

# Supporting Homeless Youth

## *A Summary of Youth Served 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.<sup>1</sup>*

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) site-based permanent supportive housing programs in which Wilder partners with specific developers (together these are referred to as “services with others” programs), and 3) youth housing programs.

The summary below highlights evaluation findings from youth served by **Prior Crossing** and **Lincoln Place** during fiscal year 2019 (July 1, 2018 – June 30, 2019).

---

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

## Youth characteristics

During the reporting period, Family Supportive Housing Services collected data<sup>2</sup> on youth served at Prior Crossing and Lincoln Place – permanent supportive housing sites for homeless youth.

Between July 1, 2018 and June 30, 2019, Wilder’s youth housing programs served **92 individuals** (Prior Crossing: 60, Lincoln Place: 32); 31 youth entered these programs and 30 exited during the reporting year (Figure 1).

### 1. Number served at Prior Crossing and Lincoln Place

	Number of individuals
First day of reporting period (July 1, 2018)	61
New intakes during reporting period	31
Exited program during reporting period	30
Cases open at the end of the year (June 30, 2019)	62
<b>Total served during reporting period</b>	<b>92</b>

The following bullets outline several demographic characteristics for youth at Prior Crossing and Lincoln Place.

- **Age and gender:** Most youth served are between age 18 and 25 (Figure 2). Slightly over half (52%) identify as female, 45% identify as male, 2% (2 people) are transgender, and 1% (1 person) identifies as gender non-conforming.

### 2. Age of youth served

<b>N=92</b>	<b>N</b>	<b>%</b>
13 to 17 years old	4	4%
18 to 21 years old	56	61%
22 to 25 years old	31	34%
26 to 30 years old	1	1%

<sup>2</sup> 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.

- **Race and ethnicity:** The majority of youth at Prior Crossing and Lincoln Place were people of color (72%), with over half of youth identifying as African American or black (52%). In addition, 8% identified as Hispanic.
- **Disability:** Over half (58%) of youth had at least one long-term disability. Of those (N=53), the most common disability reported was mental illness (89%), followed by a developmental disability (25%), a physical disability (21%), substance abuse (alcohol, drugs, or both; 18%), and a chronic health condition (13%). Youth could report more than one disability.
- **Domestic violence:** At program entry, 35% of youth age 18 and older reported being domestic violence survivors. Of those 16 youth, 55% said they experienced this violence more than one year ago.
- **History of homelessness:** Prior to their involvement in a Wilder youth housing program, 49% of youth were living in a friend or family member's apartment or house. The next most common living arrangement was a place not meant for habitation (24%) or an emergency shelter (18%). At program entry, 88% of youth were considered long-term homeless.<sup>3</sup>

## Youth outcomes

Wilder staff also collect and report on youth outcomes through two primary sources: the Homeless Management Information System (HMIS; as footnoted above) and a Resource Assessment (developed by Wilder Research). Any data collected from a participant survey will be reported in future reports.

## HMIS outcomes

Most of the findings reported in this summary come from HMIS. FSHS 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.

---

<sup>3</sup> 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

- Over three-quarters (76%) of youth served during this reporting period had remained at Prior Crossing or Lincoln Place (and therefore stably housed) for at least six months after program entry, and 59% had been in their program for more than one year.
- Of the 30 youth that exited either Prior Crossing or Lincoln Place during the reporting period, most (90%) had been in their program for at least six months, and 63% stayed for more than 12 months after program entry.
- The most common destination after exit was temporary housing with friends or family (Figure 3).

### 3. Destination for youth that exited Prior Crossing

N=30	N	%
<b>Permanent housing</b>		
Rental housing with ongoing subsidy	1	3%
Rental housing with <u>no</u> ongoing subsidy	7	23%
Friends or family, permanently	3	10%
<b>Temporary housing</b>		
Friends or family, temporarily	8	27%
<b>Other</b>		
No exit interview completed	1	3%

## Employment and income

- Of the 30 youth that exited during the reporting period, 63% had a monthly income of \$800 or less when they entered their housing program (Figure 4).
- The proportion of those reporting “no income” was the same at entry and exit (40%; Figure 4).

### 4. Monthly income for youth who exited during the reporting period

N=30	Income at program entry		Income at program exit	
	N	%	N	%
No income	12	40%	12	40%
\$1 – 200	1	3%	1	3%
\$201 – 400	0	0%	1	3%
\$401 – 600	3	10%	4	13%
\$601 – 800	3	10%	1	3%
\$801- 1,000	3	10%	2	7%
\$1,001 – 1,200	4	13%	5	17%
\$1,201 – 1,400	0	0%	1	3%
\$1,401 – 1,600	3	10%	3	10%
\$1,601 or more	1	3%	0	0%

Note. Cases with “no income” reported are excluded from the calculations of average and median income.

