

# Anacortes Family Center

## End of Year Evaluation Report – Calendar Year 2022

### 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 2022. 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 2022. 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. 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 2022. Please note that this includes clients that began services in 2021 but exited the program in 2022 and excludes clients that began services in 2022 but did not exit the program by December 31, 2022.

All decimals were rounded to the nearest whole number. Due to this estimate, every grouping may not equal out to 100% exactly.

### III. Findings

The following findings are organized into the aforementioned specific categories for review.

#### A. Demographics

In 2022, the Anacortes Family center served one hundred and twenty-seven (127) individual clients from forty-six total (46) households.

- Sixty-one (61) adults and sixty-six (66) children were served
- Adult clients were made up of thirty-nine (39) women and twenty-two (22) men
- In total, 31% of clients were women, 17% of clients were men, and 61% of clients were children.
- The average age of adult clients was thirty-five (35) years old and for children it was six and a half (6.5) years old
- The average length of stay was sixty-two (62) days
  - Four (4) family units stayed under ten (10) days
    - All four (4) families were single adults; three (3) female and one (1) male
    - Two (2) family units had one (1) child and the other two (2) were single adults
  - Six family units stayed over ninety (90) days

- The longest stay was one hundred forty-seven (147) days for a sixty-six (66) year old single female with no children
- Two (2) were single male family units responsible for nine (9) children; four (4) in one family unit (120 days) and five (5) in the other family (128 days)

The head of household for the forty-six (46) families identified the family race/ethnicity.

- Sixty-three percent (63%) of families identified as White Non-Hispanic
- Thirteen percent (13%) of families identified as Hispanic
- Thirteen percent (13%) of families identified as Black
- Four percent (4%) of families identified as Non-Native White
- Two percent (2%) of families identified as mixed race
- Five percent (5%) did not indicate their race/ethnicity

The households were comprised of two adults with child(ren), single women with child(ren), single women without children, single men with children, and two adults without children.

- There were fifteen (15) families comprised of two adults and children or 33%
  - There were no two adult households without children
- Thirty-one (31) single adult households or 67%
  - Fifteen (15) single women with children or 48%
  - Eleven (11) single women without children or 35%
  - Five (5) single men with children or 16%

There were four (4) women who were pregnant when they entered the program.

Seven (7) of the families, or 26%, with children reported involvement with CPS in the last six months.

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 participated in the Emergency Shelter program at the Anacortes Family Center in 2022 was fifteen (15). The scores ranged from five (5) to twenty-eight (28).

## **B. Homelessness**

Every client household was considered literally homeless upon application to the Emergency Shelter program. Thirty-five (35) families were currently unsheltered, 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 generally in temporary shelter situations (other homeless shelter, staying in a motel/hotel through a voucher program, etc.)

Forty-one percent (41%) of the families were considered chronically homeless. Chronic homelessness in this context is 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.

Further questioning determined that fifteen (15) families, or 34%, had an adult in their household that experienced childhood homelessness (individuals were homeless before the age of 18).

Eleven (11) families, or 25%, had some history of eviction from housing in the past.

## **C. Domestic Violence**

Sixty-six percent (66%) of clients identified as victims of domestic violence at some point in their lifetime and thirty-one percent (31%) were actively fleeing domestic violence when they applied through the coordinated entry program for shelter.

#### **D. Disabilities and Health Conditions**

Thirty-six percent (36%) or sixteen individuals reported physical or developmental disabilities.

- Of those with physical or developmental disabilities, eleven (11), or 69%, indicated that their disability has affected their ability to secure housing.
- Thirty-two percent (32%) of families had an individual who had a chronic health condition that may impact or had impacted their ability to find housing in the past.

Forty-three (43) households stated that they had sought or received mental health care in the past.

- Fifty-nine percent (59%) of clients had been diagnosed with a mental health condition by a professional.
- Twenty-eight (28) clients were in need of mental health services at the time of their application.
- Seventeen (17) clients reported that they were in recovery from substance use, and eight (8) disclosed that they were currently receiving treatment for their substance use.
- Seventeen (17) of thirty-eight (38) of households disclosed they were referred to and participated in mental health services during their time in the program.

#### **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.

- Nineteen (19) or forty-three percent (43%) of those disclosing, reported they had been arrested, charged, or convicted of a misdemeanor crime.
- Ten (10) or 23% of those disclosing reported that they had 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.

The Anacortes Family Center's program emphasizes securing employment while in the program because stable employment means stable income, which leads to secure housing. In addition to Case Management, there are three additional programming areas to support our client's success: 1) Rent Ready Program, United Way's Financial People Project, and 3) Weekly Life Skills Classes. All of these programming areas receive college credits from Skagit Valley College.

