

HOMELESS SERVICE UTILIZATION REPORT



HAWAI'I 2017



A REVIEW OF FY 2017

A total of 15,627 individuals sought homeless services in fiscal year 2017—an 11.5% increase from last fiscal year and the highest number to date. FY 2017 also saw more individuals (6,790) accessing homeless services for the first time, largely due to homeless services funded by new state contracts. Nearly all (98.7%) of the new state contracts covered by this report period were with outreach services, where providers went out to unsheltered individuals to provide resources and referrals for shelter and other services.

There was a statewide increase in homeless service utilization across all program types, with shelter services and rapid rehousing experiencing especially high numbers in comparison to previous years. Compared to last year, shelter programs served significantly more people during FY 2017 (7,313 vs. 8,343)—increasing by 14.1%—with the increase in emergency shelter users accounting for the majority of the growth. With rapid rehousing, the number of clients doubled from last year, from 973 to 2,022. As with last year, rapid rehousing programs continued to achieve the highest rate of exit to permanent housing, at 73.3%, among all program types. In the next few years, the state's continued investment in rapid rehousing program will continue to play an important role in ending homelessness.

Overall, the number of individuals who obtained permanent housing exceeded the previous peak of 3,257 individuals in FY 2015, reaching 3,582 in FY 2017. However, the rate of exit to permanent housing dropped to 36.5%, from the FY 2016's peak of 49.0%, due to more clients exiting the homeless service system and a larger percentage of unknown destinations. The increase in outreach service users exiting to an unknown destination likely contributed to this trend. This year, homeless services served more parenting youth and the percentage of those who exited to permanent housing remained stable. Unfortunately, the success of veterans and the chronically homeless exiting to permanent housing declined.

The Hawai'i homeless service system recently established a coordinated entry process with the intent to connect individuals to interventions consistently, efficiently and effectively. As a part of that process, the Vulnerability Index—Service Prioritization Decision Assistance Tool (VI-SPDAT) was adopted to assess homeless individuals' homeless service needs. From most to least vulnerable, it determines whether individuals should receive permanent supportive housing/Housing First, rapid rehousing services, or no housing intervention, respectively. For example, those who were chronically homeless (with higher VI-SPDAT scores) were placed into permanent supportive housing/Housing First.

This year's report includes data gathered from a two-year period, from July 2015 to June 2017, in which 3,932 homeless service seekers/users were assessed by VI-SPDAT. Most of the recommendations went to rapid rehousing (43.6%), rather than permanent supportive housing/Housing First (36.0%) or no

housing interventions (20.4%). Only 10.6% of those recommended for rapid rehousing received such services, and only 7.2% of those recommended for permanent supportive housing enrolled in such a program. These numbers reflect the wide system gap in meeting the needs of the homeless population. It should be noted that the use of VI-SPDAT was not mandatory and that the triage process was only piloting for permanent supportive housing during this period when the Coordinated Entry System (CES) was in its early stage of development. Data presented in this report could be used as a baseline for future data to be compared to, as the processes and aspects of the CES continue to be fine-tuned or fully developed.

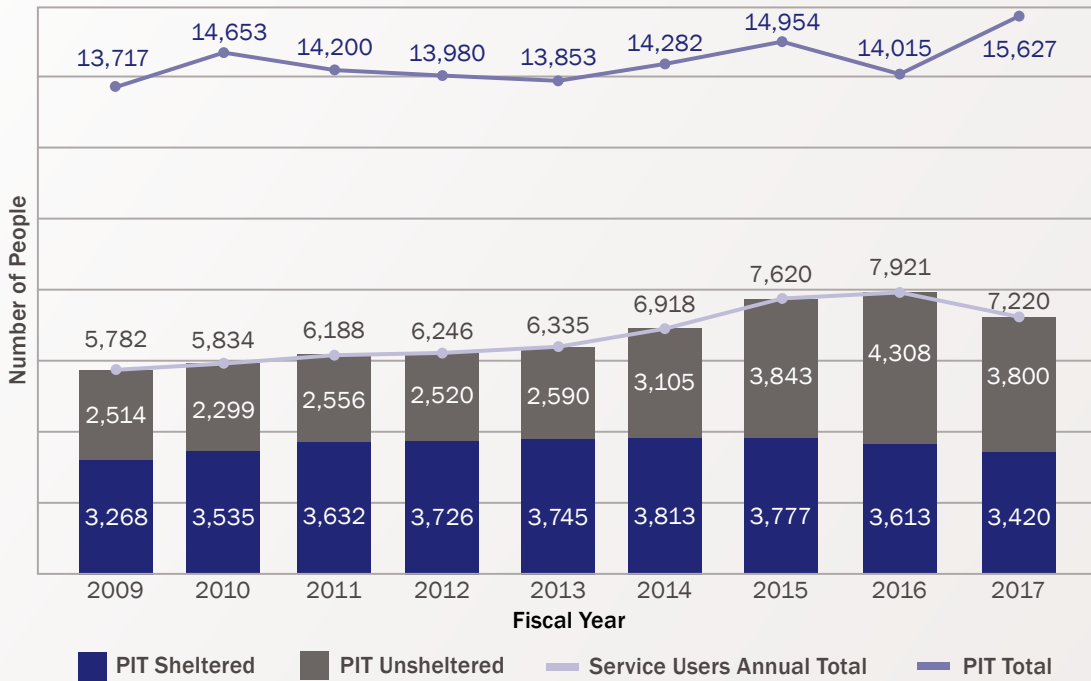
The 2017 **Homeless Service Utilization Report** is the 12th annual report produced by the Center on the Family at the University of Hawai'i at Mānoa and the Homeless Program Office in the Hawai'i State Department of Human Services. Utilizing data collected in the statewide Homeless Management Information System (HMIS), the annual reports have provided accurate descriptions of the many different facets of homelessness in Hawai'i. The analysis of program performance and system outcomes offers objective assessments that have informed program and policy changes in the past 12 years. Accurate data and objective analysis of the homeless service system are some of the key elements to develop solutions to end homelessness in Hawai'i. In the coming months, a new form of reporting of homeless service utilization data will be developed that will allow for a close monitoring of service needs and program performances, as well as quicker responses to address any issues the homeless service system may face. Stay tuned.

Homeless Population Count and Service Utilization

In January 2017, the Continuum of Care organizations conducted the Point-in-Time (PIT) Count and estimated that there were 7,220 homeless persons on any given night in Hawai'i, with slightly more (3,800 or 52.6%) being unsheltered than sheltered (3,420 or 47.4%). In the 12-month period from July 2016 to June 2017, the homeless service system recorded an unduplicated count of 15,627 homeless service users, with slightly more of them accessing outreach services than shelter services.

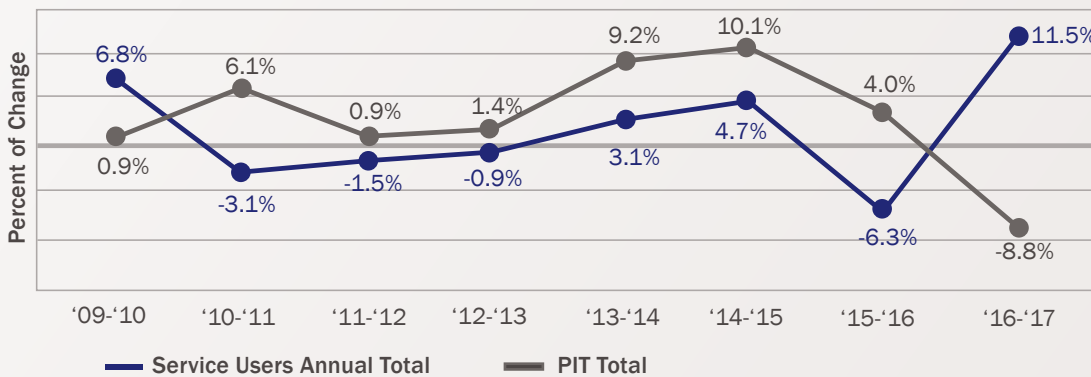
From the last report in 2016, the homeless population decreased 8.8%, but the annual number of homeless service users increased by 11.5%. The increase in service utilization disrupted the mirroring effect in the past six fiscal years where similar trends of homeless population versus services utilization were observed (see Figure 2).

Figure 1. Trends of Homeless Population and Homeless Service Utilization, FY 2009–2017



Note: (1) The number of homeless service clients per year is an unduplicated count of homeless persons who received services within a state fiscal year based on the statewide HMIS. Since FY 2013, this number included all clients served by the rapid rehousing, shelter and outreach programs; prior to that, the rapid rehousing program was not included because of the unavailability of data. Domestic violence shelters did not report data in the HMIS. (2) The estimated number of people experiencing homelessness on any given night in Hawai'i is based on the Point-in-Time Count conducted by the Continuum of Care organizations. The count included all homeless persons who were "sheltered" (staying in a shelter program or a domestic violence shelter) or "unsheltered" (sleeping in a place not meant for human habitation) on a specific reference night in January. (3) Not all unsheltered individuals being counted in the PIT Count accessed homeless services or were served by an organization participating in the HMIS. The 2016 PIT Count Study found that slightly over half (53.7%) of the unsheltered individuals counted did not have a match with any client records in the HMIS and were likely non-service users.

