

SOFT LAUNCH FEEDBACK

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DENVER
BASIC INCOME
PROJECT

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SOFT LAUNCH OVERVIEW

- To provide guaranteed income to people experiencing homelessness and **to test mechanisms of the program before full launch.**
- 12 individuals from 2 CBOs randomly assigned to 3 types of programming
 - 10 of 12 enrolled

FINDINGS FROM 4 SOURCES

- 1) DBIP participants
- 2) Community-based organizations
- 3) DBIP core group members
- 4) Preliminary research

PARTICIPANT FEEDBACK

- Focus groups, 1-on-1 interviews, and electronic surveys
- 7 participants (70% response rate)
 - 6 Joshua Station (100%)
 - 1 DHOL (25%)
- English, Spanish, & Arabic
- Two-cycle qualitative analysis

PARTICIPANT FINDINGS

Program Participation

- straightforward
- relief and blessing
- point of contact mostly clear
- DBIP semi-clear
- resource portal unclear

Cash Transfers

- ACH mostly seamless
- safety net
- planning for future
- support managing
- DHOL only card replacement

Cell Phones

- very appreciated
- family use
- challenges making primary
- fearful about damaging

Public Assistance

- uncertain about impact
- unclear on process
- unaffected so far

Research

- mostly easy
- some burdened
- some items not applicable
- curious about findings
- unclear on research expectations

PARTICIPANT CONSIDERATIONS

- Detailed benefits waiver packet
- Option to delay enrollment to sort benefits questions
- Resource portal info sheet
- Training guide for CBO liaisons for consistent messaging
- Financial counseling resource for interested participants
- Cell phone technical assistance

CBO FINDINGS

- Application and enrollment worked well - and was time consuming
- Some screening questions confusing for participants
- A lot of information delivered in application and enrollment - some details hard to remember (contacts, resource page)
- Many questions about impact on benefits

CBO CONSIDERATIONS

- DBIP materials for participants at application - possibly add program touch point prior to enrollment
- Benefits counseling still needs TANF waiver and disaster relief decisions
- Privacy for application and enrollment
- Not every CBO will be a good fit for DBIP

CORE GROUP FEEDBACK

- Electronic surveys
 - ✓ Strengths
 - ✓ Challenges
 - ✓ Key considerations moving forward
- 5 completed surveys (50% response rate)
- Single-cycle qualitative analysis

CORE GROUP FINDINGS

Strengths

- 11 participants successfully enrolled
- Flexibility and dedication

Challenges

- Internal structure and decision-making process
- Defined roles, goals, communication channels
- Program details

Key Considerations

- Bolstered training and clearer terms of participation for CBOs
- Program logistics
- Suggested second “soft launch”

PRELIMINARY RESEARCH

- Objectives
 - Assess utility of data
 - Assess potential shortcomings of the research approach
 - **NOT TO INTERPRET OUTCOMES OR FINDINGS**
- Data Collection
 - Longform surveys, weekly surveys, Usio debit card spending

RESEARCH CONSIDERATIONS

Changes to Longform Survey

- Edit for length
- Confusing measures
- Self-completing surveys

Changes to Weekly Survey

- Response rates
- Frequency of surveys

Other Considerations

- Connecting treatment group to survey response
- Multiple language options
 - Error codes in AidKit and data collection mechanisms

CONCLUSIONS

- ✓ DBIP is being delivered to 11 people experiencing homelessness right now!
- ✓ Bumps in the process, but participants have not experienced major challenges to date.
- ✓ Developing the organization and program are next steps - specific considerations can be found in the report.