

FULLERTON HOMELESSNESS NEEDS ASSESSMENT REPORT

Amanda Bogle and Briana Stickney

AmeriCorps VISTA members

Michael Shepherd, Managing Editor

March 10, 2014



VISTA
Volunteers In Service To America

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Thank You!

This Needs Assessment would not have been possible without contributions from the following individuals and organizations:

Pathways of Hope

Future in Humanity

Coast to Coast Foundation

JD DeCaprio—Fullerton Police Department Homeless Liaison

WTLC

CareerWise

First Lutheran Church, Fullerton

First Christian Church, Fullerton

Placentia Presbyterian Church

Orangethorpe Christian Church, Fullerton

Evangelical Free Church, Fullerton

California State University, Fullerton

Hope International University

Boys & Girls Club of Fullerton

And all of our dedicated volunteers!

This report was recommended by the Task Force on Homelessness and Mental Health Services and initiated by the City of Fullerton through partnership with AmeriCorps VISTA and supervised by Pathways of Hope. This report was planned and compiled as third-party, neutral agents, independent of the City of Fullerton. The presentation of this report represents a good-faith effort to understand the lives of Fullerton residents without housing in order to respond appropriately.

Summary

Overview

Note: This Needs Assessment and associated report follows an extensive historical report on homelessness in Fullerton. “*A History of Homelessness in Fullerton*” is available through the City of Fullerton and Pathways of Hope (see *Appendix*).

Why was this done?

In wake of the death of Kelly Thomas, a Fullerton resident who was homeless and living with a mental illness, the Task Force on Homelessness and Mental Health Services was formed. It was designed as a collaboration of dedicated community members to formulate an approach to improve Fullerton’s resources and services available for those members of the community who were homeless and living with mental illness. Out of this Task Force, eight main recommendations were made, seven of which were approved by Fullerton’s City Council. One recommendation approved by City Council was to conduct a Needs Assessment of Fullerton’s homeless population.

What do we hope?

This Needs Assessment will provide an unbiased and statistical perspective on what the immediate needs are within the homeless community. It will give a vision of who the people are in our community who are experiencing this life crisis and what their story is. Knowing this, we will be able to prioritize efforts and funding to be able to address needs based on firsthand perspective rather than perceived needs.

In addition, with responses from a survey distributed to service providers serving Fullerton’s homeless community, systemic problems will be able to be identified. Service providers will be able to make changes accordingly. Understanding the needs from the firsthand perspective of community members and service providers will allow for improvements to be made in a more holistic manner.

Introduction

The housing status of the participants in our Needs Assessment consisted of those who are “literally homeless,” living in transitional housing, living with family or friends, living in motels, and some who are housed but at immediate risk of losing their housing. Given the parameters of our survey, it is difficult to reach all who are considered homeless.

According to the United States Department of Housing and Urban Development (HUD), a person can be defined as “homeless” if they fall under any of the following conditions:

- **Literally Homeless** – An individual or family who lacks a fixed, regular and adequate nighttime residence: meaning, the individual or family has a primary nighttime residence that is a public or private place not meant for human habitation, or they are living in a publicly or privately operated shelter designed to provide temporary living arrangements. This category also includes individuals who are exiting an institution where they resided for 90 days or less who resided in an emergency shelter or place not meant for human habitation immediately prior to entry into the institution.
- **Imminent Risk of Homelessness** – An individual or family who will imminently lose (within 14 days) their primary nighttime residence provided that no subsequent residence has been identified and the individual or family lacks the resources or support networks needed to obtain other permanent housing.
- **Homeless Under Other Federal Statutes** – Consists of unaccompanied youth (under 25) or families with children and youth who do not otherwise qualify as homeless under this definition and are defined as homeless under another federal statute, individuals who have not had permanent housing during the past 60 days, or those who have experience persistent instability, and can be expected to continue in such status for an extended period of time.
- **Fleeing/Attempting to Flee Domestic Violence** – Any individual or family who is fleeing, or attempting to flee, domestic violence, dating violence, sexual assault, or stalking.

While we were able to reach over 200 individuals who were considered to be homeless, there were still many more that we were unable to reach, due to

the fact that they live in motels, live in doubled-up situations, or keep themselves isolated in order to protect their children.

There are many different facets to homelessness, thus making it a complex situation that is very difficult to get out of. While there are several different services available to those without housing in Fullerton, such as food, clothing, and transitional housing, having a few services available certainly does not result in someone being housed. Many individuals living on the streets must carry around *all* of their belongings. Most are, justifiably, afraid of theft and are unwilling to leave the sight of their belongings. Since the majority of people do not have a vehicle, this severely limits their mobility and ability to reach different services and even job interviews. The fact that most services are spread out throughout the city and county makes accessing services even more difficult, given the lack of transportation.

As one can infer, being homeless means you do not have an address. This factor alone can impair the process of obtaining a job, as attention is drawn to the fact that there is no address listed on someone's resume. Likewise, important documents are often mailed to individuals, making this an issue for those who do not have a physical address.

