

# **Statewide Homeless Point-in-Time Count Methodology and Results 2011**

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Partners in Care is a coalition of representatives on Oahu including service providers, state and local government, community groups, and homeless and formerly homeless individuals that are providing a comprehensive collaborative response to the diverse needs of individuals and families experiencing homelessness.

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## Background and Project Overview

The annual Continuum of Care (CoC) Application for McKinney-Vento homeless assistance funding requires CoCs to produce “statistically reliable, unduplicated counts or estimates of homeless persons in sheltered and unsheltered locations on a one-day point in time”. The rural counties sheltered count was conducted on the night of January 25, 2011. The unsheltered count was performed from January 26<sup>th</sup> through the 31<sup>st</sup>.

The Sheltered Point in Time Count (PIT) requires CoCs to report the number of sheltered homeless persons in seven subpopulation categories. These subpopulation categories include: chronically homeless, severely mentally ill, chronic substance abusers, veterans, persons with HIV/AIDS, victims of domestic violence, and unaccompanied youth (under 18 years of age).

Additionally, the unsheltered PIT requires CoCs to report the number of unaccompanied homeless persons who are chronically homeless. The unsheltered homeless are an extremely important subpopulation of homeless persons and their characteristics and needs must be accommodated within any strategy to reduce homelessness. Collecting good baseline data about this subpopulation is essential to understanding the causes of homelessness and can be used as a basis for comparison in future years. Moreover, continued data collection at regular intervals is necessary to track progress toward reducing homelessness.

The 2011 Statewide PIT was performed to meet the United States Department of Housing and Urban Development’s (HUD) requirement for its CoC Homeless Assistance Programs grant application. The City & County of Honolulu, Department of Community Services (DCS) and the State of Hawaii, Department of Human Services, Homeless Programs Branch collaborated to develop the methodology for the count and worked diligently with homeless service providers to plan the logistics and develop the survey instruments in accordance with HUD guidelines.

## Objectives

The objective of this PIT was to obtain accurate statewide information on sheltered and unsheltered homeless populations on January 25, 2011 in conjunction with:

- Obtaining an overall count of homeless individuals and households in specific subpopulations;
- Obtaining an estimate of the number of homeless singles and households without children and homeless households with children;
- Obtaining an estimate of the number of chronically homeless individuals according to HUD’s definition of chronically homeless.<sup>1</sup>

The 2011 unsheltered PIT made use of the State’s Homeless Management Information System (HMIS) to a greater extent than did the 2009 and 2010 PIT Counts. The 2011 count improved upon the methodology employed in the previous year by providing an unsheltered PIT module that allowed users to enter surveys directly into the HMIS. The HMIS is a statewide database that was established in 2002 for recording homeless client, intake, and service data in an accurate and uniform manner in order to track program outputs and outcomes for reporting and funding purposes. All homeless service providers receiving funding through the City and County of Honolulu, the State of Hawaii and/or the Department of Housing and Urban Development are required to participate in the HMIS. Additionally, some privately funded agencies voluntarily utilize the HMIS. The Violence Against Women Act of 2005 categorically excludes domestic violence providers from having to participate in the HMIS.

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<sup>1</sup> HUD’s definition of chronic homelessness is: An unaccompanied homeless individual with a disabling condition who has either been continuously homeless for a year or more OR has had at least four (4) episodes of homelessness in the past three (3) years. To be considered chronically homeless, persons must have been sleeping in a place not meant for human habitation (e.g., living on the streets) and/or in emergency shelter during that time.

Before the 2009 count, HPHA received HUD's permission to deviate from the conventional PIT methodology of a one-night physical count and to instead conduct a multiple-day physical count. The dates of the sheltered and unsheltered counts adhered to HUD's strict policy that the counts must occur during the last ten days of January. The deviation was permitted based on Hawaii's ability to unduplicate the unsheltered homeless by using the HMIS. This HMIS methodology was used again for the 2011 count; however, several key adjustments were made to ensure that data was as clean as possible and that users were able to quickly enter surveyed unsheltered data.

The unsheltered homeless count was a multifaceted process that made use of survey instruments based on criteria contained within HUD's *Guide to Counting Unsheltered Homeless*. These survey instruments were used by field staff to document unsheltered responses. The surveys for persons determined to be unsheltered<sup>2</sup> on the night of January 25, 2011 were entered into the PIT module of the HMIS. With the assistance of Hybrid International, LLC, the unsheltered single and household surveys were configured to mirror the hardcopy forms. This configuration made it extremely easy for service providers to enter the unsheltered data they had obtained during the six day period directly into the HMIS. Users could even populate pieces of the PIT survey forms with data from existing users if they had previously been entered into the HMIS database.

After all unsheltered data had been entered into the HMIS; the aggregate data was exported into Excel. All data entered into the online surveys became readily available in a tractable format. This data could then be manipulated to produce the reports that HUD and the CoCs desired. Records containing little or no information, sheltered homeless, duplicate counts, and refusals were removed from the aggregate data in an effort to obtain an accurate unsheltered count.

