



Gaps and Needs Committee

Annual Client and Provider Survey Summaries

Purpose & Process - Overview

- ▶ What's going well in BOSCOG-funded services?
 - ▶ What other community supports are needed?
 - ▶ How can the BOSCOG address gaps, barriers, concerns?
-
- ▶ Surveys are developed by the Gaps and Needs Committee with input from other committees

2021 Provider Survey Results

WI BOSCOG - Gaps and Needs Committee

Total Provider Respondents in 2021=398 (+181 from 2020)

- ▶ 76% Completion Rate
- ▶ The following coalitions met or exceeded the 25 responses/coalition goal
 - ▶ Brown
 - ▶ Coulee
 - ▶ Dairyland
 - ▶ Fox Cities
 - ▶ Kenosha
 - ▶ Lakeshore
 - ▶ Rock/Walworth
 - ▶ Southwest
 - ▶ WinnebagoLand

What can be done to increase respondents this year? What will make things easier for you?

Profession of Respondents

- ▶ Human/Social Service: 259 Responses - 65%
- ▶ Faith Based: 16 Responses - 4%
- ▶ Education: 15 Responses - 4%
- ▶ Health Care: 15 Responses - 4%
- ▶ Elected Official: 4 responses - 1%
- ▶ Not Affiliated with an Agency: 4 Responses - 1%
- ▶ Law Enforcement: 2 Responses - 0.5%

- ▶ Other (83 write-ins): non-profit, volunteer, DV advocate, veteran's services, library, public housing, disability agency, workforce development...

Most Significant Housing Need in Community

*1-6 ranking system

- Emergency Shelter: 144 ranked this #1 (47.37%)
- Permanent Supportive Housing: 63 ranked this #1 (20.45%)
- Eviction Prevention: 55 ranked this #1 (17.30%)
- Medium-Term, Rapid Re-Housing: 21 ranked this #1 (6.93%)
- Security Deposit /First Month Rent: 19 ranked this #1 (6.19%)
- Transitional Living: 17 ranked this #1 (5.61%)

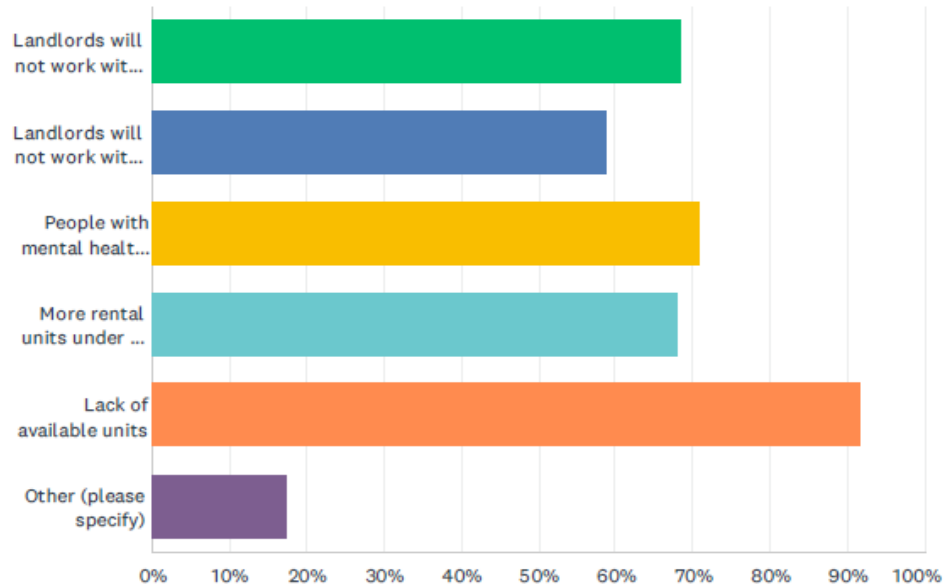
From your perspective, what (if any) non-housing resources do you see as lacking in your local housing coalition that may be contributing to homelessness and housing instability in the communities you serve?

