



HOMELESS SERVICE UTILIZATION REPORT



HAWAI'I 2015



A REVIEW OF FY 2015

The 2015 fiscal year reported the highest number of people who sought homeless services in the state's history: 14,954 in total. The problem of our growing homeless population raises the pressing need for better service coordination. Without a fully functioning, coordinated system of assessment and housing placement, sustaining the gains made and achieving long-term results in solving the homeless problem in our state will be difficult.

FY 2014 to FY 2015 saw an increase of 4.7%, or 672 clients, which can be attributed to the growing number of unaccompanied homeless adults accessing services. In the 2015 fiscal year, 8,250 unaccompanied adults were served—9.9% (740) more than those who received services in the last fiscal year. The only group that showed a noticeable decline in numbers this year was homeless children, who dropped 1.8% (65) from the statewide peak seen in FY 2014, to a total of 3,494 in FY 2015.

Two major system flow factors likely contributed to the elevated demand in the state's homeless service system. First, the rate of clients "leaving" the system did not keep up with the increased enrollment, resulting in 421 more clients from last fiscal year who continued to access services in FY 2015—a total of 5,875 "stayers." The second factor was the influx of new clients to the service system, for a total of 5,717 "newcomers," an increase of 256 clients from last fiscal year. Some characteristics of these new clients are:

- Compared to continuing/returning clients, the newcomers were more likely to be young children under 6 years old (14.6% vs. 10.2%) or young adults aged 18–24 (10.8% vs. 6.8%).
- The majority was assisted via homeless outreach services (54.1%), followed by shelter programs (41.0%). Only 4.8% of the 3,720 new client households sought assistance from rapid rehousing programs as their first resort.
- 420 new client households had lived in doubled-up situations and 114 in permanent housing (14.4% of the total) prior to receiving homeless services; these households were 2.3 times as likely to be family households with children as single-person or adult-only households.
- Among the 4,005 new adult clients who sought shelter and outreach services, one in five (19.6%) were employed.
- Half (48.5%) of new adult clients had lived in the state of Hawai'i for 10 years or more. In the counties of Hawai'i, Kaua'i, and Maui, one fourth (23.9%) of new adult clients were new arrivals to the state (within 12 months). Data for Honolulu was inconclusive due to the high percentage of missing information.
- Zip code area 96792 on the Leeward Coast of O'ahu was the last permanent residence of 482 new client households. Other noteworthy zip code areas where a large number of new client households (100–199 range) last resided are 96819, 96817, and 96815 on O'ahu; 96732, 96793, and 96761 on Maui; and 96740 and 96720 on the island of Hawai'i.

Hawai'i's homeless service system offers three major types of programs to people experiencing homelessness. One in five homeless service clients (19.4%) accessed multiple types of these program services in FY 2015.

Rapid Rehousing Programs are part of a newer strategy designed to provide targeted support to those who have recently become homeless to enable their return to stable housing as quickly as possible. Statewide, this program served a total of 981 clients, an increase of 19.1% (157 clients) from last fiscal year.

Shelter Programs provide a safe place for individuals and families to sleep at night and often include many additional services and resources. Emergency shelter service programs tend to be shorter than transitional housing service programs. The latter programs are designed to provide more intensive services to help individuals and families transition gradually into more stable housing situations. Statewide, a total of 8,844 people received shelter services in FY 2015, representing a 3.1% increase (270 clients) from FY 2014. Emergency shelter services accounted for the majority of the increase, while transitional housing services had only a slight increase statewide.

Outreach Programs target unsheltered individuals in order to provide resources and referrals for shelter and other services. Statewide, 8,030 people received homeless outreach services in FY 2015, representing 422 more people than the last fiscal year (5.5% increase).

The state's homeless service system assisted 3,257 people in obtaining permanent housing during the 2015 fiscal year, representing 42.8% of all service users who exited the system. The rate of clients exiting to permanent housing tended to be associated with the socio-demographic backgrounds of the service users and types of service programs utilized.

People in family households had the highest rate at 60.7% of exiting to permanent housing, followed by children 6–17 years old at 60.1%, children 0–5 years old at 59.7%, and veterans at 56.6%. On the lower end, people experiencing chronic homelessness exited at a rate of 20.8% to permanent housing, followed by 25.8% of service users in Kaua'i County, and 31.0% of unaccompanied adults and others in adult-only households.

Overall, the Rapid Rehousing Program had the highest rate of exit to permanent housing, at 73.4%, followed by 64.1% from the Transitional Housing Program. The Emergency Shelter and Outreach Programs had much lower rates, at 27.7% and 17.4% respectively. The City and County of Honolulu tended to have a higher rate of exit to permanent housing across almost all program types, with the exception of the Outreach Program, where clients in Neighbor Island counties experienced a higher rate of exit to permanent housing.

This year's report also examined the Permanent Supportive Housing Program (PSHP) that serves formerly homeless individuals through funding from federal, state, and city governments. The PSHP is designed to couple housing with ongoing service support to those who might otherwise have difficulty maintaining housing. The total number of PSHP households has been growing in recent years, from 937 in June 2012 to 1,048 in June 2015. The growth was mainly due to the increases in the HUD-VASH program's capacity in all counties and the establishment of Housing First programs on O'ahu. Since FY 2013, an average of 244 households have entered PSHP each year. The current capacity of PSHP must be expanded in order to serve those with the highest needs among the 2,000 or more chronically homeless individuals served annually in the state's homeless service system.

The 2015 *Homeless Service Utilization Report* is the tenth annual report produced by the Center on the Family at the University of Hawai'i at Mānoa and the Homeless Program Office in the Hawai'i State Department of Human Services. In this report, references to the FY 2014 data are based on the 2014 *Homeless Service Utilization Report* and its *Statistical Supplement*, which can be downloaded from <http://uhfamily.hawaii.edu/publications/list.aspx>. Additional data tables and thematic maps are published in the 2015 *Statistical Supplement*, which is available from the web address above.



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. Service providers who receive city, state, and federal funds to provide homeless assistance and permanent supportive housing services for formerly homeless persons must enter client intake, service encounter, and exit information into the HMIS. The data system also includes a few other service providers who report data on a voluntary basis. Domestic violence shelters and locally funded rapid rehousing services do not enter data into the HMIS and therefore are not included in this report.

The most current data, from the 2015 fiscal year (July 1, 2014 – June 30, 2015), are presented for the Shelter, Outreach, and Rapid Rehousing Programs that serve the homeless population. A system analysis utilizes HMIS data dating from FY 2007 to identify new clients and returnees to the system. For the first time, PSHP data from the 2013–2015 fiscal years are presented in this report.

Client data are reported as an unduplicated count of individuals who received services. When data are reported on specific types of programs, clients are counted in each type of program in which they were enrolled within the reporting period; therefore, the sum of these counts consists of a duplicated count of individuals who received services from multiple programs. Individuals are identified as having multiple records of services through the personal identification information entered into the HMIS. This information is voluntarily provided by the clients, and not all clients provide complete information, making it difficult to accurately assess prior service utilization. Intake records for the 2015 fiscal year contain an unusually high proportion of missing data, and this issue is especially acute for outreach programs in the City and County of Honolulu. Despite these limitations, the data contained in this report are the best and most current available on individuals and families in Hawai'i who have utilized the homeless service system.

ACKNOWLEDGMENTS

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PHOTO CREDITS

The photographs in this report are courtesy of Krystle Marcellus / *Honolulu Star-Advertiser* Hawai'i Pathways Project
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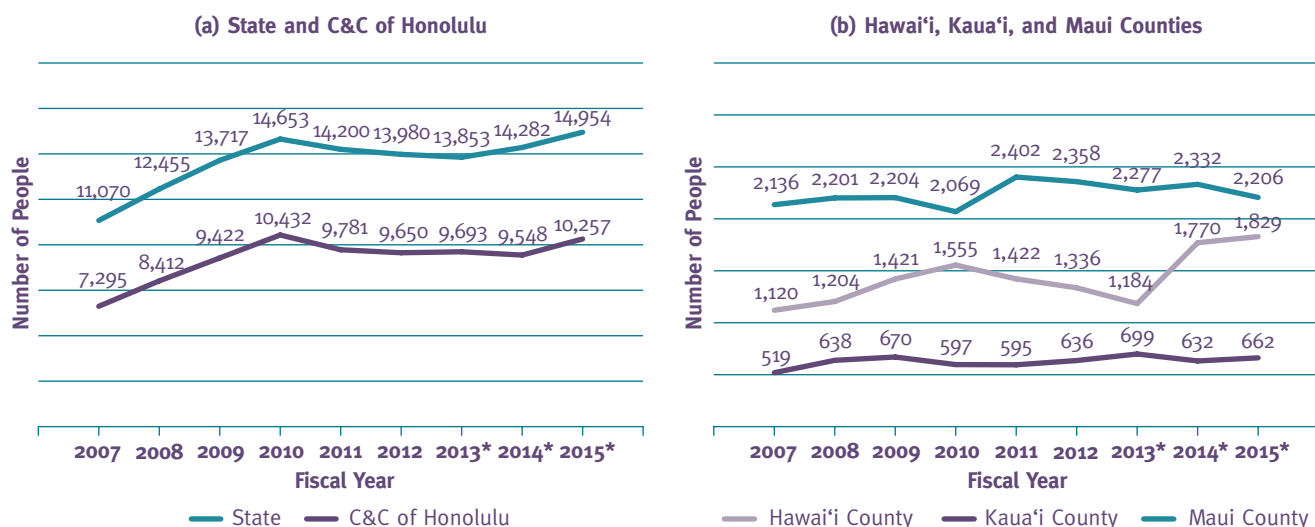
REPORT CITATION

