

Supporting Homeless Families and Youth



A Five Year Summary of All Wilder Family Supportive Housing Services Programs

Wilder helps families and youth achieve their full potential with supportive housing services. Participants get help finding safe and affordable housing along with flexible and responsive services that help them address and overcome challenges.¹

Wilder Foundation Family Supportive Housing Services (FSHS) works with homeless youth, single adults, and families to assist them in finding and maintaining housing, establishing a stable source of income, and connecting to needed health services. If there are school-age children in the household, staff also work on improving students' school engagement.

Each fiscal year, Wilder Research writes a series of reports on the data collected from FSHS programs. This year, Wilder Research produced three reports that detail findings from: 1) all FSHS programs combined for the five year period between 2014 and 2019, 2) youth housing programs for 2019, and 3) site-based permanent supportive housing programs in which Wilder partners with specific developers (together these are referred to as “services with others” programs) for 2019. The summary below highlights evaluation findings from 10 programs from July 1, 2014 – June 30, 2019.²

These programs include:

- Jackson Street Village
- Jamestown Homes
- Lincoln Place
- Minnesota Place Apartments
- Prior Crossing
- Project Quest
- ROOF Project
- ROOF – Housing Trust Fund
- St. Alban’s Park
- St. Philip’s Gardens
- Western U Plaza

¹ <https://www.wilder.org/what-we-offer/supportive-housing-services>

² Not all programs have been open for the full five years and, therefore, may have less data than other programs. Programs that have been open for less than 5 years include Lincoln Place, Prior Crossing, and Northgate Woods.

FSSS also provided services to the following initiatives: Maya Program, St. Paul Promise Neighborhood Rental Assistance Program, Kofi Rental Assistance Only, Prevention Young Adults (PYA), and Homework Starts with Home (HSWH); however, data from these initiatives are not included in this summary, either because data were not collected or because a separate evaluation is being conducted.

Summary of housing programs

During the reporting period, Family Supportive Housing Services collected data³ on individuals and families in 11 programs. Figure 1 illustrates the target population of each program, as well as the number of those served.

1. Numbers served, by FSSS program

Family programs	Target population	Clients served (N=1,424)		Families served (N=504)	
		N	%	N	%
ROOF Project	Homeless families	619	43%	190	38%
Project Quest	Long-term homeless families, including eligible parenting youth	349	25%	87	17%
Jackson Street Village	Previously homeless families Families who experience chemical and mental health challenges	209	15%	44	9%
ROOF Project: Housing Trust Fund	Homeless families	43	3%	13	3%
St. Alban's Park	Long-term homeless families	23	2%	9	2%
St. Philip's Gardens	Previously homeless families At least one family member has a disability	17	1%	7	1%
Jamestown Homes	Long-term homeless families	16	1%	6	1%
Total served by family programs		1,276	90%	356	71%
Singles programs	Target population				
Prior Crossing	Long-term homeless youth	79	5%	79	16%
Lincoln Place	Long-term homeless youth	38	3%	38	8%
Minnesota Place Apartments	Long-term homeless single adults Disabled single adults	18	1%	18	4%
Western U Plaza	Long-term homeless single adults	13	1%	13	3%
Total served by singles programs		148	10%	148	31%

³ The data reported here (and in the client characteristics and outcomes sections) were pulled from Minnesota's Homeless Management Information System by FSSS staff who sent the data in Excel spreadsheets to Wilder Research for review and interpretation.

Client characteristics

Over the course of five years, FSHS programs served 1,423 individuals⁴ in 504 family units; 985 clients entered an FSHS program and 883 exited over the course of those five years (Figure 2).

2. Individuals and households served by FSHS programs

	Number of individuals	Number of households
First day of reporting period (July 1, 2014)	439	135
New intakes during reporting period	985	369
Exited program during reporting period	883	307
Cases open at the end of the year (June 30, 2019)	541	197
Total served during reporting period	1,424	504

The following bullets outline several demographic characteristics for those served by FSHS programs. While a total of 1,424 individuals were served, the information below is calculated from a smaller number, in most cases N=950.

- **Age:** Wilder’s supportive housing programs served every age group; however, the largest group served was youth age 17 and younger (60%; Figure 3).

3. Age of clients served

N=959	N	%
Under 1 year old	71	7%
1 to 5 years old	168	18%
6 to 12 years old	225	23%
13 to 17 years old	114	12%
18 to 21 years old	86	9%
22 to 50 years old	271	28%
51 years and older	24	4%

Note. Percentages do not equal 100% due to rounding.

⁴ While a total of 1,423 clients were served, clients may have been able to participate in more than one program. The unduplicated number of clients served was N=1,413.

