Homelessness in Knoxville-Knox County Tennessee

2016 Annual Report

Knoxville Homeless Management Information System

Executive Summary

The KnoxHMIS Annual Report has been completed every year since 2007. This report provides information on persons who accessed a service from a KnoxHMIS partner agency in 2016. It should be noted that not all individuals in this report are literally homeless. Sixteen percent of those served indicated they were housed and at risk of losing housing, thus were receiving services to prevent them from becoming homeless.

During 2016, there was an 7% decrease in the individuals *new* to KnoxHMIS partner agencies since 2015. The picture is somewhat different for overall clients served (i.e. active clients, including both new and continuing clients). A total of 9,373 individuals accessed homeless services from KnoxHMIS partner agencies. This figure represents less than a 1% increase from 2015 (N=9339). The reasons for percentage changes of both new and active clients are examined in the body of this report.

Active Client Summary

- 8% were reported to have a disability and 46% of those indicated a mental health disability
- 24% were persons in family households
- 7% were youth adults ages 18-24
- 8% were seniors, ages 62 and older
- 11% self-reported veteran status
- 5% experienced chronic homelessness
- 12% were living in a place not meant for human habitation (i.e. Street Homeless)

Care Coordination Summary

- 9% of active clients had case notes entered by providers
- 683 individuals were housed in positive housing placements
- The average Rapid Rehousing Time to Housing was 26 days
- The average Emergency Shelter Time to Exit was 61 days
- The average Transitional Housing Time to Exit was 160 days
- The average Permanent Housing Length of Stay was 918 days

2016 New Clients

"New clients" are individuals either receiving services from KnoxHMIS partner agencies or having an entry/exit into a partner agency program in the year 2016 *who have not previously accessed resources*.

Number of New Clients Added to KnoxHMIS (2007-2016)

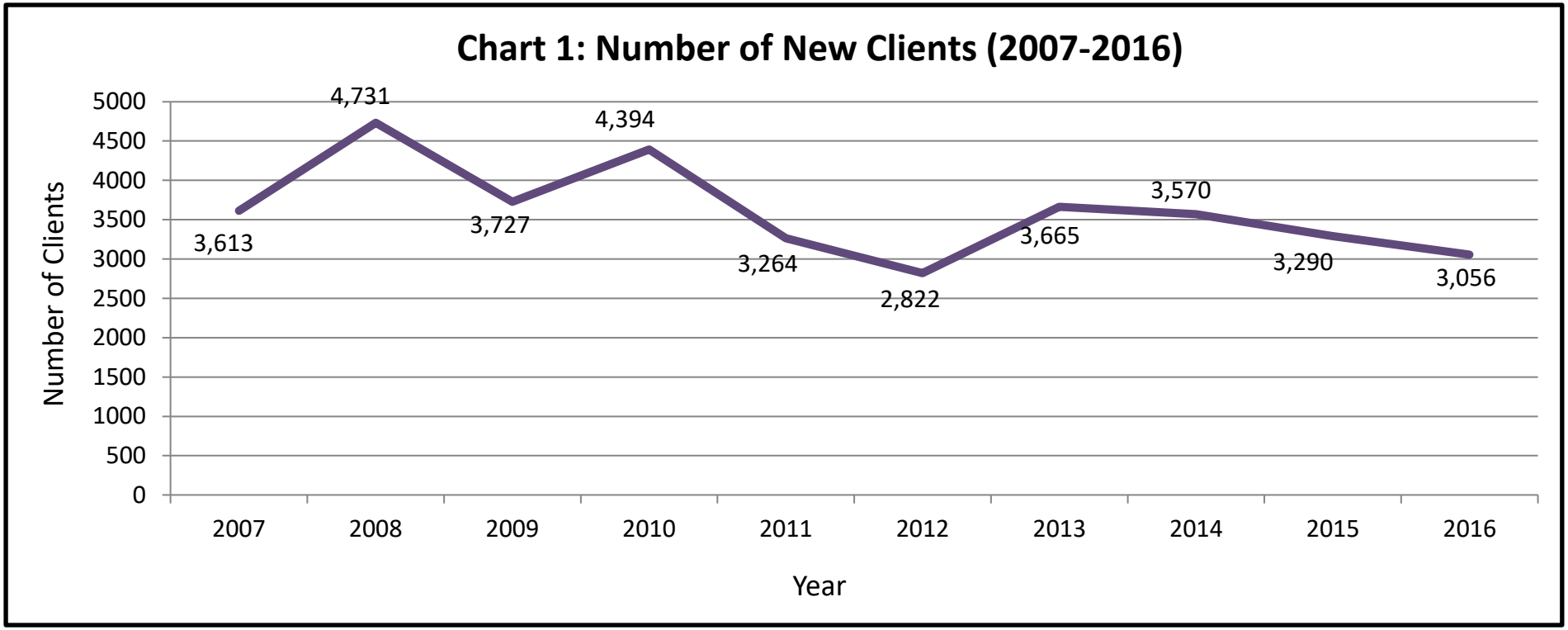


Chart 1: Number of New Clients (2007-2016) shows the number of new clients entered into KnoxHMIS each year since 2007. In 2016, 3,056 new clients were added to KnoxHMIS, representing a 7% decrease from 2015 (n=3,290). The ongoing decrease in new clients entered since 2013 is striking due to the addition of # new partner agencies over the last 3 years.

