



HOMELESS SERVICE UTILIZATION REPORT



HAWAI'I 2012



OVERVIEW

Economic growth in Hawai'i over the past several years can be described as slow, at best. Data suggest that many of Hawai'i's individuals and families were pushed to their financial edge during the recent recession and continue to struggle to meet their most basic needs today. Across the country, high levels of housing instability preceded the Great Recession, with the number of families reporting housing problems increasing since the early 2000s. Low-income and poor individuals and families are particularly vulnerable to homelessness when affordable housing is scarce and the economy is weak.

Homeless service programs aim to stabilize the homeless over the short term through emergency and transitional housing. Services include case management and wrap-around support, with the longer-term goal of helping individuals and families obtain and retain permanent housing. Partnerships between state and local agencies, and among the public, private and non-profit sectors, have proved effective in maximizing and

delivering housing resources and supportive services that lift people out of homelessness.

The following *2012 Homeless Service Utilization* report is the seventh 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. This report presents the most current data on homeless individuals receiving shelter and outreach services and includes an analysis of the state's overall utilization of the Shelter and Outreach Programs. It aims to inform decision-making and key actions that will lead to reducing homelessness in Hawai'i.

From July 1, 2011 to June 30, 2012, the Shelter and Outreach Programs served a total of 13,980 individuals statewide. This number represents an unduplicated count of persons who experienced homelessness and received shelter and/or outreach services during the 2012 fiscal year. The total number of clients served by these programs dropped slightly, by 1.5% for the second year in a row after several years of increases. The City and County of Honolulu and Hawai'i County trends are similar to the state trend. The number of clients served in the City and County of Honolulu dropped by 7.5% between 2010 (the last time that number peaked) and 2012, with the decrease slowing to less than 1.3% between 2011 and 2012. In Hawai'i County, the number of clients served decreased by 14.1% since the peak seen in 2010, and by 6.0% since 2011. The number of clients served in Maui County has remained relatively stable since 2011, while Kaua'i County has seen a 6.9% increase. In the 2012 fiscal year, 43% of those who received services were "new clients," i.e., homeless individuals who received services in 2012 but had no prior intake recorded in the system, dating back to July 1, 2006.

Figure 1
Homeless Service Clients, FY 2007–2012

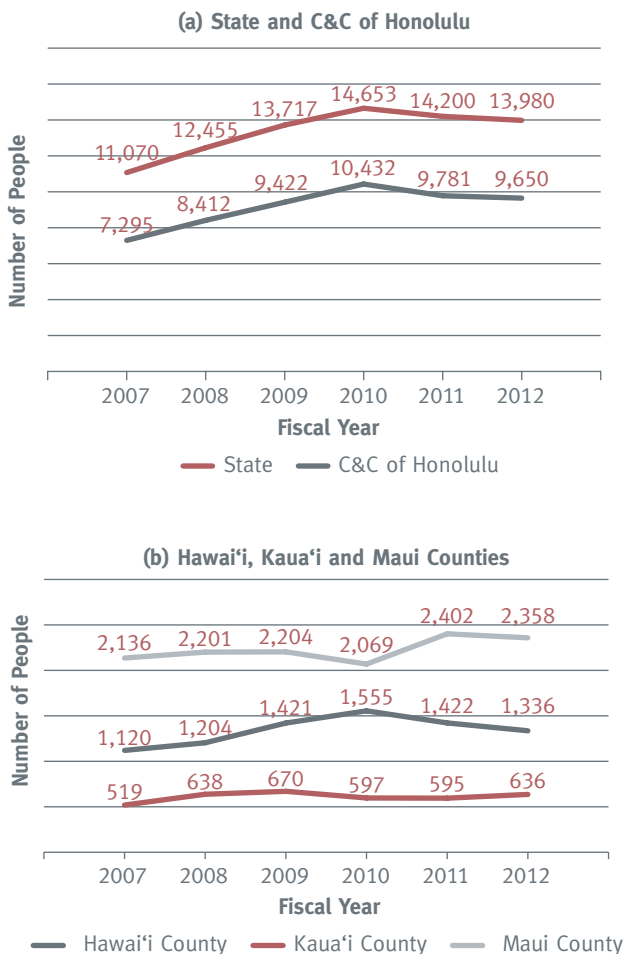
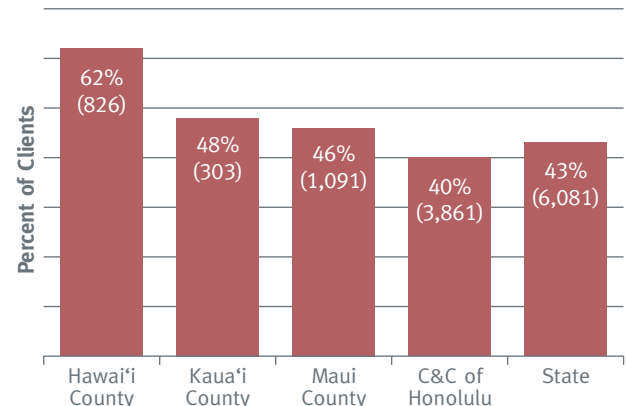


Figure 2
New Homeless Service Clients, FY 2012



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 that 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. Data on individuals and households were collected from adults who identified themselves as head of the household and provided information about themselves and their family members, where applicable.

The most current data from the 2012 fiscal year (July 1, 2011 – June 30, 2012) 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.
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 over-estimation, 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 during the period of time covered in this report. There are other community- and faith-based organizations that provide food, shelter, clothing, and other support to the homeless and those at risk for homelessness, 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. Differences in the numbers of people served at the county level may reflect differences in service capacity (e.g., shelter facilities vs. outreach services) and target populations for services (e.g., families with children vs. individuals) rather than actual differences in service needs.
5. 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 2012 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.

ACKNOWLEDGMENTS

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Hawai'i KIDS COUNT



U.S. Department of Housing & Urban Development

PHOTO CREDITS

The photographs in this report are courtesy of the following:

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DEMOGRAPHIC PROFILE OF HOMELESS SERVICE CLIENTS

During the 2012 fiscal year, a total of 13,980 homeless individuals (unduplicated count) received services through the Shelter and/or the Outreach Programs. The majority (69%) were served in the City and County of Honolulu, 10% in Hawai'i County, 5% in Kaua'i County, and 17% in Maui County. Nearly two-thirds (61%) of homeless service clients received Shelter Program services, and over half (56%) received Outreach Program services. While services were not provided concurrently, 17% of clients were served by both programs, with Hawai'i County having the largest proportion (23%) of clients who accessed services from both the Shelter and Outreach Programs. Of the 8,507 who received Shelter Program services, 49% utilized emergency shelter services and 61% accessed transitional housing services. Statewide, 10% of these clients accessed both types of Shelter Program services at different points in time, with a third (33%) of clients in Maui County utilizing both emergency shelter and transitional housing services.

