# 2023
# COUNTY OF SANTA CRUZ

# HOMELESS COUNT AND SURVEY
# COMPREHENSIVE REPORT

Report By Applied Survey Research

ASR

# About The Researcher

Applied Survey Research (ASR) is a social research firm dedicated to helping people build better communities by collecting meaningful data, facilitating information-based planning, and developing custom strategies. The firm was founded on the principle that community improvement, initiative sustainability, and program success are closely tied to the assessment of needs, evaluation of community goals, and development of appropriate responses.

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# Introduction

At least every two years, typically during the last 10 days of January, communities across the country conduct comprehensive counts of the local population experiencing homelessness. Point-in-Time (PIT) Counts approximate the number of people experiencing homelessness in each community and collect information on individuals and families residing in emergency shelters, transitional housing, or unsheltered situations which includes persons sleeping on the streets, in cars, abandoned properties, or other places not meant for human habitation.

The 2021 count did not take place in Santa Cruz County and other jurisdictions due to safety concerns during the COVID-19 pandemic. The 2022 Santa Cruz County count took place on February 28, 2022 rather than the end of January due to additional COVID-19 precautions, in response to the Omicron variant surge. The 2023 Santa Cruz County count took place on February 23rd rather than the end of January due to the severe storms that struck the county. The County of Santa Cruz and the Santa Cruz County Continuum of Care (CoC), known locally as the Housing for Health Partnership (H4HP), intend to conduct the count on an annual basis going forward.

The PIT Count is the only source of nationwide data on both sheltered and unsheltered homelessness. It is required by the U.S Department of Housing and Urban Development (HUD) of all jurisdictions receiving federal funding to provide housing and services for individuals and families experiencing homelessness. Currently, the H4HP receives approximately $5.2 million dollars annually in federal funding, a key source of funding for the county's housing and services programs for people experiencing homelessness.

The CoC reports the findings of its local PIT Count annually to HUD, though the unsheltered count component is only required every other year. The reported findings help the federal government to better understand the nature and extent of homelessness nationwide. PIT Count and survey data, which is collected during a post count effort, also help to inform local strategic planning, capacity building, and advocacy campaigns to prevent and end homelessness.

The County of Santa Cruz worked in conjunction with Applied Survey Research (ASR) to conduct the 2023 Santa Cruz County Homeless PIT Count and Survey. ASR is a social research firm based in Santa Cruz County with extensive experience in homeless enumeration (census counts) and needs assessment, and has been the principal researcher for Santa Cruz County PIT counts and surveys since 2000.

The Santa Cruz County Homeless PIT Count consists of three primary components:

1. Point-in-time, visual enumeration of unsheltered persons and families experiencing homelessness, including those sleeping outdoors, on the street, or in parks, tents, or vehicles.

2. Point-in-time enumeration of persons and families experiencing homelessness in temporary shelter, including emergency shelters or transitional housing facilities.

3. A comprehensive sample survey of the characteristics of persons and families experiencing homelessness in both sheltered and unsheltered locations.

The 2023 Santa Cruz County Homeless PIT Count was a comprehensive community effort. With the support of about 80 persons, including those experiencing homelessness, community volunteers, and staff from multiple city and county departments and community based organizations, the entire county was canvassed between the hours of 5:00 a.m. and 9:00 a.m. on February 23, 2023. This resulted in a peer-informed visual count of unsheltered persons and families experiencing homelessness residing on the streets and in vehicles, makeshift shelters, encampments, and other places not meant for human habitation. Specialized outreach teams also canvassed more remote areas of the County including rural locations in Aptos, the University of California, Santa Cruz (UCSC), and Pajaro River levee. Shelters and transitional housing facilities reported the number of sheltered persons and families who occupied their facilities on the night of February 22, 2023.

A supplemental count of unaccompanied children under the age of 18, and transition-age youth between the ages of 18-24, was conducted in the afternoon hours on February 23, 2023. This specialized count was designed to improve the understanding of the scope of youth homelessness, as youth are frequently undercounted in the general unsheltered morning count effort. Trained youth enumerators, who currently or recently experienced homelessness, conducted the count in specific areas where youth experiencing homelessness were known to congregate.

In the weeks following the February 23rd street count, an in-depth survey was administered to 416 unsheltered and sheltered individuals. The survey gathered basic demographic details as well as information on service needs and utilization.

This report provides data regarding the number and characteristics of people experiencing homelessness in Santa Cruz County on a single night in February 2023. Unstably-housed persons living without assistance in hotel/motels, doubled-up situations, or temporarily in a jail or hospital are not included in this effort. Extra attention is given to special populations, including chronically homeless persons, veterans, families, unaccompanied children under the age of 18, and transition-age youth 18-24. To better understand the dynamics of homelessness over time, results from previous years are provided where available and applicable.

The data presented in this report has four separate sources which are inter-related but distinct from one another.

1. Observation-only data of unsheltered persons and families from PIT-day canvassing of all census tracts in Santa Cruz County

2. The Homeless Management Information System (HMIS) sourced data on shelter, transitional housing occupancy, and resident characteristics the evening before the PIT observational count.

3. Survey data from a representative sample of persons experiencing homelessness in sheltered and unsheltered places

4. HUD Homeless Data Exchange (HDX) data sourced and cross-referenced from all of the above sources

## Project Overview and Goals

ASR held planning meetings with local stakeholders in the fall of 2022 to gain insight from the experience and expertise of the community. Participants were drawn from City and County departments, community-based service organizations, and other interested stakeholders. They joined the 2023 Project Team (staff from Santa Cruz County's Human Services Department) in planning for the PIT count. These representatives were instrumental to ensuring the county's 2023 Santa Cruz County Homeless PIT Count and Survey reflected the needs and concerns of the community.

The 2023 Project Team worked toward several important project goals:

- To measure changes in the numbers and characteristics of the homeless population since the 2022 Santa Cruz County PIT Count and Survey, and to track progress toward ending homelessness.

- To assess the status of specific subpopulations, including veterans, families, unaccompanied children, transition-age youth, and those who are chronically homeless.

- To preserve current federal funding for housing and services and to enhance the ability to raise new funds.

- To improve the ability of policy makers and service providers to plan and implement services to meet the needs of the local population.

- To increase public awareness of overall homeless issues and generate support for constructive solutions.

This report is intended to assist service providers, policy makers, funders, and local, state, and federal governments in gaining a better understanding of the persons currently experiencing homelessness.

# Federal Definition of Homelessness
# For Point-In-Time Counts

For the purposes of this report, the HUD definition of homelessness from Category 1 of the Homeless Emergency Assistance and Rapid Transition to Housing Act of 2009 (HEARTH) is used. This definition includes individuals and families:

- Living in supervised publicly- or privately-operated shelters designated to provide a temporary living arrangement; or

- With a primary nighttime residence that is a public or private place not designed for or ordinarily used as a regular sleeping accommodation for human beings, including a car, park, abandoned building, bus or train station, airport, or camping ground.
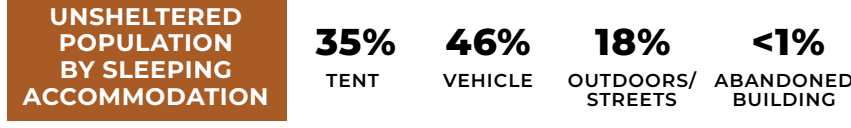
# SANTA CRUZ COUNTY

## 2023 HOMELESS POINT-IN-TIME COUNT & SURVEY

Every two years, typically during the last 10 days of January, communities across the country conduct comprehensive counts of the local homeless populations in order to measure the prevalence of homelessness in each local Continuum of Care.

The 2023 Santa Cruz County Point-in-Time Count was a community-wide effort conducted on February 23rd, 2023. In the weeks following the street count, a survey was administered to 416 unsheltered and sheltered individuals experiencing homelessness in order to profile their experience and characteristics.

### 2023 SHELTERED/ UNSHELTERED POPULATION□

**21%** SHELTERED N = 378

**79%** UNSHELTERED N = 1,426

### RESIDENCE AT TIME OF HOMELESSNESS

Santa Cruz County

**75%**

### CENSUS POPULATION: LONGITUDINAL TREND□

| 2011 | 2013 | 2015 | 2017 | 2019 | 2022 | 2023 |
|------|------|------|------|------|------|------|
| 2,771 | 3,536 | 1,964 | 2,249 | 2,167 | 2,299 | 1,804 |

### AGE

**10%** UNDER 18 | **18%** 18-24 | **53%** 25-54 | **19%** 55+

### GENDER

**68%** MALE | **31%** FEMALE | **1%** TRANSGENDER/GENDER NON-CONFORMING

### SEXUAL ORIENTATION

**85%** STRAIGHT | **6%** BISEXUAL | **2%** LESBIAN

**2%** GAY | **1%** QUEER | **4%** OTHER

### RACE

TOP 4 RESPONSES△

**81%** WHITE | **7%** MULTIPLE RACES | **6%** BLACK | **4%** AMERICAN INDIAN/ALASKAN NATIVE

### ETHNICITY

**44%** | IDENTIFIED AS LATINX/HISPANIC

### EMPLOYMENT STATUS

**28%** HAD SOME FORM OF EMPLOYMENT

**OF UNEMPLOYED...**

**56%** WERE LOOKING FOR WORK | **16%** WERE UNABLE TO WORK | **28%** WERE NOT LOOKING FOR WORK

### FOSTER CARE

**23%** of survey respondents have been in the foster care system.

### JUSTICE SYSTEM INVOLVEMENT

**25%** of survey respondents spent one or more nights in jail/prison/juvenile hall in the past year.

**19%** on probation/parole at the start of their most recent episode of homelessness

### UNSHELTERED POPULATION BY SLEEPING ACCOMMODATION

**35%** TENT | **46%** VEHICLE | **18%** OUTDOORS/STREETS | **<1%** ABANDONED BUILDING

### SPECIAL POPULATION DATA

**CHRONIC HOMELESSNESS**
**27%** Sheltered | **73%** Unsheltered
573 Individuals

**VETERANS**
**13%** Sheltered | **87%** Unsheltered
159 Individuals

**FAMILIES**
**65%** Sheltered | **35%** Unsheltered
76 Families with 263 Members

**UNACCOMPANIED CHILDREN AND TRANSITION-AGE YOUTH**
**1%** Sheltered | **99%** Unsheltered
334 Individuals

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## PRIMARY CONDITION THAT LED TO HOMELESSNESS+

### TOP 6 RESPONSES△

| | |
|---|---|
| **35%** LOST JOB | **24%** SUBSTANCE USE |
| **19%** EVICTION | **13%** DIVORCE/ SEPARATION/ BREAKUP |
| **11%** ARGUMENT WITH FAMILY OR FRIEND | **10%** FAMILY/ DOMESTIC VIOLENCE |

## FIRST EPISODE OF HOMELESSNESS
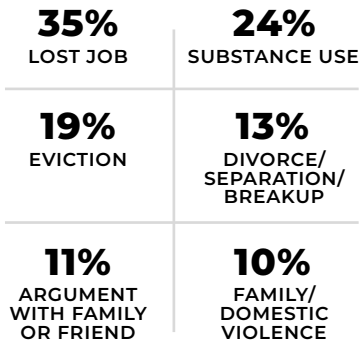
**40%** Are experiencing their first episode of homelessness

## AGE AT FIRST EPISODE OF HOMELESSNESS

**15%** UNDER 18    **20%** 18-24    **65%** 25+

## DURATION OF CURRENT EPISODE OF HOMELESSNESS

**4%** 1-30 DAYS    **22%** 1-11 MONTHS    **74%** 1 YEAR OR MORE
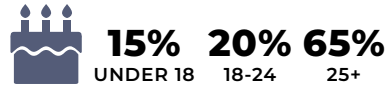
## WAYS TO PREVENT LOSING HOUSING+

### TOP 4 RESPONSES△

**44%** EMPLOYMENT ASSISTANCE    **31%** RENT/ MORTGAGE ASSISTANCE    **26%** SUBSTANCE USE COUNSELING    **21%** FAMILY COUNSELING
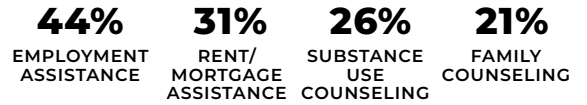
## SELF REPORTED HEALTH+

Current health conditions that may affect the housing stability or employment of those experiencing homelessness.

**46%** SUBSTANCE USE DISORDER    **39%** PSYCHIATRIC OR EMOTIONAL CONDITIONS    **38%** PTSD    **34%** PHYSICAL DISABILITY    **29%** CHRONIC HEALTH CONDITION    **16%** TRAUMATIC BRAIN INJURY    **3%** HIV/ AIDS RELATED ILLNESS

## DISABLING CONDITIONS

**50%** OF SURVEY RESPONDENTS REPORTED HAVING AT LEAST ONE DISABLING CONDITION
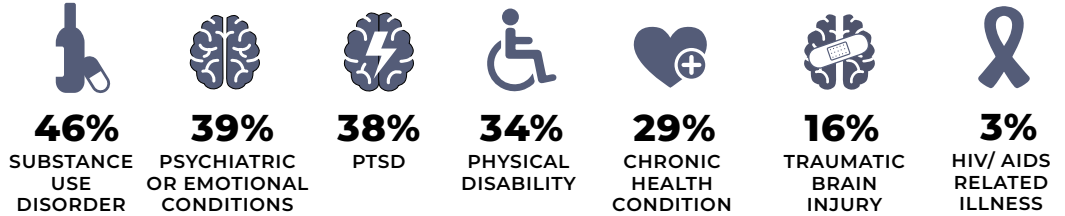
A disabling condition is defined by HUD as a developmental disability, HIV/AIDS, or a long-term physical or mental impairment that impacts a person's ability to live independently but could be improved with stable housing.

## GOVERNMENT SERVICES AND ASSISTANCE

**72%** Of survey respondents reported receiving government benefits.
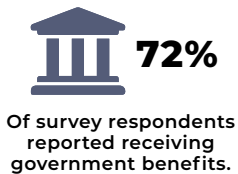
## REASONS FOR NOT RECEIVING ANY GOVERNMENT ASSISTANCE+
### Top 5 Responses△

**34%** DON'T THINK I AM ELIGIBLE    **21%** NO ID    **13%** NO PERMANENT ADDRESS

**12%** BENEFITS WERE CUT-OFF    **11%** IMMIGRATION ISSUES
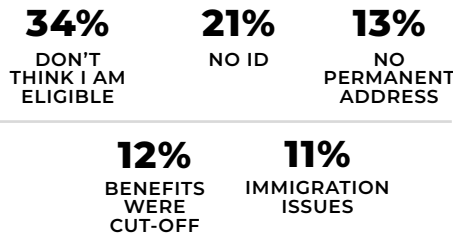
## SERVICES CURRENTLY ACCESSING+
### Top 6 Responses△

**61%** FREE MEALS    **30%** EMERGENCY SHELTER    **24%** BUS PASSES

**23%** SHELTER DAY SERVICES    **19%** HEALTH SERVICES    **10%** JOB TRAINING
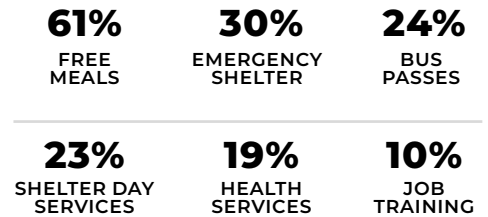
## SUBPOPULATION DEFINITIONS

### CHRONICALLY HOMELESS

An individual with one or more disabling conditions, or a family with a head of household with a disabling condition, who:
» Has been continuously homeless for one year or more and/or;
» Has experienced four or more episodes of homelessness totaling twelve months, within the past three years.

### VETERANS

Persons who have served on active duty in the Armed Forces of the United States. This does not include inactive military reserves or the National Guard unless the person was called up to active duty.

### FAMILIES

A household with at least one adult member (persons 18 or older) and at least one child member (persons under 18).

### UNACCOMPANIED TRANSITION-AGE YOUTH

Youth under the age of 18 and young adults from the ages of 18 to 24 years old (TAY) who are experiencing homelessness and living without a parent or legal guardian.

+ Multiple response question, results may not add up to 100%.
△ Only displaying top responses, all response data will be available in full report.
▫ Sourced from census data rather than survey data.
Note: Some percentages have been rounded so total percentage will equal 100%.

