Decade to Doorways

2018 Data Review

Decade to Doorways
Chester County Department of Community Development

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Introduction

The Decade to Doorways mission is to prevent and end homelessness in Chester County. Data is a powerful and intrinsic tool in the realization of this goal; to ensure that every member of our community is permanently housed. The collection and analysis of meaningful data allows for strategic decision making, ensuring efficient use of scarce resources. Data also empowers decision makers, through the implementation of benchmarks and system performance measures, to assess the effectiveness of providers or programs and to be responsive to changing conditions in the homeless population. Finally, data provides the community with a true picture of the reality of homelessness in Chester County and the challenges faced by individuals and families experiencing it.

Overview

Decade to Doorways' vision requires ensuring that when someone becomes homeless their experience can be described as rare, brief, and non-recurring. The measurements below provide a benchmark for tracking Decade to Doorways' progress in the realization of this goal, and are part of HUD's System Performance Measures. The number of unique persons entering Emergency Shelter (ES) or Transitional Housing (TH) decreased significantly, from 1,223 in 2017 to 1,054 in 2018. The number of persons experiencing homelessness for the first time also decreased from 985 in 2017 to 853 in 2018. The percentage of exits to permanent housing destinations essentially remained flat, only slightly decreasing from 56% in 2017 to 55% in 2018. The percentage of persons who returned to homelessness in 6 to 12 months after exiting to a permanent destination increased slightly from 5.03% to 5.30%.

# of unique persons entering ES or TH

2017 — 1,223

1,054 — 2018

# of persons 1st time homeless

2017 — 985

853 — 2018

% of exits permanent housing

2017 — 56%

55% — 2018

% returns to homeless situation 6-12 mos.

2017 — 5.03%

5.30% — 2018
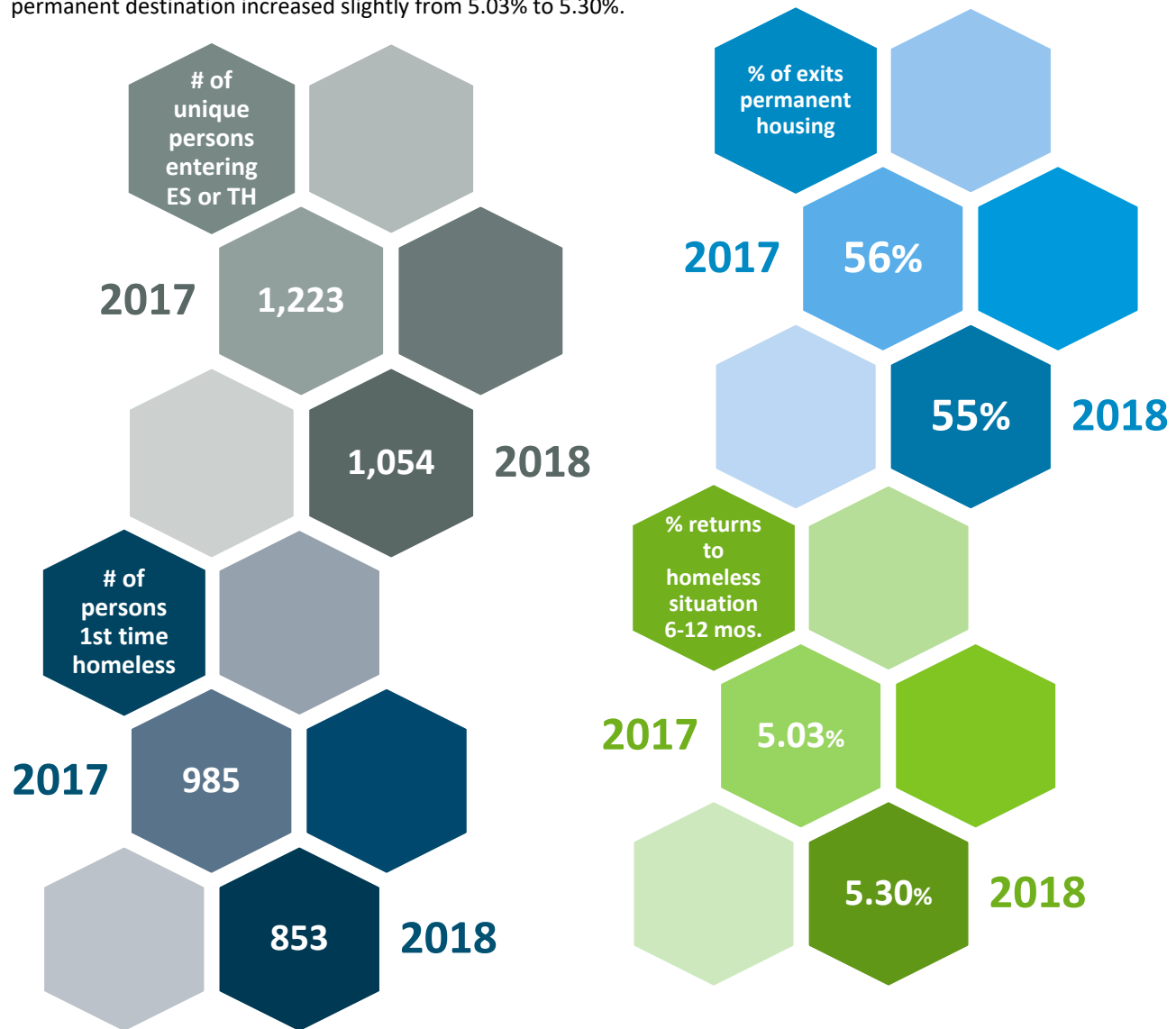
Overview

An effective coordinated entry system is critical to furthering the core mission of Decade to Doorways; ensuring homelessness in Chester County is rare, brief and non-recurring. The U.S. Department of Housing and Urban Development (HUD) describes coordinated entry as a "fully integrated crisis-response system" wherein all providers in the community work as one streamlined entity to enact a person-focused strategy for homelessness. This is achieved by efficiently leveraging the four key components of coordinated entry: access, assessment, prioritization, and referral to housing intervention.
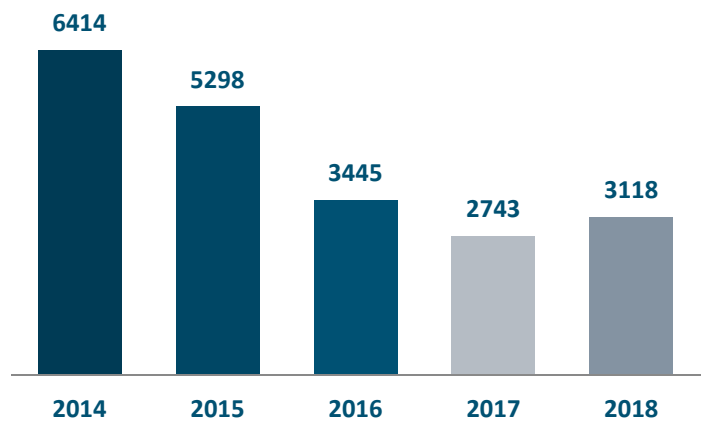
Access: ConnectPoints

Calls 2018

3,118 Yearly

Average Monthly 260

12 Average Daily
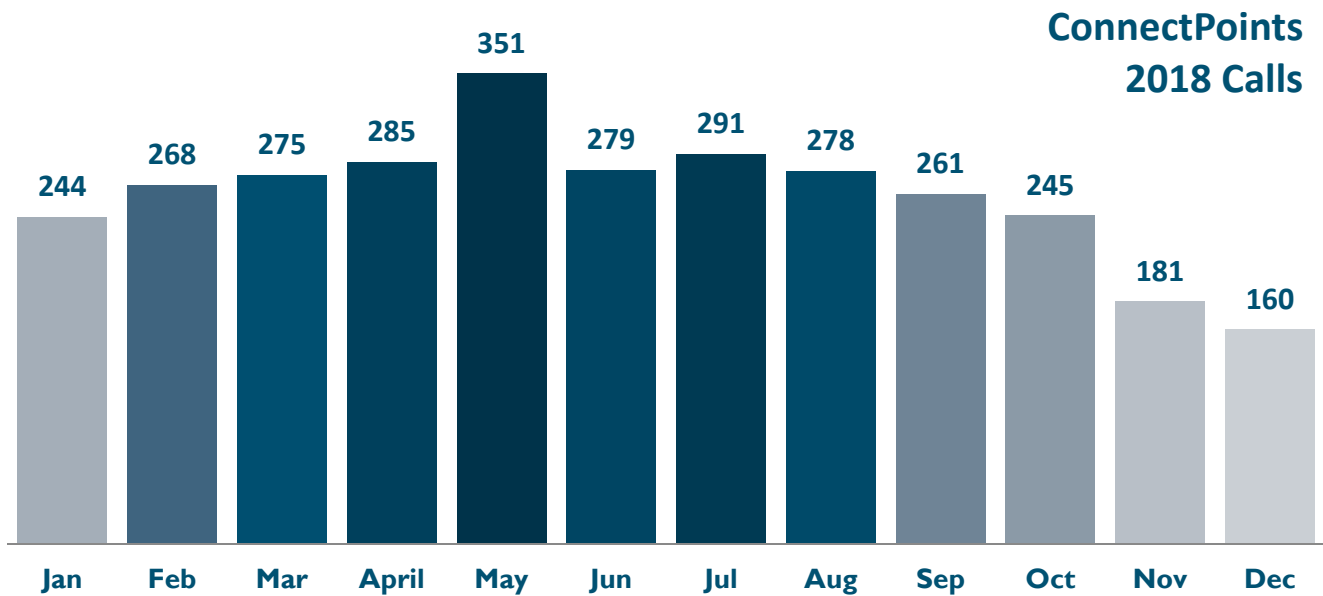
Unique Clients 1,713
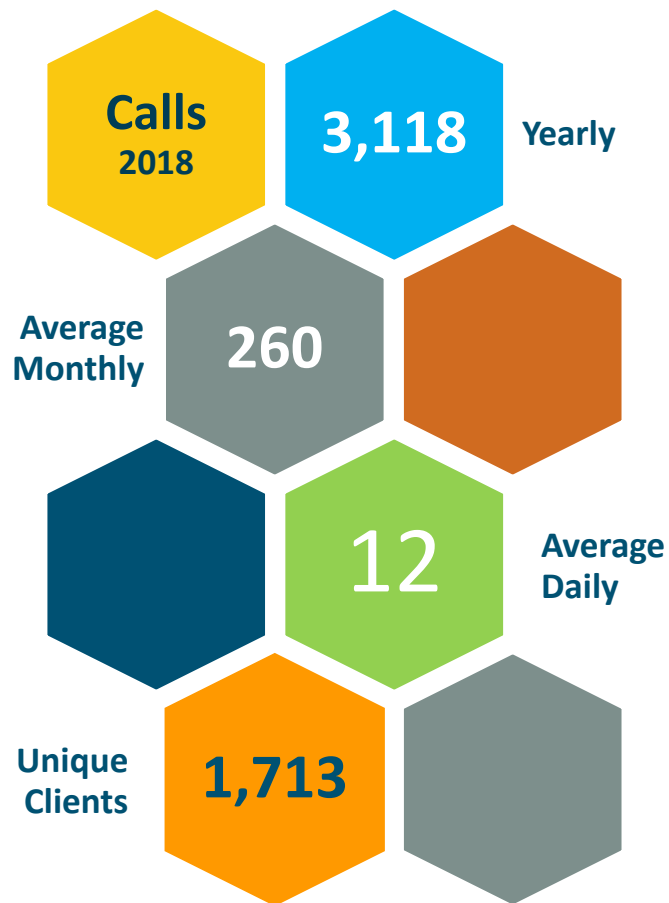
ConnectPoints serves as the main access point into Chester County's coordinated entry system with multiple methods available for entrance. While persons experiencing a housing crisis can visit the physical office in Coatesville, the majority access ConnectPoints via telephone calls, email or text message. ConnectPoints also provides on-site outreach services to persons who may have difficulty utilizing other access points. All phone calls, emails, text messages, outreach services, and in-person visits count as a "call" and are documented in the Chester County Client Information Management System (CCCIMS). In 2018, ConnectPoints received a total of 3,118 calls. Of these, 1,713 represented unique clients. ConnectPoints' staff handled, on average, around 260 calls per month or 12 calls per day.

