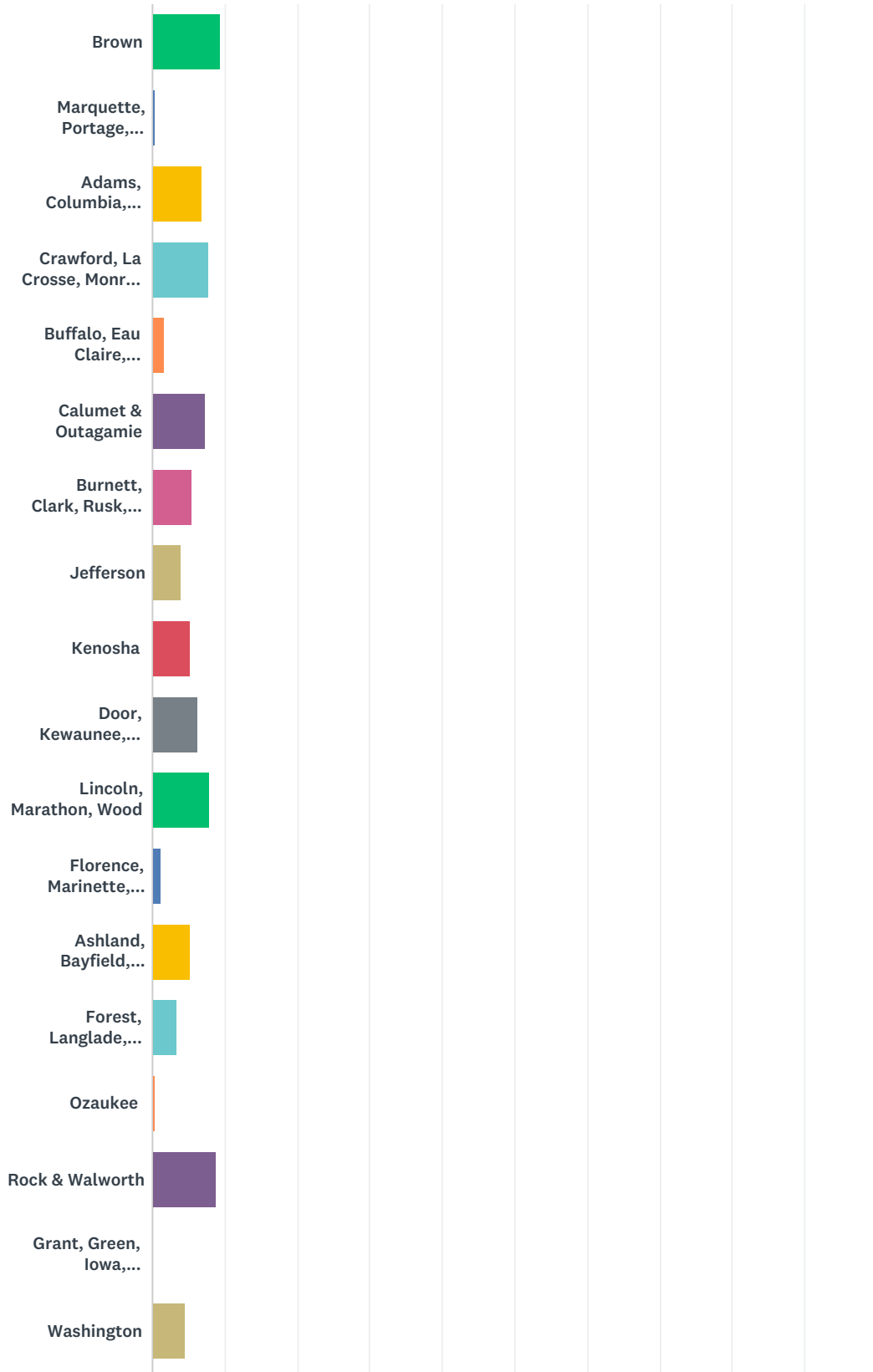
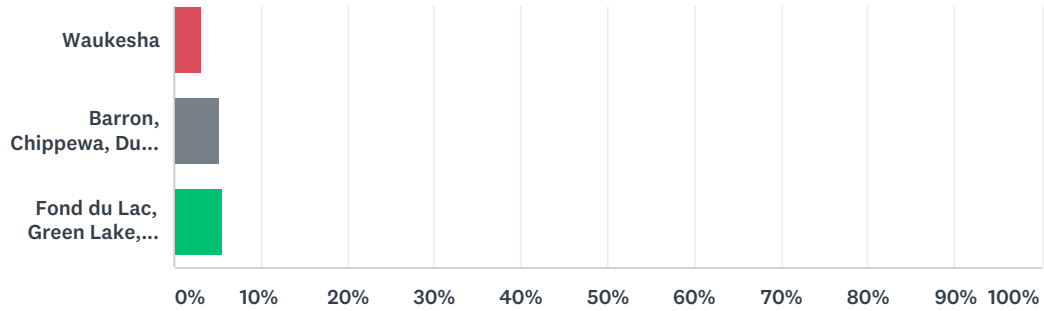


## Q1 Of the areas or counties listed, which best represents where you live or seek services?

Answered: 566 Skipped: 6



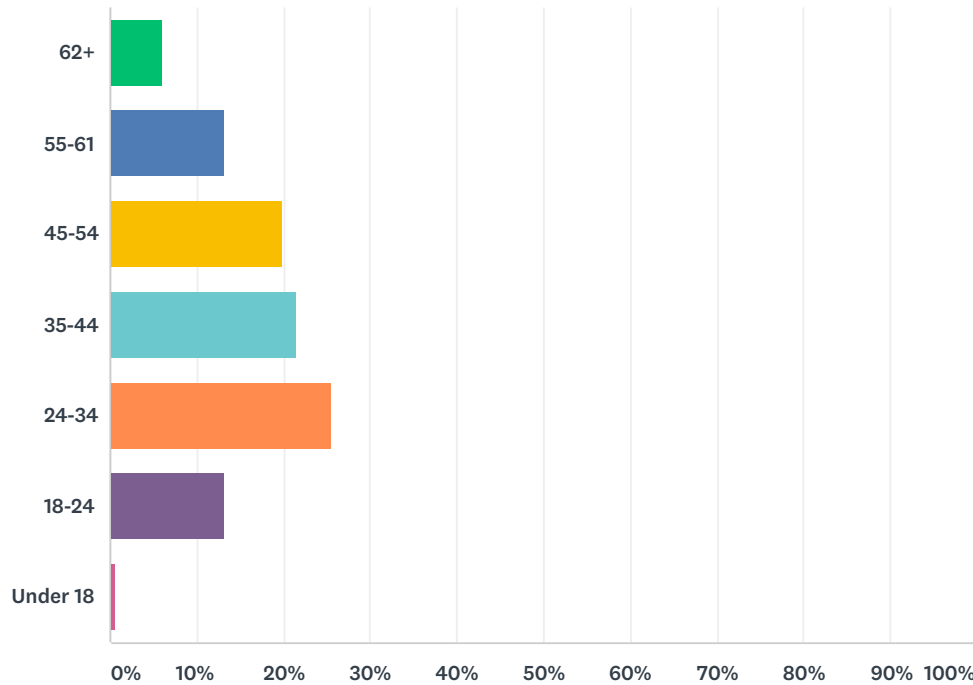
## BOSCOC Client/Customer Survey 2017



ANSWER CHOICES	RESPONSES	
Brown	9.36%	53
Marquette, Portage, Waupaca, & Waushara	0.35%	2
Adams, Columbia, Dodge, Juneau, & Sauk	6.89%	39
Crawford, La Crosse, Monroe, & Vernon	7.77%	44
Buffalo, Eau Claire, Jackson, & Trempealeau	1.59%	9
Calumet & Outagamie	7.42%	42
Burnett, Clark, Rusk, Sawyer, Taylor & Washburn	5.48%	31
Jefferson	3.89%	22
Kenosha	5.30%	30
Door, Kewaunee, Manitowoc, Sheboygan	6.18%	35
Lincoln, Marathon, Wood	7.95%	45
Florence, Marinette, Menominee, Oconto, Shawano	1.24%	7
Ashland, Bayfield, Douglas, Iron, Price	5.30%	30
Forest, Langlade, Oneida, Vilas	3.36%	19
Ozaukee	0.35%	2
Rock & Walworth	8.83%	50
Grant, Green, Iowa, Lafayette, Richland	0.00%	0
Washington	4.59%	26
Waukesha	3.18%	18
Barron, Chippewa, Dunn, Pepin, Pierce, Polk, St. Croix	5.30%	30
Fond du Lac, Green Lake, Winnebago	5.65%	32
<b>TOTAL</b>		<b>566</b>

## Q2 Of the age categories listed, which represents you?

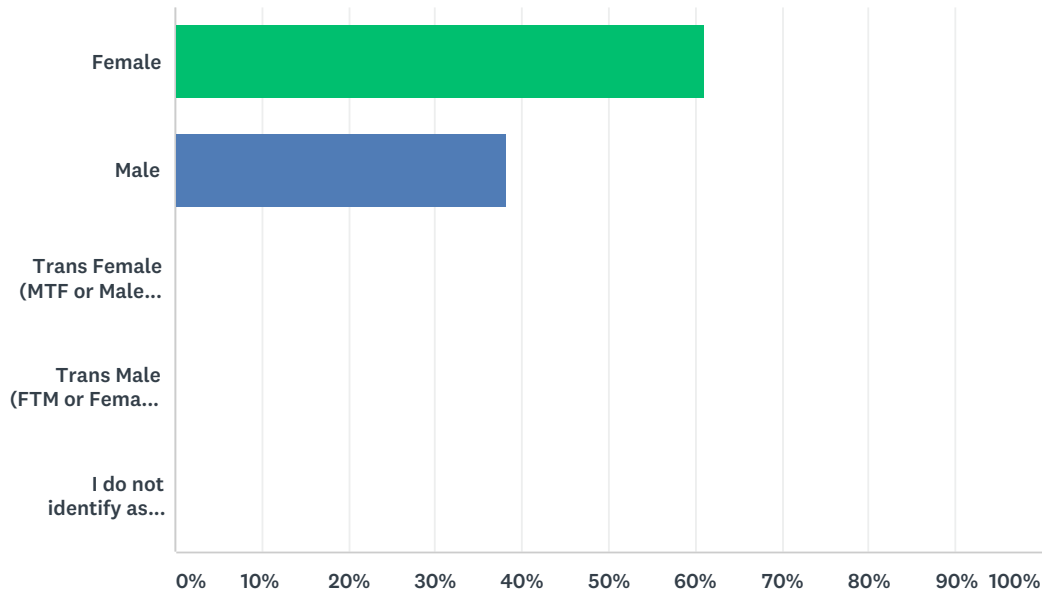
Answered: 571 Skipped: 1



ANSWER CHOICES	RESPONSES	
62+	6.13%	35
55-61	13.13%	75
45-54	19.79%	113
35-44	21.54%	123
24-34	25.57%	146
18-24	13.13%	75
Under 18	0.70%	4
TOTAL		571