The complete comprehensive report includes a more detailed profile of the characteristics of those experiencing homelessness in Santa Cruz County. It will be available summer 2023.
Source: Applied Survey Research, 2023, Santa Cruz County Homeless Census & Survey, Watsonville, CA.

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# Point-In-Time Count

The 2023 Santa Cruz County Homeless PIT Count and Survey includes data on unsheltered individuals as well as those staying in publicly- or privately-funded shelters. The general street count was conducted on February 23, 2023 from approximately 5:00 AM to 9:00 AM and covered all of Santa Cruz County. The shelter count was conducted on the previous evening (persons registered in a shelter the night of February 22) and included all individuals staying in emergency shelters, transitional housing facilities, and domestic violence shelters.

# Number and Characteristics of Homeless Persons In Santa Cruz County

There were 1,804 persons experiencing homelessness identified by the PIT Count in Santa Cruz County in 2023. This represents a 22% decrease from 2022. Slightly more than three quarters (79%) of persons experiencing homelessness were unsheltered, nearly the same percentage as in 2022.

Figure 1: Total Number of Persons Experiencing Homelessness

| Year | Count |
|------|-------|
| 2011 | 2,771 |
| 2013 | 3,536 |
| 2015 | 1,964 |
| 2017 | 2,249 |
| 2019 | 2,167 |
| 2022 | 2,299 |
| 2023 | 1,804 |
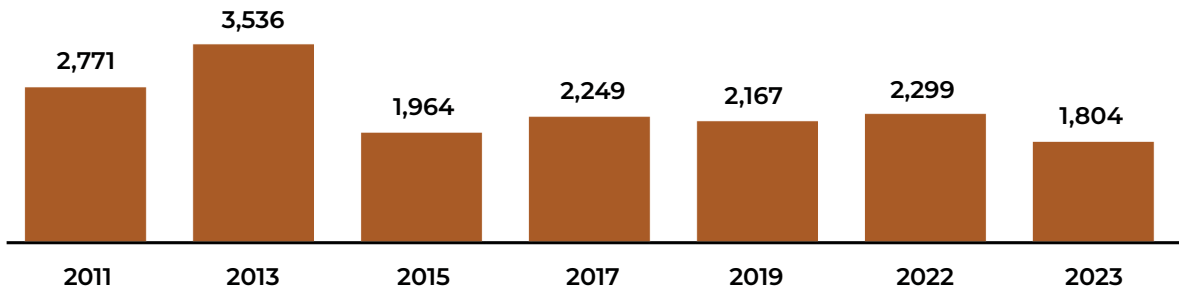
Figure 2: Total Homeless Population by Shelter Status

■ Unsheltered   ■ Sheltered

| Year | Sheltered | Unsheltered |
|------|-----------|-------------|
| 2011 | 23% | 77% |
| 2013 | 18% | 82% |
| 2015 | 31% | 69% |
| 2017 | 20% | 80% |
| 2019 | 22% | 78% |
| 2022 | 23% | 77% |
| 2023 | 21% | 79% |
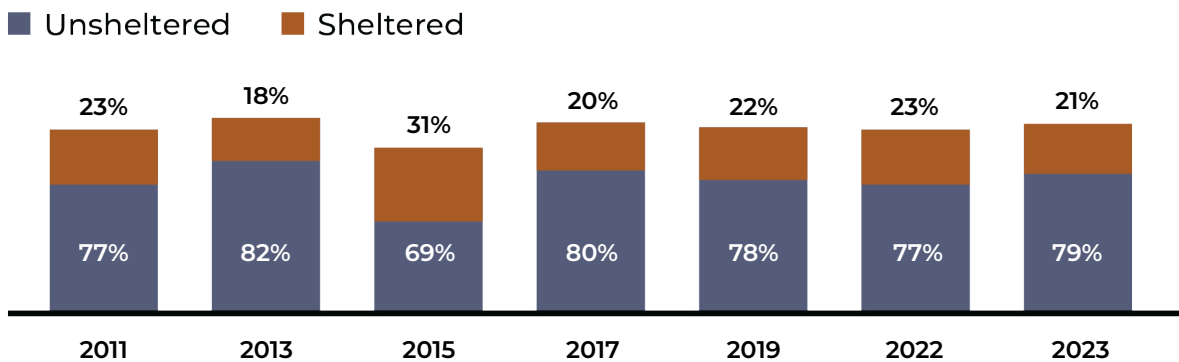
*2011 N = 2,771, 2013 N = 3,536, 2015 N = 1,964, 2017 N = 2,249, 2019 N = 2,167, 2022 N = 2,299, 2023 N = 1,804*

Figure 3: Total Homeless Population by Shelter Status and Jurisdiction

| JURISDICTION | UNSHELTERED | | SHELTERED | | TOTAL | | |
| --- | --- | --- | --- | --- | --- | --- | --- |
| | 2022 | 2023 | 2022 | 2023 | 2022 | 2023 | 22-23 NET CHANGE |
| Total Incorporated | 1,363 | 1,118 | 525 | 378 | 1,888 | 1,496 | -21% |
| City of Capitola | 35 | 23 | 0 | 0 | 35 | 23 | -34% |
| City of Santa Cruz | 1,046 | 749 | 381 | 279 | 1,439 | 1,028 | -29% |
| City of Scotts Valley | 48 | 24 | 0 | 0 | 48 | 24 | -50% |
| City of Watsonville | 175 | 322 | 144 | 99 | 366 | 421 | 15% |
| Total Unincorporated/ Confidential Scattered Site | 396 | 249 | 0 | 0 | 396 | 249 | -37% |
| Total County Office of Education | 15 | 59 | - | - | 15 | 59 | 293% |
| Total | 1,774 | 1,426 | 525 | 378 | 2,299 | 1,804 | -22% |

*2011 N = 2,771, 2013 N = 3,536, 2015 N = 1,964, 2017 N = 2,249, 2019 N = 2,167, 2022 N = 2,299, 2023 N = 1,804*

# Number and Characteristics of Homeless Persons In Santa Cruz County

Figure 4: Total Homeless Population by Gender



■ Female  ■ Male  ■ Transgender  ■ Do Not Identify as Female, Male, or Transgender

2017: Male 74%, Female 26%
2019: Male 67%, Female 33%
2022: Male 68%, Female 32%, 1%, 1%
2023: Male 68%, Female 31%, <1%, <1%

*2017 N = 2,249, 2019 N = 2,167, 2022 N = 2,299, 2023 N = 1,804*

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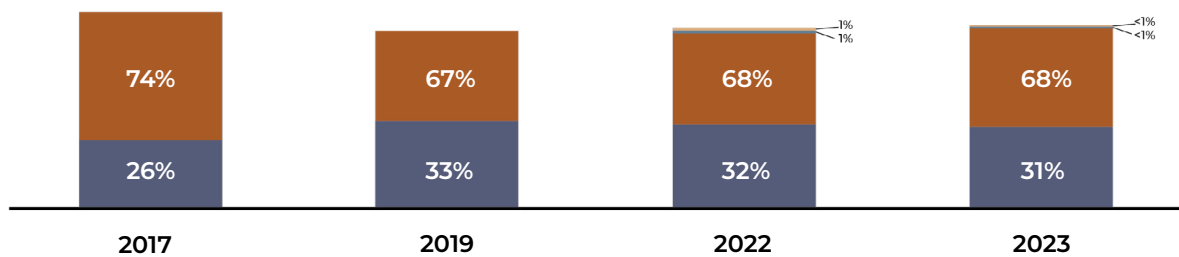
# Total Homeless Population by Race and Ethnicity

Persons identifying as White made up 81% of the PIT population, up from 74% in 2022. Persons identifying as Black or African American dropped to 6% in 2023, yet this is still greater than the 1% that Black or African Americans make up of the county's general population. Persons identifying as Hispanic/Latinx were 44% in 2023, a slight increase from 39% in 2022.

Figure 5: Total Homeless Census by Race



- 2021 General Population
- 2022 Homeless Census Population
- 2023 Homeless Census Population

White: 69%, 74%, 81%
Multi-Race: 10%, 9%, 7%
American Indian or Alaska Native: 1%, 3%, 4%
Black or African American: 1%, 12%, 6%
Native Hawaiian or Pacific Islander: <1%, <1%, <1%
Asian: 5%, 1%, 1%

*2021 General Population N = 272,138, 2022 N = 2,299, 2023 N = 1,804*
*Note: Multiple response question. Percentages may not add up to 100 due to rounding*

Figure 6: Homeless Census Population by Ethnicity



- Hispanic/Latinx
- Non-Hispanic/Latinx

2019: 33% Hispanic/Latinx, 67% Non-Hispanic/Latinx
2022: 39% Hispanic/Latinx, 61% Non-Hispanic/Latinx
2023: 44% Hispanic/Latinx, 56% Non-Hispanic/Latinx

*2019 N = 2,167, 2022 N = 2,299, 2023 N = 1,804*
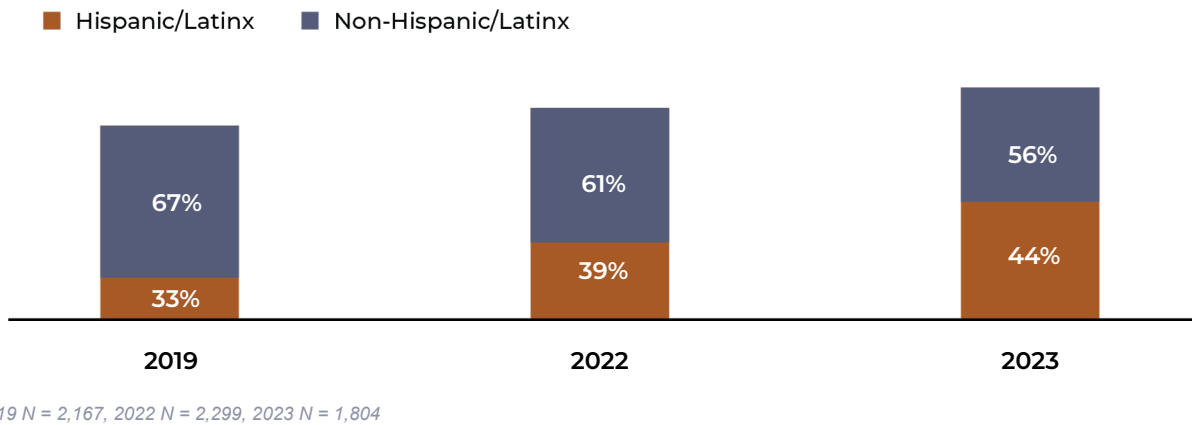
# Homeless Survey Findings

This section provides an overview of the findings generated from the survey component of the 2023 Santa Cruz County Homeless Point-in-Time Count and Survey. Surveys were administered to a randomized sample of homeless individuals between February 24 and March 27, 2023. This effort resulted in 416 unique surveys.

Based on a Point-in-Time Count of 1,804 homeless persons, with a randomized survey sampling process, these 416 valid surveys represent a margin of error of +/- 4%, with a 95% confidence level when generalizing the results of the survey to the entire estimated population of persons experiencing homelessness in Santa Cruz County. In other words, if the survey were conducted again, we can be 95% certain that the results would be within four percentage points of the reported results.

To respect respondent privacy and ensure the safety and comfort of those who participated, survey respondents were not required to complete all survey questions. Missing values were intentionally omitted from the survey results. Therefore, the total number of respondents for each question will not always equal the total number of surveys conducted. For more information regarding the survey methodology, please see Appendix A: Methodology.

# Gender Identity and Sexual Orientation

Almost three-quarters (71%) of survey respondents identified as male, 28% identified as female, and the remainder identified as transgender or another gender. Slightly less than one-fifth (16%) identified as something other than straight when asked their sexual orientation, similar to previous years.

Figure 7: Gender Identity



| | |
|---|---|
| 71% | Male |
| 28% | Female |
| <1% | Transgender |
| <1% | Another Gender* |
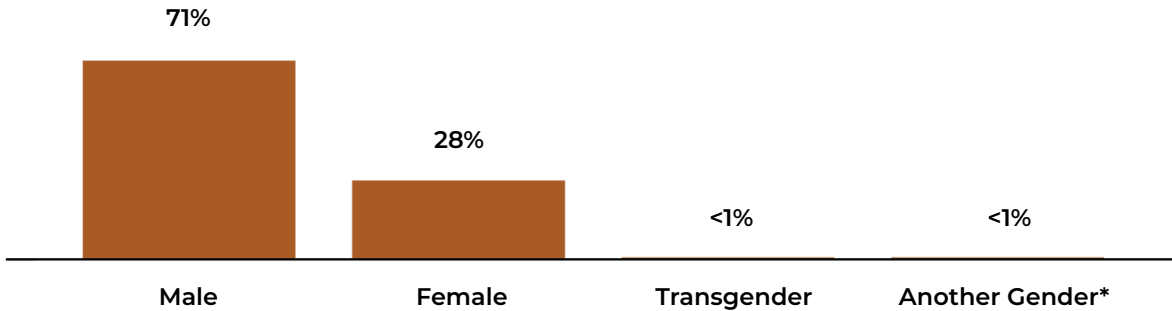
*2023 N = 412*
*\*Includes respondents whose individual gender categories represent <1% of the total, including Genderqueer; Gender non-conforming; Non-binary; Do not identify as male, female, or transgender; and other not listed.*

Figure 8: Sexual Orientation



| | |
|---|---|
| 85% | Straight |
| 6% | Bisexual |
| 2% | Lesbian |
| 2% | Gay |
| 1% | Queer |
| 4% | Other |
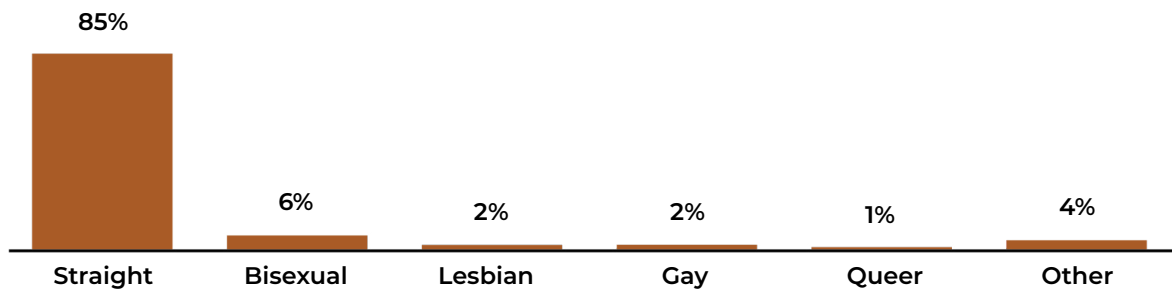
*2023 N = 402*
*Note: Multiple response question. Percentages may not add up to 100.*

## Foster Care

In 2023, 23% of survey respondents in Santa Cruz County indicated a history of foster care, a substantial decrease from 2022.

Figure 9: Foster Care



*2017 N = 447, 2019 N = 377, 2022 N = 314, 2023 N = 391*
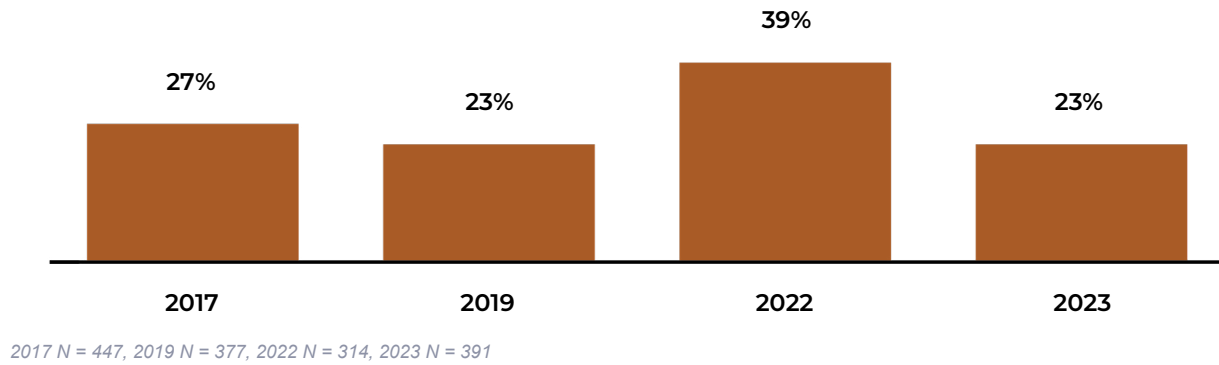
## Onset, Age, and Duration of Homelessness

The percentage of survey respondents who were experiencing their first episode of homelessness increased from 27% in 2022 to 40% in 2023.