- Among all youth served in fiscal year 2019, the proportion with earned income increased slightly between program entry and the most recent assessment (43% to 49%); it decreased slightly for those who exited (50% to 47%; Figure 5).
- The most common type of income assistance among youth was Section 8 or the Supplemental Nutrition Assistance Program (SNAP, or food stamps). A smaller proportion received General Assistance (Figure 5).

## 5. Income sources between program entry and most recent assessment

	Exited youth (N=30)		All youth (N=92)	
	Program entry	Program exit	Program entry	Most recent assessment
<b>Earned income</b>	50%	47%	43%	49%
<b>Cash assistance</b>				
General Assistance	7%	10%	14%	16%
SSI	7%	3%	9%	8%
MFIP (a.k.a. TANF)	0%	0%	0%	0%
SSDI	3%	7%	1%	2%
<b>Non-cash assistance</b>				
Section 8 or other rental assistance	40%	40%	25%	25%
Food stamps/SNAP	40%	43%	43%	45%
Other	3%	3%	2%	2%

## Resource Assessment data

In addition to the data reported above, FSHS program staff also 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 63 youth served at Prior Crossing and Lincoln Place in fiscal year 2019. Key findings are highlighted below, and additional data tables can be found in the Appendix.

### Finances

- The proportion of youth who had a checking account or debit card increased from the initial to most recent assessment; the proportion of those who had a savings account largely remained the same (Figure 6).

## 6. Financial assessment

% of youth with a...	Initial assessment (N=63)		Most recent assessment (N=63)	
	N	%	N	%
Checking account	21	33%	27	43%
Debit card	22	35%	30	48%
Saving account	15	24%	16	25%
IDA account	0	0%	1	2%

- According to their most recent assessment, about 1 in 6 youth improved their financial status by getting a debit card (17%) or by securing a checking account (17%); a smaller proportion had secured a savings account (13%) by their most recent assessment. 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 youth: checking account (56%), savings account (74%), and IDA (86%; Figure 7).
- Of the 37 youth who had one of these accounts at their follow-up assessment, 54% had the more funds than they did 12 months ago; 14% had the same amount of funds and 22% had fewer funds than they did 12 months ago. This information was missing for 11% of youth.

## 7. Accounts, change from initial to most recent assessment

N=51	Improved	No change (both yes)	No change (both no)	Declined	Missing
Debit card	17%	29%	44%	6%	3%
Checking account	17%	25%	48%	8%	2%
Savings account	13%	13%	63%	11%	0%
IDA account	2%	0%	86%	0%	13%

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

- In a series of questions about finances, 35% of youth 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 youth had declined in this area (Figure 8).
- At exit, 33% of those living at Lincoln Place or Prior Crossing said that they had checked their credit report and 13% had taken steps to repair their credit in the past 12 months; these proportions both increased from those reporting these activities at entry (Figure 8).

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

In the past 12 months, have you... N=63	Entry	Exit	Missing
Filed your taxes	19%	35%	2%
Checked your credit report or credit score	21%	33%	2%
Worked on repairing your credit	8%	13%	2%

**Employment and education**

- By their most recent assessment, 13% of youth at Prior Crossing and Lincoln Place became employed, 35% remained employed, 41% remained unemployed, and 11% became unemployed.
- In the past 12 months (since their most recent assessment), youth were most likely to have attended high school (27%) or a job readiness or financial literacy class (16%; Figure 9).
- Of the 17 youth who had attended high school in the past 12 months, most were currently attending (89%); 24% (4 of the 17 youth) were not currently attending and 1 youth had completed high school within the past 12 months.

**9. Educational assessment**

In the past 12 months, have you attended... N=63	Yes	No	Already attended/ NA	Missing
High school classes	27%	27%	59%	14%
Job readiness class	16%	81%	3%	0%
Financial literacy class	16%	84%	0%	0%
A four-year college	3%	83%	0%	14%
Vocational/technical/community college	5%	79%	0%	16%
GED classes	11%	73%	0%	16%
Other classes (ESL, Community Education, etc.)	6%	79%	0%	14%

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



## Health

- At their most recent assessment, 13% of youth had found a regular place to go to the doctor (that is not the emergency room) and 3% had found a place to get regular mental health services. Six in 10 youth had a regular doctor at both their initial and most recent assessments (Figure 10).