In some cases, even if an individual without housing can access all of the services available and obtain and keep a job, the income is still not enough in order to afford housing. Orange County is listed as one of the most expensive places to live in the United States. On average, a person would have to make over \$50,000 a year in order to afford a one-bedroom apartment. Affordable housing units are scarce, and the wait list to obtain a Section 8 voucher contains thousands of people.

These situations are only a few examples of how a lack of and inaccessibility of services can impede on someone's ability to escape the cycle of homelessness. The importance of this Needs Assessment lies in its ability to expose important gaps in services, as well as direct funding and attention to services that are needed more than others.

Methodology

The Needs Assessment

The Needs Assessment questionnaire was modeled after Costa Mesa's Homeless Needs Assessment conducted in May of 2011, as well as the Homeless Management Information System (HMIS) input system. We made modifications and additions made to fit the desires of our Needs Assessment and the community of Fullerton. The survey consisted of 56 questions covering demographic information, housing status, health and wellness, employment and income, and a services and resources evaluation.

Service Provider Survey

In addition to the Needs Assessment, an online survey was also distributed to service providers who specifically provide in the area of homelessness in Fullerton. Potential participant information was gathered through current provider contact information and attendance of the Fullerton Collaborative and Homelessness Collaborative. The survey questions covered topics of community outreach and involvement, aspects of homelessness, and systemic changes and improvements.

In all, 27 different providers participated in the online survey, spanning across 24 different organizations.

Volunteers

The majority of volunteers were recruited from California State University Fullerton, Hope International University, and various congregations in the area. Forty-one volunteers participated in the Needs Assessment. Volunteers were required to attend a one-hour training session covering interview procedure and safety. Trainings were provided on two separate dates—Thursday, November 7th and Saturday, November 9th. The training sessions were hosted by AmeriCorps VISTAs Amanda Bogle and Briana Stickney, as well as Pathways of Hope's Michael Shepherd.

Survey Sites

Surveying was conducted during a two-week period from November 12th through November 22nd, 2013. In approaching this survey, we wished to gather participants from as many backgrounds and areas of the Fullerton community as possible. Four different churches from different areas of Fullerton, who provide meals for individuals without housing on a weekly basis, agreed to participate as survey sites. Surveys were also provided for case managers at Pathways of Hope and the Women's Transitional Living Center in order to distribute to clients participating in their respective programs. First Evangelical Free Church of Fullerton also participated as a survey site through the Good Samaritan Center. The Cold Weather Shelter located at Fullerton's National Guard Armory was open during the time of the survey and was used as a survey site during one night as well.

In addition to the survey sites, volunteers also canvassed throughout Fullerton on a Saturday morning. Locations for the canvassing were identified previously as "hot spots" (common areas where people without housing congregate) by JD DeCaprio of Fullerton Police Department.

In total, we interviewed 204 unique participants who were without housing and who were using services in Fullerton.

Interview Procedure

Volunteers approached potential participants and informed them of the purpose of the survey and invited them to participate. Upon agreement, participants signed a consent form which covered a summary of the survey and confidentiality measures. A printed name, signature, and date of birth were required. If participants were uncomfortable putting down their date of birth, they were able to provide a "code word" as an alternative method of identification.

While the majority of surveys were done via personal interviews, participants were also given the option to complete the survey by hand. After completion of the survey, participants were given a bus pass voucher. After the two week survey period was complete, those who took the survey brought their bus pass voucher to a central location where, upon giving their name and date of birth (or code word), their voucher was redeemed for a One Day OCTA Bus Pass.

Bus passes were not given out immediately upon completion of the survey to decrease the possibility of duplicated surveys.

Priorities

In the Needs Assessment, we asked participants to rank which services they felt were most needed, based on a semi-comprehensive list of services that may or may not be currently available. The following were determined to be the most needed:

1. **Transportation Services**

- Represented in the survey as “Bus passes,” this was the most common service listed as most needed. Transportation is crucial to someone without housing, as services are spread out not only within the city of Fullerton, but throughout the entire County of Orange. A lack of transportation also makes getting to interviews and jobs difficult, if not impossible at times.
- A consistent free transportation system is not currently available to people without housing. Bus passes are handed out by some organizations, but are distributed infrequently and are difficult to access.

2. **Shelter**

- A shelter was a commonly reiterated need expressed by the participants. Most commonly mentioned was the need for a multi-service shelter accessible 24/7 and year-round. During the course of the Needs Assessment, the Cold Weather Shelter at the National Guard Armory was open and accessible, which is speculated to have contributed to a shelter not being described as the crucial need.
- There is no 24/7 year-round shelter available in the entirety of Orange County. The Cold Weather Shelter is available during the winter months and various shelters are available throughout Fullerton to limited clients, in the form of transitional shelters and rapid-rehousing.

3. Career Services

- The needed career services mentioned during the Assessment included job and skills training, job placement, resume building, and access to business attire. Participants also noted a need for low-skill jobs in general.
- Currently in Fullerton, there is one career development service available specifically to those without housing. CareerWise provides a variety of services including résumé building, job search, mock interviews, job skills, and image coaching. CareerWise is located at the Firth Lutheran Church House. Based on responses from participants, the existence of this service is not known among most people without housing.

