



# 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.

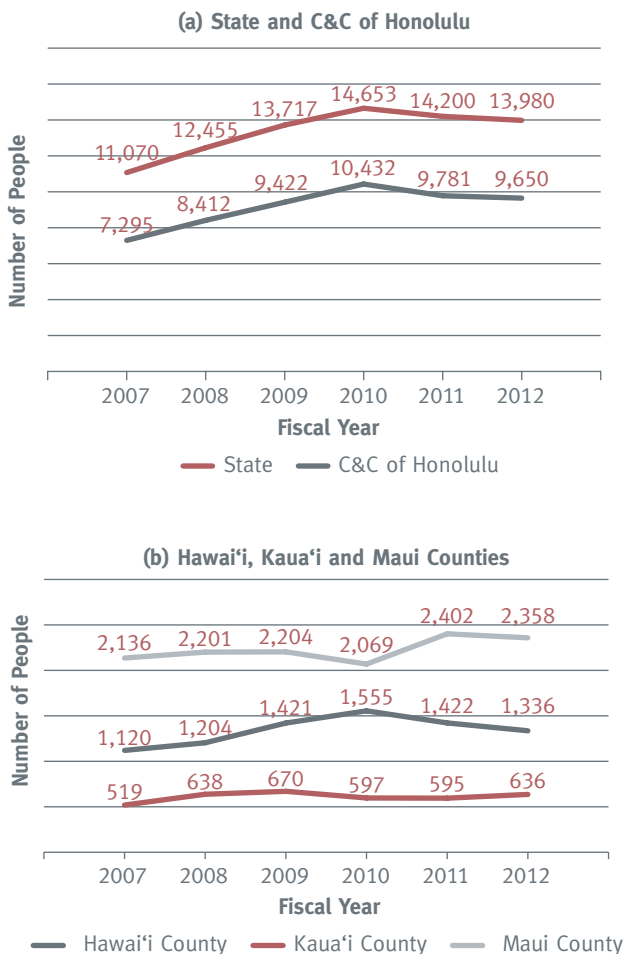
Homeless service programs aim to stabilize the homeless over the short term through emergency and transitional housing. Services include case management and wrap-around support, with the longer-term goal of helping individuals and families obtain and retain permanent housing. Partnerships between state 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.

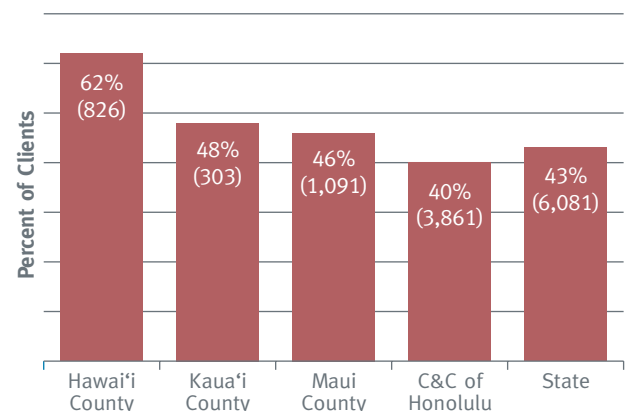
The following *2012 Homeless Service Utilization* report is the seventh in a series of reports developed by the Center on the Family at the University of Hawai'i and the Homeless Programs Office of the Hawai'i State Department of Human Services. This report presents the most current data on homeless 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](http://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:

Honolulu Star-Advertiser

Institute for Human Services, Inc.

