

# Supporting Homeless Families and Youth

## *A Summary of Wilder’s “Services with Others” Programs in Fiscal Year 2018*



*Wilder helps families and youth achieve their full potential with supportive housing services. Participants get help finding safe and affordable housing along with flexible and responsive services that help them address and overcome challenges.<sup>1</sup>*

Wilder Foundation Family Supportive Housing Services (FSHS) works with homeless youth, single adults, and families to assist them in finding and maintaining housing, establishing a stable source of income, and connecting to needed health services. If there are school-age children in the household, staff also work on improving students’ school engagement.

Each fiscal year, Wilder Research writes a series of reports on the data collected from FSHS programs. This year, Wilder Research produced three reports that detail findings from: 1) all FSHS programs combined, 2) Prior Crossing (in future years, this will become a broader “youth housing” report), and 3) site-based permanent supportive housing programs in which Wilder partners with specific developers (together these are referred to as “services with others” programs).

The summary below highlights evaluation findings from six “**services with others**” programs during fiscal year 2018 (July 1, 2017 – June 30, 2018). These programs include:

- Jackson Street Village
- Jamestown Homes
- Minnesota Place Apartments
- St. Alban’s Park
- St. Philip’s Gardens
- Western U Plaza

<sup>1</sup> <https://www.wilder.org/what-we-offer/supportive-housing-services>

## Summary of housing programs

During the reporting period, Family Supportive Housing Services collected data<sup>2</sup> on individuals and families in six “services with others” (SWO) programs. Figure 1 illustrates the target population of each program, as well as the number of those served.

A total of 170 individual clients, in 59 family units, were served by SWO programs.

### 1. Numbers served, by FSHS program

Family programs	Target population	Clients served (N=170)		Families served (N=59)	
		N	%	N	%
Jackson Street Village	Previously homeless families Families who experience chemical and mental health challenges	117	16%	25	10%
Jamestown Homes	Long-term homeless families	15	2%	6	2%
St. Alban's Park	Long-term homeless families	10	1%	4	2%
St. Philip's Gardens	Previously homeless families At least one family member has a disability	8	1%	4	2%
<b>Total served by family programs</b>		<b>150</b>	<b>88%</b>	<b>39</b>	<b>66%</b>
Singles programs	Target population	N	%	N	%
Minnesota Place Apartments	Long-term homeless single adults	11	2%	11	5%
	Disabled single adults				
Western U Plaza	Long-term homeless single adults	9	1%	9	4%
<b>Total served by singles programs</b>		<b>20</b>	<b>12%</b>	<b>20</b>	<b>34%</b>

<sup>2</sup> The data reported here (and in the client characteristics and outcomes sections) were pulled from Minnesota's Homeless Management and Information System by FSHS staff who sent the data in Excel spreadsheets to Wilder Research for review and interpretation.

## Client characteristics

Between July 1, 2017 and June 30, 2018, SWO programs served **170 unduplicated individuals** from **59 households**; 28 clients entered a program and 23 exited during the reporting year (Figure 2).

### 2. Individuals and households served by services with others programs

	Number of individuals	Number of households
First day of reporting period (July 1, 2017)	146	48
New intakes during reporting period	28	11
Exited program during reporting period	23	10
Cases open at the end of the year (June 30, 2018)	151	49
<b>Total served during reporting period</b>	<b>174<sup>a</sup></b>	<b>59</b>

<sup>a</sup> While a total of 174 clients were served, clients may have been able to participate in more than one program. The unduplicated number of clients served was N=170.

The following bullets outline several demographic characteristics for those served by the six SWO programs.

- **Age:** Wilder's supportive housing programs served every age group; however, the largest group served was youth age 17 and younger (58%; Figure 3).

### 3. Age of clients served

<b>N=170</b>	<b>N</b>	<b>%</b>
Under 1 year old	6	4%
1 to 5 years old	25	15%
6 to 12 years old	36	21%
13 to 17 years old	31	18%
18 to 21 years old	6	4%
22 to 50 years old	45	26%
51 years and older	21	12%

- **Gender:** The majority of adult clients served (n=72) were women (74%), while the gender distribution among children age 17 and younger (n=98) was more equal (53% male, 47% female). The majority of households were headed by single women, with (47%) or without (22%) children.
- **Race and ethnicity:** The majority of supportive housing clients were people of color (82%), with over 6 in 10 identifying as African American or black (67%). In addition, 6 percent identified as Hispanic.
- **Disability:** The majority (84%) of heads of household had at least one disability of long duration. Of those clients, the most common disability reported was mental illness (73%), followed by a physical disability (34%), a chronic health condition (23%), a developmental disability (16%), and alcohol abuse (11%), drug abuse (11%), and HIV/AIDS (2%). Clients could report more than one disability.
- **Domestic violence:** At program entry, 42 percent of adults reported being domestic violence survivors. Of those adults, 29 percent had experienced domestic violence within the last year and 32 percent were currently fleeing.
- **History of homelessness, by household:** Prior to their involvement in an FSHS program, 47 percent of households were living in an emergency shelter. The next most common living arrangement was a transitional housing program (15%). At program entry, 76 percent of heads of household were considered long-term homeless.<sup>3</sup>

## Client outcomes

Wilder staff also collect and report on client outcomes through three primary sources: the Homeless Management Information System (HMIS) (as footnoted above), a Resource Assessment (developed by Wilder Research), and a survey of program participants (also developed by Wilder Research). There was not enough data available to report on the survey of participants this fiscal year; however, findings from the other two data sources are reported below.