Figure 10: First Time Experiencing Homelessness ("Yes" Respondents)



*2017 N = 447, 2019 N = 377, 2022 N = 314, 2023 N = 410*
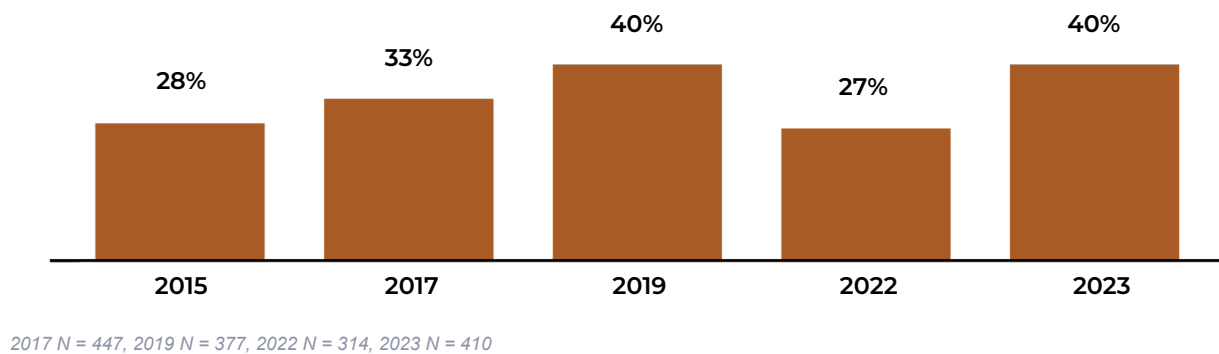
Sixty-five percent of survey respondents reported being over the age of 25 when they first experienced homelessness, which has remained essentially the same since 2019. Fifteen percent of respondents were under the age of 18 when they first experienced homelessness.

Figure 11: Age at First Experience Homeless

■ 2019  ■ 2022  ■ 2023

| | 0-17 Years Old | 18-24 Years Old | 25-54 Years Old | 55 Years or Older |
|---|---|---|---|---|
| 2019 | 18% | 17% | 58% | 7% |
| 2022 | 17% | 17% | 58% | 8% |
| 2023 | 15% | 20% | 58% | 7% |
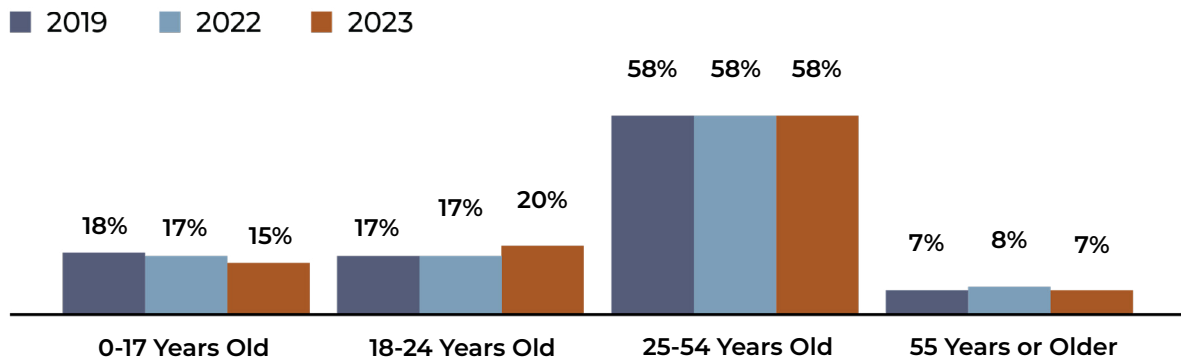
*2019 N = 393, 2022 N = 332, 2023 N = 404*

Figure 12: Duration of Current Episode of Homelessness

■ 2019  ■ 2022  ■ 2023

| | 30 Days or | 1-3 Months | 4-6 Months | 7-11 Months | 1 Year or More |
|---|---|---|---|---|---|
| 2019 | 5% | 4% | 17% | 10% | 64% |
| 2022 | 6% | 1% | 25% | 9% | 59% |
| 2023 | 4% | 4% | 12% | 6% | 74% |
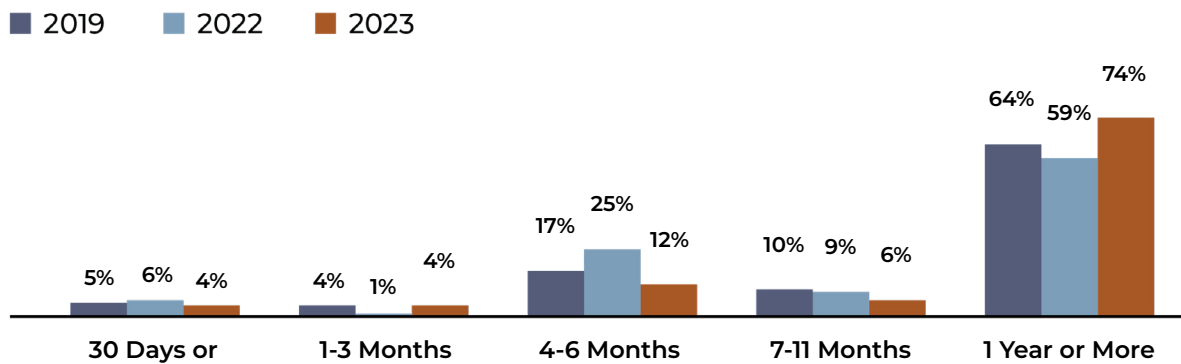
*2019 N = 396, 2022 N = 331, 2023 N = 408*

# Place of Residence

The percentage of survey respondents who indicated they had lived in Santa Cruz County before losing their housing dropped from 89% in 2022 to 75% in 2023. Forty-nine percent of respondents indicated they had been living in the North County area, 8% indicated living in the Central County area, and 18% indicated they had lived in the South County area.

Figure 13: Place of Residence at Time of Housing Loss



**2022** **2023**

| | Santa Cruz County | Other CA County | Out of State |
|---|---|---|---|
| 2022 | 89% | 6% | 5% |
| 2023 | 75% | 15% | 10% |
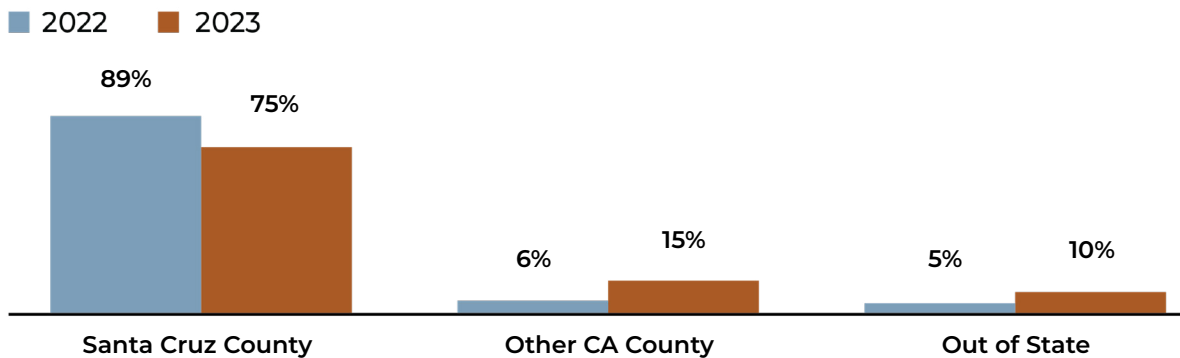
*2022 N = 314, 2023 N = 395*

Fifty-seven percent of respondents indicated living in Santa Cruz County for at least 10 years before their current episode of homelessness, an increase from 42% in 2022.

Figure 14: Time Lived in Santa Cruz County Prior to Homelessness



**2022** **2023**

| | Less Than 1 Year | 1-4 years | 5-9 Years | 10 Years or More |
|---|---|---|---|---|
| 2022 | 10% | 16% | 32% | 42% |
| 2023 | 9% | 15% | 19% | 57% |
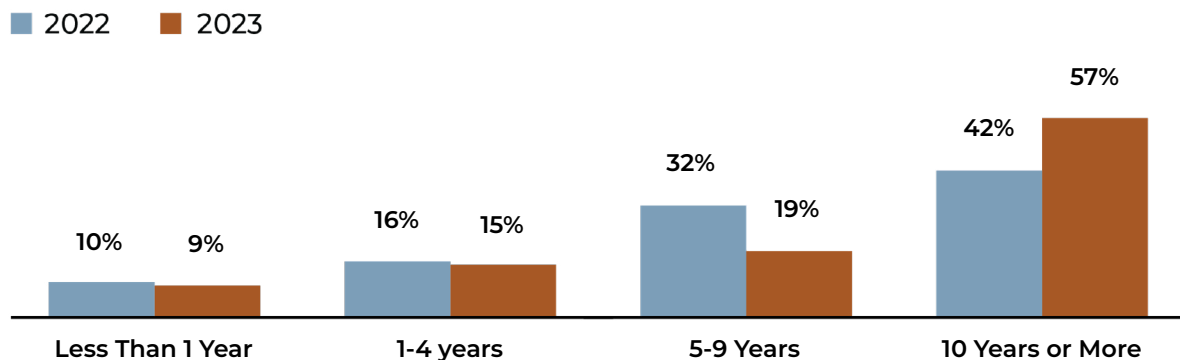
*2017 N = 447, 2019 N = 377, 2022 N = 314, 2023 N = 391*

# Prior Living Arrangements

Just over a third of survey respondents (35%) indicated they were staying in a home rented or owned by themselves or their partner prior to becoming homeless, while 35% stated they were living with friends or family, similar to previous years. Persons staying in subsidized or permanent supportive housing prior to becoming homeless decreased from 23% in 2022 to 8% in 2023.

Figure 15: Living Arrangements Prior to Experiencing Homelessness (Top Five Responses)



**Legend:** 2017, 2019, 2022, 2023

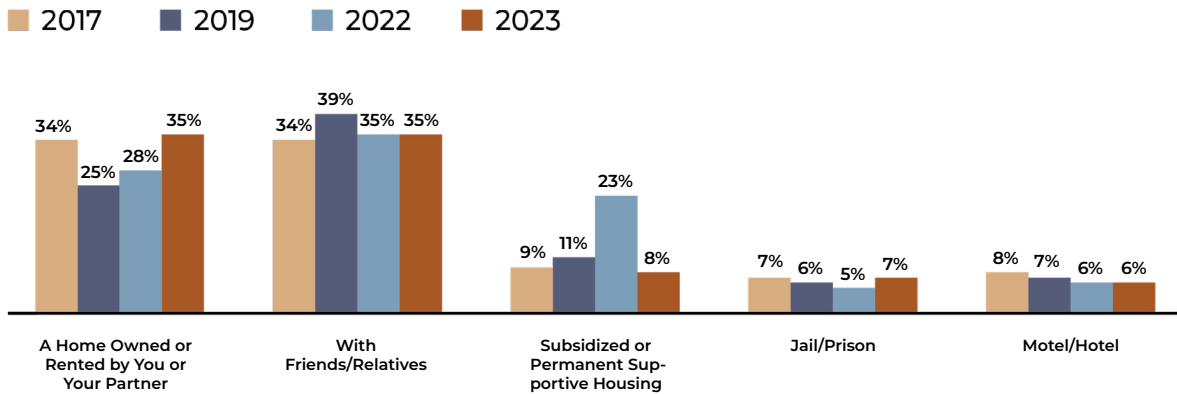| Category | 2017 | 2019 | 2022 | 2023 |
|---|---|---|---|---|
| A Home Owned or Rented by You or Your Partner | 34% | 25% | 28% | 35% |
| With Friends/Relatives | 34% | 39% | 35% | 35% |
| Subsidized or Permanent Supportive Housing | 9% | 11% | 23% | 8% |
| Jail/Prison | 7% | 6% | 5% | 7% |
| Motel/Hotel | 8% | 7% | 6% | 6% |

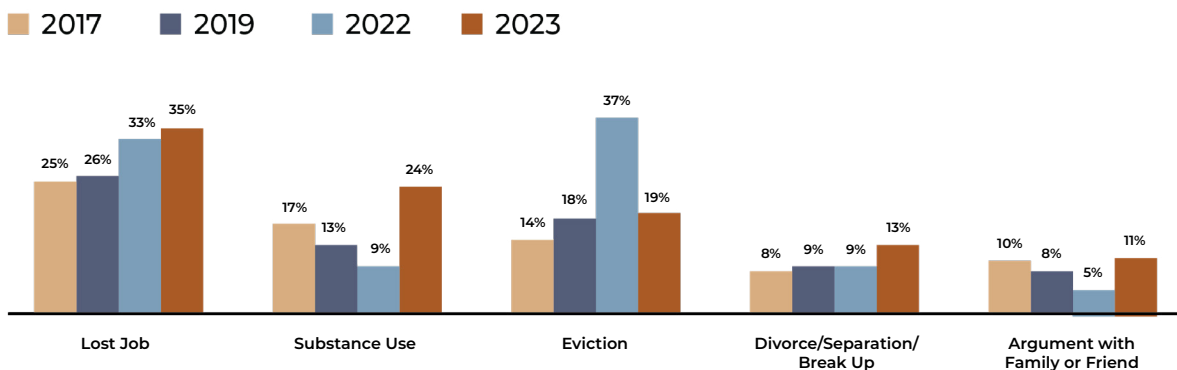*2017 N = 447, 2019 N = 370, 2022 N = 314, 2023 N = 379*
*Note: Response option "Motel/Hotel" was added in 2017 and do not have comparisons in past years.*
*"Permanent Supportive Housing" option was added in 2015.*

# Primary Cause of Homelessness

The most common response when survey respondents were asked about the primary cause of their homelessness was the loss of a job, with 35% of respondents choosing that response, an increase from 33% in 2022. The second most common cause of homelessness amongst survey respondents was substance use, with 24% indicating it was the primary cause of their homelessness. Five percent (5%) of homeless survey respondents said their episode of homelessness was caused by COVID-19.

Figure 16: Primary Cause of Homelessness (Top Five Responses)



**Legend:** 2017, 2019, 2022, 2023

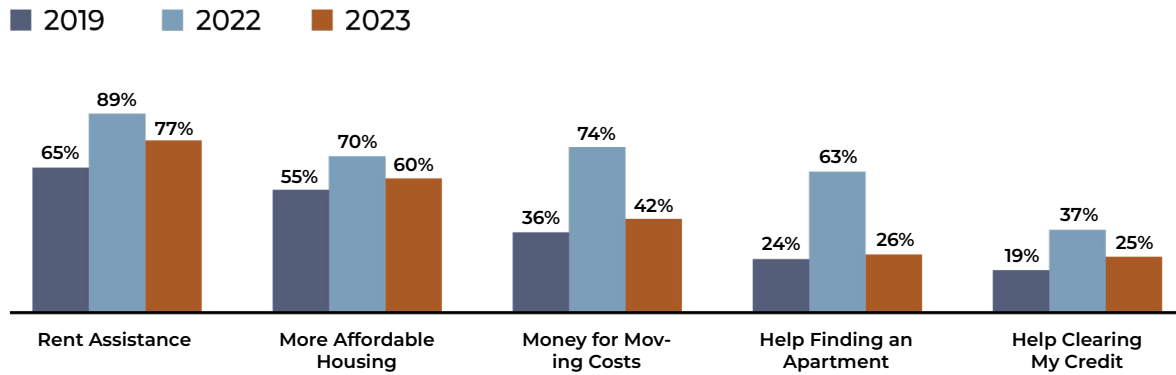| Category | 2017 | 2019 | 2022 | 2023 |
|---|---|---|---|---|
| Lost Job | 25% | 26% | 33% | 35% |
| Substance Use | 17% | 13% | 9% | 24% |
| Eviction | 14% | 18% | 37% | 19% |
| Divorce/Separation/Break Up | 8% | 9% | 9% | 13% |
| Argument with Family or Friend | 10% | 8% | 5% | 11% |

*2017 N = 451 respondents offering 599 responses, 2019 N = 385 offering 539 responses, 2022 N = 322 respondents offering 426 responses, 2023 N = 399 respondents offering 646 responses*

# Support Needed to Obtain Permanent Housing

Rental assistance was the most common (77%) response when survey respondents were asked what kind of support they needed to obtain permanent housing. Three-fifths of respondents (60%) reported that an increase in the availability of affordable housing would support their ability to obtain permanent housing, while 42% of respondents reported that they needed money for moving costs to obtain permanent housing.

