Community Partnership's Ozarks Alliance to End Homelessness High Risk and Homeless Youth Report 2018



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Introduction

To better understand the barriers that youth experiencing homelessness in Springfield face, local agencies initiated a survey of youth who were experiencing homelessness or considered high-risk in 2007. The current project, which is the sixth since 2007, was developed and completed by the Ozark's Alliance to End Homelessness Homeless Youth Task Force (HYTF) in conjunction with Missouri State University's Sociology Program. Past reports can be viewed at http://www.cpozarks.org/endhomelessness/.

This is what youth want resource providers and the community to know:

After reading this report, we think it's so important for everyone, especially those who have never experienced homelessness, to read this and be informed.

This might help others to speak up.

When it's true about us, we don't want to see reports like this. But it's so important for this information to be known so we won't all feel this way and get help.

We don't have to be homeless, and we need the help.

Very few people find the help the first or second time experiencing homelessness and many never will. But any gesture really counts. Being homeless hurts; it's hard knowing the truth and coping with it. Many kids who end up homeless have experienced some kind of trauma or form of neglect and this report supports that.

Construction and Administration of the Questionnaire

Members of the HYTF designed a 77-item survey. One hundred fifty-eight surveys were entered into a Microsoft Excel file. Approximately half of the surveys were completed during a magnet event for youth held at The Rare Breed Youth Outreach Center, in conjunction with the annual Point in Time Count on January 25th, 2018. The Rare Breed serves as a resource center for youth who are at risk of or experiencing homelessness. Surveys were administered by trained HYTF volunteers and entered using an online Google Form. The other half of the surveys were completed over the next two months (Until March 30) via agencies represented on the HYTF. These surveys were either conducted using the Google Form or administered as paper questionnaires whose answers were entered by trained staff.

Data Cleaning and Transfer to SPSS Data File

The information in the Excel file was checked for duplicate entries using the initials, birthdate, and home town of respondents. Ten duplications were identified and removed, which left 148 respondents who provided information. A copy of the shortened Microsoft Excel data file then was made. Non-numeric variables were analyzed in the copied Excel file and then deleted. The final Excel file then was imported into SPSS for analysis.

Location of Survey, Current County, and Home Town/State

The location of the survey was recorded for 124 respondents. Surveys were administered in 13 separate locations. Seventy-six questionnaires (61% of the 124 surveys that showed location) were completed at The Rare Breed. Eleven (9%) were completed at Great Circle Youth Behavioral Services, nine (7%) were listed simply as having been completed in Springfield, and six (5%) were administered at the Springfield Affordable Housing Center. Those four agencies combined produced 82 % of completed surveys.

All respondents were currently in Springfield/Greene County. One hundred forty-five respondents gave information on their hometown or home state. Seventy-two youth (50% of participants), were originally from Springfield. Thirty-nine subjects (27% of the sample) were from other towns and cities in Missouri. Four youth were from Kansas City, three were from Willard, and the rest were from 27 other communities in the state. 33 young people (23% of respondents) reported their hometown as being in another state. Five youth were originally from Illinois, four were from Arkansas, and the remainder were from 14 other states. One respondent was from Mexico.

Demographics of the Sample

<u>Age</u>

All 148 respondents provided their age. The youngest person was 11 years old, and the oldest was 25. Thirteen respondents (9% of the total) were between ages 11 and 14. Twenty-nine persons (20% of the sample) were between 15 and 17 years old. Fifty-one subjects (34% of participants) were from 18 to 20 years of age, 55 respondents (37% of the sample) were between 21 and 25 years old.

Racial Group and Hispanic Ethnicity

The sample of youth considered to be high risk or experiencing homelessness was considerably more diverse than the overall population of Greene County. While 88% of the County's overall population self-identifies as white¹, 68% of youth said that they are white. Fourteen percent of respondents were American Indian or Alaska Natives, which is much higher than the 1% of County residents who identify with that racial group background. While 12% of surveyed youth were Black, just 3% of the County's population is African-American. An additional 6% of youth responded as identifying as a racial or ethnic background not provided as a possible selection on the survey.

Ten young people, 7% of the sample, identified as Hispanic, which is almost twice the proportion (4%) of Greene County residents who identified as Hispanic.

Gender and Sexual Orientation

Half of surveyed youth and young adults were male, 44% were female, 4% were gender non-conforming, and 1.4% were transgender.

