

**88 Online**

**57 Paper**

**145 Total**

The Education and Advocacy Committee is looking for your opinion on advocacy priorities for 2019. We appreciate your assistance in letting us know what the top priorities are for you. The results of this survey will be presented to the Homeless Services Consortium Board of Directors who will then approve a slate of advocacy priorities for 2019. **DUE DECEMBER 14, 2018 to hsc@cityofmadison.com.**

**Housing/Homelessness Prevention**

Choose the top THREE issues that you see as the highest need.

* **Affordable Housing: 106**
* **Eviction prevention dollars: 48**
* Increase in shelter diversion programming: 18
* **Increase in housing navigation services for people doubled-up, self-paying at hotels or at-risk of homelessness: 41**
* Reduction in school kids experiencing homelessness: 20
* Rapid Rehousing: 38
* Re-entry/jail diversion housing: 9
* Behavioral health/emergency detention diversion housing: 15
* Increase in services available at Permanent Supportive Housing projects: 30
* Realignment of funding from jail and mental health hospitalizations to housing first: 16
* Cooperative Housing: 3
* Legal Services (eviction defense, employment barriers, criminal related legal services, benefits advocacy): 21
* Youth homelessness programming: 16
* Other
	+ Subsidized housing and more permanent subsidies at 30% income level
	+ More housing provisions available! Can't do anything without a home.
	+ housing for pregnant or parenting moms
	+ A possible program that will work with landlords to allow participants to be housed especially when they have a shady past.
	+ Services for people who are homeless with cognitive delay issues
	+ Integrating permanent supportive housing into current developments and projects
	+ Also Eviction Legal Services and Consumer Education about Eviction
	+ Assistance for immigrant families who have big housing challenges because of documentation requirements.
	+ Stop drug use building
	+ Safety
	+ Respect, care
	+ Educational programming
	+ Storage facilities free and close to Beacon and shelters that’s more than hours or overnight
	+ All
	+ Trauma/PTSD related services, readdressing what has happened to people never served or correctly diagnosed

**Basic Needs**

Choose the top THREE issues that you see as the highest need

* **Transportation/Free/Reduced rate transportation for employment, schools, medical appointments, etc. : 113**
* Food access/meals/pantry: 32
* Laundry: 21
* Showers: 15
* Daily access storage: 25
* **Longer term storage for more than just a few days: 53**
* Access to cheap or free haircuts, shaving and other basic grooming needs: 11
* Phones and access to e-mail: 33
* Vital Documents assistance: 39
* **Childcare: 46**
* Other:
	+ personal care items, feminine products, hair care products, toilet paper/tissue, diapers, wipes
	+ Prescription assistance, Medical - basic needs, Dental,
	+ More case managers to provide services
	+ Laundry and showers for homeless in rural areas
	+ I do not have this knowledge
	+ Stop drug use in building
	+ 31 day bus passes
	+ Safety
	+ All
	+ Hours
	+ All
	+ Staff expertise in cross agency legal systemic challenges

**Emergency Shelter**

Choose the top THREE issues that you see as the highest need

* **More shelter beds: 46**
* **Purpose built shelter (new construction where the purpose of the building is to provide shelter, guest needs, staff needs and safety needs are all incorporated into the design): 68**
* Medical Shelter: 32
* Pay to stay shelter (few dollars a night, get to keep your belongings there during the day, etc.): 22
* Emergency shelter for those who are banned or has a condition of bail, probation or parole that they not be at shelter: 21
* Wet Shelter (one does not need to be sober in order to access shelter, any person who has been using and do not need medical care are admitted and able to rest in a safe space): 22
* **Extend Shelter to longer than 90 days for single adults: 45**
* Shelter for people working second or third shift: 44
* Shelter for childless couples: 20
* Shelter for minors who are parenting: 25
* Repeal of criminalization of homelessness ordinances: 27
* Changes to the way family shelter decides who to accept: 17
* Other:
	+ More youth shelter beds
	+ restrictions on participants who have rec'd housing through programming and have lost it and are again looking for housing
	+ I do not have this knowledge
	+ Making sure that there are no barries for Trangendered folx getting into shelters
	+ Allow emotional support and service dogs with person!
	+ Additional shelter for DV victims
	+ And I mean in Sun Prairie community, expand out from Madison.
	+ safety
	+ Better privacy in shelters
	+ I need help
	+ All
	+ Spray for parasites
	+ Changing the expected recidivism “days per year”

