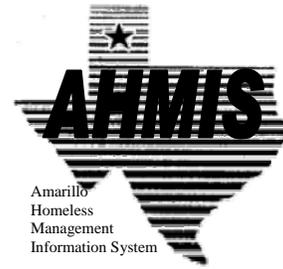


AHIMIS

2<sup>ND</sup> ANNUAL  
REPORT

October, 2008 – September, 2009



## *AHMIS Annual Report*

This is the second Annual Amarillo Homeless Management Information System (AHMIS) Report, which provides an overview of homelessness in Amarillo based on data entered into the system. Information in this report is based on data collected from Oct. 1, 2008 through Sept. 30, 2009. This time period coincides with the Annual Homeless Assessment Report (AHAR) compiled nationally and submitted to Congress by HUD (US Department of Housing and Urban Development).

### *HMIS*

A Homeless Management Information System is a computer application designed to record and store client-level information regarding the characteristics and service needs of persons who are homeless. HUD, other planners and policymakers at the federal, state and local levels use aggregate HMIS data to understand the extent and nature of homelessness over time. Amarillo's Homeless Management Information System (AHMIS) is a collaborative effort of Amarillo's Continuum of Care (CoC) and is administered by the City of Amarillo Community Development Department.

### *AHMIS*

Participation in Amarillo's HMIS includes all emergency shelters (100% bed coverage) and several agencies that provide services for the homeless. At the time of this report, a total of 15 agencies with 51 users are accessing AHMIS to enter information on clients assisted and services provided.

### *Data Collection Methodology*

The unduplicated number of homeless persons in this report comes from AHMIS shelter Entry/Exit data. At the time a client enters a shelter, the Entry portion of ServicePoint's Entry/Exit assessment is completed. This assessment provides information about the client and their homeless situation. When a client leaves a shelter, the Exit portion of the assessment is completed. Accurate Entry and Exit information is critical for determining the number of nights in shelter, provides information on patterns of shelter use, and can be used for measuring outcomes.

Please note that the homeless numbers in this report include only those clients who actually stayed in an Amarillo shelter during the reporting period. This report does not reflect persons in our community who are at risk of becoming homeless or persons who are living with family or friends.

### *Special Thanks*

The AHMIS Annual Report has been produced by the Community Development Department of the City of Amarillo with special thanks to all Amarillo HMIS users past and present. It is because of their dedication and diligent work that this report is possible.

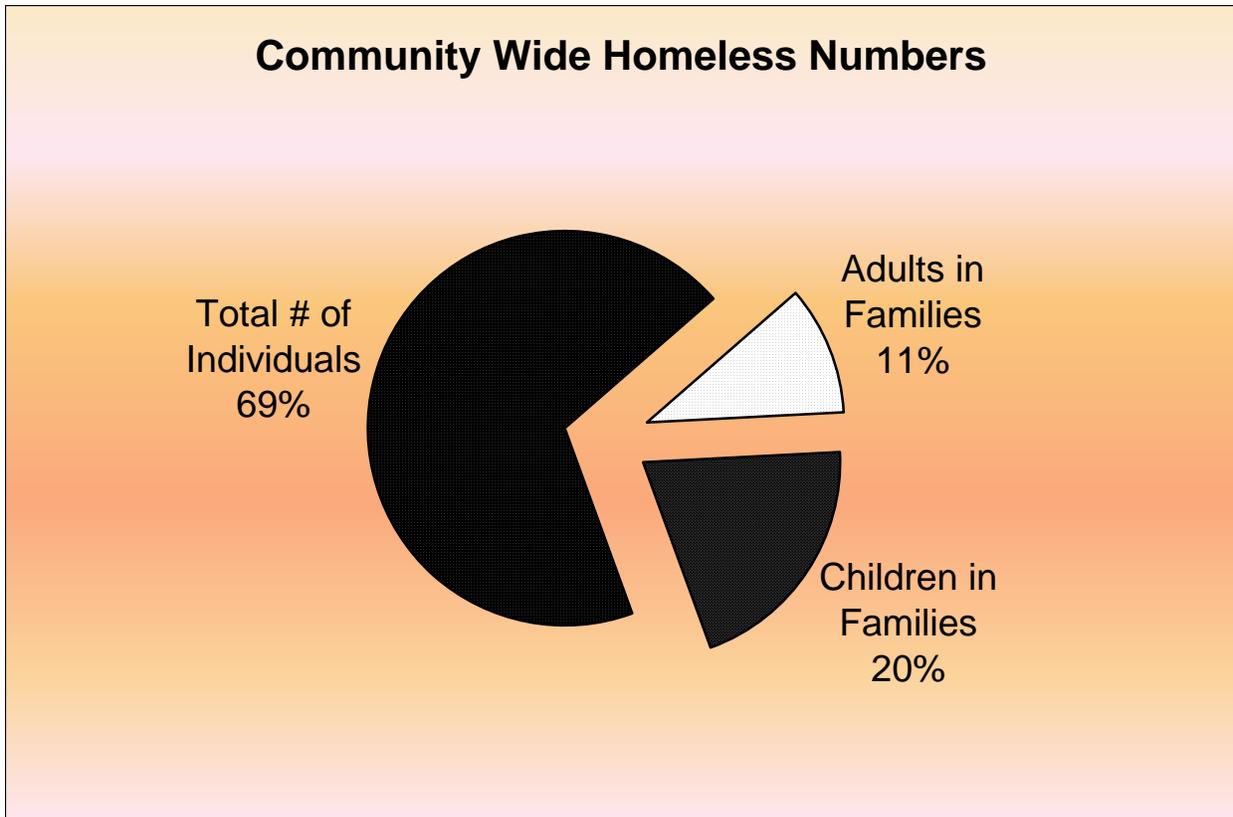
Data in this report is based on the 2,627 clients who stayed at one or more emergency shelters or transitional housing programs in Amarillo during the reporting period of October 01, 2008 to September 30, 2009. The total number of clients in shelters increased by 2.3% from the previous year.

Amarillo's current population estimate is 191,514\*. The unduplicated number of clients in shelters during the reporting period (2,627) represents 1.37% of the total population.

Of clients in shelters, 69.1% were individuals and 30.9% were families. Adults represent 80% of the homeless population. Clients 17 years of age and younger totaled 19% of the total unduplicated persons.

