



# HOMELESS SERVICE UTILIZATION REPORT



HAWAI'I 2011



# OVERVIEW

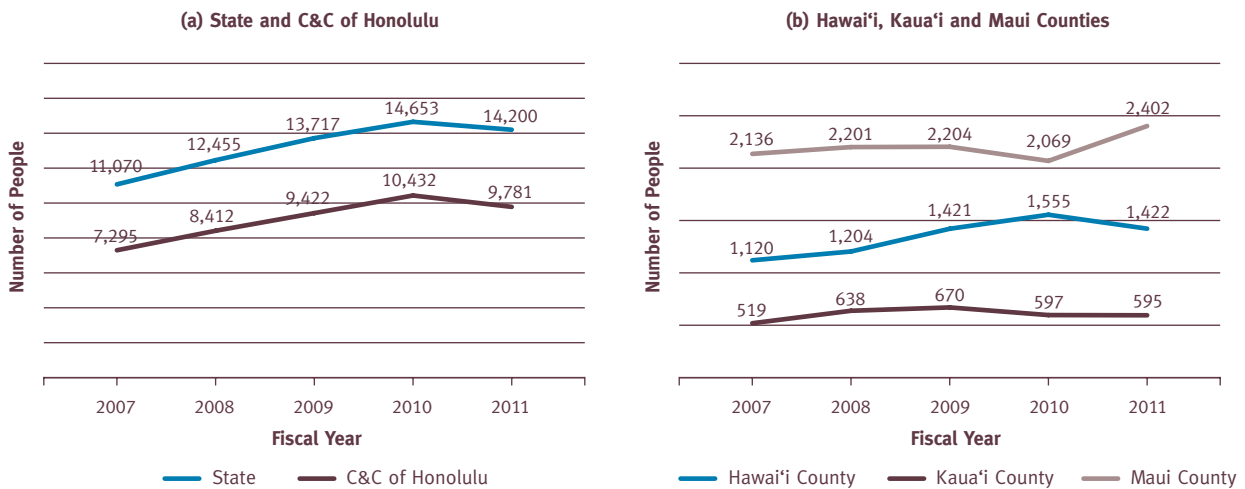
The 2011 *Homeless Service Utilization Report* is the sixth in a series of reports developed by the Center on the Family at the University of Hawai'i and the Homeless Programs Office of the Hawai'i State Department of Human Services (DHS). Homelessness is a complex issue requiring continuous resources and coordinated efforts at all levels in order to systematically address growing need for services. This report presents the most current data on homeless individuals receiving services. It aims to inform decision-making and actions that reduce homelessness in the state.

In the 2011 fiscal year, state funding for homeless services was sustained at the same level as the previous year: \$13,317,543 for the Shelter Stipend Program and \$2,393,661 for the Homeless Outreach Program. As of September 2011, the number of transitional housing units was 1,206 and the number of emergency shelter beds was 748, representing an increase of 97% and 59%, respectively, from the pre-2006 period. The City and County of Honolulu accounted for the lion's share of the increases observed: the number of housing units there increased by 140% to 981, and the number of shelter beds by 82% to 582. While Hawai'i County had almost no change in the number of units (75) or beds (47) during this period, Kaua'i County saw an increase in the number of transitional units (from 8 to 30) and no change in the number of beds (5), and Maui County had a slight increase in the number of shelter beds (from 99 to 114) and no change in the number of units (120). The 2011 number of housing units and shelter beds represents a slight decrease from 2010 (which was 1,218 and 790 respectively) due to site closures.



From July 1, 2010 to June 30, 2011, the Shelter and Outreach Programs served a total of 14,200 individuals statewide. This number represents an unduplicated count of individuals who experienced homelessness and received shelter and/or outreach services during the 2011 fiscal year. After several years of sharp increases, the total number of clients served by these programs dropped slightly, by 3%, between 2010 and 2011 (Figure 1). The City and County of Honolulu trend is similar to the state's, with 9,781 clients served in 2011, a 6% decrease from 2010. While Hawai'i and Kaua'i counties similarly experienced slight decreases or remained relatively stable, Maui County experienced a 16% increase between 2010 and 2011.

**Figure 1**  
**Homeless Service Clients, FY 2007–2011**



## 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 2011 fiscal year (July 1, 2010 – June 30, 2011) are presented for two programs:

- Shelter Program: These data represent an unduplicated count of individuals who received homeless services at an emergency or transitional shelter.
- Outreach Program: These 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.

This report also includes:

- A new combined homeless service utilization profile for FY 2011 based on an unduplicated count of shelter and outreach program clients.
- Five-year trends of the overall homeless service utilization for the state and counties with revised data for previous years.
- Outreach Program's service encounter data for FY 2011.
- Information on clients who exited the homeless program during the 2011 fiscal 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.

2. The data *do not* represent all persons experiencing homelessness in Hawai'i or all of the persons receiving services for the homeless 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 of homelessness, but that 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.
3. 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) as well as actual differences in service needs.
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 2011 report with previous *Homeless Service Utilization Reports* should also be made with caution due to different methodologies used for determining cases for the sample. Please review the publications at [www.uhfamily.hawaii.edu](http://www.uhfamily.hawaii.edu) for descriptions of the samples and methodology used.

