



HOMELESS SERVICE UTILIZATION REPORT



HAWAI'I 2016



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A REVIEW OF FY 2016

From FY 2015 to FY 2016, Hawai'i's homeless service utilization trends and outcomes show substantial progress in the state's efforts in addressing homelessness. Many homeless individuals and families were able to obtain housing faster and to maintain housing stability for a longer term compared to last year. FY 2016 saw a significant decrease of 6.3% in the total number of individuals who sought services in the state's homeless service system, dropping to 14,015 from last year's record high of 14,954. The decrease was a result of more people leaving the homeless service system from FY 2015 (892 more "leavers"), a smaller number continuing to FY 2016 (220 fewer "stayers"), and less re-seeking homeless services after exiting the service system in a previous year (947 less "returnees").

The homeless service system has improved in its pace and effectiveness in helping people to obtain housing. The average stay length in the shelter program was 250 days, 22 days shorter than a year ago. The emergency shelter program's average stay of 124 days alone represents a reduction of 7 days from last year. Overall for the state, improvements were evidenced in the rate of service users exiting to permanent housing destinations, as well as in the effectiveness of two service programs (outreach and rapid rehousing) and services for two special populations (homeless veterans and those who experienced chronic homelessness). Across all program types in the City and County of Honolulu, there were also improvements in keeping people housed for the long term and in reducing people returning to homelessness after being permanently housed. However, at the state level these areas saw only slight changes. Lastly, the Housing First Program, after two consecutive years of implementation, showed a remarkable housing retention rate of 96.7% for individuals and families who experienced chronic homelessness.

Along with the positive outcomes, however, challenges persisted for progress to occur across all types of programs in the four counties of Hawai'i. Across-the-board improvements that will ultimately end homelessness in Hawai'i will require sustainable efforts and resources for homeless service provisions, as well as for data reporting that consistently allows for the collection of valid, reliable and timely program data and outcomes to effectively guide decisions and policies.

Hawai'i's Homeless Management Information System (HMIS) is a statewide centralized electronic database system on homeless persons and services that requires all publicly-funded homeless service programs to report data. The original database—which was developed for Hawai'i in the early 2000s and evolved over time with improved functionalities—was discontinued and replaced by a new data system in November 2015. The transition planning took about 12 months to complete. Working with the software vendor and staff volunteers from HMIS participating agencies, the HMIS administration team migrated all legacy data to the new database before the new system was launched. In

the following months, the team spent tremendous efforts in fine-tuning the new software program, troubleshooting and providing training to users. While the disruption was kept to the minimum, the data system change inevitably added more stress to Hawai'i's homeless service system at a time when the state's homeless problem was worsening. Some immediate impacts on data quality occurred, such as an increased time lag in data reporting from homeless service programs and a higher percentage of records with missing data.

Governor David Ige declared a state of emergency on homelessness from October 16, 2015 to October 19, 2016, through an initial proclamation followed by six supplementary proclamations. In response to this emergency situation, state and local county governments provided short-term funding for homeless prevention, rapid rehousing, and other innovative programs. This rapid deployment of new services posed a challenge to the new data system already faced with other priority issues it had to address. Due to the urgency to deliver these services, these programs were not required to report data in the HMIS, making it difficult to assess their impacts on the state's overall homeless services system. A coordinated effort is now underway to increase data reporting of state-funded programs in the HMIS.

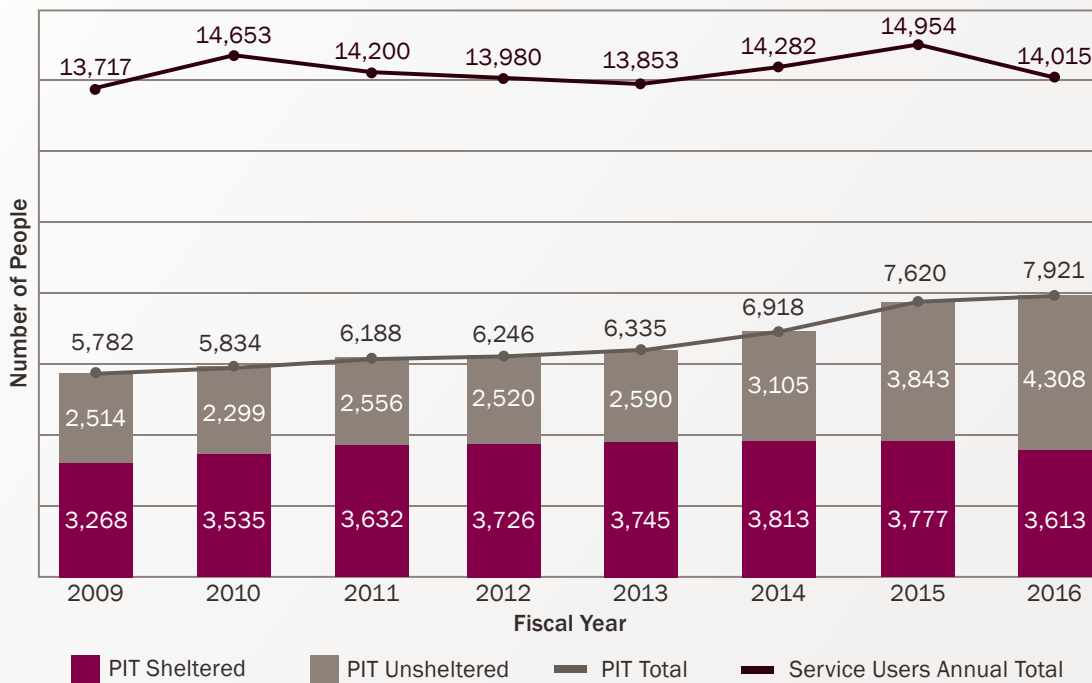
While this report focuses on the homeless service system itself, other factors outside the system play equally, if not more, important roles in solutions for ending homelessness in Hawai'i. In the section below, we will examine trends in the homeless population and service utilization over the past eight fiscal years.

Homeless Population Count and Service Utilization

The Point-in-Time (PIT) Count, conducted in January 2016 by the Continuum of Care organizations, estimated that there were 7,921 homeless persons on any given night in Hawai'i, with slightly more (4,308 or 54.4%) being unsheltered than sheltered (3,613 or 45.6%). In a 12-month period from July 2015 to June 2016, the homeless service system recorded an unduplicated count of 14,015 homeless service users, with more of them accessing outreach services than shelter services.

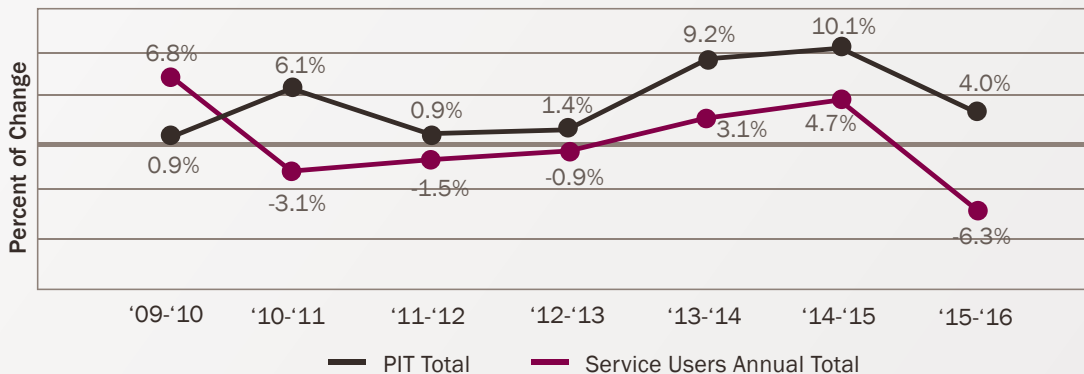
While the homeless population increased 4.0% from January of 2015, the number of homeless service users decreased by 6.3% from the last fiscal year. A review of the past eight fiscal years showed a similar pattern of change in the trends of homeless population versus service utilization, except for the earlier years from 2009 to 2011. FY 2016 was the first year since 2013 in which the rate of annual change decreased for both the homeless population and service utilization counts (see Figure 2).

Figure 1. Trends of Homeless Population and Homeless Service Utilization, FY 2009 – 2016



Note: (1) The number of homeless service clients per year is an unduplicated count of homeless persons who received services within a state fiscal year based on the statewide HMIS. Since FY 2013, this number included all clients served by the Rapid Rehousing, Shelter and Outreach Programs; prior to that, the Rapid Rehousing Program was not included because of the unavailability of data. Domestic violence shelters did not report data in the HMIS. (2) The estimated number of people experiencing homelessness on any given night in Hawai'i is based on the Point-in-Time Count conducted by the Continuum of Care organizations. The count included all homeless persons who were "sheltered" (staying in the Shelter Program or a domestic violence shelter) or "unsheltered" (sleeping in a place not meant for human habitation) on a specific reference night in January. (3) Not all unsheltered individuals being counted in the PIT Count accessed homeless services or were served by an organization participating in the HMIS. The 2016 PIT Count Study found that slightly over half (53.7%) of the unsheltered individuals counted did not have a match with any client records in the HMIS and were likely non-service users.