### Q3 Which gender do you identify with?

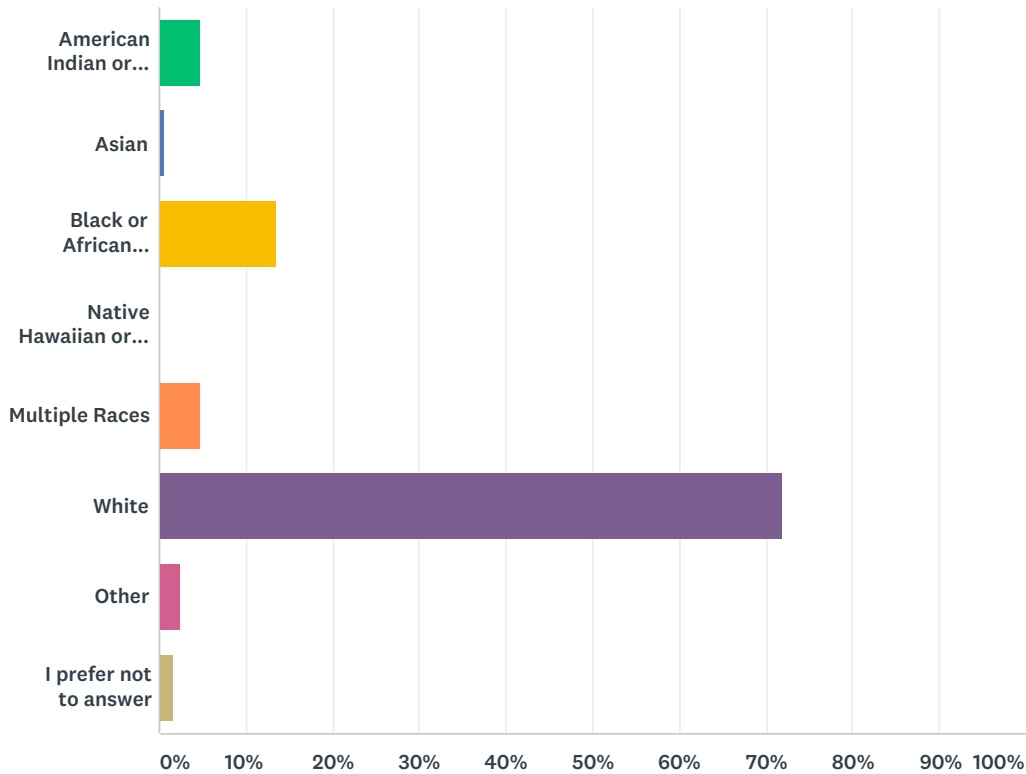
Answered: 571 Skipped: 1



ANSWER CHOICES	RESPONSES	
Female	61.12%	349
Male	38.35%	219
Trans Female (MTF or Male to Female)	0.18%	1
Trans Male (FTM or Female to Male)	0.18%	1
I do not identify as female, male or Transgender	0.18%	1
<b>TOTAL</b>		<b>571</b>

## Q4 What race do you most identify with?

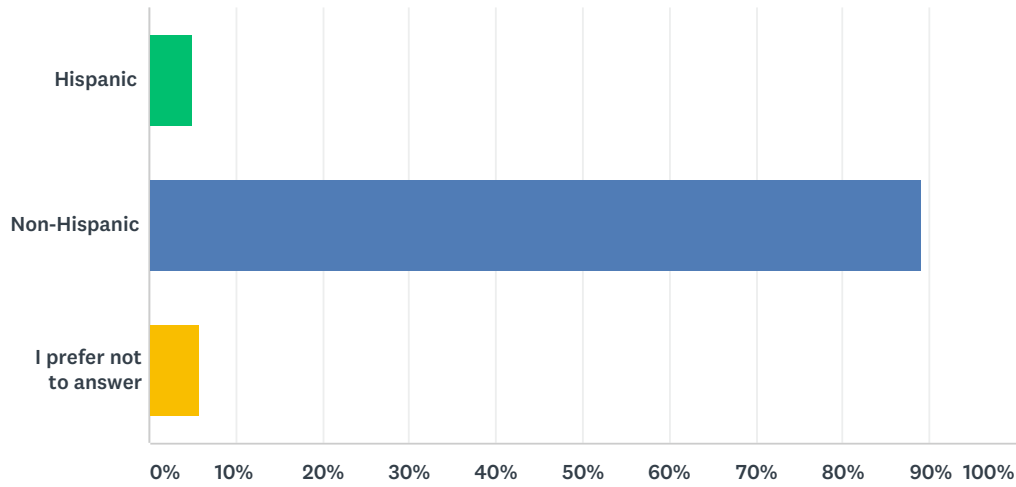
Answered: 570 Skipped: 2



ANSWER CHOICES	RESPONSES	
American Indian or Alaska Native	4.91%	28
Asian	0.53%	3
Black or African American	13.68%	78
Native Hawaiian or Other Pacific Islander	0.18%	1
Multiple Races	4.74%	27
White	71.93%	410
Other	2.46%	14
I prefer not to answer	1.58%	9
<b>TOTAL</b>		<b>570</b>

## Q5 What is your ethnicity?

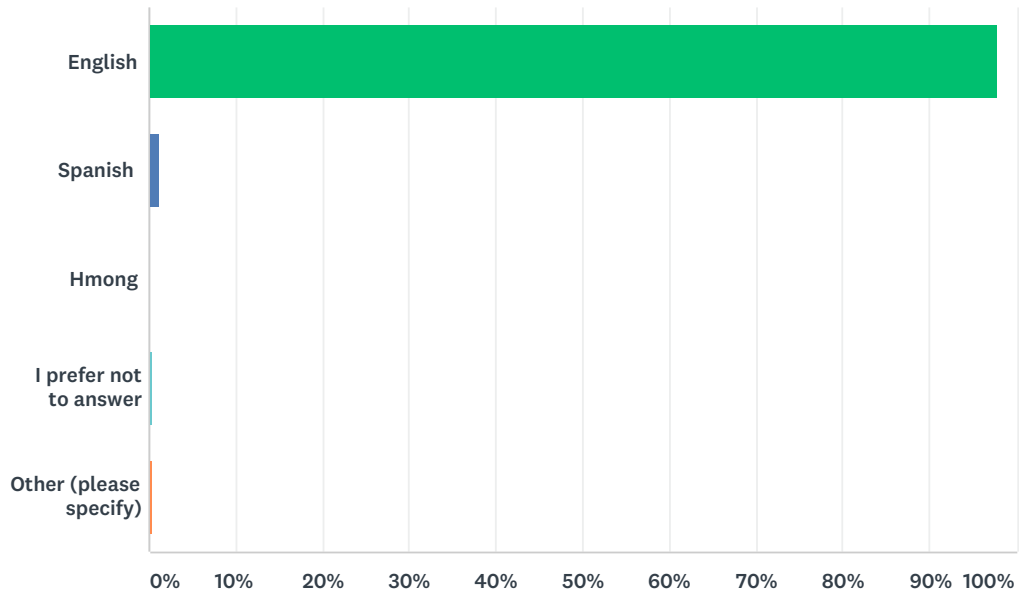
Answered: 568   Skipped: 4



ANSWER CHOICES	RESPONSES	
Hispanic	5.11%	29
Non-Hispanic	89.08%	506
I prefer not to answer	5.81%	33
TOTAL		568

## Q6 What is the primary language spoken in your household?

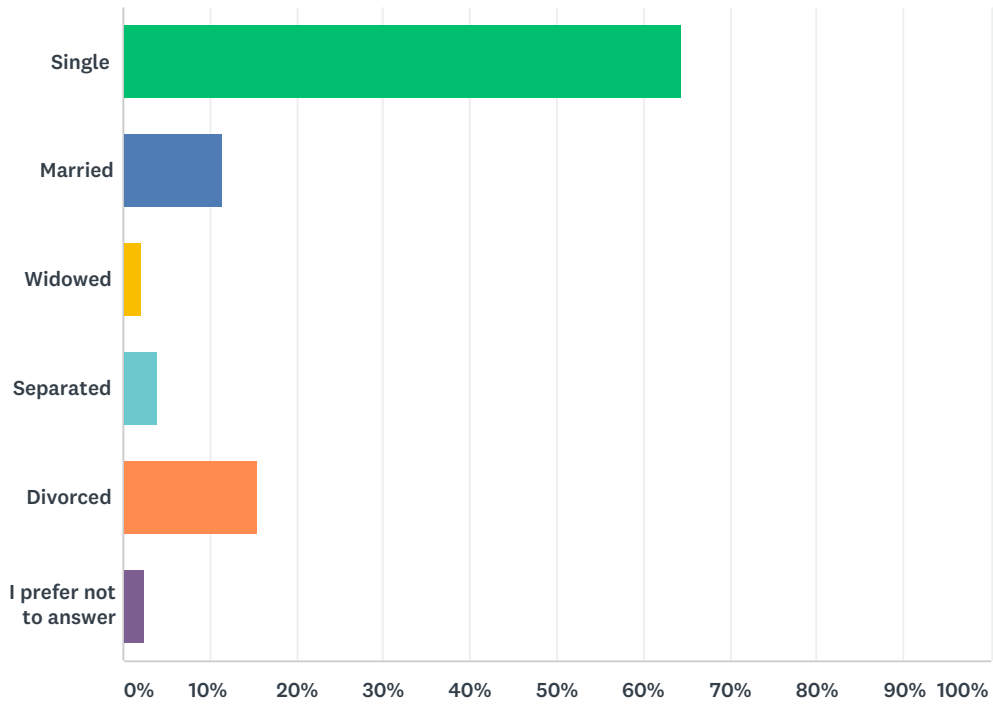
Answered: 571 Skipped: 1



ANSWER CHOICES	RESPONSES	
English	97.90%	559
Spanish	1.23%	7
Hmong	0.18%	1
I prefer not to answer	0.35%	2
Other (please specify)	0.35%	2
TOTAL		571

