



2023 WIBOSCOC Client Survey

This survey is intended for people that are currently homeless or at risk of becoming homeless, and for those who have been homeless or at risk of becoming homeless in the past 12 months.

This survey is voluntary, and you may choose to stop 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 January 31, 2024.

We appreciate your participation.



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This set of questions is designed to gather some demographic information about you/your household and will not be associated with your name nor tied back to you/your household. Your responses will be kept private and secure. The information will not be used for a discriminatory purpose.

* 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, Alaska Native, or Indigenous
- Asian or Asian American
- Black, African American, or African
- Native Hawaiian or other Pacific Islander
- Middle Eastern or North African
- White or Caucasian
- I prefer not to answer.
- Other (please specify)

* 3. What is your ethnicity?

- Hispanic/Latina/e/o
- Non-Hispanic/Latina/e/o
- I prefer not to answer.

* 4. Which best describes your gender?

- Cisgender female/woman
- Cisgender male/man
- Genderqueer, gender nonconforming
- Transgender female/woman
- Transgender male/man
- Non-Binary
- Questioning or unsure
- A gender not listed here
- I prefer not to answer

* 5. Which of these best describes your sexual orientation?

- Asexual
- Bisexual
- Gay or lesbian
- Heterosexual or straight
- Pansexual
- Queer
- Questioning or unsure
- A sexual orientation not listed here
- I prefer not to answer

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

- English
- Spanish
- Hmong
- Other (please specify)

* 7. How many people are in your household?

- 1
- 2
- 3
- 4
- 5 or more

* 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. Please check all that apply to your living situation in the past 12 months:

- stayed or currently staying in an emergency shelter
- lived or currently living on the street
- lived or currently living in a place not meant for human habitation (car, camper, storage unit, tent, etc.)
- stayed or currently staying in a motel/hotel paid for by a service agency
- stayed or currently staying in a motel/hotel, self paying
- stayed or currently staying with friends/family or couch surfing
- rented an apartment
- owned a home
- none of the above

* 11. What led up to your situation of being homeless or at risk of becoming homeless? (check all that apply)

- 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
- fleeing domestic violence, sexual assault, human trafficking, or other abuse
- thrown out or kicked-out
- ran away or chose to leave
- incarceration, hospital stay, or other institutional stay
- none of the above

other (please specify)

* 12. When you first reached out for assistance, what were you seeking services for? (check all that apply):

- Utility bill (electric, gas, water, sewer)
- Past due rent
- Moving into a new unit (security deposit)
- Ongoing rent assistance
- Case management support
- Housing navigation (help finding an apartment)
- Shelter or someplace to sleep
- Transportation help (gas card, bus pass, voucher)
- Healthcare (physical health, mental health, substance use, etc.)
- Other (please specify)

* 13. Within the first 24 hours of experiencing homelessness or finding yourself at imminent risk of homelessness, were you able to get connected to services and resources?

- yes
- no (please explain)



* 14. If you were able to get connected to services, please select all that apply to your situation regarding **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 (please specify)

- N/A was not connected to services



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* 15. Did the services you received help you get access to resources and options that fit your primary needs?

- Yes
- No
- N/A- did not receive any services

Other (please specify)



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* 16. How do you feel overall about the resources and responses that you received from service providers to help resolve your immediate concerns? (5 stars=great! 1 star=not great)



Please explain:



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* 17. Can you tell us a bit about where you are living/staying now?

- Emergency shelter
- Hotel or motel paid for by an organization/agency
- A place not meant for habitation (outside/street, car)
- Temporarily staying with family or friends
- Self paying for a hotel or motel
- Transitional Housing
- Renting, without assistance
- Renting with assistance (housing voucher/Section 8, housing program)
- Permanently staying with family or friends
- Other (please specify)



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



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Thank you for your feedback!