

Special Census

City of Santa Monica
Homeless Residents
October 27, 1999

**ECONOMIC
ROUNDTABLE**

A Nonprofit, Public Policy Research Organization

Special Census

City of Santa Monica Homeless Residents
October 27, 1999

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Contents

Executive Summary.....	1
Counting Homeless Residents of Santa Monica.....	3
Why the City of Santa Monica Counted Homeless Residents.....	3
Who was Counted	3
Who Carried Out the Count	4
When the Count was Conducted	4
Lessons Learned from Previous Counts	5
Forms and Data Collection.....	5
Training.....	6
Communications.....	7
Responding to Needs of Homeless Individuals Identified during the Count	7
Command Center	7
Security	8
Identifying Sites to be Counted	8
Geography of the Count	8
Benchmarking the Completeness of the Count	9
Controlling Duplicate Counting.....	9
Count of Homeless Residents.....	11
Problems in Counting Homeless Residents.....	11
Determining the Capture Rate of the Special Census	12
Eliminating Duplication	15
Estimating the Number of Uncounted Homeless Individuals.....	18
Alternative Method for Estimating the Undercount	18
Estimated Population of Homeless Residents	19
Discussion of the Data	21
Population Profile	23
Sex of Homeless Residents.....	23
Age	24
Ethnicity	25
Sleeping Places	25
Frequency of Homelessness	26
Use and Availability of Services	29
Services Used.....	29
Availability of Services.....	32

Appendix	37
Procedures for Counting Homeless Residents	39
Individual Census Report Form	43
Group Census Report Form	45
Census Schedule.....	47
Group Count.....	49
Detailed Age Data.....	51
Breakout of Hispanic Status and Race Data	53
Comments of Survey Respondents.....	55
Data Used to Create Charts	61
 Bibliography.....	 69

List of Figures

1	Determining the Capture Rate of the Special Census	13
2	Estimating Duplication within the Special Census	16
3	Sex of Homeless Residents.....	23
4	Age of Homeless Residents	24
5	Ethnicity and Race of Homeless Residents	25
6	Where Homeless Residents Sleep	25
7	Frequency of Homelessness by Shelter Status	26
8	Frequency of Homelessness by Sex.....	26
9	Frequency of Homelessness by Age	27
10	Frequency of Homelessness by Age (rolled up)	27
11	Services Used by Shelter Status	29
12	Services Used by Sex	30
13	Services Used by Age	30
14	Services Used by Ethnicity.....	31
15	Services Used by Frequency of Homelessness.....	31
16	Services Needed but Unavailable by Shelter Status	32
17	Services Needed but Unavailable by Sex	33
18	Services Needed but Unavailable by Age	33
19	Services Needed but Unavailable by Ethnicity.....	34
20	Services Needed but Unavailable by Frequency of Homelessness.....	34

List of Tables

1	Areas of Possible Duplication in the Special Census	15
2	Estimated Population of Homeless Residents	20
3	Short-term Housing Capacity in the City of Santa Monica.....	22
4	Other Services Used in the Past Year	32
5	Percent of Homeless Persons Reporting Use of Each Service.....	32
6	Other Services that were Needed but Unavailable in the Past Year.....	35
7	Services that were Needed but Unavailable in the Past Year.....	35

Executive Summary

Overview

A special census of Santa Monica's homeless population was carried out on Wednesday, October 27, 1999. Homeless residents were defined as individuals who did not have a regular place of their own where they could sleep. The Economic Roundtable, a nonprofit research organization, planned and coordinated the count under a contract from the City of Santa Monica. Fifty-eight individuals from 15 organizations carried out the actual enumeration. Census takers were grouped in teams of three. Each team was led by an outreach worker from a homeless service agency and also included a student volunteer and a homeless person.

The central problem in counting homeless residents is that they are "placeless," making them difficult to find and count, and raising the possibility that if they are counted at all they may be counted more than once. Conducting a person-based rather than housing-based census posed at least two problems for producing a reliable estimate of Santa Monica's homeless population:

1. Because homeless residents were counted at several times of day and in multiple locations in order to achieve the most complete count possible, some individuals were counted more than once, making it necessary to eliminate duplication.
2. Some homeless individuals were missed during the count, so it was necessary to estimate the number of uncounted persons in order to estimate the size of the total homeless population.

Estimated Population of Homeless Residents

The special census raw count was reduced to eliminate internal duplication, and then increased to offset uncounted individuals. This methodology produced the following estimated total number of homeless residents in Santa Monica:

Total number of homeless persons in shelters and indoor locations	396
Less persons in rehabilitation programs who were not previously homeless....	-21
Total number of homeless persons counted in outdoor locations.....	+557
Less corrections for duplicate counts and nonresidents	-87
Less half of persons whose homeless status was uncertain.....	-13
Plus estimated number of persons uncounted in outdoor locations.....	<u>+205</u>
ESTIMATED TOTAL HOMELESS POPULATION.....	1,037

The homeless population was bracketed by low-range and high-range estimates of from 950 to 1,084.

Population Profile

Information from 482 individual survey questionnaires that were completed as part of the census was used to create a profile of Santa Monica's homeless residents.

- Slightly over one-quarter of homeless residents were women and three-quarters men. Women made up a disproportionately large share of the shelter population and men predominated among residents sleeping outdoors.
- The average age of homeless residents was 41 years. Individuals sleeping in shelters tended to be younger than those sleeping outdoors.
- Ethnic and racial characteristics of homeless residents were similar inside and outside of shelters. Half were White, one-quarter African American, 18 percent Hispanic, 3 percent American Indian, and 2 percent Asian.
- On the night of the Census one-third (36 percent) of homeless residents slept in shelters and two-thirds (64 percent) slept outdoors.
- Among homeless residents, 80 percent said they were homeless regularly.
- The lowest rates of chronic homelessness were among young adults in their mid-twenties to mid-thirties, with the next lowest group 55 or older.

Use and Availability of Services

Homeless individuals were asked what services they had used in the past year and what services they needed but were unable to obtain. Choices included food, shelter, clothing, medical or dental, public assistance, counseling, rehabilitation, job training, and other (with an opportunity to describe "other").

- Nearly three-quarters of homeless residents reported using food services, and half shelter, clothing and health services. These were followed, in order of frequency, by public assistance, counseling, rehabilitation, and job training.
- Women appeared to be more successful, or motivated, than men in gaining access to every service except food, rehabilitation, and job training.
- Older residents reported the lowest rate of service use.
- Shelter was identified by 38 percent of unsheltered residents as having been needed but unavailable.
- Unsheltered residents reported greater difficulty obtaining services than sheltered residents did.
- Individuals in the 18-to-24 age group reported having been unable to obtain needed services at a rate that was roughly double that of other age groups.
- Hispanics reported above-average rates of unmet needs in the areas of food, clothing and rehabilitation.
- Hispanics were twice as likely as members of other ethnic groups to say that they had been unable to gain access to rehabilitation (drug treatment) services.
- Sixteen percent of homeless residents reported difficulty in getting help finding a job.

Chapter 1

Counting Homeless Residents in Santa Monica

Why the City of Santa Monica Counted Homeless Residents

The City of Santa Monica provides services for homeless individuals through grants to eleven organizations that support all or part of thirty different programs. The City determined that a homeless census was needed for at least three reasons:

1. No new homeless data had been collected for Santa Monica since 1990.
2. Data from the 2000 U.S. Census will not be available until 2002, and information is needed sooner than that to help the City plan its next three-year human services program cycle.
3. A special census might produce a reliable methodology for counting homeless persons that could be replicated as part of the U.S. Census 2000 effort.

The homeless count is a component of the City's Community Profile and Human Services Planning Project.

Who was Counted

For purposes of the special census, homeless residents were defined as individuals who did not have a regular place of their own where they could sleep. This included individuals in shelters, in transitional housing, and sleeping in places not meant for human habitation including store entrances, beaches, parks, alleys, parking structures, parts of the highway system, all-night commercial establishments (e.g., laundromats, restaurants), abandoned buildings, squatter situations, building roofs or stairwells, vehicles, and other similar places.

A person was considered to be a resident of Santa Monica if he or she slept or resided within the City limits on the night of the count.

People who were in uniform or engaging in money-making activities during the night of the count were presumed not to be homeless.

Who Carried Out the Count

The Economic Roundtable, a nonprofit research organization, planned and coordinated the count. The City of Santa Monica Human Services Division oversaw the count and provided logistical support and information for census activities. The special census was carried out by 58 individuals from 15 organizations. Census takers were grouped in teams of three. Each team was led by an outreach worker from a homeless service agency and also included a student volunteer and a homeless person. Some teams included Spanish-speaking persons.

The individuals who carried out the count brought energy, empathy, insight, and good will to this effort. The entire count was conducted without a single complaint from any member of the public or any report of an untoward incident from a census team. Inclusion of homeless persons as paid team members proved to add an important dimension of credibility and knowledge to the effort.

When the Count was Conducted

The count was carried out in the afternoon and night of Wednesday, October 27, 1999. Homeless individuals were surveyed and counted in the Palisades Park food line in the afternoon, at shelters in the evening, and at their sleeping places from 9:00 p.m. to 2:00 a.m. The date of the count had several implications for the enumeration outcome:

- Fewer homeless persons are in Santa Monica during October than in the summer months, when more people are said to sleep on the beaches.
- The census was conducted at the end of the month when the number of homeless individuals typically increases because welfare benefits of some have been exhausted, leaving them without money for housing.
- Wednesday was selected as the day for the count because there is less extraneous street life during the middle of the week.

Because many homeless residents sleep in places where they can not be readily seen, it was determined that a more complete count would be obtained by conducting enumeration activities both at the afternoon meal in Palisades Park and throughout the evening. And because many of Santa Monica's homeless residents are difficult to differentiate from housed individuals based on appearance alone, the outdoor evening count was scheduled to begin after normal street life in each area of the City had ended so that there could be a reasonable presumption that most people remaining on the streets were homeless. A schedule showing when enumeration activities began in each area of the City is included in the Appendix.

Lessons Learned from Previous Counts

The methodology developed by the U.S. Census Bureau for enumerating the homeless population reflects a high level of experience, knowledge and skill. However implementation of these census procedures is difficult and subject to operational problems.¹ These include:

- Failure to visit all sites where homeless individuals are located. For example, in Los Angeles County enumeration activity occurred at only 52 percent of the sites that census teams were assigned to survey.
- Approaching people selectively within sites and failing to identify all homeless individuals. Less than half of the people at homeless sites in Los Angeles where enumeration activity occurred were approached or counted during the Census Bureau's S-Night count.
- Filling out census enumeration forms in an incomplete or improper manner with the result that some of the survey data is not usable for the count. Lost data is reported to have reduced the count in Los Angeles County 22 percent.

A special count conducted by the City of Los Angeles in March of 1999² identified several additional operational problems, including:

- Lack of training.
- Lack of flexibility to add target sites in the week preceding the count.
- Need for enumerators who are familiar with the homeless population.

The Santa Monica count made use of these earlier experiences by paying particular attention to developing a detailed and comprehensive list of homeless sites, conducting numerous training sessions, and recruiting census takers who were motivated, knowledgeable about Santa Monica's homeless residents, and personally comfortable in interacting with homeless persons.

Forms and Data Collection

Two survey forms were used in the count. The first was a two-page form (both sides of a single sheet – see the Appendix), that was used to record information from any homeless person with whom a surveyor spoke. This questionnaire was adapted from the U.S. Census short-form questionnaire, with questions added regarding service needs. The survey questionnaire was most often read to respondents; however,

¹ Elizabeth Martin, "Assessment of S-Night Street Enumeration in the 1990 Census," U.S. Bureau of the Census, 1992.

² City of Los Angeles Census 2000 Technical Committee and Los Angeles Homeless Services Authority, "City of Los Angeles Census 2000 Homeless Demonstration Project," June 9, 1999.

6 Santa Monica Special Census

individuals who preferred to fill out the questionnaire themselves were allowed to do so.

When counting people who were asleep or in situations where it was inappropriate to approach them for an interview, the survey takers used a second form, the group census report form (also shown in the Appendix). The group census report form recorded estimates of individuals' age, sex, Hispanic status, race, and the census taker's level of certainty about the subject's homeless status. In training sessions the following points were made regarding use of the survey forms:

- Each question on the form is important and should be read as written on the survey questionnaire.
- If the individual completes the form by him- or herself, check to verify that both sides of the sheet are completed.
- The question about the sex of the respondent could be completed by the surveyor.
- The location in which information is collected is important. The item at the top of each survey form asking for the location where the survey was conducted should be completed with the most specific information possible.
- The survey taker should enter his or her name at the top of the form.
- There are no right or wrong responses. Do not do anything that conveys to people how they should answer the questions.

Training

Five separate training sessions were held, in addition to individual briefings given to each team on the night of the count. The objective was to have each census taker participate in two training sessions. Elements of the training sessions included:

- Treating homeless people with respect and empathy.
- Reviewing and clarifying data collection forms.
- Practice in asking questions.
- Identifying boundaries of assigned survey areas.
- Importance of following protocol and asking all of the questions on the form.
- Importance of completing forms accurately.
- Importance of identifying the interviewer and the location of the interview.
- Procedures for distributing incentive packages after completion of questionnaire.
- Appropriate use of two-way communication equipment.
- Procedures for responding to basic needs of homeless individuals.
- Procedures for dealing with emergency situations.

Communications

The special census was preceded by communications to homeless residents, agencies, businesses, and the general public about plans to conduct the special census and measures that would be taken to ensure that no one suffered adverse consequences from being counted. Communications included:

- Flyers informing homeless individuals that they would not suffer any undesirable consequences from being counted and that the information from the census was intended to be used to strengthen programs for homeless residents.
- Letters to shelters and hospitals about the need to cooperate in providing accurate and complete information to enumeration teams.
- Letters to service providers about the importance of supporting the count, including communicating the positive nature of the count to homeless individuals and reporting their sleeping locations to census planners.
- A fact sheet released to the news media about the purpose of the homeless count and the benefit to the City of having information from the special census.

Responding to Needs of Homeless Individuals Identified during the Count

Arrangements were made to ensure that census teams could respond humanely to individuals with acute needs whom they might encounter in the course of the census. This included resources for:

- Transportation to health care facilities.
- Food.
- Emergency shelter for vulnerable individuals.
- Hygiene kits containing shampoo, comb, soap, deodorant, toothpaste, and toothbrush.

Command Center

A command center for the census was established in the auditorium of the Mt. Olive Lutheran Church. The center was equipped to:

- Distribute maps, site lists and pre-printed survey forms (identifying the survey location) to each team as it was dispatched to conduct census activities.
- Conduct training and briefings as needed.
- Maintain two-way communication with all teams on the night of the count.

8 Santa Monica Special Census

- Respond to urgent situations.
- Provide meals and snacks to enumeration teams.
- Provide a rest area between census activities.

Security

The Homeless Liaison unit of the Santa Monica Police Department assisted in planning the census and agreed to keep a low profile in areas where the count was being conducted unless there was a need for police assistance. Census teams were told that situations in which the police should be contacted included:

1. Observation of behavior that endangered a person, including self-destructive actions or actions that threatened or harmed other persons.
2. Parents with young children or frail elderly individuals in need of shelter. The Police Department was able to provide emergency vouchers for motels in these situations.

Identifying Sites to be Counted

Officers from the Homeless Liaison Program of the Santa Monica Police Department provided an extensive briefing to the census planners that identified most locations where homeless residents sleep. This preliminary list of sites was sent to all of the organizations serving homeless residents of Santa Monica, many of whom responded with information about additional sites. The result of this effort was a detailed list of homeless sites with an estimate of the number of persons to be found at each site.

Geography of the Count

Outdoor sleeping sites were grouped into eight geographic areas, with one or more teams assigned to each area. In addition, teams were assigned to seven shelter locations and the Palisades Park afternoon meal. One shelter declined to allow a census team on the premises but agreed to conduct an internal count and provide the information to census coordinators. Police staff agreed to provide information about homeless individuals who were in custody on the night of the census as well as about any persons given motel vouchers.

Special teams were assigned to situations that were potentially dangerous or required special handling, including:

- Squats (abandoned buildings or other sites occupied by youths)
- Sites with high levels of substance abuse
- Sites where canvassing was contingent upon not disclosing the location of the site
- Individuals in parked cars
- Sites such as women's shelters that should be surveyed by women
- Sites where survey teams with Spanish-language abilities were needed
- Sites where pre-existing relationships with youth were needed

Three special teams were formed to focus on hard-to-count populations: (1) senior citizens and hospitals, (2) youth, some of whom sleep in abandoned buildings and on roof tops, and (3) persons sleeping in concealed locations such as freeway underpasses and the bluffs rising above the beach.