Figure 2. Percent of Change in Homeless Population vs. Homeless Service Utilization, FY 2009–2017



HOMELESS SERVICE UTILIZATION REPORT 2017

References to the FY 2016 data are based on the 2016 Homeless Service Utilization Report and its Statistical Supplement. All reports and statistical supplements are available for download from <http://uhfamily.hawaii.edu/publications/list.aspx>.

ACKNOWLEDGMENTS

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PHOTO CREDITS

The photographs in this report are courtesy of Krystle Marcellus / Honolulu Star-Advertiser, Kaka'ako Family Assessment Center and Hawai'i Pathways Project.

REPORT CITATION

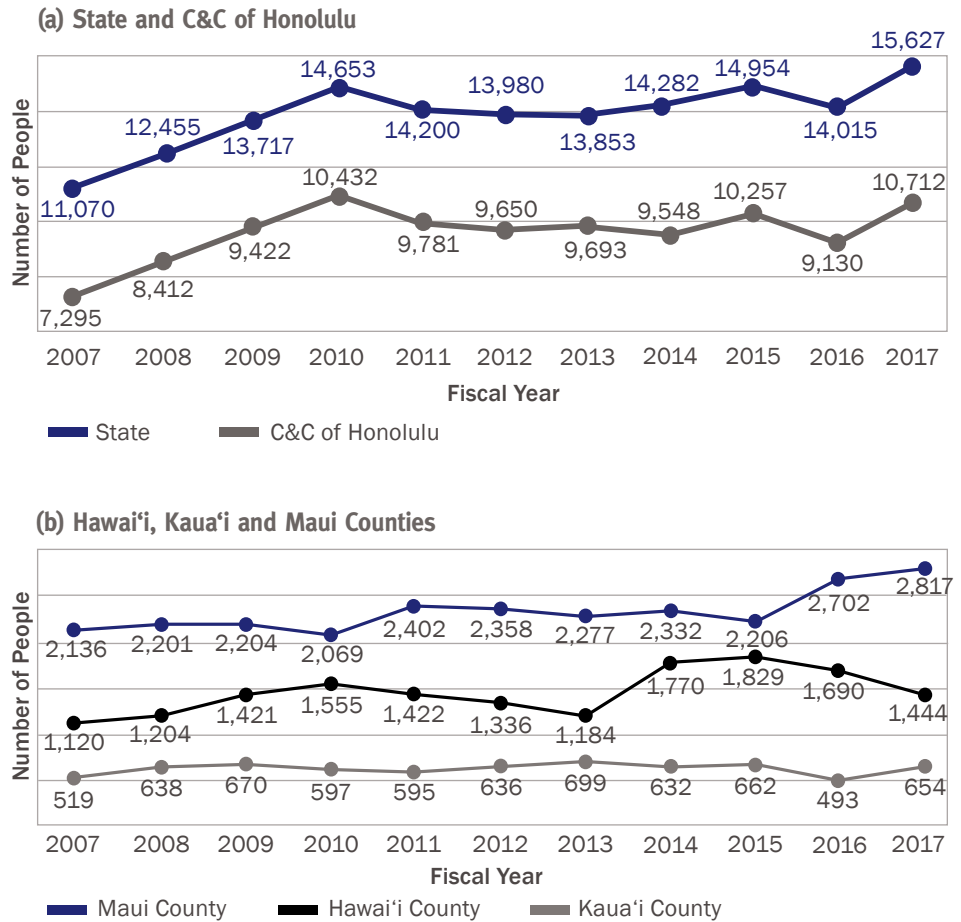
Yuan, S., & Gauci, K. T. (2018). Homeless Service Utilization Report: Hawai'i 2017. Honolulu: University of Hawai'i, Center on the Family.

HOMELESS SERVICE SYSTEM OVERVIEW

From July 2016 to June 2017, Hawai'i's homeless service system served a total of 15,627 individuals, which was an 11.5% increase and record high captured to date in the HMIS. Three of the four counties in the state saw a significant increase in the number of homeless service users. The City and County of Honolulu served 10,712 clients, a 17.3% increase; Maui County 2,817 clients (4.3%); and Kaua'i County 654 clients (32.7%). This year, Hawai'i County was the only exception with 1,444 service users, a 14.6% decrease from last year.

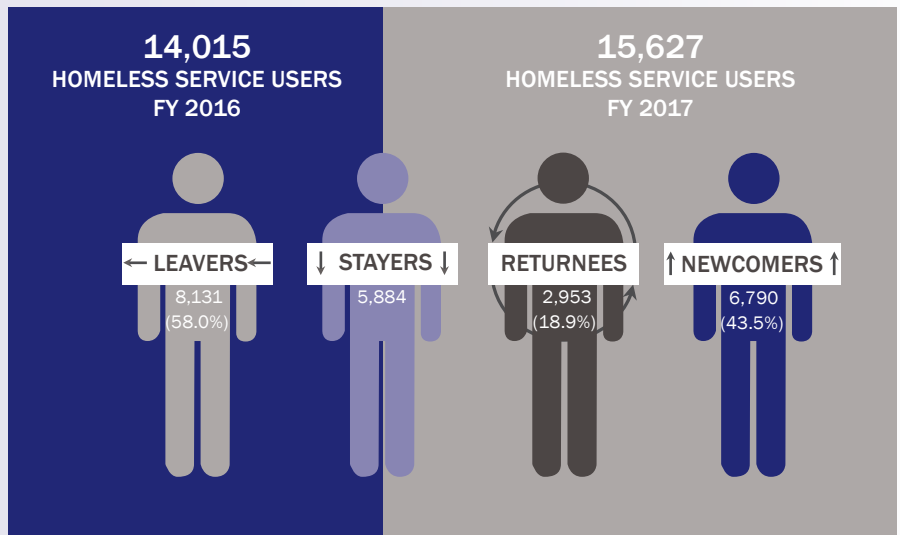
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Figure 3. Homeless Service Clients, FY 2007–2017



From FY 2016 to FY 2017, the total number of homeless service users increased by 1,612 (11.5%). At 6,790 clients, FY 2017 saw the highest number of people to have accessed services for the first time with 845 more “newcomers” than last year. Compared to FY 2016, there were more people in FY 2017 who sought homeless services again after exiting the system in a previous year (538 more “returnees”). There was also a smaller percentage of users who left the homeless service system (8,131 were “leavers”) during FY 2016, which resulted in more people continuing to receive services (229 more “stayers”) in FY 2017 than the previous year.

Figure 4. Homeless Service System: Inflow, Outflow, and Return Flow, FY 2016–2017



The majority (59.4%) of the increase in homeless service users came from the programs funded by new state contracts, of which 98.7% were served by outreach programs and 1.3% by rapid rehousing. While the outreach programs were not new, additional funding was provided through these new contracts to align their services to the PIT Count regions and to focus their efforts on housing outcomes. Most of these contracts served homeless clients in the City and County of Honolulu (40.4%), followed by Hawai'i County (9.6%), Kaua'i County (5.1%), and Maui County (4.3%). Most of the "returnees" (58.6%) and "newcomers" (76.1%) to the homeless service system were served by these new contracts.

Figure 5. Homeless Clients Served by New State Contracts as a Percentage of Total Increase, FY 2017

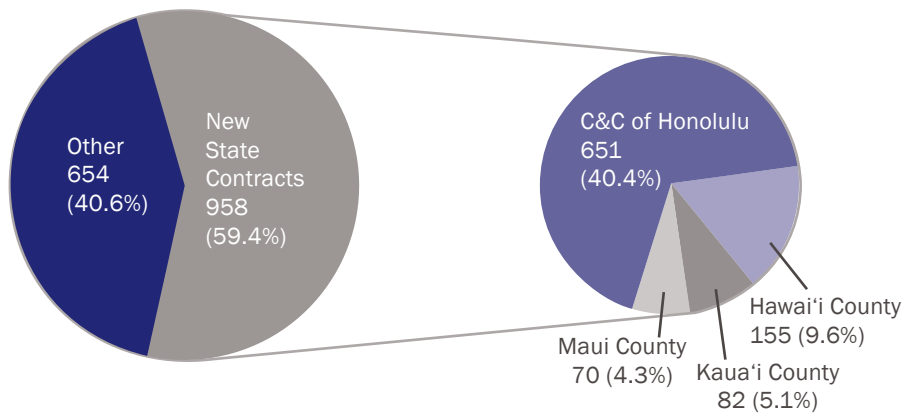
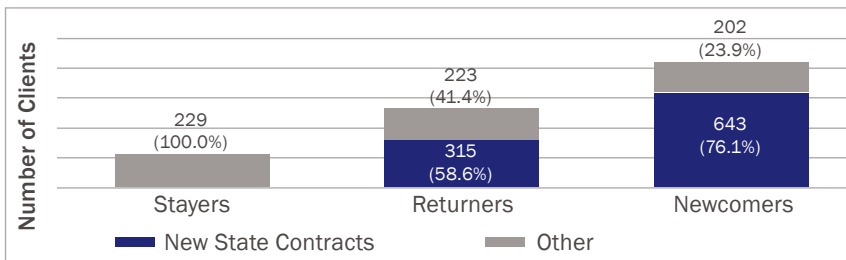
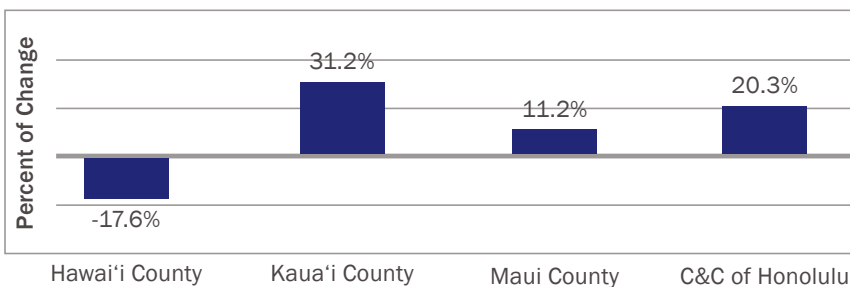


