



Incentives and Raffle/Drawing Prizes

- Gift baskets
- Gift cards
- Raffle drawings
- Contributions from Tribal Enterprises



Case Study #3

Tohono O'odham Nation Census Challenge

- Housing unit condition assessment and household survey
- Survey response rate: 96.2%
- Successful Census Challenge and additional tribal funding for housing
- Incentive: Bucket of essential household supplies and raffle



Exercise #4

- What methods will you use to educate tribal leaders, tribal members, and respondents about the survey?
- What incentives would most effectively drive participation?



Project Cost, Funding and Procurement

Project Cost

- **Basic Formula for Direct Costs**
 - **Staffing:**
 - Training Hours (Number of Hours* Hourly Wage)
 - Average Number of Hours per Case * Number of Cases * Hourly Wage
 - Average Number of Miles per Case
 - Equipment Costs
 - Printing Costs
 - Incentive Costs (Cost Per Incentive* Number of Completed Cases)
 - PR, Mailing/Shipping, etc.
- **Estimating Consulting Fees (if applicable)**
 - Hours Required per Month * Hourly Rate
 - Sample Variables: Travel/Number of Visits, Duration of Project, Range of Data Collection Activities, Extent of Data Analysis and Reporting

Resource Assessment

Staffing

- Survey manager
- Field staff

Equipment

- Available tablets for field staff data collection

Project Logo

- Tribe logo or new logo – local graphic designer or artist?

Housing Unit Map

- Updated, accurate and distinguishes residential and non-residential structures

Printing

- Ability to produce quality materials in-house

Incentives

- Casino or other Tribal enterprise?

Funding

Grants

- Federal Agencies (e.g., Enterprise Community Partners Section 4 Capacity Building)
- State and Local Agencies (e.g., South Dakota Housing Development Authority/South Dakota Native Homeownership Coalition Housing Needs Studies)
- Philanthropic (e.g., local, regional and national foundations focused on housing, health and community and economic development)

[Grants are not limited to just the field of housing; other examples of grants that support needs assessments include, but are not limited to SAMHSA, USDA, EDA and FEMA]

Training & Technical Assistance (T&TA)

Program Funds – Including IHBG funding

Tribal Funds

Case Study #4

Lac Courte Oreilles Community Assessment

- Included a household survey involving a random sample of 945 housing units on the reservation as well as a paper survey mailed to off-reservation members living in Sawyer County (service area)
- Partially funded by Enterprise Community Partners in partnership with LCO Housing Authority and the Tribe



Exercise #5: Estimating Costs

- \$_____ Labor Cost (____ sample size/# of cases x ____ hours/survey x ____ hourly wage)
- \$_____ Mileage Cost (sample size x ____ miles per survey x ____ \$0.55/mile)
- \$_____ Public Relations (generally \$1,000-\$2,000)
- \$_____ Incentives (generally \$10-\$20/incentive x ____ # of completed surveys)
- \$_____ Printing and mailing (printing and mailing costs ____ x ____ # of surveys)
- \$_____ Data Collection Devices and Software (\$250/device x ____ # of field staff plus \$38/month x ____ # of devices for data collection software)
- \$_____ Contractor Fees (e.g., 70 hrs/month x ____ # of months x ____ \$130/hr)

Total Cost Estimate \$_____

Procurement

Review Policies

Review Procurement Policies with Procurement Officer if Available and Required Based on Policy, Funding Source and/or Contract Amount

Advertise

Consider Places to Advertise RFP—Where Contractors Look for RFPs
 • (e.g., Indian Country Today, NAIHC, Regional Housing Associations)

Timeline

Factor Procurement Timeline into Overall Project Timeline

Drafting and Issuing RFP/RFQ

- Consider planning session with stakeholders to develop framework and components of RFP
- Examples of Key Elements:
 - Tribal Background and Geography
 - Sponsor
 - Project Purposes/Goals and Subject Matter/Issues to be Addressed
 - Internal or External Data Requirements (e.g., representative sample, response rate)
 - Anticipated Data Collection Activities
 - Required Collaboration and Meetings
 - Required or Desired Deliverables
 - RFP Budget
 - Required Contractor Qualifications/Experience
 - Request for Contractor's Proposed Methodology, Scope of Work, Schedule/Timeline, and Detailed Budget of Work
 - Proposal Scoring Criteria
 - Contact Information
 - Method of Proposal Submission and Deadline

Exercise #6

- Will you need to work with a procurement officer or somebody familiar with procurement rules to help draft an RFP to conduct a needs assessment, and who is that person? (Consider your policies and the estimated cost of the project)
- What sources of funding will you utilize or need to seek to complete this project, and how may that impact your project's timeline and procurement?

