

# Bridging The Gap - CES Evaluation Report April 2024

| Section 1: BNL Characteristics |  | Hawaii     |                | Kauai     |                | Maui       |                | BTG        |                |
|--------------------------------|--|------------|----------------|-----------|----------------|------------|----------------|------------|----------------|
| <b>1.1</b>                     | <b>Total BNL Records at the End of the Reporting Period: 4-30-2024</b>                           |            |                |           |                |            |                |            |                |
| 1.1                            | 1. Single - PSH Priority   | 39         | 16.88 %        | 4         | 4.04 %         | 7          | 3.40 %         | 50         | 9.33 %         |
| 1.1                            | 2. Single - RRH Priority   | 127        | 54.98 %        | 41        | 41.41 %        | 86         | 41.75 %        | 254        | 47.39 %        |
| 1.1                            | 3. Single - TH Priority  | 30         | 12.99 %        | 33        | 33.33 %        | 50         | 24.27 %        | 113        | 21.08 %        |
| 1.1                            | 4. Family - PSH Priority   | 2          | 0.87 %         | 0         | 0.00 %         | 2          | 0.97 %         | 4          | 0.75 %         |
| 1.1                            | 5. Family - RRH Priority   | 18         | 7.79 %         | 13        | 13.13 %        | 26         | 12.62 %        | 57         | 10.63 %        |
| 1.1                            | 6. Family - TH Priority  | 14         | 6.06 %         | 8         | 8.08 %         | 26         | 12.62 %        | 48         | 8.96 %         |
| 1.1                            | 7. Youth - PSH Priority  | 0          | 0.00 %         | 0         | 0.00 %         | 0          | 0.00 %         | 0          | 0.00 %         |
| 1.1                            | 8. Youth - RRH Priority  | 1          | 0.43 %         | 0         | 0.00 %         | 6          | 2.91 %         | 7          | 1.31 %         |
| 1.1                            | 9. Youth - TH Priority   | 0          | 0.00 %         | 0         | 0.00 %         | 3          | 1.46 %         | 3          | 0.56 %         |
|                                | <b>Total</b>   | <b>231</b> | <b>100.00%</b> | <b>99</b> | <b>100.00%</b> | <b>206</b> | <b>100.00%</b> | <b>536</b> | <b>100.00%</b> |
| <b>1.2</b>                     | <b>Subpopulations</b>  |            |                |           |                |            |                |            |                |
| 1.2                            | 1. Veterans (self-reported)  | 17         | 7.36 %         | 2         | 2.02 %         | 5          | 2.43 %         | 24         | 4.48 %         |
| 1.2                            | 2. Chronically Homeless (self-reported VI-SPDAT or HUD)  | 139        | 60.17 %        | 42        | 42.42 %        | 87         | 42.23 %        | 268        | 50.00 %        |
| 1.2                            | 3. Currently Fleeing a DV Situation (self-reported from HUD PSDE 4.11 in most recent assessment) | 36         | 15.58 %        | 8         | 8.08 %         | 22         | 10.68 %        | 66         | 12.31 %        |
| 1.2                            | 4. Family Individuals (SUM(HHSize) from Family BNL's HoH)  | 113        | 0              | 87        | 0              | 217        | 0              | 417        | 0              |
| 1.2                            | 5. Avg. BNL Family Size  | 3.32       | 0              | 4.14      | 0              | 4.02       | 0              | 3.83       | 0              |
| <b>1.3</b>                     | <b>Longest Homeless History (LHH) - Based on Client's 1st Intake Date in the System</b>          |            |                |           |                |            |                |            |                |
| 1.3                            | 1. 10 years or greater (LHH = 1 on BNL)  | 72         | 31.17 %        | 22        | 22.22 %        | 61         | 29.61 %        | 155        | 28.92 %        |
| 1.3                            | 2. 6-9 years (LHH = 2 on BNL)  | 25         | 10.82 %        | 10        | 10.10 %        | 25         | 12.14 %        | 60         | 11.19 %        |