**Medical/Other Services**

Choose the top THREE issues that you see as the highest need

* Medical support/needs/access: 46
* **AODA beds on demand (when people are ready): 49**
* Unified and intentionally collaborating service providers: 37
* Legal services: 35
* Mental health/dual diagnosis assessments that are consumer friendly: 48
* **Employment and training programs that can work with people experiencing homelessness: 50**
* Childcare resources and infant/toddler/under school age supports, childcare that works with 4K: 45
* Peer specialists employed with homeless service providers: 19
* **Co-location of human services for people with mental health challenges near shelter and housing for formerly homeless: 52**
* Other:
	+ dedicated specialists to help clients with ssi/ssdi related issues
	+ Emotional support dog approved by physician should be allowed to be with person for medical inpatient treatments!
	+ A strict AODA treatment plan as an option to obtain housing
	+ Improved/timely mental health access
	+ These services to prevent the family from becoming homeless.
	+ safety
	+ Individualized case workers
	+ All
	+ Dentist for homeless
	+ Journey etc. regular channels don’t “get” trauma

**Non-profit/Employee Support**

Choose the top THREE issues

* **Mandatory training of shelter and support staff on the impact of homelessness & stress on childhood development: 56**
* **Trauma Informed Care training: 51**
* Motivational Interviewing training: 38
* **Mental health first aid training: 60**
* Harm Reduction training: 48
* Intergroup communication: 20
* Central hub to assign case workers: 30
* More training for volunteers: 19
* Employee retention plans: 42
* Minimum Paid Time Off requirements: 22
* Other:
	+ Increased COLAs and Personnel Budgets
	+ Boundaries and Ethics training
	+ Emotional support dog per physician letter allowed with person!!
	+ Have people specialize in one ʺareaʺ - housing only, applications only, resources - specific only, employment - only, etc.
	+ More collaboration between hospitals, mental health services & homeless service providers
	+ More funding for NPO's to help keep pace with increasing needs
	+ All
	+ Safety
	+ Mental therapists (experience with trauma)
	+ Ok, Staff is ok
	+ Have 1 psycho social employee per each 8 people registered at The Beacon
	+ Vocabulary conflict deescalization

**General**

Based on your answers above, which are the top TWO most important issues to work on.

* **Affordable Housing: 115**
* Basic Needs: 10
* Emergency Shelter expansions: 43
* **Homeless Prevention: 58**
* Medical and Other Services: 17
* Non-profit and Employee Support: 23

