

HOMELESS SERVICE UTILIZATION REPORT



HAWAI'I 2013



OVERVIEW

Homelessness is a complex issue requiring continuous and coordinated resources and services in order to meet the needs of those who find themselves without shelter. Traditionally, homeless service programs have utilized a “housing readiness” approach in which the homeless individuals or families make progress toward obtaining independent permanent housing through the various levels of programs, e.g., moving from street outreach to an emergency shelter, then to a transitional housing program, and then to permanent housing. Hawai‘i’s approach to ending homelessness has recently shifted to include a focus on first helping the individuals or families experiencing chronic homelessness to obtain stable housing, then later addressing other issues that contributed to their homelessness. There is also a greater focus on homelessness prevention and rapid rehousing. Support and wrap-around services are essential components to ending homelessness in Hawai‘i. Over the past year, there have been some improvements in the length of time clients remain in shelter programs, and in moving clients into permanent housing. Given the income levels of the individuals and families served by these programs, however, the availability of low-income affordable housing is also critical to the homelessness solution.

The following 2013 *Homeless Service Utilization Report* is the eighth in a series of reports developed by the Center on the Family at the University of Hawai‘i and the Homeless Programs Office of the Hawai‘i State Department of Human Services (DHS). This report aims to inform decision making and actions on issues related to homelessness in Hawai‘i.

In the 2013 fiscal year, the state allotted \$15.8 million to support homeless program services. A large share (86%) of the funds supported shelter programs, and 14% of funds supported outreach program services. Nearly three-quarters (73%) of funds supported programs in the City and County of Honolulu, followed by Maui County (14%), Hawai‘i County (11%) and Kaua‘i County (3%). These programs were also supported by more than 3.3 million federal funding and \$565,000 county funding. Shelter programs provided a total of 3,946 beds, with the majority of these (64%) in transitional shelters. Note that these programs and public resources do not represent all homeless related services and funding.

A total of 13,639 individuals received Shelter and Outreach Program services during the 2013 fiscal year. This number represents an unduplicated count of individuals who experienced homelessness and received shelter and/or outreach services at some point during the period between July 1, 2012, and June 30, 2013. After several years of sharp increases, the total number of clients served by these programs dropped for the third consecutive year, and by 2.4% since 2012. Forty-two percent (42%) of those who received services were “new clients,” i.e., individuals who received services but had no prior intake recorded in the system, dating back to July 1, 2006.

Figure 1
Homeless Service Clients, FY 2007–2013

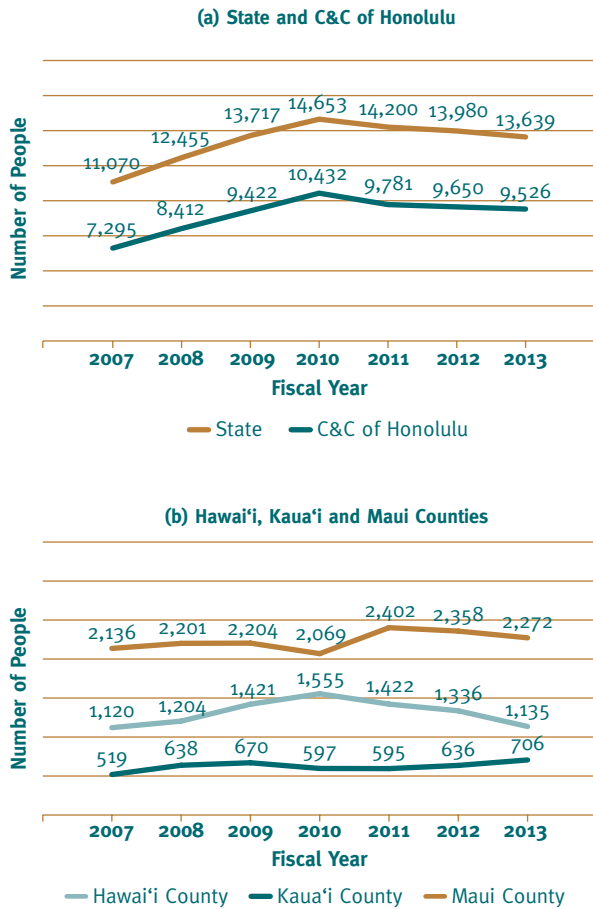
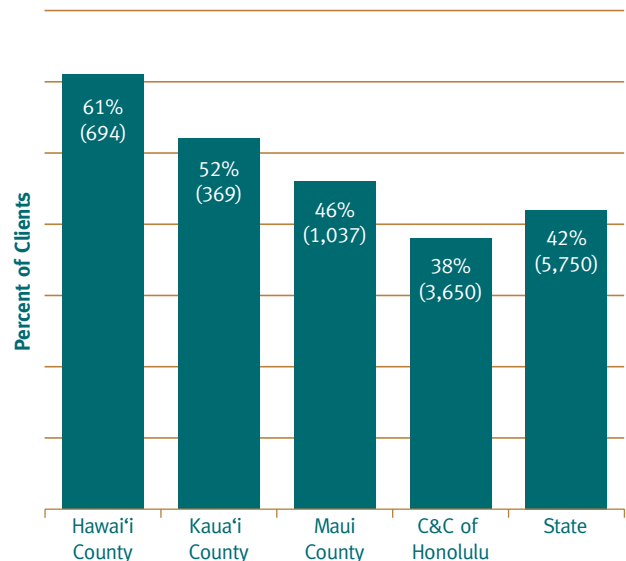


Figure 2
New Homeless Service Clients, FY 2013



Note: “New clients” is defined as those who have no prior intake records in the HMIS since July 1, 2006.

DATA NOTES

This report is based on data collected from the state's Homeless Management Information System (HMIS), a centralized electronic data system on homeless persons. All service providers who receive State and Federal Department of Housing and Urban Development funds for their programs enter client intake, service encounter, and exit data into the HMIS. The data system also includes a few other service providers who report data on a voluntary basis. Domestic violence shelters do not enter data into HMIS, and therefore, are not included in this report. Data on individuals and households were collected from adults who identified themselves as head of household and provided information about themselves and their family members, where applicable.

The most current data from the 2013 fiscal year (July 1, 2012 – June 30, 2013) are presented for the Shelter and Outreach Programs.

- Shelter Program data represent an unduplicated count of individuals who received homeless services at an emergency or transitional shelter. When data for the two types of shelter programs are presented separately, individuals who received services in both programs are included in both counts.
- Outreach Program data represent an unduplicated count of individuals who experienced literal homelessness (e.g., living in a car or park or on the beach) and received outreach services.
- Data on the overall homeless service clients represent an unduplicated count of individuals who received any shelter or outreach services during the reporting year.

There are several caveats regarding the data in this report:

1. When there are multiple records of people who sought services more than once in either the Shelter Program or the Outreach Program, or in both programs within a fiscal year, information from the most recent records was used for the respective analysis that required unduplicated count of clients, unless stated otherwise.

2. Individuals are identified as having multiple records of services through the personal identification information entered into the HMIS; however, such information is provided by the clients on a voluntary basis, and not all clients provide complete information, making it difficult to accurately assess prior service utilization. While the unduplicated count of clients is likely an overestimation, it represents the most accurate estimation currently available.
3. The data do not represent all persons experiencing homelessness in Hawai'i or all persons receiving homeless services. There are other community and faith-based organizations that provide food, shelter, clothing, and other support to the homeless, but do not enter data into the HMIS. There are also homeless individuals who, through personal preference or for other reasons, do not receive services. In addition, not all homeless program agencies may have entered their client data into the HMIS in a timely manner. For these reasons, the data in this report are an undercount of the homeless and those receiving services.
4. Trend data presented in this report are based on the analysis of the latest HMIS information and may be different from the numbers presented in previous reports due to client record updates and revisions. Comparisons of the data in the 2013 report with previous Homeless Service Utilization Reports should also be made with caution due to the different methodologies used for determining cases for the sample. Please review the publications at www.uhfamily.hawaii.edu for descriptions of the samples and methodology.