Figure 17: Support Needed to Obtain Permanent Housing (Top Five Responses)

■ 2019　■ 2022　■ 2023



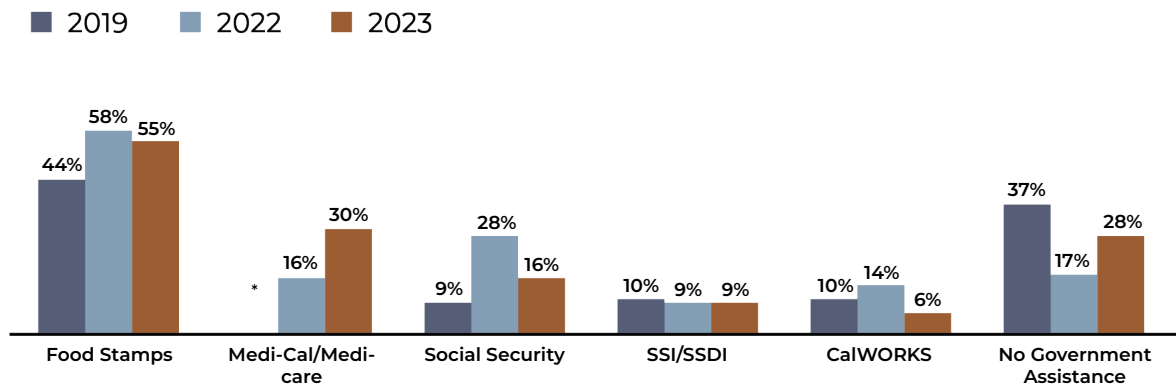| | Rent Assistance | More Affordable Housing | Money for Moving Costs | Help Finding an Apartment | Help Clearing My Credit |
|---|---|---|---|---|---|
| 2019 | 65% | 55% | 36% | 24% | 19% |
| 2022 | 89% | 70% | 74% | 63% | 37% |
| 2023 | 77% | 60% | 42% | 26% | 25% |

*2019 N = 388 respondents offering 1,055 responses, 2022 N = 315 respondents offering 1,718 responses. 2023 N = 396 respondents offering 1,374 responses*
*Note: Multiple response question. Percentages may not add up to 100.*

## Government Assistance

In 2023, 72% of survey respondents indicated that they received government benefits. The most common form of governmental assistance that survey respondents indicated receiving was food stamps (55%), a decrease from 58% in 2022. Thirty percent (30%) of survey respondents reported receiving Medi-Cal/Medicare, an increase from 16% in 2022. More respondents reported not receiving governmental benefits, increasing from 17% in 2022 to 28% in 2023.

Figure 18: Government Assistance Received (Top Five Responses)

■ 2019　■ 2022　■ 2023



| | Food Stamps | Medi-Cal/Medicare | Social Security | SSI/SSDI | CalWORKS | No Government Assistance |
|---|---|---|---|---|---|---|
| 2019 | 44% | * | 9% | 10% | 10% | 37% |
| 2022 | 58% | 16% | 28% | 9% | 14% | 17% |
| 2023 | 55% | 30% | 16% | 9% | 6% | 28% |

*2019 N = 372 respondents offering 418 responses; 2022 N = 316 respondents offering 505 responses; 2023 N = 416 respondents offering 617 responses*
*Note: Multiple response question. Percentages may not add up to 100.*
*\*Medi-Cal/Medicare was not a response option until 2022*

Thirty-four percent of individuals who said they weren't receiving government benefits reported that they didn't think they were eligible, an increase from 26% in 2022.

Figure 19: Reasons for Not Receiving Government Assistance (Top Five Reasons)
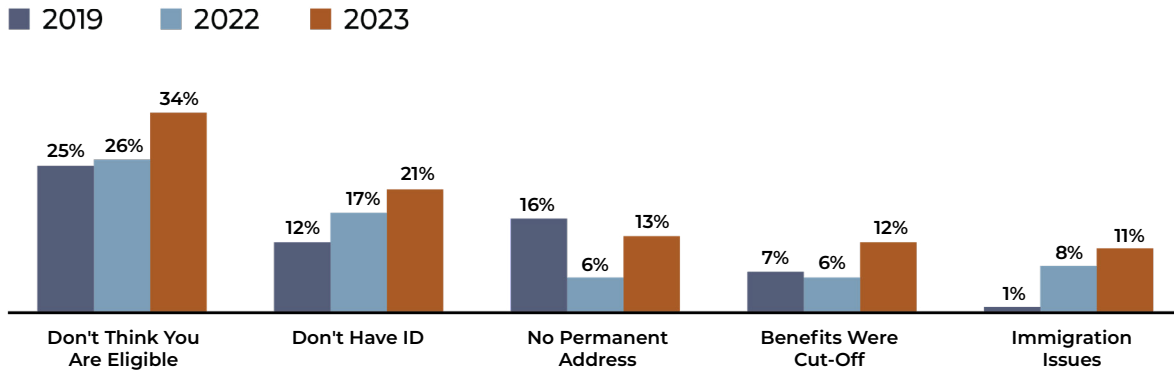


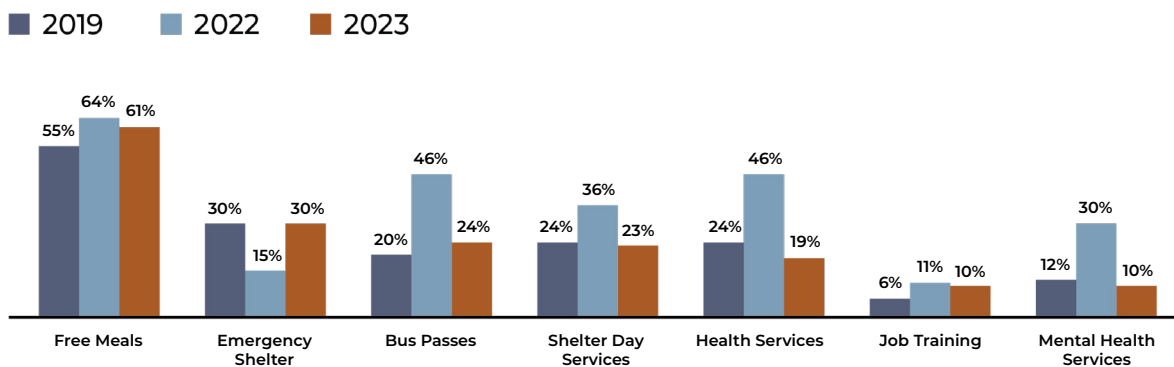*2019 N = 134 respondents offering 191 responses, 2022 N = 53 respondents offering 90 responses.*
*2023 N = 101 respondents offering 146 responses*
*Note: Multiple response question. Percentages may not add up to 100.*

# Service Usage and Programs

In addition to government assistance, there are numerous community-based services and programs that serve persons experiencing homelessness. These services range from day shelters and meal programs to job training and health care. Usage of free meals was the most common form of assistance received by survey respondents, decreasing from 64% in 2022 to 61% in 2023. Thirty percent (30%) of survey respondents reported using emergency shelters, followed by bus passes (24%), shelter day services (23%) and health services (19%).

Figure 20: Service Usage



*2019 N = 364 respondents offering 801 responses; 2022 N = 314 respondents offering 1,014 responses; 2023 N = 381 respondents offering 835 responses*
*Note: Multiple response question. Percentages may not add up to 100.*

# Employment

While the majority of survey respondents reported being unemployed (72%), more than one-quarter (28%) reported seasonal, sporadic, part-time or full-time work. The percentage of survey respondents who had some form of employment rose from 20% in 2022 to 28% in 2023. Of those who were unemployed, 56% said they were looking for work, 16% said they were unable to work, and 28% replied they were not looking for work.

Figure 21: Employment
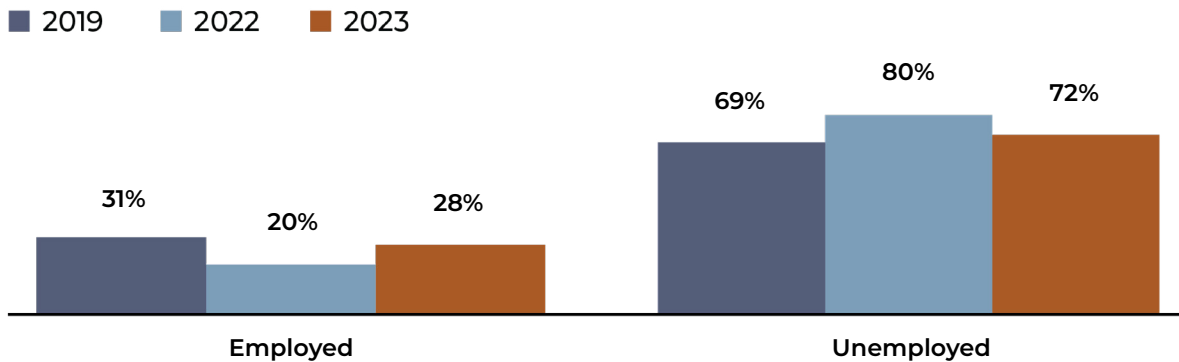


*2019 N = 312; 2022 N = 310; 2023 N = 380*

# Health Conditions and Care

A disabling condition is defined by HUD as a developmental disability, HIV/AIDS, or a long-term physical or mental impairment that impacts a person's ability to live independently but could be improved with stable housing.

Fifty percent (50%) of survey respondents reported at least one disabling condition, a decrease from 77% in 2022. The largest change was amongst those experiencing a physical disability, which fell significantly from 57% in 2022 to 34% in 2023. Forty-six percent of respondents were experiencing a substance use disorder, a decrease from 67% in 2022, while those suffering from chronic health problems decreased from 49% in 2022 to 29% in 2023. It's worth noting that 3% of respondents were experiencing AIDS/HIV related illness, a decrease from 12% in 2022.
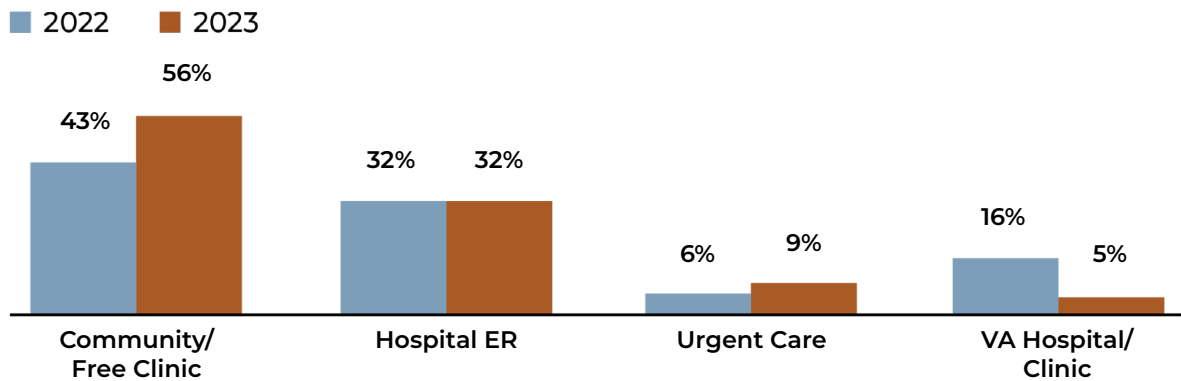
Figure 22: Health Conditions
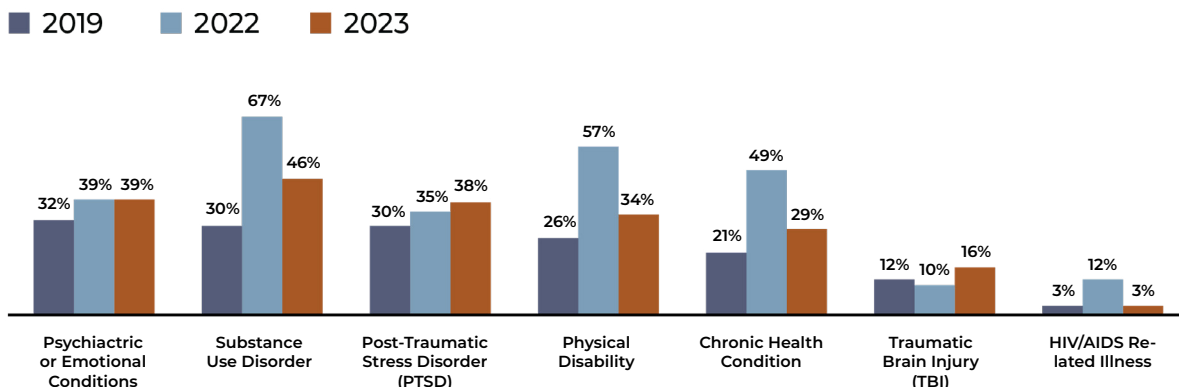


*2019 N = 387-392; 2022 N = 297-316; 2023 N = 383-402*
*Note: Multiple response question. Percentages may not add up to 100.*

Over half (56%) of respondents indicated they received health care at a community or free clinic, followed by 32% who received health care at a hospital emergency room.

Figure 23: Location of Health Care



*2022 N = 293 respondents offering 325 responses; 2023 N = 383 respondents offering 460 responses*

# Domestic Partner Violence or Abuse

Six percent (6%) of survey respondents indicated they were currently experiencing domestic/partner violence or abuse at the time of the survey, while 34% of survey respondents indicated they had experienced domestic violence at some point in their life. Five percent of respondents indicated domestic/partner violence or abuse was the cause of their homelessness.
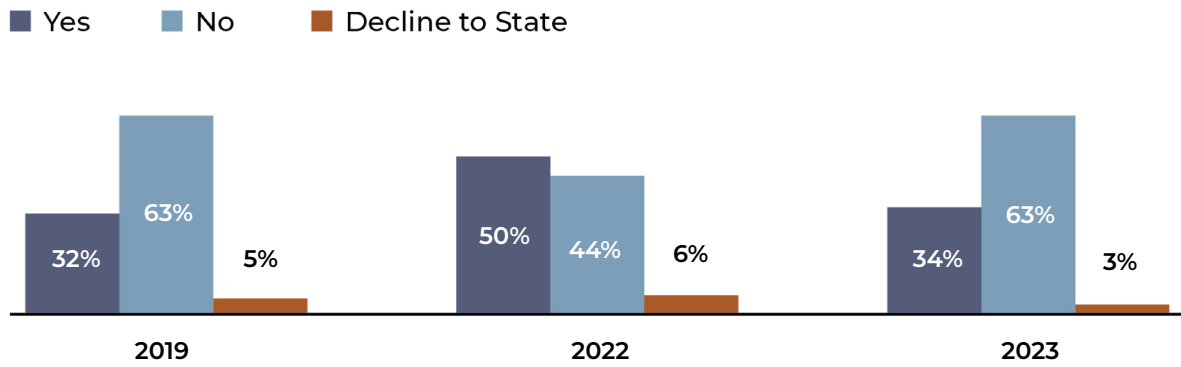
Figure 24: Currently Experiencing Domestic Partner Violence or Abuse
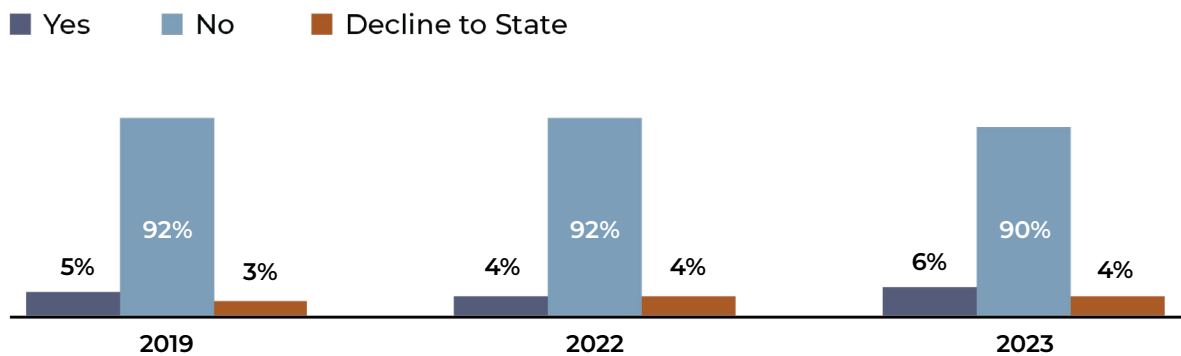


*2019 N = 377; 2022 N = 293; 2023 N = 390*

Figure 25: History of Domestic Partner Violence or Abuse



■ Yes   ■ No   ■ Decline to State

2019: 32%, 63%, 5%
2022: 50%, 44%, 6%
2023: 34%, 63%, 3%

*2019 N = 378; 2022 N = 306; 2023 N = 387*

# Criminal Justice System

The percentage of survey respondents who indicated they had spent at least one night in jail or prison over the last 12 months fell from 34% in 2022 to 25% in 2023. Nineteen percent of respondents indicated they were on probation or parole when they most recently became homeless.

