

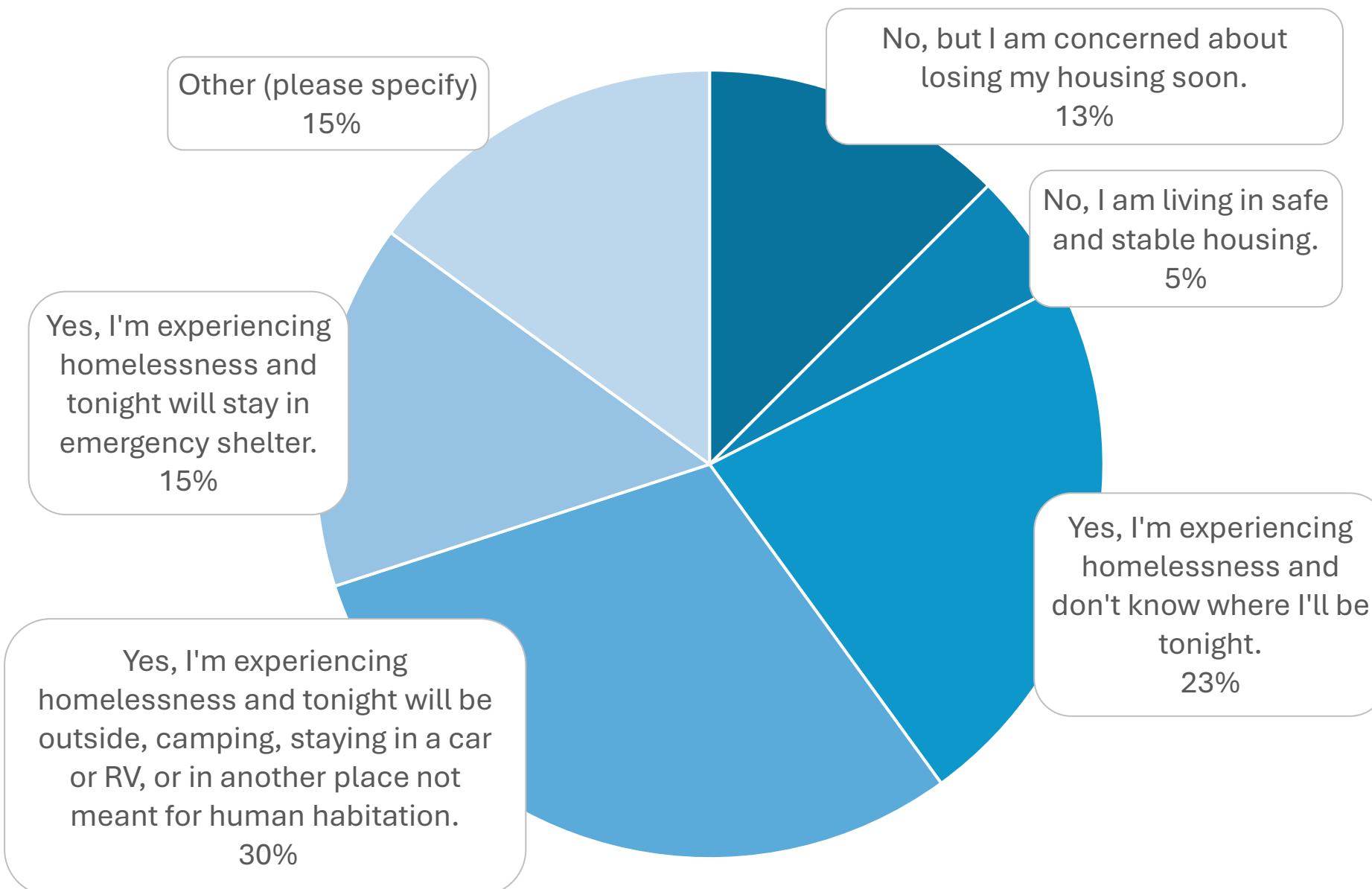
# Montana Continuum of Care Coordinated Entry System Review

