

#### **HOMELESS SURVEY RESULTS**



The City of Las Vegas retained Applied Analysis and Caridad Inc. to survey homeless residents of Las Vegas about the various challenges the group faces. This page is a summary of the results of over 400 one-on-one interviews.

#### **Homeless Prevention**

Is there any service that could have prevented you from becoming homeless?



#### Which Service(s) Would Help?

Rental Assistance	45%
Job Training	30%
Household Assistance	20%
Benefits Doc. Help	12%

#### **Top Reasons For Homelessness**



#### **Length of Homelessness**





Over half of respondents (51 percent) who were homeless for less than a year were unemployed and looking for work, 32 percent more than those who have been unemployed for longer than a year, emphasizing the need to limit the length of homelessness.

#### **Shelter Usage**

45% in the Last 12 Months



#### Why Satisfied? (48 %)

- Place to sleep
- Place to shower
- Caring staff
- Clean

#### Why Dissatisfied? (49%)

- Rude Staff and Patrons
- Stringent Rules
- Stringent Schedules
- Violence and Theft
- Unsanitary and Bed Bugs

#### **Why Not Shelters?**

31% Bed Bugs18% Dirty Conditions17% Safety Concerns13% Theft Concerns

#### **Improve Shelters**

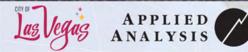
- Later Check-in Times
- Later Check-out Times
- Later Curfews
- Increased Security
- Increased Cleanliness







### Methodology and Approach



#### **Overview**

- The City of Las Vegas (the "City") takes the issue of homelessness very seriously and is actively engaged in both prevention and social assistance programs. That said, one of the biggest obstacles as it relates to homelessness is the difficulty of obtaining the information from the demographic.
- Applied Analysis and Caridad Inc. were jointly retained by the City to survey street homeless in the area to obtain information about the challenges this group faces.

- This summary presentation-report highlights the results of over 400 oneon-one interviews as well as the key findings of our review and analysis.
- Although a number of steps were taken before, during and after the survey process to limit research bias and to ensure the meaningfulness of the results generated, any primary research project of this nature will have some limitations. These limitations should be considered in the evaluation of the findings provided herein.

### Overview | Research Parameters

**General Approach** ± 400 homeless residents were surveyed regarding their history, economic

conditions and reasons for being homeless

Survey Parameters.

**Timeframe** Summer/Fall 2016; most responses from 9AM to 9PM

Method- Intercept survey at locations where homeless citizens are known to

congregate

**Respondent Requirements** Self-identify as homeless, 18 and over, unimpaired and unintoxicated

**Number of Respondents** 406

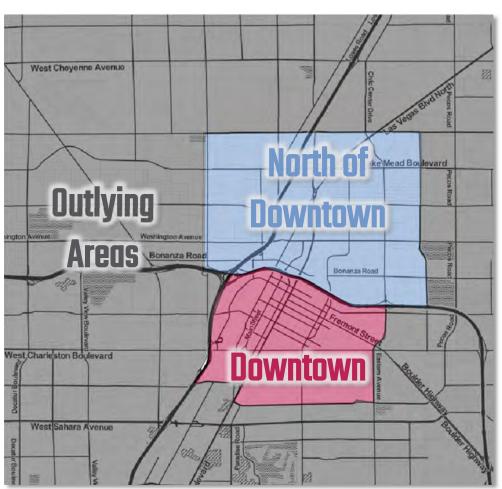
**Confidence Interval** 95%

Margin of Error• ±5%





### Overview | Survey Responses By Area



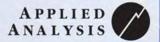
Downtown – 156 Respondents (38.4%)

North of Downtown – 147 Respondents (36.2%)

Outlying Areas – 86 Respondents (21.2%)

Geography Unavailable – 17 Respondents (4.2%)





### Summary of Findings





# **Summary of Findings**Homeless Profile Summary

Who?

Race /
Ethnicity:

53% Caucasian

28% African American

8% Hispanic-Latino

11% Other

**US Veterans:** 

With Children:

Employed:

Tenure in So.

Nevada:

56% for 5 or More Years

9% of Total

7% of Total

5% of Total

Where?

Location:

36% Downtown

38% North of Downtown (US-95)

21% Outlying-Suburban

**Sheltered:** 

16% in Shelters

84% Outside of Shelters or

Other Locations

Why?

Financial:

29% Loss of Job

20% Unable to Afford Monthly Rent

14% Unable to Afford Moving Costs

(i.e. Deposits, First Month Rent)

Other:

15% Alcohol/Drug usage

11% Disability

10% Unable to Find Affordable

Housing



### Summary of Findings

### Shelter Usage and Reasons

#### **Shelter Usage**

45% in the Last 12 Months





**29%** 





48% Satisfied / 49% Dissatisfied

#### Why Satisfied?

- Place to Sleep
- Place to Shower
- Caring Staff
- Clean

#### Why Dissatisfied?

- Rude Staff and Patrons
- Stringent Rules
- Stringent Schedules
- Violence and Theft
- Unsanitary and Bed Bugs

#### **Why Not Shelters?**

31% Bed Bugs

**18% Dirty Conditions** 

17% Safety Concerns

13% Theft Concerns

#### **Improve Shelters?**

- Later Check-in Times
- Later Check-out Times
- Later Curfews
- Increased Security
- Increased Cleanliness

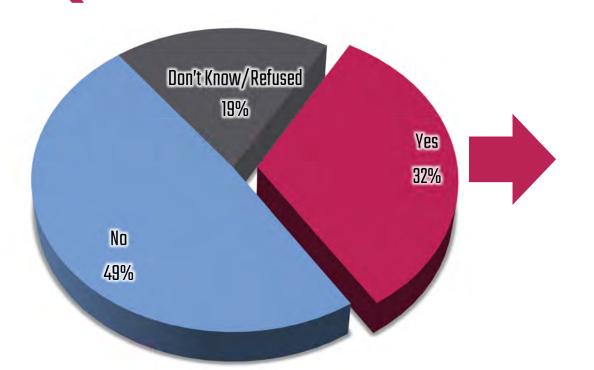




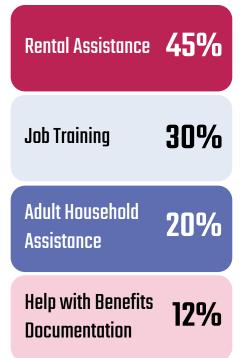
### **Summary of Findings**

### **Preventing Homelessness**

Is there any service offered that could have prevented you from becoming homeless?



What services do you feel could have prevented you from becoming homeless?



**Multiple Responses of Services Allowed** 





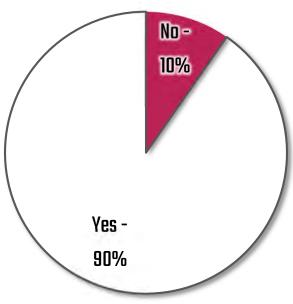
### **Survey Results**



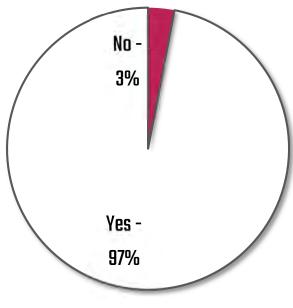


### **QA-C** Screener Questions

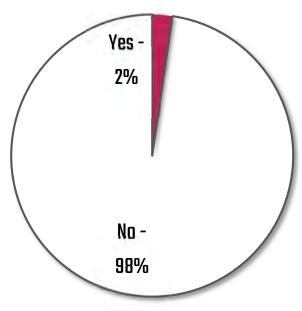




Are you at least 18 years of age?



(OBSERVED) Is the respondent too intoxicated/impaired to complete the survey?



N = 485

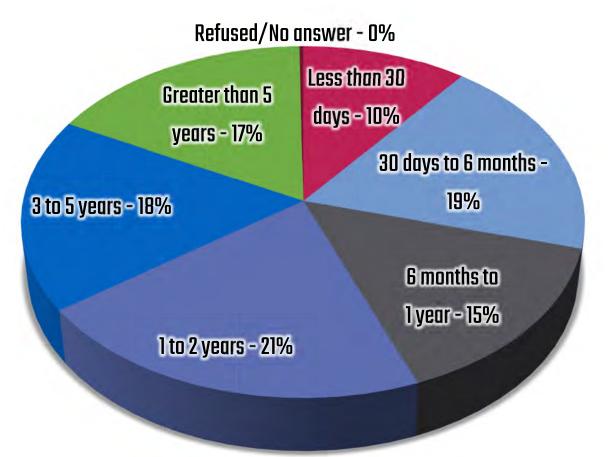
N=466

N=434





### About how long have you been homeless?



56%

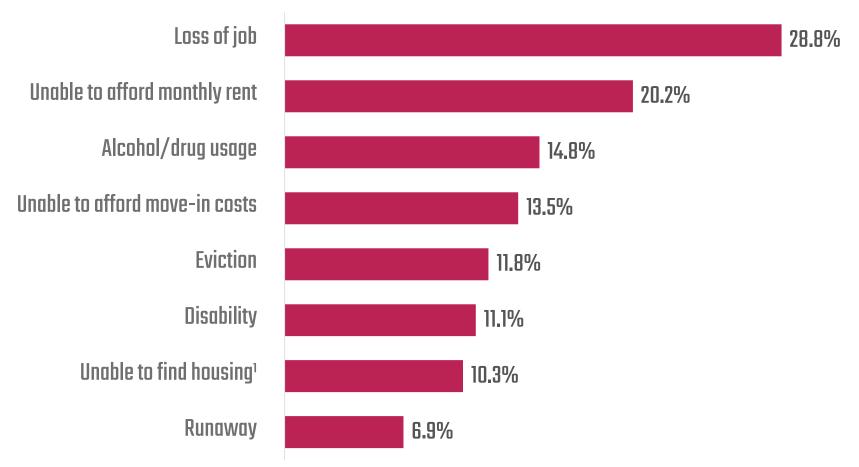
Of respondents were homeless for more than a year