Figure 2. Percent of Change in Homeless Population vs. Homeless Service Utilization, FY 2009 – 2016



HOMELESS SERVICE UTILIZATION REPORT 2016

The 2016 Homeless Service Utilization Report is the 11th 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. References to the FY 2015 data are based on the 2015 Homeless Service Utilization Report and its Statistical Supplement, unless revised data are provided in this report. Additional data tables are published in the 2016 Statistical Supplement. All reports and statistical supplements are available for download from <http://uhfamily.hawaii.edu/publications/list.aspx>.

ACKNOWLEDGMENTS

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PHOTO CREDITS

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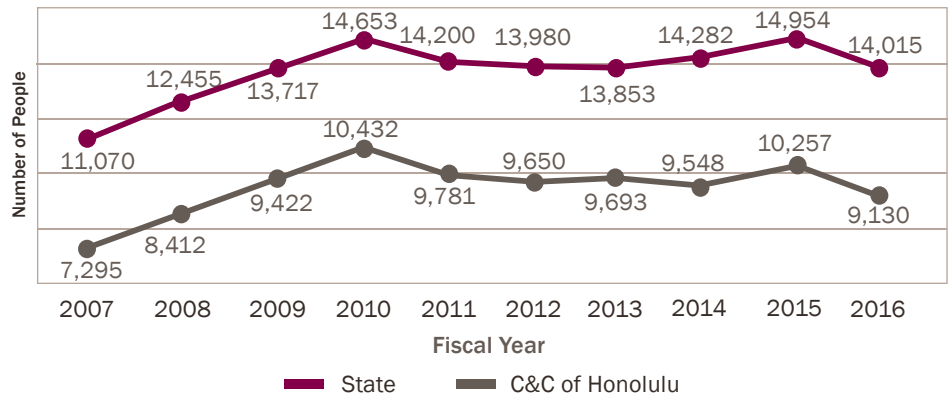
HOMELESS SERVICE SYSTEM OVERVIEW

From July 2015 to June 2016, Hawai'i's homeless service system served a total of 14,015 individuals, dropping 6.3% from last year's record high of 14,954 captured to date in the HMIS. Three of the four counties in the state saw a significant decrease in the number of homeless service users: the City and County of Honolulu served 9,130 clients, an 11.0% decrease; Hawai'i County 1,690 clients, a 7.6% reduction; and Kaua'i County 493 clients, a 25.5% drop. Maui County was the only exception, recording its highest number ever for service users (2,702) and representing a 22.5% increase from last year.

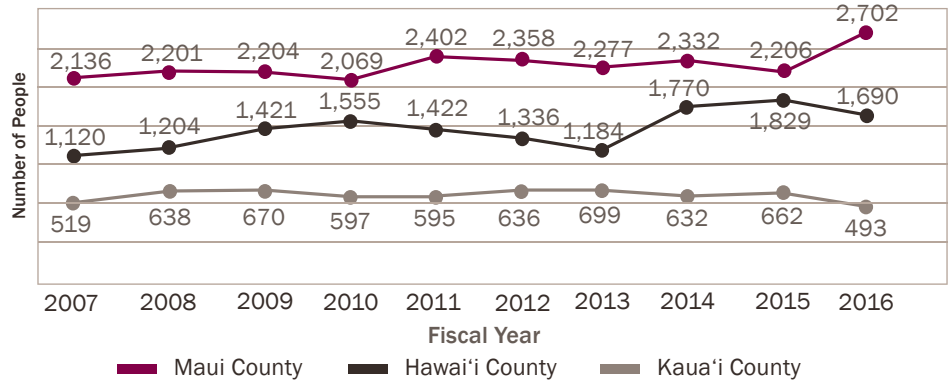
Note: The number of homeless service clients per year is an unduplicated count of homeless persons who received services within a state fiscal year based on the statewide HMIS. Since FY 2013, this number included all clients served by the Rapid Rehousing, Shelter and Outreach Programs; prior to that, Rapid Rehousing Program was not included because of the unavailability of data.

Figure 3. Homeless Service Clients, FY 2007–2016

(a) State and C&C of Honolulu

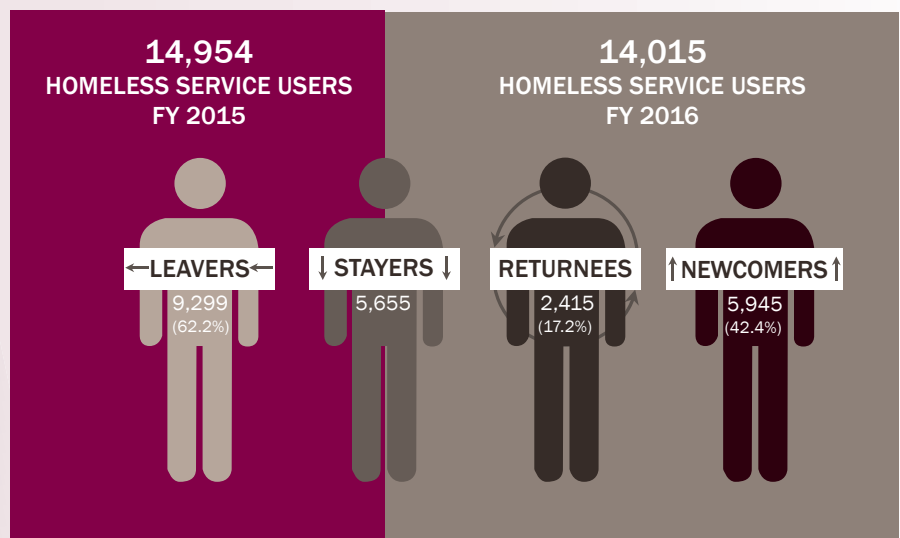


(b) Hawai'i, Kaua'i and Maui Counties



The 6.3% decrease from FY 2015 to FY 2016 was a result of more people leaving the homeless service system from FY 2015 (892 more “leavers”), a smaller number continuing on to FY 2016 (220 fewer “stayers”), and less re-seeking homeless services after exiting the service system in a previous year (947 less “returnees”). Despite these declines, in FY 2016, the system recorded the highest number of people—a total of 5,945—accessing services for the first time.

Figure 4. Homeless Service System: Inflow, Outflow, and Return Flow, FY 2015–2016



The increase in new clients served was found in two counties (Figure 5). Maui County had the largest share of increase, serving 381 (or 45.9%) more new clients than last year, and Honolulu had a slight increase of 93 (2.5% more) new clients. Fewer new clients than last year were served by Hawai'i and Kaua'i Counties, with decreases of 209 (22.4% less) and 37 (14.7% less) respectively.

As shown in Table 1, the majority of the 5,945 new clients were served in the City and County of Honolulu (63.9%), followed by Maui County (20.4%), Hawai'i County (12.1%), and Kaua'i County (3.6%). Over half (57.0%) of those new to homeless services were first connected to outreach services, followed by 36.9% to shelter programs, and 6.1% to rapid rehousing services. New clients came mostly from adult-only households (68.2%) than family households (31.8%), and more new clients were over (79.2%) than under (20.8%) the age of 18.

In FY 2016, outreach programs statewide enrolled more than 300 new clients in the months of September, February, March and June (Figure 6). In Honolulu, a higher number of enrollment occurred during the summer of 2015 and the spring of 2016. In Maui, an increased outreach effort was observed since February of 2016.