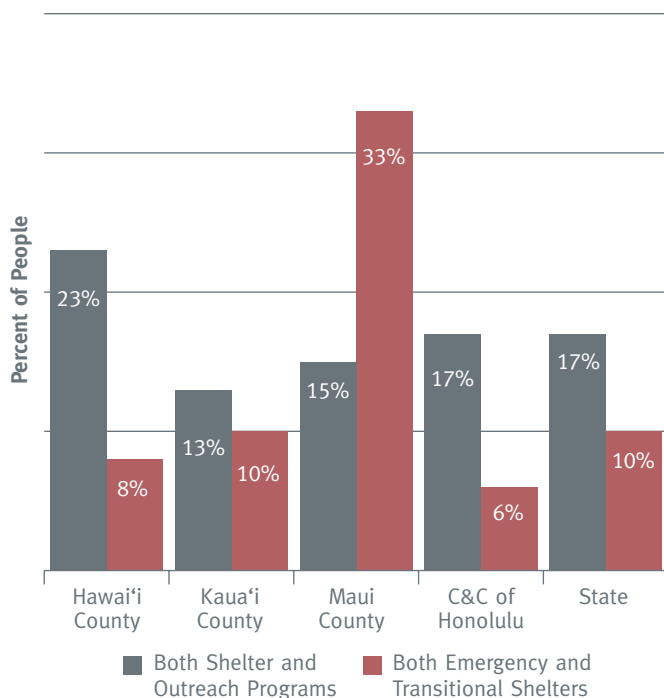
# DEMOGRAPHIC PROFILE OF HOMELESS SERVICE CLIENTS

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.

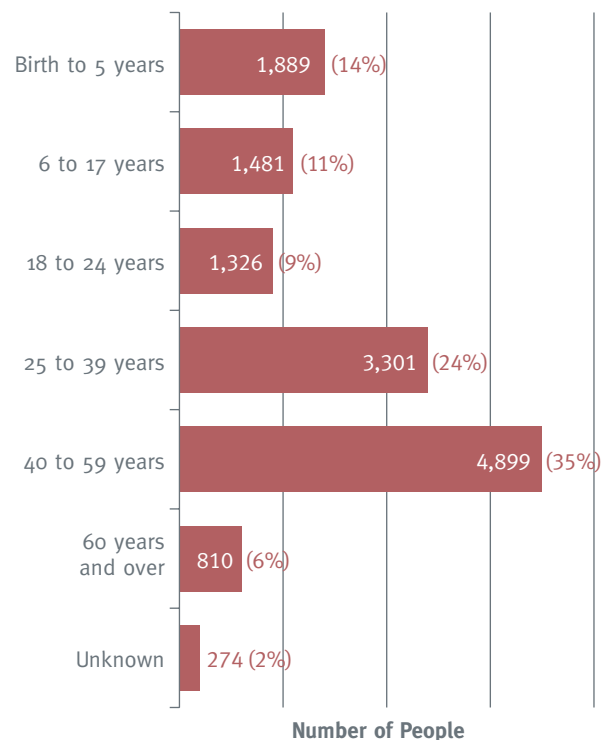
**Table 1 Number of Homeless Individuals Served by Program Type, FY 2012**

	Hawai'i County	Kaua'i County	Maui County	C&C of Honolulu	State
<b>Homeless Programs</b>					
<b>Total</b>	<b>1,336</b>	<b>636</b>	<b>2,358</b>	<b>9,650</b>	<b>13,980</b>
Outreach	80%	61%	60%	51%	56%
Shelter	43%	52%	55%	65%	61%
<b>Shelter Program</b>					
<b>Total</b>	<b>574</b>	<b>331</b>	<b>1,297</b>	<b>6,305</b>	<b>8,507</b>
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**