Benchmarking the Completeness of the Count

Three supplemental efforts were made to establish benchmarks for determining the completeness of the October 27 homeless count. First, census takers went to a public shower program at SamoShel on the morning after the census and asked everyone entering the shower if they had been counted the day before. Second, the sign-in sheet from the OPPC bag-meal program for the day of the census was compared to names from census surveys. And, third, a small sample of responses was obtained from persons who had been at a day center for homeless mentally ill women on the day of the census.

Controlling Duplicate Counting

Carrying out census activities during both the day and night created problems of counting the same individuals more than once. Steps taken to manage this problem included:

- Giving people surveyed at the Palisades Park meal gold stickers that said "I count!" The stickers were well received and worn by many of those counted at the park throughout the evening.
- Asking people at the park whether they planned to sleep in a location where they were likely to be seen that evening.
- Asking people surveyed in the evening whether they had been at the Palisades Park afternoon meal and whether they had been surveyed.

10 Santa Monica Special Census

- Encouraging surveyors to remember people they had counted earlier.
- Asking each person who completed an individual survey to give his or her name and date of birth so that duplicate responses could be identified.

Methodological steps taken in using information from the measures described above to correct duplicate counts are discussed in the next chapter.

Chapter 2

Count of Homeless Residents

Problems in Counting Homeless Residents

The central problem in counting homeless residents is that they are "placeless," making them difficult to find and count, and raising the possibility that if they are counted at all they may be counted more than once.

The general census of the United States population is conducted by identifying the places where people live, and then sending questionnaires to those places for the occupants to complete and return. In 1990, approximately 95 percent of the population was enumerated by this mailback procedure. The Bureau of the Census either purchased commercial mailing lists, which were updated by the Postal Service and Census Bureau staff, or prepared mailing lists by canvassing and listing each address in a given area. Questionnaires were then mailed or hand-delivered to the addresses with instructions to complete and mail back the form.³

When the persons to be counted are not connected to specific places, the counting process becomes person-based rather than housing-based. This raises at least three issues: (1) most people are more mobile than most housing, meaning that homeless persons are much less likely than housed persons to be found in a fixed place, (2) some people do not wish to be found, and when they lack a fixed address they are even less likely to be found, and (3) the identity of individuals is often less obvious than that of housing units – most housing units have addresses but someone sleeping under a blanket may offer little information other than that he or she is a person.

These issues associated with a person-based count manifested themselves as two concrete problems that had to be addressed to produce a reliable estimate of Santa Monica's homeless population:

1. Because homeless residents were counted at several times of day and in multiple locations in order to achieve the most complete count possible, some individuals were counted more than once, making it necessary to eliminate duplication.
2. Some homeless individuals were undoubtedly missed during the count, including individuals who actively concealed themselves (for example youth,

³ U.S. Department of Commerce, Bureau of the Census, *1990 Census of Population and Housing*, vol. 7, Appendix C, p. C-1, Superintendent of Documents, U.S. Government Printing Office, 1993.

undocumented immigrants, and individuals with strong feelings of vulnerability) and others who were simply overlooked or in locations that census teams did not visit. As a result, the total unduplicated count was lower than the total homeless population, making it necessary to estimate the number of uncounted persons in order to estimate the size of the total homeless population.

Determining the Capture Rate of the Special Census Outdoor Count

The first step in correcting the raw count obtained by the special census (shown in Table 2, along with corrections used to produce the final count) required an estimate of the "capture rate," for the outdoor count. The capture rate is the percent of all homeless individuals sleeping outdoors who were actually counted (an accurate count was available for those sleeping in shelters). This was accomplished by using three supplemental counts of homeless residents to determine how many names were duplicates of those obtained in the special census, and then adjusting this duplication rate to account for the fact that names were available for only 40.5 percent of those counted (the other 59.5 percent being anonymous surveys or group counts in which names were not obtained).⁴ The three supplemental counts used to establish a benchmark for census coverage were:

1. The Ocean Park Community Center (OPCC) provides bag meals to homeless residents. The name and birth date of each person receiving a meal is recorded on a sign-in sheet. The sign-in sheet for the day of the census was compared to the list of names from the census with the following result:

Total number receiving bag meals as shown by sign-in sheet	172	100%
Number matched by names from the 10/27 census	48	27.9%
Number not matched by census names ⁵	124	72.1%

2. A team of six census takers stood outside the entrance to the public showers at SamoShel on the morning after the census and asked each visitor if he or she had been counted the previous day. It should be noted that most individuals were in a hurry to get into the showers and some may have avoided the delay of

⁴ This approach was devised specifically for this special census, making use of locally available information resources to reduce the level of uncertainty about duplication within the count as well as the number of persons who were not counted. Uses and limitations of data about homeless subpopulations for describing the total homeless population have been investigated by others. See for example: Paul Koegel, M. Audrey Burnam and Sally C. Morton, "Enumerating Homeless People: Alternative Strategies and Their Consequences," *Evaluation Review*, Vol. 20 No. 4, August 1996.

It is important to note that the validity of extrapolating from one group of homeless persons to another group rests on the assumption that both groups have the same demographic and behavior characteristics. Such extrapolations were made several times in this chapter and in most instances it was not possible to verify that both groups were similar. It is our assessment, however, that the uncertainty associated with these extrapolations is much less than with the alternative approach of making no estimates to correct for persons who were counted twice or who remained uncounted.

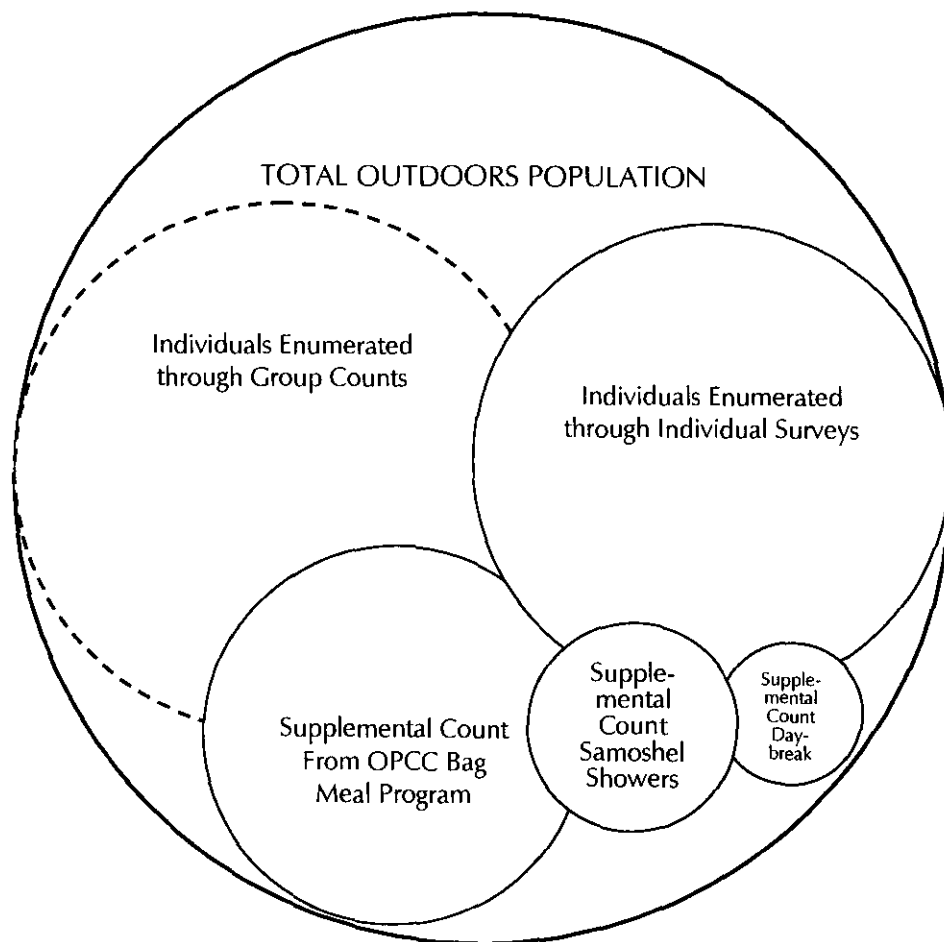
⁵ In comparing names from the special census and from the OPCC bag meal program, 124 names were found on the bag meal sign-in sheet that were not found on the census list. In an unrelated comparison, two identical names were found both on the bag meal sign-in sheet and among respondents at the SamoShel morning shower program. Because of this second comparison, Table 2 shows 122 unduplicated names, rather than 124, from the bag meal program.

responding to survey questions by stating that they had already been surveyed. This may have inaccurately inflated the number of individuals identified as having been counted the preceding day in the special census.

Total visitors to the morning shower program on 10/28	41	100%
Counted on 10/27	19	46%
Not counted on 10/27	22	54%

3. A post-census survey was conducted at Daybreak Day Center of residents who were at the center on the day of the census and were willing to be surveyed. Daybreak Day Center serves homeless mentally ill women. Many of these women tend to avoid other people and represent a difficult-to-count population. Only six individuals volunteered to be surveyed, and of these only one had been

Figure 1
Determining the Outdoors Capture Rate of the Special Census



surveyed during the census. This raised the possibility of a significant undercount among certain segments of the homeless population.

Total completing survey	6	100%
Number matched by census names	1	17%
Number not matched by census names	5	83%

A graphic representation of the different homeless population groups that were enumerated through outdoor census activities, as well as the presence of an uncounted population, is offered in Figure 1. Our conclusion is that the OPCC bag meal program provided the best benchmark for determining the capture rate achieved by the special census. This program serves a broadly representative cross-section of the homeless population living outside of shelters, it yielded a large sample of names that could be compared with census names, and it represented a middle ground between the rates of coverage found at the SamoShel shower program and the Daybreak Day Center.

The 27.9 percent of persons at OPPC who had been counted the day before was expanded to account for the fact that names were not available for many of the people who were counted, that is, people who were either asleep or otherwise difficult to approach, or who wanted to complete surveys anonymously. Data from the outdoor count (excluding names obtained through supplemental counts) is used below to produce a multiplier that can be used to proportionately "expand" the count of surveys with names to represent the overall count from the special census, including the group count.

	<i>count</i>	<i>multiplier</i>
Outdoor count corrected for duplicate, nonresident, uncertain counts	527	
Number with name or initials & birth date (multiplier = 527/213)	213	2.47
Number in group counts and anonymous surveys	314	

To estimate the capture rate for the special census outdoor count we multiply the coverage rate from the OPPC bag meal program by the multiplier for individuals from the census for whom names were available, to arrive at an estimated rate of 69 percent.

Percent at OPPC meal matched by census names	27.9%
Multiplier for expanding outdoor count with names	2.47
Capture rate (% matching names x multiplier = .279 x 2.47 = .689)	69%

It is important to note two caveats about the 69 percent capture rate that was arrived at by using the OPCC bag meal program to establish a benchmark for coverage.

1. This benchmark was based on service-connected homeless residents. It excluded those who were disconnected from homeless services on the day of the count from the correction factor used to estimate the total population of homeless residents. The net result of this methodology may have been to produce a conservative count of homeless residents.

2. This benchmark is based on the assumption that all of the individuals who used the OPCC bag meal program on the day of the count were homeless.⁶ This assumption could not be independently verified, and if wrong it would have resulted in underestimating the capture rate and overestimating the number of homeless individuals who were not counted.

Despite these uncertainties, we believe the capture rate is useful because it provides a reasonable and understandable factor for estimating and eliminating some forms of duplication within the census as well as estimating the uncaptured population.

Eliminating Duplication

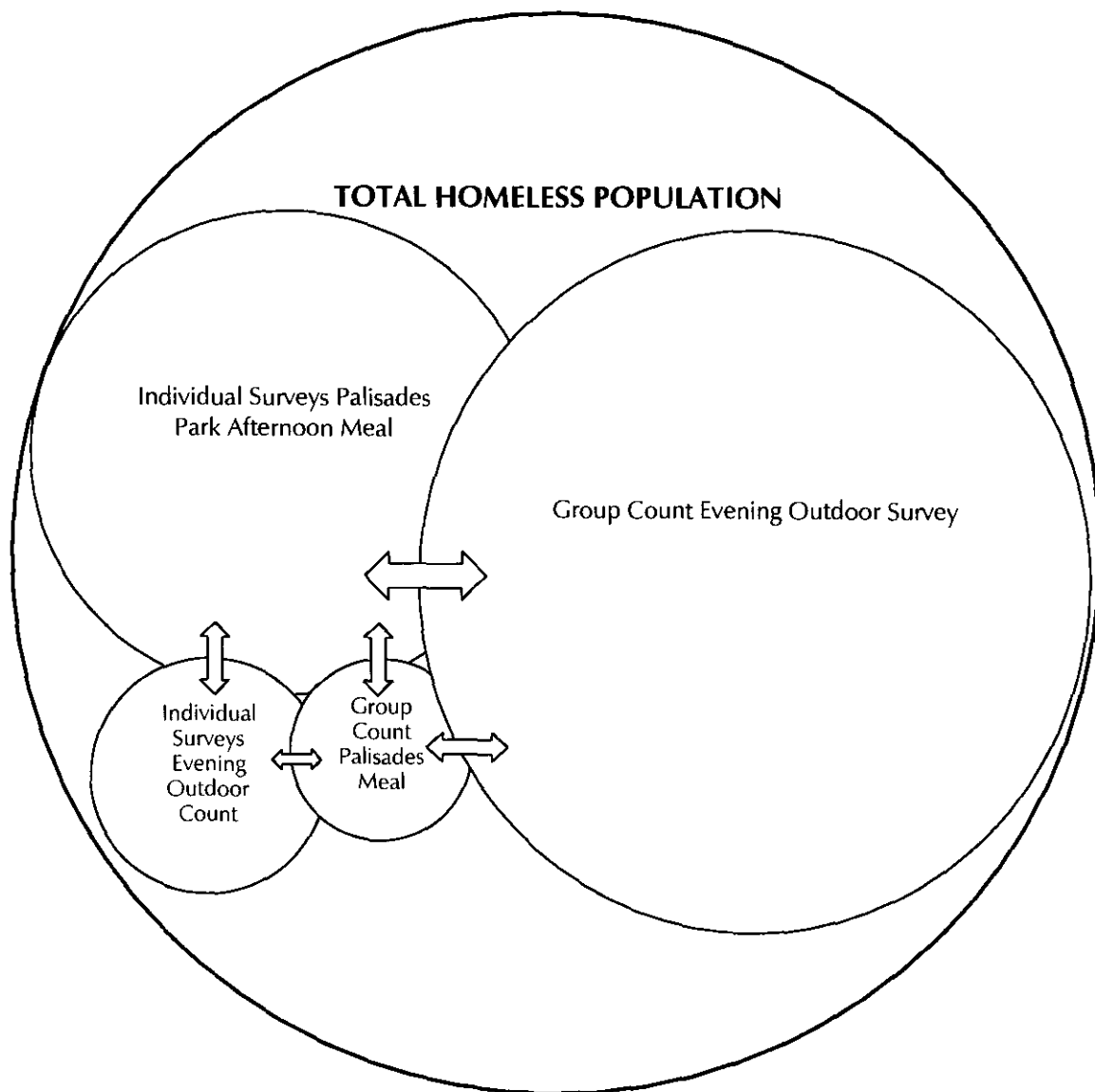
Potential areas of duplicate enumeration in the special census of homeless residents are summarized in Table 1 and illustrated graphically in Figure 2.

Table 1
Areas of Possible Duplicate Enumeration in the Special Census

	<i>Individual Surveys from the Evening Outdoor Count</i>	<i>Evening Outdoor Group Count</i>	<i>Palisades Park Group Count</i>
<i>Palisades Park Meal Individual Surveys</i>	Comparing names, birth dates, and sex of respondents can eliminate any duplication between individual surveys from Palisades Park and individual surveys completed during the evening count.	There is a likelihood of significant duplication between the 167 people completing individual surveys at Palisades Park and the 264 people enumerated in the evening group count.	There is a possibility of duplication between the group count and the individual surveys at Palisades Park.
<i>Palisades Park Meal Group Count</i>	There may well be duplication between those enumerated in the group count at Palisades Park and those completing individual surveys in the evening.	There may well be duplication between those enumerated in the group counts at Palisades Park and during the evening outdoor-group count.	There is a possibility of double enumeration within the Palisades Park group count.
<i>Shelter Individual Surveys</i>	- There is little risk of duplication between the shelter count and other counts. The shelters have evening curfews and evening meals that generally preclude individuals from going to the 4:00 p.m. meal at Palisades Park. - Only 9 (6%) of the individuals surveyed at the Palisades Park afternoon meal indicated that they would be sleeping in a shelter that night. - Each shelter provided an actual bed count for 10/27/99.		
<i>Shelter Group Counts</i>			

⁶ It should be noted that research by Joe Colletti on homeless meal programs in Pasadena and Glendale found that not all users were homeless.

