

2020 Provider Survey Results

WI BOSCOG - Gaps and Needs Committee

Total Provider Respondents in 2020 = 217

▶ GOLD STARS to following Counties:

- ▶ ROCK & WALWORTH - 30 Responses
- ▶ GRANT, GREEN, IOWA, LAFAYETTE, RICHLAND - 27 Responses
- ▶ JEFFERSON - 27 Responses
- ▶ BROWN - 27 Responses
- ▶ What can be done to increase respondents this year?
What will make things easier for you?

Profession of Respondents

- ▶ **202 representatives of following professions:**
 - ▶ **Human/Social Service: 143 Responses - 71%**
 - ▶ **Faith Based: 14 Responses - 7%**
 - ▶ **Education: 13 Responses - 6%**
 - ▶ **Health Care: 8 Responses - 4%**
 - ▶ **Law Enforcement: 5 Responses - 2.5%**
 - ▶ **Non-Profit: 5 Responses - 2.5%**
 - ▶ **Private Business: 5 Responses - 2.5%**
 - ▶ **Not Affiliated with an Agency: 4 Responses - 2.5%**
 - ▶ **Veterans Services: 3 Responses - 1%**
 - ▶ **Government: 2 Responses - 1%**

My agency most often works with people who are in need of:

- ▶ **Emergency Shelter (0-3 months): 124 Responses - 61%**
- ▶ **Permanent Supportive Housing: 18 Responses - 9%**
- ▶ **Transitional Living (12-24 months): 14 Responses - 7%**
- ▶ **Case Management/Stabilization: 12 Responses - 6%**
- ▶ **Domestic Abuse/Victim Services: 9 Responses - 4.5%**
- ▶ **Income Based Housing: 9 Responses - 4.5%**
- ▶ **Medium-Term Housing (6-12 months): 8 Responses - 4%**
- ▶ **Eviction Prevention: 8 Responses - 4%**

Most Significant Need in Community

Question: Which service do you feel is of the most significant need in your community? *1-7 ranking system, but could select more than one first choice

- **Lack of Affordable Housing: 147 Responses**
- **Emergency Shelter: 79 Responses**
- **Eviction Prevention: 74 Responses**
- **Security Deposit /First Month Rent: 70 Responses**
- **Permanent Supportive Housing: 67 Responses**
- **Transitional Living: 66 Responses**
- **Medium-Term, Rapid Re-Housing: 59 Responses**

What non-housing services do you see lacking in your local CoC that may be contributing to homelessness in the communities you serve?

*could select more than one

Out of 15 options, the top 6 were:

- **Transportation: 163 Responses**
- **Long term Case Coordination/Case Management: 108 Responses**
- **Employment: 104 Responses**
- **Substance Abuse Treatment: 102 Responses**
- **Access to Social Security Benefits: 40 Responses**
- **Dental Services: 39 Responses**

How Familiar are you with Coordinated Entry?

*scale of 1-5, with 1 being not familiar and 5 being actively involved

- ▶ **1 - What is Coordinated Entry? 23 Responses (11%)**
- ▶ **2 - I have heard it mentioned but not exactly sure. 24 Responses (11%)**
- ▶ **3 - I know that people seeking homelessness services must use Coordinated Entry to access services but I am not sure how it works: 39 Responses (18%)**
- ▶ **4 - I have referred people to an agency that uses Coordinated Entry: 61 Responses (28%)**
- ▶ **5 - I have been trained in coordinated entry, make referrals and use the list to fill program vacancies: 69 Responses (32%)**

Are Providers Familiar with Coordinated Entry?

- ▶ Does your agency post/provide marketing materials explaining Coordinated Entry?
 - ▶ Yes: 93
 - ▶ No: 64
 - ▶ Unsure: 59
- ▶ Would you/your agency benefit form more intensive Coordinated Entry training?
 - ▶ Yes: 97
 - ▶ No: 56
 - ▶ Unsure: 63

Are you familiar with “Housing First” Philosophy?

- ▶ Do you know what “housing first” means?
 - ▶ Yes: 152
 - ▶ No: 63
- ▶ If yes, has your agency adopted the Housing First Philosophy?
 - ▶ Yes: 102
 - ▶ No: 26
 - ▶ Unsure: 24

Street Outreach / PIT Count...

- Does your local CoC conduct street outreach?
 - Yes: 124 (57%)
 - Unsure: 55 (26%)
 - No: 37 (17%)
- Does your agency participate in the Point in Time Count?
 - Yes: 160 (74%)
 - No: 31 (14%)
 - Unsure: 25 (12%)

Additional Feedback from Providers...