| 1.3                            | 3. 5 or fewer years (LHH = 3 on BNL)   | 134        | 58.01 %        | 67        | 67.68 %        | 120        | 58.25 %        | 321        | 59.89 %        |
|                                | <b>Total</b>   | <b>231</b> | <b>100.00%</b> | <b>99</b> | <b>100.00%</b> | <b>206</b> | <b>100.00%</b> | <b>536</b> | <b>100.00%</b> |
| <b>1.4</b>                     | <b>Emergency Services Utilization within 6 Months from Most Recent VISPDAT</b>                   |            |                |           |                |            |                |            |                |
| 1.4                            | 1. 5+ episodes of emergency services utilization (= 1 on BNL)                                    | 71         | 30.74 %        | 22        | 22.22 %        | 57         | 27.67 %        | 150        | 27.99 %        |
| 1.4                            | 2. 1-4 episodes of emergency services utilization (= 2 on BNL)                                   | 82         | 35.50 %        | 42        | 42.42 %        | 90         | 43.69 %        | 214        | 39.93 %        |
| 1.4                            | 3. No emergency services utilization (= 3 on BNL)  | 78         | 33.77 %        | 35        | 35.35 %        | 59         | 28.64 %        | 172        | 32.09 %        |
|                                | <b>Total</b>   | <b>231</b> | <b>100.00%</b> | <b>99</b> | <b>100.00%</b> | <b>206</b> | <b>100.00%</b> | <b>536</b> | <b>100.00%</b> |
| <b>1.5</b>                     | <b>BNL VI-SPDAT Shared Consent Rates</b>   |            |                |           |                |            |                |            |                |
| 1.5                            | 1. Single - PSH Priority   | 39         | 100.00 %       | 4         | 100.00 %       | 7          | 100.00 %       | 50         | 100.00 %       |
| 1.5                            | 2. Single - RRH Priority   | 127        | 100.00 %       | 39        | 95.12 %        | 85         | 98.84 %        | 251        | 98.82 %        |
| 1.5                            | 3. Single - TH Priority  | 30         | 100.00 %       | 33        | 100.00 %       | 50         | 100.00 %       | 113        | 100.00 %       |
| 1.5                            | 4. Family - PSH Priority   | 2          | 100.00 %       | 0         | 0.00 %         | 2          | 100.00 %       | 4          | 100.00 %       |
| 1.5                            | 5. Family - RRH Priority   | 18         | 100.00 %       | 13        | 100.00 %       | 26         | 100.00 %       | 57         | 100.00 %       |
| 1.5                            | 6. Family - TH Priority  | 13         | 92.86 %        | 8         | 100.00 %       | 26         | 100.00 %       | 47         | 97.92 %        |
| 1.5                            | 7. Youth - PSH Priority  | 0          | 0.00 %         | 0         | 0.00 %         | 0          | 0.00 %         | 0          | 0.00 %         |
| 1.5                            | 8. Youth - RRH Priority  | 1          | 100.00 %       | 0         | 0.00 %         | 6          | 100.00 %       | 7          | 100.00 %       |
| 1.5                            | 9. Youth - TH Priority   | 0          | 0.00 %         | 0         | 0.00 %         | 3          | 100.00 %       | 3          | 100.00 %       |
|                                | <b>Total</b>   | <b>230</b> | <b>99.57%</b>  | <b>97</b> | <b>97.98%</b>  | <b>205</b> | <b>99.51%</b>  | <b>532</b> | <b>99.25%</b>  |
| <b>1.6</b>                     | <b>Document Readiness</b>  |            |                |           |                |            |                |            |                |
| 1.6                            | 1. Chronic Homeless Verification (% based on 1.2.2)  | 43         | 30.94 %        | 4         | 9.52 %         | 10         | 11.49 %        | 57         | 21.27 %        |
| 1.6                            | 2. DD214 (% based on 1.2.1)  | 3          | 17.65 %        | 0         | 0.00 %         | 1          | 20.00 %        | 4          | 16.67 %        |
| 1.6                            | 3. Photo ID (% based on Total in 1.1)  | 185        | 80.09 %        | 96        | 96.97 %        | 167        | 81.07 %        | 448        | 83.58 %        |
| 1.6                            | 4. Social Security Card (% based on Total in 1.1)  | 186        | 80.52 %        | 88        | 88.89 %        | 143        | 69.42 %        | 417        | 77.80 %        |
