

Hennepin County Project Homeless Connect

Summary of guests served on May 11, 2009

AUGUST 2009

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Prepared by:

Emily Warren

Wilder Research 451 Lexington Parkway North Saint Paul, Minnesota 55104 651-280-2700 www.wilderresearch.org

Contents

Introduction	1
Methods	2
Comparison with previous Hennepin Project Homeless Connect events	3
Demographic characteristics	5
Living situation	8
Income and sources of assistance	11
Services sought	12
De-duplication with data in Minnesota's HMIS	13
Known contact with homeless service providers prior to event	14
Known contact with homeless service providers after the event	15
Known involvement with previous Project Homeless Connect events	15
Conclusion	17
Appendix	18

Figures

1.	Households and individuals served at event - comparison to previous events	3
2.	Households served, as presenting at event, by head of household	5
3.	Individuals served at event, by household type	5
4.	Families and singles served at event – comparison to previous events	6
5.	Age of heads of households served at event	6
6.	Race and ethnicity of guests served at event	7
7.	Disability, veterans status, and previous experience with Project Homeless Connect	7
8.	Homeless status of guests served at event	8
9.	Homeless status of guests served at event, comparison to previous events	8
10.	Status of guests at event who are homeless or "doubled up," comparison to previous events	9
11.	Living situation last night	9
12.	City where guest stayed last night	. 10
13.	City where guest stayed last night, comparison to previous events	. 10
14.	Household income sources last 30 days	. 11
15.	Other assistance currently received by household	. 11
16.	Main types of service sought by household	. 12
17.	Percent of identifiable guests served by an organization participating in HMIS prior to the event	. 14
18.	Homeless status of event guests with records in HMIS prior to event compared with those without records in HMIS prior to event	. 14
19.	Household status of event guests with records in HMIS prior to event compared with those without records in HMIS prior to event	. 15

Acknowledgments

Data entry by Kathy Mullen, Reesa Jaszewski, Patricia Morris, Susan Pirk, Debbie Neumiller, Ethel Jones, Keyatta Hill, Antoinette Floyd, Antoinette Wilburn, Shelli Thomas, Elizabeth Korbuly, and Matthew Ayres of Hennepin County.

Data entry set up, coordination, and reporting paid for by the Hennepin County/City of Minneapolis Office to End Homelessness.

Introduction

This brief report summarizes information about the guests served at the Minneapolis/ Hennepin County Project Homeless Connect event held on May 11, 2009 at the Minneapolis Convention Center. This was the sixth Project Homeless Connect to be held in Minneapolis. The event was organized by the Minneapolis/Hennepin County Office to End Homelessness in partnership with the Family Housing Fund, and a steering committee made up of community members, service providers, and persons who have experienced homelessness.¹

Overall, Hennepin County Project Homeless Connect served:

- \blacksquare 1,310 households²
- 1,537 individuals
- 227 children age 17 or younger
- 9 unaccompanied youth age 14-18

After a discussion of data collection methods this report presents a brief comparison to the population of guests served at the previous Minneapolis/Hennepin County Project Homeless Connect events, along with events held in St. Paul/Ramsey County. 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, services sought, and a de-duplication of guests served at Project Homeless Connect with records of persons known to be previously served by agencies in Minnesota who serve those experiencing or at risk of experiencing homelessness.

¹ For further information on the event, see <u>www.homelessconnectminneapolis.org</u>

² Households include couples with and without children, single heads of household with children, and guests identifying as an "other" household type.

Methods

The data reported below were collected on paper by volunteer intake workers on the day of the event, using the form found in the Appendix.³ 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 client-level data from many agencies that serve people experiencing homelessness or at risk of experiencing homelessness.⁴

Project Homeless Connect guests received consent forms and were recorded as "anonymous" if they preferred to not have personally identifiable information entered into the HMIS. As a result, 91 of the 1,310 households served (7%) were entered without the ability to run matches in the HMIS database to see whether they have prior service records, or to see whether they were served by providers participating in HMIS after the event.

