# St. Louis County Project Homeless Connect

Summary of guests served on November 5, 2008

DECEMBER 2008

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## **Acknowledgments**

Data entry by Jane Gilley and Geraldine Frye of St. Louis County Human Services.

Data entry set up, coordination, and reporting organized and paid for by United Way of Greater Duluth.

Planning and coordination of Project Homeless Connect Duluth was arranged by representatives from the following agencies: Community Action Duluth, United Way of Greater Duluth, Churches United in Ministry (CHUM), St. Louis County, The City of Duluth, The Salvation Army, Center City Housing, College of St. Scholastica, University of Minnesota at Duluth, Little Treasures Center, True North Volunteer Center, and the Twin Ports Action Coalition.

### Introduction

This brief report summarizes information about the guests served at the Duluth/St. Louis County Project Homeless Connect event on November 5, 2008 at the Duluth Entertainment Convention Center. This event was the third Project Homeless Connect to be held in Duluth, and the second event in Duluth to use HMIS for its evaluation and reporting.

Overall, Duluth/St. Louis County Project Homeless Connect served:

- 135 households<sup>1</sup>
- 320 individuals
- Five children age 17 or younger who attended with a parent or guardian
- 31 unaccompanied youth<sup>2</sup> age 17-21

After a discussion of data collection methods this report presents a brief comparison to the population of guests served at the Duluth/St. Louis County Project Homeless Connect events held in October 2007 and October 2006. This report also includes a series of tables summarizing characteristics of guests served at Project Homeless Connect, including: basic demographics, living situation, income and sources of assistance, and services sought. The final section of the report shows how many of the guests at this Project Homeless Connect event are known to have been served by certain social service agencies prior to the event.

#### Methods

The data reported below were collected on paper by volunteer intake workers on the day of the event, using the form found in Appendix A. The data were later entered into Minnesota's Homeless Management Information System (HMIS) by a team of trained data entry volunteers. Minnesota's HMIS is a statewide database that includes individual-level data from many agencies that serve people experiencing homelessness or at risk of experiencing homelessness.<sup>3</sup>

Project Homeless Connect guests received consent forms and were told they would be recorded as "anonymous" if they preferred to not have personally identifiable information

Households include couples with and without children, single heads of household with children, and guests identifying as an "other" household type.

For more information, see <u>www.hmismn.org</u>

entered into the HMIS. None of the 320 guests at the event wished to be recorded anonymously. They were entered into the HMIS database as "unnamed clients," signifying that their names were only held temporarily by the database. Upon entering a guest's name in the initial data entry screen, the database automatically generated a unique identifier comprised of parts of the name, date of birth, and gender. The database then discarded the name. The creation of the unique identifier, however, enabled Wilder Research to match Project Homeless Connect guests with the records of those served by other programs participating in Minnesota's HMIS.

## Comparison with previous Duluth Project Homeless Connect events

#### **Demographics**

The Duluth/St. Louis County Project Homeless Connect in November 2008 served 175 households, compared to 344 households in October 2007 and 163 households in October 2006. Although the three events served a similar population in terms of age, gender and race, the average age of guests has decreased slightly over the three-year period, from 41 years in 2006 to 43 years in 2007 to 37 years in 2008. The percentage of guests who are women has increased over time. In 2006, 42 percent of guests were women, compared with 45 percent in 2007 and 53 percent in 2008.

As in previous years, the two largest racial groups served identified as white (46%) and American Indian or Alaskan Native (32%). The percentage of guests who are white increased slightly, while the percentage of guests who are American Indian or Alaskan Native decreased slightly. The percentage of guests identifying as African-American or Hispanic/Latino (any race) increased slightly from 2007 (Table 3).

#### Household type

Unlike previous events, a much larger percentage of guests (42 percent) identified as being part of a family, compared with only 16 percent in 2006 and 2007. Only 55 percent of guests identified as being single with no dependent children, compared with approximately 75 percent in previous years. The percentage of guests identifying as unaccompanied youth has increased. Ten percent of guests in 2008 were unaccompanied youth, compared with only 2 percent in 2007 and 6 percent in 2006.