## Secret Shopping Summary *Billings Data Analysis*

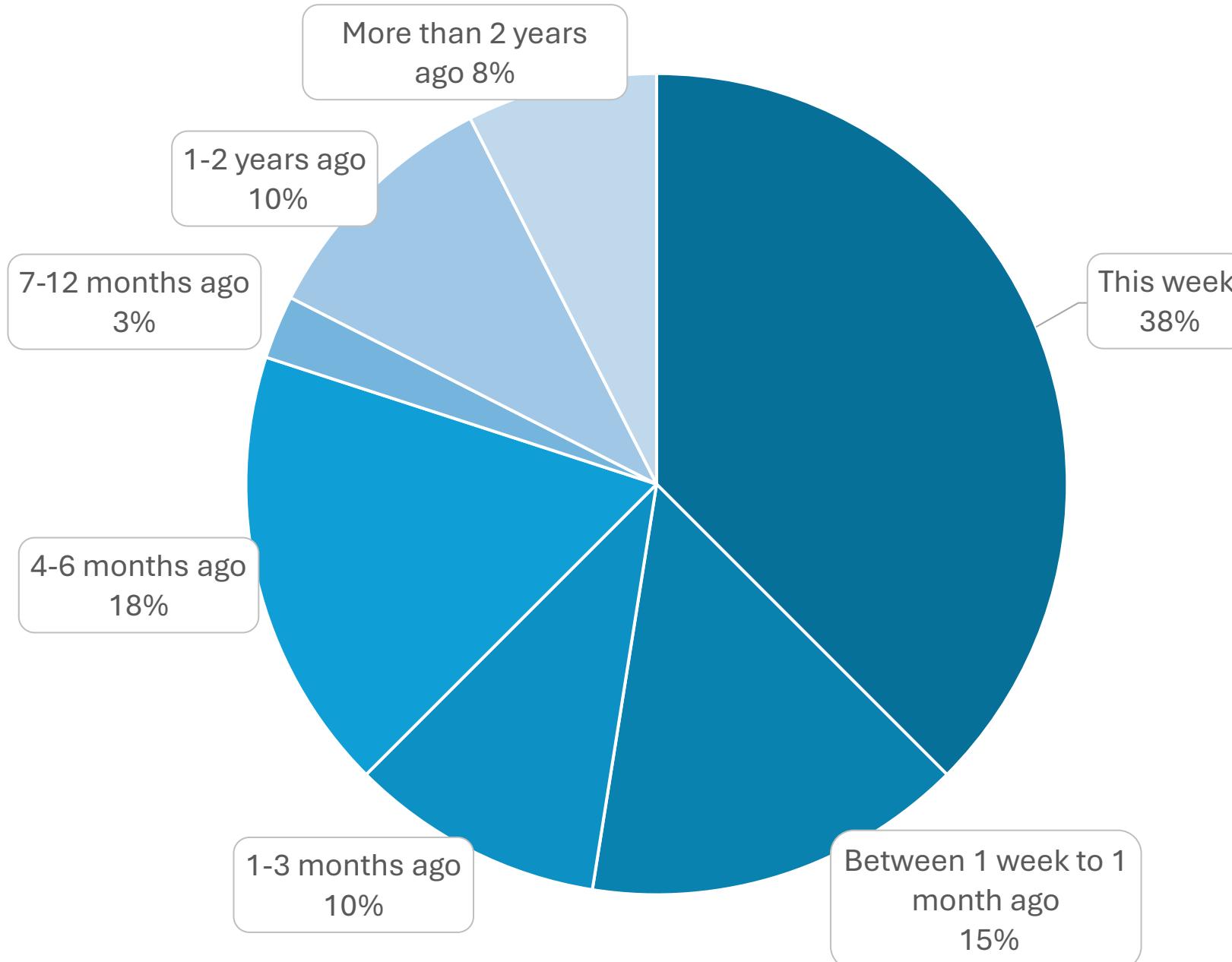
