



Client Services Report
September 2010

People Served FY10

- 302 adults and children served in residential programs (HS, HPRP, SH, FH)
- 46%(139) of clients were adults, 54% (162) children
- 124 Households served (25% singles, 61% single mothers, 7% single fathers, 7% couples with children)
- Adults in programs: 87% female; 13% male

Ages of Clients in Programs

Children: Age Group	Percentage of all children
Under 1	10%
1-5 year old	46%
6-12 year old	25%
13-17 year old	18%
Adults: Age Group	Percentage of all adults
18-30 year old	37%
31-50 year old	54%
51-61 year old	8%
62+	4%

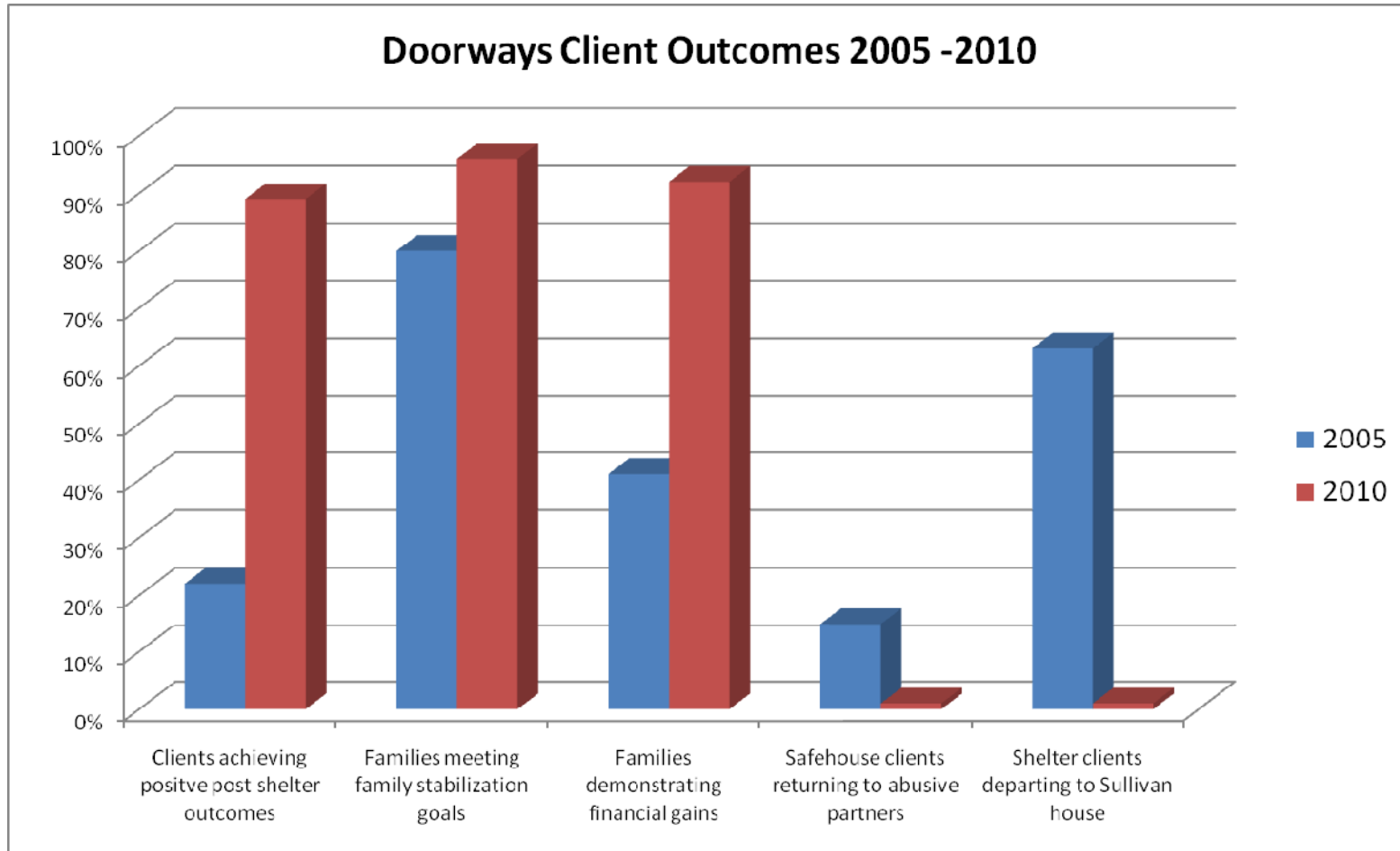
Other demographic highlights

- The majority of clients served were African American (39%), with Latina clients a close second (38%).
- 90% of clients were from Arlington
- 28-76% non-native English speakers

Growth in Services and Bed Nights 2005-2010

	2005	2010	% Growth Since 2005
Growth in Bed Nights:			
Family Home	4,078 (63% Arlington residents)	6,998 (100% Arlington residents)	72%
Safehouse	2,722 (55% Arlington residents)	3,518 (76% Arlington residents)	29%
HomeStart	10,063 (100% Arlington residents)	23,661 (100% Arlington residents)	141%
Growth in Services Provided:			
Financial Literacy Sessions	127	768	505%
Children's Services (parent/child sessions)	0	962	447% (from 2006 when children's staff were first hired)
Case Management/Counseling Sessions	703	1,202	58%
TOTAL Increase in Client Services (residential programs only)	830	2,932	253%
TOTAL Increase in Community-based services (Hotline, Court Advocate)	664	2,666	302%
Improved Client Outcomes:			
Clients achieving positive post-shelter/HS housing outcomes (long-term housing)	22%	89%	
Families meeting family stabilization goals (improved parenting, school engagement, linked to community resources)	80% (2006)	96%	
Families demonstrating financial gains (budgets, income increases, debt reduction, savings)	41%	92%	
Safehouse clients returning to abusive partners	15%	1%	
Shelter clients departing to Sullivan House post Doorways shelter	63%	1%	

Doorways Client Outcomes Improving with Service Intensity



