

Seattle/King County Coalition on Homelessness' Summary of the 2012 Family Turn Away Survey

documenting the unmet need for emergency services for families during the One Night Count

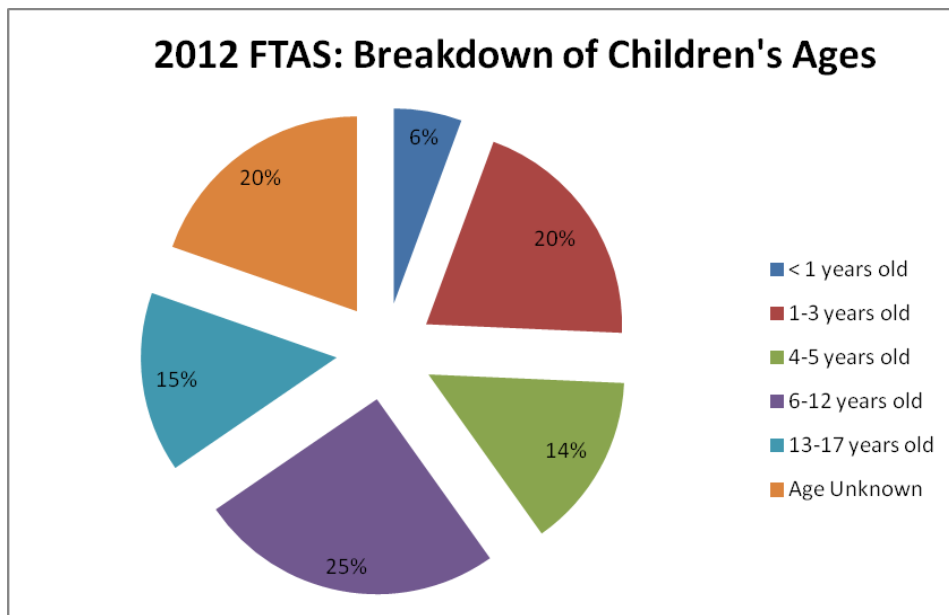
Why did the Coalition develop the Family Turn Away Survey? Because most shelters and transitional housing programs are full every night, staff are forced to turn away many people who are seeking shelter and other assistance. For many years, families had to call multiple programs in a search for available shelter. Members of the Coalition’s Families with Children Committee wanted to illustrate the need for more safe places for families.

Documenting those people who were turned away is complicated by the fact that one family may be turned away many times in one day. We designed our survey to allow us to arrive at an unduplicated, minimum count which can inform decisions about services, policies, and budgets.

The 2012 Family Turn Away Survey logged calls between 8.00 a.m. Thursday, January 26 and 8.00 a.m. Friday, January 27.

→ We documented unduplicated calls for shelter *that night* from 116 households representing at least 366 people.

→ **At least 214 children^a and 152 adults^b in these families who called looking for shelter for that night had to be turned away.**



Children's ages	%	#
< 1 years old	6%	12
1-3 years old	20%	43
4-5 years old	14%	31
6-12 years old	25%	54
13-17 years old	15%	32
Age unknown	20%	42

^a There were *at least* 214 children among the de-duplicated calls. For 4 callers we did not know how many children were in the household, so we counted only one child for each of these calls. In 2011, this was the case for 6 callers.

^b There were *at least* 152 adults among the de-duplicated calls. For 4 callers we did not know how many adults were in the household, so we counted only one adult for each of these calls.

Where in King County were families calling from? Ninety-seven out of 116 households (84%) answered this question. Of those, 94% spent the previous night in King County. Forty percent of households were calling from Seattle; 47% were in south King County; 9% were in east King County, and 4% were calling from north King County.

Where did families sleep the night before? Seventy-five percent (75%) of the unduplicated callers answered this question. Of these:

51 families spent the previous night inside with families or friends (nearly 2/3 of responses)

12 families were in a motel

9 families were facing eviction

7 families (a total of 19 people) slept outside (in a vehicle, camping, or on the streets)

***** Background information *****

Where does the information come from? Twenty-six agencies participated this year, included emergency shelters, transitional housing programs, and referral agencies throughout King County. The Coalition also worked with organizations that do not provide shelter or housing but that serve immigrants, refugees, and people who speak little or no English, since those organizations often field inquiries for shelter and housing.

Why are we confident that these results represent a minimum number of families in need of shelter but unable to find it? In 24 hours, we documented 262 calls representing at least 747 individuals. We reviewed every call in order to remove duplicates. We also removed calls that were for something other than family shelter *that night*, and calls where there was not enough information to de-duplicate. We only included calls where the staff person was unable to offer the caller's family shelter because the program was full.

The Coalition on Homelessness thanks staff at the following agencies and programs for their dedication and participation in the 2012 Family Turn Away Survey:

Abused Deaf Women Advocacy Services
Asian Pacific Islander Women and Family Safety Center & Chaya
Auburn Youth Resources
Catholic Community Services (Harrington House; Sacred Heart Shelter; Emergency Assistance Program)
Central Area Motivational Program
Child Care Resources
Compass Housing Alliance (Homestep Transitional Housing Program)
Consejo (Mi Casa Transitional Housing Program; Villa Esperanza Transitional Housing Program)
Domestic Abuse Women's Network
East Side Domestic Violence Program (Crisis Line; Community Advocacy Program)
El Centro de la Raza (Housing Assistance Program)
Friends of Youth (Young Adults Shelter Program)

Hopelink (Avondale Shelter; Kenmore Shelter; Avondale Park; Heritage Park; Hopelink Place; Duvall Place)
International District Housing Alliance
Kirkland Interfaith Transitions in Housing (KITH)
Multi-Service Center
Salvation Army (Catherine Booth House; Hickman House)
Solid Ground (Broadview Shelter; Family Shelter)
Somali Community Services of Seattle
Southwest Youth and Family Services
St. Stephen Housing Association
Union Gospel Mission (Hope Place)
Vine Maple Place
Vision House
Wellspring Family Services
YWCA (E. Cherry Emergency Housing; 5th & Seneca; South King County Emergency Shelter Program)

2011 Family Turn Away Survey

24 hour survey took place from Thursday, January 27th to Friday, January 28th (8:00 a.m. – 8:00 a.m.)

*43 programs participated, from 29 King County agencies

Total contacts (duplicated): 267 calls → 782 individuals

Total contacts (de-duplicated): 141 calls → 430 individuals = 253 children and 177 adults

2010 Family Turn Away Survey

24 hour survey took place from Thursday, January 28th to Friday, January 29th (8:00 a.m. – 8:00 a.m.)

*38 programs participated, from 26 King County agencies

Total contacts (duplicated): 309 calls → 833 individuals

Total contacts (de-duplicated): 194 calls → 544 individuals = 307 children and 237 adults

2009 Family Turn Away Survey:

24 hour survey took place from Thursday, January 29th to Friday, January 30th 2009 (8:00 a.m. – 8:00 a.m.)

*30 programs participated, from 22 King County agencies

Total contacts (duplicated): 273 calls → 695 individuals

Total contacts (de-duplicated): 142 calls → 459 individuals = 283 children and 176 adults

For more information about the Coalition's Family Turn Away Survey and results of the 2012 One Night Count of people who are homeless without shelter in King County, please contact:

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