- **Gender:** The majority of adult⁵ clients served (n=380) were women (71%), while the gender distribution among children age 17 and younger (n=570) was more equal (51% male, 49% female). Single women headed the majority of households (70%).
- **Race and ethnicity:** The majority of supportive housing clients were people of color (83%), with over 6 in 10 identifying as African American or black (62%). In addition, 8% identified as Hispanic.
- **Disability:** 60% of heads of household had at least one long-term disability. Of those clients, the most common disability reported was mental illness (90%), followed by a physical disability (26%), a developmental disability (20%), a chronic health condition (18%), alcohol abuse (10%), and drug abuse (8%); clients could report more than one disability.
- **Domestic violence:** At program entry, 46% of adults reported being domestic violence survivors. Of those adults, 44% had experienced domestic violence within the last year and 29% were currently fleeing.
- **History of homelessness, by household:** Prior to their involvement in an FSHS program, over half of households (51%) were living in an emergency shelter. The next most common living arrangements were living with friends or family members (22%) and living in a place not meant for habitation (13%). At program entry, 70% of heads of household were considered long-term homeless.⁶

Client outcomes

Wilder staff collect and report on client outcomes through three primary sources: the Homeless Management Information System (HMIS; as footnoted above), a Resource Assessment (developed by Wilder Research), and a survey of program participants (also developed by Wilder Research). The sections below highlight findings from these three data sources.

HMIS outcomes

Most of the findings reported in this summary come from HMIS. FSHS staff enter client data into HMIS when an individual or family enters or exits their program. FSHS staff then send the data to Wilder Research each year for reporting.

⁵ An “adult” is any person who is age 18 or older. Therefore, throughout these findings, it should be noted that “adult” also includes unaccompanied youth, who are youth (up to age 24) on their own.

⁶ Minnesota definition of long-term homelessness: Individuals, unaccompanied youth, or families with children who lack a permanent place to live continuously for a year or more or at least four times in the past three years. Any period of institutionalization or incarceration is excluded when determining the length of time a household has been homeless.

Stable housing

- The majority (89%) of households (N=504) served during this reporting period had remained in their program (and therefore stably housed) for at least six months after program entry, and 74% had stable housing for more than one year.
- Of the 307 households that exited their housing program over the five-year reporting period, the majority (92%) had stable housing for at least six months after program entry, and 76% had stable housing for more than 12 months after program entry.
- The most common destination for exited households was a rental property, either with or without an ongoing subsidy (44%); the next most common destination was the home of a friend or family member, either temporarily (15%) or permanently (13%; Figure 4).

4. Destination for households that exited FSHS programs

N=307	N	%
Permanent housing		
Rental housing, without subsidy	87	28%
Rental housing, with subsidy	49	16%
Friends or family, permanently	41	13%
Permanent housing (other than RRH) for formerly homeless persons	6	2%
Own home, without subsidy	4	1%
Temporary housing		
Friends or family, temporarily	45	15%
Emergency shelter, including hotel	18	6%
Place not meant for habitation	2	1%
Transitional housing	1	<1%
Institutional setting		
Jail, prison, or juvenile detention facility	6	2%
Substance abuse treatment facility, detox center, or halfway house	3	1%
Psychiatric hospital or other psychiatric facility	2	1%
Foster care or group home	1	<1%
Other		
No exit interview completed	31	10%
Client doesn't know or refused to answer	5	2%
Other	4	1%
Client is deceased	2	1%

Note. Percentages do not equal 100% due to rounding. Other responses include: Safe Haven, ex-girlfriend, staying in unit, and [blank].

Employment and income

- Of the households that exited during the five-year reporting period, over half (52%) had a monthly income of \$600 or less when they entered their housing program; 13% had no income at program entry (Figure 5).
- Over the course of their involvement in an FSHS program, the median income of exited clients increased (\$787 to \$1,151); the proportion of clients reporting “no income” also increased slightly by program exit (13% to 14%; Figure 5).

5. Monthly income for clients who exited during the reporting period

N=321	Income at program entry		Income at program exit	
	N	%	N	%
No income	41	13%	46	14%
\$1 – 200	11	3%	4	1%
\$201 – 400	26	8%	18	6%
\$401 – 600	89	28%	52	16%
\$601 – 800	57	18%	34	11%
\$801- 1,000	26	8%	28	9%
\$1,001 – 1,200	20	6%	25	8%
\$1,201 – 1,400	16	5%	21	7%
\$1,401 – 1,600	9	3%	15	5%
\$1,601 or more	26	8%	78	24%
Average monthly income	\$909		\$1,351	
Median monthly income	\$787		\$1,151	

Note. This table is based on 321 households that left during the reporting period. Cases with “no income” reported are excluded from the calculations of average and median income.

