
Roanoke Valley Alleghany Regional Advisory Council

On Homelessness

Winter Shelter Survey Report

January 2010



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**2010 Winter Homeless Survey
Emergency Shelters, Transitional Housing and Street Count**

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2010 Winter Shelter Survey

Introduction

Every year in Virginia each jurisdiction participates in a point in time count of sheltered and unsheltered people experiencing homelessness. In the Commonwealth, the annual point in time count is conducted in January. According to national homeless studies the number of people who actually experience homelessness at some point during the year is four to five times higher than what is reported during the point in time snapshot. In the Commonwealth that means between 35,652 and 44,565 people may have experienced homelessness in 2009. In the Virginia Department of Housing and Community Development 2008-2009 Report, the annual point in time survey identified 8,913 individuals in the Commonwealth as experiencing homelessness. Approximately 46% were in emergency shelters, transitional shelter programs, and 18 percent were unsheltered.

Virginia's Coalition to End Homelessness reports homelessness in Virginia decreased by 13% between 2005 and 2009. They also report a decline in homelessness among families by approximately 9% and a decrease in chronic homelessness by 26% in the Commonwealth. Last year, even though rates of homelessness had decreased statewide, the Roanoke Region experienced an 18% increase in homelessness from 2008 to 2009, its highest level in 22 years.

In the 2010 survey, homelessness in the Roanoke Region decreased 13.2% from the 2009 count or 518 as compared to 597. This reduction is partially due to a change in the way the homeless are counted in this year's survey. In the past homeless numbers included those counted at day shelters (Roanoke Area Ministries and Samaritan Inn), this year they are not. They are not included to avoid a duplicated count of homeless individuals who visit these day facilities for meals and other purposes but reside in an evening shelter or on the streets. If the individuals in day shelters were included in the count this year as in past years, the number of homeless in the Roanoke Region would have decreased by 4.5% (570 as compared to 597).

Of those who participated in the 2010 survey almost 57% are actively looking for work compared to 50% in the 2009 survey. The inability to find work and affordable housing remain the top two challenges of those surveyed. In today's economy with higher unemployment rates, more foreclosures, and higher poverty rates it is surprising to see a decline in homelessness in the Roanoke Region. It is difficult to determine the cause for the decrease.

Last year's survey identified the City of Roanoke as the urban destination for those in need of services and shelter or seeking employment. Our report indicated more than 50% of the homeless surveyed were from outside the Roanoke Valley. Mirroring the overall decrease in

homelessness this year over last, the 2010 survey indicates a 6.4% decrease in the number of homeless people coming to Roanoke from other jurisdictions.

Measuring homelessness is a challenging task and doesn't take into account the number of people who during these extremely challenging times are at risk of homelessness. The point in time survey is a valuable tool in data collection to help determine whether the homeless population is increasing or decreasing and to evaluate the effectiveness of programs and strategies in place to help deal with the issue of homelessness.

Methodology

While the way the overall total of homeless was calculated changed this year over last, the procedures utilized to collect information were as consistent as possible with those used in prior surveys. The 2010 survey instrument was essentially the same as the 2009 survey with the exception of an additional question regarding the newly established Community Housing Resource Center. Daily adult occupancy totals were collected at participating shelters during the week of January 25-30, 2010. Average nightly totals for the week were 518 individuals experiencing homelessness. Of these 518 individuals two hundred and sixty seven adults (n=267) participated in the survey. Children under the age of 18 were not surveyed. It should be noted that data charts will not always total 267 due to non-response or multiple response by clients. Homeless adult clients were surveyed by agency staff, the Homeless Assistance Team and other volunteers. Shelters were contacted for permission to survey clients with 100% of shelters electing to participate in the survey. These shelters are:

Overnight shelters: Rescue Mission, Salvation Army Red Shield Lodge, TRUST House, Total Action Against Poverty Transitional Living Center (TAP-TLC), Roanoke Valley Interfaith Hospitality Network (IHN), Firebase Hope, Salvation Army Turning Point, Safeshome Systems and YWCA.

Day shelters: Roanoke Area Ministries (RAM) and Samaritan Inn

Other facilities: Shenandoah Recovery Center, Roanoke City and County Jail

Street count: Unsheltered (Homeless Assistance Team)

A. Definition of Homelessness

When conducting homeless counts, HUD has mandated that communities receiving federal funds follow their definition of homelessness, which is based on the Stewart B. McKinney Act of 1987 (later amended as the McKinney-Vento Act). The McKinney-Vento Act defines a person as homeless if he or she lacks a fixed, regular and adequate nighttime residence; has a primary nighttime residence that is either a public or private shelter, an institution that provides temporary residence for individuals intended to be institutionalized; or a public or private location that is not designed for, or ordinarily used as, a regular sleeping accommodation for human beings.

B. Date and Time of Census

Based on a national directive from HUD, the advisory council was required to select a date for the census during the last ten days in January, 2010. While data was collected for the entire week of January 24-30, 2010, the one day point in time count was designated as Thursday, January 28.

C. Types of Count

The census consisted of two types of enumerations which result in a comprehensive picture of homelessness for Roanoke Valley.

- **Unsheltered:** A count of unsheltered homeless people who reside in places not meant for human habitation, such as on the streets, in vehicles, parks, sidewalks, abandoned buildings and makeshift shelters such as tents.
- **Sheltered:** A count of sheltered homeless people who occupy emergency shelter, transitional housing, recovery programs that serve homeless and non-homeless clients, motels (only if motel vouchers are provided by service agency) and short stay institutions such as hospitals and jails.