Note that some of the reported changes in household type at this most recent event, compared with the two prior events may be a result of a change in data collection methods. At the most recent event, each individual guest, rather than each household head, was asked to complete an intake form. An increase in families may simply be the result of entering data from guests who are in the same family, rather than an actual demographic shift among guests.

For complete data from the 2007 St. Louis County Project Homeless Connect, please see <a href="https://www.wilder.org/download.0.html?report=2031">www.wilder.org/download.0.html?report=2031</a>

Families include single guests with dependent children, couples without children, and couples with dependent children.

#### Veteran and disability status

The percentage of guests identifying as veterans decreased over the three-year period: only 8 percent of all guests identified as veterans in 2008, compared with 14 percent in 2007 and 19 percent in 2006. Forty-seven percent of guests reported having a long-term disability, a slight decrease from 54 percent in 2008, but still higher than the 39 percent of guests reporting a disability in 2006.

#### Homeless status, living situation and housing stability

The 2008 event saw more housed and long-term homeless guests<sup>6</sup> than in previous years. Fifty-four percent of guests attending in 2008 were not homeless, according to Minnesota's definition, an increase from the 37 percent reported in 2007. However, nearly one-quarter (22%) of guests identified their homeless status as long-term, a slightly greater proportion than the 19 percent reporting as such in 2007 (Tables 5 and 5a).

Thirty percent of guests reported living in a rental house or apartment on the night prior to the event. A significant proportion (16%) reported living with friends, with the remaining guests in a variety of housing situations, including substance abuse treatment centers, emergency shelters, and transitional housing, among others (Table 6).

Guests' housing stability varied widely by living situation: 73 percent of renters reported that they were "very likely" to remain in their housing for at least 60 days, compared with only 22 percent of guests who were living with friends. The most stable living situations were owned houses or apartments, rental houses or apartments, and transitional housing. The least stable living situations were living with friends, substance abuse treatment centers, and living with family (Table 7).

Housing stability also varied somewhat by household type. Couples with children reported the highest levels of housing stability, with 60 percent reporting that they were "very likely" to stay in their housing for at least 60 days. Higher proportions of couples without children and singles without children reported that they were "not at all likely" to remain, relative to other household types (Table 8). As in previous years, the vast majority of guests (87%) were from Duluth (Tables 9 and 9a).

The State of Minnesota defines an individual, unaccompanied youth or family as "Long-Term Homeless" if they are without a home for a year or more OR have had at least four (4) episodes of homelessness in the past three (3) years. Any period of institutionalization or incarceration (including transitional housing, prison/jail, treatment, hospitals, foster care, or refugee camps) is excluded when determining the length of time the household has been homeless.

### Income and services sought

Guest sources of both cash and noncash income were similar in 2007 and 2008; however, 21 percent of guests in 2008 received income from employment, compared with only 10 percent in 2007. The most commonly-sought services include housing information and referrals, employment information and referrals, and dental care (Table 12).

## **Demographic characteristics**

#### 1. Guests served at event by age group and household type

	Men	Women	Total*
In households without children			
Adults	100	65	169
Youth (14-21)	10	20	30
Sub-total	110	85	199
In households with children			
Adults	24	66	90
Youth (14-21)	2	7	9
Unknown age	1	2	4
Sub-total	27	75	103
"Other" or "missing" household type			
Adults	6	10	16
Youth (14-21)	1	1	2
Sub-total	7	11	18
TOTAL	144	171	320

<sup>\*</sup> Includes five guests for whom gender is unknown.