Despite these limitations, the data contained in this report are the best and most current available on individuals and families in Hawai'i who utilize shelter and/or outreach services for the homeless and whose data were entered into the HMIS.

Table 1 State Funding for Homeless Services

	Hawai'i County	Kaua'i County	Maui County	C&C of Honolulu	Total
Emergency Shelter	36%	22%	44%	37%	37%
Transitional Shelter	28%	60%	36%	54%	49%
Outreach Program	36%	18%	20%	9%	14%
Total Amount	\$ 1,694,978	\$ 417,649	\$ 2,148,330	\$ 11,556,226	\$ 15,817,183

Table 2 Number of Shelter Beds

	Hawai'i County	Kaua'i County	Maui County	C&C of Honolulu	Total
Emergency Shelter	103	21	233	1,055	1,412
Transitional Shelter	148	90	183	2,113	2,534
Total Amount	251	111	416	3,168	3,946

Note: Domestic violence shelters are not included as they do not enter data into the HMIS. The funding and the number of beds for "emergency/transitional" shelter type were divided equally and added into the emergency and transitional categories.

DEMOGRAPHIC PROFILE OF HOMELESS SERVICE CLIENTS

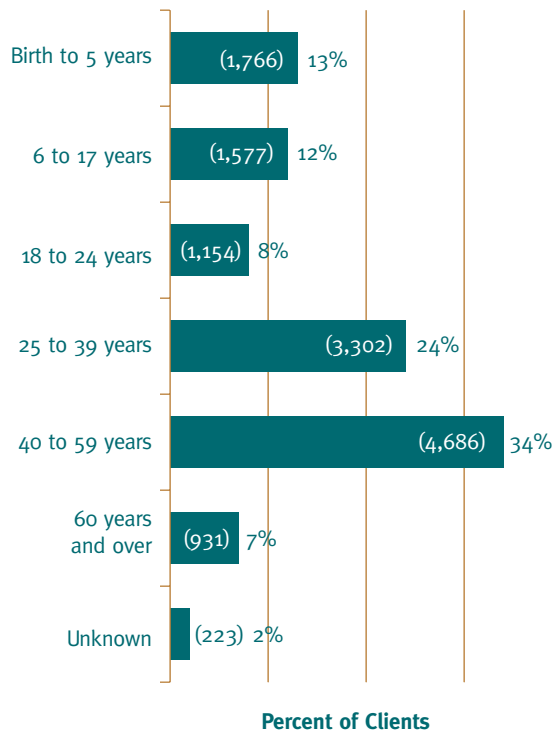
The large majority (70%) of the 13,639 individuals who received Shelter and/or Outreach program services in the 2013 fiscal year were served in the City and County of Honolulu, followed by Maui County (17%), Hawai'i County (8%), and Kaua'i County (5%). Over half (54%) of clients received Outreach Program services, nearly two-thirds (64%) received Shelter Program services, and 18% were served by both programs (though not concurrently). Nearly half (49%) of the 8,699 clients who accessed Shelter Program services utilized emergency shelter services, 62% utilized transitional shelter services, and 11% received both types of services at different points throughout the period examined. Compared to the state and other counties, Maui County had the largest share of clients served by multiple types of programs, with 27% of clients served by both the Outreach and Shelter Programs, and 30% of Shelter Program clients utilizing both emergency shelter and transitional housing services.

Table 3 Number of Homeless Individuals Served by Program Type, FY 2013

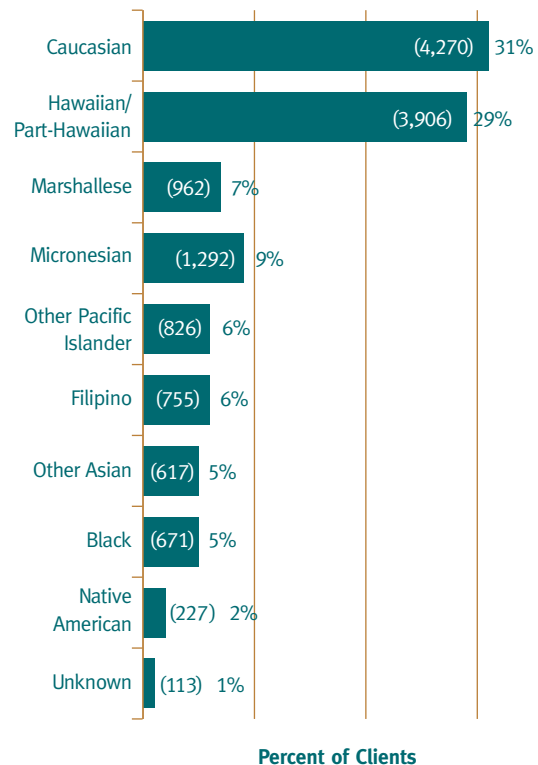
	Hawai'i County	Kaua'i County	Maui County	C&C of Honolulu	State
Homeless Programs					
Total	1,135	706	2,272	9,526	13,639
Outreach	73%	59%	58%	51%	54%
Shelter	50%	49%	69%	65%	64%
Shelter Program					
Total	565	343	1,557	6,234	8,699
Emergency	63%	66%	84%	38%	49%
Transitional	41%	46%	46%	69%	62%

Note: The total percentage of subcategories that exceeds 100% represents the percentage of clients who were served by both types of programs during the reporting period.

