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# Charlotte- Mecklenburg Cumulative Count Report

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2005-2014

*Prepared by UNC Charlotte Urban Institute on behalf of the Housing Advisory Board of Charlotte-Mecklenburg. Funding for this report provided by Mecklenburg County Community Support Services.*

December 2015

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Mecklenburg County Community Support Services

# About

## HOUSING INSTABILITY & HOMELESSNESS REPORT SERIES

The 2014 – 2015 Housing Instability & Homelessness Report Series is a collection of local reports designed to better equip our community to make data-informed decisions around housing instability and homelessness. Utilizing local data and research, these reports are designed to provide informative and actionable research to providers, funders, public officials and the media as well as the general population who might have an interest in this work.

In 2014, the Housing Advisory Board of Charlotte Mecklenburg (formerly known as the Charlotte Mecklenburg Coalition for Housing) outlined four key reporting areas that together, would comprise an annual series of reports for community stakeholders. The four areas include:

1. [Point-In-Time Count Report](#)

An annual snapshot of the population experiencing homelessness in Mecklenburg County. This local report is similar to the national report on point-in-time numbers, and provides descriptive information about the both sheltered and unsheltered population experiencing homelessness on one night in January.

2. [Cumulative Count Report](#)

An annual count of the population experiencing homelessness over twelve months. Like the Point-in-Time Report, this local report is similar to a national report on annual counts of homelessness and also provides descriptive information about the population experiencing homelessness on one night in January. The Point-in-Time Count and Cumulative Count Reports are complements, and together help paint a picture of homelessness and trends in our community.

3. [Housing Instability Report](#)

An annual report focusing on the characteristics and impact of housing instability in the community. During the 2014 – 2015 reporting cycle, this report was broken into two separate reports. The first outlines the characteristics of the Charlotte Housing Authority's Housing Choice Voucher Waiting List. The second focuses on the impact of housing instability and cost burden.

4. [Spotlight Report](#)

An annual focus on a trend or specific population within housing instability and homelessness. During the 2014 – 2015 reporting cycle, this report focuses on homelessness among Veterans within Mecklenburg County.

*The 2014 – 2015 reporting cycle was completed by the University of North Carolina at Charlotte's Urban Institute. Mecklenburg County Community Support Services has provided funding for the report series. The reports can be viewed at <http://charmeck.org/mecklenburg/county/CommunitySupportServices/HomelessServices/Pages/reports.aspx>*

# Key Definitions

## Child Only Households

Households where all members are under the age of 18.

## Chronically Homeless ●

An unaccompanied individual or family head of household with a disability who has either been continuously homeless for 1 year or more or has experienced at least four episodes of homelessness in the last 3 years. If an adult member of a family meets these criteria, the family is considered chronically homeless.

## Continuum of Care (CoC) ●

Local planning body responsible for coordinating the full range of homelessness services in a geographic area, which may cover a city, county, metropolitan area, or even an entire state.

## Emergency / Seasonal Housing ●

A facility with the primary purpose of providing temporary shelter for homeless people.

## Homeless Management Information System (HMIS) ●

A software application designed to record and store client-level information on the characteristics and service needs of homeless people. Each CoC maintains its own HMIS, which can be tailored to meet local needs, but must also conform to HUD's HMIS Data and Technical Standards.

## HMIS Data ●

Provide an unduplicated count of people who are homeless in shelter and information about their characteristics and service-use patterns over a one-year period of time.

## Households with Adults and Children

Households experiencing homelessness that have at least one adult and one child under the age of 18.

## Households without Children

Households with single adults and adult couples unaccompanied by children under the age of 18.

## Permanent Supportive Housing ●

Designed to provide housing and supportive services on a long-term basis to formerly homeless people.

## Point in Time Count ●

An unduplicated one-night estimate of both sheltered and unsheltered homeless populations.

## Rapid Re-Housing

A program that provides financial assistance and services to prevent households from becoming homeless and helps those who are experiencing homelessness to be quickly re-housed and stabilized. This is considered permanent housing.

## Transitional Housing Program

A program that provides temporary housing and supportive services for up to 24 months with the intent for the person to move towards permanent housing.

## Sheltered Homeless People ●

People who are staying in emergency shelters, transitional housing programs, or safe havens.

**Unaccompanied Youth ●** People who are not part of a family during their episode of homelessness and who are between the ages of 18 and 24.

## Unsheltered Homeless People ●

People whose primary nighttime residence is a public or private place not designated or ordinarily used as a regular sleeping accommodation for people, such as the streets, vehicles, or parks.

## Veteran ●

Someone who has served on active duty in the Armed Forces of the United States.

● = Official definition of the U.S. Department of Housing and Urban Development (HUD)

# Introduction

At a national level, data on homelessness are reported in HUD's annual report to Congress, the Annual Homeless Assessment Report (AHAR) to Congress. The data provided in the report are then used to make policy and funding decisions. This Charlotte-Mecklenburg Cumulative Count report serves as the Charlotte-Mecklenburg community's local report. This local report provides an overview of the estimated number and characteristics of people who experienced homelessness from 2009 to 2014 in Charlotte-Mecklenburg, North Carolina. There are three data sources that inform this report:

- ▶ **Point-in-Time (PIT) Count.** The PIT Count is federally mandated data collection by the U.S. Department of Housing and Urban Development (HUD) for communities receiving federal funds through the McKinney-Vento Homeless Assistance Grants Program. There are two components to the PIT Count using HUD's definition of homeless: a sheltered count of how many people are in shelters (transitional housing or emergency and seasonal shelter) and an unsheltered count of how many people are living in places unfit for human habitation (e.g. streets, camps, abandoned buildings) on a given night in January.
- ▶ **Homeless Management Information Systems (HMIS) data.** HMIS data provide an unduplicated count of people who experienced homelessness and sought shelter or services over the course of a year at agencies receiving certain federal funding. For 2005 to 2012, the HMIS data were obtained through the Institute for Social Capital's Community Database. The HMIS data from 2013 to 2014 were obtained through HUD's Homelessness Data Exchange website.
- ▶ **U.S. Census Bureau American Community Survey (ACS).** The ACS is a federally required annual statistical survey of a sample of the U.S. population that provides estimates of community demographics.

This report provides a longitudinal examination of PIT data from 2009 to 2014 and HMIS data from 2005 to 2014 with supplemental data from the ACS and the 2014 AHAR report to Congress to provide context. The 2005 to 2014 timeframe is due to the availability of data and the quality of the HMIS data prior to 2005. Together, these data sources can help the community better advocate for additional federal, state, and local resources to provide services for the homeless population.

The data provided are intended to be estimates that describe the people experiencing homelessness in Charlotte-Mecklenburg, but are not intended to provide explanations as to *why* we observe the changes over time in the data—that narrative can be shaped by conversations and perspectives added by the community's rich experiences.

There are several limitations to the PIT Count and the HMIS data used in this report. Given these limitations, the data provided in this report should not be viewed as exact numbers, but rather a useful tool that can be used to estimate characteristics of the Charlotte-Mecklenburg homeless population and broadly gauge changes in the homeless population over time (see "Limitations" section for more details).



# Data & Methodology

This report compiles data from four sources to help describe and contextualize those experiencing homelessness in Charlotte on a given night and over the course of a year.

<p>POINT-IN-TIME COUNT (PIT)</p>	<p>HOMELESS MANAGEMENT INFORMATION SYSTEM (HMIS)</p>
<p>2009-2014</p>	<p>2005-2014</p>
<p>The PIT Count provides an unduplicated census of the number of people experiencing homelessness on a given night in January—both sheltered (in emergency/seasonal or transitional shelter) and unsheltered.</p>	<p>A local data system used to collect information on people experiencing or at risk of homelessness and seeking shelter in emergency/seasonal shelter, transitional shelter, or permanent supportive housing.</p>
<p>2014 ANNUAL HOMELESS ASSESSMENT REPORT TO CONGRESS, PART 2 (AHAR)</p>	<p>AMERICAN COMMUNITY SURVEY (ACS)</p>
<p>2009-2014</p>	<p>2009-2014</p>
<p>The 2013 Annual Homeless Assessment Report (AHAR) to Congress provides national estimates of homelessness in the U.S.</p>	<p>A federally required annual statistical survey of a sample of the U.S. population conducted by the U.S. Census Bureau.</p>

For more details on the data and methodology, please see the Appendix.

# PIT Count vs. HMIS

It is important to distinguish between the PIT Count and HMIS data. The PIT Count takes a census of the estimated number of the homeless population (sheltered and unsheltered) on a given night, while the HMIS data is collected throughout the year and provides an unduplicated count of the number of the sheltered population experiencing homelessness. As a result, the estimates provided by the PIT Count will be smaller than those provided by the HMIS data. There are several key differences between the Charlotte-Mecklenburg PIT data and the Charlotte-Mecklenburg HMIS data that are used in this report. These differences are described in the table below.

	PIT Count	HMIS
DESCRIPTION	An estimate of the number of people, sheltered and unsheltered, experiencing homelessness on a given night in January	Provides information on the characteristics and service utilization of people who are homeless in a shelter throughout a year based on data entered into the HMIS data system by agencies
DEFINITION OF HOMELESSNESS	HUD	HUD
DATE RANGE OF ESTIMATE	A given night in January	October 1 – September 30
POPULATION	Sheltered and unsheltered	Sheltered only
SEASONAL CHANGES	Occurs in winter (January). Does not capture seasonality of homelessness	Captures all seasons
HOUSEHOLD TYPES	Households with children, households without children, child only households, unaccompanied youth, veterans, and chronically homeless population	Households with children, households without children, child only households, and veterans

# Limitations

## SUMMARY OF PIT COUNT LIMITATIONS

- ▶ Count is a one night estimate and trends should be interpreted with caution.
- ▶ Unsheltered count is based on estimates provided by volunteers and police officers.
- ▶ Housing type definitions and classifications may change.
- ▶ Uses the HUD definition of homelessness, which might differ from other definitions of homelessness that are broader (e.g. other definitions include doubled up as homeless.)
- ▶ Self-reported data have reliability issues and not all people answer these questions.
- ▶ Undercount of people experiencing homelessness

## SUMMARY OF ACS LIMITATIONS

- ▶ The ACS provides data on a sample of the Mecklenburg County population, which means there is a margin of error, or range in which the true value might actually reside, so comparisons should be made with caution.

## SUMMARY OF CHAR.-MECK. HMIS LIMITATIONS

- ▶ Due to data quality, all numbers and trends should be viewed as estimates.
- ▶ Agencies and capacity of agencies may change over time, impacting the number of people served.
- ▶ Given data quality, the length of service utilization cannot be determined at this time.
- ▶ Household members might not have been consistently entered into HMIS, resulting in a lower number of households with adults and children.
- ▶ Self-reported data have reliability issues and not all people answer these questions.
- ▶ The Client Services Network data entry interface may have changed over time, impacting how data were entered.
- ▶ HMIS data used in this report comes from two different sources.
- ▶ Undercount of domestic violence.

## SUMMARY OF 2014 AHAR REPORT LIMITATIONS

- ▶ The AHAR report uses fiscal years rather than calendar years.
- ▶ Because the data come from across the U.S., data are included on urban, suburban, and rural communities that may not be similar demographically to Mecklenburg County.
- ▶ Differing definitions of household types.

# LIMITATIONS

## PIT COUNT

There are several limitations to the 2009 to 2014 PIT Count overall. Given its limitations, the Count should not be viewed as an exact number, but rather an estimate that can be used to examine characteristics of the Charlotte-Mecklenburg homeless population and trends over time.

**Changes in categorization of housing types.** Changes at the agency level for how housing units are categorized may have an impact on findings. For example, units that were originally categorized as transitional housing units may be reclassified as rapid rehousing units.

**Homeless definition.** The HUD definition of homelessness may be narrower or different from other definitions of homelessness, and caution should be used in making direct comparisons with estimates of homelessness using different definitions of homelessness. For example, the HUD definition does not include those who are unstably housed in hotels or living doubled up with relatives or friends, however those people would be considered homeless under the Federal McKinney-Vento definition of homelessness.

**Methodology changes.** Because of methodological changes in the 2014 PIT Count, caution should be used in interpreting changes over time. The 2014 PIT Count was the first year where volunteer outreach groups were used for the unsheltered count instead of solely using information provided by the police department.

**Self-reported data.** The following data are self-reported: serious mental illness, substance abuse, and survivors of domestic violence. Self-reported data should not be viewed as an exact number. Individuals may choose whether or not to answer these highly personal questions or to do so truthfully. Therefore, the numbers provided in this report are only reflective of those who chose to answer these questions. Due to the potential inaccuracies of self-reported data, the findings provided in this report regarding self-reported data should be used with caution.

**Unaccompanied children and youth.** Unaccompanied children and youth are typically undercounted. This population is harder to count because they tend to not reside in the same areas as older adults experiencing homelessness, not self-identify as homeless, stay on friends' couches, or try to blend in.

**Undercount.** The PIT Count is a useful tool in understanding homelessness at a point in time and overall trends, but does not capture all the people who:

- ▶ Experience periods of homelessness over the course of a year
- ▶ Are unsheltered but not visible on the day of the count
- ▶ Fall under a broader definition of homelessness (ex. living in motels, staying with family/friends, in jail or in a treatment facility)

## HMIS

Due to the limitations of the Charlotte-Mecklenburg HMIS data, the data in this report should be treated as estimates.

**Reflection of agencies.** The HMIS data reflect the agencies that enter data into the system. Changes in the data over time could potentially be due to programs being added or removed that serve a specific population or due to changes in funding and capacity. See the Appendix for a full list of agencies included in the analysis.

**Changes in data entry.** From 2005 to 2012, agencies entered their HMIS data using an interface called Client Services Network (CSN), which was administered by Bell Data. The software interface changed over time, impacting which fields required answers and limiting answer choices that could be selected for certain fields. These changes could impact both data completeness and quality. For example, in one year, a user might be able to write in an answer choice and then the next year the same question might have pre-defined answer choices from which the user must select. This would result in cleaner data moving forward, but would not change the previously entered data. In 2013, agencies transitioned to a new system administered by CHIN, resulting in further improvements in the data entry interface and data quality.

**Data quality and missing data.** There were many missing data fields in the HMIS data from 2005 to 2012 and inconsistencies in how data were entered, which meant that a number of decisions had to be made as to how to both clean and analyze the data. These decisions are described briefly in the “Data & Methodology” section above as well as in the Appendix.

There are several potential reasons for the amount of missing HMIS data from 2005 to 2012. Client Services Network, the local HMIS data system, was also used by a small number of agencies which were not federally required to report data into the HMIS system. These agencies were not bound by the same reporting requirements as the federally funded programs and may not have entered the universal and program data elements consistently. Also, data standards changed from 2004 to 2010. Data elements and answer choices were added in 2010, which would lead to missing data in 2004 and 2009. Also, despite the federal requirement to enter data in certain fields, agencies may not have entered the data if it was not a “forced” field in the data system.

**Exit data.** Exit data were not entered consistently in HMIS from 2005 to 2012 and were excluded from analysis. As a result, length of service utilization cannot be captured.

**Household types.** It is unknown to what extent agencies did or did not enter data consistently on household members (as indicated by an Intake\_ID) from 2005 to 2012, so the number of households with adults and children is potentially an undercount.

**Limited data points.** The HMIS data from 2013 to 2014 were obtained in aggregate form through HUD’s Homelessness Data Exchange Website. The data provided on the site are limited to certain fields and are in aggregate form, limiting the types of analyses that could be conducted on certain populations, such as child only households.

# LIMITATIONS

**Self-reported data.** The HMIS data from 2005 to 2012 contain self-reported data. Individuals may choose whether or not to answer these highly personal questions or to do so truthfully. Therefore, the numbers provided in this report are only reflective of those who chose to answer these questions. Due to the potential inaccuracies of self-reported data, the findings regarding self-reported data should be interpreted with caution. The HMIS data obtained for this report from 2013 to 2014 did not include self-reported data, although it is being collected through the HMIS system.

## ACS

The ACS is a statistical survey on a variety of household and individual information for a sample of the U.S. population, except for those living in institutions, college dormitories, and other group quarters.

Because the ACS surveys only a sample of the population, there are margins of error associated with each value. The margins of error indicate the range within which there is 90% confidence that the true value actually falls. This report uses 1-year estimates, which typically have larger margins of error than the ACS 3-year and 5-year estimates, which use larger samples compiled over multiple years. Given the margins of error, the ACS data should be viewed as an estimate as well. For more information on margins of error, please see the appendix.

## THE 2014 AHAR REPORT

The 2014 AHAR Report is the best resource for a national estimation of the number of people experiencing homelessness in the U.S., however there are limitations to consider when comparing the data with Charlotte Mecklenburg's local PIT and HMIS data.

**Geography.** Because the data come from across the U.S., data are included on urban, suburban, and rural communities that may not be similar demographically to Mecklenburg County.

**Dates.** The 2014 AHAR report uses an October to September fiscal year.

**Household types.** The AHAR report's definition of an "individual" includes children under the age of 18, even if they are in a child-only household. The Charlotte-Mecklenburg Cumulative HMIS report does not include children in child-only households in the "individual" category and refers to the category instead as "households without children" and child-only households are in the "child-only households" category. This means that certain comparisons cannot be made for individuals / household without children unless the AHAR reports that the calculations are only for adult individuals.

# Overall

In Mecklenburg County in 2014

## Homeless on one night (PIT)

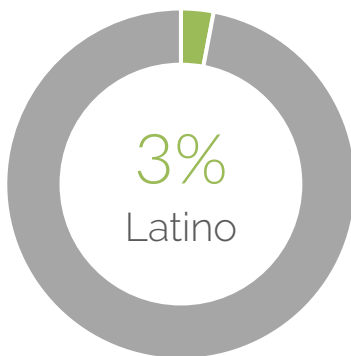
164

Unsheltered people

1,850

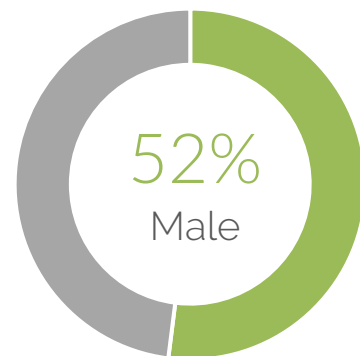
Sheltered people

## Sheltered at some point during the year (HMIS)



6,498

Sheltered people



1 in 4 people were under the age of 18



4 in 5 people identified as Black

# OVERALL

## SUMMARY OF TRENDS FOR SHELTERED HOUSEHOLDS

Table 1 below summarizes the number of *sheltered* people from the PIT data and HMIS data locally and nationally from 2005 to 2014.<sup>1</sup>

- ▶ From 2013 to 2014, sheltered homelessness on a given night in January (PIT) decreased, while sheltered homelessness over the year (HMIS) increased.
- ▶ Sheltered homelessness decreased from 2012 to 2013 in Charlotte-Mecklenburg according to both the one-night (PIT) and one-year (HMIS) counts of sheltered homelessness coinciding with a decrease nationally in sheltered homelessness on one-night (PIT) and over the year (HMIS).