Figure 26: Spent a Night in Jail or Prison in the Last 12 Months



■ Yes   ■ No

2019: 72% No, 28% Yes
2022: 66% No, 34% Yes
2023: 75% No, 25% Yes
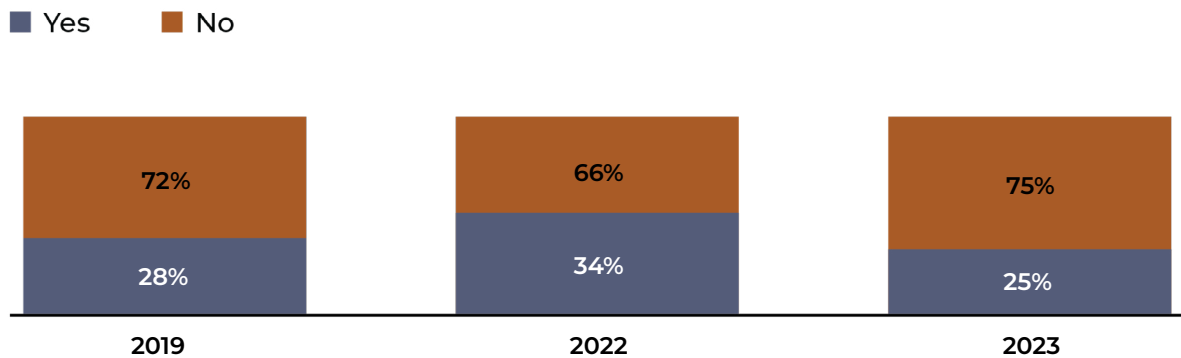
*2019 N = 386; 2022 N = 290; 2023 N = 406*

Figure 27: On Probation or Parole When Homelessness Occurred



■ Yes   ■ No

2019: 82% No, 18% Yes
2022: 70% No, 30% Yes
2023: 81% No, 19% Yes
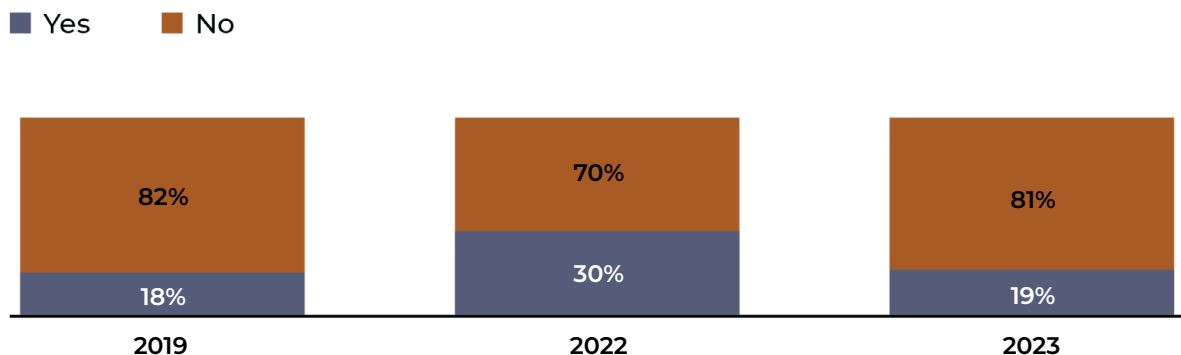
*2019 N = 339; 2022 N = 284; 2023 N = 372*

# HUD-Defined Special Populations

Home, Together: The Federal Strategic Plan to Prevent and End Homelessness outlines national objectives and evaluative measures for ending homelessness among all populations in the United States.

To adequately address the diversity within the population experiencing homelessness, the federal government identifies four subpopulations with particular challenges or needs, including:

- Persons with a disabling condition and experiencing chronic homelessness

- Veterans and their families

- Families with children

- Unaccompanied children and transition-age youth

The following sections examine each of these four subpopulations based on the 2023 Santa Cruz County Homeless Point-in-Time Count and Survey data.

## Households Experiencing Chronic Homelessness

The U.S. Department of Housing and Urban Development (HUD) defines chronic homelessness as an individual with one or more disabling conditions, or a family with a head of household with a disabling condition, who has been continuously homeless for one year or more and/or has experienced four or more episodes of homelessness within the past three years.

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Data from communities across the country show significant public costs associated with long-term homelessness among people with disabilities. Significant health care, criminal justice, and human service costs are incurred while individuals remain homeless. HUD reported that roughly 30% of the national homeless population of 127,768 individuals was chronically homeless in 2022. In 2023, 573 persons were experiencing chronic homelessness in Santa Cruz County, or roughly 32% of the community's PIT homeless population, a 40% decrease from 2022.

Figure 28: Total Number of Persons Experiencing Chronic Homelessness
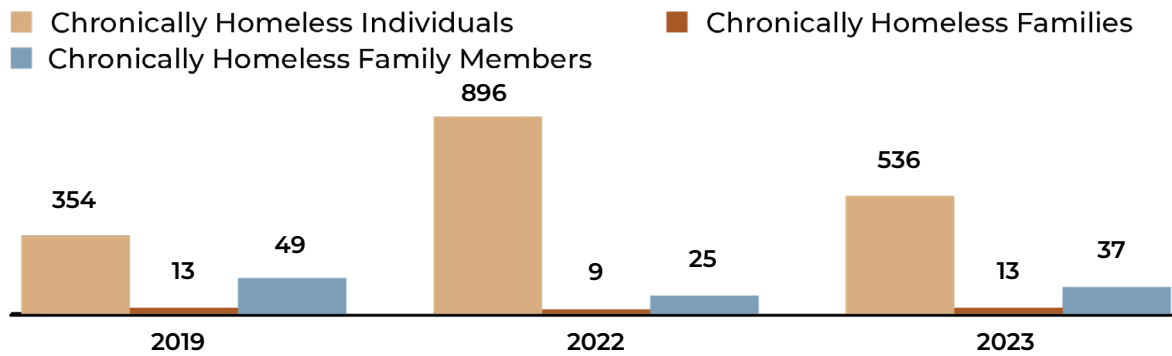


*Department of Housing and Urban Development. (2022). Annual Assessment Report to Congress. Retrieved 2023 from https://www.huduser.gov/portal/datasets/ahar/2022-ahar-part-1-pit-estimates-of-homelessness-in-the-us.html*

Figure 29: Chronically Homeless Census Population by Shelter Status
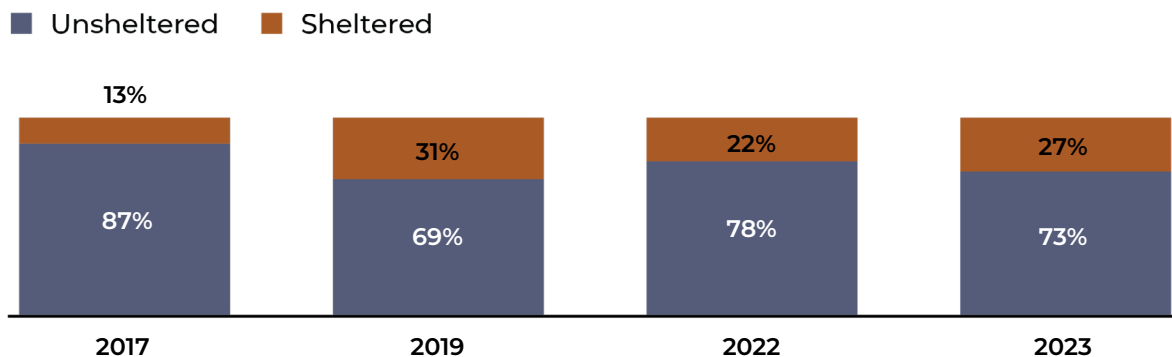


Figure 30: Number of Chronically Homeless Individuals by Shelter Status

| | 2015 | 2017 | 2019 | 2022 | 2023 | 2022-2023 % CHANGE |
|---|---|---|---|---|---|---|
| Sheltered | 165 | 77 | 123 | 193 | 153 | -21% |
| Unsheltered | 417 | 523 | 280 | 718 | 420 | -42% |
| Total | 582 | 600 | 403 | 921 | 573 | -38% |

# Primary Cause of Homelessness Among Those Experiencing Chronic Homelessness

The primary reasons that persons experiencing chronic homelessness reported for becoming homeless closely mirrored those of the non-chronic population. Similar to the non-chronic homeless population, the loss of a job (43%) and substance use (29%) were the two most common responses persons experiencing chronic homelessness gave as the primary cause of their homelessness. The chronic homeless population reported higher percentages than the non-chronic population in both of these categories.

Figure 31: Primary Cause of Homelessness, Chronic and Non-Chronic Comparison
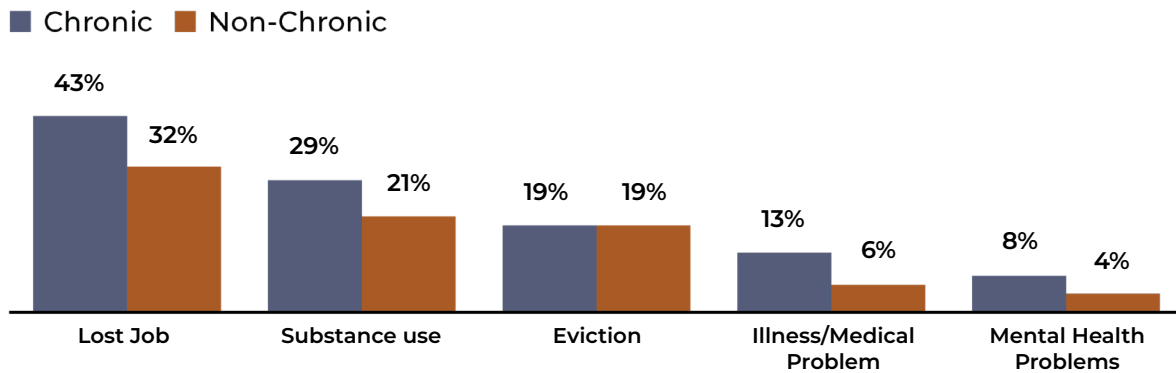


*Chronic Survey Population N = 119, non-Chronic Survey Population N = 280*
*Note: Multiple response question. Percentages may not add up to 100.*

Sixty-three percent of persons experiencing chronic homelessness reported a substance use disorder compared to 35% of the non-chronic population.

Figure 32: Health Conditions, Chronic and Non-Chronic Comparison
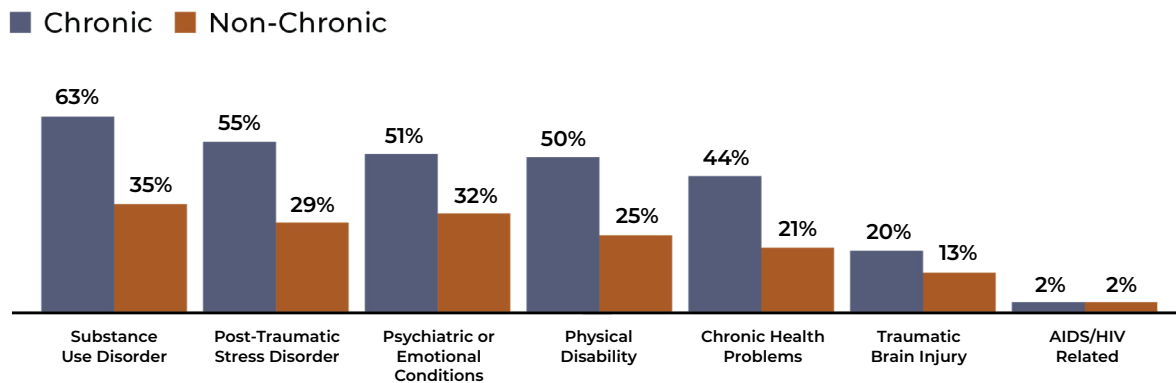


*Chronic N = 121; non-Chronic N = 295*

Food stamps was the most commonly utilized form of government assistance by persons experiencing chronic homelessness at 53%, followed by Medi-Cal or Medicare (24%), and social security (19%).

Figure 33: Government Assistance Received, Chronic and Non-Chronic Comparison

■ Chronic  ■ Non-Chronic

| | Chronic | Non-Chronic |
|---|---|---|
| Food Stamps | 53% | 56% |
| Medi-Cal and/or Medicare | 24% | 32% |
| Social Security | 19% | 15% |
| VA Benefits | 6% | 4% |
| CalWORKS | 3% | 6% |
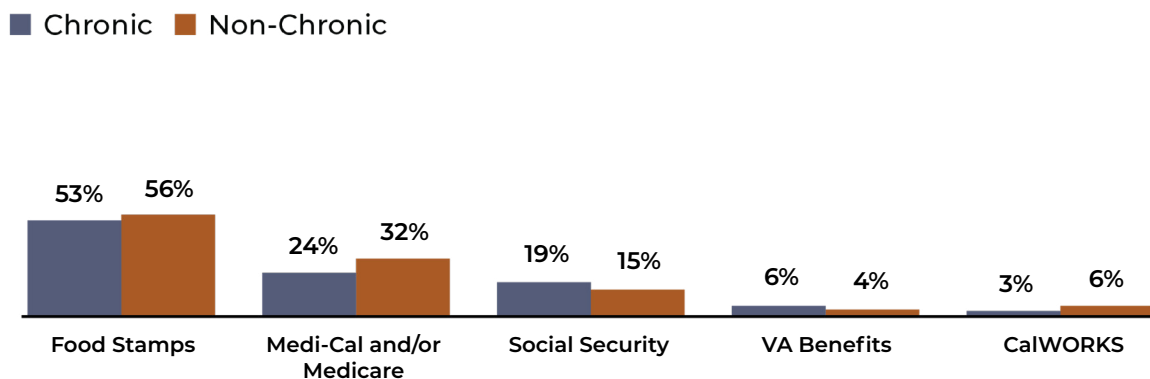
*Chronic N = 121; non-Chronic N = 295*

Thirty-two percent of persons experiencing chronic homelessness reported they had spent a night in jail in the past year.

Figure 34: Spent a Night in Jail in the Past Year, Chronic and Non-Chronic Comparison

■ Chronic  ■ Non-Chronic

| | Chronic | Non-Chronic |
|---|---|---|
| Yes | 32% | 22% |
| No | 68% | 78% |
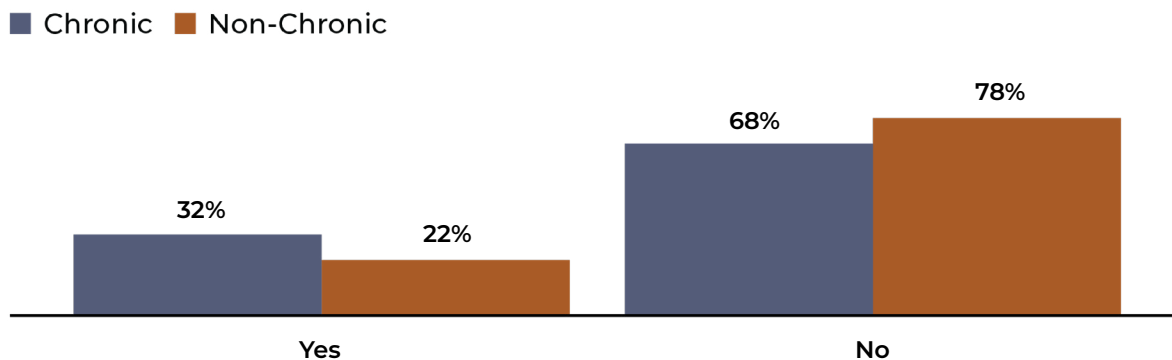
*Chronic N = 118; non-Chronic N = 288*

# Veterans Experiencing Homelessness

U.S. veterans experience conditions that place them at increased risk for homelessness. Veterans frequently experience higher rates of Post-Traumatic Stress Disorder (PTSD), traumatic brain injury (TBI), sexual assault, and substance use disorders when compared to the non-veteran population.

