

# 2016 Homeless Employment Report: Findings and Recommendations

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## INTRODUCTION

Inspired by the Homeless Employment Survey conducted at the 2009 Sacramento Homeless Connect, and the success on achieving implementation of several of the recommendations, the Homeless Employment Committee of Sacramento Steps Forward [SSF] conducted a second survey at the 2010 Homeless Connect held on May 22, 2010. We collected 185 surveys.

SSF's Homeless Employment & Income Committee (HEIC) decided in early 2016 to do a survey to see if there were any differences in responses in 2016 compared to 2009 and 2010. Specifically, to see what, if any changes, there were in an improving economy compared to the responses six years prior in a recession. To that end, SSF contracted with the Sacramento Regional Coalition to End Homelessness [SRCEH] to conduct the Homeless Employment Survey and produce this report of the findings.

SRCEH conducted 405 surveys: 281 from currently homeless people and 124 of recently homeless people to see if there were any differences in the responses by the two groups.

SRCEH decided to create two reports from the 405 surveys. This report covers the findings of the 281 surveys of currently homeless people, comparing the 2016 findings to the findings from 2009 and 2010. The second report will compare the survey results of currently homeless to the 124 survey findings of those who are recently homeless and now housed at Next Move.

### **The goals of the 2016 report are four-fold:**

- *Educate policymakers and the public regarding stereotypes of homeless people, i.e., the high percentage that want to work either full or part time, the job skills they possess and the barriers they face to employment;*
- *Help craft recommendations to nonprofit and government agencies to make employment services more readily available to homeless people;*
- *Use the results and recommendations to help shape employment and income recommendations to the next iteration of the Sacramento Steps Forward's "Strategic Plan to End Homelessness";*
- *Ensure that homeless consumers are full participants in the creation of homeless employment services and opportunities.*

## Methodology

HEIC members reviewed the 2010 survey and approved using the survey for the 2016 report to ensure comparisons between the 2009, 2010 and 2016 findings.

SRCEH sent out the survey to all Sacramento-based homeless programs and ten organizations participated: Next Move, Salvation Army, Volunteers of America, Women's Empowerment, St. John's Program for Real Change, Lutheran Social Services, Wind Youth Services, Pilgrimage, TLCS and River City Food Bank. Organizations administered the survey between July and September, 2016.

SRCEH gave the participating agencies three choices on how to complete the survey: 1) Administer the survey in person and return to SRCEH; 2) SRCEH staff would come to their program and administer the survey, or; 3) Consumers could complete the survey online via survey monkey. For those programs that chose Options 1 or 2, Cara Dwyer, SRCEH staff, input their surveys into survey monkey.

We then downloaded the survey monkey data into an excel spreadsheet and forwarded to Dr. Greg Kim-Ju, psychology professor at California State University, Sacramento, who, along with two graduate students, Zachary Goodman and Tiana Osborne, analyzed the results for SRCEH and developed the first draft.

The SSF Ad Hoc Homeless Employment Committee reviewed the recommendations of the 2010 report to see how many to retain, discard or add for the 2016 report.

## I. EXECUTIVE SUMMARY

This report covers the results of the homeless employment survey of 281 currently homeless adult and youth respondents.

### Top findings include

1. **Demographics:**
  - Age: The age range for homeless across the three periods of 2009, 2010, and 2016 were roughly the same, overwhelmingly between the ages of 21-50. There were less individuals homeless after the age of 60 in all three periods;
  - Ethnicity: Roughly half of the respondents identified as White and the half identified as an ethnic minority. Among those who identified as an ethnic minority, a large percentage were African American;
  - Gender: In 2009, nearly 60% of the homeless respondents were men. However, in 2010 and 2016, there were more female than male respondents.
2. **Economic reasons for homelessness:** Across 2009, 2010 and 2016 the top. Similarly, the top five reasons the respondents indicated they were homeless were: insufficient income; loss of job; disabilities; substance abuse; and eviction (17.8%). Economic reasons for homelessness was overwhelmingly the main reason for homelessness in 2009 [70%]; 2010 [71%] and 2016 [56%].
3. **Length of homelessness:** In 2009 60% were homeless between 3 months – 2 years compared to 54% in 2016 and 40% were homeless over two years in 2009 compared to 46% in 2016.
4. **High unemployment/high desire to work:** Unemployment remained very high in all three periods: 92%, 88% and 86% respectively, while the desire to work remained equally high: 88%, 88% and 73% respectively.
5. **Accommodations:** Self-reported need for accommodations dropped significantly from 2009 [70%] to 38% in 2010 to 23% in 2016.
6. **Barriers to work:** The top five barriers to work remained constant across all three time periods: couldn't find work; being homeless; disability; health issues and lack of transportation.

7. **Job skills:** Homeless people with licenses or certificates dropped significantly from 40% in 2009 to only 10% in 2016. As in 2009 and 2010, the 2016 results identified a skilled labor force among homeless people, with generally similar results across the three time periods in the kinds of skills homeless people possess. A significant difference in the 2010 results showed a significantly higher percentage of people possessing “people skills,” and related skills in the service industry and a lower percentage in the 2010 results in manual labor skills such as warehouse, labor and construction.
8. **Education and training:** The longer the homeless person is unemployed, the less likely s/he wants to receive education and training. Homeless individuals who are currently employed are the most likely to want additional schooling or training (75.6%), while individuals unemployed for over 2 years were the least likely to want additional schooling or training (53.2%).
9. **Agencies that were helpful/NOT helpful:**
- *Helpful:* Homeless respondents indicated that overall nonprofit homeless programs (19.2%) were more helpful than any single government agency. Roughly 25% reported that the welfare office (Department of Human Assistance (DHA)) was helpful, divided between General Assistance (12.1%) and CalWORKs (13.5%). Additionally, 15.7% indicated that that One Stop Career Centers were helpful.
  - *Not helpful:* In 2016, homeless respondents stated that the agencies that were least helpful were the Employment Development Department [6.4%], Social Security Administration [4.3%] and Veterans Administration [3.9%].
10. **Reasons for lack of help:** In 2016, the highest ranked reason for why agencies were not helpful was due to a lack of transportation to get to an agency at 11.4%; in 2009, the highest ranked reason, denied services from being disabled was at 31.6%.

### **Recommendations**

- ❖ **Expand education and training opportunities to homeless people:** Key elements should include:
- Work with the Sacramento Employment & Training Agency [SETA] to:
    - ✓ Develop Short Term/High Yield Training to Hire Program - 6 weeks with guaranteed employment at the end of the program] and move away from the current 6 month program that is too long and ineffective
    - ✓ Target people experiencing homeless for the Individual Training Accounts [IDA's]
  - Expanding “On-the-Job Training” and “On-the-Job Support” for homeless people;
  - Create a *Homeless Apprenticeship Program* in partnership with trade unions (primarily the construction, warehouse and food industry trades as this survey indicates) the City and County and private industry to expand job opportunities for homeless people;

- Create a *Homeless-Community College Partnership* to expand the educational and job training opportunities of homeless people;
- Partner with high growth industries in the area to create employment opportunities;
- ❖ **City and County fund a Day Labor Program modeled after best practices identified in the Institute for Local Government's *Collaborative Strategies for Day Labor Centers***
- ❖ **Expand targeted recruitment and hiring process for homeless and recently homeless people to increase access to City and County jobs**
- ❖ **County enhance the CalWORKs Subsidized Employment Program for Homeless Families**
- ❖ **Outreach and Education Campaign about educating large, medium and small businesses about the Work Opportunity Tax Credit (WOTC) and Ticket to Work:** Partner with the local Property Business Improvement Districts [PBIDs] to create a "train the trainer" program. Train the PBID staff on WOTC and Ticket to Work and other similar programs who then can conduct trainings to the businesses in their PBID.
- ❖ **Fostering Partnerships:**
  - **Peer to Peer Homeless Outreach/Mentoring Team**
  - **Conduct a *Semi-Annual Homeless Career Day* to match homeless people with public and private employers;**
  - **Work with disability advocates and employers to fully address the disability barriers to employing homeless people**
    - ✓ Expand the purview of the Sacramento County Disability Advisory Commission to include issues facing homeless people including educating consumers regarding changing SSI and SSDI rules and employment services.
    - ✓ Leverage California State Department of Vocational Rehabilitation (DOR) funding
    - ✓ Publicize the Job Accommodation Network to homeless consumers and providers.
    - ✓ State Department of Rehabilitation conduct trainings for service providers and consumers on LEAP Certification
  - **Expand transportation opportunities:** We recommend either free or deeply subsidized light rail or bus vouchers for homeless people who use this transportation for employment purposes and the City and County contract with either Lyft or Uber to provide transportation to work for homeless consumers.
  - **Expand Child Care:** We recommend that Sacramento County work with Women's Empowerment to locate and fund a licensed child care facility for homeless parents.
- ❖ **Explore replicating the Supportive Housing Employment Collaborative (San Francisco)**
- ❖ **Revisit SSF's 2015 Strategic Action Plan to End Homelessness's action steps on employment and adjust based on recommendations in this report.**



## II. RESULTS

### 1. Demographics

- Age: The age range for homeless across the three periods of 2009, 2010, and 2016 were roughly the same. There were fewer individuals homeless after the age of 60 in all three periods.
- Ethnicity: Roughly half of the respondents identified as White and the half identified as an ethnic minority. Among those who identified as an ethnic minority, a large percentage [39.2%] were African American.
- Gender: In 2009, nearly 60% of the homeless respondents were men. However, in 2010 and 2016, there were more female than male respondents.

**Table 1: Comparison of Demographics: 2009, 2010 & 2016 Survey Results**

	2009		2010		2016*	
	Category	%	Category	%	Category	%
<b>Age</b>	21-40	32%	21-40	34.3%	18-34	30.5%
	41-50	37%	41-50	32.1%	35-54	37.8%
	50+	30%	50+	29.9%	55-64	26.9%
	60+	5%	60+	3.8%	65+	4.8%
<b>Ethnicity</b>	African-American	25%	African-American	35.6%	African-American	39.2%
	Hispanic	10.6%	Hispanic	-	Hispanic	8.2%
	Native American	5.6%	Native American	6.1%	Native American	2.7%
	Asian	2.2%	Asian	-	Asian	1.6%
	<i>Ethnic total</i>	<i>58.3%</i>		<i>51.7%</i>		<i>54.3%</i>
<b>Gender</b>	Men	58.3%	Men	47.3%	Men	42.7%
	Women	40%	Women	52.7%	Women	55.5%
	Transgender	.7%	Transgender	-	Transgender	.4%

\* Note: The age categories were changed in 2016.

**Discussion:** The sample sizes of the 2009 ( $n = 182$ ) and 2010 ( $n = 185$ ) surveys were nearly identical; however the 2016 ( $n = 281$ ) sample was larger. In addition, the demographic profile of the homeless respondents was extremely similar: a relatively even sample of men and women, overwhelmingly between the ages of 21-50, and over half being ethnic minority, disproportionately African American.

