

# Unsheltered Facility Study

CSH x Wake County Housing  
Affordability and Community  
Revitalization



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# Methodology

## People

- **CSH Consulting Team**
- Survey
- Focus Group
- Stakeholder Engagement
- Equity and Inclusion

## Data

- **HACR Data Team**
- Best Available Research
- Community-wide data
- Wake County Examples
- Equity and Inclusion

# Access: Household Type

- Between October 2020 and September 2023, **10,960 households contacted** the Access Hub.
- **1/3 of households** called from a **Literally Homeless Situation**

## Households with Minor Children

- 13% called from a Literally Homeless Situation
- 42% called from a Temporary Living Situation
- 44% called from a Permanent Housing Situation
- 1% called from a situation categorized as Other

## Single Adult Household

- 36% called from a Literally Homeless Situation
- 30% called from a Temporary Living Situation
- 19% called from a Permanent Housing Situation
- 15% called from an Institution

## Adult Only

- 18% called from a Literally Homeless Situation
- 34% called from Temporary Living Situation
- 45% called from a Permanent Housing Situation
- 3% called from an Institution or situation categorized as Other

# Access: Household Type Trends

**Adult only families** rarely enroll emergency shelter together, likely because **no current resources exists** to serve this population.

## Adult Only

2023 PIT: Adult Only households are only accounted for in unsheltered locations.

## Unaccompanied Youth 18-24

- Typically counted among Single Adults or Adult Only Households.
- 2023 PIT: 3 out of 4 Unaccompanied Youth are Unsheltered.
- Consistent with research that shows youth are typically averse to traditional, congregate shelter.

## Households with Minor Children

- Median Wait Time for Emergency Shelter: 29 days
- Families larger than 2 wait between 30 and 66 days
- Median Family Size: 3 people
- Between 10/1/22 and 9/30/23: 15% of Family Shelter Referrals resulted in an Enrollment
- 20% of Family Households are referred to more than one intervention

## Single Adult Household

- Median Wait Time for Emergency Shelter: 4 days
- 2023 PIT: 36% of people experiencing homelessness in Wake are Chronically Homelessness (nationally it's 30%), and of those 93% are single adults.

Chronically homeless single adults are **five times more likely** to be unsheltered.

# Access: Community Outreach Survey

## Lessons from People with Lived Expertise

**What barriers have you experienced while trying to access a shelter in Wake County?**

**• Top 3 Responses:**

- Lack of Availability/No Beds
- Shelter wouldn't let me keep my personal belongings
- Shelter required agreement terms that I was uncomfortable with

**If you accessed shelter, were you able to receive appropriate supportive services?**

- 68% responded Yes
- 32% responded No

**Based on your experience, what can be done to improve access to shelters?**

- Health Services
- Let people keep their stuff
- Available Beds
- Help during the day
- Counseling services

# Access: Community Outreach Focus Groups

## Lessons from People with Lived Expertise

### Accessibility

- Frustration with accessing the services and housing
- Significant challenges speaking to a live person on the phone
- Higher barriers for those without a phone.

### Family Structure

- Shelter requires choosing to separate family.
- Teenage boys told they would need to enter a men's shelter or a group home.
- Families choose to stay on the street

### Day Time Hours

- Over 60% of participants expressed the need for an adequate day services.
- Most spend days occupying public places until asked to leave.
- Shame of walking around with belongings.