**Table 1.** Change in people experiencing homelessness across data estimates, 2005 – 2014

	PIT-Sheltered (Charlotte-Mecklenburg)		AHAR-PIT Sheltered National	HMIS (Charlotte - Mecklenburg)		AHAR- HMIS National
	# Change	% Change		# Change	% Change	
2005-2006	-		-	445	10%	-
2006-2007	-		-	-647	-13%	-
2007-2008	-		-1.3%	-421	-10%	0.3%
2008-2009	-		4.4%	-185	-5%	-2.2%
2009-2010	142	7%	0.1%	173 *	5%*	2.2%
2010-2011	460	33%	-2.8%	744 *	19%*	-5.7%
2011-2012	-267	-11%	-0.6%	1860	39%	-0.9%
2012-2013	-131	-6%	1.2%	-684	-10%	-4.4%
2013-2014	-285	-13%	1.6%	602	10%	4.6%

*New 2010  
HMIS data  
standards  
implemented*

*\*For data from 2010 and 2011, there were data quality concerns in the Charlotte-Mecklenburg HMIS data for households with children. The data appears to decrease substantially for specific agencies. When these agencies were asked about the decrease, they noted that the data were incorrect and did not reflect actual decreases in the number of people served by their agency. This means that the number of people reported in HMIS for 2010 and 2011 is an undercount and the true increase in sheltered homelessness was likely larger than what is reported here.*

*\*\* Data not yet available.*

<sup>1</sup> Comparisons of trends across the two data sources should be made with caution due to differences in methodology—the PIT Count is a one-night estimate in January versus the HMIS data, which covers an entire year. As a result, instances where the changes in sheltered homelessness do not align are not indicative that the data are incorrect or the trend is inaccurate—the differences could be accounted for by the differences in methodology and the complexities of each data source. For example, the HMIS data may reflect the seasonality of homelessness, or changes in capacity amongst agencies during the year, whereas the PIT data is just a snapshot of one night.

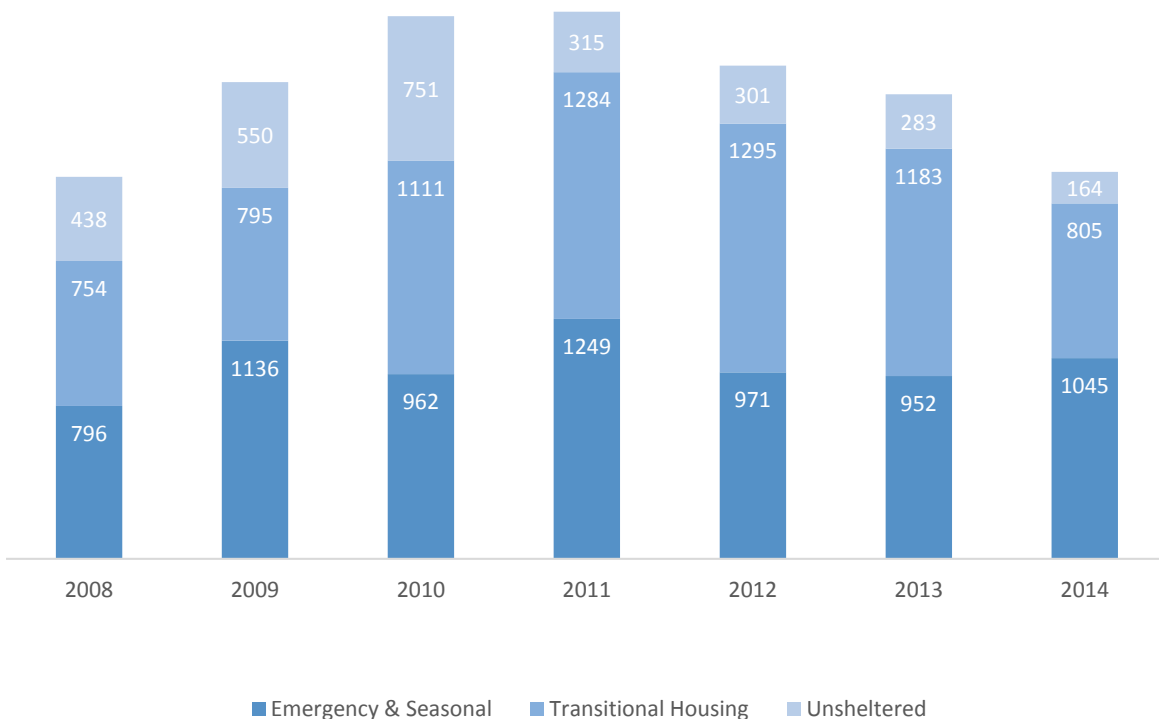


## OVERALL TRENDS: ONE-NIGHT ESTIMATES

- ▶ **Total homelessness:** The 2014 PIT Count identified **2,014** homeless people on one night in January 2014. There was a **19%** (-467 people) decrease in homeless people from 2009 to 2014 and a **17%** (-404 people) decrease from 2013 to 2014.
- ▶ **Sheltered homelessness:** On a single night in 2014, **1,850** homeless people were sheltered. Sheltered homelessness decreased by **4%** (81 people) from 2009 to 2014, and decreased by **13%** (285 people) from 2013 to 2014.
- ▶ **Unsheltered homelessness:** On a single night in 2014, **164** homeless people were unsheltered. Unsheltered homelessness decreased from 2009 to 2014 by **70%** (386 people) and decreased from 2013 to 2014 by **42%** (119 people).

*Note: For updated PIT Count data, please refer to the "Charlotte-Mecklenburg Point in Time Count Report: 2009 – 2015."*

Overall: PIT Count Estimates by Sheltered Status, 2009-2014



## OVERALL

## OVERALL TRENDS: ONE-YEAR ESTIMATES

- ▶ Compared to sheltered homelessness nationally, Charlotte-Mecklenburg experienced an increase in sheltered homelessness from 2009 to 2013 of 55%, while the U.S. sheltered population decreased by 9% from 2009 to 2013.
- ▶ From 2005 to 2014, sheltered homelessness increased by 41% (1,887 people) and from 2013 to 2014, it increased by 10% (602 people).
- ▶ Sheltered homelessness reached its lowest point in 2009 after decreasing each year from 2006 to 2009. However, since 2009, sheltered homelessness has increased. This increase could be due to multiple reasons such as improved data entry, an increase in the Mecklenburg County population, an increase in the number of people experiencing homelessness or an expansion of programs providing services to people experiencing homelessness. This rise in homelessness coincides with the “Great Recession,” which may also have played a role in the increase in homelessness.

### Overall: One-Year Estimate of People Experiencing Sheltered Homelessness, 2005-2014



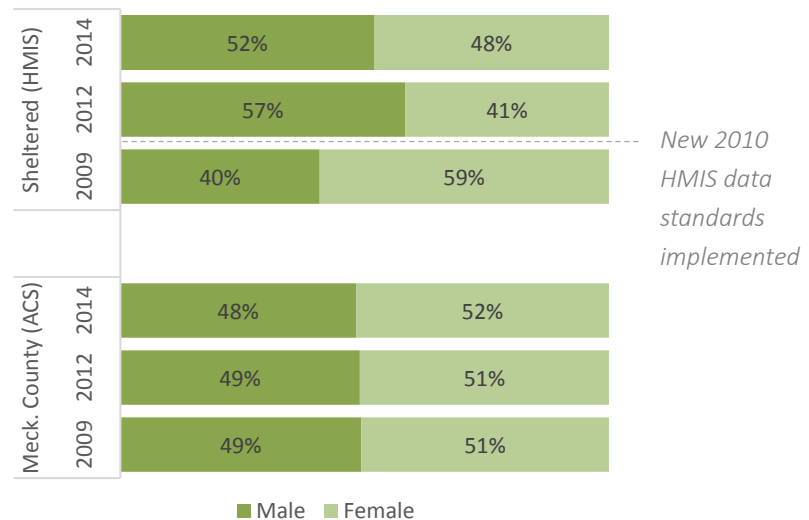
*For data from 2010 and 2011, there were data quality concerns in the Charlotte-Mecklenburg HMIS data for households with children. The data appears to decrease substantially for specific agencies, but this decrease does not reflect the true experiences of these agencies. This means that the number of people reported in HMIS for 2010 and 2011 is an undercount and the true increase in sheltered homelessness was likely larger than what is reported here. See “Limitations” section for more details.*

## GENDER

- ▶ In 2009, the sheltered homeless population was comprised of a larger proportion of people who identify as female (59%). This proportion shifted in 2014, when 52% of the sheltered homeless population identified as male compared to 48% who identified as female.
- ▶ In 2014, men were slightly overrepresented in the Charlotte-Mecklenburg sheltered homeless population (52%) compared to the Mecklenburg County population (48%).

*Note: The number of people identifying as transgender is too small to be reported due to confidentiality reasons.*

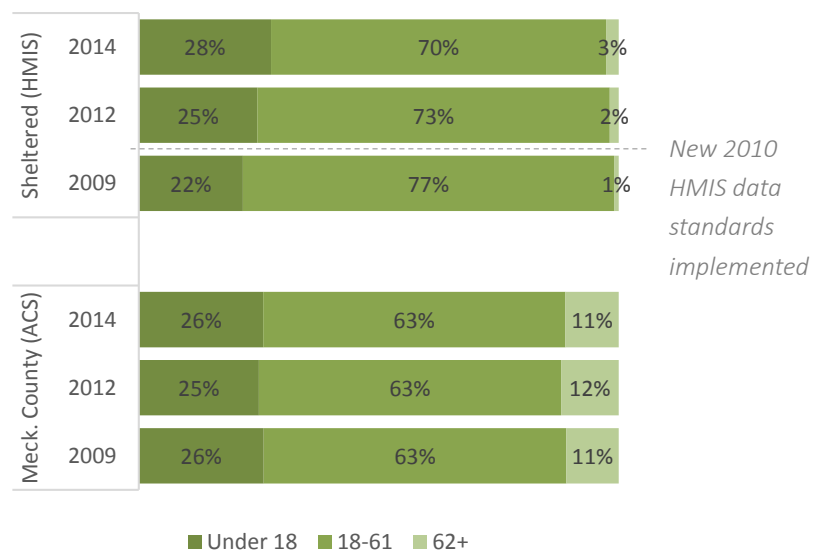
**Gender: Sheltered Homeless People and Mecklenburg County, 2009-2014**



## AGE

- ▶ More than one-fourth (28%) of the homeless population in 2014 was below the age of 18.
- ▶ The proportion of the Charlotte-Mecklenburg homeless population in the 18 to 61 age range decreased between 2009 and 2014 from 77% to 70%.
- ▶ The proportion of the homeless population in Charlotte-Mecklenburg that are 62 and over (3%), is relatively small compared to the proportion of the Mecklenburg County population that is 62 and over (11%) in 2014.

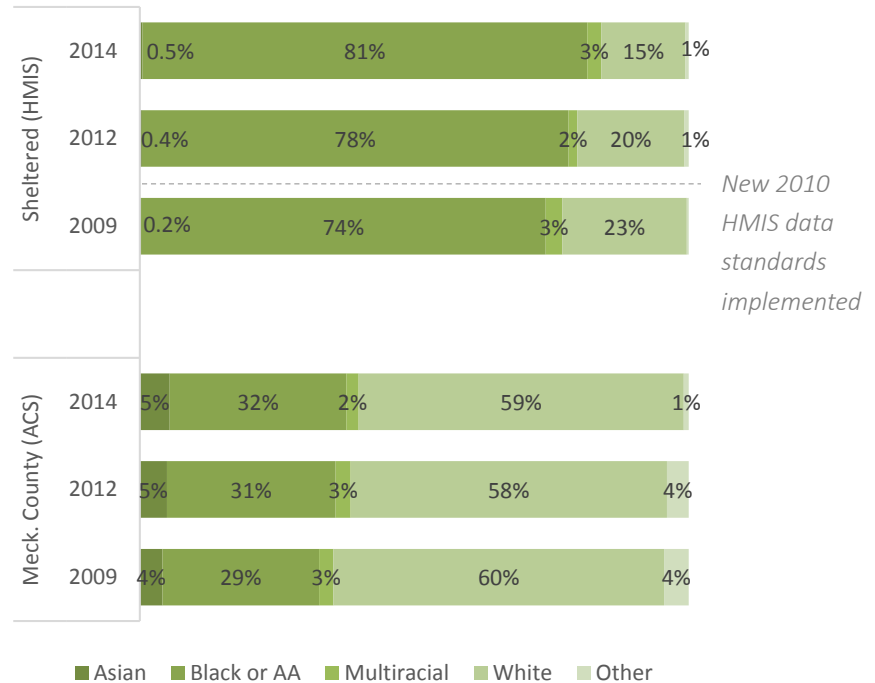
**Age: Sheltered Homeless People and Mecklenburg County, 2009-2014**



## OVERALL RACE

- ▶ Approximately 8 out of every 10 (81%) sheltered homeless people were Black in 2014. This is disproportionately high considering only 32% of the general population in Mecklenburg County was Black in 2014. It is also high in comparison to the 2014 AHAR report, which reported that 42% of the U.S. sheltered homeless population identified as Black in 2014.
- ▶ The proportion of the sheltered homeless population that was Black increased slightly from 2009 to 2014, which coincides with an increase in the overall Mecklenburg County population as well.
- ▶ Asians and Whites are underrepresented in the sheltered homeless population when compared to the Mecklenburg County population.

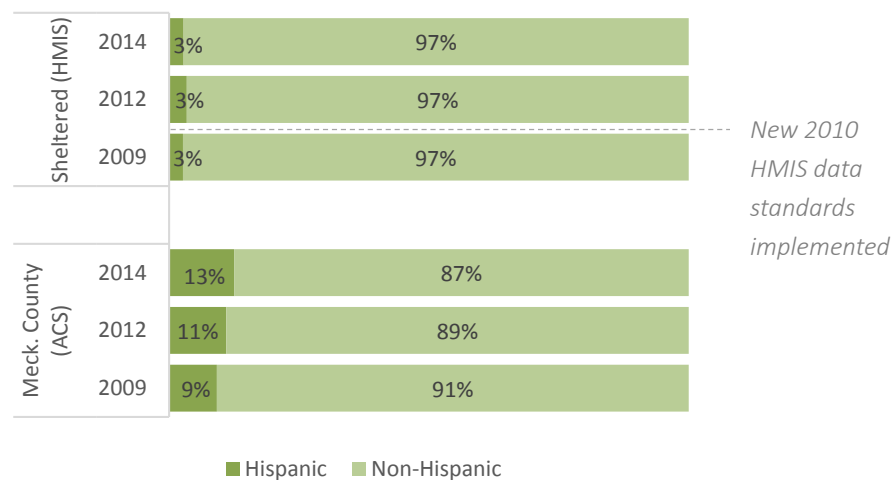
**Race: Sheltered Homeless People in Mecklenburg County, 2009-2014**



## ETHNICITY

- ▶ Latinos were underrepresented in the proportion of sheltered homeless people—in 2014 they comprised 3% of the sheltered homeless population compared to 13% of the Mecklenburg County population in 2014 and 16% of the U.S. sheltered homeless population in 2013.
- ▶ From 2009 to 2014 the proportion of sheltered homeless people that identified as Latino remained constant while Mecklenburg County saw an increase in its Latino population.

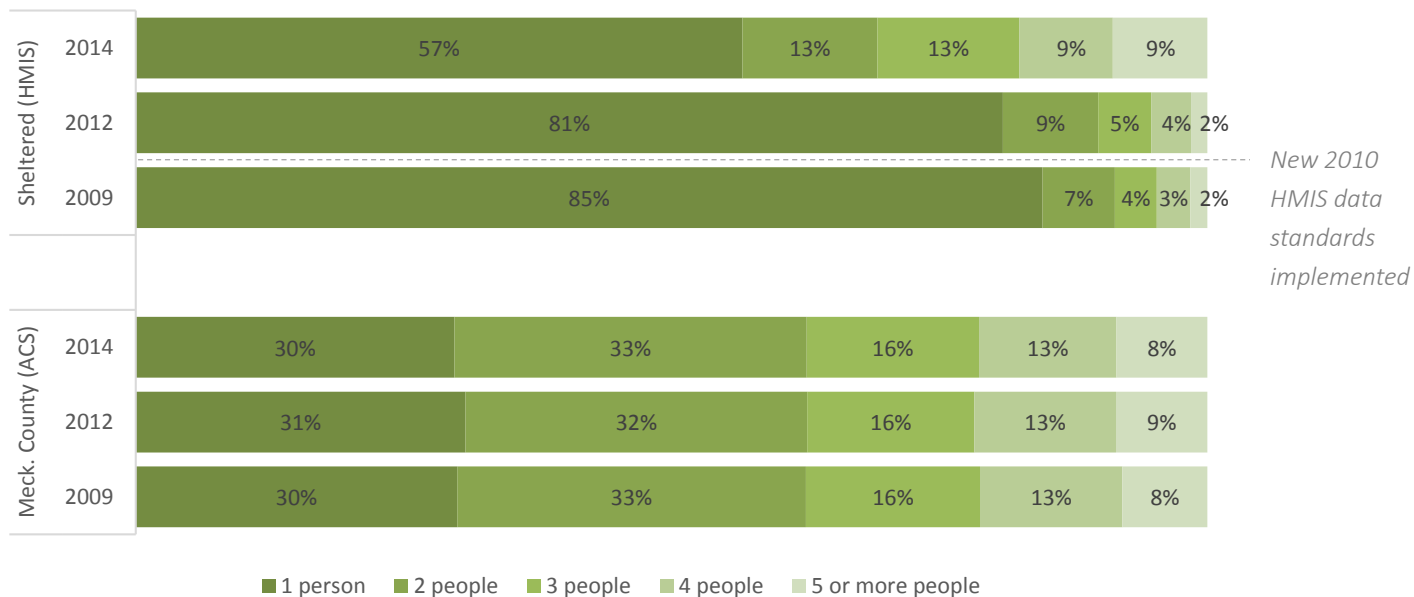
**Ethnicity: Sheltered Homeless People and Mecklenburg County, 2009-2014**



## HOUSEHOLD SIZE

- ▶ Households comprised of only one person are overrepresented in the Charlotte-Mecklenburg sheltered homeless population. In 2014, they represented 57% of the sheltered homeless population compared to 30% of the Mecklenburg County population and 64% of the U.S. sheltered homeless population.
- ▶ The proportion and number of sheltered homeless households with one person decreased from 2009 to 2014, despite the actual number of 1 person households increasing from 2,570 in 2009 to 3,679 in 2014. This decrease in the proportion is partially due to an increase in the number of 2, 3, 4 and 5 person households in 2014. From 2009 to 2014, the number of 2 person households increased from 205 to 818, the number of 3 person households increased from 119 to 860, the number of 4 person households increased from 95 to 568 and households of five or more people increased from 48 to 573.