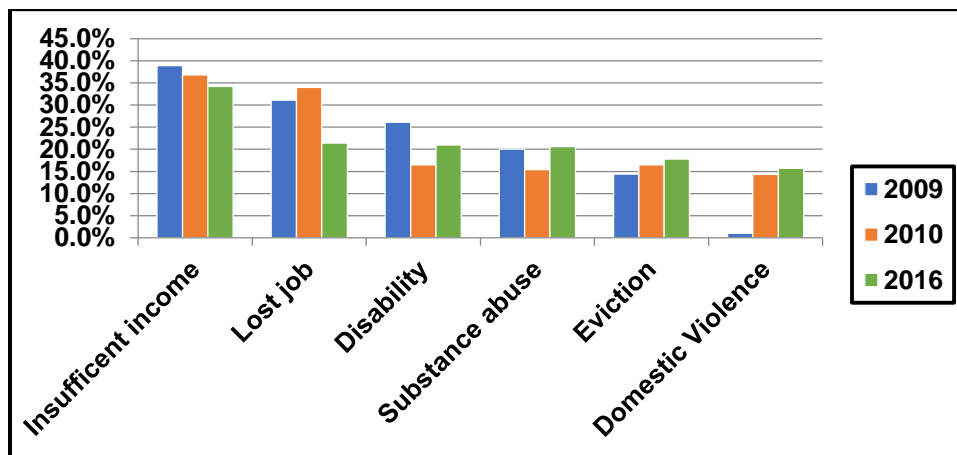
## 2. Reasons for Homelessness

The top five reasons that 2009 respondents identified why they were homeless include: insufficient income (38.9%), loss of job (31.1%), disabilities (26.1%), substance abuse (20%), and eviction (14.4%). Similarly, the top five reasons the 2016 respondents indicated were: insufficient income (34.2%), loss of job (21.4%), disabilities (21%), substance abuse (20.6%), and eviction (17.8%) [Table 2 & Figure 1].

**Table 2: Comparison of Reasons for Being Homeless: 2009, 2010 & 2016**

Reasons Homeless	2009	2010	2016
Insufficient income	38.9%	36.8%	34.2%
Lost job	31.1%	34.0%	21.4%
Disability	26.1%	16.5%	21.0%
Substance abuse	20.0%	15.4%	20.6%
Eviction	14.4%	16.5%	17.8%
Domestic Violence	0.5%	14.3%	15.7%
Other: (include kicked out by parent, incarceration, divorce, house burned down, death of a loved one)	29.4%	24.7%	10.7%
Health issues	12.8%	8.0%	9.3%
Foreclosure	6.1%	3.0%	3.2%
<b>Overall economic reasons</b>	<b>70.0%</b>	<b>70.8%</b>	<b>55.6%</b>

**Figure 1: Comparison of Reasons for Being Homeless: 2009, 2010, 2016**



**Discussion:** With “insufficient income” and “lost their job”, 71.05% of the 2009 respondents identified economic reasons for why they became homeless. As in 2009 and 2010, insufficient income and a lost job were the two major reasons that respondents identified for why they became homeless in 2016. While economic causes continued to top the reasons for homelessness, there was a noticeable decline by nearly 21% between 2010 and 2016, perhaps reflecting improvements in the overall economy.

**Similarities:**

Substance abuse and disability appeared to decline from 2009 to 2010; however, the 2016 data indicates these drops were temporary. Eviction and health issues are approximately the same from 2010 to 2016.

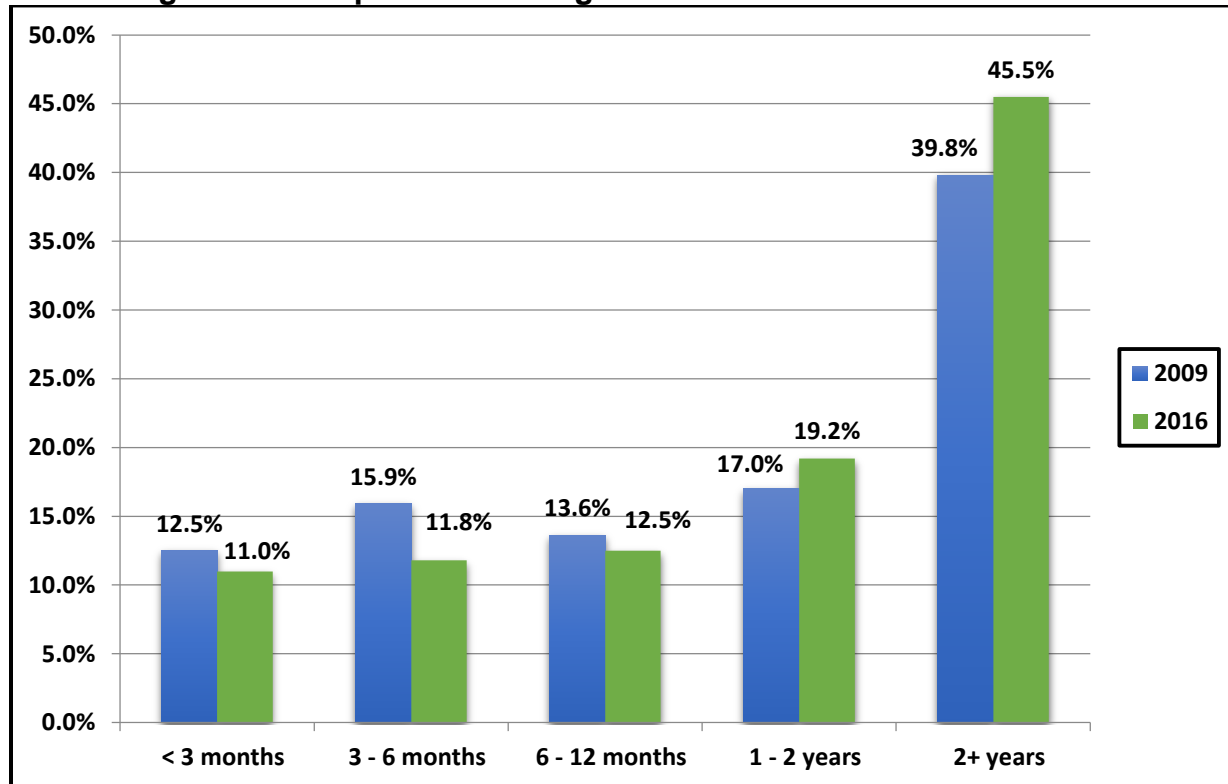
**Important differences:**

- *Foreclosures:* A smaller percentage identified foreclosure in 2016 at 3% compared to 2009 at 6.1%, hopefully reflecting a lessening of the foreclosure crisis in our community.
- *Domestic violence:* Perhaps the most surprising discrepancy between the 2009, 2010 and 2016 respondents was domestic violence as a cause of homelessness. In 2009, less than 1% of respondents listed domestic violence as a major cause; however, 14.3 % and 15.7% of respondents in 2010 and 2016, respectively, reported domestic violence as a cause of homelessness. This could be due to several reasons: (1) more female surveyors in 2010 and 2016, so female respondents could have felt more comfortable identifying domestic violence as an issue; (2) an increase of nearly 39% more female respondents in the 2016 sample.

The percentage of 2016 respondents indicating that domestic violence was a cause of their homelessness, 15.7%, corresponds to national averages from the National Alliance to End Homelessness, which estimates that approximately 12% of homeless families report domestic violence and abuse as the reason for leaving their home. Additionally, it should be noted that national results collected by the National Coalition for the Homeless (2009) indicated that 63% of homeless women have experienced domestic violence in their lifetime.

### 3. Length of Homelessness

Figure 2: Comparison of Length of Homelessness: 2009 & 2016 \*



\* Note: This table does not include 2010 survey results.

**Discussion:** The trend of having over one-third of the homeless respondents recently homeless with over 42% on average being homeless for over 2 years continued from 2009 to 2016. Additionally, there appears to be a trend in which individuals are remaining homeless for longer: there has been a 12.9% increase in those who have been homeless for 1 to 2 years, and a 14.3% increase in those who have been homeless for over 2 years from 2009 to 2016.

*Lack of affordable & accessible housing:* These trends suggest that our community does not have nearly enough affordable housing, thus people are remaining homeless for years. Moreover, this deficiency has not improved, as demonstrated by increased length of homelessness from 2009 to 2016.

### Gender Differences in Length of Homelessness

In 2009, nearly half of females (46.3%) were homeless for less than 1 year, considerably shorter than males (39.8%). This was consistent through 2016, with 37.9% of females remaining homeless for less than 1 year compared to 32.2% of males. Interestingly, in 2009, male respondents were 60% more likely to be homeless for two or more years compared to female respondents, whereas in 2016, male respondents were only 21% more likely than female respondents. [Table 3].

**Table 3: Gender and Length of Homelessness: 2009 & 2016**

Length of Homelessness	2009		2016	
	Men	Women	Men	Women
< 3 months	14.1%	7.4%	7.8%	12.9%
3 - 6 months	16.7%	20.4%	8.7%	15.2%
6 - 12 months	9.0%	18.5%	15.7%	9.8%
1 - 2 years	12.8%	24.1%	17.4%	20.5%
2+ years	47.4%	29.6%	50.4%	41.7%

**Discussion:** In general, women tend to be homeless for shorter periods than men, notably two years or less. Additionally, a considerably greater percentage of men tend to be homeless for two years or longer. This might be because overall there are a larger number of men than women in the homeless population.

### Ethnic Differences in Length of Homelessness

In 2009, White homeless participants tended to be more recently homeless, with nearly one quarter (24.2%) homeless 3 months or less, compared to only 13.7% of ethnic minorities. In 2016, the difference in newly homeless by ethnicity had reversed, with homeless ethnic minorities 18.5% higher than homeless White individuals.

In 2009, 46% of ethnic minorities, compared to 49.9% of Whites, were homeless less than a year. This dropped to 38.4% of ethnic minorities and only 26.9% of Whites in 2016. Interestingly, a slightly greater percentage of ethnic minorities were homeless for two years or longer (34.3%), compared to Whites (31.8%) in 2009. In 2016, this relationship had reversed; nearly half (47.2%) of Whites were homeless for over two years, a nearly 50% increase, in comparison to 44.8% of ethnic minorities. [Table 4].

**Table 4: Ethnicity and Length of Homelessness: 2009 & 2016**

Length of Homelessness	2009		2016	
	Ethnic Minorities	White	Ethnic Minorities	White
< 3 months	13.7%	24.2%	11.2%	9.3%
3 – 6 months	14.7%	13.6%	12.8%	10.2%
6 – 12 months	17.6%	12.1%	14.4%	7.4%
1 -2 years	18.6%	15.2%	16.8%	25.9%
2+ years	34.3%	31.8%	44.8%	47.2%

**Discussion:** In the 2009 sample, homeless White individuals tended to be newer to homelessness compared to ethnic minorities, while the opposite was true in 2016. Ethnic minorities tended to stay homeless for extended periods in 2009, whereas Whites apparently remained homeless longer in 2016. Unfortunately, the majority of both Whites (73.1%) and ethnic minorities (61.6%) tend to be homeless for at least one year and

**Age Differences in Length of Homelessness**

Young adults (under 35 years) are evenly split between newly homeless (less than one year) and long-term homelessness (greater than one year) in both 2009 and 2016 (see Table 6). Comparisons across samples indicate that duration of homelessness by age is relatively consistent over time. [Table 5].