The 3,118 calls logged in 2018 represent a slight increase of 13.6% over 2017, however this is still a 51.4% decrease overall from 2014. This overall decrease in calls is primarily due to efforts made by Decade to Doorways to streamline the coordinated entry process, which increased efficiency by eliminating duplicate incoming calls.
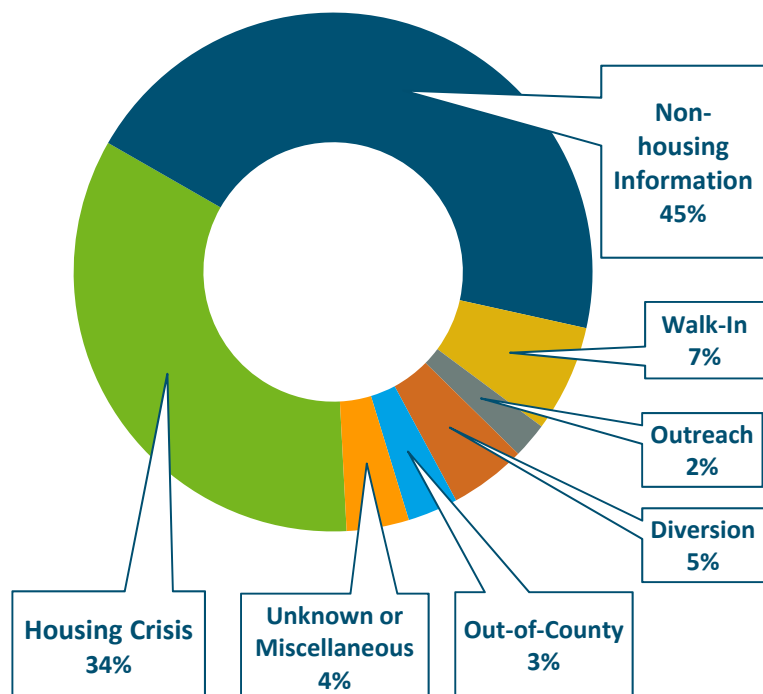
ConnectPoints Calls 2014-2018

Year	Calls
2014	6414
2015	5298
2016	3445
2017	2743
2018	3118

Access: ConnectPoints Calls

ConnectPoints 2018 Calls

Month	Calls
Jan	244
Feb	268
Mar	275
April	285
May	351
Jun	279
Jul	291
Aug	278
Sep	261
Oct	245
Nov	181
Dec	160

In 2018, the busiest month for coordinated entry was May (351 calls), followed by July (291 calls) and April (285 calls). Continuing trends from previous years show the late spring and summer months tend to have the highest volume of calls while late fall and early winter are usually slower. December 2018 (160 calls), marks the second lowest month for calls since the inception of coordinated entry in Chester County.

Incoming calls to ConnectPoints are assigned call "types" in the Chester County Client Information Management System (CCCIMS), as illustrated in the chart to the left. There were 208 (7%) calls recorded under the 'Walk-In' call type. The 'Walk-In' designation does not indicate an actual 'call' via telephone, however, this label is used to document an interaction with a client visiting ConnectPoints' physical location. Of 3,118 incoming calls in 2018, 149 (5%) were recorded as being related to diversion and 98 (3%) were designated as non-county residents not eligible for services. 'Housing Crisis' referral calls are usually related to the emergency shelter queues and represent those who are at risk of, or currently experiencing homelessness and these made up for 34% of all calls recorded.

ConnectPoints Calls by Type

- Non-housing Information 45%
- Walk-In 7%
- Outreach 2%
- Diversion 5%
- Out-of-County 3%
- Unknown or Miscellaneous 4%
- Housing Crisis 34%

Access: ConnectPoints Clients by Zip Code

Zip codes are collected from all households entering Chester County's homeless crisis response system. The chart to the right, along with the corresponding map below, show the last residence or current homeless location of households in need of housing intervention in 2018. Coatesville's 19320 zip code accounted for 30% of all calls, followed by West Chester's 19380 with 10%. Just under 4% of calls were received from those residing outside the county and who were, therefore, ineligible for services. Around 23% of calls were unable to be counted due to missing or errant data.

Zip Code	Locality	% of calls
19320	Coatesville	**30%**
19380	West Chester	**10%**
19460	Phoenixville	**8%**
19335	Downingtown	**4%**
19382	West Chester	**3%**
19344	Honey Brook	**2%**
19363	Oxford	**2%**
19475	Spring City	**2%**
19348	Kennett Square	**2%**
19355	Frazer/Malvern	**2%**

2018 ConnectPoints Clients by Zip Code
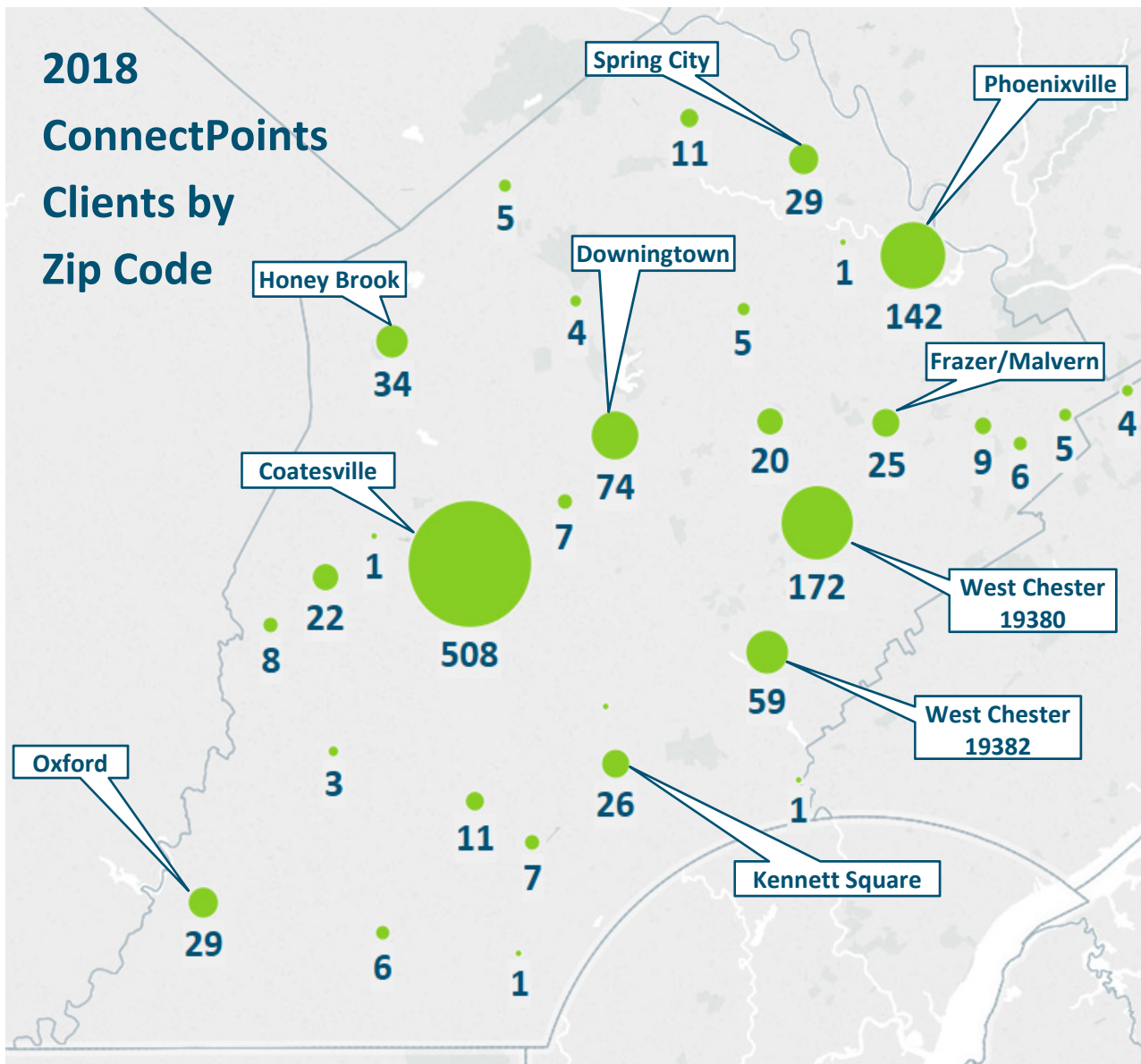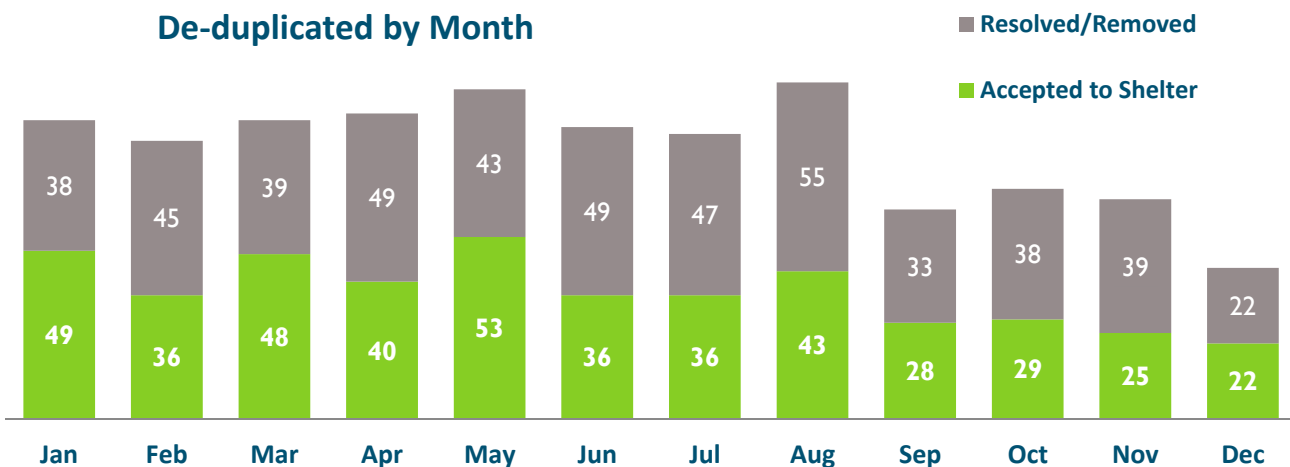
Assessment: Triage, Diversion & the VI-SPDAT

