

The 2016 Homelessness Single Point In Time (SPIT) GAP Analysis for January 22, 2016

Prepared for:

The Erie County
Department of Human Services

By

Nate Magee, M.S., Research Technologist
Jonathan Kinnear, B.A., Research Assistant
Charisse Nixon, Ph. D, Director
Nicole A. Shoenberger, Ph. D, Assistant Director

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ACKNOWLEDGMENTS

We would like to extend our appreciation to the entire Home Team, everyone who took the time to complete the surveys, and the Erie County Department of Human Services.

We would especially like to thank the members of the GAP subcommittee.

Executive Summary

The 2016 Single Point In Time (SPIT) survey of the homeless population in Erie County, Pennsylvania was conducted on January 22, 2016, by Erie's Home Team. The Home Team enlisted the assistance of Penn State Behrend, Susan Hirt Hagen CORE to complete the survey. This year, the survey was redesigned to make it more user friendly and yield more consistent results across all service providers. CORE worked with the Erie County Department of Human Services and the GAP subcommittee of the Home Team to review the survey instruments and procedures for conducting the survey. CORE also facilitated the implementation of the survey, data collection, data analysis, report writing, and offered trainings to agencies prior to survey distribution.

Introductory letters were sent to 52 agencies that provide shelter or services to the homeless announcing SPIT survey dates. Each agency received survey packets that included either a Direct or a Supportive Service Provider Survey, depending upon the service the agency provided. All of the agencies received a Causes of Homelessness Survey, to be completed by a staff person who works directly with homeless clients, and ten copies of a Housing Needs Survey, to be completed by homeless clients themselves. Survey packets were distributed at the January 14th Home Team meeting. Any agencies not represented at that meeting had their survey packets hand-delivered.

Direct Service Provider Survey. Thirty-two direct service providers returned surveys (100% response rate). The number and type of homeless individuals and families by type of service (emergency, transitional/bridge, permanent supportive, and other) may be found in Appendix A. A copy of the Direct Service Provider survey including provided responses may be found in Appendix B. On January 22, 2016, in Erie County, Pennsylvania, 994 individuals (including those in families) were counted as homeless. This total includes 10 unsheltered individuals identified in a city-wide unsheltered count. Single males, aged 26 years and over (373), were the most common occupants of beds designated for homeless individuals. The most common subpopulations being served were Chronically Homeless individuals (164), Seriously Mentally Ill individuals (155), and Chronic Substance Abusing individuals (154). The homeless population with the highest unmet need was single males aged 26 years and over (47). The three subpopulations with the highest unmet needs were the Seriously Mentally Ill (19), the Chronically Homeless (18) and Chronic Substance Abusers (11). Direct service providers reported the most common supportive services provided to their clients were Case Management (255) and Subsidized Housing (196).

Supportive Service Provider Survey. Eighteen supportive service providers returned surveys (90% response rate). A copy of the supportive service provider survey including responses may be found in Appendix C. Among the programs provided by the supportive service providers, Case Management for individuals had the highest number of homeless persons enrolled (156), followed by Mental Health Care (77). There was very little unmet need reported by supportive providers. Individuals with Serious Mental Illness (97) and Chronically Homeless individuals (87) were the most common subpopulation of homeless persons involved in supportive services.

Causes of Homelessness Survey. Causes of Homelessness Surveys were returned by 45 of the 52 agencies (87%). The causes of homelessness rated as most significant by employees of the responding agencies were (in descending order) Poor Money Management Skills, Lack of Employment, Mental Health Problems, Insufficient Income for Family Needs, Poor Decision-Making Skills, and Drug and Alcohol Use (Appendix D).

Housing Needs Survey. The Housing Needs Survey was developed to collect information from homeless individuals regarding the reasons they are homeless and what they need to improve their situation. The Housing Needs Surveys were completed and returned by 40 of the 52 agencies (77% response rate). Those

agencies returned 267 Housing Needs Surveys. The main causes of homelessness reported by survey respondents were Not Enough Money (58%) and Lack of Employment (47%). Major barriers to the respondents getting back on their feet were Income Issues (57%), Employment Skills (40%), and Decision-Making Skills (37%; Appendix E).

Finally, in comparing the SPIT data between 2016 and previous years, potential emerging trends are noteworthy. **First**, the total number of homeless individuals counted in 2016 decreased by 16% from 1183 in 2015 to 994 in 2016. **Second**, the total number of single females decreased by 31% from 299 in 2015 to 205 in 2016. **Third**, the amount of homeless children in families increased 90% from 117 in 2015 to 222 in 2016.

Data for the Single Point In Time survey fluctuates from year-to-year and it is difficult to make any broad conclusions about homeless subpopulations, homeless provider trends, and related issues. The ultimate goal of ending homelessness in Erie County is still a long way off. The direct and supportive service providers continue to do the best they can with the resources available to provide services to the homeless population. More planning and resources directed at prevention services could help Erie County approach their goal of ending homelessness.

2016 Erie County Single Point In Time Survey

The information contained in the 2016 Single Point In Time (SPIT) survey is critical to understanding the extent of homelessness in Erie County, Pennsylvania. Homeless individuals and families remain an important concern in Erie County, as well as across the United States. It is difficult to imagine the day-to-day struggles of people having no place to live and nothing to eat for themselves or their children, especially on a cold January night in Erie. The root causes of homelessness need to be fully examined to understand how to empower people and society in order to avoid this situation. This report aims to capture the number of individuals and families that are considered homeless in Erie County, as well as to document the causes of homelessness as described by both the program recipients and service providers.

Homelessness in the United States

In January 2015, the United States Department of Housing and Urban Development reported that there were 564,708 persons homeless on any given night according to the national Single Point In Time (SPIT) survey. Other sources, such as the National Law Center on Homelessness and Poverty, estimate there are more than 3.5 million homeless people in the United States annually. According to “Homeless in America” (May 2015), a few of the fastest growing segments of the homeless population nationally are families with children (35%), children under the age of 18 years (25%), and U.S. military veterans (23%). Some of the top issues related to homelessness at the national level are domestic violence (30%) and mental illness (25%).

Many of the causes of homelessness for individual adults are similar to causes of homelessness for families as well. People experiencing homelessness have little or no income and cannot afford a place to live. There is insufficient subsidized housing for these individuals. Homeless people may have limited access to subsidized housing because of past criminal records, substance abuse, or untreated mental illness. One shortcoming of monitoring homeless populations, locally or nationally, is the inability to capture the number of homeless youth not in families who do not necessarily want to be counted. These youth often do not consider themselves to be homeless. They are usually still enrolled in and attending school, but they spend nights in the basements and on the sofas of friends.

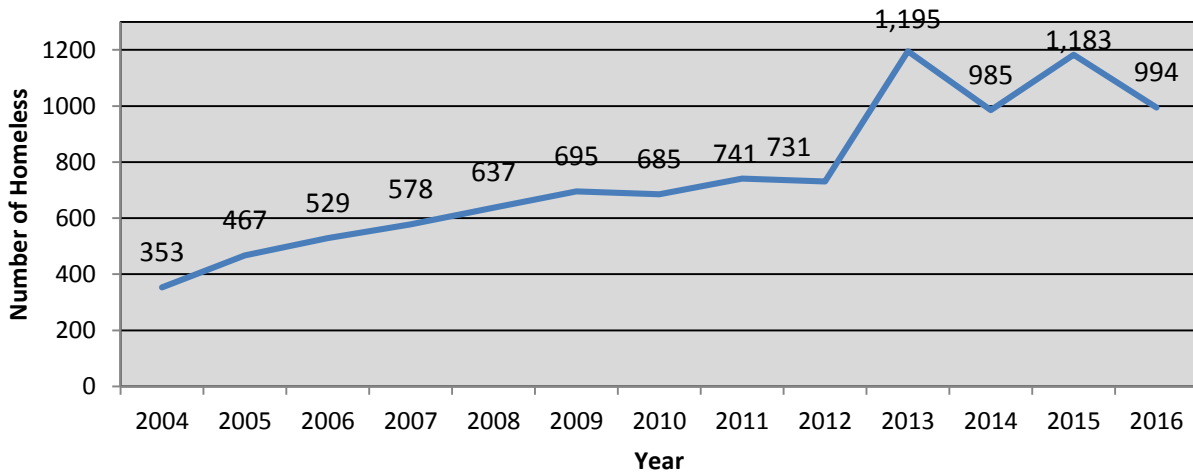
2016 Erie County Single Point In Time Survey:

Longitudinal Comparison: Homelessness Across the Years in Erie County (2004-2016)

Locally, the Erie County Department of Human Services, the Erie Home Team, and Susan Hirt Hagen CORE at Penn State Erie, The Behrend College, have collaborated to conduct the Single Point In Time (SPIT) survey since 2004. The survey returns data related to both the extent of and causes for homelessness of individuals and families. Emergency shelters, transitional living centers, and long-term facilities continue to be in high demand by many people throughout Erie County, with a high concentration of use by the urban population in the City of Erie. Single males, age 26 and older, make up the largest homeless subpopulation in Erie County (373, 37%). Similarly, single females (age 26 and over) represent the majority of females who are homeless (205, 21%). Direct service providers could not provide services to 113 homeless people in Erie County (including individuals and families) on January 22, 2016 when the survey was conducted.

In Erie County the number of homeless people including families, individuals, children, and people with unmet needs increased steadily since 2004 peaking at 1,195 in 2013. The 994 counted in 2016 is lower than the 1,183 counted in 2015. See Figure 1.