Housing Status of New Clients Added to KnoxHMIS in 2016

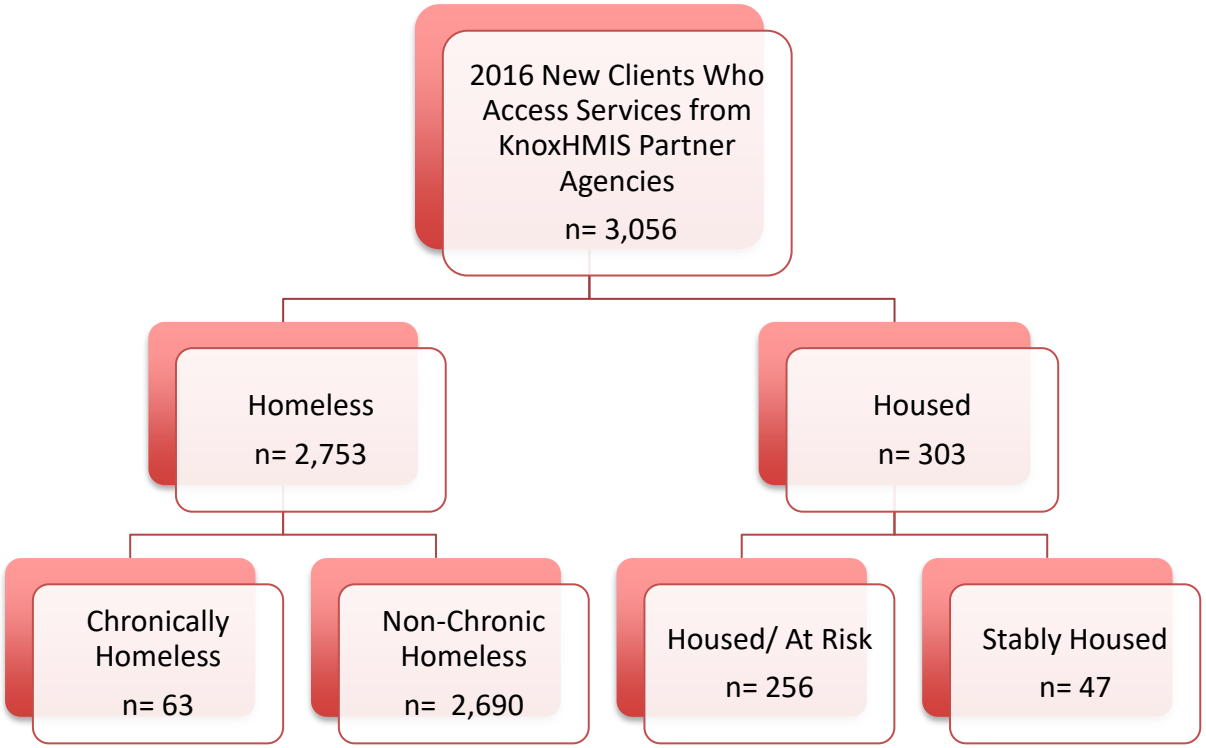


Chart 2: 2016 Housing Status of New Clients

Chart 2: 2016 Housing Status of New Clients illustrates the different housing statuses of individuals included in the clients new to KnoxHMIS in 2016 (n= 3,056). Ninety percent of individuals accessing services who were new to KnoxHMIS are homeless[1]. Whereas, 10% of new clients accessed non-housing emergency prevention assistance provided to individuals at risk of homelessness. Since 2015, there has been a 4% increase in the number of new clients who are housed/ at risk. This is likely due to the addition of homeless prevention agency partners and the allocation of more funds for prevention programming from Tennessee Housing Development Agency's Emergency Solutions Grant (THDA ESG), the City of Knoxville Homeless Grant, and a Supportive Services for Veterans Families (SSVF) grant.

[1]For the purposes of this report, KnoxHMIS is defining "homeless" as any individual staying in emergency or transitional housing, a safe haven, a place not meant for human habitation such as sleeping in a public place, car, abandoned building, and/or camping outdoors, or staying with family or friends on a temporary basis with no alternative permanent option.

Service Entry Point of New Clients Added to KnoxHMIS in 2016

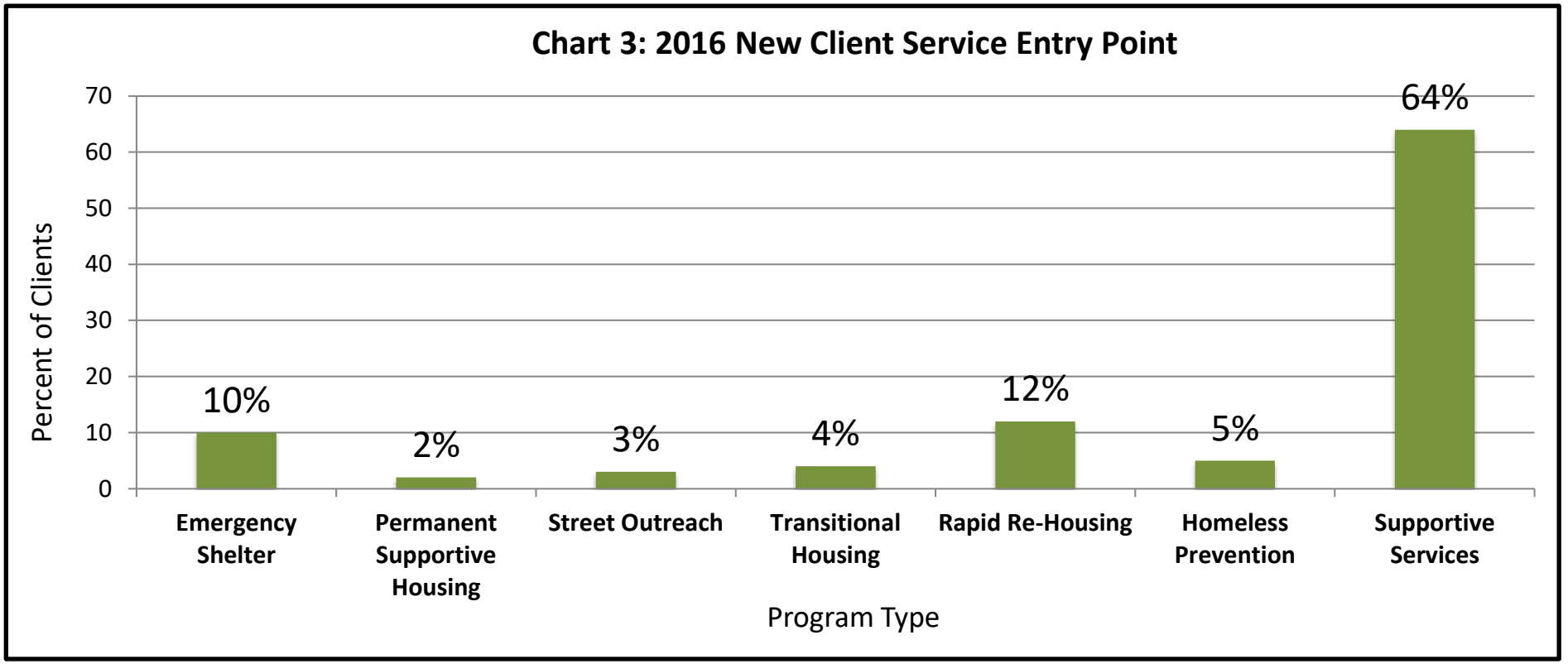


Chart 3: 2016 New Client Service Entry Point delineates the entry point into the system of new clients entered into KnoxHMIS in 2016 by program type. Sixty-nine percent of clients new to homelessness are not necessarily going to the streets or shelters, but instead tapping into safety net resources through preventative or supportive services. It is important to note that individuals may be accessing multiple services simultaneously (e.g. accessing supportive services and staying in emergency shelter).

Subgroups of New Clients Added to KnoxHMIS (2015-2016)

Table 1: Subgroups[1] of New Clients (2015-2016)			
	2015 n= 3,290	2016 n= 3,056	Percent Change
Families	254	271	7%
Youth	364	288	-21%
Veterans	338	267	-21%
Chronically Homeless	78	63	-19%
Street Homeless	303	368	21%
Seniors	161	157	-2%

Table 1: Subgroups[1] of New Clients (2015-2016) compares the number of individuals categorized into subgroups of those who were newly entered into KnoxHMIS in 2015 and 2016. It is important to note that not all clients new to KnoxHMIS fall into one of these categories, and some clients may fall into more than one. Therefore, the total number of clients in this table for each year will not be equal to the total number of clients added to KnoxHMIS for the same year.

[1]Subgroups were determined by priority initiatives as designated by the U.S. Department of Housing and Urban Development, the Department of Veteran Affairs, Family and Youth Services Bureau, Knoxville City government, Knox County government, and KnoxHMIS partner agencies.

2016 Active Clients

"Active clients" are individuals either receiving services from KnoxHMIS partner agencies or having an entry/exit into a partner agency program in the year 2016. This *includes "new clients" and clients continuing to receive services from the year prior*.