Figure 5. Percent of Change in New Clients Served by County, FY 2015–2016

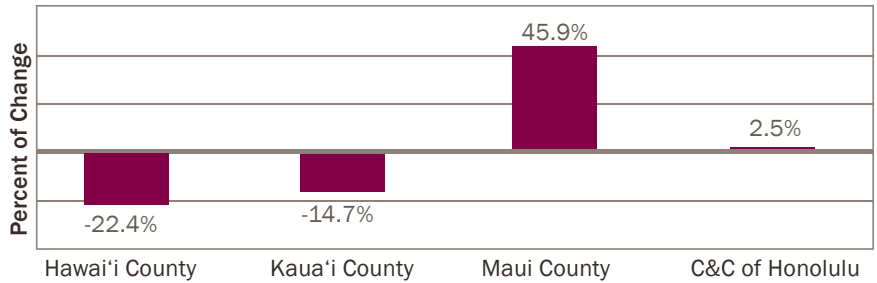
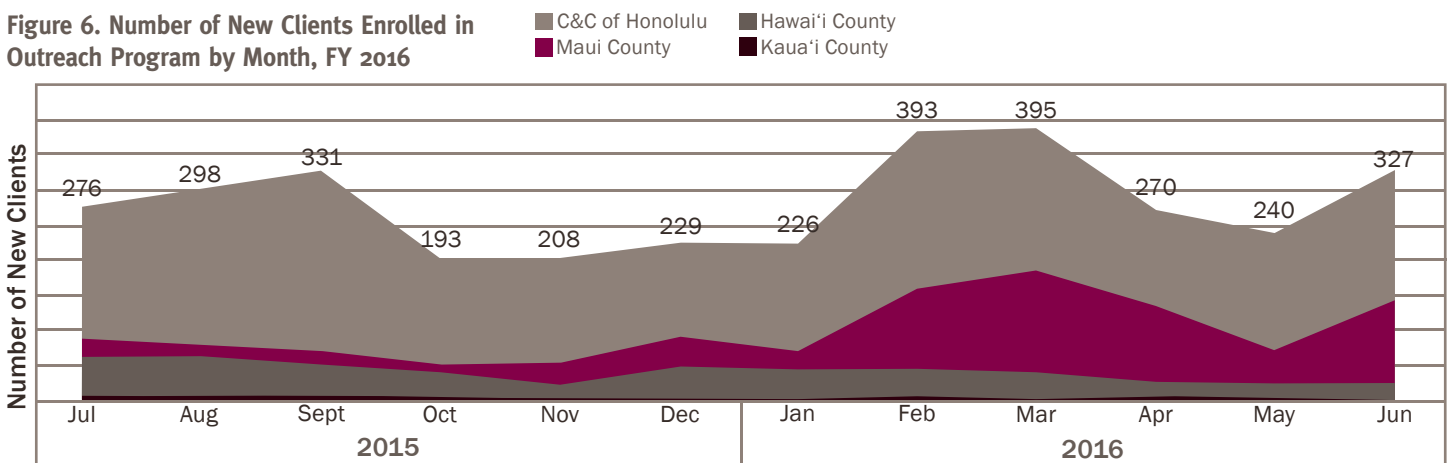


Table 1. Characteristics of New Homeless Service Clients, FY 2016

NEW CLIENTS Total	5,945	100.0%
County		
Hawai'i County	722	12.1%
Kaua'i County	215	3.6%
Maui County	1,211	20.4%
C&C of Honolulu	3,797	63.9%
Type of Program First Entered		
Outreach	3,386	57.0%
Shelter	2,194	36.9%
Rapid Rehousing	365	6.1%
Household Type		
Adult-only	4,052	68.2%
Family with children	1,893	31.8%
Age		
Under 18	1,235	20.8%
18 years and over	4,710	79.2%

Figure 6. Number of New Clients Enrolled in Outreach Program by Month, FY 2016



189	218	261	143	148	130	153	215	209	133	165	181
21	14	21	11	40	43	27	134	147	111	48	117
60	56	40	29	18	53	42	40	32	24	19	27
6	10	9	10	2	3	4	4	7	2	8	2

Of the 2,415 returnees, more than half (57.1%) of them last participated in outreach programs (Figure 7). Smaller proportions of returnees last used emergency shelter services (16.4%), transitional housing (15.9%), rapid rehousing (4.8%), and other services (5.8%). Returnees' last reported exit destinations included permanent housing (22.9%), homelessness (15.2%), other destinations (11.6%), or unknown locations (50.3%). About half (46.8%) of returnees were last served in FY 2015, while more than one-fourth had a longer break (three years or more) from receiving homeless services.

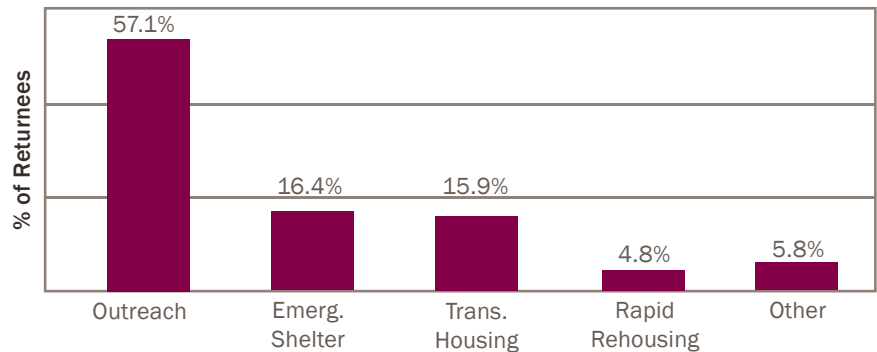
Demographic Profile

Table 2 shows the FY 2016 demographic characteristics of those in Hawai'i receiving homeless services: emergency shelter, transitional shelter, outreach and rapid rehousing. A total of 7,824 (55.8%) of service users were males, and 5,526 (39.4%) were females. More than half of the clients served by the homeless system self-identified as either Native Hawaiian (28.3%) or Caucasian (27.5%). Individuals came to current service programs from unsheltered settings (57.8%), doubled-up (living with extended family or non-relatives due to inability to afford own home, 9.9%), and sheltered settings (8.7%). The majority of the clients (61.1%) were accessing services unaccompanied; over one-third were members of households with children (34.5%), and the remaining (4.4%) were clients in households with two or more adults. In total, programs served 10,012 households, with most from single-person households (8,561 or 85.5%). Other household types included households consisting solely of adults (2.9%), two-parent households (5.5%), single-parent households (5.6%), and other households with children (0.5%). A total of 2,834 children under the age of 18 received services in these households, representing one-fifth of the homeless service population. Of the adult service users, 12.3% (1,375) were self-identified as veterans.

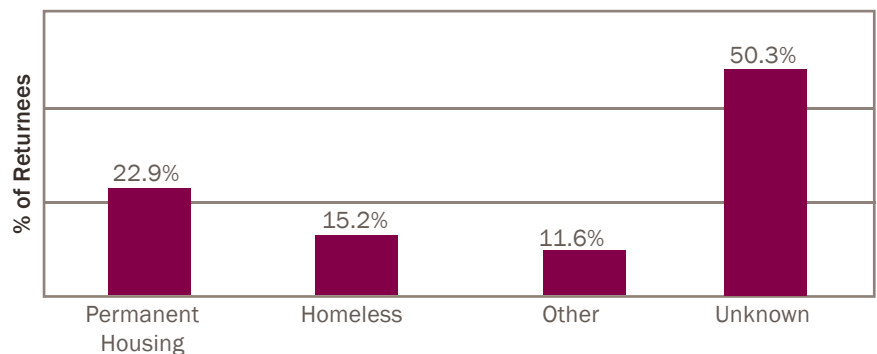
It is difficult to assess annual changes in the demographic composition of homeless service users due to a high percentage of incomplete data in this year's report. Additional demographic profiles for specific homeless service programs are presented in the 2016 Statistical Supplement, available online at <http://uhfamily.hawaii.edu/publications/list.aspx>.

Figure 7. Homeless Service System Returnees, FY 2016

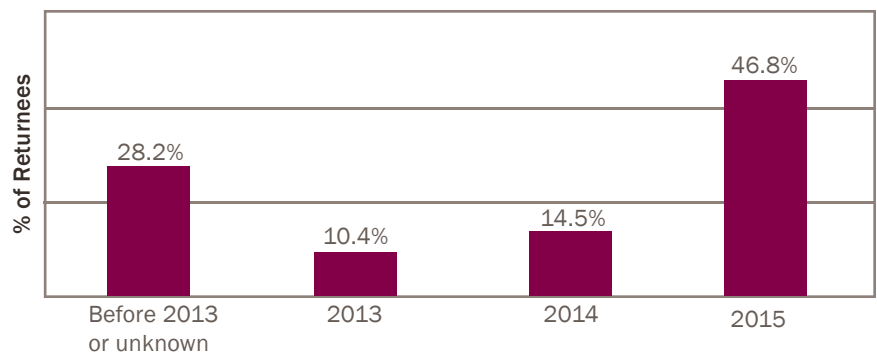
(a) Type of Program Last Accessed



(b) Last Exit Destination



(c) Year of Last Exit



DEFINITION

Homelessness: This report used the Department of Housing and Urban Development's definition of homelessness: "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 2. Demographic Profile of Homeless Service Clients, FY 2016