N=406





# Which of the following are reasons that caused you to become homeless?



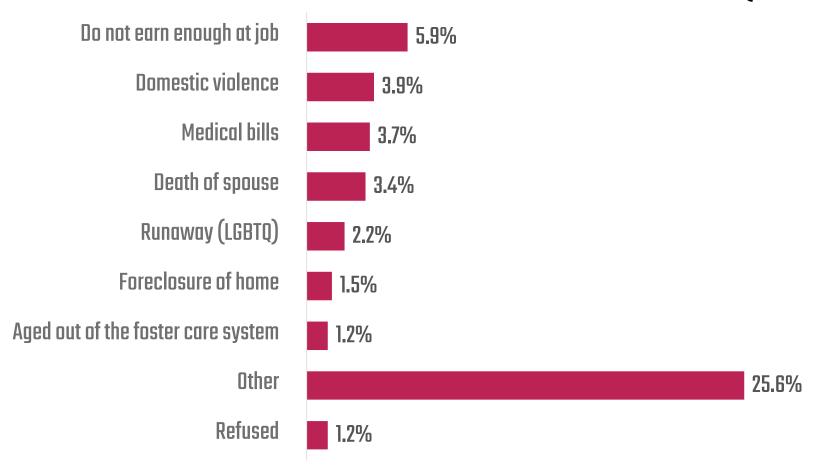
<sup>1</sup>Due to Credit or Criminal History

Multiple Response, Up to 3 Responses Allowed | N=406





## Which of the following are reasons that caused you to become homeless? (Continued)



Multiple Response, Up to 3 Responses Allowed | N=406





### Which of the following are reasons that caused you to become homeless? (Other 26%)

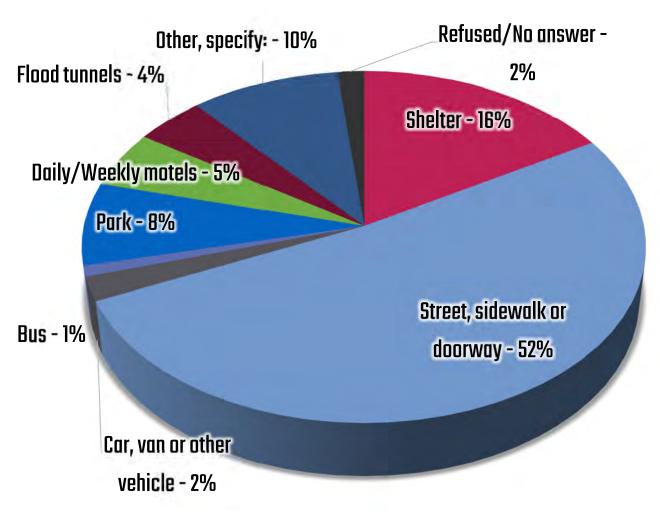








#### Tell me where you sleep most <u>often?</u>

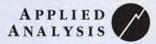


84%

Of respondents slept most often outside of a shelter

N=406

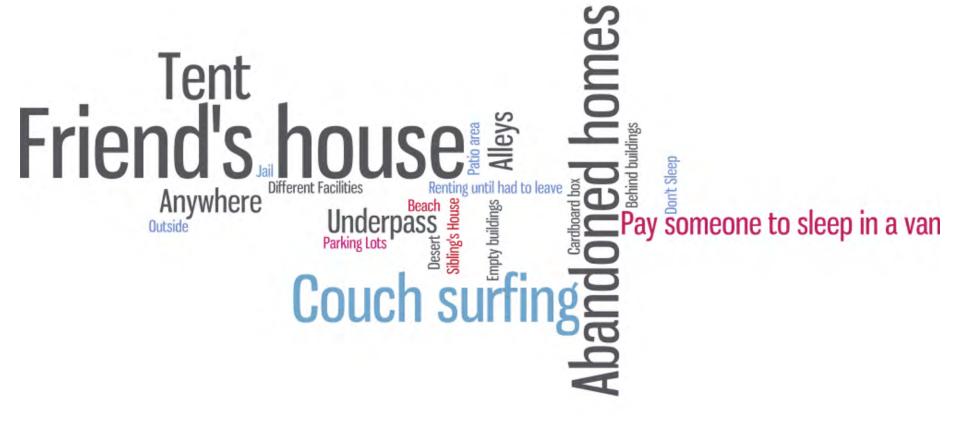




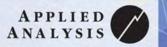


#### Tell me where you sleep most <u>often?</u>

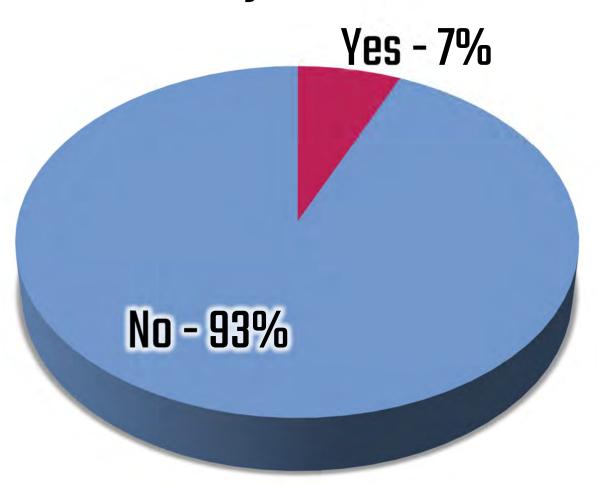
Other Responses (10%)







# Do you have any children that live or travel with you?

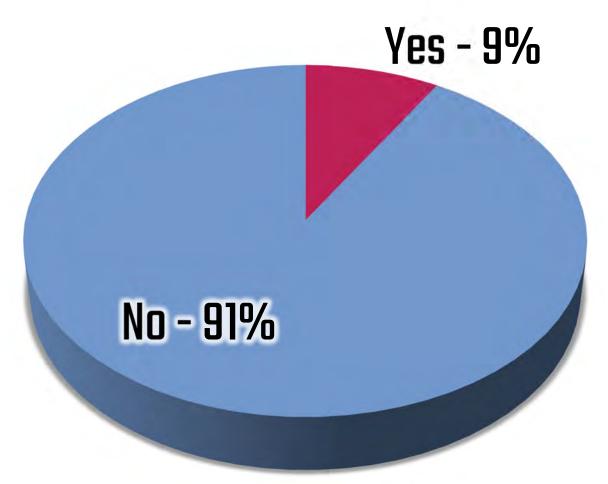








# Are you a veteran of the United States Armed Forces?











#### **Employment status**



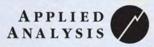
**Employed - 5%** 

Unemployed and not looking for work - 49%

Unemployed and looking for work - 45%

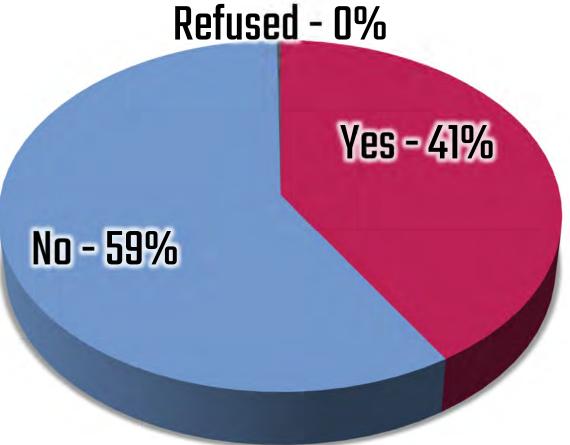








# Do you have any money coming in on a regular basis from somewhere other than formal employment?



N = 406

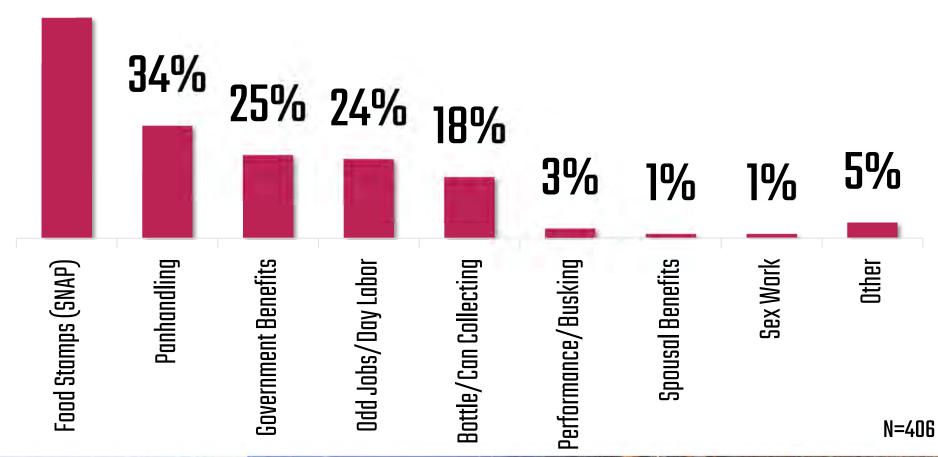






#### Do you get money from...











#### Do you get money from...

Other Responses (5%)



