

**Texas Homeless Network  
Balance of State Survey  
Of Homelessness  
2009**



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## EXECUTIVE SUMMARY

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The Balance of State Survey on Homelessness was a point-in-time survey conducted on January 29, 2009, in 15 Texas regions that together make up The Texas Balance of State Continuum of Care (CoC). Most Texas metropolitan areas have their own CoC which works to develop comprehensive community plans to organize and deliver housing and services to homeless people. However, 190 of Texas' 254 counties are not covered by a metropolitan CoC group and therefore comprise the 15 regions in the Balance of State CoC. Texas Homeless Network aided each of the 15 regions in developing project advisory committees to assist in identifying locations where people who are homeless are known to congregate, to recruit and train volunteers to administer the survey, and to provide other types of assistance and oversight.

Throughout the one day established for the survey, more than 300 trained volunteers in the 15 regions administered the 35 question survey to people believed to be homeless. In total, 1,991 persons participated in the survey. Sixty-two percent of respondents were in situations that would be defined as homeless under the HUD definition of homelessness while thirty-eight percent of respondents met the McKinney-Vento definition of homelessness.

Research questions included demographic characteristics of persons who are homeless, the circumstances surrounding their homelessness, and services needed and received by them.

**Based on data from the 2009 survey, the Texas Homeless Network produced the following estimates of the homeless population on any given day in the Balance of State regions:**

- **More than 10,636 people who are experiencing homelessness can be found living in shelters, temporary housing, and on the streets.**
- **889 families with dependent children are either unsheltered or are in emergency shelters or transitional housing programs. 3,780 individuals are in these families, for an average size of 4.3 persons per household.**
- **3,445 individuals are in emergency shelter or transitional housing, and 3,411 are unsheltered.**

## Other key findings include:

- 27% of those surveyed indicated that dependent children made up part of their household;
- 57% indicated that their current episode of homelessness was the first time they had been without permanent housing in the last three years if not the first time in their lives;
- since the previous point-in-time survey in 2007, the number of respondents who identified themselves as African American increased 69%;
- there is a critical shortage of transitional housing options for persons and families who are homeless; and
- services most available to those surveyed addressed immediate needs but did not address the root causes of homelessness – unemployment and the inability to pay for housing.

## INTRODUCTION

How many people are homeless in Texas anyway? That seems like an obvious question but the answer is less so. Definitions of homelessness and strategies for getting information are complex, diverse and variable. For many, homelessness is a relatively temporary circumstance rather than a permanent condition. Texans may find themselves homeless as a result of a crisis – an eviction, job loss, domestic violence, chronic disability, natural disaster or sudden illness.

Researchers use different research methodologies to help us better understand the frequency and nature of homelessness. **Prevalence strategies** seek to find out how many people have been homeless at some point during a given period of time. **Point-in-time surveys** provide snapshot views of homelessness on a specific day. Both methodologies have their advantages.

Definitions of homelessness vary as well. Most would agree that a person with mental illness sleeping in an abandoned building is homeless but what about the battered woman and her child who are staying in a domestic violence shelter? Is the unemployed man recently evicted but staying on the sofa at a friend's house considered homeless? How about the family whose home was destroyed in a hurricane staying in a short-term hotel paid for by government assistance?

The U.S. Department of Housing and Urban Development (HUD) defines homelessness as “lacking fixed, regular, and adequate nighttime residence” and reliance on residences that are intended to be temporary.<sup>1</sup> The McKinney-Vento definition includes these components but also counts those living temporarily with family or friends.<sup>2</sup>

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<sup>1</sup> HUD, 3.31.09 <http://www.hud.gov/homeless/definition.cfm>

<sup>2</sup> McKinney-Vento is the primary piece of federal legislation dealing with the education of children and youth experiencing homelessness in U.S. public schools. It was reauthorized as Title X, Part C, of the No Child Left Behind Act in January 2002 National Center for Homeless Education at the SERVE Center, <http://www.serve.org/nche/m-v.php>.

Simply finding those who fit the definition of homeless – whatever definition is being used – in order to participate in a survey or in some other way to be counted is challenging. Most research is conducted at locations known to be frequented by people who are homeless. Institutional locations include places such as shelters and soup kitchens and non-institutional locations include the streets, parks or abandoned buildings where homeless persons are known to congregate. More difficult to identify are those who are staying temporarily with family or friends or in hotels, those living in cars, those living in places not known to or accessible to researchers, and those who, for whatever reason, simply do not want to be located. For these reasons data on homelessness are usually considered to be underestimates.

As the only statewide homeless advocacy organization in Texas, Texas Homeless Network (THN) has made several efforts to assess the size and characteristics of the homeless population in Texas to inform policy-makers and service providers. Questions posed by students, interested individuals, legislators, and advocacy groups have been inadequately addressed due to the lack of a coordinated, statewide data collection effort focused on homelessness in Texas. Over the past ten years, THN has worked to address this issue, refining its methodology and adding to what is known about the problem of homelessness in Texas.

## **METHODOLOGY**

Most Texas metropolitan areas have their own Continuum of Care group which works to develop comprehensive community plans to organize and deliver housing and services to people experiencing homelessness. However, 190 of Texas' 254 counties are not covered by metropolitan CoCs and therefore comprise the 15 region Balance of State CoC.

Texas Homeless Network conducted this “Balance of State Survey of Homelessness” to gather detailed information on issues related to homelessness in this Continuum of Care region. Research questions included identifying the number of people who are homeless, their demographic characteristics, and services needed and received by them.

Using point-in-time survey methodology, data were collected on January 29, 2009, in each of the 15 Texas regions that together make up the Balance of State CoC.

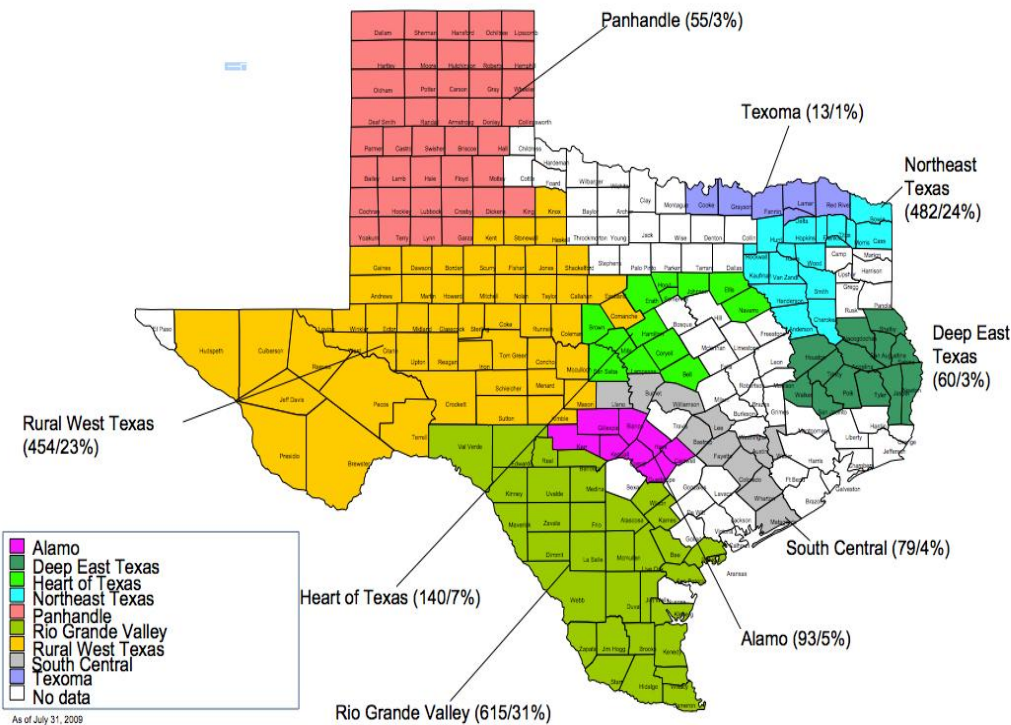
Each of the 15 regions were aided in developing project advisory committees to assist in identifying locations where homeless persons are known to congregate, to identify volunteers to administer the survey, and to provide other types of assistance and oversight.

More than 300 trained volunteers in the 15 regions visited the identified service and outdoor areas known to be frequented by persons who are homeless (the “known location” methodology<sup>3</sup>) to administer the 35 question instrument. Volunteers filled out the surveys based on oral answers given by participants. Children were counted through surveys administered to their parents but did not participate in the survey itself.

In total, 1,991 persons participated in the survey, and were inclusive of the variety of persons who are homeless that service providers assist.

**Figure 1** illustrates the 15 regions that make-up the Balance of State CoC group, the number of surveys gathered from each region, and the percentage of data collected from each region.

**Figure 1: Survey Participants by Geographic Area in Balance of State CoC**



<sup>3</sup> The “known location” methodology, also referred to as the Burt system refers to a counting / data collection method developed by Martha R. Burt of The Urban Institute. As previously described, it involves identifying and visiting places where the homeless or known or believed to congregate. The method is described in Practical Method: Counting the Homeless: A Manual for State and Local Jurisdictions, 2<sup>nd</sup> Edition by Martha R. Burt.



## FINDINGS AND RESULTS

This section presents key findings from the 2009 survey in three parts:

- I. **Close-up of Balance of State** gives a broad picture of homelessness in the 15 region Continuum of Care group – the reasons people become homeless, remain homeless, the number and makeup of households involved, and where homeless people are from;
- II. **Face of the Homeless** looks at individual characteristics such as age, race, income, barriers to employment and education; and
- III. **Resources for the Homeless** examines needs identified by respondents and the degree to which those needs are being met.

As appropriate, trends, regional differences and changes from the 2007 survey are noted, along with policy and program implications. Note: Percentages were rounded for clarity and some questions permitted more than one answer. Not all data total 100%.

### I. Close-up of Balance of State

On the night of January 28, 2009, San Marcos was experiencing patchy ice with temperatures in the teens. Sherman fared better with higher than normal temperatures – nearly 70 earlier in the afternoon. Abilene had been hit with an ice storm the day before, severe enough to close schools and generate newspaper articles about driving carefully and defensively. For Fabian in Huntsville, temperature swings and icy roads had less to do with transportation and more to do with survival. Like an estimated 10,636 people in the Balance of State CoC, Fabian was homeless on January 29, when the 2009 point-in-time survey was conducted.

Using population figures for the 190 counties that made up the 15 region Balance of State CoC, **Table 1** shows the estimated number of people who are homeless, according to data gathered from the 2009 survey.

**Table 1. Estimated number of people who are homeless in Balance of State CoC**

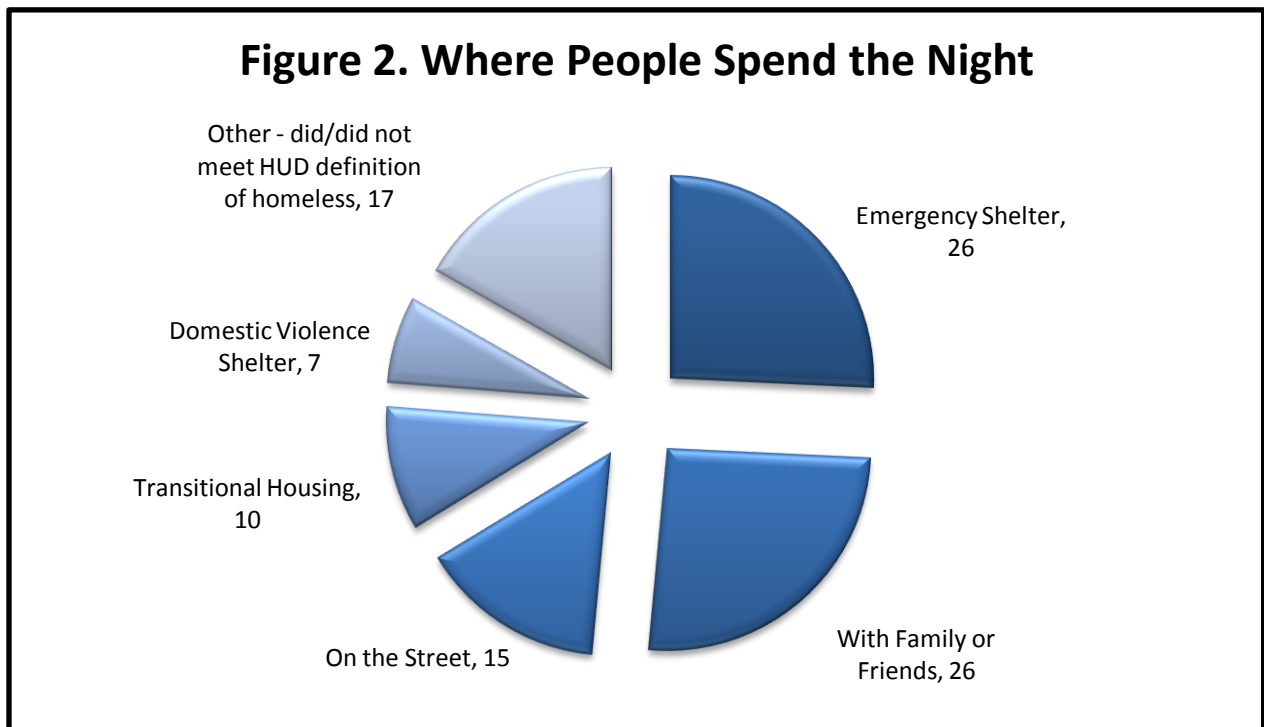
Balance of State Area*	Population	Homeless Estimate
Alamo	477,848	609
Deep East Texas	432,277	551
Heart of Texas	459,387	586
Northeast Texas (Texarkana)	640,578	817
Panhandle (Lubbock)	599,261	764
Rio Grande (Laredo, Harlingen, Brownsville)	1,977,464	4,474
Rural West Texas (Abilene, Midland, Odessa, San Angelo)	825,314	645
South Central Texas	674,127	860
Texoma	259,737	331
<b>Totals</b>	<b>6,345,993</b>	<b>10,636</b>

