# HOMELESS SERVICE UTILIZATION REPORT

HAWAI‘I 2013

CENTER ON THE FAMILY

HAWAI'I kids count

# OVERVIEW

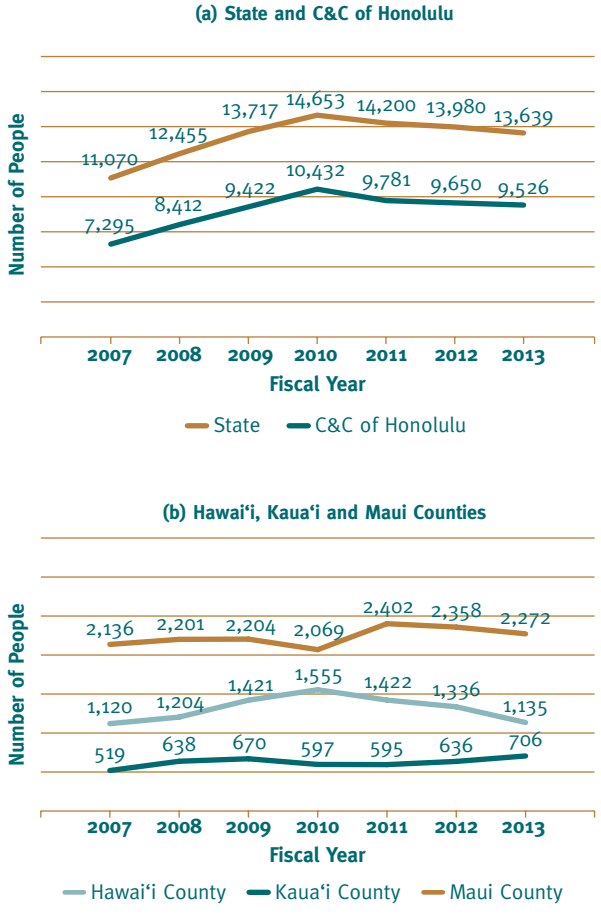
Homelessness is a complex issue requiring continuous and coordinated resources and services in order to meet the needs of those who find themselves without shelter. Traditionally, homeless service programs have utilized a "housing readiness" approach in which the homeless individuals or families make progress toward obtaining independent permanent housing through the various levels of programs, e.g., moving from street outreach to an emergency shelter, then to a transitional housing program, and then to permanent housing. Hawai'i's approach to ending homelessness has recently shifted to include a focus on first helping the individuals or families experiencing chronic homelessness to obtain stable housing, then later addressing other issues that contributed to their homelessness. There is also a greater focus on homelessness prevention and rapid rehousing. Support and wrap-around services are essential components to ending homelessness in Hawai'i. Over the past year, there have been some improvements in the length of time clients remain in shelter programs, and in moving clients into permanent housing. Given the income levels of the individuals and families served by these programs, however, the availability of low-income affordable housing is also critical to the homelessness solution.

The following 2013 *Homeless Service Utilization Report* is the eighth 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). This report aims to inform decision making and actions on issues related to homelessness in Hawai'i.

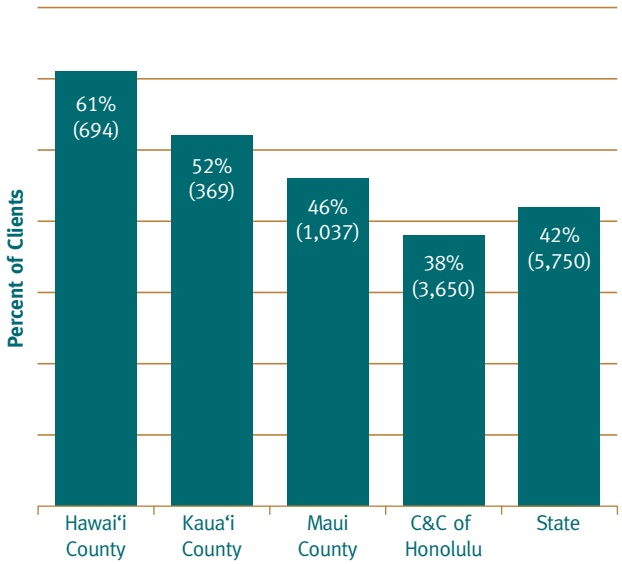
In the 2013 fiscal year, the state allotted $15.8 million to support homeless program services. A large share (86%) of the funds supported shelter programs, and 14% of funds supported outreach program services. Nearly three-quarters (73%) of funds supported programs in the City and County of Honolulu, followed by Maui County (14%), Hawai'i County (11%) and Kaua'i County (3%). These programs were also supported by more than 3.3 million federal funding and $565,000 county funding. Shelter programs provided a total of 3,946 beds, with the majority of these (64%) in transitional shelters. Note that these programs and public resources do not represent all homeless related services and funding.

A total of 13,639 individuals received Shelter and Outreach Program services during the 2013 fiscal year. This number represents an unduplicated count of individuals who experienced homelessness and received shelter and/or outreach services at some point during the period between July 1, 2012, and June 30, 2013. After several years of sharp increases, the total number of clients served by these programs dropped for the third consecutive year, and by 2.4% since 2012. Forty-two percent (42%) of those who received services were "new clients," i.e., individuals who received services but had no prior intake recorded in the system, dating back to July 1, 2006.

## Figure 1
## Homeless Service Clients, FY 2007–2013




## Figure 2
## New Homeless Service Clients, FY 2013




*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 who 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. Domestic violence shelters do not enter data into HMIS, and therefore, are not included in this report. Data on individuals and households were collected from adults who identified themselves as head of household and provided information about themselves and their family members, where applicable.

The most current data from the 2013 fiscal year (July 1, 2012 – June 30, 2013) 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, unless stated otherwise.
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 overestimation, 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. There are other community and faith-based organizations that provide food, shelter, clothing, and other support to the homeless, 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. 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 2013 report with previous Homeless Service Utilization Reports should also be made with caution due to the different methodologies used for determining cases for the sample. Please review the publications at www.uhfamily.hawaii.edu for descriptions of the samples and methodology.

Despite these limitations, the data contained in this report are the best and most current available on individuals and families in Hawai'i who utilize shelter and/or outreach services for the homeless and whose data were entered into the HMIS.

### Table 1 State Funding for Homeless Services

| | Hawai'i County | Kaua'i County | Maui County | C&C of Honolulu | Total |
|---|---|---|---|---|---|
| Emergency Shelter | 36% | 22% | 44% | 37% | 37% |
| Transitional Shelter | 28% | 60% | 36% | 54% | 49% |
| Outreach Program | 36% | 18% | 20% | 9% | 14% |
| **Total Amount** | **$ 1,694,978** | **$ 417,649** | **$ 2,148,330** | **$ 11,556,226** | **$ 15,817,183** |

### Table 2 Number of Shelter Beds

| | Hawai'i County | Kaua'i County | Maui County | C&C of Honolulu | Total |
|---|---|---|---|---|---|
| Emergency Shelter | 103 | 21 | 233 | 1,055 | 1,412 |
| Transitional Shelter | 148 | 90 | 183 | 2,113 | 2,534 |
| **Total Amount** | **251** | **111** | **416** | **3,168** | **3,946** |

*Note: Domestic violence shelters are not included as they do not enter data into the HMIS. The funding and the number of beds for "emergency/transitional" shelter type were divided equally and added into the emergency and transitional categories.*

