

Winter Point-in-Time Count and Shelter Survey Report

January 2013



Blue Ridge
Continuum of Care

2013 Winter Point-in-Time Count and Shelter Survey Report

Coordinated by

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Blue Ridge Interagency Council on Homelessness
Winter Point-in-Time Count and Shelter Survey

Introduction

In order to qualify for federal homeless assistance funds, the U.S. Department of Housing and Urban Development (HUD) requires communities to conduct an annual point in time count [PIT] of sheltered and unsheltered people experiencing homelessness. The Virginia PIT occurs yearly on a single night in late January in each jurisdiction. The Blue Ridge Interagency Council on Homelessness [BRICH] is the lead entity for conducting this annual point-in-time count in the Roanoke region, which includes Allegheny County.

Homelessness directly affects thousands of Virginians annually and the data collected provides valuable information to area service providers, policy makers, and the general public, on the individual and family challenges associated with homelessness. The Virginia Coalition to End Homelessness [VCEH] reports that on any night in 2012, 8400 men, women and children experienced homelessness in Virginia. Four to five times that number may actually experience homelessness at some point during the year, according to national homeless studies. Many of these persons have special needs based on situations ranging from physical or mental disabilities to chronic substance abuse. Of the total homeless population, many are also victims of other circumstances such as job loss or survivors of domestic violence.

In 2013 the number of homeless in the Roanoke Region decreased from 561 in 2012 to 527 in 2013. The employment situation in the Roanoke area has been slowly improving. Data from the Virginia Employment Commission show small decreases in the unemployment rates for the area covered by this report since 2012. However, inability to pay rent/mortgage and lack of employment continue to be the most often cited as reasons for homelessness. These and other socio-economic indicators continue to be painful reminders of the effects of the economic downturn on vulnerable individuals and families.

While Roanoke continues to attract those who find themselves in a homeless condition, of those surveyed this year, 51.2% were already living in the Blue Ridge Continuum of Care catchment area when they became homeless.

A component added to the Point in Time Survey process in 2012 was again used to provide data and information on a specific population. The 2013 Point in Time analysis includes information about homeless individuals who were surveyed using the Virginia Coalition to End Homelessness [VCEH] 1000 Homes for 1000 Virginians Vulnerability Index [Appendix A]. The goal of the 2012 initiative was to identify, and house, the most vulnerable people who were experiencing homelessness. These individuals cycle between the streets, emergency shelters, hospital emergency rooms, incarceration and mental health facilities. The combination of poor health status, mental health and/or substance abuse issues and homelessness make them far more likely to die while living on the streets. The BRICH felt continuing to use the Vulnerability Index for the street count would provide needed information in support of local Rapid Rehousing initiatives. Jefferson College of Health Sciences Physician Assistant students again administered the 100,000 Homes Vulnerability

Index to those experiencing homelessness on the street. The instrument will continue to be used in the future to identify the most vulnerable people who are experiencing homelessness and to develop new strategies to house these individuals.

Measuring homelessness remains a challenging task. The annual point in time survey coupled with the use of the Homeless Management Information System (HMIS) continue to be valuable tools 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 address the issue of homelessness.

Methodology

The PIT survey instrument was identical to the one used in 2012. The procedures utilized to collect information were as consistent as possible with those used in prior surveys. Daily adult occupancy totals were collected at participating shelters during the week of January 21-25, 2013. Average nightly count for the week was 527 individuals experiencing homelessness. Of these 527 individuals who were homeless that week, 199 homeless adults participated in the PIT survey process and 17 participated in the Vulnerability Index process. Children under the age of 18 were not surveyed. Service provider staff, the Homeless Assistance Team and other volunteers surveyed homeless adult clients. Shelters were contacted for permission to survey clients with 100% of shelters electing to participate in the survey. These shelters are:

Overnight Shelters:

- Firebase Hope
- Rescue Mission
- Family Promise¹
- Salvation Army Red Shield Lodge and Turning Point Shelter
- TRUST House
- Total Action for Progress² Transitional Living Center [TAP/TLC]

Day Shelters:

- Roanoke Area Ministries [RAM]
- Samaritan Inn

Other Facilities:

- Shenandoah Recover Center/Crisis Stabilization

Street Outreach/Homeless Assistance Team

The one-day point-in-time count was designated as Thursday, January 24, 2013, although a small amount of data was collected during the week of January 21-25, 2013.

¹ Formerly known as Roanoke Valley Interfaith Hospitality Network

² Formerly known as Total Action Against Poverty



- Nightly count averages decreased this year by 3% (527 compared to 561 in 2012).
- 199 respondents completed the shelter survey. Only adults older than 18 were asked to complete the survey.
- 51.2% of respondents were living in the Blue Ridge Continuum of Care catchment area when they became homeless.
- The five top challenges experienced by homeless in 2013 include:
 - Affordable housing (#2 in 2012)
 - Inability to find employment (#1 in 2012)
 - Medical problems (Medical problems ranked #3 in 2012)
 - Dental problems (Dental problems ranked #4 in 2012)
 - Physical disability (#5 in 2011, not in top 5 in 2012)
- 103 men [51.8%] and 87 women [43.7%] completed the survey.
- The oldest respondent is 70 years old. The average age of respondents is 49 years old compared to 45 years old in 2012.
- 57.8% of homeless surveyed identified themselves as white and 30.2% identified themselves as African American.
- 23.6% (47) of those surveyed were veterans, which is a slightly higher percent than in 2012 (22.1) but a lower actual number (53)
- 33.7% (67) respondents are currently receiving mental health services (79 in 2012).
- 39.2% (78) respondents reported having received mental health services in the past (39.6% in 2012).
- 30.7% (61) of respondents reported having received alcohol abuse treatment at some point (32.9% in 2012).

