**HOMELESS SURVEY (Excluding At-Risk) RESULTS (234 surveys)**

**Homeless Service(s): Background Information Survey (fall/winter 2012)**

Dane County Homeless Services Consortium agencies are trying to make accessing services easier. Your voice and experience are very important! Please take a moment to complete this survey. Thank you for your time!

**1. How long have you been dealing with homelessness?**

|  |  |  |
| --- | --- | --- |
| **33**  less than 1 month  | **29** 6 months - 1 year | **21** 5 – 10 years |
| **36**  1 – 3 months | **46** 1 – 2 years | **15** more than 10 years |
| **33** 3 – 6 months | **20** 2 – 5 years | **3**  Other (please write in): Since 1979, halfway house All my life |

**2. If you are currently dealing with homelessness, where are you sleeping?** (Mark all that apply)

|  |  |  |
| --- | --- | --- |
| **17**  The Salvation Army  Family Shelter**7**  Motel with a case manager from The Salvation Army | **3**  The Road Home IHN: Family Shelter**4**  Domestic Violence DAIS emergency shelter | **7** YWCA Family Shelter**21**  Camping |
| **106**  Porchlight/Grace Men’s Shelter | **20**  The Salvation Army Single Women’s Shelter | **17**  In a car / vehicle |
| **31**  With friends or family**60**  Outdoors | **61**  On the street**12**  Warming House (@The Salvation Army) | **2** Briarpatch host home**14** Other (please write in): |

**Comments**

Hostel

Halfway house

Hotels/motels with others

Treatment center – AODA

In my car when it's cold

At home

Dumpsters

Have trouble at apt. building

Halfway house

Attic Corrections

Parking deck hallways

Friend

Hotels

**3. For individuals not sleeping indoors: Which location(s) below describe where you sleep?** (Mark all that apply)

|  |  |  |
| --- | --- | --- |
| **32**  State Street area | **48**  Capitol Square area  | **5**  Campus area  |
| **24** A park in/around Madison**26** On a bench**23**  Camping**28**  Other (please write in): | **8**  A park outside of Madison**29**  Doorway**11**  Sneak into a building  | **4**  Under a bridge in Madison**3**  Under a bridge outside of Madison**16** Bus shelter |

Comments:

Parking Ramp

Abandoned car

Car

Dumpsters

At home

In a parking lot

Storage

Emergency Rooms (UW and Meriter)

Any all night parking area

Anywhere to stay out of the weather

Streets

In my van behind Salvation Army

By railroad tracks

Walking around at night to avoid police with trespassing tickets for sleeping

Find a good neighborhood that won’t call police for a day - sleeping outside – Most neighbors don’t want to see that!

**4. For individuals not using a homeless shelter: Why not?** (Mark all that apply)

|  |  |  |
| --- | --- | --- |
| **19** Waiting list(s)**9**  Do not have necessary IDs | **49**  Out of days**6**  Not eligible | **2**  Suspended (temporary)**4**  Banned (permanently) |
| **24** I didn’t like a previous  shelter experience **28** Not enough privacy**25**  Other (please write in): | **30**  I don’t feel safe in shelter(s)**15**  I want to stay with partner  (no kids) | **7** Conflict with shelter rules / staff**8**  Mobility issues |

Comments:

Just do it in the winter.

I don’t give up on the people that I care about and love

Crowded

Not enough privacy especially in the shower area

Too cramped

I want to privately pray

Too many loud mouth assholes

Too many drugs and alcohol

Foul language!

Saving days for when I need them

Didn’t get there on time

To keep days at shelter

Have low income apartment

Stealing my meds and other things

We are a couple and we are apart

Need a day away from all the disrespect we get

Forget to call

No pet policy

Keep days open

Get denied shelter

My freedom and independence would be compromised on a daily basis, the barter system I have with my auto mechanic to park/sleep nights on their property as security in exchange for service, parts for my car

Squalid conditions; some act like prison guards from the movie “Brubaker”, etc., arbitrary and capricious rule enforcement, general attitude of “I’m better than you” by all staff of Porchlight, Inc.

Sometimes I don’t want to stay there because I want to be able to hang out later than check-in time.

Get rid of the loud mouth assholes, and the shelter would be a whole lot better place. Those are the ones who make it a f- - - n’ hell hole to want to stay there.

A lot of people are sick there!

