Knoxville Homeless Management Information System
Annual Report 2018

July 2019
The University of Tennessee College of Social Work
Office of Research and Public Service

Lisa Higginbotham, MSSW, KnoxHMIS Program Manager
David Patterson, PhD, KnoxHMIS Director/Principal Investigator
Shandra Forrest-Bank, PhD, UT SWORPS Director
Sam Edwards, BA, Publications Specialist

The University of Tennessee is an EEO/AA/Title VI/Title IX/Section 504/ADA/ADEA institution in the provision of its education and employment programs and services. All qualified applicants will receive equal consideration for employment without regard to race, color, national origin, religion, sex, pregnancy, marital status, sexual orientation, gender identity, age, physical or mental disability, or covered veteran status.

This project is funded through Department of Housing and Urban Development, Knox County Community Development Block Grant, and the City of Knoxville and the University of Tennessee.

Project number: 19006
Table of Contents

2018 Knox Homeless Management Information System Annual Report ........................................ 5
   Executive Summary .................................................................................................................... 6
      2018 KnoxHMIS Percentage Change .................................................................................. 6
      Five-Year Comparison of Total Active Clients ............................................................... 6
      Additional Facts ................................................................................................................. 6
   2018 New Clients ...................................................................................................................... 7
      Year-to-year Comparison of New Clients in KnoxHMIS .................................................... 7
      2018 Housing Status of New Clients ............................................................................... 8
      Service Entry Point of New Clients Added to KnoxHMIS in 2018 .................................. 9
   2018 Active Clients ................................................................................................................ 10
      2018 Housing Status of Active Clients .............................................................................. 10
      Count of Active Clients (2007-2018) by Subset ............................................................... 11
      2018 Causes of Homelessness as Reported by Head of Household ................................ 12
      2018 Residence Prior as Reported by Adults ................................................................ 13
      Demographics of Active Clients in KnoxHMIS in 2018 ................................................ 14
         Ethnicity ......................................................................................................................... 14
         Race ............................................................................................................................... 14
         Ages ............................................................................................................................... 14
         Age Distribution of Active Clients in KnoxHMIS in 2018 ......................................... 15
      Disability Types of Active Clients in KnoxHMIS in 2018 ............................................. 16
      Health Insurance Types of Active Clients in 2018 .......................................................... 17
      Income Type Reported by Head of Household in 2018 ................................................ 18
   2018 Subpopulations of Active Clients ................................................................................. 19
      Summary — Subpopulations of Active Clients in KnoxHMIS in 2018 ........................ 20
         Subpopulations of Active Clients 2018 ...................................................................... 20
         New client subpopulations comparison 2017 to 2018 ................................................. 21
      Homeless Subpopulations ............................................................................................... 22
         Family Characteristics ................................................................................................. 22
         Family Characteristics ................................................................................................. 23
         Unaccompanied Youth Characteristics ..................................................................... 24
The Knox Homeless Management Information System (KnoxHMIS) Annual Report has been completed every year since 2007. This report provides information on persons who accessed a service from one of 20 KnoxHMIS’ partner agencies for the 2018 calendar year (January—December 2018). It should be noted that individuals included in this report represent all four types of homelessness as defined by the United States Department of Housing and Urban Development (HUD). This includes both literal homelessness and at imminent risk of losing housing.

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

This report is divided into 5 sections that include:

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

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

---

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

2018 KnoxHMIS Percentage Change

- **+3%** increase in total clients (N=9,183).
- **+1%** increase of new clients (n=3,638).
- **+4%** increase in continuing clients (n=5,542).