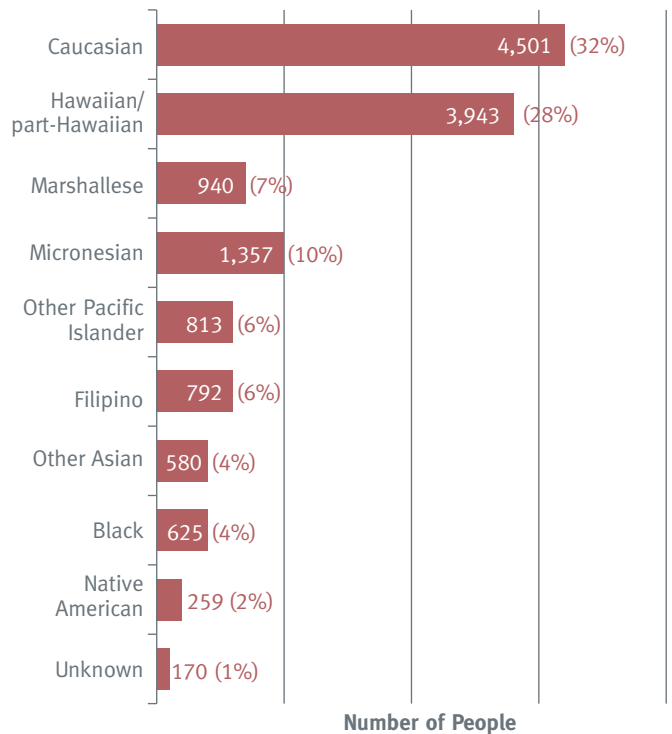




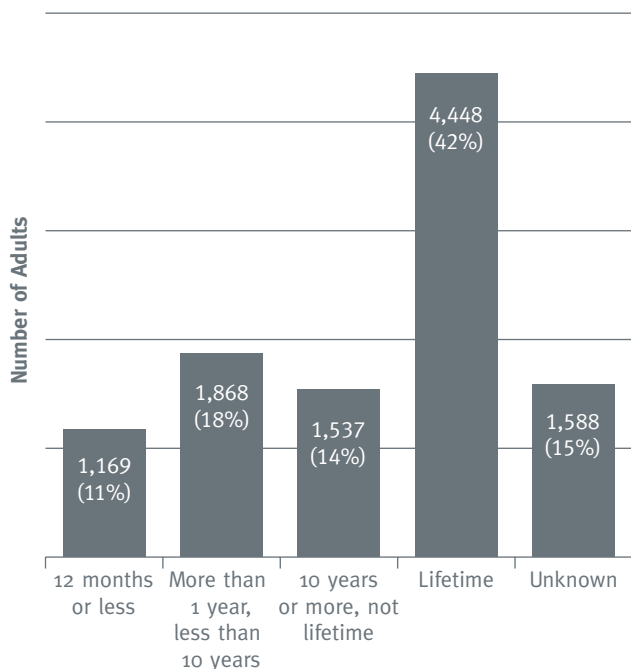


Over half (59%) of homeless service clients were male. Children under 18 comprised 25% of the client population, while over a third (35%) were between 40 and 59 years old. Caucasians and Hawaiians/part-Hawaiians represented nearly two-thirds of the client population (32% and 28% respectively). Of the 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.