*\*For this analysis, the data from the 15 regions that comprise the Balance of State Continuum of Care is presented in nine geographic areas.*

**Where people who are homeless stay the night**

When asked “Where did you spend the night last night?” 62% of respondents were in situations that would be defined as homeless under the HUD definition of homelessness while 38% met the broader McKinney-Vento definition of homelessness.

As shown below in **Figure 2**, more than half of the respondents interviewed were staying either in an emergency shelter (26%) or with family or friends (26%). Seventeen percent spent the night either in transitional housing (10%) or in a domestic violence shelter (7%), facilities that generally limit the length of time a person can stay. A troubling 15% spent the night on the street.



Since some surveys were conducted in soup kitchens, not all respondents met the HUD definition of homeless. For example, of the 17% in the “Other” category, only 5% met the HUD definition. That fact explains why the most common location given by those whose response fell into the “Other” category was a “home” or “casa.” “Other” responses included missions and churches, as well as “under a bridge,” tents, trucks and “U-haul trailers.”

**Frequency and duration of homelessness**

Almost 30% of those surveyed reported being homeless for more than a year with 4% indicating that they had been homeless for more than a decade. Thirty percent indicated that they had been homeless for less than a month. The median number of

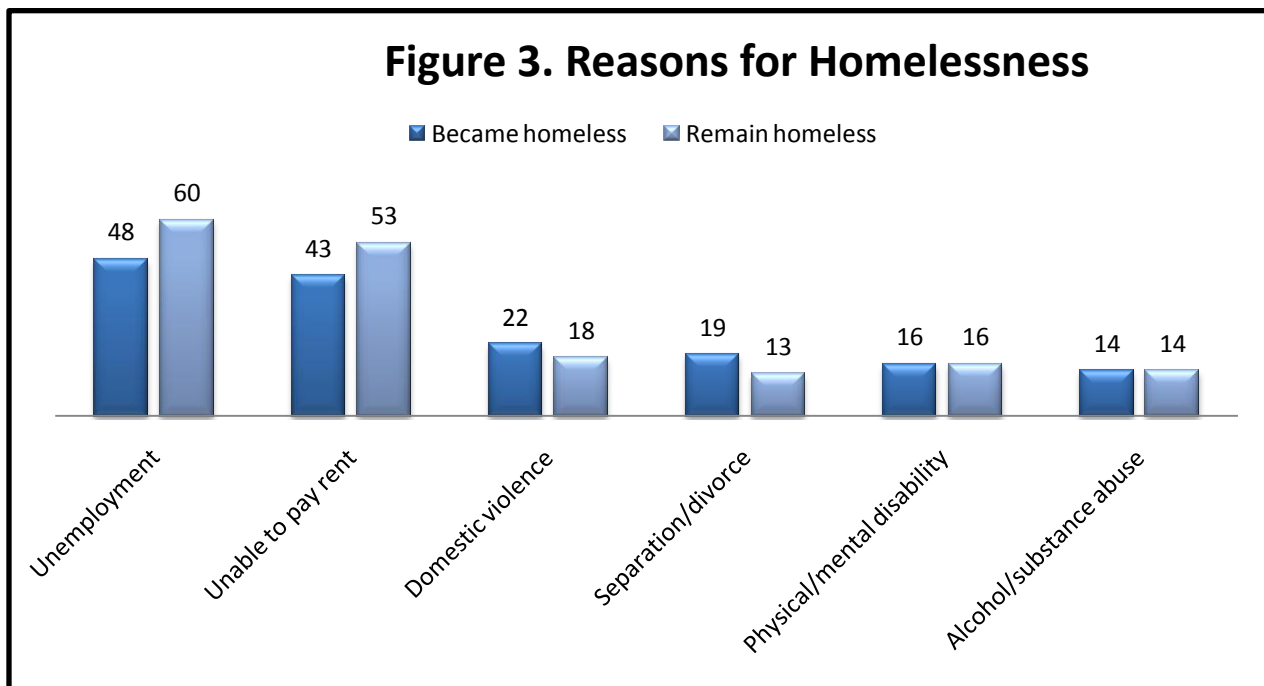
days respondents had been homeless was 150; on average a little more than two years. Many of those surveyed met the HUD definition of a “chronically homeless person.”<sup>4</sup> The median number of days parents with children were homeless was found to be 77 (2.5 months) and an average of 299 days (nearly 10 months).

For most respondents (57%) their current situation was the first time they had been homeless in the previous three years. Eighteen percent reported that they had been continuously homeless for a year or more. The remaining 25% had experienced intermittent homelessness (two to four episodes) within the previous three years.

Almost 31% of those surveyed indicated that they had experienced another separate homeless episode within the previous twelve months.

**Reasons for becoming and remaining homeless**

Figure 3 shows that for almost half of respondents, unemployment was the reason cited for their homelessness and for 60% unemployment was the reason they remain homeless. For almost one-third of respondents, becoming homeless was the result of more than one factor.



<sup>4</sup> A “chronically homeless person” is defined by HUD as an unaccompanied homeless individual with a disabling condition who has either been continuously homeless for a year or more OR has had at least four (4) episodes of homelessness in the past three (3) years. In order to be considered chronically homeless, a person must have been sleeping in a place not meant for human habitation and/or in an emergency homeless shelter. A disabling condition is defined as “a diagnosable substance use disorder, serious mental illness, developmental disability, or chronic physical illness or disability, including the co-occurrence of two or more of these conditions. An episode of homelessness is a separate, distinct, and sustained stay on the streets or in an emergency shelter. A chronically homeless person must be unaccompanied and disabled during each episode.

### **Mobility of people who are homeless**

When asked how recently they had moved to the city where they were currently living and being surveyed, 14% reported having moved in 2009, 33% had moved sometime in 2008 and 28% had moved sometime between 2000 and 2007. Another 8% had moved to the city in the 1990s and 16% prior to 1990. The majority of respondents were not homeless at the time they moved.

### **Household Makeup**

While the majority of the homeless households are made up of individuals (61%), 27% of households have dependent children. Only 12% of respondents reported being part of a couple with no children or in some other kind of household situation.



Households with children have either one (31%), two (34%) or three children (21%) aged 18 or under. Less than 10% of families have more than four children under the age of 18.

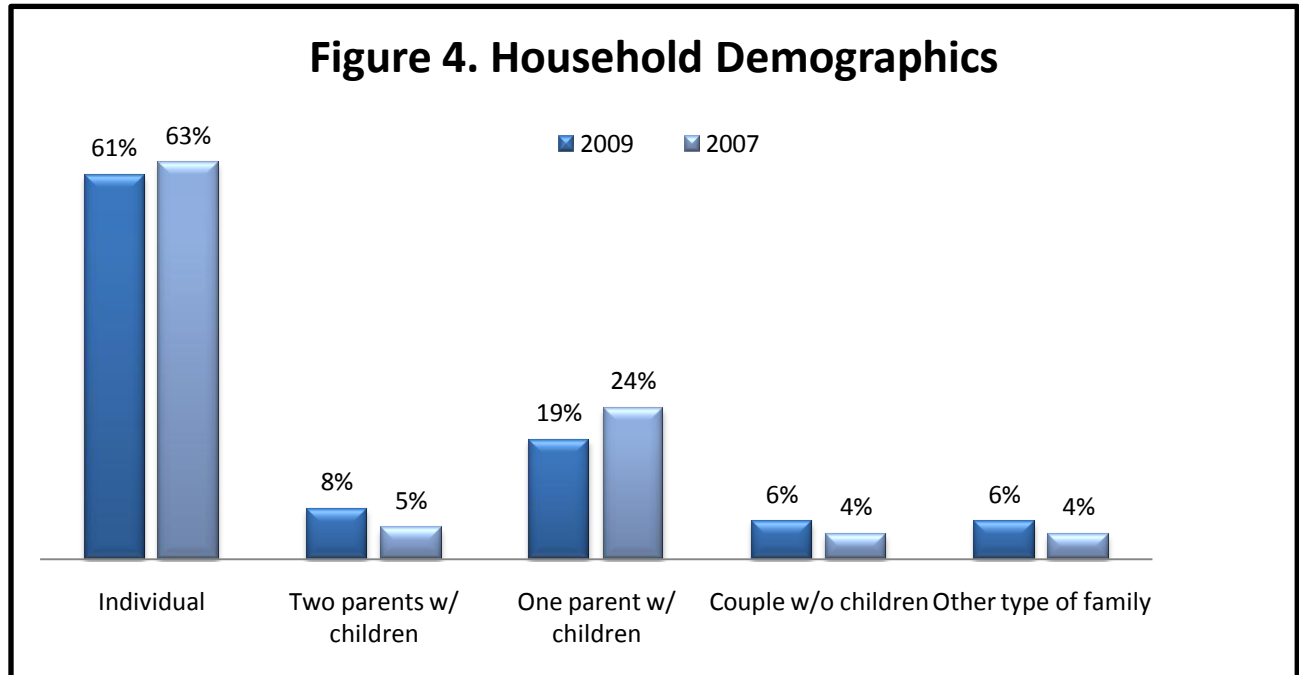
When asked the question “How many adults are in your family” 48% responded “one” and 39% responded “two.” Less than 1% reported more than five adults in their family. As these figures appear to differ from household descriptions, it may be that

respondents were unclear as to the definition of household versus family and that respondents were identifying adult family members who were not currently homeless with them. For example, a married woman living in a shelter for battered persons may have reported her husband as being a member of her family although he is not homeless.

*Household size and the number of children in homeless households remained stable between 2007 and 2009. Household size was 2.76 persons in 2009 versus 2.71 in 2007.*

*The average number of children was 2.3 in 2009 and 2.2 in 2007.*

**Figure 4** shows how household demographics have changed in the two years since the 2007 point-in-time survey.



### **Children Who are Homeless**

Limitations inherent in the survey methodology may not have fully captured the number of children who are homeless. There are three reasons for this:

1. The 2009 point-in-time survey primarily focused on respondents who meet the HUD definition of homelessness. Other research suggests that the majority of families with children experiencing homelessness meet the McKinney-Vento Education definition of homelessness rather than HUD.
2. By using the “known locations” methodology, data collection was limited to the survey of locations where advocates know people experiencing homelessness congregate. These locations do not include households where the majority of homeless families (according to the McKinney-Vento Education definition) reside, that is, in doubled up situations or in hotel/motels - the second most common residence of homeless families.
3. With the majority of communities covered in the Texas Balance of State CoC located in rural areas, there are fewer social service sites where homeless individuals and families could be administered this survey.

To improve its data collection in the 2010 point-in-time survey, THN is already coordinating with the Texas Homeless Education Office (THEO) and Region 10<sup>5</sup>, who together with the Texas Education Agency (TEA), manage the state's efforts to count students in homeless situations.



The 2007- 2008 school year marked the first year that TEA required districts to submit data on the numbers of students in homeless situations by grade level and primary nighttime residence.