**Table 5: Age and Length of Homelessness: 2009 & 2016**

Length of Homelessness	2009					2016				
	< 30	31-40	41-50	51-60	60+	< 34	35-44	45-54	55-64	65+
< 3 months	-	2.9%	-	2.9%	11.1%	16.9%	7.7%	13.5%	7%	8.3%
3 – 6 months	9.5%	14.7%	8.8%	8.8%	-	16.9%	13.5%	8.1%	8.5%	8.3%
6 – 12 months	42.9%	23.5%	10.5%	11.8%	-	13%	13.5%	5.4%	14.1%	8.3%
1 - 2 years	4.7%	14.7%	15.8%	17.6%	-	18.1%	25%	18.9%	12.7%	33.3%
2+ years	42.9%	44.1%	64.9%	58.8%	88.9%	35.1%	40.4%	54.1%	57.7%	41.7%

**Discussion:** Generally, the changes by age between the 2009 and 2016 samples are minor. For those in their 30s, there was a slight decrease in duration of homelessness, with 41.1% of individuals remaining homeless less than a year in 2009 to 46.8% in 2016. Similarly, those in their 40s experienced a similar trend, from 19.3% in 2009 to 27% in 2016. This trend in the 30s to 40s makes sense given that younger homeless people have more opportunities to work and transition out of homelessness, whereas seniors have less employment options.

Additionally, shelters are less equipped to address the needs of aging homeless seniors, including memory impairment and mobility issues. Surprisingly, the largest increase in duration was in young adults, with those remaining homeless longer than one year increasing from 47.6% to 53%.

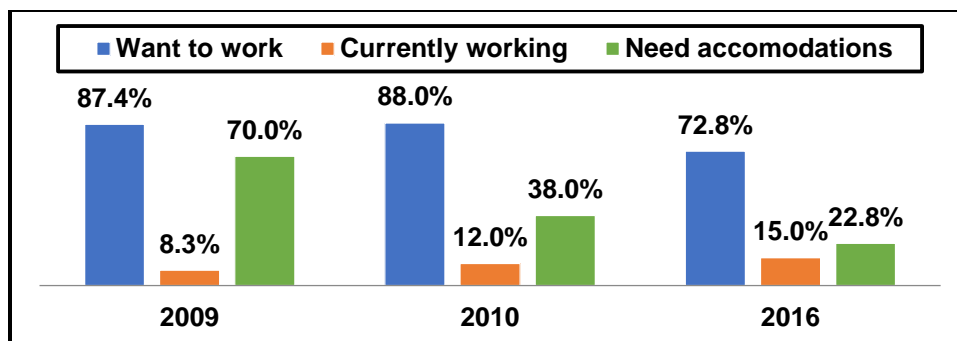
One sizable difference between the 2009 and 2016 sample is the distribution of older adults. In 2009, nearly 90% of those over 60 years had been homeless for over two years, compared to only 41.7% in 2016. One possible explanation is a relatively larger number of older homeless people sampled, increasing from nine in 2009 to 13 in 2016. Regardless, the 2016 sample still showed that 75% of those over 65 remain homeless longer than a year.

#### 4. Currently Working and Wanting to Work and Needing Accommodations

**Table 6: Comparisons of Working and Wanting to Work and Those Needing Accommodations: 2009, 2010 & 2016**

	2009		2010		2016	
<b>Currently not working</b>	<b>91.7%</b>		<b>88.0%</b>		<b>85.1%</b>	
<b>Working</b>	Overall:	8.3%	Overall:	12.0%	Overall:	15%
	Full-time	44.4%	Full-time	17.3%	Full-time	33.3%
	Part-time	44.4%	Part-time	69.6%	Part-time	54.8%
	Day Labor	11.1%	Day Labor	13.0%	Day Labor	4.8%
					Seasonal	7.1 %
<b>Want to work</b>	Overall:	87.4%	Overall:	88%	Overall:	72.8%
	Full-time	79.9%	Full-time	69.5%	Full-time	63.2%
	Part-time	20%	Part-time	19.8%	Part-time	32.2%
<b>Accommodations</b>	Need:	70%	Need:	38%	Need:	22.8%
	Do not need:	33.3%	Do not need:	62%	Do not need:	77.2%

**Figure 3: Comparisons of Working and Wanting to Work and Those Needing Accommodations: 2009, 2010 & 2016**



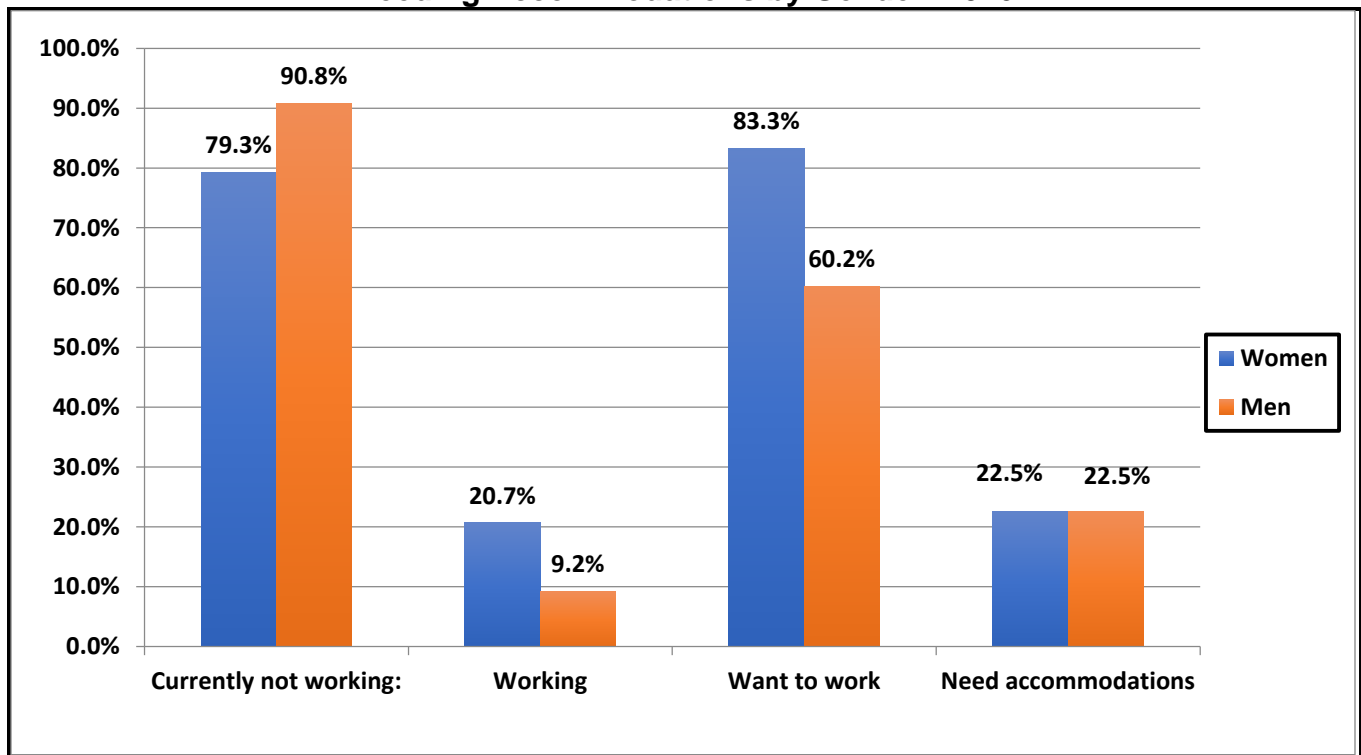
## Discussion:

- *Not working:* The percentage of those not working declined from almost 92% in 2009 to 85% in 2016, perhaps reflecting an improved economy, that nevertheless has not reached down into the homeless population;
- *Working:* There was an increase, from 8.3% in 2009 compared to 15% in 2016, with respect to homeless individuals who were currently working. In comparison to 2010, there was an increase in the percentage of homeless respondents working full-time jobs (17.3% in 2010 and 33.3% in 2016).
- *Accommodations:* Finally, the percentage of those indicating they needed accommodations declined from a high of 70% in 2009 to a low of 22.8% in 2016.

### Gender Differences in Work & Accommodations

Nearly 21% of women reported working compared to approximately 9% of men (See Table 8 below). A greater portion of women, 83.3%, indicated that they wanted to work compared to only 60.2% of men. Finally, nearly a quarter of both men and women indicated that they needed accommodations in order to work. [Figure 4].

**Figure 4: Currently Working and Wanting to Work and Needing Accommodations by Gender: 2016**



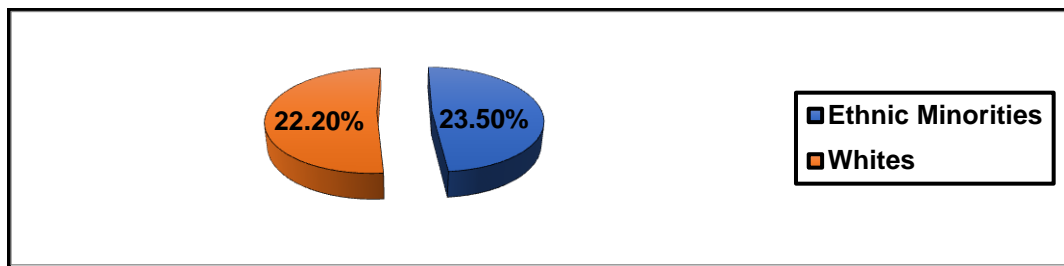


**Discussion:** Unemployment among homeless men is higher than for homeless women, with more than twice the number of homeless women currently working than homeless men [20.7% to 9.2% respectively]. Additionally, the percentage of homeless women that want to work is significantly higher for homeless women than homeless men [83.3% to 60.2% respectively].