**Community Wide Unduplicated Homeless Numbers**

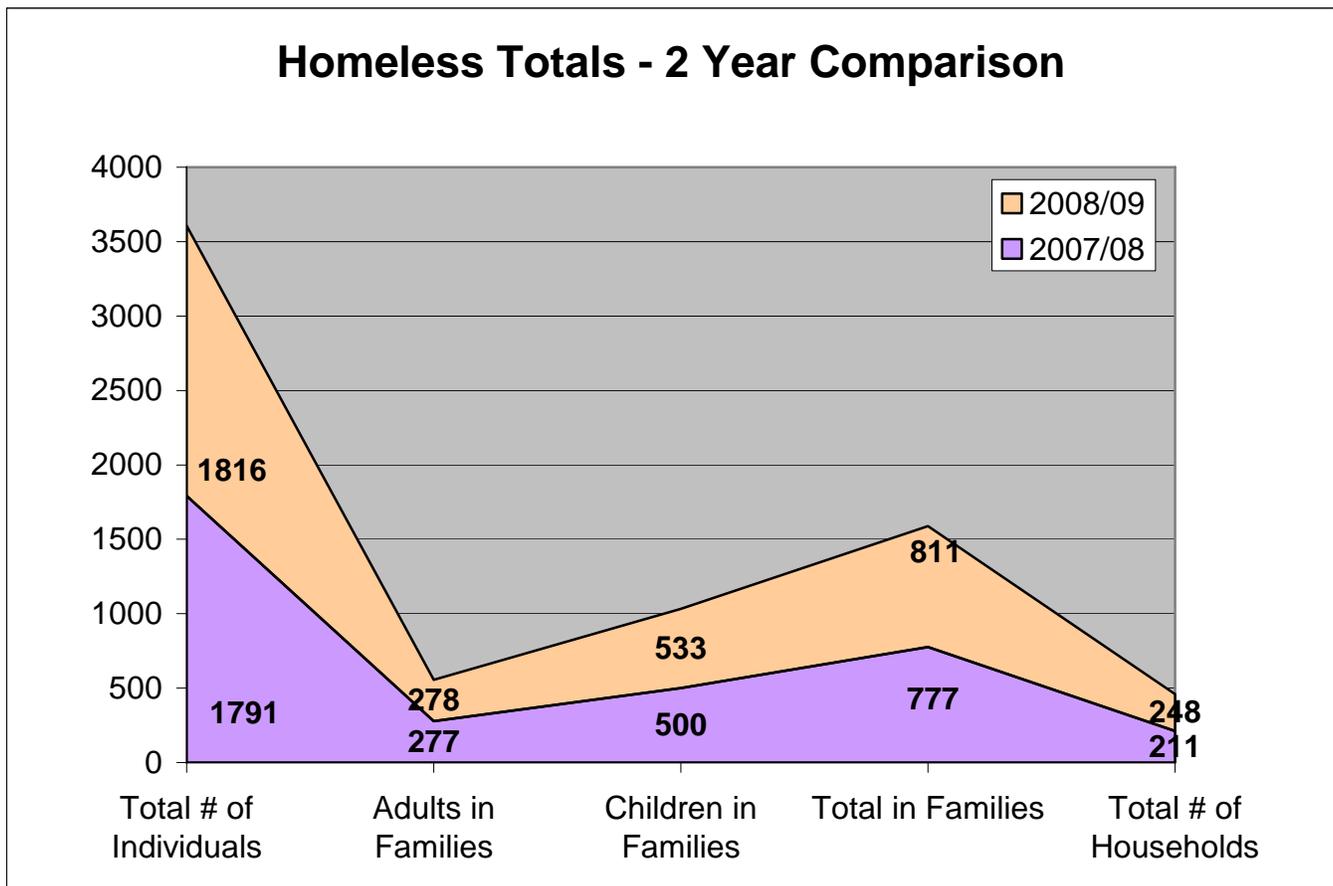
	Total #	Percent
Total Unduplicated # of Persons	2627	100.0%
Individuals	1816	69.1%
Total in Families	811	30.9%
Adults in Families	278	34.3%
Children in Families	533	65.7%
Total # of Households	248	



\*Current population estimate from City of Amarillo's Planning Dept. 2009 Population estimate.

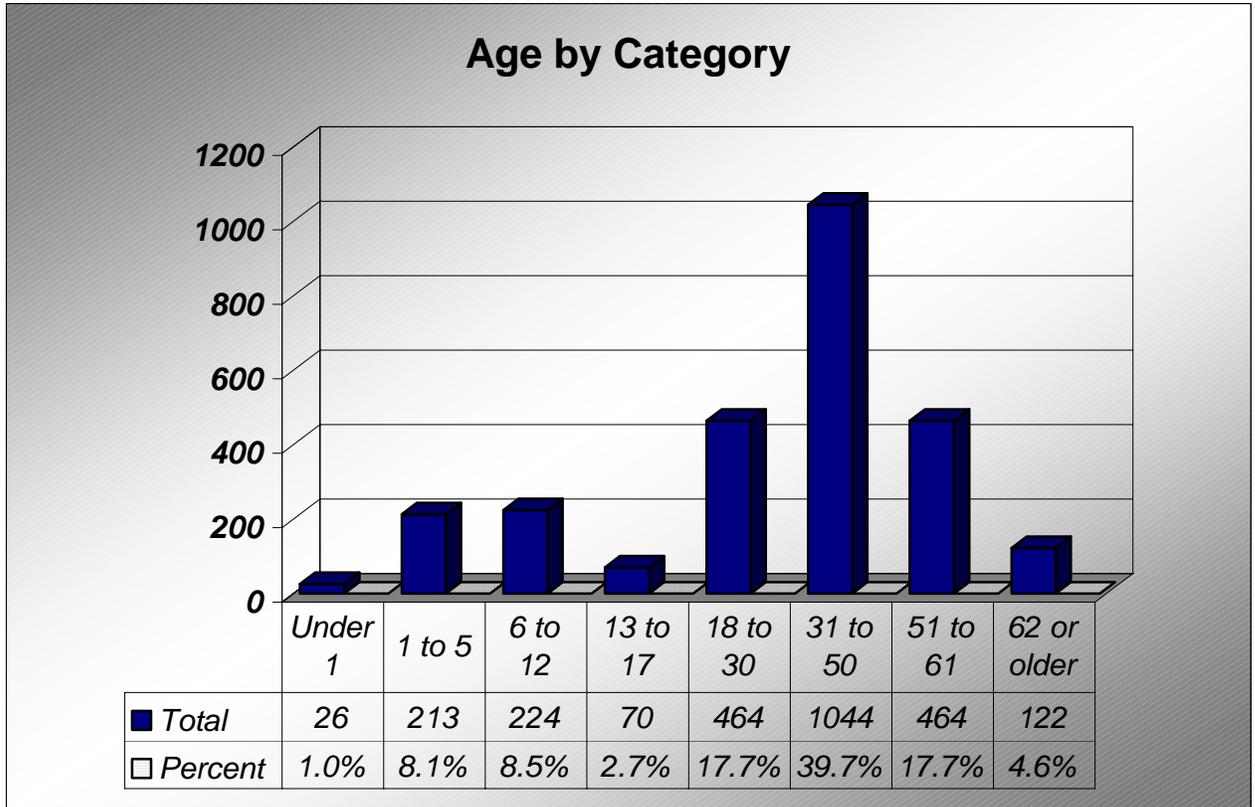
## Clients in Shelters Two-Year Comparison

Categories	2007/08	2008/09	% Increase
<b>Total Homeless</b>	<b>2568</b>	<b>2627</b>	<b>2.3%</b>
<b>Total # of Individuals</b>	<b>1791</b>	<b>1816</b>	<b>1.4%</b>
Adults in Families	277	278	0.4%
Children in Families	500	533	6.6%
<b>Total in Families</b>	<b>777</b>	<b>811</b>	<b>4.4%</b>
Total # of Households	211	248	17.5%



## Age and Gender of Homeless

Of the 2,627 clients in shelters during the year, 2,094 (79.7%) were adults and 533 (20.3%) were children (ages 17 and under). The following chart shows a more detailed breakdown by age category.