**Source:** 2018 KnoxHMIS Annual Report

Five-Year Comparison of Total Active Clients

<table>
<thead>
<tr>
<th>Year</th>
<th>Active Clients</th>
</tr>
</thead>
<tbody>
<tr>
<td>2014</td>
<td>9,232</td>
</tr>
<tr>
<td>2015</td>
<td>9,339</td>
</tr>
<tr>
<td>2016</td>
<td>9,373</td>
</tr>
<tr>
<td>2017</td>
<td>8,938</td>
</tr>
<tr>
<td>2018</td>
<td>9,183</td>
</tr>
</tbody>
</table>

**Source:** KnoxHMIS Annual Report 2018

Additional Facts

- 69% (n=4,230) of households (n=6,135) have a last zip code of permanent address in Knox County.
- 42% (n=1,542) of new clients are entering services through emergency shelter.
- 17% (n=1,617), report disability, which is a 6% increase from 2017 (11%).
  - 34% (n=343) of persons reporting disability indicated a mental health diagnosis.
  - 54% (n=876) of all persons reporting a disability diagnosis do not have health insurance.
- 12% (n=1,141) report domestic violence:
  - with 77% (n=880) female domestic violence victims/survivors, 22% (n=253) male, <1% (n=5) transgender, <1% (n=3) null gender domestic violence victims/survivors;
  - and 28% (n=198) family head of households (n=716).
- 10% (n=958) of active clients had case notes entered by providers.
- 64% (n=1,886) of housing exits were to positive housing destinations.
- The average time to housing for rapid re-housing was 52 days.
- The average duration in permanent supportive housing was 1,200 days.
2018 New Clients

“New clients” are individuals either receiving services from KnoxHMIS partner agencies or having an entry/exit into a partner agency program in the year 2018 who have not previously accessed resources in years prior.

Year-to-year Comparison of New Clients in KnoxHMIS

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

Source: KnoxHMIS Annual Report 2018
2018 Housing Status of New Clients

3,638 new clients accessed services from KnoxHMIS Partners

3,339 Homeless
- 209 Chronically homeless
- 3,130 Non-chronically homeless

299 Housed
- 287 Housed but at risk
- 12 Stably housed

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

Source: KnoxHMIS Annual Report 2018
Almost half of new clients (42%; n=1,592) enter services through emergency shelters. Approximately 30% (n=1,098) of clients new to homelessness are not necessarily going to the streets or to shelters, but instead they are tapping into safety net resources through supportive services. It is important to note that although an individual enters through one program type, they may be accessing multiple services simultaneously (e.g. accessing supportive services and staying in emergency shelter).
2018 Active Clients

**2018 Housing Status of Active Clients**

- **9,183** active clients accessed services from KnoxHMIS Partners
  - **7,913** Homeless
    - **627** Chronically homeless
    - **7,286** Non-chronically homeless
  - **1,270** Housed
    - **799** Housed but at risk
    - **471** Stably housed

Source: KnoxHMIS Annual Report 2018

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

**2018 Housing Status of Active Clients** shows the housing status of all active clients in 2018. Between 2017 (N=8,938) and 2018 (N=9,183), there has been 3% increase among active clients. While 86% (n=7,913) of active clients are homeless, 14% (n=1,270) are housed, having been formally homeless or are housed but at imminent risk of becoming homeless, while continuing to receive supportive services to stabilize housing.
**Count of Active Clients (2007-2018) by Subset**

**New clients**

**Continuing clients**

**Count of Active Clients (2007-2018) by Subset** represents the total number of active clients, those that are **new** to KnoxHMIS and those who are **continuing** to receive services, each year since 2007. The count of active clients is the sum of new and continuing clients. It is important to note that the increase in active clients since 2007 is potentially indicative of improvements in agency data quality, increased utilization of KnoxHMIS, and the additional new partner agencies since 2013 – not necessarily an increase in the number of individuals experiencing homelessness or at-risk of homelessness.

Source: KnoxHMIS Annual Report 2018
## 2018 Causes of Homelessness as Reported by Head of Household

Delineates the causes of homelessness (or primary reason for homelessness) among active head of household clients, both those new and continuing services. Overall, the top three reasons reported for homelessness by head of household (n=3,928) were: cannot find affordable housing (26%), loss of job (23%), and substance use (9%). Variables labeled as “YOUTH SPECIFIC” reflect data from youth only programming (such as runaway homeless youth or youth street outreach). “NULLS” reflect data not captured at program intake. Nulls are not included as “reported.” Null results for continuing clients are n=498, and for new clients, null results are n=1,650. It should be noted that this variable is based on the client’s perception of his or her primary reason for homelessness and is self-reported at program intake. Therefore, this variable is subject to the social desirability bias in which individuals tend to respond in ways that will be viewed favorably by others.

