



2011 San Francisco

HOMELESS

POINT-IN-TIME COUNT & SURVEY
COMPREHENSIVE REPORT



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Shelters

Asian Women's Shelter

A Woman's Place

Bethel AME (Winter)

Central City Hospitality House

Compass Family Center

Diamond Youth Shelter

Dolores Street

Hamilton Family Emergency Shelter

Hamilton Family Residences

Huckleberry House

Interfaith (Winter)

La Casa de Las Madres

Lark Inn for Youth

MSC South

Next Door

Providence

Raphael House

Rosalie House

SF FIRST Stabilization Rooms

St. Joseph's Family Shelter

The Sanctuary

Transitional Housing Programs

A Woman's Place	Larkin Street Assisted Care	Salvation Army Harbor House
Brennan House	Larkin Street After Care	Salvation Army Railton Place
Cameo House	Larkin St. Avenues to Independence	Swords to Plowshares Transitional Living for Chronic Vets
Castro Youth Housing Initiative	Larkin Street Holloway House	Swords to Plowshares Transitional Living for Homeless Vets
Clara House	Larkin Street: LEASE	Walden House Programs
Hamilton Transitional Housing Program	Larkin Street: The LOFT	
Harbor Light	Larkin Street Routz	
Housing Access Project	SafeHouse for Women	

Jail

San Francisco County Jail

Hospitals

California Pacific Medical Center	San Francisco General Hospital	St. Mary's
Kaiser	St. Francis	Veterans Administration Hospital

Treatment Programs

Community Awareness and Treatment Services	Dept. Public Health Respite Center	SFGH Psychiatric Inpatient
CPMC Psychiatric Inpatient	Friendship House	St. Francis Psychiatric Inpatient
	Harbor Light	Swords to Plowshares DeMontfort House

Resource Centers

MSC South	Oshun Center for Women	United Council of Human Services
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INTRODUCTION

Close to two million Americans experience homelessness each year.¹ For most, this is caused by the gap between their income and the cost of housing. Yet for many, health conditions, mental health, substance abuse, trauma, and lack of support prevent them from obtaining permanent housing.

Every two years in January, communities across the country conduct comprehensive counts of their homeless population, in order to gain a better understanding of the current homeless population, and to apply for federal funding for homeless programs. San Francisco has worked in conjunction with Applied Survey Research (ASR) to conduct the 2011 San Francisco Homeless Count and Survey for adults, families and unaccompanied children. ASR is a non-profit social research firm based in Watsonville, California, with extensive experience in homeless enumeration and research.

The 2011 San Francisco Point-in-Time Count was a community-wide effort. The count, conducted on January 27, 2011, and subsequent surveys provide information about the homeless population that is critical to program and service planning, helps to inform the allocation of resources for services to help the homeless, and offers a means of measuring the impact of homeless programs and services.

All jurisdictions receiving federal funding to provide housing and services for the homeless through the McKinney-Vento Homeless Assistance Grant are required by the U.S. Department of Housing and Urban Development (HUD) to conduct a biennial Point-in-Time count of unsheltered and sheltered homeless persons sometime during the last ten days of January. Currently San Francisco receives \$18.6 million in Homeless Assistance Grant funding. This is a critical source of funding for the county's homeless services.

According to HUD, the Point-in-Time count must include all unsheltered homeless persons and sheltered homeless persons staying in emergency shelters and transitional housing programs on the date of the count. Jurisdictions report the findings of their Point-in-Time count in their annual application to HUD for federal funding to provide housing and services for the homeless. The compilation of data collected through Point-in-Time counts across the United States helps the federal government to better understand the nature and extent of homelessness nationwide.

The homeless count had two components: a Point-in-Time enumeration of unsheltered homeless individuals and families (those sleeping outdoors, on the street, in parks, or vehicles, etc.) and a Point-in-Time enumeration of homeless individuals and families who have temporary shelter (those staying in an emergency shelter, transitional housing, or using motel vouchers). With the support of 338 community volunteers, staff from various city departments and the San Francisco Police Department, the entire city was canvassed between the hours of 8 p.m. and midnight. This resulted in a visual count of unsheltered homeless individuals and families residing on the streets, in vehicles, makeshift shelters, encampments and other places not meant for human habitation. Using San Francisco's Homeless Management

¹ The United States Interagency Council on Homelessness. (2010). Opening doors: federal strategic plan to prevent and end homelessness. Washington, DC.

Information System (HMIS), and census forms, shelters and facilities reported the number of homeless individuals and families who occupied their facilities on the same evening of January 27, 2011.

In addition to the countywide homeless count, an in-depth survey was administered in the weeks following the street count to 1,024 sheltered and unsheltered homeless individuals. The survey was designed to yield qualitative data about the adult homeless population in San Francisco.

The results presented in this report provide invaluable data regarding the number and characteristics of homeless persons in San Francisco, which can help guide countywide efforts to mitigate and end homelessness. This report focuses special attention on specific subpopulations including chronically homeless, veterans, unaccompanied children and youth. These groups have been identified by the federal government as populations of particular interest in the 2011 Point-in-Time counts.

Federal Definition of Homelessness

In this study, HUD's definition of homelessness was used. The definition is:

- An individual who lacks a fixed, regular, and adequate nighttime residence, and
- An individual who has a primary nighttime residence that is:
 - » A supervised publicly or privately operated shelter designed to provide temporary living accommodations (including welfare hotels, congregate shelters, and transitional housing for the mentally ill), or;
 - » An institution that provides a temporary residence for individuals intended to be institutionalized, or;
 - » A public or private place not designated for, or ordinarily used as, a regular sleeping accommodation for human beings.²

Certain homeless individuals are excluded from this definition, including: unsheltered homeless individuals who were "doubled-up" in the homes of family or friends; and sheltered homeless individuals in jails, hospitals, and rehabilitation facilities. However, where these data are available, we have included them in this report.

Project Purpose and Goals

In 1987, President Ronald Reagan signed into law the McKinney-Vento Homeless Assistance Act, providing funding for a range of services to address homelessness. Since 2005, the U.S. Congress has required that local governments receiving federal funds under the McKinney-Vento Homeless Assistance Act conduct Point-in-Time counts of their homeless populations every two years. HUD uses information from the local Point-in-Time counts, among other data sources, in the congressionally-mandated Annual Homeless Assessment Report to Congress (AHAR). This report is meant to inform Congress about the

² Title 42, Chapter 119, Subchapter I, §10302(a) of the U.S. Code of Federal Regulations based on the McKinney-Vento Homeless Assistance Act.

number of people experiencing homelessness in the U.S. and the effectiveness of HUD's programs and policies in decreasing those numbers.

- In order to generate accurate and useful data about the local homeless population, the City of San Francisco and its municipal governments carry out this homeless count and survey. The 2011 San Francisco Homeless Count and Survey Planning Committee identified several important project goals:
 - » To preserve current federal funding for homeless services and to enhance the ability to raise new funds;
 - » To improve the ability of policy makers and service providers to plan and implement services that meet the needs of the local homeless population;
 - » To measure changes in the numbers and characteristics of the homeless population since the 2009 San Francisco Homeless Count and Survey, and to track progress toward ending homelessness;
 - » To increase public awareness of overall homeless issues and generate support for constructive solutions; and
 - » To assess the status of chronically homeless, homeless veterans, homeless families, and unaccompanied homeless children (without a guardian and under the age of 18).

The results of this research will assist service providers, policy makers, funders, and local, state, and federal governments to better understand and plan for the needs of the homeless population by examining current statistics in various geographical contexts. It is hoped that the 2011 San Francisco Homeless Count and Survey will help policy makers and service providers to more effectively develop services and programs to serve the city's homeless population.

The data presented in this report provide an updated view of homelessness in San Francisco. Comparisons with the San Francisco Homeless Count and Survey results from 2009 are provided where available.

POINT-IN-TIME COUNT

In accordance to the guidelines set forth by HUD, the Point-in-Time count included a complete enumeration of all unsheltered and sheltered homeless person. The Point-in-Time street count was conducted on January 27, 2011 from approximately 8 p.m. to midnight. Count enumerators canvassed all 47 square miles of San Francisco. The number of homeless persons occupying emergency shelters, transitional housing, domestic violence shelters, and institutional housing were enumerated by each shelter facility on the same evening.

2011 Point-in-Time Count

- A total of 6,455 homeless people were counted on January 27, 2011.³
- 5,728 of those individuals met HUD’s definition of homeless, residing on the street, in emergency shelters, transitional housing or temporary shelters.
 - » Of those counted under HUD’s definitions, more than half (54%) were unsheltered (3,106 individuals). This included the individuals counted on the streets, as well as the number of people estimated to be living in the occupied cars, vans, RVs, encampments, and makeshift structures that were counted by enumeration teams.⁴
 - » Slightly fewer individuals (46%) were sheltered in emergency shelters (including domestic violence shelters), transitional housing facilities, resource centers and stabilization units (2,622 individuals).
- An additional 727 individuals were sheltered in institutional settings not recognized by HUD for the Point-in-Time count, such as rehabilitation facilities, hospitals, and jails.
 - » 317 homeless persons were reported by the county jail.⁵ This was lower than 394 individuals reported by the county jail in 2009.
 - » The 2011 count included 169 homeless persons in local hospitals. This was a 73% increase from the 98 individuals reported in 2009.

³ This total includes homeless individuals who were housed in jails, hospitals, or rehabilitation facilities though they do not meet HUD’s homeless definition for the Point-in-Time count.

⁴ “Individuals in Vehicles, Encampments, and Parks” is reported as a separate category because these individuals’ family status could not be determined. This category includes unsheltered individuals who were enumerated in these settings during the street count. To calculate the number of people in those vehicles and structures/encampments, empirical data from the 2011 San Francisco Homeless Survey were used to generate a multiplier. This was done by asking survey respondents who reported staying in these types of living accommodations how many people typically stayed there, producing an average number of people for each of these sleeping locations. The multiplier number for cars was 1.51, for vans/campers/RVs it was 1.86, and for makeshift structures/encampments it was 3.13. These multipliers were applied to every car, van/camper/RV, and makeshift structure/encampment identified, resulting in the numbers reported here. This same method was used in 2009, however the 2009 multipliers used were: 1.51 for cars, 2.2 for vans/RVs and 2.43 for encampments.

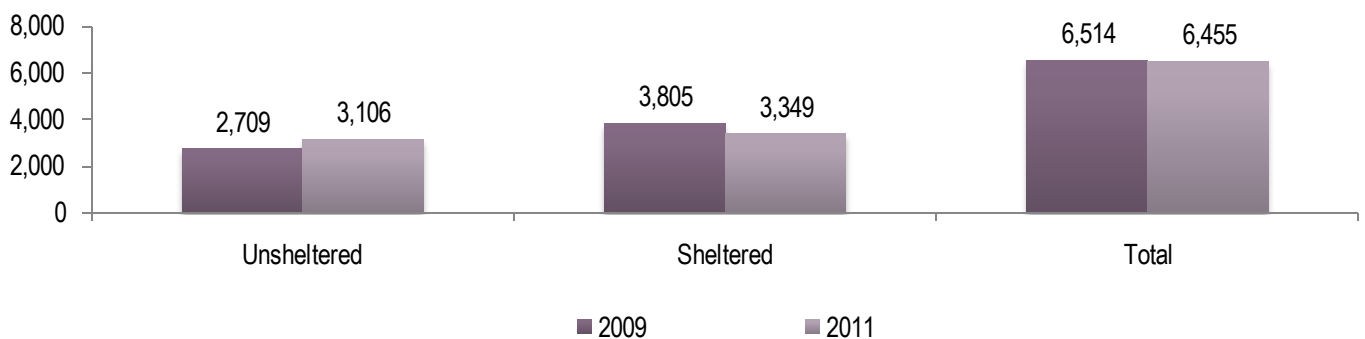
⁵ This count is based on the number of prisoners whose booking cards indicated no local address or had a “transient” designation and the number of persons who provided addresses of shelters and/or homeless programs as their residence.

Figure 1: Homeless Count Results (2011)

	Single Individuals	Persons in Families	Family Status Unknown	Total	% of Total
Street Count*	1,882	95	1,129	3,106	48.1%
Emergency Shelter	1,194	285	0	1,479	22.9%
Transitional Housing	541	255	0	796	12.3%
Resource Centers	145	0	0	145	2.2%
Stabilization Rooms	202	0	0	202	3.1%
Rehabilitation Facilities	241	0	0	241	3.7%
Jail	317	0	0	317	4.9%
Hospitals	169	0	0	169	2.6%
Total	4,691	635	1,129	6,455	-

Source: San Francisco Human Services Agency. (2009). San Francisco Sheltered and Unsheltered Homeless Count. San Francisco, C.A.
 Note: *Street Count includes individuals, persons in families, as well as those residing in cars, vans, RVs, and encampments.

Figure 2: Total Number of Homeless Individuals Enumerated During the Point-in-Time Homeless Count (2009 and 2011)

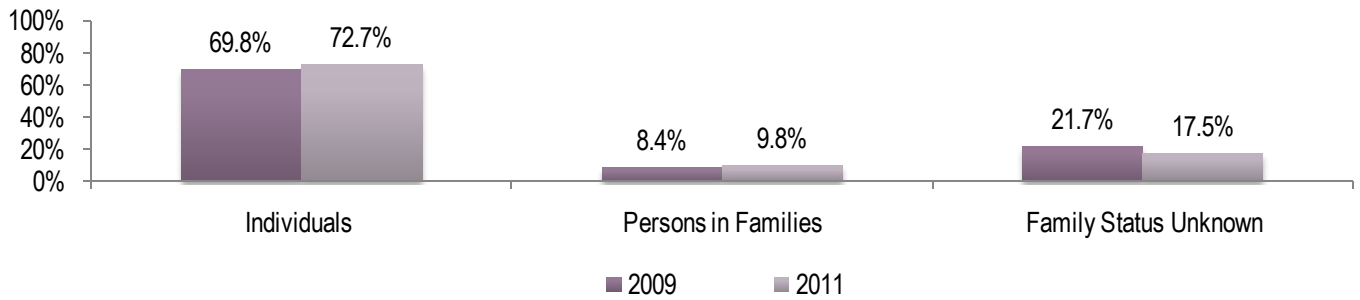


Source: San Francisco Human Services Agency. (2011). San Francisco Sheltered and Unsheltered Homeless Count. San Francisco, CA.
 San Francisco Human Services Agency. (2009). San Francisco Sheltered and Unsheltered Homeless Count. San Francisco, CA.
 Note: Sheltered and unsheltered totals include non-HUD defined facilities including jails, hospitals, and treatment centers.

- Persons in families were 10% of the overall 2011 Point-in-Time homeless population.
 - » Persons in families were 3% of the unsheltered homeless population,⁶ and 16% of the sheltered population.
 - » Of the unsheltered homeless population, 69% were adult men, 15% were adult women, 14% were adults of undetermined gender, and 1% were identified as children under the age of 18.

⁶ For the unsheltered count, a group of homeless individuals was determined to be a family if the grouping included at least one child estimated to be under the age of 18 who was accompanied by at least one adult. Information on family status is not available for those residing in vehicles, structures or encampments.

Figure 3: Family Status of Total Homeless Individuals Enumerated During the Point-in-Time Homeless Count



Source: San Francisco Human Services Agency. (2011). *San Francisco Sheltered and Unsheltered Homeless Count*. San Francisco, CA. San Francisco Human Services Agency. (2009). *San Francisco Sheltered and Unsheltered Homeless Count*. San Francisco, CA.

Changes from 2009 Point-in-Time Count

- Between 2009 and 2011, the total number of homeless individuals enumerated during the homeless count decreased by 59 individuals, from 6,514 in 2009 to 6,455 in 2011.
 - » The total number of homeless individuals residing in shelters and institutions decreased by 456 individuals.
 - » Decreases in the number of sheltered individuals may be attributed to the closure of one shelter, two drop-in centers that provided day and evening access, decreased capacity of stabilization rooms, and the closure of the Haight Ashbury residential treatment programs.

Supervisorial District Data

The 2011 Homeless Count collected data on the geographic distribution of sheltered and unsheltered homeless families and individuals in San Francisco by supervisorial district. On the night of the count, the largest population of homeless individuals was in District 6,⁷ reporting 40% of the total. Data on the total number of sheltered and unsheltered families and individuals are presented in the following charts. It is important to recognize how jurisdictional data are affected by the location of shelter facilities. Therefore, the overall numbers are followed by a separate unsheltered count.

⁷ See Appendix II for a map of San Francisco by district.

Total Number of Unsheltered and Sheltered Homeless Persons, by Jurisdiction

Figure 4: Total Unsheltered and Sheltered Homeless Count Population by District and Family Status (2011)

District	Individuals	Persons in Families	Persons in Vehicles, Encampments, or Parks ¹	Total Persons	% of Total
1	66	4	45	115	1.8%
2	157	0	22	179	2.8%
3	216	0	2	218	3.4%
4	15	0	68	83	1.3%
5	151	2	46	199	3.1%
6	2,026	420	165	2,611	40.4%
7	26	0	30	57	0.8%
8	81	0	27	108	1.6%
9	216	69	24	309	4.8%
10	1,387	75	659	2,121	32.9%
11	24	4	41	69	1.1%
City of San Francisco	326	61	2	389	6.0%
Total	4,691	635	1,129	6,455	-
% of Total	72.7%	9.8%	17.5%	-	-

Source: San Francisco Human Services Agency. (2011). San Francisco Unsheltered Homeless Count. San Francisco, CA.

San Francisco Human Services Agency. (2011). San Francisco Sheltered Homeless Count. San Francisco, CA.

¹“Individuals in Vehicles, Encampments, and Parks” is reported as a separate category because these individuals’ family status could not be determined. This category includes unsheltered individuals who were enumerated in these settings during the street count. To calculate the number of people in those vehicles and structures/encampments, empirical data from the 2011 San Francisco Homeless Survey were used to generate a multiplier. This was done by asking survey respondents who reported staying in these types of living accommodations how many people typically stayed there, producing an average number of people for each of these sleeping locations. The multiplier number for cars was 1.51, for vans/campers/RVs it was 1.86, and for makeshift structures/encampments it was 3.13. These multipliers were applied to every car, van/camper/RV, and makeshift structure/encampment identified, resulting in the numbers reported here. This same method was used in 2009.

Figure 5: Unsheltered Homeless Count Population by District and Family Status (2011)

District	Individuals	Persons in Families	Persons in Vehicles, Encampments, or Parks ¹	Total Persons	% of Total 2011
1	57	4	45	106	3.4%
2	13	0	22	35	1.1%
3	186	0	2	188	6.0%
4	15	0	68	83	2.7%
5	132	2	46	180	5.8%
6	826	10	165	1,001	32.2%
7	6	0	30	36	1.2%
8	81	0	27	108	3.5%
9	100	0	24	124	4.0%
10	417	75	659	1,151	37.0%
11	24	4	41	69	2.2%
City of San Francisco	25	0	2	27	0.9%
Total	1,882	95	1,129	3,106	-
% of Total 2011	60.6%	3.1%	36.4%	-	-

Source: San Francisco Human Services Agency. (2011). San Francisco Unsheltered Homeless Count. San Francisco, CA.

¹ See Figure 4: data on multipliers.

Figure 6: Unsheltered Homeless Count Results Comparison 2000-2011

District	April 2000	October 2000	October 2001	October 2002	January 2005	Adjusted* 2005	January 2007	January 2009	January 2011
1	NA	3	69	127	75	75	218	120	106
2	NA	46	92	96	22	79	81	60	35
3	NA	80	280	444	166	167	206	189	188
4	NA	9	161	331	34	97	70	74	83
5	NA	136	233	569	109	110	114	115	180
6	NA	1,004	1,158	1,071	1,232	1,233	1,239	1,167	1,001
7	NA	9	34	266	10	25	21	45	36
8	NA	113	108	374	158	159	190	92	108
9	NA	205	238	249	191	192	200	132	124
10	NA	412	733	811	483	484	349	444	1,151
11	NA	9	50	197	17	34	20	43	69
City of San Francisco**	-	7	-	-	-	-	63	-	27
Total	1,805	2,033	3,156	4,535	2,497	2,655	2,771	2,709	3,106

Source: San Francisco Human Services Agency. (2011). San Francisco Unsheltered Homeless Count. San Francisco, CA.

San Francisco Human Services Agency. (2009). San Francisco Sheltered and Unsheltered Homeless Count. San Francisco, CA.

San Francisco Human Services Agency. (2007). San Francisco Sheltered and Unsheltered Homeless Count. San Francisco, CA.

Note:* 2005 counts were adjusted to reflect areas not covered by counters.

Note: **Unspecified or confidential locations were included in City of San Francisco numbers.

Note: For years prior to 2011 City of San Francisco includes the numbers reported in parks and by California Department of Highway Patrol. In 2011, these numbers were reported by district.