# DEMOGRAPHIC PROFILE OF HOMELESS SERVICE CLIENTS

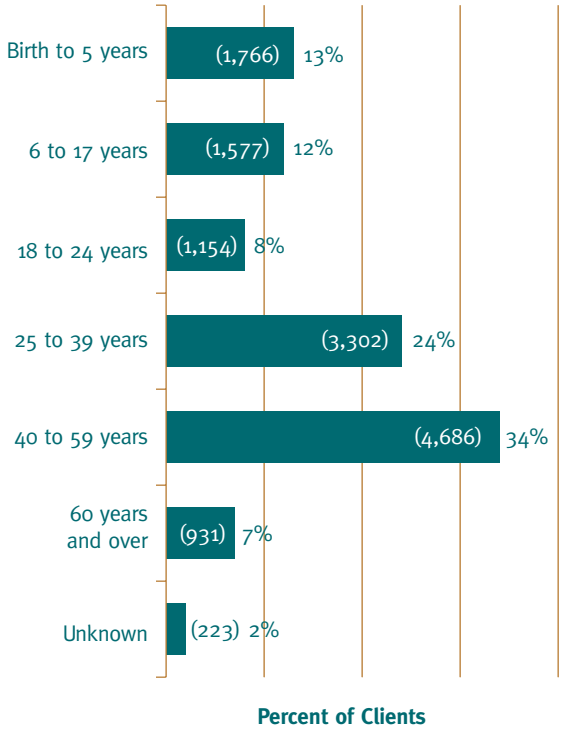
The large majority (70%) of the 13,639 individuals who received Shelter and/or Outreach program services in the 2013 fiscal year were served in the City and County of Honolulu, followed by Maui County (17%), Hawai'i County (8%), and Kaua'i County (5%). Over half (54%) of clients received Outreach Program services, nearly two-thirds (64%) received Shelter Program services, and 18% were served by both programs (though not concurrently). Nearly half (49%) of the 8,699 clients who accessed Shelter Program services utilized emergency shelter services, 62% utilized transitional shelter services, and 11% received both types of services at different points throughout the period examined. Compared to the state and other counties, Maui County had the largest share of clients served by multiple types of programs, with 27% of clients served by both the Outreach and Shelter Programs, and 30% of Shelter Program clients utilizing both emergency shelter and transitional housing services.

## Table 3 Number of Homeless Individuals Served by Program Type, FY 2013

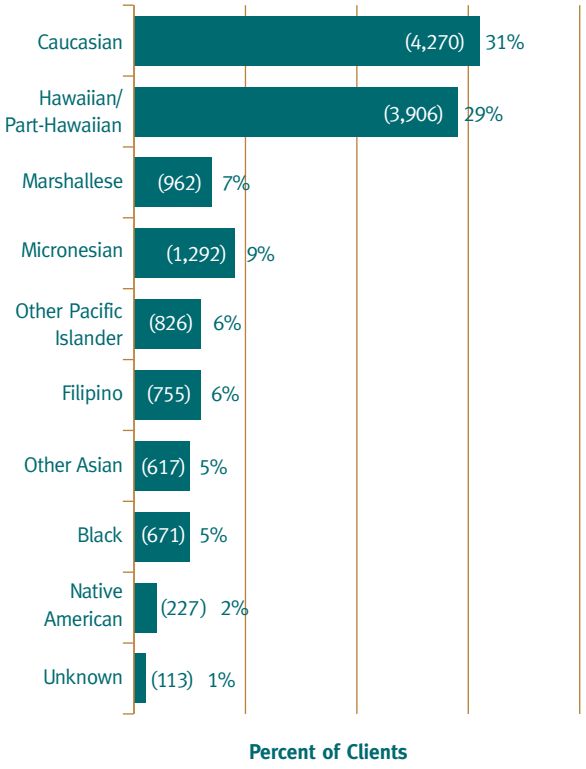
| | Hawai'i County | Kaua'i County | Maui County | C&C of Honolulu | State |
|---|---|---|---|---|---|
| **Homeless Programs Total** | **1,135** | **706** | **2,272** | **9,526** | **13,639** |
| Outreach | 73% | 59% | 58% | 51% | 54% |
| Shelter | 50% | 49% | 69% | 65% | 64% |
| **Shelter Program Total** | **565** | **343** | **1,557** | **6,234** | **8,699** |
| Emergency | 63% | 66% | 84% | 38% | 49% |
| Transitional | 41% | 46% | 46% | 69% | 62% |

*Note: The total percentage of subcategories that exceeds 100% represents the percentage of clients who were served by both types of programs during the reporting period.*

## Figure 3 Age

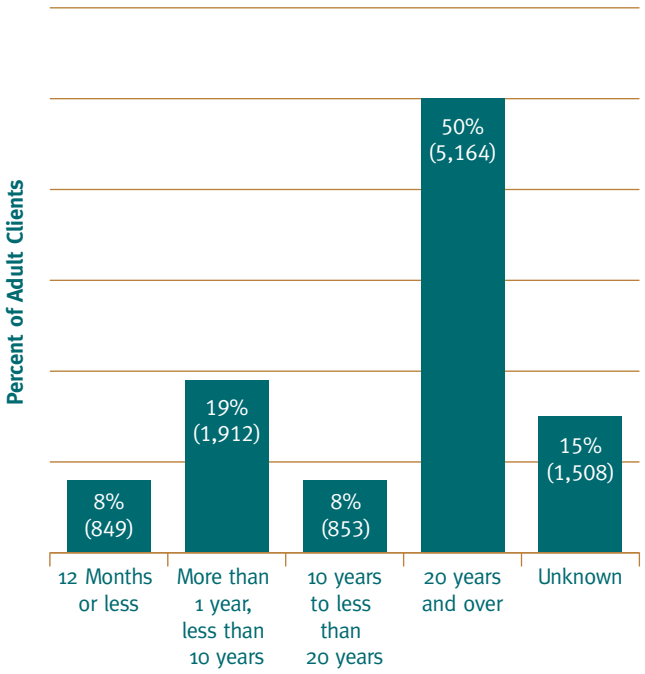



## Figure 4 Ethnicity[1]

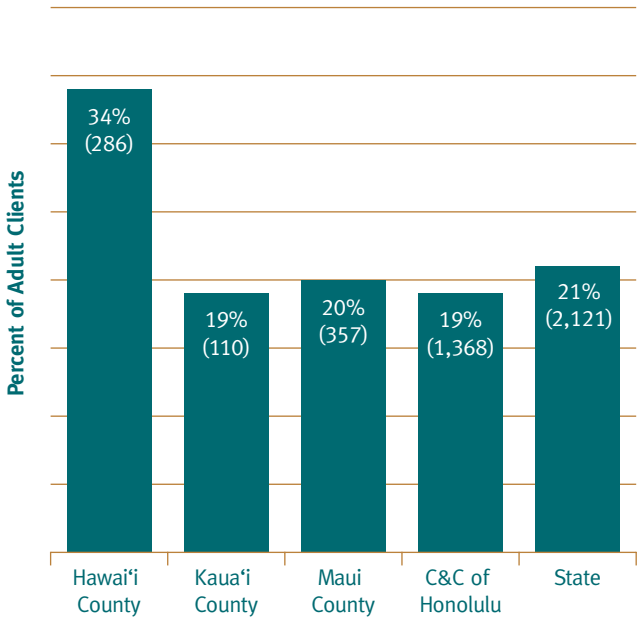


Of all clients served, 58% were males. Children under 18 years of age comprised a quarter of the client population, with young adults between 18 and 24 years accounting for another 8%. Nearly a quarter (24%) of the client population was between 25 and 39 years of age, and over a third (34%) was between 40 to 59 years old. Caucasians and Hawaiians/part-Hawaiians represented nearly two-thirds of the client population (31% and 29%, respectively). Half of the adult clients served were lifetime or longtime residents of Hawai'i, and another 8% for at least 10 years. Less than a tenth of adult clients served have lived in the state for 12 months or less. About one-fifth (21%) of the adult client population experienced chronic homelessness. Hawai'i County had the largest share of chronic homeless clients (34%), with the City and County of Honolulu and Kaua'i County having the smallest (19% each). The large majority of the 8,974 households served were single individuals or couples with no children (81% and 2%, respectively), while a smaller share were single-parent (7%) and two-parent (9%) households with at least one minor.