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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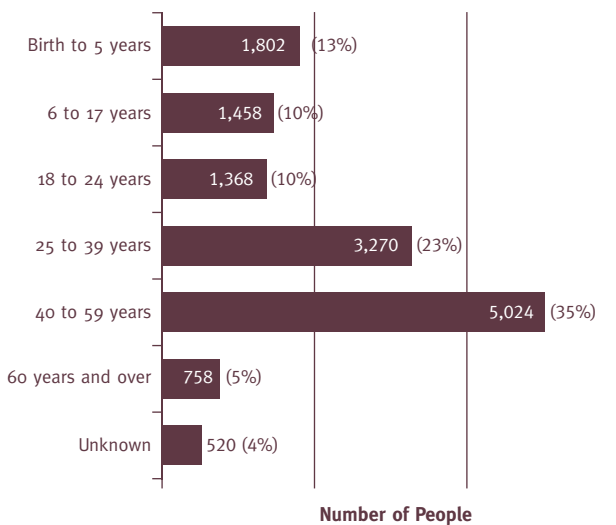
## PHOTO CREDITS

The photographs in this report are courtesy of the following:

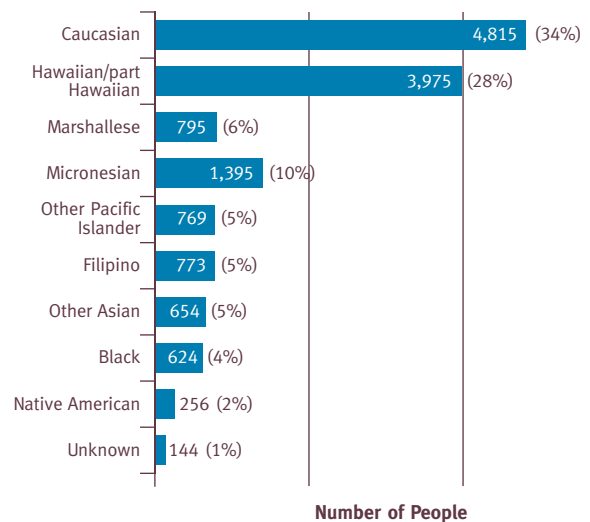
# HOMELESS SERVICE CLIENTS, FY 2011

A total of 14,200 homeless individuals were served through the Shelter and Outreach Programs in FY 2011. Of these, 5,934 (42%) received shelter services only, 5,901 (42%) received outreach services only, and 2,365 (17%) were served by both programs. The majority (69%) of the homeless individuals resided in the City and County of Honolulu, followed by Maui County (17%), Hawai'i County (10%), and Kaua'i County (4%). Males represented 60% of the clients. About a quarter (23%) of the homeless service users were children under the age of 18. Caucasians and Hawaiians/part Hawaiians represented nearly two thirds of the client population (34% and 28% respectively). The great majority (85%) of the client population was literally homeless at the time of service intake, with 5% about to lose and 7% at risk of losing their home at shelter entry. Among the 10,940 adult clients, 20% reported having a disabling condition, while 12% were considered long-term homeless (i.e., continuously homeless for at least one year or having at least four episodes of homelessness in the past three years), and 9% considered chronically homeless (i.e., an unaccompanied homeless person with a disabling condition who is also long-term homeless).

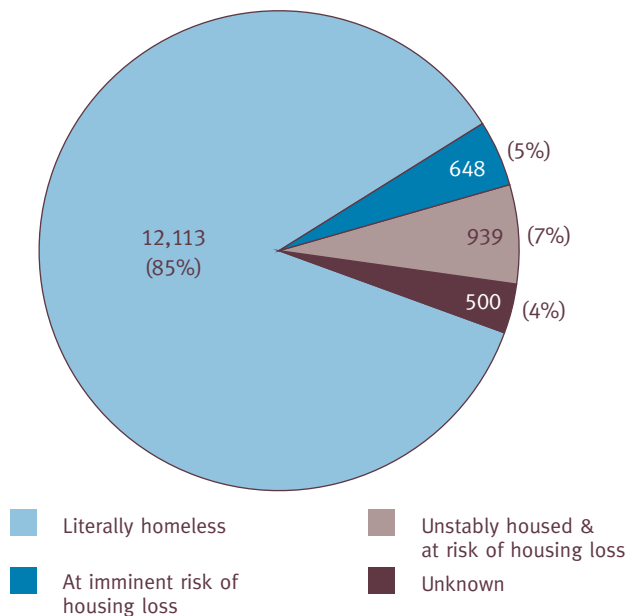
**Figure 2  
Age**



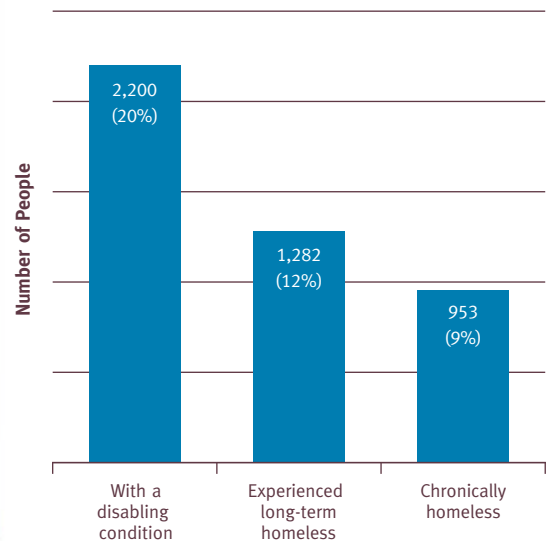
**Figure 3  
Ethnicity<sup>1</sup>**



**Figure 4  
Housing Status at Program Entry<sup>2</sup>**



**Figure 5  
Disabling Condition<sup>3</sup> and Homeless Experience of Adult Clients at Program Entry**



## SHELTER PROGRAM—DEMOGRAPHIC PROFILE

This section presents demographic data on the 8,299 individuals served by the Shelter Program during the 2011 fiscal year, or from July 1, 2010 to June 30, 2011. Those served in the City and County of Honolulu represented the greatest proportion of Shelter Program clients (75%), followed by Maui (14%), Hawai'i (8%) and Kaua'i (4%) counties.

### All Individuals (Adults and Children)

- Of those who received shelter services, 55% were male and 45% were female. Counties had similar gender distribution except for Hawai'i County, where nearly equal proportions of males and females received shelter services (51% and 49% respectively).
- Children under the age of 18 comprised over a third (34%) of the shelter population statewide, with more than half of them under the age of six. Hawai'i County reported the

highest percentage of children receiving shelter services (38%), and Kaua'i County reported the lowest (29%).

- Statewide, the three largest ethnic groups that accessed shelter services included Hawaiians/part Hawaiians (28%), followed by Caucasians (24%), and Micronesians (15%). Some variations were found among the counties. Hawaiians/part Hawaiians represented the largest ethnic group that received these services in the City and County of Honolulu and Hawai'i County (28% and 30% respectively), while Caucasians represented the largest ethnic group served in Maui and Kaua'i counties (33% and 41% respectively).
- The majority of shelter service recipients were U.S. citizens (79%), with 17% of persons reporting being citizens of the Compact of Free Association countries. There were no significant variations among counties.