Figure 2
Estimating Duplication within the Special Census



As Table 1 and Figure 2 suggest, a series of corrections are required to compensate for actual or probable duplicate counts of homeless residents. Some instances of duplication were identified through comparing names to identify duplicate surveys of the same person. Other instances of probable double enumeration, such as in the group count, were estimated. Each correction, and the basis for calculating the correction, is described below and also appears in Table 2, which shows the estimated total count of homeless residents.

Corrections in the Outdoor Count

- The census teams recorded uncertainty about the homeless status of 25 individuals enumerated in the evening group count. This uncertainty was offset by reducing the count of these individuals by half, resulting in a net reduction of 13 persons.⁷
- Five individuals indicated on the Palisades Park survey that they did not plan to sleep in Santa Monica on the night of October 27, 1999 and were therefore subtracted from the count.
- Duplicate surveys were completed for twelve individuals; the duplicate surveys for these twelve persons were removed from the count.
- Two percent of respondents at Palisades Park completed duplicate individual surveys at the afternoon meal site. This duplication rate was used to estimate the number of people who responded to an individual survey but were also among the 35 persons identified in the group count as having refused to complete an individual survey. This duplication rate was also used to estimate the number of people who were counted twice in the group count at the park. Altogether, the net effect of these adjustments was to reduce the group count at Palisades Park by 1 person.⁸
- An undetermined number of the people enumerated at the Palisades Park afternoon meal were likely to have been among the 264 people enumerated in the corrected evening group count. An adjusted capture rate can be used to estimate the amount of duplication, based on the reasoning that: (1) the Palisades Park afternoon meal count together with the evening outdoor count identified an estimated 69 percent of all outdoor homeless residents, (2) the Palisades Park count made up 38 percent of the total outdoor count, and (3) the capture rate out of the Palisades Park count is therefore likely to be 38 percent of 69 percent, or 26 percent. Applying this adjusted capture rate to the 264 persons enumerated in the evening group count, it is estimated that 69 of these individuals had already been counted through individual surveys or the group count at the Palisades Park afternoon meal.⁹

Corrections in the Shelter and Indoor Facilities Count

- Twenty-one persons residing at Clare Foundation facilities had their own permanent housing prior to entering recovery programs and were removed from the count.

The net effect of these corrections to eliminate duplicate and nonhomeless individuals is to reduce the raw count of homeless residents by a total of 121 persons.

⁷ A detailed breakout of the group count is provided in the Appendix. Use of a factor of 50 percent to reduce the count of individuals recorded in the group count but classified as "uncertain" by census teams is arbitrary. This correction is based on the reasoning that inclusion of the person by a census team indicated some likelihood of homelessness, but clearly the likelihood was less than 100 percent or the person's homeless status would not have been identified as "uncertain."

⁸ This duplication rate, which is lower than the one set forth in the following bullet, is used to estimate duplicative surveys at the park site because surveyors at the park attempted to avoid surveying each others' respondents, but no comparable mechanisms were available to prevent duplication between the afternoon park count and evening group count.

⁹ This logic may well produce a high-side estimate of duplication. Five of the 67 people who completed individual surveys in the evening count had already completed surveys during the afternoon at Palisades Park. When this duplication rate is extrapolated to the evening group count and the Palisades Park group count, it produces an estimate that 22 people were counted at both sites (in addition to the five completing duplicate individual surveys).

Estimating the Number of Uncounted Homeless Individuals

The number of people enumerated in the outdoor count can be corrected to include an estimate of the uncounted homeless population through use of the capture rate. The corrected outdoor count of 457 (557 less 5 nonresidents, 12 duplicates, 70 estimated duplicates, and 13 "uncertain") was estimated to have identified 69 percent of the outdoors homeless population. If 457 people made up 69 percent of the outdoor population, then 100 percent would equal 662 people. Thus, using the capture rate as the basis for estimating the total outdoors homeless population produced an estimate that 205 individuals sleeping outdoors were missed in the count, and a total of 662 homeless residents slept in outdoor locations in Santa Monica on October 27, 1999.

Alternative Method for Estimating the Undercount

An alternative procedure for calculating the capture rate of the census is to establish a ratio between those sleeping in visible locations where they were likely to be counted and those sleeping in concealed locations where they were unlikely to be counted, using the following question asked at the Palisades Park afternoon meal:

- Please indicate ☒ where you will be sleeping tonight.
- ☐ In a shelter
 - ☐ Outside in a place where I can probably be seen
 - ☐ Outside in a place where I probably will not be seen
 - ☐ Not in the City of Santa Monica

Responses of people answering this question who planned to sleep outdoors in Santa Monica were as follows:

People planning to sleep in visible locations	72	53%
People planning to sleep in secluded locations	64	47%

The ratio of persons planning to sleep in visible locations versus those planning to sleep in secluded locations can be applied to the number of people counted during the evening in visible locations in order to produce a second estimate of the undercount. Based on responses to the question cited above, the number sleeping in secluded locations should be 89 percent of the number sleeping in visible locations ($64 \div 72 = 89\%$). A possible shortcoming of this method that should be noted, however, is that many of the people counted by the three teams targeting hard-to-count individuals and concealed locations were actually in locations that were readily visible. Setting this difficulty aside for the moment, the counts made by the eight teams assigned to conventional locations and the three teams assigned to concealed locations were as follows:

Visible-group count of 8 main teams & 3 rd St. Prom. 1:30 a.m.	202	77%
Concealed-group count of youth, senior, and underpass teams	62	23%

Expansion of the outdoor-group count based on increasing the concealed location count to make it equal to 89 percent of the visible location count produced the following result:

Visible-group count (<i>number unchanged</i>)	202	53%
Concealed-locations (<i>number expanded</i>)	180	47%
Total (<i>includes an estimated 118 additional in concealed locations</i>)	381	100%

This method produced an adjusted count that is 87 persons lower than was obtained by using the OPPC bag meal program as a benchmark for calibrating the undercount. Because of the difficulty noted above in classifying all of the persons enumerated by the concealed locations team as actually sleeping in concealed locations, this approach is noted as an alternative, rather than a primary method for estimating the uncounited homeless population, because it was judged less reliable than using the OPCC bag meal program as a benchmark.

Estimated Population of Homeless Residents

In conclusion, the special census raw count has been reduced to eliminate internal duplication, and then increased to offset uncounited individuals. This methodology produced the following estimated total number of homeless residents in Santa Monica:

Total number of homeless persons in shelters and indoor locations	396
Less persons in rehabilitation programs who were not previously homeless...	-21
Total number of homeless persons counted in outdoor locations.....	+557
Less corrections for duplicate counts and nonresidents	-87
Less half of persons whose homeless status was uncertain.....	-13
Plus estimated number of persons uncounited in outdoor locations.....	<u>+205</u>
ESTIMATED TOTAL HOMELESS POPULATION.....	1,037

Low-range and high-range estimates of the total homeless population, using alternative approaches discussed earlier, are shown below.

<i>Low-range estimate based on lower estimate of uncounited residents using visible versus concealed sleeping location method.....</i>	<i>950</i>
<i>High-range estimate based on lower estimate of duplicate count. Calculated by extrapolating duplication rate of written surveys (see footnote 9)..<i></i></i>	<i>1,084</i>

Table 2
ESTIMATED POPULATION OF HOMELESS RESIDENTS

Survey Location	Individual Survey	Group Count	Additional Data*	Total
OUTDOOR COUNT				
<i>visible locations</i>				
Census Team	7	0	2	9
Palisades Park Afternoon Meal	169	37	0	206
3rd Street Promenade 1:30 a.m. to 2:00 a.m.	0	22	0	22
Civic Center & Broadway/Colorado Corridor	4	20	0	24
Downtown North	4	5	0	9
Downtown South	11	40	0	51
Lincoln/Main Corridor	1	8	0	9
North Beach/Palisades Park	3	37	0	40
Olympic/Pico Corridors	2	14	0	16
Santa Monica/Wilshire Corridors	5	23	0	28
South Beach/Pier	11	39	0	50
<i>teams targeting difficult-to-find persons</i>				
Concealed Locations Outreach Team	12	51	0	63
Senior Citizen Team	7	7	0	14
Youth Outreach Team	7	9	0	16
<i>Uncorrected Subtotal of Outdoor Count</i>	243	312	2	557
<i>Corrections</i>				
Persons not planning to sleep in Santa Monica on 10/27	-5			-5
Duplicate surveys of the same individuals	-10		-2	-12
Estimated duplication: Palisades Park survey & group count		-1		-1
Estimated duplication: Palisades Park & evening group count			-69	-69
Less half of "uncertain" homeless group count		-13		-13
Expansion of outdoor count to offset estimated undercount			205	205
<i>Corrected Subtotal of Outdoor Count</i>	228	298	136	662
SHELTERS AND OTHER INDOOR FACILITIES				
Clare Foundation	102	5	18	125
Daybreak Shelter	14	0	0	14
Jump Street	0	0	6	6
Salvation Army ARC	0	0	48	48
SamoShel	62	8	22	92
Santa Monica City Jail	0	2	0	2
Santa Monica Community Hospital	4	0	0	4
Sunlight Mission	0	0	31	31
Turning Point	21	16	8	45
Upward Bound	23	1	0	24
Voucher for motel issued by Police Outreach Team	0	0	1	1
Voucher for motel issued by St. Monica Parish	0	0	1	1
YWCA	3	0	0	3
<i>Uncorrected Subtotal of Persons in Indoor Locations</i>	229	32	135	396
<i>Corrections</i>				
Individuals at Clare who were not previously homeless			-21	-21
<i>Corrected Subtotal of Indoor Count</i>	229	32	114	375
GRAND TOTAL	457	330	250	1,037
SUPPLEMENTAL COUNTS				
Unduplicated Persons-SamoShel Morning Shower 10/28	15	7	0	22
Unduplicated Names from OPCC Bag Meal Sign-in 10/27	0	122	0	122
Unduplicated Names from Daybreak Day Center Survey	5	0	0	5

* The column "Additional Data" contains information from administrative sources and general corrections.

Discussion of the Data

Comparability of Findings with Other Counts

No other count of the homeless population that is directly comparable to the special census has been conducted in the City of Santa Monica. Two other homeless enumeration programs that have been conducted in Santa Monica are described below.

1. A special westside enumeration blitz was conducted by RAND Corporation on September 24, 1990, and found 1,397 homeless persons. This effort provided baseline data for the Course of Homelessness research program conducted by RAND. The methodology used differed from the October 27, 1999 special census in several important respects. First, it covered a larger geographic area that included both Santa Monica and Venice. And, second, RAND's enumeration program used preliminary data to estimate the number of homeless persons expected to be found in each block of the westside, then a sample of 146 blocks were intensively searched during the night. The results of this enumeration were used together with probability data for blocks not searched to estimate the total unsheltered population. This information was combined with shelter census data to arrive at a total homeless population size.
2. The U.S. Bureau of the Census conducted its S-Night count on March 20-21, 1990 and found 686 homeless persons in Santa Monica. Difficulties associated with this count were discussed in Chapter 1.

Because of differences between methods used in earlier counts and those used in this study, it is not possible to make a direct comparison of outcomes to determine whether the City's homeless population has increased or decreased since 1990. It is possible, however, to make several observations about the size of the homeless population.

- The number of people who are homeless is strongly associated with the number of people in poverty. The number of people with incomes below the poverty level rises and falls together with changes in the regional employment level. During the recession that began in 1990, the number of people in poverty grew, and since the gradual recovery that began in 1994, the number has declined. It is likely that during this time the size of the homeless population has fluctuated together with the size of the population in poverty.
- Despite the probable increase and subsequent decline in the number of homeless persons that may well have occurred between RAND's 1990 count and the recent count, the results are generally compatible and do not suggest that the population is significantly higher now than it was a decade earlier.

Short-Term Housing Capacity

There are beds for 446 persons in homeless shelters and other short-term housing facilities in the City of Santa Monica (see Table 3). On the night of the special census, 87 percent of these beds were occupied. If filled to capacity, short-term housing facilities in Santa Monica would have sheltered 43 percent of the total homeless population estimated to be in the City on the night of the special census.

Table 3
Short-Term Housing Capacity in the City of Santa Monica

Shelter, Rehabilitation and Transitional Housing Programs	Number of Beds*	Census Occupancy	Vacant Beds
Clare Foundation	135	125	10
Daybreak Shelter	15	14	1
Jump Street	6	6	0
Salvation Army Adult Recovery Center	50	48	2
SamoShel	100	92	8
Sunlight Mission	50**	31	19
Turning Point	55	45	10
Upward Bound	22 units	24	5**
YWCA	6	3	3
TOTAL	446	388	58

*Source: Information provided by agencies, City of Santa Monica program directory, and Shelter Partnership directory of short-term housing.

**Estimate by Economic Roundtable.

Point-in-Time Population versus Long-Term Population

The special census offers a snapshot of the number of people who were homeless on a single day. This population included some individuals who were chronically homeless, others who were intermittently homeless, and yet others who may have been experiencing one-time episodes of homelessness. Over an extended period of time, some of these individuals will have exited homelessness and others with declining incomes who were precariously housed will have entered homelessness. This means that the total number of people in Santa Monica who experience homelessness over the course of a year is larger than the number of people who are counted on a single day. Research in Philadelphia and New York found that the number of people who were homeless over a three-year period was three times greater than the number who were homeless in one year.¹⁰ In considering the service needs of homeless individuals it is important to remember that the total population is larger than the point-in-time population. Assistance for individuals who are at-risk of homelessness or intermittently homeless may reduce the number who are chronically homeless.

¹⁰ Dennis P. Culhane et al, "Public Shelter Admission Rates in Philadelphia and New York City: The Implications of Turnover for Sheltered Population Counts," *Housing Policy Debate*, Vol.5 No.2, Fannie Mae 1994.

Chapter 3

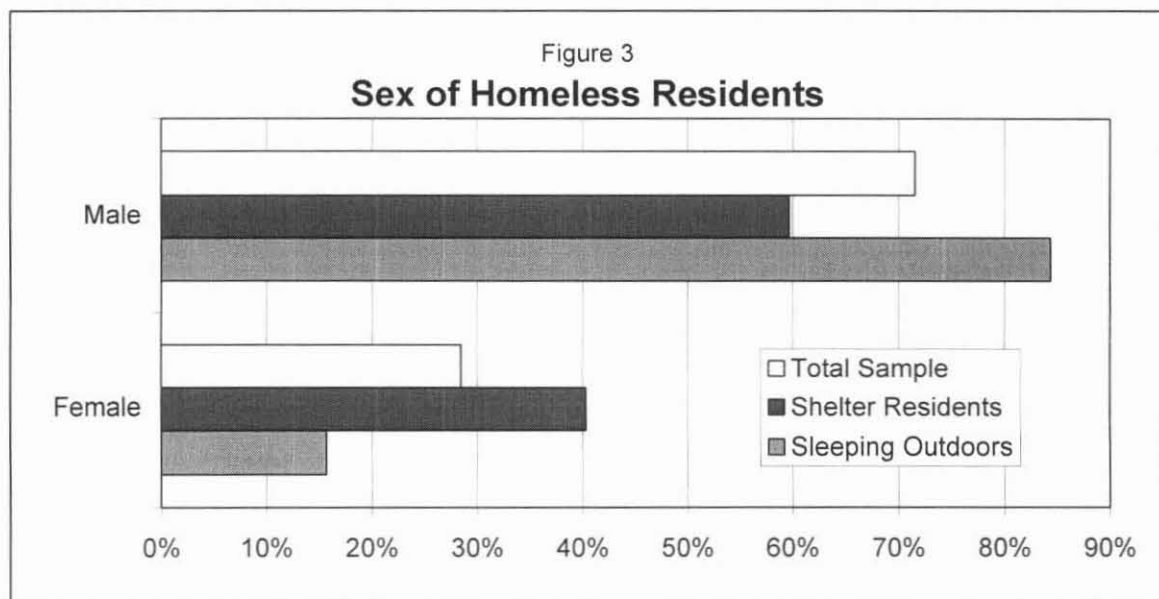
Population Profile

Information from 482 individual survey questionnaires has been used to create a profile of Santa Monica's homeless residents. Respondents include 229 individuals who were in shelters and hospitals on the night of the census and 253 individuals in outdoor locations (including 5 planning to sleep outside Santa Monica and post-census surveys completed at the SamoShel morning shower program and Daybreak Day Center). Information about age, sex, ethnicity, and frequency of homelessness is summarized below.

