

2016



CITY OF LAS VEGAS HOMELESS SURVEY

APPLIED
ANALYSIS

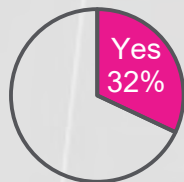


HOMELESS SURVEY RESULTS

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?



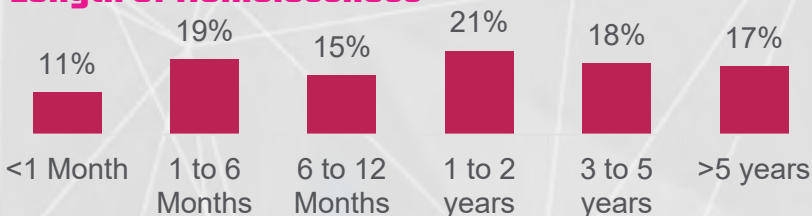
Which Service(s) Would Help?

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

Top Reasons For Homelessness

Loss of job	28.8%
Rent	20.2%
Alcohol/Drugs	14.8%
Move-in Costs	13.5%
Eviction	11.8%
Disability	11.1%
Can't Get Housing	10.3%

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 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

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 one-on-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

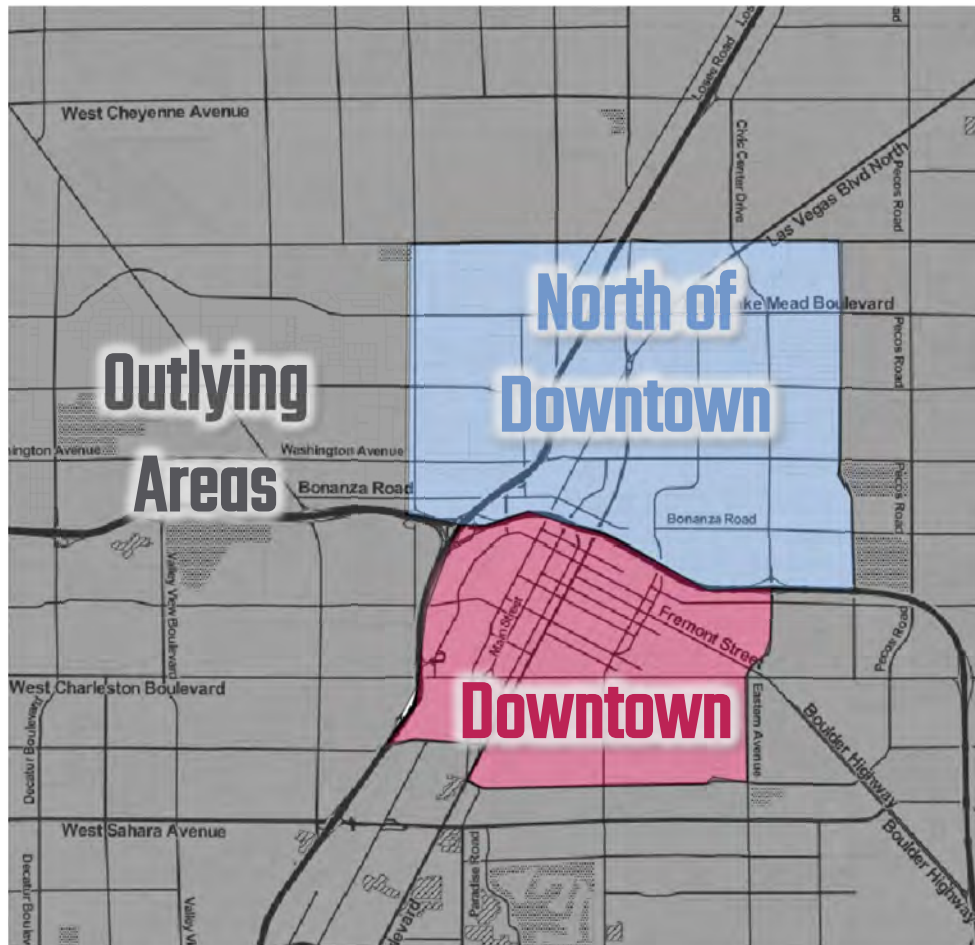
Confidence Interval•

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: 9% of Total
With Children: 7% of Total
Employed: 5% of Total
Tenure in So. Nevada: 56% for 5 or More Years

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:

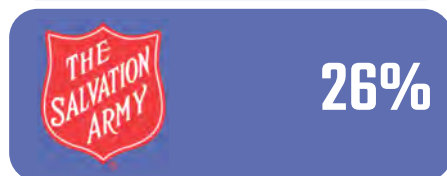
- 15% Alcohol/Drug usage
- 11% Disability
- 10% Unable to Find Affordable Housing

Summary of Findings

Shelter Usage and Reasons

Shelter Usage

45% in the Last 12 Months



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

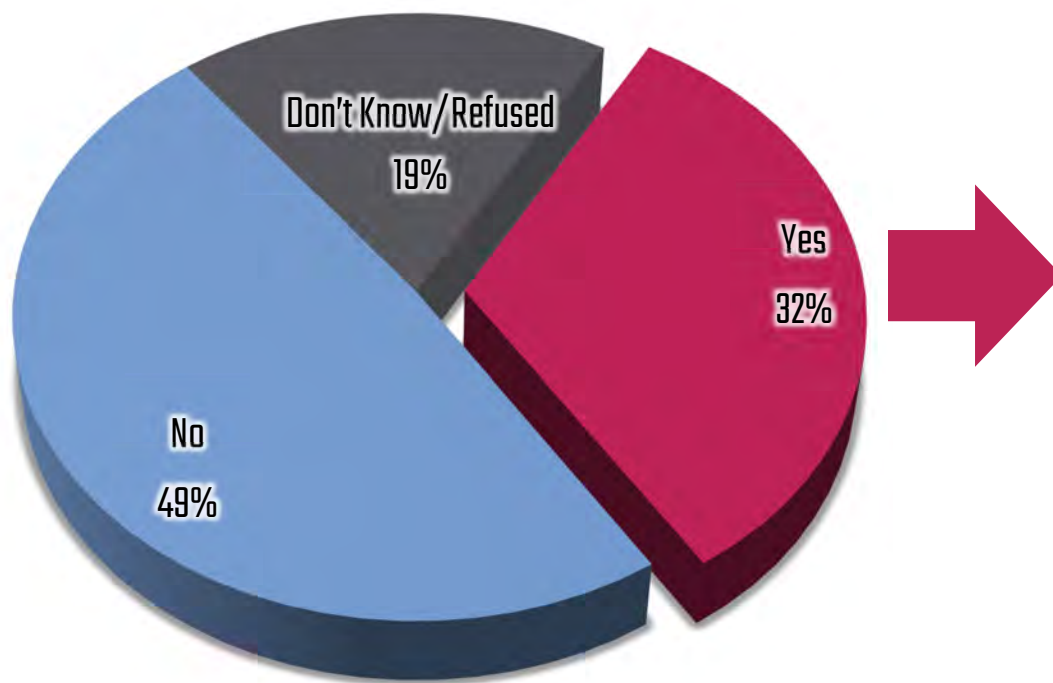
Improve Shelters?

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

Summary of Findings

Preventing Homelessness

Q22 Is there any service offered that could have prevented you from becoming homeless?



Q23 What services do you feel could have prevented you from becoming homeless?

Rental Assistance **45%**

Job Training **30%**

Adult Household Assistance **20%**

Help with Benefits Documentation **12%**

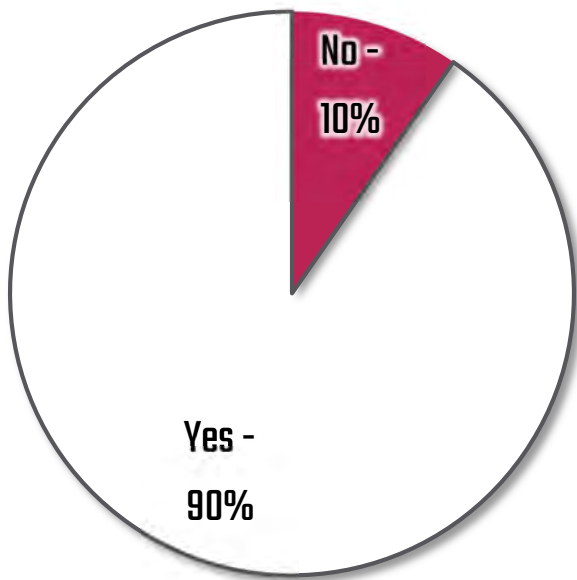
Multiple Responses of Services Allowed

Survey Results



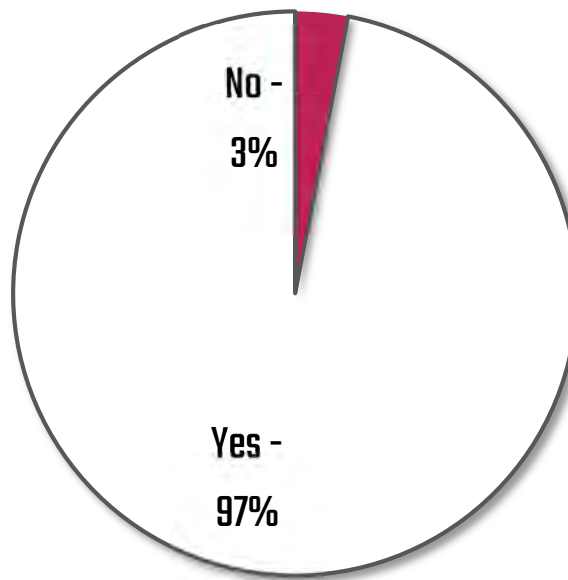
QA-C Screener Questions

QA Do you consider yourself homeless?



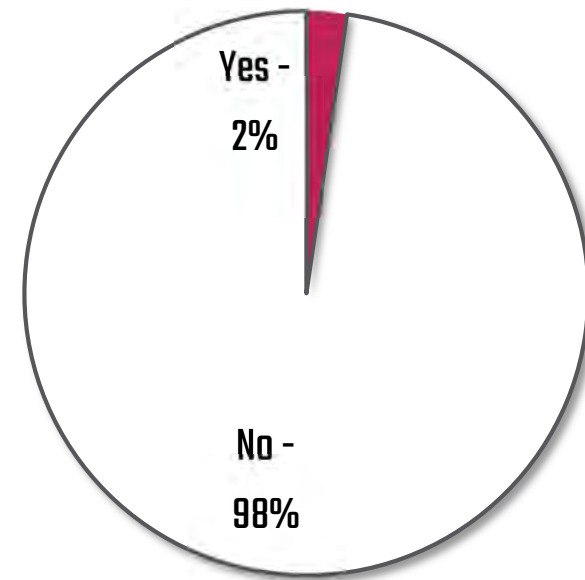
N=485

QB Are you at least 18 years of age?



N=466

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

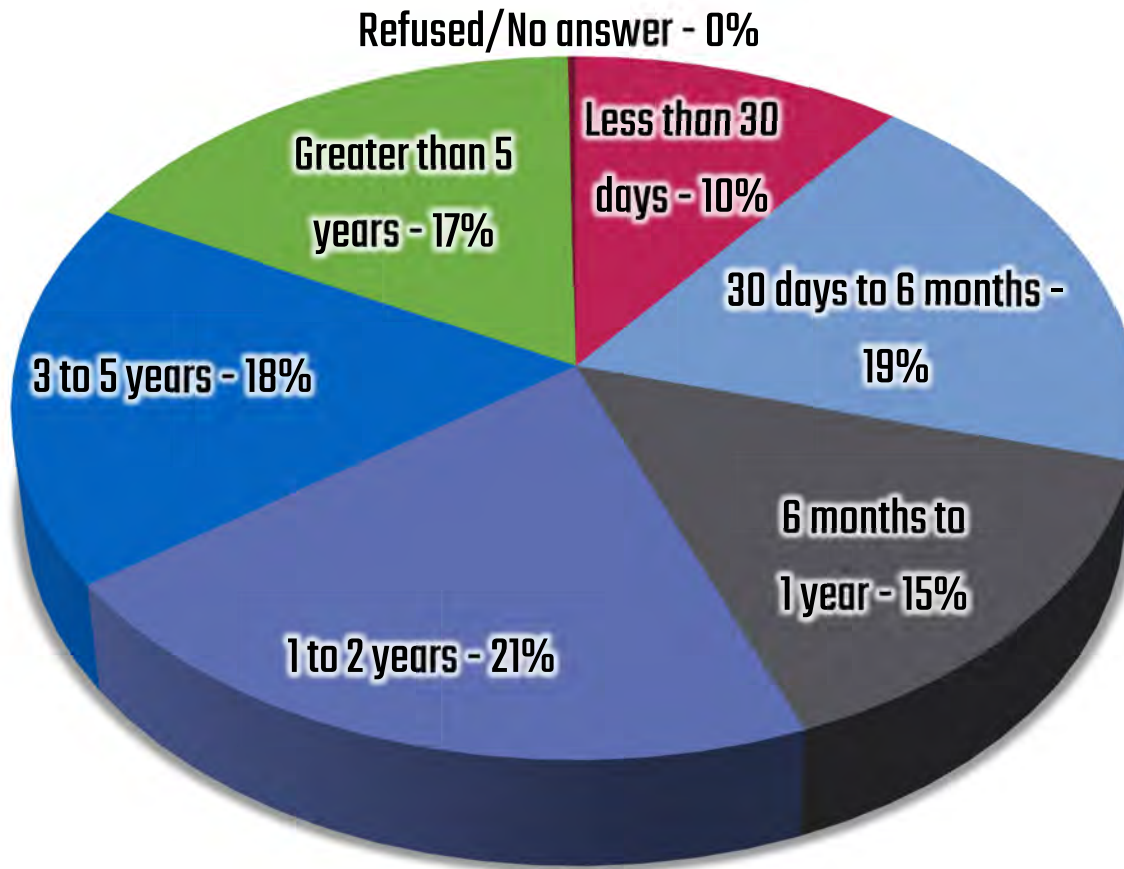


N=434



Q1

About how long have you been homeless?