HOMELESS SURVEY FINDINGS

This section provides an overview of the findings generated from the 2011 San Francisco Homeless Survey. Surveys were administered to a randomized sample of homeless individuals between February 1 and March 15, 2011. This effort resulted in 1,024 complete and unique surveys. Based on a Point-in-Time count of 6,455 homeless persons, with a randomized survey sampling process, these 1,024 valid surveys represent a confidence interval of +/- 3% with a 95% confidence level when generalizing the results of the survey to the estimated population of homeless individuals in San Francisco. Respondents were not required to complete all survey questions. Missing values have been intentionally omitted from the survey results. Therefore, the total number of respondents for each question will not always equal the total number of surveys.⁸

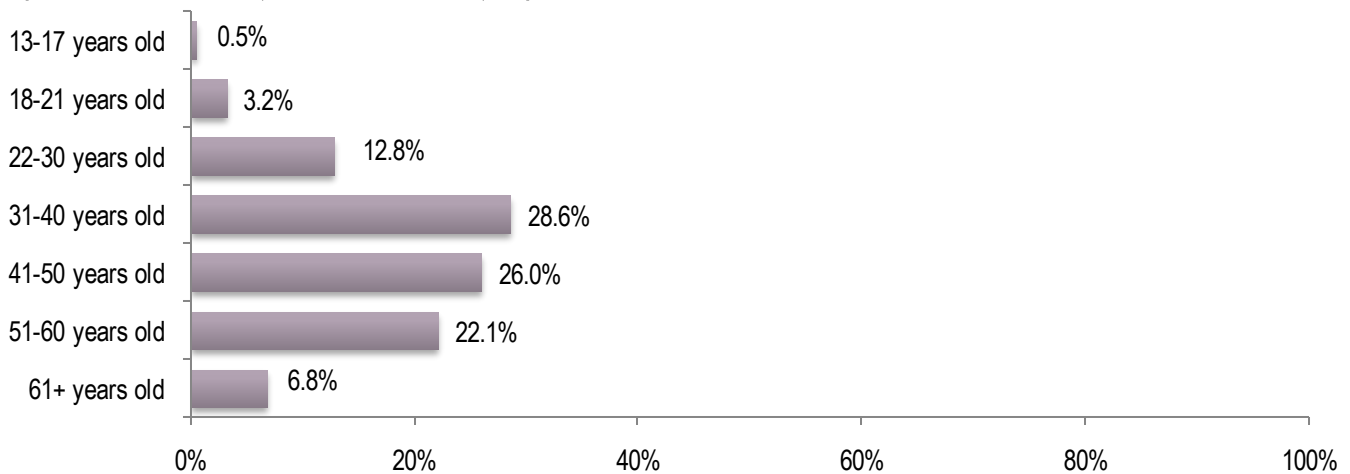
Demographics

In order to measure the diversity of homeless residents in San Francisco, respondents were asked several demographic questions pertaining to their age, gender, ethnicity, and family status.

Age

- 55% of all respondents were between 31-50 years old.
- Less than 1% (0.5%) of respondents were children under the age of 18.

Figure 7: Survey Respondents by Age (2011)



N=1,006

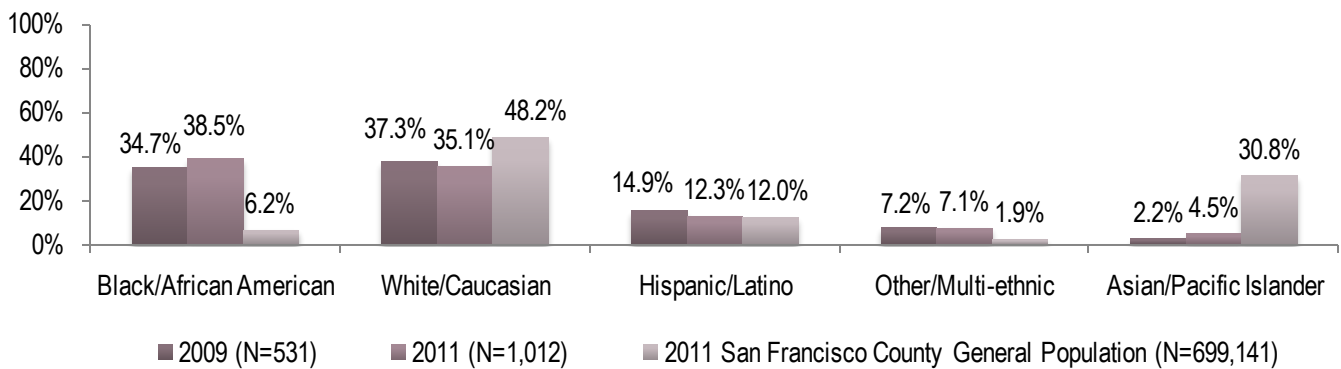
Source: Applied Survey Research. (2011). San Francisco Homeless Survey. Watsonville, CA.

⁸ Additional information regarding the San Francisco Homeless Survey can be found in the appendices, including: methodology (Appendix I), the survey instrument (Appendix IV) and overall results (Appendix V).

Race/Ethnicity

- 39% of homeless survey respondents were Black/African American.
- 35% of homeless survey respondents identified their racial/ethnic group as White/Caucasian.
- 12% of homeless survey respondents were Hispanic/Latino.
- 7% of homeless survey respondents were Multi-ethnic.
- 5% of homeless survey respondents were Asian or Pacific Islander.
 - » In the overall county population, 48% of residents identified as White/Caucasian, 6% Black/African American, 12% Hispanic/Latino, and 31% Asian.
 - » Compared to the overall population, there were lower percentages of Whites/Caucasians and Asian/Pacific Islanders in the homeless survey population, and much higher percentages of Blacks/African Americans.⁹

Figure 8: Respondents by Race/Ethnicity, Top 5 Ethnicities*



* American Indian/Alaskan Native not included in "Other/Multi-ethnic."
 Source: Homeless Survey Population data: Applied Survey Research. (2011). San Francisco Homeless Survey. Watsonville, CA. Applied Survey Research. (2009). San Francisco Homeless Survey. Watsonville, CA.
 San Francisco General Population data: State of California, Department of Finance. (2009). Race/Ethnic Population with Age and Sex Detail, 2000-2050.

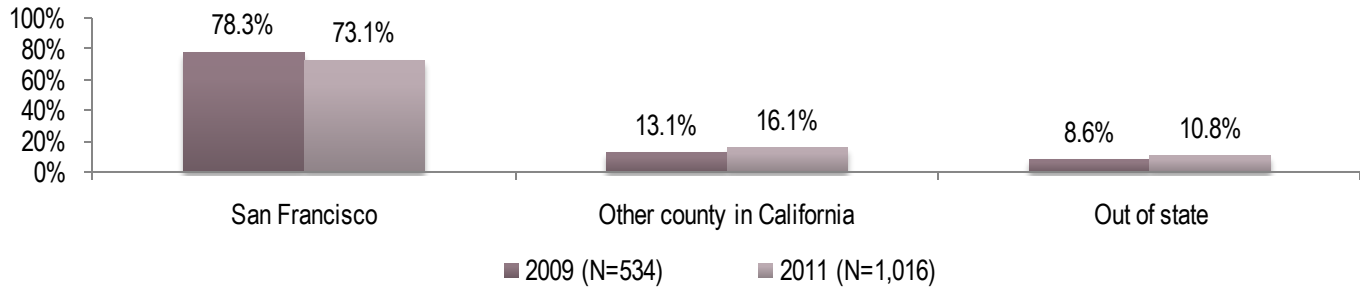
Residency Prior to Experiencing Homelessness

Residency

- More than one-quarter (27%) of survey respondents indicated they had been living outside of San Francisco when they most recently became homeless.
 - » 11% reported having relocated from out of state.

⁹ San Francisco County General Population data: State of California, Department of Finance. (July 2009). Race/Ethnic Population with Age and Sex Detail, 2000-2050.

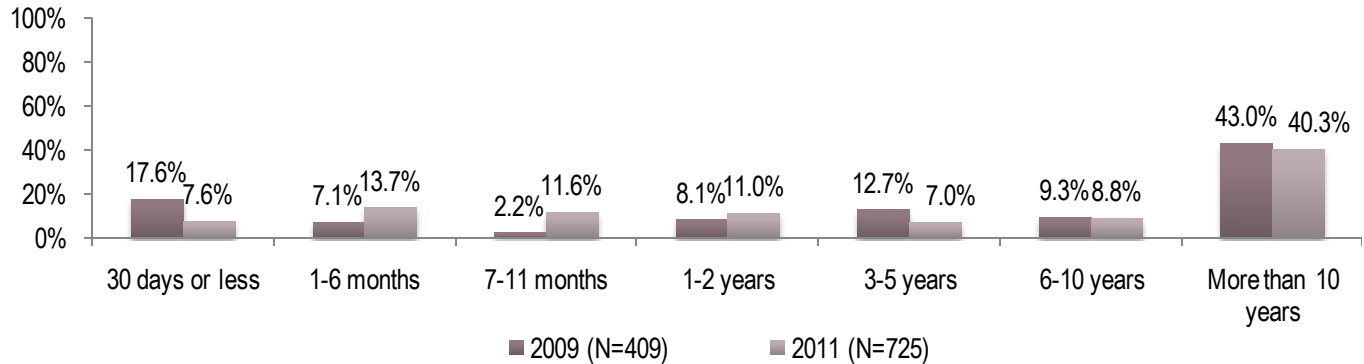
Figure 9: Where Respondents Were Living at the Time They Most Recently Became Homeless



Source: Applied Survey Research. (2011). San Francisco Homeless Survey. Watsonville, CA.
 Applied Survey Research. (2009). San Francisco Homeless Survey. Watsonville, CA.

- Of respondents who had been living in the City at the time they most recently became homeless, 56% had been living in the City for three or more years before they became homeless. This was a decrease from 65% in 2009.

Figure 10: Length of Time Respondents Lived in the City Prior to Becoming Homeless



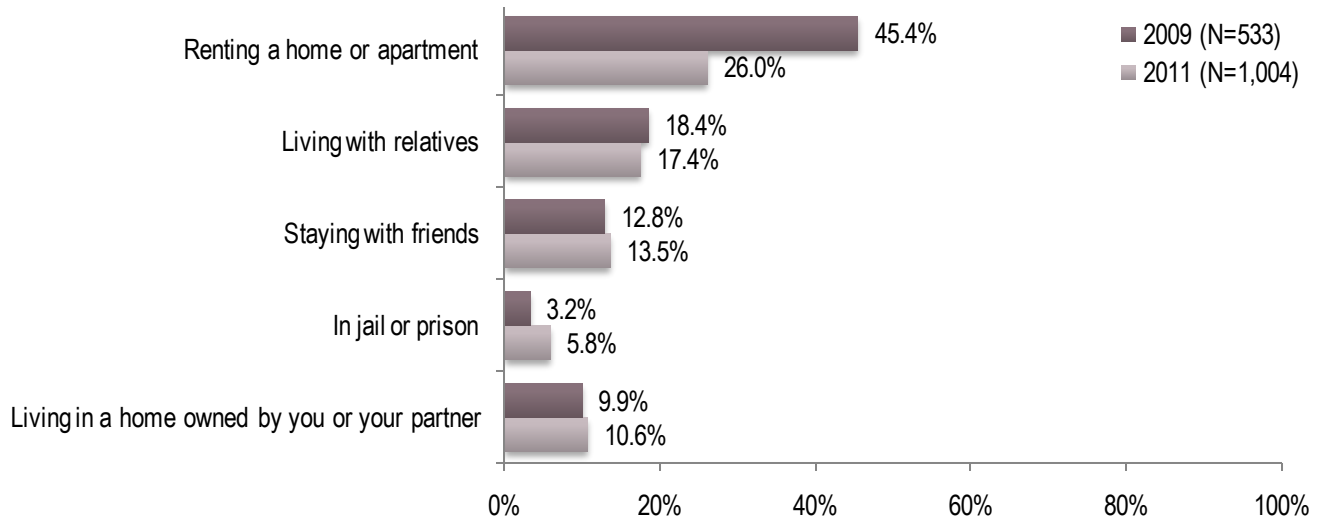
Source: Applied Survey Research. (2011). San Francisco Homeless Survey. Watsonville, CA.
 Applied Survey Research. (2009). San Francisco Homeless Survey. Watsonville, CA.
 Note: This question was only asked of respondents who reported living in the City prior to becoming homeless.

- 25% of survey respondents reported moving to San Francisco for work or a job.
 - 14% had friends or family living in the area; 10% of respondents visited and decided to stay.

Previous Living Arrangements

- The percentage of individuals living with friends or family prior to becoming homeless was 31% in 2011, the same percentage as in 2009.
- 26% of homeless respondents indicated they were renting a home or apartment immediately prior to becoming homeless, compared to 45% of respondents in 2009.

Figure 11: Living Arrangements Immediately Prior to Becoming Homeless This Time, Top 5 Responses



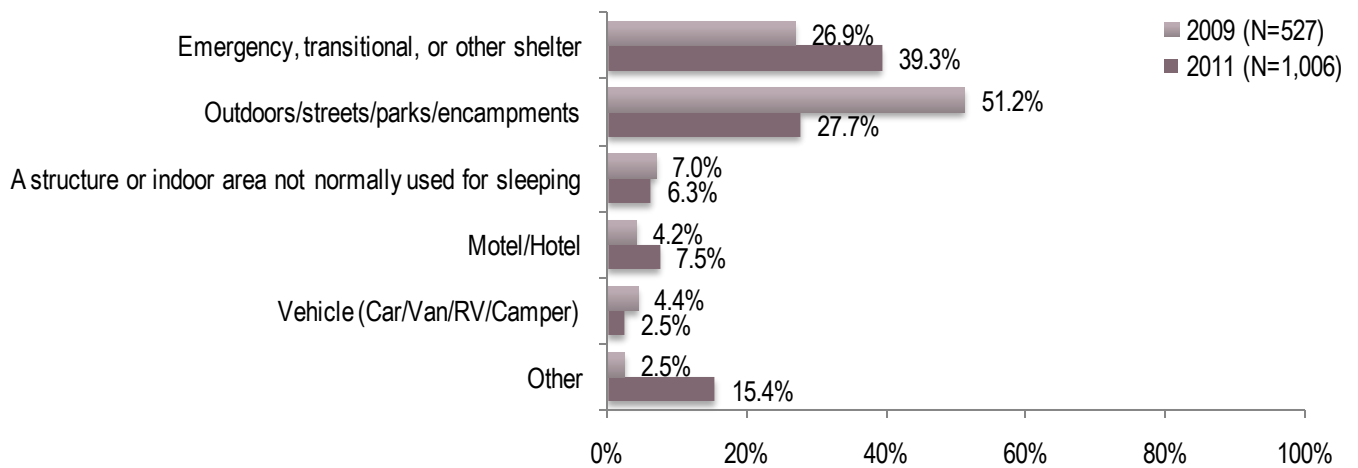
Source: Applied Survey Research. (2011). San Francisco Homeless Survey. Watsonville, CA.
 Applied Survey Research. (2009). San Francisco Homeless Survey. Watsonville, CA.

Current Living Situation

Usual Nighttime Accommodations

- More than a third (39%) of respondents indicated they usually stay at an emergency shelter, transitional housing facility, or other type of shelter at night.
- 28% reported usually staying outdoors, on the streets or in encampments.
- 7% reported staying indoors in a place not meant for human habitation.

Figure 12: Where Respondents Usually Stay At Night



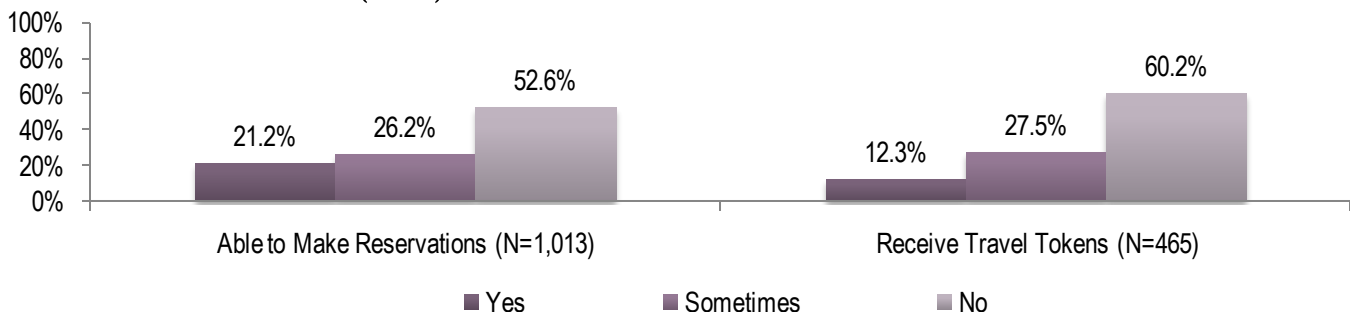
Source: Applied Survey Research. (2011). San Francisco Homeless Survey. Watsonville, CA.
 Applied Survey Research. (2009). San Francisco Homeless Survey. Watsonville, CA.

Access to Shelters

CHANGES is the current emergency shelter reservation system in San Francisco. Individuals may attempt to reserve a shelter bed by going in person to one of the shelter reservation sites and reserving a space until all available spaces are filled. Unclaimed spaces are available for reservation at the shelter reservation sites after 6 p.m.

- 47% of respondents reported using emergency shelter services.
- 21% of respondents indicated being able to make a reservation through CHANGES when they sought a reservation.
 - » An additional 26% reported being able to make reservations some of the time.
- Of respondents who were able to make shelter reservations, 60% reported that they did not receive tokens to travel to the shelter.

Figure 13: Are you able to make shelter reservations through CHANGES when you seek such reservations? (2011)



Source: Applied Survey Research. (2011). San Francisco Homeless Survey. Watsonville, CA.

Note: This question was not asked in 2009.

Obstacles to Obtaining Permanent Housing

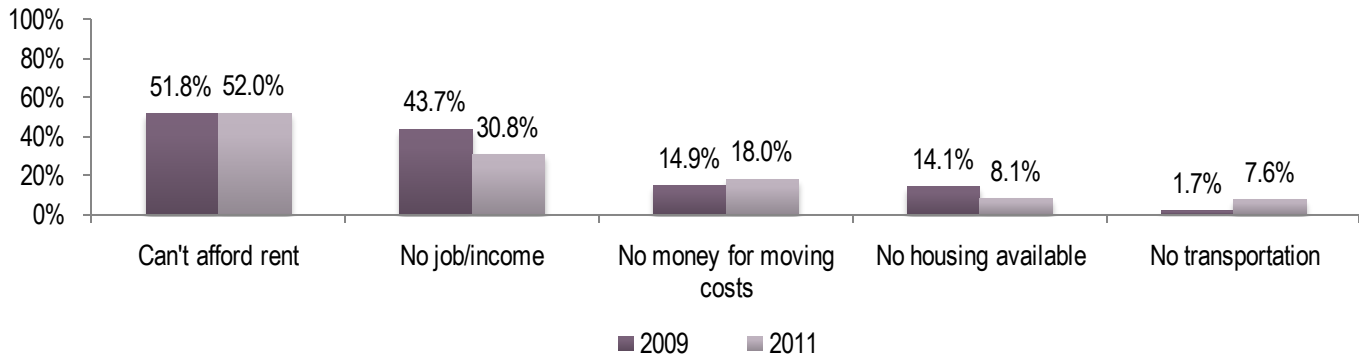
The primary obstacle to obtaining permanent housing remained people’s inability to afford rent. In 2011, the median monthly rent for a studio apartment in San Francisco was \$1,330.¹⁰

- 52% of respondents indicated the inability to afford rent was keeping them from securing permanent housing; this was the same percentage of respondents as in 2009.
- 31% cited unemployment or not having an income as a major obstacle to obtaining housing, compared to 44% of 2009 respondents.¹¹

¹⁰ Department of Housing and Urban Development. (2011). 50th Percentile rent estimates: data by area. Washington, DC. Retrieved March 2011 from <http://www.huduser.org/portal/datasets/50per.html>.

¹¹ These responses were not mutually exclusive.

Figure 14: Circumstances Preventing Respondents From Securing Permanent Housing, Top 5 Responses



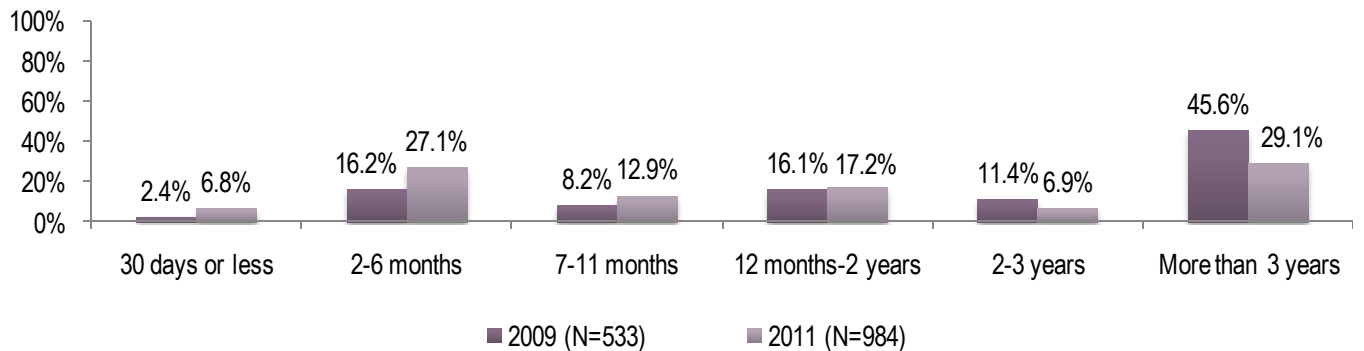
Multiple response question with 987 respondents offering 1,572 responses in 2011, and 531 respondents offering 829 responses in 2009. Source: Applied Survey Research. (2011). San Francisco Homeless Survey. Watsonville, CA. Applied Survey Research. (2009). San Francisco Homeless Survey. Watsonville, CA.