**5. When you started dealing with homelessness, where did you go for help? (52 answers missing due to copying error)** (Mark all that apply)

|  |  |  |
| --- | --- | --- |
| **45** The Salvation Army**28**  211 “First Call for Help” | **91**  Men’s Shelter **14**  Single Women’s Shelter  | **21**  Safe Haven **67**  Hospitality House |
| **5**  Briarpatch – youth services**57**  Porchlight, Inc. | **3**  DAIS – domestic violence**0** AIDS Network | **8** The Road Home **19**  Journey Mental Health Center |
| **4** The Port | **45**  Food Pantry(s) | **8**  Housing Initiatives |
| **14** Tenant Resource Center | **9**  Housing Help Desk | **12** Community Action Coalition |
| **44** Bethel Lutheran (Mark) | **16** Bubbles Program | **10** Tami / State St. Family |
| **32** Church(s) | **32**  Friends or Family | **20**  Occupy Madison |
| **11**  HEALTH Hut (Nurse Barb)**11**  Warming House  @ The Salvation Army**10**  Wisconsin Rescue Mission**2**  Centro Hispano**3** Outreach: LGBTQ center**8**  Joining Forces for Families | **16** Cooling Center **38** St. Vincent DePaul **27** Dane County / Job Center**22**  Library(s)**4**  My family doctor **6**  Tellurian ReachOut  | **5** Veteran’s Administration (VA)**8**  YWCA**9**  Community Center(s)**2**  My children’s school**55** Luke House**6**  local Police Department |

**7**  Other (please write in):

Comments:

No where

Did not seek help

God.

Walworth Human Services

Green County Homeless shelter

Hospital

I was in Minneapolis and I went to Mary’s Place

I went to the hospital first

Started in Janesville WI, Rock Co

**6. When contacting the above, did you speak with someone: (52 answers missing due to copying error)** (Mark all that apply)

 **128**  In person **61** On the phone  **13** Email or website

 **5**  Other (please write in):

|  |
| --- |
|  |

Comments:

Did not contact the above services

God in prayer

Stayed at shelter

Filled out application for shelter Porchlight

Police

Wife via email or text message

**7. We want to know what help is/was hard to find (52 answers missing due to copying error)** (Mark all that apply)**:**

|  |  |  |
| --- | --- | --- |
| **20** Emergency Shelter (Family) | **2**  Emergency Shelter (Youth) | **38** Emergency Shelter (Single Adult) |
| **32** Food  | **13** Food Stamps | **12**  Emergency Shelter (Couple/No kids)  |
| **45** Clothing | **54** Employment help | **47** Dental services |
| **31** Help getting medication | **32** Medical care | **36** getting Medical Assistance |
| **5** Applying for W-2 | **37** Applying for SSI / SSDI | **23**  Mental Health services |
| **7**  Drug or Alcohol Treatment | **71** Lockers / personal storage | **47** A convenient place to get mail |
| **64**  Showers | **66** Laundry | **11** Other (please write in): |

Comment:

All of the above is easy to find

Counseling

Nothing

A phone to make and get personal phone calls

None

Easy to apply

Loss of vision in left eye

Transportation – more bus tickets

Phone

Shelter – for single families (moms and kids)

Housing

Luggage, baggage, totes for carrying things

Bus pass

A way to generate income for transportation to look for work

**8. What is the best way for you to get in touch with services?** (Mark all that apply)

|  |  |  |
| --- | --- | --- |
| **109** Call during business hours | **29**  Call agency 24/7 | **48** Call and leave a message |
| **76** Visit during business hours**6**  Other (please write in): | **18**  Visit agency 24/7 | **21**  Email |

211 call

 cell phone

Depending, in searching for services, I network

In person

**9. Would a single phone number for all services help you? 152 YES 28 NO 25 N/A**

Please explain your response:

You have to go through a lot of red tape listening to a computer for a ½ hour before you actually get to talk to a human being

Different services, different results

A single number would help, maybe like 2-1-1

I struggle with phone calls as I am partially deaf

To make it easier for the people who help me

Need a number to reach these programs, not nine million different ones!

I would put all the things people need in one place

The reason is so people and me knowing where to go and no confusion and immediate help.

It would be less stressful – homelessness is stressful enough

Every program should have its specific hotline number or call center!