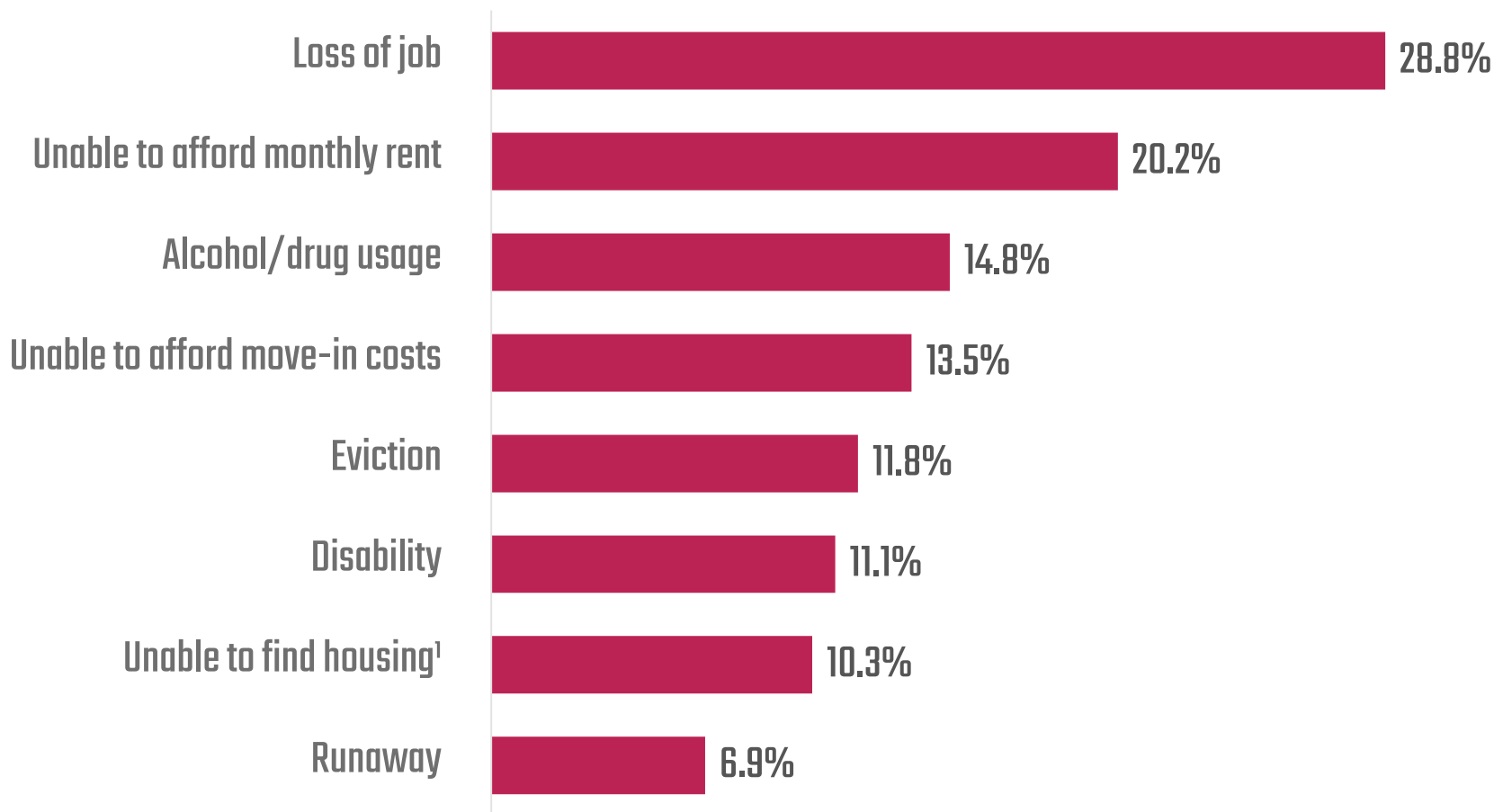
56%

Of respondents were homeless for more than a year

N=406

Q2

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

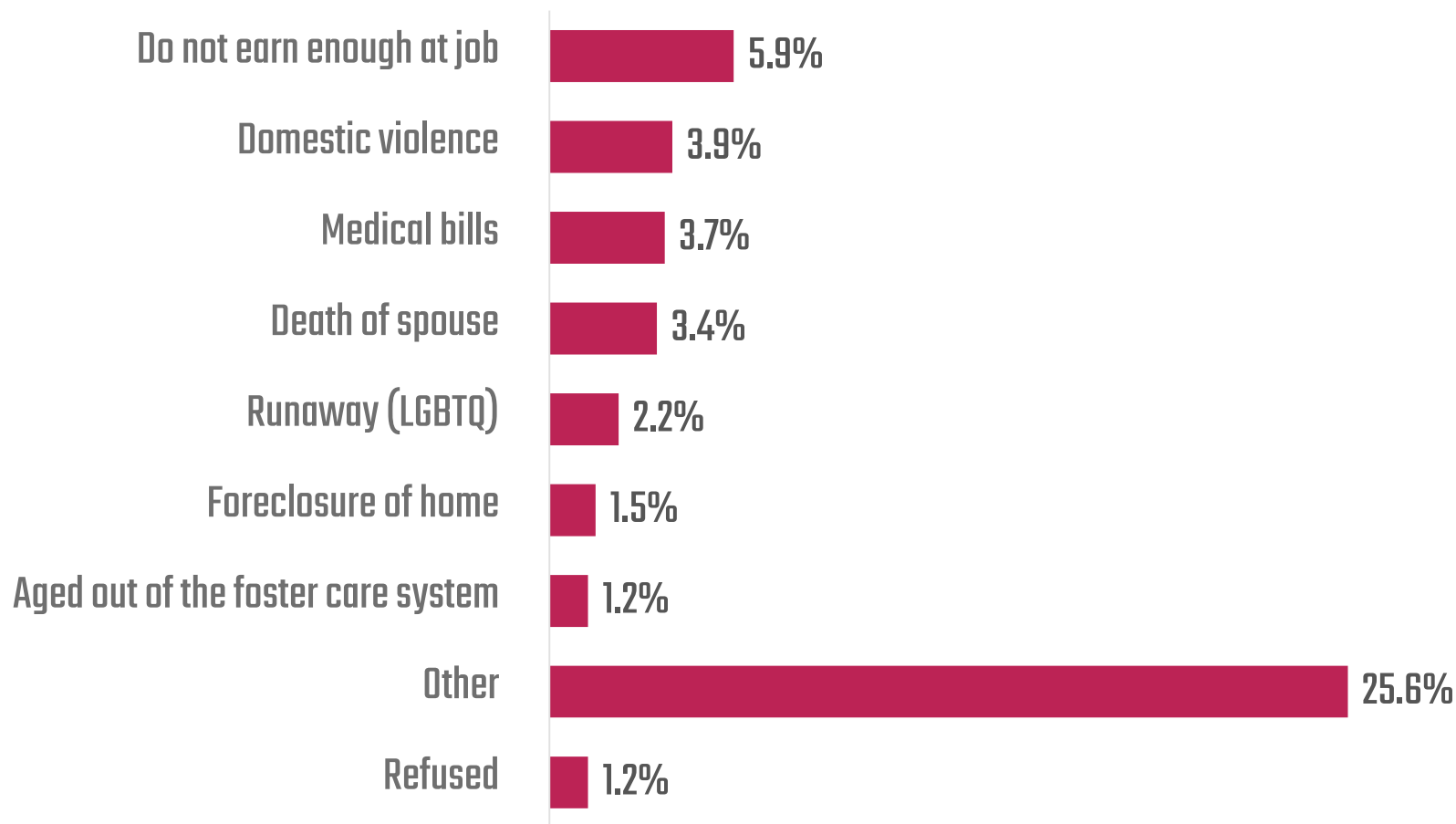


¹Due to Credit or Criminal History

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

Q2

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

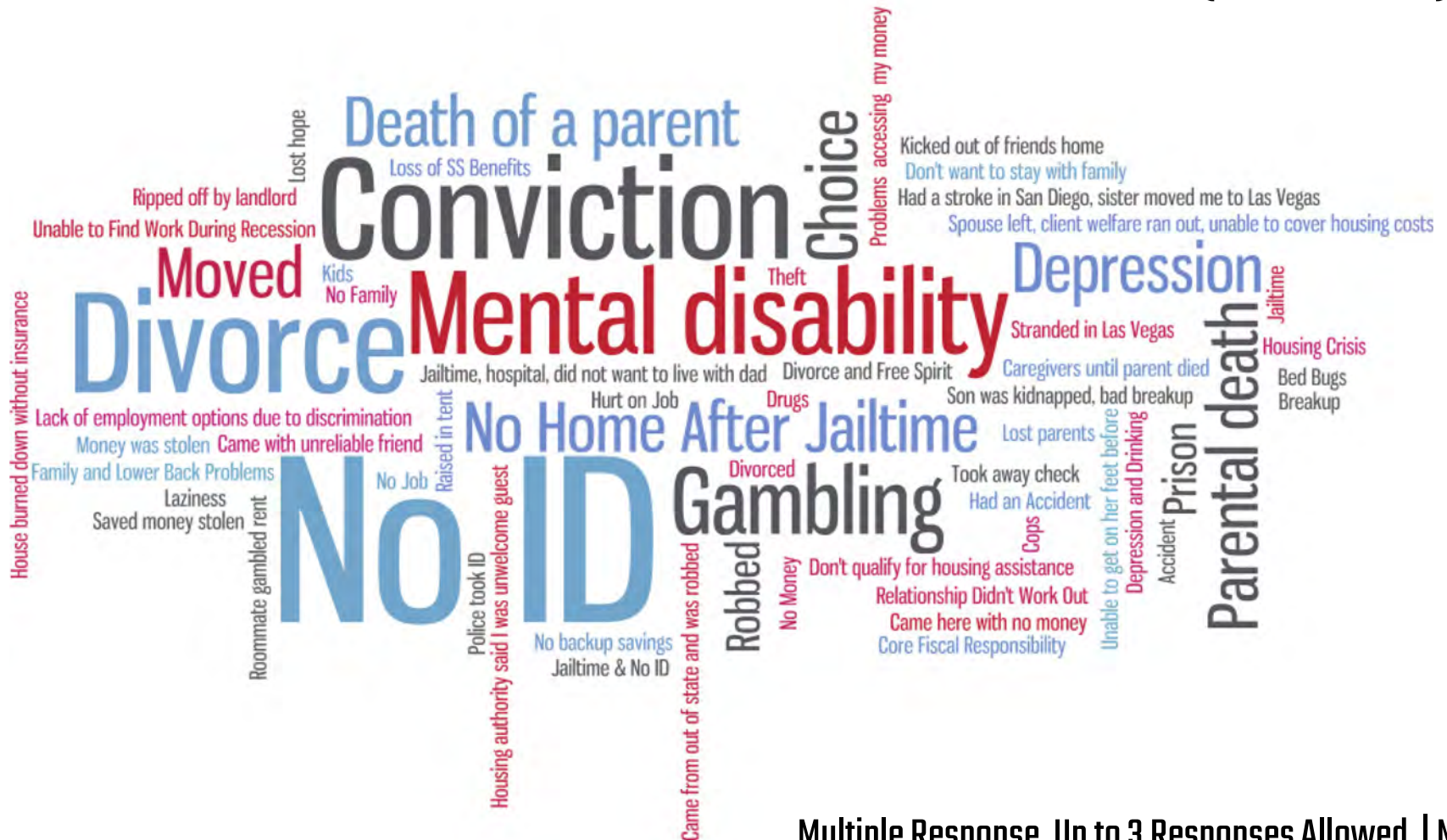


Multiple Response, Up to 3 Responses Allowed | N=406



Q2

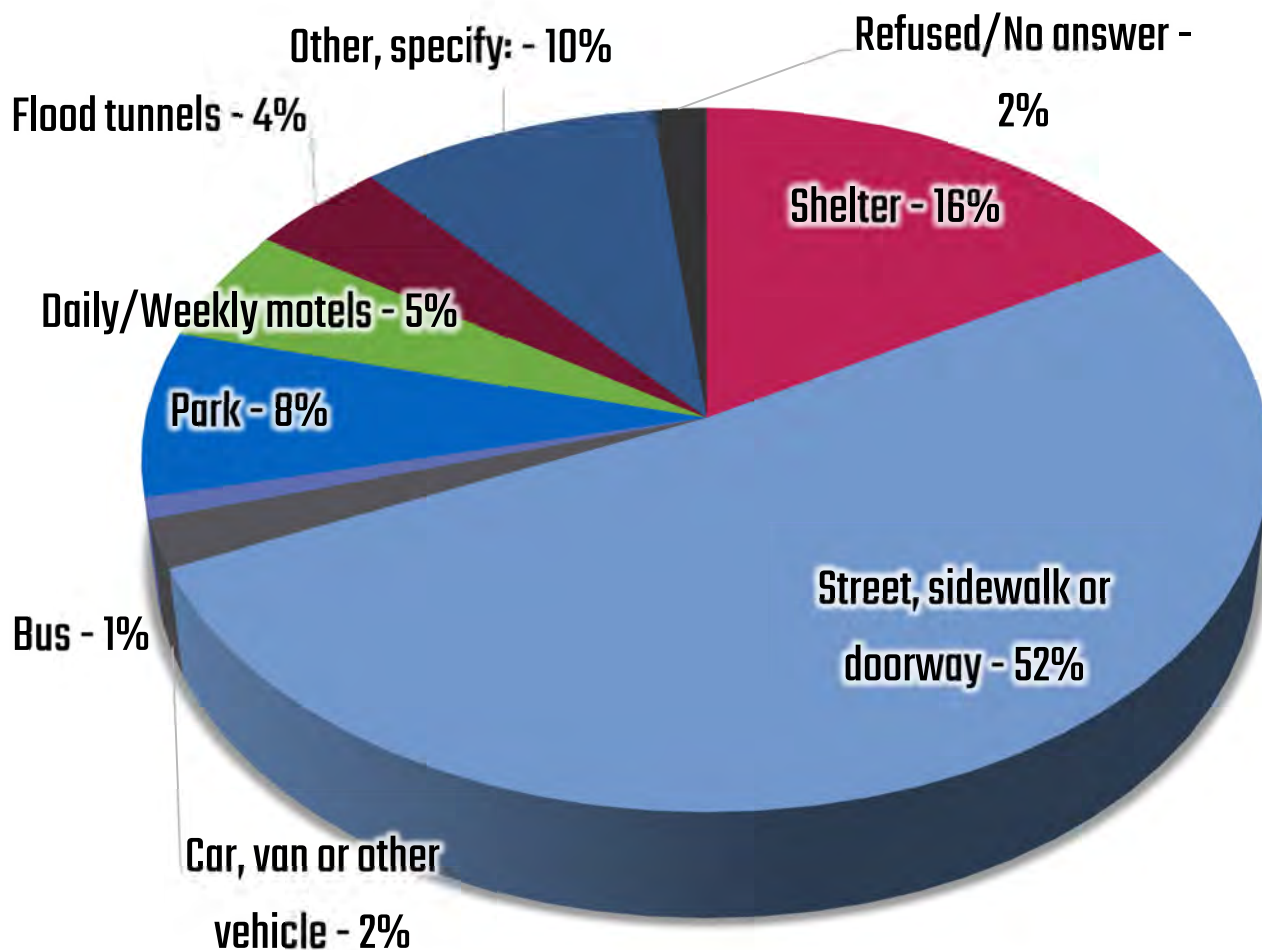
Which of the following are reasons that caused you to become homeless? (Other 26%)



Multiple Response, Up to 3 Responses Allowed | N=104

Q3

Tell me where you sleep most often?



84%

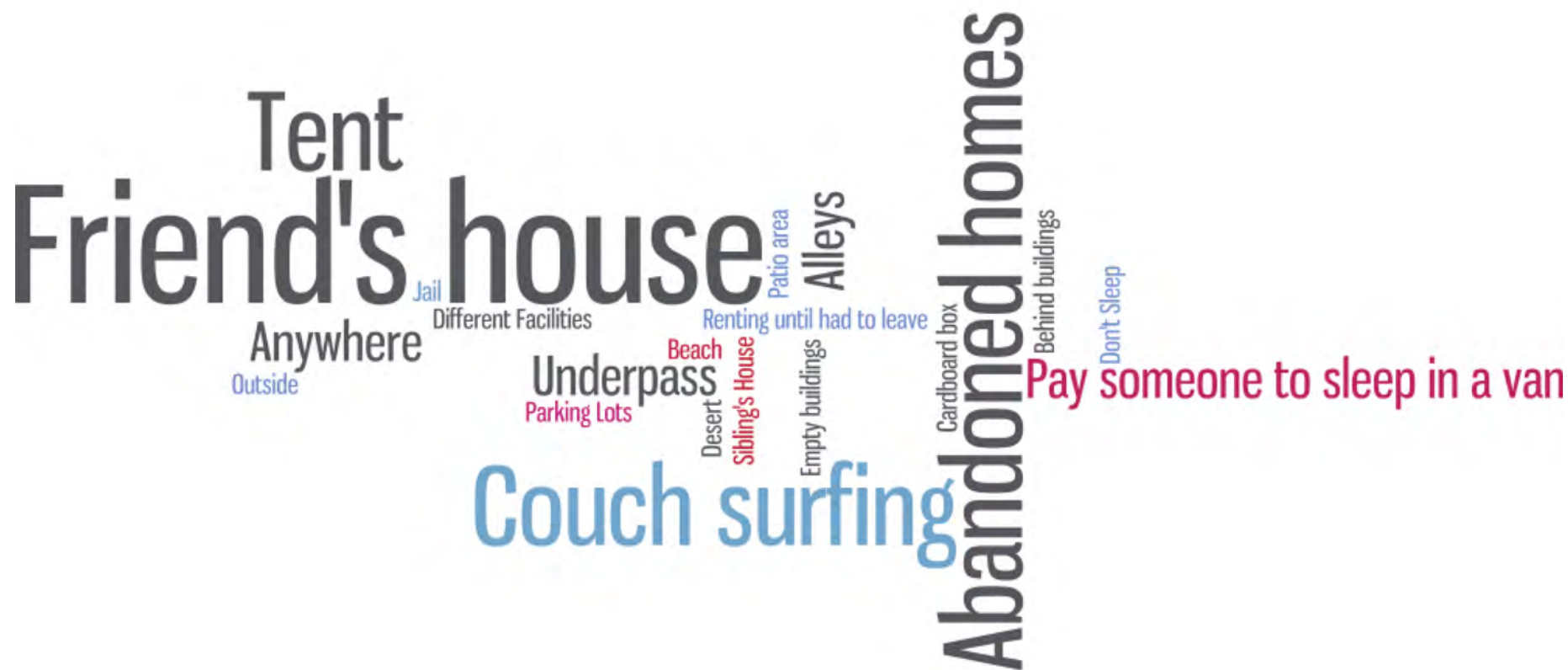
Of respondents slept most often outside of a shelter

N=406

Q3

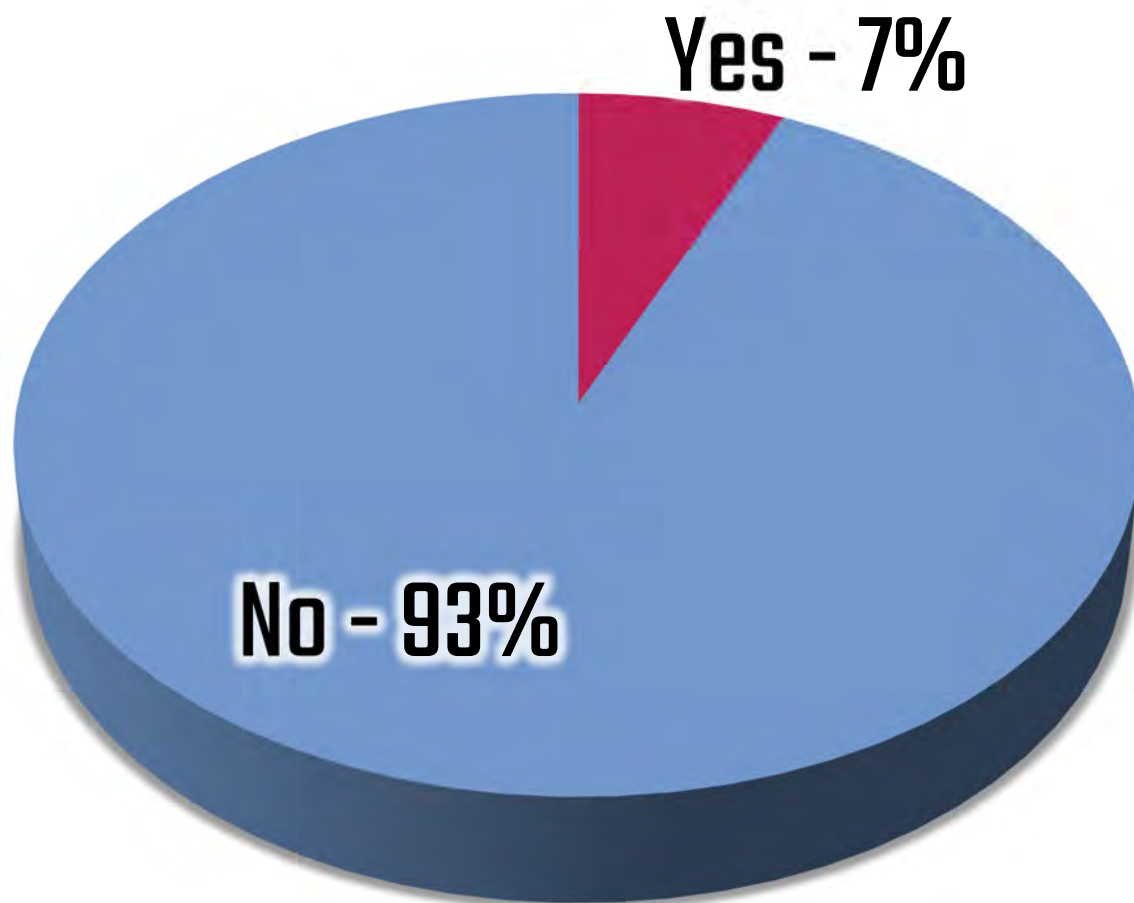
Tell me where you sleep most often?

Other Responses (10%)



Q4

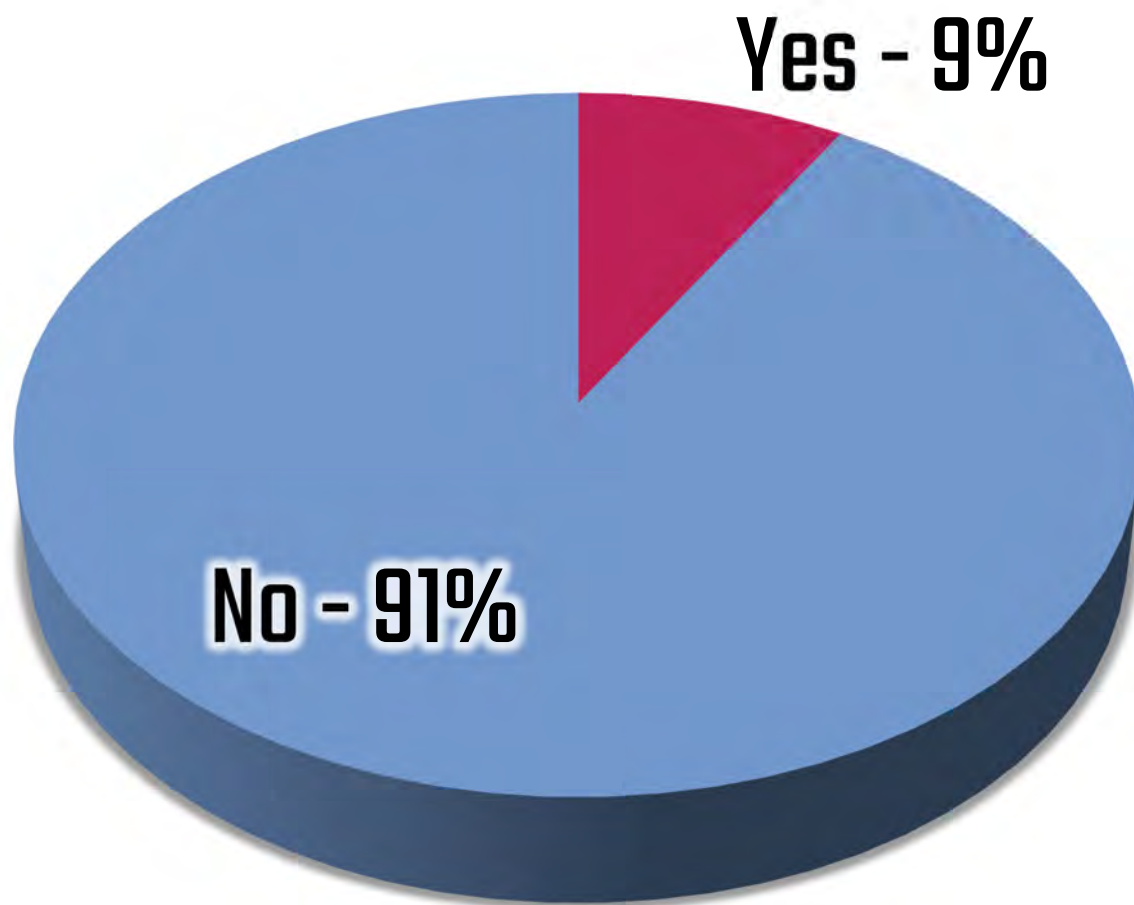
Do you have any children that live or travel with you?



N=406

Q5

Are you a veteran of the United States Armed Forces?



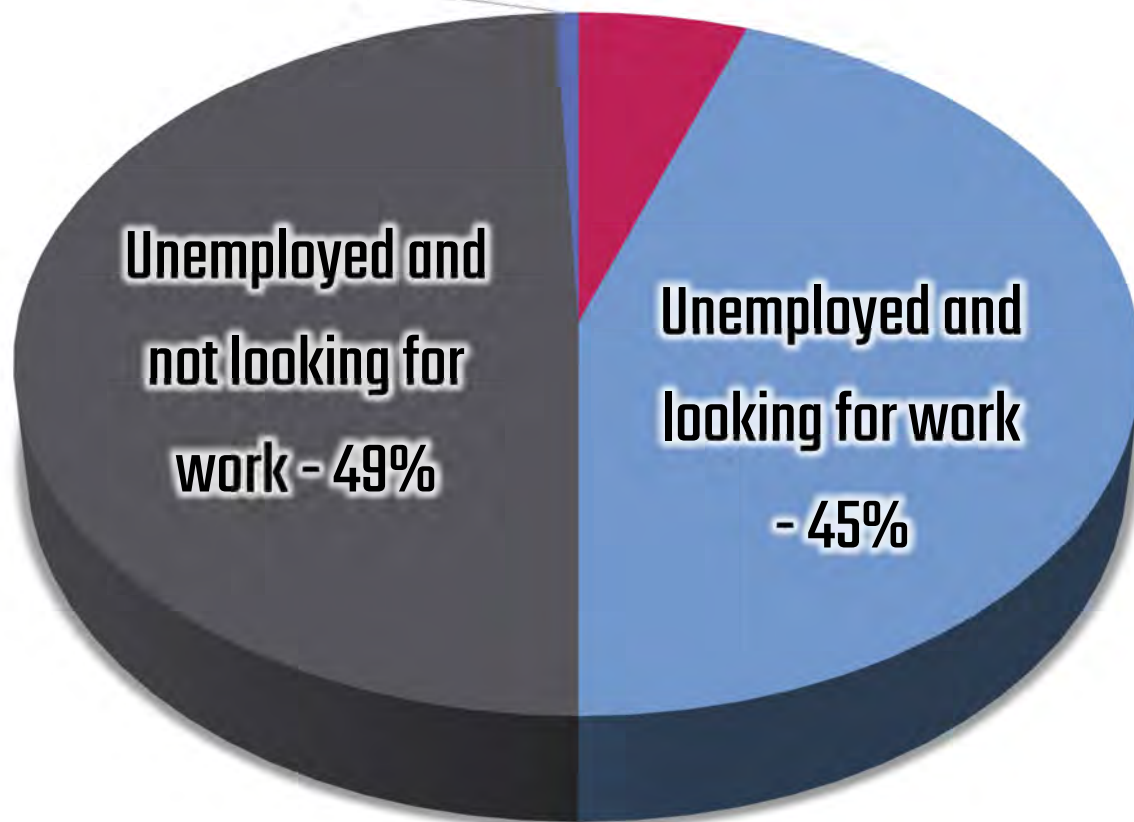
N=406

Q6

Employment status

Refused/No answer - 1%

Employed - 5%

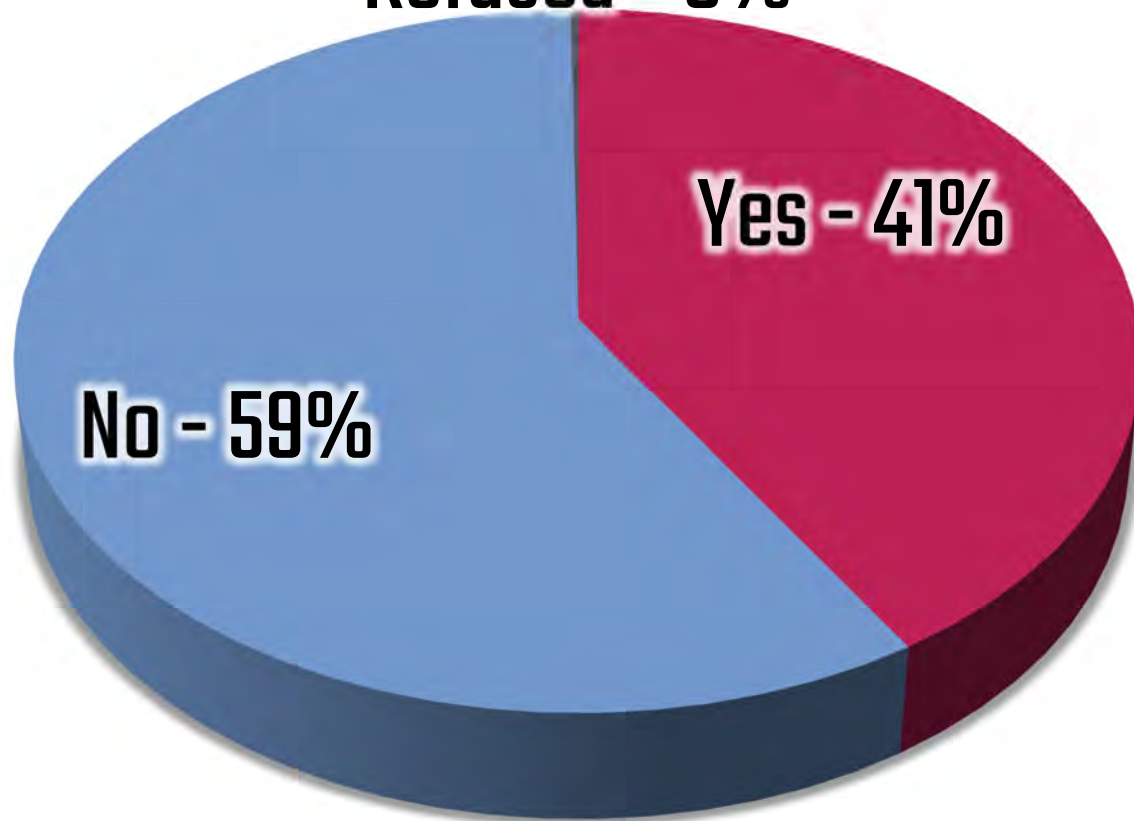


N=406

Q7

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

Refused - 0%

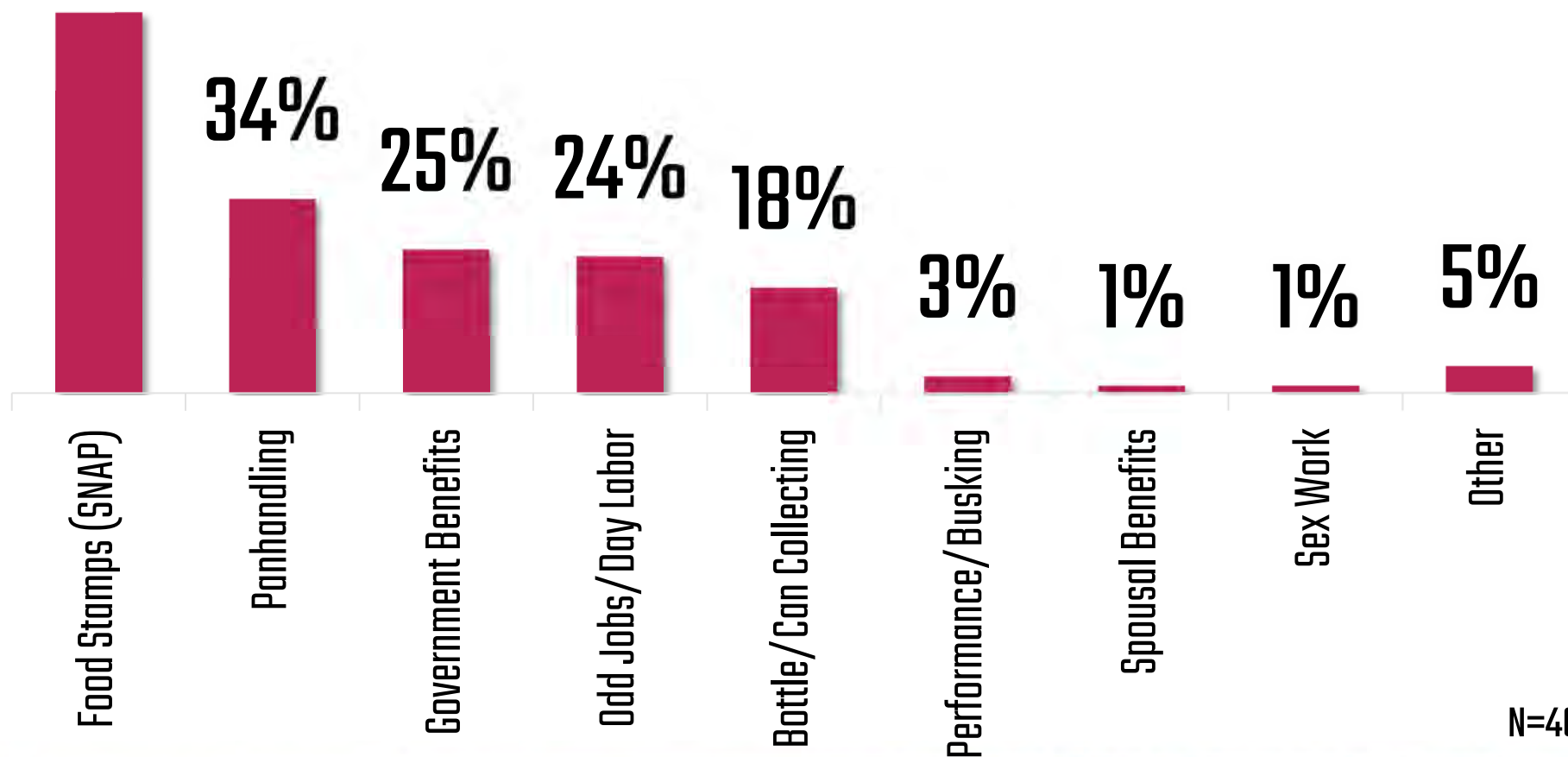


N=406

Q8

Do you get money from...