Guests who agreed to be entered with identifiable information were entered as "unnamed clients." That is, their names were only held temporarily by the database. Upon entering the client name in the initial data entry screen, the database automatically generated a unique identifier comprised of parts of the name, date of birth, gender, and race. The database then discarded the name. The creation of the unique identifier enabled Wilder Research to assess whether Project Homeless Connect guests were served by other programs participating in Minnesota's HMIS either before or immediately after the event.

³ Two questions included on the intake form that relate to wages and hours worked are not included in this report due to the fact that only a small proportion of event guests provided answers to them.

⁴ For more information, see <u>www.hmismn.org</u>

Comparison with previous Hennepin Project Homeless Connect events

The Minneapolis/Hennepin County Project Homeless Connect held on May 11, 2009 served 1,537 individuals, a 10 percent decrease from the December 2008 event that served 1,711 individuals.⁵ The proportion of guests identifying as not currently homeless, at 31 percent, increased from the December 2008 event, while the proportion of guests identifying as "doubled up" increased from 22 percent to 28 percent.

1. Households and individuals served at event – comparison to previous events



The May 2009 event drew a group of individuals who were overall very similar demographically to the guests served in December 2008. The average individual event guest continues to be an African-American male, 41 years old, who has experienced multiple episodes of homelessness. The average event guest who attends as part of a household with children is an African American female, 36 years old, with an average of two children also present with her at the event.

A slightly increased proportion of guests reported spending the previous night in an emergency shelter while a decreased proportion of guests reported living in a rented home or apartment. With the exception of an increase in the proportion of guests reporting receiving General Assistance and food stamps, guests reported similar use of public

⁵ The previous Hennepin County Project Homeless Connect event reports can be found at <u>http://www.wilder.org/download.0.html?report=1947</u> (December 2006), <u>http://www.wilder.org/download.0.html?report=2005</u> (October 2007), <u>http://www.wilder.org/download.0.html?report=2078</u> (April 2008), and <u>http://www.wilder.org/download.0.html?report=2137</u> (December 2008).

assistance compared to the December 2008 event. Guests also reported wanting the same group of services that have been most commonly sought at previous events, including housing, employment, eye and dental care, assistance in obtaining an ID, and haircuts.

The remainder of this report presents information on the guests served at the May 2009 Minneapolis/Hennepin County Project Homeless Connect, including demographic characteristics, living situation, income and sources of assistance, and services sought by event guests. The report concludes with a section showing how many guests of the event had been served at previous events or had prior contact with agencies participating in Minnesota's HMIS. The report looks at guests receiving follow-up connection with services immediately after the event by looking at their contact with providers participating in HMIS. In addition, the report examines outcomes from guests served at the May 2009 event based on services found in HMIS.

Demographic characteristics

2. Households served, as presenting at event, by head of household

	Male	Female	Total*
In households without children			
Adults	705	250	955
Unaccompanied Youth (14-17)	2	5	7
Sub-total	707	255	962
In families with children			
Adults	121	225	346
Unaccompanied Youth (14-17)	_	2	2
Sub-total	121	227	348
TOTAL			1,310

3. Individuals served at event, by household type

	Number	Percentage
In households without children		
Adult singles	863	90%
Adults in couples (no dependent children)	40	4%
Adults with "other" family status (no dependent children)	52	5%
Unaccompanied youth, age 14-18	7*	1%
Sub-total	962	100%
In families with children		
Parents or guardians	348	60%
Children, age 13-17	45	8%
Children, age 5-12	67	12%
Children, age 0-4	115	20%
Sub-total	575	100%
TOTAL	1,537	

* Two additional unaccompanied youth who attended the event with dependent children are included in the category of families with children.