It is important to note that we can be certain only that this data accurately describes those who completed individual surveys. We did not obtain comparable data for individuals enumerated in the group count. To reduce the level of uncertainty about whether this descriptive data accurately characterizes the entire homeless population we have broken out groups within the population (for example by age, sex, shelter status, ethnicity, and frequency of homelessness) and shown characteristics of each group.

Sex of Homeless Residents

Slightly over one-quarter (28 percent) of homeless residents were women and three-quarters (72 percent) men. Women made up a disproportionately large share of the shelter population (40 percent) and men predominated among residents sleeping outdoors (84 percent).



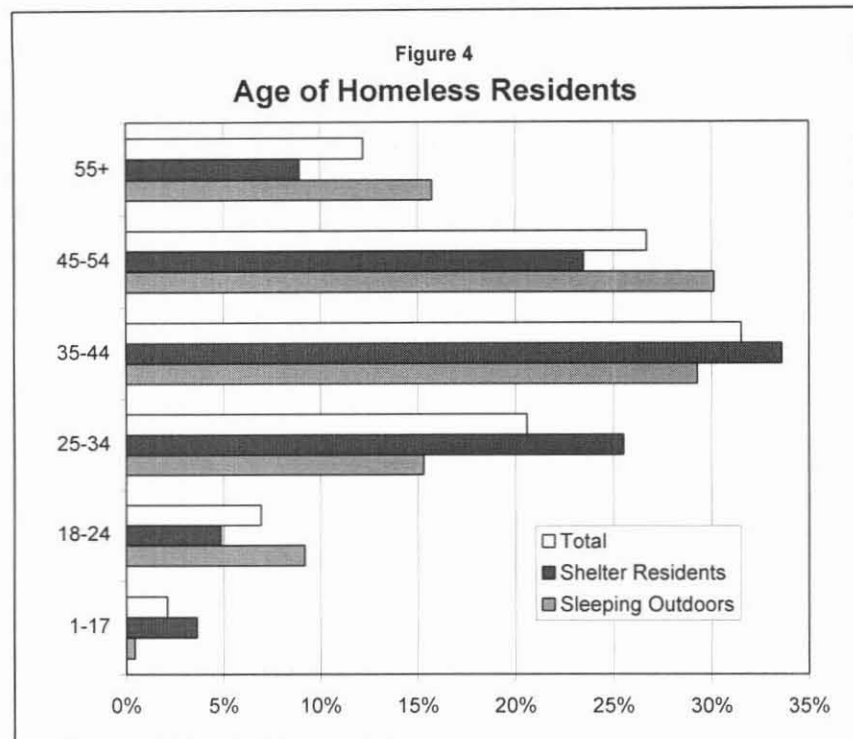
Age

The average age of homeless residents was 41 years. Individuals sleeping in shelters tended to be younger than those sleeping outdoors, with the greatest concentration of shelter residents being in their mid-twenties to mid-forties, and individuals sleeping outdoors concentrated in their mid-thirties to mid-fifties.

Detailed age data is provided in the Appendix, along with data used to produce each chart in the report. This data can be used to breakout segments of the youth population and shows that on the night of the census, 1 percent of the homeless population was 1 to 15 years old, 1 percent 16 to 17, and 7 percent 18 to 24.

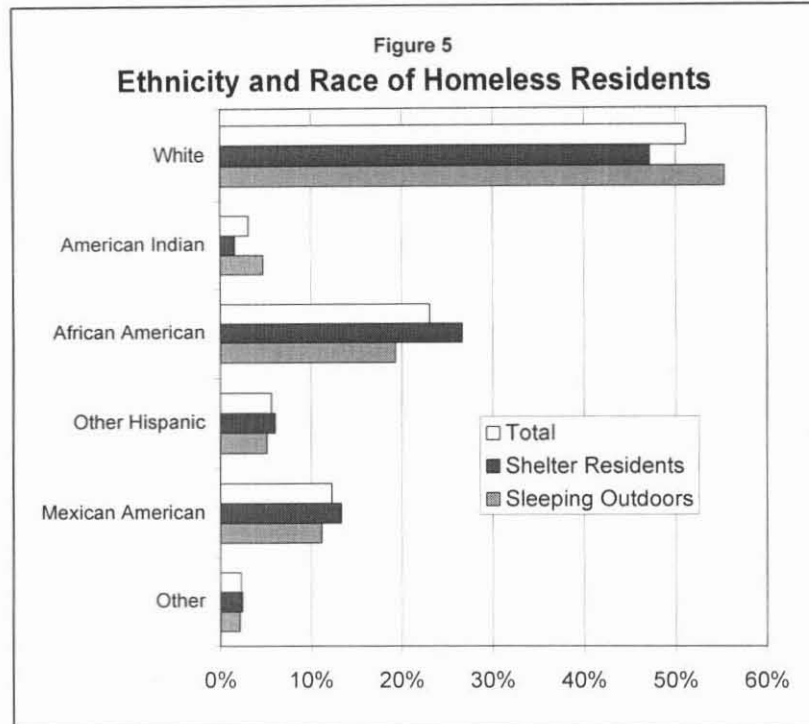
One of the defining characteristics of homeless individuals is their mobility in moving from one location to another. Anecdotal information suggests the presence of a youth population that stays in Hollywood some nights and Santa Monica other nights. Some youth are reported to sleep on rooftops or in abandoned buildings. It should be noted, however, that the homeless liaison unit within the police department, which is knowledgeable about the City's homeless population, was not aware of any abandoned buildings that were occupied. It was beyond the scope of the special census to determine whether the population enumerated on October 27, 1999 included a lower-than-usual number of homeless youth.

Significant efforts were made to enumerate as many youth as possible on the night of the census. This included deploying five youth outreach workers and a mobile van to make contact with youth groups. These efforts began in the early evening on the Santa Monica Promenade and extended to other parts of the City. In addition, census takers were stationed at the SamoShel showers on the morning following the census because that facility was reported to be used by youth. Based on these efforts the authors are reasonably confident that the special census captured a representative share of homeless youth who were in the City on the night of October 27, 1999.



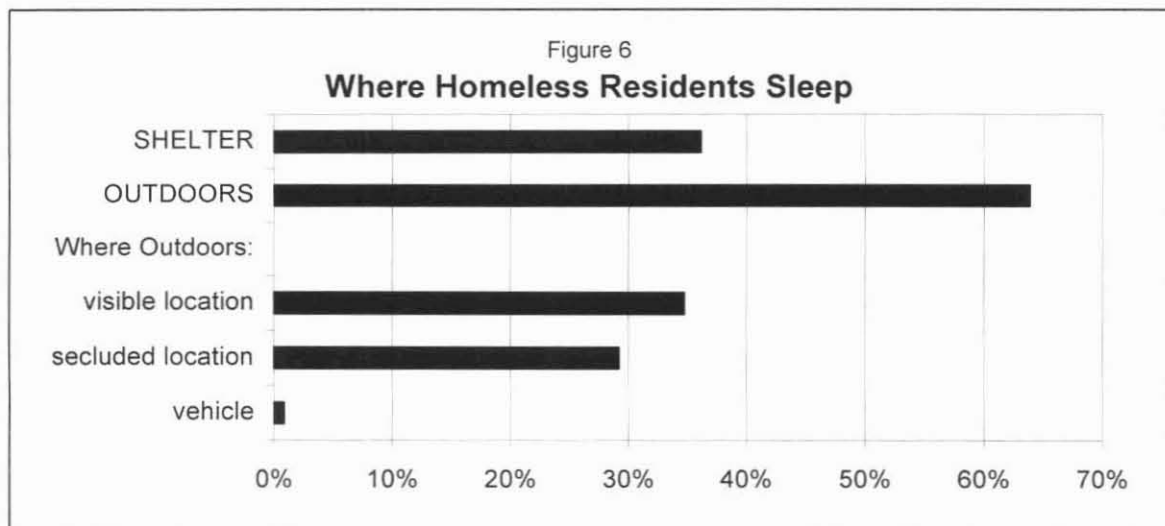
Ethnicity

Ethnic and racial characteristics of homeless residents were similar inside and outside of shelters. Half (51 percent) were White, 3 percent American Indian, one-quarter (23 percent) African American, 12 percent Mexican American, 6 percent other Hispanic, and 2 percent Asian and Other. Shelter services appear to have been used equally by all ethnic groups.



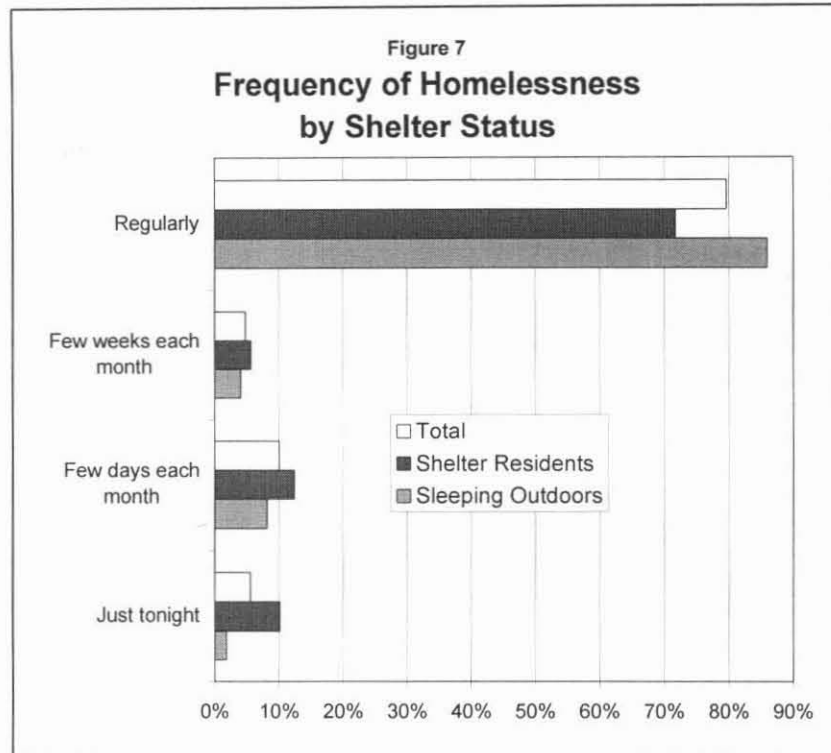
Sleeping Places

On the night of the Census one-third (36 percent) of homeless residents slept in shelters and two-thirds (64 percent) slept outdoors. At the Palisades Park afternoon meal a majority of those sleeping outdoors said they planned to sleep in a place where others could see them.

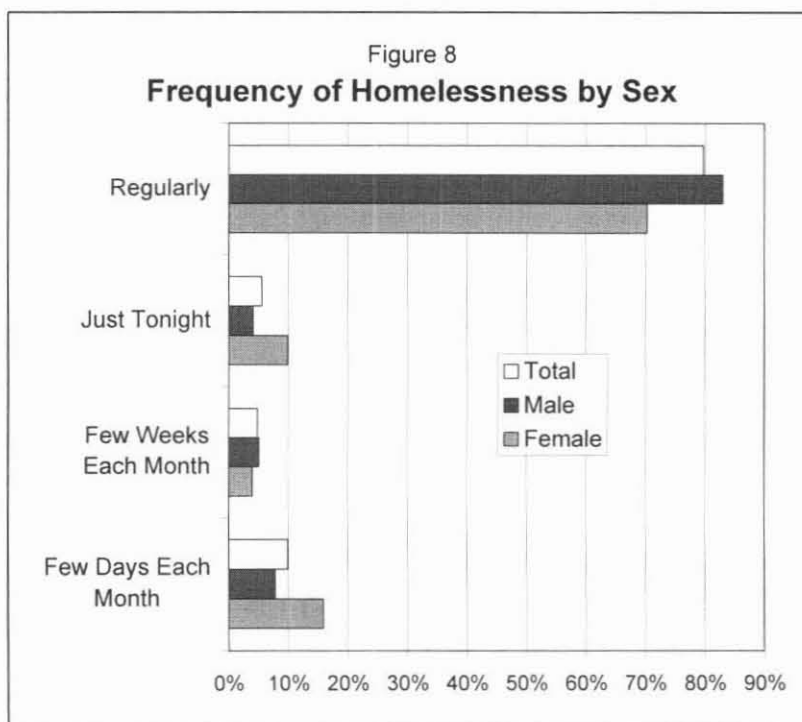


Frequency of Homelessness

Among homeless residents, 80 percent said they were homeless regularly. The rate of chronic homelessness was even higher among those sleeping outdoors, with 86 percent saying they were homeless on a regular basis. Shelter occupants appeared to have somewhat lower rates of chronic homelessness, with 72 percent saying they were homeless on a regular basis.



Five percent of all homeless residents said they were homeless a few weeks each



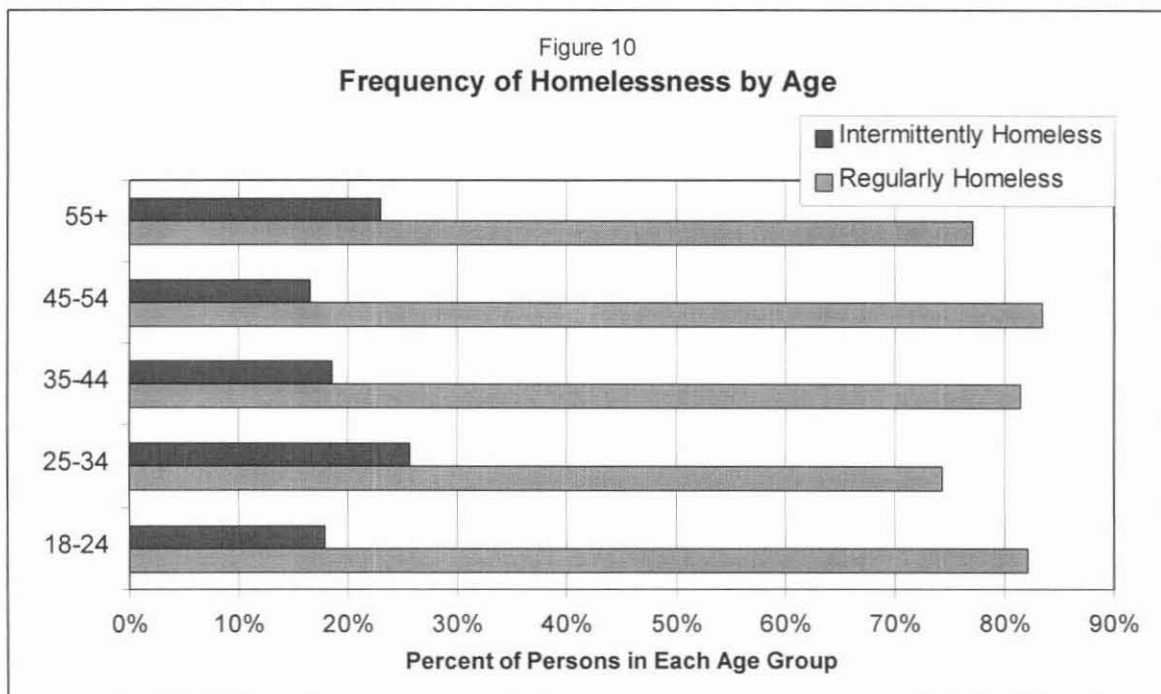
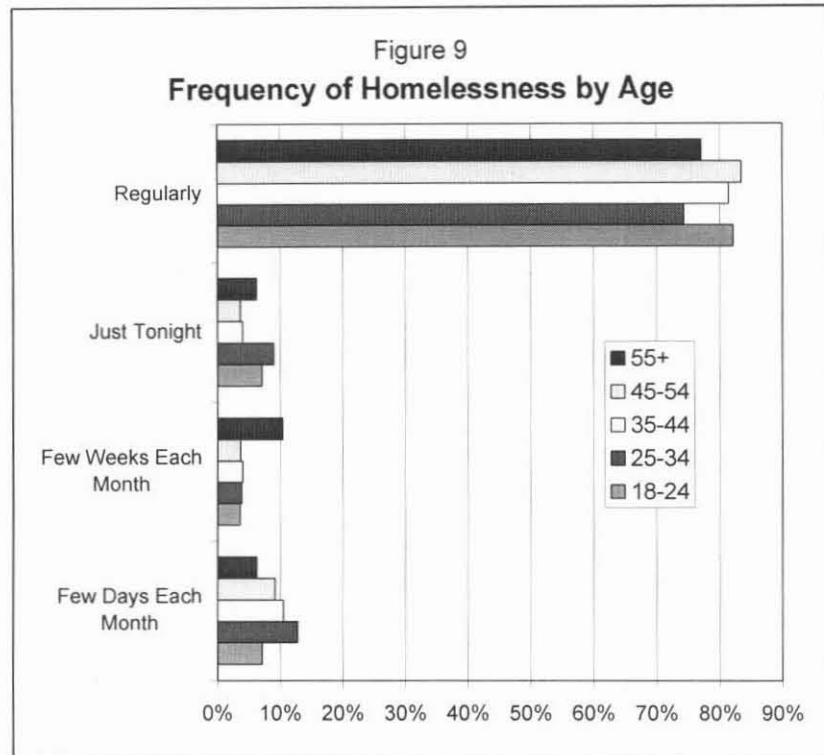
month, 10 percent a few days each month, 6 percent just on the day of the census. One-fifth of homeless individuals indicated that they were not chronically homeless. In some cases these instances of intermittent homelessness may result from exhaustion of public assistance benefits.

