

# Knoxville Homeless Management Information System

Annual Report  
2018



SOCIAL WORK OFFICE OF  
RESEARCH & PUBLIC SERVICE

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# The University of Tennessee College of Social Work Office of Research and Public Service

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# 2018 Knox Homeless Management Information System Annual Report

The Knox Homeless Management Information System (KnoxHMIS) Annual Report has been completed every year since 2007. This report provides information on persons who accessed a service from one of 20<sup>1</sup> KnoxHMIS' partner agencies for the 2018 calendar year (January—December 2018). It should be noted that individuals included in this report represent all four types of homelessness as defined by the United States Department of Housing and Urban Development (HUD). This includes both literal homelessness and at imminent risk of losing housing.

KnoxHMIS partners recorded 9,183 persons reporting homelessness in 2018. **The overall active clients (N=9,183) increased by 3% when compared to the 8,938 reported in 2017. The number of new clients increased by 1%.** The reasons for these percentage change in overall clients reported as well as both new and continuing clients are examined in the body of this report.

This report is divided into 5 sections that include:

- (1) an executive summary,
- (2) new clients to KnoxHMIS partners,
- (3) active clients (including new persons and those continuing engagement from previous year),
- (4) subpopulations of active clients (i.e. families, unaccompanied youth, veterans, persons experiencing chronic homelessness as defined by HUD, street homeless, and seniors), and
- (5) case collaboration and performance measures.

This report is meant to provide a clearer picture of homelessness in Knoxville so our community can continue to develop and implement an informed community response.

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<sup>1</sup> KnoxHMIS partner agencies include: Catholic Charities of East Tennessee, Compassion Coalition, C.O.N.N.E.C.T. Ministries, Family Promise of Knoxville, The Helen Ross McNabb Center, Knoxville-Knox County Community Action Committee, Knoxville's Community Development Corporation, Knox County Public Defender's Community Law Office, Knox Area Rescue Ministries, Knoxville Leadership Foundation, Mental Health Association of East Tennessee, Parkridge Harbor/Positively Living, Salvation Army, Steps House, Volunteer Ministry Center, Volunteers of America, and YWCA Knoxville & the Tennessee Valley.

## Executive Summary

### 2018 KnoxHMIS Percentage Change

# +3%

increase in total clients  
(N=9,183).

# +1%

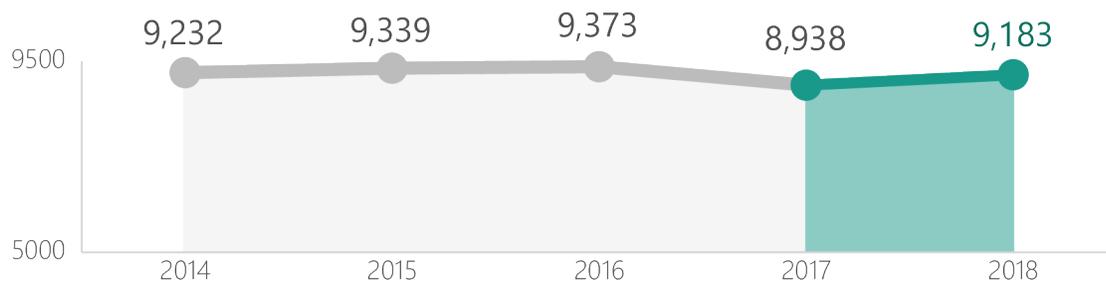
increase of new clients  
(n=3,638).

# +4%

increase in continuing clients  
(n=5,542).

Source: 2018 KnoxHMIS Annual Report

### Five-Year Comparison of Total Active Clients



Source: KnoxHMIS Annual Report 2018

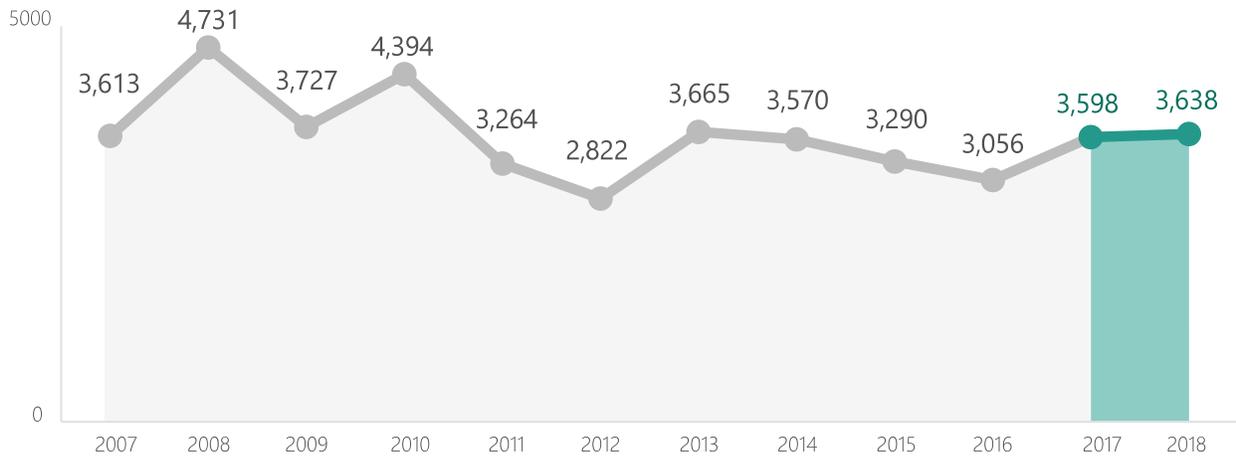
### Additional Facts

- 69% (n=4,230) of households (n=6,135) have a last zip code of permanent address in Knox County.
- 42% (n=1,542) of new client are entering services through emergency shelter.
- 17% (n=1,617), report disability, which is a 6% increase from 2017 (11%).
  - 34% (n=343) of persons reporting disability indicated a mental health diagnosis.
  - 54% (n=876) of all persons reporting a disability diagnosis do not have health insurance.
- 12% (n=1,141) report domestic violence:
  - with 77% (n=880) female domestic violence victims/survivors, 22% (n=253) male, <1% (n=5) transgender, <1% (n=3) null gender domestic violence victims/survivors;
  - and 28% (n=198) family head of households (n=716).
- 10% (n=958) of active clients had case notes entered by providers.
- 64% (n=1,886) of housing exits were to positive housing destinations.
- The average time to housing for rapid re-housing was 52 days.
- The average duration in permanent supportive housing was 1,200 days.

# 2018 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 2018 who have not previously accessed resources in years prior.

## Year-to-year Comparison of New Clients in KnoxHMIS



Source: KnoxHMIS Annual Report 2018

The 1% increase in the number of new clients may be due to continued growth of new partner programs primarily among street outreach programs and youth-specific services.

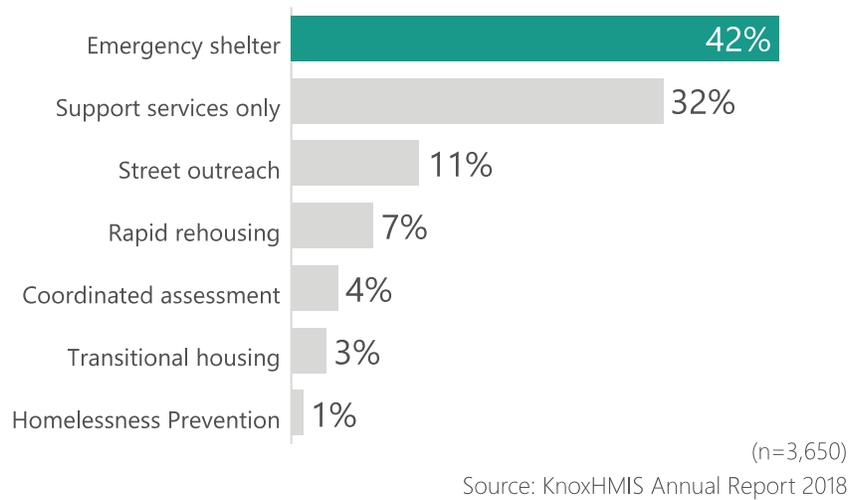
## 2018 Housing Status of New Clients



Source: KnoxHMIS Annual Report 2018

**2018 Housing Status of New Clients** illustrates the different housing statuses of individuals included in the clients new to KnoxHMIS in 2018 (n=3,638). Forty percent (n=3,638) of all individuals accessing services (N=9,183) who were new to KnoxHMIS, of which 92% were literally homeless. Additionally, 8% (n=299) of new clients were individuals at risk of homelessness and accessed homeless prevention and/or supportive services.