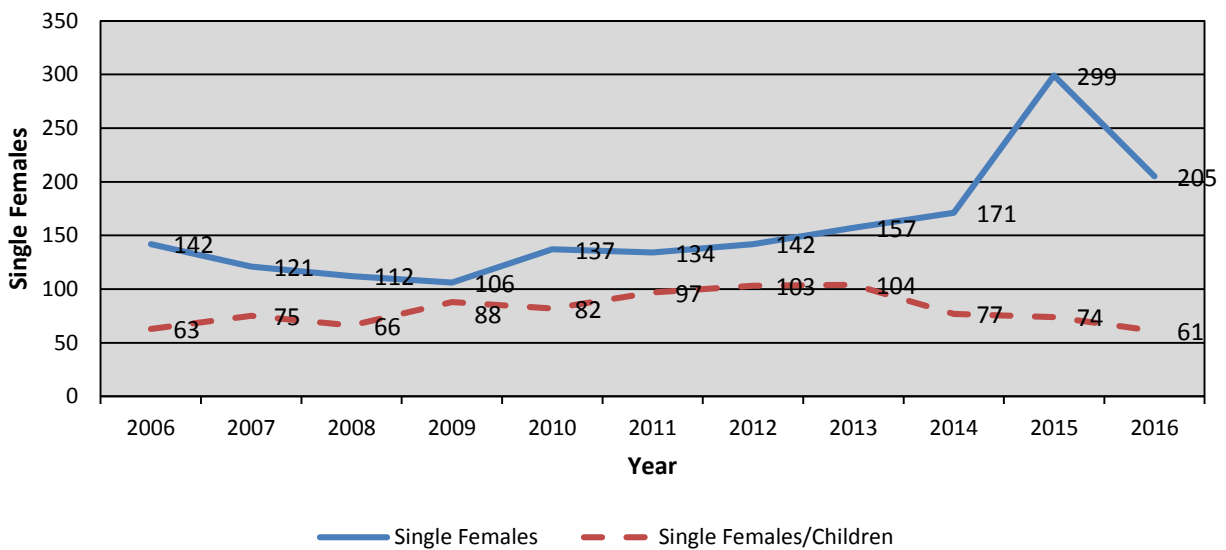
Figure 1: Total Number of Homeless in Erie County (Met and Unmet Needs) 2004-2015



Females

Upon looking closer at subpopulations of homeless people, there was a decrease in the number of single females from 2015 to 2016. The 205 single females counted in 2016 is still higher than any year before 2015 (Figure 2).

Figure 2: Single Females in Erie County (Met and Unmet Needs) 2006-2016

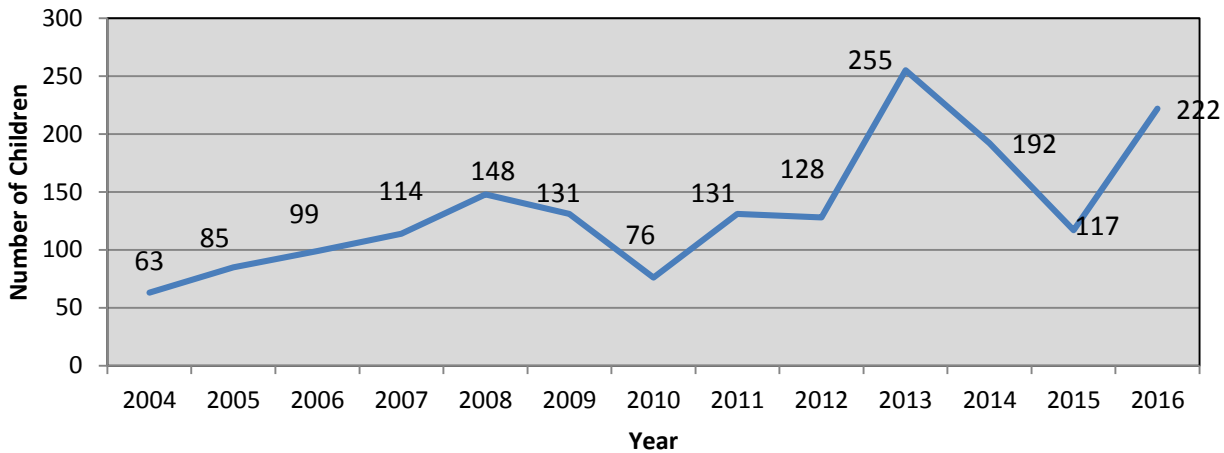


Individuals and Families in Erie County

One way to examine data on homeless populations is to distinguish between individuals and families. Similar trends exist between the homeless subpopulations in Erie County and the United States in this regard. In Erie County, individuals comprised 69% of the total homeless population, while 31% were listed as families. At the national level, individuals who were reported as homeless was 64%, while families consisted of 36% according to the 2015 AHAR.

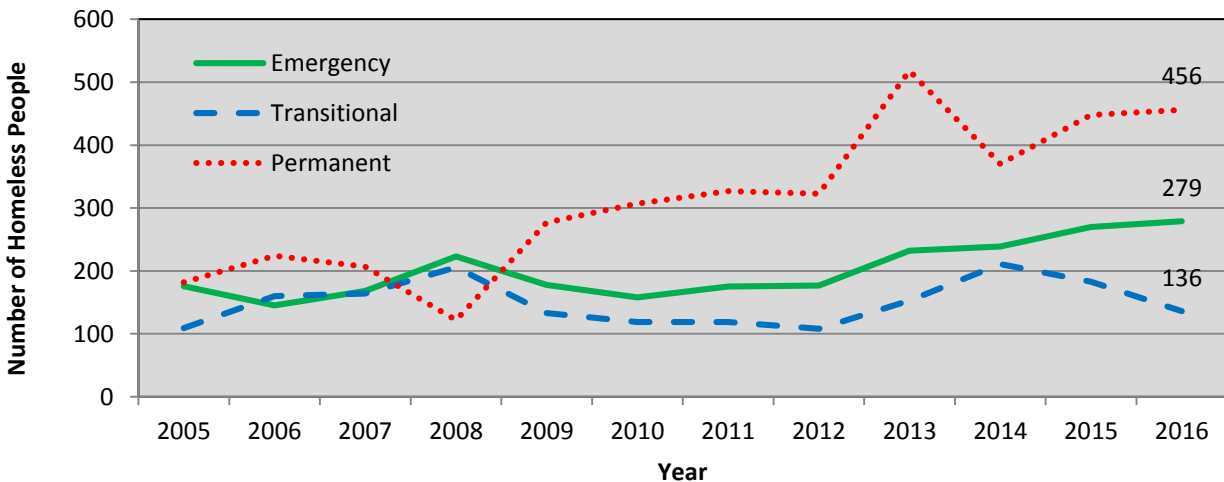
After a large spike in the number of homeless children in families in 2013, numbers decreased to the following two years before increasing to 222 in 2016. See Figure 3

Figure 3: Frequency of Children in Families as Reported by Direct Service Providers



Direct service providers are comprised of emergency, transitional, and permanent housing providers. The number of homeless people in permanent housing remained relatively stable from 2015 to 2016. Those being served by emergency housing services has increased slightly each year since 2012. Transitional housing numbers have seen decreases over the past two years (Figure 4).

Figure 4: Number of Homeless Served by Direct Service Providers in Erie County



Causes of Homelessness in Erie County and the United States

Causes of homelessness in Erie County were similar to those reported nationwide. The top causes for homelessness, according to the Erie County SPIT Survey, were Poor Money Management Skills, Lack of Employment, Mental Health Problems, Poor Decision-Making Skills, No Job Skills, and Drug and Alcohol Abuse (Table 1). At the national level, the top reasons for homelessness among individuals were Lack of Affordable Housing, Unemployment, Poverty, Mental Illness, Substance Abuse, and Low Wages (United States Conference of Mayors, December 2014).

Table 1: Causes of Homelessness: Erie County vs. United States

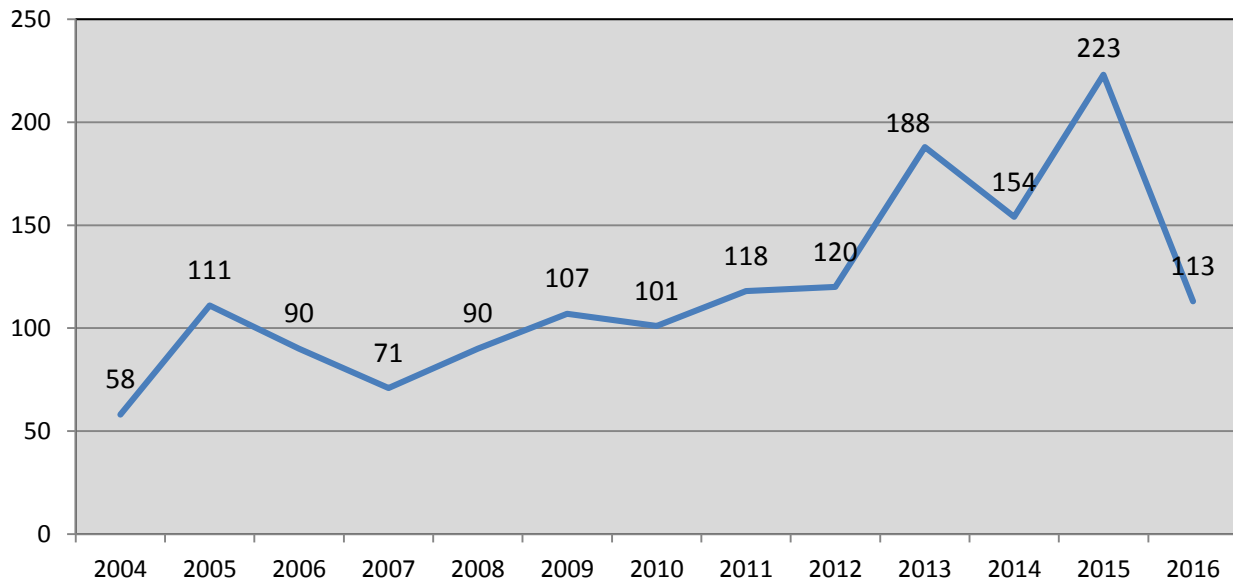
<u>Erie County</u>	<u>United States</u>
1. Poor Money Management Skills	1. Lack of Affordable Housing
2. Lack of Employment	2. Unemployment
3. Mental Health Problems	3. Poverty
4. Poor Decision-Making Skills	4. Mental Illness
5. No Job Skills	5. Substance Abuse
6. Drug and Alcohol Abuse	6. Low Wages

Please note that Erie County and the United States used different methods and instruments to collect these data.

Unmet Need

Included in the total number of homeless people in Erie County are the individuals, families, and children whose needs were not met. These people were not able to receive services for homelessness, on January 22, 2016, by either direct or supportive service providers. It is possible that there are a few duplicates; people could have been counted at one homeless provider where they didn't receive services and then went to another on the same day. Results from the 2016 Single Point in Time Survey indicated a sizable decrease in the number of homeless with Unmet Needs (Figure 5).