- ▶ Do the services offered within your local CoC meet the needs of those experiencing homelessness?
 - ▶ No: 84 (39%) | Yes: 75 (35%) | Unsure: 57 (26%)
- ▶ If no, please explain the services needed to meet the needs of those experiencing homelessness
 - ▶ Common Responses include the following:
 - ▶ Affordable Housing
 - ▶ More Emergency Shelters
 - ▶ Case Management and Long-Term Programs
 - ▶ More Training for Coordinated Entry Process
- ▶ Do you believe that services could be improved in your community without additional financial assistance?
 - ▶ Yes: 99 (49)% | No: 103 (51)%

2020 Client Survey Results

WI BOSCOG - Gaps and Needs Committee

Total Respondents in 2020 = 197

- ▶ 60% less respondents in 2020 (483 in 2019 vs. 197 in 2020)
GOLD STARS to following counties/coalitions:
 - ▶ Barron, Chippewa, Dunn, Pepin, Pierce, St. Croix - 38 responses - 19% of total responses
 - ▶ Kenosha - 40 responses - 20% of total responses
- ▶ What can be done to increase respondents this year?
What will make things easier for you?

Trends in Age and Gender of Respondents

▶ AGE:

- ▶ 2019: 83% of respondents between the ages of 24 and 61. Highest percentage came from the 25-34 age range (29.76%). Lowest percentage came from the 62+ range (7.00%).
- ▶ 2020: 86% of respondents between the ages of 24 and 61. Highest percentage came from the 35-44 age range (28%). Lowest percentage came from the Under 18 range (.05%).

▶ GENDER:

- ▶ 2019: 63% of the respondents were female while 37% of the respondents were male. Some preferred not to answer.
- ▶ 2020: 67% of the respondents were female while 31% of the respondents were male. 2% preferred not to answer.

Trends in Race/Ethnicity

Race	% and # of respondents
White/Caucasian	76% (149)
Black/African American	13% (25)
American Indian/Alaskan Native	3% (6)
Prefer not to answer	3% (5)
Biracial	2% (4)
Multiracial	2% (4)
Asian	1% (1)

Ethnicity	% and # of respondents
Non-Hispanic/Non-Latino	90% (175)
Hispanic/Latino	7% (13)
Prefer not to answer	3% (6)

Respondents with Disabilities and Percentage Connected to Services *select all that apply

140 (72%) of respondents indicated they had one or more disabilities	Received Services
Physical: 36% (51)	80% (41)
Mental Health: 71% (100)	93% (93)
Developmental/Cognitive: 11% (16)	75% (12)
Chronic Health Condition: 31% (44)	75% (33)
Drug Abuse: 22% (31)	97% (30)
Alcohol Abuse: 20% (28)	82% (23)

- ▶ 54 respondents (28%) indicated that they did not have a disability

Types of Services available to Clients in their Communities.

Service Type	Percentage Available
Shelter	82% (162)
Financial Assistance	90% (178)
Transportation Assistance	69% (136)
Utility Assistance	84% (165)
Medical Care	90% (177)
Mental Health Care	81% (160)
Dental Care	69% (135)
Personal Hygiene	88% (173)
Pet Shelter	34% (66)

Homeless/At Risk of becoming Homeless

- ▶ Percentage of Clients who were homeless or at risk of becoming homeless in past 12 months: 81% (158)
- ▶ If homeless or at risk of becoming homeless, clients were asked to indicate if any of the following apply:
 - ▶ Living in a shelter: 50% (79)
 - ▶ Living on the Street: 32% (51)
 - ▶ Staying in a motel paid for by a service agency 25% (39)
 - ▶ Received eviction notice: Past-due rent or fees: 18% (29)
 - ▶ Received an eviction notice: Dispute with tenants or landlord: 5% (8)
 - ▶ Received an eviction notice: Violation of lease agreement: 4% (6)
 - ▶ Received a foreclosure notice: .6% (1)
 - ▶ Other: 13% (21) - responses included: staying in car, camper or RV, with friends, house hopping, etc.

Additional Data Collected...

- ▶ Percentage of People Connected to Services within 24 hours: 59%
- ▶ Percentage of Respondents Seeking Housing Assistance: 73%
- ▶ Percentage of Respondents Seeking Emergency Shelter: 70%
- ▶ Percentage of Respondents who were victims of Domestic Violence or Sexual Assault: 48%

Knowledge of Coordinated Entry and No Wrong Door Philosophy

- **Clients were asked the following questions:**
 - **Have you heard of the term “No Wrong Door” Policy?**
 - **Yes: 35%**
 - **No: 65%**
 - **Have you heard of the term Coordinated Entry?**
 - **Yes: 46%**
 - **No: 54%**

What's Next??

- ▶ What do we do with all this information?
- ▶ What recommendations might we make at local coalition meetings, to the WI BOSCOB BODs, others?
- ▶ How do we improve outcomes for those we serve?