### 10. Health, change from initial to most recent assessment

<b>N=63</b>	<b>Improved</b>	<b>No change (both yes)</b>	<b>No change (both no)</b>	<b>Declined</b>	<b>Missing/ NA</b>
Regular place to go to the doctor	13%	59%	19%	5%	5%
Regular place to go to get mental health services	3%	33%	18%	5%	41% <sup>a</sup>

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

<sup>a</sup> 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 (43%) youth showed improvement in reduced emergency room (ER) visits, meaning that, by their most recent assessment, youth had either no visits or fewer visits than at their initial assessment. More than half (54%) reported the same number of ER visits at both time points, and 3% had increased their number of visits.

## 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 the 2018 All Programs report there were a total of 23 completed surveys, whereas 67 program participants completed a survey in 2019.

In looking specifically at youth programs, 22 youth (14 from Lincoln Place and 8 from Prior Crossing) completed a survey in fiscal year 2019. Key findings are highlighted 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 (86%) and food assistance (82%; Figure 11).

### 11. Services received from Wilder staff

Did Wilder housing staff help you with any of the following? N=22	Yes	No	No, but didn't need this	Missing
Making a case plan with goals for the future	86%	5%	9%	0%
Food for your family, like free groceries, food shelf assistance, or food stamps (SNAP)	82%	14%	5%	0%
Transportation, like a bus card, gas card, taxi, or other transportation help	73%	18%	9%	0%
Employment help: resume writing, applications, job interviews	68%	23%	9%	0%
Getting counseling or support for you	41%	23%	36%	0%
Financial benefits, like MFIP or GA or SSI	36%	36%	27%	0%
Finding a permanent place to live	32%	32%	36%	0%
Getting on medical insurance or Medical Assistance or Minnesota Care	23%	27%	50%	0%
Getting medical care or dental care	23%	27%	46%	5%
Help enrolling or re-enrolling in school	5%	32%	64%	0%

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

- **Satisfaction with services:** Nearly three-quarters (73%) of youth agreed that they were satisfied with the services they had received, and the same proportion said these services helped their family “a lot.”
- **Hopefulness for the future:** Most (73%) respondents said that they felt hopeful for the future, and 32% said they were very hopeful.
- **Life changes:** In a series of questions about personal changes over the past year, respondents most often said that they felt a lot better about their ability to handle daily life (55%) and their knowledge of housing-related issues (46%; Figure 12). A new set of questions also asks youth to assess how well they are doing at job-related skills since joining a Wilder program. The highest proportion of survey participants said they are good at dressing professionally for work (64%), while the most challenging area appeared to be managing a personal budget – 18% they were good at managing a personal budget and 23% said they were not good at that task (Figure 13).

## 12. Services received from Wilder staff

Since entering your Wilder housing program, how have the following things changed...? N=22	Better			Worse		Missing
	A lot	A little	Same	A little	A lot	
Your ability to handle daily life	55%	9%	23%	0%	0%	14%
Your knowledge about housing costs, your lease, and your responsibilities as a tenant	46%	18%	18%	5%	0%	14%
Your ability to finish what you start	32%	27%	23%	0%	0%	18%
Your knowledge about where to go in the community if you need help	23%	46%	14%	0%	0%	18%
Your confidence that you can handle stressful situations	18%	36%	27%	0%	0%	18%
Your communication with family members	9%	18%	59%	0%	0%	14%
Your relationship with family members	9%	18%	55%	0%	0%	18%

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

## 13. Soft skills after program entry

Since entering your Wilder housing program, how would you rate yourself on the following skills ...? N=22	I am good at this	I do an OK job at this	I am not good at this	Don't know	Missing
Dressing professionally for work	64%	14%	0%	5%	18%
Having patience with other people	46%	27%	5%	5%	18%
Communicating with co-workers	41%	32%	5%	5%	18%
Taking on leadership roles	41%	23%	14%	5%	18%
Solving difficult problems	41%	36%	0%	5%	18%
Finding and using public transportation to where I need to go	41%	23%	9%	9%	18%
Communicating with my boss	36%	36%	0%	9%	18%
Being flexible in my schedule	36%	32%	5%	9%	18%
Finding and getting help from other organizations in the community	32%	36%	9%	5%	18%
Managing a personal budget	18%	41%	23%	0%	18%

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

## Conclusions

During the reporting period, Prior Crossing and Lincoln Place served 92 single youth, the majority (95%) were between age 18 and 25 and were people of color (72%), with 52% identifying as African American or black.

