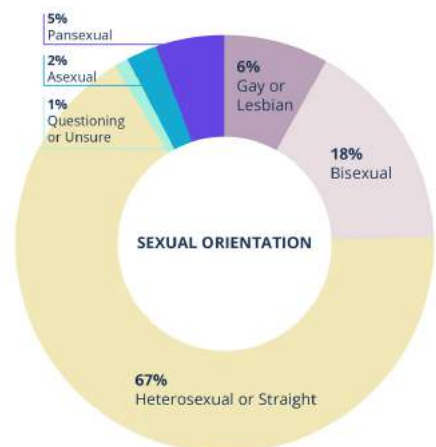
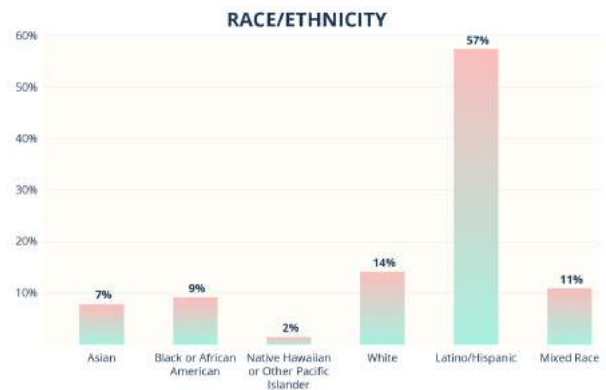
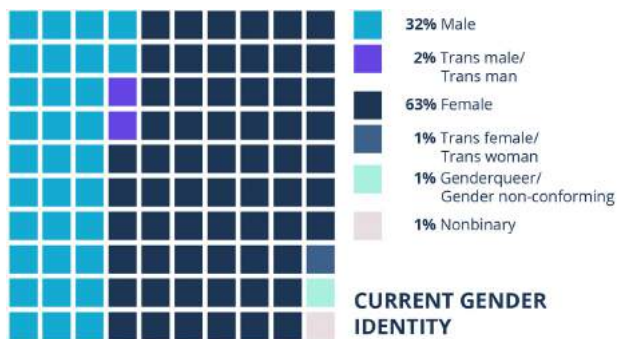


# BILL WILSON CENTER COVID-19 RAPID NEEDS ASSESSMENT

APRIL 2020

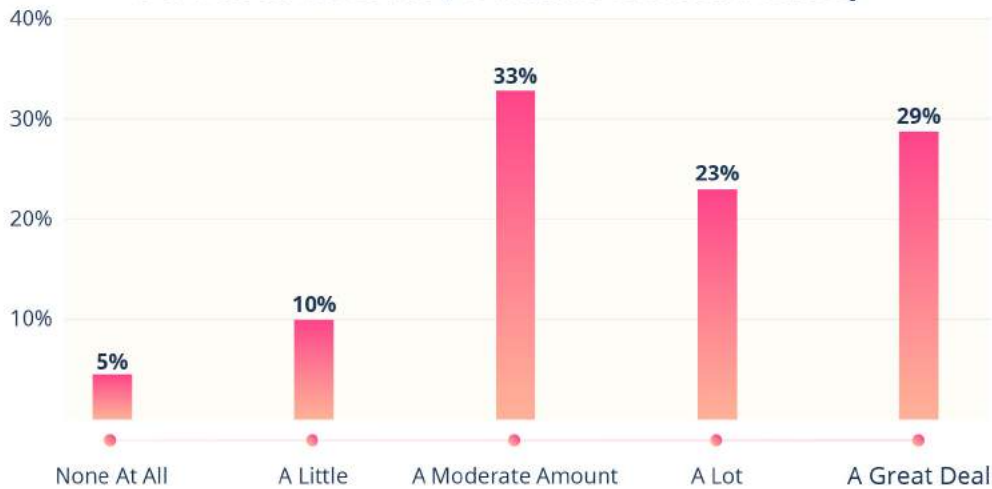
Lens Co partnered with Bill Wilson Center (BWC) a homeless youth and family serving agency in Santa Clara County, CA, to understand the current needs and experiences of young people and families experiencing homelessness or housing instability. A 50-question electronic survey was developed and distributed to young people through an electronic link. On April 10, 2020, BWC staff reached out directly to their clients to let them know about the assessment. The survey was anonymous, took an average of 15 mins to complete, and focused on employment, financial barriers, awareness, and understanding of COVID-19, access to services, stress, and wellbeing. 207 unique young people completed the survey within 2 days. Each person was compensated \$30 via electronic payment upon completion. Initial takeaways from the data that was collected are included in this report.



On a scale of 1 to 10, about half of respondents marked a 9 or 10 when describing how concerned they were about COVID-19. Over 90% agreed the following were true statements: Washing your hands with soap for 20 seconds prevents the spread and infection of COVID-19; Avoiding touching my face prevents the spread and infection of COVID-19; Keeping 6 feet between myself (also known as social distancing) and others prevents the spread and infection of COVID-19; I am aware of the initial symptoms of COVID-19; I'm at risk of having and potentially spreading COVID-19, even if I don't have any symptoms. A similar number showed moderate to a great deal of confidence in these strategies.

