

Table 1. Estimated participation rate by program type

Program type	Program	Census	Scheduled visits	Number of participants	Estimated participation rate
Treatment	Clinic	1,927	1,003	144	14.4%
Treatment	Assertive community treatment/ intensive mobile treatment	451	451	145	32.2%
Treatment	Personal recovery oriented services	260	260	74	28.5%
Outreach	Care coordination and other outreach	2,540	847*	225	26.6%
Housing	Supportive housing	1,030	1,030**	706	68.5%
Housing	Treatment apartment program	342	342	188	55.0%
	Total	6,550	3,933	1,482	37.7%

*number of scheduled visits for the study period (10 days) estimated as 1/3 of the census, given that each client should receive at least one visit per month

**not possible to estimate number of scheduled visits due to varying visit frequencies; used census as denominator

Table 2. Ordinal logistic regression for survey responses by program type

Question	Category	Odds Ratio	Confidence Interval		<i>p</i>
I feel connected to my case manager/therapist/doctor/nurse/team	Housing v Treatment	1.05	0.83	1.33	0.70
	Outreach v Treatment	0.79	0.57	1.09	0.15
I can get support when I need it	Housing v Treatment	1.01	0.79	1.28	0.96
	Outreach v Treatment	0.76	0.55	1.07	0.11
I can get an appointment when I want	Housing v Treatment	0.64	0.50	0.82	0.00
	Outreach v Treatment	0.36	0.26	0.50	0.00
I feel comfortable asking about treatment and medications	Housing v Treatment	0.99	0.65	1.49	0.95
	Outreach v Treatment	0.74	0.44	1.25	0.26
Staff talk to me about specific goals for my health	Housing v Treatment	0.94	0.59	1.48	0.78
	Outreach v Treatment	1.08	0.57	2.06	0.81
Staff are sensitive to my traumatic or difficult experiences	Housing v Treatment	2.11	1.43	3.10	0.00
	Outreach v Treatment	1.14	0.70	1.86	0.60
The quality of my life is improving	Housing v Treatment	1.20	0.92	1.57	0.17
	Outreach v Treatment	0.58	0.41	0.81	0.00
Staff: Please assess the degree to which your client is experiencing distress because of the pandemic	Housing v Treatment	1.77	1.37	2.30	0.00
	Outreach v Treatment	1.30	0.92	1.85	0.14

Table 3. Ordinal logistic regressions of survey responses by year, 2020 vs. 2018

Question	Odds Ratio	Confidence Interval		<i>p</i>
I feel comfortable asking about treatment and medications	1.008	0.929	1.093	.850
Staff talk to me about specific goals for my health	1.004	0.925	1.089	.929
Staff are sensitive to my traumatic or difficult experiences	1.003	0.924	1.089	.936
The quality of my life is improving	1.280	1.182	1.387	.000

Table 4. Ordinal logistic regression of Supporting Remotely Questions by Distress

Question	Odds Ratio	Confidence Interval		<i>p</i>
I feel connected to my case manager/therapist/doctor/nurse/team	1.381	1.134	1.684	.001
I can get support when I need it	1.454	1.187	1.779	.000
I can get an appointment when I want	1.487	1.211	1.827	.000
I feel comfortable asking about treatment and medications	1.199	0.979	1.468	.078
Staff talk to me about specific goals for my health	1.077	0.877	1.322	.482
Staff are sensitive to my traumatic or difficult experiences	1.045	0.851	1.283	.673
The quality of my life is improving	1.856	1.525	2.258	.000