Housing Status of Active Clients in KnoxHMIS in 2016

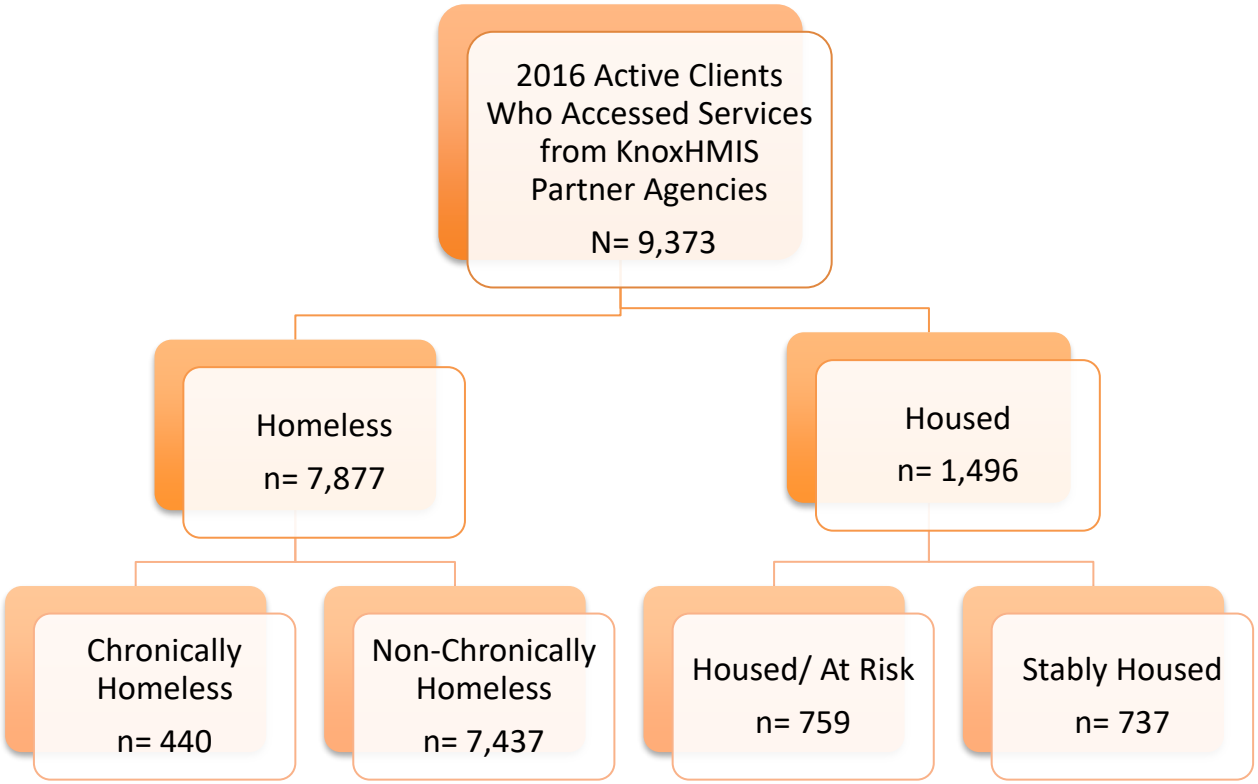
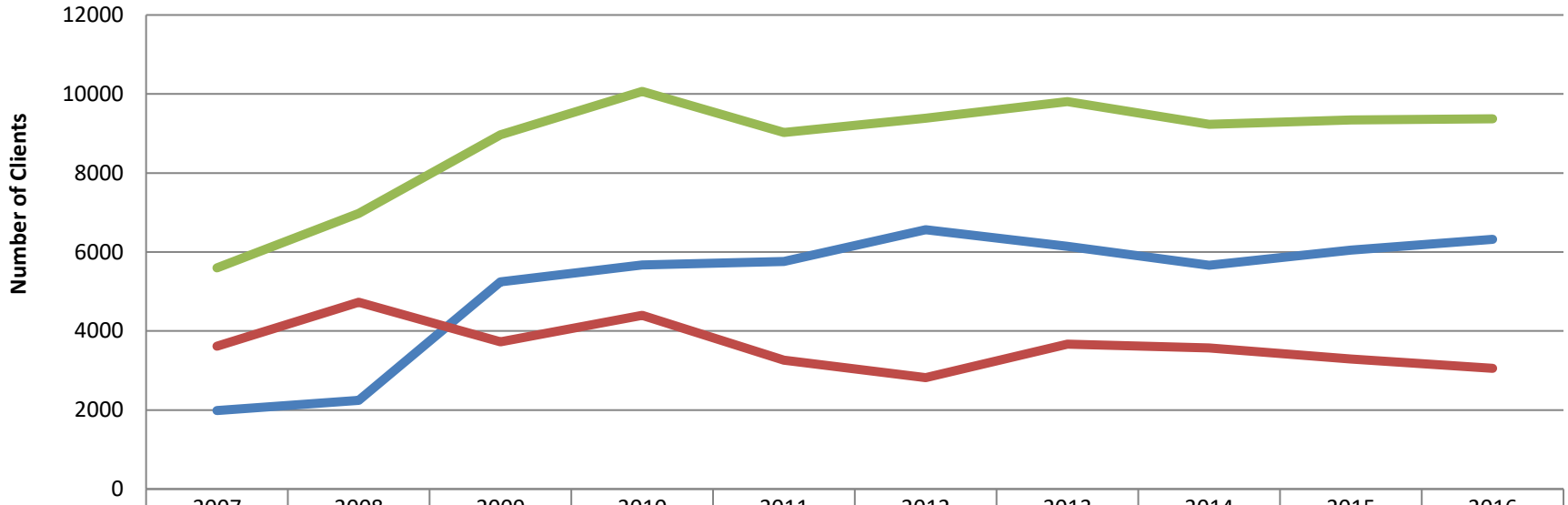


Chart 4: 2016 Number of Clients who Accessed Services

Chart 4: 2016 Number of Clients who Accessed Services shows the housing status of all active clients in 2016. "New clients" are included in this total. Between 2015 (N=9,339) and 2016 (N=9,373), there has been less than 1% increase among active clients. While the majority of active clients are homeless (n= 7,877), some active clients are housed (n=1,496), having been formerly homeless or are housed but at risk of becoming homeless.

Number of Active Clients in KnoxHMIS (2007-2016)

Chart 5: Count of Active Clients (2007-2016)



	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016
Continuing	1984	2248	5241	5672	5759	6566	6141	5662	6049	6317
New Clients	3613	4731	3727	4394	3264	2822	3665	3570	3290	3056
Active Clients	5597	6979	8968	10066	9023	9388	9806	9232	9339	9373

Chart 5: Count of Active Clients (2007-2016) represents the total number of active clients, those that are new to KnoxHMIS and those who are continuing to receive services, each year since 2007. The count of active clients is the sum of new and continuing clients. It is important to note that the 67% increase in active clients since 2007 is potentially indicative of improvements in agency data quality, increased utilization of KnoxHMIS, and the addition of # new partner agencies since 2013- not necessarily an increase in the number of individuals experiencing homelessness or at risk of homelessness.

