

Institute for Community Alliances

# Gaps Analysis Comparing the Unsheltered Point-in-Time Count to the Homeless Management Information System

Prepared using data collected during the 2024 Unsheltered Point-in-Time Count and comparing it to the data in the Homeless Management Information System used by the St. Louis City Continuum of Care



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## About the Report

### Purpose

This gaps analysis was prepared to meet the requirement that each Continuum of Care complete an gaps analysis annually as established in the CoC Program Interim Rule.<sup>1</sup> The data to generate this gaps analysis was collected as part of the 2024 Unsheltered Point-in-Time Count, then compared to data for those identified clients to their matching records in the Homeless Management Information System.

The primary purpose of this gaps analysis was to determine what percentage of clients identified and counted during the unsheltered count were also currently receiving services from street outreach projects which use HMIS and/or were actively enrolled in Coordinated Entry.

### Methodology & Limitations

The data used in this analysis was gathered by PIT Count volunteers and outreach workers, then compared to data entered into the HMIS by users. Surveys with incomplete data were unable to be used for further analysis, as was any incomplete data not entered into the HMIS.

### Acknowledgements

The author would like to thank and acknowledge the support and assistance of those who helped make this gaps analysis possible.

#### System Performance Committee

Thanks to members of the CoC's System Performance Committee for providing guidance in developing the focus area for the 2024 Gaps Analysis, as well as acting as a sounding board and providing feedback throughout the development of the gaps analysis.

#### Unsheltered PIT Count Volunteers, Outreach Workers, and the Clients

This gaps analysis would not have been possible without those who were willing to spend their time completing the survey and providing their input during the 2024 Extended Unsheltered Point-in-Time Count, including the volunteers, workers, and clients who completed the surveys.

#### Users of the Homeless Management Information System (HMIS)

This gaps analysis would not have been possible without those who spent time entering data into HMIS on both street outreach clients and clients in coordinated entry.

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<sup>1</sup> Continuum of Care Program, 24 C.F.R. § 578.7(c)(3), 2017

## Report Summary

In general, the findings of this gaps analysis are both disheartening and eye opening. The data suggests that the CoC's efforts to connect clients who are living in places not meant for habitation to street outreach providers who use HMIS and/or enrolling them in coordinated entry in HMIS are not sufficient, and that some populations may require more targeted outreach in order to engage them in services. This report has four parts.

### The Point-in-Time Count in January 2024

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This section briefly explains how the Unsheltered PIT Count, including use of an extended timeframe, occurred in January 2024. It reviews how ICA determined which surveys were usable as part of the unsheltered PIT count. While 195 surveys were received, only 141 surveys were deemed usable, and in those 141 surveys, a total of 154 clients were identified.

### Comparing PIT Surveys to HMIS Client Records

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This section compares those clients identified from the unsheltered PIT count and determines how many of them also had a client record within the Missouri HMIS. Of the 154 clients, 60 were found to have matching records in HMIS, 60 were not found to have matching records, and the remaining 34 had insufficient information to determine whether they had a match in HMIS.

The section then goes into a deep dive to determine whether there are any noteworthy differences based on demographics and other information when comparing those for whom a match was found, not found, or for which there was insufficient information. Potential noteworthy differences were found in living situation, chronic homelessness, age range, substance use disorder, serious mental illness, developmental disability, chronic health condition, and surveyor's agency affiliation.

### Comparing Identifiable Clients to HMIS Enrollments

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This section compares those clients identified from the unsheltered PIT count and determines how many of them were also enrolled in the coordinated entry system and/or street outreach on the night of the count. This section used only the data for the 120 clients for whom a match was or was not found in HMIS and excluded those who had insufficient information in their survey. In this section, only 7.5% of those 120 individuals were found to be enrolled in coordinated entry, and only 2.5% were found to be enrolled in street outreach. Both statistics indicate there is a major gap between our clients we are enrolling in HMIS street outreach and coordinated entry and those experiencing street homelessness who were found on the night of the PIT count.