**Household Size:** Sheltered Homeless People and Mecklenburg County Population, 2009-2014



## HOUSEHOLDS WITHOUT CHILDREN

# Households without children

**DEFINITION:** Single adults and adult couples unaccompanied by children.

In Mecklenburg County in 2014

Homeless on one night (PIT)

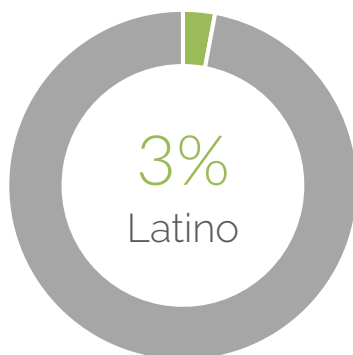
155

Unsheltered people

1,030

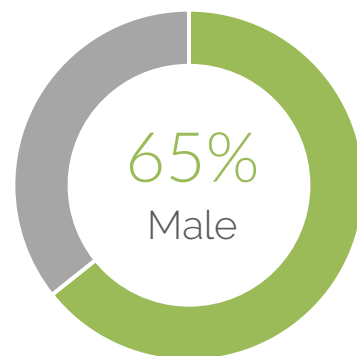
Sheltered people

Sheltered at some point during the year (HMIS)



3,743

Sheltered people



3 out of 4

Identified as Black

# HOUSEHOLDS WITHOUT CHILDREN

## SUMMARY OF TRENDS FOR SHELTERED HOUSEHOLDS

Table 2 below summarizes the number of *sheltered* households without children from the PIT data and HMIS data locally and nationally from 2005 to 2014.<sup>2</sup>

- ▶ From 2013 to 2014, the increase in sheltered homeless households without children in Charlotte-Mecklenburg on a given night in January (PIT) and over the course of the year (HMIS) parallel an increase nationally in sheltered homeless households without children.
- ▶ Sheltered homeless households without children decreased from 2012 to 2013 in one-year (HMIS) counts of sheltered homelessness, but then slightly increased from 2013 to 2014.
- ▶ From 2013 to 2014, there was a slight increase in sheltered homelessness on a given night in January (PIT), and an increase over the course of the year (HMIS).

**Table 2.** Change in households without children experiencing homelessness across data estimates, 2005 – 2014

	PIT-Sheltered (Charlotte-Mecklenburg)		AHAR-PIT Sheltered National	HMIS (Charlotte - Mecklenburg)		AHAR- HMIS National
	# Change	% Change		# Change	% Change	
2005-2006	-	-	-	141	5%	-
2006-2007	-	-	-	-168	-6%	-
2007-2008	-	-	-3.9%	-354	-13%	-2.0%
2008-2009	-	-	5.4%	187	8%	-5.3%
2009-2010	-12	-1%	-1.7%	1026	39%	0.8%
2010-2011	238	17%	-3.0%	279	8%	-5.6%
2011-2012	-422	-26%	-3.2%	309	8%	-1.5%
2012-2013	-209	-17%	2%	-867	-20%	-2.7%
2013-2014	23	2%	3.0%	370	11%	4.4%

*New 2010  
HMIS data  
standards  
implemented*

<sup>2</sup> Comparisons of trends across the two data sources should be made with caution due to differences in methodology—the PIT Count is a one-night estimate in January versus the HMIS data, which covers an entire year. As a result, instances where the changes in sheltered homelessness do not align are not indicative that the data are incorrect or the trend is inaccurate—the differences could be accounted for by the differences in methodology and the complexities of each data source. For example, the HMIS data may reflect the seasonality of homelessness, or changes in capacity amongst agencies during the year, whereas the PIT data is just a snapshot of one night.

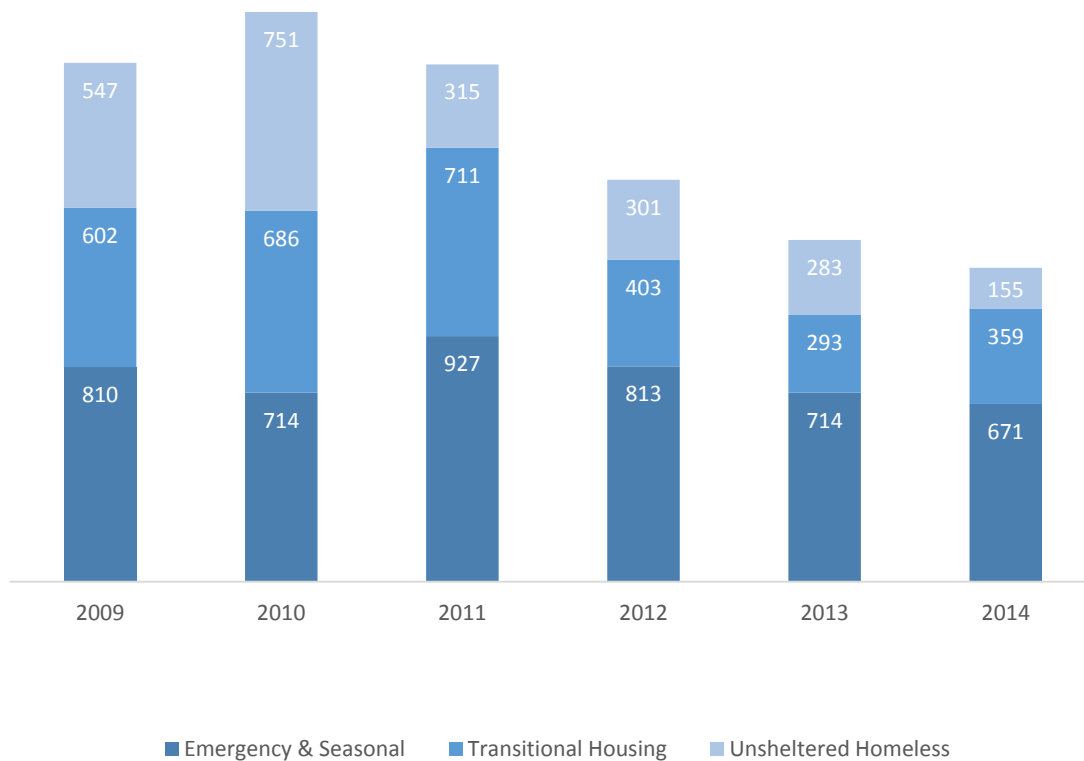
# HOUSEHOLDS WITHOUT CHILDREN

## OVERALL TRENDS: ONE-NIGHT ESTIMATES

- ▶ **Overall:** The 2014 PIT count identified **1,185** homeless people in households without children on one night in January 2014. There was a **40%** (**774** people) decrease in homeless people in households without children from 2009 to 2014 and an **8%** (**105** people) decrease from 2013 to 2014.
- ▶ **Sheltered homelessness:** Sheltered homelessness decreased by **27%** (**382** people) from 2009 to 2014, and decreased by **2%** (**23** people) from 2013 to 2014.
- ▶ **Unsheltered homelessness:** Unsheltered homelessness decreased from 2009 to 2014 by **72%** (**392** people) and decreased **45%** (**128** people) from 2013 to 2014.

*Note: For updated PIT Count data, please refer to the "Charlotte-Mecklenburg Point in Time Count Report: 2009 – 2015."*

PIT: Total Homeless Households without Children, 2009-2014



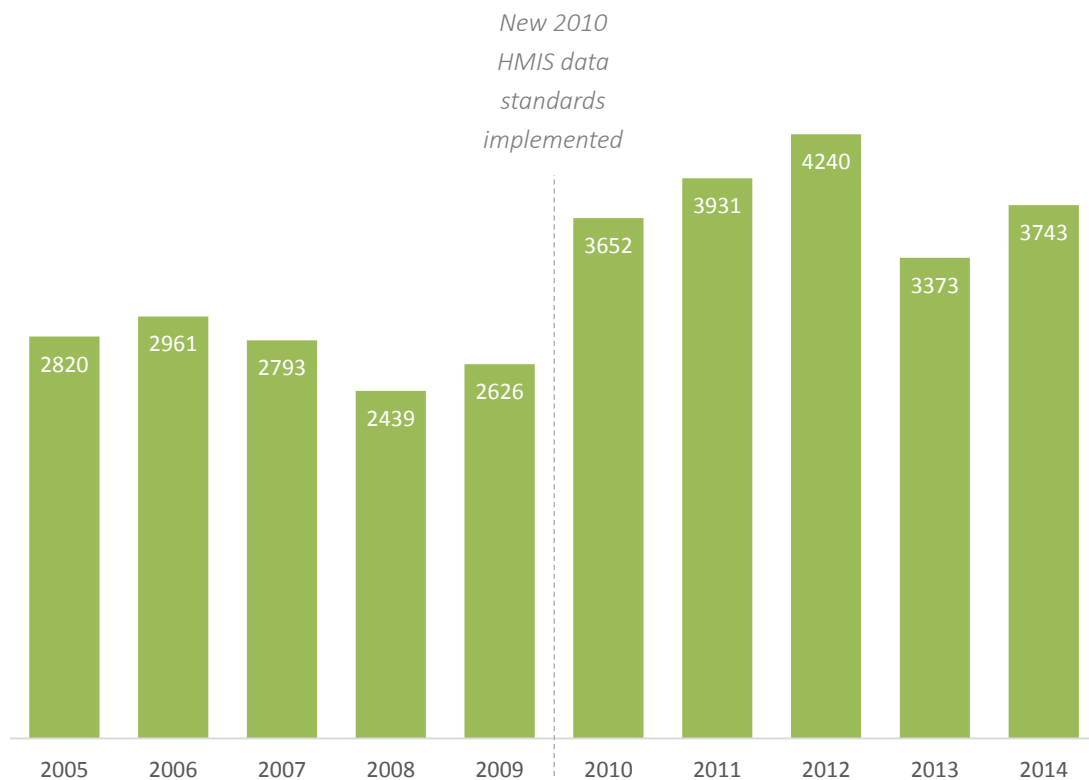


### OVERALL: ONE-YEAR ESTIMATES

- ▶ In 2014, approximately 3,743 people in households without children experiencing homelessness were sheltered at some point.
- ▶ From 2005 to 2014, the number of sheltered homeless households without children increased by 33% (923 people) and from 2013 to 2014, it increased by 11% (370 people).
- ▶ The number of homeless households that are sheltered without children increased sharply from 2009 to 2010. This increase is reflected in the overall sheltered population in Charlotte-Mecklenburg and could potentially be due to improved data entry after the implementation of the 2010 data standards, an increase in the number of people being served by an agency, or a reflection of the economic downturn.

*Note: Comparisons cannot be made with the 2013 AHAR Report in various parts of this section due to different definitions of household types. See "Limitations" section for more details.*

**Overall: One-year Estimate of Homeless Households without Children Experiencing Sheltered Homelessness, 2005-2014**

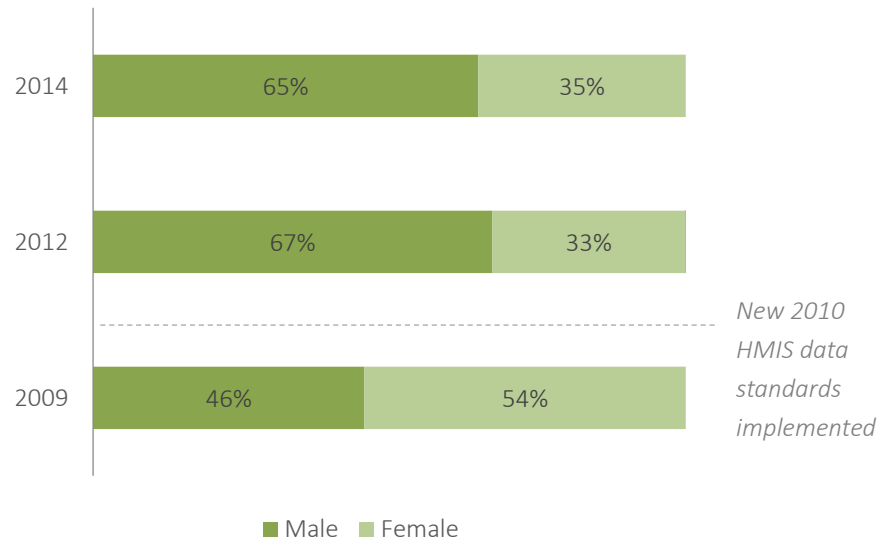


## HOUSEHOLDS WITHOUT CHILDREN

### GENDER

- ▶ In 2014, people who identified as male represented **65%** (2,393) of the sheltered homeless population in households without children, compared to **35%** (1,304) who identified as female. This is a shift in gender representation of the sheltered population since 2009, when females made up the majority (**54%**).
- ▶ Women are slightly overrepresented in Charlotte-Mecklenburg when compared to the U.S. sheltered homeless population, where **28%** of adult individuals identified as female in 2014.

**Gender: Sheltered Homeless People in Households without Children, 2009 - 2014**

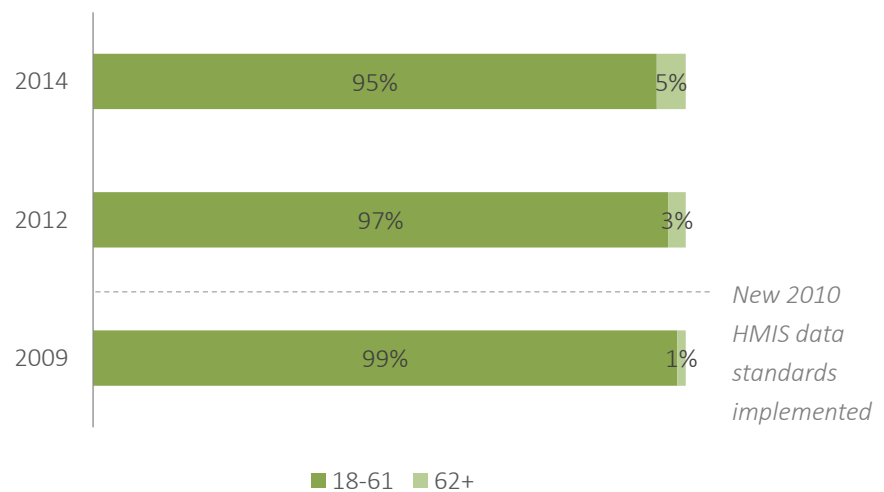


*Note: The number of people identifying as transgender is too small to be reported due to confidentiality reasons.*

### AGE

- ▶ From 2009 to 2014, the majority of people in households without children who were sheltered were between the ages of 18 to 61.
- ▶ Adults 62+ made up **5%** of people in households without children who were sheltered in 2014, which is up from **3%** and **1%** in 2009 and 2012, respectively.

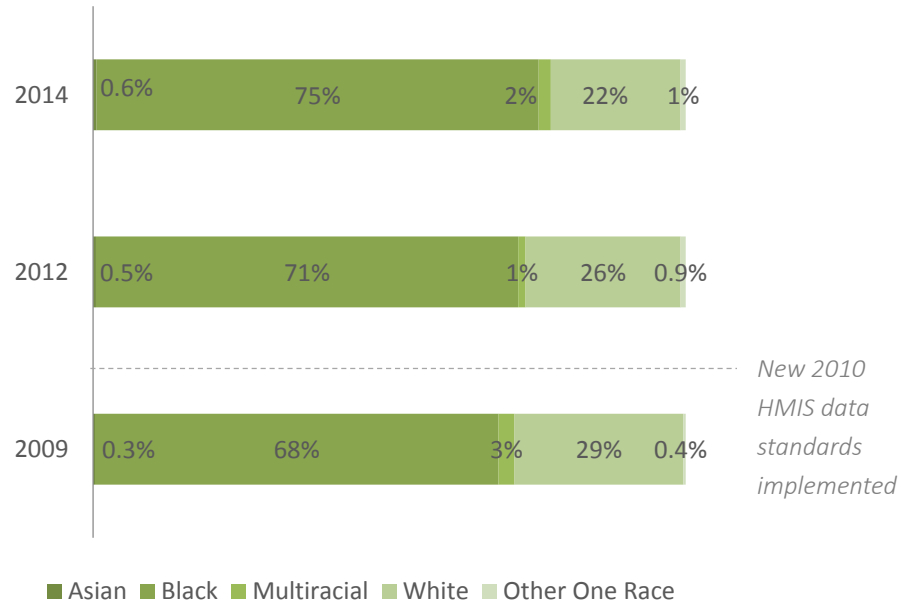
**Age: Sheltered Homeless People in Households without Children, 2009 - 2014**



### RACE

- ▶ Three out of every four people (75%) who were in sheltered homeless households without children were Black in 2014, which is slightly lower than the proportion of Blacks in the overall sheltered homeless population in Charlotte-Mecklenburg (78%).

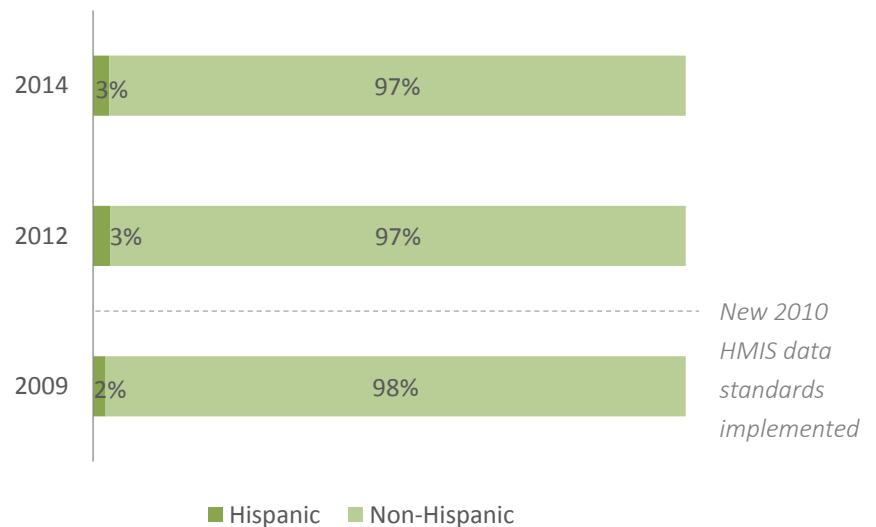
**Race:** Sheltered Homeless People in Households without Children, 2009 -2014



### ETHNICITY

- ▶ The majority (97%) of people in households without children who were sheltered were non-Hispanic in 2009, 2012 and 2014, which is consistent with the overall sheltered homeless population.