Table 1 Number of Homeless Individuals Served by Program Type, FY 2012

| | Hawai'i County | Kaua'i County | Maui County | C&C of Honolulu | State |
|--------------------------|----------------|---------------|--------------|-----------------|---------------|
| Homeless Programs | | | | | |
| Total | 1,336 | 636 | 2,358 | 9,650 | 13,980 |
| Outreach | 80% | 61% | 60% | 51% | 56% |
| Shelter | 43% | 52% | 55% | 65% | 61% |
| Shelter Program | | | | | |
| Total | 574 | 331 | 1,297 | 6,305 | 8,507 |
| Emergency | 68% | 64% | 82% | 40% | 49% |
| Transitional | 40% | 46% | 51% | 66% | 61% |

Figure 3 Homeless Individuals Served by Multiple Types of Programs, FY 2012

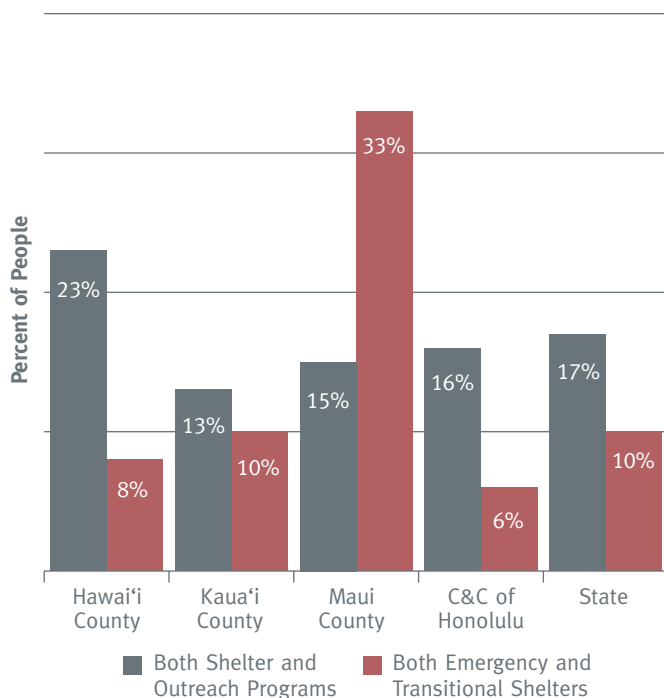
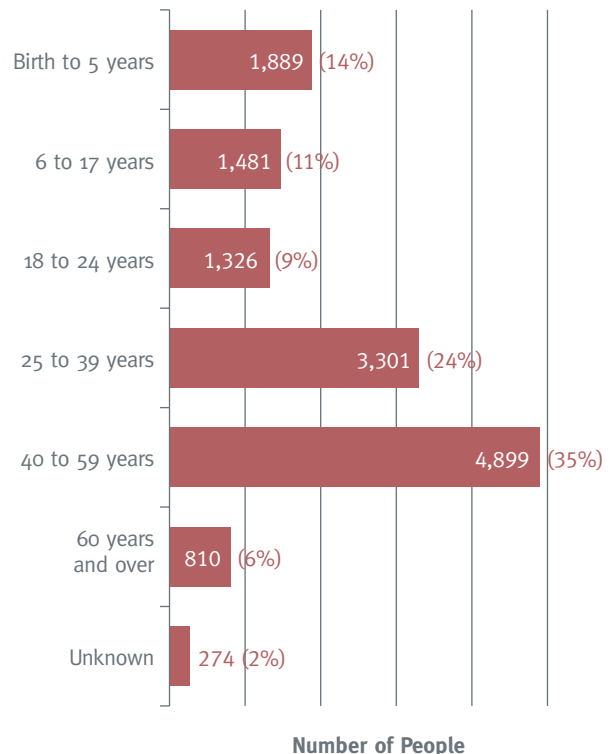


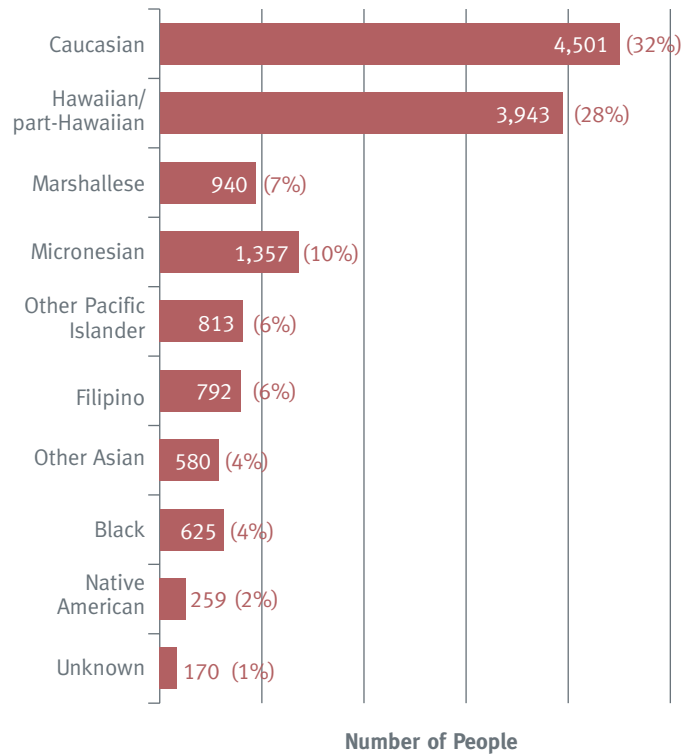
Figure 4 Age





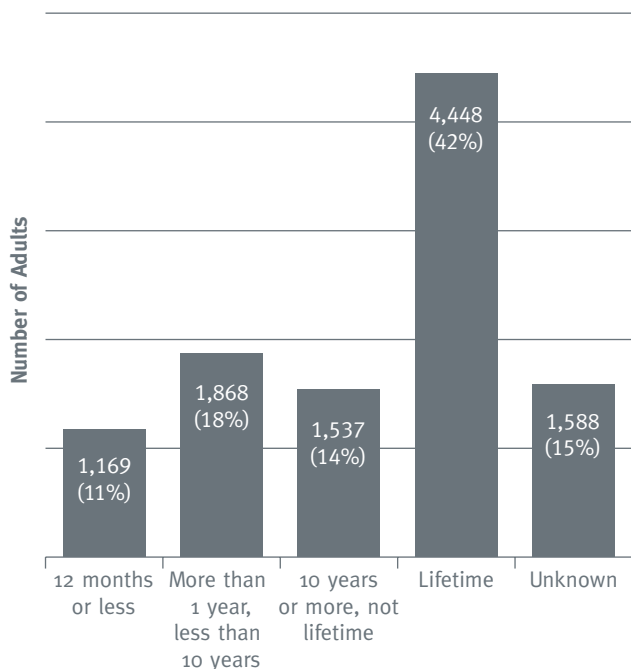
Over half (59%) of homeless service clients were male. Children under 18 comprised 25% of the client population, while over a third (35%) were between 40 and 59 years old. Caucasians and Hawaiians/part-Hawaiians represented nearly two-thirds of the client population (32% and 28% respectively). Of the 10,610 adults clients served, over half were lifetime residents of Hawai'i (42%) or residents for at least 10 years (14%), while 11% had lived in the state for a year or less. Among the 9,261 households served, nearly two-thirds (63%) were single individuals or couples without children, while 28% were single-parent (17%) or two-parent (11%) households.

