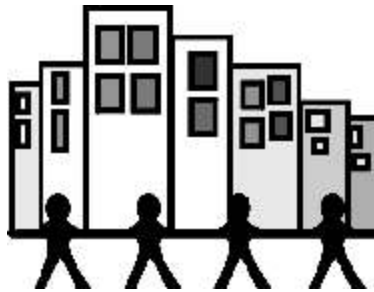


# Resident Relocation Survey Methodology and Results



NORC

A National Organization for Research at the  
University of Chicago

April 29, 2003

Funded by a grant from The John D. and Catherine T. MacArthur Foundation

## **DEDICATION**

We dedicate this report to interviewer Yolanda Tisby who died December 6, 2002 while giving birth to her daughter Toniya Angie Kala Garrett. Yolanda, a CHA resident and new NORC employee, showed great promise during her short time with us. Yolanda was an excellent interviewer. Her infectious enthusiasm and good nature were appreciated by all her survey team colleagues.

## TABLE OF CONTENTS

List of Appendices .....	iii
List of Tables .....	iv
Acknowledgments .....	vi
Executive Summary .....	1
Introduction .....	3
Section 1: Survey Methodology .....	5
1.1 Design .....	5
1.2 Questionnaire construction .....	5
1.3 Survey materials .....	7
1.4 Institutional review board .....	7
1.5 Staffing .....	7
1.6 Population .....	8
1.7 Preparations for data collection .....	9
1.8 Interviewer training .....	9
1.9 Data collection .....	10
1.10 Data preparation .....	12
1.11 Project debriefings .....	13
1.12 Weights .....	13
Section 2: Results .....	17
2.1 Who are the survey respondents? .....	17
2.1.1 Demographics .....	18
2.1.2 Where respondents lived in 2002, prior to relocation .....	20
2.1.3 Lease compliance status .....	21
2.1.4 The CHA housing choice survey, revisited .....	22
2.1.5 Reasons for moving out of or staying in public housing .....	23
2.2 What do leaseholders know about relocation? .....	25
2.2.1 Knowledge of housing options .....	26
2.2.2 Knowledge of 90-day notice .....	27
2.2.3 Knowledge of lease compliance .....	28

## **TABLE OF CONTENTS (CONTINUED)**

2.3	Who do leaseholders contact for help with relocation? . . . . .	30
2.3.1	Relocation coach . . . . .	31
2.3.2	Good neighbor clinics . . . . .	33
2.3.3	Service connector program . . . . .	35
2.3.4	Property managers . . . . .	38
2.3.5	Contacts following receipt of the 90-day notice . . . . .	40
2.3.6	Steps taken to become lease compliant . . . . .	42
2.4	More data about leaseholders choosing CHA or unsubsidized housing . . . . .	43
2.4.1	Respondents moving to unsubsidized living situation . . . . .	43
2.4.2	Respondents moving to rehabilitated public housing . . . . .	43
2.5	Respondents choosing Section 8/housing choice vouchers . . . . .	46
2.5.1	Stage of the relocation process . . . . .	47
2.5.2	Amenities/neighborhood attributes/barriers . . . . .	48
2.5.3	Search behaviors . . . . .	60
2.5.4	Overall difficulties experienced during relocation . . . . .	78
Endnotes . . . . .		81

## **LIST OF APPENDICES**

A	Questionnaire
B	Advance Letter
C	Survey Brochure
D	Institutional Review Board Certification
E	Completion Rate Table
F	Weighted Frequencies
G	Minutes from Interviewer Debriefing
H	Minutes from Management Debriefing
I	Supplemental Data Tables

## LIST OF TABLES

Table 1: Resident Relocation Population .....	8
Table 2: Eligible Population and Response Rate. ....	14
Table 3: Demographics .....	19
Table 4: Phase II Leaseholders .....	20
Table 5: CHA lease compliance status, based on CHA records .....	21
Table 6: Housing choice. ....	22
Table 7: Reasons to move from public housing .....	24
Table 8: Reasons to stay in public housing. ....	25
Table 9: Knowledge of housing options. ....	26
Table 10: The 90-day notice .....	27
Table 11: Understanding of the 90-day notice .....	28
Table 12: Comparison of self-report and CHA records on lease compliance .....	29
Table 13: Comparison of self-report and CHA records on curable status. ....	30
Table 14: Awareness of Relocation Coach. ....	32
Table 15: Good Neighbor Clinic attendance and helpfulness. ....	34
Table 16: Contact with Service Connector Program by leaseholder characteristics .....	36
Table 17: Contact with Service Connector Program by CHA contractor and building. ....	37
Table 18: Performance of Property Managers. ....	39
Table 19: Who contacted after 90-day notice .....	40
Table 20: Reasons for contact. ....	41
Table 21: Steps taken to become lease compliant. ....	42
Table 22: Moving to unsubsidized housing, found a place to live. ....	43
Table 23: Relocation status if chose public housing .....	44
Table 24: Saw new unit or any unit before moving .....	45
Table 25: Reasons for not seeing any units before moving .....	46
Table 26: Stage of relocation process .....	47
Table 27: Desired apartment amenities .....	48
Table 28: Desired racial/ethnic mix of target neighborhood .....	50
Table 29: Attitude toward living where others earn more .....	51
Table 30: Willingness to move into an area where never lived. ....	52
Table 31: Concerns about moving into an area where never lived .....	53
Table 32: Told Relocation Counselor about neighborhood preferences. ....	54
Table 33: Reason for choosing unit. ....	55
Table 34: Big/some or no problem with barriers to using a Section 8/HCV. ....	58
Table 35: Helpers worked with during relocation. ....	61
Table 36: Helper that was most helpful. ....	63
Table 37: Helper worked with after moving. ....	65

## LIST OF TABLES

### (CONTINUED)

Table 38: Preferred area/neighborhood and Relocation Counselor assistance .....	66
Table 39: Number of times talked with Relocation Counselor .....	67
Table 40: Got help from Relocation Counselor sorted by stage of finding an apartment. ....	68
Table 41: Status of signing lease. ....	68
Table 42: Number of listings given by Relocation Counselor .....	69
Table 43: Number of listings taken to by Relocation Counselor .....	70
Table 44: Number of these listings went to see on own .....	71
Table 45: Searched for apartments on own, without Relocation Counselor .....	72
Table 46: Leaseholder's own efforts to find an apartment .....	73
Table 47: Number of apartments called about .....	74
Table 48: Number of apartments seen on own .....	75
Table 49: Preferences for looking at apartments. ....	76
Table 50: Got help from Relocation Counselor sorted by searched on own. ....	76
Table 51: Found apartment through Relocation Counselor or on own. ....	77
Table 52: Went alone or with a group .....	77
Table 53: Overall ease or difficulty of relocation process .....	78
Table 54: Most difficult aspect of relocation process. ....	79

## **ACKNOWLEDGMENTS**

The valuable data provided by this survey are largely attributable to the design of the survey and content of the questionnaire. We are grateful to the advisory group who met with NORC staff over a six month period to discuss and give input into the various design options that were considered prior to the execution of the survey. The advisory group included: Adam Gross, Al Polikoff, Meghan Harte, Robert Slaughter, Sara Mervine, Thomas Sullivan, Rich Wheelock, Susan Lloyd and Spruiell White.

The questionnaire was shaped by many individuals. CHA staff Meghan Harte and Rayne Martin worked closely with NORC questionnaire design staff to discuss the topics that were important to them in informing the improvement of processes and services associated with the relocation of public housing residents. Urban Institute researcher Sue Popkin sent both the Hope VI Baseline questionnaire and Section 8 Survey to NORC; several items from these instruments were included in the questionnaire. Jenner and Block attorneys Robert Blazejowski, Zubair Kahn and Thomas Sullivan reviewed draft versions of the questionnaire and provided helpful comments. Members of the Central Advisory Council Olomenji O'Conner and Mary Wiggins, Local Area Council Presidents Sandra Young, Deverra Beverly, Mary Baldwin, and Francine Washington and CHA Senior Advisor to the Board of Commissioners Darnetta Tyus helped to pretest the draft instrument and also provided important feedback.

We thank Susan Lloyd, Spruiell White and Erika Poethig for encouraging this research and the MacArthur Foundation for providing the funding.

We owe special thanks to the survey respondents who devoted their time and were forthcoming with the information that is the basis of this report.

## **EXECUTIVE SUMMARY**

The Resident Relocation Survey, a survey of leaseholders in Phase II of the Chicago Housing Authority's Housing Transformation initiative, was conducted by NORC at the University of Chicago, with funding and support from the MacArthur Foundation. The Housing Transformation involves a staged, multi-year process of either demolishing and replacing or rehabilitating the most substandard high rise public housing developments in Chicago while assisting and supporting the relocation of thousands of affected leaseholders. This survey was designed to inform improvements to the process based on data collected from the leaseholders.

The Resident Relocation Survey involved face-to-face interviews with Phase II Leaseholders, those who started the relocation process in 2002. This group includes leaseholders relocating in 2002 and leaseholders relocating in early 2003. More than 900 leaseholders – nearly the entire population of 1080 identified by the CHA as Phase II Leaseholders – were interviewed. This report includes a description of the methods used to conduct the Resident Relocation Survey, as well as a presentation of findings and analysis.

The methods employed to conduct the Resident Relocation Survey were founded on the rigorous standards of social science research and informed by NORC's more than 60 years of experience in the field. Our approach was guided throughout by collaboration with other stakeholders, including the CHA, the CAC, LAC presidents, an advisory panel of public housing advocates and those engaged in public housing research. The questionnaire used in this survey benefitted from the contributions of these parties. Half of the interviewing staff were recruited from within CHA developments and half were not. All interviewers were thoroughly trained and certified by NORC prior to conducting interviews.

The results provide answers to questions of both fact and opinion. We wanted to find out whether leaseholders chose to move out of or stay in public housing. Almost two-thirds of our respondents chose to move out using a Section 8/Housing Choice Voucher (HCV). Over one-third chose to stay in new or rehabilitated CHA housing. About 1 percent chose to move to unsubsidized housing. We wanted to know what services leaseholders found most helpful during the relocation process. More than two-thirds of the leaseholders we interviewed attended a Good Neighbor Clinic; nearly a third did not. Over 90 percent of those who attended found the clinic helpful; fewer than 10 percent did not. Two-thirds had contact with the Service Connector Program; one-third did not. Nearly 85 percent of those who had contact with the service connector found it helpful; about 15 percent did not. About three-quarters thought their property manager was fair in handling lease compliance issues and about one-quarter did not. Almost three-quarters of those living in buildings that were closed in 2002 who chose a Section 8/Housing Choice Voucher worked with a Relocation Counselor while trying to find a new place to live; about one-quarter did not. Over two-thirds of all respondents using a Section 8/Housing Choice Voucher thought the relocation process was not difficult; about one-third thought that it was.

Changing one's residence is a disruptive and challenging process regardless of one's socioeconomic status. Being told to move and having the process governed by complex rules can only add to the challenge. Although most leaseholders reported that most of the relocation



processes and services were helpful to them, the data presented in this report point to areas in the Housing Transformation initiative that may benefit from additional attention. In particular, the Chicago Housing Authority and the public and private agencies with which it is working must find ways to inform more leaseholders about, and include more leaseholders in, the meetings and other processes designed to assist leaseholders with relocation. The survey provides baseline data about levels of satisfaction and dissatisfaction with the various components of the relocation process, providing a platform for future improvements.

## **INTRODUCTION**

The Resident Relocation Survey, a survey of leaseholders in Phase II of the Chicago Housing Authority's Housing Transformation initiative, was conducted by NORC at the University of Chicago, with funding and support from the MacArthur Foundation. This survey was designed as a vehicle to inform the improvement of processes of the Transformation, which began in early 2000. The nature, purpose and direction of Housing Transformation has been well documented elsewhere but in sum, it involves a staged, multi-year process of demolishing, or in some cases rehabilitating, the most substandard and broken high rise public housing developments in Chicago and replacing them with new construction while at the same time assisting and supporting the relocation of thousands of affected leaseholders to new and improved dwellings. The Resident Relocation Survey, a census of the public housing leaseholder population relocated in 2002, is the first study to gather data from and about those most affected by the relocation process.

The Resident Relocation Survey involved face-to-face interviews with Phase II Leaseholders, those who started the relocation process in 2002. This group includes leaseholders relocating in 2002 and leaseholders relocating in early 2003. More than 900 of these leaseholders – nearly the entire population of 1080 identified by the CHA as Phase II Leaseholders – participated in an interview. Conducted between October and December, 2002, the survey used the proven methodology and tools of social science survey research and is therefore well suited to give stakeholders in the Transformation process as well as the researchers and the general public a useful body of information about the leaseholders' experience during relocation.

This report presents initial results and analysis from the Resident Relocation Survey. Section I of the report describes the survey sample, questionnaire design, training of interviewers, data collection and methodology. Section II presents the survey findings, organized into five sections:

1. Description of the Phase II leaseholders
2. Leaseholders' knowledge about Relocation
3. Leaseholders' contact with Relocation Helpers
4. More about Leaseholders who chose to either remain in CHA or move to unsubsidized housing
5. More about Leaseholders who chose to use a Section 8/Housing Choice Voucher (HCV).

Appendices to the report include a copy of the survey instrument, weighted frequencies of the data, and supplemental data tables. The supplemental tables provide additional breakdowns of demographic data by housing choice as well as charts showing the weighted number of respondents in each category essential to analysis, that is, building year, housing choice, stage of relocation, and lease compliance status. The appendices also include minutes from the post-survey debriefing sessions conducted by NORC and a copy of selected survey materials.



## **SECTION 1: SURVEY METHODOLOGY**

### **1.1 DESIGN**

The goal of the survey was to collect information about leaseholder relocation to inform improvements to the relocation processes.

NORC discussed with the survey advisory group the merits of conducting a survey with a sample of leaseholders versus a census of leaseholders; the Foundation and members of the advisory group encouraged NORC to interview all Phase II leaseholders in the baseline data collection. Therefore, the survey design became a census of the leaseholders in all buildings to be closed in 2002 with a follow-up of a sub-sample of the Phase II leaseholders in 2003.

### **1.2 QUESTIONNAIRE CONSTRUCTION**

NORC developed the instrument in collaboration with CHA staff during the months of July and August 2002. In September a pretest of the instrument was conducted with some members of the Central Advisory Council<sup>1</sup> (CAC) and Local Area Council<sup>2</sup> (LAC) Presidents. The purpose of the pretest was to time the instrument and to get feedback on the content. On average the pretest questionnaire took about 30 minutes to administer. CAC and LAC members were familiar with the relocation processes, so the feedback they provided was helpful in adjusting the wording of certain questions.

In developing the questionnaire NORC also conferred with attorneys from Jenner and Block, the law firm of the Independent Monitor, Thomas Sullivan. The attorneys also reviewed drafts of the instrument and recommended changes and additions to the questionnaire.

Sue Popkin, of the Urban Institute, sent NORC the Hope VI Baseline Survey and the Section 8 Survey of CHA Relocateses. These questionnaires had been used previously to collect data from CHA residents; NORC used several items from each of these instruments.

The survey questionnaire contains the following ten sections:

1. Informed Consent: This section explains the survey's purpose, who the study is being conducted for, how long the survey takes to complete, that the survey is voluntary and that all information will be kept strictly confidential. Interviewers read the informed consent statement to all respondents.
2. Assessment of Housing Choice: This section asks about housing choice and where leaseholders are in the relocation process. This section was administered to all respondents.

3. Services: This section collects information about services available to residents during the relocation process. It asks whether residents used and were helped by the services. All leaseholders were asked most of the questions in this section; several questions were only asked of leaseholders who received a 90-day notice.
4. Rehabilitated CHA Public Housing: Those residents who had already moved to newly rehabilitated public housing were asked the questions in this section.
5. Lease Compliance: This section asks leaseholders whether or not they are lease compliant, and, for those that are not lease compliant, if they know whether or not they are curable<sup>3</sup>. It also asks what steps non-lease compliant leaseholders are taking to become lease compliant. These questions were asked of leaseholders who had not yet moved from their unit.
6. Relocation Preferences: Residents who chose a Section 8/HCV were asked the questions in this section. This section includes questions about the location to which people would like to relocate.
7. Finding an Apartment: Respondents who chose a Section 8/HCV and had either already found an apartment or were in the process of looking for an apartment were asked the questions in this section. This section includes questions about where the leaseholder wanted to live, whether or not they got any help and who helped them, as well as about issues that may be associated with using a housing voucher.
8. Leaseholders Moving to Unsubsidized Housing: This section is directed only to those leaseholders who chose to live in unsubsidized housing.
9. Demographic Information: All respondents were asked a short battery of demographic questions: sex, year of birth, race, education, marital status and income.
10. Locating Questions: All respondents were asked to tell us how we could reach them if we wanted to find out more about the relocation process. We asked for their name, address, social security number, and driver's license number or state identification number. We also asked for the names, addresses and telephone numbers of two people who would know how to locate them in the future.

A copy of the questionnaire can be found in Appendix A.

## **1.3 SURVEY MATERIALS**

The following materials were developed for use by the NORC survey interviewers:

- ▶ Interviewer manual: The manual included an overview of the project, explained the survey protocols to be followed, and described administrative procedures.
- ▶ Trainers Guide: For most of the training, trainees were split into two groups of 15 trainees who were trained in separate rooms. To insure consistency, a trainers guide was developed and used by each trainer.
- ▶ Frequently Asked Questions and Answers. Anticipated questions and the answers to those questions were prepared for the interviewing staff so that respondents received consistent and accurate information about the study.

The following materials were developed for respondents:

- ▶ Advance letter: A letter to respondents that explained the purpose of the survey, mentioned the funding source and the organization collecting the data, and noted that the interview would be conducted in-person. A copy of the advance letter can be found in Appendix B.
- ▶ Brochure: The brochure explained the project and described how respondents could obtain additional information. A copy of the brochure can be found in Appendix C.

## **1.4 INSTITUTIONAL REVIEW BOARD**

NORC's Institutional Review Board (IRB) must review and approve all research protocols before they are executed. The IRB is charged with the function of reviewing research protocols to protect the rights and welfare of human research subjects recruited to participate in the research activities conducted by NORC. Project staff prepared a package and submitted it to NORC's IRB requesting approval to conduct the survey. The package contained an application form, a description of the project, a copy of the letter to respondents and the brochure explaining the research, a copy of the informed consent read to respondents, and a draft of the questionnaire. The IRB reviewed the protocol and granted its approval. A copy of the IRB certification can be found in Appendix D.

## **1.5 STAFFING**

The NORC project team included Project Director Catherine Haggerty, Senior Survey Methodologist Lisa Lee, Survey Specialists Vicki Greiff and Christine Carr, and Vice President for Statistics and Methodology Colm O'Muircheartaigh. The field staff included Field Project Manager Ezella Pickett and Field Managers Linda Woodley and Debra Cipriano. The IT Project Manager was Syed Ahsan, and data preparation staff included Coordinator Sharnia Bullock.

The interviewing staff were recruited from within and outside the CHA developments. Half of the interviewing staff were residents of the CHA and half were not. All interviewers were African-American, all but one were female and the interviewers ranged in age from 25 to 67. All interviewers had earned a high school diploma and several had some college education.

The following additional staff assisted with the analysis of the data and preparation of this report: Vice President for Economics, Labor and Population Studies Richard Rubin, Senior Survey Methodologist Bernard Dugoni, Principle Research Scientist Ken Rasinski, Survey Methodologist Xiaoyong Chai, Survey Statistician Hiroaki Minato, Geographer and Methodologist Ned English and Senior Survey Directors Robert Bailey and Lisa Schwartz.

## **1.6 POPULATION**

CHA provided NORC with a list of all leaseholders to be included in the study. All leaseholders living in buildings that would be closed in 2002 and leaseholders living in two buildings undergoing rehabilitation and one building that will be closed in early 2003 were included. Table 1 shows the buildings, and the number of residents in those buildings, that were in Phase II and included in our survey.

Table 1: Resident Relocation Population.

Building	Total
ABLA	120
Bridgeport Homes*	110
Cabrini	49
Ickes Extension	110
Lowden*	107
Robert Taylor Homes	199
Rockwell Gardens**	143
Stateway Gardens	129
Washington Park	70
Wells Homes	43
Total	1080

\*Buildings undergoing rehabilitation during 2003.

\*\*Building to be closed in 2003.

The CHA provided an initial file of names and addresses just prior to data collection; periodic address updates were supplied throughout the data collection period.

## **1.7 PREPARATIONS FOR DATA COLLECTION**

Interviewer Safety. Because of the high crime rate within and around the Chicago Housing Authority properties, the safety of our interviewing staff was a major concern. In March 2002 NORC project staff met with the Police Commander who had oversight responsibility for policing the CHA properties. The commander spoke candidly about gang protocols and criminal activity at the locations in which we would be interviewing. He provided valuable advice about how to behave and the times of the day and days of the month we should and should not be at the survey locations. He also invited us to contact the local districts each day to inquire about any anticipated trouble so that we could make informed decisions about assignments.

Site Office. We established a site office at NORC's Hyde Park office due to its proximity to some of the CHA developments as well as to interviewers' homes. This office provided a central location for interviewers to meet with their Field Managers.

Planning Conference. About one month prior to the start of data collection the field managers and other project staff met to develop a work plan. The plan included the processes and protocols for managing the survey. It stressed flexibility in response to the fact that survey respondents would be relocating, and changing their address over the course of the field period.

Systems Development. Several systems were set up to support survey data collection:

- ▶ Receipt control. A receipt control program allowed the Field Manager to monitor the status of completed and pending cases.
- ▶ Data entry. A computer assisted data entry (CADE) program was used to capture questionnaire data.
- ▶ Coding. An spreadsheet program enabled open-ended and other-specify responses to be sorted and coded.

Advance Notification. NORC often mails an explanatory letter to survey respondents in advance of any personal contact by the interviewer. For this survey, a letter was hand-delivered to the leaseholders, to avoid possible problems with mail delivery.

## **1.8 INTERVIEWER TRAINING**

Training Location. Interviewer training was conducted at NORC's Hyde Park location. It consisted of three parts: General Training, Substantive Training and Interviewer Certification.

General Training. NORC requires general training for all new field interviewers. Topics covered included:



- ▶ Social science data collection
- ▶ Confidentiality and professional ethics
- ▶ Neutral question asking and probing
- ▶ Recording open-ended responses
- ▶ Gaining cooperation
- ▶ Managing case assignments
- ▶ Administrative procedures

This 8-hour training occurred on October 5, 2002. Thirty-one interviewers attended and successfully completed the program.

Substantive Training. This training included subject matter specific to the Resident Relocation Survey, including:

- ▶ Information about the CHA's resident relocation process
- ▶ Questionnaire content
- ▶ Administration of the questionnaire
- ▶ Gaining cooperation with the respondent
- ▶ Importance of data quality
- ▶ Administrative duties of the interviewer

This training required 13 classroom hours and was held on October 7 and 8, 2002. Twenty-nine interviewers attended and successfully completed substantive training.

Interviewer certification. Before an interviewer is allowed to collect any data s/he must be certified to do so. The certification process includes the following:

- ▶ Demonstration of understanding of basic facts about the project
- ▶ Ability to administer the questionnaire according to specification
- ▶ Ability to explain the survey's purpose to the respondents
- ▶ Knowledge of all survey materials
- ▶ Mastery of all frequently asked questions

All trainees successfully completed the certification process.

## **1.9 DATA COLLECTION**

Schedule. Data were collected between October 9 and December 31, 2002.

Safety Protocol. In general, interviewers worked between 10 AM and 4 PM daily. Every interviewer had a partner and the pair constituted a team. Sometimes team members worked cases together and sometimes interviewers worked cases independently, but each team member worked in close proximity to the other and each was required to know where the other member would be at any given time. Interviewers were not permitted to work after dark without the permission of their field manager nor were they permitted to conduct interviews alone after dark.

Respondent Incentives. As a token of our appreciation for their participation in the survey, respondents were given \$10.00 for completing an interview. Respondents signed a statement indicating that they received the cash payment upon completion of the interview.

Survey Management. Data collection had three phases:

- ▶ Start-up phase: During this phase Field Managers met with interviewing staff every morning before interviewing began and every afternoon at the end of the interviewing workday. In the morning Field Managers distributed assignments, materials and incentive money for that day's work. The field managers discussed each assignment and recommended strategies for working cases efficiently. In the afternoon the Field Managers collected the case materials and unused incentive money. Field Managers talked with the interviewers about the experiences the interviewers had that day. The start-up phase lasted for three weeks. At its conclusion, the interviewing staff was reduced from 30 to 16 based on attendance, quality of work, and the remaining caseload. NORC maintained a 50/50 balance of CHA residents and non-CHA residents as interviewers throughout the field period.
- ▶ Maintenance phase: Interviewers were given a weekly assignment and were required to report to our offices in Hyde Park once a week. Throughout the week the interviewers were in touch with the Field Manager either by telephone or in-person to discuss their assignment and transfer cases. Interviewers were encouraged to continue to work in teams but were allowed to conduct an interview alone, if they felt comfortable doing so. Interviewers working solo checked in with their teammate periodically throughout the day and all solo interviewers checked in with their Field Manager every evening. This phase lasted five weeks; at its end, the interviewing staff was again reduced in size.
- ▶ Wrap-up phase: Field Managers provided frequent address updates and case transfers and had almost daily contact with interviewers. Each interviewer was given an assignment of cases to work through to completion. This phase lasted about three weeks.

Data Integrity. Field Managers regularly reviewed the cases completed and submitted by their interviewers, giving immediate feedback about the quality of the data collected. Fifteen percent of each interviewer's work was validated by recontacting the respondent, either by telephone or in-person. A subset of the questions were re-asked and the responses compared to the data recorded in the questionnaire. Questions about the conduct of the interviewer were also asked. The validator also confirmed with the respondent that the original interview had been conducted professionally.

Results. NORC completed 916 interviews for an overall response rate of 88.5%. Appendix E shows the number of completed cases and completion rate by CHA development.

## **1.10 DATA PREPARATION**

This section describes how the completed survey questionnaires were processed by NORC's central office staff.

Editing. Once the questionnaires were completed, interviewers submitted the hardcopy questionnaires to a Field Manager who edited the cases by checking for the following:

- ▶ skip patterns were followed correctly
- ▶ data had been recorded for all critical questions
- ▶ verbatim responses were legible

Every case was edited by a field manager; most cases were edited in the presence of the interviewer at the time the case was dropped off at the project office. When necessary, missing data was retrieved by the field manager by calling the respondent, before it was sent for data entry.

Data entry. Data entry took place at NORC's Data Preparation Center located at 1 North State Street. The questionnaires were transferred from our Hyde Park offices to our State Street facility by NORC personnel during regular inter-office mail runs between the two offices. All data were keyed twice to check for any errors that may have been introduced during data entry; this is a part of a standard quality control process that allows keypunch errors or discrepancies to be identified and adjudicated. The error rate was less than 1 percent. All errors identified by this process were corrected.

Coding. The survey instrument captured a limited number of open-ended or verbatim responses. Open-ended responses were exported into an Excel spreadsheet to assist in sorting and reviewing responses. A survey specialist categorized the responses and then assigned codes to each category.

Data cleaning. Even though data were entered into a form that was especially programmed with the skips and other checks that were specified in the questionnaire, our data, as is typical for paper-pencil questionnaires, required post data-entry cleaning. Data cleaning is a process that requires the careful review of the data associated with each question so that there is a response coded for each respondent that was supposed to be asked the question. Occasionally, a question will have data for some respondents who should not have answered the question and no data for respondents who should have answered the question. The following steps were taken to clean the data:

- ▶ For many of the leaseholders in the 2003 buildings the interviewers answered "yes" to Question 14, "Did you get a 90 day notice," and then wrote in the margin "received 180 day notice." We cleaned these data by checking all 2003 cases and changing any "yes" answers to this question from "yes" to "no" and also correcting the data accordingly for Questions 15 through 18 so that the analysis would only include those leaseholders who received the 90 day notice, as was intended by the design of the questionnaire.

- ▶ For those cases where data were recorded at a question in error, the data were eliminated from the data set to be analyzed.
- ▶ For those cases where data should have been recorded at a question but were missing, we checked to be sure that a missing value was indicated, and when necessary, added a missing value to the data set to be analyzed.

Data set. Questionnaire data were imported into SPSS to perform the analysis for this report. A copy of the weighted questionnaire frequencies can be found in Appendix F.

## **1.11 PROJECT DEBRIEFINGS**

Interviewer Debriefing. After the survey was completed, NORC convened a meeting of interviewers, field supervisors, and project staff in order to learn about the interviewers' experiences and hear recommendations for changes to the protocols that may improve the Resident Relocation Survey follow-up effort. The debriefing was held on January 16, 2003. The minutes from the interviewer debriefing can be found in Appendix G.

Management Debriefing. NORC also convened a meeting of the field managers and project staff in discuss how the management processes worked and to learn about any changes that may improve the follow-up effort. The debriefing was held on the afternoon of January 16, 2003. The minutes from the management debriefing can be found in Appendix H.

## **1.12 WEIGHTS**

Table 2 shows for each building 1) the number of leaseholders who were eligible for interview and 2) the number of completed interviews. The final column gives the survey response rate for each development (the percentage of eligible leaseholders who responded). The response rates were high but varied from 82% in Washington Park to 99% in Rockwell Gardens. Whenever response rates are not 100% (which is true of virtually all data collection), the resulting data are to some extent nonrepresentative, as the respondents essentially provide data not only for themselves but also for those who did not respond. There is no perfect way to deal with this issue, although a number of methods are available. What we want to do is to identify the most appropriate method among those available to us. As the overall response rate was very high and the spread of response rates across buildings was modest, the different weighting schemes will not make much difference to the results in the case of this survey. Nevertheless, in the interest of full information, we describe the implications of different approaches below.

Table 2: Eligible Population and Response Rate.

Building	Eligible (In-scope)	Respondents	Response rate (%)
ABLA	114	98	86
Bridgeport Homes	106	96	91
Cabrini	47	44	94
Ickes Extension	101	89	88
Lowden	104	92	89
Robert Taylor Homes	191	161	84
Rockwell Gardens	138	137	99
Stateway Gardens	126	107	85
Washington Park	65	53	82
Wells Homes	43	39	91
Total	1035	916	89

1 We could make no adjustment to take the nonresponse into account; in this case we would present so-called *unweighted* data.

2 We could make an adjustment to give each development a weight (or influence) in the results proportional to the number of leaseholders in the development; in this case we would present data *weighted* by the inverse of the response rates in the developments.

3 We could make a more complex adjustment to the data, taking into account multiple characteristics of the leaseholders, weighting not only by development, but also by demographic characteristics.

### ***Unweighted data:***

As an illustration, consider Washington Park and Rockwell Gardens. There were 65 eligible leaseholders in Washington Park and 138 in Rockwell Gardens. Washington Park had 53 respondents and an 82% response rate; Rockwell Gardens had 137 respondents and a 99% response rate. Overall there were 1035 eligible leaseholders in Phase II; responses were obtained from 916 leaseholders in the survey.

If we use unweighted data in the analysis, then we give the Washington Park development a weight (influence) of 53 out of 916, and Rockwell Gardens a weight (influence) of 137 out of 916. This corresponds to 60 out of 1035 for Washington Park and 155 out of 1035 for Rockwell Gardens. The population numbers are 65 for Washington Park and 138 for Rockwell Gardens. Thus in an unweighted analysis Washington Park would be given more

influence than the population numbers warranted, while Rockwell Gardens would be given less influence than the population numbers warranted.

### ***Weighting by the inverse of the response rate in each development***

Consider the same example again. We take the 53 respondents from Washington Park and give each of them a weight proportional to 65/53; we take the 137 respondents from Rockwell Gardens and give each of them a weight proportional to 138/137. We adjust all the weights so that they add up to a total of 916, the number of respondents in the survey.