**HOWEVER, 38% INDICATED THAT THEY FEEL PEOPLE ARE GENERALLY OVERREACTING ABOUT THE RISK OF COVID-19.**

**CONFIDENCE IN COVID-19 STRATEGIES TO REDUCE RISK (I.E. WASHING HANDS, AVOIDING TOUCHING FACE, SOCIAL DISTANCING)**



**CURRENT ACCESS TO HEALTH INSURANCE**

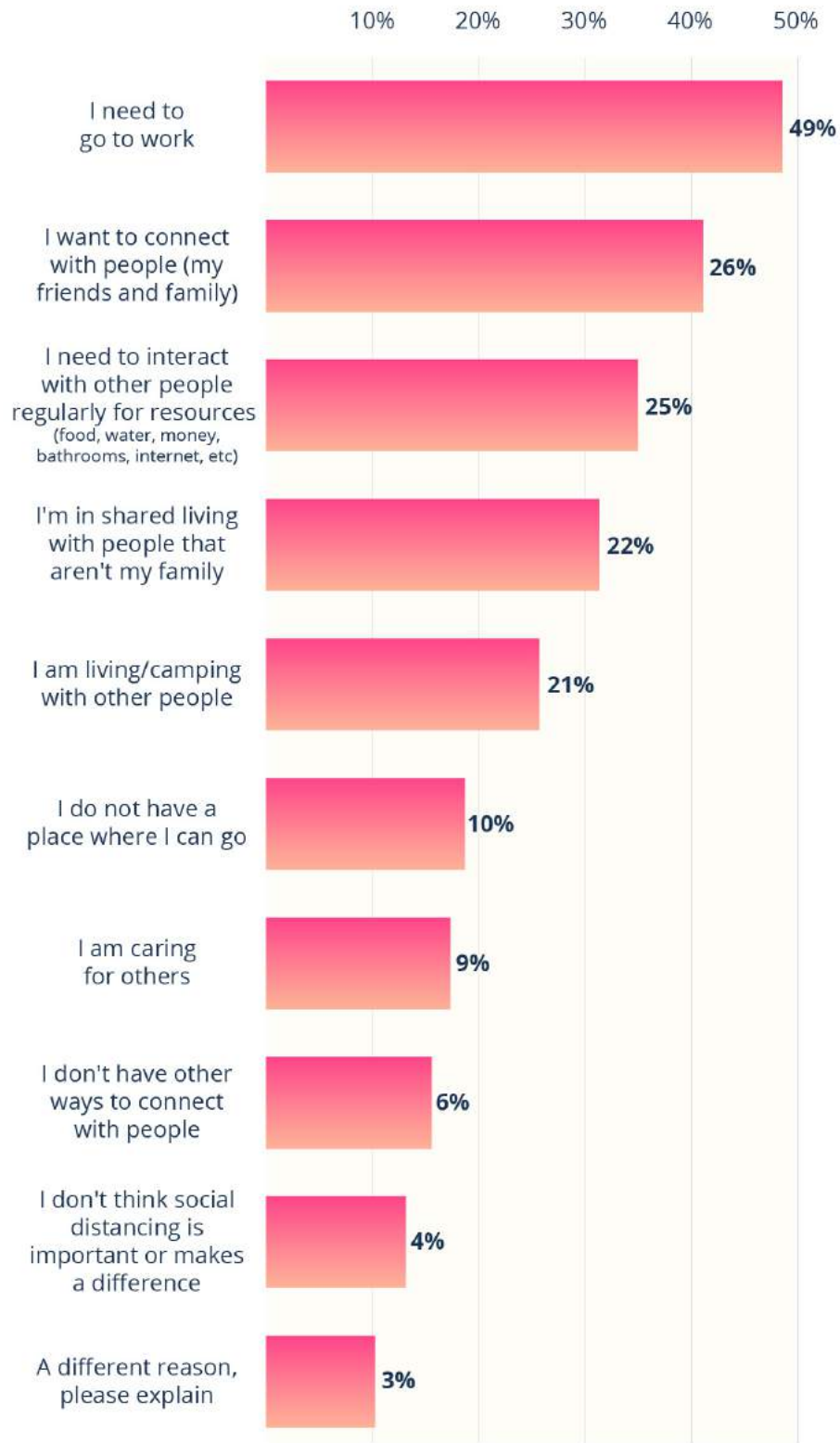
(THROUGH WORK, UNDER PARENT'S HEALTH PLAN, CHIP, MEDICAID, MEDICAL ASSISTANCE (MA), OR A PLAN YOU PAY FOR)



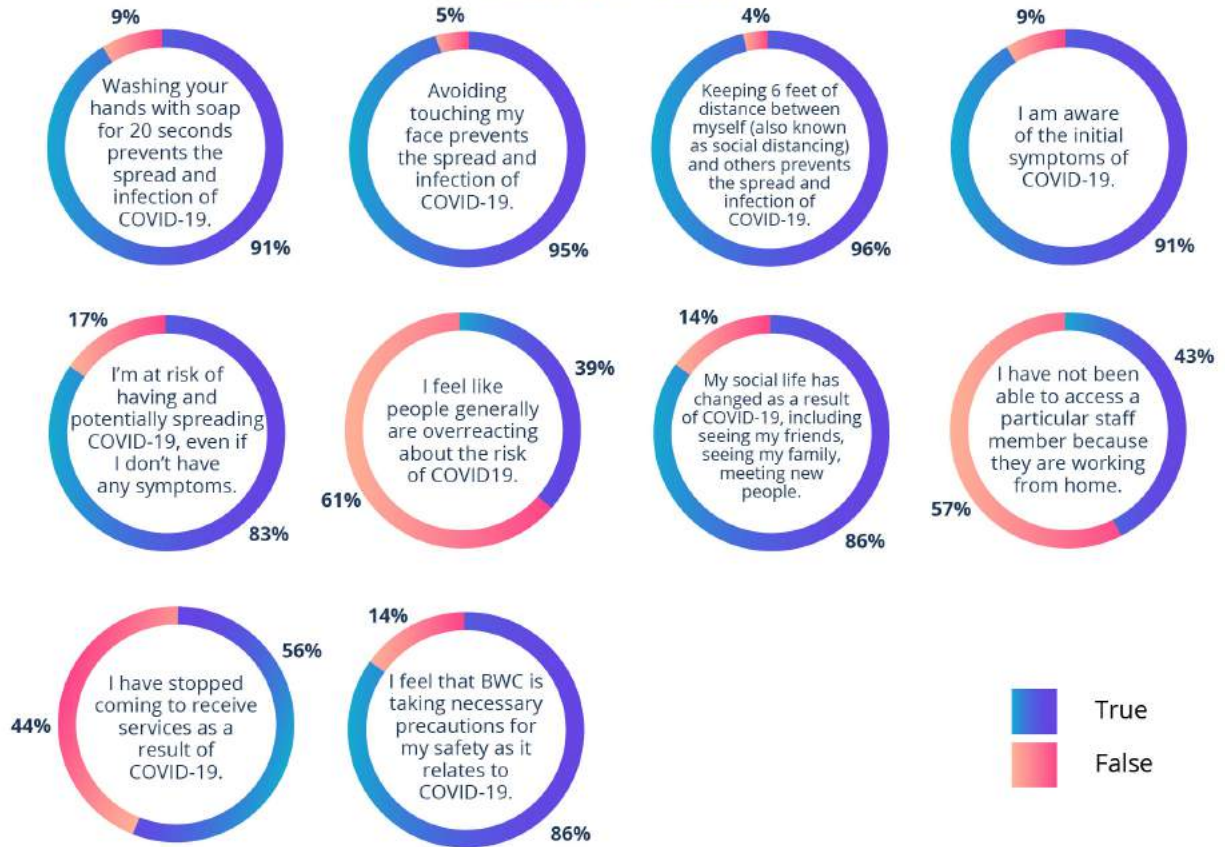
**IF YOU FELT SYMPTOMATIC, DO YOU FEEL CONFIDENT IN YOUR ABILITY TO ACCESS CARE?**