### New Head of Household

<table>
<thead>
<tr>
<th>Reason</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cannot find affordable housing</td>
<td>141</td>
</tr>
<tr>
<td>Eviction</td>
<td>114</td>
</tr>
<tr>
<td>Data not collected</td>
<td>236</td>
</tr>
<tr>
<td>Loss of job</td>
<td>38</td>
</tr>
<tr>
<td>Substance abuse</td>
<td>21</td>
</tr>
<tr>
<td>Mental health</td>
<td>25</td>
</tr>
<tr>
<td>Underemployment/low income</td>
<td>58</td>
</tr>
<tr>
<td>Fleeing domestic violence</td>
<td>65</td>
</tr>
<tr>
<td>Non-violent family confrontation</td>
<td>48</td>
</tr>
<tr>
<td>Criminal activity in past</td>
<td>16</td>
</tr>
<tr>
<td>Long-term medical condition</td>
<td>23</td>
</tr>
<tr>
<td>Unsafe housing/substandard housing</td>
<td>36</td>
</tr>
<tr>
<td>Relocation</td>
<td>38</td>
</tr>
<tr>
<td>Youth specific*</td>
<td>7</td>
</tr>
<tr>
<td>Discharge from jail</td>
<td>12</td>
</tr>
<tr>
<td>Health/safety</td>
<td></td>
</tr>
<tr>
<td>Discharge from hospital</td>
<td>2</td>
</tr>
<tr>
<td>Mortgage foreclosure</td>
<td>5</td>
</tr>
<tr>
<td>Utility shutoff</td>
<td>1</td>
</tr>
<tr>
<td>Loss of transportation</td>
<td>2</td>
</tr>
<tr>
<td>Loss of public assistance</td>
<td></td>
</tr>
<tr>
<td>Loss of child care</td>
<td></td>
</tr>
<tr>
<td>N/A</td>
<td></td>
</tr>
</tbody>
</table>

### Continuing Head of Household

<table>
<thead>
<tr>
<th>Reason</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cannot find affordable housing</td>
<td>409</td>
</tr>
<tr>
<td>Eviction</td>
<td>340</td>
</tr>
<tr>
<td>Data not collected</td>
<td>333</td>
</tr>
<tr>
<td>Loss of job</td>
<td>332</td>
</tr>
<tr>
<td>Substance abuse</td>
<td>229</td>
</tr>
<tr>
<td>Mental health</td>
<td>227</td>
</tr>
<tr>
<td>Underemployment/low income</td>
<td>220</td>
</tr>
<tr>
<td>Fleeing domestic violence</td>
<td>157</td>
</tr>
<tr>
<td>Non-violent family confrontation</td>
<td>140</td>
</tr>
<tr>
<td>Criminal activity in past</td>
<td>118</td>
</tr>
<tr>
<td>Long-term medical condition</td>
<td>99</td>
</tr>
<tr>
<td>Unsafe housing/substandard housing</td>
<td>67</td>
</tr>
<tr>
<td>Relocation</td>
<td>62</td>
</tr>
<tr>
<td>Youth specific*</td>
<td>61</td>
</tr>
<tr>
<td>Discharge from jail</td>
<td>54</td>
</tr>
<tr>
<td>Health/safety</td>
<td>52</td>
</tr>
<tr>
<td>Discharge from hospital</td>
<td>34</td>
</tr>
<tr>
<td>Mortgage foreclosure</td>
<td>18</td>
</tr>
<tr>
<td>Utility shutoff</td>
<td>17</td>
</tr>
<tr>
<td>Loss of transportation</td>
<td>12</td>
</tr>
<tr>
<td>Loss of public assistance</td>
<td>9</td>
</tr>
<tr>
<td>Loss of child care</td>
<td>4</td>
</tr>
<tr>
<td>N/A</td>
<td>1</td>
</tr>
</tbody>
</table>