67%



N=406



Q8

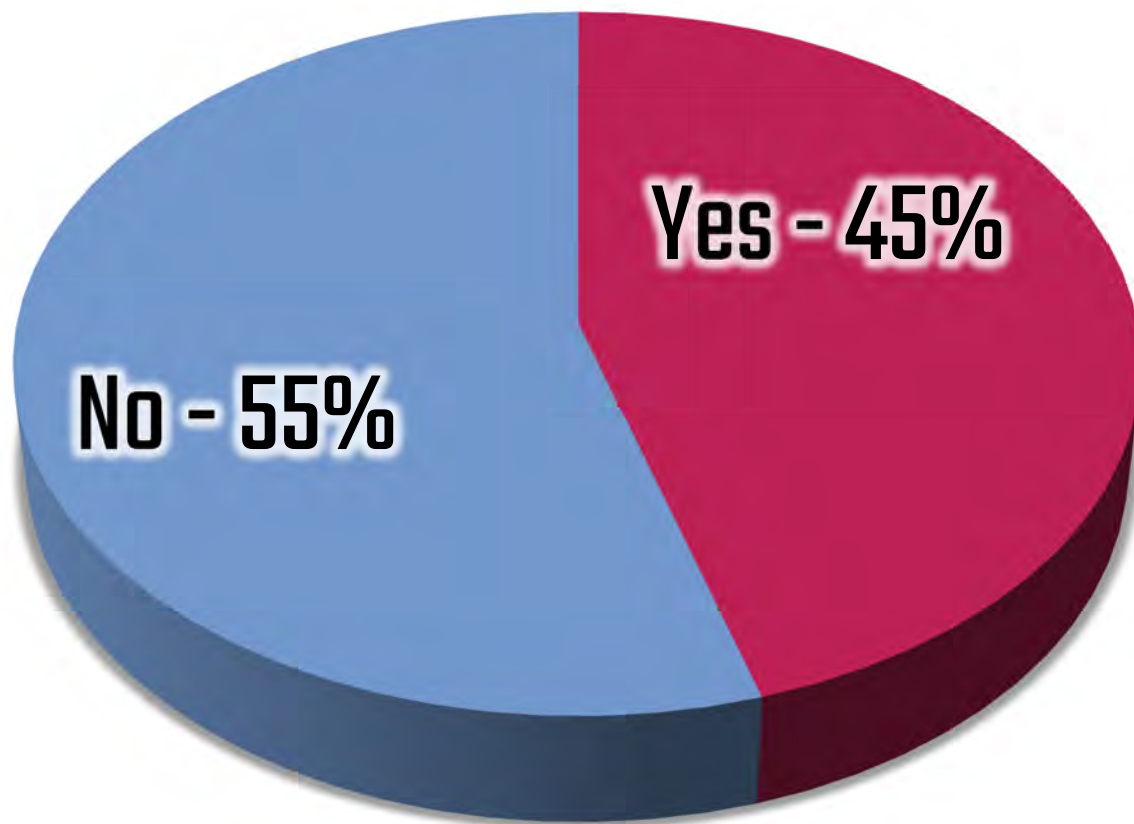
Do you get money from...

Other Responses (5%)



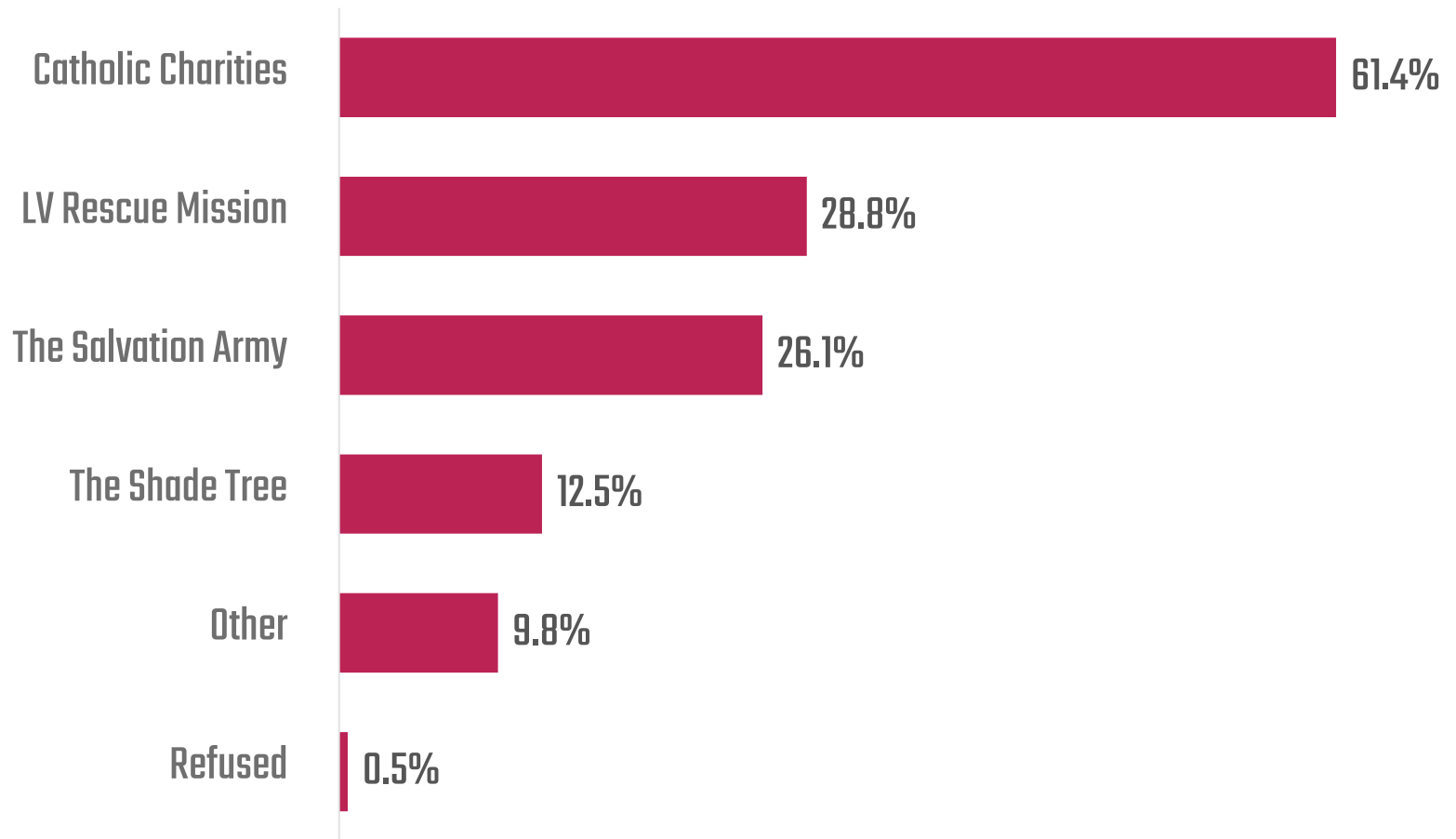
Q9

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



N=406

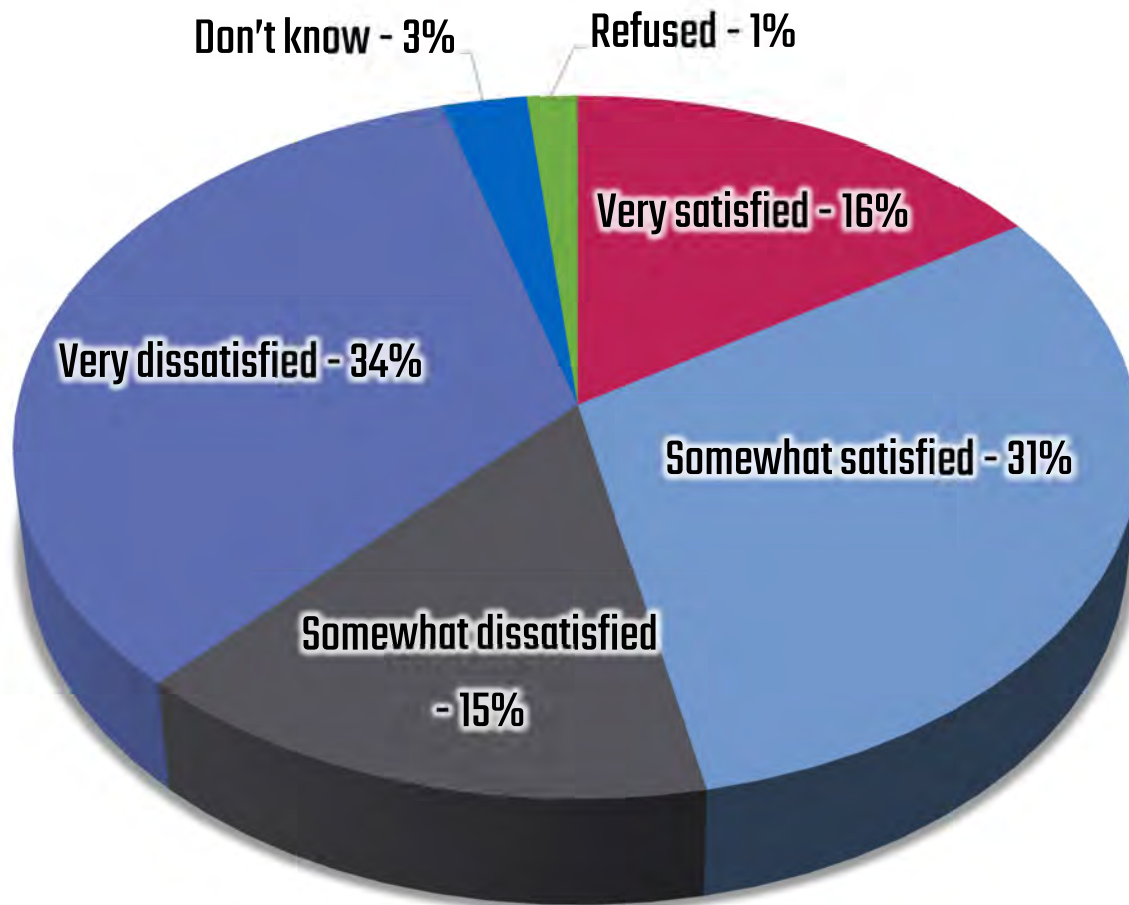
Q10 What shelter service did you use?



Multiple Response | N=184

Q11

Shelter services satisfaction?



48%

Satisfied

49%

Dissatisfied

N=184

Q12 What is the main reason you were satisfied with your shelter experience?

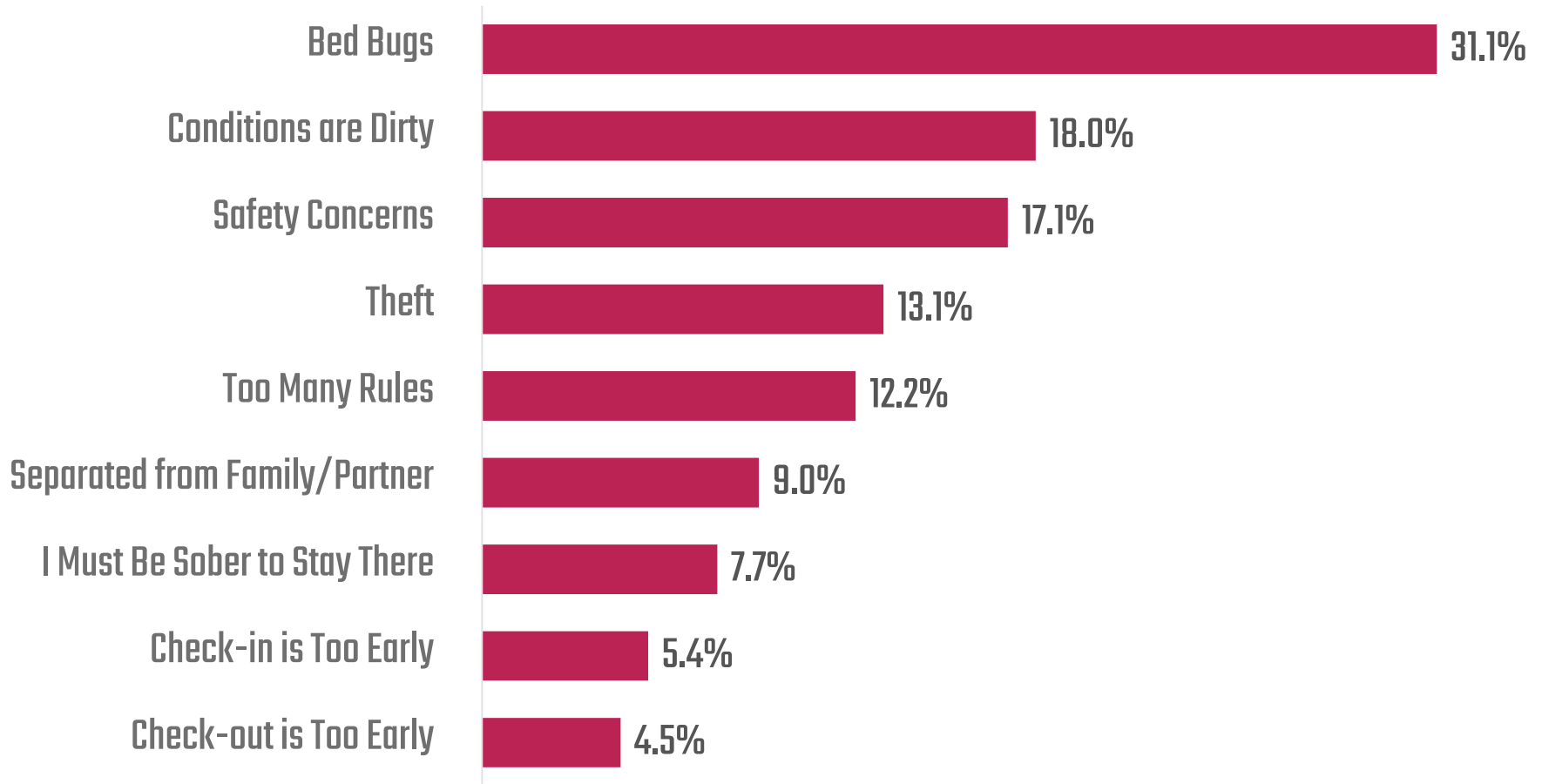


Q13 What is the main reason you were dissatisfied with your shelter experience?

No coed shelters
Too loud and can't sleep
Rules
Rude staff
Unsanitary
Curfew
Can't sleep
Don't make people shower
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
I was in a four-man room. They watch the movie till 2 o'clock in the morning.
Dirty
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
Bed Bugs
Did not like me
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 than 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
Frustration
Cleanliness
Uncomfortable and rude people



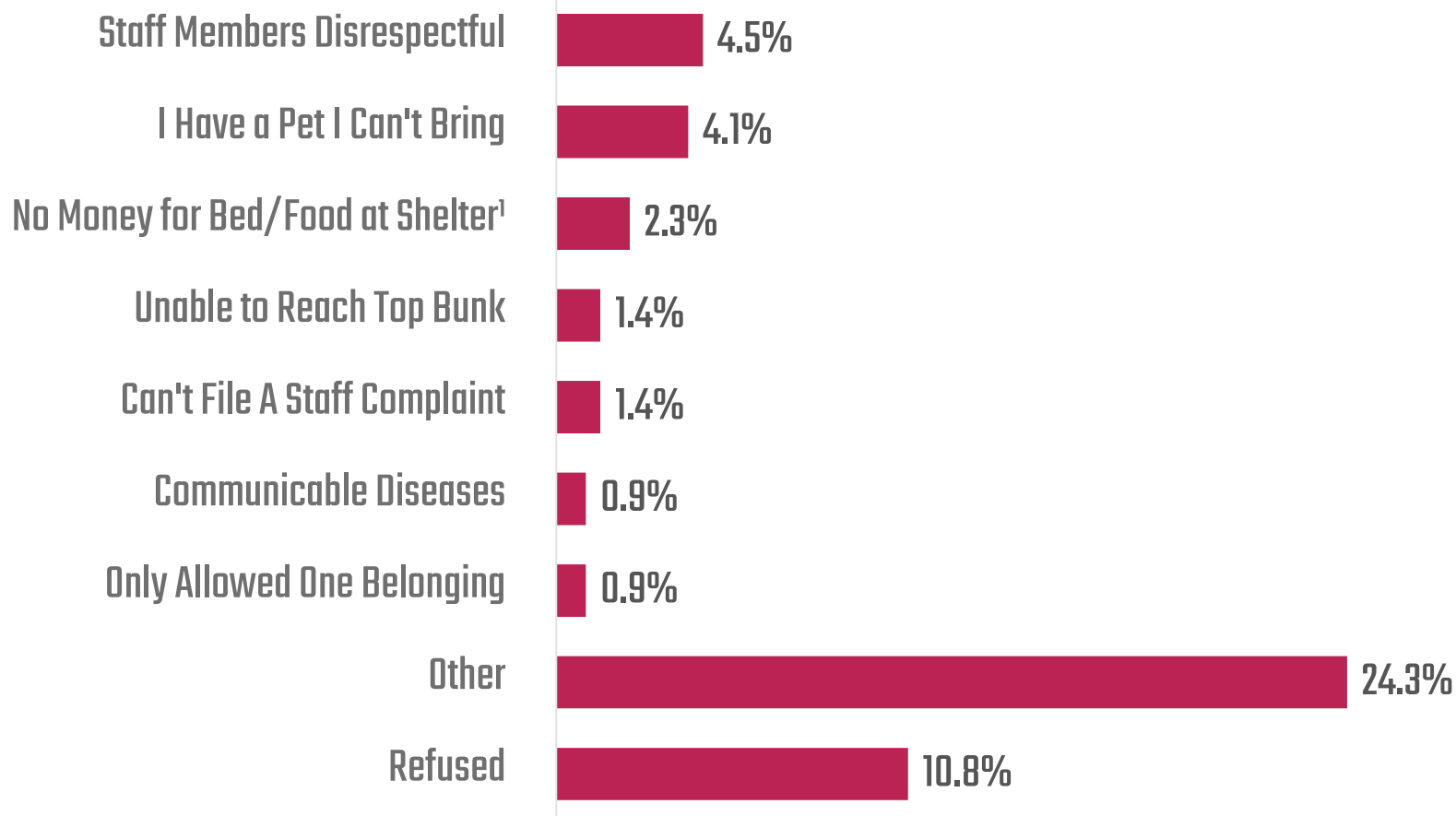
Q14 Why don't you use the Las Vegas shelter system?



¹Shelters sometimes charge a small amount to encourage self-sufficiency amongst their patrons

Multiple Response | N=222

Q14 Why don't you use the Las Vegas shelter system? (Continued)



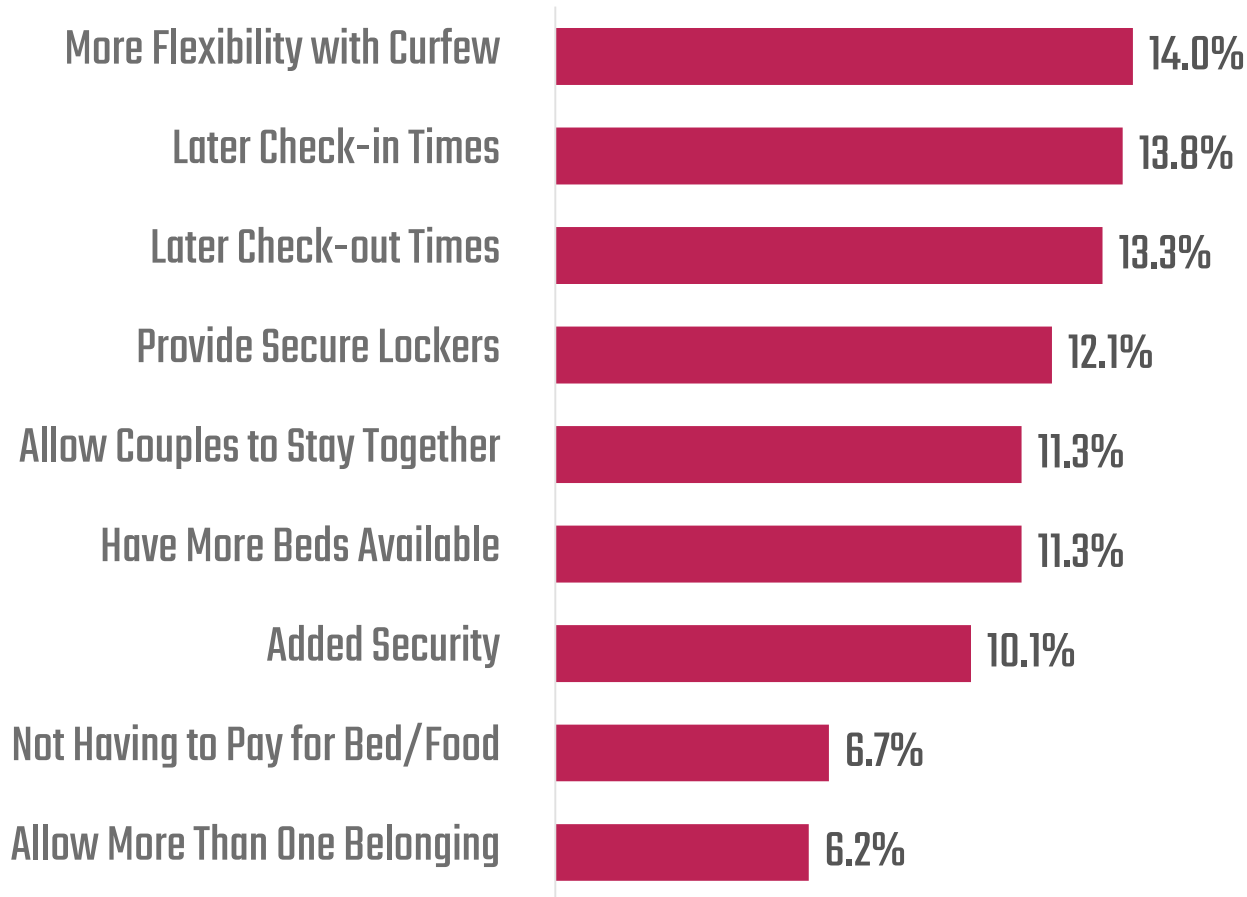
Multiple Response | N=222

Q14 Why don't you use the Las Vegas shelter system? Other Responses (11%)



Multiple Response | N=54

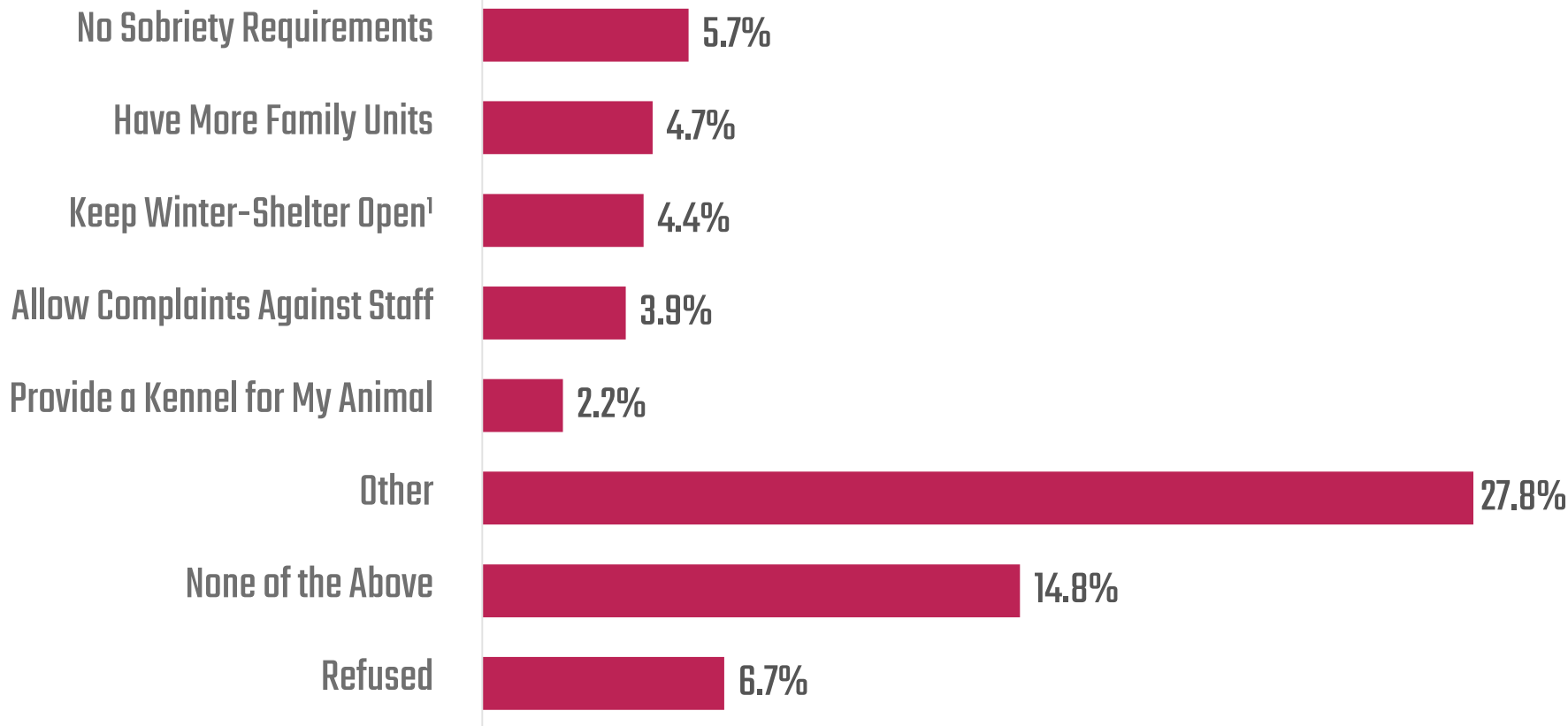
Q15 What changes at the local shelters might encourage you to use them more often?