4. Families and singles served at event – comparison to previous events



% Singles/Families with no dependent children% Families with dependent children

5. Age of heads of households served at event

	Male	Female	Total*
14-17	1 (<1%)	5 (1%)	6 (<1%)
18-21	40 (5%)	40 (8%)	80 (6%)
22-24	24 (3%)	31 (6%)	55 (4%)
25-34	129 (16%)	121 (25%)	250 (19%)
35-44	170 (21%)	106 (22%)	276 (21%)
45-54	281 (34%)	110 (24%)	391 (30%)
55-64	113 (14%)	39 (8%)	152 (12%)
65-79	11 (<1%)	6 (1%)	17 (1%)
80+	2 (<1%)	-	2 (<1%)
Missing age	57 (7%)	24 (5%)	81 (6%)
TOTAL	828 (100%)	482 (100%)	1,310 (100%)
Average age (mean)	44	38	42

6. Race and ethnicity of guests served at event

	Number	Percentage
American Indian/Alaskan Native	184	14%
Asian	14	1%
Black/African American	630	48%
Native Hawaiian/Other Pacific Islander	9	1%
White	279	21%
Other	34	3%
Other Multi-Racial	45	3%
Missing	115	9%
TOTAL	1,310	100%
Hispanic/Latino (any race)	72	6%

* 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.

7. Disability, veterans status, and previous experience with Project Homeless Connect*

		Adults			
	Men without children n=705	Women without children n=250	Guests with children n=346	Youth** N=9	ALL n=1,310
Has a disability of long duration	43%	43%	33%	14%	40%
Served in US military?	15%	3%	3%	-	9%
Has been to a Project Homeless _Connect event like this one before*	42%	37%	19%	-	36%

* Previous experience according to self-report (not through de-duplicating with prior events).

** Includes two unaccompanied youth with dependent children.

Living situation

8. Homeless status of guests served at event

	Number	Percentage
Not currently homeless	281	22%
Living with family or friends*	66	5%
Homeless, but status unknown**	45	4%
1st time homeless and less than 1 year without home	318	24%
Multiple times homeless, but NOT meeting LTH definition	160	12%
Long term: At least 1 year OR at least 4 times in past 3 years	279	21%
Unknown/Missing	161	12%
TOTAL	1,310	100%

* Some guests identified as "not currently homeless" and also indicated living with family or living with friends (see Table 9 for living situations).

** 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).

9. Homeless status of guests served at event, comparison to previous events

	December 2006	October 2007	April 2008	December 2008	May 2009
Not currently homeless	187 (18%)	399 (27%)	558 (22%)	342 (24%)	281 (22%)
Living with family or friends*	45 (4%)	181 (12%)	219 (9%)	92 (6%)	66 (5%)
Homeless, but status unknown**	86 (8%)	49 (3%)	97 (4%)	62 (4%)	45 (4%)
1st time homeless and less than 1 year without home	291 (28%)	316 (22%)	652 (25%)	383 (26%)	318 (24%)
Multiple times homeless, but NOT meeting LTH definition***	112 (11%)	142 (10%)	371 (14%)	168 (12%)	160 (12%)
Long term: At least 1 year OR at least 4 times in past 3 years***	315 (30%)	253 (17%)	543 (21%)	339 (23%)	279 (21%)
Unknown/Missing	14 (1%)	136 (9%)	130 (5%)	71 (5%)	161 (12%)
TOTAL	1,050	1,476	2,570	1,457	1,310

* Guests identified as "not currently homeless" but also indicated "living with family" or "living with friends" (see Table 11 for living situations).

** 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).

*** 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.

10. Status of guests at event who are homeless or "doubled up," comparison to previous events



11. Living situation last night

	Number	Percentage
Emergency shelter	304	23%
Rental house or apartment	180	14%
Living with friends	170	13%
Transitional housing for homeless	119	9%
Living with family	109	8%
Substance abuse treatment center	35	3%
Place not meant for habitation	24	2%
Permanent housing for formerly homeless	20	2%
Owned house or apartment	26	2%
Hotel or motel (without an emergency voucher)	15	1%
Foster care/group home	5	<1%
Jail, prison, or juvenile facility	1	<1%
Psychiatric hospital or facility	4	<1%
Other (unspecified)	192	15%
Missing/don't know/refused	102	8%
TOTAL	1,310	100%

12. City where guest stayed last night

		Adults			
	Men without children	Women without children	Guests with children	Youth*	ALL
	n=705	n=250	n=346	N=9	n=1,310
Minneapolis	68%	64%	65%	57%	62%
St. Paul	3%	3%	2%	-	3%
Other suburb	4%	8%	8%	29%	6%
Missing	25%	25%	25%	14%	29%

* Includes two unaccompanied youth with dependent children.

