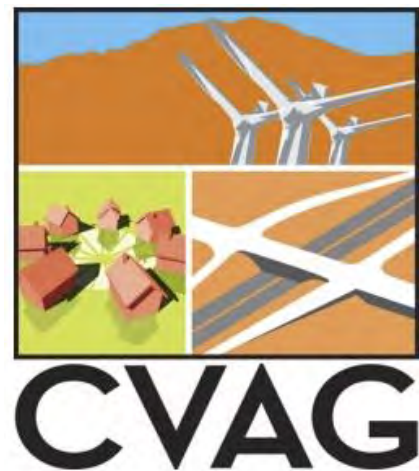


CV Housing First Program Evaluation

*Examining the Clients Served in the First Year:
July 2017 to June 2018*



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EXECUTIVE SUMMARY

Introduction

In June 2017, Roy's Desert Resource Center, an emergency homeless shelter in North Palm Springs, was officially closed. Run by Jewish Family Service of San Diego, Roy's had served as a western Coachella Valley resource for homeless individuals for many years. To fill the void left by Roy's, the Coachella Valley Association of Governments (CVAG) Homelessness Committee issued a Request for Interest (RFI) to identify a contractor who could provide homelessness services in the West Valley, later expanded to the entire Coachella Valley and Blythe.

Path of Life Ministries (POLM) responded to that RFI, and in June 2017, was selected as the chosen contractor. POLM operated on a "Housing First" approach rather than an emergency shelter approach, which prioritizes placing people in permanent housing before addressing other life issues such as joblessness or behavioral health. The program, with its expanded target area, is known as Coachella Valley Housing First (CV Housing First).

The Homelessness Committee/CVAG recognized the need to evaluate this new program and approach. After considering multiple scope of work and cost proposals, HARC, Inc. (Health Assessment and Research for Communities) was hired as the evaluator in December of 2017. HARC is a nonprofit research and evaluation firm located in the Coachella Valley.

HARC staff met with staff from POLM and CVAG and designed an evaluation that relied heavily on data that is already collected through the Homeless Management Information System (HMIS), administered by the U.S. Department of Housing and Urban Development (HUD), and supplemented this with a customized survey created by HARC and POLM.

This report summarizes the results of the evaluation of the first year of CV Housing First, from July 1, 2017 to June 30, 2018.

Results

The results are presented in five sections:

1. CV Housing First Overall
2. CV Housing First - Spotlight on CVAG Funding
3. Successful Placement of Clients
4. Comparisons to Roy's Desert Resource Center
5. Custom Survey - Spotlight on Homelessness Prevention

Section 1: CV Housing First Client Characteristics

A total of 401 clients have been served in the Coachella Valley, under CVAG and other leveraged funding for the dates of July 1, 2017 – June 30, 2018.

Demographics

The average age of clients is 38, with the oldest being 94 and the youngest being less than a year old. About half are female and about half are Hispanic/Latino. About 18% have experienced domestic violence. Close to a third (31%) have a disability; 4% are veterans.

Homelessness Situation Details

About 48% of CV Housing First clients originated in the East Valley, outside of Desert Healthcare District (DHCD) boundaries; 51% originated within DHCD boundaries/in the West Valley. Most CV Housing First clients (70%) have been homeless for more than 12 months out of the last three years, indicating long-term homelessness.

Most clients (66%) came to CV Housing First from a homeless situation, while another third (32%) were coming from transitional and permanent housing. Relatively few (2%) came from institutional housing. Many of these clients (44%) had been living in that situation for more than a year, once again indicating long-term homelessness.

Outputs from Exit Survey Data

POLM operated six types of programs under CV Housing First: 1) Emergency Shelter, 2) Homelessness Prevention, 3) Hotel/Motel Vouchers, 4) Rapid Rehousing, 5) Permanent Supportive Housing, and 6) Street Outreach. On average, clients spent 159 days in the program.

In the year that POLM has been operating CV Housing First, 242 people have exited the program and have exit survey data. Ideally, all would exit the program to a permanent destination. Results show that most clients (81%) did exit to a permanent destination. Only 11% exited to a temporary destination, and 8% exited to “other” (e.g., no exit interview completed). Nearly all (89%) clients who exited did so because they completed the program. Exit surveys demonstrated that average monthly income more than doubled while clients were in the CV Housing First program, going from \$629 upon entrance to \$1,496 upon exit.

Section 2: Spotlight on CVAG-Funded Clients

The results listed in the previous section capture all POLM activity through CV Housing First, which utilizes funds from CVAG as well as from other funders (known as “leveraged funds”). This section now separates the results by the two funding sources, to allow for examination of what CVAG dollars have done in the first year of CV Housing First.

CVAG funds supported four types of programs: crisis stabilization, hotel/motel voucher, rapid rehousing, and homelessness prevention. Most CVAG-funded clients (77%) were in the homelessness prevention program. In contrast, leveraged funds were used to support emergency shelter, rapid rehousing, permanent supportive housing, and street outreach. Leveraged funds did not support any homelessness prevention activity; as a result, comparing the two funding sources is somewhat akin to comparing different programs.

Demographics

A total of 185 clients were served through CVAG funds, while 216 clients have been served through other leveraged programs. CVAG-funded clients' average age was 35 with the oldest being 94 and the youngest being less than a year old. Leveraged-funded clients' average ages were 41, with the oldest being 78 and the youngest being two years old. About half are female under both CVAG and leveraged funds. The same holds true for ethnicity, although slightly more Hispanic/Latino clients (56%) are being served with CVAG funds than with leveraged funds (50%). Most of those being served under CVAG funds (95%) have not experienced domestic violence. About 19% have a disability, and 3% are veterans.

Homelessness Situation Details

A total of 64% of CVAG-funded clients originated within DHCD boundaries, compared to 40% of leverage-funded clients. Under CVAG funds, about 46% of clients have been homeless for more than 12 months in the last three years.

More than half (67%) of the CVAG-funded clients came from a transitional and permanent housing situation, which is notably different than the clients in other leveraged programs (only 8% of whom were in transitional/permanent housing prior to coming to CV Housing First). Approximately 33% of CVAG-funded clients came from a homeless situation, as did 89% of leveraged-funded clients.

Outputs from Exit Survey Data

In the year that POLM has been operating CV Housing First, 242 people have completed the program and have exit survey data: 156 who are CVAG-funded and 86 who are supported by leveraged funds.

CVAG-funded clients spent an average of 77.1 days in the program, compared to 229.2 days for leverage-funded clients. The most commonly used program under CVAG-funded programs was the homelessness prevention program in which clients spent an average of 70.7 days. The lengthier stay in leveraged programs is likely because two of these programs (rapid rehousing and permanent supportive housing) are meant as long-term solutions, and thus, clients spent more than 300 days on average in each of those programs.

Nearly all CVAG-funded clients (94%) exited to a permanent destination, although it is worth noting that those in the homelessness prevention program often started off in a permanent destination (and were able to stay there because of the work POLM did). A total of 56% of leverage-funded clients exited to a permanent destination. Most of these were emergency shelter clients, as the rapid rehousing and permanent supportive housing programs are long-term solutions, and thus, have very few people who've exited from them in this first year.

Those being served under CVAG funds are entering with higher incomes, on average, compared to those being served in other leveraged programs. Clients being served under CVAG funds have doubled their monthly income from entry (\$901) to exit (\$1,961).

Section 3: Successful Placement

One measure of success of homelessness programs, as defined by HUD, is successful placement. This is defined as any exit that progresses a person through the continuum to more permanent, independent housing.

All of CV Housing First's street outreach ($n = 34$, 100%) were successfully placed. This compares very favorably to Riverside County as a whole, where only 31% were successfully placed. Part of the reason for this high success rate is the unique method of street outreach that POLM used. POLM works through Riverside County's Coordinated Entry System (CES) which takes into account each person's vulnerability. Using this system, POLM reached out to those most in need when housing was available.

Excluding street outreach, the other CV Housing First programs had an overall successful placement rate of 79%. This includes three types of programs: emergency shelter/motel vouchers, permanent supportive housing, and homelessness prevention. Most of these were homelessness prevention clients.

The successful placement rate for emergency shelter clients is about 36%. In comparison, Riverside County successful placement rates for emergency shelter, transitional housing, supportive housing, and permanent housing combined is 40%.

Section 4: Comparisons to Roy's Desert Resource Center

HARC was able to obtain HMIS data from Jewish Family Service of San Diego, who operated Roy's Desert Resource Center ("Roy's") prior to its closure in June of 2017. While the emergency shelter model is quite different than the Housing First model, comparing the outcomes can help to understand how CV Housing First has filled the gap left by Roy's. HARC was not able to obtain data from any other shelters to assess other Coachella Valley homelessness efforts. A total of 4,255 clients were included in Roy's dataset, and the service dates ranged from October 2014 to June 2017.

Demographics

The average age of clients served at Roy's was 45. The youngest was two years old while the oldest was 103. About two-thirds (65%) were male and three-quarters (75%) were white. The majority of clients (89%) entered Roy's while living in poverty. About 21% of Roy's clients have experienced domestic violence and more than two-thirds (66%) had a disability. Approximately 8% were veterans.

Homelessness Situation Details

The majority of Roy's clients came from a homeless situation (64%), which is considerably different from the percentage of CVAG clients coming from a homeless situation (33%), but similar to the range for leverage-funded clients (66%).

Outputs from Exit Survey Data

Roy's clients spent an average of 15.9 days in their program, while CVAG-funded clients spent an average of 77.1 days across the CV Housing First programs. The average monthly income for Roy's clients did not improve from entrance (\$418) to exit (\$418), likely due to the short duration of their stay.

The majority (75%) exited to an "other" destination. This is because most clients did not know where they were exiting to. Only 2% of Roy's clients exited to a permanent destination, constituting a "successful placement".

Section 5: Custom Survey – Spotlight on Homelessness Prevention

HARC and POLM worked together to create a custom survey, designed to be administered to clients of CV Housing First upon their exit from the program. The survey encompassed many different areas, including medical usage, law enforcement encounters, satisfaction levels, usefulness of resources, and changes in quality-of-life outcomes such as health insurance, employment, hunger, etc. The surveys were designed for their POLM navigator to assist them in completing the survey, to ensure comprehension. Data collection on the custom surveys ranged from the months of May to July 2018 and included a total of 26 clients. Of these, 23 were homelessness prevention clients, and thus, the other three were excluded so that the focus would be on the impact on homelessness prevention clients.

Medical Usage

Prior to coming to CV Housing First/POLM, there were four emergency room (ER) visits and four ambulance rides. During the program, this dropped to a single ER visit, and no ambulance rides.

Before coming to CV Housing First/POLM, the ER/hospital was the usual source of care for 22% of clients, a rate more than double that of Coachella Valley adults as a whole. By the end of their time at POLM, this dropped to about 7%. The percent of clients who had a doctor's office as their primary source of care went from 22% to 36%, indicating an increase in clients who are getting continuity of care at affordable prices.

If we extrapolate from the 23 homelessness prevention clients who completed the custom survey to the other 119 homelessness prevention clients served in the first year of CV Housing First, this means as many as 32 of them likely used the ER/hospital as their usual source of care before going to POLM, which then dropped to about 10 people after going through the program. The other 22 people now receive their care elsewhere, most likely at a doctor's office or clinic. The average ER visit costs between \$900 and \$2,700, depending on severity. Assuming each individual who describes their usual source of care as the ER/hospital visits at least one time per year, that's a potential cost savings of between \$19,800 and \$59,400 for those 22 diverted visits in one year.

Law Enforcement

None of the participating homelessness prevention clients reported being arrested or having contact with police in the last two years. However, it is important to mention that while the current sample didn't encounter law enforcement, local authorities still have to deal with homelessness in the Valley frequently. HARC was in contact with the Palm Springs Police Department, and they provided us with data on the current year. They spend an average of 2,626 hours on homelessness calls each year, which is more than a full-time job.

Satisfaction

For POLM/CV Housing First overall, the results are entirely positive, in that nearly all strongly agreed they are satisfied with services (96%), are being helped to achieve their goals (91%), and that POLM has met their needs (91%).

POLM clients strongly agreed that they were satisfied with services from the navigator (91%) and felt listened to and heard (91%). Seeing strengths and capabilities (73%) was slightly lower when compared to the other statements, but still reflects a high amount of satisfaction.

Quality-of-Life Outcomes

Results indicate that during their time in the CV Housing First/POLM program, their quality of life improved overall. For example, four people used to go hungry very often who now no longer have to do so. Four people who were unemployed now have a paying job. Two people who needed medical care and couldn't get it are now able to get it, and two who needed mental health care and couldn't get it have now received care.

Employment Pipeline Program

Three participants responded to questions regarding satisfaction with the employment pipeline program, where clients receive skills assessments, job readiness training, job referrals, job placement assistance, and self-employment support in order to successfully transition into employment and sustainable income. Of these three, all were satisfied with their employment support navigator, three know where to look for employment, and three have interviewing and resume skills. However, confidence in being employed soon had mixed opinions.

Behavioral Health Program

Two clients responded to statements pertaining to the behavioral health program, which provides counseling, therapy, and an array of life skills support. Clients expressed high levels of satisfaction with their behavioral health navigator and the services received, and the hours of availability.

Conclusion

Altogether, it can be said that the CV Housing First program has been effective at combatting homelessness in the Coachella Valley. HARC recommends that future evaluations continue the custom survey with clients in many programs, and that there should be an attempt to measure long-term outcomes to track whether recidivism is an issue.

Coachella Valley Housing First Program Evaluation

Full Report

INTRODUCTION

In June 2017, Roy's Desert Resource Center, an emergency homeless shelter in North Palm Springs, was officially closed. Run by Jewish Family Service of San Diego, Roy's had served as a western Coachella Valley resource for homeless individuals for many years. The building will be transitioned to a long-term behavioral health care center administered by Riverside University Health System-Behavioral Health.

To fill the void left by Roy's, the Coachella Valley Association of Governments (CVAG) Homelessness Committee issued a Request for Interest (RFI) to identify a contractor who could provide homelessness services in the West Valley. Path of Life Ministries (POLM) responded to that RFI, and in June 2017, was selected as the chosen contractor.

The program was officially known as the West Valley Housing Navigation Program (WVHNP) and operated on a "Housing First" approach, which prioritizes providing permanent housing to people experiencing homelessness. The assumption in this approach is that individuals need a stable home environment before they can tackle other issues in their lives, such as finding a job or treating behavioral health issues.¹ Housing First is a different approach to the emergency shelter or transitional housing progressions used elsewhere. The WVHNP was designed to provide services related to prevention, diversion, and rapid rehousing based in the principles of Housing First.

In September 2017, the WVHNP was expanded, so that POLM's program could include services throughout the entire Coachella Valley through June 30, 2019. To better reflect the expansion of services and the intent of the program, the name of the program was changed from WVHNP to Coachella Valley Housing First (CV Housing First). This program includes prevention and diversion services (e.g., rapid rehousing, case management, behavioral health support, employment support), along with crisis stabilization housing.

The Homelessness Committee and CVAG recognized the need for evaluation of the new CV Housing First program. In September 2017, the Homelessness Committee agreed to seek out a third-party evaluator to document the impact of POLM's work through the CV Housing First program. HARC, Inc. (Health Assessment and Research for Communities) submitted a proposed scope of work for consideration. In November 2017, the Homelessness Committee voted to approve the scope of work and cost proposal. The contract was signed in December 2017, and HARC became the official evaluator.

HARC staff met with staff from POLM and CVAG and learned that a great deal of valuable data is already collected and tracked through the Homeless Management Information System (HMIS), administered by the U.S. Department of Housing and Urban Development (HUD). HARC determined the best way to measure POLM's impact would be to assess change in outcomes through these existing methods as well as a customized survey created by HARC in collaboration with POLM.