Figure 5: Homeless People With Unmet Needs, 2004-2016



Direct Service Provider Survey*

On January 22, 2016, in Erie County, Pennsylvania, 994 individuals (including individuals in families) were counted as homeless. Included in this total were 871 people in emergency, transitional, or permanent housing facilities, 113 were individuals identified by service providers with unmet needs, and 10 were detected during an unsheltered count across Erie. Direct service providers reported that single males 26 years of age and older (373) occupied the most beds.

Emergency shelters reported 141 single males, 26 years of age and over occupying beds. Emergency shelters also reported 35 single females, 26 years of age and older, and 14 single females pregnant or with child(ren). Emergency shelters provided housing to 38 families. Families consisted of all adult (8), single females with child(ren) or pregnant (14), single males with child(ren) (5), youth females with child(ren) or pregnant (7), and two adult household with child(ren) (7). There were 47 children within these families housed in emergency shelters.

Transitional/bridge housing agencies reported accommodating 43 single males 26 years of age and older and 19 single females 26 years of age and older. There were 13 single females (age 26+) with children or pregnant included and 8 youth females ages 16 – 25 with children or pregnant. A total of 44 children were counted at transitional shelters.

Permanent supportive housing providers reported serving 95 single females 26 years of age and older, and 189 single males 26 years of age and older. Many families were represented with a total of 131 children reported at permanent supportive housing. For a complete report of individuals and families according to type of shelter, refer to Appendix A on page 23.

The programs offered by Direct Service Providers that were utilized by the greatest number of homeless *individuals* were Case Management (255), followed by Subsidized Housing (196), Transportation (156), Mental Health (155), Housing Placement (145), and Life Skills Training (135). The programs that were utilized by the greatest number of homeless *families* were Case Management (67), Housing Placement (65), Subsidized Housing (64), Life Skills Training (60), and Transportation (57; Figure 6).

Additionally, the survey revealed individuals had the most unmet need for Housing Placement (20) and Mental Health Care (19). For families, the most services with unmet need included Case Management (13) and Life Skills Training (12). See Figure 7.

The most common subpopulations of homeless individuals receiving services by direct service providers were Chronically Homeless individuals (164), Seriously Mentally Ill individuals (155), and Chronic Substance Abuse individuals (154; Figure 8). Seriously Mentally Ill (19), Chronically Homeless (18), and Chronic Substance Abuse (11) ranked highest in unmet needs of homeless individuals (Figure 9).

**Note: Survey participants were able to select more than one response on selected questions. Response choices on figures are listed in the order that they appeared on the original survey.*

Figure 6: Direct Service Providers: Number of Individuals & Families in Homeless Programs

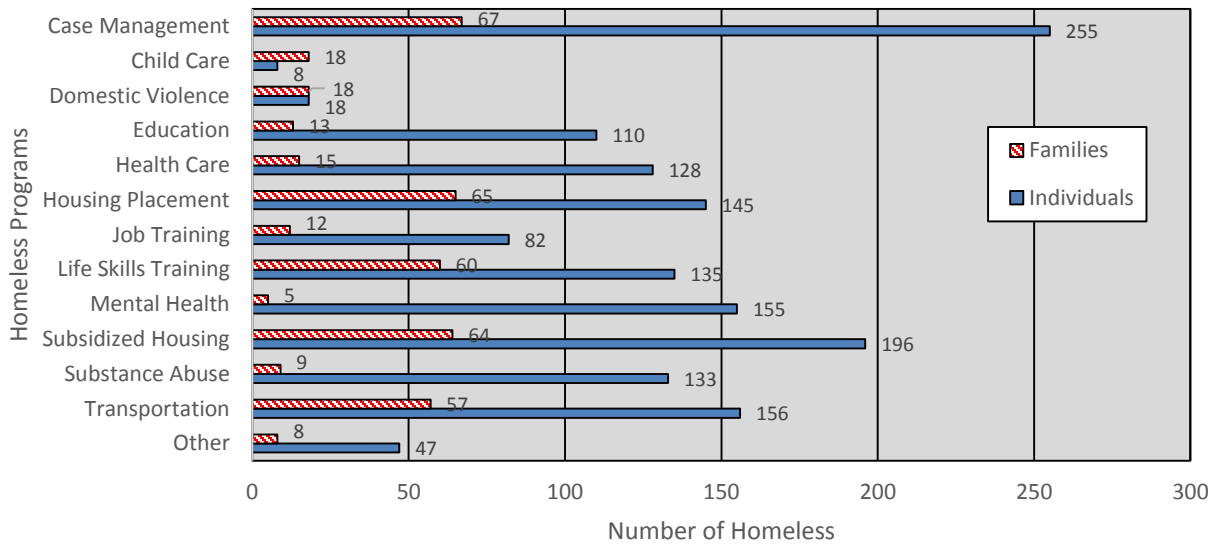


Figure 7: Direct Service Providers: Number of Individuals & Families with Unmet Need

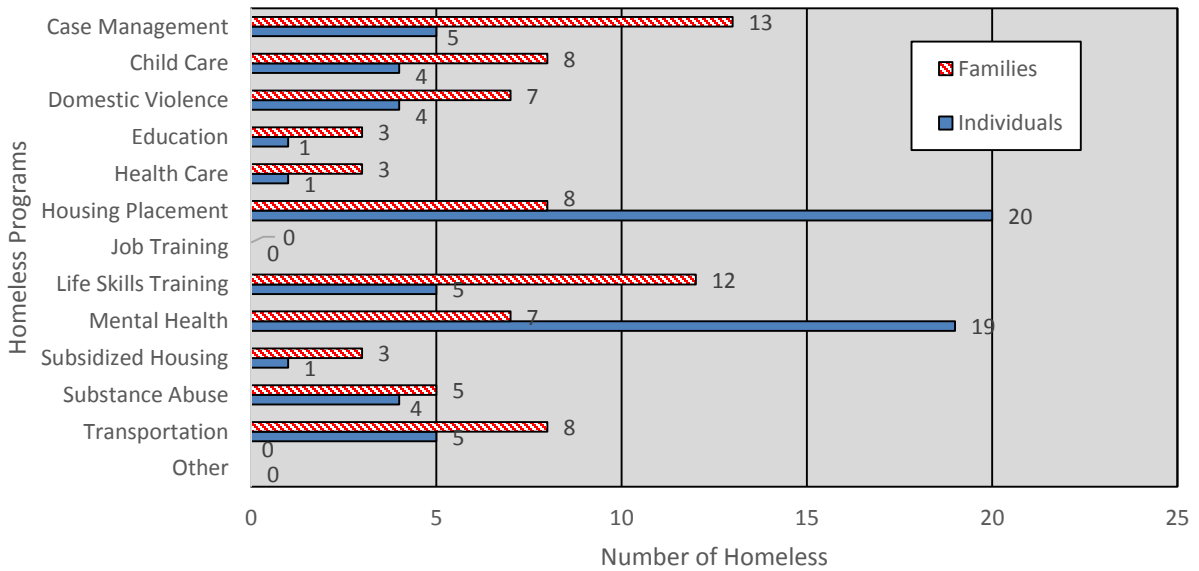


Figure 8: Direct Service Providers: Homeless Individuals & Families Within Subpopulations

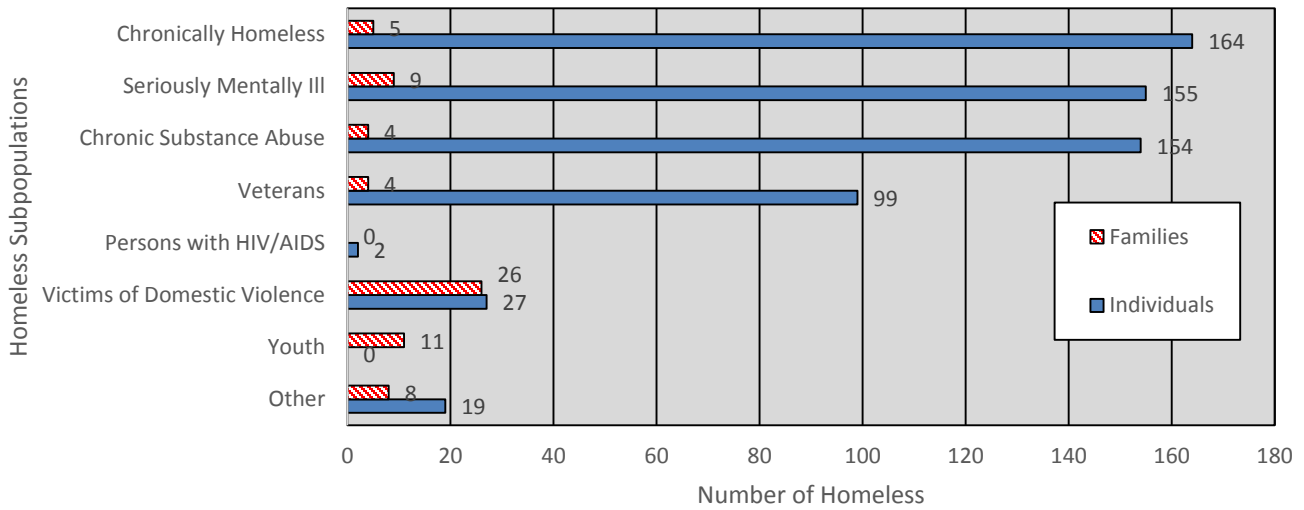
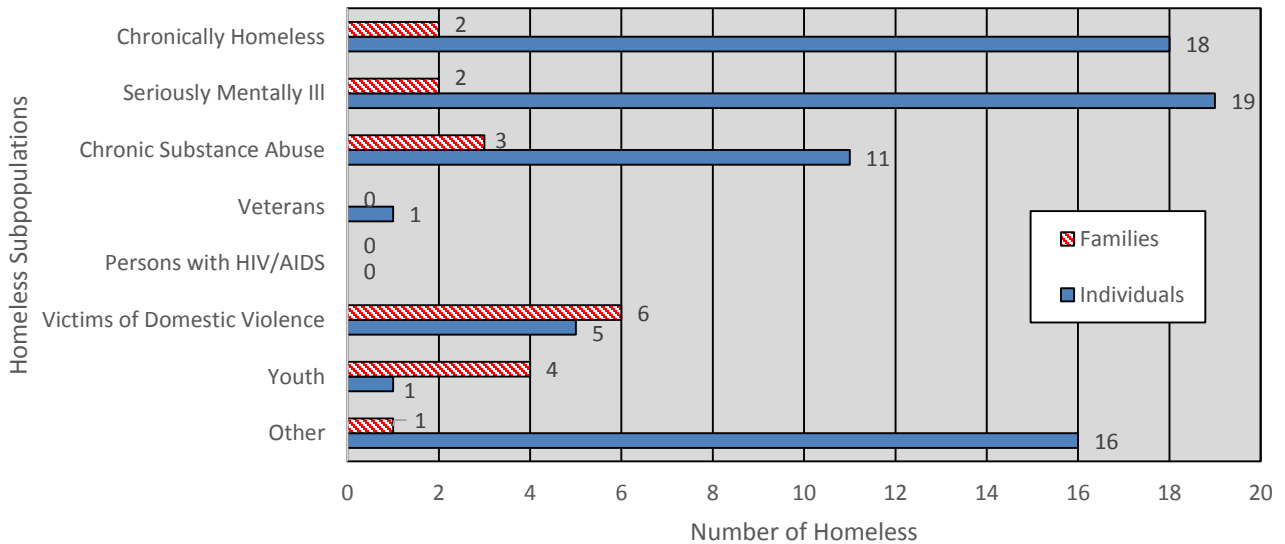