Men reported higher rates of chronic homelessness than women (83 percent versus 70 percent).

Fewer people in their mid-twenties to mid-thirties reported being homeless regularly than any other age group.

The frequency of homeless by age information shown in Figure 9 was reformatted in Figure 10, with all of the frequency categories other than "regularly" rolled up into a single category called "intermittently." This simplified presentation of the data supports the suggestion that the

lowest rates of chronic homelessness were among adults in their mid-twenties to mid-thirties, with the next lowest group 55 or older. This information may have value for targeting services to help the intermittently homeless avoid chronic homelessness.



Chapter 4

Use and Availability of Services

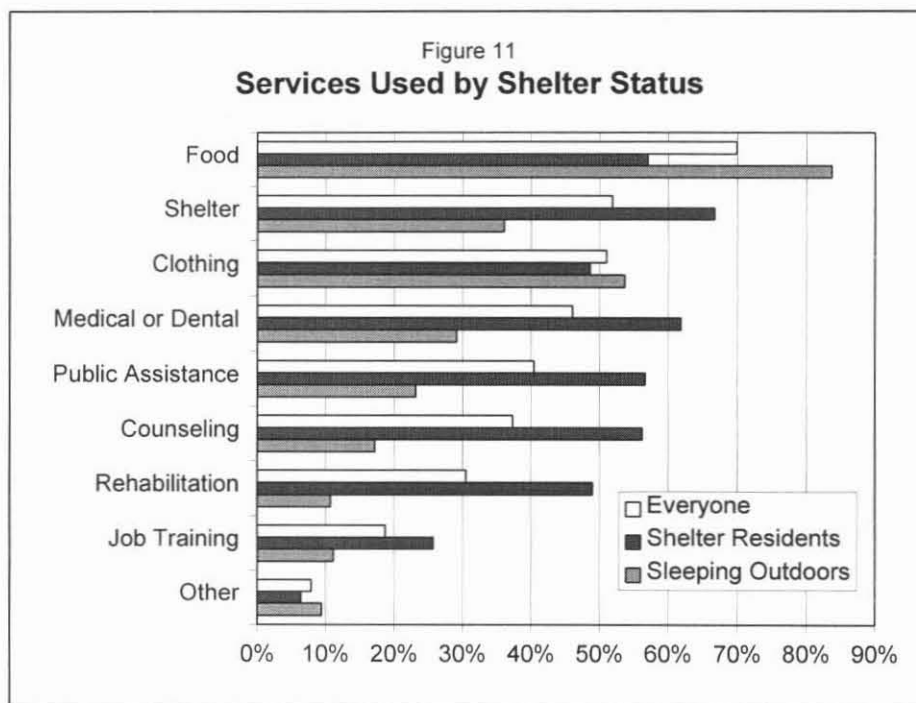
Homeless individuals were asked what services they had used in the past year and what services they needed but were unable to obtain. Choices included food, shelter, clothing, medical or dental, public assistance, counseling, rehabilitation, job training, and other (with an opportunity to describe "other"). Some services did not fall neatly within these categories; for example, mental health services might have fallen into either the medical or counseling categories. By combining these responses with information about each person's shelter status, sex, age, and ethnicity it was possible to develop a profile of services used and needed by different segments of the homeless population.

Services Used

The service used most frequently by homeless individuals was food, or meals, which are particularly important for unsheltered residents. For sheltered residents, shelter,

which typically includes food, was the most frequently used service. This was followed by clothing and health services, although sheltered residents appeared much more successful in gaining access to health services than their unsheltered counterparts.

Public assistance, counseling, and rehabilitation or drug treatment were used by roughly half of sheltered individuals, but less than a fifth of unsheltered persons. The contrast between sheltered and unsheltered persons was particularly noteworthy for rehabilitation services; with only about one-tenth of unsheltered persons reporting use of this service.



Women appeared to be more successful, or motivated, than men in gaining access to nearly every service except food, rehabilitation, and job training, which both sexes utilized nearly equally. The disparity was most noticeable in shelter, health services, public assistance, and counseling.

Overall, older residents reported the low-

Figure 12
Services Used by Sex

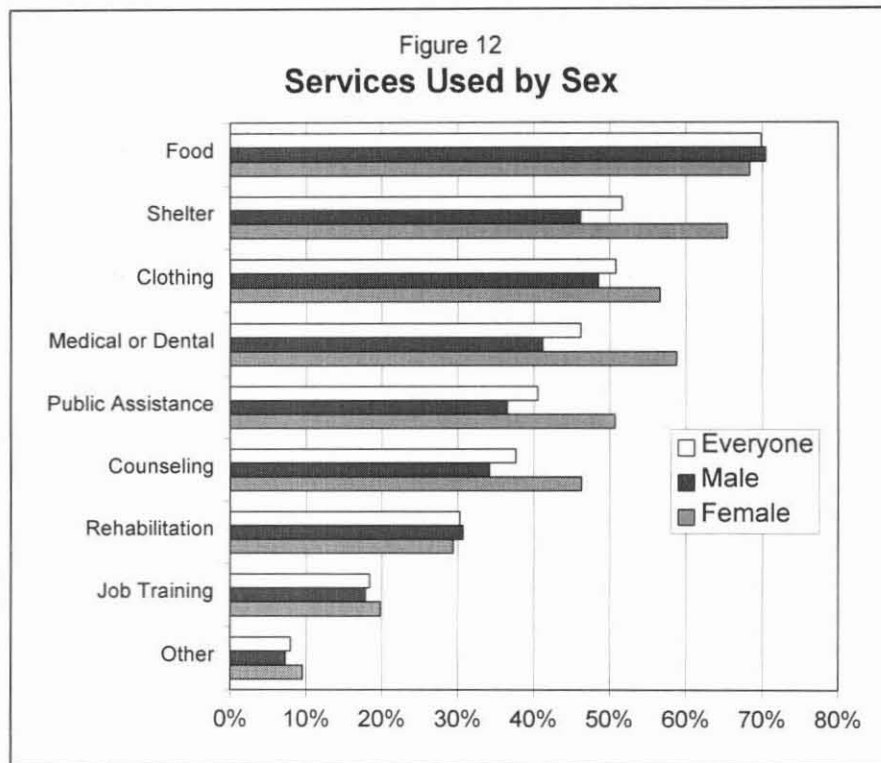
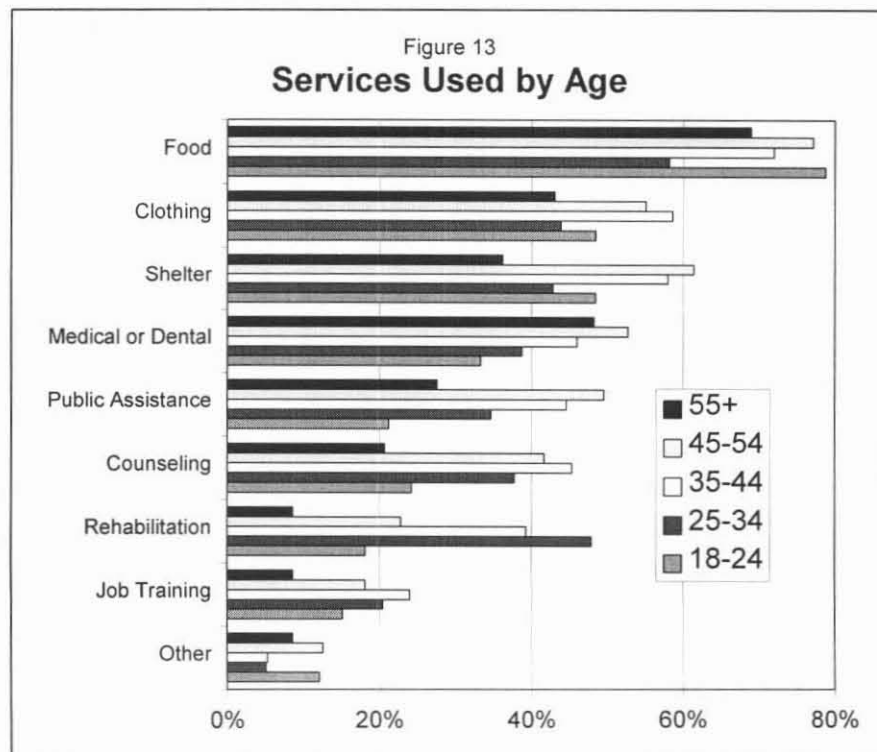
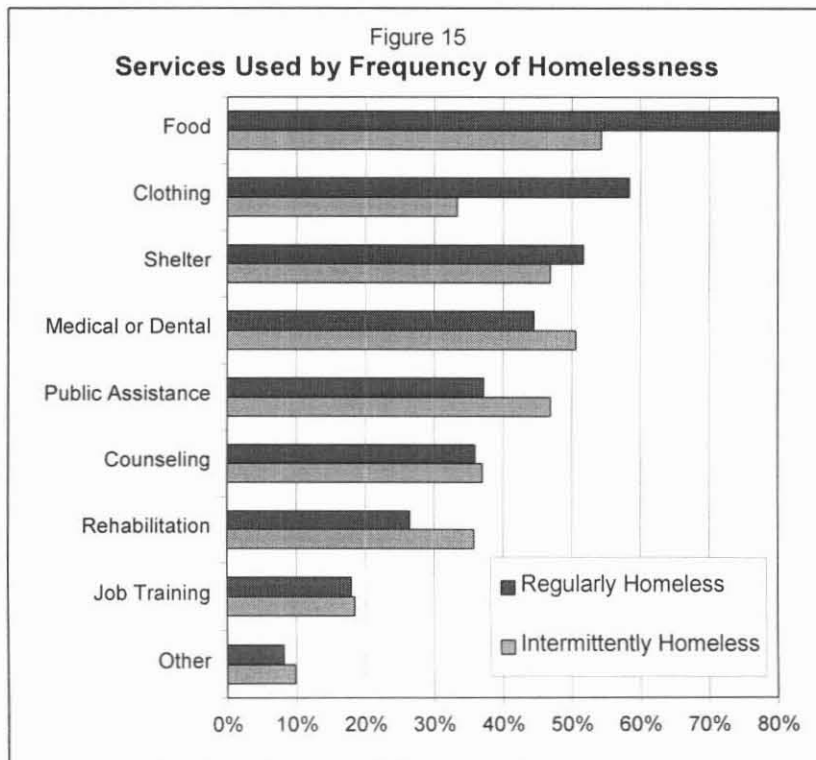
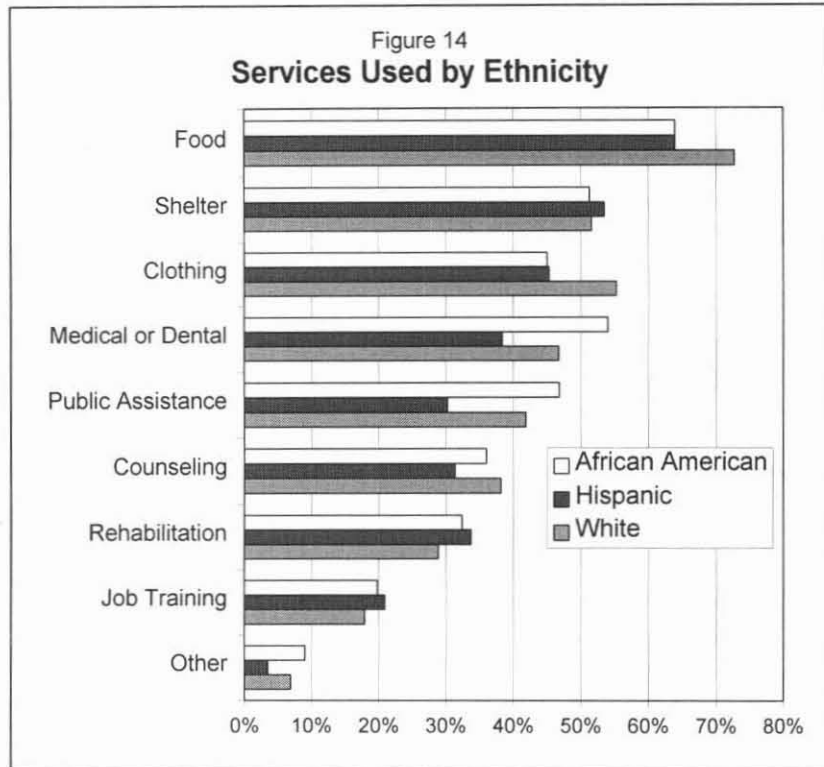


Figure 13
Services Used by Age



est rate of service use, with younger persons next lowest, and persons in their mid-thirties to mid-fifties reporting use of the most services. The exceptions were food, which appeared to be a core service for all age groups, and rehabilitation, with the most use by those in their mid-twenties to mid-thirties.

Services used by the three largest ethnic groups are shown in Figure 14. Other ethnic groups were too small for reliable analysis (a detailed breakout of persons by Hispanic status and race is provided in the Appendix). African American and Hispanic residents reported less use of food and clothing services. And Hispanics reported less use of health and public assistance services. Shelter services were used equally by all ethnic groups.



Services used by frequency of homelessness (with all but the regularly homeless rolled up into the "intermittently" category) is shown in Figure 15. The regularly homeless reported more frequent use of food and clothing services. Possibly because of having greater access to public assistance, the intermittently homeless reported more frequent use of health and rehabilitation services.

Each of the five previous charts showing service use has included a category called "other." While small, these services (see Table 4) included, for example, Twelve-Step programs related to substance abuse recovery, Veteran's Administration services, and Supplemental Security Income (SSI) benefits.

Table 5
Percent of Homeless Persons Reporting Use of Each Service

Food	70%
Shelter	52%
Clothing	51%
Medical or Dental	46%
Public Assistance	40%
Counseling	37%
Rehabilitation	30%
Job Training	19%
Other	8%

Table 4
Other Services Used in the Past Year

Number reporting use of each service

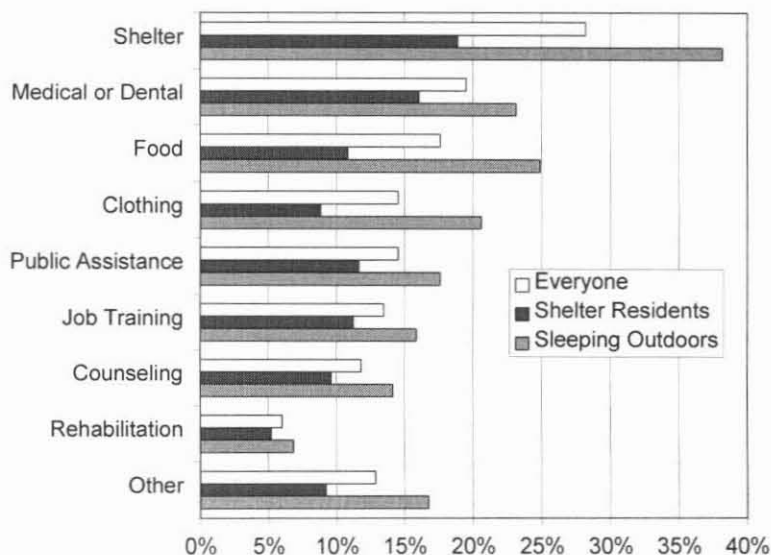
Stabilization, Counseling, Rehab	7
Veteran's Services	6
Disability Benefits/SSI	5
Temporary Shelter and Housing	5
Showers	4
Varied Other Services	11

In summary, the overall pattern of service use, in the order of frequency, is shown in Table 5 on the left. Nearly three-quarters of homeless residents reported using food services, and half shelter and clothing services. Noteworthy internal variation within this pattern included higher use of services reported by women than by men, and less use of health and public assistance services reported by Hispanics.