January 2025



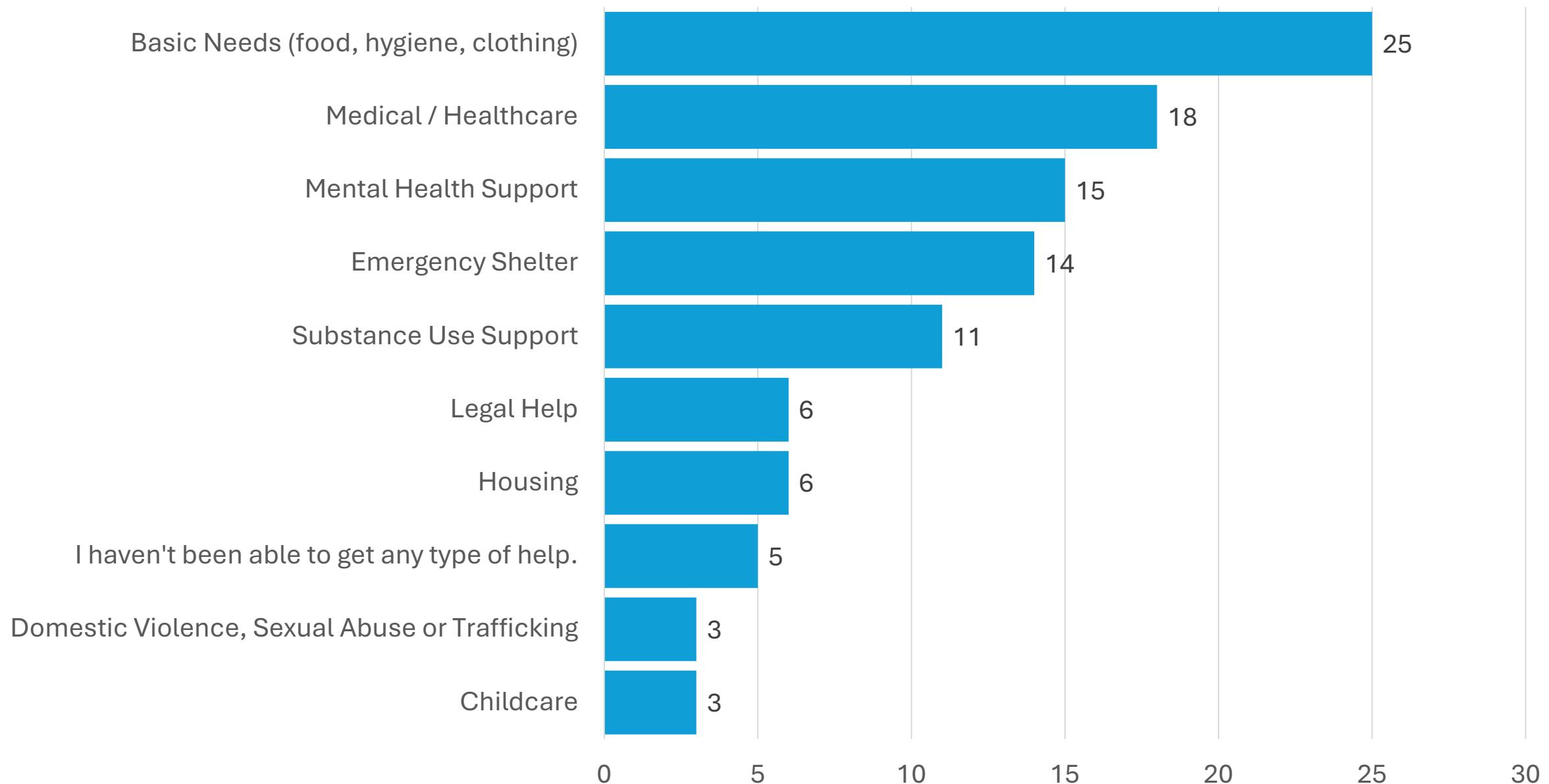
## Are you currently experiencing homelessness?



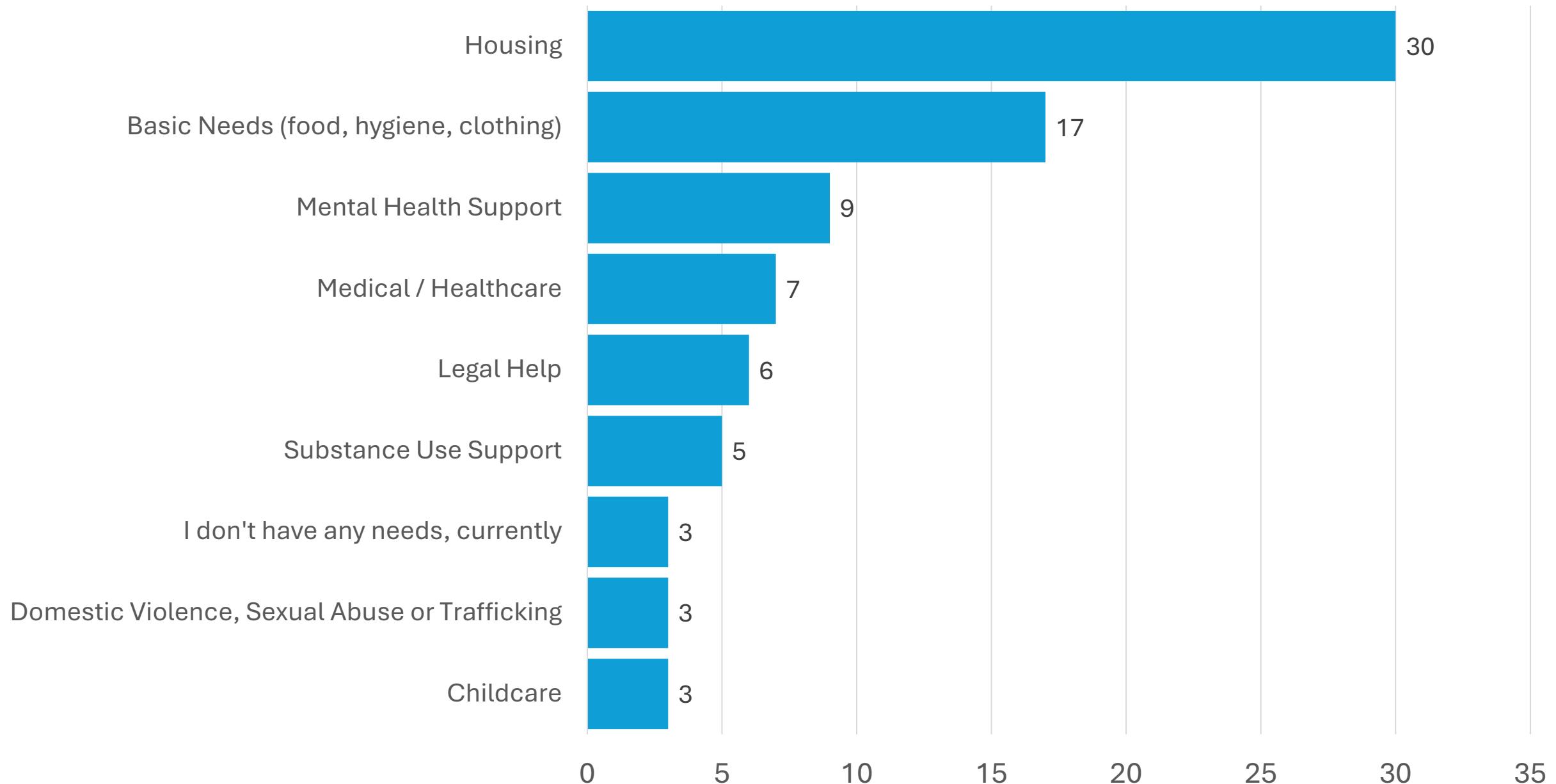
## When did you last attempt to access housing, shelter or supportive services?



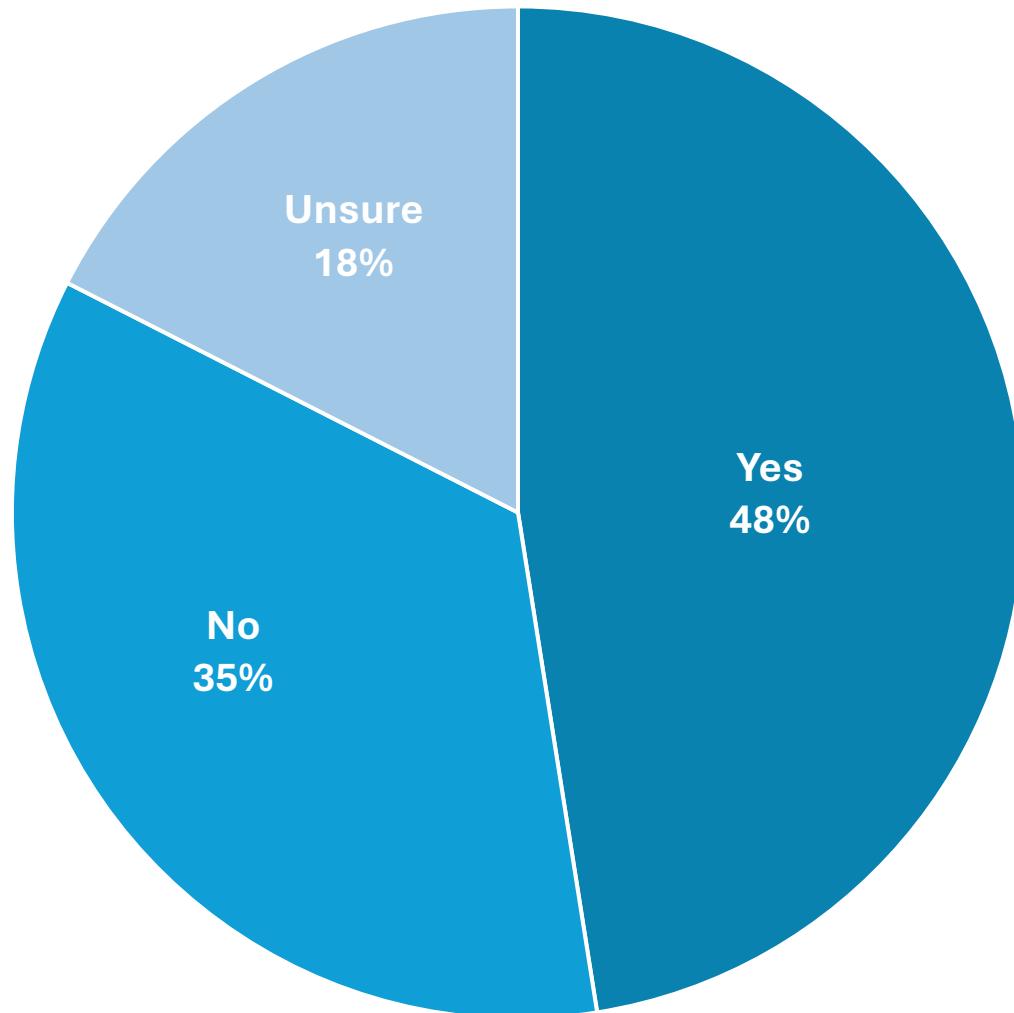
## What type of help have you been able to get in your community?



## What type of help do you currently need?



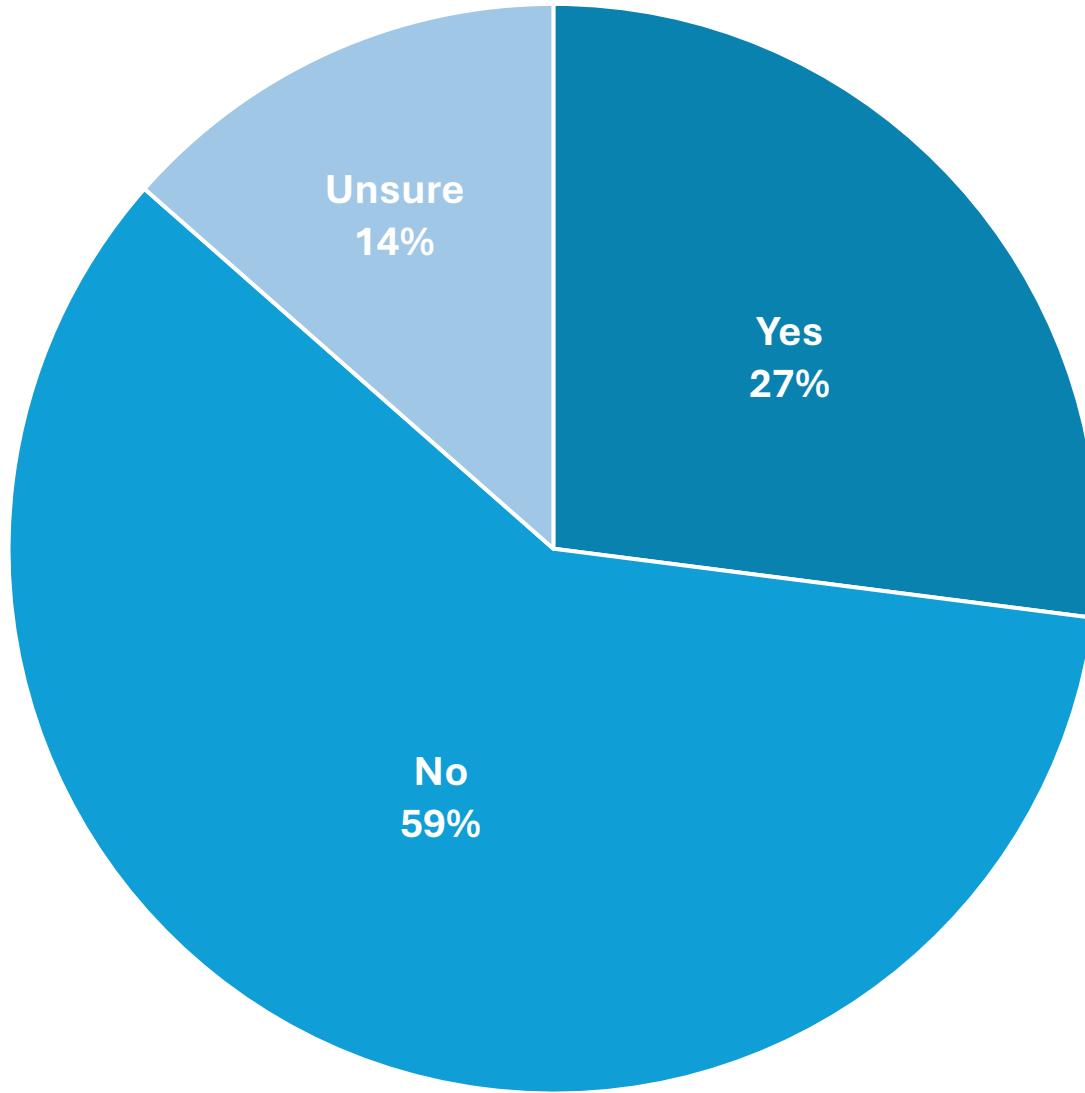
## Have you been denied services?