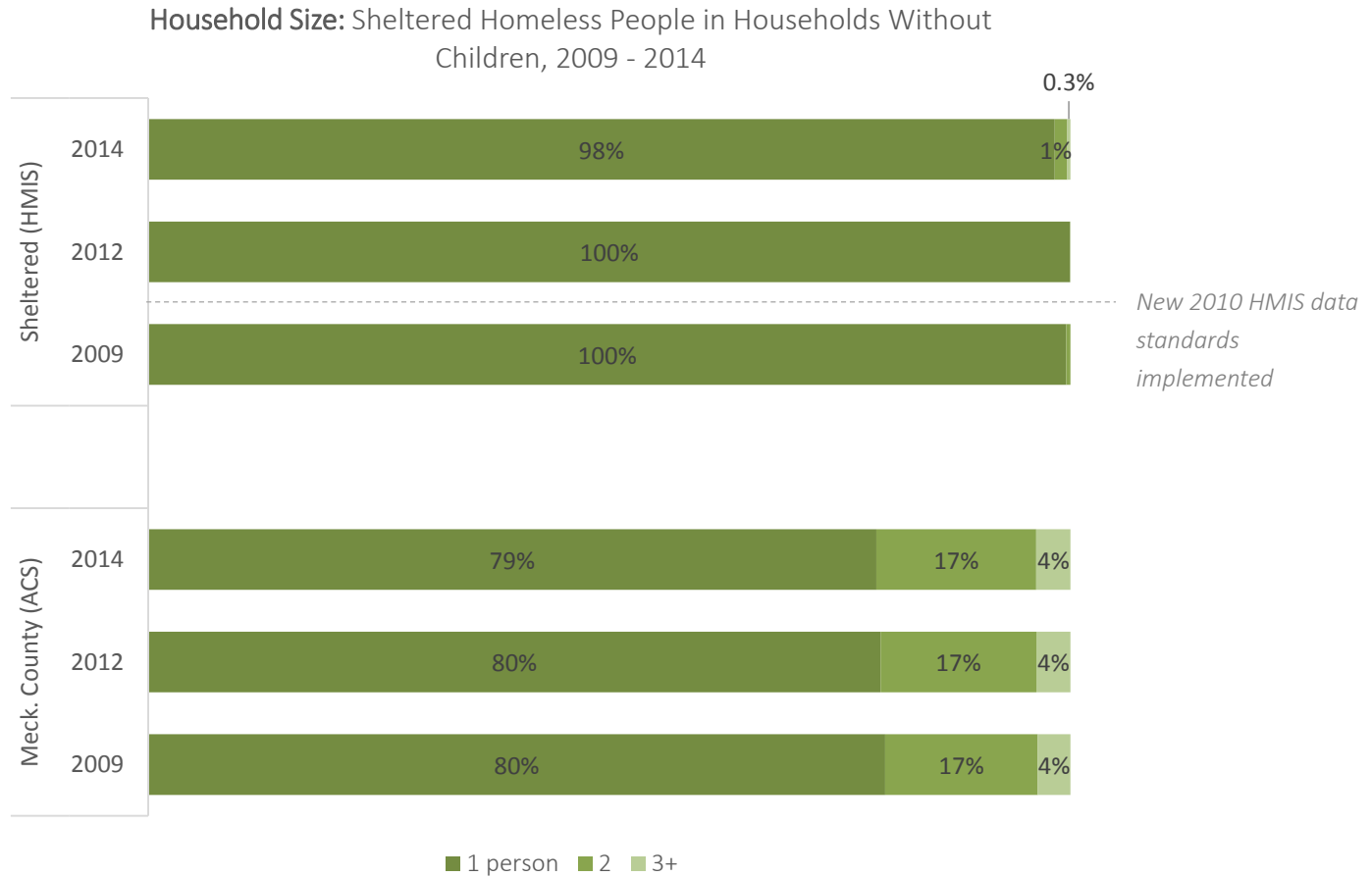
**Ethnicity:** Sheltered Homeless People in Households without Children, 2009 -2014



## HOUSEHOLDS WITHOUT CHILDREN

### HOUSEHOLD SIZE<sup>3</sup>

- ▶ The majority of homeless people in households without children who were sheltered were made up of 1 person households in 2009, 2012 and 2014.
- ▶ The proportion of 1 person sheltered homeless households without children was slightly higher than in the overall Mecklenburg County population in 2009, 2012, and 2014.



<sup>3</sup> The number of people in households over 3 was too small to be reported on its own.

# Households with Children

**DEFINITION:** People who are homeless as part of households that have at least one adult and one child.

In Mecklenburg County in 2014

## Homeless on one night (PIT)

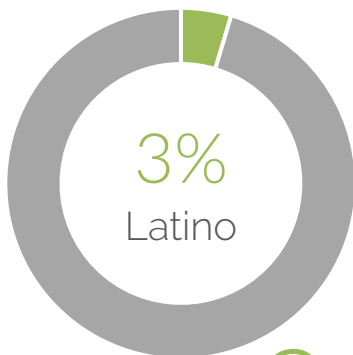
3

Unsheltered households

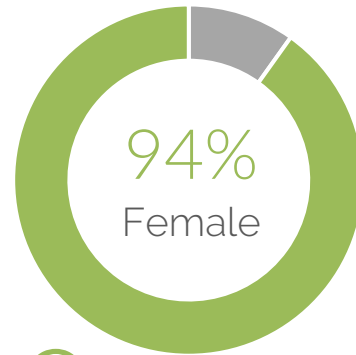
277

Sheltered households

## Sheltered at some point during the year (HMIS)



2,755  
Sheltered people



9 out of 10

Identified as Black

# HOUSEHOLDS WITH CHILDREN

## SUMMARY OF TRENDS FOR SHELTERED HOUSEHOLDS

Table 3 below summarizes the number of *sheltered* households with adults and children from the PIT data and HMIS data locally and nationally from 2005 to 2014.<sup>4</sup>

- ▶ From 2013 to 2014, there was a decrease in the number of people in sheltered households with children on a given night in January (PIT).
- ▶ From 2013 to 2014 there was an increase over the course of the year (HMIS) in the number of people experiencing homelessness in households with children, both locally and nationally.

**Table 3.** Change in the number of people experiencing homelessness in households with children across data estimates, 2005 - 2014

	PIT-Sheltered (Charlotte- Mecklenburg)		AHAR-PIT Sheltered National	HMIS (Charlotte - Mecklenburg)		AHAR- HMIS National
	# Change	% Change		# Change	% Change	
2005-2006	-	-	-	-	-	*
2006-2007	-	-	-	-	-	*
2007-2008	-	-	1.8%	-67	-4.1%	*
2008-2009	58	13%	3.2%	-372	-24%	*
2009-2010	154	30%	2.1%	**	**	*
2010-2011	208	31%	-2.5%	**	**	*
2011-2012	160	18%	2.4%	**	**	*
2012-2013	81	8%	0.3%	183	7.8%	*
2013-2014	-311	-28%	0.2%	232	9.2%	*

*New 2010  
HMIS data  
standards  
implemented*

\* Comparisons cannot be made with the 2013 AHAR for this section due to different definitions of household types.

\*\* For data from 2010 and 2011, there were data quality concerns in the Charlotte-Mecklenburg HMIS data for households with children. The data appears to decrease substantially for specific agencies. When these agencies were asked about the decrease, they noted that the data were incorrect and did not reflect actual decreases in the number of people served by their agency. This means that the number of people reported in HMIS for 2010 and 2011 is an undercount and the true increase in sheltered homelessness was likely larger than what is reported here. See "Limitations" section for more details.

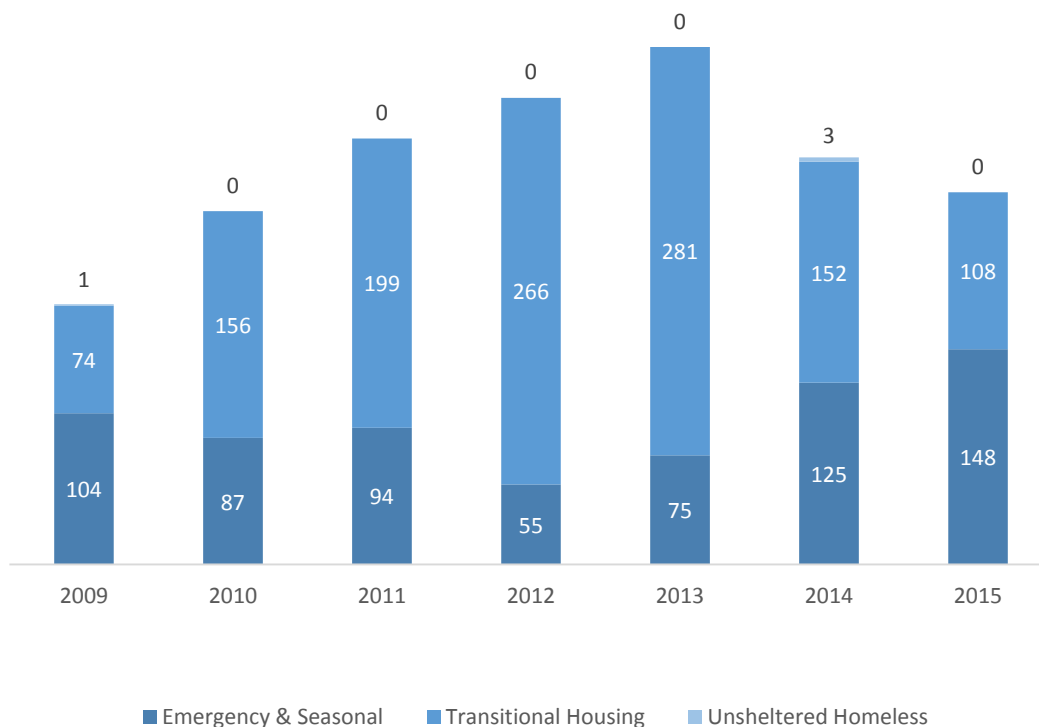
<sup>4</sup> Comparisons of trends across the two data sources should be made with caution due to differences in methodology—the PIT Count is a one-night estimate in January versus the HMIS data, which covers an entire year. As a result, instances where the changes in sheltered homelessness do not align are not indicative that the data are incorrect or the trend is inaccurate—the differences could be accounted for by the differences in methodology and the complexities of each data source. For example, the HMIS data may reflect the seasonality of homelessness, or changes in capacity amongst agencies during the year, whereas the PIT data is just a snapshot of one night.

### OVERALL TRENDS: ONE-NIGHT ESTIMATES

- ▶ **Total homelessness:** The 2014 PIT count identified 820 homeless people in 280 households with children on one night in January 2014. The overall number of sheltered homeless households with adults and children increased each year from 2009 to 2013, followed by a slight decrease in 2014. There was a 56% (101 households) increase in homeless households with adults and children from 2009 to 2014 and a 7% (24 households) decrease from 2013 to 2014.
- ▶ **Sheltered homelessness:** Sheltered homelessness increased by 56% (299 households) from 2009 to 2014, but decreased by 22% (79 households) from 2013 to 2014.
- ▶ **Unsheltered homelessness:** Unsheltered homelessness increased from 2009 – 2014 by 2 households.

*Note: For updated PIT Count data, please refer to the “Charlotte-Mecklenburg Point in Time Count Report: 2009 – 2015.”*

PIT: Total Homeless Households with Children by Shelter Type, 2009-2014



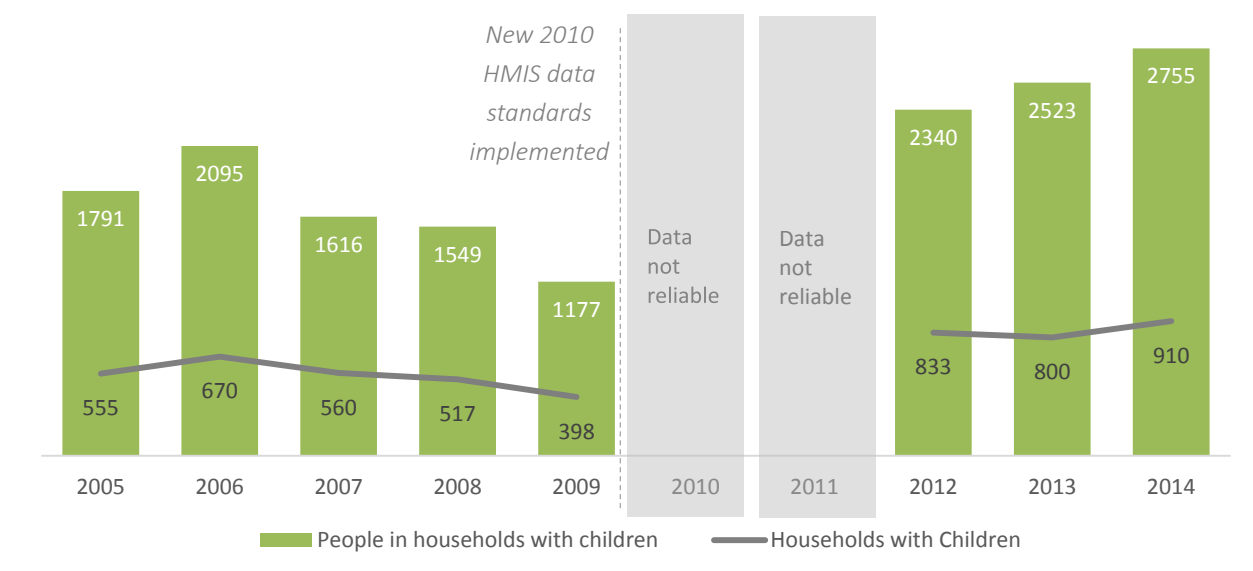
## HOUSEHOLDS WITH CHILDREN

## OVERALL TRENDS: ONE-YEAR ESTIMATES

- ▶ In 2014, approximately 2,755 people in 910 homeless households with children were sheltered at some point.
- ▶ From 2013 to 2014, sheltered homeless households with children increased by 14% (232) people.
- ▶ Locally, the number of sheltered homeless households with children reached its lowest point in 2009 after decreasing each year from 2006 to 2009, when it hit a low of 398 households. From 2009 to 2014, the number of sheltered households more than doubled. In contrast, the U.S. population of sheltered homeless households with children peaked in 2010 and then decreased from 2010 to 2013. The increase in Charlotte-Mecklenburg could be due to multiple reasons, such as improvements or changes in data entry, an increase in the number of people experiencing homelessness overall, or an expansion of programs providing services to people experiencing homelessness. This rise in homelessness also coincides with the “Great Recession,” which may have played a role.

*Note: Caution should be used in interpreting household data due to how households were identified. See “Data and Methodology” section for more details. Comparisons cannot be made with the 2014 AHAR for this section due to different definitions of household types. For data from 2010 and 2011, there were data quality concerns in the Charlotte-Mecklenburg HMIS data for households with children. The data appears to decrease substantially for specific agencies. When these agencies were asked about the decrease, they noted that the data were incorrect and did not reflect actual decreases in the number of people served by their agency. This means that the number of people reported in HMIS for 2010 and 2011 is an undercount and the true increase in sheltered homelessness was likely larger than what is reported here. See “Limitations” section for more details.*

Overall: One-year Estimate of Homeless Households with Children Experiencing Sheltered Homelessness, 2005-2014

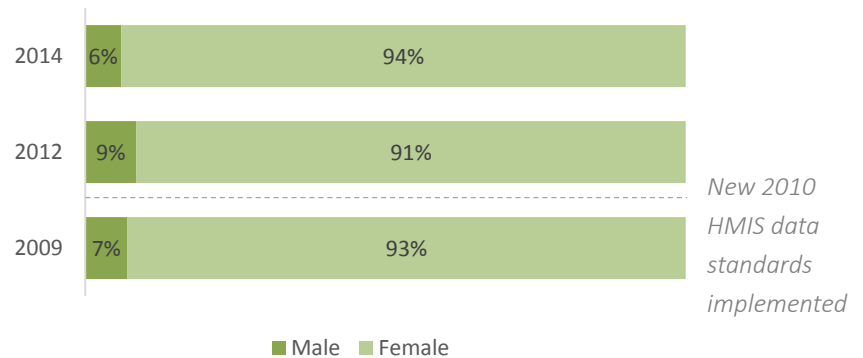




### GENDER

- ▶ In 2014, the majority (94%) of sheltered adults in households with children were women.

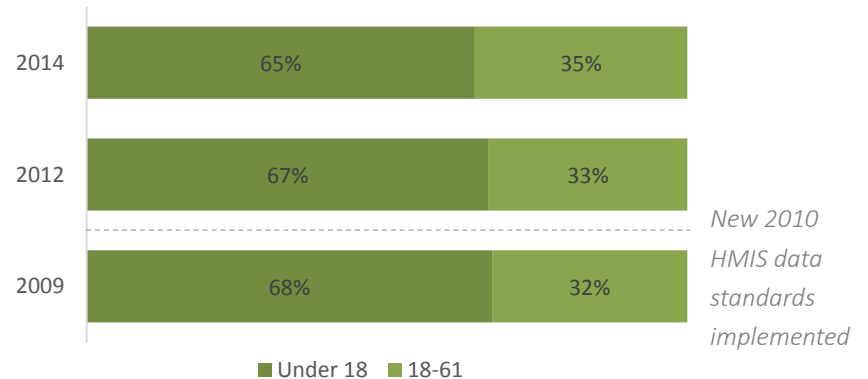
**Gender: Sheltered Homeless People in Households with Children, 2009 - 2014**



### AGE

- ▶ In 2014, approximately 65% of people in sheltered homeless households with children were under the age of 18. Of those children, 113 (8%) were under the age of 1 and 579 (41%) were under the age of 5.