	Hawai'i County		Kaua'i County		Maui County		C&C of Honolulu		Total	
ALL INDIVIDUALS Total	1,690	100.0%	493	100.0%	2,702	100.0%	9,130	100.0%	14,015	100.0%
Gender										
Male	908	53.7%	250	50.7%	1,753	64.9%	4,913	53.8%	7,824	55.8%
Female	779	46.1%	243	49.3%	934	34.6%	3,570	39.1%	5,526	39.4%
Other/Unknown	3	0.2%	0	0.0%	15	0.6%	647	7.1%	665	4.7%
Age										
Birth to 5 years	204	12.1%	50	10.1%	118	4.4%	885	9.7%	1,257	9.0%
6 to 17 years	223	13.2%	68	13.8%	216	8.0%	1,070	11.7%	1,577	11.3%
18 to 24 years	123	7.3%	47	9.5%	242	9.0%	611	6.7%	1,023	7.3%
25 to 39 years	443	26.2%	120	24.3%	673	24.9%	1,999	21.9%	3,235	23.1%
40 to 59 years	506	29.9%	164	33.3%	988	36.6%	2,833	31.0%	4,491	32.0%
60 years and over	179	10.6%	40	8.1%	298	11.0%	845	9.3%	1,362	9.7%
Unknown	12	0.7%	4	0.8%	167	6.2%	887	9.7%	1,070	7.6%
Ethnicity										
Caucasian	634	37.5%	155	31.4%	1,140	42.2%	1,927	21.1%	3,856	27.5%
Hawaiian/Part Hawaiian	532	31.5%	140	28.4%	576	21.3%	2,714	29.7%	3,962	28.3%
Marshallese	113	6.7%	87	17.6%	22	0.8%	342	3.7%	564	4.0%
Micronesia	66	3.9%	9	1.8%	79	2.9%	890	9.7%	1,044	7.4%
Other Pacific Islander	45	2.7%	9	1.8%	55	2.0%	586	6.4%	695	5.0%
Filipino	55	3.3%	33	6.7%	133	4.9%	436	4.8%	657	4.7%
Other Asian	40	2.4%	18	3.7%	83	3.1%	449	4.9%	590	4.2%
Black	79	4.7%	26	5.3%	118	4.4%	462	5.1%	685	4.9%
Native American	51	3.0%	10	2.0%	64	2.4%	113	1.2%	238	1.7%
Unknown	75	4.4%	6	1.2%	432	16.0%	1,211	13.3%	1,724	12.3%
Prior Living Situation										
Sheltered Settings	84	5.0%	55	11.2%	371	13.7%	716	7.8%	1,226	8.7%
Unsheltered	1,323	78.3%	367	74.4%	1,500	55.5%	4,910	53.8%	8,100	57.8%
Institutional settings	71	4.2%	6	1.2%	114	4.2%	404	4.4%	595	4.2%
Unsubsidized housing	32	1.9%	10	2.0%	17	0.6%	245	2.7%	304	2.2%
Subsidized housing	14	0.8%	7	1.4%	15	0.6%	82	0.9%	118	0.8%
Doubled up	79	4.7%	35	7.1%	94	3.5%	1,181	12.9%	1,389	9.9%
Other/Unknown	87	5.1%	13	2.6%	591	21.9%	1,592	17.4%	2,283	16.3%
Living Arrangements										
Living alone	784	46.4%	256	51.9%	2,140	79.2%	5,383	59.0%	8,563	61.1%
In an adult only HH	162	9.6%	30	6.1%	39	1.4%	387	4.2%	618	4.4%
In a HH with children	744	44.0%	207	42.0%	523	19.4%	3,360	36.8%	4,834	34.5%
HOUSEHOLDS Total	1,050	100.0%	322	100.0%	2,297	100.0%	6,343	100.0%	10,012	100.0%
Household Type										
Single-person	782	74.5%	256	79.5%	2,140	93.2%	5,383	84.9%	8,561	85.5%
Two-or-more-adult	78	7.4%	14	4.3%	16	0.7%	181	2.9%	289	2.9%
Single-parent	113	10.8%	24	7.5%	102	4.4%	318	5.0%	557	5.6%
Two-parent	67	6.4%	27	8.4%	36	1.6%	420	6.6%	550	5.5%
Other HH with children	10	1.0%	1	0.3%	3	0.1%	41	0.6%	55	0.5%
ADULTS Total	1,255	100.0%	372	100.0%	2,361	100.0%	7,149	100.0%	11,137	100.0%
Veteran Status										
Yes	208	16.6%	22	5.9%	327	13.9%	818	11.4%	1,375	12.3%
No	1,047	83.4%	350	94.1%	2,034	86.1%	6,331	88.6%	9,762	87.7%

Note: Data is based on unduplicated records of individual homeless service users. The first program enrollment was used when there were multiple records.

HOMELESS PROGRAMS

During the 2016 fiscal year, homeless programs in the state served a total of 14,015 clients with 973 (6.9%) in rapid rehousing services, 8,702 (62.1%) in outreach services, and 7,313 (52.2%) in shelter services. Twenty percent of clients used two or more types of programs. Out of the 7,313 shelter program clients, 4,540 (62.1%) were enrolled in an emergency shelter program, 3,910 (53.5%) in a transitional shelter program, and 15.5% in both types of shelter programs. There was a statewide decrease from last fiscal year in service utilization across all program types, except in outreach services. At the county level, rapid rehousing programs served more clients in Hawai'i, Kaua'i and Maui Counties, but fewer in the City and County of Honolulu than in the 2015 fiscal year. Outreach Services saw a decrease in clients in Hawai'i and Kaua'i Counties, but an increase in Maui County and the City and County of Honolulu. All counties showed a decrease in the number of people served by the emergency shelter and transitional housing programs.

Table 3. Number of People Served by Program Type, FY 2016

	Hawai'i County		Kaua'i County		Maui County		C&C of Honolulu		Total	
Homeless Programs Total	1,690	100.0%	493	100.0%	2,702	100.0%	9,130	100.0%	14,015	100.0%
Rapid Rehousing	287	17.0%	18	3.7%	208	7.7%	460	5.0%	973	6.9%
Outreach	1,263	74.7%	235	47.7%	1,936	71.7%	5,268	57.7%	8,702	62.1%
Shelter	612	36.2%	330	66.9%	1,191	44.1%	5,180	56.7%	7,313	52.2%
Shelter Programs Total	612	100.0%	330	100.0%	1,191	100.0%	5,180	100.0%	7,313	100.0%
Emergency	464	75.8%	219	66.4%	912	76.6%	2,945	56.9%	4,540	62.1%
Transitional	207	33.8%	151	45.8%	654	54.9%	2,898	55.9%	3,910	53.5%

Note: Number of people is an unduplicated count of individuals served for each program type above. Some people accessed multiple types of homeless programs during the reporting period; therefore, the sums of subcategories are larger than the totals. For comparison of annual trends, please refer to data in previous homeless service utilization reports.

Of all homeless service clients in FY 2016, 34.5% were in households with children under 18 years old. Shelter programs served the largest percentage of clients in family households (48.8%), followed by the rapid rehousing (33.8%), and outreach services (22.7%). Compared to FY 2015, clients in family households statewide dropped 4.8 percent points (39.3% vs. 34.5%), with the largest decrease in shelter programs (55.5% vs. 48.8%), particularly among emergency shelters (44.0% vs. 38.0%). At the county level, however, exceptions to this declining trend of service to clients in family households include rapid rehousing and outreach programs in Hawai'i and Honolulu Counties, as well as the transitional shelter program in Kaua'i County. Among these exceptions, the difference from FY 2015 was a service increase of at least 3.6 percent points.

Table 4. Number of People Served in Households with Children by Program Type, FY 2016

	Hawai'i County		Kaua'i County		Maui County		C&C of Honolulu		Total	
Homeless Programs Total	744	44.0%	207	42.0%	523	19.4%	3,360	36.8%	4,834	34.5%
Rapid Rehousing	74	25.8%	12	66.7%	30	14.4%	213	46.3%	329	33.8%
Outreach	611	48.4%	65	27.7%	168	8.7%	1,132	21.5%	1,976	22.7%
Shelter (Total)	254	41.5%	163	49.4%	403	33.8%	2,750	53.1%	3,570	48.8%
Emergency	211	45.5%	72	32.9%	241	26.4%	1,203	40.8%	1,727	38.0%
Transitional	69	33.3%	120	79.5%	282	43.1%	2,035	70.2%	2,506	64.1%

Note: Number of people is an unduplicated count of individuals served for each program type above. Some people accessed multiple types of homeless programs during the reporting period; therefore, the sums of subcategories are larger than the totals. Percentages are based on the total number of people served in the respective program type (see Table 3). For comparison of annual trends, please refer to data in previous homeless service utilization reports.

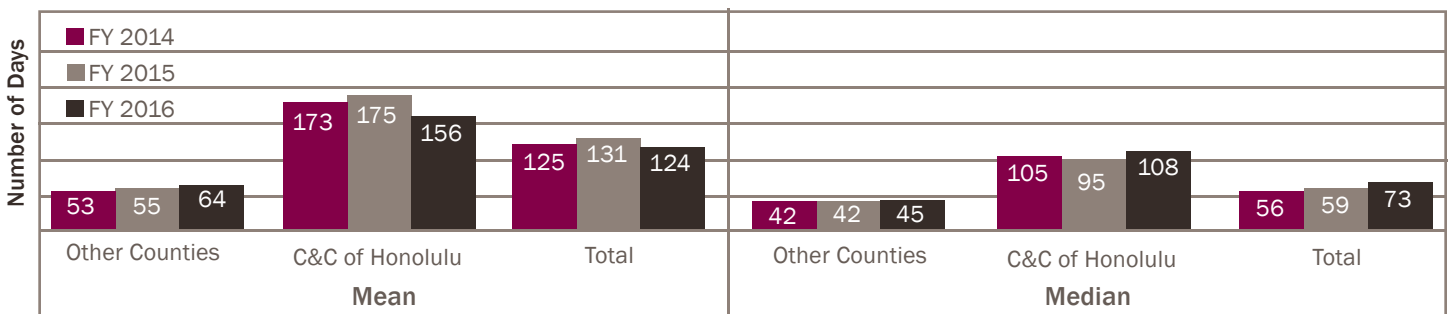
PROGRAM OUTCOMES

Length of Time Shelter Users Remained Homeless

Focusing on homeless residential housing programs, this measurement tracks the average number of days enrolled for its clients. A shorter length of stay in shelter programs denotes a briefer period of homelessness, and reflects the extent to which our homeless service system can quickly respond to homelessness when it occurs.