Assessment is a critical component of the coordinated entry process. It is a process of quantifying a person's needs and vulnerabilities while documenting potential barriers they face in becoming housed. It begins with an initial triage that, after ensuring the current safety of the client, identifies the crisis and determines eligibility. Next, diversion strategies are implemented when deemed safe and appropriate. Diversion is an approach that helps those experiencing a housing crisis to identify alternatives and resources that may prevent them from entering shelter. If diversion is not successful, a brief initial assessment is completed to gather basic information. The last step before prioritization & referral is the VI-SPDAT (Vulnerability Index – Service Prioritization Decision Assistance Tool). This standardized tool, an abridged version of the more intensive SPDAT assessment, allows coordinated entry to determine a client's level of vulnerability, or acuity score. This score, along with other mitigating factors, allows for effective prioritization of the most vulnerable clients and expedited referral.

| Triage/Eligibility | Diversion | Inital Assessment | VI-SPDAT | Prioritization & Referral |

Prioritization & Referral: The VI-SPDAT

During the prioritization process, information obtained through the assessment is used to identify priority populations such as families with infants or pregnant women. This information, along with the acuity score obtained from the VI-SPDAT tool is then used to place clients on a list for shelter placement. Coordinated entry completed a total of 942 VI-SPDAT or VI-FSPDAT assessments for 765 unique households in 2018. However, not every referral necessarily results in a shelter stay. In 2018, while 47.3% of VI-SPDAT referrals were recorded as accepted into an emergency shelter, the remaining 52.7% were removed from the queue for various reasons including: client is not literally homeless, client refused shelter, client unavailable for follow-up, or the crisis self-resolved.

2018 VI-SPDAT & VI-FSPDAT Assessments De-duplicated by Month

Legend: ■ Resolved/Removed ■ Accepted to Shelter

Month	Resolved/Removed	Accepted to Shelter
Jan	38	49
Feb	45	36
Mar	39	48
Apr	49	40
May	43	53
Jun	49	36
Jul	47	36
Aug	55	43
Sep	33	28
Oct	38	29
Nov	39	25
Dec	22	22

Prioritization & Referral: The Emergency Shelter Queues

Once prioritization has been completed, persons who cannot be immediately referred to shelter due to capacity constraints are placed on the emergency shelter queues. The Decade to Doorways system maintains three separate emergency shelter queues. *Single Men*, *Single Women*, and *Family* queues are designed to reflect the structural makeup of the system's shelters and enables a more efficient intake process. In 2018, 756 unique households were placed on the emergency shelter queues; 393 single men, 187 single women, and 185 families.

2018 Unique Clients on Emergency Shelter Queues

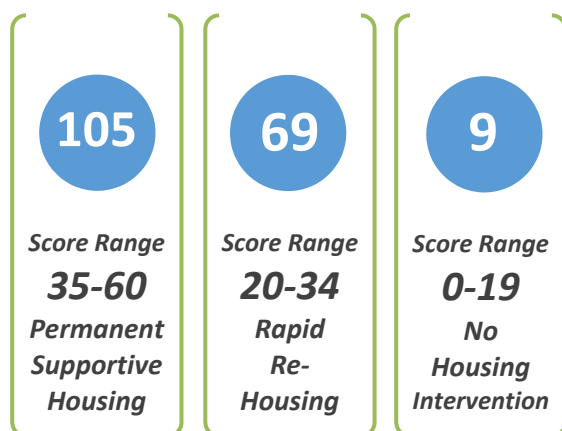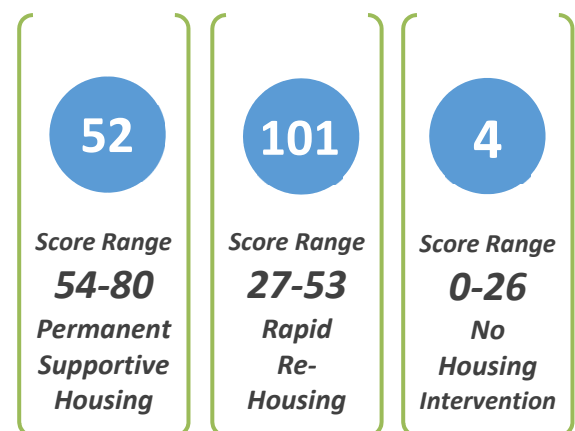| 393	187	185
Single Men	*Single Women*	*Families*
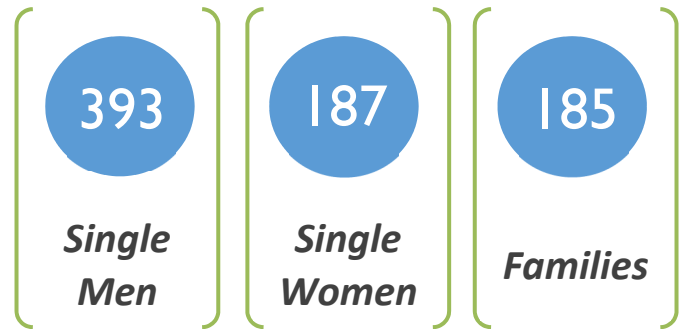
Prioritization & Referral: Permanent Housing Queues

Separate and apart from the emergency shelter queues, Decades to Doorways also operates permanent housing queues for persons experiencing homelessness who are in need of a housing intervention. The more intensive SPDAT tool is used for assessment and, once complete, households are placed on either the Single Individual or Family queue. Assessment for the permanent queues can occur at any point during the coordinated entry process, dependent on the situation. While the assessment is often performed at the emergency shelter level, clients who are street homeless and not seeking shelter are often assessed by ConnectPoints during the outreach and engagement process or through Decade to Doorways partner providers.

In 2018, 340 households were added to the Decade to Doorways permanent housing queues. Of these, 183 were single individuals and 157 were family households. The chart below shows the number of unique SPDAT's along with how many of them fell within each scoring designation. Over 64% of families were recommended for Rapid Re-Housing intervention while the same was true for only 38% of single individuals. Conversely, over 57% of single individuals were recommended for Permanent Supportive Housing, compared with 33% of family households.

2018 SPDAT Score Distribution – Single Individuals

105	69	9
Score Range **35-60** Permanent Supportive Housing	*Score Range* **20-34** Rapid Re-Housing	*Score Range* **0-19** No Housing Intervention

2018 SPDAT Score Distribution – Families

52	101	4
Score Range **54-80** Permanent Supportive Housing	*Score Range* **27-53** Rapid Re-Housing	*Score Range* **0-26** No Housing Intervention

Overview

2018
Emergency Shelter

756 Unique Persons Served

638 Exits from Emergency Shelter

272 Exits to Permanent Housing

44% Percentage of Exits to Permanent Housing

62 days Average Length of Stay
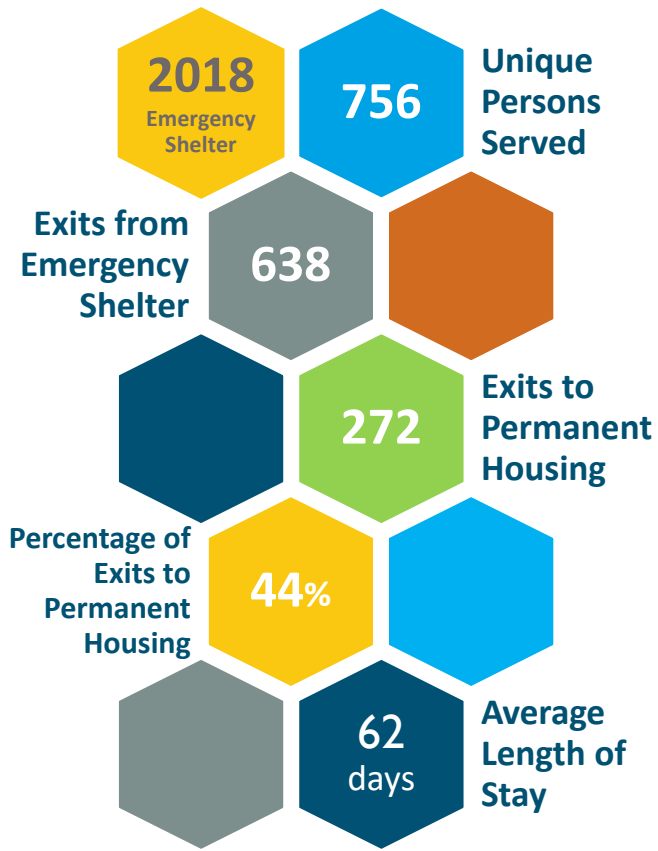
Emergency shelter is a crucial component of Chester County's homeless crisis response system. It exists to provide immediate, low-barrier access to safe and decent shelter. However, it is important that shelter not be seen as a destination, but rather a part of a larger process that rapidly exits persons experiencing homelessness to permanent housing destinations. Decade to Doorways is committed to a Housing First approach to homeless crisis intervention as it reduces the length of time people remain homeless and creates a more effective and equitable system.

In Chester County, a total of 756 unique persons were served in an emergency shelter program in 2018. While 549 actually entered shelter in 2018, 207 of the total served entered in 2017 and carried over. There were 638 total exits from emergency shelter and 272 of these were exits to permanent housing, representing 44% of all reported exit destinations. The average length of stay across all emergency shelters was 62 days. Emergency hotel vouchers served 206 persons in 2018, down from 239 in 2017.
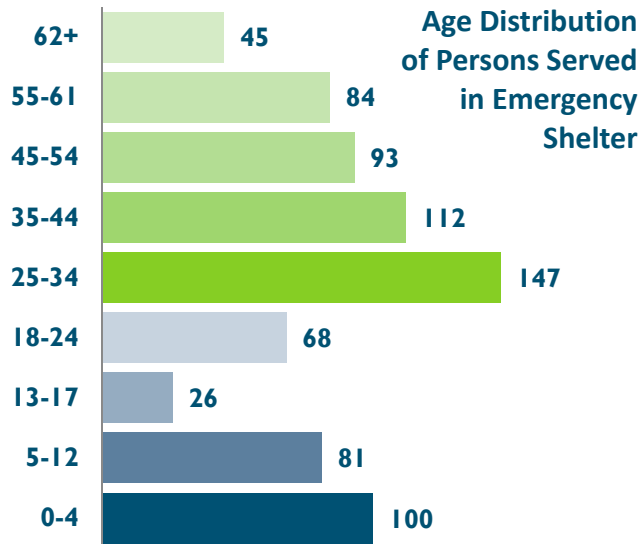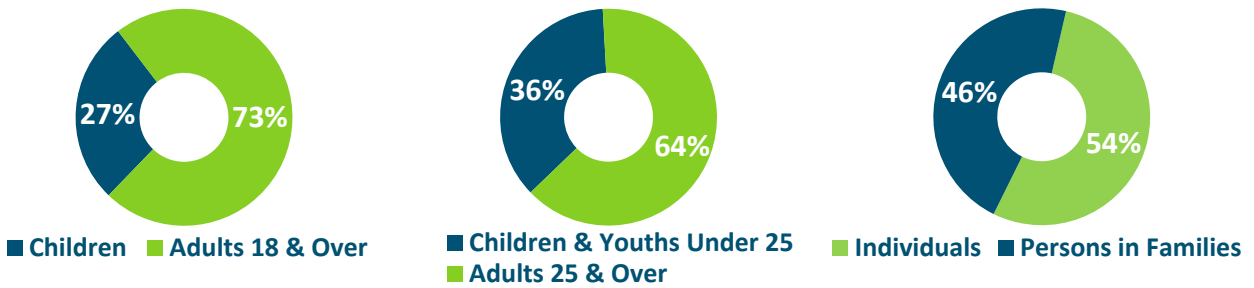
Shelter Capacity

Emergency shelters in 2018 had a total bed capacity of 140. Individual shelters had an inventory of 69 beds while 71 beds were allocated to families. In addition, Good Samaritan, Safe Harbor, and W.C. Atkinson all offer Code Blue, single-night beds when the temperature drops below 35 degrees. This policy prevents unsheltered individuals from being exposed to extreme weather conditions. Please note that adding up each shelters' persons served will not equal the overall number cited in the 'Overview' section due to persons that were served by more than one shelter program.