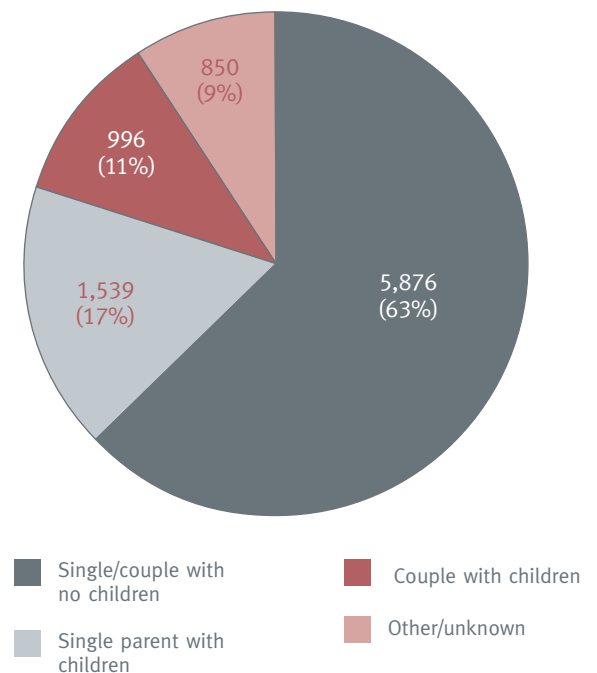
**Figure 5  
Ethnicity<sup>1</sup>**



**Figure 6  
Hawai'i Residency**



**Figure 7  
Type of Household<sup>2</sup>**



## 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	
	#	%	#	%	#	%	#	%	#	%
<b>ALL INDIVIDUALS</b>										
<b>Total</b>	<b>574</b>	<b>100%</b>	<b>331</b>	<b>100%</b>	<b>1,297</b>	<b>100%</b>	<b>6,305</b>	<b>100%</b>	<b>8,507</b>	<b>100%</b>
<b>Gender<sup>3</sup></b>										
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%
<b>Age</b>										
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%
<b>Ethnicity<sup>2</sup></b>										
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%
<b>Citizenship Status<sup>4</sup></b>										
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	
	#	%	#	%	#	%	#	%	#	%
<b>ADULTS – 18 YEARS &amp; OLDER</b>										
<b>Total</b>	<b>383</b>	<b>100%</b>	<b>226</b>	<b>100%</b>	<b>875</b>	<b>100%</b>	<b>4,135</b>	<b>100%</b>	<b>5,619</b>	<b>100%</b>
<b>Employment Status</b>										
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%
<b>Educational Attainment</b>										
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%
<b>Hawai'i Residency</b>										
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%
<b>Veteran Status</b>										
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%
<b>Disabling Condition<sup>5</sup></b>										
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%
<b>HOUSEHOLDS</b>										
<b>Total</b>	<b>315</b>	<b>100%</b>	<b>189</b>	<b>100%</b>	<b>794</b>	<b>100%</b>	<b>3,223</b>	<b>100%</b>	<b>4,521</b>	<b>100%</b>
<b>Type of Household<sup>2</sup></b>										
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%
<b>First Homeless Episode</b>										
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%
<b>Length of Homelessness<sup>6</sup></b>										
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%
<b>Prior Residence<sup>7</sup></b>										
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	
	#	%	#	%	#	%	#	%	#	%
<b>ALL INDIVIDUALS</b>										
<b>Total</b>	<b>1,063</b>	<b>100%</b>	<b>385</b>	<b>100%</b>	<b>1,407</b>	<b>100%</b>	<b>4,949</b>	<b>100%</b>	<b>7,804</b>	<b>100%</b>
<b>Gender<sup>3</sup></b>										
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%
<b>Age</b>										
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%
<b>Ethnicity<sup>2</sup></b>										
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%
<b>Citizenship Status<sup>4</sup></b>										
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)**

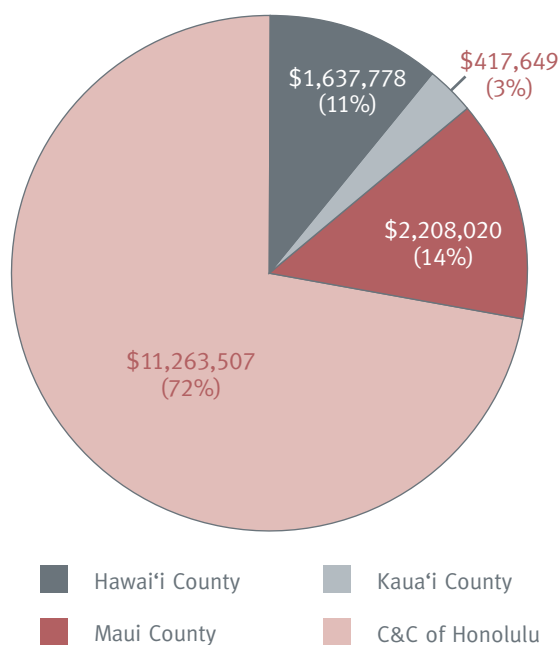
	Hawai'i County		Kaua'i County		Maui County		C&C of Honolulu		Total	
	#	%	#	%	#	%	#	%	#	%
<b>ADULTS – 18 YEARS &amp; OLDER</b>										
<b>Total</b>	<b>799</b>	<b>100%</b>	<b>318</b>	<b>100%</b>	<b>1,318</b>	<b>100%</b>	<b>4,506</b>	<b>100%</b>	<b>6,941</b>	<b>100%</b>
<b>Employment Status</b>										
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%
<b>Educational Attainment</b>										
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%
<b>Hawai'i Residency</b>										
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%
<b>Veteran Status</b>										
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%
<b>Disabling Condition<sup>5</sup></b>										
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%
<b>HOUSEHOLDS</b>										
<b>Total</b>	<b>659</b>	<b>100%</b>	<b>293</b>	<b>100%</b>	<b>1,284</b>	<b>100%</b>	<b>4,261</b>	<b>100%</b>	<b>6,497</b>	<b>100%</b>
<b>Type of Household<sup>2</sup></b>										
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%
<b>First Homeless Episode</b>										
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%
<b>Length of Homelessness<sup>6</sup></b>										
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%
<b>Prior Residence<sup>7</sup></b>										
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