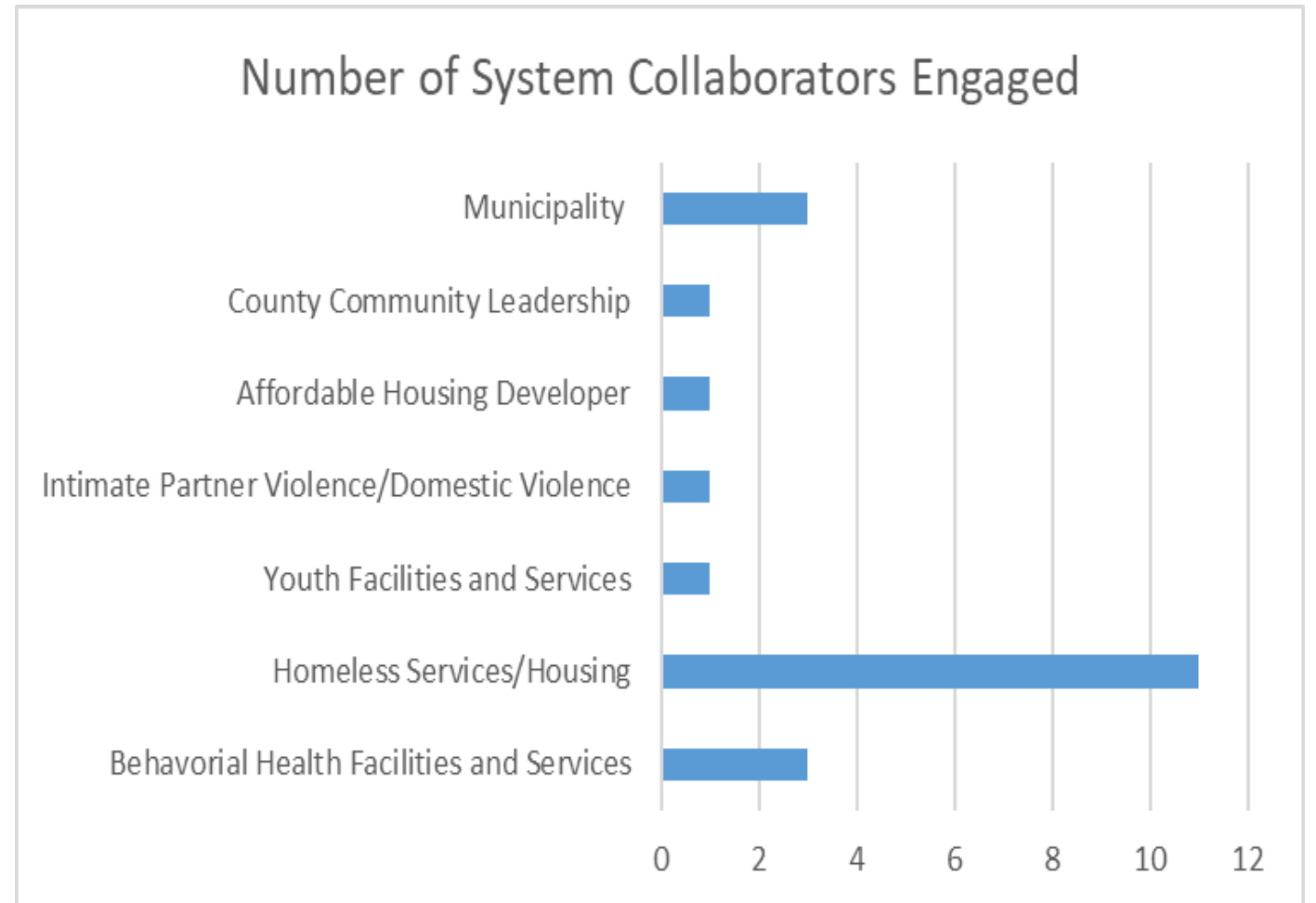
### Empathy

- People with Lived Experience consistently reported a lack of empathy while attempting to gain access to the shelter system.

# Access: Community Outreach

## Stakeholder Interviews

- 20 stakeholder groups engaged
- Range of agencies, governments and leaders participating in the homeless services system
- Sought understanding of trends, challenges, and opportunities



# Access: Community Outreach

## Stakeholder Interview Trends

- 1 • Community needs more emergency shelter for multiple target populations.
- 2 • Comprehensive, Integrated Care including Behavioral Health is greatly needed within the shelter response
- 3 • Increase Funding for Case Management within the Shelter Facilities for Empowerment and Positive Transitions
- 4 • White Flag: Community needs 1- 2 places for Safe Drop In with No Restrictions
- 5 • Communication & Connectivity: Room to Increase Partnership & Cross sector collaboration



# Access: Crisis Response

## Existing Bed Count and Type

### Facility-Based

- Single Men: 163 beds
- Single Women: 127 beds
- Households with Minor Children: 30 units
- All Congregate

### Hotel/Voucher Based

- Households with Minor Children: 27 units
- Non-Congregate

### Drop In

- Bridge 2 Home:
  - Women's Drop-In: 40 beds
  - Men's Drop-In: 70 beds
- Seasonal: 100 beds
- All Congregate

Estimated Gap	Family Beds	Individual Beds	Total Beds
At Current System Performance	93	257	350
At Ideal System Performance	31	86	117

# Recommendation: Drop In Shelter Accessible. Housing First. Harm Reduction

- **Defined**

- A permanent space offering same-day emergency shelter access on a night-by-night basis, without restrictions
- Operating using a Housing First and Harm Reduction approach, leveraging a Progressive and/or Assertive Engagement approach to service delivery.

- **Population(s):**

- Unaccompanied Youth, Unsheltered Households, Chronically Homeless Households, Adult Only Households

- **Examples:**

- Bridge to Home-Healing Transitions Drop In Shelter Pilot
- White Flag Seasonal Drop-In Shelter (Permanent Location Needed)
- Pride Haven: Kansas City, Missouri

# Recommendation: Non-Congregate Shelter Proven. Adaptable. Inclusive.

- **Defined:**

- Leverage individual units for households experiencing homelessness; offer private rooms rather than shared spaces typically associated with traditional Emergency Shelter.
- Can include dedicated shelter space or hotel voucher accommodations

- **Population(s):**

- Households with Minor Children, Unaccompanied Youth, Unsheltered Households

- **Examples:**

- Hotels to Housing (*2021 NaCo Award Winner*)
- California's Project Room Key
- King County, Washington; Washington State

# Recommendation: Day Services Engagement. Respite. Stability.

- **Defined:**
  - Offer respite from weather while also providing on-site or referral services that are consistent, adaptable, and, most importantly, voluntary.
  - Day Service Centers are most effective when resources and services are consistent, adaptable, and most importantly, optional.
  - Research shows that voluntary service participation is more effective at ending a households' homeless episode than mandatory service participation.
- **Population(s):**
  - All populations experiencing homelessness
- **Examples:**
  - San Diego Navigation Centers

# Recommendation: Wholistic Solutions

## Crisis Response paired with Permanent Housing

- **Defined**

- Crisis response resources for unsheltered populations should be planned and executed with consideration of permanent housing resources to support the pipeline of economic mobility.

- **Population(s):**

- All populations experiencing homelessness

- **Example:**

- Bridge to Home (*2023 NaCo Award Winner*)
- Results:
  - B2H successfully served 923 households with over 1,800 separate services.
  - Increased exits to permanent housing by 17%, exits with more income by 50%, and access to benefits by 124%

# Lessons From the Field: Coordination to Meet System Needs

- Urban Ministries Women's Shelter Extension
- Wake Prevent!
- Oak City Cares Multi-Services Center
- South Wilmington Street Men's Center
- Hotels to Housing Optional services; housing first
- Bridge to Home
- Healing Transitions Drop-In Shelter Pilot

# Next Steps:

