



Service Provider Survey
Results from 2013 & 2014
FINAL

- 64.3% provide temporary shelter, up from 62.5% in 2012
- Primary populations served are:
 - People who experienced job loss (57% vs. 75% in 2012)
 - Domestic violence victims (57% vs 62% in 2012)
 - Chronically homeless (57% vs 62.5% in 2012)
 - Substance abuse (50% vs 62% in 2012)
 - Youth (43% vs 32.5% in 2012)
 - Veterans (36% vs 62% in 2012)
 - Catastrophic illness (36% vs 25% in 2012)
- Supportive Services provided are
 - 100% case management and life skills;
 - 93% Employment Services (increased 5.5% since 2012)
 - 86% Transportation Services (decreased 1.5 % since 2012)
 - 79% Mental Health Services (4% increased since 2012)
- The largest number of Service Providers (43%) reported their average length of time in their program is 7-12 months, versus 2012 when the highest number reported 1-6 months spent in their programs. 21% of the SPs said their average stay was 13-24 months.
- Our shelters, on average, serve 170 people annually, down from 2012 which was 183
- 80% of our Service Providers had 60-100% of their client's gain permanent housing upon leaving their programs, up from 75% in 2012.
- Our shelters' largest populations: 39% are White while 26% are African American; 55% are male; Age-wise, 35% are between 31-40 years old, 40% are under 18 years old.
- 45% of our shelters serve homeless veterans.

Service Providers rated chapters on the following:	Extremely Positive	Positive	Neutral	Negative	Extremely Negative	N/A	Response Count
Application Process	6	4	1	0	0	1	12
Pre-Development Activities	6	5	0	0	0	1	12
The Actual Build/Renovation	7	3	0	1	0	1	12
Donations to the Project	7	4	0	0	0	1	12
Press and Public Relations	8	3	0	0	0	1	12
Groundbreaking and Dedication Ceremonies	7	3	1	0	0	1	12
Close Out Process	7	3	1	0	0	1	12
Insurance Process and Coverage	4	4	0	0	0	4	12
<i>answered question</i>							12