**Figure 5
Ethnicity¹**

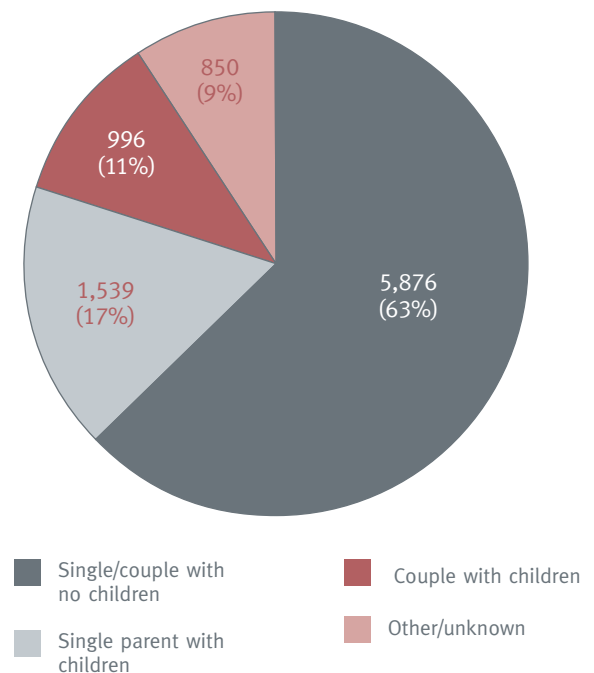


Number of People

**Figure 6
Hawai'i Residency**



**Figure 7
Type of Household²**



Shelter Program Clients

The following table presents demographic data on the 8,507 individuals who utilized Shelter Program services during the 2012 fiscal year. This number represents an unduplicated count of those served. Of those who received Shelter Program services, the majority (55%) were male, over a third (34%) were children under the age of 18, and the two largest ethnic groups represented were Hawaiians/part-Hawaiians (27%) and Caucasians (25%). Of the 5,619 adult clients who utilized Shelter Program services, a large majority (71%) were unemployed, and a similar share had a high school

diploma/GED (46%) or less (24%). Over half were lifetime or longtime (10 or more years) residents of the state (40% and 14% respectively). Among the 4,521 households served, the majority (57%) were single individuals or couples without children, while over a third were single-parent (23%) or two-parent (16%) households with children. For over half of these households (52%), the current homeless episode was the first, and a similar proportion (48%) reported being unsheltered prior to receiving Shelter Program services.

Table 2 Shelter Program Clients, FY 2012

| | Hawai'i County | | Kaua'i County | | Maui County | | C&C of Honolulu | | Total | |
|---------------------------------------|----------------|-------------|---------------|-------------|--------------|-------------|-----------------|-------------|--------------|-------------|
| | # | % | # | % | # | % | # | % | # | % |
| ALL INDIVIDUALS | | | | | | | | | | |
| Total | 574 | 100% | 331 | 100% | 1,297 | 100% | 6,305 | 100% | 8,507 | 100% |
| Gender³ | | | | | | | | | | |
| Male | 292 | 51% | 162 | 49% | 716 | 55% | 3,509 | 56% | 4,679 | 55% |
| Female | 281 | 49% | 168 | 51% | 581 | 45% | 2,762 | 44% | 3,792 | 45% |
| Other/unknown | 1 | 0% | 1 | 0% | 0 | 0% | 34 | 1% | 36 | 0% |
| Age | | | | | | | | | | |
| Birth to 5 years | 118 | 21% | 51 | 15% | 253 | 20% | 1,205 | 19% | 1,627 | 19% |
| 6 to 17 years | 73 | 13% | 54 | 16% | 169 | 13% | 965 | 15% | 1,261 | 15% |
| 18 to 24 years | 68 | 12% | 45 | 14% | 131 | 10% | 589 | 9% | 833 | 10% |
| 25 to 39 years | 151 | 26% | 83 | 25% | 316 | 24% | 1,506 | 24% | 2,056 | 24% |
| 40 to 59 years | 132 | 23% | 75 | 23% | 369 | 28% | 1,702 | 27% | 2,278 | 27% |
| 60 years and over | 32 | 6% | 23 | 7% | 57 | 4% | 302 | 5% | 414 | 5% |
| Unknown | 0 | 0% | 0 | 0% | 2 | 0% | 36 | 1% | 38 | 0% |
| Ethnicity² | | | | | | | | | | |
| Caucasian | 185 | 32% | 146 | 44% | 505 | 39% | 1,295 | 21% | 2,131 | 25% |
| Hawaiian/part-Hawaiian | 162 | 28% | 108 | 33% | 319 | 25% | 1,726 | 27% | 2,315 | 27% |
| Marshallese | 39 | 7% | 24 | 7% | 99 | 8% | 696 | 11% | 858 | 10% |
| Micronesian | 105 | 18% | 5 | 2% | 127 | 10% | 961 | 15% | 1,198 | 14% |
| Other Pacific Islander | 15 | 3% | 3 | 1% | 25 | 2% | 526 | 8% | 569 | 7% |
| Filipino | 21 | 4% | 19 | 6% | 80 | 6% | 320 | 5% | 440 | 5% |
| Other Asian | 9 | 2% | 9 | 3% | 45 | 3% | 287 | 5% | 350 | 4% |
| Black | 11 | 2% | 8 | 2% | 60 | 5% | 334 | 5% | 413 | 5% |
| Native American | 18 | 3% | 6 | 2% | 35 | 3% | 73 | 1% | 132 | 2% |
| Unknown | 9 | 2% | 3 | 1% | 2 | 0% | 87 | 1% | 101 | 1% |
| Citizenship Status⁴ | | | | | | | | | | |
| U.S. citizen | 489 | 85% | 296 | 89% | 1,119 | 86% | 4,800 | 76% | 6,704 | 79% |
| U.S. national | 5 | 1% | 0 | 0% | 5 | 0% | 112 | 2% | 122 | 1% |
| Non-U.S. citizen | 11 | 2% | 3 | 1% | 18 | 1% | 87 | 1% | 119 | 1% |
| Compact of Free Association | 67 | 12% | 23 | 7% | 148 | 11% | 1,154 | 18% | 1,392 | 16% |
| Unknown | 2 | 0% | 9 | 3% | 7 | 1% | 152 | 2% | 170 | 2% |