The **Rent Ready Program** is designed to prepare clients to secure housing upon completion of the program. It includes lessons on budgeting, identifying challenges, completing, and following up on housing applications, understanding lease agreements, the move in/out process, and how to be a good neighbor.

Participants create a housing portfolio including a rental resume, letters of explanation, proof of ability to pay, letters of reference, roommate and pet information, proof of renter's insurance, and the Rent Ready Program certificate of completion.

- Thirty-six (36) households and fifty-five (55) individuals completed the program and received certificates for their housing portfolio
- Ten (10) households left AFC within the first few weeks of the program and/or left in the first few months of 2022 when this question was not on our Exit Survey
- 55 individual clients received one (1) college credit!

To assist with maintaining financial stability, the Anacortes Family Center partners with United Way to deliver their **Financial People Project** to our clients. This is a seven (7) week peer led project focusing on financial education with classes on budgeting, debt reduction, bank services and checking accounts, credit, loans, and savings for retirement and education.

- Ten (10) families completed the Financial People program in 2022
- 10 individual clients received one (1) college credit!

AFC holds mandatory weekly **Life Skills Classes** covering topics that support employment, housing, and financial objectives, as well as topics around parenting, relationships, cooking, and organizing. See the full list of classes offered in Section G. Obstacles at Enrollment and Exit.

- 48 individual clients received one (1) college credit!

## **Employment, Income, and AMI Results**

Upon entering the program:

- There were 28 total working adults with an average total income from \*all sources were \$2,118 per month
- Fifty-three (53%) of primary head of households were actively employed and working an average of 30 hours per week
- Five (5), or 33%, of the fifteen (15) partners or second adult in the household were employed and working an average of 36 hours per week

At the conclusion of the program:

- Forty-six (46) or 75% of all adults were actively employed and total income from \*all sources increased by 30% to an average of \$3,037 per month
- Seventy-eight percent (78%) of primary head of households were actively employed and working an average of 35 hours per week
- Ten (10), or 67%, of the fifteen partners or second adult in the household were employed and working an average of 31 hours per week
- Four (4) families did not report any income.

\*Clients provided data on the following sources of income: earned income, unemployment insurance, supplemental security income, social security disability income, veterans' disability payment, private disability insurance, workers compensation, TANF, general assistance, social security retirement income, veterans pension, pension from a former job, child support, alimony or other spousal support, other income sources.

The household's income was also assessed to determine if it was below the poverty level, or less than 30% of the Area Median Income (AMI). See table below for reference.

- At enrollment, thirty-six (36), or 82%, of households earned less than 30% AMI and upon exit nineteen (19) families or 41% earned less than 30% AMI.
  - Seventeen (17) families moved out of poverty level incomes
  - 59% of families exited the AFC program above poverty level compared to eighty-two percent (82%) of families entering AFC under poverty levels

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

At the time of enrollment, clients were asked to identify the barriers they were currently facing from the following list: no rental history, eviction(s), large family (3+ children), single parent household, head of household under 18, sporadic employment history, no high school diploma or GED, insufficient or no income, insufficient savings, no or poor credit history, debt, garnishments (from unemployment, back child support, IRS, other agencies), repeated or chronic homelessness, recent history (past 2 years) or substance abuse or actively using drugs or alcohol, recent (past 7 years) criminal history, adult or child with mild to severe behavioral problems, history of abuse and/or battery but abuser not in the unit, recent or current abuse and/or battering (currently fleeing abuser).

Upon exit from the Emergency Shelter, clients identified the services that best assisted them while participating in the program from the following list: rental reference, budgeting, savings plan, rent ready certificate, letters of explanation, employment seeking skills, case management, community resources, or other.

ENROLLMENT SURVEY Barriers to Success	% of Frequency	EXIT SURVEY Services and Life Skills Classes to Overcome Barriers	% of Frequency
Debt	88.37%	Case Management	97.56%
No or poor credit	69.77%	Rent Ready Certificate	92.68%
Single Parent	53.49%	Letters of Explanation	85.37%
Insufficient Income	53.49%	Budgeting	82.93%
Garnishment	48.84%	Rental Reference	78.05%
No Rental History	37.21%	Savings Plan	73.17%
Sporadic Employment	37.21%	Rent Ready Curriculum	73.17%
Recent Substance Abuse	37.21%	Community Resources	60.98%
3+ Children	34.88%	Employment Skills	46.34%
No High School/GED	30.23%	Getting Organized	39.02%
Evictions	25.58%	Property Management	31.71%
History of DV	25.58%	Other	26.83%
Criminal History	23.26%	ACES - Affects on our Health	26.83%
Chronic Homelessness	18.60%	Healthy Cooking on a Budget	21.95%
Recent DV	13.95%	Overcoming Negative Self Talk	21.95%
HH <18	2.33%	Parenting with Positive Discipline	19.51%
		Anacortes Housing Authority	17.07%
		Employment Related Life Skills	17.07%
		Making Healthy Decisions	17.07%
		Healthy Relationships	12.20%
		Grief	7.32%
		Family Health and Wellness	4.88%

### H. Service Referrals Outside of AFC

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. Thirty-one (31) households took advantage of the referral to service providers and fifteen (15) families did not mark any responses.