Commission-Based Job

Part-time jobs
International Market Place
Donate plasma

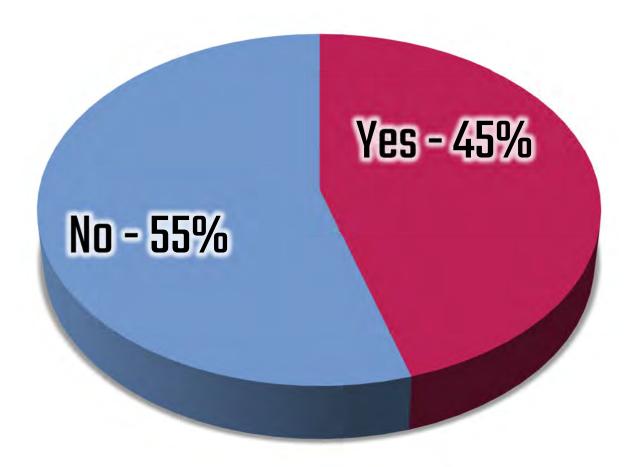
Recycling Items







# Have you used any shelter services in Las Vegas in the past 12 months?

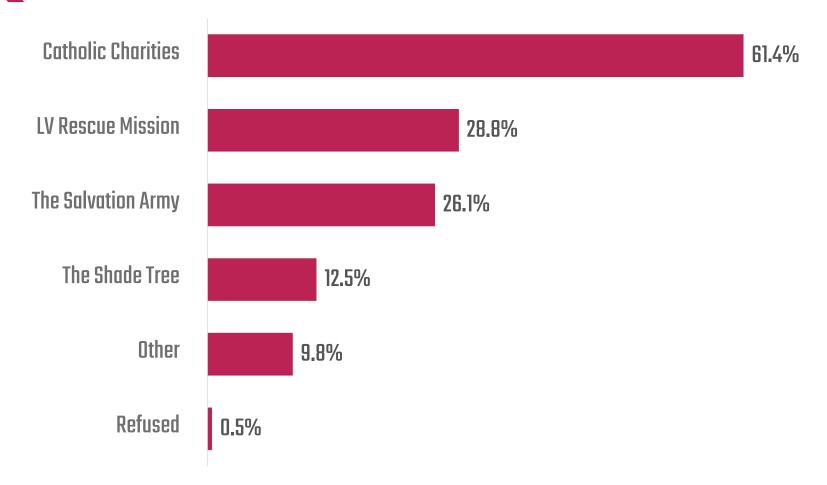


N=406





# **Q10** What shelter service did you use?

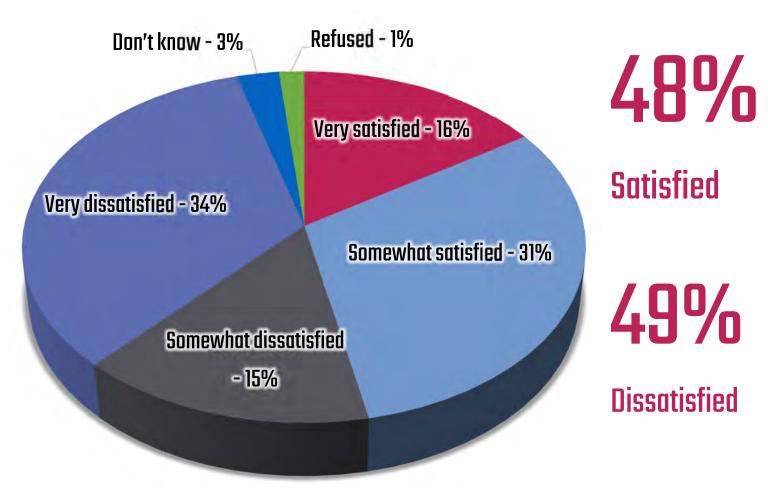








#### **Shelter services satisfaction?**









### U12 What is the main reason you were satisfied with your shelter experience?

Depends on the services

Rather here than on Foremaster

Good people but understaffed Food, bed and shelter
They're doing the best they can
Can't be picky because it's a shelter
Triendly environment

Better food and feel safe
Was okay until they took our pillows

Breakfast not up to standards they used to be

Substance use programs

Breakfast not up to standards they used to be

Was okay until they took our pillows

Being able to get help with different things

Shower and sleep A place to stay

Breakfast not up to standards they used to be

Shower and sleep A place to stay

Not enough on campus job programs

Place to sleep Shelter, washer and dryer They provided a place and clothes

Safe Safety from neighborhood

Caring staff Handle job well Clean, nice staff and a place to stay for a minute

Catholic Charities cares

Satisfied but have low expectations

Satisfied, but have low expectations
Takes a bit but do take care of you Helped with domestic violence Clean
Clean with religious services They treat me well

Saving for a deposit on rent Warm or cool down with bed Help finding a job





### What is the main reason you were dissatisfied with your shelter experience?

No coed shelters
Too loud and can't sleep
Don't make people shower
Too Don't make people shower
Unsanitary
Curfew
Can't sleep
Dirty and don't treat people kind enough Too many people and violence

Staff turned me away when I asked for help Don't want to help, just want to make money

They make it too easy for you to stay in the shelters and not move on I have been getting the run-around trying to get help.

Don't like shutting down bathrooms, intake, or cleanliness of bunks They had too many rules. You can only take a shower in the afternoon.

They made it hard being homeless! was in a four-man room. They watch the movie till 2 o'clock in the morning.

No services Space issues. Expired food Filthy, loud, crowded, early rise, and too early back to do anything in the day They were judgemental and unwilling to help me The employees are very disrespectful. They talk down to those using the services. When she was sick and in the hospital the shelter took all her belongings and ruined or distributed them to others Feels like mental facility

They released her too early. They wouldn't help me with anything I got some running around in circles trying to get help. And bed bugs The staff was rude and nasty. They didn't really explain anything to you. The overall atmosphere was a gross situation Employee disrespect

Structure and culture of facility. Food. Lack of department services to clients. Lack of computer access. Cleanliness.

Medical-stroke

Theft I would have given him a hundred percent if I wouldn't got woken up by my wife and had to leave

Rude people Have to be in by 7 and can't leave until 7am the next day. Got robbed there be of the like me by 7 and can't leave until 7am the next day. Got robbed there be of the like me by 7 and can't leave until 7am the next day. Got robbed there be of the leave until 7am the l

Pay for meals, have to work, bed bugs My case worker said she didn't like my attitude so she would be extra hard on me
Don't like being around other people Didn't feel sheltered Harassment due to having one drink, rather then offering help they kicked her out Bed Bugs, don't require showers Bed Bugs, thrown out at 5 AM, theft, overcrowded, not nice, check for warrants Not safe

They don't make you do anything to move you along out of homelessness. Don't have capacity, was pregnant at the time, favoritism Only let you stay for a week, bad beds, unresponsive staff Don't provide what we need, don't see results from donations

The amount of people Should never get put out of shelter, should have extensions Doesn't work with families

Was robbed No I used to live in a regular apartment Run like a prison, disrespectful staff and don't feel safe

Bed Bugs, stuff getting stolen They wouldn't let my girlfriend and I stay together

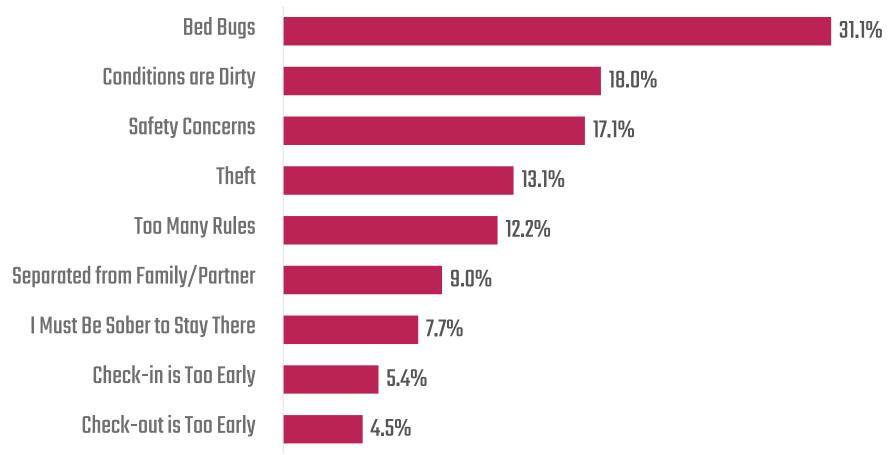
Bed Bugs, staff issues Don't really help you, treat you crazy Hate being treated like 3rd gender

Was robbed by director Cleanliness Uncomfortable and rude people Frustration





# Why don't you use the Las Vegas shelter system?

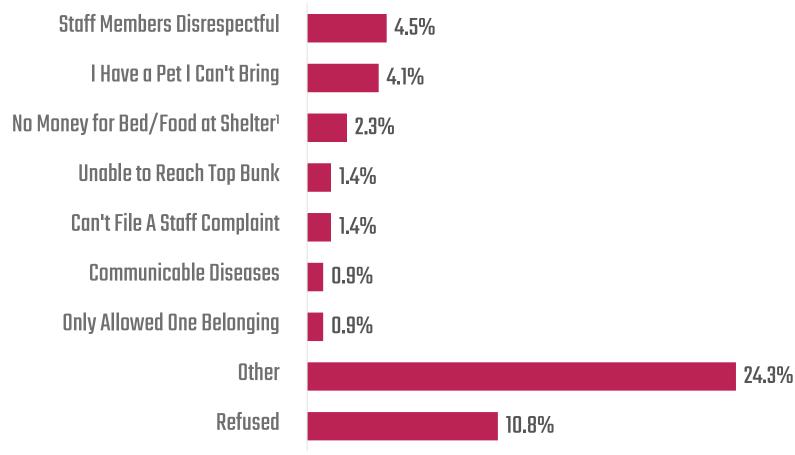


<sup>1</sup>Shelters sometimes charge a small amount to encourage self-sufficiency amongst their patrons





# Why don't you use the Las Vegas shelter system? (Continued)







# Why don't you use the Las Vegas shelter system? Other Responses (11%)

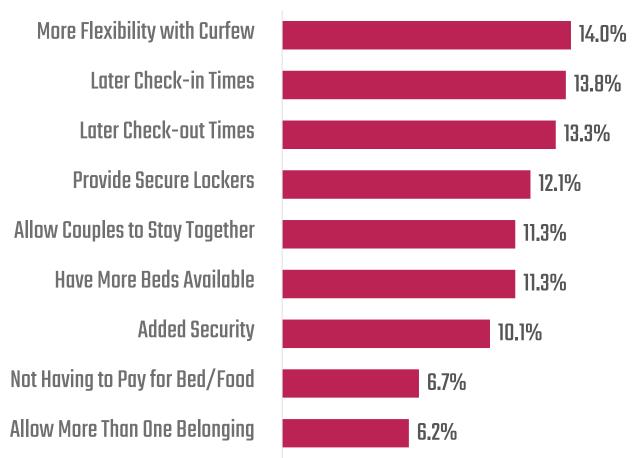
Too crowded Doesn't want to split from partner Drugs Won't give her medicine Full when I went there Got into too many fights

Don't get along with people Never Dirty sick guys NO ID Price Use friends home Not worthy of help No bed Over crowded Too full Can't Drink Too much control. No trust Didn't know Don't like them





# What changes at the local shelters might encourage you to use them more often?

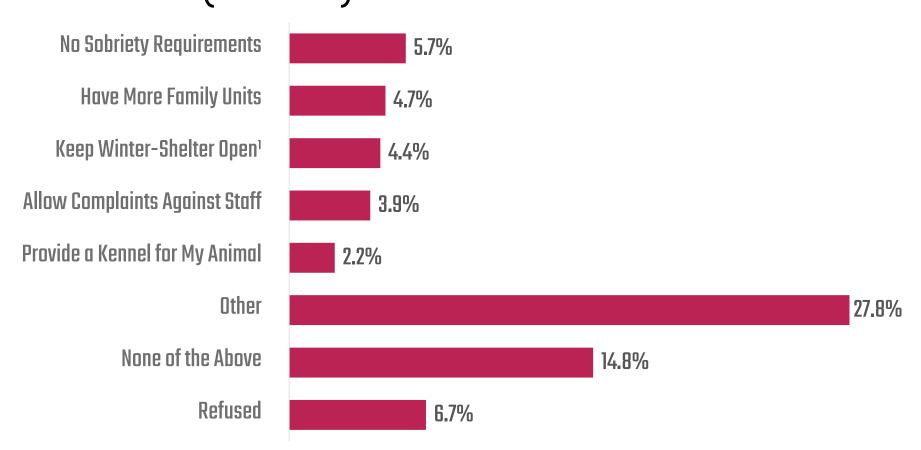


Multiple Response, Up to 3 Responses Allowed | N=222





# What changes at the local shelters might encourage you to use them more often? (Continued)



<sup>1</sup>All agency shelter beds are open 365 days of the year. Shelters do not add additional beds for inclement weather.