If we use these weights in the analysis, then the 53 respondents in Washington Park receive overall a weight (influence) corresponding to 58 out of 916 [65 out of 1035] and the 137 Rockwell Gardens respondents receive a weight influence corresponding to 122 out of 916 [138 out of 1035]. Thus in this weighted analysis each development would be given influence in proportion to its share of the total population.

### ***More complex weighting***

It is of course possible to devise more complex sets of weights using more detailed information on the characteristics of respondents and nonrespondents. We have chosen not to pursue that strategy here, as the interpretation of the results becomes more difficult with added complexity.

### ***Discussion***

There is no perfect estimate in the presence of nonresponse. The basic assumption for the unweighted estimate is that all nonrespondents are like respondents, and that we cannot differentiate among them. The result in the analysis would be that developments are given influence proportional to the number of respondents, and not the number of leaseholders. The weighted estimates described above use the information we have about the development from which the nonrespondents come to make a somewhat more defensible assumption. This weaker assumption is that we can differentiate among nonrespondents on the basis of development; thus we assume only that nonrespondents are more like respondents in their own development than they are like respondents in other developments.

We feel that the assumptions underlying the weighted estimates are more robust, and consequently we present weighted data in the report. This means that the percentages presented in the tables correspond to our best estimate of the percentages of all eligible leaseholders. We also present the number of respondents on whom the estimates are based. We have compared the estimates based on the different assumptions and found that they lead to no important substantive differences in interpretation. The public use data set will contain the raw data so that users can, if they wish, compare for themselves the results of different weighting schemes.

On balance we felt that the assumptions in the weighted approach were more robust and we present weighted data in the analysis.



## **SECTION 2: RESULTS**

This section of the report presents findings from the survey and includes an analysis of the questions in the questionnaire. The tables in Appendix E, Questionnaire Frequencies, set out the overall distribution of the responses to the questions. The instrument used to collect these data can be found in Appendix A, Resident Relocation Survey.

Nearly 75 percent of leaseholders who were residents of buildings closing in 2002 (Building Year 2002) had moved by the time they were interviewed. Only 10 percent of leaseholders of buildings closing or being rehabilitated in 2003 (Building Year 2003) had moved by the time they were interviewed. These two groups were in distinctly different stages of the relocation process at the time of the interview. Their responses reflect different sets of experiences and usually need to be kept separate to be understood clearly. Therefore, for many of the analyses we present combined and separate analysis of these groups.

When reviewing these tables, the reader may find it helpful to refer to Tables I.4, I.5, and I.6 in Appendix I, Supplemental Data Tables. Table I.4 breaks down the weighted number of leaseholders in the survey by housing choice, within housing choice by the stage in the relocation process at the time of the interviewer, and within each stage by lease compliance status. Table I.5 presents the weighted numbers for Building Year 2002, and Table I.6 presents the weighted numbers for Building Year 2003.

Some tables also cross-tabulate response data by households with and without children and with leaseholders of age < 65 and age 65+ to facilitate investigation into whether or not the special needs and challenges of these subgroups are being met.

The data are weighted to account for nonresponse (see Section 1.12 Weights). The tables present our best estimates of the percentages of eligible leaseholders in Phase II in each category of the table. The data are scaled to add to the number of leaseholders responding to the survey.

### **2.1 WHO ARE THE SURVEY RESPONDENTS?**

This is a survey of leaseholders only, therefore, the data can not be generalized to others living in the developments, such as residents living with leaseholders and those living in apartments without a lease. This section provides demographic information about our respondents. Additionally, because residents must be lease compliant to be eligible to remain in public housing or to obtain a Section 8/Housing Choice Voucher, this section includes CHA-provided information about respondents' lease compliance status. This section also presents findings regarding respondents' preferences for public or Section 8 housing, their reasons for their reported preferences, and summarizes where respondents were in the relocation process at the time of their interview.



### **2.1.1 DEMOGRAPHICS**

The questionnaire obtained the following demographic information about the survey respondents:

- ▶ sex
- ▶ year of birth
- ▶ ethnicity
- ▶ race
- ▶ marital status
- ▶ number of children under the age of 18 currently in the household
- ▶ total of 2001 income from all sources

Table 3 summarizes these survey data. The table shows that 90 percent of the leaseholders interviewed were women, and almost all were African American. Over 9 percent of these leaseholders were aged 65 or older; almost 40 percent were between the ages of 35 and 49. Almost half had at least an eighth grade education but had not graduated high school. Nearly 20 percent had graduated high school, and 16 percent had some college education but had not completed college. Over 61 percent of respondents had never been married, and almost 67 percent of households included children. Over 63 percent of the leaseholders earned less than \$8,000. Data from all respondents are shown in Table 3.

Appendix I, Supplemental Data Tables, includes three additional versions of Table 3. Demographic data are presented separately for each housing choice option, that is, to stay in public housing, to use a Section 8/HCV, or to move to unsubsidized housing. Data for these groups are presented in Tables I.1, I.2 and I.3, respectively.

Table 3: Demographics (Weighted N=916).

Demographic	NUMBER	%
<b>Sex</b>		
Male	91	9.9
Female	824	90.0
Refused/Missing data	1	0.1
<b>Ethnicity</b>		
Hispanic Yes	33	3.6
Hispanic No	882	96.3
Missing	1	0.1
<b>Race</b>		
White	29	3.2
Black/African American	855	93.4
Asian/Pacific Islander	2	0.2
Alaskan Native/Am Indian (Native)	0	0.0
Other	31	3.4
Refused/Missing data	1	0.1
<b>Education</b>		
Eighth grade or less	62	6.7
Beyond eighth grade but not high school graduation	426	46.5
GED	46	5.0
High school graduation	181	19.7
Trade or vocational school	27	3.0
One to three years of college	147	16.1
Graduated four year college	8	0.9
Some graduate education	9	1.0
Graduate degree	3	0.3
Post graduate education	2	0.2
Refused/Missing data	5	0.5

Demographic	NUMBER	%
<b>Marital Status</b>		
Married	69	7.5
Widowed	94	10.3
Divorced	97	10.6
Separated	90	9.8
Never been married	565	61.5
Refused/Missing data	2	0.2
<b>Children in household</b>		
Children	611	66.7
No children	282	30.7
Refused/Missing data	24	2.6
<b>Income</b>		
\$0 - 3,999	342	37.3
\$4,000 - 7,999	239	26.1
\$8,000 - 15,999	165	18.0
\$16,000 - 27,999	88	9.6
\$28,000 - 35,999	11	1.2
Over \$36,000	4	0.4
Don't know	54	5.9
Refused/Missing data	13	1.4
<b>Age</b>		
18-34	281	30.7
35-49	354	38.6
50-64	191	20.8
65+	85	9.3
Refused/Missing data	5	0.5

## 2.1.2 WHERE RESPONDENTS LIVED IN 2002, PRIOR TO RELOCATION

Phase II leaseholders lived in buildings that were part of ten CHA developments. The leaseholders from Robert Taylor Homes represented the largest group with almost one-fifth of the relocatees living in that development. Leaseholders from ABLA, Bridgeport, Ickes, Lowden, Rockwell Gardens and Stateway Gardens each represented between ten and thirteen percent of the Phase II relocatees. Both Cabrini (4.5%) and Washington Park (6.5%) had the lowest percentage of Phase II relocatees. Most of the buildings were slated for closure in 2002, as Table 4 shows. Three were targeted to be closed or rehabilitated in 2003.

Table 4: Phase II Leaseholders.

Building Year (Year Building Closed or Rehabilitated)	CHA Development	NUMBER (%)
2002	ABLA	120 (11.1)
	Cabrini	49 (4.5)
	Ickes Extension	110 (10.2)
	Robert Taylor Homes	199 (18.4)
	Stateway Gardens	129 (11.9)
	Washington Park	70 (6.5)
	Wells Homes	43 (4.0)
2003	Bridgeport Homes	110 (10.2)
	Lowden	107 (9.9)
	Rockwell Gardens	143 (13.2)
Total		1080 (100)

### 2.1.3 LEASE COMPLIANCE STATUS

According to CHA regulations, leaseholders must be lease compliant to remain in public housing or to obtain a Section 8/HCV. Non-compliant leaseholders are either “curable” or “non-curable.” Curable leaseholders worked toward being lease-compliant by correcting the problem that rendered them non-compliant. Typically, this involves getting on a payment plan to pay an overdue utility bill or working with their property manager to correct a housekeeping problem or working with a service connector program to improve management of the household budget. Curable leaseholders are given 180 days to become lease compliant. Non-compliant but curable leaseholders who chose a housing choice voucher and are working toward lease compliance are only eligible for the housing choice voucher when they become lease compliant. Non-curable leaseholders are not eligible for either a new or rehabilitated CHA unit or a Section 8/HCV.

Along with each leaseholder’s name and address, the CHA provided the lease compliance status of each Phase II leaseholder, if it was known at the time NORC started data collection. Re-certification had not yet been completed for Rockwell Gardens, therefore, the lease compliance status of most of the leaseholders residing in Rockwell Gardens was not indicated in the file received by NORC.

Table 5 shows lease compliance status according to CHA records. As indicated, over 85 percent of respondents were lease compliant. Data from all respondents are shown in Table 5.

Table 5: CHA lease compliance status, based on CHA records.

	Total NUMBER (%)	Building Year	
		2002 NUMBER (%)	2003 NUMBER (%)
Lease compliant	784 (85.6)	541 (89.1)	243 (78.6)
Non-compliant, Curable	35 (3.8)	21 (3.5)	14 (4.5)
Non-compliant, Non-curable	49 (5.3)	44 (7.2)	5 (1.6)
Status Unknown	48 (5.2)	1 (0.2)	47 (15.2)
Total	916 (100)	607 (100)	309 (100)

## 2.1.4 THE CHA HOUSING CHOICE SURVEY, REVISITED

During 2002, Phase II leaseholders were asked by the CHA to complete its Housing Choice Survey. This typically occurred about 9 to 12 months prior to the scheduled closure of the leaseholders' building. In response to this survey, leaseholders stated their relocation preference.

In the Resident Relocation Survey we asked leaseholders to recall whether they had stated a preference for a newly rehabilitated unit in Public Housing, a Section 8/HCV or an unsubsidized living situation. Table 6 tabulates the results. Most respondents said their choice had been to relocate using a Section 8/HCV rather than remain in public housing. Two-thirds of the leaseholders in 2002 buildings, and more than half of the leaseholders in 2003 buildings said they had made this choice. Just over one-third chose to remain in public housing. Fewer than 1 percent of the respondents said they had indicated a preference for relocating to unsubsidized housing. Data from all respondents are shown in Table 6.

Q. 1	<p>Earlier this year you completed a Housing Choice Survey, in which you selected the type of housing you want to relocate to. Which housing choice did you make? Did you choose...</p> <p>A newly rehabilitated unit in Public Housing? . . . . . 1</p> <p>Section 8/Housing Choice voucher (READ IF NECESSARY: either permanent or temporary with the right to return to public housing) . . . . . 2</p> <p>Unsubsidized living situation . . . . . 3</p> <p>DID NOT FILL OUT SURVEY . . . . . 4</p> <p>DON'T KNOW . . . . . DK</p>
------	---

Table 6: Housing choice.

	Q. 1 Housing Choice			
	Public Housing NUMBER (%)	Section 8/ HCV NUMBER (%)	Unsubsidized Housing NUMBER (%)	Total NUMBER (%)
All Buildings	336 (36.6)	572 (62.4)	8 (0.9)	916 (100)
Building Year 2002	206 (33.9)	398 (65.6)	3 (0.5)	607 (100)
Building Year 2003	130 (42.0)	174 (56.3)	5 (1.8)	309 (100)

Regardless of the choice respondents had made to the CHA Housing Choice Survey, our questionnaire also asked leaseholders whether or not they wanted to move out of public housing. The data for Question 26 (not shown in tables) reveal that most of the respondents (about 58%) indeed wanted to move out of public housing. The percentages are somewhat higher for leaseholders with children (61.4%) than those without (50.6%). Figures are markedly lower for leaseholders aged 65 and above (28.4%) than for those who were younger (60.1%).

### **2.1.5 REASONS FOR MOVING OUT OF OR STAYING IN PUBLIC HOUSING**

Leaseholders who chose either public housing or a Section 8/HCV were asked, “Do/Did you want to move out of public housing?” (Question 26). Fifty-eight percent said “yes,” over 41 percent said “no,” and fewer than 1 percent said “don’t know.” Those who said “yes” were then asked, “What are the main reasons you (want/wanted) to move?” Those who said “no” were asked, “What are the main reasons you (do/did) not want to move out of public housing?”

For those respondents who expressed a preference for leaving public housing, Table 7 gives their main reasons. The predominant ones were: “to get away from drugs and gangs” (59.4%) and “to get away from crime and violence” (53.3%). Note: Respondents could select more than one response from the list. Many respondents provided a reason that could not be coded using the categories provided in the questionnaire. The top “other” reason can be characterized as “to get away from poor housing conditions or bad environment.” Many respondents mentioned that they were long term residents who wanted to make a new start in a cleaner, safer environment. Typical verbatim responses include “better environment for my children,” “been here too long, bad environment,” and “the building wasn’t clean.” Data from respondents who chose public housing or a Section 8/HCV and wanted to move out of public housing are shown in Table 7. Leaseholders who reported that they were not lease compliant and non-curable were not asked Question 27.

Q. 27 What are the main reasons you (want/wanted) to move?
--

Table 7: Reasons to move from public housing.

Q. 27	Total NUMBER (%)	Building Year	
		2002 NUMBER (%)	2003 NUMBER (%)
To get away from drugs and gangs	307 (59.4)	220 (60.6)	87 (56.7)
To get away from crime and violence	276 (53.3)	198 (54.5)	78 (50.7)
To get a bigger or better apartment	148 (28.6)	95 (26.1)	53 (34.6)
Better schools for my children	76 (14.7)	48 (13.3)	28 (18.0)
To be near my family	38 (7.4)	27 (7.3)	12 (7.6)
To get a job	24 (4.7)	17 (4.6)	8 (5.1)
To have better transportation	19 (3.7)	13 (3.7)	6 (3.8)
To be near my job	15 (3.0)	11 (3.1)	4 (2.6)
Some other reason	329 (63.6)	240 (66.1)	89 (57.6)

Observations excluded due to missing data or don't know response: 6 in each row.

For those respondents who said they did not want to leave public housing, Table 8 shows their main reasons for wanting to stay. The predominant reason cited (by 61.5% overall) was that the respondent was a long-term resident, implying that permanence of residency was an important factor for them. Other main reasons were: “to stay near transportation” (about 32.6%) and “to stay close to family and friends” (about 26.7%). Note: Respondents could select more than one response from the list. Many responses were coded as “other.” The most frequent “other” reason for wanting to stay was financial, typified by verbatim responses such as “it’s affordable” and “can’t afford anything else.” Data from respondents who chose public housing or a Section 8/HCV and did not want to move out of public housing are shown in Table 8. Leaseholders who reported that they were not lease compliant and non-curable were not asked Question 28.

Q. 28 What are the main reasons you (do/did) not want to move out of public housing?

Table 8: Reasons to stay in public housing.

Q. 28	Total NUMBER (%)	Building Year	
		2002 NUMBER (%)	2003 NUMBER (%)
Long term resident	222 (61.5)	147 (65.1)	75 (55.4)
To stay near transportation	118 (32.6)	83 (36.9)	35 (25.5)
To stay close to my family and friends	96 (26.7)	70 (30.8)	27 (19.8)
To keep my children in the same school	63 (17.4)	47 (20.9)	16 (11.4)
To stay near my job	41 (11.2)	33 (14.6)	8 (5.6)
Safety/violence in new neighborhood	28 (7.8)	15 (6.8)	13 (9.4)
To keep my children in childcare	16 (4.5)	13 (5.9)	3 (2.1)
Afraid of encountering discrimination	15 (4.2)	12 (5.5)	3 (2.1)
Some other reason	199 (55.0)	117 (52.0)	81 (60.0)

Observations excluded due to missing data or don't know response: 11 in each row.

## 2.2 WHAT DO LEASEHOLDERS KNOW ABOUT RELOCATION?

During the past months, leaseholders have learned about the relocation process -- including its rules and regulation, its timetable, and their own rights and responsibilities -- through a variety of means. Importantly, the CHA and its representatives have organized informational meetings, distributed materials, and provided a range of support services and assistance for the leaseholders. Beyond these official channels, the leaseholders have talked with their neighbors and relatives and received help and information from many others in their community.

The survey included some informational questions (including some “true/false” items) about these aspects of relocation:

- ▶ housing options available to leaseholders
- ▶ the 90-day notice
- ▶ lease compliance



### 2.2.1 KNOWLEDGE OF HOUSING OPTIONS

We asked leaseholders to evaluate five statements about their housing options by responding true or false as each statement was read aloud. Since respondents had a 50 percent chance of answering correctly just by guessing, the degree to which the percent of correct responses exceeds 50 percent on an item indicates how well leaseholders understood that relocation fact. Table 9 shows that between 85 and 93 percent of leaseholders correctly evaluated each of the five statements about housing options. When we compare those living in the buildings that were closed in 2002 with those living in the building to be closed or rehabilitated in the 2003 group, we found very little difference in the evaluation of these statements. Data from nearly all respondents are shown in Table 9. Data from respondents who chose to move to unsubsidized housing have been excluded. Respondents who were not lease compliant and not curable were not asked Question 25.

Q. 25 I am going to read several statements about housing options. Please tell me if you think each statement is true or false.

Table 9: Knowledge of housing options.

Q. 25 Statement read to leaseholder (CORRECT ANSWER)	Respondent Gave Incorrect Answer  NUMBER (%)	Respondent Gave Correct Answer  NUMBER (%)	Don't Know  NUMBER (%)
1 Leaseholders may only relocate in public housing. (FALSE)	115 (12.8)	770 (85.3)	18 (2.0)
2 Leaseholders may only take a Section 8/Housing Choice Voucher. (FALSE)	90 (9.9)	788 (87.3)	25 (2.8)
3 Leaseholders may choose to relocate in public housing or take a Section 8/Housing Choice Voucher. (TRUE)	47 (5.2)	843 (93.4)	13 (1.4)
4 Leaseholders can move temporarily with a Section 8/Housing Choice voucher and move back permanently to public housing. (TRUE)	72 (7.9)	784 (86.7)	48 (5.3)
5 Leaseholders have no choices; the CHA will choose where they live. (FALSE)	90 (10.0)	792 (87.7)	21 (2.3)

Observations excluded due to missing data: rows 1, 2, 4, and 5: 4; row 3: 5.

## 2.2.2 KNOWLEDGE OF 90-DAY NOTICE

Table 10 shows that most respondents said they received their 90-day notice and were aware that they would receive such notice. Nearly one-fourth of respondents said that they did not receive their notices and a little over one-fourth said that they did not know the 90-day notice was coming. Data from respondents who originally resided in buildings that were closed in 2002 are shown in Table 10. Residents of buildings to be closed or rehabilitated in 2003 had not received their 90-day notices at the time of the interview.

Table 10: The 90-day notice.

Qs 14 and 15	Total NUMBER (%)	Building Year 2002			
		Yes NUMBER (%)	No NUMBER (%)	Relocated prior to 90 day notice NUMBER (%)	Don't Know NUMBER (%)
Did you get your 90-day notice? (Q. 14)	607 (100)	454 (74.9)	141 (23.2)	6 (1.0)	5 (0.8)
Did you know that you were going to get a 90-day notice? (Q. 15)	584 (100)	413 (70.8)	161 (27.6)	0 (0.0)	8 (1.4)

Observations excluded from Q.15 due to missing data: 23.

The survey items about leaseholders' understanding of the 90-day notice were constructed in a true-false format. As with the leaseholders' understanding of relocation facts, the degree to which the percent of correct responses exceeds 50 percent on the specific item indicates how well leaseholders understood the 90-day notice.

As shown in Table 11, below, most respondents who received a 90-day notice correctly understood that they would need to move within 90 days of receiving it. Nearly 23 percent of respondents did not understand that their 90-day notice gave them an address they could move to; about 14 percent did not know they could ask to be taken to see the unit they were offered. Although nearly 39 percent were incorrect in answering that they have no grievance rights, the low level of correct answers to this question may be due to lack of familiarity with the phrase "grievance rights." Interviewers reported that this term was difficult for respondents to understand. In addition, the negative phrasing of the statement ("you are *not* given grievance rights") may have made the question more difficult to understand. Data from Building year 2002 respondents who reported that they received their 90 day notice ("yes" at Q.14 in Table 10) are shown in Table 11.

Q. 16 The 90-day notice can be difficult to read. We want to know what people understand about this notice. I am going to read you some statements. Please tell me if each statement about the 90-day notice is true.

Table 11: Understanding of the 90-day notice.

Q. 16 Statement read to leaseholder (CORRECT ANSWER)	Respondent Gave Incorrect Answer  NUMBER (%)	Respondent Gave Correct Answer  NUMBER (%)	Don't Know  NUMBER (%)
A You have 90 days until you must move. (TRUE)	37 (8.1)	411 (90.5)	6 (1.3)
B The 90-day notice will supply you with an address to move to. (TRUE)	103 (22.7)	349 (76.9)	2 (0.4)
C You can request transportation to inspect the unit you have been offered. (TRUE)	62 (13.7)	378 (83.1)	14 (3.1)
D You are not given grievance rights with the 90-day notice. (FALSE)	175 (38.7)	238 (52.4)	40 (8.9)

Observations excluded due to missing data in rows A and D: 1.

### 2.2.3 KNOWLEDGE OF LEASE COMPLIANCE

We asked leaseholders who chose public housing or a Section 8/HCV to tell us whether or not they were lease compliant. We present the responses from people who had not yet found a apartment or moved to a new or rehabilitated CHA unit at the time of the interview. We assume that those who had already found or moved to an apartment or a new CHA unit were lease compliant, since only lease compliant leaseholders were eligible for these housing choices.

It is important to note that leaseholders undergo a re-certification process prior to closing of their building. During this process each leaseholder's lease compliance status is evaluated. Generally, a leaseholder is lease compliant if they are current with their rent and utilities or current with a repayment agreement, have a good housekeeping record, and have no unauthorized occupants. A complete description of the requirements for lease-compliance can be found in the CHA Leaseholder Housing Choice and Relocation Rights Contract<sup>4</sup>.

The CHA provided the lease compliance status of each Phase II leaseholder if it was known at the time that CHA delivered the file to NORC. Because re-certification had not yet been completed for Rockwell Gardens at that time, the lease compliance status of most of the leaseholders residing in that development was not known.

For the leaseholders whose CHA compliance status was known, we compared the leaseholder's self-report of compliance with the CHA data to determine the level of agreement between the two. As shown in Table 12, most leaseholders (81.2%) reported that they were lease compliant and this report matched CHA records. Some leaseholders (4.8%) agreed with the CHA that they were not lease compliant. In total, 86 percent of leaseholders reported a compliance status that was in agreement with CHA records. The remaining 14 percent of leaseholders reported a compliance status that was not in agreement with CHA records. Of those leaseholders whose report did not match the CHA data, almost two-thirds (61.4%) thought that they were lease compliant but were not according to the CHA, while 38.6 percent thought that they were not lease compliant but were according to the CHA. Data from two subgroups of respondents are shown in Table 12:

- ▶ Respondents who chose a Section 8/HCV and had either not started looking for an apartment or had not found an apartment (still looking).
- ▶ Respondents who chose public housing and were waiting for a unit to be ready.

Table 12: Comparison of self-report and CHA records on lease compliance

Q. 22 Self report: Are you lease compliant?	Total  NUMBER (%)	CHA Records: Compliant?	
		Yes  NUMBER (%)	No  NUMBER (%)
Yes	315 (89.8)	285 (81.2)	30 (8.6)
No	36 (10.2)	19 (5.4)	17 (4.8)
Total	351 (100)	304 (86.6)	47 (13.4)

Observations excluded due to missing data or don't know response: 9.

We examined the agreement between leaseholder reports and the CHA data for households with and without children and for households headed by elderly and non-elderly leaseholders. These analyses showed little effect of the presence of children in the household or the age of the leaseholder on the level of agreement between leaseholder reports and CHA data. It is interesting to note, however, that according to CHA records, 96.8 percent of elderly leaseholders are lease compliant, a higher percentage than for all other leaseholders (85.2%).

Non-compliant leaseholders are either "curable" or "non-curable." Curable leaseholders are given 180 days to become lease compliant. Non-compliant but curable leaseholders who chose a Section 8/HCV and are working toward lease compliance are only eligible for the HCV when they become lease compliant. Non-curable leaseholders are not eligible for either a new or rehabilitated CHA unit or a Section 8/HCV.

We asked the leaseholders who reported that they were not lease compliant whether they were curable or non-curable and compared these reports to the CHA data on curable status. CHA data were in agreement with the reports of 31.1 percent of the leaseholders. Another 14.4 percent who thought they were curable were considered by CHA to be non-curable. Almost half (45.8%) of the leaseholders who thought they were non-compliant but curable were actually lease compliant according to the CHA. The few leaseholders who thought they were non-compliant and non-curable were also actually lease compliant according to the CHA. Data from respondents who reported that they were not lease compliant are shown in Table 13.

Q. 23 People who are non lease compliant are either curable or non-curable. Which status are you?

Table 13: Comparison of self-report and CHA records on curable status.

Q. 23 Self report from leaseholders reporting non-compliant.	Total  NUMBER (%)	CHA Records: Curable or Non-curable?		
		Curable  NUMBER (%)	Non-curable  NUMBER (%)	Compliant  NUMBER (%)
Curable	32 (91.3)	11 (31.1)	5 (14.4)	16 (45.8)
Non-curable	3 (8.7)	0 (0.0)	0 (0.0)	3 (8.7)
Total	35 (100)	11 (31.1)	5 (14.4)	19 (54.5)

Observations excluded due to don't know response: 1.

There are at least three possible reasons why leaseholders and the CHA may differ in their reports of lease compliance and curable status. First, the leaseholder may have an incorrect understanding of his/her compliance or curable status. Second, the CHA records may be incorrect. And finally, since the interviews took place during a three-month period, the leaseholder's status may have changed between the day the CHA data file on lease compliance was delivered to NORC and the day the leaseholder was interviewed.

## 2.3 WHO DO LEASEHOLDERS CONTACT FOR HELP WITH RELOCATION?

During the relocation process, leaseholders have had varying degrees of contact and interaction with CHA and its representatives. In some instances, the contact was initiated by the leaseholder; in other instances, there was outreach by agency, service and support personnel to the leaseholder. The survey sought to learn what contact and interaction had occurred and whether that contact was regarded as helpful by the leaseholder.

The survey included questions about the leaseholders' contact with:

- ▶ Relocation Coach
- ▶ Good Neighbor Clinics
- ▶ Service Connector Program
- ▶ Property Managers

### **2.3.1 RELOCATION COACH**

All buildings involved in the relocation process were to have a Relocation Coach, with roles and functions established by the CHA. The Relocation Coach was to be a resident of the CHA building, with specific training on his or her responsibilities. In the survey, the leaseholders were asked to confirm whether their particular building had a Relocation Coach.

As shown in Table 14, a majority of all survey respondents were able to identify and confirm that indeed their building had such a named individual. The respondents' recall that their building had a Relocation Coach did vary considerably by CHA building, however. Sizeable percentages of respondents answered "no" for some buildings; 54 percent of respondents from Rockwell Gardens reported that they had no Relocation Coach. Another 21 percent said they didn't know. This may reflect the fact that residents of Rockwell Gardens, a building year 2003 building, were less far along in the relocation process. Data from all respondents are shown in Table 14.

<p>Q. 5    The relocation coach is a resident in a CHA building who was trained by the CHA to answer questions about the relocation process. (Does/Did) your CHA building have a relocation coach?</p>
--

Table 14: Awareness of Relocation Coach.

		Total NUMBER (%)	Q. 5 Does your building have a relocation coach?		
			Yes NUMBER (%)	No NUMBER (%)	Don't Know NUMBER (%)
All leaseholders		914 (100)	548 (60.0)	214 (23.4)	152 (16.6)
Building Year 2002	Stateway Gardens	112 (100)	96 (86.0)	3 (2.8)	12 (11.2)
	Ickes Extension	89 (100)	74 (83.1)	9 (10.1)	6 (6.7)
	Washington Park	57 (100)	48 (83.0)	4 (7.5)	5 (9.4)
	Wells Homes	38 (100)	29 (76.9)	9 (23.1)	0 (0.0)
	Robert Taylor Homes	168 (100)	124 (73.8)	26 (15.6)	18 (10.6)
	ABLA	100 (100)	49 (49.5)	37 (37.1)	14 (13.4)
	Cabrini	41 (100)	18 (43.2)	10 (25.0)	13 (31.8)
Building Year 2003	Bridgeport Homes	94 (100)	41 (43.7)	18 (18.7)	35 (37.5)
	Lowden	93 (100)	39 (42.4)	31 (33.7)	22 (23.9)
	Rockwell Gardens	124 (100)	31 (24.8)	67 (54.0)	26 (21.2)

Observations excluded from this table due to missing data: 2.

### **2.3.2 GOOD NEIGHBOR CLINICS**

The Good Neighbor Clinics were designed to help leaseholders prepare for living independently once they moved out of public housing or to adjust to life in newly rehabilitated CHA buildings. Attendance at these clinics or workshops was required of all leaseholders regardless of their ultimate housing choice. In the survey, the leaseholders were asked about their attendance at the Good Neighbor Clinic as well as whether the clinics were helpful to them.

Table 15 provides data about both leaseholder attendance and perceived helpfulness. In sum, the clinics were widely attended and largely found to be helpful, based on total survey response. In the aggregate, this appeared to be the case without regard to the respondent's lease compliance status, the year in which their buildings were slated to be demolished or rehabilitated, or whether they intended to use a Section 8/HCV or move to rehabilitated or new CHA housing. Of note, the data do show that the elderly leaseholders (age 65 and older) were less likely to report attendance at the Good Neighbor Clinics (42.7% attended) than the non-elderly (73.7%), and their self-report about the helpfulness of the clinics was also somewhat lower (87% versus 92.5%). Data from all respondents are shown in Table 15.

Q. 9    The Good Neighbor Clinic was designed to help you learn about maintaining a home. Have you ever attended a Good Neighbor Clinic?
---

Q. 10   Was the Good Neighbor Clinic helpful?
---



Table 15: Good Neighbor Clinic attendance and helpfulness.

	Q. 9 Ever attend Good Neighbor Clinic?			Q. 10 (If attended) Was Clinic helpful?		
	Yes NUMBER (%)	No NUMBER (%)	Don't Know NUMBER (%)	Yes NUMBER (%)	No NUMBER (%)	Don't Know NUMBER (%)
All leaseholders	646 (70.6)	262 (28.6)	7 (0.8)	596 (92.2)	46 (7.2)	4 (0.6)
Building Year 2002	427 (70.5)	173 (28.5)	6 (1.0)	395 (92.6)	29 (6.7)	3 (0.7)
Building Year 2003	219 (70.8)	89 (28.9)	1 (0.3)	200 (91.5)	18 (8.0)	1 (0.4)
Lease Compliant	567 (72.4)	209 (26.7)	7 (0.9)	522 (92.0)	41 (7.3)	4 (0.7)
Non-compliant, Curable	28 (78.6)	7 (21.4)	0 (0.0)	25 (89.1)	3 (10.9)	0 (0.0)
Non-compliant, Non-curable	34 (70.3)	14 (29.7)	0 (0.0)	32 (94.2)	2 (5.8)	0 (0.0)
Unknown Status	17 (35.7)	31 (64.3)	0 (0.0)	17 (100)	0 (0.0)	0 (0.0)
Public housing	206 (61.5)	125 (37.3)	4 (1.2)	188 (90.9)	17 (8.1)	2 (0.9)
Section 8/HCV	439 (76.7)	130 (22.7)	3 (0.5)	407 (92.8)	29 (6.7)	2 (0.5)
Unsubsidized housing	1 (12.2)	7 (87.8)	0 (0.0)	1 (100)	0 (0.0)	0 (0.0)
Children in household	441 (75.3)	142 (24.2)	3 (0.5)	410 (92.9)	27 (6.2)	4 (0.9)
No children in household	205 (62.3)	120 (36.5)	4 (1.2)	186 (90.7)	19 (9.3)	0 (0.0)
Aged 65+	38 (42.7)	50 (55.1)	2 (2.2)	33 (87.0)	5 (13.0)	0 (0.0)
Age <65	605 (73.7)	211 (25.7)	5 (0.6)	559 (92.5)	41 (6.8)	4 (0.7)

Observations excluded from the analysis of Q. 9 due to missing data: 1.