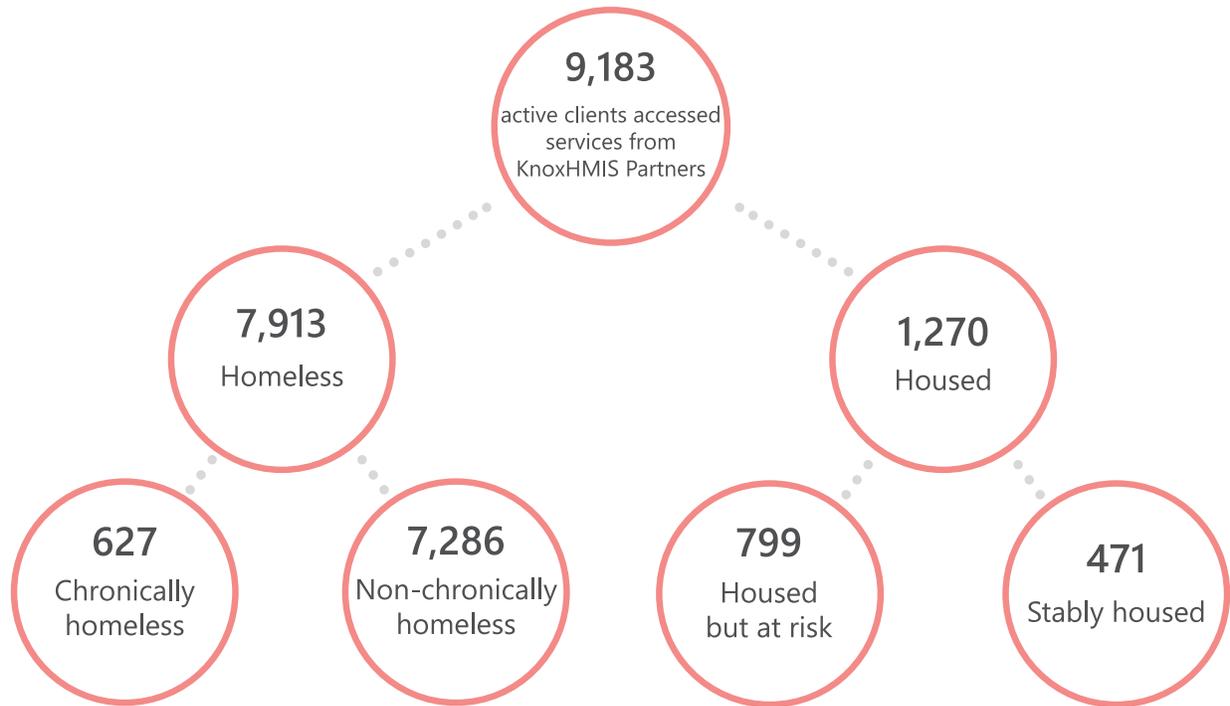
## Service Entry Point of New Clients Added to KnoxHMIS in 2018



**Almost half of new clients (42%; n=1,592) enter services through emergency shelters.** Approximately 30% (n=1,098) of clients new to homelessness are not necessarily going to the streets or to shelters, but instead they are tapping into safety net resources through supportive services. It is important to note that although an individual enters through one program type, they may be accessing multiple services simultaneously (e.g. accessing supportive services and staying in emergency shelter).

# 2018 Active Clients

## 2018 Housing Status of Active Clients

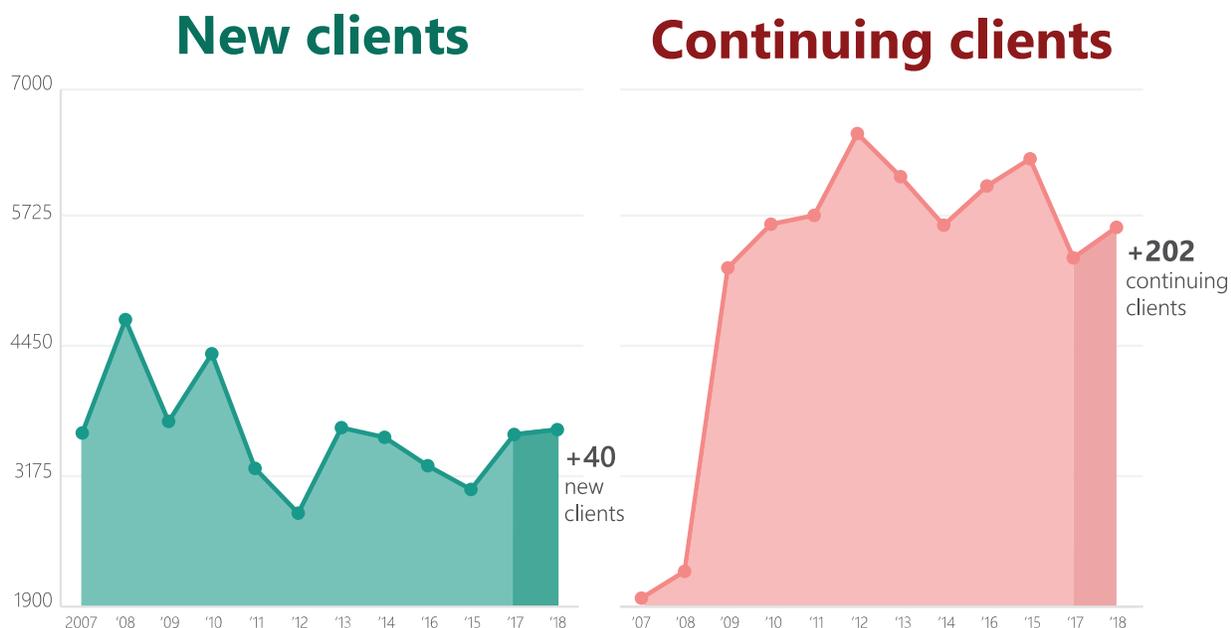


Source: KnoxHMIS Annual Report 2018

"Active clients" are individuals either receiving services from KnoxHMIS partner agencies or having an entry/exit into a partner agency program in the year 2018. This *includes "new clients" and clients continuing to be engaged in services from the prior year.*

**2018 Housing Status of Active Clients** shows the housing status of all active clients in 2018. Between 2017 (N=8,938) and 2018 (N=9,183), there has been 3% increase among active clients. While 86% (n=7,913) of active clients are homeless, 14% (n=1,270) are housed, having been formally homeless or are housed but at imminent risk of becoming homeless, while continuing to receive supportive services to stabilize housing.

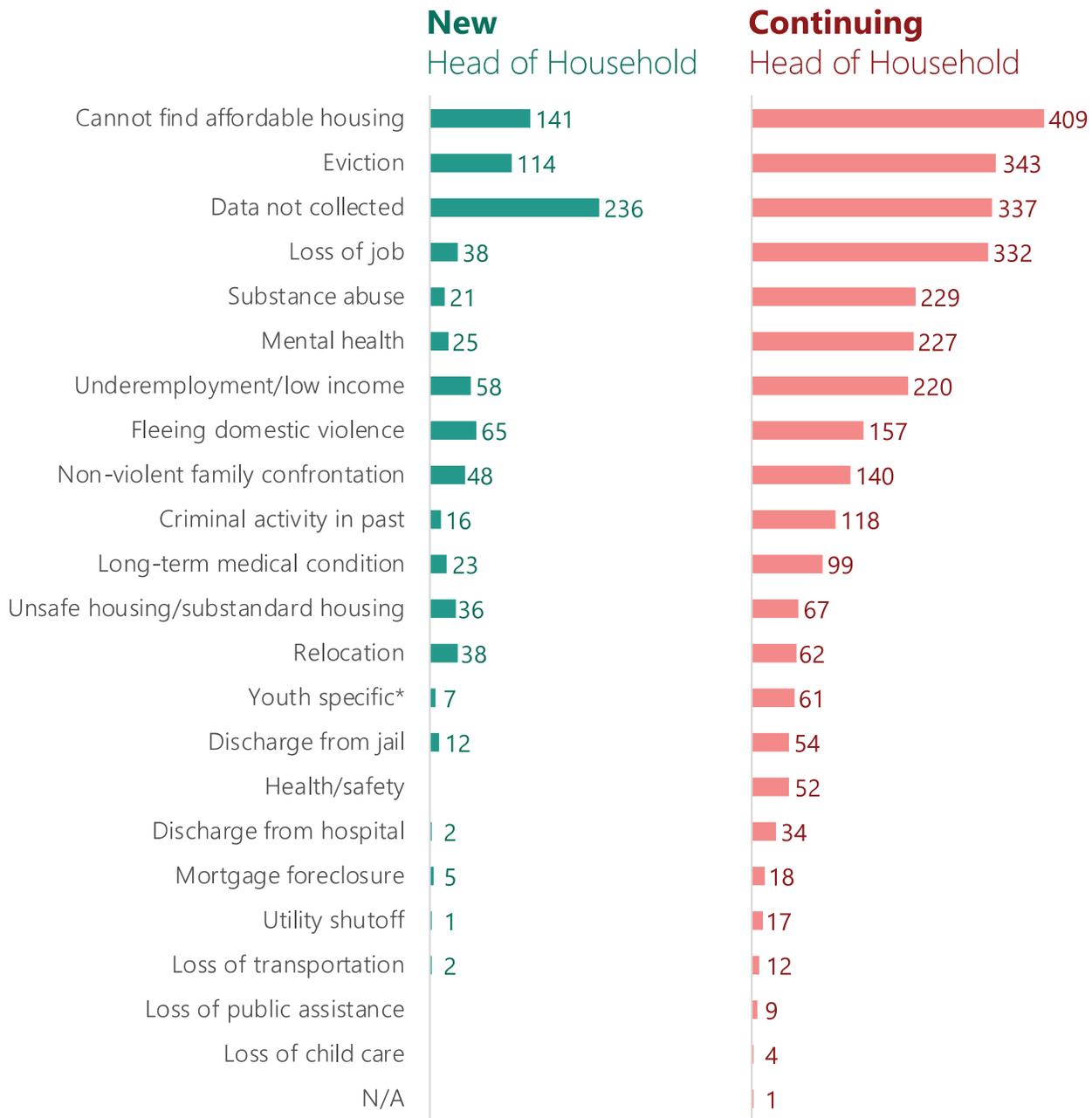
## Count of Active Clients (2007-2018) by Subset



Source: KnoxHMIS Annual Report 2018

**Count of Active Clients (2007-2018) by Subset** 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 increase in active clients since 2007 is potentially indicative of improvements in agency data quality, increased utilization of KnoxHMIS, and the additional new partner agencies since 2013 – not necessarily an increase in the number of individuals experiencing homelessness or at-risk of homelessness.

## 2018 Causes of Homelessness as Reported by Head of Household



(n=3,928)

Source: KnoxHMIS Annual Report 2018

\*Runaway, parent relationship, aged out of foster care

**2018 Causes of Homelessness as Reported by Head of Household** delineates the causes of homelessness (or *primary reason for homelessness*) among active *head of household* clients, both those new and continuing services. Overall, the top three reasons *reported* for homelessness by head of household (n=3,928) were: cannot find affordable housing (26%), loss of job (23%), and substance use (9%). Variables labeled as "YOUTH SPECIFIC" reflect data from youth only programming (such as runaway homeless youth or youth street outreach). "NULLS" reflect data not captured at program intake. Nulls are not included as "reported." Null results for continuing clients are n=498, and for new clients, null results are n=1,650. 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.