At program entry, 49% of youth were living in a friend or family member's apartment or house. The next most common living arrangement was a place not meant for habitation (24%). It is notable that these proportions are quite different for the overall population of those served by FSHS (largely families); among all clients, the most common living situation at program entry was rental housing, with (16%) or without subsidy (28%), followed by living with friends or family members either temporarily (15%) or permanently (13%). In addition, 88% of youth were considered long-term homeless at program entry, compared to 70% of heads of households across all FSHS programs.

While youth may come to Lincoln Place and Prior Crossing having faced significant barriers, such as poverty, homelessness, or domestic violence, they improved outcomes in several key areas. The majority (76%) of youth served during this reporting period had stable housing for at least six months after program entry. Of the 30 youth that exited Prior Crossing during the reporting period, all had stable housing for at least six months after program entry, and most youth with known data exited into permanent housing situations.

With regard to finances, the proportion of all youth with earned income increased slightly between program entry and the most recent assessment (43% to 59%); however, it decreased slightly for those who exited (50% to 47%). In addition, the median monthly income decreased among those who had exited Prior Crossing and Lincoln Place (\$786 at entry to \$406 at exit). According to the Resource Assessment, of the 37 youth who had either a checking account, savings account, or debit card at their most recent assessment, 54% had more funds than they did 12 months ago. By their most recent assessment, 13% of youth at Prior Crossing and Lincoln Place became employed and 35% had remained employed.

Finally, youth who took the web survey were very satisfied with the services they received and felt hopeful about their future. One notable area for improvement is helping youth create and maintain their personal budgets, as a smaller proportion felt confident about doing that.

# Appendix

## A. Additional data tables: Resource Assessment

### A1. Available funds

In these accounts [checking, debit, IDA, or savings], compared to 12 months ago do you have...	Initial assessment (N=31)		Most recent assessment (N=37)	
	N	%	N	%
More funds	11	35%	20	54%
The same amount of funds	8	26%	5	14%
Less funds	4	13%	8	22%
Missing	8	26%	4	11%

Note. 32 youth are reported as having “no accounts” at the initial assessment period and 26 youth are reported as having “no accounts” at the most recent assessment period. The numbers reported in this table are taken out of the total number of people *with* accounts.

### A2. Employment assessment

% of clients saying “yes”	Initial assessment (N=63)		Most recent assessment (N=63)	
	N	%	N	%
Currently employed	29	46%	30	48%
Employed full time	7	11%	9	14%
Employed part time	18	29%	21	33%
Have more than one job	1	2%	0	0%
Enrolled in supportive work or sheltered workshop program	3	5%	3	5%
Volunteering	2	3%	3	5%
Working and/or volunteering	32	51%	34	54%

### A3. Employment, change from initial to most recent assessment

N=63	Improved	No change (both yes)	No change (both no)	Declined	Missing
Currently employed	13%	35%	41%	7%	0%

#### A4. Housing-related indicators

In the past 12 months, have you... N=63	Yes	No	Not applicable	Missing
Received tenant or other education about how to keep or maintain housing	13%	84%	0%	3%
Received help with expunging an unlawful detainer	2%	33%	65%	0%

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

N=63	No or fewer ER visits	Same number of ER visits	More ER visits
Number of Emergency Room visits in past 12 months	43%	54%	3%

#### A6. Emergency Room visits in past 12 months

	Initial assessment (N=63)		Most recent assessment (N=63)	
	N	%	N	%
0 times	13	21%	32	51%
1 time	10	16%	9	14%
2 times	8	13%	5	8%
3 times	6	10%	1	2%
4 times	4	6%	1	2%
5-9 times	4	6%	6	10%
10 or more times	2	3%	2	3%
Missing	16	25%	7	11%
Average # of visits	2.2		1.5	

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

## B. Additional data tables: Web survey of participants

### B1. Wilder housing programs

<b>Which Wilder housing program did you participate in? N=22</b>	<b>N</b>	<b>%</b>
Lincoln Place	14	64%
Prior Crossing	8	36%

### B2. Length of time in current housing

<b>How long have you lived at your current housing? N=22</b>	<b>Months</b>
Minimum	1
Maximum	134
Mean	53
Median	37