¹ National Alliance to End Homelessness. (April 20, 2016). Fact Sheet: Housing First. Available online at <http://endhomelessness.org/wp-content/uploads/2016/04/housing-first-fact-sheet.pdf>

RESULTS

This report contains several results sections with different data sources and are described here for reference. The HMIS data for clients served by POLM through CV Housing First includes the service data range of July 1, 2017 – June 30, 2018.

- **Section 1: CV Housing First Client Characteristics**
 - First, HMIS data is presented and consists of all clients being served by POLM regardless of funding source. This portion contains overall demographics of those being served through CV Housing First, as well as some brief overall outputs.
- **Section 2: Spotlight on CVAG-Funded Clients**
 - Following this, HMIS data for POLM is split by two categories: activities funded by CVAG and those conducted by POLM but funded by other sources, known as “leveraged funding”. This allows the reader to focus on what CVAG’s funds have specifically accomplished. Demographics of those being served, separated by funding source is presented here, along with brief outputs.
- **Section 3: Successful Placement**
 - HMIS data is used to determine what percentage of exiting clients were placed successfully, according to HUD system performance measures. Rates of successful placement are compared to similar efforts in the County as a whole using HMIS published by HUD in March of 2018.
- **Section 4: Comparison to Roy’s Desert Resource Center**
 - Since the CV Housing First initiative was intended to fill the gap left by Roy’s in the landscape of services, this analysis compares CVAG-funded work by CV Housing First to HMIS data from Roy’s using all available data for Roy’s (spans October 2014 to June 2017).
- **Section 5: Custom Survey – Spotlight on Homelessness Prevention**
 - Finally, a custom survey developed between POLM and HARC is presented. The survey was designed to assess medical usage, law enforcement encounters, satisfaction with POLM, usefulness of resources, and various employment/health outcomes of those being served. Because most of the participants who took the survey were clients in the homelessness prevention program, this section focuses on outcomes for that specific program.

Section 1: CV Housing First Client Characteristics

A total of 401 clients have been served in the Coachella Valley and Blythe during the first year of CV Housing First.

Demographics

The average age of clients is 38, with the oldest being 94 and the youngest being less than a year old. About half are female and about half are Hispanic/Latino. The majority report being White. In terms of poverty, about 84.7% were living in poverty at entrance.

Detailed demographics of those served are reported in Table 1.

Table 1. CV Housing First Client Demographics

Variable	Frequency (n)	Percentage (%)
Age		
0-17	103	25.7%
18-29	38	9.5%
30-39	52	13.0%
40-49	76	19.0%
50-59	69	17.2%
60-69	46	11.5%
70 and older	17	4.2%
Total	401	100%
Gender		
Female	198	49.4%
Male	202	50.4%
Trans female (male to female)	1	0.2%
Total	401	100%
Ethnicity		
Hispanic/Latino	211	52.6%
Not Hispanic/Latino	190	47.4%
Total	401	100%
Race		
American Indian or Alaska Native	8	2.0%
Asian	1	0.2%
African American	60	15.0%
Native Hawaiian or other pacific islander	1	0.2%
White	331	82.5%
Total	401	100%
Poverty		
Living in poverty at entrance	238	84.7%
Not in poverty at entrance	43	15.3%
Total	281	100%

Other information pertaining to previous experiences is collected through HMIS. For example, a disabling condition refers to any type of disability (physical, mental, emotional, impairment caused by alcohol/drugs, developmental, HIV/AIDS, and veterans who are disabled). Domestic violence data are also collected and includes any domestic, dating, or sexual violence, stalking or other dangerous or life-threatening conditions against the individual or family members.

As illustrated in Table 2, about 17.9% have experienced domestic violence and close to a third (31.4%) have a disability. Only 4.4% are veterans.

Table 2. Other Demographic Characteristics

Variable	Frequency (n)	Percentage (%)
Domestic Violence		
Has experienced domestic violence	54	17.9%
Has not experienced domestic violence	247	82.1%
Total	301	100%
Disability		
Has a disability	126	31.4%
Does not have a disability	275	68.6%
Total	401	100%
Veteran Status		
Veteran	13	4.4%
Not a veteran	282	95.6%
Total	295	100%

Homelessness Situation Details

Zip codes in Table 3 represent the area in which POLM engaged the client and initiated service delivery. The Department of Housing and Urban Development (HUD) does not require that zip codes be tracked. Fortunately, the Riverside Continuum of Care added the zip code tracking feature, at the request of POLM.

About 48.4% of clients being served by CV Housing First originated in the East Valley (using Desert Healthcare District boundaries as a guide), while 51.2% originated within DHCD boundaries/in the West Valley, as illustrated in Table 3.

Table 3. Location of Service Initiation

Zip Code	City	Boundary	n	%
92225	Blythe	Outside DHCD	7	1.7%
92234	Cathedral City	DHCD	12	3.0%
92235	Cathedral City	DHCD	10	2.5%
92236	Coachella	Outside DHCD	34	8.5%
92240	Desert Hot Springs	DHCD	57	14.2%
92241	Desert Hot Springs	DHCD	1	0.2%
92210	Indian Wells	Outside DHCD	1	0.2%
92201	Indio	Outside DHCD	109	27.2%
92202	Indio	Outside DHCD	2	0.5%
92203	Indio	Outside DHCD	9	2.2%
92253	La Quinta	Outside DHCD	19	4.7%
92254	Mecca	Outside DHCD	1	0.2%
92258	North Palm Springs	Outside DHCD	3	0.7%
92211	Palm Desert	DHCD	39	9.7%
92260	Palm Desert	DHCD	7	1.7%
92262	Palm Springs	DHCD	40	10.0%
92263	Palm Springs	DHCD	11	2.7%
92264	Palm Springs	DHCD	26	6.5%
92270	Rancho Mirage	DHCD	2	0.5%
92274	Thermal	Outside DHCD	10	2.5%
92276	Thousand Palms	DHCD	1	0.2%
Total			401	100.0%

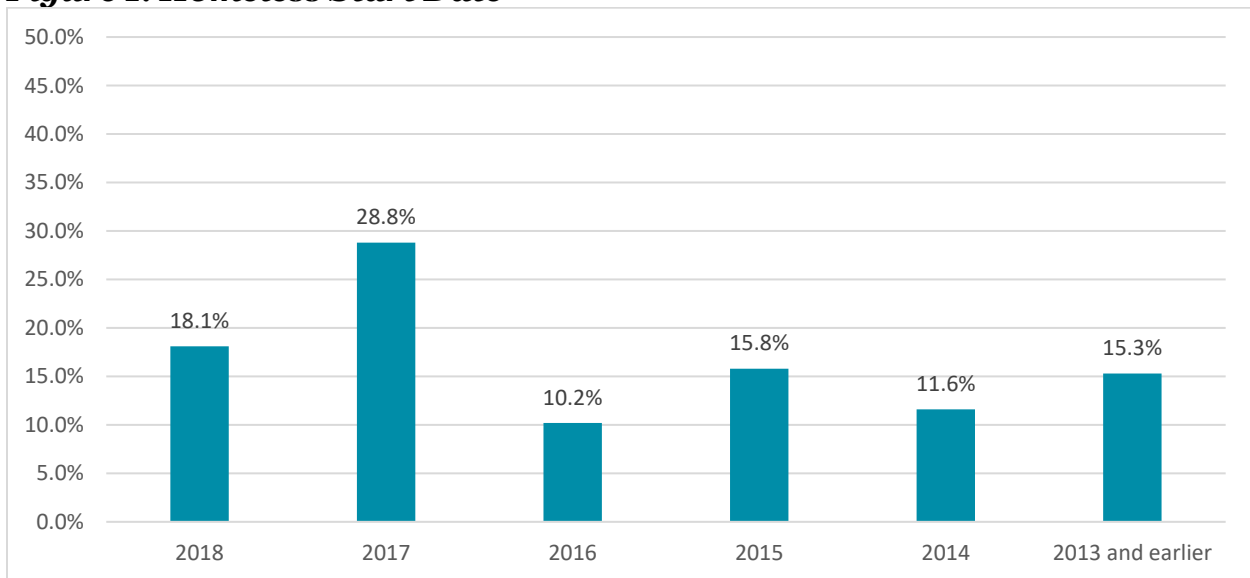
As illustrated in Table 4, homelessness is a long-term issue for many people. Most clients who went through CV Housing First (69.5%) had been homeless more than a year in the past three years.

Table 4. Total Times and Months Homeless

	<i>n</i>	%
Times Homeless in Last Three Years		
One time	139	65.3%
Two times	31	14.6%
Three times	15	7.0%
Four or more	28	13.1%
Total	213	100%
Total Months Homeless in Last Three Years		
One month	18	8.5%
Two to three months	13	6.1%
Four to six months	19	9.0%
Seven to twelve months	15	7.0%
More than twelve months	148	69.5%
Total	213	100%

Figure 1 refers to the first date that clients being served experienced homelessness. This includes the date in which the client was first on the streets, in an emergency shelter, or in a safe haven. More than half (57.1%) first became homeless within the last two years. Note that that sample for the below figure is $n = 215$ as there were missing data on homeless start dates.

Figure 1. Homeless Start Date



Note: $n = 215$.

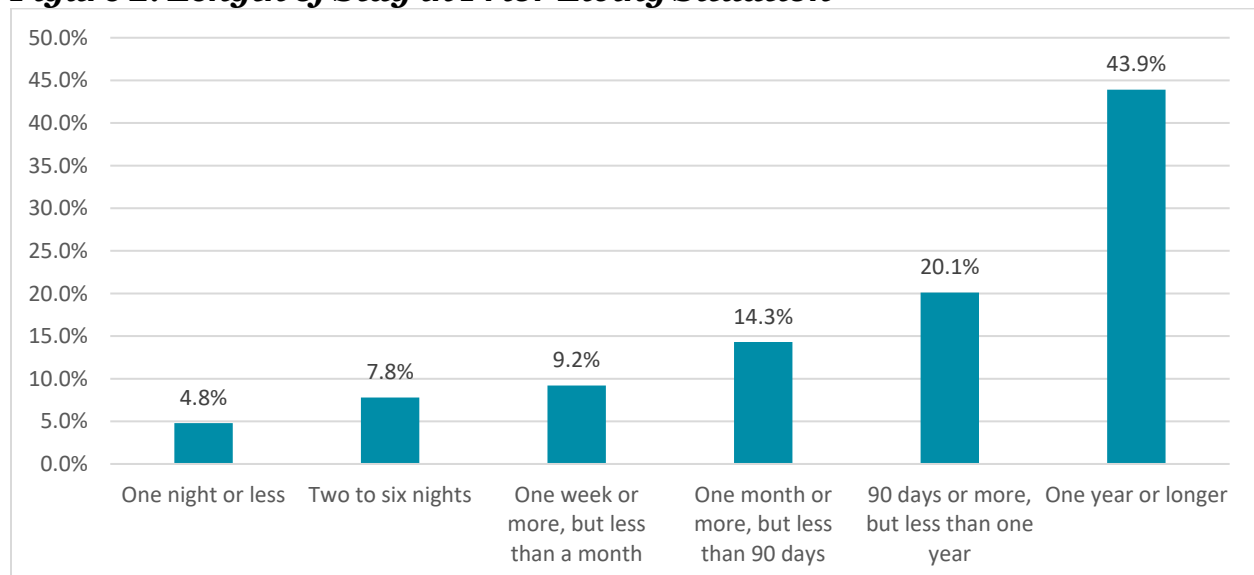
Prior to coming to POLM/CV Housing First, most clients were living in a homeless situation (65.8%), as illustrated in Table 5. Another third (32.2%) were coming from transitional and permanent housing. About 43.9% were living in their prior living situation for a year or longer, as illustrated in Figure 2.

Table 5. Living Situation at Entrance

	<i>n</i>	%
Homeless Situation		
Place not meant for habitation	99	33.4%
Emergency shelter, including hotel or motel paid for with emergency shelter voucher	95	32.1%
Safe Haven	1	0.3%
Subtotal	195	65.8%
Institutional Housing		
Hospital or other residential non-psychiatric medical facility	3	1.0%
Psychiatric hospital or other psychiatric facility	2	0.7%
Substance abuse treatment facility	1	0.3%
Subtotal	6	2.0%
Transitional and Permanent Housing Situation		
Hotel or motel paid for without emergency voucher	5	1.7%
Rental by client, no ongoing housing subsidy	79	26.7%
Staying or living in a family member's room, apartment or house	4	1.4%
Staying or living in a friend's room, apartment, or house	5	1.7%
Owned by client, no ongoing housing subsidy	2	0.7%
Subtotal	95	32.2%

Note: *n* = 296.

Figure 2. Length of Stay in Prior Living Situation



Note: *n* = 215.

Outputs from Exit Survey Data

On average, the 401 clients of CV Housing First spent 159.1 days across the programs. As illustrated in Table 6, this equates to a total of 63,794 days of services provided to individuals. The minimum stay was two days (in the emergency shelter), while the maximum was 1,106 days (in permanent supportive housing). It is important to note that 29 of the emergency shelter clients are actually in crisis stabilization housing, but were grouped together as emergency shelter in HMIS.

Table 6. Days Spent in Program

Type of Program	Average	Sum	Min/Max	n
Emergency Shelter	72.3	5,569	2/180	77
Homelessness Prevention	70.7	10,041	49/271	142
Hotel/Motel Voucher	139.6	977	34/313	7
Rapid Rehousing	322.9	18,082	25/637	56
Permanent Supportive Housing	673.4	19,528	105/1,106	29
Street Outreach	106.6	9,597	7/313	90
Total	159.1	63,794	2/1,106	401

In the year that POLM has been operating CV Housing First, 242 people have exited the program and have exit survey data. Ideally, all would exit the program to a permanent destination. Results show that most clients (80.9%) did exit to a permanent destination. Only 10.5% exited to a temporary destination, and 8.4% exited to “other” (e.g., no exit interview completed), as illustrated in Table 7.

