

Needs Survey

Introduction

Surveys were administered by six (6) Continuum of Care (CoC) members at the Hospitality Center in Racine, Wisconsin on September 24, 2015, 9 am – 1 pm.. The purpose of conducting these surveys was to gather information about those who utilize the Hospitality Center's facility, get a better understanding of why people are there, and to get a clearer picture of the needs of homeless patrons. The purposive sampling method was used. The Hospitality Center was chosen as the survey site in order to understand the needs of these patrons specifically as well as focus on those who are homeless and living in poverty in Racine. The methodology was reliance on available subjects selected at random by the CoC members who were willing to participate in the survey. There is no sign-in and people come and go so it was not possible to obtain an accurate count of the number of individuals who utilized the Hospitality Center during the 4 hour survey period. However, surveyors estimate approximately 100 -125 individuals. Thus, the sample represents about 25% of those at the Hospitality Center that day. The survey used was a modified version of a survey that has been in use by the Continuum of Care for several years that has been administered to sheltered and unsheltered homeless as part of the Point in Time county. Data was compiled and this reported written by Megan Brennan, AmeriCorps VISTA and reviewed by Gai Lorenzen, President, Continuum of Care for the City and County of Racine, U.A.

Scope of the Survey

- ◆ There were **26** patrons of the Hospitality Center surveyed about their current needs on September 24, 2015
- ◆ Sixty-nine percent (**18**) of those patrons were housed and **31% (8)** of those patrons were homeless – either in shelter or unsheltered.
- ◆ Most of the surveyed patrons were between the ages of 51 and 70 (**65%, n=17**).

Patron Data

Gender

More than half of the patrons surveyed were male (**58%, n=15**) and a little less than half were female (**42%, n=11**).

- ◆ Male 58% (15)
- ◆ Female 42% (11)

Age

A majority of the patrons were between the ages of 56-70 (**35%, n=9**) followed by those between the ages of 51-55 (**31%, n=8**). It is important to note that more than half of the patrons surveyed at the Hospitality Center were middle aged or older (**69%, n=18**).

- ◆ 31-35 8% (2)
- ◆ 36-40 8% (2)
- ◆ 41-45 4% (1)
- ◆ 46-50 12% (3)
- ◆ 51-55 31% (8)
- ◆ 56-70 35% (9)
- ◆ 71 or over 4% (1)

Regular Income

More than half of the patrons surveyed said they were receiving a regular income (**58%**, **n=15**).

- ◆ Yes 58% (15)
- ◆ No 42% (11)

Income Source

Thirty-eight percent (10) of the patrons surveyed reported their source of income as SSI, SSDI, W-2. It is important to note that **35% (9)** of those surveyed reported having no income for any source.

- ◆ SSI, SSDI, W-2 38% (10)
- ◆ None 35% (9)
- ◆ Other* 15% (4)
- ◆ Employment 8% (2)
- ◆ Employment and SSI, SSDI, W-2 4% (1)

*Included in the 'Other' category are Military Pension, Retirement, Food Share, and Widows Benefits

Employed

Only **12% (3)** of those surveyed are currently employed and a notable **73% (19)** of those surveyed are not currently employed.

- ◆ No 73% (19)
- ◆ Yes 12% (3)
- ◆ N/A 15% (4)

Reason for Unemployment

The most frequent reason for unemployment was medical issues (**19%**, **n=5**). The next most frequent were being unable to work (**8%**, **n=2**), not looking for work (**8%**, **n=2**), and transportation (**8%**, **n=2**).

- ◆ Medical Issues 19% (5)
- ◆ Unable to Work 8% (2)
- ◆ Not looking for work 8% (2)
- ◆ Transportation 8% (2)
- ◆ Child Care 4% (1)
- ◆ Child Care and Transportation 4% (1)
- ◆ No Address 4% (1)
- ◆ Unknown 19% (5)
- ◆ N/A 27% (7)

Reason for Visit

It is important to note that most people came to the Hospitality Center for both socialization and food/coffee (**31%, n=8**) followed closely by those who just came for socialization (**27%, n=7**).

◆ Socialization and food/coffee	31% (8)
◆ Socialization	27% (7)
◆ Clothing	12% (3)
◆ Food/coffee	12% (3)
◆ Socialization, food/coffee, and clothing	8% (2)
◆ Work related and food/coffee	4% (1)
◆ Other	4% (1)
◆ Unknown	4% (1)

Alternative Activities if Center were Closed

Nineteen percent (5) of those surveyed said they would stay at home if the Hospitality Center were closed followed by going to the library (**15%, n=4**) and finding other resources (**15%, n=4**).

