

CHAPTER 16

SERVICE NEEDS—THE VIEWS OF PROGRAM STAFF

Highlights: Service Needs—The Views of Program Staff

- For 59 distinct services clustered into ten groups (e.g., case management, life skills, housing, employment, health care), program staff described their clients' level of need for the service, the probability of getting that need met, and where the relevant service was offered.
- Program respondents identified only 3 individual services they believe are needed by all or most of their homeless clients. These services are needs assessment, development of individual goals and service plans, and assistance in obtaining food.
- 13 other individual services have scores indicating that “some” or “most” homeless clients needed them. These services are concentrated in five of the major service groups—life skills, case management, housing, employment, and general health care.
- For many services, a significant share of program respondents feel they do not know enough about their clients to estimate need. These “don't know” responses occur disproportionately for certain types of services. In particular, they are high for education, general health care, substance abuse services, and mental health services, and are more likely to occur among representatives of programs such as the food programs that have less opportunity to get to know their clients in depth.
- The basic patterns of perceived need for services do not vary greatly as a consequence of the type of program the respondent represents, nor does a program's location in a central city, suburban/urban fringe, or rural area affect these patterns much.
- Only four individual service needs—assistance in obtaining food, needs assessment, assistance in obtaining clothing, and referral or assistance with entitlements—are perceived as well-satisfied. Other service needs were perceived as being met only usually or sometimes.

INTRODUCTION

The federal agencies that sponsored this study were particularly concerned to identify the need of homeless clients for services to address a wide variety of issues in their lives. Because the initial telephone contacts with program staff had to be limited to obtaining only basic program information, a decision was made to use a mail survey to collect data about service needs.

The mail survey was designed to learn as much as possible about program staff perceptions of client need and whether that need is being met. The results of the mail survey can help to

identify gaps in networks of services and areas where services appear to be adequate. They can also identify issues that program staff feel affect very high proportions of homeless individuals and families, and issues that appear to be of relatively minor importance for planning because they affect very few people.

This chapter presents results from the mail survey.¹ The survey gathered program staff perceptions of client needs for 59 specific services. Program staff who reported that their homeless clients need a service were then asked to report whether the homeless clients who need a service receive it, and who provides the service that meets the need. The discussion in this chapter follows that general order.

The 59 specific services forming the core of the mail survey inquiry are clustered into ten groups, as shown in table 16.1. The first group contains only food and clothing. Remaining groups cover service needs in the areas of life skills, case management, housing services, education (for children and adults), employment and/or training, general health care, substance abuse services, mental health services, and other services (child care, domestic violence counseling, legal assistance, and special services for veterans). In addition, representatives of all programs were asked whether they provide transportation to services not offered at the program location itself. Programs offering shelter or housing services were also asked about the maximum number of people they are able to serve and the average number they do serve in each season, and their perceptions of the destinations of homeless clients leaving their shelter/housing program. Analyses of answers to these questions are also presented.

PROGRAM STAFF ESTIMATES OF SERVICE NEED

Gaining an understanding of the service needs of homeless clients was a major focus of the mail survey. The survey started with an inquiry into client need for services, as perceived by the staff of programs they attend. To obtain an estimate from program staff of how many homeless clients

¹ The information reported in this chapter comes from surveys mailed to the programs identified as serving homeless people during the initial list building and provider identification procedures for each primary sampling area (described in Chapter 2). Programs identified by these procedures as of March 31, 1996 were sent a mail survey and asked to complete it in two weeks. However, the actual period of data collection lasted more than six months, from April 15, 1996 to October 31, 1996, and the few surveys received after that time were also included in the data set. This length of time was necessary because extensive mail and telephone follow-up were required to obtain adequate response rates. The Census Bureau ultimately achieved an overall response rate of about 70 percent for programs that received a mail survey, were active at the time they received the survey, and were in fact the program identified through the telephone procedures. Response rates varied by type of program and by the number of programs at a service location. The more programs, above five, that share a given service location, the less likely it was that a mail survey was completed for additional programs. In addition, response rates varied by program type. Food programs and certain types of other programs were the least likely to complete a mail survey; health programs unattached to shelter/housing programs or soup kitchens were the most likely to complete one, and the remaining program types were in between. The data reported in this chapter have been weighted to represent all programs in the United States similar to those covered by NSHAPC.

Table 16.1
Services Included on the NSHAPC Mail Survey

<p>Basic Needs Food (prepared meals or food supplies) Clothing</p> <p>Life Skills Services Money management or budgeting Household skills—cooking, cleaning, maintenance Personal relations counseling—conflict resolution Parenting training</p> <p>Case Management Services Needs assessment Development of individual goals and service plans Referral or assistance with entitlements Follow-up after client leaves</p> <p>Housing Services Locating housing Applying for subsidized housing Financial assistance with rent and/or utilities Assistance with landlord/tenant relations</p> <p>Education Services Help children enroll in school Head Start Other early childhood education Tutoring for school children English as a Second Language courses GED courses Family literacy services Basic literacy training Basic skills training/adult education courses</p> <p>Employment Services Assessment of job skills Job finding/retention skills Job referral or placement Training for specific jobs Vocational rehabilitation Placement in volunteer jobs</p>	<p>General Health Care Health care assessment/health history Primary care—physical exam, etc. Acute care Prenatal care Immunizations TB testing TB treatment Dental care Hospice care General health education</p> <p>Substance Abuse Services Alcohol/drug testing Clinical assessment for alcohol or other drugs Detoxification Outpatient treatment Residential treatment Alcoholics/Cocaine/Narcotics Anonymous Substance abuse education</p> <p>Mental Health Services Mental health assessment Medication administration/monitoring Crisis intervention Outpatient therapy/counseling Inpatient and/or residential treatment Peer group/self-help (other than AA/NA/CA) Mental health education</p> <p>Other Services Child care Domestic violence counseling Legal assistance Veteran’s special services</p> <p>HIV/AIDS Services* HIV/AIDS treatment services HIV/AIDS prevention and/or education</p>
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* HIV-related services are listed separately, although they were asked under “General Health Care.”

need each service, the survey asked program directors to answer the following question about the first two services, food and clothing:

Please consider your current clients in your type of program who are homeless. How many of these clients need *assistance from you or others in obtaining (food/clothing)*? (*emphasis added*)

For the remaining 57 individual services, program directors were asked a slightly different question:

Please consider your current clients in your type of program who are homeless. How many of these clients need the following (name of service group (e.g., health, life skills)) services?

In response to these questions, program directors could indicate that all, most, some, or none of their homeless clients needed the service, or that they did not know whether homeless clients needed the service.

To facilitate comparisons of need levels across services, answers have been converted into numbers (all=3, most=2, some=1, none=0), excluding those who said they did not know about need. A score was then calculated reflecting the average perception of client need reported by program representatives. This score represents the distribution of need across the whole client population. Of course, even if this score is low for a particular service, indicating that program staff do not believe that most people need it, that service may still be essential for one or a few homeless clients.

Scores between 3 and 2 indicate a level of perceived need between “all clients” and “most clients.” Scores between 2 and 1 indicate a level of perceived need between “most clients” and “some clients,” and scores below 1 indicate that program staff believe that only a very few or no homeless clients need the service. Levels of need for individual services are reported first, averaging scores across respondents from all types of programs. A score is then created for each group of services and differences in perceived need across different types of communities and different program types are explored.

PROGRAM STAFF ESTIMATES OF SERVICE NEED BASED ON THE WHOLE SAMPLE

Which services are most needed, according to program staff? Table 16.2 shows their answers. Only three individual services have a score above 2.00, indicating that on average, program staff think all or most of their homeless clients need the service (or need assistance to obtain the service, which was the question asked in the case of food). These three individual services are:

Table 16.2
Program Staff Perceptions of How Many Clients Need Each Service

Service	Percent of Clients needing each Service						Average need per program	
	All	Most	Some	None	Don't Know	Missing	3=all clients, 0=no clients	n used in mean
Food	40	29	22	6	1	3	2.07	5,381
Clothing	11	30	46	6	3	5	1.48	5,267
Life Skills	15	29	31	10	11	3	1.58	
Money Mgmt/Budgeting	24	35	22	7	8	3	1.86	4,590
Household skills	10	28	36	12	12	3	1.42	4,357
Conflict resolution	18	33	28	6	11	4	1.74	4,543
Parenting training	9	22	38	15	13	3	1.29	4,355
Case Management	30	29	21	7	9	3	1.92	
Needs assessment	42	27	15	5	8	3	2.19	5,128
Individual goals/service plans	38	28	14	7	10	3	2.12	5,011
Referral/entitlement assistance	20	34	29	5	9	3	1.79	5,047
Follow-up	19	25	29	13	11	4	1.59	4,971
Housing	16	27	36	9	8	3	1.57	
Locating housing	26	32	28	6	5	3	1.86	5,251
Applying for subsidized hsng.	12	29	39	9	8	3	1.49	5,038
Rent/utilities assistance	19	33	30	8	6	4	1.71	5,142
Landlord/tenant assistance	7	16	47	14	14	3	1.20	4,785
Education	3	8	40	25	21	3	0.84	
Child enrollment/district liaison	5	9	37	27	19	3	0.90	4,163
Head Start	3	7	40	30	18	3	0.78	4,086
Other early childhood education	4	8	36	28	21	3	0.83	4,018
Tutoring for school children	4	6	32	30	24	3	0.78	3,923
ESL courses	0	3	32	40	22	3	0.51	4,125
GED courses	2	13	53	13	16	3	1.05	4,331
Family literacy services	1	5	38	27	26	3	0.72	3,793
Basic literacy training	2	6	48	20	22	3	0.84	4,089
Basic skills training/adult ed.	3	16	46	14	18	3	1.11	4,292
Employment	8	25	40	13	11	3	1.34	
Job skills assessment	13	34	32	10	9	3	1.58	5,070
Job search/retention skills	11	34	35	9	8	3	1.53	4,554
Job referral or placement	12	34	35	8	8	3	1.55	5,090
Training for specific jobs	7	24	43	13	11	3	1.27	4,438
Vocational rehabilitation	5	15	50	15	12	3	1.11	4,310
Placement in volunteer jobs	4	8	44	23	18	3	0.89	4,171

Table 16.2 (cont.)
Program Staff Perceptions of How Many Clients Need Each Service

Service	Percent of Clients needing each Service						Average need per program	
	All	Most	Some	None	Don't Know	Missing	3=all clients, 0=no clients	n used in mean
General Health Care	9	14	36	17	20	3	1.21	
Health care assessment	20	26	31	9	13	3	1.67	4,950
Primary care	16	26	33	10	13	3	1.57	4,939
Acute care	3	8	51	18	17	3	0.94	4,681
Prenatal care	3	4	52	23	15	3	0.85	4,774
Immunizations	5	10	45	17	20	3	1.05	4,432
TB testing	15	12	28	16	27	3	1.36	4,368
TB treatment	3	3	33	24	35	3	0.76	3,876
Dental care	10	30	34	10	14	3	1.48	4,861
Hospice care	1	2	28	36	31	3	0.51	3,664
General health education	18	21	29	11	18	3	1.59	4,715
Substance Abuse	6	13	46	15	17	3	1.13	
Alcohol/Drug testing	7	16	41	16	18	3	1.16	4,265
Clinical asmt. for alcohol/drugs	7	19	43	12	16	3	1.27	4,342
Detoxification	2	7	51	21	17	3	0.89	4,315
Outpatient treatment	4	11	50	14	18	3	1.05	4,279
Residential treatment	4	5	48	19	21	3	0.90	4,122
AA/Cocaine/Narcotics Anon.	5	14	49	12	17	3	1.16	4,323
Substance abuse education	16	18	38	10	16	3	1.49	4,350
Mental Health	7	12	46	13	19	3	1.11	
Mental health assessment	11	16	47	10	14	3	1.33	4,924
Medication admin/monitoring	3	11	46	17	21	3	1.01	4,575
Crisis intervention	8	13	51	10	15	3	1.23	4,816
Outpatient therapy/counseling	6	15	49	10	17	3	1.20	4,788
Inpatient/residential treatment	3	5	50	19	21	3	0.90	4,519
Peer group/self help	8	14	39	14	22	3	1.21	3,997
Mental health education	10	13	39	15	21	3	1.23	4,548
HIV/AIDS	11	7	34	17	28	3	1.19	
Treatment services	4	2	41	20	31	3	0.84	4,251
Prevention/education	19	12	28	13	25	3	1.52	4,563
Child care	5	19	38	21	13	4	1.09	4,341
Domestic violence counseling	7	9	56	13	13	3	1.13	4,850
Legal assistance	3	12	59	9	14	3	1.11	4,885
Veterans' special services	2	3	52	21	19	3	0.82	4,497

Source: Urban Institute analysis of weighted 1996 NSHAPC mail survey data.

Needs assessment (mean score = 2.19)
Development of individual goals and service plans (mean score = 2.12)
Food (mean score = 2.07).

For these three services, 38 to 42 percent of respondents said that *all* of their homeless clients need the service. For the two next most needed individual services, locating housing and money management/budgeting, only 26 and 24 percent of program staff, respectively, said that *all* of their homeless clients needed the service. So the top three are clear standouts as the services program staff perceive as needed by most homeless clients.

Thirteen other individual services have means between 2 and 1.5, indicating an average between most homeless clients and some homeless clients, but closer to “most clients.” These are, from the highest average (1.86) to lowest (1.52): locate housing, money management, referral/entitlement assistance, personal relations counseling/conflict resolution, rent and/or utility assistance, health care assessment, general health education, follow-up case management, primary health care, job skills assessment, job referral/placement, job search/retention skills, and HIV/AIDS education and/or prevention. These services are concentrated in five of the major service groups (life skills, case management, housing, employment, and general health care), suggesting that at least some of the services in each of these groups are widely needed.

Services for Which There Is a Lower Perceived Need

Twenty-six individual services in table 16.2 have means between 1.5 and 1.0, indicating a level of need closest to “some clients.” These services are found in every major service group except case management services (in which all the services receive higher need ratings). The ratings of these services reflect staff opinions that their communities require a wide diversity of services because some homeless clients need them.

Seventeen individual services in table 16.2 have means below 1.00, indicating a relatively low perceived need for these services on the part of program staff. These services are: all of the education services except GED courses and basic skills training/adult education courses, volunteer jobs, acute health care, prenatal care, HIV/AIDS treatment, TB treatment, hospice care, detoxification, substance abuse and mental health residential treatment, and veterans’ special services.

High Levels of “Don’t Know” Responses for Many Services

In addition to program staff who reported some level of need among their homeless clients for a particular service, some proportion of NSHAPC program respondents said they did not know how much their homeless clients needed the service, or else did not answer the question. The pattern of “don’t know” responses is itself informative, whereas the “missing/no answer” data are consistent and low for all services (3 percent or less for 54 of 59 services, and under 5 percent for the rest).

Proportions of “don’t know” responses ranged from 1 to 35 percent, as shown in table 16.2. Only food and clothing have fewer than 5 percent “don’t knows,” and for 11 other services the “don’t know” proportion was between 5 and 9 percent. For 33 of the 59 individual services, 15 percent or more of respondents to the mail survey felt they did not know enough about client needs to venture an opinion about their need for the particular service. These “don’t know” responses are concentrated in particular service groups. *All* of the individual services in education and general health care, and all but one of the individual services in substance abuse and mental health services evoke “don’t know” responses from at least 15 percent of respondents (substance abuse education and mental health education are the exceptions in their service groups). In contrast, none of the individual services in life skills, case management, or housing, or the individual services of food, clothing, child care, domestic violence counseling, or legal assistance prompt such a high level of “don’t knows.”

All of the services with the lowest perceived need (mean score below 1.0) also have proportions of “don’t know” responses above 15 percent. This pattern suggests a good deal of uncertainty on the part of program staff about the level of need for these services, as well as a conviction on the part of those responding that the service is not a high priority with their homeless clients.

PROGRAM STAFF ESTIMATES OF NEED BY PROGRAM TYPE AND COMMUNITY TYPE

To what extent was the overall perception of client need for services affected by where a respondent worked, either in terms of urban/rural location or program type? Some variations are quite likely, since people working in health programs may see very different types of people than those working in food programs, for instance, and the same may be true for the clientele of programs located in central cities as opposed to those found in rural areas. In addition, programs of different types have different opportunities to learn about the range of needs that homeless clients may have. Soup kitchens rarely conduct the same type of extensive needs assessment as may take place in a transitional housing program, and health programs will probably focus on health-related issues rather than on other needs when interviewing clients. It is therefore important to examine whether the overall mean reflects basic agreement on need with minor variations, or whether it masks significant disagreement about need.

To examine variations in perceived need, mean levels of perceived need for whole service groups are arrayed to show a line for each program type (figure 16.1) and for each type of community (figure 16.2) from which respondents were drawn. Overall means in these figures are not shown, but both figures make it clear that the means run through the middle of the points in relation to each service group.

Variations by Program Type

Patterns of reported service need as seen by respondents working in programs of different types is depicted in figure 16.1.² The basic impression from Figure 16.1 is that program respondents show substantial agreement about the level of client needs, regardless of the type of program that they themselves represent. Nevertheless, some differences, mainly in degree, do exist, related to the type of program where the person answering the questions worked. The pattern of perceived need is more dependent on the type of program from which it is seen for some types of service, and less so for others. There is most agreement across programs on the need for assistance to obtain clothing and for housing, education, and employment services, and lower but still substantial agreement about the need for general health care, mental health care, and legal assistance.

The four health-oriented program types are inclined to report relatively higher levels of need for the four health service types than are respondents from other types of service programs, and to report relatively lower levels of need for assistance to obtain food or clothing, and for child care.

Further, while programs of all types put needs for assistance to obtain food and case management services at the top of their list, they differ significantly in the level of need they perceive. Food program respondents report the highest level of perceived need for assistance to obtain food, and the lowest level of perceived need for case management services. Housing program respondents show high levels of perceived need for both; health program respondents report the lowest level of perceived need for assistance to obtain food but are second only to housing program respondents in their perceived need for case management services (figure 16.1 and table 16.2).

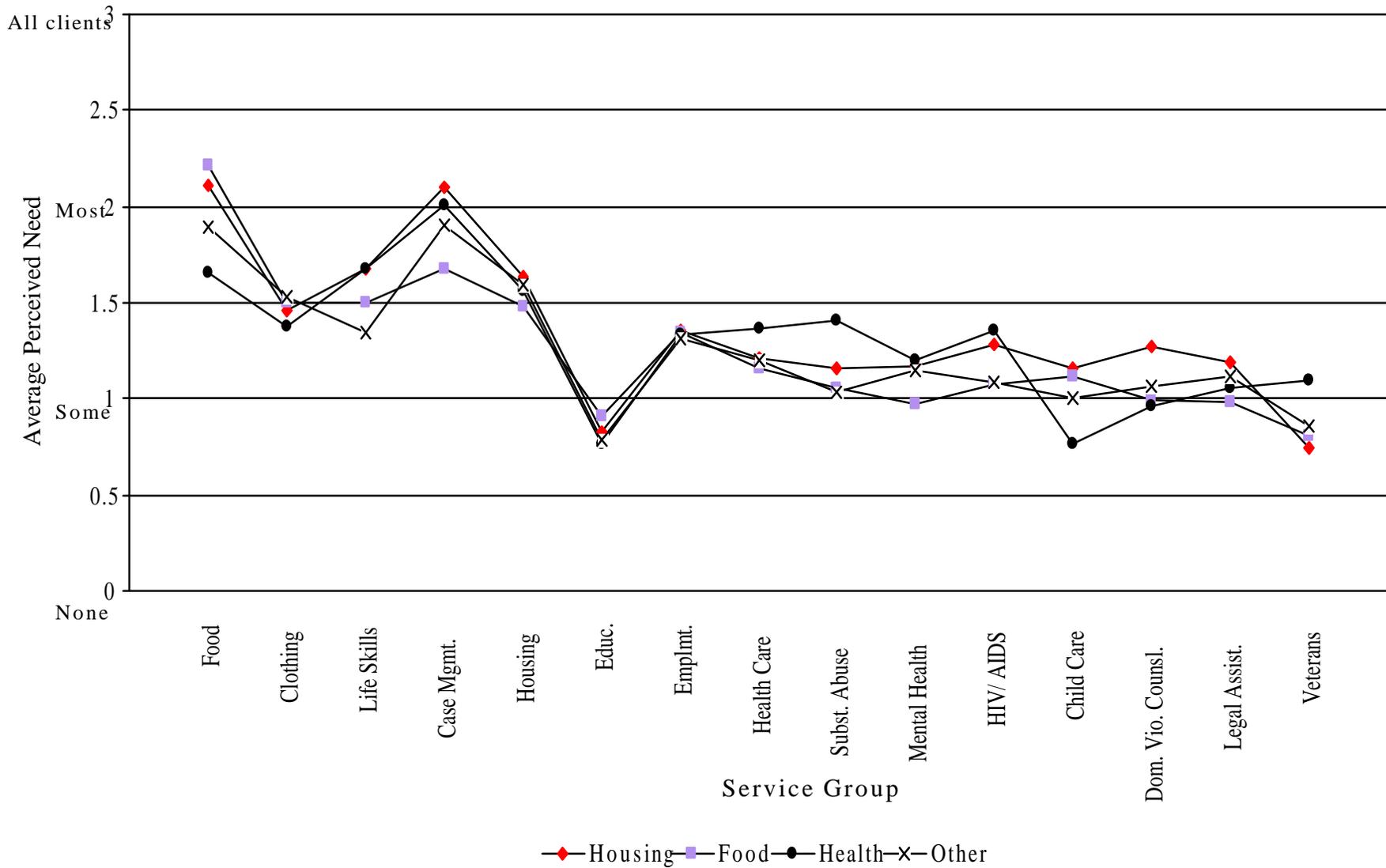
To the extent that there are differences in perceived need across respondents from different types of programs, these differences appear to reflect their differential exposure to information about their homeless clients. Thus health programs know the most about health, and food programs about food. But none of these program-specific differences negate the basic pattern of perceived need for services that was revealed by the overall means reported above.