Emergency Hotel or Motel Voucher programs also help provide immediate shelter on a short-term basis when the system is at capacity. Hotel/Motel Voucher programs served both families and single individuals totaling 206 unique persons in 48 households.

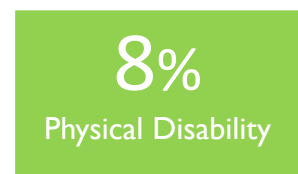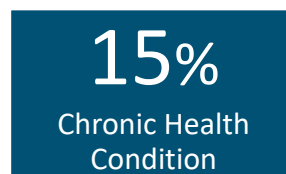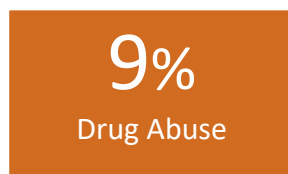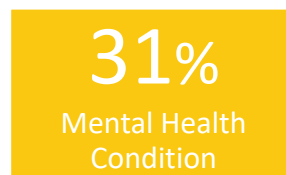| Good Samaritan	Safe Harbor	W.C. Atkinson	CYWA	Friends Association	Hotel/Motel Vouchers
•Emergency Shelter for Single Men •7 Beds •Code Blue Shelter •51 persons served	•Emergency Shelter for Single Men & Women •40 Total Beds •Code Blue Shelter •245 persons served	•Emergency Shelter for Single Men •22 Beds •Code Blue Shelter •102 persons served	•Emergency Family Shelter •50 Beds •Code Blue Shelter •137 persons served •56 Households	•Emergency Family Shelter •21 Beds •6 Units •89 persons served •23 Households	•Emergency Hotel Voucher Program •Adminstered by Friends Association & Gateway •206 persons served •48 Households

Demographics

27% Children | 73% Adults 18 & Over

36% Children & Youths Under 25 | 64% Adults 25 & Over

46% Individuals | 54% Persons in Families

Age Distribution of Persons Served in Emergency Shelter

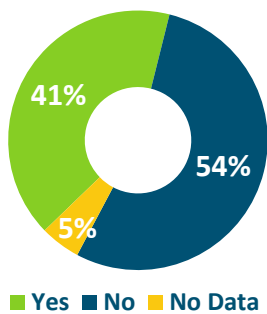| Age	Count
62+	45
55-61	84
45-54	93
35-44	112
25-34	147
18-24	68
13-17	26
5-12	81
0-4	100

Of the 756 unique persons served in emergency shelter in 2018, 73% were adults and 27% were children. Persons aged 18-24, designated as youth by HUD, combined with children under the age of 18 make up 36% of those served. Infants and children aged 0-4 years made up 36% of the youth category and 48% of those under the age of 18. Persons 45 years of age or older represented 29% of those served and 46% of the adults over 25 category. Analysis of households shows that 45% of persons were members of a family and 55% presented as single individuals.

Disabling Conditions

Does the client have a disabling condition?

41% Yes | 54% No | 5% No Data

24% Multiple Conditions

31% Mental Health Condition

3% Alcohol Abuse

9% Drug Abuse

15% Chronic Health Condition

8% Physical Disability

Required by HUD as a Universal Data Element, data on disabling conditions must be collected from all providers using CCCIMS. It is used in determining Chronic Homelessness and can be helpful in identifying barriers to stable, permanent housing. In 2018, 41% of persons served in emergency shelters self-reported at least one disabling condition upon entry. While 17% reported a single disabling condition, 13% reported two conditions and 12% reported three or more conditions. The most prevalent were mental health designations, with 31% of all persons served in an emergency shelter reporting conditions at entry. Physical Disability was reported by 8% of persons, while 17% recorded some combination of drug and/or alcohol abuse.
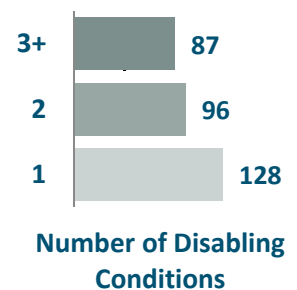
Number	Count
3+	87
2	96
1	128

Number of Disabling Conditions

Prior Living Situations

The table below shows the top 10 most commonly reported prior residences by clients served in emergency shelters. This data, collected from adult clients upon shelter entry, is one of the elements used in identifying chronic homelessness. All recorded responses fall into one of the following categories: 'Homeless Situations', 'Institutional Situations', and 'Permanent or Temporary Situations'. Permanent and temporary situations include: staying with friends or family members, hotel paid by client, hotel or motel voucher, and rentals by client with or without subsidies.
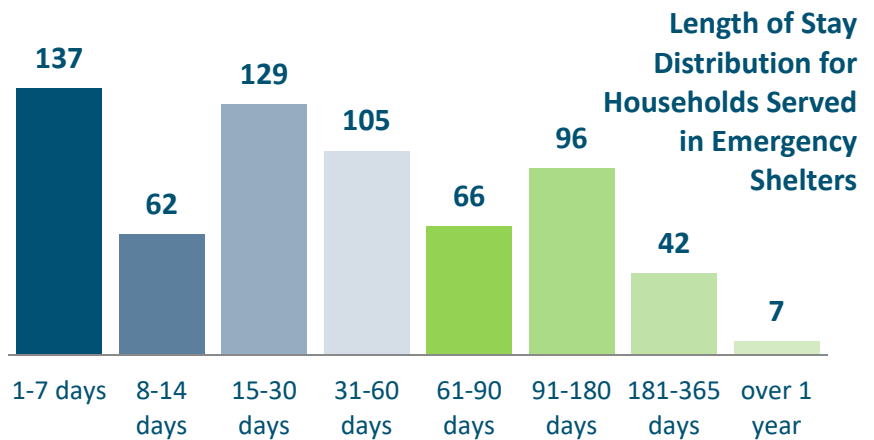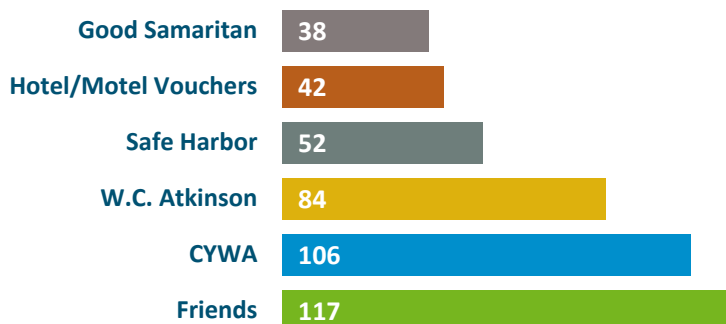
Prior Living Situations

44%
21%
35%

- ■ Homeless Situations
- ■ Institutional Situations
- ■ Permanent or Temporary Situations
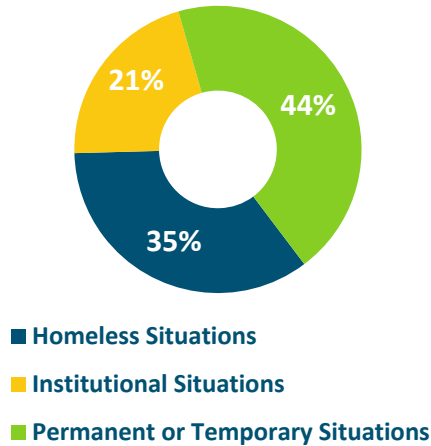
Top Prior Residences	Individuals (# of persons)	Families (# of Households)
Staying with friends or family	115	50
Place not meant for habitation	92	12
Emergency shelter or hotel w/voucher	51	35
Rental, paid by client	46	19
Psychiatric hospital or facility	40	2
Jail or prison	36	1
Hospital, non-psychiatric	26	0
Substance abuse facility	13	6
Hotel/motel, paid by client	11	8
Transitional Housing	9	0

Length of Stay

Length of stay is an important benchmark for determining the rate at which people are moving through the Decade to Doorways homeless response system. The goal is to move clients as quickly as possible from temporary emergency shelter situations into more permanent destinations. Overall, 51% of all households served in emergency shelters in 2018 exited in 30 days or under and 67% exited in 60 days or under. Only 23% of households stayed 91 days or over.

Length of Stay Distribution for Households Served in Emergency Shelters

1-7 days	8-14 days	15-30 days	31-60 days	61-90 days	91-180 days	181-365 days	over 1 year
137	62	129	105	66	96	42	7

Average Length of Stay (in days)

Good Samaritan	38
Hotel/Motel Vouchers	42
Safe Harbor	52
W.C. Atkinson	84
CYWA	106
Friends	117

Decreasing the length of time people experience homelessness helps mitigate the negative impacts that prolonged homelessness has on both children and adults. The chart on the left shows the average length of stay, in days, for each emergency shelter and the emergency hotel/motel voucher programs.
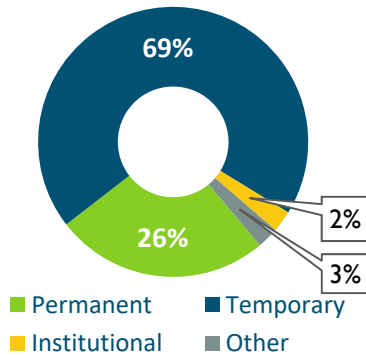
Exit Destinations

Client destinations are recorded at the time of program exit and fall within four categories: Permanent, Temporary, Institutional, and Other. HUD considers exits to permanent housing destinations a positive outcome and uses this data as a system performance benchmark for providers and programs. The chart below outlines possible client destinations and their respective categories.
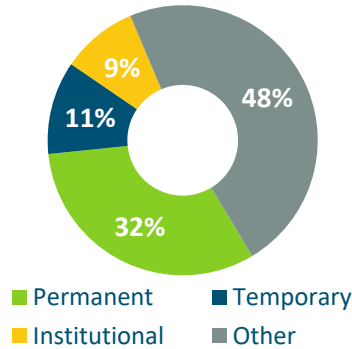
Permanent Destinations	Temporary Destinations	Institutional Settings	Other
• Rental by Client, with or without RRH or equivalent subsidy • Permanent housing for formerly homeless persons • Staying or living with family or friends, permanent tenure	• Emergency Shelter, including hotel/motel paid for with emergency voucher • Transitional Housing • Staying or living with family or friends, temporary tenure • Place not meant for human habitation • Safe Haven • Hotel or motel, paid for by client	• Psychiatric hospital or other psychiatric facility • Substance abuse treatment facility or detox center • Hospital or other residential non-psychiatric medical facility • Jail, prison, or juvenile detention facility • Long-term care facility or nursing home	• Residential project or halfway house with no homeless criteria • Deceased • Other • Client doesn't know/Client refused • Data Not Collected (no exit interview completed)

The charts below show the breakdown for each category of exit destination for each emergency shelter provider. The percentage of exits to permanent housing is one measure used to gauge the performance of a particular program or project.