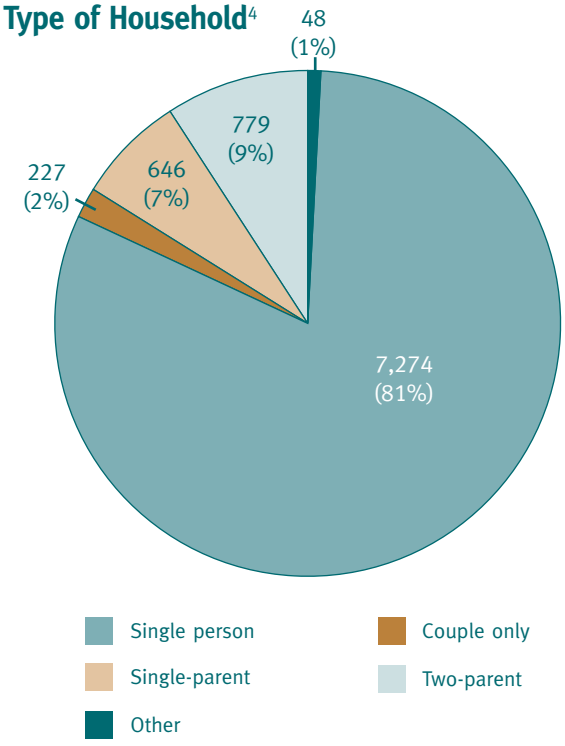
## Figure 5
## Hawai'i Residency[2]




## Figure 6
## Chronic Homelessness[3]




## Figure 7
## Type of Household[4]



# Shelter Program Clients

The following table presents demographic data on the 8,699 individuals (unduplicated count) who utilized Shelter Program services during the 2013 fiscal year. The majority (55%) of the clients were male, over a third (34%) were children under the age of 18, and the two largest ethnic groups represented were Hawaiians/part-Hawaiians (28%) and Caucasians (25%). The large majority (80%) of clients were U.S. citizens. Seventy percent of the adult client population was unemployed, and a similar share had a high school diploma/GED (49%) or less (26%). About half were (48%) lifetime or longtime residents of Hawai'i, and 8% reporting living in Hawai'i for at least 10 years. Veterans represented 11% of the adults served. Chronic homeless clients accounted for 17% of the adult population. Nearly three-quarters (72%) of the 4,720 households served were single individuals or couples without children, while over a quarter were single-parent (12%) or two-parent (15%) households with minor children. Among the households served, half reported that the current homeless episode was the first time, 41% indicated being homeless for less than one month, and 43% reported being unsheltered prior to receiving Shelter Program services.

## Table 4 Shelter Program Clients, FY 2013

| | Hawai'i County | | Kaua'i County | | Maui County | | C&C of Honolulu | | Total | |
|---|---|---|---|---|---|---|---|---|---|---|
| | # | % | # | % | # | % | # | % | # | % |
| **ALL INDIVIDUALS** | | | | | | | | | | |
| **Total** | **565** | **100%** | **343** | **100%** | **1,557** | **100%** | **6,234** | **100%** | **8,699** | **100%** |
| **Gender** | | | | | | | | | | |
| Male | 299 | 53% | 164 | 48% | 868 | 56% | 3,426 | 55% | 4,757 | 55% |
| Female | 265 | 47% | 179 | 52% | 689 | 44% | 2,775 | 45% | 3,908 | 45% |
| Other/Unknown | 1 | 0% | 0 | 0% | 0 | 0% | 33 | 1% | 34 | 0% |
| **Age** | | | | | | | | | | |
| Birth to 5 years | 102 | 18% | 42 | 12% | 264 | 17% | 1,142 | 18% | 1,550 | 18% |
| 6 to 17 years | 89 | 16% | 50 | 15% | 196 | 13% | 1,035 | 17% | 1,370 | 16% |
| 18 to 24 years | 45 | 8% | 47 | 14% | 133 | 9% | 526 | 8% | 751 | 9% |
| 25 to 39 years | 133 | 24% | 89 | 26% | 414 | 27% | 1,487 | 24% | 2,123 | 24% |
| 40 to 59 years | 160 | 28% | 89 | 26% | 450 | 29% | 1,668 | 27% | 2,367 | 27% |
| 60 years and over | 35 | 6% | 25 | 7% | 97 | 6% | 341 | 5% | 498 | 6% |
| Unknown | 1 | 0% | 1 | 0% | 3 | 0% | 35 | 1% | 40 | 0% |
| **Ethnicity**[1] | | | | | | | | | | |
| Caucasian | 201 | 36% | 119 | 35% | 625 | 40% | 1,192 | 19% | 2,137 | 25% |
| Hawaiian/part-Hawaiian | 124 | 22% | 83 | 24% | 374 | 24% | 1,863 | 30% | 2,444 | 28% |
| Marshallese | 54 | 10% | 51 | 15% | 126 | 8% | 666 | 11% | 897 | 10% |
| Micronesian | 53 | 9% | 4 | 1% | 111 | 7% | 951 | 15% | 1,119 | 13% |
| Other Pacific Islander | 25 | 4% | 3 | 1% | 42 | 3% | 535 | 9% | 605 | 7% |
| Filipino | 25 | 4% | 40 | 12% | 97 | 6% | 307 | 5% | 469 | 5% |
| Other Asian | 22 | 4% | 14 | 4% | 55 | 4% | 284 | 5% | 375 | 4% |
| Black | 36 | 6% | 18 | 5% | 87 | 6% | 314 | 5% | 455 | 5% |
| Native American | 18 | 3% | 8 | 2% | 40 | 3% | 65 | 1% | 131 | 2% |
| Unknown | 7 | 1% | 3 | 1% | 0 | 0% | 57 | 1% | 67 | 1% |
| **Citizenship Status**[5] | | | | | | | | | | |
| U.S. citizen | 492 | 87% | 289 | 84% | 1,383 | 89% | 4,826 | 77% | 6,990 | 80% |
| U.S. national | 4 | 1% | 3 | 1% | 0 | 0% | 115 | 2% | 122 | 1% |
| Non-U.S. citizen | 12 | 2% | 5 | 1% | 25 | 2% | 91 | 1% | 133 | 2% |
| Compact of Free Association | 55 | 10% | 42 | 12% | 147 | 9% | 1089 | 17% | 1,333 | 15% |
| Unknown | 2 | 0% | 4 | 1% | 2 | 0% | 113 | 2% | 121 | 1% |

## Table 4 Shelter Program Clients, FY 2013 (continued)

| | Hawai'i County | | Kaua'i County | | Maui County | | C&C of Honolulu | | Total | |
|---|---|---|---|---|---|---|---|---|---|---|
| | # | % | # | % | # | % | # | % | # | % |
| **ADULTS – 18 YEARS & OLDER** | | | | | | | | | | |
| **Total** | **374** | **100%** | **251** | **100%** | **1,097** | **100%** | **4,051** | **100%** | **5,773** | **100%** |
| **Employment Status** | | | | | | | | | | |
| Unemployed | 323 | 86% | 168 | 67% | 756 | 69% | 2,804 | 69% | 4,051 | 70% |
| Employed part time | 41 | 11% | 51 | 20% | 177 | 16% | 539 | 13% | 808 | 14% |
| Employed full time | 10 | 3% | 26 | 10% | 164 | 15% | 533 | 13% | 733 | 13% |
| Unknown | 0 | 0% | 6 | 2% | 0 | 0% | 175 | 4% | 181 | 3% |
| **Educational Attainment** | | | | | | | | | | |
| Less than high school diploma | 114 | 30% | 57 | 23% | 234 | 21% | 1,075 | 27% | 1,480 | 26% |
| High school diploma/GED | 168 | 45% | 139 | 55% | 597 | 54% | 1,926 | 48% | 2,830 | 49% |
| Some college or more | 86 | 23% | 49 | 20% | 260 | 24% | 856 | 21% | 1,251 | 22% |
| Unknown | 6 | 2% | 6 | 2% | 6 | 1% | 194 | 5% | 212 | 4% |
| **Hawai'i Residency**[2] | | | | | | | | | | |
| 12 months or less | 27 | 7% | 26 | 10% | 132 | 12% | 297 | 7% | 482 | 8% |
| More than 1 year, less than 10 years | 85 | 23% | 68 | 27% | 246 | 22% | 934 | 23% | 1,333 | 23% |
| 10 years to less than 20 years | 41 | 11% | 21 | 8% | 101 | 9% | 277 | 7% | 440 | 8% |
| 20 years and over | 172 | 46% | 112 | 45% | 482 | 44% | 1,995 | 49% | 2,761 | 48% |
| Unknown | 49 | 13% | 24 | 10% | 136 | 12% | 548 | 14% | 757 | 13% |
| **Veteran Status** | | | | | | | | | | |
| Yes | 29 | 8% | 11 | 4% | 89 | 8% | 502 | 12% | 631 | 11% |
| No/Unknown | 345 | 92% | 240 | 96% | 1,008 | 92% | 3,549 | 88% | 5,142 | 89% |
| **Chronic Homelessness**[3] | | | | | | | | | | |
| Yes | 102 | 27% | 31 | 12% | 190 | 17% | 638 | 16% | 961 | 17% |
| No/Unknown | 272 | 73% | 220 | 88% | 907 | 83% | 3,413 | 84% | 4,812 | 83% |
| **HOUSEHOLDS** | | | | | | | | | | |
| **Total** | **315** | **100%** | **202** | **100%** | **1,010** | **100%** | **3,193** | **100%** | **4,720** | **100%** |
| **Type of Household**[4] | | | | | | | | | | |
| Single person | 226 | 72% | 143 | 71% | 777 | 77% | 2,165 | 68% | 3,311 | 70% |
| Couple only | 2 | 1% | 10 | 5% | 4 | 0% | 82 | 3% | 98 | 2% |
| Single-parent | 41 | 13% | 17 | 8% | 155 | 15% | 343 | 11% | 556 | 12% |
| Two-parent | 44 | 14% | 30 | 15% | 71 | 7% | 574 | 18% | 719 | 15% |
| Other | 2 | 1% | 2 | 1% | 3 | 0% | 29 | 1% | 36 | 1% |
| **First Homeless Episode** | | | | | | | | | | |
| Yes | 134 | 43% | 109 | 54% | 497 | 49% | 1,603 | 50% | 2,343 | 50% |
| No/Unknown | 181 | 57% | 93 | 46% | 513 | 51% | 1,590 | 50% | 2,377 | 50% |
| **Length of Homelessness**[6] | | | | | | | | | | |
| 1 day or less | 33 | 10% | 41 | 20% | 313 | 31% | 695 | 22% | 1,082 | 23% |
| 2 days to < 1 months | 82 | 26% | 45 | 22% | 214 | 21% | 529 | 17% | 870 | 18% |
| 1 to 11 months | 120 | 38% | 76 | 38% | 300 | 30% | 1,068 | 33% | 1,564 | 33% |
| 1 to 2 years | 40 | 13% | 19 | 9% | 91 | 9% | 357 | 11% | 507 | 11% |
| 3 years or more | 21 | 7% | 19 | 9% | 80 | 8% | 241 | 8% | 361 | 8% |
| Unknown | 19 | 6% | 2 | 1% | 12 | 1% | 303 | 9% | 336 | 7% |
| **Prior Residence**[7] | | | | | | | | | | |
| Unsheltered | 205 | 65% | 93 | 46% | 385 | 38% | 1,362 | 43% | 2,045 | 43% |
| Sheltered settings | 69 | 22% | 36 | 18% | 464 | 46% | 968 | 30% | 1,537 | 33% |
| Rental/own housing or doubled up | 23 | 7% | 32 | 16% | 144 | 14% | 601 | 19% | 800 | 17% |
| Other/Unknown | 18 | 6% | 41 | 20% | 17 | 2% | 262 | 8% | 338 | 7% |