Clients stayed an average of 124 days in emergency shelters across the state in FY 2016, but half of them stayed less than 73 days. At the county level, clients in Honolulu stayed in emergency shelters longer than their counterparts in other counties. For Hawai'i, Kaua'i, and Maui Counties combined, the average length of time residing in emergency shelters increased over the last three fiscal years, but not for the City and County of Honolulu. In FY 2016, Honolulu's reduction in its mean (or average) number but not its median of shelter days implies a decrease in the number of people with extremely long lengths of stay.

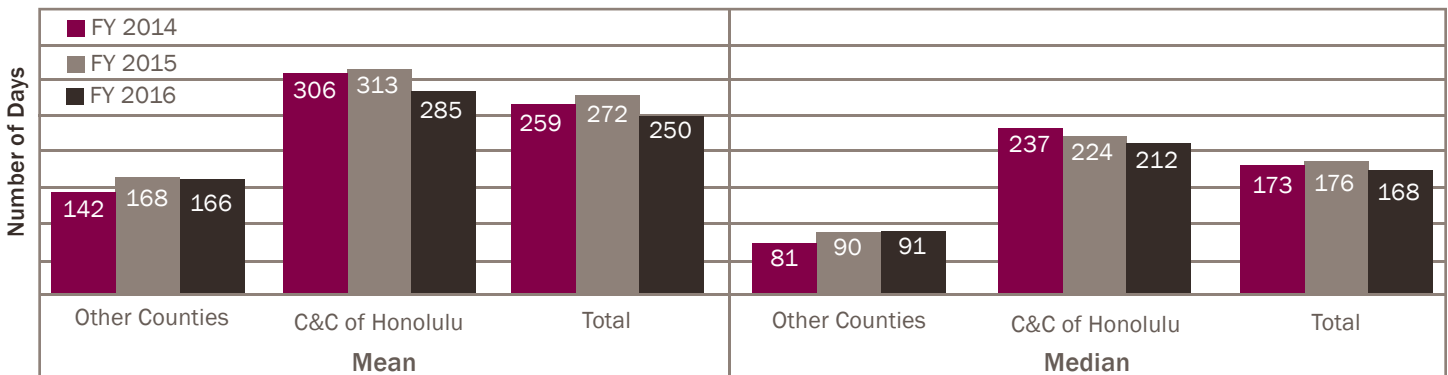
Figure 8. Average Length of Time Emergency Shelter Users Remained Homeless, FY 2014–2016



Note: Emergency shelter programs also include Safe Haven.

In FY 2016, the average number of days that clients used any type of shelter program statewide—emergency, transitional and Safe Haven—was 250 days, while the median was 168 days. Clients were enrolled in shelter programs for more days on average in the City and County of Honolulu than in the other three counties combined (285 days vs. 166 days). The shorter average length of stay in transitional housing contributed to the observed decrease overall from last fiscal year.

Figure 9. Average Length of Time Shelter Program Users Remained Homeless, FY 2014–2016



Note: Shelter programs include emergency shelter, transitional housing, and Safe Haven.

MEASUREMENT NOTES

Length of Time Clients Remain Homeless: Data include specific shelter program enrollment records of all clients who were active anytime during the reporting period and their uninterrupted enrollments that started in a previous year. Being discharged from a shelter program and then enrolled in another shelter program on the same day does not count as an interruption in enrollment. When clients' enrollment with a shelter program overlaps with their enrollment with another housing program of a more stable nature (e.g. permanent supportive housing), the overlapping period is excluded from the total length of time. Any qualifying records since FY 2007 are included.

Client households with children used shelter programs for longer periods of time than those in adult-only households. Among the four counties, Maui reported the shortest length of time emergency shelter clients remained homeless, with an average of 51 days; however, the county's combined length of stay in shelter programs was, at 193 days, second only to Honolulu. Hawai'i County saw the shortest length of time—an average of 112 days— shelter program users remained homeless.

Table 5. Average Length of Time Remained Homeless by Subpopulation of Shelter Users, FY 2016

Number of Days	Emergency Shelter Users		Shelter Program Users	
	Mean	Median	Mean	Median
State Total	124	73	250	168
Hawai'i County	77	49	112	70
Kaua'i County	86	63	171	121
Maui County	51	42	193	112
C&C of Honolulu	156	108	285	212
Persons in adult-only households	112	59	181	103
Persons in households with children	142	104	323	265

Exiting to Permanent Housing

During the 2016 fiscal year statewide, the HMIS system recorded 41.3% of all service users exiting the homeless service system with a lower number of homeless people served (14,015) than in FY 2015 (14,954). At the county level, the exit rate from service in FY 2016 was similar to FY 2015 for Hawai'i County, but less for the other counties. This fiscal year, Hawai'i County had the highest percentage of clients exiting homeless services at 50.4%, compared to Maui County (43.0%), City & County of Honolulu (39.6%) and Kaua'i County (33.1%). While exit numbers to permanent housing by service users was lower in FY 2016 than FY 2015 (2,836 vs. 3,257), the percentage of those exiting to permanent housing was greater (49.0% vs. 43.4%). The exit rate to permanent housing was highest in the City and County of Honolulu (52.8%), followed by Hawai'i (48.5%), Maui (41.4%), and Kaua'i (20.9%). From FY 2015, the exit rates to permanent housing saw improvements for Hawai'i County and the City and County of Honolulu, but not for Kaua'i and Maui Counties.

Table 6. Number and Rate of Total Exits and Permanent Housing Exits, FY 2015–2016

	Permanent Housing				Service Users Who Exited				All Service Users	
	FY 2015		FY 2016		FY 2015		FY 2016		FY 2015	FY 2016
State Total	3,257	43.4%	2,836	49.0%	7,498	50.1%	5,789	41.3%	14,954	14,015
Hawai'i County	404	43.5%	413	48.5%	928	50.7%	851	50.4%	1,829	1,690
Kaua'i County	104	26.1%	34	20.9%	399	60.3%	163	33.1%	662	493
Maui County	443	42.1%	482	41.4%	1,053	47.7%	1,163	43.0%	2,206	2,702
C&C of Honolulu	2,306	45.1%	1,907	52.8%	5,118	49.9%	3,612	39.6%	10,257	9,130

Note: Exit data represents unduplicated count of homeless service users. Certain exit destinations unrelated to housing outcomes were excluded from the exit analysis; those destinations included hospital, long-term care facility, foster care home, and deceased, with a total of less than 1.5% of all exits. The FY 2015 data displayed here was revised to exclude those exits.

Similar to FY 2015, people in households with children had a higher rate of exit to permanent housing (66.7%) than did those in adult-only households (37.3%) in this fiscal year. Overall, there were positive changes statewide: a 5.6 percent-point increase in total, with 5.8 and 5.5 percent-point exit increases for adult-only households and family households respectively. There were also significant improvements for outreach services (a 7.9 percent-point increase) and rapid rehousing programs (9.8%) across the state. However, emergency and transitional housing services saw little change. In the City and County of Honolulu, exit rates to permanent housing improved for both family and single households in outreach and rapid rehousing programs. Hawai'i, Kaua'i and Maui Counties combined saw

significant permanent housing rate increases only for family households from outreach services and for adult-only households from rapid rehousing and transitional housing programs. Significant decreases in transitional housing's rates to permanent housing occurred for adult-only households in the City and County of Honolulu, and for family households in the other counties combined (Table 7).

Table 7. Rate of Permanent Housing Exits by Program and Household Types, FY 2015–2016

		Other Counties		C&C of Honolulu		Total	
		FY 2015	FY 2016	FY 2015	FY 2016	FY 2015	FY 2016
All Programs Total	Total	40.0%	42.7%	45.1%	52.8%	43.4%	49.0%
	Singles	34.0%	39.5%	30.4%	35.8%	31.6%	37.3%
	Families	49.8%	49.4%	65.9%	74.1%	61.1%	66.7%
Rapid Rehousing	Total	52.7%	80.0%	80.5%	87.9%	73.6%	83.4%
	Singles	45.5%	81.0%	78.6%	83.7%	69.6%	81.9%
	Families	76.7%	73.5%	84.5%	94.7%	83.0%	88.2%
Outreach	Total	29.6%	33.1%	10.2%	16.8%	17.5%	25.5%
	Singles	27.8%	27.1%	9.6%	16.0%	16.1%	21.5%
	Families	34.6%	46.7%	12.9%	20.3%	22.5%	37.0%
Emergency	Total	21.4%	21.9%	33.1%	32.3%	28.2%	28.2%
	Singles	20.1%	19.5%	25.9%	26.5%	23.3%	23.4%
	Families	23.4%	27.0%	41.0%	40.3%	34.5%	35.9%
Transitional	Total	52.1%	49.8%	69.5%	69.8%	64.9%	64.0%
	Singles	37.8%	50.1%	66.4%	59.8%	57.3%	55.3%
	Families	62.4%	49.2%	70.9%	74.1%	68.9%	69.6%

Note: Exit data represents unduplicated count of homeless service users. Certain exit destinations unrelated to housing outcomes were excluded from the exit analysis; those destinations included hospital, long-term care facility, foster care home, and deceased, with a total of less than 1.5% of all exits. The FY 2015 data displayed here was revised to exclude those exits.