### Potential Next Steps

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The report ends with three potential next steps which will be taken to the System Performance Committee. The committee will then decide what recommendations, if any, to make to the CoC as a whole. The three potential next steps include:

- Improve Street Outreach Data Collection Practices
- Better Equip Shelters to Assist Clients with Substance Use Disorders
- Additional Unsheltered Point-in-Time Count

## The Point-in-Time Count in January 2024

The St. Louis City CoC conducted the 2024 Point-in-Time Count (PIT) starting on the evening of January 24 into the morning of January 25, 2024, using multiple methods to collect the necessary data. This gaps analysis included data for those clients included in the unsheltered count, and if any pop-up shelters had been operating on the night of the count, they also would have been included. Since the weather was mild on the night of January 24, no pop-up shelters were known to be in operation.

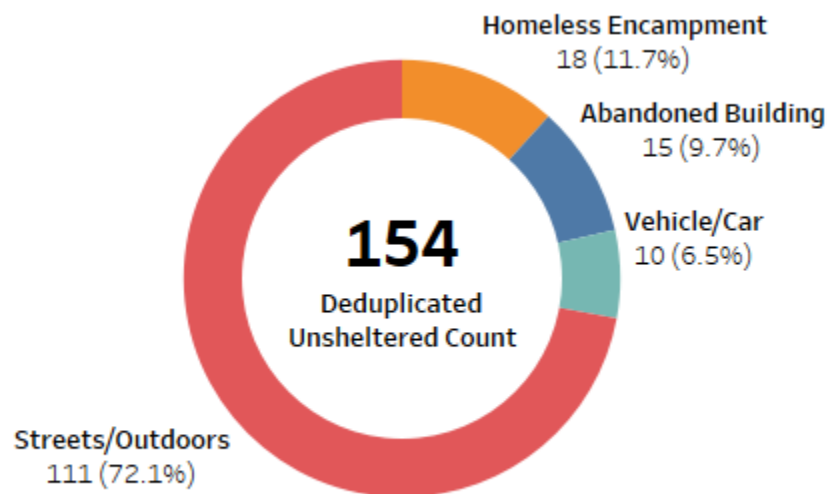
The unsheltered count was conducted using an interview-based survey administered beginning on the morning of January 25 through January 31, 2024. Clients were asked if they consented to participate, and if so, were then screened to determine whether they spent the night of January 24 in a place not meant for habitation.

A total of 195 surveys were submitted during the designated timeframe. Of these, 54 had to be discarded for the following reasons:

- 38 clients declined to participate
- 10 duplicate surveys
- 6 incomplete surveys

After removing invalid surveys, a total of 141 surveys were left and used to compile the Unsheltered PIT Count. These 141 surveys contained a total of 154 clients.

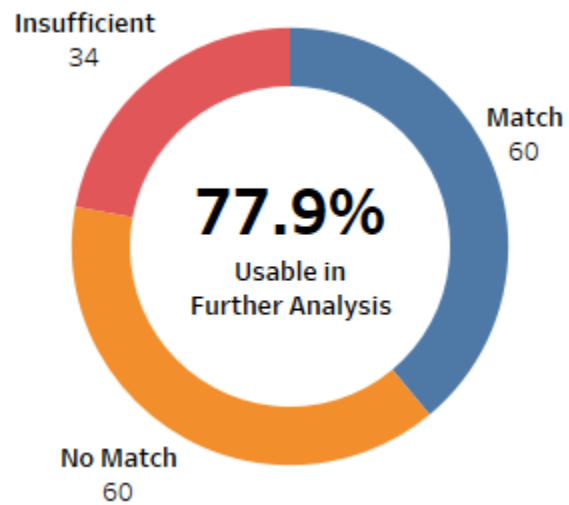
Of the 154 clients, 111 reported living on the streets or outdoors, 18 reported living in a homeless encampment, 15 reported living in an abandoned building, and 10 reported living in a vehicle or car.



## Comparing PIT Surveys to HMIS Client Records

To begin the gaps analysis, the next step was to review the 154 clients found during the unsheltered count to find whether they had records within the Missouri HMIS. The Missouri HMIS is used by 6 Continua of Care within Missouri.<sup>2</sup>

Each of the 154 client records was reviewed, first by an algorithm to show exact matches, then manually by the author to find any close but not exact matches. 34 clients lacked sufficient information and therefore could not be included in the deeper gaps analysis, resulting in a 77.9% usability rate for further analysis.



### Match

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A categorization as “match” indicates that there was either an exact match for first name, last name, and date of birth in the HMIS or that a manual search using the provided first name, last name and date of birth or age range identified a client record in HMIS which was close enough in first name, last name, and date of birth or age range to indicate that it was likely the same client beyond a reasonable doubt.