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

### B3. Services received from Wilder staff

<b>Did Wilder housing staff help you with any of the following? N=22</b>	<b>Yes</b>	<b>No</b>	<b>No, but didn't need this</b>	<b>Missing</b>
Making a case plan with goals for the future	86%	5%	9%	0%
Food for your family, like free groceries, food shelf assistance, or food stamps (SNAP)	82%	14%	5%	0%
Transportation, like a bus card, gas card, taxi, or other transportation help	73%	18%	9%	0%
Employment help: resume writing, applications, job interviews	68%	23%	9%	0%
Getting counseling or support for you	41%	23%	36%	0%
Financial benefits, like MFIP or GA or SSI	36%	36%	27%	0%
Finding a permanent place to live	32%	32%	36%	0%
Getting on medical insurance or Medical Assistance or Minnesota Care	23%	27%	50%	0%
Getting medical care or dental care	23%	27%	46%	5%
Help enrolling or re-enrolling in school	5%	32%	64%	0%

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

#### B4. Satisfaction with services

N= 22	Agree		Disagree		Too early to tell/ Don't know	Missing
	Strongly	Somewhat	Strongly	Somewhat		
Staff treated me with respect.	68%	14%	0%	9%	5%	5%
Overall, I am satisfied with the staff at my program.	64%	9%	5%	9%	9%	5%
Staff respected my family's cultural/ethnic background.	64%	5%	9%	5%	14%	5%
Staff worked well with my family.	59%	5%	5%	5%	23%	5%
Staff connected me with other community organizations that could help me.	55%	23%	5%	5%	10%	5%
Overall, I am satisfied with the services my family received.	55%	18%	5%	9%	10%	5%
My input was considered when making decisions about my family's services.	55%	14%	9%	0%	18%	5%

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

#### B5. Helpfulness of services

Overall, do you believe the services your family received from Wilder have helped you? N=22	N	%
Yes, a lot	16	73%
Yes, a little	2	9%
No, they have not helped	1	5%
It's too early to tell	2	9%
Missing	1	5%

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



## B6. Life changes after program entry

Since entering your Wilder housing program, how have the following things changed...? N=22	Better			Worse		Missing
	A lot	A little	Same	A little	A lot	
Your ability to handle daily life	55%	9%	23%	0%	0%	14%
Your knowledge about housing costs, your lease, and your responsibilities as a tenant	46%	18%	18%	5%	0%	14%
Your ability to finish what you start	32%	27%	23%	0%	0%	18%
Your knowledge about where to go in the community if you need help	23%	46%	14%	0%	0%	18%
Your confidence that you can handle stressful situations	18%	36%	27%	0%	0%	18%
Your communication with family members	9%	18%	59%	0%	0%	14%
Your relationship with family members	9%	18%	55%	0%	0%	18%

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

## B7. Soft skills after program entry

Since entering your Wilder housing program, how would you rate yourself on the following skills ...? N=22	I am good at this	I do an OK job at this	I am not good at this	Don't know	Missing
Dressing professionally for work	64%	14%	0%	5%	18%
Having patience with other people	46%	27%	5%	5%	18%
Communicating with co-workers	41%	32%	5%	5%	18%
Taking on leadership roles	41%	23%	14%	5%	18%
Solving difficult problems	41%	36%	0%	5%	18%
Finding and using public transportation to where I need to go	41%	23%	9%	9%	18%
Communicating with my boss	36%	36%	0%	9%	18%
Being flexible in my schedule	36%	32%	5%	9%	18%
Finding and getting help from other organizations in the community	32%	36%	9%	5%	18%
Managing a personal budget	18%	41%	23%	0%	18%

### B8. Have a written budget

<b>Do you have a written budget? N=22</b>	<b>N</b>	<b>%</b>
Yes	11	50%
No	11	50%

### B9. Adhere to a written budget

<b>How often do you stick to your budget? N=11</b>	<b>N</b>	<b>%</b>
Always	5	46%
Most of the time	4	36%
Sometimes	2	18%

### B10. Wilder's help in making a written budget

<b>Did Wilder housing staff help you make your budget? N=11</b>	<b>N</b>	<b>%</b>
Yes	3	27%
No	6	55%
Don't remember	2	18%

### B11. Expenses to cover basic needs

<b>In the past 6 months, how often have you been able to cover your food and housing expenses? N=22</b>	<b>N</b>	<b>%</b>
Every month	8	36%
Almost every month	8	36%
Some months	4	18%
Almost never	1	5%
Never	1	5%