So people with minute phones don’t have to use up their minutes calling multiple places

I don’t know

If phones were able to get a personal phone to use with unlimited minutes

Possibly it would mean you're going to one place, possibly not, why is there only one place?

Yes, that way went to have to go through loops, ups and downs, looking/searching for help and emergency services

I have no need

Will direct caller to the right contact person!

If we don’t have one number to call and we only use people phone it is hard

For medical doctor to call me for health reasons, and for important messages for me to receive

You can talk one on one with them

No passing on to other person or put on hold

I need a phone to get to work

Because it would be convenient for me

One phone, one call

Always comes down to one on one contact. One size doesn’t fit all

I want to talk to everyone

211 is very helpful

Too many different numbers to call!

Too much run around

Takes cell phone minutes

It’s easier to get all my resources from one location

Everything in the same place

Get a faster response

One place to help everyone in need of all homeless and mental health people

Then all the help I needs would be done at one time

Just one number to remember

I don’t have a cell phone

Can’t get through and they don’t return phone calls

I wouldn’t have to remember a whole bunch of different numbers

We get a lot of run arounds

Convenient

211 seems to be what you are talking about. My experience is the automated system for such a broad category is useless so I search elsewhere.

I could save what little money I do have

Cell phone is turned off, can’t pay the bill

No one service can accommodate all issues

Faster response to needs.

One number to contact me

More than one number helps to get through to somebody

Less numbers to keep track of or remember

Reduces the run around to get the help needed

Easy to contact

I have my own cell phone

This way we wouldn’t have to go to so many different places

211 has been a disappointment

I think it would help to a degree especially for those with limited phone use

As of yet, there is not number that you can call to get hooked up with all the services

Would not have so many numbers to deal with

Wouldn't have to jump around and would be able to have to go to one place.

Wouldn't have to worry about how I would get to all these places

It would help a lot to get what I need instead of going through multiple people

One person to get a hold of the services, all services

I need a cell phone for jobs to get a hold of me

Cause it's a lot of places that help out, it more than one number

Consolidating services to one phone number would ensure that people are able to find all the services they need

My government phone only goes 100 minutes per month so it burns up my minutes quickly

If you can get through to a person to get the right contact

Joining services would make it easier for me and more convenient for to make multiple appointment in one location on one date

Because different places offer different things

One number to call, where you can be transferred to the best resource of your choice

**10. Rate your comfort level in using a computer:** (circle the best answer)

 Very Comfortable (don’t need help) Somewhat comfortable (need help sometimes) Not comfortable (need help all of the time)

 **103 71 49**

Comments:

Convenience, less overlap and confusion

Do not use a computer

**11. Rate your access to a phone:** (mark all that apply)

|  |  |  |
| --- | --- | --- |
| **107** I have daily phone access | **9**  I have weekly phone access | **16** My phone is usually off |
| **26** I have an Obama phone | **35** I use free phones @ agencies | **24** I use my friend or family member’s phone |
| **38** I don’t have phone access | **6** Other (please write in): |  |

Comments:

I have a hard time using a cell phone

Skype

Personal cell phone, government phone

A cell phone has come in handy at a premium, that seems to be worth it to me

Obama phone – can’t use them without a address that is not the Hospitality House

Boyfriend's phone

Wife borrowed phone

Once in a while

Church

**12. What do you think will make using homeless services easier?**

Staffing/Attitude/Training

* Better staff at the shelters.
* A shelter run by people that care and are willing to understand what homelessness is all about (to learn). Be respectful. Ask questions!
* Having better people working.
* People to watch and monitor the bosses.
* The people treat you like dirt, very disrespectful and how can you have a woman in charge at night of a men’s shelter
* Humbleness, humanity, support, understanding
* Put people in charge of homeless services who don’t hate homeless people
* Better staff at shelters
* Great people who know how to deal with people
* If they act like they’re helping out of compassion and not just for monetary gain
* Not having homeless people serve
* Eliminate the power tripping displayed by some of the employees its very serious and some go way out to demoralize people. Some with whom have just had a bad turn in life and are really trying to get past it.
* Getting to know the person better to see what will help he/she best
* To take time to see what’s really going on with a person or the inside and what’s the real problem
* Prayer for those, providing the services that they would depend on the champion lover of the universe (Jesus) for wisdom and compassion
* A better way to talk to an individual!!!
* People helping and talking to each others as human being and not prejudices because of our differences
* If they would return your phone calls
* Hire people who care because when going through this situation it is easier to have a kind compassionate person helping
* By helping with issues that they don’t understand
* Waiting lists and all day on hold, by the time I walk there too late to see anyone
* Pay more attention to people’s needs instead of Domino’s and parlay cards.
* At the men’s shelter we need to remove the people who are on power trips. Some use the fact that they work there to demoralize others. It is really sad that someone who works at a place like that and see the positions that people are in and they treat them like shit and if they try to defend their pride in any way, they are told to get out and sleep on the street. Preston works hard to make things work but a couple of his followers are total crap when he isn’t there.
* A comfortable and understanding staff and a support group with knowledge and experience of what certain individuals are going through
* Have people who care about helping the homeless, have better staff
* They should treat people with more respect and let people know about things
* Not enough counselors to help

