



HOMELESS SERVICES CONSORTIUM  
OF DANE COUNTY

# NEEDS ASSESSMENT

HSC FUNDER'S COMMITTEE  
FEBRUARY 2023

# INTRODUCTION

## **Why We Did This Analysis**

Housing is a fundamental need and right that every person should have equitable access to. The Funders Committee of the Homeless Services Consortium strongly believes that anyone experiencing homelessness should not experience homelessness for an extended period of time.

In an effort to better understand where individuals and families are experiencing gaps in services, and to be able to identify opportunities to improve our current homeless system, the Homeless Services Consortium (HSC) Funders Committee which is a part of the Madison/Dane County Continuum of Care (CoC) conducted three separate surveys with Service Providers, Faith-based Communities and Grassroots Organizations, and People with Lived Experience of Homelessness in 2020 and 2021. The Department of Housing and Urban Development (HUD) also mandates that CoC's conduct a Gaps Analysis, but do not provide a framework or requirements, so this also allowed us to meet this requirement for HUD. In previous years, the CoC focused on the gap in the number of beds needed to end homelessness in our community. The results of Service Providers, Faith-based and Grassroots Organizations and the Participants surveys are combined into this report.

## **The Times We Were In**

In March 2020, our community's work halted and shifted due to COVID-19. The work of planning for the future was put to the side as we worked to meet the immediate needs of people experiencing homelessness while putting safety protocols in place to protect them and staff from contracting COVID-19. Most staff started working from home, case management took place virtually and new protocols were put in place for shelter access. Hotels were stood up to create safe space for people who were experiencing homelessness and vulnerable to becoming very ill if contracting COVID-19. A Medical Respite Center was set up for people who needed to isolate or quarantine. Additional shelter space was secured to allow for social distancing and shelter operations changed. Homeless services agencies collaborated in ways they had not in the past. Relationships strengthened and services improved. The response to COVID is now part of the everyday work of homeless services providers. Our community has learned to respond to this immediate need and look toward the future of homeless services.

Additionally, the murder of George Floyd by police officers occurred in Minneapolis sparking protests across the nation and in Madison, WI. There have been many murders of Black people by police in our nation and our County, but the protests resulting from George Floyd's murder resulted in discussions about changes that need to happen in our society. In addition, Madison had its own murder of a young black man and most notably Tony Robinson, by a police officer; which brought this injustice and inequities into our own backyards. Homeless services are part of, interact with, and react to larger institutions and systems of care that are all embedded with institutional racism. The CoC is increasingly aware of equity issues in our systems and working to identify areas that we can make change and have impact. The work of the Gaps Analysis must be completed with an equity lens to ensure that all people experiencing homelessness have access to services. Additionally, services must be available that meet the needs of Black, Indigenous, and

other People of Color (BIPOC) in our community.

During this same moment, homeless service providers had increased engagement in cross agency meetings intended to connect people to housing. More and more providers began to discuss people who died while they were experiencing homelessness. CoC leadership explored the issue further and worked to find ways to track data for informational purposes and as a way to honor the lives of those who died. Death rates among people accessing homeless services have increased in Dane County and across the State of Wisconsin over the past several years. In Dane County, there were 17 recorded deaths and that jumped to 33 in 2021. This number is likely an undercount as a system was not in place for tracking this information. The homeless services system does not have accurate data on cause of death, but anecdotal evidence points to an increase in death due to drug overdose, specifically fentanyl. The increase in death must be taken into account as we determine how best to serve people in the homeless services system. Our system must provide care and space for providers and other participants as they grieve these deaths.

Despite responding to the pandemic, the work of the Funders Committee and the Community Plan to Prevent and Oversight Committee continued. This was an interesting time to conduct a Gaps Analysis as there a lot of needs, and new resources coming into the community. It was hard to know what the need would look like going forward, and what the federal response will be.

### **Faith-based, Grassroots Organizations and Homeless Service Providers**

In 2020, the Funders Committee recognized the need to go beyond the number of beds and look at access and availability of services for people experiencing homelessness. At the same time, the Community Plan to Prevent and End Homelessness Oversight Committee embarked on a mapping project of faith-based and grassroots organizations that are working to prevent and end homelessness. It quickly became apparent that these projects should be combined to inform the Gaps Analysis. Each committee member of the Community Plan Oversight Committee member was asked to help conduct a phone or virtual meetings with the identified faith-based and grassroots organizations. In total, we received 68 responses from Service Providers and 34 from the Faith-based Community.

### **Participant Survey Results**

In late 2020 and early 2021, the HSC Funders Committee developed a survey for homeless services participants. The survey was available both in paper copy (for the men and women shelters) as well as electronically through Microsoft Forms. It was also available in English, Spanish and Hmong. We did not receive any Hmong survey results back. We did receive one response in Spanish. In total, we received 135 survey responses.

We thank everyone who participated in the surveys. We hope the recommendations provide us with opportunities to improve our services and reduce the episodes of homelessness in Madison and Dane County.

# PARTICIPANT SURVEY EXECUTIVE SUMMARY

The purpose of this Gaps Analysis is to identify barriers to accessing services available within the HSC, as well as understanding more about the unincorporated community organizations – also referred to as grassroots organization, that households encountered while experiencing homelessness or housing instability. The focus of the 2020 Analysis was expanded to include racial equity system performance to investigate barriers which were manifesting as poor outcomes for BIPOC populations.

The analysis was completed through a series of participant survey groups of HSC providers, program participants, and unincorporated organizations. With a focus on equity, the survey was accessible in a variety of formats. Survey links were sent to the HSC listserv, and a direct link was made available on the HSC website. Print copies were made available at the offices of several HSC providers. Additional outreach efforts included making the survey accessible in English, Spanish, and Hmong. The survey was open for responses for over 100 days in which 135 respondents submitted completed forms.

The five most frequently identified gaps follow:

1. Affordable housing
2. Financial assistance, including security deposit and rental assistance
3. Housing search assistance
4. Transportation
5. Mental health and substance use treatment services

Participant survey results were analyzed in various ways based on demographics and service locations, and included the following findings:

1. Barriers to housing: Overall, not enough income and lack of help finding a place were identified as top two barriers in access to housing. When analyzed separately by demographics, white women and black women identified those two as top two barriers. For black men, lack of employment, help finding a place and security deposit assistance were identified as top barriers. For white men, not enough income was the main barrier, followed by lack of rental history, credit, security deposit, mental health issues, and employment as equal second-level barrier. Youth identified not enough income and credit as two main barriers.
2. Services needed but not available: Overall, affordable housing and security deposit assistance were identified as top two unmet needs. This was the case for black women. White women identified affordable housing as primary unmet needs, and mentioned moving assistance, computer access, and key documents in equal numbers. Black men identified security deposit as top unmet needs, and mentioned affordable housing, transportation, housing search assistance, mental health assistance in equal numbers.

Based on the highest mentioned identified gaps, the Funder's Committee encourages these areas to be targeted for further development during the upcoming process to update the Community Plan to End Homelessness:

**Affordable housing**

- *Increase access and awareness to available financial assistance provided and other housing stability supports provided through the CORE program and other community resources, after the CORE program ends.*
  - o *Funding support should include entry costs, rent subsidies, and security deposits.*

**Housing Search Assistance**

- *Support the creation of a more robust, comprehensive, and easily accessible housing guidance system which includes housing locators, navigation, and a database management system to track the status of affordable housing stock.*

**Transportation Access**

- *Increased advocacy efforts and education in support of providing affordable transportation options within and outside of the City of Madison.*

**AODA & Mental Health Services**

- *Explore the possibility of securing immediate access to beds at AODA, mental, and behavioral health crisis centers for individuals experiencing homelessness.*

**Long Wait-times for Subsidized Housing**

- *Review wait times for subsidized affordable housing systems to assess process improvement needs.*

**Phone Access**

- *Increase funding support for mobile devices for individuals experiencing homelessness.*

**Employment Search**

- *Advocate for better coordination with existing employment search providers.*

The charts below summarize the responses from the all three of the survey conducted between 2020 and 2022 from homeless services participants, homeless service providers, faith-based and grassroots organizations. The chart in the order of most frequently mentioned responses to needs. The color grading was added based on the participant responses to point out where the most frequently mentioned needs by participants fell in other group responses.

This chart shows the top responses for each survey group, participants, homeless service providers, faith based and grassroots organizations.

Participants Survey	Homeless Services Providers Survey	Faith-Based/Grassroots Organizations Survey
<b>What was needed but was not available to help you get into housing?</b>	<b>What do you think are gaps in homeless services?</b>	<b>What do you think are gaps in homeless services?</b>
Affordable housing	Lack of affordable housing	Actually, affordable housing
Security deposits	Lack of financial assistance	Funding: data collection for funding, government monies for undocumented people, eviction prevention, to provide services, for monies owed, security deposit/first month's rent, general financial assistance
Housing search assistance	Lack of mental health & AODA services	Mental health services
Lack of transportation	More emergency shelter days	Landlords, amenable
Moving assistance/Cost of moving	Not enough eviction prevention dollars	AODA services
I do not know how to access services	Lack of landlord flexibility/ lack of landlords willing to rent to someone with criminal background	Street outreach
AODA, self or family	Lack of transportation	Long waitlists/limited space in shelters and programs
Phone	Service priority for doubled-up families	Not enough shelter days
Mental health issues	Transitional housing	Case management
Employment search	More street outreach/family	Medical housing
On-going rental assistance	More homeless services outside City of Madison	Safe/spacious shelter services
Laundry	Limited Permanent Supportive Housing/Rapid Rehousing	Need more transitional housing
Food	Better coordination & communication amongst service providers	Coordination/communication between providers
Key documents - social security and other documents	Food	System navigation
Other	Space limitations which then impact capacity	More volunteers

Access to housing in the community where my support is	Case management	Childcare
Personal hygiene supplies	More medical housing	Food
Wi-Fi	Housing for people on sex offender registry	Need safe/suitable men's shelter
Car repairs	Lack of supportive staff	Need more supportive housing, including some non-HUD funded
Was denied services	Living wages	Long waits for subsidized housing
Childcare/Afterschool Care	Housing location/navigator	Need more rapid rehousing
Cost of getting things out of storage	Housing for teens that want to be on their own (have their own places)	Need more housing vouchers
School supplies	Housing for singles	Emergency shelters needed in rural Dane County
Household supplies	Housing for families	Limited housing availability
Medication	Safe and spacious shelter services	Need housing stability support
Physical health navigation	Housing for fixed income folks	More re-entry housing
School access	Lack of providers familiar with fair housing laws	Slow response time from housing navigation assistance
Computer access	Amount of time to gain housing	Assistance getting documents to apply for housing
Birth certificate	Cultural tolerance	Aftercare from transitional housing to prevent re-entering homelessness
Diapers	Volunteers	Coordinated Entry
Mental health support	Services for undocumented	Professionals familiar with fair housing laws
AODA support	Warm clothing	More people of color employed to serve homeless
	Programming for parenting youth under the age of 18	Barrier resolution services
	Program for youth to increase income	Wraparound services
	Childcare	Clothing
	Dollars for past rent owed	Need more west side support systems
	Landlord mitigation dollars	Programming for young parents
	Move-in costs	

	Faster RRH placement so they can use vouchers	
	Paid job training	
	Available vouchers	
	Resolution assistance	
	No wrap around services	
	Lack of service providers that are people of color	
	Training	
	Assistance for clients with no IDs	
	Shelter for DV clients	
	Housing stability support	
	Better response time from housing navigator	
	More senior housing	
	Re-entry transitional housing	
	Recovery transitional housing	
	Higher cost of living	
	Loss of employment	
	Lack of security deposits	



# METHODOLOGY AND RESULTS

## A. Grassroots Organizations and Homeless Services Providers

### **Methodology**

#### ***Grassroots/Faith-based organizations***

Over the course of 2020, the Community Plan to Prevent and End Homelessness Oversight Committee engaged with grassroots and faith-based organizations to find out what services they are providing to prevent and end homelessness and where they see gaps in services in our community. The Committee created a list of questions to ask representatives of these groups. Committee members engaged with groups through conversations and interviews. The Committee created a Google survey to collect information from these interviews. It was discovered that some groups would prefer to complete the survey themselves and were given that option. Additionally, for groups that were hard to connect with, Committee members sent them a link to the survey in hopes of getting the requested information. 34 responses were received.

#### ***Homeless Service Providers***

The Funders Committee used the survey the Community Plan Committee used with grassroots/faith-based organizations. This would allow both groups to collect similar data. The Funders Committee made some updates to the survey based on lessons learned from the Community Plan Committee. Additionally, the Committee changed some open-ended questions to multiple choice in order to collect consistent data. Service Providers has a couple of weeks to complete the survey and we received 68 responses back.

#### ***Participant Surveys***

In fall 2020, the Funders Committee created a Participant survey using Microsoft Forms with a QR code for participants to scan and complete the information on their own. The survey was also emailed out to executive directors at that are listed on the Homeless Services Consortium's Membership Directory for participant responses. Service providers were instructed to have program staff complete the survey with participants or have participants complete the surveys themselves. Surveys were available in English, Spanish and Hmong. No Hmong survey responses were received.

The survey was open for responses for over 100 days in which 135 respondents submitted completed forms.

#### **The following provides a summary of demographic information of respondents:**

- 50% of respondents were part of the HSC provider group.
- The majority of the responses came from clients ages 25 through 50 (63 responses).
- 68% identified as female.
- 64% of respondents identified as Black or African American.
- 79% of respondents identified as non-Hispanic.

- The vast majority of program participants have lived experience of literal homelessness.

Respondents were asked eighteen questions and allowed to write individual narratives.

## **Results**

### ***Grassroots and Faith-based Organizations***

The survey from the Community Plan Committee to grassroots and faith-based organizations garnered 34 responses. (See Appendix A for a list of respondents.) One question in the survey was “What do you think are gaps in homeless services?” There were a variety of responses with the number one response being affordable housing (30 mentions). Following affordable housing, gaps were identified in funding (23 mentions), mental health services (8 mentions), and amenable landlords (7 mentions). Two gaps had the same number of mentions to raise into the top five responses. These are substance use services and street outreach (both with 4 mentions). A variety of other gaps were mentioned from basic needs to supportive housing to people of color working in homeless services.