**Nearly 54,000 students were reported by public schools as experiencing homelessness at some point during the year.** Officials believe this count is quite low, especially given that over 670 schools reported zero homeless students. Region 10 and THEO are focusing efforts on improving the identification and reporting process in the 2009 - 2010 and 2010 - 2011 school years.

By collaborating with THEO, Region 10 and TEA, Texas Homeless Network hopes to collect better information on school children meeting the McKinney-Vento Education definition of homelessness and thus better serve this vulnerable sub-population.

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<sup>5</sup> Region 10 is the Education Service Center that provides funding for homeless advocacy initiatives.

## II. Face of the Homeless

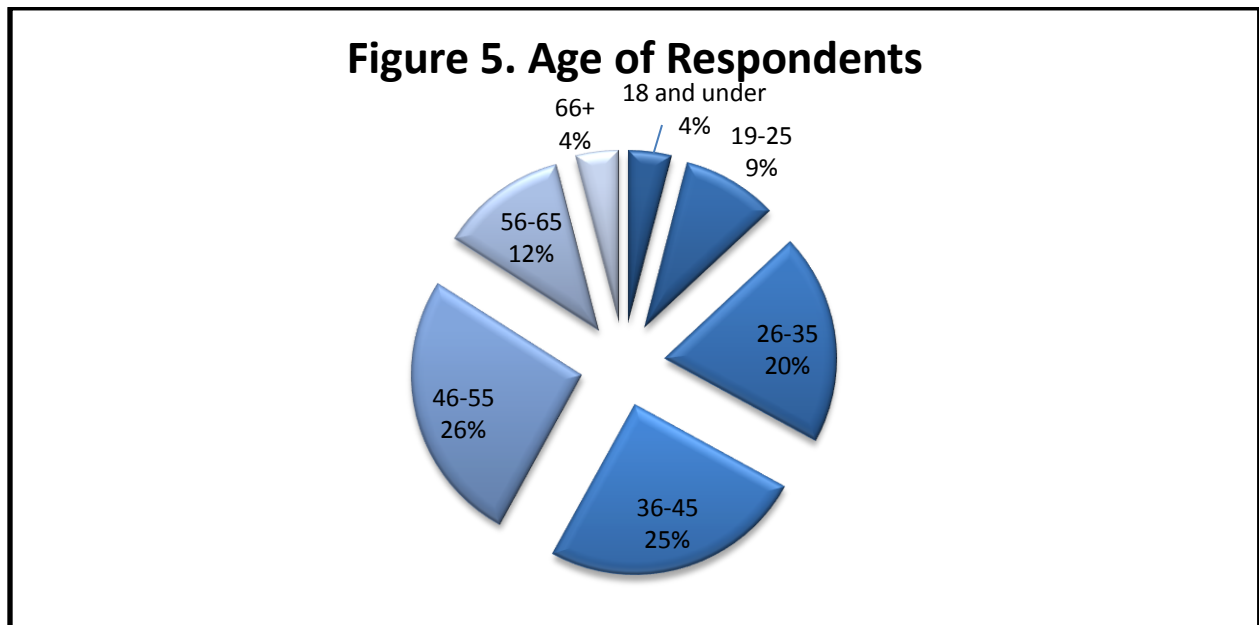
### Gender

According to survey data, 55% of the respondents were male and 45% female. These figures remain consistent from the 2007 data but as compared to 1999 data which showed men as making up 65% of the homeless versus 35% women, it appears that men and women are becoming more equally likely to experience homelessness.

### Age

As shown in **Figure 5**, half of all respondents directly surveyed were aged 36 to 55. The median age in 2009 is 43 as compared to 40 in 2007.

Although almost 14% of respondents were homeless by the time they were 19, the mean and median age of first time homelessness was 36.



### Race

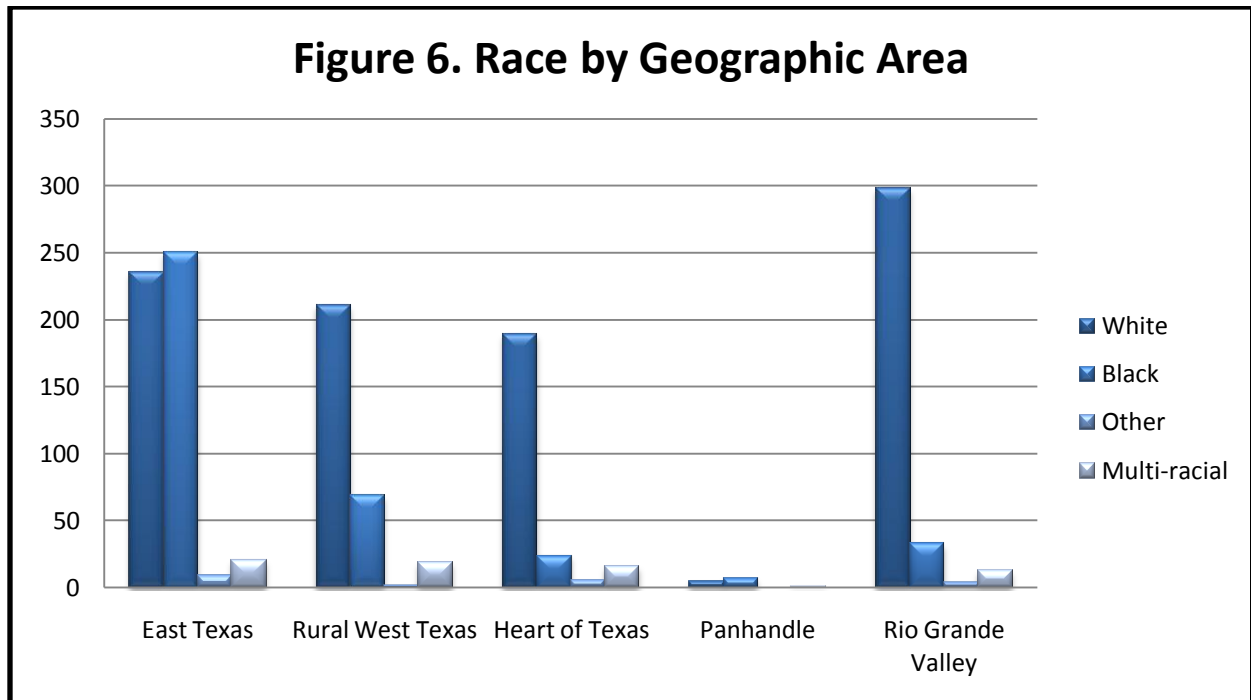
Sixty-seven percent of respondents identified themselves as White and 27% as Black/African American, as shown in **Table 2**.

**Table 2. Respondents by Race**

White (includes those with Hispanic ethnicity)	67%
Black/African American	27%
Asian	<1%
American Indian/Alaska Native	1%
Native Hawaiian or other Pacific Islander	<1%
American Indian/Alaska Native and White	1%
Black/African American and White	1%
American Indian/Alaska Native and Black/African American	<1%
Other Multi-Racial	3%

As compared to 2007 data where 16% of persons who were homeless identified themselves as Black/African American, the 27% who identified their race in this way in 2009 represents a 69% increase. Persons identifying themselves as White decreased 8% with 73% identifying as White in the 2007 survey, and 67% identifying as White in 2009.

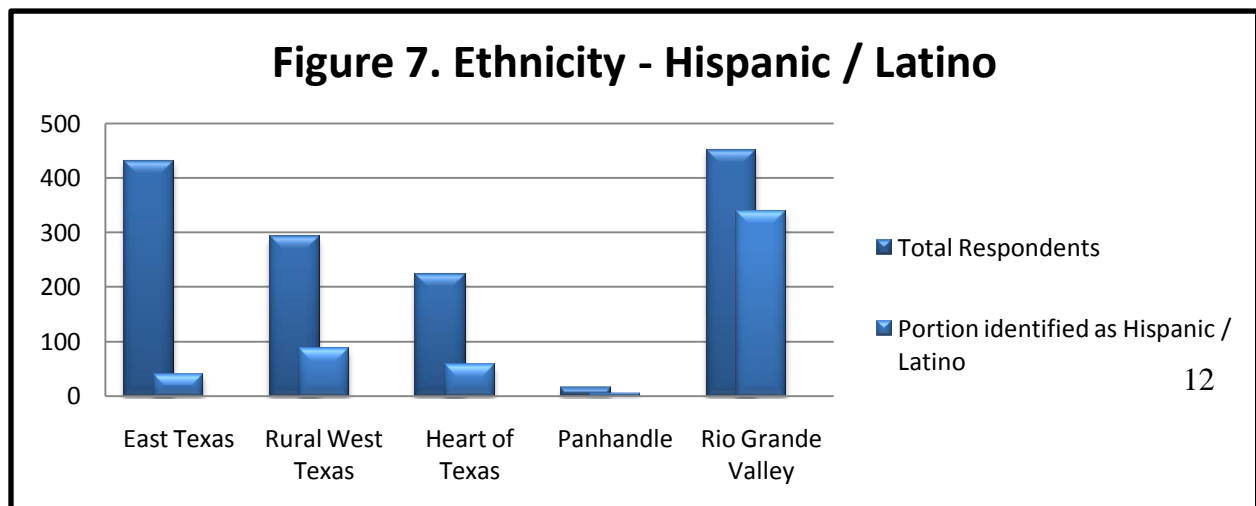
**Figure 6** shows a geographical distribution by race of people who are homeless in the Balance of State CoC group.\*



\*For this analysis, data from the 15 regions that comprise the Balance of State Continuum of Care were collapsed into five broad geographic areas.

### **Ethnicity**

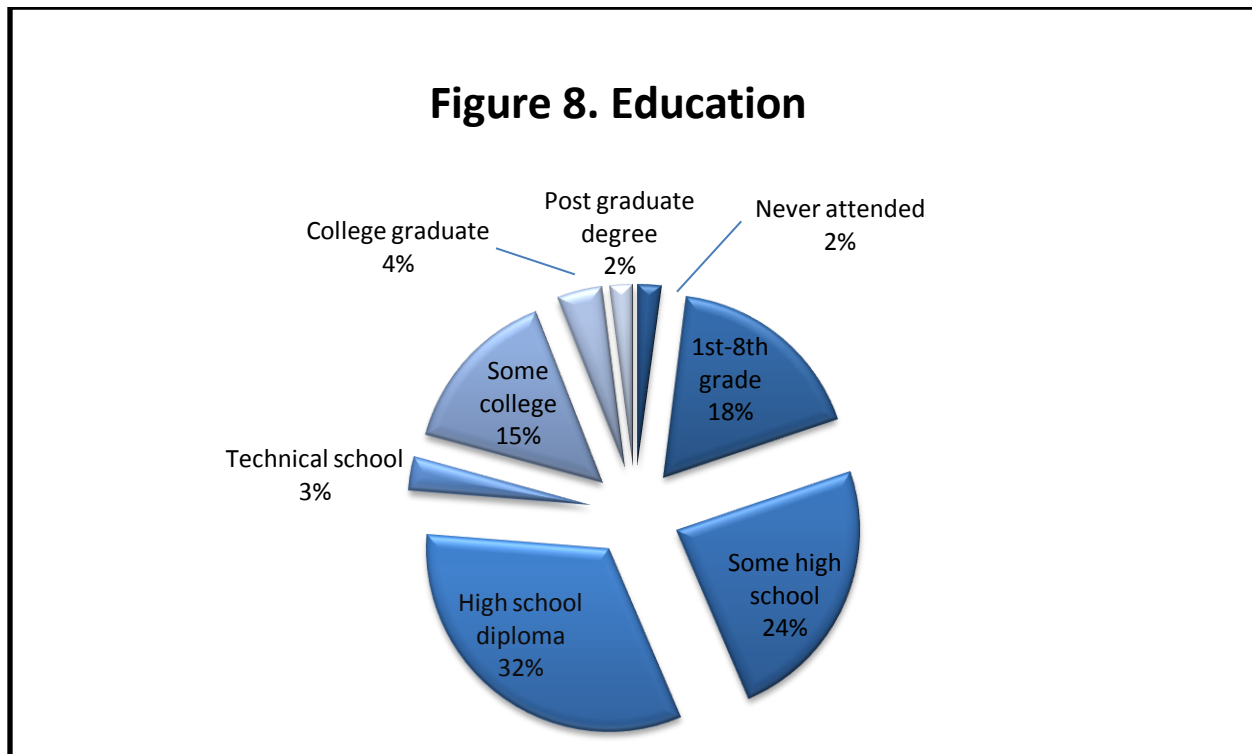
Consistent with 2007 data, 34% of those who identified themselves as “White” consider themselves Hispanic or Latino with the greatest percentage in residing South Texas. **Figure 7** shows the distribution geographically and by ethnicity of people who are homeless.