Causes of Homelessness Of Active Clients in KnoxHMIS in 2016

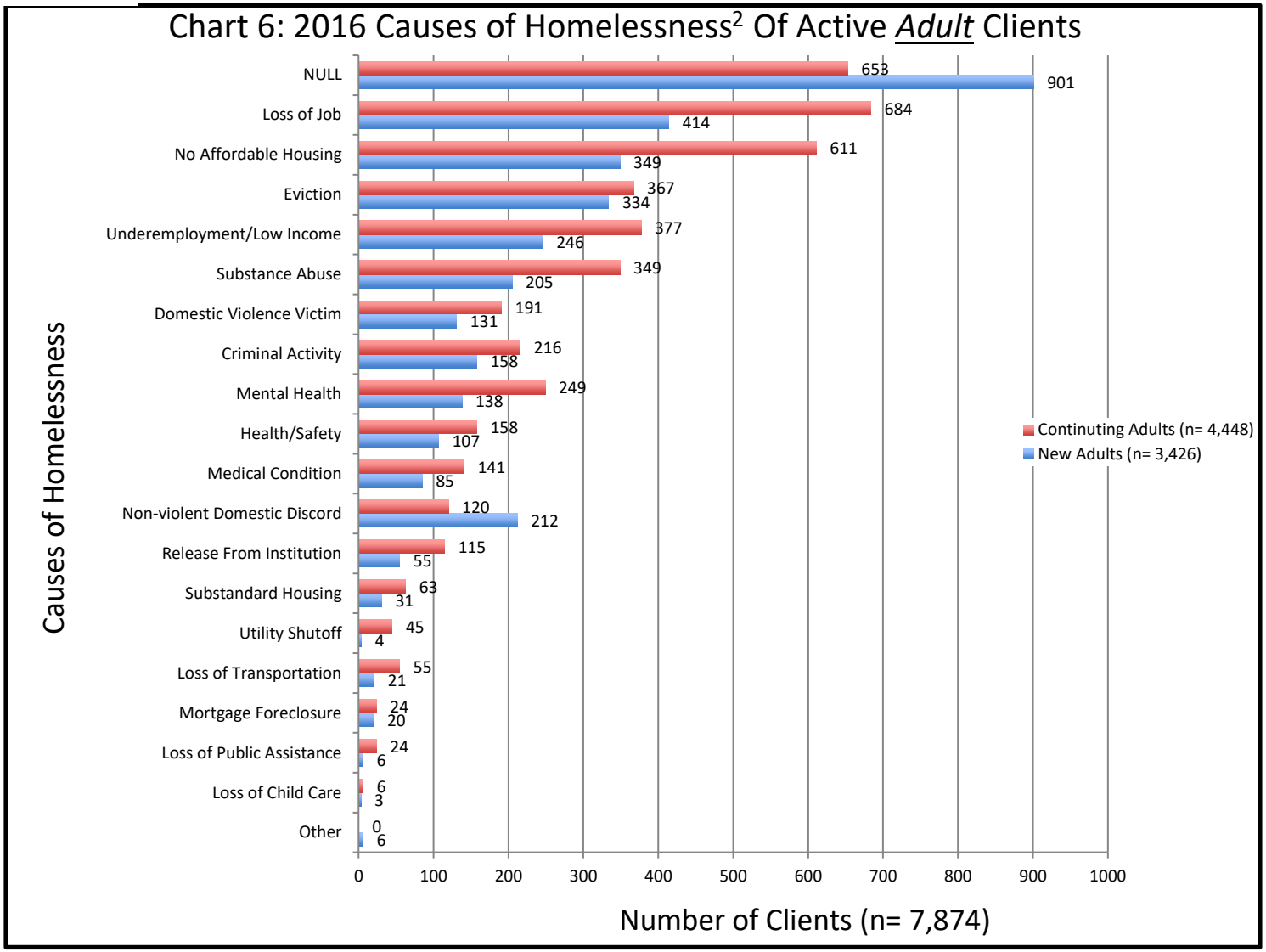


Chart 6: 2016 Causes of Homelessness[2] Of Active Adult Clients delineates the causes of homeless (or *primary reason for homelessness*) among active ***adult*** clients, both those new and continuing services. Overall, the top three reasons for homelessness among adult active clients (n=7,874) was self-reported as: loss of job (14%), no affordable housing (12%), and eviction (9%). "NULLS" reflect data not captured at program intake.

[2]It should be noted that this variable is based on the client's perception of his or her primary reason for homelessness and is self-reported at program intake. Therefore, this variable is subject to the social desirability bias in which individuals tend to respond in ways that will be viewed favorably by others.

Residence Prior Of Active Clients in KnoxHMIS in 2016

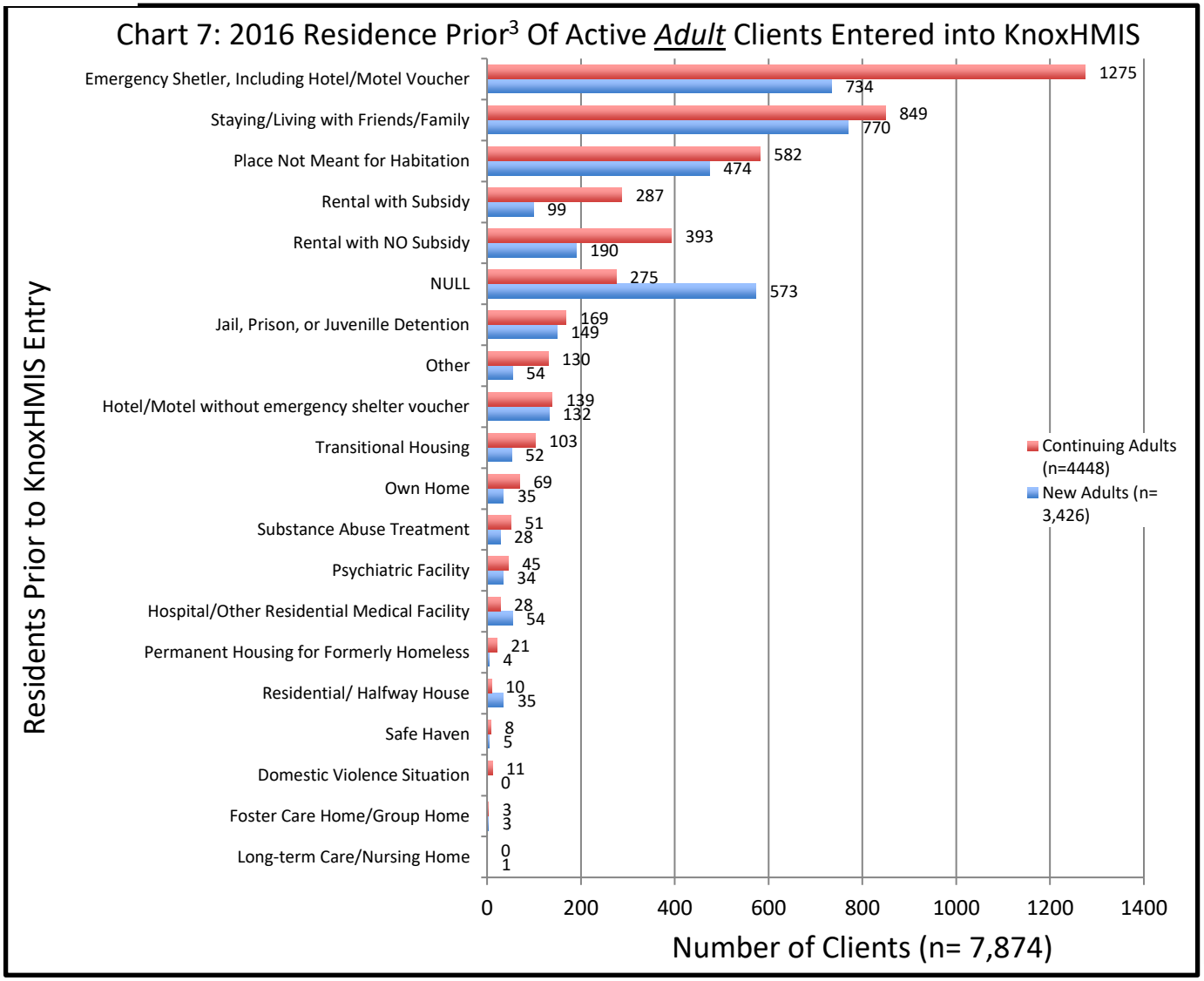


Chart 7: 2016 Residence Prior[3] of Active Adult Clients Entered into KnoxHMIS breaks down where the client was living prior to being entered in KnoxHMIS among active *adult* clients. Thirty-four percent of active adults reported a residence prior that could have been addressed though homeless prevention services (i.e. residence prior of owning a home [1%], renting a property [12%], or staying/living with family/friends [21%]). Twenty-six percent of active adults reported emergency shelter, which typically indicates that the person is entering a supportive or case management service after having sought emergency shelter. Thirteen percent of active adults reported residence prior as place not meant for human habitation, which includes sleeping in an unsheltered location such as a public place, car, abandoned building, or camping outdoors.

[3]Residence prior is *not* the residence where the client was staying prior to the current episode of homelessness. Rather, it is where they were staying prior to entering the program for which they are seeking services.