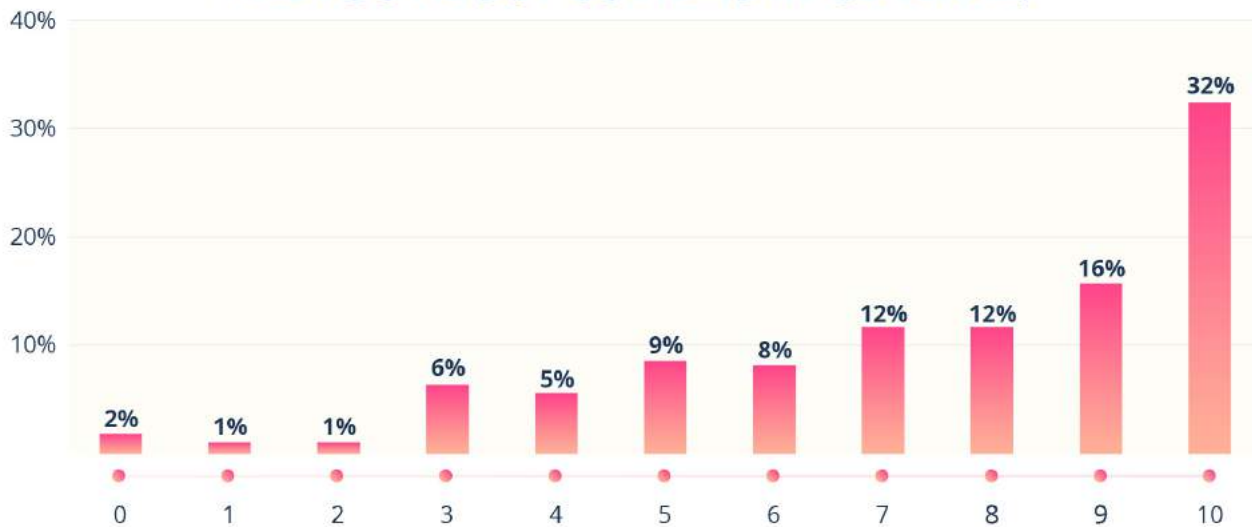
# CHALLENGES OF SOCIAL DISTANCING



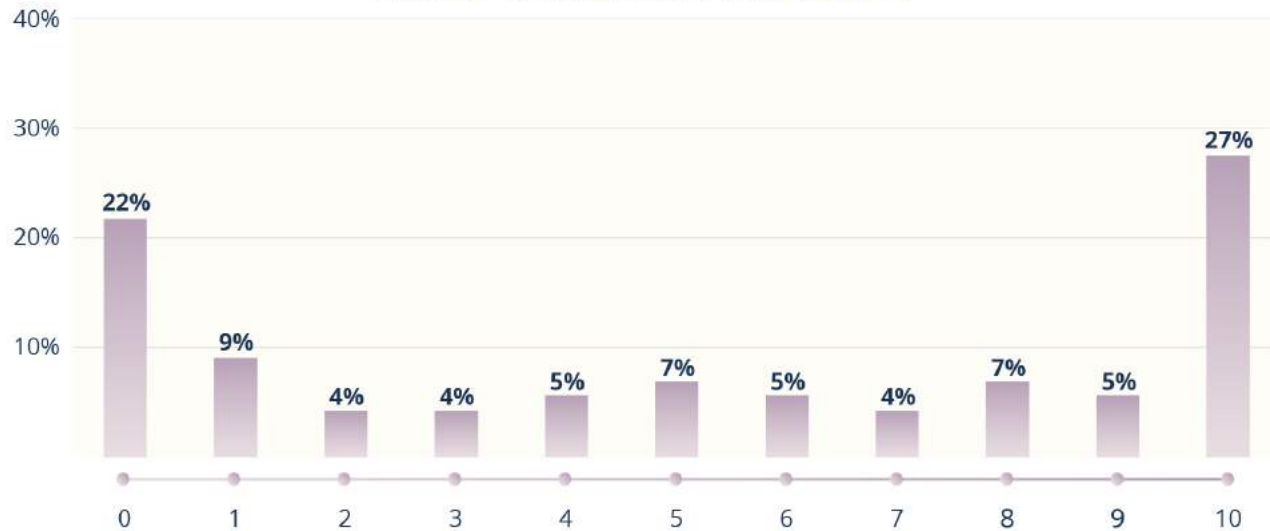
## TRUE OR FALSE?