Good Samaritan

69% Temporary
26% Permanent
2% Institutional
3% Other

■ Permanent ■ Temporary
■ Institutional ■ Other

Safe Harbor

9% Institutional
11% Temporary
32% Permanent
48% Other

■ Permanent ■ Temporary
■ Institutional ■ Other

W.C. Atkinson

42% Temporary
18% Institutional
25% Permanent
15% Other

■ Permanent ■ Temporary
■ Institutional ■ Other

CYWA

42% Temporary
54% Permanent
2% Institutional
2% Other

■ Permanent ■ Temporary
■ Institutional ■ Other

Friends Association

95% Permanent
5% Temporary

■ Permanent ■ Temporary

Overview

2017 TH

647 Persons Served

52 # served by general population programs

596 # served by veterans programs

72% Exits to Permanent Housing

2018 TH

625 Persons Served

50 # served by general population programs

576 # served by veterans programs

70% Exits to Permanent Housing

Transitional Housing provides housing and related supportive services for homeless individuals for up to 24 months with the goal of stab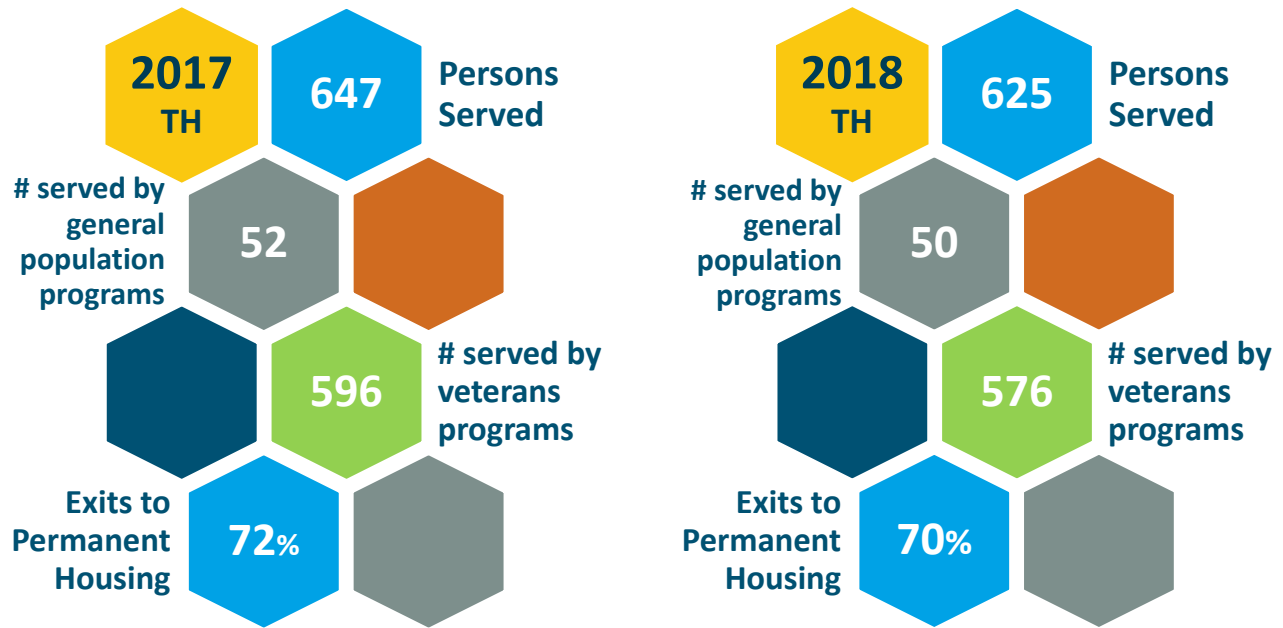ilizing and preparing for eventual permanent housing. In 2018, 625 unique individuals were served in Transitional Housing programs, serving both the general population and veterans. General population programs served 50 individuals in 2018 while 576 were served in veterans programs and 1 client was served by both. Participation was largely steady, with overall participation seeing a 3% decrease in 2018 over 2017. General population programs saw a 4% decrease in the number of persons served and veterans programs decreased by 3%. Overall exits to Permanent Housing counts unique clients' most recent exit. If, for example, a person entered multiple Transitional Housing projects, only the latest exit would count towards the overall calculation.
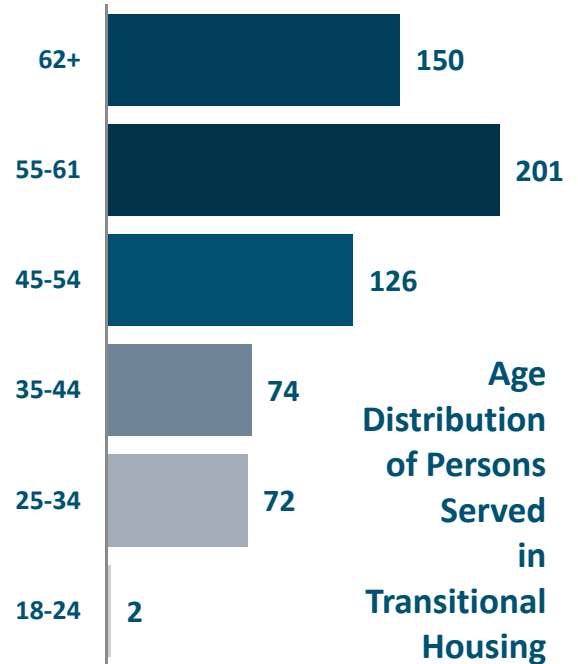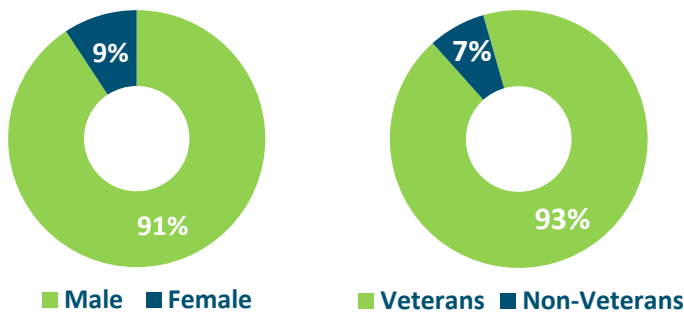
Capacity

The capacity of Transitional Housing programs for general population and veterans are outlined in the chart below. In 2018, 62 persons were served by more than one Transitional Housing program due to transfer. Therefore, the sum total of persons served in each veteran program is higher than the unique client total of 625.

PA Home of the Sparrow Senior Bridge Housing
- Women
- **12** Beds
- **11** persons served

Veterans Multi-Service Center - The Mary E. Walker House
- Veterans - Women
- **30** Beds
- **47** persons served

Veterans Multi-Service Center - LZ II
- Veterans - Single Men
- **95** Beds
- **253** persons served

Good Samaritan Transitional Housing for Men
- Single Men
- **11** Beds
- **30** persons served

W.C. Atkinson Transitional Housing
- Single Men
- **6** Beds
- **9** persons served

Fresh Start Building 10 Supportive Housing for Veterans
- Veterans - Single Men
- **60** Beds
- **186** persons served

Fresh Start Independence Hall Transitional Housing for Veterans
- Veterans - Single Men
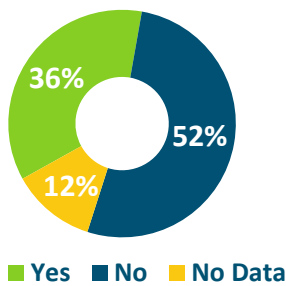- **32** Beds
- **151** persons served

Demographics

Of the 625 persons served in Transitional Housing programs in 2018, 567 (91%) were male and 58 (9%) were female. A significant majority of the 625 persons (93%) were reported as veterans; although a few of these were served in general population programs. 45 persons served (7%) were reported as non-veterans. Over 76% of persons served were aged 45 or older, with 55-61 ranking as the most prevalent age bracket. The distribution of ages among persons served in Transitional Housing closely mirrors that of Emergency Shelters after age 25, with the 18-24 age bracket being among the lowest number served.

9%

91%

■ **Male** ■ **Female**

7%

93%

■ **Veterans** ■ **Non-Veterans**

Age	Number
62+	150
55-61	201
45-54	126
35-44	74
25-34	72
18-24	2

Age Distribution of Persons Served in Transitional Housing

Disabling Conditions

Disabling Condition at Entry?

36%

52%

12%

■ **Yes** ■ **No** ■ **No Data**

11% Multiple Conditions

13% Mental Health Condition

5% Alcohol Abuse

5% Drug Abuse

6% Drug & Alcohol Abuse

5% Physical Disability

Like Emergency Shelters, Transitional Housing programs collect data on disabling conditions at project entry. In 2018, 36% of persons served in Transitional Housing projects reported at least one disabling condition. Over 13% of persons served self-reported a single condition, while 6% reported two conditions and 5% reported three or more conditions. Mental health conditions were reported to be present in 13% of persons served and was among the most prevalent disabling condition reported. Drug abuse, alcohol abuse or both affected a combined total of 16% of persons. Data was not collected in 12% of persons served.
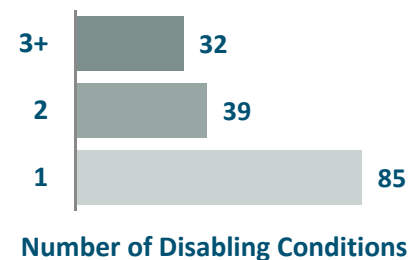
Number	Count
3+	32
2	39
1	85

Number of Disabling Conditions

Prior Living Situations

The table below shows the top 10 most commonly reported prior residences by persons served in Transitional Housing programs across Chester Coun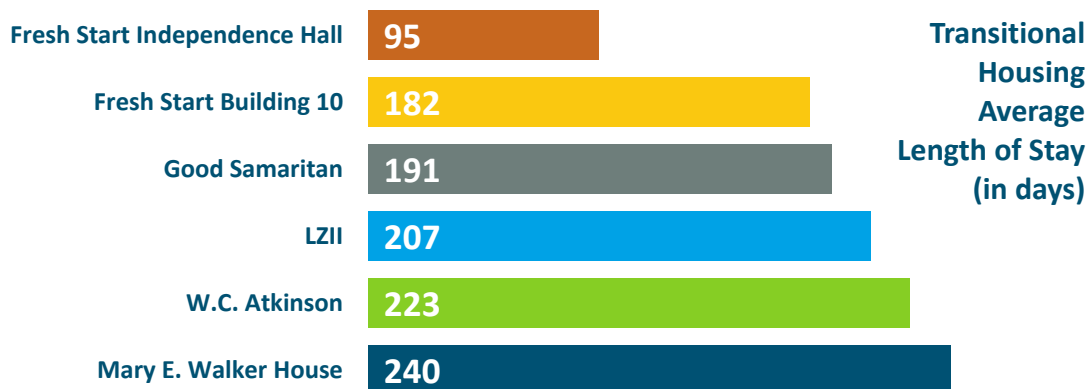ty in 2018. This data, collected from adult clients upon project entry, is one element used in identifying chronic homelessness. All recorded responses fall into one of the following categories: 'Homeless Situations', 'Institutional Situations', and 'Permanent or Temporary Locations'. 'Permanent or Temporary Locations' include: staying with friends or family members, hotel paid by client, hotel or motel voucher, and rentals by client with or without subsidies. Persons reporting that their prior living situation fell within the 'Institutional Situation' category were much more predominant among those served in Transitional Housing when compared with Emergency Shelter programs. 'Institutional' settings include hospitals, substance abuse facilities, jail or prison, and nursing homes. Just over 21% of persons served in Emergency Shelters reported an 'Institutional' situation contrasted with 50% of persons in Transitional Housing. The top prior living situation was 'substance abuse facility', which applied to over 27% of persons served.