Duration and Reoccurrences of Homelessness

Duration of Homelessness

- More than half (53%) of survey respondents had not lived in a permanent housing situation for more than one year.
 - » The percentage of respondents who indicated it had been more than 3 years since they were in a permanent housing situation was 29% in 2011, compared to 46% in 2009.
 - » 34% of respondents indicated they had not been in permanent housing for six months or less, compared to 19% in 2009.

Figure 15: Length of Time Since Last Permanent Housing Situation

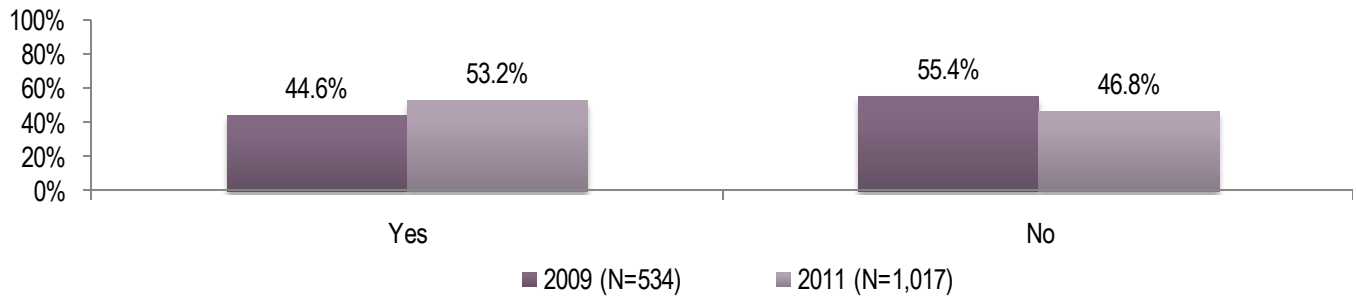


Source: Applied Survey Research. (2011). San Francisco Homeless Survey. Watsonville, CA. Applied Survey Research. (2009). San Francisco Homeless Survey. Watsonville, CA.

Occurrence of Homelessness

- 53% of survey respondents were homeless for the first time in 2011.

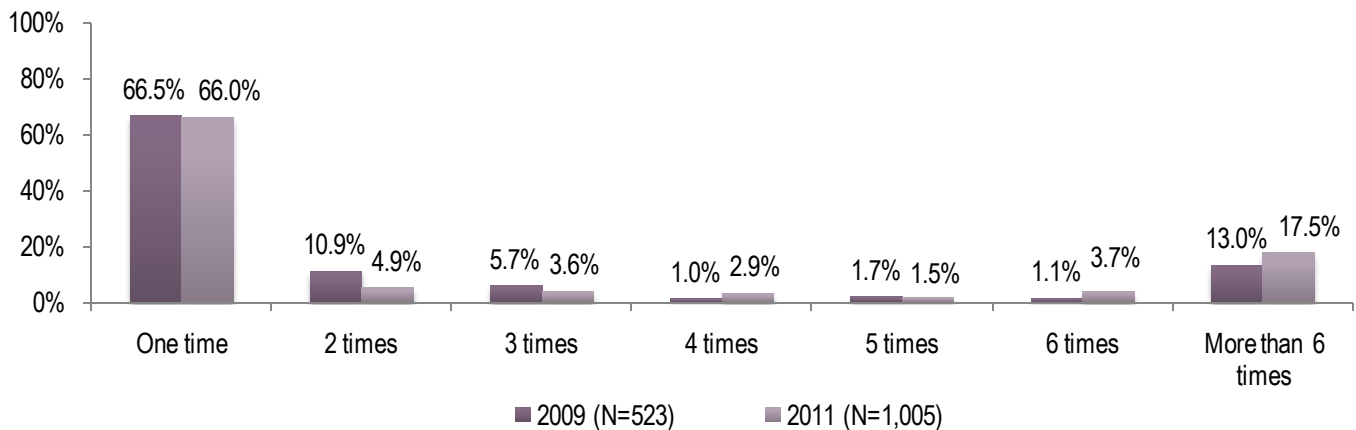
Figure 16: Is This the First Time You Have Been Homeless?



Source: Applied Survey Research. (2011). San Francisco Homeless Survey. Watsonville, CA.
 Applied Survey Research. (2009). San Francisco Homeless Survey. Watsonville, CA.

- When asked about the occurrence of homelessness in the past 12 months, most respondents (66%) indicated they had been homeless one time in the last 12 months compared to 67% in 2009.

Figure 17: Number of Times Respondents Had Been Homeless in the Last 12 months, Including This Time



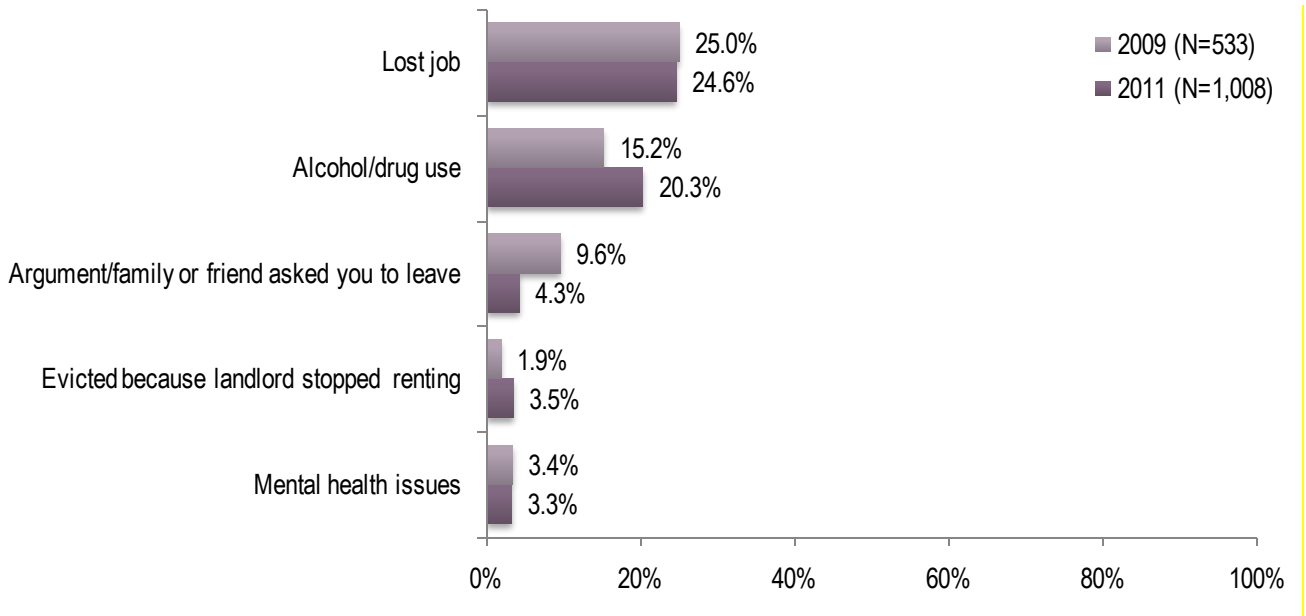
Source: Applied Survey Research. (2011). San Francisco Homeless Survey. Watsonville, CA.
 Applied Survey Research. (2009). San Francisco Homeless Survey. Watsonville, CA.

Primary Causes of Homelessness

- The most common cause of homelessness cited by respondents was job loss.
 - 25% of 2009 and 2011 respondents indicated job loss was the primary cause of their homelessness.
 - 20% cited alcohol or drug use as the primary cause of their homelessness, compared to 15% of 2009 respondents.
 - Fewer respondents indicated they were asked to leave by friends or family members, 4% in 2011 compared to 10% in 2009.
 - A greater percentage reported their landlords re-used or sold the property, 4% in 2011 compared to 2% in 2009.

- » 18 individual survey respondents cited the loss of their home through foreclosure, compared to 7 individuals in 2009.

Figure 18: Primary Event or Condition That Led to Respondents’ Current Episode of Homelessness, Top 5 Responses



Source: Applied Survey Research. (2011). San Francisco Homeless Survey. Watsonville, CA.
 Applied Survey Research. (2009). San Francisco Homeless Survey. Watsonville, CA.

- When respondents were asked what might have prevented them from becoming homeless, the top three responses were alcohol/drug counseling, employment assistance, and mental health services.
 - » 12% of respondents reported rent/mortgage assistance might have prevented their homelessness.

Figure 19: What might have prevented you from becoming homeless? (2011)

Response	Percent
Alcohol/drug counseling	24.0%
Employment assistance	21.4%
Mental Health services	15.3%
Rent/Mortgage assistance	11.9%
Help accessing benefits	9.1%
Legal assistance	8.7%
Health insurance/services	6.1%
Case management leaving hospital/jail/prison	4.3%
Transportation assistance	3.9%
Other*	33.0%

Multiple response question with 992 respondents offering 1,366 responses.

Source: Applied Survey Research. (2011). San Francisco Homeless Survey. Watsonville, CA.

Note*: While the percentage of respondents who marked “other” was 33% only 18 individuals wrote in additional responses. Among those was family counseling, reduced housing costs, and increased support or stability from family or roommates.

Note: This question was not asked of 2009 survey respondents.

Employment and Income

The 2011 U.S. Department of Health and Human Services (HHS) Federal Poverty Level for one person is approximately \$10,890 per year.¹² Income from government sources is excluded from this calculation because the HHS Federal Poverty Levels do not consider non-cash government benefits (such as Food Stamps or housing subsidies) as income when determining the poverty levels for each fiscal year.

However, the local self-sufficiency standard is a more realistic measure of the true cost of living. The self-sufficiency standard is a measure of income adequacy that calculates how much income working adults need to meet their family's basic needs without subsidies. While the FPL for one person in 2011 was approximately \$10,890 per year,¹⁰ the self-sufficiency standard for a single person in San Francisco in 2008 was \$25,693 per year.¹³

As shown previously, a lack of income – whether from the loss of a job, the inability to find a job, or due to other reasons – has a great impact on individuals' ability to obtain and maintain housing. While some respondents were able to earn income from employment, others were receiving income from sources such as public assistance or disability benefits. However, most survey respondents were unemployed and many respondents were receiving little or no income from government or private sources.

Employment Status

- Overall, 90% of respondents reported being unemployed in 2011, compared to 92% in 2009.
 - » Less than 1% of respondents indicated that they were employed full-time in 2011, compared to 2% in 2009.
 - » 3% of respondents were employed part-time or seasonally.
 - » 3% of respondents indicated they were retired.
- 22% of 2011 respondents cited not having a permanent address as a barrier to employment.
 - » 43% of respondents felt their need for employment training or education was preventing them from obtaining employment.

¹² *Federal Register*, Vol. 76, No. 13, January 20, 2011, pp. 3637-3638.

¹³ Pearce, D. (2009). *Overlooked and Undercounted: struggling to make ends meet in 2009*. Retrieved April 1, 2011 from <http://www.insightcced.org/communities/cfess/ca-sss/cfes-county-san-francisco.html>.

Figure 20: Respondents' Barriers to Getting Employment, Top 10 Responses in 2011

Response	2009	2011	09-11 Net Change
Need training	11.9%	22.7%	10.8
No permanent address	26.6%	22.0%	-4.6
Need education	9.0%	20.2%	11.2
No jobs	12.9%	16.1%	3.2
Need clothing	15.6%	15.9%	0.3
No phone	15.2%	15.8%	0.6
Alcohol/drug issues	12.1%	14.0%	1.9
No transportation	8.0%	12.7%	4.7
Physical disability	14.3%	11.8%	-2.5
Physical health problems	11.7%	10.7%	-1.0

Multiple response question with 931 respondents offering 2,046 responses in 2011, and 488 respondents offering 1,039 responses in 2009.

Source: Applied Survey Research. (2011). San Francisco Homeless Survey. Watsonville, CA.

Applied Survey Research. (2009). San Francisco Homeless Survey. Watsonville, CA.

Income from Government Benefits

- Thirty-five percent (35%) of survey respondents were not receiving any income from government sources, compared to 47% in 2009.
 - » Of respondents receiving government benefits, more than 46% were receiving \$500/month or less.

Income from Private Sources

- More than one-third (36%) of respondents were receiving no income from private, non-Government sources, compared to 40% in 2009.
 - » 11% were receiving more than \$500 from private sources, compared to 7% in 2009.

Panhandling

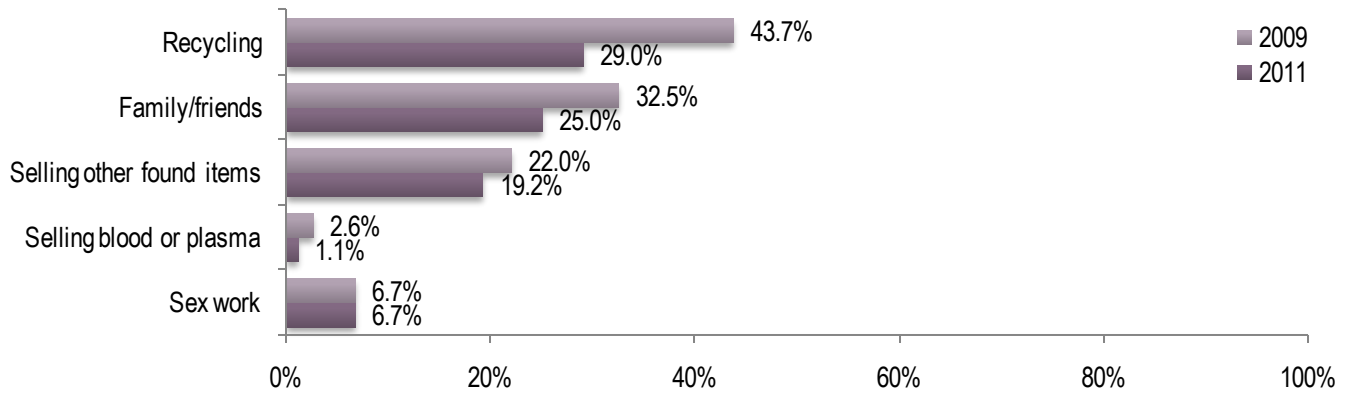
- 80% of survey respondents reported that they did not panhandle or ask people for money or spare change. This was compared to 67% in 2009.
 - » Of those who did panhandle, 23% reported panhandling only one to five days per month.
 - » 43% reported they panhandle more than 25 days per month; an increase from 26% in 2009.

Other Sources of Private Income

- The percentage of respondents who reported earning income from recycling decreased from 44% in 2009 to 29% in 2011. The percentage of respondents who received income from their family/friends also decreased, from 33% to 25% in 2011.¹⁴

¹⁴ These responses were not mutually exclusive.

Figure 21: Respondents’ Sources of Private Income, Top 5 Responses



Multiple response question with 809 respondents offering 1,098 responses in 2011, and 268 respondents offering 360 responses in 2009.
 Source: Applied Survey Research. (2011). San Francisco Homeless Survey. Watsonville, CA.
 Applied Survey Research. (2009). San Francisco Homeless Survey. Watsonville, CA.

Access to Government Assistance and Homeless Programs

Government assistance and homeless programs work to enable the homeless community to obtain income and services.¹⁵ However, many homeless people do not apply for these programs, or do not feel they qualify.

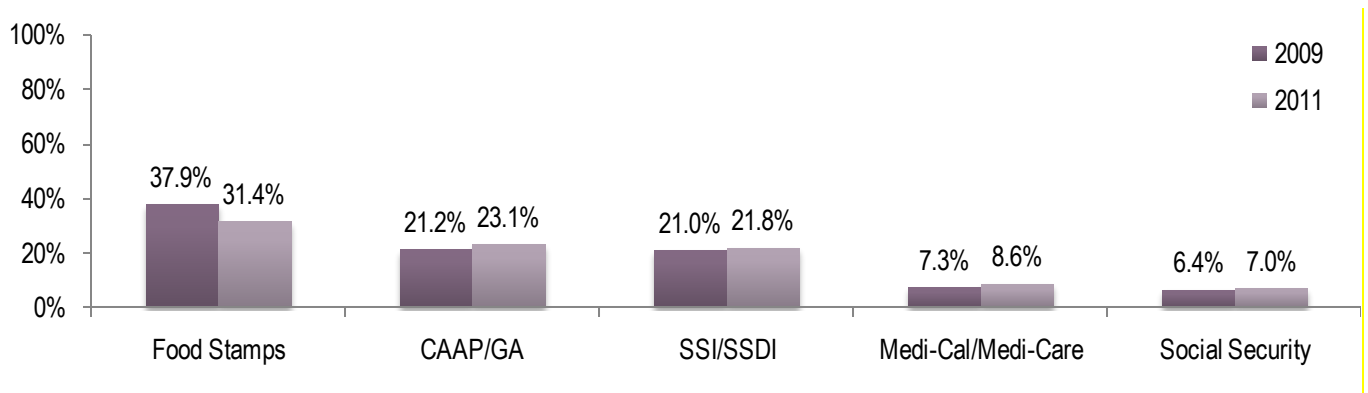
Government Assistance

- 75% of respondents reported receiving some form of government assistance (income and non-income), while 25% reported not receiving assistance.
- Between 2009 and 2011, the percentage of respondents who were receiving some form of government assistance increased from 66% to 75%.
 - » Of those respondents receiving some form of government assistance, the percentage receiving Food Stamps decreased from 38% to 31% between 2009 and 2011.
 - » 23% of those receiving some form of government assistance were receiving General Assistance or General Relief, while 22% were receiving Supplemental Security Income (SSI) or Social Security Disability Insurance (SSDI).¹⁶

¹⁵ For the purposes of this study, the following forms of government assistance were included: General Assistance/Relief, Food Stamps, Service-connected Veteran Disability Compensation, Not Service-connected Veteran Disability Pension, Other Veteran’s Benefits, Social Security, Supplemental Security Income (SSI)/Social Security Disability Insurance (SSDI), Cash Aid/CalWORKS, Women, Infants, and Children (WIC), Work2Future/Project Hope, and Other Government Assistance.

¹⁶ These responses were not mutually exclusive.

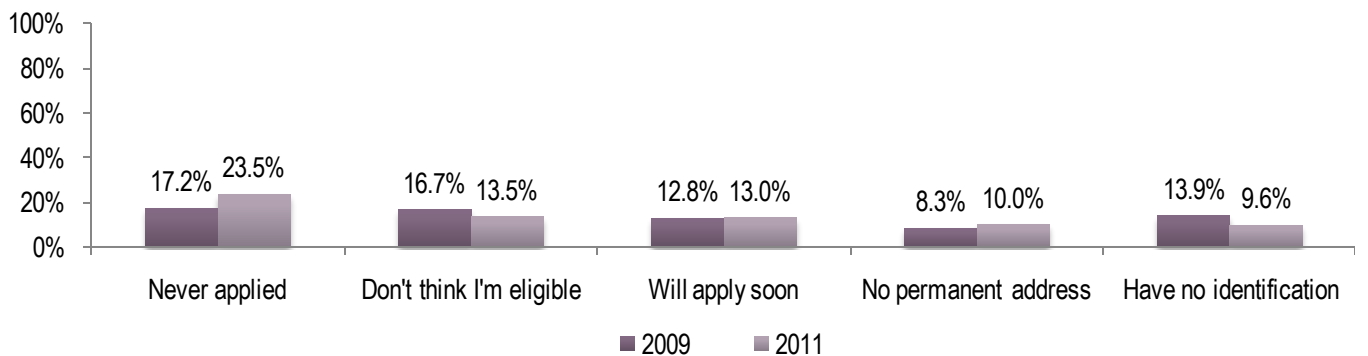
Figure 22: Of Those Receiving Some Form of Government Assistance, Types Received, Top 5 Responses



Multiple response question with 533 respondents offering 708 responses in 2009, and 928 respondents offering 1,219 responses in 2011.
 Source: Applied Survey Research. (2011). San Francisco Homeless Survey. Watsonville, CA.
 Applied Survey Research. (2009). San Francisco Homeless Survey. Watsonville, CA.

- Of those not receiving assistance, 14% did not think they were eligible. This is compared to 17% of 2009 respondents.