## 2018 Residence Prior as Reported by Adults



**2018 Residence Prior<sup>2</sup> as Reported by Adults** delineates the most recent living situation prior to program entry among adult (ages 18 and older) clients. Thirty-seven percent of active adults *reported* a residence prior that could have been addressed through homeless prevention services (i.e. residence prior of owning a home (1%), renting a property (14%), or staying/living with family/friends (30%)). Twenty-nine percent (n=2,234) were unsheltered locations such as a public place, car, abandoned building, or camping outdoors.

<sup>2</sup> 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 2018

### Ethnicity

Ethnicity	Male* (n=5,043)	Female* (n=3,964)	Null Gender (n=176)	Active Clients (n and percent)
Non-Hispanic/Non-Latino	4,554	3,667	3	8,224 (90%)
Hispanic/Latino	128	101	1	230 (3%)
Null	361	196	172	729 (8%)

**90%**  
Non-Hispanic/Non-Latino

### Race

Race	Male (n=5,043)	Female (n=3,964)	Null Gender (n=176)	Active Clients (n and percent)
White	3,148	2,474	1	5,623 (61%)
Black or African American	1,449	1,225	1	2,675 (29%)
Other	81	61	0	142 (2%)
Null	365	204	174	743 (8%)

**61%**  
White

### Ages

Ages	Male (n=5,043)	Female (n=3,964)	Null Gender (n=176)	Active Clients (n and percent)
0-17	621	644	6	1,271 (14%)
18-24	374	441	1	816 (9%)
25-55	2,755	2,173	5	4,933 (54%)
56-61	670	344	3	1,017 (11%)
62+	623	362	0	985 (11%)
Null age	0	0	161	161 (2%)
Mode	53	38	-	53
Mean	41	37	-	39
Standard Deviation	18.25	18.45	-	18.50

**54%**  
Aged 25-55

Source: KnoxHMIS Annual Report 2018

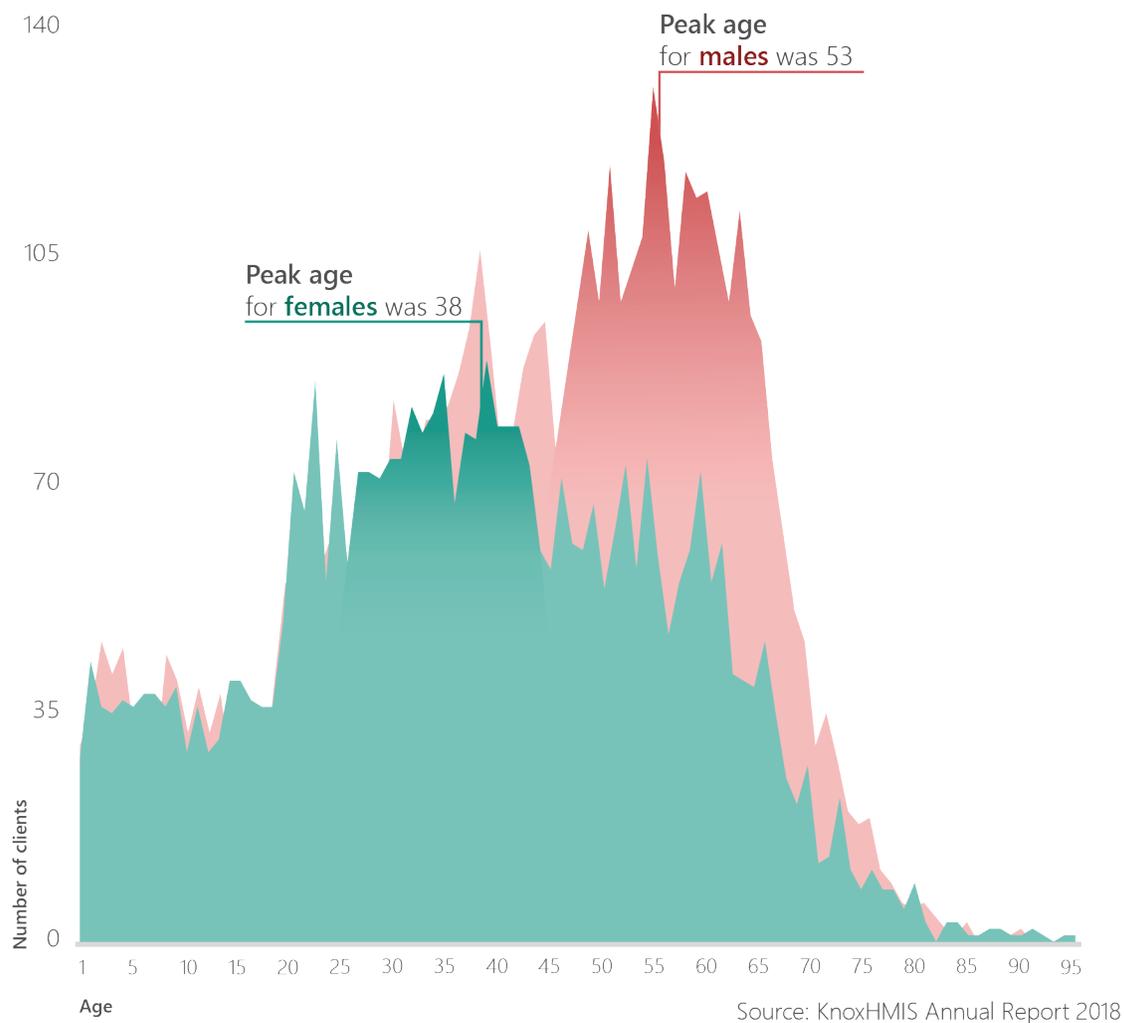
\*For the purpose of this report, those who identified as *Transgender Male to Female* have been counted as *female*, and those who identified as *Transgender Female to Male*, have been counted as *male*.

The tables represent demographic information on active clients in 2018. The tables present the percentage of all active clients and delineates age, race, and ethnicity demographics into gender categories. The percentage breakdown for gender, race, and ethnicity are consistent with the 2017 data. Further, KnoxHMIS data reflects that 29% of active clients are African American. Notably, Knox County's population is comprised of 9% African American individuals<sup>3</sup>. Approximately 17% of Tennessee's total population identifies as African American<sup>4</sup>. Therefore, a disproportionate percentage of individuals experiencing homelessness in both Knox County and the state of Tennessee are African American

<sup>3</sup>United States Census Bureau (June 2019). Retrieved from <https://www.census.gov/quickfacts/TN/knoxcounty>

<sup>4</sup>United States Census Bureau (June 2019). Retrieved from <https://www.census.gov/quickfacts/TN>

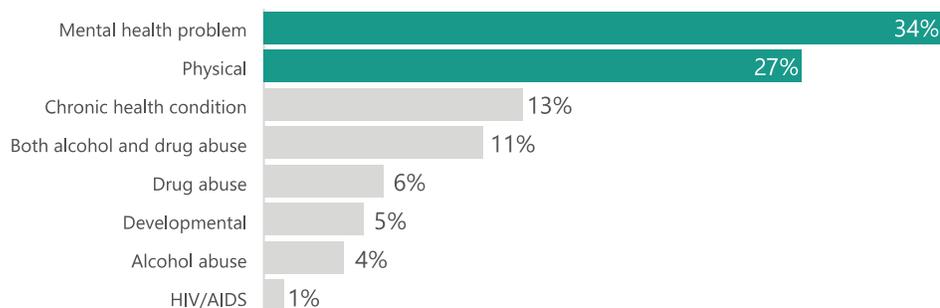
## Age Distribution of Active Clients in KnoxHMIS in 2018



In 2018, the **average** age for all clients was 39 (age 37 for females, age 41 for males). Of interest is the **peak age concentration** (mode) for women experiencing homelessness is age 38, which is 15 years younger than the peak age concentration for men which is age 53. The peak age concentration for all clients is 57. Standard deviation (defining the dispersion of values within the data set) for men and women is 18.50, for men it is 18.25, and for women it is 18.45.

## Disability Types of Active Clients in KnoxHMIS in 2018

**17%**  
of active clients  
report having a  
**disability**



Percentages do not equal 100% because respondents could have multiple selections.

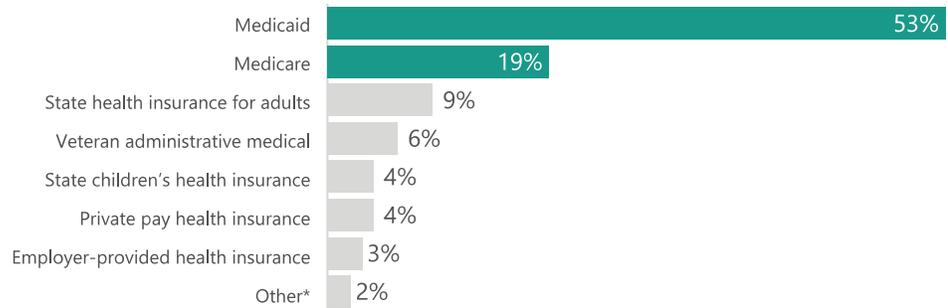
(n=1,617)

Source: KnoxHMIS Annual Report 2018

**Disability Types of Active Clients in KnoxHMIS 2018** shows the number of active clients with a reported disability. In 2018, 17% (n=1,617) of active clients reported having a disability, which is a 6% increase of disability reported in 2017 (n=1,005). **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 is 43% (n=3,920). The discrepancy is likely due to partner agency data quality issues regarding the definition of “disability.”** 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 children in the household. Further, disability data is typically captured during the client intake, when the client may not feel comfortable sharing disability information. 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. It is also of interest that 54% (n=876) of all persons reporting a disability (n=1,617) diagnosis have health insurance, while 46% (n=741) do not have health insurance.