### **2.3.3 SERVICE CONNECTOR PROGRAM**

The Service Connector program is accomplished through an interagency agreement between the Chicago Housing Authority and the Chicago Department of Human Services. The Chicago Department of Human Services contracts with other agencies to help leaseholders secure needed social services in the context of relocation. These services are intended to help residents become or stay lease compliant, find employment, and obtain other social support. While leaseholders could contact a Service Connector themselves, the program also involved outreach by the service connector to the leaseholder. The program was administered by several different contractors, each of whom had responsibility for service delivery in one or more CHA buildings.

In the survey, Question 6 asked respondents if they had ever contacted their Service Connector. Question 7 then asked if their Service Connector had ever contacted them. Responses to these two questions were combined to construct the percentage who had had contact with the Service Connector program, shown as “Had contact” in Tables 16 and 17 below. Those who had were asked whether the Service Connector had been helpful. We report the results according to selected characteristics of the leaseholders (e.g., their lease compliance status, their housing choice, their age, and so forth) as well as by specific service connector contractor and by CHA building.

Table 16 shows overall responses as well as breakdowns by selected leaseholder characteristics. In total, two-thirds of the respondents said they had had some contact with the Service Connector Program. Among the subgroups shown in the table, the lowest percentage reporting contact was for those aged 65 years old and older. This table also shows that, of those who had contact with the Service Connector Program, the large majority (84.7%) said that it was helpful. Data from all respondents are shown in Table 16.

Table 17 sorts these data by Service Connector contractor and by CHA building. By building, the percentage of respondents reporting contact with the program ranged from a low of about 42 percent at ABLA to a high of 87 percent at Lowden, while the percentage of respondents saying the program was helpful ranged from a low of about 76 percent at Bridgeport to a high of about 93 percent at Wells. Subtotals are provided by Service Connector Contractor to facilitate comparison. In buildings served by Abraham Lincoln Center, Employment and Employer Services, and The Woodlawn Organization, 24 to 32 percent or about one fourth of the residents had no contact with the contractor, while at buildings served by Marcy Newbury & Associates, half of the residents report no contact with the contractor. Data from all respondents are shown in Table 17.

- Q. 6    (Have/Did) you ever contact(ed) your Service Connector?
- Q. 7    Since January 1<sup>st</sup> of this year, that is, during 2002, did your Service Connector ever contact you?
- Q. 8    Was the Service Connector helpful?

Table 16: Contact with Service Connector Program by leaseholder characteristics.

	Qs 6&7 Had contact? NUMBER (%)		Q. 8 Was Connector helpful? NUMBER (%)		
	Yes	No	Yes	No	Don't Know
All leaseholders	607 (66.3)	309 (33.7)	500 (84.7)	80 (13.6)	10 (1.7)
Building Year 2002	390 (64.3)	217 (35.7)	331 (87.1)	45 (11.8)	4 (1.1)
Building Year 2003	217 (70.2)	92 (29.8)	169 (80.5)	35 (16.7)	6 (2.9)
Lease Compliant	518 (66.1)	266 (33.9)	433 (86.1)	62 (12.3)	8 (1.6)
Non-compliant, Curable	31 (88.6)	4 (11.4)	23 (74.2)	8 (25.8)	0 (0.0)
Non-compliant, Non-curable	29 (60.4)	19 (39.6)	22 (78.6)	5 (17.9)	1 (3.6)
Unknown Status	28 (58.3)	20 (41.7)	22 (78.6)	5 (17.9)	1 (3.6)
Public housing	206 (61.3)	130 (38.7)	177 (87.6)	23 (11.4)	2 (1.0)
Section 8/HCV	396 (69.2)	176 (30.8)	318 (83.0)	57 (14.9)	8 (2.1)
Unsubsidized housing	5 (55.6)	4 (44.4)	5 (100)	0 (0.0)	0 (0.0)
Children in household	400 (68.1)	187 (31.9)	332 (85.3)	48 (12.3)	9 (2.3)
No children in household	207 (62.9)	122 (37.1)	168 (83.6)	32 (15.9)	1 (0.5)
Aged 65+	46 (55.4)	37 (44.6)	38 (84.4)	6 (13.3)	1 (2.2)
Age < 65	558 (67.9)	264 (32.1)	461 (85.1)	72 (13.3)	9 (1.7)

Observations excluded from due to missing data or don't know response: Q. 6: 15, Q. 7: 23.

Observations excluded from Q. 8 due to missing data: 17.

Table 17: Contact with Service Connector Program by CHA contractor and building.

Service Connector Contractor	CHA Development	Qs 6&7 Had Contact? NUMBER (%)		Q. 8 Was Connector helpful? NUMBER (%)		
		Yes	No	Yes	No	Don't Know
Abraham Lincoln Center	Wells Homes	28 (73.7)	10 (26.3)	26 (92.9)	2 (7.1)	0 (0.0)
Employment & Employer Services	Cabrini	25 (59.1)	17 (40.9)	19 (79.2)	5 (20.8)	0 (0.0)
	Robert Taylor Homes	103 (60.9)	66 (39.1)	91 (88.3)	12 (11.7)	0 (0.0)
	Stateway Gardens	83 (74.8)	28 (25.2)	70 (88.6)	6 (7.6)	3 (3.8)
	Washington Park	48 (83.0)	10 (17.0)	38 (80.9)	9 (19.1)	0 (0.0)
	TOTAL	258 (68.1)	121 (31.9)	218 (86.4)	31 (12.4)	3 (1.2)
Marcy Newberry & Associates, Inc.	ABLA	42 (41.8)	59 (58.2)	34 (84.6)	5 (12.8)	1 (2.6)
	Rockwell Gardens	70 (56.2)	54 (43.8)	54 (83.3)	10 (15.3)	1 (1.4)
	TOTAL	112 (49.8)	113 (50.2)	88 (83.8)	15 (14.3)	2 (1.8)
The Woodlawn Organization	Ickes Extension	61 (68.5)	28 (31.5)	53 (88.3)	7 (11.7)	0 (0.0)
	Bridgeport Homes	67 (71.9)	26 (28.1)	50 (76.1)	14 (20.9)	2 (3.0)
	Lowden	80 (87.0)	12 (13.0)	65 (82.3)	11 (13.9)	3 (3.8)
	TOTAL	208 (75.8)	66 (24.2)	168 (82.1)	32 (15.5)	5 (2.4)

Observations excluded from due to missing data or don't know response: Q. 6: 15, Q.7: 23.  
 Observations excluded from Q. 8 due to missing data: 17.

## 2.3.4 PROPERTY MANAGERS

Each CHA building had a Property Manager with multiple roles and responsibilities. The survey asked respondents to indicate whether or not they had a favorable opinion about the Property Manager's performance with regard to the following dimensions of the manager's job:

- ▶ maintenance of the building
- ▶ fairness in handling matters of lease compliance
- ▶ explanation of lease compliance issues
- ▶ enforcement of building rules

Table 18 summarizes survey responses for these categories. As noted, the vast majority of leaseholders (83.5%) reported that the Property Manager "adequately explained lease compliance." A high percentage also reported that the Property Manager was "fair in handling lease compliance issues." There were lower marks for building maintenance. Regarding enforcement of building rules, if the respondent replied "no," the response should be seen as a positive comment about the Property Manager, consistent with the other columns in Table 18. Table 18 shows that, in aggregate, 56.3 percent of the respondents replied "no, [Property Manager] is not too lenient." The table also reveals considerable variation in these figures by building. Data from all respondents are shown in Table 18.

Q. 13 Now I would like to ask you about the property manager of the CHA building that you (live in now/lived in before you moved to your apartment). That is, the building at [FILL: ADDRESS]. Please answer "yes" or "no" to each question.			
	YES	NO	DON'T KNOW
A. (Has/Did) the property manager maintain(ed) the building well?	1	2	DK
B. (Is/Was) the property manager too lenient in enforcing building rules?	1	2	DK
C. (Is/Was) the property manager fair in handling lease compliance issues?	1	2	DK
D. (Has/Did) the property manger adequately explain(ed) lease compliance?	1	2	DK

Table 18: Performance of Property Managers.

Q. 13 Does/Is/Did your Property Manager..		A Maintain the building well?	B Too lenient in enforcing rules?	C Fair in handling lease compliance?	D Adequately explain lease compliance?
		Yes NUMBER (%)	No NUMBER (%)	Yes NUMBER (%)	Yes NUMBER (%)
All leaseholders		513 (56.1)	514 (56.3)	702 (76.8)	764 (83.5)
Building Year 2002	Washington Park	43 (75.5)	31 (55.8)	47 (81.1)	54 (94.3)
	Stateway Gardens	62 (56.1)	52 (46.5)	96 (86.0)	97 (86.9)
	Ickes Extension	53 (59.6)	57 (64.0)	71 (79.8)	83 (93.3)
	Wells Homes	22 (59.0)	21 (56.4)	30 (79.5)	31 (82.1)
	Robert Taylor Homes	78 (46.0)	91 (54.4)	116 (69.4)	135 (80.1)
	ABLA	38 (37.8)	57 (56.1)	72 (71.4)	73 (72.4)
	Cabrini	14 (34.1)	18 (43.2)	24 (56.8)	27 (65.9)
Building Year 2003	Bridgeport Homes	79 (85.3)	69 (74.7)	85 (91.6)	87 (93.7)
	Lowden	80 (88.0)	70 (76.1)	80 (87.0)	84 (91.3)
	Rockwell Gardens	42 (34.3)	47 (38.0)	82 (66.4)	93 (75.2)

Observations excluded due to missing data: row A: 1, row B: 3, row C: 3; row D: 1.

### 2.3.5 CONTACTS FOLLOWING RECEIPT OF THE 90-DAY NOTICE

The Phase II leaseholders were sent a 90-day notice by the CHA as part of the relocation protocol. Our respondents were asked who they went to for help following receipt of this notice and why contact was made. Tables 19 and 20 (below) give the survey responses.

#### Who contacted:

From among a list of possible contacts, the “Relocation Counselor” was named by the highest percentage of leaseholders (56.1%), followed by “Property Manager” (49%), and “the CHA” (43.9%). Note: the question allowed multiple answers. Data from respondents who had received a 90-day notice (said “yes” to Question 14) are shown in Table 19.

Q. 18 Did you contact any of the following people after you received the 90-day notice?

Table 19: Who contacted after 90-day notice.

Q. 18	Leaseholders who contacted
	NUMBER (%)
1 Relocation Counselor	252 (56.1)
2 Property Manager	221 (49.0)
3 The CHA	196 (43.9)
4 CHAC Office	168 (37.5)
5 Service Connector	150 (33.5)
6 Someone else	30 (7.1)

Observations excluded due to missing data: rows 1: 5, row 2: 3, row 3: 8, row 4: 7, row 5: 5, and row 6: 35.

### Why contacted:

The reason most cited for contacting the Relocation Counselor was “to find an apartment.” The response “to ask questions” was the second most cited reason for contacting the Relocation Counselor and the top reason for contacting all others. Note: The question allowed multiple answers. Data from respondents who had received a 90-day notice and contacted someone after receiving the notice are shown in Table 20.

Q. 19 Why did you contact that person?	
TO ASK QUESTIONS .....	1
DIDN'T UNDERSTAND THE 90-DAY NOTICE .....	2
TO SCHEDULE A MOVE .....	3
TO TRY TO BECOME LEASE COMPLIANT .....	4
TO TRY TO FIND OUT ABOUT A SECTION 8/ HOUSING CHOICE VOUCHER .....	5
TO TRY TO FIND AN APARTMENT .....	6

Table 20: Reasons for contact.

Q. 19	To Ask Questions NUMBER (%)	To Find an Apartment NUMBER (%)
Relocation Counselor	84 (33.9)	96 (39.0)
Property Manager	115 (52.8)	29 (13.4)
The CHA	104 (53.1)	28 (14.5)
CHAC Office	57 (35.0)	24 (14.8)
Service Connector	66 (44.1)	22 (14.4)
Someone else	6 (23.5)	3 (11.6)

Observations excluded due to missing data: 3.



### 2.3.6 STEPS TAKEN TO BECOME LEASE COMPLIANT

Leaseholders who reported that they were non-compliant but curable were asked what steps they were taking to become cured. Respondents could give more than one answer. Table 21 gives the survey results. As shown, the most frequent response was “getting on a payment plan” (58.1%) followed by “working with service connector” (38.7%). There is an interesting difference by building year, however. For the 2002 group, “working with the property manager” is cited by a high percentage of leaseholders. For 2003, “getting on a payment plan” is most frequently cited. Data from respondents who reported that they were not lease compliant but curable are shown in Table 21.

Q. 24 What steps are you taking to become lease compliant?

Table 21: Steps taken to become lease compliant.

Q. 24	Total NUMBER (%)	Building Year	
		2002 NUMBER (%)	2003 NUMBER (%)
Getting on a payment plan	19 (58.1)	1 (19.1)	18 (65.1)
Working with the Service Connector	13 (38.7)	1 (21.2)	12 (41.9)
Working with the Property Manager	7 (21.6)	4 (80.9)	3 (10.9)
None	1 (3.1)	0 (0.0)	1 (3.6)

Observations excluded due to missing data: 3 in each row.

## 2.4 MORE DATA ABOUT LEASEHOLDERS CHOOSING CHA OR UNSUBSIDIZED HOUSING

We asked respondents to the Residential Relocation Survey what housing choice they made when they completed the CHA's Housing Choice Survey. Of all our respondents, only a few (fewer than 1 percent) replied that their choice was to move to an unsubsidized living situation. Many more of our respondents (over 36%) said their choice was to move to a newly rehabilitated unit in Public Housing. See Appendix I, Table I.4.

### 2.4.1 RESPONDENTS MOVING TO UNSUBSIDIZED LIVING SITUATION

We asked two small subgroups moving to unsubsidized housing (those who chose unsubsidized housing and those who were not compliant and not curable) whether or not they had found another place to live at the time of the NORC survey. Table 22 shows the results.

Q. 70 Have you found another place to live?
---

Table 22: Moving to unsubsidized housing, found a place to live.

Q. 70	Total NUMBER (%)
Yes	5 (56.2)
No	4 (43.8)

### 2.4.2 RESPONDENTS MOVING TO REHABILITATED PUBLIC HOUSING

We asked those respondents who reported that they chose to move to rehabilitated public housing several questions about their move:

- ▶ have you moved yet to your new unit?
- ▶ did you see or visit your new unit before moving?
- ▶ if not, why?

Table 23 shows that at the time of the NORC survey, 61 percent of these survey respondents had not yet moved to their new CHA unit; 39 percent had already moved. Not surprisingly, the percentage of respondents who had already moved was far higher for leaseholders residing in the 2002 buildings than in the 2003 buildings. Data from respondents whose reported housing choice was to stay in public housing are shown in Table 23.

Q. 4 I am going to read you some statements. Which statement best describes where you are in the process of moving to a newly rehabilitated unit in public housing?

I am waiting for my unit to be ready . . . . . 1  
 I have already moved to a newly  
 rehabilitated public housing unit . . . . . 2

Table 23: Relocation status if chose public housing.

Q. 4	Total NUMBER (%)	Relocation Status	
		Waiting for unit NUMBER (%)	Already moved NUMBER (%)
All Buildings	329 (100)	200 (61.0)	128 (39.0)
Building Year 2002	202 (100)	76 (37.4)	126 (62.6)
Building Year 2003	127 (100)	125 (98.5)	2 (1.5)

Observations excluded due to missing data: 7.

We also asked those respondents who had already moved to their new CHA unit whether they had seen their new unit or any unit before making the move. About 69 percent of these respondents answered “yes” and about 31 percent said “no.” As Table 24 shows, these percentages vary according to CHA building, whether the leaseholder had children in the unit, and whether the leaseholder was age 65 or over. Data from respondents who chose to stay in public housing and had already moved at the time of the interview are shown in Table 24.

Q. 20 Did you see your unit or any other unit in the development before you moved there?

Table 24: Saw new unit or any unit before moving

Q. 20		Total NUMBER (%)	Saw Unit	
			Yes NUMBER (%)	No NUMBER (%)
All Buildings		122 (100)	84 (68.9)	38 (31.1)
Building Year 2002	Ickes Extension	5 (100)	2 (40.0)	3 (60.0)
	ABLA	50 (100)	27 (53.1)	24 (46.9)
	Robert Taylor Homes	23 (100)	18 (77.3)	5 (22.7)
	Cabrini	10 (100)	8 (81.8)	2 (18.2)
	Washington Park	8 (100)	6 (85.7)	1 (14.3)
	Stateway Gardens	23 (100)	20 (86.4)	3 (13.6)
	Wells Homes	2 (100)	2 (100)	0 (0.0)
Building Year 2003	Bridgeport Homes	1 (100)	1 (100)	0 (0.0)
	Lowden	0 (0.0)	0 (0.0)	0 (0.0)
	Rockwell Gardens	0 (0.0)	0 (0.0)	0 (0.0)
Units with children		66 (100)	48 (73.3)	18 (26.7)
Units without children		57 (100)	36 (63.8)	20 (36.2)
Aged 65+		21 (100)	12 (60.0)	8 (40.0)
Age <65		102 (100)	72 (70.7)	30 (29.3)

Observations excluded due to missing data: 4.

We wanted to learn why a fairly substantial minority (about 31%) of leaseholders had not seen their unit before moving. In Table 25, we see that the predominant reason given by these respondents was “not given an opportunity.” Data from respondents who chose to stay in public housing, had already moved at the time of the interview, and did not see their unit or any unit in the development before moving are shown in Table 25.

Q. 21 Why did you not see any units in your development before moving there?

Table 25: Reasons for not seeing any units before moving.

Q. 21	Building Year
	2002* NUMBER (%)
Was not given the opportunity	21 (56.4)
Did not ask to see them	4 (10.9)
Did not have time	4 (10.8)
Was unable to get there (no transportation)	1 (2.9)
Other	14 (38.0)

\* There were no leaseholders in the 2003 group that had moved to a newly rehabilitated public housing unit, therefore they are not reported in this table.

## 2.5 RESPONDENTS CHOOSING SECTION 8/HOUSING CHOICE VOUCHERS

A substantial majority of our respondents (62.4%, weighted N = 572) indicated that, when they replied to the CHA Housing Choice Survey, they had expressed a preference for a Section 8/HCV. See Appendix I, Table I.4. Of those, 84.3 percent (weighted N = 482) were lease compliant according to CHA records. In this section of our report, we present further details about the circumstances and preferences of this large group of leaseholders, including:

- ▶ where they were in the relocation process at the time of the interview
- ▶ what amenities/neighborhood attributes/barriers affected their choices
- ▶ their search behaviors
- ▶ difficulties they may have experienced during relocation.

## 2.5.1 STAGE OF THE RELOCATION PROCESS

Lease compliant respondents who said that they wanted to relocate using a Section 8/HCV were asked to indicate how far along they were in the process of finding an apartment. Overall, Table 26 shows that about 60 percent of these respondents had already made their move, with most of these coming from buildings closed in 2002. Others were in various stages of the move process, that is, “not started looking,” “looking for an apartment,” and “found an apartment but not yet moved in.” Data from respondents who chose a Section 8/HCV and were lease compliant according to CHA records are shown in Table 26.

Q. 2 I am going to read you some statements. Which statement best describes where you are in the process of finding an apartment?	
I have not started looking for an apartment . . . . .	1
I am looking for an apartment . . . . .	2
I have found an apartment, but not yet moved in . . . . .	3
I have already moved . . . . .	4

Table 26: Stage of relocation process.

Q. 2	Total NUMBER (%)	Status of Finding an Apartment			
		Not started looking NUMBER (%)	Looking NUMBER (%)	Found but not moved NUMBER (%)	Moved NUMBER (%)
All Buildings	481 (100)	81 (16.9)	63 (13.2)	46 (9.5)	291 (60.5)
Building Year 2002	346 (100)	25 (7.3)	21 (6.1)	26 (7.4)	274 (79.1)
Building Year 2003	135 (100)	56 (41.3)	42 (31.2)	20 (14.8)	17 (12.7)

Observations excluded due to missing data: 1.

## 2.5.2 AMENITIES/NEIGHBORHOOD ATTRIBUTES/BARRIERS

### APARTMENT AMENITIES.

What desirable apartment features or amenities were these lease compliant Section 8/HCV-bound respondents looking for or interested in? The survey questionnaire asked them to reply “yes” or “no” to specific features. As shown in Table 27, owner-supplied heat was picked most often (by 82.5 percent of the respondents). The fact that the survey occurred during the cold winter months may partly explain its salience and appeal. Other highly ranked amenities included presence of appliances (70.3%), specific appliances (68.4%), and paid utilities (64.8%). The specific appliances mentioned most often were stove, refrigerator, and washer/dryer. The top three “other” (specify) responses were, “a yard,” “laundry facilities,” and a building with “no or few stairs.” Data from respondents who chose a Section 8/HCV and were lease compliant according to CHA records are shown in Table 27.

Q. 64 Now I want to know what you (are/were) looking for in an apartment. (Are/were) you looking for an apartment with ...

Table 27: Desired apartment amenities.

Q. 64	Total Yes NUMBER (%)	Building Year	
		2002 Yes NUMBER (%)	2003 Yes NUMBER (%)
1 Owner supplied heat	391 (82.5)	283 (82.7)	108 (81.8)
2 Presence of appliances	331 (70.3)	228 (67.3)	103 (78.0)
3 Specific appliances	311 (68.4)	217 (65.4)	94 (76.4)
4 Paid utilities	308 (64.8)	220 (64.3)	88 (66.2)
5 Air conditioning	214 (45.1)	134 (39.2)	80 (60.6)
6 Carpet	200 (42.1)	129 (37.9)	71 (53.8)
7 Something else	132 (28.9)	99 (29.6)	33 (28.9)
8 Elevators	72 (15.3)	44 (12.9)	28 (21.2)

Observations excluded due to missing data or don't know response: row 1: 13, row 2: 15, row 3: 36, rows 4 and 5: 14, row 6: 16, row 7: 29, row 8: 14.

## NEIGHBORHOOD ATTRIBUTES.

What neighborhood attributes or characteristics were deemed desirable or important to these Section 8/HCV-bound respondents? We probed by asking the following battery of questions:

- what racial/ethnic mix would be important?
- what about income of neighbors?
- are you willing to move to an unfamiliar area?
- why did you choose this place?

Our analysis of the first three of these general topics includes the responses from respondents who chose a Section 8/HCV, regardless of their lease compliance status. Analysis of the last topic is restricted to lease compliant leaseholders.

### ***Racial/Ethnic mix:***

We asked Section 8/HCV-bound leaseholders who had not started their search yet as well as those who were currently looking what racial/ethnic mix they most desired in their future neighborhood. Table 28 shows that most of these respondents (59%) replied “mix of African American, Hispanic and White,” i.e., the most inclusive racial/ethnic mixture offered. Data from respondents who chose a Section 8/HCV and had either not started looking for an apartment or not found an apartment are shown in Table 28.

Q. 29 In what kind of neighborhood (would/did) you most like to live?
---



Table 28: Desired racial/ethnic mix of target neighborhood.

Q. 29	Total NUMBER (%)	Building Year	
		2002 NUMBER (%)	2003 NUMBER (%)
A mix of African American, Hispanic and White	115 (59.0)	37 (56.0)	77 (60.6)
A mix of African American and White	31 (16.0)	11 (16.9)	20 (15.6)
Doesn't Matter/Don't Care	27 (13.8)	10 (15.2)	17 (13.1)
Mostly African American	13 (6.6)	6 (9.0)	7 (5.3)
Mix of African American and Hispanic	4 (2.1)	2 (3.0)	2 (1.6)
Mostly White	4 (2.0)	0 (0.0)	4 (3.0)
Mostly Hispanic	1 (0.5)	0 (0.0)	1 (0.8)
Total	194 (100)	67 (100)	127 (100)

Observations excluded due to missing data: 12.

### ***Income of neighbors:***

We then asked these Section 8/HCV-bound leaseholders how they would feel about living in a location where more than half of the leaseholders earned more money than they did. As shown in Table 29, about 72 percent of this combined group said they would feel “good” or “very good” about this situation. Those who replied negatively were a small minority (about 3%). Data from respondents who chose a Section 8/HCV and had either not started looking for an apartment or not found an apartment are shown in Table 29.

Q. 30 How would you feel about living in a neighborhood where *more than half* of the people earn more money than you do?

Table 29: Attitude toward living where others earn more.

Q. 30	Total NUMBER (%)	Building Year	
		2002 NUMBER (%)	2003 NUMBER (%)
Very good	47 (25.5)	15 (24.4)	32 (26.3)
Good	86 (46.6)	27 (43.5)	59 (48.1)
Not sure	46 (24.8)	20 (32.2)	26 (21.0)
Bad	6 (3.1)	0 (0.0)	6 (4.7)
Total	185 (100)	63 (100)	122 (100)

Observations excluded due to missing data or don't know response: 20.

***Never lived here before:***

These Section 8/HCV-bound leaseholders were then asked how willing they would be to move to an area where they had never lived before. Table 30 gives the results. The majority (about 87 percent) said they would be either “willing” or “very willing.” A small percentage gave a neutral or negative response. Data from respondents who chose a Section 8/HCV and had either not started looking for an apartment or not found an apartment are shown in Table 30.

Q. 31 How willing are you to move to an area where you have never lived before?

Table 30: Willingness to move into an area where never lived.

Q. 31	Total NUMBER (%)	Building Year	
		2002 NUMBER (%)	2003 NUMBER (%)
Very willing	98 (50.8)	38 (57.2)	60 (47.6)
Somewhat willing	69 (36.1)	20 (30.4)	49 (39.1)
Neither willing nor unwilling	10 (5.1)	5 (7.8)	5 (3.8)
Somewhat unwilling	12 (6.5)	3 (4.6)	9 (7.4)
Very unwilling	3 (1.4)	0 (0.0)	3 (2.1)
Total	192 (100)	66 (100)	126 (100)

Observations excluded due to missing data or don't know response: 14.

We probed the minority who expressed reservations by asking them to cite the nature of their concerns. Respondents could provide multiple answers. The results appear in Table 31 (below). Data from respondents who chose a Section 8/HCV, had either not started looking for an apartment or not found an apartment, and who indicated at Question 31 that they were “somewhat unwilling” or “very unwilling” are shown in Table 31.

Q. 32 What are your main concerns about moving into an area where you have never lived before?

Table 31: Concerns about moving into an area where never lived.

Q. 32	Total NUMBER (%)	Building Year	
		2002 NUMBER (%)	2003 NUMBER (%)
Safety/violence in new neighborhood	8 (53.9)	1 (34.0)	7 (59.4)
Not knowing area/unfamiliar/unease	7 (52.8)	1 (31.8)	7 (58.5)
Being far from transportation	3 (20.7)	1 (34.0)	2 (17.1)
Leaving family and friends	3 (19.8)	0 (0.0)	3 (25.2)
No concerns	1 (7.4)	1 (34.2)	0 (0.0)
Afraid of encountering discrimination	1 (7.0)	0 (0.0)	1 (9.0)
Children going to a new school	1 (6.4)	0 (0.0)	1 (8.1)
Children changing or losing childcare	0 (0.0)	0 (0.0)	0 (0.0)
Being far away from my job	0 (0.0)	0 (0.0)	0 (0.0)
Other reason	4 (26.1)	0 (0.0)	4 (33.3)

Observations excluded due to don't know response: 1.

Then we asked these Section 8/HCV-bound leaseholders if they told their Relocation Counselor where they wanted to live. Almost two-thirds of Building Year 2002 leaseholders reported telling their Relocation Counselor where they wanted to live. By comparison, only 43.3 percent of Building Year 2003 leaseholders reported doing so. See Table 32. Furthermore, most said that they had identified a specific target city or neighborhood when talking to the Relocation Counselor (data not shown). The high percentage of “no” responses (almost half) reflects the fact that non-compliant leaseholders are included in Table 32. Data from respondents who chose a Section 8/HCV and had either not started looking for an apartment or not found an apartment are shown in Table 32.

Q. 33 The Relocation Counselor is the representative from E. F. Ghougan or Changing Patterns who offers CHA residents help in finding an apartment. Did you tell the Relocation Counselor about the kind of neighborhood you want(ed) to live in?

Table 32: Told Relocation Counselor about neighborhood preferences.

Q. 33	Total NUMBER (%)	Building Year	
		2002 NUMBER (%)	2003 NUMBER (%)
Yes	87 (50.8)	40 (64.2)	48 (43.3)
No	85 (49.2)	22 (35.8)	62 (56.7)
Total	172 (100)	62 (100)	110 (100)

Observations excluded due to missing data or don't know response: 35.

### *Why chose this unit?*

Table 33 and all of the tables that follow reflect responses from leaseholders who chose a Section 8/HCV and were lease compliant.

Whether or not they had the help of the Relocation Counselor, respondents who had found an apartment or had already moved were asked why they chose the apartment they did. Respondents could give multiple answers. More than half of the 2002 movers and nearly two-thirds of the 2003 movers said their choice was based on a general sense of "liking" the apartment. About a third of the 2002 movers and about a quarter of the 2003 movers said they were motivated by the desire to have a bigger or better apartment. Over 56 percent selected another reason (specify) and reported verbatim reasons. One "other" reason frequently cited here was "liked the neighborhood or landlord" typified by verbatim responses such as "nice, quiet neighborhood," "it's a place I feel safe in," and "landlord lives in the building." Another was "running out of time" typified by "time was running out" and "it was last minute, we had to go." See Table 33. Data from respondents who chose a Section 8/HCV, were lease compliant, and had either found an apartment or already moved are shown in Table 33.

Q. 62 Why did you decide to live in the place that you chose?

Table 33: Reason for choosing unit.

Q. 62	Total NUMBER (%)	Building Year	
		2002 NUMBER (%)	2003 NUMBER (%)
I liked the apartment	187 (57.2)	166 (56.6)	21 (62.3)
To get a bigger or better apartment	112 (34.3)	103 (35.2)	9 (25.8)
Convenient location	95 (29.1)	84 (28.5)	11 (34.4)
To get away from drugs and gangs	50 (15.3)	42 (14.5)	8 (23.0)
Better schools for my children	39 (12.0)	32 (11.0)	7 (20.5)
To have better transportation	39 (12.0)	38 (13.0)	1 (2.9)
Family or friends nearby	19 (5.8)	13 (4.5)	6 (17.4)
Affordable rent	18 (5.4)	16 (5.3)	2 (5.8)
To be near my job	7 (2.2)	6 (2.1)	1 (3.0)
This was the only unit available	5 (1.6)	5 (1.8)	0 (0.0)
Pressure from the counseling agency	3 (1.0)	3 (1.1)	0 (0.0)
To get a job	3 (1.0)	3 (1.1)	0 (0.0)
Other reason	185 (56.5)	168 (57.4)	16 (48.9)

Observations excluded due to missing data: 10 in each row.

**BARRIERS TO USING A SECTION 8/HOUSING CHOICE VOUCHER.**

Respondents were asked to consider 13 factors that might affect someone looking for an apartment and rate each as either a big problem, some problem, or no problem at all in their experience when looking for a place to live. Finding a place they liked was most frequently rated as either a big problem or some problem. Approximately two-thirds of respondents overall rated it as problematic. The barrier that was second most frequently rated as problematic was finding a place that would pass Section 8/housing choice inspection. Nearly half of respondents overall reported this as problematic. The barrier third most frequently rated as problematic was lack of transportation for apartment hunting. About 42 percent overall had a problem with this issue. Table 34 presents these barriers in descending order, starting with the most frequently rated as either “big” or “some” problem by respondents from both building years. Data from respondents who chose a Section 8/HCV, were lease compliant, and had either started looking, found an apartment, or moved are shown in Table 34.