◆ Stay at home	19% (5)
◆ Library	15% (4)
◆ Find other resources	15% (4)
◆ Manage with what they have	12% (3)
◆ Go hungry	8% (2)
◆ Unknown	8% (2)
◆ HALO	4% (1)
◆ Stay at home or go to the mall	4% (1)
◆ Other	15% (4)

Housing Situation

It is important to note here that a majority of those surveyed were housed (**69%, n=18**).

◆ Housed	69% (18)
◆ Homeless	31% (8)

Type of Housing

Most people surveyed were currently renting (**38%, n=10**).

◆ Renting	38% (10)
◆ Subsidized	31% (8)
◆ Other	31% (8)

*The 'Other' category responses include: Living with friends, Knights Inn, I help the landlord with chores/tasks and he allows me to live in the basement, and couch surfing. Knights Inn-motel, living in basement and couch surfing meet the HUD definition of homeless.

Housing Problem

While half of the people surveyed did not have housing problems (**50%, n=13**), the most frequent problem was having low or no income (**23%, n=6**).

◆ Low or no income	23% (6)
◆ Child Care	4% (1)
◆ Convicted Felon	4% (1)
◆ Mental Issues	4% (1)
◆ Low or no income and mental issues	4% (1)
◆ Other	12% (3)
◆ N/A	50% (13)

Alternative Housing for Cold Weather

It is good to see that this concern did not apply to more than half of those surveyed (**58%, n=15**). The most common alternative housing people mentioned was their family/friend's house (**15%, n=4**). It is important to note that only **8% (2)** people stated a church or shelter as alternative housing. Again, while only a small amount, it is crucial to note that **8% (2)** people said they did not know where they could stay.

◆ Family/Friends House	15% (4)
◆ Unknown Answer	12% (3)
◆ Don't know	8% (2)
◆ Church or Shelter	8% (2)
◆ N/A	58% (15)

Stay in Shelter

While most people did say that they would go to a shelter (**38%, n=10**), the amount of those who said yes is just slightly higher than the amount of those who said they would not (**31%, n=8**).

◆ Yes	38% (10)
◆ No	31% (8)
◆ Unknown	4% (1)
◆ N/A	27% (7)

Reason for Not Staying in Shelter

Eight percent (2) of those surveyed said that they had problems with HALO and **one (4%)** patron mentioned that they did have a place to stay but that they also had problems with HALO in the past.

◆ Problems with HALO	8% (2)
◆ HALO issues and place to stay	4% (1)
◆ Don't trust others	4% (1)
◆ Other	19% (5)
◆ N/A	65% (17)

Number of Services Needed

The majority of the patrons surveyed needed between 1-5 services (**38%, n=10**) followed by **27% (7)** of the patrons who said they needed 6-10 services. It is important to note that only **12% (3)** of those surveyed said that they did not need any services showing the high necessity of varied services.

- ◆ 0 12% (3)
- ◆ 1-5 38% (10)
- ◆ 6-10 27% (7)
- ◆ 11-15 15% (4)
- ◆ 16 or more 8% (2)

Survey services questions asked and results on the next page.

Services

The most needed service was a Bus Pass (8%, n=14) followed by Food (meals, groceries) (75%, n=12) and Utility Payment Assistance (6%, n=10). There was only one service that nobody stated they needed (Finding out if I have a warrant and helping me clear it) showing that there is a need for a diverse range of services in Racine.