Demographics of Active Clients in KnoxHMIS in 2016

Table 2: Demographics of Active Clients				
	Male n=	**Female n=**	**Null Gender n=**	**Active Clients (Number & Percentage)**
GENDER[4]	5345	3676	352	9,373
AGE RANGE				
0-17 years	558	589	37	1,184 (13%)
18-24 years	339	303	0	642 (7%)
25-55 years	3,107	2,189	13	5,309 (57%)
56-61 years	809	319	3	1,131 (12%)
62+ years	522	266	4	792 (8%)
Null Age	10	10	295	315 (3%)
RACE				
White	3,513	2,462	8	5,983 (64%)
Black or African American	1,522	1,004	3	2,529 (27%)
Other[5]	90	82	0	172 (2%)
Null Race	220	128	341	689 (7%)
ETHNICITY				
Non-Hispanic/Non-Latino	4,852	3,318	9	8,179 (87%)
Hispanic/Latino	127	102	1	230 (3%)
Null Ethnicity	366	256	342	964 (10%)

Table 2 represents demographic information on active clients in 2016. The table presents the percentage of all active clients and delineates age, race, and ethnicity demographics into gender categories. The percentage breakdown for gender[4], race, and ethnicity are consistent with 2105 data. Further, KnoxHMIS data reflects that 27% of active clients were African American. Notably, Knox County's population is comprised of 9% African American individuals in comparison to the 17% of the population of Tennessee. Therefore, a disproportionate percentage of African Americans represented Knox County and the state of Tennessee.

[4]For the purposes of this report, clients who identify as transgender have been included in the gender category with which they identify (e.g. a transgender male to female has been included in the counts for female).

[5]For the purposes of this report, "other" race includes American Indian or Alaskan Native, Asian, Native Hawaiian or other Pacific Islander, Multi-racial, and other.

Age Distribution of Active Clients in KnoxHMIS in 2016

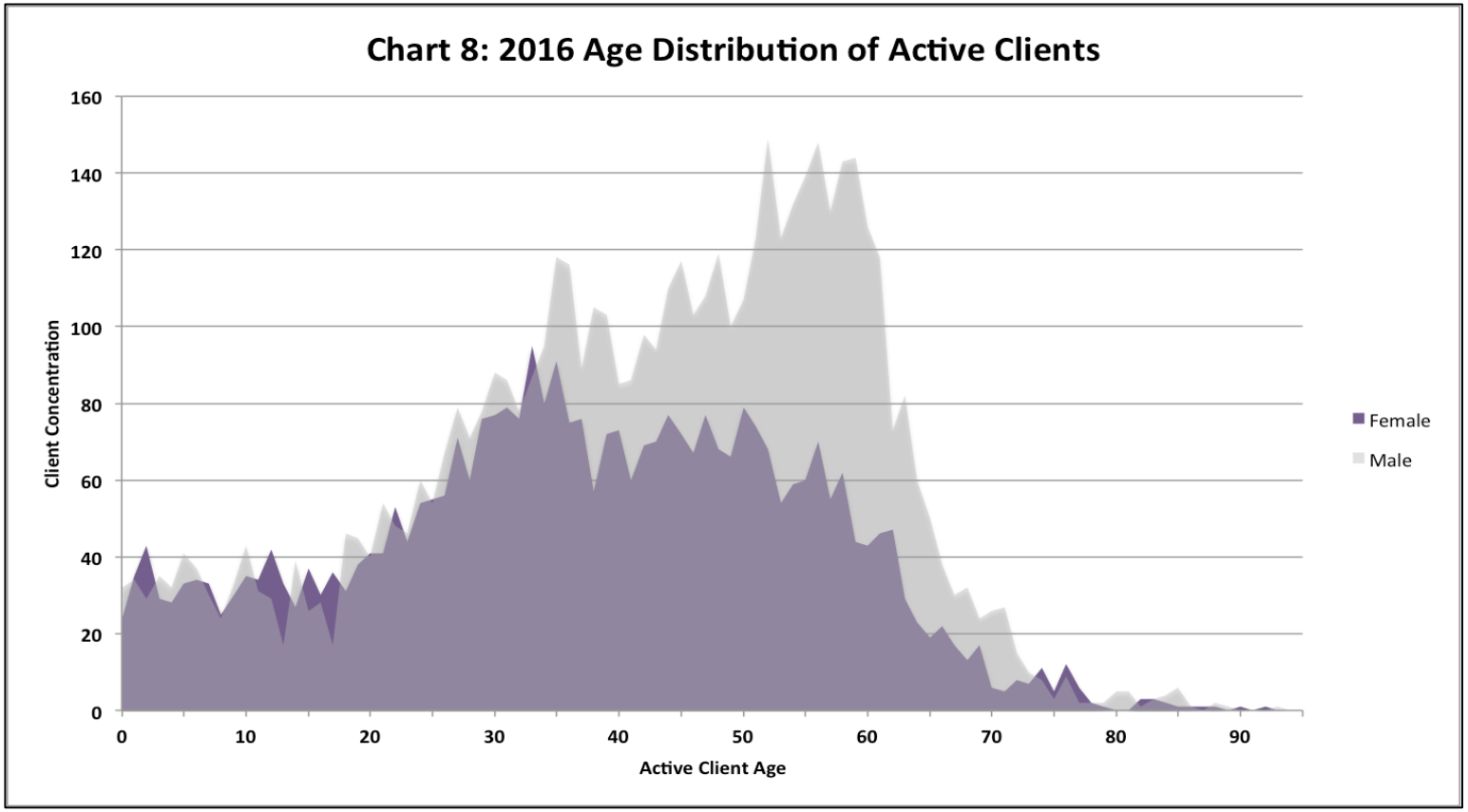


Chart 8: 2016 Age Distribution of Active Clients

In 2016, the average for all active clients was 39 (Age 37 for females; age 42 for males). Of particular interest is that the peak age concentration (mode) for homeless women is age 33, which is 19 years younger than the peak age concentration of homeless men at age 52.

