

# Alliance for Regional Solutions

## Shelter Provided to the Homeless in North San Diego County Bridge Housing Between 07/1/2017 - 06/30/2018



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## Acknowledgements

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The authors greatly appreciate the efforts of the member agencies and staff operating the ARS Bridge Housing. In particular we would like to commend the data collection and data entry staff, whose thoroughness and attention to detail has made this report meaningful and rich.

In addition, the RTFH would like to acknowledge the Institute for Public Health (IPH) at San Diego State University. The IPH prepared the winter shelter report for the past several years investing time and thought into the development of a basic report template and analysis methodology.

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# Introduction

The Alliance for Regional Solutions (ARS) collected client shelter stay data during its 2017-2018 Bridge Housing homeless services in North San Diego County. This report describes the number of clients that were sheltered, the demographic characteristics of these clients, the reason for their homelessness, the length of shelter provided to these clients, and what housing plans the clients had upon exiting the shelter program, plus a brief review of clients served during both the 2016-2017 and the 2017-2018 year.

The ARS commissioned the Regional Task Force on the Homeless (RTFH) to analyze the 2017-2018 Bridge Housing data. The data was entered by Bridge Housing staff into a secure online database and extracted for analysis in July 2018.

## Background

### A. Data Collection

Shelter staff collected information about the residents that stayed in their respective bridge housings. This information included client demographics and information such as reason for homelessness, reasons for leaving the shelter, and planned destination upon exiting. The staff members entered the data into a secure online homeless management information system (HMIS) database called ServicePoint. In 2018 RTFH updated a data extraction report within ServicePoint and downloaded the bridge housing data into a collection of Microsoft Excel worksheets. Data represents ARS bridge housing program entries recorded in ServicePoint between July 1 2017 and June 30 2018.

### B. Data Analysis

Most of the data manipulation was done using ServicePoint's Advanced Reporting Tool (ART Reports) capabilities, which generated the final numbers used in this report. All graphs and charts were created using Microsoft Excel.

### C. Limitations

Any time data is collected there can be errors in the data collection or the data entry processes. During collection, data may not be completely collected, or it may be recorded erroneously or, in cases of clients already in the data system, changes in data may not be fully updated in the database. The error rate for data collection and data entry for this data set is largely unknown. Another limitation is that most questions primarily rely upon client self-report, which may or may not be truthful. Self-report, however, is often the only method available.

### C. Scope

These findings apply only to the persons who used these bridge housing, not to the homeless population at large in North San Diego or to all sheltered clients in San Diego. Whether or not these sheltered clients were similar to those served in other bridge housing in San Diego or to the general homeless population was not examined.

# Results

A total of 1008 unique individuals received shelter from the six 2017-2018 North San Diego ARS bridge housing. The three large Alliance North San Diego Bridge Housing provided shelter service to 935 clients which is about 84% of the total number served (La Posada, Haven House, and Operation Hope) (Table 1).

## A. Location and Length of Service

A total of 228 ARS beds were available to temporarily house homeless individuals in the North San Diego area throughout the year (Table 1). Together these beds enabled 55,311 bed-nights to be provided to the 1008 clients served. Program utilization (bed-nights used / bed-nights available) ranged from 61% to 95% (utilization data not shown).

The 1008 unique clients stayed in the North San Diego Bridge Housing for an average of fifty one nights, although the number of nights per client ranged from 1 to 365. Forty two percent (42%) of the clients were sheltered for 30 nights or less and another fifty eight percent (58%) for more than 30 nights (Graph 1), one hundred sixty three of the 1008 clients (16%) utilized more than one shelter location during the year, and 143 of the 1008 clients (14%) exited and re-entered the North San Diego Bridge Housing system more than once during the year (not graphed). Those 143 clients account for 413 separate clients stays during the year.

**Table 1. Shelter Capacity and Shelter Provided, 2017-2018 North San Diego Bridge Housing**

Program Name <i>Clients served</i>	Program Capacity			Shelter Provided	
	Number of Beds <sup>1</sup>	Number of Operating Nights <sup>2</sup>	Bed-Nights Available <sup>3</sup>	Bed-Nights Used <sup>4</sup>	Total Clients Sheltered <sup>7</sup>
Interfaith Shelter Network Coastal <i>Men, women and families</i>	12	125	1,500	921	42
Interfaith Shelter Network Inland <i>Men, women and families</i>	12	76	912	817	12
La Posada <sup>5</sup> <i>Men</i>	10	121	19,460	18,437	436
	50	365			
Operation Hope <sup>6</sup> <i>Families and women</i>	6	158	15,183	12,561	225
	39	365			
Bread of Life <i>Men and women</i>	50	150	7,500	7,130	120
Haven House <i>Men and women</i>	49	365	17,885	15,445	274
<b>Total</b>	<b>228</b>	<b>1,725</b>	<b>62,440</b>	<b>55,311</b>	<b>1,008</b>

<sup>1</sup> Number reported by project staff.

<sup>2</sup> Dates of operation reported by project staff; operating nights were calculated based on what was reported to the RTFH during the 2018 Housing Inventory Count (HIC).

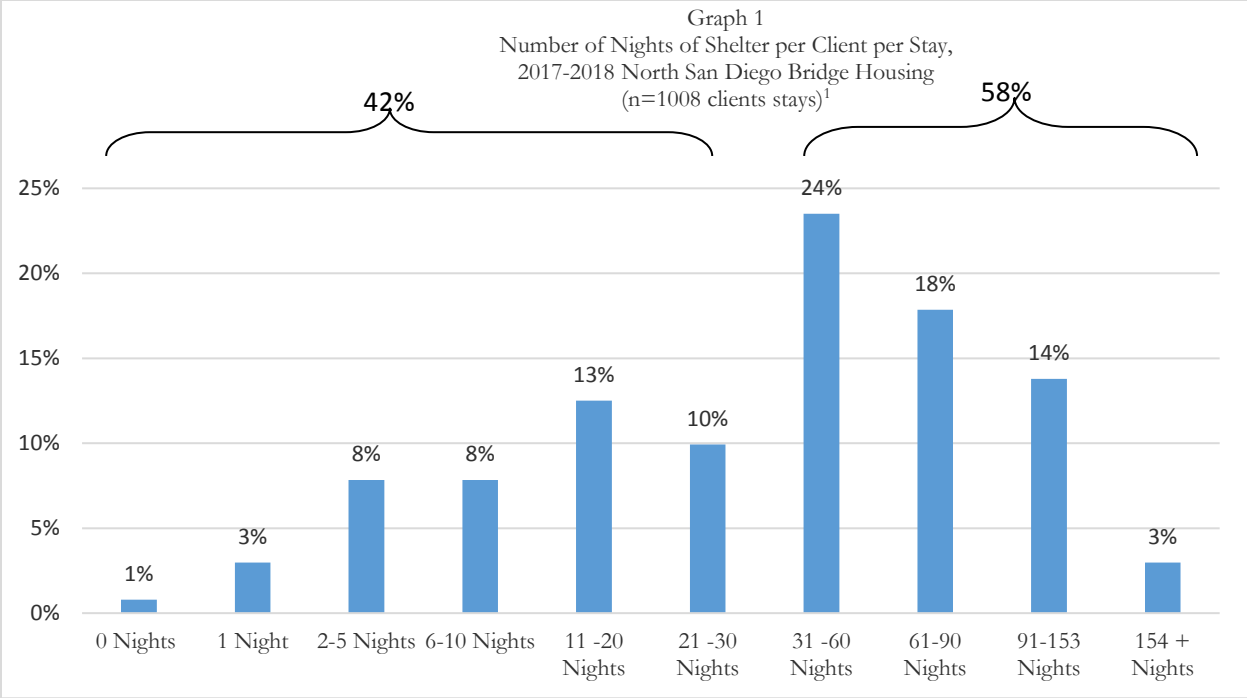
<sup>3</sup> The number of beds times the number of operating nights.

<sup>4</sup> One person staying one night is a bed-night.

<sup>5</sup> La Posada operated under two Inventory count (HIC), one with 10 beds for 121 days and the other 50 beds for 365 days.

<sup>6</sup> Operation Hope operated under two Inventory count (HIC), one with 6 beds for 158 days and the other 39 beds for 365 days.

<sup>7</sup> The total does not sum up with each client count sheltered in each programs since some of the clients are served in more than one program.



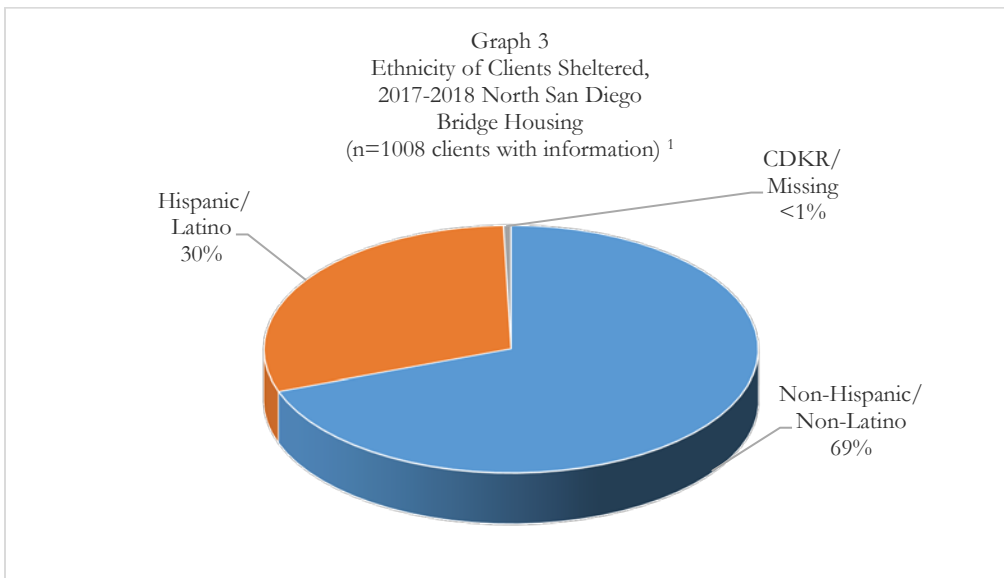
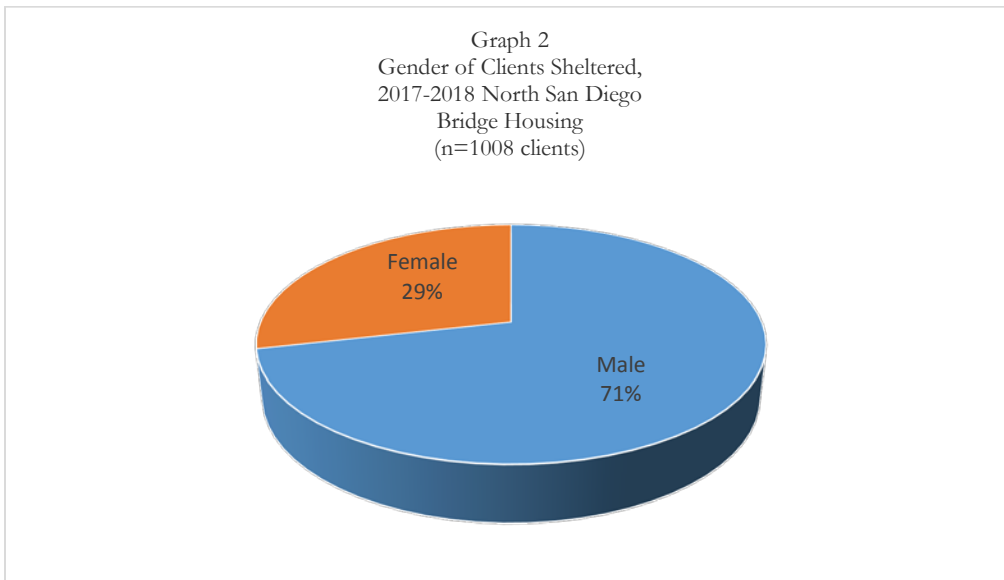
<sup>1</sup> Clients with multiple shelter stays were combined for a cumulative total of shelter nights

## B. Demographic and Prior Living Situation Information

Demographic and prior living situation information for the clients served is presented below. Most data was collected on both adults and children entering the shelter.

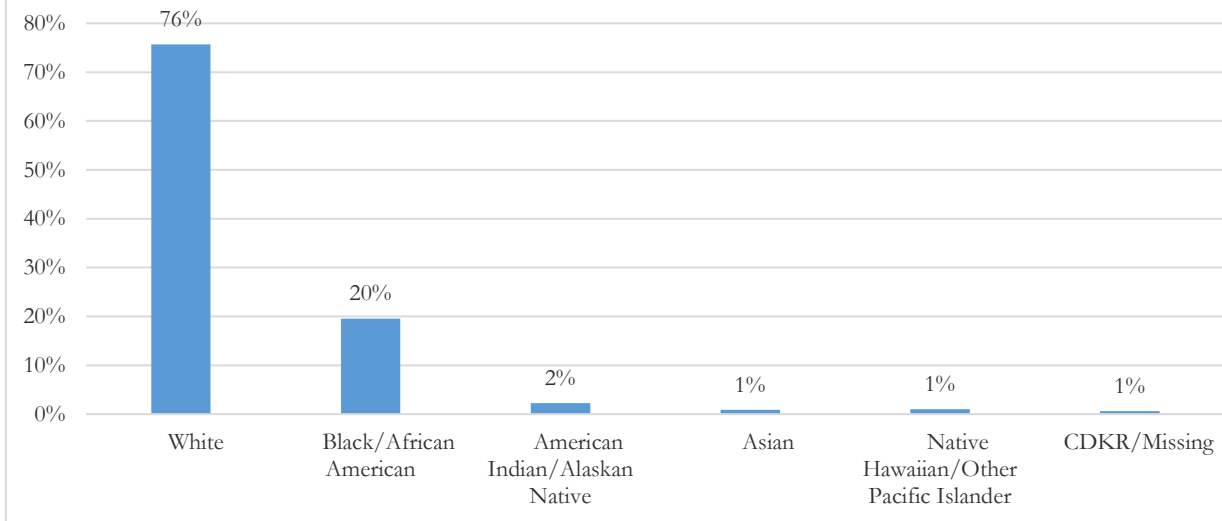
### 1. Information Collected from All Clients

As seen in the graphs that follow, most sheltered individuals were males and Non-Hispanic/Non-Latino (Graphs 2 and 3). The large majority (76%) identified as White, followed distantly by Black/African-American (20%) (Graph 4).



<sup>1</sup> Response categories Client Doesn't Know/Client Refused were collapsed into one category, "CDKR/Missing".

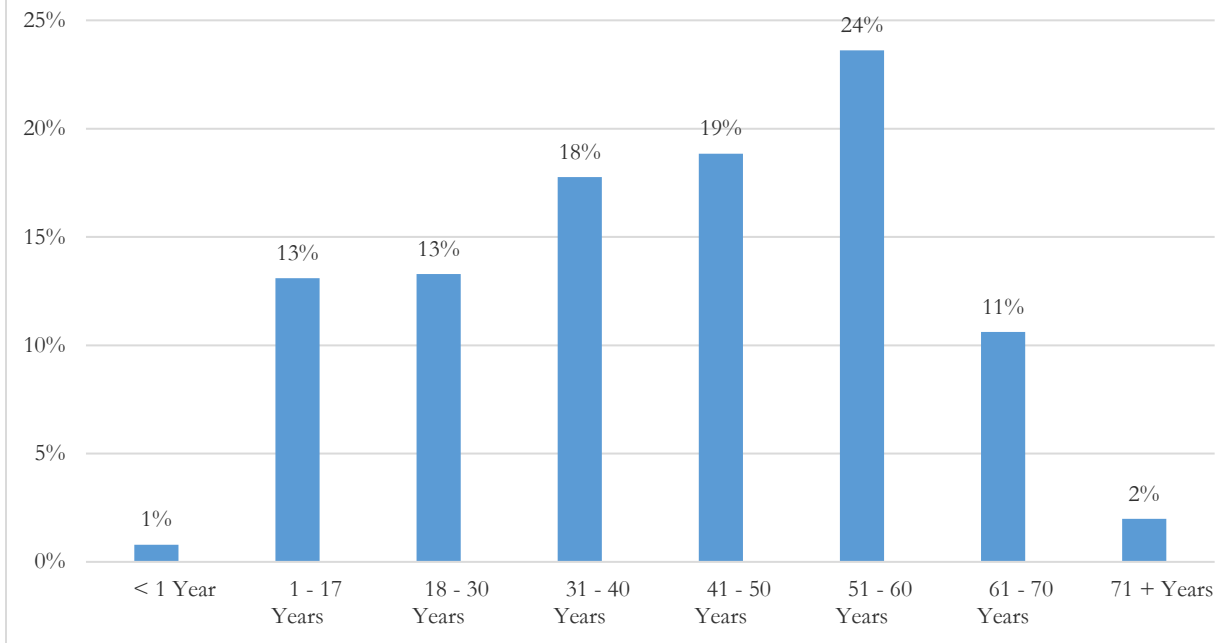
Graph 4  
 Primary Race of Clients Sheltered,  
 2017-2018 North San Diego Bridge Housing  
 (n=1008 clients with information) <sup>1</sup>



<sup>1</sup> Response categories Client Doesn't Know/Client Refused and Missing were collapsed into one category, "CDKR/Missing".

In total, around one-third (36%) of the clients sheltered were over the age of 50 years. Children (17 years or younger) made up 14% of those served (Graph 5). Fifty percent (50%) of the total clients sheltered were between the ages of 18 and 50.

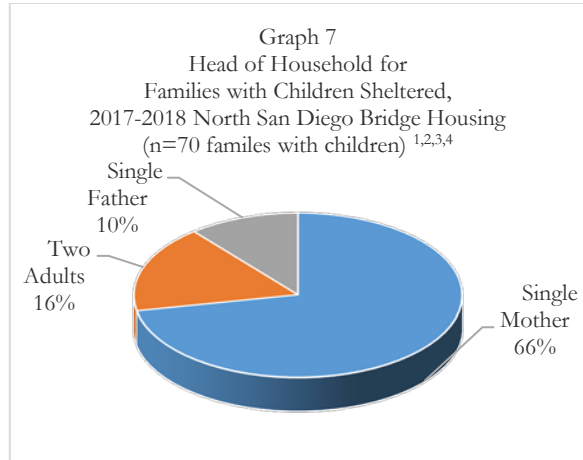
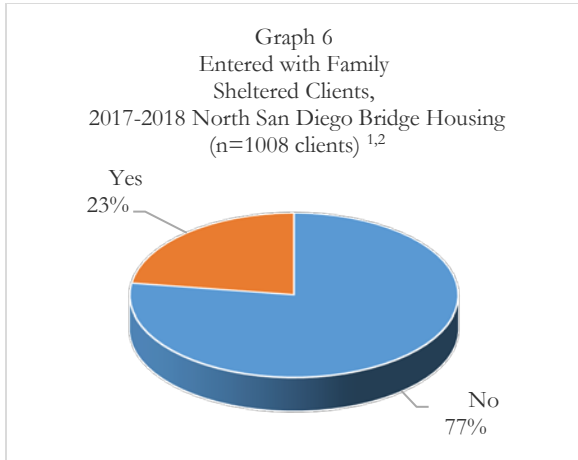
Graph 5  
 Age Group of Clients Sheltered,  
 2017-2018 North San Diego Bridge Housing  
 (n=1008 clients)<sup>1,2</sup>



<sup>1</sup> Age at first program entry during the 2017-2018 year

<sup>2</sup> Percentage may add up more than 100% due to round off





<sup>1</sup> 'Family' includes persons in multi-adult households and persons in households with children.