- Monthly income increased for 45% of exited adults; the median increase was \$838 per month. Income stayed the same for 33% and decreased for 12% of exited adults; the median decrease was \$372 per month.
- The proportion of households with earned income increased between program entry and the most recent assessment, for both exited (31% to 48%) and all households (30% to 47%; Figure 6).
- Sources for income assistance remained fairly consistent between program entry and a client’s most recent assessment. However, there were larger decreases in the proportion of clients receiving Minnesota Family Investment Program (MFIP) and food stamps (Figure 6).

6. Income sources between program entry and most recent assessment

	<u>Exited</u> households (N=307)		<u>All</u> households (N=504)	
	Program entry	Program exit	Program entry	Most recent assessment
Earned income	31%	48%	30%	47%
Cash assistance				
MFIP (a.k.a. TANF)	53%	41%	47%	38%
SSI	14%	16%	16%	18%
Child support	11%	12%	10%	11%
General Assistance	6%	7%	7%	8%
Minnesota Supplemental Aid (MSA)	2%	2%	2%	2%
SSDI	2%	4%	2%	4%
Unemployment insurance	0%	0%	1%	1%
Retirement income	0%	0%	0%	0%
Worker's compensation	0%	0%	0%	0%
Other	1%	1%	1%	1%
Non-cash assistance				
Food stamps/SNAP	86%	79%	80%	74%
Section 8 or other rental assistance	11%	12%	9%	10%
WIC	10%	10%	8%	9%
MFIP child care services	4%	6%	3%	4%
Temporary rental assistance	0%	1%	1%	1%
Other	0%	0%	0%	0%

Resource Assessment data

In addition to the data reported above, FSHS program staff collect client-level data on a form developed by Wilder Research, called the Resource Assessment. This assessment examines client changes on key indicators, including financial accounts, employment, education, housing, health provider connections, and for those with school-age children, school stability. Program staff implement the Resource Assessment on an annual basis with heads of households and adults age 18 and older.

Resource Assessment data were available at two time points for 182 FSHS clients in fiscal year 2020. Key findings are highlighted below, and additional data tables can be found in the Appendix.

Finances

- The proportion of clients who had a debit card, checking account, or savings account increased from the initial to most recent assessment (Figure 7).

7. Financial assessment

% of clients with a...	Initial assessment (N=182)		Most recent assessment (N=182)	
	N	%	N	%
Debit card	82	45%	88	48%
Checking account	46	25%	60	33%
Savings account	30	18%	36	21%
IDA account	3	2%	4	2%

- According to their most recent assessment, a small proportion of clients improved their financial status by securing a debit card (12%), checking account (13%), savings account (9%), or Individual Development Account (IDA; 1%). At the same time, financial status declined for several clients who no longer have these types of accounts, and the majority did not have a checking or savings account at either time point (Figure 8).
- Of the 110 people who had one of these accounts at their most recent assessment, roughly 2 in 10 had more funds (21%) than they did 12 months ago, while 14% had the same amount (14%) or fewer funds (19%) in their account than 12 months ago.

8. Accounts, change from initial to most recent assessment

N=182	Improved	No change (both yes)	No change (both no)	Declined	Missing
Debit card	12%	36%	31%	9%	2%
Checking account	13%	20%	62%	5%	1%
Saving account	9%	9%	73%	8%	0%
IDA account	1%	1%	85%	1%	12%

Note. Percentages may not total 100% due to rounding.

- In a series of questions about finances, 45% of clients had improved in filing their taxes, meaning that they had not filed taxes at their initial assessment, but had filed taxes by their most recent assessment. However, the remaining clients had declined in this area (Figure 9).
- There was almost no change in the proportion of clients checking their credit report in the past year; 63% had not done it at either time point. Roughly one quarter (24%) began working on repairing their credit, but the majority (76%) had not done it at either their initial or follow-up assessment (Figure 9).

9. Additional financial indicators, change from initial to most recent assessment

In the past 12 months, have you... N=182	Improved	No change (both yes)	No change (both no)	Declined	Missing
Filed your taxes	45%	0%	0%	55%	0%
Worked on repairing your credit	24%	0%	76%	0%	0%

Employment and education

- By their most recent assessment, 15% of clients became employed, 26% remained employed, 51% remained unemployed, and 8% became unemployed.
- In the past 12 months (since their most recent assessment), clients were most likely to have attended a job readiness class (27%); financial literacy class (21%); or GED classes (20%). A small percentage had attended vocational, technical, or community college (17%) or high school classes (14%) in the past 12 months (Figure 10).