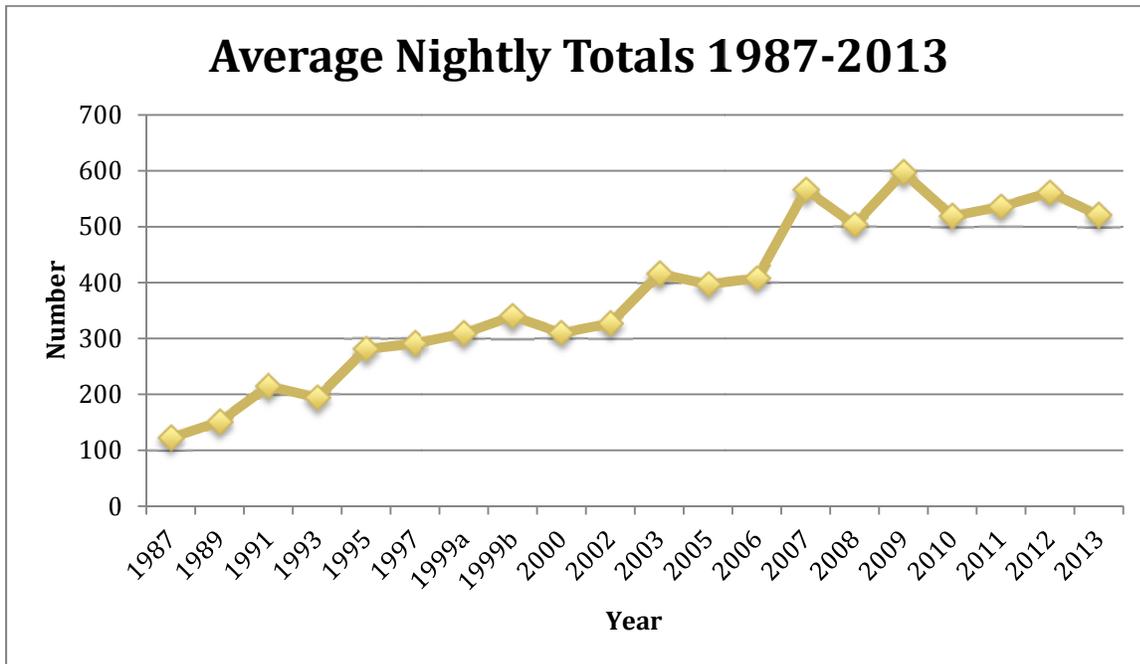
- 26.1% (52) report having been treated for drug dependency.
- 79.9% (159) of respondents reported having a high school/GED education or more (77.9% in 2012 and 73.4% in 2011).
- 35.2% (70) of respondents were employed either “on” or “off” the books, which is a decrease from 40.8% in 2012.
- 44.2% (88) of respondents receive food stamps (26.7% in 2012 and 43.8%in 2011).
- 51.8% (124) of respondents were actually looking for work (no significant change from 2012).
- 64.8% (129) respondents reported they had never heard of the Community Housing Resource Center. A total of 13 respondents (6.5%) had received services from CHRC – an increase from 6 respondents in 2012.
- Survey respondents reported 77 children under age 18 with their homeless parent[s] which is a sizeable increase in the number of children residing in a homeless shelter (59 in 2012).
- 25 children between the ages of 5-18 were attending school
- 16 children between the ages of 5-18 were not attending school

2013 Total Shelter Count

This year adults experiencing homelessness totaled 442. Of those experiencing homelessness, 85 were children. This is a decrease over the 561 total in 2012. The 2013 aggregate number is from facilities and localities listed below.

	Adults	Children
Family Promise	5	7
Street Count	17	0
TAP-TLC	23	18
TRUST	26	0
Turning Point	15	6
Firebase Hope-Salem VA	10	0
Red Shield Lodge	43	0
Rescue Mission	303	54
Total	442	85

*The 527 total does not include the possibly homeless individuals in the Roanoke City Jail.



2013 Point-in-Time Shelter Survey Results

Gender

Male	51.8% [103]
Female	43.7% [87]

Race

White/Caucasian	57.8% [115]
Black/African American	30.2% [60]
Asian	0.5% [1]
American Indian/Alaskan Native	0.5% [1]
Native Hawaiian/Other Pacific Islander	0.5% [1]
American Indian/Alaska Native/White	1.0% [2]
Mixed Race	1.5% [3]
Declined to state	1.0% [2]
Other*	5.5% [11]

*4 respondents indicating "other" identified as Hispanic/Latino

Length of time homeless

[How long has it been since you had a place to live?]

Less than one month	11.6% [23]
1-3 months	21.1% [42]
4-6 months	17.6% [35]
7-11 months	11.1% [22]
1-2 years	22.1% [44]
3-5 years	9.0% [18]
6-10 years	4.5% [9]
10+ years	1.0% [2]

Primary reason cited for homelessness

Unemployed	25.1% [50]
Other	20.1% [40]
Unable to pay rent	15.6% [31]
Survivor of domestic violence	9.5% [19]
Substance abuse	7.5% [15]
Family problems	6.5% [13]
Eviction unrelated to payment	5.5% [11]
Institutional discharge	4.0% [8]
Mental health	1.5% [3]
Unspecified	1.0% [2]

Unemployment and inability to pay rent were also the top reasons cited for homelessness in 2012.

Times Homeless

[How many times have you been homeless prior to your current situation?]

Never before	43.2% [86]
One time	19.1% [38]
2-3 times	26.6% [53]
4-5 times	5.0% [10]
6+ times	4.5% [9]

There is no significant difference between 2012 and 2013 "Never before" numbers.

Became Homeless Location

[Where were you residing when you became homeless?]

Other	46.2% [92]
City of Roanoke	44.7% [89]
City of Salem	2.5% [5]
Roanoke County/Vinton	1.5% [3]
Botetourt	1.5% [3]
Alleghany County	1.0% [2]
Unknown	2.5% [5]

Of those who came to Roanoke from some other place, 59 were from other jurisdictions in the Commonwealth and 31 came from other states.

Why did you come to Roanoke?

Other	11.1% [22]
Shelter only	9.0% [18]
Friends/family in Roanoke	7.0% [14]
Veterans Administration	6.0% [12]
Find employment	5.0% [10]
Substance abuse program	4.0% [8]
Referred to services	4.0% [8]
Personal reasons	3.0% [6]
Probation/parole	1.0% [2]
Domestic violence program	1.0% [2]

Where did you sleep last night?