Table 7. Exit Destination

Type	n	%
Permanent Destination		
Permanent housing (other than RRH) for formerly homeless persons	15	6.3%
Rental by client with RRH or equivalent subsidy	28	11.8%
Rental by client, no ongoing housing subsidy	135	57.0%
Rental by client, ongoing housing subsidy	1	0.4%
Staying or living with family, permanent tenure	10	4.2%
Owned by client, no ongoing housing subsidy	2	0.8%
Owned by client, with ongoing housing subsidy	1	0.4%
Subtotal	192	80.9%
Temporary Destination		
Jail, prison, juvenile detention facility	1	0.4%
Hotel or motel paid for without emergency shelter voucher	1	0.4%
Emergency shelter, including hotel or motel paid for with shelter voucher	19	8.0%
Hospital or other residential non-psychiatric medical facility	1	0.4%
Place not meant for habitation	3	1.3%
Subtotal	25	10.5%
Other		
Deceased	1	0.4%
No exit interview completed	19	8.0%
Subtotal	20	8.4%

Total	237	100.0%
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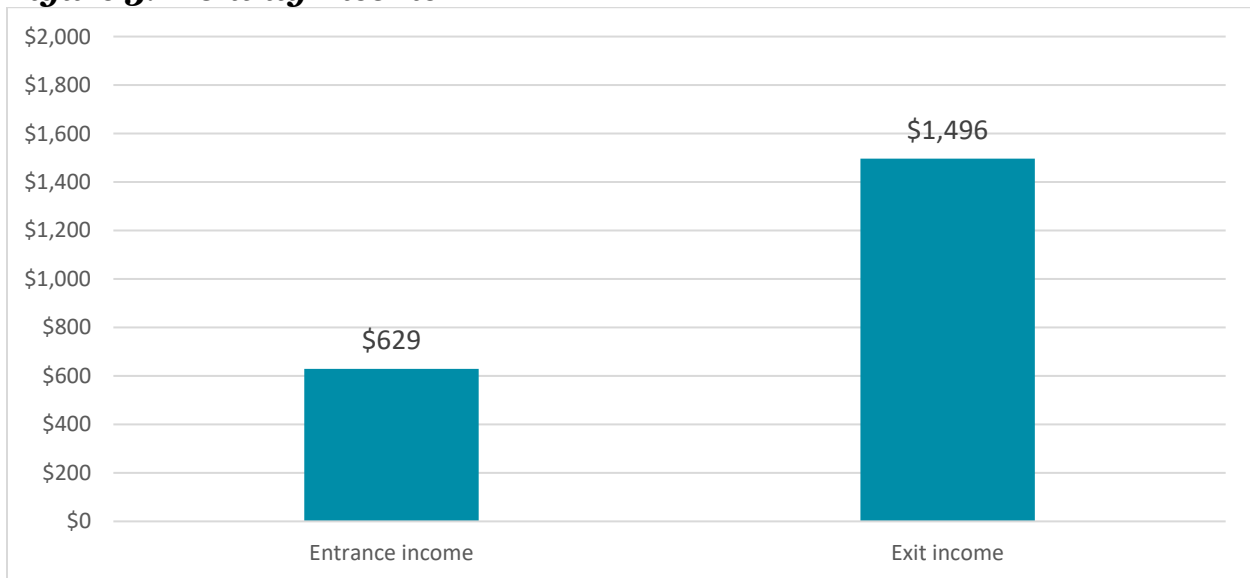
Nearly all (88.8%) clients who exited did so because they completed the program, as illustrated in Table 8.

Table 8. Program Exit Reason

Reason	n	%
Completed program	198	88.8%
Criminal action (went to jail)	1	0.4%
Death	1	0.4%
Left for housing before they completed program	3	1.3%
Maximum time allowed in program	8	3.6%
Needs could not be met by program	9	4.0%
Unknown/disappeared	3	1.3%
Total	223	100.0%

Clients were asked to report their average monthly income (for an individual) upon both intake and exit. As illustrated in Figure 3, clients' average income more than doubled over the course of their time in the CV Housing First program, growing from less than \$630 to nearly \$1,500 per month.

Figure 3. Monthly Income



Note: Entrance $n = 281$; exit $n = 141$.

Section 2: Spotlight on CVAG-Funded Clients

As mentioned previously, CVAG is interested in all CV Housing First activities being conducted by POLM within the CVAG boundaries, which include those activities funded by CVAG, and those funded through other sources (referenced throughout as “leveraged programs”). For this reason, POLM programs within the Valley are parsed from each other by funder in this section of the report.

A total of 185 clients were served through CVAG funds, while 216 were served through other leveraged programs. Specific program types are presented in Table 9. Most clients served by CVAG funds were through the homelessness prevention program, while the most common program supported by leveraged funds was street outreach; no homelessness prevention activities were funded by leveraged funds. Thus, comparing CVAG-funded programs and other leveraged programs is not necessarily comparing apples-to-apples, as the different funds supported different programs.

Table 9. Program Type

Funder	Program	n	%
CVAG	Homelessness Prevention Program	142	35.4%
	Hotel/Motel Voucher	7	1.7%
	Crisis Stabilization Housing/emergency shelter	29	7.2%
	Rapid Rehousing	7	1.7%
	CVAG Subtotal	185	46%
Leveraged	Cold Weather Emergency Shelter	21	5.2%
	Family Emergency Shelter	12	3.0%
	Year-Round Emergency Shelter	15	3.7%
	Rapid Rehousing	19	4.7%
	Rapid Rehousing East County	30	7.5%
	ESG Street Outreach	13	3.2%
	State Funded Street Outreach	77	19.2%
	Permanent Supportive Housing	29	7.2%
Leveraged Programs Subtotal	216	54%	
Overall Total		401	100%

Note: n = 401.

Demographics

CVAG-funded clients' average age was 35 with the oldest being 94 and the youngest being less than a year old. Leverage-funded clients' average age was 41, with the oldest being 78 and the youngest being two years old.

About half of the clients are female under both CVAG and leveraged funds. The same holds true for ethnicity, although slightly more Hispanic/Latino clients (56.2%) are being served with CVAG funds than with leveraged funds (49.5%).

In terms of poverty, about 74.4% of those being served under CVAG funds are living in poverty, whereas 92.5% of those being served under leveraged programs are living in poverty. Detailed demographics for both funding categories are presented in Table 10.

Table 10. Client Demographics

Variable	CVAG Funds		Leveraged Programs	
	n	%	n	%
Age				
0-17	63	34.1%	40	18.5%
18-29	21	11.4%	17	7.9%
30-39	19	10.3%	33	15.3%
40-49	24	13.0%	52	24.1%
50-59	20	10.8%	49	22.7%
60-69	24	13.0%	22	10.2%
70 and older	14	7.6%	3	1.4%
Total	185	100.0%	216	100.0%
Gender				
Female	95	51.4%	103	47.7%
Male	90	48.6%	112	51.9%
Trans female (male to female)	-	-	1	0.5%
Total	185	100.0%	216	100.0%
Ethnicity				
Hispanic/Latino	104	56.2%	107	49.5%
Not Hispanic/Latino	81	43.8%	109	50.5%
Total	185	100.0%	216	100.0%
Race				
American Indian or Alaska Native	3	1.6%	5	2.3%
Asian	-	-	1	0.5%
African American	38	20.5%	22	10.2%
Native Hawaiian or other pacific islander	1	0.5%	-	-
White	143	77.3%	188	87.0%
Total	185	100.0%	188	100.0%
Poverty				
Living in poverty at entrance	90	74.4%	148	92.5%
Not in poverty at entrance	31	25.6%	12	7.5%
Total	121	100.0%	160	100.0%

Other information pertaining to previous experiences is collected through HMIS. For example, a disabling condition refers to any type of disability (physical, mental, emotional, impairment caused by alcohol/drugs, developmental, HIV/AIDS, and veterans who are disabled). Individuals with a disability condition were then asked if it was an indefinite condition (i.e., a condition that is expected to be long-term, indefinite). Domestic violence data are also collected and includes any domestic, dating, or sexual violence, stalking or other dangerous or life-threatening conditions against the individual or family members.

About 5.0% of clients supported by CVAG funds have experienced domestic violence. This is quite different from those served by leveraged funds, where 26.5% have experienced domestic violence. About 18.9% of CVAG-funded clients have a disability, which again, is lower than those clients supported by leveraged funds (42.1% of whom have a disability). Between 3% to 4% of all clients are veterans, regardless of funding source. See Table 11 for further details.

Table 11. Other Demographic Characteristics

Variable	CVAG Funds		Leveraged Programs	
	<i>n</i>	%	<i>n</i>	%
Domestic Violence				
Has experienced domestic violence	6	5.0%	48	26.5%
Has not experienced domestic violence	114	95.0%	133	73.5%
Total	120	100.0%	181	100.0%
Disability				
Has a disability	35	18.9%	91	42.1%
Does not have a disability	150	81.1%	125	57.9%
Total	185	100.0%	216	100.0%
Veteran Status				
Veteran	6	3.2%	7	4.0%
Not a veteran	114	61.6%	168	96.0%
Total	120	100.0%	175	100.0%

Homelessness Situation Details

Zip codes in Table 12 represent the area in which POLM engaged the client and initiated service delivery.

A total of 64.3% of CVAG-funded clients originated within the DHCD's boundaries, whereas 35.6% originated outside of DHCD boundaries. For leveraged programs, 40.3% were within DHCD boundaries, whereas 59.8% originated outside DHCD boundaries.

Table 12. Location of Service Initiation

Zip	City	Boundary	CVAG Funds		Leveraged Programs	
			n	%	n	%
92225	Blythe	Outside DHCD	-	-	7	3.2%
92234	Cathedral City	DHCD	6	3.2%	6	2.8%
92235	Cathedral City	DHCD	-	-	10	4.6%
92236	Coachella	Outside DHCD	12	6.5%	22	10.2%
92240	Desert Hot Springs	DHCD	44	23.8%	13	6.0%
92241	Desert Hot Springs	DHCD	1	0.5%	-	-
92210	Indian Wells	Outside DHCD	-	-	1	0.5%
92201	Indio	Outside DHCD	20	10.8%	89	41.2%
92202	Indio	Outside DHCD	-	-	2	0.9%
92203	Indio	Outside DHCD	8	4.3%	1	0.5%
92253	La Quinta	Outside DHCD	16	8.6%	3	1.4%
92254	Mecca	Outside DHCD	-	-	1	0.5%
92258	North Palm Springs	Outside DHCD	-	-	3	1.4%
92211	Palm Desert	DHCD	31	16.8%	8	3.7%
92260	Palm Desert	DHCD	1	0.5%	6	2.8%
92262	Palm Springs	DHCD	17	9.2%	23	10.6%
92263	Palm Springs	DHCD	4	2.2%	7	3.2%
92264	Palm Springs	DHCD	14	7.6%	12	5.6%
92270	Rancho Mirage	DHCD	1	0.5%	1	0.5%
92274	Thermal	Outside DHCD	10	5.4%	-	-
92276	Thousand Palms	DHCD	-	-	1	0.5%
Total			185	100.0%	216	100.0%

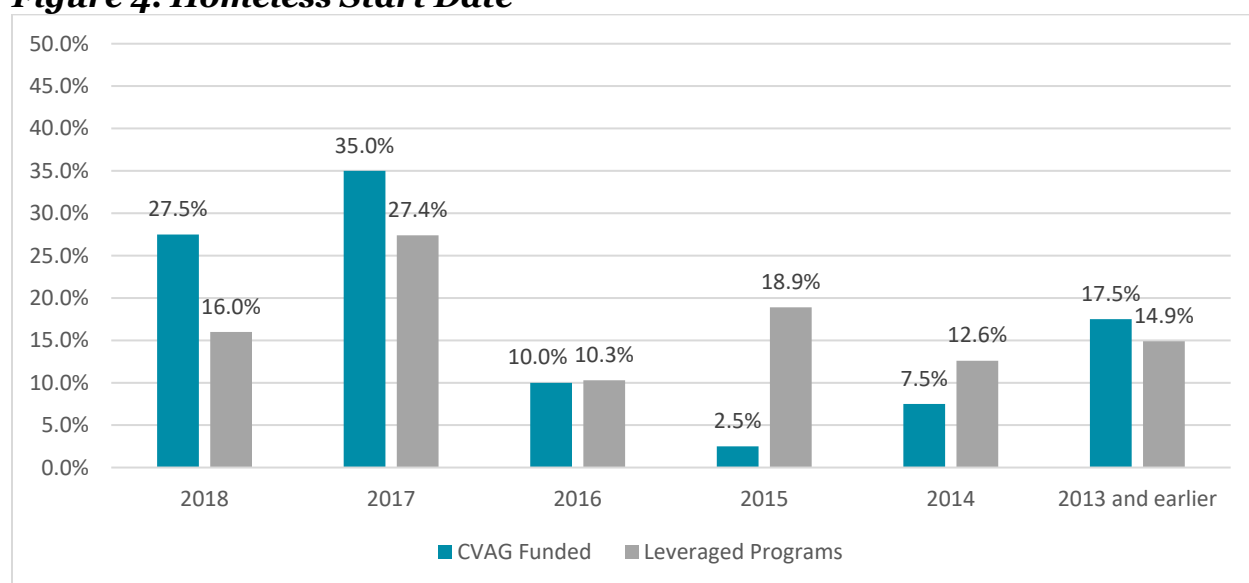
About 46.2% of clients receiving CV Housing First services through CVAG funds have been homeless for more than a year in the past three years. This is significantly less time than those funded by leveraged funds, where 74.7% have been homeless for more than a year.

Table 13. Total Times and Months Homeless

	CVAG Funds		Leveraged Programs	
	<i>n</i>	%	<i>n</i>	%
Times Homeless in Last Three Years				
One time	31	79.5%	108	62.1%
Two times	6	15.4%	25	14.4%
Three times	1	2.6%	14	8.0%
Four or more	1	2.6%	27	15.5%
Total	39	100%	174	100%
Total Months Homeless in Last Three Years				
One month	5	12.8%	13	7.5%
Two to three months	2	5.1%	11	6.3%
Four to six months	14	35.9%	5	2.9%
Seven to twelve months	-	-	15	8.6%
More than twelve months	18	46.2%	130	74.7%
Total	39	100%	174	100%

Figure 4 refers to the first date that clients being served experienced homelessness. This includes the date in which the client was first on the streets, in an emergency shelter, or in a safe haven. Most of the CVAG funded clients first became homeless in either 2018 (27.5%) or 2017 (35.0%).

Figure 4. Homeless Start Date



Note: CVAG Funded *n* = 40; Leveraged Programs *n* = 175.

More than half (67.0%) of the CVAG-funded clients came to the CV Housing First program from a transitional/permanent housing situation, which is notably different than the clients in other leveraged programs (only 8.1% of whom were in transitional/permanent housing prior to coming to CV Housing First).

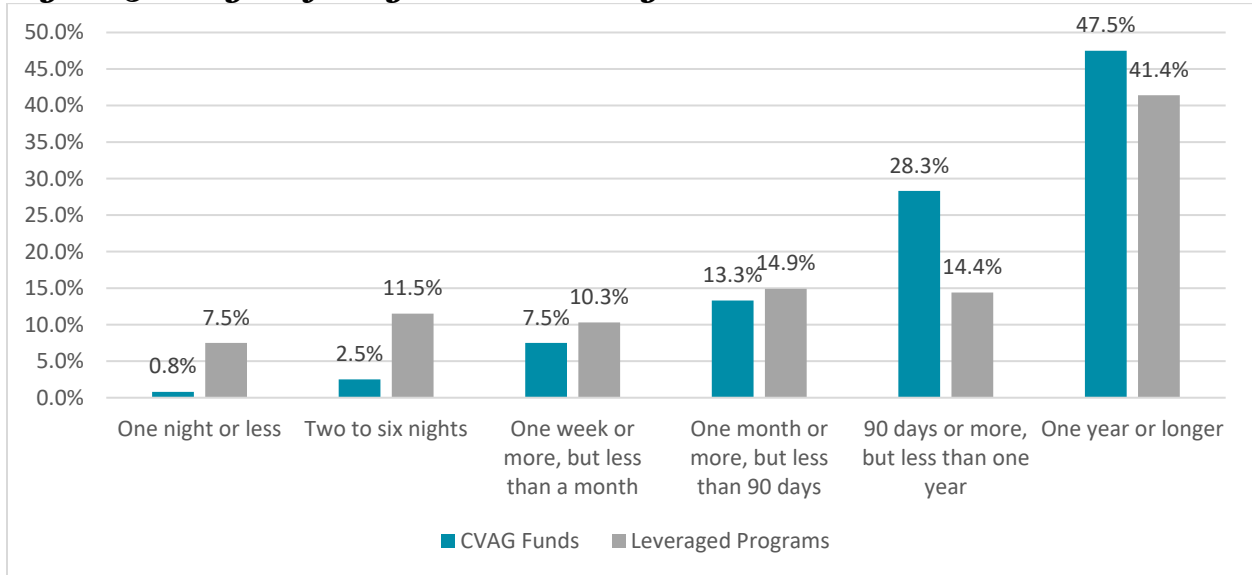
About 33.1% of CVAG-funded clients came to the program from a homeless situation. In contrast, 88.6% of leverage-funded clients came to the program from a homeless situation, as illustrated in Table 14. This difference is reflective of the types of programs supported by the different funding sources; because CVAG supported homelessness prevention, many of these individuals were currently housed, and the services they received helped them to stay housed. In contrast, those accessing other programs (e.g., emergency shelter, rapid rehousing, etc.) were homeless.