### No Match

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A categorization as “no match” indicates that there was sufficient information available between first name, last name and date of birth or other age information to complete a search in HMIS, and no matching client was found within the HMIS.

### Insufficient

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A categorization as “insufficient” indicates that there was not sufficient information available between the first name, last name, and date of birth to determine whether a match may exist within the HMIS. Examples include that the survey included only client initials instead of a full first and last name, or only an age range instead of a date of birth.

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<sup>2</sup> In addition to the MO-501 St. Louis City CoC, the Missouri HMIS includes the MO-500 St. Louis County CoC, the MO-600 Springfield/Greene, Christian, Webster Counties CoC, the MO-602 Joplin/Jasper, Newton Counties CoC, the MO-603 St. Joseph/Andrew, Buchanan, DeKalb Counties CoC, and the MO-606 Missouri Balance of State CoC.

## Demographic Comparisons

In this section, we examine the differences in various demographic and other information between the three categories above to see if there are any identifiable trends to suggest specific demographics may be more or less likely to be categorized as a match, a no match, or insufficient for matching purposes.

The intent of these demographic comparisons is to determine whether persons in specific demographic groups of unsheltered individuals are more or less likely to be connected to services as documented within the CoC's HMIS.

### Comparison to Official PIT Submission

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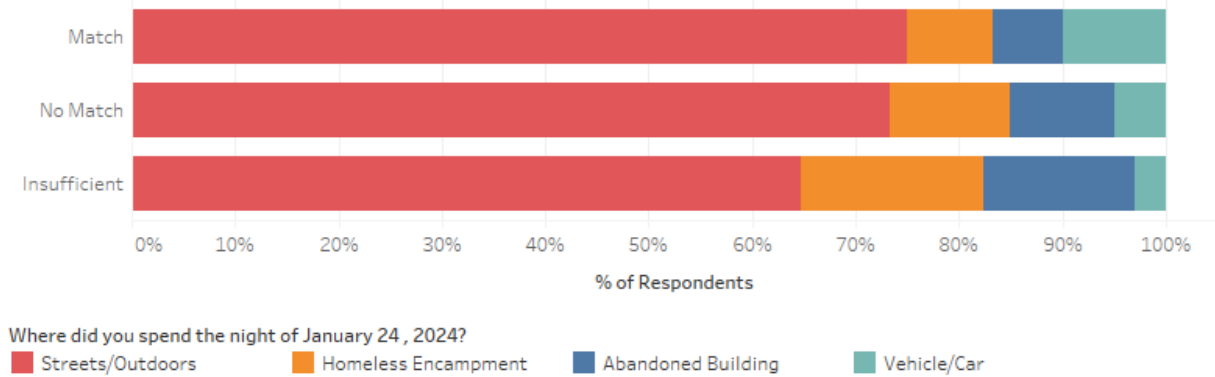
When reviewing the demographic and other details below, please keep in mind that they may not match exactly what will be sent to HUD for the official Unsheltered PIT Count demographics for 2024. To the greatest extent possible, this report uses the answers provided in the surveys directly, including when clients did not give an answer. HUD requires for official submission purposes that any non-answers be extrapolated using HUD-approved extrapolation techniques. In addition, slightly different race and ethnicity groupings have been used in this report than in official HUD reporting, and some additional questions are asked by the St. Louis City CoC for local purposes.

In some areas, such as age ranges, gender identity, and race and ethnicity, HUD requires extrapolation based upon the information provided by other clients. In comparison, for most other demographic information (including items such as veteran status, fleeing domestic violence, health conditions, etc.), HUD requires that a non-answer be treated as a "no" for official submission.



## Comparison by Living Situation on January 24, 2024

When reviewing whether a match was able to be found compared to a client’s self-reported living situation on January 24, 2024, a noteworthy pattern between the categories does appear to exist.