Emergency shelter	55.3% [110]
Transitional shelter	25.6% [51]
Outdoors	0.5% [1]
Domestic violence shelter	2.0% [4]
Other	12.1% [24]*
Staying with family	1.0% [2]
Rented housing unit	0.5% [1]
Hospital (non-psychiatric)	0.5% [1]
Unknown	2.5% [5]

Of those marked "Other", 5 [2.5%] indicated that they were actually in a shelter program.

Denied shelter

[Have you been denied a bed at a local shelter in the past 12 months?]

No	91.0% [181]
Yes	6.0% [12]
Unknown	3.0% [6]

Children – number under 18 years with parent

None	76.9% [153]
1 child	11.1% [22]
2 children	2.5% [5]
3 children	4.0% [8]
4 children	2.0% [4]
5+ children	0.5% [1]

25 school-aged children are attending school.

Children – childcare (of the 199 survey respondents)

I do not need childcare	5.5% [11]
I take care of my children myself	5.0% [10]
Friends/family	2.0% [4]
Childcare center	3.5% [7]
Other	3.0% [6]
Unknown	5.5% [11]

Military

Yes	23.6% [47]
No	74.4% [148]

Education

K-8 th grade	3.0% [6]
Some high school	14.1% [28]
High school graduate	20.6% [41]
GED	16.1% [32]
Some college	32.2% [64]
College graduate	9.5% [19]
Post graduate	1.5% [3]
Declined to state	1.0% [2]

TREND - 2011 73.4%. In 2012, 77.9% of respondents reported having a high school diploma or more. This year, 79.9% report having a high school diploma or more, an increase of 5.6%.

Employment

[Are you actively looking for work?]

Yes	51.8% [103]
No	34.7% [69]
Not applicable	11.1% [22]

Income

[How do you make money? Select all.]

Food stamps	44.2% [88]
Work – on the books	24.1% [48]
I have no income	23.1% [46]
Unspecified other	14.1% [28]
Work – off the books	11.1% [22]
Social Security Disability Income/SSDI	10.6% [21]
Social Security Supplemental Income/SSI	8.0% [16]
Veterans Administration	4.0% [8]
Public assistance	4.0% [8]
Pension/Retirement	3.5% [7]
Recycling	1.5% [3]

Transportation

[How do you mainly get around? Select all.]

Walk	49.7% [99]
Valley Metro Bus	53.3% [106]
Licensed motor vehicle	11.1% [22]
Ride with family/friends	9.0% [18]
Scooter/bicycle	3.0% [6]
Other	10.6% [21]

**Of those marked "Other", 8 reported transportation to appointments provided by case workers, clinicians or shelter staff.*

Health – Medical Treatment

[If you get sick, where do you go for medical treatment?]

Emergency room	31.2% [62]
Rescue Mission Healthcare Center	15.1% [30]
VA Medical Center	21.1% [42]
Urgent care	5.5% [11]
Private doctor	7.5% [15]
Bradley Free Clinic	4.5% [9]
New Horizons	4.0% [8]
Health department	2.5% [5]
Other	20.1% [40]

Health – Medications

[Do you take medications?]

Yes	59.3% [118]
No	38.7% [77]
Unknown	

Health – Medications

[How do you obtain your medications?]

Obtained from service provider	17.1% [34]
Purchased from a drug store	19.1% [38]
I cannot afford my medications	3.0% [6]
Other	

"Other" responses include the VA [32], Blue Ridge Behavioral Healthcare, "Free Clinic" at the Rescue Mission, the Health Department, UVA Pharmacy, TAP, and the drug manufacturer.

Health – Cost

[How do you pay for medical care?]

I pay out of pocket for care	20.1% [40]
I get Medicaid	23.6% [47]
I get Medicare	7.5% [15]
I use private medical insurance	3.0% [6]
Other	48.7% [97]

"Other" responses include Blue Ridge Behavioral Healthcare, VA benefits, Rescue Mission Clinic, and charity care.

Mental Health Services

	Currently Receiving	Previously Received
Yes	33.7% [67]	39.2% [78]
No	63.8% [127]	57.3% [114]

Substance Abuse - Alcohol

[Have you ever received treatment for alcohol problems?]

Yes	30.7% [61]
No	66.8% [133]
Unknown	2.5% [5]

Substance Abuse – Drugs

[Have you ever been treated for drug dependency?]

Yes	26.1% [52]
No	71.4% [142]
Unknown	2.5% [5]

Common characteristics and challenges experienced by those without a home.

Cannot find affordable housing	56.3% [112]
Cannot find work	53.8% [107]
Medical problems	34.2% [68]
Dental problems	30.2% [60]
Physical disability	26.1% [52]
Past incarceration	23.1% [46]
Cannot afford medications	22.1% [44]
Divorce	20.6% [41]
Domestic violence	20.1% [40]
Substance abuse	18.1% [36]
Legal/police problems	16.6% [33]
Previously in foster care	3.0% [6]
Child custody	7.0% [14]
Other	18.1% [36]

**Other included lack of ID, lack of "papers", lack of work documentation, loss of spouse, and mental health/substance abuse issues [9].*

Community Housing Resource Center [CHRC]

[Have you received CHRC services?]

Yes	6.5% [13]
No	89.9% [179]
Unknown	3.5% [7]

[Why didn't you receive CHRC services?]

Never heard of CHRC	64.8% [129]
Did not qualify for services	6.5% [13]
No appropriate services available*	8.0% [16]

**One person commented that services were not available because he was a felon.*

CHRC OUTCOMES

Homeless Prevention

- From January 1, 2012 to December 31, 2012, 183 individuals in 77 families were able to remain in permanent housing through the homelessness prevention programs.

Rapid Rehousing

- On January 24, 2013 there were 31 individuals in the Rapid Rehousing program. Average length of time from shelter/provider referral to placement in permanent housing – 19 days.
- Current number of landlord partners – 43
- Current number of partners in service coordination structure - 10

Vulnerability Index Survey of Street Homeless

Roanoke is one of the twelve sites³ in the Commonwealth that surveyed individuals living on the streets with the following goals:

- Identify the most vulnerable using a tool called the Vulnerability Index [Appendix B].
- Rank their vulnerability by severity
- Systematically house them before their homelessness causes them to die.