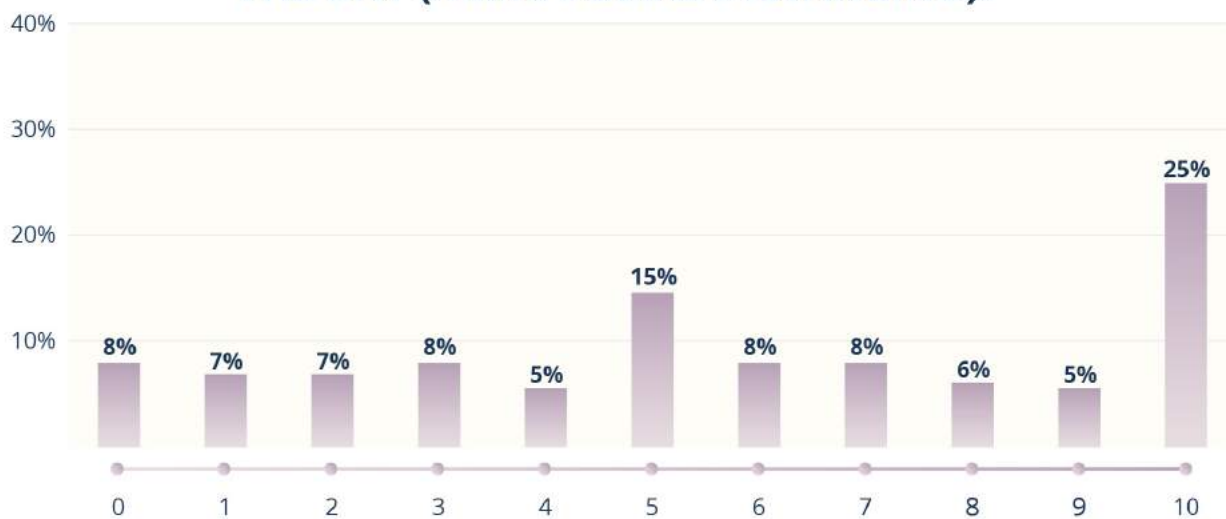
## ON A SCALE OF 1-10, HOW CONCERNED ARE YOU ABOUT COVID-19 IN GENERAL?



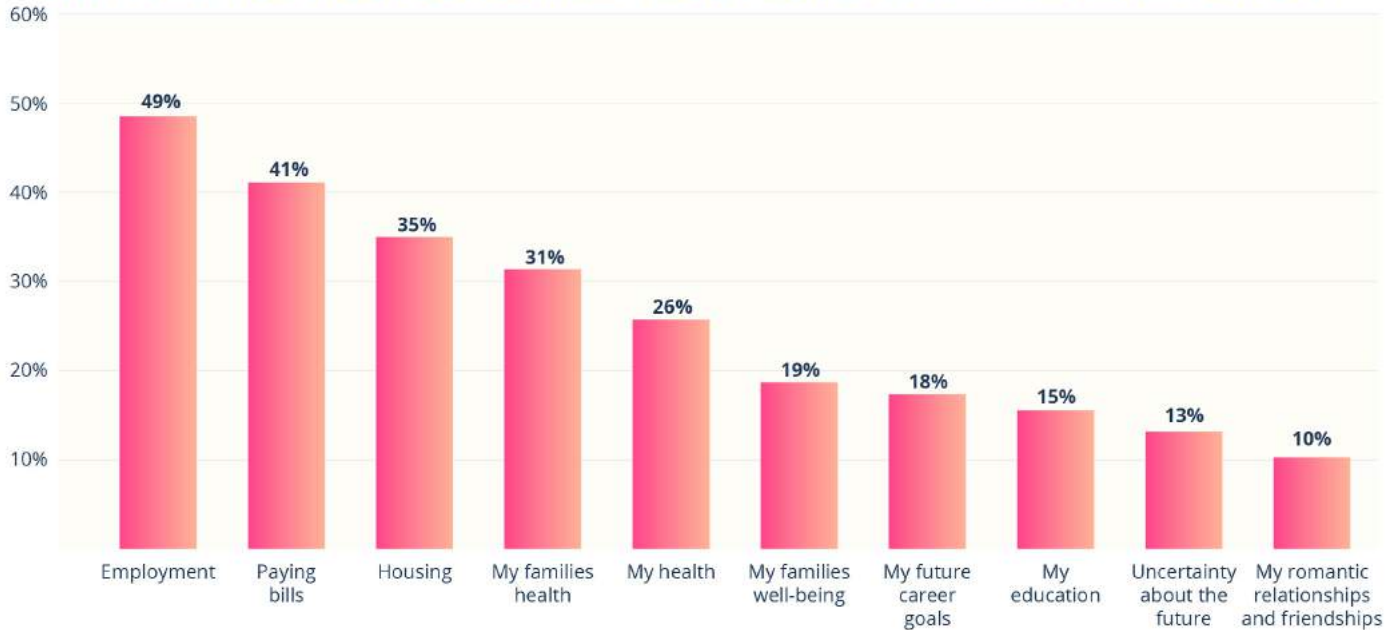
## ON A SCALE OF 1-10: HOW EASY IS IT FOR YOU TO ACCESS CLEAN WATER, SOAP, AND WASH YOUR HANDS MULTIPLE TIMES THROUGH THE DAY?



## ON A SCALE OF 1-10: HOW EASY IS IT FOR YOU TO MAINTAIN A SIX FOOT DISTANCE FROM OTHER PEOPLE THROUGHOUT THE DAY (A.K.A. SOCIAL DISTANCING)?