Figure 9: Direct Service Providers: Unmet Need of Individuals & Families Within Subpopulations



Direct Service Provider by Type

The following charts display the subpopulations served by type of facility: Emergency shelter (Figure 10), Transitional living (Figure 11), and Permanent housing (Figure 12). Chronically homeless individuals and families suffering from domestic violence were the most common subpopulations housed at emergency shelters. Chronic substance abusers and seriously mentally ill individuals were most common at transitional shelters. Families suffering from domestic violence were the most common family unit at transitional shelters. Large numbers of chronically homeless, veterans, and seriously mentally ill individuals were counted at permanent housing locations while family units with serious mental health problems were the most common.

Figure 10: Emergency Shelter (Number of People Served)

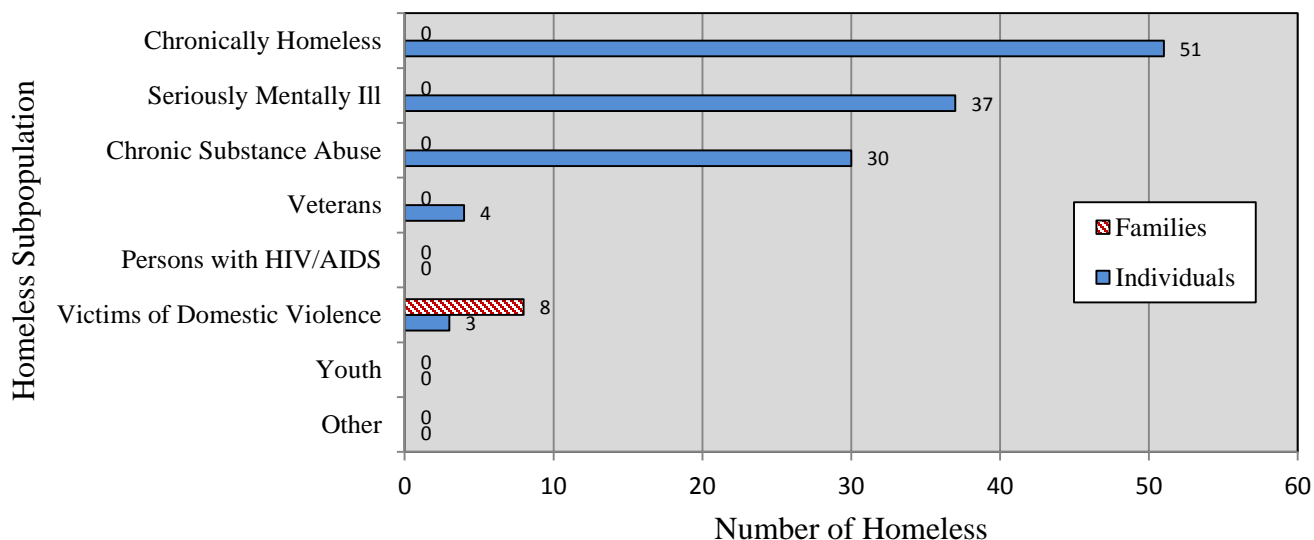


Figure 11: Transitional Living (Number of People Served)

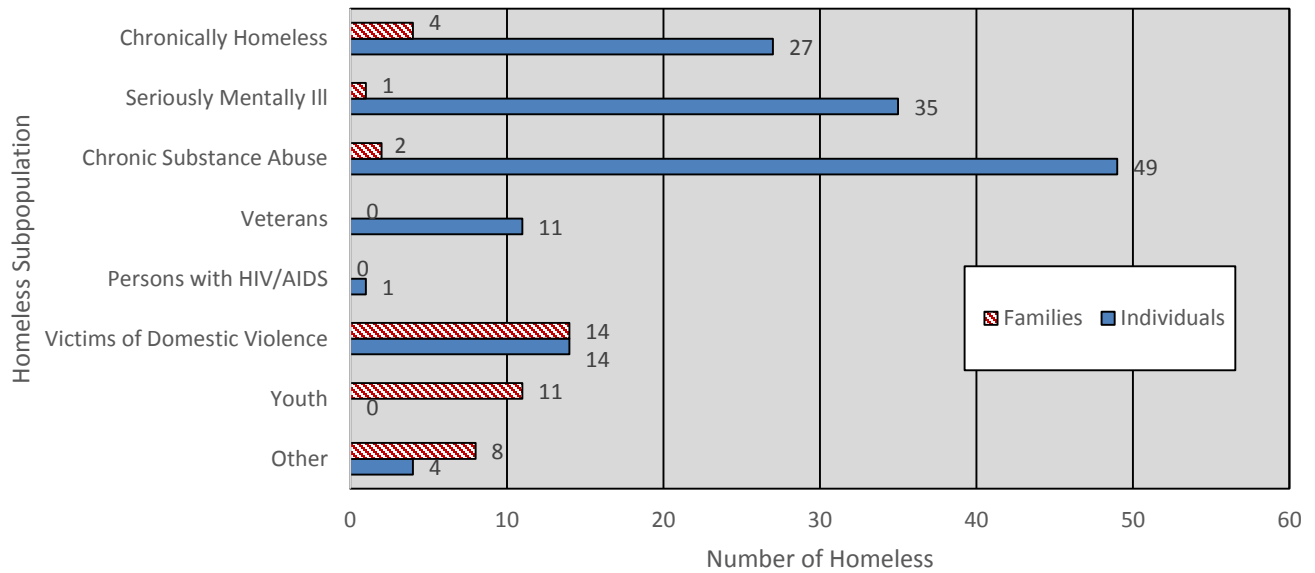
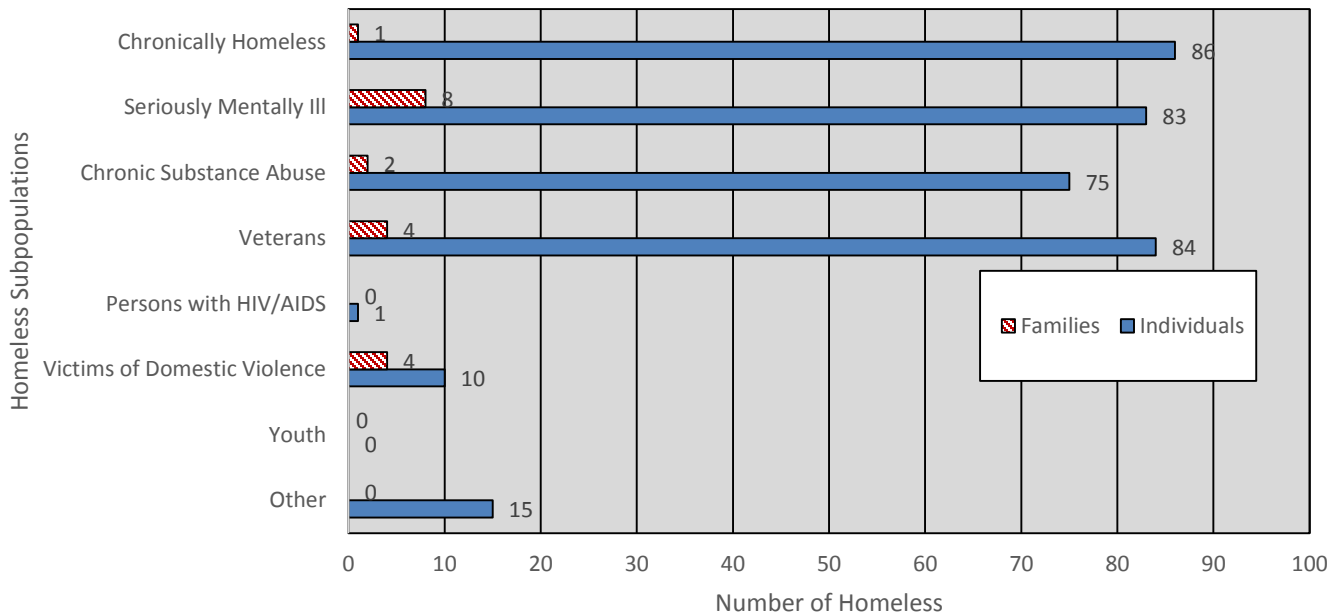