13. City where guest stayed last night, comparison to previous events

	December 2006	October 2007	April 2008	December 2008	April 2009
Minneapolis	819 (78%)	972 (66%)	1,989 (77%)	1,039 (71%)	820 (62%)
St. Paul	55 (5%)	52 (4%)	83 (3%)	63 (4%)	35 (3%)
Other town/suburb	49 (5%)	110 (7%)	166 (6%)	104 (7%)	76 (6%)
Unknown/Missing	127 (12%)	342 (23%)	332 (13%)	251 (18%)	379 (29%)
TOTAL	1,050	1,476	2,570	1,457	1,310

Income and sources of assistance

14. Household income sources last 30 days*

	Men without children n=705	Women without children n=250	Guests with children n=346	Youth ^c N=9	ALL n=1,310
General Assistance	47%	46%	32%	14%	42%
Employment ^a	10%	10%	15%	29%	12%
SSDI	11%	13%	10%	14%	11%
Social Security (other)	11%	12%	11%	14%	11%
MFIP	1%	6%	22%	14%	8%
Contributions from others	7%	8%	8%	-	7%
No income ^b	15%	14%	14%	86%	15%
Other income sources	9%	10%	11%	-	10%

* Intake staff were encouraged to report all sources received by the household, from the list above. They also recorded other income sources, reported by the guest. The "other" sources reported included recycling, pensions, child support payments, donating plasma, unemployment benefits, tribal payments, and other miscellaneous sources.

a Includes temporary employment and day labor.

^c Includes two unaccompanied youth with dependent children.

15. Other assistance currently received by household*

		Adults			
	Men without children n=705	Women without children n=250	Guests with children n=346	Youth** N=9	ALL n=1,310
Medical assistance	51%	62%	60%	57%	56%
Food stamps	48%	60%	64%	57%	54%
Medicare	13%	12%	8%	-	12%
Public housing	8%	8%	7%	-	8%
Other rent assistance	6%	4%	6%	-	6%
Section 8	5%	8%	7%	-	6%
Veterans medical or other veterans benefits & services	5%	-	1%	-	3%

* Intake volunteers were encouraged to report all sources received by the household, from the list above.

** Includes two unaccompanied youth with dependent children.

Services sought

16. Main types of service sought by household*

		Adults			
	Men without children n=705	Women without children n=250	Guests with children n=346	Youth** N=9	ALL n=1,310
Housing	53%	64%	66%	86%	59%
Employment	40%	40%	55%	71%	44%
Eye care	37%	43%	39%	14%	39%
Dental Care	39%	40%	40%	43%	39%
Wants help obtaining ID	24%	36%	32%	29%	29%
Haircut	31%	21%	23%	-	26%
Education	20%	24%	33%	71%	25%
Wants help obtaining a birth certificate	21%	31%	30%	-	25%
Legal assistance	19%	24%	24%	14%	21%
Medical care (other)	18%	21%	16%	14%	18%
Public Assistance	13%	19%	16%	-	15%
Social Security benefits	14%	17%	18%	-	15%
Mental health	9%	15%	13%	-	11%
Voicemail	11%	11%	11%	-	11%
Emergency shelter	6%	4%	7%	_	6%
Other: shoes or shoe vouchers	6%	11%	3%	5%	5%
Chemical health	5%	6%	3%	-	5%
Veterans benefits	6%	1%	2%	-	4%
Domestic violence services	<1%	3%	4%	-	2%
Other: miscellaneous	4%	1%	1%	-	2%
Other: transportation assistance (includes bus cards)	1%	1%	<1%	-	1%

* Guests were asked what their top three services were from the list provided above. Some indicated more than three.