Q. 63 I'm going to read a list of factors that may or may not affect someone who is looking for an apartment to rent with a Section 8/Housing Choice certificate or voucher. Please think about your situation and tell me if you have experienced a big problem, some problem, or no problem at all when you were looking for a place to live.

The next page is intentionally blank. Please turn to pages 58 and 59 for Table 34.

(Please turn to next page)



Table 34: Big/some or no problem with barriers to using a Section 8/HCV.

Q. 63	Total			Building Year					
				2002			2003		
	Magnitude of Problem NUMBER (%)			Magnitude of Problem NUMBER (%)			Magnitude of Problem NUMBER (%)		
	Big / Some	None	Total	Big / Some	None	Total	Big / Some	None	Total
1 Finding a place you like	246 (64.2)	137 (35.8)	383 (100)	196 (63.0)	116 (37.2)	311 (100)	50 (69.4)	21 (29.4)	72 (100)
2 Finding a place to pass Section 8 inspection	185 (48.8)	193 (50.9)	379 (100)	151 (48.9)	158 (51.1)	309 (100)	34 (48.6)	35 (50.9)	70 (100)
3 No transportation for apartment hunting	161 (42.0)	221 (57.7)	383 (100)	127 (40.8)	184 (59.2)	311 (100)	34 (47.2)	37 (52.0)	72 (100)
4 Finding a place with enough bedrooms	154 (40.2)	228 (59.5)	383 (100)	125 (40.2)	186 (59.6)	311 (100)	29 (40.3)	42 (58.9)	72 (100)
5 Finding landlords to accept Section 8	148 (38.8)	232 (60.9)	381 (100)	113 (36.3)	198 (63.7)	311 (100)	35 (50.0)	34 (48.9)	70 (100)
6 Discrimination because from CHA	144 (38.0)	234 (61.7)	379 (100)	109 (35.4)	199 (64.6)	308 (100)	35 (49.3)	35 (49.7)	71 (100)
7 Knowing how to look for a new apartment	115 (30.3)	266 (70.0)	380 (100)	92 (29.9)	216 (70.2)	308 (100)	23 (31.9)	50 (69.1)	72 (100)
8 Disability or other physical problem	111 (29.1)	271 (71.1)	381 (100)	93 (30.1)	217 (70.0)	309 (100)	18 (25.0)	54 (74.7)	72 (100)

Table 34 (continued): Big/some or no problem with barriers to using a Section 8/HCV.

Q. 63	Total			Building Year					
				2002			2003		
	Magnitude of Problem NUMBER (%)			Magnitude of Problem NUMBER (%)			Magnitude of Problem NUMBER (%)		
	Big / Some	None	Total	Big / Some	None	Total	Big	None	Total
9 Landlords who won't rent to families with children	103 (27.0)	277 (72.7)	381 (100)	80 (25.9)	229 (74.0)	309 (100)	23 (31.9)	48 (66.7)	72 (100)
10 Time off work to look for an apartment	101 (26.4)	282 (73.6)	383 (100)	77 (24.8)	234 (75.2)	311 (100)	24 (33.3)	48 (66.6)	72 (100)
11 Finding childcare while looking for an apartment	64 (16.7)	320 (83.6)	383 (100)	48 (15.4)	264 (84.8)	311 (100)	16 (22.2)	56 (78.5)	72 (100)
12 Anything else?	48 (15.3)	267 (85.0)	314 (100)	35 (13.8)	218 (86.1)	253 (100)	13 (21.3)	49 (79.2)	61 (100)
13 Discrimination because of race	52 (13.6)	329 (86.4)	381 (100)	34 (11.0)	275 (89.0)	309 (100)	18 (25.0)	54 (75.7)	72 (100)

Observations excluded due to missing data or don't know response:

Line 1: 24                      Line 8: 27  
 Line 2: 30                      Line 9: 26  
 Line 3: 24                      Line 10: 24  
 Line 4: 24                      Line 11: 24  
 Line 5: 26                      Line 12: 98  
 Line 6: 28                      Line 13: 26  
 Line 7: 26

### **2.5.3 SEARCH BEHAVIORS**

We asked leaseholders who were looking for an apartment as well as those who had already found an apartment about their search process, as follows:

- ▶ who did you work with?
- ▶ did you get support from the Relocation Counselor?
- ▶ what did you do on your own?

Most of the tables found in this section cross-tabulate questionnaire response data by year of building closing or rehabilitation. As stated previously, nearly 75 percent of leaseholders of buildings closing in 2002 had moved by the time the survey was conducted. Only 10 percent of leaseholders of buildings closing or being rehabilitated in 2003 had moved by the time they were interviewed. Thus, these two groups, Building Year 2002 and Building Year 2003, were in distinctly different stages of the relocation process at the time of the interview. Their responses reflect different sets of experiences and often need to be kept separate to be understood clearly.

#### **WHO DID YOU WORK WITH?**

Leaseholders were asked with whom they had worked during their relocation. Over 15 percent reported that they did not work with anyone. Over 60 percent reported that they worked with the Relocation Counselor, although leaseholders of buildings scheduled to be closed or rehabilitated in 2003 reported a lower rate than leaseholders in buildings that closed in 2002. This is consistent with the view that building year 2002 leaseholders were further along in the relocation process. See Table 35. Note that respondents could report working with more than one person or facility. For respondents who reported working with someone, the average number of people or facilities worked with was 1.8. Data from respondents who chose a Section 8/HCV and were lease compliant are shown in Table 35.

Q. 65 Who (did you/have you) work(ed) with during your relocation?
--

Table 35: Helpers worked with during relocation.

Q. 65	Total	Building Year	
		2002	2003
	Yes NUMBER (%)	Yes NUMBER (%)	Yes NUMBER (%)
Relocation Counselor	287 (60.8)	249 (73.0)	38 (29.0)
Section 8 Department	89 (18.9)	75 (22.0)	14 (10.7)
Property Manager	75 (15.9)	53 (15.5)	22 (16.8)
Service Connector	70 (14.8)	52 (15.2)	18 (13.7)
LAC President	39 (8.2)	28 (8.2)	11 (8.3)
Relocation Department	32 (6.8)	23 (6.7)	9 (6.8)
Relocation Coach	32 (6.8)	26 (7.6)	6 (4.6)
Family members	24 (5.1)	18 (5.3)	6 (4.6)
Other residents	11 (2.3)	10 (2.9)	1 (0.8)
Other residents who have already relocated	10 (2.1)	10 (2.9)	0 (0.0)
Anyone else not mentioned	43 (9.1)	33 (9.7)	10 (7.6)
No one	73 (15.5)	19 (5.6)	54 (41.2)

Observations excluded due to missing data: 10.

Respondents who named more than one person or facility were asked whom among those they worked with in finding their apartment was the most helpful. Over half (55.2%) of 2002 respondents chose the Relocation Counselor, compared to only 16.2 percent of the 2003 respondents. The most frequent choice among the 2003 respondents was the Property Manager (25.5%). See Table 36. Data from respondents who chose a Section 8/HCV, were lease compliant, and who mentioned working with more than one person or facility in Question 65 are shown in Table 36.

Q. 66 (IF R NAMES MORE THAN ONE IN PREVIOUS QUESTION) Of those, who (has been/was) the most helpful?
--

Table 36: Helper that was most helpful.

Q. 66	Total NUMBER (%)	Building Year	
		2002 NUMBER (%)	2003 NUMBER (%)
Relocation Counselor	65 (48.5)	61 (55.2)	4 (16.2)
Property Manager	13 (9.9)	7 (6.6)	6 (25.5)
Service Connector	13 (9.8)	9 (8.3)	4 (16.8)
Section 8 Department	12 (9.0)	9 (8.3)	3 (12.3)
Relocation Coach	6 (4.5)	6 (5.5)	0 (0.0)
LAC President	4 (3.1)	4 (3.8)	0 (0.0)
Relocation Department	4 (3.0)	2 (1.9)	2 (8.1)
Family members	4 (3.0)	3 (2.8)	1 (4.2)
Anyone else	8 (6.2)	6 (5.7)	2 (8.4)
No one	4 (3.0)	2 (1.9)	2 (8.5)
Total	134 (100)	111 (100)	23 (100)

Observations excluded due to missing data: 23.

Respondents who had already moved were asked who they continued to work with after the move. Respondents could report working with more than one person or facility. Half of the respondents did not work with anyone after moving. One-fifth reported working with the Relocation Counselor, and one-fifth reported working with the Section 8 Department. See Table 37. Data from respondents who chose a Section 8/HCV, were lease compliant, and had already moved are shown in Table 37.

Q. 67 Now that you've moved, who do you continue to work with?
--

Table 37: Helper worked with after moving.

Q. 67	Total  Yes NUMBER (%)	Building Year	
		2002  Yes NUMBER (%)	2003  Yes NUMBER (%)
Relocation Counselor	62 (19.9)	59 (20.2)	3 (15.4)
Section 8 Department	60 (19.3)	58 (19.9)	2 (9.9)
Service Connector	17 (5.3)	16 (5.4)	1 (4.8)
Property Manager	12 (4.0)	12 (4.2)	0 (0.0)
LAC President	6 (2.0)	6 (2.2)	0 (0.0)
Family members	4 (1.3)	4 (1.4)	0 (0.0)
Relocation Department	4 (1.3)	4 (1.4)	0 (0.0)
Relocation Coach	3 (1.0)	3 (1.0)	0 (0.0)
Other residents who have already relocated	2 (0.7)	2 (0.7)	0 (0.0)
Other residents	1 (0.3)	1 (0.4)	0 (0.0)
Anyone else not mentioned	19 (6.3)	18 (6.3)	1 (5.1)
No one	156 (50.2)	144 (49.3)	12 (64.8)

Observations excluded due to missing data: 3.



## SUPPORT FROM RELOCATION COUNSELORS

As seen in Table 38, at the time of the survey, fewer leaseholders in 2003 buildings (39.2%) had received help from a Relocation Counselor than had leaseholders in 2002 buildings (83.4%). This is consistent with the view that leaseholders in 2002 buildings were further along in the relocation process than were leaseholders in 2003 buildings. In other respects, their experiences and perceptions were generally similar. Most respondents (71.5%) specified a particular city or neighborhood in which they wanted to live, and, of the 75.4 percent of leaseholders who were helped by a Relocation Counselor with their move, 70.1 percent of them were shown apartments in their preferred area by a Relocation Counselor. Data from respondents who chose a Section 8/HCV, were lease compliant, and had either started looking, found an apartment, or moved are shown in Table 38.

Q. 36	(Did/Have) you specify(ied) particular cities or neighborhoods that you want(ed) to live in?
Q. 38	The Relocation Counselor is the representative from E. F. Ghoughan or Changing Patterns who offers CHA residents help in finding an apartment.] When looking for apartments, did you get the help of the Relocation Counselor?
Q. 40	(IF R SPECIFIED A CITY OR NEIGHBORHOOD IN Q37) Did the Relocation Counselor show you apartments in (AREA NAMED IN Q37)?

Table 38: Preferred area/neighborhood and Relocation Counselor assistance.

Qs 36, 38, and 40	Total		Building Year			
			2002		2003	
	Yes NUMBER (%)	No NUMBER (%)	Yes NUMBER (%)	No NUMBER (%)	Yes NUMBER (%)	No NUMBER (%)
Specified a neighborhood (Q. 36)	278 (71.5)	111 (28.5)	226 (71.0)	92 (29.0)	53 (73.6)	19 (26.4)
Got help from Relocation Counselor (Q. 38)	292 (75.4)	95 (24.6)	264 (83.4)	52 (16.6)	28 (39.2)	43 (60.8)
Relocation Counselor showed apartments in specified neighborhood (Q. 40)	150 (70.1)	64 (29.9)	135 (70.6)	56 (29.4)	15 (66.0)	8 (34.0)

Observations excluded due to missing data: Q. 36: 3, Q. 38: 4, Q. 40: 1.

We asked leaseholders how many times they talked with a Relocation Counselor. Of those who did talk to a Relocation Counselor, 37.7 percent of those from 2002 buildings and 55.5 percent of those from 2003 buildings reported talking to their Relocation Counselors from 2 to 5 times. About the same percentage of 2002 movers (32.9%) talked to their Relocation Counselor more than 10 times, but only 10.6 percent of 2003 movers reported doing so. See Table 39. Data from respondents who chose a Section 8/HCV, were lease compliant, had either started looking, found an apartment, or moved, and said they received help from the Relocation Counselor at Question 38 are shown in Table 39.

Q. 41 How many times have you talked with a Relocation Counselor?

Table 39: Number of times talked with Relocation Counselor.

Q. 41	Total NUMBER (%)	Building Year	
		2002 NUMBER (%)	2003 NUMBER (%)
Never	3 (1.1)	3 (1.2)	0 (0)
Once	15 (5.4)	14 (5.6)	1 (3.3)
2 - 5 times	112 (39.5)	97 (37.7)	15 (55.5)
6 - 10 times	66 (23.3)	58 (22.5)	8 (30.7)
More than 10 times	88 (30.8)	85 (32.9)	3 (10.6)
Total	285 (100)	257 (100)	28 (100)

Observations excluded due to missing data or don't know response: 8.

To get a better perspective on whether or not working with the Relocation Counselor was helping leaseholders find new apartments and move into them, we sorted the responses to Question 38 by the various stages of the relocation process as reported at Question 2. Eighty-three percent of those who had moved got help from the Relocation Counselor, while over 63 percent of those who had *not* yet found an apartment had *not* worked with the Relocation Counselor. See Table 40, where the data shown are from respondents who chose a Section 8/HCV, were lease compliant, and had either started looking, found an apartment, or moved.

Table 40: Got help from Relocation Counselor sorted by stage of finding an apartment.

Q2	Q38 Got help from Relocation Counselor?		
	Total NUMBER (%)	Yes NUMBER (%)	No NUMBER (%)
looking for apartment	57 (100)	21 (36.7)	36 (63.3)
found apartment, not yet moved	43 (100)	32 (74.9)	11 (25.1)
already moved	288 (100)	239 (83.0)	49 (17.0)
Total	387 (100)	292 (75.4)	95 (24.6)

Observations excluded due to missing data or don't know response in Q. 38: 13.

We asked leaseholders who had found an apartment with a housing choice voucher if they had signed a lease. About two-thirds of each group (62.5 percent of 2002 movers and 66.1 percent of 2003 movers) reported having not yet signed a lease for their new apartment. See Table 41. Data from respondents who chose a Section 8/HCV, were lease compliant, and had found an apartment but had not yet moved are shown in Table 41.

Q. 43 Have you signed a lease for your new unit?

Table 41: Status of signing lease.

Q. 43	Total NUMBER (%)	Building Year	
		2002 NUMBER (%)	2003 NUMBER (%)
Yes	14 (36.0)	8 (37.5)	5 (33.9)
No	25 (64.0)	14 (62.5)	11 (66.1)
Total	39 (100)	23 (100)	16 (100)

Observations excluded due to missing data: 7.

Leaseholders who reported getting help from a Relocation Counselor were asked how many listings they were given by the Relocation Counselor. Overall, 42 percent reported that they received no listings; 58 percent received listings. When examined in more detail, 43 percent of 2002 movers and 54 percent of 2003 movers report getting between 1 and 5 listings. About 9 percent of all movers reported getting between 6 and 10 listings. Few of the 2002 movers and none of the 2003 movers reported getting more than 10 listings. See Table 42. Data from respondents who chose a Section 8/HCV, were lease compliant, had either started looking, found an apartment, or moved and said they received help from the Relocation Counselor at Question 38 are shown in Table 42.

Q. 50 You told me that you worked with a Relocation Counselor to help plan your move. How many apartment listings did the Relocation Counselor give you?

Table 42: Number of listings given by Relocation Counselor.

Q. 50	Total NUMBER (%)	Building Year	
		2002 NUMBER (%)	2003 NUMBER (%)
0 listings	120 (42.0)	111 (42.7)	9 (34.6)
1-5 listings	126 (44.1)	112 (43.1)	14 (53.8)
6-10 listings	25 (8.7)	22 (8.5)	3 (11.5)
More than 10 listings	15 (5.2)	15 (5.8)	0 (0.0)
Total	286 (100)	260 (100)	26 (100)

Observations excluded due to missing data: 5.

Leaseholders who indicated that they received one or more listings from the Relocation Counselor were asked two additional questions about these listings. First they were asked how many apartments the Relocation Counselor took them to see and then they were asked how many of these listings they went to see on their own. Table 43 shows the number of listings respondents were taken to by Relocation Counselors. Over 90 percent of the leaseholders in 2002 buildings who received listings were taken to listings by their Relocation Counselor. A smaller proportion (about 59%) of 2003 building leaseholders were taken to see apartments. Again, this is consistent with the fact that the 2002 building leaseholders were further along in the relocation process. Data from respondents who chose a Section 8/HCV, were lease compliant, had either started looking, found an apartment, or moved, said they received help from the Relocation Counselor at Question 38, and reported being given at least one listing by the Relocation Counselor at Question 50 are shown in Table 43.

Q. 51 How many of these listings did the Relocation counselor take you to see?

Table 43: Number of listings taken to by Relocation Counselor.

Q. 51	Total NUMBER (%)	Building Year	
		2002 NUMBER (%)	2003 NUMBER (%)
0 listings	21 (12.7)	14 (9.4)	7 (41.2)
1-5 listings	122 (73.5)	113 (75.8)	9 (52.9)
6-10 listings	19 (11.4)	18 (12.1)	1 (5.9)
More than 10 listings	4 (2.4)	4 (2.7)	0 (0.0)
Total	166 (100)	149 (100)	17 (100)

Observations excluded due to missing data: 1.

When asked how many of these listings they went to see on their own, over two-thirds of 2002 movers and over half of 2003 movers reported going to see no listings on their own. However, nearly a quarter of the 2002 movers and 44 percent of the 2003 movers reported going to see from 1 to 5 listings on their own. Few of the 2002 movers and none of the 2003 movers went to see more than 5 listings on their own. See Table 44. Data from respondents who chose a Section 8/HCV, were lease compliant, had either started looking, found an apartment, or moved, said they received help from the Relocation Counselor at Question 38, and reported being given at least one listing by the Relocation Counselor at Question 50 are shown in Table 44.

Q. 52 How many of these listings did you go to see on your own?

Table 44: Number of these listings went to see on own.

Q. 52	Total NUMBER (%)	Building Year	
		2002 NUMBER (%)	2003 NUMBER (%)
0 listings	114 (68.7)	104 (70.3)	10 (55.6)
1-5 listings	44 (26.5)	36 (24.3)	8 (44.4)
6-10 listings	4 (2.4)	4 (2.7)	0 (0.0)
More than 10 listings	4 (2.4)	4 (2.7)	0 (0.0)
Total	166 (100)	148 (100)	18 (100)

Observations excluded due to missing data: 1.

To summarize the answers to this sequence of questions, of the leaseholders who chose a Section 8/HCV and who had at least started looking for an apartment:

- ▶ about 75 percent got help from the Relocation Counselor. Of those,
- ▶ about 58 percent got listings from the Relocation Counselor. Of those,
- ▶ about 87 percent were taken to listings by the Relocation Counselor and
- ▶ about 31 percent went to see some of these listings on their own.

Of the leaseholders who received listings from their Relocation Counselor, only 9 percent did not take any of these listings (not shown in tables, data are from Question 53).

# WHAT DID YOU DO ON YOUR OWN?

Respondents were then asked whether or not they searched for apartments on their own, without the help of their Relocation Counselor. Approximately 70 percent of building year 2002 leaseholders and more than 90 percent of building year 2003 leaseholders said they searched for a residence without a Relocation Counselor. See Table 45. Data from respondents who chose a Section 8/HCV, were lease compliant, and had either started looking, found an apartment, or moved are shown in Table 45.

Q. 54 (Did/Have) you search(ed) for apartments on your own, without the help of the Relocation Counselor?

Table 45: Searched for apartments on own, without Relocation Counselor.

Q. 54	Total NUMBER (%)	Building Year	
		2002 NUMBER (%)	2003 NUMBER (%)
Yes	289 (74.3)	223 (70.6)	66 (90.7)
No	100 (25.7)	93 (29.4)	7 (9.3)
Total	389 (100)	316 (100)	73 (100)

Observations excluded due to missing data: 17.

Leaseholders who reported that they searched for an apartment on their own, without the assistance of a Relocation Counselor, were asked what they did to try to find an apartment. The questionnaire did not supply response categories, rather, interviewers field coded the activities mentioned by respondents. Respondents could mention more than one activity. Respondents who searched on their own reported on average doing two types of search activities. Of the respondents who reported that they searched on their own, three-fourths said that they had looked at ads to find an apartment. Half made calls to landlords. See Table 46. Data from respondents who chose a Section 8/HCV, were lease compliant, had either started looking, found an apartment, or moved, and reported searching for an apartment on their own at Question 54 are shown in Table 46.

Q. 55 What did you do on your own to try to find an apartment?

Table 46: Leaseholder's own efforts to find an apartment.

Q. 55	Total NUMBER (%)	Building Year	
		2002 NUMBER (%)	2003 NUMBER (%)
Looked at ads	213 (74.7)	160 (72.8)	53 (81.1)
Talked to people	108 (37.8)	77 (35.2)	30 (46.2)
Drove around	108 (38.0)	84 (38.5)	24 (36.3)
Made calls to landlords	142 (50.0)	104 (47.6)	38 (57.8)

Observations excluded due to missing data: 4.

As noted above, Table 46 shows that half of the respondents who searched on their own volunteered that they made calls to landlords when asked what they did on their own to try to find an apartment. The next question in the questionnaire was directed to those who did not report making such calls. They were asked directly, "Did you make any calls to landlords to ask about available apartments?" and about three-fourths of them said they did. Therefore, combining these reports of making calls to landlords reveals that 88 percent of respondents who searched for an apartment on their own made calls to landlords.

The lease compliant leaseholders in both the 2002 and 2003 buildings then reported the number of apartments that they called about. More than a third (37.3%) reported calling about between 1 and 5 apartments. Another 28 percent called about between 6 and 10 apartments and nearly 35 percent reported calling about more than 10 apartments. See Table 47. Data from respondents who chose a Section 8/HCV, were lease compliant, had either started looking, found an apartment, or moved, and reported making calls to landlords at either Question 55 or Question 56 are shown in Table 47.

Q. 57 How many different apartments did you call about?
---



Table 47: Number of apartments called about.

Q. 57	Total NUMBER (%)	Building Year	
		2002 NUMBER (%)	2003 NUMBER (%)
1-5 apartments	89 (37.3)	70 (38.6)	19 (33.2)
6-10 apartments	66 (28.0)	53 (29.4)	13 (23.5)
More than 10 apartments	83 (34.7)	58 (32.0)	25 (43.3)
Total	239 (100)	182 (100)	57 (100)

Observations excluded due to missing data and don't know response: 16.

Respondents were then asked how many apartments they saw on their own. About 6 percent of building year 2002 leaseholders and 10 percent of building year 2003 leaseholders reported seeing no apartments on their own. Nearly 62 percent of 2002 movers and 54 percent of 2003 movers reported seeing 1 to 5 apartments on their own. About 10 percent overall saw more than 10 apartments. See Table 48. Data from respondents who chose a Section 8/HCV, were lease compliant, had either started looking, found an apartment, or moved, and who reported searching for an apartment on their own at Question 54 are shown in Table 48.

Q. 58 How many apartments did you see on your own?

Table 48: Number of apartments seen on own.

Q. 58	Total NUMBER (%)	Building Year	
		2002 NUMBER (%)	2003 NUMBER (%)
0	20 (7.1)	13 (6.1)	7 (10.4)
1-5 apartments	170 (60.1)	135 (61.9)	34 (53.8)
6-10 apartments	65 (23.2)	49 (22.5)	16 (25.3)
More than 10 apartments	27 (9.7)	21 (9.4)	7 (10.4)
Total	282 (100)	218 (100)	64 (100)

Observations excluded due to missing data: 7.

Respondents who reported getting help from the Relocation Counselor and looking on their own were then asked whether they preferred to have the Relocation Counselor show them apartments or to look at apartments by themselves. Nearly 70 percent of 2002 movers and over 56 percent of 2003 movers reported that they preferred for the Relocation Counselor to show them the units rather than to see them on their own. See Table 49. Data from respondents who chose a Section 8/HCV, were lease compliant, had either started looking, found an apartment, or moved, reported getting help from the Relocation Counselor at Question 38, and reported searching for an apartment on their own at Question 54 are shown in Table 49.

Q. 59 (IF R USED RELOCATION COUNSELOR AND ALSO SEARCHED ON THEIR OWN)  
(Did/do) you prefer to have the Relocation Counselor show you available units or (did/do) you prefer to look by yourself?

Table 49: Preferences for looking at apartments.

Q. 59	Total NUMBER (%)	Building Year	
		2002 NUMBER (%)	2003 NUMBER (%)
Prefer to have Relocation Counselor show me units	128 (67.9)	116 (69.4)	12 (56.4)
Prefer to look by myself	61 (32.1)	51 (30.6)	10 (43.6)
Total	189 (100)	167 (100)	22 (100)

Observations excluded due to missing data: 10.

To determine the percentage of these respondents who searched exclusively on their own, without the help of a Relocation Counselor, we cross-tabulated the responses to Question 38 with responses to Question 54. About 30 percent of those who searched on their own do so without getting help from the Relocation Counselor. See Table 50. Data from respondents who chose a Section 8/HCV and were lease compliant are shown in Table 50.

Table 50: Got help from Relocation Counselor sorted by searched on own.

Q. 54 Search on own without Relocation Counselor?	Q. 38 Get help from Relocation Counselor?		
	Total NUMBER (%)	Yes NUMBER (%)	No NUMBER (%)
Yes	286 (100)	199 (69.5)	87 (30.5)
No	100 (100)	93 (93.0)	7 (7.0)
Total	386 (100)	292 (75.6)	94 (24.4)

Observations excluded due to missing data or don't know response to Q. 38: 14.

Respondents who got help from the Relocation Counselor and who had either found an apartment or had already moved were asked how they found their apartment. Nearly three-fourths of 2002 respondents and about half of 2003 respondents reported that they found their apartment through the Relocation Counselor. See Table 51. Data from respondents who chose a Section 8/HCV, were lease compliant, and had either found an apartment or moved are shown in Table 51.

Q. 60 Now I want to know how you found the unit that you (will move to/are living in now). Did you find this apartment ...

Table 51: Found apartment through Relocation Counselor or on own.

Q. 60	Total NUMBER (%)	Building Year	
		2002 NUMBER (%)	2003 NUMBER (%)
Through the Relocation Counselor	126 (70.5)	118 (72.5)	8 (49.8)
Without the help of the Relocation Counselor	53 (29.5)	45 (27.5)	8 (50.2)
Total	178 (100)	163 (100)	15 (100)

Observations excluded due to missing data: 4.

Respondents who found their apartment through the Relocation Counselor were asked if they were alone or with a group when they found their unit. Three-fourths of the respondents in both groups went alone with the Relocation Counselor, rather than in a group, when they found their apartment. See Table 52. Data from respondents who chose a Section 8/HCV, were lease compliant, had either found an apartment or moved, and reported finding an apartment through the Relocation Counselor at Question 60 are shown in Table 52.

Q. 61 Did the counselor take you alone or with a group when you found your unit?

Table 52: Went alone or with a group.

Q. 61	Total NUMBER (%)	Building Year	
		2002 NUMBER (%)	2003 NUMBER (%)
Went alone with counselor	94 (75.7)	88 (75.7)	6 (75.2)
Went in group with counselor	30 (24.3)	28 (24.3)	2 (24.8)
Total	124 (100)	116 (100)	8 (100)

Observations excluded due to missing data: 2.

## 2.5.4 OVERALL DIFFICULTIES EXPERIENCED DURING RELOCATION

At the end of the sequence of questions about finding an apartment, respondents were asked how easy or difficult the process had been overall, and, if they experienced difficulty, what the most difficult aspect of the process was. Over half of the 2002 respondents said the move was either very easy or somewhat easy while less than a third of the 2003 respondents felt that way. See Table 53. Data from respondents who chose a Section 8/HCV and were lease compliant are shown in Table 53.

Q. 68 Overall, how easy or difficult (was the relocation process/has the relocation process been)? (Was it/Has it been) . . .

Table 53: Overall ease or difficulty of relocation process.

Q. 68	Total NUMBER (%)	Building Year	
		2002 NUMBER (%)	2003 NUMBER (%)
Very easy	130 (27.4)	111 (32.2)	19 (14.6)
Somewhat easy	107 (22.6)	84 (24.6)	23 (17.5)
Neither easy nor difficult	91 (19.2)	54 (15.8)	36 (27.9)
Somewhat difficult	88 (18.6)	57 (16.5)	31 (24.2)
Very difficult	58 (12.2)	37 (10.8)	21 (15.9)
Total	473 (100)	343 (100)	130 (100)

Observations excluded due to missing data: 10.

Respondents who thought the process was either somewhat or very difficult were asked to describe the most difficult aspect of the process. Respondents could give more than one answer. A smaller proportion of 2002 movers thought the process was confusing compared to 2003 movers (12.4% compared to 35.8%). Nearly 29 percent of 2002 movers said they did not have enough time, while less than 6 percent of 2003 movers felt that way. This is consistent with the fact that the 2002 building leaseholders were generally further along in the relocation process at the time of the interview. Nearly two-thirds of all respondents used the other (specify) opportunity to describe what they felt was the most difficult aspect of the relocation process. The three most frequently cited other aspects were 1) difficulty with the packing and moving process, 2) difficulty finding a suitable apartment, and 3) difficulty getting enough help. Examples of verbatim responses coded as difficulty packing and moving include “movers

breaking things” and “had to do an extra move before my permanent move.” Examples of verbatim responses coded as difficulty finding a suitable apartment include “trying to find a unit that would accept kids” and “finding a place where store and Laundromat are close by.” Examples of verbatim responses coded as getting enough help include “no one can give us straight answers,” “no one will call us back” and “nobody got in touch with me.” See Table 54 below. Data from respondents who chose a Section 8/HCV, were lease compliant, and reported that the relocation process was either somewhat or very difficult at Question 68 are shown in Table 54.

Q. 69 What (was/has been) most difficult about the relocation process?

Table 54: Most difficult aspect of relocation process.

Q. 69	Total NUMBER (%)	Building Year	
		2002 NUMBER (%)	2003 NUMBER (%)
Process confusing	30 (21.0)	11 (12.4)	19 (35.8)
Not enough time	29 (20.3)	26 (28.8)	3 (5.5)
Didn't want to move	9 (6.3)	6 (6.7)	3 (5.7)
Something else	91 (63.7)	59 (64.6)	32 (62.2)

Observations excluded due to missing data: 3.



## **ENDNOTES**

1. The Central Advisory Council (CAC) members are Local Area Council presidents and others whose responsibilities include discussing and addressing the issues related to the public housing resident population.
2. Local Area Councils (LACs) include public housing residents. Each development has an LAC and each LAC has a president. The LACs address issues and concerns of residents in the associated developments.
3. Non-compliant leaseholders are either “curable” or “non-curable.” Curable leaseholders work toward being lease-compliant by correcting the problem that rendered them non-compliant. Typical cures include getting on a payment plan to pay an overdue utility bill, working with the property manager to correct a housekeeping problem, or working with a service connector program to more effectively manage the household budget. Curable leaseholders are given 180 days to become lease compliant. Non-compliant but curable leaseholders who chose a Housing Choice Voucher only become eligible for the Housing Choice Voucher when they become lease compliant. Non-curable leaseholders are not eligible for either a new or rehabilitated CHA unit or a Housing Choice Voucher.
4. CHA Leaseholder Housing Choice and Relocation Rights Contract, October 17, 2000. Subsection 1 a-h, pages 2-3.



