

Anacortes Family Center

End of Year Evaluation Report – Calendar Year 2023

I. Purpose

The purpose of this evaluation report is to provide a review of the Anacortes Family Center (AFC) Emergency Shelter program for the calendar year 2023. The program is evaluated in terms of the achievement of AFC's mission and goals.

- The mission of the Anacortes Family Center's Emergency Shelter is "to serve homeless women, children, and families in crisis by providing shelter in addition to transformational services to achieve long lasting personal success and self-sufficiency."
- The primary goal of the Anacortes Family Center's Emergency Shelter is to assist clients to achieve self-sufficiency by the conclusion of their participation in the program.

II. Methodology

In partnership with staff at the Anacortes Family Center, the author examined confidential case files to obtain information regarding the clients served in 2023. The information was obtained for the purpose of analysis in this review. The author gathered information from the following categories: client demographics, homelessness history, domestic violence victimization, disabilities and health conditions, criminal history, employment and income, obstacles faced, services provided, reason for leaving the program, and destination when exiting the program.

This year we added additional insights around housing placement outcomes in Skagit and surrounding counties, as well as noting clients that were housed in the AFC's Family Transformation Center, The Landing Apartments, and The Launch Apartments after exiting AFC's Emergency Shelter.

The case files for each household contained additional, detailed case management information that was not used for the purpose of this evaluation.

The records reviewed were from clients that exited the Emergency Shelter program in the calendar year 2023. Please note that this includes clients that began services in 2022 but exited the program in 2023 and excludes clients that began services in 2023 but did not exit the program by December 31, 2023.

III. Summary and Highlights

- Fifty families comprised of 61 adults and 99 children for a total of 160 clients were served.
- Compared to 2022, we served the same number of adults, but children we served increased by 50%.
- 10,625 safe bed nights were provided to our families.
 - *# of family members x length of stay, or*
 - *2 family members x 70-day stay = 140 safe bed nights for that family*
- 90% of all households successfully completed the program.

Anacortes Family Center

End of Year Evaluation Report – Calendar Year 2023

- Average Length of Stay was 65 days.
- 84% of families remained in Skagit County after exiting AFC's Emergency Shelter
- 49% of families exiting the AFC's Emergency Shelter with a successful outcome received permanent housing at one of AFC's three housing facilities.
- 70% of clients reported being diagnosed with a mental health condition.
- 34% of families were actively fleeing domestic violence, including 27% of all children.
- 16% of families had five or more household members, including two families with seven and one family with eight.
- Households earning <30% AMI was reduced from 80% at program entry to 32% when leaving the program and average household income increased by 54.5%.

IV. Detailed Findings

A. Demographics

In 2023, the Anacortes Family center served 160 individual clients from 50 total households. Compared to 2022, we served the same number of adults, but the children we served was up 50% from 66 in 2022 to 99 in 2023.

- 61 adults and 99 children were served.
- Adult clients were made up of 46 women (75%) and 15 men (25%).
- 62% of all clients were children under 18 years old.
- Average age of adult clients was 32 years old and for children it was 7 years old with children ranging from 4 months old to 17 years old.
- Five (5) households with babies under 1 year old.
- Seven (7) families with five (5) or more household members

The head of household for the 50 families identified the family race/ethnicity.

- White - 64%
- Hispanic – 12%
- Native American – 12%
- Mixed Race – 4%
- African American/Black – 4%
- Pacific Islander – 2%
- Did not Disclose – 2%

The households were comprised of single females with children, two adult households with children, single females, single males with children, and a single male.

- Single parent households - 72%
 - Single females with children – 35 families
 - Single males with children – 1 family
- Two partner households – 20%
 - 10 families

Anacortes Family Center End of Year Evaluation Report – Calendar Year 2023

- Single adults – 8%
 - Single females – 3
 - Single male – 1

Four (4) clients were pregnant upon entering the program or were known to be pregnant during their stay at the Emergency Shelter. Two (2) clients were considered high risk pregnancies.