<sup>2</sup> The 'No' category includes persons entering as individuals, and includes persons whose first entry during the year was as a single adult, but who may subsequently entered with a child.

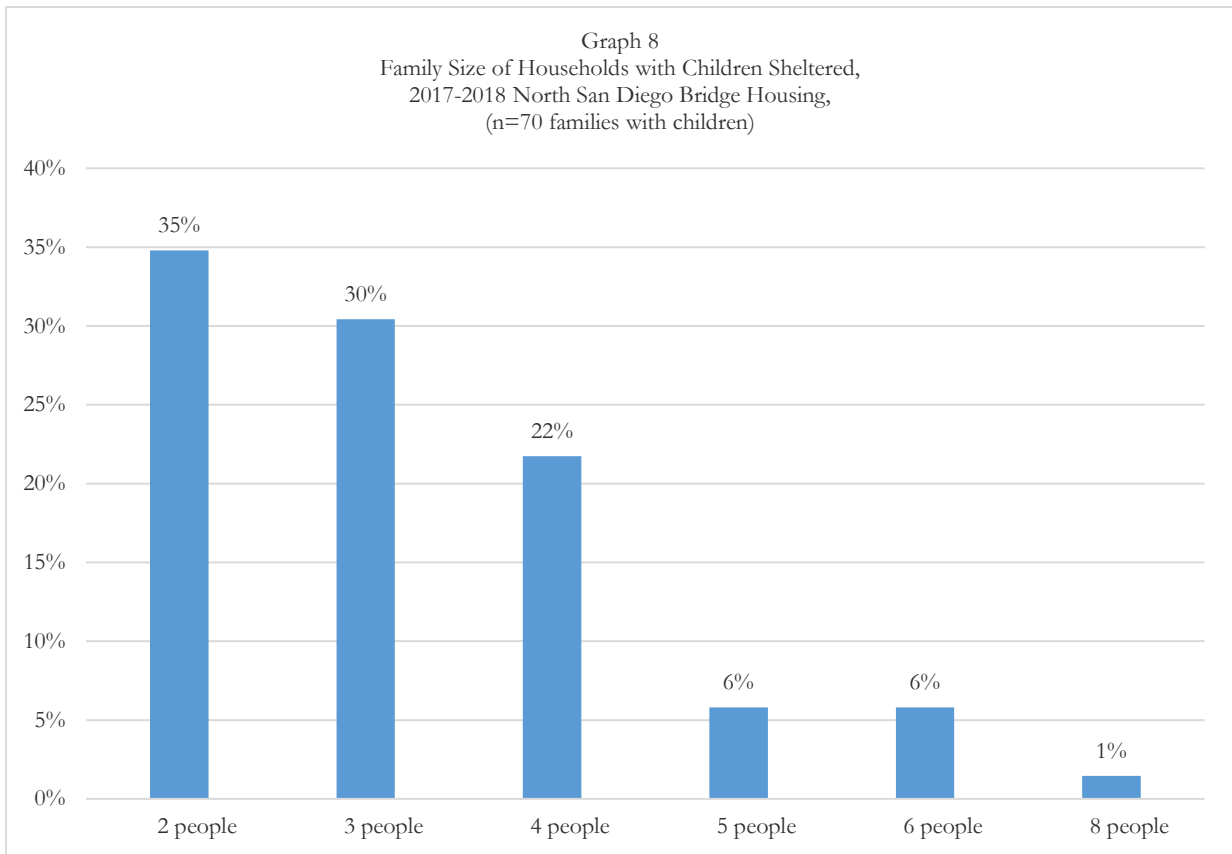
<sup>1</sup> One adult female per household with child(ren).

<sup>2</sup> One adult female and one adult male per household with child(ren).

<sup>3</sup> One adult male per household with child(ren).

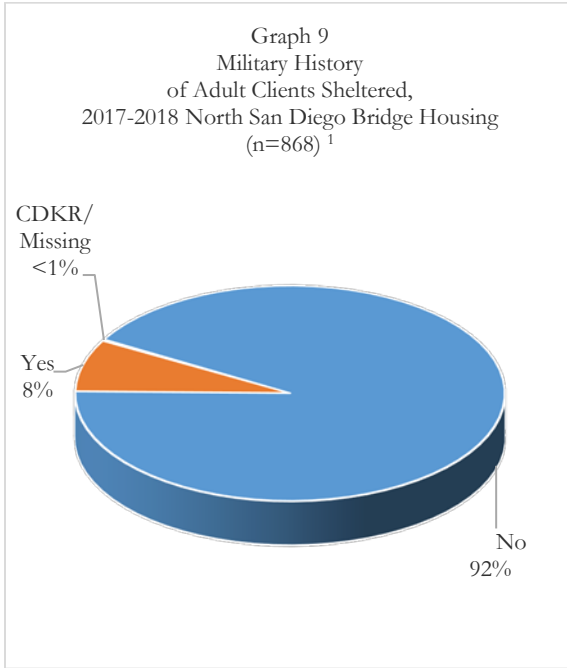
<sup>4</sup> This sum of percentage is not sum up to 100% since it is calculated out of n=70 families

More than one third (35%) of the families with children were comprised of two people – an adult and a child – while 1% were made up of eight individuals (Graph 8).

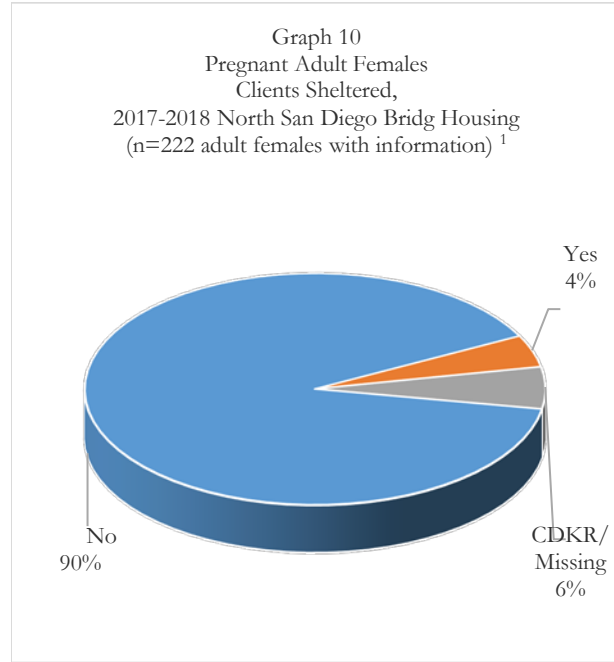


## 2. Information Collected from Adult Clients

Some demographic information was collected only for adult clients aged 18 and older. Eight percent (8%) of adults indicated a history of military service (Graph 9). This is a decreased from 12% in the previous 2016-2017 year (Alliance for Regional Solutions, August 2017).

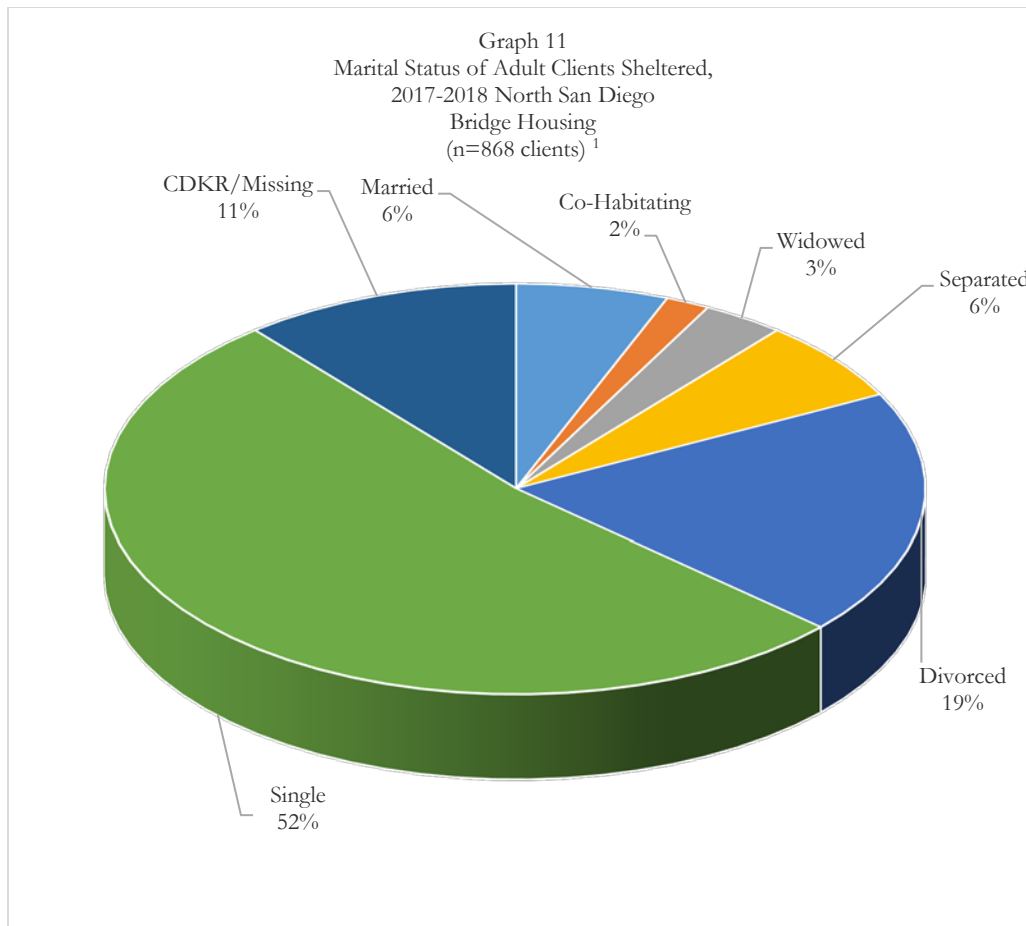


<sup>1</sup> Response categories Client Doesn't Know/Client Refused and Missing were collapsed into one category, "CDKR/Missing"



<sup>1</sup> Response categories Client Doesn't Know/Client Refused and Missing were collapsed into one category, "CDKR/Missing"

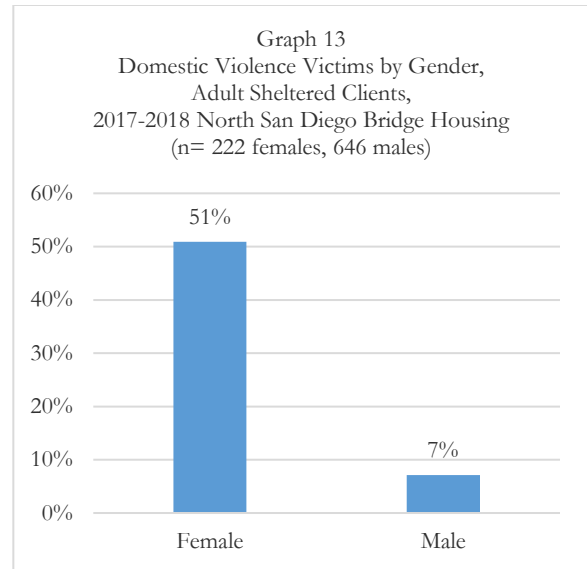
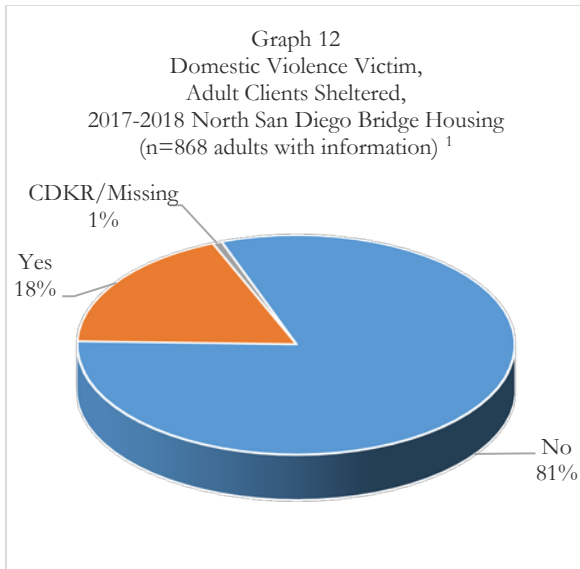
Of the 222 adult female clients for whom pregnancy status was recorded, 4% reported being pregnant at the time of entry (Graph 10). This is 1% higher than the previous year which was reported as 3% in 2016-2017 (Alliance for Regional Solutions, August 2017).



<sup>1</sup> Response categories Client Doesn't Know/Client Refused and Missing were collapsed into one category, "CDKR/Missing".

Fifty two percent (52%) of adult clients served by the North County Bridge Housing identified as single (unmarried). Six-percent (6%) were married and 2% were co-habiting. About 19% were either divorced or separated, and 3% were widowed. (Graph 11)

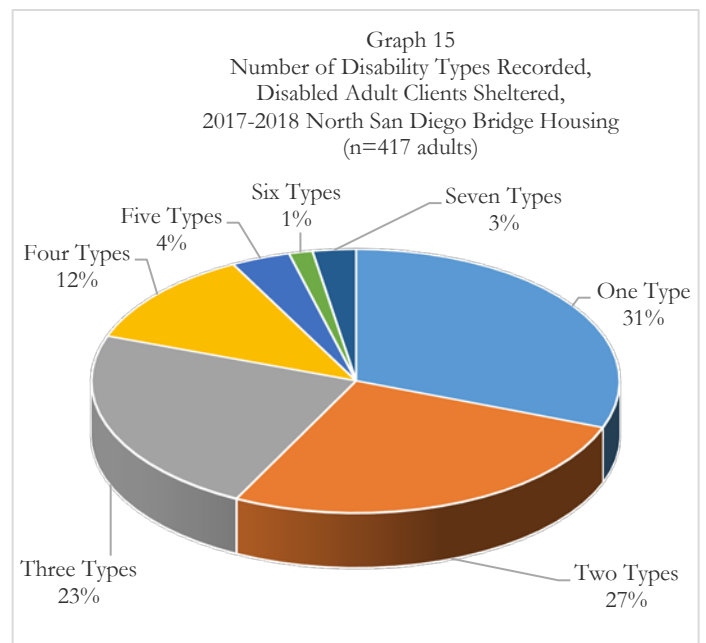
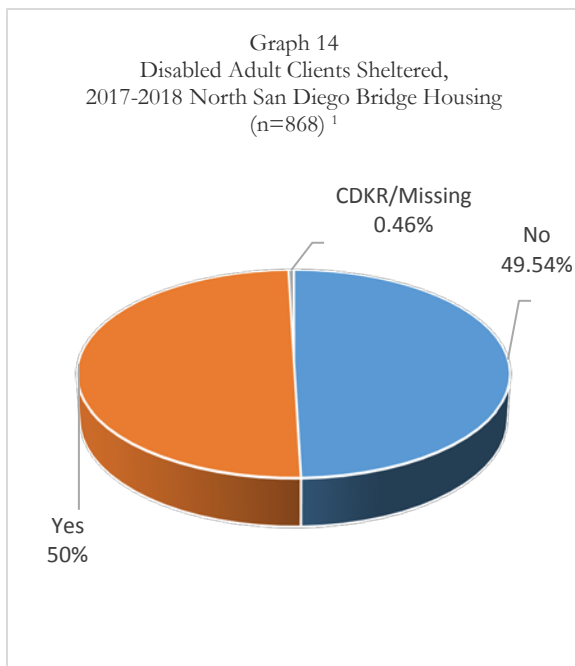
Eighteen percent (18%) of adults reported being domestic violence victims/survivors (Graph 12). When examined by gender, 51% of the female adults and 7% of the male adults reported being domestic violence victims/survivors (Graph 13).



<sup>1</sup> Response categories Client Doesn't Know/Client refused and Missing were collapsed into one category, "CDKR/Missing".

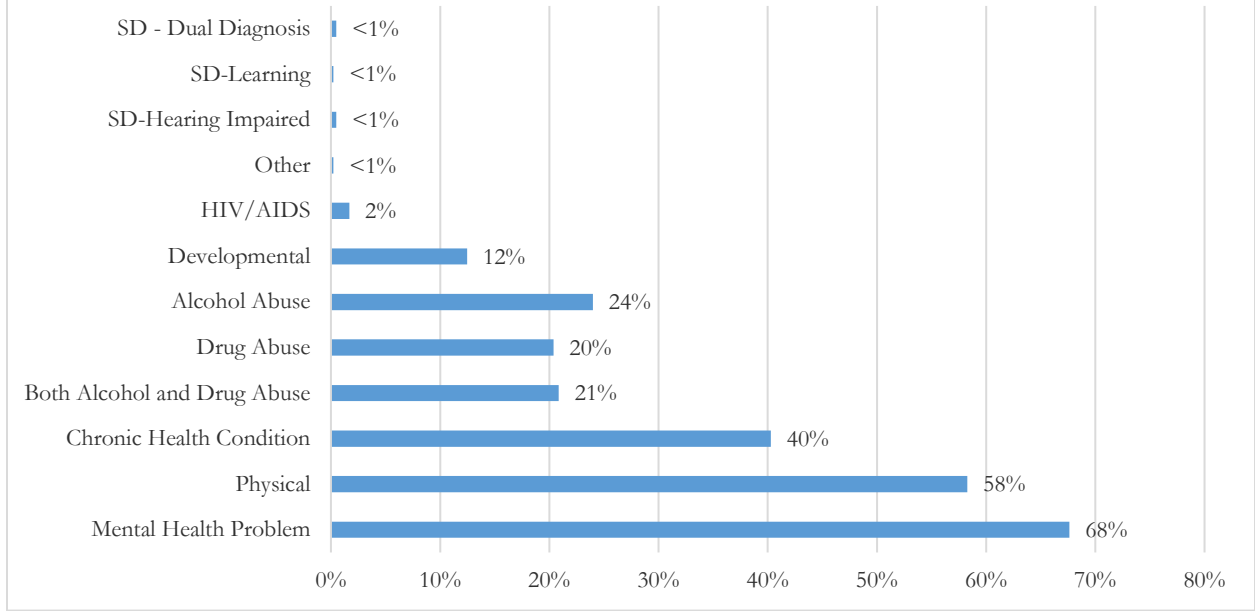
Fifty percent (50%) of adults reported having a disabling condition (Graph 14). Physical and Mental health problem were most frequently cited (58% and 68% respectively), followed by chronic health condition (40%), alcohol abuse (24%), drug abuse (20%) and both alcohol and drug abuse (21%). Some reported a developmental disability (12%) and HIV/AIDS (2%) (Graph 16).