The sheltered homeless count was primarily derived from HMIS client and intake data in the sheltered programs section for the night of January 25, 2011. Shelters were contacted prior to this date and instructed that all clients sleeping in their facility on the night of January 25, 2011 needed to be entered into the HMIS. Furthermore, agencies were advised to make sure that all client and intake data were current. Follow-up with individual service providers was also conducted to verify that the HMIS listing matched the nightly census. Shelters not participating in the HMIS (such as domestic violence shelters) were contacted individually to provide the number of homeless individuals and families residing at their shelters on the night of January 25, 2011, in addition to providing specific subpopulation data.

Multiple meetings were conducted Statewide prior to the 2011 PIT. Agencies and persons included: the City's Department of Community Services, the HPHA's Homeless Programs Branch, PIT Coordinators, interested Partners in Care members, and rural county continuum members. The purpose of these meetings was to develop and refine the count's methodology, and to revise survey instrumentation used for the unsheltered counts. The survey instruments are attached as Appendices 1 and 2.

## **Point-in-Time Teams**

PIT teams were composed of outreach workers from service agencies that regularly perform outreach to unsheltered individuals and families experiencing homelessness. Agencies were assigned to areas on the islands where they routinely provide outreach services. The reasoning for these assignments flowed naturally from the fact that field staff would be most familiar with sites and persons that they routinely outreached and would have first hand experience in areas frequented by unsheltered homeless populations. Outreach workers would also have rapport with many of the consumers that they encountered in their existing service areas. Other agencies and volunteers assisted outreach agencies during the six-day count.

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<sup>2</sup> HUD's definition of an unsheltered homeless person is someone residing in a place not meant for human habitation, such as cars, parks, sidewalks, abandoned buildings, or on the street.

## Implementation

The designated outreach agencies demarcated areas within the counties and were assigned according to areas where they normally conduct outreach services. Each agency then independently scheduled days and times field staff would visit known sites; balancing safety with timing in an effort to maximize the number of unsheltered persons counted.

This year the rural counties implemented a methodology similar to the Oahu unsheltered count. Each of the rural counties was partitioned into distinct areas that could be distinguished by a numbering scheme. This numbering scheme delineated the areas and made it possible to amass total homeless individuals by area. This can possibly be compared to future counts assuming that outreach providers are performing the unsheltered counts with maximum effort and resources.

While the 2005 and 2007 PIT used a sampling method to survey persons encountered, the 2009, 2010, and 2011 HMIS PIT methodology required that all unsheltered persons identified be asked to complete a survey. This was needed in order to obtain the name and/or unique identifying description of each person being counted so that persons could be entered into the HMIS database and unduplicated with confidence. The added work of surveying each person encountered was one of the primary reasons why the duration of the count was increased to six days. Another reason was to provide the field staff with more time to reach as many unsheltered persons as possible who spent the night of January 25, 2011, unsheltered, to be included in the count. It should be noted that all adults surveyed were asked where they slept on the night of January 25, 2011. Persons indicating that they were sheltered on the 25<sup>th</sup> were not included in the final count of unsheltered homeless individuals.

A person's household composition (single or part of a household) was determined by using the survey question "Are you living alone or with others?" and then requesting the number of adults and/or children under 18 in their household, if applicable. Furthermore, the number of chronically homeless persons (according to HUD's definition) was determined by analyzing survey responses relative to household composition, duration of homelessness, and presence of a disabling condition. The chronically homeless number was calculated using data from unaccompanied homeless persons and families with at least one adult meeting the chronically homeless definition.

## Statewide Unsheltered Homeless Counts

The 2011 Statewide PIT enumeration of unsheltered homeless individuals is shown in Exhibit one. The total number of unsheltered homeless persons statewide was 2,556 and is a combination of the totals for the Oahu, Maui, Kauai, and Hawaii areas below. Of this total, 458 persons or 17.9% were part of the 125 households with children that were identified during the six day unsheltered count. The remaining 2,098 persons were single individuals or members of households without children. Comparisons of the two years in Exhibit 1 remains relatively similar for three of the counties, a significant difference appears in the Maui Areas table, which increased by 64.9% over the one year period. The reason given for the dramatic change was an improved effort among outreach coordinators. It is extremely important to get the same level of effort across years otherwise numerical disparities arise as in the case of the Maui areas.