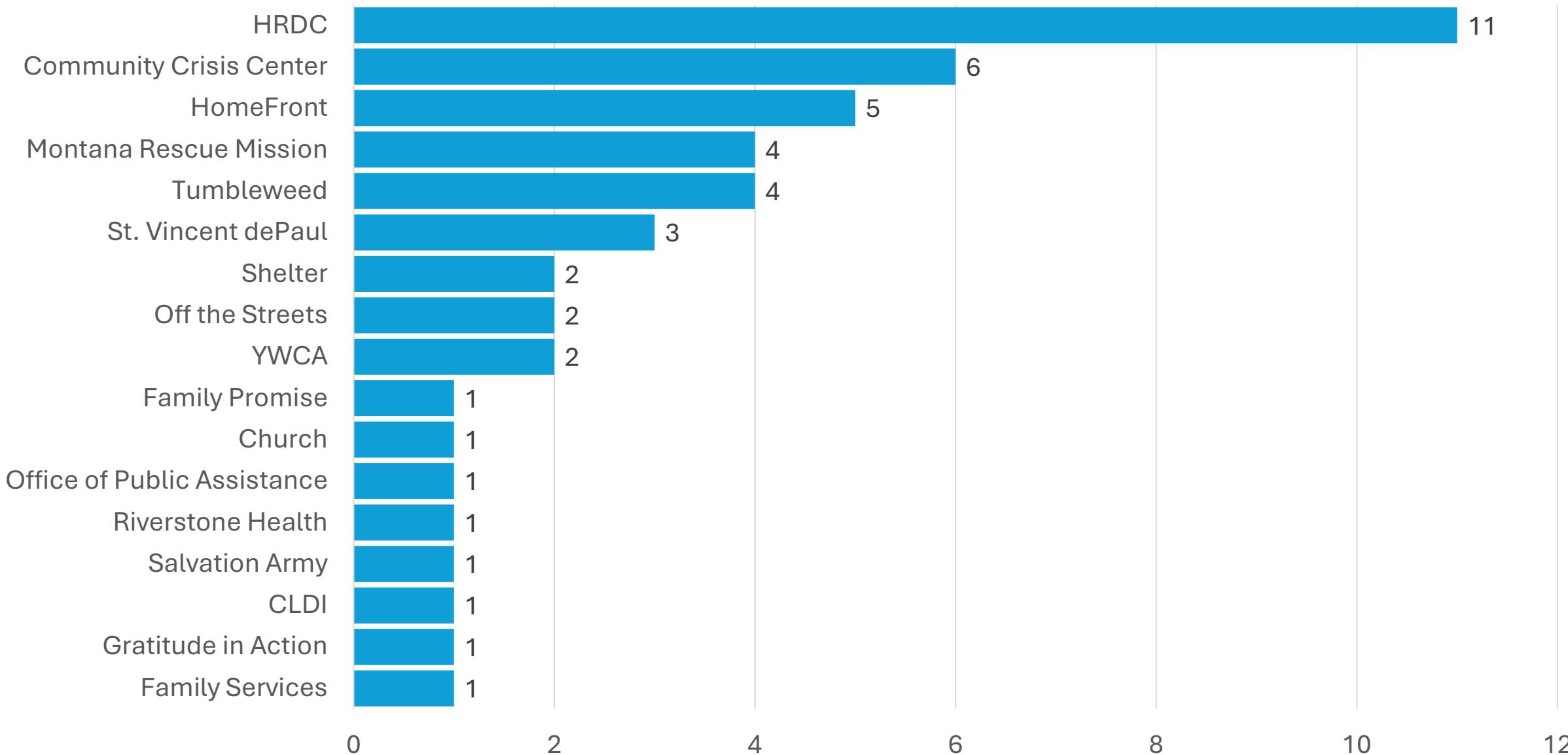
## What reason were you given for being denied services, if any?