Multiple Response, Up to 3 Responses Allowed | N=222







# What changes at the local shelters might encourage you to use them more often?

Other Responses - Highlights (28%)

- Bed Bug Problem
- Make Everyone Take a Shower
- Closer, More Around the City
- More/Healthier Food
- Privacy Concerns
- Health Concerns at Shelter
- Better Restrooms
- Allow Longer than One Week
- Save Beds for Those That Work

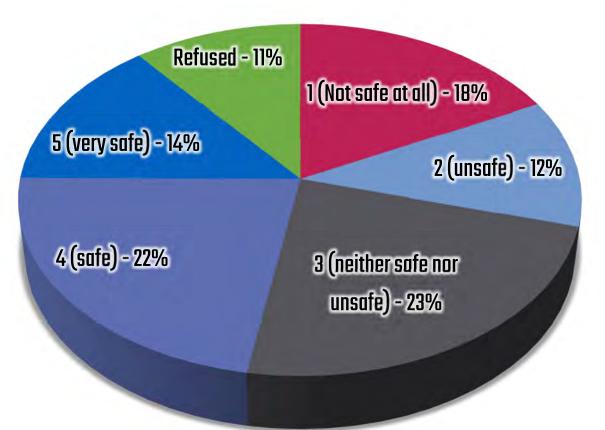
- Graveyard for Those Who Work
- Flexibility With Disabled
- A Place to Store Medicine
- It Isn't Quiet Enough
- No Pillows
- Had to Lose Job for Work Program
- More Bathrooms
- Solo/Smaller Rooms







# What is your impression of the safety at the local shelters?

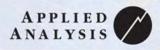


36%

Of respondents felt safe or very safe in a local shelter

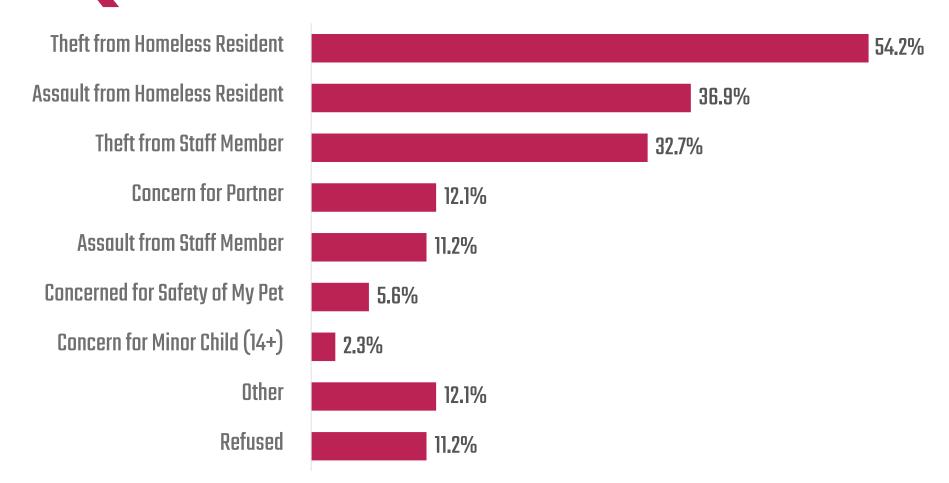
N = 406





## **Q17**

#### What safety concerns do you have?







#### Other Responses (12%) What safety concerns do you have?

Fire alarms asbestos

If he feels welcome

Not going to prison Wheelchair accessibility
Was punched in face Concern for his little girl

Need qualified staff who are out to help people Lack of staff at night

Can't voice can voice their opinions on people there and Catholic Charities

Not having our Necessities met Food
Afraid pills will be stolen

Safety and sanitation

Sanitation

Cleanliness

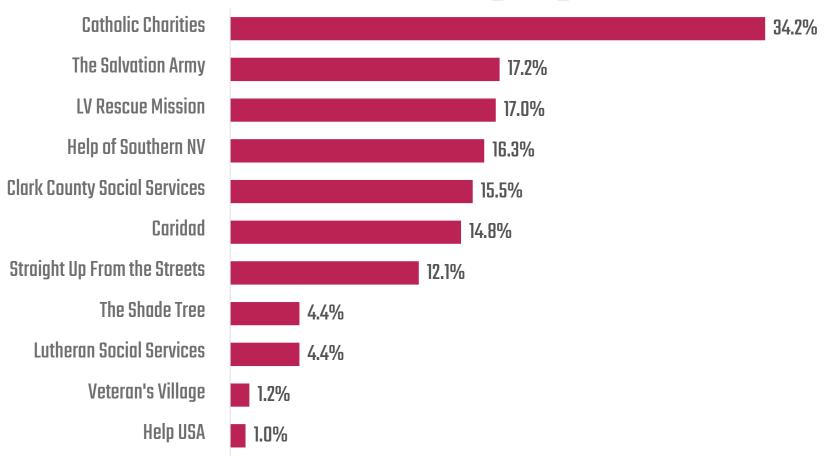
Safety (Knives and guns seen) Concerned with getting ill Addicts

## Bed bugs





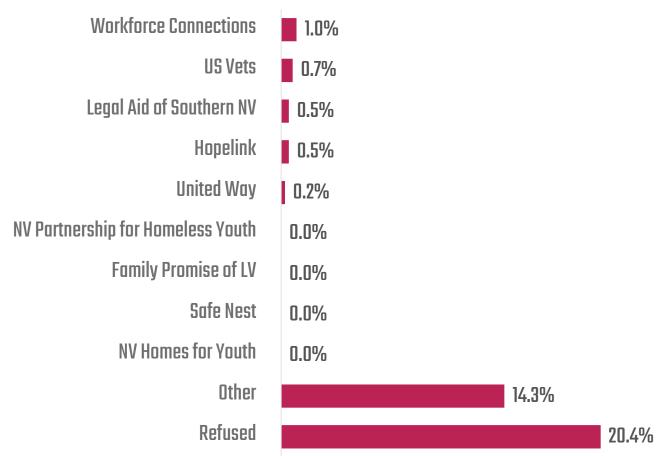
## Are you currently receiving services at each of the following organizations?



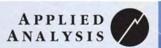




## Are you currently receiving services at each of the following organizations? (Continued)









#### Are you currently receiving services at each of the following organizations?

Other Responses (14%)

Senior Center Family
The Catholic Worker Social Security Joe's house
VIVO found me today German Embassy SNRHA
Shannon west Churches that do feeding Nevada health clinic

Catholic worker, st Vincent's, rescue mission Nobody will help
The LGBTO Center, Golden Rainbow
Three squarest. Joseph's Catholic Church
Currently none
Care complex LVMPD
Other and Odden that church Sfts

People come by and drop off food 9th and Ogden that church Sfts None don't like them WestCare Labor Ready and Manpower Free community lunches.

Bible study (Free meals) Casa de Luz

Churches The church on 9th Ogden
St. Timothy food bank Westcare, Monte Vista



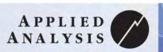


## What service or services do you need but do not currently have access to?



Multiple Open-end Response, Up to 3 Responses Allowed | N=331 | 645 Responses



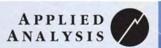


## **Q20** What is preventing you from getting this service/these services?



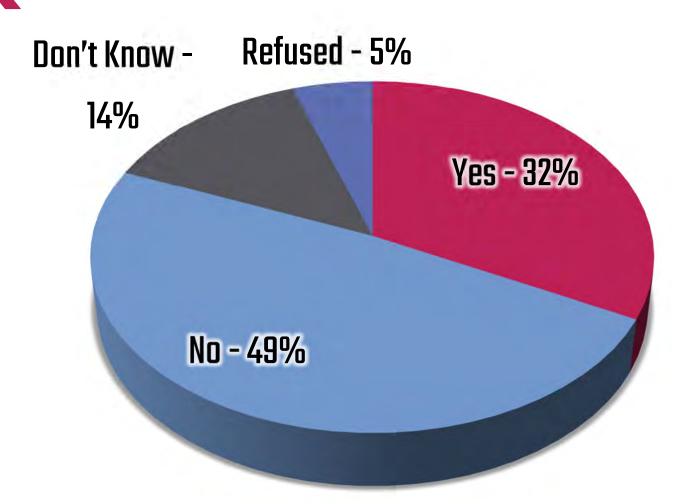
Multiple Open-end Response, Up to 3 Responses Allowed | N=311 | 824 Responses





## 021

## Is there any service that could have been offered to prevent you from becoming homeless?

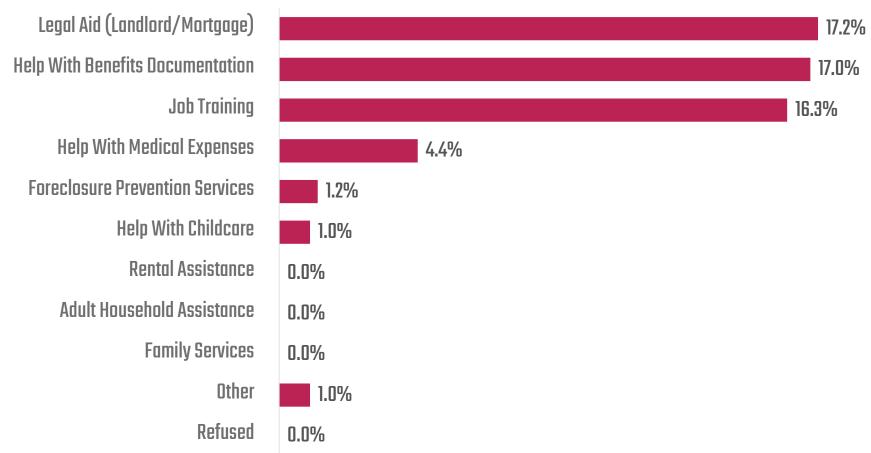


N=406





## **Q22** What services do you feel could have prevented you from becoming homeless?







Counseling

Stop check from garnishment

#### What services do you feel could have prevented you from becoming homeless?

Other Responses (26%)