	Hawai'i County		Kaua'i County		Maui County		C&C of Honolulu		Total	
	#	%	#	%	#	%	#	%	#	%
<b>Gender<sup>4</sup></b>										
Male	315	51%	173	55%	607	53%	3,460	56%	4,555	55%
Female	307	49%	139	45%	544	47%	2,724	44%	3,714	45%
Other/unknown	0	0%	0	0%	3	0%	27	0%	30	0%
<b>Age</b>										
Birth to 5 years	125	20%	38	12%	253	22%	1,138	18%	1,554	19%
6 to 17 years	114	18%	54	17%	152	13%	922	15%	1,242	15%
18 to 24 years	76	12%	28	9%	136	12%	623	10%	863	10%
25 to 39 years	143	23%	82	26%	277	24%	1,467	24%	1,969	24%
40 to 59 years	143	23%	91	29%	296	26%	1,735	28%	2,265	27%
60 years and over	21	3%	18	6%	38	3%	284	5%	361	4%
Unknown	0	0%	1	0%	2	0%	42	1%	45	1%
<b>Ethnicity<sup>1</sup></b>										
Caucasian	176	28%	129	41%	379	33%	1,289	21%	1,973	24%
Hawaiian/part Hawaiian	189	30%	75	24%	314	27%	1,761	28%	2,339	28%
Marshallese	105	17%	31	10%	126	11%	475	8%	737	9%
Micronesian	46	7%	5	2%	140	12%	1,062	17%	1,253	15%
Other Pacific Islander	25	4%	5	2%	16	1%	522	8%	568	7%
Filipino	25	4%	20	6%	70	6%	297	5%	412	5%
Other Asian	22	4%	24	8%	34	3%	286	5%	366	4%
Black	16	3%	12	4%	45	4%	354	6%	427	5%
Native American	16	3%	10	3%	30	3%	66	1%	122	1%
Unknown	2	0%	1	0%	0	0%	99	2%	102	1%
<b>Citizenship Status<sup>5</sup></b>										
U.S. citizen	531	85%	272	87%	941	82%	4,790	77%	6,534	79%
U.S. national	3	0%	0	0%	7	1%	123	2%	133	2%
Non-U.S. citizen	3	0%	4	1%	18	2%	77	1%	102	1%
Compact of Free Association	83	13%	29	9%	180	16%	1,081	17%	1,373	17%
Unknown	2	0%	7	2%	8	1%	140	2%	157	2%
<b>Total</b>	<b>622</b>	<b>100%</b>	<b>312</b>	<b>100%</b>	<b>1,154</b>	<b>100%</b>	<b>6,211</b>	<b>100%</b>	<b>8,299</b>	<b>100%</b>

## Adult Individuals (18 Years and Older)

- Of the 5,503 adults who utilized Shelter Program services statewide, 70% were unemployed, while about a quarter (26%) were employed full or part time. The City and County of Honolulu and Kaua'i County were very similar to the state, while Hawai'i County had the highest percentage of adult clients who were unemployed (81%) and Maui County the lowest (67%).
- Statewide, 46% of the adults who accessed these services had a high school diploma or GED, while approximately a quarter (24%) had some college or more, and another quarter (26%) had no high school degree. Among the counties, Hawai'i reported the highest percentage of adult clients with no high school diploma (30%).
- Over half (54%) of the adults who accessed shelter services were lifetime residents of Hawai'i (41%) or residents for at least 10 years (13%), while 12% had lived in Hawai'i for 12 months or less. Hawai'i County had the highest percentage of adult clients who were lifetime or longtime residents (59%).
- Statewide, 11% of the adults who utilized shelter services reported a history of out-of-home placement, with Hawai'i County having the highest percentage of adults reporting this experience (22%).
- Military veterans comprised 11% of the adults who received shelter services statewide, with the City and County of Honolulu having the highest percentage of veterans served (12%) and Maui County the lowest (6%).
- Adults with a disabling condition accounted for 17% of those who received shelter services statewide, with Hawai'i County reporting the highest percentage of such adults (32%), followed by Kaua'i County (23%), the City and County of Honolulu (16%), and Maui County (12%).

	Hawai'i County		Kaua'i County		Maui County		C&C of Honolulu		Total	
	#	%	#	%	#	%	#	%	#	%
<b>Employment Status</b>										
Unemployed	309	81%	155	70%	505	67%	2,858	69%	3,827	70%
Employed part time	37	10%	32	15%	131	17%	473	11%	673	12%
Employed full time	34	9%	31	14%	109	15%	608	15%	782	14%
Unknown	3	1%	2	1%	4	1%	212	5%	221	4%
<b>Educational Attainment</b>										
Less than high school diploma <sup>6</sup>	114	30%	38	17%	168	22%	1,104	27%	1,424	26%
High school diploma/GED	138	36%	101	46%	348	46%	1,963	47%	2,550	46%
Some college or more	129	34%	78	35%	229	31%	887	21%	1,323	24%
Unknown	2	1%	3	1%	4	1%	197	5%	206	4%
<b>Hawai'i Residence</b>										
12 months or less	51	13%	41	19%	100	13%	442	11%	634	12%
More than 1 year, less than 10 years	79	21%	54	25%	134	18%	895	22%	1,162	21%
10 years or more, not lifetime	63	16%	34	15%	114	15%	530	13%	741	13%
Lifetime	166	43%	76	35%	281	38%	1,724	42%	2,247	41%
Unknown	24	6%	15	7%	120	16%	560	13%	719	13%
<b>Out-of-Home Placement<sup>7</sup></b>										
Yes	83	22%	23	10%	100	13%	373	9%	579	11%
No/unknown	300	78%	197	90%	649	87%	3,778	91%	4,924	89%
<b>Veteran Status</b>										
Yes	35	9%	23	10%	42	6%	499	12%	599	11%
No/unknown	348	91%	197	90%	707	94%	3,652	88%	4,904	89%
<b>Disabling Condition<sup>3</sup></b>										
Yes	122	32%	51	23%	93	12%	667	16%	933	17%
No/unknown	261	68%	169	77%	656	88%	3,484	84%	4,570	83%
<b>Total</b>	<b>383</b>	<b>100%</b>	<b>220</b>	<b>100%</b>	<b>749</b>	<b>100%</b>	<b>4,151</b>	<b>100%</b>	<b>5,503</b>	<b>100%</b>