Figure 23: Reasons for Not Receiving Government Assistance, Top 5 Responses



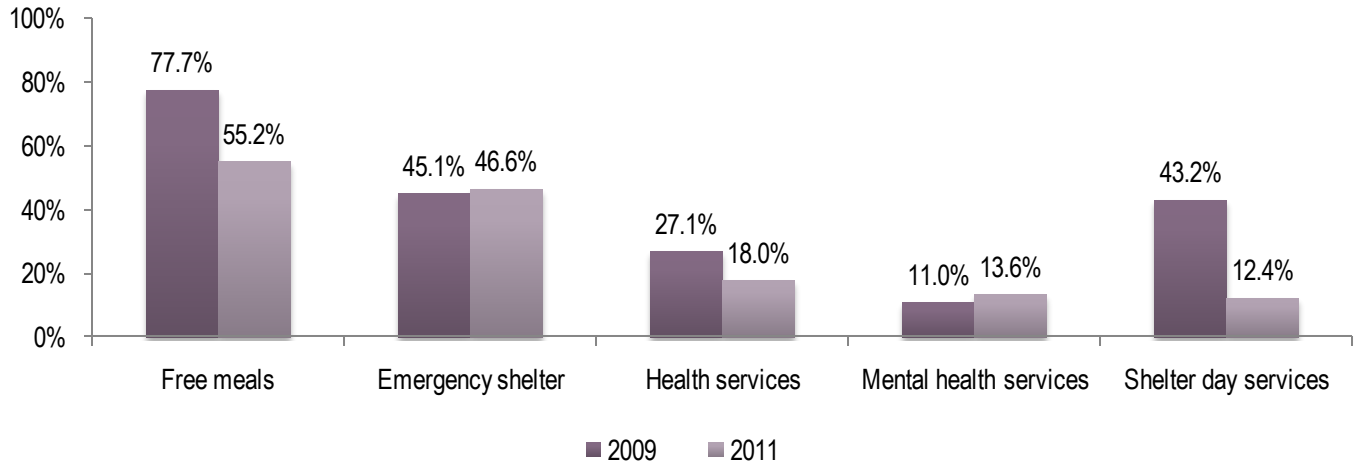
Multiple response question with 180 respondents offering 240 responses in 2009, and 230 respondents offering 301 responses in 2011.
 Source: Applied Survey Research. (2011). San Francisco Homeless Survey. Watsonville, CA.
 Applied Survey Research. (2009). San Francisco Homeless Survey. Watsonville, CA.

Services and Programs

- Between 2009 and 2011, the percentage of respondents who were utilizing services or assistance decreased slightly (98% and 92%, respectively).
 - 55% of respondents who were utilizing services or assistance indicated that they received free meals and 47% were utilizing emergency shelters.¹⁷

¹⁷ These responses were not mutually exclusive.
 28

Figure 24: Of Those Using Any Services or Assistance, Types Used, Top 5 Responses



Multiple response question with 528 respondents offering 1,617 responses in 2009, and 978 respondents offering 2,047 responses in 2011. Source: Applied Survey Research. (2011). San Francisco Homeless Survey. Watsonville, CA. Applied Survey Research. (2009). San Francisco Homeless Survey. Watsonville, CA.

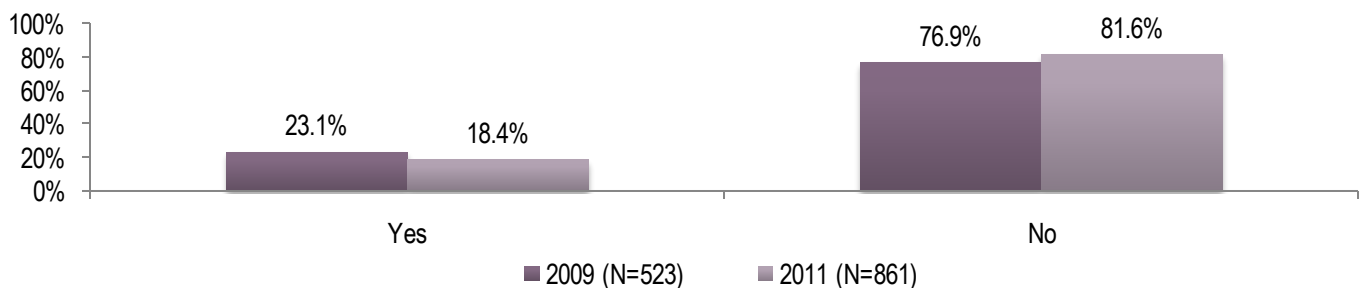
Medical Care and Health Conditions

Access to health care is vital to general well-being. While many San Francisco residents struggle with the high costs of health care, homeless residents are particularly vulnerable to many unique challenges regarding their health.

Access to Medical Care

- 18% of homeless respondents reported that since they most recently became homeless, they needed medical care but were unable to receive it. This represented a decrease from 23% in 2009.

Figure 25: Have You Needed Health Care and Been Unable to Receive It Since Becoming Homeless This Last Time?



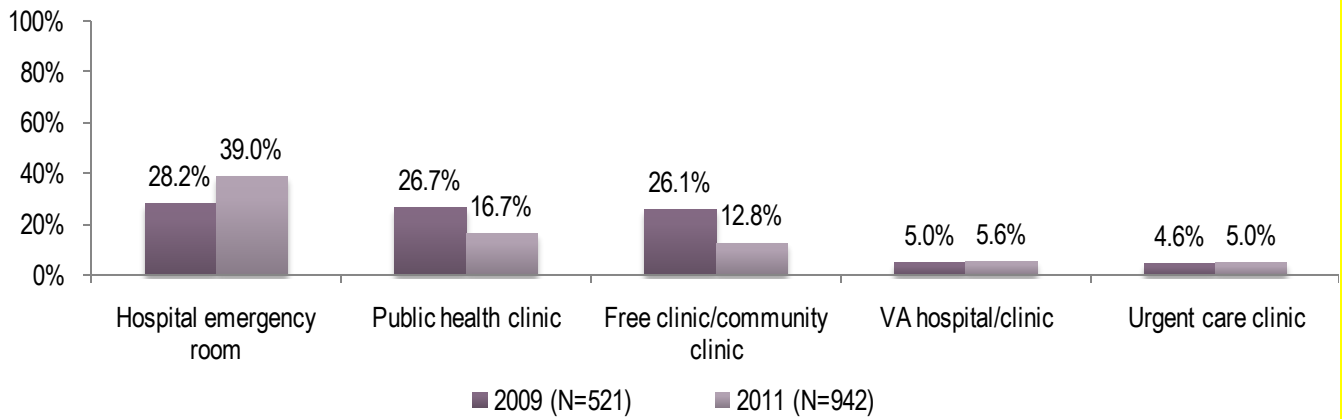
Source: Applied Survey Research. (2011). San Francisco Homeless Survey. Watsonville, CA. Applied Survey Research. (2009). San Francisco Homeless Survey. Watsonville, CA.

Sources of Medical Care

- Between 2009 and 2011, the percentage of respondents who used the emergency room (ER) as their usual source of medical care increased from 28% to 39%.

- » 5% indicated that they never go anywhere to receive medical care.

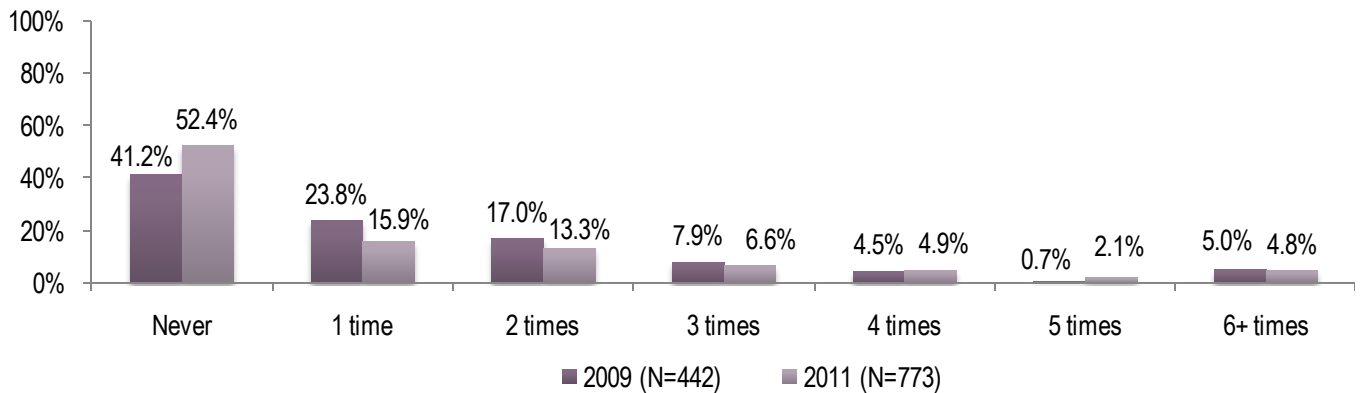
Figure 26: Respondents' Usual Source of Medical Care, Top 5 Responses



Source: Applied Survey Research. (2011). San Francisco Homeless Survey. Watsonville, CA.
 Applied Survey Research. (2009). San Francisco Homeless Survey. Watsonville, CA.

- While more respondents reported using the ER as their primary source of care in 2011, fewer respondents indicated they had used the ER for medical treatment in the 12 months prior to the survey. In 2011, 52% of respondents had not used the ER, compared to 41% of 2009 respondents.

Figure 27: Number of Times Respondents Had Used the Emergency Room For Any Treatment in the Year Prior to the Survey



Source: Applied Survey Research. (2011). San Francisco Homeless Survey. Watsonville, CA.
 Applied Survey Research. (2009). San Francisco Homeless Survey. Watsonville, CA.

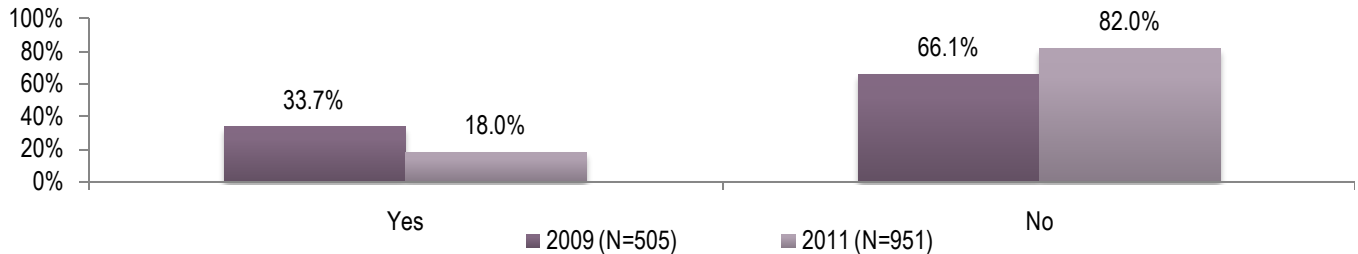
Chronic Health Problems

According to the Centers for Disease Control and Prevention (CDC), the average life expectancy of the average American is 78 years. A study of homeless mortality rates in seven cities throughout the United States, Canada and Europe, found that the average life expectancy for a person without permanent

housing was between 42 and 52 years. The study also indicated that premature death often results from acute and chronic medical conditions aggravated by homeless life.¹⁸

- Between 2009 and 2011, the percentage of respondents who indicated they were experiencing chronic health problems decreased from 34% to 18%.

Figure 28: Are You Currently Experiencing Chronic Health Problems?



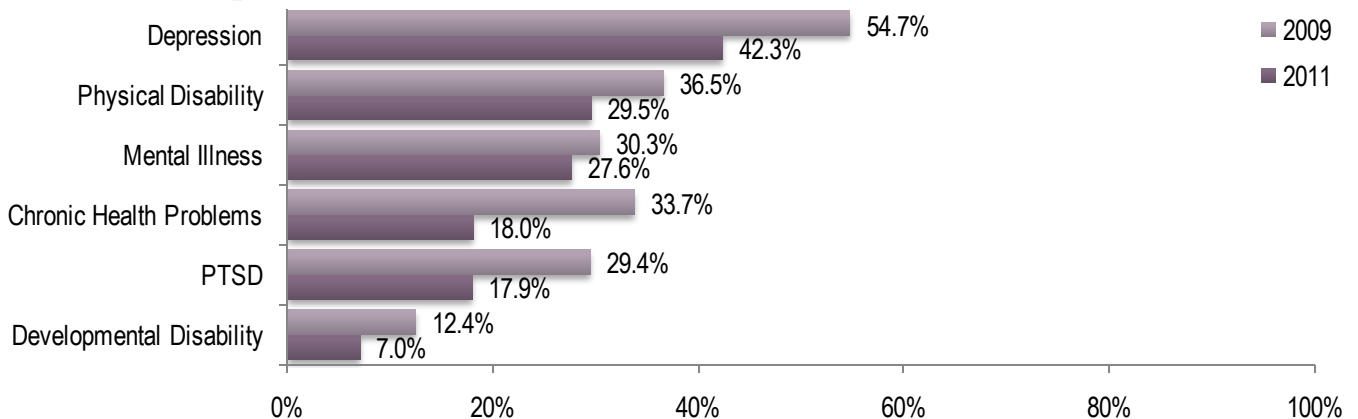
Source: Applied Survey Research. (2011). San Francisco Homeless Survey. Watsonville, CA.
 Applied Survey Research. (2009). San Francisco Homeless Survey. Watsonville, CA.

Disabling Conditions

For the purposes of this study, a disabling condition was defined as a physical disability, mental illness, depression, alcohol or drug abuse, chronic health problems, Post-Traumatic Stress Disorder, HIV/AIDS, or developmental disability.

- 55% of all survey respondents reported having one or more disabling condition.

Figure 29: Prevalence of Disabling Conditions Among All Homeless Respondents, Top 5 Responses



Physical Disability: 2009 N=504, 2011N= 960; Mental Illness: 2009 N= 523, 2011 = 952; Depression 2009 N=523, 2011 N= 962; Chronic Health Problems: 2009 N= 505, 2011 N=951; Developmental Disability: 2009 N= 509, 2011 N=946; PTSD: 2009 N=500, 2011 N=939.
 Source: Applied Survey Research. (2011). San Francisco Homeless Survey. Watsonville, CA.
 Applied Survey Research. (2009). San Francisco Homeless Survey. Watsonville, CA.

¹⁸ O’Connell, J. (2005). Premature Mortality in Homeless Populations: A Review of the Literature. Retrieved January 13, 2011, from <http://www.nhchc.org/PrematureMortalityFinal.pdf>.

HIV / AIDS

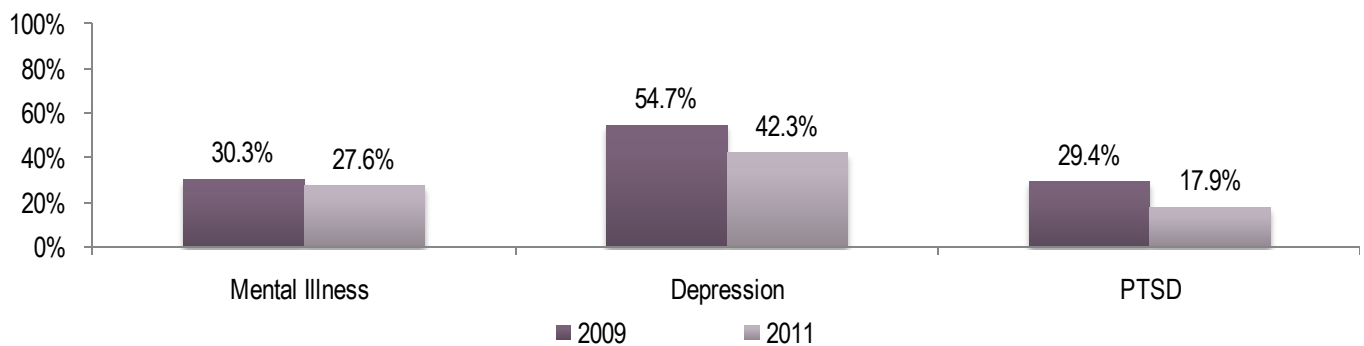
- 5% of survey respondents (50 individuals) reported having HIV/AIDS in 2011.

Mental Health

National studies have found that a disproportionate number of homeless persons suffer from some form of mental illness.¹⁹ Survey respondents were asked about their mental health including mental illness, depression, and Post-Traumatic Stress Disorder (PTSD). PTSD is an anxiety disorder that can occur following the experience or witnessing of a traumatic event. A traumatic event is a life-threatening event such as military combat, natural disasters, terrorist attacks, serious accidents, or physical or sexual assault in adulthood or childhood.²⁰

- Between 2009 and 2011, the percentage of respondents who indicated experiencing depression decreased from 55% to 42%.
- The percentage of individuals who reported experiencing PTSD also decreased.
 - 18% of respondents reported suffering from PTSD in 2011, compared to 30% in 2009.

Figure 30: Percentage of Respondents Currently Experiencing Mental Illness, Depression, and PTSD



2009: Mental Illness N=499, Depression N=523, PTSD N=500

2011: Mental Illness N=952, Depression N=962, PTSD N=939

Source: Applied Survey Research. (2011). San Francisco Homeless Survey. Watsonville, CA.

Applied Survey Research. (2009). San Francisco Homeless Survey. Watsonville, CA.

Note: These responses were not mutually exclusive.

Physical and Developmental Disabilities

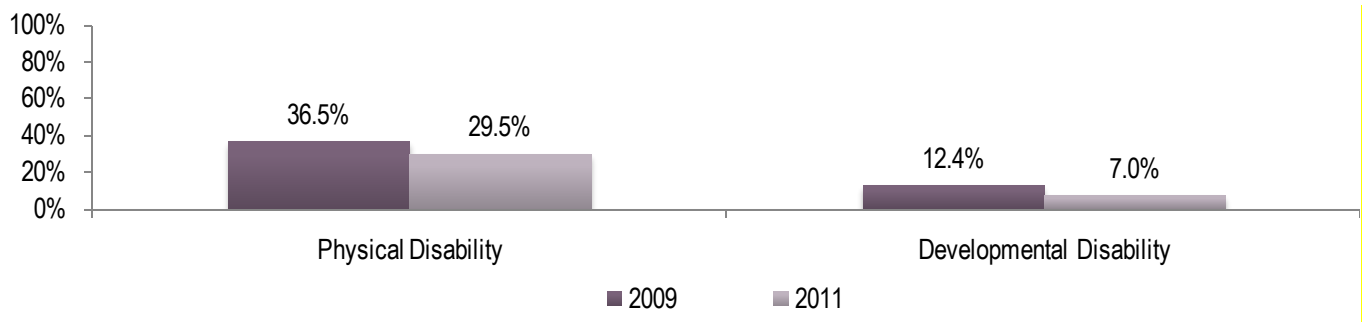
- Between 2009 and 2011, the percentage of respondents with a physical and/or developmental disability decreased.

¹⁹ National Coalition for the Homeless Fact Sheet retrieved on May 5, 2011 from http://www.issuelab.org/research/mental_illness_and_homelessness_2008.

²⁰ National Center for PTSD Fact Sheet retrieved on May 5, 2011 from <http://www.mentalhealth.va.gov/ptsd.asp>.

- » 30% of respondents indicated having a physical disability in 2011, compared to 37% in 2009.

Figure 31: Percentage of Respondents Currently Experiencing a Physical or Developmental Disability



2009: Physical Disability N=500, Developmental Disability N=509

2011: Physical Disability N=960, Developmental Disability N=946

Source: Applied Survey Research. (2011). San Francisco Homeless Survey. Watsonville, CA.

Applied Survey Research. (2009). San Francisco Homeless Survey. Watsonville, CA.

Note: These responses were not mutually exclusive.

Substance Abuse

Substance use (alcohol or drugs) was the second most cited cause of homelessness among the homeless survey population in San Francisco. Many survey respondents indicated they were currently experiencing alcohol or drug abuse at the time of the survey.

- 31% of respondents experienced alcohol and/or drug abuse problems in 2011.
- Of those who reported having a problem with drugs or alcohol, 80% reported that it prevented them from obtaining work or housing.

Domestic/Partner Violence or Abuse

- 7% of all survey respondents reported experiencing domestic partner violence or abuse, compared to 9% in 2009.
 - » 47% of those experiencing domestic violence, reported that it prevented them from obtaining work or housing.
 - » 8% of those experiencing domestic violence reported it was the primary cause of their homelessness.