#### 2. Age of guests served at event

	Men	Women	Total*
14-17	1 (1%)	4 (2%)	5 (2%)
18-21	12 (8%)	24 (14%)	36 (11%)
22-24	8 (6%)	18 (11%)	26 (8%)
25-34	25 (17%)	44 (26%)	69 (22%)
35-44	38 (26%)	40 (23%)	79 (25%)
45-54	47 (33%)	29 (17%)	78 (24%)
55-64	10 (7%)	9 (5%)	20 (6%)
65-79	2 (1%)	1 (1%)	3 (1%)
80+	0 (0%)	0 (0%)	0 (0%)
(Ages Missing)	1 (1%)	2 (1%)	4 (1%)
TOTAL	144 (100%)	171 (100%)	320 (100%)
Average age (mean)	40	35	37

<sup>\*</sup> Includes five guests for whom gender is unknown.

#### 3. Race & ethnicity of guests served at event

	Number	Percentage
American Indian/Alaskan Native	102	32%
Asian	1	<1%
Black/African American	49	15%
Native Hawaiian/Other Pacific Islander	5	2%
White	149	46%
Other	6	2%
Other Multi-Racial	5	2%
Missing	3	1%
TOTAL	320	100%
Hispanic/Latino (any race)	12	4%

<sup>\*</sup> Up to two categories, including "other multi-racial," were recorded for each guest. The answers are reported here in a manner consistent with reporting used by the U.S. Department of Housing and Urban Development.

## 4. Disability, veteran status, and previous experience with Project Homeless Connect

	Adults			
	Men without children	Women without children	Guests with children	ALL**
	n=110	n=81	n=99	n=320
Has a disability of long duration	45%	53%	46%	47%
Served in US military?	14%	4%	7%	8%
Has been to a Project Homeless Connect event like this one before*	28%	25%	25%	25%

<sup>\*</sup> Previous experience according to self-report (not through de-duplicating with prior events).

<sup>\*\*</sup> Includes 30 adults with missing demographic and/or response data and 5 youth not included in preceding columns.

## **Living situation**

## 5. Homeless status of guest (2008) and household head (2007), Minnesota definition

	October 2007	November 2008
Not currently homeless	128 (37%)	174 (54%)
Long term: At least 1 year OR at least 4 times in past 3 years	64 (19%)	70 (22%)
1st time homeless and less than 1 year without home	48 (14%)	36 (11%)
Multiple times homeless, but NOT meeting LTH definition	33 (10%)	32 (10%)
Unknown	71 (20%)	8 (3%)
TOTAL	344 (100%)	320 (100%)

#### 6. Living situation last night

	Number	Percentage
Rental house or apartment	96	30%
Living with friends	51	16%
Living with family	29	9%
Substance abuse treatment center	28	9%
Emergency shelter	25	8%
Transitional housing for homeless	24	8%
Owned house or apartment	18	6%
Hotel or motel (without an emergency voucher)	12	4%
Place not meant for habitation	11	3%
Permanent housing for formerly homeless	8	2%
Not specified/don't know/refused	8	2%
Other (unspecified)	5	2%
Jail, prison or juvenile facility	4	1%
Foster care/group home	1	<1%
Hospital	0	0%
TOTAL	320	100%

## 7. Housing stability of guests not currently homeless – likeliness of being able to stay for at least 60 more days, by living situation

	Very likely	Somewhat likely	Not very likely	Not at all likely	Don't know
Owned house or apartment (n=18)	78%	11%	0%	0%	11%
Rental house/apartment (n=94)	73%	11%	1%	6%	9%
Transitional housing for homeless (n=23)	57%	4%	17%	13%	9%
Substance abuse treatment center (n=28)	43%	11%	7%	29%	11%
Emergency Shelter (n=25)	32%	8%	20%	20%	20%
Living with family (n=27)	30%	15%	15%	22%	19%
Living with friends (n=50)	22%	14%	6%	46%	12%

## 8. Housing stability of guests not currently homeless – likeliness of being able to stay for at least 60 more days, by household type

