

Project Action Final Report July 2012

Summary of Client Services December 1, 2009 to June 30, 2012

Introduction

This is a final report summarizing services and outcomes provided through Project Action, the Homelessness Prevention and Rapid Re-housing Program (HPRP) provided in Tucson and Pima County from December 2009 through June 2012. The report includes information on the total number of clients served, client characteristics, program processes, and outcomes. The report includes data that were downloaded from several reports available through the Pima County Homelessness Management Information System (HMIS). Some data tables may present slightly varying totals due to missing cases.

1. Eligible Clients Served

December 1, 2009 through June 30, 2012

Prevention		Rapid Re-Housing		TOTAL	
Households	Individuals	Households	Individuals	Households	Individuals
521	1,420	122	238	643	1,658
81%	86%	19%	14%	--	--

Note: From HMIS Program Performance Report¹

Total Last Quarter	Total this quarter	% Increase since Last Quarter
Households: 542	Households: 647	19.4%
Individuals: 1,498	Individuals: 1,729	15.4%

Note: From HMIS Demographic Detail Report, includes 15 households who were exited and re-enrolled

2. Client characteristics (From Demographic Detail Report²)

Note: 15 households who were exited and later re-enrolled in the program are included in these counts

Household data in Demographic Detail Report: n=647 Households
 Households with children under 18: n=351 (54.3%)
 Households with adults only: n=296 (45.7%)

¹ The numbers in this section were taken directly from the section “Program Performance: Number of Persons and Households Served” in the ART report entitled *Copy of 615-HPRP QPR with Client Detail-All Programs v.100602*.

² Analyses conducted from export Excel file of *Copy of Tab D - HPRP Client Entry Exit Detail with Demographics-All Programs - v.100602*.

Client data in Demographic Detail Report: 1,729 individuals (including individuals in 15 households who received assistance, and later re-entered the program)

- Household size: Range – 1 to 14 Average size – 2.7
- Average number of children in household: 2.0 Average child age: 7.7
- Total number of children six and under: 363 (45% of all children)
- Average number of adults in household: 1.0 Average adult age: 38

Race and Ethnicity data in HMIS

Race	Percent of Adults over age 18 N=898	Percent of All persons in household N=1,729
American Indian or Alaskan Native	2.7	3.8
Asian	.7	.7
Black or African American	14.3	14.8
White	77.1	75.5
Native Hawaiian, Pacific Islander	.4	.5
Other	.8	.6
Refused	3.9	3.9
Don't know	.2	.2

Ethnicity	Percent of Adults over age 18	Percent of All persons in household
Hispanic/Latino	41.4%	51.8%
Non-Hispanic/Latino	58.2%	47.9%
Don't Know	.3%	.3%

Veteran Status	Percent of Adults age 18 or over (Total =898)
Veteran	13.8%
Disability Status	Percent of All Ages (N=1,729)
Disability	10.9%

Housing for Homeless Veterans

Project Action assisted 82 veteran households who were eligible for Veterans Affairs Supportive Housing (VASH) vouchers for permanent supportive housing. Project Action paid the move-in deposits for these clients.

Serving VASH clients requires collaboration between Project Action, the V.A. Homeless program, and the City of Tucson Housing department. Some HPRP programs in other states had difficulty serving VASH clients.

Numbers of clients by prior residence type:

Type of Residence* Household was living prior to HPRP	Percent of Total Number (N=1,729)
Don't know	.1
Emergency shelter, including hotel or motel paid for with emergency shelter voucher	3.3
Foster care or foster care group home	.1
Hospital (non-psychiatric)	.3
Hotel or motel paid for without emergency shelter voucher	.7
Jail, prison or juvenile detention facility	.1
Other	.4
Owned by client, no housing subsidy	1.9
Permanent housing for the homeless	.1
Place not meant for habitation inclusive of 'non-housing service site (outreach programs only)	3.1
Psychiatric facility	.1
Refused	.2
Rental by client, no housing subsidy	72.8
Rental by client with other (Non-VASH) house subsidy	.3
Safe Haven	.1
Staying or living in a family member's room, apartment or house	9.5
Staying or living in a friend's room, apartment or house	3.1
Substance abuse facility or detoxification center	.2
Transitional housing to homeless, including youth	3.8