Table 2 Shelter Program Clients, FY 2012 (continued)

| | Hawai'i County | | Kaua'i County | | Maui County | | C&C of Honolulu | | Total | |
|---|----------------|-------------|---------------|-------------|-------------|-------------|-----------------|-------------|--------------|-------------|
| | # | % | # | % | # | % | # | % | # | % |
| ADULTS – 18 YEARS & OLDER | | | | | | | | | | |
| Total | 383 | 100% | 226 | 100% | 875 | 100% | 4,135 | 100% | 5,619 | 100% |
| Employment Status | | | | | | | | | | |
| Unemployed | 338 | 88% | 163 | 72% | 576 | 66% | 2,888 | 70% | 3,965 | 71% |
| Employed part time | 28 | 7% | 38 | 17% | 157 | 18% | 491 | 12% | 714 | 13% |
| Employed full time | 17 | 4% | 25 | 11% | 137 | 16% | 641 | 16% | 820 | 15% |
| Unknown | 0 | 0% | 0 | 0% | 5 | 1% | 115 | 3% | 120 | 2% |
| Educational Attainment | | | | | | | | | | |
| Less than high school diploma | 100 | 26% | 44 | 19% | 154 | 18% | 1,069 | 26% | 1,367 | 24% |
| High school diploma/GED | 147 | 38% | 112 | 50% | 392 | 45% | 1,946 | 47% | 2,597 | 46% |
| Some college or more | 135 | 35% | 66 | 29% | 326 | 37% | 998 | 24% | 1,525 | 27% |
| Unknown | 1 | 0% | 4 | 2% | 3 | 0% | 122 | 3% | 130 | 2% |
| Hawai'i Residency | | | | | | | | | | |
| 12 months or less | 48 | 13% | 39 | 17% | 127 | 15% | 470 | 11% | 684 | 12% |
| More than 1 year, less than 10 years | 89 | 23% | 58 | 26% | 161 | 18% | 964 | 23% | 1,272 | 23% |
| 10 years or more, not lifetime | 52 | 14% | 27 | 12% | 132 | 15% | 556 | 13% | 767 | 14% |
| Lifetime | 166 | 43% | 95 | 42% | 299 | 34% | 1,687 | 41% | 2,247 | 40% |
| Unknown | 28 | 7% | 7 | 3% | 156 | 18% | 458 | 11% | 649 | 12% |
| Veteran Status | | | | | | | | | | |
| Yes | 30 | 8% | 12 | 5% | 72 | 8% | 491 | 12% | 605 | 11% |
| No/unknown | 353 | 92% | 214 | 95% | 803 | 92% | 3,644 | 88% | 5,014 | 89% |
| Disabling Condition⁵ | | | | | | | | | | |
| Yes | 142 | 37% | 39 | 17% | 140 | 16% | 822 | 20% | 1,143 | 20% |
| No/unknown | 241 | 63% | 187 | 83% | 735 | 84% | 3,313 | 80% | 4,476 | 80% |
| HOUSEHOLDS | | | | | | | | | | |
| Total | 315 | 100% | 189 | 100% | 794 | 100% | 3,223 | 100% | 4,521 | 100% |
| Type of Household² | | | | | | | | | | |
| Single/couple with no children | 182 | 58% | 89 | 47% | 473 | 60% | 1,853 | 57% | 2,597 | 57% |
| Single parent with children | 74 | 23% | 68 | 36% | 241 | 30% | 644 | 20% | 1,027 | 23% |
| Couple with children | 52 | 17% | 27 | 14% | 70 | 9% | 563 | 17% | 712 | 16% |
| Other/unknown | 7 | 2% | 5 | 3% | 10 | 1% | 163 | 5% | 185 | 4% |
| First Homeless Episode | | | | | | | | | | |
| Yes | 134 | 43% | 96 | 51% | 401 | 51% | 1,714 | 53% | 2,345 | 52% |
| No/unknown | 181 | 57% | 93 | 49% | 393 | 49% | 1,509 | 47% | 2,175 | 48% |
| Length of Homelessness⁶ | | | | | | | | | | |
| 1 day or less | 45 | 14% | 28 | 15% | 239 | 30% | 804 | 25% | 1,116 | 25% |
| 2 days to < 1 months | 91 | 29% | 48 | 25% | 170 | 21% | 534 | 17% | 843 | 19% |
| 1 to 11 months | 102 | 32% | 58 | 31% | 250 | 31% | 1,032 | 32% | 1,442 | 32% |
| 1 to 2 years | 45 | 14% | 26 | 14% | 47 | 6% | 405 | 13% | 523 | 12% |
| 3 years or more | 23 | 7% | 23 | 12% | 35 | 4% | 225 | 7% | 306 | 7% |
| Unknown | 9 | 3% | 6 | 3% | 53 | 7% | 223 | 7% | 291 | 6% |
| Prior Residence⁷ | | | | | | | | | | |
| Unsheltered | 210 | 67% | 92 | 49% | 303 | 38% | 1,551 | 48% | 2,156 | 48% |
| Sheltered settings | 75 | 24% | 41 | 22% | 371 | 47% | 885 | 27% | 1,372 | 30% |
| Rental/own housing or doubled up | 22 | 7% | 29 | 15% | 104 | 13% | 616 | 19% | 771 | 17% |
| Other/unknown | 8 | 3% | 27 | 14% | 16 | 2% | 171 | 5% | 222 | 5% |

Outreach Program Clients

Demographic data on the 7,804 individuals who accessed Outreach Program services during the 2012 fiscal year are presented below. This total represents an unduplicated count of those served. The client population primarily consisted of males (62%) and adults over the age of 18 (86%), with Caucasians and Hawaiians/part-Hawaiians comprising the two largest ethnic groups represented (41% and 28% respectively). Of the 6,941 adults served by the Outreach Program, over three-quarters (76%) were unemployed, and about two-thirds

had a high school diploma/GED (43%) or less (20%). Over half were lifetime residents of Hawaii (43%) or residents for at least 10 years (15%). A total of 6,497 households utilized Outreach Program services, most of which were single individuals or couples without children (68%). Among the households served, 44% experienced homelessness for the first time and a large majority (83%) were unsheltered prior to receiving Outreach Program services.

Table 3 Outreach Program Clients, FY 2012

| | Hawai'i County | | Kaua'i County | | Maui County | | C&C of Honolulu | | Total | |
|---------------------------------------|----------------|-------------|---------------|-------------|--------------|-------------|-----------------|-------------|--------------|-------------|
| | # | % | # | % | # | % | # | % | # | % |
| ALL INDIVIDUALS | | | | | | | | | | |
| Total | 1,063 | 100% | 385 | 100% | 1,407 | 100% | 4,949 | 100% | 7,804 | 100% |
| Gender³ | | | | | | | | | | |
| Male | 554 | 52% | 222 | 58% | 948 | 67% | 3,149 | 64% | 4,873 | 62% |
| Female | 507 | 48% | 162 | 42% | 456 | 32% | 1,771 | 36% | 2,896 | 37% |
| Other/unknown | 2 | 0% | 1 | 0% | 3 | 0% | 29 | 1% | 35 | 0% |
| Age | | | | | | | | | | |
| Birth to 5 years | 150 | 14% | 28 | 7% | 40 | 3% | 264 | 5% | 482 | 6% |
| 6 to 17 years | 114 | 11% | 39 | 10% | 49 | 3% | 179 | 4% | 381 | 5% |
| 18 to 24 years | 151 | 14% | 42 | 11% | 135 | 10% | 382 | 8% | 710 | 9% |
| 25 to 39 years | 282 | 27% | 88 | 23% | 382 | 27% | 1,137 | 23% | 1,889 | 24% |
| 40 to 59 years | 302 | 28% | 161 | 42% | 698 | 50% | 2,404 | 49% | 3,565 | 46% |
| 60 years and over | 61 | 6% | 27 | 7% | 100 | 7% | 350 | 7% | 538 | 7% |
| Unknown | 3 | 0% | 0 | 0% | 3 | 0% | 233 | 5% | 239 | 3% |
| Ethnicity² | | | | | | | | | | |
| Caucasian | 385 | 36% | 179 | 46% | 811 | 58% | 1,853 | 37% | 3,228 | 41% |
| Hawaiian/part-Hawaiian | 348 | 33% | 138 | 36% | 313 | 22% | 1,412 | 29% | 2,211 | 28% |
| Marshallse | 67 | 6% | 1 | 0% | 4 | 0% | 114 | 2% | 186 | 2% |
| Micronesian | 83 | 8% | 0 | 0% | 22 | 2% | 254 | 5% | 359 | 5% |
| Other Pacific Islander | 24 | 2% | 11 | 3% | 24 | 2% | 322 | 7% | 381 | 5% |
| Filipino | 49 | 5% | 19 | 5% | 83 | 6% | 324 | 7% | 475 | 6% |
| Other Asian | 26 | 2% | 18 | 5% | 28 | 2% | 264 | 5% | 336 | 4% |
| Black | 23 | 2% | 8 | 2% | 72 | 5% | 255 | 5% | 358 | 5% |
| Native American | 47 | 4% | 11 | 3% | 42 | 3% | 85 | 2% | 185 | 2% |
| Unknown | 11 | 1% | 0 | 0% | 8 | 1% | 66 | 1% | 85 | 1% |
| Citizenship Status⁴ | | | | | | | | | | |
| U.S. citizen | 947 | 89% | 374 | 97% | 1,347 | 96% | 3,902 | 79% | 6,570 | 84% |
| U.S. national | 10 | 1% | 3 | 1% | 4 | 0% | 68 | 1% | 85 | 1% |
| Non-U.S. citizen | 19 | 2% | 2 | 1% | 21 | 1% | 97 | 2% | 139 | 2% |
| Compact of Free Association | 85 | 8% | 3 | 1% | 20 | 1% | 290 | 6% | 398 | 5% |
| Unknown | 2 | 0% | 3 | 1% | 15 | 1% | 592 | 12% | 612 | 8% |