Of the adults reporting a type of disabling condition, 69% reported having two or more co-occurring conditions. Thirty-one percent (31%) reported having only one type of disability. Twenty seven percent (27%) reported having two co-occurring disabling conditions Eight percent (8%) reported having five or more disability types. (Graph 15).



<sup>1</sup> Response categories Client Doesn't Know/Client Refused and Missing were collapsed into one category, "CDKR/Missing".

Graph 16  
 Disability Types Entered for Adults Clients Sheltered,  
 2017-2018 North San Diego Bridge Housing  
 (n= 417 adults with a Disabling Condition)<sup>1,2</sup>

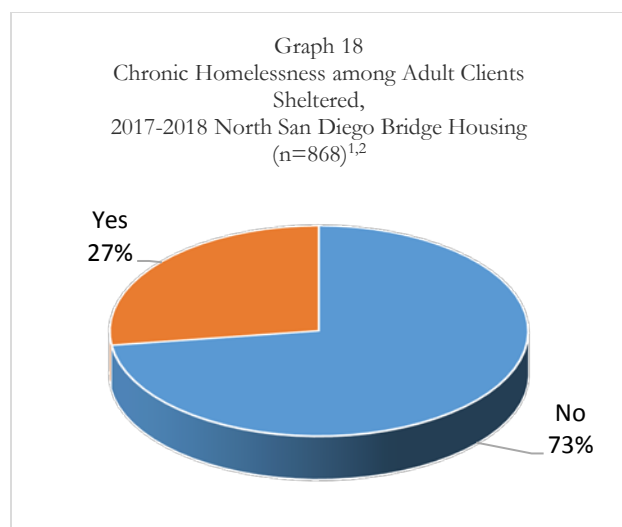


<sup>1</sup> Percentage of disabled adults reporting each disability type.

<sup>2</sup> Percentages add up to be greater than 100% because clients could report more than one disability type.

Chronic homelessness is characterized by extended or frequent homelessness (living on the streets, in emergency shelters, or in a safe haven) plus the presence of a long-term disabling condition (Graph 18 footnote 2). In this year, around twenty seven percent (27%) of the adults served were chronically homeless.

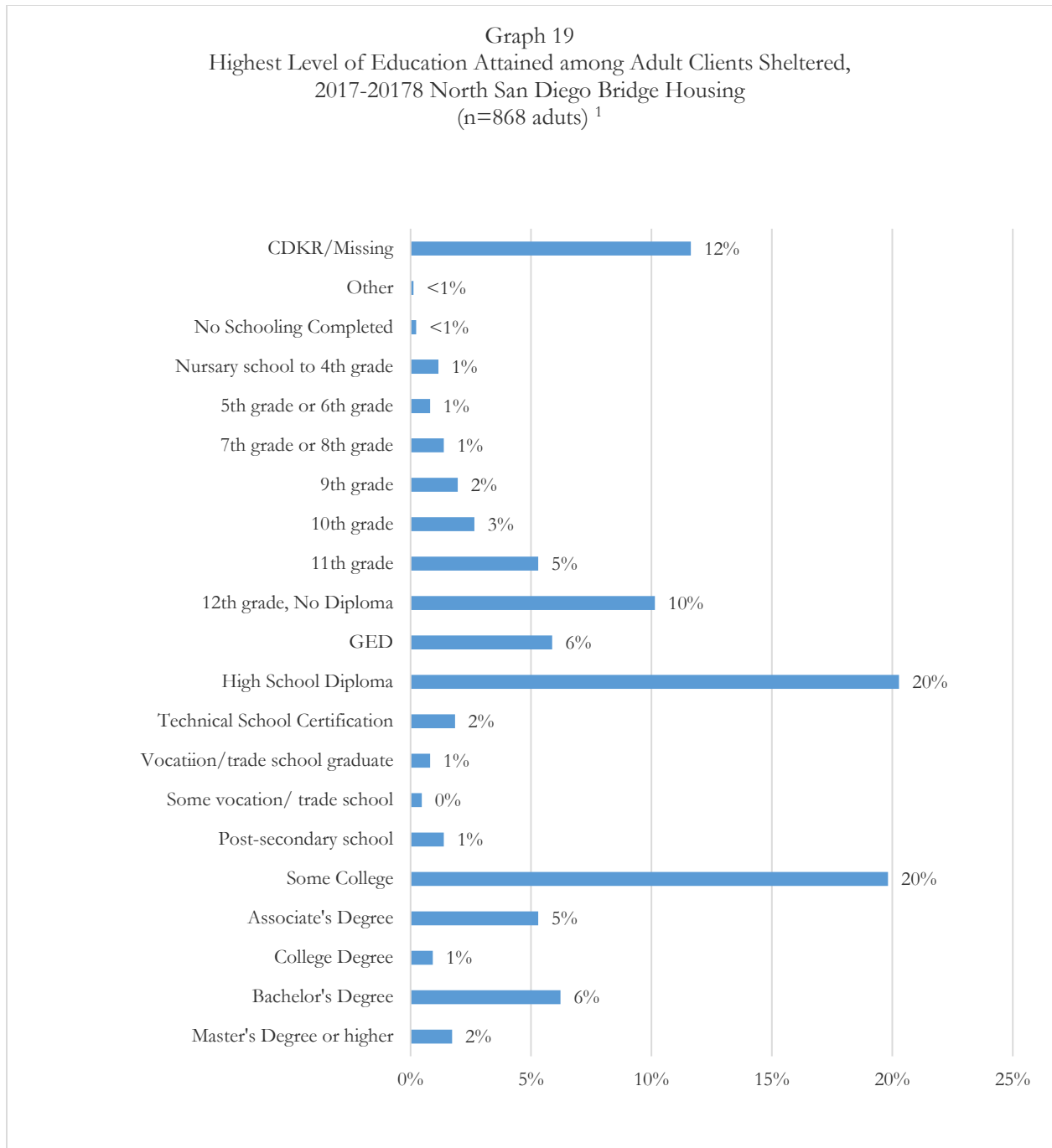
Information from other sources state that the chronically homeless spend a long period of time - often years - either living in shelters or on the streets or cycling between hospitals, emergency rooms, jails, prisons, and mental health and substance abuse treatment facilities. The chronically homeless have also been shown to be very expensive in terms of costs incurred by public systems of care, although they may only represent a small percentage of the entire homeless population (National Alliance to End Homelessness, March 2007). Therefore, it is important to identify the chronically homeless among our homeless population, so proper interventions can be realized.



<sup>1</sup> In this analysis, all adults were included without consideration for family status.

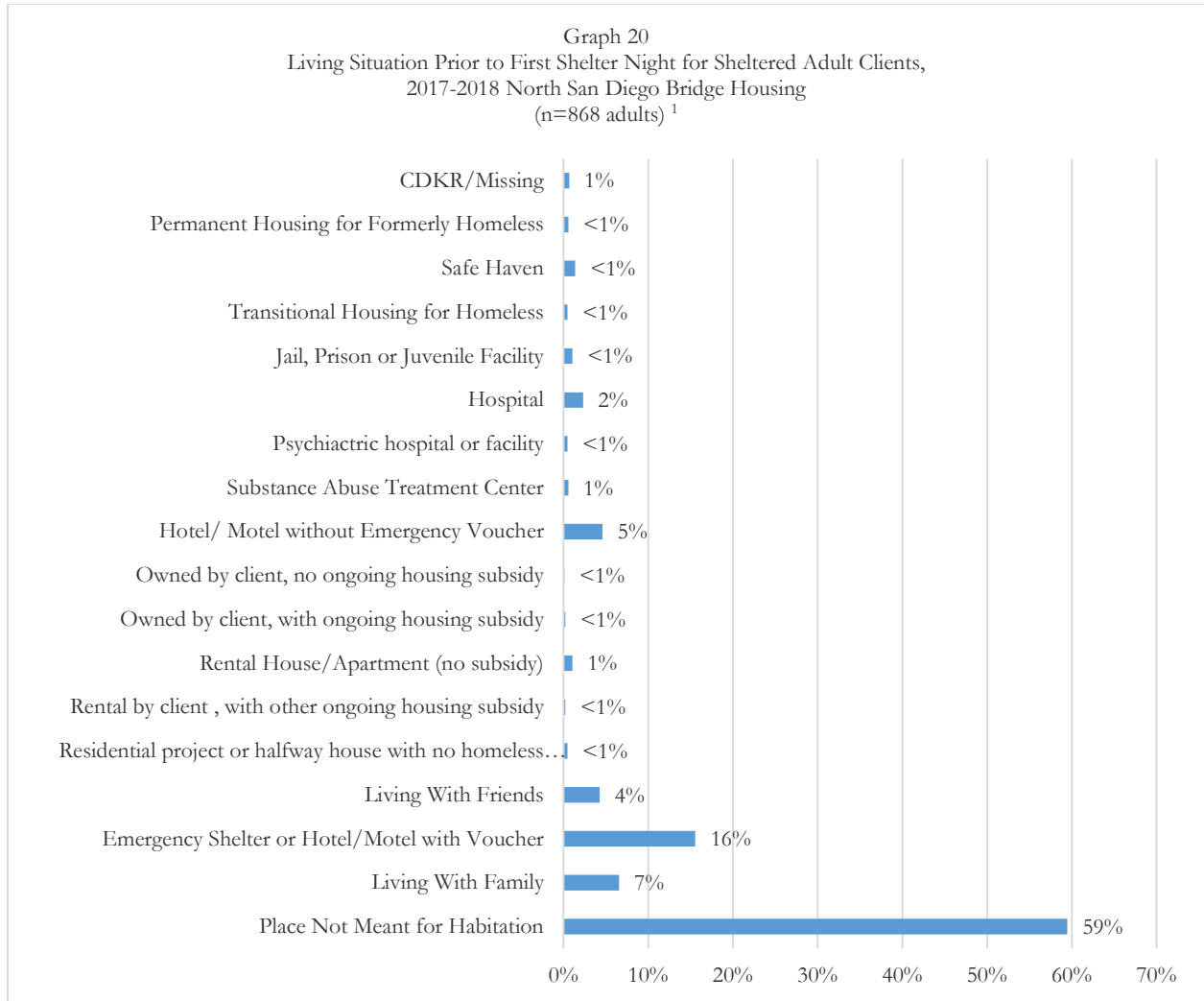
<sup>2</sup> HUD Chronic Homelessness Definition: an individual (1) with a disabling condition or expected to be of long-continued and indefinite duration and substantially impairs ability to live independently of physical disability, developmental disability, chronic health condition, HIV/AIDS, mental health problem or substance abuse, and (2) who enter from streets, emergency shelter or safe haven, and (3) has been continuously homeless for a year or more, or has had at least four episodes of homelessness in the past three years, OR (4) a household member of a head of household (who may be a child) or any adult in the household meeting the previous disability & homelessness criteria outlined in 1, 2 and 3. (HMIS Standard Reporting Terminology Glossary, October 2015, Version 2.2).

Information about education levels were collected for all clients, however for this report only information about adults is described (Graph 19). Data collected by project staff show forty six percent (46%) of adult clients have graduated from high school, attained a GED, or have college experience but did not acquire a degree, and 14% have completed some sort of college degree. Twenty percent (20%) have 9th to 12th grade completion (no diploma), and only 3% have lower than a 9th grade education level.



<sup>1</sup> Response categories Client Doesn't Know/Client Refused/Missing were collapsed into one category, "CDKR/Missing".

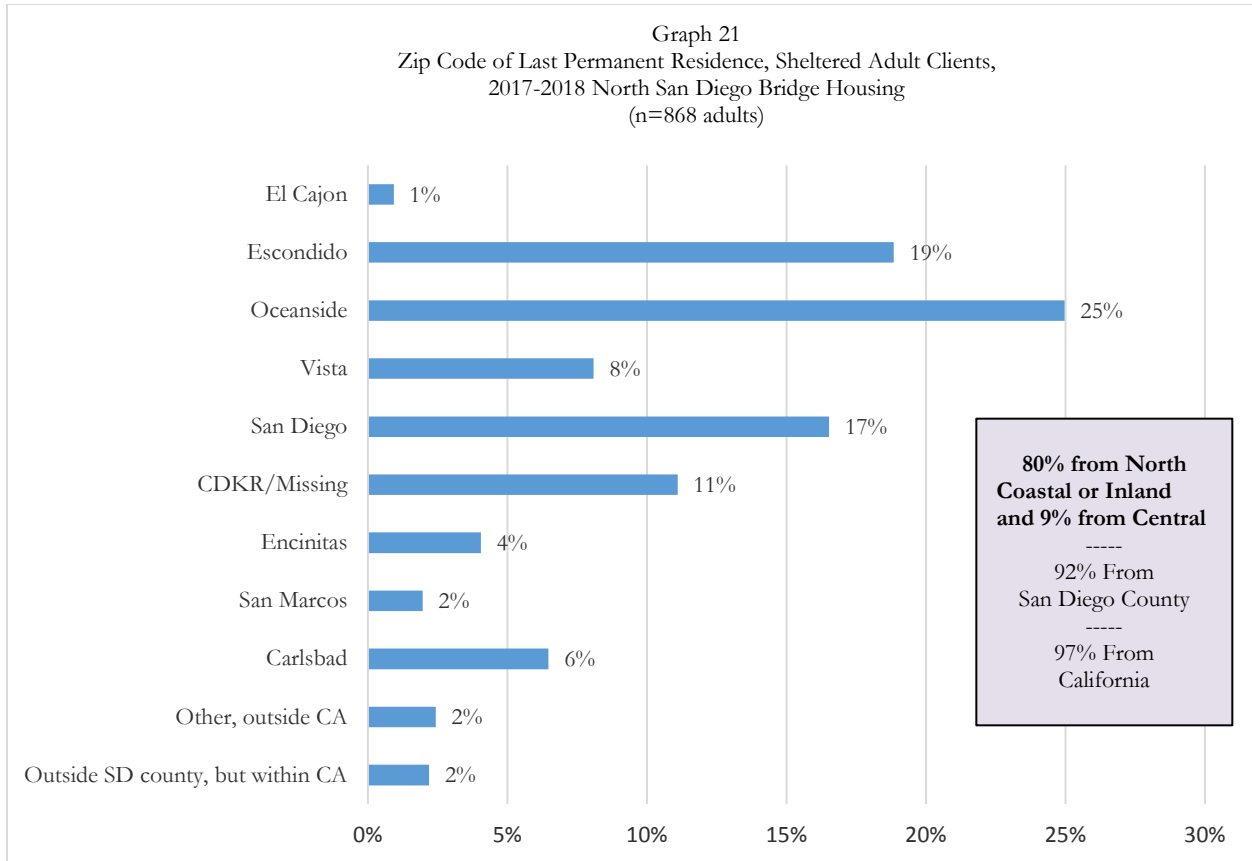
Information describing clients' living situation the night before entry into a shelter program was recorded for most adult clients (Graph 20). The most commonly reported living situation was a 'place not meant for human habitation' (59%) and represents locations such as on the street, in a car, in an abandoned building, in a field, under a highway overpass, or any other similar place. The next most commonly reported prior living situations were 'hotel/motel paid for with an emergency shelter voucher' (16%), 'living with friends' (4%), 'Hotel / Motel without emergency voucher' (5%) and 'living with family' (7%).



<sup>1</sup> Response categories Client Doesn't Know/Client Refused/Missing were collapsed into one category, "CDKR/Missing".



Of adult clients providing information about their zip code of last permanent residence (90 days or longer), more than sixty four percent (64%) reported living within Northern San Diego County, primarily in Oceanside (25%), Escondido (19%), Vista (8%), San Diego (17%), Carlsbad (6%), Encinitas (4%) and San Marcos (2%) (Graph 21). Around seventeen percent (17%) adults reported their last permanent residence in central San Diego. The vast majority (98%) of all adult clients reported their location of last permanent residence as being within the state of California.

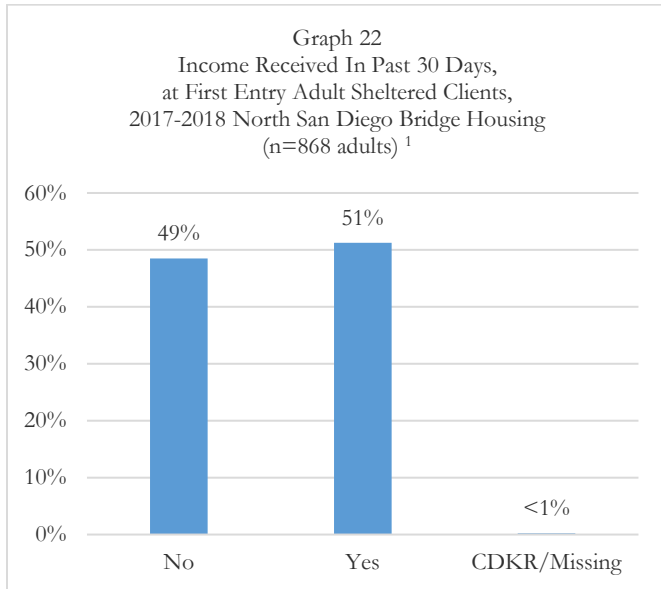


<sup>1</sup> Response categories Client Doesn't Know/Client Refused/Missing were collapsed into one category, "CDKR/Missing".