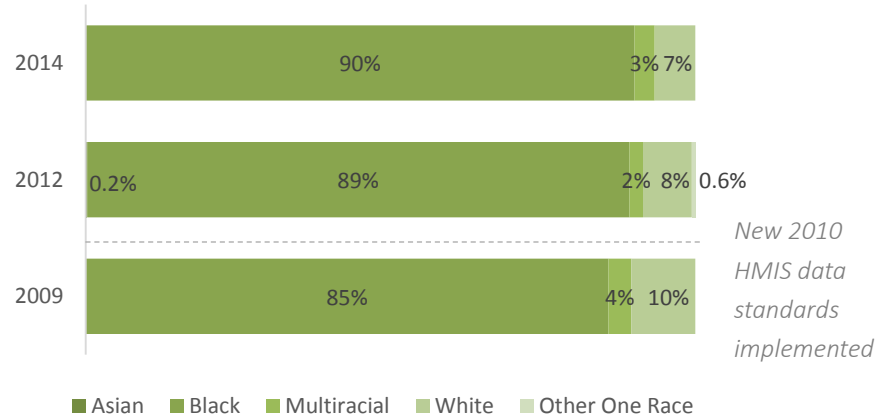
**Age: Sheltered Homeless People in Households with Children, 2009 - 2014**



## HOUSEHOLDS WITH CHILDREN RACE

- ▶ In 2014, the majority (90%) of people in sheltered homeless households with children were Black.

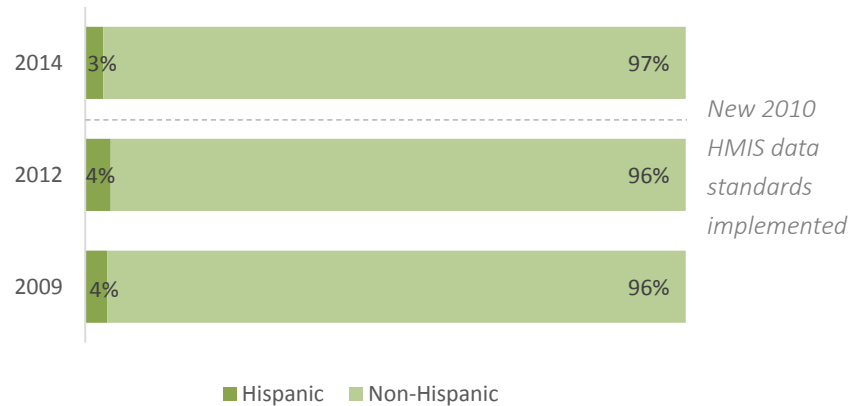
**Race:** Sheltered Homeless People in Households With Children, 2009 -2014



## ETHNICITY

- ▶ In 2014, the estimated share of people in sheltered homeless households with children in Mecklenburg County who identified as non-Hispanic was 97%.

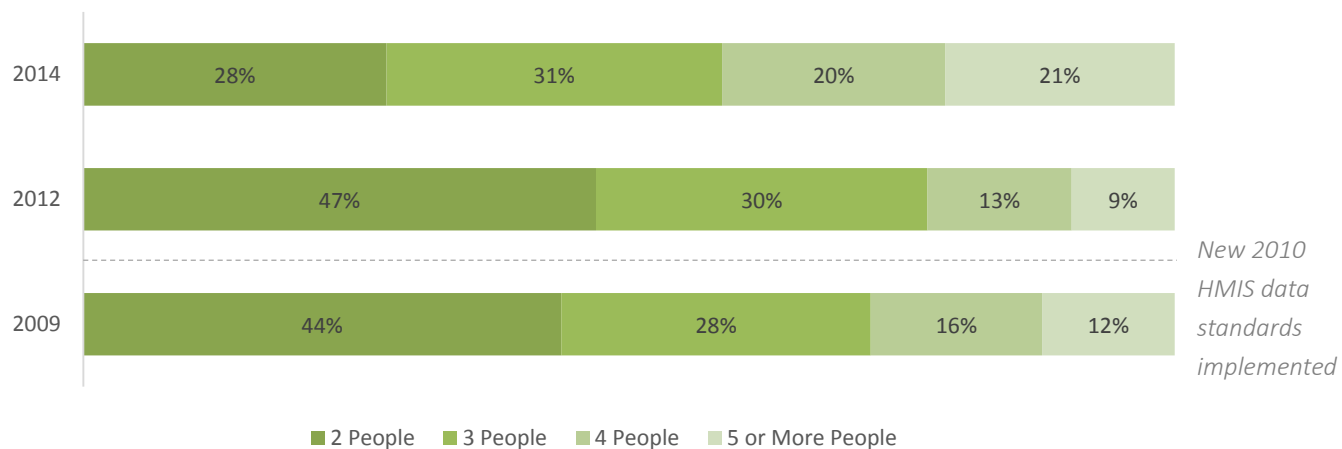
**Ethnicity:** Sheltered Homeless People in Households With Children, 2009 -2014



### HOUSEHOLD SIZE

- ▶ In 2014, the majority (58%) of sheltered homeless households with children were between 2 to 3 people.
- ▶ The proportion of larger household sizes is increasing. In 2009, 28% of households had 4 or more people, compared to 41% in 2014.

**Household Size: Sheltered Homeless Households with Children, 2009 - 2014**



## CHILD ONLY HOUSEHOLDS

# Child Only Households

**DEFINITION:** Households where all members are under the age of 18.

In Charlotte-Mecklenburg in 2014:

### Homeless on one night (PIT)

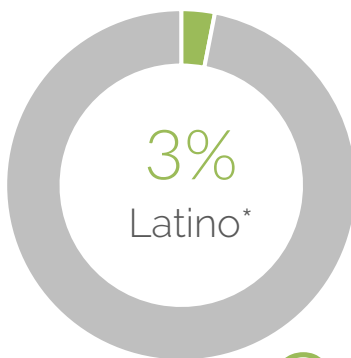
0

Unsheltered people

9

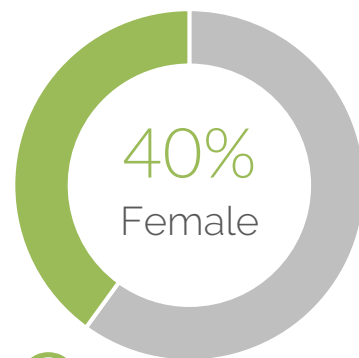
Sheltered people

### Sheltered at some point during the year (HMIS)



40

Sheltered people



9 out of 10

Identified as Black\*

# CHILD ONLY HOUSEHOLDS

## SUMMARY OF TRENDS FOR SHELTERED HOUSEHOLDS

Table 4 below summarizes the number of *sheltered* child only households from the PIT data and HMIS data locally and nationally from 2005 to 2014.<sup>5</sup>

- ▶ From 2009 to 2010, there was a decrease in sheltered homeless child only households on a given night in January (PIT).
- ▶ From 2011 to 2012 and 2013 to 2014, one-year (HMIS) counts of homeless child only households increased.
- ▶ Homeless child only households that were sheltered increased from 2012 to 2013 in Charlotte-Mecklenburg on a given night in January (PIT).

**TABLE 4.** Change in child only households experiencing homelessness across data estimates, 2005 - 2014

	PIT-Sheltered (Charlotte-Mecklenburg)		AHAR-PIT Sheltered National	HMIS (Charlotte - Mecklenburg)		AHAR- HMIS National
	# Change	% Change		# Change	% Change	
2005-2006	-	-	-	-4	(43%)	-
2006-2007	-	-	-	8	(100%)	-
2007-2008	-	-	-	5	(75%)	-
2008-2009	-	-	-	10	(11%)	-
2009-2010	3	-	-	1	(7%)*	-
2010-2011	-3	-	-	-9	(12%)	-
2011-2012	-5	-	-	53	(84%)	-
2012-2013	-3	-	-	*	*	-
2013-2014	3	-	1.3%	*	*	-

*New 2010  
HMIS data  
standards  
implemented*

\* Charlotte-Mecklenburg HMIS data not available for 2013.

<sup>5</sup> Comparisons of trends across the two data sources should be made with caution due to differences in methodology—the PIT Count is a one-night estimate in January versus the HMIS data, which covers an entire year. As a result, instances where the changes in sheltered unaccompanied youth do not align are not indicative that the data are incorrect or the trend is inaccurate—the differences could be accounted for by the differences in methodology and the complexities of each data source. For example, the HMIS data may reflect the seasonality of homelessness, or changes in capacity amongst agencies during the year, whereas the PIT data is just a snapshot of one night.

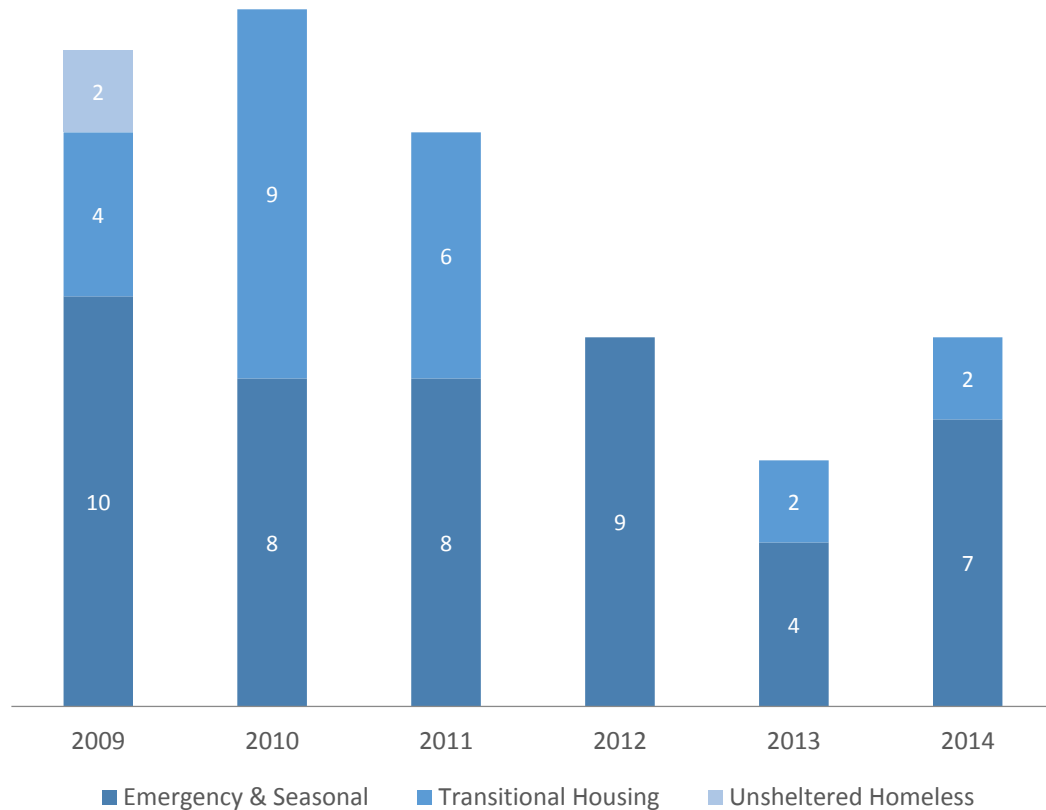
# CHILD ONLY HOUSEHOLDS

## OVERALL TRENDS: ONE-NIGHT ESTIMATES

- ▶ **Total homelessness:** The 2014 PIT count identified 9 homeless children in households without adults. The number of homeless child only households increased by 3 children from 2013 to 2014.
- ▶ **Sheltered homelessness:** Sheltered child only households decreased by 44% (7) from 2009 to 2014.
- ▶ **Unsheltered homelessness:** In 2009 there were 2 unsheltered child only households, but from 2010 to 2014 there were 0 homeless child only households that were unsheltered.

*Note: For updated PIT Count data, please refer to the "Charlotte-Mecklenburg Point in Time Count Report: 2009 - 2015."*

PIT: Total Unaccompanied Homeless Children, 2009-2014

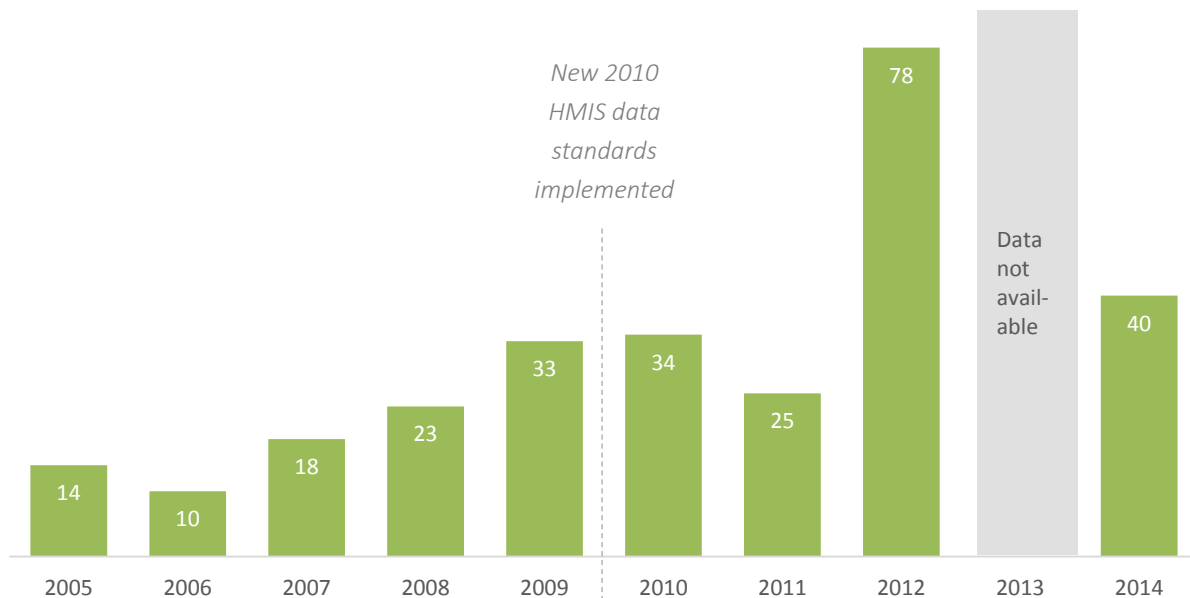


### OVERALL TRENDS: ONE-YEAR ESTIMATES

- ▶ In 2014, approximately 40 child only households used shelter at some point.
- ▶ From 2005 to 2014, the number of homeless child only households that were sheltered increased by 186% (26 people).
- ▶ From 2012 to 2014, the number of homeless child only households that were sheltered decreased by 49% (38 people).
- ▶ The number of homeless children that were sheltered reached its lowest in 2006, when only 10 children were identified as sheltered. Then, from 2006 to 2012 the number of child only households increased by 212%. The spike in 2012 might be due to changes in data entry, changes at an agency level, reflect an actual increase, or a combination thereof.

*Note: Caution should be used in interpreting household data due to how households were identified. See “Data and Methodology” section for more details.*

**Overall:** One-year Estimate of Homeless Households with Only Children Experiencing Sheltered Homelessness, 2005-2014

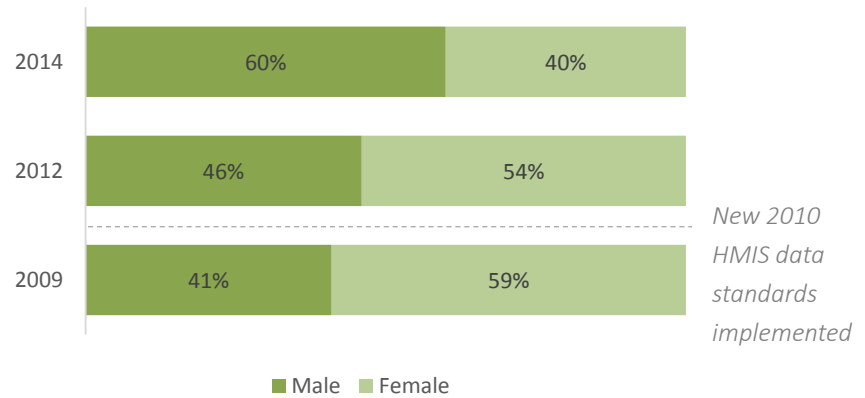


## CHILD ONLY HOUSEHOLDS

### GENDER

- ▶ In 2014, more children in child only households identified as male (60%) than female (40%).

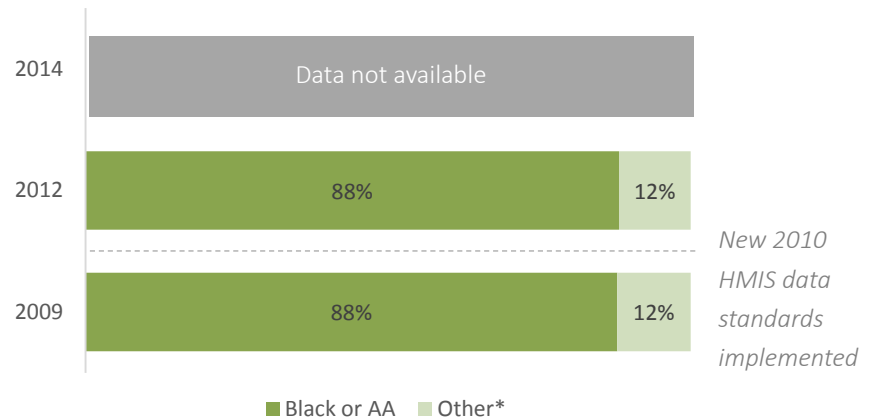
**Gender:** Sheltered Homeless People in Households with Only Children, 2009-2014



### RACE

- ▶ The majority (88%) of people in sheltered homeless households with children were Black in 2012. This is higher than the proportion reported in the 2013 AHAR report, which found that approximately 49% of people in sheltered homeless households with children in the U.S. were Black in 2012.

**Race:** Sheltered Homeless People in Households with Only Children, 2009-2012



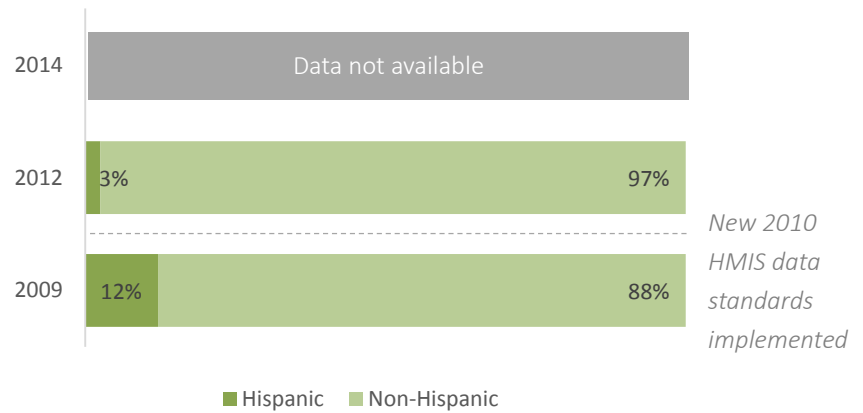
\* The sample size of other racial groups was too small for the race categories to be reported out separately so they were grouped into an "Other" category.