### Ethnic Differences in Work & Accommodations

Slightly less than a quarter of both ethnic minority (22.2%) and White respondents (23.5%) stated that they needed accommodations to work. [Figure 5]

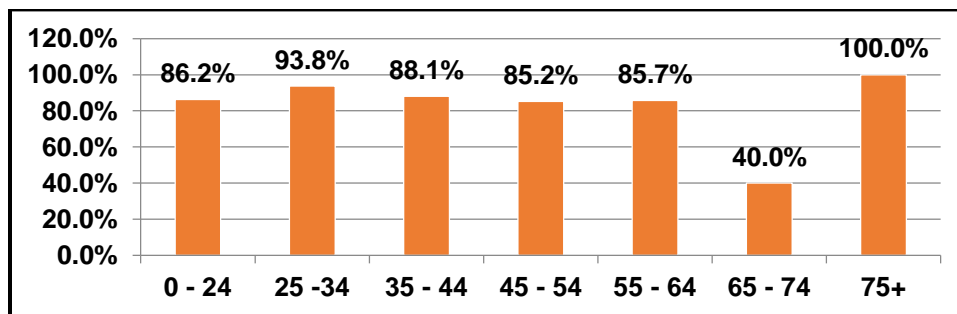
**Figure 5: Accommodations by Ethnicity**



### Age Differences in Work & Accommodations

On average, 86% of homeless people less than 24 years of age, roughly 94% of those between the ages of 25 - 34, 88% of those between the ages of 35 - 44, and 85% of those between the ages of 45 - 64 indicated that they wanted to work. There is a significant decline to 40% for individuals between the ages of 65 - 74 who wanted to work. [Figure 6]

**Figure 6: Wanting to Work by Age: 2016**

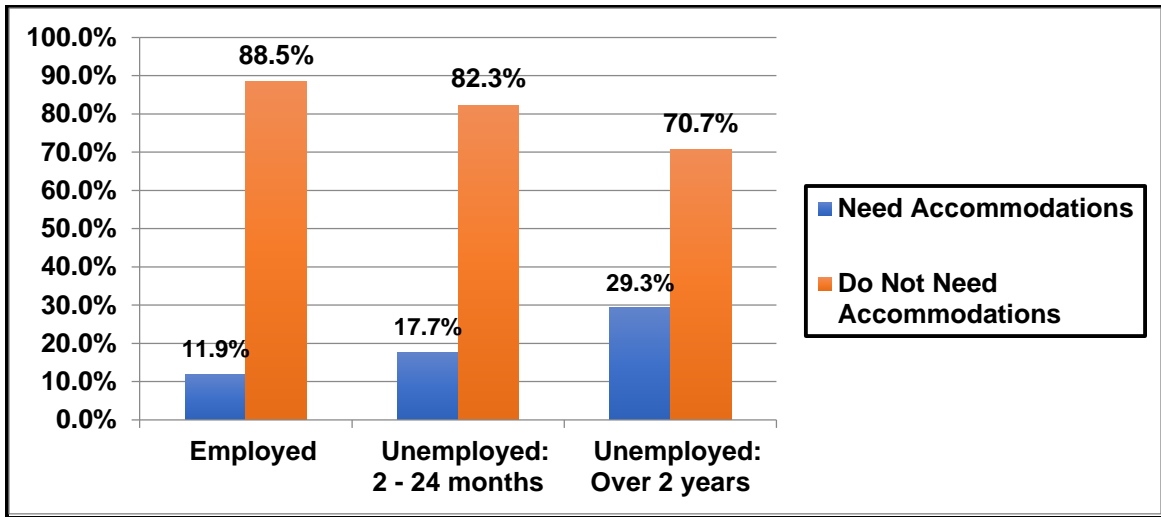


**Discussion:** Generally, wanting to work increased with aging, peaking at 93% for those 25-34 years old and declined slightly to 85% for those between 45 -64 and declined significantly to 40% for those 65 – 74.

### Employment Status and Accommodations

Nearly one-third (29.3%) of those who were unemployed for over two years stated they needed accommodations to work. [Figure 7].

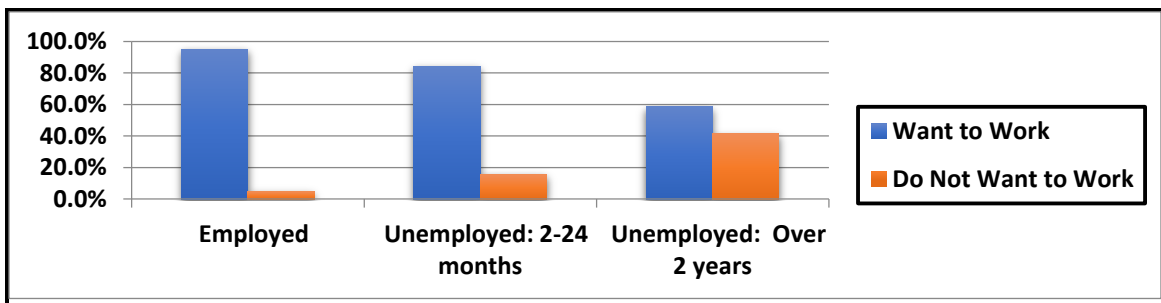
**Figure 7: Employment Status and Accommodations: 2016**



### Employment Status and Wanting to Work

Nearly 42% of those unemployed longer than two years stated that they did not want to work in comparison to only 15.6% of those unemployed for less than 2 years who stated that they did not want to work. Longer unemployment lengths may induce learned hopelessness in the homeless individuals who experience long unemployment gaps, which, in turn, may lead to a decreased desire to work [Figure 8].

**Figure 8: Employment Status and Wanting to Work: 2016**



## 5. Length of Unemployment

Roughly 60% of those who were surveyed indicated that they were unemployed for two years or longer and more than one-quarter (26.9%) homeless for a year or less. [Table 7]

**Table 7: Length of Unemployment: 2009, 2010 & 2016**

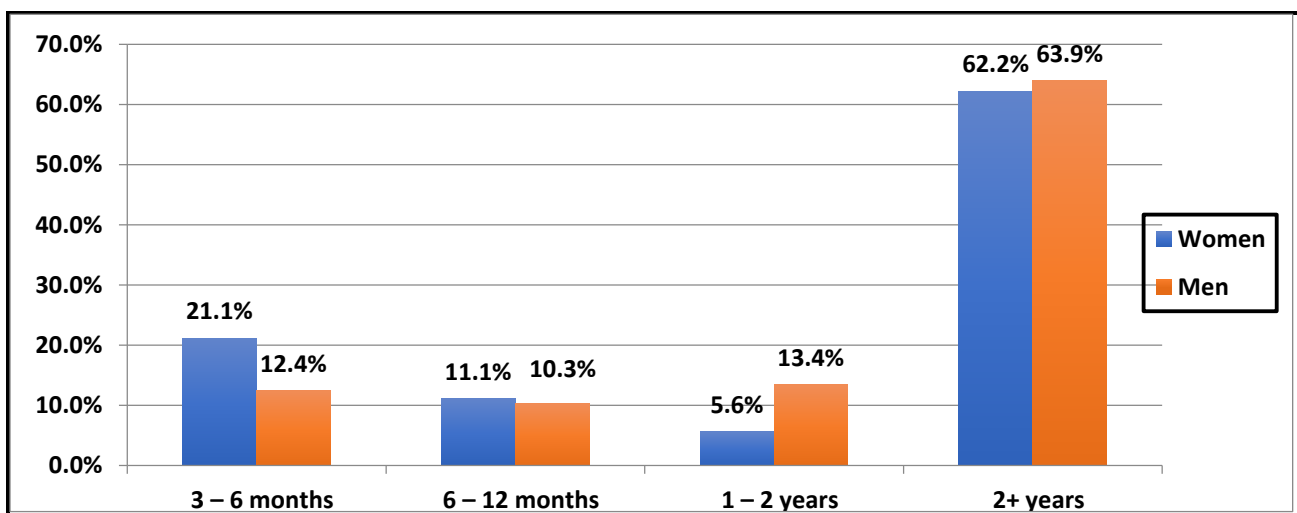
Length Unemployment	2009	2010	2016
Year or less	24.1%	23.0%	26.9%
2 years +	57.3%	47.0%	63.7%

**Discussion:** For both 2009 and 2016, the length of unemployment (2+ years) coincided with the length of many respondents' homelessness. In addition, for both surveys, about one-quarter were unemployed for a year or less. In comparison to 2009 and 2010, respondents in 2016 were more likely to remain homeless for two or more years. While the economy may be more stable in 2016, this data indicates that the homeless population may be having difficulties with finding jobs, long-term housing, or other issues that prevent escaping homelessness.

## Gender & Unemployment

Homeless men and women tended to maintain similar patterns in the length of their unemployment, especially two years or longer. [Figure 9].

**Figure 9: Gender and Length of Unemployment: 2016**



## Age and Length of Unemployment

Younger homeless individuals generally had higher rates of recent unemployment: 40% of those under 24-years of age were unemployed for 3 – 6 months, but it decreased as the homeless population got older (see *Table 15*). However, the converse was generally true, as illustrated by higher percentages of older individuals being unemployed for 2 or more years. [*Table 8*].

**Table 8: Age and Length of Unemployment: 2016**

	Age						
Length of unemployment	0 - 24	25 - 34	35 - 44	45 - 64	55 - 64	65 - 74	75+
<b>3 – 6 months</b>	40.0%	27.0%	17.6%	9.1%	7.0%	0.0%	0.0%
<b>6 – 12 months</b>	0.0%	16.2%	14.7%	3.0%	5.3%	0.0%	0.0%
<b>1 - 2 years</b>	20.0%	18.9%	0.0%	9.1%	10.5%	0.0%	0.0%
<b>2+ years</b>	40.0%	37.8%	67.6%	78.8%	77.2%	100.0%	100.0%

**Discussion:** Overall, those unemployed for 2 years or longer increased dramatically as they became older – increasing from 40% for those 24 and younger to 100% for those over 65 years old.

## 6. Barriers to Working

Respondents identified a wide range of barriers to securing employment. The most significant reasons are below and in *Table 9*:

- Over one-third stated that the most significant barrier to working was their disability;
- Over one-quarter stated that health issues was a significant barrier to finding work;
- Nearly one-quarter stated being homeless and a lack of transportation as barriers to working;
- 21% indicated that lack of finding work was a barrier.

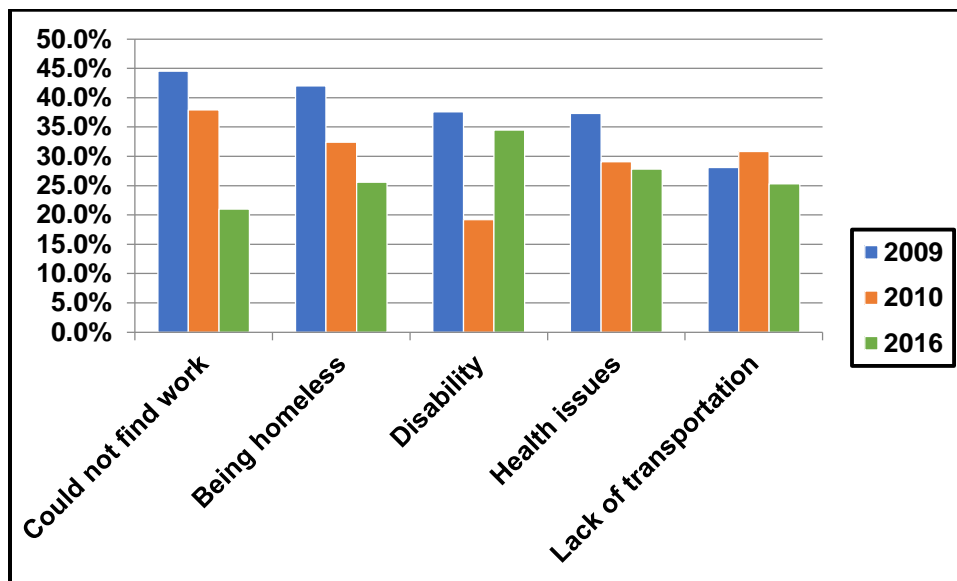
Additional barriers included perception of not being able to work while receiving SSI/SSI rules (11.0%), lack of training (10.7%), lack of education (9.6%), lack of childcare (9.6%), lack of appropriate work clothing (9.3%), age, giving up looking, and concerns about appearance (7.8%). [*Table 9 and Figure 10*].