	Very likely	Somewhat likely	Not very likely	Not at all likely	Don't know
Married/domestic partner with dependent children (n=30)	60%	10%	7%	17%	6%
Married/domestic partner with no dependent children (n=24)	54%	4%	4%	25%	13%
Single with dependent children (n=71)	47%	13%	8%	17%	15%
Single with no dependent children (n=171)	46%	12%	7%	24%	11%

#### 9. City where guest stayed the night prior to the event

		Adults		
	Men without children	Women without children	Guests with children	ALL*
	n=110	n=81	n=99	n=320
Duluth	93%	86%	84%	87%
Other	3%	7%	3%	3%
Missing	4%	7%	13%	10%

<sup>\*</sup> Includes 30 adults with missing demographic and/or response data and 5 youth not included in preceding columns.

## 9a. City where guest stayed the night prior to the event, comparison to previous events

	October 2007	November 2008
Duluth	285 (83%)	277 (87%)
Other	14 (4%)	12 (3%)
Missing	45 (13%)	31 (10%)
TOTAL	344 (100%)	320 (100%)

## Income and sources of assistance

#### 10. Guest income sources—last 30 days

	Men without children	Women without children	Guests with children	ALL*
	n=110	n=81	n=99	n=320
General Assistance	28%	30%	20%	25%
No income sources	26%	28%	17%	23%
Employment	24%	24%	18%	21%
Social Security (other)	15%	28%	18%	20%
SSDI	18%	15%	10%	15%
Other income sources	6%	10%	19%	11%
MFIP	1%	1%	22%	8%
Contributions from others	7%	5%	8%	7%

<sup>\*</sup> Includes 30 adults with missing demographic and/or response data and 5 youth not included in preceding columns.

#### 11. Other assistance currently received by guest

	Men without children	Adults Women without children	Guests with children	ALL*
	n=110	n=81	n=99	n=320
Medical assistance	56%	72%	65%	62%
Food stamps	36%	48%	60%	46%
Section 8	20%	25%	18%	20%
Medicare	16%	14%	13%	14%
Public housing	14%	10%	8%	11%
Other rent assistance	2%	6%	8%	5%
Veterans medical or other veterans benefits & services	4%	1%	3%	3%

<sup>\*</sup> Includes 30 adults with missing demographic and/or response data and 5 youth not included in preceding columns.

## **Services sought**

#### 12. Main types of service sought by guest

	Men without children	Adults Women without children	Guests with children	ALL*
	n=110	n=81	n=99	n=320
Housing information/referral	56%	52%	50%	51%
Employment information/referral	52%	40%	49%	47%
Dental care	39%	47%	52%	44%
Picture ID	48%	36%	49%	43%
Haircut	32%	38%	49%	38%
Education information/referral	29%	38%	46%	37%
Eye care	35%	36%	33%	33%
Social security benefits	21%	17%	29%	22%
Public assistance	24%	16%	26%	22%
Medical care	25%	22%	19%	22%
Mental health information/referral	21%	24%	21%	22%
Legal information/referral	17%	22%	24%	21%
Emergency shelter referral	14%	14%	16%	14%
Voice mail	11%	7%	14%	11%
Other services**	14%	11%	3%	9%
Chemical health information/referral	9%	9%	8%	8%
Veterans' benefits	6%	1%	5%	4%

Includes 30 adults with missing demographic and/or response data and 5 youth not included in preceding columns. Other services sought include transportation assistance and bus passes, food shelf information, clothing, and assistance obtaining other official documents, such as birth certificates.

## De-duplication with data in Minnesota's HMIS

One of the reasons Project Homeless Connect organizers wanted to enter data from the event into Minnesota's HMIS was to get a sense of how many of those served at the event were already involved with social service providers, particularly providers whose mission is to serve people experiencing homelessness. While Minnesota's HMIS remains imperfect for the task, there is an increasing number of bed coverage within HMIS. As of September 2008, Minnesota's HMIS included 82 percent of shelter beds, 100 percent of transitional housing program beds, and 100 percent of permanent supportive housing beds in Saint Louis County. State-wide, HMIS included 83 percent of shelter beds, 88 percent of transitional housing program beds, and 76 percent of permanent supportive housing beds. In addition, several service-only programs, including the state's Family Homeless Prevention and Assistance Program, are maintained in HMIS.