Table 3 Outreach Program Clients, FY 2012 (continued)

| | Hawai'i County | | Kaua'i County | | Maui County | | C&C of Honolulu | | Total | |
|---|----------------|-------------|---------------|-------------|--------------|-------------|-----------------|-------------|--------------|-------------|
| | # | % | # | % | # | % | # | % | # | % |
| ADULTS – 18 YEARS & OLDER | | | | | | | | | | |
| Total | 799 | 100% | 318 | 100% | 1,318 | 100% | 4,506 | 100% | 6,941 | 100% |
| Employment Status | | | | | | | | | | |
| Unemployed | 704 | 88% | 283 | 89% | 1,162 | 88% | 3,119 | 69% | 5,268 | 76% |
| Employed part time | 54 | 7% | 24 | 8% | 113 | 9% | 259 | 6% | 450 | 6% |
| Employed full time | 38 | 5% | 8 | 3% | 31 | 2% | 235 | 5% | 312 | 4% |
| Unknown | 3 | 0% | 3 | 1% | 12 | 1% | 893 | 20% | 911 | 13% |
| Educational Attainment | | | | | | | | | | |
| Less than high school diploma | 200 | 25% | 87 | 27% | 227 | 17% | 871 | 19% | 1,385 | 20% |
| High school diploma/GED | 377 | 47% | 129 | 41% | 633 | 48% | 1,828 | 41% | 2,967 | 43% |
| Some college or more | 217 | 27% | 99 | 31% | 453 | 34% | 949 | 21% | 1,718 | 25% |
| Unknown | 5 | 1% | 3 | 1% | 5 | 0% | 858 | 19% | 871 | 13% |
| Hawai'i Residency | | | | | | | | | | |
| 12 months or less | 102 | 13% | 25 | 8% | 236 | 18% | 450 | 10% | 813 | 12% |
| More than 1 year, less than 10 years | 144 | 18% | 42 | 13% | 221 | 17% | 570 | 13% | 977 | 14% |
| 10 years or more, not lifetime | 122 | 15% | 63 | 20% | 261 | 20% | 585 | 13% | 1,031 | 15% |
| Lifetime | 355 | 44% | 163 | 51% | 413 | 31% | 2,034 | 45% | 2,965 | 43% |
| Unknown | 76 | 10% | 25 | 8% | 187 | 14% | 867 | 19% | 1,155 | 17% |
| Veteran Status | | | | | | | | | | |
| Yes | 58 | 7% | 23 | 7% | 140 | 11% | 504 | 11% | 725 | 10% |
| No/unknown | 741 | 93% | 295 | 93% | 1,178 | 89% | 4,002 | 89% | 6,216 | 90% |
| Disabling Condition⁵ | | | | | | | | | | |
| Yes | 301 | 38% | 123 | 39% | 350 | 27% | 1,056 | 23% | 1,830 | 26% |
| No/unknown | 498 | 62% | 195 | 61% | 968 | 73% | 3,450 | 77% | 5,111 | 74% |
| HOUSEHOLDS | | | | | | | | | | |
| Total | 659 | 100% | 293 | 100% | 1,284 | 100% | 4,261 | 100% | 6,497 | 100% |
| Type of Household² | | | | | | | | | | |
| Single/couple with no children | 416 | 63% | 237 | 81% | 1,150 | 90% | 2,596 | 61% | 4,399 | 68% |
| Single parent with children | 138 | 21% | 37 | 13% | 100 | 8% | 550 | 13% | 825 | 13% |
| Couple with children | 85 | 13% | 16 | 5% | 23 | 2% | 384 | 9% | 508 | 8% |
| Other/unknown | 20 | 3% | 3 | 1% | 11 | 1% | 731 | 17% | 765 | 12% |
| First Homeless Episode | | | | | | | | | | |
| Yes | 288 | 44% | 119 | 41% | 727 | 57% | 1,756 | 41% | 2,890 | 44% |
| No/unknown | 371 | 56% | 174 | 59% | 557 | 43% | 2,505 | 59% | 3,607 | 56% |
| Length of Homelessness⁶ | | | | | | | | | | |
| 1 day or less | 25 | 4% | 2 | 1% | 34 | 3% | 84 | 2% | 145 | 2% |
| 2 days to < 1 months | 179 | 27% | 68 | 23% | 254 | 20% | 650 | 15% | 1,151 | 18% |
| 1 to 11 months | 217 | 33% | 131 | 45% | 531 | 41% | 1,453 | 34% | 2,332 | 36% |
| 1 to 2 years | 83 | 13% | 45 | 15% | 209 | 16% | 639 | 15% | 976 | 15% |
| 3 years or more | 58 | 9% | 44 | 15% | 228 | 18% | 708 | 17% | 1,038 | 16% |
| Unknown | 97 | 15% | 3 | 1% | 28 | 2% | 727 | 17% | 855 | 13% |
| Prior Residence⁷ | | | | | | | | | | |
| Unsheltered | 541 | 82% | 290 | 99% | 1,196 | 93% | 3,388 | 80% | 5,415 | 83% |
| Sheltered settings | 72 | 11% | 1 | 0% | 66 | 5% | 500 | 12% | 639 | 10% |
| Rental/own housing or doubled up | 26 | 4% | 0 | 0% | 11 | 1% | 272 | 6% | 309 | 5% |
| Other/unknown | 20 | 3% | 2 | 1% | 11 | 1% | 101 | 2% | 134 | 2% |

HOMELESS PROGRAMS UTILIZATION

Funding and Capacity

The state awarded \$15,526,954 in service contracts to homeless service providers in the 2012 fiscal year, with the greatest share, \$13,333,293, allocated to Shelter Program services, and the remainder, \$2,193,661 to Outreach Program services. This amount only represents the state program funding and does not include other resources that homeless service providers may have had for their programs. Nearly three-quarters of state funds were allocated to the City and County of Honolulu, where the majority of the clients are served, with 14% going to Maui County, 11% to Hawai'i County, and 3% to Kaua'i County. Statewide, transitional shelter services received over half (54%) of the allocation, with the City and County of Honolulu having the largest share (62%) of its total funding going toward transitional shelter services. In fiscal year 2012, the state had 931 beds and 1,018 units that provided temporary shelter and assistance for those in need of housing.