Availability of Services

The last question on the special census questionnaire asked what services homeless individuals had needed but been unable to obtain in the past year. Shelter led the list, being identified by 38 percent of unsheltered residents as having been needed but unavailable. This response was not unexpected given that an estimated 64 percent

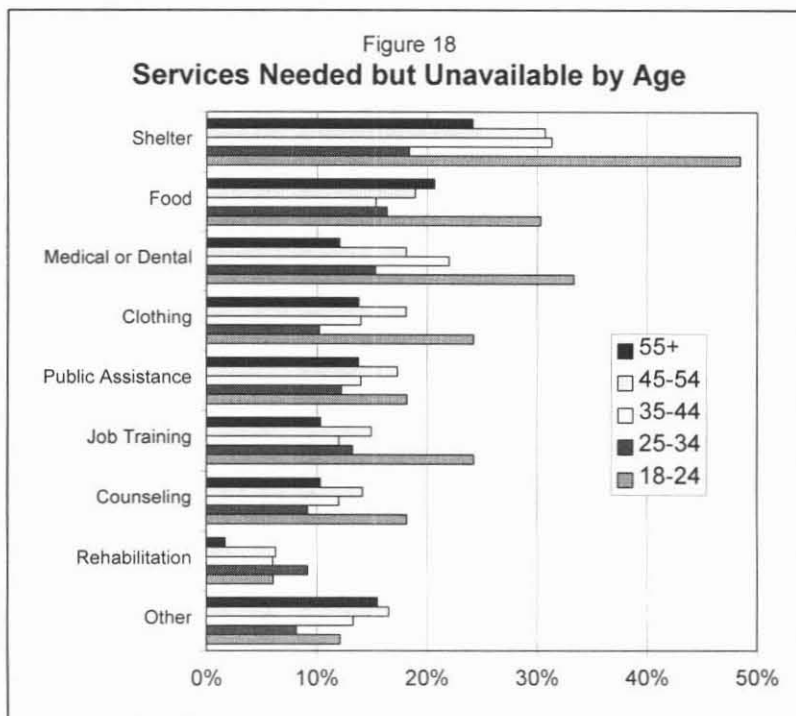
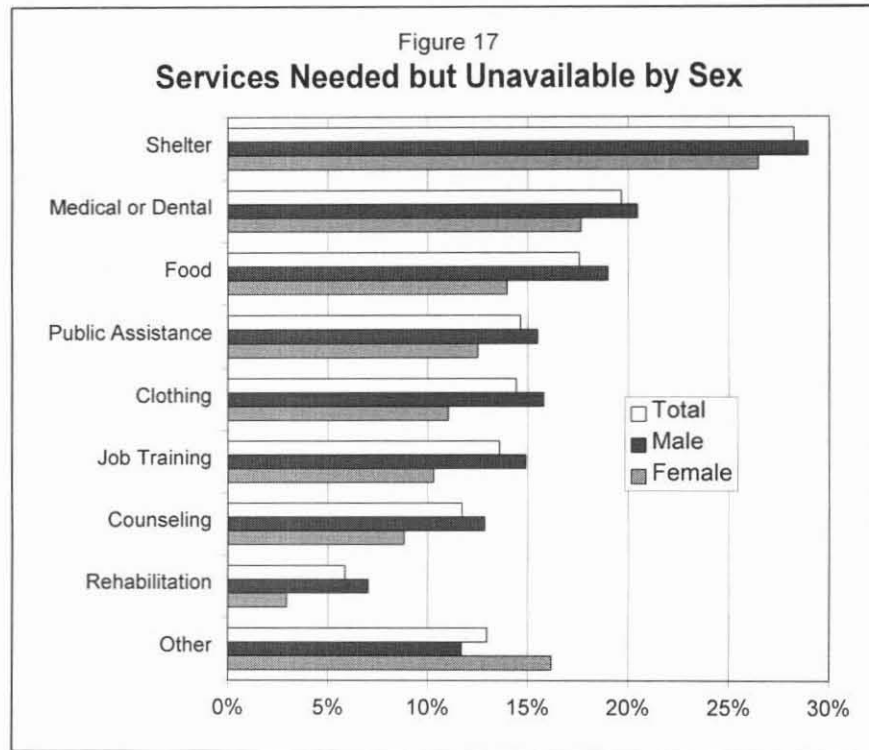
Figure 16
Services Needed but Unavailable by Shelter Status



of homeless residents were sleeping outdoors on the night of the census.

Unsheltered residents reported greater difficulty obtaining services than sheltered residents, with over one-fifth reporting that they had been unable to obtain needed health, food and clothing services.

Women reported less difficulty than men in obtaining services, although the margin of difference was small regarding the two services that were most widely reported being unavailable, shelter and health care.

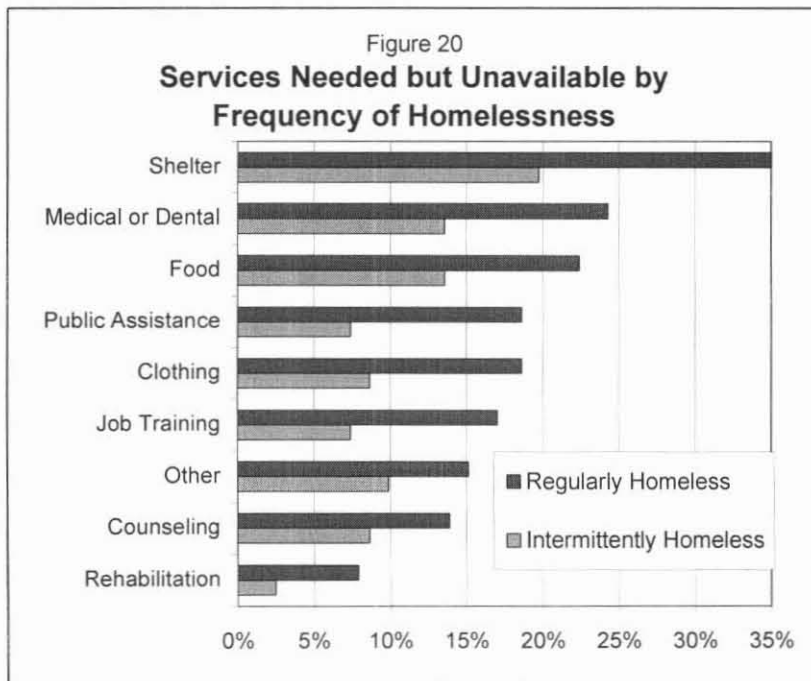
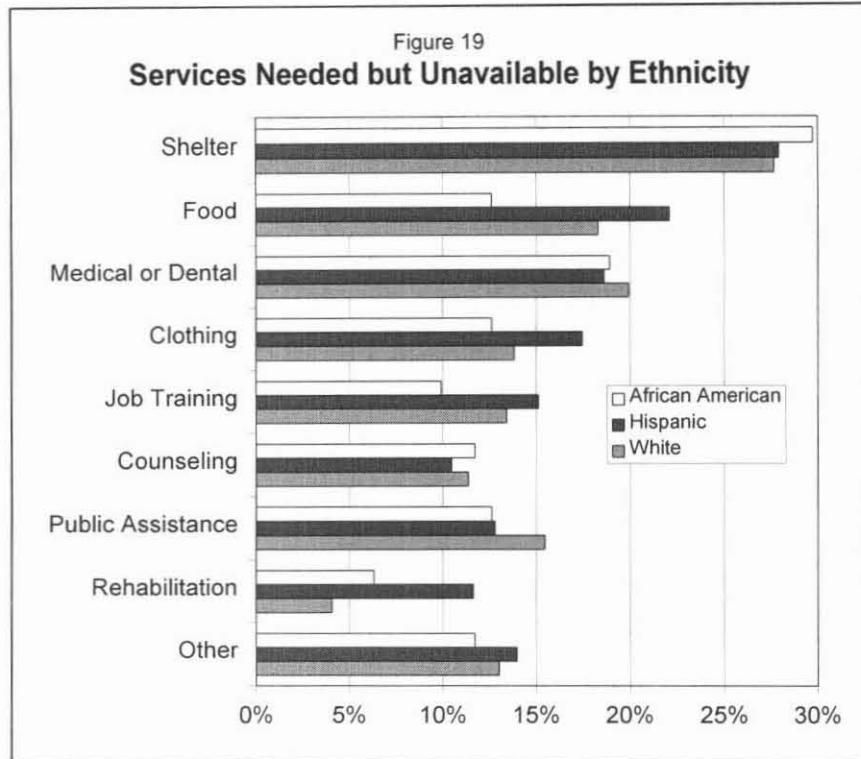


The most variation in the frequency of unavailable services was found when responses were clustered by age group. With the exception of rehabilitation services, individuals in the 18-to-24 age group reported having been unable to obtain needed services at a rate that was roughly double that of other age groups. This gap in unmet needs was greatest regarding shelter, with

48 percent of the 18-24 age group reporting that they had been unable to obtain shelter when they needed it.

In comparing unmet needs among ethnic groups, Hispanics stand out as having unmet needs in the areas of food, clothing and rehabilitation. The reported unavailability of rehabilitation or drug treatment services for Hispanic residents is the most significant service gap shown in this comparison among major ethnic groups.

Given the social benefits gained by assisting motivated individuals in obtaining drug treatment services, this need may merit further attention.



In every service category, those who were regularly homeless reported being unable to obtain needed services at a rate nearly double that of intermittently homeless persons. This may indicate a higher level of stabilization and fewer crises in fulfilling subsistence needs among the intermittently homeless.

Thirteen percent of homeless residents identified specific services they needed and were unable to obtain that were not listed on the survey questionnaire. These needed services are shown in Table 6. Employment, or a job, was mentioned by fifteen people, followed by permanent housing and assistance in gaining access to services.

An overview of reported unmet needs is provided in Table 7, where both the percent and number of respondents who were unable to obtain needed services are shown in rank order. Shelter was the most widely reported unmet need. This was followed by

Table 6

Other Services that were Needed but Unavailable in the Past Year

Employment	15
Permanent Housing	13
Access to Services	8
Identification Documents	7
Laundry and Showers	5
Legal Services	4
Transportation	3
Needle Exchange	3
Social Security & Other Benefits	3
Varied Other Services	12

Table 7

Services that were Needed but Unavailable in the Past Year

<i>Service</i>	<i>Percent</i>	<i>Number</i>
Shelter	28%	136
Medical or Dental	20%	94
Food	18%	85
Public Assistance	15%	70
Clothing	15%	70
Job Training	13%	65
Counseling	12%	57
Rehabilitation	6%	29
Other	13%	62

medical and dental services, with a fifth of respondents indicating that they had been unable to obtain needed healthcare. Next came food, public assistance, clothing, job training, counseling, and rehabilitation services. It should be noted that 65 individuals reported that they had been unable to obtain job training and (eliminating duplication) another 12 indicated through the "Other" response category that they had been unable to obtain employment, for a combined total of 77 respondents, or 16 percent, reporting difficulty in getting help finding a place in the workforce.

Appendix

- 1 - Procedures
- 2 - Survey Instruments
- 3 - Census Schedule
- 4 - Group Count
- 5 - Detailed Age Data
- 6 - Hispanic Status and Race Data
- 7 - Comments of Homeless Residents
- 8 - Data for Charts in Report

Procedures for Counting Homeless Residents

Santa Monica Homeless Count - October 27, 1999

Who is being Counted

The count is of homeless residents, who are defined as individuals who do not have a regular place of their own where they can sleep. This includes individuals in shelters, in transitional housing, and sleeping in places not meant for human habitation including beaches, parks, alleys, parking ramps, parts of the highway system, all-night commercial establishments (e.g., laundromats, restaurants), abandoned buildings, squatter situations, building roofs or stairwells, vehicles, and other similar places.

A person is considered to be a resident of Santa Monica if they sleep or reside within the city limits on the night of the count.

People who are in uniform or engaging in money-making activities during the night of the count are presumed not to be homeless.

When the Count will be Conducted

The count will be carried out in the afternoon and night of Wednesday, October 27, 1999. Homeless individuals will be surveyed and counted in food lines and at shelters in the afternoon and early evening, and counted at their sleeping places from 9:00 p.m. to 2:00 a.m. Surveys in each area of the City will begin at an hour when daytime street activity has diminished and the remaining population is predominantly homeless individuals.

Responding Respectfully and Appropriately to Homeless Individuals

Census takers should begin the survey with the following introduction, which may be modified slightly to reflect the team member's personal style of communication:

Hello, my name is _____, and I am helping carry out the City of Santa Monica's census of homeless residents. We have several brief questions that we would like to ask. Your answers will be kept completely confidential.

After you have completed the survey you are welcome to have a gift pack of grooming items. If it's alright with you, let's get started.

Responding to the survey is voluntary. If someone indicates they do not want to answer the questions on the survey, their preference should be respected. In such

cases the survey taker should record observable information such as age, sex, Hispanic status, and race on the form.

Survey takers should deal with respondents in a professional and respectful manner, and should not be inappropriately familiar or intrusive.

Using Survey Forms Correctly and Completing Them Accurately

Two survey forms will be used in the count. The first, a two-page form, should be used to record information from any homeless person with whom a surveyor speaks. The survey questionnaire will most often be read to the respondent, however, respondents who prefer to fill out the questionnaire themselves should be allowed to do so. If the individual completes the form by him or her self, be certain that both sides of the sheet are completed.

Each question on the form is important and should be read as written on the survey questionnaire. The question about the sex of the respondent may be completed by the surveyor who may simply inform the respondent how the question is being answered.

When counting people who are asleep or in situations where it is inappropriate to approach them for an interview, the survey taker should use the group census report form. One row is used to record information for each individual and each category of information should be completed, even if the survey taker has to guess the most accurate answer.

The location in which information is collected is important. The item at the top of each survey form asking for the location should be completed with the most specific information possible. A street address should be entered, or the name of a location such as "pier", or "beach north of the pier" or "Palisades Park" or "Salvation Army Shelter."

The survey taker should enter his or her name in the blank at the top of the form.

Giving Hygiene Kits to Individuals

Hygiene kits are available to be given to people who are surveyed outside of environments in which services are being provided (i.e., locations other than the food line and shelters). Individuals should not be given a kit until after they have completed the survey and no more than one kit should be given to each individual.

Use of two-way Radios

The two-way radios should be used for essential communication between teams and the command center. They should not be used for informal conversations between survey teams. It is important to keep the single communication channel shared by all radios open for transmitting important information and dealing with any emergencies.

Situations in Which the Police Department Should be Contacted

The Santa Monica Police Department should be contacted in either of the situations described below. Use the two-radio to contact the command center and requesting the command center to contact the police. In a highly urgent situation the survey team should dial 911 and then notify the command center of the situation as soon as possible. Situations in which the police should be contacted include:

1. Observation of behavior that endangers a person, including self-destructive actions or actions that threaten or harm other persons.
2. Parents with young children or frail elderly individuals in need of shelter. The Police Department is able to provide emergency vouchers for motels in these situations.

Personal Safety

Homeless individuals themselves must be on guard against predatory and aggressive individuals, and survey takers should share this concern. Individuals who appear unstable or aggressive should not be approached, and potentially dangerous situations such as abandoned buildings or concealed encampments should be avoided unless special advance arrangements have been made with those staying in those locations and these arrangements have been approved by the command center.

Individuals in parked cars should be counted carefully and from a distance. Sexual activity or drug use may be occurring in parked cars and the occupants may resent any intrusion.

Census takers should be mindful of their personal safety and avoid situations that put them at risk. Each team should remain intact so that members can look out for each other, assist each other, and contact the command center and/or police if they encounter difficult or threatening situations.

Identification Badges and Placards

Census takers will be issued badges with their name and photograph on the day of the count. These badges should be worn during census taking activities to provide assurance to individuals being surveyed, the public, and police personnel that the individual is carrying out an activity that is sanctioned by the City of Santa Monica.