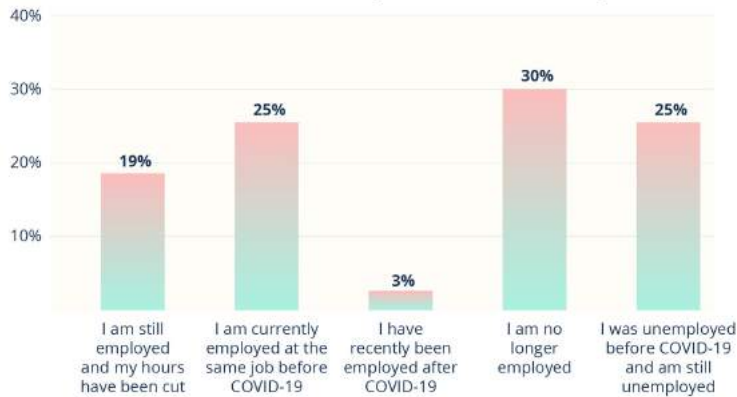
## WHAT ARE YOU MOST CONCERNED ABOUT COVID-19 HAVING AN IMPACT ON?



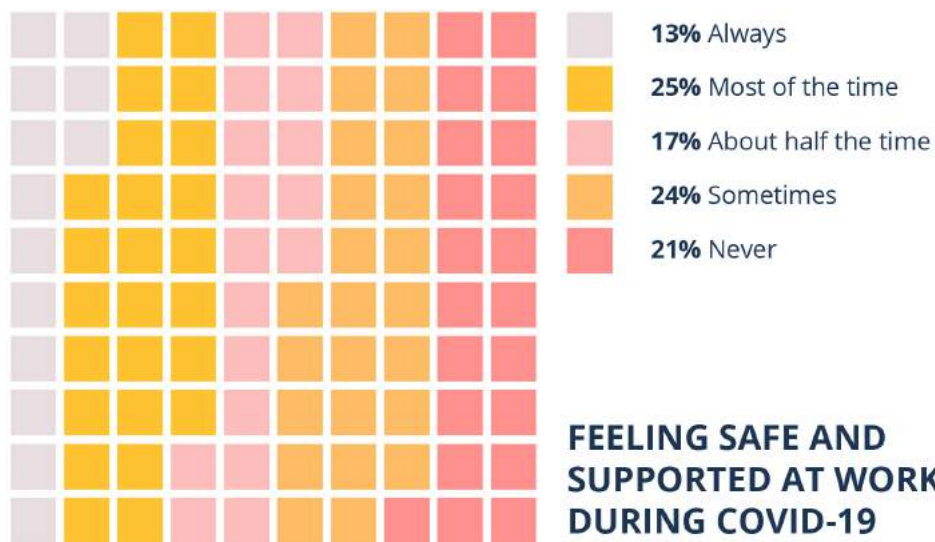
## Gaps In Services during the COVID-19 Pandemic

Immediately after COVID-19, 49% of young people had lost employment or had hours reduced. There appeared to be a stark dichotomy between those that are employed and unemployed. Many that maintained employment work in frontline services, which potentially has an impact on living situations. 38% reported that their living situation had changed. One person stated, “I work at a hospital so I have to be more concerned about disinfecting my clothes and changing before arriving home so my family can feel safe.” Another stated, “I am a caretaker, coming home to my family can make them uncomfortable.” Others shared that the lack of employment and income has changed their living situation as they are unable to pay rent. Of those who had lost employment since COVID-19, the majority (69%) had not yet applied for Unemployment Insurance.

### HAS YOUR EMPLOYMENT STATUS CHANGED IN THE PAST TWO WEEKS (SINCE COVID-19)?



Prior to COVID-19, young people experiencing homelessness had significant barriers to accessing employment, particularly, sustainable long-term employment. This was often a major barrier in exiting homelessness, even for those who were accessing supportive housing services.



### PROPER IDENTIFICATION TO ACCESS RESOURCES (I.E. FOR UNEMPLOYMENT/PUBLIC ASSISTANCE, FOOD BANKS, HEALTHCARE)



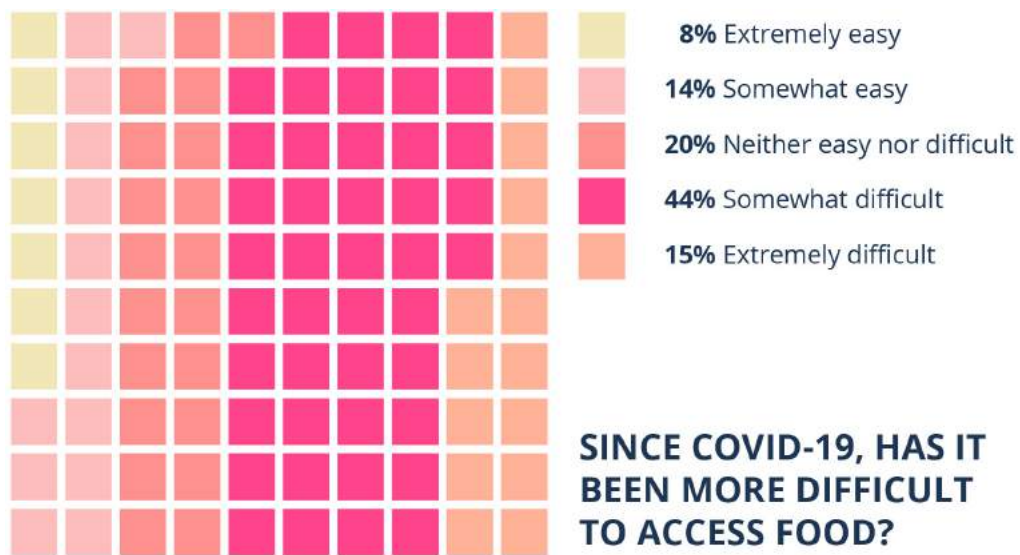
### HAVE YOU FILED FOR UNEMPLOYMENT? (ONLY ASKED PEOPLE WHO LOST EMPLOYMENT SINCE COVID-19.)