## Households

- Of the 4,356 households served statewide, over half (55%) of them were single individuals or couples without children, while a smaller proportion (39%) were either single-parent households (22%) or two-parent households (17%). At the county level, Maui and Kaua'i counties had the highest percentage of single-parent households with children (31% and 28% respectively).
- For nearly half (49%) of these households, the current homeless episode was the first, with over a third (37%) having experienced at least two episodes of homelessness. At the county level, Hawai'i County had the highest percentage of households that reported at least two episodes of homelessness (46%).
- About a third (32%) of the households experienced homelessness for less than one month at program entry.
- Maui County had the highest percentage of households reporting being homeless for one day or less before accessing shelter services (30%).
- Prior to service intake, 81% of these households were literally homeless, while 14% were either about to lose their housing (7%) or were at risk of losing their housing (7%). At the county level, Kaua'i County had the highest percentage of households that were literally homeless prior to service intake (93%).
- Upon shelter entry, nearly half (48%) of the households statewide reported living unsheltered, nearly a third (30%) reported living in sheltered settings, and 16% reported living in a rented or owned home or doubling-up in the homes of family or friends. Kaua'i County served the highest percentage of households (56%) who lived unsheltered before shelter entry.

	Hawai'i County		Kaua'i County		Maui County		C&C of Honolulu		Total	
	#	%	#	%	#	%	#	%	#	%
<b>Household Composition<sup>8</sup></b>										
Single or couple with no children	183	58%	98	54%	359	55%	1,757	55%	2,397	55%
Single parent with children	74	23%	51	28%	203	31%	636	20%	964	22%
Couple with children	48	15%	25	14%	74	11%	590	18%	737	17%
Other/unknown	12	4%	7	4%	12	2%	227	7%	258	6%
<b>Number of Times Homeless</b>										
First time	141	44%	101	56%	307	47%	1,596	50%	2,145	49%
2 times	55	17%	35	19%	152	23%	538	17%	780	18%
3 times or more	92	29%	39	22%	142	22%	557	17%	830	19%
Unknown	29	9%	6	3%	47	7%	519	16%	601	14%
<b>Length of Homelessness<sup>9</sup></b>										
1 day or less	52	16%	22	12%	192	30%	716	22%	982	23%
2 days to <1 month	56	18%	34	19%	58	9%	251	8%	399	9%
1 to 11 months	121	38%	76	42%	248	38%	1,292	40%	1,737	40%
1 to 2 years	28	9%	20	11%	33	5%	389	12%	470	11%
3 years or more	27	9%	21	12%	19	3%	237	7%	304	7%
Unknown	33	10%	8	4%	98	15%	325	10%	464	11%
<b>Prior Housing Status<sup>2</sup></b>										
Literally homeless	248	78%	169	93%	561	87%	2,571	80%	3,549	81%
At imminent risk of housing loss	37	12%	3	2%	63	10%	191	6%	294	7%
Unstably housed & at risk of housing loss	25	8%	6	3%	20	3%	245	8%	296	7%
Unknown	7	2%	3	2%	4	1%	203	6%	217	5%
<b>Prior Residence<sup>10</sup></b>										
Unsheltered	160	50%	101	56%	254	39%	1,593	50%	2,108	48%
Sheltered settings	108	34%	30	17%	311	48%	855	27%	1,304	30%
Rental/own housing or doubled up	40	13%	27	15%	79	12%	562	18%	708	16%
Other/unknown	9	3%	23	13%	4	1%	200	6%	236	5%
<b>Total</b>	<b>317</b>	<b>100%</b>	<b>181</b>	<b>100%</b>	<b>648</b>	<b>100%</b>	<b>3,210</b>	<b>100%</b>	<b>4,356</b>	<b>100%</b>

# OUTREACH PROGRAM—DEMOGRAPHIC PROFILE

The data presented in this section represents the demographic characteristics of the 8,266 individuals who received Outreach Program services between July 1, 2010 and June 30, 2011. Nearly two thirds of these individuals (63%) were served in the City and County of Honolulu, 19% in Maui County, 13% in Hawai'i County, and 4% in Kaua'i County.

## All Individuals (Adults and Children)

- Approximately two thirds (65%) of those who received outreach services statewide were male and 35% were female. A similar distribution was found in the City and County of Honolulu and Maui and Kaua'i counties, while Hawai'i County reported the smallest gender gap (54% male compared to 46% female).
- Adults between the ages of 18 and 59 represented 77% of those served through outreach programs, while children and elders comprised 11% and 6% of this client population respectively. An exception to this age distribution was found in Hawai'i County where the clientele was comprised of more children and fewer adults aged 18–59 (29% and 65% respectively).
- Statewide, Caucasians comprised the largest ethnic group that received outreach services (44%), followed by Hawaiians/part Hawaiians (27%). No other group represented more than 6% of this client population. Caucasians similarly represented the largest ethnic group served in the City and County of Honolulu (41%), Maui (57%), Kaua'i (50%) and Hawai'i (38%) counties, while Hawaiians/part Hawaiians represented the second largest ethnic group (26%, 23%, 32%, and 35% respectively).
- Most of the outreach service recipients statewide were U.S. citizens (83%), with Kaua'i County having the highest percentage of U.S. citizens (98%) and the City and County of Honolulu the lowest (77%).