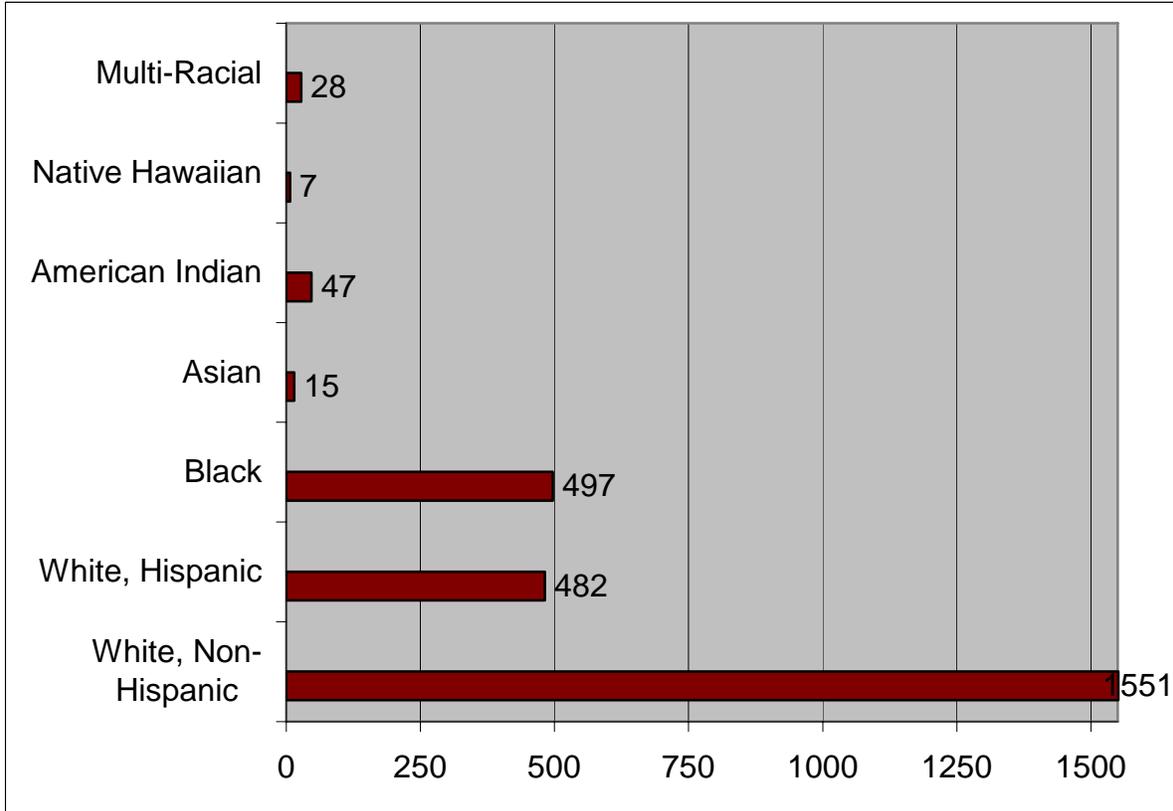


Of the adults in shelters, 1,395 (67%) were male and 699 (33%) were female.



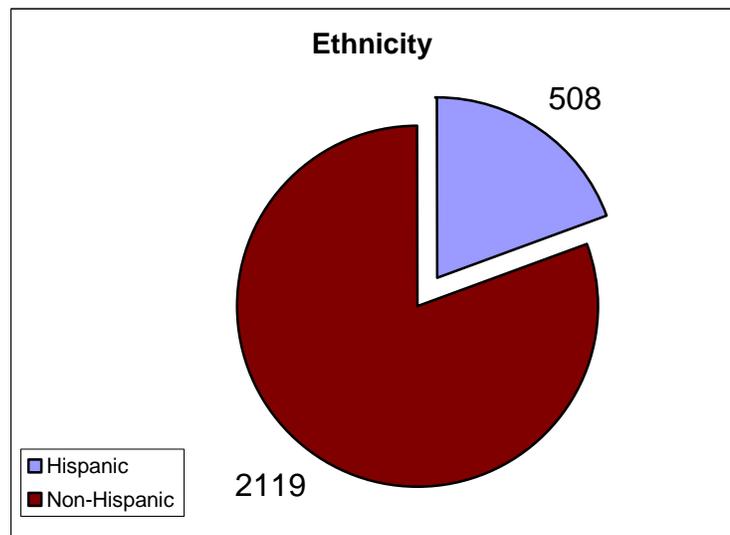
## Race and Ethnicity

Categories used for collecting race and ethnicities are based on HUD standards for Federal agencies that collect, maintain and report Federal data. Charts below show total number and percent of clients by race and by ethnicity.



<b>Race Totals and Percent</b>		
White, Non-Hispanic	1551	59.0%
White, Hispanic	482	18.3%
Black	497	18.9%
Asian	15	0.6%
American Indian	47	1.8%
Native Hawaiian	7	0.3%
Multi-Racial	28	1.1%

<b>Ethnicity Totals and Percent</b>		
Hispanic	508	19.3%
Non-Hispanic	2119	80.7%



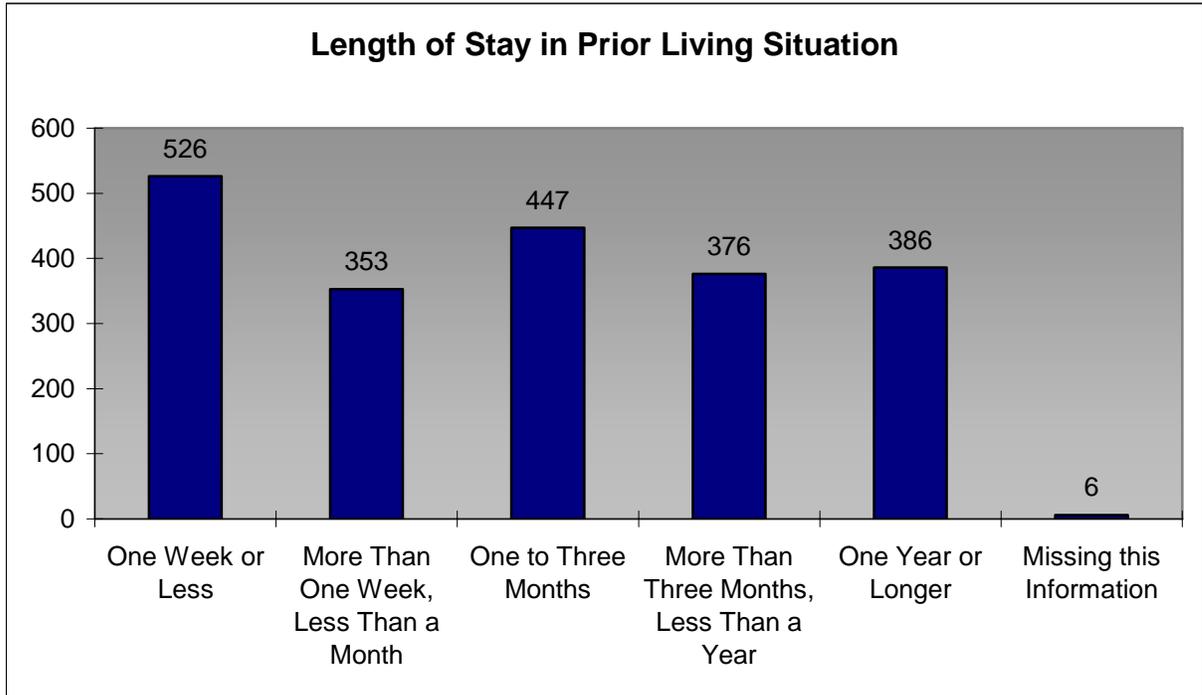
## Prior Living Situation and Last Permanent Zip Code

Prior living situation for adult clients shows that the largest percent of clients entering shelters in Amarillo during the reporting period came from the homes of family or friends (24.7%). Other significant numbers for prior living conditions include clients from rented housing units (18.1%), clients from emergency shelter (14.7%) and clients from places not meant for human habitation (14.3%).