4. Dental Service

- The need for free dental service was frequently brought up. While not all people have health issues that need to be frequently addressed, basic dental cleanings and services are recommended for everyone at least twice a year. Dental and gum health is also correlated with cardiovascular disease. Having access to dental services can pose multiple advantages to an individual.
- There is currently no free dental service available to those without housing in Fullerton.

5. Central Resource Center

- While not listed as a service in our Needs Assessment, a reoccurring request was for a multi-service center located at a central and accessible location. Services available in Fullerton are spread out throughout the city, making them difficult to access, as unhoused individuals typically do not have a form of transportation or financial means to use public transit. Having a centralized multi-service center would maximize the chances for someone to access the services they need on a consistent basis, consequently making it more likely for them to break the cycle of homelessness. Ideally, this would be located at a year-round service site.

Findings

Getting to Know Our Homeless Neighbors

A Snapshot:

The average participant in our Needs Assessment is a Caucasian unmarried male residing in Fullerton. He is literally homeless and has been living on the streets or somewhere not meant for human habitation for the past one to three years. He is a high school graduate and attended college for a little while. He initially became homeless because he lost his job or had a reduction in income. He has never been in treatment for drug or alcohol abuse and has never been told by a professional that he has a mental illness. However, he is on some sort of prescribed medication, most likely due to low quality health. He lives off of food stamps as a primary source of income and frequents resources such as food pantries and clothing providers. More than anything, he hopes for a way to obtain bus passes or some form of transportation. Other services he would like to see more available are quality clothing, free dental and health services, and some sort of shelter or stable housing. He has no one supporting him.

Advice From Those Who Know Homelessness Best

At the end of our interview, we asked our participants the question, “If someone told you that they ‘just want to be helpful,’ how would you advise them?” The following are some of the responses we received:

“Help me get back on my feet and be self-sufficient to be where I once was.”

“Put yourself in the homeless person’s position / shoes. Understand that it’s difficult to ask for help.”

“Food vouchers like gift cards for fast food or grocery stores.”

“Help looking for a job”

“To be there when I need them”

“Tell them that I need a place to be able to take a shower and find a way to be able to go to interviews.”

“Be a good listener and please help me”

“ID assistance and housing”

“I really need shelter.”

“To be kind and if you really want to help, I would be 100% appreciative. When I get back on my feet I would repay them as they would like to be paid back.”

“I need a bus pass and my ID to access services and medical care.”

“Help me get into school.”

“Ask if they know anyone hiring”

“Just be sensitive to needs of myself and others in my situation. Genuinely be a friend.

“Just be here when I need to talk because money is my only current issue and most can’t help with that.”

“By helping me find a better job.”

“God bless—I appreciate the help.”

“Help with housing for daughter and I. Need more programs to stay together.”

“Accept any help they offer”

And the most common response we received...

“Thank you.”

Demographics

Gender

61% Male

38% Female

Education

26% Some College

22% High School Graduate

19% Some High School

13% College Degree

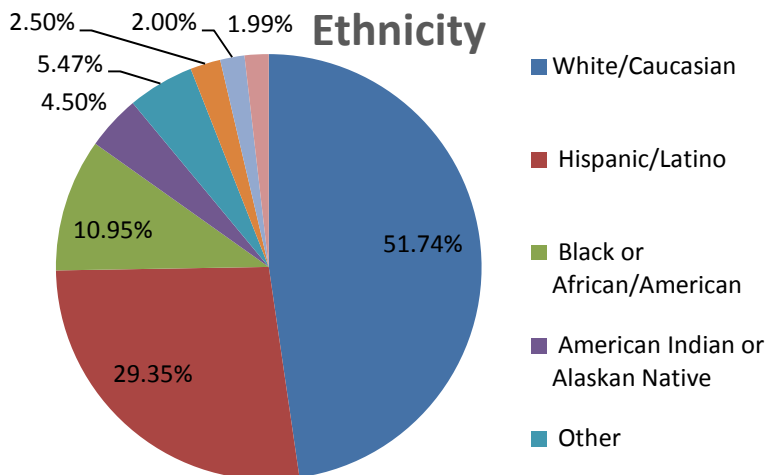
9% No High School

5% Trade School

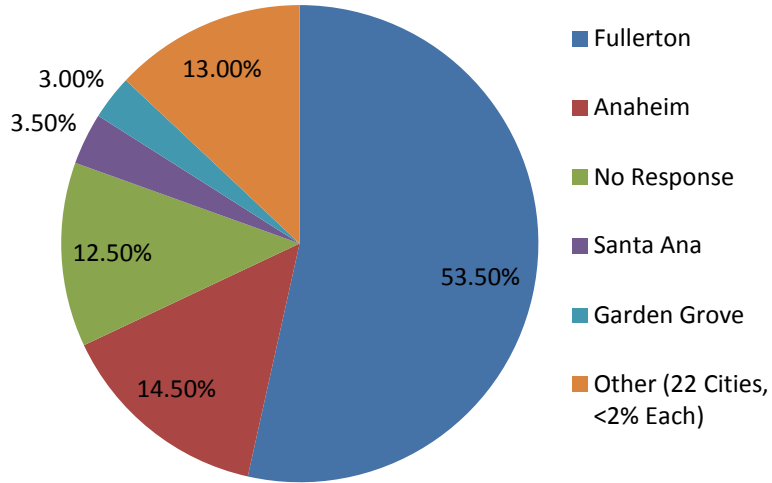
4% GED

3% Graduate Degree

0.5% Professional Degree



Primary City of Residence



Veteran?