*Runaway, parent relationship, aged out of foster care

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

---

2. Residence prior is not the residence where the client was staying prior to the current episode of homelessness. Rather, it is where they were staying prior to entering the program for which they are seeking services.
Demographics of Active Clients in KnoxHMIS in 2018

Ethnicity

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

Race

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

Ages

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

Source: KnoxHMIS Annual Report 2018

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

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

---


Learn more at www.knoxxmis.org | July 2019
Age Distribution of Active Clients in KnoxHMIS in 2018

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

17% of active clients report having a disability

Disability Types of Active Clients in KnoxHMIS 2018 shows the number of active clients with a reported disability. In 2018, 17% (n=1,617) of active clients reported having a disability, which is a 6% increase of disability reported in 2017 (n=1,005). This percentage is likely underreported due to updates in the 2014 HUD Data Standards that determine disability based on a series of assessment questions that indicate an "expected long-continued and indefinite duration" of the disability. When filtering for clients who report a disability status, but do not meet this additional HUD requirement, the number of active clients with a reported disability is 43% (n=3,920). The discrepancy is likely due to partner agency data quality issues regarding the definition of "disability." HUD also provides guidance that disability data is to be captured on all clients participating in HMIS, both adults and children under 18. It is likely that disability is further underreported because parents may be less likely to share the disability of children in the household. Further, disability data is typically captured during the client intake, when the client may not feel comfortable sharing disability information. It should be noted that a person can report more than one disability type, so disability counts will be greater than the total number of persons who reported a disability. It is also of interest that 54% (n=876) of all persons reporting a disability (n=1,617) diagnosis have health insurance, while 46% (n=741) do not have health insurance.

Source: KnoxHMIS Annual Report 2018
Health Insurance Types of Active Clients in 2018

22% of persons experiencing homelessness have insurance

- Medicaid: 53%
- Medicare: 19%
- State health insurance for adults: 9%
- Veteran administrative medical: 6%
- State children’s health insurance: 4%
- Private pay health insurance: 4%
- Employer-provided health insurance: 3%
- Other*: 2%

Percentages do not equal 100% because respondents could have multiple selections. (n=2,052)

*Other includes Other, COBRA, and Indian Health Services program

Source: KnoxHMIS Annual Report 2018

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

30% of heads of households report having income

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

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

Source: KnoxHMIS Annual Report 2018

- Earned Income (30%)
- SSI (26%)
- SSDI (20%)
- Retirement income from social security (5%)
- TANF (4%)
- Other (4%)
- Child support (4%)
- VA service connected disability compensation (2%)
- General assistance (1%)
- VA non-service connected disability pension (1%)
- Pension or retirement income from another job (1%)
- Unemployment Insurance (1%)

(n=2,769)
2018 Subpopulations of Active Clients

Six subpopulations (families, youth, veterans, chronically homeless, street homeless, and seniors) are included in the KnoxHMIS Annual Report because they are either a national or a local priority initiative. Addressing Street and Senior homelessness are local partner priorities. Ending family, youth, veteran, and chronic homelessness are national initiatives issued by the United States Interagency Council on Homelessness, Revising and Strengthening the Federal Strategic Plan to Prevent and End Homelessness5 (2017).

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

5 For more information, see the full United States Interagency Council on Homelessness, Home, Together at http://www.usich.gov/home-together
Summary — Subpopulations\textsuperscript{6} of Active Clients in KnoxHMIS in 2018

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

**Subpopulations of Active Clients 2018**

<table>
<thead>
<tr>
<th>Subpopulation</th>
<th>2017 (% of Active Clients)</th>
<th>2018 (% of Active Clients)</th>
<th>Year to Year % Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Individuals in Families</td>
<td>1,784 (641 families) 20%</td>
<td>2,246 (716 families) 25%</td>
<td>+5%</td>
</tr>
<tr>
<td>Youth</td>
<td>747 8%</td>
<td>815 9%</td>
<td>+1%</td>
</tr>
<tr>
<td>Veterans</td>
<td>799 9%</td>
<td>774 8%</td>
<td>-1%</td>
</tr>
<tr>
<td>Chronically Homeless</td>
<td>461 5%</td>
<td>627 7%</td>
<td>+2%</td>
</tr>
<tr>
<td>Street Homeless</td>
<td>1,421 16%</td>
<td>1,899 21%</td>
<td>+5%</td>
</tr>
<tr>
<td>Seniors</td>
<td>881 10%</td>
<td>995 11%</td>
<td>+1%</td>
</tr>
</tbody>
</table>