*could select more than one

ANSWER CHOICES	RESPONSES	
Employment	31.29%	102
Transportation	74.54%	243
Dental Services	21.78%	71
Substance Abuse Treatment	59.82%	195
Food	9.20%	30
Clothing	10.43%	34
Medication Payment Assistance	21.78%	71
Insurance Coverage	16.56%	54
Access to Social Security Benefits	20.55%	67
Legal Assistance	41.10%	134
Long-term Case Management	49.69%	162
Education	21.78%	71
Financial literacy	42.33%	138
Healthcare	15.34%	50
Mental Health Treatment	76.69%	250
Sexual Assault/Domestic Violence/Human Trafficking Victim Services	21.78%	71
Other (please specify)	10.74%	35
Total Respondents: 326		

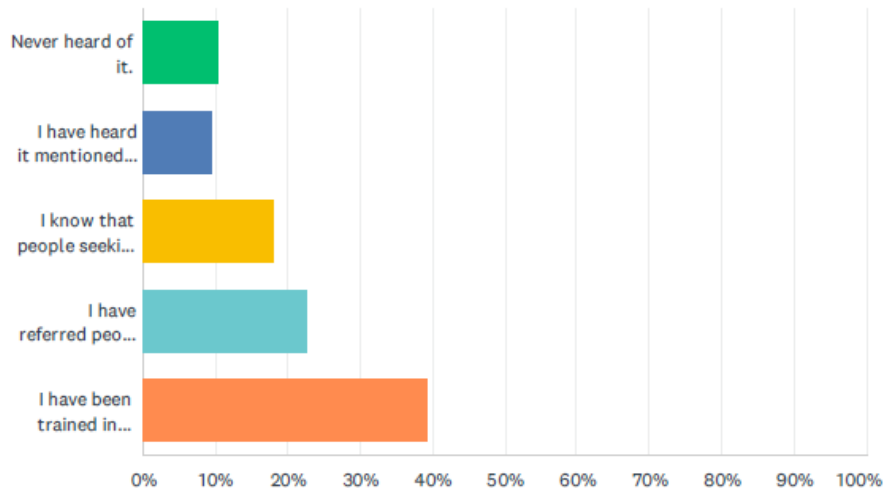
- 1) Mental Health Treatment
- 2) Transportation
- 3) Substance Abuse Treatment

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



ANSWER CHOICES	RESPONSES	
Landlords will not work with housing assistance/providers	68.40%	223
Landlords will not work with people without a rental history	58.90%	192
People with mental health challenges, have recently been incarcerated, etc.	70.86%	231
More rental units under the fair market rate	68.10%	222
Lack of available units	91.72%	299
Other (please specify)	17.48%	57
Total Respondents: 326		

Close to 40% of respondents are actively involved in use of CE



ANSWER CHOICES	RESPONSES
Never heard of it.	10.43% 34
I have heard it mentioned but I'm not exactly sure what it is.	9.51% 31
I know that people seeking homelessness services must use Coordinated Entry to access those services but I am not sure how it works.	18.10% 59
I have referred people to an agency that uses Coordinated Entry.	22.70% 74
I have been trained in Coordinated Entry, make referrals, and use the list to fill program vacancies.	39.26% 128
Total Respondents: 326	

Are you familiar with “Housing First” Philosophy?

- ▶ Do you know what “housing first” means?
 - ▶ Yes: 70.55%
 - ▶ No: 11.04%
 - ▶ Unsure: 18.40%

Street Outreach / PIT Count

- Does your coalition conduct street outreach?
Yes: 64.42%
Unsure: 18.40%
No: 17.18%
- Does your agency participate in the Point in Time Count?
Yes: 71.78%
Unsure: 15.34%
No: 12.88%

Additional Feedback from Providers...

- ▶ Do the services offered within your local coalition meet the needs of those experiencing homelessness?
 - ▶ No: 148 (47.28%) | Yes: 90 (28.75%) | Unsure: 75 (23.96%)

- ▶ Do you believe that services could be improved in your community without additional financial assistance?
 - ▶ Yes: 121 (38.66%) | No: 109 (34.82%) | Unsure: 83 (26.52%)

Additional Feedback from Providers...

- ▶ *“With shelter staff being paid poverty wages, how can we expect quality service for homeless people in our shelters?”*
- ▶ *“I think the housing coalition does amazing work. However, it is hard to do good long term work when you are constantly putting out fires.”*

Prevention & Intersecting Concerns

- ▶ *How to do we get HR departments to get their employees in touch with services before they lose their job? How do we get landlords to connect their tenants to services before they decide to finally evict them? How do we work with people to move them to a new housing situation before they're out? The underlying issue: **how does this all get coordinated quickly enough in time that change can occur in employment/eviction status and/or before more barriers are created** (ie. An eviction on their record, fired from job, needing shelter which may or may not be available, etc.).*
- ▶ *I would like to see shower stations and laundry facility services available to the homeless*
- ▶ *Childcare needs – other than 1st shift*
- ▶ *Transportation*
- ▶ *Impacts of racism and discrimination*

Solutions?