### ***Homeless Service Providers***

The survey from the Funders Committee to homeless services agencies received 68 responses. (See Appendix B for a list of respondents.) Homeless services agencies were asked “What does your program see as the three most significant gaps in the current homeless services system?” There were a variety of responses with the number one response being affordable housing (30 mentions). Following affordable housing, gaps were identified in financial assistance (15 mentions), mental health & substance use services (9 mentions) and need for more emergency shelter days (7 mentions). Two gaps had the same number of mentions to raise into the top five responses. These are eviction prevention dollars and flexible landlords (both with 6 mentions). Many other gaps were mentioned in the responses. These included services outside City of Madison, coordination among providers and youth specific programming.

In addition to learning about gaps, the committees were interested to learn how respondents might address the gaps. This will help inform how gaps in services might be filled. Grassroots and faith-based organizations were asked “if you could change one thing about the traditional system, what would it be?” (See Appendix C for a summary of responses). Homeless service agencies were asked “what ideas does your program have for services around supporting housing options for people experiencing or at risk of experiencing homelessness?” (See Appendix D for a summary of responses).

There was diversity in the answers to these questions, but some common themes can be found. For the grassroots and faith-based organizations, there was an emphasis on changing eligibility/policies/procedures in order to make programming more accessible to people who fall into all definitions of homelessness. Responses indicate a need for increased programming accessible to people who are experiencing homelessness while doubled- up/couch-surfing/staying with family/friends.

Responses from homeless service agencies were more specific and indicated program types they

would like to see implemented. Common themes can be pulled from the responses. These include: 1) options for people experiencing homelessness in rural areas, 2) affordable housing with support services, 3) landlord engagement & increased housing options, and 4) incorporating the expertise of people with lived experience.

### Gaps Identified by Grassroots & Faith-based Organizations

Gap	# Of times mentioned	Gap	# Of times mentioned
Affordable housing	30	Long waits for subsidized housing	1
Funding: data collection for funding, government monies for undocumented people, eviction prevention, to provide services, for monies owed, security deposit/first month's rent, general financial assistance	23	Need more rapid rehousing	1
Mental health services	8	Need more housing vouchers	1
Landlords, amenable	7	Emergency shelters needed in rural Dane County	1
AODA services	4	Limited housing availability	1
Street outreach	4	Need housing stability support	1
Long waitlists/limited space in shelters and programs	3	More re-entry housing	1
Not enough shelter days	3	Slow response time from housing navigation assistance	1
Case management	3	Assistance getting documents to apply for housing	1
Medical housing	2	Aftercare from transitional housing to prevent re-entering homelessness	1
Safe/spacious shelter services	2	Coordinated Entry	1
Need more transitional housing	2	Professionals familiar with fair housing laws	1
Coordination/communication between providers	2	More people of color employed to serve homeless	1
System navigation	2	Barrier resolution services	1
More volunteers	2	Wraparound services	1
Childcare	2	Clothing	1
Food	2	Need more west side support systems	1
Need safe/suitable men's shelter	1	Programming for young parents	1
Need more supportive housing, including some non-HUD funded	1		

**Gaps Identified by Homeless Services Agencies**

<b>Gap</b>	<b># of times mentioned</b>	<b>Gap</b>	<b># of times mentioned</b>
Lack of affordable housing	30	Cultural tolerance	1
Lack of financial assistance	15	Volunteers	1
Lack of mental health & AODA services	9	Services for undocumented	1
More emergency shelter days	7	Warm clothing	1
Not enough eviction prevention dollars	6	Programming for parenting youth under the age of 18	1
Lack of landlord flexibility/ lack of landlords willing to rent to someone with criminal background	6	Program for youth to increase income	1
Lack of transportation	5	Childcare	1
Service priority for doubled-up families	4	Dollars for past rent owed	1
Transitional housing	4	Landlord mitigation dollars	1
More street outreach/family	4	Move-in costs	1
More homeless services outside City of Madison	4	Faster RRH placement so they can use vouchers	1
Limited Permanent Supportive Housing/Rapid Rehousing	3	Paid job training	1
Better coordination & communication amongst service providers	3	Available vouchers	1
Food	2	Resolution assistance	1
Space limitations which then impact capacity	2	No wrap around services	1
Case management	2	Lack of service providers that are people of color	1
More medical housing	2	Training	1
Housing for people on sex offender registry	2	Assistance for clients with no IDs	1
Lack of supportive staff	2	Shelter for DV clients	1
Living wages	2	Housing stability support	1
Housing location/navigator	2	Better response time from housing navigator	1
Housing for teens that want to be on their own (have their own places)	2	More senior housing	1
Housing for singles	2	Re-entry transitional housing	1
Housing for families	1	Recovery transitional housing	1

Safe and spacious shelter services	1	Higher cost of living	1
Housing for fixed income folks	1	Loss of employment	1
Lack of providers familiar with fair housing laws	1	Lack of security deposits	1
Amount of time to gain housing	1		

## Participant Survey Results

Most of this information should not be new to us but there are few pieces here where you can see some differences in needs based on race/ethnicity and age. Here are a few nuggets we wished to share with you.

### **Overall Demographics**

We had a nice range of responses by age for this survey. The majority of the respondents were in the age range of 20 to 55 years in age. 64% of respondents are Black/African American or African. More respondents were female verses males.

Respondents for this survey identified multiple living spaces for their residency. Of those that responded to the question of where they are living, they were living in shelter.

Respondents did not see race as an issue in obtaining housing.

### **What Hindering People from Getting Into Housing?**

Income and assistance to locating housing. Coming in third is credit.

### **What Do Clients Need, but They Are Not Finding It Available to Access Housing?**

Affordable housing, security deposits and assistance in finding housing.

### **What is Keeping People from Feeling Secure Once They Are In Housing?**

Affordable housing, access to WIFI, and mental health issues.

### **Race and Gender**

The appendix highlights this information in greater details, but here are a few nuggets on the differences.

#### **Impacting homeless from accessing housing**

<b>Black Women</b>	<b>White Women</b>	<b>Black Men</b>	<b>White Men</b>
Not enough income	No affordable housing	Security Deposits	No income
Assistance in finding a place	Not enough income	Affordable housing, lack of transportation, housing search assistance, self or family, mental health or AODA issues, and	Deposits, rental history, no employment and credit (all tied)

		I don't know how to access services (tied)	
Not employed	Credit, Key documents (tied)	Was denied services	Transportation, assistance in finding a place (tied)

Last but not least, what is impacting our youth from accessing housing?

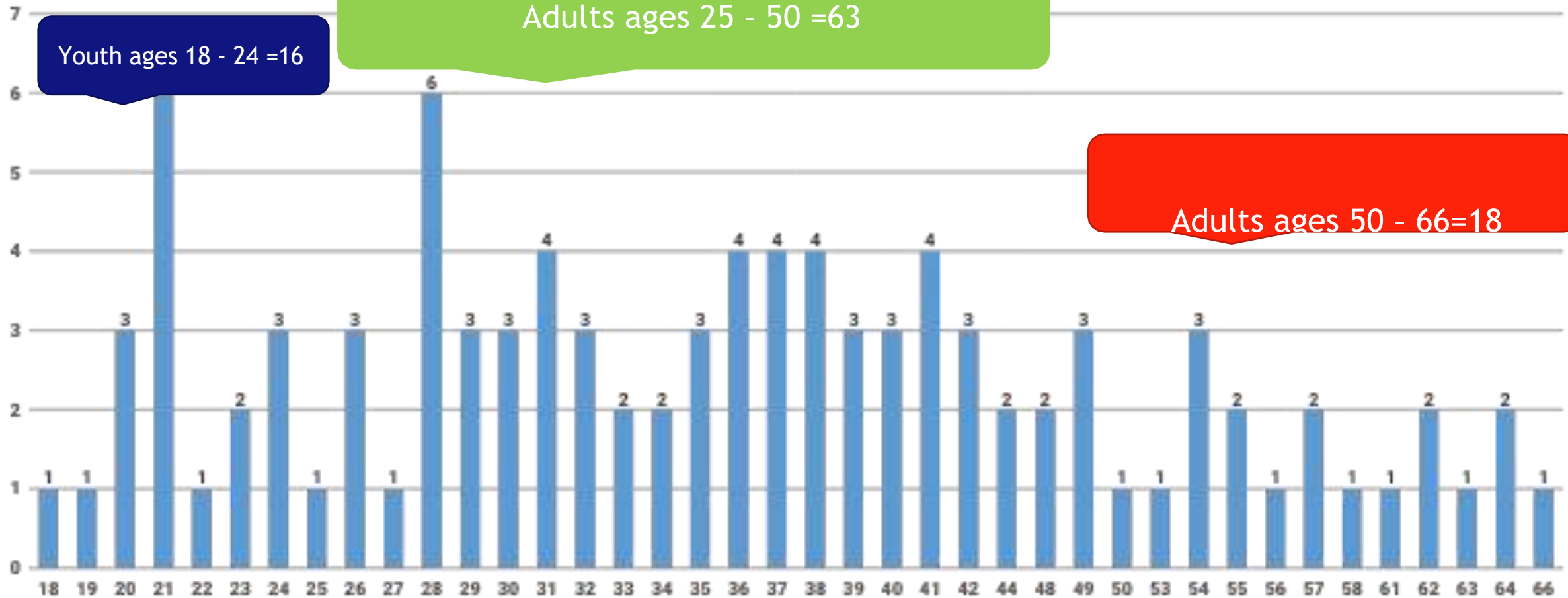
1. Not enough income
2. Credit
3. Need a co-signer, criminal history, not employed (tied)
4. Rental history, key documents, security deposits, and mental health issues.

You can see more details in the Power Point slides on the next several pages.

“We would like to acknowledge the amount of time and effort put into pulling the Survey Analysis together. Thank You to the following Homeless Consortium Committees for their work on the three different surveys’: Community Plan Committee for the Faith-based and Grassroots Organization, and the Homeless Services Provider Survey. The Funder’s Committee for the Homeless Services Participant Survey. Thank you to the Funder’s Committee for reviewing and providing feedback on the consolidated survey analysis that can be shared with our community. A special Thank You to the following individuals who pulled the Survey Analysis together: Angela Jones, Torrie Kopp Mueller, Sarah Lim, and Johneisha Prescott. Thank you to the City of Madison, Dane County Human Services and United Way of Dane County for their guidance, and review of this Survey Analysis.” If you have any questions, please feel free to reach out to Angela Jones, the chair of the HSC Funder’s Committee.

# Participant Survey Results

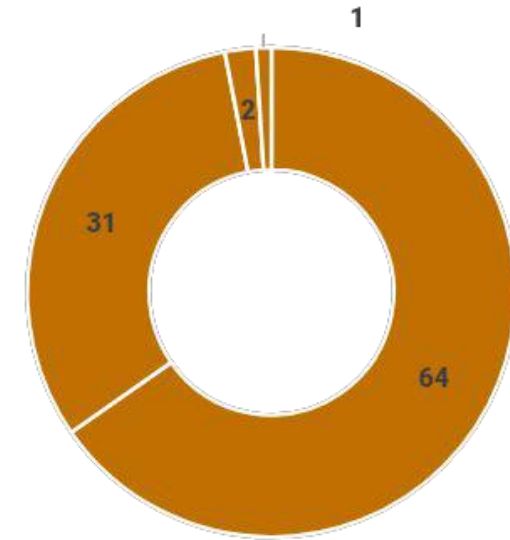
# A Wide Range of Responses Based on Ages





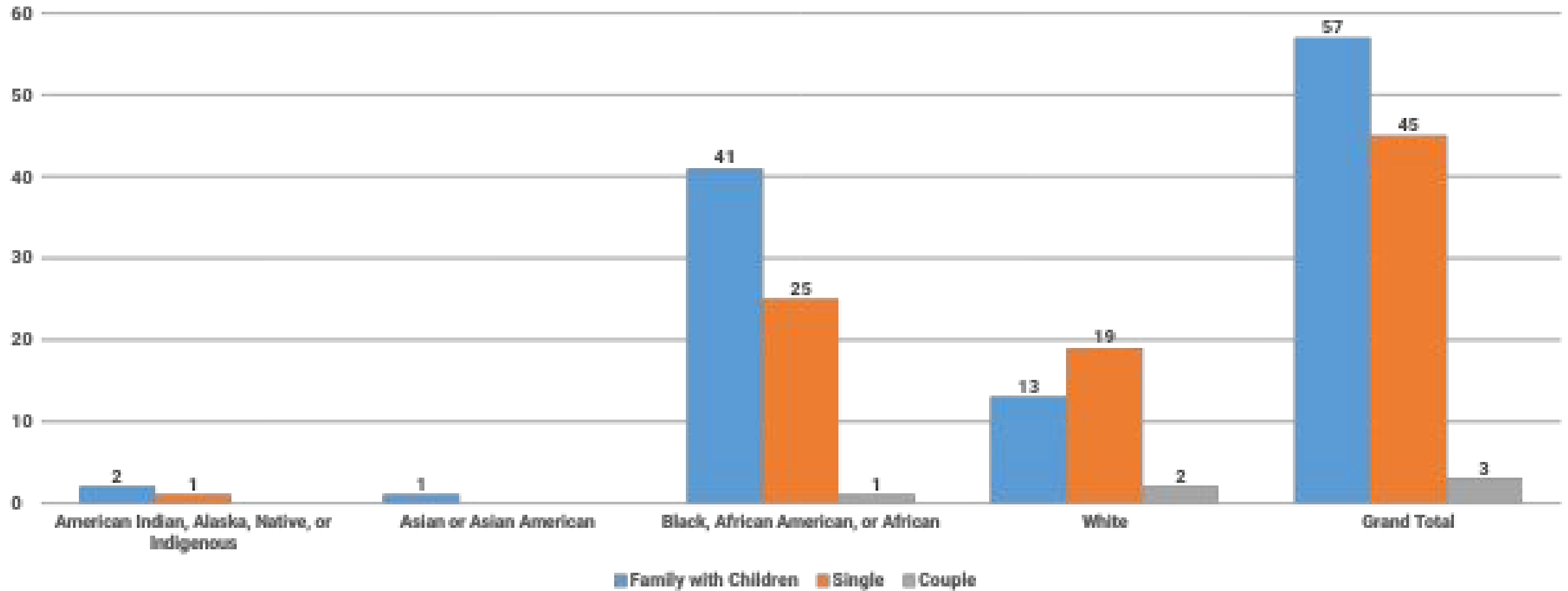
# 64% of respondents identify as Black, African American or African

Black, African American, or African accounts for the majority of 'What Is your race?'.



