

# Decade to Doorways 2016 Data Review

## Emergency Shelter and Transitional Housing

### SYSTEM-WIDE OVERVIEW

The Decade to Doorways' mission is to prevent and end homelessness in Chester County. Part of achieving this goal requires ensuring that when someone becomes homeless; their experience can be described as brief, rare, and non-recurring. The measurements below provide a benchmark for tracking Decade to Doorway's progress in reaching their mission.

Rare	Brief	Non-Recurring
Of the people experiencing homelessness for the first time in 2016, 74 came from a place not meant for habitation	Of the people who exited to a permanent housing destination, the average length of stay was 112 days	19% of people who exited to a permanent housing destination returned to homelessness

Rare	
Total number of people who entered an Emergency Shelter or Transitional Housing Project in 2016*	1,232
Of those, the total number of people were experienced homelessness for the first time**	994
Of those, the total number of people who came from place not meant for human habitation***	74
Brief	
Total exits from an Emergency Shelter or Transitional Housing Project in 2016	1,460
Of those, the total number of exits to Permanent Housing Destinations****	772
Of those exits to Permanent Housing, the average length of stay	112 days
Average length of stay for All exits from Emergency Shelter and Transitional Housing in 2016	88 days
Non-Recurring	
Total Emergency Shelter & Transitional Housing Exits in 2014 to a Permanent Housing Destination	721
Of those, total number of people who returned to homelessness between 2014-16	137
Percentage of returns to homeless from a Permanent Housing Destination	19%

\* Total entries reported in 2016 by unique clients.

\*\*All clients who entered an emergency shelter or transitional housing project in 2016 without any prior entries since 2014.

\*\*\*HUD defines a *place not meant for habitation* as cars, parks, sidewalks, abandoned buildings, on the street, etc.

\*\*\*\*Permanent Housing: Exits to permanent housing are measured using '2014 HMIS Data Standards'. Permanent Housing categories include: *Owned by client no ongoing housing subsidy, Owned by client with ongoing housing subsidy, Permanent housing for formerly homeless persons, Rental by client no ongoing housing subsidy, Rental by client with VASH housing subsidy, Long Term Care Facility or Nursing Home, Rental by client, with other ongoing housing subsidy, Staying or living with family, permanent tenure, and Staying or living with friends, permanent tenure.*

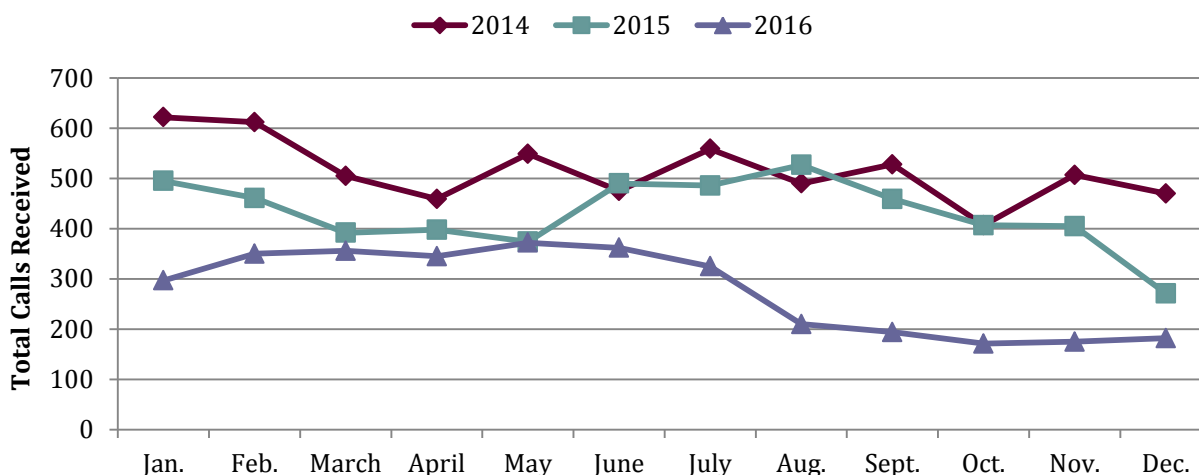
The data for this chart was pulled from all the programs listed on page 4 and 7 from January 1<sup>st</sup>, 2014 to December 31<sup>st</sup>, 2016.