As discussed in the introduction, all guests who signed a consent form at Project Homeless Connect were entered as "unnamed clients" in the HMIS database. This means that while elements of the guests' names were used in creating a unique identifier, the name was not permanently stored. This procedure allows Wilder to un-duplicate guests served in Project Homeless Connect with other records in the database, without permanently storing their names. We found that:

- 170 of the 320 guests or 53 percent were served by an organization participating in Minnesota's HMIS prior to the event. In 2007, only 42 percent of the identifiable guests were served by an HMIS provider prior to the event.
- 7 of the 320 guests or 2 percent were served by an organization participating in Minnesota's HMIS within 60 days after the event. In 2007, 8 percent of identifiable guests were served by an HMIS provider within 60 days after the event.
- Guests entered into HMIS before the 2008 Project Homeless Connect were more likely to be not homeless or long term homeless than guests who were not previously entered. Guests not previously entered were more likely to be homeless for the first time than guests entered into HMIS before the event (Table 13).
- Guests entered into HMIS before the 2008 Project Homeless Connect were slightly more likely to be single with no dependent children. Guests not previously entered were somewhat more likely to be couples with dependent children (Table 14).

## 13. Homeless status of event guests with records in HMIS prior to event compared with those without records in HMIS prior to event

	In HMIS prior to event	Not in HMIS prior to event
Not currently homeless	99 (58%)	75 (50%)
1st time homeless and less than 1 year without home	27 (16%)	43 (29%)
Multiple times homeless, but NOT meeting LTH definition	17 (10%)	15 (10%)
Long term: At least 1 year OR at least 4 times in past 3 years	22 (13%)	14 (9%)
Unknown/Missing	5 (3%)	3 (2%)
TOTAL	170	150

<sup>\*\*</sup> Some guests identified as "not currently homeless" but also indicated living in situations typically considered homeless (emergency shelters, living on the streets/squatting, and transitional housing programs for the homeless).

## 14. Comparison of those served/not served by a provider participating in HMIS prior to event – household status

	In HMIS prior to event	Not in HMIS prior to event
Single head of household with dependent children	38 (22%)	34 (23%)
Single with no dependent children	97 (57%)	78 (52%)
Married/domestic partner with dependent children	12 (7%)	19 (13%)
Married/domestic partner with no dependent children	12 (7%)	12 (8%)
Unknown/Missing/Other household type	11 (7%)	7 (4%)
TOTAL	170	150

The guests found to have been served by an organization participating in HMIS after the event received a variety of services by different providers in Duluth, including emergency shelter, rent deposit assistance and rent payment assistance. Those who were served by a participating organization prior to the event received similar services by providers in Duluth and Cloquet.

It is important to note that the 170 guests who were found to have existing records in the HMIS under-represent the total number who had previous contact with social service providers, even those whose specific mission is to serve those experiencing homelessness in Saint Louis County, since there are some providers in the county who are not currently participating in Minnesota's HMIS.

Furthermore, using the unique identifier to find matching records present some limitations that may result in an under-count of clients previously served by HMIS providers. Data entry errors and use of nicknames will cause different unique identifiers to be issued that will prevent matching. For example, if a guest is entered as "Bob Smith" at one event and then seeks services at a participating provider as "Robert Smith," this discrepancy will result in his records not being matched to identify him as the same person. As a result, the matching conducted for this report is most likely under-representative of the number of guests who have been served before or after the event by a provider participating in HMIS. For the same reason, the matching process most likely also under-counts the number of guests who have attended previous Project Homeless Connect events.