	Hispanic	Non-Hispanic	Unknown	Blank	Grand Total
<b>Female</b>	<b>3</b>	<b>57</b>	<b>5</b>	<b>6</b>	<b>71</b>
24 and under	3	4		1	10
Over 24		53	5	5	61
<b>Male</b>	<b>2</b>	<b>25</b>	<b>2</b>	<b>4</b>	<b>33</b>
24 and under			1		1
Over 24	2	25	1	4	32

# 67 or 64% of the 105 Responses Are From African American Households

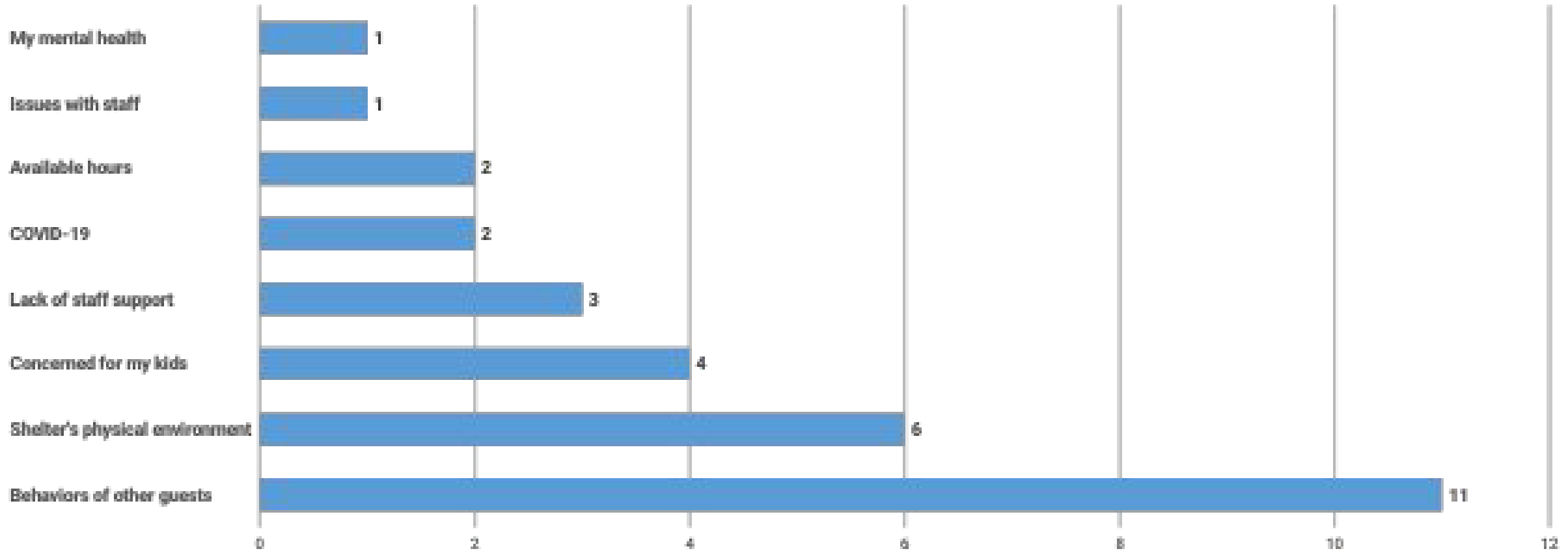


# Most Participants Listed Multiple Living Situations

Living Situation	Total Number
<b>Homeless living In a shelter</b>	<b>42</b>
<b>Homeless living with family or friends (also mentioned other living situations)</b>	<b>15</b>
Hotel paid by someone else	7
<b>Housed</b>	<b>13</b>
Homeless living on the streets/car or encampment	7
Fighting Eviction	1
Self paying in a hotel ( also mentioned above options)	3

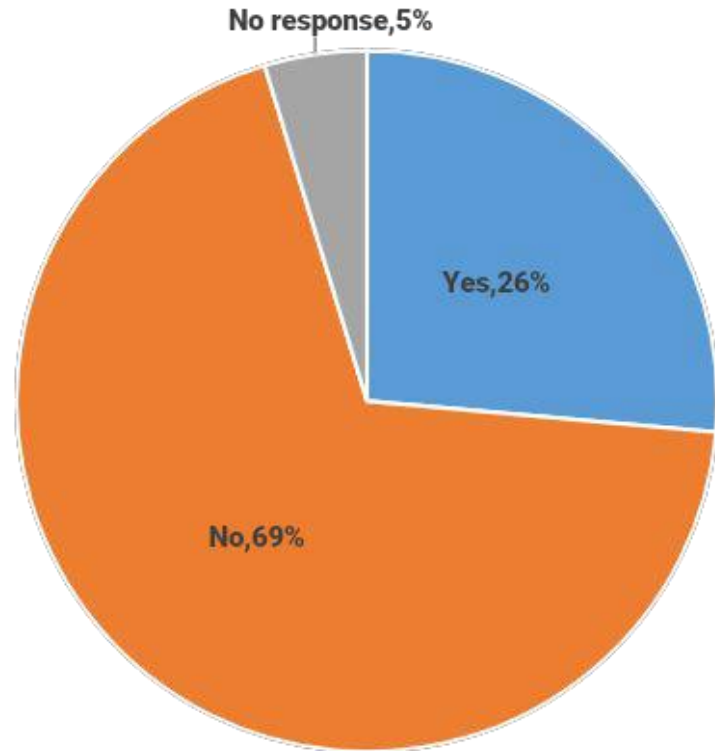
# 66 respondents comfortable living in shelter and 38 were not

Why people were not comfortable living in shelter

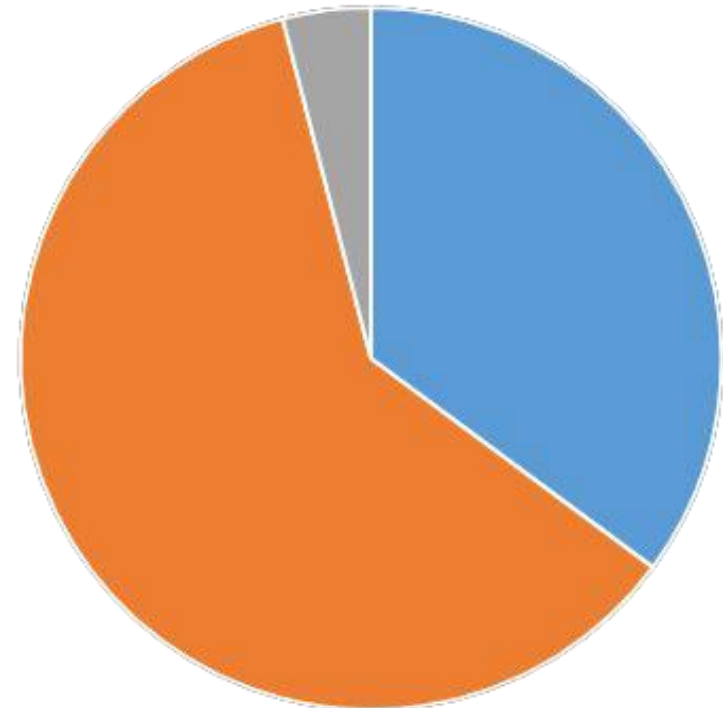


# Discrimination Seen By All

Have you run into issues with finding housing based on your race/ethnicity?  
(All respondents)



Have you run into issues with finding housing based on your race/ethnicity?  
(Respondents of color)



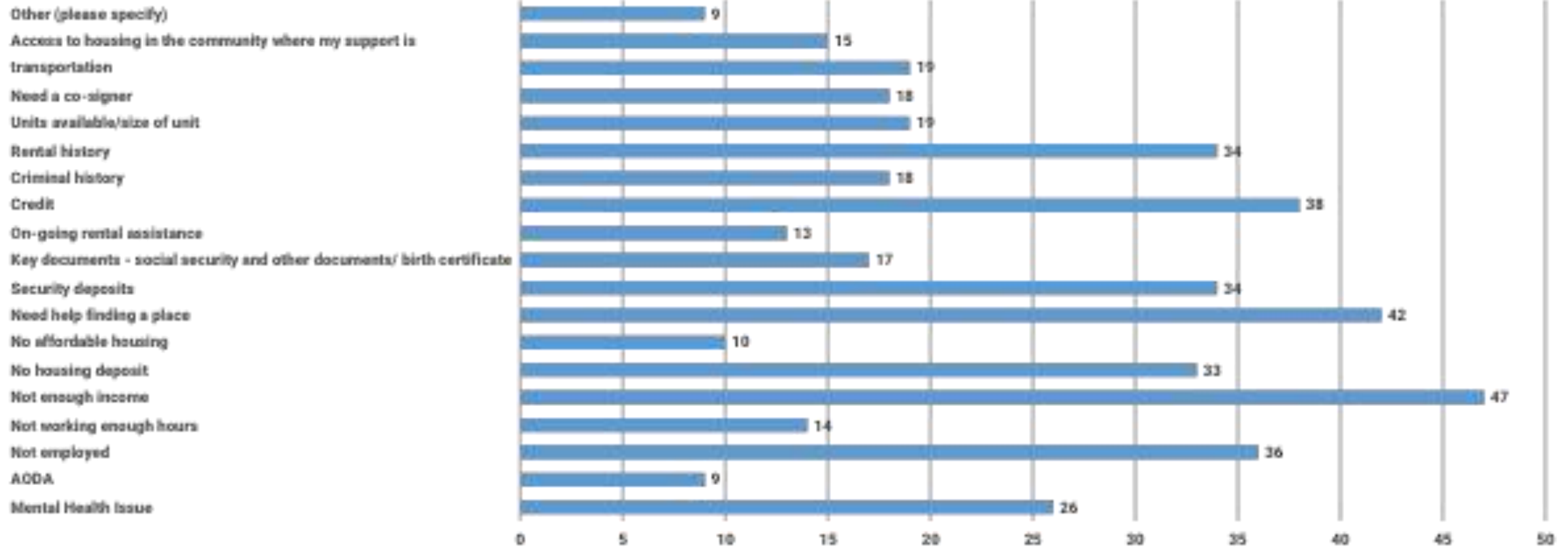
# When Communication was identified as a barrier, language, accent and written materials were the main causes

Row Labels	Count	%
Yes	17	16%
No	86	81%
No response	3	3%

Row Labels	Count	%
Language	4	20%
Accent	4	20%
Dialect	2	10%
Written Materials	3	15%
Hearing	1	5%
Sight	2	10%
Other	4	20%
Closed due to Covid		
Race Black		
Faced religious discrimination		
I need someone to help me get housing		

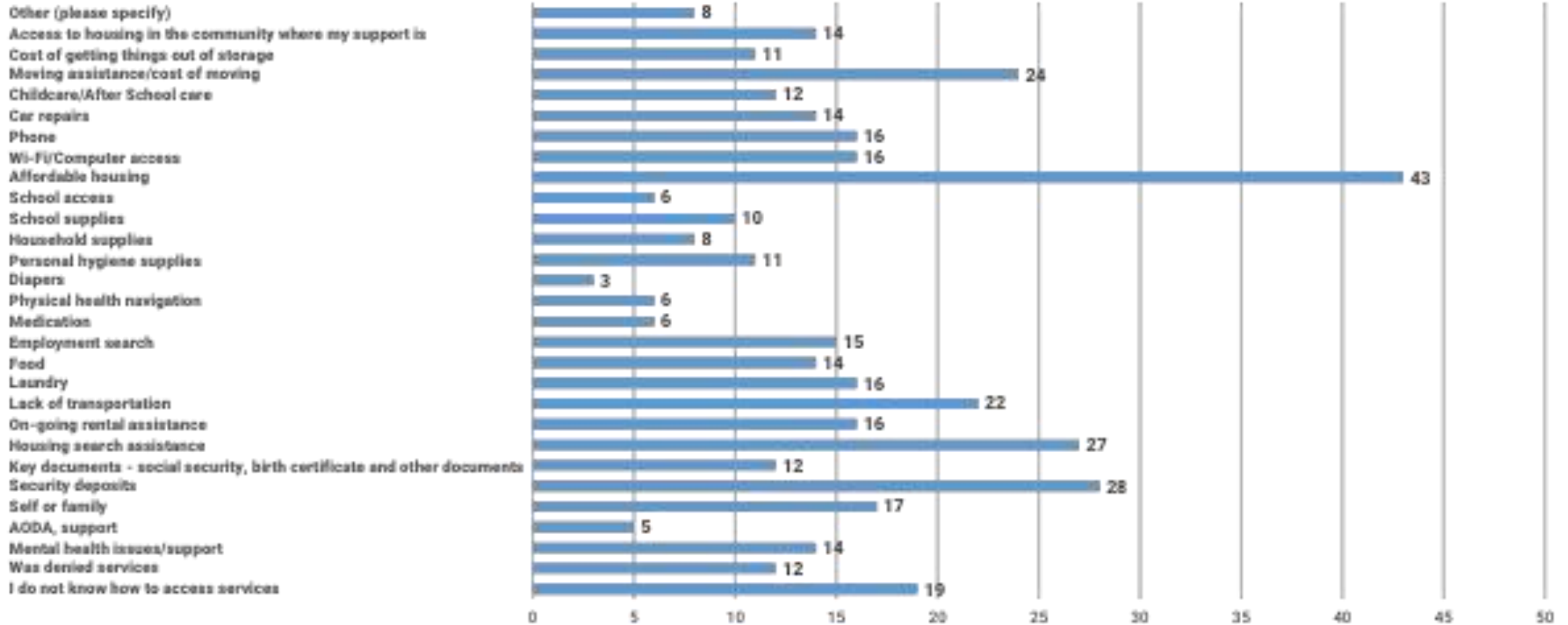
# What's Impacting Access To Housing - Income and Assisting with Locating Housing

