

Supporting Homeless Families and Youth

A Summary of Wilder’s “Services with Others” Programs in Fiscal Year 2019



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, 2) youth housing programs, 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).

The summary below highlights evaluation findings from six “**services with others**” programs during fiscal year 2019 (July 1, 2018 – June 30, 2019). These programs include:

- Jackson Street Village
- Jamestown Homes
- Minnesota Place Apartments
- St. Alban’s Park
- St. Philip’s Gardens
- Western U Plaza

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

Summary of housing programs

During the reporting period, Family Supportive Housing Services collected data² on individuals and families in six “services with others” (SWO) programs. Figure 1 illustrates the target population of each program, as well as the number of those served.

A total of 177 individual clients in 59 family units were served by SWO programs.

1. Numbers served, by FSHS program

Family programs	Target population	Clients served (N=177)		Families served (N=59)	
		N	%	N	%
Jackson Street Village	Previously homeless families Families who experience chemical and mental health challenges	126	71%	26	44%
Jamestown Homes	Long-term homeless families	11	6%	4	7%
St. Alban's Park	Long-term homeless families	10	6%	4	7%
St. Philip's Gardens	Previously homeless families At least one family member has a disability	10	6%	5	8%
Total served by family programs		157	89%	39	66%
Singles programs	Target population	N	%	N	%
Minnesota Place Apartments	Long-term homeless single adults	12	7%	12	20%
	Disabled single adults				
Western U Plaza	Long-term homeless single adults	8	4%	8	14%
Total served by singles programs		20	11%	20	34%

² The data reported here (and in the client characteristics and outcomes sections) were pulled from Minnesota's Homeless Management Information System by FSHS staff who sent the data in Excel spreadsheets to Wilder Research for review and interpretation.

Client characteristics

Between July 1, 2018 and June 30, 2019, SWO programs served **170 individuals** from **59 households**; 26 clients entered a program and 28 exited during the reporting year (Figure 2).

2. Individuals and households served by services with others programs

	Number of individuals	Number of households
First day of reporting period (July 1, 2018)	151	49
New intakes during reporting period	26	10
Exited program during reporting period	28	8
Cases open at the end of the year (June 30, 2019)	149	51
Total served during reporting period	177	59

The following bullets outline several demographic characteristics for those served by the six SWO programs.

- **Age:** Wilder’s supportive housing programs served every age group; however, the largest group served was youth age 17 and younger (58%; Figure 3).

3. Age of clients served

N=177	N	%
Under 1 year old	5	3%
1 to 5 years old	26	15%
6 to 12 years old	38	21%
13 to 17 years old	33	19%
18 to 21 years old	8	5%
22 to 50 years old	48	27%
51 years and older	19	11%

- **Gender:** The majority of adult clients served (n=75) were women (71%), while the gender distribution among children age 17 and younger (n=102) was more equal (56% male, 44% female). The majority of households were headed by single women, with (47%) or without (20%) children.
- **Race and ethnicity:** The majority of supportive housing clients were people of color (85%), with 7 in 10 identifying as African American or black (69%). In addition, 9% identified as Hispanic.

- **Disability:** The majority (81%) of heads of household had at least one long-term disability. Of those clients, the most common disability reported was mental illness (84%), followed by a physical disability (33%), a chronic health condition (18%), a developmental disability (16%), alcohol abuse (12%), drug abuse (12%), and HIV/AIDS (2%). Clients could report more than one disability.
- **Domestic violence:** At program entry, 42% of adults reported being domestic violence survivors. Of those adults, 32% had experienced domestic violence within the last year and 32% were currently fleeing.
- **History of homelessness, by household:** Prior to their involvement in an FSHS program, 46% of households were living in an emergency shelter. The next most common living arrangement was a place not meant for habitation (20%). At program entry, 69% of heads of household were considered long-term homeless.³

Client outcomes

Wilder staff also 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). There was not enough data available to report on the survey of participants this fiscal year; however, findings from the other two data sources are reported below.