## Decade to Doorways 2016 Data Review ConnectPoints

### TOTAL CALLS RECEIVED BY CONNECTPOINTS

In 2016, ConnectPoints received a total of 3,339 phone calls, which is a significant decrease from the total of 6,183 calls that were received in 2014. However, in 2014 only 37.9% (2,346) were unduplicated or unique callers, while 49.6% (1,655) of calls received in 2016 were from unique callers.

In July of 2016, ConnectPoint's entry assessment was revised for the VI-SPDAT. Callers are now placed on a waiting list and must wait to be reached out to by the shelter, which could attribute to the decline of calls at the end of 2016.

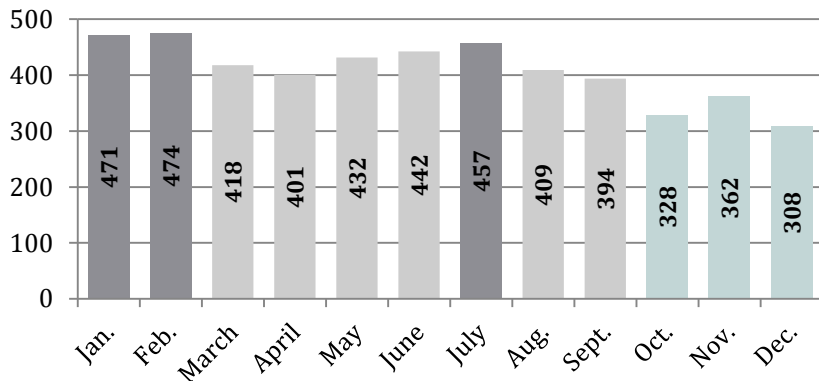


### OVERVIEW OF CALLS RECEIVED

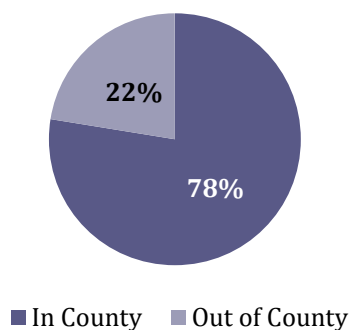
In order, the months with the highest average number of calls from 2014 to 2016 were February, January and July (depicted in dark gray). Generally, these are months when more extreme temperatures are expected, and Code Blue/Red may be enforced. The months with the lowest averages are December, October and November (light green).

In terms of the location of callers, a majority are from within Chester County. This year saw a slight increase from previous years, as 2014 reported 75% of callers were from Chester County, and 2015 with 76% of callers.