What Impacted People's Ability To Access Housing



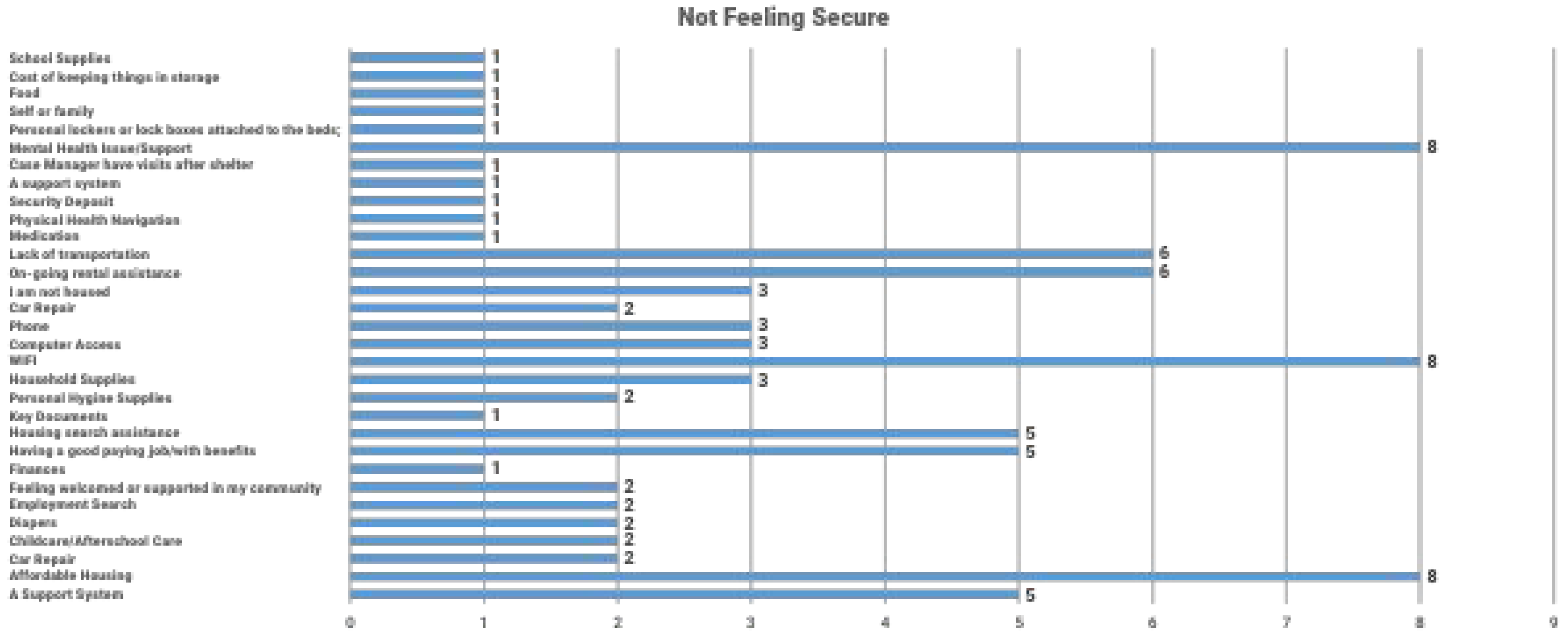
# What's Was Needed but Not Available – Affordable Housing, Security Deposits, and Housing Search

Things and Services Needed But Not Available





# Once housed What Kept People From Feeling Secure—Affordable Housing, WIFI and Mental Health Issues



# Women's Shelter Responses

# Facts on the women in shelter

**Total of 23 responses, 7 black, 14 white and 2 American Indian**

All respondents are over the age 26

8 single and 6 with children

13 are comfortable living in shelter and 9 are not

Most of the women selected almost everything on the checklist of services (needed but not available, Impacted access to housing and feeling secure In housing)

# Reasons Women Listed for Becoming Homeless

Non-renewal	2
COVID	3
Eviction history	1
No place to go	1
Had a child	2
Lost housing	
History of homelessness	1
Living with someone else who was evicted	3
Affordable housing cost	1
Living in a hotel	1

# Helpful for Women on Their Journey

The shelter and assistance I have looking for a place to reside

workers who actually treat you like a human and no judging ppl who explain what they do to help us

All the resources

Sankofa

Having a great case manager that pushes me to figure things out not on my own but with the help of her

Office support

\* from the Rise Program

None

Shelter and Case Management

Having a safe place to stay

\* case manager and other staff

I need help to make sure I move into housing

Whatever the Holy Spirit would use to help.

Case Worker \* is amazing!!!

None. Right know getting help with housing

My case worker helped me to get daycare and helped to enroll my kids In afterschool program and laundry assistance.

Housing help with security deposit and first month rent

Salvation Army

# Information Women Shared About Experience

There should be help for those who really don't have rental history. It's not always a way for me to provide proof that I've lived in Milwaukee for a certain amount of time because I can't prove so

thankful for the help and don't mean to sound ungrateful

something needs to be done at how expensive rent is. places that are dumps are 1300+ in rent.

I am in the Sankofa Shelter now and I'm on the right track I feel

I love the energy from my new case worker, she gives me the feeling that it's game time no more time to play

Need a place soon

I need a case worker right away to get into housing

Only thing I got issues with is our rooms are cold

Thank you for caring about my emergency needs. Madison is a great medical community and a role model for a nursing career. Thank you for everything.

I have trouble finding housing, I need help.

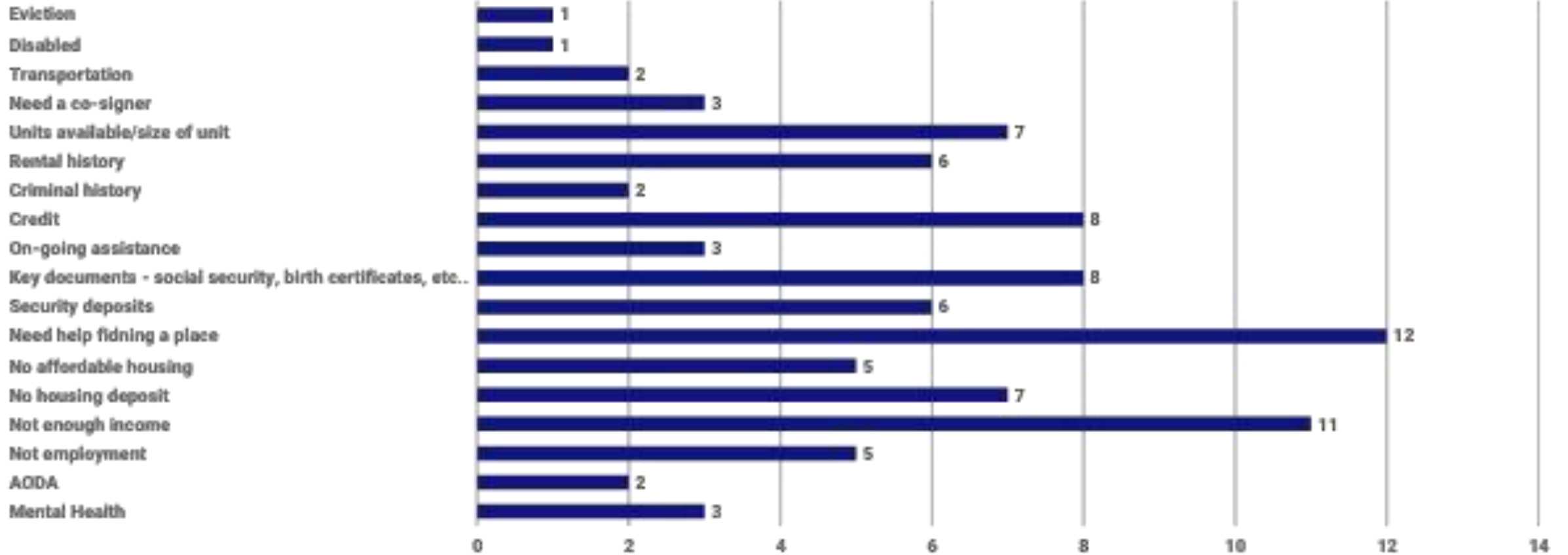
There is help for everything but housing programs. They need to make it easier for low-income families to obtain income based housing. Vouchers for section 8 need to be a priority for families with young children. Need more housing programs.

If it weren't for Salvation Army, I would be sleeping outside.

**White Women**

# Need Help Finding a Place and Not Enough Income Impacted White Women Ability to Access Housing

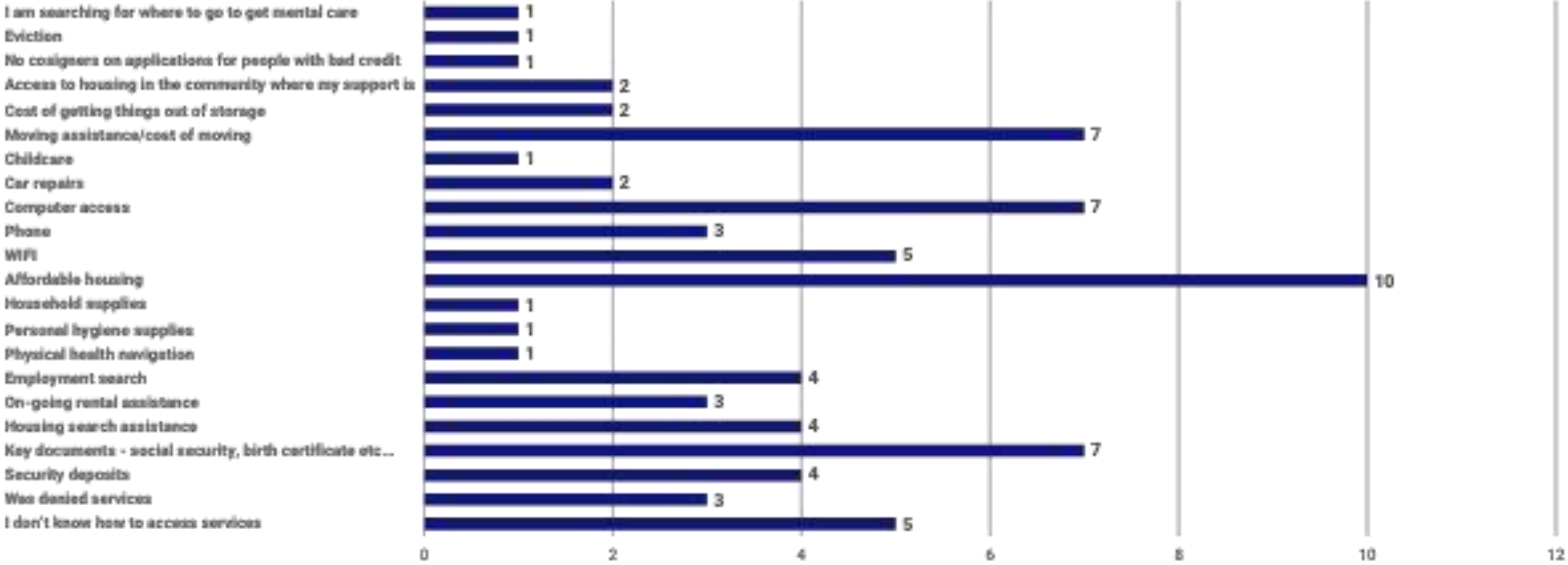
White Women - 23 Responses





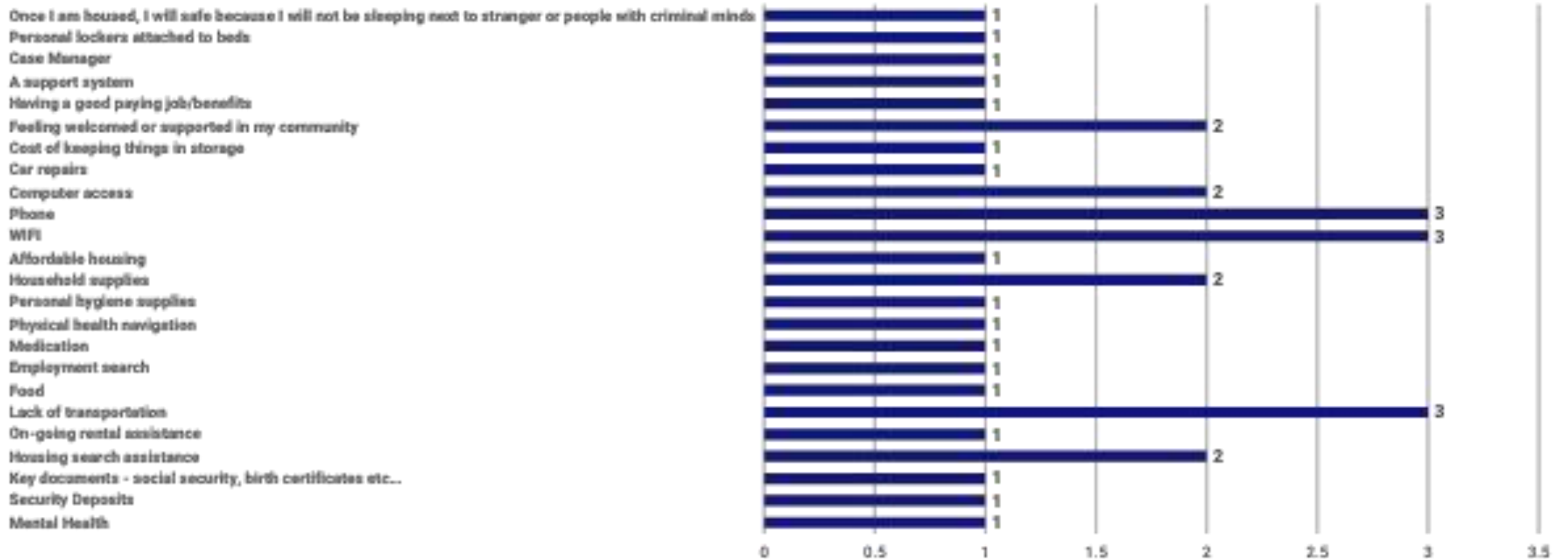
# Affordable Housing Was Needed for White Women to Get Into Housing