	Hawai'i County		Kaua'i County		Maui County		C&C of Honolulu		Total	
	#	%	#	%	#	%	#	%	#	%
<b>Gender<sup>4</sup></b>										
Male	592	54%	227	63%	1,068	68%	3,445	66%	5,332	65%
Female	505	46%	135	37%	509	32%	1,761	34%	2,910	35%
Other/unknown	1	0%	1	0%	3	0%	19	0%	24	0%
<b>Age</b>										
Birth to 5 years	181	16%	22	6%	51	3%	243	5%	497	6%
6 to 17 years	147	13%	27	7%	51	3%	177	3%	402	5%
18 to 24 years	163	15%	44	12%	161	10%	390	7%	758	9%
25 to 39 years	256	23%	93	26%	401	25%	1,171	22%	1,921	23%
40 to 59 years	299	27%	154	42%	806	51%	2,450	47%	3,709	45%
60 years and over	51	5%	23	6%	104	7%	324	6%	502	6%
Unknown	1	0%	0	0%	6	0%	470	9%	477	6%
<b>Ethnicity<sup>1</sup></b>										
Caucasian	422	38%	180	50%	905	57%	2,156	41%	3,663	44%
Hawaiian/part Hawaiian	383	35%	117	32%	366	23%	1,369	26%	2,235	27%
Marshallese	57	5%	1	0%	15	1%	89	2%	162	2%
Micronesian	48	4%	0	0%	24	2%	313	6%	385	5%
Other Pacific Islander	28	3%	6	2%	21	1%	300	6%	355	4%
Filipino	49	4%	18	5%	89	6%	318	6%	474	6%
Other Asian	42	4%	13	4%	43	3%	302	6%	400	5%
Black	29	3%	11	3%	54	3%	256	5%	350	4%
Native American	35	3%	17	5%	51	3%	85	2%	188	2%
Unknown	5	0%	0	0%	12	1%	37	1%	54	1%
<b>Citizenship Status<sup>5</sup></b>										
U.S. citizen	1,022	93%	357	98%	1,493	94%	4,017	77%	6,889	83%
U.S. national	4	0%	0	0%	8	1%	61	1%	73	1%
Non-U.S. citizen	9	1%	2	1%	25	2%	98	2%	134	2%
Compact of Free Association	57	5%	1	0%	31	2%	328	6%	417	5%
Unknown	6	1%	3	1%	23	1%	721	14%	753	9%
<b>Total</b>	<b>1,098</b>	<b>100%</b>	<b>363</b>	<b>100%</b>	<b>1,580</b>	<b>100%</b>	<b>5,225</b>	<b>100%</b>	<b>8,266</b>	<b>100%</b>



## Adult Individuals (18 Years and Older)

- Of the 7,367 adults who received outreach services statewide, nearly three quarters (74%) were unemployed, while 10% were employed full or part time. Kaua'i County had the highest percentage of adult clients that were unemployed (90%).
- Forty-one percent (41%) of the adults who utilized outreach services had a high school diploma or GED, while a quarter (25%) had some college or more, and 20% lacked a high school degree. At the county level, Kaua'i County had the highest percentage of outreach service clients with some college (35%), followed by Hawai'i and Maui counties (34% each).
- Over half (55%) of the adults who accessed these services statewide were either lifetime residents (40%) or had lived in Hawai'i for at least 10 years (15%), with 12% reporting living in Hawai'i for 12 months or less. Kaua'i County had the highest percentage of lifetime or longtime residents (67%), followed by Hawai'i County (64%), the City and County of Honolulu (54%), and Maui County (53%).
- Ten percent (10%) of the adults who utilized these services statewide reported a history of out-of-home placement, with Hawai'i County having the highest percentage of adults reporting this experience (18%).
- Eleven percent (11%) of the adults who received outreach services were veterans, with little county variation observed.
- Twenty-three percent (23%) of the adults accessing outreach services statewide reported a disabling condition, with Kaua'i County having the highest percentage of disabled adult clients (35%), followed by Hawai'i County (32%), Maui County (23%), and the City and County of Honolulu (22%).

	Hawai'i County		Kaua'i County		Maui County		C&C of Honolulu		Total	
	#	%	#	%	#	%	#	%	#	%
<b>Employment Status</b>										
Unemployed	674	88%	283	90%	1,292	87%	3,227	67%	5,476	74%
Employed part time	53	7%	24	8%	119	8%	249	5%	445	6%
Employed full time	41	5%	5	2%	40	3%	191	4%	277	4%
Unknown	2	0%	2	1%	27	2%	1,138	24%	1,169	16%
<b>Educational Attainment</b>										
Less than high school diploma <sup>6</sup>	190	25%	81	26%	270	18%	946	20%	1,487	20%
High school diploma/GED	315	41%	123	39%	693	47%	1,905	40%	3,036	41%
Some college or more	263	34%	110	35%	504	34%	967	20%	1,844	25%
Unknown	2	0%	0	0%	11	1%	987	21%	1,000	14%
<b>Hawai'i Residence</b>										
12 months or less	109	14%	32	10%	230	16%	483	10%	854	12%
More than 1 year, less than 10 years	110	14%	45	14%	279	19%	676	14%	1,110	15%
10 years or more, not lifetime	109	14%	58	18%	294	20%	674	14%	1,135	15%
Lifetime	384	50%	153	49%	489	33%	1,926	40%	2,952	40%
Unknown	58	8%	26	8%	186	13%	1,046	22%	1,316	18%
<b>Out-of-Home Placement<sup>7</sup></b>										
Yes	142	18%	46	15%	167	11%	400	8%	755	10%
No/unknown	628	82%	268	85%	1,311	89%	4,405	92%	6,612	90%
<b>Veteran Status</b>										
Yes	74	10%	24	8%	161	11%	536	11%	795	11%
No/unknown	696	90%	290	92%	1,317	89%	4,269	89%	6,572	89%
<b>Disabling Condition<sup>3</sup></b>										
Yes	245	32%	110	35%	334	23%	1,038	22%	1,727	23%
No/unknown	525	68%	204	65%	1,144	77%	3,767	78%	5,640	77%
<b>Total</b>	<b>770</b>	<b>100%</b>	<b>314</b>	<b>100%</b>	<b>1,478</b>	<b>100%</b>	<b>4,805</b>	<b>100%</b>	<b>7,367</b>	<b>100%</b>