Based on categories below, 47% of the clients entering shelters came from a housing situation. This is 5% (134 clients) more than the previous year. Based on HUD's definition of homelessness, 34.8% were considered homeless prior to entering shelters. (Complete 2 year comparison chart on page 8.)

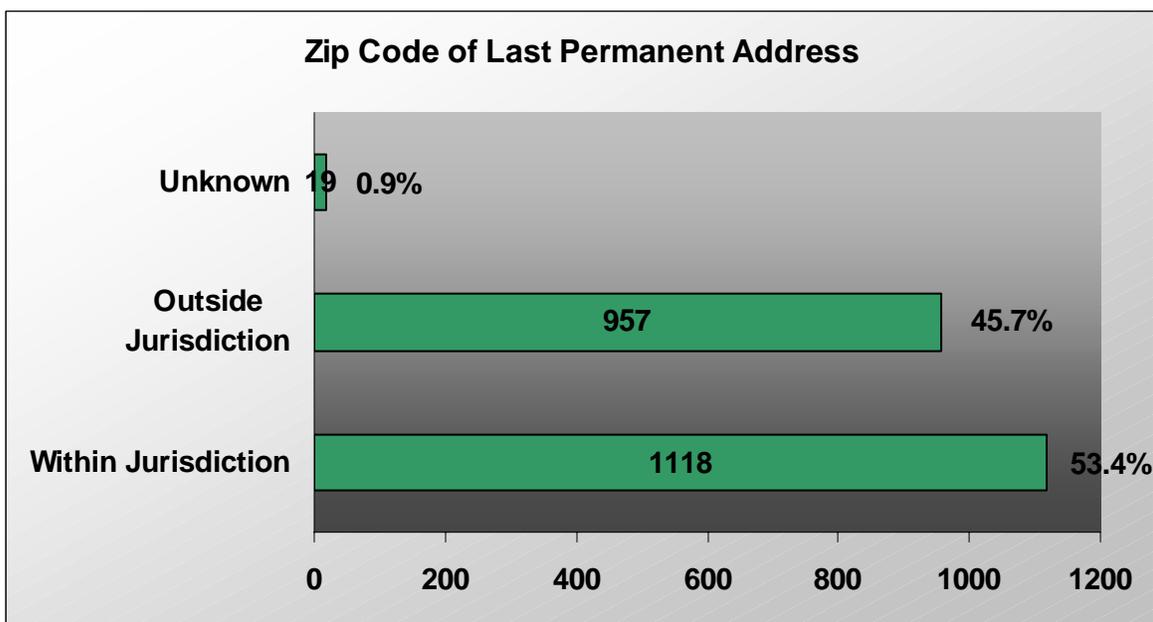
<b>TOTAL ADULT CLIENTS</b>	<b>2094</b>	
<b>Total from Homeless Situation</b>	<b>728</b>	<b>34.8%</b>
Place not meant for Human Habitation	347	16.6%
Emergency Shelter	308	14.7%
Transitional Housing	73	3.5%
<b>Total from Housing Situation</b>	<b>984</b>	<b>47.0%</b>
Permanent Supportive Housing	21	1.0%
Rented Housing Unit	380	18.1%
Owned Housing Unit	65	3.1%
Staying with Family or Friends	518	24.7%
<b>Total from Institutional Settings</b>	<b>181</b>	<b>8.6%</b>
Psychiatric Facility	14	0.7%
Substance Abuse Treatment Center	47	2.2%
Hospital (nonpsychiatric)	24	1.1%
Jail, prison, juvenile detention	96	4.6%
<b>Total from Other Situations</b>	<b>201</b>	<b>9.6%</b>
Hotel or Motel	97	4.6%
Foster Care Home	3	0.1%
Other Living Situation	72	3.4%
Unknown	29	1.4%

The following chart shows how long adult clients were in their prior living situation.



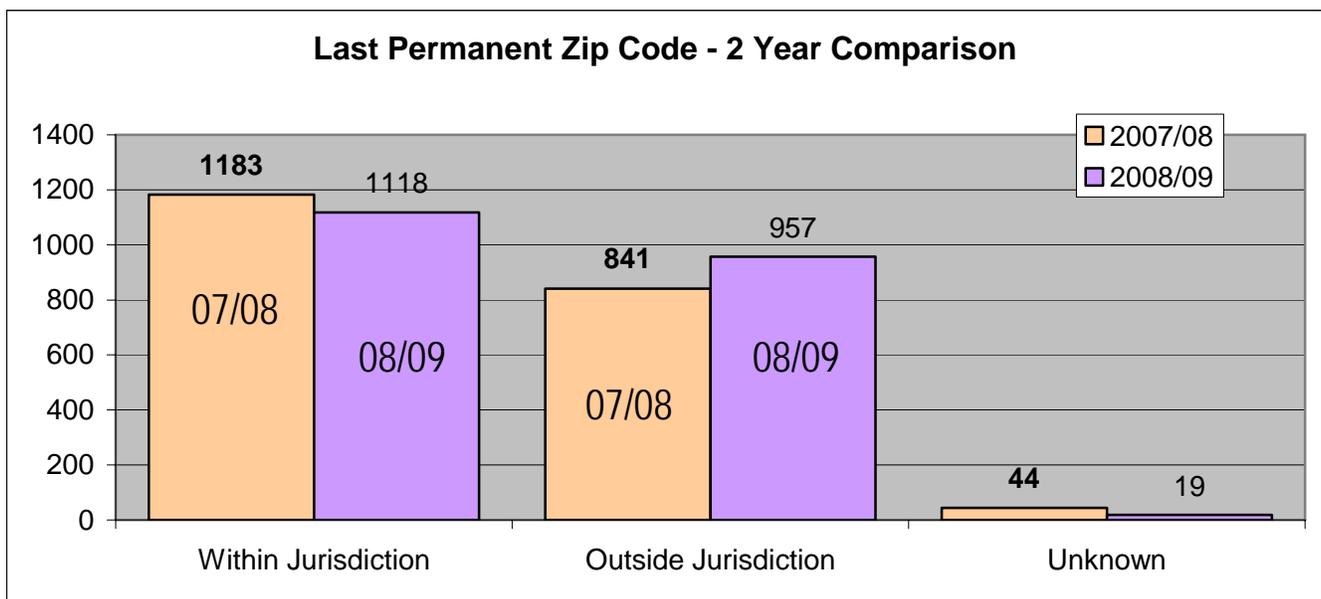
Information provided regarding the last permanent address of clients shows 53.4% of clients were within the Amarillo area. 45.7% were from outside the area and information was not available for .09% (19 clients).

The 2007/08 Annual Report showed 57.2% were within the Amarillo area and 40.5% were from outside the area. Based on this information, the number and percent of homeless clients from outside the area has risen during the past year. (Two year comparison chart on following page.)