**Figure 3
Age**

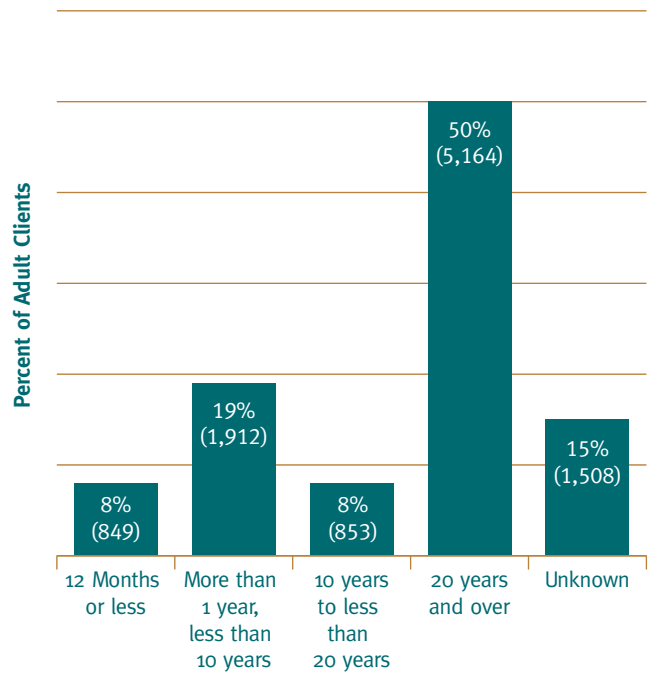


**Figure 4
Ethnicity¹**

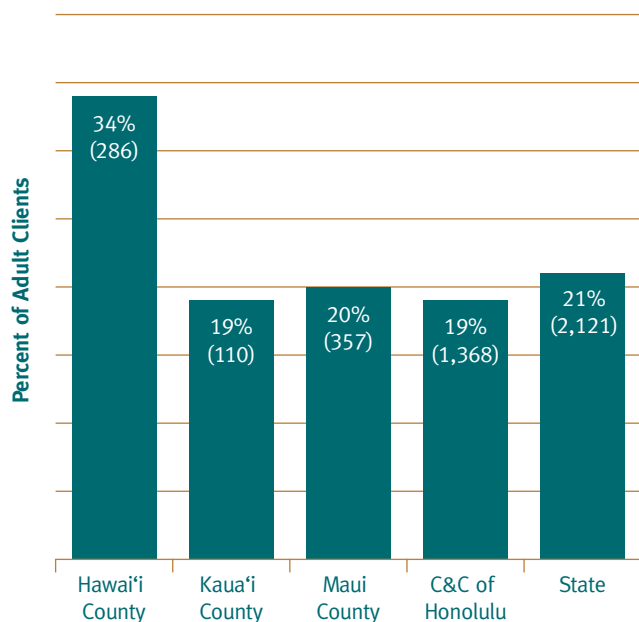


Of all clients served, 58% were males. Children under 18 years of age comprised a quarter of the client population, with young adults between 18 and 24 years accounting for another 8%. Nearly a quarter (24%) of the client population was between 25 and 39 years of age, and over a third (34%) was between 40 to 59 years old. Caucasians and Hawaiians/part-Hawaiians represented nearly two-thirds of the client population (31% and 29%, respectively). Half of the adult clients served were lifetime or longtime residents of Hawai'i, and another 8% for at least 10 years. Less than a tenth of adult clients served have lived in the state for 12 months or less. About one-fifth (21%) of the adult client population experienced chronic homelessness. Hawai'i County had the largest share of chronic homeless clients (34%), with the City and County of Honolulu and Kaua'i County having the smallest (19% each). The large majority of the 8,974 households served were single individuals or couples with no children (81% and 2%, respectively), while a smaller share were single-parent (7%) and two-parent (9%) households with at least one minor.

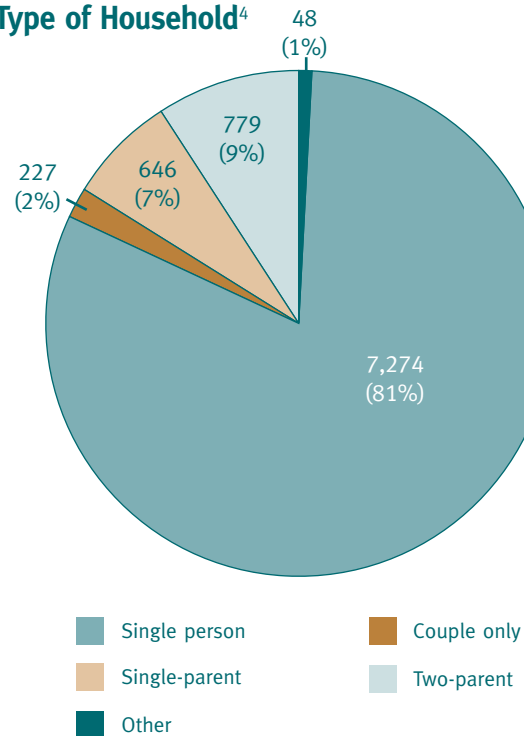
**Figure 5
Hawai'i Residency²**



**Figure 6
Chronic Homelessness³**



**Figure 7
Type of Household⁴**



Shelter Program Clients

The following table presents demographic data on the 8,699 individuals (unduplicated count) who utilized Shelter Program services during the 2013 fiscal year. The majority (55%) of the clients were male, over a third (34%) were children under the age of 18, and the two largest ethnic groups represented were Hawaiians/part-Hawaiians (28%) and Caucasians (25%). The large majority (80%) of clients were U.S. citizens. Seventy percent of the adult client population was unemployed, and a similar share had a high school diploma/GED (49%) or less (26%). About half were (48%) lifetime or longtime residents of Hawai'i, and 8% reporting

living in Hawai'i for at least 10 years. Veterans represented 11% of the adults served. Chronic homeless clients accounted for 17% of the adult population. Nearly three-quarters (72%) of the 4,720 households served were single individuals or couples without children, while over a quarter were single-parent (12%) or two-parent (15%) households with minor children. Among the households served, half reported that the current homeless episode was the first time, 41% indicated being homeless for less than one month, and 43% reported being unsheltered prior to receiving Shelter Program services.

Table 4 Shelter Program Clients, FY 2013

	Hawai'i County		Kaua'i County		Maui County		C&C of Honolulu		Total	
	#	%	#	%	#	%	#	%	#	%
ALL INDIVIDUALS										
Total	565	100%	343	100%	1,557	100%	6,234	100%	8,699	100%
Gender										
Male	299	53%	164	48%	868	56%	3,426	55%	4,757	55%
Female	265	47%	179	52%	689	44%	2,775	45%	3,908	45%
Other/Unknown	1	0%	0	0%	0	0%	33	1%	34	0%
Age										
Birth to 5 years	102	18%	42	12%	264	17%	1,142	18%	1,550	18%
6 to 17 years	89	16%	50	15%	196	13%	1,035	17%	1,370	16%
18 to 24 years	45	8%	47	14%	133	9%	526	8%	751	9%
25 to 39 years	133	24%	89	26%	414	27%	1,487	24%	2,123	24%
40 to 59 years	160	28%	89	26%	450	29%	1,668	27%	2,367	27%
60 years and over	35	6%	25	7%	97	6%	341	5%	498	6%
Unknown	1	0%	1	0%	3	0%	35	1%	40	0%
Ethnicity¹										
Caucasian	201	36%	119	35%	625	40%	1,192	19%	2,137	25%
Hawaiian/part-Hawaiian	124	22%	83	24%	374	24%	1,863	30%	2,444	28%
Marshallese	54	10%	51	15%	126	8%	666	11%	897	10%
Micronesian	53	9%	4	1%	111	7%	951	15%	1,119	13%
Other Pacific Islander	25	4%	3	1%	42	3%	535	9%	605	7%
Filipino	25	4%	40	12%	97	6%	307	5%	469	5%
Other Asian	22	4%	14	4%	55	4%	284	5%	375	4%
Black	36	6%	18	5%	87	6%	314	5%	455	5%
Native American	18	3%	8	2%	40	3%	65	1%	131	2%
Unknown	7	1%	3	1%	0	0%	57	1%	67	1%
Citizenship Status⁵										
U.S. citizen	492	87%	289	84%	1,383	89%	4,826	77%	6,990	80%
U.S. national	4	1%	3	1%	0	0%	115	2%	122	1%
Non-U.S. citizen	12	2%	5	1%	25	2%	91	1%	133	2%
Compact of Free Association	55	10%	42	12%	147	9%	1,089	17%	1,333	15%
Unknown	2	0%	4	1%	2	0%	113	2%	121	1%

Table 4 Shelter Program Clients, FY 2013 (continued)