**Roanoke Valley Alleghany Regional Advisory Council on Homelessness
2010 Winter Homeless Survey**

Key Findings

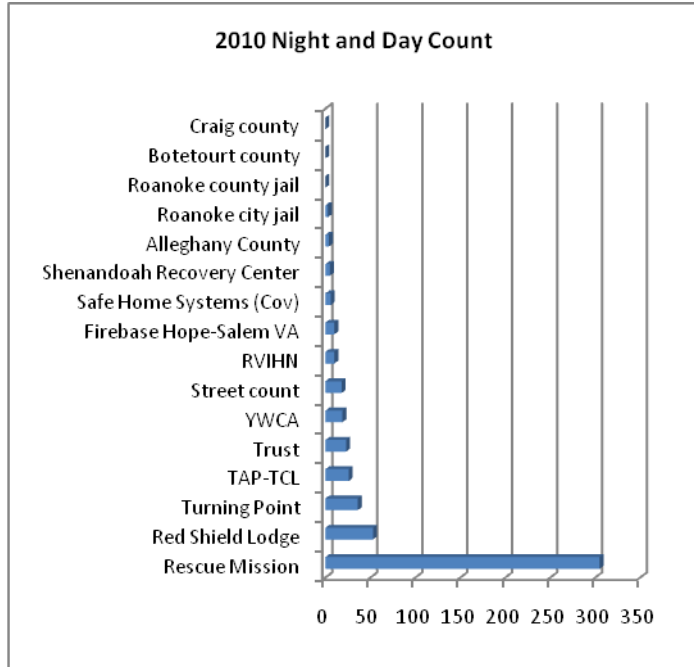
- 267 survey responses were collected this year compared to 240 in 2009, an 11.25% increase in respondents. Only adults older than 18 were surveyed.
- Nightly averages decreased this year by 13.2% (518 compared to 597 in 2009)
- There was a 6.4% decrease in the number of homeless people coming to Roanoke from other areas. (102 in 2010 compared to 109 in 2009)
- Over 22 years ending in 2009, homelessness increased by 389%.
- In 2010 the number of homeless dropped 13.2% (518 compared to 597 in 2009)
- The five top challenges experienced by homeless include:
 - Inability to find employment
 - Affordable housing
 - Dental problems
 - Past incarcerations
 - Medical problems
- The number of women surveyed increased 15.6% (111 in 2010 compared to 96 in 2009)
- 59.9% of homeless surveyed were white and 35.6% were black
- 17.2% of those surveyed were veterans (a decrease of 8.7%)
- 27.3% are currently receiving mental health services
- 39.3% reported having received mental health services in the past
- 24% reported having received alcohol abuse treatment at some point
- 77.5% reported having a high school/GED education or more
- 25.1% were employed full or part time
- 47.2% received food stamps compared to 29.5% in 2009. (126 in 2010 compared to 70 in 2009, an 80% increase over 2009)
- 56.9% were actively looking for work compared to 50.4% in 2009.
- 17.2% of responders were aware of the Community Housing Resource Center
- 5.2% or 14 people received services from the Community Housing Resource Center

Total count for January 2010

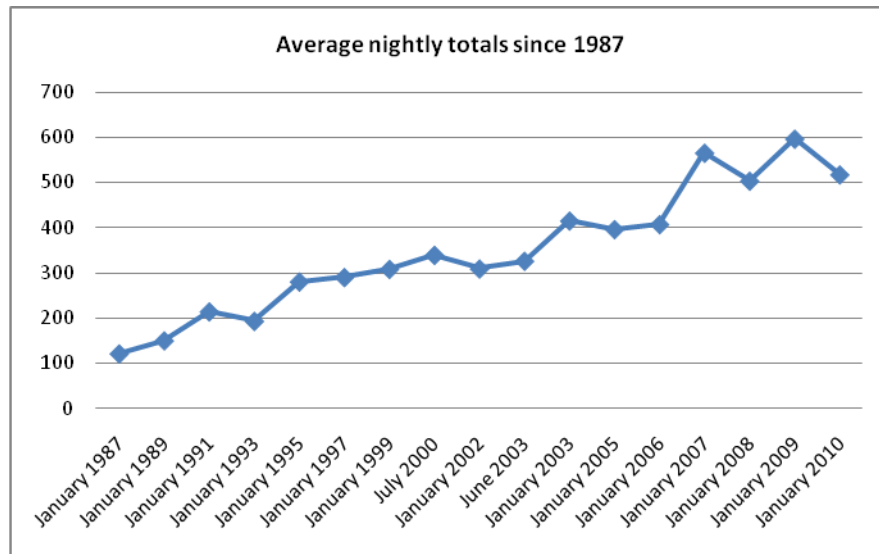
Adults experiencing homelessness-518

Children experiencing homelessness-74

This year adults experiencing homelessness totaled 518, a 13.2% decrease from 2009 but more people participated in this year's survey over 2009 by 11.25%. The 2010 aggregate number is derived from overnight shelters, jails and the street as listed below.



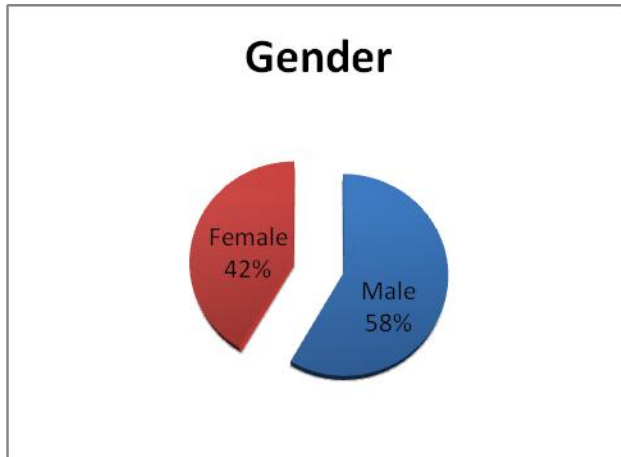
Rescue Mission	305
Red Shield Lodge	53
Turning Point	36
TAP-TLC	26
Trust	23
YWCA	19
Street count	18
RVIHN	10
Firebase Hope-Salem VA	10
Safehome Systems (Cov.)	6
Shenandoah Recovery Center	5
Alleghany County	4
Roanoke city jail	3
Roanoke county jail	0
Botetourt county	0
Craig county	0



Average nightly totals have increased 324% since 1987 reaching its highest in 2009 with 597 individuals experiencing homelessness. From 2009 to 2010 the number of people experiencing homelessness dropped 13.2% from 597 in 2009 to 518 in 2010.

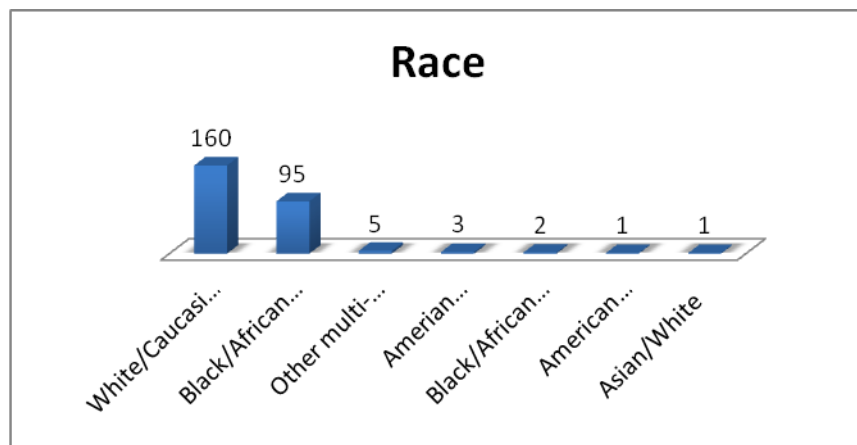
January 2010 Survey Results

Demographics



Male	156	58.4
Female	111	41.6
Total	267	100.0

Of those who completed the survey, there were more men than women experiencing homelessness in January of 2010. The number of women increased from 96 in 2009 to 111 in 2010, a 15.6% increase in those taking the survey. The oldest respondent was born in 1942 and the youngest was born in 1991. Of the 267 respondents, 44% or 117 were born between 1954 and 1964.