**Exhibit 1: Statewide Changes in Unsheltered Homeless, 2010-2011**

	2010		2011	
<b>Oahu Areas</b>	<b>Count</b>	<b>% of Total</b>	<b>Count</b>	<b>% of Total</b>
1: Downtown Honolulu	394	28.7%	448	33.9%
2: East Honolulu	307	22.3%	235	17.8%
3: Ewa	76	5.5%	70	5.3%
4: Kaneohe to Waimanalo	77	5.6%	96	7.3%
5: Wahiawa to North Shore	96	7.0%	130	9.8%
6: Upper Windward	14	1.0%	47	3.6%
7: Waianae Coast	410	29.8%	296	22.4%
<b>Totals</b>	<b>1,374</b>	<b>100%</b>	<b>1,322</b>	<b>100.0%</b>
<b>Maui Areas</b>	<b>Count</b>	<b>% of Total</b>	<b>Count</b>	<b>% of Total</b>
1: Central Maui	202	50.6%	273	41.5%
2: Lower Waiehu	10	2.5%	130	19.8%
3: Up Country	46	11.5%	43	6.5%
4: Lahaina	44	11.0%	44	6.7%
5: Kihei	94	23.6%	163	24.8%
6: Hana	3	0.8%	5	0.8%
<b>Totals</b>	<b>399</b>	<b>100%</b>	<b>658</b>	<b>100.0%</b>
<b>Kauai Areas</b>	<b>Count</b>	<b>% of Total</b>	<b>Count</b>	<b>% of Total</b>
1: West	68	31.9%	66	27.6%
2: South	2	0.9%	0	0.0%
3: South Central	44	20.7%	60	25.1%
4: East	52	24.4%	56	23.4%
5: North	47	22.1%	57	23.8%
<b>Totals</b>	<b>213</b>	<b>100%</b>	<b>239</b>	<b>100.0%</b>
<b>Hawaii Areas</b>	<b>Count</b>	<b>% of Total</b>	<b>Count</b>	<b>% of Total</b>
1: Puna	61	19.5%	63	18.7%
2: Hilo	105	33.5%	119	35.3%
3: Hamakua	10	3.2%	4	1.2%
4: Kohala	4	1.3%	13	3.9%
5: Kona	108	34.5%	106	31.5%
6: Kau	25	8.0%	32	9.5%
<b>Totals</b>	<b>313</b>	<b>100%</b>	<b>337</b>	<b>100.0%</b>



Exhibit two displays the summary of unsheltered persons in families by region for each of the four counties. Three of the four counties display similar results while a drastic difference appears in Maui's households with children. This difference can again be attributed to an improved coordination among Maui's Continuum of Care for the duration of the count. Overall there was a 438% increase in the number of households with children enumerated and a 40.9% increase in the number of individuals enumerated on Maui when compared to 2010.

<b>Exhibit 2: Statewide Unsheltered Persons in Families and Individuals by Region, 2011</b>				
<b>Oahu Areas</b>	<b>Households with Children</b>	<b>Persons in Families</b>	<b>Individuals</b>	<b>Total</b>
1. Downtown Honolulu	5	25	423	448
2. East Honolulu	2	6	229	235
3. Ewa	3	12	58	70
4. Kaneohe to Waimanalo	9	42	54	96
5. Wahiawa to North Shore	0	0	130	130
6. Upper Windward	2	7	40	47
7. Waianae Coast	23	85	211	296
<b>Total</b>	<b>44</b>	<b>177</b>	<b>1,145</b>	<b>1,322</b>
<b>Maui Areas</b>	<b>Households with Children</b>	<b>Persons in Families</b>	<b>Individuals</b>	<b>Total</b>
1. Central Maui	18	63	210	273
2. Lower Waiehu	14	52	78	130
3. Up Country	4	8	35	43
4. Lahaina	3	10	34	44
5. Kihei	4	12	151	163
6. Hana	0	0	5	5
<b>Total</b>	<b>43</b>	<b>145</b>	<b>513</b>	<b>658</b>
<b>Kauai Areas</b>	<b>Households with Children</b>	<b>Persons in Families</b>	<b>Individuals</b>	<b>Total</b>
1. West	9	32	34	66
2. South	0	0	0	0
3. South Central	4	12	48	60
4. East	5	18	38	56
5. North	1	5	52	57
<b>Total</b>	<b>19</b>	<b>67</b>	<b>172</b>	<b>239</b>
<b>Hawaii Areas</b>	<b>Households with Children</b>	<b>Persons in Families</b>	<b>Individuals</b>	<b>Total</b>
1. Puna	5	23	40	63
2. Hilo	8	24	95	119
3. Hamakua	0	0	4	4
4. Kohala	1	3	10	13
5. Kona	0	0	106	106
6. Kau	5	19	13	32
<b>Total</b>	<b>19</b>	<b>69</b>	<b>268</b>	<b>337</b>

Exhibit three expresses the statewide unsheltered homeless individuals for the 2010 PT count. This table can be used to compare the aggregate totals from the 2011 unsheltered count. The number of unsheltered homeless persons counted during the 2010 count was determined based on persons observed during the six-day count who stated that they were unsheltered on the night of January 25, 2010. All persons included in the count had to have completed a survey or been present with one person in the household responding to the survey, and have

provided their name and/or unique identifying information (to unduplicate persons). Additionally, unsheltered adults were cross corroborated with the sheltered count to make sure that persons were only counted once.