## Q7 What is your current relationship status?

Answered: 571 Skipped: 1

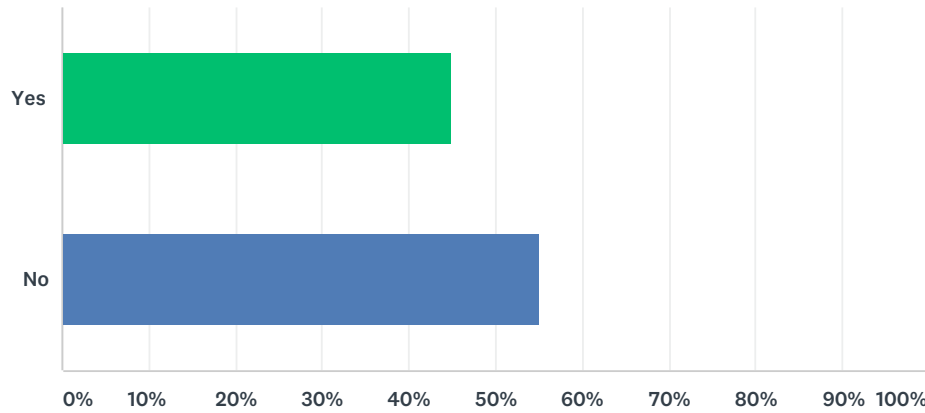


ANSWER CHOICES	RESPONSES	
Single	64.45%	368
Married	11.56%	66
Widowed	2.10%	12
Separated	4.03%	23
Divorced	15.41%	88
I prefer not to answer	2.45%	14
<b>TOTAL</b>		<b>571</b>



## Q8 Does your household have children under the age of 18?

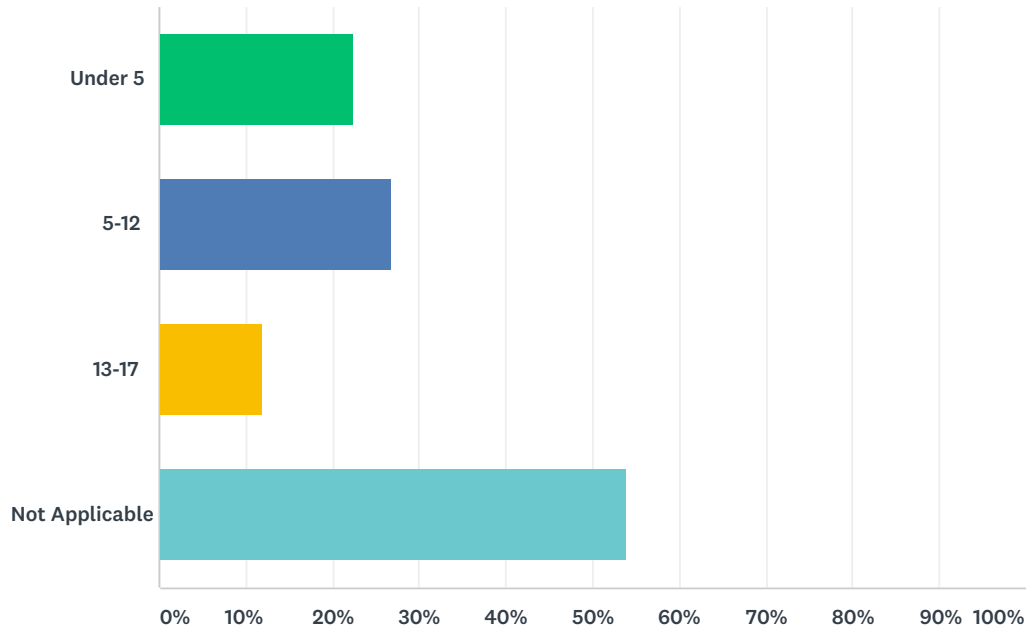
Answered: 568 Skipped: 4



ANSWER CHOICES	RESPONSES	
Yes	44.89%	255
No	55.11%	313
TOTAL		568

## Q9 If yes, what are the age ranges of the children in your household? (Please check all that apply)

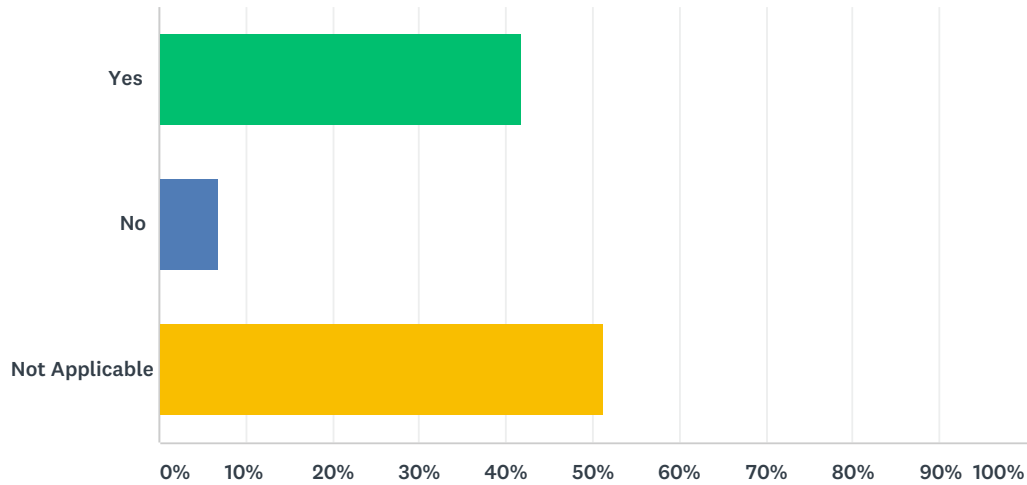
Answered: 552 Skipped: 20



ANSWER CHOICES	RESPONSES	
Under 5	22.28%	123
5-12	26.81%	148
13-17	11.96%	66
Not Applicable	53.99%	298
Total Respondents: 552		

## Q10 If there are children in your household, do the children live in your household 50% or more of the time?

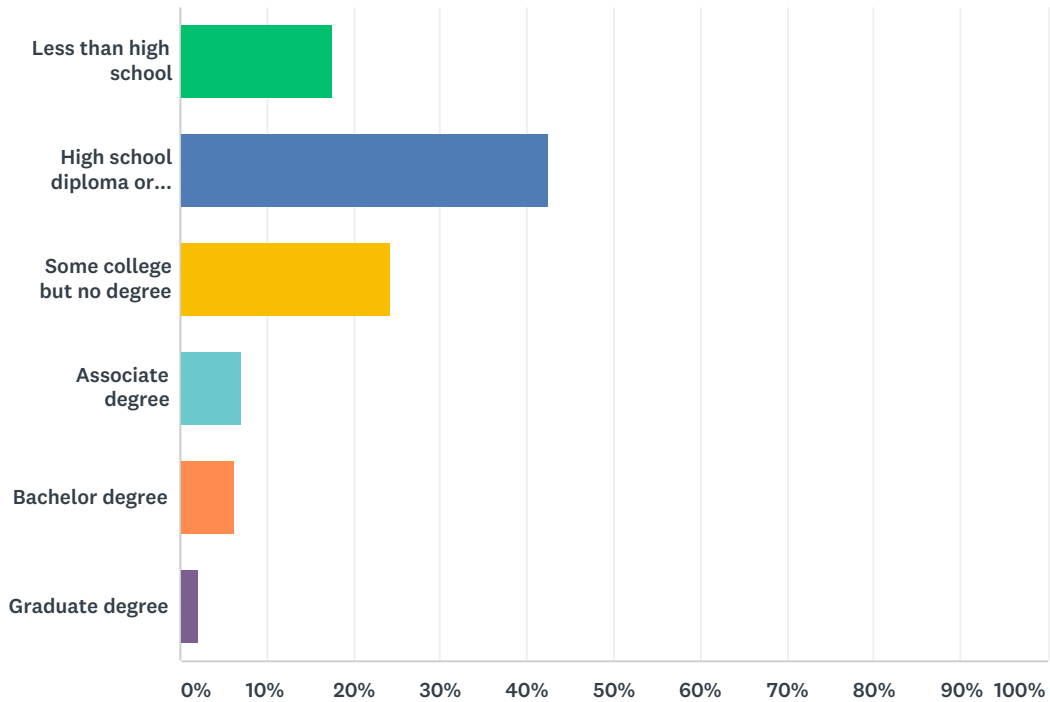
Answered: 555 Skipped: 17



ANSWER CHOICES	RESPONSES	
Yes	41.80%	232
No	6.85%	38
Not Applicable	51.35%	285
TOTAL		555