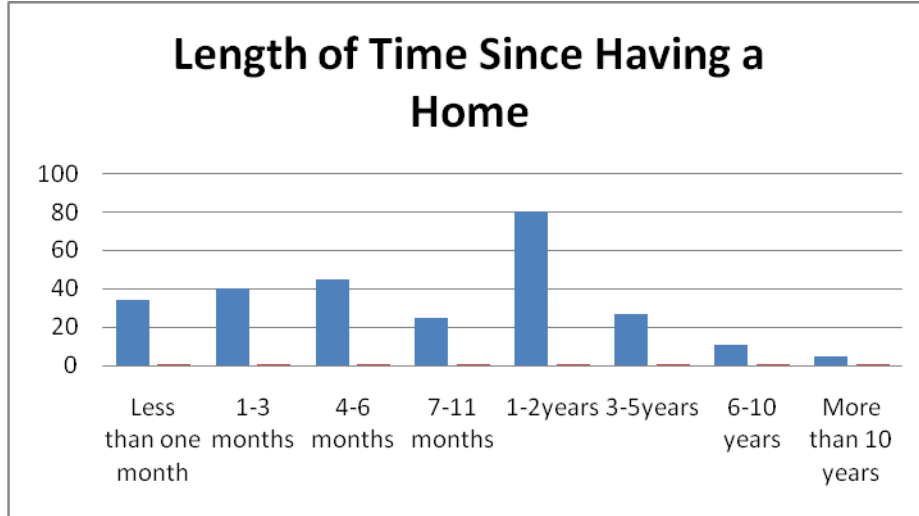


White/Caucasian	160	59.9%
Black/African American	95	35.6%
Other multi-racial	5	1.9%
American Indian/Alaska Native/White	3	1.1%
Black/African American/White	2	0.7%
American Indian/Alaska Native	1	0.4%
Asian/White	1	0.4%

Other races included: Jamaican, Scottish, Italian African American, White Caucasian American Indian.

Survey Questions

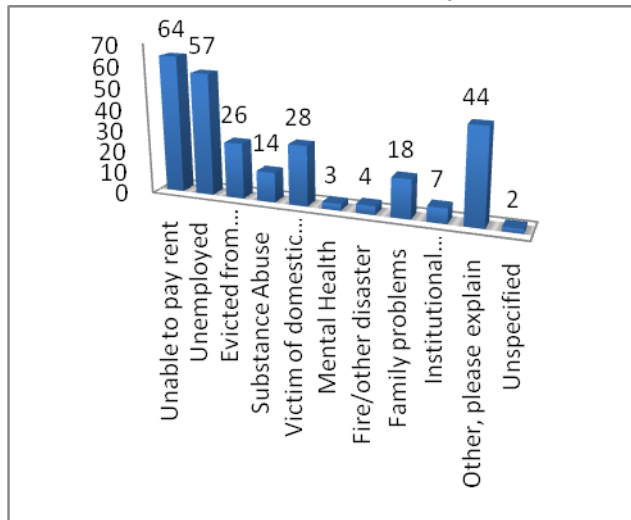
Question 1-How long has it been since you last had a place to live?



Less than one month	34	12.7%
1-3 months	40	15.0%
4-6 months	45	16.9%
7-11 months	25	9.4%
1-2 years	80	30.0%
3-5 years	27	10.1%
6-10 years	11	4.1%
More than 10 years	5	1.9%

Thirty percent of respondents indicated they have not had a place to live in one to two years. After 5 years of not having a place to live, the number of respondents in the 6-10 year and more than 10 year categories declines.

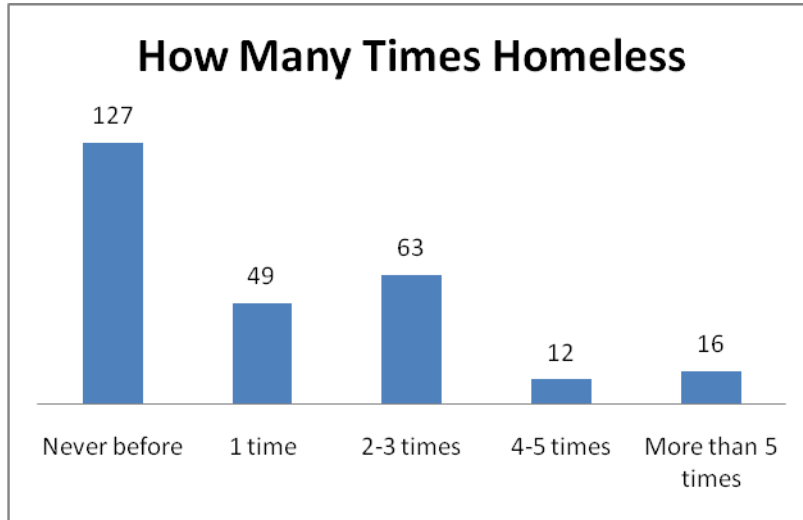
Question 2-Please tell us the reason you are currently homeless?



Unable to pay rent	64	24.0%
Unemployed	57	21.3%
Evicted from home, unrelated to payment	26	9.7%
Substance Abuse	14	5.2%
Victim of domestic violence	28	10.5%
Mental Health	3	1.1%
Fire/other disaster	4	1.5%
Family problems	18	6.7%
Institutional discharge	7	2.6%
Other, please explain	44	16.5%
Unspecified	2	0.7%

Unable to pay rent accounted for 24% of the responses to this question. In 2009 that response accounted for 12.1% of the total. The unemployment response dropped 9.5% from 2009 to 2010. Evictions from home, unrelated to payment and fire/other disasters were the only other two categories that showed an increase in responses from 2009 to 2010. Other, which accounted for 44 responses includes but is not limited to: choose to be homeless, lost business, unable to pay utilities, extended hospital stay, unable to pay bills, cannot read or write, foreclosure, jail, all of the above.

Question 3-How many times have you been homeless prior to your current situation?