Transportation

* 24 hour travel available.
* Transportation
* More bus passes
* 31 day bus pass for job searching
* More bus passes
* More bus tickets
* Transportation. bus passes (30 day)
* Transportation! Bus price is outrageous for me.
* Better access to bus services (31 day pass)
* Some people don’t have transportation to travel to different places (agencies). Homeless people are given one bus ticket with two rides. Those rides can go fast. One can’t do much with that.
* Access to bus and/or cab services

Location of Services/Day Center/Central Services

* Having it all in one area
* If they were closer together
* Keep it in a central point where feasible access.
* A communications center (Homeless support)
* Everything all in one location, downtown area
* A downtown area open more hours and days, especially holidays when all things are closed.
* I think the day shelter would be great for people to keep warm or cool until the night shelter opens
* Stay open all day
* Central call service
* Information center
* Having all resources available at one location
* All services in one place
* A day center that is opening would be very helpful
* Day Shelter with access to showers and storage
* If all services would be done at same time
* Open day shelter
* A place where all the information homeless people need are there, it can be a problem when a person has to travel around Madison to find help and information. It would be nice if there was just one place to go to, to get help and information.
* Day shelter needs showers
* I might get help I need all in one place hopefully

Facilities/Rules

* The homeless shelter is extremely overcrowded in the cold months when everyone has their days back. I would be nice to have a bigger facility.
* Have somewhere to sleep, off the streets, 354 days a year and if the person is working 10 pm to 6 am have some place this person can go to sleep
* Permanent sleeping spaces.
* Open 24/7
* Day Center with people to help you
* The men’s shelter has bed bugs.
* No time limit for obtaining an ID
* 6 people in the shower on a busy day/night is not for me
* Alcoholics allowed no matter what - No breathalyzers
* Would like to come/go as I see fit
* Open up earlier
* Keeping it organized and clean
* Location and hour
* Open up earlier
* Assign them a bed number rather than have them sleep from one bed to another every night.
* Also, homeless people that have 2nd shift temp job should be allowed to sleep through 10 or 11 am and to exit the shelter then. How are you going to get on your feet if you are continually kicked out of the shelter unprepared by 5:30 am.
* More resources to ease crowding and unsanitary conditions
* Too much overcrowding
* Being kicked out
* No privacy

Storage/Lockers

* Storage of stuff
* Permanent lockers
* Lockers to keep stuff safe.
* A place to keep bags during the day.
* Locker access too limited for me
* Lockers
* Storage of gear to look for work

Single Women

Madison needs to offer more shelter and service for single women.

Overnight shelters for women. (single) there's more overnight shelters for men ☹ this has been a continuing problem for years, what’s up with that!!! I know this to be true personally being homeless with my 2 boys (xxx and xxx) I got more help being a family than now (being) alone. I get more help and ideas from other homeless people (men mainly) than 211 or other business groups.