# **Appendix A**

## **Resident Relocation Survey**

# ***Resident Relocation Survey***

## **Questionnaire**

# NORC

*A national organization for research  
at the University of Chicago*

***Conducted by  
A National Organization for Research  
at the University of Chicago***

FI Name: \_\_\_\_\_

FI ID #: \_\_\_\_\_

Start Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

*Affix Questionnaire Case ID Label Here*

6106 ■ *Resident Relocation Survey*

55 East Monroe, Suite 4800 ■ Chicago, IL 60603 ■ (866) 264-8222

## **Section 1: Informed Consent**

Hello, my name is \_\_\_\_\_ [INTERVIEWER NAME]. May I please speak with [LEASEHOLDER NAME]?

[TO THE LEASEHOLDER:]

Hello, my name is \_\_\_\_\_ [INTERVIEWER NAME]. I am from NORC, a National Organization for Research at the University of Chicago.

You are being asked to be part of a survey about the CHA's relocation project. People need to move out of their homes while their buildings are repaired or replaced. The MacArthur Foundation and the Chicago Housing Authority want to make sure that you are getting the help you need and that your rights as a leaseholder are respected.

We are asking all leaseholders who are relocating this year to complete the survey. The survey will take about 30 minutes. It is completely up to you to decide whether you want to do the survey. Whether or not you decide to participate, you will not lose any rights or services you are entitled to.

If you decide to participate, your answers will let us know if you are satisfied with how you are being treated during this time. Your answers may also be used to improve relocations that are planned for the future. During the survey, you may skip any question you do not want to answer and you may stop the interview at any time.

We will keep the information you give us private. The CHA will not be able to link your name with any answers you give. Any reports released on this survey will summarize the findings, without giving names or other information that would identify the respondents.

If you have any questions about this study or about the relocation project, please call our toll-free number, 1-866-264-8222. You can find this number in our brochure.

## Section 2: Assessment of Housing Choice

1. Earlier this year you completed a Housing Choice Survey, in which you selected the type of housing you want to relocate to. Which housing choice did you make? Did you choose...

A newly rehabilitated unit in Public Housing? ..... 1 → **GO TO Q3**  
 Section 8/Housing Choice voucher (READ IF NECESSARY:  
 either permanent or temporary with the right to  
 return to public housing) ..... 2  
 Unsubsidized living situation ..... 3 → **GO TO Q5**  
 DID NOT FILL OUT SURVEY..... 4  
 DONT KNOW ..... DK

2. I am going to read you some statements. Which statement best describes where you are in the process of finding an apartment?

### SHOWCARD A

I have not started looking for an apartment ..... 1 → **GO TO Q5**  
 I am looking for an apartment ..... 2 → **GO TO Q5**  
 I have found an apartment, but not yet moved in ..... 3 → **GO TO Q5**  
 I have already moved..... 4 → **GO TO Q5**

3. Have you already been relocated this year to another unit in public housing?

YES..... 1  
 NO (R IS IN ORIGINAL UNIT) ..... 2

4. I am going to read you some statements. Which statement best describes where you are in the process of moving to a newly rehabilitated unit in public housing?

I am waiting for my unit to be ready ..... 1  
 I have already moved to a newly  
 rehabilitated public housing unit..... 2

## Section 3: Services

Now I will ask you about some services available to help you in your move.

5. The relocation coach is a resident in a CHA building who was trained by the CHA to answer questions about the relocation process. (Does/Did) your CHA building have a relocation coach?

YES..... 1  
 NO ..... 2  
 DONT KNOW ..... DK  
 REFUSED..... REF

6. (Have/Did) you ever contact(ed) your Service Connector?

YES..... 1  
 NO ..... 2  
 DONT HAVE A SERVICE CONNECTOR ..... 3 → GO TO Q9  
 DONT KNOW ..... DK  
 REFUSED..... REF

7. Since January 1<sup>st</sup> of this year, that is during 2002, did your Service Connector ever contact you?

YES..... 1  
 NO ..... 2  
 DONT KNOW ..... DK  
 REFUSED..... REF

8. IF R ANSWERS "YES" TO Q6 OR Q7 Was the Service Connector helpful?

YES..... 1  
 NO ..... 2  
 DONT KNOW ..... DK  
 REFUSED..... REF

9. The Good Neighbor Clinic was designed to help you learn about maintaining a home. Have you ever attended a Good Neighbor Clinic?

YES..... 1  
 NO ..... 2 → GO TO Q13  
 DONT KNOW ..... DK → GO TO Q13  
 REFUSED..... REF → GO TO Q13

10. Was the Good Neighbor Clinic helpful?

YES..... 1  
 NO ..... 2  
 DONT KNOW ..... DK → GO TO Q12  
 REFUSED..... REF → GO TO Q13

11. In what ways was the Good Neighbor Clinic (helpful/not helpful)?

12. How can the Good Neighbor Clinic be improved?

13. Now I would like to ask you about the property manager of the CHA building that you (live in now/lived in before you moved to your apartment). That is, the building at [FILL: ADDRESS]. Please answer "yes" or "no" to each question.

	YES	NO	DON'T KNOW
A. (Has/Did) the property manager maintain(ed) the building well? .....	1	2	DK
B. (Is/Was) the property manager too lenient in enforcing building rules? .....	1	2	DK
C. (Is/Was) the property manager fair in handling lease compliance issues? .....	1	2	DK
D. (Has/Did) the property manager adequately explain(ed) lease compliance? .....	1	2	DK

Now I would like to ask you a few questions about the 90-day notice. This is a notice you should have received telling you when you must leave your unit at [FILL: ADDRESS].

14. Did you get your 90-day notice?

YES..... 1  
 NO ..... 2  
 MOVED OUT BEFORE 90-DAY NOTICE WAS ISSUED ..... 3  
 DONT KNOW/DONT REMEMBER ..... DK  
 REFUSED..... REF

15. Did you know that you were going to get a 90-day notice?

YES..... 1  
 NO ..... 2  
 DONT KNOW ..... DK  
 REFUSED..... REF

**IF Q.14 IS 2, 3, DK, OR REF, GO TO Q.17.**

16. The 90-day notice can be difficult to read. We want to know what people understand about this notice. I am going to read you some statements. Please tell me if each statement about the 90-day notice is true. Is it true that... ?

	TRUE	FALSE	DON'T KNOW
A. You have 90 days until you must move .....	1	2	DK
B. The 90-day notice will supply you with an address to move to .....	1	2	DK
C. You can request transportation to inspect the unit you have been offered.....	1	2	DK
D. You are not given grievance rights with the 90-day notice .....	1	2	DK

17. When (will/was) your building at [FILL: ADDRESS] (be) closed?

DATE: \_\_\_\_\_(VERBATIM)

DONT KNOW ..... DK

REFUSED..... REF

## SHOWCARD B

<b>18.</b> Did you contact any of the following people after you received the 90-day notice? <i>CIRCLE ONE</i> ↓	<b>19.</b> IF YES TO Q18 Why did you contact that person?					
	TO ASK QUESTIONS	DIDN'T UNDERSTAND THE 90-DAY NOTICE	TO SCHEDULE A MOVE	TO TRY TO BECOME LEASE COMPLIANT	TO TRY TO FIND OUT ABOUT A SECTION 8/ HOUSING CHOICE VOUCHER	TO TRY TO FIND AN APARTMENT
	1	2	3	4	5	6
<b>A.</b> Service Connector      YES    NO	OTHER (SPECIFY) _____					
	1	2	3	4	5	6
<b>B.</b> Relocation Counselor      YES    NO	OTHER (SPECIFY) _____					
	1	2	3	4	5	6
<b>C.</b> Property Manager      YES    NO	OTHER (SPECIFY) _____					
	1	2	3	4	5	6
<b>D.</b> The CHA      YES    NO	OTHER (SPECIFY) _____					
	1	2	3	4	5	6
<b>E.</b> CHAC Office      YES    NO	OTHER (SPECIFY) _____					
	1	2	3	4	5	6
<b>F.</b> Someone else      YES    NO	OTHER (SPECIFY) _____					

**SKIP: IF RESPONDENT IS WAITING TO MOVE TO NEWLY REHABILITATED PUBLIC HOUSING, → GO TO SECTION 5 (Q22).**

**SKIP: IF RESPONDENT HAS ALREADY MOVED TO NEWLY REHABILITATED PUBLIC HOUSING, → GO TO SECTION 4 (Q20).**

**SKIP: IF RESPONDENT CHOSE SECTION 8... .AND HAS NOT STARTED LOOKING FOR AN APARTMENT OR IS CURRENTLY LOOKING FOR AN APARTMENT → GO TO SECTION 5 (Q22).**

**SKIP: IF RESPONDENT CHOSE SECTION 8... AND HAS FOUND AN APARTMENT OR HAS MOVED → GO TO SECTION 6 (Q25).**

**SKIP: IF Q.1 IS 3 THEN GO TO Q.70**



## Section 4: Rehabilitated CHA Public Housing

**20.** Did you see your unit or any other unit in the development before you moved there?

YES..... 1 → GO TO Q25  
NO ..... 2  
DONT KNOW ..... DK → GO TO Q25  
REFUSED..... REF → GO TO Q25

**21.** Why did you not see any units in your development before moving there?

*CODE ALL THAT APPLY*

WAS NOT GIVEN THE OPPORTUNITY..... 1 → GO TO Q25  
DID NOT ASK TO SEE THEM..... 2 → GO TO Q25  
DID NOT HAVE TIME..... 3 → GO TO Q25  
WAS UNABLE TO GET THERE (NO TRANSPORTATION)..... 4 → GO TO Q25  
OTHER (SPECIFY) ..... 5 → GO TO Q25

## Section 5: Lease Compliance

22. Are you lease compliant?

YES..... 1 → GO TO Q25  
NO ..... 2  
DONT KNOW ..... DK → GO TO Q25  
REFUSED..... REF → GO TO Q25

23. People who are non lease compliant are either curable or non-curable. Which status are you?

CURABLE ..... 1  
NONCURABLE ..... 2 → SKIP TO Q70  
DONT KNOW ..... DK → GO TO Q25  
REFUSED..... REF → GO TO Q25

24. What steps are you taking to become lease compliant?

*CODE ALL THAT APPLY*

WORKING WITH THE SERVICE CONNECTOR ..... 1  
WORKING WITH THE PROPERTY MANAGER ..... 2  
GETTING ON A PAYMENT PLAN..... 3  
NONE ..... 4  
DONT KNOW ..... DK  
REFUSED ..... REF

## Section 6: Relocation Preferences

25. I am going to read several statements about housing options. Please tell me if you think each statement is true or false.

	TRUE	FALSE	DON'T KNOW
A. Leaseholders may only relocate in public housing.	1	2	DK
B. Leaseholders may only take a Section 8/Housing Choice voucher.	1	2	DK
C. Leaseholders may choose to relocate in public housing or take a Section 8/Housing Choice voucher.	1	2	DK
D. Leaseholders can move temporarily with a Section 8/Housing Choice voucher and move back permanently to public housing.	1	2	DK
E. Leaseholders have no choices; the CHA will choose where they live.	1	2	DK

26. (Do/Did) you want to move out of public housing?

YES.....	1	
NO .....	2	→ GO TO Q28
DONT KNOW .....	DK	→ GO TO SKIP INSTRUCTIONS AFTER Q28
REFUSED.....	REF	→ GO TO SKIP INSTRUCTIONS AFTER Q28

27. What are the main reasons you (want/wanted) to move?

CODE AND GO TO SKIP INSTRUCTIONS AFTER Q28

CODE ALL THAT APPLY

BETTER SCHOOLS FOR MY CHILDREN.....	1
TO BE NEAR MY JOB.....	2
TO HAVE BETTER TRANSPORTATION.....	3
TO GET A JOB.....	4
TO GET AWAY FROM DRUGS AND GANGS.....	5
TO GET AWAY FROM CRIME AND VIOLENCE .....	6
TO GET A BIGGER OR BETTER APARTMENT.....	7
TO BE NEAR MY FAMILY.....	8
OTHER (SPECIFY) .....	9
DONT KNOW .....	DK
REFUSED.....	REF

28. What are the main reasons you (do/did) not want to move out of public housing?

**CODE AND GO TO SKIP INSTRUCTIONS AFTER Q28**

CODE ALL THAT APPLY

TO STAY CLOSE TO MY FAMILY/FRIENDS.....	1
TO KEEP MY CHILDREN IN THE SAME SCHOOL.....	2
TO KEEP MY CHILDREN IN CHILDCARE.....	3
TO STAY NEAR MY JOB.....	4
TO STAY NEAR TRANSPORTATION.....	5
AFRAID OF ENCOUNTERING DISCRIMINATION.....	6
LONG TERM RESIDENT .....	7
SAFETY/VIOLENCE IN NEW NEIGHBORHOOD .....	8
OTHER (SPECIFY) .....	9
DONT KNOW .....	DK
REFUSED.....	REF

**SKIP: IF R CHOSE PUBLIC HOUSING, GO TO SECTION 9 (Q73).**

**SKIP: IF R CHOSE SECTION 8 AND HAS FOUND AN APARTMENT OR ALREADY MOVED, GO TO SECTION 7 (Q35).**

**SKIP: IF R CHOSE SECTION 8 AND HAS NOT STARTED LOOKING OR IS CURRENTLY LOOKING FOR AN APARTMENT, GO TO Q29.**

29. In what kind of neighborhood (would/did) you most like to live? One that is ...

**SHOWCARD C**

Mostly African American,.....	1
Mostly Hispanic,.....	2
Mostly White, .....	3
A mix of African American and White, .....	4
A mix of African American and Hispanic, .....	5
A mix of Hispanic and White, or .....	6
A mix of African American, Hispanic, and White? .....	7
OTHER (SPECIFY) .....	8
DOESNT MATTER/DONT CARE .....	9
DONT KNOW .....	DK
REFUSED .....	REF

30. How would you feel about living in a neighborhood where *more than half* of the people earn more money than you do? Would you say ...

**SHOWCARD D**

Very good .....	1
Good.....	2
Not sure .....	3
Bad or Very bad? .....	4
DONT KNOW .....	DK
REFUSED .....	REF
Very Bad ... ..	5

31. How willing are you to move to an area where you have never lived before? Would you say...

**SHOWCARD E**

- Very willing,..... 1 → **GO TO Q33**  
 Somewhat willing, ..... 2 → **GO TO Q33**  
 Neither willing nor unwilling, ..... 3 → **GO TO Q33**  
 Somewhat unwilling, or ..... 4  
 Very unwilling?..... 5  
 DONT KNOW ..... DK → **GO TO Q33**  
 REFUSED ..... REF → **GO TO Q33**

32. What are your main concerns about moving into an area where you have never lived before?

*CODE ALL THAT APPLY*

- LEAVING FAMILY AND FRIENDS..... 1  
 CHILDREN GOING TO A NEW SCHOOL ..... 2  
 CHILDREN CHANGING OR LOSING CHILDCARE..... 3  
 BEING FAR AWAY FROM MY JOB ..... 4  
 BEING FAR FROM TRANSPORTATION..... 5  
 AFRAID OF ENCOUNTERING DISCRIMINATION..... 6  
 SAFETY/VIOLENCE IN NEW NEIGHBORHOOD ..... 7  
 NOT KNOWING AREA/UNFAMILIAR/UNEASE..... 8  
 OTHER (SPECIFY) ..... 9  
 NO CONCERNS ..... 10  
 DONT KNOW ..... DK  
 REFUSED..... REF

33. The Relocation Counselor is the representative from E. F. Ghoughan or Changing Patterns who offers CHA residents help in finding an apartment. Did you tell the Relocation Counselor about the kind of neighborhood you want(ed) to live in?

- YES..... 1 → **GO TO Q35**  
 NO ..... 2  
 DONT KNOW ..... DK → **GO TO Q35**  
 REFUSED..... REF → **GO TO Q35**  
 DOES NOT APPLY/DID NOT WORK WITH COUNSELOR ..... NA → **GO TO Q35**

34. Why not?

## Section 7: Finding An Apartment

Now I will ask you about the process of finding an apartment.

**IF NOT YET STARTED LOOKING, GO TO Q64.**

**35.** When did you start looking for an apartment?

AFTER EVENT \_\_\_\_\_ OR  
\_\_\_\_\_ DAYS/MONTHS/WEEKS AGO [CIRCLE ONE]

**36.** (Did/Have) you specify(ied) particular cities or neighborhoods that you want(ed) to live in?

YES..... 1  
NO ..... 2 → **GO TO Q38**  
DONT KNOW ..... DK → **GO TO Q38**  
REFUSED..... REF → **GO TO Q38**

**37.** What city or neighborhood did you specify?

\_\_\_\_\_ (RECORD VERBATIM)  
DONT KNOW ..... DK

**38.** [READ IF NECESSARY: The Relocation Counselor is the representative from E. F. Goughan or Changing Patterns who offers CHA residents help in finding an apartment.] When looking for apartments, did you get the help of the Relocation Counselor?

YES..... 1 → **IF MOVED, FOUND  
BUT NOT MOVED, OR  
LOOKING, GO TO Q40**  
NO ..... 2  
DONT KNOW ..... DK → **GO TO Q54**  
REFUSED..... REF → **GO TO Q54**

**39.** Why did you not use the help of a Relocation Counselor?

**SKIP: IF MOVED OR FOUND BUT NOT MOVED, GO TO Q42.**

**SKIP: IF LOOKING, GO TO Q54.**

40. **IF R SPECIFIED A CITY OR NEIGHBORHOOD IN Q37** Did the Relocation Counselor show you apartments in [FILL: AREA NAMED IN Q37]?

YES..... 1  
NO ..... 2  
DONT KNOW ..... DK  
REFUSED..... REF

41. How many times have you talked with a Relocation Counselor?

**READ CATEGORIES IF NECESSARY**

NEVER ..... 1  
ONCE ..... 2  
2 TO 5 TIMES ..... 3  
6 TO 10 TIMES ..... 4  
MORE THAN 10 TIMES ..... 5  
DONT KNOW ..... DK  
REFUSED..... REF

**SKIP: IF R IS LOOKING FOR AN APARTMENT, GO TO Q50.**

42. Once you started looking for an apartment how long did it take you to find the one that you (moved to/will move to)?

\_\_\_\_\_ DAYS/MONTHS [CIRCLE ONE] → **IF R HAS ALREADY MOVED, GO TO Q48.**

43. Have you signed a lease for your new unit?

YES..... 1 → **GO TO Q45**  
NO ..... 2  
DONT KNOW ..... DK → **GO TO Q45**  
REFUSED..... REF → **GO TO Q45**

44. When do you expect to sign the lease?

\_\_\_\_\_ DAYS/WEEKS [CIRCLE ONE] OR \_\_\_\_/\_\_\_\_/\_\_\_\_ DATE

DONT KNOW ..... DK

45. Have you gotten your keys?

YES..... 1  
NO ..... 2 → **GO TO Q47**  
DONT KNOW ..... DK → **GO TO Q47**  
REFUSED..... REF → **GO TO Q47**

46. When did you get your keys?

\_\_\_\_\_ DAYS/WEEKS [CIRCLE ONE] AGO OR \_\_\_\_\_ DATE

DONT KNOW ..... DK

REFUSED..... REF

**SKIP: IF R HAS NOT YET MOVED BUT GOT KEYS MORE THAN TWO WEEKS AGO, GO TO Q49. IF GOT KEYS TWO WEEKS AGO OR LESS, GO TO Q50.**

47. When do you expect to get the keys?

\_\_\_\_\_ DAYS/WEEKS [CIRCLE ONE] OR \_\_\_\_/\_\_\_\_/\_\_\_\_ DATE → GO TO Q50

DONT KNOW ..... DK → GO TO Q50

REFUSED..... REF → GO TO Q50

48. How soon after you signed your lease and got your keys did you move in?

ONE WEEK OR LESS..... 1 → GO TO Q50

TWO WEEKS OR LESS..... 2 → GO TO Q50

FOUR WEEKS OR LESS..... 3

MORE THAN FOUR WEEKS..... 4

DONT KNOW ..... DK → GO TO Q50

REFUSED..... REF → GO TO Q50

49. **READ QUESTION THAT APPLIES.** Why was it not possible for you to move sooner? / Why have you not been able to move yet?

TOOK TIME TO SET UP A MOVE APPOINTMENT WITH CHA .... 1

INCONVENIENT TO MOVE EARLIER ..... 2

FAMILY/PERSONAL EVENTS..... 3

NEED TIME TO PACK..... 4

DIDNT WANT TO LEAVE UNTIL IT WAS NECCESARY ..... 5

GETTING TO WORK WAS EASIER FROM OLD RESIDENCE .... 6

UNIT WAS NOT AVAILABLE SOONER..... 7

**SKIP: IF R GOT HELP FROM RELOCATION COUNSELOR, GO TO Q50.**

**SKIP: IF R DID NOT GET HELP FROM RELOCATION COUNSELOR, GO TO Q54.**



50. [READ IF NECESSARY: You told me that you worked with a Relocation Counselor to help plan your move.] How many apartment listings did the Relocation Counselor give you?

\_\_\_\_\_ NUMBER OF LISTINGS → IF ZERO, SKIP TO Q54

51. How many of these listings did the Relocation counselor take you to see?

\_\_\_\_\_ NUMBER OF LISTINGS

52. How many of these listings did you go to see on your own?

\_\_\_\_\_ NUMBER OF LISTINGS

**SKIP: IF R IS STILL LOOKING FOR APARTMENT, GO TO Q53.  
IF R HAS FOUND AN APARTMENT OR ALREADY MOVED,  
GO TO Q54.**

53. Why did you decide not to take any of the apartments that the Relocation Counselor told you about?

BAD NEIGHBORHOOD ..... 1  
LANDLORD WONT ACCEPT CHILDREN ..... 2  
TOO EXPENSIVE ..... 3  
APARTMENT IN POOR CONDITION..... 4  
DID NOT LIKE THE APARTMENT ..... 5  
OTHER (SPECIFY BELOW)..... 6

54. (Did/Have) you search(ed) for apartments on your own, without the help of the Relocation Counselor?

YES ..... 1  
NO ..... 2 → GO TO Q59  
DONT KNOW ..... DK  
REFUSED..... REF

55. What did you do on your own to try to find an apartment?

*CODE ALL THAT APPLY*

LOOKED AT ADS ..... 1  
TALKED TO PEOPLE ..... 2  
DROVE AROUND..... 3  
MADE CALLS TO LANDLORDS ..... 4 → GO TO Q57

56. Did you make telephone calls to landlords to ask about available apartments?

YES..... 1  
NO ..... 2 → GO TO Q58  
DONT KNOW ..... DK → GO TO Q58  
REFUSED..... REF → GO TO Q58

57. How many different apartments did you call about? \_\_\_\_\_

58. How many apartments did you see on your own? \_\_\_\_\_

**IF R ANSWERED NO TO Q38 (THAT IS, GOT NO HELP FROM  
RELOCATION COUNSELOR) GO TO Q62. ELSE GO TO Q59.**

59. **IF R USED RELOCATION COUNSELOR AND ALSO SEARCHED ON THEIR OWN** (Did/do) you  
prefer to have the Relocation Counselor show you available units or (did/do) you prefer to look by  
yourself?

RELOCATION COUNSELOR SHOW ME UNITS ..... 1  
BY MYSELF..... 2

**IF R IS STILL LOOKING FOR AN APARTMENT, GO TO Q63.**

**IF R HAS FOUND APARTMENT OR HAS ALREADY MOVED, GO TO Q60.**

60. Now I want to know how you found the unit that you (will move to/are living in now). Did you find this  
apartment ...

Through the Relocation Counselor, or..... 1  
Without the help of the Relocation Counselor? ..... 2 → GO TO Q62

61. Did the counselor take you alone or with a group when you found your unit?

WENT ALONE WITH COUNSELOR..... 1  
WENT IN GROUP WITH COUNSELOR ..... 2

62. Why did you decide to live in the place that you chose?

CODE ALL THAT APPLY

PRESSURE FROM THE COUNSELING AGENCY.....	1
BETTER SCHOOLS FOR MY CHILDREN.....	2
FAMILY OR FRIENDS NEARBY .....	3
CONVENIENT LOCATION.....	4
TO BE NEAR MY JOB.....	5
TO GET A JOB.....	6
I LIKED THE APARTMENT .....	7
TO GET A BIGGER OR BETTER APARTMENT.....	8
THIS WAS THE ONLY UNIT AVAILABLE.....	9
AFFORDABLE RENT.....	10
TO HAVE BETTER TRANSPORTATION.....	11
TO GET AWAY FROM DRUGS AND GANGS .....	12
OTHER/SPECIFY .....	13
DONT KNOW .....	DK

# SHOWCARD F

63. In going to read a list of factors that may or may not affect someone who is looking for an apartment to rent with a Section 8/Housing Choice certificate or voucher. Please think about your situation and tell me if you have experienced a big problem, some problem, or no problem at all when you were looking for a place to live.

	BIG PROBLEM	SOME PROBLEM	NO PROBLEM	DON'T KNOW	REFUSED
A. Finding a place with enough bedrooms. Would you say that's a ...	1	2	3	DK	REF
B. Finding a place that you like. Would you say that's a ...	1	2	3	DK	REF
C. Finding place that will pass Section 8/Housing Choice inspection.	1	2	3	DK	REF
D. Finding landlords that will accept Section 8/Housing Choice vouchers.	1	2	3	DK	REF
E. Knowing how to look for a new apartment.	1	2	3	DK	REF
F. Not having access to transportation for apartment hunting.	1	2	3	DK	REF
G. Having a disability or other physical problem that makes it hard to search.	1	2	3	DK	REF
H. Finding childcare so you can look for housing.	1	2	3	DK	REF
I. Discrimination because of your race.	1	2	3	DK	REF
J. Landlords who do not want to rent to families with children.	1	2	3	DK	REF
K. Discrimination because you are coming from CHA public housing.	1	2	3	DK	REF
L. Taking time off from work to look for an apartment.	1	2	3	DK	REF
M. Anything else that was a problem for you in looking for an apartment? (SPECIFY) _____	1	2	3	DK	REF

64. Now I want to know what you (are/were) looking for in an apartment. (Are/were) you looking for an apartment with ...	YES	NO	DON'T KNOW	REFUSED
A. Owner supplied heat?	1	2	DK	REF
B. Carpet?	1	2	DK	REF
C. Air conditioning?	1	2	DK	REF
D. Paid utilities?	1	2	DK	REF
E. The presence of appliances?	1	2	DK	REF
F. Specific appliances? (SPECIFY)_____	1	2	DK	REF
G. Elevators?	1	2	DK	REF
H. Something else? (SPECIFY) _____	1	2	DK	REF

65. Who (did you/have you) work(ed) with during your relocation?

*CODE ALL THAT APPLY*

LAC PRESIDENT .....	1
RELOCATION COUNSELOR .....	2
RELOCATION COACH .....	3
PROPERTY MANAGER .....	4
RELOCATION DEPARTMENT.....	5
SERVICE CONNECTOR.....	6
SECTION 8 DEPARTMENT .....	7
FELLOW RESIDENTS .....	8
FAMILY MEMBERS .....	9
PEOPLE WHO HAVE ALREADY RELOCATED .....	10
ANYONE ELSE NOT MENTIONED.....	11
(SPECIFY)_____	
NO ONE.....	12 → GO TO Q67

66. ASK IF R NAMES MORE THAN ONE IN PREVIOUS QUESTION Of those, who (has been/was) the most helpful?

LAC PRESIDENT .....	1
RELOCATION COUNSELOR .....	2
RELOCATION COACH .....	3
PROPERTY MANAGER .....	4
RELOCATION DEPARTMENT.....	5
SERVICE CONNECTOR.....	6
SECTION 8 DEPARTMENT .....	7
FELLOW RESIDENTS .....	8
FAMILY MEMBERS .....	9
PEOPLE WHO HAVE ALREADY RELOCATED .....	10
ANYONE ELSE NOT MENTIONED.....	11
(SPECIFY)_____	
NO ONE.....	12

67. **IF R HAS MOVED** Now that you've moved, who do you continue to work with?

- LAC PRESIDENT ..... 1
- RELOCATION COUNSELOR ..... 2
- RELOCATION COACH ..... 3
- PROPERTY MANAGER ..... 4
- RELOCATION DEPARTMENT ..... 5
- SERVICE CONNECTOR..... 6
- SECTION 8 DEPARTMENT ..... 7
- FELLOW RESIDENTS ..... 8
- FAMILY MEMBERS ..... 9
- PEOPLE WHO HAVE ALREADY RELOCATED ..... 10
- ANYONE ELSE NOT MENTIONED..... 11
- NO ONE ..... 12

68. Overall, how easy or difficult (was the relocation process/has the relocation process been)?  
(Was it/Has it been) . . .

<b>SHOWCARD G</b>	Very easy..... 1	→ GO TO Q73
	Somewhat easy ..... 2	→ GO TO Q73
	Neither easy nor difficult..... 3	→ GO TO Q73
	Somewhat difficult ..... 4	
	Very difficult ..... 5	

69. What (was/has been) most difficult about the relocation process?

*CODE ALL THAT APPLY*

- THE PROCESS WAS CONFUSING..... 1 → GO TO Q73
- THERE WAS NOT ENOUGH TIME ..... 2 → GO TO Q73
- I JUST DIDNT WANT TO MOVE ..... 3 → GO TO Q73
- OTHER (SPECIFY) ..... 4 → GO TO Q73

## Section 8: Leaseholders Moving to Unsubsidized Housing

70. Have you found another place to live?

YES..... 1  
NO ..... 2 → GO TO Q72  
DONT KNOW ..... DK → GO TO Q72  
REFUSED..... REF → GO TO Q72

71. Where will you be living? → GO TO Q73

72. What steps are you taking to find another place to live?

## Section 9: Demographic Information

**73. CODE RESPONDENTS SEX (ASK IF UNCLEAR)**

MALE..... 1  
FEMALE..... 2

Now I have some questions about your background. We need this information to understand how the CHA Relocation Program has affected residents, that is, who was helped and who was not helped by the program.

**74. In what year were you born? |\_1\_|\_9\_|\_|\_|\_|**

**75. Do you consider yourself of Hispanic, Latino or of Spanish origin?**

YES..... 1  
NO ..... 2  
DONT KNOW ..... DK  
REFUSED..... REF

**76. What is your racial background?**

**SHOWCARD H**

WHITE ..... 1  
BLACK/AFRICAN AMERICAN..... 2  
ASIAN/PACIFIC ISLANDER..... 3  
ALASKAN NATIVE/AMERICAN (NATIVE) INDIAN..... 4  
OTHER (SPECIFY)..... 5  
REFUSED ..... REF

**77. What is the highest level of education you have completed?**

**SHOWCARD I**

EIGHTH GRADE OR LESS..... 1  
BEYOND EIGHTH GRADE BUT NOT  
HIGH SCHOOL GRADUATION..... 2  
GED..... 3  
HIGH SCHOOL GRADUATION..... 4  
TRADE OR VOCATIONAL SCHOOL..... 5  
ONE TO THREE YEARS OF COLLEGE ..... 6  
GRADUATED FOUR YEAR COLLEGE..... 7  
SOME GRADUATE EDUCATION..... 8  
GRADUATE DEGREE ..... 9  
POST GRADUATE EDUCATION..... 10  
REFUSED ..... REF



78. Are you currently married, widowed, divorced, separated, or have you never been married?

MARRIED .....	1
WIDOWED .....	2
DIVORCED .....	3
SEPARATED .....	4
NEVER MARRIED.....	5
REFUSED.....	REF

79. How many children under the age of 18 are currently living in your household?

\_\_\_\_\_ NUMBER OF CHILDREN

80. What was your total household income for 2001, including income from all sources? Was it...

**SHOWCARD J**

\$0-3,999 .....	1
\$4,000-7,999.....	2
\$8,000-15,999.....	3
\$16,000-27,999.....	4
\$28,000-35,999.....	5
Over \$36,000 .....	6
DONT KNOW .....	DK
REFUSED .....	REF

## Section 10: Locating Questions

NORC may wish to contact you again, to find out more about how the process went. For contacting purposes, we will need to ask for some personal identification information, including your Social Security Number. Providing this information is voluntary, you can decide not to provide it. NORC will use this information to locate you. NORC will not release any of your identifying information. NORC will only use this information to find you for the follow-up.