Nine (9) families or 18% of families with children reported involvement with CPS within six months of entering the Emergency Shelter.

A vulnerability score is calculated for each client upon completion of the coordinated entry process paperwork. The vulnerability score allows housing programs to prioritize the most vulnerable clients.

- The average vulnerability score for the clients that entered the Emergency Shelter program in 2023 was 16. The scores ranged from six to 25.

B. Homelessness

Every client household was considered homeless upon application to the Emergency Shelter program. Forty (40) or 80% of families were currently unsheltered when they entered the program, meaning they were either living completely unsheltered outside or living in a place not suitable for habitation (tent, car, etc.).

The families not considered “currently unsheltered” were in temporary shelter situations (other homeless shelter, staying in a motel/hotel through a voucher program, etc.)

Many of our families have faced chronic homelessness, defined as continually homeless for one year or longer, or four more instances of homelessness in the last three years that equate to one year or more of homelessness. Forty-six percent (46%) of households fell into this category and of all households 34% experienced homelessness under 18 years old. Thirty-five percent (35%) of those experiencing homelessness under 18 years old also report chronic homelessness as adults.

Previous evictions history is a major barrier to securing permanent housing and 20% of our households have experienced this in their past. This is one of the many barriers we address in our required Rent Ready program.

AFC assists clients to combat the barriers to housing they are facing through the “Rent Ready” program. This program is designed to prepare clients to secure housing upon completion of the program and development of a housing resume. It includes budgeting lessons, identifying challenges, competing and follow up on housing applications, how to read lease agreements, the move in and out process, and how to be a good neighbor.

The Rent Ready program was completed by 100% of our families in the program. When clients complete the program, they will have a housing portfolio including a rental resume, letter of

Anacortes Family Center

End of Year Evaluation Report – Calendar Year 2023

explanation, proof of ability to pay, reference letters, roommate and pet information, proof of renter's insurance, and the rent ready certificate.

C. Domestic Violence

Domestic violence impacted 70% of our households in their lifetime and 34% were currently fleeing domestic violence when entering the program. There were 27 children from 15 families fleeing domestic violence with their primary parent/guardian. There were two single women also fleeing.

D. Disabilities and Health Conditions

Just over half, or 54%, of our families reported physical or developmental disabilities, and of those 27 families 78% report their disability affects opportunities to secure and maintain housing.

- 34 households or 68% of all families said they had sought or received mental health services in the past and had been diagnosed with a mental health condition by a professional.
- 14 clients or 28% reported they were in recovery from substance use, and only three (3) clients disclosed they were currently receiving treatment.
- Clients reported they were actively in treatment programs at Ideal Options, Digwalie, and IOP Catholic Community Services

E. Criminal Behavior

A client with a criminal background can face additional barriers to obtaining long term housing due to the application requirements for subsidized housing. All clients applying for public housing assistance will undergo a background check, and some felonies can disqualify an individual from assistance.

- 26% of families disclosed an adult member had been arrested, charged, or convicted of a misdemeanor crime.
- 14% disclosed having been arrested, charged, or convicted of a felony crime.

F. Employment, Income, and Budgeting

While enrolled in the Emergency Shelter program, clients are provided with rigorous case management. The case manager and other staff members work together to provide clients with the tools they need to obtain and maintain employment, and to better manage the family's finances. Weekly required Life Skills classes reinforce our Case Management support.

The AFC program emphasizes securing employment while in the program because stable employment means stable income, which leads to secure housing.

Upon entering the program:

Anacortes Family Center End of Year Evaluation Report – Calendar Year 2023

- 56% of all adult clients and partners were working upon entering the Emergency Shelter and were earning a monthly average income of \$1,733 primarily from earned income through hourly wages. Additional income was reported from the following sources in order of frequency: TANF (11), Child Support (8), and SSDI (3). SSI, General Assistance, and Social Security Retirement Income were each reported by one family, and five (5) families did not report any income.
- 62% of primary heads of households were actively employed and working an average of 33 hours per week.
- Only 27% of partners were employed, and they contributed an average of 30 hours per week to their households.