Variations by Community Type

There are also some variations in perceived need for particular services and for whole groups of services, depending on whether the respondent's program was located in a central city, suburb or urban fringe community, or in a rural area (figure 16.2). The variations by urban/rural location are smaller than those associated with different program types. They maintain the same pattern of highs and lows as did the overall means, with the exception of HIV/AIDS services.

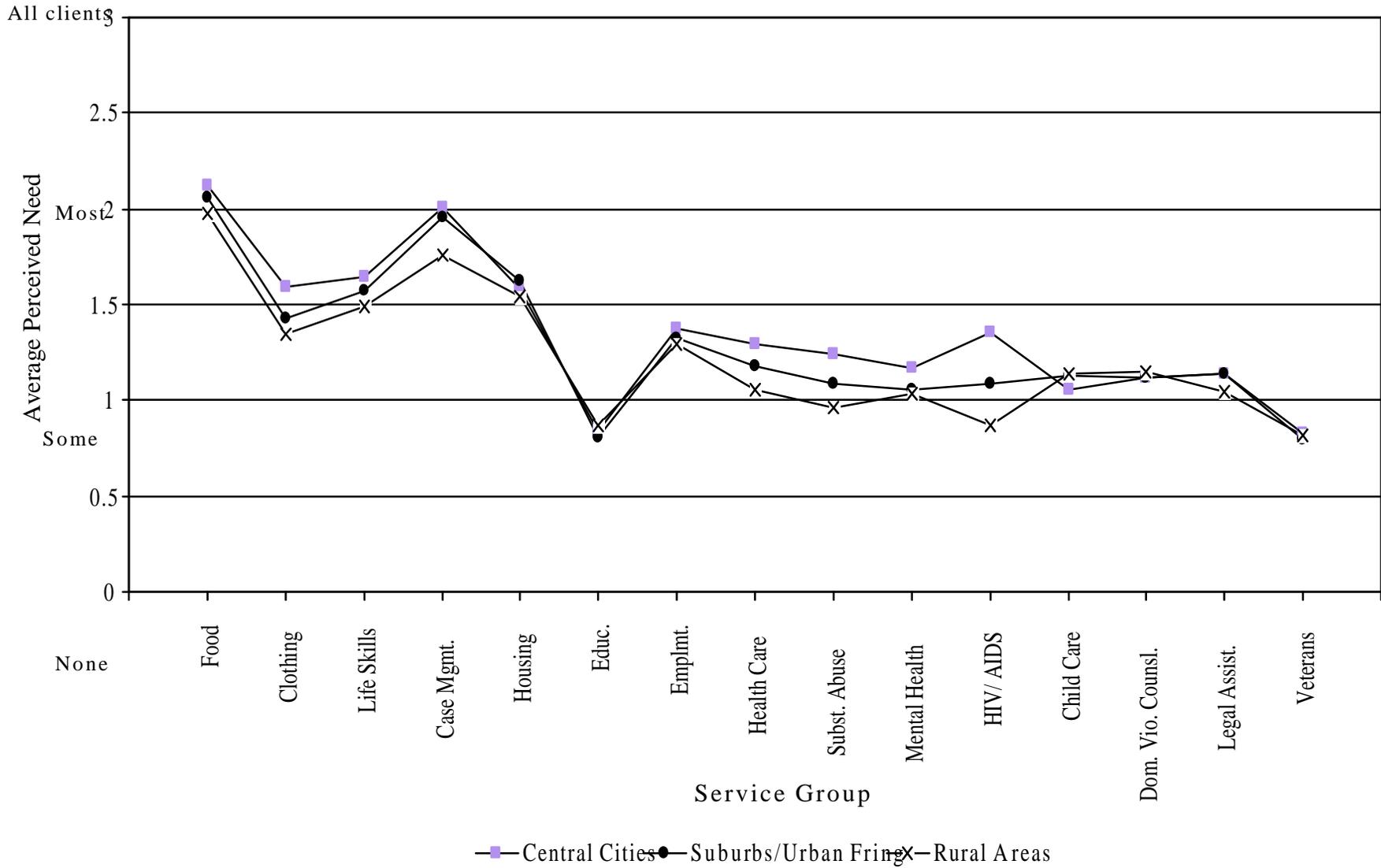
²All differences between means discussed here are statistically significant at a minimum of $\alpha = .01$; see Appendix table 16.A1 for statistics.

Figure 16.1
Need for Each Service As Seen by Program Staff in Each Major Program Group



Source: Urban Institute analysis of weighted 1996 NSHAPC mail survey data.

Figure 16.2
Need for Each Service As Seen by Program Staff, by Urban/Rural Status



Source: Urban Institute analysis of weighted 1996 NSHAPC mail survey data.

Considerable agreement exists across type of community on client need for many services³ (figure 16.2). The pattern of reported need is very similar regardless of community type, with the same service groups seen as having the highest, lowest, and moderate levels of need. Agreement on need levels spans both greater and lesser need, with food and housing services at the high end, and education and specialized services for veterans at the low end.

Within the overall pattern there are variations, however. Level of perceived need for some service groups depends on the type of community where respondents are located. For instance, rural respondents consistently report lower perceived need among their homeless clients for assistance to obtain clothing and for life skills, case management, and all of the health services (especially HIV/AIDS services), but slightly higher need for child care and domestic violence counseling. Respondents in central cities stand out in the need they perceive their homeless clients to have for clothing and for all of the health services, with a particular emphasis on HIV/AIDS services. Suburban and urban fringe respondents usually fall between central city and rural respondents, being the highest only for housing services, and the lowest only for education services.

PROGRAM STAFF PERCEPTIONS OF HOW WELL NEED IS MET

Among program staff who believe their homeless clients need a service, how often do they perceive that the need is met? The specific question asked is:

“How often are those clients able to get this need met?”

Answer categories were “always,” “usually,” “sometimes,” and “seldom.” Anyone reporting no need or lack of knowledge about need levels was not asked the questions about need being met.

As with perceptions of service need, answers were converted into numbers (always=4; usually=3; sometimes=2; seldom=1). Means were calculated to index the frequency with which respondents perceive that homeless clients get their need met for each service where a need exists.

PROGRAM STAFF ESTIMATES OF NEED BEING MET, BASED ON THE WHOLE SAMPLE

Which service needs are most likely to be met? Table 16.3 gives the answers of NSHAPC program respondents. As with perceptions of service need, only a few individual services scored very high on program staff perceptions that need is met. Specifically, four individual services had means above 3.0, indicating that program staff believe client need for these services is always or usually met:

³All differences between means discussed here are statistically significant at a minimum of $\alpha = .01$; see Appendix table 16.A2 for statistics.

Assistance in obtaining food (mean score = 3.42)
Needs assessment (mean score = 3.04)
Assistance in obtaining clothing (mean score = 3.03)
Referral or assistance with entitlements (3.01).

Note that two of these, assistance in obtaining food and needs assessment, overlap with the services perceived to be most needed. The larger service group of case management services has two individual services in the top ranks for both need and need met, with needs assessment appearing in both lists, development of individual goals and service plans appearing at the top of the list for “need,” and entitlement assistance appearing at the top of the list for “need met.”

About equal numbers of individual services have means for “need met” between 3 and 2.5 and means between 2.5 and 2.0. No individual service has a mean for “need met” below 2.0. Program staff perceive that for the 27 individual services with means between 3 and 2.5, need is met somewhere between “usually” and “sometimes,” but closer to “usually.” For the remaining 28 individual services with means between 2.5 and 2.0, program staff are saying that they think homeless clients get their needs met only “sometimes.” Dental care is the area of need least likely to be met, with a mean of 2.0. These data suggest that program staff believe some significant level of service need is not being met for many services.

Influence of “Don’t Know” and “No Need” Responses

The reader should bear in mind that the proportion of survey participants who responded to questions about whether service needs are being met is, in many instances, smaller than the whole sample of respondents. This is true because, in response to the question about service need that begins the sequence of questions for each individual service, anyone saying that they do not believe any need exists, or that they do not know whether any need exists, never get asked for their perceptions of how often need is met for that particular service.

For each major service group, figure 16.3 shows the perceptions of “need met” for those who answered the questions, along with the proportion of respondents who *did not* answer the questions for various reasons (statistics are in table 16.3). Also displayed, as a line running across the graph, is the mean perceived level of “need met” among those who answered the questions. Particular groups of services are especially likely to have low proportions of respondents on the “need met” question. For instance, only half of all respondents were asked the “need met” questions for most educational services, HIV/AIDS services, and special services for veterans. In addition, only 60 to 64 percent of all respondents were asked the “need met” question for general health, substance abuse, mental health, and child care services.

Table 16.3
Program Staff Perceptions of How Often Clients' Need is Met

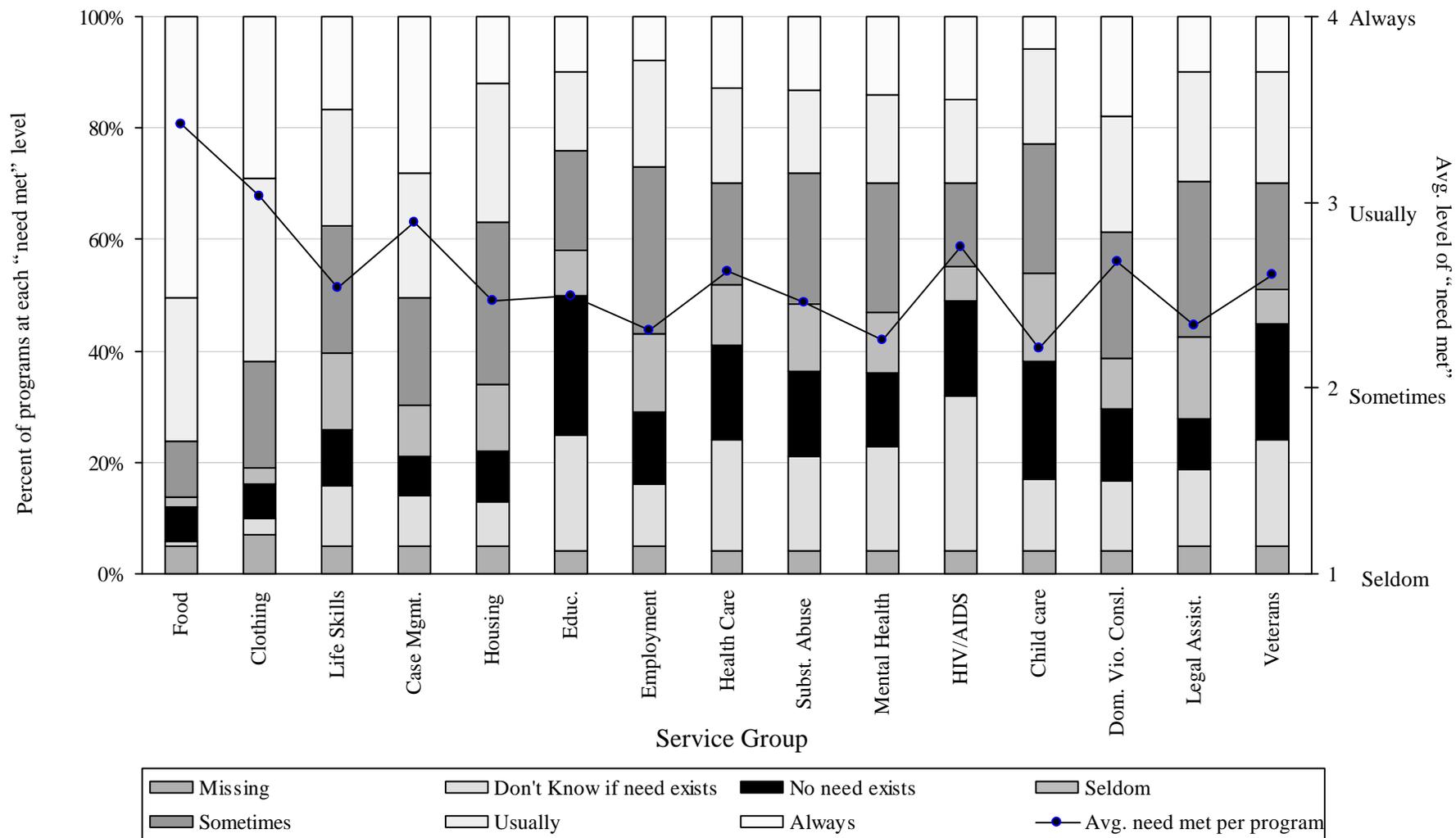
Service	Percent of clients that respondents believe get service need met							Average need met per program	
	Always	Usually	Some-times	Seldom	No Need Exists	Don't Know if Need	Missing	4=always, 1=seldom	n
Food	51	26	10	2	6	1	5	3.42	5,044
Clothing	29	33	19	3	6	3	7	3.03	4,853
Life Skills	17	21	23	14	10	11	5	2.54	
Money Mgmt/Budgeting	19	22	22	18	7	8	4	2.52	4,241
Household skills	15	18	22	18	12	12	4	2.41	3,789
Conflict resolution	20	25	23	10	6	11	5	2.72	4,230
Parenting training	13	18	25	11	15	13	5	2.48	3,441
Case Management	28	22	19	9	7	9	5	2.89	
Needs assessment	36	22	17	8	5	8	4	3.04	4,855
Individual goals/service plans	32	19	17	11	7	10	4	2.90	4,650
Referral/entitlement assistance	30	29	17	4	5	9	5	3.05	4,715
Follow-up	16	20	23	13	13	11	5	2.54	4,282
Housing	12	25	29	12	9	8	5	2.47	
Locating housing	15	29	32	10	6	5	4	2.57	4,871
Applying for subsidized hsng.	15	24	28	12	9	8	5	2.52	4,459
Rent/utilities assistance	10	28	30	13	8	6	6	2.43	4,497
Landlord/tenant assistance	10	18	26	15	14	14	4	2.34	3,883
Education	10	14	18	8	25	21	4	2.50	
Child enrollment/district liaison	18	15	13	5	27	19	4	2.88	2,578
Head Start	12	16	16	5	30	18	4	2.71	2,313
Other early childhood education	8	15	18	6	28	21	4	2.53	2,277
Tutoring for school children	8	10	16	8	30	24	4	2.41	2,123
ESL courses	5	8	13	8	40	22	5	2.27	2,102
GED courses	14	22	22	9	13	16	5	2.61	3,601
Family literacy services	7	10	17	9	27	26	4	2.33	2,099
Basic literacy training	9	13	22	10	20	22	4	2.38	2,962
Basic skills training/adult ed.	9	17	26	12	14	18	5	2.36	3,469
Employment	8	19	30	14	13	11	5	2.31	
Job skills assessment	12	23	29	15	10	9	4	2.40	4,535
Job search/retention skills	10	23	30	15	9	8	5	2.37	4,056
Job referral or placement	9	23	35	12	8	8	5	2.38	4,495
Training for specific jobs	6	15	32	18	13	11	5	2.11	3,660
Vocational rehabilitation	7	18	28	16	15	12	5	2.24	3,407
Placement in volunteer jobs	7	14	24	10	23	18	4	2.32	2,781

**Table 16.3 (cont.)
Program Staff Perceptions of How Often Clients' Need is Met**

Service	Percent of clients that respondents believe get service need met							Average need met per program	
	Always	Usually	Some-times	Seldom	No Need Exists	Don't Know if Need	Missing	4=always, 1=seldom	n
General Health Care	13	17	18	11	17	20	4	2.63	
Health care assessment	18	21	25	12	9	13	4	2.59	4,471
Primary care	14	21	24	14	10	13	4	2.48	4,392
Acute care	14	17	18	11	18	17	5	2.56	3,544
Prenatal care	13	22	16	7	23	15	4	2.72	3,225
Immunizations	17	21	16	5	17	20	4	2.85	3,376
TB testing	18	15	14	7	16	27	4	2.84	3,557
TB treatment	12	11	10	6	24	35	3	2.75	2,521
Dental care	6	14	25	27	10	14	3	2.00	4,368
Hospice care	5	7	11	8	36	31	3	2.26	1,543
General health education	12	17	24	13	11	18	4	2.42	4,147
Substance Abuse	13	15	23	12	15	17	4	2.46	
Alcohol/Drug testing	12	13	22	15	16	18	4	2.36	3,441
Clinical asmt. for alcohol/drugs	14	18	25	12	12	16	4	2.48	3,691
Detoxification	9	14	24	13	21	17	4	2.31	3,066
Outpatient treatment	11	17	25	11	14	18	4	2.44	3,450
Residential treatment	8	11	21	16	19	21	4	2.18	3,003
AA/Cocaine/Narcotics Anon.	19	18	23	7	12	17	5	2.73	3,713
Substance abuse education	18	18	22	12	10	16	5	2.60	3,851
Mental Health	14	16	23	11	13	19	4	2.26	
Mental health assessment	16	19	26	11	10	14	4	2.55	4,371
Medication admin/monitoring	14	14	20	11	17	21	4	2.51	3,560
Crisis intervention	22	21	22	7	10	15	4	2.80	4,196
Outpatient therapy/counseling	14	19	26	11	10	17	4	2.50	4,189
Inpatient/residential treatment	8	13	23	15	19	21	4	2.23	3,315
Peer group/self help	13	15	21	10	14	22	5	2.50	3,323
Mental health education	11	15	22	13	15	21	4	2.41	3,791
HIV/AIDS	15	15	15	6	17	28	4	2.76	
Treatment services	12	14	14	5	20	31	4	2.73	3,175
Prevention/education	18	17	17	7	13	25	4	2.79	3,854
Child care	6	17	23	16	21	13	4	2.21	2,977
Domestic violence counseling	18	21	23	9	13	13	4	2.68	4,045
Legal assistance	10	20	28	15	9	14	5	2.34	4,342
Veterans' special services	10	20	19	6	21	19	5	2.61	3,040

Source: Urban Institute analysis of weighted 1996 NSHAPC mail survey data.

Figure 16.3
Responses to “Need Met” Question, by Major Service Group



Source: Urban Institute analysis of weighted 1996 NSHAPC mail survey data.

PROGRAM STAFF ESTIMATES OF NEED BEING MET, BY PROGRAM TYPE AND COMMUNITY TYPE

To what extent was the overall perception that client need for services is being met affected by where a respondent worked, either in terms of urban/rural location or program type? As with perceptions of need, one might expect some variations based on these differences due to the opportunities that people in different situations might have for knowing that needs are being met.

To examine variations in perceptions that need is being met, mean levels of perceived “need met” for whole service groups are arrayed in figure 16.4, showing a line for each program type from which respondents were drawn. Figure 16.5 does the same for respondents from communities of different types. The overall mean was displayed in figure 16.3 and is not repeated.⁴ Data for these figures may be found in Appendix tables 16.A5 and 16.A6.

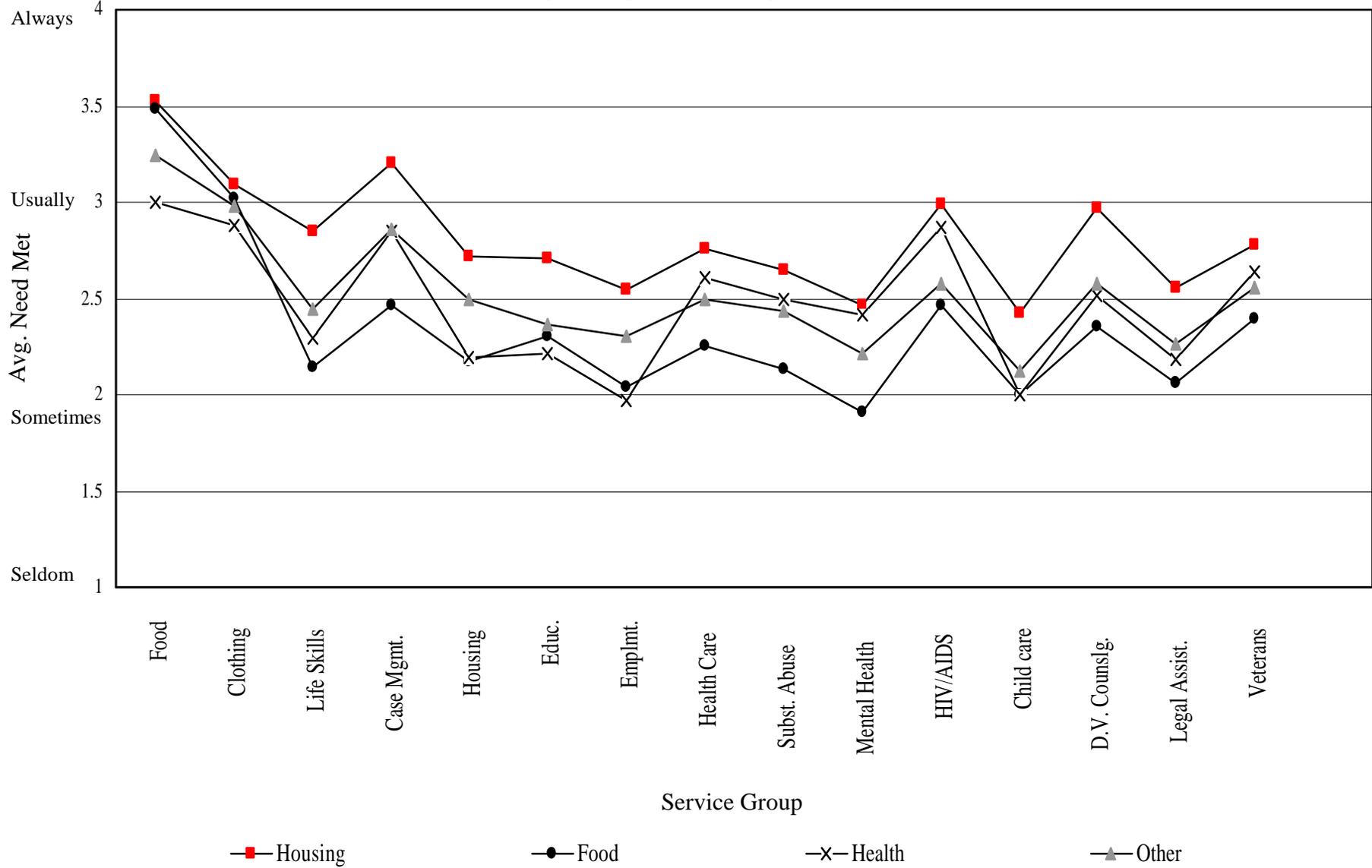
Figure 16.4 shows that one’s location in a particular program milieu has a considerable influence on one’s perception that a need is being met. Respondents from housing programs generally report the highest levels of “need met,” probably because on average, housing programs have the richest array of services (see below for data) and the longest period of time with the same homeless clients during which they can offer help when help is needed.