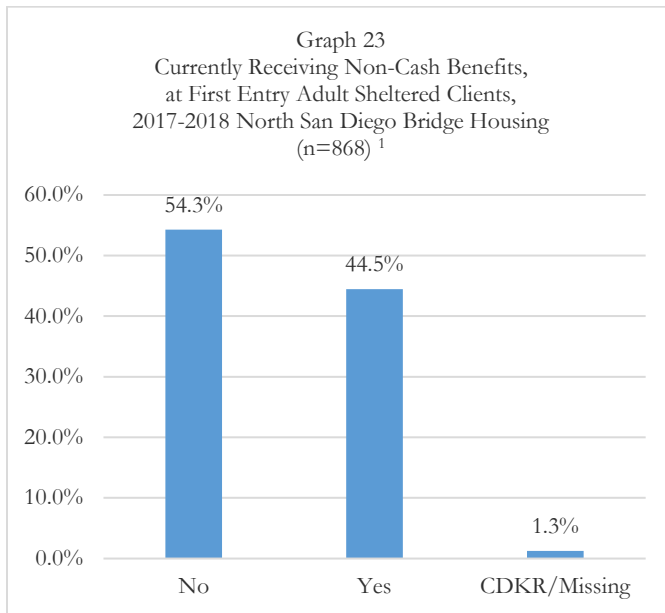
<sup>2</sup> Clients in Poway, Rancho Bernardo, Imperial Beach, La Mesa, Downtown, Pacific Beach, Chula Vista, Valley Center and Del Mar are not shown in the graph since the percentage value is <1%

### C. Income, Non-Cash Benefits, and Employment Situation

Information regarding whether or not income and/or non-cash benefits had been received was recorded for adult clients served. Fifty one percent (51%) of adult clients reported having at least one source of income, and 49% said they did not have any source of income (Graph 22). Forty four percent (44%) of adult clients reported that they were receiving non-cash benefits, while 54% responded they were not (Graph 23). Clients with income most commonly reported earned income (39%) and SSI (33%) (Graph 24). Among clients' receiving non-cash benefits, 99% indicated receiving SNAP (food stamps) or Supplemental Nutrition for WIC. Clients could report more than one source of income or non-cash benefit (Appendix A, Table 12).

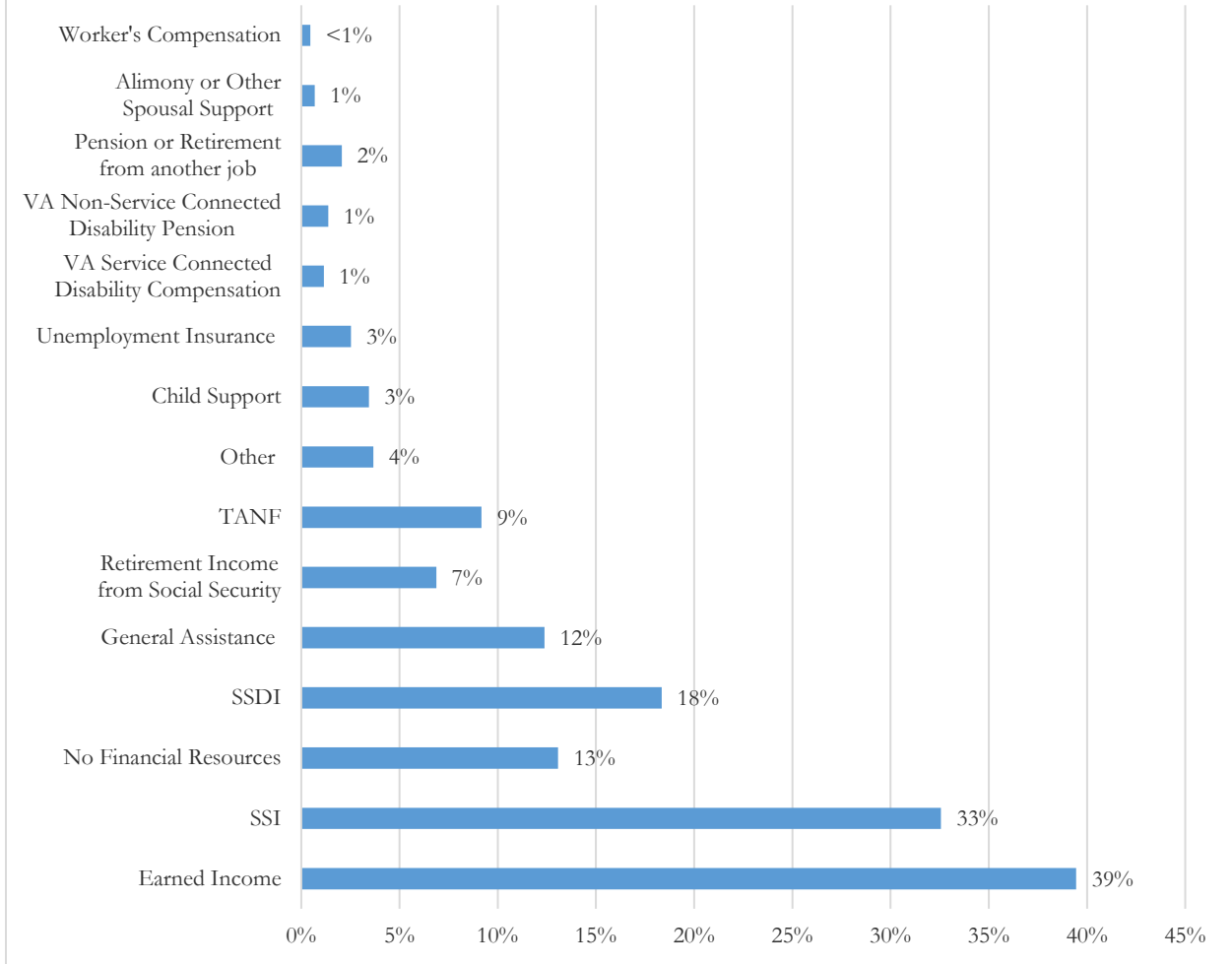


<sup>1</sup> Response categories Client Doesn't Know/Client Refused/Missing were collapsed into one category, "CDKR/Missing".



<sup>1</sup> Response categories Client Doesn't Know/Client Refused/Missing were collapsed into one category, "CDKR/Missing".

Graph 24  
Income Sources at First Entry for Adult Clients Sheltered,  
2017-2018 North San Diego Bridge Housing <sup>1</sup>



<sup>1</sup> Percentages add up to be greater than 100% because clients could report more than one source of income.

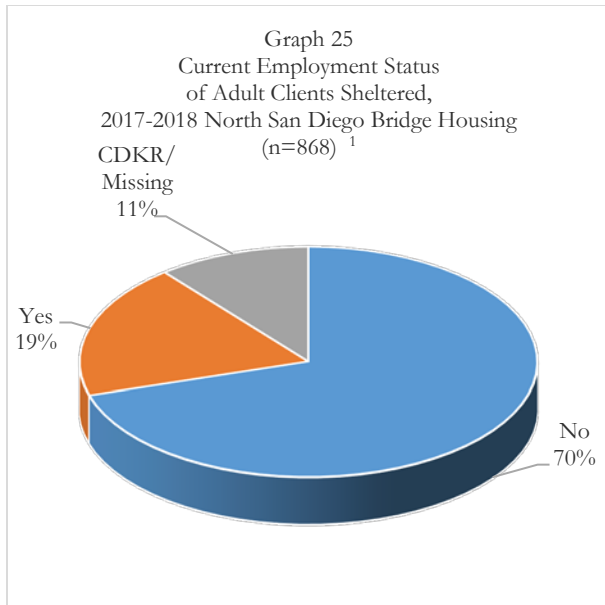
This year, the amount of income received from various income sources was recorded by staff. Among the 445 adults reporting receiving income within the date of inquiry, income amounts ranged from a minimum of \$2.00 to a maximum of \$3,840.00 from all sources (Table 2, footnote 1). The median value was \$834.5 and the average across clients receiving income was \$880.72.

**Table 2. Income Amount of Adult Clients Sheltered, 2017-2018 North San Diego Bridge Housing (n=436 adults with income amounts reported) <sup>1</sup>**

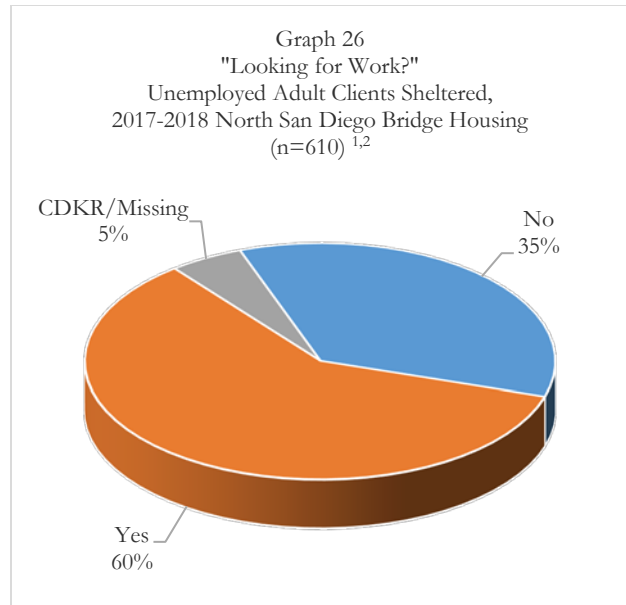
Summary of Income Amounts Reported			
Minimum	Maximum	Median	Average
\$2.00	\$3,840.00	\$834.5	\$880.72

<sup>1</sup> Income amounts from all sources totaled for each client.

Only nineteen percent (19%) of adult clients reported current employment during the year (Graph 25). Of those, 50% reported having permanent work, while 31% were temporary or seasonal workers (Appendix A, Table 14). Of the unemployed clients 60% reported that they were looking for work (Graph 26).



<sup>1</sup> Response categories Client Doesn't Know/Client Refused/Missing were collapsed into one category, "CDKR/Missing".

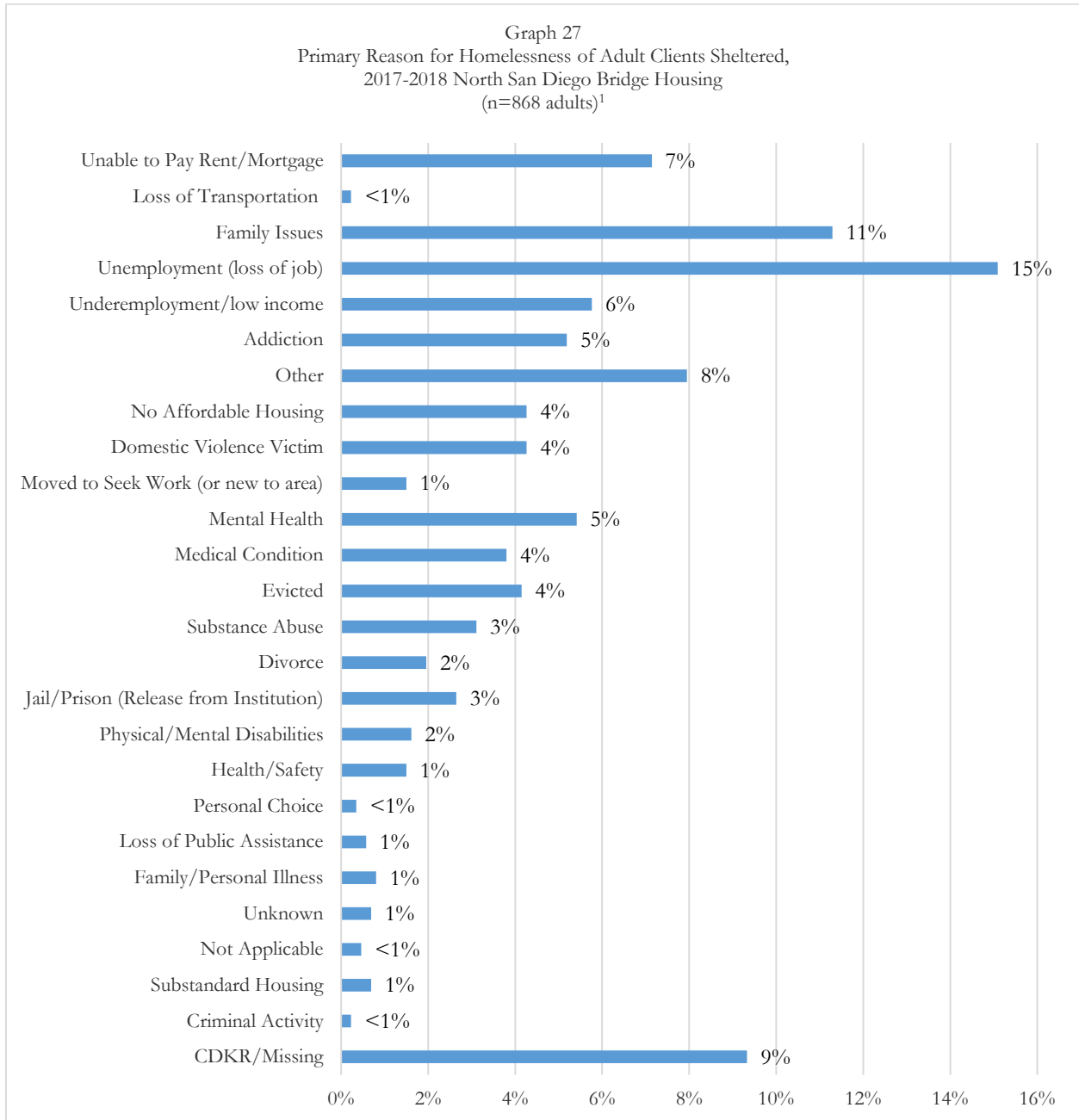


<sup>1</sup> Total number of clients reporting other than being currently employed.

<sup>2</sup> Response categories Client Doesn't Know/Client Refused/Missing were collapsed into one category, "CDKR/Missing".

## D. Primary Reason for Homelessness

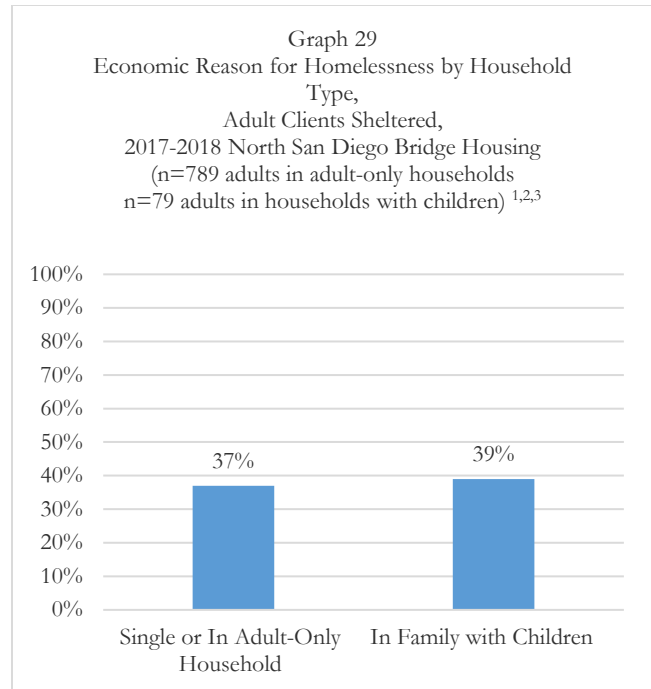
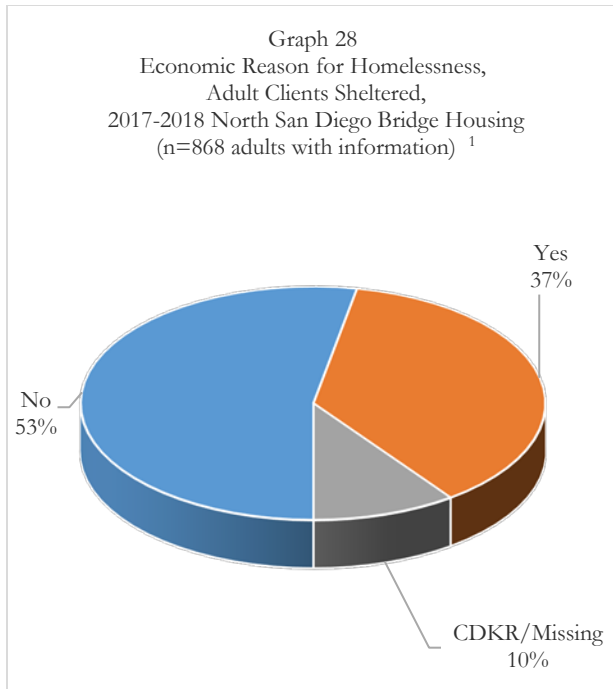
Among the adult clients served in the North County Bridge Housing during the 2017-2018 year, the most often cited primary reasons for homelessness were unemployment (Loss of job), family issues and unable to pay rent/mortgage which each represented 15%, 11% and 7% respectively of adult clients (Graph 27). The fourth and fifth most commonly reported reasons were underemployment/low income, addiction and mental health which represented 6%, 5% and 5% respectively. No affordable housing, Domestic violence victim, Medical condition and evicted were the next most common reasons and each represents 4%.



<sup>1</sup> Response categories Client Doesn't Know/Client Refused/Missing were collapsed into one category, "CDKR/Missing".

In order to better understand the population being served by North County Bridge Housing, several responses were collapsed into a proxy describing an ‘economic reason’ for homelessness. These responses included: *unemployment (loss of job), underemployment/ low income, unable to pay rent/ mortgage, no affordable housing, mortgage foreclosure, evicted, or loss of public assistance.* Thirty seven percent (37%) of the adults who reported a known primary reason for homelessness cited an economic reason (Graph 28).

When comparing adults sheltered without children to adults sheltered as part of a family with children, those with children cited an economic reason for homelessness more than the adults without children (39% versus 37% respectively) (Graph 29).



<sup>1</sup> See the first paragraph on this page for ‘Economic Reason’ response criteria.