As mentioned above, Minnesota's HMIS has been to gather data on previous Project Homeless Connect events held statewide since 2006. Using HMIS data collected at the previous events, we examined the number of 2008 St. Louis County Project Homeless Connect guests who had attended previous Project Homeless Connect Events. We found that:

- 30 guests served at the St. Louis County event in November 2008 had also attended the October St. Louis County 2007 event.
- 4 guests served at the St. Louis County event in November 2008 had attended the Hennepin County event in December 2006.

These results may under-represent the number of people who have attended more than one Project Homeless Connect event. In fact, when asked, "Have you ever been to a Project Homeless Connect event like this one before today?" 80 guests, or 25 percent, responded "yes." This discrepancy could be due to many factors: guests who were entered anonymously at previous events, preventing the matching of their records; data entry errors preventing the correct matching of guests' records; missing or incomplete intake forms from guests; changes made to the intake form and the intake process; or guests who confuse Project Homeless Connect with other similar events, such as the Stand Down events for veterans.

#### Looking forward: Project Homeless Connect

The 2008 St. Louis County Project Homeless Connect event served over 300 guests who varied by age, household type, and housing status. As in previous years, housing information remained the most commonly-sought service at the event. However, the number of guests seeking employment information increased substantially between 2007 and 2008. Data show that there were more housed and long-term homeless guests than in previous years, suggesting that a variety of services – particularly those related to housing and employment – should continue to be offered to meet the needs of guests who are homeless or who need help maintaining their current housing.

The increase in the number of guests identified as being part of a family is significant but may be the result of changes in data collection methods. Using a consistent method of collecting intake forms – whether one per guest or one per household – will be important in order to understand whether the characteristics of guests served at Project Homeless Connect events change over time.

## **Appendix**

Project Homeless Connect Data Intake Form

#### Project Homeless Connect Data Intake Form

Hi, My name is \_\_\_\_\_\_. Thanks for taking a few minutes to help us gather information for this event. This also gives me a chance to tell you about the services available today. We hope that your answers will help us to better understand what services are needed in the community and also to help us direct you to the services that you want today. This should take about 10 minutes. Also, please take a few minutes before you leave to fill out an exit survey.

Now, I am going to ask a few questions about you (and your family). We hope that by answering these questions we will be able to better serve you today and in the future. You do not have to answer any of these questions if you do not want to.

What is your					
full Name?:				ServicePt ID#	
FIRST	MI LAST		SUFFIX		
BIRTH DATE: / /					
GENDER: ☐ Female ☐ Male ☐	☐ Transgender	☐ Unknown			
Do you consider yourself       (PRIMARY RACE)       (SECONDARY RACE (OPTIONAL/ IF OFFERED))         ☐ American Indian or Alaskan Native       ☐ American Indian or Alaskan Native         ☐ Native Hawaiian or Other Pacific Islander       ☐ Native Hawaiian or Other Pacific Islander         ☐ Black or African American       ☐ Black or African American         ☐ White       ☐ White         ☐ Asian       ☐ Other Multi-Racial         ☐ Other Multi-Racial       ☐ Other         ☐ Other       ☐ Unknown    Are you ☐ Hispanic/Latino Not Hispanic/Latino Unknown					
Household Type:  Single with NO dependent children Couple with NO dependent children Single head of household with dependent children Other:					
How many children are you here with <u>today</u> ?  Teens (13 -17): Children, 5-12yrs: Children, 0-4yrs:					
EVER SERVED ON ACTIVE DUTY IN THE U.S. ARMED FORCES  □ Yes * □ No □ Don't know □ Refused  *NOTE If yes, please direct to veterans services area □ Refused					
Do you have any type of mental or physical	disability that ke	eps you from wor	king, shopping or o	ther daily activities?	
☐ Yes ☐ No	☐ Don't know	☐ Refuse	d		
During the last month did you receive any income from					
Employment	☐ Yes	□ No	☐ Don't know	☐ Refused	
General Assistance	☐ Yes	□ No	☐ Don't know	☐ Refused	
Social Security Retirement, Survivors, Disability Insurance (RSDI/SSDI)	☐ Yes	□ No	☐ Don't know	Refused	
SSI (Supplemental Security Income)	☐ Yes	□ No	☐ Don't know	☐ Refused	
MFIP (MN Family Investment Program)	☐ Yes	□ No	☐ Don't know	☐ Refused	
Contributions from other people	☐ Yes	□ No	☐ Don't know	☐ Refused	
No income	☐ Yes	□ No	☐ Don't know	☐ Refused	
Any other source?					