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HOMELESS SERVICE SYSTEM OVERVIEW

A total of 14,954 individuals experienced homelessness and received services from the homeless service system in the state of Hawai'i during FY 2015. This represents a 4.7% increase in the number of individuals using homeless services in the state as compared to FY 2014 (14,282). In fact, more individuals utilized homeless services in 2015 than in any other year since 2007. The largest portion of these individuals were served in the City and County of Honolulu (10,257 or 68.6%), followed by Maui County (2,206 or 14.8%), Hawai'i County (1,829 or 12.2%), and Kaua'i County (662 or 4.4%). At the county level, the City and County of Honolulu, Hawai'i County, and Kaua'i County all saw increases in the numbers of individuals served between FY 2014 and FY 2015, whereas only Maui County saw a slight decrease from last year.

Figure 1. Homeless Service Clients, FY 2007–2015



Note: * Since FY 2013, data have included Rapid Rehousing, Shelter, and Outreach Programs. Data for earlier years (FY 2007–2012) do not include the Rapid Rehousing Program as data were not available.

Demographic Profile

Table 1 shows the demographic characteristics of those receiving emergency shelter, transitional shelter, outreach, and rapid rehousing services in Hawai'i in FY 2015. The majority of service users were male (8,527 or 57.0%), with women at 6,281 (42.0%). Most of the clients served by the homeless system self-identified as either Caucasian (29.3%) or Native Hawaiian (30.5%). A total of 1,289 veterans were served. Most individuals came to current service programs from unsheltered settings (63.0%), followed by doubled-up (living with extended family or non-relatives due to inability to afford own home, 13.5%), and sheltered settings (8.6%). Over half of the clients (55.2%) were accessing services unaccompanied; more than one third were members of households with children (39.3%), and the remaining (5.5%) were clients in households with two or more adults. A total of 10,014 households were served; the majority was single-person households (8,250, or 82.4%). Other household types included households consisting solely of adults (3.8%), single-parent households (5.9%), two-parent households (7.5%), and other households with children (0.4%). A total of 3,494 (23.4%) children under the age of 18 received services in these households.

Additional demographic profiles for specific homeless service programs are presented in the 2015 *Statistical Supplement*, available online at <http://uhfamily.hawaii.edu/publications/list.aspx>.

DEFINITION

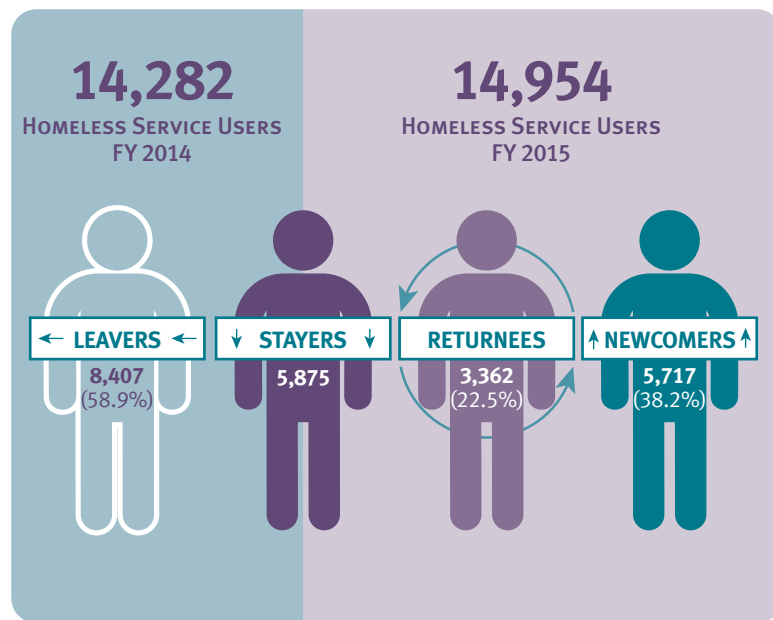
Homelessness: This report used the Department of Housing and Urban Development's definition of homelessness. Under the HUD definition, an individual or family is considered homeless if they are either a) sleeping in a public or private place not ordinarily considered to be a place for humans to live, including campgrounds, abandoned buildings, or cars; b) sleeping in a publicly or privately operated shelter or c) exiting an institution, such as a prison or hospital, where they stayed 90 days or less, before which they had been considered homeless. Please refer to the official HUD definition of homelessness for more information.

Table 1. Demographic Profile of Homeless Service Clients, FY 2015

	Hawai'i County		Kaua'i County		Maui County		C&C of Honolulu		Total	
	#	%	#	%	#	%	#	%	#	%
ALL INDIVIDUALS Total	1,829	100.0%	662	100.0%	2,206	100.0%	10,257	100.0%	14,954	100.0%
Gender										
Male	990	54.1%	342	51.7%	1,335	60.5%	5,860	57.1%	8,527	57.0%
Female	835	45.7%	318	48.0%	868	39.3%	4,260	41.5%	6,281	42.0%
Other/Unknown	4	0.2%	2	0.3%	3	0.1%	137	1.3%	146	1.0%
Age										
Birth to 5 years	234	12.8%	81	12.2%	176	8.0%	1,290	12.6%	1,781	11.9%
6 to 17 years	215	11.8%	96	14.5%	203	9.2%	1,194	11.6%	1,708	11.4%
18 to 24 years	178	9.7%	58	8.8%	182	8.3%	826	8.1%	1,244	8.3%
25 to 39 years	477	26.1%	158	23.9%	565	25.6%	2,340	22.8%	3,540	23.7%
40 to 59 years	561	30.7%	223	33.7%	857	38.8%	3,372	32.9%	5,013	33.5%
60 years and over	162	8.9%	46	6.9%	222	10.1%	845	8.2%	1,275	8.5%
Unknown	2	0.1%	0	0.0%	1	0.0%	390	3.8%	393	2.6%
Ethnicity										
Caucasian	709	38.8%	220	33.2%	1,085	49.2%	2,364	23.0%	4,378	29.3%
Hawaiian/Part Hawaiian	603	33.0%	250	37.8%	569	25.8%	3,132	30.5%	4,554	30.5%
Marshallese	188	10.3%	69	10.4%	35	1.6%	585	5.7%	877	5.9%
Micronesian	70	3.8%	2	0.3%	94	4.3%	1,195	11.7%	1,361	9.1%
Other Pacific Islander	29	1.6%	20	3.0%	46	2.1%	722	7.0%	817	5.5%
Filipino	78	4.3%	44	6.6%	135	6.1%	564	5.5%	821	5.5%
Other Asian	45	2.5%	26	3.9%	74	3.4%	531	5.2%	676	4.5%
Black	59	3.2%	17	2.6%	105	4.8%	646	6.3%	827	5.5%
Native American	47	2.6%	14	2.1%	59	2.7%	147	1.4%	267	1.8%
Unknown	1	0.1%	0	0.0%	4	0.2%	371	3.6%	376	2.5%
Prior Living Situation										
Sheltered settings	33	1.8%	61	9.2%	365	16.5%	829	8.1%	1,288	8.6%
Unsheltered	1,339	73.2%	513	77.5%	1,486	67.4%	6,088	59.4%	9,426	63.0%
Institutional settings	98	5.4%	7	1.1%	114	5.2%	519	5.1%	738	4.9%
Unsubsidized housing	50	2.7%	6	0.9%	20	0.9%	314	3.1%	390	2.6%
Subsidized housing	13	0.7%	1	0.2%	8	0.4%	98	1.0%	120	0.8%
Doubled up	169	9.2%	56	8.5%	161	7.3%	1,628	15.9%	2,014	13.5%
Other/Unknown	127	6.9%	18	2.7%	52	2.4%	781	7.6%	978	6.5%
Living Arrangements										
Living alone	881	48.2%	313	47.3%	1,572	71.3%	5,484	53.5%	8,250	55.2%
In an adult-only HH	176	9.6%	45	6.8%	32	1.5%	573	5.6%	826	5.5%
In a HH w/ children	772	42.2%	304	45.9%	602	27.3%	4,200	40.9%	5,878	39.3%
HOUSEHOLDS Total	1,170	100.0%	411	100.0%	1,756	100.0%	6,677	100.0%	10,014	100.0%
Household Type										
Single-person	881	75.3%	313	76.2%	1,572	89.5%	5,484	82.1%	8,250	82.4%
Two-or-more-adult	89	7.6%	21	5.1%	16	0.9%	257	3.8%	383	3.8%
Single-parent	97	8.3%	42	10.2%	115	6.5%	335	5.0%	589	5.9%
Two-parent	96	8.2%	30	7.3%	53	3.0%	568	8.5%	747	7.5%
Other HH with children	7	0.6%	5	1.2%	0	0.0%	33	0.5%	45	0.4%
ADULTS Total	1,380	100.0%	485	100.0%	1,827	100.0%	7,768	100.0%	11,460	100.0%
Veteran Status										
Yes	111	8.0%	26	5.4%	200	10.9%	952	12.3%	1,289	11.2%
No	1,269	92.0%	459	94.6%	1,627	89.1%	6,816	87.7%	10,171	88.8%