# Outreach Program Clients

The following presents demographic data on the 7,415 individuals (unduplicated count) who utilized Outreach Program services during the 2013 fiscal year. The client population was primarily comprised of males (62%) and adults over the age of 18 (88%). The two largest ethnic groups represented were Caucasians (41%) and Hawaiians/part-Hawaiians (29%). The large majority (86%) of clients served were U.S. citizens. Over three-quarters (79%) of the adult client population was unemployed, and a nearly similar share had a high school diploma/GED (50%) or less (21%).

Over half (51%) of adult clients reported living in Hawai'i for at least 20 years, with another 9% reporting residency of at least 10 years. One-tenth of the adult clients were veterans, and a quarter had experienced chronic homelessness. Most of the 6,074 households that utilized Outreach Program services were single individuals or couples without children (93%). Forty-five percent of households served experienced homelessness for the first time, 21% reported being homeless for less than one month, and 82% were unsheltered prior to receiving Outreach Program services in the 2013 fiscal year.

## Table 5 Outreach Program Clients, FY 2013

| | Hawai'i County | | Kaua'i County | | Maui County | | C&C of Honolulu | | Total | |
|---|---|---|---|---|---|---|---|---|---|---|
| | # | % | # | % | # | % | # | % | # | % |
| **ALL INDIVIDUALS** | | | | | | | | | | |
| **Total** | **832** | **100%** | **418** | **100%** | **1,328** | **100%** | **4,837** | **100%** | **7,415** | **100%** |
| **Gender**[3] | | | | | | | | | | |
| Male | 447 | 54% | 253 | 61% | 875 | 66% | 3,051 | 63% | 4,626 | 62% |
| Female | 382 | 46% | 164 | 39% | 453 | 34% | 1,758 | 36% | 2,757 | 37% |
| Other/Unknown | 3 | 0% | 1 | 0% | 0 | 0% | 28 | 1% | 32 | 0% |
| **Age** | | | | | | | | | | |
| Birth to 5 years | 89 | 11% | 21 | 5% | 39 | 3% | 281 | 6% | 430 | 6% |
| 6 to 17 years | 93 | 11% | 32 | 8% | 56 | 4% | 274 | 6% | 455 | 6% |
| 18 to 24 years | 86 | 10% | 55 | 13% | 104 | 8% | 370 | 8% | 615 | 8% |
| 25 to 39 years | 211 | 25% | 100 | 24% | 349 | 26% | 1,175 | 24% | 1,835 | 25% |
| 40 to 59 years | 291 | 35% | 170 | 41% | 641 | 48% | 2,165 | 45% | 3,267 | 44% |
| 60 years and over | 57 | 7% | 38 | 9% | 133 | 10% | 394 | 8% | 622 | 8% |
| Unknown | 5 | 1% | 2 | 0% | 6 | 0% | 178 | 4% | 191 | 3% |
| **Ethnicity**[1] | | | | | | | | | | |
| Caucasian | 363 | 44% | 188 | 45% | 746 | 56% | 1,748 | 36% | 3,045 | 41% |
| Hawaiian/part-Hawaiian | 243 | 29% | 153 | 37% | 297 | 22% | 1,447 | 30% | 2,140 | 29% |
| Marshallese | 42 | 5% | 2 | 0% | 9 | 1% | 137 | 3% | 190 | 3% |
| Micronesian | 24 | 3% | 1 | 0% | 21 | 2% | 281 | 6% | 327 | 4% |
| Other Pacific Islander | 27 | 3% | 9 | 2% | 17 | 1% | 298 | 6% | 351 | 5% |
| Filipino | 29 | 3% | 24 | 6% | 75 | 6% | 276 | 6% | 404 | 5% |
| Other Asian | 31 | 4% | 20 | 5% | 44 | 3% | 257 | 5% | 352 | 5% |
| Black | 41 | 5% | 12 | 3% | 79 | 6% | 263 | 5% | 395 | 5% |
| Native American | 23 | 3% | 9 | 2% | 38 | 3% | 85 | 2% | 155 | 2% |
| Unknown | 9 | 1% | 0 | 0% | 2 | 0% | 45 | 1% | 56 | 1% |
| **Citizenship Status**[5] | | | | | | | | | | |
| U.S. citizen | 766 | 92% | 410 | 98% | 1,267 | 95% | 3,934 | 81% | 6,377 | 86% |
| U.S. national | 4 | 0% | 1 | 0% | 5 | 0% | 70 | 1% | 80 | 1% |
| Non-U.S. citizen | 10 | 1% | 2 | 0% | 25 | 2% | 75 | 2% | 112 | 2% |
| Compact of Free Association | 46 | 6% | 4 | 1% | 22 | 2% | 343 | 7% | 415 | 6% |
| Unknown | 6 | 1% | 1 | 0% | 9 | 1% | 415 | 9% | 431 | 6% |