- ▶ *BOS should purchase units to rent to clients in the BOS programs. We can't get landlords to accept clients. We are currently cycling through clients who can't get housing. We need new solutions; housing providers are getting burnt out.*
- ▶ *In a perfect world I think the Balance of State should be able to buy property and become landlords for our housing programs. This would alleviate some of the expectation for local landlords to house our "difficult" by their standards clients. These apartments would also be guaranteed to be within FMR. At this point I cannot see a healthy relationship being established with our area landlords. We have had a small amount of very bad clients that have ruined the housing programs for everyone. Unfortunately, landlords don't see the majority of participants who are successful they only see and hear about the clients who happen to be causing issues. If landlords are not willing to work with us, I think someone in this world needs to step up and become the landlord themselves.*
- ▶ *Stop relying on private landlords to provide the housing. Build the housing for the people you want to house. It creates jobs and creates roofs to put over people's heads. The housing market is terrible and people with a history of homelessness typically have a history of substance abuse and mental illness and landlords don't want to be bothered with all the extra work it takes to handle that kind of tenant. They want to get paid, they want to go to bed without worry and they don't want to have to go through a case worker to talk about a problem they're having with their tenant*

Solutions?

- ▶ *Make abandoned houses or buildings available or accessible to those in need of housing.*
- ▶ Partnerships with housing authorities, private businesses to purchase properties to use for permanent housing

2021 Client Survey Results

WI BOSCOG - Gaps and Needs Committee

Total Client Survey Responses in 2021 = 368 (+171 from 2020)

- ▶ 483 in 2019 vs. 197 in 2020 vs. 368 in 2021
- ▶ GOLD STARS to following coalitions:
 - ▶ Northeast - 76 responses (20.65% of total)
 - ▶ Brown - 51 responses (13.86% of total)
 - ▶ Kenosha - 46 responses - (12.5% of total)
- ▶ 80% completion rate
- ▶ What can be done to increase respondents this year? What will make things easier for you?