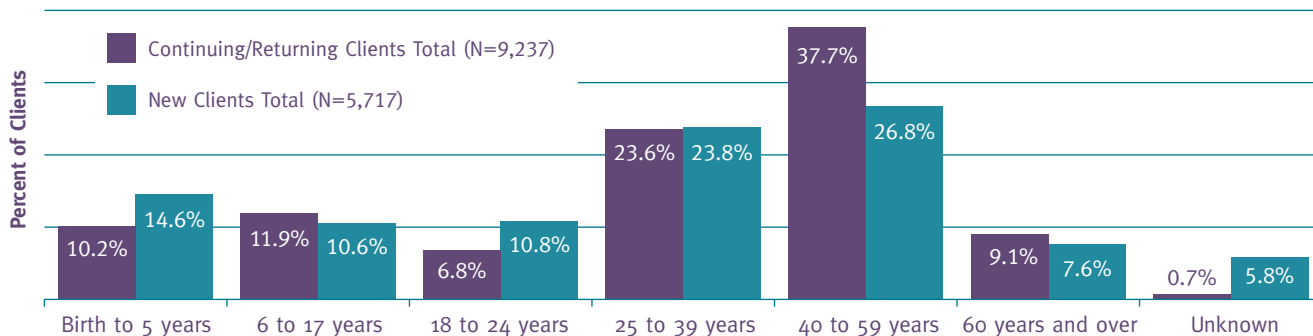
Note: A new, broadened definition was applied to a household type in this report. Households with parent(s) and adult child(ren) without the presence of children under 18 years old were counted as two-or-more-adult-only households. Single-parent, two-parent, and other households with children all consisted of children under 18 years old.

Figure 2. Homeless Service System: Inflow, Outflow, and Return Flow, FY 2014–2015



As the major goal of homeless services is to help individuals exit services into permanent housing, it is important to look at how individuals flow into and out of services over time as well as whether or not these individuals are returning to homeless services at a later date. Of the total 14,954 individuals who used homeless services in FY 2015, 5,875 (39.3%) individuals were “stayers” from the last fiscal year, 3,362 individuals (22.5% of FY 2015 service population) returned to homeless services after having exited in a previous year, and 5,717 individuals (38.2%) entered the service system for the first time. Compared to last fiscal year, the numbers of “stayers” and “newcomers” increased 7.7% and 4.7% respectively, which contributed to the 4.7% overall increase in the total population served. The number of “returnees” remained stable.

Figure 3. Age of Homeless Service Clients by Client Status, FY 2015



Comparison of ages between new clients and returning/continuing clients showed that the highest proportions of both groups were in their 40s and 50s, with 37.7% of the continuing/returning group and 26.8% of the newcomer group falling in the 40- to 59-year-old age bracket. In contrast, the newcomer group had a higher proportion of young children under six years old (14.6% vs. 10.2%) and young adults aged 18 to 24 years old (10.8% vs. 6.8%).

Table 2. Age of New Homeless Service Clients by County, FY 2015

Age	Hawai'i County	Kaua'i County	Maui County	C&C of Honolulu
Birth to 5 years	18.3%	17.5%	10.4%	14.4%
6 to 17 years	14.8%	15.9%	8.0%	9.8%
18 to 24 years	11.5%	10.7%	11.7%	10.4%
25 to 39 years	25.2%	23.8%	26.7%	22.8%
40 to 59 years	22.9%	24.6%	33.3%	26.6%
60 years and over	7.2%	7.5%	9.9%	7.2%
Unknown	0.1%	0.0%	0.1%	8.9%
TOTAL	931	252	830	3,704

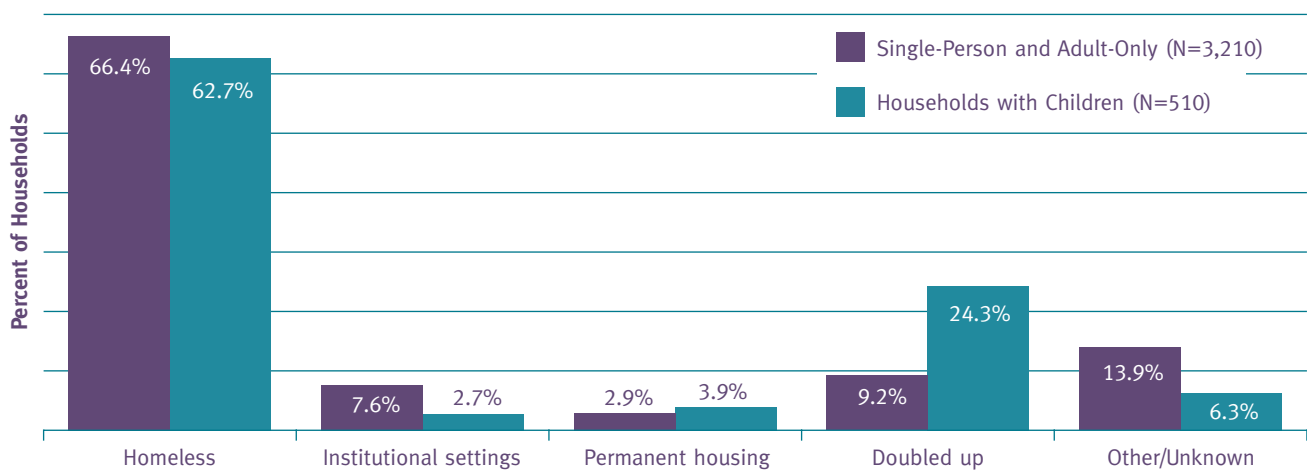
Hawai'i County, versus other counties, had the highest percentage of clients who were new to the homeless service system (50.9% vs. 36.1%–38.1%). In Maui County, the proportions of children who were new to services (under 18 years old, 18.4%) were smaller than those in other counties, and the proportion of adults in their 40s and 50s was higher (33.3%).

Table 3. Characteristics of New Client Households, FY 2015

	Other Counties		C&C of Honolulu		Total	
	#	%	#	%	#	%
HOUSEHOLDS Total	1,275	100.0%	2,445	100.0%	3,720	100.0%
Type of Program First Entered						
Shelter	532	41.7%	994	40.7%	1,526	41.0%
Outreach	708	55.5%	1,306	53.4%	2,014	54.1%
Rapid Rehousing	35	2.7%	145	5.9%	180	4.8%
Household Type						
Adult-only	1,064	83.5%	2,146	87.8%	3,210	86.3%
With children	211	16.5%	299	12.2%	510	13.7%
Prior Living Situation						
Homeless	974	76.4%	1,476	60.4%	2,450	65.9%
Institutional settings	95	7.5%	162	6.6%	257	6.9%
Permanent housing	27	2.1%	87	3.6%	114	3.1%
Doubled up	115	9.0%	305	12.5%	420	11.3%
Other	62	4.9%	98	4.0%	160	4.3%
Unknown	2	0.2%	317	13.0%	319	8.6%

Of the 3,720 households that were new to services in FY 2015, over half (54.1%) were first connected to homeless services through outreach, with another 41.0% accessing shelter, and 4.8% using rapid rehousing. A large percentage (86.3%) of these households consisted solely of adults, while 510 households (13.7%) had children. The majority came into services from either homeless settings (65.9%) or was doubled up with family or friends (11.3%). Another 6.9% came from institutional settings, and 3.1% entered services from permanent housing situations.