	Hawai'i County		Kaua'i County		Maui County		C&C of Honolulu		Total	
	#	%	#	%	#	%	#	%	#	%
ADULTS – 18 YEARS & OLDER										
Total	374	100%	251	100%	1,097	100%	4,051	100%	5,773	100%
Employment Status										
Unemployed	323	86%	168	67%	756	69%	2,804	69%	4,051	70%
Employed part time	41	11%	51	20%	177	16%	539	13%	808	14%
Employed full time	10	3%	26	10%	164	15%	533	13%	733	13%
Unknown	0	0%	6	2%	0	0%	175	4%	181	3%
Educational Attainment										
Less than high school diploma	114	30%	57	23%	234	21%	1,075	27%	1,480	26%
High school diploma/GED	168	45%	139	55%	597	54%	1,926	48%	2,830	49%
Some college or more	86	23%	49	20%	260	24%	856	21%	1,251	22%
Unknown	6	2%	6	2%	6	1%	194	5%	212	4%
Hawai'i Residency²										
12 months or less	27	7%	26	10%	132	12%	297	7%	482	8%
More than 1 year, less than 10 years	85	23%	68	27%	246	22%	934	23%	1,333	23%
10 years to less than 20 years	41	11%	21	8%	101	9%	277	7%	440	8%
20 years and over	172	46%	112	45%	482	44%	1,995	49%	2,761	48%
Unknown	49	13%	24	10%	136	12%	548	14%	757	13%
Veteran Status										
Yes	29	8%	11	4%	89	8%	502	12%	631	11%
No/Unknown	345	92%	240	96%	1,008	92%	3,549	88%	5,142	89%
Chronic Homelessness³										
Yes	102	27%	31	12%	190	17%	638	16%	961	17%
No/Unknown	272	73%	220	88%	907	83%	3,413	84%	4,812	83%
HOUSEHOLDS										
Total	315	100%	202	100%	1,010	100%	3,193	100%	4,720	100%
Type of Household⁴										
Single person	226	72%	143	71%	777	77%	2,165	68%	3,311	70%
Couple only	2	1%	10	5%	4	0%	82	3%	98	2%
Single-parent	41	13%	17	8%	155	15%	343	11%	556	12%
Two-parent	44	14%	30	15%	71	7%	574	18%	719	15%
Other	2	1%	2	1%	3	0%	29	1%	36	1%
First Homeless Episode										
Yes	134	43%	109	54%	497	49%	1,603	50%	2,343	50%
No/Unknown	181	57%	93	46%	513	51%	1,590	50%	2,377	50%
Length of Homelessness⁶										
1 day or less	33	10%	41	20%	313	31%	695	22%	1,082	23%
2 days to < 1 months	82	26%	45	22%	214	21%	529	17%	870	18%
1 to 11 months	120	38%	76	38%	300	30%	1,068	33%	1,564	33%
1 to 2 years	40	13%	19	9%	91	9%	357	11%	507	11%
3 years or more	21	7%	19	9%	80	8%	241	8%	361	8%
Unknown	19	6%	2	1%	12	1%	303	9%	336	7%
Prior Residence⁷										
Unsheltered	205	65%	93	46%	385	38%	1,362	43%	2,045	43%
Sheltered settings	69	22%	36	18%	464	46%	968	30%	1,537	33%
Rental/own housing or doubled up	23	7%	32	16%	144	14%	601	19%	800	17%
Other/Unknown	18	6%	41	20%	17	2%	262	8%	338	7%

Outreach Program Clients

The following presents demographic data on the 7,415 individuals (unduplicated count) who utilized Outreach Program services during the 2013 fiscal year. The client population was primarily comprised of males (62%) and adults over the age of 18 (88%). The two largest ethnic groups represented were Caucasians (41%) and Hawaiians/part-Hawaiians (29%). The large majority (86%) of clients served were U.S. citizens. Over three-quarters (79%) of the adult client population was unemployed, and a nearly similar share had a high school diploma/GED (50%) or less (21%).

Over half (51%) of adult clients reported living in Hawai'i for at least 20 years, with another 9% reporting residency of at least 10 years. One-tenth of the adult clients were veterans, and a quarter had experienced chronic homelessness. Most of the 6,074 households that utilized Outreach Program services were single individuals or couples without children (93%). Forty-five percent of households served experienced homelessness for the first time, 21% reported being homeless for less than one month, and 82% were unsheltered prior to receiving Outreach Program services in the 2013 fiscal year.

Table 5 Outreach Program Clients, FY 2013

	Hawai'i County		Kaua'i County		Maui County		C&C of Honolulu		Total	
	#	%	#	%	#	%	#	%	#	%
ALL INDIVIDUALS										
Total	832	100%	418	100%	1,328	100%	4,837	100%	7,415	100%
Gender³										
Male	447	54%	253	61%	875	66%	3,051	63%	4,626	62%
Female	382	46%	164	39%	453	34%	1,758	36%	2,757	37%
Other/Unknown	3	0%	1	0%	0	0%	28	1%	32	0%
Age										
Birth to 5 years	89	11%	21	5%	39	3%	281	6%	430	6%
6 to 17 years	93	11%	32	8%	56	4%	274	6%	455	6%
18 to 24 years	86	10%	55	13%	104	8%	370	8%	615	8%
25 to 39 years	211	25%	100	24%	349	26%	1,175	24%	1,835	25%
40 to 59 years	291	35%	170	41%	641	48%	2,165	45%	3,267	44%
60 years and over	57	7%	38	9%	133	10%	394	8%	622	8%
Unknown	5	1%	2	0%	6	0%	178	4%	191	3%
Ethnicity¹										
Caucasian	363	44%	188	45%	746	56%	1,748	36%	3,045	41%
Hawaiian/part-Hawaiian	243	29%	153	37%	297	22%	1,447	30%	2,140	29%
Marshallese	42	5%	2	0%	9	1%	137	3%	190	3%
Micronesian	24	3%	1	0%	21	2%	281	6%	327	4%
Other Pacific Islander	27	3%	9	2%	17	1%	298	6%	351	5%
Filipino	29	3%	24	6%	75	6%	276	6%	404	5%
Other Asian	31	4%	20	5%	44	3%	257	5%	352	5%
Black	41	5%	12	3%	79	6%	263	5%	395	5%
Native American	23	3%	9	2%	38	3%	85	2%	155	2%
Unknown	9	1%	0	0%	2	0%	45	1%	56	1%
Citizenship Status⁵										
U.S. citizen	766	92%	410	98%	1,267	95%	3,934	81%	6,377	86%
U.S. national	4	0%	1	0%	5	0%	70	1%	80	1%
Non-U.S. citizen	10	1%	2	0%	25	2%	75	2%	112	2%
Compact of Free Association	46	6%	4	1%	22	2%	343	7%	415	6%
Unknown	6	1%	1	0%	9	1%	415	9%	431	6%

Table 5 Outreach Program Clients, FY 2013 (continued)