*Residence type categories are designated by HUD

3. EMERGENCY ASSISTANCE PROVIDED FOR PROJECT ACTION CLIENTS
December 1, 2009 through June 30, 2012
From HMIS Program Expenditures Report

	PREVENTION				RE-HOUSING				TOTAL EMERGENCY ASSISTANCE
	City	County	TOTAL	% of Total	City	County	TOTAL	% of Total	
Summary	\$1,490,765	\$596,330	\$2,087,095	88%	\$170,445	\$107,451	\$277,896	12%	\$2,364,991

DETAIL									
Rent Assistance	1,283,528	485,644	1,769,172		107,599	73,112	180,711		1,949,883
Security and utility deposits	48,928	29,560	78,488		34,628	16,915	51,543		130,031
Utility payments	139,331	64,422	203,753		17,447	9,559	27,006		230,759
Moving cost assistance	15,938	12,480	28,418		5,264	3,418	8,682		37,100
Motel and Hotel vouchers	3,040	4,224	7,264		5,508	4,446	9,954		17,218

Total emergency assistance payments:

City of Tucson: \$1,661,210 (70%) Pima County: \$703,781 (30%)

4. How People Contacted Project Action

When Project Action began, outreach to the community directed people who needed help to contact Project Action via a web site, or they could call and leave a phone message. In order to serve rural areas, Project Action accepted referrals from rural service providers and the Sunnyside School District, and a case manager traveled to rural areas to meet with clients. As a program partner, Southern Arizona Legal AID could also refer clients who appeared to meet eligibility criteria.

In mid-2011, Project Action began implementing a plan to ramp down program services so that funds could last through most of the three year grant period. The Project Action web site was discontinued as the main portal for program contact. Instead, Project Action accepted a limited number of referrals each month from Primavera Foundation, and continued accepting referrals from rural providers, and Southern Arizona Legal Aid.

In December 2011, Project Action expanded the number of providers who could provide referrals. Staff conducted outreach visits to selected providers to gain their participation and to train them on eligibility criteria.

Methods for Contacting Project Action

	Web Site	Rural & Legal Aid Referrals	Other Provider Referrals
Year One of Services			
Dec '09 – Dec '10	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Year Two of Services			
Jan '11 – Aug '11	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Aug '11 – Dec '11		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> Primavera Foundation
Year Three of Services			
Jan '12 – July '12		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> Primavera Foundation
			<input checked="" type="checkbox"/> CODAC
			<input checked="" type="checkbox"/> SAAF
			<input checked="" type="checkbox"/> New Beginnings for Women and Children
			<input checked="" type="checkbox"/> Our Family
			<input checked="" type="checkbox"/> Open Inn
			<input checked="" type="checkbox"/> Old Pueblo Community Services
			<input checked="" type="checkbox"/> AVIVA
			<input checked="" type="checkbox"/> Pima County Community Action Agency

5. Clients' Experience With Project Action

When Project Action participants were nearing the end of their time in the program, the Resource Specialists asked them to complete a Client Survey that measured clients' perceptions of program services, and their assessment of how the program may have helped them. The survey was completed in-person, so some exiting clients did not complete a survey if it was not possible for the Resource Specialist to meet with them in person. As of the program's end (June 2012) 254 Client Surveys had been completed, representing about 40% of all households served by Project Action.

Clients' Perception of Services

Respondents' perceptions about the project staff were very positive. More than 85% felt that staff was *always*: flexible with scheduling, easy to contact, listened carefully, explained things clearly, knowledgeable about community resources, and respected the client's ethnic and culture background. Most others felt that staff did these things "most of the time."

Clients' Assessment of Outcomes

Information -- Where to Get Help in the Future

The questionnaire asked how much information clients had learned from Project Action about where to get help in the future. Of the 212 respondents who answered this question, 95% percent felt they had learned "some" or "a lot" of new information on where to get help. Seven respondents said they had only learned "a little bit" of new information, and three said they did not learn anything new.