### **Education**

Nearly 20% of those surveyed had done some college work or obtained a college or even post-graduate degree, as shown in **Figure 8**. Another 33% had received their high school diploma. The remaining respondents had never attended school, only attended for a while or had attended a technical school. According to 2000 U.S. Census figures, as a whole, 51% of Texans have had at least some college (versus 20% of survey respondents) and 24% do not have a high school diploma (versus 44% of survey respondents).<sup>6</sup>

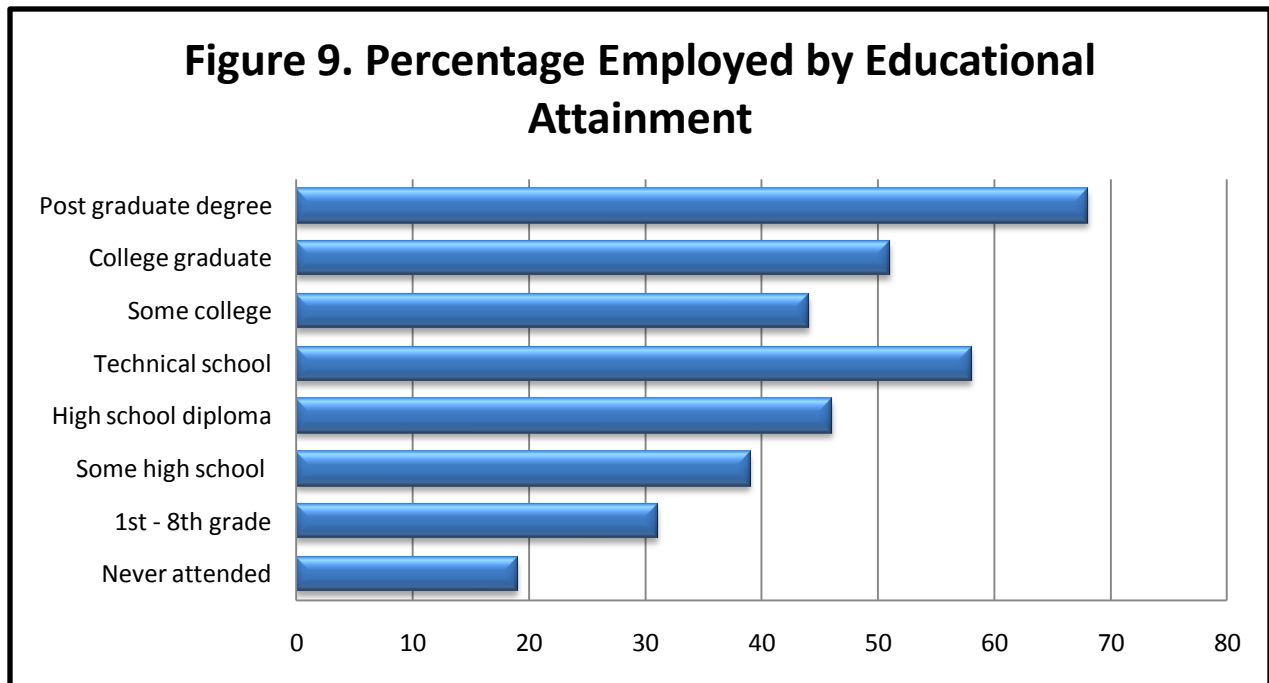


### **Employment – Ability and Reality**

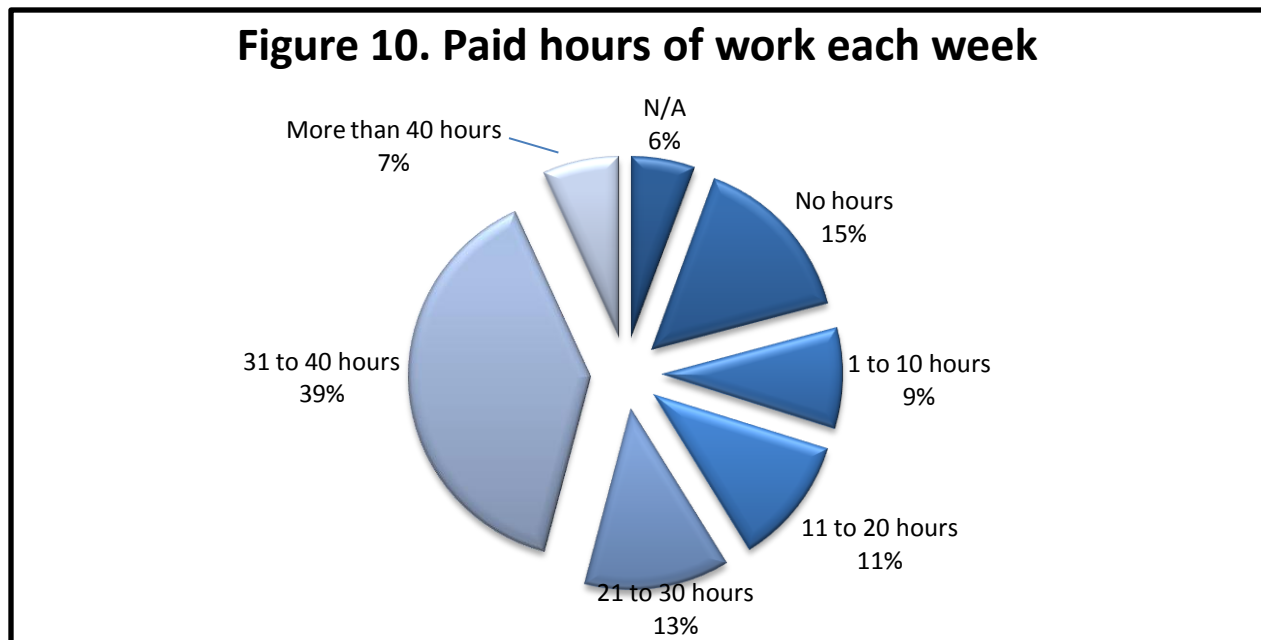
Exactly two-thirds of respondents described themselves as “able to work,” and one-third as unable. Of those able to work, 29% reported regular employment – 22% full-time and 7% part-time. Another 6% described themselves as day laborers and 7% working part-time but not on a regular basis. The remaining 58% indicated that they were unemployed.

<sup>6</sup> Educational Attainment 2000: Census 2000 Brief, Issued August, 2003, United States Census Bureau

As might be expected, education correlated with employment, as shown in **Figure 9**. Generally, the more education attained, the greater the likelihood of employment; those with post graduate degrees or technical school experience were most often employed (68% and 58% respectively).

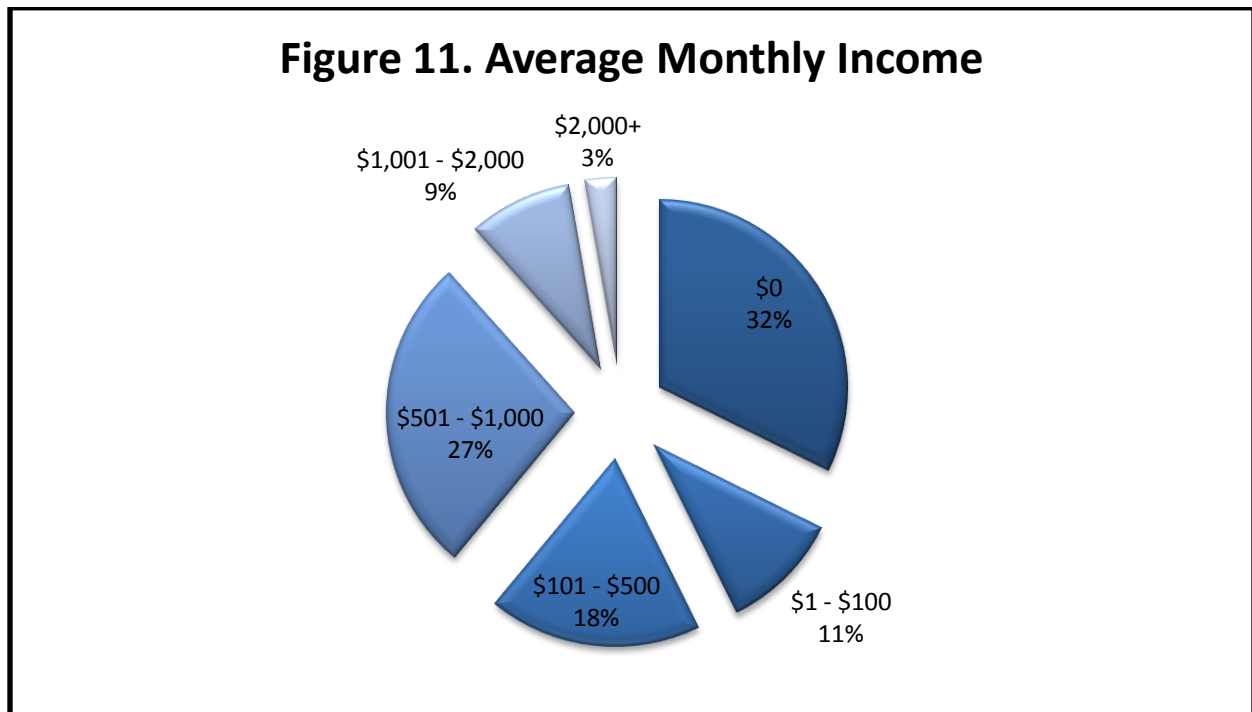


As **Figure 10** shows, for those who were able to work (regardless of employment status) almost 40% indicated that they worked on average between 30 and 40 hours a week for pay. Only 15% indicated that they did not work for pay at all.



### **Income**

Almost one-third of respondents indicated that they had no income, as shown in **Figure 11**. The second most frequent income category most often identified was \$501 - \$1,000 with 28% of respondents indicating they made that much money on the average.



As noted in **Table 3**, respondents reported “income” from wages as well as other resources, such as veterans benefits and SSI. Food stamps were the most common with 29% reporting using this government-funded resource.

**Table 3. Sources of Income/Resources**

Employer wagers	30%
Medicaid	29%
Panhandling	18%
Friends	14%
Social Security	14%
SSDI	13%
Other	9%
Child Support	7%
Medicare	5%
Family	5%
VA Benefits	2%
Unemployment	2%
Pension/retirement	2%
Prostitution	1%
TEA	<1%

### **Education and Employment Correlations**

Unlike the correlation found between education and employment, (the more education, the more likely employed), education was not a factor in income earned. Of the income range most often reported - \$500 - \$1000 a month – the respondents most likely to report that income level never attended school. Those least likely to report that income level were college graduates.

When respondents were asked to estimate their income it is not clear whether they included resources such as food stamps or were only considering monetary wages earned through employment. Future surveys will work to clarify this section.

### **Length of unemployment**

Respondents who identified themselves as “unable to work” were asked how long they had been unemployed. On average, those surveyed indicated they had been out of work for about three and a half years. The median figure for unemployment was one year.

### **Reasons for not working**

To further understand unemployment among the homeless, information was sought as to why the respondent was unable to work. Respondents were not limited to one answer but rather were able to identify all obstacles relevant to their own situation. **Table 4** shows the full range of responses, with a “Permanent physical disability” being the reason most often cited for not working.

**Table 4. Reasons for not Working**

Permanent physical disability	29%
Lack of transportation	25%
Other reason(s)	18%
Poor health	16%
Mental health problem	14%
Lack of skills / education	13%
Lack of permanent address	11%
Drug / alcohol problem	8%
Criminal background	8%
Lack of US documents	8%
Lack of child care	8%
Lack of proper clothing	6%
Temporary physical disability	5%
Learning / developmental disability	3%
Don't want to	2%

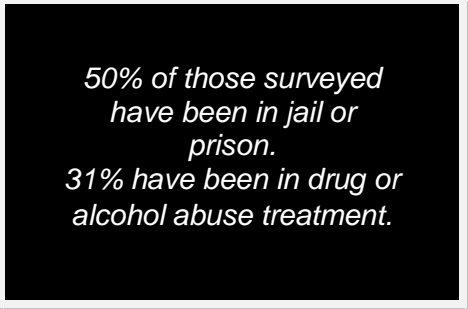


### **Military Service**

Only 13% of respondents (183) had some military service, with the average length of service being three-and-half-years. This is very similar to the 2007 survey where 15% of respondents had served their country, with a median length of service four years. When asked to cite sources of income, only 12% of the veterans listed VA benefits. However, when asked if they needed VA benefits, only half of those who responded in the affirmative indicated they were currently receiving the benefit.