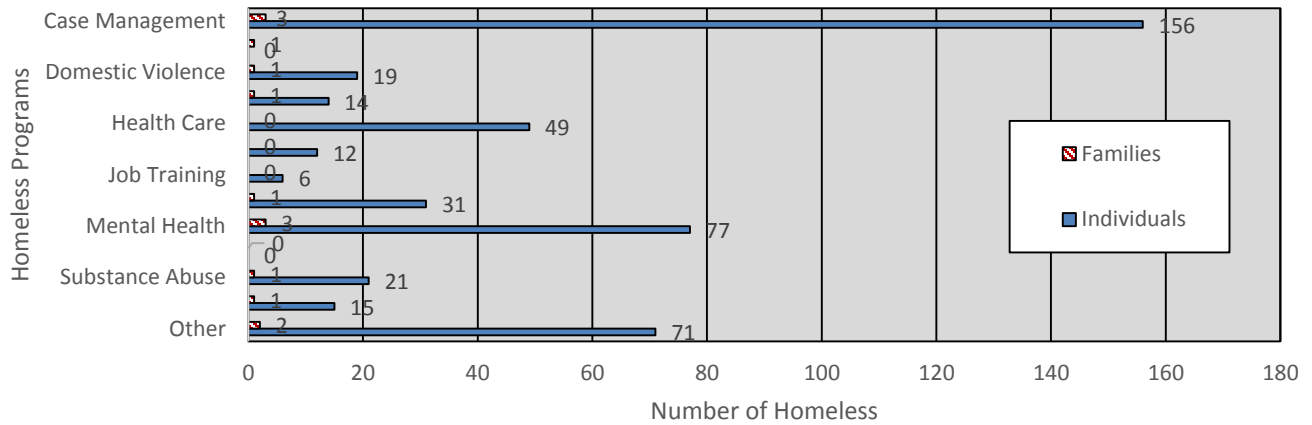
Figure 12: Permanent Housing (Number of People Served)



Supportive Service Provider Survey

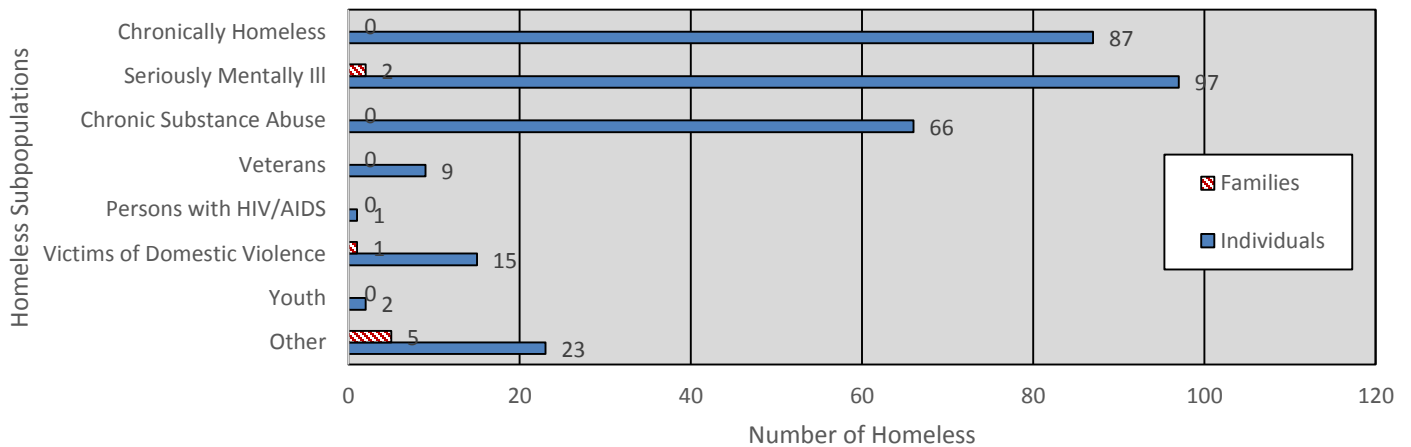
Eighteen supportive service providers returned the survey for a response rate of 90%. The survey revealed that the types of services used by the most homeless individuals were Case Management (156), Mental Health (77), and Health Care (49). The types of services used by the most homeless families were Case Management (3) and Mental Health (3; Figure 13).

Figure 13: Supportive Service Providers: Number of Individuals & Families in Homeless Programs



The most common homeless subpopulations serviced by the supportive service providers were individuals with Serious Mental Illness (97), followed by Chronically Homeless (87), and Chronic Substance Abuse (66). Very few families were represented within these subpopulations. Of families that were serviced responses included Other (5), Seriously Mentally Ill (2), and Domestic Violence (1). See Figure 14.

Figure 14: Supportive Service Providers: Individuals & Families Within Subpopulations



Causes of Homelessness Survey

The Causes of Homelessness Survey captures the significant causes of homelessness from the perspective of the individuals who work with the homeless within each agency. Forty-five service providers out of 49 returned surveys (93%). The causes of homelessness rated as most significant by employees of the responding agencies are listed below from highest to lowest (Table 2).

1	2	3	4
No Significance	Little or Some Significance	Moderate Impact	Significant Impact

Table 2: Causes of Homelessness

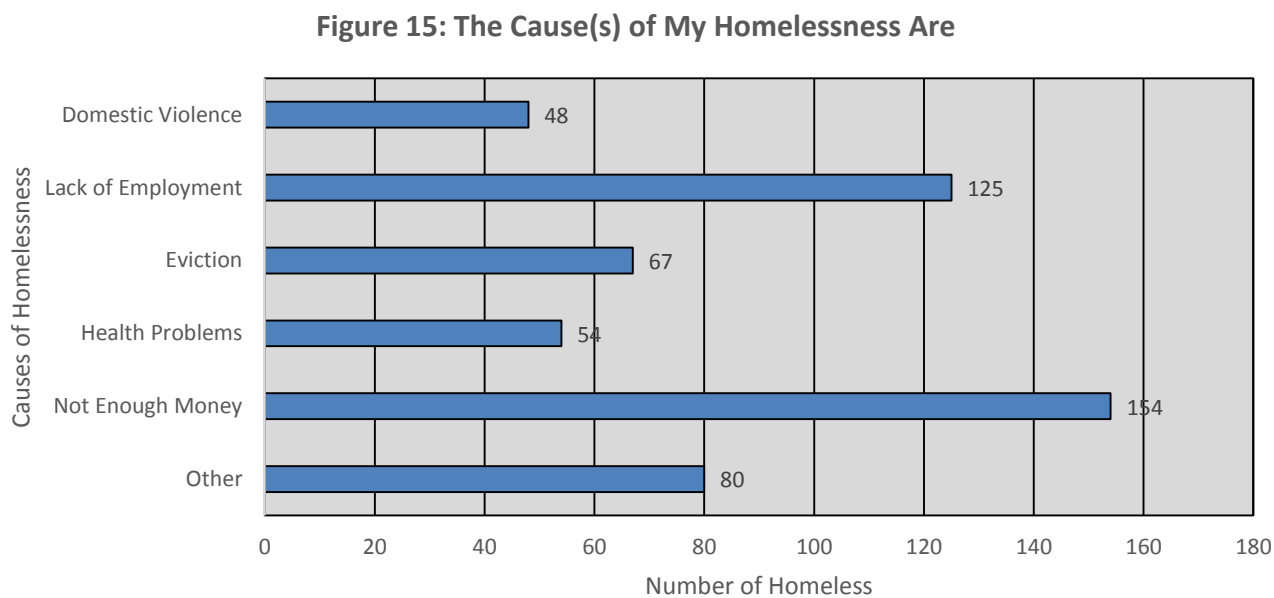
	Mean Response
Employment Issues	
1. Lack of employment	3.84
2. Lack of job skills	3.76
3. Unemployed	3.74
Income Issues	
1. Insufficient income for family needs	3.81
2. On waiting list for public housing	3.45
3. Change in Family Structure	3.36
Eviction	
1. Poor money management skills	3.84
2. Poor decision making skills	3.80
3. Non-payment of rent	3.66
Domestic Violence	
1. Individual/Family affected by domestic violence	3.20
Health Issues	
1. Mental health problems	3.82
2. Drug and alcohol use	3.75
3. Medical/Physical reasons	3.07
Other	
1. Jail/Prison	3.32
2. Natural disaster	1.81

Housing Needs Survey

The Housing Needs Survey was developed by the Home Team to collect information from homeless individuals (including individuals and families) regarding why they are homeless and what they need to improve their situation. The survey also gives the respondents an opportunity to report those services that have been most and least helpful to them. Two hundred and sixty-seven homeless individuals completed the survey, from 40 of the 45 agencies (89%).

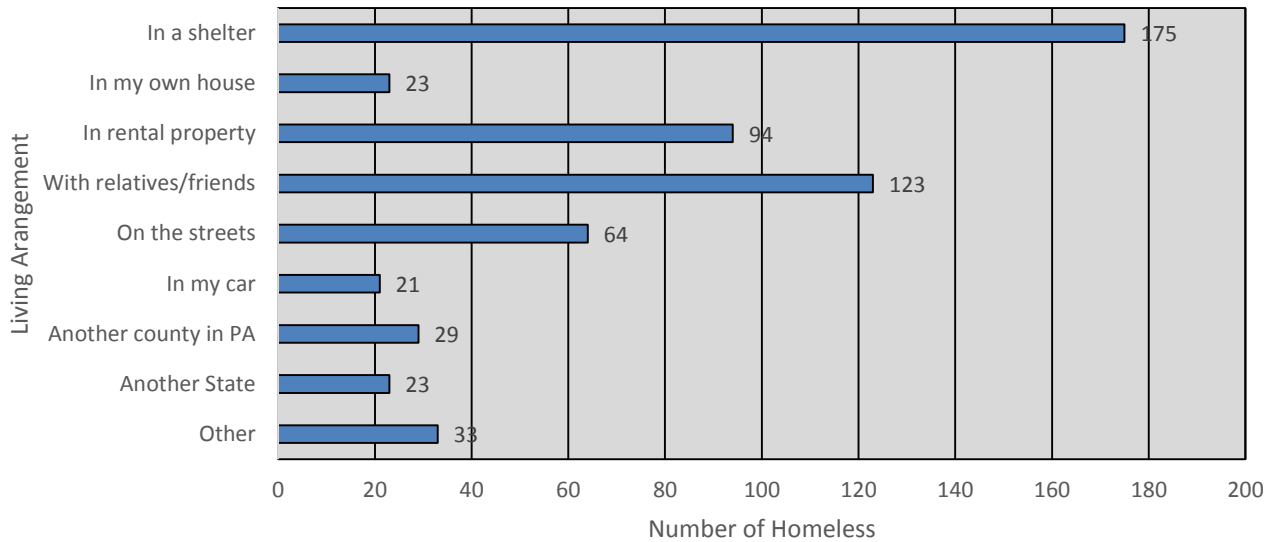
The majority of the responses given for causes of homelessness indicate income issues, specifically, Not Having Enough Money (154 people) and Lack of Employment (125 people; Figure 15). The results are consistent with the findings of the Causes of Homelessness Survey, which, as stated previously, reported that Income Issues and Lack of Employment were perceived as the most significant contributors to causing homelessness. See Appendix D for mean average for each item, including responses of “other” for questions one through four, and handwritten responses for questions five and six.