**Exhibit 3: Statewide Unsheltered Homeless Individuals, 2010**

County	Households with Children	Persons in Families	Individuals	Total
Oahu	42	176	1,198	1,374
Maui	8	35	364	399
Kauai	18	63	150	213
Hawaii	21	80	233	313
<b>Total</b>	<b>89</b>	<b>354</b>	<b>1,945</b>	<b>2,299</b>

Persons congregating in places known to have a high concentration of homeless but who indicated that they were sheltered on January 25<sup>th</sup> or who refused to participate in the survey were not included in the count. If unsheltered persons were known to be homeless by outreach workers but refused to participate in the survey, outreach workers were instructed to complete the survey with names and unique identifying information. Outreach workers were also aware of persons residing in specific locations in mountains, caves, and bushes but determined based on experience, that it was unsafe to reach persons in these areas. Since these persons could not be surveyed, they were not included in the count.

## Regional Changes in Unsheltered Homeless

A comparison between the 2010 and 2011 unsheltered PIT is comparable in theory because the two counts were performed using the same methodology. This doesn't preclude a disparity in numbers reported annually due to differences in execution. Exhibit four presents the data obtained from the 2010 and 2011 unsheltered counts. As indicated, three of the four are relatively similar, with Maui being drastically increased.

**Exhibit 4: Percent Change in Statewide Unsheltered Homeless Counts, 2010-2011**

County	2010	2011	% Change 2010-2011
Oahu	1,374	1,322	-3.8%
Maui	399	658	+64.9%
Kauai	213	239	+12.2%
Hawaii	313	337	+7.7%
<b>Total</b>	<b>2,299</b>	<b>2,556</b>	<b>+11.2%</b>

## Chronically Homeless Counts

HUD has determined the definition of chronically homeless to be: *An unaccompanied individual* with a disabling condition, who has either been continuously homeless for at least one (1) year OR has had at least four (4) episodes of homelessness in the past three (3) years. A disabling condition as defined by HUD is a diagnosable substance use disorder, serious mental illness, developmental disability, or chronic physical illness or disability, including the co-occurrence of two or more of these conditions. In addition, a persons must be sleeping in a place not meant for human habitation (e.g., living on the streets) or in an emergency shelter during the entire period(s) of homelessness.

In 2011 HUD required CoC's to record the number of chronically homeless families during their sheltered and unsheltered counts. The definition is almost the same as the above; however, at least one of the adults in the family with at least one child must be disabled. The length of homelessness criteria remains the same. Chronically homeless families are presented in Exhibit six.

Using survey data to identify unsheltered individuals fitting the above parameters, the estimated number of chronically homeless individuals statewide is shown in Exhibit five.

**Exhibit 5: Statewide Unsheltered Chronically Homeless Unaccompanied Individuals**

County	2010			2011		
	Individuals	Chronic	Percent Chronic	Individuals	Chronic	Percent Chronic
Oahu	1,087	478	44.0%	1,091	481	44.1%
Maui	334	110	32.9%	513	155	30.2%
Kauai	132	59	44.7%	172	58	33.7%
Hawaii	196	58	29.6%	268	99	36.9%
<b>Totals</b>	<b>1,749</b>	<b>705</b>	<b>40.3%</b>	<b>2,044</b>	<b>793</b>	<b>38.8%</b>

Roughly 39% of the 2,044 unsheltered homeless persons identified in the 2011 PIT were determined to be chronically homeless. The percentage of persons counted that were chronically homeless decreased slightly from 40.3% in 2010. The percent chronic calculation above excludes persons in households with children and couples. These individuals are excluded from the denominator in the calculation. Several factors could have influenced the high rate of chronic homelessness:

- Field staff was comprised of mostly outreach workers who were assigned to count areas where they normally perform outreach and provide services. Unsheltered individuals asked to answer survey questions may have therefore felt more comfortable and/or open to disclosing the existence of a disabling condition to an outreach worker whom they already know or have seen around than someone who they were not familiar with.
- This year’s survey instrument added the option for surveyors to “check box if 1) Client refuses to participate in survey, AND 2) Interviewer has made visual contact with the client, AND 3) Interviewer is an outreach worker/provider who has first-hand knowledge that the client is unsheltered on a regular basis, AND 4) Interviewer will therefore complete the survey on behalf of the client.” The intent of adding this option was to provide outreach workers with permission to complete survey responses for unsheltered individuals who they encounter on a consistent and ongoing basis but who may refuse or are unable to participate in the survey due to factors, such as serious mental illness or inebriation.
- The current economic situation throughout the state may have increased the duration and frequency of homelessness, especially among persons with a disabling condition. Unemployment rates have also increased throughout the state which could have also lead to increases in homeless or longer durations of homelessness.

**Exhibit 6: Statewide Unsheltered Chronically Homeless Households with Children**

County	2011 Chronic Households with Children		
	Families	Chronic	Percent Chronic
Oahu	44	12	27.3%
Maui	43	4	9.3%
Kauai	19	5	26.3%
Hawaii	19	5	26.3%
<b>Totals</b>	<b>125</b>	<b>26</b>	<b>20.8%</b>

Exhibit six shows the number and percentage of chronically homeless families tallied during the 2011 PIT. The maximum and minimum rates occur on Oahu and Maui respectively. Nearly 21% of families counted were chronically homeless using HUD's definition.