**Table 9: Barriers to Work: 2009, 2010 & 2016**

Barriers to Work	2009	2010	2016
Could not find work	44.5%	37.9%	21.0%
Being homeless	42.0%	32.4%	25.6%
Disability	37.6%	19.2%	34.5%
Health issues	37.3%	29.1%	27.8%
Lack of transportation	28.1%	30.8%	25.3%
Lack of appropriate clothing	23.6%	10.4%	9.3%
Lack of identification	16.0%	8.8%	3.2%
Gave up looking	14.7%	3.9%	7.8%
Concern about appearance	14.0%	9.3%	7.8%
Education level	13.5%	11.0%	4.3%
Lack of training	12.6%	10.5%	10.7%
Convictions	11.9%	5.5%	7.1%
Lack of tools	11.8%	3.3%	3.9%
SSI rules or perception	11.8%	6.0%	11.0%
Lack of education	8.4%	11.0%	9.6%
Lack of childcare*	-	7.7%	9.6%
Age (too old/young)	6.2%	4.0%	7.8%

\*This item was not included in 2009. It was added in 2010 to get a better gauge of issues potentially facing homeless women. Thank you to *Women's Empowerment* for adding this question.

**Figure 10: Barriers to Work: 2009, 2010 & 2016**



**Discussion:**

**The top 5 barriers to work across 2009, 2010 and 2016, in general, remain consistent:**

1. Disability
2. Health Issues
3. Lack of Transportation
4. Being homeless
5. Could not find work

**Similarities:**

While many of the key reasons from the 2009 and 2010 were still identified as barriers in the 2016, there were some shifts in the representation of these barriers. In 2009 and 2010, for example, not being able to find work and being homeless were the top two barriers identified for not working. However, the top two barriers to finding work were disability and health issues in 2016.

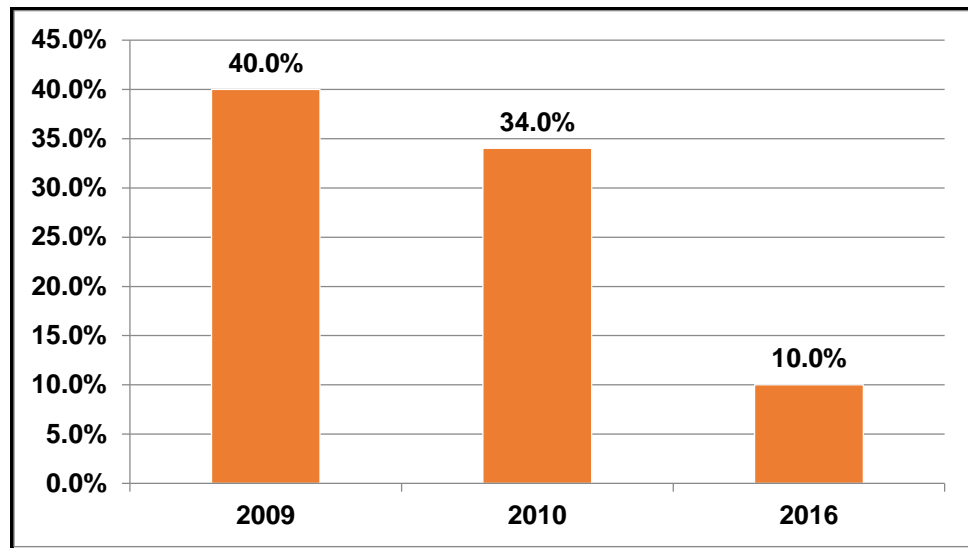
**Differences:**

- There were differences between the responses in 2009 compared to 2016, including far fewer respondents in 2016 identifying disability, lack of appropriate clothing, “gave up looking”, convictions and lack of tools as barriers to employment (7.8%) as barriers to working.
- Finally, the 2016 results indicated that age-related barriers, such as being too young or too old (9.6%), have nearly doubled as barriers to working in comparison to the 2010 data (4.0%). In 2016, lack of childcare (9.6%) increased in comparison to the 2009 data (7.7%).

## 7. License or Certificate

The number of homeless people having a license or certificate for a specific job skill declined over the three periods, with only 10% in 2016. [Figure 11].

**Figure 11: Job License/Certificate: 2009, 2010 & 2016**

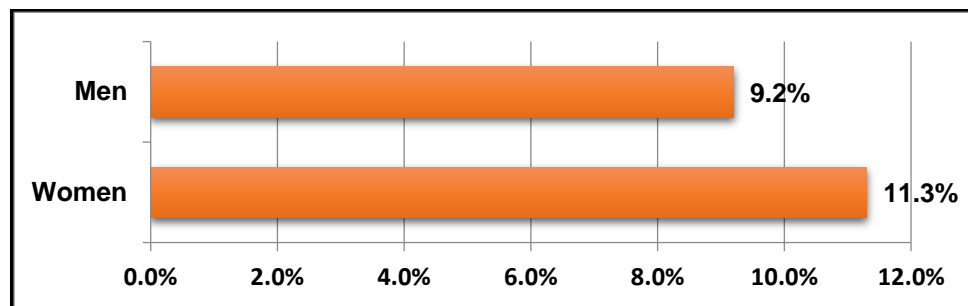


**Discussion:** On average, 37% of the homeless respondents in 2009 and 2010 had a license or certificate; however, in 2016, only 10% of respondents held a specific job license or certificate.

### Gender Differences in Job License/Certificate

A relatively similar percentage of men and women had a license or certificate for their job skill, with homeless women with a slightly higher percentage [11.3 compared to 9.2% respectively. [Figure 12]

**Figure 12: Gender and Job License/Certificate: 2016**



### Ethnic Differences in Job License/Certificate

Interestingly, of the 10% of respondents who held a job-related license or certificate, 100% of those individuals identified as White. No ethnic minorities had a license or certificate. [Table 10].

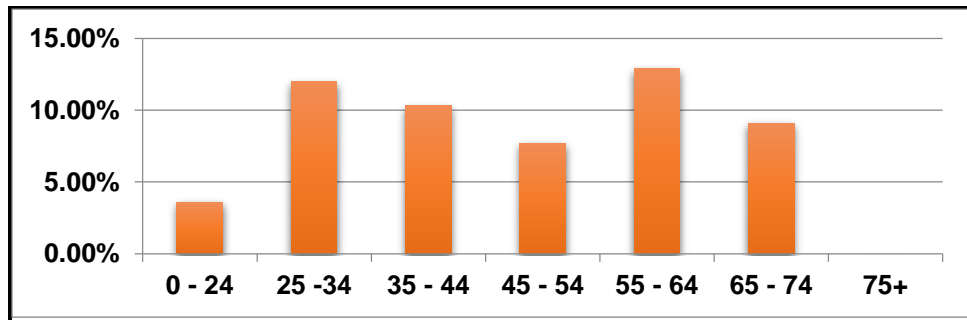
**Table 10: Ethnicity and Job License/Certificate: 2016**

	Ethnic Minorities	Whites
License/Certificate	0.0%	10.0%

### Age Differences in Job License/Certificate

Data from respondents varied greatly with roughly 13% of 55-64 year-olds, 12% of 25-34 year-olds, 10.3% of 35-44 year-olds, and 9.1% of 65-74 year-olds holding a job certificate or license. Interestingly, the youngest (3.6%; 0-24 year-olds) and oldest (0.0%) (75+ year-olds) were the least likely to hold a specific license or certificate. [Figure 13].

**Figure 13: Age and job license/certificate: 2016**



**Discussion:** Younger [under 24] and older workers [over 65] were less likely than their counterparts between the ages of 25-64 to have a job license or certificate.



## Employment Issues Summary

**Gender:** Overall, there are several important differences by gender as it relates to employment issues in three areas:

- More homeless women than men are working;
- The length of unemployment for women than men is shorter;
- Far fewer homeless women than men have a job skill license or certificate.

**Ethnicity:** In addition, there are important ethnic differences as it relates to employment issues:

- Ethnic minorities tend to be unemployed at a higher rate for less than 6 months. However, Whites are unemployed at a higher percentage for 6 months or more. Whites were nearly 2 times more likely to be unemployed for 2 or more years in comparison to ethnic minorities.
- Whites are more likely to have a license or certificate for their job skills compared to ethnic minority homeless individuals who, in 2016, did not hold any licenses or certificates.

**Age:** There are also age differences as it relates to employment issues:

- Older individuals were more likely to remain unemployed for 2 or more years, whereas, younger individuals were the most likely to be unemployed for less than 6 months.
- This age difference may be related to general trends of hiring younger workers and discriminating against older workers, especially of those over the age of 55.
- While the desire to work is high across the majority of age groups (83%), there was a sharp decline in the percentage of 65-74 year-olds who wanted to work (40%).
- While less than 13% of respondents for any given age range had a certificate or license for job skills, younger homeless people are least likely to have a license or certificate for their job skill in comparison to all other age ranges.

**Employment Status:** Finally, there are some important differences in employment status as it relates to wanting to look for work and needing accommodations if they worked:

- The longer the person is unemployed, especially 2 years or longer, the less likely the desire to work.
- While there was a decrease of individuals needing accommodations from 2010, over one-quarter of those who were unemployed 2 years or longer from the 2016 survey stated they would need accommodations to work. This suggests that disability issues are still a major factor for those unemployed for 2 years or longer.