Unmet Shelter Requests

	Family Home	Safehouse	HomeStart	Total Not Served
Total Number of Requests for Program Admission by Eligible Callers (families, single women)	1,288 total eligible persons (646 adults, 642 children)	929 (60% of all calls)	77 adults and children (29 households)	2,294 (FY09 total=1,659) 28% increase
Number of Arlington Residents Requesting Shelter/Services that could not be admitted due to capacity	604 Arlington persons (322 adults, 282 children) (FY09: 414 Arlington callers requested shelter)	139 Arlington persons 71 adults / 68 children (15% of requests for shelter) (FY09: 91 Arlington callers requested shelter)	77 adults and children (29 Households) (FY09: 46 HH (141 people)	820 Arlington adults/children (FY09: 646) 21 % increase

Changes from past year

- **Requests for shelter were up** by 28% from the past year, while HS saw a 45% decrease in referrals from FY09.
- Lengths of stays in programs increased again this year across programs. That said, more clients successfully transitioned into Permanent Supportive Housing, HomeStart, HRPR or other supportive next-step housing than seen in past years.
- **Numbers served down slightly** in shelters—The Family Home served a household of seven members who remained in shelter for 10 months due to multiple housing barriers. As the Family Home rebuild allows for flexible, responsive accommodation of varying family sizes as well as therapeutic support for multiply-challenged families, such fluctuation in numbers served may occur. It is estimated that serving this household decreased our typical enrollment by 14 adults and children.
- The Safehouse served more single women than families, served fewer households in shelter, yet increased occupancy over the prior year (from 62% to 88%). This occupancy percentage is reflective of more households staying longer (average length of stay increased by 20 days).
- HomeStart increased households served from past year with 29 households served. HRPR added to Doorways overall capacity and added an additional 25 households that were housed and supported during just 3 quarters of pilot operation.