** Includes two unaccompanied youth with dependent children.

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, an increasing number of organizations whose mission is to serve those experiencing homelessness participate in HMIS.

As of October 2008, the HMIS included 74 percent of shelter beds, 81 percent of transitional housing program beds, and 63 percent of permanent supportive housing beds in Hennepin County. The HMIS also includes the County's large homeless prevention program, as well as some other "services only" programs not associated with beds. Further, entering the data into the HMIS enabled us to run matches against people served in other parts of the state, as well as earlier Project Homeless Connect events held in Hennepin and Ramsey counties.

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 clients' names were used in creating a unique identifier, the name was not permanently stored. This procedure allows Wilder to un-duplicate clients served in Project Homeless Connect with other records in the database without permanently storing their names. The unique identifier is created using parts of the name, date of birth, and gender.

While using the unique identifier to find matching records is the most reliable method available, it does present some limitations. 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, using the method employed here. Further, around 11 percent of all clients entered into Minnesota's HMIS are entered as anonymous, many of whom are clients of domestic violence or legal service providers. 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.

Known contact with homeless service providers prior to event

The 91 guests who indicated a preference not to provide their name or other potentially identifying information at the event were entered anonymously, and it is not possible to match their records with others existing in the database. Thirty-eight percent of guests served at the May 2009 event had been previously served by an organization participating in HMIS prior to the event, a slight decrease from December 2008.

17. Percent of identifiable guests served by an organization participating in HMIS prior to the event



The proportion of guests identifying as homeless who had previously received services from a provider participating in HMIS was similar to the proportion found among guests at previous events. The breakdown of household status was also similar.

18. 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	97 (21%)	177 (24%)
Living with family or friends*	13 (3%)	49 (6%)
Homeless, but status unknown**	19 (4%)	25 (3%)
1st time homeless and less than 1 year without home	108 (23%)	201 (27%)
Multiple times homeless, but NOT meeting LTH definition	76 (16%)	83 (11%)
Long term: At least 1 year OR at least 4 times in past 3 years	123 (26%)	148 (20%)
Unknown/Missing	35 (7%)	65 (9%)
TOTAL	471	748

* Some guests identified as "not currently homeless" and also indicated living with family or living with friends (see Table 9 for living situations).

** 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).

19. Household 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
Single head of household with dependent children	105 (22%)	114 (15%)
Single with no dependent children	308 (65%)	505 (67%)
Married/domestic partner with dependent children	27 (6%)	58 (8%)
Married/domestic partner with dependent no children	13 (3%)	34 (5%)
Unknown/Missing/Other household type	18 (4%)	37 (5%)
TOTAL	471	748

Known contact with homeless service providers after the event

Of the 1,219 identifiable guests served at the May 2009 event, 166 (14%) guests were served by organizations participating in Minnesota's HMIS (and entered with identifiable records into the HMIS) within four weeks after the event. Of those 166 guests, 33 guests had not been served by a participating provider prior to the December event. The services that these guests received by participating providers included emergency shelter and food, transitional housing, permanent supportive housing, rent payment and rent deposit assistance through the state's Family Housing Prevention and Assistance Program, and housing search assistance. However, as many housing providers initially collect information from clients on paper and then transfer it to HMIS, it is likely that more Project Homeless Connect guests were served than are represented here.

Known involvement with previous Project Homeless Connect events

As mentioned above, Minnesota's HMIS was also used to gather data on previous Minneapolis/Hennepin County Project Homeless Connect events. Using HMIS data collected at the previous events, we examined the number of people who had attended more than one event. Setting the aside the guests who were entered anonymously at each event:

- 289 (24%) of identifiable individuals served at the Hennepin County event in May 2009 had attended at least one previous event held in Hennepin County.
- 44 (4%) of identifiable individuals served at the Hennepin County event in May 2009 had attended at least one previous event in Ramsey County.