## Q11 What is the highest level of education you have completed?

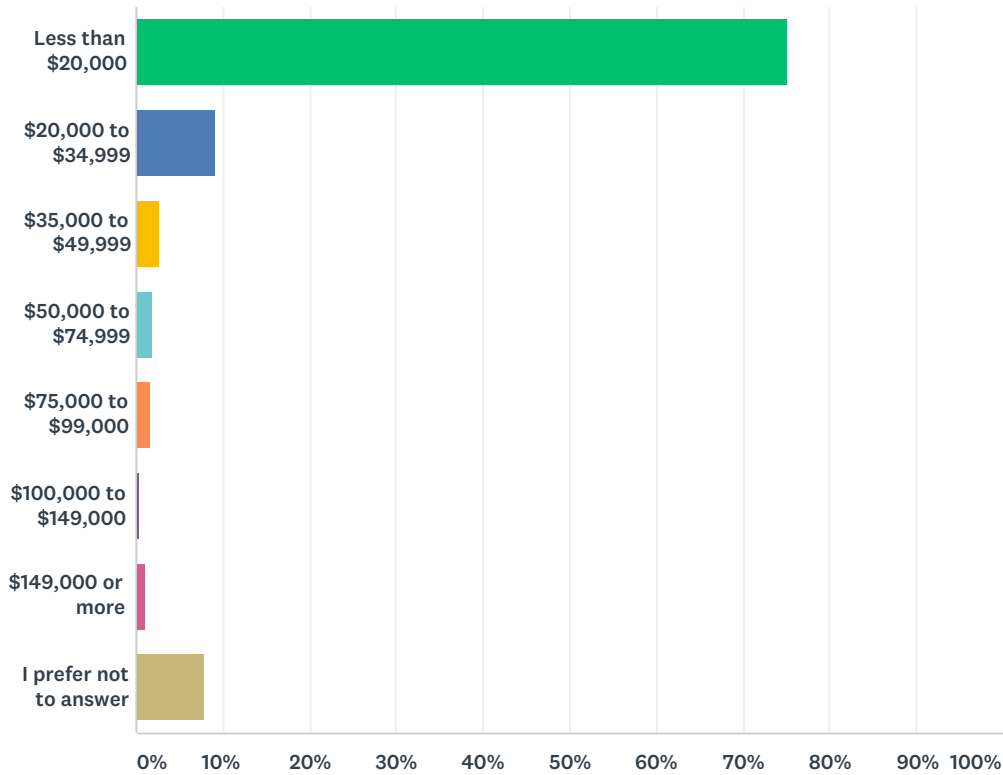
Answered: 569   Skipped: 3



ANSWER CHOICES	RESPONSES	
Less than high school	17.57%	100
High school diploma or equivalent	42.53%	242
Some college but no degree	24.25%	138
Associate degree	7.21%	41
Bachelor degree	6.33%	36
Graduate degree	2.11%	12
TOTAL		569

## Q12 What is your annual household income (total income for all adults living in the household)?

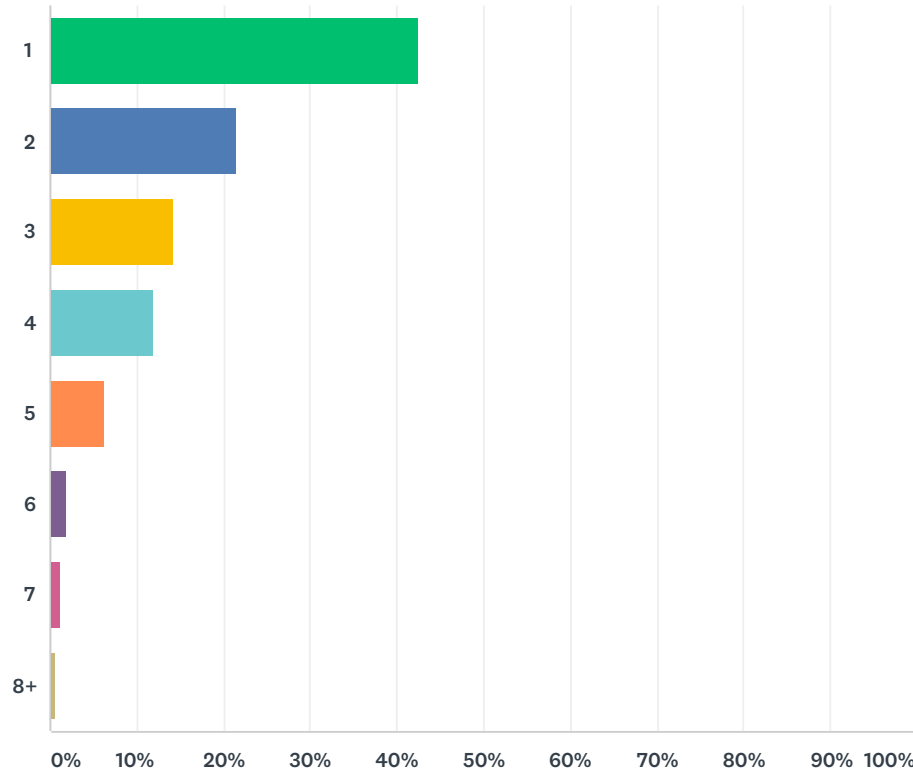
Answered: 571 Skipped: 1



ANSWER CHOICES	RESPONSES	
Less than \$20,000	75.13%	429
\$20,000 to \$34,999	9.28%	53
\$35,000 to \$49,999	2.80%	16
\$50,000 to \$74,999	1.93%	11
\$75,000 to \$99,000	1.58%	9
\$100,000 to \$149,000	0.35%	2
\$149,000 or more	1.05%	6
I prefer not to answer	7.88%	45
<b>TOTAL</b>		<b>571</b>

## Q13 How many people are in your household?

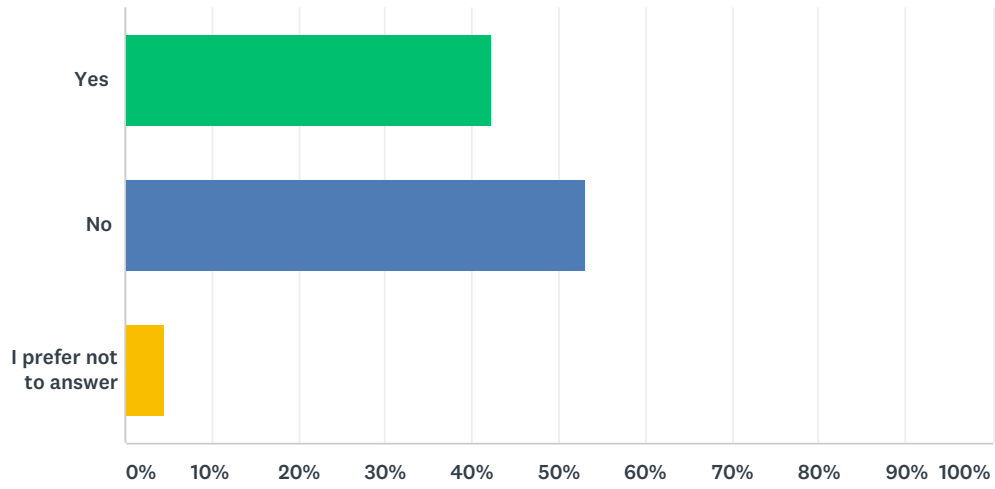
Answered: 566 Skipped: 6



ANSWER CHOICES	RESPONSES	
1	42.40%	240
2	21.55%	122
3	14.13%	80
4	11.84%	67
5	6.36%	36
6	1.94%	11
7	1.24%	7
8+	0.53%	3
TOTAL		566

## Q14 Do you have a disability?

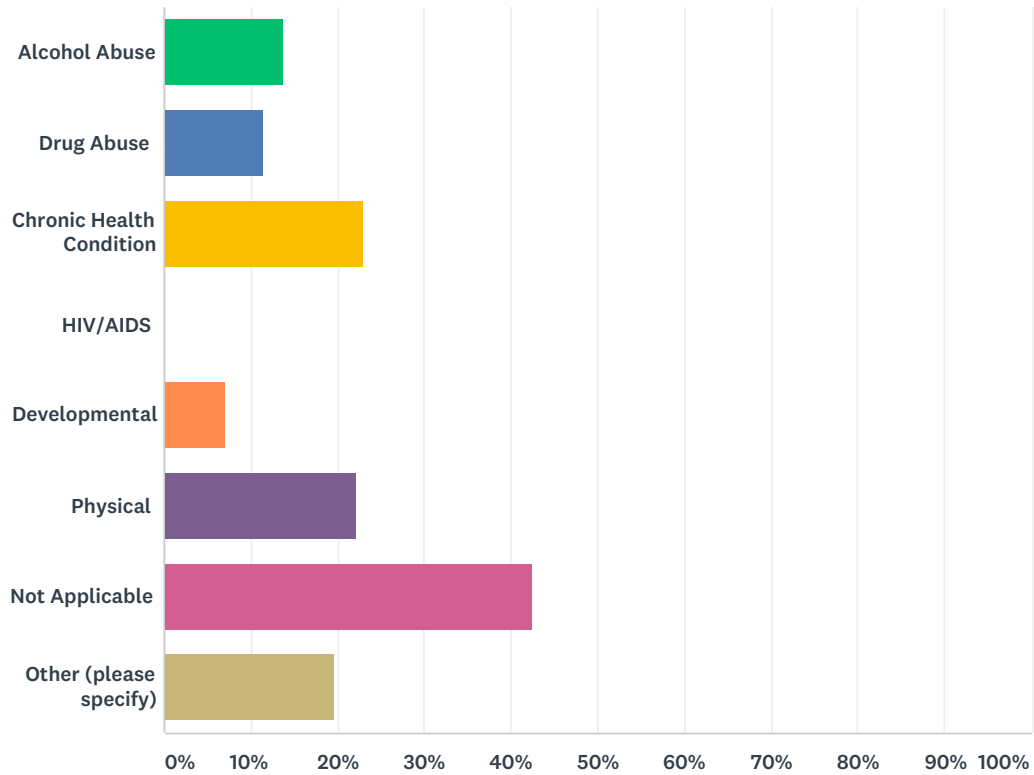
Answered: 569 Skipped: 3



ANSWER CHOICES	RESPONSES	
Yes	42.36%	241
No	53.08%	302
I prefer not to answer	4.57%	26
TOTAL		569