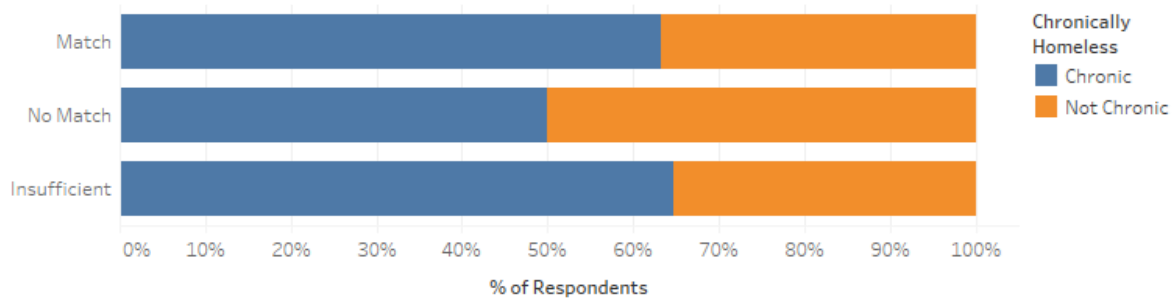
The proportion of clients in homeless encampments and abandoned buildings is notably higher in both the “no match” (10% and 15%, respectively) and “insufficient” (12% and 18%) categories than in the “match” (7% and 8%) categories, suggesting that our CoC may wish to find better ways to provide outreach to those in encampments and abandoned buildings to ensure they are documented within HMIS and able to access services the CoC can offer.

In addition, it is possible that abandoned building counts are underreported since it is our understanding that PIT volunteers are directed to not go into abandoned buildings to search for potentially unsheltered clients due to concerns around safety and trespassing.

### Comparison by Chronic Homelessness<sup>3</sup>

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When reviewing whether a match was able to be found compared to whether a client reported meeting the criteria to be considered chronically homeless, a noteworthy pattern between the categories does appear to exist.



The graph above shows that those encountered during the 2024 Unsheltered PIT count were predominantly chronically homeless, with the rates by category falling at 63% for those in the “match” category, 50% for those in the “no match” category, and 65% for those in the “insufficient” category.

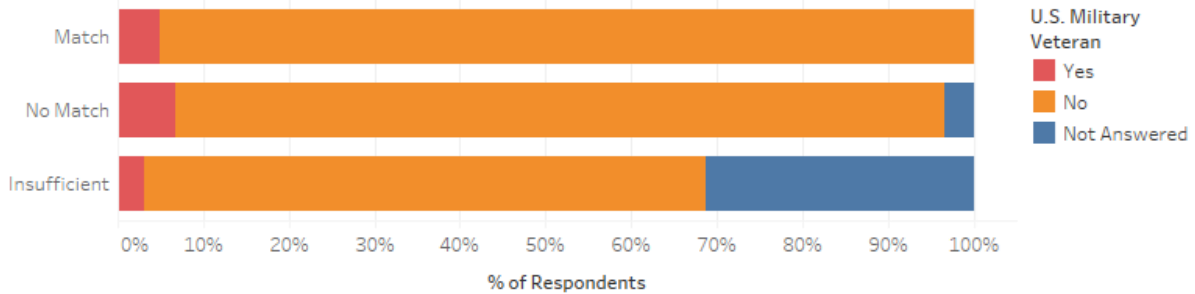
These percentages suggest two different things. First, over half of the clients who were encountered on the streets meet the chronic definition, which is highly concerning, as persons who are chronic must be both disabled and have been homeless for at least a year continuously or for at least 4 instances totaling at least 12 months. Secondly, it suggests that those in the “match” and “insufficient” categories are more likely to be chronic than those in the “no match” category, which may call for further investigation to determine whether clients who do not meet the chronic definition may be less likely to seek services from the CoC.

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<sup>3</sup> Chronic homelessness is different than having a chronic health condition. This sub-section is specifically about chronic homelessness, not whether a client has a chronic health condition. If a client declined to provide sufficient information to determine chronicity, they were assumed to not qualify as chronically homeless for the purpose of this analysis.

## Comparison by U.S. Military Veteran Status

When reviewing whether a match was able to be found compared to whether a client reported serving on active duty in the U.S. armed forces, a pattern may exist.