Disability Type Of Active Clients in KnoxHMIS in 2016

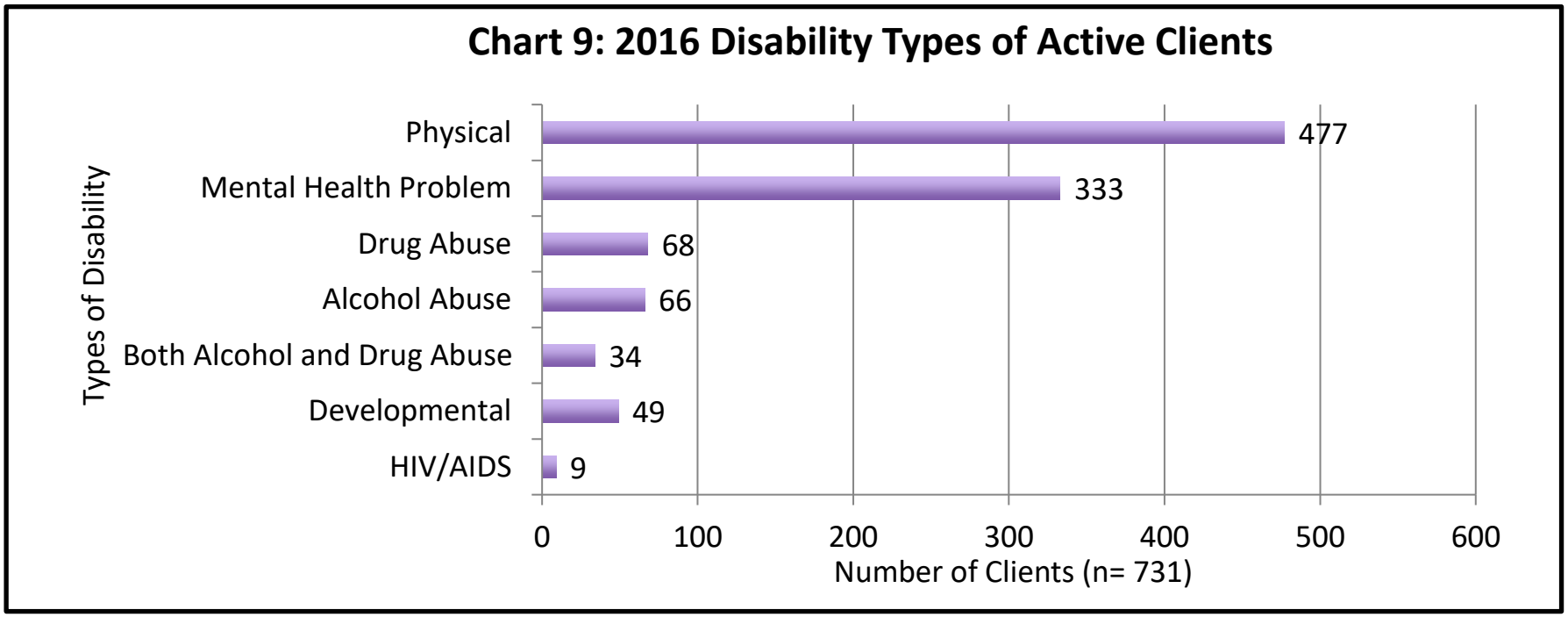


Chart 9: 2016 Disability Types of Active Clients shows the number of active clients with a reported disability. In 2016, 8% (n= 731) of active clients reported having a disability. **This percentage is likely underreported due to updates in the 2014 HUD Data Standards that determine disability based on a series of assessment questions that indicate an "expected long-continued and indefinite duration" of the disability. When filtering for clients who report a disability status, but do not meet this additional HUD requirement, the number of active clients with a reported disability comes out to n= 1,230. The discrepancy is likely due to partner agency data quality issues.** HUD also provides guidance that disability data is to be captured on *all* clients participating in HMIS, *both adults and children under 18*. It is likely that disability is further underreported because parents may be less likely to share the disability of youth in the household. Further, disability data is typically captured during the client intake, when the client may not feel comfortable sharing disability information upon program entry. It should be noted that a person can report more than one disability type, so disability counts will be greater than the total number of persons who reported a disability.

Health Insurance Type Of Active Clients in KnoxHMIS in 2016

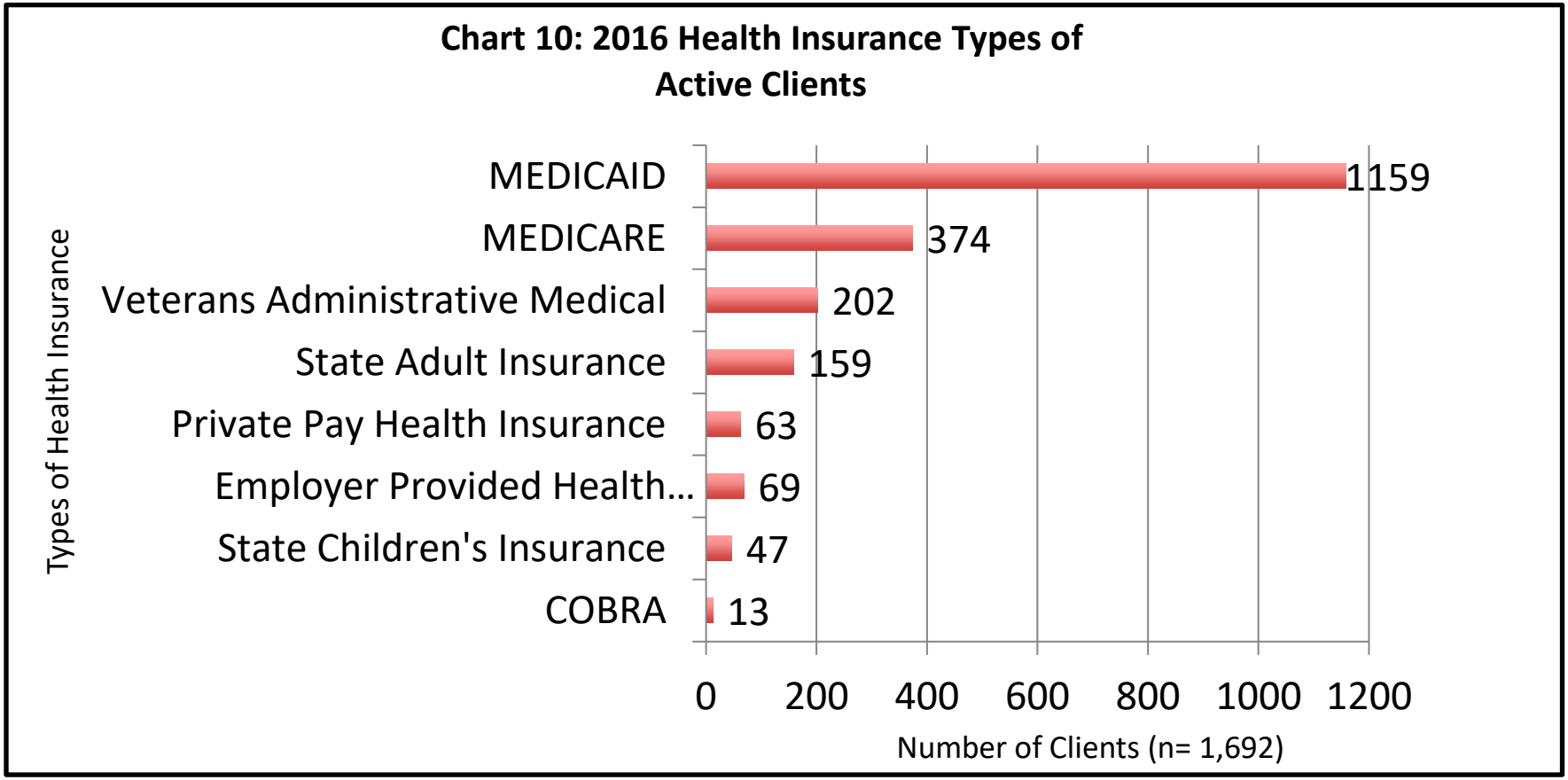


Chart 10: 2016 Health Insurance Types of Active Clients illustrates types of insurance accessed by persons experiencing homelessness. In 2016, 18% (n= 1,692) of persons experiencing homelessness reported having insurance. The 2014 HUD Data Standards added new questions on insurance coverage and types of insurance coverage to be collected on *all* persons participating in HMIS, *both adults and children under 18*. Due to the relatively recent introduction of insurance data fields, the total persons accessing insurance is likely underreported. It should be noted that a person can report more than one insurance type, so insurance type counts will be greater than the total number of persons who reported insurance coverage.

2016 Subgroups of Active Clients

Families
Youth
Veterans
Chronically Homeless
Street Homeless
Seniors

Summary- Subgroups of Active Clients in KnoxHMIS in 2016

Table 3: Subgroups[5] of Active Clients 2016		
	N= 9,373	**% of 9,373 Active Clients**
Individuals in Families	2,382 (782 Families)	25%
Youth	642	7%
Veterans	1,053	11%
Chronically Homeless	440	5%
Street Homeless	1,143	12%
Seniors	792	8%

These six subpopulations[5] are included in this report because they are either a national or local priority initiative. Ending Veteran, Chronic, Family and Youth homelessness were issued by the United States Interagency Council on Homelessness, Opening Doors: Federal Strategic Plan to Prevent and End Homelessness (2015). Goals of the plan are to:

- prevent and end homelessness for families with children and youth by 2020,
- prevent and end homelessness among Veterans by 2015,
- finish the job of ending chronic homelessness in 2017, and
- for communities to collaborate to end all types of homelessness.

Addressing *Street* and *Senior* homelessness are local partner priorities.