Post-Procurement Steps: Staffing, Training, Data Collection, Analysis

Staffing: Recruitment, Selection and Hiring

- Large field-data collection projects require appropriate staffing:
 - Survey Manager (and optional Asst. Manager) and Field Staff
 - Using current staffing resources for data collection/hiring has not worked in the past—current staff are often already overworked
- Timing of recruiting, hiring and training field staff needs to account for project timeline



Survey Manager

The success of the survey depends on the manager's abilities to complete their tasks:

- Verify and/or update mapped locations and types of structures as required
- Communicate with community members and answer questions
- Conduct PR activities including radio announcements and social media promotion
- Review and certify field staff hours and mileage as necessary as well as survey submissions
- Participate in daily meetings (in person or via phone) with field staff and survey coordinators to address issues raised in their reports and to check on their progress
- Conduct follow-up visits and verification of data
- Regular awarding of raffle prizes and distribution of incentives for survey completion

Field Staff

Consider critical qualities, such as social skills and interest in meeting and talking to other people

Determine if specific language skills, valid driver's license, access to a working vehicle, and passage of a background and drug test will be required (or desired)

Overview of role:

- Outreach and follow-up at sampled housing units to achieve highest possible survey response rate, including extensive use of in-person, email, phone and other contact methods. This includes physical drop-off of door hanger or other survey materials to all households in the survey sample.
- Efficient planning and completion of assigned fieldwork; including review and verification of mapped locations, staggering of times and days of visits, and batching of proximate cases
- Public relations – in-person, electronic & phone methods, and radio & social media promotion
- Front-line customer service, including answering community/tribal member questions

Training



Procedures:

- Familiarity with data collection instrument and methods (e.g., in-person household survey)
- Coordinate work with survey manager and other field staff

Protocols:

- Safety, professionalism, and courtesy

Exercise #7

- Where can you advertise for applicants for field staff and survey manager roles?
- What criteria or requirements will you use to select the best possible staff?
- Who will post advertisements?



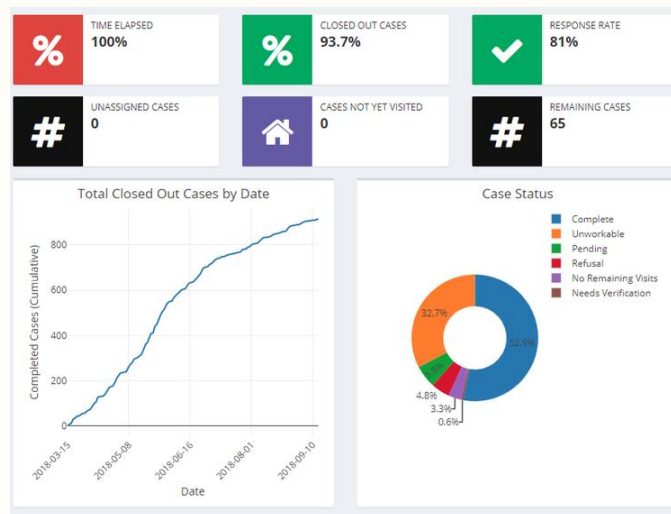
Staff and Case Management

Ensure Project Stays on Timeline and Within Budget:

- Hiring staff from communities throughout the survey area (if possible)
- Assigning staff cases in their area
- Tracking staff hours & miles
- Tracking completed cases over time
- Using project dashboard or other system to track productivity and performance (and reassigning work as necessary or appropriate)



Progress and Performance Monitoring



Quality Assurance and Control

Issue and Incentive Log:

- Tracks issues including skipped questions, typos, and answers that are major outliers (e.g., households that earn more than \$1,000,000 or less than \$1,000 per year)
- Ensures households receive incentives for completed surveys in conjunction with helping correct any issues

Data cleaning

- Data may need to be cleaned and reformatted to be useful for analysis purposes—ensuring outliers not picked up in the issue log are not typos or other issues



Confidentiality

Responses must be kept confidential to receive honest responses

Use a unique survey ID code to refer to cases (instead of names or addresses)

Those handling data must sign confidentiality agreements

Data should be anonymized and “sanitized” after collected

Securing the Data During and After Collection



Password protected tablets



Password for data collection application



Secure storage of data to prevent data leaks

Exercise #8

- Why might confidentiality be so important for a survey, focus group, or interview?
- What can you do to ensure responses remain confidential?

