Ramsey County Project Homeless Connect

Summary of guests served on June 10, 2008

JULY 2008

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Prepared by:

Emily Warren

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

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Introduction

This brief report summarizes information about the guests served at the St. Paul/ Ramsey County Project Homeless Connect event held on June 10, 2008 at the St. Paul RiverCenter. This third Project Homeless Connect in St. Paul was organized by the City of St. Paul, Ramsey County, and the St. Paul Police. In addition, the event was shaped by a steering committee made up of community members, service providers, and persons who have experienced homelessness.¹

Overall, Ramsey County Project Homeless Connect served:

- 1,042 households
- 1,232 individuals
- 190 children age 17 or younger
- 15 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 St. Paul/Ramsey County Project Homeless Connect events, along with events held in Minneapolis/Hennepin 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>http://www.projecthomelessconnectmn.com/</u>

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. 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.²

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 1,042 households served (9%) 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. The clients 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, and gender. The database then discarded the name. The creation of the unique identifier enabled Wilder Research to match Project Homeless Connect guests with those served by other programs participating in Minnesota's HMIS.

² For more information, see <u>www.hmismn.org</u>

Comparison with previous Ramsey County Project Homeless Connect events

The St. Paul/Ramsey County Project Homeless Connect held on June 10, 2008 served 1,232 individuals, compared to 1,081 individuals at the same event held on June 19, 2007.³ The typical guest at the June 2008, similar to previous events held in the Twin Cities metro area, was an African American male who is 40 years of age, spent the previous night at an emergency shelter, and is experiencing his first episode of homelessness.

The 2008 event drew an increased proportion of guests identifying as American Indian, while the number of guests identifying as white or African American remained similar to previous St. Paul's previous events. An increased number of families with dependent children attended the 2008 event.⁴ At the 2007 event, families made up less than 20 percent of households attending, while at the 2008 event families comprised over a third of attendees.

The most common living situation for guests at this event were emergency shelters (28%) and apartments (18%). Additionally, 22 percent of all households indicated that they were doubled up with either friends or family, which was an increase of 5 percentage points from the same event last year. The homeless status of guests at this event was similar to last year's, although a slightly smaller proportion of this year's guests were "not currently homeless," and a slightly higher proportion reported that they were homeless for the first time (see Figure 8).

Guests served at the 2008 event were more likely to be receiving various forms of public assistance than guests served at the 2007 event, including General Assistance, MFIP, Medical Assistance, and food stamps. The number of guests at the 2008 event who reported receiving income through employment or contributions from others was similar to previous events.

The remainder of this report presents information on the guests served at the June 2008 St. Paul/Ramsey 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. In addition, the report looks at guests receiving follow-up or future connection

³ The report for the June 2007 Ramsey County Project Homeless Connect event can be found at <u>www.wilder.org/report.html?id=1986</u>.

⁴ Some of this change may be due to changes to the event's intake form, made in an effort to more accurately distinguish between singles and families.

with services after the event by looking at their post-event contact with providers participating in HMIS.



Numbers served - Comparison to previous event

Demographic characteristics - comparison to previous event



Demographic characteristics

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

	Male	Female	Total
In households without children			
Adults	486	209	695
Unaccompanied Youth (14-17)	6	3	9
Sub-total	492	212	704
In families with children			
Adults	133	199	332
Unaccompanied Youth (14-17)	0	6	6
Sub-total	133	205	338
TOTAL			1,042

2. Individuals served at event, by household type

	Number	Percent
In households without children		
Adult singles	652	93%
Adults in couples (no dependent children)	43	6%
Unaccompanied youth, age 14-17	9*	1%
Sub-total	704	100%
In families with children		
Parents or guardians	338	64%
Children, age 13-17	33	6%
Children, age 5-12	75	14%
Children, age 0-4	82	16%
Sub-total	528	100%
TOTAL	1,232	

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

4. Age of household head

	Male	Female	Total*
14-17	7 (1%)	19 (4%)	26 (2%)
18-21	21 (3%)	37 (9%)	58 (6%)
22-24	15 (2%)	20 (5%)	35 (3%)
25-34	63 (10%)	71 (17%)	134 (13%)
35-44	147 (24%)	95 (22%)	242 (23%)
45-54	203 (33%)	114 (27%)	317 (31%)
55-64	85 (14%)	28 (7%)	113 (11%)
65-79	14 (2%)	10 (2%)	24 (2%)
80+	1 (<1%)	0 (0%)	1 (<1%)
(Ages Missing)	59 (10%)	33 (7%)	92 (9%)
TOTAL	615 (100%)	427 (100%)	1,042 (100%)
Average age (mean)	45	39	43

5. Race and ethnicity of household head

	Number	Percent
American Indian/Alaskan Native	92	9%
Asian	7	1%
Black/African American	451	43%
Native Hawaiian/Other Pacific Islander	4	<1%
White	378	36%
Other	28	3%
Other Multi-Racial	23	2%
Missing	59	6%
TOTAL	1,042	100%
Hispanic/Latino (any race)	72	7%

* 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.