Trends in Age and Gender of Respondents

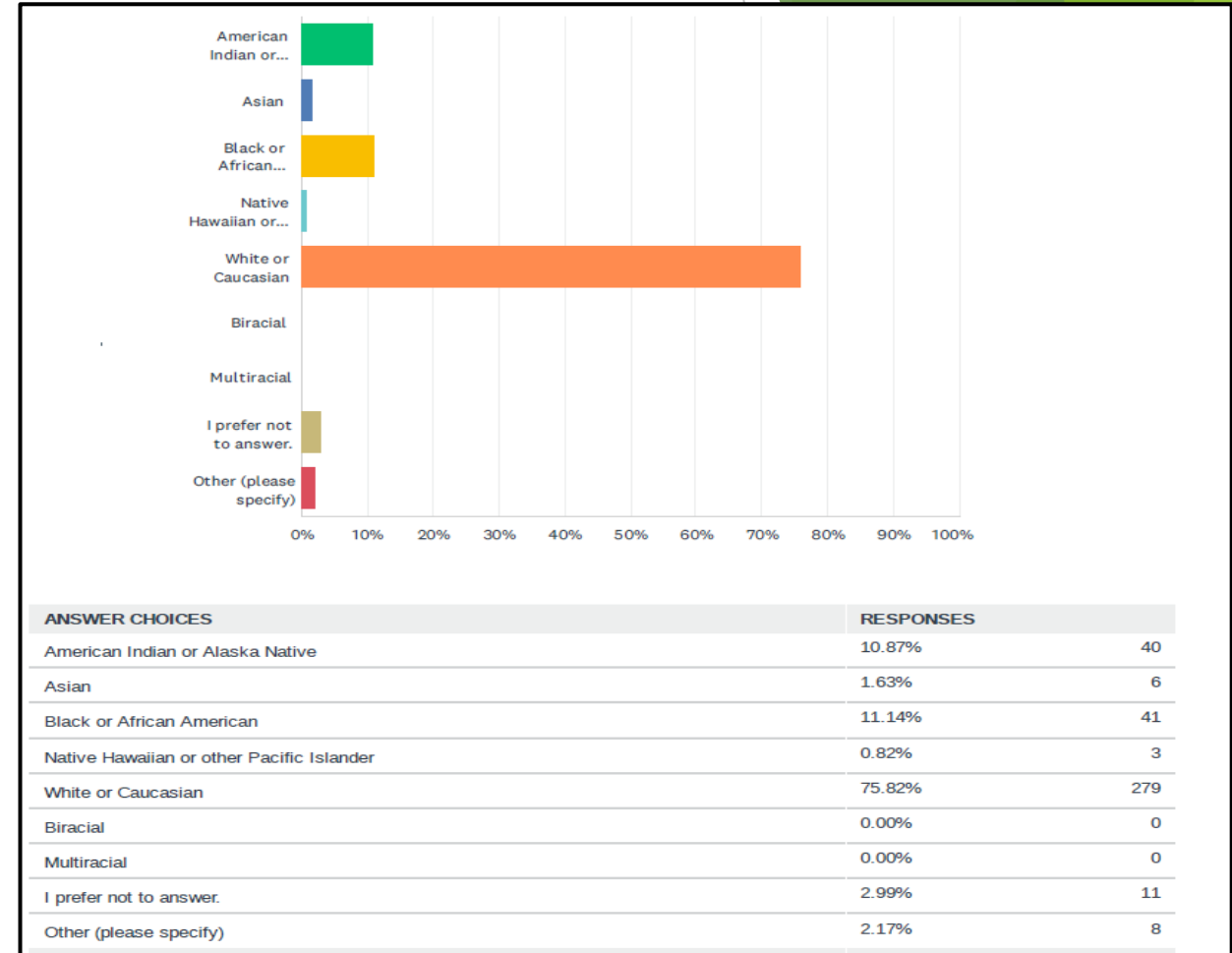
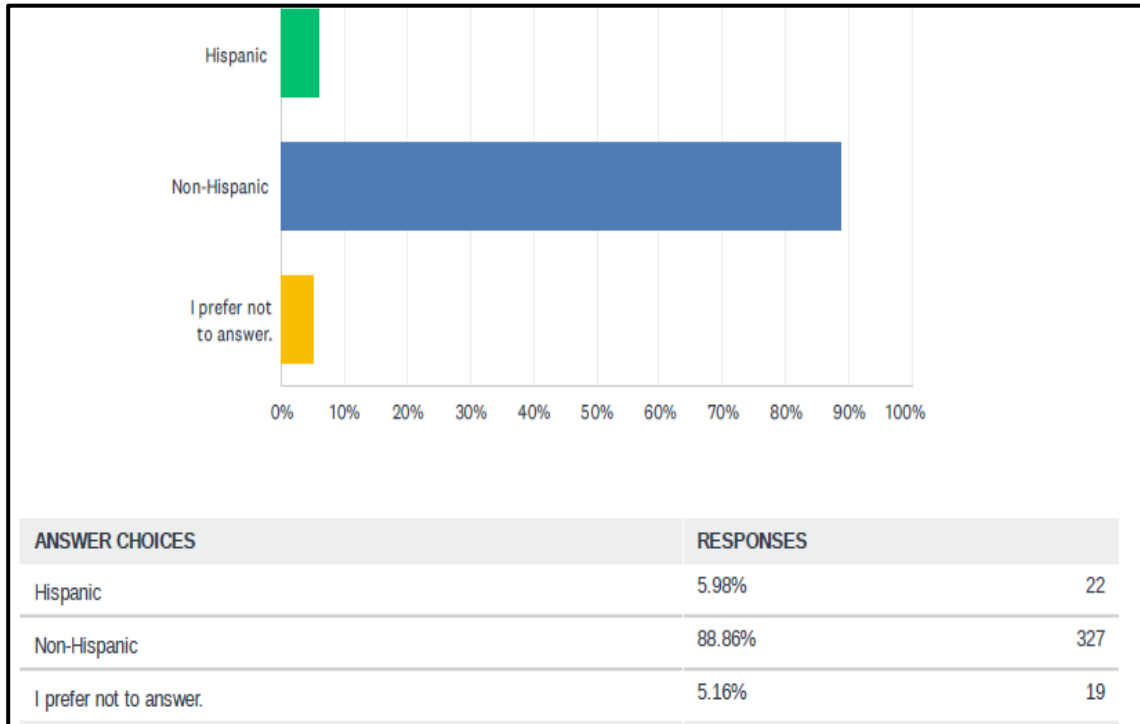
▶ AGE:

- ▶ 2019: 83% of respondents between the ages of 24 and 61. Highest percentage came from the 25-34 age range (30%).
- ▶ 2020: 86% of respondents between the ages of 24 and 61. Highest percentage came from the 35-44 age range (28%).
- ▶ 2021: 94% of respondents between the ages of 24 and 61. Highest percentage came from the 25-34 age range (26%).