◆ Bus Pass	8% (14)
◆ Food (Meals, groceries)	7% (12)
◆ Utility Payment Assistance	6% (10)
◆ Security Deposit for Rental Unit	5% (9)
◆ Household Good or Furniture	5% (8)
◆ Rent Assistance (1 or more months)	5% (8)
◆ Help with legal issues	4% (7)
◆ Help Finding Housing	4% (7)
◆ Transportation (car, bike, other)	4% (7)
◆ Helping getting my driver license reinstated	4% (7)
◆ Clothing	3% (6)
◆ Counseling/Therapy	3% (6)
◆ Someone to just talk to	3% (6)
◆ Help Obtaining Social Security, Food Shares, W-2	3% (6)
◆ Dental Care	3% (5)
◆ Bathing/Shower Facilities	2% (4)
◆ Help Filling out Forms	2% (4)
◆ Job Training	2% (4)
◆ Medications Prescribed for Me	2% (4)
◆ Help Finding a Job	2% (4)
◆ Homeless Shelter	2% (4)
◆ Day Shelter/Warming Shelter	2% (4)
◆ Personal Care or Hygiene Items	2% (3)
◆ Alcohol & Other Drug Abuse (AODA) Treatment	2% (3)
◆ Domestic Violence Services	2% (3)
◆ My Vehicle (gas, repairs, tires)	2% (3)
◆ Help paying a fine or forfeiture	2% (3)
◆ Budget Education/Counseling	2% (3)
◆ GED/HSED	1% (2)
◆ Medical Care	1% (2)
◆ Child Care/Pre-School	1% (1)
◆ Education beyond HS	1% (1)
◆ Sexual Assault Services	1% (1)
◆ Domestic Violence Shelter	1% (1)
◆ Spiritual Guidance/Discussion	1% (1)
◆ Finding out if I have a warrant and helping me clear it	0

Housing Situation and Gender

When comparing the gender of those housed versus homeless, it is interesting to note that there is an equal distribution of men (**50%, n=9**) to women (**50%, n=9**) for those who are housed. When looking at the gender distribution amongst those who are homeless, there is a larger disparity between the two genders. **Seventy-five percent (6)** of those who are homeless were male and only **25% (2)** were female.

Gender	Housed	Homeless
Male	50% (9)	75% (6)
Female	50% (9)	25% (2)
Total	100% (18)	100% (8)

Housing Situation and Age

It is interesting to note here that while not evenly distributed, there was at least one person in each age range for those who were housed; the most frequent age range being ages 56-70 (**39%, n=7**). Of those who were homeless **88% (7)** were between the ages of 46-70; the most frequent age range was 51-55 (**38%, n=3**).

Age	Housed	Homeless
31-35	11% (2)	0
36-40	6% (1)	13% (1)
41-45	6% (1)	0
46-50	6% (1)	25% (2)
51-55	28% (5)	38% (3)
56-70	39% (7)	25% (2)
71 or over	6% (1)	0
Total	100% (18)	100% (8)

Housing Situation and Regular Income

It is not surprising to see that **67% (12)** of those who were housed had a regular income, whereas only **38% (3)** of those who were homeless had a regular income. It is interesting to note that **33% (6)** of those who were housed did not have a regular income.

Regular Income	Housed	Homeless
Yes	67% (12)	38% (3)
No	33% (6)	62% (5)
Total	100% (18)	100% (8)

Housing Situation and Income Source

It is not surprising to see that **50% (4)** of those who are homeless do not have an income source, but again it is surprising to see that **27% (5)** of those who are housed do not have an income source. It is interesting to note that the most frequent income source for both those who are housed and homeless is SSI, SSDI, W-2; of those who are housed **44% (8)** have an income source of SSI, SSDI, W-2 and of those who are homeless, **25% (2)** have this income source. Focusing on the percentages, it is interesting to note that of those who are homeless have a higher percentage of income from employment (**13%, n=1**) compared to those who are housed (**6%, n=1**).

Income Source	Housed	Homeless
Employment	6% (1)	13% (1)
SSI, SSDI, W-2	44% (8)	25% (2)
Employment and SSI, SSDI, W-2	6% (1)	0
Other	17% (3)	13% (1)
None	27% (5)	50% (4)
Total	100% (18)	100% (8)

Housing Situation and Employed

Only **one (13%)** of those who were homeless was employed, which is a slightly higher percentage than those who were housed (**11%, n=2**). It is not surprising to see that those who were homeless had a higher rate of unemployment (**88%, n=7**) compared to those who were housed (**67%, n=12**).

Employed	Housed	Homeless
Yes	11% (2)	13% (1)
No	67% (12)	88% (7)
N/A	22% (4)	0
Total	100% (18)	100% (8)

Housing Situation and Reason for Unemployment

Here it is important to note that for both those housed and homeless, medical issues was the most frequent reason for unemployment; of those housed **17% (3)** stated this reason and of those homeless **25% (2)** stated this reason. It is disheartening to see that the most frequent reason for people being in the situation they are currently in is because they have medical issues that prevent them from employment.