While the number of individuals found to have attended more than one event increased slightly at the May 2009 event, these results still 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?" 454 guests, or 37 percent, responded "yes." This discrepancy could be due to many factors: data entry errors that prevent the correct matching of their records, missing or incomplete intake forms from guests, or because guests may confuse previous Project Homeless Connect events with other similar events held in the Twin Cities, such as the Stand Down events for veterans, Project Youth Connect, and other homeless prevention and service efforts.

Conclusion

The May 2009 Hennepin County Project Homeless Connect event served over 1,300 guests who varied by age, household type, and housing status. As in previous years, housing, employment remained the most commonly sought services at the event. Other commonly requested services included transportation assistance and donations such as shoes, clothing, and diapers. Analysis of the event using HMIS indicates that although at least one quarter of guests at the May 2009 event had attended a previous event, Project Homeless Connect continues to attract new guests in need of the many services offered.

Appendix

Project Homeless Connect Intake Form

Project Homeless Connect Intake Form

ServicePt ID#

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?:					
FIRST	MI	LAST		SUFFIX	
BIRTH DATE://					
MO DAY YEAR					
GENDER: GEnde Gender:	Transgender	Unknown			
Do you consider yourself (PRIMARY	RACE)	(SECONDAR	Y RACE (OPTIONA	L/ IF OFFERED))	
American Indian or Alaskan Native		America	n Indian or Alaskan	Native	
□ Native Hawaiian or Other Pacific Islande	r	□ Native H	lawaiian or Other Pa	icific Islander	
Black or African American		Black or African American			
□ White		U White			
Hispanic/Latino					
□ Asian		🛛 Asian			
□ Other Multi-Racial □ Unknow	'n	Other M	ulti-Racial	Unknown	
Other Refuse	b	Other		Refused	
Household Type:					
Single with NO dependent childr	en	Couple Couple	with dependent chil	dren	
Couple with NO dependent child	dren	Single	head of household v	vith dependent children	
Other:		☐ Refuse	ed		
How many children are you here with today	?				
Teens (13 -17): Children, 5	-12yrs:	Children, 0-4yr	s:		
EVER SERVED ON ACTIVE DUTY IN THE U	.S. ARMED FORC	ES *NOTE		ct to veterans services area	
Do you have any type of mental or physical	disability that ke	eps you from wo	rking, shopping or	other daily activities?	
	Don't know				
During the last month did you receive any i	ncome from				
Employment	□ Yes	D No	Don't know	Refused	
IF YES: How many hours do you work in <u>an average week</u> ?	□1-10 Hours	□11-20 hours	21-30 hours	□31 or more hours	
What is your hourly wage in <u>an average</u> week?	□\$6-8	□\$9-11	□\$12-14	□\$15 or more	
General Assistance	□ Yes	D 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	
SSI (Supplemental Security Income) MFIP (MN Family Investment Program)	Yes Yes	□ No	Don't know	Refused	
MFIP (MN Family Investment Program)	□ Yes	🗆 No	Don't know	Refused	

Do you currently receive.							
Food stamps?		□ Yes	□ No	Don't know	Refused		
A Section 8 Housing Vo	oucher (for rent)?						
Public housing?				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 assist	ance or services?	□ Yes	□ No	Don't know	Refused		
WHERE DID YOU STAY LAST NIGHT?							
	□ YES → F irst 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	Yes So	cial Security Benef	its 🔲 Yes	Dental Care	□ Yes		
Education	Yes Ve	teran's Benefits	□ Yes	Eye Care	□ Yes		
Legal assistance	Yes Pu	blic Assistance	☐ Yes	Medical Care	□ Yes		
Housing	Yes Me	ental Health	□ Yes	Haircut	□ Yes		
Emergency Shelter	Yes Ch	emical Health	□ Yes	Voice Mail	□ Yes		
Domestic Violence	Yes Of	ther? (fill in)					
Would you like help getting a Minnesota picture ID?Image: YesImage: NoWould you like help getting a birth certificate?Image: YesImage: No							

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]