## Sheltered Homeless Counts

The sheltered<sup>3</sup> homeless counts were exported from the sheltered section of the HMIS database for the night of January 25, 2011. Shelters were contacted prior to this date and instructed to make sure that all client and intake data in the HMIS was correctly entered and up-to-date. Follow-up was also conducted to ensure that the numbers were accurate for the day of the count.

Shelters not participating in the HMIS (including domestic violence shelters) were contacted individually to provide all subpopulation data and the total number of homeless individuals and families residing at their shelters on the night of the January 25, 2011. The results are shown in Exhibit seven. Exhibit seven also displays the results from the last three years.

<b>Exhibit 7: Statewide Sheltered Homeless Individuals, 2009-2011</b>				
<b>County</b>	<b>Households with Children</b>	<b>Persons in Families</b>	<b>Individuals</b>	<b>2011 Total</b>
Oahu	514	2,058	854	2,912
Maui	77	267	127	394
Kauai	22	78	19	97
Hawaii	37	152	77	229
<b>Total</b>	<b>650</b>	<b>2,555</b>	<b>1,077</b>	<b>3,632</b>

  

<b>County</b>	<b>Households with Children</b>	<b>Persons in Families</b>	<b>Individuals</b>	<b>2010 Total</b>
Oahu	527	2,041	756	2,797
Maui	80	283	109	392
Kauai	13	44	16	60
Hawaii	55	223	63	286
<b>Total</b>	<b>675</b>	<b>2,591</b>	<b>944</b>	<b>3,535</b>

  

<b>County</b>	<b>Households with Children</b>	<b>Persons in Families</b>	<b>Individuals</b>	<b>2009 Total</b>
Oahu	447	1,673	772	2,445
Maui	98	306	116	422
Kauai	20	67	13	80
Hawaii	56	213	108	321
<b>Total</b>	<b>621</b>	<b>2,259</b>	<b>1,009</b>	<b>3,268</b>

There were 3,632 sheltered homeless individuals enumerated in the 2011 PIT. Of this number 2,555 persons were part of the 650 households with children identified and 1,077 were homeless individuals. Oahu had the majority of the sheltered homeless individuals and accounted for roughly 80% of the State's sheltered population. As in previous counts, there were a much higher percentage of sheltered persons who were part of households with children when compared to the overall sheltered population. In general, there are much fewer shelter beds available to single individuals and persons in households without children.

<sup>3</sup> HUD's definition of a sheltered homeless person is someone residing in an emergency shelter or transitional housing for homeless persons who originally came from the streets or emergency shelters.

Exhibit eight illustrates the chronic homeless rates for unaccompanied individuals during the 2011 PIT. The denominators for these calculations are taken to be unaccompanied individuals in emergency shelters for the rural counties and emergency shelters and the safe haven for Oahu. A table for sheltered chronically homeless families was not included due to the fact that there was one on Oahu and four on the rural counties.

**Exhibit 8: Statewide Sheltered Chronically Homeless Unaccompanied Individuals, 2011**

<b>County</b>	<b>Unaccompanied Individuals</b>	<b>Chronic Homeless Persons</b>	<b>Percent Chronic</b>
Oahu	389	75	19.3%
Maui	70	15	21.4%
Kauai	12	4	33.3%
Hawaii	37	17	45.9%
<b>Total</b>	<b>508</b>	<b>111</b>	<b>21.9%</b>

### **Change in Total Statewide Homelessness from 2010 to 2011**

The results of the total statewide 2011 PIT count are shown in Exhibit nine. The data indicates that there was a 6.1% increase in total homelessness. The statewide number of sheltered homeless increased 2.7% reflecting increased shelter utilization. It should be noted that some shelters are still not at full capacity. The number of unsheltered homeless increased 11.2% which is mainly reflected in the rural county unsheltered increases.

**Exhibit 9: Statewide Total Homeless Changes, 2010-2011**

	<b>2010</b>	<b>2011</b>	<b>Numerical Change</b>	<b>Percent Change</b>
Unsheltered Homeless	2,299	2,556	+257	+11.2%
Sheltered Homeless	3,535	3,632	+97	+2.7%
<b>Total</b>	<b>5,834</b>	<b>6,188</b>	<b>+354</b>	<b>+6.1%</b>

## Recommendations for Future PIT Counts

The methodology used in the 2011 Point-in-Time Count was effective for establishing accurate data for the sheltered homeless count; however, there is always room to improve. Improvements can be made to ensure that the most current agency contact information is available to communicate instructions and deadlines for exiting clients and updating the shelter data in the HMIS. Providing the agencies with a designated point-of-contact for questions and troubleshooting can also streamline the shelter count process. An area that could be improved is the ability of some providers to maintain HMIS intake records that match the actual census listing. Some providers are still having trouble making sure that all of their clients are in the HMIS client and intake data by the set deadline. This delays the sheltered analysis. Another area of improvement appears to be the length of homelessness and disability information extracted from the HMIS. This information is often entered at intake and not updated by staff as disabling and length of homeless information becomes clearer. This affects the emergency shelter chronically homeless number, which many agree is underreported. Training may need to be provided on this issue.