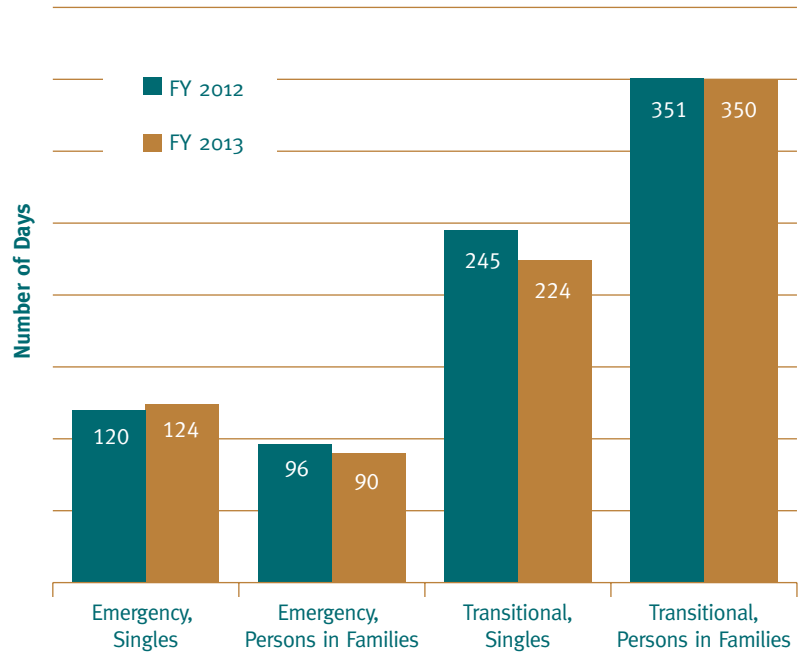
	Hawai'i County		Kaua'i County		Maui County		C&C of Honolulu		Total	
	#	%	#	%	#	%	#	%	#	%
ADULTS – 18 YEARS & OLDER										
Total	650	100%	365	100%	1,233	100%	4,278	100%	6,526	100%
Employment Status										
Unemployed	575	88%	318	87%	1,081	88%	3,151	74%	5,125	79%
Employed part time	54	8%	34	9%	114	9%	323	8%	525	8%
Employed full time	12	2%	12	3%	30	2%	118	3%	172	3%
Unknown	9	1%	1	0%	8	1%	686	16%	704	11%
Educational Attainment										
Less than high school diploma	215	33%	101	28%	267	22%	808	19%	1,391	21%
High school diploma/GED	348	54%	159	44%	604	49%	2,121	50%	3,232	50%
Some college or more	83	13%	102	28%	348	28%	629	15%	1,162	18%
Unknown	4	1%	3	1%	14	1%	720	17%	741	11%
Hawai'i Residency²										
12 months or less	75	12%	28	8%	166	13%	316	7%	585	9%
More than 1 year, less than 10 years	135	21%	57	16%	243	20%	544	13%	979	15%
10 years to less than 20 years	69	11%	35	10%	131	11%	328	8%	563	9%
20 years and over	305	47%	227	62%	535	43%	2,281	53%	3,348	51%
Unknown	66	10%	18	5%	158	13%	809	19%	1,051	16%
Veteran Status										
Yes	73	11%	34	9%	122	10%	443	10%	672	10%
No/Unknown	577	89%	331	91%	1,111	90%	3,835	90%	5,854	90%
Chronic Homelessness³										
Yes	238	37%	90	25%	312	25%	966	23%	1,606	25%
No/Unknown	412	63%	275	75%	921	75%	3,312	77%	4,920	75%
HOUSEHOLDS										
Total	567	100%	346	100%	1,209	100%	3,952	100%	6,074	100%
Type of Household⁴										
Single person	440	78%	315	91%	1,136	94%	3,576	90%	5,467	90%
Couple only	33	6%	7	2%	21	2%	124	3%	185	3%
Single-parent	57	10%	12	3%	47	4%	98	2%	214	4%
Two-parent	33	6%	12	3%	3	0%	141	4%	189	3%
Other	4	1%	0	0%	2	0%	13	0%	19	0%
First Homeless Episode										
Yes	245	43%	129	37%	640	53%	1,693	43%	2,707	45%
No/Unknown	322	57%	217	63%	569	47%	2,259	57%	3,367	55%
Length of Homelessness⁶										
1 day or less	9	2%	8	2%	58	5%	101	3%	176	3%
2 days to < 1 months	145	26%	71	21%	242	20%	649	16%	1,107	18%
1 to 11 months	224	40%	152	44%	446	37%	1,345	34%	2,167	36%
1 to 2 years	76	13%	62	18%	193	16%	545	14%	876	14%
3 years or more	74	13%	46	13%	245	20%	687	17%	1,052	17%
Unknown	39	7%	7	2%	25	2%	625	16%	696	11%
Prior Residence⁷										
Unsheltered	403	71%	342	99%	1,029	85%	3,197	81%	4,971	82%
Sheltered settings	62	11%	2	1%	103	9%	308	8%	475	8%
Rental/own housing or doubled up	61	11%	0	0%	69	6%	369	9%	499	8%
Other/Unknown	41	7%	2	1%	8	1%	78	2%	129	2%

SHELTER PROGRAM UTILIZATION

Length of Stay

The average length of stay for clients utilizing Shelter Program services varied by household type and type of shelter service. Single individuals who utilized emergency shelter services stayed an average of 124 days (slightly higher than the 2012 average of 120 days), while those accessing transitional shelter services stayed an average of 224 days (a decrease from the 2012 average of 245). Those accessing emergency shelter services as a family group stayed an average of 90 days, slightly lower than the 2012 average of 96 days. The length of stay in a transitional shelter for families remained relatively unchanged over the past year, with families staying an average of 350 days in such shelters. Length of stay is defined as the total number of days a client was enrolled in a specific type of program before exiting or the end of the reporting period, whichever came first. The average length of stay is calculated based on unduplicated clients served.

Figure 8
Average Length of Stay by Program and Household Types, FY 2012 and FY 2013



Exit Destination

Rates of permanent housing exits improved since the 2012 fiscal year, with increases in the share of individuals and families in both service categories exiting to permanent housing. Families exiting emergency and transitional shelters had higher rates of exit to permanent housing compared to their single counterparts. Nearly a third (31%) of families exited emergency shelters to permanent housing, compared to 18% of singles; and 70% of families versus 47% of singles exited transitional shelters to permanent housing in the 2013 fiscal year.

Note: Data is based on an unduplicated count of individuals for each of the four categories of program type by household type. Individuals were counted in each category, of which they had at least one exit record during the reporting period.

Figure 9
Rates of Permanent Housing Exits by Program and Household Types, FY 2012 and FY 2013

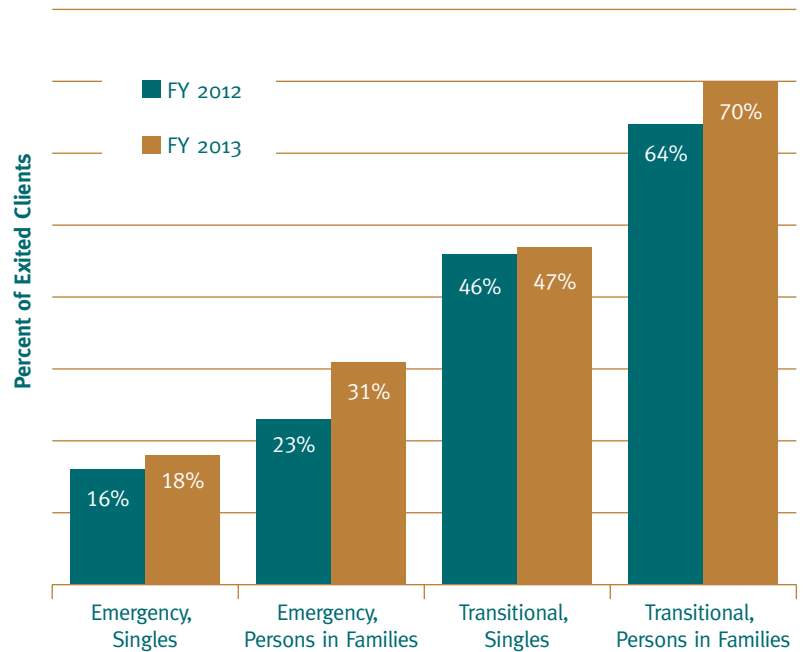
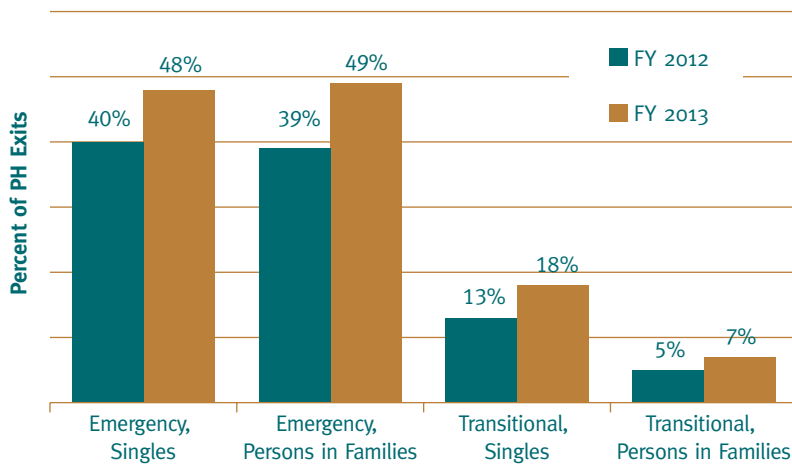