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

Q15

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



¹All 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



Q15

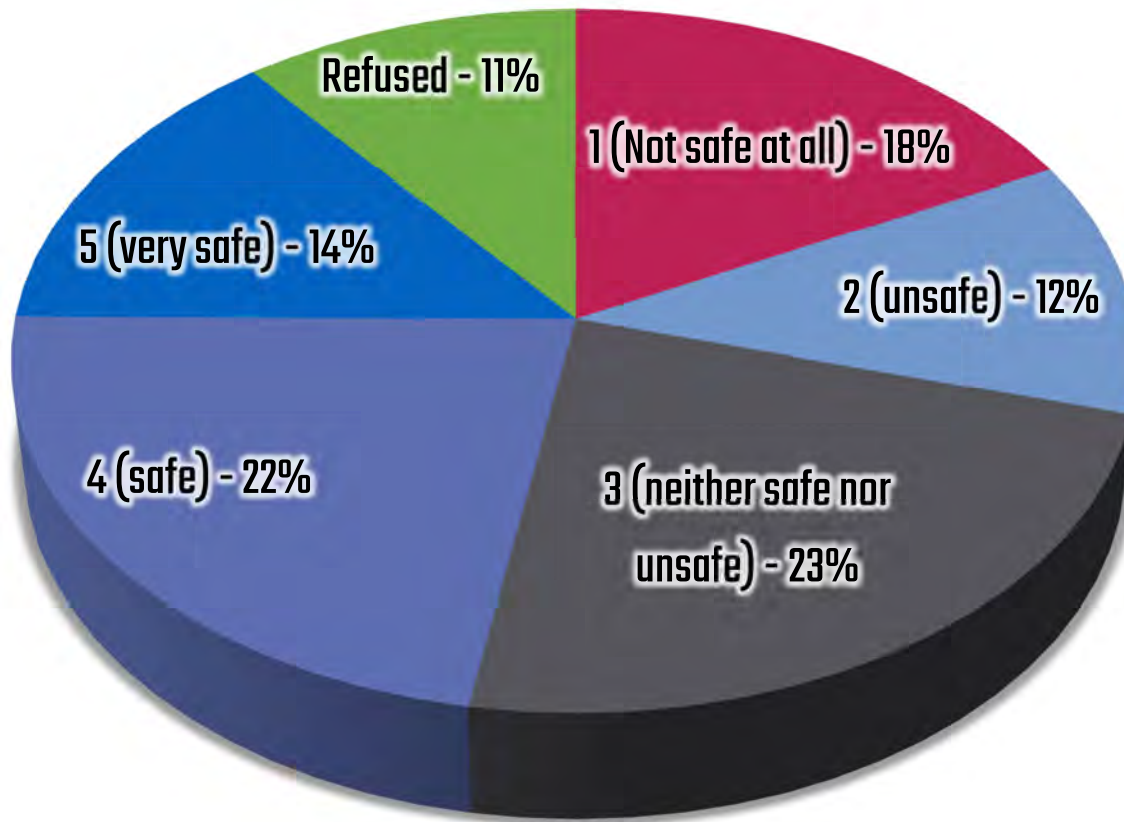
What changes at the local shelters might encourage you to use them more often?

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

Multiple Response, Up to 3 Responses Allowed | N=113

Q16 What is your impression of the safety at the local shelters?



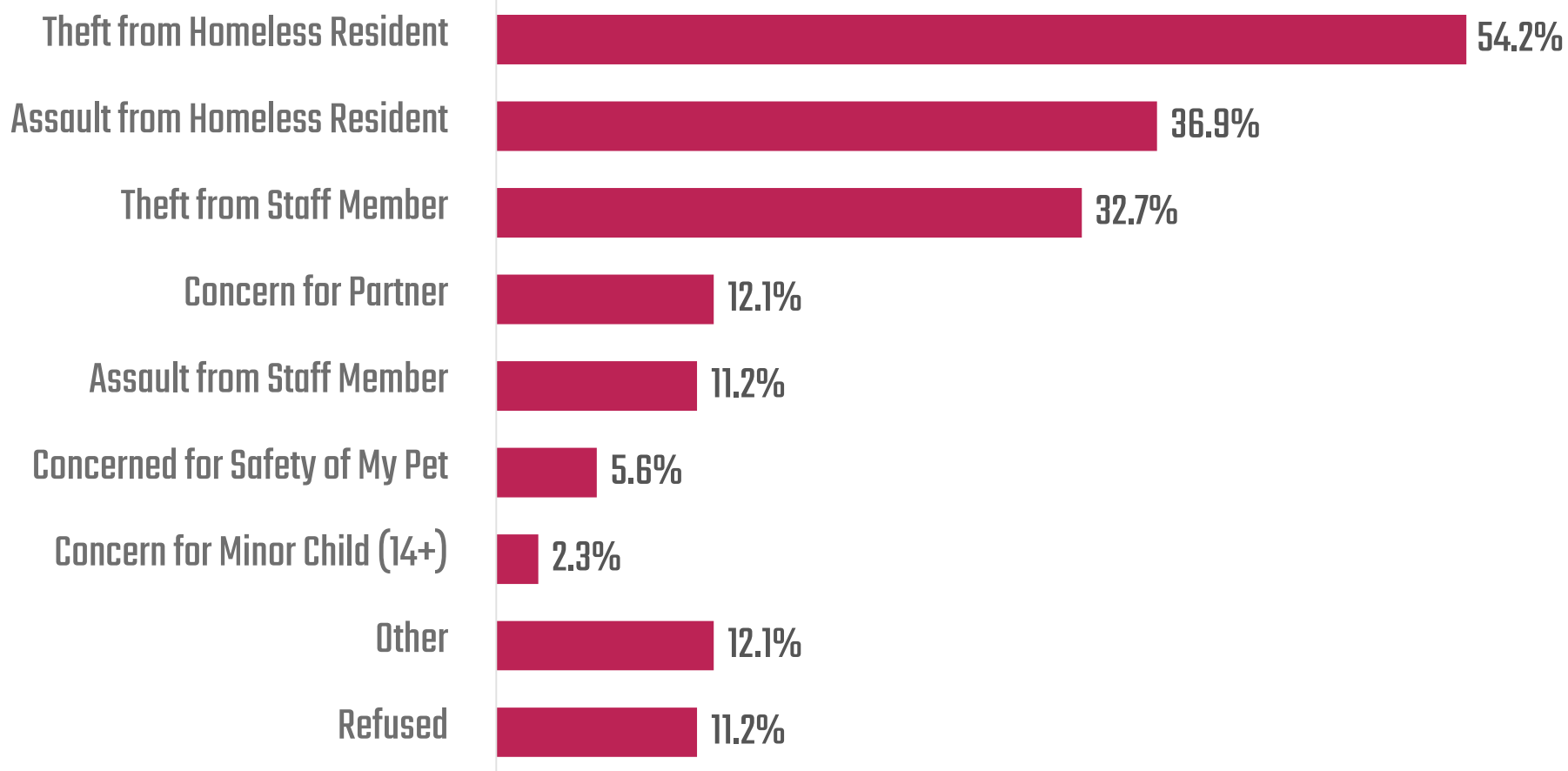
36%

Of respondents felt safe or very safe in a local shelter

N=406

Q17

What safety concerns do you have?



Multiple Response, Up to 3 Responses Allowed | N=214

Q17 What safety concerns do you have?

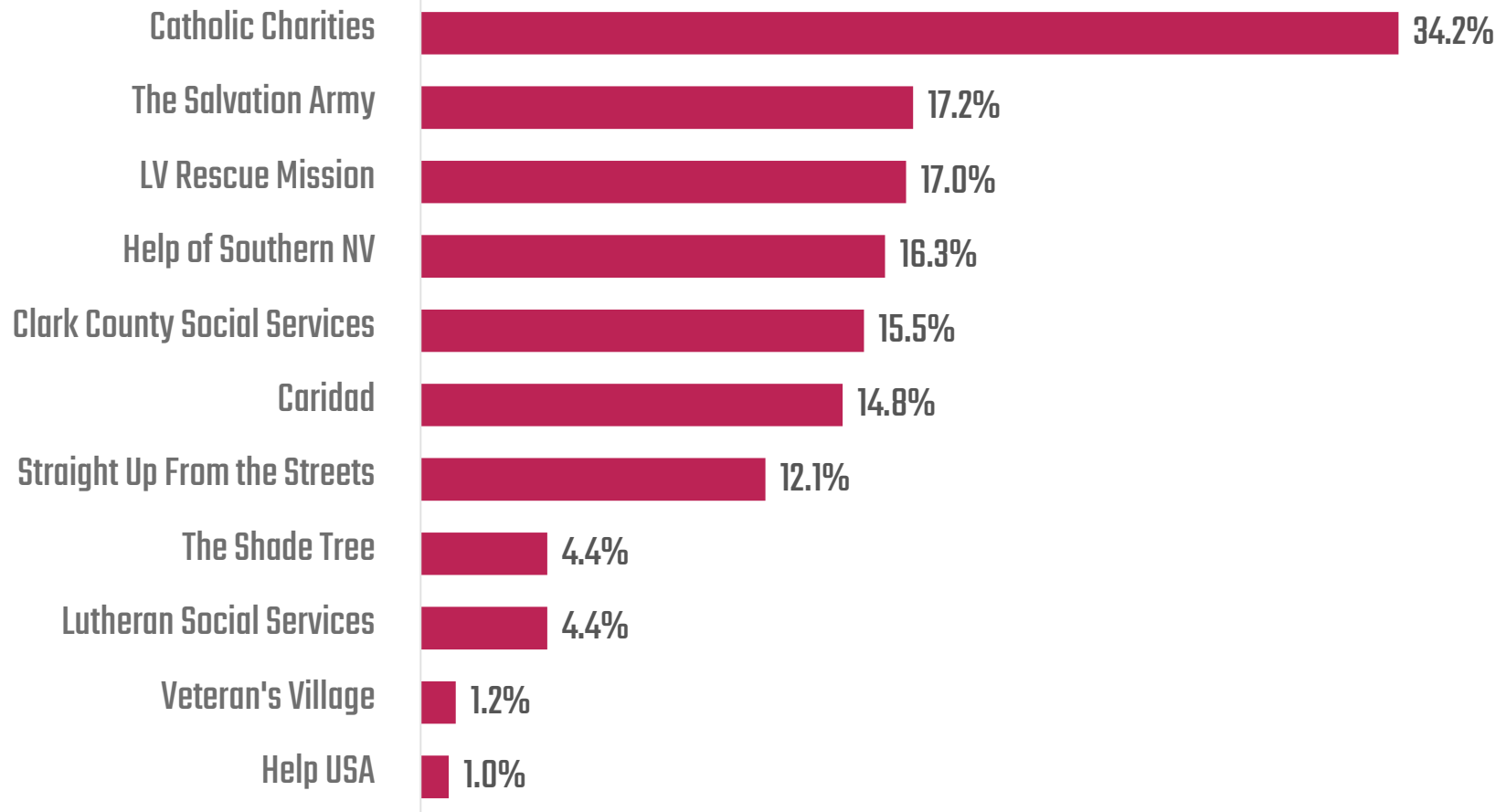
Other Responses (12%)



Multiple Response, Up to 3 Responses Allowed | N=26



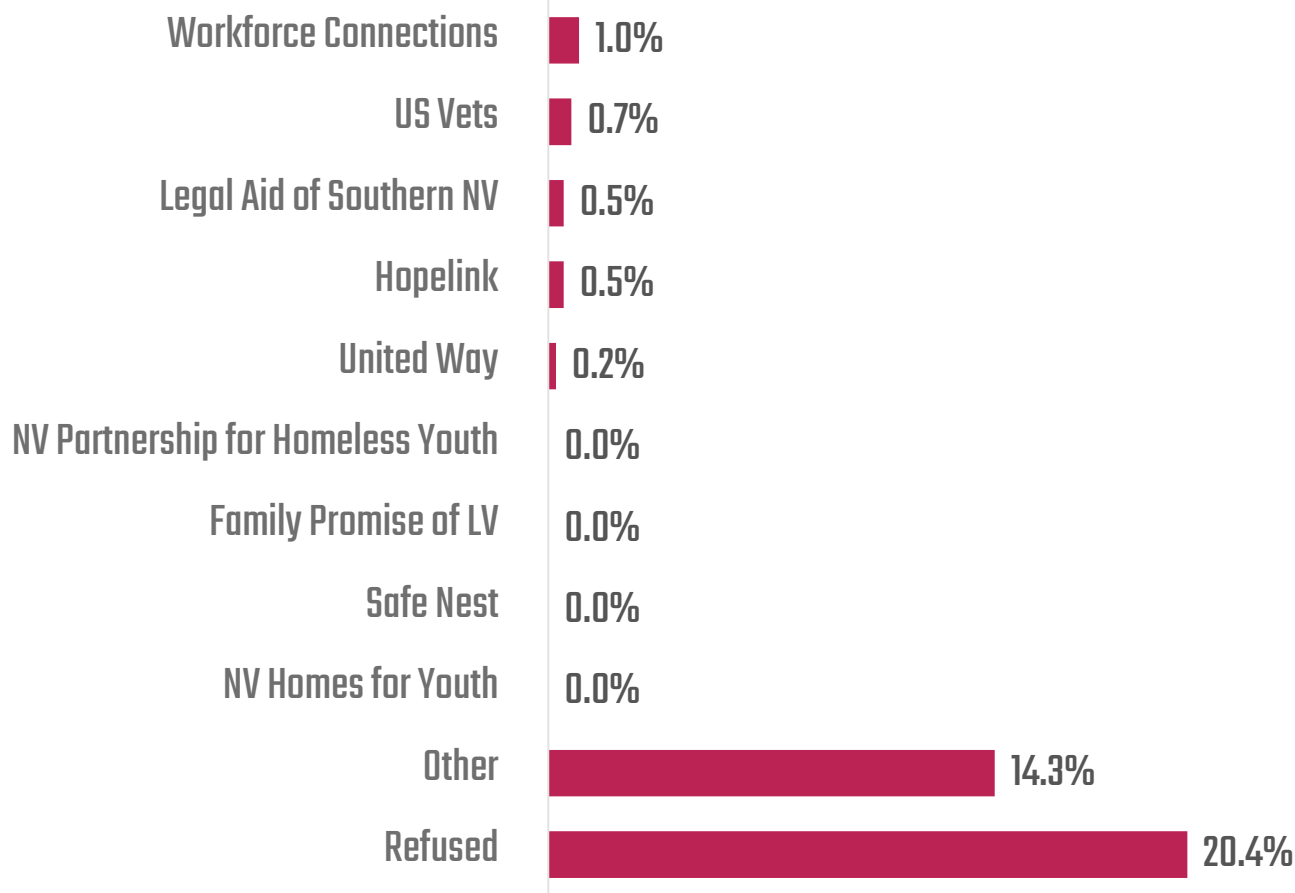
Q18 Are you currently receiving services at each of the following organizations?



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



Q18 Are you currently receiving services at each of the following organizations? (Continued)



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

Q18

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

Other Responses (14%)



Multiple Response, Up to 3 Responses Allowed | N=58

Q19 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

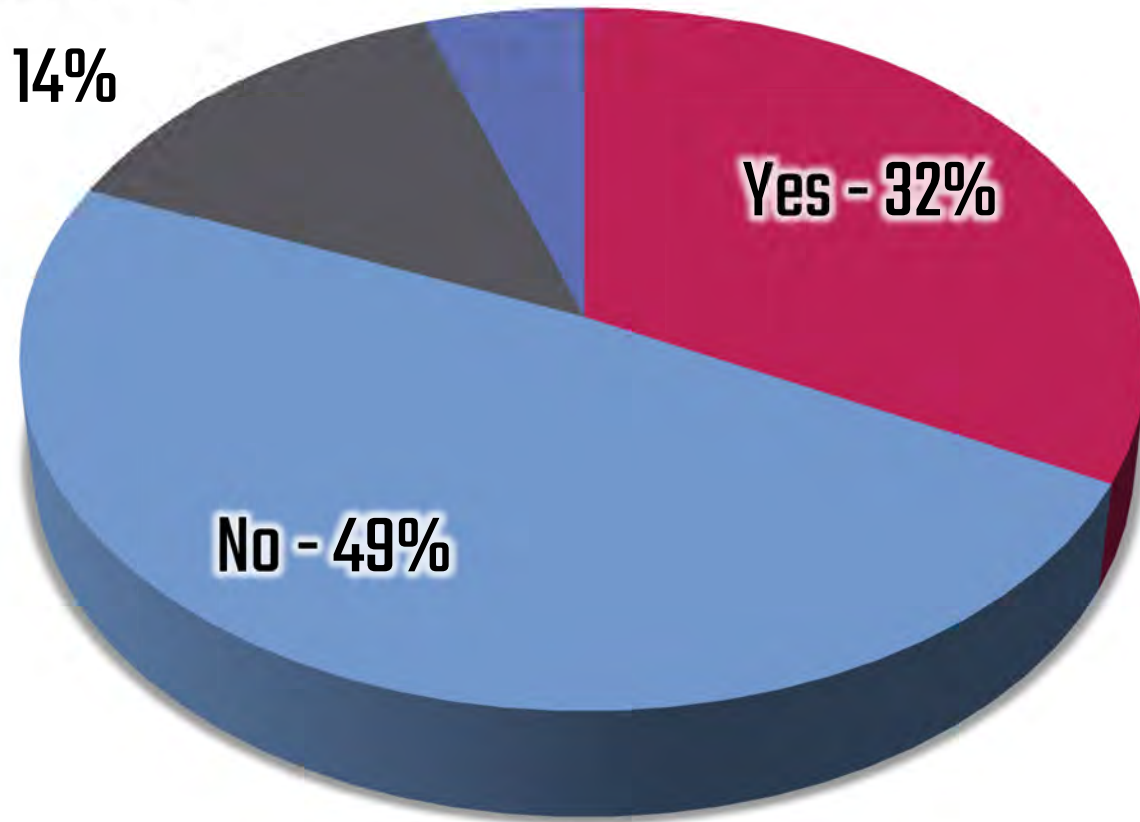
Q20 What is preventing you from getting this service/these services?



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

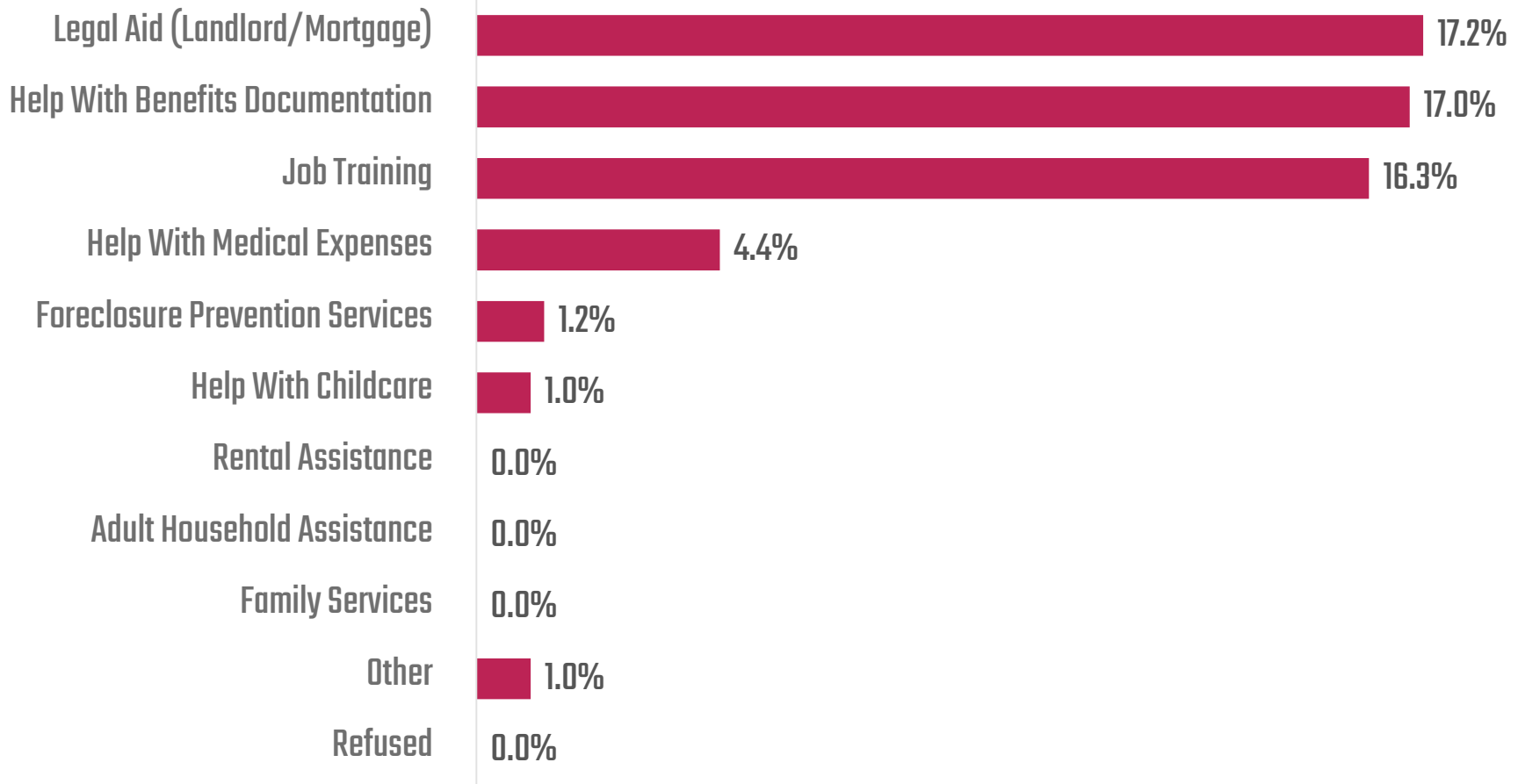
Q21 Is there any service that could have been offered to prevent you from becoming homeless?

Don't Know - 14% Refused - 5%



N=406

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



Multiple Response, Up to 3 Responses Allowed | N=132

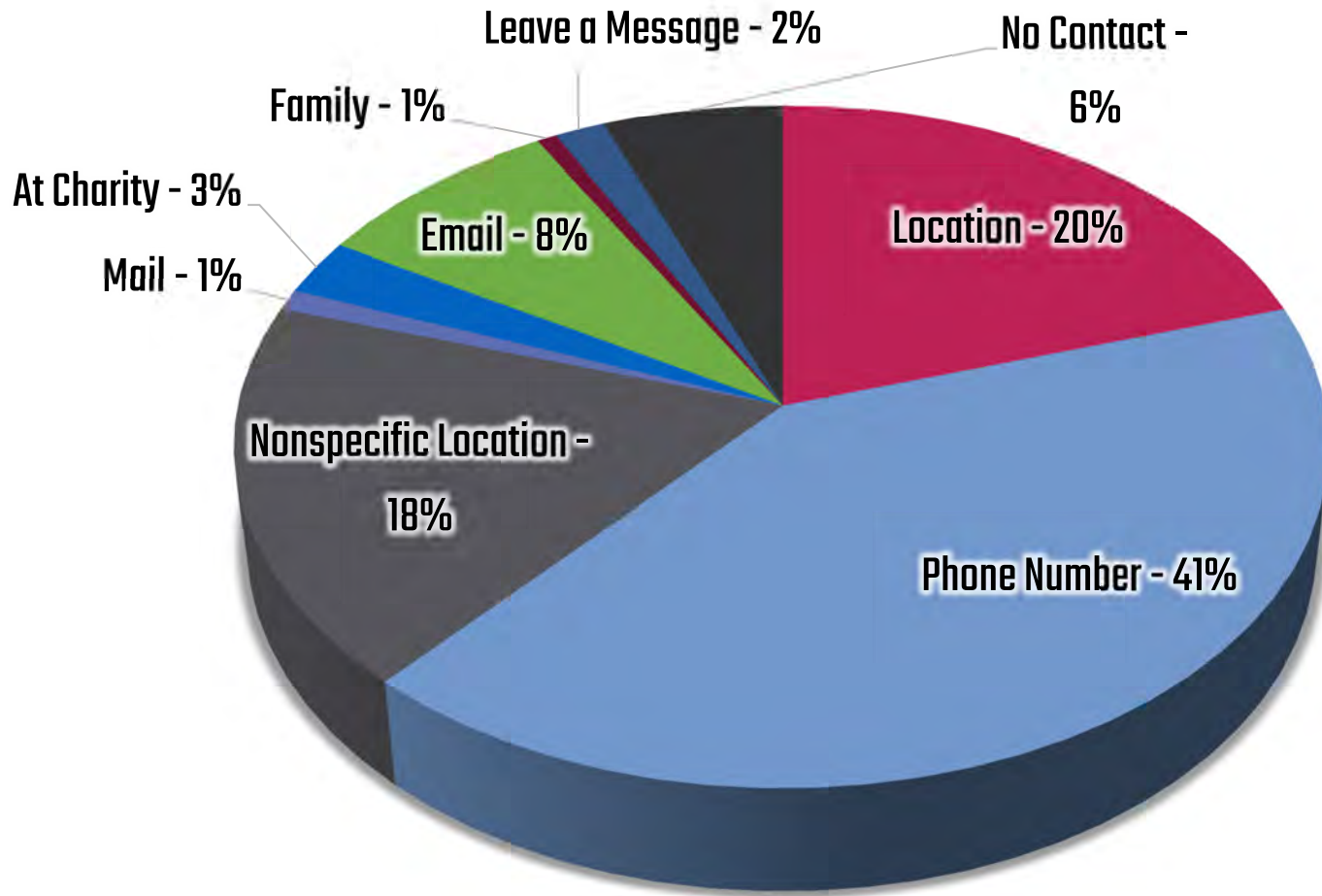
Q22 What services do you feel could have prevented you from becoming homeless?