Incarceration

Transition from Jail or Prison

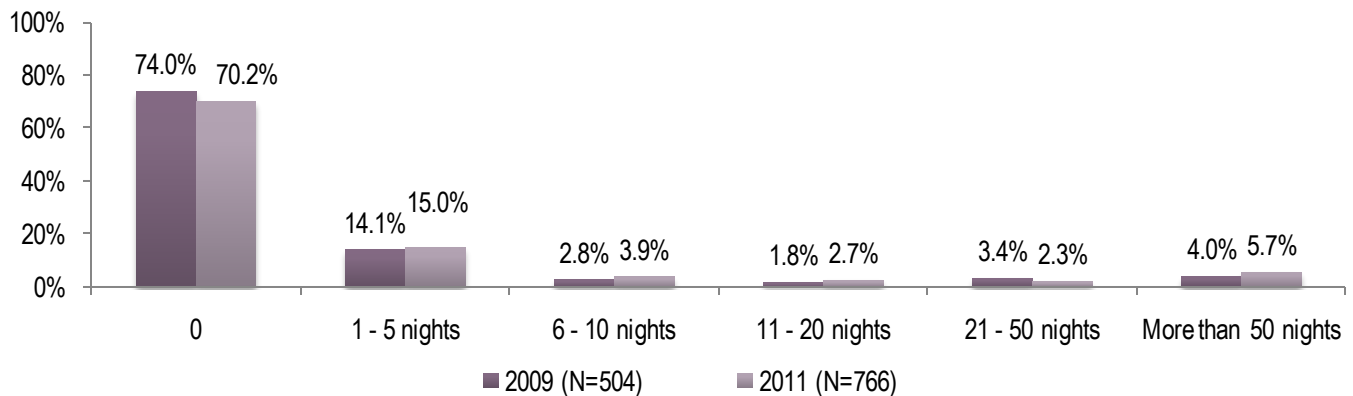
- 6% of respondents indicated that immediately before they became homeless this time, they were in jail or prison.
 - » 2% of survey respondents cited incarceration/discharge from prison as the primary event that led to their homelessness, compared to 5% in 2009.

- » Between 2009 and 2011, the percentage of respondents who indicated their criminal record was keeping them from securing permanent housing increased from 5% to 7%. The percentage of respondents who reported that their criminal record was keeping them from getting employment decreased slightly, from 7% to 6%.

Nights in Jail or Prison

- 30% of homeless respondents reported that they had spent at least one night in jail or prison in the year prior to the survey.

Figure 32: Number of Nights Respondents Reported Spending in Jail/Prison in the Year Prior to the Survey



Source: Applied Survey Research. (2011). San Francisco Homeless Survey. Watsonville, CA.
Applied Survey Research. (2009). San Francisco Homeless Survey. Watsonville, CA.

Probation or Parole

- 15% of respondents reported currently being on probation or parole at the time the survey was administered.
 - » The same percentage, 15% of respondents, reported being on probation or parole when they most recently became homeless. This is an increase from 12% in 2009.

Foster Care

Transition from Foster Care

- When respondents were asked if they had ever been in foster care, 13% of respondents indicated they had, compared to 17% in 2009.
- Of respondents who reported having been in the foster care system, 27% had been in the system for more than 10 years and 20% had been in the system for less than a year.

HUD DEFINED HOMELESS SUBPOPULATIONS

Chronic Homelessness

The mortality rate for chronically homeless men and women is four to nine times higher than for the general population and those experiencing long-term homelessness often incur significant public costs – through emergency room visits, run-ins with law enforcement, incarceration, and access to existing poverty and homeless programs.²¹ In 2011, the federal government announced a 5-year plan to end chronic homelessness. The plan focuses on permanent supportive housing, reducing financial instability, and improving health and housing stability.²²

HUD defines a chronically homeless person as:

An individual with a disabling condition or a family with at least one adult member with a disabling condition²³ who has been:

- Continually homeless for one year or more, or
- Has experienced four or more episodes of homelessness within the past 3 years.

In 2010, HUD extended the definition of chronically homeless to include families. However, in 2011 none of the families surveyed met the definition of chronically homeless.

Number and Scale of Chronic Homelessness

- From 2009 to 2011, the percentage of all survey respondents who met the HUD definition of being chronically homeless decreased from 62% to 33%.
- Taking into account the increased survey sample in 2011, there was a -47% change in chronic homelessness over the two year period. This change was the result of a number of factors, including:
 - » 45% of survey respondents did not have a disabling condition in 2011.
 - » A lower percentage of 2011 respondents had experienced four or more episodes of homelessness within the past 3 years (another component used to determine chronic homelessness), decreasing from 40% in 2009 to 30% in 2011.

Demographics Associated with Chronic Homelessness

- Of chronically homeless survey respondents, 69% were unsheltered, compared to 77% in 2009.

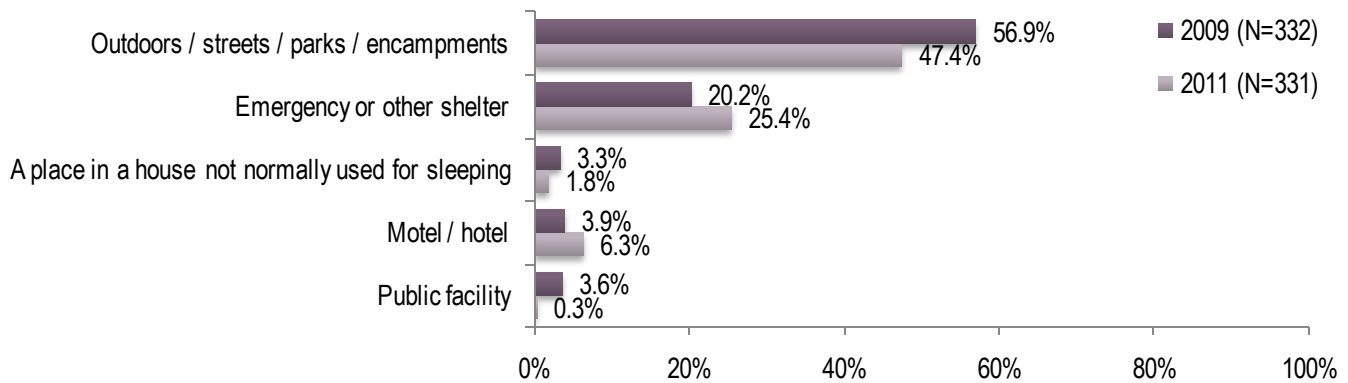
²¹ United States Interagency Council on Homelessness. (2011). Opening Doors: Federal strategic plan to prevent and end homelessness. Washington D.C.

²² U.S. Department of Housing and Urban Development, Office of Community Planning and Development. (2010). The 2009 Annual Assessment Report to Congress.

²³ For the purposes of this study, a “disabling condition” was defined as a physical disability, mental illness, alcohol or drug abuse, HIV/AIDS, chronic health problems, or developmental disability. Those currently living in transitional housing are not considered by HUD to be chronically homeless.

- » The largest percentage of chronically homeless respondents (47%) indicated they usually sleep outdoors (on the street, in parks, in creek beds, or in encampments).

Figure 33: Where Do You Usually Stay at Night? (Chronically Homeless Persons)

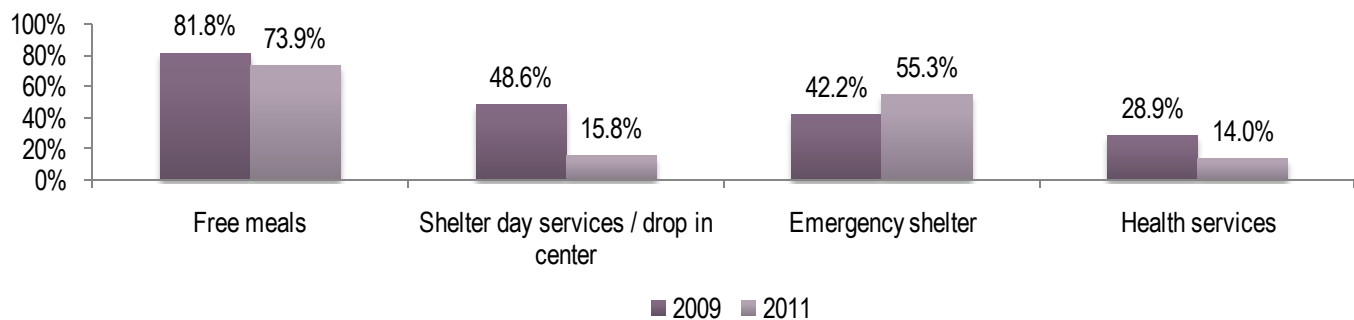


Source: Applied Survey Research. (2011). San Francisco Homeless Survey. Watsonville, CA.
 Applied Survey Research. (2009). San Francisco Homeless Survey. Watsonville, CA.

- The majority (82%) of chronically homeless individuals identified as male.
- The largest percentage of chronically homeless people indicated they were White/Caucasian (42%), followed by Black/African American (37%) and Hispanic/Latino (10%).
- While the definition of chronically homeless only applies to those with a disabling condition, the majority of individuals (75%) were experiencing more than one disabling condition.

Access to Services among Chronically Homeless Persons

- 25% of chronically homeless survey respondents were not receiving any form of government assistance.
- 7% of chronically homeless respondents indicated that they were not using any services.
 - » 74% of chronically homeless survey respondents reported using free meal services.
 - » 55% reported using emergency shelters and 16% reported using shelter day services.

Figure 34: Chronically Homeless Respondents Use of Services/Assistance

Multiple response question with 329 respondents offering 1,055 responses in 2009, 329 respondents offering 649 responses in 2011. Source: Applied Survey Research. (2011). San Francisco Homeless Survey. Watsonville, CA.

Applied Survey Research. (2009). San Francisco Homeless Survey. Watsonville, CA.

Veterans

National data show that only eight percent (8%) of the general U.S. population can claim veteran status, but nearly 20% of the homeless population are veterans.²⁴

In general, veterans have high rates of PTSD, traumatic brain injury, and sexual trauma, which can lead to higher risk for homelessness. About half of homeless veterans have serious mental illness and 70% have substance abuse problems.²⁵ Half of homeless veterans have histories of involvement with the legal system. Veterans are more likely to live outdoors—unsheltered—and experience long-term, chronic homelessness.²⁶

The United States Interagency Council on Homelessness is facilitating collaborative efforts by the U.S. Departments of Veteran’s Affairs, Housing and Urban Development, Labor, and Health and Human Services to align resources for greater effectiveness by bringing together programs that would otherwise operate separately. This year was the first year the VA will use the national HUD Point-in-Time counts as the definitive count of homeless veterans. For the 2011 Homeless Survey, the VA recommended two questions to determine veteran status: “Have you ever served in the U.S. Armed Forces?” and “Were you ever activated into active duty, as a member of the National Guard or as a reservist?”

Number of Sheltered and Unsheltered Homeless Veterans

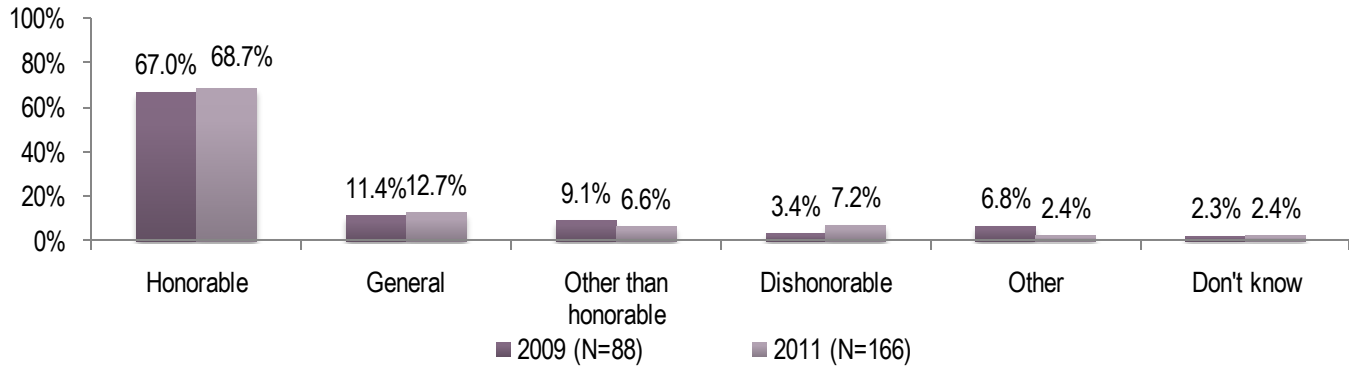
- 17% of survey respondents over the age of 18 were veterans, the same percentage as 2009.
- 46% of veteran survey respondents were sheltered.

²⁴ National Coalition for Homeless Veterans. Retrieved January 13, 2011, from <http://www.nchv.org/background.cfm>

²⁵ Interagency Council on Homelessness. Opening Doors: Federal strategic plan to prevent and end homelessness. Retrieved January 13, 2011, from <http://www.usich.gov/PDF/FactSheetVeterans.pdf>.

²⁶ Ibid.

Figure 35: Discharge Status of Homeless Veterans

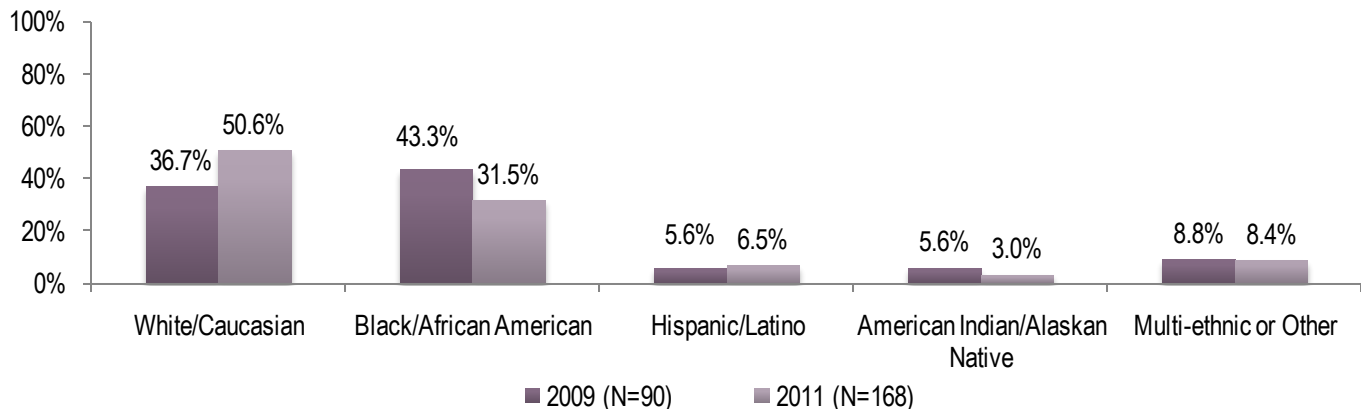


Source: Applied Survey Research. (2011). San Francisco Homeless Survey. Watsonville, CA.
 Applied Survey Research. (2009). San Francisco Homeless Survey. Watsonville, CA.

Demographics of Homeless Veterans

- 89% of homeless veterans were male in 2011.
- The largest percentage of homeless veterans indicated they were White/Caucasian (51%), followed by Black/African American (32%), and Hispanic/Latino (7%).

Figure 36: Homeless Veteran Population by Ethnicity



Source: Applied Survey Research. (2011). San Francisco Homeless Survey. Watsonville, CA.
 Applied Survey Research. (2009). San Francisco Homeless Survey. Watsonville, CA.

Causes of Veteran Homelessness

- 26% of homeless veteran respondents cited alcohol/drug issues as the primary cause of their homelessness.
 - » 22% reported the loss of a job as the primary cause of their homelessness.
- 21% of homeless veterans indicated that mental health services might have prevented them from becoming homeless.

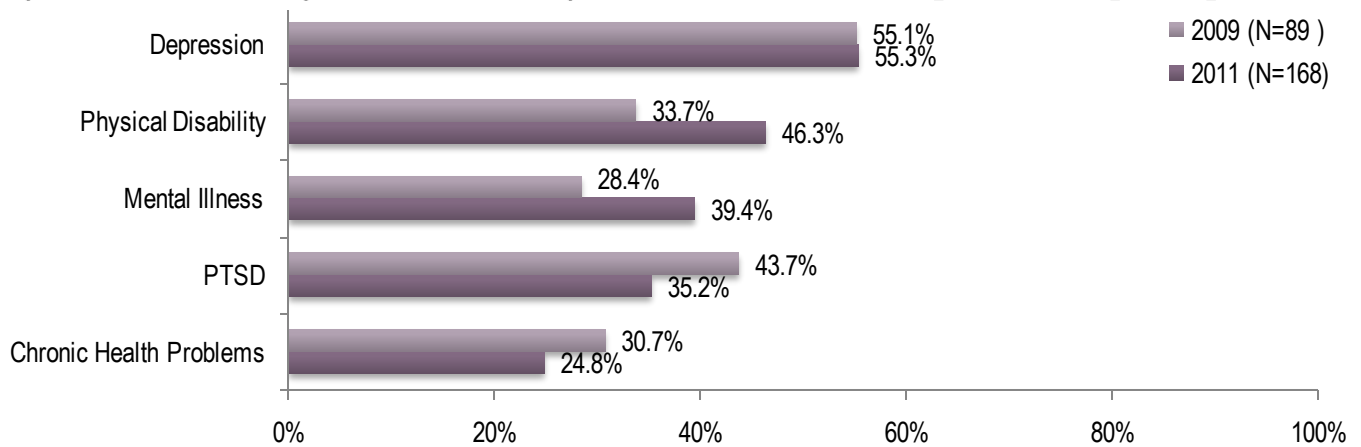
Disabling Conditions among Veterans

- 77% of all homeless veterans reported having at least one disabling condition.
- 41% had two or more disabling conditions.
 - » The disabling condition reported by the largest percentage (55%) of homeless veterans was depression.
 - » 46% of veterans reported having a physical disability, 25% reported experiencing chronic health problems.²⁷
 - » 35% of respondents reported suffering from PTSD and 39% reported having a mental illness.²⁸

Chronic Homelessness among Veterans

- 36% of homeless veterans also met the HUD criteria for being considered chronically homeless.
 - » While 77% of homeless veterans reported a disabling condition; 53% of those had not been homeless long enough or often enough to be considered chronically homeless.

Figure 37: Disabling Conditions Among All Homeless Veteran Respondents, Top 5 Responses



Source: Applied Survey Research. (2011). San Francisco Homeless Survey. Watsonville, CA.
 Applied Survey Research. (2009). San Francisco Homeless Survey. Watsonville, CA.

Veteran Use of Services and Assistance

- 20% of homeless veterans were not receiving any form of government assistance.
- 32% of veterans reported zero income from government services.
 - » The types of government assistance most commonly received by homeless veterans were Food Stamps (27%) and SSI/SSDI (21%).²⁹

²⁷ These responses were not mutually exclusive.

²⁸ These responses were not mutually exclusive.

- » 21% of homeless veterans were receiving veteran's benefits and 13% were receiving VA disability compensation.³⁰
- » The most commonly cited services used by homeless veterans were free meals (59%), health services (28%), mental health services (24%), and alcohol and drug counseling (22%).³¹

Homeless Families and Unaccompanied Children

National reports reveal that one of the fastest growing segments of the homeless population is families with children. Families, single mothers, and children make up the largest group of people who are homeless in rural areas.³² Children in families experiencing homelessness have high rates of acute and chronic health problems, and many have been exposed to violence. Homeless children are more likely to have emotional and behavioral problems than children with consistent living accommodations.³³ It is difficult to obtain an accurate count of the number of homeless families and unaccompanied children who are unsheltered. Homeless families and children often seek opportunities to stay on private property, where they are more protected and less visible to the community.³⁴

Number of Homeless Families

- Data from the San Francisco Homeless Point-in-Time Count showed more homeless families in 2011, compared to 2009.
 - » In 2011, 635 individuals in families were counted during the Point-in-Time count, compared to 549 in 2009.
 - » 15% of individuals living in families were counted on the street. The remaining 85% were counted in shelters.

Demographics of Homeless Families

- 89% of homeless individuals with children were female in 2011.
- Of survey respondents with families, 33% reported the loss of a job as the primary event that led to their homelessness.
 - » Drug and alcohol use was cited by 28% of families as their primary cause of homelessness.

²⁹ These responses were not mutually exclusive.

³⁰ These responses were not mutually exclusive.

³¹ These responses were not mutually exclusive.

³² Vissing, Y. M. (1996). *Out of sight, out of mind: Homeless children and families in small-town America*. Lexington: University Press of Kentucky.

³³ U.S. Interagency Council on Ending Homelessness. (2010). *Opening Doors: Federal strategic plan to prevent and end homelessness*. Retrieved March 2011 from www.usich.gov.

³⁴ For more information on homeless children and families in San Francisco and the difficulties of including them in the Point-in-Time count please see Appendix I.

Unaccompanied Children

“Unaccompanied Children” are children under the age of 18 who are homeless and living independent of a parent or legal guardian. Identifying and including unaccompanied homeless children and youth in the Point-in-Time count is challenging. Data on the population both locally and national is extremely limited. What little data is available suggest the negative effects of homelessness on children are high and those experiencing homelessness face even greater challenges than their adult counterparts. They have a harder time accessing services, including shelter, medical care and employment.³⁵ In San Francisco, there are two shelters dedicated to serving unaccompanied homeless children.

- Overall, 38 unaccompanied children were included in the 2011 Point-in-Time count.
- A little over one-third (34%) of unaccompanied youth were sheltered on January 17, 2011.
 - » 25 children were counted in the street count; this was up from 7 counted in 2009.
 - » 13 were counted in emergency shelters, compared to 10 sheltered in 2009.