**Average Total Calls Received by Month from 2014 - 2016**



**Location of Unique Callers in 2016**



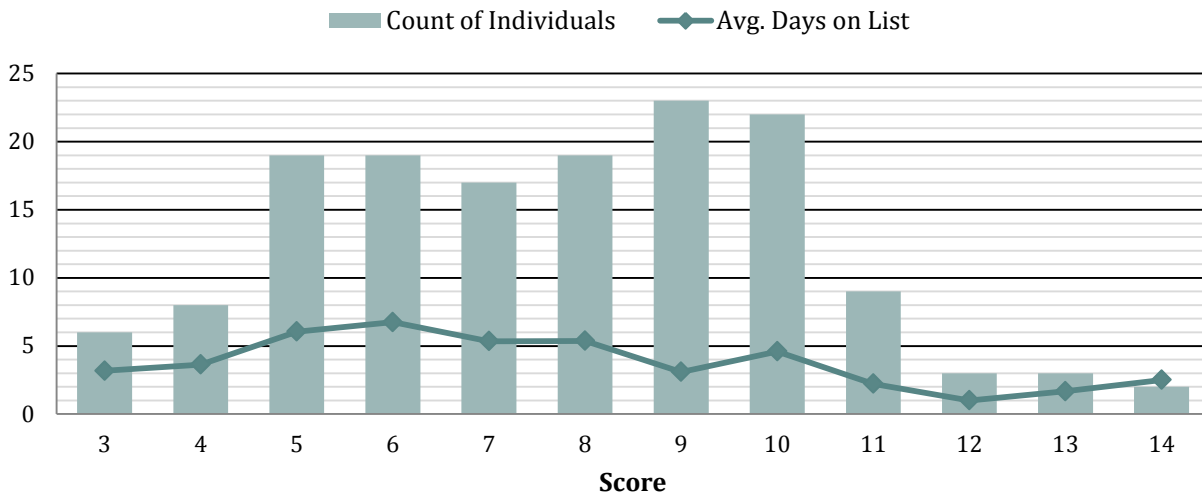
## Decade to Doorways 2016 Data Review

### VI-SPDAT (Vulnerability Index - Service Prioritization Decision Assistance Tool)

On July 11<sup>th</sup>, 2016, ConnectPoints and Emergency Shelters in Chester County began using the VI-SPDAT to prioritize beds for families and individuals demonstrating the highest vulnerability. The information below reflects the data collected from the initiation of the VI-SPDAT to December 31<sup>st</sup>, 2016.

#### LENGTH OF TIME UNTIL SHELTER ENTRY FOR INDIVIDUAL VI-SPDAT SCORES

During this period, 150 individuals entered into emergency shelters based on their VI-SDPAT assessment. The bars in the graph below represent the total number of individuals who received each score, and the line represents the average number of days individuals waited to be accepted into shelter based on their score.



#### BREAKDOWN OF VI-SPDAT SCORES

The family and individual VI-SPDAT score determines the appropriate intervention recommendation. Diversion is recommended for individuals who score 4 or less, and for families who score 5 or less. Rapid re-housing is recommended for individuals with a score between 5 and 10, and families between 6 and 11. Permanent supportive housing is recommended for all higher scores.

Individual		Families	
Total Assessments	<b>530</b>	Total Assessments*	<b>193</b>
Total Unique Clients	<b>457</b>	Total Unique Clients	<b>168</b>
Range of Scores		Range of Scores	
0 to 4	93 (20%)	0 to 5	18 (11%)
5 to 10	283 (62%)	6 to 10	80 (48%)
11 to 19	81 (18%)	11 to 21	70 (42%)
Total Average Score	<b>6.91</b>	Total Average Score	<b>8.98</b>
Avg. Score of Clients who entered Emergency Shelter	<b>7.65</b>	Avg. Score of Clients who entered Emergency Shelter	<b>10</b>

\*Total assessments completed by a Head of Household. Family size not included in total.

# Decade to Doorways 2016 Data Review

## Emergency Shelter

### OVERVIEW

In Chester County, a total of 703 people stayed in an emergency shelter and 299 people received emergency hotel vouchers; totaling at 1,002 people served in an emergency shelter program in 2016. Of those served, 560 were in family shelters and 442 were in individual shelters.

The report presents the data collected from the emergency shelters listed below. \*

#### **Individual Emergency Shelter Capacity:**

- Good Samaritan Emergency Shelter: Single Men – 7 beds (served 39 single men in 2016)
- Safe Harbor of Chester County Emergency Shelter: Single Men and Single Women – 40 beds (served 141 single men and 115 single women)
- W.C. Atkinson Emergency Shelter: Single Men – 22 beds (served 147 single men)

#### **Family Emergency Shelter Capacity:**

- Community, Youth and Women’s Alliance Emergency Shelter (CYWA): Families – 25 beds (served 178 people in 2016)
- Friends Association Emergency Shelter: Families – 21 beds (served 83 people)
- Open Hearth Gateway Program: Emergency Hotel Voucher for Families & Individuals (served 299 people)

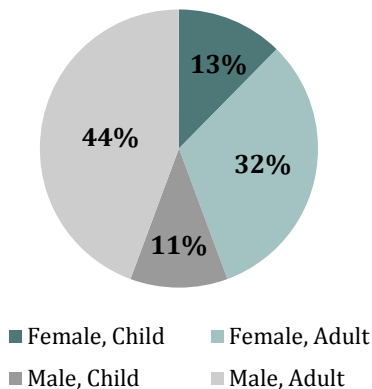
\*In Chester County, “Code Blue” beds are utilized any time the temperature is forecast to be 35 degrees or below (considering the wind chill factor) and creates a situation where someone would be at risk of hypothermia, frost bite, or other cold-related injuries if forced to sleep outside. Code blue beds were included in the total clients served listed next to each emergency shelter program.