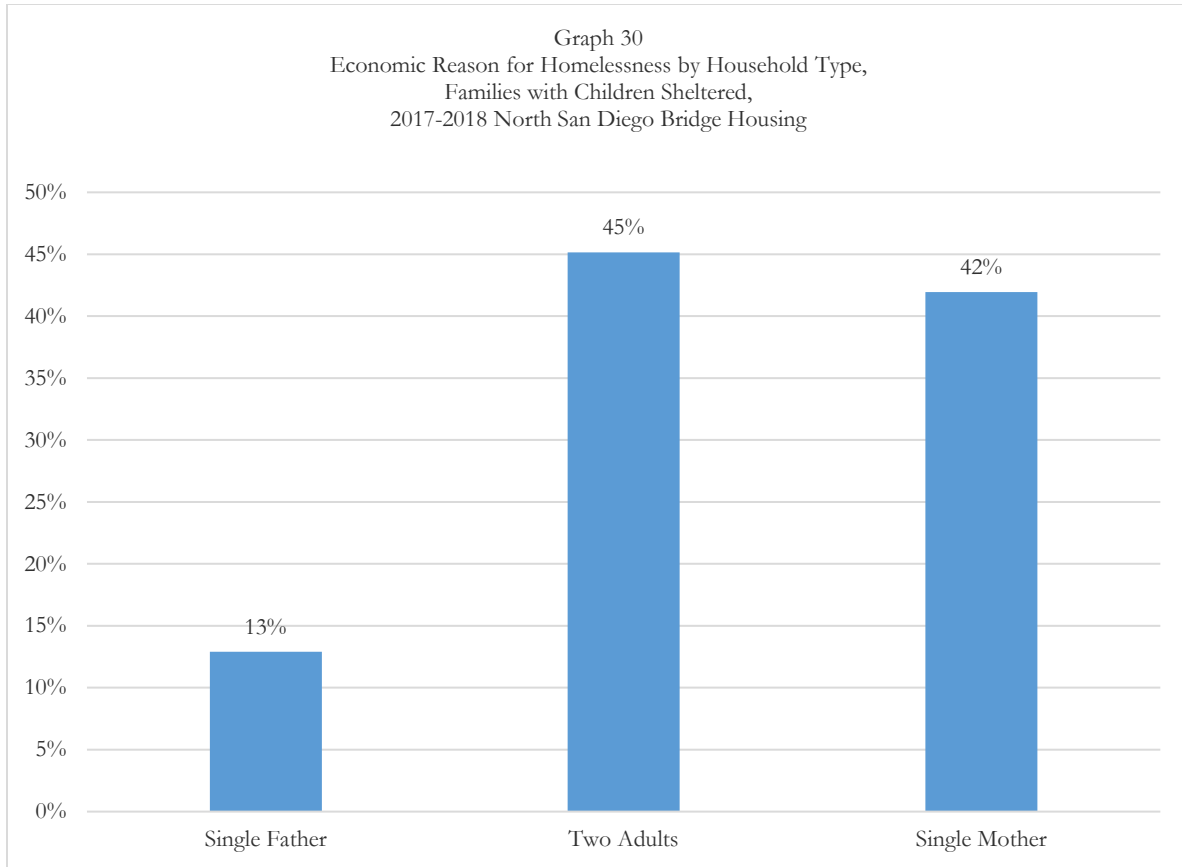
<sup>2</sup> Response categories Client Doesn’t Know/Client Refused/Missing were collapsed into one category, “CDKR/Missing”.

<sup>1</sup> See the first paragraph on this page for ‘Economic Reason’ response criteria.

<sup>2</sup> Total and percentage of adults with information at entry ‘with at least one child’ versus without accompanying child(ren); children are ≤ 17 years of age; missing/not recorded information and responses of “Unknown” reason for homelessness were excluded from the total.

<sup>3</sup> Adults in households with children includes households with at least one adult (> 18 years of age) and one child (< 17 years of age)

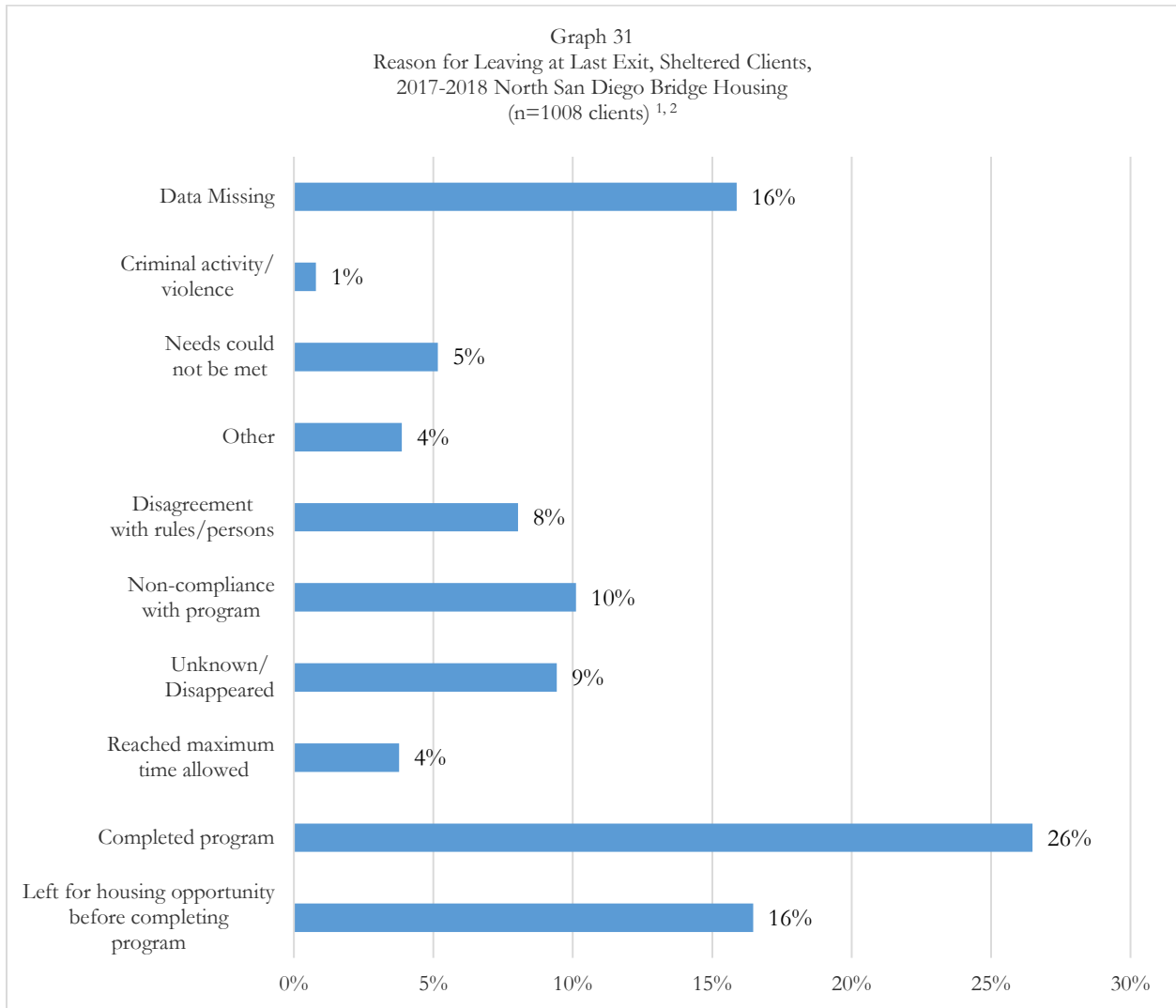
Of the sheltered families with children, the proportion citing an economic reason for homelessness varied by family-type, from 12% among the single-father households to 48% of the two adults (Graph 30).



It should be noted that persons are often homeless for a variety of reasons and may or may not state the most underlying or meaningful reason for their homelessness. For instance, a person suffering from a major mental illness may indicate ‘unemployment’ as the reason for their homelessness when the real issue may be an inability to get treatment for their mental health or an inability to maintain regular employment due to their mental illness.

## E. Reason for Leaving the Shelter and Destination

Upon preparing to leave the Bridge Housing shelters, reasons for ending the shelter stay were noted by case managers (Graph 31). The most frequently reported response was that clients left due to completing the program (26%) and the next two common reasons for leaving the shelter were that the clients left for a housing opportunity before completing the program (16%) and client's non-compliance with the program (10%). Nine percent (9%) of a client's reason for leaving was unknown because the client disappeared and did not reappear for services. A combined 13% were either their needs could not be met or disagreed with rules or persons.



<sup>1</sup> Reason for leaving at last exit from North County Bridge Housing.

<sup>2</sup> "Data missing" refers to clients who have not yet exited as of the reporting period's end date

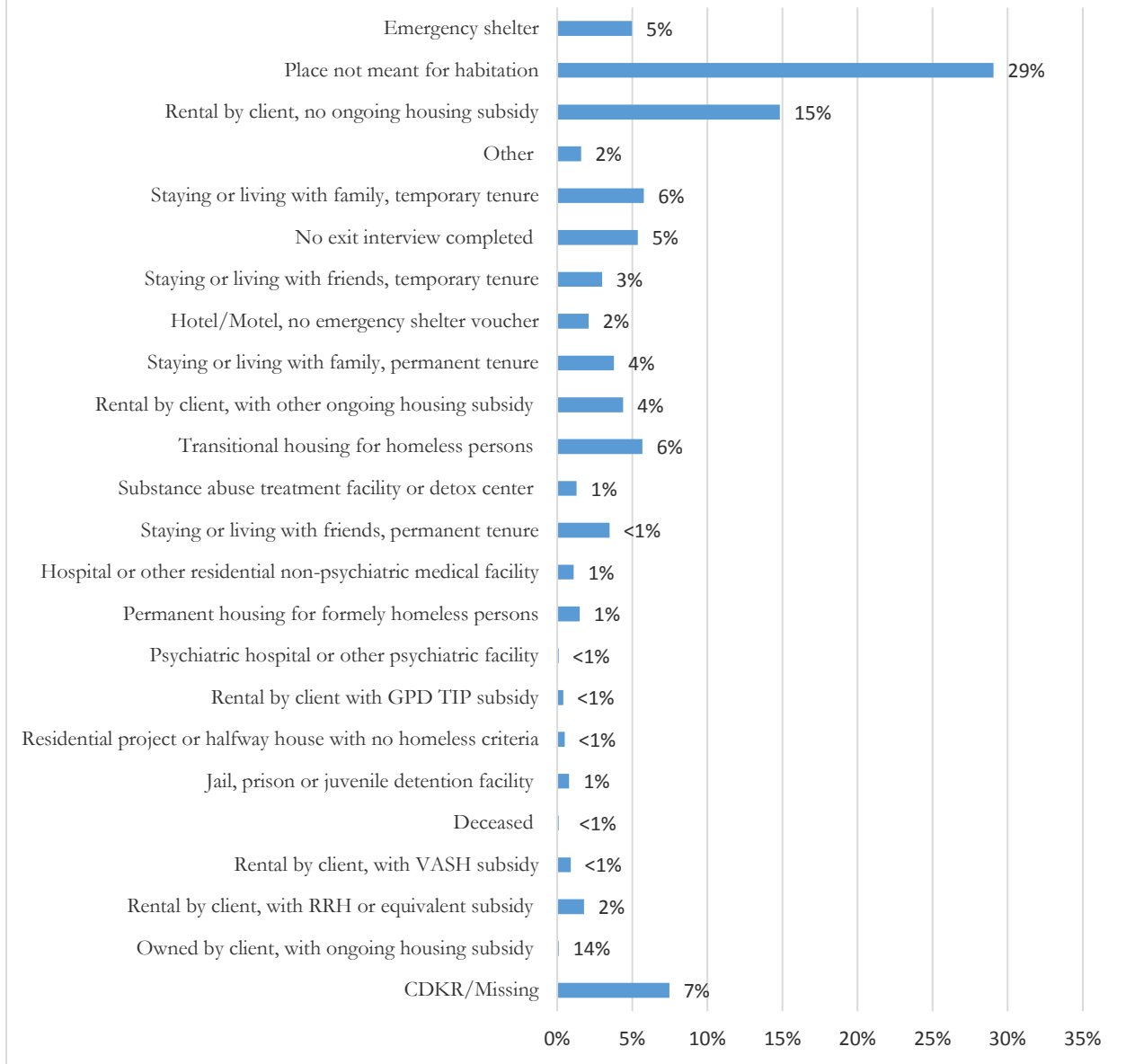


It should be noted that staff were instructed to select ‘Completed Program’ when the client met the self-sufficiency benchmarks of having earned income, and safe, stable housing. Therefore, ‘left for housing opportunity before completing the program’ was selected for clients who exited to housing without meeting the program’s goals for self-sufficiency (for instance if the client moved in with family, found a transitional housing unit, or found another long-term housing option).

As reported, a combined 12% stated they did not know where they were going to go after leaving the Bridge Housing, they knew but did not want to report this information to the case managers, the data is not collected or is missing, or an exit interview was not completed (Graph 32). The rest of the clients had some type of destination, a place not meant for human habitation (e.g. car, outdoors) (29%) and fifteen percent (15%) reported leaving to a rental without subsidy. Five percent (5%) had no exit interview completed. Eight percent (8%) were going to stay in hotel/motel (with no emergency shelter voucher) or in transitional housing for homeless persons. Nine percent (9%) were going to stay with family or friends on a temporary basis and five percent (5%) were going to stay in another emergency shelter.

In total, Thirty one percent (31%) of clients specified a permanent destination: Owned by client with ongoing housing subsidy, a rental by client with GPD TIP subsidy, a rental with no subsidy, staying with family permanently, a rental with other ongoing housing subsidy, staying with friends permanently, permanent housing for formerly homeless persons, an owned home with no subsidy, or rental by client with VASH subsidy.

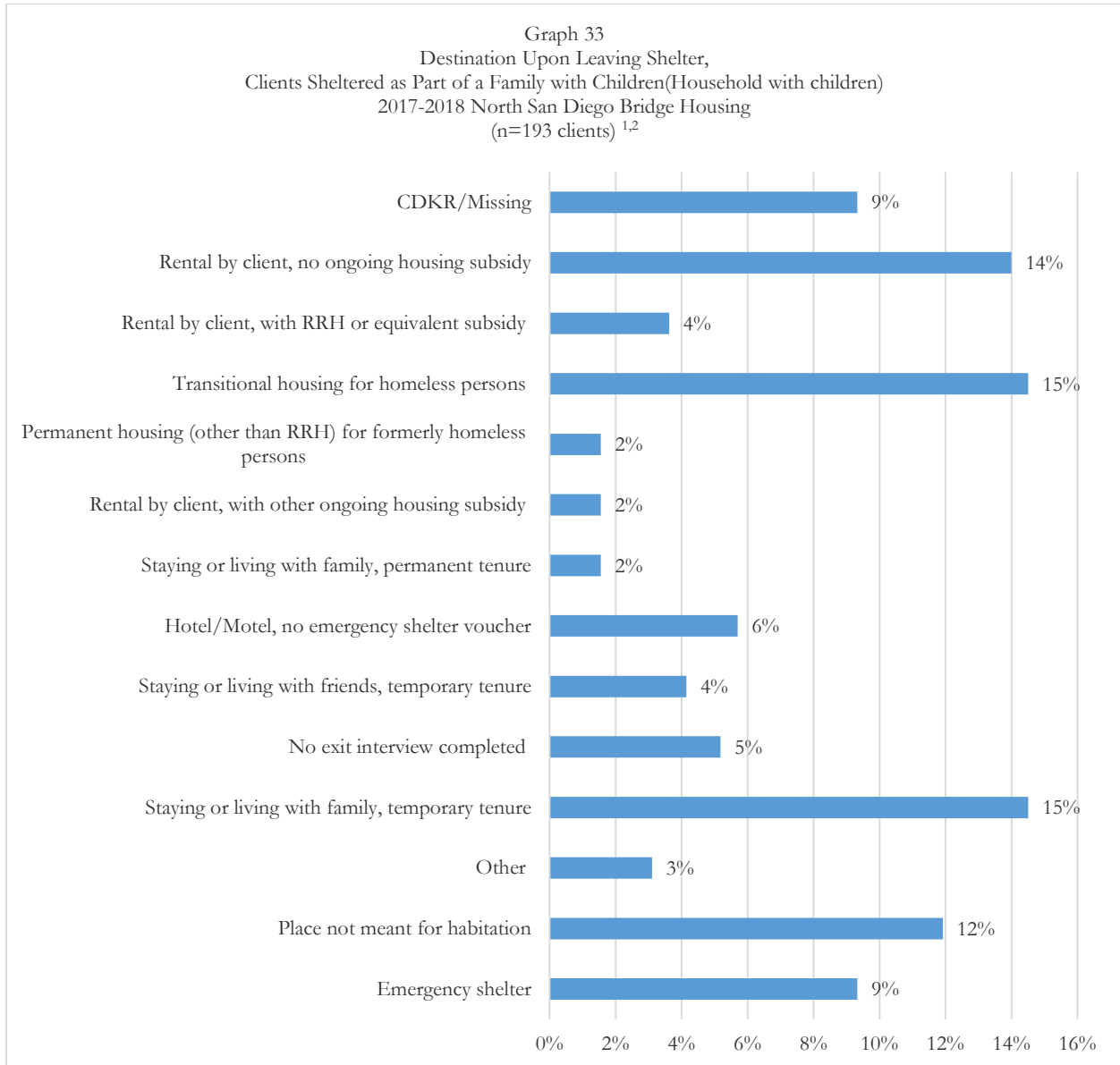
Graph 32  
 Destination After Leaving Shelter,  
 2017-2018 North San Diego Bridge Housing  
 (n=1008 clients)<sup>1,2,3</sup>



<sup>1</sup> Destination upon last exit from North County Bridge Housing.

<sup>2</sup> Response categories Client Doesn't Know/Client Refused/Missing were collapsed into one category "CDKR/Missing"

A closer look at the destination of clients in *Household with children* shows 24% reported permanent destinations, going into rental housing (with or without subsidy) and staying with family permanently (Graph 33). Twenty percent (20%) of clients left for a rental by the client with or without a subsidy. Although the exact influence is unknown, it is hoped that the shelter staff helped link most clients, especially households with children, to a safe place to stay.



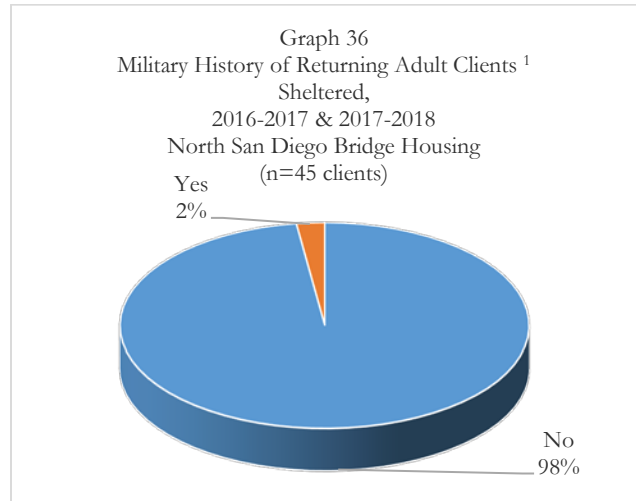
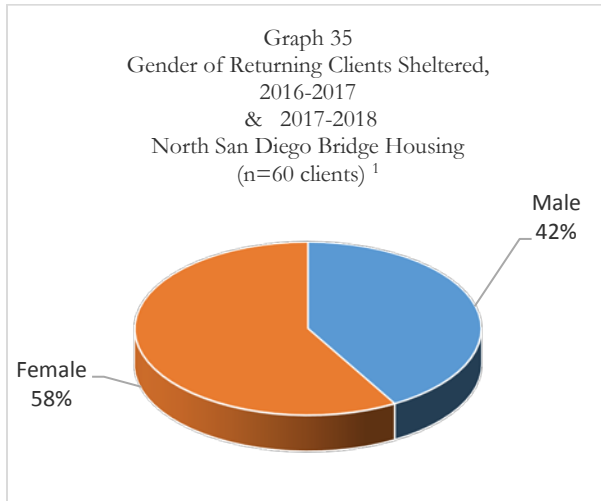
<sup>1</sup> Destination upon last exit from North County Bridge Housing.