³⁵ National Coalition for the Homeless. (2011). Homeless youth fact sheet. Retrieved March 2011 from <http://www.nationalhomeless.org/factsheets/index.html>.
© Applied Survey Research, 2011

CONCLUSION

The 2011 San Francisco Homeless Point-in-Time Count and Survey was performed using HUD-recommended practices for counting the homeless population. These data were supplemented with data from local service providers who interact with the homeless population in order to create a more comprehensive picture of those experiencing homeless in San Francisco in 2011.

The biennial Point-in-Time count offers an opportunity to assess changes in the size and composition of San Francisco's homeless population over time. For HSA and other local homeless service providers, it also provides data to track the impact of programs on the overall condition of the homeless population.

Though the 2011 Point-in-Time count registered only a slight decrease in the homeless population of San Francisco, this should not detract from the tremendous progress that the City has made in addressing the issue of homelessness through a number of successful programs, which have positively impacted the lives of thousands of people over the past two years.

It is difficult to assess changes in the composition and condition of the local homeless population between 2009 and 2011, due to changes in survey methodology (See Appendix I). However, the similarities between the 2009 and 2011 survey do allow for basic comparisons. The continued use of this survey instrument and increased sampling size will generate longitudinal data that will illustrate changes in the homeless population over time and be of great use in future outreach efforts and service planning.

Within a major metropolitan area such as San Francisco, many factors contribute to the size of the local homeless population. The survey found that job prospects drew one-quarter of survey respondents to San Francisco, an additional 14% were drawn by the presence of a support network of family and friends. As noted previously, 27% of homeless survey respondents reported that they first became homeless outside of San Francisco. An additional 21% of survey respondents had lived in San Francisco less than 6 months before becoming homeless.

The relatively stable size of the local homeless population obscures the fact that many individual lives have been changed for the better through San Francisco's homeless initiatives. It is important to consider the results of the 2011 count within the context of local efforts to move individuals and families out of homelessness, through the provision of housing and support services. Since 2004, San Francisco has continued several ambitious initiatives to reduce the size of the homeless population, including the 5-Year Strategic Plan Toward Ending Homelessness and the 10-Year Plan to End Chronic Homelessness. The percentage of chronically homeless in San Francisco decreased from 62% in 2009 to 33% in 2011. Approximately 12,601 homeless single adults have left the streets or shelter system for permanent housing since January 2004, with the assistance of the programs outlined below, either by securing permanent housing in the City or by returning home to a city outside of San Francisco. The following is a summary of these initiatives and their impacts to date.

Care Not Cash: Care Not Cash is a program that offers homeless recipients of County general assistance housing / shelter and support services as a portion of their benefit package. Homeless persons receiving cash assistance from the City's County Adult Assistance Program (CAAP) were phased into Care Not Cash over a seven-month period (from May through November 2004). CAAP is San Francisco's cash aid program for adults without dependent children. From June 2004 through 2011, the population of homeless single adults receiving public assistance dropped from over 2,334 individuals to 392. By the end

of January 2011, a total of 3,389 homeless CAAP recipients had been placed in permanent housing through the Care Not Cash Program cumulatively, and another 830 had found housing on their own.

Housing First: In addition to the population impacted by Care Not Cash, the Human Services Agency master leasing program, called Housing First, also provides permanent housing for homeless single adults referred by emergency shelters and community-based agencies. The number of individuals placed into housing between January 1, 2004 and January 31, 2011 was 5,649. This number includes both Care Not Cash and non-Care Not Cash, Shelter Plus Care, and Local Operating Subsidy Program (LOSP) sites.

Direct Access to Housing (DAH): The Department of Public Health operates the Direct Access to Housing Program, which provides permanent housing to formerly homeless persons with disabilities referred through the public health care system. The DAH program has housed a total of 1,576 single adults since January 2004.

Fully Integrated Recovery Services Team (SF FIRST): Since the 2005 homeless count, San Francisco has increased outreach efforts to homeless persons living on the street who are not using available services. Services offered include case management, enrollment in food stamps, temporary stabilization housing, primary care, mental health and substance abuse treatment, and referral to permanent housing. From July 2009 to January 2011, SF FIRST has case managed 1,100 clients and engaged 138 in treatment. Since July 2005, they have permanently housed 945 people and linked 1,105 people to cash assistance programs (e.g., CAAP, Food Stamps, SSI, Veteran's Benefits, and State Disability). SF FIRST also manages stabilization rooms, temporary program rooms in single room occupancy hotels that are used to provide intensive case management services to the most vulnerable and chronic street homeless people. Case plans to move toward stability and follow through with case management are the key eligibility components of this program.

Homeward Bound: The Homeward Bound Program (HBP) reunites homeless persons living in San Francisco with family and friends living elsewhere. Homeless clients who request to return home through this program must be living in San Francisco, and be medically stable enough to successfully travel to the destination. HBP staff directly contact the client's family member or friend at the point of destination to ensure that the client will have a place to reside and have ample support to assist in establishing stabilized housing and transition from homelessness. A total of 5,376 homeless individuals have been assisted by this program since February 2005.

Rental Subsidies and Rental Assistance for Homeless Families: Since 2007, 203 families have successfully transitioned off of the rental subsidy program. Another 170 families are currently receiving a rental subsidy.

San Francisco also runs two Federally Funded Rapid Rehousing programs for families. These programs provide housing location assistance and rental subsidies to homeless families. As of January 27, 2011 105 families were stably housed and receiving a subsidy.

Project Homeless Connect (PHC): Every other month over 1,000 community volunteers partner with city government, nonprofits, and the private sector to provide a one-stop clearinghouse of health and human services for homeless San Franciscans. Services include medical, mental health, substance abuse, housing, dental, benefits, legal, free eyeglasses, California ID, food, clothing, wheelchair repair, and more. The main goal of PHC is to transition the City's homeless off the streets and into permanent, supportive housing. To

date, there have been 33 Project Homeless Connect events, including a special PHC for Homeless Veterans and Homeless Families, with between 1,800 and 2,000 clients served at *each* event.

San Francisco remains committed to providing housing and services through innovative and effective programs, to move individuals and families out of homelessness. The completion of the 2011 count provides HUD-required data for federal funding for San Francisco's Continuum of Care (CoC). The San Francisco CoC (the Local Homeless Coordinating Board) is a network of local homeless service providers that collaboratively plan, organize, and deliver housing and services to meet the needs of homeless people as they move toward stable housing and maximum self-sufficiency. These Homeless Assistance Grant funds (currently \$18.6 million annually) provide much-needed resources to house and serve the local homeless population under study in this report.

The data presented in 2011 Homeless Point-in-Time Count and Survey report will continue to be used by planning bodies of the City and County of San Francisco and other organizations to inform additional outreach, service planning, and policy decision-making over the next two years as they continue to address homelessness.

APPENDIX I: HOMELESS POINT-IN-TIME COUNT AND SURVEY METHODOLOGY AND PLANNING

Overview

The purpose of the 2011 San Francisco Homeless Point-in-Time Count and Survey was to produce a Point-in-Time estimate of the number of people in San Francisco who experience homelessness. The results of the street count were combined with the results from the shelter count to produce the total number of homeless people in San Francisco. A more detailed description of the methodology used for the homeless Point-in-Time count and survey follows.

Components of the Homeless Count Method

The Point-in-Time count methodology had two components:

- The street count – an enumeration of unsheltered homeless individuals.
- The shelter and institution count – an enumeration of sheltered homeless individuals.

The Planning Process

- To ensure the success of the count, several city and community agencies collaborated in the areas of community outreach, volunteer recruitment, logistical planning, methodological decision-making, and interagency coordination. Applied Survey Research (ASR), a non-profit social research firm based in Santa Cruz County, provided technical assistance with these aspects of the planning process. ASR has over ten years of experience conducting homeless counts and surveys throughout California and across the nation. Their work is featured as a best practice in HUD's publication, *A Guide to Counting Unsheltered Homeless People*.

Community Involvement

Local homeless service providers and advocates have been active and valued partners in the planning and implementation of this and previous homeless counts. The planning team invited public input on a number of aspects of the count. The Local Homeless Coordinating Board (LHCB), the lead entity of San Francisco's Continuum of Care, was invited to comment on the methodology, and subsequently endorsed it. The LHCB was also the primary venue to collect public feedback.

Interagency Coordination

In the early stages of the planning process, the planning team – comprised of staff from the Human Services Agency's Housing and Homeless Division, the Liaison to the Local Homeless Coordinating Board, and private consultants from Applied Survey Research – requested the collaboration, cooperation, and participation of several government agencies that regularly interact with homeless individuals and possess considerable knowledge and expertise relevant to the planning of a comprehensive count. In November 2010, the planning team organized an initial planning meeting including representatives of the San Francisco Police Department, the Department of Public Health, the Recreation and Park Department, the Department of Public Works, the Mayor's Office, the Office of City Administrator, and the Fully Integrated Recovery Services Team (SF FIRST), formerly the Homeless Outreach Team. The planning team requested the participation and input of these agencies in four key areas related to the unsheltered

count: the recruitment and mobilization of volunteers among City staff, the identification of “hotspots” for homelessness throughout the City, the recruitment of staff to enumerate homeless individuals in City parks, and the provision of volunteer safety training and security detail on the night of the count. The planning team convened a series of more detail-focused meetings to coordinate the logistics of the unsheltered count and the park count with agency representatives in the following months.

Street Count Methodology

Definition

For the purposes of this study, the HUD definition of an unsheltered homeless person was used: someone who is either living on the streets, or in a vehicle, encampment, unconverted garage, or any other place not normally used or meant for human habitation.

Research Design

San Francisco covers approximately 47 square miles. The logistics for conducting a Point-in-Time street count of homeless people in an area as densely populated as San Francisco required a huge amount of coordination and community involvement. The purpose of the street count was to conduct an enumeration of unsheltered homeless people over a specific measure of time. The unsheltered and sheltered homeless counts were coordinated to occur within the same time period in order to minimize potential duplicate counting of homeless persons. The street count methodology followed the methodology used in 2009 and 2007, with minor methodological improvements to data collection forms (see Appendix III: Tally Sheet). Similar methodology allowed for direct comparisons between 2007, 2009 and 2011 street counts. This was a more comprehensive approach than the 2005 methodology, when the Point-in-Time count focused enumeration efforts on attaining complete coverage of densely populated and commercial areas, with selected coverage of identified “hotspots” in more sparsely populated and residential areas.

Volunteer Recruitment and Training

Many individuals who live and/or work in San Francisco turned out to support the City’s effort to enumerate the local homeless population. Approximately 338 community volunteers participated in the 2011 unsheltered count. The Human Services Agency (HSA) spearheaded the volunteer recruitment effort. Extensive outreach efforts were conducted, targeting local non-profits that serve the homeless and local volunteer programs.

Project Homeless Connect publicized the upcoming count and promoted volunteer participation through an e-mail to its volunteer base and an event posting on its website. The Local Homeless Coordinating Board (LHCB), the Continuum of Care oversight body for San Francisco, also promoted community participation in the count at all general meetings and subcommittee meetings for several months leading up to the count. The LHCB also posted an announcement and additional information about the count on its website and on the Craigslist website.

The planning committee sent a press release informing the community about the count and making an appeal for volunteer participation to media outlets approximately two weeks before the count. Volunteers registered to participate, and received additional details on the count, via a telephone hotline and dedicated SFGOV email account monitored and staffed by Applied Survey Research (ASR) support staff.

Hundreds of volunteers served as enumerators on the night of the count, canvassing the City in teams to visually count homeless persons in street locations. Volunteers also provided staffing support at the four dispatch centers, greeting volunteers, distributing instructions, maps, and equipment to enumeration teams, collecting data sheets from returning teams, and performing data entry as teams returned with their findings.

In order to participate in the count, all volunteers were required to attend a one-hour training preceding the count on January 27, 2011, from 7 to 8 p.m. In addition to the presentation given by the lead staff at the dispatch center, volunteers received printed instructions detailing how to count unsheltered homeless persons.

Safety Precautions

Every effort was made to minimize potentially hazardous situations. Parks considered too big or densely wooded to inspect safely and accurately in the dark on the night of the count were enumerated by teams of Recreation and Park staff during the down hours of January 28th. Parks deemed too dangerous to count by volunteers were counted by SFPD on the night of the count. However, the majority of parks deemed safe were counted by volunteers on the night of the count. San Francisco Police Department officers provided a safety briefing to the volunteers and provided security at the dispatch centers throughout the night. Law enforcement districts were notified of pending street count activity in their jurisdictions. Additional safety measures for the volunteers included the deployment of an experienced SF FIRST outreach worker with teams enumerating high density areas and the provision of flashlights and fluorescent safety vests to walking enumeration teams. No official reports were received in regards to unsafe or at-risk situations occurring during the street count in any area of the County.

Street Count Dispatch Centers

To achieve complete coverage of the City within the four hour timeframe, the planning team identified four areas for the placement of dispatch centers on the night of the count – the Downtown (Central City), Mission, Sunset, and Bayview Districts. Volunteers selected their dispatch center at the time of registration, based on familiarity with the area or convenience. The planning team divided up the enumeration routes and assigned them to the dispatch center closest or most central to the coverage area, to facilitate the timely deployment of enumeration teams into the field.

Logistics of Enumeration

The San Francisco planning team divided the City into 151 enumeration routes. Volunteers canvassed routes of approximately 6 to 30 blocks in teams of two to six volunteers. Walking teams canvassed routes in commercial areas and other locations known to include sizable homeless populations, while driving teams counted more sparsely populated and residential areas by a combination of driving and walking. Each team received a map, which demarcated the area to be canvassed and clearly showed the boundaries of the counting area. Two smaller inset maps showed the approximate location of the route within the broader context of the City and pinpointed the location of known hotspots for homelessness. Dispatch center volunteers provided each team with tally sheets to tally homeless persons observed and record basic demographic and location information (see Appendix III: Tally Sheet for more information). Dispatch center volunteers also verified that at least one person on each team had a cell phone available for their use during the count and recorded the number on the volunteer deployment log sheet.

As in 2009, teams canvassing densely populated areas with known large populations of homeless persons were accompanied by experienced outreach workers from SF FIRST, a trained outreach team that works with the local homeless population year-round. SF FIRST members provided volunteers with valuable guidance on where and how to look for homeless persons and assisted the team in determining whom to count. Because of their familiarity with these areas and the local homeless population, SF FIRST members also helped to assure the safety of the volunteers.

Shelter and Institution Count Methodology

Goal

The goal of the shelter and institution (S&I) count was to gain an accurate count of the number of homeless persons who were being temporarily housed in shelters and other institutions across San Francisco. These data were vital to gaining an accurate overall count of the homeless population and understanding where homeless persons received shelter.

Data Collection

The homeless occupancy of the following shelters and institutions was collected for the night of January 27, 2011. These individuals self-identified as being homeless.

HUD requires that individuals staying in the following facilities be included in the Point-in-Time count:

- Emergency shelters: Twenty emergency shelters, three resource centers and two stabilization programs reported occupancy numbers for the night of the count.
- Transitional housing: Twenty-one transitional housing programs provided a count of the number of residents at their facility on the night of the count.

While HUD does not include counts of the homeless individuals in hospitals, residential rehabilitation facilities, and jails in the reportable numbers for the Point-in-Time count, these facilities are included in San Francisco's sheltered count because these individuals meet San Francisco's local definition of homelessness and the numbers provide important supplemental information for the community and service providers in their service planning efforts.

The following facilities participated in the count:

- Mental health facilities and substance abuse treatment centers. The Department of Public Health and local agencies assisted in collecting counts of self-identified homeless persons staying in various facilities on the night of January 27, 2011. These Point-in-Time count numbers included inpatient psychiatric services, Acute Diversion Units, medically-assisted and social model detoxification facilities, and residential drug treatment facilities. Ten treatment agencies / programs submitted numbers.
- Jail. The San Francisco Sheriff's Department provided a count of the number of homeless persons in the County jail on the night of January 27, 2011.
- Hospitals. The San Francisco Hospital Council assisted with the coordination of obtaining count numbers from the hospitals. Staff from individual hospitals collected the number of persons who were homeless in their facilities on the night of January 27, 2011. The numbers reported for the

hospitals did not duplicate the inpatient mental health units. Six local hospitals responded with their numbers.

A designated staff person provided the count for each of these facilities; clients were not interviewed. For the emergency shelters, transitional housing programs, resource centers, and stabilization rooms, all persons in the facility on the night of the count were included in the Point-in-Time count because these are homeless-specific programs. For the hospitals and treatment centers, social workers or appropriate staff counted patients who identified as homeless. The San Francisco Jail referenced booking cards to determine homeless status.

Challenges

There are many challenges in any homeless enumeration, especially when implemented in a community as diverse and large as San Francisco. Point-in-Time counts are “snapshots” that quantify the size of the homeless population at a given point during the year. Hence, the count may not be representative of fluctuations and compositional changes in the homeless population seasonally or over time.

Point-in-Time Undercount

For a variety of reasons, homeless persons generally do not want to be seen, and make concerted efforts to avoid detection. Regardless of how successful the outreach effort is, an undercount of the homeless population will result, especially of hard-to-reach subpopulations such as unaccompanied youth and families.

In a non-intrusive, Point-in-Time, visual homeless enumeration, the methods employed, while academically sound, have inherent biases and shortcomings. Even with the assistance of dedicated homeless service providers the methodology cannot guarantee 100% accuracy. Many factors may contribute to missed opportunities, for example:

- Homeless individuals often occupy structures unfit for human habitation.
- Homeless youth are suspected to keep a distance from the general homeless population, for their own safety.
- Homeless families with children often seek opportunities to stay on private property, rather than sleep on the streets, in vehicles, or makeshift shelters.
- It can be difficult to identify homeless persons who may be sleeping in vans, cars, or recreational vehicles.

The Local Homeless Coordinating Board, along with community members, again expressed concern about the undercount of homeless families in the point in time count and with the use of HUD’s definition of homelessness. Therefore the below information is meant to provide supplemental data to the Point-in-Time data and be for informational purposes.

The San Francisco Unified School District (SFUSD) employs a broader definition of homelessness in its recordkeeping (includes youth living in shelters, single room occupancy hotels, transitional housing, the streets, cars, doubled and other inadequate accommodations). SFUSD estimates that there were 2,200 homeless school-aged youth enrolled in the district, from pre-K to 12th grade, in January 2011.

In addition to the number provided by the school district, San Francisco also gathers data on homeless families from the Connecting Point family waitlist. Connecting Point is a centralized intake program for families who are seeking emergency shelter in San Francisco. The waitlist, which is updated on a weekly basis, captures the number of families who have come to Connecting Point seeking shelter. On January 26, 2011, the day before the official Homeless Count, the Connecting Point waitlist was at 167 families and 461 persons in those families.

A portfolio done on the families on the waitlist in January gives an idea of what the families' current living situation was at the time they went on the waitlist seeking shelter: 47% were living temporarily with friends and family; 25% stay in a shelter; 11% stated "other" (SA program, garage, waiting for eviction, overcrowded); 9% in a hotel; 7% at Hamilton Family Shelter; 1% car and 1% street.

In addition, HSA has considered other unsheltered count methodologies, in the interest of decreasing the subjectivity involved in the count and attaining a more accurate number. One approach that has been considered is conducting interviews of all persons observed during the street count to determine whether they self-identify as homeless. Covering the entire city using this approach would require significantly more volunteers or a multiple-night count. A multiple-night count is a more expensive approach and would require additional resources. Moreover, a multiple-night count would require a methodology to eliminate duplicate counting of individuals. In addition, interviewing raises concerns about disturbing the privacy of homeless persons and compromising the safety of volunteer enumerators.

By counting the minimum number of homeless persons on the streets at a given point in time, the count methodology is conservative and therefore most likely results in an undercount of homeless persons with immigration issues, some of the working homeless, families, and street youth. This conservative approach is necessary to preserve the integrity of the data collected. Even though the Point-in-Time is most likely to be an undercount of the homeless population, the methodology employed, coupled with the homeless survey, is the most comprehensive approach available.

Survey Methodology

Planning and Implementation

The survey of 1,024 homeless persons was conducted in order to yield qualitative data about the homeless community in San Francisco. These data were used for the McKinney-Vento Continuum of Care Homeless Assistance funding application and are important for future program development and planning. The survey elicited information such as gender, family status, military service, length and recurrence of homelessness, usual nighttime accommodations, causes of homelessness, and access to services through open-ended, closed-ended, and multiple response questions. The survey data bring greater perspective to current issues of homelessness and to the provision and delivery of services.

Surveys were conducted by homeless workers and community volunteers, who were trained by Applied Survey Research and HSA. Training sessions led potential interviewers through a comprehensive orientation that included project background information and detailed instruction on respondent eligibility, interviewing protocol, and confidentiality. Homeless workers were compensated at a rate of \$5.00 per completed survey.

It was determined that survey data would be more easily collected if an incentive gift was offered to respondents in appreciation for their time and participation. A small duffle bag was given as incentive for participating in the 2011 homeless survey. The duffels were easy to obtain and distribute, were thought to

have wide appeal, and could be provided within the project budget. This approach enabled surveys to be conducted at anytime during the day. The gift proved to be a great incentive and was widely accepted among survey respondents.