Figure 8
State Funding for Homeless Shelter and Outreach Services, FY 2012

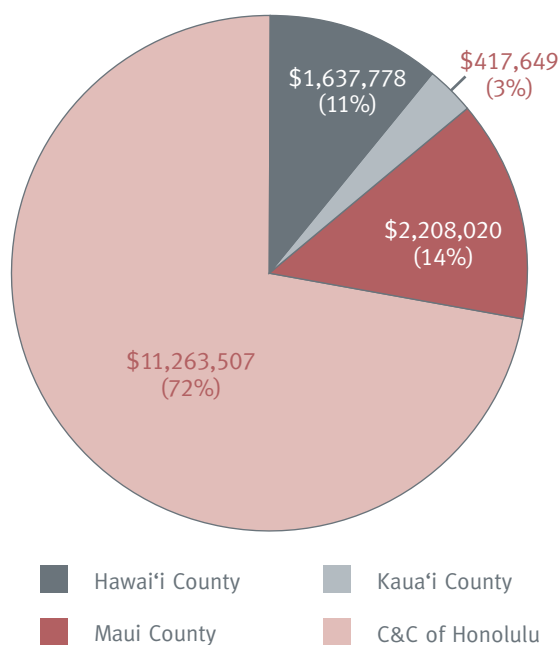


Figure 9
State Funding by Type of Homeless Program, FY 2012

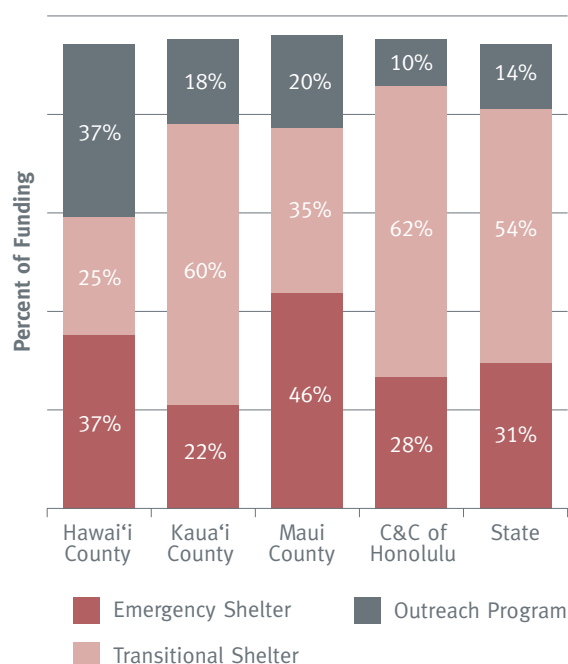


Table 4 Number of Beds and Units in Shelters, FY 2012

| | Hawai'i County | | Kaua'i County | | Maui County | | C&C of Honolulu | | Total | |
|----------------------|----------------|-----------|---------------|-----------|-------------|------------|-----------------|------------|------------|--------------|
| | Beds | Units | Beds | Units | Beds | Units | Beds | Units | Beds | Units |
| Emergency Shelter | 103 | 0 | 0 | 5 | 149 | 0 | 614 | 0 | 866 | 5 |
| Transitional Shelter | 60 | 44 | 5 | 25 | 0 | 120 | 0 | 824 | 65 | 1,013 |
| Total | 163 | 44 | 5 | 30 | 149 | 120 | 614 | 824 | 931 | 1,018 |

Note: Data represent the total number of beds and units of the programs reporting data in the HMIS, which includes some programs that did not receive state funding. The number of beds in each shelter unit varies from two to several dozen. While most of the units are for families, a few are for unrelated single individuals.



Outreach Program Utilization

Of the 7,804 clients served by the Outreach Program, 63% completed the intake process in 2012 and 37% continued services from fiscal year 2011. The 63% are not necessarily “new clients,” i.e., they could have been served by the Outreach Program or other outreach agencies before and exited, then re-entered for services. A total of 5,481 intakes for services were completed in 2012, with some clients entering and exiting the Outreach Program multiple times during the reporting year. There were 74,175 outreach service encounters (number of times outreach services were provided to clients) during the fiscal year, with a median of two service encounters provided per client served. There was significant variability in the range of service encounters per client by county, with Maui County having the widest range (one to 296 encounters per client) and Hawai‘i County having the narrowest (one to nine encounters per client).

Figure 10
Number of Clients Served and Intakes Completed by Outreach Program, FY 2012