<sup>2</sup> Response categories Client Doesn't Know/Client Refused/Missing were collapsed into one category "CDKR/Missing"

## F. 2016-2017 Returning Clients

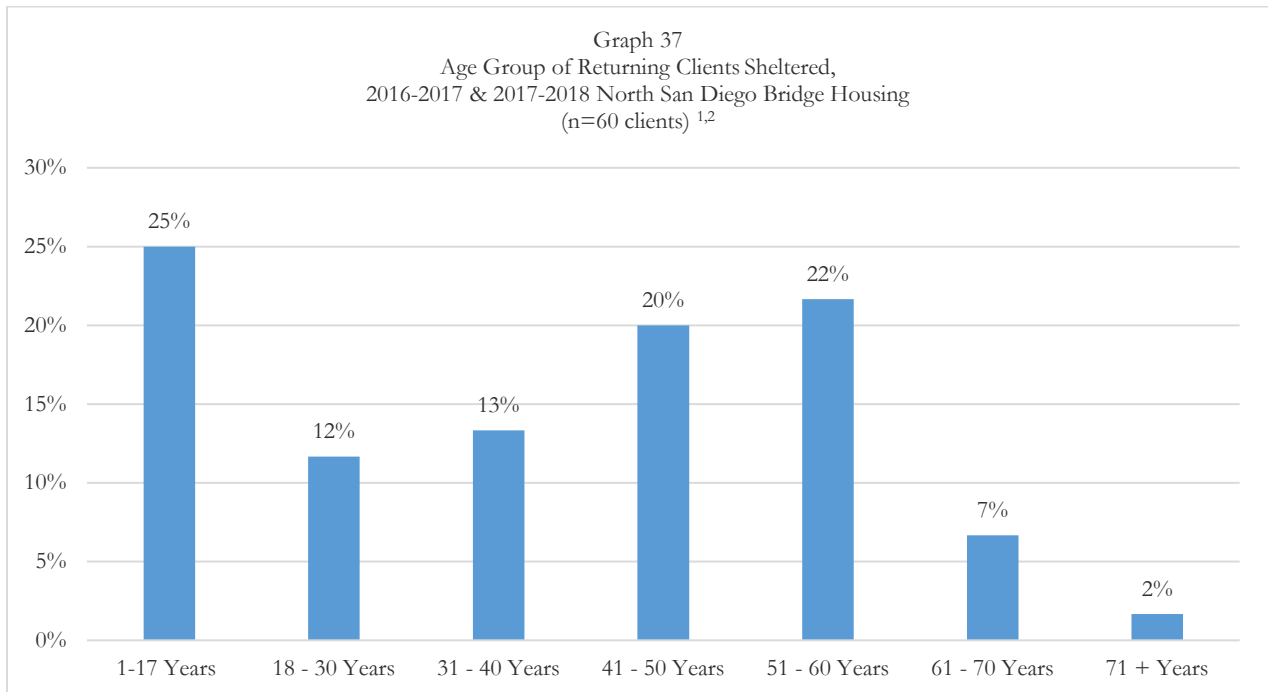
To get a more complete view of those being served by North San Diego Bridge Housing, the list of clients receiving shelter service during the 2017-2018 year was compared to that from the previous 2016-2017 year. In all, 6% (n = 60) of this year's 1008 clients were also served during the prior 2016-2017 year of this 6% of returning clients, 45 are adults and 15 are under the age of 17 (Appendix B, Table 27).

Forty two percent (42%) of returning clients were male (Graph 35) and thirty Percent (30%) were over the age of 50. Twenty five percent (25%) of returning clients were under the age eighteen (Graph 37). Among the 45 adults, 2% (1 client) identified as a military veteran (Graph 36).



<sup>1</sup> Clients with shelter stay(s) during the 2016-2017 year returning for shelter stay(s) during the 2017-2018 year.

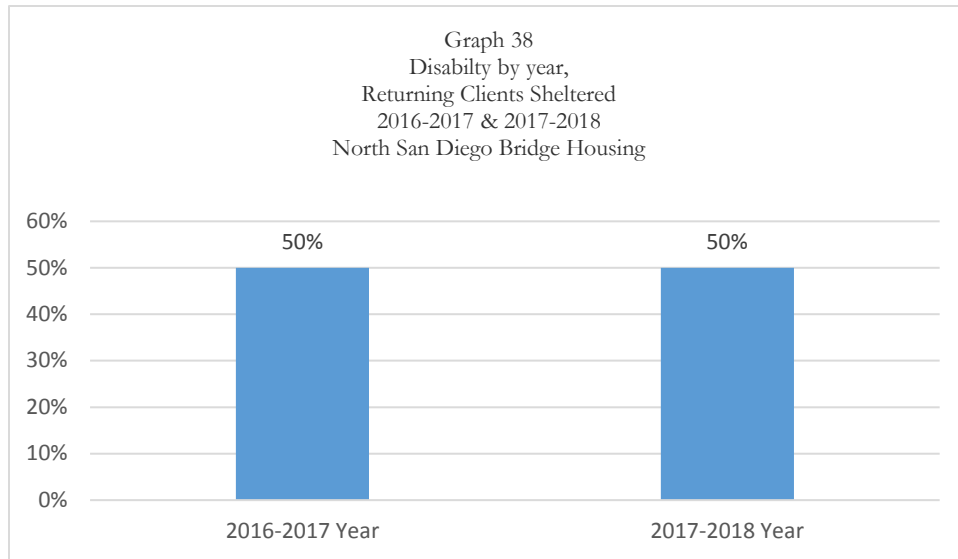
<sup>1</sup> Clients with shelter stay(s) during the 2016-2017 year returning for shelter stay(s) during the 2017-2018 year



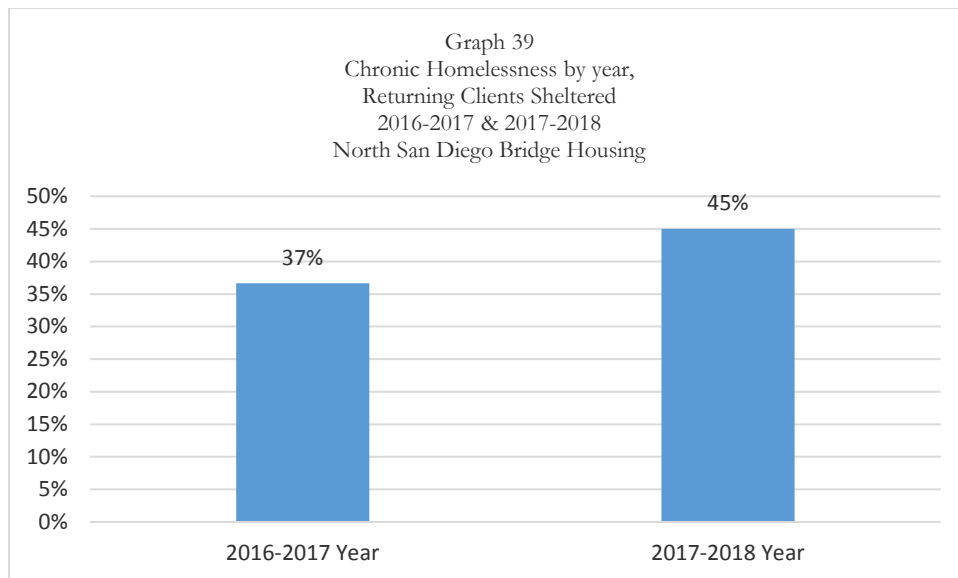
<sup>1</sup> Age at first program entry during the 2017-2018 year.

<sup>2</sup> Clients with shelter stay(s) during the 2016-2017 year returning for shelter stay(s) during the 2017-2018 year.

The percentage of clients who had a disabling condition in 2017-2018 and in the year 2016-2017 is similar (50%) (Graph 38). 45% of these clients were identified as being chronically homeless in the 2017-2018 year, whereas 37% are considered as chronically homeless in the last year 2016-2017 year. (Graph 39). Because there was no increase in the amount of reported disabilities, we can conclude that more clients in the 2017-2018 year became chronically homeless due to an increase in the length of time or the number of times homeless.



<sup>1</sup> Adults with shelter stay(s) during the 2016-2017 year returning for shelter stay(s) during the 2017-2018 year.



<sup>1</sup> Adults with shelter stay(s) during the 2016-2017 year returning for shelter stay(s) during the 2017-2018 year.

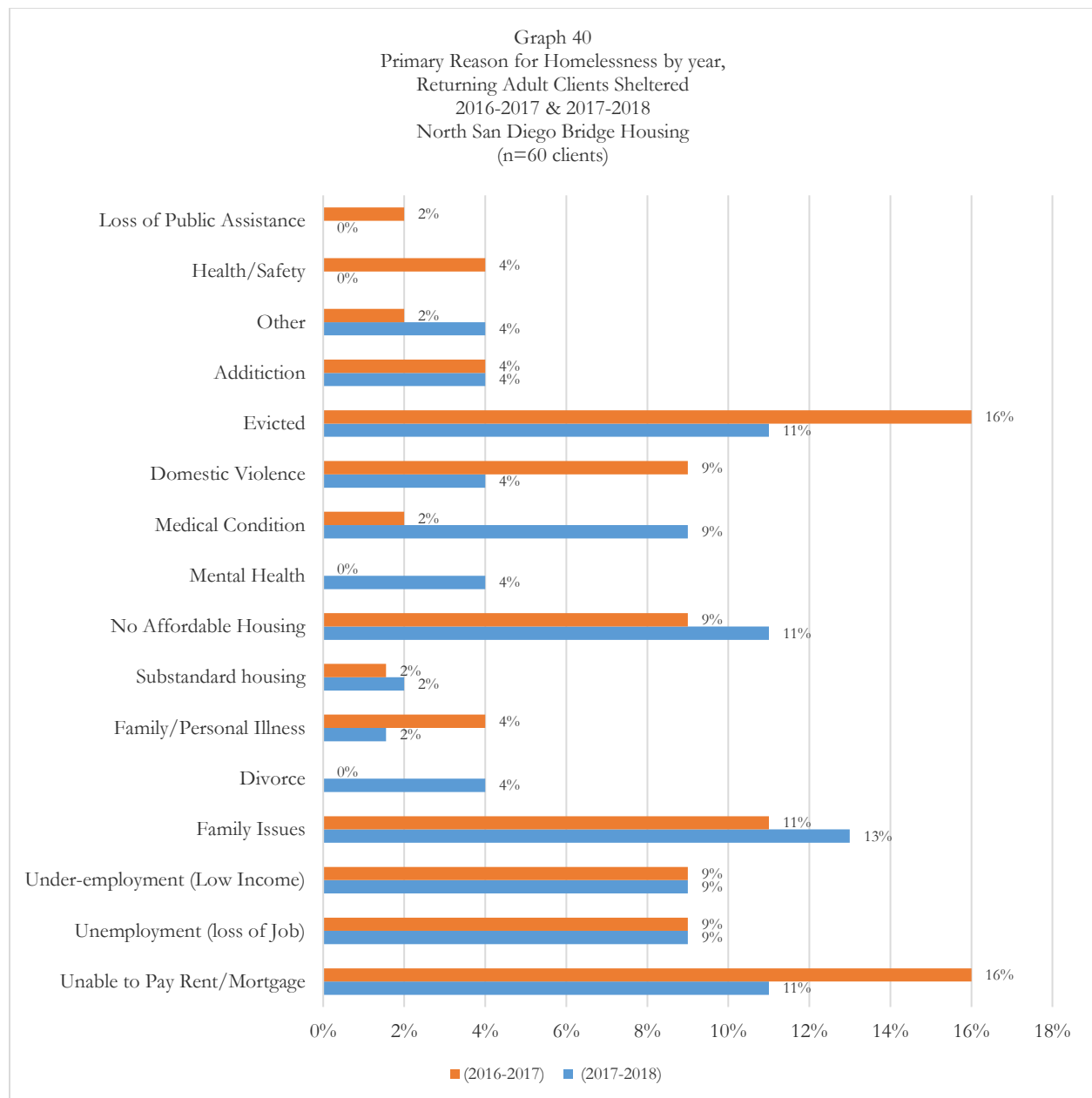
<sup>2</sup> HUD Chronic Homelessness Definition: an individual (1) with a disabling condition or expected to be of long-continued and indefinite duration and substantially impairs ability to live independently of physical disability, developmental disability, chronic health condition, HIV/AIDS, mental health problem, substance abuse, and (2) who enter from streets, emergency shelter or safe haven, and (3) has been continuously homeless for a year or more, or has had at least four episodes of homelessness in the past three years, OR (4) a household member of a head of household (who may be a child) or any adult in the household meeting the previous disability & homelessness criteria outlined in 1, 2 and 3. (HMIS Standard Reporting Terminology Glossary, October 2015, Version 2.2).

A review of the primary reason for homelessness among returning clients showed some variation between reasons for homelessness stated by clients upon entry in 2016-2017 compared to entry in 2017-2018 (Graph 40). The top primary reasons for homelessness in both years for returners were inability to pay rent/mortgage, unemployment (loss of job), underemployment (low income), family issues, evicted, no affordable housing and domestic violence.

A number of primary reasons for becoming homeless increased between 2016-2017 and 2017-2018. For instance, Medical conditions contributing to a client’s homelessness increased 7% (from 2% to 9%).

Additionally, a number of primary reasons for becoming homeless decreased year-to-year. For example, the percentage of returners who cited being unable to pay rent/mortgage decreased by 5% (from 16% to 11%).

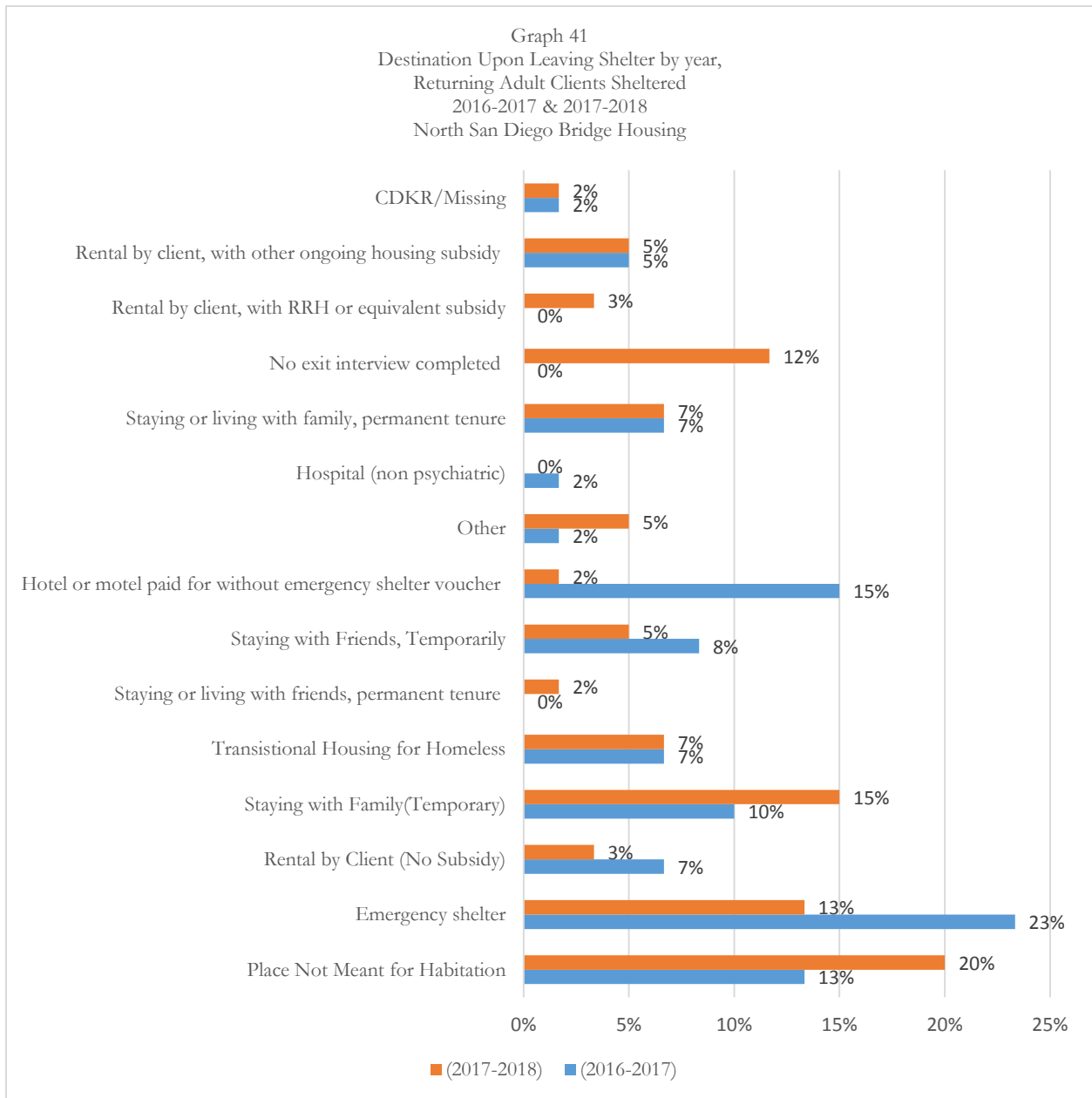
Finally, a number of metrics remained the same year to year among the returning cohort. Primary reasons for homelessness which did not increase or decrease included unemployment (9%), under-employment (9%), and addiction (4%).



<sup>1</sup> Adult clients with shelter stay(s) during the 2016-2017 year returning for shelter stay(s) during the 2017-2018 year.

There was variation in responses for destination after exiting the shelter between the returners in the two years. (Graph 41). Clients who exited to a place not meant for human habitation this year were 20% which is an increase over last year of seven percent (7%). Twenty three percent (23%) of the returned clients exited to live in emergency shelter last year and only 13% did so this year which marks a 10% decrease. There was also a decrease this year of four percent (4%) of those who exited to a rental without a subsidy (7% last year and 3% this year).