Figure 6. Homeless Clients Served by New State Contracts as a Percentage of Increase in Newcomers, Returnees, and Stayers, FY 2017



Three counties saw increases in new clients: Kaua'i County with 67 (or 31.2%), Maui County with 136 (or 11.2%), and the City and County of Honolulu with 769 (or 20.3%) more new clients in FY 2017 than FY 2016. Hawai'i County served fewer new clients than last year, with a decrease of 127 (17.6% less).

Figure 7. Percent of Change in New Clients Served by County, FY 2016–2017



Most of the 6,790 new clients were served in the City and County of Honolulu (67.2%), followed by Maui County (19.8%), Hawai'i County (8.8%), and Kaua'i County (4.2%). Just over half (52.4%) of those new to homeless services were first connected to outreach services, 38.2% referred to shelter programs, and 9.4% to rapid rehousing services. New clients came mostly from adult-only households (61.4%) than family households (38.6%), and more new clients were over (74.3%) than under (25.7%) the age of 18.

Table 1. Characteristics of New Homeless Service Clients, FY 2017

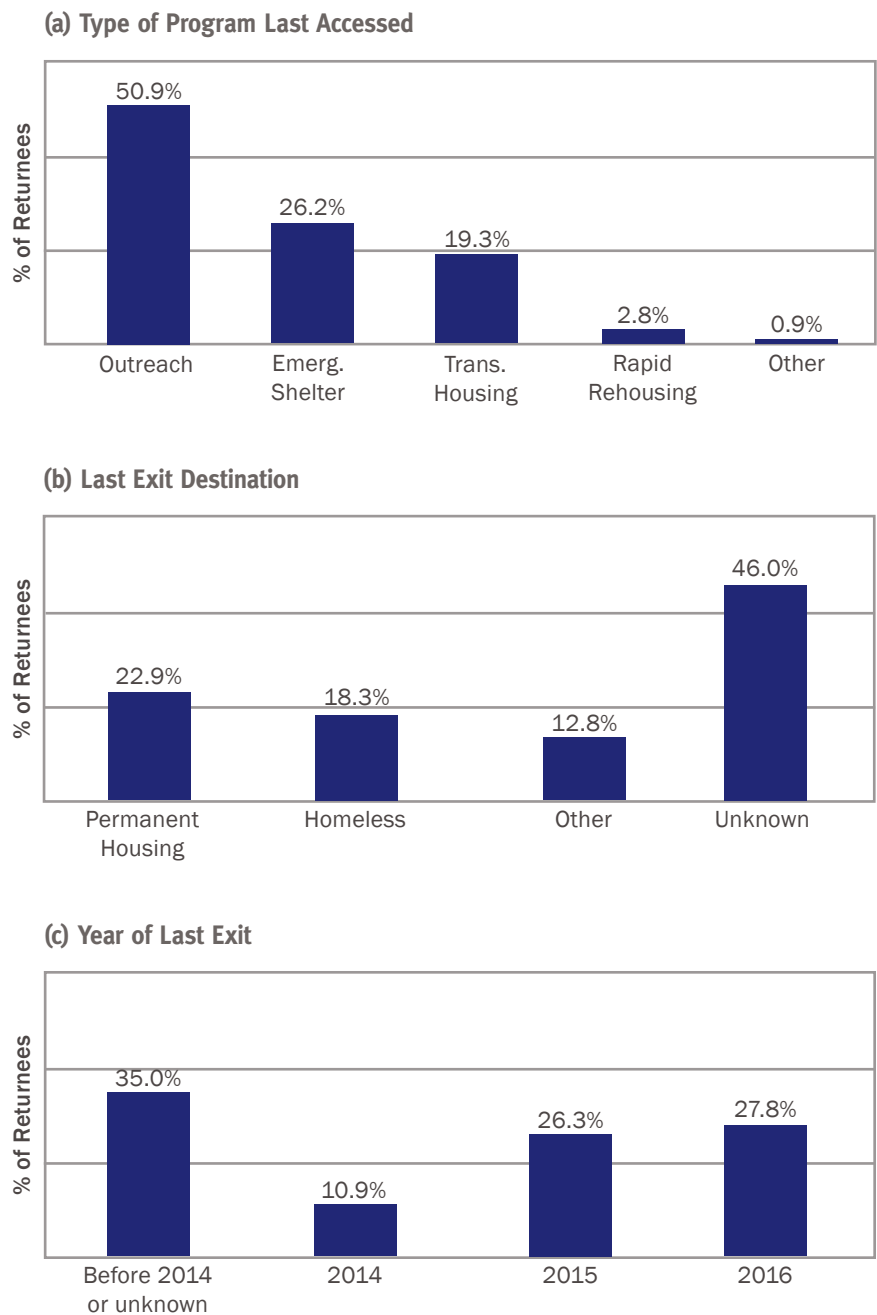
NEW CLIENTS Total	5,945	100.0%
County		
Hawai'i County	595	8.8%
Kaua'i County	282	4.2%
Maui County	1,347	19.8%
C&C of Honolulu	4,566	67.2%
Type of Program First Entered		
Outreach	3,560	52.4%
Shelter	2,592	38.2%
Rapid Rehousing	638	9.4%
Household Type		
Adult-only	4,167	61.4%
Family with children	2,623	38.6%
Age		
Under 18	1,743	25.7%
18 years and over	5,047	74.3%

Of the 2,953 returnees, approximately half (50.9%) of them last participated in outreach programs. Smaller proportions of returnees last used emergency shelter services (26.2%), transitional housing (19.3%), rapid rehousing (2.8%), and other services (0.9%). Returnees' last reported exit destinations included permanent housing (22.9%), homelessness (18.3%), other destinations (12.8%), or unknown locations (46.0%). Over a quarter (27.8%) of returnees were last served in FY 2016, similar to those last served in FY 2015 (26.3%). One-tenth of returnees were last served in FY 2014, and more than one-third had a longer break (three years or more) from receiving homeless services.

Demographic Profile

Table 2 shows the FY 2017 demographic characteristics of those in Hawai'i receiving homeless services: emergency shelter, transitional shelter, outreach and rapid rehousing. A total of 8,374 (53.6%) of service users were males, and 6,231 (39.9%) were females. More than half of the clients served by the homeless system self-identified as either Native Hawaiian (26.9%) or Caucasian (24.2%). Individuals came to current service programs from unsheltered settings (53.2%), doubled-up settings (living with extended family or non-relatives due to inability to afford own home, 8.9%), and sheltered settings (12.4%). Most clients (58.9%) were accessing services unaccompanied; over one-third were members of households with children (37.0%); and the remaining (4.1%) were clients in households with only adults. In total, programs served 10,787 households, with the majority from single-person households (9,159 or 84.9%). Other household types included households consisting solely of adults (2.8%), two-parent households (5.8%), single-parent households (6.0%), and other households with children (0.5%). A total of 3,546 children under the age of 18 received services in these households, representing one-fifth of the homeless service population. Of the adult service users, one-tenth self-identified as veterans.

Figure 8. Homeless Service System Returnees, FY 2017



DEFINITION

Homelessness: This report used the Department of Housing and Urban Development's definition of homelessness: "An individual or family is considered homeless if they are either: a) sleeping in a public or private place not ordinarily considered to be a place for humans to live, including campgrounds, abandoned buildings, or cars; b) sleeping in a publicly or privately operated shelter; or c) exiting an institution, such as a prison or hospital, where they stayed 90 days or less, before which they had been considered homeless." Please refer to the official HUD definition of homelessness for more information.