Respondents from food programs generally are among the people reporting the lowest levels of “need met,” other than for food and clothing. Their perceptions are probably shaped by the lower likelihood that these programs offer a broad array of services themselves, and by the clients they draw, who may be people less connected to services. Respondents from health programs report higher levels of need met for health services, but lower levels for most other services. Again, this pattern probably reflects what respondents know to be the case for their own programs.

As with program staff reports on perceived need for services, perceptions of how completely the need is met vary somewhat by whether the respondent was located in a central city, suburban or urban fringe area, or a rural area, but there is also a strong consistency running through the lines on figure 16.5. In general, if any type of community deviates from the mean in its perceptions that homeless clients get needs met, it will be respondents from rural areas. They report lower levels of need met for life skills, case management, and all four types of health care. On the other hand, they report a greater likelihood that those with needs in the areas of domestic violence counseling and special services for veterans will get their needs met.

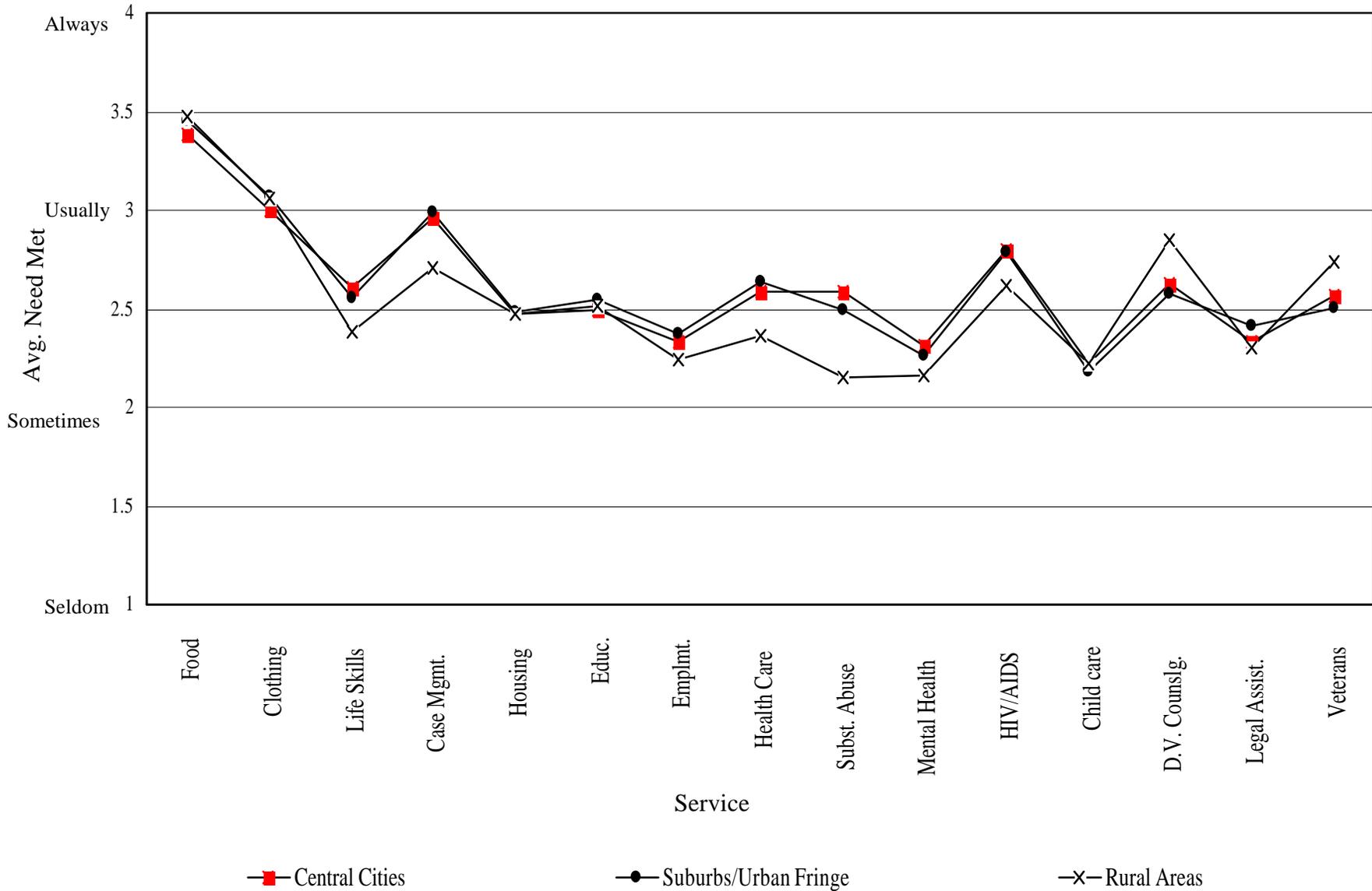
⁴ All differences between means discussed below are statistically significant at a minimum of $\alpha = .01$.

Figure 16.4
Program Staff Perceptions of How Often Clients' Need Is Met, by Program Group
 (average of respondents who perceived any need)



Source: Urban Institute analysis of weighted 1996 NSHAPC mail survey data.

Figure 16.5
Program Staff Perceptions of How Often Clients' Need Is Met, by Urban/Rural Status
 (average of respondents who perceived any need)



Source: Urban Institute analysis of weighted 1996 NSHAPC mail survey data.

Comparison of Perceived Need and Perceptions that Need Is Met

Having examined program respondents' perceptions of need levels and frequencies with which need is met, one can compare these two perceptions. Figure 16.6 does this graphically (data are from the "means" columns of tables 16.2 and 16.3 for each service group). Figure 16.6 generally confirms that services for which there is the highest perceived level of need are also those for which the staff believe that homeless clients are most likely to get the need met. Services for which the perceived need is more moderate (i.e., closer to a score of 1, indicating that program staff see "some" homeless clients as having the need) are most likely to be perceived as having that need met "sometimes."

Note that program staff reports about perceived need pertain to all homeless clients in their program, whereas their reports of need being met pertain only to those clients who they perceive to have a need. Therefore "need met" often is higher than "perceived need," probably because respondents believe that when they see a need, their program meets it. Note also that with the exception of domestic violence counseling, the service groups with the pattern of low need levels but higher levels of need being met also have very high levels of "don't know" and "no need" responses. So another explanation for the observed pattern may be that only program staff who report a significant level of need answer the "need met" question, and these are the program staff engaged in meeting the need or knowledgeable that the need is being met.

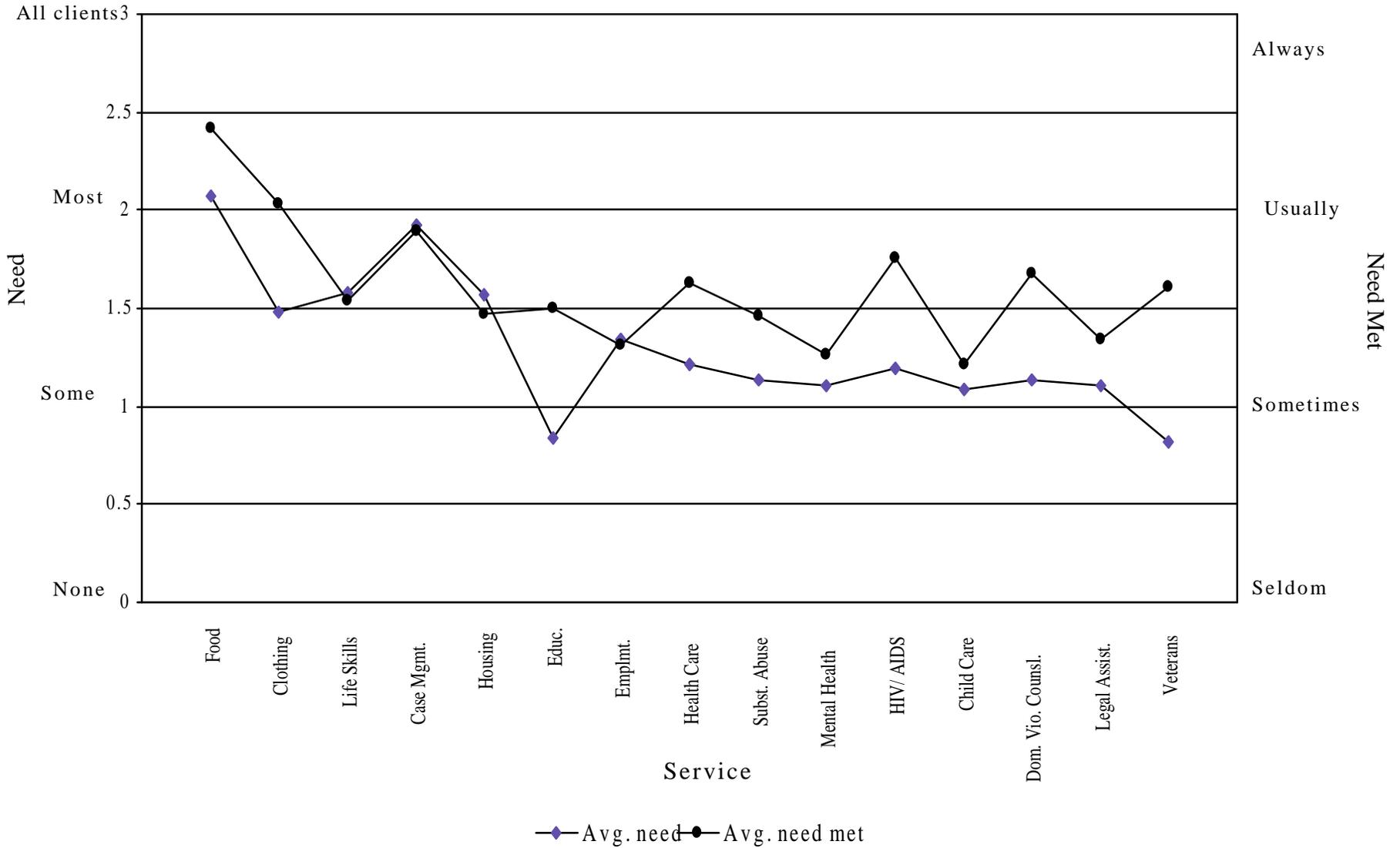
PROGRAM STAFF REPORTS OF WHERE SERVICES ARE OFFERED

An important goal of the mail survey was to gain an understanding of where services are offered in the community. The best way to organize services is a source of constant debate among service planners and service programs. One line of reasoning holds that if homeless clients can receive many services in one place, at a program where they feel at home, they are more likely to take advantage of those services and will therefore have more of their needs met. On the other hand, if homeless clients must go to other locations to get services they need, they may end up not getting the service for any number of reasons having to do with familiarity, transportation, times that services are open, and other demands on their time. The alternative line of reasoning is that specialized services are best delivered by specialists in those services, with the key homeless-specific services acting as broker, case manager, and sometimes transporter of homeless clients to services. This approach, it is argued, helps homeless clients learn to negotiate mainstream service agencies and stimulates the mainstream agencies to be responsive to clients who are experiencing homelessness, without duplicating the same type of service in many agencies.

The mail survey addressed these issues of service location and availability through questions about each of its 59 individual services. The final question asked of everyone who indicated that their homeless clients had a need for a particular service was:

"Who provides this service?"

Figure 16.6
Comparison of Means for “Need” Among All Clients
and “Need Met” Among Clients For Whom a Need Is Perceived



Source: Urban Institute analysis of weighted 1996 NSHAPC mail survey data.

Response options were “this program,” “other program at this site,” “other program off-site,” and “not provided anywhere.” Program directors could report any of these that were true for their community—that is, they could check boxes indicating that their own program provided the service, AND that another program also provided it at their location, AND that the service was available elsewhere in the community.

Responses are discussed in order from the general to the specific. Respondent perceptions that each service is available somewhere in their community or that it is not available anywhere are examined first. Analyses then examine where the service is available, looking at program staff reports that homeless clients can get a service at their own program site or elsewhere. The types of programs most likely to offer a particular service are also identified.

PROGRAM STAFF REPORTS OF SERVICE AVAILABILITY

Virtually all mail survey respondents indicate that at least one service in each major service group is available in their community (Appendix table 16.A5). Out of 217 possible combinations of program type and major service group (e.g., emergency shelters reporting about employment services, mental health programs reporting about child care), in all but 14 combinations at least 90 percent of respondents say their community offers at least one service in that service group. For most combinations (177 of 217, or 82 percent), at least 95 percent of respondents indicate service availability.

Respondents representing housing programs (as a group and by each program type within housing) are the most likely to report service availability across the whole spectrum of services (only 5 of 60 combinations are below 95 percent of respondents). In contrast, respondents representing food programs are less likely to report service availability (19 of 41 combinations are below 95 percent), with mobile food program respondents being the least likely to perceive service availability. However, even as the group least likely to report availability across all service groups, the lowest proportion of food program program staff saying at least one service in a service group is available is still 86 percent.

Of course, the report that a service is available does not say anything about whether a community has *enough* of the service to meet the needs of homeless clients. This study does not have a direct measure of whether *enough* service of a given type is available. However, respondent perceptions that some of the needs of homeless clients go unmet fairly often, as reported above, is an indication that enough services do not exist.

Respondents representing mental health programs are also interesting in their pattern of responses. All (100 percent) report availability for 10 service groups but only 60 to 71 percent report provision anywhere in their community for three of the four “other” services (child care, legal assistance, and special veterans’ services) and for assistance in obtaining food and clothing. This pattern of responses is very different from that of other health programs, and other programs generally. Drop-in centers are the only other program type with a response pattern even close, but respondents from these programs never fall below the 83 to 94 percent range reporting

availability on the same “other” programs. Between them, respondents from these two program types account for 7 of the 14 program type/service group combinations for which fewer than 90 percent report that services are available.

The pattern of responses to service availability questions clearly indicates widespread availability of at least some services across a wide spectrum of service types; reports of overall availability do not vary significantly by community type (Appendix table 16.A6). In addition, the pattern of responses raises the question of whether a program’s location in the service system, or the type of service it offers and the type of clients it attracts, affect its perceptions of whether particular services are available in the community. Perhaps programs that serve the people least connected to services draw the conclusion that services are not available, without examining actual service distribution in their community. Or, perhaps they know that some services exist of a particular type, but are responding more out of a sense that the level of service is inadequate to assure that their homeless clients receive what they need. The next analysis examines these possibilities by looking at locations at which services are reported to occur.

PROGRAM STAFF REPORTS THAT THEIR OWN PROGRAM OFFERS THE NEEDED SERVICES, BY PROGRAM TYPE AND COMMUNITY TYPE

Having seen that most mail survey respondents say their community makes a wide variety of services available to homeless people if they need them, the next question to address is, where are these services offered. The proportion of respondents saying that their own program offers a service is considerably lower for virtually all services than their reports that a service is available somewhere in the community. The top row of table 16.4 shows that food, clothing, case management, and assistance with housing are the services or service groups most likely to be offered at a respondent’s program. At the other extreme, 25 percent of respondents or fewer say that their program offers HIV/AIDS services, child care, legal assistance, or special services for veterans. About one-third of all programs offer domestic violence counseling and at least one service in the general health and substance abuse groups, while approximately two in five programs offer at least one service in the education, employment, and mental health service groups.

Variations in Program Offerings by Program Type

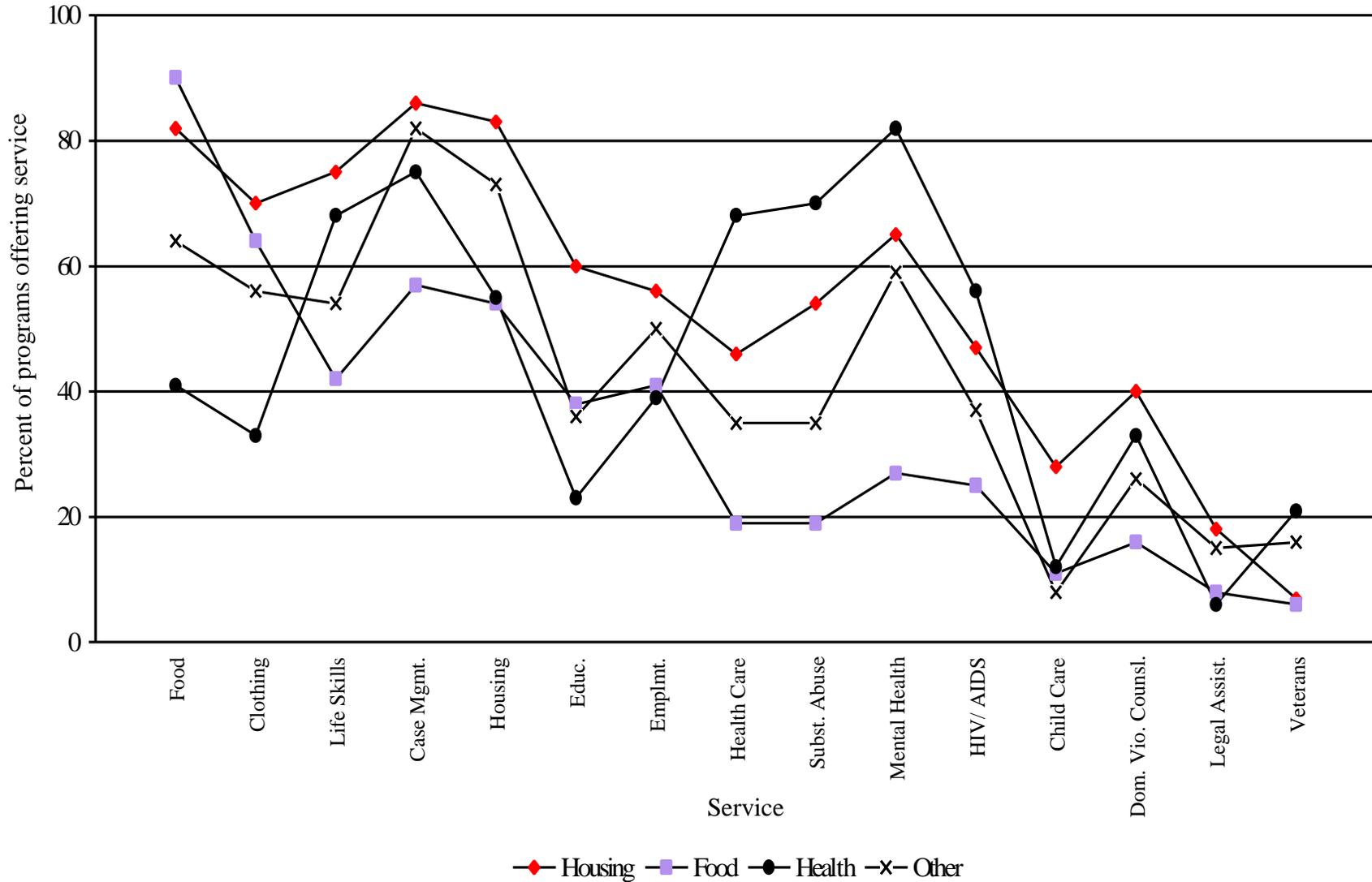
Housing programs as a group are consistently above these overall levels for almost all service groups (in addition to the statistics in table 16.4, figure 16.7 displays variations in service offerings by major program groups). Each row in table 16.4 represents either one of the 16 NSHAPC program types or a major program group (in bold); each column represents a service or service group from the mail survey. Each entry gives the percentage of programs of a particular type that provide at least one service within a particular service group. For example, the “80” in the third column of the “emergency shelter” row means that 80 percent of emergency shelters

Table 16.4
Respondent's Program Provides the Service that Meets Client Need, by Program Type

Program	Among program respondents reporting some need, percent whose program provides one or more services in a service group														
	Food	Clothing	Life Skills	Case Management	Housing	Educa-tion	Employ-ment	Health Care	Substance Abuse	Mental Health	HIV/ AIDS	Child Care	Domestic Violence Counseling	Legal Assistance	Veterans
Total	78	63	61	76	70	47	49	38	42	54	41	19	30	14	10
Housing	82	70	75	86	83	60	56	46	54	65	47	28	40	18	7
Emergency Shelter	90	80	83	87	78	69	53	49	54	74	48	28	50	25	6
Transitional Housing	82	75	89	93	87	66	71	56	68	77	51	39	39	15	9
Permanent Housing	63	54	73	79	82	35	55	41	64	69	53	19	21	8	10
Voucher Distribution	75	49	43	76	85	47	41	29	26	22	29	22	30	12	5
Housing with Vouchers	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Food	90	64	42	57	54	38	41	19	19	27	25	11	16	8	6
Food Pantry	87	67	45	63	60	39	42	14	16	27	26	12	16	8	7
Soup Kitchen/Meal Dist.	94	59	36	42	39	35	38	25	25	23	25	9	16	4	5
Mobile Food	94	36	n/a	66	20	n/a	17	47	n/a	53	6	n/a	7	52	1
Health	41	33	68	75	55	23	39	68	70	82	56	12	33	6	21
Physical Health Care	31	14	49	51	44	17	25	90	75	58	60	4	25	2	32
Mental Health	33	21	75	87	63	16	40	53	46	100	40	5	20	4	17
Alcohol or Drug	60	68	80	80	57	35	55	61	99	90	58	31	51	8	19
HIV/AIDS	38	33	56	83	57	26	30	71	59	72	76	22	41	15	15
Other	64	56	54	82	73	36	50	35	35	59	37	8	26	15	16
Outreach	60	55	n/a	90	84	n/a	47	37	n/a	70	38	n/a	31	13	17
Drop-In Center	76	72	69	88	68	35	63	45	57	64	43	6	33	13	20
Financial/Housing Assist.	67	37	39	61	60	34	50	33	8	48	45	6	11	18	11
Other	56	56	51	75	64	40	42	23	27	32	24	12	19	21	13

Source: Urban Institute analysis of weighted 1996 NSHAPC mail survey data.