Housing

Real estate market collapse Just released from Job

Mail Services, Help Jobseeking Not knowing resources, miscommunication

Someone to guide through homeless options Rehab, addiction treatment

Veterans Village kept charging each day I was late so I couldn't afford my late fees and rent

.A Place to Live Domestic abuse help. CPS was no help Job placement

Social security checkFinancial services Prices Respect Disabled Housing Help with job after prison My boss didn't put me on the books at work so I couldn't get unemployment

Prioritizing life goals and needs

Gamblers & Alcholics Anonymous
Let gay couple stay together Services for ex-felons Assistance with Disability

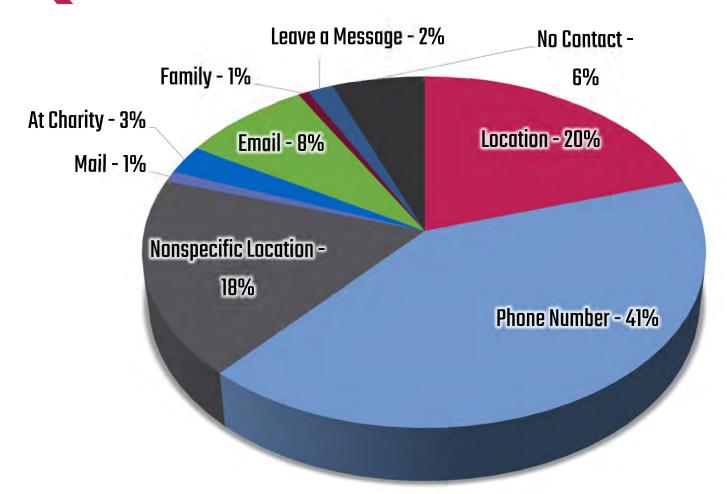
Not getting an eviction The same services provided to immigrants
Getting help with idea assistance
Extension of Stay at Shelter

Job and housing help





## What is the best way for service providers to contact you for services you need help with?

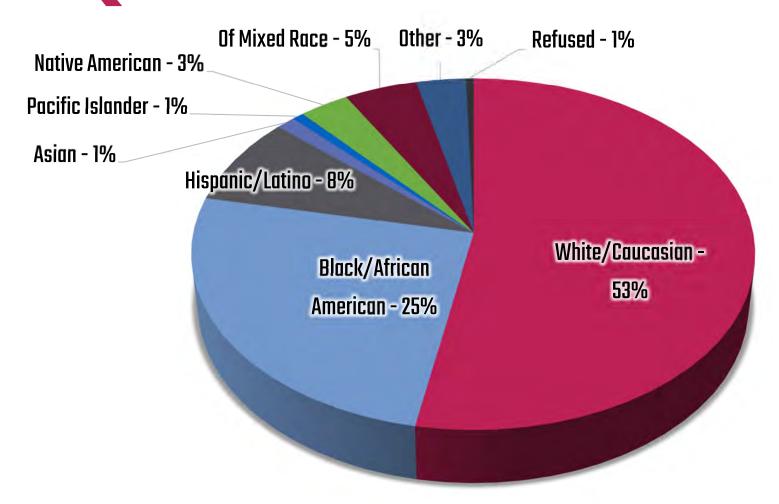








## 124 How would you classify your race or ethnicity?



N=406





## How would you classify your race or ethnicity? Other Responses (3%)

Native American and white Irish, Russian, Cherokee, multiple others

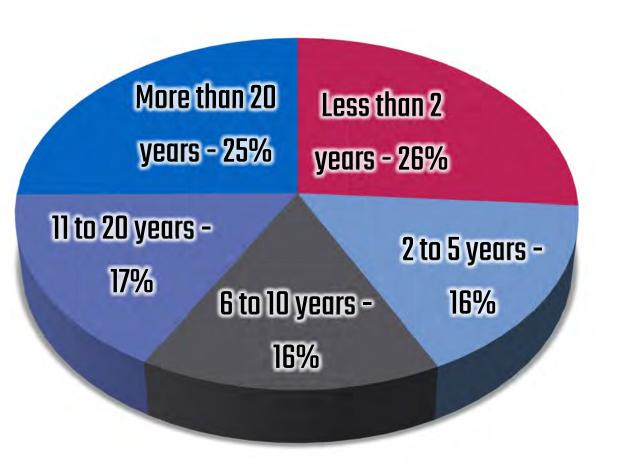
American
African American Italian
Sicilian Italian

Aztec, Spanish, Chinese Irish and Mexican Jamaican and Native American Dutch American





## **Q25** How long have you lived in Las Vegas?



57%

Of respondents have lived in Las Vegas for more than 5 years

N=406





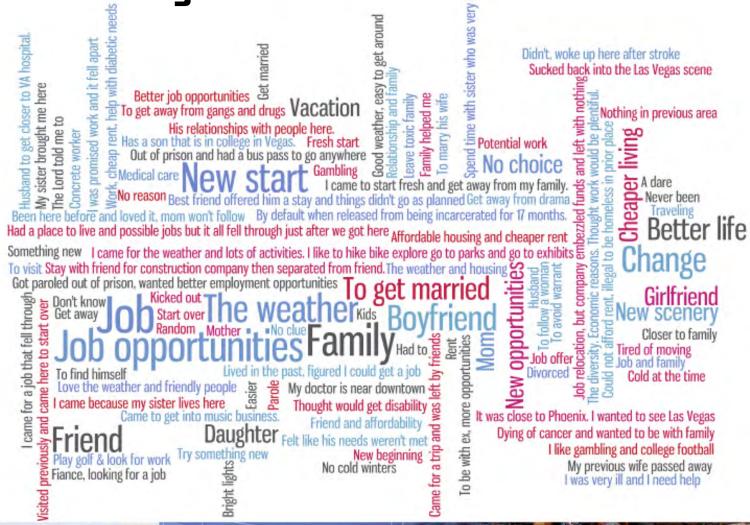
## **Q26** Where did you live prior to coming to Las Vegas?







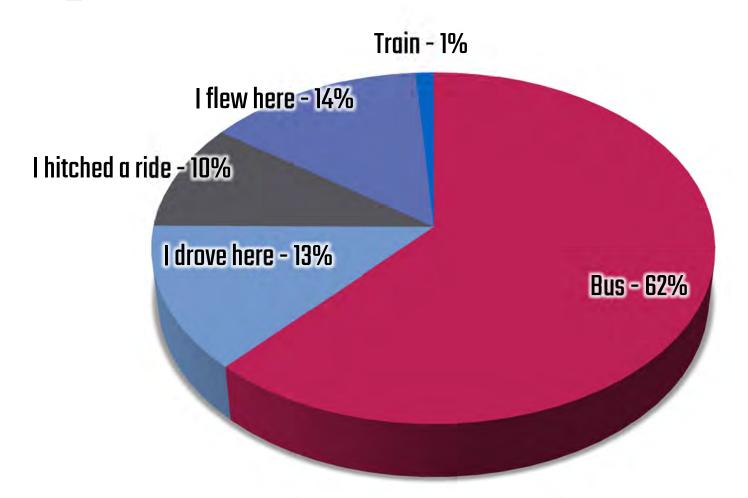
## **Q27** Why did you choose to come to Las Vegas?







## **128** How did you get to Las Vegas?

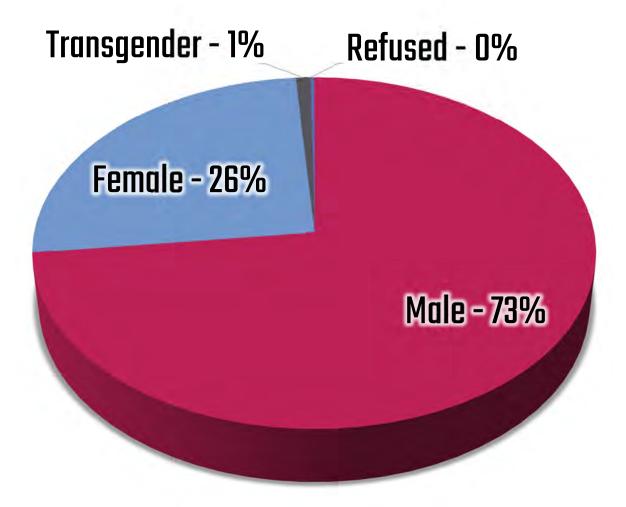








## **129** What gender do you classify yourself?

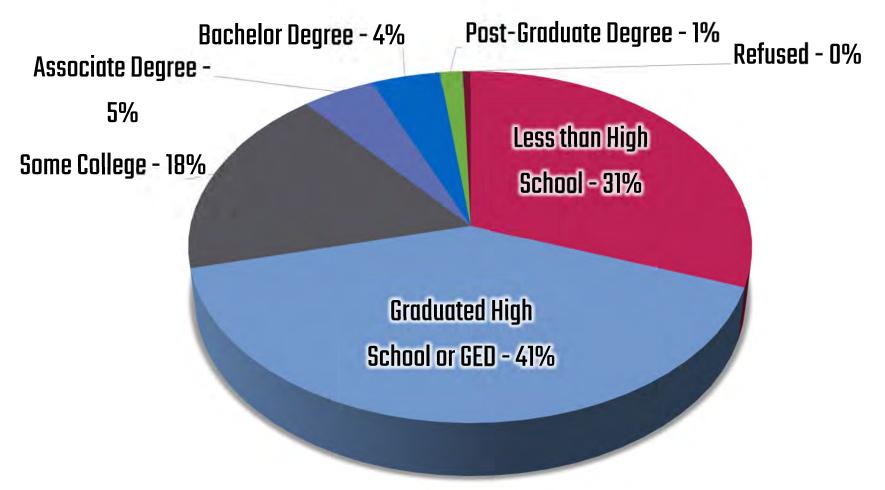






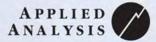


## What is the highest level of education you have completed?



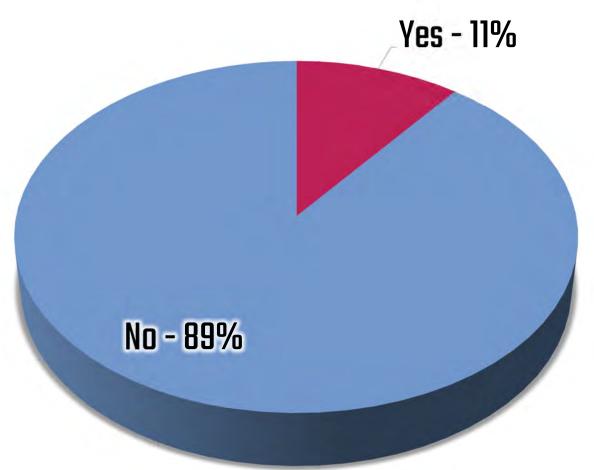








# (OBSERVED) Do you detect signs or symptoms of severe, persistent mental illness or cognitive function?











#### (OBSERVED) Do you detect signs or symptoms of severe, persistent mental illness or cognitive function? Yes (11%) Descriptions