## Table 5 Outreach Program Clients, FY 2013 (continued)

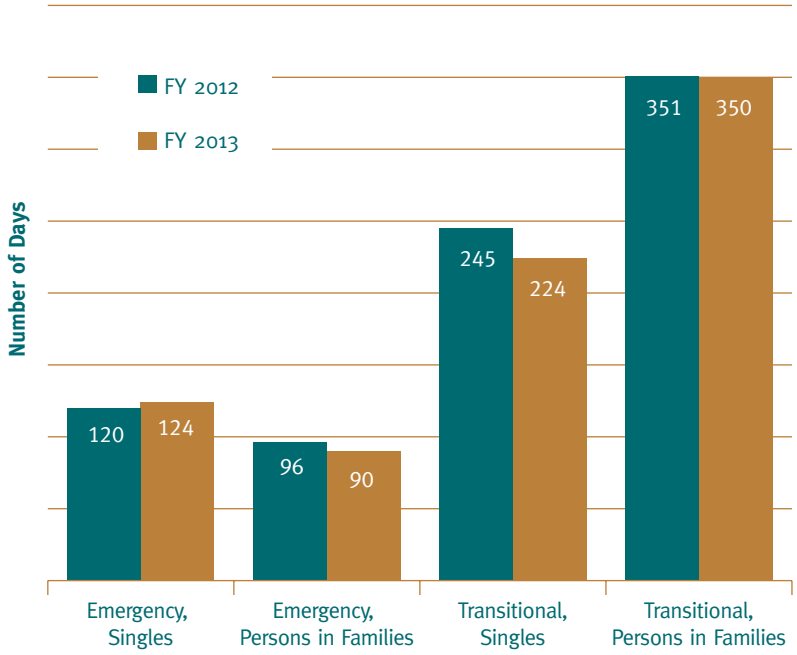
| | Hawai'i County | | Kaua'i County | | Maui County | | C&C of Honolulu | | Total | |
|---|---|---|---|---|---|---|---|---|---|---|
| | # | % | # | % | # | % | # | % | # | % |
| **ADULTS – 18 YEARS & OLDER** | | | | | | | | | | |
| **Total** | **650** | **100%** | **365** | **100%** | **1,233** | **100%** | **4,278** | **100%** | **6,526** | **100%** |
| **Employment Status** | | | | | | | | | | |
| Unemployed | 575 | 88% | 318 | 87% | 1,081 | 88% | 3,151 | 74% | 5,125 | 79% |
| Employed part time | 54 | 8% | 34 | 9% | 114 | 9% | 323 | 8% | 525 | 8% |
| Employed full time | 12 | 2% | 12 | 3% | 30 | 2% | 118 | 3% | 172 | 3% |
| Unknown | 9 | 1% | 1 | 0% | 8 | 1% | 686 | 16% | 704 | 11% |
| **Educational Attainment** | | | | | | | | | | |
| Less than high school diploma | 215 | 33% | 101 | 28% | 267 | 22% | 808 | 19% | 1,391 | 21% |
| High school diploma/GED | 348 | 54% | 159 | 44% | 604 | 49% | 2,121 | 50% | 3,232 | 50% |
| Some college or more | 83 | 13% | 102 | 28% | 348 | 28% | 629 | 15% | 1,162 | 18% |
| Unknown | 4 | 1% | 3 | 1% | 14 | 1% | 720 | 17% | 741 | 11% |
| **Hawai'i Residency**[2] | | | | | | | | | | |
| 12 months or less | 75 | 12% | 28 | 8% | 166 | 13% | 316 | 7% | 585 | 9% |
| More than 1 year, less than 10 years | 135 | 21% | 57 | 16% | 243 | 20% | 544 | 13% | 979 | 15% |
| 10 years to less than 20 years | 69 | 11% | 35 | 10% | 131 | 11% | 328 | 8% | 563 | 9% |
| 20 years and over | 305 | 47% | 227 | 62% | 535 | 43% | 2,281 | 53% | 3,348 | 51% |
| Unknown | 66 | 10% | 18 | 5% | 158 | 13% | 809 | 19% | 1,051 | 16% |
| **Veteran Status** | | | | | | | | | | |
| Yes | 73 | 11% | 34 | 9% | 122 | 10% | 443 | 10% | 672 | 10% |
| No/Unknown | 577 | 89% | 331 | 91% | 1,111 | 90% | 3,835 | 90% | 5,854 | 90% |
| **Chronic Homelessness**[3] | | | | | | | | | | |
| Yes | 238 | 37% | 90 | 25% | 312 | 25% | 966 | 23% | 1,606 | 25% |
| No/Unknown | 412 | 63% | 275 | 75% | 921 | 75% | 3,312 | 77% | 4,920 | 75% |
| **HOUSEHOLDS** | | | | | | | | | | |
| **Total** | **567** | **100%** | **346** | **100%** | **1,209** | **100%** | **3,952** | **100%** | **6,074** | **100%** |
| **Type of Household**[4] | | | | | | | | | | |
| Single person | 440 | 78% | 315 | 91% | 1,136 | 94% | 3,576 | 90% | 5,467 | 90% |
| Couple only | 33 | 6% | 7 | 2% | 21 | 2% | 124 | 3% | 185 | 3% |
| Single-parent | 57 | 10% | 12 | 3% | 47 | 4% | 98 | 2% | 214 | 4% |
| Two-parent | 33 | 6% | 12 | 3% | 3 | 0% | 141 | 4% | 189 | 3% |
| Other | 4 | 1% | 0 | 0% | 2 | 0% | 13 | 0% | 19 | 0% |
| **First Homeless Episode** | | | | | | | | | | |
| Yes | 245 | 43% | 129 | 37% | 640 | 53% | 1,693 | 43% | 2,707 | 45% |
| No/Unknown | 322 | 57% | 217 | 63% | 569 | 47% | 2,259 | 57% | 3,367 | 55% |
| **Length of Homelessness**[6] | | | | | | | | | | |
| 1 day or less | 9 | 2% | 8 | 2% | 58 | 5% | 101 | 3% | 176 | 3% |
| 2 days to < 1 months | 145 | 26% | 71 | 21% | 242 | 20% | 649 | 16% | 1,107 | 18% |
| 1 to 11 months | 224 | 40% | 152 | 44% | 446 | 37% | 1,345 | 34% | 2,167 | 36% |
| 1 to 2 years | 76 | 13% | 62 | 18% | 193 | 16% | 545 | 14% | 876 | 14% |
| 3 years or more | 74 | 13% | 46 | 13% | 245 | 20% | 687 | 17% | 1,052 | 17% |
| Unknown | 39 | 7% | 7 | 2% | 25 | 2% | 625 | 16% | 696 | 11% |
| **Prior Residence**[7] | | | | | | | | | | |
| Unsheltered | 403 | 71% | 342 | 99% | 1,029 | 85% | 3,197 | 81% | 4,971 | 82% |
| Sheltered settings | 62 | 11% | 2 | 1% | 103 | 9% | 308 | 8% | 475 | 8% |
| Rental/own housing or doubled up | 61 | 11% | 0 | 0% | 69 | 6% | 369 | 9% | 499 | 8% |
| Other/Unknown | 41 | 7% | 2 | 1% | 8 | 1% | 78 | 2% | 129 | 2% |

# SHELTER PROGRAM UTILIZATION

## Length of Stay

The average length of stay for clients utilizing Shelter Program services varied by household type and type of shelter service. Single individuals who utilized emergency shelter services stayed an average of 124 days (slightly higher than the 2012 average of 120 days), while those accessing transitional shelter services stayed an average of 224 days (a decrease from the 2012 average of 245). Those accessing emergency shelter services as a family group stayed an average of 90 days, slightly lower than the 2012 average of 96 days. The length of stay in a transitional shelter for families remained relatively unchanged over the past year, with families staying an average of 350 days in such shelters. 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 8**
**Average Length of Stay by Program and Household Types, FY 2012 and FY 2013**

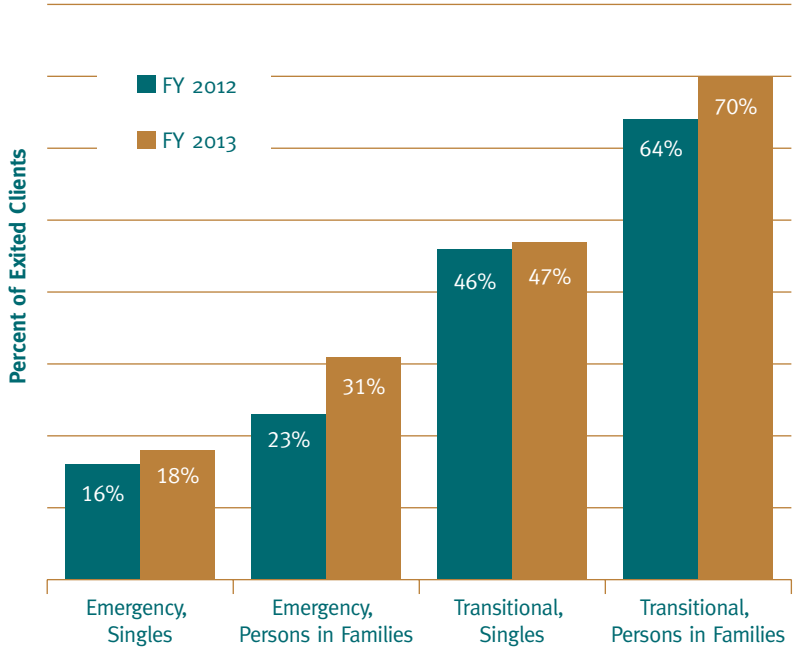



## Exit Destination

Rates of permanent housing exits improved since the 2012 fiscal year, with increases in the share of individuals and families in both service categories exiting to permanent housing. Families exiting emergency and transitional shelters had higher rates of exit to permanent housing compared to their single counterparts. Nearly a third (31%) of families exited emergency shelters to permanent housing, compared to 18% of singles; and 70% of families versus 47% of singles exited transitional shelters to permanent housing in the 2013 fiscal year.