### **Institutionalization**

Thirty-one percent of those surveyed indicated they had been in drug or alcohol abuse treatment although it is not known what percentage were in a facility or in some way institutionalized as part of treatment versus being treated on an out-patient basis or involved in some type of program such as Alcoholics Anonymous. Over one-third of respondents (35%) indicated they had been in a state hospital or other long term care facility and 50% had been incarcerated. Only 5% had ever been in foster care.



*50% of those surveyed  
have been in jail or  
prison.  
31% have been in drug or  
alcohol abuse treatment.*

Overall, two-thirds (67%) of those who reported being institutionalized indicated they had a place to stay upon their release. That figure held true for those who had been incarcerated – two-thirds had a place to stay upon their release.

### III. Resources for the Homeless

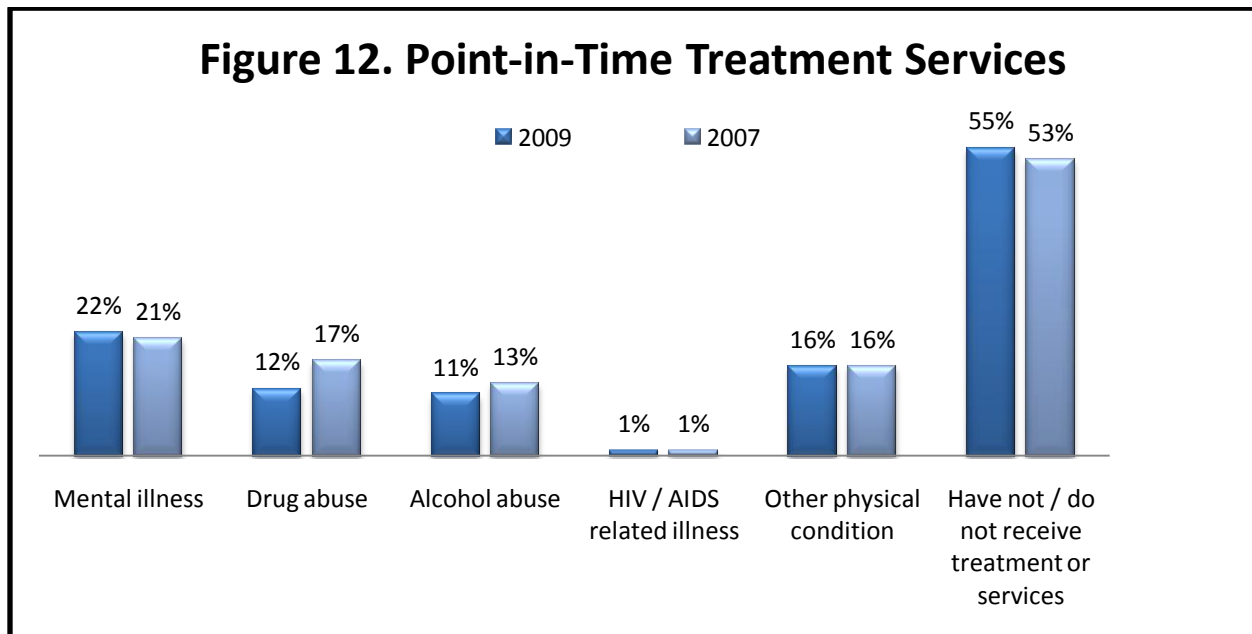


The survey posed a number of questions to ascertain what services participants needed or received. The questions ranged from what services they may have received at some point in the past, to true “point in time” queries, as in what are you needing/receiving now, to what have you needed or received in the past year.

#### Treatment or services for disabling conditions

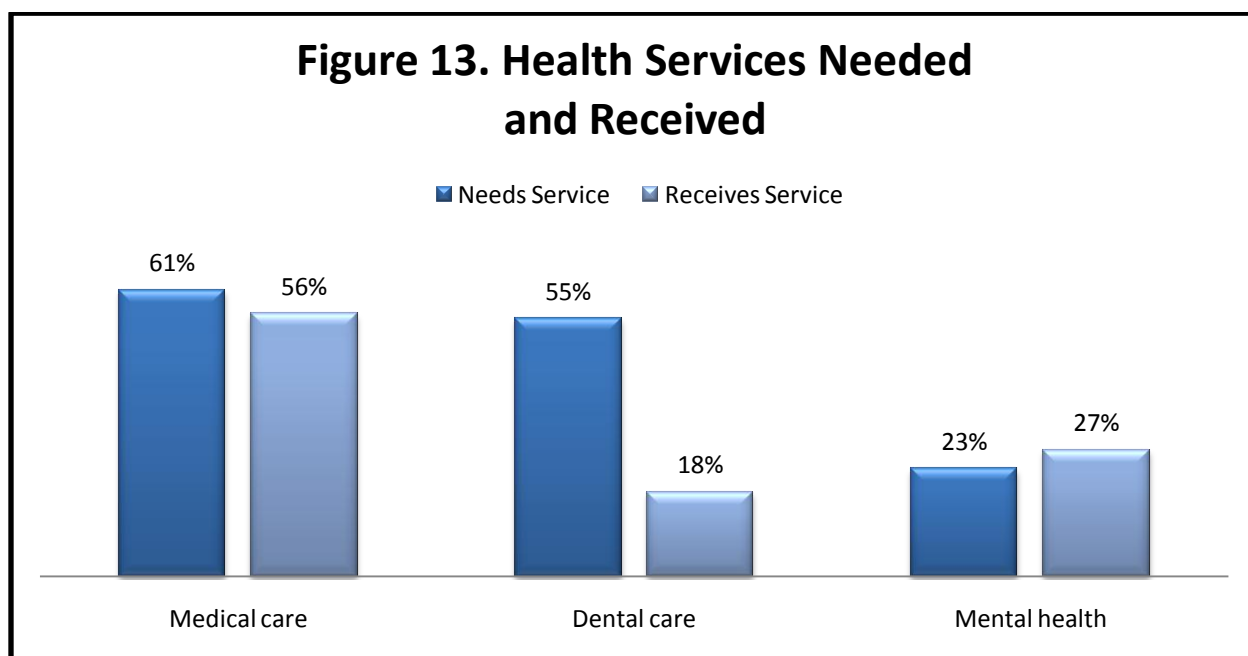
The majority of homeless persons surveyed in 2009 reported they had not or were not receiving treatment for

any of the disabling conditions highlighted in **Figure 12**.



### **Needed/Received these Services in Past Year**

**Figure 13** provides a clear “point in time” picture of what participants needed and received in the area of healthcare in the past year. Of the three primary health services, medical care was the one most needed with 61% requiring this service. Of those needing medical care, 56% received it. Fifty-five percent of those surveyed indicated they’d needed dental care within the previous year but only 18% were able to obtain those services. Those needing mental health services fared somewhat better. Of the 23% who needed mental health services in the previous year, 27% received services.



This data suggest a gap in critical health-related services as significant numbers of people who are homeless report being unable to access basic health services. In addition to existing conditions going untreated, the data suggests that people who are homeless are unlikely to receive the preventative care that could reduce the likelihood of future problems. One limitation of the data is that it does not provide an evaluation of the quality of the care that was received making it difficult to draw any conclusions about the efficacy of services that were provided, especially mental health services.

### **Other Services Needed and Received**

In addition to the medical, dental and mental health services queried above, respondents were also asked about a broad range of other services they needed and received, such as assistance with transportation, child care, veteran’s benefits, and case management.

Unlike the previous section in which survey participants were specifically asked if they’d needed a service during a specific time frame and then asked if they received that specific service in that time frame, the same corollary relationships cannot be drawn on this data section.

Two factors make it difficult to draw conclusions:

1. It is not known if those conducting the survey obtained information about the receipt of services only when the respondent indicated that it was a need. Of the 669 people who indicated they needed clothing or food, it cannot be assumed that any of the 405 people receiving clothing / food assistance also said they needed it.
2. It is likely that respondents who were getting a particular need met, i.e., emergency shelter, would then not identify it as something they needed since at that moment it wasn't a need.

While steps will be taken to be able to make such a correlation in the future, the data collected do provide a simple accounting of what the people who were surveyed identified as needs and what services they were receiving at the time of the survey.

### ***Services Needed by Most Respondents***

The five services identified by at least one-third of the respondents as a needed service were clothing and/or food, permanent housing, emergency shelter, dental care, and medical care. **Table 5** shows the full range of services respondents noted as needed; it is instructive to note which of those were needed by a small percentage of respondents. Note: respondents were able to check all services needed; a “case” was recorded as an individual respondent.

**Table 5. Services Needed**

<b>SHELTER AND SERVICES</b> (Respondents checked all that applied)	<b>NEED</b>		
	N	% of responses	% of cases
Clothing and/or food	669	10	49
Permanent Housing	628	9	46
Emergency Shelter	550	8	40
Dental Care	526	8	38
Medical Care	469	7	34
Case Management	448	6	32
Food Stamps	429	6	31
Job Training & Placement	404	6	29
Transportation Assistance	392	6	29
Housing Placement Services	333	5	24
Transitional Housing	321	5	23
Permanent Supportive Housing	266	4	19
GED or Educational Training	198	3	14
Life Skills Training	178	3	13
Mental Health Treatment	157	2	11
Legal Aid	156	2	11
SSI or SSDI	151	2	11
Child Care	111	2	8
Substance Abuse Treatment	108	2	8
Pension or Social Security	84	1	6
TANF	60	1	4
English as a Second Language	57	1	4
Veterans Benefits	44	1	3
No Services Needed	33	1	2
<b>TOTAL RESPONSES</b>	<b>6772</b>		



**Services Received by Most Respondents**

**Table 6** illustrates the services respondents reported receiving. The five services identified by at least 17% of the respondents as received – emergency shelter, case management, clothing and/or food, food stamps and transitional housing – meet the immediate needs of people who are homeless. However, these services do not move them closer to ending their homeless state by addressing the two reasons most often given for becoming homeless in the first place – unemployment and an inability to pay rent.

**Table 6: Services Received**

<b>SHELTER AND SERVICES</b> (Respondents checked all that applied)	<b>RECEIVED</b>		
	N	% of responses	% of cases
Emergency Shelter	521	17	47
Case Management	463	15	42
Clothing and/or food	405	13	37
Food Stamps	291	10	26
Transitional Housing	190	6	17
Medical Care	184	6	17
SSI or SSDI	139	5	13
Life Skills Training	106	4	10
Transportation Assistance	101	3	9
Mental Health Treatment	99	3	9
Pension or Social Security	84	3	8
Substance Abuse Treatment	74	2	7
Dental Care	65	2	6
GED or Educational Training	53	2	5
Legal Aid	51	2	5
Child Care	39	1	4
Job Training & Placement	39	1	4
TANF	35	1	3
Permanent Housing	32	1	3
Veterans Benefits	29	1	3
Housing Placement Services	25	1	2
English as a Second Language	25	1	2
Permanent Supportive Housing	12	<1	1
Received Nothing	4	<1	<1
<b>TOTAL RESPONSES</b>	<b>3066</b>		

## **CONCLUSIONS AND RECOMMENDATIONS**

Despite the work of many programs and agencies in the regions that comprise the Balance of State CoC group, the gaps that remain are in the critical areas that would help end homelessness. While respondents appeared to have received emergency shelter or transitional housing services, longer term housing solutions are woefully inadequate.

Further research is needed to better establish the correlation between needs and resources to meet those needs. Many of the services that are being provided appear to meet immediate needs of people who are homeless, clothing, food, etc., but do not provide the tools the person needs to end his or her homeless state.

THN will rely on the enhanced data collection anticipated through implementation of the Homeless Management Information System HMIS to provide a clearer picture of people who are homeless in the Balance of the State regions in Texas.

THN has already refined the 2010 survey instrument to address limitations.





## **APPENDICES**

# Point-In-Time Survey

Thursday, January 29, 2009

Please complete this form on the night of **January 29, 2009**. Refer any questions pertaining to this form to Eric Samuels (512) 482-8270

Person Completing Survey: \_\_\_\_\_ Survey location: \_\_\_\_\_

Individual does not wish to take the survey or the situation is too dangerous (complete #5 to the best of your ability)

1. First letter of **first name**: \_\_\_\_\_ First letter of **middle name**: \_\_\_\_\_

First three letters of your **last name**: \_\_\_\_\_

2. Last four digits of **Social Security #**: \_\_\_\_\_

3. Your **birth date**: \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_  
(month) (day) (year)

4. **Where did you spend the night last night** (January 28, 2009)?