10. Educational assessment

In the past 12 months, have you attended... N=182	Yes	No	Already completed	Missing
Job readiness class	27%	66%	5%	0%
Financial literacy class	21%	77%	2%	0%
Vocational/technical/ community college	17%	64%	0%	19%
High school classes	14%	28%	33%	25%
GED classes	20%	48%	10%	22%
A four-year college	4%	66%	0%	30%
Other classes (ESL, Community Education, etc.)	4%	64%	0%	31%

Note. Percentages may not total 100% due to rounding.

Health

- The most recent assessment shows only a slight change in the proportion of clients who have a regular place to go to the doctor (10% improved) or to receive mental health services (7% improved; Figure 11). However, in the case of the former, this is likely because the majority of clients already had a regular place to go to the doctor (70% said yes at both assessments).

11. Health, change from initial to most recent assessment

N=182	Improved	No change (both yes)	No change (both no)	Declined	Missing/ NA
Regular place to go to the doctor	10%	70%	14%	2%	4%
Regular place to go to get mental health services	7%	36%	18%	5%	35% ^a

^a In the question, “Do you have a regular place that you go to get mental health services,” 35% of respondents marked “N/A – no mental health issues.”

- Four in 10 clients showed improvement in reduced emergency room (ER) visits, meaning that by their most recent assessment clients had either zero visits or fewer visits than at their initial assessment. Another 50% reported the same number of ER visits at both time points, and 9% had increased their number of visits. The average number of ER visits decreased slightly between clients’ initial assessments (3.2 times) and follow-up assessments (2.1 times).

Survey of participants

At program exit, and on an annual basis (if a client has not exited their program), Wilder sends participants a survey to hear directly from them about their experiences with their program, the services they received, and their progress on key outcomes. In fiscal year 2018-19, Wilder changed survey methodology, from having program staff distribute paper copies of the survey to program participants to an emailed web survey, sent by Wilder Research. This has drastically improved the survey completion rate. In looking specifically at services with others programs for 2019, there were a total of 67 completed surveys from the programs included in this report, more than any other single fiscal year.

For the five fiscal years included in this report (2014-2019), 220 clients – across all FSHS programs – completed a survey. It is important to note that 60% of the surveys came from ROOF and, therefore, responses may not be representative of the entire population of FSHS clients. Some findings are reported below and additional data tables can be found in the Appendix.

- **Services received:** Survey participants were most likely to have received services related to transportation (80%) and finding a permanent place to live (67%).
- **Satisfaction with services:** The majority (67%) of survey participants “strongly agreed” that they were satisfied with the services they had received, and 76% said these services helped their family “a lot.” The majority of survey participants also felt strongly that program staff respected their family’s cultural and ethnic background, worked well with their family, and treated them with respect.

- **Hopefulness for the future:** Nearly all (90%) respondents said that they felt hopeful for the future, and 72% said they were very hopeful. In a series of questions about personal changes over the past year, respondents most often said that they improved their knowledge of housing-related issues (59%), their ability to handle daily life (59%), and their knowledge of community resources (53%; Figure 12).

12. Life changes after program entry

Since entering your Wilder housing program, how have the following things changed...? N=220	Better			Worse	
	A lot	A little	Same	A little	A lot
Your feeling that you have done something to improve your children's lives (asked only of parents, N=202)	51%	17%	12%	0%	0%
Your knowledge about housing costs, your lease, and your responsibilities as a tenant	59%	22%	13%	2%	1%
Your ability to handle daily life	59%	20%	16%	1%	1%
Your child's behavior at school (asked only of parents, N=195)	33%	12%	29%	3%	1%
Your knowledge about where to go in the community for help	53%	23%	18%	1%	1%
Your ability to finish what you start	51%	21%	25%	1%	0%
Your child's attendance at school (asked only of parents, N=194)	39%	9%	29%	3%	1%
Your confidence that you can handle stressful situations	46%	26%	20%	4%	1%
Your communication with family members	43%	20%	30%	1%	2%
Your relationship with family members	45%	16%	32%	0%	2%

Note. Percentages may not total 100% due to rounding.

Conclusions

In fiscal years 2014-2019, FSHS served 1,424 individual clients from 504 households. The ROOF Project, including the Housing Trust Fund, served the most clients (43%); the majority of FSHS programs are targeted toward families.

Six in 10 supportive housing clients were youth age 17 or younger. The majority identified as people of color (83%), with over 6 in 10 identifying as African American or black (62%). Most adult clients were women (71%). Many clients have complex and co-occurring issues, such as poor physical and mental health, a history of domestic violence, and a history of long-term homelessness.