## Q15 If yes, please specify by selecting one more more of the options below.

Answered: 462 Skipped: 110

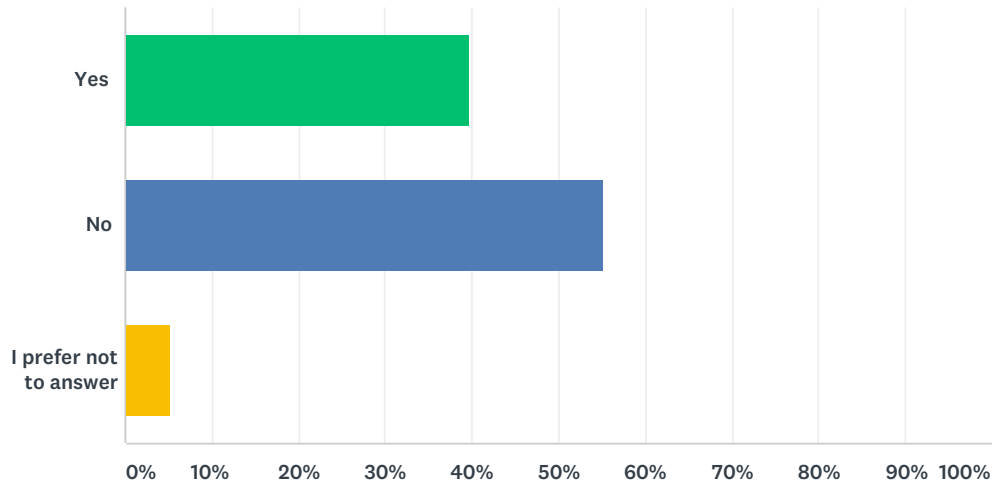


ANSWER CHOICES	RESPONSES	
Alcohol Abuse	13.85%	64
Drug Abuse	11.47%	53
Chronic Health Condition	22.94%	106
HIV/AIDS	0.00%	0
Developmental	7.14%	33
Physical	22.08%	102
Not Applicable	42.42%	196
Other (please specify)	19.70%	91
Total Respondents: 462		



## Q16 Are you a survivor of domestic violence or sexual assault?

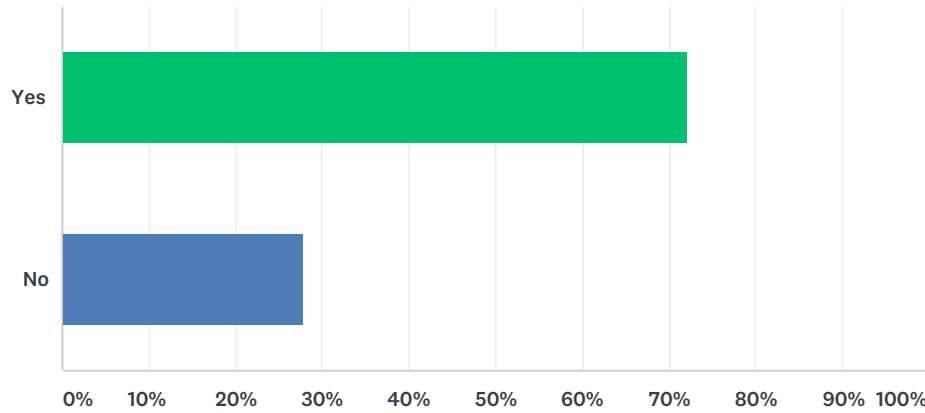
Answered: 565 Skipped: 7



ANSWER CHOICES	RESPONSES	
Yes	39.65%	224
No	55.22%	312
I prefer not to answer	5.13%	29
TOTAL		565

## Q17 In the past 12 months, have you been either homeless or at risk of becoming homeless?

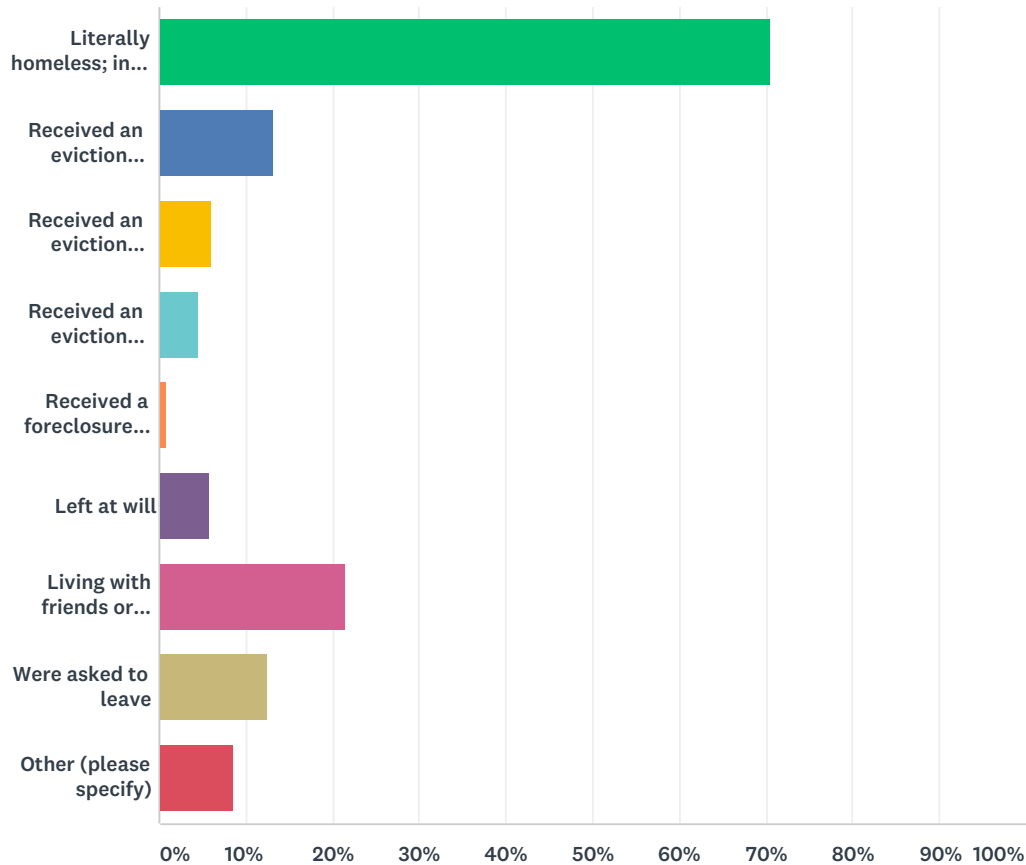
Answered: 565 Skipped: 7



ANSWER CHOICES	RESPONSES	
Yes	72.21%	408
No	27.79%	157
TOTAL		565

## Q18 If yes, please specify by selecting one more more of the options below.

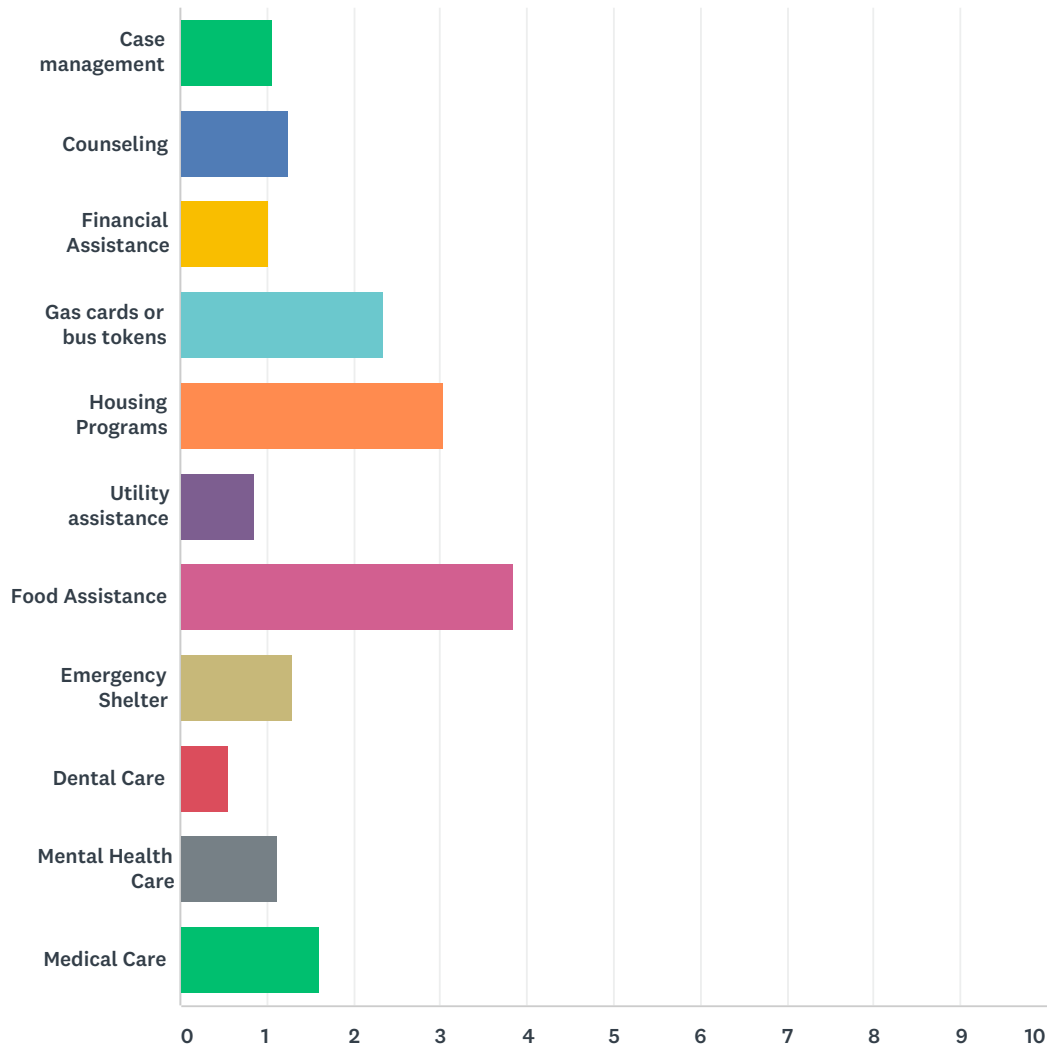
Answered: 440 Skipped: 132



ANSWER CHOICES	RESPONSES	
Literally homeless; in a shelter, living on the street, are staying in a motel paid for by a service agency.	70.45%	310
Received an eviction notice: Past due rent or fees	13.18%	58
Received an eviction notice: Dispute with tenants or landlord	6.14%	27
Received an eviction notice: Violation of lease agreement	4.55%	20
Received a foreclosure notice	0.91%	4
Left at will	5.91%	26
Living with friends or family	21.59%	95
Were asked to leave	12.50%	55
Other (please specify)	8.64%	38
Total Respondents: 440		