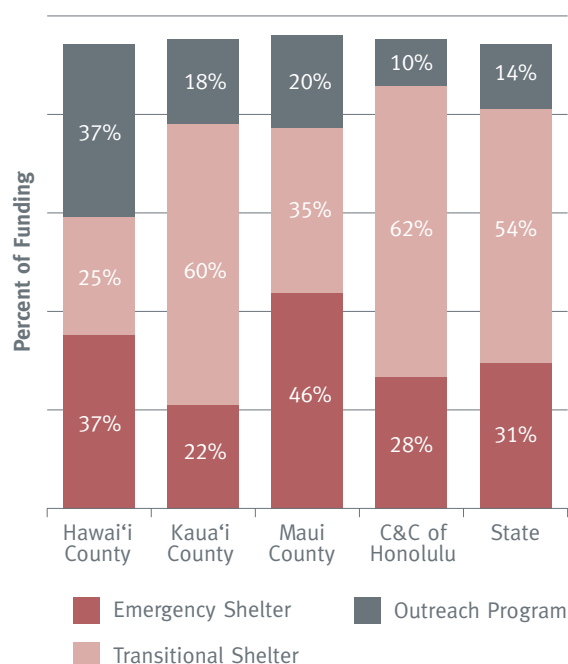
## Funding and Capacity

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
<b>Total</b>	<b>163</b>	<b>44</b>	<b>5</b>	<b>30</b>	<b>149</b>	<b>120</b>	<b>614</b>	<b>824</b>	<b>931</b>	<b>1,018</b>

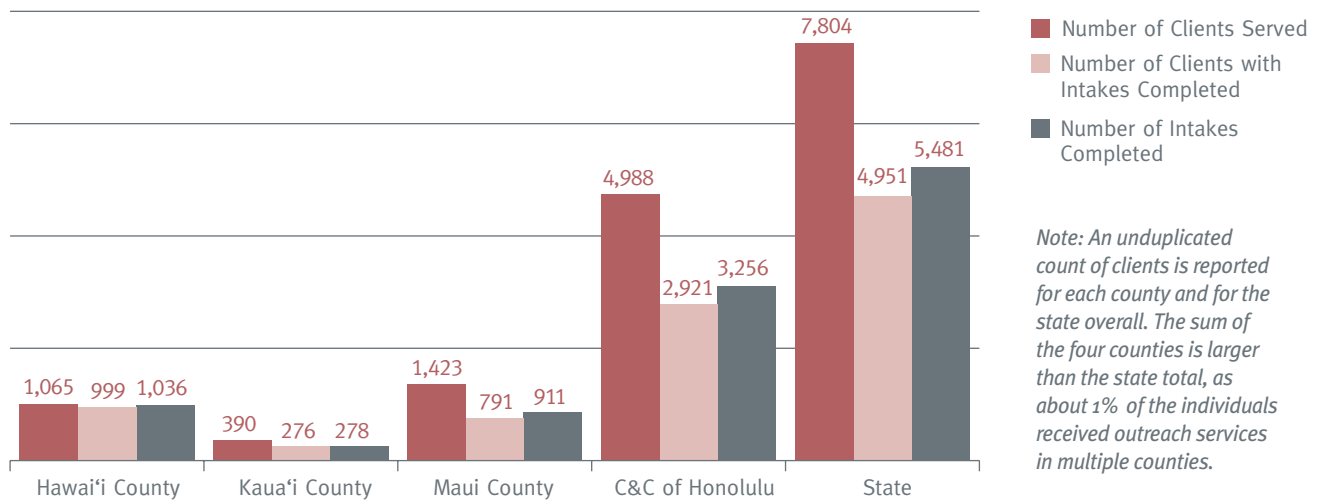
*Note: Data represent the total number of beds and units of the programs reporting data in the HMIS, which includes some programs that did not receive state funding. The number of beds in each shelter unit varies from two to several dozen. While most of the units are for families, a few are for unrelated 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, FY 2012