Information – Financial Education

Respondents were asked if they had learned any new information from a financial education class that Project Action began requiring in the summer of 2010. Of 188 who answered this question, 179 (96%) reported that they had learned "some" or "a lot" of new information from the class. Seven people said they had learned a "little bit" and two felt they had learned no new information.

Using Financial Information

Respondents were asked how often they had used what they had learned from the financial workshop in their daily life. Of the 184 people who answered this question, 133 (72%) said "most of the time" or "always," 48 (26%) said "a few times," and three people said "never."

Increased Stability

The questionnaire asked, "As a result of Project Action assistance, do you feel that your situation has become more stable?" Of the 212 who answered this question, 184 (87%) felt that they were "somewhat" or "very much" more stable. Twenty-seven

(13%) felt that they were “a little bit” more stable. One person felt that he/she was not at all more stable.

Project Action Assistance

An open-response question asked, “Other than Financial Assistance, what Project Action assistance has helped you the most?”

203 respondents answered this question in their own words. The most frequently-cited ways that respondents said the program had helped them were: emotional support; financial education; information on community resources; and job search assistance. The comments are summarized below.

Comment type	Total
Emotional support; listening; caring; understanding; someone to talk to.	39
Budget and debt management advice; Of these, 10 mentioned the financial education class	34
Information on other community resources, e.g., food, diapers, household items, education/training, mental health resources, housing, legal aid, eyeglasses, childcare.	32
Job search assistance. Of these, 12 specifically mentioned getting job leads from the Resource Specialists.	30
Hope; not giving up; staying motivated; restored confidence and self-esteem.	16
Increased stability, security.	16
Getting caught up; back on my feet; able to make it on my own; feeling more in control, independent.	15
Reduced stress; dealing with stress; more able to cope	15
Saved from becoming homeless; prevented eviction.	11
Assistance with rent and utilities	10
Advice about education, GED or training program.	7
Help with planning/saving for the future	5
Other, e.g, bus passes; storage payments; found a place to stay; Christmas gifts for children; got driver’s license back and could go back to work; got children back from CPS; got into a V.A. work program; able to get car fixed.	12

Although the questionnaire asked respondents how Project Action helped them other than with rent or utility assistance, some respondents still cited the rent/utility assistance, but others commented on how this assistance gave them the ability to focus on the necessary steps to become more stable. Examples: “It has allowed me to be able to look for work and resources, without becoming homeless.” “Knowing that there was stability allowed me to focus on how to make it on our own, so when program ends, we are ready.”