Figure 4. Prior Living Situations by Household Type for New Client Households, FY 2015



A higher proportion of households with children entered services after being doubled up (24.3%) versus adult-only households (9.2%). Households with children also had slightly higher rates of entering services from permanent housing (3.9%) than adult-only households (2.9%). Adult-only households, on the other hand, had higher rates of entering from homeless (66.4% vs. 62.7%), institutional (7.6% vs. 2.7%), and unknown (13.9% vs. 6.3%) settings.

Table 4. Characteristics of New Adult Clients Served by Shelter and Outreach Programs, FY 2015

	Other Counties %	C&C of Honolulu %	Total %
Employment			
Unemployed	76.0%	65.3%	69.1%
Employed	24.0%	17.2%	19.6%
Unknown	0.1%	17.5%	11.3%
Educational Attainment			
Less than high school diploma	22.5%	17.6%	19.3%
High school diploma/GED or more	77.3%	57.0%	64.2%
Unknown	0.2%	25.4%	16.5%
Hawai'i Residency			
12 months or less	23.9%	12.5%	16.6%
More than 1 year, less than 5 years	13.8%	9.8%	11.2%
5 years to less than 10 years	7.3%	6.2%	6.6%
10 years and over	53.5%	45.8%	48.5%
Unknown	1.5%	25.7%	17.1%
TOTAL	1,423	2,582	4,005

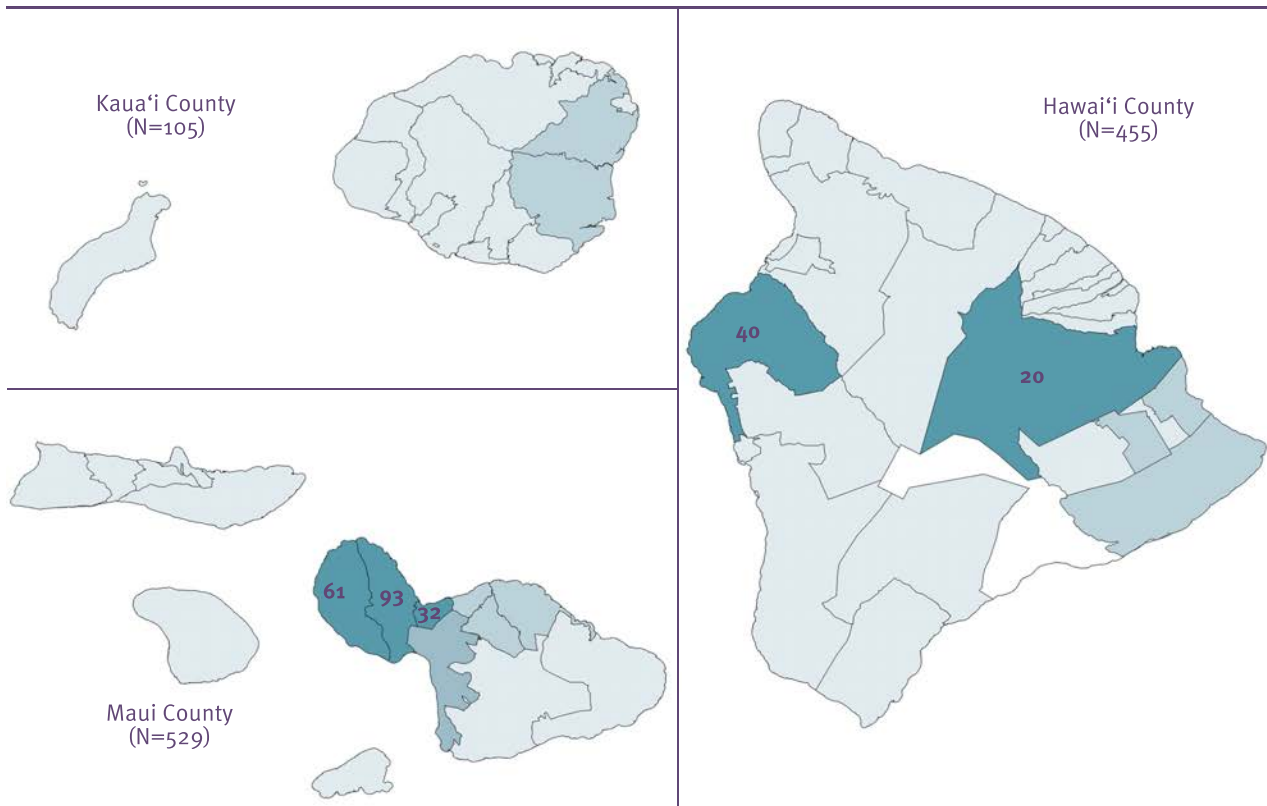
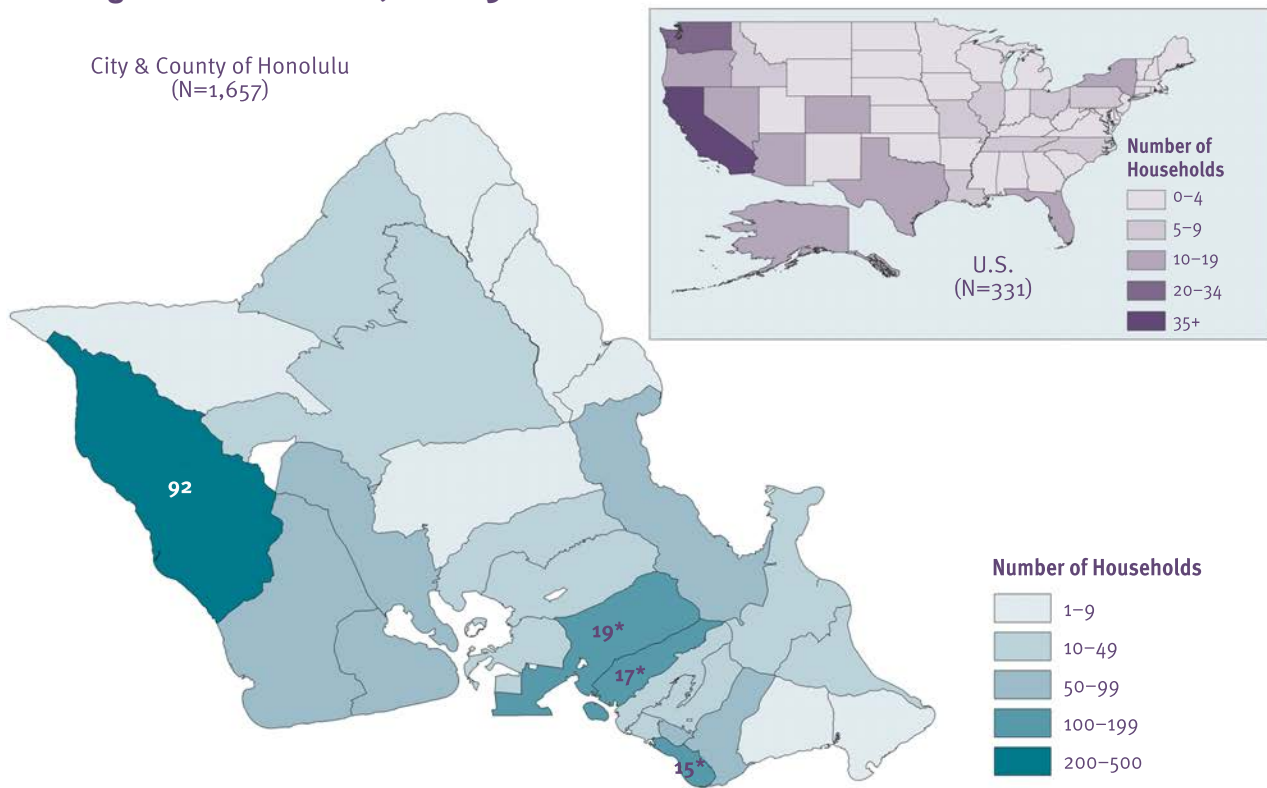
Most of the adults entering shelter or outreach programs (69.1%) for the first time were unemployed, with 19.6% reporting employment. A total of 64.2% had obtained a high school diploma/GED equivalent or higher, while 19.3% had less than a high school diploma. Almost half of these adults had lived in Hawai'i for 10 years or more (48.5%). However, more than a fourth (27.8%) had been residents of the state for less than five years. It is difficult to compare county-level data because of the exceptionally high rate of missing data in the City and County of Honolulu.

Last Permanent Residence of New Client Households

Figure 5 shows the geographic area in which newcomer households had last lived. This information was collected at intake to services by asking for a last zip code of residence. Data are presented for 3,077 households that provided a valid zip code (82.7% of the total). On the map, darker colors represent a location where higher proportions of newcomers lived prior to entering services.