## Households

- Non-sheltered services were delivered to 6,963 households who experienced homelessness in fiscal year 2011. Statewide, nearly two thirds (64%) of the households that were served by the outreach agencies were single individuals or couples without children, while 18% were either single-parent households (12%) or two-parent households (6%). Hawai'i County served the highest percentage of households with children (35%).
- Forty-three percent (43%) of these households reported the current homeless episode as the first, while 34% reported having experienced at least two episodes of homelessness. At the county level, Kaua'i County had the highest percentage of households that reported having experienced at least two episodes of homelessness (64%).
- Over a quarter (29%) of the households that received outreach services reported being homeless for one or more years, with 43% reporting being homeless for one to 11 months and 10% being homeless for less than one month. Hawai'i County had the highest percentage of households reporting being homeless for less than one month (18%) at service intake.
- Prior to receiving outreach services, the good majority of households (86%) lived unsheltered, with the remaining households living in sheltered settings (6%) or in a home or doubling-up with others (7%). Kaua'i County had the highest percentage of households living unsheltered prior to services (99%).



	Hawai'i County		Kaua'i County		Maui County		C&C of Honolulu		Total	
	#	%	#	%	#	%	#	%	#	%
<b>Household Composition<sup>8</sup></b>										
Single or couple with no children	401	63%	251	86%	1,296	90%	2,530	55%	4,478	64%
Single parent with children	142	22%	23	8%	96	7%	552	12%	813	12%
Couple with children	84	13%	17	6%	29	2%	311	7%	441	6%
Other/unknown	12	2%	1	0%	19	1%	1,199	26%	1,231	18%
<b>Number of Times Homeless</b>										
First time	345	54%	104	36%	755	52%	1,788	39%	2,992	43%
2 times	131	21%	78	27%	288	20%	634	14%	1,131	16%
3 times or more	157	25%	107	37%	338	23%	649	14%	1,251	18%
Unknown	6	1%	3	1%	59	4%	1,521	33%	1,589	23%
<b>Length of Homelessness<sup>9</sup></b>										
1 day or less	18	3%	4	1%	31	2%	87	2%	140	2%
2 days to <1 month	99	15%	22	8%	111	8%	294	6%	526	8%
1 to 11 months	350	55%	171	59%	741	51%	1,701	37%	2,963	43%
1 to 2 years	62	10%	44	15%	252	18%	655	14%	1,013	15%
3 years or more	40	6%	48	16%	252	18%	652	14%	992	14%
Unknown	70	11%	3	1%	53	4%	1,203	26%	1,329	19%
<b>Prior Residence<sup>10</sup></b>										
Unsheltered	471	74%	288	99%	1,314	91%	3,888	85%	5,961	86%
Sheltered settings	90	14%	4	1%	50	3%	257	6%	401	6%
Rental/own housing or doubled up	37	6%	0	0%	64	4%	358	8%	459	7%
Other/unknown	41	6%	0	0%	12	1%	89	2%	142	2%
<b>Total</b>	<b>639</b>	<b>100%</b>	<b>292</b>	<b>100%</b>	<b>1,440</b>	<b>100%</b>	<b>4,592</b>	<b>100%</b>	<b>6,963</b>	<b>100%</b>

## OUTREACH SERVICES

Many non-sheltered services are provided to homeless people who do not use shelters. In the 2011 fiscal year, 12 programs that reported data in the HMIS delivered non-sheltered services to 8,266 homeless individuals via street outreach teams, drop-in centers, Care-A-Vans, and food programs. Outreach service encounters totaled 83,302, for an average of 10 service encounters per client. For each encounter, one or more services were provided.

The most common outreach service provided was food/meal service, with 64% of all outreach service clients receiving this service, and a total of 108,561 meals provided during the 2011 fiscal year. Outreach clients who received food/meal service received this service an average of 12.7 times. The second most common outreach service provided was the distribution of hygiene kits/supplies, with 62% of outreach

clients receiving such supplies an average of 6.8 times. Other non-medical outreach services provided to at least 15% of all outreach clients included lifestyle/hygiene counseling (provided to 49% of outreach clients), advocacy agency help (40%), motivational counseling (39%), mail pickup/check services (33%), services to establish a mailing address (18%), and clothing services (provided to 17% of outreach clients, with \$42,266 worth of clothing distributed).

The most common medical services referral was to community clinics, provided to 21% of outreach clients an average of 1.2 times per client. The most common non-medical services referral provided was to temporary shelter services (provided to 27% of clients an average of 1.4 times per client), followed by referrals to food services (provided to 23% of clients an average of 3.4 times per client).