Clients improved in several key areas. Of the 307 households that exited over the five-year reporting period, nearly all (92%) had stable housing for at least six months after program entry, and 76% had stable housing for more than 12 months after program entry. The most common destination for exited households was a rental property, either with or without an ongoing subsidy (44%). The proportion of households with earned income increased between program entry and the most recent assessment, for both exited (31% to 48%) and all households (30% to 47%), and median monthly income increased among those who had exited an FSHS program (\$787 at entry to \$1,151 at exit).

According to the Resource Assessment data (N=182), clients made improvements in several areas related to finances: 45% improved in filing taxes (although, 55% also declined in this area); 24% began repairing their credit. A small proportion of clients gained debit cards (12%), checking accounts (13%), and savings accounts (9%); although it is important to note that the majority of clients with Resource Assessment data did not have a savings (73%) or checking account (62%) at their initial or follow-up assessment.

Overall, clients who took the Survey of Participants were satisfied with the services they received and felt hopeful about their future; although it is important to note that only a small portion of clients served by FSHS programs took the survey and the majority of respondents came from one program. Wilder Research will continue to work with FSHS program staff on improving the survey response rate.

Appendix

A. Additional Resource Assessment data tables

A1. Available funds

In these accounts [checking, debit, IDA, or savings], compared to 12 months ago do you have...	Initial assessment (N=108)		Most recent assessment (N=110)	
	N	%	N	%
More funds	23	21%	39	35%
The same amount of funds	34	31%	26	24%
Less funds	23	21%	35	32%
Missing	28	26%	10	10%

Note. 74 people are reported as having “no accounts” at the initial assessment period and 72 people are reported as having “no accounts” at the most recent assessment period. Percentages do not total 100% due to rounding.

A2. Employment assessment

% of clients saying “yes”	Initial assessment (N=182)		Most recent assessment (N=182)	
	N	%	N	%
Currently employed ^a	61	34%	75	41%
Employed full time	23	13%	33	21%
Employed part time	38	21%	37	20%
Have more than one job	5	3%	5	3%
Enrolled in supportive work or sheltered workshop program	20	11%	15	8%
Volunteering	15	8%	13	7%
Working and/or volunteering	90	45%	99	51%

^aNumber of hours worked per week is missing for 1 household on the initial assessment and 1 household on the most recent assessment.

A3. Employment, change from initial to most recent assessment

N=169	Improved	No change (both yes)	No change (both no)	Declined	Missing
Currently employed	15%	26%	51%	8%	1%

A4. Housing-related indicators

In the past 12 months, have you... N=182	Yes	No	Not applicable	Missing
Received tenant or other education about how to keep or maintain housing	40%	59%	0%	1%
Received help with expunging an unlawful detainer	4%	57%	40%	0%

A5. Emergency Room visits, change from initial to most recent assessment

N=182	No or fewer ER visits	Same number of ER visits	More ER visits	Missing
Number of Emergency Room visits in past 12 months	42%	49%	9%	0%

A6. Emergency Room visits in past 12 months

	Initial assessment (N=182)		Most recent assessment (N=182)	
	N	%	N	%
0 times	29	16%	72	40%
1 time	27	15%	25	14%
2 times	31	17%	21	12%
3 times	23	13%	25	14%
4 times	11	6%	7	4%
5 – 9 times	20	11%	18	10%
10 or more times	9	5%	4	2%
Missing	33	18%	10	5%
Average # of visits	3.8		3.4	

A7. Children's school

% of clients saying "yes"	Initial assessment (N=182)		Most recent assessment (N=182)	
	N	%	N	%
Do you have any children in school?	71	39%	81	45%
Have you attended a Parent-Teacher conference in the past year?	56	31%	61	34%
Have your children been absent more than 10 times in the past school year?	22	12%	18	10%
Did your child attend more than one school in the past school year?	16	9%	13	7%

Note. Percentages are out of the total N, which includes those who did not have children in school.

A8. Children's school, change from initial to most recent assessment

N=182	Improved	Declined	Missing/ Not applicable
Child attended more than one school in the past school year	40%	7%	53%
Children absent more than 10 times in past school year	37%	10%	53%
Attended a Parent-Teacher conference	34%	14%	52%

B. Additional survey of participants data tables

B1. Wilder housing programs

Which Wilder housing program did you participate in? N=220	N	%
ROOF Project	131	60%
Jackson Street Village	25	11%
Project Quest	20	9%
Lincoln Place	14	6%
Prior Crossing	8	4%
Minnesota Place Apartments	4	2%
ROOF Housing Trust Fund	2	1%
St. Philip's Gardens	2	1%
Jamestown Homes	1	<1%
Maya Transitional Housing	1	<1%
St. Albans Park	1	<1%
Western U Plaza	1	<1%
Other	5	2%
Missing	5	2%

Note. Percentages do not total 100% due to rounding.