# Diagnosis Claims to have issues Talking to self, laughing randomly Slow to respond Using Drugs Very woozy; does not seem intoxicated Schizophrenia Unable to focus Paranoid schizophrenic Depression Perseveration, difficulty forming thoughts Very woozy; does not seem intoxicated Schizophrenia Paranoia







## (OBSERVED) Where did this survey take place?



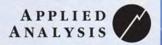
Downtown – 156 Respondents (38.4%)

North of Downtown – 147 Respondents (36.2%)

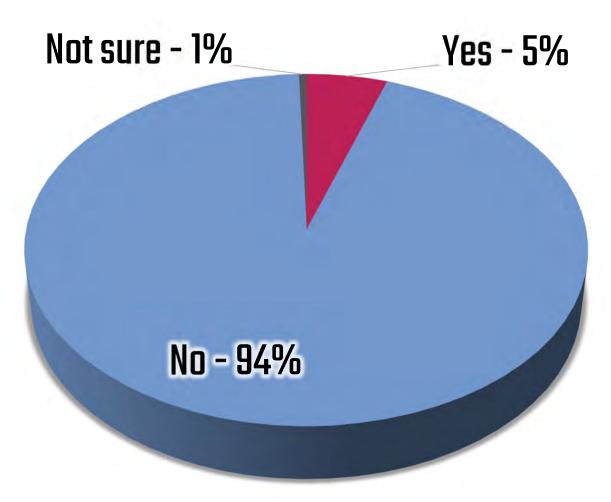
Outlying Areas – 86 Respondents (21.2%)

Geography Unavailable – 17 Respondents (4.2%)





## (OBSERVED) Is there a pet present?









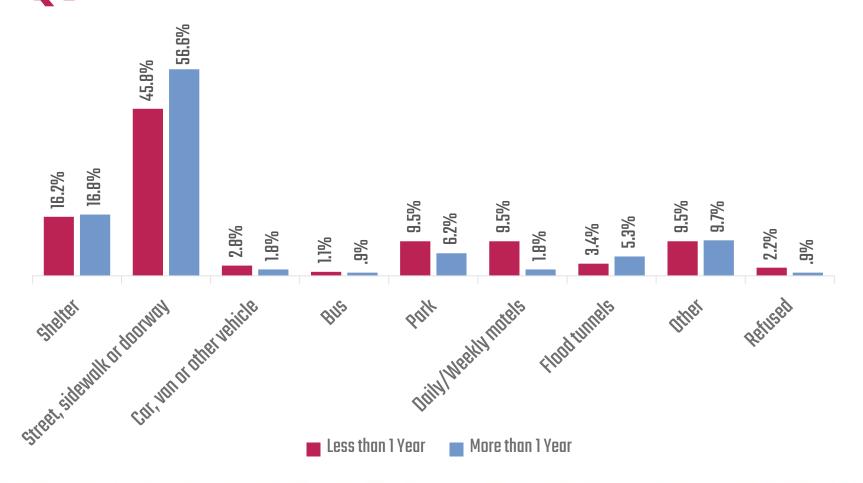
## Cross-tabulations





#### About how long have you been homeless?

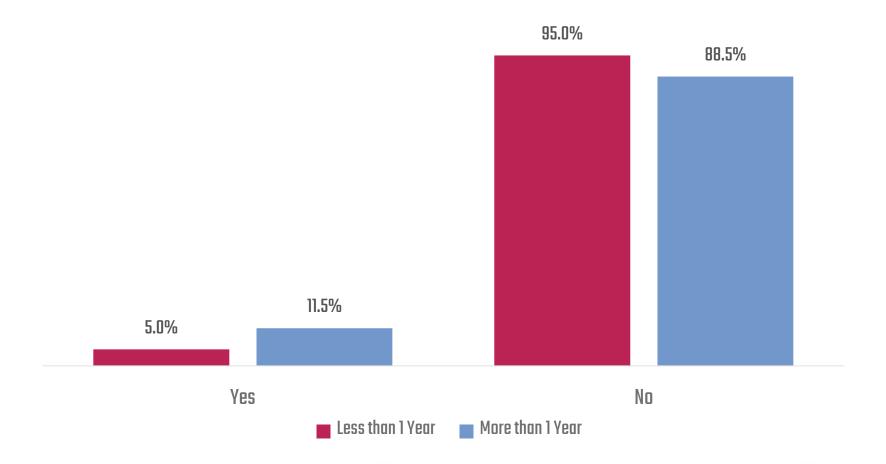
**Q3** Where do you sleep most <u>often?</u>







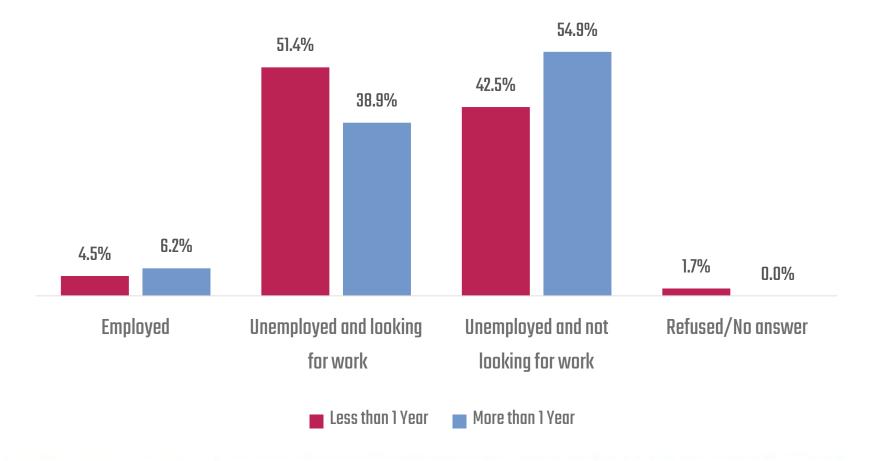
# About how long have you been homeless?Are you a veteran of the United States Armed Forces?







# Q1 About how long have you been homeless?Q6 Employment Status

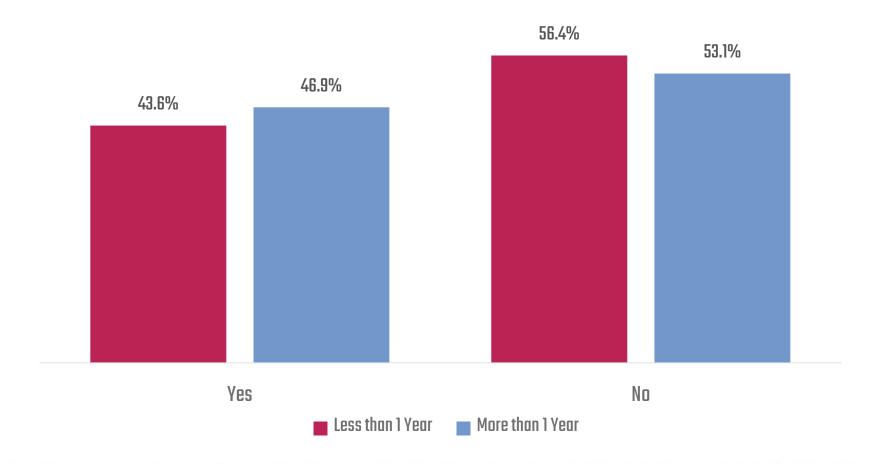






#### About how long have you been homeless?

#### Have you used any shelter services in the past 12 months?



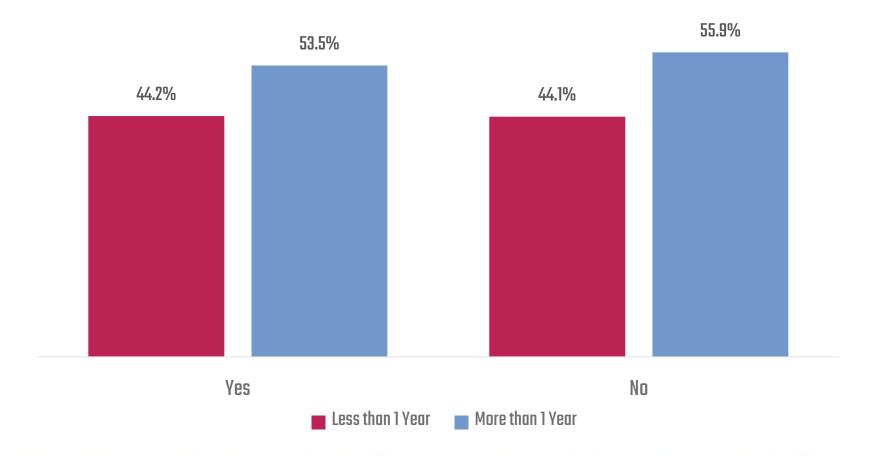




#### Q1 Q31

## About how long have you been homeless? (OBSERVED) Do you detect signs or symptoms of severe,

persistent mental illness or cognitive function?