**Table 5 Service Encounters of Outreach Program, FY 2012**

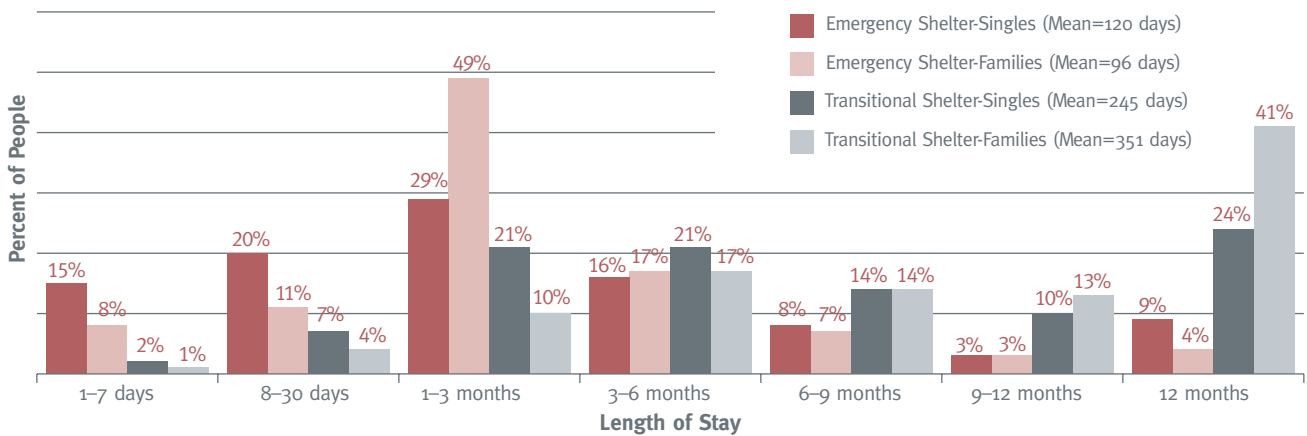
	Hawai'i County	Kaua'i County	Maui County	C&C of Honolulu	State
Total Number of Encounters	1,247	1,415	37,356	34,157	74,175
Median Number of Encounters Per Client Served	1	2	8	2	2
Range	1-9	1-30	1-296	0-137	0-296

# 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.

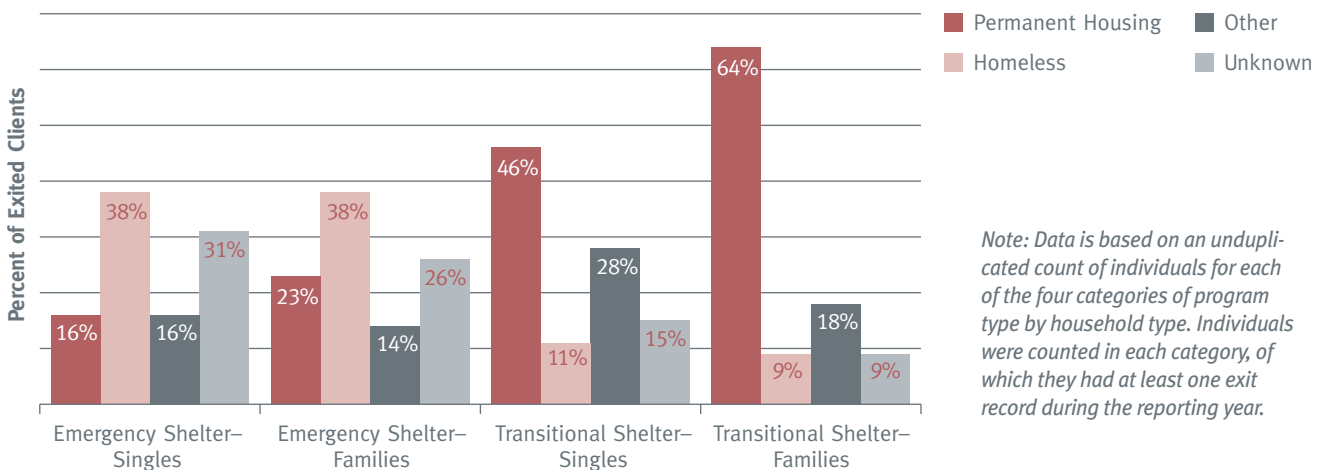
**Figure 11**  
Length of Stay by Program and Household Types, FY 2012