		Adults			ALL
	Single males	Single females	Families with children		
	N=486	N=209	N=332	N=15	N=1,042
Has a disability of long duration	46%	57%	38%	11%	45%
Served in US military?	19%	2%	7%	0%	11%
Has been to a Project Homeless Connect event like this one before*	30%	23%	16%	11%	24%

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

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

** Includes five unaccompanied youth with dependent children.

Living situation

8. Homeless status of household head – Comparison to previous event

	June 2007	June 2008
Not currently homeless	216 (27%)	239 (23%)
Living with family or friends*	35 (4%)	50 (5%)
Homeless, but status unknown**	52 (6%)	57 (5%)
1st time homeless and less than 1 year without home	194 (24%)	317 (30%)
Multiple times homeless, but NOT meeting LTH definition	109 (13%)	144 (14%)
Long term: At least 1 year OR at least 4 times in past 3 years	173 (21%)	192 (19%)
Unknown/Missing	36 (4%)	43 (4%)
TOTAL	815	1,042

* 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. Living situation last night, by household

	Number	Percent
Emergency shelter	292	28%
Rental house or apartment	192	18%
Living with friends	136	13%
Transitional housing for homeless	123	12%
Living with family	90	9%
Place not meant for habitation	67	6%
Owned house or apartment	25	2%
Substance abuse treatment center	17	2%
Permanent housing for formerly homeless	16	2%
Hotel or motel (without an emergency voucher)	10	1%
Foster care/group home	6	1%
Psychiatric hospital or facility	1	<1%
Jail, prison, or juvenile facility	0	0%
Hospital	0	0%
Other (unspecified)	42	4%
Missing/don't know/refused	25	2%
TOTAL	1,042	100%

10. 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
Rental house/apartment (n=192)	70%	11%	8%	7%	4%
House/condo/apartment that you own (n=25)	83%	0%	9%	4%	4%
Living with family (n=90)	28%	15%	22%	30%	5%
Living with friends (n=136)	20%	17%	23%	35%	5%

11. 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
Single Head of Household with dependent children (n=91)	64%	12%	12%	9%	3%
Single Head of Household with no dependent children (n=211)	71%	11%	6%	6%	6%
Married/domestic partner with dependent children (n=19)	54%	15%	23%	8%	0%
Married/domestic partner with no dependent children (n=6)	75%	25%	0%	0%	0%

12. City where household stayed last night

		Adults			
	Single males	Single females	Families with children		
	n=486	n=209	n=332	N=15	n=1,042
St. Paul	72%	75%	70%	67%	72%
Minneapolis	17%	11%	7%	22%	12%
Plymouth	<1%	2%	1%	0%	1%
Maplewood	0%	0%	3%	0%	1%
Other suburb	1%	4%	3%	0%	2%
Missing	10%	8%	16%	11%	12%

* Includes five unaccompanied youth with dependent children.

Income and sources of assistance

14. Household income sources last 30 days*

	Adults			Youth ^c	ALL
	Single males	Single females	Families with children		
	n=486	n=209	n=332	N=15	n=1,042
General Assistance	34%	38%	23%	0%	31%
_No income ^b	23%	17%	17%	33%	20%
SSDI	16%	22%	14%	0%	16%
Social Security (other)	14%	21%	16%	22%	16%
Employment ^a	13%	11%	12%	33%	13%
MFIP	1%	3%	24%	0%	9%
Contributions from others	8%	7%	7%	22%	7%
Other income sources	4%	4%	5%	0%	4%

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

- ^a Includes temporary employment and day labor.
- ^b In an effort to more accurately distinguish between guests with some form of income and those with no income, the question of having no income sources was moved from the top of the list of income sources to the bottom of the list. As a result, the number of guests who reported having no income went from 33 percent at the June 2007 to four percent at the June 2008 event.

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^c Includes five unaccompanied youth with dependent children.