White Women - 22 Responses



# Phone, WIFI and Lack of Transportation Keep White Women From Feeling Secure Once Housed

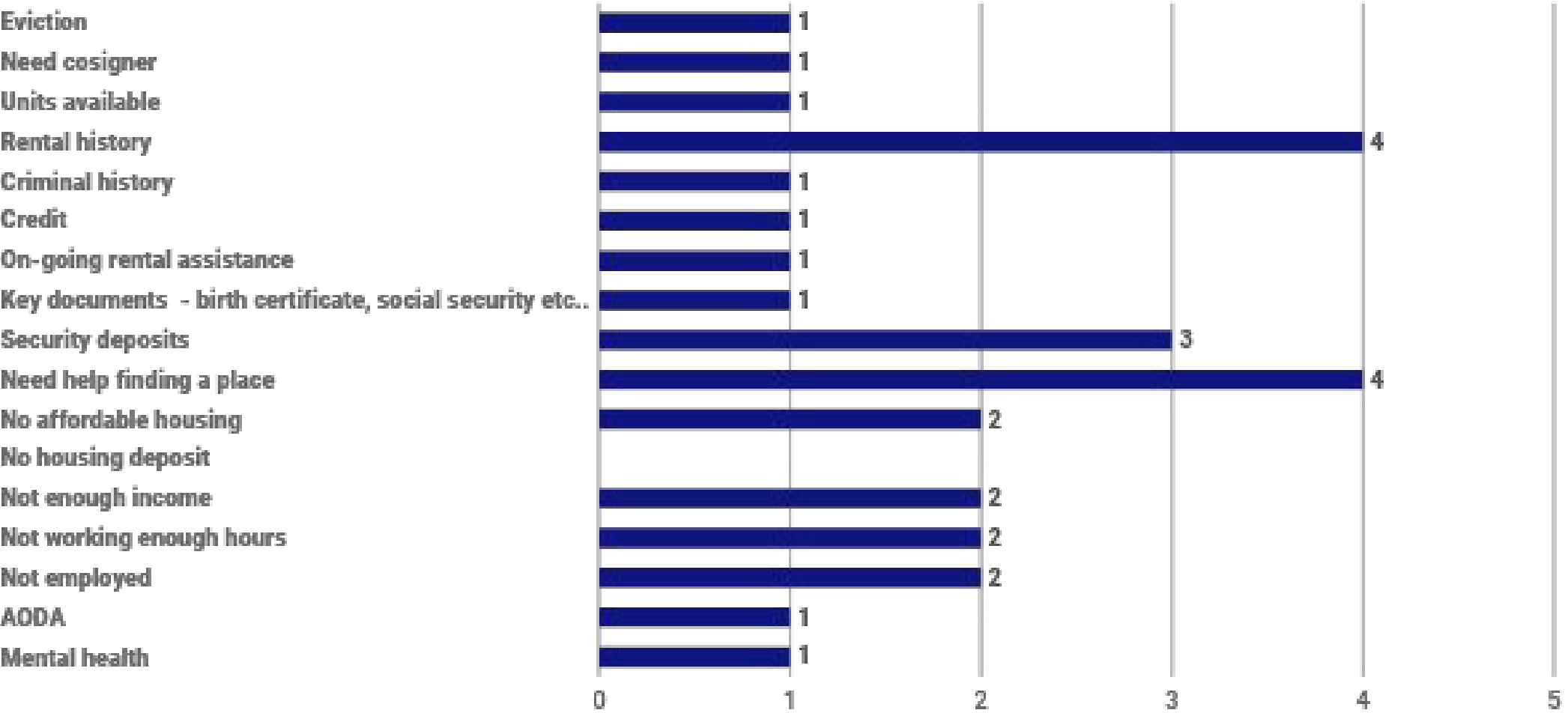
White Women - 10 Responses



# Black Women

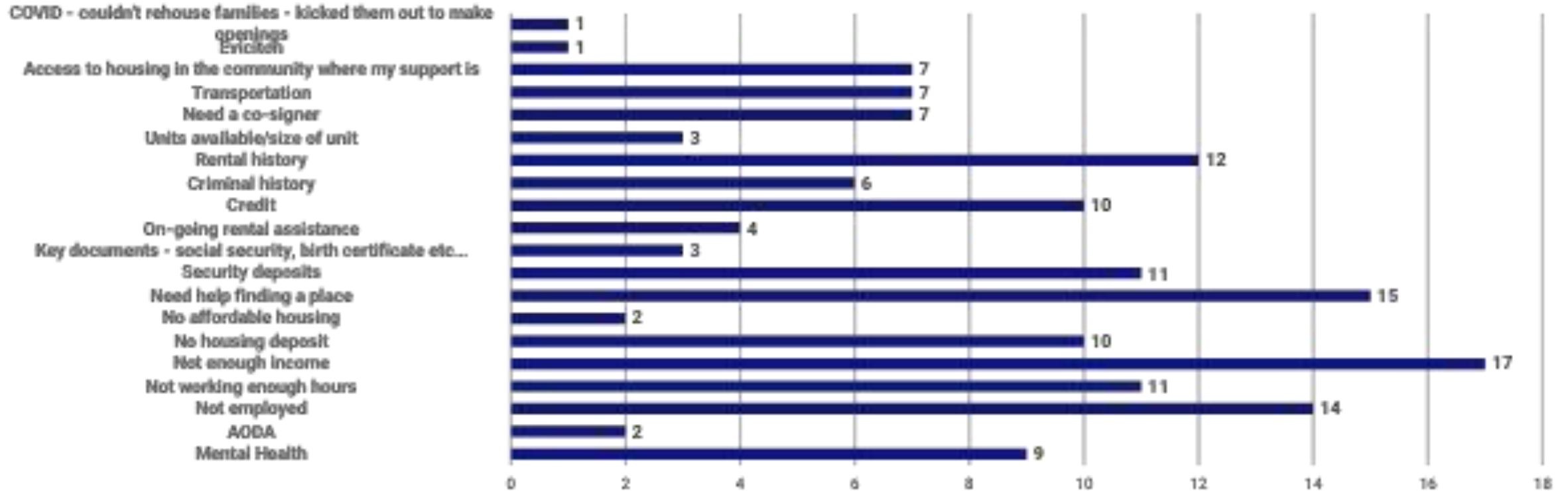
# Rental History and Need Help Finding A Place Impacted Black Women in Shelter Ability To Access Housing

Black Women in Shelter – 7 Responses



# Not Enough Income, Security Deposits and Not Employed Impacted Black Womens Ability to Access Housing

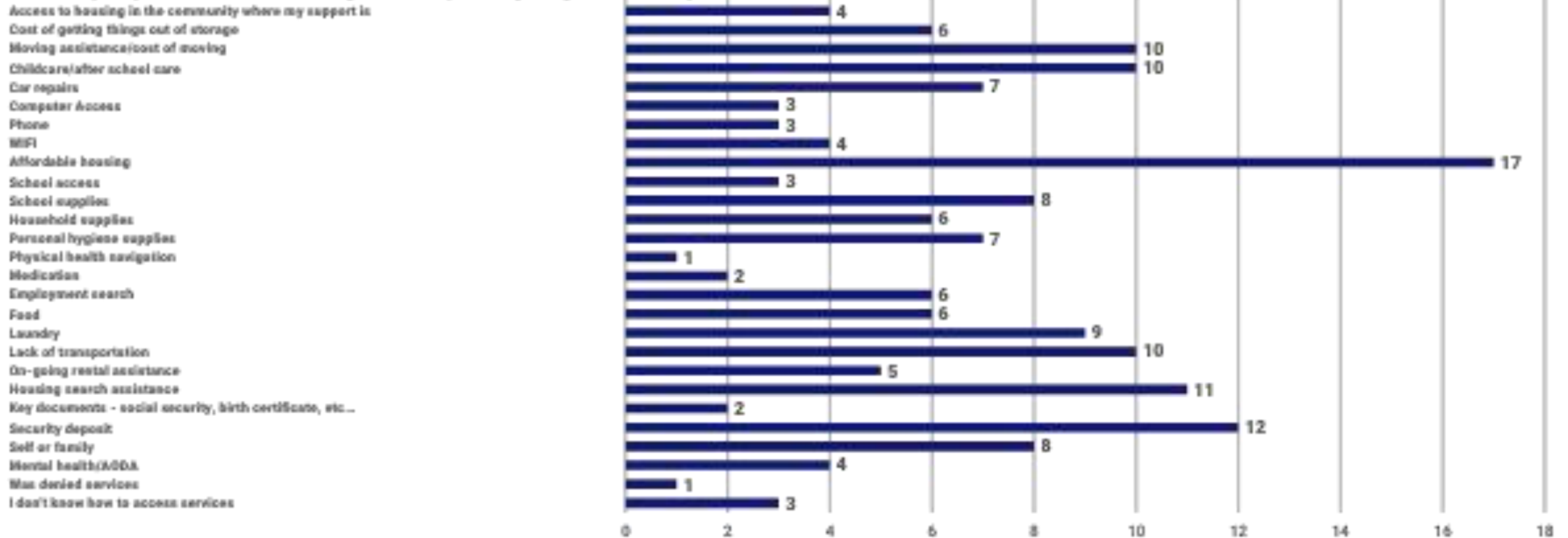
Black Women - 39 Responses



# Lack of Affordable Housing Was Needed But Not Available for Black Women

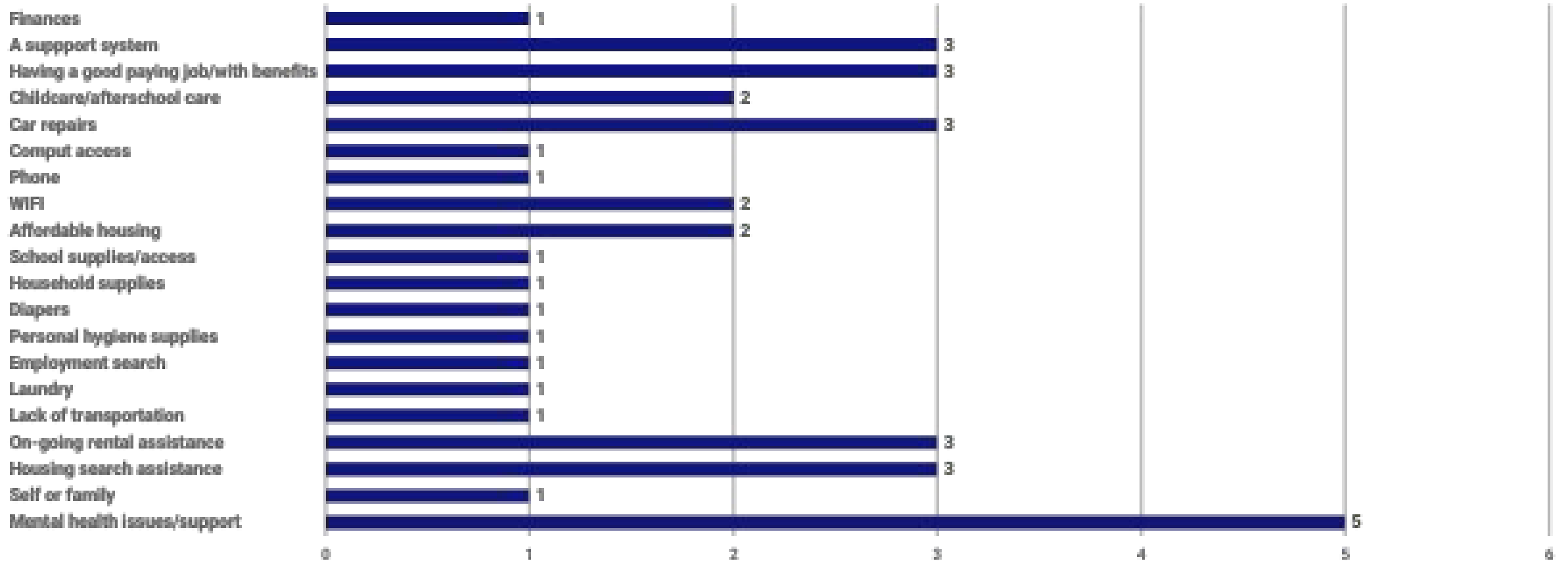
Black Women - 37 Responses

I was in a very hard place and needed all of these things. Sankofa helped me to get things done.