Prior Living Situations

- Homeless Situations
- Institutional Situations
- Permanent or Temporary Situations
- Data Not Collected/Missing
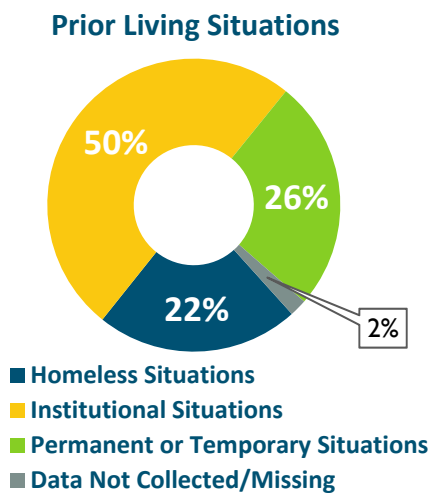
| Top 10 Prior Residences	# persons
Substance abuse facility	166
Staying with friends or family	104
Hospital, non-psychiatric	85
Emergency shelter or hotel w/voucher	57
Place not meant for habitation	53
Rental, paid by client	38
Psychiatric hospital or facility	37
Transitional Housing Program	26
Jail or prison	20
Data not collected	12

Length of Stay

The typical maximum length of stay for a participant in a Transitional Housing program is 24 months; however, there are exceptions and the length of stay does vary from program to program. Average length of stay calculations includes all persons who exited a program in a given year. In 2018, the overall length of stay across all programs was 173 days. The chart below shows the average length of stay, in days, for each Transitional Housing program in 2018. Pennsylvania Home of the Sparrow's Senior Bridge Housing program was not included as no clients have yet exited the program.

Program	Avg Length of Stay (days)
Fresh Start Independence Hall	95
Fresh Start Building 10	182
Good Samaritan	191
LZII	207
W.C. Atkinson	223
Mary E. Walker House	240

Transitional Housing Average Length of Stay (in days)

Exit Destinations

Client destinations are recorded at the time of program exit and fall within four categories: Permanent, Temporary, Institutional, and Other. A detailed breakdown of exit destination designations and their respective categories are detailed in the 'Emergency Shelter' section of this report. Exits to permanent housing destinations are considered positive outcomes and this data is used as a system performance benchmark for providers and programs. The chart on the left below shows the distribution of exit destinations across Transitional Housing programs for individuals in 2018. Exits to permanent housing represented 56% of destinations. There were no reported destinations in the 'Other' category. The chart, below right, shows exits to permanent destinations among individual Transitional Housing programs. Persons with an exit destination of hospital (non-psychiatric), halfway house, long-term/nursing home, foster home, or whom are deceased are excluded from the percentage of exits to permanent housing calculation. Persons with exits from multiple programs are counted for the most recent exit in each program they participated in.

General Population Transitional Housing Exit Destinations

37%
58%
5%

- Permanent
- Temporary
- Institutional
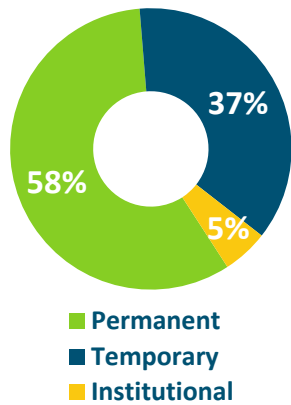
Good Samaritan Transitional Housing for Single Men
- **19** total exits
- **59%** of exits to Permanent Housing

**W.C. Atkinson Memorial Transitional Housing for Single Men**
- **3** total exits
- **50%** of exits to Permanent Housing

Pennsylvania Home of the Sparrow Senior Bridge Housing for Women
- No program exits

In 2018, 66% of persons exiting Transitional Housing programs for Veterans were reported to have exited to destinations in the 'Permanent' category as illustrated in the chart below on the left. A breakdown of Veterans programs, shown in the chart below right, details the total number of persons who exited and the percentage of those who exited to permanent situations.

Veterans Transitional Housing Exit Destinations

15%
9%
10%
66%

- Permanent
- Temporary
- Institutional
- Other
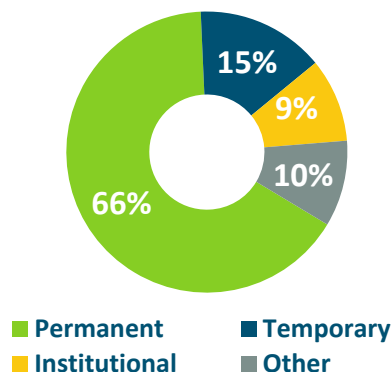
Fresh Start Supportive Housing for Veterans - Building 10
- **125** total exits
- **67%** of exits to Permanent Housing

Fresh Start Transitional Housing for Veterans - Independence Hall
- **119** total exits
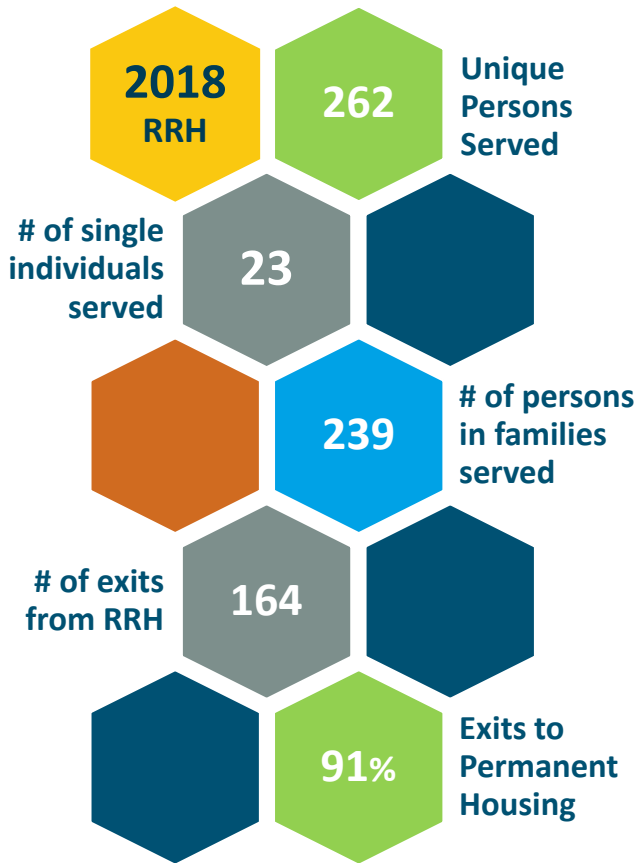- **58%** of exits to Permanent Housing

Veterans Multi-Service Center - The Mary E. Walker House
- **29** total exits
- **68%** of exits to Permanent Housing

Veterans Multi-Service Center - LZII Traditional Residence
- **160** total exits
- **70%** of exits to Permanent Housing

Overview

2018 RRH

262 Unique Persons Served

23 # of single individuals served

239 # of persons in families served

164 # of exits from RRH

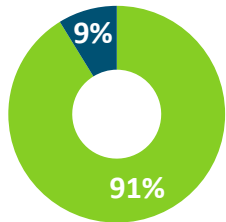**91%** Exits to Permanent Housing

Rapid Re-Housing (RRH) is another fundamental component of Chester County's homelessness crisis response system. Rapid Re-Housing programs operate on a 'Housing First' philosophy with the goal of quickly moving families and individuals experiencing homelessness into permanent housing. This has the benefit of both reducing the length of time homelessness is experienced, and also affords the stability needed to address other barriers in maintaining long-term permanent housing. Rapid Re-Housing programs have proved successful in terms of improved outcomes and have also shown to be more cost effective than that of Transitional Housing or Permanent Supportive Housing for families and individuals who might not need an intensive level of intervention. In 2018, Chester County continued to build the capacity of Rapid Re-Housing by launching several new programs in an effort to more effectively allocate resources. A total of 262 persons were served in 2018; 310 were persons in families and 23 were single individuals. Of the 274 persons who exited a Rapid Re-Housing program in 2017, 91% exited to permanent housing destinations.
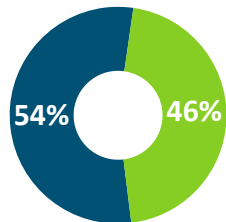
Capacity

The chart below shows Rapid Re-Housing providers for 2018 included in this report. Please note that adding together the 'persons served' for each provider does not produce a unique, de-duplicated count of clients. This is due to a number of clients who transferred from one program to another and were thus served by multiple providers.