*Note: Data is based on an unduplicated count of individuals for each of the four categories of program type by household type. Individuals were counted in each category, of which they had at least one exit record during the reporting period.*

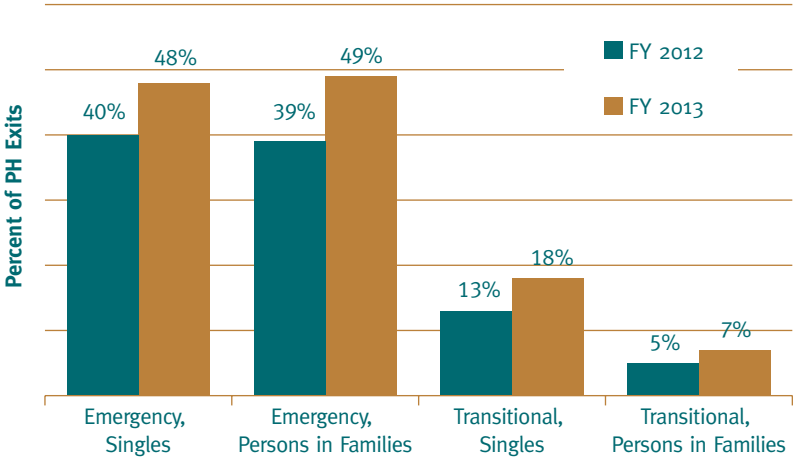
**Figure 9**
**Rates of Permanent Housing Exits by Program and Household Types, FY 2012 and FY 2013**



## Table 6 Exit Destination by Program and Household Type, FY 2013

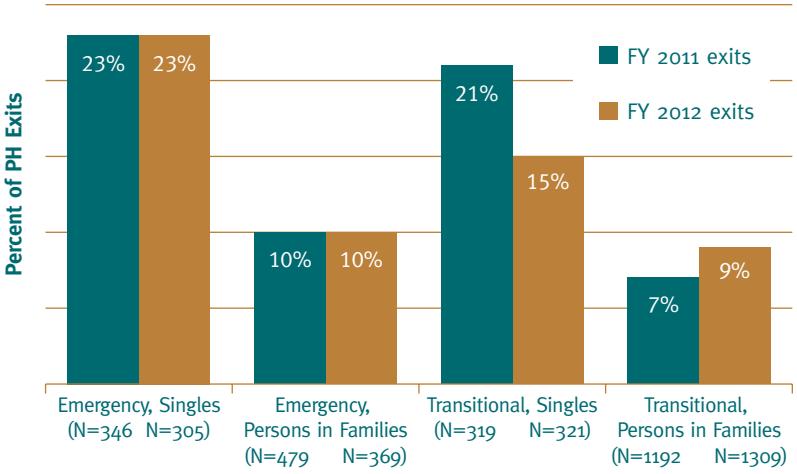
| | Emergency Shelter | | Transitional Housing | |
|---|---|---|---|---|
| | Singles | Persons in Families | Singles | Persons in Families |
| Rented or owned housing without subsidy | 7% | 10% | 18% | 23% |
| Rented or owned housing with subsidy | 3% | 8% | 7% | 22% |
| Staying with family or friends, permanent tenure | 7% | 11% | 16% | 22% |
| Permanent housing for formerly homeless persons | 1% | 1% | 6% | 3% |
| Transitional shelter | 13% | 38% | 2% | 2% |
| Emergency shelter | 1% | 2% | 3% | 2% |
| Place not meant for human habitation | 26% | 2% | 5% | 2% |
| Institutions | 3% | 0% | 4% | 0% |
| Other | 8% | 6% | 20% | 18% |
| Unknown | 30% | 21% | 19% | 6% |
| **Total Number of Clients Exited** | **1,827** | **1,536** | **727** | **2,141** |
| **Percent of Clients Exited** | **74%** | **82%** | **61%** | **51%** |
| **Total Number of Clients Served** | **2,455** | **1,879** | **1,199** | **4,210** |

## Figure 10
## Rates of Permanent Housing Exits in Less Than 60 Days of Service, FY 2012 and FY 2013




Rates of permanent housing exits in less than 60 days of service have also improved since 2012. Of those exiting shelter services to permanent housing in 2013, nearly equal shares of singles and families (48% and 49%, respectively) who utilized emergency shelter services exited in less than 60 days, while a smaller share of singles (18%) and families (7%) in transitional shelters exited in this time frame.

## Figure 11
## Rates of Returns to Homeless Service Programs in Less Than 12 Months Since Exiting to Permanent Housing, FY 2011 and FY 2012 Exits




Rates of returns to homeless service programs within a year of exiting to permanent housing varied by household type and type of shelter program utilized. Recidivism rates did not change for those who utilized emergency shelters between the 2011 and 2012 fiscal years, with a larger share of single individuals (23%) than families (10%) returning for services. The recidivism rate decreased for single individuals who utilized transitional shelters during the period examined, and increased for families; however, a larger share of singles (15%) returned for services compared to families (9%).

# Income and Benefits

Over half (51%) of all households that exited emergency shelter services in 2013 reported income at intake, and over three-quarters (77%) of those exiting transitional shelter services did so at intake. The share of households reporting income increased at the point of exit from emergency shelters in Hawai'i, Kaua'i and Maui Counties combined, with 58% of households reporting income (versus 53%). The share of transitional shelter households reporting income at exit similarly increased in the City and County of Honolulu (from 74% at intake to 81% at exit), with the increase found among single and two-person households.

Jobs were a major source of income. Of households who reported income, 26% in the City and County of Honolulu and 31% in the combined neighboring counties had earned income at intake, with the share increasing to 33% and 40%, respectively, at exit. The finding was similar for households exiting transitional shelters who reported income, with 49% of those served in the City and County of Honolulu reporting earned income at intake compared to 55% at exit, and 52% of those served in other counties reporting such income at intake versus 58% at exit.

The share of households receiving non-cash benefits remained relatively unchanged between the two points in time for most benefit categories, with the greatest increases seen in: Medicaid among emergency shelter households served in the other counties and transitional shelter households in the City and County of Honolulu; and VA Medical Services among transitional shelter households in the City and County of Honolulu.