### AWARENESS OF CORONAVIRUS STIMULUS CHECKS



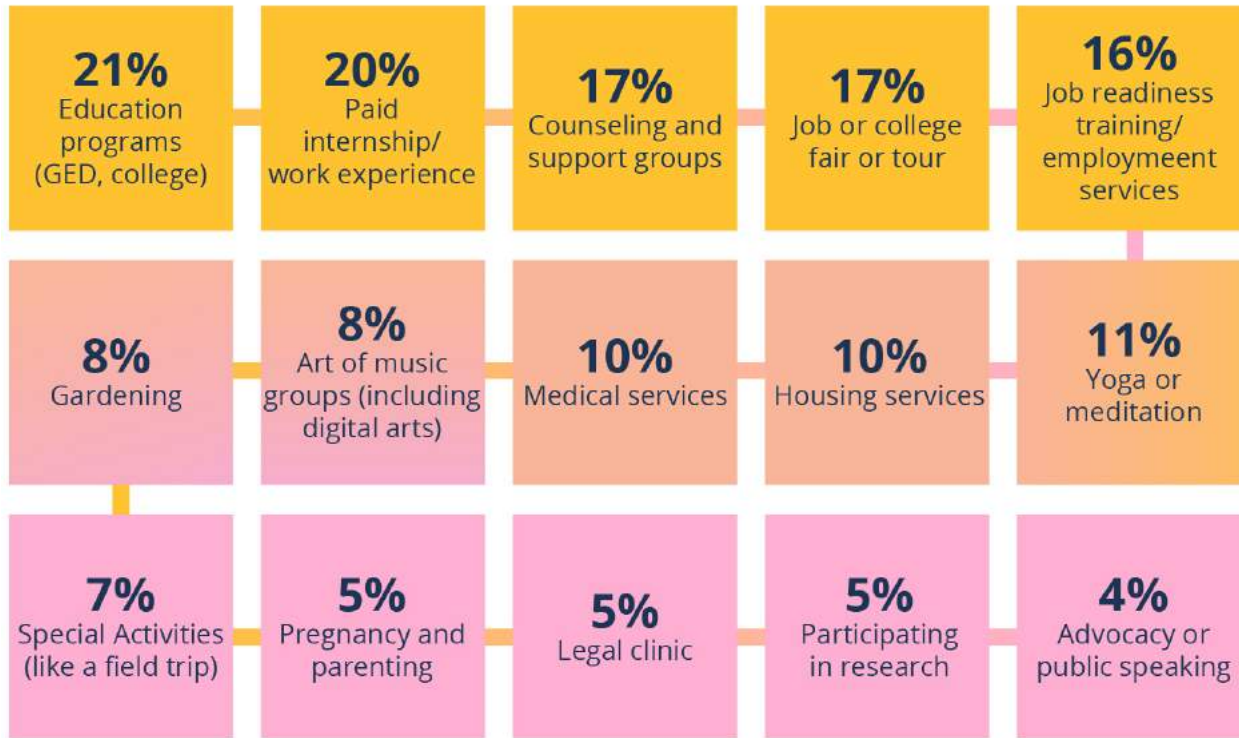
Food insecurity has proven to be a challenge during COVID-19, as young people are now having to buy more at once and stock up on supplies for longer periods of time in order to follow social distancing and stay-at-home procedures. 37% of respondents wanted to access a food/meal service program but were unable to as a result of the pandemic and 59% report it being more difficult to access food during this time compared to before COVID-19. One young person disclosed spending “more money for food and toiletries since my children are home 24/7” and another stated there is “more food to buy now that everyone is home, bills are higher also,” showing people are spending more money on food now that they are unable to access other resources during this time (i.e. food pantries, soup kitchens, food available at access centers). 32% stated they are able to meet basic food needs, but require occasional assistance. In addition, a young person wrote they are “eating at home more often instead of free meals from work,” highlighting the reality of those that not only relied on employment for financial needs, but also for sustenance, too.



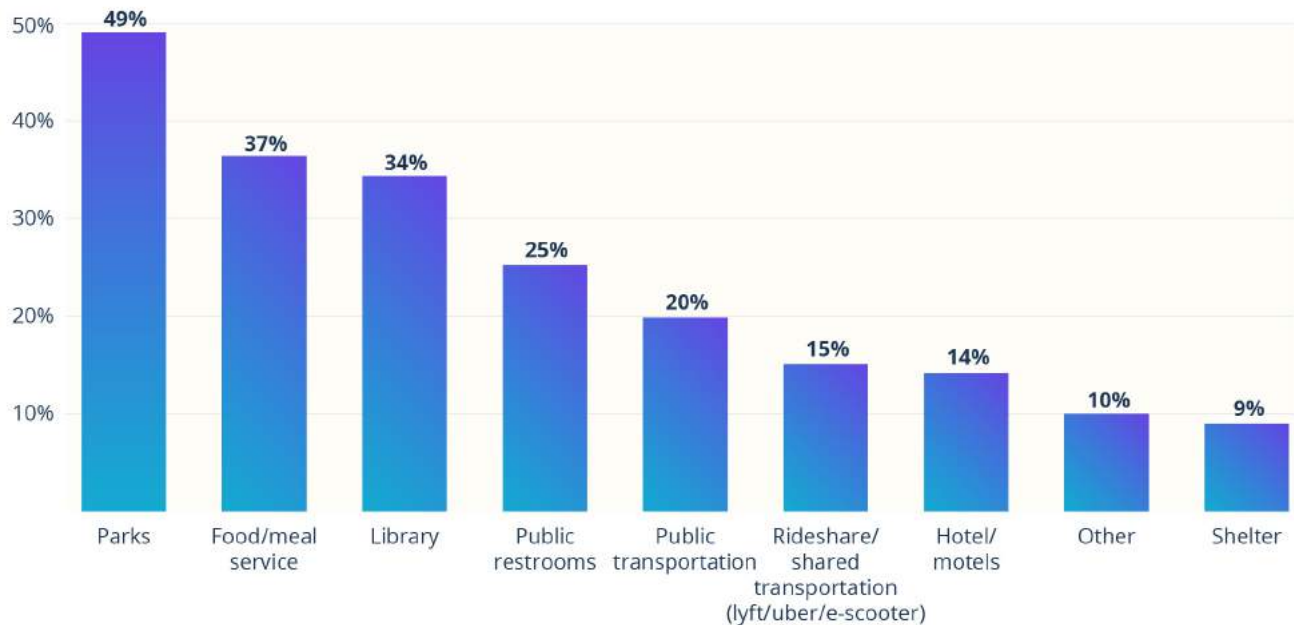
Before COVID-19, young people experiencing homelessness relied on a variety of resources to meet their dietary needs including accessing food from restaurants and convenience stores in order to sustain themselves. Now young people are having to stock up on food, which serves to be a challenge for those living unsheltered, living with others, and for those that have lost their income as a result of COVID-19. Young people disclosed the compensation for completing the COVID-19 survey predominantly will be used to purchase food