# Once Housed, Black Women Need Mental Health Support to Feel Secure In Housing

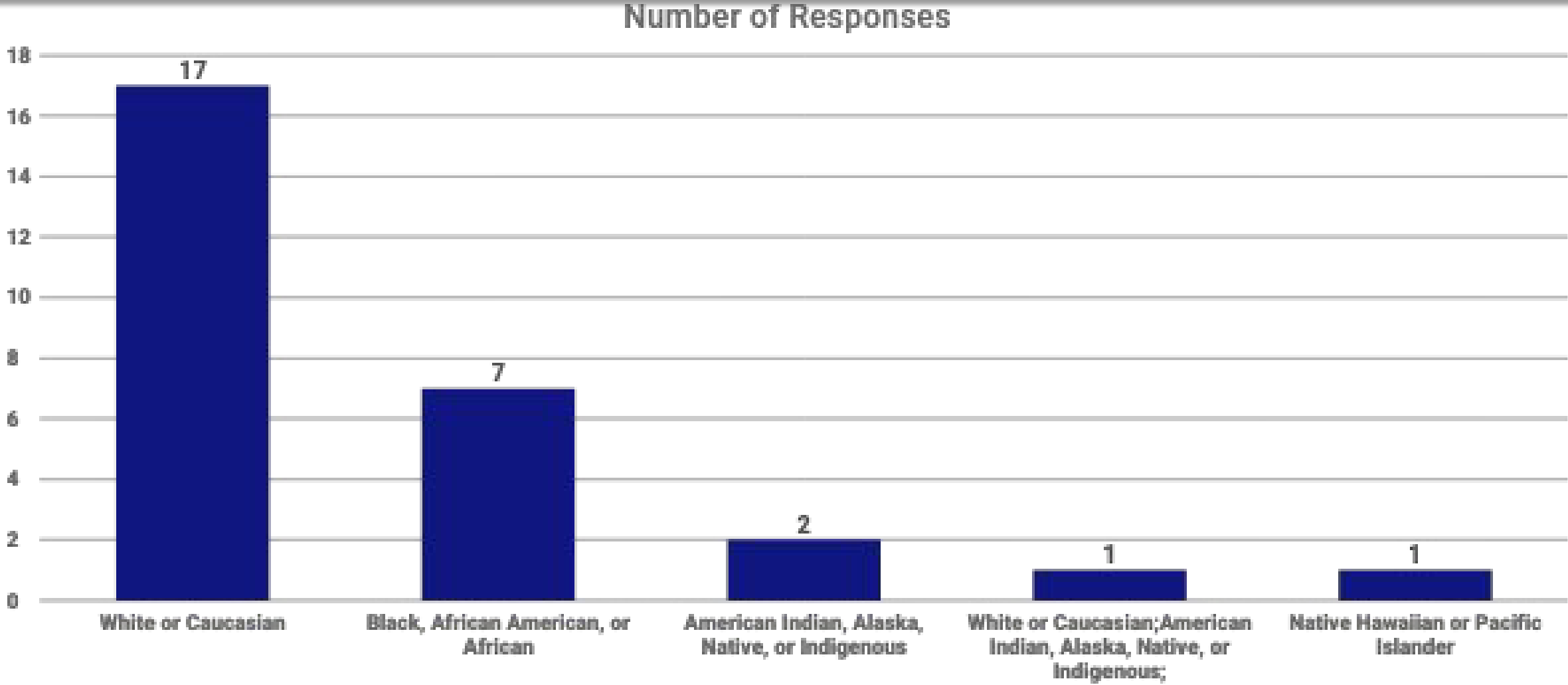
Black Women – 28 Responses



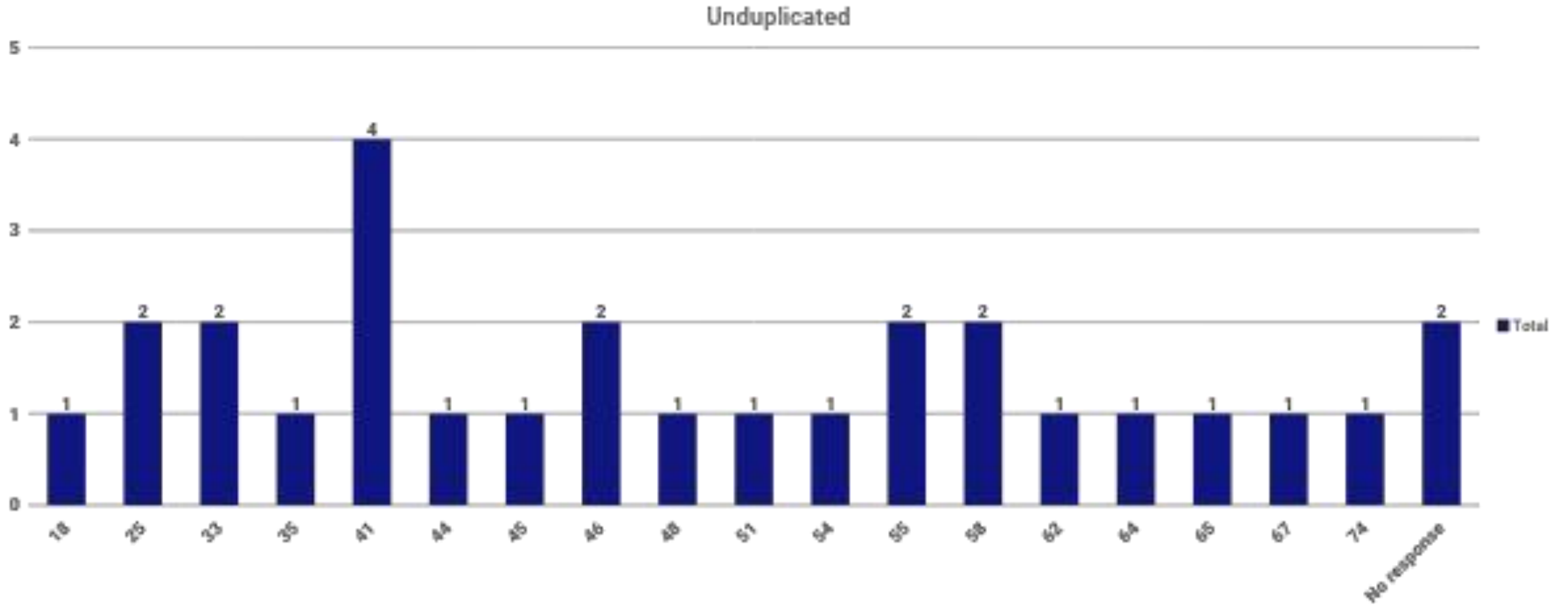
# Men's Shelter Responses



# Most Men Shelter Responders Are White



# Men's Shelter Responses By Age



# Information You Should Know

## 28 unduplicated responses

Majority of responses are from White males

Majority of the responses are from males 25 and older

Only two reported being uncomfortable living in the shelter (both respondents were White males)

### **Reasons for not being comfortable:**

- Violent people/mental health

- Being homeless is difficult. A 24 type of shelter would serve a broader spectrum to getting housing and stabilize my situation

Three reported housing issues were related to their race/ethnicity (two were White and one Black)

Four reported communications barriers

- One for Written Materials (White respondent)

- One for Language (White respondent)

- One for Disability (White respondent)

- One reporting that they got into it with someone in the shelter (Black respondent)

# How I Became Home Responses

**No response (12 times)**

**Job transition & home (self construction)**

**bad reference from landlord**

**Got kicked out of group home for rule violation**

**Unemployed/out of state**

**Had to leave the house I was renting**

**Drug use**

**I got evicted from my house and have been unemployed for almost 2 years due to my expired green card.**

**All my belongings were stolen, kicked out of a residence illegally and assaulted with threats of additional assault.**

**Got kicked out of my apartment**

**Poor choice of friends**

**Roommates having mental health disruption**

**Can't find apartment**

**I became homeless**

**Relocated, brother lost his house**

**I lost my job for once. For two, I had ankle problems.**

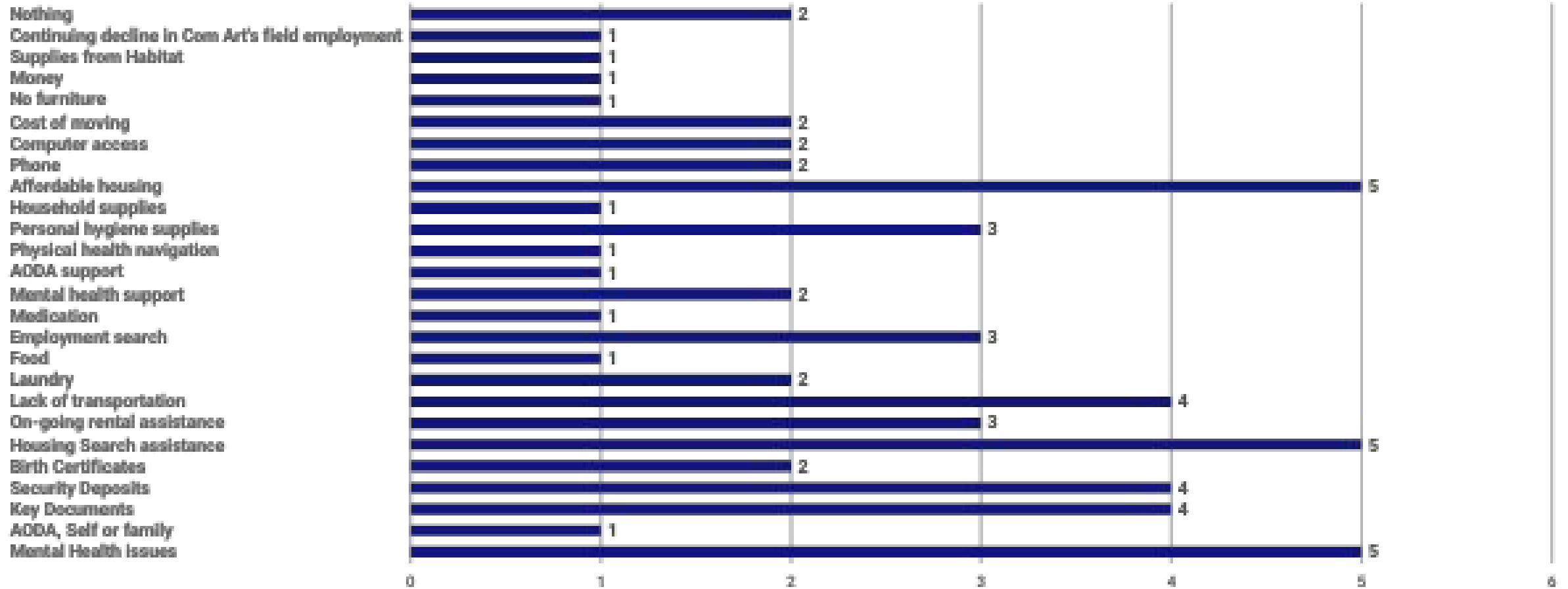
# What has been helpful

<b>No responses</b>	<b>13</b>
<b>None</b>	<b>2</b>
<b>Social Security before it got cut off</b>	<b>1</b>
<b>Porchlight Men's Shelter</b>	<b>1</b>
<b>The Beacon and Porchlight Shelters</b>	<b>2</b>
<b>VA</b>	<b>1</b>
<b>Foodshare/the shelter here/Habitat for Humanity</b>	<b>1</b>
<b>Shelter, advertisement and housing programs</b>	<b>1</b>
<b>I am not sleeping on the streets</b>	<b>1</b>
<b>I found temp labor agencies that provide daily jobs</b>	<b>1</b>
<b>Access to resources</b>	<b>1</b>
<b>A lot</b>	<b>1</b>



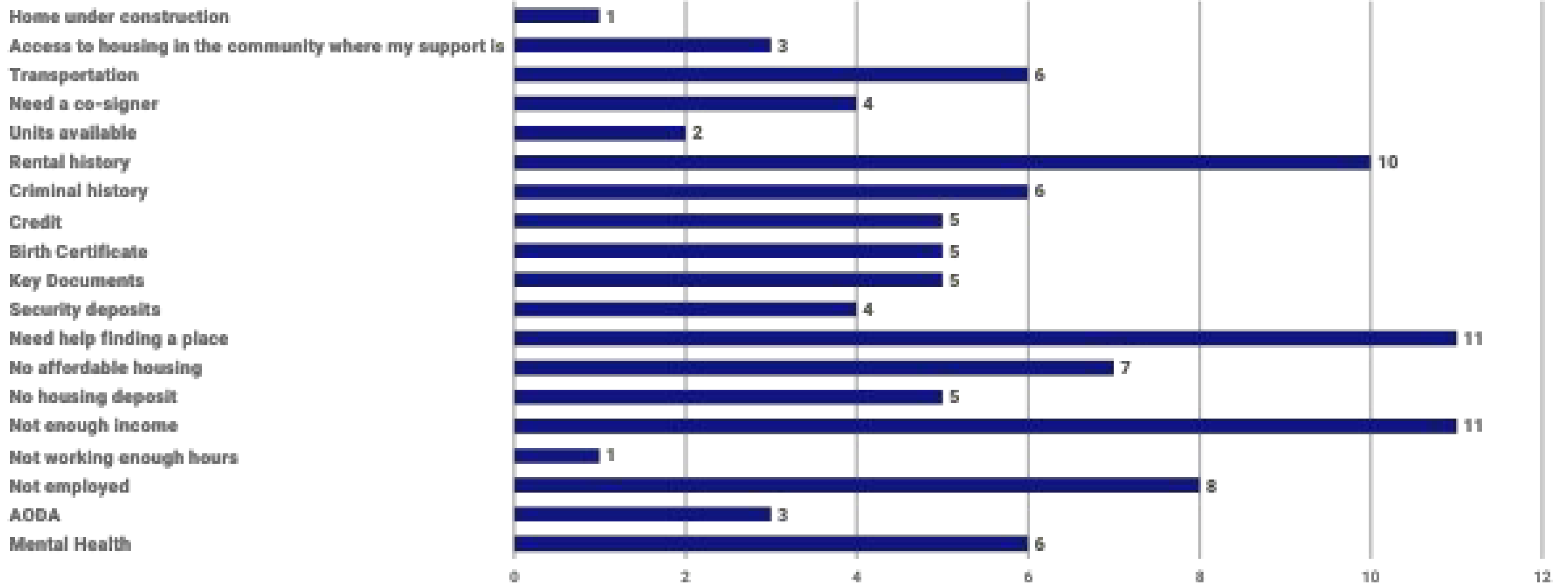
# Needed But Was Not Available To Get Into Housing

## Affordable Housing, Housing Search and Mental Health Issues – Top Three Things Identified By Men In Shelter



# Impacted Men's Ability to Access Housing

Need help finding a place, not enough income and rental history are the top three



7 responses from Black Males, 2 from American Indian, 1 Native Hawaiian, 1 Race not defined, 17 responses from White Males



# Men's Responses

# Men responses to how they became homeless

## Black Men

Got kicked out
COVID affected my job situation in China and in America.
I was living with my girlfriend and when we broke up I moved out.
Don't need
i was wrongly evicted
I left my housing in Milwaukee because I was afraid of the crime. I also wanted to be closer to my grandchildren. At first, I lived in a tent, and then I lived with my daughters for periods of time. I can't handle staying with my daughters for long periods, though, because they have too many guests, too much substance use, and a lack of cleanliness. They want me to do physical tasks or order me around, and if I don't do what they ask, they verbally disrespect me, so I end up leaving.
Was staying with father and could no longer stay with him due to COVID
I needed help finding housing
Needed housing
Being a black man with a criminal background in Madison.
Incarceration and a lack of education. (Twice)
We where put out..
Lost my housing
Financial stability
Focus program
moved out
argument with roommate cost apt. lost job because of housing/transportation issues
Left a place living with a women and the relationship was toxic
cant live with family
I got put out and they would renew my hist

## White Men

I quit doing drugs. The environment I was in was full of them so I left. I lost my way after losing my job and started using drugs. I thought it would be better to be homeless than to be in that place.
Mental health,poor physical health unable to work
A fire at our current house
I was living in Watertown and working in Madison. My vehicle broke down and wasn't repairable and I wasn't able to afford rent and a car payment. I bought a van to live in and stayed in parking lots and the park and ride on the south side.
released from prison april this year had TLP at Jessie Crawford, which ran out after 3 months, and no job. PO/DOC/DCC no help at all
Overpaid for Senior housing(90% of income), could lack of sr support
Lost my job, had everything stolen, now i have nothing.
My meds
kicked out of house

# Responses by race are very different

## Kept from feeling secure In housing

### White Men Summarized (4 Responses)

Mental Health Issues/support (2)

WIFI

I found housing through Occupy Madison and feel it is secure.

### Black Men Summarized (12 Responses)

Affordable housing (4)

On-going rental assistance (3)

WIFI

Lack of transportation

A support system (2)

Having a good job/with benefits

## Was helpful on the journey

### White Men Summary (8 Responses)

Just dane, worksmart network

CSS (2)

The Beacon (2)

Safe Haven

Men's Shelter

CCS has been very helpful. Staff explained all of the road bumps that would come up. She told me that I wouldn't be a Dane county resident and everything I would have to do.

Finding a community of people that have become like family and are understanding with various issues I have. I did a search online after being homeless for 6 months, and the only place easy to find was Occupy Madison. They had very clear expectations and I knew exactly what I needed to do to get into a tiny house. Everyone treated me as an equal rather than judging me for a situation that was out of my control. People at our school have been nice.