- In the City and County of Honolulu, a large number of households came from living situations on the Leeward Coast of O'ahu, where 482 households had lived in the 96792 (Wai'anae, Mākaha, Mā'ili) zip code alone. Other areas on O'ahu with high numbers (100–199 households) of last residence included the 96819 (Fort Shafter, Kalihi), 96817 (Kalihi, Pālama, Downtown, Liliha, Nu'uuanu), and 96815 (Waikīkī, Kapahulu, Diamond Head) zip codes.
- On the island of Maui, the 96732 (Kahului), 96793 (Wailuku, Waihe'e, Waiehu, Mā'alaea), and 96761 (Kapalua, Lahaina) zip codes had fairly high number of last residences (100–199 households).
- In Hawai'i County, the 96740 (Kailua-Kona) and 96720 (Hilo) areas had the highest level of pre-entry residence (both in the 100–199 range).
- In Kaua'i County, more households came from the Windward side than other areas, but these numbers were lower than on other islands (10–49).

Figure 5. Location of Last Permanent Residence for New Client Households Accessing Homeless Services, FY 2015



Note: Maps presented are USPS zip code boundary maps for Hawai'i and the state map for the United States. Data based on 3,077 new client households that provided valid zip code information (82.7% of the total). The last two digits of the zip codes are shown in areas with 100+ households: 967-XX or 968-XX*.

HOMELESS PROGRAMS

Of the 14,954 homeless individuals served in the state in FY 2015, 981 (6.6%) received rapid rehousing services, 8,030 (53.7%) received outreach services, and 8,844 (59.1%) received shelter services. One in five individuals (19.4%) received multiple types of services. Among those receiving shelter services in the state, 56.0% were enrolled in an emergency shelter program and slightly more (56.9%) were enrolled in a transitional shelter program. Of total shelter users, 12.9% utilized both types of

shelter services during FY 2015. While an increase in service utilization was observed in all program types at the state level, there were exceptions at the county level compared to last fiscal year. A smaller number of people were served in the rapid rehousing program in Kaua'i County; in the outreach, emergency shelter, and transitional shelter programs in Maui County; and in the transitional shelter program in Hawai'i County.

Table 5. Number of People Served by Program Type, FY 2015

	Hawai'i County		Kaua'i County		Maui County		C&C of Honolulu		State	
	#	%	#	%	#	%	#	%	#	%
Homeless Programs Total	1,829	100.0%	662	100.0%	2,206	100.0%	10,257	100.0%	14,954	100.0%
Rapid Rehousing	82	4.5%	5	0.8%	147	6.7%	747	7.3%	981	6.6%
Outreach	1,514	82.8%	377	56.9%	1,384	62.7%	4,755	46.4%	8,030	53.7%
Shelter	783	42.8%	352	53.2%	1,345	61.0%	6,364	62.0%	8,844	59.1%
Shelter Program Total	783	100.0%	352	100.0%	1,345	100.0%	6,364	100.0%	8,844	100.0%
Emergency	552	70.5%	230	65.3%	1,045	77.7%	3,123	49.1%	4,950	56.0%
Transitional	275	35.1%	170	48.3%	764	56.8%	3,827	60.1%	5,036	56.9%

Note: Number of people is an unduplicated count of individuals served for each program type above. Some accessed multiple types of homeless programs during the reporting period; therefore, the sums of subcategories are larger than the totals.

People in households with children under 18 years old made up 39.3% of all homeless service users in the state in FY 2015. Maui County had the lowest proportion of service users in family units (27.3%). Outreach services typically see a smaller proportion of family users than other programs, and indeed, at the state level, only 21.1% of outreach service users were in family units at the time of services. However, in Hawai'i and Kaua'i Counties, about one third of the outreach users were part of family units.

Table 6. Number of People Served in Households with Children by Program Type, FY 2015

	Hawai'i County		Kaua'i County		Maui County		C&C of Honolulu		State	
	#	%	#	%	#	%	#	%	#	%
Homeless Programs Total	772	42.2%	304	45.9%	602	27.3%	4,200	40.9%	5,878	39.3%
Rapid Rehousing	3	3.7%	4	80.0%	32	21.8%	295	39.5%	334	34.0%
Outreach	587	38.8%	115	30.5%	167	12.1%	824	17.3%	1,693	21.1%
Shelter (Total)	404	51.6%	215	61.1%	534	39.7%	3,756	59.0%	4,909	55.5%
Emergency	277	50.2%	121	52.6%	305	29.2%	1,477	47.3%	2,180	44.0%
Transitional	154	56.0%	129	75.9%	432	56.5%	2,692	70.3%	3,407	67.7%

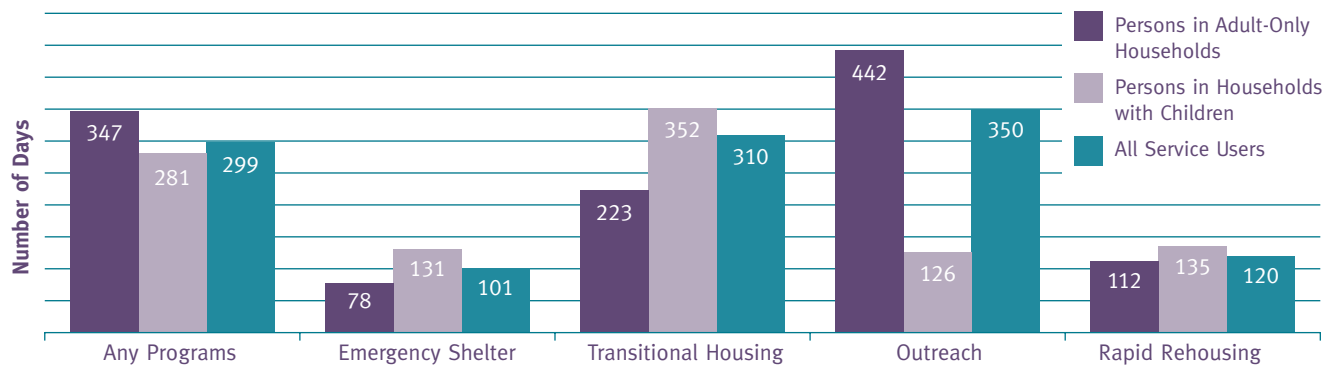
Note: Number of people is an unduplicated count of individuals served for each program type above. Some accessed multiple types of homeless programs during the reporting period; therefore, the sums of subcategories are larger than the totals. Percentages are based on all people served in the respective program type.

PROGRAM OUTCOMES

Length of Enrollment

In FY 2015, homeless service users were enrolled in homeless programs for an average of 299 days. Outreach programs had the longest average length of enrollment at 350 days, followed by transitional housing programs at 310 days, rapid rehousing at 120 days, and emergency shelter at 101 days. Compared to people in adult-only households, those in households with children tended to utilize shelter and rapid rehousing programs for a longer period of time, but had a shorter enrollment in outreach programs and all programs combined.

Figure 6. Average Length of Enrollment by Program and Household Types, FY 2015



Note: The average length of enrollment for “any programs” is based on total number of unduplicated days each person enrolled in any homeless programs during the reporting period, and includes the number of days of continuous enrollment that occurred before the current period. Data for a specific program type accounted for the unduplicated number of days each person was enrolled in the program. This measure is a snapshot of the current homeless service system. It did not count any program enrollments that ended in previous fiscal years. As a result, it does not represent the total length of time individuals were enrolled in programs. To reduce the impact of outliers on data, 5% trimmed means are presented. The mean is calculated from 90% of data points after excluding the lowest 5% and highest 5% of data.

Exiting to Permanent Housing

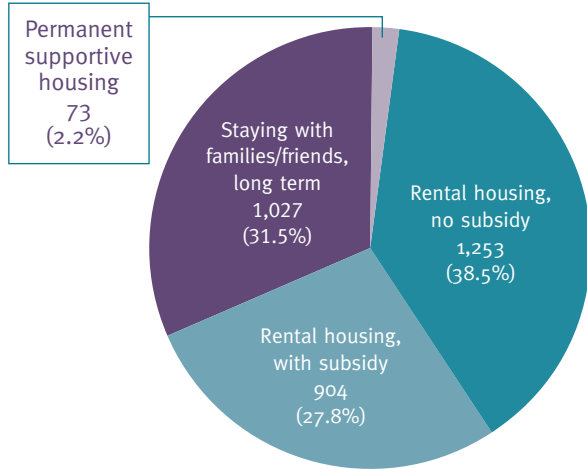
Half (50.8%) of all service users statewide exited the homeless service system in FY 2015. Most (42.8%) exited to permanent housing, with 15.3% exiting to homeless destinations, another 15.3% exiting to other destinations, and 26.6% exiting to unknown destinations. Kaua’i County at 25.8% had the lowest rate of exit to permanent housing compared to the City and County of Honolulu (44.5%), Hawai’i County (43.1%) and Maui County (41.2%).