Table 14. Living Situation at Entrance

	CVAG Funds		Leveraged Programs	
	<i>n</i>	%	<i>n</i>	%
Homeless Situation				
Place not meant for habitation	19	15.7%	80	45.7%
Emergency shelter, including hotel or motel paid for with emergency shelter voucher	21	17.4%	74	42.3%
Safe Haven	-	-	1	0.6%
Subtotal	40	33.1%	155	88.6%
Institutional Housing				
Hospital or other residential non-psychiatric medical facility	-	-	3	1.7%
Psychiatric hospital or other psychiatric facility	-	-	2	1.1%
Substance abuse treatment facility	-	-	1	0.6%
Subtotal	-	-	6	3.4%
Transitional and Permanent Housing Situation				
Hotel or motel paid for without emergency voucher	-	-	5	2.9%
Rental by client, no ongoing housing subsidy	79	65.3%	-	-
Staying or living in a family member's room, apartment, or house	-	-	4	2.3%
Staying or living in a friend's room, apartment, or house	-	-	5	2.9%
Owned by client, no ongoing housing subsidy	2	1.7%	-	-
Subtotal	81	67.0%	14	8.1%
Total	121	100.0%	175	100.0%

Regarding the prior living situations mentioned above, a little under half (47.5%) of those being served with CVAG funds were in their prior living situation for a year or longer. The second most common timeframe was three months to a year (28.3%), as illustrated in Figure 5.

Figure 5. Length of Stay in Prior Living Situation



Note: CVAG Funds $n = 120$; Leveraged Programs $n = 174$.

Outputs from Exit Survey Data

In the year that POLM has been operating CV Housing First, 242 people have completed the program and have exit survey data, 156 who are CVAG-funded and 86 who are supported by leveraged funds.

Table 15 includes descriptive statistics on the number of days clients spent in each program under CVAG and leveraged funding. Under all CVAG funded programs, clients spent an average of 77.1 days. This is significantly less than those that are supported by leveraged funds, where the average is 229.2 days.

The reason for this difference is based in the types of programs supported by each funding source. CVAG funds primarily went to supporting homelessness prevention program, which has one of the shortest average days spent in program (70.7). In contrast, leveraged funds support permanent supportive housing, a program that is meant to be a long-term solution, as illustrated by the fact that the average client has spent more than a year in the program (673.3 days).

Table 15. Days Spent in Program

Type of Program	Average	Sum	Min/Max	n
CVAG Funded				
Homelessness Prevention Project	70.7	10,041	49/271	142
Hotel/Motel Voucher	139.7	977	34/313	7
Crisis Stabilization	83.6	2,425	7/162	29
Rapid Rehousing	118.9	832	25/313	7
All CVAG Funded	77.1	14,275	7/313	185
Leveraged Programs				
Cold Weather Emergency Shelter	87.8	1,844	3/136	21
Family Emergency Shelter	52.9	635	49/59	12
Year-Round Emergency Shelter	44.3	665	2/180	15
Rapid Rehousing	340.2	6,464	266/419	19
Rapid Rehousing East County	359.5	10,786	25/637	30
State-Funded Street Outreach	104.8	8,070	7/313	77
Street Outreach	117.5	1,527	69/139	13
Permanent Supportive Housing	673.3	19,528	105/1106	29
All Leveraged Programs	229.2	49,519	2/1106	216
Total	159.1	63,794	2/1106	401

Ideally, all clients existing the CV Housing First program would exit to a permanent destination. Results show that exiting clients supported by CVAG funds nearly all exited to a permanent destination (94.2%); only 5.8% exited to a temporary destination. One reason for the high percentage of CVAG-funded clients who exit to a permanent destination is because most of them are clients in the homelessness prevention program; thus, many lived in a permanent destination before coming to POLM, and then were able to remain in their homes because of the help they received from POLM.

Exiting clients who were supported by leveraged programs exited to a permanent destination at a lower rate (55.6%), as illustrated in Table 16. An additional 19.8% exited to a temporary destination, and 24.7% exited to an “other” destination.

Table 16. Exit Destination

Type	CVAG Funded		Leveraged Programs	
	n	%	n	%
Permanent Destination				
Permanent housing (other than RRH) for formerly homeless persons	5	3.2%	10	12.3%
Rental by client with RRH or equivalent subsidy	6	3.8%	22	27.2%
Rental by client, no ongoing housing subsidy	132	84.6%	3	3.7%
Rental by client, ongoing housing subsidy	1	0.6%	-	-
Staying or living with family, permanent tenure	-	-	10	12.3%
Owned by client, no ongoing housing subsidy	2	1.3%	-	-
Owned by client, with ongoing housing subsidy	1	0.6%	-	-
Subtotal	147	94.2%	45	55.6%
Temporary Destination				
Jail, prison, juvenile detention facility	-	-	1	1.2%
Hotel or motel paid for without emergency shelter voucher	-	-	1	1.2%
Emergency shelter, including hotel or motel paid for with shelter voucher	8	5.1%	11	13.6%
Hospital or other residential non-psychiatric medical facility	1	0.6%	-	-
Place not meant for habitation	-	-	3	3.7%
Subtotal	9	5.8%	16	19.8%
Other				
Deceased	-	-	1	1.2%
No exit interview completed	-	-	19	23.5%
Subtotal	-	-	20	24.7%
Total	156	100.0%	81	100.0%

Nearly all CVAG-funded clients (99.4%) made their exit as a result of the program. Under leveraged programs, about two-thirds of clients (64.2%) exited because they completed the program.

Table 17. Program Exit Reason

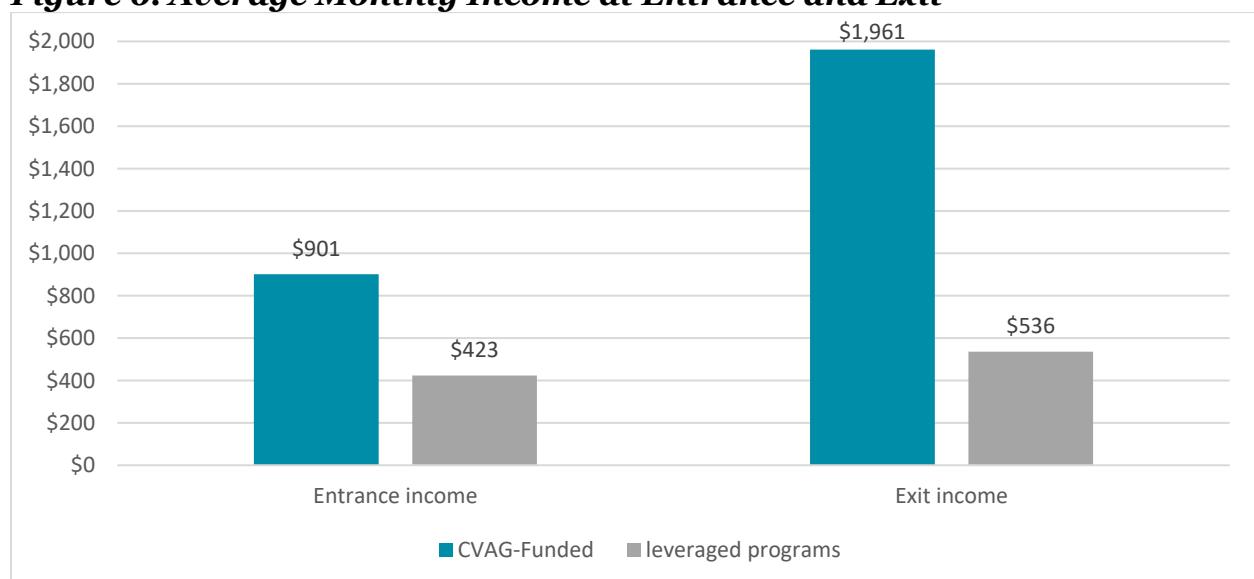
Reason	CVAG Funded		Leveraged Programs	
	<i>n</i>	%	<i>n</i>	%
Completed program	155	99.4%	43	64.2%
Criminal action/property destruction	-	-	1	1.5%
Death	-	-	1	1.5%
Left for housing before they completed program	-	-	3	4.5%
Maximum time allowed in program	-	-	8	11.9%
Needs could not be met by program	1	0.6%	8	11.9%
Unknown/disappeared	-	-	3	4.5%
Total	156	100.0%	67	100.0%

Clients were asked to report their average monthly income (for an individual) upon both intake and exit.

Those being served under CVAG funds are entering with higher incomes, on average, compared to those being served in other leveraged programs. This is because many clients being served under CVAG funds are in the homelessness prevention program.

Regardless, clients being served under CVAG funds have doubled their monthly income from entry (\$901) to exit (\$1,961). Clients supported by leveraged funds have a much smaller increase of income, as illustrated in Figure 6.

Figure 6. Average Monthly Income at Entrance and Exit



Note: CVAG Entrance *n* = 121; CVAG Exit *n* = 95; Leveraged Programs Entrance *n* = 160; Leverage Programs Exit *n* = 46.

Section 3: Successful Placement

One measure of success in homelessness intervention services is the number of exiting clients who obtain successful placement.² What defines “successful”? Any move that progresses a person through the continuum to more permanent, independent housing can be considered “successful placement”. Below are some examples:

- Persons served in street outreach projects who exit to emergency shelter, safe haven, transitional housing, or permanent housing destinations.
- Persons served in emergency shelter, safe haven, transitional housing, or rapid re-housing projects who exit to permanent housing destinations.
- Persons served in permanent housing projects who retain permanent housing or exit to permanent housing destinations.³

Certain destinations are non-applicable for determining successful outcomes such as exiting to a foster care home, hospital or other residential medical facility, residential project, and long-term care facility or nursing home. This is because the reasons for exiting to these destinations are often numerous and complex.⁴

In this section, HARC uses these definitions to categorize the CV Housing First exit destination data into “successful placement” and “non-successful placement” and compare these to similar programs across Riverside County for context.

The first section describes successful placement under street outreach programs. Street outreach programs are calculated separately from all other programs. This is because street outreach entails connecting homeless individuals and their families to immediate relief. Thus, moving from being homeless to an emergency shelter is a successful outcome.

Then, the next section describes successful placement under all other programs. The calculations are only based on those who have exited programs, and thus, does not include the entirety of those being served by CV Housing First.

For example, under CVAG funding, seven people in rapid rehousing, eight people in homelessness prevention, two in hotel/motel voucher, and twelve in emergency shelter have not exited. For leveraged funding, 28 in permanent supportive housing, 46 in rapid rehousing, five in emergency shelter, and 56 in street outreach have not yet exited their programs. Thus, they are excluded from these calculations.

² System Performance Measures Introductory guide.

<https://www.hudexchange.info/resource/3894/system-performance-measures-introductory-guide/>

³ Ibid.

⁴ System Performance Measure 7: Destination Classification.

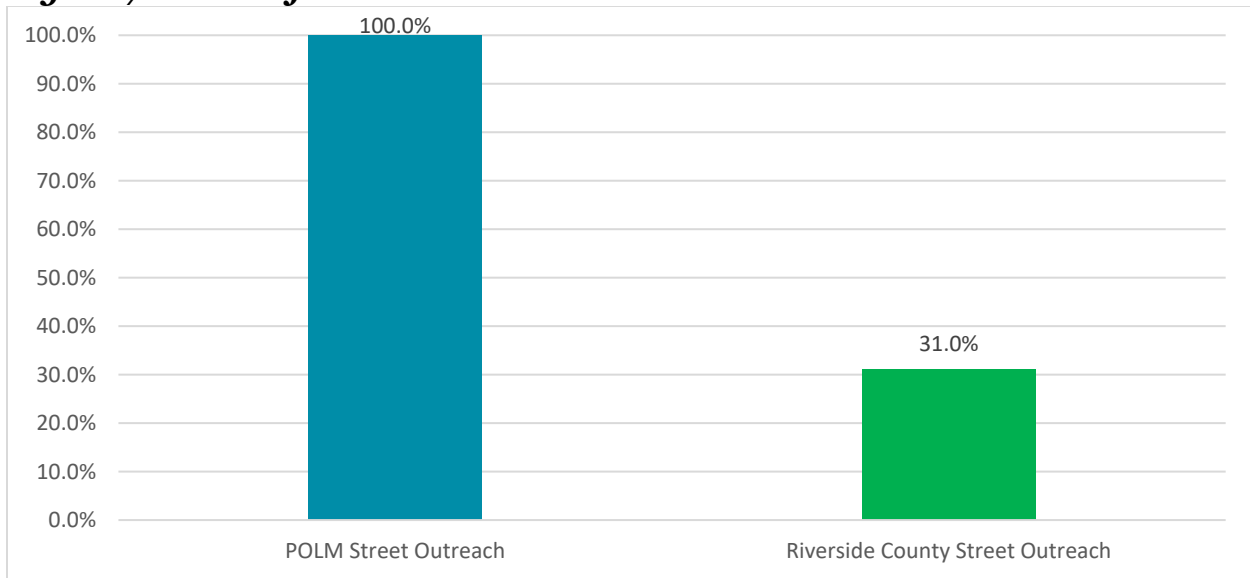
<https://www.hudexchange.info/resource/4966/system-performance-measure-7-destination-classification/>

Successful Placement – Street Outreach

As a part of CV Housing First, POLM did street outreach, supported by leveraged programs.

All of the clients in POLM’s street outreach program ($n = 34$) exited to a permanent destination, and thus, were successful. This compares very favorably to the successful placement rates across the county as a whole; the successful placement rate for street outreach in Riverside County was 31.0% in 2016, as represented by the green column in Figure 7.

Figure 7. Successful Placement Rates – Street Outreach



Note: POLM Street Outreach $n = 34$. Riverside County Street Outreach data is from HUD Exchange. (April, 2018). System Performance Measure Data Since FY 2015. <https://www.hudexchange.info/resource/5691/system-performance-measures-data-since-fy-2015/>

Part of the reason for this high success rate is the unique method of street outreach that POLM used. POLM worked off of Riverside County’s Coordinated Entry System (CES), targeting those highest on the list, who were the most in need (based on the Vulnerability Index-Service Prioritization Decision Assistance Tool, or VI-SPDAT) when housing was available. Thus, the individuals reached by POLM were high-need individuals who were actively looking for housing assistance, and they were contacted when there was housing available for them.

In contrast, many other outreach programs work with any and all homeless individuals on the street, some of which do not want to be placed, and others of which score relatively low on the CES list, and thus, are not immediately eligible for housing. Rates of successful placement in these types of programs is understandably lower than the rate using POLM’s targeted street outreach.

Successful Placement – All Other Programs

For all other programs (emergency shelter, rapid rehousing, permanent supportive housing, homelessness prevention program, etc.), successful placement is defined as exiting to a permanent destination. Those who exit to a temporary destination are deemed not successful, as are those who exit to an “other” destination.

As illustrated in Table 18, clients served via CVAG’s funds had a 94.8% exit rate. This high number is partially due to the fact that the majority of clients served went through the homelessness prevention program, which means many were already housed successfully, and their work with POLM allowed them to stay that way.

Successful placement rates for emergency shelter and permanent supportive housing are substantially lower, as illustrated in the table below. Overall, 78.6% of CV Housing First clients were successfully placed.