Table 6 Exit Destination by Program and Household Type, FY 2013

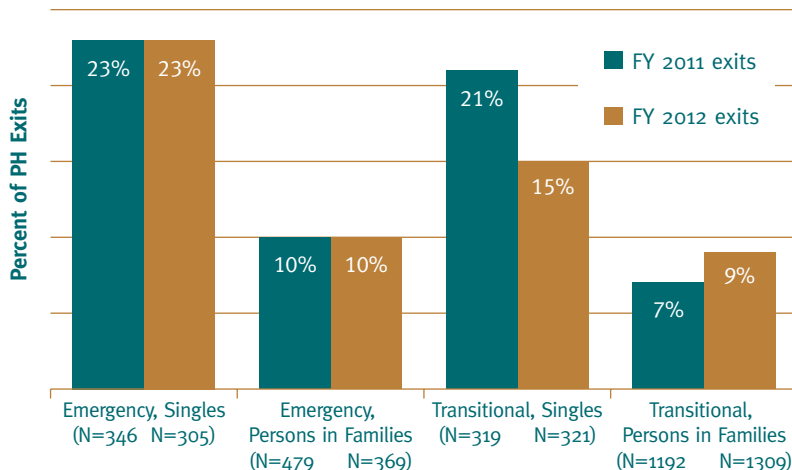
	Emergency Shelter		Transitional Housing	
	Singles	Persons in Families	Singles	Persons in Families
Rented or owned housing without subsidy	7%	10%	18%	23%
Rented or owned housing with subsidy	3%	8%	7%	22%
Staying with family or friends, permanent tenure	7%	11%	16%	22%
Permanent housing for formerly homeless persons	1%	1%	6%	3%
Transitional shelter	13%	38%	2%	2%
Emergency shelter	1%	2%	3%	2%
Place not meant for human habitation	26%	2%	5%	2%
Institutions	3%	0%	4%	0%
Other	8%	6%	20%	18%
Unknown	30%	21%	19%	6%
Total Number of Clients Exited	1,827	1,536	727	2,141
Percent of Clients Exited	74%	82%	61%	51%
Total Number of Clients Served	2,455	1,879	1,199	4,210

Figure 10
Rates of Permanent Housing Exits in Less Than 60 Days of Service, FY 2012 and FY 2013



Rates of permanent housing exits in less than 60 days of service have also improved since 2012. Of those exiting shelter services to permanent housing in 2013, nearly equal shares of singles and families (48% and 49%, respectively) who utilized emergency shelter services exited in less than 60 days, while a smaller share of singles (18%) and families (7%) in transitional shelters exited in this time frame.

Figure 11
Rates of Returns to Homeless Service Programs in Less Than 12 Months Since Exiting to Permanent Housing, FY 2011 and FY 2012 Exits



Rates of returns to homeless service programs within a year of exiting to permanent housing varied by household type and type of shelter program utilized. Recidivism rates did not change for those who utilized emergency shelters between the 2011 and 2012 fiscal years, with a larger share of single individuals (23%) than families (10%) returning for services. The recidivism rate decreased for single individuals who utilized transitional shelters during the period examined, and increased for families; however, a larger share of singles (15%) returned for services compared to families (9%).

Income and Benefits

Over half (51%) of all households that exited emergency shelter services in 2013 reported income at intake, and over three-quarters (77%) of those exiting transitional shelter services did so at intake. The share of households reporting income increased at the point of exit from emergency shelters in Hawai'i, Kaua'i and Maui Counties combined, with 58% of households reporting income (versus 53%). The share of transitional shelter households reporting income at exit similarly increased in the City and County of Honolulu (from 74% at intake to 81% at exit), with the increase found among single and two-person households.

Jobs were a major source of income. Of households who reported income, 26% in the City and County of Honolulu and 31% in the combined neighboring counties had earned income at intake,

with the share increasing to 33% and 40%, respectively, at exit. The finding was similar for households exiting transitional shelters who reported income, with 49% of those served in the City and County of Honolulu reporting earned income at intake compared to 55% at exit, and 52% of those served in other counties reporting such income at intake versus 58% at exit.

The share of households receiving non-cash benefits remained relatively unchanged between the two points in time for most benefit categories, with the greatest increases seen in: Medicaid among emergency shelter households served in the other counties and transitional shelter households in the City and County of Honolulu; and VA Medical Services among transitional shelter households in the City and County of Honolulu.

Table 7 Income and Benefits at Intake VS. Exit, Exiting Households FY 2013

	EMERGENCY SHELTER				TRANSITIONAL SHELTER			
	C&C of Honolulu		Other Counties		C&C of Honolulu		Other Counties	
	Intake	Exit	Intake	Exit	Intake	Exit	Intake	Exit
Number of Exiting Households	1,651		1,392		1,029		399	
Households with Income								
Number	829	823	732	803	766	836	340	335
Percent	50%	50%	53%	58%	74%	81%	85%	84%
Source of Income								
Job/Earned income	26%	33%	31%	40%	49%	55%	52%	58%
Unemployment	2%	1%	4%	3%	2%	1%	5%	2%
Supplemental Security Income	26%	25%	24%	20%	17%	17%	14%	19%
Social Security Disability Insurance	17%	17%	17%	14%	11%	10%	8%	7%
VA disability payments	3%	2%	2%	1%	4%	5%	1%	1%
Workers' compensation	0%	0%	0%	0%	0%	0%	1%	1%
TANF	9%	10%	12%	13%	21%	17%	17%	16%
Government assistance	15%	14%	10%	11%	14%	10%	13%	11%
Social Security	8%	6%	7%	7%	5%	6%	5%	3%
VA pension benefits	1%	1%	1%	1%	2%	2%	1%	1%
Retirement Pension	1%	1%	2%	2%	1%	1%	1%	1%
Child support	1%	0%	1%	2%	3%	1%	3%	3%
Family or friends	0%	0%	1%	1%	1%	1%	1%	0%
Other income	2%	2%	6%	5%	5%	5%	5%	4%
All Households								
Source of Non-Cash Benefits								
SNAP	35%	38%	63%	59%	65%	66%	73%	74%
Medicaid	9%	11%	18%	32%	18%	24%	23%	27%
Medicare	4%	6%	9%	9%	7%	8%	5%	7%
WIC	1%	1%	3%	3%	9%	6%	7%	3%
VA medical services	2%	2%	2%	2%	14%	18%	2%	2%
Section 8, public housing, etc.	0%	0%	1%	0%	0%	2%	0%	1%
Other benefits	4%	3%	9%	7%	9%	7%	2%	1%

Note: Data based on income and benefits reported at intake and exit. Unknown total income is treated as no income. Data from all household members are combined, including members who exited at different dates.

Of the four groups of exiting households examined, the median monthly income at exit ranged from \$734 (emergency shelters in the City and County of Honolulu) to \$1,036 (transitional shelters in the City and County of Honolulu). While the median income at exit remained very low, it represented an increase from the point of intake: by 3% to 4% for those served in the City and County of Honolulu, and by 10% to 11% for those served in the other counties. The monthly household income at exit at 80th percentile ranged from \$1,200 to \$2,000, with the same pattern of distribution among the four groups. The total household income included both earned and unearned income. Compared to the 2013 Federal Poverty Guidelines for Hawai'i, these households, at 80th percentiles of all exiting households, remained slightly under or slightly above poverty even when unearned income from private and public programs was counted.