Data was collected by Jefferson College of Health Sciences Physician Assistant students on Thursday, January 24th. Students worked in teams of four with a team leader to canvas all known locations previously identified by Roanoke Homeless Assistance Team where street homeless were known to spend the night. These locations included parks, bridges, parking garages, an elevated walkway, bus station and the Market area. Teams began the survey at 5 AM in order to increase the likelihood of finding vulnerable individuals before they dispersed for the day. Seventeen people experiencing homelessness on the streets were identified.

Those surveyed reported 14 emergency room visits in the previous three months and 8 inpatient hospitalizations in the past year.

Medical Vulnerability

Asthma	29.4% [5]
Diabetes	17.5% [3]
Heart conditions	29.4% [5]
IV drug use	17.6% [3]
Liver disease	17.6% [3]
Frostbite/hypothermia/immersion foot	11.8% [2]
Emphysema	11.8% [2]
Cancer	5.9% [1]
Heat stroke/exhaustion	5.9% [1]
Reported mental health treatment	35.3% [6]
Reported abuse of drugs/alcohol	70.6% [12]
Reported drug/alcohol treatment	41.2% [7]
Alcohol use daily	11.8% [3]
Tuberculosis	5.9% [1]
Permanent physical disability	17.6% [3]
Brain injury/head trauma	17.6% [3]

³Richmond, Arlington, Roanoke, Hampton, Newport News, Williamsburg, York County, James City County, Martinsville, Norfolk, VA Beach, Portsmouth, Chesapeake, Suffolk, Isle of Wight County, Franklin and Southampton County, Prince William County, Harrisonburg and Rockingham County.

Observed mental health issue	23.5% [4]
Observed substance abuse	23.5% [4]
Observed serious health condition	17.6% [3]
Any emergency room visits	64.7% [11]
Any inpatient hospital stays	41.1% [7]

Social Vulnerability

Environmental Conditions

Victim of physical attack	17.6% [3]
Incarceration – Jail	76.5% [13]
Incarceration – Prison	23.5% [4]
Foster care	23.5% [4]
Military veteran	5.9% [1]
Sleeps most often – shelters	52.9% [9]
Sleeps most often – streets	23.5% [4]
Sleeps most often – car	11.8% [2]

Where surveyed [sleeping that night]

Bus station	35.3% [6]
MLK Bridge	5.9% [1]
Rescue Mission	23.5% [4]
Samaritan Inn	5.9% [1]
Not listed	29.4% [5]

Length of time homeless

4-6 months	11.8% [2]
1-2 years	29.4% [5]
3-5 years	17.6% [3]
6-10 years	35.3% [6]

Demographic Information

Male	94.1% [16]
Female	5.9% [1]
Age	28 to 59 years
White/Caucasian	64.7% [11]
Black/African American	29.4% [5]
Mixed race	5.9% [1]
US citizens	100.0%

Health care providers used

Carilion Community Hospital Urgent Care
 Carilion Roanoke Memorial Hospital
 Rescue Mission Clinic
 Bradley Free Clinic

The information gathered from the people who were experiencing homelessness on the streets underscores the difficulty faced by the chronically homeless to become and remain housed. Substance abuse, mental health challenges, previous incarceration, and myriad health problems make this population particularly difficult to provide on-going, comprehensive health and social services. Programs such as Rapid Rehousing/Housing 1st, when coupled with intensive case management, have been shown to be effective in assisting this population to remain housed.

Conclusion

The information found in this report reflects both success in addressing homelessness and the challenges to this effort going forward.

The barriers to gaining and keeping appropriate housing have not changed. The economy is improving slowly. This is reflected in the number of well-educated people who were surveyed in the shelter system and the report of unemployment, and under-employment. Many of those who experience homelessness over and over have alcohol, drug and mental health problems that are very difficult to address. The region is fortunate to have an excellent system of emergency housing and services. Transitional housing is available. However, maintaining a sufficient amount of quality, affordable permanent housing in areas with good public transportation and accessible resources continues to be a challenge. These are made more difficult to solve when one of the most successful strategies, intensive case management, continues to be under-funded.

The number of people identified as experiencing homelessness in 2013 is slightly lower than the number in 2012. It is too soon to tell if this decrease is the beginning of a downward trend or that rate is remaining relatively flat during a time of economic hardship for many people in our region. Unemployment and the shrinking of benefits available to prevent homelessness combined would have continued to predict more people losing housing. Our success as a community is in working together to prevent homelessness. Three recent initiatives form the centerpiece of our efforts:

- In its' third year of operation, the Community Housing Resource Center partners and the service referral continue to work together to positively affect housing stability.
- An emphasis on collaboration resulted in the partnership of Community Housing Resource Center, Family Promise, The Salvation Army and Trust House that has expanded needed resources through reduced duplication and less complicated access to housing and services.
- Central Intake-One Door has been implemented as a centralized and coordinated assessment and referral system providing a common process for accessing all services related to homelessness prevention and rapid rehousing.

The Blue Ridge Continuum of Care and the Blue Ridge Interagency Council on Homelessness have worked diligently to assure that scarce resources are efficiently and effectively used. Particular emphasis has been placed on Rapid Rehousing with future funding moving away from transitional housing services and to permanent housing solutions. The goal is to quickly find permanent housing with appropriate case management to increase the chances that people experiencing homelessness will do so for a short length of time and never again. New local initiatives and an improving economy can only positively affect our efforts.

SHELTER SURVEY RESPONDENT COMMENTS

Comments or thoughts you have about being without housing.