## SINCE COVID-19, WHAT BWC PROGRAMS HAVE YOU WANTED TO ACCESS BUT COULDN'T?



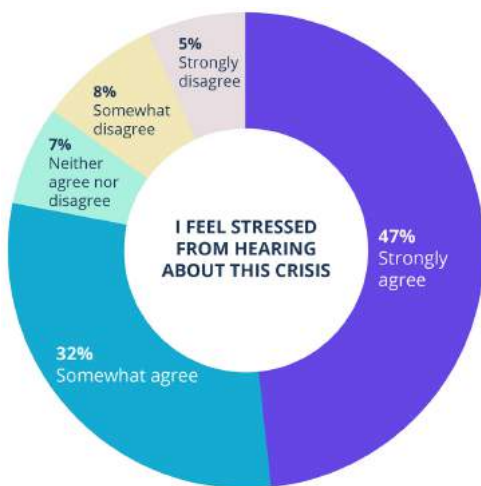
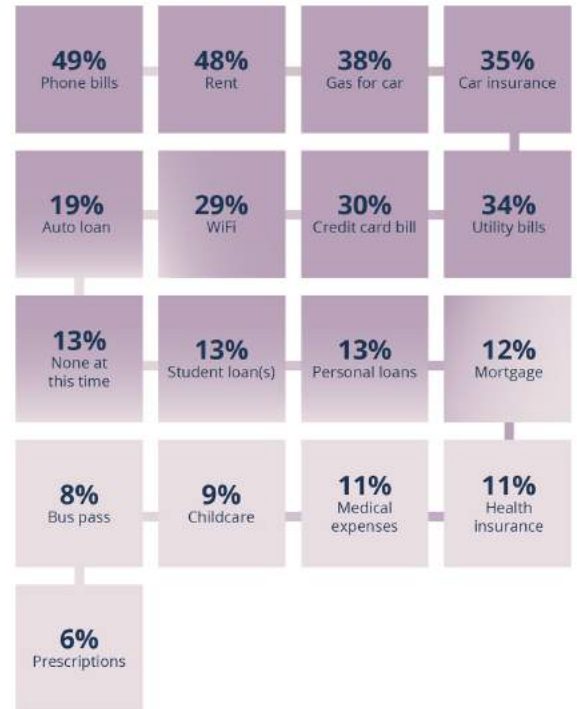
## SINCE COVID-19, WHAT OTHER PROGRAMS OR RESOURCES HAVE YOU WANTED TO ACCESS BUT COULDN'T?



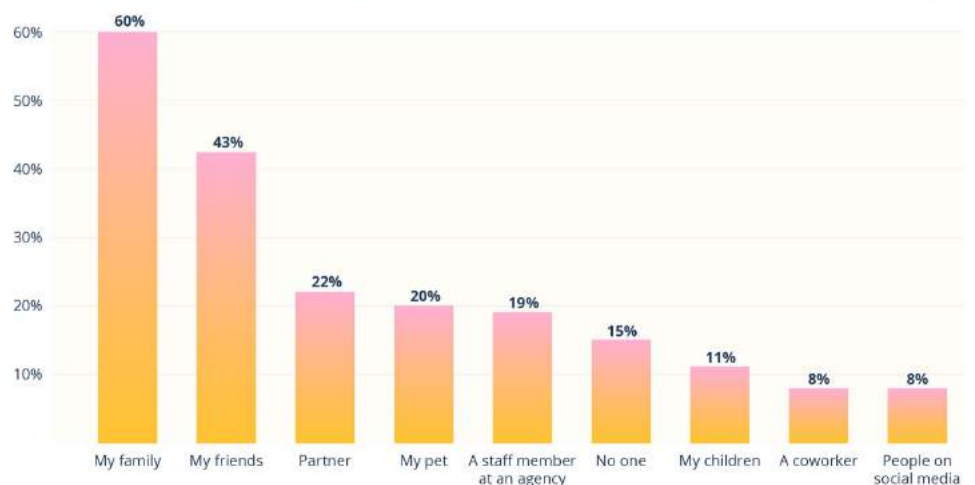
# Stress and Anxiety in Long-Term Impact of COVID-19

Young people are experiencing stress that is collectively being faced by the general population as it relates to COVID-19, i.e. paying for bills, the impact the pandemic has on mental health, inability to go outdoors, losing employment, etc. In addition to these inevitable stressors being faced as a result of COVID-19, young people have an immense amount of concern over their futures, i.e. educational and career paths. Not only are young people just as anxious about the overall social impact of COVID-19 along with the general population, young people are uncertain about their futures and they are facing worry in fulfilling emerging adulthood tasks, expectations, and milestones.