### DEMOGRAPHICS

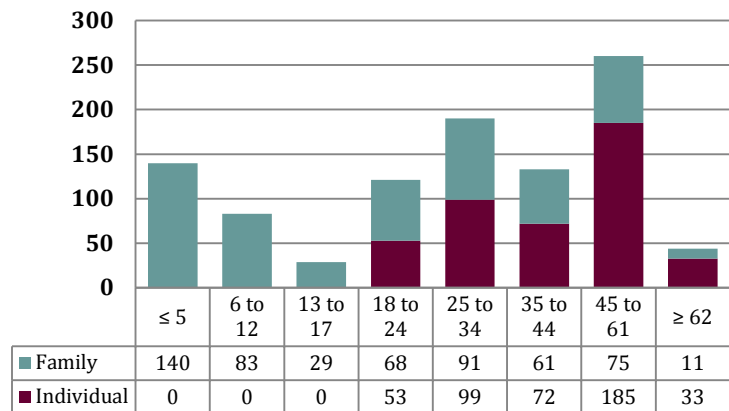
Overall, the male to female ratio is fairly even (55:45) in all emergency shelters. In the individual shelters, 73% (322) were male and 26% (113) were female. This ratio slant reverses in family shelters, with 43% (242) male clients and 56% (316) female clients. Of the 1,002 clients served, 3 were transgender and 6 did not have their gender reported.

The largest age group represented in all emergency shelters was 45 to 61 (26%). In family shelters, the 5 and younger age group was the most reported, followed by the 25 to 34 age group. Two clients did not have an age reported.

**Gender**



**Age Distribution**



\* A child is defined as 17 years or younger.

### MOST COMMON PRIOR RESIDENCES REPORTED

The table below shows the most reported prior residences by clients served in emergency shelters in Chester County in 2016. The totals in this table do not reflect the total served because only the most common prior residences are listed.

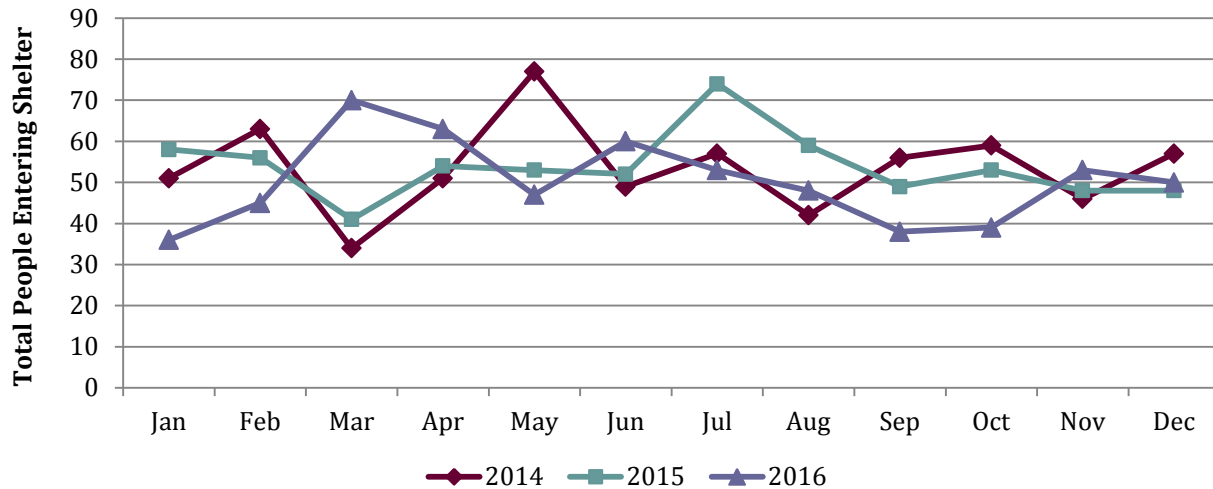
*Staying with a family member* (23%) was the most common prior residence, followed by *Rental unit* (16%). Of these rental units, 16 reported having an ongoing housing subsidy and 135 reported that they did not.