Never before	127	47.6%
1 time	49	18.4%
2-3 times	63	23.6%
4-5 times	12	4.5%
More than 5 times	16	6.0%

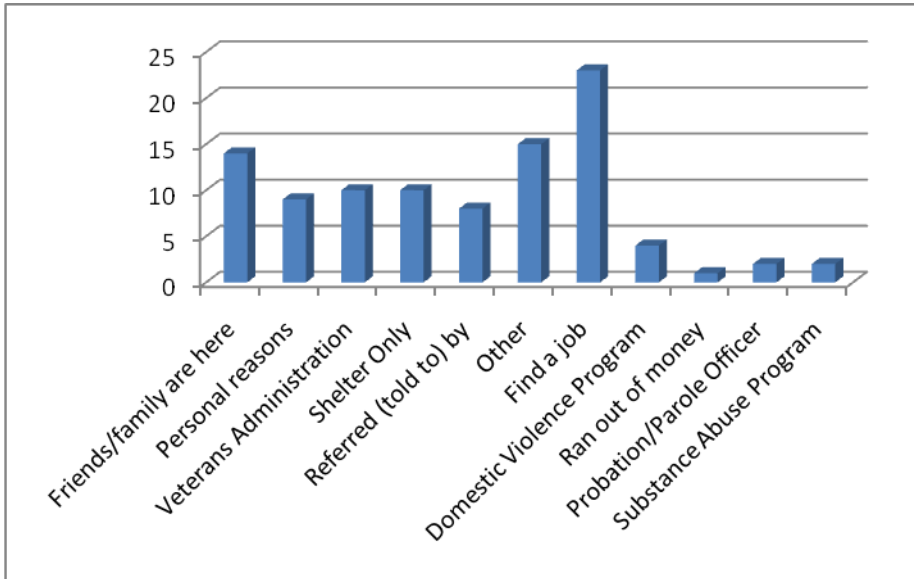
Never before was the response for 47.5% of those who took the survey. This is 8 percentage points higher or an increase of 33.7% over last year.

Question 6-Where were you residing when you became homeless?

Roanoke City	135	50.6%
Botetourt County	5	1.9%
Salem	9	3.4%
Clifton Forge	1	0.4%
Roanoke County/Vinton	11	4.1%
Alleghany County	4	1.5%
Other	102	38.2%

Of those who participated in the survey over 50% were residing in Roanoke city when they became homeless. The "other" category of responses declined from 2009. Of the 102 "other" responses, 42 were from out of the state of Virginia, and 60 were from within the state.

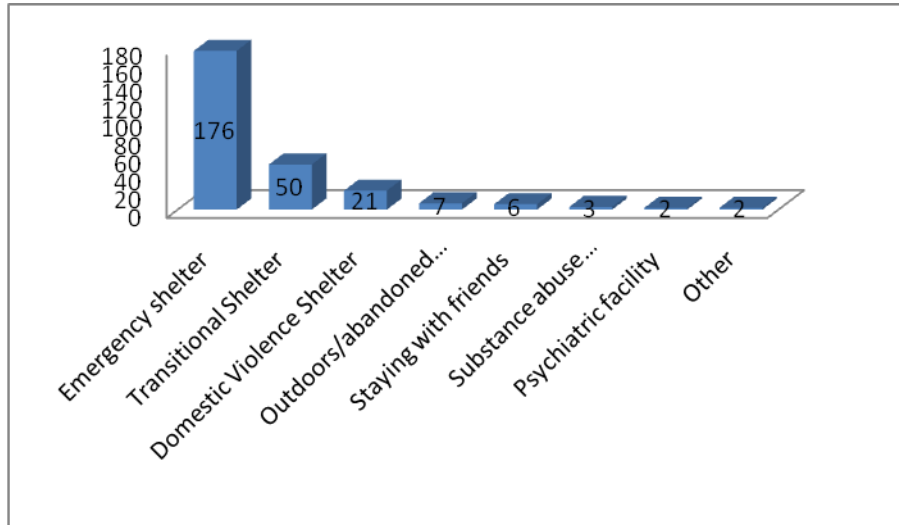
Question 7-If you became homeless somewhere other than Roanoke, why did you come to Roanoke?



Friends/family are here	14	5.2%
Personal reasons	9	3.4%
Veterans Administration	10	3.7%
Shelter Only	10	3.7%
Referred (told to) by	8	3.0%
Other	15	5.6%
Find a job	23	8.6%
Domestic Violence Program	4	1.5%
Ran out of money	1	0.4%
Probation/Parole Officer	2	0.7%
Substance Abuse Program	2	0.7%

Twenty three respondents came to Roanoke to find a job. The majority of responses (63%) were not applicable to this question. The 15 “other” responses included traveling, stranded, referred by hospital, referred by social service agency, school, to start over, to get away from situation, only area that offered shelter.

Question 8-Where did you sleep last night?



Emergency shelter	176	65.9%
Transitional Shelter	50	18.7%
Domestic Violence Shelter	21	7.9%
Outdoors/abandoned building/bridge	7	2.6%
Staying with friends	6	2.2%
Substance abuse treatment center/detox	3	1.1%
Psychiatric facility	2	0.7%
Other	2	0.7%

“Other” included camp and car

Question 9-Have you been denied a bed at a local shelter in the past 12 months?

Yes	18	6.7%
No	249	93.3%

If yes, at which location?

TRUST	4	1.5%
Salvation Army Turning Point	4	1.5%
Rescue Mission	8	3.0%
Salvation Army Red Shield Lodge	1	0.4%
TAP-TLC	1	0.4%

If yes, why?

Shelter was full	3	1.1%
Drugs or alcohol	5	1.9%
Conflicts with staff	3	1.1%
Other	5	1.9%

“Other” responses included: came in too late, medical, didn’t meet requirements, coming right out of prison, no ID.

Question 10-How many children under the age of 18 do you have with you?

1 child	22	8.2%	
2 children	10	3.7%	The respondents who have 3 children increased over last year by 125%.
3 children	9	3.4%	
4 children	3	1.1%	

Question 11-How many eligible children with you are attending school?

Attending	33	12.4%
Not Attending	5	1.9%

Question 12-How do you handle child care?

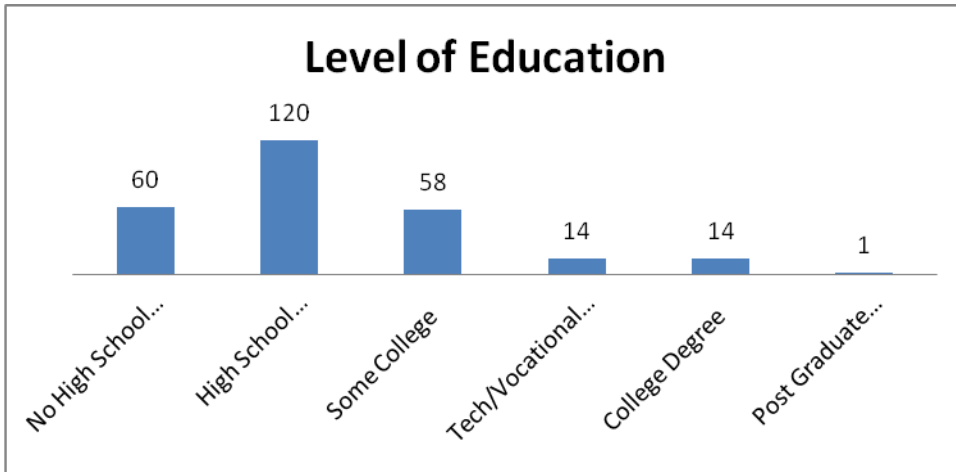
I do not need childcare	13	4.9%
I take care of my children myself	11	4.1%
Friends and family	11	4.1%
Child care center	2	0.7%
Other child care	8	3.0%

"Other" included: personal sitter, share custody with father, DSS, Head Start.