- Emergency Shelter
- On the Street
- Living with Family
- Living with Friends
- Transitional Housing
- Mental Health Facility
- Substance Abuse Treatment Center
- Substandard Housing
- Hotel/Motel
- Subsidized Housing
- Hospital
- Domestic Violence Shelter
- Corrections Facility/Jail
- In a place that you are being evicted from within a week
- Other: \_\_\_\_\_

5. What is respondent's **gender**? (Observation)

- Male
- Female

6. What is your **race**?

- White
- Black/African American
- Asian
- American Indian or Alaska Native
- Native Hawaiian or Other Pacific Islander
- American Indian/Alaska Native and White
- Asian and White
- Black/African American and White
- American Indian/Alaska Native and Black/African American
- Other Multi-Racial

7. Do you consider yourself to be **Hispanic or Latino** (Cuban, Mexican, Puerto Rican, South or Central American, or other Spanish culture or origin, regardless of race)

- Yes, Hispanic or Latino
- No, Not Hispanic or Latino

8. Have you ever been in the **U.S. military**?  Yes  No

If so how long was your service? \_\_\_\_\_ (# years)

What was the time span of your service? \_\_\_\_\_  
Example - 1978-1982

9. **How long have you been homeless?** (use the appropriate blank(s) below)

Years: \_\_\_\_\_ Months: \_\_\_\_\_ Days: \_\_\_\_\_

10. Which of the following best describes **your situation**?

- 1st time homeless in the past 3 years
- 2-3 episodes in the past 3 years
- At least 4 episodes in the past 3 years
- Continuously homeless for a year or more

11. Have you had another, **separate homeless episode** within the past twelve months?  Yes  No

12. **Please check all the reasons why you:**

- | Became homeless:                                      | Remain homeless:                                      |
|---|---|
| <input type="checkbox"/> Unable to pay rent/mortgage  | <input type="checkbox"/> Unable to pay rent/mortgage  |
| <input type="checkbox"/> Unemployment                 | <input type="checkbox"/> Unemployment                 |
| <input type="checkbox"/> Divorce/Separation           | <input type="checkbox"/> Divorce/Separation           |
| <input type="checkbox"/> Domestic Violence            | <input type="checkbox"/> Domestic Violence            |
| <input type="checkbox"/> Incarceration                | <input type="checkbox"/> Incarceration                |
| <input type="checkbox"/> Family/Personal Illness      | <input type="checkbox"/> Family/Personal Illness      |
| <input type="checkbox"/> Physical/Mental Disabilities | <input type="checkbox"/> Physical/Mental Disabilities |
| <input type="checkbox"/> Addiction                    | <input type="checkbox"/> Addiction                    |
| <input type="checkbox"/> Evicted within past week     |   |
| <input type="checkbox"/> Moved to seek work           |   |
| <input type="checkbox"/> Sexual Orientation           |   |

13. How old were you when you **first became homeless**? \_\_\_\_\_

14. Where was the **last place that you lived in before you became homeless**?

- In Texas: City: \_\_\_\_\_  
County: \_\_\_\_\_
- Other State or Country: \_\_\_\_\_

15. **When did you move to the city where you are now?** \_\_\_\_\_  
Example - 1998

16. **How far did you go in school?**

- Never attended
- 1<sup>st</sup>-8<sup>th</sup> grade
- High school diploma
- Some college
- College Graduate
- Post Graduate Degree
- Some high school
- Technical school

17. **Are you able to work?**  Yes (go to #18)  No (go to # 20)

18. What best describes **your job status**?  Regular full time  
 Regular part time  Day labor  Part time  Unemployed

19. On average, **how many hours a week do you work for pay?** \_\_\_\_\_  
(Go to # 22)

20. **If unemployed, how long?** \_\_\_\_\_ months \_\_\_\_\_ years

21. **Why are you not working?** (check all that apply)

- Permanent physical disability
- Mental health problem
- Poor health
- Don't want to
- Lack skills/education
- Lack of proper clothing
- No transportation
- Other: \_\_\_\_\_
- Temporary physical disability
- Drug/alcohol problem
- Lack of US documents
- Lack child care
- Lack of permanent address
- Criminal background
- Learning/developmental disability

22. In an average month, **how much income do you earn?**  
 \$0             \$101-500             \$1001-2000  
 \$1-100         \$501-\$1000         \$2000+
23. From which sources do you get **income/resources?** (check all that apply)  
 Child Support             Family  
 Employer Wages         TEA  
 Food Stamps             Unemployment Benefits  
 Medicaid                 VA Benefits  
 Medicare                 Pension/Retirement  
 Social Security         Friends  
 SSDI                       Asking for money on streets  
 Prostitution             Other \_\_\_\_\_
24. Have you or are you **receiving treatment or services for any of the conditions** below? (Please check all that apply.)  
 Mental illness             Alcohol abuse  
 Drug abuse                 HIV/AIDS related illnesses  
 Other physical condition     Have not or do not receive treatment or services
25. Which of the following **services do you currently need?** Which of the following **services do you currently receive?** (Check all that apply)

Need	Shelter and Services	Receive
<input type="checkbox"/>	Emergency Shelter	<input type="checkbox"/>
<input type="checkbox"/>	Transitional Housing	<input type="checkbox"/>
<input type="checkbox"/>	Permanent Supportive Housing	<input type="checkbox"/>
<input type="checkbox"/>	Permanent Housing	<input type="checkbox"/>
<input type="checkbox"/>	Job Training & Placement	<input type="checkbox"/>
<input type="checkbox"/>	Case Management	<input type="checkbox"/>
<input type="checkbox"/>	Housing Placement Services	<input type="checkbox"/>
<input type="checkbox"/>	Mental Health Treatment	<input type="checkbox"/>
<input type="checkbox"/>	Substance Abuse Treatment	<input type="checkbox"/>
<input type="checkbox"/>	Medical Care	<input type="checkbox"/>
<input type="checkbox"/>	Dental Care	<input type="checkbox"/>
<input type="checkbox"/>	Child Care	<input type="checkbox"/>
<input type="checkbox"/>	Pension or Social Security	<input type="checkbox"/>
<input type="checkbox"/>	SSI or SSDI	<input type="checkbox"/>
<input type="checkbox"/>	Life Skills Training	<input type="checkbox"/>
<input type="checkbox"/>	Food stamps	<input type="checkbox"/>
<input type="checkbox"/>	TANF	<input type="checkbox"/>
<input type="checkbox"/>	Veterans Benefits	<input type="checkbox"/>
<input type="checkbox"/>	Transportation Assistance	<input type="checkbox"/>
<input type="checkbox"/>	GED or Educational Training	<input type="checkbox"/>
<input type="checkbox"/>	English as a 2nd Language	<input type="checkbox"/>
<input type="checkbox"/>	Legal Aid	<input type="checkbox"/>
<input type="checkbox"/>	Clothing and/or food	<input type="checkbox"/>
<input type="checkbox"/>	No services Needed	<input type="checkbox"/>

26. Have you ever been in:  
 Drug or Alcohol abuse treatment             Jail/prison  
 State Hospital/long term care facility         Foster care  
 Other: \_\_\_\_\_  
 (If yes to one, go to #27. If No, go to #28)
27. When released, **did you have a place to stay?**     Yes     No
28. In the past year, **have you needed medical care?**     Yes     No  
 Were you **able to get medical treatment?**             Yes     No
29. In the past year, **have you needed dental care?**     Yes     No  
 Were you **able to get dental treatment?**             Yes     No

30. In the past year, **have you needed mental health care?**     Yes     No  
 Were you **able to get mental health care?**             Yes     No
31. Which of the following best describes your family/household? (Please Check only one)  
 I am a Single Individual (**do not answer any more questions**)  
 Two parent family with children  
 One parent family with children  
 Couple without children  
 Other type of family
32. How many **total people** are in your family/household and who are currently with you (including yourself)? \_\_\_\_\_
33. How many **children** aged 18 or under are in your family? \_\_\_\_\_
34. How many **adults** are in your family? \_\_\_\_\_
35. For each family member (**NOT including yourself**), please tell us his or her **age, gender, and relationship to yourself.**

Person #2 (not you)	Person #3 (not you)
<b>Name or Initials</b>	<b>Name or Initials</b>
<b>Age (in years):</b>	<b>Age (in years):</b>
<b>Relationship to you:</b> <input type="checkbox"/> Child <input type="checkbox"/> Spouse <input type="checkbox"/> Partner <input type="checkbox"/> Other family member	<b>Relationship to you:</b> <input type="checkbox"/> Child <input type="checkbox"/> Spouse <input type="checkbox"/> Partner <input type="checkbox"/> Other family member
<b>Gender:</b> <input type="checkbox"/> Female <input type="checkbox"/> Male	<b>Gender:</b> <input type="checkbox"/> Female <input type="checkbox"/> Male
Person #4 (not you)	Person #5 (not you)
<b>Name or Initials</b>	<b>Name or Initials</b>
<b>Age (in years):</b>	<b>Age (in years):</b>
<b>Relationship to you:</b> <input type="checkbox"/> Child <input type="checkbox"/> Spouse <input type="checkbox"/> Partner <input type="checkbox"/> Other family member	<b>Relationship to you:</b> <input type="checkbox"/> Child <input type="checkbox"/> Spouse <input type="checkbox"/> Partner <input type="checkbox"/> Other family member
<b>Gender:</b> <input type="checkbox"/> Female <input type="checkbox"/> Male	<b>Gender:</b> <input type="checkbox"/> Female <input type="checkbox"/> Male
Person #6 (not you)	Person #7 (not you)
<b>Name or Initials</b>	<b>Name or Initials</b>
<b>Age (in years):</b>	<b>Age (in years):</b>
<b>Relationship to you:</b> <input type="checkbox"/> Child <input type="checkbox"/> Spouse <input type="checkbox"/> Partner <input type="checkbox"/> Other family member	<b>Relationship to you:</b> <input type="checkbox"/> Child <input type="checkbox"/> Spouse <input type="checkbox"/> Partner <input type="checkbox"/> Other family member
<b>Gender:</b> <input type="checkbox"/> Female <input type="checkbox"/> Male	<b>Gender:</b> <input type="checkbox"/> Female <input type="checkbox"/> Male

# Encuesta de Punto de Tiempo Específico

Jueves, 29 de enero de 2009

Favor de llenar este formulario en la noche del 29 de enero de 2009. Si tiene preguntas, favor de llamar a Eric Samuels (512-482-8270).

Nombre de la persona llevando acabo esta encuesta: \_\_\_\_\_

Sitio en donde se llevó acabo la entrevista: \_\_\_\_\_

El individuo no desea participar en la encuesta o la situación es demasiada peligrosa (complete la pregunta #5 lo mejor que pueda)

1. La primera letra de su: **primer nombre:** \_\_\_\_\_ **Segundo nombre:** \_\_\_\_\_  
Las primeras tres letras de su **apellido:** \_\_\_\_\_

2. Últimos cuatro números de su registro en el **Seguro Social:** \_\_\_\_\_

3. Su **fecha de nacimiento:** \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_  
(mes) (día) (año)

4. ¿Dónde pasó la noche que acaba de pasar (28 de enero de 2009)?

- Hospedaje / albergue de emergencia
- En la calle
- Hospedándose con familiares
- Hospedándose con amigos
- Hospedaje de transición (temporario)
- Hospital o asilo para la salud mental
- Centro de tratamiento para el abuso de drogas
- Hospedaje que no llena los requisitos de vivienda normal
- Hotel / Motel
- Hospedaje subsidiado por alguna agencia, la ciudad, o el Estado
- Hospital
- Hospedaje / albergue para víctimas de la violencia doméstica
- Hospedaje del departamento de correcciones/policia o cárcel
- En un lugar de donde tiene que salir dentro de una semana
- Otro: \_\_\_\_\_

5. ¿Que es el **sexo** de la persona participante?)  
 Male  Female

6. ¿De que **raza** es usted?

- Anglo  Nativo Americano/de Alaska y Anglo
- Africano / Afro-americano  Asiático y Anglo
- Asiático  Afro-americano y Anglo
- Nativo Americano o indígena de Alaska  Nativo Americano/de Alaska y Afro-americano
- Nativo de Hawaii u otra isla del Pacifico  Otro: Multi-racial

7. ¿Se considera usted **hispano o latino** (cubano, mexicano, puertorriqueño, sud o centroamericano, de otra cultura u origen hispano, sin contar de su raza)?