## HMIS outcomes

Most of the findings reported in this summary come from HMIS. Family Supportive Housing Services staff enter data into HMIS when an individual or family enters or exits their program. FSHS staff then send the data to Wilder Research each year for reporting.

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<sup>3</sup> Minnesota definition of long-term homelessness: Individuals, unaccompanied youth, or families with children who lack a permanent place to live continuously for a year or more or at least four times in the past three years. Any period of institutionalization or incarceration is excluded when determining the length of time a household has been homeless.

## Stable housing

- The majority (90%) of households (N=59) served during this reporting period had stable housing for at least six months after program entry, and 81 percent had stable housing for more than one year.
- Of the 10 households that exited their housing program during the reporting period, all had stable housing for at least six months after program entry, and 90 percent had stable housing for more than 12 months after program entry.
- Clients exited into a variety of housing situations after program exit, both temporary and permanent (Figure 4).

### 4. Destination for households that exited FSHS programs

<b>N=10</b>	<b>N</b>	<b>%</b>
<b>Permanent housing</b>		
Rental housing with subsidy	1	10%
Friends or family, permanently	1	10%
Permanent housing (other than RRH) for formerly homeless persons	1	10%
<b>Temporary housing</b>		
Friends or family, temporarily	2	20%
Emergency shelter, including hotel with voucher	1	10%
<b>Other</b>		
No exit interview completed	2	20%
Deceased	2	20%

## Employment and income

- Of the 13 adults (10 households) that exited during the reporting period, 31 percent had a monthly income of \$600 or less when they entered their housing program (Figure 5).
- Over the course of their involvement in an FSHS program, the median income of exited clients increased slightly (\$802 to \$818); however, the proportion of clients reporting “no income” increased by program exit (0% to 23%; Figure 5).

### 5. Monthly income for clients who exited during the reporting period

N=13	Income at program entry		Income at program exit	
	N	%	N	%
No income	0	0%	3	23%
\$1 – 200	1	8%	0	0%
\$201 – 400	2	15%	0	0%
\$401 – 600	1	8%	0	0%
\$601 – 800	2	15%	2	15%
\$801- 1,000	3	23%	5	39%
\$1,001 – 1,200	1	8%	1	8%
\$1,201 – 1,400	2	15%	2	15%
\$1,401 – 1,600	0	0%	0	0%
\$1,601 or more	1	8%	0	0%
Average monthly income	\$837		\$778	
Median monthly income	\$802		\$818	

Note. This table is based on 13 adults in the 10 households that left during the reporting period. Cases with “no income” reported are excluded from the calculations of average and median income.

- Monthly income increased for 38 percent of exited adults; the median increase was +\$136 per month. Income stayed the same for another 38 percent and decreased for 8 percent of exited adults; the median decrease was -\$203 per month; information was missing for two clients.
- Among all households served by a SWO program, the proportion of those with earned income increased between program entry and the most recent assessment (15% to 29%). Among exited households, this proportion stayed the same (2 households had earned income at each time point; Figure 6).
- The most common type of income assistance among all households was the Supplemental Nutrition Assistance Program (SNAP) or food stamps; the majority of households were enrolled in SNAP at program entry and exit. The most common type of cash assistance (at both program entry and exit) was through Supplemental Security Income (SSI) and the Minnesota Family Investment Program (MFIP; Figure 6).

## 6. Income sources between program entry and most recent assessment

	Exited households (N=10)		All households (N=59)	
	Program entry	Program exit	Program entry	Most recent assessment
<b>Earned income</b>	<b>20%</b>	<b>20%</b>	<b>15%</b>	<b>29%</b>
<b>Cash assistance</b>				
SSI	50%	60%	47%	51%
MFIP (a.k.a. TANF)	40%	40%	46%	37%
Child support	0%	10%	5%	10%
General Assistance	20%	0%	10%	8%
Minnesota Supplemental Aid (MSA)	20%	20%	7%	7%
SSDI	0%	10%	3%	7%
Unemployment insurance	0%	0%	3%	0%
Retirement income	0%	0%	0%	2%
Worker's compensation	0%	0%	2%	2%
Other	10%	10%	3%	3%
<b>Non-cash assistance</b>				
Food stamps/SNAP	90%	100%	83%	83%
Section 8 or other rental assistance	20%	30%	3%	5%
WIC	0%	0%	3%	5%

## Resource Assessment data

In addition to the data reported above, FSHS program staff collect client-level data on a form developed by Wilder Research, called the Resource Assessment. This assessment examines client changes on key indicators, including financial accounts, employment, education, housing, health provider connections, and for those with school-age children, school stability (e.g., what percentage of clients “improved” by gaining employment or opening a bank account). Program staff implement the Resource Assessment on an annual basis with heads of households and adults age 18 and older.