Survey Sampling

In 2011, the planning team decided to increase the number of surveys administered from the 534 obtained in 2009 to just over 1,000. Based on a Point-in-Time estimate of 6,455 homeless persons, with a randomized survey sampling process, the 1,024 valid surveys represent a confidence interval of +/- 3% with a 95% confidence level when generalizing the results of the survey to the estimated population of homeless individuals in San Francisco.

In order to select a random sample of respondents, survey workers were trained to employ a randomized “every third encounter” survey approach. Survey workers were instructed to approach the third person they encountered whom they considered to be an eligible survey respondent.³⁶ If the person declined to take the survey, the survey worker could approach the next eligible person they encountered. After completing a survey, the randomized approach was resumed.

Strategic attempts were made to reach individuals in various geographic locations and of various subset groups such as homeless youth, minority ethnic groups, military veterans, domestic violence victims, and families, including recruiting survey workers from these subset groups.

Surveys were also administered in shelters and transitional housing programs. In order to assure the representation of transitional housing residents, who can be underrepresented in a street-based survey, survey quotas were created to reach individuals and heads of family households living in these programs.

The approach taken in 2011 was an integration of two previous approaches and allowed for sampling of those residing in transitional shelters, emergency shelters and on the street. The 2009 survey was an entirely street-based approach which focused survey efforts on outdoor and street locations. The 2007 survey was service-based approach which focused on drop-in-centers and free meal sites. The 2011 surveys were administered in both transitional housing facilities and on the street. Individuals residing in emergency shelters were reached through street surveys during the day when emergency shelters were closed.

Data Collection

Care was taken by interviewers to ensure that respondents felt comfortable regardless of the street or shelter location where the survey occurred. During the interviews, respondents were encouraged to be candid in their responses and were informed that these responses would be framed as general findings, would be kept confidential, and would not be traceable to any one individual.

³⁶ The survey method of systematically interviewing every n^{th} person encountered in a location is recommended by HUD in their publication, *A Guide to Counting Unsheltered Homeless People*, Second Revision, January 2008, p. 37.

Data Analysis

In order to avoid potential duplication of respondents, the survey requested respondents' initials and date of birth, so that duplication could be avoided without compromising the respondents' anonymity. Upon completion of the survey effort, an extensive verification process was conducted to eliminate duplicates. This process examined respondents' date of birth, initials, gender, ethnicity, and length of homelessness, and consistencies in patterns of responses to other questions on the survey.

Survey Administration Details

- The 2011 San Francisco Homeless Survey was administered by the trained survey team between February 1, 2011 and March 15, 2011.
- In all, the survey team administered 1,024 unique surveys.

Survey Challenges and Limitations

The 2011 San Francisco Homeless Survey did not include an equal representation of all homeless experiences. However, as mentioned previously, based on a Point-in-Time estimate of 6,455 homeless persons, the 1,024 valid surveys represent a confidence interval of +/- 3% with a 95% confidence level when generalizing the results of the survey to the estimated homeless population in San Francisco. These confidences can be applied to the survey findings because the survey was randomly administered.

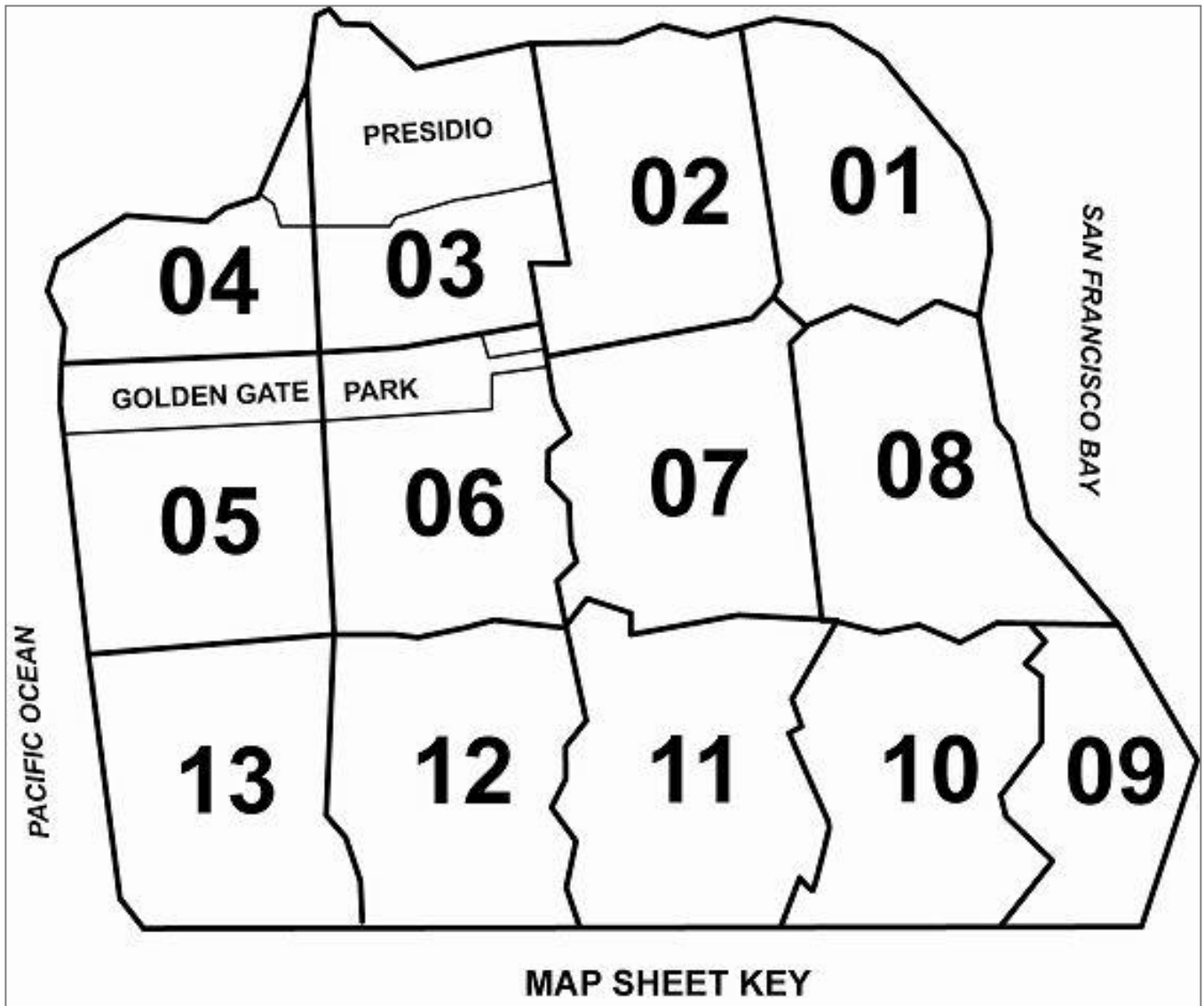
In self-reporting survey research, as was conducted by this survey, there is always some room for misrepresentation. Since there is no mechanism to separate truth from fiction in survey responses, it is important to make every effort to elicit the most truthful responses from interviewees. Using a peer interviewing methodology is believed to allow the respondents to be more candid with their answers, and may help reduce the uneasiness of revealing personal information. It should be noted that the responses provided for this survey are consistent based on reviews by service providers who:

- Selected reliable interviewers who had completed a comprehensive training, and
- Reviewed the surveys and ensured quality responses.

Surveys that were considered incomplete or containing false responses were not accepted, and the interviewer was not compensated

Program staff, rather than homeless persons, provided the data collected in the sheltered count. There may be some variance in the data that the homeless individuals would have self-reported. Obtaining surveys from transitional housing residents were difficult and this quota was not met. This underrepresentation of transitional shelters resulted in a small survey sample of homeless families. Yet, even with this challenge, the overall percentage of sheltered survey respondents more closely resembles the 2011 Point-in-Time count than did the survey sample in previous years.

APPENDIX II: SAN FRANCISCO DISTRICT MAP



Source: San Francisco Planning Department. (2010). Zoning Index Map. Retrieved from http://library.municode.com/HTML/14145/level2/ZOMA_ZOINMA.htm#TOPTITLE.

APPENDIX III: POINT-IN-TIME INSTRUMENT

San Francisco Homeless Count 2011													
ROUTE #:													
Directions: Fill in one line per person counted.													
1	Gender			Single or Family		Age		Encampment ³		Vehicle ⁴			
	M	F	T	U	Single	Family	Youth ¹	Adult	U	Y	N	Car	RV/An
2													
3													
4													
5													
6													
7													
8													
9													
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18													
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20													
21													
22													
23													
24													
25													

M=Male	Youth = under 18 years of age
F=Female	³ Encampments are communities of multiple homeless persons in a group of tents or
T=Transgendered	⁴ Vehicle: Place a check mark in the corresponding column for the type of vehicle observed
U=Unsure	

APPENDIX IV: SURVEY INSTRUMENT

3909497630
2011 SAN FRANCISCO HOMELESS COUNT SURVEY

REFUSALS _____
Interview Date: _____

Interviewer's (Your) Name: _____

Neighborhood: _____

Respondent's Initials: First _____ Middle _____ Last _____

(Interviewer: Read question & answers to the respondent)

Shade Circles Like This--> ●

Not Like This--> ⊗

1. What is your birth date?
 Month _____ Day _____ Year _____

2. How do you identify yourself?
 Male Female Transgender Other

3. Which racial / ethnic group do you identify with the most? (Shade only 1)
 White/Caucasian American Indian/Alaskan Native
 Black/African American Other Asian
 Hispanic/Latino Pacific Islander
 Other/Multi-ethnic

4. Have you ever served in the U.S. Armed Forces?
 Yes No Don't know Decline to state

4a. Were you activated, into active duty, as a member of the National Guard or as a reservist?
 Yes No Don't know Decline to state

4b. What is your discharge status?
 Honorable Other than Honorable Other
 General Dishonorable Don't know

5. Do you live alone (by yourself)?
 Yes (Skip to question 6)
 No

5a. Do you live with: (Shade all that apply)
 Spouse or significant other Other family member(s)
 Child/children Friend(s)
 Parent or legal guardian Other _____
 Street family

6. Do you have any children?
 Yes
 No (Skip to question 7)

6a. Are any of your children currently living with you?
 Yes No

6b. Are your children: (Shade all that apply)

1 18 years or over	How many? <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4+	
2 0 - 5 years old	How many? <input type="radio"/> 0 <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4+	
3 6-17 years old	How many? <input type="radio"/> 0 <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4+	

6c. Are you children 5-17 in school? Yes No

6d. Do you have any children in foster care? Yes No

6e. Do you have any children living with family/friends? Yes No

7. If you live with a spouse, significant other or parent, do any of the following conditions prevent them from maintaining work or housing? (Shade all that apply)
 Disabling physical condition HIV/AIDS
 Substance addiction Mental Health illness
 Domestic Violence Developmental Disability
 Post Traumatic Stress Disorder (PTSD) None of the above

8. Where do you usually stay at night? (Shade only 1)

<input type="checkbox"/> Outdoors/streets/parks <input type="checkbox"/> Unconverted garage/attic/basement <input type="checkbox"/> Backyard or storage structure <input type="checkbox"/> Abandoned building <input type="checkbox"/> Motel/hotel <input type="checkbox"/> Automobile <input type="checkbox"/> Van <input type="checkbox"/> Camper/RV <div style="border: 1px solid black; padding: 2px; font-size: small;">How many people, including yourself, usually stay there? _____</div>	<input type="checkbox"/> A place in a house not normally used for sleeping (kitchen, living room, etc.) <input type="checkbox"/> Emergency shelter <input type="checkbox"/> Public facilities (train station, bus depot, transit center, etc.) <input type="checkbox"/> Transitional housing <input type="checkbox"/> Other shelter <input type="checkbox"/> Other _____ <input type="checkbox"/> Encampment <div style="border: 1px solid black; padding: 2px; font-size: small;">How many people live there? _____</div>
---	---

8a. Are you able to make shelter reservations through CHANGES when you seek such reservations?
 Yes Sometimes No (Skip to question 9)

8b. Do you receive tokens to travel to the shelter from the reservation station?
 Yes Sometimes No

9. Is this the first time you have been homeless?
 Yes (Skip to question 10)
 No

9a. In the last 12 months how many times have you been homeless, including this present time? (Shade only 1)
 1 time 2 times 3 times 4 times 5 times 6 times More than 6 times

9b. In the last 3 years how many times have you been homeless, including this present time? (Shade only 1)
 1 time 2 times 3 times 4 times 5 times 6 times More than 6 times

10. How long have you been homeless this present time? (Shade only 1)
 7 days or less 8-30 days 1-3 months 3-6 months 7-11 months 1 year More than 1 year

10a. How long have you been homeless since you last lived in a permanent housing situation? (Shade only 1)
 7 days or less 8-30 days 1-3 months 3-6 months 7-11 months 1-2 years 2-3 years 3 months 4 months 5 months 6 months 7 months 8 months 9 months 10 months 11 months More than 3 years

11. Where were you living at the time you most recently became homeless? (Shade only 1)
 San Francisco (Continue with question 11a)

Alameda County
 Santa Clara County

Contra Costa County
 Other County in California

Marin County
 Out of state

San Mateo County
(Skip to question 11b)

11a. How long had you lived in San Francisco before becoming homeless? (Shade only 1)
 7 days or less 8-30 days 1-3 months 4-6 months 7-11 months 3-5 years 5-10 years More than 10 years

11b. What was the primary reason you came to San Francisco? (Shade only 1)

<input type="checkbox"/> For a job / seeking work <input type="checkbox"/> I was born or grew up here <input type="checkbox"/> My family and/or friends are here <input type="checkbox"/> I was traveling and got stranded <input type="checkbox"/> I visited and decided to stay <input type="checkbox"/> Weather / climate	<input type="checkbox"/> To access VA services and/or VA clinic <input type="checkbox"/> To access homeless services <input type="checkbox"/> I was forced out of my previous community <input type="checkbox"/> I am just passing through <input type="checkbox"/> To access GA benefits <input type="checkbox"/> Other
---	---

12. Immediately before you became homeless, were you living: (Shade only 1)
 In a home owned by you/partner In jail or prison
 In a rented home/apartment In a hospital
 With friends In a treatment facility
 With relatives Other
 In subsidized housing In a motel/hotel

13. What do you think is the primary event or condition that led to your homelessness? (Please choose the main reason). (Shade only 1)

<input type="checkbox"/> Lost job <input type="checkbox"/> Evicted because landlord sold/stopped renting property <input type="checkbox"/> Lost home through foreclosure <input type="checkbox"/> Landlord raised rent <input type="checkbox"/> Alcohol or drug use <input type="checkbox"/> Illness or medical problem <input type="checkbox"/> Mental health issues <input type="checkbox"/> Family/ domestic violence	<input type="checkbox"/> Hospitalization/ treatment prog. <input type="checkbox"/> Argument with family or friend who asked you to leave <input type="checkbox"/> Incarceration <input type="checkbox"/> Aging out of foster care <input type="checkbox"/> Divorced or separated <input type="checkbox"/> Natural disaster/fire/food etc. <input type="checkbox"/> Other _____ <input type="checkbox"/> Don't know
---	---

4572497637 (Office use)

14. What might have prevented you from becoming homeless? (Shade all that apply)

Mental health services Help accessing benefits
 Health insurance/services Rent/ mortgage assistance
 Legal assistance Employment assistance
 Alcohol/drug counseling Other _____
 Transportation assistance
 Case management leaving hospital/ jail/ prison

15. What is keeping you from getting permanent housing? (Shade all that apply)

Can't afford rent No transportation
 No job/no income Bad credit
 No money for moving costs Eviction record
 (security deposit, first and/or last month rent) Criminal record
 No housing availability Don't want to
 Other _____

16. Are you currently receiving any of the following forms of government assistance? (Shade all that apply)

Food Stamps SSI (Supplemental Security Income) / SSDI
 Medi-Cal/ Medi-Care CalWORKS/ TANF
 Veteran's Benefits VA Disability Compensation
 WIC Other governmental assistance
 Social Security (State disability benefits, workers compensation, unemployment, etc.)
 CAAP/ GA

(If yes to any of these, go to question 17)

I am not currently receiving any of these (Ask question 16a)

16a. If you are not receiving any government assistance, why not? (Shade all that apply)

Don't think I'm eligible I have applied for one or more of these services, and I am currently waiting for approval
 Have no ID
 No permanent address Don't know where to go
 No transportation Turned down
 Never applied Will apply soon
 Benefits were cut off Don't need government assistance
 Immigration issues
 I am afraid my children will be taken away from me Paper work too difficult
 Other _____

17. Are you currently using any of the following services/ assistance? (Shade all that apply)

Emergency shelter Legal assistance
 Free meals Health services
 Bus passes Mental health services
 Job training Food pantry
 Alcohol/drug counseling Job training/employment services
 Shelter day services Other _____
 Transitional housing Not using any services

18. What is your total monthly income from all Government benefits? (County, State, Federal monies) (Shade only 1)

Zero \$251 - \$500 \$1,501 - \$2,000
 \$1 - \$150 \$501 - \$1000 Over \$2,000
 \$151 - \$250 \$1,001 - \$1,500

19. What is your current employment status? (Shade 1)

Unemployed Employed full-time
 Retired Employed part-time
 Student Day labore/temporary employee
 Seasonal worker (Skip to question 20)

19a. What is keeping you from getting employment? (Shade all that apply)

Need education No permanent address
 Need training No transportation
 Need clothing No tools for trade
 No shower facilities No work permit or SS card
 No phone No photo identification
 Health problems Don't want to work
 Disabled No jobs
 Alcohol /drug issues Retired
 Criminal record Spouse/partner doesn't want me to work
 No child care Other _____

20. Do you panhandle, or ask people for money or spare change?
 Yes
 No (Skip to question 21)

20a. How many days a month do you panhandle?
 _____ days (Office use)

20b. In a typical month, how much money do you make from panhandling (in dollars)?
 \$ _____ (Office use)

21. What are your other sources of income? (Shade all that apply)

Family / friends Selling other found items
 Pension Selling blood / plasma
 Child support Sex work
 Recycling Other _____

22. What is your total monthly income from all non-Government sources? (Job, panhandling, recycling, etc.)

Zero \$301 - \$400 \$701 - \$800
 \$1 - \$100 \$401 - \$500 \$801 - \$900
 \$101 - \$200 \$501 - \$600 \$901 - \$1,000
 \$201 - \$300 \$601 - \$700 Over \$1,000

23. Since you became homeless this last time, have you needed medical care and been unable to receive it?
 Yes No

24. Where do you usually get medical care? (Shade only 1)

Hospital emergency room Private doctor
 Urgent care clinic Friends / family
 Public health clinic Don't ever go
 VA Hospital/Clinic Other _____
 Free clinic/community clinic Don't know

25. How many times in the last 12 months have you used the emergency room for any treatment?
 _____ times (Office use)

26. Are you currently experiencing any of the following: *26a. Does it prevent you from getting work or housing?*

26a. Physical disability	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
26b. Mental illness	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
26c. Depression	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
26d. Alcohol/drug abuse	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
26e. Domestic/partner violence or abuse	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
26f. Chronic health problems	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
26g. AIDS/HIV related illness	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
26h. Tuberculosis	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
26i. Hepatitis C	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
26j. PTSD (Post Traumatic Stress Disorder)	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
26k. Developmental disability	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No

27. Were you ever in foster care?
 No
 Yes How long? _____

28. How many nights, if any, have you spent in jail or prison during the last 12 months?
 _____ nights (Office use)

29. Are you currently on probation or parole?
 Yes No Decline to state

30. Were you on probation or parole at the time you most recently became homeless?
 Yes No Decline to state

APPENDIX V: OVERALL SURVEY RESULTS

1. Age

Response	Frequency	Percent
Less than 13 years	0	0.0%
13 - 17 years	5	0.5%
18 - 21 years	32	3.2%
22 - 30 years	129	12.8%
31 - 40 years	288	28.6%
41 - 50 years	262	26.0%
51 - 60 years	222	22.1%
More than 60 years	68	6.8%
Total	1,006	100.0%

2. How do you identify yourself?

Response	Frequency	Percent
Male	686	67.7%
Female	289	28.5%
Transgender	31	3.1%
Other	8	0.8%
Total	1,014	100.0%

3. Which racial / ethnic group do you identify with the most?

Response	Frequency	Percent
White / Caucasian	355	35.1%
Black / African American	390	38.5%
Hispanic / Latino	124	12.3%
American Indian / Alaskan Native	26	2.6%
Other Asian	21	2.1%
Pacific Islander	13	1.3%
Vietnamese	11	1.1%
Other / Multi-ethnic	72	7.1%
Total	1,012	100.0%

4. Have you ever served in the U.S. Armed Forces?

Response	Frequency	Percent
Yes	168	16.5%
No	835	81.9%
Don't know	7	0.7%
Decline to state	9	0.9%
Total	1,019	100.0%

4a. Were you activated, into active duty, as a member of the National Guard or as a reservist?