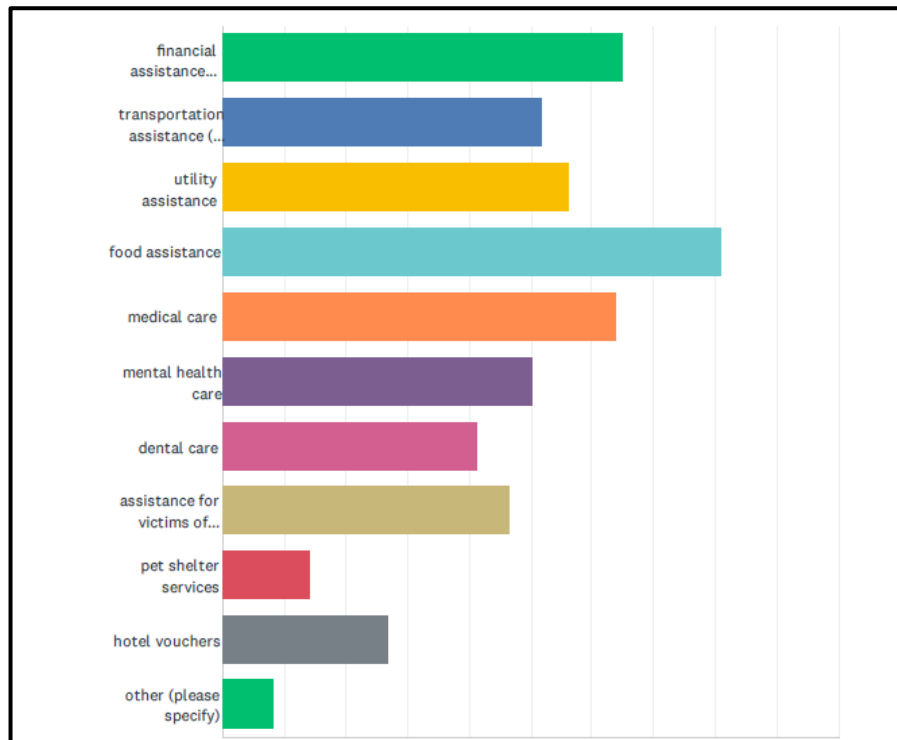
▶ GENDER:

- ▶ 2019: 63% of the respondents were female while 37% of the respondents were male.
- ▶ 2020: 67% of the respondents were female while 31% of the respondents were male.
- ▶ 2021: 62% of the respondents were female while 36% were male.

Ethnicity & Race: Majority of Respondents are Non-Hispanic (89%) & White (76%)



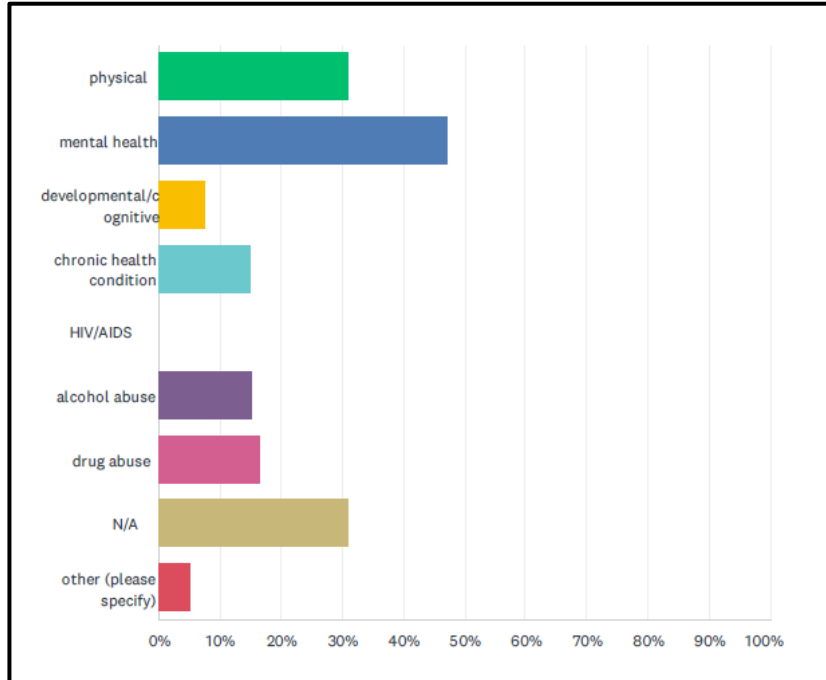
Which of these services are available to you in your area? Please select all that apply.