### Outreach Services Delivered, FY 2011

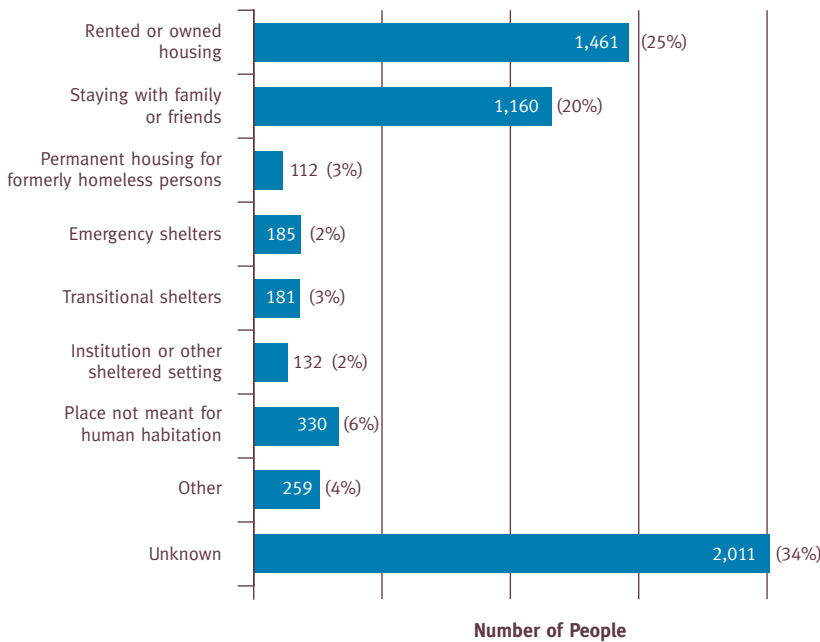
		Outreach Clients		Number of Times Per Recipient		Total Number of Times Provided
		#	%	Highest	Average	
<b>Non-Medical Services Provided</b>						
1	Food/meals	5,314	64%	466	12.7	67,498
	<b>Total number of meals given:</b>					<b>108,561</b>
2	Hygiene kit/supplies given	5,144	62%	98	6.8	34,819
3	Lifestyle/hygiene counseling	4,030	49%	416	8.3	33,572
4	Advocacy agency help	3,284	40%	57	2.3	7,584
5	Motivational counseling	3,242	39%	308	10.5	33,996
6	Mail pickup/check	2,747	33%	253	15.7	43,232
7	Mailing address established	1,502	18%	6	1.2	1,741
8	Clothing	1,394	17%	62	4.0	5,636
	<b>Total amount given:</b>					<b>\$ 42,266</b>
9	Shower facilities provided	957	12%	401	19.2	18,396
10	Mental health counseling	953	12%	26	1.7	1,586
11	Substance abuse counseling	890	11%	30	1.7	1,509
12	Budgeting	808	10%	4	1.0	843
<b>Medical Services and Referrals</b>						
1	Community clinic	1,709	21%	11	1.2	2,106
2	Mental health	1,155	14%	30	2.1	2,473
3	Care-A-Van nurse	868	11%	16	1.9	1,631
4	Substance abuse services	812	10%	34	2.2	1,749
<b>Non-Medical Referrals</b>						
1	Temporary shelter	2,229	27%	12	1.4	3,177
2	Food (referral)	1,924	23%	94	3.4	6,473
3	Welfare	1,691	20%	10	1.4	2,387
4	Housing (transitional)	1,636	20%	13	1.3	2,203
5	Clothing	1,247	15%	78	4.1	5,163
6	Employment	1,196	14%	8	1.3	1,527
7	Social security	822	10%	10	1.4	1,191

Note: This table presents only services that were provided to 10% of clients or more during the reporting period.

# HOMELESS PROGRAM EXIT INFORMATION

During the 2011 fiscal year, 5,831 individuals who received homeless services exited from the service program, representing 41% of the total number (14,200) of clients served statewide. Data presented in this section are based on the exit from the last service accessed during the reporting year.

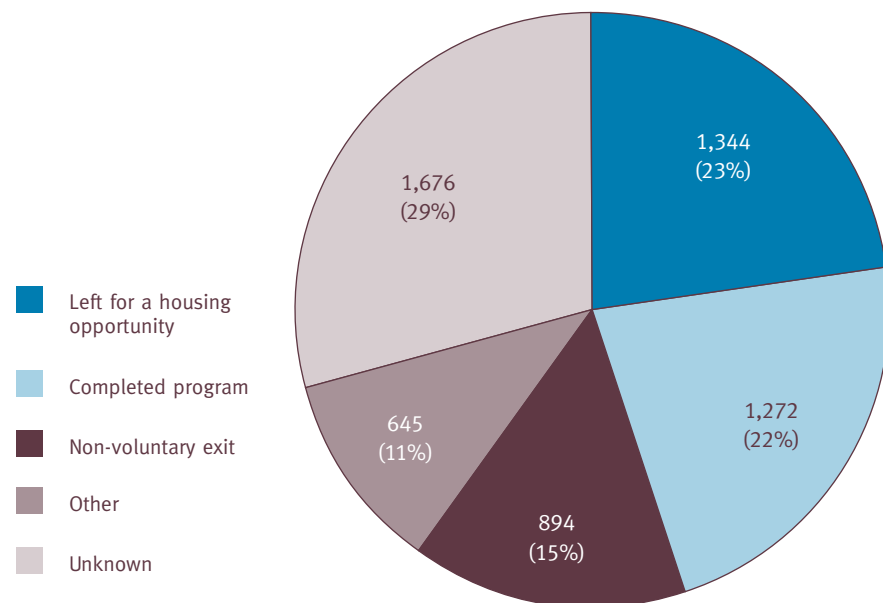
**Figure 6**  
**Exit Destination**



A quarter of the clients (1,461) who exited homeless service programs left to move into a rented home (with or without public subsidy assistance) or an owned home, and a fifth (1,160) went to live with friends and family. The exit destination for over a third of the clients was unknown mainly due to the mobility of outreach program clients and some shelter clients who stopped coming to the shelter, requiring providers to terminate those without a known destination.

Note: Number of clients= 5,831

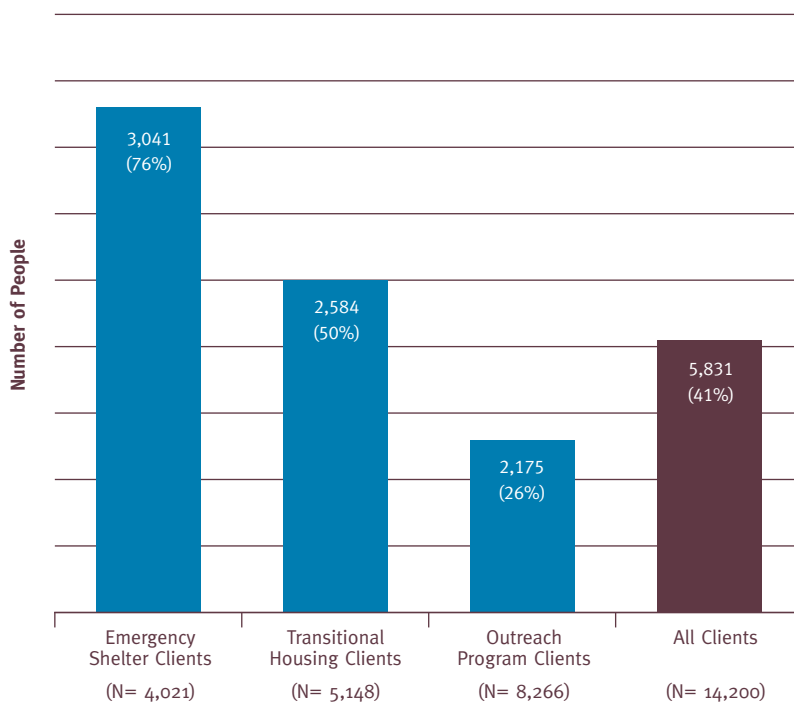
**Figure 7**  
**Reason for Exit**



About equal proportions of the clients who exited homeless programs in FY 2011 did so because of a housing opportunity (23%) or because they completed program services (22%), while a smaller proportion exited non-voluntarily because of non-compliance, violation of rules, non-payment, or being evicted (15%). Other reasons included reaching the maximum length of stay, clients' needs could not be met, or disagreement with rules/persons, or other (11%). The reason for exiting was unknown for over a quarter (29%) of the clients who could not be reached or stopped accessing services and were subsequently terminated.