**Q19 In the past 12 months, how many times have you applied for any of the following services? (Enter number next to the corresponding category).**

Answered: 480 Skipped: 92



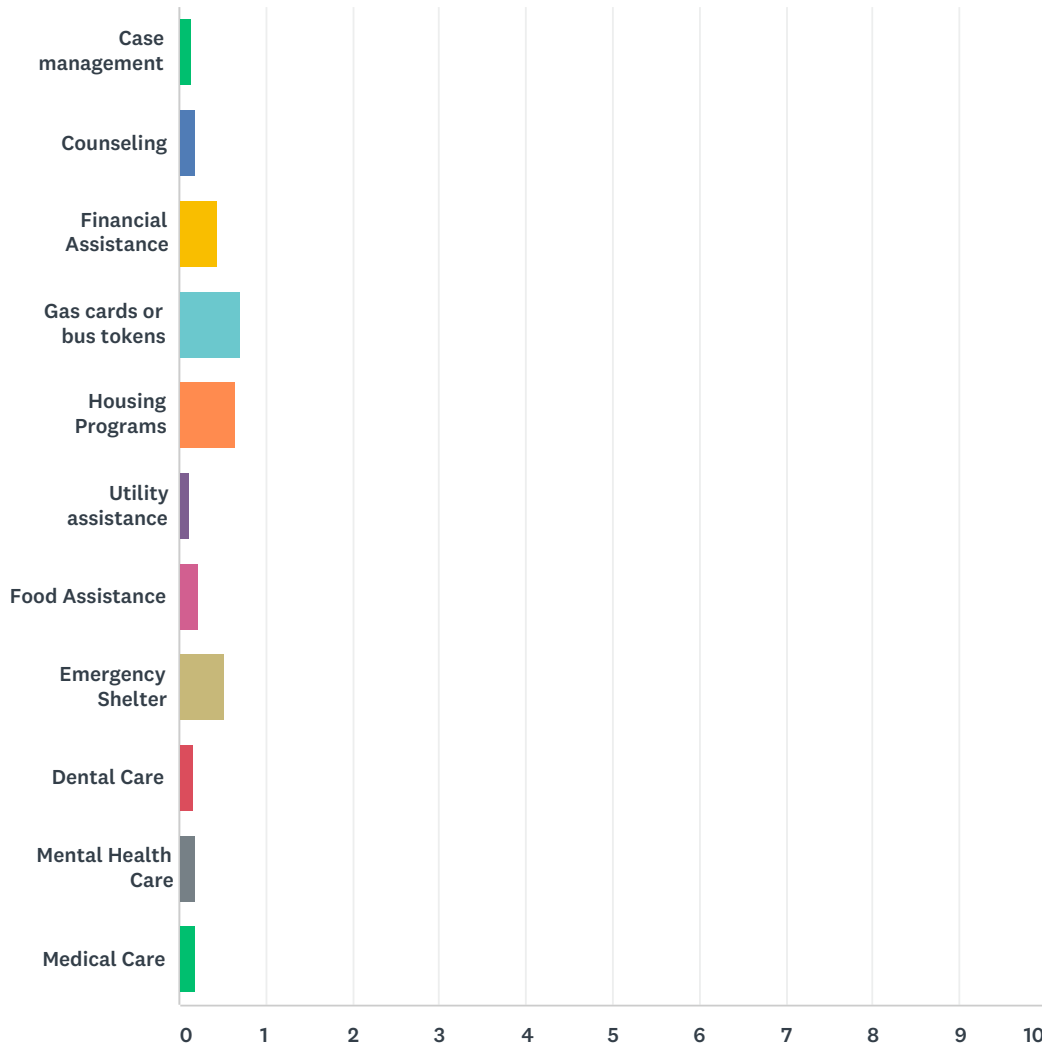
ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
Case management	1	330	311
Counseling	1	398	318
Financial Assistance	1	311	305
Gas cards or bus tokens	2	733	313
Housing Programs	3	1,149	379
Utility assistance	1	261	302
Food Assistance	4	1,551	403
Emergency Shelter	1	431	330

# BOSCOC Client/Customer Survey 2017

Dental Care	1	155	279
Mental Health Care	1	332	292
Medical Care	2	532	329
Total Respondents: 480			

Q20 If you did apply for any of the above services, how many times were you denied? (Enter number next to the corresponding category).

Answered: 360 Skipped: 212



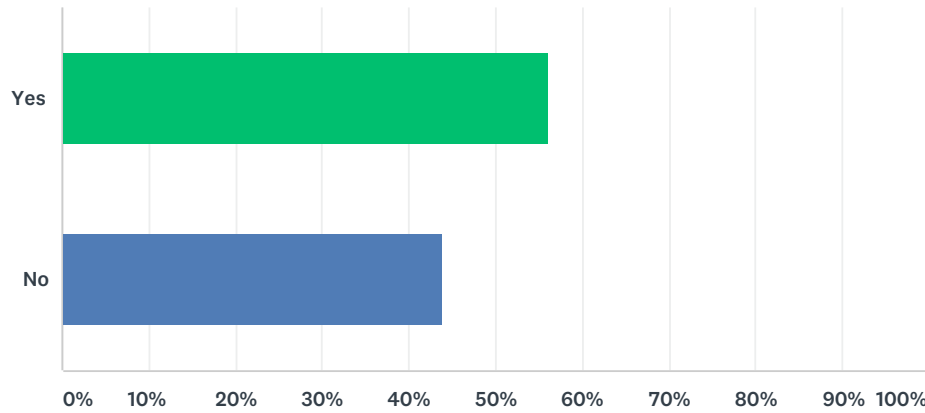
ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
Case management	0	33	238
Counseling	0	43	236
Financial Assistance	0	105	244
Gas cards or bus tokens	1	163	230
Housing Programs	1	182	281
Utility assistance	0	31	228
Food Assistance	0	62	271
Emergency Shelter	1	131	248
Dental Care	0	34	214