## Health Insurance Types of Active Clients in 2018

**22%**  
of persons  
experiencing  
homelessness  
**have insurance**



Percentages do not equal 100%

because respondents could have multiple selections.

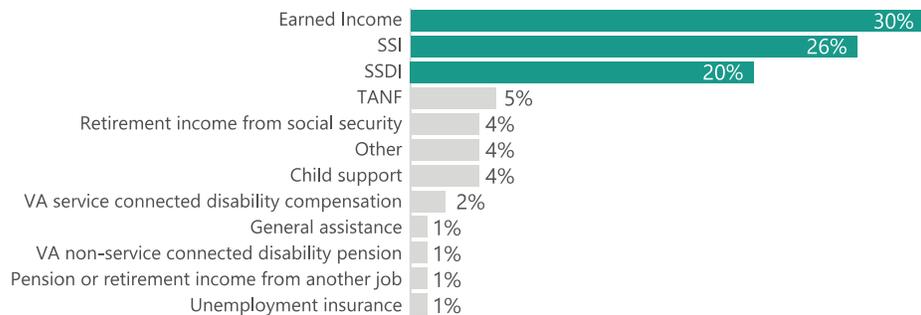
(n=2,052)

\*Other includes Other, COBRA, and Indian Health Services program Source: KnoxHMIS Annual Report 2018

**Health Insurance Type of Active Clients 2018** illustrates types of insurance accessed by persons experiencing homelessness. In 2018, 22% (n=2,052) of persons experiencing homelessness reported having insurance, which is a 5% decrease of insurance reported in 2017 (n=2,410). The total persons accessing insurance is likely underreported. Insurance information is collected on adults and children under 18. Because more than one insurance type can be reported, insurance type counts will be greater than the total who reported insurance coverage.

## Income Type Reported by Head of Household in 2018

**30%**  
of heads of  
households  
report having  
income



Percentages do not equal 100% because respondents could have multiple selections.

(n=2,769)  
Source: KnoxHMIS Annual Report 2018

**Income Type of Head of Household 2018** illustrates types of income accessed by persons experiencing homelessness. In 2018, 30% (n=2,769) of heads of households experiencing homelessness reported having income, which is consistent with the 30% reported in 2017 (n=1,658). Income reported is likely low due to reluctance to report income at program entry and data quality issues. Only five of the 20 KnoxHMIS partners are HUD funded, which requires detailed income information.

# 2018 Subpopulations of Active Clients

Six subpopulations (families, youth, veterans, chronically homeless, street homeless, and seniors) are included in the KnoxHMIS Annual Report because they are either a national or a local priority initiative. Addressing *Street* and *Senior* homelessness are local partner priorities. Ending family, youth, veteran, and chronic homelessness are national initiatives issued by the United States Interagency Council on Homelessness, *Revising and Strengthening the Federal Strategic Plan to Prevent and End Homelessness*<sup>5</sup> (2017).

According to the United States Interagency Council on Homelessness *Home, Together* (2018), has helped drive significant national progress such as a reduction in overall homelessness including reductions in family, chronic, and veteran homelessness—but there is much more work ahead. **This section looks at both changes in subpopulations year to year (both active and continuing) and details characteristics of the subpopulations in comparison to the overall number of active clients served in KnoxHMIS during 2018.** Various factors affect changes in the subpopulations such as the amount of funding designated to services, mandated data reporting and input, and data quality can increase or decrease the number included in a subpopulation.



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<sup>5</sup>For more information, see the full United States Interagency Council on Homelessness, *Home, Together* at <http://www.usich.gov/home-together>

## Summary — Subpopulations<sup>6</sup> of Active Clients in KnoxHMIS in 2018

compares the number of individuals categorized into subpopulations of all active clients served by KnoxHMIS, both new and continuing, between 2017 and 2018.

### Subpopulations of Active Clients 2018

Subpopulation	2017 (N=8,938)	% of Active Clients	2018 (N=9,183)	% of Active Clients	Year to Year % Change
Individuals in Families	1,784 (641 families)	20%	2,246 (716 families)	25%	+5%
Youth	747	8%	815	9%	+1%
Veterans	799	9%	774	8%	-1%
Chronically Homeless	461	5%	627	7%	+2%
Street Homeless	1,421	16%	1,899	21%	+5%
Seniors	881	10%	995	11%	+1%

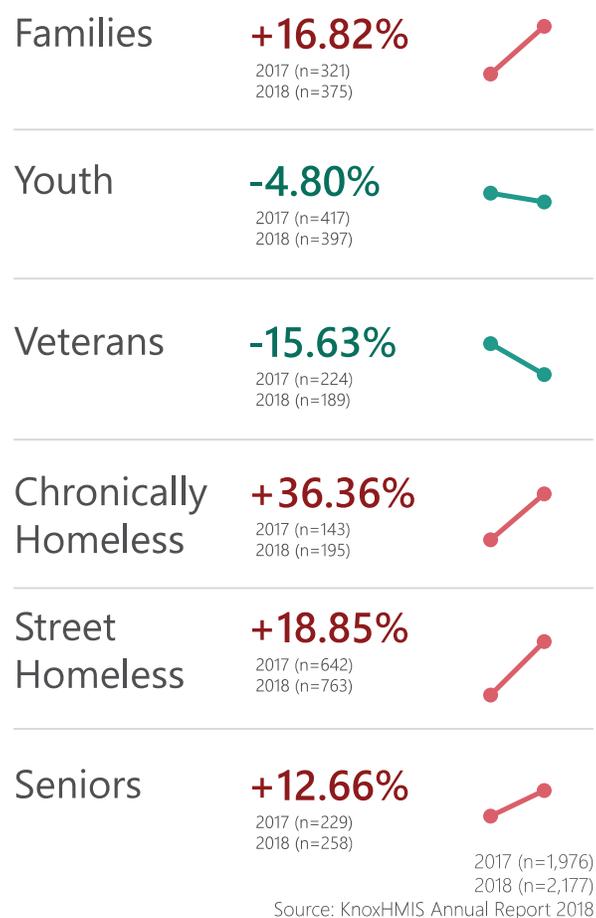
Source: KnoxHMIS Annual Report 2018

<sup>6</sup>Subpopulations 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.

## New client subpopulations<sup>7</sup> comparison 2017 to 2018

shows the number of individuals categorized into subpopulations of those who were newly entered into KnoxHMIS between 2017 and 2018. It illustrates the growth rates among each of the subpopulations. 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 new clients added to KnoxHMIS for the same year.

## New client subpopulations comparison 2017 to 2018



The increase in **families** (i.e. households with minor children) may be due to increased funding specifically to programs designated to rapidly re-house persons with families that are new to homelessness.

The decrease in **youth** (i.e. persons 12–24 who are unaccompanied and serving as their own head of household) may be due to staff turnover, transitional housing relocation during the report period, and case management wait lists.

The decrease in **veteran homelessness** may be due to designated funds from the Department of Veteran's Affairs specific to homelessness prevention and rapid rehousing for veterans and families as well as mandated reporting in HMIS<sup>8</sup>. This mandate to report and improved coordination allows for verification of self-reported veteran status.

The increase in **chronically homeless** (i.e. an unaccompanied individual with a disabling condition who has been homeless and living continuously for at least 12 months or on at least 4 separate occasions in the last 3 years, as long as the combined occasions equal at least 12 months) is most likely due to a better capturing of data as well as compounded time of persons served by KnoxHMIS partners— that is to say that those clients who remain in KnoxHMIS may, over-time, develop higher levels of acuity and needs due to increased duration of homelessness.

The increase of **street homelessness** (i.e. persons living in places not meant for human habitation such as camping, living in their car, etc.) may be due to an increased community effort to engage street homeless through street outreach workers and shelter. Further, data input among street outreach workers has improved and increased youth outreach has impacted this number.

The increase in **seniors** (i.e. persons age 62+) experiencing homelessness may be due to persons who are in the KnoxHMIS system that have aged into being designated as a senior.

<sup>7</sup>Subpopulations were determined by priority initiatives as designated by the U.S. Department of Housing and Urban Development, the Department of Veteran Affairs, Family and Child Services Bureau, Knoxville City government, Knox county government, and KnoxHMIS partner agencies.

<sup>8</sup>U.S. Department of Veteran's Affairs (2017). VA Medical Center Participation in the Continuums of Care Coordinated Entry System

(VAIQ#7844648). Retrieved from <https://www.hudexchange.info/resources/documents/VA-Participation-in-Coordinated-Entry-Guidance.pdf>

## Homeless Subpopulations

# Family Characteristics

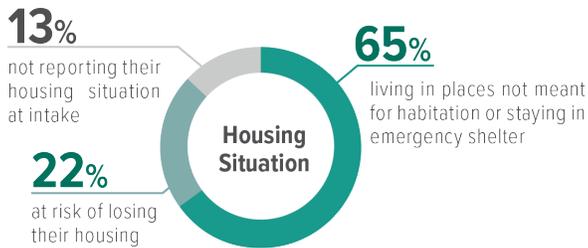
**Families** are defined by KnoxHMIS as: households consisting of a minimum of two individuals, at least one must be under age 18.