Figure 16.7
Respondent's Own Program Offers the Service, by Program Group



Source: Urban Institute analysis of weighted 1996 NSHAPC mail survey data.

offer at least one service from the life skills group (table 16.1 for the specific services under life skills).

Voucher distribution programs are the most prominent exceptions, and permanent housing programs also are low on some services such as domestic violence counseling and educational services that are less relevant to their usual clientele.

Food programs are above the mean on food service, at the mean on clothing distribution, and below the mean for everything else. Health programs are above the mean for all four health services and for special services for veterans, at the mean for domestic violence counseling and for the life skills and case management service groups, and below the mean on everything else. “Other” programs vary considerably, depending on the particular program in question.

Another way to look at the information in table 16.4 and figure 16.7 is to ask whether respondents working in programs of a particular type consistently report that their program offers the implied services. For example, do respondents from food programs say that their program offers assistance in obtaining food? Respondents from specific programs are definitely the most likely to say that their program offers the corresponding services, but in no instance do 100 percent of respondents say this. Only 87 to 94 percent of respondents representing food programs say that their program offers food, or, more precisely, that their program is the way that clients obtain assistance in getting their food needs met. The same is true for respondents representing health programs (87 percent say that their program offers health care services), mental health programs (95 percent say that their program offers mental health services), drug and alcohol programs (93 percent say that their program offers substance abuse services), and HIV/AIDS programs (only 69 percent say that their program offers HIV/AIDS services).

We would expect these figures to be 100 percent in each case, and they are not.⁵ There are several possible reasons why these figures are lower than 100 percent.

1. It is possible that the mail survey did not ask about services to which respondents could say “yes.” The mail survey asked about very specific services (table 16.1), but never asked general introductory questions about each type of service (e.g., “Do you provide any health services?”). It is possible that a program does provide services within a particular service group, but does not provide the specific services included on the mail survey. HIV/AIDS programs are a possible example of this. The NSHAPC asks only about HIV/AIDS testing and HIV/AIDS treatment. An HIV/AIDS program may not do HIV testing because all of their homeless clients already know they have AIDS, and they

⁵ Respondents are considered to have said “yes,” their program offers a service *group*, if their program offers one or more of the specific services that comprise that service group. So a program could offer one of the four specific services under Case Management and the program would appear in table 16.4 as offering Case Management Services. The entries in table 16.4 are the highest they can be; no specific service within a service group could be offered by a higher percentage of programs than the entry in table 16.4, or else the table entry would be equal to that percentage. No examination of individual services within service groups will show that 100 percent of programs of a given type offer that individual service if the entry in table 16.4 is not already 100 percent.

may not report doing HIV/AIDS treatment if they interpret that to mean medical care and their program offers housing, maintenance, and moral support. The fact that only 64 percent of HIV/AIDS programs report offering any of the 12 physical health care services (table 16.4) supports this as one possibility for the low reports of HIV/AIDS service offerings.

2. It is possible that respondents did not feel that their program “fills the need,” and therefore did not say “yes.” The mail survey asks “Who provides this service?” after asking about client need for the service and the degree to which the respondent feels the need is met. If respondents replied to the question as if it asked “Who meets this need?”, perhaps they did not feel they could say “We do.” In light of this possible reason for non-response, it is interesting to note that 13 percent of respondents from food pantries and physical health programs fail to report that homeless clients can get their food or health needs, respectively, met at their program; probably a good many respondents from these programs know that they are not coming close to meeting their homeless clients’ needs in these areas.
3. It is possible that respondents from food programs were confused by the question actually posed to them, of “needing assistance from this program or others in obtaining food,” and thought they were being asked about the availability of assistance *other than* the actual provision of food through the program (e.g., help getting food stamps).

Variations in Program Offerings by Community Type

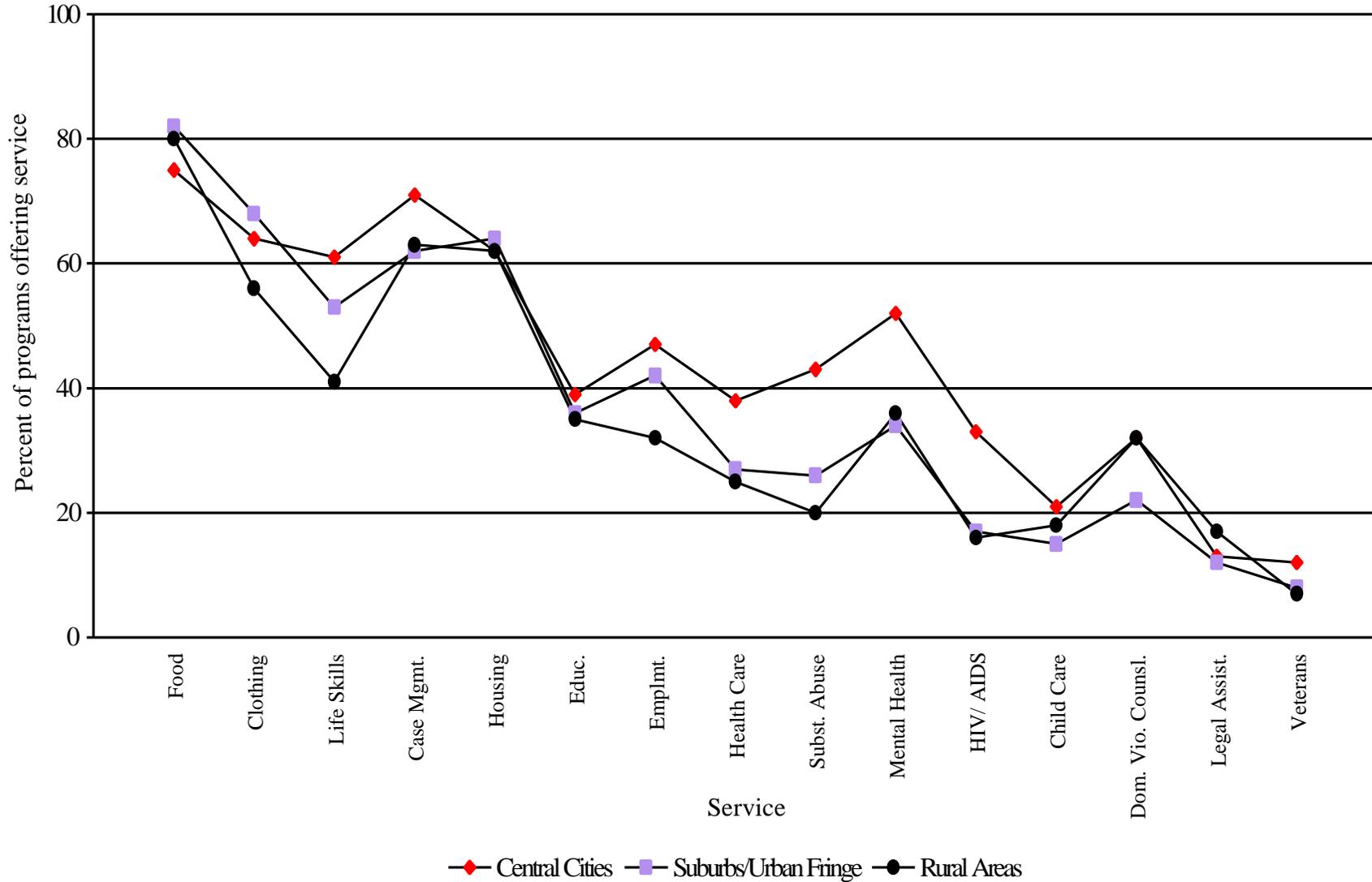
Table 16.5 and figure 16.8 show variations in program offerings by community type, and within that, by major program group. There is more consistency in the pattern of responses when examined through the lens of community type than was just seen for program type, because the means for central cities, suburban and urban fringe areas, and rural areas are a blend of responses from all program types. Nevertheless, some patterns are clear. In general, for each service group, programs in central cities are more likely than those in other localities to report that they offer the service. This translates into the likelihood that any given program offering services to homeless people in a central city will have a more diverse array of services to offer within its own walls than programs outside of central cities. Only food, educational services, and assistance with finding housing are equally likely to be offered in programs regardless of their urban/rural status. There are some differences between rural areas and the suburban/urban fringe areas, but they are not systematic. Programs in the two areas are about equally likely to offer health programs; rural programs are more likely to offer legal assistance and domestic violence counseling, and less likely to offer assistance to obtain clothing or at least one service in the life skills and employment service groups.

Table 16.5
Respondent's Program Provides the Service that Meets Client Need, by Urban/Rural Status (weighted)

Location Type	Among program respondents reporting some need, percent whose program provides one or more services in a service group														
	Food	Clothing	Life Skills	Case Management	Housing	Educa-tion	Employ-ment	Health Care	Substance Abuse	Mental Health	HIV/ AIDS	Child Care	Domestic Violence Counseling	Legal Assistance	Veterans
Total	78	63	53	67	63	38	41	32	33	43	25	19	30	14	10
Central Cities	75	64	61	71	62	39	47	38	43	52	33	21	32	13	12
Housing Programs	81	71	81	85	79	56	58	51	56	66	43	32	40	15	8
Food Programs	88	67	32	43	36	23	32	15	17	20	13	8	18	7	8
Health Programs	42	42	61	72	57	23	43	66	73	76	59	16	42	8	22
Other Programs	59	56	57	83	68	30	48	35	42	59	31	12	27	16	19
Suburbs/Urban Fringe	82	68	53	62	64	36	42	27	26	34	17	15	22	12	8
Housing Programs	80	73	73	78	76	50	49	38	36	47	26	18	32	15	5
Food Programs	92	69	34	42	50	24	34	15	15	18	8	12	8	7	7
Health Programs	51	45	70	89	73	28	46	70	61	72	58	16	38	20	11
Other Programs	61	55	39	69	65	30	45	21	18	35	13	16	20	12	18
Rural Areas	80	56	41	63	62	35	32	25	20	36	16	18	32	17	7
Housing Programs	84	65	49	75	75	47	37	29	37	47	21	28	48	25	5
Food Programs	90	55	35	53	55	34	29	12	5	17	10	16	19	12	2
Health Programs	36	16	n/a	n/a	35	12	n/a	58	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Other Programs	72	57	33	61	61	24	31	26	8	34	14	2	27	16	10

Source: Urban Institute analysis of weighted 1996 NSHAPC mail survey data.

Figure 16.8
Respondent's Own Program Offers the Service, by Urban/Rural Status
 (corresponds to Table P4.5, figures in bold)



Source: Urban Institute analysis of weighted 1996 NSHAPC mail survey data.

PROVIDER REPORTS OF SERVICE LOCATIONS THROUGHOUT THEIR COMMUNITY

Earlier, this chapter examined respondent reports that services to help homeless people were available in their community. Generally high levels of availability were found when looking at whole groups of services. This section probes further into service availability by asking where each of the 59 individual services is offered. In particular, it looks at whether each service is available at the respondent's program site, is only available elsewhere in the community, or is unavailable. Results are reported in table 16.6, which shows availability whether the program itself provides the service, another program offers the service at the program's service location, or both.⁶

Data in table 16.6 reveal that 16 individual services are most likely to be available at the program site itself, using a difference of 10 percentage points or more in availability as the criterion for "most likely."⁷ These services are food, clothing, all eight of the life skills and case management services, three of the four housing services, helping children enroll in school, mental health crisis intervention, and HIV/AIDS prevention and education. Another five services, offered at 44 to 49 percent of program sites, are about equally or slightly less likely to be available at a program site than to be available only at off-site locations. These are parenting training (50 percent only off-site), help in applying for subsidized housing (53 percent), placement in volunteer jobs (46 percent), substance abuse education (50 percent), and psychotropic medications administration (55 percent).

Thirty-nine individual services are most likely to be available only at off-site locations, using a difference of 10 percentage points or more in availability as the criterion for "most likely." These are all of the education services except helping children enroll in school, four of the five employment services, all ten general health care services, six of seven substance abuse services, five of seven mental health services, HIV/AIDS treatment, and all four other services. In addition, 10 percent or more of respondents said that four individual services were not available anywhere in their community for homeless people: help with money management and budgeting, training in household skills, assistance with landlord/tenant relations, and dental care.

These findings give a clearer picture of service availability within communities, albeit not a picture of the adequacy of service levels or, lacking evaluation data, a picture of the most useful or effective way to arrange services. Nevertheless, the picture of availability is remarkably consistent. Specialized services are available primarily off-site. On the other hand, basic needs such as the need for food are met at program sites, as are fundamental assistance services such as

⁶ Statistics in table 16.6 for availability "at program site" differ from the percentages reported in table 16.4, which showed only the program's own provision of services and did not also include the situation in which another program offered services to the program's homeless clients at the program's own site (e.g., a job readiness program comes to a shelter to meet with shelter clients).

⁷ As noted in Chapter 14, in a sample the size of NSHAPC's, very small differences between two percentages are likely to be statistically significant but meaningless from the perspective of policy or planning.

Table 16.6
Where Services for Homeless People Are Available in the Community

Service	At Program Site, By Respondent's Program or Other Program at Same Site	Only Off-Site	Not Available in Community
Basic Needs			
Food (prepared meals or food supplies)	84	15	1
Clothing	69	28	1
Life Skills Services			
Money management or budgeting	58	30	11
Household skills—cooking, cleaning, maintenance	51	32	16
Personal relations counseling—conflict resolution	63	32	4
Parenting training	44	50	5
Case Management Services	72	23	3
Needs assessment	69	23	8
Development of individual goals and service plans	73	25	1
Referral or assistance with entitlements	69	21	9
Follow-up after client leaves	62	32	5
Housing Services	44	53	3
Locating housing	53	43	4
Applying for subsidized housing	56	33	10
Financial assistance with rent and/or utilities	59	35	5
Assistance with landlord/tenant relations	36	62	1
Education Services	31	65	3
Help children enroll in school	38	53	8
Head Start	17	77	5
Other early childhood education	22	75	3
Tutoring for school children	17	73	9
English as a Second Language courses	20	72	7
GED courses	22	73	4
Family literacy services			
Basic literacy training	37	58	5
Basic skills training/adult education courses	38	56	5
Employment Services	41	54	4
Assessment of job skills	17	76	7
Job finding/retention skills	13	82	4
Job referral or placement	49	46	3
Training for specific jobs			
Vocational rehabilitation			
Placement in volunteer jobs			

Table 16.6, continued

Service	At Program Site, By Respondent's Program or Other Program at Same Site	Only Off-Site	Not Available in Community
General Health Care			
Health care assessment/health history	34	60	5
Primary care—physical exam, etc.	21	72	7
Acute care	14	79	6
Prenatal care	13	82	3
Immunizations	20	78	1
TB testing	30	67	2
TB treatment	17	79	4
Dental care	10	73	16
Hospice care	10	82	7
General health education	40	50	8
Substance Abuse Services			
Alcohol/drug testing	24	69	7
Clinical assessment for alcohol or other drugs	25	70	4
Detoxification	10	86	3
Outpatient treatment	17	81	2
Residential treatment	17	79	3
Alcoholics/Cocaine/Narcotics Anonymous	26	72	1
Substance abuse education	46	50	4
Mental Health Services			
Mental health assessment	31	66	2
Medication administration/monitoring	48	55	7
Crisis intervention	54	43	2
Outpatient therapy/counseling	20	68	2
Inpatient and/or residential treatment	17	78	4
Peer group/self-help (other than AA/NA/CA)	41	54	5
Mental health education	37	57	6
HIV/AIDS Services			
HIV/AIDS treatment services	23	75	1
HIV/AIDS prevention and/or education	53	42	3
Other Services			
Child care	26	65	8
Domestic violence counseling	40	58	2
Legal assistance	20	72	7
Veteran's special services	17	80	3

SOURCE: Urban Institute analysis of weighted 1996 NSHAPC mail survey data. Rows do not sum to 100 due to missing data.

life skills training and case management. This pattern, of course, reflects the fact that most NSHAPC programs are food or shelter/housing programs. The relatively few programs offering specialized services at their program site for the most part actually *are* the mainstream or specialized programs (e.g., health, child care, mental health, employment), whereas those programs most likely to report service availability only off-site are the shelter/housing and especially the food programs.

OTHER INFORMATION OBTAINED FROM HOUSING PROGRAMS

USE LEVELS AND UNMET DEMAND

A final section of the mail survey asked some questions about program capacity, utilization rates, and inability to meet demand in the form of having to turn away clients because the program was full or for other reasons. These questions were asked only of respondents representing programs that provide shelter or housing services, and were asked separately with respect to families with children and unaccompanied persons. Table 16.7 reports the answers obtained.

Shelter/housing program respondents generally report occupancy levels in the 70 percent range (67 to 77 percent). Occupancy proportions are not much affected by either season or type of client. Winter occupancy proportions are slightly higher than for other seasons, and also slightly higher for families in all seasons except winter; the differences are statically significant but probably not important for policy or planning purposes. These occupancy levels are similar to those reported in HUD's 1988 survey of homeless shelters (HUD, 1989). They reflect the fact that there is considerable turnover among shelter users, programs often screen prospective clients for appropriateness for their program, programs serving families need to be able to accommodate the whole family, and other reasons that make it difficult to stay full.

There is also a good deal of consistency across client groups in the reasons why programs operate at less than full capacity. Reasons cited most frequently both for programs serving families with children and those serving unaccompanied persons are decline in need, seasonal changes, and failure of applicants to meet program criteria or restrictions. Many programs serve both client groups, which certainly contributes to the consistency of their answers.

Table 16.7 also reports data on turnaways. Respondents report that on an average winter day their program turns away four family households and/or three unaccompanied persons. These figures go down to three family households and/or two unaccompanied persons for the other seasons of the year. These turnaway numbers are *not* clear indicators of inadequate capacity, as respondents were asked about needing to turn away applicants because they were full *or for other reasons*. The array of reasons for turning people away are shown in table 16.7. The most frequently cited reasons are increased demand and seasonal changes, which may be another way of thinking about changes in demand. Other reasons are also frequently cited, of which the most common one is that applicants do not meet program criteria or are not willing to abide by

Table 16.7
Shelter/Housing Utilization and Information on Turnaways

	Programs Serving Families with Children (69 percent of all shelter/ housing programs)	Programs Serving Unaccompanied Persons (78 percent of all shelter/housing programs)
Occupancy:		
Percent occupied in winter	77%	76%
Percent occupied in spring	73	69
Percent occupied in summer	73	67
Percent occupied in autumn	73	69
Reasons for Operating at Less Than Full Capacity:		
Never less than full	26%	20%
Of remainder, percent citing: ^a		
Decline in need	35	40
Seasonal changes	32	35
Change in program participation criteria	5	3
New facilities added elsewhere	3	4
Economic/job market changes	11	11
Change in program funding or capacity	10	9
People did not meet program criteria/ restrictions	32	34
Other	23	19
Numbers Turned Away on Average Day^b		
Winter	4 households	3 people
Other seasons	3 households	2 people
Reasons Turned Away Because Full OR for Other Reasons		
Never full	19%	23%
Of remainder, percent citing: ^a		
Increase in need	40	38
Seasonal changes	21	26
Change in program participation criteria	6	4
Facilities closed elsewhere	9	9
Economic/job market changes	12	10
Change in program funding or capacity	23	15
No change; continually full to maximum	35	31
Other	30	27

SOURCE: Urban Institute analysis of weighted 1996 NSHAPC mail survey data. ^aRespondents could give more than one reason. ^bTurnaway figures for families are for whole households; those for unaccompanied persons are for individuals.

program restrictions. Another significant category cited for turning people away, “change in program funding or capacity,” has to do with changes in supply rather than in demand.