88% No

9% Yes

Access to Phone/Email?

39% Phone & Email

28% Phone Only

13% Email Only

18% Neither

Housing

Causes of Homelessness

(A person could have more than one cause)

- **Job Income Loss/Reduction (44%)**
 - Domestic Violence (16%)
 - Eviction (13%)
 - Asked to Leave Shared Residence (12%)
 - Drug/Alcohol Abuse (9%)
 - Benefits Loss/Reduction (8%)
 - Relocation (6%)
 - Release from Prison/Jail (6%)
 - Illness (6%)
 - Injury (5%)
 - Foreclosure (4%)
 - Natural Disaster (1%)
 - Release from Psychiatric Facility (0.5%)
 - Aged out of Foster Home (0.5%)
 - Death in Family (0.5%)
 - Stolen Belongings (0.5%)
-

Housing Status

85% Literally Homeless

8% Stably Housed

5% Housed & At-Risk

On a Housing Waiting List?

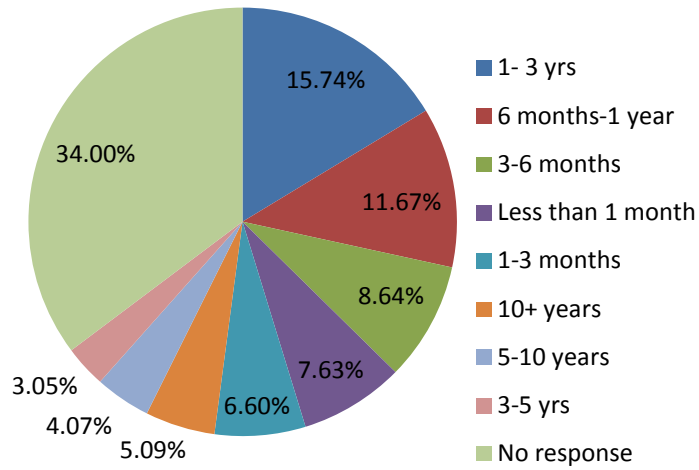
69% No

22% Yes, for a housing voucher

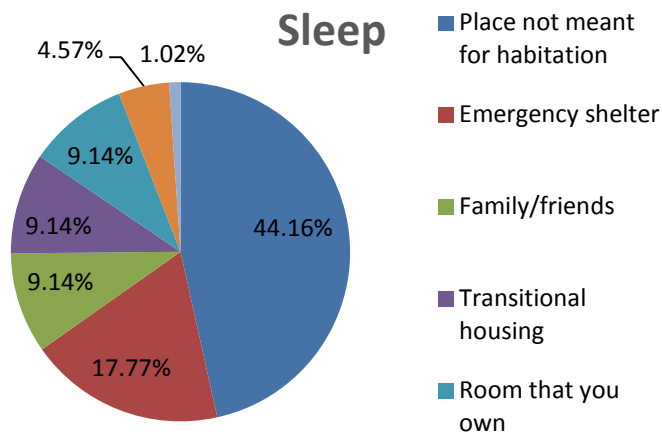
5% Yes, for a shelter program

*Cold weather shelter was open during time of survey

Length of Most Recent Episode of Homelessness

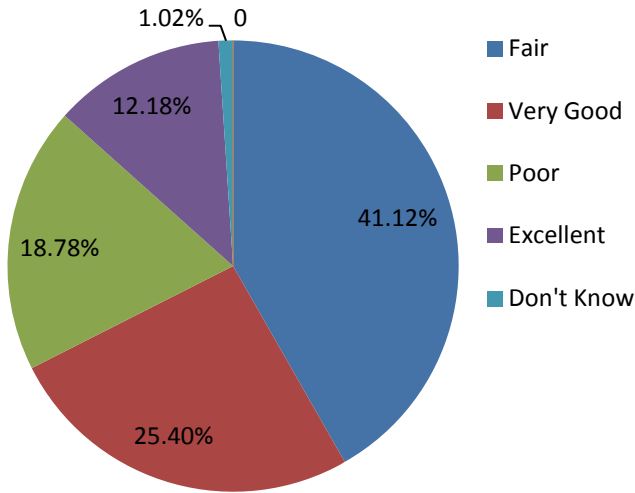


Where You Most Often Sleep



Health and Wellness

Self-assessed Health Rating



Special Needs

Physical Disability	9%
Domestic Violence	5%
Alcohol Abuse	4%
Drug Abuse	4%
Learning/Developmental Disability	3%
HIV/AIDS	0.5%