Source: KnoxHMIS Annual Report 2018

\textsuperscript{6}Subpopulations were determined by priority initiatives as designated by the U.S. Department of Housing and Urban Development, the Department of Veteran Affairs, Family and Youth Services Bureau, Knoxville City government, Knox County government, and KnoxHMIS partner agencies.
New client subpopulations\(^7\) comparison 2017 to 2018 shows the number of individuals categorized into subpopulations of those who were newly entered into KnoxHMIS between 2017 and 2018. It illustrates the growth rates among each of the subpopulations. Note that not all clients new to KnoxHMIS fall into one of these categories, and some clients may fall into more than one. Therefore, the total number of clients in this table for each year will not be equal to the total number of new clients added to KnoxHMIS for the same year.

### New client subpopulations comparison 2017 to 2018

<table>
<thead>
<tr>
<th>Subpopulation</th>
<th>2017 (n)</th>
<th>2018 (n)</th>
<th>Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Families</td>
<td>321</td>
<td>375</td>
<td>16.82%</td>
</tr>
<tr>
<td>Youth</td>
<td>417</td>
<td>397</td>
<td>-4.80%</td>
</tr>
<tr>
<td>Veterans</td>
<td>224</td>
<td>189</td>
<td>-15.63%</td>
</tr>
<tr>
<td>Chronically Homeless</td>
<td>143</td>
<td>193</td>
<td>36.36%</td>
</tr>
<tr>
<td>Street Homeless</td>
<td>642</td>
<td>763</td>
<td>18.85%</td>
</tr>
<tr>
<td>Seniors</td>
<td>229</td>
<td>258</td>
<td>12.66%</td>
</tr>
</tbody>
</table>

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

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

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

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

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

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

---

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

Homeless Subpopulations

**Family Characteristics**

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

716 total households

- **Most are literally homeless**
  - 65% living in places not meant for habitation or staying in emergency shelter
  - 13% not reporting their housing situation at intake
  - 22% at risk of losing their housing

- 3% of all families were chronically homeless

- **Leading reported causes of homelessness**
  - 20% could not find affordable housing
  - 14% were evicted
  - 13% fled from domestic violence

**Engagement with Agencies**

- **Continued** 51%
- **New** 49%

35% of all families engaged with family-specific agencies.

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

Learn more at www.knoxxmis.org | July 2019
Family Characteristics

This data is a summary of individuals in families.

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

More were white and not Hispanic

Most identified as female

Race:
- 51% White
- 44% Black

Ethnicity:
- 93% Non-Hispanic
- 4% Hispanic

Gender:
- 60% Female
- 38% Male
- 2% NULL

Families 5-year comparison

Individuals
- 2,621
- 2,626
- 2,382
- 1,784
- 2,246

Households
- 828
- 816
- 782
- 641
- 716

Learn more at www.knoxhmis.org | July 2019
Unaccompanied Youth Characteristics

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

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

Leading reported causes of homelessness

- 15% could not find affordable housing
- 9% experienced family conflict
- 7% were evicted

Housing Status

- 60% living in places not meant for habitation or staying in emergency shelter
- 25% at risk of losing their housing
- 15% not reporting their housing situation at intake

Duration in KnoxHMIS

- Less than 1 Year: 392 people
- 1 – 2 Years: 243 people
- 3 – 4: 76 people
- 5 – 6: 24 people
- 7 – 8: 24 people
- 9 – 10: 19 people
- 11 – 12: 12 people
- 13 – 14: 25 people

Housing Status

- 22% of homeless youth who are currently unaccompanied came directly from a homeless family situation, but only 3% were designated as chronically homeless.

Engagement with Agencies

- Continued: 51%
- New: 49%

35% of all youth engaged with youth-specific agencies.