Among homeless subpopulations under age 25, children in family households had the highest rates of exit to permanent housing (66.3%), followed by parenting young adults (59.5%) and unaccompanied children and youth (54.3%). The latter two subpopulations had an above average exit rate to permanent housing. In contrast, unaccompanied young adults 18-24 years old had the lowest exit rate at 26.1%, drastically less than any other category. Veterans exited to permanent housing at a high rate of 61.8%, improving 5.2 percent points from last year. The largest improvement was observed among chronically homeless adults, who doubled their FY 2015's rate of 20.8% and reached 42.8% in FY 2016.

Table 8. Number and Rate of Total Exits and Permanent Housing Exits by Subpopulation, FY 2016

	Permanent Housing		Service Users Who Exited		All Service Users Total
State Total	2,836	49.0%	5,789	41.3%	14,015
Persons in adult-only households	1,303	37.3%	3,489	38.0%	9,170
Persons in households with children	1,533	66.7%	2,300	47.5%	4,845
Children under 18 with families	856	66.3%	1,291	45.7%	2,828
Unaccompanied children and youth under 18	19	54.3%	35	87.5%	40
Unaccompanied young adults 18-24	67	26.1%	257	44.0%	584
Parenting young adults 18-24	22	59.5%	37	41.1%	90
Veterans	458	61.8%	741	53.4%	1,387
Chronically homeless	239	42.8%	558	45.4%	1,228

Note: In the above exit analysis, the last enrollment record of individuals were used.

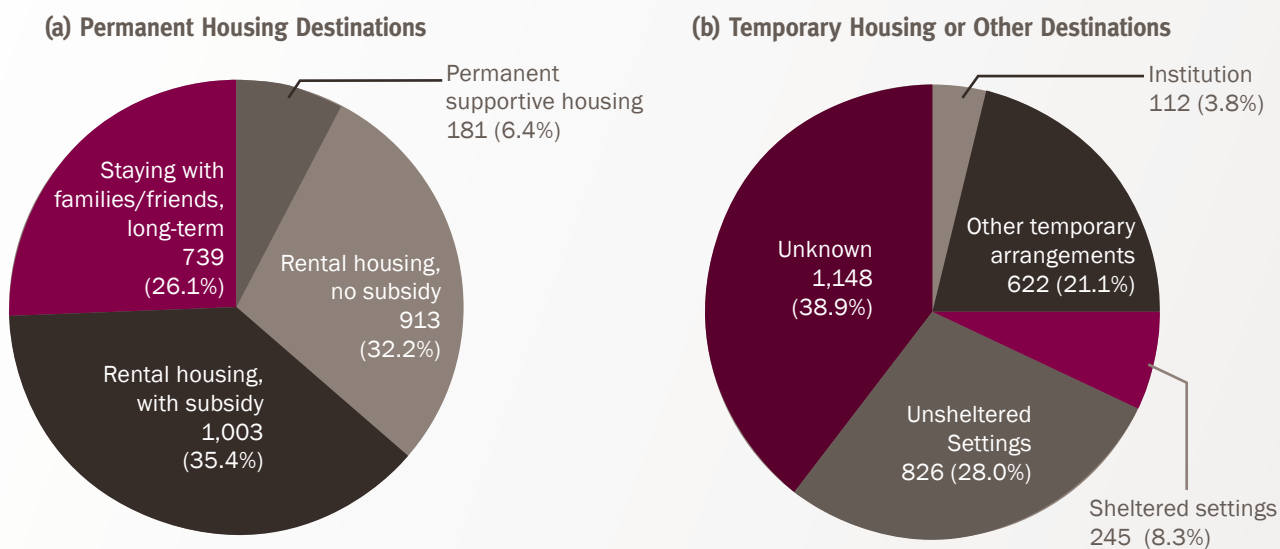
Exit Destinations

Individuals who exited homeless services moved either to permanent housing or to temporary and other housing destinations. Of the 5,789 individuals exiting homeless services, 2,836 went to permanent housing and 2,953 to temporary and other housing destinations in FY 2016.

Of the 2,836 individuals who exited to permanent housing, approximately one-third moved to subsidized rental housing (35.4%) and another third moved to unsubsidized rental housing (32.2%). The rest moved in with friends or families as long-term living arrangements (26.1%) or were placed in permanent supportive housing arrangements (6.4%). Compared to FY 2015, FY 2016 had higher percentages of individuals leaving homeless services for subsidized rental housing and permanent supportive housing, but smaller percentages moving to unsubsidized rental housing and long-term living arrangements with friends and families.

Compared to FY 2015, there was a 6.2 percent point decrease of those who exited to temporary and other housing destinations in FY 2016. The largest group (38.9%) exited to unknown places, while 28.0% left for unsheltered homeless destinations, 21.1% to other temporary destinations, 8.3% to sheltered homeless destinations, and 3.8% moving to institution destinations. From FY 2015, the percentages declined for unknown destinations as well as institution/other destinations but rose for homeless destinations, either sheltered or unsheltered.

Figure 10. Exit Destinations, FY 2016



Return to Homelessness

Within 12 months of program exit, 594 (16.0%) of the 3,707 individuals who exited to permanent housing in FY 2015 returned to the homeless service system. The largest returning group (21.8%) had utilized emergency shelter services. However, individuals returning to homelessness represented every program—outreach (18.2%), transitional (12.4%), rapid rehousing (7.9%). Those in adult-only households were more likely to return to homelessness than those in households with children (19.3% vs. 13.5%, respectively). At the county level, Maui County had the highest rate of return to homelessness (19.5%), followed by Kaua'i County (16.5%), the City and County of Honolulu (15.6%), and Hawai'i County (14.4%).

Table 9. Rate of Returning to Homelessness within 12 Months, Permanent Housing Exits from FY 2015

	Permanent Housing Exits in FY 2015	Rate of Returning within 12 Months
State Total	3,707	16.0%
Rapid Rehousing	216	7.9%
Outreach	633	18.2%
Emergency	1,149	21.8%
Transitional	1,709	12.4%
Persons in adult-only households	1,615	19.3%
Persons in households with children	2,092	13.5%
Hawai'i County	465	14.4%
Kaua'i County	115	16.5%
Maui County	532	19.5%
C&C of Honolulu	2,595	15.6%

Note: For clients with multiple permanent housing exits within a reporting year, their first exit was selected for the recidivism analysis. The numbers of permanent housing exits reported above are larger than those reported in the exit analysis because some of these first permanent housing exits returned within the same reporting year and remained in a homeless program at the end of the reporting year, or exited to a destination other than permanent housing. The above data cannot be compared with the recidivism data in previous reports that were based on the last permanent exits.

There were slight variations in return rates from FY 2014 to FY 2015 statewide: emergency and transitional shelters had similar rates (within 1 percent point differences), outreach services increased by 1.8 percent points, and rapid rehousing services decreased by 1.9 percent points. There were greater return rate changes, however, at the county level with the City and County of Honolulu showing improvements in comparison to the other counties combined. The City and County of Honolulu had a smaller percentage of individuals return to homelessness after exiting to permanent housing from all program types, with a drop of more than 4 percent points each for outreach and rapid rehousing services. The other counties combined had a similar return rate from last year among those who exited from emergency shelters, but higher rates for all other services, with outreach services showing the greatest increase of just over 12 percent points.

About half of those who returned to homelessness within 24 months of exiting to a permanent housing destination did so in less than 6 months, one-quarter between 6 and 12 months, and another quarter between 13 and 24 months (Figure 12). Similar patterns were seen across household types for both adult-only and family households, and for those individuals last served by emergency and transitional shelter programs. Individuals last served by outreach and rapid rehousing services saw a different pattern. The largest group (50%) of those who returned to homelessness after using rapid rehousing services to obtain housing did so between 6 and 12 months, 34.1% between 13 and 24 months, and 15.9% in less than 6 months. Of the outreach service users who returned to homelessness after exiting to a permanent housing destination, 42.9% of them returned in less than 6 months, 25.6% between 6 and 12 months, and 31.5% between 13 and 24 months.