At the conclusion of the program:

- 83% of all adult clients and partners were actively employed and total income from all income sources was \$2,660 per month, or an increase of 54.5%
- 90% of primary heads of households were actively employed and worked an average of 32 hours per week.
- 44% of partners in the household were employed and worked an average of 35 hours per week.
- Two (2) families did not report any income and four (4) others reported under \$1,000/month.

Household income was assessed to determine if the family was below the poverty level, or less than 30% of the Area Median Income (AMI). See table below for reference.

- At enrollment, 80% of households (40 families) earned less than 30% AMI and upon exit only 32% of households (16 families) earned less than 30% AMI.

Household Income < 30% Area Median Income (AMI)								
HH Size	1	2	3	4	5	6	7	8
Income	17,300	19,800	22,250	26,500	31,040	35,580	40,120	44,460
Monthly	1,442	1,650	1,855	2,208	2,587	2,965	3,343	3,722

G. Client Identified Obstacles at Enrollment and Exit

Upon enrollment in the program, clients were given a list of barriers and topics they would like to learn more about. The following table identifies the options and percentage of families that selected each item.

Barriers We Face	% of Families	Things to Learn More About	% of Families
Poor or No Credit History	64%	Self-Care	44%
Single Parent Household	58%	Confidence Building	42%
Debt	48%	Setting Boundaries	42%
Insufficient or No Income	46%	Parenting Skills	40%
Insufficient Savings	46%	Grief & Loss	38%

Anacortes Family Center
End of Year Evaluation Report – Calendar Year 2023

No Rental History	34%	Organization	32%
Large Family (3+ children)	30%	Problem Solving	32%
Sporadic Employment History	26%	Communication	30%
Evictions	20%	Conflict Resolution	28%
No High School Diploma	20%	Stress Management	26%
Chronic Homelessness	20%	Decision Making	24%
Family Member with Mild to Severe Behavioral Issues	20%	Anger Management	18%
Fleeing Abuser/Domestic Violence	20%	Sobriety	10%
Garnishment, Back Child Support, IRS, etc.	12%	Relationships	10%
Criminal History	12%		
Substance Abuse Past 2 Years	1%		

Upon exit from the Emergency Shelter, clients identified were asked which service and Life Skills classes best assisted them while participating in the program.

Services Provided to You that were Helpful	% of Families	Life Skills Classes Most Helpful	% of Families
Savings Plan	76%	Rent Ready Curriculum	60%
Case Management	76%	Organization & Time Management	52%
Rent Ready Certificate	74%	Parenting with Positive Discipline	38%
Letters of Explanation	74%	Making Healthy Decisions	34%
Budgeting	72%	Anacortes Housing Authority	32%
Rental Reference	68%	Health Relationships, Boundaries, Confidence Building	32%
Employment Seeking Skills	66%	Overcoming Negative Self-Talk	30%
Other: Rapid Rehousing	24%	Property Management	28%
Other: EHV Voucher/Section 8 Assistance	16%	Employment Related Life Skills	20%
		Stress Reduction	20%
		Grief and Loss	20%
		ACES – Effects on our Health	18%
		Healthy Cooking on a Budget	14%
		Family Health & Wellness	12%
		Did not Respond.	14%

H. Service Providers

Anacortes Family Center End of Year Evaluation Report – Calendar Year 2023

A feature of the Emergency Shelter program is providing service referrals to additional providers in the area that can support clients participating in the program. Twenty-Seven (27) households reported using referrals to our partners in the following categories:

Chemical Dependency & Mental Health	#	Housing Resources	#	Social Services	#
Catholic Community Services	5	Skagit Housing Authority	10	Work Source	1
Compass Health	4	Other: Jennifer Paddock	2	Child Protective Services (CPS)	5
Other: Lifeline	2	Other: EVV Voucher	2	DVSAS	2
Other: Smokey Point Behavioral Hospital	1	Other: Sedro Wooley Housing Authority	1	SCCA: Community Job	1
		Other: Opportunity Council PSE	1		
		Other: Family Promise (move in cost)	1		

I. Reasons for Leaving Program

When each household exits the Emergency Shelter program, the case manager categorizes how the client leaves the program. The reasons are broken down into the following categories: completed program, non-compliance with program, needs could not be met by the program, disagreement with rules/program, criminal activity/destruction of property, unknown/disappeared, or other.

- Ninety percent (90%) of households successfully completed the program. ***This is our highest percentage of successful program completion since we started recording the data!***
- Ten percent (10%) or five families left the program due to non-compliance or had needs that could not be met through the program.

J. Destinations by Outcome

The case manager recorded the destination of the household at the time of exit in addition to the reason for leaving the program.

Positive Outcomes (45 Families)	%	Negative Outcomes (5 Families)	%
Rental by Client	87%	Emergency Shelter, Hotel, or RHY Funded Host Home	80%

Anacortes Family Center End of Year Evaluation Report – Calendar Year 2023

Staying/Living with Family Permanently	7%	Hospital, Crisis Center, or Detox Center	20%
Staying/Living with Friends Permanently	2%		
Permanent Housing Other than RRH	2%		
Owned by Client	2%		

K. Destinations for Families

We also tracked the geographic and physical locations of our families' destinations upon exit.

84% of all clients remained in Skagit County while 16% departed to other counties in Washington and the State of Arizona:

- Snohomish County – 3 families – 6%
- Island County – 2 families – 4%
- Whatcom County – 1 family – 2%
- Benton County – 1 family – 2%
- Arizona – 1 family – 2%

With the growth of our AFC housing facilities, we were able to house 49% of the 45 families who successfully completed the Emergency Shelter Program in an AFC facility:

- Family Transformational Center – 11 families or 24%
- The Landing Apartments – 8 families or 18%
- The Launch Apartments – 3 families or 7%

IV. Accolades and Gratitude for AFC and our staff!

1. Everything was accessible and all I had to do was ask and it was given.
2. This program saved my life and gave us hope for a brighter future.
3. Rachel is amazing! Also all of the other staff including Karen, Danielle, Nina, Kate, and Pat.
4. Everyone was very helpful, I am grateful!
5. Great place, wonderful case manager, very helpful
6. Just wanted to add how grateful I am of AFC being thorough, you guys did great assisting me in many different ways.
7. Lots of resources and the staff helped in every way possible! This program has helped our family tremendously!
8. Rachel, Nina, and Ashley show great understanding and compassion.
9. Found a safe place to be with my daughter and I appreciated all the resources provided.
10. Thank you all for everything. We wish you all the best and can't wait to see what's next!
11. Amazed that the program provides basic necessity resources for every day life. Thank you. It allows one to save for upcoming rent months.

Anacortes Family Center
End of Year Evaluation Report – Calendar Year 2023

12. Everyone was very welcoming, supportive, and so helpful in every way. I appreciated all the volunteers for classes too.
13. I feel every time I reached out for help, the assistance needed was given.
14. Thank you for all the help and guidance given while here. Mentally and physically my family is doing much better since the start of our move in.
15. Rachel is the greatest! I love you AFC!
16. I'm appreciative of all the staff at AFC, without this program, I wouldn't have been able to overcome homelessness.
17. There were plenty of resources offered and I gratefully appreciated them!
18. Thank you AFC and Rachel for taking me from the gutter of homelessness to being the queen of my own castle. You and your crew, especially Lissa, gave me back my self-esteem and confidence I had lost and you made my first ever Christmas without my kids completely bearable and not at all sad, lonely, or depressing. Bless You!
19. Awesome program that helped me get where I could be stable.