**Comments:**

* I want to advocate for continued community movement towards actually providing trauma-informed care, harm reduction, and housing first services. I think improvement has been made, but I still see many agencies continue to get funding when they show now interest in following best practices.I want to advocate for continued community movement towards actually providing trauma-informed care, harm reduction, and housing first services. I think improvement has been made, but I still see many agencies continue to get funding when they show now interest in following best practices.Provide services for people who are homeless with cognitive delays.
* A one stop service
* More Rapid-Rehousing! No shelters! More Homes!!!!!
* "In regards to the Emergency Shelter section, I am curious if anyone that represents an emergency shelter was consulted on areas of improvement.
* Those who are temporarily suspended from shelter services for more than a day from The Salvation Army (TSA) it is because of violence/extreme threats of violence/repeated issues with communal living/safety concerns. If a person has a restraining order against them or is court ordered to not be on property it is because a guest pursued that for their safety and the court agreed that person is in danger. TSA does not enforce court orders but have obligation to keep those who stay there safe. I am unsure of the feasibility of having a shelter for those who are violent/ have hurt someone staying in shelter. I am sure no agency will step up to run one.
* TSA does not turn away those who have been using drugs or alcohol- one does not need to be sober to access shelter- eligibility for shelter is based on behavior.
* Those who are working 2nd shift at a job or have night classes are still able to access night-time shelter at TSA. Many guests come in after work at midnight or later.
* You cannot advocate for more shelter beds if the current facility cannot safely add them as with extending shelter nights past 90 days.
* For changing the way family shelter decides who to accept falls along this line as well. When you have 40 families needing to access a building that has 22 rooms on a daily basis, I would like to know a better solution than what is currently in place. There is no need to advocate for changes when I am sure the agency would be happy to hear other options. However, the fact is, there is no other way it can be done that is fair. Families will always have to be denied emergency shelter with the current set-up.
* All issues listed in this section cannot be done without a new building which will take time and resources.
* With the issue of Mandatory training with shelter staff- are people assuming that the shelter staff of TSA are not properly trained? Shelter staff at TSA are trained in working with vulnerable populations, first aid, trauma informed care, crisis intervention, harm reduction, communication, customer service and also training on PTSD/childhood development. They receive regular supervision to better services to help guests. "
* Need more CSPs and AFHs for people with mental health/AODA issues that prevent independent living
* I will qualify my selection of Affordable Housing in that I want more 30% of income subsidies or housing, not Section 42 not-really-affordable housing.
* I want to advocate for continued community movement towards actually providing trauma-informed care, harm reduction, and housing first services. I think improvement has been made, but I still see many agencies continue to get funding when they show now interest in following best practices.
* My answers are through the lens of serving families in the Sun Prairie community. If we look at the families I serve in Marshall, WI, it’s even more of a challenge and these families feel forgotten and without resources unless they want to move to Madison, which then means competing with all the folks in Madison in need of resources too.
* I really don’t like the term, “Affordable” Housing as it is based on Market Rates and usually this favors those with larger incomes and continues to push rent costs upwards. These units don’t do enough to level the playing field nor keep rents at a sustainable/stable rate.
* Staff is ok
* Also help with fixing cars for homeless
* We really need more affordable housing out here so we can keep a home and also places that you don’t have to have great credit or make 3 to 4 times you income this is very unfair for a lot of people
* “You”r doing a good job!
* We need housing, 6 months free then get employment or lose your place.
* The shelter for women is bad!
* Thanks for the help
* Homeless with profound mental illness should be cegragated from normal homeless. IE: talking to themselves, singing dancing, threats
* Everything needs work! I don’t feel safe at Beacon or Salvation Army.
* Elected officials need to submit a bill to the Congress to cease monetary bonuses for individual that gross six figure salaries
* Need more women shelter for long term, job search, also for senior citizen discount in rent
* I like this place for a good day and have some time to myself or be outside all day you are friendly to all the people. Thank you all!
* Even though improvements can always be needed your doing a great job!! Thank you for all of your hard work and kindness. You make a positive difference every day!
* The necessities are countless, but to solve a few of them it will help to improve your beautiful services.
* Put a time limit on housing so new people can have a period of stability to take off from. Housing should be temporary, not for life, transitional.
* Daytime sleeping area for people who want and/or need daytime sleeping facilities, most important.
* There has to be more safety issues at Beacon. It is dangerous there, top priority.
* People without rental history bad credit as well as some minor crimes should have the opportunity to get an apartment.
* Good services is available in Madison, but often it is hard to locate and connect with essential services.
* Transportation bus passes/monthly
* There needs to be 2 staff paid just out and around one in each area, to listen and talk to people, 8-5 each day, preferably the same faces (full time), address judicial trauma

Please return this survey to Torrie Kopp Mueller or send to hsc@cityofmadison.com.