Been In Treatment for Drug/Alcohol Abuse

65% No
30% Yes

Professional Diagnosis of Mental Illness

71% No
26% Yes

Have Prescribed Medication

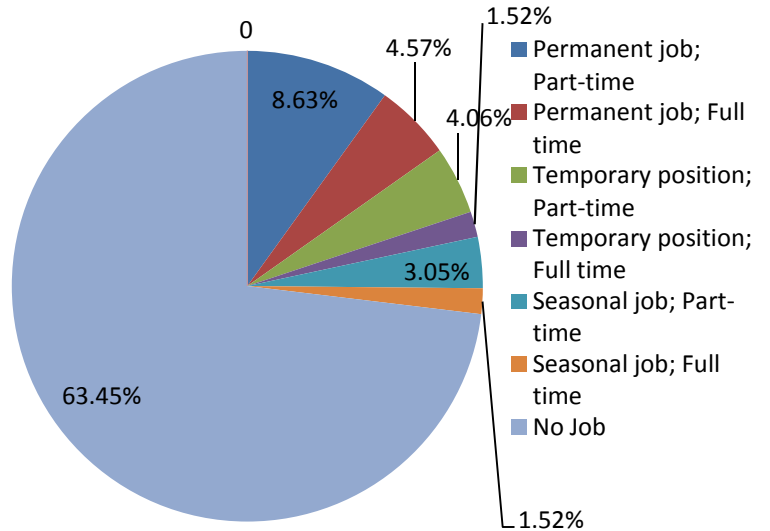
52% Yes
41% No

Taken Non-Prescribed Medication in Place of Medication

75% No
21% Yes

Employment and Income

Employment Status



Currently Employed?

76% No

23% Yes

Sources of Income

(Each person could have multiple sources)

▪ Food Stamps	39%	▪ Other TANF-funded services	2%
▪ SSI/SSDI	25%	▪ Veterans Assistance/Pension	1%
▪ None	19%	▪ Worker's Compensation	1%
▪ Earned Income	17%	▪ Retirement Income from SSA	1%
▪ General Public Assistance	12%	▪ Alimony/Other Spousal Support	1%
▪ Panhandling	8%	▪ TANF Transportation Services	0.5%
▪ Sec. 8/Rental Assistance	4%		
▪ TANF Child Care Services	3%		
▪ Unemployment Benefits	3%		

Services and Resources

Top 10 Service Needs

- | | |
|----------------------|---------------------------------|
| 1. Bus Passes | 6. Mail Box Service |
| 2. Motel Vouchers | 7. Service/Resource Information |
| 3. Dental Service | 8. Health Service |
| 4. Clothing | 9. Check-in Storage |
| 5. Emergency Shelter | 10. Hygiene Programs |

Top 5 Least Available Services

1. Gas Cards
2. Motel Vouchers
3. Mentorship Program
4. Utilities Assistance
5. Check-In Storage

Top 5 Most Available Services

1. Food Banks/Meals
2. Public Computers
3. Clothing
4. Emergency Shelter*
5. Health Service

*Cold weather shelter was open during time of survey

Conclusions

Homelessness is a complex issue involving many different types of people in varying situations. Due to the complexity, there is no singular solution to ending homelessness. The city of Fullerton is no exception to this. However, by understanding those in our city and what their needs are, we will be able to make changes that fit our population and move closer to a solution.

Demographics

- The majority of people who live on the streets are male. However, it is hard to pinpoint the precise gender distribution, as many women and families with children stay in motels, shelter programs, or in seclusion in order to protect themselves. In addition, there is a wide range of ethnicities represented.
- Even though it is commonly thought that those living on the streets have very little education, it must be noted that the majority of the individuals we interviewed had at least a high school education or some form of college education. Thirteen percent of those hold a college degree, and an additional three percent hold either a graduate or professional degree. Thus, we can see that even people who have obtained a high level of education are not immune to a future of homelessness.
- Some individuals argue that it is not the responsibility of the city to protect and provide for those who are homeless because they are not residents of the city, however, most of this population we interviewed in Fullerton consider Fullerton to be their primary city of residence, with Anaheim coming close in second. Next in line is Santa Ana, with less than 4%, and with almost all other cities represented at less than 2%. During the time the survey was being taken, the

Cold Weather Shelter at the National Guard Armory was in service and drew in homeless individuals from neighboring cities. Given this information, the amount of homeless men and women from the surrounding cities of Fullerton may be fewer than figured.

Housing

- The causes of homelessness are extremely diverse and unique to each participant. The diversity of each person's situation increases the difficulty of creating a blanket solution to homelessness. Even so, two of the most common reasons for homelessness is the loss of a job or income reduction. Given the flux in the economy, the high demand for jobs, the extremely high cost of living in Orange County, and the lack of affordable housing units, it is understandable that income loss can rapidly lead to homelessness.
- Most participants were considered to be "literally homeless." Although most have lost their housing only once, they have stayed in their homeless situation for years, indicating that homelessness is a problem that is not easily escaped. The majority sleep in a place that is not meant for human habitation, such as outside or in a car. Because there are no emergency shelters available in Orange County, this is typically their only option.