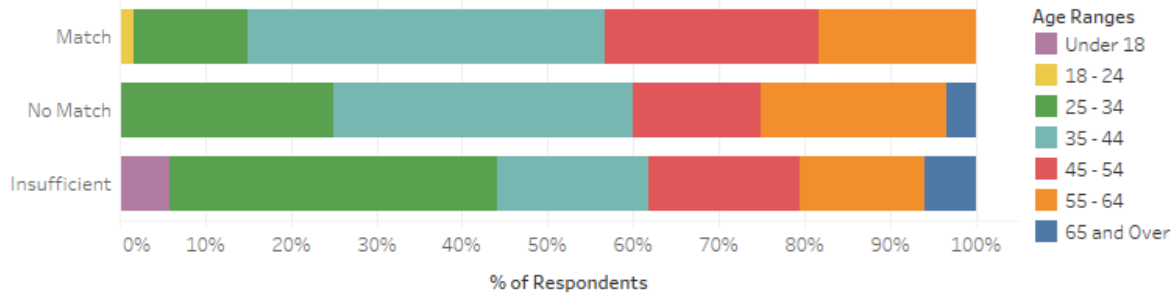


The percent of clients in the “no match” category who reported being veterans (7%) is slightly higher than the percent of clients in the “match” category (5%), which may suggest that veterans are less likely to enroll in outreach projects which utilize HMIS.

The percent of clients who did not answer the veteran status question in the “insufficient” category is not surprising, as it is reasonable to expect clients who did not provide sufficient identifying information are more likely to also decline to answer whether they are a veteran.

## Comparison by Age Ranges

When reviewing whether a match was able to be found compared to age ranges, we find three age ranges with notable differences.

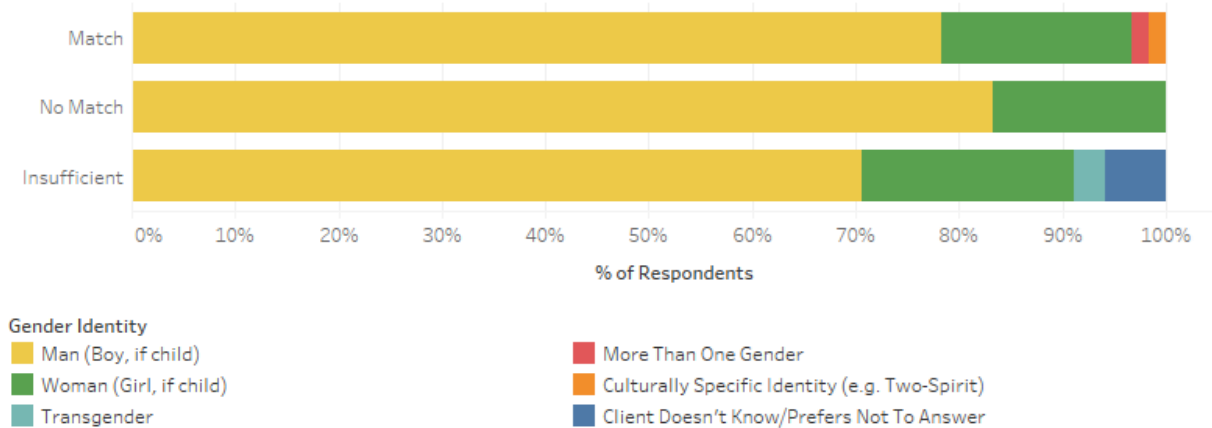


In the 25-34 age range, shown in green above, we find that the proportion in the “insufficient” category is exceptionally large (38%), while the proportion in the “match” category is comparatively smaller (13%). We find the reverse for the 35-44 age range, shown in teal above, with the “match” category being exceptionally large (42%), while the “insufficient” category is substantially smaller (18%). In addition, we find that the 65 and older age range is not found in the “match” category, while it is a small portion of the “no match” category (3%), it is a larger portion of the “insufficient” category (6%).

These variations may be worth further investigation to figure out whether the CoC may wish to create targeted outreach toward 25-34 and 65+ year olds, or whether there may be other reasons, such as lack of interest in participating in services or concerns about provide identifying information. It may also be valuable to determine what may have led to such a high rate of “match” for those in the 35-44 age group.