People in households with children had a higher rate of exit to permanent housing (60.7%) than did those in adult-only households (31.0%). Children had higher rates of exit to permanent housing than did adults (59.7%–60.1% vs. 35.4%–40.9%). Veterans had an above average program exit rate (55.4%) and one of the highest rates of permanent housing exits (56.6%). In contrast, chronically homeless individuals had the lowest exit rate (47.6%) and the lowest percentage of permanent housing exits (20.8%).

Table 7. Exit Destination of Homeless Service Users by Selected Characteristics, FY 2015

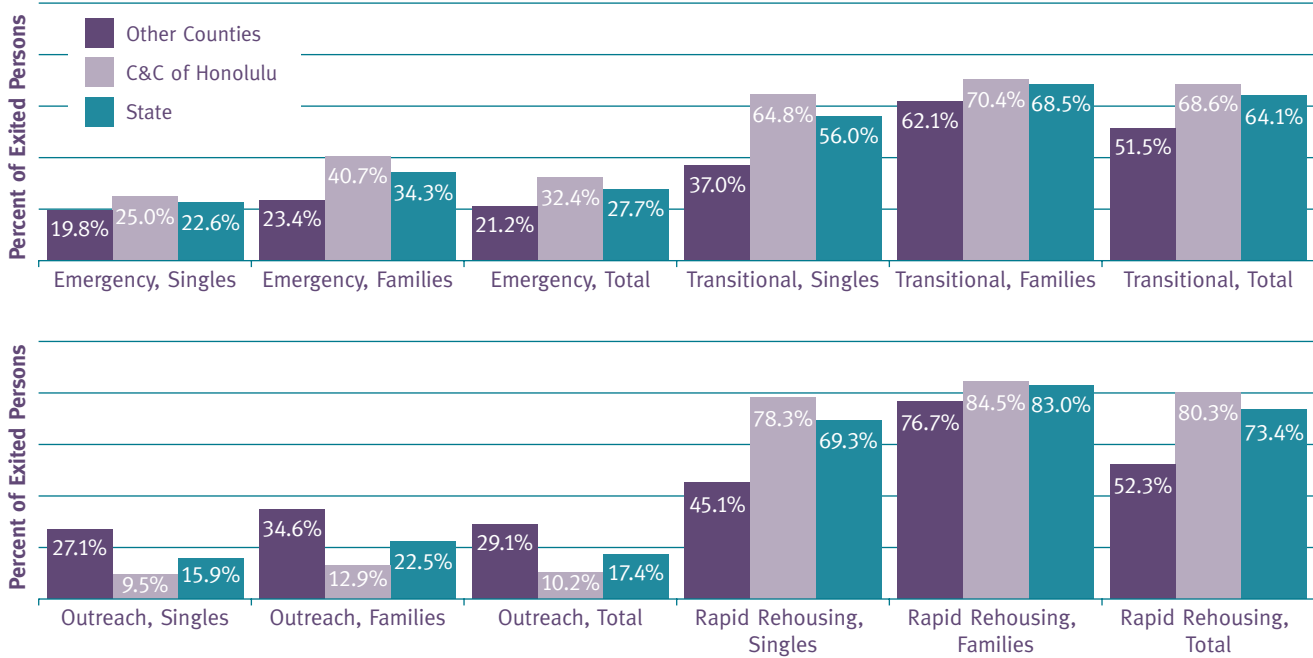
Characteristics	Exit Destination								Service Users Who Exited		All Service Users Total #
	Permanent Housing		Other		Homeless		Unknown		#	%	
	#	%	#	%	#	%	#	%			
State Total	3,257	42.8%	1,160	15.3%	1,164	15.3%	2,020	26.6%	7,601	50.8%	14,954
Hawai’i County	404	43.1%	138	14.7%	371	39.6%	24	2.6%	937	51.2%	1,829
Kaua’i County	104	25.8%	115	28.5%	75	18.6%	109	27.0%	403	60.9%	662
Maui County	443	41.2%	184	17.1%	183	17.0%	266	24.7%	1,076	48.8%	2,206
C&C of Honolulu	2,306	44.5%	723	13.9%	535	10.3%	1,621	31.3%	5,185	50.6%	10,257
Persons in adult-only households	1,415	31.0%	674	14.8%	832	18.2%	1,647	36.1%	4,568	50.3%	9,076
Persons in households with children	1,842	60.7%	486	16.0%	332	10.9%	373	12.3%	3,033	51.6%	5,878
Birth to 5 years old	540	59.7%	149	16.5%	95	10.5%	121	13.4%	905	50.8%	1,781
6 to 17 years old	505	60.1%	134	16.0%	103	12.3%	98	1.7%	840	49.2%	1,708
18 to 24 years old	286	39.1%	136	18.6%	120	16.4%	189	25.9%	731	58.8%	1,244
25 to 39 years old	778	40.9%	282	14.8%	324	17.1%	516	27.2%	1,900	53.7%	3,540
40 to 59 years old	878	35.4%	361	14.5%	415	16.7%	828	33.4%	2,482	49.5%	5,013
60 years and over	259	40.9%	94	14.8%	102	16.1%	178	28.1%	633	49.6%	1,275
Unknown age	11	10.0%	4	3.6%	5	4.5%	90	81.8%	110	28.0%	393
Veterans	404	56.6%	79	11.1%	111	15.5%	120	16.8%	714	55.4%	1,289
Chronically homeless	216	20.8%	137	13.2%	227	21.9%	456	44.0%	1,036	47.6%	2,178

Figure 7. Types of Permanent Housing, FY 2015



Of the 3,257 clients who exited to permanent housing, more than one third (38.5%) moved into rental housing without ongoing subsidy. A smaller proportion (31.5%) moved in with families or friends as a long-term living arrangement, and many utilized subsidized housing (27.8%). Only 2.2% of those housed were placed in a permanent supportive housing program.

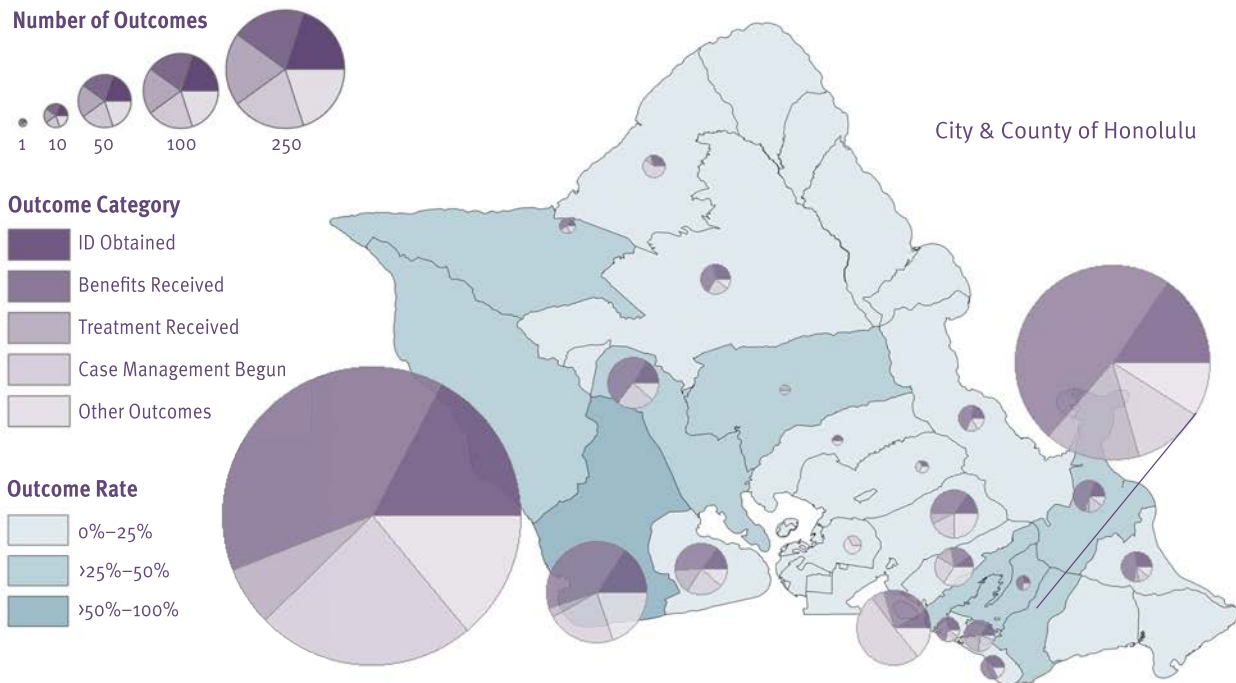
Figure 8. Rates of Exit to Permanent Housing by Program and Household Types, FY 2015



Statewide, rapid rehousing programs had the highest rate of exit to permanent housing (73.4%), followed by transitional housing (64.1%), emergency shelter (27.7%), and outreach programs (17.4%). Across all program types, persons in family households with children under 18 years old tended to have higher rates of exit to permanent housing compared to persons in single-person or adult-only households. Higher rates were also found in the City and County of Honolulu than in other counties in almost all program and household types, except for the outreach programs, where higher rates were found in other counties.