Most Common Prior Residences	Individuals	Families	Total	Percent
Staying with family	85	142	<b>227</b>	23%
Rental by client	53	92	<b>151</b>	15%
Place not meant for habitation	50	68	<b>118</b>	12%
Staying with friend	64	50	<b>114</b>	11%
Emergency Shelter	52	61	<b>113</b>	11%
Hotel or Motel	19	58	<b>77</b>	8%
Hospital	43	2	<b>45</b>	4%
Jail or Prison	34	3	<b>37</b>	4%
Detox Center	6	16	<b>22</b>	2%
Psychiatric facility	10	9	<b>19</b>	2%
Transitional housing	3	8	<b>11</b>	1%
<b>Total Number of Persons</b>	<b>419</b>	<b>509</b>	<b>934*</b>	

\*68 (7%) prior residences are not reported in this chart. Prior residences that were not included: *Client refused*, *Permanent housing for formerly homeless persons*, *Other*, *Owned by client no ongoing housing subsidy*, *Null*, *Safe Haven*, *Residential project or halfway house with no homeless criteria*, *Client doesn't know*, *Data not collected*, *Foster care home or foster care group home*, *Long-term care facility or nursing home*

### TOTAL EMERGENCY SHELTER ENTRIES BY MONTH

The graph below displays the total number of entries reported into Emergency Shelters each month. July has the highest combined total of entries (184), followed by May (177). Conversely, September has the least (143), followed closely by both January and March (145). Entries into shelter are affected by the amount of clients exiting shelter, as there are a finite number of beds available.

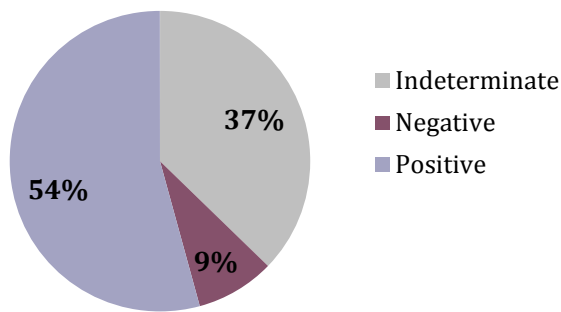


## EXIT DESTINATIONS FROM EMERGENCY SHELTERS

In 2016, individual and family emergency shelters reported a combined 1,052 program exits. Of those, 571 (54%) exits were considered positive. Exit destinations are categorized as positive, negative or indeterminate based on several variables, including demographics, housing type and services received. The exits are categorized in the chart below, which also includes the average length of stay (LOS) in days by exit type.

Exit Status	Destination	Count	Average LOS
<b>Indeterminate</b> (Total Average LOS: 36 days)	Client refused	256	28
	Data not collected, No exit interview completed	81	59
	Other	23	32
	Hospital or other residential non-psychiatric medical facility	23	43
	Psychiatric hospital or other psychiatric facility	9	31
<b>Negative</b> (Total Average LOS: 42 days)	Emergency shelter, including hotel or motel paid for with voucher	49	40
	Jail, prison or juvenile detention facility	16	66
	Client doesn't know	13	31
	Place not meant for habitation	11	25
<b>Positive</b> (Total Average LOS: 62 days)	Rental by client, no ongoing housing subsidy	203	64
	Staying or living with family or friends, permanent tenure	93	48
	Rental by client, with housing subsidy	78	76
	Staying or living with family or friends, temporary tenure	75	54
	Transitional housing	50	87
	Hotel or motel paid for without emergency shelter voucher	37	42
	Permanent housing for formerly homeless persons	15	85
	Substance abuse treatment facility or detox center	14	40
	Long-term care facility or nursing home	2	126
	Owned by client, no ongoing housing subsidy	2	48
	Residential project or halfway house with no homeless criteria	2	31
<b>TOTAL</b>		<b>1,052</b>	<b>45 days</b>

**Exit Destination Status**



Other than *Client refused*, the most reported exit destination, was *Rental by client, no ongoing housing subsidy* (19%), followed by *Permanent tenure with family or friends* (9%). Both of which are considered positive exits, as well as permanent housing destinations.

The average length of stay for positive exits was 62 days, and for permanent housing the average was 61 days. The only positive exits that are not considered permanent are *Hotel or motel paid for without emergency shelter voucher* and *Transitional Housing*.