6. Client Exit Information

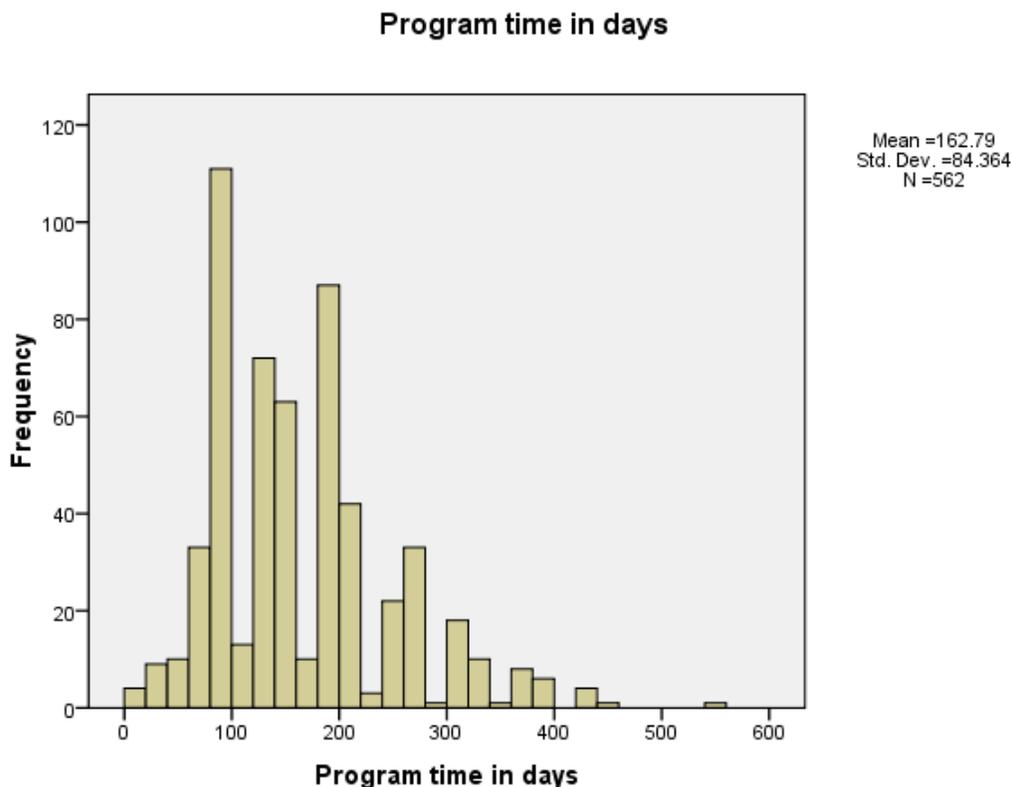
Length of Time in Program

The table below provides statistics about household length of stay, and the histogram chart shows how client households' length of stay was distributed. For best accuracy, these data do not include 82 VASH households who received move-in deposit assistance only, and were enrolled in the program for only 1 – 2 months. Because of the large variation in program time, the median is probably the best measure for estimating the usual amount of time that clients were in the program. The modal or most frequently-reported time in the program was three months, and this was likely due to a program procedure of either re-certifying or closing cases at the three-month mark.

Length of Stay in Program – Households (N=565)

	Days	Months
Range	12 to 548	0.4 to 18
Mean	162.8	5.4
Median*	150	5
Mode	91	3
Standard Deviation	84.4	2.8

* Median: ½ of the values are less than this number, and ½ are more



Number of Exits

Total Exited Households = 647. Total Exited Clients = 1,729

Exit Outcomes

- 96% (n=1,668) exited the program with some type of permanent housing.
- Of the total who exited, 82% exited to live in regular (market rate) rental housing, and 11% exited to subsidized rental housing that they were eligible for, and about 1% to live in their own home (mobile home). Please see the table on the next page.

Project Action Clients Who Later Became Homeless or Re-Entered Project Action

Entry to Homeless Shelter

The HMIS system can be used to detect if individuals assisted with HPRP services later became homeless and entered a homeless shelter. An HMIS report for the total Project Action period of services (about 2 ½ years) showed that out of a total of 1509 Project Action clients, 18 later used a homeless shelter. Eleven of the 18 were males, and ten were age 35 and over. Four were children. Three out of the 18 (17%) were Black and one-half was Hispanic. Four were military veterans.

Re-Entry to Project Action

- There were 15 households that returned to Project Action as of August 2011. After August 2011, Project Action no longer accepted returning clients.
- Of the 15 households, 14 were classified as “imminently losing their housing” and one was “literally homeless.”
- Eight of 15 were female heads of household.
- Clients needed assistance again for a variety of reasons. Some had lost their jobs or had hours cut back. A few had medical problems that prevented them from working or caused them to lose a job. Other reasons included domestic violence or unexpected expenses.

Exit Destination by Client (HPRP Clients 12/1/2009 to 6/30/2012)