- “Paperwork, paperwork, paperwork... very very complicated process”
- “Said they lost my paperwork”
- “My income was too high...even though I could barely afford rent and groceries”
- “Help from another program makes me ineligible”
- “Background check”
- “Felon”
- “Not being able to connect with the outreach”
- “They don’t have resources like that and gave me a different number to call”
- “Accused of not working the program while I was sick”
- “That I wasn’t following rules while I was sick”
- “No income”
- “No medical insurance”
- “Couldn’t pass a drug screening”
- “Wait list cancelled”

If you experienced wrong, unfair or harmful treatment, do you know where to file a complaint (or grievance) to get help or resolve the issue?



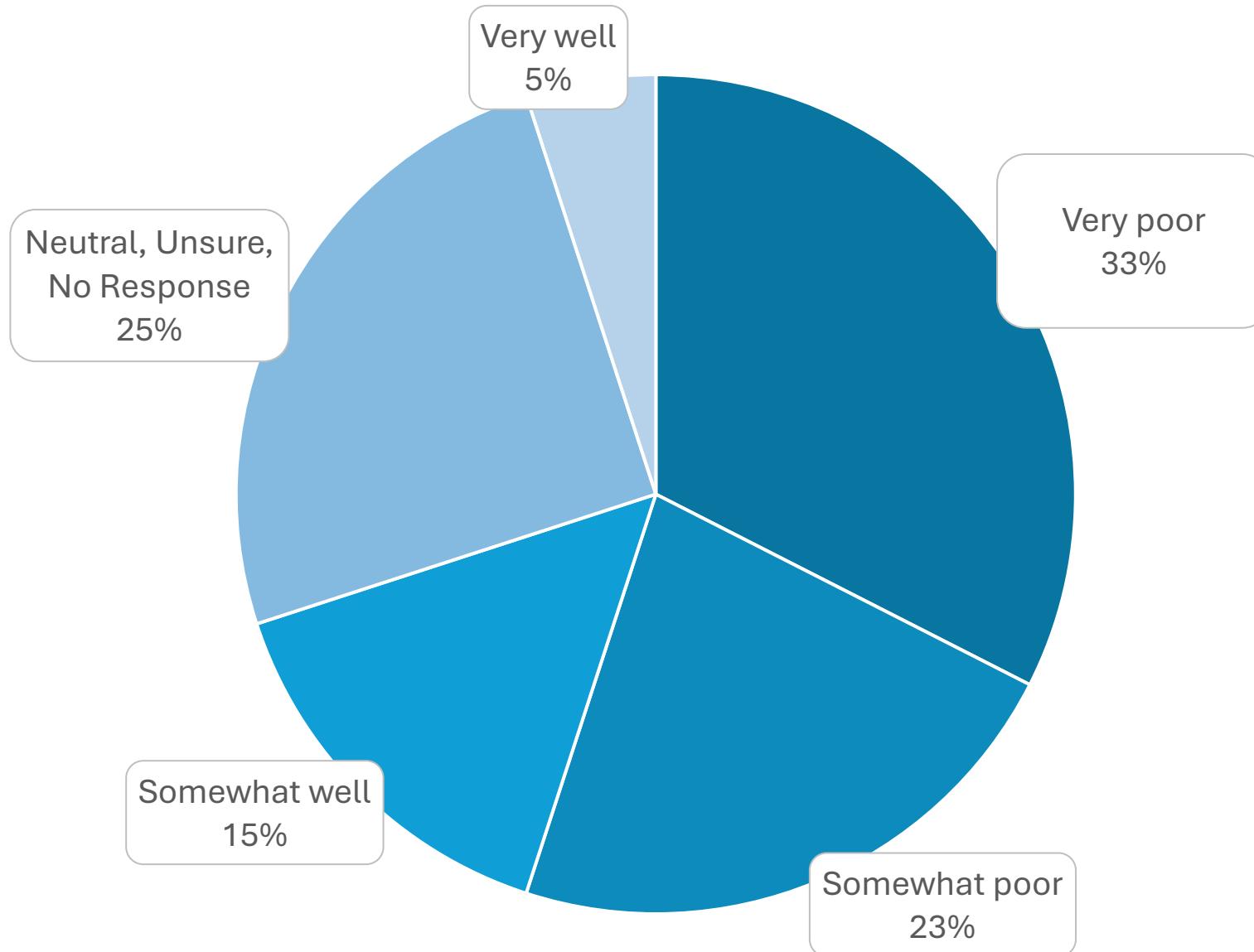
**If you knew someone who needed help with housing, shelter or supportive services, where would you recommend they go first?**