- Sí, hispano o latino
- No, no hispano o latino

8. ¿Ha estado usted en el servicio militar de **los Estados Unidos**?  
 Yes  No

En caso de contestar sí, ¿por cuántos años? \_\_\_\_\_ (# años)

¿Durante que años estuvo en el servicio? \_\_\_\_\_  
Ejemplo - 1978-1983

9. ¿Por cuanto tiempo ha estado usted sin hogar?

Escoja: Años: \_\_\_\_\_ Meses: \_\_\_\_\_ Días: \_\_\_\_\_

10. Escoja la respuesta apropiada para su situación:

- primera vez sin hogar en los últimos tres años
- 2 a 3 veces sin hogar durante los últimos tres años
- por lo menos 4 veces sin hogar durante los últimos tres años
- Continuamente sin hogar por un año o más

11. ¿Ha tenido usted **otra ocasión de estar sin hogar**, fuera de lo mencionado, dentro de los últimos 12 meses?  Si  No

12. Favor de indicar todas las razones porque usted:

**Llegó a estar sin hogar:** **Se queda en la misma situación:**

- no puede pagar renta la / de la casa
- falta de empleo
- divorcio o separación
- violencia doméstica
- encarcelamiento
- enfermedad personal / familiar
- discapacidades físicas/mentales
- adicción
- expulsado de su vivienda durante la semana pasada
- cambio de dirección para buscar trabajo
- orientación sexual
- no puede pagar la renta / pago de la casa
- falta de empleo
- divorcio o separación
- violencia doméstica
- encarcelamiento
- enfermedad personal / familiar
- discapacidades físicas/mentales
- adicción

13. ¿Cuántos años tenía cuando **primero llego a estar sin hogar**? \_\_\_\_\_

14. ¿Dónde fue el último lugar **donde vivió antes de estar sin hogar**?

- En Texas: Ciudad: \_\_\_\_\_  
Condado: \_\_\_\_\_
- Otro Estado o País: \_\_\_\_\_

15. ¿Cuándo se trasladó a la ciudad donde se encuentra ahora? \_\_\_\_\_  
Ejemplo - 1988

16. ¿Qué grado alcanzó en la escuela?

- Nunca asistí  1º al 8º grado  Algo de high school
- Certificado de haber graduado high school (preparatoria)
- Algo de educación superior (universidad, e.g.)
- Colegio o instituto técnico  Graduado de la Universidad
- Certificado de estudios de post-grado

17. ¿Puede trabajar?  Sí (pase al #18)  No (pase al # 20)

18. ¿Qué es lo que mejor describe su **estado de trabajo**?

- Empleado de tiempo completo  Empleado de tiempo parcial
- Trabajos por día  Tiempo parcial  Sin empleo

19. Como promedio, ¿cuántas horas por semana trabaja usted por dinero? \_\_\_\_\_ (pase al # 22)

20. Si usted esta **desempleado**, por cuánto tiempo?  
\_\_\_\_\_ meses \_\_\_\_\_ años

21. **Why are you not working?** (check all that apply)

- Discapacidad física permanente  Discapacidad física temporal
- Problema de salud mental  Problemas con drogas/alcohol
- Salud decaída en general  Falta de documentación legal
- No quiero trabajar  Falta quien cuida a los niños
- Falta de educación o habilidad  Falta de dirección permanente
- Falta de ropa apropiada  Antecedentes criminales
- Falta de transporte  Discapacidad de poder aprender/ falta de desarrollo mental normal
- Otro: \_\_\_\_\_



22. Como promedio, ¿cuántos ingresos gana usted?
- \$0                       \$101-500                       \$1001-2000  
 \$1-100                       \$501-\$1000                       \$2000+
23. Indique todos que son aplicables respecto a sus ingresos de dinero/recursos:
- Prostitución  
 Sostén familiar                       Familia  
 Sueldos por empleo                       TEA  
 Food Stamps / estampillas para comida                       Beneficios por desempleo  
 Medicaid                       Beneficios de la VA  
 Medicare                       Pensiones / jubilación  
 Seguro Social                       Amigos  
 SSDI                       Solicitación de dinero en la calle  
 Otro \_\_\_\_\_

24. ¿Ha recibido, o está actualmente recibiendo, tratamiento o servicios por algunas de estas condiciones?
- Enfermedad                       Abuso de alcohol  
 Abuso de drogas                       Enfermedades relacionadas a la SIDA o HIV  
 Otra condición física                      SIDA o HIV  
 No recibo, ni he recibido, tratamiento o servicios

25. ¿Cuáles de los siguientes servicios necesita usted actualmente? ¿Cuales actualmente recibe? (Marque todos que aplican.)

Necesito	Alojamiento y Servicios	Recibo
<input type="checkbox"/>	Hospedaje de emergencia	<input type="checkbox"/>
<input type="checkbox"/>	Hospedaje/vivienda transicional	<input type="checkbox"/>
<input type="checkbox"/>	Hospedaje permanente subsidiado	<input type="checkbox"/>
<input type="checkbox"/>	Hospedaje/vivienda permanente	<input type="checkbox"/>
<input type="checkbox"/>	Educación para trabajar y colocación en empleo	<input type="checkbox"/>
<input type="checkbox"/>	Alguien que se encarga de mi situación	<input type="checkbox"/>
<input type="checkbox"/>	Servicios para buscar hospedaje	<input type="checkbox"/>
<input type="checkbox"/>	Tratamiento para la salud mental	<input type="checkbox"/>
<input type="checkbox"/>	Tratamiento por abuso de drogas	<input type="checkbox"/>
<input type="checkbox"/>	Cuidado médico	<input type="checkbox"/>
<input type="checkbox"/>	Cuidado dental	<input type="checkbox"/>
<input type="checkbox"/>	Cuidado de niños	<input type="checkbox"/>
<input type="checkbox"/>	Pensión o seguro social	<input type="checkbox"/>
<input type="checkbox"/>	SSI or SSDI	<input type="checkbox"/>
<input type="checkbox"/>	Educación en las habilidades necesarias para vivir	<input type="checkbox"/>
<input type="checkbox"/>	Food stamps/ estampillas para comida	<input type="checkbox"/>
<input type="checkbox"/>	TANF	<input type="checkbox"/>
<input type="checkbox"/>	Beneficios por servicio militar/VA	<input type="checkbox"/>
<input type="checkbox"/>	Asistencia para el transporte	<input type="checkbox"/>
<input type="checkbox"/>	GED u otro programa educacional	<input type="checkbox"/>
<input type="checkbox"/>	ESL/Inglés como segundo idioma	<input type="checkbox"/>
<input type="checkbox"/>	Legal Aid/asistencia para asuntos legales	<input type="checkbox"/>
<input type="checkbox"/>	Ropa y/o comida	<input type="checkbox"/>
<input type="checkbox"/>	No necesito servicios	<input type="checkbox"/>

26. ¿Ha estado usted en:
- tratamiento por abuso de drogas/alcohol?     una cárcel o prisión?  
 un hospital/asilo para cuidado de larga duración?  
 Foster care/hogar temporal como joven o niño?  
 Other: \_\_\_\_\_  
(Si marcó alguno, pase al #27; si nó, pase al #28)

27. Cuando salió del lugar arriba marcado, ¿tenía usted un lugar para hospedarse?                       Si     No

28. Durante el año pasado, ¿tuvo necesidad de cuidado médico?                       Si     No  
¿Fue posible obtener tal cuidado médico?                       Si     No

29. Durante el año pasado, ¿tuvo necesidad de cuidado dental?                       Si     No  
¿Fue posible obtener tal cuidado dental?                       Si     No

30. Durante el año pasado, ¿tuvo necesidad de cuidado para su salud mental?                       Si     No  
¿Fue posible obtener tal cuidado?                       Si     No

31. ¿Cuál respuesta entre las siguientes describe su familia o situación mejor? (Favor de marcar solamente una respuesta.)
- Soy solter(a) (no responda a las otras preguntas, #32-#35)  
 Familia de dos padres con niños  
 Familia de un solo padre o madre solamente, con niños  
 Pareja sin niños  
 Otro tipo de familia

32. De las personas que forman su situación familiar, cuántos actualmente están con usted? (Incluya a sí mismo(a).) \_\_\_\_\_

33. ¿Cuántos niños menores de 19 años están en su familia? \_\_\_\_\_

34. ¿Cuántos adultos están en su familia? \_\_\_\_\_

35. Para cada miembro de su familia (sin incluir a sí mismo(a)), favor de contarnos de su edad, sexo y relación a sí mismo(a).

Persona #2 (no usted)	Persona #3 (no usted)
<b>Nombre o iniciales</b>	<b>Nombre o iniciales</b>
<b>Edad(en años):</b>	<b>Edad(en años):</b>
<b>Relación a usted:</b> <input type="checkbox"/> Niño <input type="checkbox"/> Espos(a) <input type="checkbox"/> Pareja/compañero(a) <input type="checkbox"/> Otro miembro familiar	<b>Relación a usted:</b> <input type="checkbox"/> Niño <input type="checkbox"/> Espos(a) <input type="checkbox"/> Pareja/compañero(a) <input type="checkbox"/> Otro miembro familiar
<b>Sexo:</b> <input type="checkbox"/> Masculino <input type="checkbox"/> Femenino	<b>Sexo:</b> <input type="checkbox"/> Masculino <input type="checkbox"/> Femenino
Persona #4 (no usted)	Persona #5 (no usted)
<b>Nombre o iniciales</b>	<b>Nombre o iniciales</b>
<b>Edad(en años):</b>	<b>Edad(en años):</b>
<b>Relación a usted:</b> <input type="checkbox"/> Niño <input type="checkbox"/> Espos(a) <input type="checkbox"/> Pareja/compañero(a) <input type="checkbox"/> Otro miembro familiar	<b>Relación a usted:</b> <input type="checkbox"/> Niño <input type="checkbox"/> Espos(a) <input type="checkbox"/> Pareja/compañero(a) <input type="checkbox"/> Otro miembro familiar
<b>Sexo:</b> <input type="checkbox"/> Masculino <input type="checkbox"/> Femenino	<b>Sexo:</b> <input type="checkbox"/> Masculino <input type="checkbox"/> Femenino
Persona #6 (no usted)	Persona #7 (no usted)
<b>Nombre o iniciales</b>	<b>Nombre o iniciales</b>
<b>Edad(en años):</b>	<b>Edad(en años):</b>
<b>Relación a usted:</b> <input type="checkbox"/> Niño <input type="checkbox"/> Espos(a) <input type="checkbox"/> Pareja/compañero(a) <input type="checkbox"/> Otro miembro familiar	<b>Relación a usted:</b> <input type="checkbox"/> Niño <input type="checkbox"/> Espos(a) <input type="checkbox"/> Pareja/compañero(a) <input type="checkbox"/> Otro miembro familiar
<b>Sexo:</b> <input type="checkbox"/> Masculino <input type="checkbox"/> Femenino	<b>Sexo:</b> <input type="checkbox"/> Masculino <input type="checkbox"/> Femenino

**CENSUS AND SURVEY  
OF AN AREA'S  
HOMELESS  
POPULATION**

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**INFORMATION AND INSTRUCTIONS**



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### IMPORTANT NOTES

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- This Survey method will consist of a point-in-time analysis designed to count the sheltered and unsheltered homeless and to survey the characteristics of the homeless. This survey will be conducted on **January 29, 2009**.
- The quality of the data collected from this survey is highly dependent on the organization of survey activities on the date of the survey and the training of the volunteers. In other words, this is your survey and the data will only be as good and as reliable as you make it.
- **Children will be counted through surveys administered to parents. Young children will not participate because the survey instrument is not appropriate for young children. Your group may choose to survey teenagers, but not young children.**

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### THE POINT-IN-TIME COUNT AND SURVEY OF HOMELESS PERSONS

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#### Method Used to Obtain an Unduplicated Count

The survey is administered to homeless persons on the street, at service sites and in shelters using the “known locations” methodology described by Burt (1992). This methodology involves identifying locations throughout the city where homeless persons are known to congregate. A project advisory committee (*PAC*) should hold meetings weeks before the day of the survey to identify known locations (sheltered and unsheltered locations). The involvement of case managers, outreach workers, formerly homeless persons and current homeless persons in this process will prove invaluable.