## Two-Year Comparison Prior Living Situation and Last Zip Code

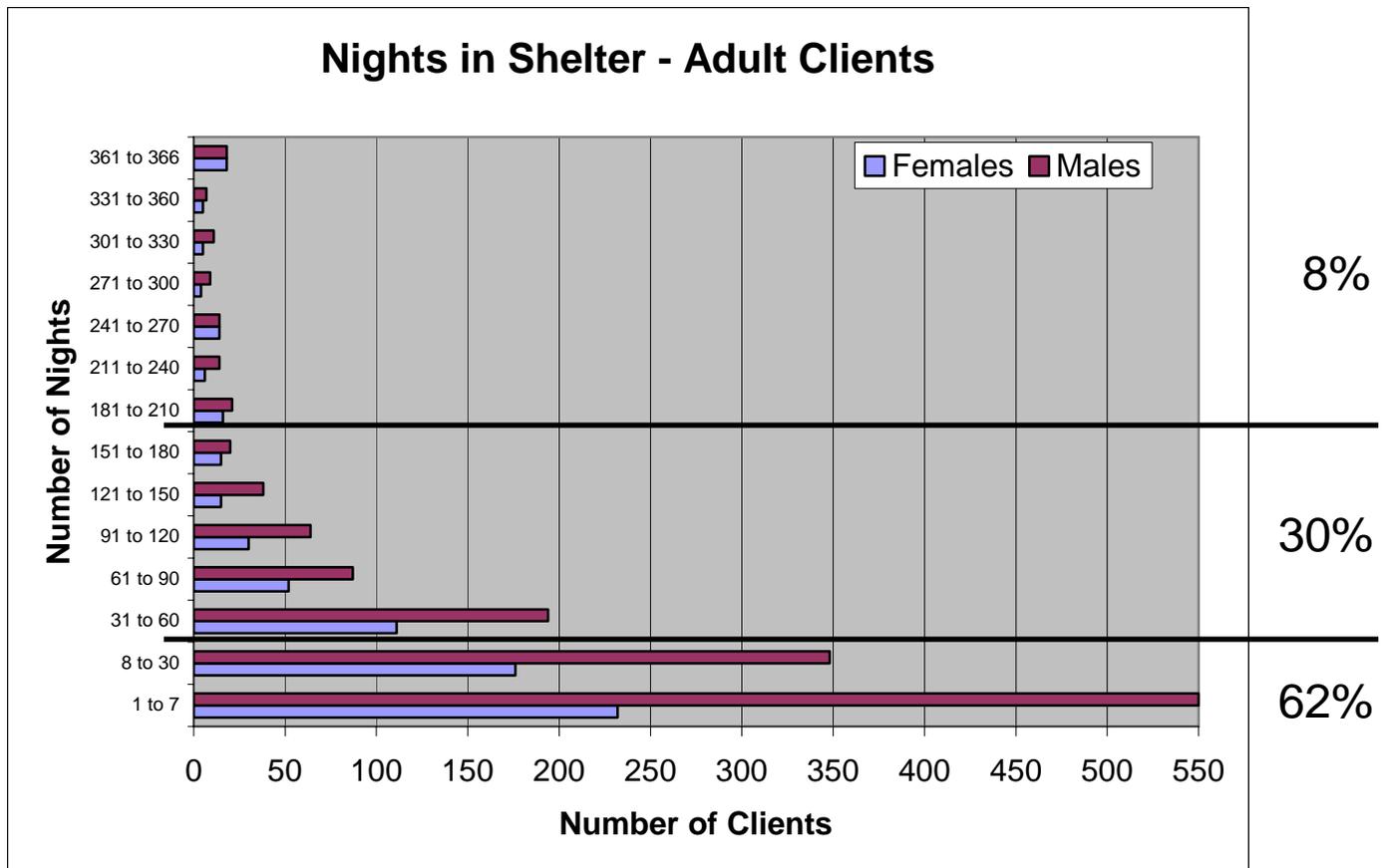
<b>TOTAL ADULT CLIENTS</b>	<b>2007/08</b>		<b>2008/09</b>	
	<b>2068</b>	<b>%</b>	<b>2094</b>	<b>%</b>
<b>Total from Homeless Situation</b>	<b>679</b>	<b>32.8%</b>	<b>728</b>	<b>34.8%</b>
Place not meant for Human Habitation	295	14.3%	347	16.6%
Emergency Shelter	328	15.9%	308	14.7%
Transitional Housing	56	2.7%	73	3.5%
<b>Total from Housing Situation</b>	<b>850</b>	<b>41.1%</b>	<b>984</b>	<b>47.0%</b>
Permanent Supportive Housing	20	1.0%	21	1.0%
Rented Housing Unit	366	17.7%	380	18.1%
Owned Housing Unit	60	2.9%	65	3.1%
Staying with Family or Friends	404	19.5%	518	24.7%
<b>Total from Institutional Settings</b>	<b>187</b>	<b>9.1%</b>	<b>181</b>	<b>8.6%</b>
Psychiatric Facility	13	0.6%	14	0.7%
Substance Abuse Treatment Center	42	2.0%	47	2.2%
Hospital (nonpsychiatric)	27	1.3%	24	1.1%
Jail, prison, juvenile detention	105	5.1%	96	4.6%
<b>Total from Other Situations</b>	<b>352</b>	<b>17.0%</b>	<b>201</b>	<b>9.6%</b>
Hotel or Motel	94	4.5%	97	4.6%
Foster Care Home	4	0.2%	3	0.1%
Other Living Situation	183	8.8%	72	3.4%
Unknown	71	3.4%	29	1.4%



## Nights In Shelter

The charts below show that the majority of both male and female adult clients (60%) stayed in shelters 30 days or less during the year. The percent of clients staying in shelters 181 days or more is 8.8%. According to HUD AHAR guidelines, over 180 days is considered long term.

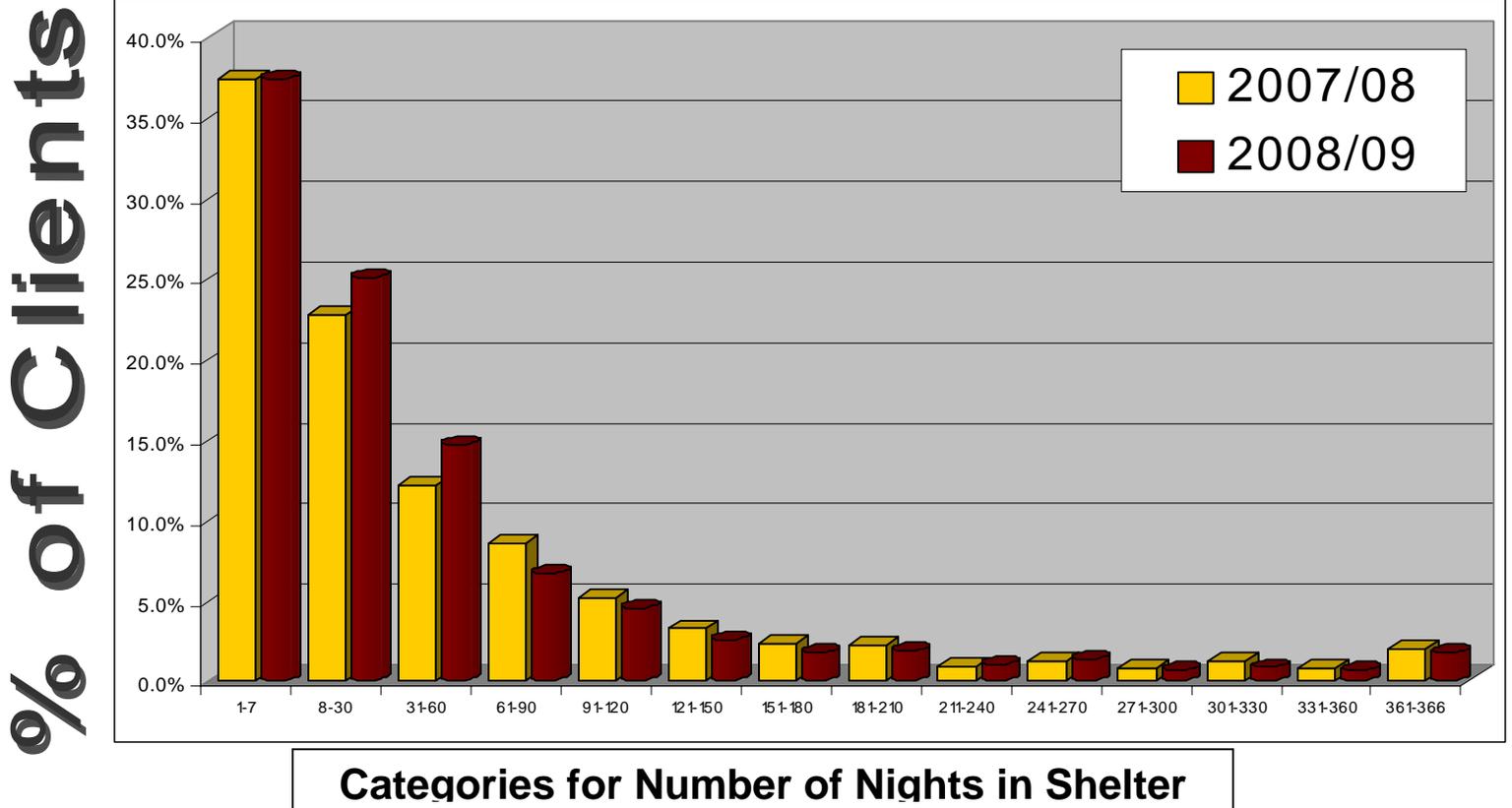
Nights in Shelter - Adult Clients					
Number of Nights	Females	Males	Total	Percent	
1 to 7	232	550	782	37.3%	<b>62%</b>
8 to 30	176	348	524	25.0%	
31 to 60	111	194	305	14.6%	
61 to 90	52	87	139	6.6%	<b>30%</b>
91 to 120	30	64	94	4.5%	
121 to 150	15	38	53	2.5%	
151 to 180	15	20	35	1.7%	
181 to 210	16	21	37	1.8%	
211 to 240	6	14	20	1.0%	<b>8%</b>
241 to 270	14	14	28	1.3%	
271 to 300	4	9	13	0.6%	
301 to 330	5	11	16	0.8%	
331 to 360	5	7	12	0.6%	
361 to 366	18	18	36	1.7%	