Question 13-Are you a veteran of the U.S. Military?

Yes	46	17.2%
No	221	82.8%

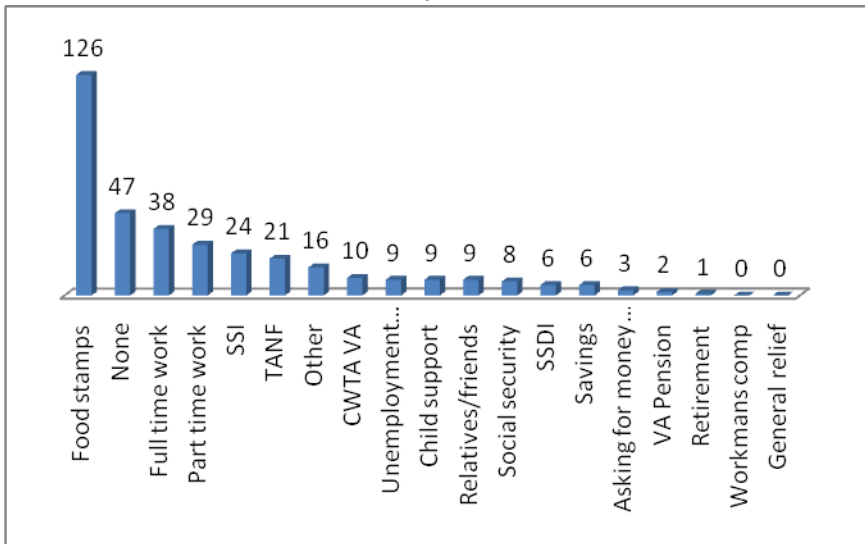
Question 14-What is the highest level of education that you completed?



No High School Diploma / GED	60	22.5%
High School Diploma/GED	120	44.9%
Some College	58	21.7%
Tech/Vocational/Associates	14	5.2%
College Degree	14	5.2%
Post Graduate Education	1	0.4%

This year 77.5% of the respondents reported having a high school diploma or more while 72% of last year's respondents reported having a high school diploma or higher.

Question 15-What sources of income have you used in the last 6 months?



Food stamps	126	47.2%
None	47	17.6%
Full time work	38	14.2%
Part time work	29	10.9%
SSI	24	9.0%
TANF	21	7.9%
Other	16	6.0%
CWTA VA	10	3.7%
Unemployment insurance	9	3.4%
Child support	9	3.4%
Relatives/friends	9	3.4%
Social security	8	3.0%
SSDI	6	2.2%
Savings	6	2.2%
Asking for money from public	3	1.1%
VA Pension	2	0.7%
Retirement	1	0.4%
Workman's comp	0	0.0%
General relief	0	0.0%

No source of income, full time work, and part time work are the three most reported responses from the survey after food stamps. Food stamp income increased 80% from 2009 survey responses. "Other" responses included: plasma center, temp services, past husband, asking for money, inheritance, disability.

Question 16-If working, what is your hourly wage?

\$7.25 Lowest
 \$20.43 Highest
 \$8.00 Median

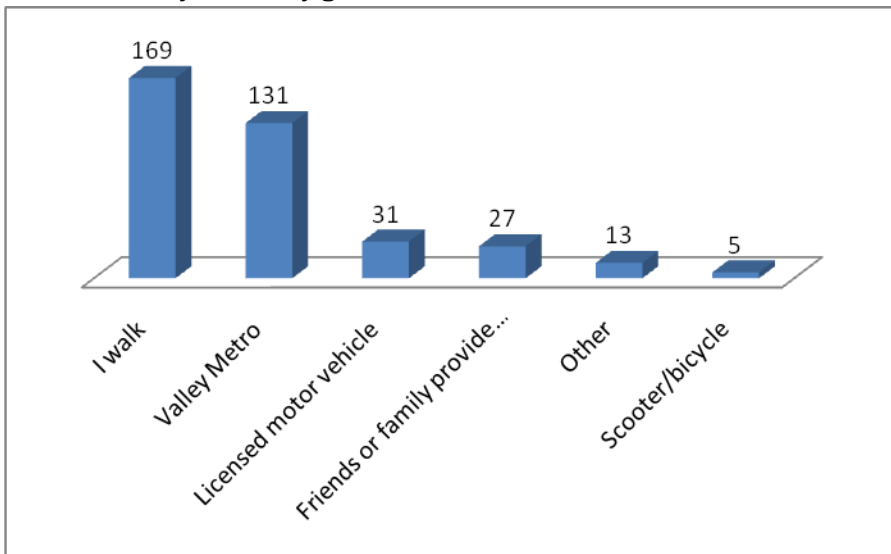
Fifty eight respondents or 21.7% reported an hourly wage. The median wage increased from \$7.00 in 2009 to \$8.00 in 2010.

Question 17-Are you actively looking for work?

Yes	152	56.9%
No	88	33.0%

Of the 267 respondents, 56.7% reported they are actively looking for work. Last year respondents reported 50.4% actively looking.

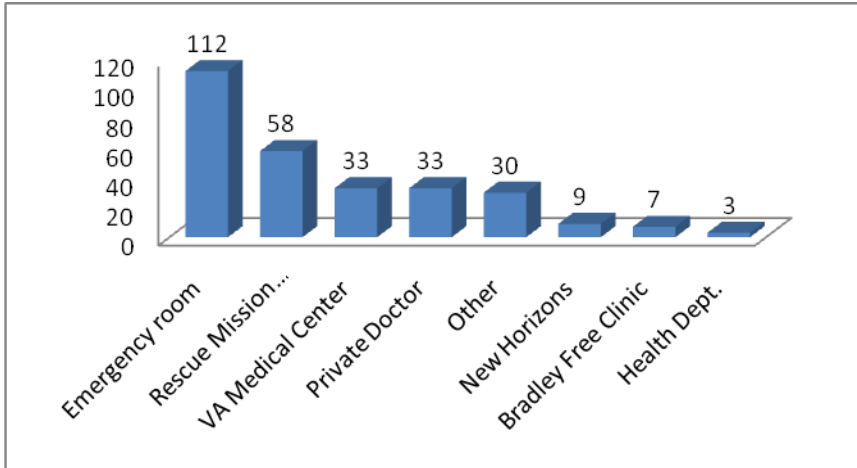
Question 18. - How do you mainly get around?