### ETHNICITY

- ▶ In 2012, the estimated share of people in sheltered homeless households with children in Mecklenburg County who identified as non-Hispanic (97%) was higher than the estimated share in the U.S. (79%), according to the 2013 AHAR report.

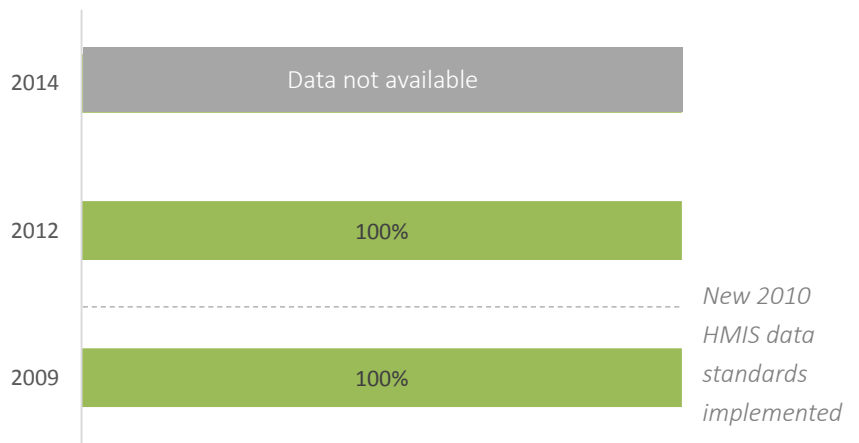
**Ethnicity:** Sheltered Homeless People in Households with Only Children, 2009-2012



### HOUSEHOLD SIZE

- ▶ All children in child only households were in one-person households.
- ▶ This means that 78 children under the age of 18 were alone while experiencing homeless in 2012.

**Household Size:** Sheltered Homeless People in Households with Only Children, 2009-2012



## VETERANS

# Veterans

**DEFINITION:** A person self-identifying as having served in the military, regardless of discharge type.

In Mecklenburg County in 2014

### Homeless on one night (PIT)

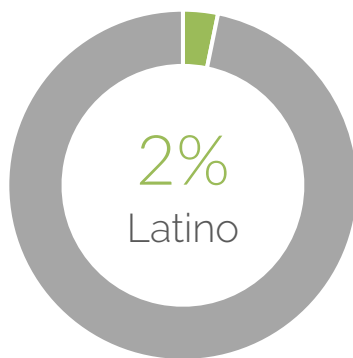
15

Unsheltered veterans

142

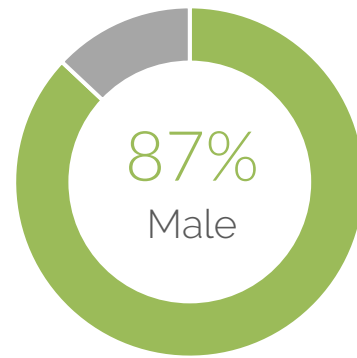
Sheltered veterans

### Sheltered at some point during the year (HMIS)



469

Sheltered veterans



8 out of 10

Identified as Black

## SUMMARY OF TRENDS FOR SHELTERED HOUSEHOLDS

Table 5 below summarizes the number of *sheltered* veterans from the PIT data and HMIS data locally and nationally from 2004 to 2014.<sup>6</sup>

- ▶ From 2009 to 2010, there was a decrease in sheltered veterans on a given night in January (PIT), however there was an increase over the course of one year (HMIS) in Charlotte-Mecklenburg. From 2010 to 2011, there was an increase on a given night in January (PIT), however there was a decrease over the course of one year (HMIS).
- ▶ From 2009 to 2014, the number of sheltered veterans experiencing homelessness in Charlotte-Mecklenburg on a given night in January (PIT) decreased by 10%.
- ▶ Sheltered homelessness among veterans increased from 2013 to 2014 in Charlotte-Mecklenburg according to the one-night (PIT), but decreased in one-year (HMIS) counts of sheltered homelessness.

**Table 5.** Change in veterans experiencing homelessness across data estimates, 2005 – 2014

	PIT-Sheltered (Charlotte-Mecklenburg)		AHAR-PIT Sheltered National	HMIS (Charlotte - Mecklenburg)		AHAR- HMIS National
	# Change	% Change		# Change	% Change	
2005-2006	-	-	-	36	19%	-
2006-2007	-	-	-	-57	-269%	-
2007-2008	-	-	-	36	22%	-
2008-2009	-	-	-	7	3%	-
2009-2010	-4	-2%	0.1%	163	78%	-3.2%
2010-2011	85	54%	-7.8%	4	1%	-2.3%
2011-2012	118	49%	-12.2%	78	21%	-2.4%
2012-2013	-250	-69%	-0.7%	33	7%	1.3%
2013-2014	32	29%	-8.2%	-17	-3%	-5.8%

*New 2010  
HMIS data  
standards  
implemented*

<sup>6</sup> Comparisons of trends across the two data sources should be made with caution due to differences in methodology—the PIT Count is a one-night estimate in January versus the HMIS data, which covers an entire year. As a result, instances where the changes in sheltered homelessness do not align are not indicative that the data are incorrect or the trend is inaccurate—the differences could be accounted for by the differences in methodology and the complexities of each data source. For example, the HMIS data may reflect the seasonality of homelessness, or changes in capacity amongst agencies during the year, whereas the PIT data is just a snapshot of one night.

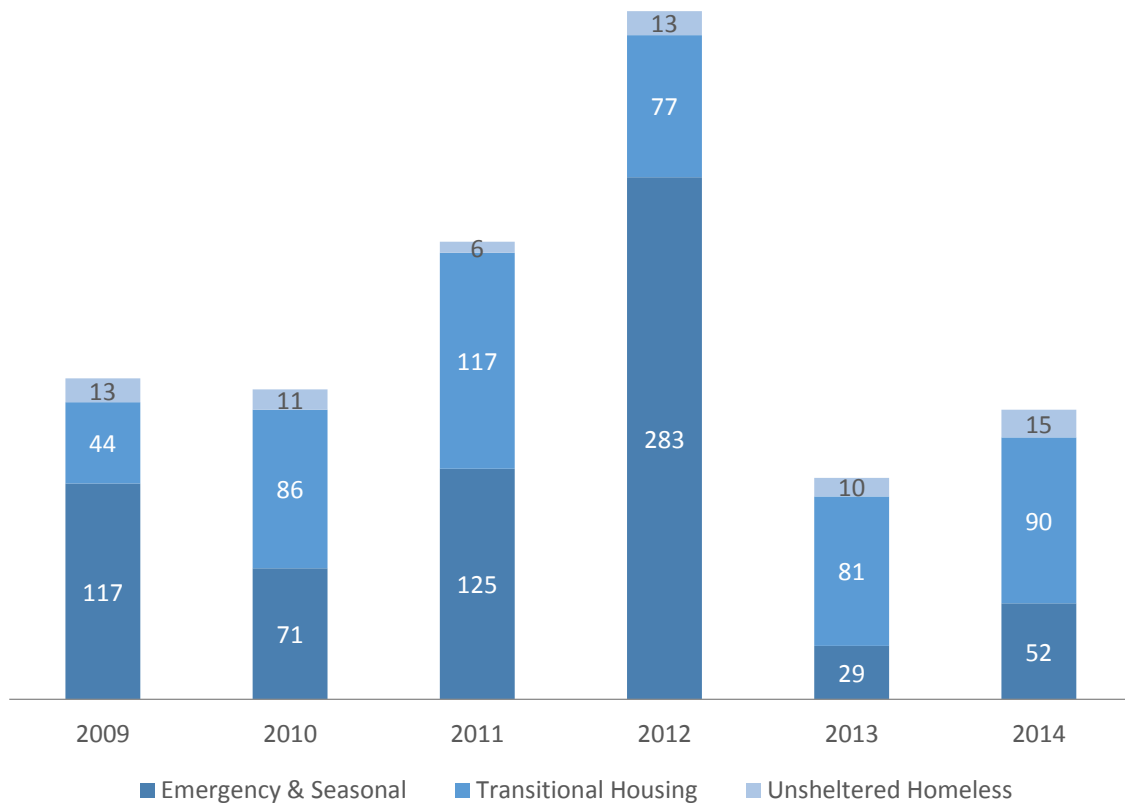
# VETERANS

## OVERALL TRENDS: ONE-NIGHT ESTIMATES

- ▶ **Total homelessness:** The 2014 PIT count identified 157 homeless veterans on one night in January 2014. The overall number of sheltered homeless veterans increased each year from 2010 – 2012, largely due to an increase in emergency/seasonal shelter utilization. There was a 114% (199 person) increase in homeless veterans from 2009 to 2012 and a 67% (253 person) decrease from 2012 to 2013.
- ▶ **Sheltered homelessness:** Sheltered homeless veterans increased by 124% (199 people) from 2009 – 2012, and decreased by 13% (19 people) from 2009 – 2014.
- ▶ **Unsheltered homelessness:** The number of unsheltered homeless veterans increased by 15% from 2009 – 2014 (2 people), with slight fluctuations in 2010 and 2011.

*Note: For updated PIT Count data, please refer to the “Charlotte-Mecklenburg Point in Time Count Report: 2009 – 2015.”*

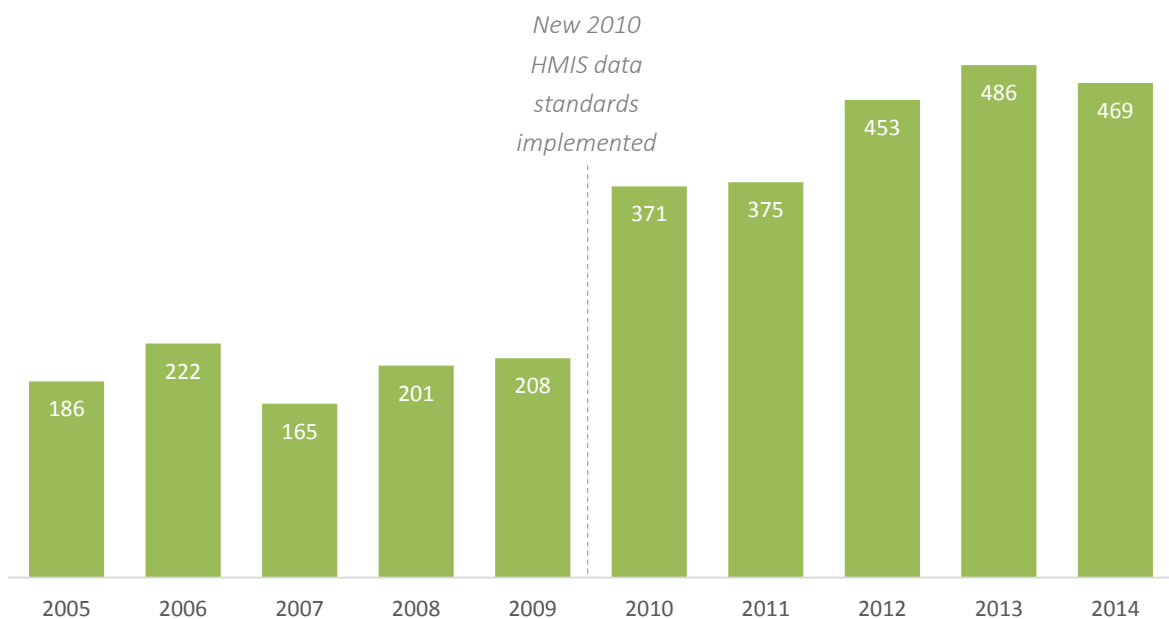
PIT: Total Homeless Veterans, 2009-2014



## OVERALL TRENDS: ONE-YEAR ESTIMATES

- ▶ In 2014, approximately 469 homeless veterans used shelter at some point during the year.
- ▶ From 2005 to 2014, sheltered veterans increased by 152% (283 people).
- ▶ From 2013 to 2014, sheltered veterans decreased by approximately 3.5% (17 people).
- ▶ The estimated number of sheltered veterans increased drastically from 2009 to 2010, and has continued to slightly increase from 2010 to 2013. The increase in sheltered veterans coincides with an overall increase in the number of sheltered people and could also potentially be a reflection of the economic downturn. This could also potentially be due to strengthened data entry or an increase in the number of records entered by one specific agency.

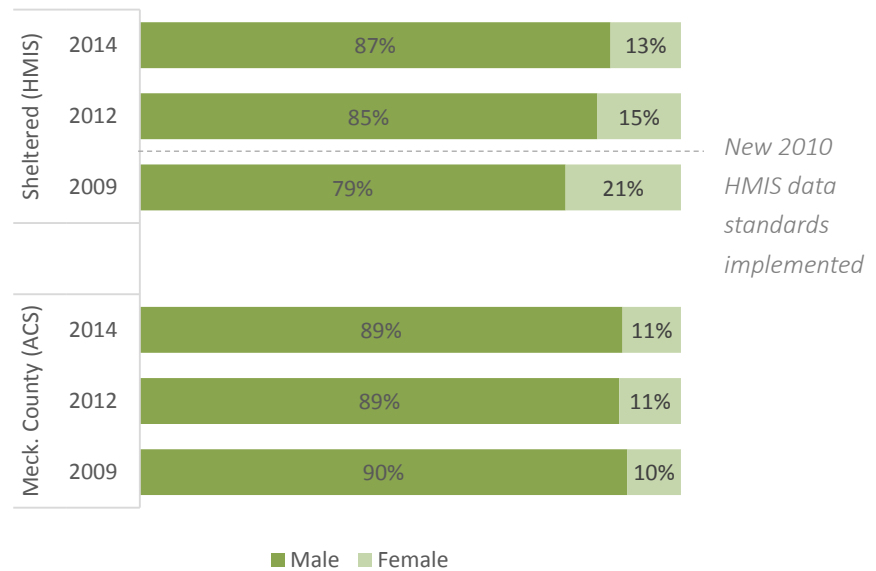
**Overall:** One-year Estimate of Homeless Veterans Experiencing Sheltered Homelessness, 2005-2014



## VETERANS GENDER

- ▶ The majority (87%) of sheltered homeless veterans in Charlotte-Mecklenburg identified as male in 2014. This is slightly lower than the 2014 AHAR Report one-year estimate of sheltered veterans nationally, where 91% identified as male in 2014 and is also slightly lower than the overall U.S. veteran population, where 90% of people identified as male in 2014.
- ▶ The proportion of female sheltered veterans decreased from 2009 to 2014, while the U.S. female veteran population increased.

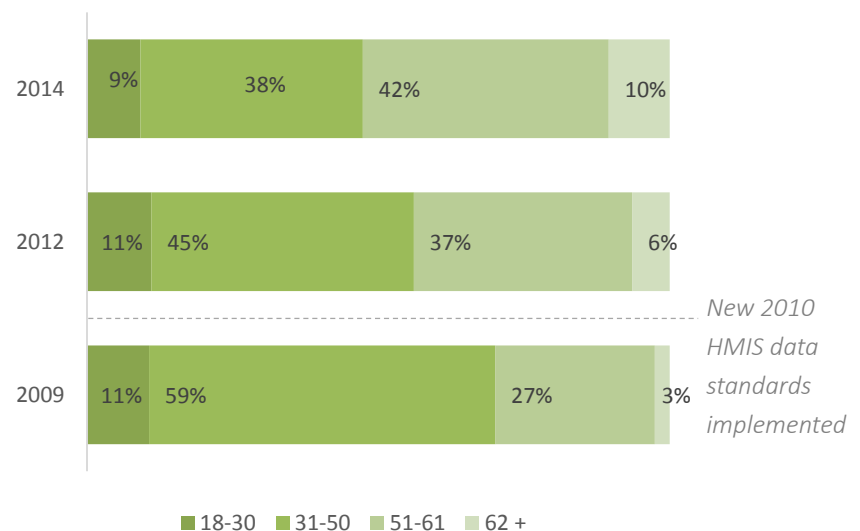
**Gender: Sheltered Homeless Veterans, 2009 -2014**



## AGE

- ▶ Approximately 8 out of every 10 veterans were between the ages of 31 and 61 in 2014.
- ▶ The share of the sheltered veteran population between the ages of 31-50 decreased substantially from 2009 to 2014, while the number between ages 51-61 increased, potentially reflecting an aging of the population.
- ▶ The proportion of homeless sheltered veterans over the age of 62 (10%) is lower than the Mecklenburg county population, which was approximately 13% in 2014.

**Age: Sheltered Homeless Veterans, 2009 -2014**



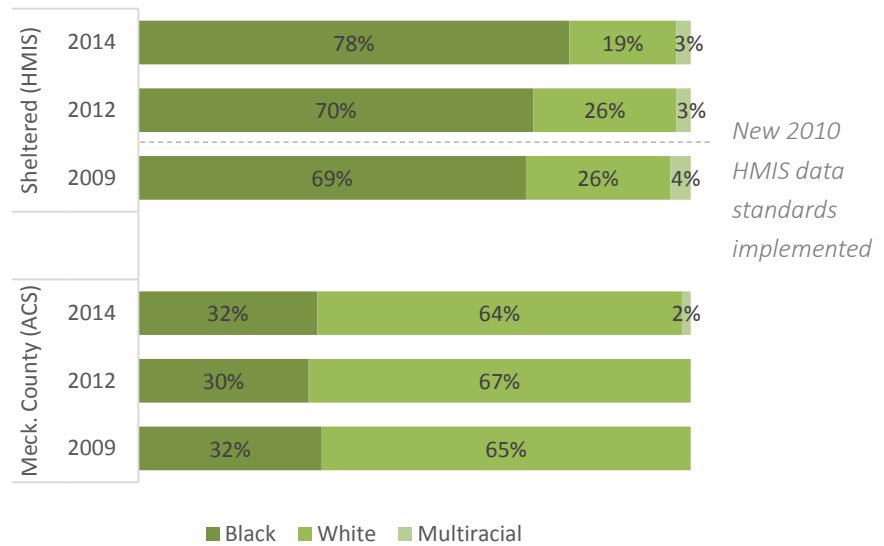
*Note: The 2014 AHAR report uses different age breaks, so no direct comparisons can be made.*

## RACE

- ▶ Approximately 8 out of every 10 veterans were Black in 2014.
- ▶ The proportion of the Mecklenburg County homeless sheltered veteran population that identified as Black in 2014 is disproportionate when compared to the overall Mecklenburg County veteran population, which was approximately 32% Black, and the share of the overall U.S. sheltered homeless veteran population which was approximately 49% Black in 2014, according to the 2014 AHAR report.