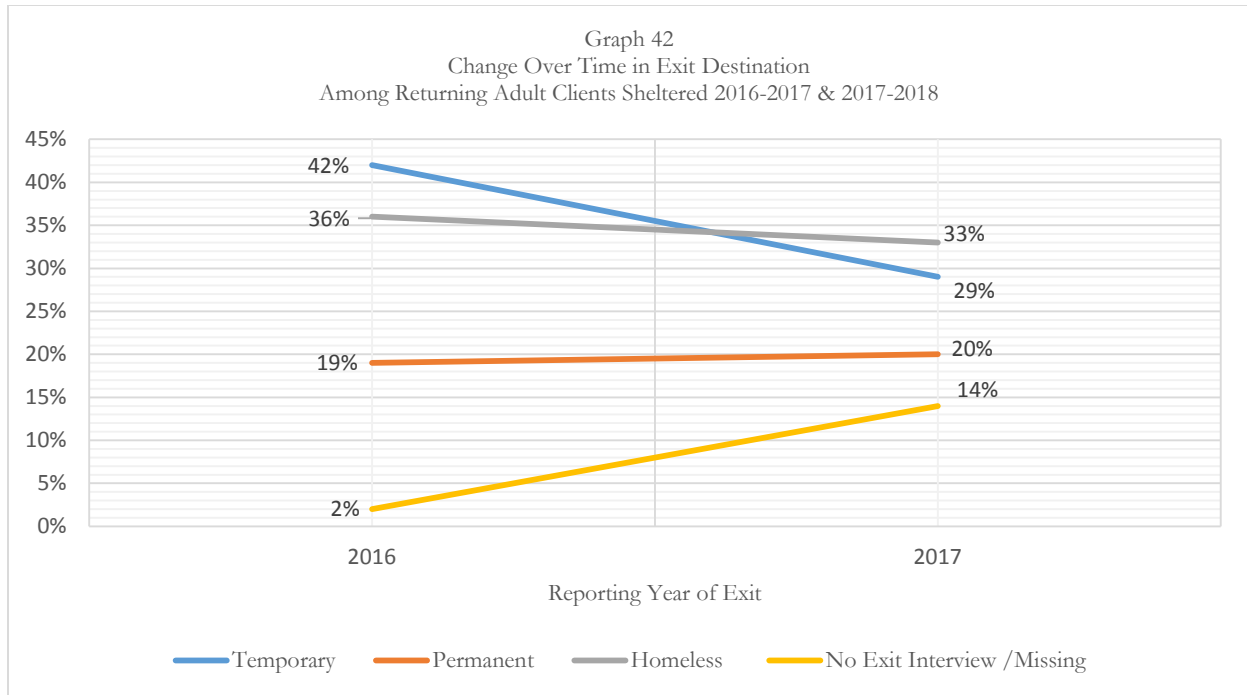
There was an increase in the number of clients who did not get an exit interview this year compared to last year (12% and 0%, respectively).



<sup>1</sup> Clients with shelter stay(s) during the 2016-2017 year returning for shelter stay(s) during the 2017-2018 year.

<sup>2</sup> Response categories Client Doesn't Know/Client Refused/Missing were collapsed to one category, "CDKR/Missing". Missing refers to those who have not yet exited in the 2017-2018 year.

Graph 42 represents the change in exit destination for those returning year to year. There was a decrease in the amount of exits to temporary and homeless destinations among the 2016-2017 and 2017-2018 returner cohort (a 13% and 3% decrease respectively) but there is an increase in the permanent destination category which is 1%. There was also an increase of missing data from year to year (an increase of 12%).





## Summary

The North San Diego ARS Bridge Housing provided shelter service to 1008 unique individuals during the 2017-2018 year, most of whom also reported that their most recent permanent residence was in the North San Diego County area. Shelter recipients were more often white than any other race, more often male, more often non-Hispanic, and more often not part of a family. The most commonly sheltered age group was 51-60 years, with 37% of the clients being 51 years or older. Many clients reported having at least one disabling condition, such as mental health problem, physical disability, chronic health conditions, and alcohol and/or drug abuse among others. In addition, 51% of the women reported being a domestic violence victim/survivor. Unemployment (loss of job), unable to pay rent/mortgage, underemployment (low income), family issues and addiction ranked highly as adult clients' primary reasons for homelessness.

Most of the sheltered clients reported leaving the program for housing or another opportunity that included housing, even if it was temporary in nature. Given that these Bridge Housing shelters are emergency in nature with limited periods of operation, and often serve clients for very short times, these results show that around two out of five (46%) of the clients exit with a plan and have accomplished some goals that may help prevent homelessness in the future.

The large majority of clients (94%) served in the 2017-2018 had not been served in the year prior at any North San Diego ARS Bridge Housing shelters. Seventy three percent (73%) of the adults are not chronically homeless. This suggests that the Bridge Housing and associated services meet an important need – assisting the newly homeless, not just the long term, repeat homeless client. Similarly, this finding also implies that the persons who needed these shelters in the previous year were either not in the area, or did not need the service in the current year. Among the 6% of clients who returned to be served again in the 2017-2018 year in the North San Diego ARS Bridge Housing system, these clients were most often female, adult, and not part of a family. Thirty four percent (31%) of returning cohort of clients were over the age of 50. Returning clients were more likely to have been identified as chronically homeless persons in the second year compared to the prior year. Further research such as tracking clients after exit would be necessary to correctly analyze potential trends over time.

## References

National Alliance to End Homelessness, “Chronic Homelessness Brief” (March 2007), <http://www.endhomelessness.org/content/article/detail/1060> accessed 5-2-09.

US Department of Housing and Urban Development, “HMIS Standard Reporting Terminology Glossary” (October 2015), version 2.2.

Alliance for Regional Solutions, “Services Provided to the Homeless in North County Winter Shelters 2013-2014”, (July 2014).

US Department of Housing and Urban Development, “2014 HMIS Data Standards DATA MANUAL” (August, 2016), version 5.1

## Appendix A – Data Tables

### A. 2017-2018 North San Diego Bridge Housing Clients

Table 1. Demographic Characteristics of Clients Sheltered, 2017-2018 North San Diego Bridge Housing (n=1008 clients)

#### Gender

Demographic Characteristic	Number	Percent
Male	720	71%
Female	288	29%
<b><i>Total</i></b>	<b><i>1008</i></b>	<b><i>100%</i></b>

#### Primary Race

Primary Race	Number	Percent
White	763	76%
Black/ African American	197	20%
American Indian/Alaskan Native	23	2%
Asian	9	1%
Native Hawaiian/Other Pacific Islander	10	1%
Client Does not Know/Refused/Missing	6	1%
<b><i>Total</i></b>	<b><i>1008</i></b>	<b><i>100%</i></b>

#### Ethnicity

Ethnicity	Number	Percent
Non-Hispanic/Non-Latino	700	69%
Hispanic/Latino	303	30%
Client Does not know/Refused/Missing	5	<1%
<b><i>Total</i></b>	<b><i>1008</i></b>	<b><i>100%</i></b>

### Age Group

Age Group	Number	Percent
<1Year	8	1%
1-17 Years	132	13%
18-30 Years	134	13%
31-40 Years	179	18%
41-50 Years	190	19%
51-60 Years	238	24%
61-70 years	107	11%
71+ Years	20	2%
<b>Total</b>	<b>1008</b>	<b>100%</b>

### Age - Adult versus Child

Age Group	Number	Percent
Adult (18+ Years)	868	86%
Child (0-17 Years)	140	14%
<b>Total</b>	<b>1008</b>	<b>100%</b>

### Entered with family <sup>1</sup>

Entered with Family	Number	Percent
No	779	77%
Yes	229	23%
<b>Total</b>	<b>1008</b>	<b>100%</b>

<sup>1</sup> Family is defined as two or more persons entering the shelter together.

**Table 2. Characteristics of Families with Children Sheltered, 2017-2018 North San Diego Bridge Housing (n=70 families) <sup>1</sup>**

**Head of Household**

Head of Household	Number	Percent
Single Mother <sup>2</sup>	46	66%
Two adults <sup>3</sup>	11	16%
Single Father <sup>4</sup>	7	10%
<b><i>Total</i></b>	<b><i>64</i></b>	

<sup>1</sup> Family is defined as two or more persons entering the shelter together.

<sup>2</sup> One adult female per household with child or children.

<sup>3</sup> One adult female and one adult male per household with child or children.

<sup>4</sup> One adult male per household with child or children.

**Family Size**

Family Size	Number	Percent
2 people	24	35%
3 people	21	30%
4 people	15	22%
5 people	4	6%
6 people	4	6%
8 people	1	1%
<b><i>Total</i></b>	<b><i>69</i></b>	

**Table 3. Marital Status of Adult Clients Sheltered, 2017-2018 North San Diego Bridge Housing (n=868 adult clients)**

**Marital Status**

<b>Marital Status</b>	<b>Number</b>	<b>Percent</b>
Married	52	6%
Single	454	52%
Divorce	168	19%
Separated	56	6%
Widowed	28	3%
Co-Habiting	15	2%
Client does not know/refused/Missing	95	11%
<b><i>Total</i></b>	<b><i>868</i></b>	<b><i>100%</i></b>

**Table 4. Demographic Characteristics of Adult Clients Sheltered, 2017-2018 North San Diego Bridge Housing**

**Chronically Homeless (n=868)<sup>1</sup>**

<b>Chronically Homeless</b>	<b>Number</b>	<b>Percent</b>
Yes	236	27%
No	663	73%
<b><i>Total</i></b>	<b><i>868</i></b>	<b><i>100%</i></b>

<sup>1</sup> HUD Chronic Homelessness Definition: an individual (1) with a disabling condition or expected to be of long-continued and indefinite duration and substantially impairs ability to live independently of physical disability, developmental disability, chronic health condition, HIV/AIDS, mental health problem, substance abuse, and (2) who enter from streets, emergency shelter or safe haven, and (3) has been continuously homeless for a year or more, or has had at least four episodes of homelessness in the past three years, OR (4) a household member of a head of household (who may be a child) or any adult in the household meeting the previous disability & homelessness criteria outlined in 1, 2 and 3. (HMIS Standard Reporting Terminology Glossary, October 2015, Version 2.2).

**Military Veteran (n=868)**

<b>Military Veteran</b>	<b>Number</b>	<b>Percent</b>
Yes	68	8%
No	798	92%
Client does not know/refused/Missing	2	<1%
<b><i>Total</i></b>	<b><i>868</i></b>	<b><i>100%</i></b>

**Domestic Violence victim/Survivor (n=868)**

<b>Domestic Violence Victim</b>	<b>Number</b>	<b>Percent</b>
Yes	159	18%
No	703	81%
Client does not know/refused/Missing	6	1%
<b>Total</b>	<b>868</b>	<b>100%</b>

**Domestic Violence victim/Survivor (Female) (n=222)**

<b>Domestic Violence Victim</b>	<b>Number</b>	<b>Percent</b>
Yes	113	51%
No	107	48%
Client does not know/refused/Missing	2	1%
<b>Total</b>	<b>222</b>	<b>100%</b>

**Domestic Violence victim/Survivor (Male) (n=646)**

<b>Domestic Violence Victim</b>	<b>Number</b>	<b>Percent</b>
Yes	46	7%
No	596	92%
Client does not know/refused/Missing	4	1%
<b>Total</b>	<b>646</b>	<b>100%</b>

**Pregnancy (n=222)**

<b>If Female, Pregnant</b>	<b>Number</b>	<b>Percent</b>
Yes	10	4%
No	199	90%
Client does not know/refused/Missing	13	6%
<b>Total</b>	<b>222</b>	<b>100%</b>

**Disability (n=868)**

<b>Disabled (Has a Disabling Condition)</b>	<b>Number</b>	<b>Percent <sup>1</sup></b>
Yes	434	50%
No	430	49.54%
Client does not know/refused/Missing	4	<1%
<b><i>Total</i></b>	<b><i>868</i></b>	<b><i>100%</i></b>

**Table 5. Disability Type of Disabled Adult Clients Sheltered, 2017-2018 North San Diego Bridge Housing (n=417) <sup>1</sup>**

<b>Disability Type</b>	<b>Number</b>	<b>Percent <sup>2</sup></b>
Mental Health Problem	282	68%
Physical	243	58%
Chronic Health Condition	168	40%
Both Alcohol and Drug Abuse	87	21%
Drug Abuse	85	20%
Alcohol Abuse	100	24%
Developmental Disability	52	12%
HIV / AIDS	7	2%
Other	1	<1%
SD-Hearing Impaired	2	1%
SD-Learning	1	<1%
SD-Dual Diagnosis	2	1%
<b><i>Total</i></b> <sup>3</sup>	<b><i>1030</i></b>	

<sup>1</sup> Total unduplicated persons who responded 'YES' they had a disabling condition and with a specific disability type.

<sup>2</sup> Percentages may add up to be greater than 100% because clients could report more than one disability type.

<sup>3</sup> Total number is greater than the number of adults with a disabling condition and with a specific disability type (n=417) because clients could choose more than one disability type.



**Table 6. Number of Disability Types Recorded for Disabled Adult Clients Sheltered, 2017-2018 North San Diego Bridge Housing (n=417 adults with a disabling condition and with a specific disability type)<sup>1</sup>**

<b>Disability Type</b>	<b>Number</b>	<b>Percent</b>
One Type	128	31%
Two Type	111	27%
Three Type	96	23%
Four Type	49	12%
Five Type	15	4%
Six Type	6	1%
Seven Type	11	3%
<b><i>Total</i></b>	<b><i>417</i></b>	<b><i>100%</i></b>

<sup>1</sup> Total unduplicated persons who responded 'YES' they had a disabling condition and specified at least one disability type.

**Table 7. Highest Education Level Attained by Adult Clients Sheltered, 2017-2018 North San Diego Bridge Housing (n=868 adults)**

<b>Education Level</b>	<b>Number</b>	<b>Percent</b>
Master's Degree or Higher	15	1.73%
Bachelor's Degree	54	6.22%
College Degree	8	0.92%
Associate's Degree	46	5.3%
Some College	172	19.82%
Post-Secondary School	12	1.38%
Some vocational /Trade School	4	0.46%
Vocational / Trade School Graduate	7	0.81%
Technical School Certification	16	1.84%
High School Diploma	176	20.28%
GED	51	5.88%
12th grade, No diploma	88	10.14%
11th Grade	46	5.3%
10th Grade	23	2.65%
9th Grade	17	1.96%
7th Grade or 8th Grade	12	1.38%
5th Grade or 6th Grade	7	0.81%
Nursery school to 4th Grade	10	1.15%
Other	1	0.12%
No schooling completed	2	0.23%
Client doesn't know/Client refused/Missing	101	11.63%
<b><i>Total</i></b>	<b><i>868</i></b>	<b><i>100%</i></b>

**Table 8. Income Received as of Date of First Entry of Adult Clients Sheltered, 2017-2018 North San Diego Bridge Housing (n=868 adults)**

<b>Income Received</b>	<b>Number</b>	<b>Percent</b>
Yes	445	51.27%
No	421	48.5%
Client Does not know/Refused/Missing	2	0.24%
<b><i>Total</i></b>	<b><i>868</i></b>	<b><i>100%</i></b>

**Table 9. Income Source Received as of Date of First Entry of Adult Clients Sheltered, 2017-2018 North San Diego Bridge Housing (n=436 adults receiving income from any source)**

<b>Income Type Entered</b>	<b>Number</b>	<b>Percent</b>
Earned Income	172	39%
SSI	142	33%
No Financial Resources	57	13%
SSDI	80	18%
General Assistance	54	12%
Retirement Income from Social Security	30	7%
TANF	40	9%
Other	16	4%
Child Support	15	3%
Unemployment Insurance	11	3%
VA Service Connected Disability Compensation	5	1%
VA Non-Service Connected Disability Pension	6	1%
Pension or Retirement from another job	9	2%
Alimony or Other Spousal Support	3	1%
Worker's Compensation	2	0%
<b><i>Total</i><sup>1</sup></b>	<b><i>642</i></b>	

<sup>1</sup>Total number sums to be greater than the number of adults answering (n=436) and total percent sums to be greater than 100% because clients could choose more than one income source.

**Table 10. Income Amount of Adult Clients Sheltered, 2017-2018 North San Diego Bridge Housing (n=436 adults with income amounts reported) <sup>1</sup>**  
**Summary of Income Amounts Reported**

Minimum	Maximum	Median	Average
\$2.00	\$3,840.00	\$834.50	\$880.72

<sup>1</sup> Income amounts from all sources totaled.

**Table 11. Non-Cash Benefit Received as of Date of First Entry of Adult Clients Sheltered, 2017-2018 North San Diego Bridge Housing (n=868 adults)**

Non Cash Benefit Received	Number	Percent
Yes	386	44.5%
No	471	54.3%
Client Does not know/Refused/Missing	11	1.3%
<b>Total</b>	<b>868</b>	<b>100%</b>

**Table 12. Non-Cash Benefits as of Date of First Entry of Adult Clients Sheltered, 2017-2018 North San Diego Bridge Housing (n=386 adults receiving non-cash benefit from any source)**

Non Cash Benefit Entered	Number	Percent
Supplemental Nutrition Assistance (Food Stamps)	372	96%
Special Supplemental Nutrition Program for WIC	10	3%
Other Source	1	<1%
TANF Child Care Services	1	<1%
Other TANF-Funded Services	1	<1%
Section 8, Public Housing or rental assistance	4	1%
<b>Total <sup>1</sup></b>	<b>389</b>	

<sup>1</sup> Total number sums to be greater than the number of adults answering (n=386) and total percent sums to be greater than 100% because clients could choose more than one source of non-cash benefits.

**Table 13. Employment Status of Adult Clients Sheltered, 2017-2018 North San Diego Bridge Housing (n=868 adults)**

<b>Currently Employed</b>	<b>Number</b>	<b>Percent</b>
Yes	164	19%
No	610	70%
Client Does not know/Refused/Missing	94	11%
<b><i>Total</i></b>	<b><i>868</i></b>	<b><i>100%</i></b>

**Table 14. Employment Tenure of Employed Adult Clients Sheltered, 2017-2018 North San Diego Bridge Housing (n=164 adults currently employed)**

<b>Employment Tenure</b>	<b>Number</b>	<b>Percent</b>
Temporary	43	26%
Seasonal	9	5%
Permanent	82	50%
Client Does not know/Refused/Missing	30	18%
<b><i>Total</i></b> <sup>1</sup>	<b><i>164</i></b>	<b><i>100%</i></b>

<sup>1</sup> Total clients represent those who responded 'YES' currently employed.

**Table 15. Employment Search of Unemployed Adult Clients Sheltered, 2017-2018 North San Diego Bridge Housing (n=610 adults not currently employed)**

<b>Looking for Work</b>	<b>Number</b>	<b>Percent</b>
No	216	35.41%
Yes	363	60%
Client Does not know/Refused/Missing	31	4%
<b><i>Total</i></b> <sup>1</sup>	<b><i>610</i></b>	<b><i>100%</i></b>

<sup>1</sup> Total clients represent those who responded 'No' currently employed.