**716** total households

Leading reported causes of homelessness

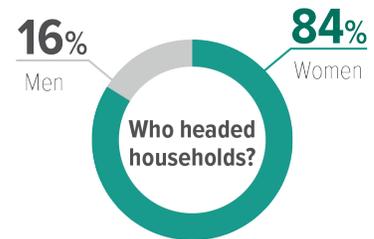


 Most are literally homeless

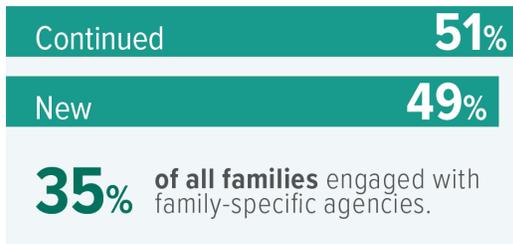


3% of all families were chronically homeless

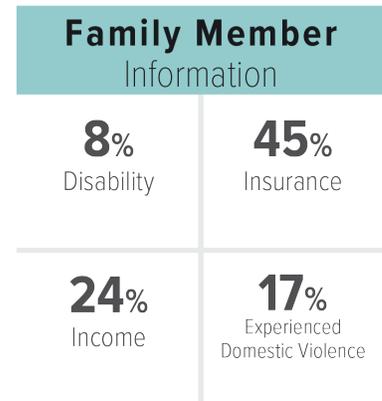
 Households



 Engagement with Agencies



Agencies include: Knoxville-Knox County Community Action Committee Project Succeed and Families in Need, Family Promise, Knox Area Rescue Ministries Family Emergency Shelter, Salvation Army Joy Baker Center, and Helen Ross McNabb Center: Pleasantree, Maple Grove, Willows, and Homeless Family Services.



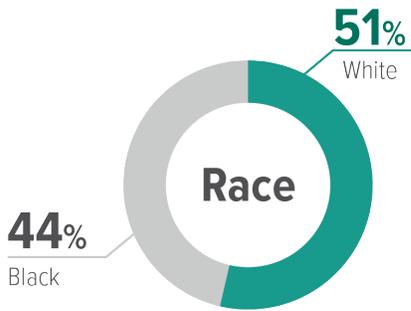
# Family Characteristics

This data is a summary of individuals in families.

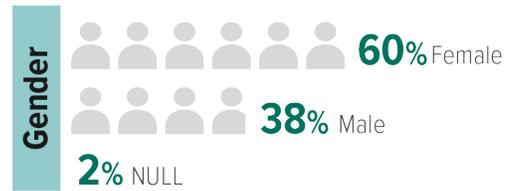
**2,246** total individuals in families  
 (24% of all active KnoxHMIS clients [n=9,183])



More were white and not Hispanic

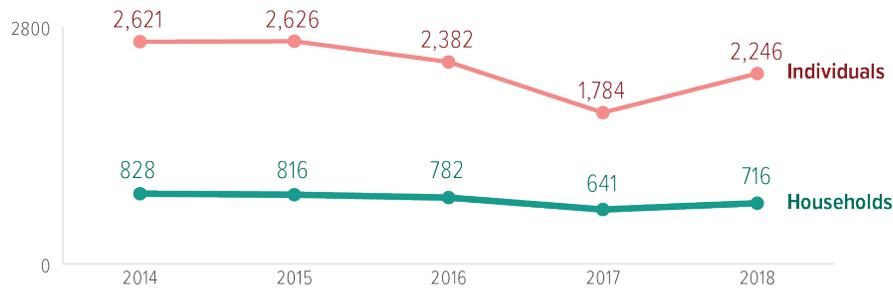


Most identified as female



**Race:** 2% NULL 1% American Indian or Alaska Native 1% Data not collected  
**Ethnicity:** 93% Non-Hispanic 4% Hispanic 3% NULL

## Families 5-year comparison



# Unaccompanied Youth Characteristics

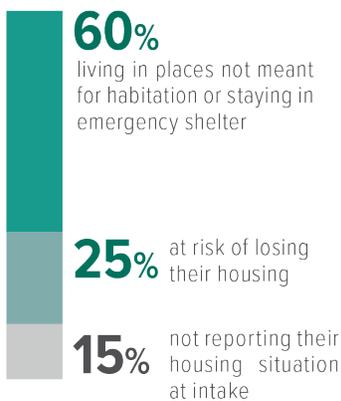
**Unaccompanied Youth** are defined as: persons ages 12 through 24 on their own without a parent or guardian (as per federal HEARTH Act and Runaway Homeless Youth Act guidance.)

**815** / 9,183  
 (9% of all active KnoxHMIS clients served in 2018.)

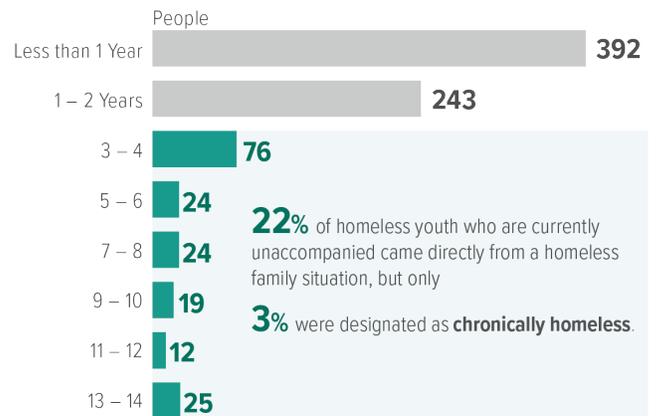
Leading reported causes of homelessness



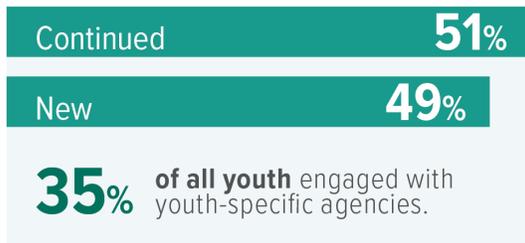
## Housing Status



## Duration in KnoxHMIS

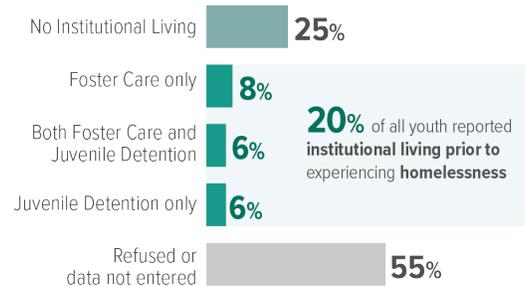


## Engagement with Agencies



Agencies include Helen Ross McNabb Center; Youth LINC; Host Homes Prevention; Youth Street Outreach; Knoxville-Knox County Community Action Committee Youth WINS

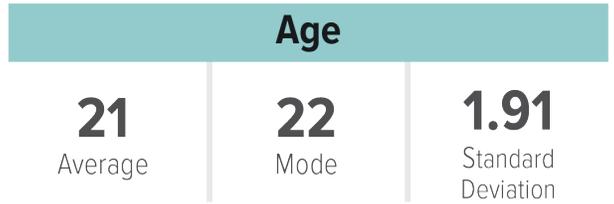
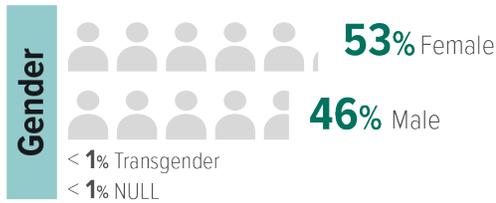
## Institutional Living\*



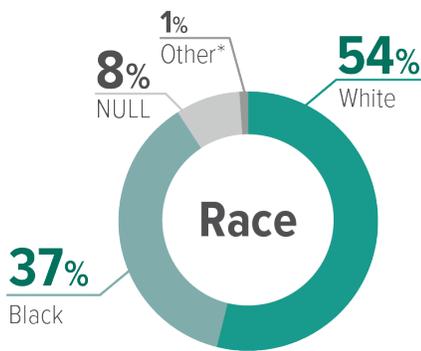
\*Numbers are under-reported due to 55% null data.

# Unaccompanied Youth Characteristics

More identified as female



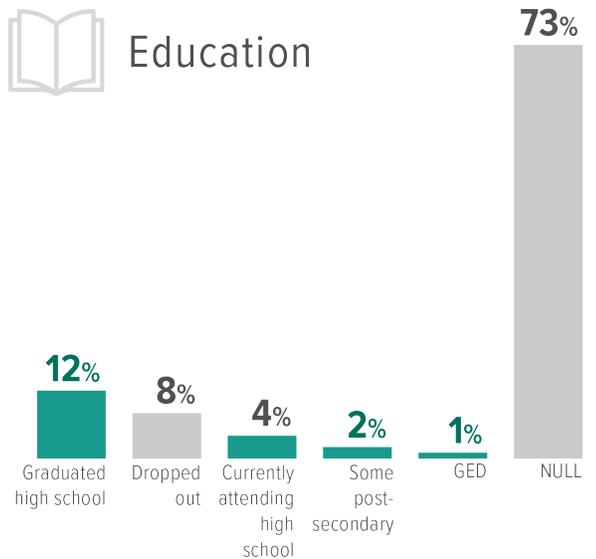
Most youth were white and not Hispanic



\*Other Race: <1% American Indian/Alaskan Native <1% NULL  
 Ethnicity: 87% Non-Hispanic 5% Hispanic 9% NULL

## Education

Unaccompanied Youth 5-year Comparison



# Veteran Characteristics

**Veterans** are defined by KnoxHMIS as: any person who self-reports they were enrolled in or actively serve in the United States Armed forces. Veteran status is not dependent on a person's military discharge status. A dishonorable discharges limits eligibility for certain Vetarn Affairs benefits and programs, but a person is still a veteran in KnoxHMIS.

**774** / 9,183  
 (8% of all active KnoxHMIS clients served in 2018.)

## Leading reported causes of homelessness

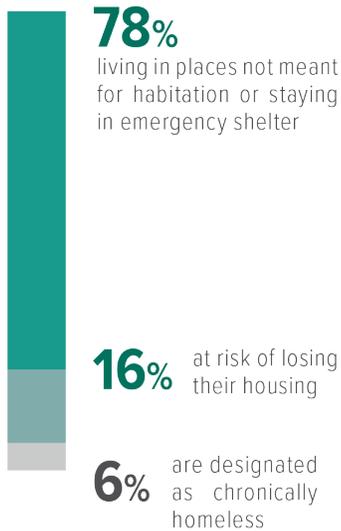
**13%**  
lost job

**13%**  
could not find affordable housing

**12%**  
were evicted



## Housing Status



## Engagement with services

Continued **76%**

New **24%**

**43%** of all veterans engaged with veteran-specific services.

Services Accessed: STEPS House, Knoxville's Community Development Corporation HUD VASH, Volunteers of America, Helen Ross McNabb Center, Cedar Crossing, Middlebrook Pike, and Washington Pike.