Table 2. Demographic Profile of Homeless Service Clients, FY 2017

	Hawai'i County		Kaua'i County		Maui County		C&C of Honolulu		Total	
ALL INDIVIDUALS Total	1,444	100.0%	654	100.0%	2,817	100.0%	10,712	100.0%	15,627	100.0%
Gender										
Male	755	52.3%	332	50.8%	1,695	60.2%	5,592	52.2%	8,374	53.6%
Female	684	47.4%	322	49.2%	1,111	39.4%	4,114	38.4%	6,231	39.9%
Other/Unknown	5	0.3%	0	0.0%	11	0.4%	1,006	9.4%	1,022	6.5%
Age										
Birth to 5 years	182	12.6%	76	11.6%	255	9.1%	1,109	10.4%	1,622	10.4%
6 to 17 years	218	15.1%	96	14.7%	295	10.5%	1,315	12.3%	1,924	12.3%
18 to 24 years	113	7.8%	50	7.6%	222	7.9%	671	6.3%	1,056	6.8%
25 to 39 years	346	24.0%	154	23.5%	801	28.4%	2,320	21.7%	3,621	23.2%
40 to 59 years	408	28.3%	224	34.3%	953	33.8%	3,210	30.0%	4,795	30.7%
60 years and over	177	12.3%	54	8.3%	253	9.0%	902	8.4%	1,386	8.9%
Unknown	0	0.0%	0	0.0%	38	1.3%	1,185	11.1%	1,223	7.8%
Ethnicity										
Caucasian	527	36.5%	226	34.6%	973	34.5%	2,053	19.2%	3,779	24.2%
Hawaiian/Part Hawaiian	457	31.6%	220	33.6%	650	23.1%	2,871	26.8%	4,198	26.9%
Marshallese	110	7.6%	64	9.8%	93	3.3%	398	3.7%	665	4.3%
Micronesian	48	3.3%	7	1.1%	77	2.7%	916	8.6%	1,048	6.7%
Other Pacific Islander	49	3.4%	13	2.0%	62	2.2%	686	6.4%	810	5.2%
Filipino	47	3.3%	44	6.7%	153	5.4%	470	4.4%	714	4.6%
Other Asian	44	3.0%	22	3.4%	63	2.2%	491	4.6%	620	4.0%
Black	52	3.6%	29	4.4%	117	4.2%	590	5.5%	788	5.0%
Native American	56	3.9%	12	1.8%	55	2.0%	129	1.2%	252	1.6%
Unknown	54	3.7%	17	2.6%	574	20.4%	2,108	19.7%	2,753	17.6%
Prior Living Situation										
Sheltered settings	97	6.7%	78	11.9%	489	17.4%	1,278	11.9%	1,942	12.4%
Unsheltered	1,207	83.6%	541	82.7%	1,376	48.8%	5,187	48.4%	8,311	53.2%
Institutional settings	40	2.8%	4	0.6%	111	3.9%	477	4.5%	632	4.0%
Unsubsidized housing	23	1.6%	4	0.6%	71	2.5%	338	3.2%	436	2.8%
Subsidized housing	8	0.6%	2	0.3%	11	0.4%	216	2.0%	237	1.5%
Doubled up	30	2.1%	18	2.8%	195	6.9%	1,154	10.8%	1,397	8.9%
Other/Unknown	39	2.7%	7	1.1%	564	20.0%	2,062	19.2%	2,672	17.1%
Living Arrangements										
Living alone	677	46.9%	322	49.2%	1,926	68.4%	6,275	58.6%	9,200	58.9%
In an adult only HH	119	8.2%	46	7.0%	81	2.9%	401	3.7%	647	4.1%
In a HH with children	648	44.9%	286	43.7%	810	28.8%	4,036	37.7%	5,780	37.0%
HOUSEHOLDS Total	878	100.0%	406	100.0%	2,127	100.0%	7,376	100.0%	10,787	100.0%
Household Type										
Single-person	675	76.9%	322	79.3%	1,905	89.6%	6,257	84.8%	9,159	84.9%
Two-or-more-adult	54	6.2%	22	5.4%	35	1.6%	188	2.5%	299	2.8%
Single-parent	87	9.9%	23	5.7%	114	5.4%	425	5.8%	649	6.0%
Two-parent	56	6.4%	31	7.6%	68	3.2%	472	6.4%	627	5.8%
Other HH with children	6	0.7%	8	2.0%	5	0.2%	34	0.5%	53	0.5%
ADULTS Total	1,044	100.0%	482	100.0%	2,267	100.0%	8,286	100.0%	12,079	100.0%
Veteran Status										
Yes	146	14.0%	37	7.7%	228	10.1%	937	11.3%	1,348	11.2%
No	898	86.0%	445	92.3%	2,039	89.9%	7,349	88.7%	10,731	88.8%

Note: Data is based on unduplicated records of individual homeless service users. The first program enrollment was used when there were multiple records.

HOMELESS PROGRAMS

During FY 2017, homeless programs in the state served a total of 15,627 clients with 2,022 (12.9%) having accessed rapid rehousing services, 8,892 (56.9%) using outreach services, and 8,343 (53.4%) utilizing shelter services. A fifth (21.7%) of the clients used two or more types of programs, and 244 clients accessed all three types of programs. Of the 8,343 shelter program clients, 5,249 (62.9%) were enrolled in an emergency shelter program, 4,187 (50.2%) in a transitional shelter program, and 13.1% in both types of shelter programs. This fiscal year, there was a statewide increase in service utilization across all program types. At the county level, rapid rehousing programs served more clients across all counties than in the 2016 fiscal year. Outreach Services saw a decrease in clients in Hawai'i and Maui Counties, but an increase in Kaua'i County and the City and County of Honolulu. All counties, except Kaua'i County, showed an increase in the number of people served by emergency programs. Regarding transitional programs for the counties, Hawai'i and Kaua'i saw a decrease in clients served while Maui and Honolulu saw increases.

Table 3. Number of People Served by Program Type, FY 2017

	Hawai'i County		Kaua'i County		Maui County		C&C of Honolulu		Total	
Homeless Programs Total	1,444	100.0%	654	100.0%	2,817	100.0%	10,712	100.0%	15,627	100.0%
Rapid Rehousing	400	27.7%	41	6.3%	331	11.8%	1,250	11.7%	2,022	12.9%
Outreach	1,010	69.9%	409	62.5%	1,738	61.7%	5,735	53.5%	8,892	56.9%
Shelter	688	47.6%	318	48.6%	1,606	57.0%	5,731	53.5%	8,343	53.4%
Shelter Programs Total	688	100.0%	318	100.0%	1,606	100.0%	5,731	100.0%	8,343	100.0%
Emergency	533	77.5%	195	61.3%	1,107	68.9%	3,414	59.6%	5,249	62.9%
Transitional	180	26.2%	145	45.6%	952	59.3%	2,910	50.8%	4,187	50.2%

Note: Number of people is an unduplicated count of individuals served for each program type above. Some people accessed multiple types of homeless programs during the reporting period; therefore, the sums and percentages of subcategories are larger than the totals. For comparison of annual trends, please refer to data in previous homeless service utilization reports.

Of all homeless service clients in FY 2017, 37.0% were in households with children under 18 years old. Rapid rehousing served the largest percentage of clients in family households (63.4%), followed by shelter programs (50.0%), and outreach services (20.5%). Compared to FY 2016, clients in family households statewide rose 2.5 percent points (34.5% vs. 37.0%), with the largest increase in rapid rehousing (33.8% vs. 63.4%). Rapid rehousing utilization by family households increased across all counties from last fiscal year. An increase was also seen in shelter programs (48.8% vs. 50.0%) due to an increase in family households accessing transitional programs (64.1% vs. 68.1%). At the county level, all counties except Kaua'i County showed an increase in families who accessed transitional programs.

Table 4. Number of People Served in Households with Children by Program Type, FY 2017

	Hawai'i County		Kaua'i County		Maui County		C&C of Honolulu		Total	
Homeless Programs Total	648	44.9%	286	43.7%	810	28.8%	4,036	37.7%	5,780	37.0%
Rapid rehousing	211	52.8%	37	90.2%	86	26.0%	947	75.8%	1,281	63.4%
Outreach	439	43.5%	175	42.8%	106	6.1%	1,106	19.3%	1,826	20.5%
Shelter (Total)	329	47.8%	161	50.6%	799	49.8%	2,884	50.3%	4,173	50.0%
Emergency	205	38.5%	72	36.9%	541	48.9%	1,134	33.2%	1,952	37.2%
Transitional	128	71.1%	105	72.4%	529	55.6%	2,088	71.8%	2,850	68.1%

Note: Number of people is an unduplicated count of individuals served for each program type above. Some people accessed multiple types of homeless programs during the reporting period; therefore, the sums of subcategories are larger than the totals. Percentages are based on the total number of people served in the respective program type (see Table 3). For comparison of annual trends, please refer to data in previous homeless service utilization reports.

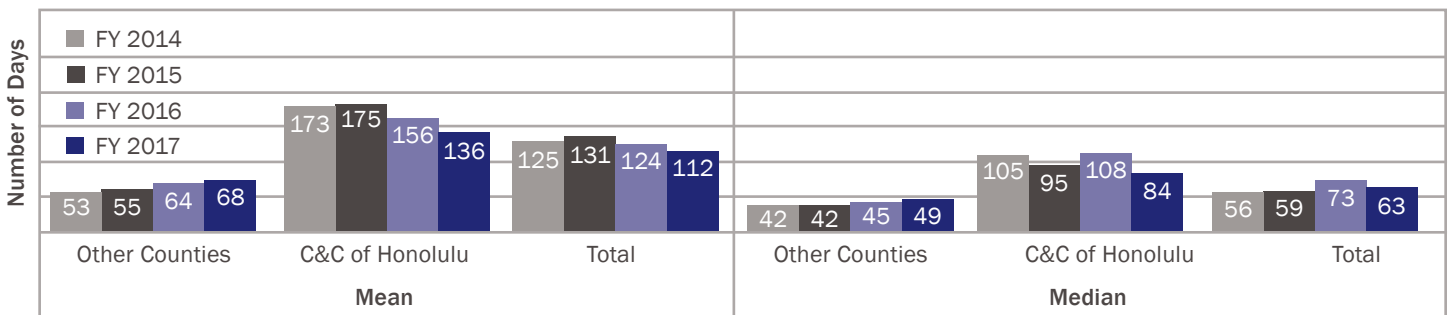
PROGRAM OUTCOMES

Length of Time Shelter Users Remained Homeless

Focusing on homeless residential housing programs, this measurement tracks the average number of days enrolled for its clients. A shorter length of stay in shelter programs denotes a briefer period of homelessness, and reflects the extent to which our homeless service system can quickly respond to homelessness when it occurs.

In FY 2017, clients stayed an average of 112 days in emergency shelters (12 days less than FY 2016), with half of them having stayed less than 63 days. Among the counties, clients in the City and County of Honolulu stayed longer than those in the other counties combined. Over the years, however, Honolulu shows a decreasing trend in length of time spent in emergency shelters. The other counties combined, on the other hand, show a slightly increasing trend in the time clients spent in the emergency shelters.

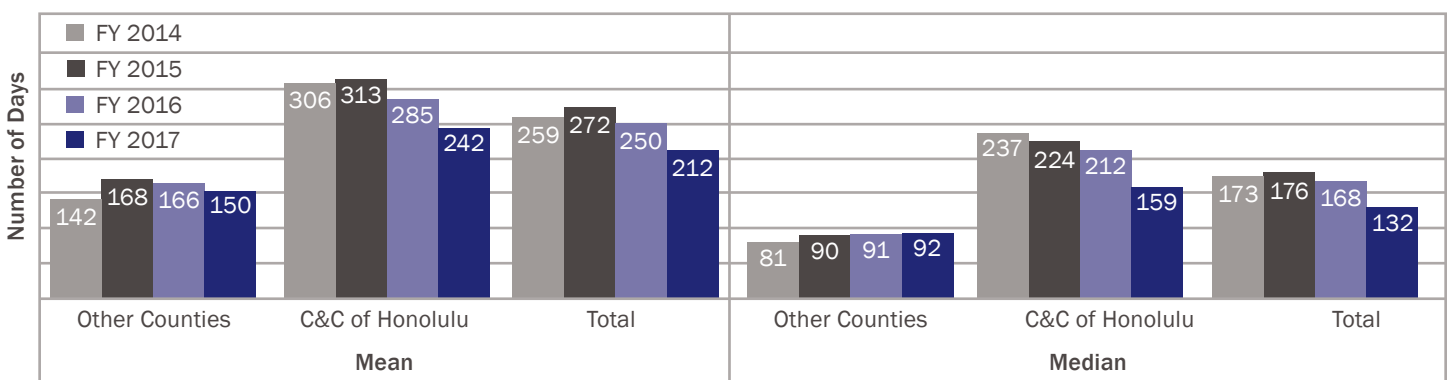
Figure 9. Average Length of Time Emergency Shelter Users Remained Homeless, FY 2014–2017



Note: Emergency shelter programs also include Safe Haven.

Compared to last fiscal year, the average (212) and the median (132) number of days dropped among clients used any type of shelter program statewide: emergency, transitional and Safe Haven. Clients were enrolled in shelter programs for more days on average in the City and County of Honolulu than in the other three counties combined (242 days vs. 150 days).

Figure 10. Average Length of Time Shelter Program Users Remained Homeless, FY 2014–2017



Note: Shelter programs include emergency shelter, transitional housing, and Safe Haven.

MEASUREMENT NOTES

Length of Time Clients Remain Homeless: Data include 12-month shelter enrollment records of all clients who were active anytime during FY 2017 and their uninterrupted enrollments that started in a previous year. Being discharged from a shelter program and then enrolled in another shelter program on the same day does not count as an interruption in enrollment. When clients' enrollment with a shelter program overlaps with their enrollment with another housing program of a more stable nature (e.g. permanent supportive housing), the overlapping period is excluded from the total length of time. Any qualifying records for the past five years are included.

This year, the average length of time clients spent in emergency shelters decreased from last year (112 vs. 124 days), as it did for shelter programs in general (212 vs. 250 days). On average, households with children used shelter programs for longer amounts of time than adult-only households. But in emergency shelter programs, the length of stay for households with children was shorter. In Table 5, the large difference between the mean and median days implies that a small number of people stayed for much longer. The median days of stay, more comparable between the two groups, show that most families stayed in emergency shelters a bit longer than singles (66 vs. 62 days). At the county level, the City and County of Honolulu reported the longest length of shelter program and emergency shelter use, followed by Kaua'i, Hawai'i, and Maui counties.

Table 5. Average Length of Time Remained Homeless by Subpopulation of Shelter Users, FY 2017

Number of Days	Emergency Shelter Users		Shelter Program Users	
	Mean	Median	Mean	Median
State Total	112	63	212	132
Hawai'i County	83	63	147	101
Kaua'i County	93	70	188	122
Maui County	57	46	145	85
C&C of Honolulu	136	84	242	159
Singles	113	62	164	91
Families	109	66	260	182

Exiting to Permanent Housing

During the 2017 fiscal year statewide, the HMIS system recorded 62.8% of all service users exiting the homeless service system with a higher number of homeless people served (15,627) than in FY 2016 (14,015). From FY 2016, the number of individuals who accessed permanent housing increased across all counties as did the number of service users who exited the system. Statewide, the rate of exit to permanent housing decreased from FY 2016 to FY 2017 (49.0% vs. 36.5%), with the most drastic decrease for the City and County of Honolulu (52.8% vs. 35.7%), followed by Maui County (41.4% vs. 32.4%). However, a 6–10 percent-point increase was observed for Hawai'i and Kaua'i counties.

Table 6. Number and Rate of Total Exits and Permanent Housing Exits, FY 2016–2017

	Permanent Housing		Service Users Who Exited				All Service Users			
	FY 2016	FY 2017	FY 2016	FY 2017	FY 2016	FY 2017				
State Total	2,836	49.0%	3,582	36.5%	5,789	41.3%	9,815	62.8%	14,015	15,627
Hawai'i County	413	48.5%	493	54.8%	851	50.4%	900	62.3%	1,690	1,444
Kaua'i County	34	20.9%	135	30.7%	163	33.1%	440	67.3%	493	654
Maui County	482	41.4%	680	32.4%	1,163	43.0%	2,099	74.5%	2,702	2,817
C&C of Honolulu	1,907	52.8%	2,274	35.7%	3,612	39.6%	6,376	59.5%	9,130	10,712

Note: Exit data represent unduplicated count of homeless service users. Certain exit destinations unrelated to housing outcomes were excluded from the exit analysis. They included hospital, long-term care facility, foster care home, and deceased, with a total of less than 1.0% of all exits.

Similar to previous fiscal years, FY 2017 saw a higher exit rate to permanent housing for people in households with children (63.9%) compared to those in adult-only households (22.9%). While there were decreases in the rate of permanent housing exits overall, the decreases were more significant for singles than families. The exit rate for families located in Neighbor Islands actually increased by 7.9 percent points. With rapid rehousing services, the exit rates slightly decreased, with singles on O'ahu seeing the largest decrease (by 25.3 percent points). However, a slight increase in rapid rehousing exit rates was observed this fiscal year among families in all other counties combined (a 5.8 percent increase). Of all the programs, outreach services saw the largest decreases in rates of exit to permanent housing. Emergency services exit rates increased across all counties and household types, with larger increases seen in Neighbor Island counties combined. Transitional housing exit rates saw little changes this fiscal year.