## Two-Year Comparison Nights in Shelter

The following chart compares data from 2007/08 and 2008/09. The number of nights in shelters is divided into 14 categories (i.e. 1-7 nights, 8-30 nights...).

The chart shows the percent of total adult clients in each of these categories and compares these numbers for the last two years.

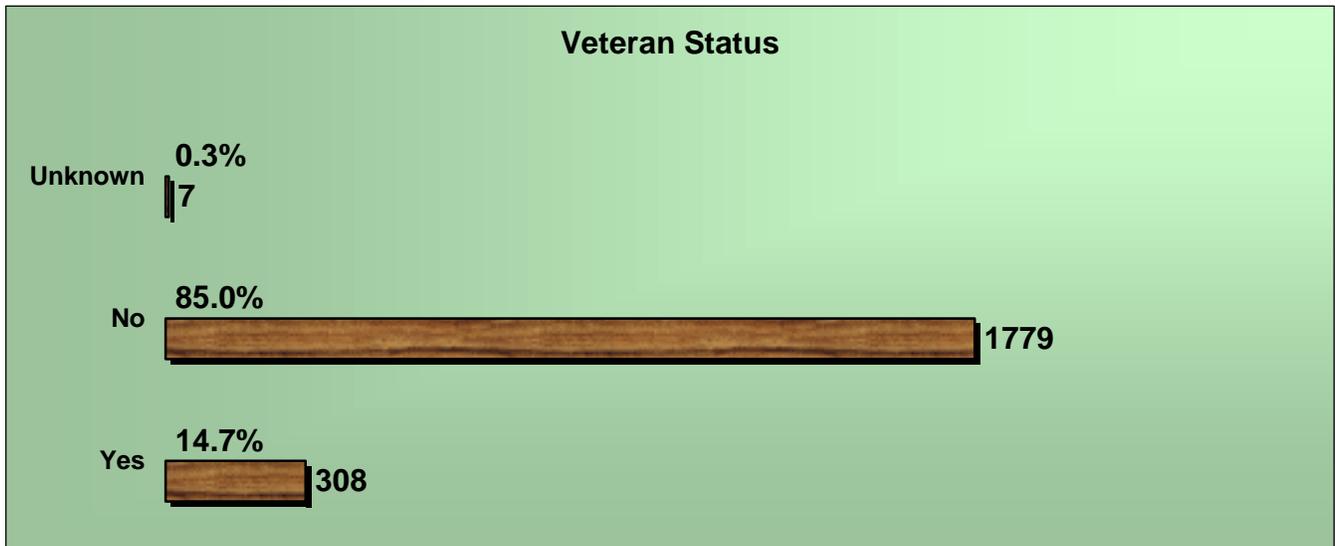


Number of Nights	07/08		08/09	
	Count	Percentage	Count	Percentage
1 to 7	771	37%	782	37%
8 to 30	470	23%	524	25%
31 to 60	251	12%	305	15%
61 to 90	175	8%	139	7%
91 to 120	105	5%	94	4%
121 to 150	67	3%	53	3%
151 to 180	47	2%	35	2%
181 to 210	45	2%	37	2%
211 to 240	19	1%	20	1%
241 to 270	25	1%	28	1%
271 to 300	15	1%	13	1%
301 to 330	24	1%	16	1%
331 to 360	14	1%	12	1%
361 to 366	40	2%	36	2%
<b>Total Clients</b>	<b>2068</b>		<b>2094</b>	

## Subpopulation Demographics

### VETERAN STATUS

Additional client information provided shows that 14.7% (308) of adult clients in shelters during the reporting period were veterans.



### DISABILITY STATUS

For the purpose of this report, disability status can include clients with physical disabilities, mental disabilities, drug addiction, alcohol addiction and HIV/AIDS. Of the adult clients in shelters, 41.7% reported having at least one of the disability types listed above.