Turnaway statistics always pose problems of interpretation, and these are no different. Some component of turnaway behavior on the part of shelter/housing programs stems from the simple mismatch between supply and need. However, it is also clear that some of the need cannot be met because it is specialized. Even when most shelter/housing programs have excess capacity, as appears from these data to be true for 74 to 80 percent of all such programs, some programs are less than full because the people wanting shelter/housing do not “fit” the program. This is about as likely to be reported for families with children and for unaccompanied adults, and suggests that a critical part of local analysis of homeless circumstances and service capacity should concentrate on the people who need help but do not “fit” into what is currently available.

TRANSPORTATION

Transportation is a problem for homeless people, in that lack of transportation restricts people’s access to services that might help them leave homelessness, or that might help ameliorate some of their problems while they are homeless. This study relied for its information on the knowledge of staff in programs serving homeless people. The data describe the efforts of service program staff to address issues of transportation by offering their clients a way to reach other services.

The mail survey asked respondents whether their program regularly provides transportation to their clients. About two in five respondents (42 percent) report that their program does offer this assistance. The programs most likely to do so (56 to 63 percent say they do) are emergency shelters, transitional housing programs, mobile food programs, outreach programs, and mental health, alcohol/drug, and HIV/AIDS programs. The programs least likely to offer transportation are soup kitchens and food pantries (fewer than 25 percent say they do).

Both community type and program type make a big difference to the proportion of programs offering transportation (table 16.8). In general, programs in central cities are most likely to offer transportation. However, emergency shelters stand out as the exception to this generalization. Emergency shelters in rural areas are more likely than shelters in any other type of community to offer transportation. In addition rural transitional housing programs offer levels of transportation equivalent to those found in similar central city programs.

Programs offering transportation help their clients get where they need to go in a number of ways (table 16.9). About half (48 percent) of the programs offering transportation give their clients tokens or cash so the clients can use public transportation, or give clients rides in vehicles owned by the program. Almost as many (46 percent) give clients rides in the cars of staff members. Fewer programs, but still about one-third of those who provide transportation, use volunteers to drive clients, and about one-fourth give clients vouchers or cash for transportation provided by private operators (e.g., taxicabs). One in ten of those who provide transportation do so through a contract with a company that takes clients where they need to go.

Table 16.8
Transportation Assistance, by Program Type and Community Type

Program Type	Percent of Programs Providing Transportation in:		
	Central Cities	Suburbs/Urban Fringe	Rural Areas
All Programs	47	36	35
Housing Programs			
Emergency Shelter	61	56	76
Transitional Housing	62	58	65
Permanent Housing	56	40	*
Voucher Distribution	52	21	31
Food Programs			
Food Pantry	22	22	11
Soup Kitchen/Meal Dist.	21	27	42
Mobile Food	23	4	*
Health Programs			
Physical Health Care	34	38	*
Mental Health	81	59	*
Alcohol or Drug	45	51	*
HIV/AIDS	58	68	*
Other			
Outreach	66	50	35
Drop-in Center	52	30	46
Financial/Housing Assist.	41	37	31
Other	41	21	*

Source: Urban Institute analysis of weighted 1996 NSHAPC mail survey data. * = too few programs to analyze.

Table 16.9
Types of Transportation Assistance Provided

Method of transportation	Percent of programs offering transportation
Tokens/cash for public transportation	48
Program-owned vehicles	48
Staff member cars	46
Volunteers	32
Vouchers/cash for private transportation	22
Other	15
Contract with transportation providers	10

Source: Urban Institute analysis of weighted 1996 NSHAPC mail survey data.

Table 16.10

Services to Which Programs Provide Transportation

Service	Percent of programs offering transportation
Health care	69
Food/clothing	55
Mental health	54
Housing search	52
Case management	49
Substance abuse	48
Employment services	48
Legal assistance	38
Education	37
Life skills	33
HIV/AIDS services	32
Domestic violence counseling	31
Child care	24
Veterans' services	22
Other	22

Source: Urban Institute analysis of weighted 1996 NSHAPC mail survey data.

Table 16.10 shows the types of service to which programs provide transportation. Health care services lead the list, with more than two-thirds of all programs that offer transportation helping their clients to get to medical appointments and other health care services. About half of all programs offering transportation take their clients to places where they can get food or clothing, mental health services, assistance in searching for housing, case management, substance abuse services, and employment services. Some of the other services for which programs provide transportation include legal assistance, education, HIV/AIDS services, domestic violence counseling, and child care.

The prevalence of transportation services, especially in residential and health programs, suggests that program staff are well aware of the difficulties their clients encounter in accessing official help for many different problems. They have set themselves up to help clients overcome these difficulties, at least in part. It is also interesting to note the range of options that programs have developed to provide transportation. They own vehicles, contract for vehicles, and make other arrangements through which they can offer their clients a ride to needed services. With respect to the issue of service organization with which this section on service availability began, transportation appears to be one way to connect a service network that is not “all under one roof.”

PROVIDER PERCEPTIONS OF CLIENT DESTINATIONS

The final question on the NSHAPC mail survey, also asked only of shelter/housing program respondents, inquires about where clients go after they leave the shelter/housing program. Two-thirds of respondents from programs serving families with children, and three-fifths of those from programs serving unaccompanied adults said their program knew enough about client destinations to be able to supply some information. Common destinations for both homeless families with children and homeless unaccompanied adults are the housing of family members or friends, and regular unsubsidized housing (table 16.11). For families, the most likely destination is government subsidized housing. Adults by themselves do not have as ready access to government subsidies for housing; although this category is their third largest, it is only half as common for singles as for families. Providers report that most clients leave their facility for a better situation. That is, few go to the streets, few in transitional housing go back to emergency shelters and many go on to permanent housing.

Table 16.11
Destination After Shelter/Housing Programs

Destination (average percent of families or individuals)	Programs Serving Families with Children (54 percent of all shelter/housing programs)	Programs Serving Unaccompanied Persons (59 percent of all shelter/housing programs)
The streets or other outside locations	5	9
Other emergency shelter	7	9
Transitional housing	7	8
Family or friend's housing	19	22
Private unsubsidized housing	23	20
Government subsidized housing	32	14
Special permanent housing for disabled	2	4
Other group home	1	3
Hospital	1	2
Jail or prison	1	2
Other	4	7

Source: Urban Institute analysis of weighted 1996 NSHAPC mail survey data.

Appendix Table 16.A1
Program Reports of Level of Need for Services, by Program Type

Program	Mean level of need for the given service (3=all clients, 2=most clients, 1=some clients, 0=no clients)														
	Food	Clothing	Life Skills	Case Management	Housing	Education	Employment	Health Care	Substance Abuse	Mental Health	HIV/AIDS	Child Care	Domestic Violence Counseling	Legal Assistance	Veterans
Total	2.07	1.48	1.58	1.92	1.57	0.84	1.34	1.21	1.13	1.11	1.19	1.09	1.13	1.11	0.82
Housing	2.11	1.46	1.68	2.10	1.63	0.83	1.35	1.21	1.16	1.17	1.28	1.16	1.27	1.19	0.75
Emergency Shelter	2.62	1.68	1.74	2.11	1.59	0.89	1.31	1.18	1.15	1.22	1.29	1.23	1.56	1.30	0.73
Transitional Housing	1.88	1.49	1.88	2.33	1.70	0.81	1.41	1.27	1.26	1.19	1.30	1.15	1.22	1.16	0.66
Permanent Housing	1.31	1.08	1.33	1.97	1.53	0.60	1.29	1.40	1.21	1.18	1.49	0.71	0.87	1.20	0.85
Voucher Distribution	1.93	1.22	1.47	1.82	1.68	0.87	1.40	1.05	0.99	1.00	1.01	1.27	1.02	1.01	0.89
Housing with Vouchers	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Food	2.21	1.50	1.50	1.68	1.48	0.91	1.34	1.16	1.06	0.97	1.08	1.12	0.99	0.98	0.81
Food Pantry	2.09	1.50	1.49	1.71	1.50	0.90	1.34	1.08	0.99	0.95	0.99	1.17	0.99	0.96	0.78
Soup Kitchen/Meal Dist.	2.52	1.51	1.55	1.65	1.46	0.92	1.36	1.32	1.23	1.06	1.29	0.99	1.03	1.04	0.92
Mobile Food	2.22	1.49	n/a	1.29	1.13	n/a	0.93	1.32	n/a	0.76	0.86	n/a	0.61	1.07	0.65
Health	1.66	1.38	1.68	2.01	1.56	0.77	1.33	1.37	1.41	1.20	1.35	0.77	0.96	1.05	1.10
Physical Health Care	1.60	1.50	1.76	1.76	1.59	1.02	1.39	1.58	1.03	0.94	1.13	0.80	0.69	0.98	1.43
Mental Health	1.37	1.28	1.61	1.97	1.48	0.69	1.28	1.29	1.41	1.41	1.11	0.74	1.13	0.99	1.13
Alcohol or Drug	2.02	1.44	1.80	2.21	1.61	0.66	1.39	1.19	1.74	1.15	1.35	0.75	1.00	1.07	0.81
HIV/AIDS	1.66	1.24	1.51	2.13	1.60	0.76	1.20	1.53	1.33	1.26	2.22	0.80	0.96	1.29	1.00
Other	1.89	1.53	1.34	1.90	1.59	0.79	1.31	1.20	1.03	1.15	1.09	1.00	1.07	1.12	0.86
Outreach	2.03	1.68	n/a	2.07	1.72	n/a	1.62	1.31	n/a	1.26	1.12	n/a	1.11	1.11	0.88
Drop-In Center	1.74	1.38	1.19	1.62	1.25	0.68	1.12	1.03	1.05	1.08	1.09	0.81	1.00	1.02	0.75
Financial/Housing Assist.	1.84	1.18	1.18	1.76	1.65	0.78	1.09	1.07	0.71	0.96	0.84	1.02	0.91	1.09	0.93
Other	1.82	1.66	1.64	1.98	1.66	0.95	1.46	1.29	1.21	1.16	1.15	1.23	1.17	1.30	0.90

Source: Urban Institute analysis of weighted 1996 NSHAPC mail survey data.

Appendix Table 16.A2
Program Reports of Level of Need for Services, by Urban/Rural Status

Location Type	Mean level of need for the given service (3=all clients, 2=most clients, 1=some clients, 0=no clients)														
	Food	Clothing	Life Skills	Case Management	Housing	Education	Employment	Health Care	Substance Abuse	Mental Health	HIV/AIDS	Child Care	Domestic Violence Counseling	Legal Assistance	Veterans
Total	2.07	1.48	1.58	1.92	1.57	0.84	1.34	1.21	1.13	1.11	1.19	1.09	1.13	1.11	0.82
Central Cities	2.12	1.59	1.64	2.01	1.58	0.84	1.38	1.29	1.24	1.17	1.36	1.05	1.12	1.14	0.83
Housing Programs	2.09	1.55	1.73	2.18	1.62	0.82	1.37	1.28	1.25	1.20	1.42	1.11	1.23	1.20	0.73
Food Programs	2.36	1.61	1.51	1.70	1.49	0.92	1.36	1.26	1.15	1.04	1.27	1.06	1.04	1.03	0.86
Health Programs	1.77	1.36	1.56	2.12	1.52	0.68	1.35	1.30	1.46	1.19	1.50	0.67	0.88	1.05	1.01
Other Programs	1.96	1.70	1.57	2.02	1.62	0.86	1.45	1.33	1.26	1.27	1.28	1.02	1.05	1.16	0.92
Suburbs/Urban Fringe	2.06	1.43	1.57	1.96	1.62	0.81	1.32	1.18	1.09	1.05	1.09	1.13	1.12	1.14	0.80
Housing Programs	1.94	1.37	1.70	2.16	1.67	0.78	1.30	1.15	1.10	1.07	1.14	1.14	1.24	1.22	0.69
Food Programs	2.30	1.49	1.47	1.66	1.55	0.89	1.31	1.16	1.03	0.95	0.96	1.19	0.98	1.02	0.83
Health Programs	1.78	1.37	1.74	2.34	1.57	0.67	1.52	1.50	1.54	1.32	1.65	0.70	1.17	1.23	0.89
Other Programs	1.79	1.43	1.31	1.98	1.63	0.69	1.38	1.22	1.11	1.13	1.05	0.96	1.09	1.09	1.01
Rural Areas	1.98	1.34	1.49	1.76	1.54	0.87	1.29	1.05	0.96	1.03	0.87	1.14	1.15	1.04	0.82
Housing Programs	2.25	1.33	1.57	1.90	1.65	0.87	1.36	1.07	1.01	1.16	1.02	1.26	1.38	1.13	0.85
Food Programs	1.94	1.35	1.51	1.66	1.41	0.90	1.34	0.99	0.94	0.88	0.75	1.14	0.93	0.90	0.73
Health Programs	1.42	1.41	1.93	1.71	1.62	0.94	1.24	1.38	1.27	1.22	0.97	0.93	1.05	0.99	1.32
Other Programs	1.84	1.32	1.08	1.68	1.53	0.75	1.10	0.96	0.71	0.97	0.71	0.99	1.08	1.08	0.69

Source: Urban Institute analysis of weighted 1996 NSHAPC mail survey data.

Appendix Table 16.A5
Level of Need Met for each service

4=always, 1=seldom

Service	Housing Programs	Food Programs	Health Programs	Other Programs
Food	3.53	3.48	3.00	3.24
Clothing	3.09	3.02	2.88	2.98
Life Skills	2.85	2.14	2.29	2.44
Case Management	3.20	2.46	2.85	2.86
Housing	2.72	2.17	2.19	2.49
Education	2.71	2.30	2.21	2.36
Employment	2.55	2.04	1.97	2.30
General Health Care	2.76	2.25	2.61	2.49
Substance Abuse	2.65	2.13	2.50	2.43
Mental Health	2.46	1.91	2.41	2.21
HIV/AIDS	2.99	2.46	2.87	2.58
Child care	2.42	2.00	2.00	2.12
Domestic violence counseling	2.97	2.35	2.52	2.58
Legal assistance	2.56	2.06	2.18	2.26
Veterans' special services	2.78	2.39	2.64	2.56

Source: Urban Institute analysis of weighted 1996 NSHAPC mail survey data.

**Appendix Table 16.A3
Need for each service**

Emergency Shelters

Service	Average need per program	
	3=all clients, 0=none	n used in mean
Food	2.62	879
Clothing	1.68	873
Life Skills	1.74	
Money Mgmt/Budgeting	1.84	866
Household skills	1.54	841
Conflict resolution	2.05	866
Parenting training	1.54	853
Case Management	2.11	
Needs assessment	2.42	875
Individual goals/service plans	2.41	872
Referral/entitlement assistance	1.94	860
Follow-up	1.68	868
Housing	1.59	
Locating housing	2.08	885
Applying for subsidized hsng.	1.50	867
Rent/utilities assistance	1.64	868
Landlord/tenant assistance	1.11	817
Education	0.89	
Child enrollment/district liaison	1.17	846
Head Start	0.78	817
Other early childhood education	0.85	820
Tutoring for school children	0.90	801
ESL courses	0.43	811
GED courses	1.11	854
Family literacy services	0.72	760
Basic literacy training	0.84	805
Basic skills training/adult ed.	1.15	845
Employment	1.31	
Job skills assessment	1.60	864
Job search/retention skills	1.55	863
Job referral or placement	1.55	865
Training for specific jobs	1.25	850
Vocational rehabilitation	1.04	821
Placement in volunteer jobs	0.80	789

Transitional Housing Programs

Service	Average need per program	
	3=all clients, 0=none	n used in mean
Food	1.88	917
Clothing	1.49	921
Life Skills	1.88	
Money Mgmt/Budgeting	2.19	930
Household skills	1.72	924
Conflict resolution	2.18	925
Parenting training	1.43	912
Case Management	2.33	
Needs assessment	2.61	927
Individual goals/service plans	2.69	922
Referral/entitlement assistance	2.06	916
Follow-up	1.97	914
Housing	1.70	
Locating housing	2.17	923
Applying for subsidized hsng.	1.71	910
Rent/utilities assistance	1.66	912
Landlord/tenant assistance	1.24	874
Education	0.81	
Child enrollment/district liaison	1.04	899
Head Start	0.67	874
Other early childhood education	0.77	881
Tutoring for school children	0.78	881
ESL courses	0.40	884
GED courses	1.06	921
Family literacy services	0.61	839
Basic literacy training	0.79	882
Basic skills training/adult ed.	1.17	913
Employment	1.41	
Job skills assessment	1.86	923
Job search/retention skills	1.75	917
Job referral or placement	1.64	915
Training for specific jobs	1.28	908
Vocational rehabilitation	1.04	894
Placement in volunteer jobs	0.86	885

Emergency Shelters

Service	Average need per program	
	3=all clients, 0=none	n used in mean
General Health Care	1.18	
Health care assessment	1.69	852
Primary care	1.55	850
Acute care	0.88	821
Prenatal care	0.91	842
Immunizations	1.07	800
TB testing	1.44	771
TB treatment	0.67	679
Dental care	1.39	834
Hospice care	0.39	743
General health education	1.62	822
Substance Abuse	1.15	
Alcohol/Drug testing	1.14	834
Clinical assmt. for alcohol/drugs	1.28	850
Detoxification	0.83	851
Outpatient treatment	1.07	849
Residential treatment	0.87	824
AA/Cocaine/Narcotics Anon.	1.18	853
Substance abuse education	1.67	861
Mental Health	1.22	
Mental health assessment	1.37	866
Medication admin/monitoring	1.03	837
Crisis intervention	1.54	852
Outpatient therapy/counseling	1.35	857
Inpatient/residential treatment	0.89	818
Peer group/self help	1.44	811
Mental health education	1.27	809
HIV/AIDS	1.29	
Treatment services	0.80	736
Prevention/education	1.74	809
Child care	1.23	844
Domestic violence counseling	1.56	854
Legal assistance	1.30	854
Veterans' special services	0.73	785

Transitional Housing Programs

Service	Average need per program	
	3=all clients, 0=none	n used in mean
General Health Care	1.27	
Health care assessment	1.92	918
Primary care	1.82	914
Acute care	0.99	893
Prenatal care	0.71	911
Immunizations	1.15	856
TB testing	1.56	843
TB treatment	0.62	776
Dental care	1.68	911
Hospice care	0.28	857
General health education	1.83	908
Substance Abuse	1.26	
Alcohol/Drug testing	1.36	917
Clinical assmt. for alcohol/drugs	1.45	915
Detoxification	0.72	902
Outpatient treatment	1.09	915
Residential treatment	0.98	903
AA/Cocaine/Narcotics Anon.	1.38	914
Substance abuse education	1.80	920
Mental Health	1.19	
Mental health assessment	1.51	923
Medication admin/monitoring	1.08	902
Crisis intervention	1.21	915
Outpatient therapy/counseling	1.34	918
Inpatient/residential treatment	0.87	896
Peer group/self help	1.42	887
Mental health education	1.44	890
HIV/AIDS	1.30	
Treatment services	0.74	815
Prevention/education	1.82	883
Child care	1.15	913
Domestic violence counseling	1.22	910
Legal assistance	1.16	924
Veterans' special services	0.66	873

Permanent Housing Programs

Service	Average need per program	
	3=all clients, 0=none	n used in mean
Food	1.31	289
Clothing	1.08	281
Life Skills	1.33	
Money Mgmt/Budgeting	1.62	284
Household skills	1.31	286
Conflict resolution	1.62	285
Parenting training	0.78	281
Case Management	1.97	
Needs assessment	2.27	287
Individual goals/service plans	2.24	282
Referral/entitlement assistance	1.92	286
Follow-up	1.45	275
Housing	1.53	
Locating housing	1.65	289
Applying for subsidized hsng.	1.41	285
Rent/utilities assistance	1.72	285
Landlord/tenant assistance	1.34	278
Education	0.60	
Child enrollment/district liaison	0.48	274
Head Start	0.44	270
Other early childhood education	0.40	270
Tutoring for school children	0.35	266
ESL courses	0.38	270
GED courses	1.02	273
Family literacy services	0.48	253
Basic literacy training	0.76	264
Basic skills training/adult ed.	1.08	274
Employment	1.29	
Job skills assessment	1.45	283
Job search/retention skills	1.44	284
Job referral or placement	1.47	286
Training for specific jobs	1.22	278
Vocational rehabilitation	1.22	277
Placement in volunteer jobs	0.94	274

Voucher Distribution Programs

Service	Average need per program	
	3=all clients, 0=none	n used in mean
Food	1.93	233
Clothing	1.22	227
Life Skills	1.47	
Money Mgmt/Budgeting	1.96	220
Household skills	1.27	198
Conflict resolution	1.43	211
Parenting training	1.16	205
Case Management	1.82	
Needs assessment	2.16	223
Individual goals/service plans	2.04	219
Referral/entitlement assistance	1.62	220
Follow-up	1.45	216
Housing	1.68	
Locating housing	1.89	235
Applying for subsidized hsng.	1.55	225
Rent/utilities assistance	1.96	235
Landlord/tenant assistance	1.28	216
Education	0.87	
Child enrollment/district liaison	0.84	193
Head Start	0.85	192
Other early childhood education	0.92	186
Tutoring for school children	0.70	173
ESL courses	0.71	192
GED courses	1.15	197
Family literacy services	0.76	169
Basic literacy training	0.77	181
Basic skills training/adult ed.	1.07	193
Employment	1.40	
Job skills assessment	1.61	223
Job search/retention skills	1.62	222
Job referral or placement	1.76	222
Training for specific jobs	1.28	212
Vocational rehabilitation	1.10	202
Placement in volunteer jobs	0.94	189