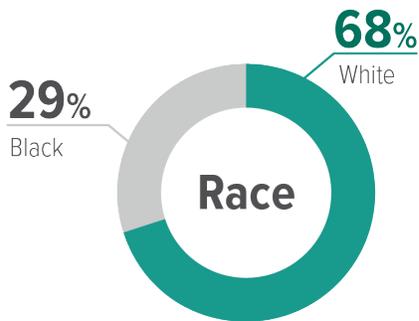
# Veteran Characteristics

Most identified as male



Age		
<b>54</b> Average	<b>63</b> Mode	<b>13.15</b> Standard Deviation

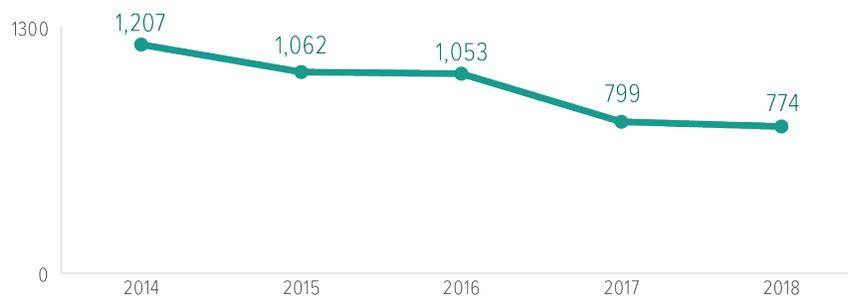
Most were white and not Hispanic



Information		
<b>18%</b> Disability	<b>21%</b> Insurance	<b>7%</b> Experienced Domestic Violence
<b>27%</b> Income	<b>72%</b> Earned Income	<b>58%</b> Veteran Connected Disability Compensation/Pension

**Race:** 1% American Indian or Alaska Native 1% NULL  
**Ethnicity:** 98% Non-Hispanic 1% Hispanic <1% NULL

## Veterans 5-year comparison



# Chronic Homelessness Characteristics

**Chronic Homelessness** is a characteristic of an individual’s homelessness experience and is defined by the United States Department of Housing and Urban Development as an individual or family who has been living in a place not meant for human habitation, safe haven, or emergency shelter continually for at least a year or has had at least four separate occasions of homelessness in the last three years and is the head of household in a family or the individual has a diagnosable disabling condition.

**627** / 9,183

(7% of all active KnoxHMIS clients served in 2018.)

## Leading reported causes of homelessness

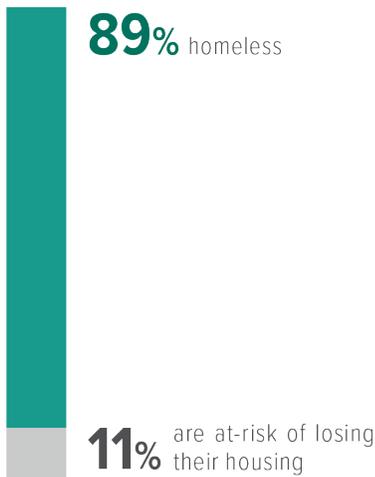
**11%**  
mental health

**10%**  
could not find affordable housing

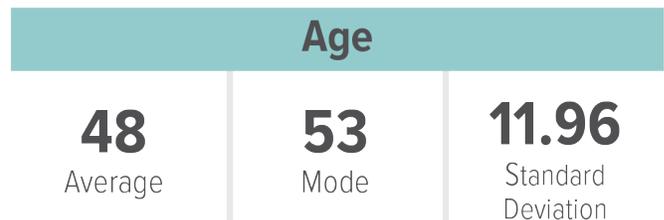
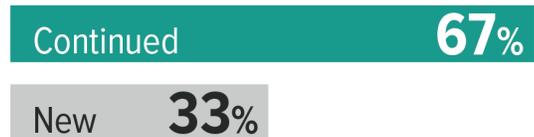
**8%**  
lost job



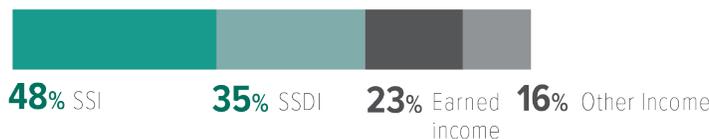
## Housing Status



## Engagement



**45%** report an income with the most common being **SSI** or **SSDI**.



**Income:** 5% Veteran Administration, 5% TANF, 3% Retirement, 1% Child Support  
Percentages do not equal 100% because individuals may receive income in multiple categories.

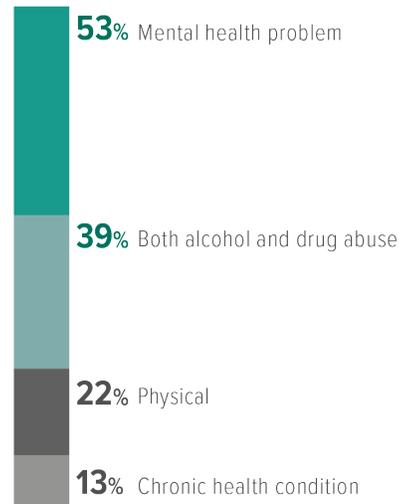
# Chronic Homelessness Characteristics

Most identified as male



Gender: 1% Transgender Female (male to female)

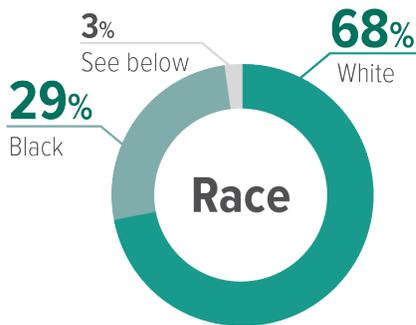
**56%** report a disability with **mental health** or **both alcohol and drug abuse** being the highest



**Disability:** 6% Alcohol use, 4% Drug use, 3% Developmental, 1% HIV/AIDS

Percentages do not equal 100% because individuals may have multiple disabilities.

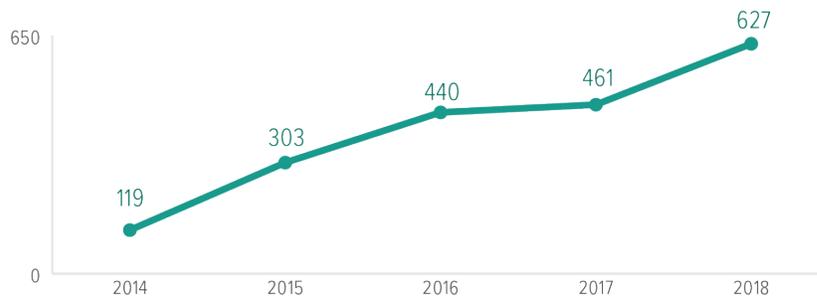
Most were white and not Hispanic



**Race:** 1% American Indian or Alaska Native <1% Asian <1% NULL <1% Other Multi-Racial <1% Data not collected

**Ethnicity:** 99% Non-Hispanic 1% Hispanic <1% NULL

## Chronic Homelessness 5-year Comparison



# Street Homelessness Characteristics

**Street Homelessness** is a characteristic of an individual's homelessness experience and is defined by KnoxHMIS as: any individual who lives in a place not meant for human habitation such as sleeping in a public space, car, abandoned building, and/or camping outdoors.

# 1,899

/ 9,183

(21% of all active KnoxHMIS clients served in 2018.)

Leading reported causes of homelessness

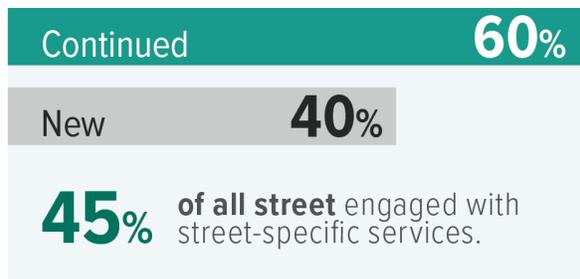
**14%**  
were evicted

**13%**  
could not find  
affordable housing

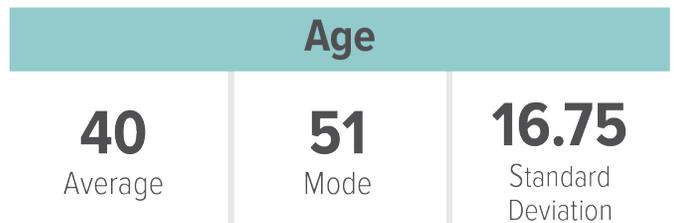
**9%**  
lost job



Engagement with services

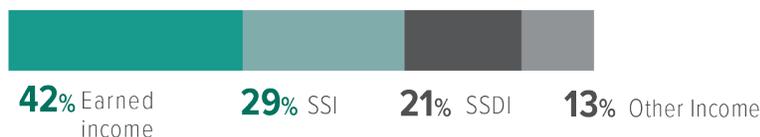


Services Accessed: Knoxville-Knox County Community Action Committee REACH, Volunteer Ministry Center Street Outreach, Helen Ross McNabb Center, Youth Street Outreach, and PATH.



**39%** report an income

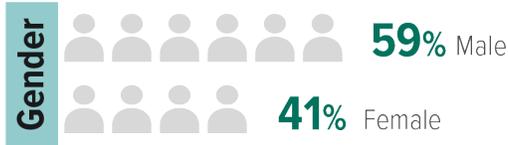
with **earned income** being the most common.