*Note: No data is reported for veterans identifying as other races due to insufficient sample sizes.*

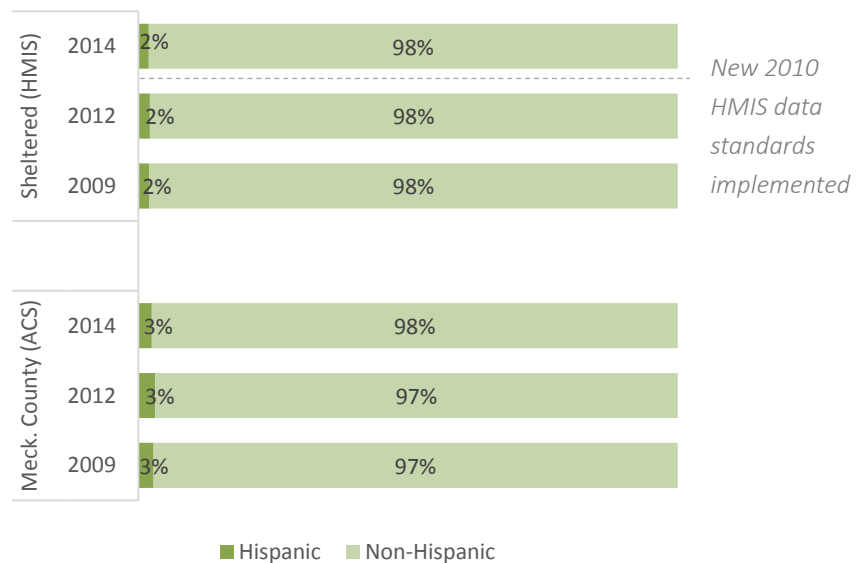
**Race: Sheltered Homeless Veterans and U.S. Veteran Population, 2009-2014**



## ETHNICITY

- ▶ The majority (98%) of homeless sheltered veterans were non-Hispanic in 2014, which is comparable to the U.S. Veteran population.
- ▶ The proportion of homeless sheltered Hispanic Veterans in Charlotte-Mecklenburg is slightly lower than the share in the sheltered U.S. veteran population, which was 7% according to the 2014 AHAR report.

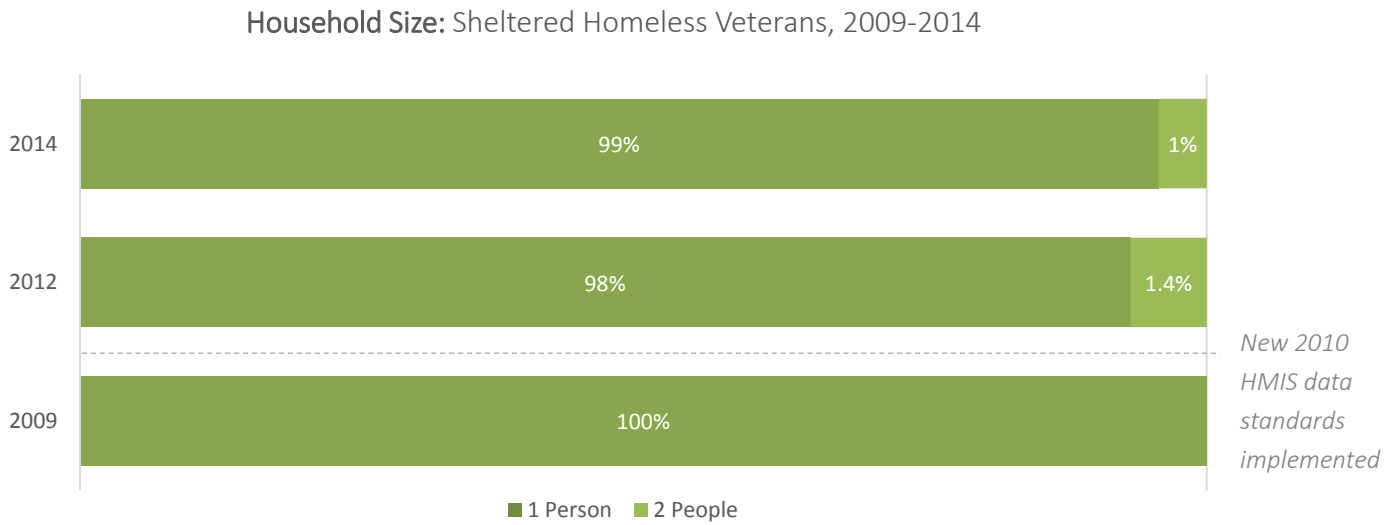
**Ethnicity: Sheltered Homeless Veterans and U.S. Veteran Population, 2009-2014**



## VETERANS

## HOUSEHOLD SIZE

- ▶ The majority of veteran households were 1-person households in 2009, 2012, and 2014.





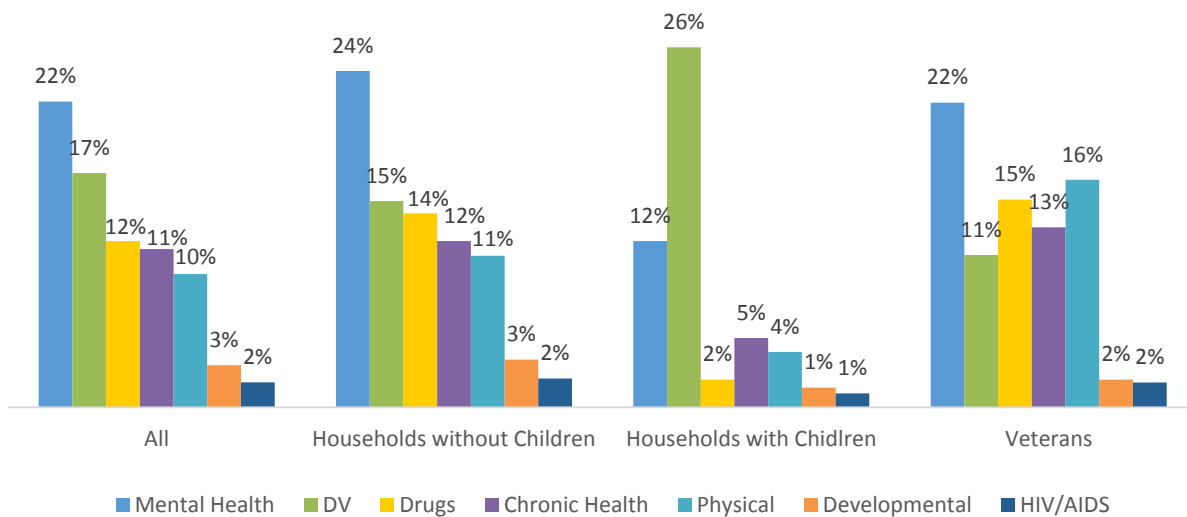
# Self-Reported Data<sup>7</sup>

## IN 2012

- ▶ Nearly 40% of the homeless adults in 2012 reported having a disabling condition.<sup>8</sup>
- ▶ Mental health disabilities were reported the most in households without children (24%), and veterans (22%), compared to 12% of people in households with children.
- ▶ For adults in families (90% of which are female), 26% reported surviving domestic violence.
- ▶ Approximately 16% of veterans report having a physical disability.

*Note: The percentages below represent the percentage of people within each household type that answered yes or no to a certain item. The different self-reported items are not mutually exclusive—someone may have selected yes to more than one item.*

HMIS: Self Reported Data, 2012



<sup>7</sup>The historical HMIS data for disabilities are inconsistent and incomplete in many years. (See Appendix A for detailed discussion of data quality). Overall, the data were more complete in more recent years. Because of this, the decision was made to only include 2012 in the analysis of the self-reported program elements.

<sup>8</sup> The HMIS data used in this report use the following definition for “disability” from the 2010 HMIS data standards: “[...] a disabling condition means: (1) a disability as defined in Section 223 of the Social Security Act; (2) a physical, mental, or emotional impairment which is (a) expected to be of long-continued and indefinite duration, (b) substantially impedes an individual’s ability to live independently, and (c) of such a nature that such ability could be improved by more suitable housing conditions; (3) a developmental disability as defined in Section 102 of the Developmental Disabilities Assistance and Bill of Rights Act; (4) the disease of acquired immunodeficiency syndrome or any conditions arising from the etiological agency for acquired immunodeficiency syndrome; or (5) a diagnosable substance abuse disorder.” Source: [https://www.hudexchange.info/resources/documents/finalhmisdatastandards\\_march2010.pdf](https://www.hudexchange.info/resources/documents/finalhmisdatastandards_march2010.pdf)

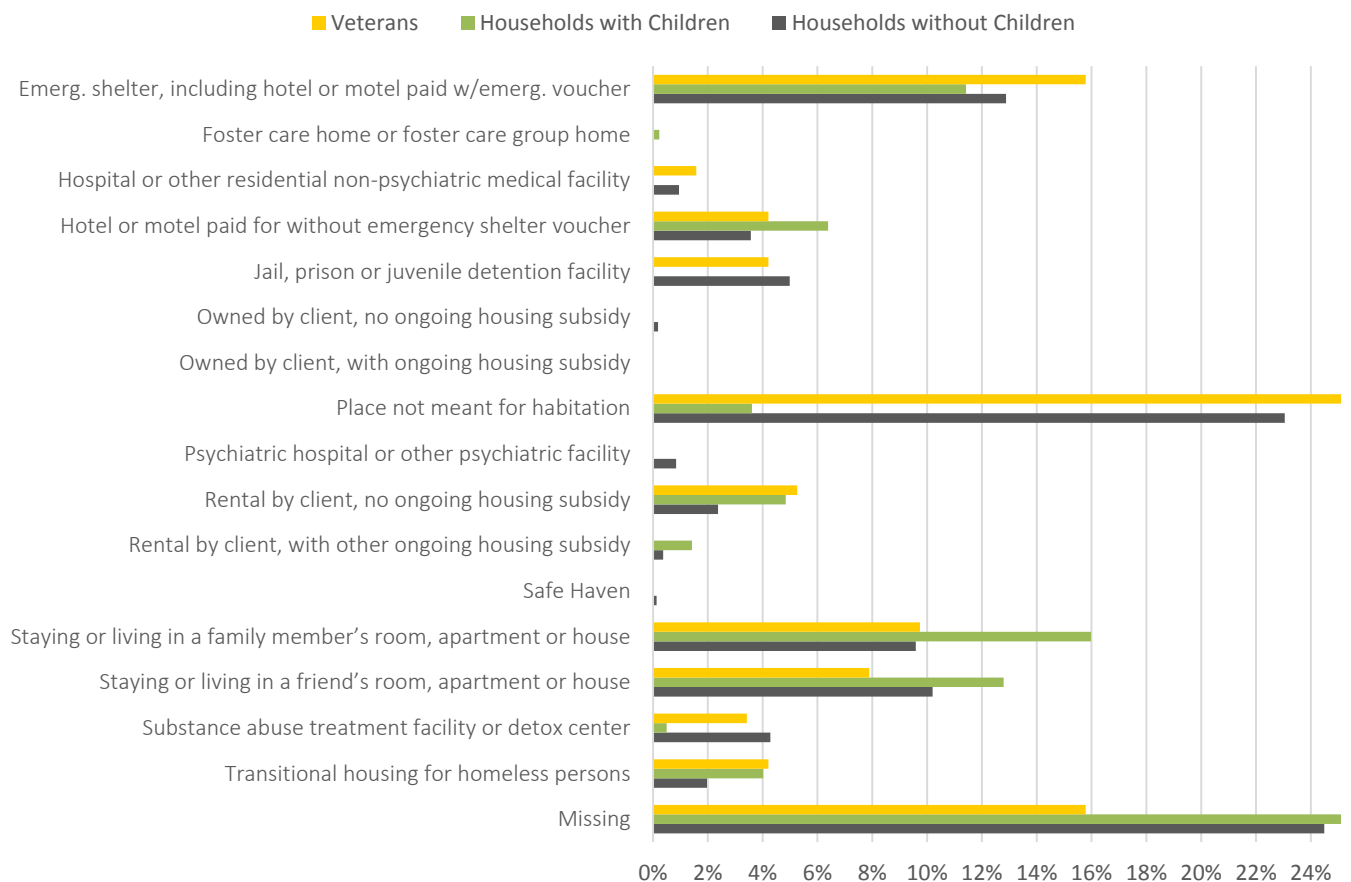
## PRIOR HOUSING TYPE

# Prior Housing Type

- ▶ The majority of adults in households with adults and children were staying or living with a family member (16%) or friend (13%) or in an emergency shelter (11%).
- ▶ For adults in households without children, the majority were residing in a place not meant for human habitation (23%), emergency shelter (13%), or staying or living with a friend (10%) or family member (10%).
- ▶ Prior to entering shelter, the majority of veterans were residing in a place not meant for human habitation (26%) or in an emergency shelter (16%).

*Note: Data on housing type prior to entering shelter is not unduplicated for each person. Rather, these data represent every time someone entered a shelter. Housing types with less than 5 records are not included in the analysis. Housing type prior to entering shelter is missing for 16% of veterans, 38% of households with children, and 24% of households without children.*

### HMIS: Housing Type Prior To Entering Shelter, 2012



# System Utilization

System utilization refers to the number of people served over the course of a year in emergency shelter, transitional housing, and permanent supportive housing. It is possible that a person used multiple types of shelter over the course of one year, so they would be counted in multiple categories, but only once for each shelter type. Note that this does not indicate the *length* of their use of the shelter, only the *number of times they entered* a shelter.<sup>9</sup>

- ▶ In 2012, emergency shelter was the most used shelter type, serving 2,569 people in households without children and 1,428 people in households with children. The highest number of program entries was 4. Emergency shelter use among people in households without children increased from 2009 to 2010, but decreased in 2011 and 2012. For households with children, emergency shelter utilization decreased from 2006 to 2010, but increased in 2011 and 2012.
- ▶ Transitional housing was used by 1,882 people in 2012. Of those people, households with children used transitional shelter an average of 1.04 times and households without children used it an average of 1.02 times. The maximum number of times transitional shelter was used in one year was three. The number of households with children using transitional housing increased each year from 2009 to 2012, while utilization by households without children decreased from 2010 to 2012.

**Table 11.** System Utilization, 2012

	# of People Served	Avg. number of program entries	Max number of program entries
<b>Emergency Shelter (ES)</b>	<b>3,821</b>		<b>4</b>
Households without children (ES-I)	2,569	1.18	4
Households with children (ES-F)	1,428	1.09	4
<b>Transitional Housing (TH)</b>	<b>1,882</b>		<b>3</b>
Households without children (TH-I)	862	1.02	3
Households with children (TH-F)	1,020	1.04	2

<sup>9</sup> The average and maximum number of program entries by shelter and household type is only examined for 2012 due to data availability.

Charlotte-Mecklenburg Sheltered System Utilization, 2005-2012



\* Data on households with children not available for 2010 and 2011 due to data quality concerns.

# Appendix

## OVERVIEW OF DATA SOURCES

This report utilized data from several sources:

- ▶ The 2014 Annual Homeless Assessment Report (AHAR) to Congress
- ▶ American Community Survey
- ▶ Charlotte-Mecklenburg Point in Time Count
- ▶ Charlotte-Mecklenburg Homeless Management Information Systems (HMIS)
  - The 2004 to 2012 data comes from the ISC Community Database
  - The 2013 to 2014 data comes from the U.S. Department of Housing and Urban Development’s Homelessness Data Exchange

This appendix provides additional information on each of these data sources, data cleaning processes (if applicable), and limitations of the data.

### THE 2014 ANNUAL HOMELESS ASSESSMENT REPORT (AHAR) TO CONGRESS

The 2014 Annual Homeless Assessment Report (AHAR) to Congress<sup>1</sup> provides national estimates of homelessness in the U.S. using Point-in-Time Count data from 420 Continuums of Care and an aggregated national representative sample of the HMIS data provided by 380 Continuums of Care in the U.S.

### AMERICAN COMMUNITY SURVEY (ACS)

The American Community Survey is a statistical survey of a sample of the U.S. population. This report uses the Mecklenburg County 1-Year estimates for 2005, 2009 and 2014.

### POINT-IN-TIME (PIT) COUNT<sup>2</sup>

The PIT Count provides an unduplicated census of the number of people experiencing homelessness on a given night in January—both sheltered and unsheltered. The PIT Count uses the HUD definition of homelessness in regulation 24 CFR §578.3 to estimate the number of people “with a primary nighttime residence that is a public or private place not designed for or ordinarily used as a regular sleeping accommodation for human beings, including a car, park, abandoned building, bus or train station, airport, or camping ground” or residing in a shelter (emergency/seasonal shelter or transitional housing). While the federal government mandates the PIT reporting requirements for both the unsheltered and sheltered

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<sup>1</sup> The U.S. Department of Housing and Urban Development. (2014). The 2013 Annual Homeless Assessment Report (AHAR) to Congress, Part 2 Estimates of Homelessness in the United States. Washington, DC. Retrieved from: <https://www.hudexchange.info/resource/4404/2013-ahar-part-2-estimates-of-homelessness-in-the-us/>

<sup>2</sup> For more current PIT Count data please refer to the “2015 PIT Count Report” which is available here: <http://charmack.org/city/charlotte/nbs/housing/housingcoalition/Pages/default.aspx>

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counts, the methodology for conducting the unsheltered count is up to each individual community to develop and implement.

## Unsheltered count methodology

The unsheltered portion of the PIT Count attempts to estimate the number of people experiencing unsheltered homelessness and living in places unfit for human habitation on a given night in January. The unsheltered count for 2009 to 2012 used estimates provided by the Charlotte-Mecklenburg Police Department since police officers are often familiar with the locations of people experiencing homelessness within their service areas. North Tryon, Central, and Metro service areas were excluded from the unsheltered count since the persons identified in those areas were often simultaneously being served in shelters.

## Sheltered count methodology

The sheltered portion of the PIT count provides data on all households with adults and children, households without children, and child only households sleeping in homeless shelters on the night of the count, which includes emergency shelters, transitional housing, and safe havens. According to the HUD guidelines,<sup>3</sup> emergency shelters can also include domestic violence shelters and rooms paid for at hotels, motels, or apartments to serve people experiencing homelessness. The sheltered count excludes persons who are precariously housed, such as staying with family or friends, living in a motel, living in permanent housing units, receiving temporary assistance while living in conventional housing, or staying at a hospital, residential treatment facility, foster care, or detention facility. For the sheltered count data, all agencies in the Charlotte-Mecklenburg Continuum of Care (CoC) are required to submit their census data to the PIT coordinator, who then compiles the data and submits it to the North Carolina Coalition to End Homelessness.