Permanent Housing Programs

Service	Average need per program	
	3=all clients, 0=none	n used in mean
General Health Care	1.40	
Health care assessment	2.17	281
Primary care	2.07	280
Acute care	1.16	272
Prenatal care	0.63	278
Immunizations	1.19	258
TB testing	1.80	259
TB treatment	0.69	239
Dental care	1.69	276
Hospice care	0.61	257
General health education	1.83	270
Substance Abuse	1.21	
Alcohol/Drug testing	1.17	273
Clinical assmt. for alcohol/drugs	1.41	275
Detoxification	0.90	272
Outpatient treatment	1.20	278
Residential treatment	0.89	269
AA/Cocaine/Narcotics Anon.	1.23	279
Substance abuse education	1.64	280
Mental Health	1.18	
Mental health assessment	1.68	285
Medication admin/monitoring	1.14	276
Crisis intervention	1.21	284
Outpatient therapy/counseling	1.34	284
Inpatient/residential treatment	0.90	275
Peer group/self help	1.29	267
Mental health education	1.41	271
HIV/AIDS	1.49	
Treatment services	1.14	255
Prevention/education	1.83	267
Child care	0.71	286
Domestic violence counseling	0.87	277
Legal assistance	1.20	279
Veterans' special services	0.85	265

Voucher Distribution Programs

Service	Average need per program	
	3=all clients, 0=none	n used in mean
General Health Care	1.05	
Health care assessment	1.29	198
Primary care	1.26	199
Acute care	0.84	198
Prenatal care	0.90	203
Immunizations	0.95	179
TB testing	1.02	148
TB treatment	0.64	130
Dental care	1.31	202
Hospice care	0.68	155
General health education	1.37	184
Substance Abuse	0.99	
Alcohol/Drug testing	1.09	180
Clinical assmt. for alcohol/drugs	1.18	192
Detoxification	0.86	187
Outpatient treatment	0.91	185
Residential treatment	0.82	175
AA/Cocaine/Narcotics Anon.	0.90	186
Substance abuse education	1.17	190
Mental Health	1.00	
Mental health assessment	1.26	199
Medication admin/monitoring	0.99	173
Crisis intervention	1.18	194
Outpatient therapy/counseling	1.03	191
Inpatient/residential treatment	0.84	172
Peer group/self help	0.91	172
Mental health education	1.01	175
HIV/AIDS	1.01	
Treatment services	0.81	154
Prevention/education	1.19	164
Child care	1.27	210
Domestic violence counseling	1.02	209
Legal assistance	1.01	205
Veterans' special services	0.89	183

Food Pantries

Service	Average need per program	
	3=all clients, 0=none	n used in mean
Food	2.09	1,059
Clothing	1.50	1,016
Life Skills	1.49	
Money Mgmt/Budgeting	1.87	926
Household skills	1.30	845
Conflict resolution	1.49	901
Parenting training	1.25	860
Case Management	1.71	
Needs assessment	1.98	916
Invidual goals/service plans	1.82	872
Referral/entitlement assistance	1.58	895
Follow-up	1.47	882
Housing	1.50	
Locating housing	1.72	968
Applying for subsidized hsng.	1.44	896
Rent/utilities assistance	1.67	943
Landlord/tenant assistance	1.11	859
Education	0.90	
Child enrollment/district liaison	0.84	769
Head Start	0.93	782
Other early childhood education	0.98	739
Tutoring for school children	0.88	711
ESL courses	0.58	786
GED courses	1.04	825
Family literacy services	0.84	716
Basic literacy training	0.92	774
Basic skills training/adult ed.	1.09	818
Employment	1.34	
Job skills assessment	1.52	908
Job search/retention skills	1.50	914
Job referral or placement	1.54	924
Training for specific jobs	1.34	879
Vocational rehabilitation	1.15	839
Placement in volunteer jobs	0.92	803

Soup Kitchens/Meal Dist.

Service	Average need per program	
	3=all clients, 0=none	n used in mean
Food	2.52	509
Clothing	1.51	482
Life Skills	1.55	
Money Mgmt/Budgeting	1.78	437
Household skills	1.47	396
Conflict resolution	1.63	430
Parenting training	1.28	385
Case Management	1.65	
Needs assessment	1.88	435
Invidual goals/service plans	1.81	415
Referral/entitlement assistance	1.57	420
Follow-up	1.31	397
Housing	1.46	
Locating housing	1.63	466
Applying for subsidized hsng.	1.38	421
Rent/utilities assistance	1.57	437
Landlord/tenant assistance	1.21	390
Education	0.92	
Child enrollment/district liaison	0.84	357
Head Start	0.86	346
Other early childhood education	0.91	337
Tutoring for school children	0.92	334
ESL courses	0.72	366
GED courses	1.05	378
Family literacy services	0.82	313
Basic literacy training	0.97	356
Basic skills training/adult ed.	1.16	382
Employment	1.36	
Job skills assessment	1.52	430
Job search/retention skills	1.52	434
Job referral or placement	1.45	431
Training for specific jobs	1.37	411
Vocational rehabilitation	1.29	397
Placement in volunteer jobs	0.94	382

Food Pantries

Service	Average need per program	
	3=all clients, 0=none	n used in mean
General Health Care	1.08	
Health care assessment	1.36	851
Primary care	1.36	848
Acute care	0.83	763
Prenatal care	0.91	809
Immunizations	1.02	728
TB testing	1.02	653
TB treatment	0.68	562
Dental care	1.38	830
Hospice care	0.61	612
General health education	1.38	766
Substance Abuse	0.99	
Alcohol/Drug testing	1.04	796
Clinical assmt. for alcohol/drugs	1.08	810
Detoxification	0.87	807
Outpatient treatment	0.94	770
Residential treatment	0.81	715
AA/Cocaine/Narcotics Anon.	0.96	802
Substance abuse education	1.20	800
Mental Health	0.95	
Mental health assessment	1.02	806
Medication admin/monitoring	0.87	691
Crisis intervention	1.02	766
Outpatient therapy/counseling	0.94	757
Inpatient/residential treatment	0.77	666
Peer group/self help	0.97	684
Mental health education	1.02	712
HIV/AIDS	0.99	
Treatment services	0.74	661
Prevention/education	1.22	714
Child care	1.17	853
Domestic violence counseling	0.99	839
Legal assistance	0.96	826
Veterans' special services	0.78	722

Soup Kitchens/Meal Dist.

Service	Average need per program	
	3=all clients, 0=none	n used in mean
General Health Care	1.32	
Health care assessment	1.58	427
Primary care	1.56	428
Acute care	1.04	370
Prenatal care	0.89	375
Immunizations	1.13	360
TB testing	1.56	384
TB treatment	1.06	318
Dental care	1.66	416
Hospice care	0.67	295
General health education	1.72	404
Substance Abuse	1.23	
Alcohol/Drug testing	1.30	415
Clinical assmt. for alcohol/drugs	1.31	419
Detoxification	1.08	422
Outpatient treatment	1.07	409
Residential treatment	1.03	382
AA/Cocaine/Narcotics Anon.	1.25	412
Substance abuse education	1.54	416
Mental Health	1.06	
Mental health assessment	1.19	429
Medication admin/monitoring	0.96	380
Crisis intervention	1.05	396
Outpatient therapy/counseling	1.10	405
Inpatient/residential treatment	0.93	367
Peer group/self help	1.17	359
Mental health education	1.22	380
HIV/AIDS	1.29	
Treatment services	0.97	351
Prevention/education	1.58	381
Child care	0.99	381
Domestic violence counseling	1.03	383
Legal assistance	1.04	387
Veterans' special services	0.92	372

Mobile Food Programs

Service	Average need per program	
	3=all clients, 0=none	n used in mean
Food	2.22	48
Clothing	1.49	45
Life Skills	n/a	
Money Mgmt/Budgeting	n/a	n/a
Household skills	n/a	n/a
Conflict resolution	n/a	n/a
Parenting training	n/a	n/a
Case Management	1.29	
Needs assessment	1.38	43
Invidual goals/service plans	1.37	41
Referral/entitlement assistance	1.54	43
Follow-up	0.84	41
Housing	1.13	
Locating housing	1.34	40
Applying for subsidized hsng.	1.18	38
Rent/utilities assistance	1.32	41
Landlord/tenant assistance	0.63	36
Education	n/a	
Child enrollment/district liaison	n/a	n/a
Head Start	n/a	n/a
Other early childhood education	n/a	n/a
Tutoring for school children	n/a	n/a
ESL courses	n/a	n/a
GED courses	n/a	n/a
Family literacy services	n/a	n/a
Basic literacy training	n/a	n/a
Basic skills training/adult ed.	n/a	n/a
Employment	0.93	
Job skills assessment	0.94	41
Job search/retention skills	n/a	n/a
Job referral or placement	0.92	40
Training for specific jobs	n/a	n/a
Vocational rehabilitation	n/a	n/a
Placement in volunteer jobs	n/a	n/a

Physical Health Care Programs

Service	Average need per program	
	3=all clients, 0=none	n used in mean
Food	1.60	81
Clothing	1.50	80
Life Skills	1.76	
Money Mgmt/Budgeting	1.80	80
Household skills	1.66	73
Conflict resolution	1.99	82
Parenting training	1.57	73
Case Management	1.76	
Needs assessment	2.24	82
Invidual goals/service plans	1.63	79
Referral/entitlement assistance	1.73	77
Follow-up	1.43	81
Housing	1.59	
Locating housing	2.05	82
Applying for subsidized hsng.	1.34	78
Rent/utilities assistance	1.82	79
Landlord/tenant assistance	1.10	75
Education	1.02	
Child enrollment/district liaison	1.19	70
Head Start	1.08	67
Other early childhood education	0.90	65
Tutoring for school children	0.75	57
ESL courses	0.83	65
GED courses	1.03	66
Family literacy services	1.01	52
Basic literacy training	1.02	63
Basic skills training/adult ed.	1.33	68
Employment	1.39	
Job skills assessment	1.51	74
Job search/retention skills	1.50	76
Job referral or placement	1.73	77
Training for specific jobs	1.19	74
Vocational rehabilitation	1.14	73
Placement in volunteer jobs	1.23	64

Mobile Food Programs

Service	Average need per program	
	3=all clients, 0=none	n used in mean
General Health Care	1.32	
Health care assessment	2.38	38
Primary care	2.31	39
Acute care	1.13	36
Prenatal care	0.70	36
Immunizations	0.87	37
TB testing	1.04	34
TB treatment	0.68	31
Dental care	0.96	38
Hospice care	n/a	n/a
General health education	1.55	39
Substance Abuse	n/a	
Alcohol/Drug testing	n/a	n/a
Clinical assmt. for alcohol/drugs	n/a	n/a
Detoxification	n/a	n/a
Outpatient treatment	n/a	n/a
Residential treatment	n/a	n/a
AA/Cocaine/Narcotics Anon.	n/a	n/a
Substance abuse education	n/a	n/a
Mental Health	0.76	
Mental health assessment	1.22	39
Medication admin/monitoring	0.60	37
Crisis intervention	0.63	38
Outpatient therapy/counseling	0.63	36
Inpatient/residential treatment	1.01	35
Peer group/self help	n/a	n/a
Mental health education	0.67	39
HIV/AIDS	0.86	
Treatment services	0.64	36
Prevention/education	1.08	37
Child care	n/a	n/a
Domestic violence counseling	0.61	37
Legal assistance	1.07	38
Veterans' special services	0.65	35

Physical Health Care Programs

Service	Average need per program	
	3=all clients, 0=none	n used in mean
General Health Care	1.58	
Health care assessment	2.11	82
Primary care	2.19	84
Acute care	1.17	80
Prenatal care	1.33	79
Immunizations	1.58	81
TB testing	2.13	80
TB treatment	1.64	76
Dental care	1.33	85
Hospice care	0.40	58
General health education	1.58	79
Substance Abuse	1.03	
Alcohol/Drug testing	0.97	76
Clinical assmt. for alcohol/drugs	1.11	78
Detoxification	0.98	77
Outpatient treatment	1.09	79
Residential treatment	0.78	74
AA/Cocaine/Narcotics Anon.	1.10	75
Substance abuse education	1.18	78
Mental Health	0.94	
Mental health assessment	1.26	80
Medication admin/monitoring	1.07	75
Crisis intervention	1.09	79
Outpatient therapy/counseling	1.12	80
Inpatient/residential treatment	0.88	73
Peer group/self help	0.59	67
Mental health education	0.73	74
HIV/AIDS	1.13	
Treatment services	0.80	77
Prevention/education	1.45	81
Child care	0.80	75
Domestic violence counseling	0.69	77
Legal assistance	0.98	78
Veterans' special services	1.43	74

Mental Health Programs

Service	Average need per program	
	3=all clients, 0=none	n used in mean
Food	1.37	123
Clothing	1.28	121
Life Skills	1.61	
Money Mgmt/Budgeting	1.79	124
Household skills	1.60	121
Conflict resolution	1.90	124
Parenting training	1.13	119
Case Management	1.97	
Needs assessment	2.19	125
Invidual goals/service plans	2.12	125
Referral/entitlement assistance	1.69	123
Follow-up	1.88	123
Housing	1.48	
Locating housing	1.64	126
Applying for subsidized hsng.	1.36	122
Rent/utilities assistance	1.55	126
Landlord/tenant assistance	1.36	124
Education	0.69	
Child enrollment/district liaison	0.68	111
Head Start	0.51	107
Other early childhood education	0.80	105
Tutoring for school children	0.78	102
ESL courses	0.37	105
GED courses	0.90	121
Family literacy services	0.41	101
Basic literacy training	0.57	111
Basic skills training/adult ed.	1.12	122
Employment	1.28	
Job skills assessment	1.42	125
Job search/retention skills	1.39	124
Job referral or placement	1.36	125
Training for specific jobs	1.20	121
Vocational rehabilitation	1.19	121
Placement in volunteer jobs	1.08	120

Alcohol or Drug Programs

Service	Average need per program	
	3=all clients, 0=none	n used in mean
Food	2.02	101
Clothing	1.44	95
Life Skills	1.80	
Money Mgmt/Budgeting	1.95	100
Household skills	1.71	100
Conflict resolution	2.07	99
Parenting training	1.44	96
Case Management	2.21	
Needs assessment	2.37	101
Invidual goals/service plans	2.44	100
Referral/entitlement assistance	2.06	100
Follow-up	1.95	95
Housing	1.61	
Locating housing	1.89	99
Applying for subsidized hsng.	1.44	92
Rent/utilities assistance	1.61	96
Landlord/tenant assistance	1.45	85
Education	0.66	
Child enrollment/district liaison	0.47	91
Head Start	0.45	88
Other early childhood education	0.50	90
Tutoring for school children	0.40	87
ESL courses	0.46	93
GED courses	1.07	101
Family literacy services	0.65	87
Basic literacy training	0.78	95
Basic skills training/adult ed.	1.09	97
Employment	1.39	
Job skills assessment	1.63	100
Job search/retention skills	1.57	100
Job referral or placement	1.60	100
Training for specific jobs	1.32	99
Vocational rehabilitation	1.28	99
Placement in volunteer jobs	0.92	98

Mental Health Programs

Service	Average need per program	
	3=all clients, 0=none	n used in mean
General Health Care	1.29	
Health care assessment	2.06	126
Primary care	1.93	124
Acute care	1.15	120
Prenatal care	0.75	115
Immunizations	0.88	101
TB testing	1.30	118
TB treatment	0.97	103
Dental care	1.51	121
Hospice care	0.72	107
General health education	1.39	124
Substance Abuse	1.41	
Alcohol/Drug testing	1.38	119
Clinical assmt. for alcohol/drugs	1.57	125
Detoxification	1.23	122
Outpatient treatment	1.64	125
Residential treatment	1.03	124
AA/Cocaine/Narcotics Anon.	1.39	124
Substance abuse education	1.59	125
Mental Health	1.41	
Mental health assessment	1.88	124
Medication admin/monitoring	1.49	123
Crisis intervention	1.59	125
Outpatient therapy/counseling	1.65	125
Inpatient/residential treatment	1.05	124
Peer group/self help	1.42	119
Mental health education	1.65	124
HIV/AIDS	1.11	
Treatment services	0.95	116
Prevention/education	1.26	123
Child care	0.74	113
Domestic violence counseling	1.13	118
Legal assistance	0.99	123
Veterans' special services	1.13	114

Alcohol or Drug Programs

Service	Average need per program	
	3=all clients, 0=none	n used in mean
General Health Care	1.19	
Health care assessment	1.87	102
Primary care	1.79	100
Acute care	1.06	99
Prenatal care	0.68	94
Immunizations	0.86	84
TB testing	1.41	100
TB treatment	0.72	91
Dental care	1.49	99
Hospice care	0.34	92
General health education	1.45	101
Substance Abuse	1.74	
Alcohol/Drug testing	1.80	100
Clinical assmt. for alcohol/drugs	1.94	99
Detoxification	1.28	100
Outpatient treatment	1.29	98
Residential treatment	1.43	101
AA/Cocaine/Narcotics Anon.	2.15	101
Substance abuse education	2.28	102
Mental Health	1.15	
Mental health assessment	1.28	99
Medication admin/monitoring	0.98	96
Crisis intervention	1.06	101
Outpatient therapy/counseling	1.20	100
Inpatient/residential treatment	1.34	99
Peer group/self help	1.33	97
Mental health education	1.16	97
HIV/AIDS	1.35	
Treatment services	0.86	93
Prevention/education	1.81	98
Child care	0.75	91
Domestic violence counseling	1.00	94
Legal assistance	1.07	97
Veterans' special services	0.81	96

HIV/AIDS Programs

Service	Average need per program	
	3=all clients, 0=none	n used in mean
Food	1.66	73
Clothing	1.24	71
Life Skills	1.51	
Money Mgmt/Budgeting	1.72	74
Household skills	1.20	72
Conflict resolution	1.77	72
Parenting training	1.31	66
Case Management	2.13	
Needs assessment	2.42	76
Individual goals/service plans	2.13	73
Referral/entitlement assistance	2.03	74
Follow-up	1.94	71
Housing	1.60	
Locating housing	1.71	75
Applying for subsidized hsng.	1.54	73
Rent/utilities assistance	1.80	74
Landlord/tenant assistance	1.35	71
Education	0.76	
Child enrollment/district liaison	0.62	65
Head Start	0.64	61
Other early childhood education	0.64	60
Tutoring for school children	0.54	58
ESL courses	0.62	58
GED courses	0.93	63
Family literacy services	0.72	56
Basic literacy training	0.88	62
Basic skills training/adult ed.	1.24	61
Employment	1.20	
Job skills assessment	1.26	71
Job search/retention skills	1.34	71
Job referral or placement	1.22	72
Training for specific jobs	1.23	69
Vocational rehabilitation	1.15	66
Placement in volunteer jobs	0.96	64

Outreach Programs

Service	Average need per program	
	3=all clients, 0=none	n used in mean
Food	2.03	495
Clothing	1.68	484
Life Skills	n/a	
Money Mgmt/Budgeting	n/a	n/a
Household skills	n/a	n/a
Conflict resolution	n/a	n/a
Parenting training	n/a	n/a
Case Management	2.07	
Needs assessment	2.31	482
Individual goals/service plans	2.27	471
Referral/entitlement assistance	1.98	475
Follow-up	1.70	470
Housing	1.72	
Locating housing	2.06	490
Applying for subsidized hsng.	1.59	476
Rent/utilities assistance	1.93	484
Landlord/tenant assistance	1.26	449
Education	n/a	
Child enrollment/district liaison	n/a	n/a
Head Start	n/a	n/a
Other early childhood education	n/a	n/a
Tutoring for school children	n/a	n/a
ESL courses	n/a	n/a
GED courses	n/a	n/a
Family literacy services	n/a	n/a
Basic literacy training	n/a	n/a
Basic skills training/adult ed.	n/a	n/a
Employment	1.62	
Job skills assessment	1.65	484
Job search/retention skills	n/a	n/a
Job referral or placement	1.58	481
Training for specific jobs	n/a	n/a
Vocational rehabilitation	n/a	n/a
Placement in volunteer jobs	n/a	n/a

HIV/AIDS Programs

Service	Average need per program	
	3=all clients, 0=none	n used in mean
General Health Care	1.53	
Health care assessment	2.09	75
Primary care	2.24	75
Acute care	1.47	68
Prenatal care	0.76	70
Immunizations	1.03	67
TB testing	1.72	70
TB treatment	1.15	68
Dental care	1.57	71
Hospice care	1.16	66
General health education	1.95	70
Substance Abuse	1.33	
Alcohol/Drug testing	1.36	65
Clinical assmt. for alcohol/drugs	1.59	68
Detoxification	1.07	66
Outpatient treatment	1.23	66
Residential treatment	1.17	66
AA/Cocaine/Narcotics Anon.	1.40	71
Substance abuse education	1.49	70
Mental Health	1.26	
Mental health assessment	1.62	71
Medication admin/monitoring	1.26	67
Crisis intervention	1.36	70
Outpatient therapy/counseling	1.43	70
Inpatient/residential treatment	1.10	68
Peer group/self help	1.29	66
Mental health education	1.37	66
HIV/AIDS	2.22	
Treatment services	2.14	77
Prevention/education	2.30	74
Child care	0.80	63
Domestic violence counseling	0.96	68
Legal assistance	1.29	71
Veterans' special services	1.00	58