The *PAC* should group the known areas into several sections. On the day of the survey to help avoid counting individuals more than once, the survey volunteers are assigned to teams and each team is assigned to different known areas or “sections” determined in the previous planning meetings. In addition, each person surveyed is asked if they had already taken the survey that day. It’s a good idea on the day of the survey to give needed items to each homeless person encountered as an “ice breaker” this also facilitates an unduplicated count, because persons who had already been approached about the survey could often times be seen carrying these donated items.

#### Administering the Survey and use of the Count form

Volunteers administering the survey in shelters simply interview those staying there for the night. The volunteers administering the survey at outdoor or service based locations are to approach all persons in the assigned areas who may be homeless and/or receiving services there. Unless the volunteers feel that there is a risk associated with entering a particular building, approaching a particular area or the respondent expresses a wish not to participate, they are to survey all persons in the area.

If the volunteers feel entering a particular area is unsafe or the individual wishes not to participate, they should try to count any persons they can plainly view and record their gender, if apparent. Recording this information is important in producing an estimate of homeless persons at any point-in-time in known locations. To keep an accurate count of the potential respondents who do not want to take the survey administrators should use the check box provided (see example below) and record the person’s gender.

- Individual does not wish to take the survey or the situation is too dangerous (complete #5 to the best of your ability)

**Important:** unless there is a risk associated with entering a particular building or approaching a particular area or the respondent expresses a wish not to participate please complete the full survey. In previous years a “count form” was used but this year **only** the survey form is used.

### Introductory Script

A script is provided to each of the volunteer survey administrators. The script is meant to inform potential respondents that the survey is: 1. Confidential; 2. Voluntary and 3. Intended to gather information that will help the community better understand the needs of those suffering from homelessness or those at risk of homelessness. The script will also help respondents to identify whether they have completed a survey already. Survey administrators should memorize and “personalize” the introductory script in order to promote rapport with respondents (reading a script aloud can appear impersonal).

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### PREPARING FOR THE POINT-IN-TIME SURVEY

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- 1) Contact all facilities in the area where your coalition intends to administer the survey to request their cooperation. Make sure that representatives from the survey sites are informed about all planning meetings.
- 2) Contact the local police department and/or county sheriff's office to let them know about the survey and to request their help.
  - Invite police officers to all of the meetings and ask about having patrol cars in the “survey location” areas during the night of the survey for the protection of the volunteers.
  - **\*\*\*It's very important to think about the safety of the volunteers. Many of the persons administering the survey may not work within homeless service organizations so there will be a wide variation in skill sets. You must include safeguards for everyone's protection including the protection of your organization.**
  - Some Homeless Coalitions ask each volunteer to sign a waiver that basically states that they would not hold the organizations involved responsible should they be harmed during the survey. Other safety tips are offered throughout these instructions.
- 3) Establish a small Count/Survey Committee from the coalition membership. **This is a group of responsible, organized and reliable persons who are very detailed orientated. These persons will not administer the survey, but will stay at the project headquarters during the survey in case problems arise on the day of the survey.**
  - This group will be responsible for making sure all volunteers are accounted for before and after the survey.
  - This group will pass out the maps of the known areas to team leaders before the survey.
  - This group will pass out supplies and whatever “ice breaker” will be given to the homeless individuals during the survey.
  - This group will be at a phone number that the survey team can call in case of trouble while administering the survey. One member of each group surveying at outdoor locations should have a cell phone so they can call the survey coordination group if necessary.
  - The Count/Survey Committee will also collect the completed surveys after each team comes in and make sure that everyone is accounted for and all forms have been returned after survey activities are complete.
  - Members of this group may also arrange with THN to complete the data entry portion of the data analysis process on-site. This option would allow THN staff to quickly run the analysis and return the results to the community.
- 4) Determine with your coalition (which should include homeless persons) the locations in the city or county where homeless persons tend to congregate. These locations should include sheltered and unsheltered locations. Mark these locations on a city or county map. Before the survey, drive around the city or county to pre-screen the sites you have identified to make sure that you have not missed any sites and to make note of possible problems in areas.

- 5) After you have marked all of the sites on the map, divide the sites into small sections. These sections should be small enough to survey all of homeless persons in the area in only a short period of time. The identified sections should be numbered for easy reference.
- 6) Once you have the sections outlined, determine how many volunteers you will need to survey all homeless persons in that section. This calculation will help your coalition determine how many volunteers you will need to recruit.
- 7) Start recruiting volunteers. Coordinate with local non-profit organizations to insure that they have enough volunteers to administer the survey.
  - Case managers and shelter employees/volunteers will be needed to survey homeless persons in the shelters during the point-in-time survey.
  - Contact the local police department, sheriff's office, fire department, and ask for volunteers to help administer the survey.
  - If you live in an area with a community college or university, contact them to see if you could place an announcement about the survey with the volunteer center or on bulletin boards around campus. Meet individually with sociology/social work professors and arrange to have students who participate receive extra credit in their course.
  - If possible, write a public service announcement for the radio and/or local T.V. stations to request volunteers from the community
- 8) Let the local news know about your volunteer meetings, so they can attend planning sessions. One of the goals of this project is to generate as much community awareness as possible.
- 9) In order to help "break the ice" with respondents before the survey, think about collecting items that you can offer them such as a personal hygiene kit, a sack dinner, bus passes, socks etc. . . A good idea to help further avoid a duplicate count is to give these items to the homeless in large white plastic bags. (Large white plastic bags are easily identified, and can help you further distinguish between those who have and have not taken the survey.)
- 10) Advertise survey activities at service sites where people who are homeless or near homeless visit. Let them know what you are doing and when, so they will expect to be approached and will not be startled.
- 11) You will need to decide before the survey what the volunteers administering surveys in unsheltered locations will wear, so they will be easily identifiable. Whatever it is that the volunteers wear should be easily visible. One idea is to ask the city for use of reflective vests – though not very stylish - these vest will make each person administering the survey identifiable and also will prevent persons administering the survey from startling homeless persons. The "uniform" is also useful when you are telling potential respondents about the survey. You can say a person in a reflective vest will approach you on the assigned day and ask you to take the survey. Other ideas are white baseball caps or Salvation Army Bell Ringer Jackets.
- 12) Your coalition will also need to clip boards, pens and any other item needed during the administration of the survey.
- 13) Your coalition will need to make plenty of photocopies of the survey instrument (\* a good idea is to fill out the date and city or county for the different survey areas, before you make the photocopies); you will also need copies of the introductory script (one per volunteer) and copies of the separate sections of the map to distribute to the Team Leader for each team of volunteers, so they will know where they need to go on the day of the survey.

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#### ORGANIZING THE VOLUNTEERS/WHAT TO DO ON THE DAY OF THE SURVEY

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- 1) Schedule at least one volunteer meeting before the survey to answer any questions and to provide an overview of what will take place during the survey. You should also schedule another meeting immediately before the survey, perhaps an hour before to review procedure. **\*\*A good idea is to provide a meal for the volunteers at a local shelter and conduct a final training/question and answer session just before conducting the survey.**
- 2) All survey activities on the day of the survey should begin and end in the same location; each team/individual will need to return their surveys to the same place they picked them up and check out with the survey coordination group.
- 3) During the first volunteer meeting the coalition should put the volunteers into numbered teams and each team should elect a team leader.
  - If you know that Spanish is commonly spoken in your community, it is a good idea to have one bilingual person on each team.
  - Each team will be assigned to cover specific sections of the city during the survey.
  - There should be a master list of persons assigned to each team. This list can be created after the count/survey committee knows who plans to participate. The count/survey committee will take attendance before the survey, and make sure that everyone checks back in with them after the survey is complete. This may seem like a cumbersome task, but it is important to make sure all volunteers are accounted for after survey activities are complete.
- 4) Team leaders for unsheltered locations will be responsible for knowing the directions to and the boundaries of each of the assigned sections. **(The survey coordination group will need to provide each team with a photocopy of the section(s) of the map that they are to cover during the survey).**
  - Each team should travel in as few vehicles as possible to the assigned sections and should stay together; (It would be best if each team only takes one car).
  - The team leader will be responsible for keeping track of all of the other team members. The team leader should have a cell phone and he/she should ensure that the survey organizers and all members of the team have the number.
  - All of the logistics need to be worked out before the survey.
  - On the day of the survey the team leaders should meet separately with the count/survey committee to receive the map to their assigned areas, a list of their team members, and other supplies for the team such as flashlights, clip boards, and copies of the survey.
  - The team leader should then go to the central congregation area and meet with their volunteers.
- 5) Team leaders for sheltered locations will be employees of the shelter they work at. A limited number of case managers or shelter employees/volunteers should be assigned to administer the surveys in shelters; a representative from each shelter should report to survey headquarters before and after the survey.
- 6) After each team (unsheltered and sheltered) has finished administering the survey, each team leader should return to the location where they congregated before the survey to turn in the completed survey forms and to check out with the survey coordination group.

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## TRAINING THE VOLUNTEERS

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This survey is simple to administer, so the volunteers will not require any prior experience or special skills other than the ability to **read, write, and follow directions**.

- 1) Make sure you read through the survey instrument with the volunteers to make sure that everyone understands how to fill it out and to answer any questions.
- 2) Remind volunteers that whatever your coalition is giving out is to be used as an icebreaker and not as a bribe to take the survey. Distribute the items to the homeless or those at risk of homelessness in the area first and then ask them to take the survey.
- 3) Remind volunteers that when approaching people to ask them to take the survey, recite the introductory script provided. This survey is optional and if a person does not want to take it simply record that they do not wish to take the survey and then record their gender.
- 4) Emphasize that the survey questions are to be read by volunteers to the homeless and to be completed by the volunteers. When reading the survey, read slowly and clearly. Repeat questions and answer choices as necessary.
- 5) Remind volunteers that it is important to be polite, friendly, and positive. If you encounter a situation that seems unsafe, use your best judgement. **You should not put yourself in any harm in order to administer the survey.**
- 6) Encourage volunteers to record everything. If you encounter a situation where the person only takes half of the survey and then stops responding, make a record on the form of what happened. Since the survey data analysis team cannot be there when you administer the survey, it is important to make a record of everything unusual that happens.
- 7) Emphasize that volunteers mark the answer choices clearly and precisely. Make sure it is clear which answer choice(s) you are indicating.
- 8) Make sure volunteers know that if a respondent gives an answer that does not make sense or that is directly contradictory to an answer they just gave; this is a clue that they may not have understood the question. In this situation, the volunteer should try to explain the question.
- 9) Remind volunteers to please remember to follow survey instructions carefully. If the question says mark only one answer choice, then mark only one answer choice. If the respondent is not able to narrow the answer down to one choice, then just move on to the next question and leave that question blank. \*We can not enter data on surveys where the directions were not followed.\*
- 10) Make sure that volunteers pay special attention to instructions that provide further direction that is dependent on how the respondent answers (example below). These instructions are very important.  

**Example: Are you able to work?  Yes (go to #18)  No (go to # 20)**
- 11) Remind volunteers that each team should stay together and should look out for one another. Each person is to report back to the survey headquarters after survey activities are completed.

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**IF YOU HAVE QUESTIONS, YOU MAY CONTACT US AT THE FOLLOWING E-MAIL ADDRESS OR  
CALL US AT THE PHONE NUMBER LISTED BELOW**

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512-687-5105 (direct line)

**THN BALANCE OF STATE HOMELESS SURVEY**

**January 29, 2009**

**Survey Introduction**

"Hello, my name is \_\_\_\_\_, and I am helping complete a confidential survey for our community. Your anonymous answers to this survey will help the local agencies better understand the needs of people who are experiencing or will experience homelessness. Your involvement may help improve services for all people, including yourself.

"This survey is voluntary. You do not have to be interviewed if you do not want to. If you do participate, you do not have to answer all the questions in the survey. Also, if you agree to participate, **we will not identify you in any way**. This survey is **strictly confidential**.

"We ask that you take this survey only once, so if somebody else asks you to take the survey later, just say that you have already taken it.

"Would you be willing to take about 5 to 10 minutes and take part in the interview?"

"Thank you."

If the volunteers feel entering a particular area is unsafe or the individual wishes not to participate, they should try to count any persons they can plainly view and record their gender, if apparent. Recording this information is important in producing an estimate of homeless persons at any point-in-time in known locations. To keep an accurate count of the potential respondents who do not want to take the survey administrators should use the check box provided (see example below) and record the person's gender.

- Individual does not wish to take the survey or the situation is too dangerous (complete #5 to the best of your ability)

**Important:** unless there is a risk associated with entering a particular building or approaching a particular area or the respondent expresses a wish not to participate please complete the full survey.