## Table 7 Income and Benefits at Intake VS. Exit, Exiting Households FY 2013

| | EMERGENCY SHELTER | | | | TRANSITIONAL SHELTER | | | |
|---|---|---|---|---|---|---|---|---|
| | C&C of Honolulu | | Other Counties | | C&C of Honolulu | | Other Counties | |
| | Intake | Exit | Intake | Exit | Intake | Exit | Intake | Exit |
| **Number of Exiting Households** | **1,651** | | **1,392** | | **1,029** | | **399** | |
| **Households with Income** | | | | | | | | |
| Number | 829 | 823 | 732 | 803 | 766 | 836 | 340 | 335 |
| Percent | 50% | 50% | 53% | 58% | 74% | 81% | 85% | 84% |
| **Source of Income** | | | | | | | | |
| Job/Earned income | 26% | 33% | 31% | 40% | 49% | 55% | 52% | 58% |
| Unemployment | 2% | 1% | 4% | 3% | 2% | 1% | 5% | 2% |
| Supplemental Security Income | 26% | 25% | 24% | 20% | 17% | 17% | 14% | 19% |
| Social Security Disability Insurance | 17% | 17% | 17% | 14% | 11% | 10% | 8% | 7% |
| VA disability payments | 3% | 2% | 2% | 1% | 4% | 5% | 1% | 1% |
| Workers' compensation | 0% | 0% | 0% | 0% | 0% | 0% | 1% | 1% |
| TANF | 9% | 10% | 12% | 13% | 21% | 17% | 17% | 16% |
| Government assistance | 15% | 14% | 10% | 11% | 14% | 10% | 13% | 11% |
| Social Security | 8% | 6% | 7% | 7% | 5% | 6% | 5% | 3% |
| VA pension benefits | 1% | 1% | 1% | 1% | 2% | 2% | 1% | 1% |
| Retirement Pension | 1% | 1% | 2% | 2% | 1% | 1% | 1% | 1% |
| Child support | 1% | 0% | 1% | 2% | 3% | 1% | 3% | 3% |
| Family or friends | 0% | 0% | 1% | 1% | 1% | 1% | 1% | 0% |
| Other income | 2% | 2% | 6% | 5% | 5% | 5% | 5% | 4% |
| **All Households** | | | | | | | | |
| **Source of Non-Cash Benefits** | | | | | | | | |
| SNAP | 35% | 38% | 63% | 59% | 65% | 66% | 73% | 74% |
| Medicaid | 9% | 11% | 18% | 32% | 18% | 24% | 23% | 27% |
| Medicare | 4% | 6% | 9% | 9% | 7% | 8% | 5% | 7% |
| WIC | 1% | 1% | 3% | 3% | 9% | 6% | 7% | 3% |
| VA medical services | 2% | 2% | 2% | 2% | 14% | 18% | 2% | 2% |
| Section 8, public housing, etc. | 0% | 0% | 1% | 0% | 0% | 2% | 0% | 1% |
| Other benefits | 4% | 3% | 9% | 7% | 9% | 7% | 2% | 1% |

*Note: Data based on income and benefits reported at intake and exit. Unknown total income is treated as no income. Data from all household members are combined, including members who exited at different dates.*

Of the four groups of exiting households examined, the median monthly income at exit ranged from $734 (emergency shelters in the City and County of Honolulu) to $1,036 (transitional shelters in the City and County of Honolulu). While the median income at exit remained very low, it represented an increase from the point of intake: by 3% to 4% for those served in the City and County of Honolulu, and by 10% to 11% for those served in the other counties. The monthly household income at exit at 80th percentile ranged from $1,200 to $2,000, with the same pattern of distribution among the four groups. The total household income included both earned and unearned income. Compared to the 2013 Federal Poverty Guidelines for Hawai'i, these households, at 80th percentiles of all exiting households, remained slightly under or slightly above poverty even when unearned income from private and public programs was counted.

**2013 Federal Poverty Guidelines for Hawai'i**

| Family Size | Monthly Earned Income |
|---|---|
| 1 | $1,103 |
| 2 | $1,488 |
| 3 | $1,873 |
| 4 | $2,258 |

** Add $385 for each additional person after 4*

## Table 8 Income Level of Households Exiting Shelter Program by Household Size, FY 2013

| Household Size | Number of Exiting Households | Percent of Households with Income | | Median Income | | Income at 80th Percentile | |
|---|---|---|---|---|---|---|---|
| | | Intake | Exit | Intake | Exit | Intake | Exit |
| **Emergency Shelter, C&C of Honolulu** | | | | | | | |
| 1 | 1,447 | 48% | 48% | $699 | $710 | $962 | $1,033 |
| 2 | 43 | 60% | 51% | $681 | $681 | $1,236 | $1,485 |
| 3 | 62 | 61% | 56% | $1,139 | $1,311 | $1,688 | $1,747 |
| 4+ | 99 | 74% | 69% | $1,300 | $1,599 | $1,977 | $2,511 |
| **Total** | **1,651** | **50%** | **50%** | **$ 710** | **$ 734** | **$ 1,060** | **$ 1,200** |
| **Emergency Shelter, Other Counties** | | | | | | | |
| 1 | 1,106 | 47% | 51% | $700 | $718 | $1,000 | $1,140 |
| 2 | 92 | 72% | 78% | $687 | $784 | $1,200 | $1,172 |
| 3 | 91 | 71% | 84% | $800 | $1,000 | $1,544 | $1,600 |
| 4+ | 103 | 81% | 91% | $1,200 | $1,470 | $2,066 | $2,296 |
| **Total** | **1,392** | **53%** | **58%** | **$ 718** | **$ 791** | **$ 1,200** | **$ 1,320** |
| **Transitional Shelter, C&C of Honolulu** | | | | | | | |
| 1 | 546 | 60% | 75% | $700 | $710 | $1,200 | $1,350 |
| 2 | 110 | 86% | 88% | $1,000 | $1,123 | $1,314 | $1,985 |
| 3 | 98 | 87% | 83% | $1,143 | $1,119 | $1,977 | $2,133 |
| 4+ | 275 | 93% | 90% | $1,479 | $1,600 | $2,350 | $2,700 |
| **Total** | **1,029** | **74%** | **81%** | **$ 1,000** | **$ 1,036** | **$ 1,645** | **$ 2,000** |
| **Transitional Shelter, Other Counties** | | | | | | | |
| 1 | 255 | 79% | 78% | $716 | $751 | $1,200 | $1,263 |
| 2 | 43 | 91% | 95% | $976 | $1,091 | $1,315 | $1,918 |
| 3 | 38 | 100% | 92% | $1,020 | $1,217 | $2,000 | $2,032 |
| 4+ | 63 | 97% | 94% | $1,532 | $1,688 | $2,320 | $2,600 |
| **Total** | **399** | **85%** | **84%** | **$ 862** | **$ 960** | **$ 1,459** | **$ 1,710** |

# FY 2010 Shelter Program Cohort

The following examines the exit patterns of shelter program clients who had at least one intake in a shelter program during the 2010 fiscal year. There were 5,568 clients in this cohort. An exit of a client is considered the "last" exit when the individual did not receive services since this exit event, as of June 30, 2013, in any of the following: emergency shelter, transitional shelter, and outreach program.

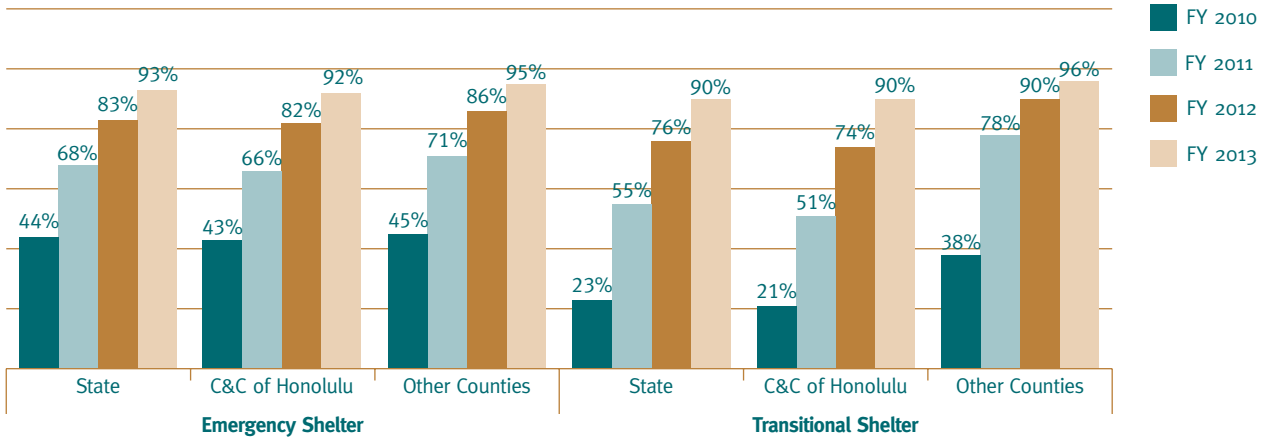
Overall, 40% (2,241) of the FY 2010 shelter program cohort utilized more than one type of program before the last exit.

More than one in four (28%) utilized the same type of program two or more times. Between the 2010 intake until their last exit or the end of 2013 fiscal year, whichever came first, the emergency shelter cohort accessed homeless service programs of any type an average of 2.3 times. The transitional shelter cohort accessed services an average of 1.8 times. Note that 35% of the cohort had at least one prior intake before FY 2010 but these prior intakes were not included in the analysis.