Reason for Unemployment	Housed	Homeless
Not looking for work	6% (1)	13% (1)
Medical Issues	17% (3)	25% (2)
Transportation	6% (1)	13% (1)
Child Care	0	13% (1)
Child care and transportation	6% (1)	0
No address	0	13% (1)
Unable to work	6% (1)	13% (1)
Other	0	0
Unknown	28% (5)	0
N/A	33% (6)	13% (1)
Total	100% (18)	100% (8)

Housing Situation and Reason for Visit

The differences between the reasons people visited the Hospitality Center from those who were housed versus homeless is really crucial in getting a better understanding of people's specific needs. The major reason for visiting the Hospitality Center that stands out the most is socialization. **Thirty-nine percent (7)** of those who are housed said they came to the Hospitality Center for socialization whereas nobody who was homeless came for that sole purpose. Those who are homeless came for the food/coffee in addition to the general benefits of the atmosphere. Of those housed, **28% (5)** came for socialization and food coffee, **6% (1)** for socialization, food/coffee, and clothing, and **6% (1)** for just food/coffee. Comparatively, of those who are homeless **38% (3)** came for both socialization and food/coffee, **13% (1)** came for work related and food/coffee, **13% (1)** for socialization, food/coffee, and clothing, and **25% (2)** came for just food/coffee. The needs of those who are housed tend to be focused towards socializing whereas those who are homeless seek the social atmosphere, but more importantly need the food/coffee the Hospitality Center provides. Both needs are clearly important and necessary.

Reason for Visit	Housed	Homeless
Socialization and food/coffee	28% (5)	38% (3)
Clothing and food/coffee	0	0
Work related and food/coffee	0	13% (1)
Socialization	39% (7)	0
Socialization, food/coffee, and clothing	6% (1)	13% (1)
Clothing	17% (3)	0
Food/coffee	6% (1)	25% (2)
Other	0	13% (1)
Unknown	6% (1)	0
Total	100% (18)	100% (8)

Housing Situation and Alternative Activities if Center were Closed

Not surprisingly one of the most frequent alternative activities of those who are housed is staying at home (22%, n=4,) tied with Other (22%, n=4), and followed by finding other resources (17%, n=3). The two most frequent alternative activities of those who are homeless is going to the library (25%, n=2) and going hungry (25%, n=2). The fact that 25% of people who are homeless stated they would go hungry without the Hospitality Center makes it clear that this center is an important and necessary facility in the community.

Alternative Activities	Housed	Homeless
Manage with what they have	11% (2)	13% (1)
Stay at home	22% (4)	13% (1)
Library	11% (2)	25% (2)
Mall	0	0
HALO	0	13% (1)
Find other resources	17% (3)	13% (1)
Go hungry	0	25% (2)
Stay at home or go to the mall	6% (1)	0
Other	22% (4)	0
Unknown	11% (2)	0
Total	100% (18)	100% (8)

Housing Situation and Type of Housing

It is interesting to note that of the people who are housed, none of them own their own housing. Of those housed 44% (8) of them have subsidized housing and 56% (10) are renting. Of those who are homeless, 100% (8) of them have Other places to live; while pursuing permanent housing is crucial to becoming stabilized in a more well-rounded sense, it is good to see that these people have found places to reside in the meantime rather than being on the streets.

Type of Housing	Housed	Homeless
Subsidized	44% (8)	0
Renting	56% (10)	0
Owned	0	0
Other	0	100% (8)
N/A	0	0
Total	100% (18)	100% (8)

Housing Situation and Housing Problem

It is not surprising to see that **50% (4)** of those who were homeless stated that low or no income was a problem to attaining housing. **Thirteen percent (1)** of those who were homeless stated that child care was a barrier to housing as well as **one (13%)** individual who stated that being a convicted felon was a barrier. It is interesting to note here that only those who were housed mentioned having mental issues as a barrier to housing. **Six percent (1)** of those were housed said that mental issues was a housing problem and **one (6%)** person said that both mental issues along with having low or no income was their specific issue. It is surprising that these responses only came from those who are housed.

Housing Problem	Housed	Homeless
Low or no income	11% (2)	50% (4)
Child care	0	13% (1)
Convicted felon	0	13% (1)
Mental Issues	6% (1)	0
Low or no income and Mental Issues	6% (1)	0
Other	11% (2)	13% (1)
N/A	67% (12)	13% (1)
Total	100% (18)	100% (8)

Housing Situation and Alternative Housing for Cold Weather/Unlivable

It is disturbing to see that **13% (1)** of those who are homeless do not know where they can and will go for alternative housing in cold weather or if their current living circumstances become unlivable. **Thirty-eight percent (3)** of those who are homeless did not leave a response to this question, which is of concern that they may too not know where they might be able to go. It is good to see though that of those homeless, **25% (2)** of them have a family/friend's house to stay and **13% (1)** have a church or shelter to reside in.