Figure 11. Rate of Returning to Homelessness within 12 Months, Permanent Housing Exits from FY 2014 vs. FY 2015

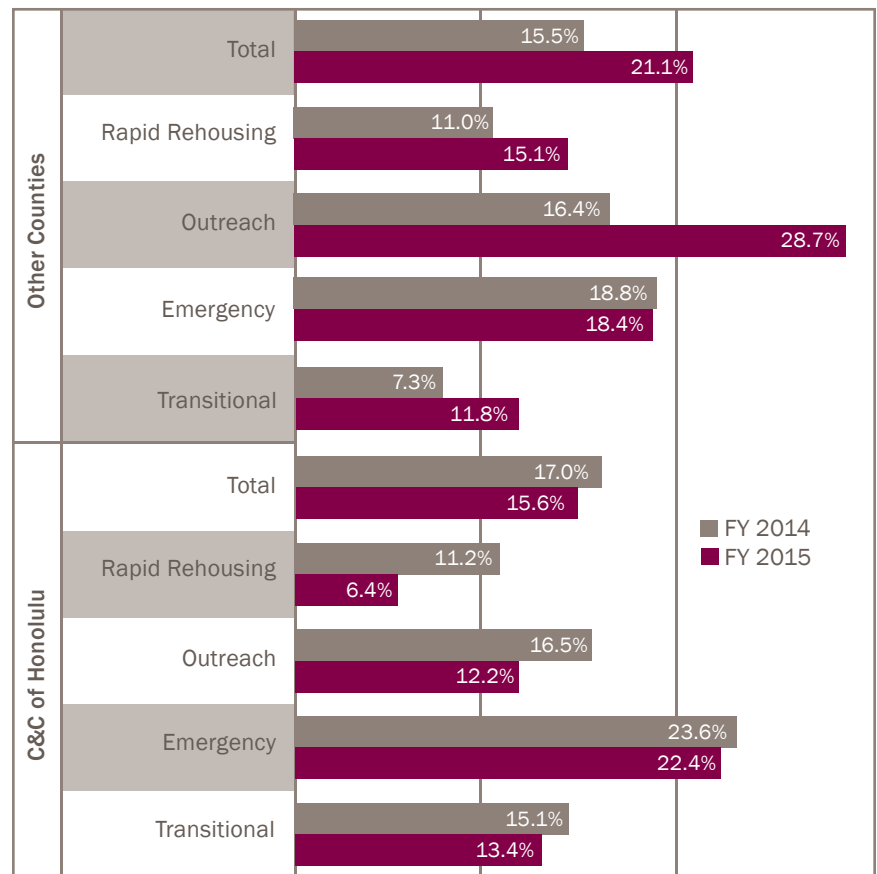
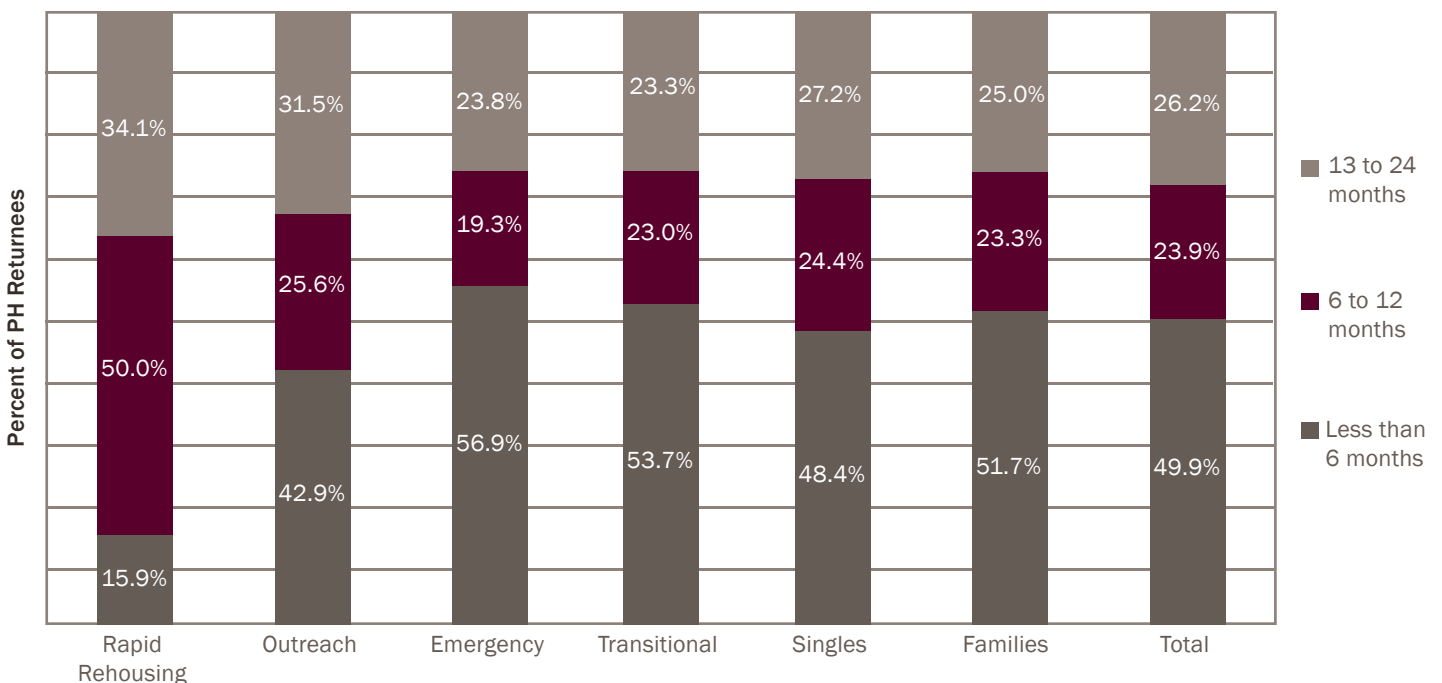


Figure 12. Length of Time Elapsed between Exiting to Permanent Housing and Returning to Homelessness, Returnees from FY 2014



PERMANENT SUPPORTIVE HOUSING PROGRAM (PSHP): HOUSING FIRST

Hawai'i piloted the Housing First program in 2013 as part of the Permanent Supportive Housing Program (PSHP) that aims to end chronic homelessness for individuals who might otherwise be unlikely to sustain housing on their own. Under PSHP, the Housing First programs particularly aid those with disabling conditions—including mental health orders and substance abuse issues—through housing, case management and other support services. Clients are provided appropriate levels of care that gradually decrease as they become stable. Rental subsidies are supplemented by clients paying 30% of their income toward rent.

The City and County of Honolulu and the State of Hawai'i have funded separate Housing First programs currently exclusively on O'ahu. Together these programs have served a total of 231 clients between July 1, 2014 and June 30, 2016. Housing First programs served more singles (75.3%) than persons in families (24.7%). The percentage of clients in families was slightly higher in the state-funded (31.2%) than the city-funded (18.9%) programs (Figure 13).

Slightly more households were served by city-funded (104 or 55.6%) than state-funded Housing First programs (83 or 44.4%).

Figure 14. Housing First Program Households by Funding Sources, July 2014–June 2016

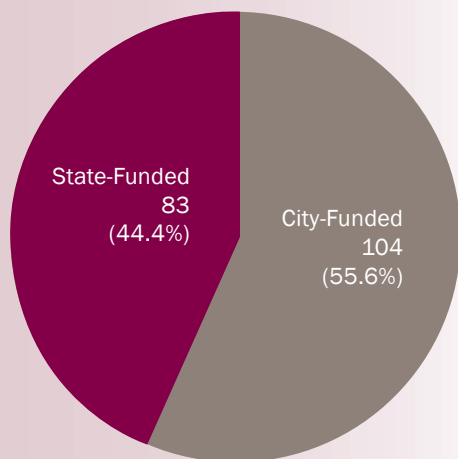
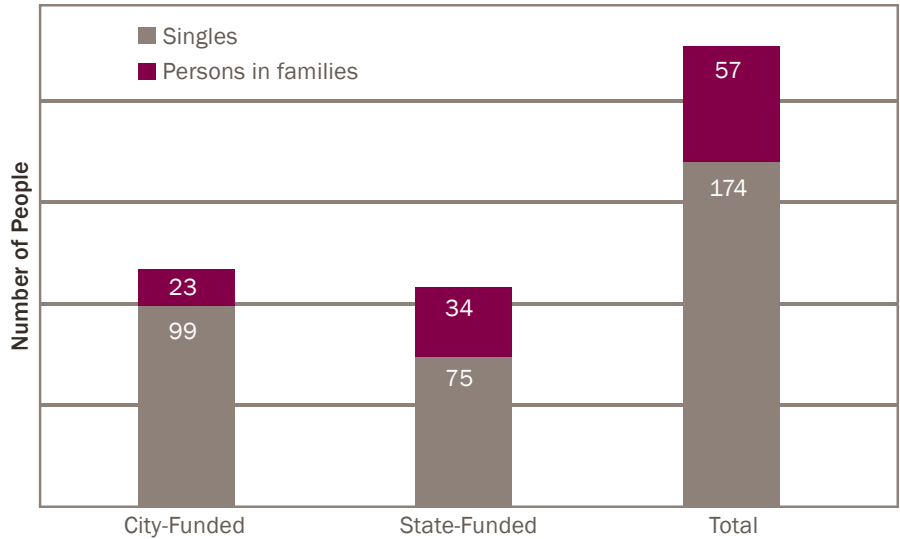


Figure 13. Housing First Program Participants by Household Type and Funding Sources, July 2014–June 2016



As shown in Table 10, most of the households served by Housing First programs were single-person households (174 or 93.0%) and the rest were households with children (13 or 7.0%). More household heads were 50-59 years old (83 or 44.4%) than any other age group: under 40 years old (36 or 19.3%), 40-49 years old (38 or 20.3%), and 60 years and older (30 or 16.0%). Approximately half (48.7%) of the households had accessed homeless services at least five years prior to Housing First. One-third (33.1%) of them had accessed homeless programs five or more different times before obtaining permanent housing through Housing First. The majority of Housing First clients enrolled from the streets, as indicated by the percentage of households who did not use shelter services (38.0%) or stay an extended period of time in shelters (44.9% stayed for less than one year total in the past).

