



## 2021 Client Survey

This survey is voluntary, and you may choose to discontinue the survey at any time. It will take about 10 minutes to complete and your responses will remain anonymous.

Our statewide coalition of homeless service providers will use the results from this survey to work on improving services.

The deadline to complete this survey is December 31st, 2021.

We truly appreciate your participation.

***Youth and those age 18-24 complete pages 2-8***

***Over age 24, complete pages 2-4 and 9-14***

**\*The questions on pages 2-4 are for everyone to answer\***

\* 1. Of these counties (and/or local homeless coalitions), which represents where you live or seek services?

- Brown
- Waupaca, Waushara, Portage, Marquette (East Central)
- Adams, Columbia, Dodge, Juneau, Sauk (Central)
- Crawford, La Crosse, Monroe, Vernon (Coulee)
- Buffalo, Eau Claire, Jackson, Trempealeau (Dairyland)
- Calumet, Outagamie (Fox Cities)
- Burnett, Clark, Rusk, Sawyer, Taylor, Washburn (Rural North)
- Jefferson
- Kenosha
- Door, Kewaunee, Manitowoc, Sheboygan (Lakeshore)
- Lincoln, Marathon, Wood (North Central)
- Florence, Marinette, Menominee, Oconto, Shawano (Northeast)
- Ashland, Bayfield, Douglas, Iron, Price (Northwest)
- Forest, Langlade, Oneida, Vilas (NWISH)
- Ozaukee
- Rock/Walworth
- Grant, Green, Iowa, Lafayette, Richland (Southwest)
- Washington
- Waukesha
- Barron, Chippewa, Dunn, Pepin, Pierce, Polk, St. Croix (West Central)
- Fond du Lac, Green Lake, Winnebago (Winnebagoland)
- Other (please provide your specific location)

\* 2. What is your race? (please select all that apply)

- American Indian or Alaska Native
- Asian
- Black or African American
- Native Hawaiian or other Pacific Islander
- White or Caucasian
- I prefer not to answer.
- Other (please specify) \_\_\_\_\_

\* 3. What is your ethnicity?

- Hispanic
- Non-Hispanic
- I prefer not to answer.

\* 4. What is your gender?

- female
- male
- trans female
- trans male
- I do not identify as female, male, or transgender.
- I prefer not to answer.

5. What is your sexual orientation?

\* 6. What is the primary language spoken in your household?

\* 7. How many people are in your household?

\* 8. What is your annual household income (total yearly income for all adults living in the household)?

- less than \$20,000
- \$20,000 to \$34,999
- \$35,000 to \$49,999
- \$50,000 to \$74,999
- \$75,000 to \$99,999
- \$100,000 to \$149,999
- \$150,000+
- I prefer not to answer.

\* 9. Of the age categories listed, which represents you?

- under 18
- 18-24
- 25-34
- 35-44
- 45-54
- 55-61
- 62+

\* 10. In the past 12 months, have you been either homeless or at risk of becoming homeless?

- yes
- no

**\*The questions on pages 5-8 are for those under 18 and age 18-24\***

\* 11. If yes, which best describes what led up to your situation?

- Ran away from home
- Ran away from foster care
- Aged out of foster care
- Asked to leave primary residence
- Incarcerated
- Abandoned
- Other (please specify)

\* 12. Are you enrolled in school?

- Yes
- No

\* 13. On average, how many days per week do you attend school?

- 0
- 1-2
- 3-5
- More

\* 14. Where do you sleep at night?

\* 15. Who knows you are experiencing homelessness or at risk of experiencing homelessness? (friends, teacher, family member, co-worker, counselor/social worker, etc.)

\* 16. Who do you receive your supports from? (money, basic needs, food, emotional support, etc.)

17. What do you need to **be** safe?

18. What do you need to **feel** safe?

19. What do you need to be housed?

\* 20. Have you reached out for help?

Yes

No

21. What is stopping you from reaching out for help?

22. Can you tell us about the experience you had reaching out for help?

\* 23. Have you heard of the term "Coordinated Entry"? (***If no, skip to Question 31***)

yes

no

maybe/unsure

\* 24. If you were seeking housing services and assistance, were you offered an intake and assessment to be put on the Coordinated Entry prioritization list?

- yes
- no
- maybe/unsure
- N/A - did not seek out housing assistance

\* 25. Were you offered this by the first agency you contacted?

- yes
- no
- maybe/unsure

\* 26. Did you feel you understood how the process would help you obtain housing?

- yes
- no
- maybe/unsure

\* 27. Did you consent to and get placed on the coordinated entry housing prioritization list?

- yes
- no

\* 28. After being placed on the housing prioritization list, did you feel that you understood your responsibility to keep the referring agency updated on your homeless status, your need for housing, and changes in your contact information?