[5]Subgroups were determined by priority initiatives as designated by the U.S. Department of Housing and Urban Development, the Department of Veteran Affairs, Family and Youth Services Bureau, Knoxville City government, Knox County government, and KnoxHMIS partner agencies.
[6]For more information, see the full United States Interagency Council on Homelessness, Opening Doors: Federal Strategic Plan to Prevent and End Homelessness at https://www.usich.gov/opening-doors.

Families- Active Clients in KnoxHMIS in 2016

Families are defined by KnoxHMIS as a *household* consisting of a minimum of *two individuals, at least one of which must be under the age of 18*.

Table 4: Demographics of Individuals in Families (n= 2,382)	
AVERAGE AGE	
Adults	44.2
Children	8.5
GENDER[4]	
Male	900 (38%)
Female	1,418 (60%)
Null Gender	64 (2%)
RACE	
White	1,250 (53%)
Black	935 (39%)
Other[5]	59 (2%)
Null Race	138 (6%)
ETHNICITY	
Non-Hispanic/Non-Latino	2,056 (86%)
Hispanic/Latino	100 (4%)
Null Ethnicity	226 (10%)

In 2016, **782 family households** were served and included **2,382 individual family members**.

- 35% (n= 272) of family households included 4 or more members
- 17% (n= 131) of family households were unaccompanied youth[6]
- 14% (n= 109) of family households were parenting youth[7]
- Housing Status
  - 54% (n= 421) of family households were literally homeless
  - 25% (n= 195) of family households were at-risk of homelessness
  - 21% (n= 166)of family households had an indeterminate housing status[8]

[6]Unaccompanied youth defined by HUD as individuals ages 12-24 who serve as the "head of household."
[7]Parenting youth defined by HUD as individuals ages 12-24 parenting another youth under the age 18.
[8]Indeterminate housing status includes clients who were not determined to be literally homeless, at imminent risk of losing housing, homeless under other federal statues, fleeing domestic violence, at risk of homelessness, or stably housed.

Youth- Active Clients in KnoxHMIS in 2016

Youth are defined by KnoxHMIS as *persons ages 18-24*
and follows HEARTH Act and Runaway Homeless Youth Act guidance.

Table 5: Demographics of Youth (n= 642)	
AVERAGE AGE	21
GENDER[4]	
Male	339 (53%)
Female	303 (47%)
RACE	
White	381 (59%)
Black	203 (32%)
Other[5]	18 (3%)
Null Race	40 (6%)
ETHNICITY	
Non-Hispanic/Non-Latino	564 (88%)
Hispanic/Latino	26 (4%)
Null Ethnicity	52 (8%)

In 2016, **642 youth** were served.

- 37% (n= 238) of youth reported a residence prior that could have been addressed though homeless prevention services (i.e. residence prior of owning a home[<1%], renting property [10%], or staying/living with family/friends [27%]).
- 51% (n= 238) of youth reported an economic related primary reason for homelessness (i.e. no affordable housing [12%], eviction [12%], job loss [22%], or underemployment/low income [5%]).
- 9% (n= 56) of youth reported a primary reason for homelessness as non-violent family discord.
- Housing Status:
  - 59% (n= 376) of youth were literally homeless
  - 17% (n= 110) of youth were at-risk of homelessness
  - 24% (n= 156) of youth had an indeterminate housing status[8]

Veterans- Active Clients in KnoxHMIS in 2016

Veteran status is self reported by persons served by KnoxHMIS partner agencies. Veteran Affairs (VA) verification of veteran status is typically accessed *only* in cases where case management is assisting the person in obtaining veteran benefits services, the agency mission is veteran focused, or as referral eligibility for HUD VASH voucher.

Table 6: Demographics of Families (n= 1,053)	
AVERAGE AGE	54.3
GENDER[4]	
Male	936 (89%)
Female	115 (11%)
Null Gender	2 (<1%)
RACE	
White	761 (72%)
Black	273 (26%)
Other[5]	14 (1%)
Null Race	5 (1%)
ETHNICITY	
Non-Hispanic/ Non-Latino	1,008 (96%)
Hispanic/Latino	18 (2%)
Null Ethnicity	27 (2%)

In 2016, **1,053 veterans** were served.

- Residence Prior
  - 28% (n= 293) of veterans reported emergency shelter, including hotel or motel paid for with an emergency shelter voucher.
  - 19% (n= 199) of veterans reported staying/living with family/friends.
  - 16% (n= 164) of veterans reported a place not meant for human habitation.
- 52% (n= 548) of veterans reported an economic related primary reason for homelessness (i.e. no affordable housing [12%], eviction [7%], job loss [23%], or underemployment/low income [10%]).
- Housing Status:
  - 70% (n= 742) of veterans were literally homeless
  - 16% (n= 164) of veterans were at-risk of homelessness
  - 14% (n= 147) of veterans had an indeterminate housing status[8]

Chronically Homeless- Active Clients in KnoxHMIS in 2016

As defined by the United States Department of Housing and Urban Development (HUD), chronically homeless describes

- *an individual or family who has been living in a place not meant for human habitation, safe haven, or emergency shelter continually for a least a year, or*
- *has had at least four separate occasions of homelessness in the last three years, AND*
- *the head of household in a family or the individual has a diagnosable disabling condition.*

Table 7: Demographics of Chronically Homeless Individuals (n= 440)	
AVERAGE AGE	47.9
GENDER[4]	
Male	315 (72%)
Female	125 (28%)
RACE	
White	317 (72%)
Black	114 (25%)
Other[5]	9 (2%)
ETHINICTY	
Non-Hispanic/Non-Latino	436 (99%)
Hispanic/Latino	4 (1%)

In 2016, **440 chronically homeless** individuals were served.

- 45% (n= 199) of chronically homeless reported a residence prior of emergency shelter, including hotel or motel paid for with an emergency shelter voucher.
- 27% (n= 118) of chronically homeless reported a residence prior of a place not meant for human habitation.
- Housing Status:
  - 79% (n= 348) of chronically homeless were literally homeless
  - 20% (n= 87) of chronically homeless were at-risk of homelessness
  - 1% (n= 5) of chronically homeless had an indeterminate housing status[8]

Street Homeless- Active Clients in KnoxHMIS in 2016

An individual who is "street homeless" is defined by KnoxHMIS as someone who *lives in a place not meant for human habitation such as sleeping in a public place, car, abandoned building, and/or camping outdoors.*

Table 8: Demographics of Street Homeless Individuals (n=1,143)	
AVERAGE AGE	39.8
GENDER[4]	
Male	727 (64%)
Female	416 (36%)
RACE	
White	741 (65%)
Black	369 (32%)
Other[5]	28 (2%)
Null Race	5 (1%)
ETHNICITY	
Non-Hispanic/Non-Latino	1,091 (95%)
Hispanic/Latino	30 (3%)
Null Ethnicity	22 (2%)

In 2016, **1,143 street homeless** individuals were served.

- 100% (n= 1,143) of street homeless individuals reported a residence prior of a place not meant for human habitation.
- 57% (n= 657) of street homeless individuals reported an economic related primary reason for homelessness (i.e. no affordable housing [17%], eviction [12%], job loss [18%], or underemployment/low income [10%]).

Seniors- Active Clients in KnoxHMIS in 2016

Seniors are defined by KnoxHMIS as *persons ages 62 or greater.*

Table 9: Demographics of Seniors (n= 792)	
AVERAGE AGE	77.75
GENDER[4]	
Male	522 (66%)
Female	266 (34%)
Null Gender	4 (<1%)
RACE	
White	566 (71%)
Black	189 (24%)
Other[5]	19 (2%)
Null Race	18 (2%)
ETHNICITY	
Non-Hispanic/Non-Latino	719 (91%)
Hispanic/Latino	11 (1%)
Null Ethnicity	62 (8%)

In 2016, **792 seniors** were served.