PRIOR RESIDENCE INTAKE (HUD designated):	Dead	Don't Know /other	Emergency shelter, including hotel	Jail Prison	Other	Owned by client, no housing subsidy	Place not meant for habitation	Rental by client, no subsidy	Rental by client, other (non-VASH)	Rental by client, VASH Subsidy	Staying or living with family or friends - permanent	Living with family or friends temporarily	Transitional housing for homeless persons	Total
Don't know	0	0	0	0	0	0	0	1	0	0	0	0	0	1
Emgncy .shelter, including hotel or motel	0	0	4	0	0	0	0	44	0	3	1	0	5	57
Foster Care	0	0	0	0	0	0	0	1	1	0	0	0	0	2
Hospital (non-psychiatric)	0	0	0	0	0	0	0	4	1	0	0	0	0	5
Hotel or motel paid for - no shelter voucher	0	0	0	0	0	0	0	12	0	0	0	0	0	12
Jail, prison or juvenile detention facility	0	0	0	0	0	0	0	1	0	0	0	0	0	1
Other	0	0	0	0	0	0	0	7	0	0	0	0	0	7
Owned by client, no housing subsidy	1	0	0	0	1	2	0	29	0	0	0	0	0	33
Permanent housing for formerly homeless	0	0	0	0	0	0	0	0	0	1	0	0	0	1
Place not meant for habitation	0	0	0	0	0	0	0	35	0	18	0	0	0	53
Psychiatric hospital or facility	0	0	0	0	0	0	0	0	0	1	0	0	0	1
Refused	0	0	0	0	0	0	0	3	0	0	0	0	0	3
Rental by client, no housing subsidy	0	23	0	1	1	3	1	1116	50	13	39	7	4	1258
Rental by client, with other housing subsidy	0	0	0	0	0	0	0	1	4	0	0	0	0	5
SAFE Haven	0	0	0	0	0	0	0	2	0	0	0	0	0	2
Staying or living with a family member	0	2	0	1	0	0	0	123	12	20	2	5	0	165
Staying or living in friend's room	0	1	0	0	0	5	0	33	0	9	4	2	0	54
Substance Abuse Facility or Detox	0	0	0	0	0	0	0	2	1	0	0	0	0	3
Transitional housing for homeless	1	1	0	0	0	0	0	9	3	52	0	0	0	66
Total	2	27	4	2	2	10	1	1423	72	117	46	14	9	1729

7. Project Action Follow-up Study – Executive Summary

A study was conducted to obtain objective data about Project Action client housing outcomes six months after clients exited from the program. Phone calls were made to 165 former clients, and 102 of these clients were reached, yielding a 62% follow-up call completion rate. Findings for the study sample can be generalized to the overall Project Action client population based on a 95% confidence level and a 6% margin of error. Highlights of the results include the following:

- Six months after exiting Project Action, 89% of the participants were living in permanent housing situations³, with a majority renting a home or apartment. Three out of four of the participants were renting without receiving a housing subsidy. Eleven percent of the participants were living in temporary situations, such as living with friends or family, or living in transitional housing.
- The majority of participants maintained their permanent housing from program exit to the six month follow-up. Specifically, at program exit, 97% of the study participants were living in permanent housing, and six months later, 89% of these same participants were still living in a permanent housing situation. Of these, 77.5% were in rental housing, both with and without public subsidies.
- Nearly 11% of the study participants' housing status changed from a permanent situation at program exit to a temporary one (living with family or friends) at the six month follow-up.
- Respondents' perceptions of their housing stability was mixed. Slightly over one-third (34%) felt their current housing was stable or very stable. Thirty-one percent felt their current housing was somewhat stable, and 37% felt it was either not very stable or not at all stable.
- Respondents' perceptions of their housing stability was associated with their current situation and their predictions about their future housing status. Those who felt that their housing was relatively unstable were more likely to be living in temporary housing situations compared to those who felt that their housing was stable.
- For those who perceived their housing to be unstable, over two-thirds mentioned unemployment or other factors related to employment (part-time work, low pay) as primary factors for their instability. Likewise, those who perceived their housing to be somewhat stable, reported that employment was a significant factor (41%), but they had several additional reasons for being not fully confident about housing security, including being in school with loans; low wages; health issues; single parent household; and losing a household wage-earner.
- For those who perceived their housing to be stable, a majority felt it was due to having full-time or steady employment (67%).
- In conclusion, a relatively high survey completion rate was achieved with a hard-to-reach population. Valuable information was obtained that can help program planners, administrators, and policy-makers plan and implement future homeless prevention programs. The results point to the need for workforce development and financial education programs to maintain the stability of participants and continue to prevent homelessness.

³ The Federal Department of Housing and Urban Development (HUD) has 17 residence types that are classified as "Permanent" or "Temporary" housing and that are used in the HUD Homeless Information Management System. The HUD categories were used in this study to classify the study participants' housing status.