B2. Length of time in current housing

How long have you lived at your current housing? N=220	Months
Minimum	<1
Maximum	134
Mean	28
Median	20

Note. Percentages do not total 100% due to rounding.

B3. Services received from Wilder staff

Did Wilder housing staff help you get any of the following? N=220	Yes	No	No, but didn't need this	Missing
Transportation, like a bus card, gas card, taxi, or other transportation help	80%	13%	6%	1%
Finding a permanent place to live	67%	21%	11%	2%
Getting counseling or support for <u>you</u>	51%	24%	23%	2%
Food for your family, like free groceries, food shelf assistance, or food stamps (SNAP)	51%	30%	15%	4%
Getting counseling or support for <u>your children</u>	41%	26%	31%	1%
Employment help: resume writing, filling out job applications, support on job interviews	41%	41%	8%	11%
Helping with your child's school or teachers	35%	30%	34%	1%
Financial benefits, like MFIP or GA or SSI	31%	40%	27%	3%
Finding child care or getting child care paid for	25%	36%	38%	2%
Getting on medical insurance or Medical Assistance or Minnesota Care	25%	41%	33%	1%
Getting medical care or dental care	25%	41%	32%	2%

Note. Percentages may not total 100% due to rounding.

B4. Satisfaction with services

How much do you agree or disagree with each statement below? N= 220	Agree		Disagree		Too early to tell/ Don't know	Missing
	Strongly	Somewhat	Strongly	Somewhat		
Staff respected my family's cultural/ethnic background.	86%	6%	1%	1%	2%	3%
Staff treated me with respect.	82%	8%	4%	2%	1%	3%
Staff worked well with my family.	79%	9%	3%	2%	4%	3%
My input was considered when making decisions about my family's services.	78%	10%	4%	2%	4%	3%
Overall, I am satisfied with the services my family received.	67%	19%	6%	4%	1%	3%

Note. Percentages may not total 100% due to rounding.

B5. Helpfulness of services

Overall, do you believe the services your family received have helped you? N=220	N	%
Yes, a lot	166	76%
Yes, a little	27	12%
No, they have not helped	8	4%
It's too early to tell	4	2%
Missing	15	7%

B6. Life changes after program entry

Since entering your Wilder housing program, how have the following things changed...? N=220	Better			Worse		Missing
	A lot	A little	Same	A little	A lot	
Your knowledge about housing costs, your lease, and your responsibilities as a tenant	59%	22%	13%	2%	1%	4%
Your ability to handle daily life	59%	20%	16%	1%	1%	4%
Your knowledge about where to go in the community for help	53%	23%	18%	1%	1%	4%
Your ability to finish what you start	51%	21%	25%	1%	0%	4%
Your confidence that you can handle stressful situations	46%	26%	20%	4%	1%	5%
Your relationship with family members	45%	16%	32%	0%	2%	5%
Your communication with family members	43%	20%	30%	1%	2%	5%

Note. Percentages may not total 100% due to rounding.

B7. Life changes after program entry (parents only)

Since entering your Wilder housing program, how have the following things changed...? N=220	Better			Worse		Missing
	A lot	A little	Same	A little	A lot	
Your feeling that you have done something to improve your children's lives (N=202)	51%	17%	12%	<1%	0%	19%
Your child's attendance at school (N=194)	39%	9%	29%	3%	1%	21%
Your child's behavior at school (N=195)	33%	12%	29%	3%	1%	22%

B8. Hopefulness for the future

Overall, how hopeful are you that things will get better for you and your family? N=220

	N	%
Very hopeful	158	72%
Somewhat hopeful	39	18%
Not very hopeful	5	2%
Not at all hopeful	5	2%
Missing	13	6%

Note. Responses were missing for 2 cases.

C. New survey questions

The following data tables represent a smaller subset of respondents (N=67). This is because the questions represented in these tables were recently added to the Survey of Participants, as of summer 2019.

C1. Wilder housing programs

N=67	N	%
ROOF Project	16	24%
Lincoln Place	14	21%
Project Quest	11	16%
Jackson Street Village	9	13%
Prior Crossing	8	12%
Minnesota Place Apartments	3	4%
ROOF Housing Trust Fund	2	3%
St. Philips Gardens	2	3%
Jamestown Homes	1	1%
Western U Plaza	1	1%

Note. Percentages may not total 100% due to rounding.

C2. Services received from Wilder staff

Did Wilder housing staff help you with any of the following? N=67	Yes	No	No, but didn't need this
Making a case plan with goals for the future	93%	3%	5%
Help enrolling or re-enrolling in school	25%	33%	42%

Note. Percentages may not total 100% due to rounding.