Table 7. Rate of Permanent Housing Exits by Program and Household Types, FY 2016–2017

		Other Counties		C&C of Honolulu		Total	
		FY 2016	FY 2017	FY 2016	FY 2017	FY 2016	FY 2017
All Programs Total	Total	42.7%	38.0%	52.8%	35.7%	49.0%	36.5%
	Singles	39.5%	29.3%	35.8%	19.2%	37.3%	22.9%
	Families	49.4%	57.3%	74.1%	67.1%	66.7%	63.9%
Rapid Rehousing	Total	80.0%	77.9%	87.9%	70.4%	83.4%	73.3%
	Singles	81.0%	77.4%	83.7%	58.4%	81.9%	67.8%
	Families	73.5%	79.3%	94.7%	80.8%	88.2%	80.5%
Outreach	Total	33.1%	20.8%	16.8%	6.6%	25.5%	12.1%
	Singles	27.1%	15.6%	16.0%	3.4%	21.5%	8.1%
	Families	46.7%	39.5%	20.3%	18.4%	37.0%	26.9%
Emergency	Total	21.9%	31.4%	32.3%	32.9%	28.2%	32.3%
	Singles	19.5%	29.2%	26.5%	28.3%	23.4%	28.6%
	Families	27.0%	34.4%	40.3%	41.8%	35.9%	38.6%
Transitional	Total	49.8%	55.6%	69.8%	69.6%	64.0%	64.6%
	Singles	50.1%	49.4%	59.8%	51.3%	55.3%	50.3%
	Families	49.2%	61.1%	74.1%	75.9%	69.6%	71.6%

Note: Exit data represent unduplicated count of homeless service users. Certain exit destinations unrelated to housing outcomes were excluded from the exit analysis. They included hospital, long-term care facility, foster care home, and deceased, with a total of less than 1.0% of all exits.

Among homeless subpopulations under age 25, children in family households had the highest rates of exit to permanent housing (61.7%), followed by parenting young adults (58.3%), unaccompanied young adults (25.9%), and unaccompanied children and youth (6.3%). From FY 2016 to FY 2017, the rate of exit to permanent housing dropped significantly for persons in adult-only households (37.3% vs. 22.9%), unaccompanied children and youth under age 18 (54.3% vs. 6.3%), veterans (61.8% vs. 46.0%), and the chronically homeless (42.8% vs. 27.1%). This year, there were a total of 807 homeless youth who were either unaccompanied or parenting.

Table 8. Number and Rate of Total Exits and Permanent Housing Exits by Subpopulation, FY 2017

	Permanent Housing		Service Users Who Exited		All Service Users Total
State Total	3,582	36.5%	9,815	62.8%	15,627
Persons in adult-only households	1,497	22.9%	6,550	66.5%	9,847
Persons in households with children	2,085	63.9%	3,265	56.5%	5,780
Children under 18 with families	1,168	61.7%	1,893	54.6%	3,467
Unaccompanied children and youth under 18	3	6.3%	48	88.9%	54
Unaccompanied young adults 18-24	96	25.9%	371	69.1%	537
Parenting young adults 18-24	77	58.3%	132	61.1%	216
Veterans	396	46.0%	860	63.8%	1,348
Chronically homeless	252	27.1%	929	57.7%	1,462

Note: In the above exit analysis, the last enrollment record of individuals was used.

DEFINITION

Chronic Homelessness: According to HUD’s definition issued in December 2015, a homeless person is considered “chronically homeless” when he or she has a disability, and has been living unsheltered, in an emergency shelter or Safe Haven, either for a continuous period of at least 12 months, or on at least four separate occasions in the past three years, provided that the combined length of time of those occasions is 12 months or more. A family with children is considered chronically homeless when the head of household meets the definition for a chronically homeless person.

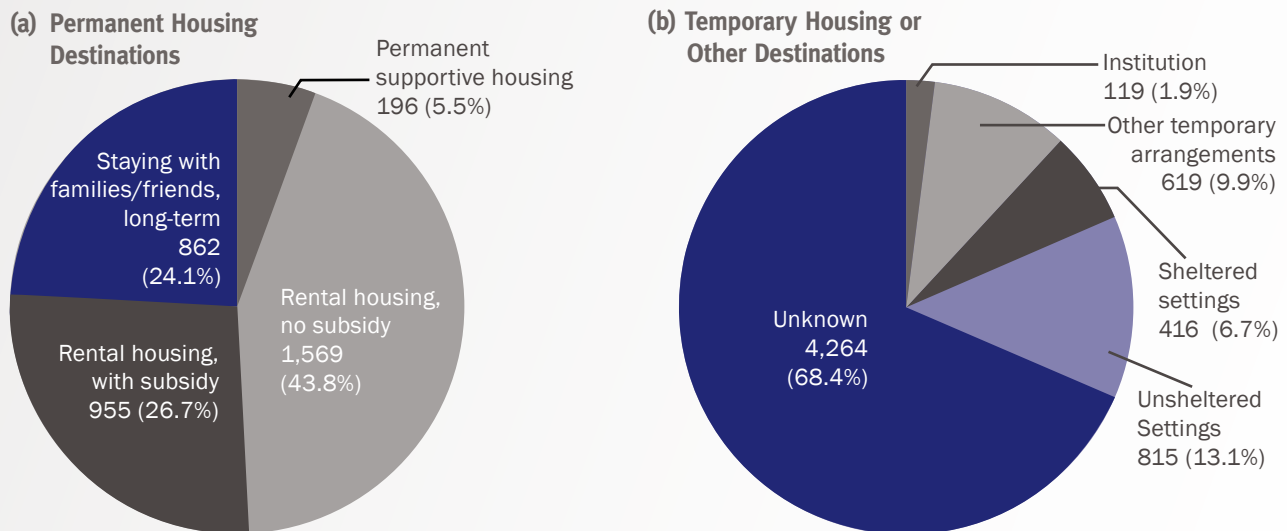
Exit Destinations

Clients went to either permanent housing or to temporary and other housing destinations after exiting homeless services. In FY 2017, 9,815 clients exited homeless services, 3,582 of whom went to permanent housing and 6,233 to temporary and other housing destinations.

Of the 3,582 clients who exited to permanent housing, approximately a quarter moved to subsidized rental housing (26.7%) and four out of ten moved to unsubsidized rental housing (43.8%). The rest moved in with friends or families as long-term living arrangements (24.1%) or were placed in permanent supportive housing arrangements (5.5%). In comparison to FY 2016, FY 2017 saw more clients move to unsubsidized rental housing, less move to subsidized rental housing, and comparable percentages to long-term living arrangement with friends and permanent supportive housing.

From FY 2016 to FY 2017, there was a 12.5% increase of clients who exited the system without obtaining permanent housing. The majority (68.4%) exited to unknown places, while 13.1% left for unsheltered homeless destinations, 9.9% to other temporary destinations, 6.7% to sheltered homeless destinations, and 1.9% moving to institution destinations. From the last fiscal year, the percentages significantly rose for exits to unknown destinations (by 29.5%), and declined for all others: institution, other temporary arrangements, and homeless destinations, both sheltered and unsheltered.

Figure 11. Exit Destinations, FY 2017



Return to Homelessness

Within 12 months of program exit to permanent housing, 550 (14.8%) of the 3,713 individuals exiting in FY 2016 returned to the homeless service system. Among the counties, Kaua'i had the highest rate of return to homelessness (23.9%), followed by Maui and Honolulu (both at 15.2%), and Hawai'i (12.2%). Unaccompanied or parenting youth were more likely to return to homelessness (19.4%) than veterans (19.1%), the chronically homeless (18.9%), those in adult-only households (17.8%), and persons in households with children (12.2%).

