



2021 Service Providers' Survey

Thank you so much for participating in this survey. Your participation is vital to the mission of the Balance of State Continuum of Care (BOSCO) to end homelessness in Wisconsin. Individual responses will only be identifiable by CoC region. Your comments and answers will not be attributable to you or your agency, unless you choose to share that information with us. The Gaps and Needs Committee will present the cumulative results of this survey and the Committee's recommendations to the BOSCO membership in early 2022.

The deadline for survey responses is December 31st, 2021. The survey should take no longer than 10 minutes to complete.

Thank you again for your time and for all you do to support individuals and families experiencing homelessness in your community.

* 1. In which local coalition and/or county do you work?

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

* 2. What profession do you represent?

- | | |
|---|---|
| <input type="checkbox"/> Education | <input type="checkbox"/> Legal |
| <input type="checkbox"/> Healthcare | <input type="checkbox"/> Faith-based Organization |
| <input type="checkbox"/> Private Business | <input type="checkbox"/> Human/Social Service |
| <input type="checkbox"/> Media | <input type="checkbox"/> Law Enforcement/Public Safety |
| <input type="checkbox"/> Appointed/Elected Official | <input type="checkbox"/> I do not represent an agency (skip to question 6) |
| <input type="checkbox"/> Other (please specify) | |

* 3. What type of agency do you work for? (check all that apply)

- COC funded
- EHH funded
- Homeless Prevention
- Veteran Services
- Domestic Violence/Sexual Assault/Human Trafficking Services
- Housing Authority
- Local City/County Government Agency
- Other:

4. If you are willing, please share the name of the agency you work for.

* 5. My agency most often works with people who are in need of (check all that apply):

- | | |
|---|---|
| <input type="checkbox"/> Emergency shelter (short term/temporary housing 0-3 months) | <input type="checkbox"/> Domestic abuse services or other victim advocacy |
| <input type="checkbox"/> Medium-term housing (for a limited term of 6-12 months) | <input type="checkbox"/> Income-based housing |
| <input type="checkbox"/> Transitional Living (long-term assistance 12-24 months) | <input type="checkbox"/> Eviction Prevention |
| <input type="checkbox"/> Permanent Supportive Housing (24 months - permanent housing) | <input type="checkbox"/> Case Mangement/Stabilization Services |
| <input type="checkbox"/> Other (please specify) | |

6. As a service provider how would you rank the following list of housing-specific needs in your community, with 1 being the most significant need and 6 being the least.



Emergency shelter (short term/temporary housing 0-3 months)



Rapid Re-housing (medium term assistance 6-12 months)



Transitional Living (long term assistance 12-24 months)



Permanent Supportive Housing (24 months and beyond)



Security deposit / first month rent



Eviction prevention (1-3 months of rental assistance)

* 7. From your perspective, what (if any) non-housing resources do you see as lacking in your local housing coalition that may be contributing to homelessness and housing instability in the communities you serve?

Check all that apply.

Employment

Access to Social Security Benefits

Transportation

Legal Assistance

Dental Services

Long-term Case Management

Substance Abuse Treatment

Education

Food

Financial literacy

Clothing

Healthcare

Medication Payment Assistance

Mental Health Treatment

Insurance Coverage

Sexual Assault/Domestic Violence/Human Trafficking
Victim Services

Other _____

-

* 8. What are the barriers for people accessing affordable housing in your area? (check all that apply)

- Landlords will not work with housing assistance/providers
- Landlords will not work with people without a rental history
- People with mental health challenges, have recently been incarcerated, etc.
- More rental units under the fair market rate
- Lack of available units
- Other (please specify)

* 9. Do you know what "housing first" means?

- Yes
- No
- Unsure

If yes, has your agency adopted housing first into policy, procedures, and practice for people experiencing homelessness?

* 10. Does your housing coalition conduct street outreach to people experiencing homelessness?

- Yes
- No
- Unsure

* 11. Does your agency participate in the January and July Point in Time Count?

- Yes
- No
- Unsure

* 12. How familiar are you with the concept of "Coordinated Entry"? (please select one)

- Never heard of it.
- I have heard it mentioned but I'm not exactly sure what it is.
- I know that people seeking homelessness services must use Coordinated Entry to access those services but I am not sure how it works.
- I have referred people to an agency that uses Coordinated Entry.
- I have been trained in Coordinated Entry, make referrals, and use the list to fill program vacancies.

Skip to page 7 if you selected "never heard of it" above

The next set of questions are about Coordinated Entry.

* 13. My agency actively participates in putting people on and accepting people from Coordinated Entry.

- Yes
- No
- Unsure

* 14. Why do you utilize Coordinated Entry? (check all that apply)

- Coordinated Entry effectively serves my clients
- Our agency is required by funding source
- Our local coalition is requesting the use of Coordinated Entry
- Our agency is required by a memorandum of understanding
- Unsure
- Other (please specify)

* 15. Why don't you utilize Coordinated Entry? (check all that apply)

- Administrative burden
- We don't see the benefit to our clients
- Lack of understanding of Coordinated Entry
- Lack access to the system
- Cost
- Unsure
- Other (please specify)

* 16. Does your agency post and/or provide marketing materials explaining Coordinated Entry? (Materials can be downloaded here - scroll down to marketing materials section: <https://www.wiboscoc.org/ce2021.html>)

- Yes
- No
- Unsure

* 17. Do you feel the marketing materials effectively direct clients to your agency/an agency for Coordinated Entry?

- Yes
- No
- Unsure

* 18. Do you feel clients understand Coordinated Entry as you present it to them?

- Yes
- No
- Unsure

If no, how can we improve in this area?

* 19. Do you feel Coordinated Entry will benefit other programs? (i.e., TBRA, county-funded Rapid Re-housing, etc.)

- Yes
- No
- Unsure

20. As a key partner or service provider in your local housing coalition, please provide feedback on what you like about Coordinated Entry and/or how we can improve the Coordinated Entry system.

* 21. Do the services offered within your local housing coalition meet the needs of those experiencing homelessness?

- Yes
- No
- Unsure

If no, please explain the services needed to meet the needs of those experiencing homelessness.

* 22. In your opinion, if no additional financial resources were available, do you believe services and/or service delivery in your local coalition could be improved to better meet the needs of those experiencing homelessness?

- Yes
- No
- Unsure

23. As a key partner or service provider in your local housing coalition, do you have any other feedback on how to improve services to end homelessness in your community and throughout Wisconsin?

Thank you!

Your feedback is appreciated!