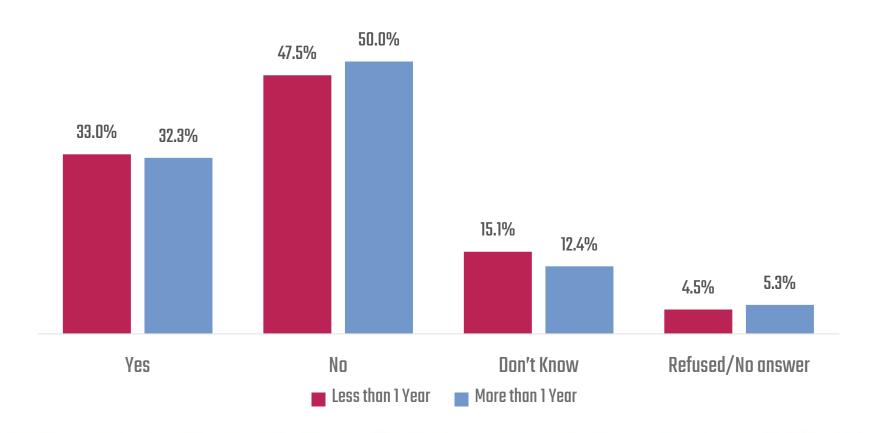




#### Q1 021

#### About how long have you been homeless? In these any parties that sould have been effected to be

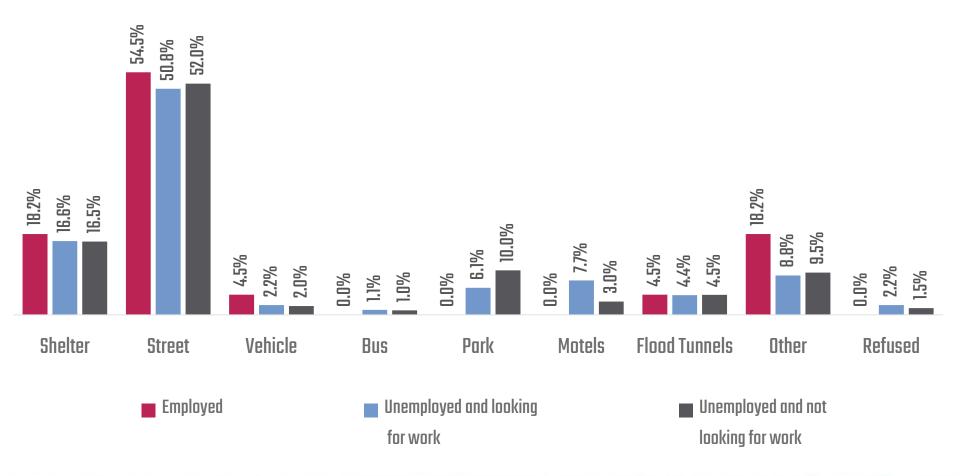
Is there any service that could have been offered to prevent you from becoming homeless?







# Q3 Where do you sleep most often? O6 Employment status

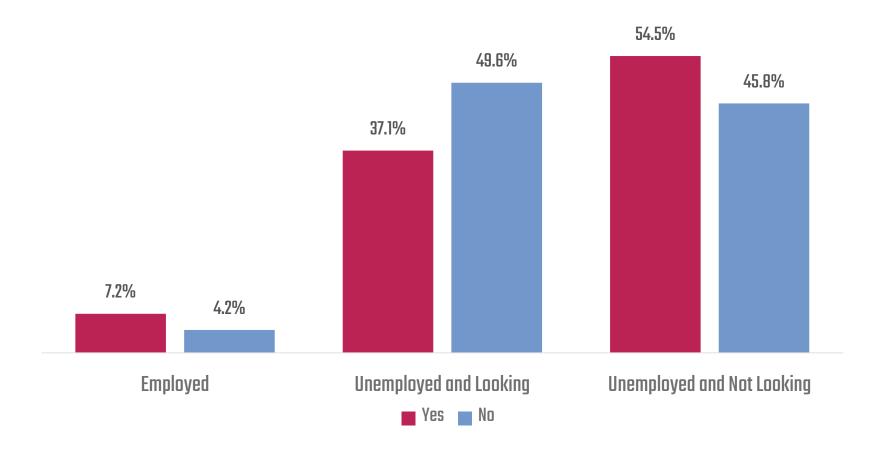






#### Q7 06

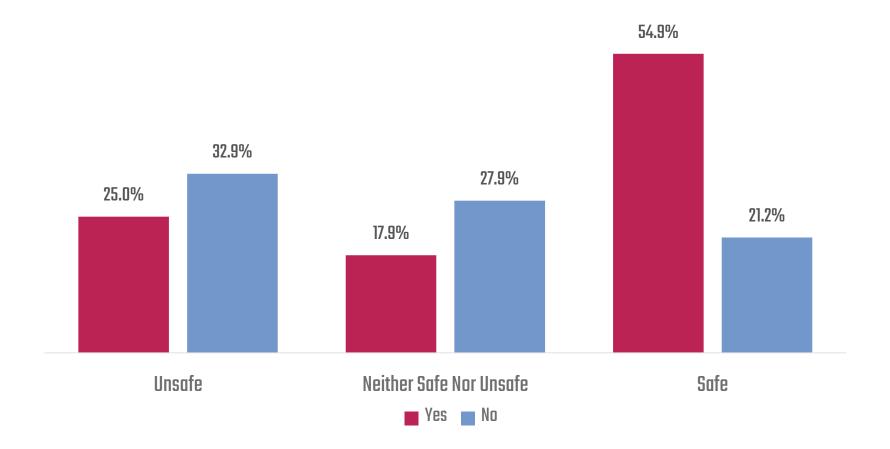
# Do you have money coming in on a regular basis from somewhere other than formal employment? Employment status







# Have you used any shelter services in the past 12 months? What is your impression of the safety at the local shelters?





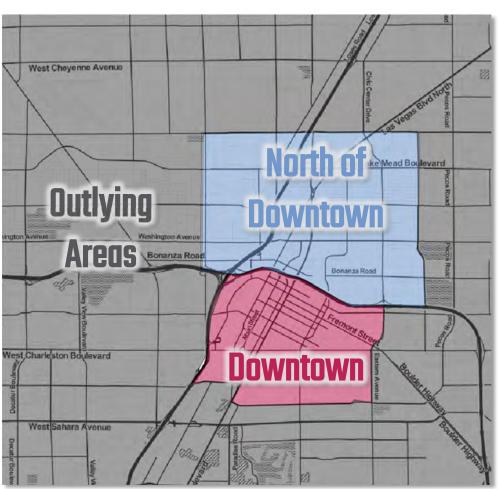


## Responses by Geography





#### Survey Responses by Area



Downtown – 156 Respondents (38.4%)

North of Downtown – 147 Respondents (36.2%)

Outlying Areas – 86 Respondents (21.2%)

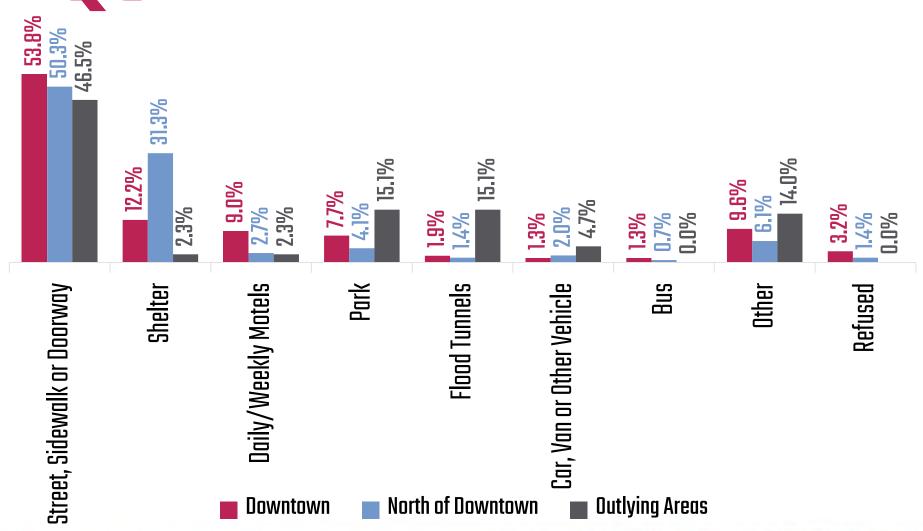
Geography Unavailable – 17 Respondents (4.2%)



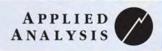




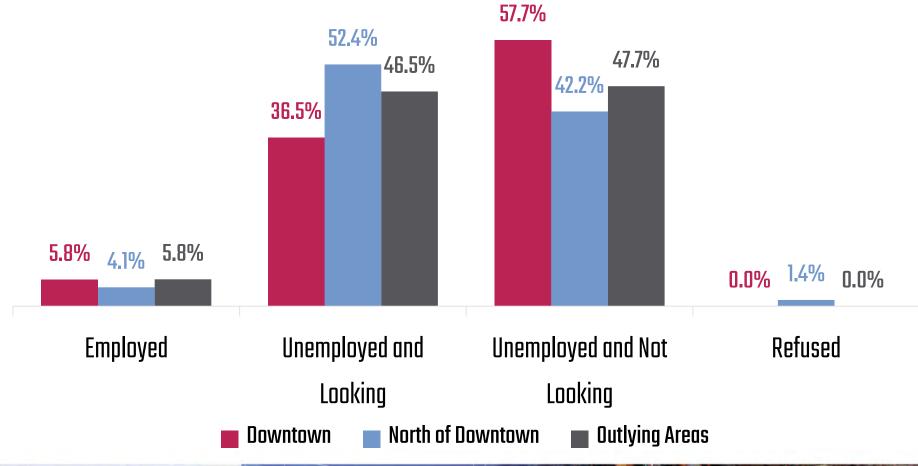
#### Where do you sleep most often?