Response	Frequency	Percent
Yes	50	4.9%
No	939	92.1%
Don't know	8	0.8%
Decline to state	22	2.2%
Total	1,019	100.0%

4b. What is your discharge status?

Response	Frequency	Percent
Honorable	114	68.7%
General	21	12.7%
Other than Honorable	11	6.6%
Dishonorable	12	7.2%
Other	4	2.4%
Don't know	4	2.4%
Total	166	100.0%

5. Do you live alone (by yourself)?

Response	Frequency	Percent
Yes	932	91.0%
No	92	9.0%
Total	1,024	100.0%

5a. Do you live with:

Response	Frequency	Percent
Spouse or significant other	23	29.9%
Child/children	24	31.2%
Parent or legal guardian	3	3.9%
Other family member(s)	6	7.8%
Friend(s)	7	9.1%
Street family	18	23.4%

Multiple response question with 77 respondents offering 81 responses.

6. Do you have any children?

Response	Frequency	Percent
Yes	288	28.1%
No	736	71.9%
Total	1,024	100.0%

6a. Are any of your children currently living with you?

Response	Frequency	Percent
Yes	21	7.3%
No	267	92.7%
Total	288	100.0%

6b1. How many children do you have that are 18 years or older?

Response	Frequency	Percent
One child	58	33.1%
Two children	47	26.9%
Three children	40	22.9%
Four or more children	30	17.1%
Total	175	100.0%

6b2. How many children do you have that are 0-5 years old?

Response	Frequency	Percent
One child	21	58.3%
Two children	9	25.0%
Three children	4	11.1%
Four or more children	2	5.6%
Total	36	100.0%

6b3. How many children do you have that are 6-17 years old?

Response	Frequency	Percent
One child	42	53.8%
Two children	19	24.4%
Three children	11	14.1%
Four or more children	6	7.7%
Total	78	100.0%

6c. Are your children aged 6 -17 years old in school?

Response	Frequency	Percent
Yes	66	97.1%
No	2	2.9%
Total	68	100.0%

6d. Do you have any children in foster care?

Response	Frequency	Percent
Yes	14	5.1%
No	260	94.9%
Total	274	100.0%

6e. Do you have any children living with family/friends?

Response	Frequency	Percent
Yes	93	34.2%
No	179	65.8%
Total	272	100.0%

7. If you live with a spouse, significant other or parent, do any of the following conditions prevent them from maintaining work or housing?

Response	Frequency	Percent
Disabling physical condition	4	18.2%
Substance addiction	3	13.6%
HIV/AIDS	1	4.5%
Domestic violence	0	0.0%
Post Traumatic Stress Disorder (PTSD)	0	0.0%
Mental illness	0	0.0%
Developmental disability	0	0.0%
None of the above	15	68.2%

Multiple response question with 22 respondents offering 23 responses.

8. Where do you usually stay at night?

Response	Frequency	Percent
Outdoors/streets/parks	279	27.7%
Emergency shelter	249	24.8%
Motel/hotel	75	7.5%
Other shelter	75	7.5%
Transitional housing	71	7.1%
A place in a house not normally used for sleeping	30	3.0%
Public facilities	14	1.4%
Backyard or storage structure	11	1.1%
Abandoned building	11	1.1%
Automobile	10	1.0%
Unconverted garage/attic/basement	8	0.8%
Van	8	0.8%
Camper/RV	7	0.7%
Encampment	3	0.3%
Other	155	15.4%
Total	1,006	100.0%

8a. Are you able to make shelter reservations through CHANGES when you seek such reservations?

Response	Frequency	Percent
Yes	215	21.2%
Sometimes	265	26.2%
No	533	52.6%
Total	1,013	100.0%

8b. Do you receive tokens to travel to the shelter from the reservation station?

Response	Frequency	Percent
Yes	57	12.3%
Sometimes	128	27.5%
No	280	60.2%
Total	465	100.0%

9. Is this the first time you have been homeless?

Response	Frequency	Percent
Yes	541	53.2%
No	476	46.8%
Total	1,017	100.0%

9a. In the last 12 months how many times have you been homeless, including this present time?

Response	Frequency	Percent
1 time	122	26.3%
2 times	49	10.6%
3 times	36	7.8%
4 times	29	6.3%
5 times	15	3.2%
6 times	37	8.0%
More than 6 times	176	37.9%
Total	464	100.0%

9a. In the last 12 months how many times have you been homeless, including this present time? (total sample)

Response	Frequency	Percent
1 time	663	66.0%
2 times	49	4.9%
3 times	36	3.6%
4 times	29	2.9%
5 times	15	1.5%
6 times	37	3.7%
More than 6 times	176	17.5%
Total	1,005	100.0%

9b. In the last 3 years how many times have you been homeless, including this present time?

Response	Frequency	Percent
1 time	79	17.1%
2 times	54	11.7%
3 times	26	5.6%
4 times	26	5.6%
5 times	26	5.6%
6 times	44	9.5%
More than 6 times	206	44.7%
Total	461	100.0%

9b. In the last 3 years how many times have you been homeless, including this present time? (total sample)

Response	Frequency	Percent
1 time	620	61.9%
2 times	54	5.4%
3 times	26	2.6%
4 times	26	2.6%
5 times	26	2.6%
6 times	44	4.4%
More than 6 times	206	20.6%
Total	1,002	100.0%

10. How long have you been homeless this present time?

Response	Frequency	Percent
7 days or less	46	4.8%
8-30 days	34	3.6%
1-3 months	116	12.2%
4-6 months	168	17.7%
7-11 months	102	10.7%
1 year	121	12.7%
More than 1 year	363	38.2%
Total	950	100.0%

10a. How long have you been homeless since you last lived in a permanent housing situation?

Response	Frequency	Percent
7 days or less	33	3.4%
8 -30 days	33	3.4%
2 months	53	5.4%
3 months	49	5.0%
4 months	26	2.6%
5 months	79	8.0%
6 months	60	6.1%
7 months	16	1.6%
8 months	21	2.1%
9 months	30	3.0%
10 months	46	4.7%
11 months	15	1.5%
12 months	76	7.7%
1-2 years	93	9.5%
2-3 years	68	6.9%
More than 3 years	286	29.1%
Total	984	100.0%

11. Where were you living at the time you most recently became homeless?

Response	Frequency	Percent
San Francisco	743	73.1%
Out of state	110	10.8%
Alameda County	33	3.2%
San Mateo County	15	1.5%
Contra Costa County	14	1.4%
Santa Clara County	10	1.0%
Marin County	8	0.8%
Other county in California	83	8.2%
Total	1,016	100.0%

11a. How long had you lived in San Francisco before becoming homeless?

Response	Frequency	Percent
7 days or less	26	3.6%
8 - 30 days	29	4.0%
1 - 3 months	41	5.7%
4 - 6 months	58	8.0%
7 - 11 months	84	11.6%
1 - 2 years	80	11.0%
3 - 5 years	51	7.0%
6 - 10 years	64	8.8%
More than 10 years	292	40.3%
Total	725	100.0%

11b. What was the primary reason you came to San Francisco?

Response	Frequency	Percent
For a job/seeking work	252	25.0%
I was born or grew up here	191	18.9%
My family and/or friends are here	143	14.2%
I visited and decided to stay	87	8.6%
I was traveling and got stranded	57	5.6%
To access homeless services	23	2.3%
I was forced out of my previous community	21	2.1%
Weather/climate	19	1.9%
To access VA services and/or VA clinic	18	1.8%
To access GA benefits	17	1.7%
I am just passing through	10	1.0%
Other	172	17.0%
Total	1,010	100.0%

12. Immediately before you became homeless, were you living:

Response	Frequency	Percent
In a rented home/apartment	261	26.0%
With relatives	175	17.4%
With friends	136	13.5%
In a motel/hotel	110	11.0%
In a home owned by you/partner	106	10.6%
In jail or prison	58	5.8%
In subsidized housing	20	2.0%
In a treatment facility	17	1.7%
In a hospital	6	0.6%
Other	115	11.5%
Total	1,004	100.0%

13. What do you think is the primary event or condition that led to your homelessness?

Response	Frequency	Percent
Lost job	248	24.6%
Alcohol or drug use	205	20.3%
Argument with family or friend who asked to leave	43	4.3%
Evicted because landlord sold/stopped renting property	35	3.5%
Mental health issues	33	3.3%
Divorced or separated	32	3.2%
Illness or medical problem	31	3.1%
Incarceration	24	2.4%
Hospitalization/treatment program	23	2.3%
Landlord raised rent	22	2.2%
Lost home through foreclosure	18	1.8%
Family/domestic violence	13	1.3%
Natural disaster/fire/flood etc.	8	0.8%
Aging out of foster care	5	0.5%
Don't know	54	5.4%
Other	214	21.2%
Total	1,008	100.0%

14. What might have prevented you from becoming homeless?

Response	Frequency	Percent
Alcohol/drug counseling	238	24.0%
Employment assistance	212	21.4%
Mental health services	152	15.3%
Rent/mortgage assistance	118	11.9%
Help accessing benefits	90	9.1%
Legal assistance	86	8.7%
Health insurance/services	61	6.1%
Case management leaving hospital/jail/prison	43	4.3%
Transportation assistance	39	3.9%
Other	327	33.0%

Multiple response question with 992 respondents offering 1,366 responses.

15. What is keeping you from getting permanent housing?

Response	Frequency	Percent
Can't afford rent	513	52.0%
No job/no income	304	30.8%
No money for moving costs	178	18.0%
No housing availability	80	8.1%
No transportation	75	7.6%
Criminal record	68	6.9%
Bad credit	58	5.9%
Don't want to	46	4.7%
Eviction record	39	4.0%
Other	211	21.4%

Multiple response question with 987 respondents offering 1,572 responses.

16. Are you currently receiving any of the following forms of government assistance?

Response	Frequency	Percent
Food Stamps	291	31.4%
CAAP/GA	214	23.1%
SSI (Supplemental Security Income)/SSDI	202	21.8%
Medi-Cal/Medi-Care	80	8.6%
Social Security	65	7.0%
Veteran's Benefits	35	3.8%
VA Disability Compensation	27	2.9%
CalWORKS/TANF	14	1.5%
WIC	5	0.5%
Other governmental assistance	56	6.0%
I am not currently receiving any of these	230	24.8%

Multiple response question with 928 respondents offering 1,219 responses.

16a. If you are not receiving any government assistance, why not?

Response	Frequency	Percent
Never applied	54	23.5%
Don't think I'm eligible	31	13.5%
Will apply soon	30	13.0%
No permanent address	23	10.0%
Have no identification	22	9.6%
Benefits were cut off	20	8.7%
Turned down	20	8.7%
Don't need government assistance	17	7.4%
I have applied for one or more of these services, and I am currently waiting for approval	12	5.2%
No transportation	8	3.5%
Immigration issues	8	3.5%
Paper work too difficult	7	3.0%
Don't know where to go	6	2.6%
I am afraid my children will be taken away from me	0	0.0%
Other	43	18.7%

Multiple response question with 230 respondents offering 301 responses.

17. Are you currently using any of the following services/ assistance?

Response	Frequency	Percent
Free meals	540	55.2%
Emergency shelter	456	46.6%
Health services	176	18.0%
Mental health services	133	13.6%
Shelter day services	121	12.4%
Alcohol/drug counseling	92	9.4%
Bus passes	71	7.3%
Transitional housing	65	6.6%
Food pantry	59	6.0%
Job training	56	5.7%
Legal assistance	42	4.3%
Job training/employment services	28	2.9%
Other	134	13.7%
Not using any services	74	7.6%

Multiple response question with 978 respondents offering 2,047 responses.

18. What is your total monthly income from all Government benefits? (County, State, Federal monies)

Response	Frequency	Percent
Zero	329	34.5%
\$1 - \$150	67	7.0%
\$151 - \$250	95	10.0%
\$251 - \$500	126	13.2%
\$501 - \$1000	258	27.0%
\$1,001 - \$1,500	38	4.0%
\$1,501 - \$2,000	22	2.3%
Over \$2,000	19	2.0%
Total	954	100.0%

19. What is your current employment status?

Response	Frequency	Percent
Employed full-time	6	0.6%
Employed part-time	21	2.1%
Seasonal worker	7	0.7%
Unemployed	884	90.0%
Retired	25	2.5%
Student	29	3.0%
Day laborer/temporary employee	10	1.0%
Total	982	100.0%

19a. What is keeping you from getting employment?

Response	Frequency	Percent
Need training	211	22.7%
No permanent address	205	22.0%
Need education	188	20.2%
No jobs	150	16.1%
Need clothing	148	15.9%
No phone	147	15.8%
Alcohol /drug issues	130	14.0%
No transportation	118	12.7%
Disabled	110	11.8%
Health problems	100	10.7%
Don't want to work	72	7.7%
No photo identification	70	7.5%
Criminal record	57	6.1%
No shower facilities	55	5.9%
No work permit (No S.S. #)	46	4.9%
No tools for trade	39	4.2%
Retired	16	1.7%
Spouse/partner doesn't want me to work	10	1.1%
No child care	9	1.0%
Other	165	17.7%

Multiple response question with 931 respondents offering 2,046 responses.

20. Do you panhandle, or ask people for money or spare change?

Response	Frequency	Percent
Yes	205	20.1%
No	816	79.9%
Total	1,021	100.0%

20a. How many days a month do you panhandle?

Response	Frequency	Percent
1 - 5 days	39	23.1%
6 - 10 days	30	17.8%
11 - 20 days	20	11.8%
21 - 25 days	7	4.1%
More than 25 days	73	43.2%
Total	169	100.0%

20b. In a typical month, how much money do you make from panhandling (in dollars)?

Response	Frequency	Percent
Less than \$20	49	29.2%
\$21 - \$50	36	21.4%
\$51 - \$100	33	19.6%
\$101 - \$200	30	17.9%
\$201 - \$300	7	4.2%
More than \$300	13	7.7%
Total	168	100.0%

21. What are your other sources of income?

Response	Frequency	Percent
Family/friends	202	25.0%
Pension	16	2.0%
Child support	8	1.0%
Recycling	235	29.0%
Selling other found items	155	19.2%
Selling blood/plasma	9	1.1%
Sex work	54	6.7%
Other	419	51.8%

Multiple response question with 809 respondents offering 1,098 responses.

22. What is your total monthly income from all non-Government sources? (Job, panhandling, recycling, etc.)

Response	Frequency	Percent
Zero	345	36.2%
\$1 - \$100	243	25.5%
\$101 - \$200	127	13.3%
\$201 - \$300	60	6.3%
\$301 - \$400	39	4.1%
\$401 - \$500	34	3.6%
\$501 - \$600	35	3.7%
\$601 - \$700	13	1.4%
\$701 - \$800	2	0.2%
\$801 - \$900	13	1.4%
\$901 - \$1,000	12	1.3%
Over \$1,000	30	3.1%
Total	953	100.0%

23. Since you became homeless this last time, have you needed medical care and been unable to receive it?

Response	Frequency	Percent
Yes	158	18.4%
No	703	81.6%
Total	861	100.0%

24. Where do you usually get medical care?

Response	Frequency	Percent
Hospital emergency room	367	39.0%
Public health clinic	157	16.7%
Free clinic/community clinic	121	12.8%
VA Hospital/Clinic	53	5.6%
Urgent care clinic	47	5.0%
Don't ever go	43	4.6%
Private doctor	26	2.8%
Friends/family	6	0.6%
Other	28	3.0%
Don't know	94	10.0%
Total	942	100.0%

25. How many times in the last 12 months have you used the emergency room for any treatment?

Response	Frequency	Percent
Never	405	52.4%
1 time	123	15.9%
2 times	103	13.3%
3 times	51	6.6%
4 times	38	4.9%
5 times	16	2.1%
More than 5 times	37	4.8%
Total	773	100.0%

26. Are you currently experiencing any of the following:

Response	Yes	No	Total
26a. Physical disability	29.5%	70.5%	100.0%
	283	677	960
26b. Mental illness	27.6%	72.4%	100.0%
	263	689	952
26c. Depression	42.3%	57.7%	100.0%
	407	555	962
26d. Alcohol/drug abuse	31.0%	69.0%	100.0%
	295	658	953
26e. Domestic/partner violence or abuse	7.1%	92.9%	100.0%
	67	873	940
26f. Chronic health problems	18.0%	82.0%	100.0%
	171	780	951
26g. AIDS/HIV related illness	5.3%	94.7%	100.0%
	50	897	947
26h. Tuberculosis	3.0%	97.0%	100.0%
	28	908	936
26i. Hepatitis C	12.1%	87.9%	100.0%
	115	833	948
26j. PTSD (Post Traumatic Stress Disorder)	17.9%	82.1%	100.0%
	168	771	939
26k. Developmental disability	7.0%	93.0%	100.0%
	66	880	946

26a. Does it prevent you from getting work or housing?

Response	Yes	No	Total
a. Physical disability	62.9%	37.1%	100.0%
	158	93	251
b. Mental illness	75.2%	24.8%	100.0%
	173	57	230
c. Depression	53.0%	47.0%	100.0%
	184	163	347
d. Alcohol/drug abuse	79.5%	20.5%	100.0%
	210	54	264
e. Domestic/partner violence or abuse	46.9%	53.1%	100.0%
	23	26	49
f. Chronic health problems	67.1%	32.9%	100.0%
	94	46	140
g. AIDS/HIV related illness	72.1%	27.9%	100.0%
	31	12	43
h. Tuberculosis	34.8%	65.2%	100.0%
	8	15	23
i. Hepatitis C	65.0%	35.0%	100.0%
	65	35	100
j. PTSD (Post Traumatic Stress Disorder)	68.1%	31.9%	100.0%
	96	45	141
k. Developmental disability	79.3%	20.7%	100.0%
	46	12	58

27. Were you ever in foster care?

Response	Frequency	Percent
Yes	130	12.8%
No	882	87.2%
Total	1,012	100.0%

27a. How long were you foster care?

Response	Frequency	Percent
6 months or less	11	10.3%
7-12 months	10	9.3%
1-5 years	34	31.8%
5-10 years	24	22.4%
More than 10 years	28	26.2%
Total	107	100.0%

28. How many nights, if any, have you spent in jail or prison during the last 12 months?

Response	Frequency	Percent
0 nights	538	70.2%
1 - 5 nights	115	15.0%
6 - 10 nights	30	3.9%
11 - 20 nights	21	2.7%
21 - 50 nights	18	2.3%
More than 50 nights	44	5.7%
Total	766	100.0%

29. Are you currently on probation or parole?

Response	Frequency	Percent
Yes	142	14.9%
No	792	83.1%
Decline to state	19	2.0%
Total	953	100.0%

30. Were you on probation or parole at the time you most recently became homeless?

Response	Frequency	Percent
Yes	140	14.8%
No	785	83.1%
Decline to state	20	2.1%
Total	945	100.0%

APPENDIX VI: DEFINITIONS AND ABBREVIATIONS

Chronic homelessness is defined by the U.S. Department of Housing and Urban Development, the U.S. Department of Health and Human Services, and the U.S. Department of Veterans Affairs as "an unaccompanied homeless individual with a disabling condition or family with a head of household with a disabling condition who has either been continuously homeless for a year or more, or has had at least four episodes of homelessness in the past three years."

Disabling condition, for the purposes of this study, is defined as a physical disability, mental illness, alcohol or drug abuse, chronic health problems, HIV/AIDS, or developmental disability.

Emergency shelter is the provision of a safe alternative to the streets, either in a shelter facility, or through the use of motel vouchers. Emergency shelter is short-term, usually for 30 days or less. Domestic violence shelters are typically considered a type of emergency shelter, as they provide safe, immediate housing for victims and their children.

Family is defined by HUD as either an adult couple or a single adult with one or more minor children present.

Homeless persons, according to the federal definition of homelessness, are individuals or families who lack a fixed, regular, and adequate nighttime residence; and whose primary nighttime residence is - a supervised publicly or privately operated shelter designed to provide temporary living accommodations (including welfare hotels, congregate shelters, and transitional housing for the mentally ill); an institution that provides a temporary residence for individuals intended to be institutionalized; or a public or private place not designed for, or ordinarily used as, a regular sleeping accommodation for human beings.

HUD – U.S. Department of Housing and Urban Development.

Sheltered homeless individuals are those homeless individuals who are living in emergency shelters or transitional housing programs.

Single individual refers to an unaccompanied adult or youth.

Transitional housing facilitates the movement of homeless individuals and families to permanent housing. It is housing in which homeless individuals may live up to 24 months and receive supportive services that enable them to live more independently. Supportive services – which help promote residential stability, increased skill level or income, and greater self-determination – may be provided by the organization managing the housing, or coordinated by that organization and provided by other public or private agencies. Transitional housing can be provided in one structure or several structures at one site, or in multiple structures at scattered sites.

Unsheltered homeless persons are those homeless persons who are living on the streets, storage structures, vehicles, encampments, or any other place unfit for human habitation.

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