Central City Concern (CCC) provides housing, employment services, healthcare services, and peer support to over 13,000 low-income and homeless individuals annually in Portland, OR. During summer 2015, CCC conducted a community health survey to learn how to better serve our clients.

- Ten student interns from Portland State University conducted over 500 interviews in eight weeks at CCC’s nine health services sites.
- Students were provided eight hours of training on survey conduct.
- Data was collected using iPads and an app called iFormbuilder, which removed the need for data entry associated with paper surveys.
- Professional development opportunities were offered to students including talking with CCC staff members about career paths in social services.

**DEMOGRAPHICS OF STUDY POPULATION**

The survey consisted of 38 questions. Questions on the following topics were asked: 1) CCC services used and duration of service usage; 2) client goals related to employment, community, health, and housing; 3) general health, substance use, and unmet health needs; and 4) demographics.

**KEY FINDINGS**

Social connection may improve how clients think about their health and quality of life.

- Clients who are actively involved in their community, were already involved in volunteer activities, felt connected to their culture, or felt close to a greater quantity of friends, family or providers on average rated their general health, quality of life, physical health, or mental health significantly more positively than clients who did not possess these attributes.

As the amount of time a client is homeless increases, clients rate their general health, quality of life, physical health, and mental health significantly less positively.

About twice the number of non-white clients than white clients had a goal of improving their ability to read.

Having a living wage job may improve how clients think about their health.