- Really in need of housing – just trying to find something
- Homeless due to drug problems/was incarcerated/smoked cocaine
- It's [a] struggle
- Disappointed in government – not getting any help
- "It would sure be nice to have one." [a home]
- It's very difficult. The housing rules can be [] but I know it's for the best.
- AH!
- It sucks!
- No comment.
- It is an experience coming from a college background, being a wife and mother it's good to know there are shelter and the housing authority but there are not enough room[s] for all the families. Intake is too critical. Little less horror questions, and more empty beds.
- Has worked all his life, never been homeless and now has nothing, no one wants to help an older person [59] with disabilities.
- I would not recommend it to anyone I liked.
- Jobs, work are the problem!
- It's rough!
- I can't stand it.
- It sucks.
- Some guys here use this place the wrong way. We need an opportunity for companies to come here and ask to hire us. Job Fair for Rescue Mission only – there are brilliant people here. Somebody needs to give these people a chance.
- It's the pits! Everybody needs a place to live.
- There is a great deal of prejudice and condescension against the homeless as well as just those on any type of public assistance, particularly in the healthcare community, but also in housing and in the job market. It is very frustrating.
- It sucks. House fire, nowhere to go from here, dead end unless you have resources.
- Likes to be by herself, waiting for affordable housing.
- Not for anybody
- Glad I'm here for the program I'm in. I believe it's going to get me back to work.
- It can get pretty depressing at times, just a feeling of hopelessness. But, I've been doing pretty good at keeping my head up lately. I just got a feeling things will get better. It depends on me, too.
- Don't like rules at Rescue Mission. Don't like [the] food. Don't like the way being treated. If not following the rules will get kicked out into [the] cold.
- Cannot find housing in Roanoke. Has problem not able to go to Clinic because has insurance. No one has explained community resources available in Roanoke.
- Just need a good job.
- It sucks.
- Wants to get back to Charlottesville.
- Too cold to walk around during the day
- Need sick beds to stay in the day if sick. Need something to keep them occupied during day. Transportation to employment agency.



- Need hygiene resources/materials
- I would like a list of affordable, subsidized housing options, just for families staying in a shelter.
- Rescue Mission is a great help.
- Maintaining, positive
- Better now that she's here
- None
- Being without is the most intrusive, no privacy, and some things you can't price on in line. House burned down, not my fault I'm here. Here because he respected father's wishes.
- None
- It makes me mad when I see a nice home.
- Homeless but not giving up hope, still holding my head [up], moving forward, has dignity. Likes Roanoke because of the resources offered.
- Will be housed very soon – as soon as disability comes through
- Look forward to having his own apartment and work in future
- Very educational
- I have no thoughts.
- F*&^%\$ sucks but it is something I have to go through. It was better to stay at the Mission than stay in jail.
- Do not want to be here but I am forced to be. The staff has been very helpful at the Mission.
- You learn survival and learn flexible schedules since being without a home and better self-evaluation. Being homeless is discouraging and not being satisfied with self.
- Resources! I have no way to get back to Charlottesville.
- I hate being homeless and not being able to put a stable roof over my children's head.
- Feels discouraged a lot lately due to high rent costs.
- Not most pleasant
- Glad to have the Rescue Mission
- Scary, new to her, intimidating
- It sucks. It's very lonely, like nobody cares. However, a positive [is that] it brings me and my kids closer together
- Thankful for the Rescue Mission – provides support. It's a great place for all kinds of homelessness. I know how easy it is to get help in Roanoke Valley. It's a great place to come for help either for temporary reasons [homelessness] or more permanent situations.
- Need to work harder about trying to keep 1-2 bedrooms open for handicapped persons.
- It's depressing not to cook your own food, or to take a private shower or bath.
- Some of the resources available need to stop being judgmental, continuing to persecute makes it very difficult to move forward in life. TAP program for felons was not helpful due to his past record; program needs to be revamped.
- No comment
- No peace of mind, no stability, cold, scared
- Very depressing
- It sucks. It's a hurting feeling. It's like 70% of my depression. See so many people dying from the cold or getting mugged and dying. If I was rich [I would] make a shelter that would house hundreds w/ showers and ways to save money and show you how. I've slept under the 6th Street Bridge for 6 months. I know how it is.
- Not a good feeling but have shelter to being working. Very comforting.

- Things are hard, having to sleep outside, every time ties together, freezing.
- I just want my own.
- She feels she is becoming a strong woman to take care of herself and her children.
- Thank God! Things didn't get worse. I am now getting my own apartment and transportation. God is good!
- It brings me back to the deepest part of my soul and makes you appreciate what you have and makes you closer to people. You learn who your friends really are. You learn justice and truth.
- It sucks.
- It's full of certainties.
- Horrible, miserable and worst thing ever. It's the worst thing I've ever had to go through.
- Emotional, difficult, cold outside. Hard to stay motivated, "have to help yourself". I was homeless in DC, receives better help here in Roanoke, VA. LPN or RN on staff or on call. No income.
- Being here has been a lifesaver because at the rate I was going I would probably be dead. Trust House has helped me get my priorities straight. Trust House program is helping me with my depression – dealing with it instead of being out there on the street.
- People don't really understand homelessness for what it is. People imagine someone dirty and panhandling.
- When homeless in Danville not many resources. Many resources in Roanoke, much help from VA and Trust House. I feel that with the help I am getting I will soon be on my own.
- Trust House has been very helpful. Embarrassed, shame, very lost when I came here. I want to give back to community. I used to think that people got themselves in this situation. Now I know that "things happen". The aftercare program will help me.
- Knees take me out of work. Going back to school. Drinking and drugs caused me to use money I should have paid bills with. The stable situation at Trust House and the support house are helping me to get stable. Trust House has given me motivation and is helping me help myself. Great place to be. Trust House [has] so many services I did not know I could get.
- Where would I be without Trust House? Depression, feel lost, feel shocked. Staff is wonderful.
- Need more places like Trust House. Gives me structure and rules. I am very active with getting myself back on track. Makes me feel bad. I feel like I am [] and I should have a safe warm home. Feel like within 2 to 3 months I will be back on my own. Aftercare program keeps me from getting back to the situation that brought me here.
- No convenience of going when you. Not able to have own routine. Hard to not to be able to say, "I have my own place". Not being able to do what I want when I want. I feel like the services at Trust House are helping me. Enjoy HVAC.
- Bad feeling not to have own place. Hard to not have my own routine. Support from Trust House is good. Sister in FL. Brother in Danville.
- It's been very stressful being without a home. The Trust House staff was the only place that would help me and that understood my problem. The Trust House has given me a safe place to live. Had a second chance at living a better and healthy life.
- Need a lot more place like the Trust House.