Institutional Living

- No Institutional Living: 25%
- Foster Care only: 8%
- Both Foster Care and Juvenile Detention: 6%
- Juvenile Detention only: 6%
- Refused or data not entered: 55%

20% of all youth reported institutional living prior to experiencing homelessness.

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

Learn more at www.knoxxmis.org | July 2019
Unaccompanied Youth Characteristics

More identified as female

- 53% Female
- 46% Male
- < 1% Transgender
- < 1% NULL

Most youth were white and not Hispanic

- 54% White
- 8% Other*
- 37% Black

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

Unaccompanied Youth 5-year Comparison

Education

- 73% Graduated high school
- 12% Dropped out
- 8% Currently attending high school
- 4% Some post-secondary
- 2% GED
- 1% NULL

Learn more at www.knoxhmis.org | July 2019
Veteran Characteristics

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

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

Leading reported causes of homelessness

- 13% lost job
- 13% could not find affordable housing
- 12% were evicted

Housing Status

- 78% living in places not meant for habitation or staying in emergency shelter
- 16% at risk of losing their housing
- 6% are designated as chronically homeless

Engagement with services

- Continued 76%
- New 24%

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

**Veteran Characteristics**

Most identified as male

- **Gender**
  - 83% Male
  - 11% Female

Most were white and not Hispanic

- **Race**
  - 68% White
  - 29% Black
  - 3% Other

- **Ethnicity**
  - 98% Non-Hispanic
  - 2% Hispanic

**Age**

- Average: 54
- Mode: 63
- Standard Deviation: 13.15

**Information**

- Disability: 18%
- Insurance: 21%
- Experienced Domestic Violence: 7%
- Income: 27%
- Earned Income: 72%
- Veteran Connected Disability Compensation/Pension: 58%

**Veterans 5-year comparison**

- 2014: 1,207
- 2015: 1,062
- 2016: 1,053
- 2017: 799
- 2018: 774

Learn more at www.knoxhmis.org | July 2019
Chronic Homelessness Characteristics

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

627 / 9,183

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

Leading reported causes of homelessness

- 11% mental health
- 10% could not find affordable housing
- 8% lost job

Housing Status

- 89% homeless
- 11% are at-risk of losing their housing

Engagement

- Continued 67%
- New 33%

Age

- Average 48
- Mode 53
- Standard Deviation 11.96

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

- 48% SSI
- 35% SSDI
- 23% Earned income
- 16% Other income

Income: 5% Veteran Administration, 5% TANF, 3% Retirement, 1% Child Support

Percentages do not equal 100% because individuals may receive income in multiple categories.

Learn more at www.knoxhmis.org | July 2019
Chronic Homelessness Characteristics

Most identified as male

Gender: 65% Male
35% Female

Gender: 1% Transgender Female (male to female)

Most were white and not Hispanic

Race: 68% White
29% Black
3% Other

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

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

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

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

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

Chronic Homelessness 5-year Comparison
Street Homelessness Characteristics

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

1,899 / 9,183
(21% of all active KnoxHMIS clients served in 2018.)

Leading reported causes of homelessness

- 14% were evicted
- 13% could not find affordable housing
- 9% lost job

Engagement with services

<table>
<thead>
<tr>
<th>Continued</th>
<th>60%</th>
</tr>
</thead>
<tbody>
<tr>
<td>New</td>
<td>40%</td>
</tr>
</tbody>
</table>

45% of all street engaged with street-specific services.

Age

- 40 Average
- 51 Mode
- 16.75 Standard Deviation

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

39% report an income with earned income being the most common.

- 42% Earned income
- 29% SSI
- 21% SSDI
- 13% Other Income

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

Most identified as male

Gender: 59% Male, 41% Female

59% Male
41% Female

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

Most were white and not Hispanic

Race: 66% White, 32% Black, 2% Other

32% White
66% Black

Race: 1% American Indian or Alaska Native
Ethnicity: 97% Non-Hispanic, 2% Hispanic, 1% NULL

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

Disability: 14% Mental health problem, 11% Both alcohol and drug abuse, 6% Physical, 3% Chronic health condition

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

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

Street Homelessness 5-year Comparison

2014: 801
2015: 928
2016: 1,143
2017: 1,421
2018: 1,899

Learn more at www.knoxhmis.org | July 2019
Senior Characteristics

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

995 / 9,183

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

Leading reported causes of homelessness

15% could not find affordable housing
14% were evicted
12% Loss of job/income

Housing Status

76% living in places not meant for habitation or staying in emergency shelter
24% are designated as chronically homeless

Engagement with services

Continued 74%
New 26%
21% of all seniors engaged with senior-specific services.