Health and Wellness

- It is common to see a person's health decline rapidly after entering into a homeless situation. Most people cannot afford amenities to equip them for a healthy lifestyle, such as healthy foods, medicine, and health and dental services. Most live off of food stamps as their primary source of income. In addition, malnourishment is often unavoidable because processed and unhealthy food is far cheaper than

more nutritional options. Given this situation, it is not surprising to see that nearly 60% identify themselves as either in “Fair” or “Poor” health, with over half having to take some sort of prescribed medication.

- Mental illness and substance abuse are two areas that are often brought up when it comes to people who are homeless. However, people with these types of special needs make up only a fraction of our population, and certainly does not apply to everyone in the community.
- Homelessness puts a person into a situation where each day is a matter of survival. There is little to no sense of stability, regarding personal support and financial support. Anxiety is high and depression is common. Even if one does not previously have a mental illness, upon becoming homeless signs of mental illness can quickly develop. A quarter of participants revealed that they have had a professional tell them they have a mental illness.
- About 30% of participants revealed that they have been in treatment for drug or alcohol abuse. While a small percentage became homeless due to a drug or alcohol issue, it is more common to see someone using substances as a coping mechanism for what is a difficult and depressing situation for most. Unfortunately, there are very few free detox centers in Fullerton, thus putting many in a position where they cannot get help when they are ready for it.

Employment and Income

- A common myth regarding people who are homeless is that they are jobless and unwilling to work. In contrast, nearly a quarter of participants said that they do have a job of some sort. In Orange County especially, having a job does not mean that you have enough income to support yourself. In fact, to afford a one-bedroom apartment in Orange County, a

person needs to earn between \$20-25 per hour. It is easy to see how gaining employment certainly does not guarantee that someone will be able to afford housing.

- Most individuals find it difficult to obtain employment due to factors that are often taken for granted. Being homeless means you do not have a permanent address. Without a permanent address, it is a challenge to receive mail or complete a resume for a job. Lack of transportation and storage for belongings also plays a substantial role in preventing employment.

Services and Resources

- Common requests amongst the participants were for bus passes or some sort of transportation service. Most services currently available are spread out in the county. Oftentimes, people do not have any money for a bus pass or any other additional means to get to their destination.
- While motel vouchers were listed as a high need, many participants commented that any sort of year-round shelter would be helpful to their situation.
- One reiterated request was that clothing donations be of higher quality. Most donations are old, outdated, ripped, or stained. Having quality clothing options is particularly important when it comes to obtaining employment, landing interviews, and looking capable and professional.
- While a Check-In Storage Center is currently available in nearby Anaheim, there is no similar service available in Fullerton. The belongings that a person carries around with them are often the extent of their possessions. Consequently, this burden limits mobility and access to necessary resources because he or she must look out for his or her belongings constantly.

- The most common services available were food banks and meals.. In Fullerton, there is a hot meal available every day of the week. Often organizations and congregations will serve food in places such as parks and the Downtown Plaza. Some participants interviewed mentioned that there is an overabundance of meals provided.
- Mentorship programs were also listed as some of the least available services. The Friendship Program through Future in Humanity serves as a mentorship program in Fullerton; however, a large portion of the individuals interviewed did not know of its existence. This could point to a lack of information distribution for services and resources.

APPENDIX

Below is the statistical data collected from the Needs Assessment. For any additional information regarding the survey itself, methodology, questions asked, or data, please contact Pathways of Hope.

Total number of unduplicated surveys: 204

Demographics

Gender: 61.19% Male

38.31% Female

0.50% No response

Children: 48.76% Yes

44.78% No

5.47% No response

Marital Status: 48.76% Never Married

26.37% Divorced

11.44% Married

9.95% Separated

3.48% Widowed

Ethnicity: 51.74% White/Caucasian

29.35% Hispanic/Latino

10.95% Black/African American

4.5% American Indian/Alaskan Native

Education: 26.00% Some College

22.00% High School Graduate

18.50% Some High School

13% College Degree

8.50% No High School

5.00% Trade School

4.00% GED

2.50% Graduate Degree

0.50% Professional Degree

Served in US Armed Forces: 87.50% No

9.00% Yes

3.50% No response

Access to Phone or Email: 28.00% Phone only

13.00% Email only

39.00% Phone & Email

18.00% Neither

2.00% No response

How Phone or Email Is Accessed:

- 33.50% Own Phone or Computer
- 17.00% Library
- 13.50% Own Phone, Library Computers
- 3.00% Family
- 2.00% Friend
- 1.00% Shelter
- 30.00% No response

Primary City of Residence:

53.50% Fullerton	0.50% Buena Park	0.50% Las Vegas
14.50% Anaheim	0.50% Carson	0.50% Panorama City
3.50% Santa Ana	0.50% Cerritos	0.50% Pomona
3.00% Garden Grove	0.50% Hawaiian Garden	0.50% Sacramento
1.50% Brea	0.50% Irvine	0.50% San Diego
1.50% Placentia	0.50% Los Angeles	0.50% Stanton
1.00% Costa Mesa	0.50% La Habra	0.50% Tustin
1.00% Orange	0.50% Lake Forest	0.50% Westminster

Housing

Housing Status: 84.50% Literally Homeless

- 7.50% Stably Housed
- 4.50% Housed & At-Risk
- 3.00 Don't Know
- 0.50% No response

How many times housing was lost:

- 40.50% One
- 15.00% Two
- 7.00% Three
- 5.00% Four
- 2.00% Five
- 6.00% Ten+
- 1.50% None

When did you first lose your housing:

2.00% Month or less
 8.00% 1-3 months ago
 3.50% 3-6 months ago
 9.00% 6 months-1 year ago
 16.50% 1-3 years ago
 11.00% 3-5 years ago
 13.50% 5-10 years ago
 16.00% 10+ years ago
 20.50% No response

Length of most recent episode of homelessness:

7.63% Less than 1 month
 6.60% 1-3 months
 8.64% 3-6 months
 11.67% 6 months-1 year
 15.74% 1-3 years
 3.05% 3-5 years
 4.07% 5-10 years
 5.09% 10+ years

Times housing was lost in past 3 years:

6.60% Zero 1.52% Four
 43.15% One 1.02% Five
 13.20% Two 2.55% Six+
 9.64% Three

Cause of Homelessness:

44.22% Job Income Loss/Reduction
 16.08 Domestic Violence
 12.56% Eviction
 12.06% Asked to Leave Shared Residence
 8.54% Drug/Alcohol Abuse
 7.54% Benefits Loss/Reduction
 6.03% Relocation
 6.03% Release from Prison/Jail
 5.53% Illness
 4.52% Injury
 4.02% Not Homeless
 4.02% Don't Know
 3.52% Foreclosure
 1.01% Natural Disaster
 0.50% Release from Psychiatric Facility
 0.50% Aged out of Foster Home
 0.50% Death in Family
 0.50% Stolen Belongings
 0.00% Release from hospital
 2.00% No response

On a waiting list for housing?

68.53% No
 21.83% Yes, for a housing voucher
 5.08% Yes, for a shelter program
 4.57% No response

Where did you sleep last night:

33.53% Emergency shelter	2.03% Hotel/motel
31.98% Place not meant for habitation	1.02% Housing for permanently homeless
10.15% Transitional housing	0.51% Hospital
8.63% Family/friends	0.51% Other
8.12% Room that you own	1.52% No response

Where do you most often sleep:

44.16% Place not meant for habitation	4.57% Hotel/motel
17.77% Emergency shelter	1.02% Housing for permanently homeless
9.14% Family/friends	5.08% No response
9.14% Transitional housing	
9.14% Room that you own	

Health and Wellness

Rate Health Overall:

12.18% Excellent
25.40% Very good
41.12% Fair
18.78% Poor
1.02% Don't Know
0.51% No response

Been in treatment for drug or alcohol abuse?

65.31% No
30.10% Yes
4.59% No response

Do you have health insurance:

51.27% Yes
42.64% No
6.10% No response

How frequently do you see a medical professional?

12.18% Never
23.35% Only for emergencies
27.41% 1-3 times a year
12.69% 3-6 times a year
23.35% 6+ times a year
1.02% No response

Do any of the following special Needs apply to you?

- 67.51% None apply
- 8.58% Physical disability
- 8.08% Mental illness
- 5.44% Domestic violence
- 4.29% Alcohol Abuse
- 3.79% Drug abuse
- 2.80% Learning or Developmental disability
- 0.49% HIV/AIDS
- 5.58% No response

Have you been prescribed medication?

- 52.04% Yes
- 40.82% No
- 7.14% No response

Do any of the following impair your ability to obtain or keep employment?

- 20.81% Mental Illness
- 11.17% Drug/Alcohol Abuse
- 6.60% No response

Has a professional told you that you have a mental illness?

- 26.40% Yes
- 71.07% No
- 2.54% No response

Have you ever taken non-prescribed medication in place of prescribed medication?

- 20.81% Yes
- 75.13% No
- 4.06% No response

Employment and Income

Are you currently employed?

- 22.84% Yes
- 76.14% No
- 1.02% No response

Do you have the ability to pay rent?

- 45.18% Yes
- 54.31% No
- 0.51% No response

Currently employment status

- 63.45% No job
- 8.63% Permanent job; Part time
- 4.57% Permanent job; Full time
- 4.06% Temporary job; Part time
- 1.52% Temporary job; Full time
- 3.05% Seasonal job; Part time
- 1.52% Seasonal job; Full time
- 13.20% No response

If you can pay rent, what is your affordable range per month?

47.96% \$0-400
11.73% \$401-800
2.55% \$801-1200
0.51% \$1201-1600
37.24% No response

What source of income do you have?