Figure 9 presents outreach service outcomes by zip code area where services were provided. A total of 6,333 non-housing outcomes were achieved during the 2015 fiscal year. Receiving public benefits, such as SNAP, Medicaid, GA/TANF, and SSI/SSDI, was the most frequently reported outcome category (37.3%), followed by case management services (26.0%), ID documents (15.3%), and treatment services or medications (6.8%). Half of these outcomes were received by clients served in two zip code areas: 96792 (Wai'anae, Mākaha, Mā'ili; 27.6%) and 96720 (Hilo, 23.0%). Another fourth of the outcomes were reported in 96816 (Kaimukī, Pālolo, Wai'ālae, Kāhala; 11.7%), 96740 (Kailua-Kona, 5.4%), 96732 (Kahului, 4.5%), and 96766 (Lihū'e, Hanamaulu, Puhī; 4.1%). Statewide, 50.0% of outreach service users received one or more non-housing outcomes in FY 2015. In Honolulu and Maui Counties, only one zip code area in each county was above state average. This higher achievement was reported by 10 out of 14 zip code areas in Kaua'i County and 19 out of 28 zip code areas in Hawai'i County.

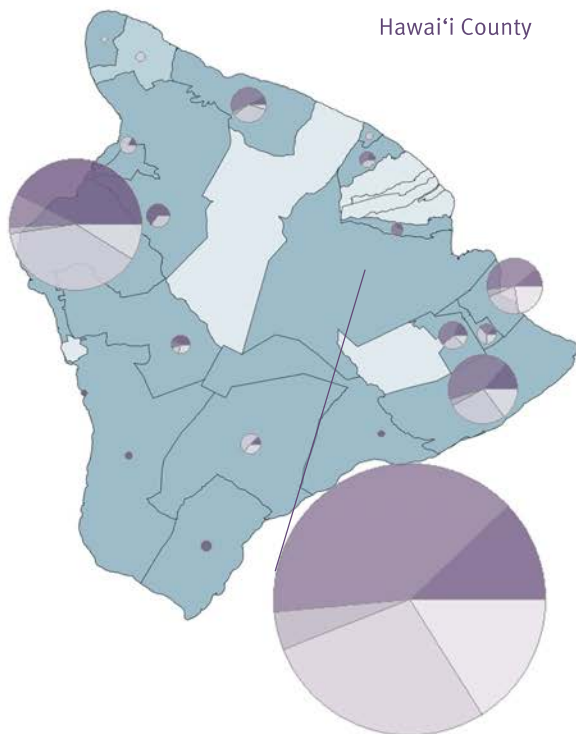
Figure 9. Service Outcomes of Homeless Outreach Programs by Zip Code Area, FY 2015



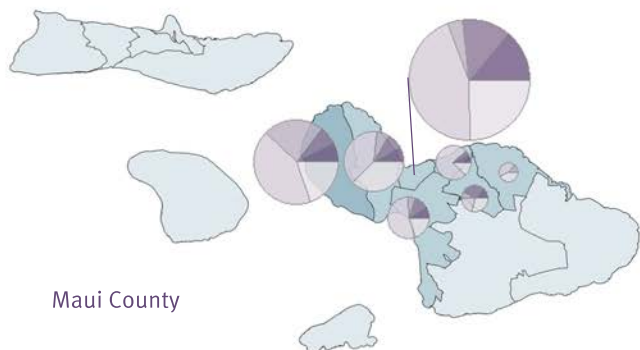
Kaua'i County



Hawai'i County



Maui County



Note: Maps presented are USPS zip code boundary maps for Hawai'i. For reference map with zip codes and area names, please refer to the 2015 Statistical Supplement. Data based on 6,859 outreach clients with valid zip code information (85.4% of the total). Number of service outcomes by outcome category is presented in pie charts. The larger the pie, the larger the number of outcomes achieved. Outcome rates were calculated as the percentage of clients who had at least one non-housing outcome. Unduplicated client data was reported in each zip code area. Clients who received services in multiple zip code areas were counted in each one of them.

PERMANENT SUPPORTIVE HOUSING PROGRAM (PSHP)

In recent years, Hawai'i State and the City and County of Honolulu have both been piloting Housing First approaches to addressing chronic homelessness in the state. These Housing First programs are part of a broader category of programs called permanent supportive housing. The PSHP provides housing and ongoing support to homeless individuals and families who might otherwise be unlikely to sustain housing on their own. Services are aimed at helping those with disabling conditions, including mental health or substance abuse issues, by pairing housing with case management and other support services to increase the likelihood that these clients will remain housed.

There are four major funding sources for PSHP. In the fiscal year 2015, the U.S. Department of Housing and Urban Development's (HUD) Continuum of Care (CoC) funding served the majority of Hawai'i households (683, or 65.2%) enrolled in PSHP. To qualify for the CoC PSHP, a homeless household must have at least one member with a disabling condition.

Veterans Affairs provided a total of 223 (21.3%) permanent supportive housing units/vouchers in both their Permanent Structured Independent Living (SIL) and HUD-Veterans Affairs Supportive Housing (VASH) programs. The SIL program is designed to help veterans who are either elderly or have a disabling condition. The HUD-VASH program aims to help veterans who may not be able to maintain housing on their own because of serious mental illness, substance abuse problems, or physical disabilities.

Both the State and the City have funded separate Housing First programs, which have served a combined total of 142 households (70 households by the State and 72 by the City, 13.5% of total PSHP). The Housing First approach has gained national attention as an evidence-based practice to help chronically homeless individuals. In order to qualify for Housing First PSHP, an individual must have a disabling physical or mental health condition AND have either 1) been continually homeless for one or more years, or 2) experienced four or more homeless episodes in the past three years.

The total number of PSHP households has been growing in recent years, with an increase of 7.5% from FY 2012 to FY 2013 and another 4.7% increase from FY 2014 to FY 2015. The growth was mainly due to increases in the HUD-VASH program capacity in all counties as well as the establishment of the Housing First programs on O'ahu.

From FY 2012 through FY 2015, an average of 244 households entered PSHP every year, of which 9.4% were family households. Because permanent supportive housing is designed to provide ongoing support, these programs often aim to retain clients. This can prevent programs from accepting additional clients due to full capacity.

Figure 10. Number of Households Enrolled in PSHP by Funding Sources, June 30, 2012–June 30, 2015

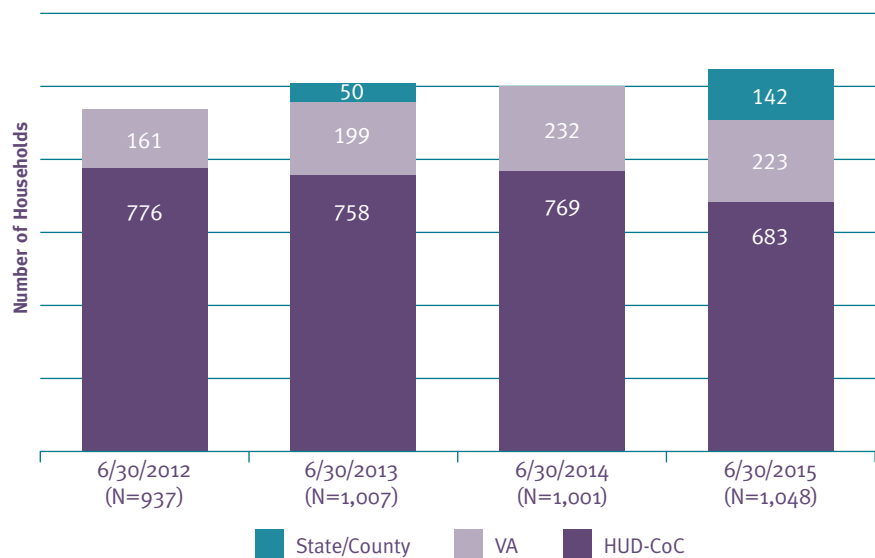


Table 8. Number of Households Entering PSHP, FY 2013–2015

	FY 2013		FY 2014		FY 2015	
	Single	Family	Single	Family	Single	Family
Hawai'i County	41	17	20	0	27	5
Kaua'i County	5	1	6	0	3	0
Maui County	14	2	13	0	11	3
C&C of Honolulu	162	13	196	5	166	23
State Total	222	33	235	5	207	31

Note: Data based on an unduplicated count of households entering PSHP per year. Households that left in one year and re-entered in a subsequent year were counted in both.