Other Responses (26%)



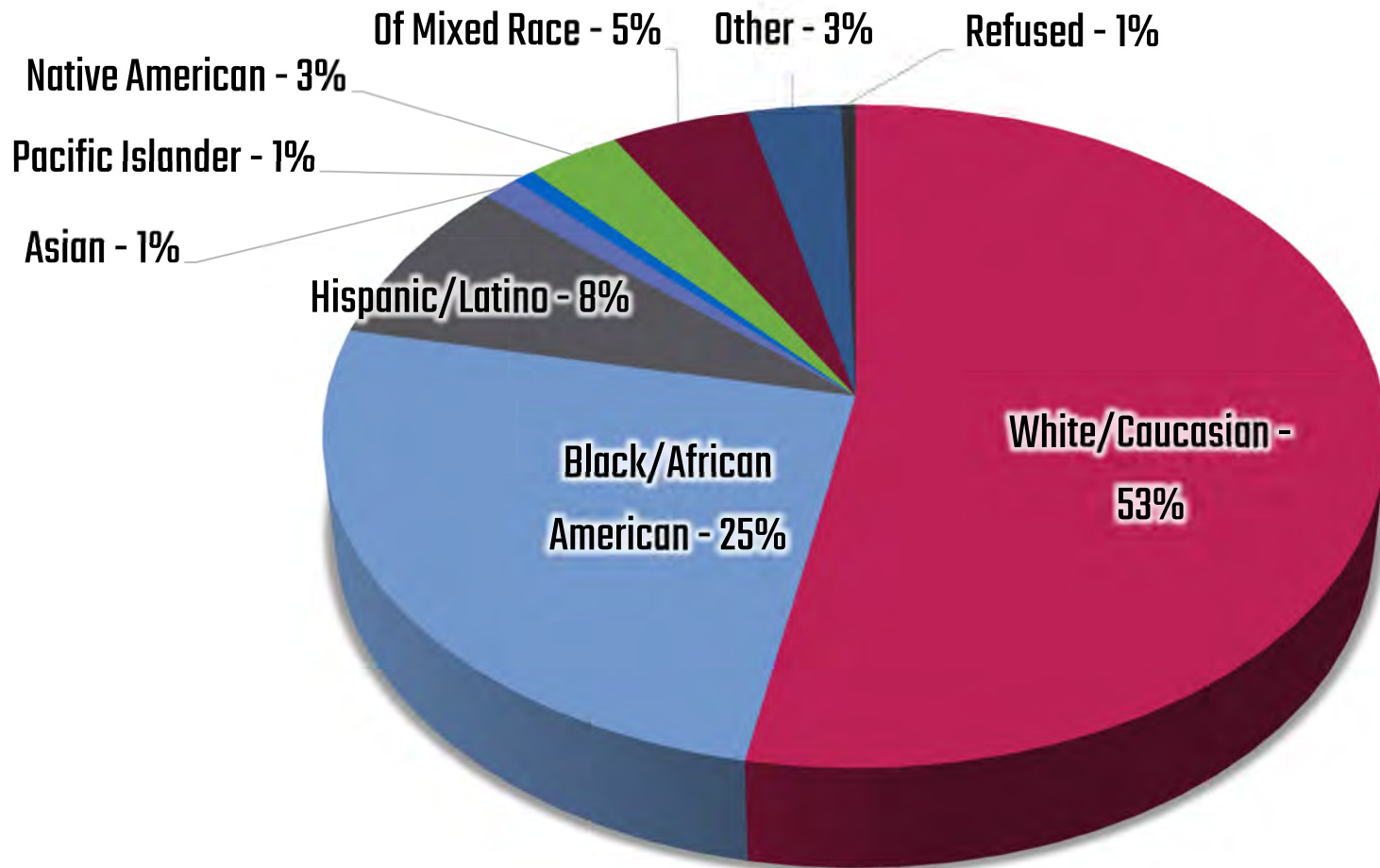
Multiple Response, Up to 3 Responses Allowed | N=34

Q23 What is the best way for service providers to contact you for services you need help with?



N=311

Q24 How would you classify your race or ethnicity?



N=406

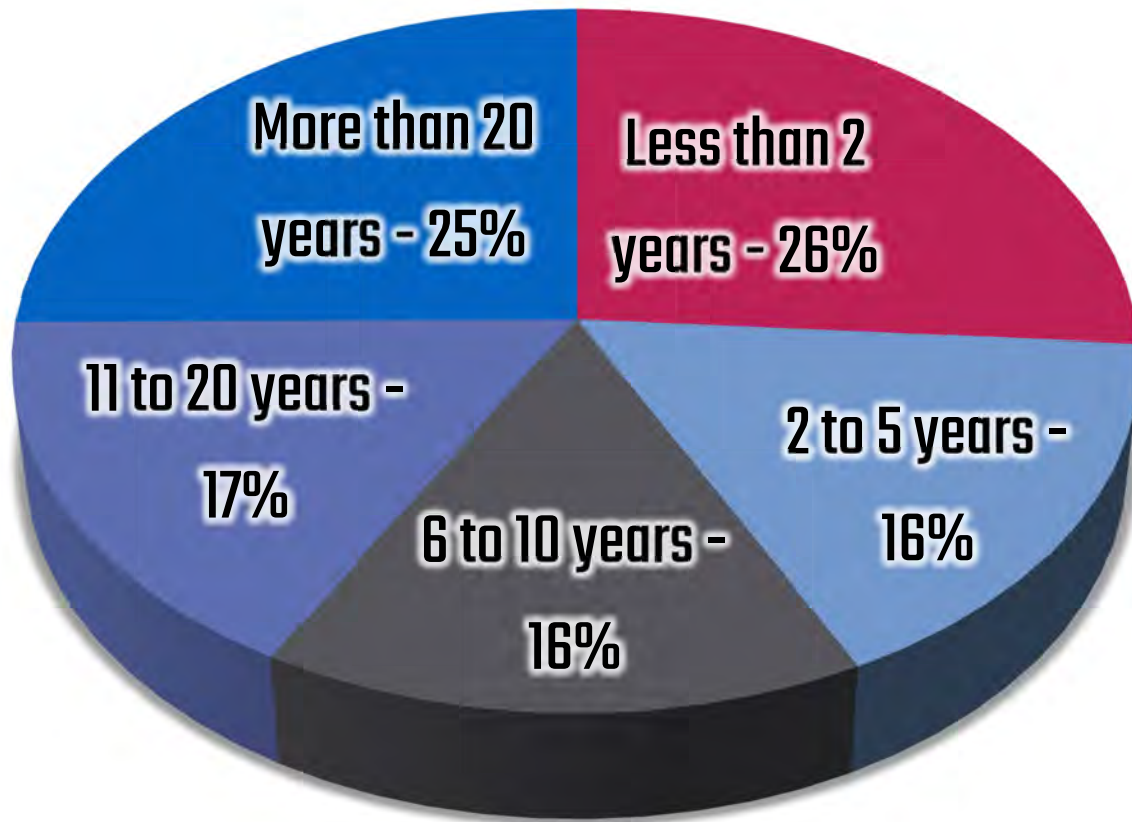
Q24 How would you classify your race or ethnicity?

Other Responses (3%)

Ethiopian
Italian
Human
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

N=13

Q25 How long have you lived in Las Vegas?



57%

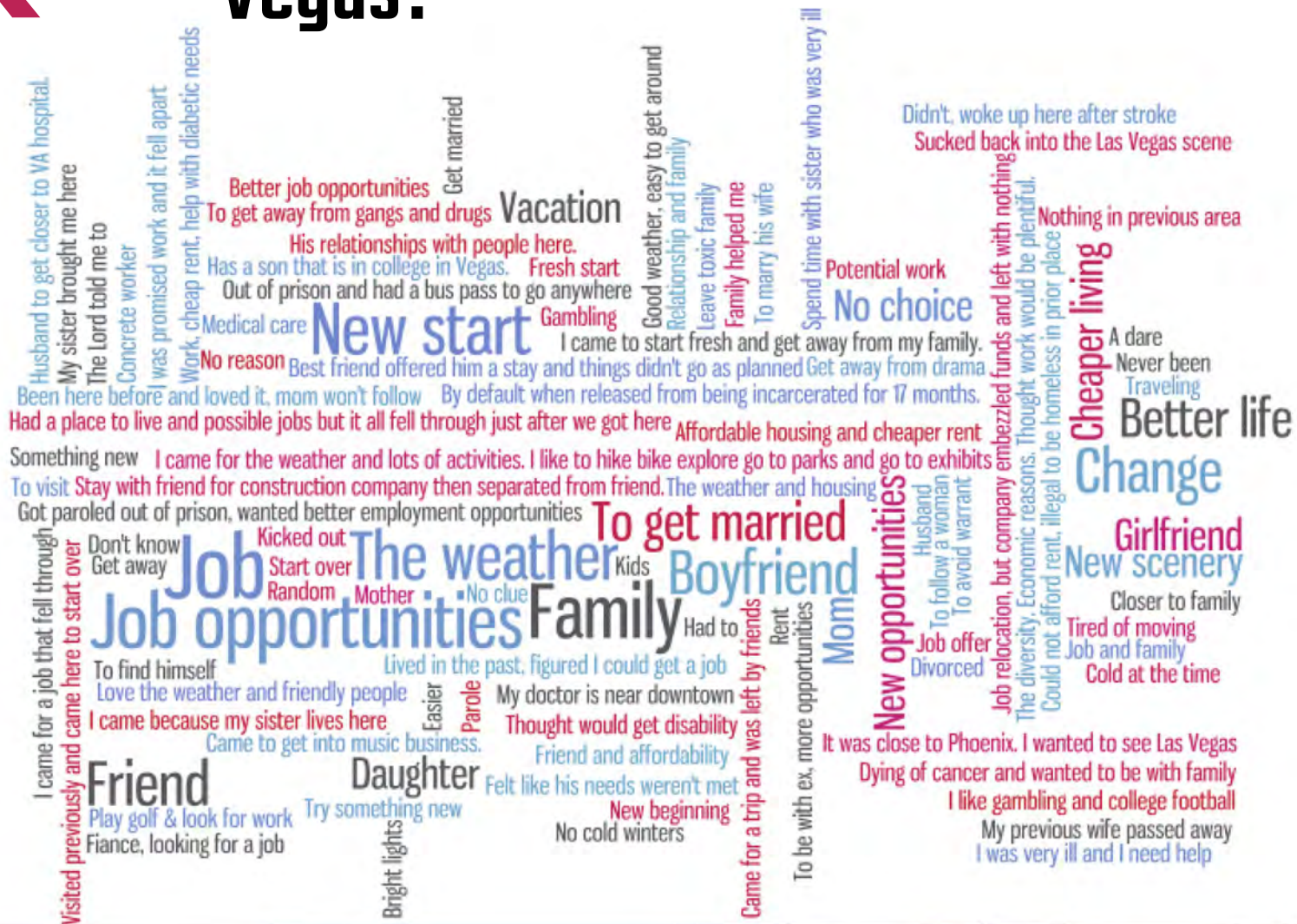
Of respondents have lived in Las Vegas for more than 5 years

N=406

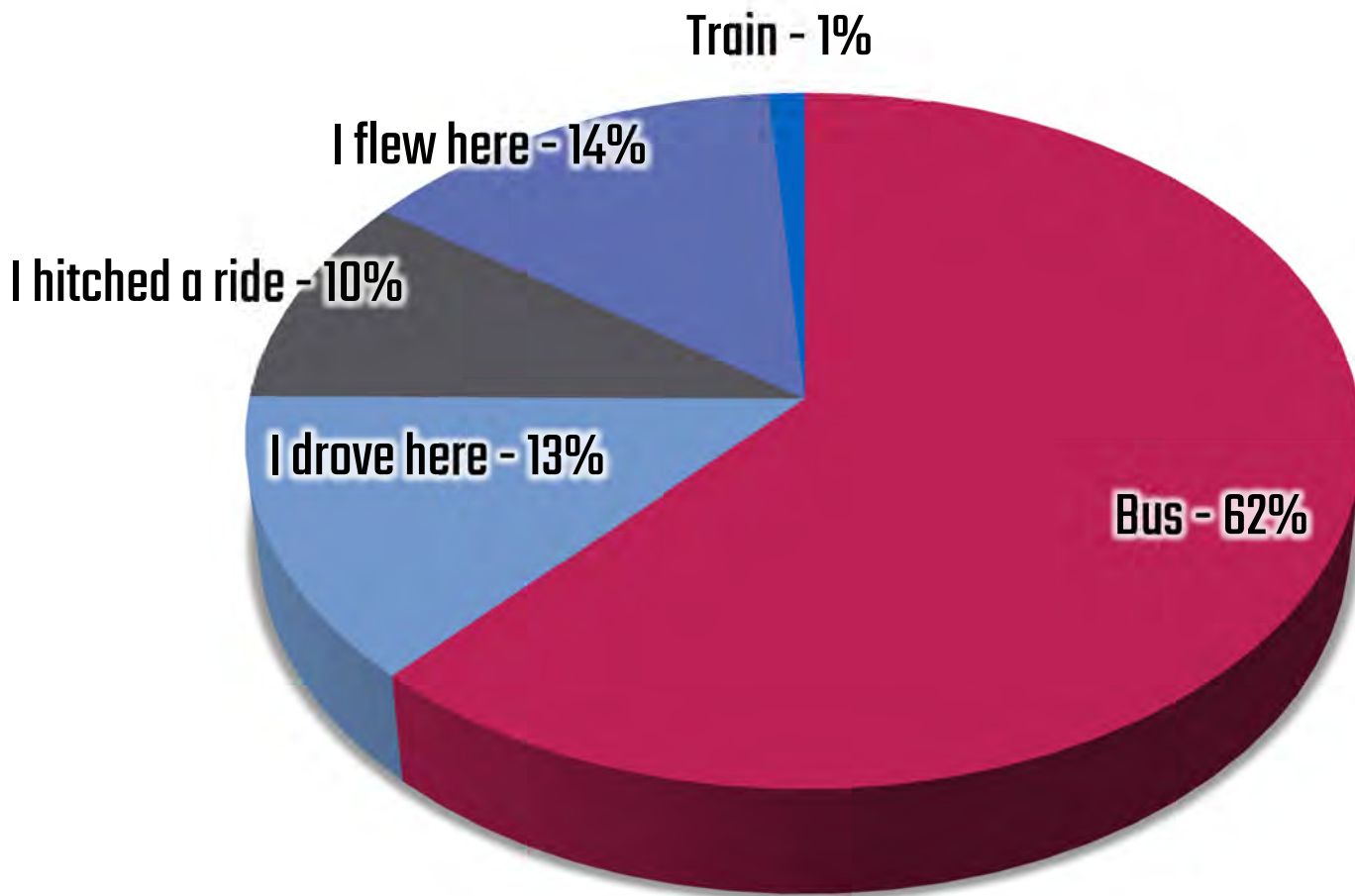
Q26 Where did you live prior to coming to Las Vegas?



Q27 Why did you choose to come to Las Vegas?

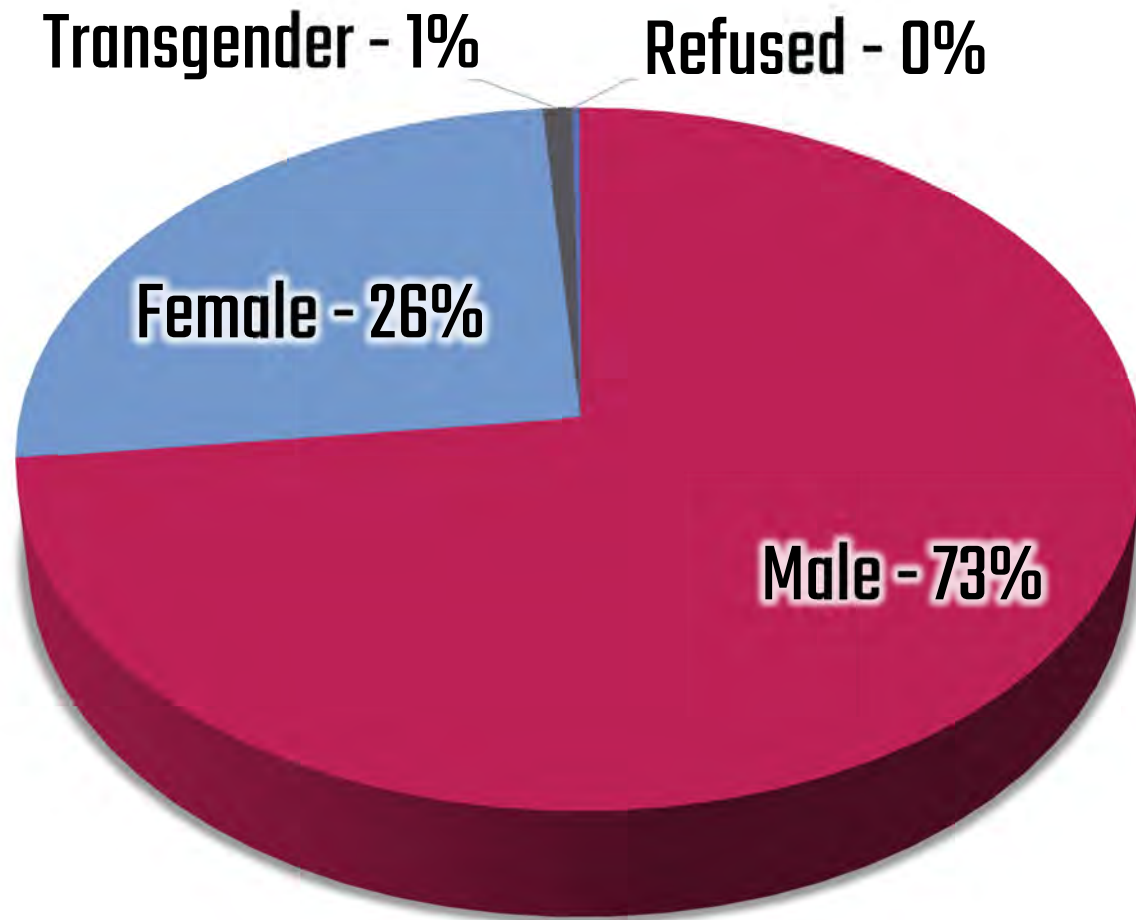


Q28 How did you get to Las Vegas?



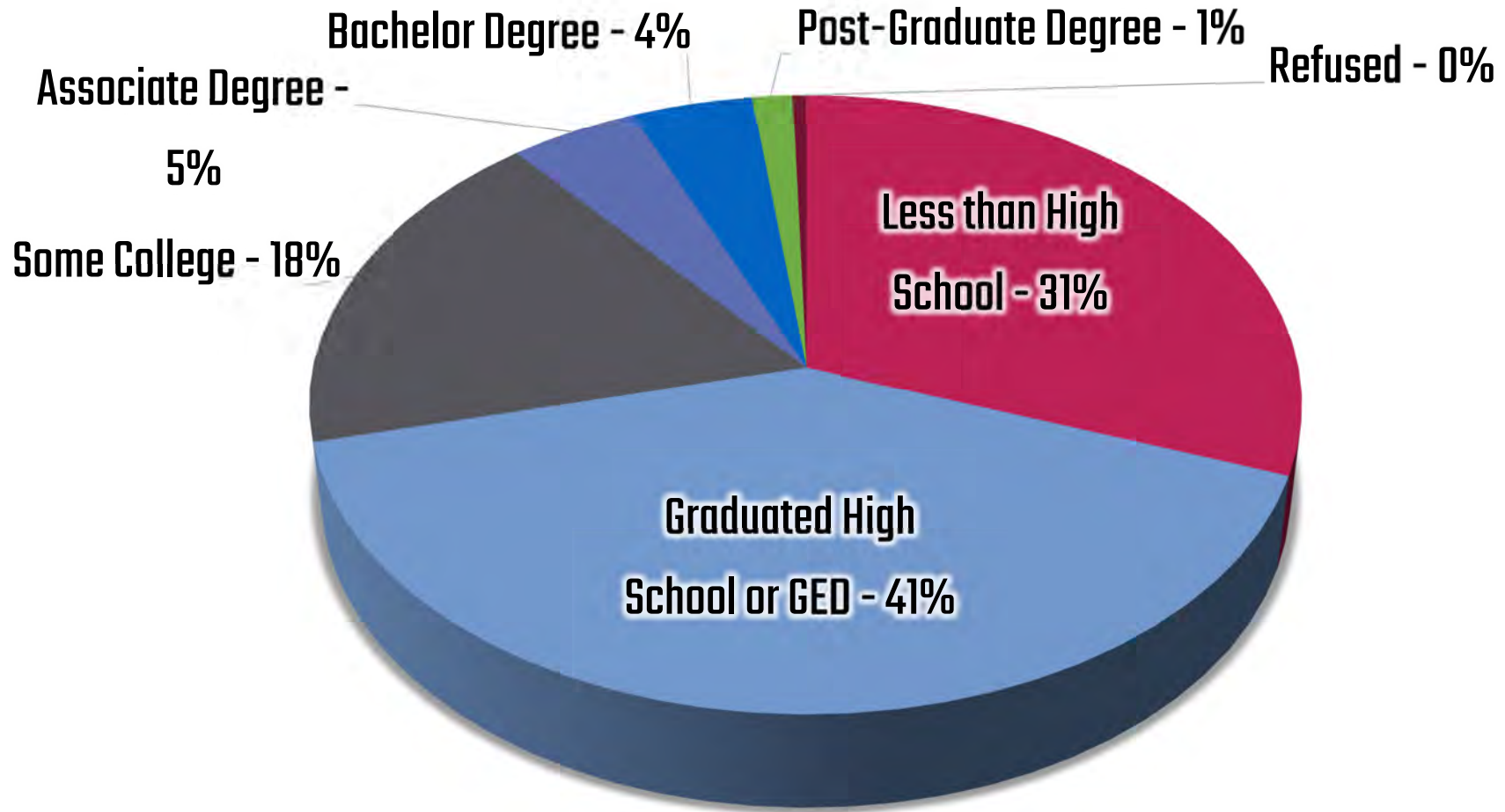
N=173

Q29 What gender do you classify yourself?



N=406

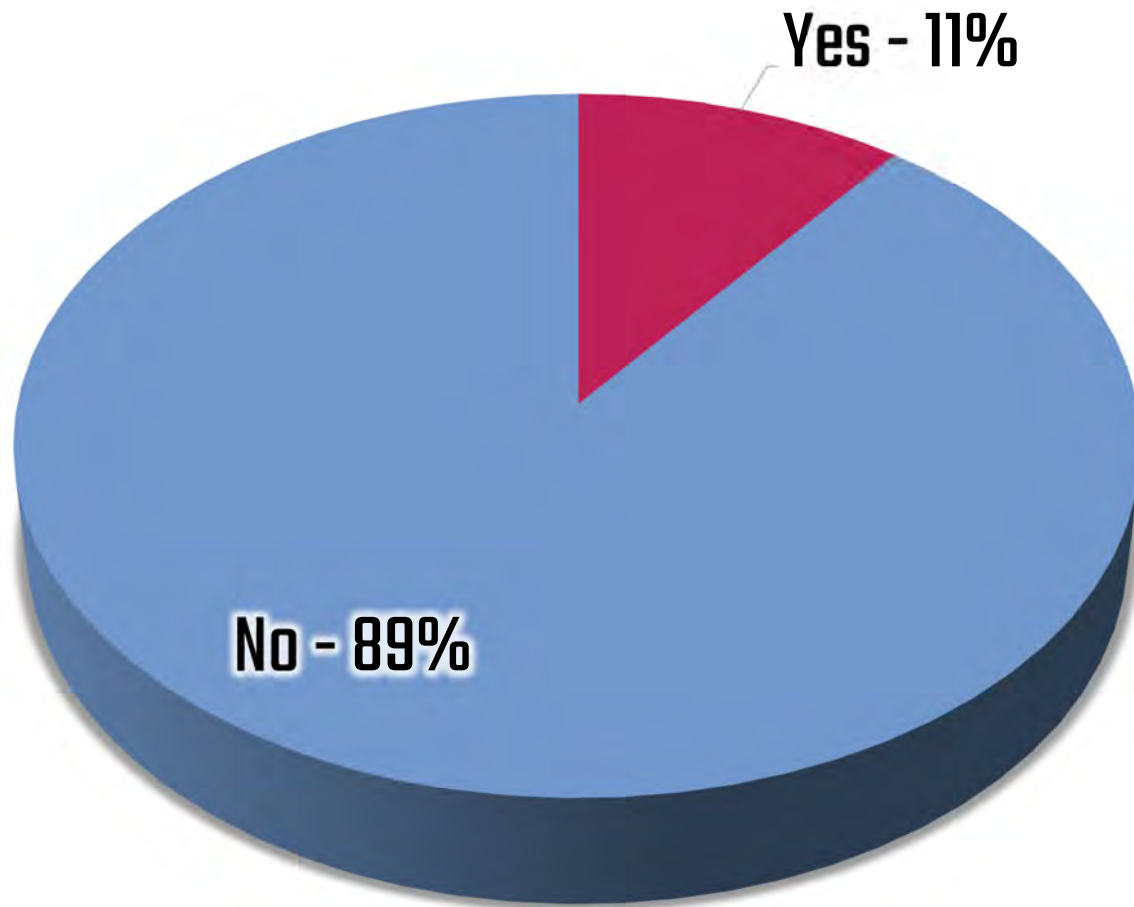
Q30 What is the highest level of education you have completed?