Table 18. Successful Placement Calculations

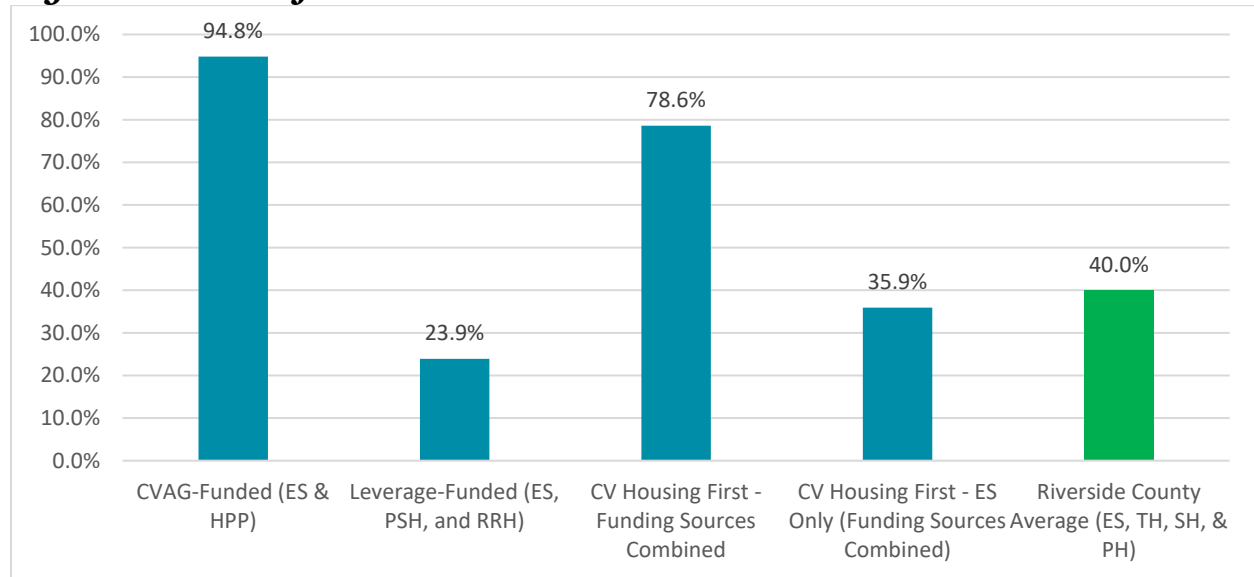
Funding Source	Program	Successfully Placed	Not Successfully Placed	Total	% Success
CVAG Funds	Emergency shelter and hotel/motel vouchers	13	8	21	61.9%
	Homelessness prevention program	134	0	134	100.0%
	Subtotal - CVAG	147	8	155	94.8%
Leveraged Funds	Emergency shelter	10	33	43	23.3%
	Permanent supportive housing	0	1	1	0.0%
	Rapid rehousing	1	1	2	50.0%
	Subtotal – Leveraged Funds	11	35	46	23.9%
Total		158	43	201	78.6%

It is worth noting that both rapid rehousing and permanent supportive housing are intended to be long-term solutions (i.e., over a year before program exit), and thus, are not well-represented by this data.

This means that a single year of data collection is insufficient to document the successful placement of clients in these programs. For example, in the first year of CV Housing First, POLM has had 56 clients in the rapid rehousing program, but only two have exited the program to date. It will take at least another year of evaluation before we can begin to determine the successful placement rate of this program and compare to other similar programs across the county.

In Riverside County as a whole, emergency shelter (ES), transitional housing (TH), supportive housing (SH), and permanent housing (PH) programs overall have a 40.0% rate of successful placement when combined, as illustrated by the green column in Figure 8.⁵

Figure 8. Successful Placement Rates



Note: CVAG-Funded Programs ($n = 155$), Leveraged Programs (permanent supportive housing, emergency shelter; rapid rehousing $n = 46$), CVAG and Leveraged combined ($n = 201$). Riverside County Average data is from HUD Exchange. (April, 2018). System Performance Measure Data Since FY 2015. <https://www.hudexchange.info/resource/5691/system-performance-measures-data-since-fy-2015/>

Relative to this, CV Housing First’s 78.6% successful placement rate measures up very well. However, once again comparisons should be made with caution due to the apples-to-oranges nature of the data. Specifically, two-thirds of the clients captured in the CV Housing First numbers are from the homelessness prevention program, whereas the Riverside County comparison numbers do not include any homelessness prevention programs.

Because of this caveat, it may be more useful to compare the numbers from the other programs listed in Table 18 above to the 40.0% County placement rate. When the homelessness prevention program numbers are removed, the bulk of the remaining clients were emergency shelter clients ($n = 64$). This is because the other programs—rapid rehousing and permanent supportive housing—are meant to be long-term programs, where clients spend a year or more before exiting. Thus, it will be a year or more before the data will accurately capture the successful placement rate of these programs adequately.

As such, the current data reflects an emergency shelter successful placement rate of 35.9%, slightly lower than the County’s 40.0% successful placement rate for emergency shelter (ES), transitional housing (TH), supportive housing (SH), and permanent housing (PH) programs combined.

⁵ HUD Exchange. (April, 2018). System Performance Measure Data Since FY 2015. <https://www.hudexchange.info/resource/5691/system-performance-measures-data-since-fy-2015/>

Section 4: Comparisons to Roy’s Desert Resource Center

The Housing First model does not operate in a vacuum, but rather, is one piece of the diverse local efforts to address homelessness. Thus, it is useful to compare outcome data to that from other local organizations to assess utility.

HARC was able to obtain HMIS data from Jewish Family Service of San Diego, who operated Roy’s Desert Resource Center (“Roy’s”) prior to its closure in June of 2017. While the shelter model is quite different than the Housing First model, comparing the outcomes accomplished by POLM through CV Housing First to the outcomes accomplished by Roy’s can be somewhat instructive. HARC was not able to obtain data from any other shelters.

The data from Roy’s is especially interesting, as the CV Housing First program was designed to meet the needs left by the closing of Roy’s, albeit through a different model. Thus, this comparison can inform how CV Housing First has worked to fill the gap left by Roy’s in the service matrix of homelessness programs in the Coachella Valley and Blythe.

It is important to mention here that Roy’s Desert Resource Center was an emergency shelter. Thus, they only have one program (emergency shelter) to report in HMIS, whereas CV Housing First programs being carried out by POLM are much more diverse. An “apples to apples” comparison would compare Roy’s HMIS outcomes to those of another emergency shelter. The programs that POLM has implemented, such as rapid rehousing or the homelessness prevention project, have different objectives and outcomes, and thus, should be compared to Roy’s only with caution.

A total of 4,255 clients were included in Roy’s Desert Resource Center HMIS dataset, and the service dates ranged from October of 2014 to June of 2017. It should be noted that 2014 proportions were likely smaller as October was the first record. Likewise, 2017 had smaller proportions as services dates only ranged from January to June. See Table 18 for a breakdown of enrollment dates for Roy’s Desert Resource Center.

Table 19. Enrollment Dates by Year

Year	Months of Operation	n	%
2014	3	69	1.6%
2015	12	1,851	43.5%
2016	12	1,779	41.8%
2017	6	556	13.1%
Total	33	4,255	100.0%

Demographics

Age statistics extracted from HMIS reflect the current age of clients. Thus, age demographics are a few years older, as Roy's was closed in June of 2017. The average age of clients served at Roy's Desert Resource Center was 45.2. The youngest was two years old while the oldest was 103. About two-thirds (65.0%) were male and three-quarters (75.0%) were white. The majority of clients (89.4%) entered Roy's while living in poverty. See Table 20 for detailed demographics on CV Housing First (includes both CVAG-funded and leverage-funded), specific data for CVAG-funded clients, and Roy's.

Table 20. Roy's Client Demographics

Variable	CV Housing First		CVAG Funded		Roy's	
	n	%	n	%	n	%
Age						
0-17	98	26.6%	61	34.9%	198	4.7%
18-29	34	9.2%	18	10.3%	633	14.9%
30-39	44	12.0%	19	10.9%	730	17.2%
40-49	65	17.7%	21	12.0%	722	17.0%
50-59	66	17.9%	20	11.4%	1,145	26.9%
60-69	44	12.0%	22	12.6%	640	15.0%
70 and older	17	4.6%	14	8.0%	187	4.0%
Total	368	100%	175	100%	4,255	100%
Gender						
Female	198	49.4%	95	51.4%	1,474	34.6%
Male	202	50.4%	90	48.6%	2,764	65.0%
Trans female (M to F)	1	0.2%	0	0	10	0.2%
Trans male (F to M)	0	0	0	0	7	0.2%
Total	401	100%	185	100%	4,255	100%
Ethnicity						
Hispanic/Latino	211	52.6%	104	56.2%	1,056	24.8%
Not Hispanic/Latino	190	47.4%	81	43.8%	3,189	75.2%
Total	401	100%	185	100%	4,245	100%
Race						
American Indian or Alaska Native	8	2.0%	3	1.6%	133	3.2%
Asian	1	0.2%	0	0	43	1.0%
African American	60	15.0%	38	20.5%	746	17.7%
Native Hawaiian or other Pacific Islander	1	0.2%	1	0.5%	25	0.6%
White	331	82.5%	143	77.3%	3,161	75.0%
Multi-racial	0	0	0	0	107	2.5%
Total	401	100%	185	100%	4,215	100%
Poverty						
Poverty at entrance	238	84.7%	90	74.4%	3,628	89.4%
Not in poverty at entrance	43	15.3%	31	25.6%	429	10.6%
Total	281	100%	121	100%	4,057	100%

As illustrated in Table 21, about 20.9% of Roy’s clients have experienced domestic violence and more than two-thirds (66.2%) had a disability. Approximately 8.0% were veterans. See Table 21 for further details on the demographics for CV Housing First clients (from all funding sources), CVAG-funded clients only, and Roy’s clients.

Table 21. Roy's Other Demographic Characteristics

Variable	CV Housing First		CVAG Funded		Roy's	
	n	%	n	%	n	%
Domestic Violence						
Has experienced domestic violence	54	17.9%	6	5.0%	824	20.9%
Has not experienced domestic violence	247	82.1%	114	95.0%	3,124	79.1%
Total	301	100%	120	100%	3,948	100%
Disability						
Has a disability	126	31.4%	35	18.9%	2,720	66.2%
Does not have a disability	275	68.6%	150	81.1%	1,387	33.8%
Total	401	100%	185	100%	4,107	100%
Veteran Status						
Veteran	13	4.4%	6	3.2%	322	8.0%
Not a veteran	282	95.6%	114	61.6%	3,736	92.0%
Total	295	100%	120	100%	4,058	100%

Homelessness Situation Details

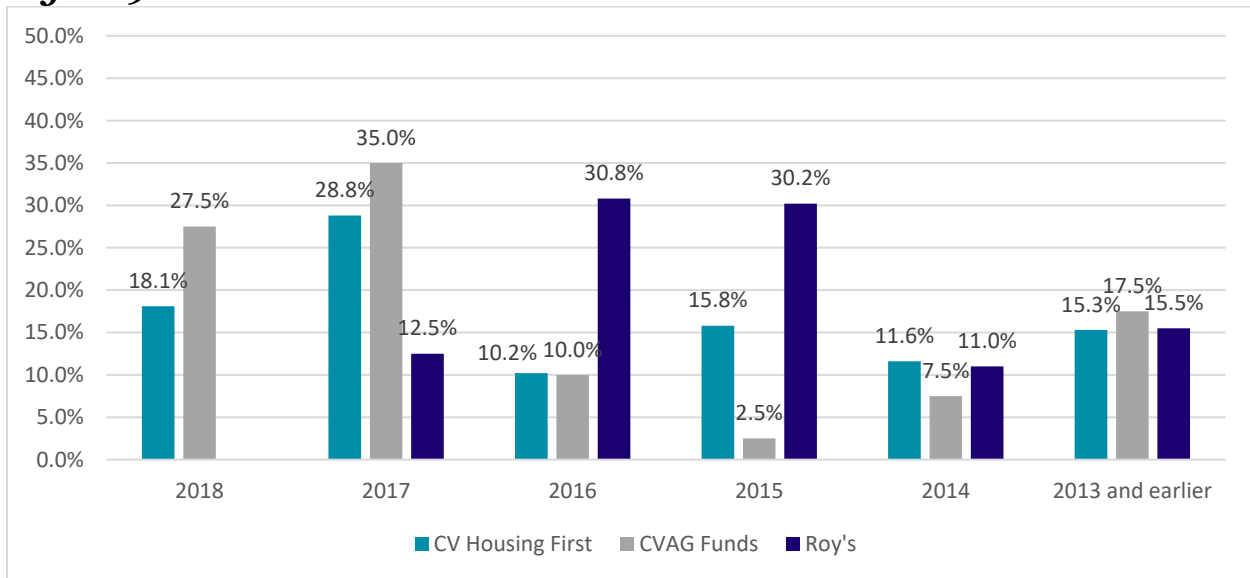
Common areas that Roy’s clients originated in included Palm Springs (36.8%), Indio (10.6%), Desert Hot Springs (8.7%), and Cathedral City (5.6%). However, clients originated from many other zip codes including areas outside of the Coachella Valley. More than a quarter (27.9%) of Roy’s clients were homeless for 12 months or more in the last three years, as illustrated in Table 22.

Table 22. Total Times and Months Homeless

	CV Housing First		CVAG Funded		Roy's	
	n	%	n	%	n	%
Times Homeless in Last Three Years						
One time	139	65.3%	31	79.5%	2,432	61.5%
Two times	31	14.6%	6	15.4%	690	17.4%
Three times	15	7.0%	1	2.6%	292	7.4%
Four or more	28	13.1%	1	2.6%	543	13.7%
Total	213	100%	39	100%	4,057	100%
Total Months Homeless in Last Three Years						
One month	18	8.5%	5	12.8%	943	38.2%
Two to three months	13	6.1%	2	5.1%	332	13.5%
Four to six months	19	9.0%	14	35.9%	266	10.8%
Seven to twelve months	15	7.0%	-	-	236	9.6%
More than twelve months	148	69.5%	18	46.2%	689	27.9%
Total	213	100%	39	100%	2,466	100%

As illustrated in Figure 9 below, most clients being served at Roy's first became homeless in 2016 (30.8%) and 2015 (30.2%). The teal columns in the chart below represent all CV Housing First clients (CVAG-funded and those funded by leveraged programs), while the grey bars represent only those funded by CVAG, and the blue indicate those served by Roy's.

Figure 9. Homeless Start Date



Note: CV Housing First $n = 215$; CVAG Funded $n = 40$; Roy's $n = 3,268$.

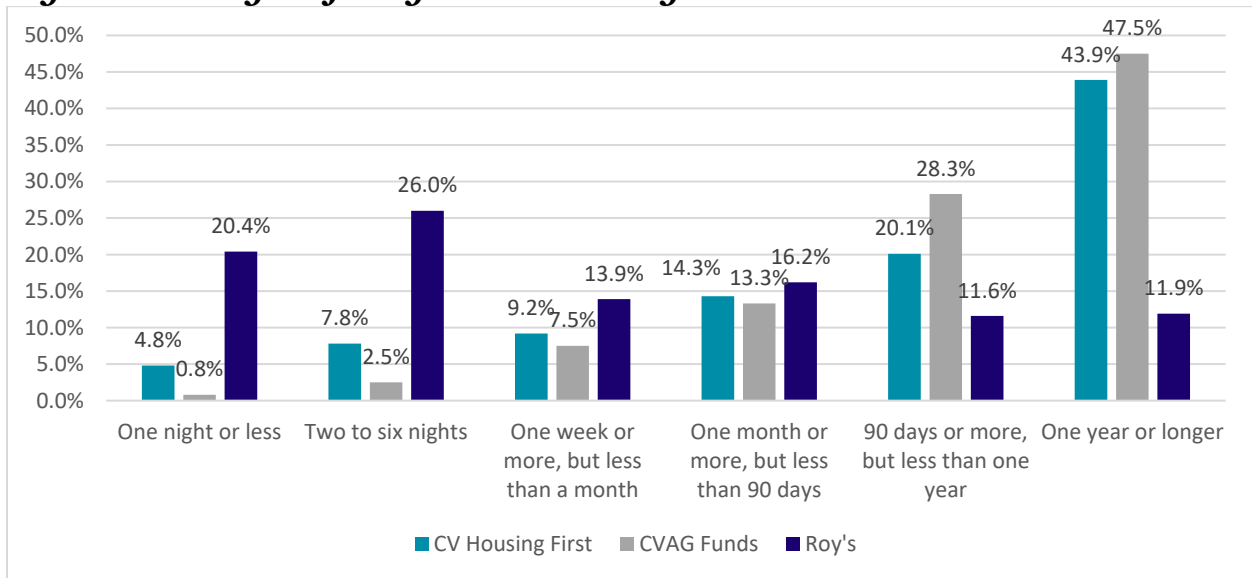
The majority of Roy's clients came from a homeless situation (63.9%), which is considerably different from the percentage of CVAG clients coming from a homeless situation (33.1%), but about the same as CV Housing First as a whole (65.8%). See Table 23 for details on CV Housing First clients (from all funding sources), CVAG-funded clients only, and Roy's clients.