### Black Men Summary (19 responses)

Sankofa (3)

Safe Haven (2)

The Beacon (3)

Housing Navigation

Food

The VA department and all the dedicated workers who helped the most. And they know who they are! ☺☺

Support from others (3)

to being stable for a nice period of time preventing homeless has been a nice way making my journey better

Talking directly to service providers and the clients they serve to know the difference in resources of relief. (2)

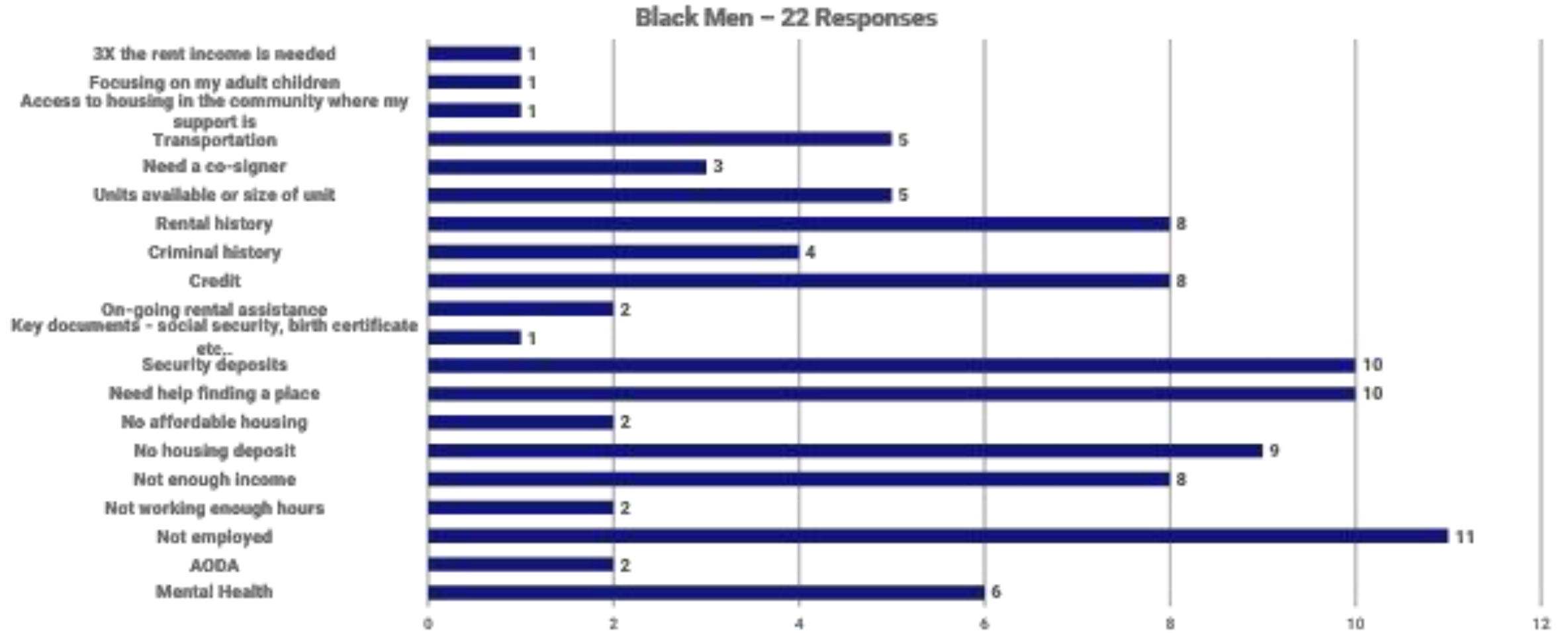
Good people that help you when I need it... fellowship

some sources

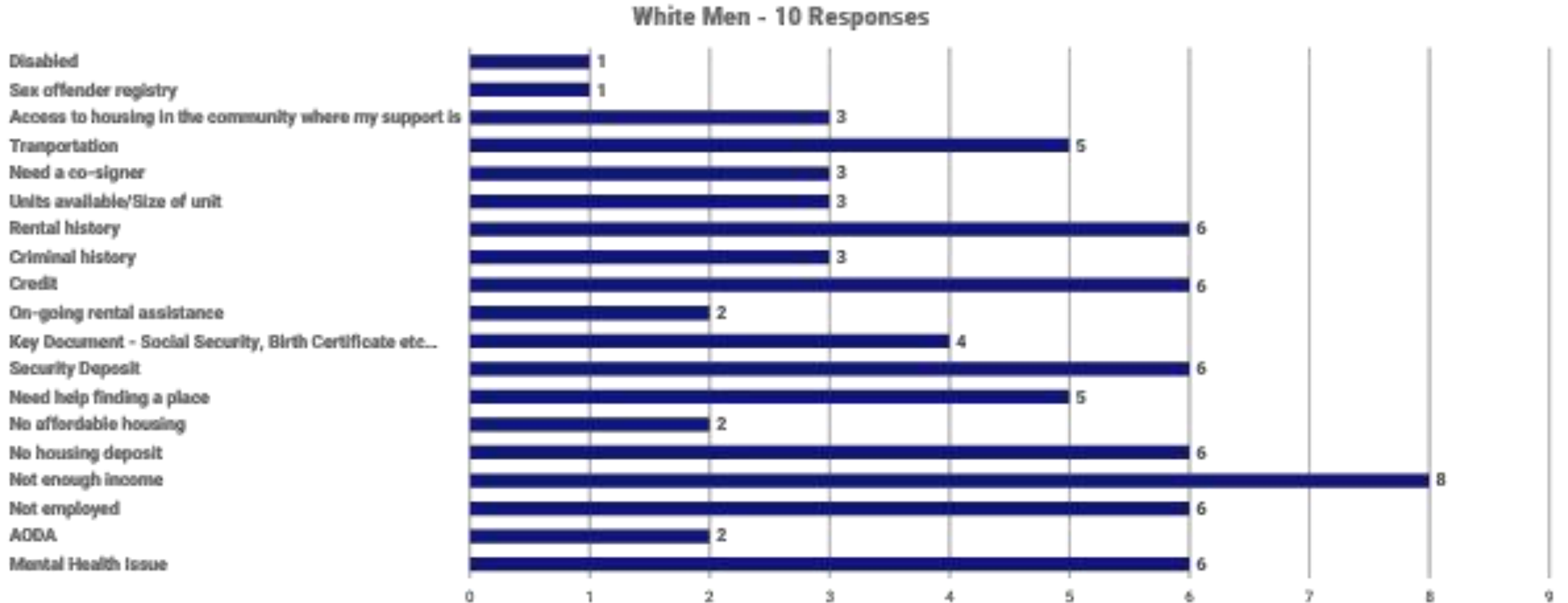
bus tickets to day labor jobs

Housing voucher list

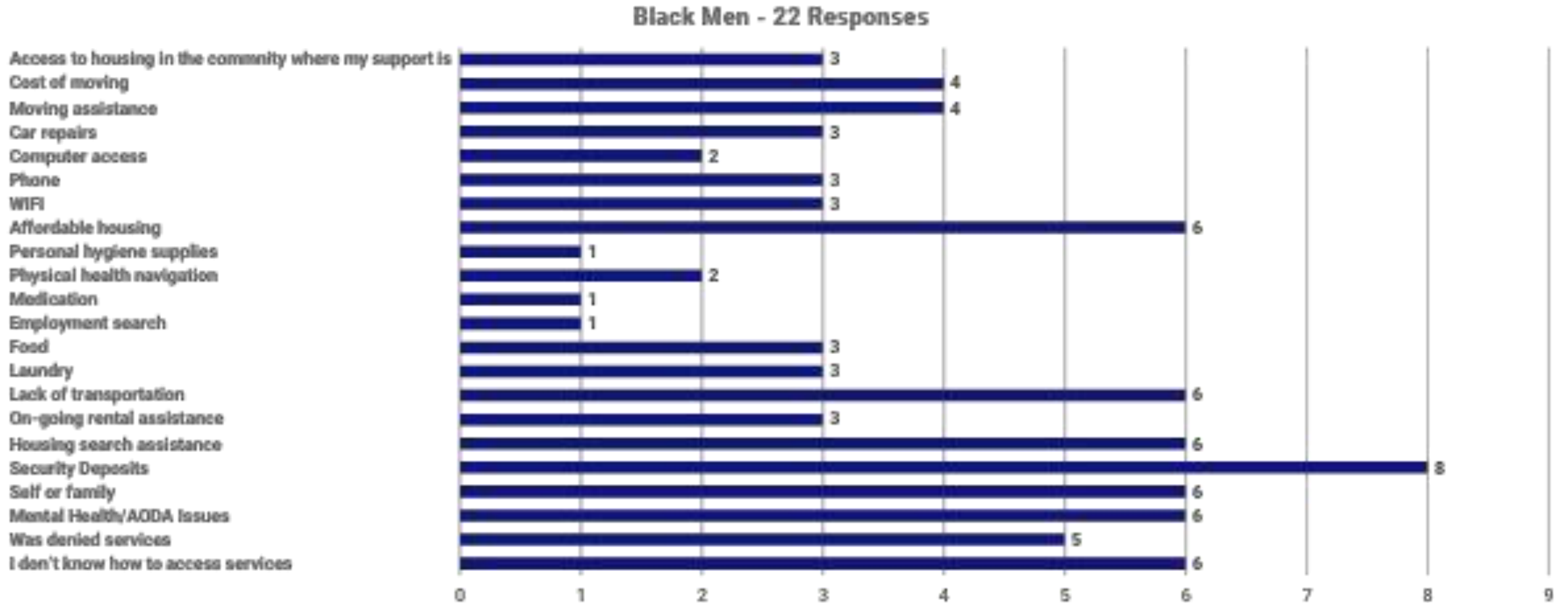
# Employment, Security Deposits and Need Help Finding A Place Impacted Black Men's Ability To Access Housing



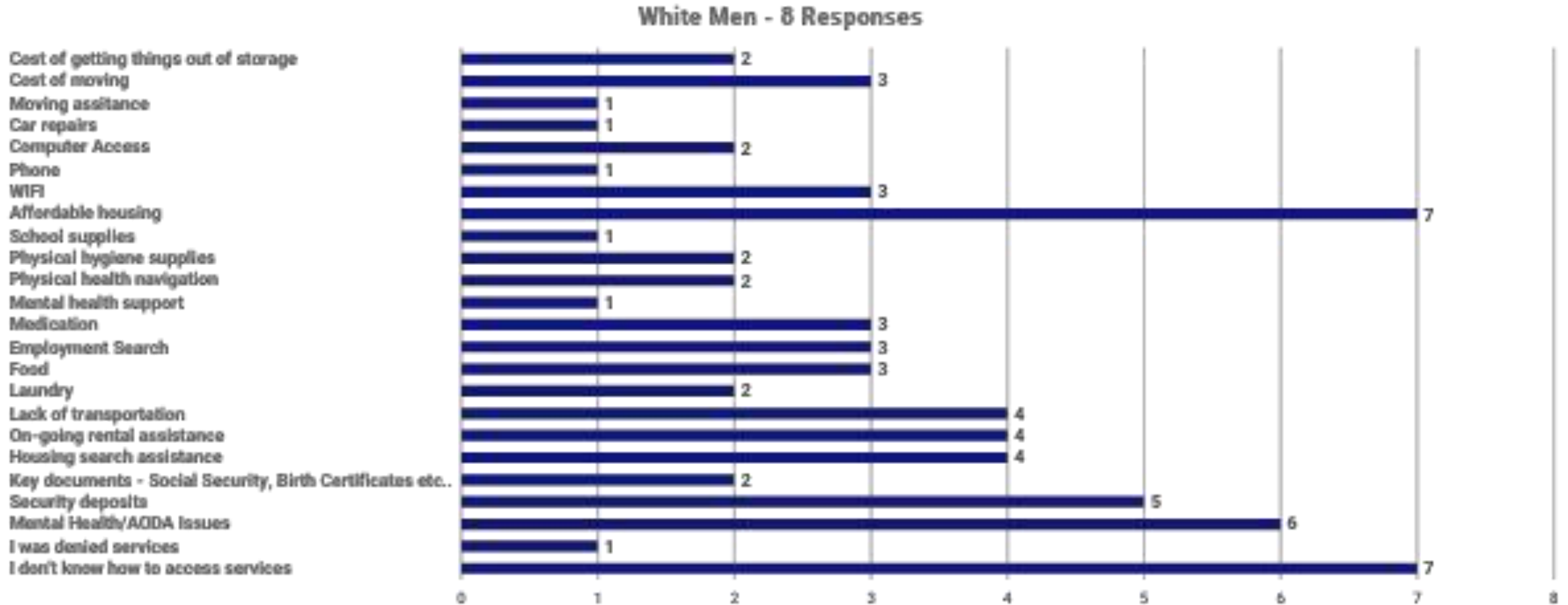
# No Income, Deposits, Rental History, No Employment and Credit Impact White Men's ability to Access Housing



# Housing Search Assistance Identified As The Top Need For Black Men to Get Into Housing



# Affordable Housing and Knowing How To Access Services Are The Top Two Issues Impacting White Men From Getting Into Housing



# Additional Information Provided About Experience

## Is there anything else you would like to share about your experience? White Men (5 Responses)

I'm sorry that the workers have to deal with all of the stuff they have to deal with. I felt super naive at first.

Need more clothes access

I have lived at OM Village for more than 6 years and haven't really looked for other housing because of rental history, affordability, and the deposits that need to be made. I was a reference for 5 of the temporary residents last winter, and none of them were able to get an apartment because of criminal or credit history. I didn't get a call or email from any of the places the residents applied at asking for a reference. I like the cooperative living places but can't afford any of the co-ops in Madison.

I think I have it much easier than most, because i have a place to go to during the day, with kitchen/cooking, baking, and laundry at my nephew's house. Unfortunately, my PO will not allow me to formally "live there". so i have no place to sleep at night.

To many agency, waste time for access, SR/age discrimination

## Is there anything else you would like to share about your experience? Black Men (5 Responses)

its keeping me strong in up lifting humbleness an up lifting my ability to change my life in so many ways

I have difficulty with extreme emotions, so when I have a death in the family or other challenges arise, sometimes I end up losing focus on my goals.

No one can find housing in Madison now adays who is poor, with minimal references and no job, much less criminal background

A clean slate! A new beginning!