HMIS outcomes

Most of the findings reported in this summary come from HMIS. Family Supportive Housing Services staff enter 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.

Stable housing

- The majority (92%) of households (N=59) served during this reporting period had remained in their program (and therefore stably housed) for at least six months after program entry, and 83% had stable housing for more than one year.
- Of the 8 households that exited their FSHS program during the reporting period, all had stable housing for more than 12 months after program entry.
- Clients exited into a variety of housing situations after program exit, both temporary and permanent (Figure 4).

³ 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.

4. Destination for households that exited FSHS programs

N=8	N
Friends or family, temporarily	3
Rental housing with subsidy	2
A place not meant for habitation	1
No exit interview completed	2

Employment and income

- At exit, the share of households reporting income greater than \$1,600 increased from 11% to 55% (Figure 5).

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

N=9	Income at program entry		Income at program exit	
	N	%	N	%
No income	1	11%	1	11%
\$1 – 600	3	33%	1	11%
\$601 – 1,200	3	33%	1	11%
\$1,201 – 1,600	1	11%	1	11%
\$1,601 or more	1	11%	5	55%

Note. This table is based on 9 households that left during the reporting period. Cases with “no income” reported are excluded from the calculations of average and median income.

- The most common type of income assistance among all households was the Supplemental Nutrition Assistance Program (SNAP) or food stamps; the majority of households were enrolled in SNAP at program entry and exit. The most common type of cash assistance (at both program entry and exit) was through Supplemental Security Income (SSI) and the Minnesota Family Investment Program (MFIP; Figure 6).

6. Income sources between program entry and most recent assessment

	Exited households (N=8)		All households (N=59)	
	Program entry	Program exit	Program entry	Most recent assessment
Earned income	0%	50%	15%	37%
Cash assistance				
MFIP (a.k.a. TANF)	63%	50%	39%	29%
SSI	38%	50%	46%	47%
General Assistance	25%	25%	10%	8%
Child support	0%	0%	8%	14%
Minnesota Supplemental Aid (MSA)	0%	0%	3%	3%
SSDI	0%	0%	5%	7%
Unemployment insurance	0%	0%	3%	0%
Retirement income	0%	0%	0%	2%
Worker's compensation	0%	0%	2%	0%
Other	0%	0%	2%	0%
Non-cash assistance				
Food stamps/SNAP	88%	88%	81%	81%
Section 8 or other rental assistance	0%	0%	2%	2%
WIC	0%	0%	3%	5%

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 annually with heads of households and adults age 18 and older.

Resource Assessment data were available at two time points for 38 clients served by SWO programs in fiscal year 2019. Key findings are highlighted below, and additional data tables can be found in the Appendix.

Finances

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

7. Financial assessment

% of clients with a...	Initial assessment (N=38)		Most recent assessment (N=38)	
	N	%	N	%
Debit card	31	82%	22	58%
Checking account	9	24%	12	32%
Savings account	11	29%	8	21%
IDA account	1	3%	0	0%

- According to their most recent assessment, a small proportion of clients improved their financial status by securing a checking account (13%), savings account (5%), or debit card (5%). At the same time, financial status declined or remained the same (in that they did not have an account at either time) for the majority of clients: checking account (68%), savings account (79%), and IDA (95%; Figure 8).
- Of the 22 people who had one of these accounts at their most recent assessment, 18% had the same amount of funds and 5% had more funds than they did 12 months ago. About one-third (32%) of clients had less funds than 12 months ago.

8. Accounts, change from initial to most recent assessment

N=38	Improved	No change (both yes)	No change (both no)	Declined	Missing
Debit card	5%	53%	13%	29%	0%
Checking account	13%	18%	63%	5%	0%
Savings account	5%	16%	66%	13%	0%
IDA account	0%	0%	92%	3%	5%

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

- In a series of questions about finances, 32% 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).
- A small proportion of clients had checked their credit report (16%) or worked to repair their credit (16%) in the past year; however, the majority had not done these activities at either time point (Figure 9).