| 1.6                            | 5. Photo ID and Social Security Card (# and % based on PSH/RRH records in 1.1: 57 records)       | 139        | 74.33 %        | 53        | 91.38 %        | 86         | 67.72 %        | 278        | 74.73 %        |
| <b>1.7</b>                     | <b>BNL Referral Status (from Most Recent Referral)</b>   |            |                |           |                |            |                |            |                |
| 1.7                            | 1. Unassigned  | 22         | 9.52 %         | 17        | 17.17 %        | 73         | 35.44 %        | 112        | 20.90 %        |
| 1.7                            | 2. Assigned  | 74         | 32.03 %        | 30        | 30.30 %        | 39         | 18.93 %        | 143        | 26.68 %        |
| 1.7                            | 3. Matched   | 0          | 0.00 %         | 0         | 0.00 %         | 0          | 0.00 %         | 0          | 0.00 %         |
| 1.7                            | 4. Placed/Housed   | 0          | 0.00 %         | 10        | 10.10 %        | 1          | 0.49 %         | 11         | 2.05 %         |
| 1.7                            | 5. Pending   | 0          | 0.00 %         | 0         | 0.00 %         | 0          | 0.00 %         | 0          | 0.00 %         |
| 1.7                            | 6. Number of BNL records not yet referred  | 135        | 58.44 %        | 42        | 42.42 %        | 93         | 45.15 %        | 270        | 50.37 %        |
|                                | <b>Total</b>   | <b>231</b> | <b>100.00%</b> | <b>99</b> | <b>100.00%</b> | <b>206</b> | <b>100.00%</b> | <b>536</b> | <b>100.00%</b> |
| <b>1.8</b>                     | <b>Assigned Referrals BNL Prioritization Category (from Most Recent Referral)</b>                |            |                |           |                |            |                |            |                |
| 1.8                            | 1. Single - PSH Priority   | 24         | 32.43 %        | 3         | 10.00 %        | 4          | 10.26 %        | 31         | 21.68 %        |
| 1.8                            | 2. Single - RRH Priority   | 35         | 47.30 %        | 14        | 46.67 %        | 16         | 41.03 %        | 65         | 45.45 %        |
| 1.8                            | 3. Single - TH Priority  | 3          | 4.05 %         | 1         | 3.33 %         | 4          | 10.26 %        | 8          | 5.59 %         |
| 1.8                            | 4. Family - PSH Priority   | 1          | 1.35 %         | 0         | 0.00 %         | 1          | 2.56 %         | 2          | 1.40 %         |
| 1.8                            | 5. Family - RRH Priority   | 11         | 14.86 %        | 8         | 26.67 %        | 11         | 28.21 %        | 30         | 20.98 %        |
| 1.8                            | 6. Family - TH Priority  | 0          | 0.00 %         | 4         | 13.33 %        | 2          | 5.13 %         | 6          | 4.20 %         |
| 1.8                            | 7. Youth - PSH Priority  | 0          | 0.00 %         | 0         | 0.00 %         | 0          | 0.00 %         | 0          | 0.00 %         |
| 1.8                            | 8. Youth - RRH Priority  | 0          | 0.00 %         | 0         | 0.00 %         | 1          | 2.56 %         | 1          | 0.70 %         |
| 1.8                            | 9. Youth - TH Priority   | 0          | 0.00 %         | 0         | 0.00 %         | 0          | 0.00 %         | 0          | 0.00 %         |
|                                | <b>Total</b>   | <b>74</b>  | <b>100.00%</b> | <b>30</b> | <b>100.00%</b> | <b>39</b>  | <b>100.00%</b> | <b>143</b> | <b>100.00%</b> |
| <b>1.9</b>                     | <b>Enrollment Coverage</b>   |            |                |           |                |            |                |            |                |
| 1.9                            | 1. Number of BNL records with active non-VI-SPDAT enrollment(s)                                  | 187        | 80.95 %        | 96        | 96.97 %        | 191        | 92.72 %        | 474        | 88.43 %        |

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|             |  | Hawaii    |                 | Kauai     |                 | Maui      |                 | BTG       |                 |