## HERE ARE A LIST OF EXPENSES, ARE YOU WORRIED ABOUT PAYING ANY OF THESE DURING COVID-19?



## WHO/WHAT ARE YOU RELYING UPON FOR SUPPORT DURING THIS TIME?

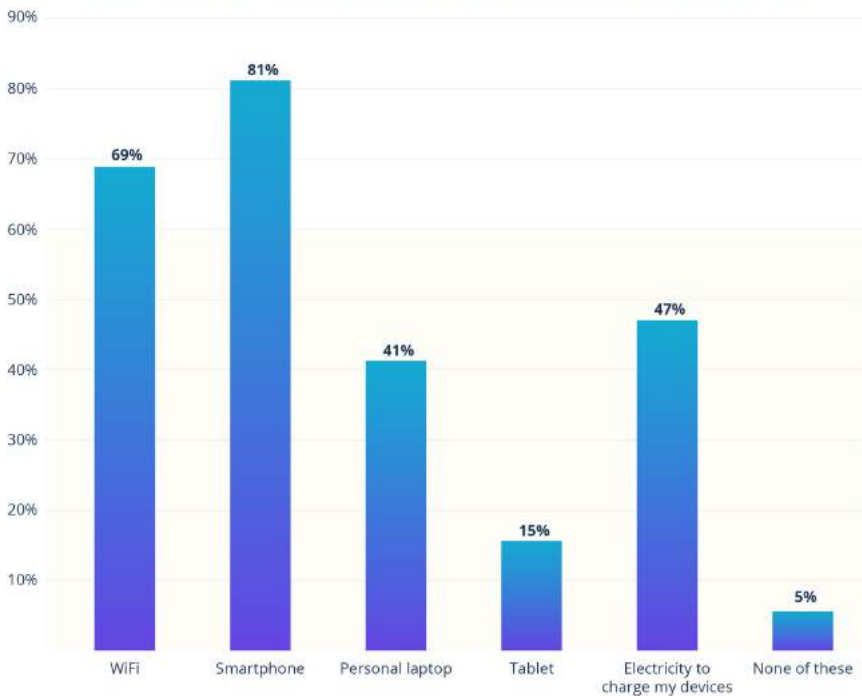


# Social Connections and Access to Technology



86% of youth indicated that their social life had changed as a result of COVID-19. Fortunately, it seems as though technology is able to fill in the gap somewhat during this time. 85% of youth reported using the internet and social media to connect with friends and family. Popular social media channels include Facebook, Snapchat, Instagram, and Youtube. This is important, as these are the groups of people that the youth rely most on for support. 80% reported having access to a smartphone, and just under 70% with access to Wifi.

## PERSONAL AND CONSISTENT ACCESS TO TECHNOLOGY



**THE MOST COMMON WAY OF ACCESSING INFORMATION ABOUT COVID-19 WAS THROUGH ONLINE NEWS AND TELEVISION.**

## INTERNET/SOCIAL MEDIA USAGE TO CONNECT WITH FRIENDS AND FAMILY



## INTERNET/SOCIAL MEDIA USAGE TO CONNECT WITH PEOPLE THAT YOU DON'T KNOW PERSONALLY

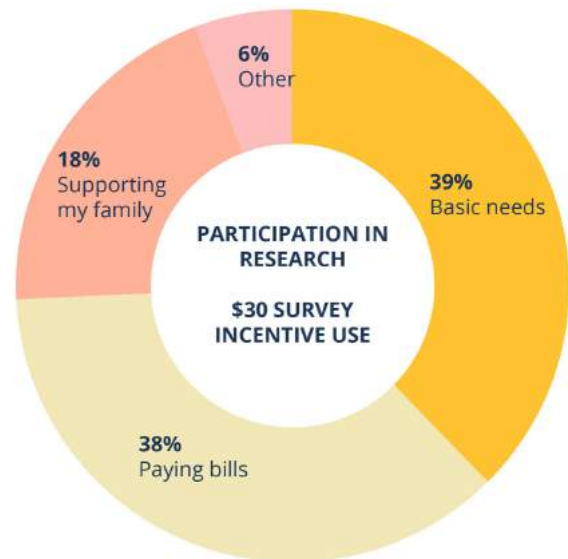
(I.E. INSTAGRAM FITNESS COACH, MESSAGE BOARD, INFLUENCE, GOVERNMENT, ETC.)



# Value of Participating in Research

Participants were asked at the end of the survey if they wanted to share their thoughts on participating in the research study. This was an open ended question where young people could write in whatever they wanted. 100 participants out of 208 wrote in answers and a majority of them had a positive experience participating in the survey. Responses ranged from feeling like it was informative, easy, therapeutic, and it was helpful. Many participants thanked us for the opportunity to participate and as a way to help others with their feedback. Some feedback from young people who participated is quoted below:

- “Feels like we are being heard.”
- “I believe this survey will help give insight on the struggles that many people are going through and hopefully open up more opportunities to help them with any support needed.”
- “First I'd like to say, thank you for letting me participate and receive funds for my family. Great idea!”
- “Everyone goes through a different experience and needs to be heard. This survey helps us determine what we need to do for the future events.”
- “I think this survey is good to tally up which basic needs are going to be harder to access during these hard times”
- “It was a good survey I answered a lot of stuff I never thought of”



## ACKNOWLEDGEMENTS

This project was created in partnership with Bill Wilson Center in San Jose, CA. Lens Co is a research and implementation consulting enterprise that combines scientific rigor with real-world experience. This report was completed by Nicole Thompson, MSW, Laura Onasch-Vera, MSW, Ryan Polsky, MSW, Shonelle Sosa, and Robin Petering, MSW, PHD. Learn more about Lens Co at [www.findyourlens.co](http://www.findyourlens.co)