Sixty-nine percent of participants identified as heterosexual or straight, one-quarter said that they were bisexual, 2% were questioning their sexual orientation, 1% were gay or lesbian, and 3% responded to this question as "other".

Education and Veteran Status

Twenty-two percent of youth were enrolled in middle school or high school when surveyed, and 3% were taking college classes. Eighteen percent of subjects currently were taking HiSet or GED classes. Thus, 43% of respondents were currently in school or taking classes toward an alternative degree. Thirty percent of youth had earned a high school diploma or a HiSet/GED certificate. One quarter said that they currently were not enrolled in school.

Three subjects, 2% of the sample, served in the United States military.

Employment

Thirty-one respondents, 21% of the sample, currently held a job, and 117 people, 79%, were not currently working. Of the 31 individuals who were working when surveyed, 43% held part-time employment, 30% were working full-time jobs, 23% worked as day laborers or at temporary jobs, and 3% reported as holding some "other" type of job. Of the 30 currently-working respondents, 21% of them worked 12 or fewer hours weekly, another 21% worked between 13 and 20 hours per week. Twenty-eight percent of current workers put in between 21 and 30 hours per week, 24% of them were on the job for between 31 and 40 hours weekly, and 7% worked over 40 hours each week.

While only one in five respondents currently worked, nearly two in three of them had held at least one job in the past year. Forty-four percent of subjects had held one or two jobs in the past year, 19% of them had worked three or four jobs, and 2% had been employed in five or more jobs in the past year.

Meeting Daily Needs

In addition to employment, participants were asked about other methods that they utilized in meeting their daily needs. The three most common ways that youth used to meet their daily needs involved securing food. Fifty-five percent of subjects used food stamps (SNAP) to purchase food from retailers. Forty percent got food from a local pantry, and 34% got hot meals from the community. The fourth most common means to meet daily needs (27% of respondents), was money or resources provided by their family. Eighteen percent of respondents used money or resources from friends to meet their daily needs, and 13% reported as panhandling in order to secure food.

Parenthood

One hundred six youth and young adults, 72% of the sample, were neither a parent nor expecting to be in the next nine months. Twenty-six people, 18% of respondents, were a parent or expecting to be soon. Sixteen young people, 11% of those who provided information, were not sure whether or not they were a parent or expecting to become one.

Fourteen of the twenty-six present or soon-to-be parents (54% of them) did not have a child under their care at present. Eight of the parents, 31%, had one child under their care, and four persons, 15% of parents, cared for two children.

Eleven of the 26 parents (42% of them) said that their children currently live with them. Eight young parents (31%) reported that their child lived with the other parent. Three youth (12%) said that their child was in foster care, and an equal number reported that their parents were caring for their child. One parent (4%) said that her child was being cared for by her sister.

Of the 26 parents, only seven (27%) reported that their child had slept in the same location as they had the previous night. Nineteen parents (73%) said that their child had not slept where they themselves had, the night before the survey.

State Care

Fifty-eight youth, 39% of those surveyed, had been under state care. They had been removed from their home and placed in another setting, such as foster care, a group home, or with another family member. Fifty-two percent of youth had not been under state care, and 8% were uncertain if they had ever been in state care.

Fifty-six respondents told how they were released from state care, and 29% were placed in adoption, which was the most common form of release reported. One in five were still under state care, another 20% had aged out of foster care, 14% had been reunified with their family, 11% had a legal guardian, and 7% said that they were released from state care in some "other" manner.

Forty-five participants gave their age at time of release from state care. The youngest was released at 3 years old, and the oldest was released at 21 years of age. Ten youth, 22% of the 45 individuals who provided information, were under age ten when released from state care, and the same percentage were ages 10 to 14 years old when released. Forty-four percent of youth were between ages 15 and 18 when they left state care, and 11% of respondents were 19 years old or older.

Forty-seven subjects answered the question "Were you given the supports that you needed to transition out of foster care and live independently?" A strong majority, 70% of respondents, said no, they had not been given the supports that they needed to transition from foster care to independent living. The other 30% reported as having received needed supports.