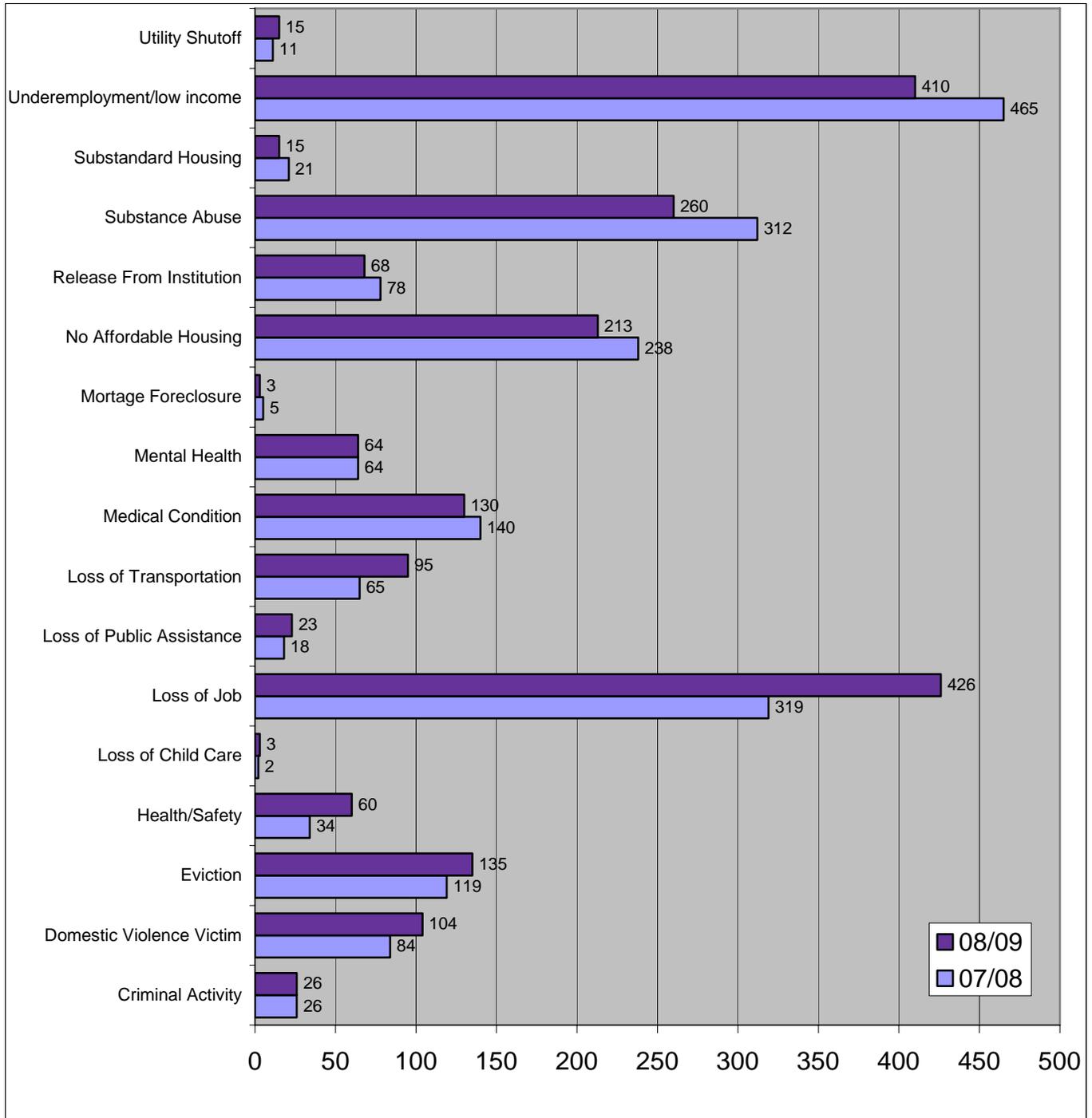


## PRIMARY REASON FOR HOMELESS and HIGHEST LEVEL OF EDUCATION

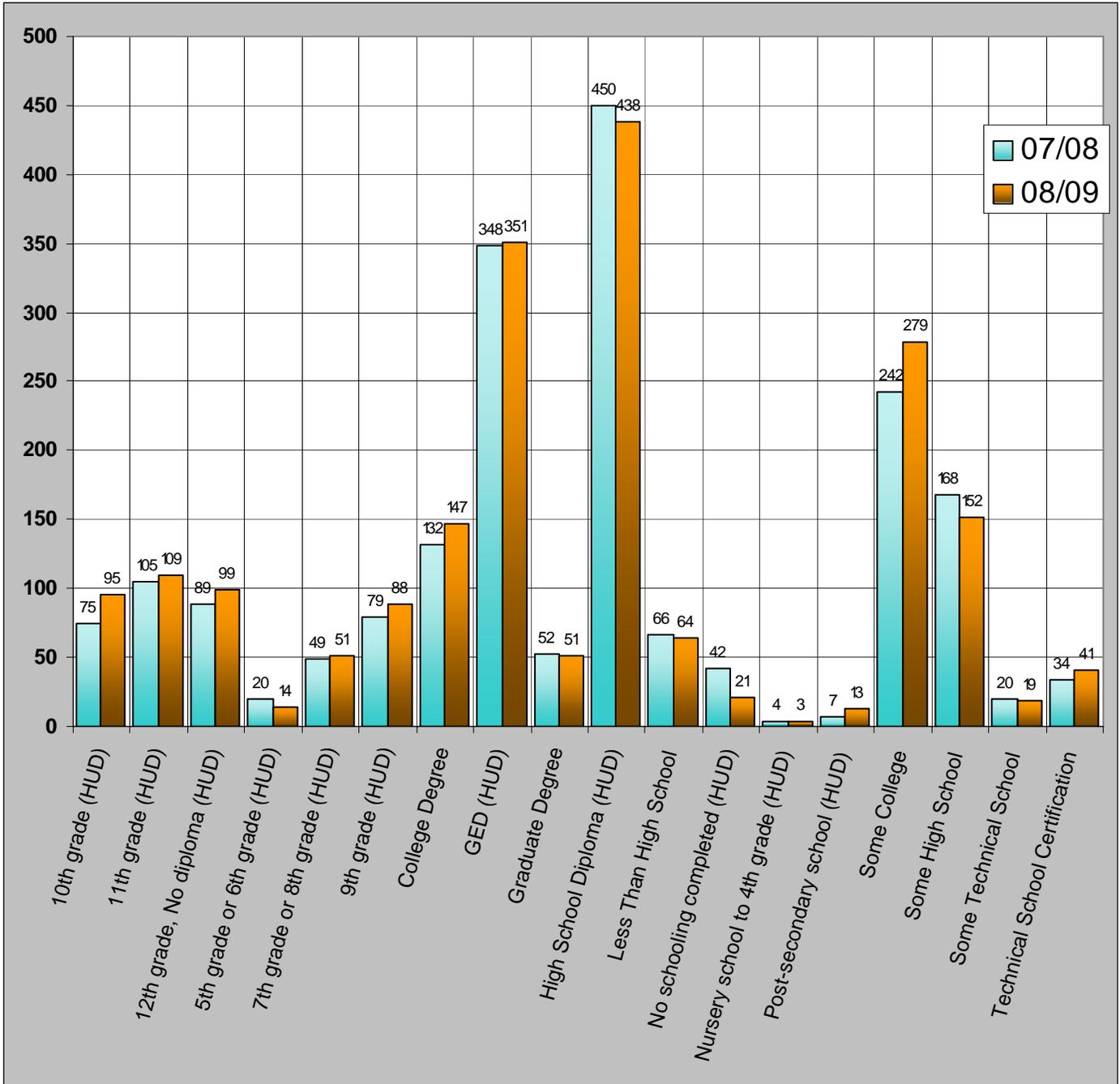
Data for the charts showing Primary Reason for Homeless (below) and Highest Level of Education (next page) is based on client responses provided during intake at the time of shelter entry.

### PRIMARY REASON FOR HOMELESSNESS

The chart below is based on categories used by HUD (Department of Housing and Urban Development) for determining a client's primary reason for homelessness. This information is included on AHMIS client intake forms.



# HIGHEST LEVEL OF EDUCATION



## NEEDS AND SERVICES

In addition to shelter stays, AHMIS agencies enter information on both the needs of their clients and the services provided. The following pages and charts will provide information on needs and services accessed during the reporting period.

### Needs Identified:

The top fifteen needs identified are listed on the table below. The chart shows that most of these needs are met more than 85% of the time.

HMIS information makes it appear that the needs for Occasional Emergency Food Assistance and Clothing Vouchers are rarely met. Clients needing these services are referred to one of several agencies that provide them. Since HMIS access has not been available at all of these locations, it is reasonable to assume that the percent of clients actually receiving clothing and/or emergency food assistance is a significantly higher percent than shown below and on following pages.