- Residence Prior
  - 29% (n= 228) of seniors reported emergency shelter, including hotel or motel paid for with an emergency shelter voucher.
  - 12% (n= 92) of seniors reported staying/living with family/friends.
  - 11% (n= 84) of seniors reported a place not meant for human habitation.
- 41% (n= 324) of seniors reported an economic related primary reason for homelessness (i.e. no affordable housing [15%], eviction [9%], job loss [10%], or underemployment/low income [7%]).
- Housing Status:
  - 51% (n= 402) of seniors were literally homeless
  - 28% (n= 220) of seniors were at-risk of homelessness
  - 21% (n= 170) of seniors had an indeterminate housing status[8]

Case Collaboration

Case Notes
Housing Outcomes
Data Completeness

Case Notes of Active Clients in KnoxHMIS (2009-2016)

Table 10: Average Number of Case Notes Per Client (2009-2016)				
Year	Total Case Notes	Total Clients with Case Notes	Average Case Notes Per Client	Percentage of Active Clients with Case Notes
2009	10,265	1,560	6.5	17%
2010	10,505	1,411	7.9	14%
2011	12,701	994	12.8	11%
2012	11,451	1,025	11.2	11%
2013	15,166	1,326	11.4	14%
2014	13,492	1,291	10.5	14%
2015	11,671	1,106	10.5	12%
2016	11,307	867	13	9%

The case notes feature in KnoxHMIS allows case managers to record detailed information on clients that they are assisting. In 2016, KnoxHMIS partner agencies recorded 11,307 case notes on 867 clients, averaging 13 case notes per client. These data suggests that case managers are not utilizing case notes to document work with clients in KnoxHMIS, which can largely contribute to better coordinated services.

Exit Outcomes of Active Clients in KnoxHMIS in 2016

Table 11: 2016 Exit Outcomes by Program Type				
Program Type	Positive	Negative	Indeterminate	Total Exits
Emergency Shelter	118	6	2	126
Transitional Housing	114	56	80	250
Permanent Supportive Housing	10	11	2	23
Rapid Re-Housing	402	22	5	429
Homelessness Prevention	39	9	12	60
All Programs	683	104	101	888

Overall, in 2016 77% (n=683) of program exits (n=888) were positive housing destinations. It is important to note that the "total [clients with] exits" column in **Table 2: 2016 Exit Outcomes by Program Type** will not equal the number of clients exiting programs (n=1,776) because a client may be duplicated between categories, meaning s/he could have been served by multiple programs throughout the reporting period.

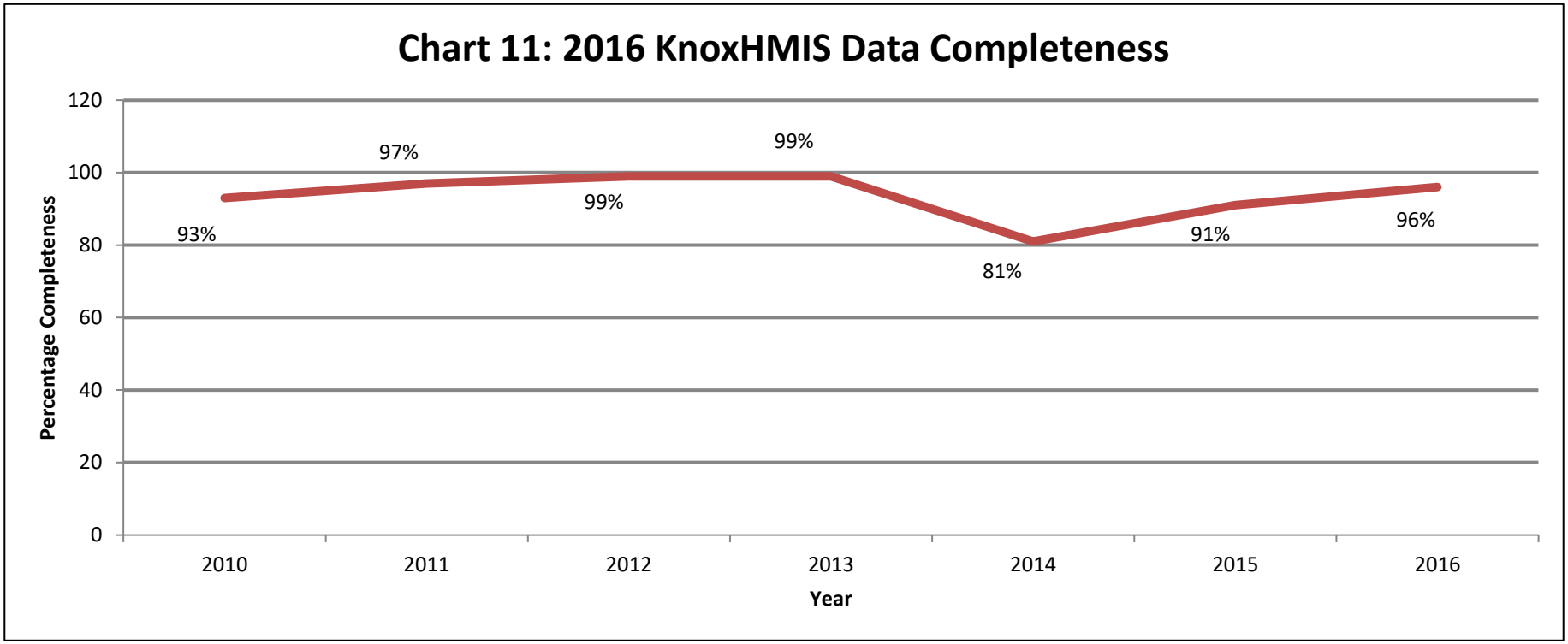
Systems Performance Measures in KnoxHMIS in 2016

Table 12: 2016 KnoxHMIS Performance Measures (In Days)					
Program Type	**Quarter 1**	**Quarter 2**	**Quarter 3**	**Quarter 4**	**Average**
Rapid Rehousing Time to Housing	33	13	25	34	26
Emergency Shelter Time to Exit	78	44	83	38	61
Transitional Housing Time to Exit	176	178	141	143	156
Permanent Housing Length of Stay	837	811	1033	992	918

The “quarters” in Table 12 are based on the 2016 calendar year.

This table shows the time to housing for rapid re-housing programs. The expectation is that duration would decrease over time for rapid re-housing programs. The average time to exit is also represented for emergency shelter[ES] and transitional housing [TH], along with the length of stay for permanent housing [PH] programs. The expectation for ES and TH is that the time to exit would decrease over time; whereas, the length of stay for PH would increase over time as resident’s gain stability. Distortion may occur, if residents have not been exited from programs, thus reflecting a higher time to exit or length of stay.

Data Completeness of Active Clients in KnoxHMIS in 2016



Graph 8: 2016 KnoxHMIS Data Completeness (2010-2016) displays the percentage of HUD required data elements that are complete on an annual basis. Data represented in this graph includes the HUD universal data elements for all entry/exit programs and excludes night-by-night shelter and service only programs. It is important to note that data quality from 2010-2013 is evaluated using the 2010 HUD Data Standards, whereas data quality for 2014-2016 uses the 2014 HUD Data Standards.

For More Information

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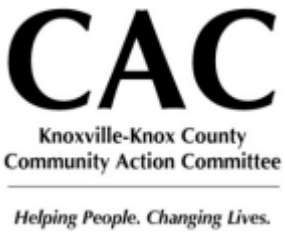
Other Reports of Interest

To view the **KnoxHMIS Community Dashboard on Homeless**
visit http://www.knoxhmis.org/dashboard/

To find past **KnoxHMIS Annual Reports**
visit http://sworpswebapp.sworps.utk.edu/?page_id=9

To request the **2017 Youth Point in Time Count Report**,
please send a request directly to Lisa Higginbotham or David Patterson.

Thank you KnoxHMIS partner agencies!