ENROLLMENT SURVEY Barriers to Success	Referral Frequency
<b>Chemical Dependency and Mental Health</b>	
Catholic Community Services	9
Compass Health	4
Other: Jennifer Paddock (2) and Ella (2)	4
didgwallic	2
Phoenix Recovery	0
Reach Center	0
Skagit Crisis Center	0
<b>Housing</b>	
Friendship House	5
Anacortes Housing Authority	5
Skagit Housing Authority	3
Other: Family Promise	2
NWYS	2
SCCAA Housing	1
Oasis Teen Center	0
<b>Social Service Agencies</b>	
CPS	4
DVSAS	2
Other: Food Donations	1
Tierra Nueva Faith House	0
Work Source	0
Salvation Army	0
SCAA Community Job	0

### I. Outcome of Family Exits

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.

- Eighty-four (84%) of households successfully completed the program
- Sixteen (16%) left the program due to non-compliance with the program or had needs that could not be met through the program

### J. Destinations for Families

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

Exit Destinations	Referral Frequency	% of Frequency
<b>Positive Outcomes</b>		
Rental By Client	32	89%
Permanent Housing other than RRH	4	11%
<b>Negative Outcomes</b>		
Emergency Shelter, Hotel, RHY - funded by host home	1	10%
Unknown Destination	9	90%

#### IV. Summary and Analysis

- Eighty-four (84%) of households successfully completed the program
- AFC served Forty-six (46) families comprised of (61) adults and sixty-six (66) children
- Sixty-six percent (66%) of clients identified as victims of domestic violence and thirty-one percent (31%) were actively fleeing domestic violence
- Fifty-nine percent (59%) of clients had been diagnosed with a mental health condition
- 75% of all adults were actively employed at the end of the program, compared to 60% upon entering the program
- Total income from all sources increased by 30% at program exit to an average of \$3,037 per month per family reporting income
- 59% of families exited the AFC program above poverty level compared to eighty-two percent (82%) of families entering AFC under poverty levels
- The average length of stay was sixty-two (62) days
  - Six family units stayed more than ninety (90) days
  - The longest stay was a sixty-six (66) year old single female with no children

#### V. What Exiting Clients has to Say about AFC

1. Thank you to everyone for their work to help clients here achieve their goals and secure housing.
2. Access to resources and a safe, comfortable housing space has been amazing.
3. Weekly survey/check in to rate client's well-being, stress level, feeling of accomplishments were things I appreciated.
4. AFC gave me all the resources I needed and then some!
5. All staff are helpful, wonderful people and I couldn't ask for any better!
6. Ya'll have been wonderful!
7. Rent ready was pretty good to use because of the budgeting and all that stuff!
8. AFC is a wonderful life changing program.
9. I'm forever grateful for everything you and your staff has provided, offered, and guided me with. You guys are amazing!
10. AFC has been 100% a blessing. Case Management has been so helpful for me.
11. I just want to thank everyone for the support because the housing market has been really hard, and I didn't know where we were gonna end up. I am really happy about being able to stay in TB until we found the perfect place that I can afford.
12. I really appreciated all the help and having a stable place to stay.
13. Thank you all so much. I know things got a little crazy and I back tracked, but you never gave up on me, even when I thought I was kinda falling. I wouldn't have been able to get the rental without the help of Karen, the financial classes, case management. People need to know the process WORKS!
14. Anytime we needed anything, staff made it happen
15. Thank you so much for helping us save money and helping us get into housing.
16. AFC really changed our lives for our family!
17. I would recommend this program to anyone. I got a lot out of the program
18. This is a wonderful program and has been very helpful in saving money and finding work

19. You guys are so amazing!
20. Thank you for helping me get my self-confidence and value back.
21. I couldn't have done it without your support
22. Multiple comments that just say “Ella” 😊
23. This program was more than I could have asked. I received many resources from shelter to food and clothing for my kids.
24. Thank you to all the incredible staff!
25. I think this program is very helpful. It gave me a chance.

Updated for 2022 by Heather Rudolph