Resource Assessment data were available at two time points for 33 clients served by SWO programs in fiscal year 2018. Key findings are highlighted below, and additional data tables can be found in the Appendix.

### *Finances*

- The proportion of clients who had a checking or savings account increased slightly from the initial to most recent assessment; the proportion of those who had a debit card or IDA account remained the same (Figure 7).

### 7. Financial assessment

% of clients with a...	Initial assessment (N=33)		Most recent assessment (N=33)	
	N	%	N	%
Debit card	30	91%	30	91%
Checking account	11	33%	16	48%
Savings account	11	33%	14	42%
IDA account	1	3%	1	3%



- According to their most recent assessment, a small proportion of clients improved their financial status by securing a checking account (18%), savings account (12%), debit card (6%), or Individual Development Account (IDA; 3%). At the same time, financial status declined or remained the same (in that they did not have an account at either time) for the majority of clients: checking account (52%), savings account (58%), and IDA (94%; Figure 8).
- Of the 30 people who had one of these accounts at their most recent assessment, 39 percent had the same amount of funds and 6 percent had more funds than they did 12 months ago. Over one-third (36%) of clients had less funds than 12 months ago, and this information was missing for 9 percent of clients.

## 8. Accounts, change from initial to most recent assessment

<b>N=33</b>	<b>Improved</b>	<b>No change (both yes)</b>	<b>No change (both no)</b>	<b>Declined</b>	<b>Missing</b>
Debit card	6%	85%	3%	6%	0%
Checking account	18%	30%	48%	3%	0%
Saving account	12%	30%	55%	3%	0%
IDA account	3%	0%	91%	3%	3%

Note. Percentages may not total 100% due to rounding.

- In a series of questions about finances, 21 percent of clients had improved in filing their taxes, meaning that they had not filed taxes at their initial assessment, but had filed taxes by their most recent assessment. However, the remaining clients had declined in this area (Figure 9).
- A small proportion of clients had improved in checking their credit report (15%) or repairing their credit (9%) in the past year; however, the majority had not done these activities at either time point (Figure 9).

## 9. Additional financial indicators, change from initial to most recent assessment

<b>In the past 12 months, have you... N=33</b>	<b>Improved</b>	<b>No change (both yes)</b>	<b>No change (both no)</b>	<b>Declined</b>	<b>Missing</b>
Filed your taxes	21%	0%	0%	79%	0%
Checked your credit report or credit score	15%	0%	82%	0%	0%
Worked on repairing your credit	9%	0%	91%	0%	0%

## Employment and education

- By their most recent assessment, 12 percent of clients became employed, 12 percent remained employed, 70 percent remained unemployed, and 6 percent became unemployed.
- In the past 12 months (since their most recent assessment), clients were most likely to have attended vocational, technical, or community college (24%); a job readiness class (18%); or financial literacy class (18%). A small percentage had attended GED classes or a four-year college (Figure 10).

### 10. Educational assessment

In the past 12 months, have you attended... N=33	Yes	No	Already completed/ NA	Missing
Vocational/technical/community college	24%	48%	0%	27%
Job readiness class	18%	79%	3%	0%
Financial literacy class	18%	82%	0%	0%
GED classes	6%	45%	15%	33%
A four-year college	3%	64%	0%	33%
High school classes	0%	33%	52%	15%
Other classes (ESL, Community Education, etc.)	0%	67%	0%	33%

Note. Percentages may not total 100% due to rounding.

## Health

- The most recent assessment shows only a slight change in the proportion of clients who have a regular place to go to the doctor (3%) or to receive mental health services (3%; Figure 11). However, in the case of the former, this is likely because the majority of clients already had a regular place to go to the doctor (79% said yes at both assessments).

### 11. Health, change from initial to most recent assessment

N=33	Improved	No change (both yes)	No change (both no)	Declined	Missing/ NA
Regular place to go to the doctor	3%	79%	6%	0%	12%
Regular place to go to get mental health services	3%	30%	42%	9%	15%*

Note. Percentages may not total 100% due to rounding.

\* In the question, "Do you have a regular place that you go to get mental health services," 15% of respondents marked "N/A – no mental health issues."