C3. Have a written budget

Do you have a written budget? N=67	N	%
Yes	34	51%
No	32	48%
Missing	1	2%

Note. Percentages may not total 100% due to rounding.

C4. Adhere to a written budget

How often do you stick to your budget? N=67	N	%
Always	10	15%
Most of the time	20	30%
Sometimes	4	6%
Missing	33	49%

C5. Wilder's help in making a written budget

Did Wilder housing staff help you make your budget? N=67	N	%
Yes	15	22%
No	13	19%
Don't remember	6	9%
Missing	33	49%

Note. Percentages may not total 100% due to rounding.

C6. Expenses to cover basic needs

In the past 6 months, how often have you been able to cover your food and housing expenses? N=67	N	%
Every month	28	42%
Almost every month	23	34%
Some months	11	16%
Almost never	4	6%
Never	1	2%

C7. Have health insurance

Do you have health insurance? N=67	N	%
Yes	62	93%
No	5	8%

Note. Percentages may not total 100% due to rounding.

C8. Type of health insurance

What kind of health insurance do you have? N=67	N	%
Public insurance: Medical Assistance or Medicaid	46	69%
Prepaid plan purchased on your own or through MNsure	8	12%
Health insurance through your employer, partner, or someone else's employer	8	12%
Missing	5	8%

Note. Percentages may not total 100% due to rounding.

C9. Physical health in the past month

In general, how would you describe your physical health in the past month? N=67	N	%
Excellent	7	10%
Good	32	48%
Fair	23	34%
Poor	5	8%

C10. Mental health in the past month

In general, how would you describe your mental health in the past month? N=67	N	%
Excellent	9	13%
Good	13	19%
Fair	30	45%
Poor	15	22%

Note. Percentages may not total 100% due to rounding.

C11. Satisfaction with services

How much do you agree or disagree with each statement below? N=67	Agree		Disagree		Too early to tell/ Don't know	Missing
	Strongly	Somewhat	Strongly	Somewhat		
Overall, I am satisfied with the staff at the program.	63%	12%	13%	5%	5%	3%
Staff connected me with other community organizations that could help me.	52%	24%	6%	6%	10%	3%

Note. Percentages may not total 100% due to rounding.

C12. Frequency of communication with Wilder staff

How often do you talk to the staff? N=67	N	%
Multiple times per day	4	6%
About once per day	8	12%
A few times per week, but not daily	24	36%
Once per week or less	28	42%
Never	1	2%
Missing	2	3%

C13. Reasons for communicating with Wilder staff

Why do you usually talk to the staff at the program? N=67	N	%
For help with a specific service other than counseling	20	30%
For informal chat	15	22%
For formal counseling	12	18%
To talk about issues with housing unit	10	15%
Other	7	10%
Missing	3	5%

Note. Other reasons to talk to staff included changes in income and rent, tracking goals, discussing their situation, and what was needed at the time. One person did not talk to staff and another chose not to answer.

C14. Trusted staff person at Wilder

Is there a staff person that you trust to talk to if you need help with a problem? N=67	N	%
Yes	55	82%
No	10	15%
Missing	2	3%

C15. Comfort with talking to Wilder staff

How would rate your level of comfort in talking with staff? N=67	N	%
Very comfortable	36	54%
Somewhat comfortable	15	22%
Neutral	9	13%
Somewhat uncomfortable	3	5%
Very uncomfortable	2	3%
Missing	2	3%

C16. Children 4 and younger

Do you have any children (ages 0-4)? N=67	N	%
Yes	18	27%
No	43	64%
Missing	6	9%

C17. Children between 5 and 18

Do you have any children (ages 5-18)? N=67	N	%
Yes	38	57%
No	24	36%
Missing	5	8%

D. Demographics

D1. Race and ethnicity

How would you describe yourself? N=67	N	%
Black or African American	29	43%
White or Caucasian	17	25%
American Indian	4	6%
Asian and Southeast Asian	4	6%
Hispanic or Latino/a	3	5%
African Native	2	3%
Another race or ethnic group	5	8%
Prefer not to answer	5	8%
Missing	8	12%

Note. Percentages do not total 100% because respondents were allowed to select more than one identity. Another race or ethnic group included Hawaiian, Jewish-European-Canadian, Samoan.

D2. Sexual orientation

How do you generally identify your sexual orientation? N=67	N	%
Straight	50	75%
Bisexual	2	3%
Queer	1	2%
Prefer not to answer	6	9%
Missing	8	12%

Note. Percentages may not total 100% due to rounding.