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

In the past 12 months, have you... N=38	Improved	No change (both yes)	No change (both no)	Declined	Missing
Filed your taxes	32%	0%	0%	68%	0%
Checked your credit report or credit score	16%	0%	84%	0%	0%
Worked on repairing your credit	16%	0%	84%	0%	0%

Employment and education

- By their most recent assessment, 13% of clients became employed, 11% remained employed, 68% remained unemployed, and 8% became unemployed.
- In the past 12 months (since their most recent assessment), clients were most likely to have attended GED classes (32%), vocational, technical, or community college (18%); or a job readiness class (18%). A small percentage had attended financial literacy classes or a four-year college (Figure 10).

10. Educational assessment

In the past 12 months, have you attended... N=38	Yes	No	Already completed/ NA	Missing
Vocational/technical/community college	18%	50%	0%	32%
Job readiness class	18%	76%	5%	0%
Financial literacy class	3%	97%	0%	0%
GED classes	32%	37%	8%	24%
A four-year college	5%	45%	0%	50%
High school classes	0%	33%	52%	15%
Other classes (ESL, Community Education, etc.)	0%	67%	0%	33%

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 (5%); a larger proportion showed improvement in having a regular place to get mental health services (11%; 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 (68% said yes at both assessments).

11. Health, change from initial to most recent assessment

N=38	Improved	No change (both yes)	No change (both no)	Declined	Missing/ NA
Regular place to go to the doctor	5%	68%	13%	3%	11%
Regular place to go to get mental health services	11%	37%	24%	8%	8% ^a

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

^a In the question, "Do you have a regular place that you go to get mental health services," 8% of respondents marked "N/A – no mental health issues."

- Half (50%) of 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 42% reported the same number of ER visits at both time points, and 8% had increased their number of visits. The average number of ER visits decreased slightly between clients' initial assessments (3.5 times) and follow-up assessments (2.6 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 16 completed surveys from the programs included in this report (Figure 12). This is at least triple the number of surveys received in the past four fiscal years.

12. Number of completed surveys by program and fiscal year

	FY2014	FY2015	FY2016	FY2017	FY2018	FY2019
Jackson Street Village	5	3	6	1	1	9
Jamestown Homes	0	0	0	0	0	1
Minnesota Place Apartments	0	0	0	0	1	3
St. Alban's Park	0	0	0	1	0	0
St. Philip's Gardens	0	0	0	0	0	2
Western U Plaza	0	0	0	0	0	1
Total completed by fiscal year	5	3	6	2	2	16

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 making a case plan with goals for the future (94%) and transportation (94%).
- **Satisfaction with services:** The majority (75%) of survey participants agreed (“strongly” or “somewhat”) that they were satisfied with the services they had received; 50% said these services helped their family “a lot.” Most survey participants felt strongly that program staff respected their family’s cultural and ethnic background, though fewer felt that program staff worked well with their family.
- **Hopefulness for the future:** The majority of respondents (88%) said that they felt hopeful for the future, and 56% said they were very hopeful. In a series of questions about personal changes over the past year, respondents most often said that they felt a lot better about improving their knowledge of housing-related issues (31%), their ability to handle daily life (31%), and their knowledge about community resources (31%; Figure 13).

13. Life changes after program entry

Since entering your Wilder housing program, how have the following things changed...? N=16	Better		Same	Worse		Missing
	A lot	A little		A little	A lot	
Your knowledge about housing costs, your lease, and your responsibilities as a tenant	31%	25%	25%	13%	0%	6%
Your ability to handle daily life	31%	25%	38%	0%	0%	6%
Your knowledge about where to go in the community for help	31%	25%	25%	6%	6%	6%
Your ability to finish what you start	19%	19%	56%	0%	0%	6%
Your confidence that you can handle stressful situations	13%	13%	56%	13%	0%	6%
Your communication with family members	13%	19%	56%	6%	0%	6%
Your relationship with family members	19%	13%	63%	0%	0%	6%

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

Conclusions

During the reporting period, FSHS served 177 individual clients from 59 family units through its SWO programs; most clients were served by Jackson Street Village.