Two placards will be provided for each car used by survey teams. The placards will state that the car is being used for the census. One placard should be placed on the dashboard and the other in the rear of the car when it is parked.

Statement of Confidentiality and Ethics

Given the sensitive nature of working with homeless people all census workers will be required to complete and sign a form affirming the following ethical commitment:

I _____ hereby agree to conduct myself with the highest standards of professional ethics, and maintain my integrity as an individual, in all of my interactions with other people during the Santa Monica Homeless Census. Regardless of whether I am a paid or volunteer member of the staff, I shall respect the rights to confidentiality of all homeless people encountered during the carrying out of this project. I will not disclose private information about any people encountered during the census in any discussion, written statement or other form of communication except with my team leader or supervisor. My signature below binds me to uphold this standard of confidentiality and ethics.

Name of Interviewer _____

Location: _____

City of Santa Monica 1999 Homeless Count – Individual Census Report

1. What is your name (or initials)?

First Name | | | | | | | | | | MI |

Last Name

| | | | | | | | | |

2. What is your sex? (Mark ☒ ONE box)

☐ Male

☐ Female

3. What is your age and what is your date of birth?

(Print numbers in boxes.)

Age today

--	--

Date of Birth

--	--	--	--	--	--	--	--	--	--

Month - Day - Year

4. (version #1 for Palisades Park food Line)

Please indicate ☒ where you will be sleeping tonight.

☐ In a shelter

☐ Outside in a place where I can probably be seen

☐ Outside in a place where I probably will not be seen

☐ Not in the City of Santa Monica

(version #2 for shelters and outdoor evening count)

a. Did you go to Palisades Park for a meal this afternoon?

☐ Yes ☐ No

b. Has a census team already interviewed you?

☐ Yes ☐ No

Note: Please answer BOTH question5 and 6.

5. Are you Spanish/Hispanic/Latino?

(Mark ☒ the "NO" box if not Spanish/Hispanic/Latino.)

☐ No, not Spanish/Hispanic/Latino

☐ Yes, Mexican, Mexican American, Chicano

☐ Yes, Central American

☐ Yes, Puerto Rican

☐ Yes, Cuban

☐ Yes, other Spanish/Hispanic/Latino - Print group.

| | | | | | | | | |

6. What is your race? (Mark ☒ One or more races to indicate what you consider yourself to be.)

☐ White

☐ Black, African American, or Negro

☐ American Indian or Alaska Native - Print name of enrolled or principal tribe.

| | | | | | | | | |

☐ Asian Indian

☐ Vietnamese

☐ Chinese

☐ Other Asian - Print race.

☐ Filipino

☐ Guamanian or Chamorro

☐ Japanese

☐ Samoan

☐ Korean

☐ Other Pacific Islander - Print race.

☐ Some other race - Print race.

| | | | | | | | | |

Confidential

PLEASE TURN OVER AND COMPLETE SECOND PAGE

7. How often are you without a place to stay?

- ☐ Just tonight
☐ A few days each month
☐ A few weeks each month
☐ Regularly

10. Please explain any difficulty you have had in getting services you need?

8. Within the past year have you used any of the following services? (Mark ☒ all that apply.)

- | | |
|--|--|
| ☐ Shelter | ☐ Counseling |
| ☐ Food | ☐ Public assistance |
| ☐ Medical or dental | ☐ Rehabilitation/drug treatment |
| ☐ Clothing | ☐ Other _____ |
| ☐ Job training | |

9. Within the past year have you needed any of the following services and been unable to obtain them? (Mark ☒ all that apply.)

- | | |
|--|--|
| ☐ Shelter | ☐ Counseling |
| ☐ Food | ☐ Public assistance |
| ☐ Medical or dental | ☐ Rehabilitation/drug treatment |
| ☐ Clothing | ☐ Other _____ |
| ☐ Job training | |

Thank you for completing this survey!

Confidential

Confidential

City of Santa Monica 1999 Homeless Count – Group Census Report

Name of person completing this sheet _____

Location _____

This form is to be used to count people who are observed but not interviewed in locations where homeless individuals are found, and who are not in uniform or engaged in money-making activities.

Please enter your estimate of each individual's age and check the boxes that best describe your estimate of sex, Hispanic status, race, and whether or not you are certain the person is homeless.

Record Number	Age in Years	Sex		Hispanic		Race					Homeless		COMMENTS
		Male	Female	Yes	No	White	African American	Native American	Asian	Pacific Islander	Certain	Not Certain	
1													
2													
3													
4													
5													
6													
7													
8													
9													
10													
11													
12													
13													
14													
15													
16													
17													
18													
19													
20													

TIME	TEAM 1	TEAM 2	TEAM 3	TEAM 4	TEAM 5	TEAM 6	TEAM 7	TEAM 8
1:00 p.m.	Orientation							
1:30								
2:00								
2:30								
3:00	Palisades Park Food Line (200)							
3:30								
4:00								
4:30								
5:00	Clare Foundation 905 Pico Blvd. (135)							
5:30								
6:00								
6:30								
7:00	Orientation		Upward Bound 1008 11 th St (22 families)		Daybreak Shelter 1610 7 th St (14)		YWCA 2019 4 th St (1-6)	
7:30							Jump Street 2017 Euclid (6)	
8:00	SamoShel 505 Olympic Blvd. (100)						Command Center	
8:30							Command Center	
9:00						Civic Ctr. Broadway/ Colorado Cor. (40)	Olympic/Pico Corridors (40)	
9:30								
10:00	Command Center	Command Center	Turning Point 1447 16 th St (55 beds)	North Beach/ Palisades Pk. (20)	South Beach/ Pier (15)			
10:30								
11:00	Lincoln/Main Corridors (25)	Santa Monica/ Wilshire Cor. (25)	Downtown North (75)	Downtown South (165)			Debriefing	
11:30								
Midnight					Debriefing			
12:30am								
1:00	Debriefing							

Group Count

<i>Location/Team</i>	<i>Certain</i>	<i>Uncertain</i>	<i>Total (with uncertain count reduced by half)</i>
<i>Evening Outdoor Group Count</i>			
<i>visible locations</i>			
3rd Street Promenade 1:30-2:00 a.m.	22		22
Civic Center/Broadway/Colorado Corridor	20		20
Downtown North	5		5
Downtown South	38	2	39
Lincoln/Main Corridor	8		8
North Beach/Palisades Park	29	8	33
Olympic/Pico Corridor	14		14
Santa Monica/Wilshire Corridor	23		23
South Beach/Pier	38	1	38.5
<i>subtotal (includes uncertain count reduced by half)</i>			202.5
<i>teams targeting difficult-to-find persons</i>			
Senior citizen outreach team	5	2	6
Youth outreach team	4	5	6.5
Concealed locations team	48	3	49.5
<i>subtotal (includes uncertain count reduced by half)</i>			62
<i>Subtotal of Evening Outdoor Group Count</i>			264
 <i>Palisades Park Afternoon Meal Group Count</i>	 33	 4	 35
<i>subtotal (includes uncertain count reduced by half)</i>			35
 <i>SamoShel Morning Shower Program</i>	 7		 7
 <i>Indoor Group Count</i>			
Clare Foundation	5		5
Motel voucher issued by police outreach team	1		1
SamoShel	4		4
Santa Monica City Jail	2		2
Turning Point	16		16
Upward Bound	1		1
<i>subtotal</i>	29		29
 <i>TOTAL GROUP COUNT</i>			 335

DETAILED AGE DATA

For Persons Completing Individual Surveys and Providing Age Data

<i>Age</i>	<i>Outdoors</i>	<i>Shelters</i>	<i>Total</i>	<i>Percent</i>		<i>Age</i>	<i>Outdoors</i>	<i>Shelters</i>	<i>Total</i>	<i>Percent</i>
1	0	1	1	0.2%		41	4	8	12	2.5%
4	0	1	1	0.2%		42	6	11	17	3.6%
5	0	1	1	0.2%		43	6	9	15	3.2%
6	0	1	1	0.2%		44	12	8	20	4.2%
7	0	1	1	0.2%		45	9	1	10	2.1%
12	0	1	1	0.2%		46	7	5	12	2.5%
13	0	1	1	0.2%		47	9	9	18	3.8%
16	0	2	2	0.4%		48	9	10	19	4.0%
17	1	0	1	0.2%		49	3	2	5	1.1%
18	4	1	5	1.1%		50	8	7	15	3.2%
19	2	2	4	0.8%		51	7	6	13	2.7%
20	2	3	5	1.1%		52	6	9	15	3.2%
21	4	2	6	1.3%		53	6	7	13	2.7%
22	2	0	2	0.4%		54	5	2	7	1.5%
23	3	3	6	1.3%		55	4	2	6	1.3%
24	4	1	5	1.1%		56	2	3	5	1.1%
25	4	5	9	1.9%		57	0	2	2	0.4%
26	2	4	6	1.3%		58	4	3	7	1.5%
27	1	7	8	1.7%		59	1	1	2	0.4%
28	7	3	10	2.1%		60	3	1	4	0.8%
29	1	6	7	1.5%		61	4	2	6	1.3%
30	5	7	12	2.5%		62	1	1	2	0.4%
31	4	7	11	2.3%		63	4	1	5	1.1%
32	6	8	14	2.9%		64	2	0	2	0.4%
33	4	7	11	2.3%		65	3	4	7	1.5%
34	1	9	10	2.1%		69	1	0	1	0.2%
35	7	5	12	2.5%		71	3	1	4	0.8%
36	4	7	11	2.3%		72	1	0	1	0.2%
37	8	7	15	3.2%		73	1	1	2	0.4%
38	7	8	15	3.2%		76	1	0	1	0.2%
39	7	9	16	3.4%		84	1	0	1	0.2%
40	6	11	17	3.6%			229	247	476	100.0%

Breakout of Hispanic Status and Race Data

For Persons Completing Individual Surveys who Reported being Asian or Hispanic

DETAILED BREAK OUT OF ASIAN POPULATION

	<i>percent</i>			<i>number</i>		
	Outdoors	Shelters	Total	Outdoors	Shelters	Total
Asian Indian	0.4%	0.4%	0.4%	1	1	2
Filipino	0.9%	0.8%	0.8%	2	2	4
Japanese	0.0%	0.8%	0.4%	0	2	2
Korean	0.0%	0.4%	0.2%	0	1	1
Other Pacific Islander	0.4%	0.0%	0.2%	1	0	1
Samoan	0.4%	0.0%	0.2%	1	0	1
Vietnamese	0.0%	0.4%	0.2%	0	1	1
Asian & Pacific Is.	2.1%	2.8%	2.5%	5	7	12

Detailed Breakout of Other Hispanic

	<i>percent</i>			<i>number</i>		
	Outdoors	Shelters	Total	Outdoors	Shelters	Total
Central American	1.7%	2.4%	2.1%	4	6	10
Cuban	0.9%	0.0%	0.4%	2	0	2
Puerto Rican	0.9%	0.0%	0.4%	2	0	2
Other Hispanic	1.7%	3.6%	2.7%	4	9	13

Comments of Survey Respondents

Active in drug use.
Almost impossible to find Spanish-language service providers.
Applied for Section 8 housing in LA and Santa Monica but never got it.
Applied for SSI but decided not to pursue the matter.
Ashamed of self for being homeless.
At age 65 there is not enough senior housing. I need it desperately in this area since all my assistance is here. I am running out of shelter.
Because of disability it is sometimes very difficult to go to an agency.
Being a full-time worker and mentally ill makes it almost impossible to go to counseling and do other necessities. What I would like is a mentor; it would be easier to get things done.
Biggest problem is storage - stolen property.
Bureaucratic processing of homeless resources should be monitored. Resources are being diverted. Bureaucracy is living off the problem instead of solving it-they are causing the problem.
Clare is good program-is helping.
Clothing for impressionable interview.
Complicated problem-went to Watts Mobile Unit, and was denied medical release from working for G.R.
Could not get any dental services except extractions. Need socks, shoes, and rainwater tarps.
Dental clinic ran out of funding-UCLA/VFC.
Dental ran out of money at Venice Clinic yesterday.
Don't want to talk.
Didn't have . . .
Difficult finding housing-especially Section 8.
Difficult to get job.
Difficulty establishing contact with social worker.
Difficulty finding a place to live with available funds.
Difficulty finding work (tried EDD office) and shelter.
Difficulty getting into medical detox.
Difficulty getting job training - parole violator.
Difficulty getting child support - no one seems or wants to give help when needed.
Difficulty in getting medical specialists to see me (orthopedist, eyes, ear nose and throat).
Difficulty obtaining dental services.
Difficulty obtaining social services-food stamps haven't been sent.
Difficulty with G.R.

Do not have green card, afraid to seek services.
 Domestic violence assistance was hard to get. It took a lot of time.
 Due to tattoos unable to obtain a job.
 Educational assistance for good paying jobs is needed for homeless people who really
 and truly want to have a good life.
 Every week it is the same kind of food. They should offer different kinds of food.
 Everything is far apart -- feeding places hard to access.
 Everything.
 Finding lowest people who steal money to help their needs.
 Getting services can be problem with my heart.
 Getting services takes too long.
 God has been very good to me. I never thought I'd find myself at this shelter in my
 life but here I am. I've been learning a lot about the resources available to me
 to help me get my life back.
 Got hit by car, tried to get G.R., got caught up in red tape!
 Got kicked out of shelter because daughter wanted them to sing "Victory in Jesus." It's
 difficult to find shelter on a weekend.
 Had difficulty filling out all the paper work involved with General Relief.
 Had difficulty obtaining dental assistance.
 Had difficulty obtaining services because of being Hispanic.
 Had metal plate in arm and leg when applying for G.R., but they said I had to work
 and go to job training. Tried to find work but don't speak good English.
 Hard to find services. Shut down most of the feeding programs.
 Have alcohol and back problems.
 Have been homeless about 6 months.
 Have been on waiting list when someone said services were available -- once in
 shelter didn't have alcohol/drug problems -- harassed by people that do.
 Caught flu from that stress and left.
 Have had a difficult time getting appointment with optometrist.
 Have had difficulty getting a voucher for Section 8 housing.
 Have had difficulty getting fruits and salads for vegetarian diet.
 Have had difficulty getting G.R. - welfare.
 Have had difficulty getting housing.
 Have had difficulty getting services because of the low life social workers who take
 advantage of us all and get paid for it.
 Have had difficulty obtaining public assistance, shelter.
 Have had difficulty obtaining quality assistance for finding work that I am qualified
 to do.
 Have had difficulty obtaining shelter, bus tokens, Social Security benefits.
 Have had problems getting work.
 Have had difficulty in receiving services (been turned away) for lack of identification.

Having difficulty obtaining Section 8 housing.

Homeless.

Housing.

I am addictive in my drug and alcohol abuse.

I am AIDs-positive. No recourse in this City for emergency shelter or ongoing shelter.

This is the #1 problem.

I can't get shelter in most places because I do not have an alcohol or drug problem.

I don't know why these services have been so hard to find.

I got what I needed.

I have been homeless since February 18, 1999 and I still need housing, job, car, and psychological therapy on a regular basis.

I like my space. There are nuts in my family. I've been 8 years without a job.

I need better clothes.

I screwed up.

I sometimes get frustrated and depressed when I am unable to needs met, and then resign myself that this is as good as it gets when I get as old as I am.

I want no help from the shelters. Minimum wage jobs are temporary, no benefits.

I was refused entry at OPCC several times now.

I would like to go to the new shelter opening for the holidays, and also for next coming year. Thank you.

I would like to know my self why I have had difficulty getting services.

I.D.

It can take as long as one and a half months to find where the services are that you need.

It is difficult for me because I have multiple food allergies and there is very little I can eat.

It is difficult to find affordable housing.

It is difficult to find temporary shelter for one night.

It is difficult to remember to follow through on getting public assistance.

It takes too much time to do case management.

It's hard to get along and get medical care with minimum wage jobs.

It's hard to get food on Sundays and it's hard to get shelter.

It's too hard to explain.

It's very difficult to find someone, or some location that helps homeless residents.

Social services are not very organized -- they are kind of fragmented.

I've tried the "4760 Club" at Didi Hirsch and they told me I was too advanced for that program. The W.I.N.D. program is basically the same. A volunteer program is unpaid. G.R. is not enough income, so they don't know what to do with me.

Can you help?

Job.

Job, personal sponsor, housing advocate.