- Stereotyping from people who assume that I'm young and healthy and ought to be working. People jump to the wrong conclusions. I know I'm messed up and I have to hear people remind me.
- It's difficult and stressful. The services in Roanoke are better than Danville.
- Rather depressing and crowded a lot like being incarcerated, come and go and go to bed at someone else's will. I'm grown and used to doing what I want. I'm a private person. I'm not used to being around a lot of people, mainly males. All my friends are women.
- I just hope I'm able to find home. I don't need a penthouse, but I want a place for handicapped and drug-free and safe. I want to live with God because he's gotten me through. I thank God that we have place like Trust House and the people that run it. Without them, I wouldn't have come this far. God has a hand in it. He brought me here when I was about to give up.
- It sucks.
- It sucks. Been on my own since I was 16.
- It's difficult and I don't know where I'm going from here. I've been on interviews, but I'm not getting hired. I don't know what I'm going to do.
- I am thankful that Trust House is here and all the help they are giving. This is much better than the Rescue Mission.
- Eager to obtain, follow steps
- Making progress, money coming in, found job
- It sucks being homeless – leaving your home to come to a group setting is very difficult.
- Would like more options for homeless people, more education. There is a waiting list for almost all services, more funding.
- This survey does not give an accurate account of homelessness.
- TAP-TLC has been very helpful.
- Pain in butt, people assume you are ignorant if you are homeless
- Sad, upset, son gets bored, hard on son. Son is American citizen with SSN, why is it hard to get housing.
- Not a place where you want to be.
- Need more programs to help people get on their feet. Not everyone is looking for handout, only a step up.
- Glad this place is here. Appreciate the help.
- Independence, unable to be close with family
- Trying my best to work and improve my situation
- It sucks. Nothing like having your own house.
- Tough at times with kids.
- Rescue Mission – helpful. TLC – extremely helpful. Salvation Army – very helpful.
- It is humbling experience. I never thought it would happen to me.
- Lack of privacy, sense of pride at owning your own place.
- It's been hard, never thought would be in this situation, owned home and had never experienced it. It doesn't take much to fall into that category and you don't get it back quickly. It takes time to save the money and it is easier to lose it than get it back. Don't realize how desperate you become. Never think about it until it happens to you.
- Happy to be here.
- Hope what you're doing brings jobs for folks.
- Insidious situation – deck is stacked against – no viable way/means to really change circumstances
- It sucks.

- Grateful [have] a place to go
- Downtown police to take me seriously when I have a problem. [Accident] - have to pay \$5 to get copy of report – hit his car from behind on 581. Walking is difficult. Receive mission medical – treat me like dirt – talks down to me. YMCA is great place – worked out payment plan – great place – talk to you about all of it. Red Shield wonderful – Mike is wonderful/terrific people all in same boat.
- Tough situation, took challenge on self and didn't want to turn to family
- Red Shield Lodge benefits him and is very helpful. Is planning on taking a course to help credit and can also take AA or NA courses if needed.
- I hate it, can't wait to get a job.
- Important for person to have a space of their own - unfortunate chain of events caused homelessness
- Most of the places I have encountered here (Roanoke) are out of my price range. Some I can pay the rent but not utilities.
- Grateful for shelter and services provided. Grateful for government assistance programs. I miss my children (2) that I rarely see and only supervised visits. Need permanent residence to accommodate them. Need minimum of 1-2 bedroom housing ASAP. Thank you.

APPENDIX A

2013 Homeless Survey Guide

2013 Homeless Survey Guide

Point In Time Count

_____ Male	_____ Female
_____ Transgender	_____ Other
_____ Declined to State	
DOB: _____ Month _____ Year	
Agency _____	
Survey Number _____	

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

1. Less than 1 month
2. 1-3 months
3. 4-6 months
4. 7-11 months
5. 1-2 years
6. 3-5 years
7. 6-10 years
8. More than 10 years

2. Please tell us the primary reason you are currently homeless?

1. Unable to pay rent
2. Unemployed
3. Evicted from home, unrelated to payment
4. Victim of Domestic Violence
5. Mental Health
6. Substance Abuse
7. Fire/other disaster
8. Family problems
9. Discharged from an institution, please explain: _____
10. Other, please explain: _____
11. Unspecified _____

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

1. Never before
2. 1 time
3. 2-3 times
4. 4-5 times
5. More than 5 times

4. What racial/ethnic group do you identify with the most? (Circle only one)

1. White/Caucasian
2. Black/African American
3. Asian
4. American Indian/Alaskan Native
5. Native Hawaiian/Other Pacific Islander
6. American Indian/Alaska Native & White
7. Asian & White
8. Mixed Race
9. Decline to State
10. Other

5. What year were you born? _____

2013 Homeless Survey Guide

Point In Time Count

6. Where were you residing when you became homeless?

1. Roanoke City
2. Salem
3. Roanoke County/Vinton
4. Botetourt County
5. Clifton Forge
6. Alleghany County
7. Other _____

7. If you became homeless somewhere other than Roanoke, why did you come to Roanoke?
(Circle one main reason.)

1. Not applicable
2. Find a job
3. Friends/family are here
4. Domestic Violence Program
5. To obtain healthcare
6. Ran out of money
7. Personal reasons
8. Probation/Parole Officer
9. Veterans Administration
10. Substance Abuse Program
11. Shelter Only
12. Referred (told to) by _____
13. Other, please specify _____

8. Where did you sleep last night?

1. Emergency Shelter
2. Transitional Shelter
3. Psychiatric facility
4. Hospital (non-psychiatric)
5. Jail, prison, or juvenile detention
6. Rented housing unit
7. Owned housing unit
8. Staying with family
9. Hotel or motel (no voucher)
10. Foster care home
11. Domestic Violence Shelter
12. Permanent Supportive Housing (Shelter Plus Care, etc)
13. Substance abuse treatment center or detox
14. Place not meant for human habitation (outdoors, abandoned building, under bridge, or vehicle)
15. Other living arrangement, specify _____

2013 Homeless Survey Guide

Point In Time Count

9. **Have you been denied a bed at a local shelter in the past 12 months because it was full?**
1. Yes
 2. No
10. **How many children under the age of 18 do you have with you? (Any child who is physically under the respondent's care at this point in time should be included.)**
1. 0 children
 2. 1 child
 3. 2 children
 4. 3 children
 5. 4 children
 6. 5 or more children
11. **How many school age children (5-18 yrs) with you are attending school?**
1. Not applicable
 2. # attending _____
 3. # not attending _____
12. **How do you handle child care?**
1. Not applicable
 2. I do not need child care
 3. Friends/family
 4. I take care of my children myself
 5. Child care center
 6. Other, please specify _____
13. **Are you a veteran of the U.S. Military?**
1. Yes
 2. No
14. **What is the highest level of education that you completed?**
1. K-8
 2. Some High School
 3. High School Graduate
 4. GED
 5. Some College
 6. College Graduate
 7. Post Graduate
 8. Declined to state