N=406

Q31

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



N=406

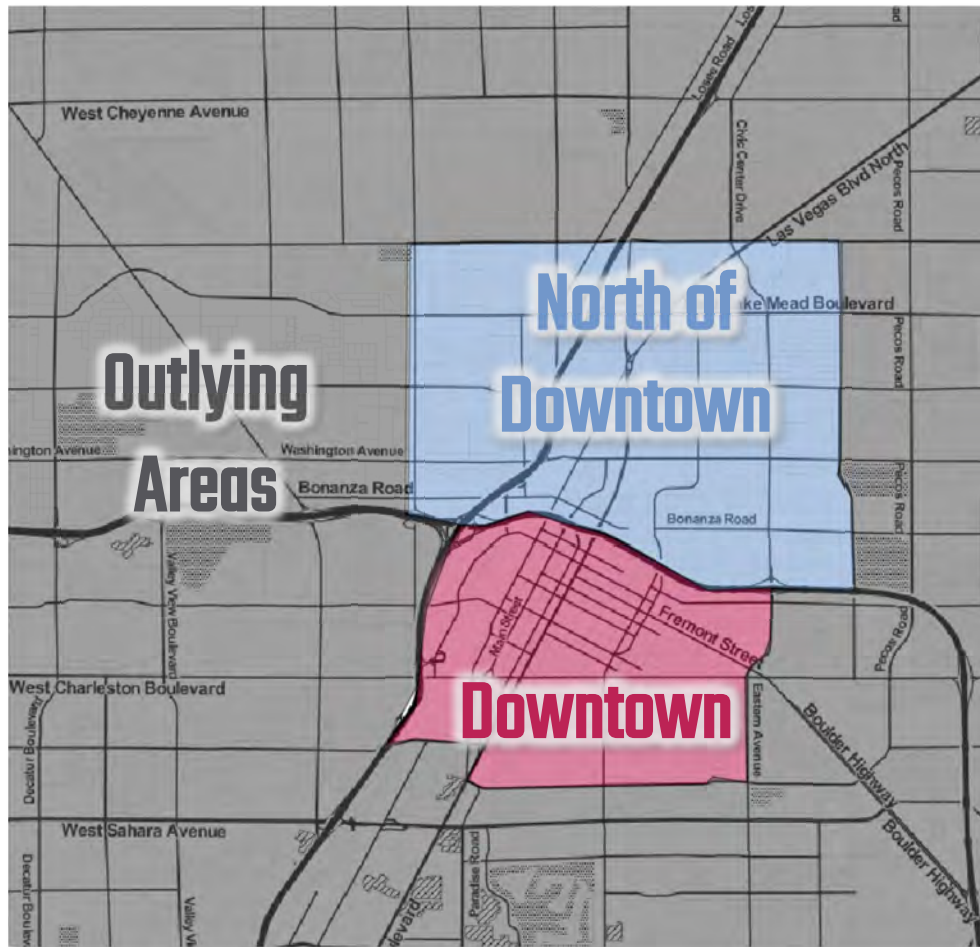
Q31

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

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

N=43

Q32 (OBSERVED) Where did this survey take place?



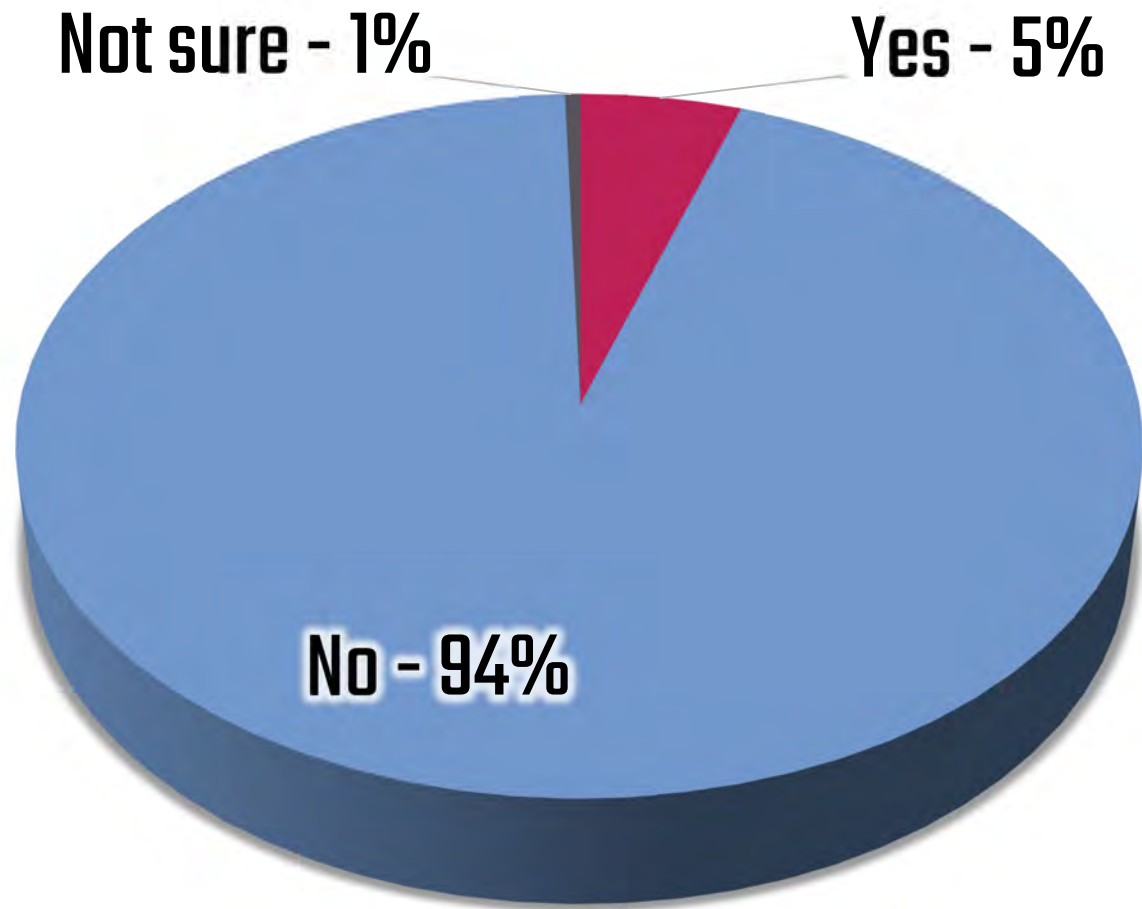
Downtown –
156 Respondents (38.4%)

North of Downtown –
147 Respondents (36.2%)

Outlying Areas –
86 Respondents (21.2%)

Geography Unavailable –
17 Respondents (4.2%)

Q33 (OBSERVED) Is there a pet present?



N=406

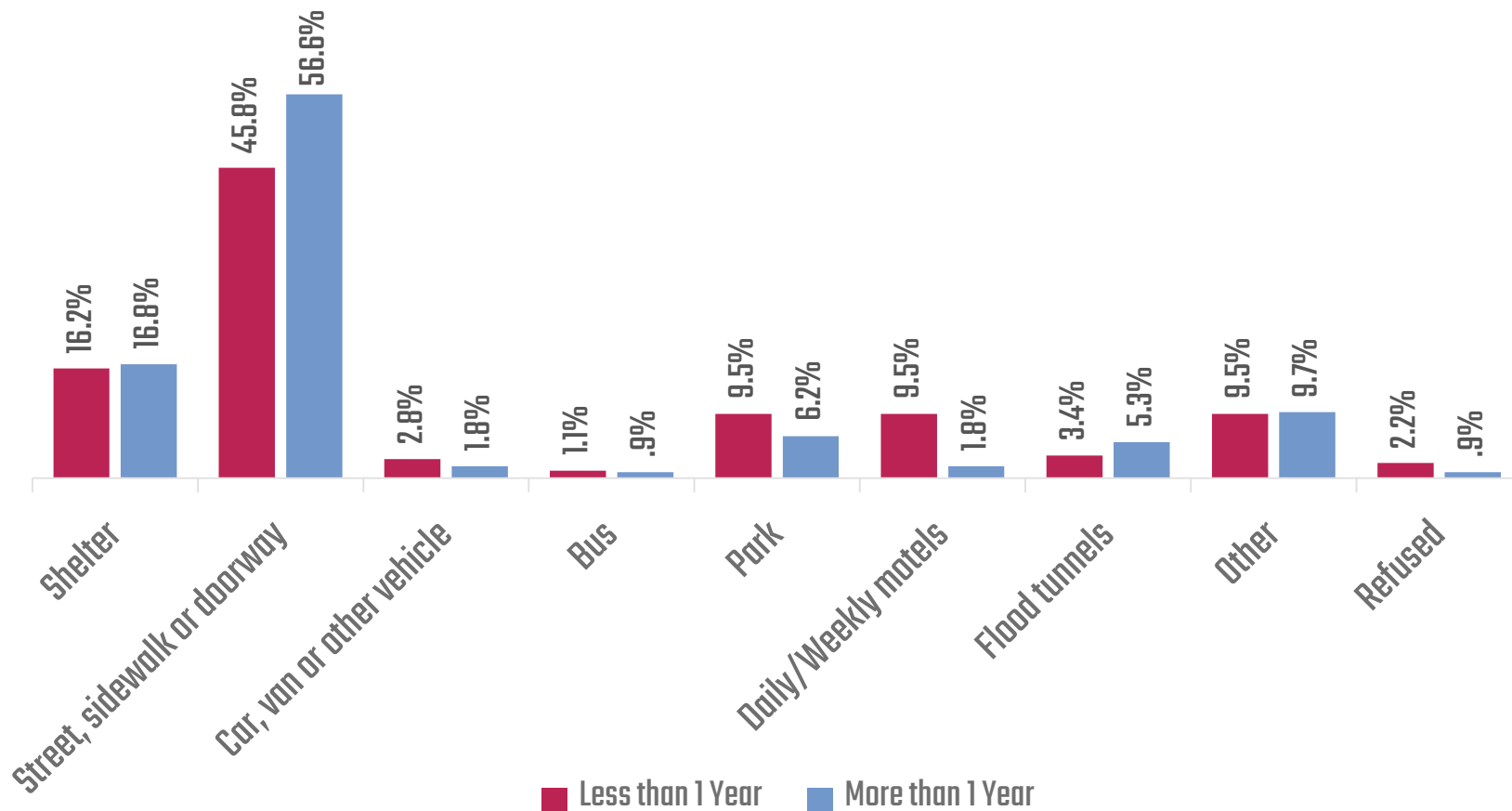
Cross-tabulations

Q1

About how long have you been homeless?

Q3

Where do you sleep most often?

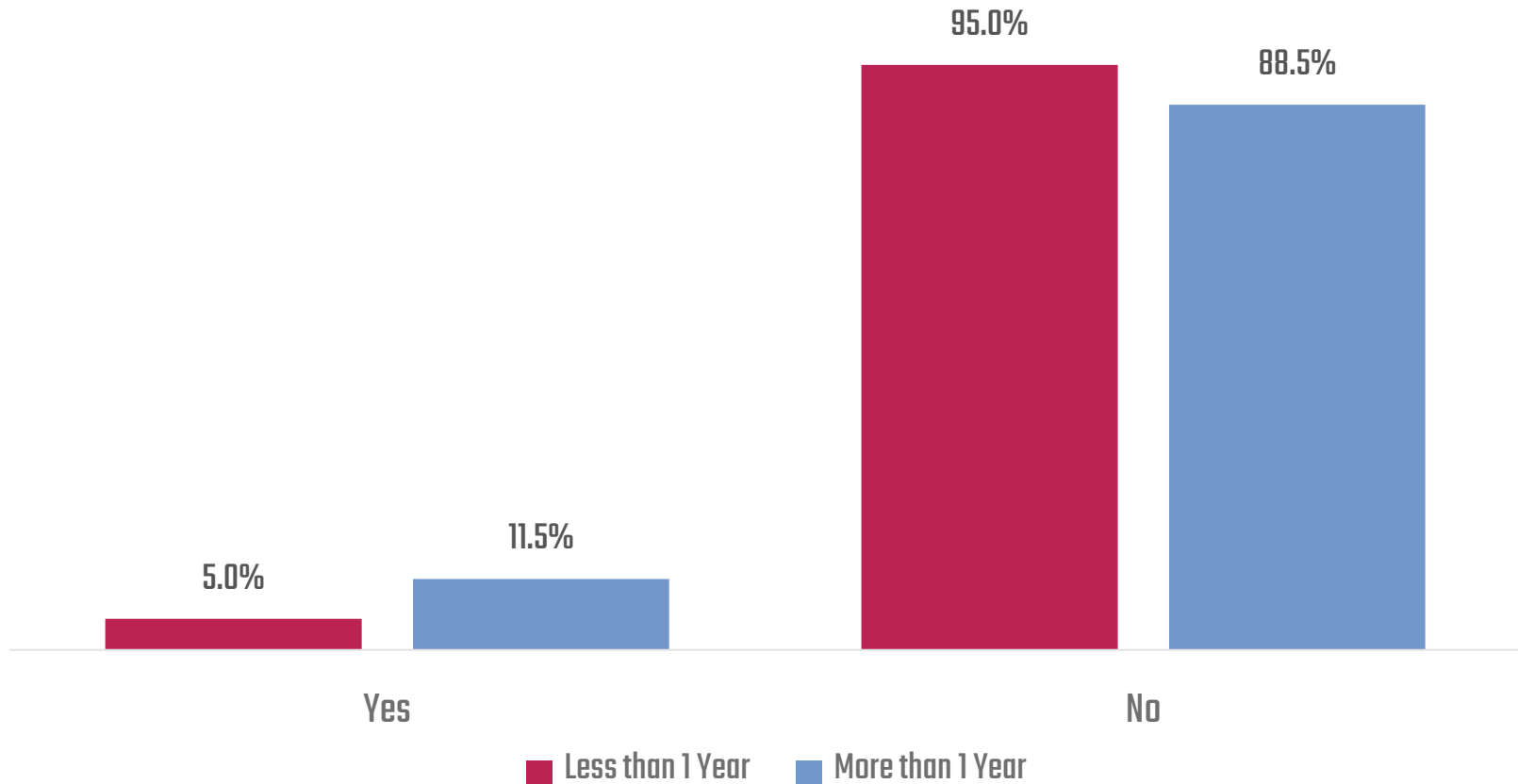


Q1

About how long have you been homeless?

Q5

Are you a veteran of the United States Armed Forces?

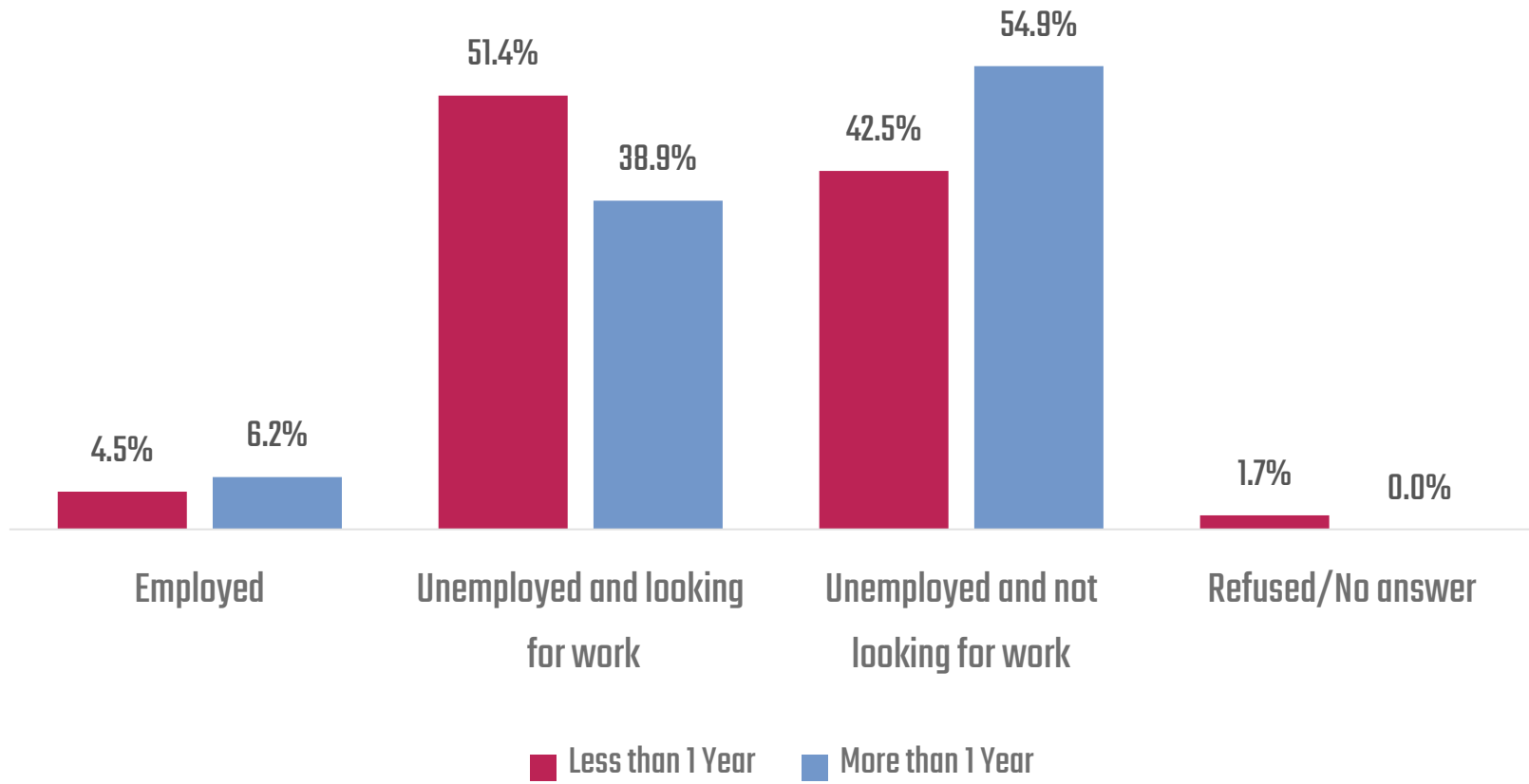


Q1

About how long have you been homeless?

Q6

Employment Status

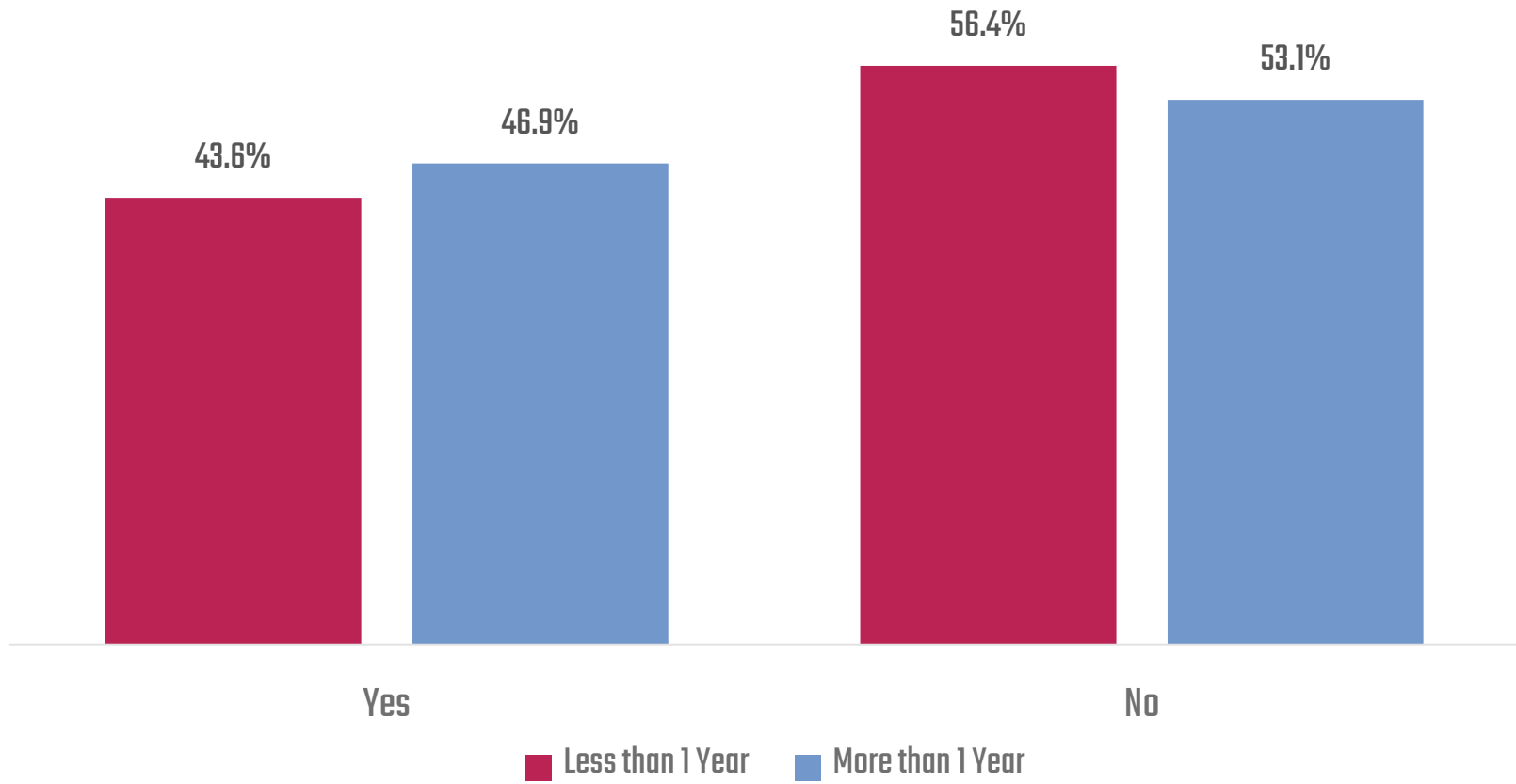


Q1

About how long have you been homeless?

Q9

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

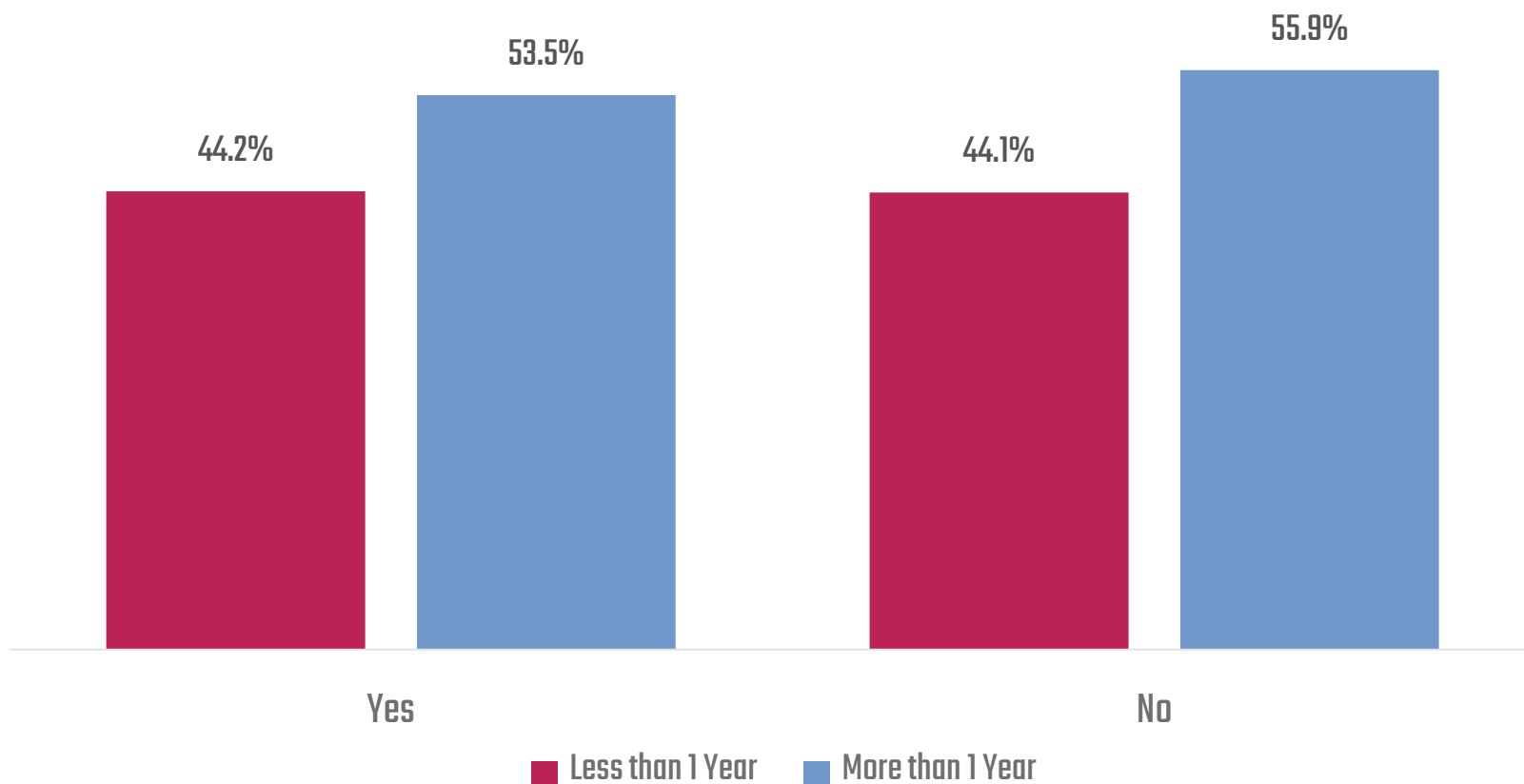


Q1

About how long have you been homeless?