# Decade to Doorways 2016 Data Review

## Transitional Housing

### OVERVIEW

In 2016, a total of 619 people were served in transitional housing programs in Chester County. Of those served, 100 were in a family or individual transitional housing program and 519 were in a veteran transitional housing program. Comparatively, in 2015, 732 people were served, with 165 in a family or individual transitional housing program and 567 in a veteran transitional housing program.

The report presents the data collected from the transitional housing programs listed below.

#### **Individual Transitional Housing Program Capacity:**

- Good Samaritan Transitional Housing for Homeless Men: Single Men – 14 beds
- W.C. Atkinson Transitional Housing: Single Men – 6 beds
- Human Services, Inc. Forensic House Respite Bed: Single Men – 1 bed
- Pennsylvania Home of the Sparrow Senior Bridge Housing: Single Women – 4 beds

#### **Family Transitional Housing Program Capacity:**

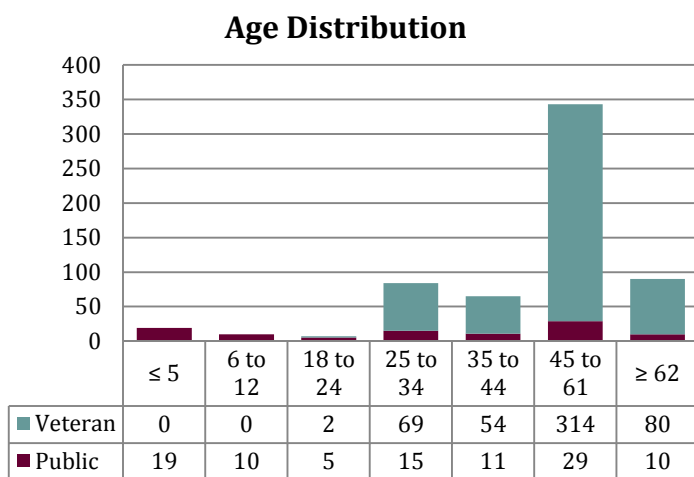
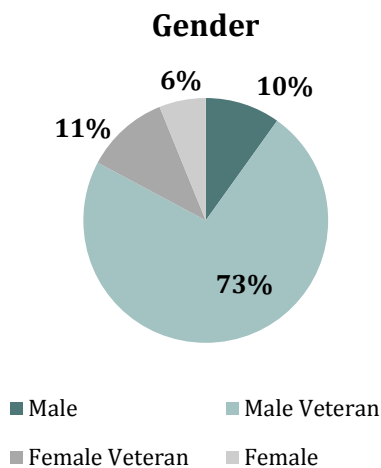
- Gaudenzia Kindred House Transitional Living: Single Mothers with Children – 18 beds
- CYWA Special Needs Assistance Program (SNAP) : Families – 22 beds
- Human Services Inc. PATHH (Putting Agencies Together to Help the Homeless): Families - 17 beds

#### **Veteran Transitional Housing Program Capacity:**

- Fresh Start Supportive Housing for Veterans – Building 10: Single Men – 60 beds
- Fresh Start Transitional Housing for Veterans – Independence Hall: Single Men – 32 beds
- Veterans Multi-Service Center – The Mary E. Walker House: Single Women – 30 beds
- Veterans Multi-Service Center – LZ II: Single Males – 95 beds

### DEMOGRAPHICS

In the family and individual transitional housing programs, 61 (61%) were males and 38 (38%) females; and the most reported age group was 45 to 61 (41%). In veteran transitional housing programs, there were 450 (87%) males and 68 (13%) females, and the most reported age group was also 45 to 61 (53%).



\*1 Client did not have a gender reported.

\*2 Clients did not have an age reported. 'Public' refers to all individual and family transitional housing projects not dedicated to veterans

### MOST COMMON PRIOR RESIDENCES REPORTED

The table below shows the most common prior residences by clients served in transitional housing programs. *Hospital* (20%), which includes residential non-psychiatric medical facilities, and *Detox center* (20%) were the most reported prior residences. The totals in this table do not reflect the total served because only the most common prior residences are listed.