2013 Homeless Survey Guide

Point In Time Count

15. How do you make money? (Circle all that apply)

1. Work, on the books
2. Work, off-the-books
3. Drug Trade
4. Sex Trade
5. Social Security Supplemental Income (SSI)
6. Social Security Disability Income (SSDI)
7. Pension/Retirement
8. Veterans Administration
9. Public Assistance
10. Food Stamps
11. Recycling
12. Panhandling
13. No Income
14. Other (specify) _____

16. Are you actively looking for work?

1. Not applicable
2. Yes
3. No

17. How do you mainly get around? (Check all that apply.)

1. Licensed Motorized Vehicle
2. Valley Metro Bus
3. Walk
4. Scooter/Bicycle
5. Ride with friends/family
6. Other (specify) _____

18. If you get sick, where do you go for medical treatment?

1. Emergency Room
2. Urgent Care
3. Rescue Mission Healthcare Center
4. New Horizons
5. Private Doctor
6. VA Medical Center
7. Health Department
8. Bradley Free Clinic
9. Other (specify) _____

19. Do you take medications?

1. Yes
2. No

2013 Homeless Survey Guide

Point In Time Count

If yes, how do you obtain your medications? (Circle primary source)

1. I purchase them from a drug store
2. I get them from a service provider (RAM, Rescue Mission, HAT)
3. I cannot afford my medications
4. Other _____

20. How do you pay for medical care?

1. Medicaid
2. Medicare
3. Private Insurance
4. Out of Pocket
5. Other

21. Are you currently receiving mental health services?

1. Yes
2. No

22. Have you previously received mental health services?

1. Yes
2. No

23. Have you ever received treatment for problems related to alcohol?

1. Yes
2. No

24. Have you ever been treated for drug dependency?

1. Yes
2. No

25. I will read a list of common characteristics and challenges experienced by those without a home. Please indicate which ones affect you: (Circle all that apply).

1. Cannot find work
2. Cannot find affordable housing
3. Victim of Domestic Violence
4. Dental Problems
5. Legal Problems/Problems with police
6. Challenges with Substance Abuse
7. I cannot afford my medications
8. Previous Foster Care
9. Divorce
10. Physical Disability
11. Medical Problems
12. Past Incarceration
13. Child custody disputes
14. Other _____

APPENDIX B

2013 Vulnerability Index

Vulnerability Index Survey Consent Form

Consent for Interview

We are here today to talk to you about your housing and service needs. If you give us permission, we will ask you some questions today for about 10 minutes and take a picture of you so we can identify you at a later date. These questions are about your health and housing and we will also ask for your social security number. By participating in the interview you give permission to Community Solutions and the Roanoke Valley/Allegheny Regional Advisory Council on Homelessness to provide your information to authorized agencies for the purpose of furthering services and housing in this community. Some of the questions we ask might make you feel uncomfortable or be upsetting. If you feel uncomfortable or upset during the interview, you may ask the interviewer to take a break or to skip any of the questions. The information that you tell us during the interview will be stored in a secure database and also be shared with outreach workers and case managers who will follow up with you for services. All of your information will be kept secure and individuals who will see it have signed confidentiality waivers and will not share your information. You can skip any questions you do not want to answer, end the interview at any point, or choose to not have your picture taken. At anytime you can request that your information be removed from the database. We will give you a \$5 food card at the end of the interview to thank you for your time. No one will be upset or angry if you decide not to be interviewed today.

SIGN BELOW IF AGREEING TO BE INTERVIEWED

Your signature (or mark) below indicates that you have read (or been read) the information provided above, have gotten answers to your questions, and have freely chosen to be interviewed. By agreeing to be interviewed, you are not giving up any of your legal rights.

Date

Signature (or Mark) of Participant

Printed Name of Participant

Please sign below if you also agree to have your picture taken

Signature (or Mark) of Participant

Identifier:

1. INTERVIEWER'S NAME		2. TEAM #	
		<input type="checkbox"/> STAFF <input type="checkbox"/> VOLUNTEER	
3. DATE	4. TIME	5. LOCATION	
6. In what language do you feel best able to express yourself?			
7. FIRSTNAME		8. LASTNAME	
9. NICKNAME		10. DOB	
11. Social Security Number		12. Has Consented to Participate: <input type="checkbox"/> YES <input type="checkbox"/> NO	

DO NOT COPY

Identifier:

OK, first I'm going to ask you a few questions about your housing history...

13. What is the total length of time you have lived on the streets or shelters?	# of years:
	# of months:
14. In the past three years, how many times have you been homeless and then housed again?	
15. Where do you sleep most frequently? (check one) <input type="checkbox"/> Shelters <input type="checkbox"/> Streets <input type="checkbox"/> Car/Var/RV <input type="checkbox"/> Subway/Bus <input type="checkbox"/> Beach/Riverbed <input type="checkbox"/> Other (specify)	
16. Where did you live prior to becoming homeless? (check one) <input type="checkbox"/> Roanoke <input type="checkbox"/> Blue Ridge <input type="checkbox"/> Virginia <input type="checkbox"/> Somewhere else (specify)	

OK, now I'd like to ask you a few questions about your health...