## 8. Job Skills

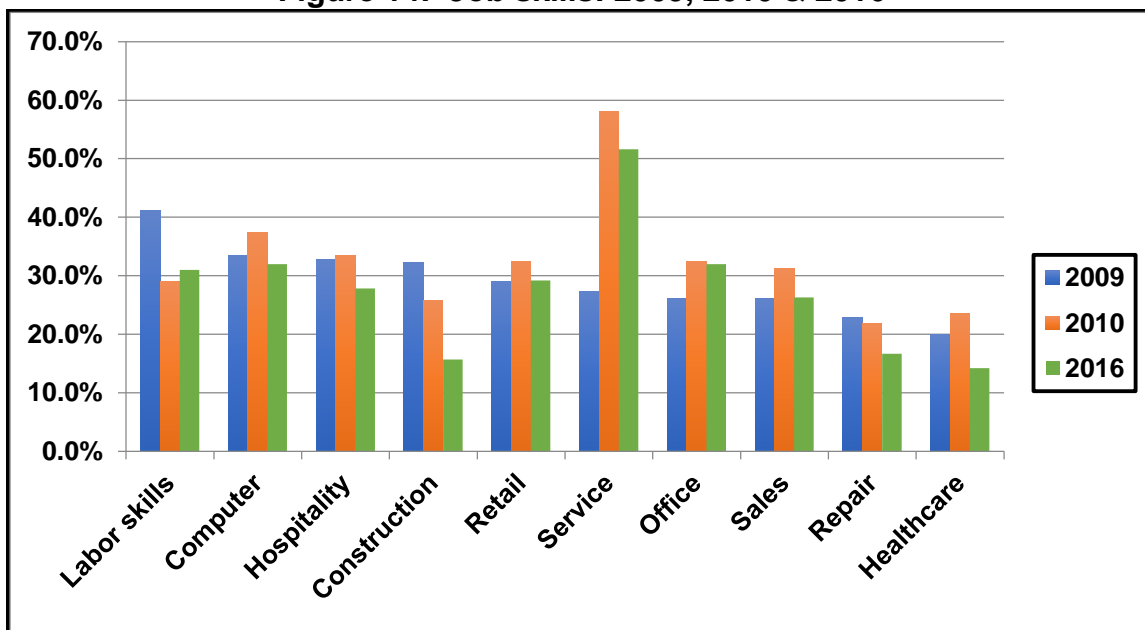
As the Table 11 and Figure 14 shows, homeless men and women possess a wide range of job skills:

- 51.6% identified skills in the service industry as their top job skill.
- Nearly one-third of participants indicated that computer skills (32%), office skills (32%), labor skills (31%), and retail skills (29.2%) as job skills they possessed.
- Over one-quarter (27.8%) reporting having either hospitality or (26.3%) sales skills.
- Roughly 15% had construction (15.7%), healthcare (14.2%) or repair skills (16.7%).

**Table 11: Job skills: 2009, 2010 & 2016**

Job Skills	2009	2010	2016
Labor skills	41.1%	29.0%	31.0%
Computer	33.5%	37.4%	32.0%
Hospitality	32.8%	33.5%	27.8%
Construction	32.2%	25.7%	15.7%
Retail	29.1%	32.4%	29.2%
Service	27.4%	58.1%	51.6%
Office	26.1%	32.4%	32.0%
Sales	26.1%	31.3%	26.3%
Repair	22.8%	21.8%	16.7%
Healthcare	20.0%	23.5%	14.2%

**Figure 14: Job skills: 2009, 2010 & 2016**



**Discussion:** As in 2009 and 2010, the 2016 results identified a skilled labor force among homeless people, with generally similar results across the three time periods in the kinds of skills homeless people possess. A significant difference in the 2010 results showed a significantly higher percentage of people possessing “people skills,” and related skills in the service industry and a lower percentage in the 2010 results in manual labor skills such as warehouse, labor and construction.

## 9. Top Employment Sector Choices

These job skills also correlate with the employment sector choices that respondents stated they would like to work.

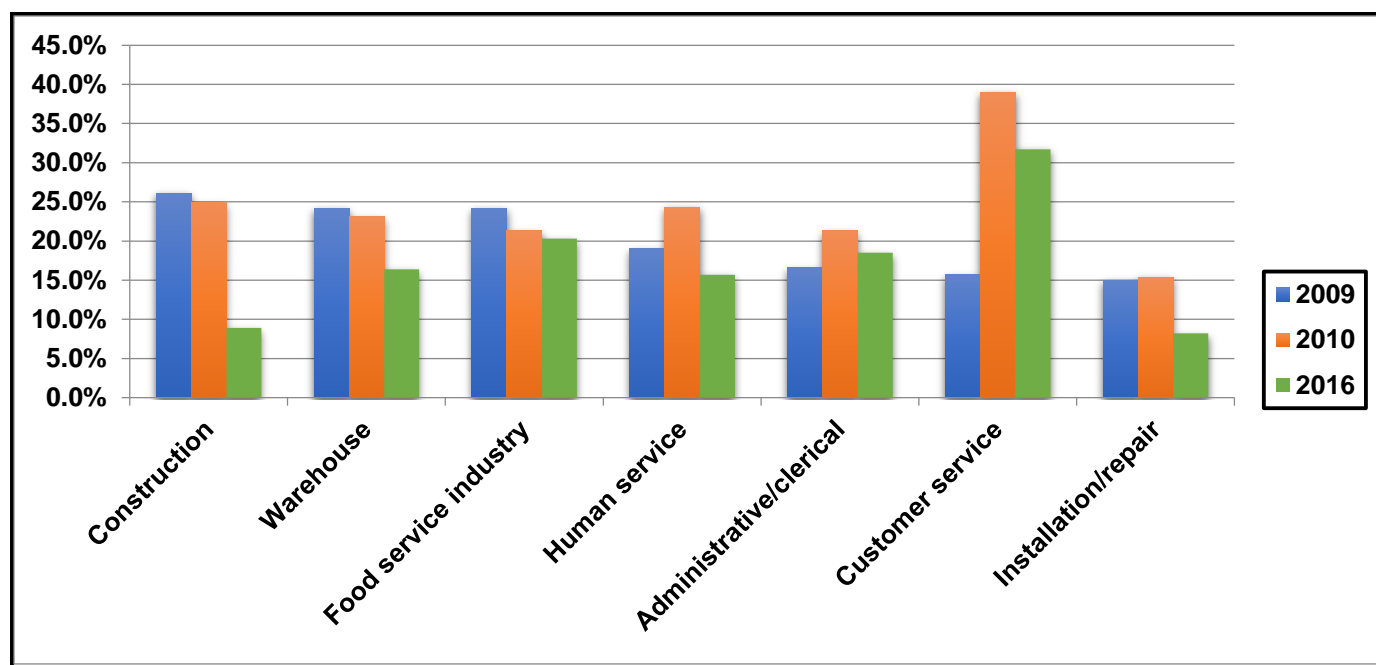
- Nearly 32% of respondents indicated customer service jobs as their top employment sector choice.
- 20% of respondents also mentioned the food service industry as one of their top employment sector choices.
- This strongly correlates back to their top job skill choice of service-related skills

Additional significant responses included the administrative/clerical sector (18.5%), human services (15.7%), warehouse (16.4%), construction (8.9%), and installation/repair jobs (8.2%). [Table 12 and Figure 15]

**Table 12: Top Employment Sector Choices: 2009, 2010 & 2016**

Employment Sector	2009	2010	2016
Construction	26.1%	24.9%	8.9%
Warehouse	24.2%	23.1%	16.4%
Food service industry	24.2%	21.3%	20.3%
Human service	19.0%	24.3%	15.7%
Administrative/clerical	16.6%	21.3%	18.5%
Customer service	15.7%	39.0%	31.7%
Installation/repair	15.0%	15.4%	8.2%

**Figure 15: Top Employment Sector Choices: 2009, 2010, 2016**



**Discussion:** The 2016 results for the types of jobs people identified they wanted reflected the skills they felt they possessed. Specifically, 2016 shows a higher percentage of desired work in customer service-related areas, such as sales and retail, and a corresponding decrease in interest in construction and repair jobs.

## 10. Education and Training

Over 60% the respondents stated they would like to go back to school to receive additional training. [Table 13].

- 41.2% wanted to attend a four-year college, community college, or technical school (11.4%, 23.8% and 6.0%, respectively).
- Close to 30% of respondents stated they would like to receive their GED or receive vocational rehabilitation training (16% and 11.4%, respectively).
- Nearly one-quarter of respondents stated that they would like to receive continuing education, adult education or take courses online (8.2%, 5.3% and 8.2%, respectively).

**Table 13: Comparison of Education and Training: 2009, 2010 & 2016**

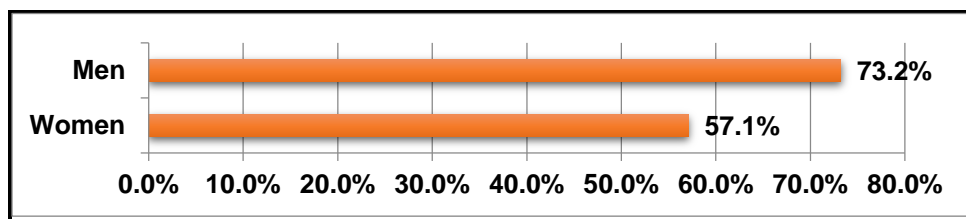
	2009	2010	2016
<b>Overall: Want to go back to School/receive training</b>	<b>81.3%</b>	<b>84.0%</b>	<b>62.0%</b>
Community college	35.8%	46.0%	23.8%
Four-year college	27.7%	5.8%	11.4%
Technical school	22.6%	27.5%	6.0%
GED	18.8%	21.0%	16.0%
Vocational rehabilitation Training	15.3%	12.5%	11.4%
Continuing education	11.7%	15.5%	8.2%
Adult education	10.2%	-	5.3%
Online courses	8.0%	-	8.2%

**Discussion:** In contrast to what was found in the 2009 and 2010 surveys, the 2016 data indicates a slight decrease in the homeless individuals who want to go back to school or receive training. In 2016, 23.8% of the homeless wanted to go back to community college compared to 35.8% in 2009. Also, 6% wanted to go to a technical school in 2016 in comparison to 22.6 % in 2009 and 27.5% in 2010. While there was a decrease in respondents wanting to go to community college or technical school, there was a slight increase to 11.4% for respondents who wanted to go to a four-year compared to only 5.8% in 2010. Furthermore, while there was a decreased motivation to pursue school/training, the homeless population still has strong interest to work. Finally, compared to 2009, there was less interest by the 2016 respondents in either adult education or continuing education (5.3% and 8.2%, respectively).

#### Gender Differences in Education & Training

16% more men (73.2%) than women (57.1%) wanted to receive additional training/schooling. [Figure 16].

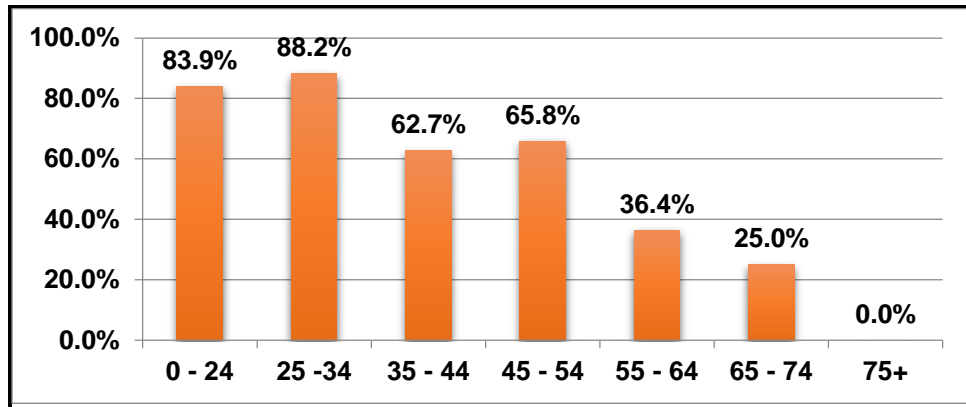
**Figure 16: Gender Comparison of Education and Training: 2016**



### Age Differences in Education & Training

On average, 86% of those under 35-years of age desired additional schooling or training, with this desire decreasing with age. [Figure 17].