<b>NEEDS IDENTIFIED</b>					
<b>Need Type</b>	<b>Total</b>	<b>Partially Met</b>	<b>% Met</b>	<b>Unmet</b>	<b>% Unmet</b>
Homeless Drop In Centers	29,666	29,662	99.99%	4	0.01%
Homeless Shelter	11,806	11,806	100.0%	0	0.0%
Food Pantries	6,950	6,055	87.1%	895	12.9%
Emergency Shelter	5,665	5,559	98.1%	106	1.9%
Soup Kitchens/Congregate Meals	5,568	5,568	100.0%	0	0.0%
Laundry Facilities	3,180	3,180	100.0%	0	0.0%
Occasional Emergency Food Assistance	2,867	1,331	46.4%	1,536	53.6%
Personal/Grooming Supplies	2,613	2,608	99.8%	5	0.2%
Bus Fare	1,987	1,984	99.8%	3	0.2%
Clothing Vouchers/General Clothing	3,182	2,233	70.2%	949	29.8%
Substance Abuse Education/Prevention	935	935	100.0%	0	0.0%
Individual Counseling	920	892	97.0%	28	3.0%
Identification Cards	709	688	97.0%	21	3.0%
Drug Abuse Counseling	603	602	99.8%	1	0.2%
Gas Money	350	346	98.9%	4	1.1%

Unmet Needs:

The following chart shows the most unmet needs. When reviewing unmet needs, in addition to the actual count, it is important to review percent unmet to get a complete picture of unmet nets. The Unmet Needs chart is sorted by % unmet.

<b>UNMET NEEDS</b>			
<b>Need Type</b>	<b>Total</b>	<b>Unmet</b>	<b>% Unmet</b>
Child Care Centers	15	15	100.0%
Protective/Restraining Orders	26	25	96.2%
Daily Money Management Services	138	120	87.0%
Contested Divorce Assistance	18	15	83.3%
Occasional Emergency Food Assistance	2867	1532	53.4%
Clothing Vouchers/General Clothing	3182	941	29.6%
Food Pantries	6950	886	12.7%
Drug/Alcohol Testing	289	14	4.8%
Individual Counseling	920	27	2.9%
Emergency Shelter	5665	106	1.9%

Chart 1 – Needs in Order by Most Identified to Least

Need Type	Total	Met	% Met
Homeless Drop In Centers	29666	29662	99.99%
Homeless Shelter	11806	11806	100.0%
Food Pantries	6950	6055	87.1%
Emergency Shelter	5665	5559	98.1%
Soup Kitchens/Congregate Meals	5568	5568	100.0%
Clothing Vouchers/General Clothing	3182	2233	70.2%
Laundry Facilities	3180	3180	100.0%
Occasional Emergency Food Assistance	2867	1331	46.4%
Personal/Grooming Supplies	2613	2608	99.8%
Bus Fare	1987	1984	99.8%
Substance Abuse Education/Prevention	935	935	100.0%
Individual Counseling	920	892	97.0%
Identification Cards	709	688	97.0%
Drug Abuse Counseling	603	602	99.8%
Gas Money	350	346	98.9%
Rent Payment Assistance	298	296	99.3%
Drug/Alcohol Testing	289	274	94.8%
Transitional Case/Care Management	269	268	99.6%
Relapse Prevention Programs	268	268	100.0%
Telephone Facilities	259	259	100.0%
Electric Bill Payment Assistance	252	251	99.6%
Case/Care Management	208	207	99.5%
Alcohol Dependency Support Groups	204	204	100.0%
Life Skills Education	199	199	100.0%
Daily Money Management Services	138	18	13.0%
Kitchenware	83	83	100.0%
Bedding/Linen	81	81	100.0%
General Furniture Provision	81	81	100.0%
Birth Certificate Fee Payment Assistance	70	66	94.3%
Gas Bill Payment Assistance	69	68	98.6%
Children's Clothing	68	68	100.0%
Water Bill Payment Assistance	66	66	100.0%
Full Fare Transit Passes	54	54	100.0%
Substance Abuse Crisis Intervention	50	50	100.0%
Personal/Grooming Needs	45	45	100.0%
Prescription Expense Assistance	44	44	100.0%
Spiritual Enrichment	44	44	100.0%
Birth Certificates	36	16	44.4%
Furniture	33	31	93.9%
Work Clothing	33	32	97.0%
Automobile Driver Licenses	32	31	96.9%
Training and Employment Programs	29	29	100.0%
Protective/Restraining Orders	26	1	3.8%
Rental Deposit Assistance	26	26	100.0%
Job Finding Assistance	23	23	100.0%
Basic Needs	22	21	95.5%
Food Vouchers	22	21	95.5%
Contested Divorce Assistance	18	3	16.7%
Child Custody/Visitation Assistance	16	6	37.5%
Child Care Centers	15	0	0.0%

Chart 2 – Unmet Needs in Order by Most Unmet to Least

Need Type	Total	Unmet	% Unmet
Occasional Emergency Food Assistance	2867	1532	53.4%
Clothing Vouchers/General Clothing	3182	941	29.6%
Food Pantries	6950	886	12.7%
Daily Money Management Services	138	120	87.0%
Emergency Shelter	5665	106	1.9%
Individual Counseling	920	27	2.9%
Protective/Restraining Orders	26	25	96.2%
Contested Divorce Assistance	18	15	83.3%
Child Care Centers	15	15	100.0%
Drug/Alcohol Testing	289	14	4.8%
Child Custody/Visitation Assistance	16	10	62.5%
Uncontested Divorce Assistance	11	9	81.8%
Personal/Grooming Supplies	2613	5	0.2%
Legal Services	5	5	100.0%
Child Support Assistance/Enforcement	5	5	100.0%
Gas Money	350	4	1.1%
Birth Certificates	36	4	11.1%
Homeless Drop In Centers	29666	4	0.0%
Furniture/Home Furnishings Donation Programs	11	4	36.4%
Criminal Record Expungement Assistance	3	3	100.0%
Bus Fare	1987	3	0.2%
Section 8 Housing Choice Vouchers	5	3	60.0%
Benefits Assistance	3	3	100.0%
Education	3	3	100.0%
Furniture	33	2	6.1%
Food	4	2	50.0%
Housing/Shelter	2	2	100.0%
Case/Care Management	208	1	0.5%
Birth Certificate Fee Payment Assistance	70	1	1.4%
Work Clothing	33	1	3.0%
Basic Needs	22	1	4.5%
Food Vouchers	22	1	4.5%
Real Estate Law	1	1	100.0%
Identification Cards	709	1	0.1%
Drug Abuse Counseling	603	1	0.2%
Rent Payment Assistance	298	1	0.3%
Electric Bill Payment Assistance	252	1	0.4%
Automobile Driver Licenses	32	1	3.1%
Health Care	6	1	16.7%
Identification Card Fee Payment Assistance	4	1	25.0%
Job Readiness	3	1	33.3%
Transitional Housing/Shelter	2	1	50.0%
General Legal Aid	2	1	50.0%
Immigration/Naturalization Legal Services	2	1	50.0%
Traffic/Parking Violation Assistance	2	1	50.0%
Dental Bill Payment Assistance	2	1	50.0%
Temporary Financial Assistance	1	1	100.0%
Individual Advocacy	1	1	100.0%
Adoption Information Release Forms	1	1	100.0%
Adoptive Family Recruitment	1	1	100.0%
Abuse/Violence Related Support Groups	1	1	100.0%
Disability Related Support Groups	1	1	100.0%