39.09%	Food stamps	1.52%	Other TANF-funded services
24.87%	SSI/SSDI	1.02%	Veterans Assistance/Pension
17.35%	Earned Income	1.02%	Worker's Compensation
12.24%	General Public Assistance	1.02%	Retirement Income from SSA
8.12%	Panhandling	1.02%	Alimony or Other Spousal Support
2.54%	Unemployment benefits	0.51%	TANF transportation services
3.05%	TANF Child Care Services	6.10%	Other
18.78%	None	1.52%	No response
3.55%	Section 8, public housing, or other rental assistance		

Services and Resources

Resource	Is this service available?	Do you use this service?	Do you need this service?
Food Bank	66.50%	49.24%	28.43%
Job Training	36.04%	11.22%	30.46%
Mentorship Program	11.68%	4.57%	24.87%
Life Skills Classes	17.77%	10.20%	24.10%
Bus Passes	28.72%	24.87%	66.50%
Hygiene Programs	37.06%	23.86%	30.96%
Clothing	46.70%	36.55%	46.19%
ID Assistance	21.32%	13.71%	28.93%
Check-In Storage	18.78%	10.66%	32.99%
Public Computers	49.75%	34.52%	24.37%
Mail Box Service	24.87%	11.68%	40.10%
Utilities Assistance	17.77%	7.11%	18.78%
Health service	38.07%	30.96%	37.06%
Dental Service	26.40%	15.23%	52.28%
Mental Health Service	32.49%	15.74%	20.30%
Motel Vouchers	10.66%	2.54%	56.35%
Service/Resource Info	26.90%	16.75%	38.78%
Gas Cards	10.15%	1.52%	25.89%
Emergency Shelter	40.10%	31.98%	41.33%
Other			

Other resources mentioned as a need:

- Affordable housing (5)
- Bike locker (1)
- Blankets (2)
- Bicycle (1)
- Car repair (1)
- Cell phone (2)
- Eye care (1)
- Family reuniting (1)
- Family planning (1)
- Food gift cards (1)
- Laundry (1)
- Legal services (5)
- Restrooms (2)
- Schooling (1)
- Shower house (1)
- Rental assistance (3)

Is there someone supporting you in this time of your life?

45.18% Yes

51.27% No

3.05% No response

What is the #1 service you need the most?

19.80%	Bus passes	5.58%	Clothing	1.02%	Public Computers
9.64%	Emergency shelter	3.55%	Food pantry	0.51%	Mentorship program
8.12%	Job training	3.05%	Mental health service	0.51%	Hygiene programs
7.61%	Dental service	2.54%	ID Assistance	0.51%	Service/Resource info
7.61%	Motel vouchers	1.52%	Gas cards	15.74%	No response
6.09%	Health service	1.02%	Check-In Service		

What is the #2 service you need the most?

11.68%	Bus passes	5.08%	Job training	1.02%	Mentorship program
6.09%	Food pantry	4.57%	Motel vouchers	1.02%	Public computers
6.09%	Dental service	3.05%	Mental health service	1.02%	Mail box service
6.09%	Emergency shelter	2.54%	Hygiene programs	1.02%	Utilities assistance
5.58%	Clothing	2.54%	Check-In Storage	1.02%	Service/Resource info
5.58%	Health service	1.52%	Life Skills Classes	24.36%	No response
5.58%	Gas cards	1.52%	ID Assistance		

What is the #3 service you need the most?

8.63%	Food pantry	3.55%	Job training	1.02%	Mentorship program
8.63%	Clothing	3.55%	Gas cards	0.51%	Life skills classes
7.61%	Bus passes	1.52%	Check-In Storage	0.51%	Utilities assistance
7.61%	Dental service	1.52%	Public computers	0.51%	Mental Health service
6.09%	Motel vouchers	1.52%	Mail box service	0.51%	Service/resource info
4.57%	Emergency shelter	1.52%	Health service	36.55%	No response

For services that are available, are they any that are difficult to access?

31.63% Yes

61.22% No

7.14% No response

If yes, which services do you find difficult to access?

7.61% Bus passes	3.55% Mental health service	1.52% ID Assistance
5.08% Dental service	3.55% Motel Vouchers	1.02% Mentorship program
5.08% Emergency shelter	3.05% Job training	1.02% Check-In Storage
4.57% Food pantry	2.54% Public computers	1.02% Gas Cards
4.06% Mail box service	2.03% Clothing	0.51% Life Skills Classes
4.06% Health service	2.03% Utilities Assistance	69.50% No response
3.55% Hygiene programs	2.03% Service/Resource Info	

Resources

Task Force on Homelessness and Mental Health Services Report

<http://www.cityoffullerton.com/civicax/filebank/blobdload.aspx?BlobID=8420>

A History of Homelessness in Fullerton

Available on the Pathways of Hope website: www.pathwaysofhope.us

Orange County Ten Year Plan to End Homelessness

<http://occommunityservices.org/civicax/filebank/blobdload.aspx?blobid=15449>