Approximately 6 in 10 SWO clients were youth age 17 or younger; the majority were women and had diverse racial and ethnic backgrounds. 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 8 households that exited during the reporting period, all had stable housing for at least six months after program entry, and all still had stable housing for more than 12 months after program entry. Monthly income increased for 5 households. Among all households served by an SWO program, the proportion of those with earned income increased between program entry and the most recent assessment (15% to 37%).

According to the Resource Assessment data (N=38), clients made some improvements in areas related to finances: 32% improved in filing taxes (although 68% also declined in this area); 16% began checking their credit report; and 16% began repairing their credit. A small proportion of clients gained checking accounts (13%), savings accounts (5%), or debit cards (5%); although it is important to note that the majority of clients with Resource Assessment data did not have a savings (66%) or checking account (63%) at their initial or follow-up assessment.

Finally, those at SWO programs who took the web survey were very satisfied with the services they received and felt hopeful about their future. An accomplishment for this fiscal year was the increase in surveys received from SWO programs, likely due to the switch from a paper to web-based survey. Wilder will continue to work with program staff on increasing survey participation.

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=26)		Most recent assessment (N=22)	
	N	%	N	%
More funds	2	8%	2	9%
The same amount of funds	13	50%	7	32%
Less funds	5	19%	12	55%
Missing	6	23%	1	5%

Note. 12 people are reported as having “no accounts” at the initial assessment period and 16 people are reported as having “no accounts” at the most recent assessment period.

A2. Employment assessment

% of clients saying “yes”	Initial assessment (N=38)		Most recent assessment (N=38)	
	N	%	N	%
Currently employed ^a	7	18%	9	24%
Employed full time	3	8%	5	13%
Employed part time	4	11%	4	11%
Have more than one job	0	0%	1	3%
Enrolled in supportive work or sheltered workshop program	4	11%	1	3%
Volunteering	4	11%	3	8%
Working and/or volunteering	13	34%	12	32%

^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=33	Improved	No change (both yes)	No change (both no)	Declined	Missing
Currently employed	13%	11%	68%	8%	0%

A4. Housing-related indicators

In the past 12 months, have you... N=38	Yes	No	Not applicable	Missing
Received tenant or other education about how to keep or maintain housing	55%	45%	0%	0%
Received help with expunging an unlawful detainer	3%	89%	8%	0%

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

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

N=38	No or fewer ER visits	Same number of ER visits	More ER visits	Missing
Number of Emergency Room visit in past 12 months	50%	42%	8%	0%

A6. Emergency Room visits in past 12 months

	Initial assessment (N=38)		Most recent assessment (N=38)	
	N	%	N	%
0 times	7	18%	18	47%
1 time	3	8%	4	11%
2 times	6	16%	1	3%
3 times	1	3%	9	24%
4 times	3	8%	3	8%
5 – 9 times	4	11%	1	3%
10 or more times	3	8%	2	5%
Missing	11	29%	0	0%
Average # of visits	3.5		2.6	

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

A7. Children's school

% of clients saying "yes"	Initial assessment (N=16)		Most recent assessment (N=21)	
	N	%	N	%
Have you attended a Parent-Teacher conference in the past year?	15	94%	18	86%
Did your child attend more than one school in the past school year?	6	38%	5	24%
Have your children been absent more than 10 times in the past school year?	6	38%	4	19%

Note. The questions in this table were asked only of those who said they have children in school.

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

N=38	Improved	Decline	Missing/ Not applicable
Child attended more than one school in the past school year	45%	13%	42%
Children absent more than 10 times in past school year	47%	11%	42%
Attended a Parent-Teacher conference	47%	11%	42%

Note. The questions in this table were asked only of those who said they have children in school. Percentages may not total 100% due to rounding.