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

80% report an income with the most common being SSI or SSDI.

33% SSI
27% SSDI
17% Retirement

Income: 8% Earned Income, 8% Other Income, 7% Veteran Administration
Percentages equal 100%, but do not equal 100%.
Some individuals may receive income in multiple categories.

Learn more at www.knoxhmis.org | July 2019
Senior Characteristics
Most identified as male

Gender
- 63% Male
- 37% Female

Age
- Average: 67
- Mode: 62
- Standard Deviation: 5.36

Most were white and not Hispanic

Race
- 71% White
- 24% Black
- 24% NULL

Ethnicity: 93% Non-Hispanic, 5% NULL, 2% Hispanic

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

- Physical: 340
- Mental health Problem: 224
- Chronic health condition: 81
- Alcohol abuse: 47
- Both alcohol and drug abuse: 28
- Developmental Drug abuse: 21
- Drug abuse: 20
- HIV/AIDS: 3

23% have insurance

Seniors 5-year comparison

Learn more at www.knoxxmis.org | July 2019
Case Collaboration and Performance Measures

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

---


Case managers in 2018 had...

9,183 total active clients

but only 10% of clients had case notes and each averaged 13 notes.

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

Source: KnoxHMIS Annual Report 2018

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

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

Source: KnoxHMIS Annual Report 2018

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

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

### 2018 Housing Outcomes by Program Type

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

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

### Housing Outcomes Year to Year

<table>
<thead>
<tr>
<th>Year</th>
<th>Total Exits</th>
<th>Positive Exits</th>
<th>Negative Exits</th>
</tr>
</thead>
<tbody>
<tr>
<td>2016</td>
<td>888</td>
<td>683 (Positive)</td>
<td>1975</td>
</tr>
<tr>
<td>2017</td>
<td>1,338</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2018</td>
<td>1,886</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Source: KnoxHMIS Annual Report 2018
In 2018, newly homeless individuals can expect...

52 days for the average time to housing, for Rapid Rehousing programs.

Or to stay in permanent housing for an average of 1,200 days.

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

2018 KnoxHMIS Housing Outcomes in Days

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

Source: KnoxHMIS Annual Report 2018
KnoxHMIS **data completeness** of Active Clients in 2018

**2018 KnoxHMIS Data Completeness (2010-2018)** displays the percentage of HUD required data elements that are completed on an annual basis. Data represented in this graph includes the HUD universal data elements for all entry/exit programs and excludes night-by-night shelter and service only programs. It is important to note that data quality from 2010-2013 is evaluated using the 2010 HUD Data Standards, whereas data quality for 2014-2016 uses the 2014 HUD Data Standards. 2017 data from January 1 to September 30, follows the 2014 HUD Data Standards. However, effective October 1, 2017, HUD issued version 1.3 of the Data Dictionary and Data Standards Manual. Therefore, data from October 1 to December 31, 2017 reflect versions 1.3 of the Data Dictionary and Data Standards Manual.\(^\text{12}\)

Additional Resources featuring KnoxHMIS Partner Data

Community Dashboard on homelessness

http://knoxhmis.org/dashboard/

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

Knox Housing Help

http://knoxhousinghelp.com/

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

National Alliance to End Homelessness: State of Homelessness Report 2019


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

CoC Housing Inventory Count (HIC) Reports


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

CoC Homeless Populations and Subpopulations Reports


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

National Summary System Performance Measures 2015 – 2017


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

Learn more at www.knoxhmis.org | July 2019
Thank you to our community partners for your relentless efforts to serve our most vulnerable neighbors.