When analyzing the unsheltered data several things became apparent. Before entering the unsheltered surveys that have been accumulated during the count, agencies may want to cross reference the surveys with their sheltered HMIS listings in an effort to unduplicate clients. There were a number of individuals and families that were weeded out of the unsheltered count because they appeared in both the sheltered and unsheltered data. Agencies should also make sure that surveys containing sheltered responses for the “where did you sleep on the night of the 25<sup>th</sup>” question are not entered into the PIT module of the HMIS. The data was much better this year than in prior years. For surveys with no first name and gender, the description should contain information as to whether or not the person was male or female. Some descriptions lacked information pertaining to the gender categorization and had to be marked as unknown.

Family and couple “other adult in household” length of homelessness questions in the exported data are set to unknown. The CoC may want to consider adding this question to the other adult in household. This information has been taken to be the same as the head of household and becomes important when tallying the chronically homeless families figure. Question number eight of the single survey was not included in the household survey. Chronic family data assumed this was true when calculating the overall chronic homeless number.

Of extreme importance are the exact locations of the interview and the exact locations of where the client slept on the night of the count. This year’s count did a good job of getting distinct versus generic interview site responses; however, the location of where the homeless persons slept was general in nature. Many times respondents reported sleeping in a car, tent, at the beach, on the streets, etc. This information becomes a key piece in the analysis because one can pinpoint the exact location of the chronically homeless on that specific night if that data is available. Surveyors did an excellent job of reporting the area ID (1-7) on the night of the 25<sup>th</sup>, but it would be great to have more precise locations. This information could be used in a number of cross tabulations that outreach teams could use in the future to locate veterans, chronically homeless, families, unaccompanied youth, etc.

## Point-in-Time Count Execution

PIT Count Coordinators improved on the execution of the count from the previous year. Since effective coordination is imperative when carrying out an unsheltered PIT Count, it is important that enough regional coordinators are assigned to oversee specific areas and that they are aware of their roles and responsibilities to organize the field staff in their areas, provide training on completing the surveys, and to monitor coverage of sites that unsheltered persons are known to congregate. Continued efforts will be made to increase site coverage, especially in the rural areas and to places that serve no-cost meals. In addition, screening surveys that were done on the first day of the count can provide recommendations for improvement that can be implemented during the remaining days of the count. This would assist in increasing the number of surveys providing responses to all or as many questions as possible in order to extract enough data to be included in the count.

According to survey coordinators and outreach workers, the overall coordination and execution of the count improved from 2010 to 2011. This year's count made greater efforts to cover places that unsheltered persons are known to congregate, including increasing coverage to places that serve no-cost meals, which may have contributed to more unsheltered persons counted. The implementation of a coordinated "Super Tuesday" count along with continuing the count for the rest of the week provided field staff with more opportunities to encounter unsheltered persons and to revisit sites that are known to be inhabited but may have been sparsely occupied during initial visits. Additionally, the survey instruments were improved and shortened from the previous year, which made it easier for field staff to ask and receive survey responses.

The data in this report reflects a *point-in-time* estimate of persons experiencing homelessness encountered during a designated six-day period of time.

**Appendix 1: 2011 PIT Count Household Survey**

USE THIS FORM IF THE CLIENT IS **PART OF A HOUSEHOLD**  
**(Household is defined as having a child under 18)**

**2011 City & County of Honolulu Homeless Point-in-Time Count Survey**

Interviewer's Name: \_\_\_\_\_ Agency/Group: \_\_\_\_\_

Site of Interview: \_\_\_\_\_ Date: \_\_\_\_\_

Read Introduction: "Hello, my name is \_\_\_\_\_, and I am an outreach worker/volunteer. We are doing a short survey for an annual homeless count, and your responses will help fund homeless services throughout Hawaii. All of your answers will be confidential. Can I ask you a few questions?"

**"Are you living alone or with others?"**  
**To determine whether to use SINGLE or PART OF HOUSEHOLD form**

**"Where did you sleep this past TUESDAY, JANUARY 25?"** \_\_\_\_\_  
**If answer is House or Public Shelter, then THANK and END SURVEY.**

**"What area of the island did you sleep?"** \_\_\_\_\_  
**Area or Region # (1 – 7) [Map in back]**

1. Including yourself, how many ADULTS are in your household? \_\_\_\_\_
2. How many CHILDREN UNDER 18 are in your household? \_\_\_\_\_
3. How long have you been continuously homeless this time?  Less than 1 year  **1 year or longer\***
4. How many times have you been homeless in the past 3 years?  1 – 3 times  **4 or more times\***

**5. HEAD OF HOUSEHOLD**

First Name: \_\_\_\_\_ Last Name: \_\_\_\_\_

Date of Birth: \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_ OR if DOB refused, Age: \_\_\_\_\_

Gender:  Male  Female  Transgender  Unknown/Refused

Have you served in the U.S. Armed Forces?  Yes  No  Unknown  Refused

Were you activated, into active duty, as a National Guard member or Reservist?  
 Yes  No  Unknown  Refused

Do you have a mental health, substance abuse or other disabilities that limit your ability to work or perform activities of daily living?  **Yes\***  No