81. May I please have your full name, address, and phone number in case my office wants to call and verify that I was here? ASK MAIDEN NAME ALSO, IF NOT GIVEN

NAME \_\_\_\_\_  
 ADDRESS \_\_\_\_\_  
 CITY/STATE/ZIP \_\_\_\_\_  
 TELEPHONE \_\_\_\_\_  
 APARTMENT  
 NUMBER \_\_\_\_\_

82. May I please have your social security number?

			-			-				
--	--	--	---	--	--	---	--	--	--	--

83. Do you have a driver's license or a State Identification Card?

YES.....	1	
NO .....	2	→ GO TO Q86
DONT KNOW .....	DK	→ GO TO Q86
REFUSED.....	REF	→ GO TO Q86

84. What is your license number or state identification number?

\_\_\_\_\_

85. What state issued your license/state identification? \_\_\_\_\_

86. Thinking of all the people you know, either around here or elsewhere, who would be the one person you keep in touch with who would be most likely to know where you are? Can you give me their full name, address, and telephone number?

NAME \_\_\_\_\_  
 ADDRESS \_\_\_\_\_  
 CITY/STATE/ZIP \_\_\_\_\_  
 TELEPHONE \_\_\_\_\_  
 APARTMENT # \_\_\_\_\_

RELATIONSHIP  
TO R

87. Besides the person you just told me about, thinking of all the people you know, either around here or elsewhere, who would be the one person you keep in touch with who would be most likely to know where you are? Can you give me their full name, address, and telephone number?

NAME

ADDRESS

CITY/STATE/ZIP

TELEPHONE

APARTMENT #

RELATIONSHIP  
TO R

88. Is there anything else you want to tell me about the relocation process?

89. OTHER COMMENTS ON LOCATING RESIDENT

90. An Independent Monitor has been assigned to oversee the CHA Relocation effort. The monitor is Tom Sullivan from the Chicago law firm, Jenner and Block. The goal of the Independent Monitor is to evaluate the relocation effort to be sure that leaseholders are assisted and respected throughout the relocation process.

May we have your permission to give Mr. Sullivan your name so that he or a member of his staff can contact you about your relocation experiences? We also want to assure you that NORC will not link your name with the answers you gave us today in this questionnaire.

YES..... 1  
NO ..... 2

**Thank you for your participation.**

## **Appendix B**

### **Advance Letter**

Autumn, 2002

Dear Leaseholder:

There have been many reports in the news media about the Chicago Housing Authority's Plan for Transformation and the relocation of public housing residents. However, no one really knows what the relocation process is like better than you.

The residents of all buildings that will be closed in 2002 will be asked to participate in a study designed to collect information about resident relocation. The data from this study will be used to inform improvements to relocation; the improvements will help public housing residents who will be moving in future years.

To thank you for your participation we will give you \$10.00 when you complete the interview.

Your participation is completely voluntary, and you may refuse to answer any question or stop the interview at anytime without penalty to you. Your name and other identifying information will not be connected to the answers you provide and will not be known to anyone outside the research team.

If you have any questions please contact Ezella Pickett at (800) 743-4061.

Sincerely,

A handwritten signature in cursive script, reading "Catherine Haggerty", followed by a vertical line.

Catherine C. Haggerty  
Project Director

## **Appendix C**

### **RRS Brochure**

**A**s you know,  
public housing is changing. High  
rises are being closed and  
replaced with new communities for  
CHA residents. In order to  
redevelop these areas, residents  
need to move.

Interviewers from NORC would like  
to ask you about your experiences  
with relocation. Please take the  
time to talk with them.

This study is meant to help  
improve the relocation process for  
residents like you who will be  
relocating in future years. Your  
responses can greatly help  
improve the quality of this  
process.



## Where Can I Get More Information

For additional information,  
please contact:

**N O R C**  
*A national organization for research  
at the University of Chicago*

A National Organization for Research  
at the University of Chicago  
55 East Monroe Street, Suite 4800  
Chicago, IL 60603  
(866) 264-8222



This study is funded by the John D. and  
Catherine T. MacArthur Foundation.



# Resident Relocation Survey

**N O R C**  
*A national organization for research  
at the University of Chicago*

## What is the Resident Relocation Survey?

The Resident Relocation Survey is a study of the leaseholders who are relocating from CHA buildings. Interviewers from the National Opinion Research Center (NORC), a non-profit research center that is part of the University of Chicago will be speaking with you about your experiences with relocation.

## Why Me?

- We would like to get information that reflects the lives of all people involved in relocation.
- To get a true picture, it is important to hear from all leaseholders that are relocating.
- Only you, someone who has experienced relocation first-hand, can give us answers that could help improve the relocation process in the near future.

## What is the Purpose of the Study?



This study will:

- Help improve the relocation process for leaseholders like you that will be relocating in the future.
- Find out which CHA relocation services are helpful and which need improvement.

## YOU ARE VITAL TO THE SUCCESS OF THIS IMPORTANT STUDY.



- We will pay you \$10 for your time.
- This study is voluntary.
- This study is important.
- This study is confidential.
- You can stop at any time.
- It will take about 30 minutes.

## What Questions Will I Be Asked?

NORC interviewers will ask questions like:

- Did you choose to move out of, or stay in, public housing?
- What services did you find most helpful during your relocation?
- How easy or difficult was the relocation process?



**Appendix D**  
**IRB Certification Letter**

# INSTITUTIONAL REVIEW BOARD CERTIFICATION

## Notice of Full Board Approval

*Institutional Review Board  
1155 E. 60th Street  
Room 341A  
Chicago, IL 60637  
(773) 256-6302*

*Date: 13 September 2002*

Principal Investigator: Cathy Haggerty

Department: Economics

IRB Protocol Number: 020803

Protocol Title: *Resident Relocation Study*

This certifies that the research protocol and/or consent form described above has the full approval of the Institutional Review Board. All approved protocols are subject to an annual review by the Board.

The IRB recommended clarifying the wording of the consent and advance letter by adding NORC's name on the advance letter, clarifying the dates of the demolition and relocation, stating the possibility of emotional stress associated with discussing the relocation. Other suggestions include training interviewers about the importance of confidentiality and developing procedures for keeping questionnaires secure from the point of interview to the point of processing.

---

Signature of Chair

---

Date

Any change to this protocol must be submitted for review by the IRB. Approval is conditional on meeting the requirements for annual review.

**The renewal date for this protocol is 23 August 2003.**

## **Appendix E**

### **Completion Rate Table**



2002 Resident Relocation Survey

	Case Dispositions									
	In-Scope						Out-of-Scope			Total
	No Contact	Incapacitated	Refused	Partial Complete	Completed	% Completed *	Skipped	Evicted	Deceased	
ABLA	15	0	1	0	98	86.0	2	4	0	120
Bridgeport	7	0	3	0	96	90.6	1	1	2	110
Cabrini	2	0	1	0	44	93.6	0	0	2	49
Ickes Extension	11	1	0	0	89	88.1	9	0	0	110
Lowden	8	0	3	1	92	88.5	0	1	2	107
Robert Taylor Homes	25	1	3	1	161	84.3	4	2	2	199
Rockwell Gardens	0	0	1	0	137	99.3	5	0	0	143
Stateway Gardens	18	0	1	0	107	84.9	3	0	0	129
Washington Park	12	0	0	0	53	81.5	2	3	0	70
Wells Homes	4	0	0	0	39	90.7	0	0	0	43
Total	102	2	13	2	916	88.5	26	11	8	1080

\* Calculated as  $\frac{\text{Completes}}{\text{Total} - \text{OOS}}$

## **Appendix F**

### **Weighted Frequencies**

**Questionnaire Section 2: Assessment of Housing Choice**

		Responses		All cases	
		Count	Col %	Count	Col %
Q1 Housing Choice	Public Housing	336	36.6%	336	36.6%
	Section 8	572	62.4%	572	62.4%
	Unsubsidized	8	.9%	8	.9%
Total		916	100.0%	916	100.0%
Q2 Where in process of finding an apt.	Not started looking	123	21.5%	123	13.4%
	Looking	83	14.6%	83	9.1%
	Found but not moved	49	8.5%	49	5.3%
	Moved	316	55.4%	316	34.5%
	No answer			1	.1%
	Not Applicable			344	37.6%
Total		571	100.0%	916	100.0%
Q3 Located to another public housing unit?	Yes	180	54.6%	180	19.6%
	No	150	45.4%	150	16.4%
	No answer			6	.7%
	Not Applicable			580	63.4%
Total		330	100.0%	916	100.0%
Q4 Where in process of moving to a rehabbed unit	Waiting for unit to be ready	200	61.0%	200	21.9%
	Already moved	128	39.0%	128	14.0%
	No answer			7	.8%
	Not Applicable			580	63.4%
Total		329	100.0%	916	100.0%

**Questionnaire Section 3 : Services Part I**

		Responses		All cases	
		Count	Col %	Count	Col %
Q5 Building have a Relocation Coach?	Yes	548	60.0%	548	59.9%
	No	214	23.4%	214	23.4%
	Don't know	152	16.6%	152	16.5%
	No answer			2	.2%
Total		914	100.0%	916	100.0%
Q6 Contacted your Service Connector?	Yes	481	52.6%	481	52.5%
	No	405	44.3%	405	44.2%
	Don't have service connector	15	1.6%	15	1.6%
	Don't know	14	1.5%	14	1.5%
	No answer			1	.1%
Total		915	100.0%	916	100.0%
Q7 Service Connector contacted you?	Yes	510	56.7%	510	55.7%
	No	367	40.8%	367	40.0%
	Don't know	22	2.5%	22	2.4%
	No answer			1	.1%
	Refused			1	.1%
	Not Applicable			15	1.6%
Total		899	100.0%	916	100.0%
Q8 Service Connector helpful?	Yes	500	84.8%	500	54.6%
	No	80	13.5%	80	8.7%
	Don't know	10	1.7%	10	1.1%
	No answer			17	1.8%
	Not Applicable			310	33.8%
Total		590	100.0%	916	100.0%
Q9 Attended Good Neighbor Clinic?	Yes	646	70.6%	646	70.5%
	No	262	28.6%	262	28.6%
	Don't know	7	.8%	7	.8%
	No answer			1	.1%
Total		915	100.0%	916	100.0%
Q10 Good Neighbor Clinic helpful?	Yes	596	92.2%	596	65.1%
	No	46	7.2%	46	5.0%
	Don't know	4	.6%	4	.4%
	Not Applicable			270	29.5%
Total		646	100.0%	916	100.0%

**Questionnaire Section 3 : Services Part I**

		Responses		All cases	
		Count	Col %	Count	Col %
Q13A Property Manager maintained building well?	Yes	513	56.1%	513	56.0%
	No	389	42.5%	389	42.5%
	Don't know	13	1.4%	13	1.4%
	No answer			1	.1%
Total		915	100.0%	916	100.0%
Q13B Property Manager too lenient?	Yes	374	40.9%	374	40.8%
	No	514	56.3%	514	56.1%
	Don't know	26	2.8%	26	2.8%
	No answer			3	.3%
Total		913	100.0%	916	100.0%
Q13C Property Manager fair in lease compliance?	Yes	702	76.8%	702	76.7%
	No	179	19.5%	179	19.5%
	Don't know	33	3.6%	33	3.6%
	No answer			2	.2%
Total		914	100.0%	916	100.0%
Q13D Property Manager adequately explained lease compliance?	Yes	764	83.5%	764	83.5%
	No	138	15.0%	138	15.0%
	Don't know	13	1.4%	13	1.4%
	No answer			1	.1%
Total		915	100.0%	916	100.0%
Q14 Get 90-day notice?	Yes	454	74.9%	454	49.6%
	No	141	23.2%	141	15.4%
	Moved out before 90-day notice	6	1.0%	6	.7%
	Don't know	5	.8%	5	.6%
	Not Applicable			309	33.8%
Total		607	100.0%	916	100.0%
Q15 Know you were going to get 90-day notice?	Yes	413	70.9%	413	45.1%
	No	161	27.7%	161	17.6%
	Don't know	8	1.4%	8	.9%
	No answer			24	2.6%
	Not Applicable			309	33.8%
Total		583	100.0%	916	100.0%

**Questionnaire Section 3: Services Part II**

		Responses		All cases	
		Count	Col %	Count	Col %
Q16A True_False: You have 90-days to move	True	411	90.5%	411	44.8%
	False	37	8.1%	37	4.0%
	Don't know	6	1.3%	6	.7%
	No answer			1	.1%
	Not Applicable			462	50.4%
Total		454	100.0%	916	100.0%
Q16B True_False: 90-day notice will give you an address	True	349	76.9%	349	38.1%
	False	103	22.7%	103	11.3%
	Don't know	2	.4%	2	.2%
	Not Applicable			462	50.4%
Total		454	100.0%	916	100.0%
Q16C True_False: You can request transportation to inspect unit	True	378	83.1%	378	41.2%
	False	62	13.7%	62	6.8%
	Don't know	14	3.1%	14	1.6%
	Not Applicable			462	50.4%
Total		454	100.0%	916	100.0%
Q16D True_False: You are not given grievance rights	True	175	38.7%	175	19.2%
	False	238	52.4%	238	25.9%
	Don't know	40	8.9%	40	4.4%
	No answer			1	.1%
	Not Applicable			462	50.4%
Total		453	100.0%	916	100.0%
Q18 Contact Service Connector?	Yes	150	33.5%	150	16.4%
	No	299	66.5%	299	32.6%
	No answer			5	.6%
	Not Applicable			462	50.4%

**Questionnaire Section 3: Services Part II**

		Responses		All cases	
		Count	Col %	Count	Col %
Total		449	100.0%	916	100.0%
Q19 Why_To ask questions	Yes	66	44.1%	66	7.2%
	No	84	55.9%	84	9.2%
	Not Applicable			766	83.6%
Total		150	100.0%	916	100.0%
Q19 Why_didn't understand 90-day notice	Yes	8	5.4%	8	.9%
	No	142	94.6%	142	15.5%
	Not Applicable			766	83.6%
Total		150	100.0%	916	100.0%
Q19 Why_To schedule a move	Yes	28	18.6%	28	3.1%
	No	122	81.4%	122	13.4%
	Not Applicable			766	83.6%
Total		150	100.0%	916	100.0%
Q19 Why_To try to become lease compliant	Yes	8	5.6%	8	.9%
	No	142	94.4%	142	15.5%
	Not Applicable			766	83.6%
Total		150	100.0%	916	100.0%
Q19 Why_To try to find out about a section 8 voucher	Yes	7	4.8%	7	.8%
	No	143	95.2%	143	15.6%
	Not Applicable			766	83.6%
Total		150	100.0%	916	100.0%
Q19 Why_To try to find an apt.	Yes	22	14.4%	22	2.4%
	No	129	85.6%	129	14.1%
	Not Applicable			766	83.6%
Total		150	100.0%	916	100.0%
Q19 Why_Other	Yes	41	27.0%	41	4.4%
	No	110	73.0%	110	12.0%
	Not Applicable			766	83.6%
Total		150	100.0%	916	100.0%
Q18 Contact Relocation Counselor?	Yes	252	56.1%	252	27.5%
	No	197	43.9%	197	21.5%
	No answer			5	.6%
	Not Applicable			462	50.4%
Total		449	100.0%	916	100.0%
Q19 Why_To ask questions	Yes	84	33.9%	84	9.1%
	No	163	66.1%	163	17.8%
	No answer			5	.6%
	Not Applicable			664	72.5%
Total		247	100.0%	916	100.0%
Q19 Why_didn't understand 90-day notice	Yes	8	3.3%	8	.9%
	No	239	96.7%	239	26.1%
	No answer			5	.6%
	Not Applicable			664	72.5%
Total		247	100.0%	916	100.0%
Q19 Why_To schedule a move	Yes	47	18.9%	47	5.1%
	No	200	81.1%	200	21.9%
	No answer			5	.6%
	Not Applicable			664	72.5%
Total		247	100.0%	916	100.0%
Q19 Why_To try to become lease compliant	Yes	3	1.2%	3	.3%
	No	244	98.8%	244	26.6%
	No answer			5	.6%
	Not Applicable			664	72.5%
Total		247	100.0%	916	100.0%

**Questionnaire Section 3: Services Part III**

		Responses		All cases	
		Count	Col %	Count	Col %
Q19 Why_To try to find out about a section 8 voucher	Yes	25	10.0%	25	2.7%
	No	222	90.0%	222	24.3%
	No answer			5	.6%
	Not Applicable			664	72.5%



**Questionnaire Section 3: Services Part III**

		Responses		All cases	
		Count	Col %	Count	Col %
Total		247	100.0%	916	100.0%
Q19 Why_To try to find an apt.	Yes	96	39.0%	96	10.5%
	No	151	61.0%	151	16.4%
	No answer			5	.6%
	Not Applicable			664	72.5%
Total		247	100.0%	916	100.0%
Q19 Why_Other	Yes	42	16.9%	42	4.6%
	No	205	83.1%	205	22.4%
	No answer			5	.6%
	Not Applicable			664	72.5%
Total		247	100.0%	916	100.0%
Q18 Contact Property Manager?	Yes	221	49.0%	221	24.2%
	No	230	51.0%	230	25.1%
	No answer			3	.3%
	Not Applicable			462	50.4%
Total		451	100.0%	916	100.0%
Q19 Why_To ask questions	Yes	115	52.8%	115	12.5%
	No	103	47.2%	103	11.2%
	No answer			4	.4%
	Not Applicable			695	75.8%
Total		217	100.0%	916	100.0%
Q19 Why_didn't understand 90-day notice	Yes	4	1.9%	4	.5%
	No	213	98.1%	213	23.3%
	No answer			4	.4%
	Not Applicable			695	75.8%
Total		217	100.0%	916	100.0%
Q19 Why_To schedule a move	Yes	40	18.6%	40	4.4%
	No	177	81.4%	177	19.3%
	No answer			4	.4%
	Not Applicable			695	75.8%
Total		217	100.0%	916	100.0%
Q19 Why_To try to become lease compliant	Yes	11	5.2%	11	1.2%
	No	206	94.8%	206	22.5%
	No answer			4	.4%
	Not Applicable			695	75.8%
Total		217	100.0%	916	100.0%
Q19 Why_To try to find out about a section 8 voucher	Yes	11	5.2%	11	1.2%
	No	206	94.8%	206	22.5%
	No answer			4	.4%
	Not Applicable			695	75.8%
Total		217	100.0%	916	100.0%
Q19 Why_To try to find an apt.	Yes	29	13.4%	29	3.2%
	No	188	86.6%	188	20.5%
	No answer			4	.4%
	Not Applicable			695	75.8%
Total		217	100.0%	916	100.0%
Q19 Why_Other	Yes	54	24.7%	54	5.9%
	No	164	75.3%	164	17.9%
	No answer			4	.4%
	Not Applicable			695	75.8%
Total		217	100.0%	916	100.0%
Q18 Contact the CHA?	Yes	196	43.9%	196	21.4%
	No	250	56.1%	250	27.3%
	No answer			8	.9%
	Not Applicable			462	50.4%
Total		446	100.0%	916	100.0%
Q19 Why_To ask questions	Yes	104	53.1%	104	11.3%
	No	92	46.9%	92	10.0%
	No answer			1	.1%
	Not Applicable			720	78.6%
Total		195	100.0%	916	100.0%

**Questionnaire Section 3: Services Part III**

		Responses		All cases	
		Count	Col %	Count	Col %
Q19 Why_didn't understand 90-day notice	Yes	4	2.2%	4	.5%
	No	191	97.8%	191	20.8%
	No answer			1	.1%
	Not Applicable			720	78.6%
Total		195	100.0%	916	100.0%
Q19 Why_To schedule a move	Yes	42	21.7%	42	4.6%
	No	153	78.3%	153	16.7%
	No answer			1	.1%
	Not Applicable			720	78.6%
Total		195	100.0%	916	100.0%
Q19 Why_To try to become lease compliant	Yes	8	4.2%	8	.9%
	No	187	95.8%	187	20.4%
	No answer			1	.1%
	Not Applicable			720	78.6%
Total		195	100.0%	916	100.0%
Q19 Why_To try to find out about a section 8 voucher	Yes	10	5.2%	10	1.1%
	No	185	94.8%	185	20.2%
	No answer			1	.1%
	Not Applicable			720	78.6%
Total		195	100.0%	916	100.0%

**Questionnaire Section 3: Services Part IV**

		Responses		All cases	
		Count	Col %	Count	Col %
Q19 Why_To try to find an apt.	Yes	28	14.5%	28	3.1%
	No	167	85.5%	167	18.2%
	No answer			1	.1%
	Not Applicable			720	78.6%
Total		195	100.0%	916	100.0%
Q19 Why_Other	Yes	41	21.3%	41	4.5%
	No	154	78.7%	154	16.8%
	No answer			1	.1%
	Not Applicable			720	78.6%
Total		195	100.0%	916	100.0%
Q18 Contact CHAC office?	Yes	168	37.5%	168	18.3%
	No	279	62.5%	279	30.5%
	No answer			7	.8%
	Not Applicable			462	50.4%
Total		447	100.0%	916	100.0%
Q19 Why_To ask questions	Yes	57	35.0%	57	6.2%
	No	106	65.0%	106	11.5%
	No answer			5	.6%
	Not Applicable			748	81.7%
Total		163	100.0%	916	100.0%
Q19 Why_didn't understand 90-day notice	No	163	100.0%	163	17.8%
	No answer			5	.6%
	Not Applicable			748	81.7%
Total		163	100.0%	916	100.0%
Q19 Why_To schedule a move	Yes	24	14.7%	24	2.6%
	No	139	85.3%	139	15.1%
	No answer			5	.6%
	Not Applicable			748	81.7%
Total		163	100.0%	916	100.0%
Q19 Why_To try to become lease compliant	Yes	3	1.9%	3	.3%
	No	160	98.1%	160	17.4%
	No answer			5	.6%
	Not Applicable			748	81.7%
Total		163	100.0%	916	100.0%
Q19 Why_To try to find out about a section 8 voucher	Yes	47	28.6%	47	5.1%
	No	116	71.4%	116	12.7%
	No answer			5	.6%
	Not Applicable			748	81.7%

**Questionnaire Section 3: Services Part IV**

		Responses		All cases	
		Count	Col %	Count	Col %
Total		163	100.0%	916	100.0%
Q19 Why_To try to find an apt.	Yes	24	14.8%	24	2.6%
	No	139	85.2%	139	15.1%
	No answer			5	.6%
	Not Applicable			748	81.7%
Total		163	100.0%	916	100.0%
Q19 Other	Yes	43	26.7%	43	4.7%
	No	119	73.3%	119	13.0%
	No answer			5	.6%
	Not Applicable			748	81.7%
Total		163	100.0%	916	100.0%
Q18 Contact Someone else?	Yes	30	7.1%	30	3.3%
	No	388	92.9%	388	42.4%
	No answer			36	4.0%
	Not Applicable			462	50.4%
Total		418	100.0%	916	100.0%
Q19 Why_To ask questions	Yes	6	23.5%	6	.7%
	No	20	76.5%	20	2.2%
	No answer			3	.3%
	Not Applicable			886	96.7%
Total		27	100.0%	916	100.0%
Q19 Why_didn't understand 90-day notice	Yes	1	3.8%	1	.1%
	No	26	96.2%	26	2.8%
	No answer			3	.3%
	Not Applicable			886	96.7%
Total		27	100.0%	916	100.0%
Q19 Why_To schedule a move	Yes	2	7.8%	2	.2%
	No	25	92.2%	25	2.7%
	No answer			3	.3%
	Not Applicable			886	96.7%
Total		27	100.0%	916	100.0%
Q19 Why_To try to become lease compliant	No	27	100.0%	27	2.9%
	No answer			3	.3%
	Not Applicable			886	96.7%
Total		27	100.0%	916	100.0%
Q19 Why_To try to find out about a section 8 voucher	No	27	100.0%	27	2.9%
	No answer			3	.3%
	Not Applicable			886	96.7%
Total		27	100.0%	916	100.0%
Q19 Why_To try to find an apt.	Yes	3	11.6%	3	.3%
	No	24	88.4%	24	2.6%
	No answer			3	.3%
	Not Applicable			886	96.7%
Total		27	100.0%	916	100.0%
Q19 Why_Other	Yes	21	76.8%	21	2.2%
	No	6	23.2%	6	.7%
	No answer			3	.3%
	Not Applicable			886	96.7%
Total		27	100.0%	916	100.0%

**Questionnaire Section 4: Rehabilitated CHA Public Housing**

		Responses		All cases	
		Count	Col %	Count	Col %
Q20 See any other units before moving?	Yes	84	68.9%	84	9.2%
	No	38	31.1%	38	4.1%
	No answer			6	.7%
	Not Applicable			788	86.0%
Total		122	100.0%	916	100.0%
Q21 WHY NOT_not given opportunity	Yes	21	56.4%	21	2.3%
	No	17	43.6%	17	1.8%
	Not Applicable			878	95.9%
Total		38	100.0%	916	100.0%
Q21Why not_Did not ask to see them	Yes	4	10.9%	4	.5%
	No	34	89.1%	34	3.7%
	Not Applicable			878	95.9%
Total		38	100.0%	916	100.0%
Q21 Why not_Did not have time	Yes	4	10.8%	4	.4%
	No	34	89.2%	34	3.7%
	Not Applicable			878	95.9%
Total		38	100.0%	916	100.0%
Q21 Why not_Was unable to get there	Yes	1	2.9%	1	.1%
	No	37	97.1%	37	4.0%
	Not Applicable			878	95.9%
Total		38	100.0%	916	100.0%
Q21 Why not_Other	Yes	14	38.0%	14	1.6%
	No	24	62.0%	24	2.6%
	Not Applicable			878	95.9%
Total		38	100.0%	916	100.0%

**Questionnaire Section 5: Lease Compliance**

		Responses		All cases	
		Count	Col %	Count	Col %
Q22 Are you lease compliant?	Yes	351	88.9%	351	38.4%
	No	41	10.4%	41	4.5%
	Don't know	3	.8%	3	.3%
	No answer			10	1.1%
	Not Applicable			510	55.7%
Total		395	100.0%	916	100.0%
Q23 Curable or noncurable	Curable	35	86.0%	35	3.9%
	Noncurable	3	7.4%	3	.3%
	Don't know	3	6.7%	3	.3%
	Not Applicable			875	95.5%
Total		41	100.0%	916	100.0%
Q24 Steps to be lease compliant_Working with Service Connector	Yes	13	38.7%	13	1.4%
	No	20	61.3%	20	2.2%
	No answer			3	.3%
	Not Applicable			881	96.1%
Total		32	100.0%	916	100.0%
Q24 Steps to be lease compliant_Working with Property Manager	Yes	7	21.6%	7	.8%
	No	25	78.4%	25	2.8%
	No answer			3	.3%
	Not Applicable			881	96.1%
Total		32	100.0%	916	100.0%
Q24 Steps to be lease compliant_Getting on a payment plan	Yes	19	58.1%	19	2.1%
	No	14	41.9%	14	1.5%
	No answer			3	.3%
	Not Applicable			881	96.1%
Total		32	100.0%	916	100.0%
Q24 Steps to be lease compliant_None	Yes	1	3.1%	1	.1%
	No	31	96.9%	31	3.4%
	No answer			3	.3%
	Not Applicable			881	96.1%
Total		32	100.0%	916	100.0%

Questionnaire Section 6: Relocation Preferences Part I

		Responses		All cases	
		Count	Col %	Count	Col %
Q25 True_False: Leaseholders may only relocate in public housing	True	115	12.8%	115	12.6%
	False	770	85.3%	770	84.1%
	Don't know	18	2.0%	18	1.9%
	No answer			4	.4%
	Not Applicable			8	.9%
Total		904	100.0%	916	100.0%
Q25 True_False: Leaseholders may only take section 8	True	90	9.9%	90	9.8%
	False	788	87.3%	788	86.1%
	Don't know	25	2.8%	25	2.8%
	No answer			4	.4%
	Not Applicable			8	.9%
Total		904	100.0%	916	100.0%
Q25 True_False: Leaseholder may relocate in public housing or take section 8	True	843	93.4%	843	92.0%
	False	47	5.2%	47	5.1%
	Don't know	13	1.4%	13	1.4%
	No answer			5	.5%
	Not Applicable			8	.9%
Total		903	100.0%	916	100.0%
Q25 True_False: Leaseholders can move with section 8 temporarily	True	784	86.7%	784	85.6%
	False	72	7.9%	72	7.8%
	Don't know	48	5.3%	48	5.3%
	No answer			4	.4%
	Not Applicable			8	.9%
Total		904	100.0%	916	100.0%
Q25 True_False: Leaseholders have no choices	True	90	10.0%	90	9.9%
	False	792	87.7%	792	86.5%
	Don't know	21	2.3%	21	2.3%
	No answer			4	.4%
	Not Applicable			8	.9%
Total		904	100.0%	916	100.0%
Q26 Did you want to move out of public housing?	Yes	523	58.0%	523	57.1%
	No	372	41.2%	372	40.6%
	Don't know	7	.8%	7	.8%
	No answer			4	.4%
	Refused			1	.1%
	Not Applicable			8	.9%
Total		903	100.0%	916	100.0%
Q27 Why_Better schools	Yes	76	14.7%	76	8.3%
	No	441	84.8%	441	48.1%
	Don't know	3	.6%	3	.3%
	No answer			3	.3%
	Not Applicable			393	42.9%
Total		520	100.0%	916	100.0%
Q27 Why_To be near job	Yes	15	2.9%	15	1.7%
	No	502	96.5%	502	54.8%
	Don't know	3	.6%	3	.3%
	No answer			3	.3%
	Not Applicable			393	42.9%
Total		520	100.0%	916	100.0%
Q27 Why_Better transportation	Yes	19	3.7%	19	2.1%
	No	498	95.7%	498	54.4%
	Don't know	3	.6%	3	.3%
	No answer			3	.3%
	Not Applicable			393	42.9%
Total		520	100.0%	916	100.0%
Q27 Why_To get job	Yes	24	4.7%	24	2.7%
	No	493	94.7%	493	53.8%
	Don't know	3	.6%	3	.3%
	No answer			3	.3%
	Not Applicable			393	42.9%
Total		520	100.0%	916	100.0%

Questionnaire Section 6: Relocation Preferences Prat I

		Responses		All cases	
		Count	Col %	Count	Col %
Q27 Why_Avoid drugs and gangs	Yes	307	59.1%	307	33.6%
	No	210	40.3%	210	22.9%
	Don't know	3	.6%	3	.3%
	No answer			3	.3%
	Not Applicable			393	42.9%
Total		520	100.0%	916	100.0%
Q27 Why_Avoid crime and violence	Yes	276	53.0%	276	30.1%
	No	241	46.4%	241	26.3%
	Don't know	3	.6%	3	.3%
	No answer			3	.3%
	Not Applicable			393	42.9%
Total		520	100.0%	916	100.0%
Q27 Why_Get better apt.	Yes	148	28.4%	148	16.2%
	No	369	71.0%	369	40.3%
	Don't know	3	.6%	3	.3%
	No answer			3	.3%
	Not Applicable			393	42.9%
Total		520	100.0%	916	100.0%
Q27 Why_Be near family	Yes	38	7.4%	38	4.2%
	No	479	92.0%	479	52.3%
	Don't know	3	.6%	3	.3%
	No answer			3	.3%
	Not Applicable			393	42.9%
Total		520	100.0%	916	100.0%
Q27 Why_Other	Yes	329	63.2%	329	35.9%
	No	188	36.2%	188	20.6%
	Don't know	3	.6%	3	.3%
	No answer			3	.3%
	Not Applicable			393	42.9%
Total		520	100.0%	916	100.0%
Q28 Why not_Stay close to family&friends	Yes	96	26.4%	96	10.5%
	No	265	72.5%	265	28.9%
	Don't know	4	1.1%	4	.4%
	No answer			7	.8%
	Not Applicable			544	59.4%
Total		365	100.0%	916	100.0%
Q28 Why not_Keep kids in same school	Yes	63	17.2%	63	6.8%
	No	298	81.7%	298	32.6%
	Don't know	4	1.1%	4	.4%
	No answer			7	.8%
	Not Applicable			544	59.4%
Total		365	100.0%	916	100.0%
Q28 Why not_Keep kids in childcare	Yes	16	4.5%	16	1.8%
	No	345	94.4%	345	37.6%
	Don't know	4	1.1%	4	.4%
	No answer			7	.8%
	Not Applicable			544	59.4%
Total		365	100.0%	916	100.0%
Q28 Why not_Stay near job	Yes	41	11.1%	41	4.4%
	No	321	87.8%	321	35.0%
	Don't know	4	1.1%	4	.4%
	No answer			7	.8%
	Not Applicable			544	59.4%
Total		365	100.0%	916	100.0%
Q28 Why not_Stay near transportation	Yes	118	32.3%	118	12.9%
	No	243	66.6%	243	26.6%
	Don't know	4	1.1%	4	.4%
	No answer			7	.8%
	Not Applicable			544	59.4%
Total		365	100.0%	916	100.0%