**Figure 17: Age Comparisons of Education and Training: 2016**



**Discussion:** As expected, younger homeless people are much more enthusiastic about wanting to increase their education and training opportunities, which declines almost in direct proportion to age.

### Employment Status and Education and Training

Overall, whether employed or unemployed, more than 50% of homeless people wanted to receive additional training or schooling to improve their job skills. [Table 14].

**Table 14: Employment Status and Education and Training: 2016**

	Education and Training	No Education and Training
<b>Employed</b>	75.6%	24.4%
<b>Unemployed: 2 -24 months</b>	68.2%	31.8%
<b>Unemployed: over 2 years</b>	53.2%	46.8%

**Discussion:** The results for employment status and education and training are comparable to employment status and looking for work. The longer the homeless person is unemployed, the less likely s/he wants to receive education and training. Homeless individuals who are currently employed are the most likely to want additional schooling or training (75.6%), while individuals unemployed for over 2 years were the least likely to want additional schooling or training (53.2%).

## 11. Most/Least Helpful Agencies

Homeless respondents indicated that overall nonprofit homeless programs (19.2%) were more helpful than any single government agency.

Roughly 25% reported that the welfare office (Department of Human Assistance (DHA)) was helpful, divided between General Assistance (12.1%) and CalWORKs (13.5%). Additionally, 15.7% indicated that One Stop Career Centers were helpful [Table 15A].

The Veterans Administration and Social Security Administration were identified as the *least helpful* (3.9% and 4.3%, respectively). The Employment Development Department (EDD) was also seen as the third least helpful program; however, it did not decrease much from the 2010 results. (Note: a specific question about veteran status was not included).

**Table 15A: Comparison of Helpful Agencies: 2009, 2010 & 2016**

Agencies	2009	2010	2016
<b>Nonprofit homeless programs</b>	22.4%	40.0%	19.2%
<b>DHA: General Assistance</b>	18.8%	27.7%	12.1%
<b>Social Security Administration</b>	18.0%	2.7%	N/A
<b>One Stop Centers</b>	17.3%	30.6%	15.7%
<b>DHA: CalWORKS</b>	14.3%	14.6%	13.5%

Note: The Social Security Administration questions was dropped from the 2016 survey.

**Discussion:** Overall, less than 20% of respondents identified any one single program as being helpful. In 2016, we saw almost a 50% decrease in the helpfulness of Nonprofit Homeless Programs, Department of Human Assistance (DHA): General Assistance, and One Stop Centers. DHA-CalWORKs remained at a similar level of helpfulness in 2016 compared to the 2010 results.

**Table 15B. Comparison of Least Helpful Agencies: 2009, 2010 & 2016**

Agencies	2009	2010	2016
<b>Employment Development Department</b>	14.5%	6.5%	6.4%
<b>Veterans Administration</b>	10.3%	2.7%	3.9%
<b>Social Security Administration</b>	18.0%	2.7%	4.3%

**Discussion:** Similar to the 2010 data, Social Security Administrations and Veterans Administrations were identified as the *least helpful* programs for the 2016 results. While these administrations were still considered to be relatively unhelpful, they did slightly increase in helpfulness from the 2010 results. Lastly, the Employment Development Department was *one of the least likely to be perceived as helpful* by homeless respondents. [Table 15B].

## 12. Reasons Agencies Helpful

Of the nonprofit and government agencies that were helpful, over half (52.0%) of the respondents received help with resume writing. Interview skills were received by 39.8% of respondents. Almost one-third (30%) received the benefit for which they applied, and the same percentage of respondents received computer skills. Nearly one-third (32.8%) received a combination of help enrolling in job training and enrolling in school (20.4% and 12.4%, respectively). Nearly one-quarter (24.8%) received help to locate employment. In addition, nearly one-third received assistance with transportation, the provision of an address to receive mail, or assistance receiving email or voicemail (20.4% and 12.4%, respectively). A smaller percentage of respondents received on-the-job support (8.9%). [Table 16].

**Table 16: Comparison of How Agencies Have Been Helpful: 2009, 2010 & 2016**

Reasons Why Helpful	2009	2010	2016
Resume writing	37.7%	52.0%	18.5%
Received benefit for which they applied	29.9%	30.0%	13.5%
Transportation assistance	27.3%	20.4%	7.8%
Mail/email/voicemail	27.3%	12.4%	1.4%
Located employment	27.3%	24.8%	11.0%
Interview skills	26.0%	39.8%	13.2%
Helped enroll in school	22.1%	12.4%	4.3%
Help enrolling in job training	19.5%	20.4%	7.5%
Computer training	16.9%	30.0%	7.8%
On-the-job support	15.6%	8.9%	2.8%

**Discussion:** Similar to the helpful agency section, agencies have become less helpful in the types of services they provide. Many of the percentages for top reasons of why agencies were helpful in 2010 have decreased by at least 50%. Although the programs are not as helpful compared to previous years, many of the top reasons remained the same for the 2016 data in comparison to the 2009 and 2010 data. In 2016, respondents received the most help in regards to resume writing, benefits, interview skills, and locating employment. Locating employment surpassed computer training in regards to the type of help the homeless are receiving from these agencies.



### 13. Reasons Agencies Not Been Helpful

In comparison to the 2009 and 2010 data, the reasons for why agencies have not been helpful have changed compared to 2016. [Table 17].

In 2016, the highest ranked reason for why agencies were not helpful was due to a lack of transportation to get to an agency at 11.4%; in 2009, the highest ranked reason, denied services from being disabled, was at 31.6%.

Significant responses of why homeless did not receive assistance included:

- Lack of transportation to agency (11.4%) was the most frequently reported reason for why respondents did not receive assistance.
- Bureaucratic reasons: 11.0% identified a combination of turned away from agency (6.0%) and long waiting lists (5.0%) as reasons why did not receive help.
- 9.6% stated the agency was unaware that there was a service available to homeless consumers.
- 7.5% identified being disabled as a reason they did not receive assistance.
- 5.3% identified being denied service because they are homeless as a barrier.
- 4.3% identified lack of child care.

**Table 17: Comparison of How Agencies Have NOT Been Helpful/Did Not Receive Assistance: 2009, 2010 & 2016**

Reasons <u>Not</u> Helpful	2009	2010*	2016
Denied service because homeless	31.6%	2.0%	5.3%
Agency unaware of service available to homeless consumers	30.6%	26.7%	9.6%
Lacked transportation to get to agency for assistance	27.6%	18.3%	11.4%
Disabled	18.6%	20.0%	7.5%
Criminal background	17.5%	5.0%	3.6%
Long waiting list	15.3%	6.7%	5.0%
Too much "red tape"	14.3%	13.3%	0%
Turned away from agency	14.3%	10.0%	6.0%
No follow-up from agency	11.2%	5.0%	0%
Lack of computer skills	10.2%	8.3%	3.2%
Lack of childcare**	-	5.0%	4.3%

\* Notes: Only 60 respondents, out of 185, completed this section of the survey, so the results are not comparable to previous years;

\*\*This question was not included in 2009. It was added in 2010 to get a better gauge of issues potentially facing homeless women. Thanks to *Women's Empowerment* for adding this question.

**Discussion:** In comparison to the 2009 and 2010 data, agencies seem to be improving in making their services more helpful to the homeless population; however, there still needs to be more effort on the part of agencies to provide more support and service to homeless individuals.

It is clear that homeless individuals still face significant barriers to receiving assistance. Agencies continue to lack information about services for homeless people. To address these barriers, it is recommended that agencies work to create more awareness of their programs as well as access to transportation for the homeless wishing to receive assistance.

### III. RECOMMENDATIONS

**Preamble to recommendations:** The Employment Committee feels strongly that the overarching guiding principles to ending and preventing homelessness rests on four pillars: (1) safe, decent and affordable homes; (2) access to affordable health care, including mental health and substance abuse services; (3) access to education and training opportunities; and (4) a living wage with full benefits.

#### **RECOMMENDATIONS:**

- ❖ **Expand education and training opportunities to homeless people:** Overwhelmingly, over 75% of respondents want to go back to school or to receive additional training to increase their education and skill level to increase their employability. Since few homeless people in the survey indicated receiving computer training, these opportunities include dramatically closing the “digital divide” between homeless and housed people to increase the competitiveness of homeless people in the job market.

#### **Key elements should include:**

- Work with the Sacramento Employment & Training Agency [SETA] to:
    - ✓ Develop Short Term/High Yield Training to Hire Program - 6 weeks with guaranteed employment at the end of the program] and move away from the current 6 month program that is too long and ineffective
    - ✓ Target people experiencing homeless for the Individual Training Accounts [IDA's]
  - Expanding “On-the-Job Training” and “On-the-Job Support” for homeless people;
  - Create a *Homeless Apprenticeship Program* in partnership with trade unions (primarily the construction, warehouse and food industry trades as this survey indicates) the City and County and private industry to expand job opportunities for homeless people;
  - Create a *Homeless-Community College Partnership* to expand the educational and job training opportunities of homeless people;
  - Partner with high growth industries in the area to create employment opportunities;
- ❖ **City and County fund a Day Labor Program modeled after best practices identified in the Institute for Local Government's *Collaborative Strategies for Day Labor Centers***
  - ❖ **Expand targeted recruitment and hiring process for homeless and recently homeless people to increase access to City and County jobs:** Given the requirements of the civil service process, a targeted recruitment and flexible job requirements would acknowledge both the institutional barriers and the individual barriers often experienced by those who are homeless or recently homeless.

The targeted outreach, recruitment and flexible job requirements would expand hiring opportunities for entry level positions of those who are homeless or recently homeless.

Individuals, including older adults, who are homeless or formerly homeless would be eligible to participate in the targeted recruitment and hiring process upon being stabilized and assessed by a County or City department or designated homeless service provider as employment ready.