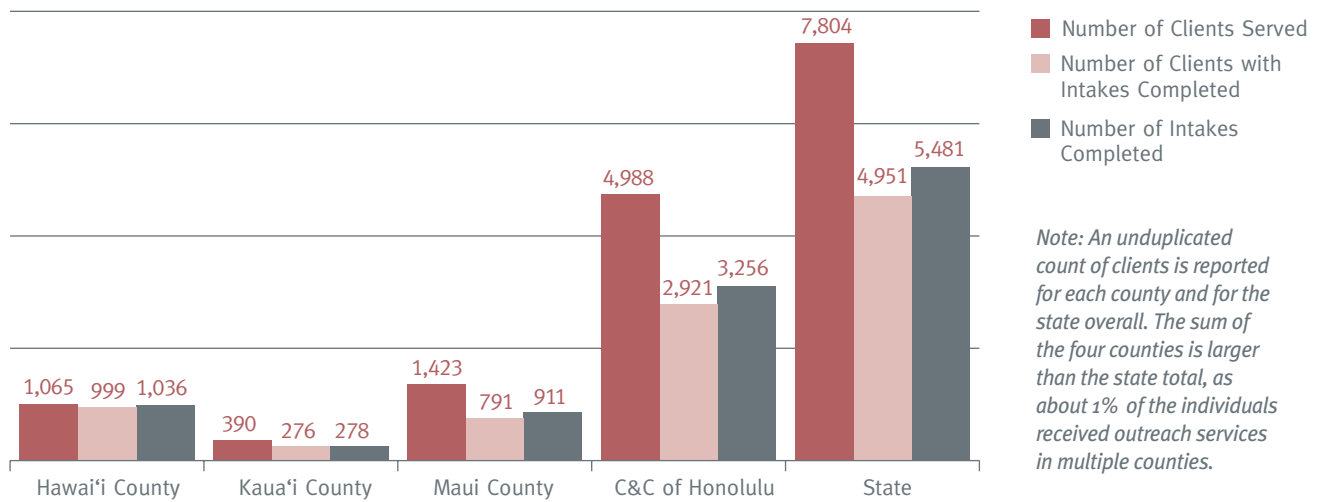


Table 5 Service Encounters of Outreach Program, FY 2012

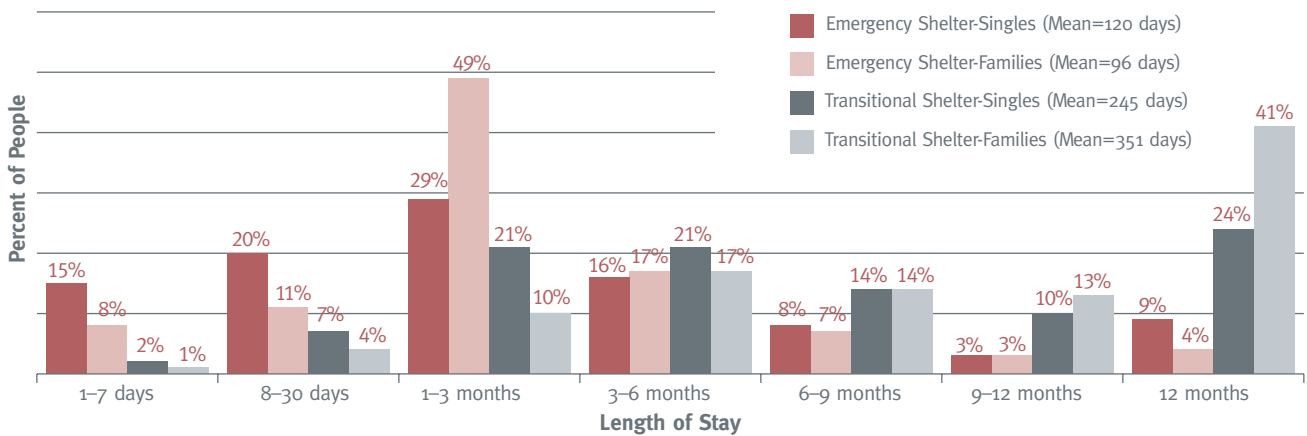
| | Hawai'i County | Kaua'i County | Maui County | C&C of Honolulu | State |
|---|----------------|---------------|-------------|-----------------|--------|
| Total Number of Encounters | 1,247 | 1,415 | 37,356 | 34,157 | 74,175 |
| Median Number of Encounters Per Client Served | 1 | 2 | 8 | 2 | 2 |
| Range | 1-9 | 1-30 | 1-296 | 0-137 | 0-296 |

Shelter Program Utilization

Length of Stay

The average length of stay of individuals accessing shelter services varied by household type and type of Shelter Program. Single individuals who accessed emergency shelter services alone stayed an average of 120 days (about four months), and those accessing transitional shelter services stayed an average of 245 days (about eight months). For those accessing emergency shelter services as a family group, the average length of stay was 96 days (about three months), and 351 days (about a year) for those families accessing transitional shelter services. 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 11
Length of Stay by Program and Household Types, FY 2012



Exit Destination⁸

In FY 2012, 87% of singles who received emergency shelter services and 91% of persons in families exited program services. An equal share of singles and persons in families, 38% each, exited emergency shelters and remained homeless. While the majority of these families (32%) went to transitional shelters, only 11% of singles did so. Families exiting emergency shelters also had a higher rate of exit to permanent housing compared to their single counterparts, at 23% versus 16%. Nearly three-quarters (72%) of singles and 59% of persons in families receiving transitional housing services exited programs, with almost half (46%) of singles and around two-thirds (64%) of families exiting to permanent housing.

Figure 12
Exit Destination Rates, FY 2012

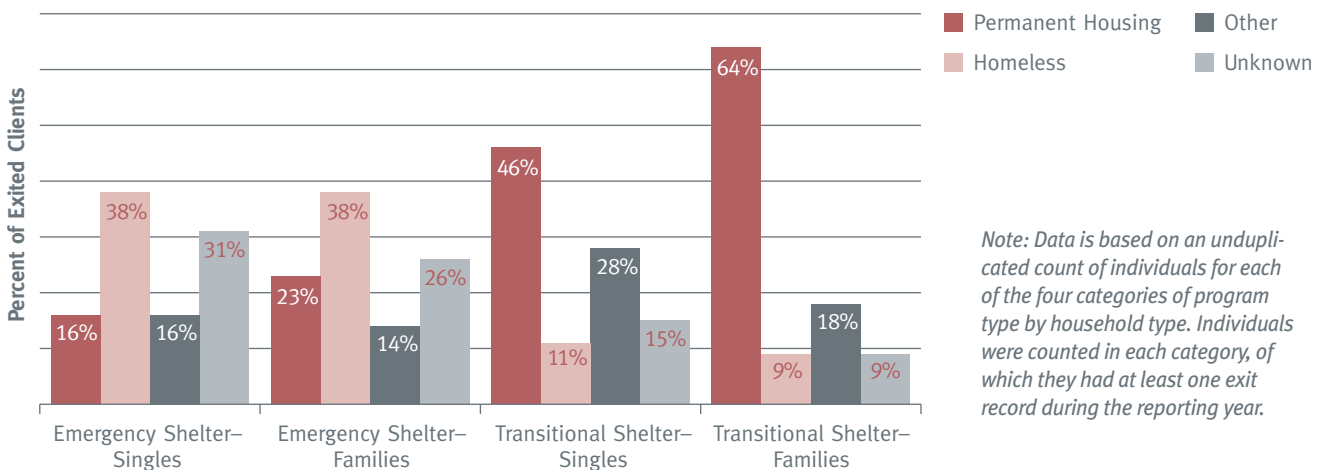
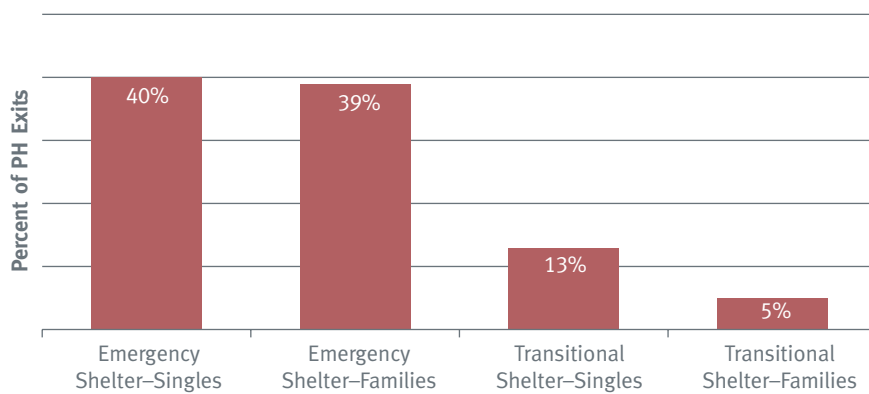