## Table 9 Average Number of Intakes of FY 2010 Shelter Program Cohort by Year of Last Exit

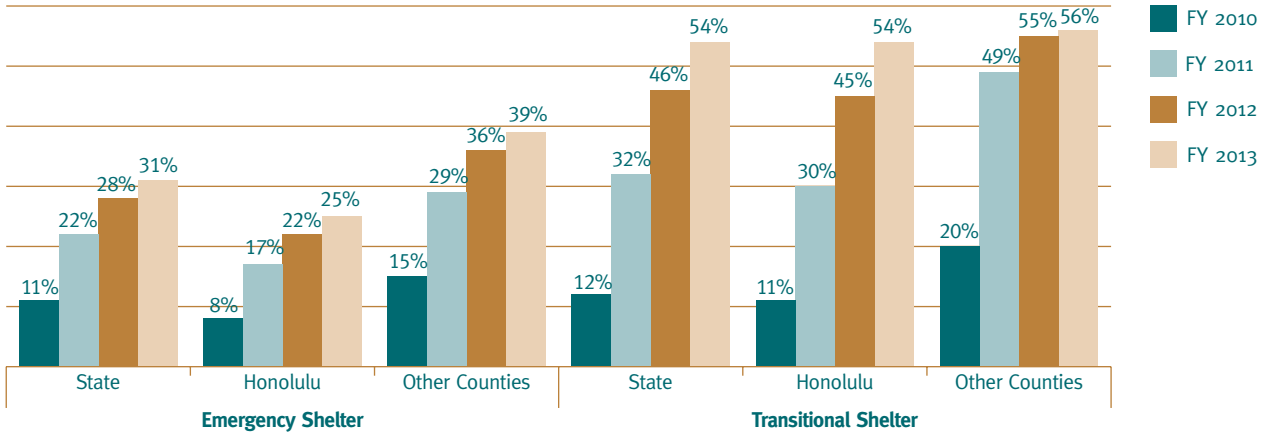
| | EMERGENCY SHELTER COHORT | | | | | | TRANSITIONAL SHELTER COHORT | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | State | | C&C of Honolulu | | Other Counties | | State | | C&C of Honolulu | | Other Counties | |
| | # of Clients | Avg. Intakes | # of Clients | Avg. Intakes | # of Clients | Avg. Intakes | # of Clients | Avg. Intakes | # of Clients | Avg. Intakes | # of Clients | Avg. Intakes |
| **Total** | **3,105** | **2.3** | **1,940** | **2.3** | **1,165** | **2.3** | **2,463** | **1.8** | **2,163** | **1.9** | **300** | **1.6** |
| **Last Exit** | | | | | | | | | | | | |
| FY 2010 | 1,352 | 1.3 | 825 | 1.2 | 527 | 1.4 | 569 | 1.1 | 456 | 1.1 | 113 | 1.1 |
| FY 2011 | 754 | 2.2 | 456 | 2.3 | 298 | 2.1 | 779 | 1.4 | 657 | 1.5 | 122 | 1.2 |
| FY 2012 | 477 | 3.2 | 303 | 3.2 | 174 | 3.2 | 519 | 1.9 | 484 | 1.8 | 35 | 2.2 |
| FY 2013 | 308 | 4 | 204 | 3.9 | 104 | 4.3 | 359 | 2.6 | 341 | 2.6 | 18 | 3.5 |
| Continuing | 214 | 4.2 | 152 | 4.1 | 62 | 4.4 | 237 | 3.6 | 225 | 3.5 | 12 | 5.1 |

## Figure 12
## Accumulative Percentage of Clients by Year of Last Exit, FY 2010 Shelter Program Cohort




About two-thirds (68%) of the emergency shelter cohort and over half (55%) of the transitional shelter cohort had exited homeless programs by the second year (FY 2011) and had not returned since. The City and County of Honolulu had a slightly smaller share of the emergency shelter cohort exited by year two compared to the other counties combined, 66% versus 71%. The difference was larger for the transitional shelter cohort, with 51% of the cohort exited by the second year in the City and County of Honolulu compared to 78% in other counties combined. Overall, by the third year, 83% of the emergency shelter cohort and 76% of the transitional shelter cohort exited and did not return to homeless service programs since (i.e., for 12 or more months). While 90% or more of the 2010 shelter program cohort exited the services at year four, less than half of them (45%) were known to have acquired permanent housing at the last exit.

## Figure 13
## Accumulative Percentage of Clients Exited to Permanent Housing by Year of Last Exit, FY 2010 Shelter Program Cohort




Of those who had their last exit event by FY 2011, 22% of the emergency shelter cohort and 32% of the transitional shelter cohort exited to permanent housing, the accumulative rates reached 31% and 54%, respectively, by FY 2013. The rate of exits to permanent housing was the highest for the transitional shelter cohort in the other counties (56%), followed by their counterparts in the City and County of Honolulu (54%).

# NOTES

[1] During the intake process, individuals are asked to list a primary ethnicity. In this report, ethnic groups with few respondents were combined as follows: (a) "Other Pacific Islander" includes Samoan, Tongan, Guamanian/Chamorro, other Pacific Islanders not listed individually; and (b) "Other Asian" includes Japanese, Chinese, Korean, Vietnamese, Asian Indian, and other Asians not listed individually.

[2] The response options for the Hawai'i residency question have changed due to a recent intake form revision. The new "20 years and over" category in this report includes those who identified themselves as a "lifetime resident" in the original intake form. New data is not comparable with previous data on the same question.

[3] Chronic homelessness is defined as someone with a disabling condition who has been homeless continuously for a year or more, or had at least four episodes of homelessness in the past three years. Examples of disabling conditions are: a diagnosable substance abuse disorder, HIV/AIDS, or a disability as defined in the Social Security Act.

[4] The question on the type of household was deleted in the revised intake form. Composition of the household is now based on the family relation question reported in the intake form of each household members, if any, who entered homeless program together.New data is not comparable with the self-reported household type data from before.

[5] 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.

[6] "Length of homelessness" is based on self-reports regarding the duration of homelessness at the time of program entry. The individual/household continues to be considered homeless while receiving shelter or outreach program services, although this period is not added to the time reported at intake. Therefore, the actual duration of homelessness exceeds the length of time presented in this report.

[7] "Unsheltered" refers to individuals living outdoors or in places not intended for human habitation, such as a park or the beach. "Sheltered settings" include emergency or transitional shelters, mental health and medical hospitals, prisons, substance abuse facilities, and the YMCA. "Doubled up" refers to individuals living in a family member's or friend's room, apartment, or house.


### ACKNOWLEDGMENTS

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### PHOTO CREDITS

The photographs in this report are courtesy of **The Institute for Human Services.**

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# AGENCIES AND PROGRAMS REPORTING FY 2013 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*)
- HOPE Resource Center (*Transitional; Single Individuals*)
- Kaloko Transitional Housing (*Transitional; Families*)
- Kihei Pua Shelter (*Emergency; Single Individuals, Families*)
- Kuleana House (*Transitional; Families*)
- 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*)

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
- B.E.D.S. Program (*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
- Community Residential Program (*Transitional; Single Individuals*)
- Gregory House (*Transitional; Single Individuals*)

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

Holomua Na Ohana
- Onemalu Shelter (*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*)
- Na Kolea 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
- Kahikolu (*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*)

Shelter of Wisdom
- Great Joy (*Emergency; Men*)*
- Streams of Joy (*Emergency; Men*)*

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

United States Veterans Initiative
- ADVANCE Women's Program (*Transitional; Women*)*
- Pai'olu Kai'aulu (*Transitional; Single Individuals, Families*)
- Respite Beds (*Emergency; Single Individuals*)*
- Veterans in Progress (*Transitional; Single Individuals*)

Wai'anae Community Outreach
- Onelau'ena (*Emergency; 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*)

For more information on each agency and program,
visit the Hawai'i State Homeless Programs Office website at:
**http://humanservices.hawaii.gov/bessd/hp/**

## OUTREACH PROGRAM

**Hawai'i**
HOPE Services Hawaii, Inc.

**Kaua'i**
Kaua'i Economic Opportunity, Inc.

**Maui**
Family Life Center, Inc.
The Salvation Army, Maui County

**O'ahu**
Institute for Human Services
Kalihi-Palama Health Center
Legal Aid Society of Hawaii
U.S. VET Islandwide Outreach
Wai'anae Coast Comprehensive Health Center
Wai'anae Community Outreach
Waikiki Health Center

*Note: * denotes a new program that initiated reporting on the HMIS during the 2013 fiscal year.*

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