Question 1. Causes of Homelessness. Not Having Enough Money was cited most frequently as the cause of homelessness (154), followed by Lack of Employment (125), Evictions (67), Health Problems (54), and Domestic Violence (48; Figure 15). Although the response indicating other reasons for homelessness (80) represents a large amount of responses, it should be noted that this category is comprised of a variety of individual answers. Those answers can be found in Appendix E.



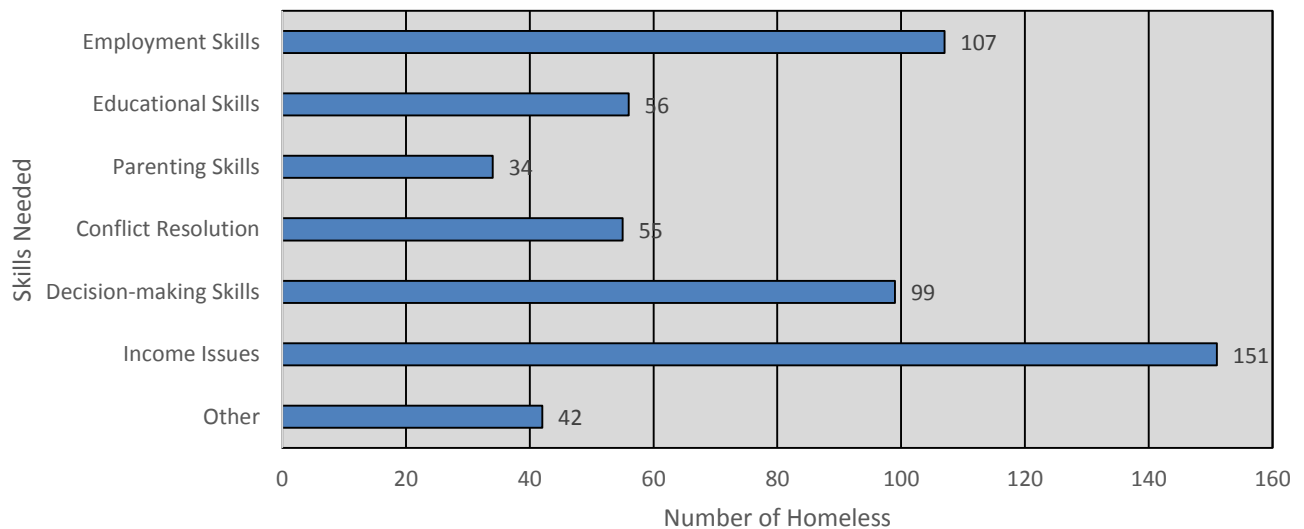
Question 2. Living Arrangements. Respondents reported that in the past 24 months they predominantly lived in either a Shelter (175), with Relatives (123), and/or in Rental Property (94; Figure 16).

Figure 16: In the past 24 months I have lived

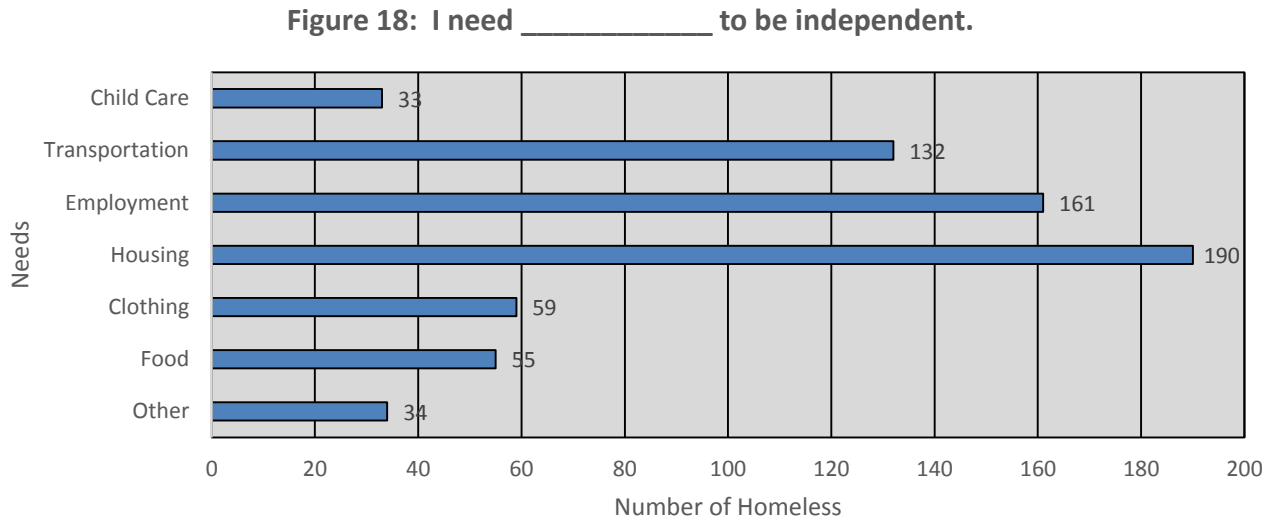


Question 3. Skills to Get Back on Their Feet. Skills related to Income Issues (151) were listed as the most common reported need for the respondents to get back on their feet. This was followed by Employment Skills (107) and Decision-Making Skills (99). See Figure 17.

Figure 17: I need to develop these skills



Question 4. To Gain Independence. The majority of the respondents reported that they needed the following to gain independence: Housing (190), Employment (161), and Transportation (132; Figure 20).



Appendices

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** Responses are verbatim. The spelling, grammar and punctuation are all from the handwritten responses. They are combined only where the responses are exactly the same as written by the survey participant.*

Appendix A: Type of Person Occupying Beds for Homeless by Type of Service

Emergency Shelter	Clients Served	Unmet Need
Single Females (26 & over)	35	5
Single Males (26 & over)	141	4
Youth Females (ages 16-25)	10	0
Youth Males (ages 16-25)	8	0
Youth (ages 0-15)	0	0
Single Females (26 & over) w/child(ren) or pregnant	14	3
Single Males (26 & over) w/child(ren)	5	0
Youth Females (ages 16-25) w/child(ren) or pregnant	7	0
Youth Males (ages 16-25) w/child(ren)	0	0
Two Adult Household w/child(ren) or pregnant	4	0
All Adult Household (2 or more adults)	8	0
Total # Children in Families	47	7
Total	279	19
Transitional/Bridge Housing		
Single Females (26 & over)	19	4
Single Males (26 & over)	43	0
Youth Females (ages 16-25)	2	1
Youth Males (ages 16-25)	5	0
Youth (ages 0-15)	0	0
Single Females (26 & over) w/child(ren) or pregnant	13	3
Single Males (26 & over) w/child(ren)	1	0
Youth Females (ages 16-25) w/child(ren) or pregnant	8	6
Youth Males (ages 16-25) w/child(ren)	0	0
Two Adult Household w/child(ren) or pregnant	1	0
All Adult Household (2 or more adults)	0	0
Children in Families	44	14
Total	136	28
Permanent Supportive Housing		
Single Females (26 & over)	95	16
Single Males (26 & over)	189	43
Youth Females (ages 16-25)	16	2
Youth Males (ages 16-25)	7	5
Youth (ages 0-15)	0	0
Single Females (26 & over) w/child(ren) or pregnant	6	0
Single Males (26 & over) w/child(ren)	2	0
Youth Females (ages 16-25) w/child(ren) or pregnant	1	0
Youth Males (ages 16-25) w/child(ren)	0	0
Two Adult Household w/child(ren) or pregnant	6	0
All Adult Household (2 or more adults)	3	0
Children in Families	131	0
Totals	456	66
Overall Total	871	113

**Two adult household is the total number of adults in the household*

Appendix B: Direct Service Provider Survey Results

Number of Direct Service Providers	32	Number Agencies that had waiting lists	5
Number of Agencies who did not serve any individuals or families	3	Number of Individuals on the lists	52
		Number of Families on waiting lists	10 (26 total individuals in families)

Current Inventory: On target date of January 22nd.

Individuals	Met	Unmet
Single Females (26 & Over)	149	25
Single Males (26 & Over)	373	47
Youth Females (16 - 25)	28	3
Youth Males (16 - 25)	20	5
Youth (Birth - 15)	0	0

Families	Met	Unmet
Single Females w/Child(ren) or Pregnant (26 & Over)	33 (133)	6 (15)
Single Males w/ Child(ren) (26 & Over)	8 (61)	0 (0)
Youth Females w/Child(ren) or Pregnant (16 - 25)	16 (22)	6 (6)
Youth Males w/Child(ren) or Pregnant (16 - 25)	0 (0)	0 (0)
Two Adult Household w/Child(ren) or Pregnant	11 (6)	0 (0)
All Adult Household	11	0

Note. Numbers with parenthesis indicate the number of children

Number of Unaccompanied Individuals and Families that were in facilities on January 22nd for the following lengths of stay:

	Less Than 30 Days	30 to 90 Days	Over 90 Days
Individuals	101	89	189
Families	24	22	29

Total number of homeless participants who are enrolled in the following service programs on January 22nd.

	Met		Unmet	
	Individuals	Families	Individuals	Families
Case Management	255	67	5	13
Child Care	8	18	4	8
Domestic Violence	18	18	4	7
Education	110	13	1	3
Health Care	128	15	1	3
Housing Placement	145	65	20	8
Job Training	82	12	0	0
Life Skills Training	135	60	5	12
Mental Health Care	155	5	19	7
Subsidized Housing	196	64	1	3
Substance Abuse Treatment	133	9	4	5
Transportation	156	57	5	8
Other	47	8	0	0

Total number of individuals and families receiving services who are members of the following subpopulations on January 22nd.

	Met		Unmet	
	Individuals	Families	Individuals	Families
Chronic Homeless	164	5	18	2
Seriously Mentally Ill	155	9	19	2
Chronic Substance Abuse	154	4	11	3
Veterans	99	4	1	0
Persons with HIV/AIDS	2	0	0	0
Victims of Domestic Violence	27	26	5	6
Youth	0	11	1	4
Other	19	8	16	1

Appendix C: Supportive Survey Provider Survey Results

Total number of homeless participants who are enrolled in the following service programs on January 22nd for the appropriate services.

	Met		Unmet	
	Individuals	Family	Individuals	Families
Case Management	156	3	0	0
Child Care	0	1	0	0
Domestic Violence	19	1	0	0
Education	14	1	0	0
Health Care	49	0	0	0
Housing Placement	12	0	0	0
Job Training	6	0	0	0
Life Skills Training	31	1	0	0
Mental Health Care	77	3	0	0
Subsidized Housing	0	0	0	0
Substance Abuse Treatment	21	1	0	0
Transportation	15	1	0	0
Other	71	2	0	20

Total number of unaccompanied homeless individuals and families receiving services who are members of the following subpopulations on January 22nd.

	Met		Unmet	
	Individuals	Families	Individuals	Families
Chronically Homeless	87	0	0	0
Seriously Mentally Ill	97	2	0	0
Chronic Substance Abuse	66	0	0	0
Veterans	9	0	0	0
Persons with HIV/AIDS	1	0	0	0
Victims of Domestic Violence	15	1	0	0
Youth	2	0	30	0
Other	23	5	13	1

Appendix D: Causes of Homelessness Survey
Continuum of Care: Gap Analysis (n=45)

(Answers are rearranged from greatest to least within each grouping)

Please indicate the impact each cause of homelessness has on your clients by using the following scales:

1	2	3	4
No Significance	Little or Some Significance	Moderate Impact	Significant Impact

Mean Answer

Employment Issues

1. Lack of employment	3.84
2. Lack of job skills	3.76
3. Unemployed	3.74
4. Unobtainable public transportation	2.82
5. Lack of child care	2.66

Income Issues

1. Insufficient income for family needs	3.81
2. On waiting list for public housing	3.45
3. Change in family structure (divorce, separation, jail)	3.36
4. Loss of welfare	3.26
5. Non-Compliance	2.95
6. Got a job	2.89
7. Maxed out	2.82
8. Benefits change	3.23
9. Pregnancy	2.83
10. Aging issues	2.46
11. Death—Loss of income	2.17

Eviction

1. Poor money management skills	3.84
2. Poor decision-making skills	3.80
3. Non-payment of rent	3.66
4. Poor housekeeping skills	3.16
5. Non-renewal of lease	2.88
6. Damage of rental property	2.77
7. Code enforcement	2.14
8. Landlord sells property	1.98

Domestic Violence

1. Individual/Family affected by domestic violence	3.20
--	------

Health Issues

1. Mental Health Problems	3.82
2. Drug & Alcohol Abuse	3.75
3. Medical/Physical reasons	3.07

Other

1. Just got out of jail/prison	3.32
2. Natural disaster	1.81

There were no Write-In Responses provided for *Causes of Homelessness Survey*

Appendix E: Housing Needs Survey

Results are based on 267 surveys returned by 40 agencies.

This survey is being done to obtain a picture of how Erie County can improve their overall homeless services. We would appreciate your taking just a few minutes of your time to complete this survey. All information will remain confidential. *Please check all answers that apply. Thank you.*

Please mark with a check all the following *Emergency shelters* you are currently staying in **and/or have stayed during this past year:**

<u>73</u>	City Mission	<u>7</u>	Safe Horizons in Union City
<u>54</u>	Community of Caring	<u>28</u>	SafeNet/Hospitality House
<u>56</u>	Community Shelter Services	<u>8</u>	Salvation Army
<u>10</u>	Crisis Residential Unit (CRU)	<u>20</u>	Refuge
<u>24</u>	St. Patrick's Haven		

Please mark with an X the following *Transitional shelters* you are currently staying in **and/or have stayed during this past year:**

<u>57</u>	City Mission	<u>19</u>	Mercy Center
<u>20</u>	Community House	<u>6</u>	SafeNet/Bridge
<u>10</u>	Erie Dawn	<u>5</u>	SafeNet/TLC
<u>2</u>	Hope House	<u>22</u>	Stairways
<u>63</u>	Liberty House		

For the following questions, please remember to circle all answers that apply. Thank you.

1.) The cause(s) of my homelessness are:

- 48 Domestic Violence
- 125 Lack of Employment
- 67 Eviction
- 54 Health Problems
- 154 Not Enough Money
- 80 Other _____

3.) I need to develop these skills to get back on my feet:

- 107 Employment skills (Interviewing, job search)
- 54 Education skills (GED, reading, writing)
- 25 Parenting skills
- 55 Conflict Resolution skills
- 99 Decision-making skills
- 151 Income Issues
- 42 Other _____

2.) In the past 24 months I have lived:

- 175 In a shelter
- 23 In my own house
- 94 In rental property
- 123 With relatives and/or friends
- 64 On the streets
- 21 In my car
- 29 In another county in Pennsylvania ___
- 23 In another state _____
- 33 Other: _____

4.) I need _____ to be independent:

- 33 Child Care
- 132 Transportation
- 161 Employment
- 190 Housing
- 59 Clothing
- 55 Food
- 34 Other _____

5.) What, if any, are the most helpful service(s) this organization has provided for you?
(See Appendix F)

6.) What, if any, are the least helpful service(s) this organization has provided for you?
(See Appendix F)

Appendix F: “Other” and Write-in Responses for Housing Needs Survey 2014*

(Responses combined only when exactly the same)

Question 1F: Listed below are the responses to “other” for question 1F.

The cause(s) of my homelessness are:

Alcohol/Drugs	28
Mental Health	13
Family Issues	12
Foreclosure	4
SSI Issues	4
Legal Issues	4
Safety/Dangerous Areas	3
Landlord Issues	3
Criminal Record	2
Physical Health	1
Fire	1
Recently Moved/Relocation	1
No Income	1

Question 2G: Listed below is a list of counties for question 2G.

In the past 24 months I have lived in another county in Pennsylvania:

Allegheny	4
Crawford	4
Washington	2
Blair	1
Mercer	1
Warren	1

Question 2H: Listed below is list of states written in for questions 2H.

In the past 24 months I have lived in another State:

New York	6
Ohio	5
Florida	3
Arkansas	1
Michigan	1
North Carolina	1
Maine	1
West Virginia	1

Question 2I: Listed below are the responses to “other” for question 2I.

In the past 24 months I have lived:

Prison	7
RFTA	6
Fairweather Lodge	5
Rehab	5
Abandoned Places	4
St. Vincent Hospital	4
CCC	2
CRISIS	2
Gaudenzia	2
Tent	2
Alley Ways	1
Camper	1
CRU	1
Farm house	1

Gage House	1
Mental Health Association	1
Motel	1
OCY Placement	1
Overflow	1
SafeNet	1
Transitional Housing	1
TRMT	1

Question 3G: Listed below are the responses to “other” for question 3.

I need to develop these skills to get back on my feet:

Drug and Alcohol Counseling	5
Disability/Medical	4
Housing	4
Money Management	4
Mental Health	3
English Speaking Skills (ESL)	2
Income	2
Independence	2
Medical	2
Transportation/Drivers License	2
Cooking Skills	1
Credit	1
Debt Management	1
Educations	1
Focus/Concentration	1

Question 4G: Listed below are the responses to “other” for question 4.

I need _____ to be independent:

Social Security	7
Income	5
Education	4
Better Paying Job	2
Help with Utilities	2
Translation Services	2
Better Job	1
Drug and Alcohol	1
Financial Planning	1
Health Issues	1
Mental Health Counseling	1
Support Team	1
US Citizenship	1

Question 5: Listed below are the responses to question 5.

What if any, are the most helpful service(s) this organization has provided for you?

- First month’s rent and security deposit, furniture and household items utility assistance
- A bed to sleep. Roof over my head. Food to eat. Helping me find my own place to live.
- A helping hand with stability
- A house and to start to set my live back together.
- A place of stability to help me make more rational decisions
- A place to live so, I do not have to be outside in the cold
- A place to return to the community
- A place to sleep in a peaceful environment, food to eat, and a roof over my head.
- A place to sleep so I can get the help I need to get back on my feet.