Note: Number of clients= 5,831

**Figure 8**  
**Percentage of Clients Exited from Homeless Programs by Program Type**



In FY 2011, the percentage of clients who exited a homeless program ranged from 76% of the emergency shelter clients to 50% of the transitional housing clients to 26% of the Outreach Program clients. The different types of homeless programs exited clients at different rates, which is a reflection of the characteristics of the clientele, program policies, and target services.

Note: Among the 8,299 individuals served by the Shelter Program, 870 (10%) received services from both emergency shelter and transitional housing during the reporting period, and their last access to each service was included in the corresponding program type analysis.

### Exit Destination by Program Type, FY 2011

	Emergency Shelter		Transitional Housing		Outreach Program	
	#	%	#	%	#	%
Rented or owned housing	448	15%	941	36%	150	7%
Staying with family or friends	399	13%	752	29%	134	6%
Emergency shelter	40	1%	84	3%	362	17%
Transitional shelter	732	24%	31	1%	255	12%
Permanent housing for formerly homeless persons	49	2%	104	4%	60	3%
Institution or other sheltered setting	79	3%	69	3%	19	1%
Place not meant for human habitation	356	12%	34	1%	14	1%
Other	161	5%	117	5%	27	1%
Unknown	777	26%	452	17%	1,154	53%
<b>Total Number of Clients Exited</b>	<b>3,041</b>		<b>2,584</b>		<b>2,175</b>	

The exit destination varied by the three types of program services, as each program's service goals are different. Over half (52%) of the clients who exited emergency shelter services moved to a transitional shelter (24%), their own rented or owned home (15%), or to live with family or friends (13%). The majority (65%) of those who exited transitional shelter services moved to their own home (36%) or to live with family or friends (29%). Over a quarter (29%) of those who exited outreach programs did so to move into an emergency shelter (17%) or to move to a transitional shelter (12%), while the exit destination for over half (53%) was unknown due to the mobility of clients.

# AGENCIES AND PROGRAMS REPORTING FY 2011 HMIS DATA

## SHELTER PROGRAM

### Hawai'i

Catholic Charities Hawai'i\*  
Kawaihae Shelter (*Transitional; Families*)

Hawai'i Island Home for Recovery, Inc.  
Hawai'i Island Home for Recovery Shelter (*Transitional; Single Individuals*)<sup>‡</sup>

HOPE Services Hawaii, Inc.  
Beyond Shelter (*Transitional; Single Individuals, 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*)  
Līhu'e Court (*Transitional; Families*)  
Mana'olana (*Emergency, Transitional; Single Individuals, 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  
Mā'ili 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'eaumoku (*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)  
H5 Bus Shelter (*Emergency; Single Individuals, Families*)  
Next Step Shelter (*Emergency; Single Individuals, Families*)  
Puahala (*Transitional; Families*)<sup>‡</sup>

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*)

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 and <sup>‡</sup> denotes a program that was closed during the 2011 fiscal year.

For more information on each agency and program, visit the Hawai'i Public Housing Authority website at [www.hpha.hawaii.gov](http://www.hpha.hawaii.gov)

## 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

United States Veterans Initiative

Wai'anae Coast Comprehensive Health Center

Wai'anae Community Outreach

Waikiki Health Center

## NOTES

<sup>1</sup> 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, and other Pacific Islanders not listed individually; and (b) "Other Asian" includes Japanese, Chinese, Korean, Vietnamese, Asian Indian, and other Asians not listed individually.

<sup>2</sup> "Literally homeless" refers to individuals/households living in places not designed for or ordinarily used as regular sleeping accommodation for human beings, or an emergency or transitional shelter; individuals fleeing a domestic violence situation; or individuals exited from a hospital or other institution who were homeless immediately prior to being institutionalized. Other categories refer to those who are not literally homeless. Examples for imminent housing loss include being evicted, being discharged from a hospital, or living in housing that has been condemned by housing officials. Housing instability can be evidenced by, for instance, frequent moves, doubling up due to economic hardship, or living in severely overcrowded housing.

<sup>3</sup> 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, AIDS/HIV, or with a disability as defined in the Social Security Act or the Developmental Disabilities Assistance and Bill of Rights Act are included under this definition.

<sup>4</sup> The numbers reported for "Transgender" under gender status in the FY 2011 HMIS database were very small (19 individuals in the Shelter Program and 20 individuals in the Outreach Program) and were included in the "Other/unknown" category presented in the table.

<sup>5</sup> "U.S. citizen" refers to an individual born or naturalized in the U.S., an individual born to a U.S. citizen in a foreign country, or an individual born in Puerto Rico, Guam, or the U.S. Virgin Islands. "U.S. national" here refers to an individual born in

American Samoa or the Commonwealth of the Northern Mariana Islands. 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.

<sup>6</sup> High school seniors who have not yet graduated at the time of intake are included in the "Less than high school diploma" category.

<sup>7</sup> "Out-of-Home Placement" refers to any foster care, group home, or other institutional placement experienced by an individual prior to age 18.

<sup>8</sup> Pregnant women with no children were included in the "Single parent with children" and "Couple with children" categories. For FY 2011, the respective numbers are 7 and 17 for the Shelter Program, and 20 and 18 for the Outreach Program.

<sup>9</sup> "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.

<sup>10</sup> "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 a friend's room, apartment, or house.

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