Questionnaire Section 6: Relocation Preferences Prat II

		Responses		All cases	
		Count	Col %	Count	Col %
Q28 Why not_Long term resident	Yes	222	60.8%	222	24.2%
	No	139	38.1%	139	15.2%
	Don't know	4	1.1%	4	.4%
	No answer			7	.8%
	Not Applicable			544	59.4%
Total		365	100.0%	916	100.0%
Q28 Why not_Violence in new neighborhood	Yes	28	7.7%	28	3.1%
	No	333	91.2%	333	36.4%
	Don't know	4	1.1%	4	.4%
	No answer			7	.8%
	Not Applicable			544	59.4%
Total		365	100.0%	916	100.0%
Q28 Why not_Other	Yes	199	54.4%	199	21.7%
	No	163	44.5%	163	17.7%
	Don't know	4	1.1%	4	.4%
	No answer			7	.8%
	Not Applicable			544	59.4%
Total		365	100.0%	916	100.0%
Q29 What kind neighborhood most like to live	Mostly African American	13	6.6%	13	1.4%
	Mostly Hispanic	1	.5%	1	.1%
	Mostly White	4	2.0%	4	.4%
	A mix of African American and White	31	16.0%	31	3.4%
	A mix of African American and Hispanic	4	2.1%	4	.4%
	A mix of African American, Hispanic, and White	115	59.0%	115	12.5%
	Doesn't Matter	27	13.8%	27	2.9%
	No answer			12	1.3%
	Not Applicable			710	77.5%
Total		194	100.0%	916	100.0%
Q30 Feel about living where more than half earn more money?	Very good	47	24.7%	47	5.2%
	Good	86	44.9%	86	9.4%
	Not sure	46	23.9%	46	5.0%
	Bad	6	3.0%	6	.6%
	Don't know	7	3.6%	7	.8%
	No answer			13	1.4%
	Refused			1	.1%
	Not Applicable			710	77.5%
Total		192	100.0%	916	100.0%
Q31 Willing to move to an area where never lived before?	Very willing	98	50.3%	98	10.7%
	Somewhat willing	69	35.8%	69	7.6%
	Neither willing nor unwilling	10	5.1%	10	1.1%
	Somewhat unwilling	12	6.4%	12	1.4%
	Very unwilling	3	1.4%	3	.3%
	Don't know	2	1.0%	2	.2%
	No answer			12	1.3%
	Not Applicable			710	77.5%
Total		194	100.0%	916	100.0%
Q32 Main concerns_Leaving family&friends	Yes	3	18.5%	3	.3%
	No	11	75.1%	11	1.2%
	Don't know	1	6.4%	1	.1%
	Not Applicable			901	98.3%
Total		15	100.0%	916	100.0%
Q32 Main concerns_New schools	Yes	1	6.0%	1	.1%
	No	13	87.6%	13	1.4%
	Don't know	1	6.4%	1	.1%
	Not Applicable			901	98.3%
Total		15	100.0%	916	100.0%
Q32 Main concerns_Changing or losing childcare	No	14	93.6%	14	1.5%
	Don't know	1	6.4%	1	.1%
	Not Applicable			901	98.3%
Total		15	100.0%	916	100.0%

**Questionnaire Section 6: Relocation Preferences Prat II**

		Responses		All cases	
		Count	Col %	Count	Col %
Q32 Main concerns_Far away from job	No	14	93.6%	14	1.5%
	Don't know	1	6.4%	1	.1%
	Not Applicable			901	98.3%
Total		15	100.0%	916	100.0%
Q32 Main concerns_Far from transportation	Yes	3	19.4%	3	.3%
	No	11	74.2%	11	1.2%
	Don't know	1	6.4%	1	.1%
	Not Applicable			901	98.3%
Total		15	100.0%	916	100.0%
Q32 Main concerns_Afraid of discrimination	Yes	1	6.6%	1	.1%
	No	13	87.0%	13	1.4%
	Don't know	1	6.4%	1	.1%
	Not Applicable			901	98.3%
Total		15	100.0%	916	100.0%
Q32 Main concerns_Violence in new neighborhood	Yes	8	50.4%	8	.8%
	No	7	43.1%	7	.7%
	Don't know	1	6.4%	1	.1%
	Not Applicable			901	98.3%
Total		15	100.0%	916	100.0%
Q32 Main concerns_Not knowing area	Yes	7	49.4%	7	.8%
	No	7	44.2%	7	.7%
	Don't know	1	6.4%	1	.1%
	Not Applicable			901	98.3%
Total		15	100.0%	916	100.0%
Q32 Main concerns_Other	Yes	4	24.5%	4	.4%
	No	10	69.1%	10	1.1%
	Don't know	1	6.4%	1	.1%
	Not Applicable			901	98.3%
Total		15	100.0%	916	100.0%
Q32 Main concerns_No concerns	Yes	1	6.9%	1	.1%
	No	13	86.7%	13	1.4%
	Don't know	1	6.4%	1	.1%
	Not Applicable			901	98.3%
Total		15	100.0%	916	100.0%
Q33 Did you tell Relocation Counselor where you wanted to live?	Yes	87	50.0%	87	9.5%
	No	85	48.4%	85	9.2%
	Don't know	3	1.7%	3	.3%
	No answer			31	3.4%
	Not Applicable			710	77.5%
Total		175	100.0%	916	100.0%

**Questionnaire Section 7: Finding an Apartment Part I**

		Responses		All cases	
		Count	Col %	Count	Col %
Q36 Specify particular cities or neighborhoods?	Yes	305	70.5%	305	33.3%
	No	128	29.5%	128	13.9%
	No answer			16	1.7%
	Not Applicable			468	51.1%
Total		432	100.0%	916	100.0%
Q38 Did you get help from Relocation Counselor?	Yes	315	73.1%	315	34.4%
	No	114	26.4%	114	12.4%
	Don't know	2	.5%	2	.2%
	No answer			17	1.8%
	Not Applicable			468	51.1%
Total		431	100.0%	916	100.0%
Q40 Did Relocation Counselor show you apts in area you wanted?	Yes	156	67.1%	156	17.1%
	No	76	32.4%	76	8.2%
	Don't know	1	.5%	1	.1%
	No answer			1	.1%
	Not Applicable			682	74.5%
Total		233	100.0%	916	100.0%



**Questionnaire Section 7: Finding an Apartment Part I**

		Responses		All cases	
		Count	Col %	Count	Col %
Q41 How many times talked to Relocation Counselor?	Never	3	1.0%	3	.3%
	Once	20	6.6%	20	2.2%
	2 to 5 times	122	39.4%	122	13.3%
	6 to 10 times	68	22.2%	68	7.5%
	More than 10 times	94	30.4%	94	10.2%
	Don't know	1	.3%	1	.1%
	No answer			7	.8%
	Not Applicable			601	65.6%
Total		308	100.0%	916	100.0%
Q43 Signed a lease?	Yes	14	33.4%	14	1.5%
	No	28	66.6%	28	3.0%
	No answer			7	.8%
	Not Applicable			867	94.7%
Total		42	100.0%	916	100.0%
Q45 Have you gotten keys?	Yes	12	28.5%	12	1.3%
	No	30	71.5%	30	3.3%
	No answer			7	.8%
	Not Applicable			867	94.7%
Total		42	100.0%	916	100.0%
Q48 How soon moved in?	One week or less	207	68.1%	207	22.6%
	Two weeks or less	60	19.8%	60	6.6%
	Four weeks or less	24	8.0%	24	2.7%
	More than four weeks	10	3.4%	10	1.1%
	Don't know	2	.7%	2	.2%
	No answer			11	1.3%
	Not Applicable			600	65.5%
Total		305	100.0%	916	100.0%
Q49 Why not move sooner_Took time to set up move	Yes	11	35.6%	11	1.2%
	No	20	64.4%	20	2.2%
	No answer			3	.3%
	Not Applicable			881	96.2%
Total		32	100.0%	916	100.0%
Q49 Why not move sooner_Inconvenient	Yes	6	19.1%	6	.7%
	No	26	80.9%	26	2.8%
	No answer			3	.3%
	Not Applicable			881	96.2%
Total		32	100.0%	916	100.0%
Q49 Why not move sooner_Personal events	Yes	2	6.4%	2	.2%
	No	30	93.6%	30	3.2%
	No answer			3	.3%
	Not Applicable			881	96.2%
Total		32	100.0%	916	100.0%
Q49 Why not move sooner_Need time to pack	Yes	3	9.6%	3	.3%
	No	29	90.4%	29	3.1%
	No answer			3	.3%
	Not Applicable			881	96.2%
Total		32	100.0%	916	100.0%
Q49 Why not move sooner_Didn't want to until necessary	Yes	2	6.4%	2	.2%
	No	30	93.6%	30	3.2%
	No answer			3	.3%
	Not Applicable			881	96.2%
Total		32	100.0%	916	100.0%
Q49 Why not move sooner_Getting to work was easier	No	32	100.0%	32	3.5%
	No answer			3	.3%
	Not Applicable			881	96.2%
Total		32	100.0%	916	100.0%
Q49 Why not move sooner_Unit not available sooner	Yes	13	42.1%	13	1.5%
	No	18	57.9%	18	2.0%
	No answer			3	.3%
	Not Applicable			881	96.2%
Total		32	100.0%	916	100.0%

**Questionnaire Section 7: Finding an Apartment Part I**

		Responses		All cases	
		Count	Col %	Count	Col %
Q50 How many apt. listings did Relocation Counselor give you?	.00	127	40.9%	127	13.8%
	1.00	32	10.2%	32	3.4%
	2.00	23	7.3%	23	2.5%
	3.00	44	14.3%	44	4.8%
	4.00	20	6.6%	20	2.2%
	5.00	21	6.8%	21	2.3%
	6.00	8	2.6%	8	.9%
	7.00	2	.7%	2	.2%
	8.00	4	1.4%	4	.5%
	10.00	14	4.6%	14	1.6%
	11.00	1	.3%	1	.1%
	14.00	1	.3%	1	.1%
	15.00	2	.7%	2	.2%
	20.00	4	1.3%	4	.5%
	35.00	1	.3%	1	.1%
	40.00	2	.7%	2	.2%
	45.00	1	.3%	1	.1%
	50.00	2	.7%	2	.2%
	No answer			5	.6%
	Not Applicable			601	65.6%
Total		310	100.0%	916	100.0%
Q51 How many did Relocation Counselor take you to see?	.00	26	14.0%	26	2.8%
	1.00	31	17.0%	31	3.4%
	2.00	32	17.6%	32	3.5%
	3.00	33	18.2%	33	3.6%
	4.00	16	9.0%	16	1.8%
	5.00	20	11.0%	20	2.2%
	6.00	1	.5%	1	.1%
	7.00	4	2.3%	4	.4%
	8.00	4	2.3%	4	.5%
	9.00	1	.6%	1	.1%
	10.00	9	5.1%	9	1.0%
	14.00	1	.6%	1	.1%
	20.00	1	.6%	1	.1%
	30.00	2	1.1%	2	.2%
	No answer			1	.1%
	Not Applicable			732	80.0%
Total		183	100.0%	916	100.0%
Q52 How many listings did you see on your own?	.00	124	67.8%	124	13.5%
	1.00	16	8.8%	16	1.8%
	2.00	13	6.9%	13	1.4%
	3.00	13	7.1%	13	1.4%
	4.00	2	1.1%	2	.2%
	5.00	6	3.2%	6	.6%
	6.00	2	1.1%	2	.2%
	7.00	1	.6%	1	.1%
	10.00	2	1.1%	2	.2%
	15.00	2	1.1%	2	.2%
	20.00	1	.6%	1	.1%
	25.00	1	.5%	1	.1%
	No answer			1	.1%
	Not Applicable			732	80.0%
Total		183	100.0%	916	100.0%

**Questionnaire Section 7: Finding an Apartment Part II**

		Responses		All cases	
		Count	Col %	Count	Col %
Q53 Why not take listings from Counselor_Bad neighborhood	Yes	7	39.0%	7	.8%
	No	11	61.0%	11	1.2%
	No answer			1	.1%
	Not Applicable			897	97.9%
Total		18	100.0%	916	100.0%

**Questionnaire Section 7: Finding an Apartment Part II**

		Responses		All cases	
		Count	Col %	Count	Col %
Q53 Why not take listings from Counselor_Children not accepted	No	18	100.0%	18	2.0%
	No answer			1	.1%
	Not Applicable			897	97.9%
Total		18	100.0%	916	100.0%
Q53 Why not take listings from Counselor_Too expensive	No	18	100.0%	18	2.0%
	No answer			1	.1%
	Not Applicable			897	97.9%
Total		18	100.0%	916	100.0%
Q53 Why not take listings from Counselor_Apt. in poor condition	Yes	4	22.4%	4	.4%
	No	14	77.6%	14	1.5%
	No answer			1	.1%
	Not Applicable			897	97.9%
Total		18	100.0%	916	100.0%
Q53 Why not take listings from Counselor_Did not like apt.	Yes	5	27.6%	5	.5%
	No	13	72.4%	13	1.4%
	No answer			1	.1%
	Not Applicable			897	97.9%
Total		18	100.0%	916	100.0%
Q53 Why not take listings from Counselor_Other	Yes	9	50.6%	9	1.0%
	No	9	49.4%	9	1.0%
	No answer			1	.1%
	Not Applicable			897	97.9%
Total		18	100.0%	916	100.0%
Q54 Search on your own without Counselor?	Yes	320	74.0%	320	34.9%
	No	112	26.0%	112	12.3%
	No answer			16	1.7%
	Not Applicable			468	51.1%
Total		432	100.0%	916	100.0%
Q55 What did you do_Looked at ads	Yes	237	75.5%	237	25.9%
	No	77	24.5%	77	8.4%
	No answer			6	.7%
	Not Applicable			595	65.0%
Total		314	100.0%	916	100.0%
Q55 What did you do_Talked to people	Yes	122	38.9%	122	13.4%
	No	192	61.1%	192	21.0%
	No answer			6	.7%
	Not Applicable			595	65.0%
Total		314	100.0%	916	100.0%
Q55 What did you do_Drove around	Yes	119	37.8%	119	13.0%
	No	196	62.2%	196	21.3%
	No answer			6	.7%
	Not Applicable			595	65.0%
Total		314	100.0%	916	100.0%
Q55 What did you do_Calls to landlords	Yes	156	49.6%	156	17.0%
	No	158	50.4%	158	17.3%
	No answer			6	.7%
	Not Applicable			595	65.0%
Total		314	100.0%	916	100.0%
Q56 Make telephone calls to landlords?	Yes	124	76.8%	124	13.6%
	No	35	21.9%	35	3.9%
	Don't know	2	1.3%	2	.2%
	No answer			3	.3%
	Not Applicable			751	82.0%
Total		162	100.0%	916	100.0%

**Questionnaire Section 7: Finding an Apartment Part II**

		Responses		All cases	
		Count	Col %	Count	Col %
Q57 How many apts did you call about?	1.00	10	3.9%	10	1.1%
	2.00	15	5.8%	15	1.7%
	3.00	22	8.4%	22	2.4%
	4.00	29	11.0%	29	3.2%
	5.00	23	8.8%	23	2.5%
	6.00	21	7.8%	21	2.2%
	7.00	9	3.5%	9	1.0%
	8.00	11	4.2%	11	1.2%
	9.00	3	1.2%	3	.3%
	10.00	28	10.7%	28	3.1%
	11.00	1	.4%	1	.1%
	12.00	3	1.2%	3	.3%
	14.00	1	.4%	1	.1%
	15.00	20	7.5%	20	2.2%
	17.00	1	.4%	1	.1%
	20.00	24	9.1%	24	2.6%
	22.00	1	.4%	1	.1%
	25.00	8	2.9%	8	.8%
	27.00	1	.4%	1	.1%
	30.00	11	4.2%	11	1.2%
	35.00	1	.4%	1	.1%
	40.00	1	.3%	1	.1%
	50.00	14	5.3%	14	1.5%
	60.00	1	.4%	1	.1%
	70.00	1	.4%	1	.1%
	99.00	1	.4%	1	.1%
	Don't know	2	.8%	2	.2%
	No answer			32	3.5%
	Not Applicable			620	67.7%
Total		264	100.0%	916	100.0%
Q58 How many apts did you see on your own?	.00	22	7.0%	22	2.4%
	1.00	41	13.0%	41	4.4%
	2.00	60	19.1%	60	6.5%
	3.00	35	11.0%	35	3.8%
	4.00	34	11.0%	34	3.8%
	5.00	21	6.8%	21	2.3%
	6.00	16	5.2%	16	1.8%
	7.00	12	3.8%	12	1.3%
	8.00	13	4.2%	13	1.4%
	9.00	2	.7%	2	.2%
	10.00	26	8.2%	26	2.8%
	11.00	3	1.0%	3	.3%
	12.00	2	.6%	2	.2%
	14.00	2	.7%	2	.2%
	15.00	5	1.5%	5	.5%
	20.00	8	2.6%	8	.9%
	25.00	2	.6%	2	.2%
	30.00	3	1.0%	3	.3%
	35.00	1	.3%	1	.1%
	40.00	2	.6%	2	.2%
	50.00	3	1.0%	3	.3%
	No answer			8	.9%
	Not Applicable			595	65.0%
Total		313	100.0%	916	100.0%
Q59 Did you prefer the counselor show you units or look by yourself?	Counselor show me units	136	67.3%	136	14.9%
	By myself	66	32.7%	66	7.3%
	No answer			11	1.2%
	Not Applicable			702	76.6%
Total		203	100.0%	916	100.0%
Q60 Did you find this apt through counselor or without help?	Through the Relocation Counselor	130	70.0%	130	14.2%
	Without the help of the counselor	56	30.0%	56	6.1%
	No answer			30	3.2%
	Not Applicable			701	76.5%

**Questionnaire Section 7: Finding an Apartment Part II**

		Responses		All cases	
		Count	Col %	Count	Col %
Total		185	100.0%	916	100.0%
Q61 Did the counselor take you alone or with a group when found unit?	Went alone with counselor	98	76.5%	98	10.7%
	Went in group with counselor	30	23.5%	30	3.3%
	No answer			2	.2%
	Not Applicable			786	85.8%
Total		128	100.0%	916	100.0%

**Questionnaire Section 7: Finding an Apartment Part III**

		Responses		All cases	
		Count	Col %	Count	Col %
Q62 Why did choose this place_Pressure from Counseling agency	Yes	5	1.5%	5	.6%
	No	346	98.5%	346	37.8%
	No answer			13	1.5%
	Not Applicable			551	60.2%
Total		351	100.0%	916	100.0%
Q62 Why did you choose this place_Better schools	Yes	41	11.7%	41	4.5%
	No	310	88.3%	310	33.9%
	No answer			13	1.5%
	Not Applicable			551	60.2%
Total		351	100.0%	916	100.0%
Q62 Why did you choose this place_Family&friends nearby	Yes	20	5.7%	20	2.2%
	No	331	94.3%	331	36.2%
	No answer			13	1.5%
	Not Applicable			551	60.2%
Total		351	100.0%	916	100.0%
Q62 Why did you choose this place_Convenient location	Yes	103	29.4%	103	11.3%
	No	248	70.6%	248	27.1%
	No answer			13	1.5%
	Not Applicable			551	60.2%
Total		351	100.0%	916	100.0%
Q62 Why did you choose this place_To be near job	Yes	8	2.4%	8	.9%
	No	343	97.6%	343	37.5%
	No answer			13	1.5%
	Not Applicable			551	60.2%
Total		351	100.0%	916	100.0%
Q62 Why did you choose this place_To get a job	Yes	3	.9%	3	.3%
	No	348	99.1%	348	38.0%
	No answer			13	1.5%
	Not Applicable			551	60.2%
Total		351	100.0%	916	100.0%
Q62 Why did you choose this place_Liked apt	Yes	201	57.3%	201	22.0%
	No	150	42.7%	150	16.4%
	No answer			13	1.5%
	Not Applicable			551	60.2%
Total		351	100.0%	916	100.0%
Q62 Why did you choose this place_To get better apt	Yes	118	33.6%	118	12.9%
	No	233	66.4%	233	25.5%
	No answer			13	1.5%
	Not Applicable			551	60.2%
Total		351	100.0%	916	100.0%
Q62 Why did you choose this place_Only unit available	Yes	7	2.1%	7	.8%
	No	344	97.9%	344	37.6%
	No answer			13	1.5%
	Not Applicable			551	60.2%
Total		351	100.0%	916	100.0%
Q62 Why did you choose this place_Affordable rent	Yes	19	5.3%	19	2.0%
	No	333	94.7%	333	36.3%
	No answer			13	1.5%
	Not Applicable			551	60.2%
Total		351	100.0%	916	100.0%

**Questionnaire Section 7: Finding an Apartment Part III**

		Responses		All cases	
		Count	Col %	Count	Col %
Q62 Why did you choose this place_Better transportation	Yes	41	11.7%	41	4.5%
	No	310	88.3%	310	33.9%
	No answer			13	1.5%
	Not Applicable			551	60.2%
Total		351	100.0%	916	100.0%
Q62 Why did you choose this place_Get away from drugs&gangs	Yes	52	14.8%	52	5.7%
	No	299	85.2%	299	32.7%
	No answer			13	1.5%
	Not Applicable			551	60.2%
Total		351	100.0%	916	100.0%
Q62 Why did you choose this place_Other	Yes	195	55.5%	195	21.3%
	No	156	44.5%	156	17.1%
	No answer			13	1.5%
	Not Applicable			551	60.2%
Total		351	100.0%	916	100.0%
Q63 Big_some_no problem: Finding a place with enough bedrooms	Big problem	75	17.5%	75	8.1%
	Some problem	98	23.0%	98	10.7%
	No problem	252	59.2%	252	27.5%
	Don't know	1	.3%	1	.1%
	No answer			23	2.5%
	Not Applicable			468	51.1%
Total		425	100.0%	916	100.0%
Q63 Big_some_no problem: Finding a place you like	Big problem	119	27.9%	119	12.9%
	Some problem	158	37.1%	158	17.2%
	No problem	148	34.8%	148	16.1%
	Don't know	1	.3%	1	.1%
	No answer			23	2.5%
	Not Applicable			468	51.1%
Total		425	100.0%	916	100.0%
Q63 Big_some_no problem: Finding a place to pass section 8 inspection	Big problem	76	17.9%	76	8.3%
	Some problem	131	30.8%	131	14.3%
	No problem	211	49.6%	211	23.0%
	Don't know	7	1.7%	7	.8%
	No answer			23	2.5%
	Not Applicable			468	51.1%
Total		425	100.0%	916	100.0%
Q63 Big_some_no problem: Finding landlords to accept section 8	Big problem	69	16.3%	69	7.5%
	Some problem	101	23.7%	101	11.0%
	No problem	252	59.3%	252	27.5%
	Don't know	3	.7%	3	.3%
	No answer			23	2.5%
	Not Applicable			468	51.1%
Total		425	100.0%	916	100.0%

**Questionnaire Section 7: Finding an Apartment Part IV**

		Responses		All cases	
		Count	Col %	Count	Col %
Q63 Big_some_no problem: Knowing how to look for a new apt	Big problem	47	11.1%	47	5.1%
	Some problem	87	20.6%	87	9.6%
	No problem	286	67.5%	286	31.3%
	Don't know	3	.7%	3	.3%
	No answer			24	2.6%
	Not Applicable			468	51.1%
Total		424	100.0%	916	100.0%
Q63 Big_some_no problem: No transportation for apt. hunting	Big problem	99	23.4%	99	10.8%
	Some problem	82	19.3%	82	9.0%
	No problem	243	57.1%	243	26.5%
	Don't know	1	.3%	1	.1%
	No answer			23	2.5%
	Not Applicable			468	51.1%
Total		425	100.0%	916	100.0%

Questionnaire Section 7: Finding an Apartment Part IV

		Responses		All cases	
		Count	Col %	Count	Col %
Q63 Big_some_no problem: Disability or other physical problem	Big problem	64	15.2%	64	7.0%
	Some problem	60	14.2%	60	6.6%
	No problem	297	70.0%	297	32.4%
	Don't know	2	.5%	2	.2%
	No answer			24	2.6%
	Not Applicable			468	51.1%
Total		424	100.0%	916	100.0%
Q63 Big_some_no problem: Finding childcare while looking for apt.	Big problem	28	6.7%	28	3.1%
	Some problem	45	10.5%	45	4.9%
	No problem	351	82.6%	351	38.3%
	Don't know	1	.3%	1	.1%
	No answer			23	2.5%
	Not Applicable			468	51.1%
Total		425	100.0%	916	100.0%
Q63 Big_some_no problem: Discrimination because of race	Big problem	19	4.5%	19	2.1%
	Some problem	37	8.8%	37	4.1%
	No problem	366	86.0%	366	39.9%
	Don't know	3	.7%	3	.3%
	No answer			23	2.5%
	Not Applicable			468	51.1%
Total		425	100.0%	916	100.0%
Q63 Big_some_no problem: Landlords who won't rent to families with children	Big problem	51	12.0%	51	5.6%
	Some problem	69	16.3%	69	7.6%
	No problem	302	71.0%	302	33.0%
	Don't know	3	.7%	3	.3%
	No answer			23	2.5%
	Not Applicable			468	51.1%
Total		425	100.0%	916	100.0%
Q63 Big_some_no problem: Discrimination because from CHA	Big problem	91	21.5%	91	10.0%
	Some problem	73	17.3%	73	8.0%
	No problem	255	60.1%	255	27.9%
	Don't know	5	1.2%	5	.6%
	No answer			23	2.5%
	Not Applicable			468	51.1%
Total		425	100.0%	916	100.0%
Q63 Big_some_no problem: Time off work to look for apt.	Big problem	56	13.1%	56	6.1%
	Some problem	59	14.0%	59	6.5%
	No problem	309	72.6%	309	33.7%
	Don't know	1	.3%	1	.1%
	No answer			23	2.5%
	Not Applicable			468	51.1%
Total		425	100.0%	916	100.0%
Q63 Big_some_no problem: Anything else	.00	1	.3%	1	.1%
	Big problem	37	10.7%	37	4.1%
	Some problem	13	3.8%	13	1.5%
	No problem	298	84.9%	298	32.5%
	Don't know	1	.3%	1	.1%
	No answer			97	10.6%
	Not Applicable			468	51.1%
Total		351	100.0%	916	100.0%
Looking for Owner supplied heat?	Yes	471	83.6%	471	51.5%
	No	87	15.5%	87	9.5%
	Don't know	5	.9%	5	.5%
	No answer			8	.9%
	Not Applicable			344	37.6%
Total		564	100.0%	916	100.0%
Looking for Carpet?	Yes	249	44.2%	249	27.2%
	No	306	54.3%	306	33.4%
	Don't know	8	1.4%	8	.9%
	No answer			9	1.0%
	Not Applicable			344	37.6%
Total		563	100.0%	916	100.0%

**Questionnaire Section 7: Finding an Apartment Part IV**

		Responses		All cases	
		Count	Col %	Count	Col %
Looking for Air conditioning?	Yes	259	46.0%	259	28.3%
	No	299	53.0%	299	32.6%
	Don't know	6	1.1%	6	.7%
	No answer			8	.9%
	Not Applicable			344	37.6%
Total		564	100.0%	916	100.0%
Looking for Paid utilities?	Yes	375	66.6%	375	41.0%
	No	182	32.3%	182	19.9%
	Don't know	6	1.1%	6	.6%
	No answer			8	.9%
	Not Applicable			344	37.6%
Total		564	100.0%	916	100.0%
Looking for the Presence of appliances?	Yes	401	71.5%	401	43.8%
	No	155	27.6%	155	16.9%
	Don't know	5	.9%	5	.6%
	No answer			10	1.1%
	Not Applicable			344	37.6%
Total		562	100.0%	916	100.0%
Looking for Specific appliances?	Yes	372	68.9%	372	40.6%
	No	164	30.3%	164	17.9%
	Don't know	4	.8%	4	.4%
	No answer			32	3.5%
	Not Applicable			344	37.6%
Total		540	100.0%	916	100.0%
Looking for Elevators?	Yes	87	15.6%	87	9.5%
	No	470	83.7%	470	51.3%
	Don't know	4	.7%	4	.5%
	No answer			10	1.1%
	Not Applicable			344	37.6%
Total		562	100.0%	916	100.0%
Looking for Something else?	Yes	152	27.9%	152	16.6%
	No	391	71.7%	391	42.7%
	Don't know	2	.4%	2	.2%
	No answer			27	2.9%
	Not Applicable			344	37.6%
Total		545	100.0%	916	100.0%

**Questionnaire Section 7: Finding an Apartment Part V**

		Responses		All cases	
		Count	Col %	Count	Col %
Q65 Who worked with during relocation_LAC president	Yes	42	7.5%	42	4.6%
	No	519	92.5%	519	56.7%
	No answer			10	1.1%
	Not Applicable			344	37.6%
Total		562	100.0%	916	100.0%
Q65 Who worked with during relocation_Relocation counselor	Yes	313	55.6%	313	34.1%
	No	249	44.4%	249	27.2%
	No answer			10	1.1%
	Not Applicable			344	37.6%
Total		562	100.0%	916	100.0%
Q65 Who worked with during relocation_Relocation coach	Yes	37	6.6%	37	4.1%
	No	525	93.4%	525	57.3%
	No answer			10	1.1%
	Not Applicable			344	37.6%
Total		562	100.0%	916	100.0%
Q65 Who worked with during relocation_Property manager	Yes	88	15.6%	88	9.6%
	No	474	84.4%	474	51.7%
	No answer			10	1.1%
	Not Applicable			344	37.6%
Total		562	100.0%	916	100.0%