- yes
- no

\* 29. Do you feel that it would be helpful to have a document to help explain the coordinated entry process?

- yes
- no
- maybe/unsure

30. Is there any feedback you would like to share about Coordinated Entry, and/or how we can improve the Coordinated Entry process?

\* 31. Have you heard of the concept of "No Wrong Door", and/or did you see a poster advertising "No Wrong Door" regarding housing and homelessness?

- yes
- no
- maybe/unsure

32. If yes, did seeing a "No Wrong Door" poster help connect you to homeless and housing services?

- yes
- no

33. Is there anything you would like to share about what services are needed in your area to serve people who are experiencing homelessness or at risk of experiencing homelessness?

Thank you for your feedback!

**\*The questions on pages 9-14 are for those over age 24\***

\* 35. If you were homeless or at risk of becoming homeless in the last 12 months, please check all that apply to your situation.

- stayed or currently staying in a shelter
- lived or currently living on the street
- stayed or currently staying in a motel paid for by a service agency
- stayed or currently staying with friends/family or couch surfing
- received an eviction notice: past-due rent or fees
- received an eviction notice: dispute with tenants or landlord
- received an eviction notice: violation of the lease agreement
- received a foreclosure notice
- none of the above

36. Within the first 24 hours of experiencing homelessness, were you able to get connected to services and resources?

Yes

No

\* 37. If you were able to get connected to services, please select all that apply to your situation with regard to how you got connected to services and resources.

- phone call to an agency
- walk-in to an agency
- e-mail to an agency
- police contact
- support/referrals through church
- support/referrals through school
- support/referrals through friend or family
- internet search
- other

\* 38. Did you seek emergency shelter?

- yes
- no

\* 39. If you sought emergency shelter, were you able to access it?

yes

no

\* 40. How many days did you wait before getting access to shelter, or how many days have you been waiting to get access to emergency shelter?

0-5 days

6-15 days

16-30 days

31+ days

I was denied a stay in emergency shelter

\* 41. In the past 12 months, have you sought housing assistance?

yes

no

\* 42. If you received housing assistance, how long did you wait?

less than 1 month

1-5 months

6-8 months

9-11 months

12+ months

I was denied housing assistance

\* 43. Do you have any of the following disabilities? Please select all that apply.

- physical
- mental health
- developmental/cognitive
- chronic health condition
- HIV/AIDS
- alcohol abuse
- drug abuse
- N/A
- other (please specify)

\* 44. Have you ever received services or treatment for any of the following disabilities? Please select all that apply.

- physical
- mental health
- developmental/cognitive
- chronic health condition
- HIV/AIDS
- alcohol abuse
- drug abuse
- N/A
- other (please specify)

\* 45. Are you a survivor of domestic violence, sexual assault, or human trafficking?

- yes
- no
- I prefer not to answer.

\* 46. Have you received services from an agency that specifically serves domestic violence, sexual assault, or human trafficking survivors?

- yes
- no
- I prefer not to answer.

\* 47. Which of these services are available to you in your area? Please select all that apply.

- financial assistance (rental assistance, security deposit, etc.)
- transportation assistance (bus tokens or gas cards)
- utility assistance
- food assistance
- medical care
- mental health care
- dental care
- assistance for victims of domestic violence and/or sexual assault
- pet shelter services
- hotel vouchers
- other (please specify)

\* 48. Have you heard of the term "Coordinated Entry"? *(if no skip to question #56)*

- yes
- no
- maybe/unsure

\* 49. If you were seeking housing services, were you offered an intake and assessment to be put on the Coordinated Entry prioritization list?

- yes
- no
- maybe/unsure
- N/A - did not seek out housing assistance

\* 50. Were you offered this by the first agency you contacted?

- yes
- no
- maybe/unsure

\* 51. Did you feel you understood how the process would help you obtain housing?

- yes
- no
- maybe/unsure

\* 52. Did you consent to and get placed on the coordinated entry housing prioritization list?

- yes
- no

\* 53. After being placed on the housing prioritization list, did you feel that you understood your responsibility to keep the referring agency updated on your homeless status, your need for housing, and changes in your contact information?

- yes
- no

54. Do you feel that it would be helpful to have a document to help explain the coordinated entry process?

- yes
- no
- maybe/unsure

55. Is there any feedback you would like to share about Coordinated Entry, and/or how we can improve the Coordinated Entry process?

\* 56. Have you heard of the concept of "No Wrong Door", and/or did you see a poster advertising "No Wrong Door" regarding housing and homelessness?

yes

no

maybe/unsure

57. If yes, did seeing a "No Wrong Door" poster help connect you to homeless and housing services?

yes

no

58. Is there anything you would like to share about what services are needed in your area to serve people who are experiencing homelessness or at risk of experiencing homelessness?

Thank you for your feedback!