Table 23. Living Situation at Entrance

	CV Housing First		CVAG Funded		Roy's	
	<i>n</i>	%	<i>n</i>	%	<i>n</i>	%
Homeless Situation						
Place not meant for habitation	99	33.4%	19	15.7%	2,336	57.6%
Emergency shelter, including hotel or motel paid for with emergency shelter voucher	95	32.1%	21	17.4%	241	5.9%
Safe haven	1	0.3%	-	-	14	0.3%
Subtotal	195	65.8%	40	33.1%	2,591	63.9%
Institutional Housing						
Hospital or other residential non-psychiatric medical facility	3	1.0%	-	-	134	3.3%
Psychiatric facility	2	0.7%	-	-	86	2.1%
Jail, prison, or juvenile detention facility	-	-	-	-	32	0.8%
Substance abuse treatment facility	1	0.3%	-	-	29	0.7%
Foster care	-	-	-	-	9	0.2%
Long-term care facility or nursing home	-	-	-	-	1	0.0%
Subtotal	6	2.0%	-	-	291	7.2%
Transitional and Permanent Housing Situation						
Staying or living in a friend's room, apartment, or house	5	1.7%	-	-	425	10.5%
Staying or living in a family member's room, apartment, or house	4	1.4%	-	-	306	7.5%
Hotel or motel paid for without emergency voucher	5	1.7%	-	-	244	6.0%
Rental by client, no ongoing housing subsidy	79	26.7%	79	65.3%	123	3.0%
Other transitional or permanent housing situation	2	0.7%	2	1.7%	54	1.3%
Subtotal	95	32.2%	81	67.0%	1,152	28.4%
Other Situation						
Data not collected	-	-	-	-	12	0.3%
Other/ don't know/ refused	-	-	-	-	11	0.2%
Subtotal	-	-	-	-	23	0.6%
Total	296	100%	121	100%	4,057	100%

As illustrated in Figure 10 below, about half (46.4%) of Roy's clients spent less than a week in their prior living situation. About 11.9% in their prior living situation. This is quite a difference from the clients served by CV Housing First, where nearly half of the clients had been in their prior living situation for more than one year of the last three.

Figure 10. Length of Stay in Prior Living Situation



Note: CV Housing First $n = 215$; CVAG Funded $n = 120$; Roy's $n = 4,010$.

Outputs from Exit Survey

As illustrated in Table 24, Roy's clients spent an average of 15.9 days in their program, while CVAG funded clients spent an average of 77.1 days across the CVAG programs.

Table 24. Days Spent in Each Program

	Average	Sum	Min/Max	n
CV Housing First				
Emergency Shelter Project	72.3	5,569	2/180	77
Homelessness Prevention Project	70.7	10,041	49/271	142
Hotel/Motel Voucher	139.6	977	34/313	7
Rapid Rehousing	322.9	18,082	25/637	56
Permanent Supportive Housing	29.0	19,528	105/1,106	29
Street Outreach	106.6	9,597	7/313	90
All CV Housing First	159.1	63,794	2/1,106	401
CVAG Funded				
Emergency Shelter	83.6	2,425	7/162	29
Homelessness Prevention Project	70.7	10,041	49/271	142
Hotel/Motel Voucher	139.7	977	34/313	7
Rapid Re-Housing	118.9	832	25/313	7
All CVAG Funded	77.1	14,275	7/313	185
Roy's				
Emergency Shelter	15.9	67,844	0/120	4,251

Exit statistics for CV Housing First clients (from all funding sources), CVAG-funded clients only, and Roy's clients are reported in Table 25. The majority (74.7%) exited to an "other" destination. This is because most clients did not know where they were exiting to (58.9%). Only 2.2% of Roy's clients exited to a permanent destination.

Table 25. Destination at Exit for Roy's Clients

Type of Destination	CV Housing First		CVAG Funds		Roy's	
	n	%	n	%	n	%
Permanent Destination						
Rental by client, no ongoing housing subsidy	135	57.0%	132	84.6%	31	0.7%
Rental by client with RRH or equivalent subsidy	28	11.8%	6	3.8	-	-
Rental by client, ongoing housing subsidy	1	0.4%	1	0.6%	-	-
Staying or living with family or friends, permanent tenure	10	4.2%	-	-	44	1.0%
Owned by client (with or without housing subsidy)	3	1.6%	3	2.0%	-	-
Permanent housing (other than RRH) for formerly homeless persons	15	6.3%	5	3.2%	11	0.3%
Other permanent destination	-	-	-	-	8	0.3%
Subtotal	192	80.9%	147	94.2%	94	2.2%

Temporary Destination						
Staying or living with friends or family, temporary tenure	-	-	-	-	813	19.3%
Hotel or motel paid for without emergency shelter voucher	1	0.4%	-	-	67	1.6%
Hospital or other residential non-psychiatric medical facility	1	0.4%	1	0.6%	38	0.9%
Emergency shelter, including hotel or motel paid for with shelter voucher	19	8.0%	8	5.1%	20	0.5%
Place not meant for habitation	3	1.3%	-	-	20	0.5%
Other temporary destination	1	0.4%	-	-	23	0.5%
Subtotal	25	10.5%	9	5.8%	981	23.1%
Other						
No exit interview completed	19	8.0%	-	-	613	14.5%
Client doesn't know	-	-	-	-	2,506	59.4%
Data not collected	-	-	-	-	32	0.8%
Client refused, other, deceased	1	0.4%	-	-	27	0.6%
Subtotal	20	8.4%	0	0.0%	3,146	74.5%
Total	237	100%	156	100%	4,221	100%

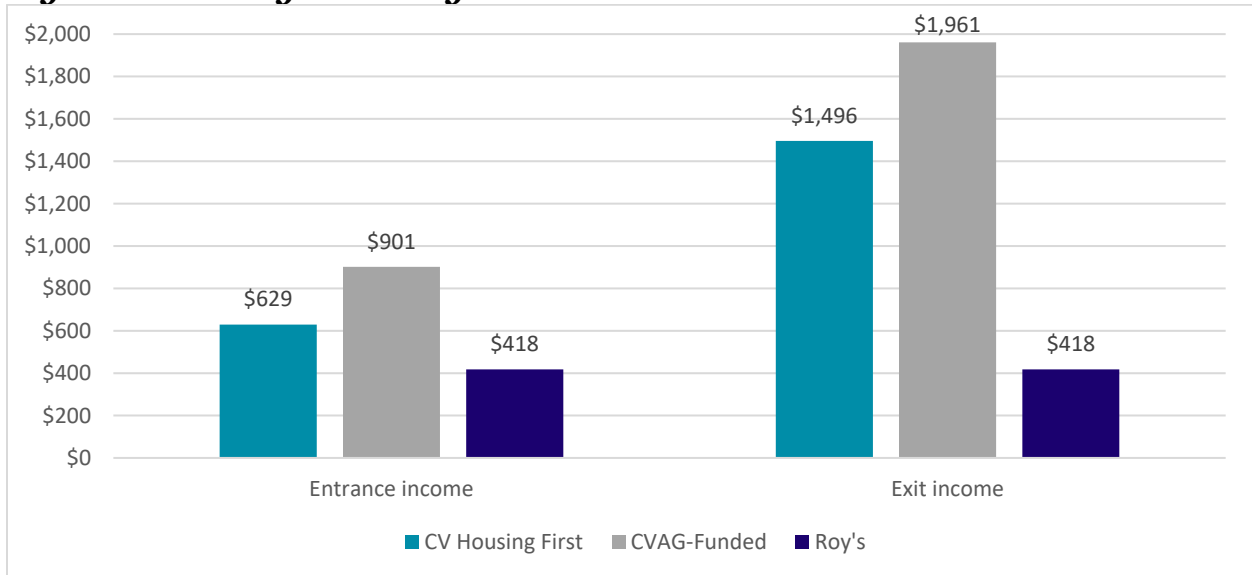
Of those who exited Roy's shelter, about three-quarters (73.5%) exited because of an unknown/disappearance reason, as illustrated in Table 26.

Table 26. Program Exit Reason

Reason	CV Housing First		CVAG Funds		Roy's	
	n	%	n	%	n	%
Completed program	198	88.8%	155	99.4%	57	3.1%
Criminal action (went to jail)	1	0.4%	-	-	2	0.1%
Death	1	0.4%				
Left for housing before completed	3	1.3%	-	-	85	4.6%
Maximum time allowed in program	8	3.6%	-	-	149	8.1%
Needs could not be met by program	9	4.0%	1	0.6%	12	0.7%
Unknown/disappeared	3	1.3%	-	-	1,345	73.5%
Non-compliance with program	-	-	-	-	132	7.2%
Other	-	-	-	-	49	2.7%
Total	223	100%	156	100%	1,831	100%

As illustrated in Figure 11, clients came into Roy's making less money than clients who entered the CV Housing First program. Overall, there was no change in income for Roy's clients from entrance (\$418) to exit (\$418).

Figure 11. Average Monthly Income at Entrance and Exit



Note: CV Housing First Entrance $n = 281$; CV Housing First Exit $n = 141$; CVAG Entrance $n = 121$; CVAG Exit $n = 95$; Roy's Entrance $n = 4,057$; Roy's Exit $n = 3,480$.

It should be noted that Roy's clients spent an average of 15.9 days at the shelter, while CV Housing First clients spent an average of 159.1 days in their various programs. Thus, it is understandable that no change in income occurred at Roy's; two weeks is too short of a time to see a change in earnings.

Successful Placement

As seen in the earlier section on successful placement, exits to a permanent destination as defined as a “successful placement”, and a positive exit outcome.

Looking at exit destinations for Roy’s clients, and excluding destinations such as hospitals and long-term care facilities, 2.2% have had successful exits, as illustrated in Table 27.

Table 27. Successful Placement Rates

Category	Programs Included	n	% Success
CV Housing First			
CVAG-Funded Programs	Emergency shelter Hotel/motel vouchers Homelessness prevention	155	94.8%
Leveraged Programs	Emergency shelter Permanent supportive housing Rapid rehousing	46	23.9%
Total CV Housing First	See above	201	78.6%
Comparison Data			
Riverside County (2016)	Emergency shelter Transitional housing Supportive housing Permanent housing	-	40.0%
Roy’s (2014 – 2017)	Emergency shelter	4,211	2.2%

As mentioned earlier (section 3, page 30), the successful placement rate for emergency shelter clients through CV Housing First—including those funded by CVAG and those supported by leveraged programs—was 35.9%. The number of clients served is drastically different (i.e., 64 emergency shelter clients in the first year of CV Housing First versus 4,211 emergency shelter clients across three years of Roy’s operations), but overall, the successful placement rate of CV Housing First emergency shelter clients (35.9%) appears to be quite strong when compared to Roy’s emergency shelter clients (2.2%).

Section 5: Custom Survey – Focus on Homelessness Prevention

HARC and POLM worked together to create a custom survey, designed to be administered to clients of CV Housing First upon their exit from the program. The survey encompassed many different areas, including medical usage, law enforcement encounters, satisfaction levels, usefulness of resources, and changes in quality-of-life outcomes such as health insurance, employment, hunger, etc. The surveys were designed for their POLM navigator to assist them in completing the survey, to ensure comprehension. Data collection on the custom surveys ranged from the months of May to July 2018 and included a total of 26 clients.

Program Information

The survey began with a series of questions designed to provide context for understanding the clients' experience with the CV Housing First program. A total of 26 participants completed the surveys. However, nearly all ($n = 23$) were part of the homelessness prevention program. As such, the other 3 participants were removed so that the evaluation would focus on the homelessness prevention program.

Because most clients were in the homelessness prevention program, most clients were not homeless (78.3%); in fact, only five of the 23 clients were homeless.

A total of 20 reported exit dates, and of these, most ($n = 13$) exited some time in 2018, while fewer ($n = 7$) did not yet exit their program.

Clients were asked, "What is the service initiation zip code of this client? i.e., where did POLM first engage the client and initiate service delivery?" This helps to establish the area in which POLM first engaged the client and initiated service delivery.

As illustrated in Table 28, common locations included Palm Springs ($n = 7$) and Desert Hot Springs ($n = 6$). Two were outside of district boundaries.

Table 28. Service Initiation Zip Code

Zip Code	City	Boundary	<i>n</i>	%
92240	Desert Hot Springs	DHCD	6	33.3%
92262	Palm Springs	DHCD	4	22.2%
92264	Palm Springs	DHCD	3	16.7%
92234	Cathedral City	DHCD	1	5.6%
92236	Coachella	Outside DHCD	1	5.6%
92201	Indio	Outside DHCD	1	5.6%
92211	Palm Desert	DHCD	1	5.6%
92260	Palm Desert	DHCD	1	5.6%
Total			18	100.0%

Clients were also asked, “Prior to entry into the POLM program, what city or zip code did the client spend the previous 90 days in? i.e., what city was the client living in?”

As illustrated in Table 29, Palm Springs ($n = 7$) and Desert Hot Springs ($n = 7$) had the highest proportions.

Table 29. Previous Zip Code

Zip Code	City	Boundary	<i>n</i>	Percent
92240	Desert Hot Springs	DHCD	7	35.0%
92264	Palm Springs	DHCD	4	20.0%
92262	Palm Springs	DHCD	3	15.0%
97701	Bend, Oregon	Outside DHCD	1	5.0%
92234	Cathedral City	DHCD	1	5.0%
92236	Coachella	Outside DHCD	1	5.0%
92201	Indio	Outside DHCD	1	5.0%
92211	Palm Desert	DHCD	1	5.0%
92260	Palm Desert	DHCD	1	5.0%
Total			20	100.0%

Homelessness Details

An area of interest to CVAG included reasons behind becoming homeless. Consequently, clients were asked, “Why did you become homeless? You can check multiple reasons.”

Only seven people responded to this question, likely because most were seeking homelessness prevention services and were not currently homeless. Responses included:

- Unemployment ($n = 2$)
- Lack of income for housing ($n = 3$)
- Fleeing domestic violence ($n = 1$)
- Mental illness ($n = 1$)
- Runaway/left home ($n = 1$)

POLM clients were also asked, “Did you stay at a homeless shelter before coming to Path of Life?” Only three people had stayed at a shelter prior to this.