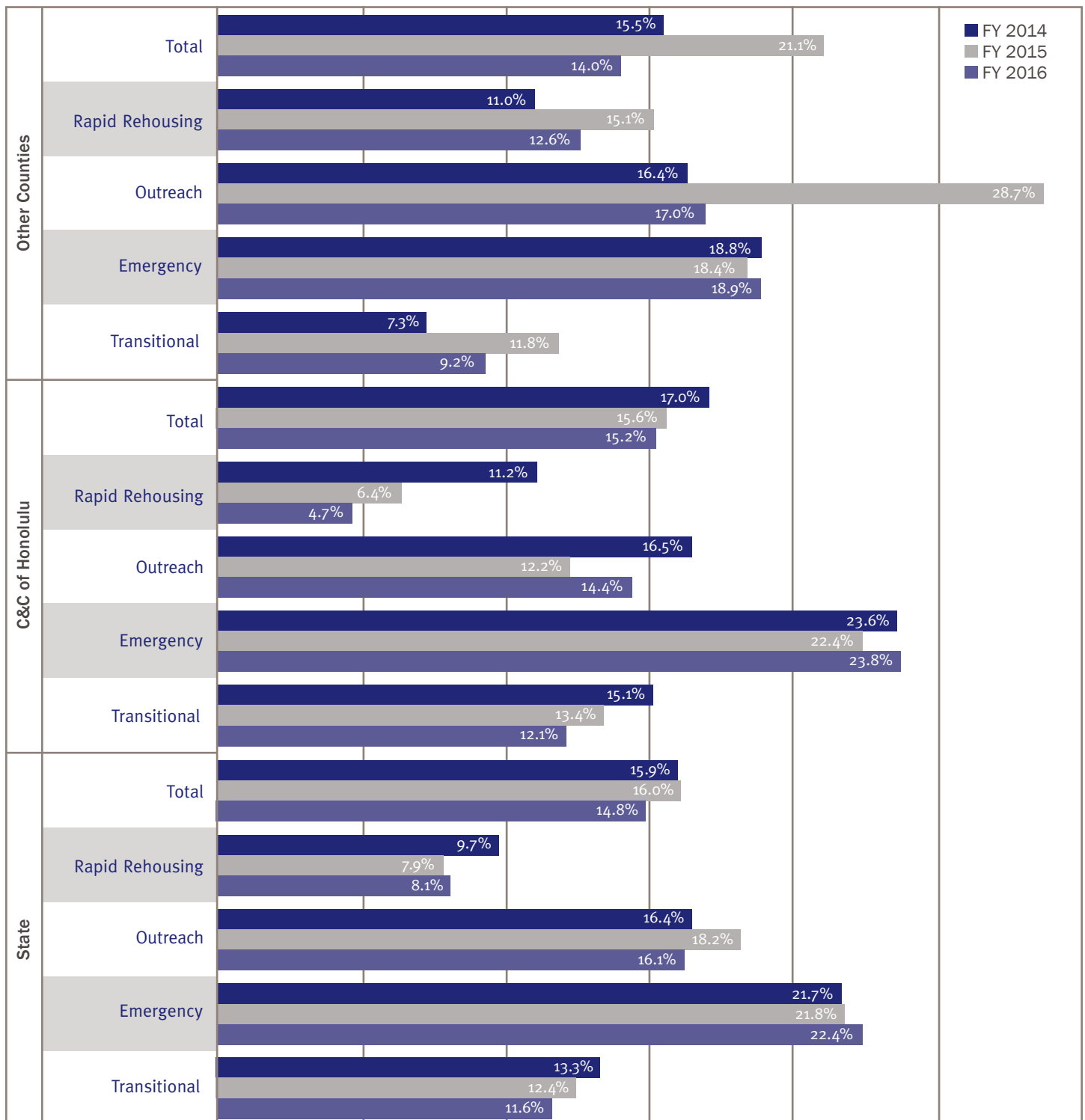
Table 9. Rate of Returning to Homelessness within 12 Months, Permanent Housing Exits from FY 2016

	Permanent Housing Exits in FY 2016	Rate of Returning within 12 Months
State Total	3,713	14.8%
Hawai'i County	576	12.2%
Kaua'i County	46	23.9%
Maui County	519	15.2%
C&C of Honolulu	2,572	15.2%
Persons in adult-only households	1,759	17.8%
Persons in households with children	1,954	12.2%
Unaccompanied or parenting youth	160	19.4%
Veterans	613	19.1%
Chronically homeless	265	18.9%

Note: For clients with multiple permanent housing exits within a reporting year, their first exit was selected for the recidivism analysis. The numbers of permanent housing exits reported above are larger than those reported in the exit analysis. This is because some of these first permanent housing exits returned within the same reporting year and remained in a homeless program at the end of the reporting year, or they exited to a destination other than permanent housing. The above data cannot be compared with the recidivism data in the previous reports that were based on the last permanent exits.

Return rates from FY 2014 to FY 2016 varied slightly throughout the state among rapid rehousing services, outreach services and emergency and transitional shelters. At the county level, the City and County of Honolulu and the other counties combined saw a reduction in the return to homelessness rates during FY 2016 than previous years. However, at the program level, there was return-rate variation among service types for the City and County of Honolulu compared to the other counties combined. From FY 2015, return rates to the homeless service system decreased after exiting rapid rehousing and leaving transitional shelters for the City and County of Honolulu as well as for the other counties combined. The return rates, however, increased for clients after exiting emergency shelters for both county groups. After exiting outreach services, rates rose in the City and County of Honolulu but dropped in other counties combined.

Figure 12. Rate of Returning to Homelessness within 12 Months, Permanent Housing Exits from FY 2014–2016



ASSESSMENT AND REFERRAL

Hawai'i's homeless service system recently established a coordinated entry process that aims at connecting people to appropriate interventions in a consistent, efficient and effective way. This process has several key components: (1) access points to the entry system; (2) a standardized assessment to analyze a person's housing barriers and level of vulnerability while homeless; (3) a prioritization process that ensures persons with the highest prioritization status are offered housing and supportive services first; and (4) a referral process to connect people to housing and service programs according to availability and program-specific eligibility requirements. Hawai'i's Coordinated Entry System (CES) is in its early stage of implementation, with many processes still to be fine-tuned or fully developed.

Hawai'i CES adopted in FY 2015 a widely used and validated tool, Vulnerability Index—Service Prioritization Decision Assistance Tool (VI-SPDAT), for assessing homeless individuals' housing service needs. The tool is administered through interviews with people in need of homeless services, and the resulting summary scores are used to determine recommended placements into one of three categories: no housing intervention (0–3), rapid rehousing (4–7), or permanent supportive housing/Housing First (8–17). The corresponding scores for families are: 0–3, 4–8, and 9–22. Higher scores are indicative of greater vulnerability and need.

The tool for single adults covers five domains: (1) Pre-survey (general information); (2) History of Housing and Homelessness; (3) Risks; (4) Socialization and Daily Functions; and (5) Wellness. The tool for assessing families has an additional domain: Family Unit.

During the two-year span from FY 2016 through FY 2017 that data from VI-SPDAT have been included in the analysis for this report, assessment by VI-SPDAT was not a prerequisite for services and the prioritization and referral process was piloted only for those who need permanent supportive housing/Housing First only. Approximately 23,200 clients were served statewide during this period and 3,932 (17.0%) of them were assessed by VI-SPDAT.

Throughout the state, most of VI-SPDAT recommendations went to rapid rehousing (43.6%), rather than permanent supportive housing/Housing First (36.0%) or no housing interventions (20.4%). This trend is true for all counties except Hawai'i County, where the least amount of recommendations went to permanent supportive housing/Housing First.

Statewide, only 7.2% of those recommended for permanent supportive housing enrolled in such a program and only 10.6% of those recommended for rapid rehousing received such services. Overall, 9.0% of those prescreened were placed into the recommended programs.

Figure 13. VI-SPDAT Recommendation for Homeless Service, FY 2016–2017

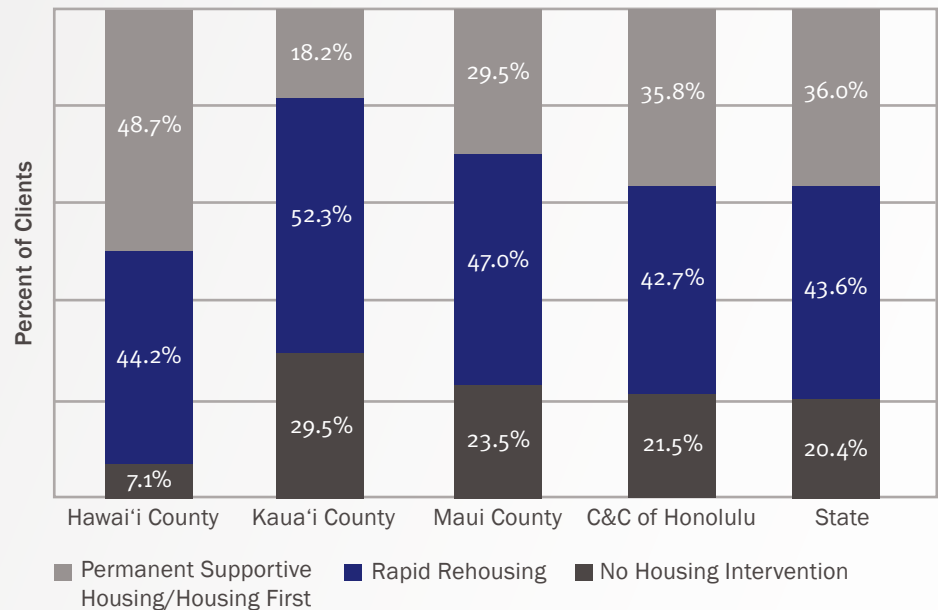
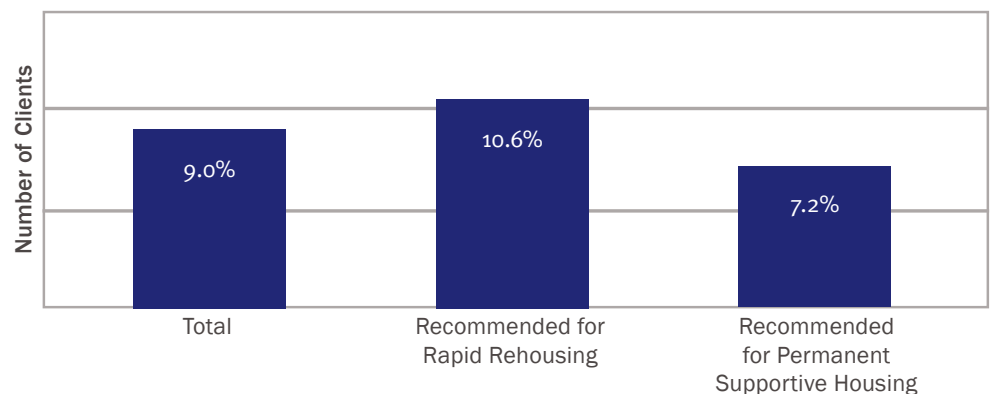


Figure 14. Rate of Placement According to VI-SPDAT's Recommendation, FY 2016–2017



The use of VI-SPDAT helped permanent supportive housing programs enroll clients with higher vulnerability and future risk of housing instability, consistent with the programs' intention. While the VI-SPDAT score is just one of many factors that influence program enrollment, data show that those who enrolled in permanent supportive housing programs had a higher average score across the risks, socialization and daily functions, and wellness domains for single adults as well as families.