2013 Federal Poverty Guidelines for Hawai'i

Family Size	Monthly Earned Income
1	\$1,103
2	\$1,488
3	\$1,873
4	\$2,258

** Add \$385 for each additional person after 4*

Table 8 Income Level of Households Exiting Shelter Program by Household Size, FY 2013

Household Size	Number of Exiting Households	Percent of Households with Income		Median Income		Income at 80th Percentile	
		Intake	Exit	Intake	Exit	Intake	Exit
Emergency Shelter, C&C of Honolulu							
1	1,447	48%	48%	\$699	\$710	\$962	\$1,033
2	43	60%	51%	\$681	\$681	\$1,236	\$1,485
3	62	61%	56%	\$1,139	\$1,311	\$1,688	\$1,747
4+	99	74%	69%	\$1,300	\$1,599	\$1,977	\$2,511
Total	1,651	50%	50%	\$710	\$734	\$1,060	\$1,200
Emergency Shelter, Other Counties							
1	1,106	47%	51%	\$700	\$718	\$1,000	\$1,140
2	92	72%	78%	\$687	\$784	\$1,200	\$1,172
3	91	71%	84%	\$800	\$1,000	\$1,544	\$1,600
4+	103	81%	91%	\$1,200	\$1,470	\$2,066	\$2,296
Total	1,392	53%	58%	\$718	\$791	\$1,200	\$1,320
Transitional Shelter, C&C of Honolulu							
1	546	60%	75%	\$700	\$710	\$1,200	\$1,350
2	110	86%	88%	\$1,000	\$1,123	\$1,314	\$1,985
3	98	87%	83%	\$1,143	\$1,119	\$1,977	\$2,133
4+	275	93%	90%	\$1,479	\$1,600	\$2,350	\$2,700
Total	1,029	74%	81%	\$1,000	\$1,036	\$1,645	\$2,000
Transitional Shelter, Other Counties							
1	255	79%	78%	\$716	\$751	\$1,200	\$1,263
2	43	91%	95%	\$976	\$1,091	\$1,315	\$1,918
3	38	100%	92%	\$1,020	\$1,217	\$2,000	\$2,032
4+	63	97%	94%	\$1,532	\$1,688	\$2,320	\$2,600
Total	399	85%	84%	\$862	\$960	\$1,459	\$1,710

FY 2010 Shelter Program Cohort

The following examines the exit patterns of shelter program clients who had at least one intake in a shelter program during the 2010 fiscal year. There were 5,568 clients in this cohort. An exit of a client is considered the “last” exit when the individual did not receive services since this exit event, as of June 30, 2013, in any of the following: emergency shelter, transitional shelter, and outreach program.

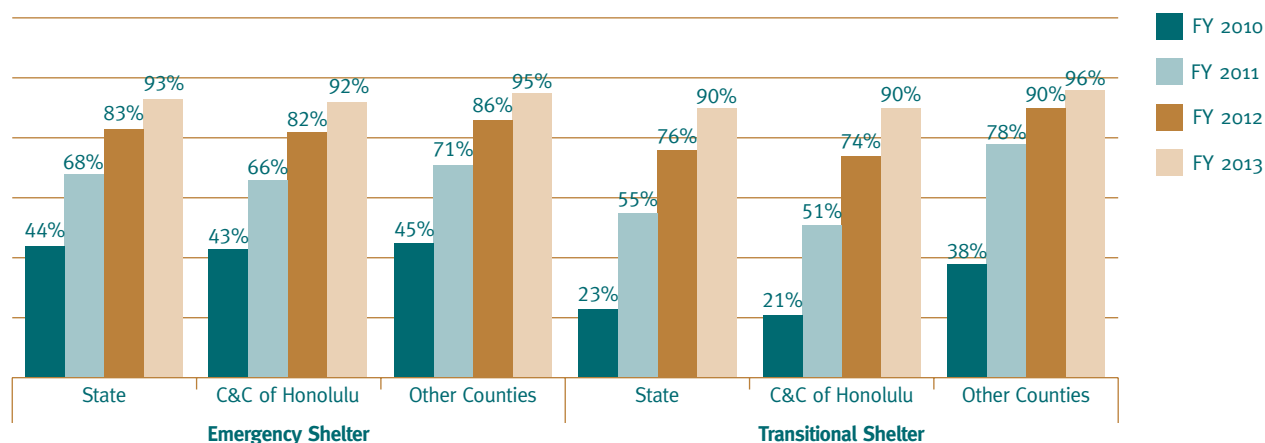
Overall, 40% (2,241) of the FY 2010 shelter program cohort utilized more than one type of program before the last exit.

More than one in four (28%) utilized the same type of program two or more times. Between the 2010 intake until their last exit or the end of 2013 fiscal year, whichever came first, the emergency shelter cohort accessed homeless service programs of any type an average of 2.3 times. The transitional shelter cohort accessed services an average of 1.8 times. Note that 35% of the cohort had at least one prior intake before FY 2010 but these prior intakes were not included in the analysis.

Table 9 Average Number of Intakes of FY 2010 Shelter Program Cohort by Year of Last Exit

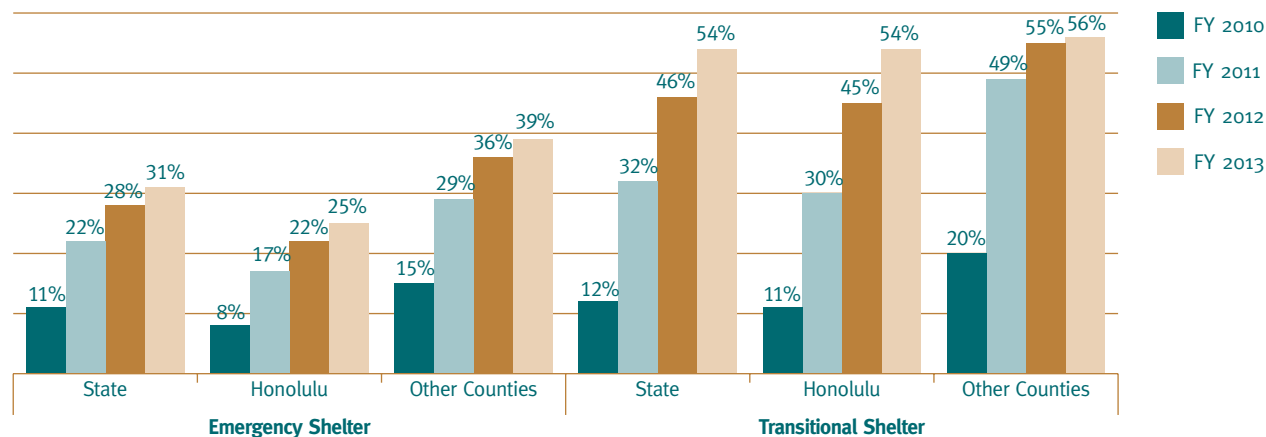
	EMERGENCY SHELTER COHORT						TRANSITIONAL SHELTER COHORT					
	State		C&C of Honolulu		Other Counties		State		C&C of Honolulu		Other Counties	
	# of Clients	Avg. Intakes	# of Clients	Avg. Intakes	# of Clients	Avg. Intakes	# of Clients	Avg. Intakes	# of Clients	Avg. Intakes	# of Clients	Avg. Intakes
Total	3,105	2.3	1,940	2.3	1,165	2.3	2,463	1.8	2,163	1.9	300	1.6
Last Exit												
FY 2010	1,352	1.3	825	1.2	527	1.4	569	1.1	456	1.1	113	1.1
FY 2011	754	2.2	456	2.3	298	2.1	779	1.4	657	1.5	122	1.2
FY 2012	477	3.2	303	3.2	174	3.2	519	1.9	484	1.8	35	2.2
FY 2013	308	4	204	3.9	104	4.3	359	2.6	341	2.6	18	3.5
Continuing	214	4.2	152	4.1	62	4.4	237	3.6	225	3.5	12	5.1

Figure 12 Accumulative Percentage of Clients by Year of Last Exit, FY 2010 Shelter Program Cohort



About two-thirds (68%) of the emergency shelter cohort and over half (55%) of the transitional shelter cohort had exited homeless programs by the second year (FY 2011) and had not returned since. The City and County of Honolulu had a slightly smaller share of the emergency shelter cohort exited by year two compared to the other counties combined, 66% versus 71%. The difference was larger for the transitional shelter cohort, with 51% of the cohort exited by the second year in the City and County of Honolulu compared to 78% in other counties combined. Overall, by the third year, 83% of the emergency shelter cohort and 76% of the transitional shelter cohort exited and did not return to homeless service programs since (i.e., for 12 or more months). While 90% or more of the 2010 shelter program cohort exited the services at year four, less than half of them (45%) were known to have acquired permanent housing at the last exit.