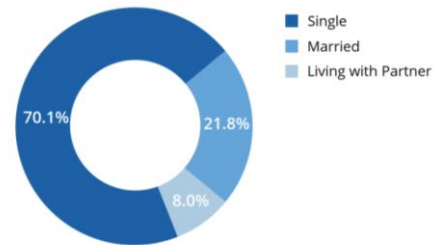


<https://www.vectorstock.com/11595794>

Data Cleaning, Compilation and Analysis

- Cleaning to Ensure Accurate Data
- Relational and other Statistical Analyses (e.g., what % of children live in an overcrowded home)
- Incorporate Existing Data for Comparison

Marital Status



Reporting

Background & Methodology – Reasons for conducting needs assessment, steps taken to complete

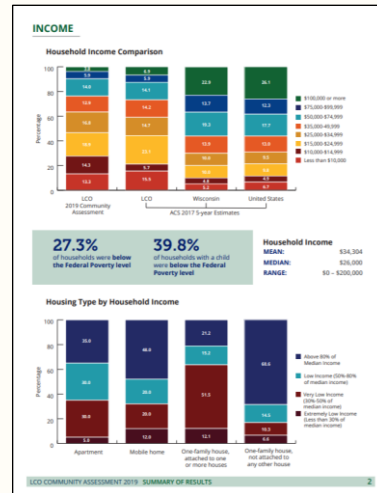
Findings – Answers to research questions, amount and type of housing and services needed

Limitations – Acknowledging issues that may limit data accuracy or that compromised some aspect of the data collection effort

Lessons Learned – Use experience to inform future data collection efforts in order to improve the process

Other Data Products and Deliverables

- Data fact sheet handouts
- Graphs and visualizations
- Relational pivot tables
- Maps



Presentation of Results



- Presentations to tribal leadership and community
- Overview of methodology, findings, and recommendations
- Celebrate the community's contribution of time and information

Data Use for Planning, Grant Applications and Program Management

Examples:

- Support of regional Comprehensive Economic Development Strategy (CEDS)
- Update Community Profile; Data used to bolster strategic planning process
- Correct existing federal and other public data, especially with respect to seasonal residents and distortions caused by their demographics and income
- Used significant housing needs identified to request and receive standing tribal allocation of gaming revenue to housing program
- Used data to apply for CDC opioid overdose/addiction grant (as there was no inpatient service locally), and tribal AODA task force was created
- Worked on curriculum for dealing with veterans housing issues
- Supported application for Native CDFI

Data Storage, Sharing & Ongoing Reporting

- Data steward handles data for ongoing storage, reporting
- Past data steward roles:
 - IT Department with TDHE or Tribe
 - TDHE Administrator
 - Tribal College IT
 - Planning Department
- Steward helps maintain confidentiality, secures data and reports data to programs that need it

Session Wrap-Up

- Stakeholders
- Purposes and Goals
- Data Needs
- Structure of Needs Assessment
- Target Population
- Content of Survey, Focus Groups, Interviews and Community Meetings
- Data Collection Methods
- Public Relations
- Funding/Procurement
- Staffing, Data Collection, Reporting



Exercise #9: Next Steps – Jamboard Breakout

- Who will you talk to next to begin or continue the process?
 - Do you need funding? How can you get support/buy-in from necessary programs?
- How will you address the anticipated barriers that may prevent you from conducting a housing needs assessment?
- Begin to develop a timeline for a needs assessment project incorporating the aspects outlined in this training session and develop plans tied to the timeline

Thank You!

Q&A

- Any questions?
- If you have any questions later, our contact information is included in the next slide.

Contact Information

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