**6. OTHER ADULT IN HOUSEHOLD #1:**

First Name: \_\_\_\_\_ Last Name: \_\_\_\_\_

Date of Birth: \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_ OR if DOB refused, Age: \_\_\_\_\_

Gender:  Male  Female  Transgender  Unknown/Refused

Have you served in the U.S. Armed Forces?  Yes  No  Unknown  Refused

Were you activated, into active duty, as a National Guard member or Reservist?  
 Yes  No  Unknown  Refused



Do you have a mental health, substance abuse or other disabilities that limit your ability to work or perform activities of daily living?  Yes\*  No

**THANK and END SURVEY.**

**CHECK BOX WHEN THIS SURVEY HAS BEEN ENTERED INTO HMIS**

**7. OTHER ADULT IN HOUSEHOLD #2:**

First Name: \_\_\_\_\_ Last Name: \_\_\_\_\_

Date of Birth: \_\_\_\_/\_\_\_\_/\_\_\_\_ OR if DOB refused, Age: \_\_\_\_

Gender:  Male  Female  Transgender  Unknown/Refused

Have you served in the U.S. Armed Forces?  Yes  No  Unknown  Refused

Were you activated, into active duty, as a National Guard member or Reservist?  
 Yes  No  Unknown  Refused

Do you have a mental health, substance abuse or other disabilities that limit your ability to work or perform activities of daily living?  Yes\*  No

**(If there are more adults in the Household attach another Household Survey to this Survey)**

**Outreach Workers Only:** Check Box if information was filled out by you because client refused to fill out the survey due to Severe Mental Illness and or Substance Abuse in addition please provide, please provide specific location where the person was found AND identifying descriptors – hair color and length, body build, tattoos, scars, wounds, disabilities, etc.)

Check if survey was filled out by Outreach Worker

**Description:**

**Appendix 2: 2011 PIT Count Single Survey**

USE THIS FORM IF THE CLIENT IS **SINGLE**

**DRAFT 2011 City & County of Honolulu Homeless Point-in-Time Count Survey**

Interviewer's Name: \_\_\_\_\_ Agency/Group: \_\_\_\_\_

Site of Interview: \_\_\_\_\_ Date: \_\_\_\_\_

**Introduction Example:** "Hello, my name is \_\_\_\_\_, and I am an outreach worker/volunteer. We are doing a short survey for an annual homeless count, and your responses will help fund homeless services throughout Hawaii. All of your answers will be confidential. Can I ask you a few questions?"

**"Are you living alone or with others?"**  
If living with others including a child under 18 use **HOUSEHOLD** form

**"Where did you sleep this past Tuesday, JANUARY 25?"** \_\_\_\_\_  
If answer is House or Shelter, then THANK and END SURVEY.

**"What area of the island did you sleep?"** \_\_\_\_\_  
Area or Region # (1 – 7) [Map in back]

1. First Name: \_\_\_\_\_ Last Name: \_\_\_\_\_

2. Date of Birth: \_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_ OR if DOB refused, Age: \_\_\_\_\_

3. Gender:  Male  Female  Transgender  Unknown/Refused

4. Have you served in the U.S. Armed Forces?  Yes  No  Unknown  Refused

5. Were you activated, into active duty, as a National Guard member or Reservist?  
 Yes  No  Unknown  Refused

6. How long have you been continuously homeless this time?  
 Less than 1 year  **1 year or longer\***

7. How many times have you been homeless in the past 3 years?  
 1 – 3 times  **4 or more times\***

8. Were you on the street, beach, park or in an emergency shelter each time?  **Yes\***  No

9. Do you have a mental health, substance abuse or other disabilities that limit your ability to work or perform activities of daily living?  **Yes\***  No

**THANK and END SURVEY.**

**CHECK BOX WHEN THIS SURVEY HAS BEEN ENTERED INTO HMIS**

**Outreach Workers Only:** Check Box if information was filled out by you because client refused to fill out the survey due to Severe Mental Illness and or Substance Abuse in addition please provide, please provide specific location where the person was found AND identifying descriptors – hair color and length, body build, tattoos, scars, wounds, disabilities, etc.)

Check if survey was filled out by Outreach Worker

**Description:**

**Appendix 3: 2011 Unsheltered PIT Count Materials to Surveyors**

**January 2011 Point In Time Count**

**Surveyor Volunteers** are needed for both the Super Tuesday count and to help with surveying during the last week in January. Attached are the Volunteer Sign-Up Form and the Contact Information and Confidentiality Form and the Survey Instruction Sheet.

All surveyors must register by Friday, January 22. The Contact Information and Confidentiality Form must be signed and turned in prior to the person surveying.

**All Survey Volunteer forms should be sent to Vanessa Vallejos, her phone: 791-9383, fax: 732-0735, email: [vvallejos@waikihc.org](mailto:vvallejos@waikihc.org).**

**Proposed Unsheltered Homeless Count Dates**

**Unsheltered Dates for the Count:** Tuesday, January 26 to 31, 2011 unsheltered individuals and families count

**Super Tuesday Point In Time Count:** Tuesday, January 26, 2011 from 5:30 to 9:30 pm concentrated outreach to count unsheltered individuals and families

**Survey Instrument:** The survey instrument will be provided. The form for singles will be on white paper, the survey instrument for families will be on colored paper.