Q31

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

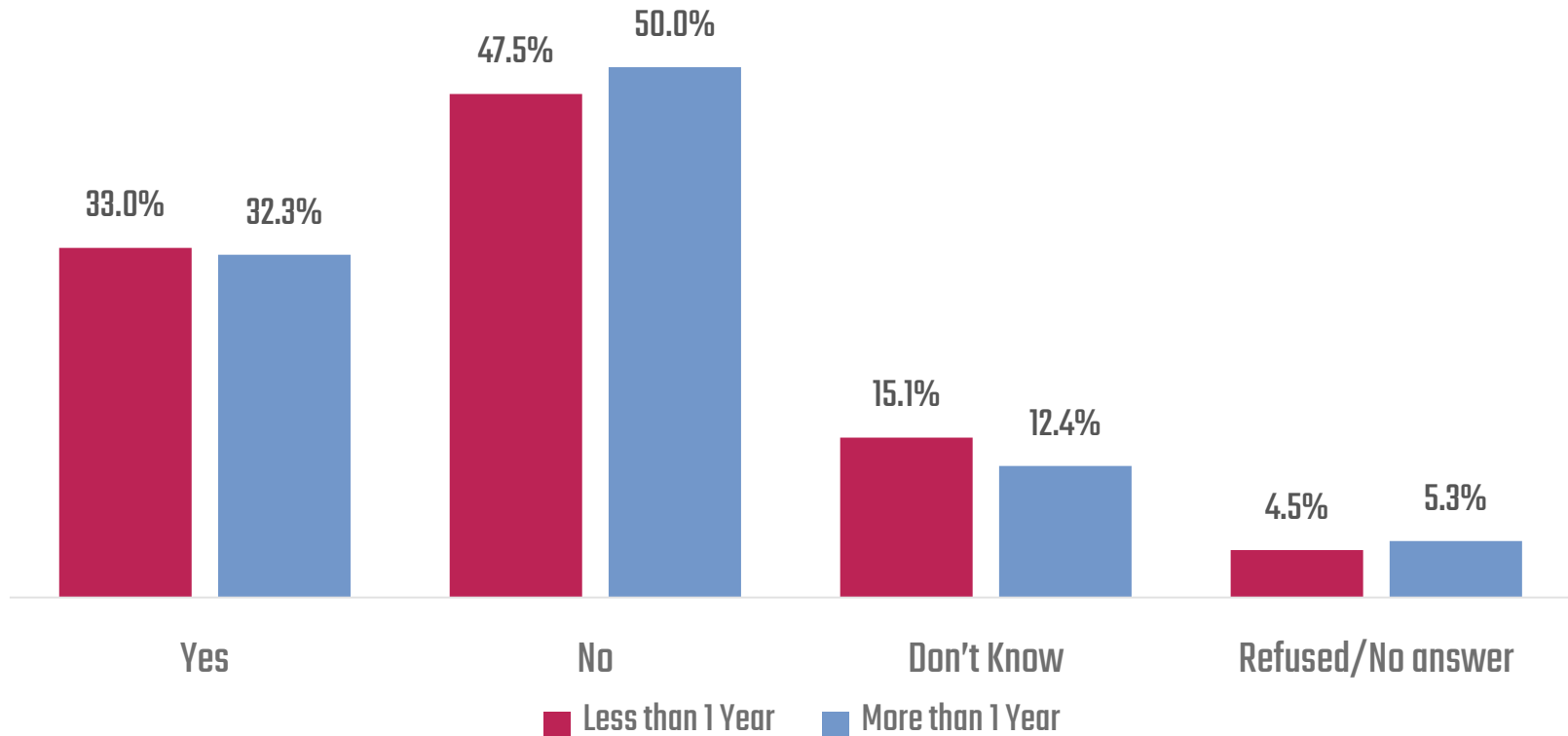


Q1

About how long have you been homeless?

Q21

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

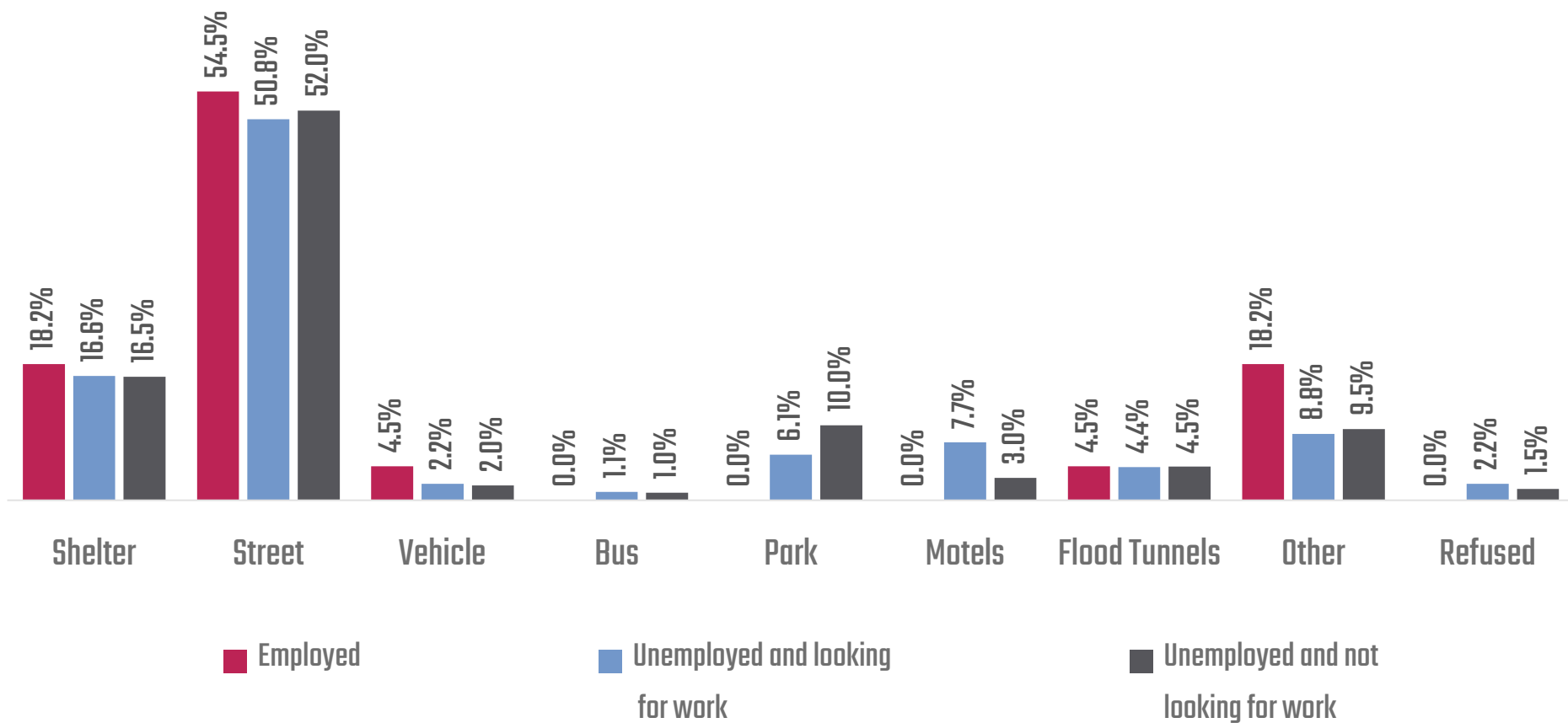


Q3

Where do you sleep most often?

Q6

Employment status

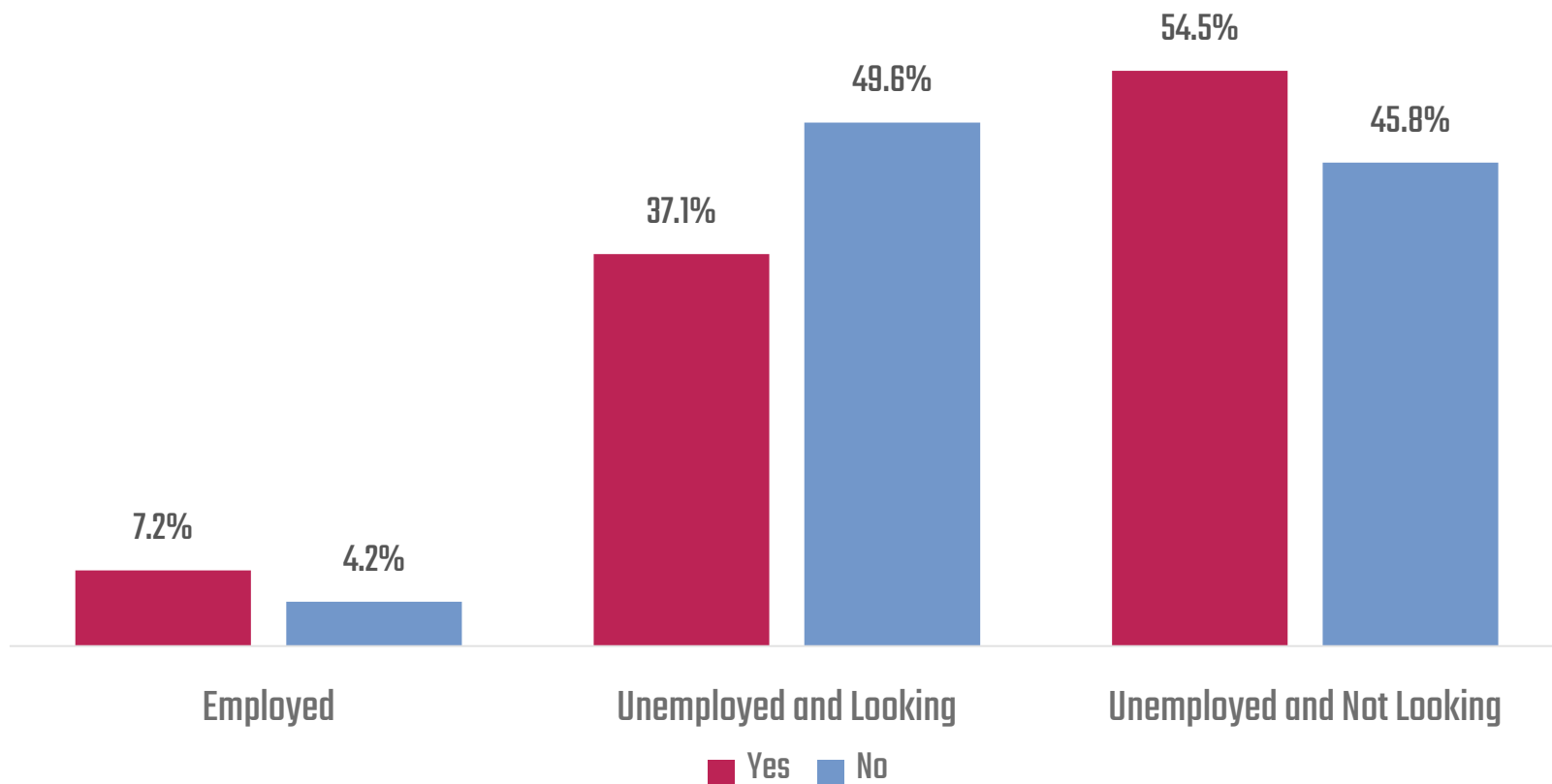


Q7

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

Q6

Employment status

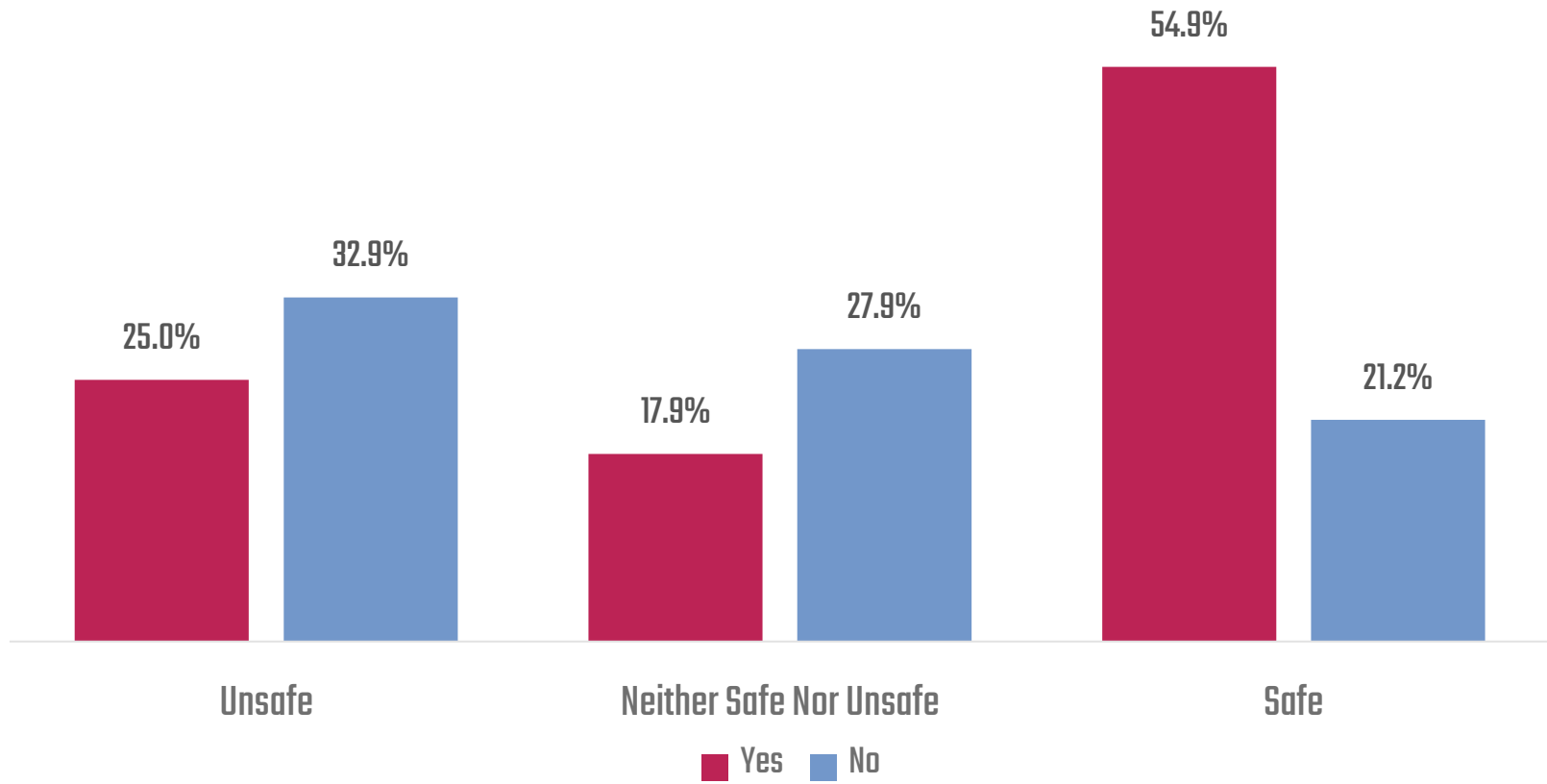


Q9

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

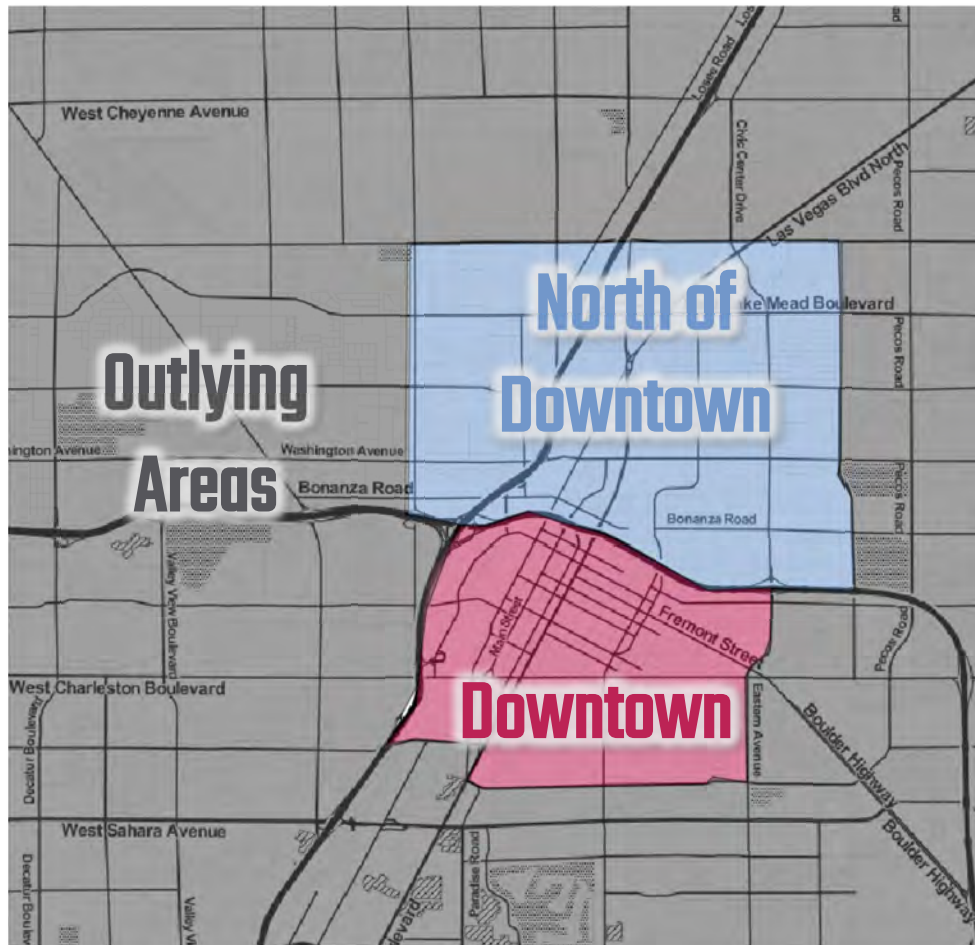
Q16

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



Responses by Geography

Survey Responses by Area



Downtown –
156 Respondents (38.4%)

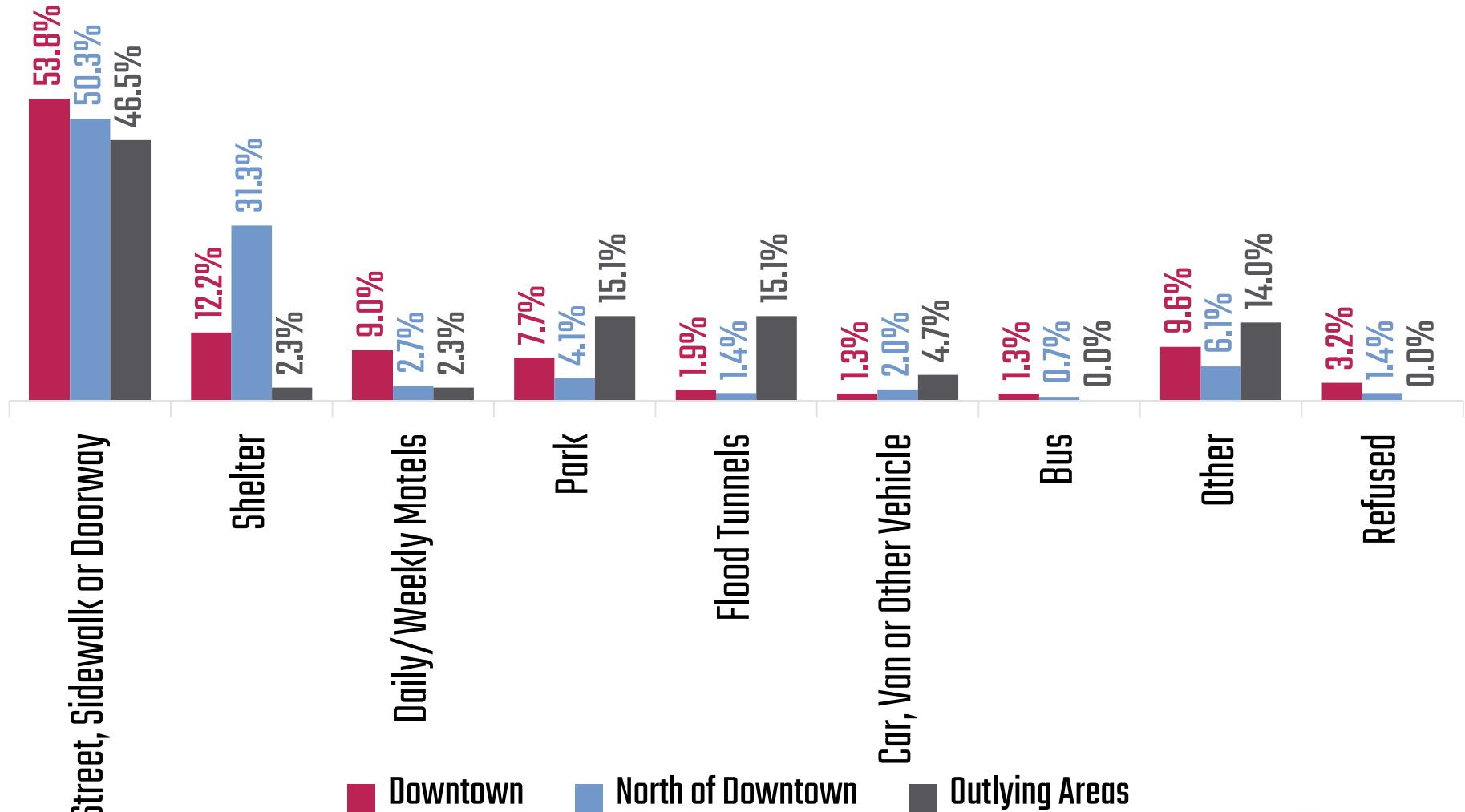
North of Downtown –
147 Respondents (36.2%)

Outlying Areas –
86 Respondents (21.2%)

Geography Unavailable –
17 Respondents (4.2%)

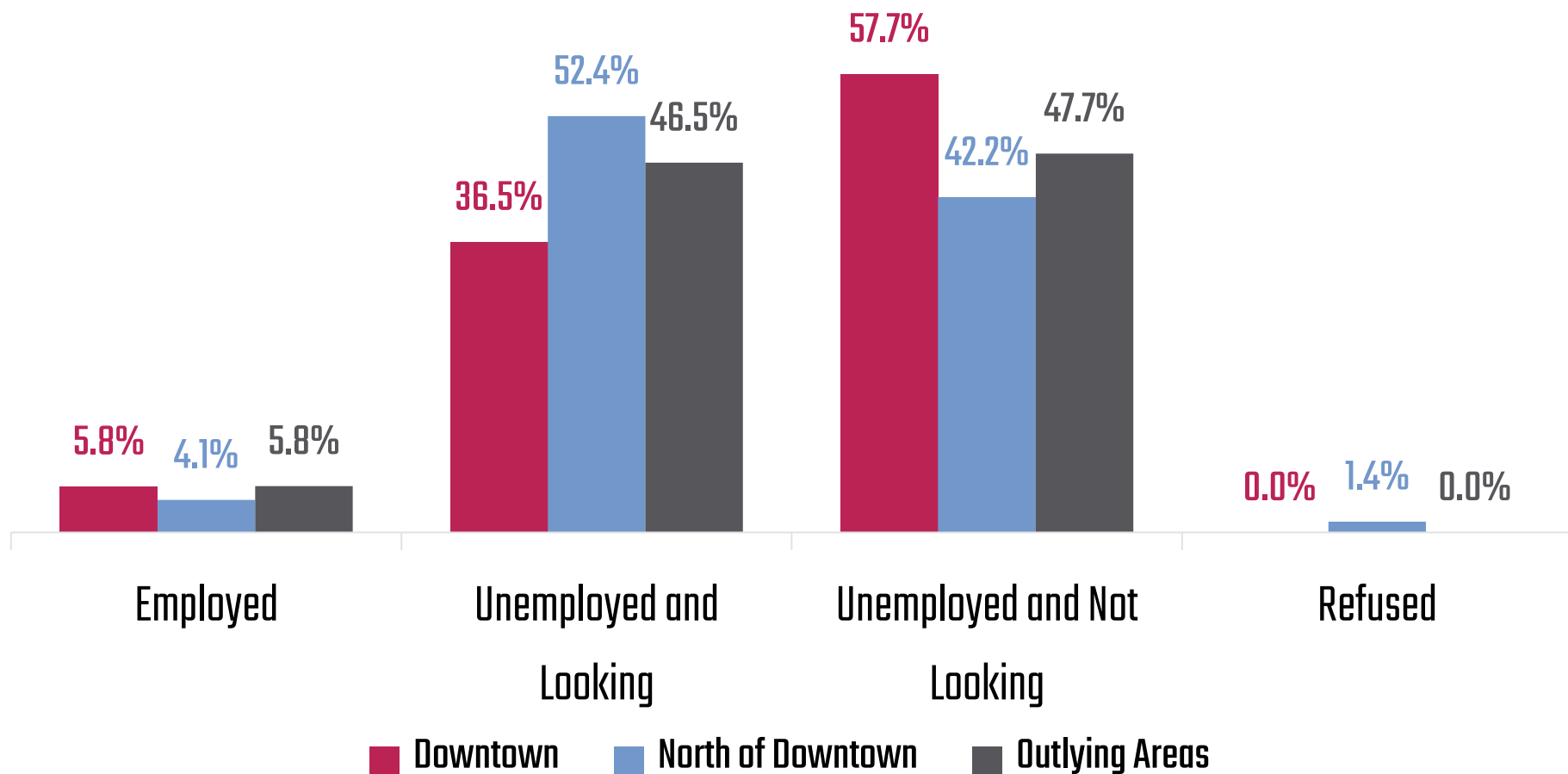
Q3

Where do you sleep most often?