## **Employment status**

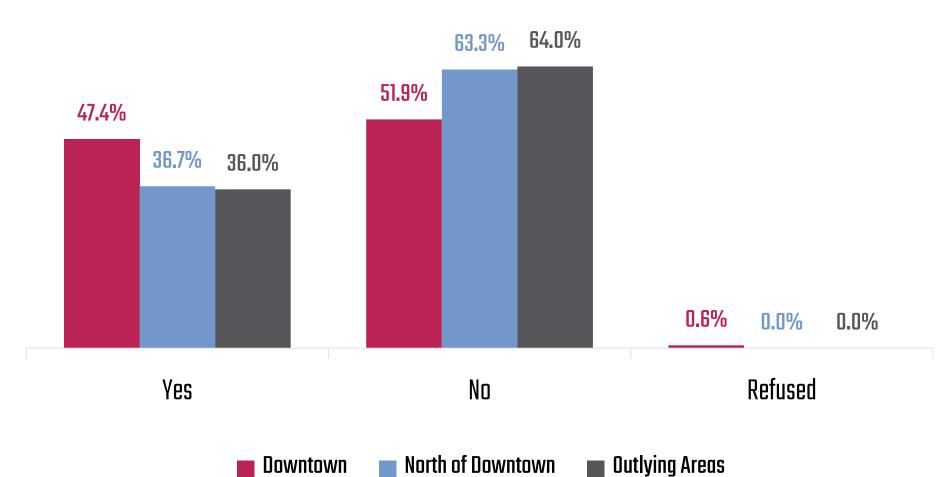






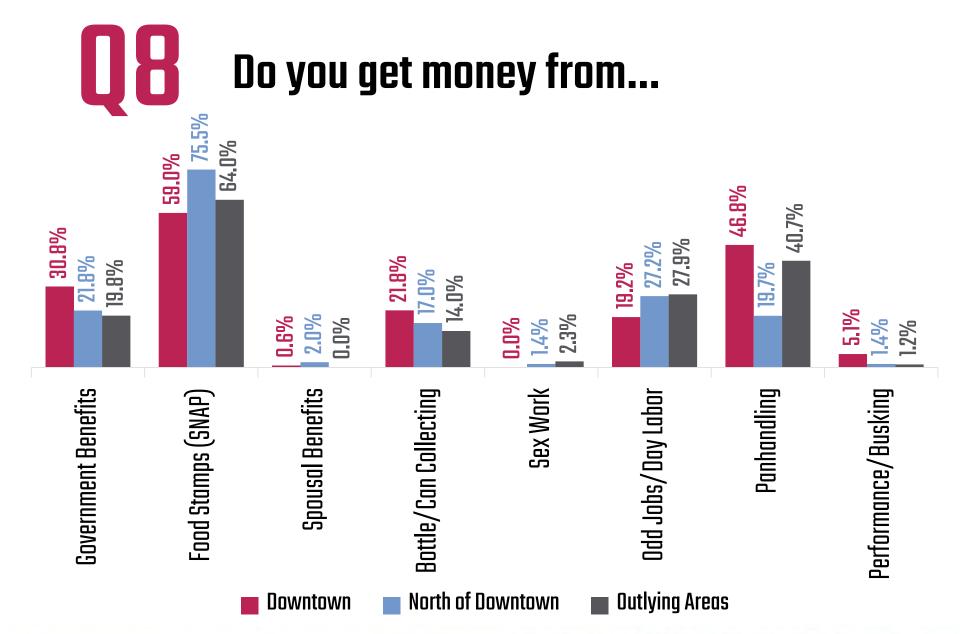


# Do you have any money coming in on a regular basis from somewhere other than formal employment?







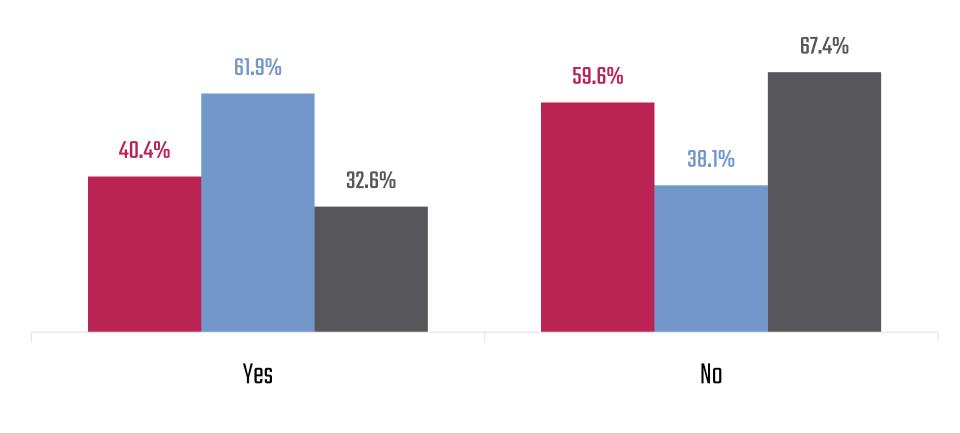








## Have you used any shelter services in Las Vegas in the past 12 months?



North of Downtown





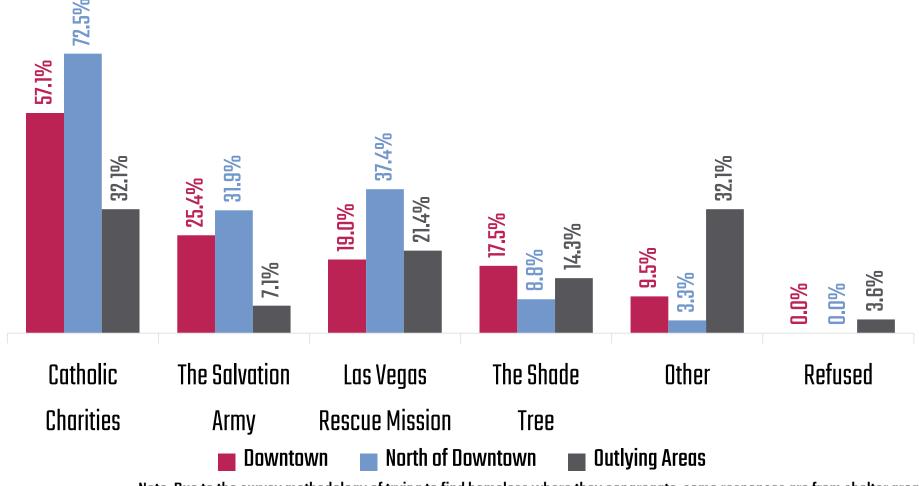
Downtown

**Outlying Areas** 

## Q10

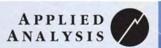
#### Which shelter service did you use?

Multiple Response (N=63, N=91, N=28)



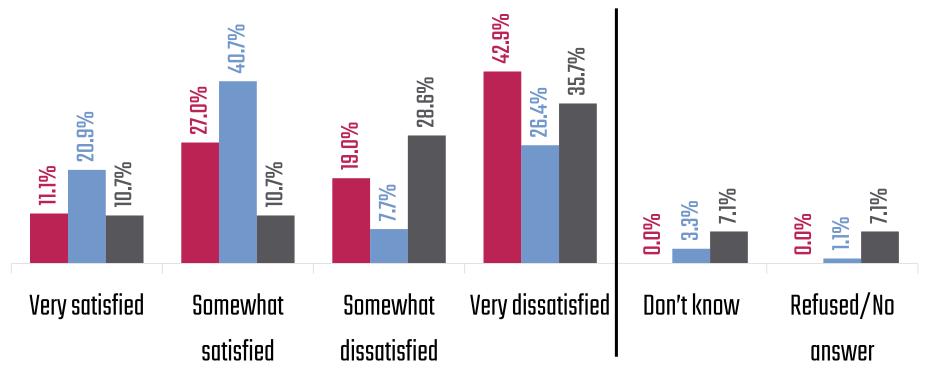
Note: Due to the survey methodology of trying to find homeless where they congregate, some responses are from shelter areas







#### In general, how satisfied or dissatisfied were you with the shelter services?



**Total Satisfied:** 

38.1% Total Dissatisfied: 61.9%

Downtown

North of Downtown

61.5%

34.1%

**Outlying Areas** 

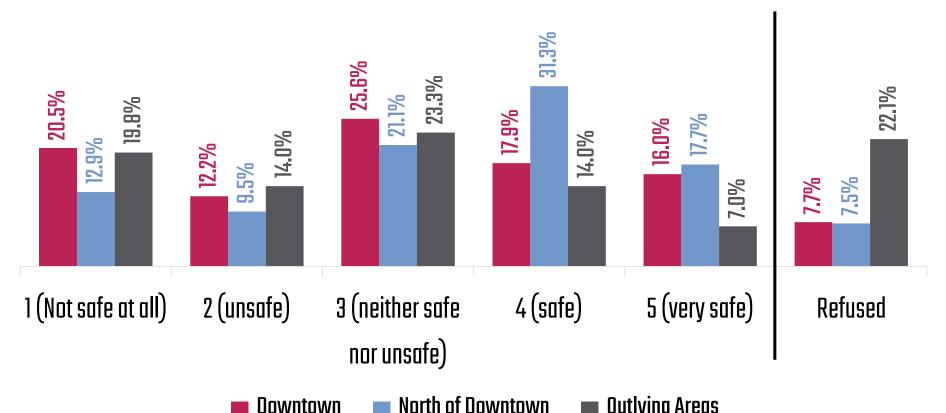
21.4%

64.3%





#### What is your impression of the safety at the local shelters?



**Total Safe:** Total Unsafe:

34.0% 32.7%

North of Downtown

49.0%

22.4%

**Outlying Areas** 

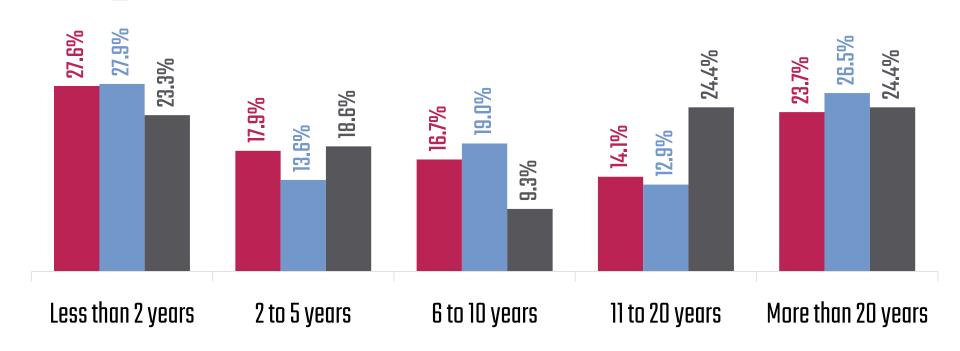
20.9%

33.7%





## **1125** How long have you lived in Las Vegas



10 or Less: More than 10: Downtown **62.2% 37.8%** 

North of Downtown 60.5% 39.5%

Outlying Areas51.2%48.8%