B. Additional data tables: Web survey of participants

B1. Wilder housing programs

Which Wilder housing program did you participate in? N=16	N	%
Jackson Street Village	9	56%
Minnesota Place Apartments	3	19%
St. Philip's Gardens	2	13%
Jamestown Homes	1	6%
Western U Plaza	1	6%
St. Albans Park	0	0%

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=16	Months
Minimum	1
Maximum	132
Mean	49
Median	26

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=16	Yes	No	No, but didn't need this
Making a case plan with goals for the future	94%	6%	0%
Transportation, like a bus card, gas card, taxi, or other transportation help	94%	6%	0%
Finding a permanent place to live	56%	31%	13%
Getting counseling or support for <u>you</u>	50%	13%	38%
Food for your family, like free groceries, food shelf assistance, or food stamps (SNAP)	44%	38%	19%
Getting counseling or support for <u>your children</u>	38%	25%	38%
Getting medical care or dental care	38%	31%	31%
Helping with your child's school or teachers	31%	44%	25%
Getting on medical insurance or Medical Assistance or Minnesota Care	31%	38%	31%
Help with enrolling or re-enrolling in school	19%	44%	38%
Employment help: resume writing, applications, job interviews	13%	38%	50%
Financial benefits, like MFIP or GA or SSI	13%	50%	38%
Finding child care or getting child care paid for	6%	38%	56%

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= 16	Agree		Disagree		Too early to tell/ Don't know	Missing
	Strongly	Somewhat	Strongly	Somewhat		
Staff respected my family's cultural/ethnic background	75%	13%	0%	6%	0%	6%
Staff treated me with respect.	50%	31%	6%	0%	6%	6%
Overall, I am satisfied with the staff at the program.	44%	31%	13%	6%	0%	6%
My input was considered when making decisions about my family's services.	44%	13%	19%	6%	13%	6%
Staff worked well with my family.	38%	25%	13%	0%	19%	6%
Overall, I am satisfied with the services my family received.	25%	50%	19%	0%	0%	6%
Staff connected me with other community organizations that could help me	25%	31%	6%	13%	19%	6%

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=16	N	%
Yes, a lot	8	50%
Yes, a little	4	25%
No, they have not helped	2	13%
It's too early to tell	1	6%
Missing	1	6%

B6. Life changes after program entry

Since entering your Wilder housing program, how have the following things changed...? N=16	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	31%	25%	25%	13%	0%	6%
Your ability to handle daily life	31%	25%	38%	0%	0%	6%
Your knowledge about where to go in the community for help	31%	25%	25%	6%	6%	6%
Your ability to finish what you start	19%	19%	56%	0%	0%	6%
Your confidence that you can handle stressful situations	13%	13%	56%	13%	0%	6%
Your communication with family members	13%	19%	56%	6%	0%	6%
Your relationship with family members	19%	13%	63%	0%	0%	6%

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=10	Better			Worse	
	A lot	A little	Same	A little	A lot
Your feeling that you have done something to improve your child's life	60%	10%	30%	0%	0%
Your child's behavior at school	30%	20%	40%	10%	0%
Your child's attendance at school	30%	10%	60%	0%	0%

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

B8. Have a written budget

Do you have a written budget? N=16	N	%
Yes	3	19%
No	12	75%
Missing	1	6%

B9. Adhere to a written budget

How often do you stick to your budget? N=3	N
Always	1 person
Most of the time	2 people
Sometimes	0 people
Missing	0 people

B10. Wilder's help in making a written budget

Did Wilder housing staff help you make your budget? N=3	N
Yes	0 people
No	3 people
Don't remember	0 people

B11. Expenses to cover basic needs

In the past 6 months, how often have you been able to cover your food and housing expenses? N=16	N	%
Every month	9	56%
Almost every month	4	25%
Some months	3	19%
Almost never	0	0%
Never	0	0%