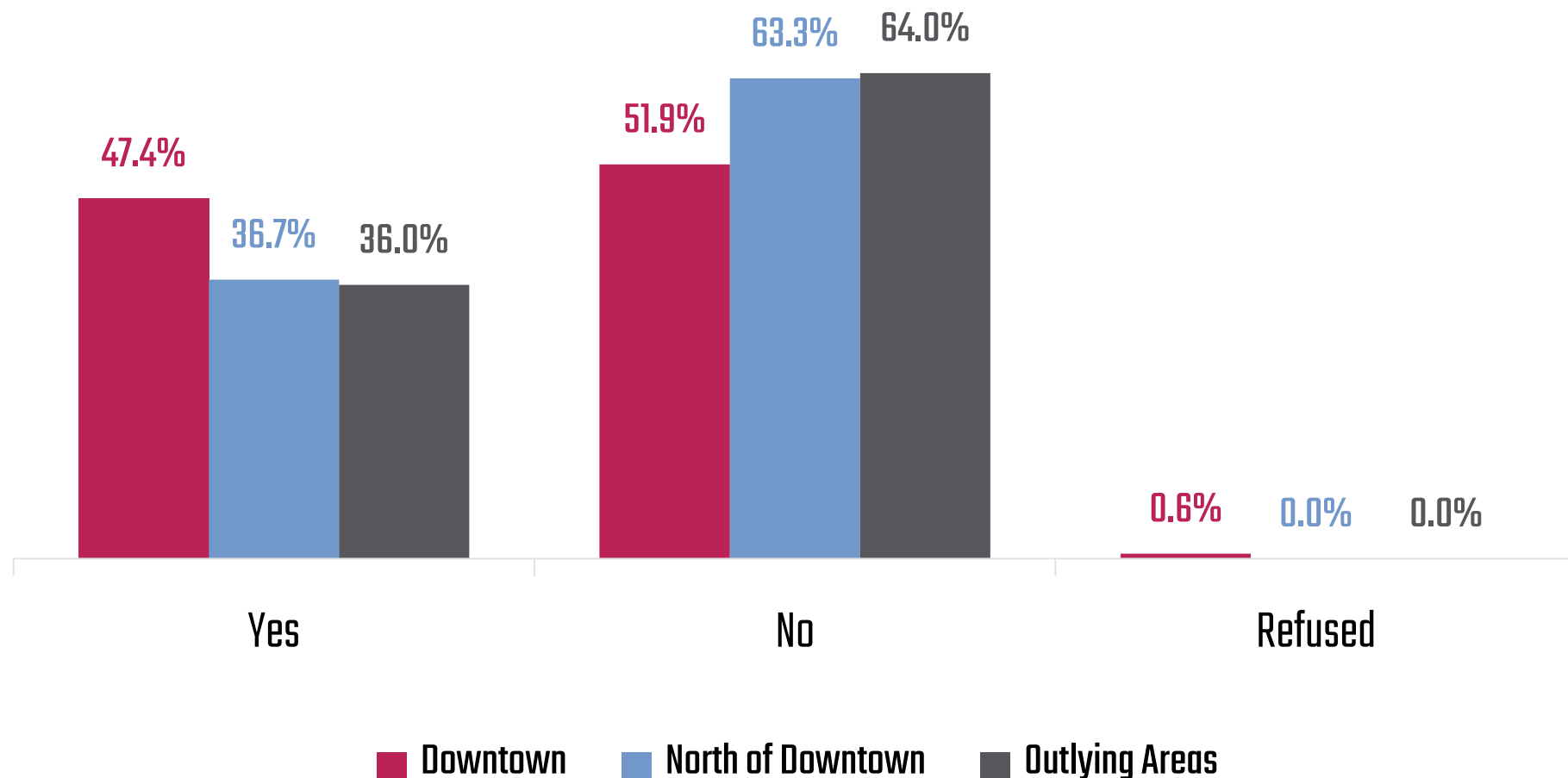
Q6

Employment status



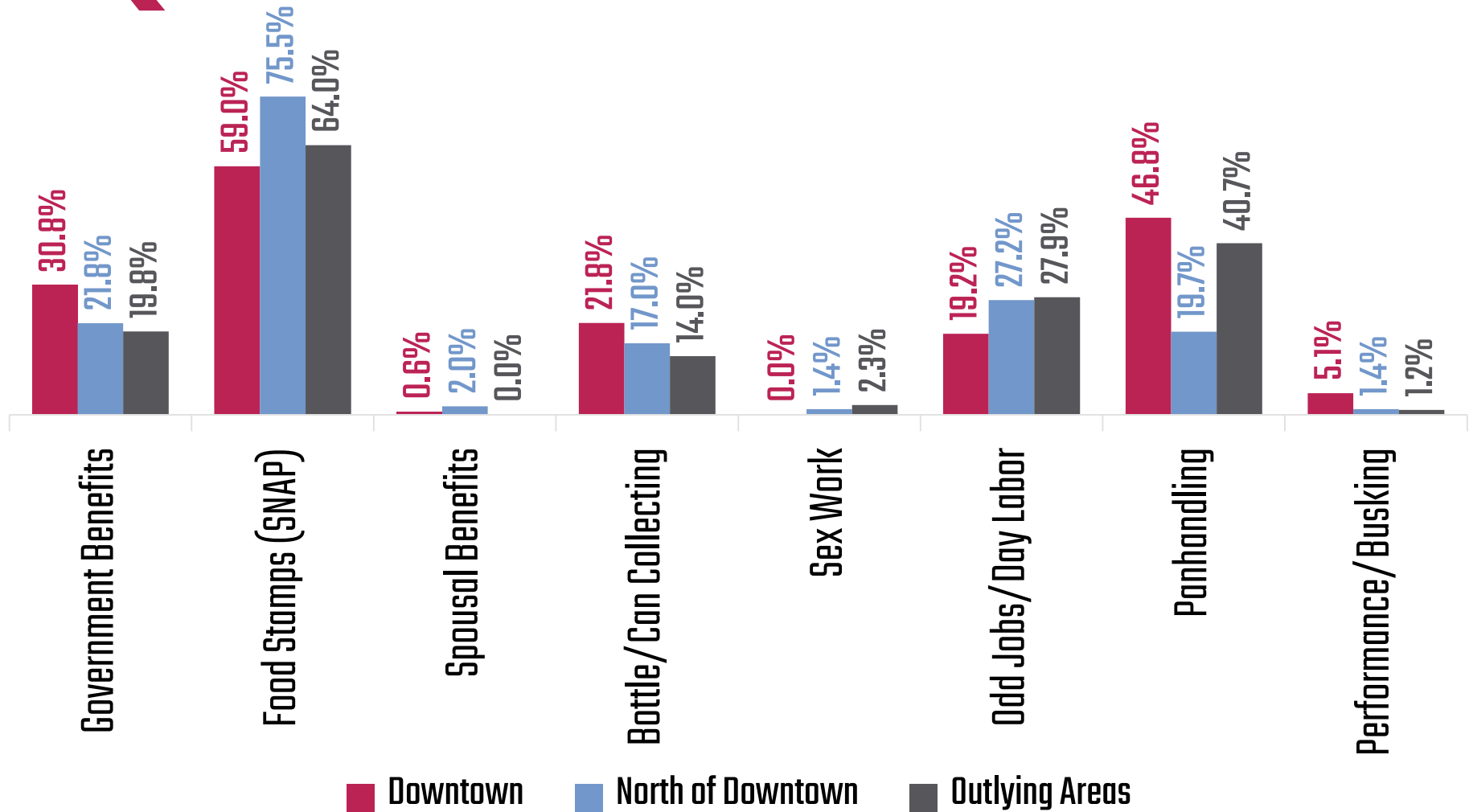
Q7

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



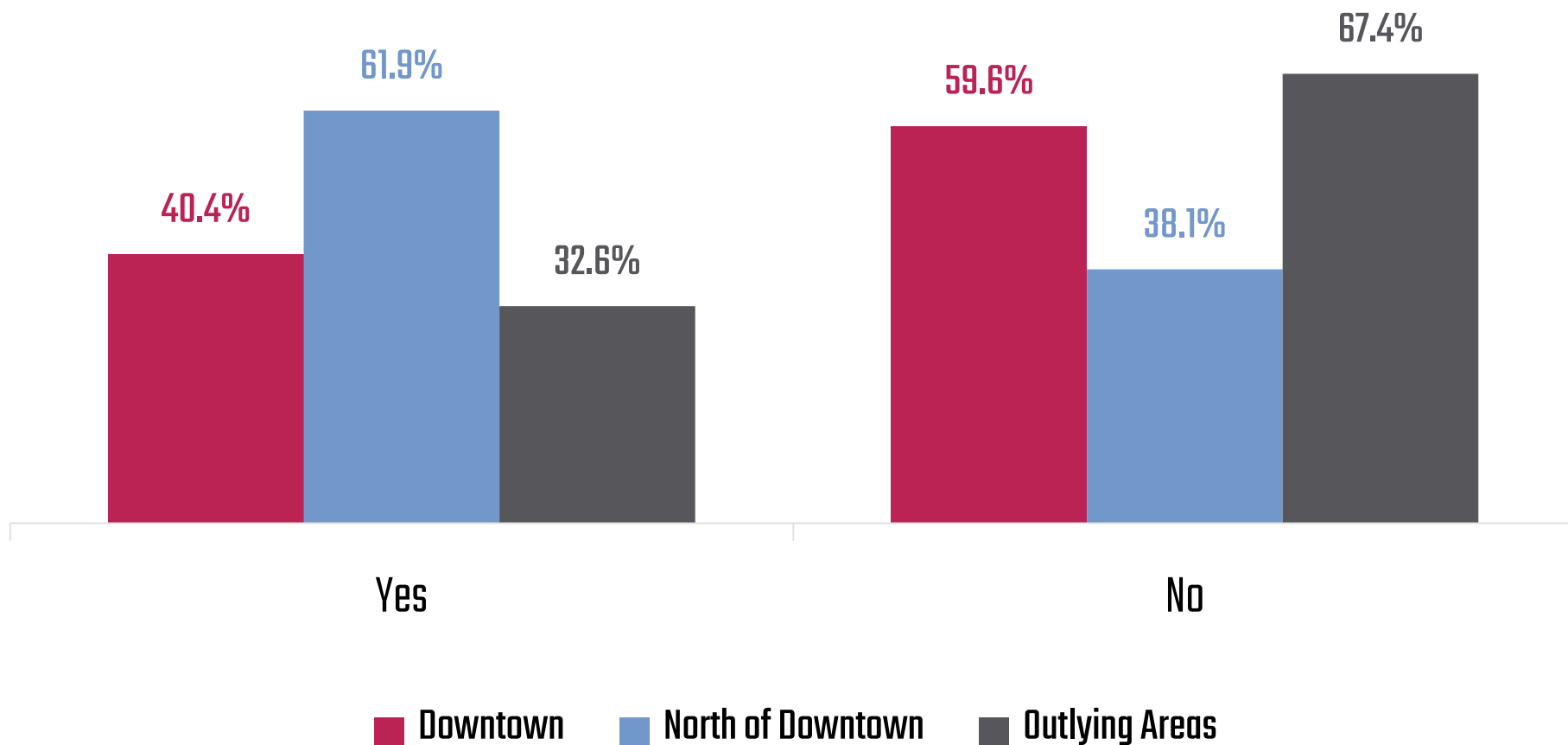
Q8

Do you get money from...



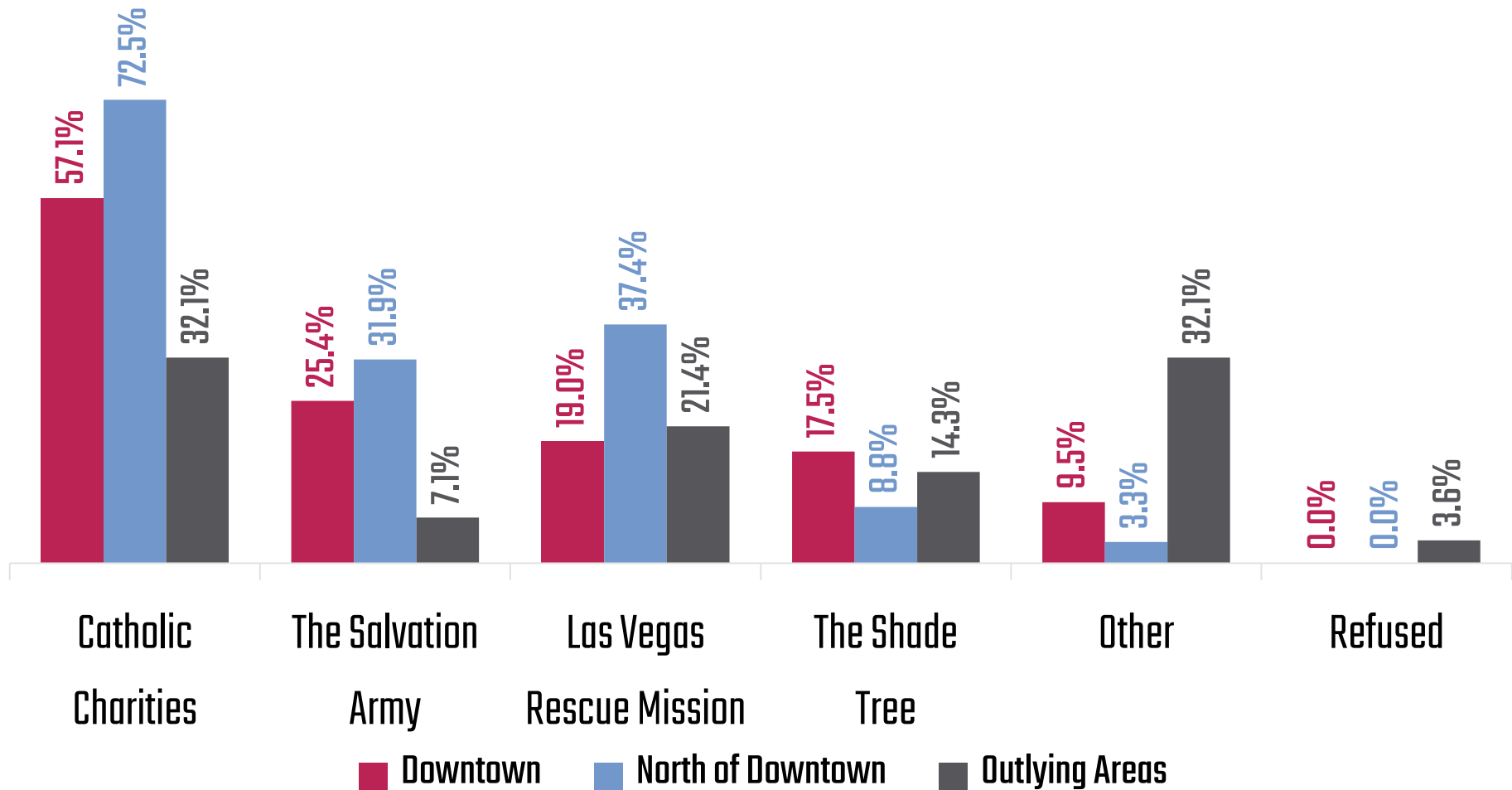
Q9

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



Q10 Which shelter service did you use?

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

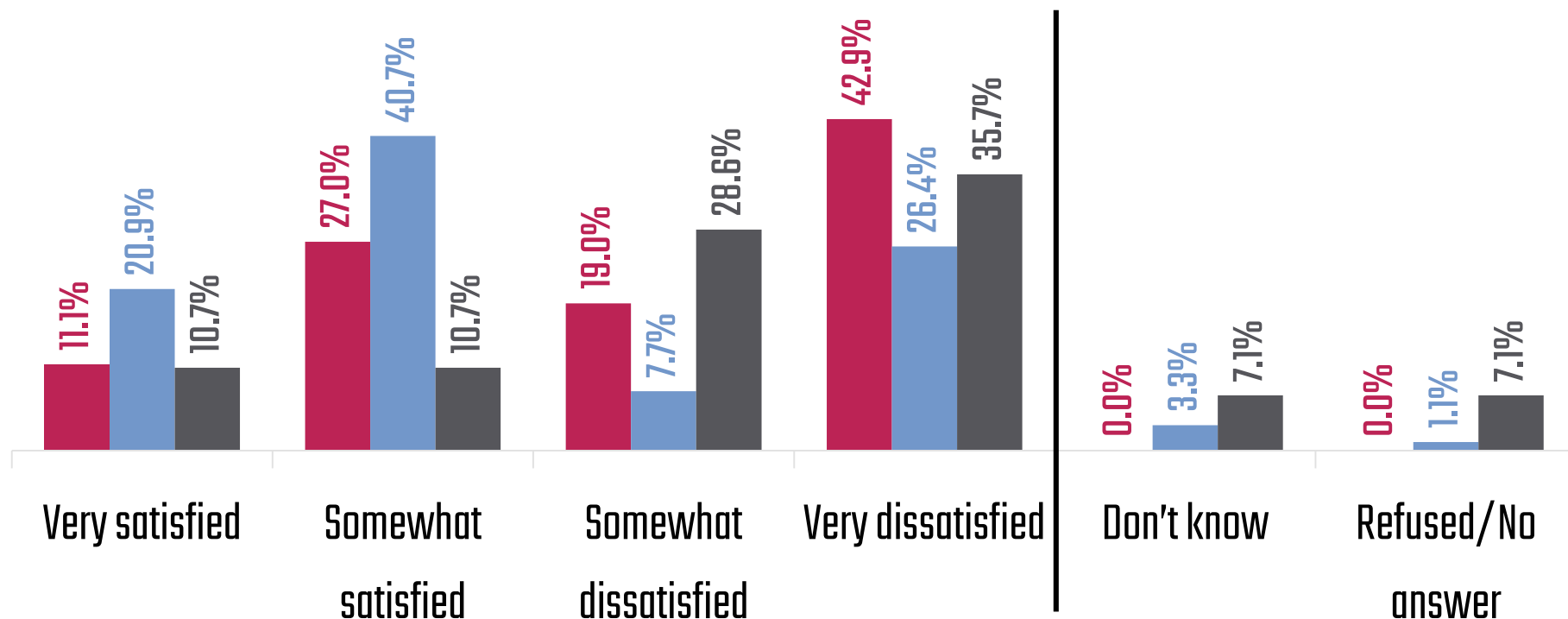


Note: Due to the survey methodology of trying to find homeless where they congregate, some responses are from shelter areas



Q11

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



■ Downtown

■ North of Downtown

■ Outlying Areas

Total Satisfied: **38.1%**

61.5%

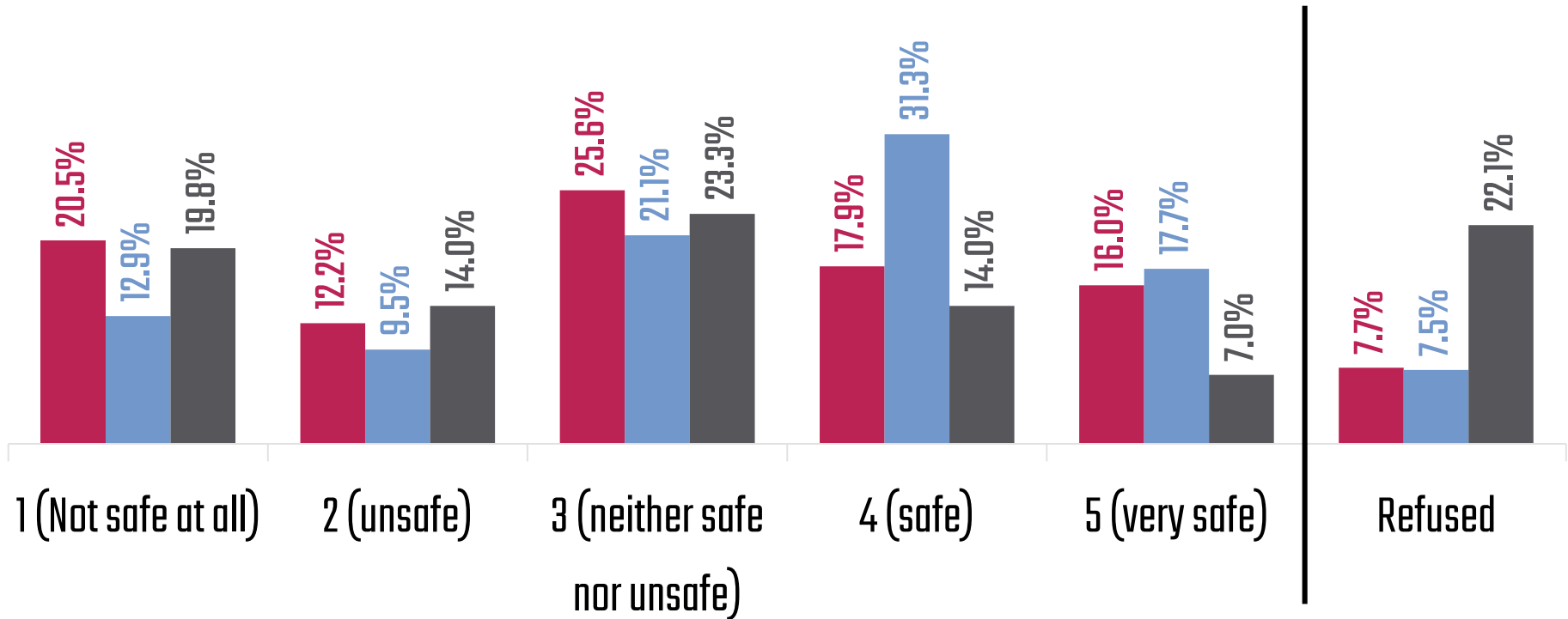
21.4%

Total Dissatisfied: **61.9%**

34.1%

64.3%

Q16 What is your impression of the safety at the local shelters?

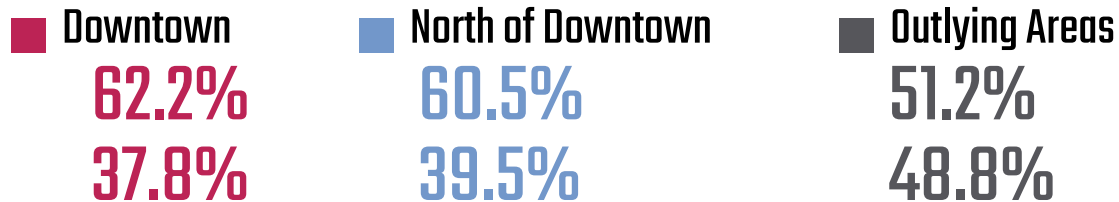
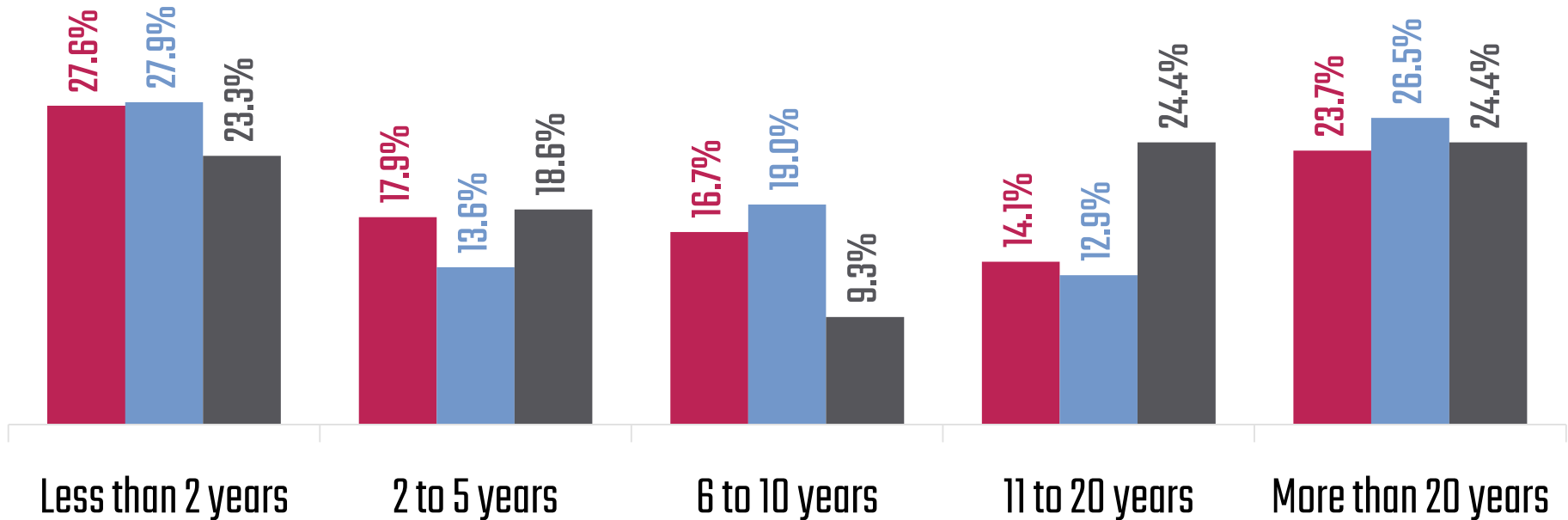


■ Downtown ■ North of Downtown ■ Outlying Areas

Total Safe: 34.0% 49.0% 20.9%

Total Unsafe: 32.7% 22.4% 33.7%

Q25 How long have you lived in Las Vegas



2016



CITY OF LAS VEGAS HOMELESS SURVEY

APPLIED
ANALYSIS