D3. Most important change since receiving services from Wilder

What is the most important change you have noticed in your life or your family since you began receiving services from Wilder housing staff? [verbatim responses] N=67

A place to stay.

Having a place to call home, and getting my life back on track.

I have never been able to give my kids or myself a stable living environment. Before moving here, we had moved more than 13 times in less than 10 years. It had been hard and extremely difficult for the kids. But thanks to the supportive housing, I have been able to maintain a relatively stable living environment for them despite my mental health.

I have become a better parent, and a better individual knowing me and my children have a home.

Having a home.

Having a safe home.

Me and my kids can be comfortable in our own home.

I have learned to be more stable in my everyday life affairs and housing situation.

Make meals. Sleep in bed.

We have a place to live.

Housing.

The stability in housing.

Being stable has helped so much since we have been on the program, and having their support.

We are stable.

Stability

Stabilization

We open up to people more.

Communication, financial preparation, A HOME!

Financial and better transportation.

I learned how to save.

Me being able to provide for my kids.

My job readiness has improved. I'm more confident about going after my career goals.

Improved organizational skills and positive thinking.

Way of thinking.

I am more productive, and I am well cared for in case of emergency.

Putting family first along with responsibilities.

We are closer as a family and we're not that scared anymore.

My family is more supportive of one another.

They talk to me now, and we are developing a relationship. I always hang out with my little sister.

My husband's outlook on life, and his responsibility as an individual to our family.

Me and my mother don't argue as much and learned to keep clean house.

Less stress and less arguing.

Note. 15 respondents skipped this question.

D3. Most important change (continued)

What is the most important change you have noticed in your life or your family since you began receiving services from Wilder housing staff? [verbatim responses] N=67

Less anxiety.

Tension has dropped. We can communicate more, and we all feel that this program will help me step in the right direction.

Consistency has improved, making our feeling of crisis mode lessen.

Handling stressful situations.

I have noticed that I am less stressed about finding and receiving support.

My anxiety has gone down a bit and I'm able to talk calmly and slowly without stuttering out my words when I talk to acquaintances.

We are happier.

Being able to speak for myself.

Dealing with my mom's death and raising my sister since her mom and dad have passed away. Now I'm raising her.

More independent.

My appreciation for life and more so my family and children.

Every good thing is looking up for me.

I got my youngest son into the Rec Center program.

My children are not allowed to be children. [There is] no play area, and [they] get in a lot of trouble over here.

Everything changed.

I have no social life.

Nothing at all. Just continue pushing through and navigating myself to find resources for me as well as others.

Wilder case managers don't communicate at all with you...don't help you find resources.

That life is hard.

I am currently homeless.

Note. 15 respondents skipped this question.

D4. Improving Wilder's services

What changes would you make to improve the services you received from Wilder? [verbatim responses] N=67

Three overnights possibly, if earned, and maybe more transportation help so you have things to do like therapy.

Guest policy could be made to where we can have people over when we want and for however long we want as many times as we want.

Access to housing.

Be more open to all the services that they could provide or give to us.

Offer all housing programs the same services across the board.

Educate staff on mental health.

Staff education on mental health.

Case workers need to be hired so they have more time for client interaction.

On-site (optional) therapists.

Permanent person to talk to.

Not to switch workers as much.

Staff that understand what we're going through as a community. If you have never been homeless and you work at Lincoln Place you should not be here at all because they have no heart. They really don't care about your well-being here.

Well as far as change I would like to feel like I'm not being forced and rushed to live in places that are not safe for me and my kids, and that has happened with the housing workers I have.

Would have liked to be in a different program.

Make people work or at least look for work.

More job opportunities.

Maybe more help with household items, transportation, etc.

Need more services for children to play in the community, and not at McDonough recreation center.

More funding for extremely important assets such as: receiving education, owning a car, somehow increasing income.

Budgeting more.

Communicate more.

Communication, be consistent, following through, mindfulness, awareness, show up and speak up.

Focus more on my mental health.

Longer services with the program.

For other families that live here to control their children. And go outside with them always so they DON'T bully others or break other people things.

So far I haven't seen anything that I would like have changed - pleasant experience so far.

Note. 15 respondents skipped this question.

D4. Improving Wilder's services (continued)

I think the staff does an amazing job. The only thing I can think of would be to send out notices for healthcare renewal and stuff like that.

Honestly there isn't really anything I can say I would change. Over the last several years there has been an issue or two, but it was based around a specific staff member and is no longer a concern. My case managers always does his best to work with me and my specific needs based around my mental health, going above and beyond in my book. I'm very grateful to the staff here. Beyond words.

I don't know (4)

Nothing (15)

N/A (4)

Note. 15 respondents skipped this question.

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