**Income:** 8% Veteran Administration, 6% Child Support, 6% TANF, 5% Retirement  
Percentages do not equal 100% because individuals may receive income in multiple categories.

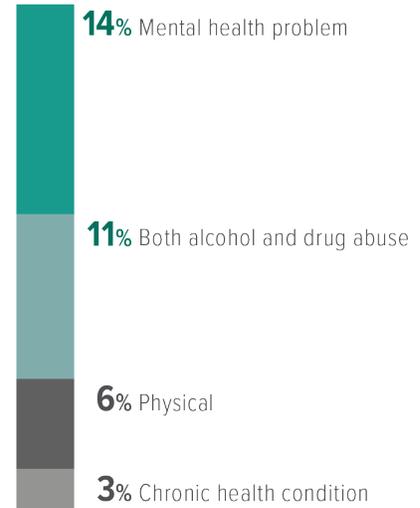
# Street Homelessness Characteristics

## Most identified as male



**Gender:** 2 Data not collected, 1 Client Refused, 1 Gender Non-Conforming (not exclusively male or female), 1 Transgender Female (male to female)

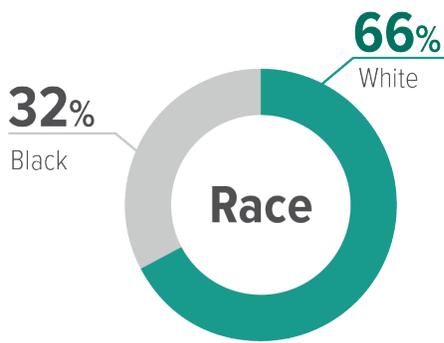
## 35% report a disability with mental health or both alcohol and drug abuse being highest



**Disability:** 1% Drug Abuse, 1% Alcohol Abuse, 1% Developmental, <1% HIV/AIDS

Percentages do not equal 100% because individuals may have multiple disabilities.

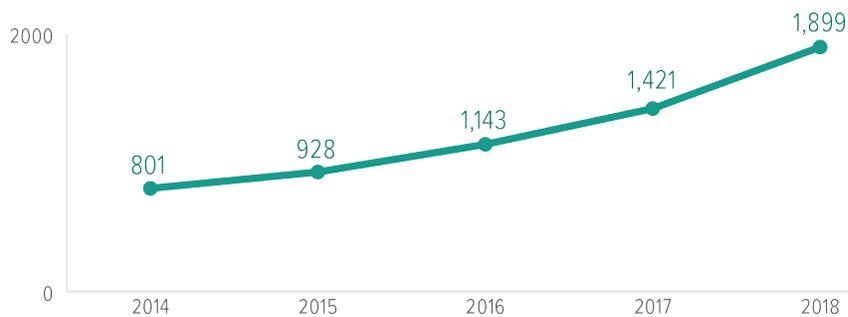
## Most were white and not Hispanic



**Race:** 1% American Indian or Alaska Native

**Ethnicity:** 97% Non-Hispanic 2% Hispanic 1% NULL

## Street Homelessness 5-year Comparison



# Senior Characteristics

Seniors are defined by KnoxHMIS as: any person who is equal to or older than 62 years of age.

# 995

/ 9,183

(11% of all active KnoxHMIS clients served in 2018.)

## Leading reported causes of homelessness

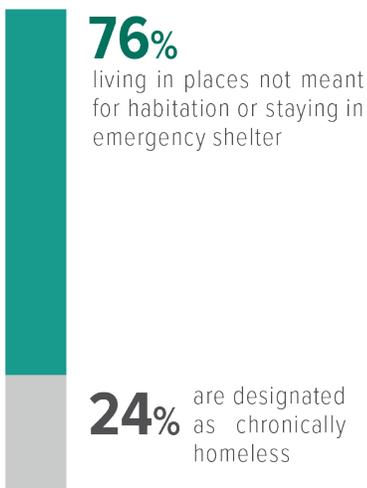
**15%**  
could not find  
affordable housing

**14%**  
were evicted

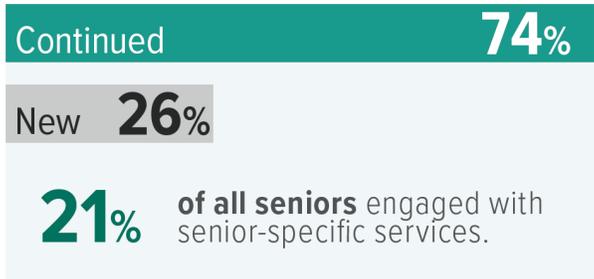
**12%**  
Loss of  
job/income



## Housing Status



## Engagement with services



Services Accessed: Knoxville-Knox County Community Action Committee REACH, Volunteer Ministry Center Street Outreach, Helen Ross McNabb Center, Youth Street Outreach, and PATH.

## 80% report an income

with the most common being **SSI** or **SSDI**.



**Income:** 8% Earned Income, 8% Other Income, 7% Veteran Administration

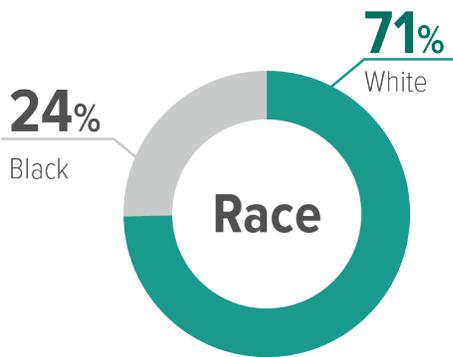
Percentages equal 100%, but do not equal 100%. Some individuals may receive income in multiple categories.

# Senior Characteristics

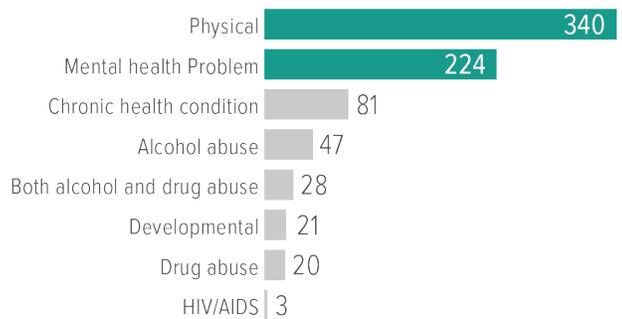
Most identified as male



Most were white and not Hispanic



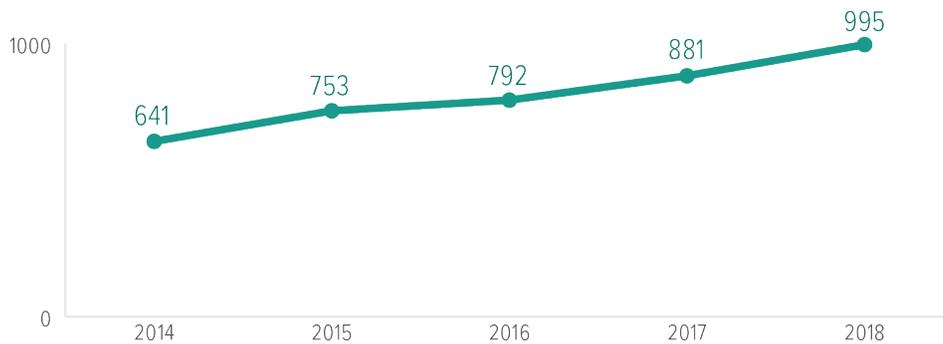
**22%** report a disability with the most common being **physical** or **mental health problem**.



**Race:** 3% NULL 1% American Indian or Alaska Native 1% Data not collected  
**Ethnicity:** 93% Non-Hispanic 5% NULL 2% Hispanic

23% have insurance

## Seniors 5-year comparison



# Case Collaboration and Performance Measures<sup>9</sup>

Operationalized definitions of performance measures are taken from HMIS and program standards set by HUD.<sup>10</sup> Performance measurement is a *process* that *systematically evaluates* whether CoC and agency *efforts* are making an *impact* on the clients being served by looking at outcomes rather than data quality alone. HUD encourages agency buy-in through information sharing<sup>11</sup>: Program directors, managers, and front-line staff must understand the reasons for making changes in program operations. From a programing perspective, regularly checked data quality can be used to leverage funding, streamline client referrals, and expedite a client's placement in housing. Information sharing promotes the idea that "we are all in this together" and furthers collaborative care coordination for persons experiencing homelessness. If information sharing is fluid, program directors, managers, and front-line staff can learn from one another; it is not a one-way (top-down) process. This open and transparent process creates an environment where all providers are empowered to make data driven decisions.



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<sup>9</sup>Operationalized definitions of performance measures are taken from *HMIS Training Setting the Standard: Program Level Performance Measurement: HMIS and Measures that Matter* (2008) available at <https://www.hudexchange.info/resources/documents/ProgramLevelPerformanceMeasurement.ppt>

<sup>10</sup>*HMIS Data Standards Manual* (2017) available at <https://www.hudexchange.info/resources/documents/HMIS-Data-Standards-Manual-2017.pdf>

<sup>11</sup>*System Performance Improvement Briefs* (2017) available at <https://www.hudexchange.info/resource/5291/system-performance-improvement-briefs/>



## Case managers in 2018 had...

**9,183**

total active  
clients

but only

**10%**

of clients had  
case notes

and

each  
averaged  
**13** notes.

Case managers may not be utilizing notes to their full potential to better coordinate services.