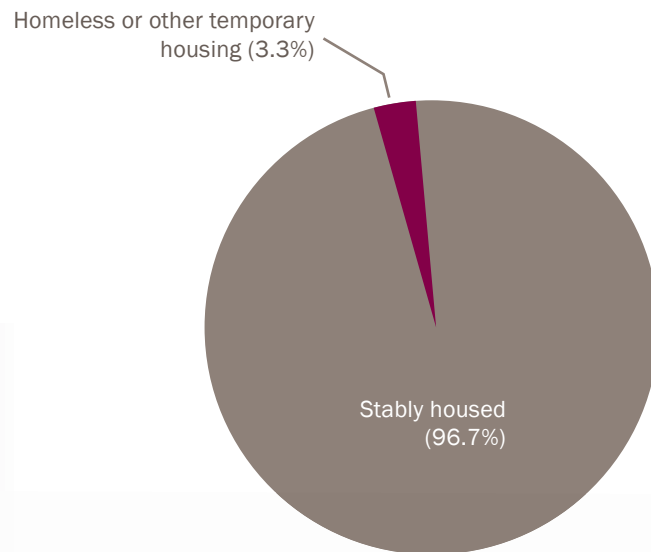
Table 10. Characteristics of Households Served by Housing First Programs, July 2014–June 2016

Households Total	187	100.0%
Household Type		
Single-person	174	93.0%
With children	13	7.0%
Age of Household Head		
Under 40 years	36	19.3%
40 to 49 years	38	20.3%
50 to 59 years	83	44.4%
60 years and over	30	16.0%
First Prior Enrollment		
FY 2007 or earlier	51	27.3%
FY 2008–FY 2010	40	21.4%
FY 2011–FY 2013	36	19.3%
FY 2014 or later	44	23.5%
No prior enrollment record	16	8.6%
Number of Prior Enrollment		
0	16	8.6%
1 to 2	64	34.2%
3 to 4	45	24.1%
5 to 9	47	25.1%
10 to 24	15	8.0%
Prior Length of Stay in Shelter Program		
Did not stay in shelter	71	38.0%
Less than 1 year	84	44.9%
1 year	22	11.8%
2 years or more	10	5.3%

Program Outcomes

As of June 30, 2016, 96.7% of the Housing First Program households remained stably housed, which included one household who successfully exited to permanent housing without subsidies. Six households—all single adults—exited the Housing First Program to institutional settings (1), emergency shelter (3), and other temporary housing arrangements (2). Three other single adults, not included in the success rate calculation, exited the Housing First Program due to death or long-term care needs.

Figure 15. Housing Status of Households Served by Housing First Programs, as of June 30, 2016



DEFINITION

Chronic Homelessness: According to HUD's definition issued in December 2015, a homeless person is considered "chronically homeless" when he or she has a disability, and has been living unsheltered, in an emergency shelter, or Safe Haven either for a continuous period of at least 12 months, or on at least four separate occasions in the past three years provided that the combined length of time of those occasions is 12 months or more. A family with children is considered chronically homeless when the head of household meets the definition for a chronically homeless person.

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 and services. The majority of service providers who receive city, state and federal funds to provide homeless assistance and permanent supportive housing services for formerly homeless persons are required to 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 a small number of homeless service programs do not enter data into the HMIS and therefore are not included in this report.

The most current data, from the 2016 fiscal year (July 1, 2015–June 30, 2016), are presented for the Shelter, Outreach, and Rapid Rehousing Programs that serve the homeless population. HMIS data dating from FY 2007 was utilized to identify new clients and returnees to the homeless service system.

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 clients. Not all clients provide complete information, making it difficult to accurately assess prior service utilization. Intake records for the 2016 fiscal year contain an unusually high proportion of missing data. 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.

AGENCIES AND PROGRAMS REPORTING FY 2016 HMIS DATA

	Emerg. Shelter		Trans. Housing	
HAWAII COUNTY				
Hawai'i Island Home For Recovery				
Transitional Housing			S	
HOPE Services Hawaii				
Beyond Shelter				F
HOPE Resource Center			S	
Iwalani House			S	
Kihei Pua	S	F		
Kuleana House				F
Ohea			S	
West Hawaii Emergency Housing	S			
Wilder House				F
Salvation Army				
Big Is. Runaway/Homeless Youth TLP	S			
US VETS				
Hilo HOPTel Program	S			
KAUA'I COUNTY				
Kaua'i Economic Opportunities				
Kome				F
Komohana Group Home			S	
Lawehana				F
Lihu'e Court				F
Mana'olana	S	F	S	F
US VETS				
Kaua'i HOPTel Program	S			
Women in Need				
Bridge To Success Kaua'i			S	F
MAUI COUNTY				
Family Life Center				
Ho'olanani	S	F		
Ke Hale A Ke Ola				
Central	S	F	S	F
Westside	S	F	S	F
Maui Youth and Family Services				
Emergency Shelter BCP	S			
CITY AND COUNTY OF HONOLULU				
Alternative Structure International				
Ohana Ola 'O Kahumana				F
Ulu Ke Kukui				F
Catholic Charities Hawai'i				
Ma'ili Land Transitional Housing				F
Family Promise Hawaii				
Honolulu Family Center		F		
Windward Family Center		F		
Gregory House				
Community Residential Program	S			
HOPWA Gregory House			S	
Honolulu Community Action Program				
Kumuhonua			S	
Hale Kipa				
Apaa (Women)			S	
Boys Shelter BCP	S			
Girls Shelter BCP	S			
Maka'aloa TLP			S	
Ho'omau Ke Ola				
Lahilahi			S	
Holomua Na Ohana				
Onemalu			S	F
Weinberg Village Waimanalo				F
Housing Solutions				
Kulaokahua Apartment (Elderly)			S	
Loliana Apartment				F
Na Kolea Rooming House			S	
Vancouver House				F

	Emerg. Shelter		Trans. Housing	
Institute for Human Services				
Hale Mauiola Program Sand Island	S			
Kaa'ahi (Women and Families)	S	F		
Sumner (Men)	S			
Kalihi-Palama Health Center				
Ohana House	S			
Kealahou West Oahu				
Onelau'ena	S	F		
Mental Health Kokua				
Safe Haven	S			
River of Life Mission				
Light House	S	F		
Salvation Army				
Addiction Treatment Services Program	S			
Ka 'Oahu Hou O Mānoa FTS			S	F
Steadfast Housing Development Corp.				
Ahukini			S	
Hale Ulu Pono			S	
Shelter of Wisdom				
Great Joy	S			
Hearts of Joy	S			
Streams of Joy	S			
US VETS				
ADVANCE WOMEN			S	
Barbers Point HOPTel	S			
Respite Beds Barbers Point	S			
Veterans in Progress			S	
Waianae Civic Center (WCC)	S	F	S	F
WCC HHFDC 1			S	F
WCC HOPTel	S			
Waikiki Health Center				
Next Step Shelter	S	F	S	F
Women in Need				
Bridge To Success Waianae			S	F
Family House Aiea			S	F

	COUNTY			
	HAW	KAU	MAU	HON
Catholic Charities Hawai'i	RR			RR
Family Life Center			OR RR	
HOPE Services Hawaii	OR RR			
Institute for Human Services				OR RR
Kalihi-Palama Health Center				OR RR
Kaua'i Economic Opportunities		OR RR		
Kealahou West Oahu				OR
Legal Aid Society of Hawaii				OR
Mental Health Kokua				OR
Salvation Army			OR	
US VETS			RR	OR RR
Waianae Coast Comp. Health Ctr.				OR
Waikiki Health Center				OR

KEY:

S = Single individuals **OR** = Homeless Outreach

F = Families **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/homeless-services-agencies-directory/>