2018 Rapid Re-Housing

Human Services, Inc. (HSI)
Rapid Re-Housing for Individuals I, II, & III
- **14** persons served

Housing Authority of Chester County (HACC) Rapid Re-Housing for Individuals
- **9** persons served

Human Services, Inc. (HSI)
Rapid Re-Housing for Families I, II, & III
- **192** persons served
- **59** households

Housing Authority of Chester County (HACC) Rapid Re-Housing for Families
- **54** persons served
- **16** households

Demographics

- **Persons in Families** 91%
- **Individuals** 9%

- **Children** 54%
- **Adults 18 & Over** 46%

- **Children & Youths Under 25** 63%
- **Adults 25 & Older** 37%

Age Distribution of Persons Served in Rapid Re-Housing

Age	Count
62+	8
55-61	8
45-54	21
35-44	26
25-34	33
18-24	24
13-17	22
5-12	60
0-4	60
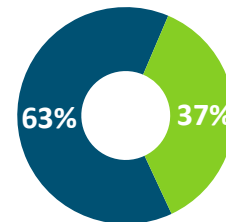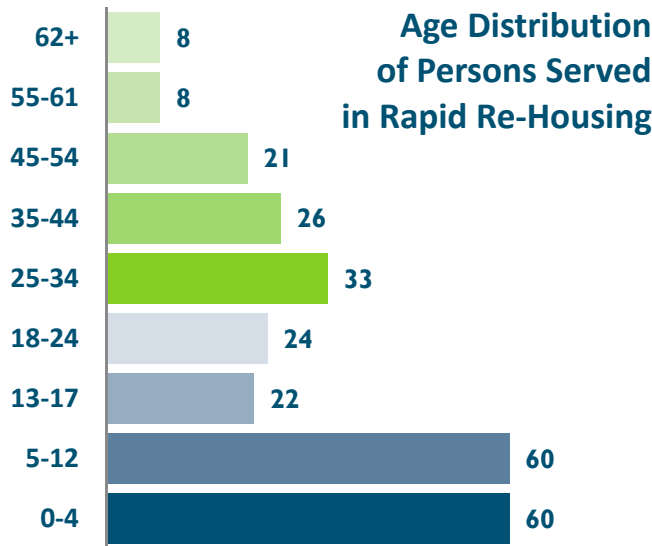
Of the 262 persons served by Rapid Re-Housing programs in 2018, 54% were children and 46% were adults. Persons aged 18-24, designated as youth by HUD, combine with children under the age of 18 to m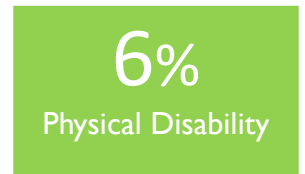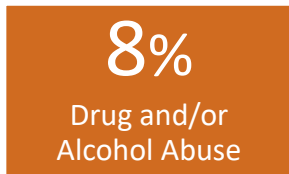ake up 63% of those served in 2018. Broken down by age, the largest groups were infants and children under 5 years of age and children aged 5-12, representing about 46% of those served. Households consisting of persons in families made up the overwhelming majority of those served at 91%. Single individuals represented 9% of persons served. There were a total of 98 unique households served which included 75 families.

Disabling Conditions

Disabling Condition at Entry?

- **Yes** 32%
- **No** 68%

14% Multiple Conditions	**21%** Mental Health Condition
8% Chronic Health Condition	**8%** Drug and/or Alcohol Abuse
7% Developmetal Disability	**6%** Physical Disability
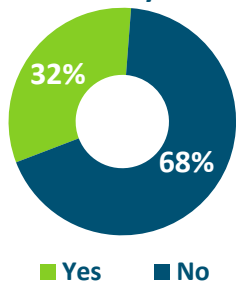
Like Emergency Shelters and Transitional Housing programs, Rapid Re-Housing providers collect data on disabling conditions at project entry. In 2018, 32% of persons served in Rapid Re-Housing projects self-reported at least one disabling condition. Around 18% of persons reported one condition, while 8% reported two and 5% reported three or more. Mental health conditions were reported to be present in 21% of persons served and was among the most prevalent reported disabling condition. Reports of chronic health conditions and some combination of drug and/or alcohol abuse were also significant with 8% reporting these designations.

Number of Disabling Conditions	Count
3+	14
2	22
1	48

Prior Living Situations

Prior Living Situations

86%
12%
2%

- **Homeless Situations**
- **Institutional Situations**
- **Permanent or Temporary Situations**
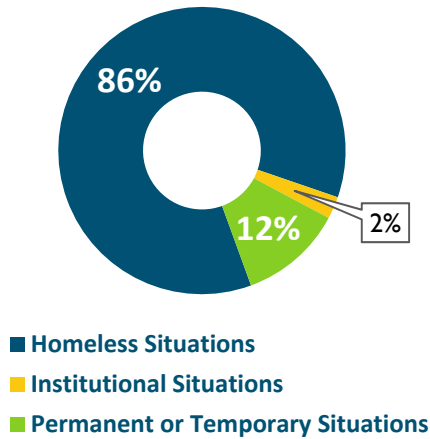
As outlined in earlier sections of this report, living situation data is collected from adults upon program entry and is one element used in identifying chronic homelessness. Over 86% persons entering Rapid Re-Housing programs in 2018 came from 'Homeless Situations' with the vast majority coming from Emergency Shelter. The table below shows the top 5 most commonly reported prior residences by persons served in Rapid Re-Housing programs across Chester County in 2018.

Top 5 Prior Residences	%
Emergency shelter or hotel w/voucher	76
Place not meant for habitation	8
Rental, paid by client	6
Staying or living with family or friends	3
Hotel/motel paid by client	3

Exit Destinations

The chart on the right shows the overall distribution of exit destinations for Rapid Re-Housing programs among the four categories that are outlined in the Emergency Shelter section of this report. Over 92% of persons in Rapid Re-Housing programs in 2018 exited to a 'Permanent' housing situation. Exits to permanent housing are used as a benchmark to track the performance of providers and programs. Destinations falling within the 'Temporary', 'Institutional' categories made up 8% of persons leaving programs. There were no destinations falling in the 'Other' designation. Performance of each program is outlined in the chart below which shows both the percentage of exits to permanent destinations along with the total number of exits in 2018.

Rapid Re-Housing Exit Destinations

92%
7%
1%

- **Permanent**
- **Temporary**
- **Institutional**
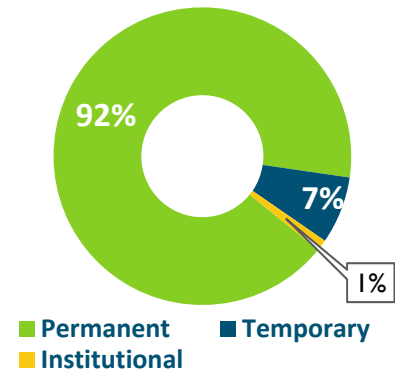
2018
Rapid Re-Housing Exit Destinations

HSI
Rapid Re-Housing for Individuals I, II, & III
67% Exits to Permanent Destinations
- **9** total exits

HACC
Rapid Re-Housing for Individuals
100% Exits to Permanent Destinations
- **7** total exits

HSI
Rapid Re-Housing for Families I, II, & III
97% Exits to Permanent Destinations
- **106** total exits

HACC
Rapid Re-Housing for Families
84% Exits to Permanent Destinations
- **49** total exits

Page 1

I. Introduction
- ❖ National Alliance to End Homelessness. *Recommendations for Decade to Doorways' Homeless Response System.*

II. Overview
- ❖ *Number of unique persons entering ES or TH & number of persons first time homeless* data taken from CCCIMS Report: **ART 0704 Metric 5 System Performance Measures** ran with a date range of 1/1/2018-12/31/2018.
- ❖ *Percentage of exits to Permanent Housing* based on data table **23c** in CCCIMS Report: **ServicePoint ESG CAPER (HDS V1.3) 2018** run for all ES & TH providers outlined in this report with a date range of 1/1/2018-12/31/2018.
- ❖ *Percentage of returns to homeless situation in 6-12 months* data taken from CCCIMS Report: **ART 0701 Metric 2 System Performance Measures** run from 1/1/2018-12/31/2018.

Page 2

III. Overview
- ❖ U.S. Department of Housing and Urban Development. *Coordinated Entry Core Elements*. Available at https://www.hudexchange.info/resources/documents/Coordinated-Entry-Core-Elements.pdf.
- ❖ National Alliance to End Homelessness. *Recommendations for Decade to Doorways' Homeless Response System.*

IV. Access: ConnectPoints
- ❖ *ConnectPoints Calls 2014-2018* data taken from CCCIMS Report: **ART 1102 Call Volume v11.05.31** – dates set from 1/1/2018-12/31/2018, with the yearly sections dating back to 1/1/2014. Call data was also run in the CCCIMS Qlik Sense module's **SMP300-Call Summary- v01**.
- ❖ *Average monthly* was calculated based on the average number of monthly calls from Jan-Dec 2018 in the **ART 1102** (see previous). *Average daily* is calculated based on the number of ConnectPoints working days in 2018 (254) & the number of annual calls from ART 1102 and Qlik Sense.
- ❖ *Unique clients* is based on **ART 1102** (see previous) and CCCIMS Qlik Sense module's **SMP300-Call Summary- v01**.

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V. Assessment: ConnectPoints Calls
- ❖ *ConnectPoints 2018 Calls* was taken from CCCIMS Qlik Sense module's **SMP300-Call Summary- v01** run 1/1/2018-12/31/2018.
- ❖ *ConnectPoints Calls by Type* data taken from CCCIMS Report: **ServicePoint Call Record Report** and CCCIMS Qlik Sense module's **SMP300-Call Summary- v01** run 1/1/2018-12/31/2018.

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VI.   Access: ConnectPoints Clients by Zip Code
- ❖ Zip code data was compiled from raw coordinated assessment intake assessments collected in 2018 & scrubbed. Two reports were created, one with de-duplicated, unique clients and the other containing all calls received. Aggregate data was then exported into **Tableau Public** to create the map.

Page 5

VII.   Assessment: Triage, Diversion & the VI-SPDAT
- ❖ U.S. Department of Housing and Urban Development. *Coordinated Entry Core Elements*. Available at https://www.hudexchange.info/resources/documents/Coordinated-Entry-Core-Elements.pdf.
- ❖ National Alliance to End Homelessness. *Recommendations for Decade to Doorways' Homeless Response System.*

VIII.   Prioritization & Referral: The VI-SPDAT
- ❖ U.S. Department of Housing and Urban Development. *Coordinated Entry Core Elements*. Available at https://www.hudexchange.info/resources/documents/Coordinated-Entry-Core-Elements.pdf.
- ❖ National Alliance to End Homelessness. *Recommendations for Decade to Doorways' Homeless Response System.*
- ❖ *2018 VI-SPDAT & VI-FSPDAT Assessments De-Duplicated by Month* was compiled from CCCIMS Report: **ServicePoint Referrals** with a date range of 1/1/2018-12/31/2018, referral type of 'Outgoing referrals from provider', and a referral status of 'All'. The resulting data set was then de-duplicated by client ID within each month and scrubbed and categorized for outcome. If a client had multiple assessments within a particular month, only the last encounter (with its corresponding outcome) was included. However, a client was assessed in January and then again in July both are counted in the yearly number.

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IX.   Prioritization & Referral: The Emergency Shelter Queues
- ❖ *2018 Unique Clients on Emergency Shelter Queues* was compiled from CCCIMS Report: **ServicePoint Referrals** with a date range of 1/1/2018-12/31/2018, referral type of 'Outgoing referrals from provider', and a referral status of 'All'. The resulting data set was then de-duplicated for 2018 by client ID and scrubbed and categorized for outcome.

X.   Prioritization & Referral: Permanent Housing Queues
- ❖ Data was compiled from CCCIMS SPDAT permanent housing by-name-list report. The data was then filtered and scrubbed to de-duplicate clients. Only SPDATs with a *Date of SPDAT* between 1/1/2018-12/31/2018 were included.