The U.S. Department of Veterans Affairs (VA) provides a broad range of benefits and services to veterans of the U.S. Armed Forces. These benefits include financial assistance, such as monthly cash payments to disabled veterans, health care, education, and housing assistance. In addition to these supports, the VA and HUD partner to provide housing and support services to veterans experiencing or at risk of homelessness.

The number of veterans experiencing homelessness decreased by more than 50% in 2023 when compared to 2022, down to 159 veterans, most of whom (87%) were unsheltered.

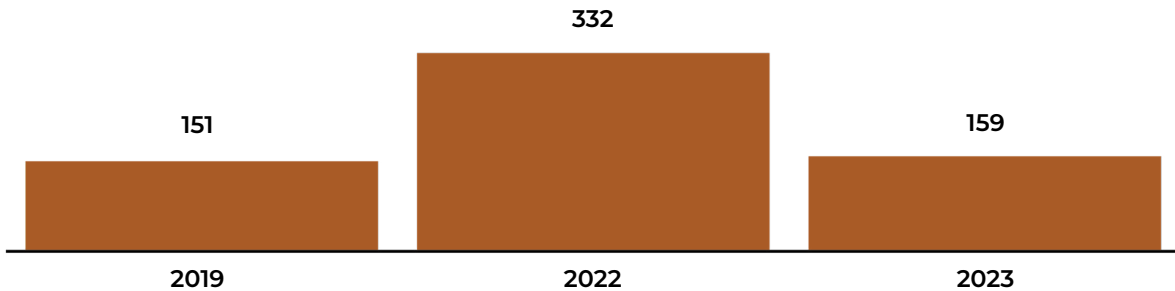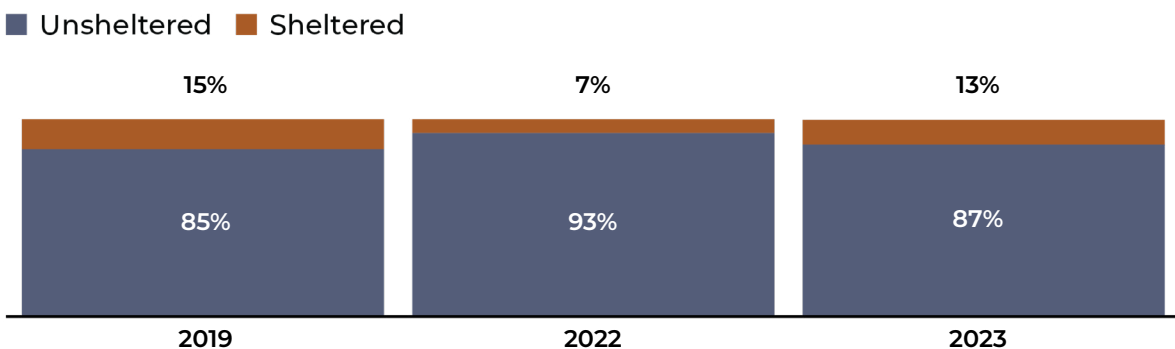Figure 35: Total Number of Veterans Experiencing Homelessness



Figure 36: Veterans Experiencing Homelessness by Shelter Status



*2019 N = 151; 2022 N = 332; 2023 N = 159*

Figure 37: Number of Veterans Experiencing Homelessness by Shelter Status

| | 2015 | 2017 | 2019 | 2022 | 2023 | 2022-2023 % CHANGE |
|---|---|---|---|---|---|---|
| Sheltered | 42 | 19 | 23 | 22 | 20 | *% |
| Unsheltered | 113 | 217 | 128 | 310 | 139 | -55% |
| Total | 155 | 236 | 151 | 332 | 159 | -52% |

*Note: Percent change is not calculated when population is twenty or less*

# Primary Cause of Homelessness Among Veterans

The primary cause of homelessness for veterans was unemployment (33%), 2% less than the percentage of the non-veteran population at 35%. The second most common cause for veterans was eviction at 26%, 8% more than the non-veteran population at 18%

Figure 38: Primary Cause of Homelessness, Veteran and Non-Veteran Comparison (Top 6)
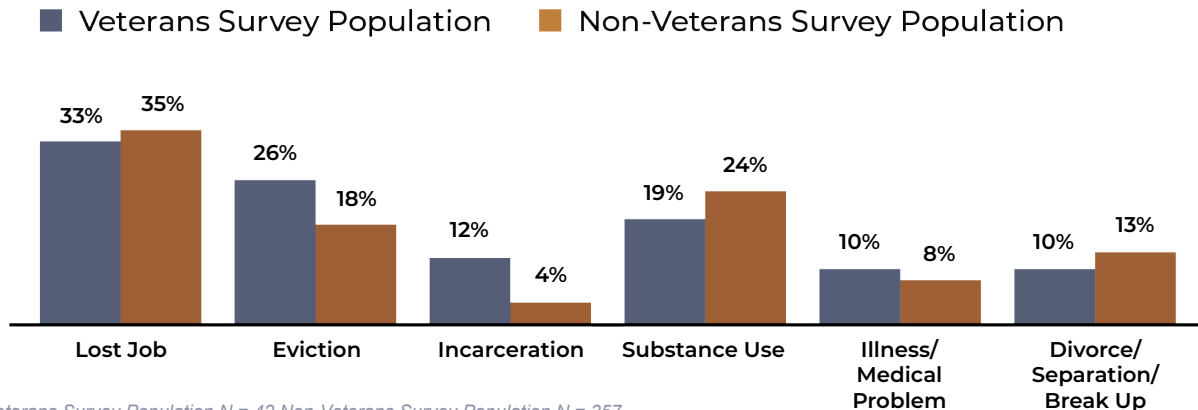


*Veterans Survey Population N = 42 Non-Veterans Survey Population N = 357*
*Note: Multiple response question. Percentages may not add up to 100%*

# Health Conditions Among Veterans Experiencing Homelessness

Veterans experiencing homelessness had higher rates of most medical conditions when compared to their non-veteran peers, including substance use disorder (53% vs 42%), physical disability (51% vs 30%), and chronic health problems (36% vs 27%).

Figure 39: Health Conditions

■ Veterans Survey Population   ■ Non-Veterans Survey Population

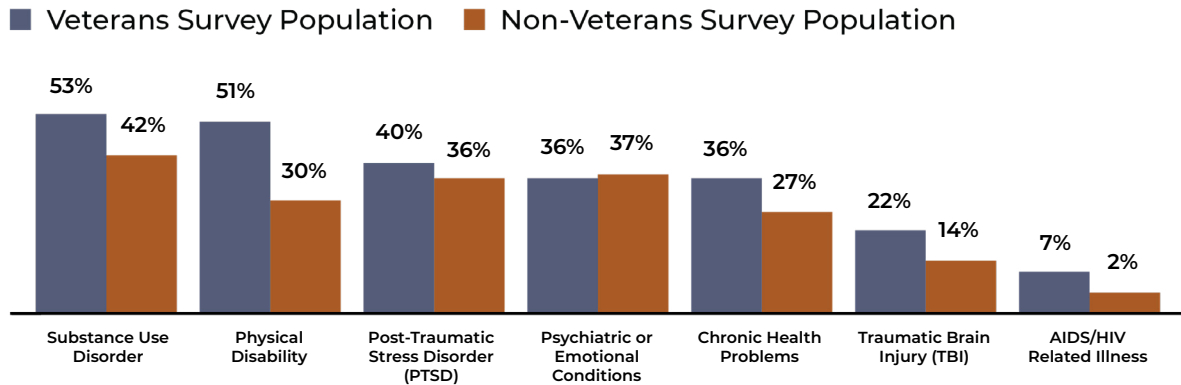| Condition | Veterans | Non-Veterans |
|---|---|---|
| Substance Use Disorder | 53% | 42% |
| Physical Disability | 51% | 30% |
| Post-Traumatic Stress Disorder (PTSD) | 40% | 36% |
| Psychiatric or Emotional Conditions | 36% | 37% |
| Chronic Health Problems | 36% | 27% |
| Traumatic Brain Injury (TBI) | 22% | 14% |
| AIDS/HIV Related Illness | 7% | 2% |

*Veteran survey population N = 45; Non-veteran survey population N = 371*
*Note: Multiple response question. Percentages may not add up to 100.*

# Families With Children Experiencing Homelessness

The number of families, and the total number of persons in those families, increased from 50 families with 158 persons in 2022 to 76 families with 263 persons in 2023. In 2023, 65% of families experiencing homelessness in Santa Cruz County were sheltered, compared with 91% in 2022.

Figure 40: Total Number of Families with Children Experiencing Homelessness



Number of Families     Number of Persons

| | 2017 | 2019 | 2022 | 2023 |
|---|---|---|---|---|
| Number of Families | 129 | 122 | 50 | 76 |
| Number of Persons | 403 | 419 | 158 | 263 |
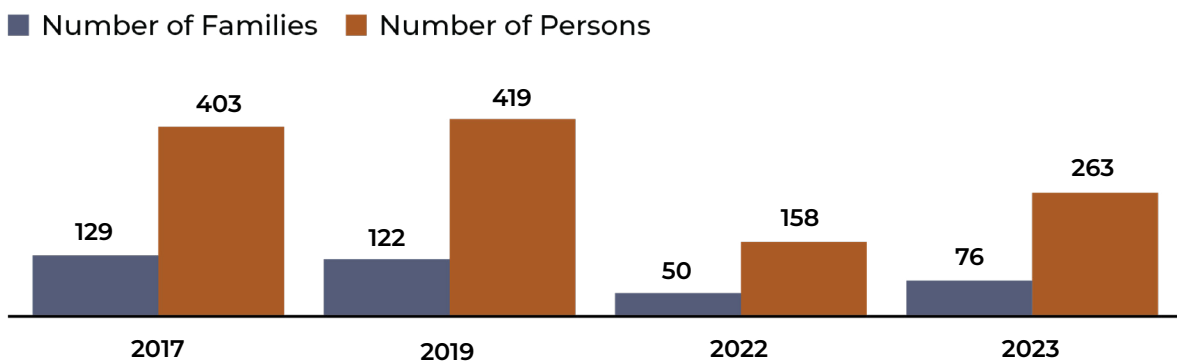
Figure 41: Individuals in Families by Shelter Status



Unsheltered     Sheltered

| | 2017 | 2019 | 2022 | 2023 |
|---|---|---|---|---|
| Sheltered | 58% | 47% | 91% | 65% |
| Unsheltered | 42% | 53% | 9% | 35% |

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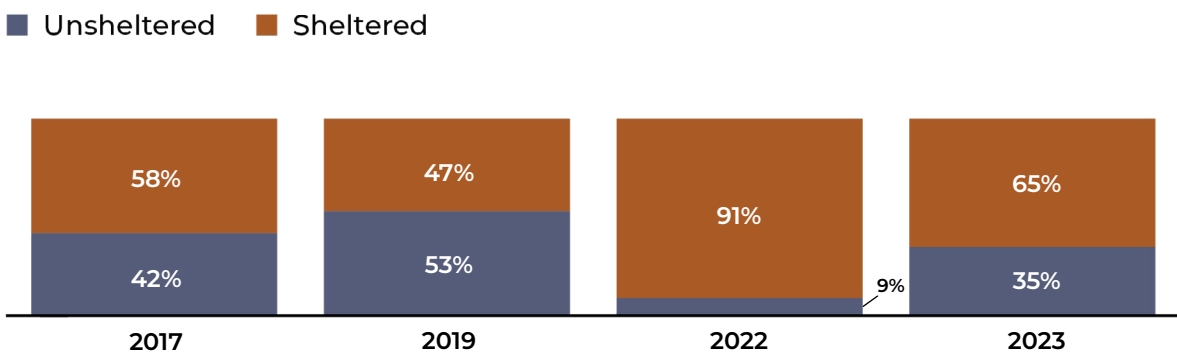
# Unaccompanied Children and Transition-Age Youth Experiencing Homelessness

Unaccompanied children are defined as persons under the age of 18 who are not accompanied by a parent or guardian and, if they have children of their own, are not sleeping in the same place as their own child(ren).

Unaccompanied transition-age youth (TAY) are defined as persons between the ages of 18 and 24 who are not accompanied by a parent or guardian and, if they have children of their own, are not sleeping in the same place as their own child(ren). There were 311 unaccompanied transition-age youth experiencing homelessness in 2023, an increase of 47% from 2022 when there were 222 TAY. In 2023 there were 23 unaccompanied children under 18. Nearly all TAY (95%) were unsheltered.

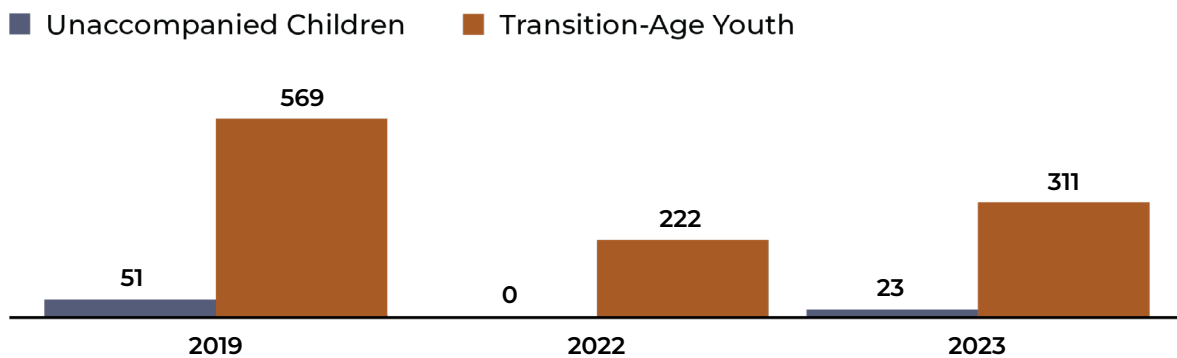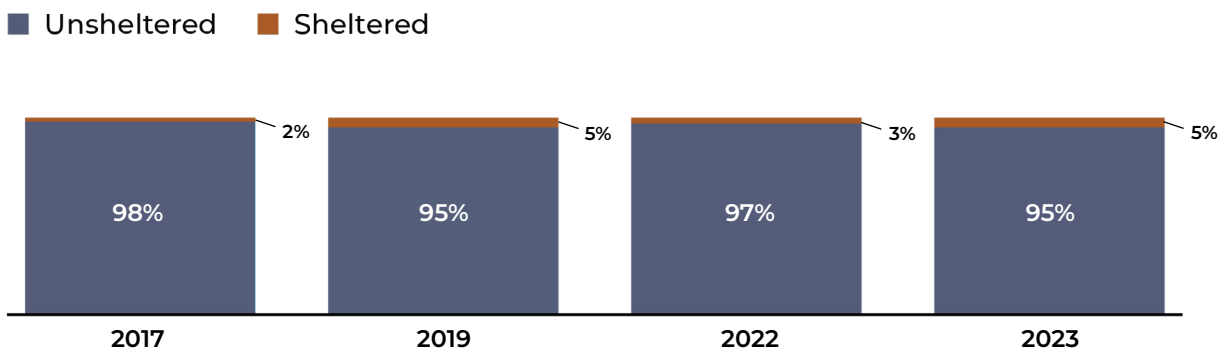Figure 42: Total Number of Unaccompanied Homeless Children and Transition-Age Youth



Figure 43: Transition-Age Youth by Shelter Status

# Conclusion

The 2023 Santa Cruz County Homeless PIT and Survey was performed using HUD recommended practices for counting and surveying the homeless population. Despite a weather-related delay from January to February, homeless service providers, outreach staff, and persons with lived experience came together in February 2023 to canvas the entire county for the PIT count. Data summarized in this report provide valuable insights into the unique and diverse experiences of homelessness in Santa Cruz County. A few highlights from the report include:

- The PIT Count identified a total of 1,804 persons experiencing homelessness in Santa Cruz County in 2023, a decrease of 22% from the count conducted in 2022.

- More than three-quarters (79%) of persons experiencing homelessness in Santa Cruz County were unsheltered, living in places not intended for human habitation, which is about the same percentage as in 2022.