Do you currently receive						
Food stamps?	☐ Yes	□ No	☐ Don't know	☐ Refused		
A Section 8 Housing Voucher (for rent)?	☐ Yes	□ No	☐ Don't know	☐ Refused		
Public housing?	☐ Yes	□ No	☐ Don't know	Refused		
Any other type of rental assistance?	☐ Yes	□ No	☐ Don't know	☐ Refused		
Medical Assistance (or Medicaid or MA)?	☐ Yes	□ No	☐ Don't know	☐ Refused		
Medicare?	☐ Yes	□ No	☐ Don't know	Refused		
Veterans Medical assistance or services?	☐ Yes	□ No	☐ Don't know	Refused		
WHERE DID YOU STAY LAST NIGHT?						
☐ Emergency shelter	☐ Jail, prison	, or juvenile facility	y 🔲 Hotel/n	notel (without voucher)		
☐ Transitional housing for homeless	☐ Living with			care/group home		
☐ Permanent housing for formerly homeless	☐ Living with	-		on the street/outside/squatting		
☐ Psychiatric hospital or facility	☐ Rental hou		☐ Don't k	· · · · · · · · · · · · · · · · · · ·		
☐ Substance abuse treatment center, <b>incl detox</b>	house/cond	do/apartment that	you own $\square$ Refuse	ed		
☐ Hospital		•	☐ Other			
HOW LONG HAVE YOU STAYED THERE?						
☐ 1 week or less ☐ More than 3 months but less than 1 year						
☐ More than 1 week but less than 1 month	☐ 1 ye	ar or longer	•			
☐ 1 to 3 months	•	Ü				
WHAT CITY WAS THAT IN? CHECK BOX IF Outside of Minnesota						
How likely is it that you will be able to stay at your current residence for at least <u>60</u> more days?						
☐ Very Likely ☐ Somewhat likely ☐ Not very likely ☐ Not at all likely ☐ Don't know ☐ Refused						
Are you currently Homeless?						
□ NO Not currently homeless						
☐ YES → First time homeless AND less than 1 year without home						
☐ YES → Several times homeless, but for less than 1 year and NOT more than 4 times in 3 years						
☐ YES → Long term: at least 1 year OR at least 4 times in the past 3 years						
Have you ever been to a Project Homeless Connect event like this one before today?						
☐ Yes ☐ No ☐ Don't know ☐ Refused						
Now I have a few questions about how we can help you. What would you like help with today?						
Employment	cial Security Benef	fits 🔲 Yes	Dental Care	☐ Yes		
Education	eran's Benefits	☐ Yes	Eye Care	☐ Yes		
Legal assistance	olic Assistance	☐ Yes	Medical Care (of	ther) 🔲 Yes		
Housing	ntal Health	☐ Yes	Haircut	☐ Yes		
Emergency Shelter  Yes Ch	emical Health	Пу	Voice Mail	Пу		
Other services (write in):						
•	emicai ricaiiii	☐ Yes	VOICE IVIAII	☐ Yes		

We would like you to feel free to visit as many resources and providers as you choose today. I am happy to walk around with you, show you where things are, and help you find the service and resources you want. Would that be okay? [IF NOT, LET CLIENT/FAMILY WALK AROUND ON THEIR OWN. IF THEY WANT TO WALK AROUND ON THEIR OWN, REMIND THEM TO PLEASE FILL OUT AN EXIT SURVEY AND PICK UP A BAGGED LUNCH BEFORE THEY LEAVE.