Page 7

XI.   Emergency Shelter Overview
- ❖ U.S. Department of Housing and Urban Development. *HMIS Data Standards Manual*. Available at https://www.hudexchange.info/resource/3824/hmis-data-dictionary/.
- ❖ National Alliance to End Homelessness. *Recommendations for Decade to Doorways' Homeless Response System.*
- ❖ *Unique Persons Served* refers to the total number of unique persons served by Emergency Shelters in the Decade to Doorways partnership in 2018. This may include persons that entered shelter the previous year, 2017, and carried over. *Exits to Permanent Housing* refers to exits occurring in 2018.
- ❖ *Exits to Permanent Housing, Entries to Emergency Shelter*, *Exits from Emergency Shelter, and Persons Served* are all taken from CCCIMS Report: **ServicePoint CoC-APR 2018** & **ServicePoint ESG CAPER (HDS V1.3) 2018** run for the Emergency Shelters listed in the 'Shelter Capacity' Section with a date range of 1/1/2018-12/31/2018.
- ❖ *Average Length of Stay* data was calculated based on CCCIMS Custom **LOS ART Report** for each individual Emergency Shelter. Open Entries were removed and an average was calculated based on persons served with an exit in 2018. Families were counted as a household in order to obtain a truer count.

XII.   Emergency Shelter Capacity
- ❖ *Shelter Capacity* is based on CCCIMS Bed Unit Data. Adding up each shelter's total persons served does not equal the overall number of persons served in the 'Overview' section because some clients were served by more than one shelter program.

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XIII.   Emergency Shelter Demographics
- ❖ U.S. Department of Housing and Urban Development. *HMIS Data Standards Manual*. Available at https://www.hudexchange.info/resource/3824/hmis-data-dictionary/.
- ❖ Graphs created based on data tables in CCCIMS Reports: **ServicePoint CoC-APR 2018** & **ServicePoint ESG CAPER (HDS V1.3) 2018** run for the Emergency Shelters listed in the 'Shelter Capacity' Section with a date range of 1/1/2018-12/31/2018.

XIV.   Emergency Shelter Disabling Conditions
- ❖ U.S. Department of Housing and Urban Development. *HMIS Data Standards Manual*. Available at https://www.hudexchange.info/resource/3824/hmis-data-dictionary/.
- ❖ The question 'Does the client have a disabling condition?' is a HUD Universal Data Element (UDE) and is required to be collected by all CCCIMS participants in our CoC. Graph based on CCCIMS Reports: **ServicePoint CoC-APR 2018** & **ServicePoint ESG CAPER (HDS V1.3) 2018** run for the Emergency Shelters listed in the 'Shelter Capacity' Section with a date range of 1/1/2018-12/31/2018.

❖ The graphic table of *Disabling Conditions* is based on the CCCIMS Report: **ServicePoint CoC-APR 2018,** table 13a1. This is a multiple response question as clients may have multiple disabling conditions.

Page 9

XV.   Emergency Shelter Prior Living Situations

❖ U.S. Department of Housing and Urban Development. *HMIS Data Standards Manual*. Available at https://www.hudexchange.info/resource/3824/hmis-data-dictionary/.

❖ National Alliance to End Homelessness. *Recommendations for Decade to Doorways' Homeless Response System.*

❖ The graph *Prior Living Situations* & table *Top 10 Prior Residences* were both created based on data table **15** in CCCIMS Report: **ServicePoint ESG CAPER (HDS V1.3) 2018** run for the Emergency Shelters listed in the 'Shelter Capacity' Section with a date range of 1/1/2018-12/31/2018. Living situation data is collected from adults only upon shelter entry. Families were counted per household.

XVI.   Emergency Shelter Length of Stay

❖ National Alliance to End Homelessness. *Recommendations for Decade to Doorways' Homeless Response System.*

❖ The *Length of Stay Distribution for Persons Served in Emergency Shelters* graph was based on data table **22a2** in CCCIMS Report: **ServicePoint ESG CAPER (HDS V1.3) 2018** run for the Emergency Shelters listed in the 'Shelter Capacity' Section with a date range of 1/1/2018-12/31/2018.

❖ The *Average Length of Stay (in days)* graph was created using CCCIMS Custom **LOS ART Report** for each individual Emergency Shelter. Families were counted as households. Open Entries were removed and an average was calculated based on persons or households served with an exit in 2018.

Page 10

I.   Emergency Shelter Exit Destinations

❖ U.S. Department of Housing and Urban Development. *HMIS Data Standards Manual*. Available at https://www.hudexchange.info/resource/3824/hmis-data-dictionary/.

❖ National Alliance to End Homelessness. *Recommendations for Decade to Doorways' Homeless Response System.*

❖ The graphs were created based on data table **23c** in CCCIMS Report: **ServicePoint ESG CAPER (HDS V1.3) 2018** run for each Emergency Shelters listed in the 'Shelter Capacity' Section with a date range of 1/1/2018-12/31/2018.

Page 11

I. Transitional Housing Overview
- ❖ U.S. Department of Housing and Urban Development. *Characteristics of Transitional Housing for Homeless Families*. Available at https://www.hudexchange.info/resource/944/characteristics-of-transitional-housing-for-homeless-families/.
- ❖ National Alliance to End Homelessness. *Recommendations for Decade to Doorways' Homeless Response System.*
- ❖ *Persons served & Exits to Permanent Housing are* taken from CCCIMS Report: **ServicePoint CoC-APR 2018** & **ServicePoint ESG CAPER (HDS V1.3) 2018** run for the Transitional Housing programs listed in the 'Capacity' Section with date ranges of 1/1/2017-12/31/2017 & 1/1/2018-12/31/2018.

Page 12

I. Transitional Housing Demographics
- ❖ Graphs created from data in CCCIMS Report: **ServicePoint CoC-APR 2018 & ServicePoint ESG CAPER (HDS V1.3) 2018** run for the Transitional Housing programs listed in the 'Capacity' Section with a date range of 1/1/2018-12/31/2018.

II. Transitional Housing Disabling Conditions
- ❖ U.S. Department of Housing and Urban Development. *HMIS Data Standards Manual*. Available at https://www.hudexchange.info/resource/3824/hmis-data-dictionary/.
- ❖ The question 'Does the client have a disabling condition?' is a HUD Universal Data Element (UDE) and is required to be collected by all CCCIMS participants in our CoC. Graph based on CCCIMS Reports: **ServicePoint CoC-APR 2018** & **ServicePoint ESG CAPER (HDS V1.3) 2018** run for the Transitional Housing projects listed in the 'Capacity' Section with a date range of 1/1/2018-12/31/2018.
- ❖ The graphic table of *Disabling Conditions* is based on the CCCIMS Report: **ServicePoint CoC-APR 2018,** table 13a1. This is a multiple response question as clients may have multiple disabling conditions.

Page 13

I. Transitional Housing Prior Living Situations
- ❖ U.S. Department of Housing and Urban Development. *HMIS Data Standards Manual*. Available at https://www.hudexchange.info/resource/3824/hmis-data-dictionary/.
- ❖ National Alliance to End Homelessness. *Recommendations for Decade to Doorways' Homeless Response System.*
- ❖ The graph *Prior Living Situations* & table *Top 10 Prior Residences* were both created based on data table **15** in CCCIMS Report: **ServicePoint ESG CAPER (HDS V1.3) 2018** run for the Transitional Housing programs listed in the 'Capacity' Section with a date range of 1/1/2018-12/31/2018. Living situation data is collected from adults only upon shelter entry.

II.   Transitional Housing Length of Stay
   ❖ The *Transitional Housing Average Length of Stay (in days)* graph was created using CCCIMS Custom **LOS ART Report** for each individual Transitional Housing program. Open Entries were removed and an average was calculated based on persons served with an exit in 2018.

Page 14

I.   Transitional Housing Exit Destinations
   ❖ U.S. Department of Housing and Urban Development. *HMIS Data Standards Manual*. Available at https://www.hudexchange.info/resource/3824/hmis-data-dictionary/.
   ❖ National Alliance to End Homelessness. *Recommendations for Decade to Doorways' Homeless Response System.*
   ❖ The graphs were created based on data table **23c** in CCCIMS Report: **ServicePoint ESG CAPER (HDS V1.3) 2018** run for each Transitional Housing program listed in the 'Capacity' Section with a date range of 1/1/2018-12/31/2018.

Page 15

I.   Rapid Re-Housing Overview
   ❖ U.S. Department of Housing and Urban Development. *Rapid Re-Housing Brief*. Available at https://www.hudexchange.info/resource/3891/rapid-re-housing-brief/.
   ❖ National Alliance to End Homelessness. *Recommendations for Decade to Doorways' Homeless Response System.*
   ❖ *Exits to Permanent Housing, Exits from RRH, and Persons Served* are all taken from CCCIMS Report: **ServicePoint CoC-APR 2018** & **ServicePoint ESG CAPER (HDS V1.3) 21018** run for the Rapid Re-Housing Programs listed in the 'Capacity' Section with a date range of 1/1/2018-12/31/2018.

Page 16

I.   Rapid Re-Housing Demographics
   ❖ U.S. Department of Housing and Urban Development. *HMIS Data Standards Manual*. Available at https://www.hudexchange.info/resource/3824/hmis-data-dictionary/.
   ❖ Graphs created based on data tables in CCCIMS Reports: **ServicePoint CoC-APR 2018** & **ServicePoint ESG CAPER (HDS V1.3) 2018** run for the programs listed in the 'Capacity' Section with a date range of 1/1/2018-12/31/2018.

II.   Rapid Re-Housing Disabling Conditions
   ❖ U.S. Department of Housing and Urban Development. *HMIS Data Standards Manual*. Available at https://www.hudexchange.info/resource/3824/hmis-data-dictionary/.
   ❖ The question 'Does the client have a disabling condition?' is a HUD Universal Data Element (UDE) and is required to be collected by all CCCIMS participants in our CoC. Graph based on CCCIMS Reports: **ServicePoint CoC-APR 2018** & **ServicePoint ESG CAPER (HDS V1.3) 2018** run for the programs listed in the 'Capacity' Section with a date range of 1/1/2018-12/31/2018.

❖ The graphic table of *Disabling Conditions* is based on the CCCIMS Report: **ServicePoint CoC-APR 2013,** table 13a1. This is a multiple response question as clients may have multiple disabling conditions.

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I. Rapid Re-Housing Prior Living Situations
   ❖ U.S. Department of Housing and Urban Development. *HMIS Data Standards Manual*. Available at https://www.hudexchange.info/resource/3824/hmis-data-dictionary/.
   ❖ National Alliance to End Homelessness. *Recommendations for Decade to Doorways' Homeless Response System.*
   ❖ The graph *Prior Living Situations* and table *Top 5 Prior Residences* were both created based on data table **15** in CCCIMS Report: **ServicePoint ESG CAPER (HDS V1.3) 2018** run for the Transitional Housing programs listed in the 'Capacity' Section with a date range of 1/1/2018-12/31/2018. Living situation data is collected from adults only upon shelter entry.

II. Rapid Re-Housing Exit Destinations
   ❖ U.S. Department of Housing and Urban Development. *HMIS Data Standards Manual*. Available at https://www.hudexchange.info/resource/3824/hmis-data-dictionary/.
   ❖ National Alliance to End Homelessness. *Recommendations for Decade to Doorways' Homeless Response System.*
   ❖ The graphs were created based on data table **23c** in CCCIMS Report: **ServicePoint ESG CAPER (HDS V1.3) 2018** run for each program listed in the 'Capacity' Section with a date range of 1/1/2018-12/31/2018.