	Adults			Youth**	ALL**
	Single males	Single females	Parents/ Guardians		
	n=486	n=209	n=332	N=15	n=1,042
Medical assistance	49%	60%	60%	56%	54%
Food stamps	42%	47%	58%	11%	48%
Medicare	19%	23%	17%	33%	19%
Section 8	6%	11%	10%	11%	9%
Public housing	7%	6%	7%	0%	7%
Other rent assistance	7%	5%	6%	0%	6%
Veterans medical or other veterans benefits & services	8%	2%	4%	0%	5%

15. Other assistance currently received by household*

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

** Includes five unaccompanied youth with dependent children.

Services sought

16. Main types of service sought by household*

	Adults			Youth**	ALL
	Single males	Single females	Parents/ Guardians		
	n=486	n=209	n=332	N=15	n=1,042
Housing	58%	66%	66%	56%	62%
Employment	43%	46%	54%	78%	47%
Wants help obtaining ID (of those lacking an ID)	38%	36%	40%	41%	38%
Dental Care	37%	41%	37%	22%	38%
Eye care	34%	33%	28%	22%	32%
Haircut	33%	34%	27%	0%	31%
Education	15%	25%	33%	22%	23%
Legal assistance	17%	28%	24%	0%	21%
Public Assistance	21%	23%	22%	56%	21%
Medical care (other)	21%	18%	15%	11%	18%
Mental health	12%	25%	15%	11%	16%
Social Security benefits	16%	14%	18%	33%	16%
Voicemail	14%	12%	16%	0%	14%
Other: Clothes, shoes, winter coat, etc.	11%	8%	8%	3%	10%
Emergency shelter	10%	12%	11%	0%	10%
Other: miscellaneous	8%	8%	8%	5%	8%
Veterans benefits	7%	3%	4%	0%	5%
Other: transportation assistance (includes bus cards, driver's license, gas assistance)	6%	4%	2%	0%	4%
Chemical health	4%	6%	4%	0%	4%

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

** Includes five 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 participate in HMIS. As of June 2007, the HMIS included 34 percent of shelter beds, 83 percent of transitional housing program beds, and 41 percent of permanent supportive housing beds in Ramsey County. The HMIS also includes Ramsey County's grantees of the state's 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 including the Ramsey County event from June 2007 as well as the Hennepin County events held in October 2007 and April 2008.

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 name 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. As previously noted, 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. 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.

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. Setting aside the anonymous clients we found that:

394 of the 951 identifiable guests – or 41 percent – were served by an organization participating in Minnesota's HMIS prior to the event.

As shown in tables 17 and 18, guests who had experienced multiple episodes of homelessness and those who were homeless for extended periods are more likely to have been "known to HMIS" prior to the event, as were families as opposed to singles.

17. 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	Total
Not currently homeless	81 (40%)	122 (60%)	203
Living with family or friends**	12 (21%)	46 (79%)	58
Homeless, but status unknown***	28 (51%)	27 49%)	55
1st time homeless and less than 1 year without home	115 (40%)	176 (60%)	291
Multiple times homeless, but NOT meeting LTH definition	63 (47%)	71 (53%)	134
Long term: At least 1 year OR at least 4 times in past 3 years	80 (45%)	97 (55%)	177
Unknown/Missing homeless status	15 (45%)	18 (55%)	33
TOTAL	394 (38%)	557 (53%)	1,042

* Ninety-one guests were entered into HMIS as anonymous and are not included in the table.

- ** 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).

	In HMIS prior to event	Not in HMIS prior to event	Total
Single head of household with dependent children	96 (42%)	131 (58%)	227
Single with no dependent children	243 (40%)	360 (60%)	603
Married/domestic partner with dependent children	27 (48%)	29 (52%)	56
Married/domestic partner with dependent no children	11 (29%)	27 (71%)	38
Unknown/Missing/Other household type	17 (63%)	10 (37%)	27
TOTAL	394 (38%)	557 (53%)	1,042

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

* Ninety-one guests were entered into HMIS as anonymous and are not included in the table.

Of the 951 identifiable guests served at the June 2008 event, 74 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 65 guests, 10 percent had not been served by a participating provider prior to the April 2008 event. These six households included five single adults experiencing homelessness living in emergency shelters and one single male parent living with friends. The services that the guests received by participating providers included rent assistance through the state's Family Homeless Prevention and Assistance Program (FHPAP), emergency shelter, support services such as case management and employment assistance, and permanent supportive housing.