Outreach Programs

Service	Average need per program	
	3=all clients, 0=none	n used in mean
General Health Care	1.31	
Health care assessment	1.83	472
Primary care	1.59	472
Acute care	0.96	457
Prenatal care	0.86	451
Immunizations	1.02	412
TB testing	1.41	428
TB treatment	0.79	392
Dental care	1.57	460
Hospice care	n/a	n/a
General health education	1.63	453
Substance Abuse	n/a	
Alcohol/Drug testing	n/a	n/a
Clinical assmt. for alcohol/drugs	n/a	n/a
Detoxification	n/a	n/a
Outpatient treatment	n/a	n/a
Residential treatment	n/a	n/a
AA/Cocaine/Narcotics Anon.	n/a	n/a
Substance abuse education	n/a	n/a
Mental Health	1.26	
Mental health assessment	1.65	476
Medication admin/monitoring	1.15	440
Crisis intervention	1.44	474
Outpatient therapy/counseling	1.45	462
Inpatient/residential treatment	1.09	452
Peer group/self help	n/a	n/a
Mental health education	1.44	447
HIV/AIDS	1.12	
Treatment services	0.84	423
Prevention/education	1.39	449
Child care	n/a	n/a
Domestic violence counseling	1.11	458
Legal assistance	1.11	475
Veterans' special services	0.88	435

Drop-In Centers

Service	Average need per program	
	3=all clients, 0=none	n used in mean
Food	1.74	250
Clothing	1.38	249
Life Skills	1.19	
Money Mgmt/Budgeting	1.36	240
Household skills	1.10	224
Conflict resolution	1.32	242
Parenting training	0.94	220
Case Management	1.62	
Needs assessment	1.90	244
Individual goals/service plans	1.75	238
Referral/entitlement assistance	1.55	244
Follow-up	1.25	235
Housing	1.25	
Locating housing	1.39	247
Applying for subsidized hsng.	1.14	238
Rent/utilities assistance	1.38	241
Landlord/tenant assistance	1.06	220
Education	0.68	
Child enrollment/district liaison	0.64	220
Head Start	0.58	212
Other early childhood education	0.59	209
Tutoring for school children	0.57	209
ESL courses	0.41	218
GED courses	0.91	236
Family literacy services	0.64	202
Basic literacy training	0.74	225
Basic skills training/adult ed.	0.95	230
Employment	1.12	
Job skills assessment	1.32	237
Job search/retention skills	1.22	238
Job referral or placement	1.25	238
Training for specific jobs	1.08	236
Vocational rehabilitation	0.98	232
Placement in volunteer jobs	0.85	224

Financial/Housing Asst. Programs

Service	Average need per program	
	3=all clients, 0=none	n used in mean
Food	1.84	86
Clothing	1.18	82
Life Skills	1.18	
Money Mgmt/Budgeting	1.49	81
Household skills	0.81	68
Conflict resolution	1.34	79
Parenting training	0.99	74
Case Management	1.76	
Needs assessment	1.88	81
Individual goals/service plans	1.64	78
Referral/entitlement assistance	1.87	81
Follow-up	1.65	78
Housing	1.65	
Locating housing	1.68	84
Applying for subsidized hsng.	1.45	81
Rent/utilities assistance	2.07	84
Landlord/tenant assistance	1.33	70
Education	0.78	
Child enrollment/district liaison	0.70	68
Head Start	0.98	69
Other early childhood education	0.75	61
Tutoring for school children	0.70	59
ESL courses	0.44	72
GED courses	1.05	73
Family literacy services	0.73	64
Basic literacy training	0.78	70
Basic skills training/adult ed.	0.89	72
Employment	1.09	
Job skills assessment	1.38	81
Job search/retention skills	1.21	81
Job referral or placement	1.33	81
Training for specific jobs	0.97	75
Vocational rehabilitation	0.91	72
Placement in volunteer jobs	0.65	70

Drop-In Centers

Service	Average need per program	
	3=all clients, 0=none	n used in mean
General Health Care	1.03	
Health care assessment	1.37	239
Primary care	1.24	240
Acute care	0.88	235
Prenatal care	0.66	227
Immunizations	0.77	209
TB testing	1.12	229
TB treatment	0.73	204
Dental care	1.35	232
Hospice care	0.51	194
General health education	1.50	228
Substance Abuse	1.05	
Alcohol/Drug testing	0.98	224
Clinical assmt. for alcohol/drugs	1.19	237
Detoxification	0.91	235
Outpatient treatment	0.99	236
Residential treatment	0.81	233
AA/Cocaine/Narcotics Anon.	1.05	233
Substance abuse education	1.43	236
Mental Health	1.08	
Mental health assessment	1.22	241
Medication admin/monitoring	0.92	224
Crisis intervention	1.07	239
Outpatient therapy/counseling	1.14	236
Inpatient/residential treatment	0.91	228
Peer group/self help	1.34	222
Mental health education	1.21	226
HIV/AIDS	1.09	
Treatment services	0.81	216
Prevention/education	1.35	228
Child care	0.81	218
Domestic violence counseling	1.00	229
Legal assistance	1.02	234
Veterans' special services	0.75	228

Financial/Housing Asst. Programs

Service	Average need per program	
	3=all clients, 0=none	n used in mean
General Health Care	1.07	
Health care assessment	1.64	75
Primary care	1.17	72
Acute care	0.86	69
Prenatal care	0.91	72
Immunizations	0.89	68
TB testing	0.91	63
TB treatment	0.72	50
Dental care	1.25	73
Hospice care	0.75	58
General health education	1.40	69
Substance Abuse	0.71	
Alcohol/Drug testing	0.70	66
Clinical assmt. for alcohol/drugs	0.73	67
Detoxification	0.63	71
Outpatient treatment	0.75	67
Residential treatment	0.69	62
AA/Cocaine/Narcotics Anon.	0.66	65
Substance abuse education	0.83	68
Mental Health	0.96	
Mental health assessment	1.03	73
Medication admin/monitoring	0.75	60
Crisis intervention	1.21	72
Outpatient therapy/counseling	1.01	64
Inpatient/residential treatment	0.76	59
Peer group/self help	1.11	58
Mental health education	0.80	53
HIV/AIDS	0.84	
Treatment services	0.77	58
Prevention/education	0.91	61
Child care	1.02	78
Domestic violence counseling	0.91	79
Legal assistance	1.09	74
Veterans' special services	0.93	71

Other Programs

Service	Average need per program	
	3=all clients, 0=none	n used in mean
Food	1.82	238
Clothing	1.66	240
Life Skills	1.64	
Money Mgmt/Budgeting	2.03	227
Household skills	1.38	208
Conflict resolution	1.70	226
Parenting training	1.41	210
Case Management	1.98	
Needs assessment	2.17	231
Individual goals/service plans	2.16	224
Referral/entitlement assistance	1.89	233
Follow-up	1.71	225
Housing	1.66	
Locating housing	1.92	242
Applying for subsidized hsng.	1.61	236
Rent/utilities assistance	1.82	237
Landlord/tenant assistance	1.27	221
Education	0.95	
Child enrollment/district liaison	0.99	199
Head Start	0.90	200
Other early childhood education	0.96	194
Tutoring for school children	0.89	184
ESL courses	0.51	204
GED courses	1.05	222
Family literacy services	0.90	180
Basic literacy training	1.04	200
Basic skills training/adult ed.	1.24	216
Employment	1.46	
Job skills assessment	1.74	226
Job search/retention skills	1.69	229
Job referral or placement	1.72	233
Training for specific jobs	1.37	225
Vocational rehabilitation	1.18	216
Placement in volunteer jobs	0.99	208

Other Programs

Service	Average need per program	
	3=all clients, 0=none	n used in mean
General Health Care	1.29	
Health care assessment	1.80	214
Primary care	1.73	214
Acute care	0.99	200
Prenatal care	0.90	212
Immunizations	1.18	192
TB testing	1.24	188
TB treatment	0.84	157
Dental care	1.61	213
Hospice care	0.55	169
General health education	1.78	198
Substance Abuse	1.21	
Alcohol/Drug testing	1.04	199
Clinical assmt. for alcohol/drugs	1.40	206
Detoxification	1.02	202
Outpatient treatment	1.18	201
Residential treatment	1.03	193
AA/Cocaine/Narcotics Anon.	1.18	207
Substance abuse education	1.58	203
Mental Health	1.16	
Mental health assessment	1.31	213
Medication admin/monitoring	1.00	194
Crisis intervention	1.23	211
Outpatient therapy/counseling	1.26	203
Inpatient/residential treatment	0.96	187
Peer group/self help	1.21	187
Mental health education	1.45	185
HIV/AIDS	1.15	
Treatment services	0.85	183
Prevention/education	1.43	194
Child care	1.23	215
Domestic violence counseling	1.17	218
Legal assistance	1.30	220
Veterans' special services	0.90	186

Source: Urban Institute analysis of weighted 1996 NSHAPC mail survey data.

**Appendix Table 16.A4
Need for each service**

Central Cities - Housing Programs

Service	Average need per program	
	3=all clients, 0=none	n used in mean
Food	2.09	1,489
Clothing	1.55	1,479
Life Skills	1.73	
Money Mgmt/Budgeting	1.98	1,482
Household skills	1.58	1,455
Conflict resolution	2.00	1,477
Parenting training	1.33	1,450
Case Management	2.18	
Needs assessment	2.52	1,488
Invidual goals/service plans	2.52	1,479
Referral/entitlement assistance	1.96	1,471
Follow-up	1.71	1,471
Housing	1.62	
Locating housing	2.01	1,495
Applying for subsidized hsng.	1.57	1,474
Rent/utilities assistance	1.67	1,475
Landlord/tenant assistance	1.19	1,402
Education	0.82	
Child enrollment/district liaison	0.99	1,418
Head Start	0.69	1,374
Other early childhood education	0.72	1,390
Tutoring for school children	0.82	1,367
ESL courses	0.48	1,396
GED courses	1.08	1,447
Family literacy services	0.63	1,320
Basic literacy training	0.83	1,381
Basic skills training/adult ed.	1.15	1,436
Employment	1.37	
Job skills assessment	1.71	1,480
Job search/retention skills	1.63	1,474
Job referral or placement	1.62	1,478
Training for specific jobs	1.30	1,456
Vocational rehabilitation	1.08	1,420
Placement in volunteer jobs	0.85	1,391

Central Cities - Food Programs

Service	Average need per program	
	3=all clients, 0=none	n used in mean
Food	2.36	977
Clothing	1.61	934
Life Skills	1.51	
Money Mgmt/Budgeting	1.79	800
Household skills	1.41	736
Conflict resolution	1.56	791
Parenting training	1.27	740
Case Management	1.70	
Needs assessment	1.97	846
Invidual goals/service plans	1.85	807
Referral/entitlement assistance	1.57	826
Follow-up	1.40	800
Housing	1.49	
Locating housing	1.70	882
Applying for subsidized hsng.	1.45	809
Rent/utilities assistance	1.61	845
Landlord/tenant assistance	1.16	775
Education	0.92	
Child enrollment/district liaison	0.89	676
Head Start	0.86	663
Other early childhood education	0.92	647
Tutoring for school children	0.91	641
ESL courses	0.68	702
GED courses	1.03	727
Family literacy services	0.85	623
Basic literacy training	0.95	690
Basic skills training/adult ed.	1.15	730
Employment	1.36	
Job skills assessment	1.54	836
Job search/retention skills	1.55	809
Job referral or placement	1.52	845
Training for specific jobs	1.34	778
Vocational rehabilitation	1.23	750
Placement in volunteer jobs	0.92	720

Central Cities - Housing Programs

Service	Average need per program	
	3=all clients, 0=none	n used in mean
General Health Care	1.28	
Health care assessment	1.89	1,457
Primary care	1.78	1,456
Acute care	0.97	1,407
Prenatal care	0.78	1,439
Immunizations	1.16	1,358
TB testing	1.60	1,356
TB treatment	0.73	1,231
Dental care	1.58	1,443
Hospice care	0.39	1,315
General health education	1.77	1,423
Substance Abuse	1.25	
Alcohol/Drug testing	1.32	1,428
Clinical assmt. for alcohol/drugs	1.42	1,449
Detoxification	0.82	1,434
Outpatient treatment	1.12	1,448
Residential treatment	0.96	1,416
AA/Cocaine/Narcotics Anon.	1.31	1,452
Substance abuse education	1.78	1,466
Mental Health	1.20	
Mental health assessment	1.54	1,474
Medication admin/monitoring	1.06	1,430
Crisis intervention	1.34	1,456
Outpatient therapy/counseling	1.36	1,463
Inpatient/residential treatment	0.90	1,409
Peer group/self help	1.35	1,398
Mental health education	1.40	1,407
HIV/AIDS	1.42	
Treatment services	0.93	1,300
Prevention/education	1.87	1,392
Child care	1.11	1,449
Domestic violence counseling	1.23	1,444
Legal assistance	1.20	1,462
Veterans' special services	0.73	1,371

Central Cities - Food Programs

Service	Average need per program	
	3=all clients, 0=none	n used in mean
General Health Care	1.26	
Health care assessment	1.56	808
Primary care	1.50	816
Acute care	1.00	733
Prenatal care	0.90	744
Immunizations	1.09	697
TB testing	1.43	707
TB treatment	0.94	606
Dental care	1.56	790
Hospice care	0.69	572
General health education	1.63	763
Substance Abuse	1.15	
Alcohol/Drug testing	1.22	751
Clinical assmt. for alcohol/drugs	1.25	764
Detoxification	0.99	773
Outpatient treatment	1.02	743
Residential treatment	0.96	697
AA/Cocaine/Narcotics Anon.	1.15	756
Substance abuse education	1.45	758
Mental Health	1.04	
Mental health assessment	1.15	794
Medication admin/monitoring	0.95	702
Crisis intervention	1.10	747
Outpatient therapy/counseling	1.05	749
Inpatient/residential treatment	0.89	687
Peer group/self help	1.12	653
Mental health education	1.18	713
HIV/AIDS	1.27	
Treatment services	0.94	690
Prevention/education	1.57	741
Child care	1.06	726
Domestic violence counseling	1.04	753
Legal assistance	1.03	766
Veterans' special services	0.86	706

Central Cities - Health Programs

Service	Average need per program	
	3=all clients, 0=none	n used in mean
Food	1.77	282
Clothing	1.36	274
Life Skills	1.56	
Money Mgmt/Budgeting	1.67	283
Household skills	1.45	274
Conflict resolution	1.87	282
Parenting training	1.21	263
Case Management	2.12	
Needs assessment	2.31	287
Individual goals/service plans	2.23	284
Referral/entitlement assistance	1.97	280
Follow-up	1.95	277
Housing	1.52	
Locating housing	1.77	285
Applying for subsidized hsng.	1.33	274
Rent/utilities assistance	1.66	278
Landlord/tenant assistance	1.30	263
Education	0.68	
Child enrollment/district liaison	0.54	255
Head Start	0.51	243
Other early childhood education	0.52	241
Tutoring for school children	0.44	229
ESL courses	0.51	240
GED courses	0.95	266
Family literacy services	0.64	223
Basic literacy training	0.85	249
Basic skills training/adult ed.	1.06	262
Employment	1.35	
Job skills assessment	1.57	279
Job search/retention skills	1.54	278
Job referral or placement	1.57	282
Training for specific jobs	1.25	273
Vocational rehabilitation	1.18	270
Placement in volunteer jobs	0.96	260

Central Cities - Other Programs

Service	Average need per program	
	3=all clients, 0=none	n used in mean
Food	1.96	729
Clothing	1.70	719
Life Skills	1.57	
Money Mgmt/Budgeting	1.85	359
Household skills	1.39	332
Conflict resolution	1.77	361
Parenting training	1.24	326
Case Management	2.02	
Needs assessment	2.25	716
Individual goals/service plans	2.23	699
Referral/entitlement assistance	1.92	710
Follow-up	1.66	695
Housing	1.62	
Locating housing	1.93	733
Applying for subsidized hsng.	1.49	710
Rent/utilities assistance	1.79	718
Landlord/tenant assistance	1.24	671
Education	0.86	
Child enrollment/district liaison	0.80	317
Head Start	0.72	306
Other early childhood education	0.75	299
Tutoring for school children	0.74	295
ESL courses	0.62	322
GED courses	1.08	351
Family literacy services	0.81	292
Basic literacy training	0.97	329
Basic skills training/adult ed.	1.16	345
Employment	1.45	
Job skills assessment	1.67	710
Job search/retention skills	1.59	356
Job referral or placement	1.61	710
Training for specific jobs	1.32	351
Vocational rehabilitation	1.18	345
Placement in volunteer jobs	0.90	333

Central Cities - Health Programs

Service	Average need per program	
	3=all clients, 0=none	n used in mean
General Health Care	1.30	
Health care assessment	2.04	
Primary care	1.98	
Acute care	1.22	
Prenatal care	0.67	
Immunizations	0.88	
TB testing	1.64	277
TB treatment	0.97	252
Dental care	1.43	283
Hospice care	0.62	242
General health education	1.72	281
Substance Abuse	1.46	
Alcohol/Drug testing	1.56	269
Clinical assmt. for alcohol/drugs	1.71	276
Detoxification	1.14	275
Outpatient treatment	1.36	276
Residential treatment	1.12	276
AA/Cocaine/Narcotics Anon.	1.57	279
Substance abuse education	1.78	283
Mental Health	1.19	
Mental health assessment	1.55	279
Medication admin/monitoring	1.19	272
Crisis intervention	1.26	281
Outpatient therapy/counseling	1.33	281
Inpatient/residential treatment	1.05	275
Peer group/self help	1.16	260
Mental health education	1.32	273
HIV/AIDS	1.50	
Treatment services	1.20	276
Prevention/education	1.80	285
Child care	0.67	251
Domestic violence counseling	0.88	265
Legal assistance	1.05	275
Veterans' special services	1.01	256

Central Cities - Other Programs

Service	Average need per program	
	3=all clients, 0=none	n used in mean
General Health Care	1.33	
Health care assessment	1.87	702
Primary care	1.72	698
Acute care	1.03	677
Prenatal care	0.84	676
Immunizations	1.03	613
TB testing	1.50	660
TB treatment	0.86	590
Dental care	1.63	689
Hospice care	0.61	287
General health education	1.72	665
Substance Abuse	1.26	
Alcohol/Drug testing	1.13	331
Clinical assmt. for alcohol/drugs	1.39	347
Detoxification	1.01	346
Outpatient treatment	1.24	344
Residential treatment	1.03	342
AA/Cocaine/Narcotics Anon.	1.27	343
Substance abuse education	1.75	344
Mental Health	1.27	
Mental health assessment	1.58	701
Medication admin/monitoring	1.17	657
Crisis intervention	1.41	695
Outpatient therapy/counseling	1.43	674
Inpatient/residential treatment	1.05	663
Peer group/self help	1.40	313
Mental health education	1.51	644
HIV/AIDS	1.28	
Treatment services	0.98	644
Prevention/education	1.56	672
Child care	1.02	332
Domestic violence counseling	1.05	681
Legal assistance	1.16	695
Veterans' special services	0.92	644

Balance of MSAs - Housing Programs

Service	Average need per program	
	3=all clients, 0=none	n used in mean
Food	1.94	737
Clothing	1.37	732
Life Skills	1.70	
Money Mgmt/Budgeting	2.04	728
Household skills	1.42	710
Conflict resolution	1.96	727
Parenting training	1.36	718
Case Management	2.16	
Needs assessment	2.44	736
Invidual goals/service plans	2.49	730
Referral/entitlement assistance	1.83	724
Follow-up	1.85	716
Housing	1.67	
Locating housing	2.20	744
Applying for subsidized hsng.	1.54	724
Rent/utilities assistance	1.74	732
Landlord/tenant assistance	1.17	700
Education	0.78	
Child enrollment/district liaison	0.94	712
Head Start	0.65	692
Other early childhood education	0.68	685
Tutoring for school children	0.70	677
ESL courses	0.42	686
GED courses	1.08	715
Family literacy services	0.69	626
Basic literacy training	0.72	671
Basic skills training/adult ed.	1.13	705
Employment	1.30	
Job skills assessment	1.61	726
Job search/retention skills	1.56	724
Job referral or placement	1.54	723
Training for specific jobs	1.22	705
Vocational rehabilitation	1.01	689
Placement in volunteer jobs	0.81	669

Balance of MSAs - Food Programs

Service	Average need per program	
	3=all clients, 0=none	n used in mean
Food	2.30	567
Clothing	1.49	543
Life Skills	1.47	
Money Mgmt/Budgeting	1.73	501
Household skills	1.31	445
Conflict resolution	1.55	485
Parenting training	1.25	447
Case Management	1.66	
Needs assessment	1.84	486
Invidual goals/service plans	1.68	463
Referral/entitlement assistance	1.66	473
Follow-up	1.47	464
Housing	1.55	
Locating housing	1.77	523
Applying for subsidized hsng.	1.50	488
Rent/utilities assistance	1.66	511
Landlord/tenant assistance	1.24	453
Education	0.89	
Child enrollment/district liaison	0.86	404
Head Start	0.97	412
Other early childhood education	0.89	384
Tutoring for school children	0.90	361
ESL courses	0.71	407
GED courses	1.03	425
Family literacy services	0.75	361
Basic literacy training	0.87	396
Basic skills training/adult ed.	1.01	425
Employment	1.31	
Job skills assessment	1.47	479
Job search/retention skills	1.43	476
Job referral or placement	1.52	486
Training for specific jobs	1.35	451
Vocational rehabilitation	1.08	430
Placement in volunteer jobs	0.91	415