Mode of Transportation	Count	Percentage
I walk	169	63.3%
Valley Metro	131	49.1%
Licensed motor vehicle	31	11.6%
Friends or family provide transportation	27	10.1%
Other	13	4.9%
Scooter/bicycle	5	1.9%

63.3% of respondents get around by walking compared to 59.4% in 2009. 49.1% of respondents used bus transportation as compared to 48.8% of those surveyed last year. "Other" responses included moped, cabs, case manager, Rescue Mission, counselor.

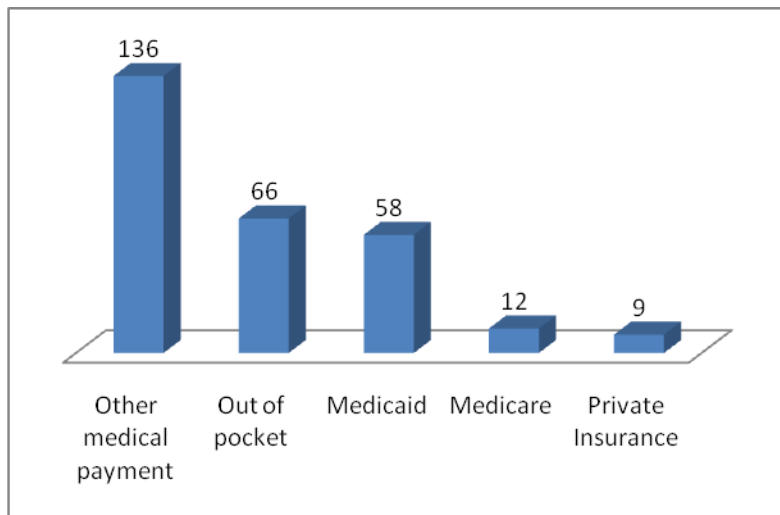
Question 19-If you get sick, where do you go for medical treatment?



Emergency room	112	41.9%
Rescue Mission Healthcare Center	58	21.7%
VA Medical Center	33	12.4%
Private Doctor	33	12.4%
Other	30	11.2%
New Horizons	9	3.4%
Bradley Free Clinic	7	2.6%
Health Dept.	3	1.1%

Respondents reported seeking emergency room treatment 27.3% more than 2009 responders. Those who sought treatment through the Rescue Mission Healthcare center declined 14.7% from 2009. The majority of “other” responses were none or don’t go.

Question 20-How do you pay for medical care?

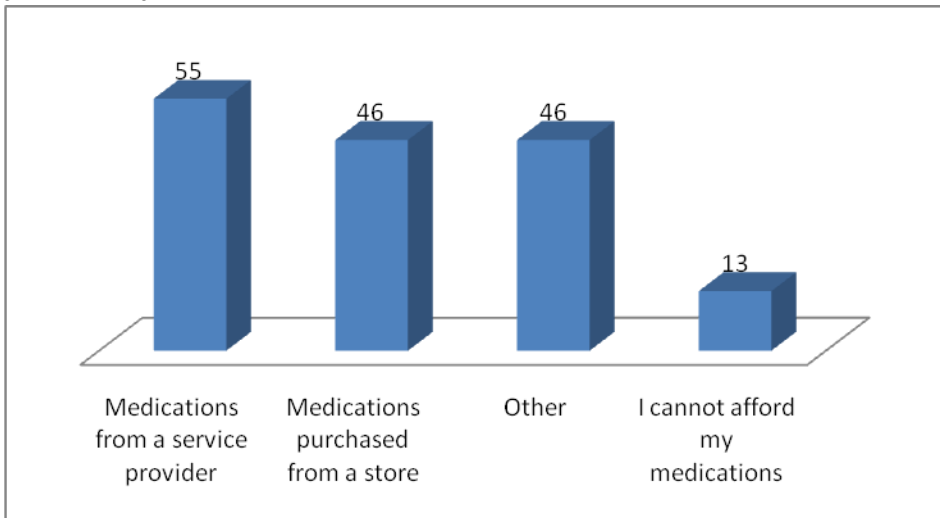


Other medical payment	136	50.9%
Out of pocket	66	24.7%
Medicaid	58	21.7%
Medicare	12	4.5%
Private Insurance	9	3.4%
"Other" included: parents, HAT, charity care Rescue Mission, VA, don't pay, free clinic		

Question 21-Do you take medications?

Yes	151	56.6%
No	116	43.4%

How do you obtain your medications?



Medications from a service provider	55	20.6%
Medications purchased from a store	46	17.2%
Other	46	17.2%
I cannot afford my medications	13	4.9%

20.6% or 55 respondents said they obtain their medications from a service provider. In 2009 this percentage was 32.1% or 77 responders obtain their medications from a service provider. "Other" responses included: don't take, VA, charity care, VAMC, Medicaid, family, insurance, BRBH, insurance.

Question 22- Are you currently receiving mental health services?

Yes	73	27.3%
No	194	72.7%

Question 23-Have you previously received mental health services?

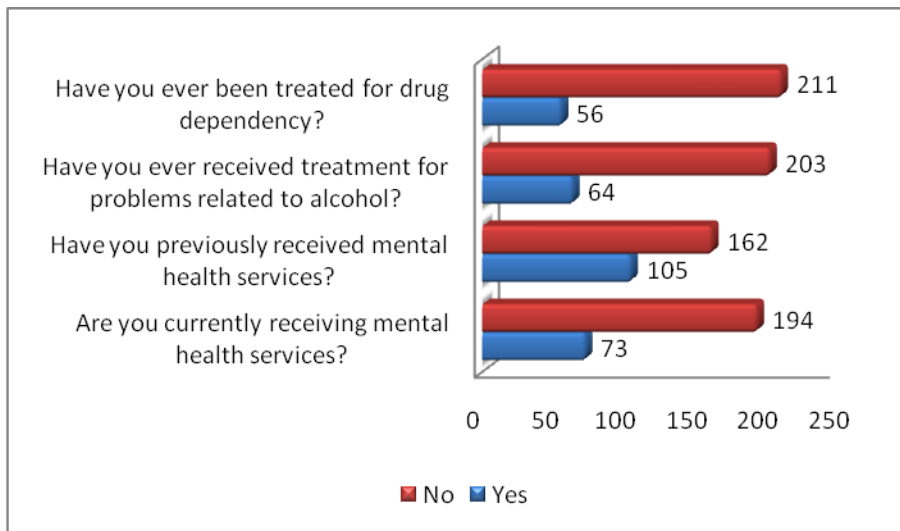
Yes	105	39.3%
No	162	60.7%

Question 24-Have you ever been treated for problems related to alcohol?