|-------------|--|-----------|-----------------|-----------|-----------------|-----------|-----------------|-----------|-----------------|
| <b>2</b>    | <b>Section 2: Referral and Performance Data</b>  |           |                 |           |                 |           |                 |           |                 |
| <b>2.1</b>  | <b>Clients Referred During the Report Period</b>   |           |                 |           |                 |           |                 |           |                 |
| 2.1         | 1. Distinct Clients Referred   | 31        | 0               | 19        | 0               | 41        | 0               | 91        | 0               |
| 2.1         | 2. Distinct Households Referred  | 31        | 0               | 19        | 0               | 42        | 0               | 92        | 0               |
| 2.1         | 3. Duplicated Referrals  | 33        | 0               | 19        | 0               | 43        | 0               | 95        | 0               |
| 2.1         | 4. Avg. Referrals per Client   | 1.06      | 0               | 1         | 0               | 1.05      | 0               | 1.04      | 0               |
| <b>2.2</b>  | <b>Referral Status of Duplicated Referrals Made During Report Period</b>   |           |                 |           |                 |           |                 |           |                 |
| 2.2         | 1. Unassigned  | 6         | 18.18 %         | 4         | 21.05 %         | 22        | 51.16 %         | 32        | 33.68 %         |
| 2.2         | 2. Assigned  | 27        | 81.82 %         | 13        | 68.42 %         | 20        | 46.51 %         | 60        | 63.16 %         |
| 2.2         | 3. Matched   | 0         | 0.00 %          | 0         | 0.00 %          | 0         | 0.00 %          | 0         | 0.00 %          |
| 2.2         | 4. Placed/Housed   | 0         | 0.00 %          | 2         | 10.53 %         | 1         | 2.33 %          | 3         | 3.16 %          |
| 2.2         | 5. Pending   | 0         | 0.00 %          | 0         | 0.00 %          | 0         | 0.00 %          | 0         | 0.00 %          |
|             | <b>Total</b>   | <b>33</b> | <b>100.00 %</b> | <b>19</b> | <b>100.00 %</b> | <b>43</b> | <b>100.00 %</b> | <b>95</b> | <b>100.00 %</b> |
| <b>2.3</b>  | <b>Unassigned Reasons from Section 2.2.1</b>   |           |                 |           |                 |           |                 |           |                 |
| <b>2.31</b> | <b>Category 1: No further referrals will be generated for this VI-SPDAT</b>  |           |                 |           |                 |           |                 |           |                 |
| 2.31        | 1. Client has obtained housing   | 0         | 0.00 %          | 0         | 0.00 %          | 1         | 4.55 %          | 1         | 3.13 %          |
| 2.31        | 2. Client is no longer on island   | 0         | 0.00 %          | 0         | 0.00 %          | 0         | 0.00 %          | 0         | 0.00 %          |
| 2.31        | 3. Client not interested in housing at this time   | 0         | 0.00 %          | 0         | 0.00 %          | 0         | 0.00 %          | 0         | 0.00 %          |
| 2.31        | 4. Client already matched to other housing resources   | 1         | 16.67 %         | 1         | 25.00 %         | 0         | 0.00 %          | 2         | 6.25 %          |
| 2.31        | 5. Client confirmed as deceased  | 0         | 0.00 %          | 0         | 0.00 %          | 0         | 0.00 %          | 0         | 0.00 %          |
| 2.31        | 6. Incarcerated  | 0         | 0.00 %          | 0         | 0.00 %          | 0         | 0.00 %          | 0         | 0.00 %          |
|             | <b>Total</b>   | <b>1</b>  | <b>16.67 %</b>  | <b>1</b>  | <b>25.00 %</b>  | <b>1</b>  | <b>4.55 %</b>   | <b>3</b>  | <b>9.38 %</b>   |
| <b>2.32</b> | <b>Category 2: Clients can be referred again immediately, but not to this program</b>  |           |                 |           |                 |           |                 |           |                 |
| 2.32        | 1. Client expressed safety concerns with this program  | 0         | 0.00 %          | 0         | 0.00 %          | 0         | 0.00 %          | 0         | 0.00 %          |