Table 6 Exit Destination by Program and Household Type, FY 2012

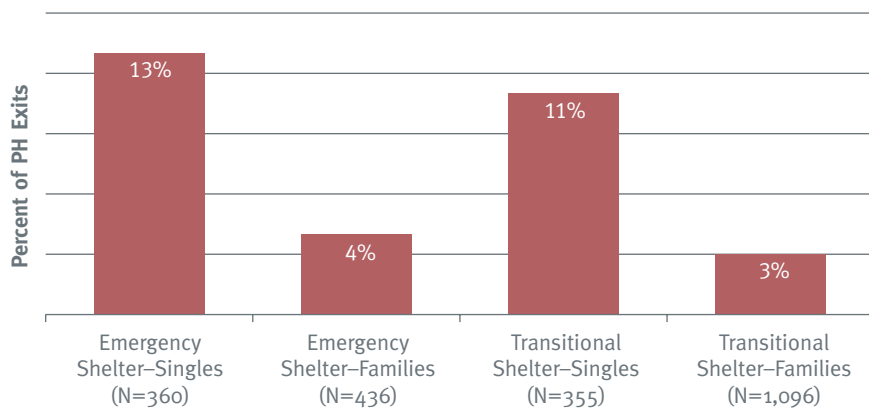
| | Emergency Shelter | | Transitional Housing | |
|--|-------------------|---------------------|----------------------|---------------------|
| | Singles | Persons in Families | Singles | Persons in Families |
| Rented or owned housing without subsidy | 6% | 8% | 19% | 25% |
| Rented or owned housing with subsidy | 2% | 5% | 9% | 15% |
| Staying with family or friends, permanent tenure | 6% | 9% | 16% | 20% |
| Permanent housing for formerly homeless persons | 1% | 1% | 2% | 4% |
| Transitional shelter | 11% | 32% | 4% | 6% |
| Emergency shelter | 1% | 3% | 3% | 2% |
| Place not meant for human habitation | 25% | 3% | 4% | 1% |
| Institutions | 3% | 0% | 6% | 0% |
| Other | 13% | 13% | 22% | 18% |
| Unknown | 31% | 26% | 15% | 9% |
| Total Number of People Exited | 2,034 | 1,747 | 803 | 2,422 |
| Total Number of People Served | 2,325 | 1,917 | 1,123 | 4,130 |

**Figure 13
Rates of Permanent Housing Exits in Less Than 60 Days of Service**



Of those exiting to permanent housing, nearly equal shares of singles and persons in families (40% and 39% respectively) who accessed emergency shelter services exited in less than 60 days of service. A smaller share of singles and persons in families (13% and 5% respectively) in transitional housing exited to permanent housing in less than 60 days.

**Figure 14
Rates of Returns to Shelter Program in Less Than 12 Months Since Exiting to Permanent Housing in FY 2011**



Of those who exited shelter services to permanent housing in the previous fiscal year (2011), 13% of singles and 4% of families who received emergency shelter services returned to Shelter Program services within 12 months of exiting. Statewide, 11% of singles and 3% of families who received transitional shelter services returned within a one-year period.

AGENCIES AND PROGRAMS REPORTING FY 2012 HMIS DATA

SHELTER PROGRAM

Hawai'i

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*)
 Kaloko Transitional Housing (*Transitional; Families*)*
 Kihei Pua Shelter (*Emergency; Single Individuals, Families*)
 Kuleana House (*Transitional; Families*)
 Ponahawai Ola (*Transitional; Single Individuals*)
 Wilder House (*Transitional; Families*)
 West Hawaii Emergency Housing Facility (*Emergency; Single Individuals*)

Kaua'i

Kaua'i 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 Kaua'i (*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
 BEDS Project (*Emergency; Single Individuals*)

O'ahu

Alternative Structures International
 Ohana Ola 'O Kahumanu Shelter (*Transitional; Families*)
 Ulu Ke Kukui (*Transitional; Single Individuals, Families*)

Catholic Charities Hawai'i
 Ma'iili Land Shelter (*Transitional; Families*)

Family Promise of Hawai'i
 Honolulu Family Center (*Emergency; Single Individuals, Families*)
 Windward Family Center (*Emergency; Single Individuals, Families*)

Gregory House Programs
 Gregory House (*Transitional; Single Individuals*)
 Community Residential Center (*Transitional; Single Individuals*)

Hale Kipa, Inc.
 Men's Transitional Living Program, Ke'eumoku (*Transitional; Young Men*)
 Men's Transitional Living Program, Maka'aloa (*Transitional; Young Men*)
 Women's Transitional Living Program, Apaa (*Transitional; Young Women*)

Hawai'i Helping the Hungry Have Hope (H5)
 Evans Bus Project (*Emergency; Single Individuals, Families*)

Holomua Na Ohana
 Onemalu Shelter (*Emergency, 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*)
 Nakolea 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
 KOHOW (*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*)

Steadfast Housing Development Corporation
 Hale Ulu Pono (*Transitional; Single Individuals – Mentally Ill*)

United States Veterans Initiative
 Veterans in Progress (*Transitional; Single Individuals*)
 Wai'anae Civic Center "Paiolu Kaiaulu" (*Transitional; Single Individuals, Families*)

Wai'anae Community Outreach
 Onelau'ena "Hope for a New Beginning Shelter" (*Transitional; 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*)

Note: * denotes a new program that initiated reporting on the HMIS during the 2012 fiscal year.

For more information on each agency and program, visit the Hawai'i State Homeless Programs Office website at:
<http://hawaii.gov/dhs/self-sufficiency/benefit/HomelessProgram>

OUTREACH PROGRAM

Hawai'i

HOPE Services Hawaii, Inc.

Kaua'i

Kaua'i Economic Opportunity, Inc.

Maui

Family Life Center, Inc.

Maui Economic Concerns of the Community

The Salvation Army, Maui County

O'ahu

Affordable Housing and Homeless Alliance

Institute for Human Services

Kalihi-Palama Health Center

Legal Aid Society of Hawaii

United States Veterans Initiative

Wai'anae Coast Comprehensive Health Center

Wai'anae Community Outreach

Waikiki Health Center

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 Pregnant women with no children were included in the "single parent with children" and "couple with children" categories. For FY 2012, the respective numbers are 7 and 10 for the Shelter Program, and 15 and 26 for the Outreach Program.

³ The numbers reported for "Transgender" under gender status in the FY 2012 HMIS database were very small (22 individuals each in the Shelter Program and the Outreach Program) and were included in the "Other/unknown" category presented in the table.

⁴ 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.

⁵ The U.S. Department of Housing and Urban Development defines a disabling condition as a physical, mental, or emotional impairment that is expected to be of long-continued and indefinite duration, impedes the ability of a person to live independently, and is of a nature that could be improved by more suitable housing conditions. Those with a diagnosable substance abuse disorder, HIV/AIDS, or a disability as defined in the Social Security Act or the Developmental Disabilities Assistance and Bill of Rights Act are included under this definition.

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.

⁸ Permanent housing destinations include: rented or owned housing, with or without public subsidy; staying with family or friends, permanent tenure; and permanent housing for formerly homeless persons. Individuals who exited and remained homeless are those who went to emergency or transitional shelter, or other place not meant for human habitation. Institutions include mental health and medical hospitals, prisons, and substance abuse facilities. Other destinations include staying with family or friends temporarily, hotel or motel, foster care home, Safe Haven, and deceased.

REPORT CITATION

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