**Questionnaire Section 7: Finding an Apartment Part V**

		Responses		All cases	
		Count	Col %	Count	Col %
Q65 Who worked with during relocation_Relocation department	Yes	34	6.1%	34	3.8%
	No	527	93.9%	527	57.6%
	No answer			10	1.1%
	Not Applicable			344	37.6%
Total		562	100.0%	916	100.0%
Q65 Who worked with during relocation_Service connector	Yes	86	15.3%	86	9.4%
	No	476	84.7%	476	52.0%
	No answer			10	1.1%
	Not Applicable			344	37.6%
Total		562	100.0%	916	100.0%
Q65 Who worked with during relocation_Section 8 department	Yes	98	17.5%	98	10.7%
	No	463	82.5%	463	50.6%
	No answer			10	1.1%
	Not Applicable			344	37.6%
Total		562	100.0%	916	100.0%
Q65 Who worked with during relocation_Fellow residents	Yes	13	2.3%	13	1.4%
	No	549	97.7%	549	59.9%
	No answer			10	1.1%
	Not Applicable			344	37.6%
Total		562	100.0%	916	100.0%
Q65 Who worked with during relocation_Family members	Yes	26	4.7%	26	2.9%
	No	535	95.3%	535	58.5%
	No answer			10	1.1%
	Not Applicable			344	37.6%
Total		562	100.0%	916	100.0%
Q65 Who worked with during relocation_People who have already relocated	Yes	12	2.2%	12	1.3%
	No	550	97.8%	550	60.0%
	No answer			10	1.1%
	Not Applicable			344	37.6%
Total		562	100.0%	916	100.0%
Q65 Who worked with during relocation_Anyone else not mentioned	Yes	46	8.1%	46	5.0%
	No	516	91.9%	516	56.3%
	No answer			10	1.1%
	Not Applicable			344	37.6%
Total		562	100.0%	916	100.0%
Q65 Who worked with during relocation_No one	Yes	112	19.9%	112	12.2%
	No	450	80.1%	450	49.1%
	No answer			10	1.1%
	Not Applicable			344	37.6%
Total		562	100.0%	916	100.0%
Q66 Who was the most helpful?	LAC president	5	3.5%	5	.6%
	Relocation counselor	69	46.4%	69	7.5%
	Relocation coach	6	4.1%	6	.7%
	Property manager	15	10.1%	15	1.6%
	Relocation department	5	3.3%	5	.5%
	Service connector	18	12.1%	18	2.0%
	Section 8 department	14	9.5%	14	1.5%
	Family members	4	2.7%	4	.4%
	Anyone else	8	5.5%	8	.9%
	No one	4	2.7%	4	.4%
	No answer			23	2.5%
	Not Applicable			744	81.2%
Total		149	100.0%	916	100.0%
Q67 After move, who work with_LAC president	Yes	6	2.0%	6	.7%
	No	304	98.0%	304	33.2%
	No answer			5	.6%
	Not Applicable			600	65.5%
Total		311	100.0%	916	100.0%
Q67 After move, who work with_Relocation counselor	Yes	62	19.9%	62	6.8%
	No	249	80.1%	249	27.2%
	No answer			5	.6%
	Not Applicable			600	65.5%
Total		311	100.0%	916	100.0%

**Questionnaire Section 7: Finding an Apartment Part V**

		Responses		All cases	
		Count	Col %	Count	Col %
Q67 After move, who work with_Relocation coach	Yes	3	1.0%	3	.3%
	No	308	99.0%	308	33.6%
	No answer			5	.6%
	Not Applicable			600	65.5%
Total		311	100.0%	916	100.0%
Q67 After move, who work with_Property manager	Yes	12	4.0%	12	1.4%
	No	298	96.0%	298	32.6%
	No answer			5	.6%
	Not Applicable			600	65.5%
Total		311	100.0%	916	100.0%

**Questionnaire Section 7: Finding an Apartment Part VI**

		Responses		All cases	
		Count	Col %	Count	Col %
Q67 After move, who work with_Relocation department	Yes	4	1.3%	4	.4%
	No	307	98.7%	307	33.5%
	No answer			5	.6%
	Not Applicable			600	65.5%
Total		311	100.0%	916	100.0%
Q67 After move, who work with_Service connector	Yes	17	5.3%	17	1.8%
	No	294	94.7%	294	32.1%
	No answer			5	.6%
	Not Applicable			600	65.5%
Total		311	100.0%	916	100.0%
Q67 After move, who work with_Section 8 department	Yes	60	19.3%	60	6.5%
	No	251	80.7%	251	27.4%
	No answer			5	.6%
	Not Applicable			600	65.5%
Total		311	100.0%	916	100.0%
Q67 After move, who work with_Fellow residents	Yes	1	.3%	1	.1%
	No	310	99.7%	310	33.8%
	No answer			5	.6%
	Not Applicable			600	65.5%
Total		311	100.0%	916	100.0%
Q67 After move, who work with_Family members	Yes	4	1.3%	4	.5%
	No	307	98.7%	307	33.5%
	No answer			5	.6%
	Not Applicable			600	65.5%
Total		311	100.0%	916	100.0%
Q67 After move, who work with_People who have already relocated	Yes	2	.7%	2	.2%
	No	309	99.3%	309	33.7%
	No answer			5	.6%
	Not Applicable			600	65.5%
Total		311	100.0%	916	100.0%
Q67 After move, who work with_Anyone else not mentioned	Yes	19	6.3%	19	2.1%
	No	291	93.7%	291	31.8%
	No answer			5	.6%
	Not Applicable			600	65.5%
Total		311	100.0%	916	100.0%
Q67 After move, who work with_No one	Yes	156	50.2%	156	17.0%
	No	155	49.8%	155	16.9%
	No answer			5	.6%
	Not Applicable			600	65.5%
Total		311	100.0%	916	100.0%
Q68 Overall, how easy or difficult was relocation process?	Very easy	145	25.8%	145	15.8%
	Somewhat easy	124	22.1%	124	13.6%
	Neither easy nor difficult	108	19.2%	108	11.8%
	Somewhat difficult	104	18.5%	104	11.4%
	Very difficult	80	14.3%	80	8.8%
	No answer			10	1.1%
Total		562	100.0%	916	100.0%

**Questionnaire Section 7: Finding an Apartment Part VI**

		Responses		All cases	
		Count	Col %	Count	Col %
Q69 What was most difficult_Process confusing	Yes	40	22.1%	40	4.4%
	No	140	77.3%	140	15.3%
	Don't know	1	.6%	1	.1%
	No answer			3	.4%
	Not Applicable			732	79.9%
Total		181	100.0%	916	100.0%
Q69 What was most difficult_Not enough time	Yes	40	22.1%	40	4.4%
	No	140	77.3%	140	15.3%
	Don't know	1	.6%	1	.1%
	No answer			3	.4%
	Not Applicable			732	79.9%
Total		181	100.0%	916	100.0%
Q69 What was most difficult_Didn't want to move	Yes	9	5.0%	9	1.0%
	No	171	94.5%	171	18.7%
	Don't know	1	.6%	1	.1%
	No answer			3	.4%
	Not Applicable			732	79.9%
Total		181	100.0%	916	100.0%
Q69 What was most difficult_Other	Yes	113	62.3%	113	12.3%
	No	67	37.1%	67	7.3%
	Don't know	1	.6%	1	.1%
	No answer			3	.4%
	Not Applicable			732	79.9%
Total		181	100.0%	916	100.0%

**Questionnaire Section 8: Leaseholders Moving to Unsubsidized Housing and  
Questionnaire Section 9: Demographic Information**

		Responses		All cases	
		Count	Col %	Count	Col %
Q70 Found another place to live?	Yes	5	56.2%	5	.5%
	No	4	43.8%	4	.4%
	Not Applicable			908	99.1%
Total		8	100.0%	916	100.0%
Q73 R sex	Male	91	9.9%	91	9.9%
	Female	824	90.1%	824	90.0%
	No answer			1	.1%
Total		915	100.0%	916	100.0%

**Questionnaire Section 8: Leaseholders Moving to Unsubsidized Housing and  
Questionnaire Section 9: Demographic Information**

		Responses		All cases	
		Count	Col %	Count	Col %
Q74 Year you were born	1902.00	1	.1%	1	.1%
	1910.00	1	.1%	1	.1%
	1913.00	1	.1%	1	.1%
	1916.00	1	.1%	1	.1%
	1917.00	1	.1%	1	.1%
	1918.00	1	.1%	1	.1%
	1919.00	1	.1%	1	.1%
	1922.00	1	.1%	1	.1%
	1923.00	4	.4%	4	.4%
	1924.00	2	.2%	2	.2%
	1925.00	7	.8%	7	.8%
	1926.00	4	.5%	4	.4%
	1927.00	7	.8%	7	.8%
	1928.00	10	1.1%	10	1.1%
	1929.00	5	.5%	5	.5%
	1930.00	8	.9%	8	.9%
	1931.00	1	.1%	1	.1%
	1932.00	6	.7%	6	.7%
	1933.00	3	.3%	3	.3%
	1934.00	2	.2%	2	.2%
	1935.00	5	.6%	5	.6%
	1936.00	4	.4%	4	.4%
	1937.00	8	.9%	8	.9%
	1938.00	6	.7%	6	.7%
	1939.00	10	1.1%	10	1.1%
	1940.00	7	.8%	7	.8%
	1941.00	7	.8%	7	.8%
	1942.00	10	1.1%	10	1.1%
	1943.00	7	.8%	7	.8%
	1944.00	12	1.3%	12	1.3%
	1945.00	14	1.5%	14	1.5%
	1946.00	13	1.5%	13	1.5%
	1947.00	16	1.7%	16	1.7%
	1948.00	18	2.0%	18	2.0%
	1949.00	16	1.7%	16	1.7%
	1950.00	17	1.9%	17	1.9%
	1951.00	21	2.3%	21	2.3%
	1952.00	17	1.9%	17	1.9%
	1953.00	24	2.7%	24	2.6%
	1954.00	19	2.1%	19	2.1%
	1955.00	28	3.1%	28	3.1%
	1956.00	22	2.4%	22	2.4%
	1957.00	21	2.3%	21	2.3%
	1958.00	20	2.2%	20	2.2%
	1959.00	23	2.5%	23	2.5%
	1960.00	21	2.3%	21	2.3%
	1961.00	25	2.7%	25	2.7%
	1962.00	30	3.3%	30	3.2%
	1963.00	27	3.0%	27	3.0%
	1964.00	30	3.3%	30	3.3%
	1965.00	24	2.7%	24	2.7%
	1966.00	18	2.0%	18	1.9%
	1967.00	21	2.3%	21	2.3%
	1968.00	21	2.3%	21	2.3%
	1969.00	13	1.5%	13	1.5%
	1970.00	23	2.5%	23	2.5%
	1971.00	21	2.3%	21	2.3%
	1972.00	23	2.5%	23	2.5%
	1973.00	24	2.6%	24	2.6%
	1974.00	31	3.4%	31	3.4%
	1975.00	27	3.0%	27	3.0%
	1976.00	33	3.6%	33	3.6%

**Questionnaire Section 8: Leaseholders Moving to Unsubsidized Housing and  
Questionnaire Section 9: Demographic Information**

		Responses		All cases	
		Count	Col %	Count	Col %
Q74 Year you were born	1977.00	18	2.0%	18	2.0%
	1978.00	14	1.6%	14	1.6%
	1979.00	17	1.8%	17	1.8%
	1980.00	9	1.0%	9	1.0%
	1981.00	4	.4%	4	.4%
	1983.00	3	.3%	3	.3%
	1984.00	1	.1%	1	.1%
Refused				5	.5%
Total		911	100.0%	916	100.0%
Q75 Are you of Hispanic, Latino, or Spanish origin?	Yes	33	3.6%	33	3.6%
	No	882	96.4%	882	96.3%
	No answer			1	.1%
Total		915	100.0%	916	100.0%
Q76 Racial background_White	Yes	29	3.2%	29	3.2%
	No	885	96.8%	885	96.6%
	No answer			1	.1%
	Refused			1	.1%
Total		914	100.0%	916	100.0%
Q76 Racial background_Black_African American	Yes	855	93.6%	855	93.4%
	No	59	6.4%	59	6.4%
	No answer			1	.1%
	Refused			1	.1%
Total		914	100.0%	916	100.0%
Q76 Racial background_Asian_Pacific Islander	Yes	2	.2%	2	.2%
	No	912	99.8%	912	99.6%
	No answer			1	.1%
	Refused			1	.1%
Total		914	100.0%	916	100.0%
Q76 Racial background_Alaskan Native_American(Native) Indian	No	914	100.0%	914	99.8%
	No answer			1	.1%
	Refused			1	.1%
Total		914	100.0%	916	100.0%
Q76 Racial background_Other	Yes	31	3.4%	31	3.4%
	No	883	96.6%	883	96.4%
	No answer			1	.1%
	Refused			1	.1%
Total		914	100.0%	916	100.0%

**Questionnaire Section 8: Leaseholders Moving to Unsubsidized Housing and  
Questionnaire Section 9: Demographic Information**

		Responses		All cases	
		Count	Col %	Count	Col %
Q77 Highest level of education completed	Eighth grade or less	62	6.8%	62	6.7%
	Beyond eighth grade but not HS grad	426	46.8%	426	46.5%
	GED	46	5.1%	46	5.0%
	High school grad	181	19.9%	181	19.7%
	Trade or vocational school	27	3.0%	27	3.0%
	One to three years of college	147	16.2%	147	16.1%
	Graduated four year college	8	.9%	8	.9%
	Some graduate education	9	1.0%	9	1.0%
	Graduate degree	3	.3%	3	.3%
	Post graduate education	2	.2%	2	.2%
	No answer			3	.3%
	Refused			2	.2%
Total		911	100.0%	916	100.0%
Q78 Marital status	Married	69	7.5%	69	7.5%
	Widowed	94	10.3%	94	10.3%
	Divorced	97	10.7%	97	10.6%
	Separated	90	9.8%	90	9.8%
	Never married	564	61.7%	564	61.5%
	No answer			1	.1%
	Refused			1	.1%
Total		914	100.0%	916	100.0%
Q79 How many children under 18 in household?	.00	282	31.6%	282	30.7%
	1.00	163	18.2%	163	17.8%
	2.00	138	15.5%	138	15.0%
	3.00	142	15.9%	142	15.5%
	4.00	89	10.0%	89	9.7%
	5.00	49	5.5%	49	5.4%
	6.00	19	2.1%	19	2.0%
	7.00	5	.6%	5	.6%
	8.00	3	.3%	3	.3%
	9.00	2	.2%	2	.2%
	11.00	1	.1%	1	.1%
	No answer			24	2.6%
Total		892	100.0%	916	100.0%
Q80 Total household income?	\$0-3,999	342	37.8%	342	37.3%
	\$4,000-7,999	239	26.5%	239	26.1%
	\$8,000-15,999	165	18.3%	165	18.0%
	\$16,000-27,999	88	9.7%	88	9.6%
	\$28,000-35,999	11	1.2%	11	1.2%
	Over \$36,000	4	.4%	4	.4%
	Don't know	54	6.0%	54	5.9%
	No answer			1	.1%
Total		903	100.0%	916	100.0%
Q90 Can we give your name to Tom Sullivan?	Yes	870	95.8%	870	95.0%
	No	38	4.2%	38	4.2%
	No answer			8	.8%
Total		908	100.0%	916	100.0%

## **Appendix G**

### **Interviewer Debriefing Minutes**

Resident Relocation Survey  
Interviewer Debriefing  
January 16, 2003

Central Office Staff: Syed Ashan, Christine Carr, Vicki Greiff, Cathy Haggerty, Lisa Lee, Charlene Weiss, and Dick Rubin

Field Management Staff: Debra Cipriano, Ezella Pickett, and Linda Woodley

Field Interviewing Staff: Mildred, Cindy Almeda, Valora, Coriola, Joyce, and Winonia

**I. Introduction**

Each person present stated their name and role on the project.

**II. Background of the RRS**

Cathy provided some background information about the Chicago Housing Authority and the Resident Relocation Survey.

**III. Evaluation of Substantive Training**

*Did the training prepare you to adequately gain cooperation?*

Interviewers reported that they knew how to introduce themselves and describe the study and that this helped to persuade respondents to participate in the study.

*Did the training prepare you to administer the questionnaire?*

Interviewers reported that the opportunities to practice in round-robin sessions and in pairs prepared them for the various respondent situations and helped them to navigate through the questionnaire.

*How could we improve the training?*

Develop practice scenarios that include how to convey the following to respondents:

- We value the opinions of residents.
- We are interested in the experiences of residents.

Add another day to training so that interviewers may choose to take an extra day to practice.

Require everyone to read the materials in advance of the training so that they feel better prepared on the first day.

**IV. Data Collection experiences**

*Did you get enough coaching throughout data collection?*

Interviewers reported that the FMs coached them so that the skills they acquired in training were reinforced throughout the field period; this gave them the confidence they needed to do their job well.



*Were the gaining cooperation strategies you used adequate?*

Interviewers were surprised and pleased at most leaseholders' willingness to do the interview. The ten dollar payment was a great incentive to participate and was very helpful in gaining cooperation. Interviewers felt that most of the respondents were glad to know that someone was interested in their experiences and that participating in the survey gave them an opportunity to vent.

*What tools were most helpful in gaining cooperation?*

Some interviewers felt that having the NORC carrying cases helped to establish credibility with the respondents. Several other interviewers indicated that they did not use the NORC carrying bag because they did not want the people hanging around the developments to know who they were or where they were from. All the interviewers felt that and the NORC picture id was very helpful in establishing credibility with respondents.

*What aspect of the organization of the work was helpful?*

In the beginning of the field period, many interviews were conducted in the developments on CHA property. The NORC interviewers who did not live in the CHA developments felt that it was good to have CHA residents as interviewers because they helped gain access and greatly improved the comfort level of non-CHA residents.

## **V. Questionnaire feedback**

*Were you surprised by anything related to the questionnaire?*

Some residents were confused by questions asking about their housing choice, not knowing if they should answer about a permanent or temporary choice.

Leaseholders working toward lease compliance were confused by questions about relocating with a housing voucher because they were not eligible for the voucher until they became lease-compliant. The few non-lease compliant non-curable leaseholders that chose a housing voucher were similarly confused because they will never be eligible for a housing voucher.

Leaseholders living in buildings that were undergoing rehab were confused about questions about relocation because they were not ever going to leave the building they were living in, just moving around within the building until the rehab was completed.

Some of the terminology was confusing. Some respondents asked what we meant by "apartment listings"; did this mean number of lists or number of apartments?

Interviewers said that some residents did not know the difference between certain categories of people and suggested that we define the jobs of the service connectors and relocation counselors before asking questions about them.

*What questions do you think we should have asked of respondents?*

- Were you properly informed about meetings, services, etc? How did you find out – through CHA staff? Through the grapevine?
- How do you feel about how you are being treated by the relocation counselor, service connector, etc?
- Provide more of an opportunity to record experiences that the respondents wish to share about the process. Perhaps have interviewers record if they feel that someone needs to get in touch with the respondent.

## **VI. Closing Remarks**

Cathy thanked the interviewers for a job well done.

Ezella talked about how much she enjoyed working with the interviewers and that this was one of the most successful field projects she had worked on in the past several years.

Dick said the RRS was one of NORC's very important projects and thanked the interviewers for their good work.

Charlene talked about how the success of this effort was informing some of the other work we are currently planning.

# **Appendix H**

## **Management Debriefing Minutes**

Resident Relocation Survey  
Management Debriefing  
January 16, 2003

Central Office Staff: Syed Ashan, Christine Carr, Vicki Greiff, Cathy Haggerty, Lisa Lee, Charlene Weiss, Dick Rubin

Field Management Staff: Debra Cipriano, Ezella Pickett, Linda Woodley

## **I. Recruiting**

During the planning phase of the survey, NORC project staff and the LAC presidents conferred about effective strategies for recruitment of interviewers. The LAC presidents noted the advantages to the project of recruiting from within the CHA developments and urged that this be attempted. The LAC further assisted by providing referrals, where possible. Ultimately, NORC recruited and hired about 30 interviewers altogether for this survey, with half coming specifically from the CHA resident population. Overall, the interviewers selected for this survey proved extremely effective at their job. However, the recruiting process took longer than expected, which contributed to some delay in the start of the field period, and during this debriefing, the field managers brainstormed about various ways that recruiting could be expedited in the future.

One screening protocol which we used during the recruitment process was to have potential interviewers call a toll-free recruiting hotline established by NORC. A voice recording directed them to leave certain identifying information. In part, this protocol was intended as a device to determine whether job candidates could follow basic instructions, one of the many skills important to an interviewer's success on the project. Use of the hotline caused more difficulty than expected and we will be evaluating its usefulness for the future.

## **II. Training**

Thirty-one trainees attended the General Training and twenty-nine trainees attended the substantive training. The training was executed as planned; the field managers had no suggestions for improvement.

## **III. Managing the work**

Working teams. When we started data collection some of the buildings were not yet closed, therefore, we dispatched groups of interviewers to buildings to locate and interview as many leaseholders as possible before the buildings were vacated. Several leaseholders were interviewed while the moving trucks were loading the contents of the leaseholders' unit. Each interviewer was paired with another interviewer and each pair worked together. Initially, interviewers completed interviews with their partner present. Eventually, paired interviewers worked in the same developments but conducted the interviews independently.

Questionnaire. In general, field managers reported that the Resident Relocation Survey questionnaire functioned well, i.e. that respondents were able to understand and respond to the questions, as asked. At the same time, they noted that the question series relating to

receipt of a 90-day/180-day notice proved somewhat problematic for a subset of leaseholders (i.e. those from Lowden Homes, Bridgeport Homes, and Rockwell Gardens) who had started the relocation process in 2002 but would not actually relocate until calendar year 2003. Field managers assisted the interviewers in dealing with that particular problem during administration of the questionnaire. During post-hoc data review by NORC's project staff any ambiguity in the data for this question series was addressed.

Case Management. Field Managers maintained daily contact with their interviewers. The field managers and interviewers conferred by telephone or in person each morning, and often spoke again during the day and always checked-in with interviewers at the end of the day. Field managers did this to be sure that the interviewers got home safely as well as to discuss any problems that they may have encountered. Often the data collection plan that was in place at the start of the week was reworked to reflect changing circumstances in the field. In general, the success of the fieldwork owed much to such flexibility on the part of field managers as well as interviewers.

Case Editing. At the beginning of data collection interviewers dropped off their completed questionnaires at the project site office, which was established at NORC headquarters in Hyde Park. Field Managers checked the completed questionnaires with the relevant interviewer to be sure the survey had been administered properly. Errors (e.g. incorrect following of skip patterns, omissions, improper or incomplete paperwork) were discussed with the interviewers. As needed, group meetings were convened to provide retraining with regard to common mistakes.

Address updates and locating. The field managers reported excellent success in the field staff's ability to find, identify and interview targeted leaseholders. To the extent that the NORC interviewer had available an accurate and up to date address for the leaseholder, contact with the respondent always was expedited. NORC and the CHA recognized the importance of good address information and, during the project planning phase, agreed on a protocol whereby during the survey period, the CHA would provide NORC with whatever new or updated information which became available. Once received, NORC's project team ensured that interviewers were so informed and survey databases and relevant materials were updated. In general, this protocol was both workable and cost effective. Towards the end of the field period, NORC field managers visited local CHA offices to obtain the newest address information. In looking to the future, field managers emphasized the importance of timely transfer of new address data from the CHA to NORC, noting that there were some delays during this round of data collection.

Data Retrieval. Upon reviewing contents of the completed surveys, the field managers would occasionally identify and flag missing data. If the leaseholder's telephone number was available, the field managers would contact them by phone to attempt to retrieve the missing information.

# **Appendix I**

## **Supplemental Data Tables**

Table I.1: Demographics, Chose to **Stay in Public Housing** (Weighted N=336).

Demographic	NUMBER	%
<b>Sex</b>		
Male	57	17.0
Female	279	83.0
Refused/Missing data	0	0.0
<b>Ethnicity</b>		
Hispanic Yes	16	4.7
Hispanic No	319	95.0
Missing	1	0.3
<b>Race</b>		
White	22	6.4
Black/African American	290	86.5
Asian/Pacific Islander	1	0.3
Alaskan Native/Am Indian (Native)	0	0.0
Other	21	6.2
Refused/Missing data	2	0.6
<b>Education</b>		
Eighth grade or less	24	7.2
Beyond eighth grade but not high school graduation	159	47.4
GED	16	4.7
High school graduation	62	18.5
Trade or vocational school	9	2.7
One to three years of college	54	16.2
Graduated four year college	5	1.4
Some graduate education	1	0.3
Graduate degree	0	0.0
Post graduate education	1	0.3
Refused/Missing data	4	1.2

Demographic	NUMBER	%
<b>Marital Status</b>		
Married	25	7.4
Widowed	44	13.2
Divorced	48	14.3
Separated	42	12.7
Never married	175	52.1
Refused/Missing data	1	0.3
<b>Children in household</b>		
Children	187	55.6
No children	132	39.4
Refused/Missing data	17	5.1
<b>Income</b>		
\$0 - 3,999	123	36.5
\$4,000 - 7,999	98	29.3
\$8,000 - 15,999	59	17.7
\$16,000 - 27,999	23	6.9
\$28,000 - 35,999	4	1.2
Over \$36,000	3	0.9
Don't know	22	6.6
Refused/Missing data	3	0.9
<b>Age</b>		
18-34	58	17.3
35-49	132	39.4
50-64	94	28.0
65+	49	14.7
Refused/Missing data	2	0.6

Table I.2: Demographics, Chose to Use a Section 8/HCV (Weighted N=572).

Demographic	NUMBER	%	Demographic	NUMBER	%
<b>Sex</b>			<b>Marital Status</b>		
Male	33	5.7	Married	44	7.7
Female	538	94.1	Widowed	47	8.3
Refused/Missing data	1	0.2	Divorced	49	8.5
			Separated	46	8.1
<b>Ethnicity</b>			Never married	385	67.3
Hispanic Yes	17	3.0	Refused/Missing data	1	0.2
Hispanic No	555	97.0			
Missing	0	0.0	<b>Children in household</b>		
			Children	421	73.6
<b>Race</b>			No children	144	25.1
White	7	1.2	Refused/Missing data	7	1.2
Black/African American	553	96.8			
Asian/Pacific Islander	1	0.2	<b>Income</b>		
Alaskan Native/Am Indian (Native)	0	0.0	\$0 - 3,999	214	37.5
Other	11	1.9	\$4,000 - 7,999	137	24.0
Refused/Missing data	0	0.0	\$8,000 - 15,999	106	18.5
			\$16,000 - 27,999	65	11.3
<b>Education</b>			\$28,000 - 35,999	7	1.2
Eighth grade or less	35	6.2	Over \$36,000	1	0.2
Beyond eighth grade but not high school graduation	264	46.2	Don't know	32	5.5
GED	30	5.3	Refused/Missing data	10	1.8
High school graduation	118	20.6			
Trade or vocational school	17	3.0	<b>Age</b>		
One to three years of college	91	15.9	18-34	221	38.7
Graduated four year college	3	0.5	35-49	218	38.1
Some graduate education	8	1.4	50-64	95	16.6
Graduate degree	3	0.5	65+	35	6.1
Post graduate education	1	0.2	Refused/Missing data	3	0.5
Refused/Missing data	1	0.2			



Table I.3: Demographics, Chose to **Move to Unsubsidized Housing** (Weighted N=8).

Demographic	NUMBER	%	Demographic	NUMBER	%
<b>Sex</b>			<b>Marital Status</b>		
Male	1	10.7	Married	0	0.0
Female	8	89.3	Widowed	3	32.0
Refused/Missing data	0	0.0	Divorced	1	10.7
			Separated	1	12.4
<b>Ethnicity</b>			Never married	4	45.0
Hispanic Yes	0	0.0	Refused/Missing data	0	0.0
Hispanic No	8	100			
Missing	0	0.0	<b>Children in household</b>		
			Children	3	33.2
<b>Race</b>			No children	6	66.8
White	0	0.0	Refused/Missing data	0	0.0
Black/African American	8	100			
Asian/Pacific Islander	0	0.0	<b>Income</b>		
Alaskan Native/Am Indian (Native)	0	0.0	\$0 - 3,999	5	57.4
Other	0	0.0	\$4,000 - 7,999	4	42.6
Refused/Missing data	0	0.0	\$8,000 - 15,999	0	0.0
			\$16,000 - 27,999	0	0.0
<b>Education</b>			\$28,000 - 35,999	0	0.0
Eighth grade or less	2	21.3	Over \$36,000	0	0.0
Beyond eighth grade but not high school graduation	3	32.0	Don't know	0	0.0
GED	0	0.0	Refused/Missing data	0	0.0
High school graduation	1	12.4			
Trade or vocational school	1	11.8	<b>Age</b>		
One to three years of college	2	22.5	18-34	2	22.5
Graduated four year college	0	0.0	35-49	4	43.8
Some graduate education	0	0.0	50-64	2	23.0
Graduate degree	0	0.0	65+	1	10.7
Post graduate education	0	0.0	Refused/Missing data	0	0.0
Refused/Missing data	0	0.0			

Table I.4: Weighted number of respondents for each housing choice, sorted by stage of relocation and lease compliance status, all buildings.

Phase II Leaseholders who completed the Resident Relocation Survey All Buildings (916)	Chose Public Housing (336)	Waiting for new unit (200)	Lease Compliant		170
			Not Lease Compliant	Curable	5
				Non Curable	7
			Missing		18
		Moved to new unit (128)	Lease Compliant		119
			Not Lease Compliant	Non Curable	8
			Missing		1
		Missing (7)	Lease Compliant		7
	Chose Section 8 / Housing Choice Voucher (572)	Not started looking (123)	Lease Compliant		81
			Not Lease Compliant	Curable	10
				Non Curable	17
			Missing		14
		Looking (83)	Lease Compliant		63
			Not Lease Compliant	Curable	2
				Non Curable	9
			Missing		9
		Found but not moved (49)	Lease Compliant		46
			Not Lease Compliant	Curable	1
				Non Curable	1
			Missing		1
		Moved (316)	Lease Compliant		291
			Not Lease Compliant	Curable	17
				Non Curable	6
			Missing		2
		Missing (1)	Lease Compliant		1
	Chose Unsubsidized Housing (8)	Found = Y (5)	Lease Compliant		4
			Missing		1

		Found = N (4)	Lease Compliant	2
			Missing	2

Table I.5: Weighted number of respondents for each housing choice, sorted by stage of relocation and lease compliance status, building year 2002.

Phase II Leaseholders who completed the Resident Relocation Survey Building Year 2002 (607)	Chose Public Housing (206)	Waiting for new unit (76)	Lease Compliant		70
			Not Lease Compliant	Curable	0
				Non Curable	6
			Missing		0
		Moved to new unit (126)	Lease Compliant		117
			Not Lease Compliant	Non Curable	8
			Missing		1
		Missing (4)	Lease Compliant		4
	Chose Section 8 / Housing Choice Voucher (398)	Not started looking (42)	Lease Compliant		25
			Not Lease Compliant	Curable	2
				Non Curable	14
			Missing		0
		Looking (31)	Lease Compliant		21
			Not Lease Compliant	Curable	1
				Non Curable	9
			Missing		0
		Found but not moved (27)	Lease Compliant		26
			Not Lease Compliant	Curable	1
				Non Curable	0
			Missing		0
		Moved (297)	Lease Compliant		274
			Not Lease Compliant	Curable	17
				Non Curable	6
			Missing		0
		Missing (1)	Lease Compliant		1

	Chose Unsubsidized Housing (3)	Found = Y (2)	Lease Compliant	2
			Missing	0
		Found = N (1)	Lease Compliant	1
			Missing	0

Table I.6: Weighted number of respondents for each housing choice, sorted by stage of relocation and lease compliance status, building year 2003.

Phase II Leaseholders who completed the Resident Relocation Survey Building Year 2003 (309)	Chose Public Housing (130)	Waiting for new unit (125)	Lease Compliant		101
			Not Lease Compliant	Curable	5
				Non Curable	1
			Missing		18
		Moved to new unit (2)	Lease Compliant		2
			Not Lease Compliant	Non Curable	0
			Missing		0
		Missing (3)	Lease Compliant		3
	Chose Section 8 / Housing Choice Voucher (174)	Not started looking (81)	Lease Compliant		56
			Not Lease Compliant	Curable	8
				Non Curable	3
			Missing		14
		Looking (52)	Lease Compliant		42
			Not Lease Compliant	Curable	1
				Non Curable	0
			Missing		9
		Found but not moved (22)	Lease Compliant		20
			Not Lease Compliant	Curable	0
				Non Curable	1
			Missing		1
		Moved (19)	Lease Compliant		17
			Not Lease Compliant	Curable	0
				Non Curable	0
			Missing		2

		Missing (0)	Lease Compliant	0
	Chose Unsubsidized Housing (5)	Found = Y (3)	Lease Compliant	2
			Missing	1
		Found = N (3)	Lease Compliant	1
			Missing	2