Alternative Housing	Housed	Homeless
Don't know	6% (1)	13% (1)
Family/Friend's House	11% (2)	25% (2)
Church or Shelter	6% (1)	13% (1)
Unknown Answer	0	38% (3)
N/A	78% (14)	13% (1)
Total	100% (18)	100% (8)

Housing Situation and Stay in Shelter

Focusing on those who are homeless, since they will be the ones facing this question currently, of them **50% (4)** of them said they would go to a shelter. It is unfortunate to see though, that **38% (3)** of those who are homeless would not go to a shelter; while not a very high percentage it does support a need for an alternative to the currently available shelters.. **Focusing on and addressing why there are people unwilling to access these facilities is important to resolving this issue.**

Stay in Shelter	Housed	Homeless
Yes	33% (6)	50% (4)
No	28% (5)	38% (3)
Unknown	0	13% (1)
N/A	39% (7)	0
Total	100% (18)	100% (8)

Housing Situation and Number of Services

It is interesting to note that of those housed, **33% (6)** needed 1-5 services, **28% (5)** needed 6-10 services, **17% (3)** needed 11-15 services, and **6% (1)** needed 16 or more services. Despite the fact that these people have housing, it is clear that they still need assistance in order to maintain a healthy lifestyle and to keep their housing. Of those who are homeless, half needed 1-5 services (**50%, n=4**), followed by **25% (2)** who needed 6-10, **13% (1)** who needed 11-15, and **13% (1)** who needed 16 or more services. It is interesting to see that those who are housed had a higher percentages of needing 6-10 (**28%, n=5**) services compared to those who are homeless (**25%, n=2**), however slight the percentage.

Number of Services	Housed	Homeless
0	17% (3)	0
1-5	33% (6)	50% (4)
6-10	28% (5)	25% (2)
11-15	17% (3)	13% (1)
16 or more	6% (1)	13% (1)
Total	100% (18)	100% (8)

Stay in Shelter and Reason for Not Staying in Shelter

Of those who said they would not stay in a shelter, the most common response beyond ‘Other’ (50%, n=4) was having problems with HALO (25%, n=2) followed by an individual who had their own housing but also has had issues with HALO in the past 13%, n=1). This is important to note as HALO is not meeting the needs of some of those in the community who would benefit from having an alternative shelter option.

Reasons	Yes	No	Unknown	N/A
Problems with HALO	0	25% (2)	0	0
HALO issues and place to stay	0	13% (1)	0	0
Don’t trust others	0	13% (1)	0	0
Other	10% (1)	50% (4)	0	0
Unknown	0	0	0	0
N/A	90% (9)	0	100% (1)	100% (7)
Total	100% (10)	100% (8)	100% (1)	100% (7)

Employed and Income Source

Of those who were not employed, 42% (8) were receiving an income source from SSI, SSDI, W-2, equaling the amount of those who were receiving no income source (42%, n=8). It is good to see that more than half of those who were unemployed were receiving some sort of income (58%, n=11). Of those employed only one (33%) person was receiving SSI, SSDI, W-2 in addition to the income from their job.

Income Source	Employed	Not Employed	N/A
Employment	67% (2)	0	0
SSI, SSDI, W-2	0	42% (8)	50% (2)
Employment and SSI, SSDI, W-2	33% (1)	0	0
Other	0	16% (3)	25% (1)
None	0	42% (8)	25% (1)
Total	100% (3)	100% (19)	100% (4)

Conclusion:

It is clear that even those surveyed who are housed, are living in poverty. They have a great need for the Hospitality Center and for other services. It is evident that there is an issue with the current shelters in the community, HALO being specifically mentioned by several surveyed, as some people needing shelter will not seek shelter there. An alternative needs to be available that will allow people needing shelter and services to have a place to go where they will be safe and feel comfortable using the shelter and services. There were a couple of people who did not know where they would go when it gets too cold to sleep outside or if their current housing situation becomes unlivable and this is of major concern. HALO is not an option to them. While there were people who mentioned places they could go if the Hospitality Center were not available, it is evident that the services, atmosphere, and sense of community that the Hospitality Center addresses a need to those going there. Also, many people appreciate the fact that the Hospitality Center is open during the day, and for the homeless – sheltered and unsheltered – serves as a day/warming shelter.