- ❖ **County enhance the CalWORKs Subsidized Employment Program for Homeless Families:** Modeled after the Los Angeles Regional Initiative for Social Enterprise (LA: RISE) implemented by LA City in collaboration with the non-profit Roberts Enterprise Development Fund (REDF). The LA: RISE model takes an integrated wraparound approach to job creation and provides hard-to-serve individuals, specifically those with a history of homelessness and/or incarceration, and disconnected youth, with employment, counseling support and training.
- ❖ **Outreach and Education Campaign about educating large, medium and small businesses about the Work Opportunity Tax Credit (WOTC) and Ticket to Work:**
  - WOTC is a Federal tax credit incentive that the Congress provides to private-sector businesses for hiring individuals from twelve target groups, including homeless people.
  - Ticket to Work is Social Security's is a free and voluntary program available to people ages 18 through 64 who are blind or have a disability and who receive Social Security Disability Insurance (SSDI) or Supplemental Security Income (SSI) benefits.
  - Partner with the local Property Business Improvement Districts [PBIDs] to create a “train the trainer” program. Train the PBID staff on WOTC and Ticket to Work and other similar programs who then can conduct trainings to the businesses in their PBID.
- ❖ **Fostering Partnerships:** Nine of the recommendations of this report come under the auspices of fostering partnerships and collaborations with organizations working on those issues already in the community. These include the following recommendations:
  - **Peer to Peer Homeless Outreach/Mentoring Team-** A Peer-to-Peer model, *hiring a team of five homeless consumers* to educate other homeless individuals about employment services and opportunities;
  - **Conduct a *Semi-Annual Homeless Career Day* to match homeless people with public and private employers;**
  - **Work with disability advocates and employers to fully address the disability barriers to employing homeless people:**

- ✓ The work should be focused on the need for creating accommodations at the workplace, which nearly 40% of respondents indicated they needed to work either full or part time.
  - ✓ In addition, expand the purview of the Sacramento County Disability Advisory Commission to include issues facing homeless people. Education is needed for homeless people regarding SSI and SSDI rules and employment services. As this survey indicates, homeless people do not know if they can or cannot work if they receive SSI or SSDI, while about one-third were not informed of the various employment services in the community.
  - ✓ Leverage California State Department of Vocational Rehabilitation (DOR) funding: This department provides Vocational Rehabilitation Services to Californians with disabilities who want to work, including people paroled from state prisons. The services include employment counseling training and education, mobility and transportation aids, job search and placement assistance. However, Sacramento County does not do a good job of fully leveraging these state resources for the disabled community, including homeless people, who want to work.
  - ✓ Publicize the Job Accommodation Network to homeless consumers and providers.
  - ✓ State Department of Rehabilitation conduct trainings for service providers and consumers on LEAP Certification
- **Expand transportation opportunities:** Clearly, lack of transportation is a major barrier for homeless people to seek, secure and retain employment. We recommend either free or deeply subsidized light rail or bus vouchers for homeless people who use this transportation for employment purposes and the City and County contract with either Lyft or Uber to provide transportation to work for homeless consumers.
  - **Expand Child Care:** The lack of child care is a significant barrier to homeless parents, mostly women, in seeking and retaining employment. We recommend the expansion of child care opportunities for homeless women (disproportionately) and men with children, so that they can locate work and/or return to school for additional education and training. Specifically, we recommend that Sacramento County work with Women's Empowerment to locate and fund a licensed child care facility for homeless parents.

- **Explore replicating the Supportive Housing Employment Collaborative (San Francisco):** The Supportive Housing Employment Collaborative (SHEC) is a partnership of 7 San Francisco nonprofit organizations that provide permanent supportive housing for formerly homeless adults. In 1996, the five founding agencies--Chinatown Community Development Center, Community Housing Partnership, Conard House, Episcopal Community Services, and Mercy Housing--created the SHEC to provide an employment-training and job-placement program that is accessible to all of their tenants.

Two additional supportive housing agencies, Swords to Ploughshares and Hamilton Family Center, have joined the SHEC since 2004. In 2010, SHEC's educational, vocational, on-the-job training, job placement, and job retention services are available to approximately 2,000 formerly homeless individuals living in 23 supportive housing sites across the city. In the past 10 years, the SHEC has placed approximately 700 formerly homeless people in permanent, unsubsidized employment.

- ❖ **Revisit SSF's 2015 Strategic Action Plan to End Homelessness's action steps on employment and adjust based on recommendations in this report.**

#### IV. CONCLUSION

Spanning 2009 – 2017, after surveying nearly 700 homeless people in Sacramento County, the conclusion is overwhelming that nearly 90% of homeless people do not work AND the nearly 85% want to work and want to receive additional education and training to be competitive in the work marketplace. In addition, a significant proportion of the homeless population is highly skilled,

It is our hope that taken together, the 2009, 2010 and 2016 reports shatter the stereotypes of homeless people not wanting to work and being “lazy, crazy drug addicts and prostitutes.” As our surveys underscore, nothing could be further from the truth.

Finally, the driving purposes of these surveys are to ensure that Sacramento fully embraces the results of this survey and focuses on these asset-based results and recommendations and to ensure the full participation of homeless consumers in the design and implementation of the employment recommendations.

The goal is for Sacramento to use these results to integrate a *housing first* with an *employment and income-ready first approach* to ending and preventing homelessness.

## Appendix I: 2016 Homeless Employment Survey

### Instructions:

Survey #: \_\_\_\_\_

1. Please stress that this survey is totally confidential.
2. Please explain that the reasons we are doing the survey are (1) educate elected officials that homeless people do work and/or do want to work & (2) help design employment programs that work for homeless people.

1. Age: \_\_\_\_\_

☐ under 18 ☐ 18-24 ☐ 25-34 ☐ 35-44 ☐ 45-54 ☐ 55-64 ☐ 65-74 ☐ 75+

2. Gender: ☐ Male ☐ Female ☐ Transgender

3. Ethnicity: ☐ American Indian ☐ Asian/Pacific Islander ☐ African American ☐ Hispanic ☐ Caucasian ☐ Prefer not to answer  
☐ Other: \_\_\_\_\_

4. What is your level of education?

☐ less than 6<sup>th</sup> grade ☐ 6<sup>th</sup>-12<sup>th</sup> grade ☐ High school diploma ☐ GED ☐ some college ☐ AA ☐ BA ☐ graduate degree

5. What is the main reason you became homeless? Check all that apply:

☐ emancipation ☐ Job loss ☐ illness ☐ disability ☐ foreclosure ☐ eviction ☐ domestic violence  
☐ substance abuse ☐ insufficient income ☐ other: \_\_\_\_\_

6. How long have you been homeless? ☐ Less than 3 months ☐ 3-6 mo ☐ 6-12 mo. ☐ 1-2 yrs ☐ 2+ yrs

7. Do you currently have a job? ☐ Yes ☐ No

8. If yes to Question 7, check one: ☐ Full-Time ☐ Part-Time ☐ Seasonal ☐ Day Labor

9. How many hours per week? ☐ 1-10 ☐ 11-20 ☐ 21-30 ☐ 31-40 ☐ 40+

10. If no, How long have you been unemployed? ☐ 3-6 mo. ☐ 6-12 mo. ☐ 1-2 yrs. ☐ 2+ yrs.

11. What was your longest period of employment? ☐ 3-6 mo. ☐ 6-12 mo. ☐ 1-2 yrs. ☐ 2 – 5 yrs ☐ 5 -10 yrs ☐ 10+ years

12. What kind of job did you hold? ☐ computer ☐ office ☐ retail ☐ sales ☐ customer service ☐ repair/maintenance  
☐ technical ☐ construction ☐ manufacturing ☐ hospitality/restaurant ☐ managerial ☐ health care  
☐ warehouse/labor ☐ other: \_\_\_\_\_

13. What is keeping you from working? Check all that apply: ☐ Homeless ☐ Can't find work ☐ Lack of transportation

☐ Health Issues ☐ Lack of tools/equipment ☐ Disabled ☐ No Identification ☐ Lack of documentation ☐ Lack of Education  
☐ Lack of training ☐ Lack of child care ☐ Age (too old/young) ☐ Convictions – Jail/Prison ☐ Appearance (teeth, tattoos)  
☐ SSI rules ☐ Lack of work experience ☐ Lack of appropriate clothing ☐ Literacy ☐ Educational Level ☐ Gave up looking  
☐ Other: \_\_\_\_\_

14. Do/did you have a license or certificate for your job skills? ☐ Yes ☐ No



If yes: what type of license/certificate? \_\_\_\_\_

**15. What job skills do you have? Check all that apply.** ☐ computer ☐ office ☐ technical ☐ retail ☐ sales ☐ customer service ☐ repair/maintenance ☐ construction ☐ manufacturing ☐ managerial ☐ health care ☐ hospitality/restaurant ☐ warehouse/labor ☐ other: \_\_\_\_\_

**16. Do you want to work?** ☐ Yes ☐ No

**17. If yes:** ☐ Full-Time ☐ Part-Time

**18. Do you need accommodations to be able to work?** ☐ Yes ☐ No

**19. If yes, check all that apply:** ☐ time off for therapy ☐ later start time due to AM drowsiness due to medications ☐ use of sick leave for mental health reasons ☐ specialized equipment and assistive devices ☐ modify work stations ☐ special transportation ☐ job coach or mentor ☐ other \_\_\_\_\_

**20. Choose your top 3 jobs from the list below:** ☐ administrative/clerical ☐ human services ☐ construction ☐ healthcare/support services ☐ healthcare technician ☐ information technology ☐ tourism/hospitality ☐ transportation ☐ installation/repair/maintenance ☐ sales/retail ☐ customer service ☐ manufacturing/assembly work ☐ warehouse ☐ child care ☐ law enforcement ☐ food service ☐ legal ☐ landscaping ☐ beautician/cosmetology ☐ military ☐ media/entertainment/film ☐ education ☐ other: \_\_\_\_\_

**21. Would you like to go back to school to receive additional training?** ☐ Yes ☐ No

**22. What kind? Check all that apply:** ☐ GED ☐ Technical School ☐ Vocational Rehab/Assigned Training ☐ Adult Education ☐ Community College ☐ 4 year university ☐ On-the-Job training ☐ Continuing Education ☐ On-line courses

**23. Have the following agencies been helpful to you in finding a job?** ☐ Yes ☐ No **If Yes, Check all that apply and answer**

**#24 If No, go to #25:** ☐ General Assistance ☐ Unemployment Department/EDD ☐ CalWorks ☐ One-Stop Career Center/SETA ☐ Veterans Administration ☐ Social Security Administration ☐ Homeless Programs ☐ State Department of Rehab ☐ Other: \_\_\_\_\_

**24. If yes, how were they helpful? Check all that apply:** ☐ Located employment ☐ Received benefit ☐ Enrolled in job training ☐ Enrolled in school ☐ Resume Writing ☐ Received Interview Skills ☐ Computer Training ☐ On the job support ☐ Transportation ☐ Provided address/email/phone ☐ Other: \_\_\_\_\_

**25. If no, Check all the agencies that apply :** ☐ General Assistance ☐ Unemployment Department/EDD ☐ CalWorks ☐ One-Stop Career Center/SETA ☐ Veterans Administration ☐ Social Security Administration ☐ Homeless Programs ☐ State Department of Rehab ☐ Other: \_\_\_\_\_

**And why were they not helpful? Check all that apply**

- ☐ Did not know about the service    ☐ Got turned away    ☐ Lack of transportation    ☐ Lack of childcare    ☐ Lack of computer skills  
☐ Language barrier    ☐ Long wait list    ☐ No follow-up/call back    ☐ Red tape  
☐ Wouldn't take me because I am **[check all that apply]**: ☐ Homeless ☐ Disabled ☐ Criminal  
☐ Other: \_\_\_\_\_

**26. If you would like us to follow-up with you on employment- please give us your name, cell phone and or email:**

**Name**

**Cell**

**Email**

**2016 Homeless Employment  
Committee**

***Special thanks to the Homeless Employment Committee for their insights and  
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