## Exit Destination<sup>8</sup>

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.

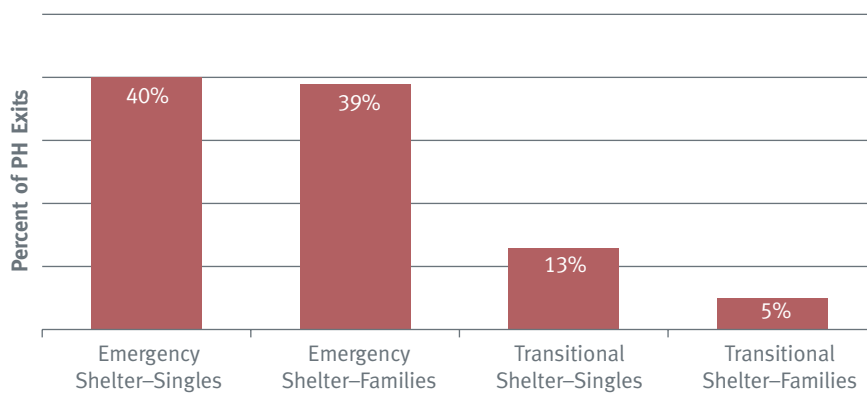
**Figure 12**  
Exit Destination Rates, FY 2012



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

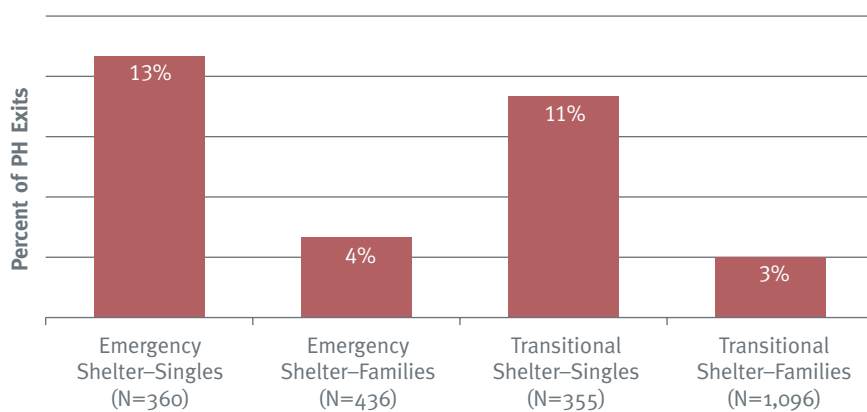
	Emergency Shelter		Transitional Housing	
	Singles	Persons in Families	Singles	Persons in Families
Rented or owned housing without subsidy	6%	8%	19%	25%
Rented or owned housing with subsidy	2%	5%	9%	15%
Staying with family or friends, permanent tenure	6%	9%	16%	20%
Permanent housing for formerly homeless 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%
<b>Total Number of People Exited</b>	<b>2,034</b>	<b>1,747</b>	<b>803</b>	<b>2,422</b>
<b>Total Number of People Served</b>	<b>2,325</b>	<b>1,917</b>	<b>1,123</b>	<b>4,130</b>

**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

<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, 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> 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.

<sup>3</sup> 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.

<sup>4</sup> 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.

<sup>5</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, 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.

<sup>6</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>7</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 friend's room, apartment, or house.

<sup>8</sup> 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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