Housing Status

Youth Experiencing Homelessness

One hundred forty-five respondents answered a question about where they had slept the night prior to the survey. Twenty-eight percent of youth said that they had slept in their own home, and the same percentage had stayed in someone else's house or apartment. Ten percent of respondents had stayed the previous evening in a youth shelter, 8% had slept on a street or sidewalk, and 5% had been in a housing program. Four percent of young people had slept the previous night in a vehicle, and identical percentages had spent the night in a homeless camp, and in an adult shelter. Three respondents, 2%, had slept in a park or public place, two had been in some "other" place, one spent the night in an abandoned building, and one slept under a bridge.

When asked where they had slept in the past week, 31 respondents had stayed in two or more places. Eighteen of those 31 youth had spent at least one night in someone else's house or apartment, nine had stayed in a youth shelter, eight had slept on a street or sidewalk, seven had spent the evening in a homeless camp, and six had slept in a vehicle. Four young people had spent at least one night in the last week in a park or public space, and the same number had slept at least once in the prior week in an abandoned building, and in their own house or apartment.

One hundred forty-three respondent answered a question of whether any of the places they had slept last week was unsafe. Thirty-four youth, 24% of them, said that they had spent at least one night the previous week in an unsafe place.

When asked whether or not they feel that they are currently homeless or unsafely housed, 49 respondents, 33% of those who provided information, said yes. The other 67% of subjects did not feel that they currently are homeless or unsafely housed.

There are multiple federal definitions of homelessness for youth. The Department of Housing and Urban Development's definition centers on individuals who lack a fixed, regular, and adequate nighttime residence. This includes people who reside in emergency shelters, transitional housing, or permanent supportive house, and individuals who sleep in a place not meant for human habitation. Somewhat broader definitions are provided by the Department of Education and described in The Runaway and Homeless Youth Act (RHYA). These definitions include those who are sleeping in unsafe places.

Multiple survey questions yielded four different estimates of how many respondents currently were homeless. First, thirty-four young people, 24% of the 143 individuals who answered the question, said that they had slept at least one night last week in an unsafe place. Next, forty-nine youth, 33% of those who provided information, said that they feel that they are currently homeless or unsafely housed. Third, fifty-six individuals, 39% of the sample, had spent the night prior to the survey either in a shelter/housing program, or in a place not meant for human habitation (vehicle, camp, park, street or sidewalk, under a bridge, or in an abandoned building). Finally, if youth who spent the night prior to the survey in someone else's house or in a motel are added, then 103 respondents, 71% of those who provided information, could be considered homeless at the time of the survey.

As will be discussed below, 94 youth, 64% of the 148 individuals who provided information, reported that they have been homeless on their own without a parent or caregiver at some point in their life.

Youth's History of Homelessness and Unsafe Housing

The 49 youth who felt that they were currently homeless answered six additional questions. For 27% of them, this was their first time being homeless, while 73% of them had been homeless before. The length of the current spell of homelessness varied from less than one month to four years and longer. Three youth (6%) had been homeless less than a month, 10 of them (20%) had been homeless 1-3 months, 12 youth (25%) had been without adequate, safe shelter for 4-8 months, and 4 respondents (8%) had been homeless 8-12 months. Thus, 29 of the 49 homeless youth (60%) had been homeless this time for no more than one year. Thirteen youth (27%) had been without secure shelter for 1-3 years, and seven young people (14%) had been homeless for four or more years.

When asked how many separate times they had been homeless in the past three years, nine individuals (20% of those who provided information) had been homeless only once. Twenty young people (44%) had been homeless 2 or 3 times, and 16 youth (36%) reported being homeless 4 or more separate times during the last three years. Thus, four out of five homeless youth reported episodic or reoccurring spells of homelessness in recent years.

Thirty-nine youth described how many total months they had been homeless during the past three years. Twelve individuals (31% of those who provided information) had been homeless a total of six

months or less. Four individuals (10%) have been homeless for a total of 7-11 months. Twenty-three respondents (59%) had been homeless for a total of 12 – 36 months.

Forty-five respondents described how long it had been since they last lived in stable and safe housing. Seven of them (16%) had last been stably and safely housed less than one month prior, and the same number had last been in secure housing between 1 - 3 months earlier. Four people (9%) had last lived in stable and safe housing 3 - 6 months before the survey, 10 youth (22%) had last been in secure housing 6 - 10 months prior, and 17 respondents had last been adequately housed more than a year earlier.