Medical Usage

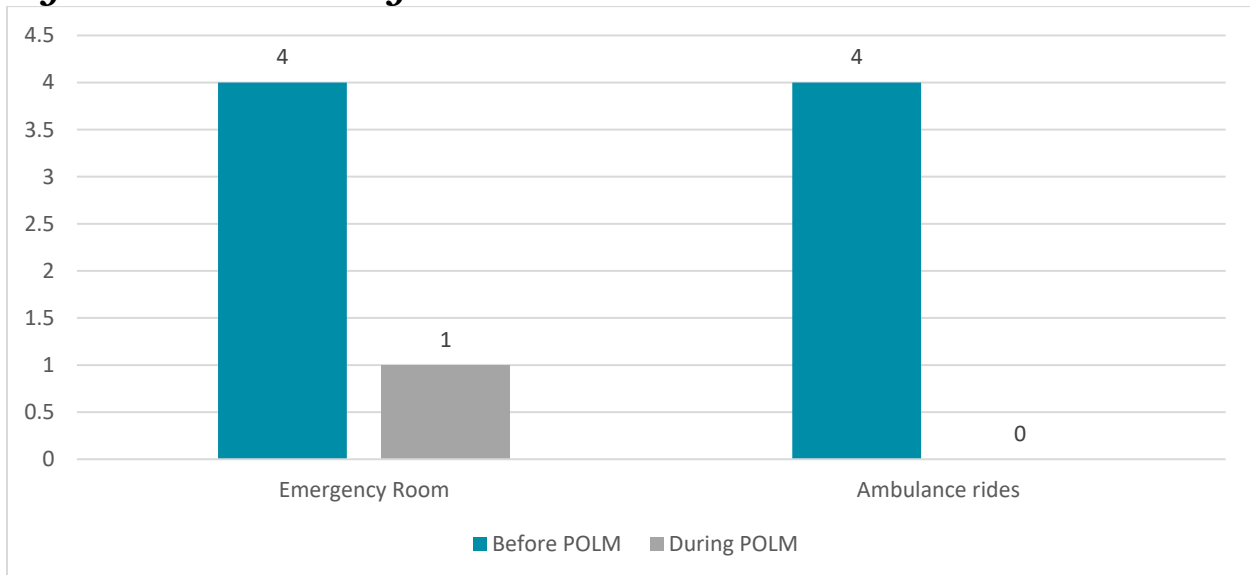
In order to assess medical usage, POLM homelessness prevention clients were asked about two common areas of medical usage that come with a high cost attached:

1. Emergency room visits
2. Ambulance use

These areas are typically examined within the homelessness intervention literature, as ending chronic homelessness has the potential to reduce public spending in the above-mentioned areas.⁶ POLM homelessness prevention clients were asked to provide monthly estimates on emergency room visits and ambulance rides both before and during their time with POLM.

As illustrated in Figure 12, emergency room visits and ambulance rides dropped after clients entered the homelessness prevention program; in fact, only one individual visited the emergency room after coming to POLM, and none used an ambulance.

Figure 12. Medical Usage



Note: Emergency room $n = 23$; Ambulance $n = 23$.

It is worth noting that the time period is not the same; the “before POLM” includes up to two years’ worth of history, while the “during POLM” includes about 11 months.

⁶ Ending Chronic Homelessness in 2017.

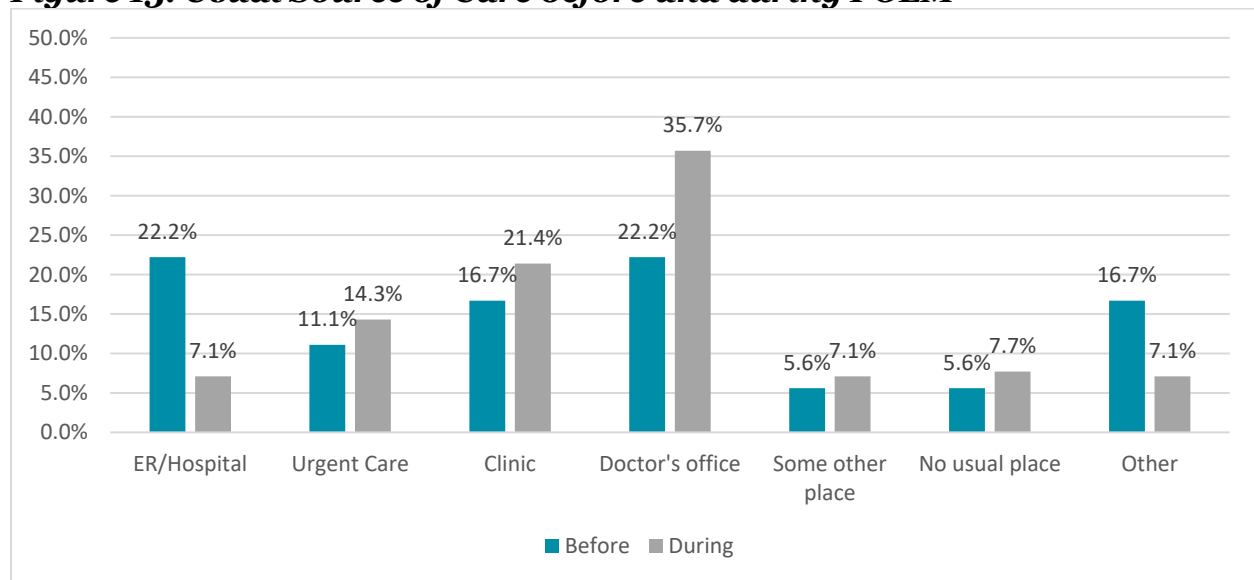
https://www.usich.gov/resources/uploads/asset_library/Ending_Chronic_Homelessness_in_2017.pdf

Homelessness prevention clients were asked, “Before you were in the POLM program, when you were sick or in need of healthcare, where do you usually go?” and a second matching question about where their usual source of healthcare is since they’ve come to POLM.

Ideally, all individuals would have a medical home/primary care provider as their usual source of care; this is not only cheaper for the medical system but also provides important continuity of care to the patient. However, for populations that are unstable, such as those at risk of homelessness or experiencing homelessness, the emergency room (ER)/hospital is all too often their usual source of care.

Sure enough, as illustrated in Figure 13, the ER/hospital was a usual source of care for 22.2% of homelessness prevention clients before entering CV Housing First’s program. This is more than double the rate for Coachella Valley adults as a whole, which is 10.5%.⁷ During their time in the homelessness prevention program, however, this dropped to 7.1%. Further, the number of people who utilize a doctor’s office for their care increased from 22.2% to 35.7%. This is an encouraging sign that the homelessness prevention program helped these individuals to obtain medical care that will provide continuity of care and be more affordable.

Figure 13. Usual Source of Care before and during POLM



Note: Before $n = 18$; During $n = 14$.

Over the course of the first year, POLM’s activities for CV Housing First have included 142 clients in the homelessness prevention program. If we assume that the 23 homelessness prevention clients in this sample are similar to the other 119 homelessness prevention clients POLM has reached during the year, we can make some cautious extrapolations.

⁷ HARC, Inc. (2017). Coachella Valley Community Health Survey.

For example, using the percentages as a guideline, it appears likely that approximately 32 homelessness prevention clients used the ER/hospital as their usual source of care prior to coming to POLM. Since working with POLM, this would likely drop to about 10 individuals; the other 22 now receive their care elsewhere, most likely at a doctor's office or clinic.

To estimate the costs saved by this behavior change, HARC downloaded pricing information from OSHPD (Office of Statewide Health Planning and Development) for the three local hospitals.^{8, 9} Two of these included either incomplete data from 2016, or were complete, but were 2014 data. For this reason, emergency room average costs at severity levels for 2016 were utilized from Eisenhower Medical Center which received 38.9% of emergency room department encounters in the valley for 2016. This data revealed that the average ER visit cost ranges from \$900 to more than \$2,700, based on severity level.

If we assume that each of the 22 individuals who used to use the ER/hospital as their usual source of care visited once in the past year, that would equate to 22 ER visits that have now been replaced by visits to a primary care doctor or a clinic. That's a cost savings of between \$19,800 and \$59,400, depending on the severity of the issues.

It's also likely that POLM's other programs also help to reduce ER visits; future continued use of the custom survey will help to document this.

⁸ Hospital Chargemaster Program. <https://www.oshpd.ca.gov/HID/Hospital-Chargemaster.html>

⁹ Hospital Chargemasters and 25 common outpatient procedures. www.oshpd.ca.gov/Chargemaster

Law Enforcement Encounters

The homelessness prevention clients were also asked about law enforcement encounters. Specifically, they were asked about the number of times they were arrested and the number of times they had any type of contact with the police in the past two years.

None of the 23 homeless prevention program participants who completed the custom survey reported being arrested or having contact before or after their time with POLM. However, it is important to mention here that while the current sample didn't encounter law enforcement very often, local authorities still have to deal with homelessness in the Valley frequently, which has its own cost burden.

HARC reached out to a couple of the police departments in the Valley to explore this topic. Palm Springs Police Department was kind enough to share data on the current year; they have had approximately 3,581 calls for service related to homelessness.¹⁰ The calls vary in severity as do the type of officers who respond (e.g., non-sworn community police, transport, etc.) but when aggregating all calls, an officer will spend an average of 44 minutes on the call. This means that the Palm Springs Police Department spends an average of 2,626 hours on homelessness calls each year, which is more than a full-time job (a full-time job typically is 2,080 hours of work per year).

Note that these estimates are for Palm Springs Police Department only. Thus, there are likely significantly more calls in the Valley related to homelessness, and significantly more cost-savings to be collected by reducing the number of people experiencing homelessness, and thereby reducing the burden on our police.

¹⁰ M. Kovaleff. Personal communication - email/phone interview. (2018, August).

Satisfaction with POLM

The homelessness prevention clients were asked to rate their satisfaction with their experiences with POLM overall, their navigators, their individual service plan (ISP), and their SMART goals. The rating scale ranged from (1) strongly agree to (5) strongly disagree.

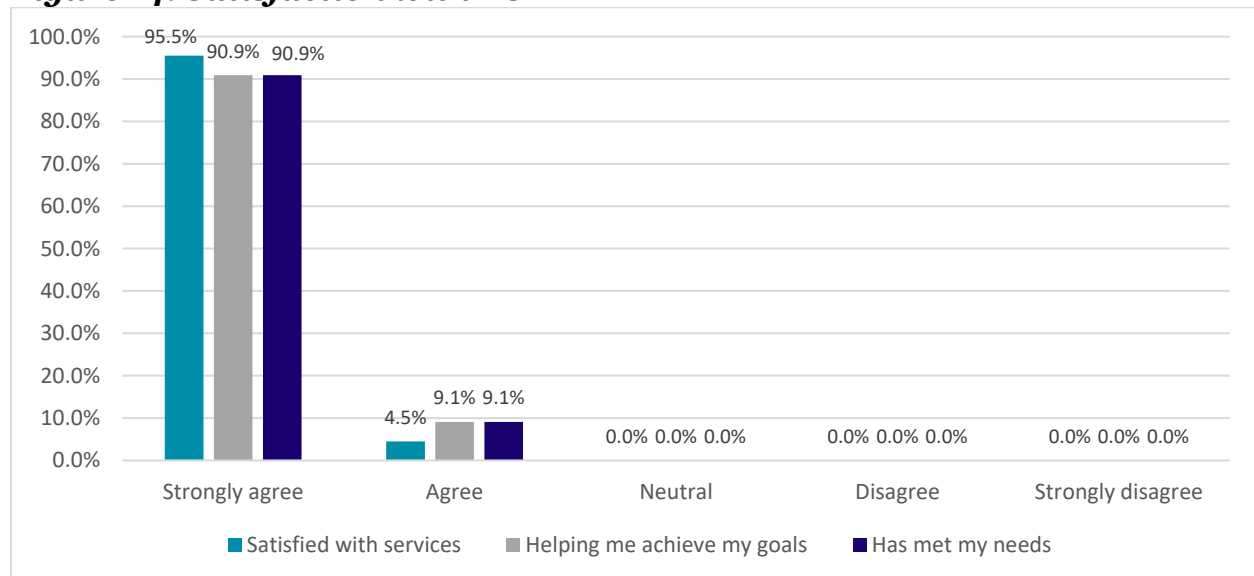
Overall POLM Satisfaction

For satisfaction with POLM, clients were asked to rate their level of agreement with the following statements:

- I am satisfied with services received by POLM
- POLM staff are helping me achieve my goals
- POLM has met my needs

As illustrated in Figure 14, the results are entirely positive, in that nearly all strongly agreed they are satisfied with services (95.5%), are being helped to achieve their goals (90.9%), and that POLM has met their needs (90.9%). The remaining clients chose “agree”, with no one selecting negative options such as “neutral” or “disagree”.

Figure 14. Satisfaction with POLM



Note: Satisfied $n = 22$; Helping me achieve $n = 22$; Had met my goals $n = 22$.

Homelessness prevention clients were also asked an open-ended question, “Was there anything about POLM services that really helped you? If so, describe your experience.”

Responses were qualitatively analyzed through a process of content coding, in which similar responses reflecting a theme were grouped together and summed. From this, three primary themes emerged which can be seen below, with some respective direct quotes.

Helped with rent/not losing housing (n = 8)

- *“Was out of work for 6 months - almost lost my car and house. She contacted landlord too have him wait. She was great! She convinced the landlord for a 2nd chance”*
- *“We did not have to leave our house we lived in for 20 years.”*
- *“Your services made a big difference in our lives and everyday living. Without your services we would have been homeless.”*

General positive statements (n = 6)

- *“Let myself know that I'm not alone and humble self to look for help.”*
- *“It was not very difficult to get help, they made it easy.”*
- *“Yes, the fact that it took the weight off shoulders, very helpful.”*

Helped with documents, paperwork, planning (n = 3)

- *“They listened made sure I had everything helped with corrections and making sure I had everything right on my documents.”*
- *“They have helped by realizing that anything doesn't come free- the stability plan help me realized what needs to change.”*

Satisfaction with Navigator

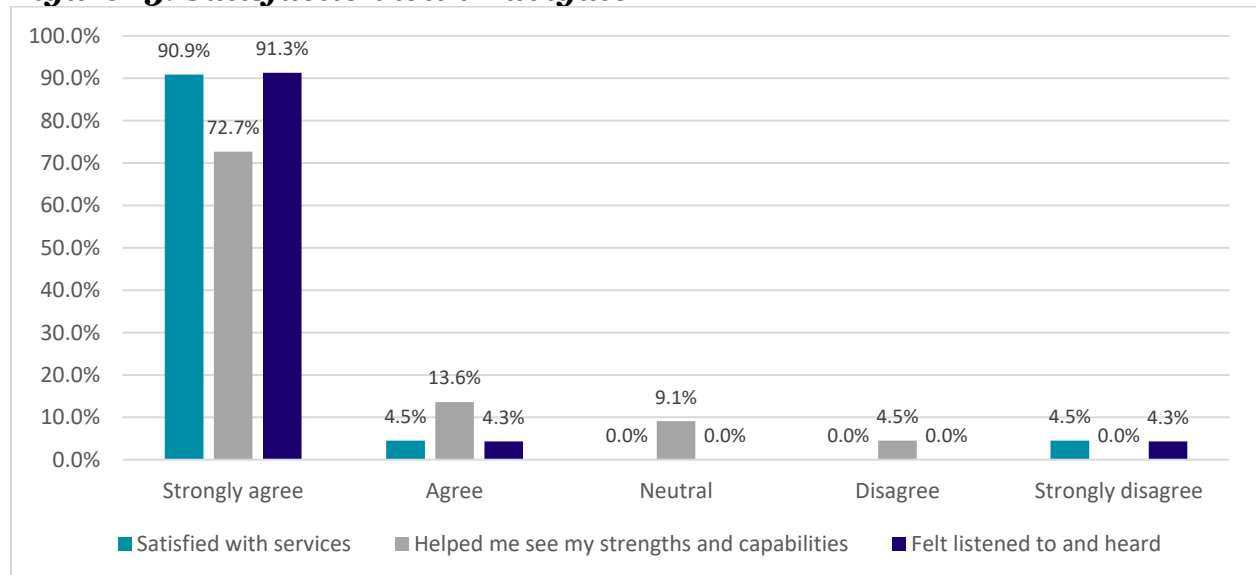
Every client of POLM receives a navigator who will assist them during program services. POLM clients were asked to rate their satisfaction with their navigator by indicating their level of agreement with the following statements:

- I am satisfied with services by my navigator
- My navigator helps me see my strengths and capabilities
- I feel listened to and heard by my navigator

Once again, homelessness prevention clients strongly agreed that they were strongly satisfied with services from the navigator (90.9%) and felt listened to and heard (91.3%). Seeing strengths and capabilities (72.7%) was slightly lower when compared to the other statements, but still reflects a high amount of satisfaction.