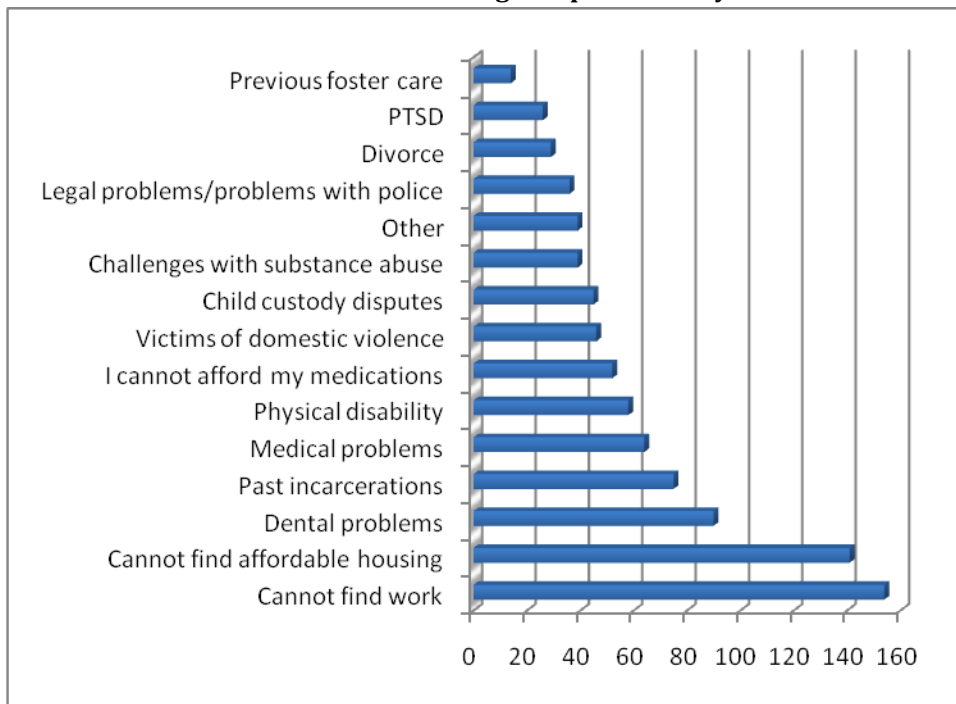
Yes	64	24.0%
No	203	76.0%

Question 25-Have you ever been treated for drug dependency?

Yes	56	21.0%
No	211	79.0%



Question 26 Common characteristics and challenges experienced by those without a home



Cannot find work	154	57.7%
Cannot find affordable housing	141	52.8%
Dental problems	90	33.7%
Past incarcerations	75	28.1%
Medical problems	64	24.0%
Physical disability	58	21.7%
I cannot afford my medications	52	19.5%
Victims of domestic violence	46	17.2%
Child custody disputes	45	16.9%
Challenges with substance abuse	39	14.6%
Other	39	14.6%
Legal problems/problems with police	36	13.5%
Divorce	29	10.9%
PTSD	26	9.7%
Previous foster care	14	5.2%

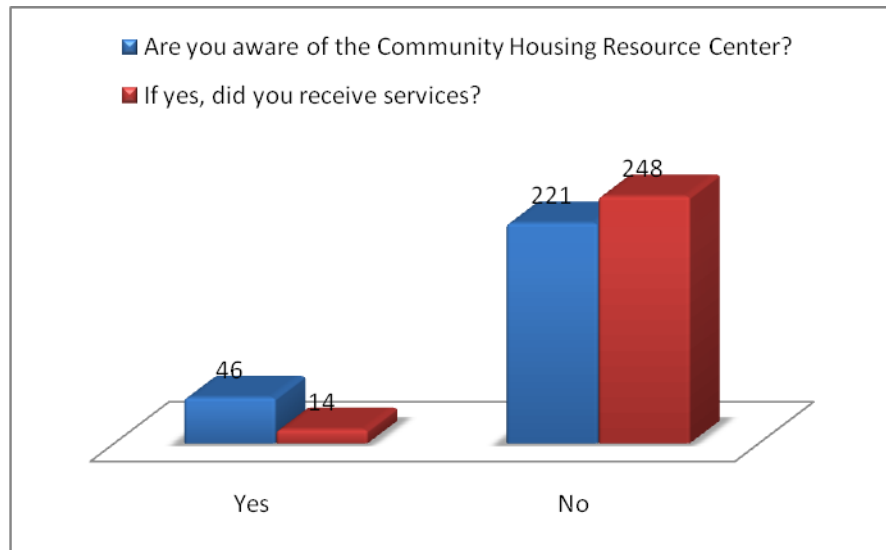
Last year finding affordable housing was reported by 140 (60.1%) respondents and finding work was second most reported response with 132 reporting or 56.4%. This year those two challenges were reversed. Almost 17% more respondents reported finding work more challenging than last year. Dental problems were reported more of a challenge than last year by 36.4%. "Other" responses included: dementia, mental health problems, domestic violence, unable to pay utilities, can't get ID. Mental health issues accounted for the majority of "other" responses.

Question 28 Are you aware of the community Housing Resource Center?

Yes	46	17.2%
No	221	82.8%

If yes, did you receive services?

Yes	14	5.2%
No	248	92.9%



2010 comments or thoughts about being without housing

- It's a though, trying period
- Tired of being homeless. Appreciate the service but needs a job, need ID!
- I met a lot of nice people.
- Samaritan Inn and BRBH have helped me a whole lot
- In Roanoke rents should be lower.
- Rescue Mission does not reveal where services are located. HAT Team bus passes should be more freely given for job application. TLC needs to renovate the building. YWCA deserves more funding from the city. Sal Army(TP) should allow I drug test as long as the clients are housed.
- Not easy, but there are a lot of people willing to help.
- Glad to be in Roanoke where there are shelters and people to help.
- Cold
- It sucks!
- Not sure other than needs a job
- It's rough—but it could be worse
- It's terrible
- Nothing
- Being homeless brings me to beautiful people "because I know you care."
- With income, circumstances will change – has attorney – disability
- Hard to secure housing on fixed income
- People need to know that not all of us are out here b/c they want to. Discriminate against homeless
- The Roanoke Valley could do more to help homeless
- It sucks!
- Winter times make you sick
- Sucks – depression. Rescue Mission not safe
- Don't like it
- Needs to be improved – consistent help
- The country is in so bad – no jobs
- The city and the Veterans Admin could do a better job to help the homeless. Maybe the city + the Va could work better together.
- It's the hardest time of my life.
- It is a very challenging situation with kids.
- It is really hard
- I hate it a lot.
- It sucks!
- Very thankful for this program that allows us to stay together, feel safe.
- Feeling stuck due to lack of employment opportunities
- N/A
- I like where I stay
- Living in transitional housing is helpful but can be uncomfortable due to controlled environment