B12. Have health insurance

Do you have health insurance? N=16	N	%
Yes	15	94%
No	1	6%

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

B13. Type of health insurance

What kind of health insurance do you have? N=16	N	%
A public insurance program, such as Medical Assistance or Medicaid	14	93%
A prepaid plan purchased on your own or through MNsure	1	7%
Health insurance through your employer, partner, parent, or someone else's employer	0	0%
Indian or Tribal Health Service	0	0%
Other	0	0%

B14. Physical health in the past month

In general, how would you describe your physical health in the past month? N=16	N	%
Excellent	1	6%
Good	7	44%
Fair	7	44%
Poor	1	6%

B15. Mental health in the past month

In general, how would you describe your mental health in the past month? N=16	N	%
Excellent	1	6%
Good	2	13%
Fair	9	56%
Poor	4	25%

B16. Frequency of communication with Wilder staff

How often do you talk to the staff at your program? N=16	N	%
Multiple times per day	0	0%
About once per day	2	13%
A few times per week, but not daily	3	19%
Once per week or less	9	56%
Never	1	6%
Missing	1	6%

B17. Reasons for communicating with Wilder staff

Why do you usually talk to the staff at the program? N=16	N	%
For informal chat	5	31%
To talk about issues with housing unit	3	19%
For formal counseling	2	13%
For help with a specific service other than counseling	2	13%
Other	2	13%
Missing	2	13%

Note. Percentages may not total 100% due to rounding. Other reasons to talk to staff included changes in income and rent, discussing their situation and what was needed at the time.

B18. Trusted staff person at Wilder

Is there a staff person that you trust to talk to if you need help with a problem? N=16	N	%
Yes	10	63%
No	5	31%
Missing	1	6%

B19. Comfort with talking to Wilder staff

How would rate your level of comfort in talking with staff? N=16	N	%
Very comfortable	6	38%
Somewhat comfortable	3	19%
Neutral	4	25%
Somewhat uncomfortable	1	6%
Very uncomfortable	1	6%
Missing	1	6%

B20. Hopefulness for the future

N=16	N	%
Very hopeful	9	56%
Somewhat hopeful	5	31%
Not very hopeful	1	6%
Not at all hopeful	0	0%
Missing	1	6%

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

B21. Race and ethnicity

How would you describe yourself? N=15	N	%
White or Caucasian	6	40%
Black or African American	5	33%
Another race or ethnic group	4	27%
Hispanic or Latino/a	2	13%
Asian and Southeast Asian	1	7%
African Native	0	0%
American Indian	0	0%
Prefer not to answer	0	0%

Note. Percentages do not total 100% because respondents could select more than one description. Another race or ethnic group included Hawaiian (n=3) and Jewish-eastern European (n=1).

B22. Sexual orientation

How do you generally identify your sexual orientation? N=16	N	%
Heterosexual or straight	13	81%
Bisexual	1	6%
Queer	1	6%
Gay or lesbian	0	0%
Missing	1	6%

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

B23. 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=16

A place to stay.

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.

Having a home.

Housing.

Make meals. Sleep in bed.

Consistency has improved making our feeling of crisis mode lessen.

Less anxiety.

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

Every good thing is looking up for me.

We are happier.

I got my youngest son into the Rec Center program.

Being able to speak for myself.

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

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

Note. 2 respondents skipped this question.

B24. Improving Wilder's services

What changes would you make to improve the services you received from Wilder? [verbatim responses]
N=16

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

Permanent person to talk to.

Communication. Be consistent, following through, mindfulness, awareness and show up and speak up-period.

Educate staff on mental health.

Staff education on mental health.

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's things.

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

Maybe more help with household items, transportation, etc.

Honestly there isn't really anything I can say I would change. Over the last 8 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 manager always does his best to work with me and my specific needs based around my mental health. [Case manager] goes above and beyond in my book. I'm very grateful to the staff here. Beyond words.

Everything is good.

I don't know.

Note. 2 respondents skipped this question, and 3 replied "none" or "nothing."

Wilder Research®

Information. Insight. Impact.

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JUNE 2020