More access for single women

Couples

* Availability for couples and/or not being turned away.
* I would like to see more services for single families with no kids

Safety

* Safety, drug use, medical attention/education of staff

Restrooms/Showers

* More bathrooms around
* Showers
* Showers

Phones & Computers

* Have more public phone to use
* Phone and computer access
* Free phones
* Rather than call several numbers. It be easier for phone number and limited the time being used. The time could be for anything, such as a job search, etc.
* To get an Obama phone
* Computer 24/7 access

Shelter Time Limits

* During colder days there should not be a limit on days at shelter.
* More days
* Having more days in the Salvation Army for women in the winter
* Having more than 60 days at a time to get a job and save up enough money to obtain housing and be able to pay first month’s rent and deposit, which is almost an impossible task. But can be achieved, but very difficult.
* Let us stay in for the winter.
* Eliminate the 60 days stay at the men’s shelter. There are people who are trying to get out of homeless for good. It's not that easy as people think.
* We need more than 60 days to stay in the only single women's shelter in Madison

Mores Services/Access to Services

* Have more shelter for homeless people
* Have more places to go in the winter
* Direct access (phone apps) 24/7 help
* All agencies had all contact numbers and access to the paperwork and able to contact from agencies.
* Plain and simple – EASIER ACCESS
* Flexible rules that let people get to use all your services
* There also should be more than Porchlight to help with a single men’s shelter.
* More services provided
* More places to go
* More resources
* Need more services/more help
* I think homeless services could be easier if there was access to more shelters (more room available) Also, stop having so many stipulations on getting help from agencies that are there to help the homeless.
* Better access
* Ability to be place on several waiting list for vacancy
* Having more resources
* More support and resources
* Funds
* More resources
* More shelters for women with children

Housing

* Help finding long-term housing
* Help finding a landlord that will work with you. Calling many (MANY!) numbers! No call back #! Find a landlord – then they change their mind when a better “prospect” comes along.
* The construction of a men's YMCA

Jobs

* Good paying jobs so services are less needed
* If they help people get jobs and move faster
* ? work
* More Job Update lists
* I really don’t know what to say for this answer. I just need to get a job so I can make a deal on an apartment or something
* Stay working and go to school and help out whenever I can

Medical

* To make it easier for homeless single men and women to be able to take care of their medical needs, to be able to take care of finding an apartment.

Other

Don’t really know

Investigate and dismantle Porchlight, Inc. The conditions of the men’s shelter it operates are abysmal; the “services” conducted at its so-called Hospitality House are basically a myth. Finally, its labyrinthian structure of operations makes it namely impossible to get an answer to any but the simplest of questions. Like any monopoly, it operates without oversight and seems to exist only to perpetuate itself.

I think most of the services for my homelessness are fairly accessible

Right now I don’t know what to say.

Not sleeping in the cold

Too much

Assign each homeless person a case manager that would put pressure on him or her to seek employment or treatment.

More places to stay and more employment opportunities

A good idea

Adequate flooring.

What would make my life easier, in the utilization of homeless services? (Was it too painful to ask? Does it set a bad precedent?) Having showers, lockers, access to free shoes/clothing, access to food/soap, shampoo, dental floss, computer access, overnight month-long, year-long storage, internet access, a cell phone, a place to sleep, a legal place to sleep. A shelter form the rain and cold. A bus pass.

A place we can go to and stay dry and warm or get in the shelter at 5:00 or 6:00

I don’t know, maybe stability for one

Getting more help

Staying warm to do what you are supposed to do to work with people and things will work themselves out.

I have no hope

Don’t know

More public contact, respect, more services, etc

I don’t know

I think I am comfortable with the homeless service

If the process would be faster

Mobility services

Talk to one another

If you put an end to it (homelessness)

Just make it better

Help one another

Not being homeless

If you could find the people out in the area

It helps because I don’t have to sleep outside any more

I don’t know. I have my own problems not really worried about others

Get them a place to stay

Hopefully this survey will help

Having better services will help a lot.

You guys are great, thank you

I don’t think it will be easier, I just don’t have no place for my children and I to go, so I go to the warming house, where we are provided with beds, food, shelter and showers.

Provide resources available to those who are in need of these or those services

If people followed the programs

This is a new experience where as so far all services to my knowledge have been easily found and pleasantly accessible

Making money and depositing it into a bank account while living at the shelter

I think people need to understand that we are the same as everyone else except that we don't have a home.

The elimination of poverty (if that is possible)

If you show up here the help is overwhelming

Open for 24 hours a day

I need access to my p.o. box

I don't know right now

I don't know how this all works, but I am so very thankful for the people who are here to help

Sponsors

Weed out the drug and alcohol users from the service centers

Accessibility

If there wasn't any (homelessness). But since that is not a reality, government doing more for home than foreign.

Thank you for your time! **Please include today’s date, all other information requested below is optional**

Name : \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Gender: **150** Male **44**  Female **0**  Other