Balance of MSAs - Housing Programs

Service	Average need per program	
	3=all clients, 0=none	n used in mean
General Health Care	1.15	
Health care assessment	1.65	709
Primary care	1.58	709
Acute care	0.89	698
Prenatal care	0.75	712
Immunizations	0.97	658
TB testing	1.43	593
TB treatment	0.47	531
Dental care	1.49	700
Hospice care	0.34	626
General health education	1.70	682
Substance Abuse	1.10	
Alcohol/Drug testing	1.05	694
Clinical assmt. for alcohol/drugs	1.26	701
Detoxification	0.75	696
Outpatient treatment	1.04	697
Residential treatment	0.79	677
AA/Cocaine/Narcotics Anon.	1.13	701
Substance abuse education	1.66	703
Mental Health	1.07	
Mental health assessment	1.22	714
Medication admin/monitoring	0.91	679
Crisis intervention	1.21	705
Outpatient therapy/counseling	1.18	706
Inpatient/residential treatment	0.74	671
Peer group/self help	1.27	666
Mental health education	1.18	661
HIV/AIDS	1.14	
Treatment services	0.65	602
Prevention/education	1.59	660
Child care	1.14	718
Domestic violence counseling	1.24	718
Legal assistance	1.22	718
Veterans' special services	0.69	655

Balance of MSAs - Food Programs

Service	Average need per program	
	3=all clients, 0=none	n used in mean
General Health Care	1.16	
Health care assessment	1.47	455
Primary care	1.41	444
Acute care	0.83	387
Prenatal care	0.93	422
Immunizations	1.15	380
TB testing	1.14	331
TB treatment	0.84	274
Dental care	1.43	441
Hospice care	0.64	298
General health education	1.46	401
Substance Abuse	1.03	
Alcohol/Drug testing	1.11	413
Clinical assmt. for alcohol/drugs	1.10	417
Detoxification	0.93	410
Outpatient treatment	0.95	389
Residential treatment	0.84	357
AA/Cocaine/Narcotics Anon.	0.99	413
Substance abuse education	1.27	410
Mental Health	0.95	
Mental health assessment	1.01	428
Medication admin/monitoring	0.86	362
Crisis intervention	1.04	400
Outpatient therapy/counseling	0.96	397
Inpatient/residential treatment	0.75	338
Peer group/self help	1.04	350
Mental health education	0.98	376
HIV/AIDS	0.96	
Treatment services	0.79	327
Prevention/education	1.12	356
Child care	1.19	456
Domestic violence counseling	0.98	450
Legal assistance	1.02	434
Veterans' special services	0.83	376

Balance of MSAs - Health Programs

Service	Average need per program	
	3=all clients, 0=none	n used in mean
Food	1.78	86
Clothing	1.37	83
Life Skills	1.74	
Money Mgmt/Budgeting	1.99	86
Household skills	1.43	83
Conflict resolution	2.18	86
Parenting training	1.35	82
Case Management	2.34	
Needs assessment	2.63	89
Individual goals/service plans	2.53	84
Referral/entitlement assistance	2.04	85
Follow-up	2.13	84
Housing	1.57	
Locating housing	1.97	88
Applying for subsidized hsng.	1.39	82
Rent/utilities assistance	1.77	87
Landlord/tenant assistance	1.11	83
Education	0.67	
Child enrollment/district liaison	0.46	73
Head Start	0.44	71
Other early childhood education	0.54	70
Tutoring for school children	0.34	67
ESL courses	0.47	72
GED courses	0.99	77
Family literacy services	0.63	67
Basic literacy training	0.82	75
Basic skills training/adult ed.	1.23	78
Employment	1.52	
Job skills assessment	1.79	82
Job search/retention skills	1.78	84
Job referral or placement	1.65	83
Training for specific jobs	1.36	82
Vocational rehabilitation	1.45	80
Placement in volunteer jobs	1.04	79

Balance of MSAs - Other Programs

Service	Average need per program	
	3=all clients, 0=none	n used in mean
Food	1.79	283
Clothing	1.43	282
Life Skills	1.31	
Money Mgmt/Budgeting	1.70	156
Household skills	1.02	137
Conflict resolution	1.44	155
Parenting training	1.04	146
Case Management	1.98	
Needs assessment	2.27	272
Individual goals/service plans	2.03	262
Referral/entitlement assistance	1.92	272
Follow-up	1.71	266
Housing	1.63	
Locating housing	1.86	276
Applying for subsidized hsng.	1.49	267
Rent/utilities assistance	1.78	273
Landlord/tenant assistance	1.33	240
Education	0.69	
Child enrollment/district liaison	0.69	142
Head Start	0.59	144
Other early childhood education	0.56	138
Tutoring for school children	0.58	130
ESL courses	0.44	142
GED courses	1.04	150
Family literacy services	0.66	127
Basic literacy training	0.67	138
Basic skills training/adult ed.	0.98	141
Employment	1.38	
Job skills assessment	1.62	265
Job search/retention skills	1.42	157
Job referral or placement	1.58	270
Training for specific jobs	1.27	151
Vocational rehabilitation	1.05	141
Placement in volunteer jobs	0.92	137

Balance of MSAs - Health Programs

Service	Average need per program	
	3=all clients, 0=none	n used in mean
General Health Care	1.50	
Health care assessment	2.31	87
Primary care	2.13	88
Acute care	1.35	85
Prenatal care	0.81	83
Immunizations	1.22	73
TB testing	1.86	82
TB treatment	0.98	78
Dental care	1.63	83
Hospice care	0.53	72
General health education	1.95	83
Substance Abuse	1.54	
Alcohol/Drug testing	1.50	82
Clinical assmt. for alcohol/drugs	1.87	85
Detoxification	1.01	81
Outpatient treatment	1.36	83
Residential treatment	1.30	80
AA/Cocaine/Narcotics Anon.	1.69	83
Substance abuse education	1.99	83
Mental Health	1.32	
Mental health assessment	1.84	86
Medication admin/monitoring	1.32	81
Crisis intervention	1.39	86
Outpatient therapy/counseling	1.57	86
Inpatient/residential treatment	1.15	81
Peer group/self help	1.35	80
Mental health education	1.47	79
HIV/AIDS	1.65	
Treatment services	1.43	81
Prevention/education	1.87	83
Child care	0.70	81
Domestic violence counseling	1.17	83
Legal assistance	1.23	85
Veterans' special services	0.89	78

Balance of MSAs - Other Programs

Service	Average need per program	
	3=all clients, 0=none	n used in mean
General Health Care	1.22	
Health care assessment	1.75	250
Primary care	1.58	251
Acute care	0.99	238
Prenatal care	0.77	238
Immunizations	0.90	222
TB testing	1.06	211
TB treatment	0.65	177
Dental care	1.68	241
Hospice care	0.68	108
General health education	1.61	236
Substance Abuse	1.11	
Alcohol/Drug testing	1.08	130
Clinical assmt. for alcohol/drugs	1.25	135
Detoxification	0.92	133
Outpatient treatment	1.16	133
Residential treatment	0.82	121
AA/Cocaine/Narcotics Anon.	1.11	134
Substance abuse education	1.41	134
Mental Health	1.13	
Mental health assessment	1.36	258
Medication admin/monitoring	1.04	222
Crisis intervention	1.19	254
Outpatient therapy/counseling	1.28	248
Inpatient/residential treatment	0.95	222
Peer group/self help	1.15	127
Mental health education	1.26	226
HIV/AIDS	1.05	
Treatment services	0.79	202
Prevention/education	1.28	222
Child care	0.96	146
Domestic violence counseling	1.09	254
Legal assistance	1.09	258
Veterans' special services	1.01	227

Non-MSAs - Housing Programs

Service	Average need per program	
	3=all clients, 0=none	n used in mean
Food	2.25	92
Clothing	1.33	91
Life Skills	1.57	
Money Mgmt/Budgeting	1.79	90
Household skills	1.43	84
Conflict resolution	1.68	83
Parenting training	1.35	83
Case Management	1.90	
Needs assessment	2.14	88
Individual goals/service plans	2.07	86
Referral/entitlement assistance	1.84	87
Follow-up	1.54	86
Housing	1.65	
Locating housing	1.89	93
Applying for subsidized hsng.	1.56	89
Rent/utilities assistance	1.80	93
Landlord/tenant assistance	1.29	83
Education	0.87	
Child enrollment/district liaison	1.03	82
Head Start	0.85	87
Other early childhood education	1.00	82
Tutoring for school children	0.71	77
ESL courses	0.45	75
GED courses	1.14	83
Family literacy services	0.71	75
Basic literacy training	0.81	80
Basic skills training/adult ed.	1.10	84
Employment	1.36	
Job skills assessment	1.59	87
Job search/retention skills	1.60	88
Job referral or placement	1.65	87
Training for specific jobs	1.22	87
Vocational rehabilitation	1.10	85
Placement in volunteer jobs	0.92	77

Non-MSAs - Food Programs

Service	Average need per program	
	3=all clients, 0=none	n used in mean
Food	1.94	72
Clothing	1.35	66
Life Skills	1.51	
Money Mgmt/Budgeting	2.00	62
Household skills	1.29	60
Conflict resolution	1.47	55
Parenting training	1.26	58
Case Management	1.66	
Needs assessment	1.92	62
Individual goals/service plans	1.80	58
Referral/entitlement assistance	1.54	59
Follow-up	1.37	56
Housing	1.41	
Locating housing	1.61	69
Applying for subsidized hsng.	1.31	58
Rent/utilities assistance	1.65	65
Landlord/tenant assistance	0.99	57
Education	0.90	
Child enrollment/district liaison	0.76	46
Head Start	0.93	53
Other early childhood education	1.06	45
Tutoring for school children	0.85	43
ESL courses	0.45	43
GED courses	1.06	51
Family literacy services	0.87	45
Basic literacy training	0.96	44
Basic skills training/adult ed.	1.12	45
Employment	1.34	
Job skills assessment	1.47	64
Job search/retention skills	1.50	63
Job referral or placement	1.46	64
Training for specific jobs	1.35	61
Vocational rehabilitation	1.22	56
Placement in volunteer jobs	0.94	50

Non-MSAs - Housing Programs

Service	Average need per program	
	3=all clients, 0=none	n used in mean
General Health Care	1.07	
Health care assessment	1.45	83
Primary care	1.33	78
Acute care	0.89	79
Prenatal care	0.94	83
Immunizations	1.00	77
TB testing	1.10	72
TB treatment	0.57	62
Dental care	1.31	80
Hospice care	0.56	71
General health education	1.41	79
Substance Abuse	1.01	
Alcohol/Drug testing	1.08	82
Clinical assmt. for alcohol/drugs	1.18	82
Detoxification	0.83	82
Outpatient treatment	0.93	82
Residential treatment	0.83	78
AA/Cocaine/Narcotics Anon.	0.98	79
Substance abuse education	1.20	82
Mental Health	1.16	
Mental health assessment	1.34	85
Medication admin/monitoring	1.14	79
Crisis intervention	1.41	84
Outpatient therapy/counseling	1.21	81
Inpatient/residential treatment	0.93	81
Peer group/self help	1.30	73
Mental health education	1.13	77
HIV/AIDS	1.02	
Treatment services	0.63	58
Prevention/education	1.34	71
Child care	1.26	86
Domestic violence counseling	1.38	88
Legal assistance	1.13	82
Veterans' special services	0.85	80

Non-MSAs - Food Programs

Service	Average need per program	
	3=all clients, 0=none	n used in mean
General Health Care	0.99	
Health care assessment	1.29	53
Primary care	1.38	55
Acute care	0.80	49
Prenatal care	0.87	54
Immunizations	0.90	48
TB testing	0.70	33
TB treatment	0.49	31
Dental care	1.28	53
Hospice care	0.52	37
General health education	1.24	45
Substance Abuse	0.94	
Alcohol/Drug testing	0.97	47
Clinical assmt. for alcohol/drugs	1.02	48
Detoxification	0.86	46
Outpatient treatment	0.95	47
Residential treatment	0.77	43
AA/Cocaine/Narcotics Anon.	0.90	45
Substance abuse education	1.09	48
Mental Health	0.88	
Mental health assessment	1.02	52
Medication admin/monitoring	0.82	44
Crisis intervention	0.89	53
Outpatient therapy/counseling	0.88	52
Inpatient/residential treatment	0.77	43
Peer group/self help	0.86	40
Mental health education	0.92	42
HIV/AIDS	0.75	
Treatment services	0.52	31
Prevention/education	0.96	35
Child care	1.14	52
Domestic violence counseling	0.93	56
Legal assistance	0.90	51
Veterans' special services	0.73	47

Non-MSAs - Health Programs

Service	Average need per program	
	3=all clients, 0=none	n used in mean
Food	1.42	10
Clothing	1.41	10
Life Skills	1.93	
Money Mgmt/Budgeting	2.12	9
Household skills	1.92	9
Conflict resolution	2.06	9
Parenting training	1.63	9
Case Management	1.71	
Needs assessment	2.14	8
Individual goals/service plans	1.74	9
Referral/entitlement assistance	1.59	9
Follow-up	1.43	9
Housing	1.62	
Locating housing	1.88	9
Applying for subsidized hsng.	1.53	9
Rent/utilities assistance	1.67	10
Landlord/tenant assistance	1.40	9
Education	0.94	
Child enrollment/district liaison	1.13	9
Head Start	0.92	9
Other early childhood education	1.07	9
Tutoring for school children	1.00	8
ESL courses	0.61	9
GED courses	1.07	8
Family literacy services	0.62	6
Basic literacy training	0.57	7
Basic skills training/adult ed.	1.37	8
Employment	1.24	
Job skills assessment	1.24	9
Job search/retention skills	1.24	9
Job referral or placement	1.36	9
Training for specific jobs	1.18	8
Vocational rehabilitation	1.17	9
Placement in volunteer jobs	1.24	7

Non-MSAs - Other Programs

Service	Average need per program	
	3=all clients, 0=none	n used in mean
Food	1.84	57
Clothing	1.32	54
Life Skills	1.08	
Money Mgmt/Budgeting	1.33	34
Household skills	0.88	32
Conflict resolution	1.10	32
Parenting training	1.00	33
Case Management	1.68	
Needs assessment	1.86	50
Individual goals/service plans	1.73	50
Referral/entitlement assistance	1.70	51
Follow-up	1.42	47
Housing	1.53	
Locating housing	1.64	54
Applying for subsidized hsng.	1.43	54
Rent/utilities assistance	1.84	55
Landlord/tenant assistance	1.16	49
Education	0.75	
Child enrollment/district liaison	0.76	29
Head Start	0.93	32
Other early childhood education	0.80	28
Tutoring for school children	0.69	28
ESL courses	0.29	31
GED courses	0.86	31
Family literacy services	0.71	28
Basic literacy training	0.77	29
Basic skills training/adult ed.	0.90	33
Employment	1.10	
Job skills assessment	1.35	53
Job search/retention skills	1.12	36
Job referral or placement	1.29	53
Training for specific jobs	0.94	35
Vocational rehabilitation	0.88	35
Placement in volunteer jobs	0.76	33

Non-MSAs - Health Programs

Service	Average need per program	
	3=all clients, 0=none	n used in mean
General Health Care	1.38	
Health care assessment	1.93	10
Primary care	2.00	10
Acute care	1.00	7
Prenatal care	1.29	9
Immunizations	1.39	9
TB testing	1.45	9
TB treatment	1.35	8
Dental care	1.47	10
Hospice care	0.57	9
General health education	1.11	10
Substance Abuse	1.27	
Alcohol/Drug testing	1.14	9
Clinical assmt. for alcohol/drugs	1.24	9
Detoxification	1.24	9
Outpatient treatment	1.32	9
Residential treatment	1.04	9
AA/Cocaine/Narcotics Anon.	1.49	9
Substance abuse education	1.42	9
Mental Health	1.22	
Mental health assessment	1.37	9
Medication admin/monitoring	1.25	8
Crisis intervention	1.32	8
Outpatient therapy/counseling	1.39	8
Inpatient/residential treatment	1.27	8
Peer group/self help	1.17	9
Mental health education	1.05	9
HIV/AIDS	0.97	
Treatment services	0.70	6
Prevention/education	1.18	8
Child care	0.93	10
Domestic violence counseling	1.05	9
Legal assistance	0.99	9
Veterans' special services	1.32	8

Non-MSAs - Other Programs

Service	Average need per program	
	3=all clients, 0=none	n used in mean
General Health Care	0.96	
Health care assessment	1.35	48
Primary care	1.03	49
Acute care	0.73	46
Prenatal care	0.84	48
Immunizations	0.91	46
TB testing	0.77	37
TB treatment	0.66	36
Dental care	1.15	48
Hospice care	0.49	27
General health education	1.38	47
Substance Abuse	0.71	
Alcohol/Drug testing	0.65	29
Clinical assmt. for alcohol/drugs	0.84	29
Detoxification	0.69	30
Outpatient treatment	0.65	28
Residential treatment	0.63	26
AA/Cocaine/Narcotics Anon.	0.65	29
Substance abuse education	0.82	30
Mental Health	0.97	
Mental health assessment	1.09	44
Medication admin/monitoring	0.70	39
Crisis intervention	1.11	47
Outpatient therapy/counseling	1.02	43
Inpatient/residential treatment	0.88	41
Peer group/self help	1.11	28
Mental health education	0.96	41
HIV/AIDS	0.71	
Treatment services	0.49	34
Prevention/education	0.90	38
Child care	0.99	34
Domestic violence counseling	1.08	49
Legal assistance	1.08	50
Veterans' special services	0.69	49

Source: Urban Institute analysis of weighted 1996 NSHAPC mail survey data.

Appendix Table 16.A5
Level of Need Met for each service

4=always, 1=seldom

Service	Housing Programs	Food Programs	Health Programs	Other Programs
Food	3.53	3.48	3.00	3.24
Clothing	3.09	3.02	2.88	2.98
Life Skills	2.85	2.14	2.29	2.44
Case Management	3.20	2.46	2.85	2.86
Housing	2.72	2.17	2.19	2.49
Education	2.71	2.30	2.21	2.36
Employment	2.55	2.04	1.97	2.30
General Health Care	2.76	2.25	2.61	2.49
Substance Abuse	2.65	2.13	2.50	2.43
Mental Health	2.46	1.91	2.41	2.21
HIV/AIDS	2.99	2.46	2.87	2.58
Child care	2.42	2.00	2.00	2.12
Domestic violence counseling	2.97	2.35	2.52	2.58
Legal assistance	2.56	2.06	2.18	2.26
Veterans' special services	2.78	2.39	2.64	2.56

Source: Urban Institute analysis of weighted 1996 NSHAPC mail survey data.

Appendix Table 16.A6
Level of Need Met for each service

4=always, 1=seldom

Service	Central Cities	Suburbs / Urban Fringe	Rural Areas
Food	3.38	3.45	3.47
Clothing	3.00	3.07	3.06
Life Skills	2.61	2.56	2.38
Case Management	2.96	2.99	2.71
Housing	2.47	2.48	2.47
Education	2.49	2.55	2.52
Employment	2.33	2.37	2.24
General Health Care	2.59	2.64	2.36
Substance Abuse	2.59	2.49	2.15
Mental Health	2.31	2.26	2.16
HIV/AIDS	2.80	2.79	2.62
Child care	2.22	2.18	2.22
Domestic violence counseling	2.63	2.58	2.85
Legal assistance	2.33	2.41	2.30
Veterans' special services	2.57	2.51	2.74

Source: Urban Institute analysis of weighted 1996 NSHAPC mail survey data.

Appendix Table 16.A7
Program Reports of Services Available in their Community to Homeless People, by Urban/Rural Status

Location Type	Percent of programs reporting service available to their clients, among those reporting some need														
	Food	Clothing	Life Skills	Case Management	Housing	Education	Employment	Health Care	Substance Abuse	Mental Health	HIV/AIDS	Child Care	Domestic Violence Counseling	Legal Assistance	Veterans
Total	98	97	97	98	99	99	98	98	99	99	96	91	97	92	97
Central Cities	98	97	98	98	99	99	98	99	99	99	99	92	98	95	99
Housing Programs	99	98	99	100	99	100	98	100	99	100	99	95	98	96	99
Food Programs	97	96	95	94	98	98	96	96	98	97	97	87	96	93	98
Health Programs	98	97	100	100	100	99	100	100	100	100	100	93	98	96	100
Other Programs	99	98	99	99	99	100	97	100	100	99	99	94	99	96	99
Suburbs/Urban Fringe	99	99	94	99	98	98	97	99	98	99	96	90	97	95	96
Housing Programs	99	99	98	100	99	97	98	99	99	100	98	93	98	98	97
Food Programs	99	99	87	97	96	99	97	99	97	98	96	89	97	94	95
Health Programs	98	96	98	100	99	99	99	100	100	100	100	90	100	97	100
Other Programs	99	99	98	99	99	100	97	98	99	97	89	83	94	90	97
Rural Areas	98	97	97	99	98	99	97	95	98	98	90	90	96	83	94
Housing Programs	100	99	98	100	99	100	98	98	98	98	92	94	99	90	98
Food Programs	100	98	93	98	98	96	94	89	98	97	88	90	89	74	100
Health Programs	n/a	76	n/a	n/a	95	100	n/a	100	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Other Programs	100	98	100	100	100	99	100	95	100	96	83	91	97	91	92

Source: Urban Institute analysis of weighted 1996 NSHAPC mail survey data.