17. Where do you usually go for healthcare or when you're not feeling well? <input type="checkbox"/> Carilion Roanoke Memorial Hospital <input type="checkbox"/> Carilion Community Hospital Urgent Care <input type="checkbox"/> Rescue Mission Clinic <input type="checkbox"/> New Dimensions Health Care <input type="checkbox"/> Bradley Free Clinic <input type="checkbox"/> Salem VA Hospital <input type="checkbox"/> Lewis Gale Hospital <input type="checkbox"/> Other (Specify) <input type="checkbox"/> Does not go for care	
18. How many times have you been to the emergency room in the past three months? _____	
19. How many times have you been hospitalized as an inpatient in the past year? _____	
20. Do you have now, have you ever had, or has a healthcare provider ever told you that you have any of the following medical conditions?	
a. Kidney disease/ End Stage Renal Disease or Dialysis.....	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Refused
b. History of frostbite, Hypothermia, or Immersion Foot	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Refused
c. History of Heat Stroke/Heat Exhaustion.....	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Refused
d. Liver disease, Cirrhosis, or End-Stage Liver Disease	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Refused
e. Heart disease, Arrhythmia, or Irregular Heartbeat.....	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Refused
f. HIV+/AIDS.....	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Refused
g. Emphysema	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Refused
h. Diabetes	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Refused
i. Asthma	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Refused
j. Cancer.....	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Refused
k. Hepatitis C.....	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Refused
l. Tuberculosis.....	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Refused
m. DO NOT ASK: Surveyor, do you observe signs or symptoms of serious physical health conditions?.....	<input type="checkbox"/> Yes <input type="checkbox"/> No

Identifier:

n. Have you ever abused drug/alcohol, or been told you do?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Refused
o. Have you consumed alcohol everyday for the past month?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Refused
p. Have you ever used injection drugs or shots?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Refused
q. Have you ever been treated for drug or alcohol abuse?.....	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Refused
r. DO NOT ASK: Surveyor, do you observe signs of symptoms of alcohol or drug abuse?.....	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
s. Are you currently or have you ever received treatment for mental health issues?..	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Refused
Are you currently or have you ever received treatment for mental health issues?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Refused
t. DO NOT ASK: Surveyor, do you detect signs or symptoms of severe, persistent mental illness?.....	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
u. Have you been the victim of a violent attack since you've become homeless?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Refused
v. Do you have a permanent physical disability that limits your mobility? [i.e., wheelchair, amputation, unable to climb stairs]?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Refused
w. Have you had a serious brain injury or head trauma that required hospitalization or surgery?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Refused
21. What kind of health insurance do you have, if any? (check all that apply)			
<input type="checkbox"/> Medicaid <input type="checkbox"/> Medicare <input type="checkbox"/> VA <input type="checkbox"/> Private Insurance <input type="checkbox"/> None <input type="checkbox"/> Other (specify):			

Alright, now I've just got a few more questions...

22. Have you ever served in the US Military?.....	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Refused
23. If yes, which war/war era did you serve in?.....	<input type="checkbox"/> Korean War (June 1950-January 1955) <input type="checkbox"/> Vietnam Era (August 1964-April 1975) <input type="checkbox"/> Post Vietnam (May 1975-July 1991) <input type="checkbox"/> Persian Gulf Era (August 1991-Present) <input type="checkbox"/> Afghanistan (2001-Present) <input type="checkbox"/> Iraq (2003-Present) <input type="checkbox"/> Other (Specify) <input type="checkbox"/> Refused		
24. If yes, what was the character of your discharge?.....	<input type="checkbox"/> Honorable <input type="checkbox"/> Other than Honorable <input type="checkbox"/> Bad Conduct <input type="checkbox"/> Dishonorable <input type="checkbox"/> Refused		
25. Have you ever been in jail?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Refused
26. Have you ever been in prison?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Refused
27. Have you ever been in foster care?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Refused

28. How do you make money? (choose as many as apply)

- | | | |
|--|--------------------------------------|---|
| <input type="checkbox"/> Work, on-the-books | <input type="checkbox"/> Food Stamps | <input type="checkbox"/> Pension/Retirement |
| <input type="checkbox"/> Work, off-the-books | <input type="checkbox"/> Sex Trade | <input type="checkbox"/> None of the Above |
| <input type="checkbox"/> SSI | <input type="checkbox"/> Drug Trade | |
| <input type="checkbox"/> SSDI/SSA | <input type="checkbox"/> Recycling | |
| <input type="checkbox"/> VA | <input type="checkbox"/> Panhandling | |
| <input type="checkbox"/> Public Assistance | <input type="checkbox"/> No Income | |

29. What is your gender?

- Male Female Transgender Other Decline to State

30. What is your ethnicity? (choose as many as apply)

- | | |
|--|-------------------------------------|
| <input type="checkbox"/> African American/ Black | <input type="checkbox"/> Mixed Race |
| <input type="checkbox"/> Asian | <input type="checkbox"/> Other |
| <input type="checkbox"/> Native Hawaiian or Other Pacific Islander | |
| <input type="checkbox"/> Latino/a | |
| <input type="checkbox"/> Native American | |
| <input type="checkbox"/> White | |
| <input type="checkbox"/> Decline to State | |
| <input type="checkbox"/> Unknown | |

31. What is your citizenship status?

- Citizen Legal Resident Undocumented Refused

32. What is the highest grade in school you completed?

- K-8 Some high school High School Graduate GED Some College
 College Graduate Post Graduate Decline to State Other

OK, now I'm going to ask you some questions about your community**33. Is there a person/outreach worker that you trust more than others?**

- Yes No Refused

34. If yes, do you know what agency they work for?

Identifier:

OK, here are your final questions...

35. What is the primary reason you became homeless?

- | | | |
|--|---|--|
| <input type="checkbox"/> Addiction | <input type="checkbox"/> Family/personal illness | <input type="checkbox"/> Released from substance abuse treatment |
| <input type="checkbox"/> Change in family situation | <input type="checkbox"/> Housing plans fell through | <input type="checkbox"/> Residence condemned |
| <input type="checkbox"/> Dispute with family/friends | <input type="checkbox"/> Moved to seek work | <input type="checkbox"/> Residence destroyed |
| <input type="checkbox"/> Dispute with spouse | <input type="checkbox"/> Physical/mental disabilities | <input type="checkbox"/> Unable to pay rent/mortgage |
| <input type="checkbox"/> Divorce | <input type="checkbox"/> Plans with family/friends fell through | <input type="checkbox"/> Unemployment |
| <input type="checkbox"/> Domestic violence | <input type="checkbox"/> Released from jail/prison | <input type="checkbox"/> Other |
| <input type="checkbox"/> Evicted | <input type="checkbox"/> Released from mental health treatment | <input type="checkbox"/> Don't know/refused |

36. How long have you lived in this area? (Length of time, including units)

37. Are you a combat veteran?

- Yes No Refused

OK, now I'd like to take your picture. May I do so?