- Forty percent (40%) of homeless survey respondents indicated they were experiencing homelessness for the first time, an increase from 27% in 2022. Three-quarters (75%) of survey respondents indicated they were living in Santa Cruz County before they experienced homelessness, a decrease from 2022.

- Five percent (5%) of homeless survey respondents said their episode of homelessness was caused by COVID-19. The same was found in 2022. The most common causes of homelessness were the loss of a job (35%) and substance use (24%).

- When asked what assistance would be most helpful toward securing housing, assistance with rent was chosen by the majority of respondents (77%), followed by more affordable housing (60%), and money for moving costs (42%).

- Homeless survey respondents most frequently reported having the following health conditions: substance-use disorder (46%), a psychiatric or emotional condition (39%), and post-traumatic stress disorder (38%). The percentage of respondents who reported having AIDS/HIV-related Illness decreased from 12% in 2022 to 3% in 2023.

- The estimated counts of the four HUD-identified subpopulations in Santa Cruz County were:

  - Chronically homeless individuals/families with one or more disabling conditions and continuous experience with homelessness for a year or more, or four episodes totaling 12 months within three years (573 persons)

  - Homeless veterans (159)

  - Members of homeless families with children (263)

  - Unaccompanied children and transition-age youth (334)

The 2023 Santa Cruz County Homeless Count and Survey provides valid and useful data that help create a comprehensive profile of those experiencing homelessness. Data presented in this report fulfill federal reporting requirements for the CoC, and will inform outreach, service planning, and policy decision-making by local planning bodies.

There are still many challenges to ending homelessness in Santa Cruz County. The dissemination and evaluation of this report will help the CoC, and all Santa Cruz County stakeholders, continue to produce and refine constructive and innovative solutions to end homelessness. Through creative and effective housing programs and services, Santa Cruz County remains committed to preventing people from becoming homeless and helping those experiencing homelessness to move quickly into permanent housing.

# Appendix A: Methodology

## Overview

The 2023 Santa Cruz County Homeless Census and Survey was performed using HUD-recommended practices and definitions of homelessness. The primary purpose of the census and survey was to produce a point-in-time estimate of individuals and families experiencing homelessness in Santa Cruz County.

## Components of the Homeless Census & Survey

- **General Street Count:** A morning, no contact, visual observation-only count of unsheltered persons and families experiencing homelessness on February 23, 2023. This count occurred from approximately 5:00 AM to 9:00 AM and included those sleeping outdoors on the street; at bus and train stations; in parks, tents, and other makeshift shelters; in vehicles and abandoned properties; and other locations not meant for human habitation. The general street count was designed to take place while shelter occupants were still indoors.

- **General Shelter Count:** A nighttime count of persons and families staying at publicly- and privately-operated shelters on the night of February 22, 2023, the night before the general street count. Shelter data was gathered either from Santa Cruz County's Homeless Management Information System (HMIS) or directly from the shelter provider.

- **Targeted Street Count of Unaccompanied Children and Transition-Age Youth:** An afternoon count of unaccompanied children and transition-age youth on February 23, 2023. This count occurred from approximately 2:00 PM to 7:00 PM and was led by special youth teams who canvassed areas where youth and young adults were known to congregate. Upon completion, data from this targeted count was carefully reviewed against the results from the general street count to ensure duplicate counts were removed.

- **Targeted County Office of Education Street Count of Students and Their Families**: A count of previously-identified unsheltered homeless students and their families conducted by the Santa Cruz County Office of Education (COE) for the night of February 22, 2023, in conjunction with participating school districts. Demographic and geographic detail from the COE count was compared to census data to ensure duplicate counts were removed.

- **Homeless Survey:** In-person interviews with 416 unique sheltered and unsheltered persons experiencing homelessness were conducted by peer surveyors between February 24 and March 27, 2023. Data from the survey were used to refine the Point-in-Time Census estimates, particularly for special populations, and provide a more comprehensive understanding of the demographics and experiences of homeless persons and families.

## The Planning Process

To ensure the success and integrity of the count, the county government, other local jurisdictions, and community-based organizations collaborated on community outreach, volunteer recruitment, logistical plans, methodological decisions, and interagency coordination efforts. ASR provided technical assistance for these aspects of the planning process.

# Street Count Methodology

### Definition

For the purposes of this study, the HUD definition of unsheltered homeless persons was used:

- An individual or family with a primary nighttime residence that is a public or private place not designed for or ordinarily used as a regular sleeping accommodation for human beings, including a car, park, abandoned building, bus or train stations, airport, or camping ground.

### Methodological Improvements

The 2023 street count methodology followed an established, HUD-approved approach, commonly called a blitz method, followed by a sample survey. Very significantly, this is the second year of GPS-enabled smartphones in data collection, using an ESRI Survey 123 application developed and customized by ASR to conform to HUD data collection requirements. Improvements were made in pre-planning efforts to deploy count teams both remotely and from deployment sites, wherever possible using an online GIS route planning tool integrated into the volunteer sign-up process.

Outreach organizations, county and city staff, along with community members, selected areas for enumeration from an interactive ArcGIS planning map tool that enabled planning for complete coverage of the County, with prioritization of high-density homeless routes to outreach staff and personnel with direct service experience.

### Volunteer and Guide Recruitment

There was increased incorporation of persons with lived experience in the 2023 Point-in-Time Count. About 80 outreach workers, community volunteers and homeless guides participated in the general street count.

Outreach and program staff did recruitment of persons with lived experience to act as guides. Homeless guides were paid $20 to participate in a training, as well as $20 per hour worked on the days of the count.

**Volunteers and guides were required to view a 20-minute training video before the count that covered:**

- Definition of homelessness

- Identification of persons experiencing homelessness

- Safely and respectfully conducting the count, using the smartphone app, and accessing the smartphone app training video

- Using route maps to ensure full coverage of assigned areas

- Tips to identify vehicles in which persons may be residing and other information to facilitate an accurate and safe count

## Safety Precautions

Every effort was made to minimize potentially hazardous situations. Law enforcement agencies were notified of pending street count activity in their jurisdictions. Specialized teams with knowledge of specific encampments were assigned to census tracts with known high concentrations of homeless encampments. Enumeration teams were advised to take every safety precaution possible, including bringing flashlights and maintaining a respectful distance from those they were counting.

## Logistics of Enumeration

On the morning of the street count, teams of two or more persons deployed to enumerate designated areas of the county. Each team was composed of any combination of outreach workers, lived experience guides, program staff, and service-experienced community volunteers. Each team had a lead and was provided with their assigned census tract maps, smartphone access information, and training and field observation tips and guidelines, including vehicle identification criteria, prior to the count. Teams were instructed to meet at one of the deployment sites before and after enumeration to sign in and pick up census tract maps and check receipt of data post count.

All accessible streets, roads, parks, and highways in the enumerated tracts were traversed by foot or car. The Santa Cruz County Survey 123 smartphone app was used to record the number of homeless persons observed in addition to basic demographic and location information. Dispatch center volunteers verified that at least one person on each team had a cell phone available for their use during the count; the phone number was recorded on the volunteer deployment assignment sheet. Teams were asked to cover the entirety of their assigned areas.

To ensure the privacy of persons experiencing homelessness was respected and enumeration teams remained safe, teams were asked to conduct observation-only counts and not have any contact with persons experiencing homelessness. When they encountered a structure or vehicle that they believed to be inhabited, teams had the option to indicate that it was inhabited but that the number or the demographic detail (age and gender) of its inhabitants could not be determined. Only actively occupied places were eligible to be included in the count effort. To determine the number of inhabitants of these dwelling types, ASR uses the data from survey respondents and then extrapolates that to all cases where the number of inhabitants was unknown. In order to assign demographic details to those individuals, ASR uses count data on confirmed cases identified during the PIT to extrapolate data on gender and age.

## Santa Cruz County Office of Education Count

In the days following the street count, representatives from several school districts called households known to have recently experienced homelessness to ascertain where they stayed on the night of the count. This was a significant effort, as school districts may have had hundreds of calls to make to ensure that families counted fit the HUD definition of homelessness and were, in fact, experiencing homelessness on the night of the count. Using demographic and geographic detail, data gathered by the school districts were compared to count data to check for duplication.

# Unaccompanied Children and Transition-Age Youth Street Count Methodology

### Goal

The goal of the 2023 unaccompanied children and transition-age youth (TAY) count was to accurately represent unaccompanied children and transition-age youth in the Point-in-Time Count. HUD and the United States Interagency Council on Homelessness recognizes that youth do not commonly co-mingle with homeless adults and are not easily identified by non-youth. they therefore recommend that communities communities count youth at times when they can be seen rather than during traditional enumeration times. Traditional street count efforts are not as effective in reaching youth because many youth and young adults experiencing homelessness do not use homeless services, are not recognizable to adult street count volunteers, and may be in unsheltered locations that are difficult to find.

### Research Design

Planning for the 2023 unaccompanied children and transition-age youth count included homeless youth service providers and persons between the ages of 18 and 24, with lived experience of homelessness. Local service providers identified locations where unaccompanied children and transition-age youth experiencing homelessness were known to congregate and recruited four youth with knowledge of those areas to serve as guides for the count. Late afternoon and early evening were recommended by advocates as the best time to conduct the youth count. Youth workers were paid $20 for time spent both in training and the actual count. In addition, for the first time, calls were made to known unaccompanied children and transition-age youth to ask about where they were staying on the night of the count. Calling youth to verify homelessness is the same process used for data collection for families during the County Office of Education count.

### Data Collection

It was determined that homeless unaccompanied children and transition-age youth would be more prominent on the street during daylight hours rather than in the early morning when the general count was conducted. Youth worked in teams of two to four, with teams coordinated and supervised by street outreach workers.

### Street Count De-Duplication

Data from the unaccompanied children and TAY count and general street count were compared and de-duplicated by assessing location, gender, and age; two persons under the age of 25 were identified as duplicates and removed from the data set.

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# Shelter Count Methodology

### Goal

The goal of the shelter count is to gain an accurate count of persons temporarily staying in shelters across Santa Cruz County. This data is vital to gaining an accurate overall count of the homeless population.

## Definition

For the purposes of this study, the HUD definition of sheltered homelessness for Point-in-Time Counts was used. This definition includes persons and families living in a supervised publicly- or privately-operated shelter designated to provide a temporary living arrangement. The definition does not include people living in publicly-supported managed camps.

## Data Collection

To collect data on individuals staying in shelters, ASR worked with BitFocus, the HMIS system administrator for Santa Cruz County. BitFocus collected data on all emergency shelters and transitional housing programs operating in the county. Data was collected on household status, age, gender, race and ethnicity, veteran and chronic status, and whether individuals had certain health conditions. Data from shelters that do not participate in the HMIS system was collected using a web-based reporting system.

## Challenges

Point-in-Time Counts are "snapshots" that quantify the size of the homeless population at a given point during the year. Hence, the count may not be representative of fluctuations and compositional changes in the homeless population seasonally or over time.

The methods employed in a non-intrusive visual homeless enumeration, while academically sound, have inherent biases and shortcomings. Even with the assistance of dedicated homeless service providers, the methodology cannot guarantee 100% accuracy.

# Survey Methodology

## Planning and Implementation

The data collected through the survey are used for the HEARTH Act funding application and for future program development and planning. The survey elicited information such as gender, family status, military service, duration and recurrence of homelessness, nighttime accommodations, causes of homelessness, and access to services through open- and closed-ended, and multiple response questions.

Surveys were conducted by peer survey workers with lived experience of homelessness. Training sessions were facilitated by ASR. Potential surveyors had a comprehensive orientation that included project background information as well as detailed instruction on respondent eligibility, interviewing protocol, and confidentiality. Peer survey workers were compensated at a rate of $10 per completed survey.

It was determined that survey data would be more easily obtained if an incentive was offered to respondents in appreciation for their time and participation. Socks and gift cards were provided as an incentive for participating in the 2023 homeless survey. The socks and gift cards were easy to distribute, had wide appeal, and could be provided within the project budget. The incentives proved to be widely accepted among survey respondents.

## Survey Sampling

Based on a Point-in-Time Count estimate of 1,804 homeless persons, with a randomized survey sampling process, the 416 valid surveys represented a margin of error of +/-4%, with a 95% confidence level when generalizing the results of the survey to the estimated population of persons experiencing homelessness in Santa Cruz County. The 2023 survey was administered in shelters, transitional housing facilities, and on the street. To ensure the representation of transitional housing residents, who can be underrepresented in a street-based survey, survey quotas were created to reach individuals and heads of family households living in these programs.

Strategic attempts were made to reach individuals in a variety of geographic locations and demographic groups such as homeless unaccompanied children and TAY, minority ethnic groups, military veterans, domestic violence survivors, and families. Quotas were used for geographic locations, unaccompanied children and transition-age youth, and shelter residents.

To reduce implicit bias, during the recruitment and training of surveyors, every attempt was made to recruit capable persons who represented a broad range of experiences and backgrounds, though full elimination of bias is beyond the scope of this effort. Since 2009, the ASR survey methodology has prioritized a peer-to-peer approach to data collection by increasing the number of surveyors currently or recently experiencing homelessness.

To increase randomization of respondents, survey workers were trained to employ an "every third encounter" survey approach. Survey workers were instructed to approach every third person they considered to be an eligible survey respondent.

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## Data Collection

Care was taken by interviewers to ensure respondents felt comfortable regardless of the location where the survey occurred. During the interviews, respondents were encouraged to be candid in their responses and were informed that their responses would be framed as general findings, would be kept confidential, and would not be traceable to any single individual.

## Data Analysis

The survey requested respondents' initials and date of birth to avoid duplication without compromising the respondents' anonymity. Upon completion of the survey effort, an extensive verification process was conducted to eliminate potential duplicates. This process examined respondents' date of birth, initials, gender, ethnicity, length of homelessness, and consistencies in patterns of responses to survey questions. Outlier surveys were examined and eliminated if thought to be inauthentic.

## Survey Data and Pit Count Data

Survey data is used throughout the report and submissions to HUD. PIT enumeration teams collect a limited number of data points (dwelling type, age, and gender) and have options to include persons seen while still being unsure of demographic detail (this is to ensure the privacy of the persons being enumerated, as well as the safety of both parties). For reporting around demographic details, including race, ethnicity, gender, and age, a combination of survey data, sheltered data collected via HMIS, and PIT count data is used.

Survey data is used to extrapolate data on race and ethnicity for all persons, and to account for situations where PIT enumeration teams were unable to collect data on age and gender. That data is then combined with sheltered data from HMIS to allow for a complete picture of demographics for all persons identified during the PIT count.

## Survey Challenges and Limitations

The 2023 Santa Cruz County Homeless Survey strives to be a representative sample of the homeless experience through geographic and shelter-based quotas. Bias in respondent selection by surveyors is a major training theme and all attempts are made to minimize. However, we do realize that the diversity of the homeless experience is significant and our ability to profile this can always be improved. The survey methods, though constantly evolving, are essentially the same over time so longitudinal data has good methodological consistency.

The smaller the subpopulation, the harder to ensure it receives accurate representation during the survey process. For example, finding families experiencing homelessness presents a challenge and can lead to underrepresentation in the survey results. The same applies to youth and young adults, though care is taken to ensure that youth surveyors are involved, to increase the response rate of youth survey respondents. Locating and surveying individuals who identify as transgender, have a sexual orientation other than heterosexual, are experiencing specific health conditions such as AIDS/HIV related illness and TBI, and others can be challenging and may not be fully represented in this process.

There may be some variance in the information that persons experiencing homelessness self-reported. A peer interviewing methodology is believed to allow respondents to be more candid with their answers and may help reduce uneasiness of revealing personal information.

# Appendix B: Definitions & Abbreviations

**Chronic homelessness** – Defined by HUD as an unaccompanied individual or head of a family household with a disabling condition who has either continuously experienced homelessness for a year or more, or has experienced at least four episodes of homelessness totaling 12 months, in the past three years.

**Disabling condition** – Defined by HUD as a developmental disability, AIDS/HIV-related illness, or a long-term physical or mental impairment that impacts a person's ability to live independently but could be improved with stable housing.

**Emergency shelter** – Defined by HUD as any facility, the primary purpose of which is to provide a temporary shelter for persons experiencing homelessness in general or for specific populations of persons experiencing homelessness, and which does not require occupants to sign leases or occupancy agreements.

**Family** – A household with at least one adult age 18+ and one child under the age of 18.

**Homeless** – Category 1 definition of homelessness in the HEARTH Act, includes individuals and families living in a supervised publicly- or privately-operated shelter designated to provide temporary living arrangements, or with a primary nighttime residence that is a public or private place not designed for or ordinarily used as a regular sleeping accommodation for human beings— a car, park, abandoned building, bus or train station, airport, or camping ground.