### B12. Have health insurance

<b>Do you have health insurance? N=22</b>	<b>N</b>	<b>%</b>
Yes	18	82%
No	4	18%

### B13. Type of health insurance

<b>What kind of health insurance do you have? N=18</b>	<b>N</b>	<b>%</b>
Prepaid plan purchased on your own or through MNsure	3	17%
Public insurance: Medical Assistance or Medicaid	8	44%
Health insurance through your employer, partner, or someone else's employer	7	39%

### B14. Physical health in the past month

<b>In general, how would you describe your physical health in the past month? N=22</b>	<b>N</b>	<b>%</b>
Excellent	3	14%
Good	8	36%
Fair	9	41%
Poor	2	9%

### B15. Mental health in the past month

<b>In general, how would you describe your mental health in the past month? N=22</b>	<b>N</b>	<b>%</b>
Excellent	2	9%
Good	3	14%
Fair	12	55%
Poor	5	23%

### B16. Frequency of communication with Wilder staff

<b>How often do you talk to the staff? N=22</b>	<b>N</b>	<b>%</b>
Multiple times per day	3	14%
About once per day	6	27%
A few times per week, but not daily	8	36%
Once per week or less	4	18%
Missing	1	5%

### B17. Reasons for communicating with Wilder staff

<b>Why do you usually talk to the staff at the program? N=22</b>	<b>N</b>	<b>%</b>
For informal chat	7	32%
For formal counseling	5	23%
For help with a specific service other than counseling	5	23%
To talk about issues with housing unit	1	5%
Other	3	14%
Missing	1	5%

Note. Percentages may not total 100% due to rounding. Other answers: One person said “all of the above” and one person did not talk to staff.

### B18. Trusted staff person at Wilder

<b>Is there a new staff person that you trust to talk to if you need help with a problem? N=22</b>	<b>N</b>	<b>%</b>
Yes	19	86%
No	2	9%
Missing	1	5%

### B19. Comfort with talking to Wilder staff

<b>How would rate your level of comfort in talking with staff? N=22</b>	<b>N</b>	<b>%</b>
Very comfortable	12	55%
Somewhat comfortable	4	18%
Neutral	3	14%
Somewhat uncomfortable	1	5%
Very uncomfortable	1	5%
Missing	1	5%

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

### B20. Hopefulness for the future

<b>How hopeful are you that things will get better for you and your family? N=22</b>	<b>N</b>	<b>%</b>
Very hopeful	7	32%
Somewhat hopeful	9	41%
Not very hopeful	0	0%
Not at all hopeful	2	9%
Missing	4	18%

## B21. Race and ethnicity

<b>How would you describe yourself? N=22</b>	<b>N</b>	<b>%</b>
Black or African American	8	36%
White or Caucasian	7	32%
African Native	2	9%
American Indian	1	5%
Asian and Southeast Asian	1	5%
Hispanic or Latino/a	1	5%
Another race or ethnic group	1	5%
Missing/Prefer not to answer	7	32%

Note. Percentages may not total 100% because respondents could select more than one description. Another race or ethnic group included Samoan.

## B22. Sexual orientation

<b>How do you generally identify your sexual orientation? N=22</b>	<b>N</b>	<b>%</b>
Straight	13	59%
Bisexual	1	5%
Prefer not to answer	2	9%
Missing	6	27%

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

## **B23. Most important life changes 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=22**

---

Handling stressful situations.

---

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

---

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

---

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

---

My mother and I don't argue as much and learned to keep the clean house.

---

They talk to me now. We are developing a relationship. I always hang out with my sister.

---

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

---

Having a safe home.

---

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

---

I have no social life.

---

Improved organizational skills and positive thinking.

---

More independent.

---

Financial and better transportation.

---

Wilder case managers don't communicate at all with you. They said, "My job here is just to see how you're doing and to support you, not to help you in any resources at all."

---

Note. 8 respondents skipped this question. 1 respondent wrote a response that did not apply to the question.

## B24. Improving Wilder's services

### What changes would you make to improve the services you received from Wilder? [verbatim responses] N=22

---

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, for however long we want, and as many times as we want.

---

On-site (optional) therapists.

---

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

---

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

---

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.

---

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.

---

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

---

I don't know.

---

Note. 9 respondents skipped this question, and 2 replied "none" or "N/A".

## Wilder Research®

Information. Insight. Impact.

451 Lexington Parkway North  
Saint Paul, Minnesota 55104  
651-280-2700  
[www.wilderresearch.org](http://www.wilderresearch.org)

### For more information

For more information about this report, contact  
Sera Kinoglu at Wilder Research, 651-280-2735.

JUNE 2020