Job.
Just arrived from Central America.
Just couldn't find the needed services before getting into drug rehab.
Just got out of jail.
Just have not been able to obtain services.
Kicked out of shelter.
Lack of money.
Laundry facilities.
Long wait list for SamoShel. No bus fare.
Lost green card.
Lost I.D. Hard to get G.R.
Lost work permit, which made it hard to get a job-had to be paid under the table.
Medical - V.A. refused replacement knee operation.
Medical, dental and shelter are extremely important.
Money.
Money.
Money.
More clothing service.
More Spanish Speakers
Need a lawyer. Veterans Administration pension states "not disabled."
Need a room.
Need advocate to apply for public assistance and housing.
Need help to find documents. Am an American citizen but lost papers and can't find any help.
Need laundry, showers, counseling.
Need more information about all services. More family services.
Need more medical/dental programs. Need diagnosis of what help is needed. Have had hard time obtaining shelter and place to stay with no waiting list.
Need new glasses -- unable to obtain them.
Need Section 8 housing -- SRO type housing -- shelter plus care.
Need shelter sometimes.
Need shelter, hot meals, groceries.
Need shelter, job, to get food on weekends.
Need Spanish-speaking service.
Need warm room for the night, have swollen ankle.
No address, no I.D., no job without address. Just stuck.
No difficulties.
No difficulty at all obtaining services.
No I.D.
No insurance, no money, no transportation to seek medical/dental assistance.
No job, no money, no house!

No picture I.D.
 No shelter available.
 No transportation.
 No transportation.
 Not enough beds available and a lack of information and transportation.
 Not enough funds through G.R. Not insured for dental care. No easy access.
 [Name of agency deleted] is a center which is there not to help homeless properly.
 I think they should close the center down.
 Police giving tickets for laying on sand.
 Police harassment has prevented getting services . . . cannot find needed services.
 Poor communication, lack of trained service providers.
 Poor explanation about ineligibility for services. Poor referral to access services.
 There is cultural insensitivity.
 Prison record disqualifies food stamps and other services.
 Problem accessing dental services-denied because of G.R. scam.
 Problem getting clothing and permanent housing.
 Problem getting medical services.
 Problem with G.R. and problem finding a job.
 Problems - dental help!
 Rough treatment by employees of shelter--rude, threw away possessions; hope things
 get better--Union Rescue in particular. Sexist and racist towards non-ethnics,
 run like prisons-unproductive.
 Santa Monica has excellent homeless services.
 Santa Monica is a great place.
 Santa Monica sucks.
 Section 8 housing has not been obtainable. Paper work was lost and I was given a
 hard time by workers.
 Shelter.
 Shelter didn't have enough space. Need legal services for problems with taxes and
 credit.
 Shelter feels unsafe. Haven't been able to get L.A. bus tokens. Sleep on bus. Went
 into hospital and told them about spider bites, and they were unable to help
 me.
 Shelter space.
 Shelters are all full. Clothing is hard to come by. Food is also hard to come by; it's
 spread out and is given out only at certain times.
 Shelters are always full.
 Shelters are for rehabilitation only. No shelter is available. Need laundry facilities for
 dirty clothes.
 Shelters too full. Hard to get in.
 Should be more assistance for people 55 and up finding jobs. Feels that despite good

test scores, job isn't offered for elderly people.
Slept in my car for a few weeks until shelter was available.
So far I haven't had any problems thanks to Clare Foundation.
Some people need access to clean needles to help prevent the spread of AIDS. It's illegal.
Sometimes items are now available without an I.D. and Social Security card.
Staff has bad attitude.
The drug programs are difficult to get into due to overcrowding.
There are not enough ESL workers.
There is a long waiting list for shelter.
There is a long waiting list for shelter. And no one will provide medical services unless you've got a job or insurance.
There is no dental program.
They never have men's clothing.
Too many homeless.
Too much time necessary to obtain public assistance.
Tried to get clothing, had problems getting referrals to homeless centers.
Trouble accessing service. HIV-lacking in service.
Trouble with SSI benefits. They were denied due to not being disabled long-term.
Trying to get job, but no assistance. Help from Navajo tribe wanted. Many people want real jobs. Want a chance.
Unable to obtain emergency motel voucher after being released from hospital after heart attack. It is difficult being around groups of people when physically ill and needing to recuperate.
Venice could use more food during the week. We need more opportunities for job training and work, e.g., day labor.
Very hard to get welfare-saw many people that didn't even know how to get help.
Veteran, sleep in van. Rather be on street than in institution, don't want to be told what to do. There should be open access to food, shelter, and toilets.
Wait list is too long for Clare ARH.
Waiting too long on lists for shelter. Not enough food. Not enough washing facilities for clothes and showers. Not enough services for parolees.
Was 3 months without housing before Samoshel. There is a lack of shelter space.
I am hoping legal team can get overdue spousal support.
Was able to obtain services only with medical papers being filled out for disability.
We need more food.
When on the street, and not backed by local or branch shelters it can be hard to obtain medical benefits.
Why did the police take my basket?
Workers at public agencies are insensitive to needs. "Savvy" is needed to obtain benefits.

Data Used to Create Charts

For persons Completing Individual Surveys
(some questions were not answered by all respondents)

Figure 3

Sex of Homeless Residents

	SEX	<i>Sleeping</i>		<i>Shelter</i>	<i>Outdoors</i>	<i>Shelters</i>	<i>Total</i>
		<i>Outdoors</i>	<i>Residents</i>				
Female		16%	40%	28%	36	100	136
Male		84%	60%	72%	194	148	342

Figure 4

Age of Homeless Residents

AGE	<i>Sleeping</i>		<i>Shelter</i>	<i>Outdoors</i>	<i>Shelters</i>	<i>Total</i>
	<i>Outdoors</i>	<i>Residents</i>				
1-17	0%	4%	2%	1	9	10
18-24	9%	5%	7%	21	12	33
25-34	15%	26%	21%	35	63	98
35-44	29%	34%	32%	67	83	150
45-54	30%	23%	27%	69	58	127
55+	16%	9%	12%	36	22	58

Figure 5

Ethnicity and Race of Homeless Residents

ETHNICITY/RACE	<i>Sleeping</i>		<i>Shelter</i>	<i>Outdoors</i>	<i>Shelters</i>	<i>Total</i>
	<i>Outdoors</i>	<i>Residents</i>				
White	55%	47%	51%	129	117	246
American Indian	5%	2%	3%	11	4	15
African American	19%	27%	23%	45	66	111
Other Hispanic	5%	6%	6%	12	15	27
Mexican American	11%	13%	12%	26	33	59
Other	2%	2%	2%	5	6	11

Figure 6

Where Homeless Residents Sleep

SLEEP TONIGHT	<i>Percent</i>	<i>Number</i>
SHELTER	36%	
OUTDOORS	64%	
Where Outdoors:		
visible location	35%	82
secluded location	29%	69
vehicle	1%	2

Figure 7
Frequency of Homelessness by Shelter Status

HOW OFTEN HOMELESS	<i>Sleeping</i>	<i>Shelter</i>	<i>Total</i>	<i>Outdoors</i>	<i>Shelters</i>	<i>Total</i>
	<i>Outdoors</i>	<i>Residents</i>				
Regularly	86%	72%	80%	190	127	317
Few weeks each month	4%	6%	5%	9	10	19
Few days each month	8%	12%	10%	18	22	40
Just tonight	2%	10%	6%	4	18	22

Figure 8
Frequency of Homelessness by Sex

	<i>Female</i>	<i>Male</i>	<i>Total</i>	<i>Female</i>	<i>Male</i>	<i>Total</i>
Regularly	70%	83%	80%	71	244	315
Few Weeks Each Month	4%	5%	5%	4	15	19
Few Days Each Month	16%	8%	10%	16	23	39
Just Tonight	10%	4%	6%	10	12	22
Total	100%	100%	100%	26	35	61

Figure 9
Frequency of Homelessness by Age

	<i>Percent</i>				
	<i>18-24</i>	<i>25-34</i>	<i>35-44</i>	<i>45-54</i>	<i>55+</i>
Regularly	82%	74%	81%	83%	77%
Few Weeks Each Month	4%	4%	4%	4%	10%
Few Days Each Month	7%	13%	10%	9%	6%
Just Tonight	7%	9%	4%	4%	6%
	<i>Number</i>				
	<i>18-24</i>	<i>25-34</i>	<i>35-44</i>	<i>45-54</i>	<i>55+</i>
Regularly	23	58	101	91	37
Few Weeks Each Month	1	3	5	4	5
Few Days Each Month	2	10	13	10	3
Just Tonight	2	7	5	4	3

Figure 10
Frequency of Homelessness by Age
(frequency categories other than "regularly" rolled up)

	<i>Percent</i>				
	<i>18-24</i>	<i>25-34</i>	<i>35-44</i>	<i>45-54</i>	<i>55+</i>
Regularly Homeless	82%	74%	81%	83%	77%
Intermittently Homeless	18%	26%	19%	17%	23%
	<i>Number</i>				
	<i>18-24</i>	<i>25-34</i>	<i>35-44</i>	<i>45-54</i>	<i>55+</i>
Regularly Homeless	23	58	101	91	37
Intermittently Homeless	5	20	23	18	11

Figure 11
Services Used by Shelter Status

SERVICES USED	<i>Sleeping Shelter</i>		<i>Total</i>	<i>Outdoors</i>		<i>Total</i>
	<i>Outdoors</i>	<i>Residents</i>		<i>Outdoors</i>	<i>Shelters</i>	
Food	84%	57%	70%	195	142	337
Shelter	36%	67%	52%	84	166	250
Clothing	54%	49%	51%	125	121	246
Medical or Dental	29%	62%	46%	68	154	222
Public Assistance	23%	57%	40%	54	141	195
Counseling	17%	56%	37%	40	140	180
Rehabilitation	11%	49%	30%	25	122	147
Job Training	11%	26%	19%	26	64	90
Other	9%	6%	8%	22	16	38

Figure 12
Services Used by Sex

	<i>Female</i>		<i>Everyone</i>	<i>Female</i>		<i>Total</i>
	<i>Female</i>	<i>Male</i>		<i>Female</i>	<i>Male</i>	
Food	68%	70%	70%	93	241	334
Shelter	65%	46%	52%	89	158	247
Clothing	57%	49%	51%	77	166	243
Medical or Dental	59%	41%	46%	80	141	221
Public Assistance	51%	37%	41%	69	125	194
Counseling	46%	34%	38%	63	117	180
Rehabilitation	29%	31%	30%	40	105	145
Job Training	20%	18%	18%	27	61	88
Other	10%	7%	8%	13	25	38

Figure 13
Services Used by Age

	<i>Percent</i>				
	18-24	25-34	35-44	45-54	55+
Food	79%	58%	72%	77%	69%
Clothing	48%	44%	59%	55%	43%
Shelter	48%	43%	58%	61%	36%
Medical or Dental	33%	39%	46%	53%	48%
Public Assistance	21%	35%	45%	50%	28%
Counseling	24%	38%	45%	42%	21%
Rehabilitation	18%	48%	39%	23%	9%
Job Training	15%	20%	24%	18%	9%
Other	12%	5%	5%	13%	9%
	<i>Number</i>				
	18-24	25-34	35-44	45-54	55+
Food	26	57	108	98	40
Clothing	16	43	88	70	25
Shelter	16	42	87	78	21
Medical or Dental	11	38	69	67	28
Public Assistance	7	34	67	63	16
Counseling	8	37	68	53	12
Rehabilitation	6	47	59	29	5
Job Training	5	20	36	23	5
Other	4	5	8	16	5

Figure 14
Services Used by Ethnicity

	<i>African</i>			<i>African</i>		
	<i>White</i>	<i>Hispanic</i>	<i>American</i>	<i>White</i>	<i>Hispanic</i>	<i>American</i>
Shelter	52%	53%	51%	127	46	57
Rehabilitation	29%	34%	32%	71	29	36
Public Assistance	42%	30%	47%	103	26	52
Other	7%	3%	9%	17	3	10
Medical or Dental	47%	38%	54%	115	33	60
Job Training	18%	21%	20%	44	18	22
Food	73%	64%	64%	179	55	71
Counseling	38%	31%	36%	94	27	40
Clothing	55%	45%	45%	136	39	50

Figure 15
Services Used by Frequency of Homelessness
 (frequency categories other than "regularly" rolled up)

	<i>Intermittently</i>	<i>Regularly</i>	<i>Intermittently</i>	<i>Regularly</i>
Food	54%	80%	44	254
Clothing	33%	58%	27	185
Shelter	47%	52%	38	164
Medical or Dental	51%	44%	41	141
Public Assistance	47%	37%	38	118
Counseling	37%	36%	30	114
Rehabilitation	36%	26%	29	84
Job Training	19%	18%	15	57
Other	10%	8%	8	26
Total			81	317

Figure 16
Services Needed but Unavailable by Shelter Status

	<i>Sleeping</i>	<i>Shelter</i>				
	<i>Outdoors</i>	<i>Residents</i>	<i>Total</i>	<i>Outdoors</i>	<i>Shelters</i>	<i>Total</i>
Shelter	38%	19%	28%	89	47	136
Medical or Dental	23%	16%	20%	54	40	94
Food	25%	11%	18%	58	27	85
Clothing	21%	9%	15%	48	22	70
Public Assistance	18%	12%	15%	41	29	70
Job Training	16%	11%	13%	37	28	65
Counseling	14%	10%	12%	33	24	57
Rehabilitation	7%	5%	6%	16	13	29
Other	17%	9%	13%	39	23	62
Total	100%	100%	100%	233	249	482

Figure 17
Services Needed but Unavailable by Sex

	<i>Female</i>	<i>Male</i>	<i>Everyone</i>	<i>Female</i>	<i>Male</i>	<i>Everyone</i>
Shelter	26%	29%	28%	36	99	135
Medical or Dental	18%	20%	20%	24	70	94
Food	14%	19%	18%	19	65	84
Public Assistance	13%	15%	15%	17	53	70
Clothing	11%	16%	14%	15	54	69
Job Training	10%	15%	14%	14	51	65
Counseling	9%	13%	12%	12	44	56
Rehabilitation	3%	7%	6%	4	24	28
Other	16%	12%	13%	22	40	62
Total	100%	100%	100%	136	342	478

Figure 18
Services Needed but Unavailable by Age

	<i>Percent</i>				
	18-24	25-34	35-44	45-54	55+
Shelter	48%	18%	31%	31%	24%
Food	30%	16%	15%	19%	21%
Medical or Dental	33%	15%	22%	18%	12%
Clothing	24%	10%	14%	18%	14%
Public Assistance	18%	12%	14%	17%	14%
Job Training	24%	13%	12%	15%	10%
Counseling	18%	9%	12%	14%	10%
Rehabilitation	6%	9%	6%	6%	2%
Other	12%	8%	13%	17%	16%
	<i>Number</i>				
	18-24	25-34	35-44	45-54	55+
Shelter	16	18	47	39	14
Food	10	16	23	24	12
Medical or Dental	11	15	33	23	7
Clothing	8	10	21	23	8
Public Assistance	6	12	21	22	8
Job Training	8	13	18	19	6
Counseling	6	9	18	18	6
Rehabilitation	2	9	9	8	1
Other	4	8	20	21	9
Total	33	98	150	127	58

Figure 19
Services Needed but Unavailable by Ethnicity

	<i>African</i>			<i>African</i>		
	<i>White</i>	<i>Hispanic</i>	<i>American</i>	<i>White</i>	<i>Hispanic</i>	<i>American</i>
Shelter	28%	28%	30%	68	24	33
Food	18%	22%	13%	45	19	14
Medical or Dental	20%	19%	19%	49	16	21
Clothing	14%	17%	13%	34	15	14
Job Training	13%	15%	10%	33	13	11
Counseling	11%	10%	12%	28	9	13
Public Assistance	15%	13%	13%	38	11	14
Rehabilitation	4%	12%	6%	10	10	7
Other	13%	14%	12%	32	12	13
Total	100%	100%	100%	246	86	111

Figure 20
Services Needed but Unavailable by Frequency of Homelessness
 (frequency categories other than "regularly" rolled up)

	<i>Intermittently</i>	<i>Regularly</i>	<i>Intermittently</i>	<i>Regularly</i>
Shelter	20%	35%	16	111
Medical or Dental	14%	24%	11	77
Food	14%	22%	11	71
Clothing	9%	19%	7	59
Public Assistance	7%	19%	6	59
Job Training	7%	17%	6	54
Other	10%	15%	8	48
Counseling	9%	14%	7	44
Rehabilitation	2%	8%	2	25
Number Persons			81	317

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