**HUD** – Abbreviation for the U.S. Department of Housing and Urban Development.

**Sheltered homeless individuals** – Individuals who are living in emergency shelters or transitional housing programs.

**Single individual** – An unaccompanied adult, age 18 or over.

**Unaccompanied Transition-age youth (TAY)** – Persons between the ages of 18 and 24 who are not accompanied by a parent or guardian and are not a parent presenting with or sleeping in the same place as their own child(ren).

**Transitional housing** – Housing in which individuals and families experiencing homelessness may live and receive supportive services for a period of up to two years. Supportive services–which help promote residential stability, increased skill level or income, and greater self-determination–may be provided by the organization managing the housing or coordinated by that organization and provided by other public or private agencies. Transitional housing can be provided in one structure, several structures at one site, or in multiple structures at scattered sites.

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**Unaccompanied children** – Children under the age of 18 who are not accompanied by a parent or guardian and are not a parent, presenting with or sleeping in the same place as their own child(ren).

**Unsheltered homeless individuals** – Individuals who are living on the streets, in abandoned buildings, storage structures, vehicles, encampments, or any other place unfit for human habitation.

# Appendix C:
# Figure Sources

**All Point-in-Time Count Data:**  The figure source for the data is Applied Survey Research, (2005-2022) Santa Cruz Homeless Census and Survey.

**All Homeless Survey Findings:**  The figure source for the data is Applied Survey Research, (2005-2023) Santa Cruz Homeless Census and Survey.

**All Subpopulation Data:**  The figure source for the data is Applied Survey Research, (2005-2023) Santa Cruz Homeless Census and Survey.

**All U.S. Census Data:**  The figure source for the data is Source: U.S. Census Bureau. (2021). American Community Survey 2021 5-year estimates. Retrieved from https://data.census.gov/

# Appendix D: Survey Instrument

**2023 Santa Cruz Housing Survey**

Refusals: _____ (tally)

Interviewer's Name: _____

Shade Circles Like This--> ●
Not Like This--> ✗ ✓

Interview Date: _____  Neighborhood or City: _____

## Section A: Demographics

1. What are your initials?
   First _____ Middle _____ Last _____

2. What is your birth date?
   Month _____ Day _____ Year _____

3. What gender do you identify with? (Shade all that apply)
   ☐ Male  ☐ Female  ☐ Transgender
   ☐ A gender other than singularly female or male *
   ☐ Questioning
   ☐ Don't know  ☐ Decline to state

4. What ethnicity do you identify with?
   ○ Hispanic/Latin(a)(o)(x)  ○ Non-Hispanic/Non-Latin(a)(o)(x)
   ○ Don't know  ○ Decline to state

5. What race or races do you identify with?
   (Shade all that apply)
   ☐ White  ☐ Black, African American, or African
   ☐ Asian or Asian American
   ☐ American Indian, Alaska Native, or Indigenous
   ☐ Native Hawaiian or Pacific Islander
   ☐ Don't know  ☐ Decline to state

6. Do you consider yourself...?
   ○ Straight  ○ Lesbian  ○ Bisexual
   ○ Gay  ○ Queer  ○ Other: _____

7. Are you currently pregnant?
   ○ Yes  ○ No  ○ Don't know

8. Have you ever been in foster care?
   ○ Yes  ○ No  ○ Don't know

## Section B: Veterans Status

1. Have you served in the U.S. Armed Forces? (Army, Navy, Air Force, Marine Corps, or Coast Guard)
   ○ Yes  ○ No  ○ Don't know

1b. When did you serve?  From_____ to _____

2. Were you ever called into active duty as a member of the National Guard or as a Reservist?
   ○ Yes  ○ No  ○ Don't know

3. Have you ever received health care or benefits from a VA (Veterans Administration) center?
   ○ Yes  ○ No  ○ Don't know

4. What is your discharge status?
   ○ Honorable  ○ Other than honorable
   ○ General  ○ Don't know/Refuse
   ○ Dishonorable  ○ Does not apply

5. Is anyone else in your household a Veteran?
   ○ Yes  ○ No  ○ Don't know

*(e.g., non-binary, gender fluid, agender, culturally specific gender)*

## Section C: Accomodation

1. Where were you staying on the morning of February 22nd? (Shade 1)
   ○ Backyard or storage structure
   ○ Motel/hotel
   ○ A place in a house not normally used for sleeping (kitchen, foyer, hallway) or unconverted garage
   ○ Emergency shelter  **(Skip to question 2)**
   ○ Transitional housing
   ○ Public facility (train station, transit center, bus depot)
   ○ Outdoors/streets/parks
   ○ Van
   ○ Automobile/car
   ○ Camper/RV
   ○ Abandoned building/squat
   ○ Tent
   ○ Encampment
   ○ Other: _____

1a. How many people, including yourself, usually stay inside your tent, car, van, or RV/camper?
   # people _____

2. Is this the first time you have been homeless?
   ○ Yes  ○ No

3. How long have you been homeless this current time? (Shade 1)
   ○ 7 days or less  ○ 4-6 months  ○ 1 year
   ○ 8-30 days  ○ 7-11 months  ○ More than 1 year
   ○ 1-3 months

4. How many different times have you been homeless in the past 3 years, including this current time? (Shade 1)
   ○ 1 time  ○ 3 times  ○ 5 times
   ○ 2 times  ○ 4 times  ○ 6 or more times

5. Have you been living in an emergency shelter and/or on the streets (including bus stations, underpasses, encampments, abandoned buildings, etc.) for the past year (12 months) or more?
   ○ Yes  ○ No

6. In addition to right now, how long would you say you have stayed in these kinds of places (total) in the past 3 years?
   Days_____ Weeks_____ Months_____ Years_____

7. How old were you the first time you experienced homelessness?
   ○ 0 -17 years old  ○ 25 -54 years old
   ○ 18 -24 years old  ○ 55 years or older

## Section D: Household Members

1. How many people are in your household, excluding yourself? _____

2. Do you have any children under age 18?  ○ Yes  ○ No  ○ Don't know

3. Are all of your children under 18 currently living with you?  ○ Yes  ○ No  ○ Don't know

4. Do you live alone or with other household members?  ○ Alone ==> Please skip to Section E  ○ Other household members

*I am going to ask you a few questions about the people in your household that were staying with you on February 22nd. I'll ask about each person, one at a time. In order for us to keep track of who we are talking about I am going to ask you for the first and last initial of each person.*

| | (A) F__ L__ | (B) F__ L__ | (C) F__ L__ | (D) F__ L__ | (E) F__ L__ | (F) F__ L__ |
|---|---|---|---|---|---|---|
| **What are their initials?** | | | | | | |
| **5. How are they related to you?** | | | | | | |
| Child | ○ | ○ | ○ | ○ | ○ | ○ |
| Spouse | ○ | ○ | ○ | ○ | ○ | ○ |
| Non-married partner | ○ | ○ | ○ | ○ | ○ | ○ |
| Other family member | ○ | ○ | ○ | ○ | ○ | ○ |
| Other non-family member | ○ | ○ | ○ | ○ | ○ | ○ |
| **6. How old are they?** 5 or under | ○ | ○ | ○ | ○ | ○ | ○ |
| 6 - 17 | ○ | ○ | ○ | ○ | ○ | ○ |
| 18 - 24 | ○ | ○ | ○ | ○ | ○ | ○ |
| 25 or older | ○ | ○ | ○ | ○ | ○ | ○ |
| **7. What gender do they identify with? (Shade all that apply)** | | | | | | |
| Male | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| Female | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| A gender not singularly female or male* | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| Transgender | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| Questioning | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| Don't know | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| **8. What ethnicity do they identify with?** | | | | | | |
| Hispanic/Latin(a)(o)(x) | ○ | ○ | ○ | ○ | ○ | ○ |
| Non-Hispanic/Non-Latin(a)(o)(x) | ○ | ○ | ○ | ○ | ○ | ○ |
| Don't know | ○ | ○ | ○ | ○ | ○ | ○ |
| **9. What race or races do they identify with? (Shade all that apply)** | | | | | | |
| White | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| Black, African American, or African | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| Asian or Asian American | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| American Indian, Alaska Native, or Indigenous | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| Native Hawaiian or Pacific Islander | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| Don't know | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |

## Section E: Residency

1. Where were you living the first time you experienced homelessness? (Shade 1)
   ○ Santa Cruz County-City of Santa Cruz, Scotts Valley, or NW part of County
   ○ Santa Cruz County – City of Capitola, or Central part of County
   ○ Santa Cruz County – City of Watsonville or SE part of County
   ○ Other County in CA  ○ Out of State_____

2. How long have you lived in Santa Cruz County? (Shade 1)
   ○ Less than 1 year  ○ 1-4 years  ○ 5-9 years  ○ 10 years or more

3. Immediately before you became homeless, where were you living? (Shade 1)
   ○ Subsidized or permanent supportive housing  ○ Jail or prison  ○ Motel/hotel
   ○ A home owned/rented by you/your partner  ○ Hospital or treatment facility  ○ Foster care
   ○ A home owned/rented by friends/relatives  ○ Juvenile Justice Facility  ○ Other:_____

## Section F: Cause and Prevention

1. What might have prevented you from becoming homeless? (Shade all that apply)
   ☐ Employment assistance  ☐ Landlord mediation  ☐ Health insurance/services
   ☐ Transportation Benefits  ☐ Alcohol/drug counseling  ☐ Help accessing benefits
   ☐ Family Counseling  ☐ Mental health services  ☐ Child support
   ☐ Legal assistance  ☐ Rent/mortgage assistance  ☐ Don't know
   ☐ Conflict resolution with roommate/housemate
   ☐ Case management after leaving hospital/jail/prison/juvenile justice facility

2. What do you think is the primary event or condition that led to your homelessness? (Shade1)
   ○ Lost job  ○ Illness/medical problem  ○ Mental health issues
   ○ Eviction  ○ Divorce/separation/break up  ○ Hospitalization/treatment
   ○ Foreclosure  ○ Landlord raised rent  ○ Aging out of foster care
   ○ Incarceration  ○ Argument with family or friend who asked you to leave  ○ Other:_____
   ○ Alcohol or drug use  ○ COVID-19 related issues  ○ Don't know
   ○ Family/domestic violence  ○ Wildfire  ○ Probation/parole restrictions

3. What would help you obtain permanent housing? (Shade all that apply)
   ☐ Rental assistance  ☐ Help clearing rental history  ☐ Transportation
   ☐ Money for moving costs  ☐ Help clearing my credit  ☐ Other: _____
   ☐ More affordable housing  ☐ Child care assistance  ☐ Nothing - I choose to be homeless
   ☐ Legal assistance  ☐ Immigration/refugee assistance
   ☐ ID/Paperwork  ☐ Help finding an apartment
   ☐ Medical/health care  ☐ Case management

## Section G: Income and Employment

1. What is your total monthly income from all sources?
   ○ Government benefits $ _____  ○ Non-government sources $ _____

2a. What is your current employment status? (Shade 1)
   ○ Unemployed
   ○ Employed full-time
   ○ Employed part-time  ==> Skip to Question 3
   ○ Employed seasonal/sporadic

2b. Are you currently...
   ○ Unable to work
   ○ Looking for work
   ○ Not looking for work

3. What is the highest level of education you have completed?
   ○ Less than high school  ○ College degree
   ○ High school/GED  ○ Graduate degree (Masters or Ph.D.)
   ○ Some college

## Section H: Criminal Justice System

1. Have you spent a night in jail in the last 12 months?  ○ Yes  ○ No

2. Were you on probation or parole at the time you most recently became homeless?
   ○ Yes  ○ No  ○ Decline to state

3. How many times have you been arrested in the last 3 years? _____ Times

**For Office Use Only:**
C6 ☐☐☐
H11a ☐☐
H11b ☐☐
H12 ☐☐
J3 ☐☐
G1a ☐☐☐☐
G1b ☐☐☐☐

## Section I: Health

1. Do you experience any of the following:
   2. Does it keep you from holding a job, living in stable housing or taking care of yourself?

| | 1. | 2. |
|---|---|---|
| a. Any chronic health problem or medical condition(diabetes, cancer)? | ○ Yes ○ No ○ Refuse | ○ Yes ○ No ○ Refuse |
| b. Post-Traumatic Stress Disorder (PTSD)? | ○ Yes ○ No ○ Refuse | ○ Yes ○ No ○ Refuse |
| c. Any psychiatric or emotional conditions (depression, schizophrenia)? | ○ Yes ○ No ○ Refuse | ○ Yes ○ No ○ Refuse |
| d. A physical disability? | ○ Yes ○ No ○ Refuse | ○ Yes ○ No ○ Refuse |
| e. A traumatic brain injury to your brain from a bump, blow or wound to the head? | ○ Yes ○ No ○ Refuse | ○ Yes ○ No ○ Refuse |
| f. Drug or alcohol abuse (including prescription drugs not prescribed for you)? | ○ Yes ○ No ○ Refuse | ○ Yes ○ No ○ Refuse |
| g. An AIDS or an HIV related illness? | ○ Yes ○ No ○ Refuse | ○ Yes ○ No ○ Refuse |

3. If you live with a spouse, a significant other or parent, do any of the following conditions prevent them from maintaining work or housing?
   ☐ Chronic health problem  ☐ Physical disability
   ☐ PTSD  ☐ Traumatic brain injury
   ☐ Drug or alcohol abuse  ☐ Psychiatric or emotional condition
   ☐ HIV/AIDS  ☐ None of the above

4. Are you currently experiencing home/domestic violence or abuse?
   ○ Yes  ○ No  ○ Decline to state

5. Have you ever been physically, emotionally or sexually abused by a relative, or another person you have stayed with (spouse, partner, sibling, parent)?
   ○ Yes  ○ No  ○ Decline to state

6. Do you receive any disability benefits such as:(Shade all that apply)
   ☐ Social Security Income  ☐ Other Disability Benefits
   ☐ Social Security Disability Income  ☐ No receive Disability Benefits
   ☐ Veterans Disability Benefits

7. Have you ever been treated for drug or alcohol abuse?  ○ Yes  ○ No

8. Are you currently or have you ever received treatment for mental health issues?
   ○ Yes  ○ No

9. Since you became homeless this last time, have you needed medical care and been unable to receive it?
   ○ Yes  ○ No, I have received care
   ○ No, I haven't needed care

10. Where do you usually get medical care? (Shade 1)
   ○ Hospital ER  ○ Private doctor
   ○ Urgent care  ○ Friends/family
   ○ Community clinic  ○ Other:_____
   ○ VA hospital/clinic  ○ Don't know
   ○ Free clinic  ○ I don't get medical care

11. How many times have you been hospitalized in the past year
   a. inpatient for physical health issues _____ Times
   b. inpatient for psychiatric health issues _____ Times

12. How many times have you been to the emergency room in the past three months? _____ Times

13. How would you rate your general physical health?
   ○ Poor  ○ Fair  ○ Good  ○ Very good

14. Do you usually get enough to eat?
   ○ Yes  ○ No  ○ Don't know

## Section J: Services and Assistance

1. Are you currently using any of the following services/assistance? (Shade all that apply)
   ☐ Emergency shelter  ☐ Job training/ employment assistance
   ☐ Free meals
   ☐ Bus passes  ☐ Health services
   ☐ Shelter day services  ☐ Mental health services
   ☐ Legal assistance  ☐ Alcohol/drug counseling
   ☐ Transitional housing  ☐ Other:_____
   ☐ Immigration services  ☐ Not using any services

2. Have you done a Housing or HMIS Intake in Santa Cruz County?
   ○ Yes  ○ No  ○ Don't know

3. Are you currently receiving any of the following government assistance?
   ☐ Social security  ☐ CalWorks  ☐ Food Stamps  ☐ None
   ☐ Disability  ☐ VA benefits  ☐ Medi-cal/Medicare

4. If you are not receiving any government assistance, why not? (Shade all that apply)
   ☐ Don't think you are eligible  ☐ Paperwork too difficult
   ☐ No permanent address  ☐ Never applied
   ☐ Benefits were cut-off  ☐ Turned down
   ☐ Immigration issues  ☐ Applied and waiting for response
   ☐ Don't have ID  ☐ Other: _____
   ☐ Don't know where to go  ☐ Don't want government assistance

ASR