Source: KnoxHMIS Annual Report 2018

## Average Number of Case Notes Per Client (2009-2018)

Year	Total Clients with Case Notes	Average Case Notes per Client	Percentage of Active Clients with Case Notes
2009	1,560	6.5	17%
2010	1,411	7.9	14%
2011	994	12.8	11%
2012	1,025	11.2	11%
2013	1,326	11.4	14%
2014	1,291	10.5	14%
2015	1,106	10.5	12%
2016	867	13	9%
2017	852	15	10%
2018	958	13	10%

Source: KnoxHMIS Annual Report 2018

The case notes feature in KnoxHMIS allows case managers to record detailed information on clients that they are assisting. In 2018, KnoxHMIS partner agencies recorded 11,992 case notes on 958 clients, averaging 13 case notes per client. This data suggests that case managers are not utilizing case notes to document work with clients in KnoxHMIS, which has the potential to largely contribute to better coordinated services.



In **2018**, more than half of **housing outcomes** were to **positive housing destinations**.



Source: KnoxHMIS Annual Report 2018

"Positive," "negative" and "indeterminate" housing definitions vary across program types of emergency shelter (ES), transitional housing (TH), permanent supportive housing (PH), rapid re-housing (RRH), Homeless Prevention (HP). For example, if a person is in ES and returns to the streets, this would result in a "negative" placement. In cases where the person starts in ES and moves to TH or PH, this would result in a "positive" placement. "Indeterminate" placements in this example would include "no exit destination," "client refused," etc.

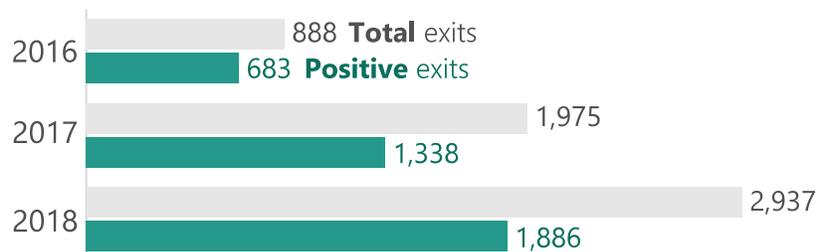
## 2018 Housing Outcomes by Program Type

Program Overview	Positive Exit	Negative Exit	Indeterminate Exit	Total Exits
Transitional Housing	238 (39%)	200 (33%)	168 (28%)	606
Rapid Re-Housing	257 (86%)	10 (3%)	31 (10%)	299
Permanent Supportive Housing	21 (29%)	41 (56%)	11 (15%)	73
Homelessness Prevention	79 (15%)	242 (47%)	196 (38%)	517
Emergency Shelter	246 (77%)	35 (11%)	40 (12%)	321
All Programs	1,886 (64%)	624 (21%)	451 (15%)	2,937

Source: KnoxHMIS Annual Report 2018

Overall, in 2018, 64% (n=1,886) of program exits (n=2,937) were positive housing destinations.

## Housing Outcomes Year to Year



Source: KnoxHMIS Annual Report 2018



In **2018**, newly homeless individuals can expect...

**52** days for the average time to housing, for **Rapid Rehousing** programs. or to stay in **permanent housing** for an average of **1,200** days.

Source: KnoxHMIS Annual Report 2018

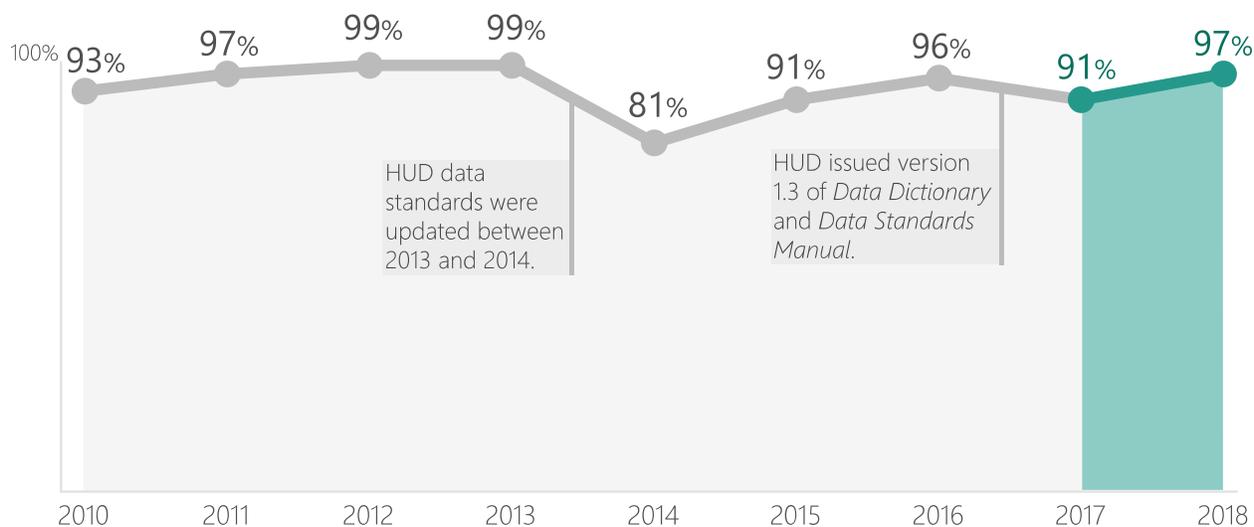
This table shows the **time to housing** for rapid re-housing programs. The expectation is that duration would decrease over time for rapid re-housing programs. The **average time to exit** is also represented for emergency shelter (ES) and transitional housing (TH), along with the length of stay for permanent housing (PH) programs. The expectation for ES and TH is that the time to exit would decrease over time; whereas, the **length of the stay** for PH would increase over time as residents gain stability. Distortion may occur, if residents have not been exited from the programs, thus reflecting a high time to exit or length of stay. The “quarters” in the table are based on the 2018 calendar year.

## 2018 KnoxHMIS Housing Outcomes in Days

Program Type	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Average Days
Time to Housing Rapid Rehousing	57	57	40	54	52
Time to Exit Emergency Shelter	30	30	98	58	54
Time to Exit Transitional Housing	132	142	143	136	138.25
Length of Stay Permanent Housing	1,095	1,193	1,210	1,298	1,200

Source: KnoxHMIS Annual Report 2018

## KnoxHMIS data completeness of Active Clients in 2018



(N=9,183)

Source: KnoxHMIS Annual Report 2018

**2018 KnoxHMIS Data Completeness (2010-2018)** displays the percentage of HUD required data elements that are completed 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*. 2017 data from January 1 to September 30, follows the 2014 HUD *Data Standards*. However, effective October 1, 2017, HUD issued version 1.3 of the *Data Dictionary* and *Data Standards Manual*. Therefore, data from October 1 to December 31, 2017 reflect versions 1.3 of the *Data Dictionary* and *Data Standards Manual*.<sup>12</sup>

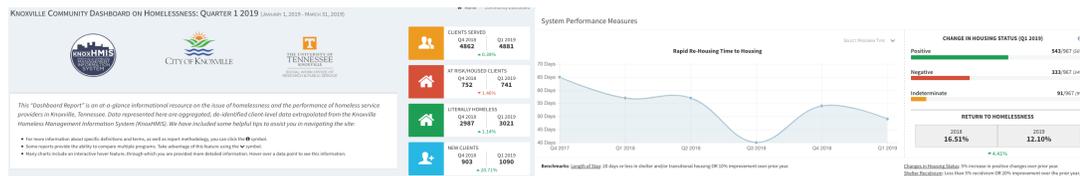
<sup>12</sup>U.S. Department of Housing and Urban Development (Apr 2018) 2017 HMIS Data Standards. Retrieved from <https://www.hudexchange.info/resource/3824/hmis-data-dictionary/>

## Additional Resources featuring KnoxHMIS Partner Data

### Community Dashboard on homelessness

<http://knoxhmis.org/dashboard/>

An interactive, public-facing website that has homelessness counts, length of stay, time to exit, return to homelessness, housing placement status, point in time counts, bed-utilization rates, and subpopulation data (e.g. youth, families, veterans, and seniors). The dashboard is based on the calendar year and is updated quarterly.



### Knox Housing Help

<http://knoxhousinghelp.com/>

A public-facing directory of services provided by community partner agencies for those experiencing homelessness or a housing crisis.

### National Alliance to End Homelessness: State of Homelessness Report 2019

<https://endhomelessness.org/homelessness-in-america/homelessness-statistics/state-of-homelessness-report/>

The *State of Homelessness in America* is a public-facing website that charts progress in ending homelessness in the United States. Features include national, state, and county level data filters. Using the most recently available national data, the website is intended to serve as a reference for policymakers, journalists, advocates, and the public on trends in homelessness, homeless assistance, and at-risk populations at the national and state levels.



### CoC Housing Inventory Count (HIC) Reports

[https://files.hudexchange.info/reports/published/CoC\\_HIC\\_CoC\\_TN-502-2018\\_TN\\_2018.PDF](https://files.hudexchange.info/reports/published/CoC_HIC_CoC_TN-502-2018_TN_2018.PDF)

A community's inventory of housing that is conducted annually during the last ten days of January. Inventories are available at the national and state level, as well as for each CoC. The reports tally the number of beds and units available on the night designated for the count by program type and include beds dedicated to serve persons who are homeless as well as persons in Permanent Supportive Housing. New for this year, the reports also include data on beds dedicated to serve specific subpopulations.

### CoC Homeless Populations and Subpopulations Reports

[https://files.hudexchange.info/reports/published/CoC\\_PopSub\\_CoC\\_TN-502-2018\\_TN\\_2018.pdf](https://files.hudexchange.info/reports/published/CoC_PopSub_CoC_TN-502-2018_TN_2018.pdf)

A report that provides counts for sheltered and unsheltered homeless persons by household type and subpopulation, available at the national and state level and for each Continuum of Care.

### National Summary System Performance Measures 2015 – 2017

<https://www.hudexchange.info/resource/5691/system-performance-measures-data-since-fy-2015/>

An Excel workbook that contains HMIS system performance measure information by Continuum of Care since FY 2015, for use in local analysis.

**Thank you** to our community partners  
for your relentless efforts to serve our most vulnerable neighbors.