# BOSCOC Client/Customer Survey 2017

Mental Health Care	0	39	216
Medical Care	0	45	232
Total Respondents: 360			

## Q21 If you were denied services, were you provided with a reason?

Answered: 333 Skipped: 239

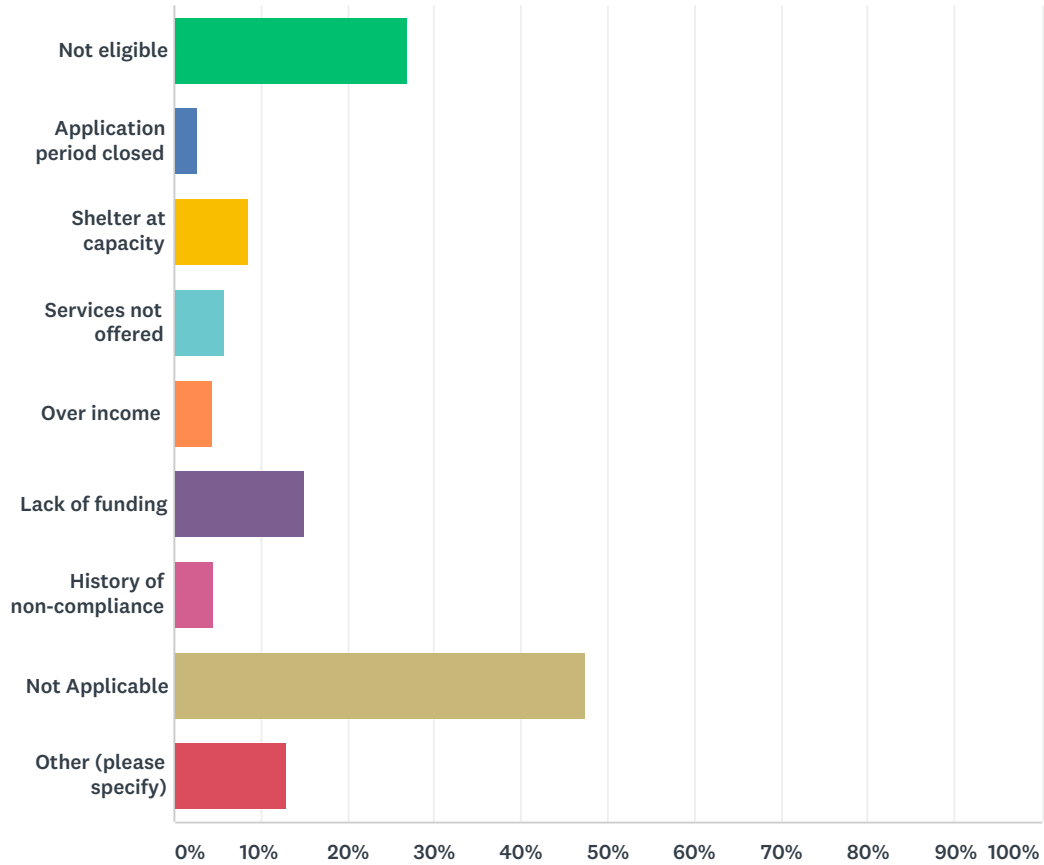


ANSWER CHOICES	RESPONSES	
Yes	56.16%	187
No	43.84%	146
TOTAL		333



## Q22 If yes, select one more of the following reasons below:

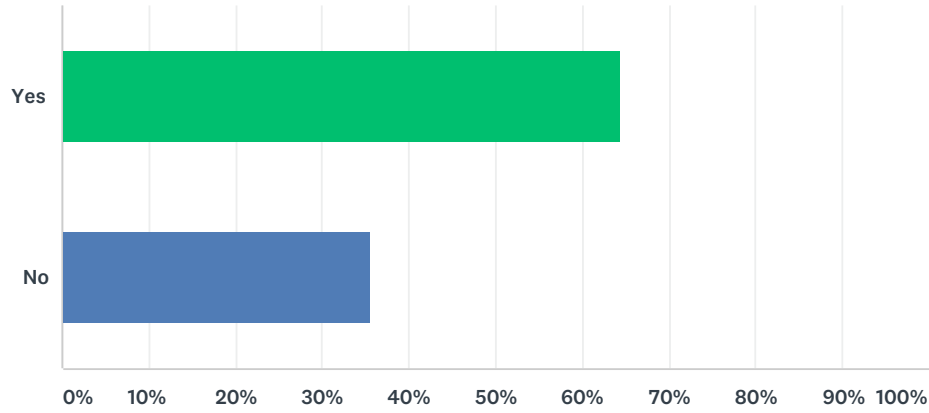
Answered: 373 Skipped: 199



ANSWER CHOICES	RESPONSES	
Not eligible	27.08%	101
Application period closed	2.68%	10
Shelter at capacity	8.58%	32
Services not offered	5.90%	22
Over income	4.29%	16
Lack of funding	15.01%	56
History of non-compliance	4.56%	17
Not Applicable	47.45%	177
Other (please specify)	12.87%	48
Total Respondents: 373		

## Q23 Did you seek housing assistance?

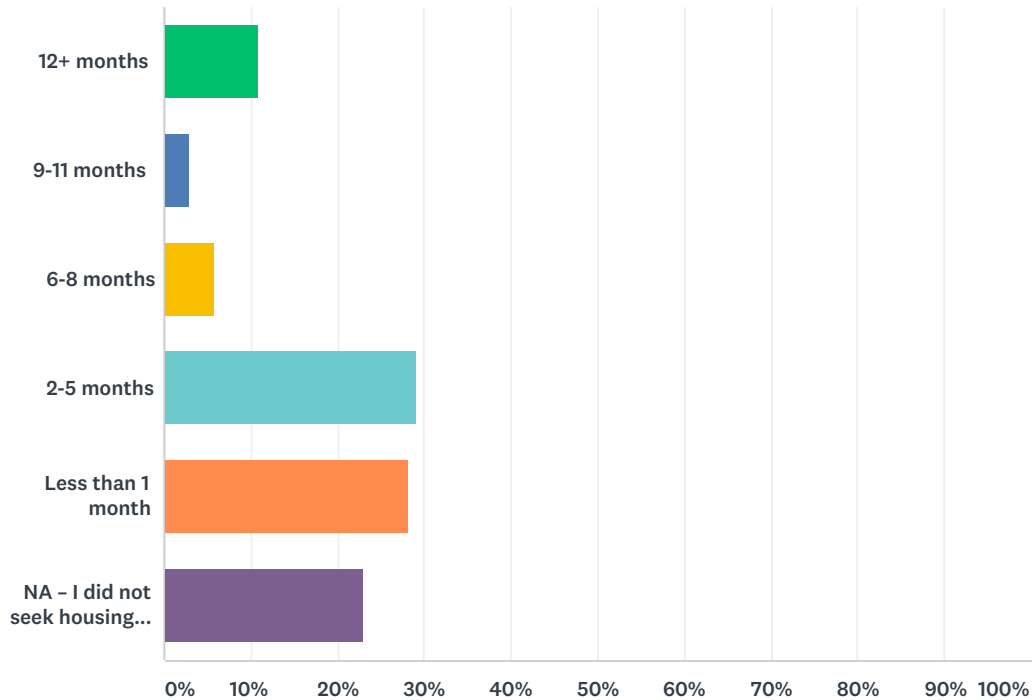
Answered: 547 Skipped: 25



ANSWER CHOICES	RESPONSES	
Yes	64.53%	353
No	35.47%	194
TOTAL		547

## Q24 If yes, how many months did you wait, or have you been waiting, to be placed in the program?

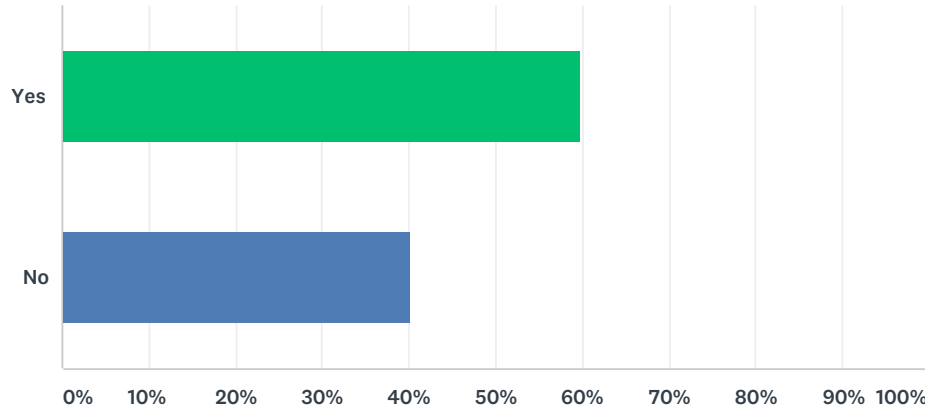
Answered: 457 Skipped: 115



ANSWER CHOICES	RESPONSES	
12+ months	10.94%	50
9-11 months	2.84%	13
6-8 months	5.91%	27
2-5 months	29.10%	133
Less than 1 month	28.23%	129
NA – I did not seek housing assistance	22.98%	105
TOTAL		457

## Q25 Did you seek emergency shelter?

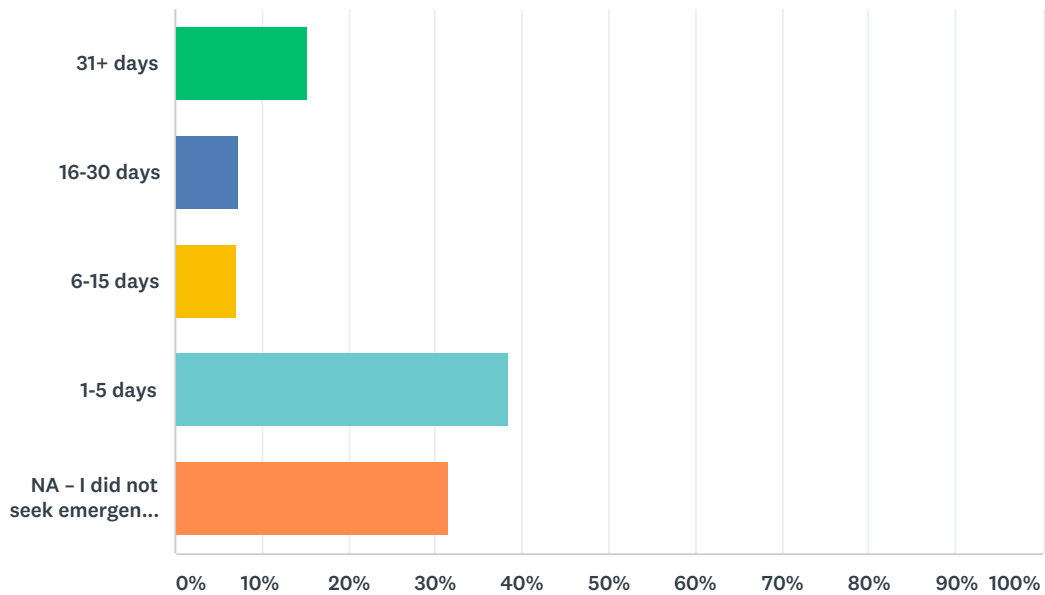
Answered: 553 Skipped: 19



ANSWER CHOICES	RESPONSES	
Yes	59.86%	331
No	40.14%	222
TOTAL		553

## Q26 If yes, how many days did you wait before getting access, or how many days have you been waiting for access?

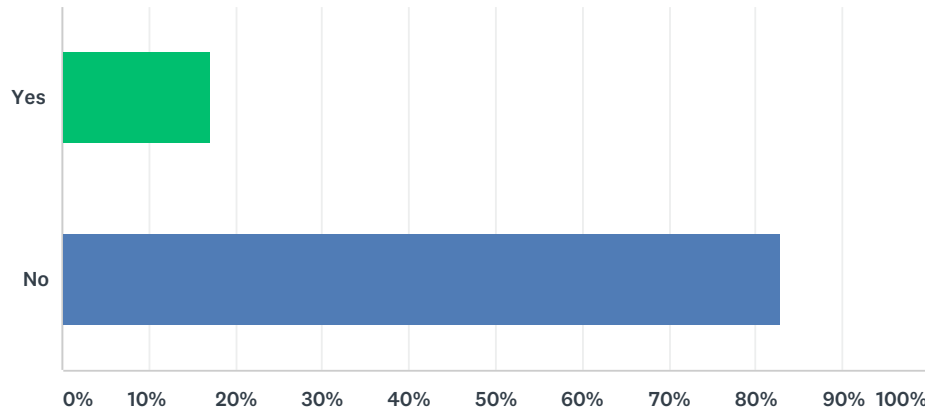
Answered: 486 Skipped: 86



ANSWER CHOICES	RESPONSES	
31+ days	15.23%	74
16-30 days	7.41%	36
6-15 days	7.20%	35
1-5 days	38.48%	187
NA – I did not seek emergency shelter	31.69%	154
TOTAL		486

## Q27 Were there any additional services you needed but were unavailable or not offered to you?

Answered: 545 Skipped: 27



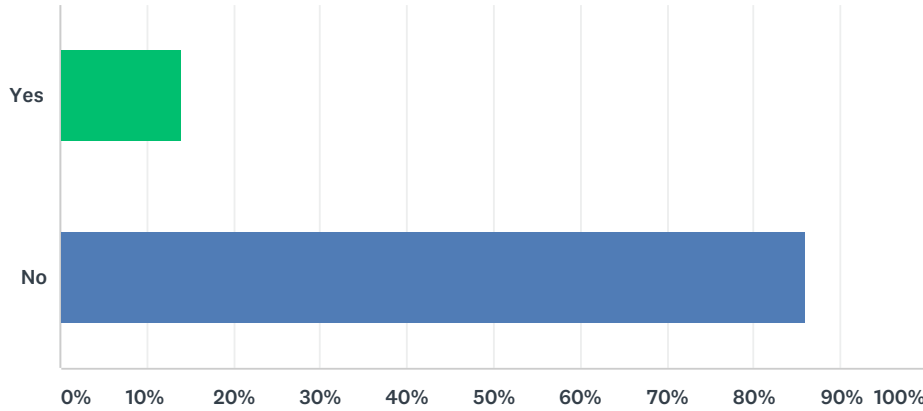
ANSWER CHOICES	RESPONSES	
Yes	17.06%	93
No	82.94%	452
TOTAL		545

**Q28 If yes, please explain the services you needed.**

Answered: 128   Skipped: 444

## Q29 Is your household returning for services after successful placement in housing?

Answered: 513 Skipped: 59

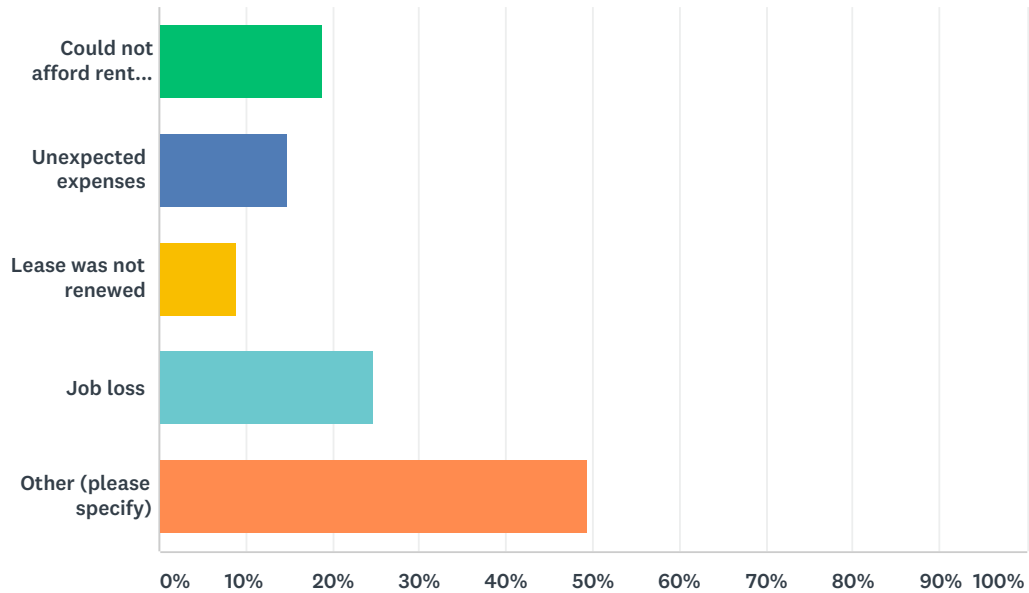


ANSWER CHOICES	RESPONSES	
Yes	14.04%	72
No	85.96%	441
TOTAL		513



### Q30 If yes, what happened? Please select one or more of the following options.

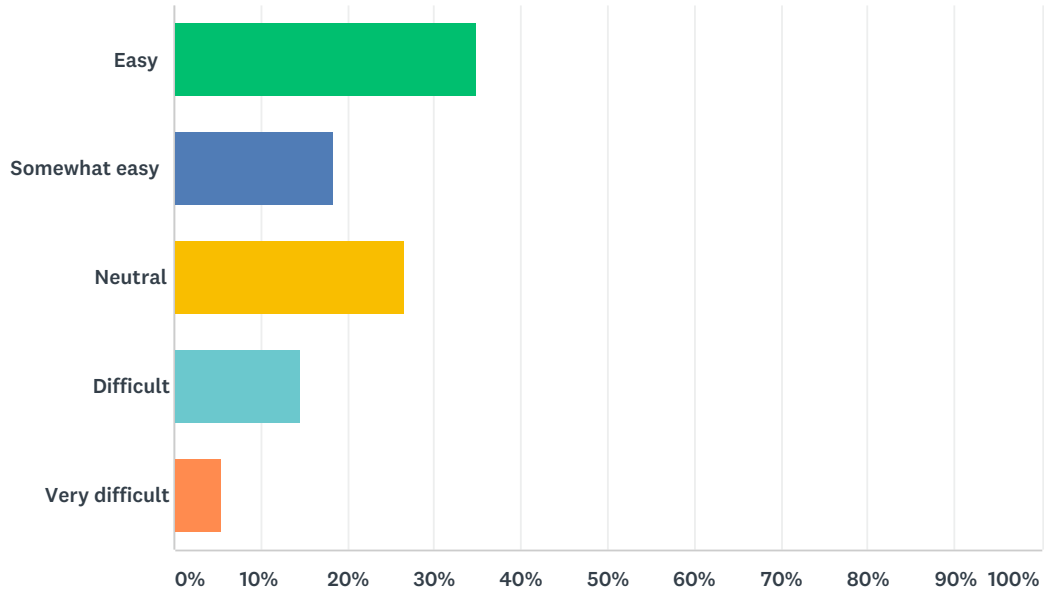
Answered: 154 Skipped: 418



ANSWER CHOICES	RESPONSES	
Could not afford rent after payment assistance ended	18.83%	29
Unexpected expenses	14.94%	23
Lease was not renewed	9.09%	14
Job loss	24.68%	38
Other (please specify)	49.35%	76
Total Respondents: 154		

## Q31 Accessing services was

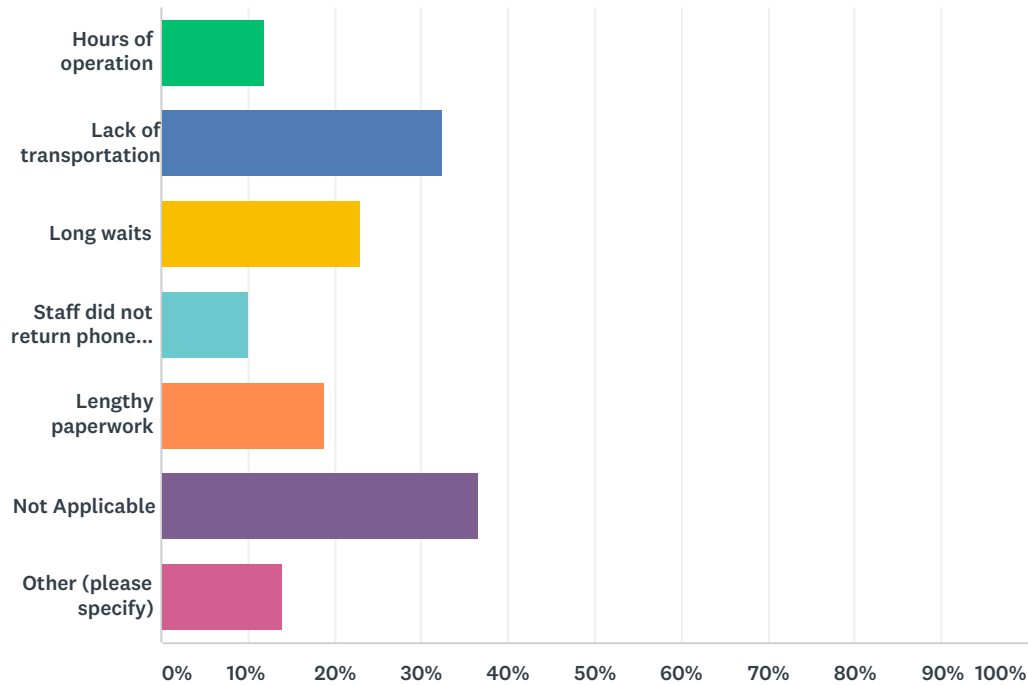
Answered: 507   Skipped: 65



ANSWER CHOICES	RESPONSES	
Easy	34.91%	177
Somewhat easy	18.34%	93
Neutral	26.63%	135
Difficult	14.60%	74
Very difficult	5.52%	28
TOTAL		507

## Q32 What, if anything, made accessing services difficult?

Answered: 455 Skipped: 117



ANSWER CHOICES	RESPONSES	
Hours of operation	11.87%	54
Lack of transportation	32.53%	148
Long waits	23.08%	105
Staff did not return phone calls	10.11%	46
Lengthy paperwork	18.90%	86
Not Applicable	36.70%	167
Other (please specify)	14.07%	64
Total Respondents: 455		

**Q33 Please share any additional feedback you may have about your experience.**

Answered: 164   Skipped: 408