Figure 13
Accumulative Percentage of Clients Exited to Permanent Housing by Year of Last Exit, FY 2010 Shelter Program Cohort



Of those who had their last exit event by FY 2011, 22% of the emergency shelter cohort and 32% of the transitional shelter cohort exited to permanent housing, the accumulative rates reached 31% and 54%, respectively, by FY 2013. The rate of exits to permanent housing was the highest for the transitional shelter cohort in the other counties (56%), followed by their counterparts in the City and County of Honolulu (54%).

NOTES

¹ During the intake process, individuals are asked to list a primary ethnicity. In this report, ethnic groups with few respondents were combined as follows: (a) “Other Pacific Islander” includes Samoan, Tongan, Guamanian/Chamorro, other Pacific Islanders not listed individually; and (b) “Other Asian” includes Japanese, Chinese, Korean, Vietnamese, Asian Indian, and other Asians not listed individually.

² The response options for the Hawai‘i residency question have changed due to a recent intake form revision. The new “20 years and over” category in this report includes those who identified themselves as a “lifetime resident” in the original intake form. New data is not comparable with previous data on the same question.

³ Chronic homelessness is defined as someone with a disabling condition who has been homeless continuously for a year or more, or had at least four episodes of homelessness in the past three years. Examples of disabling conditions are: a diagnosable substance abuse disorder, HIV/AIDS, or a disability as defined in the Social Security Act.

⁴ The question on the type of household was deleted in the revised intake form. Composition of the household is now based on the family relation question reported in the intake form of each household members, if any, who entered homeless program together. New data is not comparable with the self-reported household type data from before.

⁵ U.S. citizens are residents of the 50 states and the District of Columbia, Puerto Rico, the U.S. Virgin Islands, Guam, or the Northern Mariana Islands. U.S. nationals are the residents of American Samoa or Swain’s Island. The Compact of Free Association citizens are the citizens of the Federated States of Micronesia, the Republic of the Marshall Islands, or the Republic of Palau. Others who do not belong to any of the aforementioned categories are non-citizens.

⁶ “Length of homelessness” is based on self-reports regarding the duration of homelessness at the time of program entry. The individual/ household continues to be considered homeless while receiving shelter or outreach program services, although this period is not added to the time reported at intake. Therefore, the actual duration of homelessness exceeds the length of time presented in this report.

⁷ “Unsheltered” refers to individuals living outdoors or in places not intended for human habitation, such as a park or the beach. “Sheltered settings” include emergency or transitional shelters, mental health and medical hospitals, prisons, substance abuse facilities, and the YMCA. “Doubled up” refers to individuals living in a family member’s or friend’s room, apartment, or house.

ACKNOWLEDGMENTS

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AGENCIES AND PROGRAMS REPORTING FY 2013 HMIS DATA

SHELTER PROGRAM

HAWAII

Hawai'i Island Home for Recovery, Inc.
Hawai'i Island Home for Recovery Shelter (*Transitional; Single Individuals*)

HOPE Services Hawaii, Inc.
Beyond Shelter (*Transitional; Single Individuals, Families*)
HOPE Resource Center (*Transitional; Single Individuals*)
Kaloko Transitional Housing (*Transitional; Families*)
Kihei Pua Shelter (*Emergency; Single Individuals, Families*)
Kuleana House (*Transitional; Families*)
Wilder house (*Transitional; Families*)
West Hawaii Emergency Housing Facility (*Emergency; Single Individuals*)

KAUAI

Kauai Economic Opportunities
Komohana Group Home (*Transitional; Single Individuals*)
Lihu'e Court (*Transitional; Families*)
Mana'olana (*Emergency, Transitional; Single Individuals, Families*)

Women in Need
WIN Bridge to Success Kauai (*Transitional; Families*)

MAUI

Family Life Center, Inc.
Ho'olanani Shelter (*Emergency; Single Individuals, Families*)
Maui Economic Concerns of the Community
Ka Hale A Ke Ola Resource Center (*Emergency, Transitional; Single Individuals, Families*)
Na Hale O Wainee Resource Center (*Emergency, Transitional; Single Individuals, Families*)
The Salvation Army, Maui County
B.E.D.S. Program (*Emergency; Single Individuals*)

OAHU

Alternative Structures International
Ohana Ola 'O Kahumanu Shelter (*Transitional; Families*)
Ulu Ke Kukui (*Transitional; Single Individuals, Families*)
Catholic Charities Hawaii
Ma'ilili Land Shelter (*Transitional; Families*)
Family Promise of Hawaii
Honolulu Family Center (*Emergency; Single Individuals, Families*)
Windward Family Center (*Emergency; Single Individuals, Families*)
Gregory House Programs
Community Residential Program (*Transitional; Single Individuals*)
Gregory House (*Transitional; Single Individuals*)
Hale Kipa, Inc.
Men's Transitional Living Program, A'awa (*Transitional; Young Men*)
Men's Transitional Living Program, Maka'aloa (*Transitional; Young Men*)
Women's Transitional Living Program, A'apa (*Transitional; Young Women*)

Holomua Na Ohana
Onemalu Shelter (*Transitional; Single Individuals, Families*)
Weinberg Village Waimanalo (*Transitional; Families*)
Honolulu Community Action Program
Kumuhonua (*Transitional; Single Individuals, Families*)
Housing Solutions, Inc.
Kulaokahua Shelter (*Transitional; Elderly Individuals*)
Loliana Shelter (*Transitional; Families*)
Na Kolea Shelter (*Transitional; Working Single Individuals*)
Vancouver House Shelter (*Transitional; Students With or Without Families*)
Institute for Human Services
Ka'aahi Street Shelter (*Emergency; Women and Children*)
Sumner Street Shelter (*Emergency; Men*)
Kahikolu Ohana Hale O Wai'anae
Kahikolu (*Transitional; Single Individuals, Families*)
Mental Health Kōkua
Safe Haven (*Transitional; Single Individuals*)
River of Life Mission, Inc.
Lighthouse Outreach Center, Waipahu (*Emergency; Single Individuals, Families*)
Salvation Army – FTS
Ka 'Ohu Hou O Manoa (*Transitional; Women and Children*)
Shelter of Wisdom
Great Joy (*Emergency; Men*)*
Streams of Joy (*Emergency; Men*)*
Steadfast Housing Development Corporation
Hale Ulu Pono (*Transitional; Single Individuals – Mentally Ill*)
United States Veterans Initiative
ADVANCE Women's Program (*Transitional; Women*)*
Pai'olu Kai'aulu (*Transitional; Single Individuals, Families*)
Respite Beds (*Emergency; Single Individuals*)*
Veterans in Progress (*Transitional; Single Individuals*)
Wai'anae Community Outreach
Onelau'ena (*Emergency; Single Individuals, Families*)
Waikiki Health Center
Next Step Shelter (*Emergency; Single Individuals, Families*)
Women in Need
WIN Bridge to Success (*Transitional; Families*)
WIN Family House (*Transitional; Families*)

For more information on each agency and program,
visit the Hawai'i State Homeless Programs Office website at:
<http://humanservices.hawaii.gov/bessd/hp/>

OUTREACH PROGRAM

Hawaii

HOPE Services Hawaii, Inc.

Kauai

Kauai Economic Opportunity, Inc.

Maui

Family Life Center, Inc.
The Salvation Army, Maui County

Oahu

Institute for Human Services
Kalihi-Palama Health Center
Legal Aid Society of Hawaii
U.S. VET Islandwide Outreach
Wai'anae Coast Comprehensive Health Center
Wai'anae Community Outreach
Waikiki Health Center

Note: * denotes a new program that initiated reporting on the HMIS during the 2013 fiscal year.

Center on the Family

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