Of the 2,796 households that had VI-SPDAT assessment and exited from the homeless service system, those who were less vulnerable were more likely to obtain permanent housing. Nearly four out of ten (39.9%) households exited to permanent housing, with most who were recommended for no housing intervention (52.7%) doing so than those recommended for rapid rehousing (38.5%) or permanent supportive housing (34.0%). Rapid rehousing and permanent supportive housing recommendations are indicative of having higher vulnerability, being less likely to acquire permanent housing, and requiring more appropriate resources to help these groups.

Of those who were assessed with VI-SPDAT and obtained permanent supportive housing services, 92.5% remained stably housed after 12 months of acquiring housing, whereas only 7.5% ended up homeless or in other temporary housing.

Figure 15. Permanent Supportive Housing: 12 Months Housing Retention Rate, Clients Assessed by VI-SPDAT, as of June 30, 2017

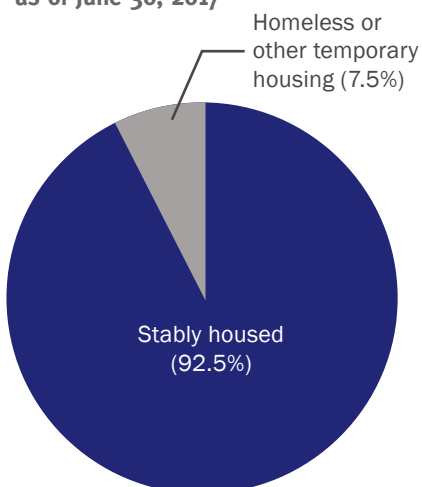


Table 10. Recommended for Permanent Supportive Housing: Average VI-SPDAT Domain Score by Program Enrollment Status, FY 2016–2017

Domain	Singles: Enrolled	Singles: Did Not Enroll	Families: Enrolled	Families: Did Not Enroll
Total Score	11.6	10.5	14.2	11.0
General information	0.2	0.2	0.4	0.7
History of housing & homelessness	1.2	1.2	0.8	1.0
Risks	3.1	2.6	3.2	2.1
Socialization & daily functions	3.0	2.6	3.6	2.5
Wellness	4.2	3.8	4.6	2.8
Family unit	--	--	1.7	1.9

Table 11. Permanent Housing Exits by VI-SPDAT Recommendation, as of June 30, 2017

Outcome	Recommended for No Housing Intervention	Recommended for Rapid Rehousing	Recommended for Permanent Supportive Housing	Total Number of Households
Exited from homeless service system	601	1,194	1,001	2,796
Exited to permanent housing	317	460	340	1,117
Rate of exit to permanent housing	52.7%	38.5%	34.0%	39.9%

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 and services. The majority of service providers who receive city, state and federal funds to provide homeless assistance are required to enter client intake, service encounter and exit information 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 the HMIS and therefore are not included in this report.

Data from the 2017 fiscal year (July 1, 2016–June 30, 2017) are presented for the shelter, outreach and rapid rehousing programs that serve the homeless population. Multiple years of data were used for various analyses. HMIS data dating from FY 2007 was utilized to identify new clients and returnees to the homeless service system. Client data are reported as an unduplicated count of individuals who received services. When data are reported on specific types of programs, clients are counted in each type of program in which they were enrolled within the reporting period. Individuals are identified as having multiple records of services through the personal identification information entered into the HMIS. This information is voluntarily provided by clients. Not all clients provide complete information, making it difficult to accurately assess prior service utilization. Despite these limitations, the data contained in this report are the best and most current available on individuals and families in Hawai'i who have utilized the homeless service system.

AGENCIES AND PROGRAMS REPORTING FY 2017 HMIS DATA

	Emerg. Shelter		Trans. Housing	
HAWAII COUNTY				
Hawai'i Island Home For Recovery				
Transitional Housing			S	
HOPE Services Hawaii				
Beyond Shelter				F
East Hawaii Emergency Men's Program	S			
Iwalani House			S	
Kihei Pua	S	F		
Kuleana House				F
West Hawaii Emergency Housing	S			
Salvation Army				
Big Island Runaway/Homeless Youth TLP			S	
US VETS				
Hilo HOPEL Program	S			
KAUA'I COUNTY				
Kaua'i Economic Opportunities				
Kome				F
Komohana Group Home			S	
Lawehana				F
Lihu'e Court				F
Mana'olana	S	F	S	F
US VETS				
Kaua'i HOPEL Program	S			
Women in Need				
Bridge To Success Kaua'i			S	F
MAUI COUNTY				
Family Life Center				
Ho'olanani	S	F		
Ke Hale A Ke Ola				
Central	S	F	S	F
Westside	S	F	S	F
Maui Youth and Family Services				
Emergency Shelter BCP	S			
CITY AND COUNTY OF HONOLULU				
Alternative Structure International				
Ohana Ola 'O Kahumana				F
Ulu Ke Kukui				F
Catholic Charities Hawai'i				
Kaka'ako Family Assessment Center		F		
Ma'ili Land Transitional Housing				F
Family Promise Hawaii				
Honolulu Family Center		F		
Windward Family Center		F		
Gregory House				
Community Residential Program			S	
HOPWA Gregory House			S	
Honolulu Community Action Program				
Kumuhonua			S	
Hale Kipa				
Apaa (Women)			S	
Boys Shelter BCP	S			
Girls Shelter BCP	S			
Maka'aloa TLP			S	
Holomua Na Ohana				
Onemalu			S	F
Weinberg Village Waimanalo				F
Housing Solutions				
Kulaokahua Apartment (Elderly)			S	
Loliana Apartment				F
Na Kolea Rooming House			S	
Vancouver House				F
Institute for Human Services				
Behavioral Health	S			
Hale Mauiola Program Sand Island	S			
Ka'a'ahi (Women and Families)	S	F		
Sumner (Men)	S			

	Emerg. Shelter		Trans. Housing	
Tutu Bert's House Medical Respite	S			
Vet House	S			
Kalihi-Palama Health Center				
Ohana House	S			
Kealahou West Oahu				
Onelau'ena	S	F		
Onemalu				F
Mental Health Kokua				
Safe Haven	S			
River of Life Mission				
Light House	S	F		
Salvation Army				
Addiction Treatment Services Program				S
Ka 'Ohu Hou O Mānoa FTS				S
Pathway of Hope				S
Steadfast Housing Development Corp.				
Ahukini				S
Hale Ulu Pono				S
Shelter of Wisdom				
Great Joy	S			
Hearts of Joy	S			
Streams of Joy	S			
US VETS				
ADVANCE WOMEN				S
Barbers Point HOPEL	S			
Respite Beds Barbers Point	S			
Veterans in Progress				S
Waianae Civic Center (WCC)	S	F		F
WCC HOPEL	S			
Waikiki Health Center				
Next Step Shelter	S	F	S	F
Women in Need				
Bridge To Success Waianae				S
Family House Aiea				S

	COUNTY			
	HAW	KAU	MAU	HON
Catholic Charities Hawai'i	RR			RR
CHOW Project				OR
Family Life Center		RR	OR RR	
HOPE Inc.				OR
HOPE Services Hawaii	OR RR			
Institute for Human Services				OR RR
Kalihi-Palama Health Center				OR RR
Kaua'i Economic Opportunities		OR RR		
Kealahou West Oahu				OR
Legal Aid Society of Hawaii	RR			OR
Mental Health Kokua			OR	OR
Salvation Army			OR	
US VETS			RR	OR RR
Waianae Coast Comp. Health Ctr.				OR
Waimanalo Health Center				OR
Waikiki Health Center				OR

KEY:

S = Single individuals

OR = Homeless Outreach

F = Families

RR = Rapid Rehousing

For more information on each agency and program, visit the Hawai'i State Homeless Program Office website at:

<http://humanservices.hawaii.gov/bessd/home/hp/homeless-services-agencies-directory/>