**Table 16. Living Situation the Night Before the First North County Bridge Housing Stay, Adult Clients Sheltered in the 2017-2018 North San Diego Bridge Housing (n=868 adults)**

<b>Prior Living Situation</b>	<b>Number</b>	<b>Percent</b>
Place Not Meant for Habitation	516	59.45%
Emergency Shelter or Hotel/Motel with Voucher	135	15.55%
Living With Family	57	6.57%
Living With Friends	37	4.26%
Hotel/ Motel without Emergency Voucher	40	4.61%
Owned by client, no ongoing housing subsidy	1	0.12%
Owned by client, with ongoing housing subsidy	2	0.23%
Hospital	20	2.3%
Rental House/Apartment (no subsidy)	9	1.04%
Psychiatric hospital or facility	4	0.46%
Substance Abuse Treatment Center	5	0.58%
Safe Haven	12	1.38%
Transitional Housing for Homeless	4	0.46%
Jail, Prison or Juvenile Facility	9	1.04%
Residential project or halfway house with no homeless criteria	4	0.46%
Rental by client, with other ongoing housing subsidy	2	0.23%
Permanent Housing for Formerly Homeless	5	0.58%
Rental by client, with VASH subsidy	2	0.23%
Client Does not know/Refused/Missing	6	0.7%
<b><i>Total</i></b>	<b><i>868</i></b>	<b><i>100%</i></b>

**Table 17. San Diego (SD) Region of Last Permanent Residence (based on Zip Code Provided by Client), Adult Clients Sheltered in the 2017-2018 North San Diego Bridge Housing (n=868 adults)**

<b>Region</b>	<b>Number</b>	<b>Percent</b>
North Coastal SD County	380	44%
North Inland SD County	185	21%
Central SD County	147	17%
East SD County	11	1%
South SD County	6	1%
Outside SD County, but in CA	19	2%
Outside California	21	2%
Client Does not know/Refused/Missing	99	11%
<b><i>Total</i></b>	<b><i>868</i></b>	<b><i>100%</i></b>

**Table 18. City of Last Permanent Residence (based on Zip Code Provided by Client), Adult Clients Sheltered in the 2017-2018 North San Diego Bridge Housing (n=868 adults)**

San Diego Region	Community	Number	Percent
North Coastal	Oceanside	216	25%
North Inland	Escondido	163	19%
Central	San Diego	143	16%
North Coastal	Vista	70	8%
North Coastal	Carlsbad	56	6%
North Coastal	Encinitas	35	4%
	Outside SD County, but in CA	19	2%
North Inland	San Marcos	17	2%
North Inland	Fallbrook	0	0%
North Inland	Ramona	0	0%
North Inland	Rancho Bernardo	2	0%
East	Spring Valley	0	0%
East	El Cajon	8	1%
North Inland	Poway	1	0%
South	San Ysidro	0	0%
East	Alpine	0	0%
	Outside CA	21	2%
North Inland	Bonsall	0	0%
North Coastal	Cardiff	0	0%
South	Chula Vista	4	0%
South	Delzura	0	0%
South	Imperial Beach	2	0%
East	La Mesa	3	0%
East	Lakeside	0	0%
South	National City	0	0%



North Inland	Pauma Valley	0	0%
North Inland	Valley Center	2	0%
North Inland	Warner Springs	0	0%
Central	Clairemont	0	0%
Central	Downtown	2	0%
Central	Ocean Beach	0	0%
Central	Pacific Beach	2	0%
North Coastal	Del Mar	3	0%
South	Coronado	0	0%
	Client Does not know/Refused/Missing	96	11%
<b><i>Total</i></b>		<b><i>868</i></b>	<b><i>100%</i></b>

**Table 19. Client-Reported Primary Reason for Homelessness, First Shelter Stay in North County Bridge Housing , Clients Sheltered in the 2017-2018 North San Diego Bridge Housing (n=868 adults)**

<b>Reason for Homelessness</b>	<b>Number</b>	<b>Percent</b>
Unable to Pay Rent/Mortgage	62	7.4%
Family Issues	98	11.29%
Unemployment (loss of job)	131	15.09%
Underemployment/low income	50	5.76%
Addiction	45	5.18%
Other	69	7.95%
No Affordable Housing	37	4.26%
Domestic Violence Victim/Survivor	37	4.26%
Criminal Activity	2	0.23%
Evicted	36	4.15%
Medical Condition	33	3.8%
Mental Health	47	5.41%
Divorce	17	1.96%
Substance Abuse	27	3.11%
Jail/Prison (Release from Institution)	23	2.65%
Moved to seek work (or new to area)	13	1.5%
Health/Safety	13	1.5%
Physical/Mental Disabilities	14	1.61%
Personal Choice	3	0.35%
Family/Personal Illness	7	0.81%
Loss of Public Assistance	5	0.58%
Unknown	6	0.69%
Loss of Transportation	2	0.23%
Not Applicable	4	0.46%

Substandard Housing	6	0.69%
Client Does not know/Refused/Missing	81	9.33%
<b>Total</b>	<b>868</b>	<b>100%</b>

**Table 20. Client-Reported Economic Reason for Homelessness, First Shelter Stay in North County Bridge Housing , Clients Sheltered in the 2017-2018 North San Diego Bridge Housing (n=868 adults)**

Economic Reason for Homelessness <sup>1</sup>	Number	Percent
Yes	321	37%
No	460	53%
Unknown/Missing	87	10%
<b>Total</b>	<b>868</b>	<b>100%</b>

<sup>1</sup> Economic reason for homelessness defined as: unemployment (loss of job), underemployment/low income, unable to pay rent/ mortgage, no affordable housing, mortgage foreclosure, evicted, or loss of Public Assistance.

**Table 21. Client-Reported Economic Reason for Homelessness by Presentation With vs Without Children, First Shelter Stay in North County Bridge Housing , Clients Sheltered in the 2017-2018 North San Diego Bridge Housing (n=868 adults)**

	Single or In Adult-Only Family (n=789 adult clients in families without children)		In Family with Children (n=79 adult clients in families with children)	
	Number	Percent <sup>1</sup>	Number	Percent <sup>2</sup>
Economic Reason for Homelessness	288	37%	31	39%

<sup>1</sup> Percentages of the total number of adult clients with information presenting without children.

<sup>2</sup> Percentages of the total number of adult clients with information entering a program with at least one family member 17 years old or younger.

**Table 22. Client-Reported Economic Reason for Homelessness by Family Type, First Shelter Stay in North County Bridge Housing, Clients Sheltered in the 2017-2018 North San Diego Bridge Housing (n=70)**

Family Type	Economic Reason, Any Family Member	
	Number	Percent <sup>1</sup>
Single Father	4	13%
Two Adults	14	45%
Single Mother	13	42%
<b>Total <sup>2</sup></b>	<b>31</b>	

<sup>1</sup> Percentages calculated out of the total number of families with economic reason.

**Table 23. Reason for Leaving Shelter, Last Shelter Visit, Clients Sheltered in the 2017-2018 North San Diego Bridge Housing (n=1008 clients)**

<b>Reason for Leaving Shelter <sup>1</sup></b>	<b>Number</b>	<b>Percent</b>
Left for Housing opportunity before completing program	166	16%
Completed Program	267	26%
Reach maximum time allowed	38	4%
Unknown/Disappeared	95	9%
Non-compliance with program	102	10%
Disagreement with rules/persons	81	8%
Other	39	4%
Needs could not be met	52	5%
Criminal activity/violence	8	1%
Missing	160	16%
<b><i>Total</i></b>	<b><i>1008</i></b>	<b><i>100%</i></b>

<sup>1</sup> Reason for leaving at last exit from North County Bridge Housing.

**Table 24. Destination When Leaving Shelter, Last Shelter Visit, Clients Sheltered in the 2017-2018 North San Diego Bridge Housing (n=1008 clients)**

<b>Destination After Leaving Shelter</b>	<b>Number</b>	<b>Percent</b>
Emergency shelter	50	5%
Place not meant for habitation	292	29%
Rental by client, no ongoing housing subsidy	149	15%
Other	16	2%
Staying or living with family, temporary tenure	58	6%
No exit interview completed	54	5%
Staying or living with friends, temporary tenure	30	3%
Hotel/Motel, no emergency shelter voucher	21	2%
Staying or living with family, permanent tenure	38	4%
Rental by client, with other ongoing housing subsidy	44	4%
Transitional housing for homeless persons	57	6%
Substance abuse treatment facility or detox center	13	1%
Staying or living with friends, permanent tenure	35	3%
Hospital or other residential non-psychiatric medical facility	11	1%
Permanent housing for formerly homeless persons	15	1%
Psychiatric hospital or other psychiatric facility	1	0.1%
Rental by client, with RRH or equivalent subsidy	18	2%
Rental by client, with VASH subsidy	9	1%
Rental by client with GPD TIP subsidy	4	0.4%
Deceased	1	0.1%
Residential project or halfway house with no homeless criteria	5	0.5%
Owned by client, with ongoing housing subsidy	1	0.1%
Jail, prison or juvenile detention facility	8	1%
Client Does not know/Refused/Missing	78	17.98%
<b><i>Total</i></b>	<b><i>1008</i></b>	<b><i>100%</i></b>

**Table 25. Destination of Persons in Families with Children When Leaving Shelter, Last Shelter Visit, Clients Sheltered in the 2017-2018 North San Diego Bridge Housing (n=193 clients sheltered as part of a family with children)**

<b>Destination After Leaving Shelter</b>	<b>Number</b>	<b>Percent</b>
Emergency shelter	18	9%
Place not meant for habitation	23	12%
Other	6	3%
Staying or living with family, temporary tenure	28	15%
No exit interview completed	10	5%
Staying or living with friends, temporary tenure	8	4%
Hotel/Motel, no emergency shelter voucher	11	6%
Staying or living with family, permanent tenure	3	2%
Rental by client, with other ongoing housing subsidy	3	2%
Transitional housing for homeless persons	28	15%
Permanent housing (other than RRH) for formerly homeless persons	3	2%
Rental by client, with RRH or equivalent subsidy	7	4%
Rental by client, no ongoing housing subsidy	27	14%
Client does not know/Refused/Missing	18	9%
<b><i>Total</i></b>	<b><i>193</i></b>	<b><i>100%</i></b>

**Table 26. Housing Status at last exit, Clients Sheltered in the 2017-2018 North San Diego Bridge Housing (n=882 clients)**

<b>Housing Status <sup>1</sup></b>	<b>Number</b>	<b>Percent</b>
Category 1 - Homeless	421	48%
Category 2 - At imminent risk of losing housing	32	4%
Category 3 - Homeless only under other federal statutes	5	1%
At-risk of homelessness	9	1%
Stably housed	246	28%
Client doesn't know/Client refused/Data not collected/Missing	169	19%
<b><i>Total</i></b>	<b><i>882</i></b>	<b><i>100%</i></b>

<sup>1</sup> 'Housing Status' as recorded by project staff.

## B. 2017-2018 North San Diego Bridge Housing Returning Clients

*Clients Sheltered During both 2016-2017& 2017-2018 Years*

Table 27. Demographic Characteristics of Returning Clients Sheltered 2016-2017& 2017-2018 Year, North San Diego Bridge Housing (n=60 clients)

Gender:

Demographic Characteristic	Number	Percent
Male	25	42%
Female	35	58%
<b>Total</b>	<b>60</b>	<b>100%</b>

Age Group<sup>1</sup>

Age Group	Number	Percent
< 1 Year	15	25%
18 – 30 Years	7	12%
31 – 40 Years	8	13%
41 – 50 Years	12	20%
51 – 60 Years	13	22%
61 – 70 Years	4	7%
71 + Years	1	2%
<b>Total</b>	<b>60</b>	<b>100%</b>

<sup>1</sup> Age at first entry during the 2017-2018 shelter year

Military Veteran (n=45 adult clients)

Military Veteran	Number	Percent
No	1	98%
Yes	44	2%
<b>Total</b>	<b>45</b>	<b>100%</b>

**Table 28. Disability Status by Years of Returning Adult Clients Sheltered 2016-2017 & 2017-2018 Shelter Year, North San Diego Bridge Housing**

**2016-2017 Year**

<b>Disabled (Has a Disabling Condition)</b>	<b>Number</b>	<b>Percent</b>
No	30	50%
Yes	30	50%
<b>Total</b>		<b>100%</b>

**2017-2018 Year**

<b>Disabled (Has a Disabling Condition)</b>	<b>Number</b>	<b>Percent</b>
No	30	50%
Yes	30	50%
<b>Total</b>		<b>100%</b>



**Table 29. Chronic Homelessness by Years of Returning Adult Clients Sheltered 2016-2017 & 2017-2018 Year, North San Diego Bridge Housing**

**2016-2017 Year**

<b>Chronically Homeless <sup>1</sup></b>	<b>Number</b>	<b>Percent</b>
No	38	63%
Yes	22	37%
<b>Total</b>		<b>100%</b>

**2017-2018 Year**

<b>Chronically Homeless <sup>1</sup></b>	<b>Number</b>	<b>Percent</b>
No	33	55%
Yes	27	45%
<b>Total</b>		<b>100%</b>

<sup>1</sup> HUD Chronic Homelessness Definition: an individual (1) with a disabling condition or expected to be of long-continued and indefinite duration and substantially impairs ability to live independently of physical disability, developmental disability, chronic health condition, HIV/AIDS, mental health problem, substance abuse, and (2) who enter from streets, emergency shelter or safe haven, and (3) has been continuously homeless for a year or more, or has had at least four episodes of homelessness in the past three years, OR (4) a household member of a head of household (who may be a child) or any adult in the household meeting the previous disability & homelessness criteria outlined in 1, 2 and 3. (HMIS Standard Reporting Terminology Glossary, October 2015, Version 2.2).

**Table 30. Client-Reported Primary Reason for Homelessness, First Shelter Stay per Year in North County Bridge Housing , Returning Adult Clients Sheltered 2016-2017& 2017-2018 Year, North San Diego Bridge Housing**

Reason for Homelessness	2016-2017		2017-2018	
	Number	Percent	Number	Percent
Unable to Pay Rent/Mortgage	7	16%	5	11%
Unemployment (loss of Job)	4	9%	4	9%
Under-employment (Low Income)	4	9%	4	9%
Family Issues	5	11%	6	13%
Divorce	0	0%	2	4%
Family/Personal Illness	2	4%	1	2%
Substandard housing	1	2%	1	2%
No Affordable Housing	4	9%	5	11%
Mental Health	0	0%	2	4%
Medical Condition	1	2%	4	9%
Domestic Violence	4	9%	2	4%
Evicted	7	16%	5	11%
Additction	2	4%	2	4%
Other	1	2%	2	4%
Health/Safety	2	4%	0	0%
Loss of Public Assistance	1	2%	0	0%
<b>Total</b>		<b>100%</b>		<b>100%</b>

**Table 31. Destination When Leaving Shelter, Last Shelter Visit each Year, Returning Clients Sheltered 2016-2017& 2017-2018 Year, North San Diego Bridge Housing (n=60 clients)**

Destination After Leaving Shelter in Each Year	2016-2017		2017-2018	
	Number	Percent	Number	Percent
Place Not Meant for Habitation	8	13%	12	20%
Emergency shelter	14	23%	8	13%
Rental by Client (No Subsidy)	4	7%	2	3%
Staying with Family(Temporary)	6	10%	9	15%
Transitional Housing for Homeless	4	7%	4	7%
Staying with Friends, Permanently	0	0%	1	2%
Staying with Friends, Temporarily	5	8%	3	5%
Hotel or motel paid for without emergency shelter voucher	9	15%	1	2%
Other	1	2%	3	5%
Hospital (non psychiatric)	1	2%	0	0%
Staying or living with family, permanent tenure	4	7%	4	7%
No exit interview completed	0	0%	7	12%
Rental by client, with RRH or equivalent subsidy	0	0%	2	3%
Rental by client, with other ongoing housing subsidy	3	5%	3	5%
CDKR/Missing	1	2%	1	2%
<b>Total</b>		<b>100%</b>		<b>100%</b>

## Appendix B – Recommendations

The ARS North County Bridge Housing did an impressive job at consistently completing data at both program entry and program exit. The amount of missing data is very low, which shows great care in both completing the intake/assessment forms and performing the data entry into ServicePoint. We offer the following recommendations if feasible:

- Improve accuracy of data collection and data entry by:
  - Incorporating quarterly data benchmarks for shelter staff and using HMIS reports to ensure regular checking of data quality and completeness
    - For seasonal shelters this recommendation could be modified to check halfway or quarterly throughout their temporary shelter season.
  - Continuing to make sure all client entry and exit information are entered promptly throughout the year rather than post program closure;
  - Reviewing goes a long way in reducing data entry errors. Therefore reviewing the entire data entry screen after saving the entry record to ensure data responses are stored in the database properly. For instance, ensuring that rather than selecting “other” for destination or reason for leaving, that the entire list of options are reviewed for accurate explanation of a client’s exit;
  - Working with RTFH staff to learn when it is appropriate to add income end-dates, both for one-time income sources, as well as when an income amount changes for a given source;
  - Continuing to ensure that staff who collect and/or record “chronically homeless” responses are aware of the new HUD definition and trained to collect and record disability status when appropriate;
  - Ensuring that staff are aware that the responses of ‘Don’t know’, and ‘Refused’ are from the client’s perspective, not from staff’s perspective (‘client doesn’t know’ and ‘client refused to respond’);
  - Have the RTFH review intake/assessment forms prior to the beginning of services for the next program year;
  - Administer the revised and finalized forms to every adult client;
  - It is important to create a consensus on the understanding of the importance of accurate data, which is useful:
    - To manage services and accountability
    - To manage service effectiveness
    - To prioritize and ensure the best use of resources
    - To measure the performance and oversight of shelter activity
- Utilize an HMIS report that program staff can run, print, and use themselves to look for any missing clients, missing exit dates, or other missing responses and then use that data to make necessary corrections as soon as possible.

- Consider performing rigorous analysis for clients served over time or when comparing returning clients to non-returning clients.
- Consider adding analysis of services provided during clients' program stays as this data is currently not collected in a way that may be analyzed.
- Consider funding structures which encourage not only positive exits and increases in client stability measures, but also which incentivize data quality and timely data entry.
- Continue to congratulate those who collect and enter the data for making this type of analysis possible.
- The ARS Bridge Housing 2018-2019 report is going to be analyzed more effectively since the San Diego County CoC is in the process of switching to a new vendor for a new Homeless management information system. This change brings great opportunities for data cleaning as well as building logic for data quality, codes for reporting and visualization, and formulas from a clean sheet that can exceed current expectations of visualized analysis.
- As a final recommendation, it is advised that specific metrics for reporting be incorporated into the ARS Bridge Housing 2018-2019 contract so that a consistent number of measures can be used from year to year. Additionally, by providing specific measures we may provide more clear metrics and data for use in developing upcoming agreements with agencies operating the ARS Bridge Housing shelters.