Discrimination form Dane County residents to residents of Dane County Madison



# Youth Responses

# Youth Responses

# Youth Responses to Comfort Living In Shelter

Past trauma

The county needs to fund separate emergency shelters and/or spaces; divide spaces at The Salvation Army and Porchlight to create a 'sober' space and a 'non-sober' space. That way unhoused people will not be forced onto the streets, and those who feel unsafe around drugs will have a sober space. Currently, both shelters refuse to do this do to not being able to spend county funds on anything non-sober. If Madison truly wants to abide by a 'housing first' motto and put people's needs first, the county MUST fund a high and low barrier shelter space.

moved from motel to nursing home and can't work and make curfew

I am a young lady who has never stayed in the shelter by herself I did everything with my mom and I'm just not comfortable with being there by myself Is scary

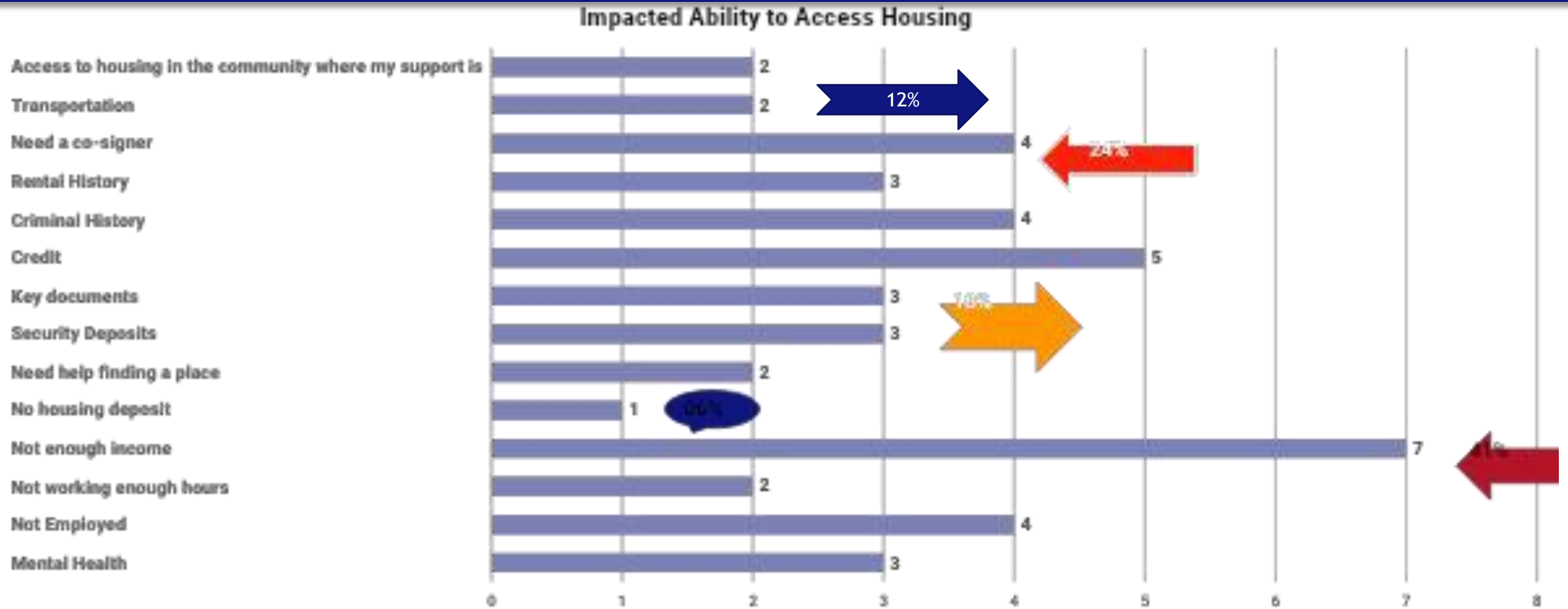
Staff are helpful and they care

Past trauma

The county needs to fund separate emergency shelters and/or spaces; divide spaces at The Salvation Army and Porchlight to create a 'sober' space and a 'non-sober' space. That way unhoused people will not be forced onto the streets, and those who feel unsafe around drugs will have a sober space. Currently, both shelters refuse to do this do to not being able to spend county funds on anything non-sober. If Madison truly wants to abide by a 'housing first' motto and put people's needs first, the county MUST fund a high and low barrier shelter space.

moved from motel to nursing home and can't work and make curfew

# Affordable Housing not top of the list for youth when looking to access housing



17 youth responses



# Why youth are now facing homelessness

## Domestic violence

I was housing insecure because I, shockingly, had little money and no support system. I needed to find month to month leases, which is nearly impossible in some Midwestern towns, because I was a student. I lived in dorms during the year but was unhoused during breaks. Nothing "happened." My family is poor. Perhaps the county should provide a robust social safety net to eliminate the trauma of poverty altogether.

evicted and went to jail no apartments will rent to me with felony drug charges

## Don't need

Me and my mom stop getting along and I became home Les

I had no place to go after I gave birth to my daughter and heard about Sankofa so I decided to reach out and me and my daughter are safe in a emergency shelter

Had my daughter and had no place to go

## Needed help finding housing

## Got kicked out

## For housing

Moved from Atlanta to Wisconsin with no place to stay

# Responses by race on why they are homeless

## Black Youth

## White Youth

Domestic violence

evicted and went to jail no apartments will rent to me with felony drug charges

Don't need

Me and my mom stop getting along and I became home Les

Needed help finding housing

Got kicked out

For housing

Moved from Atlanta to Wisconsin with no place to stay

Me in my kids was living with my 70-year-old grandmother who died of COVID now me in my kids I'm their dad Is living hotel to hotel only when we can afford It

I was housing insecure because I, shockingly, had little money and no support system. I needed to find month to month leases, which is nearly impossible in some Midwestern towns, because I was a student. I lived In dorms during the year but was unhoused during breaks. Nothing "happened." My family is poor. Perhaps the county should provide a robust social safety net to eliminate the trauma of poverty altogether.

I had no place to go after I gave birth to my daughter and heard about Sankofa so I decided to reach out and me and my daughter are safe in a emergency shelter

Had my daughter and had no place to go

kicked out of house

Family history of homelessness. Never had a home of my own.

# What our youth needed but was not available

Needed But Was Not Available





## Appendix A - Grassroots & Faith-based Organizations Survey Respondents

Allied Partners	Lussier Community Education Center
Badger Prairie Needs Networks	Madison Metropolitan School District Coordinator of Community Schools Hawthorne Community School Lakeview Community School Leopold Elementary
Belleville Community Assistance Program	Monona Grove Giving Project
Blackhawk Church	Neighbors in Need of Assistance
Catholic Multicultural Center	Porchlight DIGS
Christians in Action	Project Babies
Deerfield Community Center	Reach Dane - Early Head Start
DeForest Area Needs Network	Ridgeway Church
Doubled-Up Workgroup	RISE Welcome Baby & Beyond The Respite Center
Falk Family Resource Center	St. Mark's
Grace Episcopal	Shelter from the Storm
Greater Madison Resource Center	Waunakee Ecumenical Board
Heights Unlimited Community Service Center	Waunakee Neighborhood Connection
JustDane	WilMar Neighborhood Center
Life Center	

**Appendix B - Homeless Services Agency Survey Respondents**

Badger Prairie Needs Network	Lussier Community Education Center Food Pantry
Bethel Lutheran Church	Lutheran Social Services Housing First, Dane County Rapid Rehousing
BLW Center Senior Program	Middleton Cross Plains Area School District Transitional Education Services
Cambridge Community Activities Program Cambridge Food Pantry	Middleton Outreach Ministry Housing Stability Program
Catholic Charities 5 Door Recovery The Beacon	Mission Nutrition DeForest Inc.
Catholic Multicultural Center	Mt. Zion Baptist Church
Community Action Coalition for South Central Wisconsin Rapid Rehousing DANE Early Childhood Zones (Northside & Leopold area) Housing Reducing School Mobility (Siemer) Northside & Leopold Supportive Services for Veteran Families (SSVF)	New Bridge Case Management
Dane County Human Services Emergency Assistance Program (EA Grant)	Occupy Madison
Deforest Windsor Food Pantry	Porchlight Northport Group Home DIGS Drop-in Shelter Porchlight Products Veterans Transitional Housing Program Street Outreach Sun Prairie Housing First Leasing Project & HOSTS Safe Haven
East Madison Community Center	Reach Dane Head Start & Early Head Start
EmployAbility: Employment and Housing Solutions	The River Food Pantry Grocery Distribution Family At-Home Meals Madison Unites to Nourish Children at Home (MUNCH)
Fair Housing Center of Greater Madison	The Road Home Building Futures Housing Stabilization Heart Room RISE Rapid Rehousing House-ability Moving Up Program Mainstream Voucher Program Housing & Hope Fair Oaks Apartments
Grace Episcopal Food Pantry	St. Vincent de Paul Port St. Vincent Seton House
Group Health Cooperative of South Central Wisconsin Bridges to Access Program	The Salvation Army Emergency Shelter (Families & Women) Rapid Rehousing (DAWNS & RISE)
The Hmong Institute Inc.	Shelter from the Storms Ministries, Inc.

Institute for Community Alliances Coordinated Entry Homeless Services	Stoughton Area Resource Team Inc (START)
JustDane Healing House Just Bakery Journey Home Peer Support	Tenant Resource Center Eviction Prevention Clinic Health and Housing Rapid Rehousing Upstream Mediation Program Tenant Services
The Keep Food Pantry	UPH - Meriter HEALTH Program
	Urban Triage & Community Support Services

## **Appendix C: Grassroots & Faith-based Organization - “If you could change one thing about the traditional system, what would it be?”**

\*Answers have been summarized

- Policies and procedures that are barriers to obtain housing
- More funding
- Too hard to find free/affordable legal assistance
- Prior homeless eligibility and three year minimum between helping with City funds
- Inclusive of all experiencing homelessness in housing supports and systems
- Easier accessibility & clearer processes for Coordinated Entry and how families connect to caseworkers
- Housing navigator or homeless specialist that focuses on needs of doubled-up and self-paying in hotel populations
- Prioritization of transitional housing, these are antipoverty programs that are very successful
- Not limit housing programs to those who access shelter
- Families could qualify if they are doubled-up, not have to wait 7 days in shelter before assessment
- More accessibility to funding/services
- Parameters on hotels is difficult, people wouldn't have those rules in their own homes
- Provide wrap around care, develop community task force that provides after-care/wrap around care
- Housing for everyone as it is a basic human right
- Coordinated entry system for COVID related needs, system can do legwork of filling financial request rather than family having to access multiple programs at multiple agencies
- Better understanding of the system and resources available, may be able to access some services and assistance without needing shelter
- Training to change deficit mindset
- Move to a model that is one third traditional services, one third asset based/peer based services and one third organizing those most affected by the issues

## **Appendix D: Homeless Services Agencies - “What ideas does your program have for services around supporting housing options for people experiencing or at risk of experiencing homelessness?”**

\*Answers have been summarized

- Permanent Supportive Housing with drop in nursing/social work calls related to healthcare needs.
- Rapid Rehousing in Sun Prairie area
- Coordinated Entry Prevention HUB in Sun Prairie area
- Vocational rehabilitation and credit/budget counseling and classes
- Transitional housing located throughout Dane County specifically for people with mental health or substance use concerns - provide support around employment
- Landlord outreach - central place to find screening criteria for management companies
- Affordable housing for families with on-site case management/supportive services
- Eviction prevention funding across non-profits
- Deep investment in culturally and trauma informed services that work for community members as opposed to forcing engagement & buy-in to a system that does not reflect the experiences of those needing it.
- Recruit, hire, train and support people within specific communities and have them work in those communities (living wage & full benefits) This could work well for prevention work.
- Emergency shelter options for those in rural Dane County
- Prioritize eviction prevention and housing case management funding
- Less emphasis on enforcement of rules and more emphasis on community buy-in of rules
- Provide services as requested, frequently ask what is needed, but be realistic about what is available
- Work with developers with Low Income Housing Tax Credits (LIHTC) to make units available to people on the housing priority list
- Education on fair housing for tenants
- 8 units
- Federal funding for prevention funds
- Increase emergency shelter options for families & teens
- Outreach/education in rural areas about homelessness and resources available
- Assist developers to understand supportive services, what non-profits do and the funding required to do that work, possibly have a required seminar for developers and non-profits
- Improved referral process to get patients connected to housing and case management resources
- Referrals to mainstream community
- Help with food
- Rapid exit fund to assist people who do not need a housing program to move out of homelessness, help with application fees, birth certificates, move in costs, etc.
- Increase affordable housing
- Create more robust street outreach and/or housing navigation so people experiencing homelessness can get assistance in locating housing
- Create a list of services that we can hand out in addition to referrals to 211
- Develop peer support specifically geared toward homelessness as part of support services teams
- Expand diversion services with financial assistance to single men
- Combine vouchers with tax credit properties for young people
- Landlord list/website to connect landlords and housing programs
- Housing locators with lived experience
- Programs should be catered and designed to meet the needs of individuals
- Increase wrap around services
- More wrap around services for families
- After program exit, follow up with participants every 3 months for a year to ensure connection to community supports
- Landlord mitigation fund

- Wrap-around services to support parents struggling with substance use to stay in their homes with their families
- Targeted ask to landlords through local officials, apartment association, etc to partner with programs to help families obtain housing
- Improve and increase case management available those at-risk or experiencing homelessness
- Assistance to overcome housing barriers
- More open relationships with landlords
- Financial assistance services - help with credit score, payees, debt resolution
- More flexible landlords
- Better use of HMIS to track work being done, will provide accountability and more complete picture of work
- Expanded program that assists with night in hotel and teaches how to manage money
- Develop more job programs
- Develop more mental health programs
- Assistance with housing search and entry costs
- Permanent Supportive Housing with integrated AODA and mental health services
- Housing with integrated services, like a one stop shop
- Identify why housing is at risk and work to remedy current situation and assist with alternate housing when necessary
- Street outreach have a checklist of what documentation is required for housing programs, they can work to get this when someone nears the top of the list
- Housing options for people with felony criminal backgrounds
- Partner housing development with services located in the neighborhood (Catholic Multicultural Center & Truman-Olson)
- Increase case management
- Direct referrals for therapy and substance use services
- Increase housing resource staff
- Policy changes and increase funds for income-based housing
- Increase housing options for single older adults
- Increase subsidized housing for single adults under the age of 62
- Programs for people at-risk of homelessness -need to secure low cost housing
- Expand housing first, rapid rehousing and transitional housing
- Reentry Rapid Rehousing
- Workforce training housing - housing for people in training programs, can finish program then give three months to find employment and save for an apartment
- Reentry service hub model with transitional housing on site
- Expand Seton House programming to serve larger families, those with two adults in household