| 2.32        | 2. Program denial  | 4         | 66.67 %         | 3         | 75.00 %         | 0         | 0.00 %          | 7         | 21.88 %         |
| 2.32        | 3. Client declined housing through this program  | 0         | 0.00 %          | 0         | 0.00 %          | 0         | 0.00 %          | 0         | 0.00 %          |
| 2.32        | 4. Client does not meet program eligibility criteria and does not qualify for this program   | 1         | 16.67 %         | 0         | 0.00 %          | 3         | 13.64 %         | 4         | 12.50 %         |
|             | <b>Total</b>   | <b>5</b>  | <b>83.33 %</b>  | <b>3</b>  | <b>75.00 %</b>  | <b>3</b>  | <b>13.64 %</b>  | <b>11</b> | <b>34.38 %</b>  |
| <b>2.33</b> | <b>Category 3: Action is required before client can be referred to any program ag</b>  |           |                 |           |                 |           |                 |           |                 |
| 2.33        | 1. Client requires additional documentation  | 0         | 0.00 %          | 0         | 0.00 %          | 18        | 81.82 %         | 18        | 56.25 %         |
| 2.33        | 2. Client unable to be located after multiple communication attempts   | 0         | 0.00 %          | 0         | 0.00 %          | 0         | 0.00 %          | 0         | 0.00 %          |
| 2.33        | 3. Client confirmed as hospitalized or in treatment facility for unspecified length  | 0         | 0.00 %          | 0         | 0.00 %          | 0         | 0.00 %          | 0         | 0.00 %          |
| 2.33        | 4. Client has not responded to multiple attempts to contact  | 0         | 0.00 %          | 0         | 0.00 %          | 0         | 0.00 %          | 0         | 0.00 %          |
| 2.33        | 5. VI-SPDAT is no longer applicable, a new VI-SPDAT is needed  | 0         | 0.00 %          | 0         | 0.00 %          | 0         | 0.00 %          | 0         | 0.00 %          |
|             | <b>Total</b>   | <b>0</b>  | <b>0.00 %</b>   | <b>0</b>  | <b>0.00 %</b>   | <b>18</b> | <b>81.82 %</b>  | <b>18</b> | <b>56.25 %</b>  |
| <b>2.34</b> | <b>Unassigned Reason - Data Not Collected</b>  |           |                 |           |                 |           |                 |           |                 |
| 2.34        | 1. Data Not Collected  | 0         | 0.00 %          | 0         | 0.00 %          | 0         | 0.00 %          | 0         | 0.00 %          |
|             | <b>Total</b>   | <b>0</b>  | <b>0.00 %</b>   | <b>0</b>  | <b>0.00 %</b>   | <b>0</b>  | <b>0.00 %</b>   | <b>0</b>  | <b>0.00 %</b>   |
| <b>2.4</b>  | <b>Referral and Placement Metrics</b>  |           |                 |           |                 |           |                 |           |                 |
| 2.4         | 1. Of the households referred during the report period, mean length in days from VI-SPDAT survey to most recent referral (Uses HoH to compute for the household) | 51.32     | 0               | 65.53     | 0               | 59.78     | 0               | 58.1      | 0               |
| 2.4         | 2. Total households placed/housed during the report period (duplicated)  | 5         | 0               | 4         | 0               | 4         | 0               | 13        | 0               |
| 2.4         | 3. Placed/housed households linked to HUD enrollment   | 4         | 80.00 %         | 4         | 100.00 %        | 4         | 100.00 %        | 12        | 92.31 %         |
| 2.4         | 4. Of the households placed/housed during the report period, mean length in days from VI-SPDAT survey to date placed/housed                                      | 199.8     | 0               | 89.5      | 0               | 149       | 0               | 150.23    | 0               |
| 2.4         | 5. Of the households placed/housed during the report period, mean length in days from 1st Intake date to date placed/housed                                      | 2287.2    | 0               | 1345.7    | 0               | 457       | 0               | 1434.38   | 0               |
| 2.4         | 6. Of the households placed/housed during the report period, total number of emergency services utilized within 6 months from most recent VI-SPDAT               | 28        | 0               | 2         | 0               | 10        | 0               | 40        | 0               |