**Training:** There will be two trainings for Lead Coordinators and homeless program staff along with a mandatory training for all surveyors working the Super Tuesday Count.

The two Lead Coordinators and homeless program staff trainings will be held on January 19 at 1:30 pm following the PIC meeting at the Kapolei City Hall and on January 21 at 10:00 am at Aloha United Way, Oahu Room, 5<sup>th</sup> floor.

The mandatory training for all surveyors working the Super Tuesday Count will happen from 5:30 to 6:00 pm just prior to the start of the count at each of the coordinating sites. All surveyors are required to attend.

**Contact Information:**

Darlene Hein – phone 791-9380 or by email [dhein@waikihc.org](mailto:dhein@waikihc.org)

Stephanie On – phone 768-7752 or by email [son@honolulu.gov](mailto:son@honolulu.gov)

Carlos Peraro - by email [carlosperaro@yahoo.com](mailto:carlosperaro@yahoo.com)

**Contact Information and Confidentiality Form  
2011 HOMELESS POINT-IN-TIME COUNT**

Name: \_\_\_\_\_ Phone #: \_\_\_\_\_

Position: \_\_\_\_\_ Agency: \_\_\_\_\_

E-mail: \_\_\_\_\_

Emergency Name and Contact #: \_\_\_\_\_

Preferred Geographic Area: \_\_\_\_\_

**Appendix 4: Statement of Confidentiality**

**2011 Point in Time Count Statement of Confidentiality  
Must be signed by all Surveyors**

All outreach staff and volunteers associated with the collection of homeless population data during the 2011 unsheltered Point in Time Count are subject to certain confidentiality guidelines.

These guidelines apply to all data collected during the six day period from January 26th – January 31st and to any data that may subsequently be entered into the HMIS from this period.

The State of Hawaii’s HMIS contains an appreciable amount of client information that must be confidentially maintained. As the administrator of the HMIS, there are several guidelines that the State of Hawaii would like to address regarding the upcoming collection of client data and the entering of this data into the HMIS for applicable outreach staff.

- All client information gathered will be held strictly confidential.
- All completed surveys will be kept out of public view.
- Personal HMIS user identifications and passwords will be kept secure and will not be shared.
- Private information obtained from the HMIS is to remain confidential, even if an employee’s job is terminated or concludes for any reason.
- Entering known, inaccurate information about any client is prohibited.

**Your signature below indicates your agreement to comply with this statement of confidentiality.**

*Outreach Agency if Applicable* \_\_\_\_\_

*Print Name* \_\_\_\_\_

*Signature* \_\_\_\_\_ *Date* \_\_\_\_\_

Please fax all completed forms to Vanessa at 732-0735 or turn in at the training.

**SURVEYORS INSTRUCTIONS  
2011 HOMELESS POINT-IN-TIME COUNT**

**Things to bring when surveying**

- Surveys
- Pen or pencil
- Clipboard
- Cell phone
- Contact information of Lead Coordinator
- Other items if needed water, umbrella and/or flashlight
- Incentive items

**Safety Tips**

- Never survey alone – Work in pairs and always stay within eyesight of others.
- Never survey in an isolated area unless the area and the clients are known to you
- The Lead Coordinator must be informed of surveying times and places
- It is recommended to wear white or brighter colors to be easily visible. Wear comfortable clothes and shoes. Limit the amount of accessories you wear.
- Look for any suspicious or dangerous activities when arriving at a site to be aware of areas to avoid.
- Be observant of people around you and look up often while administering the survey.
- Stay out of enclosed or tight spaces.

- Do not pressure anyone to participate in the survey
- In case of an emergency, call or have another person call 911.

#### **Survey Instruments**

- **ALL** unaccompanied and accompanied households found at each site are to be surveyed. This includes unaccompanied youth under 18.
- There are two survey instruments:
  - Single – white paper (Use this form for singles and couples without children)
  - Part of a Household – colored paper (a household must include children)
- Be consistent in the way that questions are asked. Do not reword or condense the questions when reading them to respondents. Unless obvious (such as gender), ask every question.
- If respondents are hesitant in providing personal information, assure them that the information is confidential and that it is only used to make sure that we do an accurate count and do not count people more than once. If they still refuse, make sure to write down as detailed of a visual description of persons as possible so that duplication can be reduced in the HMIS.
- For the living with others (accompanied) survey, if the other adult household members are not available, ask the respondent to provide as detailed information on the absent individuals as possible.
- In order to be counted an individual must be seen by the surveyor.
- If an individual who is known to be homeless is unable or unwilling to be surveyed due to severe mental illness or substance abuse intoxication, the Survey Form should be filled out as completely as possible including a description of the person and the box checked indicating the person's refusal to participate.

***Please fill out the survey form as completely and carefully as possible.  
(Remember someone has to be able to read the form to input the data)***