Forty-seven subjects explained with whom they lived the last time that they were safely and stably housed. Twenty-five youth (53% of those who provided information) had last been stably and securely housed with their family. Seven youth (15%) had lived alone when they were last adequately housed, six (13%) had been living with a significant other/partner, and five young (10%) had been living with friends, and four individuals (9%) had been in foster care the last time that they were stably and safely housed.

Youth Experiencing Homelessness with Parents or Caregivers

Forty-nine young people, 34% of those who provided information, said that they had been homeless with their parents of caregivers. Ninety-six youth, 66% of the sample, had never been homeless with their family or caregivers.

Twelve respondents, 27% of the 45 people who answered the question, were five years old or younger when they first became homeless with their family or caregivers. Nine young people, 20%, were between ages six and ten when they experienced homelessness with their family. Thirteen people (29%) were first homeless with their family when they were 11 to 15 years old, and 11 individuals (24%) first were homeless with family or caregivers when they were between 16 and 19 years of age.

Seven youth, (14% of the 49 people who provided information) were currently homeless with their parents or caregivers. Forty-two respondents, 86%, had previously been homeless with their family, but were not currently so.

Of those who had experienced homelessness with family or caregivers, 79% of youth had stayed in shelter or temporary housing with them. Seventy-one percent of the 49 young people had couch surfed while homeless with parents or caregivers, and 53% of them had stayed in a place not meant to be slept in, such as shed, park, car, or vacant building.

Youth Experiencing Homeless on Their Own (without a parent or caregiver)

Ninety-four respondents, 64% of the 148 people who answered the question, had experienced homelessness on their own without a parent or caregiver at some point in their life. Fifty-four participants (37%) never had been homeless on their own.

Ninety-one subjects gave the age at which they first had experienced homelessness on their own. Five of them, 6% of those who provided information, had been homeless on their own at age 12 or younger. Fifteen youth, 16%, had first been homeless on their own between 13 and 15 years of age. Forty-seven individuals, 52%, were between 16 and 18 years old when they first became homeless on

their own, and 24 respondents (26%) first became homeless without a parent or caregiver when they were 19 years old or older.

Of the 94 people who provided information, 43 of them (46%) currently were homeless on their own, and 51 individuals (54%) had been but were not currently homeless without a parent or caregiver.

Of the 94 individuals who had experienced homelessness on their own, 72% of youth had stayed in shelter or temporary housing. Eighty-six percent of the young people had couch surfed while homeless on their own, and 78% of them had stayed in a place not meant to be slept in, such as shed, park, car, or vacant building.

Factors Contributing to Homelessness

Those who had been homeless on their own were asked what factors or events had contributed to their becoming homeless without a parent or caregiver. Eighty-eight youth who had been homeless on their own provided information. Forty-six percent of youth listed one or two contributing factors, and 53% listed three or more factors that contributed to their being homeless on their own.

While some youth run away from home to gain more freedom, many are pushed away from negative home environments. All six of the most commonly cited factors describe a dysfunctional or unsafe family situation that youth were leaving. Forty-three percent of respondents said that arguments at home contributed to their becoming homeless on their own, and 42% mentioned that an unsafe/unhealthy home was a contributing factor. Forty percent cited verbal abuse as one reason for becoming homeless without a parent or caregiver, and 34% said that their family could not support them. Thirty-two percent said that physical abuse was a contributing factor, and 22% said that their parent or caregiver's alcohol or drug abuse was a reason for their becoming homeless on their own.

Eighty-six youth who had experienced homelessness on their own answered a question about barriers that made it hard for them to obtain stable housing. Fifty-nine percent of them listed one barrier to stable housing, 8% mentioned two barrier, and 33% listed three or more barriers to securing a stable place to live.

The top two barriers listed by youth were financial. Thirty-eight percent of respondents cited unemployment as a barrier to stable housing, and 36% listed lack of income as an obstacle. Thirty-five percent of youth mentioned that long waiting lists for housing was a barrier. The next three most cited barriers to obtaining stable housing were the youths' mental health concerned (listed by 14% of the 86 subjects), lack of services to help obtain housing (14%) and an age barrier (14%).