- Nearly half (48%) of clients showed improvement in reduced emergency room (ER) visits, meaning that by their most recent assessment clients had either zero visits or fewer visits than at their initial assessment. Another 48 percent reported the same number of ER visits at both time points, and 3 percent had increased their number of visits. The average number of ER visits decreased slightly between clients' initial assessments (4.1 times) and follow-up assessments (3.3 times).

## Conclusions

During the reporting period, FSHS served 170 individual clients, from 59 family units, through its SWO programs; most clients were served by Jackson Street Village.

Six in 10 SWO clients were youth age 17 or younger; the majority were women and had diverse racial and ethnic backgrounds. Many clients have complex and co-occurring issues, such as poor physical and mental health, a history of domestic violence, and a history of long-term homelessness.

Clients improved in several key areas. Of the 10 households that exited during the reporting period, all had stable housing for at least six months after program entry, and 8 had stable housing for more than 12 months after program entry. Monthly income increased for 38 percent of exited adults. Among all households served by an SWO program, the proportion of those with earned income increased between program entry and the most recent assessment (15% to 29%).

According to the Resource Assessment data (N=33), clients made some improvements in areas related to finances: 21 percent improved in filing taxes (although, 79% also declined in this area); 15 percent began checking their credit report and 9 percent began repairing their credit. A small proportion of clients gained checking accounts (18%), savings accounts (12%), or debit cards (6%); although it is important to note that the majority of clients with Resource Assessment data did not have a savings (55%) or checking account (48%) at their initial or follow-up assessment.

## Appendix

### Additional Resource Assessment data tables

#### A1. Available funds

In these accounts [checking, debit, IDA, or savings], compared to 12 months ago do you have...	Initial assessment (N=26)		Most recent assessment (N=30)	
	N	%	N	%
More funds	3	12%	2	7%
The same amount of funds	13	50%	13	43%
Less funds	5	19%	12	40%
Missing	5	19%	3	10%

Note. 7 people are reported as having “no accounts” at the initial assessment period and 3 people are reported as having “no accounts” at the most recent assessment period. The numbers reported in this table are taken out of the total number of people *with* accounts.

#### A2. Employment assessment

% of clients saying “yes”	Initial assessment (N=33)		Most recent assessment (N=33)	
	N	%	N	%
Currently employed*	6	18%	8	24%
Employed full time	1	3%	3	9%
Employed part time	4	12%	4	12%
Have more than one job	0	0%	1	3%
Enrolled in supportive work or sheltered workshop program	4	12%	1	3%
Volunteering	3	9%	1	3%
Working and/or volunteering	11	33%	10	30%

\*Number of hours worked per week is missing for 1 household on the initial assessment and 1 household on the most recent assessment.

#### A3. Employment, change from initial to most recent assessment

N=33	Improved	No change (both yes)	No change (both no)	Declined	Missing
Currently employed	12%	12%	70%	6%	0%

#### A4. Housing-related indicators

In the past 12 months, have you... N=33	Yes	No	Not applicable	Missing
Received tenant or other education about how to keep or maintain housing	48%	42%	0%	9%
Received help with expunging an unlawful detainer	9%	79%	6%	6%

Note. Percentages may not total 100% due to rounding.

#### A5. Emergency Room visits, change from initial to most recent assessment

N=33	No or fewer ER visits	Same number of ER visits	More ER visits	Missing
Number of Emergency Room visit in past 12 months	48%	48%	3%	0%

Note. Percentages do not total 100% due to rounding.

#### A6. Emergency Room visits in past 12 months

	Initial assessment (N=33)		Most recent assessment (N=33)	
	N	%	N	%
0 times	7	21%	13	39%
1 time	5	15%	3	9%
2 times	4	12%	4	12%
3 times	1	3%	2	6%
4 times	1	3%	0	0%
5 – 9 times	4	12%	4	12%
10 or more times	2	6%	3	9%
Missing	9	27%	4	12%
Average # of visits	4.1		3.3	

Note. Percentages may not total 100% due to rounding.

## A7. Children's school

% of clients saying "yes"	Initial assessment (N=16)		Most recent assessment (N=19)	
	N	%	N	%
Have you attended a Parent-Teacher conference in the past year?	13	81%	17	89%
Did your child attend more than one school in the past school year?	6	38%	8	42%
Have your children been absent more than 10 times in the past school year?	5	31%	4	21%

Note. The questions in this table were asked only of those who said they have children in school.

## A8. Children's school, change from initial to most recent assessment

N=33	Improved	Decline	Missing/ Not applicable
Child attended more than one school in the past school year	33%	24%	42%
Children absent more than 10 times in past school year	45%	12%	42%
Attended a Parent-Teacher conference	52%	6%	42%

Note. The questions in this table were asked only of those who said they have children in school. Percentages may not total 100% due to rounding.

## Wilder Research®

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