

# Trauma-Informed Housing Evaluation Survey: Residents



This tool was developed by POAH in partnership with Urban Institute as part of a larger effort to make housing more trauma-informed. To learn more about POAH's work and see how this tool might fit into your own organization's efforts to become more trauma-informed, visit POAH's Trauma-Informed Housing Toolkit at: [traumainformedhousing.poah.org](https://traumainformedhousing.poah.org)

## Purpose

- This survey can be utilized to evaluate the impact of your trauma-informed efforts on resident's sense of belonging, agency, understanding of trauma and healing and experiences with staff.
- Consider administering this survey at the beginning of your organization's trauma-informed journey, and periodically at regular intervals (such as annually, bi-annually or some other frequency).
- We recommend using this survey in addition to, not in place of, the interview and discussion guides provided in POAH's Trauma-Informed Housing Toolkit.

## Tips for Trauma-Informed Practice

- 1. Practice transparency:** Explain to the interviewee how this information will be used and what measures are in place to protect their privacy.
- 2. Offer choice:** Offer the interviewee choice on the interview time, location, format (virtual/in-person, camera on/off), wherever possible.
- 3. Give room:** If difficult feedback or painful emotions arise in the interview, allow room for expression. Avoid minimizing the experience or proposing solutions that may bypass it.

## INTRODUCTION

### Thank you for participating in this survey.

Our organization is interested in hearing how residents feel about their experience living in this community. Your feedback is confidential. Your responses will not affect your housing status. We will use this information to make improvements to resident services, property management and the physical spaces on this property.

If you have any questions, please reach out to [Team Lead] at [Team Lead Contact Info].

### Belonging<sup>1</sup>

Belonging means that you feel that you are accepted, comfortable and welcome in this community. For the following statements, please rate how strongly you agree or disagree.

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	Don't Know	Prefer Not to Answer
1. I feel like I belong at [property].	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. My relationships with staff at [property] are as satisfying as I would want them to be.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. My relationships with my neighbors at [property] are as satisfying as I would want them to be.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. I feel comfortable expressing my opinions to my neighbors at [property].	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. I feel comfortable expressing my opinions to staff at [property].	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

<sup>1</sup>Adapted from [Harvard 2019 Belonging and Inclusion Survey](#)

## Experience with Staff<sup>2</sup>

In this section, we ask you about your relationships with staff at the property where you live. Please indicate, on a scale from 0 to 3, how true the following statements are as you think about your interactions with staff at the property. You may feel different ways about different staff members. Please respond with your overall impression of the staff.

	Not At All True 0	A Little True 1	Somewhat True 2	Very True 3	Don't Know	Prefer Not to Answer
6. Staff respect my privacy.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. Staff are supportive when I'm feeling stressed out or overwhelmed.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. Staff treat me with dignity.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. Staff respect the strengths I have gained through my life experiences.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10. Staff respect the strengths I get from my culture or family ties.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
11. Staff understand that I know what's best for me.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
12. Staff respect the choices that I make.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
13. The strengths I bring to my relationships with my children, my family, or others are recognized at [property].	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
14. At [property], I can share things about my life on my own terms and at my own pace.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
15. Staff can handle difficult situations at [property] that affect resident well-being and safety.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
16. I can trust staff at [property].	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

<sup>2</sup>Adapted from [Trauma Informed Practice \(TIP\) Scales](#).

## Understanding Trauma and Healing

Trauma is a word to describe personal or group experiences that are overwhelming and stressful. In this section, we ask about your perspectives on trauma and healing. Please rate the following statements on a scale from 0 to 3.

	Not At All True 0	A Little True 1	Somewhat True 2	Very True 3	Don't Know	Prefer Not to Answer
17. Trauma can negatively effect a person's physical, emotional, and social health.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
18. Recovery from trauma is possible for all.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
19. Physical and emotional safety are essential for healing.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
20. Exposure to trauma is common.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
21. The effects of trauma can be visible and invisible.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## Agency<sup>3</sup>

Agency means that you feel free to make choices and decisions that are best for you and your community. Please rate your level of agreement with the following statements.

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	Don't Know	Prefer Not to Answer
22. I have the power to change my community	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
23. There are things I can do to make [property] a better place.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
24. I have been able to build a living situation at [property] that fits my needs.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

<sup>3</sup>Adapted from the [Youth Empowerment Solutions \(YES\) evaluation questionnaire](#)

## Experience with Housing

In this section, we ask about your experience living at [property]. Please rate your level of agreement with the following statements.

25. I feel safe at [property].

- Strongly Disagree
- Disagree
- Neutral
- Agree
- Strongly Agree
- Don't Know
- Prefer Not to Answer

26. Do you plan on remaining at [property]?

- No, I plan to leave at the end of my lease.
- Yes, but I plan to move within the next few years.
- Yes, I don't foresee moving.
- Don't Know
- Prefer Not to Answer



## About You

27. Which of the following best describes you? *(Select only one.)*

- 1-Resident
- 2-Resident and Staff
- 3-Other: \_\_\_\_\_

28. Which is your current gender identity?

- Man
- Woman
- Genderqueer/nonbinary
- Other: \_\_\_\_\_
- Prefer Not to Answer

29. What is your race?

- 1-White
- 2-Black or African American
- 3-American Indian or Alaska Native
- 4-Asian
- 5-Native Hawaiian or Other Pacific Islander
- 6-Biracial or multiracial: \_\_\_\_\_
- 7-Other: \_\_\_\_\_
- 8-Don't Know
- 9-Prefer Not to Answer

30. Are you of Hispanic, Latino, or Spanish origin?

- 1- Yes
- 2-No
- 3-Don't Know
- 4-Prefer Not to Answer

***Thank you for completing the survey. Your responses will help us to better understand how you and other residents feel about the communities in which you live and to develop strategies that can strengthen the resident experience.***