ANSWER CHOICES	RESPONSES	
financial assistance (rental assistance, security deposit, etc.)	65.03%	186
transportation assistance (bus tokens or gas cards)	51.75%	148
utility assistance	56.29%	161
food assistance	81.12%	232
medical care	63.99%	183
mental health care	50.35%	144
dental care	41.26%	118
assistance for victims of domestic violence and/or sexual assault	46.50%	133
pet shelter services	13.99%	40
hotel vouchers	26.92%	77
other (please specify)	8.39%	24
Total Respondents: 286		

Respondents with Disabilities

*select all that apply



ANSWER CHOICES	RESPONSES	
physical	30.90%	89
mental health	47.22%	136
developmental/cognitive	7.64%	22
chronic health condition	14.93%	43
HIV/AIDS	0.00%	0
alcohol abuse	15.28%	44
drug abuse	16.67%	48
N/A	30.90%	89
other (please specify)	5.21%	15
Total Respondents: 288		

- ▶ 89 respondents (30.90%) indicated that they did not have a disability

Homeless or At Risk of Becoming Homeless

- ▶ Percentage of respondents who were homeless or at risk of becoming homeless in past 12 months: 67%
- ▶ If homeless or at risk of becoming homeless, respondents over age 24 were asked to indicate if any/all of the following apply- out of 201 responses fitting this criteria:
 - ▶ Living in a shelter: 57% (115)
 - ▶ Staying with friends/family/couch surfing: 44% (88)
 - ▶ Living on the street: 38% (76)
 - ▶ Staying in a motel paid for by a service agency 24% (48)
 - ▶ Received eviction notice: past-due rent or fees: 13% (27)
 - ▶ Received an eviction notice: dispute with tenants or landlord: 8% (17)
 - ▶ Received an eviction notice: violation of lease agreement: 6% (12)
 - ▶ Received a foreclosure notice: 1.5% (3)

Additional Data Collected...

- ▶ Percentage of People Connected to Services within 24 hours: 59% (same as 2020)
- ▶ Percentage of Respondents Seeking Housing Assistance: 67% (same as 2020)
 - ▶ 44% indicated they waited 1-5 months to receive housing assistance; 10% indicated they waited less than 1 month
- ▶ Percentage of Respondents Seeking Emergency Shelter: 46% (70% in 2020)
 - ▶ In 2021, 78% of those seeking emergency shelter were able to access it
- ▶ Percentage of Respondents who were victims of Domestic Violence or Sexual Assault: 44%

Non-housing Services Needed: Comments

- ▶ *Homelessness will really put you in a cycle that is so hard to come out of we need some type of program to show you some steps on how to work your way out of homelessness and debt.*
- ▶ *Internet/phone and showers*
- ▶ *I'm in need of help getting a job and a way to that job...and getting some clothing for my family.*
- ▶ *Help with basic needs and securing employment*
- ▶ *Love and support while I continue my treatment*

“Honestly I tried so hard not to because I’ve never wanted to be considered one of them people who live off the government and take the easy way out but I’ve always struggled very hard to at least come up with a couple dollars to get the small things I do have. I hate that I need assistance but I can’t do this by myself I have no support and no family.”

Gaps and Needs - Recommendations

Subcommittee

- Need more of a prevention lens & address root causes – things that contribute to housing instability/homelessness
 - How do we infuse resources that are needed in some of these communities that are *related* to housing instability?
- Addressing stigma – how big of a barrier is it for people of various backgrounds – are they being treated differently, how, why?
- Everyone experiencing homelessness is being put into this new politicized category/stigmatized as not wanting to work, etc. Reality is there ARE people who CAN'T work.
 - Because of this stigma, people who are the most in need will suffer – more community education needed
- How to work with challenging clients who refuse to go into shelter, other emergency accommodations.
- Scarcity mindset/bureaucracy red tape are barriers to addressing the issue wholistically

What's Next?

- ▶ Coalition leads will receive survey data spreadsheets from our committee with their specific results
 - ▶ What do you notice from your local data?
 - ▶ Discuss at coalition meetings and come up with goals based on feedback
 - ▶ **How do we work together to improve outcomes for those we serve?**

Changes for this year

- ▶ Translation of survey into Spanish, Hmong, other languages
- ▶ Streamline survey
- ▶ More clarity on who should be filling out surveys - short handout/training?