- A place to stay
- A place to stay every night Permanent address for mail
- A roof over my head, a place to stay, and food to eat
- Advocacy, clothing, GPN
- All services
- Angel tree Christmas gift help. Client Assistant Fund help to get ID ; Team Meetings on BCM and all providers.
- Apartment
- Apt.
- Assistance with SSI. Assistance obtaining and new tent.
- Balance between work religion Addiction Recovery, spirituality
- BCM
- BCM Services
- BCM, Church/Natural community supporter
- BCM, FOP
- BCM, Shelter
- Bed
- Bed and food
- Being able to stay here with DURING THE WINTER
- Bible study, staff support system
- Budgeting, Life skills, Family Fun Nights, Housing and General Support.
- Budgeting, Life skills, general support and housing
- Bus fair to job interviews
- Case management
- Case manager
- CASE WORKERS, = @ home VISITS
- Certified peer support services
- CLOYN FOOD HOUSING
- Community of caring with housing for a year prior to lodge
- Consistency and inner personal education
- Contacts, shelter, referrals
- CROMISA - helping me learn to get other services I need the programs
- CROMISA- for standing by me
- CROMISA- transitional housing. The step apartment, the individualized treatment planning and overall support.
- CSS- help me retain housing
- Don't know
- Dress for Success/Case Management/Budgeting
- Drug addiction classes
- Drug/Alcohol education/help
- Emergency Shelter
- Emotional support in a home-like environment.
- Erie County Care Management
- Everything
- Fairweather Lodge, Psych Rehab
- Fairweather Lodge, Psych Rehab, Blended Case Management
- Fairweather Lodge, Psych Rehab, Residential(?) Treatment Facility
- Fairweather Lodge, Psychiatric Rehab, RTFA, BCM
- Family Fun Nights, Budget meetings, wheels to work program and life skills meetings
- Finding shelter
- Food and shelter
- Food information on services in area
- Food shelter clothing hygiene
- Food stamps.
- Food, Clothing, Shelter
- Food, Heat, Bed, Water, Protection, Shelter
- Food, shelter, Wi-Fi, warm, comfort a lot of stuff but not a I.D. or birth certificate cause my lack of info
- Friendship, housing, food
- GECAC
- Get out of my depression.
- Getting a place to stay
- Giving me a place to stay
- Groups, education, support
- Has given me the opportunity to see myself and have a better outlook on life
- Haven't been here long enough.
- Help w/ my addiction
- Help w/Rent and utilities, clothing, transportation furniture.
- Helped me move, furniture, Rent Assist - utility assist clothing
- Helping to get back on medication, and get connected with adult Mental Resources.
- Housing

- Housing subsidy
- Housing subsidy, apartment search
- Housing subsidy, bus pass, make me feel like I'm not out there by myself
- Housing subsidy, connected to mental health services, funding for clothing and ID, case management
- Housing subsidy, finding apartment, transportation
- Housing subsidy, furnishings
- Housing subsidy, moving, communication to section 8
- Housing subsidy, transportation, utility reimbursement
- Housing subsidy, utility allowance
- Housing subsidy, utility assistance, transportation, furnishings
- Housing subsidy, utility reimbursement
- Housing, clothing
- Housing, domestic violence education, referrals to community resources, budgeting information, emotional support
- Housing, Food
- Housing, food, personal care items, furniture, laundry facilities
- Housing, getting established with mental health care
- Housing, Support and a Great Staff
- Housing, support, transportation assistance, child care, life skills classes
- Housing, supportive services
- Housing, supportive services, mentor and life skills
- Housing, transportation
- I have received information on budgeting, and managing my life.
- I would love to have my own apartment with my cat
- In Shelter Plus 1 year. Provided housing independence.
- Information for housing
- Information regarding housing/meals
- Learning with job situation
- MHA
- MHA/ Safe Harbor
- Money, job, food, shelter, counseling!
- My rehabilitation (dont know the word) the crossroads and Community Gaudenzia program
- N/A
- Network to other services
- New Life Program @ the Erie City Mission
- New Life Program; Getting Ahead Class
- No comments
- Organization Coordination, Support
- Out of the cold
- Peer support
- Place to sleep and food
- Place to stay
- Place to stay till I find a place. Help with area resources for things I need.
- Project Hope
- Project Hope goes above and beyond w/services
- Provide shelter in apartment one bedroom. Helped with referral to other agency.
- Providing shelters helped me become more independent.
- Received shelter. No longer homeless. Have a one bedroom apartment.
- Recovery
- Recovery from addiction
- Refuge, staff, City Mission, OCY
- Rent - transportation - furniture, clothing for kids
- Rent and security deposit, furniture and household items, utility assistance, support
- Rent assist, utility assist, school clothing for kids, support services, furniture
- Rent assistance, furniture and household items. Transportation support services
- Rent help- furniture- household items, transportation, clothing
- Rent subsidy, furniture, utility assistance
- Roof over head
- Roof over my head
- Roof over my head, aid in obtaining S.S.I.
- RTFA, CRISIS Services, EOP
- RTFA, FWL, EOP, CRISIS, DEERFIELD (GAGE)
- Safe housing, domestic violence counseling, advocacy, legal services, household items
- Safe housing, now rent, healthy relationships information, counseling

- Safe place to live, food, clothes, hygiene, help w/ custody of children, emotional support, important document retrieval, credit checks, child services and support
- Safe places for me and my kids
- Self-esteem, Family atmosphere - help with everything
- Shelter caring for the homeless helping find a apartment jobs.
- Shelter during winter
- Shelter Plus provide long independent living, one bedroom apartment. Working on Social Security
- Shelter to stay out of the cold
- Shelter, food, clothes, resources
- Shelter, food, friendly staff
- Shelter, heat
- Shelter, laundry, boot dryer, clothes + personal supplies, showers, secure storage
- Shelter. Christmas for my family
- Spiritually growing and learning to live sober
- Stability
- Stress technics, Bible study, people and support from staff of the refuge
- Subsidized rent, utility assistance, furniture and household items
- Support
- Support with my mental illness.
- Supportive Services, Housing and independence from oppressor.
- Supportive services, life skills and budgeting
- Supportive services, wheels to work program, housing
- The apartment that I am renting at the present time.
- The most helpful services are the talks that I am able to have because its helps me not bottle things inside even though I still bottle some things
- The most helpful services this organization has provided for me is giving me a place to live and call home and helped me with stability
- This individual has been in Shelter Plus 2 yrs. No longer homeless.
- Time to figure out my next steps and needs for me and my children. Helped me get hooked up with welfare and referrals.
- To be more independent
- To be stable
- To date nothing has been solved
- To give it to God and keep doing the next right thing
- Tokens, housing
- Transportation and good advocacy
- Transportation and referrals to agencies and services
- Transportation, material goods, gift cards, counseling
- VA Hospital Liberty House
- Warm bed, food, clothing, safety
- Warm home
- Warm, clean and valuable
- Warm, safe place to sleep
- Warming center food
- Went to Pyramid Duncansville it helped me Then Gaudenzia Community House, is helping me
- Wheels to work, subsidized housing
- When I moved into mercy center for women they gave me a safe place to reside so that I could work towards my own personal goals without worrying about housing.

Question 6: Listed below are the responses to question 6.

What if any, are the least helpful service(s) this organization has provided for you?

- (NEED) Driver License or Birth Certificate out of state.
- All the services are awesome the thing is that if you want it bad enough you will go after it and that's no one's fault but the person who is not willing to try harder!

- Being away from my child. But I can see a future that's worth more, to be/able to near my child.
- Can't stay during the day
- Can't think of anything right now
- City mission, food bank
- COC- no helpful resources there
- Constant pressure/stress from multiple end dates and having to miss work because of end dates happen on set work days. Feel that he/she is given less assistance because he/she had a job and no mental health issues. Fundraising could be used to raise money for assistance programs. Being told end dates but no help with utilities. Thirty days is not long enough to gain enough money to get money issues in order.
- Decisions making How to maintain staying focus and trusting others
- Don't know
- Don't have LL. Willing to rent Do not give tha into out
- Employment
- Finding work
- Food
- Food storage/freezer
- Haven't applied to any
- Haven't been here long enough
- Help with other things other than a warm place
- Home visits more. Need to request.
- Housing, employment
- I appreciate everything. You guys have done for me I do not have any complaints
- I cannot think of any services provided. They have given me referrals to other agencies.
- I don't know.
- I really can't say.
- Jail, opened up my eyes,
- Lack of employment
- Lack of transportation
- Laundry (washer/dryer)
- Laundry money
- Limited names on assistance in certain areas
- Need to be more PA
- No comments
- Noisy neighbors
- None
- Not 24 hour staff
- Not applicable
- Not giving me a change to turn things around for myself
- NOT long enough time to stay
- Nothing
- People that say no
- People with attitude (clients)
- Positive parenting; children are grown
- Positive parenting; no children
- Received positive information to other agencies.
- Resources or help to get a job
- Resources to find employment
- Scott Baldi
- Sound minded professionals to speak to
- The clientele
- The warming center and confidential movement.
- There are no services at this time I can comply too. There services that applied to me, they have helped me out greatly.
- There are no services that they have not helped me with. I ask any of the advocates and they seem to out of their way to help.
- There isn't any
- They were all very friendly understanding. There is no least
- Transportation
- Transportation and jobs
- Treating people like human beings
- Upper Room
- Wander if people care/ no washer & dryer
- Was given referrals to other agencies.
- We need our state budget signed NOW!!!
- Work opportunity

Appendix G: Agencies that Responded to the 2014 SPIT Survey

Direct Service Providers

- Community of Caring - Emergency Shelter
- Community of Caring - Shelter Plus Care
- Community Shelter Services - Columbus Apartments
- Community Shelter Services - Homeless Shelter
- Community Shelter Services - Lighting the Candle I
- Community Shelter Services - Lighting the Candle II
- Community Shelter Services - Lodge on Sass
- Community Shelter Services - Our Neighbors Place
- Erie City Mission - Emergency Shelter
- Erie City Mission - New Life Program
- Erie County Care Management - Self Start I
- Erie County Care Management - Self Start II
- Erie County Care Management - Self Start III
- Erie County Care Management - Self Start IV
- Erie County Care Management - Self Start V/ACT
- Erie Dawn
- Erie United Methodist Alliance - Hope House
- Erie United Methodist Alliance - Liberty House
- Erie United Methodist Alliance - The Refuge
- Erie Veterans Affairs Medical Center
- Mental Health Association of NWPA - Make It A Home Always
- Mercy Center for Women
- Mercy Center for Women - Mercy Center Heritage House
- Safe Journey
- SafeNet - Bridge House
- SafeNet - Shelter
- SafeNet - Transitional Living Center
- St. Patrick Haven
- Stairways Behavioral Health - Fairweather Lodge
- Stairways Behavioral Health - RTFA

Supportive Service Providers

- Erie County Care Management
- Erie School District
- Erie United Methodist Alliance - Project Hope for the Homeless
- Erie Veterans Affairs Medical Center - Outreach Center
- Gaudenzia - Community House
- Gaudenzia - Crossroads
- Gaudenzia - Snow House
- Greater Erie Community Action Committee
- Mental Health Association of NWPA - Peer Support Services
- Mental Health Association of NWPA – Recovery Center
- Mental Health Association of NWPA - Warming Center
- Safe Harbor Behavioral Health – Crisis
- SafeNet – Non-Residential
- The Salvation Army
- St. Martin Center
- Stairways Behavioral Health - Blended Case Management
- Stairways Behavioral Health - FOP
- Stairways Behavioral Health - Erie Outpatient
- Stairways Behavioral Health – Psych Rehab Services & CROMISA