Health, Safety, and Family Life

Mental and Physical Health

One hundred forty-five subjects answered a question about whether or not they have one or more disabilities. Forty-eight youth, 40% of those who provided information, had no disability; however, an equal number and percentage (40%) stated that they have mental health problems. Eight percent of respondents listed a physical disability, 4% said that they have a drug abuse issue, 3% have an alcohol abuse issue, 3% have a developmental disability, and 1% have a chronic health condition.

Of 131 youth who provided information, 59% said that they did not have a disability that has kept them from getting a job or obtaining stable housing, and 41% did have a disability that was a barrier to regular work and to stable housing.

One hundred thirty-three respondents answered a question about visits to the emergency room. Thirty-one percent of youth had not gone to the ER in the past year. Forty-seven percent had one to three ER visits in the past year, and 23% had gone to the ER four or more times in that time period.

Of the 144 subjects who provided information, 61% said that they had been prescribed medication to treat mental illness (ADHD, depression, anxiety, bipolar, PTSD, etc.). The other 39% of youth had never been prescribed medication for a mental illness.

One hundred forty-three individuals provided information about counseling. Seventy-three percent of youth had received counseling services.

Of 142 people who answered a question about self-harm behaviors, 53% had engaged in self-harming behavior, such as cutting or burning themselves.

One hundred forty-three respondents provided information on suicidal ideation. Forty-three percent of youth had never considered suicide, 19% of them had thought about suicide one or two times, 15% of subjects had considered suicide three or four times, and 22% had thought about attempting suicide five or more times.

Alcohol and Substance Use

One hundred forty-five young people answered a question about recent drug use. One hundred twenty-four of them, 86% of those who responded, had not used drugs in the past week, while 21 subjects (14%) had used drugs in the past seven days.

Of 145 individuals who provided information, 77% had not used alcohol in the past week, and 23% reported to drinking alcohol within the week the survey was conducted.

One hundred forty-three people responded to a question about their possible substance abuse problem. One hundred one individuals, 71% of those who provided information, had never thought or been told by someone else that they have a drug or alcohol problem. Forty-two young people (29%) had thought or been told by someone that they have a substance abuse problem.

Of 144 respondents, 120 youth (83%) had never received services for an alcohol or drug problem. Twenty-four individuals (17%) had received substance abuse services.

One hundred forty-four individuals answered a question about their parent or caregiver's substance abuse. Seventy-two of them, half of those who provided information, said that at least one parent or caregiver had an alcohol or drug problem.

Abuse and Trauma

One hundred forty-one people responded to a question about being abused. Seventy-three of them, 52% of those who provided information, had been abused by a relative or another person they had stayed with, such as a parent/caregiver, brother or sister, spouse or partner.

Of the 73 individuals who had been abused, 26 of them (36%) had been physically abused, 21% had experienced emotional abuse, 8% had been sexually abused, and 36% reported some "other" form of abuse.

Sixty-eight of the abuse victims answered a question about domestic violence. 12% reported as currently fleeing domestic violence.

Eighty-five individuals provided information about repeated traumas in their life. Sixty respondents (71%) had witnessed or experienced repeated traumatic events, such as physical, emotional, or sexual abuse, or other violent acts. Twenty five individuals had never experienced or witnessed repeated traumas.

Of 85 respondents, 17 people (20%) had witnessed or experienced repeated traumatic events while they were homeless.

A cross-tabulation of results from the two questions about traumas showed that of the sixty individuals who had witnessed or experienced repeated traumatic events, 43 experienced those traumas while they were not homeless. Three individuals had only experienced traumas while homeless, and 14 people had experienced or witnessed repeated traumas both while homeless and while not homeless.

Running Away from Home

Ninety-six people stated that they had run away from home at some point. Fifty-six of them (58% of those who had run away) had left home one or two times. Twenty-one youth (22%) had left home three or four times, seven young people (7%) had run away five or six times, and a dozen youth (13%) had left home seven or more times.

Maintaining Housing

One hundred thirty-five people responded to the question "in order to stay in any housing situation, have you ever done any of the following?" Forty-nine of them (36% of those who answered the question) had done none of the six listed things. Eighty-six youth (64%) had done at least one of the things to stay in a housing situation. Twenty-four of them had done one thing, 15 had done two things, 21 had done three things, and 26 had done four or more things to stay housed.