Only a few people reported strong disagreements with satisfaction regarding their navigator, as can be seen in Figure 15.

Figure 15. Satisfaction with Navigator



Note: Satisfied $n = 22$; Helped me $n = 22$, Felt listened $n = 23$.

Homelessness prevention clients were asked an open-ended question pertaining to their navigator: “Was there a navigator that you felt really helped you? If so, please describe your experience.”

Once again, responses were qualitatively analyzed, and three primary themes emerged.

Navigator was very helpful (n = 12)

- *“Made a big difference in our lives, I got a job after she helped us out”*
- *“She helped us do the papers because we don't speak English”*
- *“They helped me and my kids not be homeless and during Christmastime because I was pregnant. She talked to the manager to stop the eviction because we went to court already but they (POLM) helped me stay.”*
- *“Yes, she was pleasant and experience was easy and fast. She resolved everything”*

Navigators were kind, compassionate, and caring (n = 7)

- *“He always communicated with me and was very supportive. He made me feel that he really cared for me and my family's needs.”*
- *“Sweet heart/very attentive”*
- *“Attentive, kind, caring, and compassionate from beginning to end.”*

Client received guidance and advice (n = 2)

- *“Really helped me get my rent paid which was the main objective. She also gave me guidance on how to get my electric bill paid. What helped me with was tremendous.”*

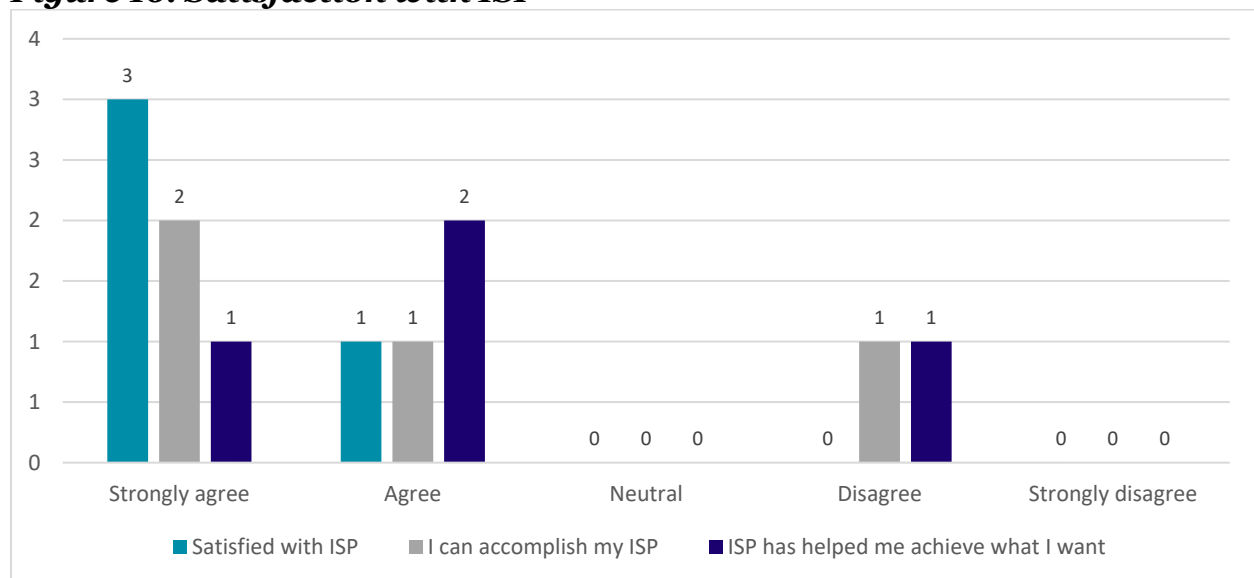
Satisfaction with Individual Service Plan

Homelessness prevention clients were asked to rate their agreement with three statements pertaining to their individual service plans (ISPs):

- I am satisfied with my individual service plan
- I feel that I can accomplish my individual service plan
- My individual service plan has helped me achieve what I want

Clients were asked to rate how much they agreed with each statement. Only four clients responded, and thus, frequencies rather than percentages are reported. As illustrated in Figure 16, the majority either strongly agree or agree that they are satisfied with their ISP, can accomplish their ISP, and that their ISP has helped them achieve what they want.

Figure 16. Satisfaction with ISP



Note: Satisfied $n = 4$; I can accomplish $n = 4$, ISP has helped $n = 4$.

Only seven people responded to the open-ended question; “Is there anything that would have helped you to better work towards, or achieve your individual service plan?” Of those who did provide input, responses included:

- “Have a more clear plan”
- “We did not do a plan”
- “You guys help me with what I need.”

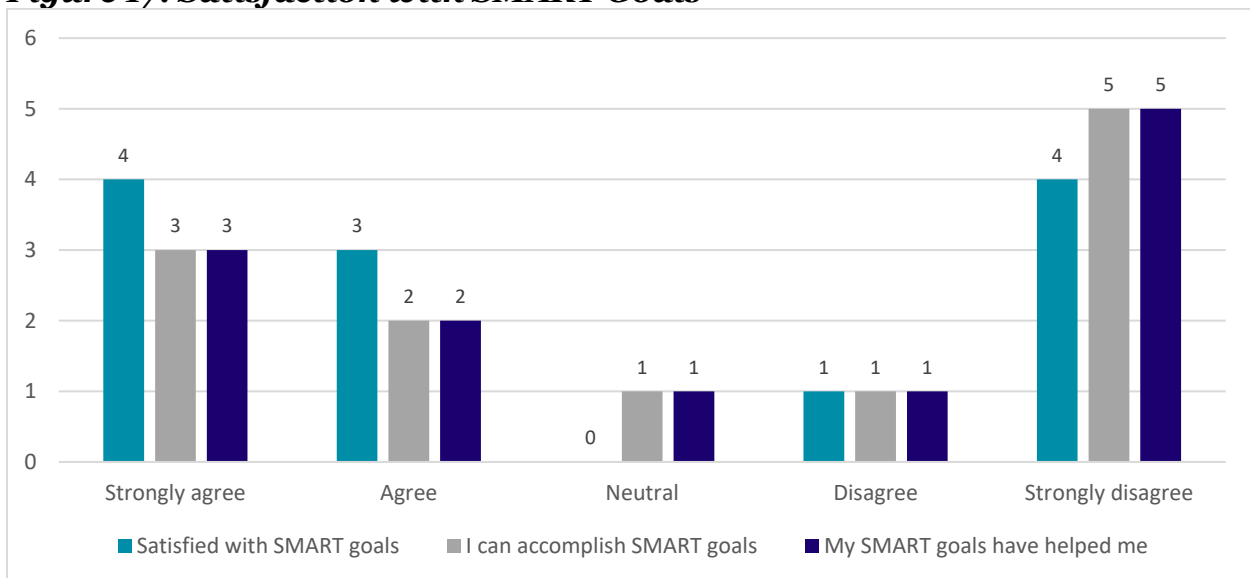
Satisfaction with SMART Goals

Homelessness prevention clients were asked to rate their agreement with three statements pertaining to their SMART goals:

- “I am satisfied with my SMART goals”
- “I feel that I can accomplish my SMART goals”
- “My SMART goals have helped me achieve what I want”

As illustrated in Figure 17, results were approximately equally divided with some being satisfied, feeling they can accomplish their SMART goals, and being helped by their SMART goals, whereas the other half of clients expressed the opposite.

Figure 17. Satisfaction with SMART Goals



Note: Satisfied, $n = 12$; I can accomplish, $n = 12$, SMART goals helped, $n = 12$.

A total of 9 people responded to the open-ended item, “Is there anything that would have helped you to better work towards, or achieve your SMART goals?” Of those who did provide input, some responses included:

- “Having SMART goal would be helpful, at this time since being housed I have not really set SMART goals with my housing navigator, like I did every week with [another navigator]”
- “No, everything went great”
- “She did an amazing job”

Usefulness of Resources

POLM homelessness prevention clients were asked to rate the usefulness of resources/services, ranging from (1) very useful to (4) very useful. Raw numbers are reported below as the sample size was small. As illustrated in Table 30, two useful services reported included CalFresh/CashAID ($n = 8$), followed by healthcare or affordable insurance ($n = 4$).

Table 30. Usefulness of Resources

Resource/Service	<i>n</i>	Very Useful	Useful	Neutral	Not Useful
CalFresh/CashAID	8	8	-	-	-
Healthcare or affordable insurance	6	4	-	1	1
Credit counseling (debt/evictions)	3	2	-	-	1
Therapy (mental health)	4	1	-	1	2
Employment assistance	6	1	2	1	2
Education, GED, college	3	1	-	-	2
Treatment	3	1	-	-	2
Legal assistance	3	-	-	-	3
Domestic violence services	1	-	-	-	1

Changes to Quality-of-Life Indicators

As illustrated in Table 31, homelessness prevention clients experienced several positive outcomes during the program. Results indicate that during their time in the homelessness prevention program, their quality of life improved overall.

For example, four people used to go hungry very often who now no longer have to do so. Four people who were unemployed now have a paying job. Two people who needed mental health care and couldn't get it before the program were now able to receive it, and two people who had difficulty getting medical care were now able to get treatment. In sum, it seems that the work done by POLM in the CV Housing First program is successfully connecting these clients to resources that improve their quality of life.

Table 31. Change in Quality-of-Life Indicators

Status	Before POLM	During or after POLM
Got food from food pantries	39.1% ($n = 9$)	34.8% ($n = 8$)
Often go hungry	26.1% ($n = 6$)	8.7% ($n = 2$)
Had a paying job	39.1% ($n = 9$)	56.5% ($n = 13$)
Had health insurance	87.0% ($n = 20$)	82.6% ($n = 19$)
Needed medical care and/or prescriptions and couldn't usually get it	13.0% ($n = 3$)	4.3% ($n = 1$)
Needed mental health care and/or prescriptions and couldn't usually get it	8.7% ($n = 2$)	0.0% ($n = 0$)

Employment Pipeline Program

POLM offers a program known as Employment Pipeline in which clients receive skills assessments, job readiness training, job referrals, job placement assistance, and self-employment support in order to successfully transition into employment and sustainable income.

Only three participants responded to questions regarding satisfaction with the employment pipeline program. Of these three, all were satisfied with their employment support navigator, three know where to look for employment, and have interviewing and resume skills. However, confidence in being employed soon had mixed opinions, as illustrated in Table 32.

Table 32. Satisfaction with Employment Pipeline

Statement	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
Satisfied with employment support navigator	2	1	0	0	0
Know where to look or find employment	2	1	0	0	0
Now have interviewing and resume skills	3	0	0	0	0
Am now confident I will be employed soon	1	1	1	0	0

Note: $n = 3$.

Behavioral Health Program

POLM also offers a program known as Behavioral Health, in which a mobile unit provides counseling, therapy, and an array of life skills support. Only two clients utilized these services and rated them in the custom survey. Nearly all expressed satisfaction with their navigator, services, and hours of availability. Only one provided a neutral rating for services making a positive difference in getting care.

Table 33. Satisfaction with Behavioral Health

Statement	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
I am satisfied with my behavioral health navigator	1	1	0	0	0
I am satisfied with the services provided in this program	1	1	0	0	0
The hours of availability helped me get the services I need	0	2	0	0	0
The services made a positive difference in getting care	0	1	1	0	0

Note: $n = 2$.

CONCLUSION

Through the CV Housing First program, POLM served 401 clients in their first year of operations in the Coachella Valley and Blythe. A total of 185 were served under CVAG funds, while 216 were served under leveraged funding programs. Most were dealing with long-term homelessness issues; 70% had been homeless for more than 12 months in the past three years.

Evaluation results demonstrate that the program has been quite successful at addressing the issue of homelessness in the Coachella Valley. Of the 242 people who have exited the program in the first year, 81% exited to a permanent destination, such as permanent housing or rentals. Most (89%) successfully completed the program. Monthly income of those who exited more than doubled from only \$629 upon program entrance to \$1,496 upon exit.

Custom survey data demonstrated that the homelessness prevention program helped clients obtain jobs, decrease their use of the emergency room, increase their reliance on regular doctors' offices, and increase their food stability. Clients are less likely to go hungry and are more likely to have interviewing and resume skills that can help them get paying jobs in the future.

Clients expressed great satisfaction and gratitude towards the program, especially the homelessness prevention program. As one client stated, "Your services made a big difference in our lives and everyday living. Without your services we would have been homeless."

Clearly, CV Housing First has made a difference in the lives of hundreds of people in the first year of operation. HARC strongly recommends continued evaluation going forward; these accomplishments will only grow and increase as time goes on, and true change takes years to measure. Based on our experience conducting this evaluation, HARC has several suggestions for improving the evaluation in the future:

Participation from Other Agencies

There are other models/agencies being employed in the Valley. Having their participation in administering custom surveys and providing HMIS data would enable a more comprehensive picture of how homelessness is being addressed in the Valley and help illustrate that complementary services—not a one-size-fits all approach—are an important part of the solution.

Performance Metrics

An area to evaluate in the future includes the extent to which persons exiting to permanent destinations return to homeless situations within 6 to 12 months, and within 2 years.¹¹ It is clear that many people going through POLM are exiting successfully, but this measure would help to determine if people return to homelessness in the future. Long-term data collection is difficult but would help measure this important concept of recidivism.

¹¹ HUD Exchange, (March, 2018). System Performance Measures Programming Specs and Table Shells. <https://www.hudexchange.info/resource/4483/system-performance-measures-tools/>

It would also be useful to incorporate estimates of the number of homeless people, and how that changes over time, into future reports. This can include data from the annual point-in-time count for sheltered and unsheltered homeless persons, as well as an evaluation of the annual counts of sheltered persons in HMIS for all agencies in the Valley.

Custom Survey Measures

The custom survey should continue to be administered to all CV Housing First clients (and those at other agencies, if possible). This will allow the results to provide insight into not just the homelessness prevention program, but other programs as well.

Medical Usage

One important piece of the custom survey is the data on medical usage (e.g., ER visits, ambulance rides, usual source of care). Having more data on these variables, especially from clients in several programs, will allow for a better estimation behavioral change. With a large enough sample size, a lengthier data collection period, and participation from hospitals to provide cost estimates, the evaluation could include a cost effectiveness measure. That is, with enough data and precise estimates of the service costs of treating homeless people, we could calculate cost savings due to reduced medical usage. CVAG should consider adapting the custom survey to assess not only the frequency of medical usage, but also the cause (e.g., was the ER visit due to gunshot wounds, fever, broken bones, etc.).

Police Encounter Estimation

Another area to keep measuring, per the custom survey, includes police encounters in terms of both contact and arrests. Unfortunately, the current sample was not able to provide insight into this area. Having longer periods of data collection would allow us to collect this information and draw conclusions about how CV Housing First is impacting local police, and, potentially, the cost savings that stem from the program.