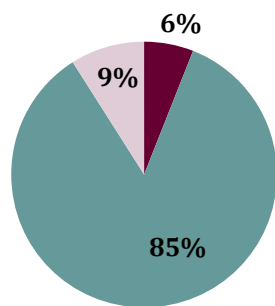
Most Common Prior Residence	Family & Individuals	Veterans	Total Count	Percent
Hospital	6	133	<b>139</b>	22%
Detox Center	-	138	<b>138</b>	22%
Emergency shelter	48	43	<b>91</b>	15%
Rental Unit	14	36	<b>50</b>	8%
Staying with Friend	6	42	<b>48</b>	8%
Psychiatric Facility	-	34	<b>34</b>	5%
Place not meant for habitation	4	24	<b>28</b>	5%
Detention Facility	2	20	<b>22</b>	4%
Staying with Family	5	16	<b>21</b>	3%
Transitional Housing	6	12	<b>18</b>	3%
Hotel or Motel	4	-	<b>4</b>	1%
Long-term Care Facility	2	-	<b>2</b>	0%
<b>Total</b>	<b>97</b>	<b>498</b>	<b>595*</b>	

\*24(4%) prior residences are not reported in this chart. Prior residences not included: *Owned by Client, No ongoing housing subsidy, On the street, Permanent housing for formerly homeless persons, Null, and Data not collected*

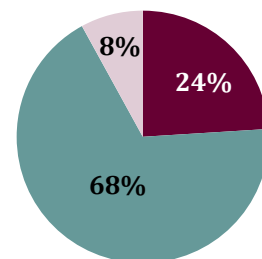
### EXIT DESTINATION STATUS

In 2016, transitional housing programs reported a combined 408 program exits. Exit destinations are categorized as positive, negative or indeterminate based on several variables, including demographics, housing type and services received. The most reported exit destination from all transitional housing projects was *Rental by client, no ongoing housing subsidy* (32%), followed by *Staying or living with family or friends, permanent tenure* (23%), both of which are classified as positive exits. Of all the exits reported, 288 (71%) were considered positive. This is notably higher than emergency shelter exits, which reported 54% of exits as positive.

**Families & Individuals**



**Veterans**



■ Negative  
■ Positive  
■ Indeterminate



## EXIT DESTINATIONS FROM TRANSITIONAL HOUSING

The charts below show the number of reported exits, the exit status, and the average length of stay (LOS) by exit type. The average length of stay for all indeterminate exits was 153 days, for positive exits, 197 days, and for negative exits, 169 days. Overall, the average length of stay was 187 days for all transitional housing projects.

<b>Family &amp; Individual Transitional Housing Projects</b>			
Exit Status	Destination	Count	Average LOS
<b>Indeterminate</b>	No Exit Interview Completed	6	438
<b>Negative</b>	Emergency Shelter, including hotel or motel paid for with voucher	4	761
<b>Positive</b>	Rental by client, no ongoing housing subsidy	48	267
	Rental by client, with other ongoing housing subsidy	8	67
<b>Total</b>		<b>66</b>	<b>288 days</b>

Included in the Veteran's Exit Destinations graph below, are exits with Veterans Affairs Supportive Housing (VASH) subsidies. VASH subsidies combine Housing Choice Vouchers (HCV) rental assistance for homeless Veterans with case management and clinical services provided by the Department of Veteran Affairs (HUD).

<b>Veteran Transitional Housing Projects</b>			
Exit Status	Destination	Count	Average LOS
<b>Indeterminate</b>	No exit interview completed	13	64
	Client refused	9	98
	Other	6	143
<b>Negative</b>	Staying or living with family or friends, temporary	17	170
	Transitional housing for homeless persons	15	117
	Client doesn't know	10	84
	Emergency shelter, including hotel or motel	10	226
	Psychiatric hospital or other psychiatric facility	10	76
	Hospital or other residential non-psychiatric medical facility	9	209
	Substance abuse treatment facility or detox center	6	153
	Jail, prison or juvenile detention facility	5	53
<b>Positive</b>	Staying or living with family or friends, permanent tenure	95	150
	Rental by client, no ongoing housing subsidy	81	212
	Rental by client, with VASH subsidy	38	235
	Long-term care facility or nursing home	8	118
	Rental by client, with other ongoing housing subsidy	4	150
	Owned by client, no ongoing housing subsidy	2	135
	Residential project or halfway house with no homeless criteria	2	156
	Owned by client, with ongoing housing subsidy	1	370
	Permanent housing for formerly homeless persons	1	619
<b>TOTAL</b>		<b>342</b>	<b>187 days</b>