The most common thing done to maintain housing (N=60) was to stay somewhere they did not feel safe. Fifty-seven young people had stayed with someone whom they did not know or trust to maintain housing, and twenty-four had stayed with a sexual partner that they would not have stayed with otherwise. Two dozen respondents said that they had paid someone with something other than money (food stamps, sex, labor) to stay housed, and an equal number admitted to having stolen food

or other items to maintain housing. Twenty-one individuals had bought, sold, or used drugs when they would not otherwise have done so to remain housed.

One hundred forty-three people answered a question about housing uncertainty. Ninety-three of them, 65% of those who provided information, said that they had sometimes wondered where they would sleep tonight. Fifty individuals (35%) never had wondered about their night's lodging.

Of 143 respondents, 92 people (64%) had sometimes wondered where they would get food today. Fifty-one youth (36%) never had wondered about where they would get food.

Youth's Perspectives on Our Community

One hundred forty-three young people responded to a question about what the community needs to better serve homeless and high-risk youth. One hundred seven of them (75%) agreed or strongly agreed that Springfield needs more short term shelters for youth. Fourteen people (10%) were neutral, and 15% disagreed or strongly disagreed that more short term shelter for youth is needed in Springfield.

Of the 141 people who provided information, 113 of them (80%) agreed or strongly agreed that the community needs more long term transitional housing for youth. Nine individuals (6%) were neutral, and 19 respondents (14%) disagreed or strongly disagreed that there is a need for more long term transitional housing for youth in Springfield.

Of 143 young people who responded to the question, 109 of them (76%) agreed or strongly agreed that the community needs more long term transitional living programs for pregnant or parenting teens. Sixteen people (11%) were neutral, and 18 subjects (13%) disagreed or strongly disagreed that more long term transitional living programs for pregnant or parenting teens is needed in Springfield.

One hundred nine youth (77% of the 141 who provided information) agreed or strongly agreed that the community needs a "one stop shop" where youth can get needed services in one place (such as shelter resources, job training, HiSet or GED classes, counseling, food, mentoring). Eighteen youth (13%) were neutral, and 14 respondents (10%) disagreed or strongly disagreed that a "one stop shop" was needed in the community.

Of 141 young people who responded to the question, 79 of them (55%) agreed or strongly agreed that the community has adults who endanger homeless youth. Thirty-six youth (25%) were neutral, and 28 young people (20%) disagreed or strongly disagreed that there were adults in Springfield who endanger homeless youth.

Services in our Community

Participants were asked how familiar they were with how to get 12 different types of services in the community. Between 131 and 135 youths answered the individual questions. Thirty-six percent of youth did know how to access health care in Springfield, 46% were getting health care when they were surveyed, and 18% did not know how to get health care in the community.

Forty-seven percent of respondents knew how to get medications that they needed in the community, 37% were getting medications when they were surveyed, and 16% did not know how to access medications in Springfield.

Forty-two percent of participants knew how to access dental care in Springfield, 36% were receiving dental care when surveyed, and 22% did not know how to get dental care in the community.

Forty-seven percent of youth knew how to get mental health counseling in the community, 34% were being counseled when they were surveyed, and 19% did not know how to access mental health counseling in Springfield.

Fifty-six percent of young people knew how to access alcohol/drug rehab counseling in Springfield, 15% were getting such counseling when surveyed, and 30% did not know how to get alcohol/drug rehab counseling in the community.

Forty-nine percent of respondents knew how to get emergency shelter in the community, 30% were accessing emergency shelter when surveyed, and 22% did not know how to get emergency shelter in Springfield.

Forty-four percent of subjects knew where to get emergency food in Springfield, 36% were getting food when surveyed, and 21% did not know how to access emergency food in the community.

Thirty-nine percent of young people knew where to go to access housing in the community, 38% were in housing when surveyed, and 24% did not know how to get housing in Springfield.

Forty-five percent of youth knew how to get education services in the Springfield, 40% were getting education services when surveyed, and 15% did not know how access education services in the community.

Forty-nine percent of respondents knew where to access employment assistance in the community, 33% were getting help with employment when surveyed, and 19% did not know how to get employment assistance in Springfield.

Half of subjects knew how to get help with parenting in Springfield, 19% were getting parenting assistance when surveyed, and 32% did not know how to access parenting programs in the community.

Fifty-one percent of youth know how to access services related to domestic violence in the community, 16% were receiving domestic violence services when surveyed, and 33% did not know how to get services related to domestic violence in Springfield.