**When seeking help, were you able to get your needs met at one location?**



**Overall, how do you feel your community is doing to get people the support they need for their housing journey?**



## When it comes to accessing services, how could the process be improved?

- "...a little more hand holding. It would be amazing if the various services could share info with each other..."
- "Access needs to be accessible"
- "Navigation Center – one stop shop is badly needed..."
- "It would be great if everybody worked together so they could actually tell me where there was hope and help available on the day I needed it"
- "The amount of questions asked upon intake is overwhelming..."
- "Have housing for felons"
- "It can be difficult to know where to start and what one qualifies for"
- "For people to not judge book by its cover"
- "Less running around when we don't all have cars or rides and the bus is kinda sketch"
- "More beds and food"
- "...Maybe agents could fill out the paperwork for us..."
- "More of community having knowledge"
- "Less rules right away and more time for people to settle in and trust you"

**"More housing"**

**"More substance abuse services. I struggled in the beginning"**

**"You guys do a great job already"**

## What were or are your biggest challenges to getting housing assistance and/or finding housing?

- “Affordable housing is very hard to come by”
- “Rental prices and housing prices are too high”
- “Move in costs”
- “There’s never enough money available for rental assistance”
- “Not having the money for application fees and deposit”
- “The application process”
- “Bad credit”
- “Finding a landlord to accept my past”
- “Mental health and substance abuse”
- “Not having my own transportation”
- “Transportation is a huge barrier”
- “Too many people on lists”
- “Waitlist...”
- “Government funding not matching local cost”

## Other Feedback

- “Why are people on the street continuously arrested for being in-house or mentally unwell?...”
- “Homeless community are human beings and should be shown grace and compassion. Instead, I am made to feel it is my own fault.”
- “There is not enough affordable housing in the community. I relapsed multiple times while waiting to get into treatment.”
- “...Billings gets very cold in the winter, There’s a lot of illegal drug activity and illegal drug use. Billings needs a day shelter and a night center for this group of people. Their mental illness mixed with addiction won’t let them be law abiding, productive citizens.”
- “Why does the Mission and Off the Streets charge people money”
- “We need to reform the judicial civil departments automatic siding with the landlords lies in court. Tenants should be offered attorneys if the landlord has one.”
- “...the current system appears to be broken and agencies do not talk to one another and ask for the same data repeatedly every place I go. This is overwhelming as a homeless person, and certainly not best practices. There needs to be a better system, whereby a centralized cloud based platform can be used and accessed by all providers in a community And then the state cover the cost of maintaining and controlling that platform...”

“...the shelter made me feel incredibly welcomed and protected my dignity...”

“I couldn’t have done it without Tumbleweed’s help...”

“Tumbleweed has been so nice to me...”

“...I really like Tatiana and Adam at Tumbleweed”