## HMIS DATA

The HMIS data provide an unduplicated count of people experiencing homelessness who were sheltered at some point during a year. Caseworkers at agencies that provide homeless services enter data on the clients they serve. By entering data into HMIS, agencies are better able to understand the characteristics and service utilization patterns of people experiencing homelessness, which can help inform the targeting of services.

Agencies who are Continuum of Care (CoC) Program grantees, HUD-Veterans Affairs Supportive Housing (HUD-VASH) Program grantees, and Veterans Homelessness Prevention Demonstration (VHPD) Program grantees are required to enter data on the clients they serve into HMIS.<sup>4</sup> Agencies that shelter survivors of domestic violence do not share their data in HMIS due to privacy and safety concerns. However, additional agencies in the community may elect to enter data into HMIS or to maintain their own

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<sup>3</sup> The U.S. Department of Housing and Urban Development. (2012). A Guide to Counting Sheltered Homeless People, Third Revision. Washington, D.C. Retrieved from: [https://www.onecpd.info/resources/documents/counting\\_sheltered.pdf](https://www.onecpd.info/resources/documents/counting_sheltered.pdf)

<sup>4</sup> For a list of programs that require HMIS reporting, please refer to <https://www.hudexchange.info/resources/documents/HMIS-Data-Standards-Manual.pdf>

databases. Therefore, some agencies that sheltered people experiencing homelessness may not be entered into the local HMIS if they were not receiving HUD funding for that particular year and did not choose to enter their data.

### Data Elements

Federally-funded agencies are required to collect data on a certain set of fields, called the HMIS Universal Data Elements and the Program-Specific Data Elements.<sup>5</sup> Due to the complexity and quality of the data, the decision was made to focus the analysis of the Charlotte-Mecklenburg HMIS Cumulative Report on these Universal and Program-Specific Data Elements since they would theoretically have the most reliable and complete data.

In 2010, the HMIS Universal Data Elements were:

- Name
- Social Security Number
- Date of Birth
- Race
- Ethnicity
- Gender
- Veteran Status
- Disabling Condition
- ID
- Residence Prior to Program Entry
- Zip code of last permanent address
- Housing Status
- Project Entry Date
- Project Exit Date
- Personal ID
- Household

Listed below are the 2010 Program-Specific Data elements. Due to data quality issues with the 2004 to 2012 data, and to reflect the data reported on in the 2014 AHAR Report, only the program elements in **blue** below were included in this report. See “Missing Data” section below for more details.

- Income and sources
- Non-cash benefits
- **Physical disability**
- **Developmental disability**
- **Chronic health condition**
- **HIV/AIDS**
- **Mental Health**
- **Substance Abuse**
- **Domestic violence**
- Destination
- Date of contact
- Date of engagement
- Financial assistance provided
- Housing relocation and stabilization services provided

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<sup>5</sup> Two of the universal data elements (Veterans Status and Disabling Condition) are asked of adults only; Residence Prior to Program Entry asked of adults and unaccompanied youth only. Programs that receive Supportive Housing Program (SHP) funding are also required to collect the Program Specific data elements. [https://www.hudexchange.info/resources/documents/finalhmisdatastandards\\_march2010.pdf](https://www.hudexchange.info/resources/documents/finalhmisdatastandards_march2010.pdf)

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Due to the changes in data standards from 2004 to 2010, and to allow for future comparisons, ISC staff used HUD's 2014 HMIS Data Standards Mapping document to standardize values across years for the 2004 to 2012 Charlotte-Mecklenburg data.<sup>6</sup>

## Data Standards

In addition to having required HMIS data elements, there are data quality controls called HMIS Data Standards. These data standards serve to standardize the way in which the data for the universal and program elements are entered. The data standards were first implemented in 2004 (69 FR 146, July 30, 2004). The standards were subsequently updated in 2010 and again in 2014.

The main changes between the 2004 and 2010 data standards that impact the data included in this report were that the 2010 data standards added:<sup>7</sup>

- ▶ Response options "Don't know" and "Refused"
- ▶ Gender entry choices:
  - Transgendered male to female
  - Transgendered female to male
  - Other
- ▶ Residence prior to program entry choices:
  - Owned by client, no ongoing housing subsidy
  - Owned by client, with ongoing housing subsidy
  - Rental by client, no ongoing housing subsidy
  - Rental by client, with VASH housing subsidy
  - Rental by client, with other (non-VASH) ongoing housing subsidy
  - Safe Haven
- ▶ "Housing Status" field, which identifies whether a person is literally homeless, at risk of experiencing homelessness, or facing housing instability.

## Data sources for HMIS Data

While the collection of data in HMIS is federally required, it is up to each CoC to determine the system that is used to collect the data and whether to collect any additional data. From 2004 to 2012, the Charlotte-Mecklenburg Continuum of Care (CoC) used an HMIS system called Client Services Network (CSN), which was administered by Bell Data. In 2013, the CoC transitioned to a new data system developed by Bowman Systems and administered by the Carolina Homeless Information Network (CHIN).

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<sup>6</sup> <https://www.hudexchange.info/resource/4052/2014-hmis-data-standards-mapping/>

<sup>7</sup> For more details on changes between the 2004 and 2010 data standards, please refer to: <https://www.hudexchange.info/resource/4052/2014-hmis-data-standards-mapping/>



The Charlotte-Mecklenburg HMIS data used in this report were obtained from two sources.

- ▶ Data for 2004 to 2012. The data from 2004 to 2012 were obtained through the ISC Community Database, an integrated data system. The data from ISC was provided at the de-identified individual level, which allowed for more in-depth analysis of certain fields. (See “2004-2012 HMIS Data” section for additional details.)
- ▶ The data from 2013 to 2014 were obtained through the U.S. Department of Housing and Urban Development’s Homelessness Data Exchange website (HDX). The data from HDX was in aggregate form and the researchers were limited by the aggregated fields available in the reports from HDX. Because certain analyses were not provided in these data, such as the in-depth demographic characteristics of child only households, analysis for this report was limited in certain circumstances.

#### 2004-2012 HMIS Data

When this transition occurred, the data held by Bell Data (the “Historical HMIS data”) was transferred to the Institute for Social Capital (ISC). ISC received 177 tables, which reflect the highly customizable nature of CSN. Not all agencies entered data into each of these 177 tables, and different agencies entered data into each table at different points in time.

Once integrated into the ISC Community Database, ISC went through a series of processes to clean the HMIS data. ISC received 177 different tables, a reflection of the highly customizable capabilities of CSN. The decision was made by the research team to focus on only the universal and program data elements for the purposes of this report, since data contained in other tables were not entered by all agencies. Due to assumptions made in the data cleaning, the authors highly caution against making year to year comparisons or treating numbers as exact numbers rather than as estimates. Below are the details of the modifications made to the raw data.

#### Program Entry Dates

While the Charlotte community has HMIS data prior to 2004, the decision was made to begin the analysis for this report in 2004, to allow for the full implementation of the 2004 data standards. The data standards were subsequently updated in 2010. Modeled after the 2013 AHAR report, this report focuses its analysis primarily on three years: 2009, 2012, and 2014 so as to provide a general sense of the data trends rather than a year to year analysis. Because of the fluctuation that could have occurred in the years in between, trends overtime should be interpreted with caution.

The field “ProgramEntry” was used to determine the year associated with a record. If the ProgramEntry field was missing or inaccurate (ex. the program entry year was listed as 1900), then the record was excluded from the analysis. There were approximately 35,000 records that did not have a valid ProgramEntry (either missing a program entry or with a date that appeared incorrect, such as “1900”). After consultation with Bell Data, it was determined that these 35,000 records were likely historical

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records that had been imported and assigned a default ProgramEntry date or were errors in the data entry. Because there was no way to determine the correct ProgramEntry date for these records, they were excluded from the analysis. The consensus was however, that the majority of these records were likely from before the 2004 to 2012 timeframe used in the report.

## Identification of Shelter Type

Within the historical HMIS data, there is a field called “PITType” that indicates the type of program that a person entered within each agency. The PITType was predetermined and ISC did not cross-check the validity of the PITTypes unless there were cases where the PITType was missing or did not fit in the category of emergency shelter, transitional housing, permanent supportive housing, rapid rehousing, or supportive services. For this report, PITTypes listed as “supportive services” were excluded, since the focus of this report is on people experiencing homelessness in a shelter. If a PITType was missing, then that record was excluded from the analysis, since there would be no way of knowing whether a person was receiving housing services or not.

For those agency programs that did not have a PITType assigned or a PITType that fell within one of those categories previously mentioned, the research team reached out to each agency and asked for the PITType information. Ultimately, across all agencies, approximately 10% (5,751) of records were removed due to no PITType. Of note:

- ▶ People served by Urban Ministry Center had the PIT type ‘Seasonal Shelter.’ It was confirmed by the research team that these records should be recoded as emergency shelter.
- ▶ For the Salvation Army, the majority of records had the PITType value “Subprogram.” It was determined that the true PITType for Salvation Army was contained in a separate table in the database called “Subprogram,” which was a table unique to Salvation Army. After ISC matched the HMIS data file with the Subprogram table, all but 6,940 unduplicated records had an accurate PITType. The research team consulted with the Salvation Army to get additional information on the programs and PITTypes that did not match. After consulting with Salvation Army, it was ascertained that all persons served by Salvation Army initially enter into their emergency shelter and then may possibly go into one of the other programs offered by the agency. Because of this, the researchers decided to code the Salvation Army records previously coded PITType= “Subprogram” that did not have a match in the Subprogram table, as “Emergency Shelter”. As a result of this, the Salvation Army counts for ‘Transitional Housing,’ and for transitional housing overall, are likely underestimated.

PITType was used in conjunction with the family variable (created using the Intake ID) to produce the six shelter type reporting categories:

- ▶ Households without children served by emergency shelter
- ▶ Households without children served by transitional housing facilities
- ▶ Households with children served by emergency shelters

► Households with children served by transitional housing facilities

See Table 12 for the shelter types associated with each agency. Table 13 shows all the agencies that were included in the final dataset and for which years they were included.

Table 12. Agency Inclusion by Year

Agency	2004	2005	2006	2007	2008	2009	2010	2011	2012
Charlotte Family Housing (CFH)									
Community Link (COL)									
Friendship Community Development Corporation (FCDC)									
Hope Haven (HOH)									
The Salvation Army of Greater Charlotte (SAL)									
Men’s Shelter of Charlotte (UMS)									
Charlotte Center for Urban Ministry (UrbanMin)									
VetHouse									
YWCA Central Carolinas (YWCA)									

Table 13. Agency by PITType

Agency	PITType	
	Emergency	Transitional
CFH		
FCDC		
VetHouse		
YWC		
UrbanMin		
COL		
HOH		
UMS		
SAL		

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## Creation of Age Field

The HMIS data file given to the researchers by ISC contained the month and year of birth for each individual rather than the exact date, in compliance with ISC standards. Similarly, to protect individual's identity, only the month and year of program entry is provided to researchers.

Based on the month and year of birth and program entry, an age was calculated for each individual at the time of program entry. Because actual dates were not used, it is possible and plausible that some ages are over or under estimated due to a person's birthday falling within the same month as their program entry.

Age categories were chosen so that meaningful comparisons could be made between the HMIS data and ACS Mecklenburg County data. Publically available ACS data are in age bands of 5 years, while the aggregated age categories in the most recent HMIS data are listed in other categories with little consistency between the two. Therefore, broader categories were utilized in order to make comparisons across years and between the county and HMIS data

All individuals with birth year=1900 were considered missing and excluded from the analysis. Based on the calculated age, the researchers created age categories so that meaningful comparisons could be made between the HMIS data and ACS Mecklenburg County data. The age breakouts are:

- ▶ Children = under 18
- ▶ Adult = ages 18 to 61
- ▶ Senior citizen = 62 or older

## Identification of Unique Individuals, Households and Families

ISC worked with assistance from Bell Data to identify which tables contained the data for the Universal and Program elements. The fields "ID" and "Intake\_ID", were used to identify unique individuals, households, respectively. The researchers also had to create a flag to indicate what household type a person fell within (household with children, household without children, child only household).

### *Unique Individuals*

Each person within the database theoretically has a unique identifier, which is not tied to the agency where the person sought services.

### *Households*

Researchers had to create a flag indicating both families and households. The variable used to create the family and household indicators was the "Intake\_ID." When multiple persons (i.e. households) receive services from an agency, they are provided the same Intake\_ID. Since the Intake\_ID is tied to a person's entry in a program, one individual may have multiple Intake\_IDs associated with them if they entered shelter more than once. The frequency of each Intake\_ID indicates the number of household members or household size. The household size based on the Intake\_ID may vary depending on how many people

were seeking shelter at the time of program entry. There is the possibility however, that all household members were not consistently entered into HMIS.

Based on the Intake\_ID and the age of each household member, a flag was created indicating if the household was comprised of only adults (household without children), at least one adult and one child under age 18 (household with a child), or only children under the age of 18 (child only household).

#### De-duplication

Each time a person received services they were entered in HMIS. Because of this, an individual might have multiple records if they sought services multiple times within a year.

In order to get a de-duplicated count of people each year in the study period, a number of decisions were made:

- ▶ **Program elements:** If a client answered “yes” at any point to a program element within a year, then the collapsed record would contain a “yes” for that field.
- ▶ **Universal data elements:** The research team made the decision to be consistent and keep only each person’s most recent record’s Universal Elements for each year. Because of this, the data do not capture any changes in Universal Data elements throughout a year for a person. For example, it is possible that at one point in the year a person used shelter as part of a household without children, then later used a shelter as part of a household with children. In this example, only the instance using shelter as part of a household with children (and all the data associated with it) would be captured in the final dataset because it was the most recent record for that year. It is also possible that the most recent record was not the most complete record.
- ▶ **System Utilization:** System utilization refers to the number of people served over the course of a year in emergency shelter, transitional housing, and permanent supportive housing. For the shelter utilization portion of the report, the researchers downwardly adjusted for any people experiencing homelessness who are staying in more than one PITType-household type (ex. Permanent Housing – Family, Permanent Housing – Individual, etc.) in that year and summarized the number of times they utilized that shelter type. It is possible that a person used multiple types of shelter over the course of one year, so they would be counted multiple times across different PITType-household type categories, but only once within each PITType per year. For example, John Doe might have utilized emergency shelter 5 times in one year and transitional housing 2 times for that year, both times as part of a household without children. So, for that year, he would be counted once within “Emergency Shelter – Households without Children” with a summarized number of 5 program entries and once within “Transitional Housing – Households without Children” with a summarized number of 2 program entries. Note that this does not indicate the *length* of their use of the shelter, only the *number of times they entered* a shelter. It is possible that one program entry may represent someone staying in a shelter for over a year, whereas for another person, it may only represent 5 days.

# APPENDIX

## Missing data

Because of missing data, the HMIS data for 2004 to 2012 should be viewed as estimates and not exact numbers. Any data field entries listed as “Client doesn’t know” or “Client refused” were treated as missing data as well. Several fields were missing a high number of records, so the decision was made to either not include those records in the analysis for this report, indicate where 30% or more of the data are missing, or only include data from 2012 because the data quality was best in that year. Missing data primarily impacted the program elements and disability status, which is a Universal data element. Within the program elements, the fields that were affected were:

- ▶ *Income and benefits:* Program elements related to a client’s income and benefits were not entered consistently. As a result, these records were excluded from analysis.
- ▶ *Interim and exit:* Certain program elements are intended to be collected on clients at entry, interim, and exit from a program, however data were not consistently collected at interim and exit. Due to the high rate of missing data, interim and exit data were excluded from the analysis.
- ▶ *Program elements:* Data on program elements related to a disability, physical disability, developmental disability, HIV/AIDs, mental health, drugs, and domestic violence are only reported for 2012 due to missing data in other years.

Table 14 on page 62, shows the proportion of unduplicated records missing data for the fields used in this report from 2004 to 2012. Any field missing 30% or more of data are highlighted red. Not shown in the table are the financial related program elements and the program interim and exit indicators, which were also inconsistent and incomplete. Unless otherwise noted, the percentages throughout this report are calculated using only valid entries and the report indicates if a field is missing 30% or more of entries.

There are a number of possible reasons for changes in data quality over the years. For the program elements, the data quality improves after 2010, which is when HUD implemented its new data standards. It is likely, that in years where there was a big change in data quality, that the CSN interface for entering the data changed and fields became forced or required. The researchers did not have access to documentation from Bell Data explaining changes of these sorts, so it cannot be conclusively said what changed.

Table 14. Universal and Program Data Elements, Percent Missing by Year 2005-2012

Field	2005	2006	2007	2008	2009	2010	2011	2012
Race	14.77%	8.05%	2.86%	2.33%	1.80%	2.77%	2.50%	2.90%
Ethnicity	0.02%	0.06%	0.05%	0.05%	0.12%	1.94%	3.94%	2.93%
Gender	0.2%	0.01%	0.00%	0.03%	0.11%	1.69%	1.91%	2.20%
Veteran	4.16%	3.66%	1.56%	1.69%	1.30%	1.75%	1.21%	0.80%
Disabling condition	97.73%	53.81%	23.61%	21.01%	42.28%	10.84%	4.13%	3.08%
Housing Type	68.33%	39.16%	33.20%	28.66%	30.37%	14.01%	13.81%	26.61%
Homeless status	45.85%	20.65%	0.00%	0.00%	0.00%	1.53%	1.72%	1.40%
Physical	88.85%	78.04%	67.91%	57.07%	58.50%	54.02%	24.45%	14.39%
Developmental	88.85%	78.04%	67.91%	57.07%	58.50%	54.02%	24.40%	14.39%
Chronic Health	88.85%	78.04%	67.91%	57.07%	58.50%	54.02%	24.38%	14.39%
HIV AIDS	88.85%	78.04%	67.91%	57.07%	58.50%	54.02%	24.38%	14.39%
Mental Health	88.85%	78.04%	67.91%	57.07%	58.50%	54.02%	24.38%	14.39%
Drugs	88.85%	78.04%	67.91%	57.07%	58.50%	54.02%	24.38%	14.39%
Domestic Violence	88.85%	78.04%	67.91%	57.07%	58.50%	54.02%	24.38%	14.39%