Table 9. Total Number of Individuals and Households Enrolled in PSHP, as of June 30, 2015

	Hawai'i County	Kaua'i County	Maui County	C&C of Honolulu	State
Individuals Total	141	45	101	941	1,228
Households Total	89	39	83	837	1,048
Single-person	68	34	74	784	960
Family	21	5	9	53	88

As of June 30, 2015, a total of 1,228 individuals were enrolled in PSHP. The majority of these individuals (78.2%) were considered single-person households. The remaining 268 individuals (21.8%) were members of one of the 88 family households served in these programs.

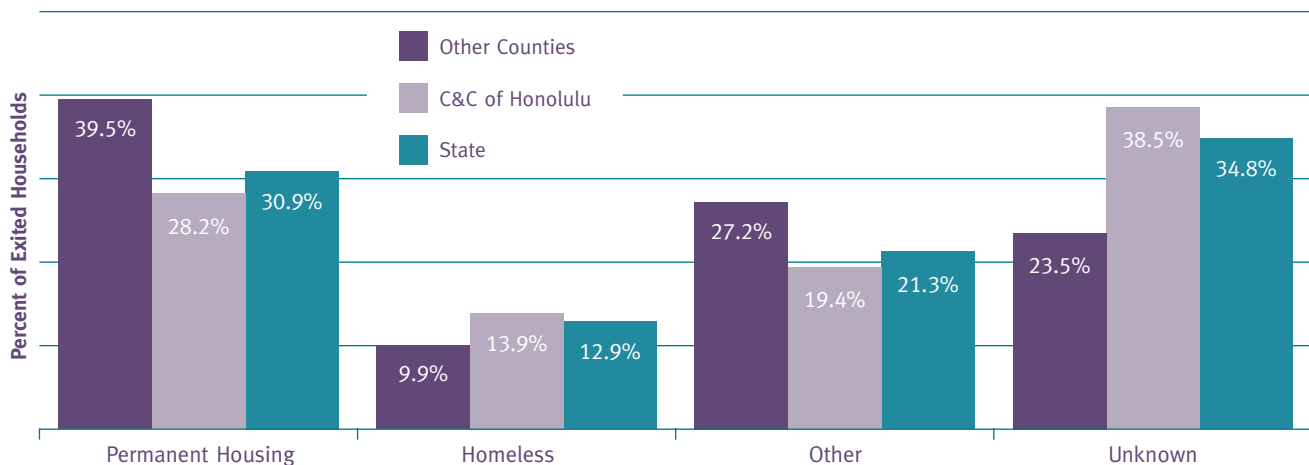
Table 10. Homeless Service Utilization History of Households Entering PSHP During FY 2013–2015

	Other Counties	C&C of Honolulu
Number of Households	157	527
First Homeless Program Enrollment		
None	3.8%	2.1%
Less than 2 years ago	41.4%	35.5%
2 years to < 5 years	31.2%	28.3%
5 years or more	23.6%	34.2%

The majority of PSHP households had a long history of homeless service utilization. During FY2013–2015, 62.5% of the households entering PSHP on O'ahu began accessing homeless services at least two years ago, and 54.8% of the households entering PSHP on the Neighbor Islands had a similar history of service access.

Note: Data based on an unduplicated count of households entering PSHP during a 3-year period from FY 2013 to FY 2015. Households re-entering PSHP during this period were counted once.

Figure 11. Exit Destination of Households that Entered and Exited PSHP During FY 2013–2015



Note: Data from the first exit record was used when there were multiple records for a household that entered PSHP between FY 2013 and FY 2015.

During FY 2013–2015, about half of the 684 households (48.7%) entering PSHP left after being served for an average of 9.5 months. The Neighbor Islands had a higher exit rate and longer length of stay compared to O'ahu (51.6% and 10.5 months vs. 47.8% and 9.2 months). Statewide, about one third of these exiting households (34.8%) left for unknown destinations, another one third (30.9%) left for permanent housing, and the remaining households either became homeless again (12.9%) or went to other destinations (e.g., institutions or group homes). Households exiting PSHP programs on the Neighbor Islands were more likely to have obtained permanent housing, compared to their counterparts on O'ahu. In general, PSHP is designed to provide ongoing support to those who might otherwise have difficulty maintaining housing. The high exit rates from these programs, especially the rates of return back to homelessness, highlight the chronic challenges facing these groups of clients in their ability to maintain stable housing and the need for stable, ongoing funding for these programs.

AGENCIES AND PROGRAMS REPORTING FY 2015 HMIS DATA

	Emerg. Shelter		Trans. Housing	
HAWAII COUNTY				
Hawai'i Island Home for Recovery				
Hawai'i Island Home for Recovery Shelter			S	
HOPE Services Hawaii				
Beyond Shelter				F
HOPE Resource Center			S	
Kaloko Transitional Housing				F
Kihei Pua	S	F		
Kuleana House				F
West Hawaii Emergency Housing Facility	S			
Wilder House				F
KAUAI COUNTY				
Kaua'i Economic Opportunities				
Komohana Group Home			S	
Līhu'e Court				F
Mana'olana	S	F	S	F
Women in Need				
WIN Bridge to Success Kaua'i			S	F
MAUI COUNTY				
Family Life Center				
Ho'olanani	S	F		
Ka Hale A Ke Ola				
Ka Hale A Ke Ola Resource Center	S	F	S	F
Na Hale O Waivee Resource Center	S	F	S	F
CITY AND COUNTY OF HONOLULU				
Alternative Structures International				
Ohana Ola 'O Kahumana				F
Ulu Ke Kukui				F
Catholic Charities Hawai'i				
Mā'ili Land Transitional Shelter				F
Family Promise Hawaii				
Honolulu Family Center		F		
Windward Family Center		F		
Gregory House				
Community Residential Program			S	
Gregory House			S	
Hale Kīpa				
A'awa			S	
Apaa			S	F
Maka'aloa			S	
Holomua Na Ohana				
Lahilahi			S	
Onemalu				F
Weinberg Village Waimanalo				F
Honolulu Community Action Program				
Kumuhonua			S	
Housing Solutions				
Kulaokahua Apartment			S	
Loliana Apartment				F
Na Kolea Rooming House			S	
Vancouver House				F
Institute for Human Services				
Kaa'ahi Street Shelter	S	F		
Sumner Street Shelter	S			

	Emerg. Shelter		Trans. Housing	
Mental Health Kokua				
Safe Haven			S	
River of Life Mission				
Lighthouse	S	F		
Salvation Army				
Ka 'Ohu Hou O Mānoa				F
Addiction Treatment Services Program			S	
Shelter of Wisdom				
Great Joy	S			
Streams of Joy	S			
Hearts of Joy	S			
Steadfast Housing Development Corporation				
Ahukini			S	
Hale Ulu Pono			S	
United State Veterans Initiative				
ADVANCE Women			S	
Barber's Point HOPTel	S			
HHFDC 1			S	F
Respite Beds	S			
Veterans in Progress			S	
Waianae Civic Center	S	F	S	F
WCC HOPTel	S			
Waianae Community Outreach				
Onelau'ena	S	F		
Waikiki Health Center				
Next Step Shelter	S	F	S	F
Women in Need				
WIN Bridge to Success			S	F
WIN Family House			S	F

	Program	
HAWAII COUNTY		
Catholic Charities Hawai'i		RR
HOPE Services Hawaii	OR	RR
KAUAI COUNTY		
Kaua'i Economic Opportunities	OR	RR
MAUI COUNTY		
Catholic Charities Hawai'i		RR
Family Life Center	OR	RR
Ka Hale A Ke Ola		RR
Salvation Army, Maui County	OR	
United State Veterans Initiative		RR
CITY AND COUNTY OF HONOLULU		
Catholic Charities Hawai'i		RR
Institute for Human Services	OR	RR
Kalihi-Palama Health Center	OR	RR
Legal Aid Society of Hawaii	OR	
Mental Health Kokua	OR	
United State Veterans Initiative	OR	RR
Waianae Coast Comprehensive Health Center	OR	
Waianae Community Outreach	OR	
Waikiki Health Center	OR	

Key: S=Single individuals; F=Families; OR=Homeless Outreach; RR=Rapid Rehousing
 For more information on each agency and program, visit the Hawai'i State Homeless Program Office website at: <http://humanservices.hawaii.gov/bessd/home/hp/>