- Once you are down it's hard to get back up.
- I would prefer to be housed I don't like not having a home.
- NO fun
- Bothers him a great deal. He wants to go to school but employment is first priority.
- Lived in area for 10 years and it is hard to get housing w/o dependent (children)
- TAP and Turning Point and HAT Team helped so much. Forensic nursing at Carilion uplifting and supportive.
- I do need house and trying get my housing or apartment
- Loves Turning Point
- HS hard and my children would like to have a home of our own.
- Very grateful to have domestic shelter to care
- Really thinks Turning Point is a blessing for her and children.
- Been discouraged at this point, but still looking.
- Mental health issues
- I need to be there so I can change my situation that I was in to be safety.
- TP has been a life saver for me. Now back on my feet and can move on.
- I am currently working on housing with help from family.
- Feelings of worries I have about trusting people and why I always fall into mistakes about who to trust
- Don't like it
- "I am not of this world; I am from above."
- Currently working with Blue Ridge to obtain affordable housing.
- Hard to maintain diet (diabetic)
- I want some housing.
- I have been fortunate to have at least somewhere to go. I have never really had to sleep on the street, but I feel for those who do.
- Doesn't agree with having to leave shelter in bad weather.
- I think it is a good thing. If you use it the right way to get rent money it is constructive and very helpful.
- It is really tough to find a job.
- Mental health issues increase because of depression being an issue. Negative coping causes police problems which add to the hole, financial, trying to establish independency. Maybe chronic offenders could be offered some sort of fine amnesty if they are evaluated to be earnest in their rehabilitation efforts.
- Need dentures
- Not a very fun thing – very serious situation
- Makes you stronger to the point that you don't want to be homeless again. There are lots of resources.
- It's a very hurting feeling not to be able to have something you can call your own.
- It seems to be my problem – will get out of in time. Legal blocks
- You interviewed the great Mandingo Warrior
- I think there should be some type of program to help you get housing quicker
- I feel like they treat modified unfair
- Would like housing that had enough room for art business.
- Feels it's unfair to penalize for past drug felonies especially when currently clean and sober
- Trying my hardest to get out of this situation.

- Sucks and hurts, causes low self-esteem, crushing a person
- I don't like but is blessed that there is a place like the rescue mission, but there is no place like home.
- Helpless, that people need to be built up not beaten down, encouraged so they can do something for themselves.
- Hate it
- Tough, nothing like having your own when I have it again and I will respect what I have
- Depressing. Glad Rescue Mission is there for me. Economy is so bad and more and more.
- Need affordable housing for single person/women or more assistance to help those people.
- Continues having problems w/child's medications – (being unable to afford). Affordable housing continues to be a problem.
- I needed back teeth no assistance was given. I needed glasses asked was told there was no assistance given. If this is a survey to assist the homeless you need to get a ATC center with alcohol treatment center a in-house doctor.
- The job market sucks!
- Depressing
- Want to find housing
- It sucks. Sometimes you get kicked down and there's nothing you can do about it.
- It sucks – too expensive
- Can afford housing, and job market.
- I would really like to see the Mission more involved in the job search services.
- I would like to find a place to live, it wasn't my fault they took away my house.
- Just hope I find housing for me and my son.
- Hoping to find a place at the end of the month so hopefully I'll be out of here soon.
- I wish people would try to understand that I'm a person who's been around for a long time and trying to find a job.
- Just looking.
- Not good at all.
- Make my life feel like nothing. I am nothing.
- I've learned a lot about people with mental health issues
- If the city and state government would accelerate placing people and helping them to leave the shelters and help them get on Medicaid and Medicare, so they could leave and allowing them to move all the other homeless people in making a rotating cycle to move everyone faster
- The moment I do get my own place, I start drinking again. I am thankful to Trust, they make you care by holding me accountable, but at the same time I can work. There should be more programs like Trust.
- When he was with wife he had a hard time finding somewhere to go because there aren't as many programs for married people.
- I feel comfortable here (Trust) they help me get back on my feet. People are great here. Number one place to be.
- It sucks. That's about it.
- Takes your independence away and affects her ability to take care of her kids.
- Resident stated it's depressing
- Things should be done more for the homeless. Shelters should be helped more because they do a lot for people in need. Advertisement for these places should be free.

- Wants to settle down, get a house or apt. Car won't work.
- It's depressing
- Very degrading, don't feel like you have your own space. Putting up with other ladies personalities with mental problems
- It's hard, not fun.
- Not having a vehicle.
- Does not like having anyone feel sorry for her.
- I want a place to call mine.
- Transition you have to go through to get back on your feet
- It can be frustrating and at times shameful
- Bad situation. TLC is a place that helps you get on your feet
- Low self esteem. Concerned about my future
- Never thought that I would be in a situation of being homeless.
- Glad there is a place like TLC to come to.
- As long as I am with my family I am happy.
- Miss having your own place, but are confident you will be able to have a home again when you get back on track.
- Terrible
- At some point I would like to have my own housing
- It sucks! I think that whoever is handing the money out needs to focus on homeless people in addition to the Haiti victims. We are people too. I am racially biased to outside immigrants getting instead of true countrymen.
- Hope and pray that I am not homeless again
- Just want to do better
- It sucks!
- I feel depressed about not having my own housing and I feel unfit and useless.
- I'm glad I have a roof over my head right now.
- I'm attending school to become a CAN. Need a place to keep my clothing so I don't have to carry them everywhere I go, plus my book for school. Cannot study because of noise and confusion. Need help so I can better my life financially.
- National Housing Policy needed
- Country needs jobs
- It's a mess
- I thank you for everything
- I need a job
- It's very difficult, dealing with the elements, lack of transportation, and negativity involved with street life. I believe it is vital to maintain a healthy focus on God. Also, any favorable family contact should be maintained

2010 PIT VOLUNTEERS

Roanoke Redevelopment & Housing Authority

Earl W. Saunders, Kathy Bell, Helen Shampine

YWCA of Roanoke Valley

Bernetta McGuire, Pat Perkins

Roanoke City Schools Homeless Student Program

Shari Martin, Malora Horn

City of Roanoke Department of Social Services

Lynette Jobe, Kimberly White, Amy Pierce, Shawana Skeeter, Lura Barnhill, Donita Peverall

Radford University

Sarah Mabie, Tracy Drum, Jaclyn McDonald, Sarah Mabie, Angela Reynolds

Christ Lutheran Church

Gerry Oefelein, Reverend David Skole, Kathy Arle

Salem VA Medical Center

Cheryl McGovern, Katie Poulos, Gaylene Sanford

Jefferson College of Health Sciences

Jessica Godsey, Sandra Phurmr, Dr. Paula Prince -

Blue Ridge Independent Living Center

Lottie Diomedi

Blue Ridge Behavioral Healthcare

Earl Edwards

Roanoke Valley Interfaith Hospitality Network

Drew Purcell, John McDowell

Homeless Assistance Team (HAT)

Connie Crawford, Bob Copplestone, Ricardo Valdivieso

Salvation Army Red Shield Lodge and Turning Point

Neola Mays, Karen Hash

SafeHome Systems – Covington

Ammie Moore