Note that 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. Thus, for this reason and the issues surrounding the unique identifier explained above, it is likely that the de-duplication here is a conservative estimate of the number of Project Homeless Connect guests actually served by agencies participating in Minnesota's HMIS. Also, it is important to reiterate that the 394 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 Hennepin County, since many providers are not currently participating in Minnesota's HMIS. Nonetheless, the 41 percent reported here is greater than the 35 percent reported following the previous St. Paul/Ramsey County Project Homeless Connect held in June 2007.

As mentioned above, Minnesota's HMIS was also used to gather data on the St. Paul/ Ramsey County Project Homeless Connect event held in June 2007 as well as four or the five Project Homeless Connect events organized by Minneapolis/Hennepin County. Using HMIS data collected at these 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:

- 143 individuals served at the Ramsey County event in June 2008 had attended at least one previous event held in Ramsey or Hennepin County.
- 83 individuals served at the Ramsey County event in June 2008 had attended the previous Ramsey County event in June 2007.
- 64 individuals served at the Ramsey County event in June 2008 had attended the Hennepin County event in April 2008.
- 18 individuals served at the Ramsey County event in June 2008 had attended all four previous events held in Ramsey and Hennepin County that were entered into HMIS.

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?" 236 guests, or 24 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 due to changes made to the intake form and the intake process. Further, in responding to the question, 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.

Looking forward: Project Homeless Connect and Minnesota's HMIS

Since the Project Homeless Connect data are maintained in the statewide HMIS database it may be useful to conduct further outcomes analysis at some point. For example, to help assess whether the event had an impact on housing stability it would be helpful to know how many of the guests who were living on the streets or in homeless shelters are successfully placed in transitional and permanent supportive housing programs; or conversely, how many guests return to shelter or other emergency services. Analyses like these are enabled by the Homeless Management Information System, and should help inform future Project Homeless Connect events, as well as broader state and regional plans to end homelessness.

Appendix

Project Homeless Connect Intake Form

Project Homeless Connect 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 (PRIMAR)	(RACE)	(SECONDARY RACE (OPTIONAL/	IF OFFERED))			
American Indian or Alaskan Native		American Indian or Alaskan Na	ative			
□ Native Hawaiian or Other Pacific Islande	er	Native Hawaiian or Other Pacific Islander				
Black or African American		Black or African American	African American			
□ White		□ White				
□ Asian		🗖 Asian				
Other Multi-Racial		Other Multi-Racial				
Other Unknow	wn	Cther Cther	Unknown			
Are you Hispanic/Latino	ot Hispanic/Latino	Unknown				
Household Type:						
Single with NO dependent child	ren	Couple with dependent child	ren			
Couple with NO dependent chi	h dependent children					
□ Other:						
How many children are you here with toda	<u>v</u> ?					
Teens (13 -17): Children, 5	5-12yrs:	Children, 0-4yrs:				
EVER SERVED ON ACTIVE DUTY IN THE U.S. ARMED FORCES *NOTE If yes, please direct to veterans services area Yes * No Don't know Refused						
Do you have any type of mental or physical disability that keeps you from working, shopping or other daily activities?						
Yes No	Don't know	Refused				
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, pris	son, or juvenile fa	icility 🛛 H	otel/motel (without voucher)		
Transitional housing for homeless	Living w	Living with family				
Permanent housing for formerly homeless	Living w		Living on the street/outside/squatting			
Psychiatric hospital or facility		nouse/apartment		on't know		
Substance abuse treatment center, incl deto	house/c	ondo/apartment 1	,	lefused		
Hospital			Цc	Other		
HOW LONG HAVE YOU STAYED THERE?	_					
1 week or less			hs but less than 1 yea	ar		
More than 1 week but less than 1 month	∐ 1	year or longer				
□ 1 to 3 months						
WHAT CITY WAS THAT IN? CHECK BOX IF Outside of Minnesota						
How likely is it that you will be able to stay	at your curre	ent residence	for at least <u>60</u> moi	re days?		
□ Very Likely □ Somewhat likely □ Not very likely □ Not at all likely □ Don't know □ Refused						
Are you currently Homeless?						
□ NO Not currently homeless						
\square YES \rightarrow F irst time homeless AND less than 1 year without home						
\square YES \rightarrow Several times homeless, but for less than 1 year and NOT more than 4 times in 3 years						
\Box YES \rightarrow 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?						
Now I have a few questions about how we can help you. What would you like help with today?						
	cial Security Be			e 🛛 Yes		
	teran's Benefits					
	olic Assistance					
	ntal Health					
	emical Health					
Other services (write in):						
Would you like help getting a Minnesota picture ID?						

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]