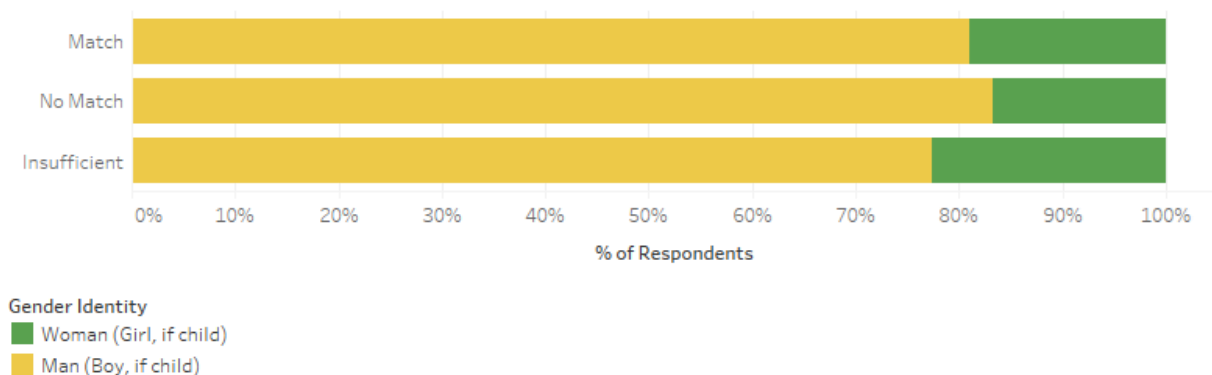
## Comparison by Gender Identity

When reviewing whether a match was able to be found compared to reported gender identity, there may be a pattern.



The graph above indicates that those encountered during the 2024 Unsheltered PIT count were predominantly persons who identified as men (or boys, if children), at a disproportionate rate compared to the general population of the City of St. Louis. Information available from the American Community Survey, which indicates that 49% of the estimated population of the City of St. Louis in 2022 is male<sup>4</sup>, while the overall percent of men/boys in the unsheltered PIT count was 76%.

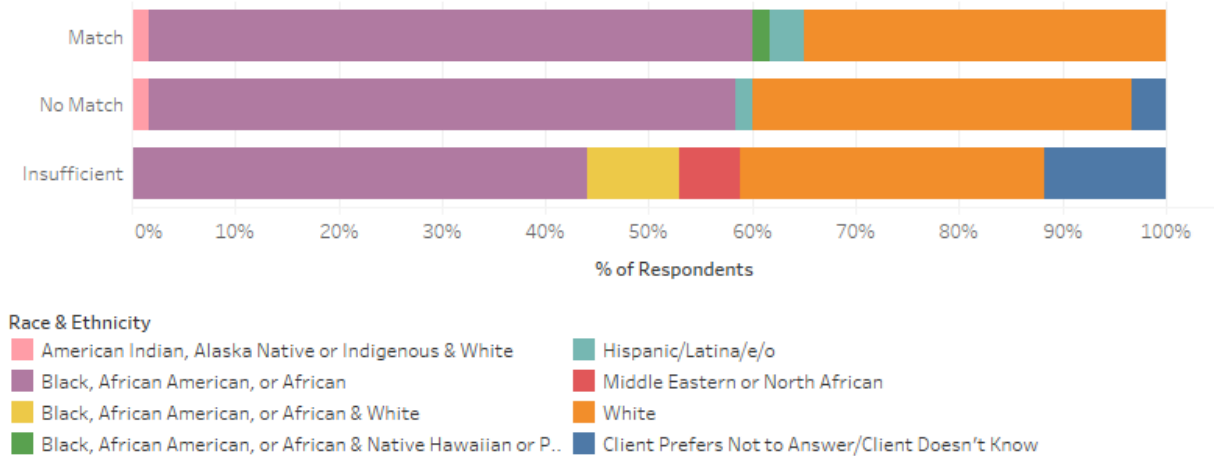
When focusing solely on the two most commonly selected gender identities: “man (boy, if child)” and “woman (girl, if child)”, as shown in the graph below, we can see that those in the “no match” category made up the highest percent of “man (boy, if child)” at 83%, with the next highest being “match” at 81%, and finally “insufficient” at 77%. The slight differences suggest that if a pattern exists, it is minimal.



<sup>4</sup> Sex and gender are different and comparing the two is not an ideal method for comparison. Since the ACS does not provide information on gender identity, the closest available information from the U.S. Census Bureau was used for comparison. U.S. Census Bureau. "Age and Sex." American Community Survey, ACS 1-Year Estimates Subject Tables, Table S0101, 2022, <https://data.census.gov/table/ACSST1Y2022.S0101?g=060XX00US2951065000>. Accessed on March 26, 2024.

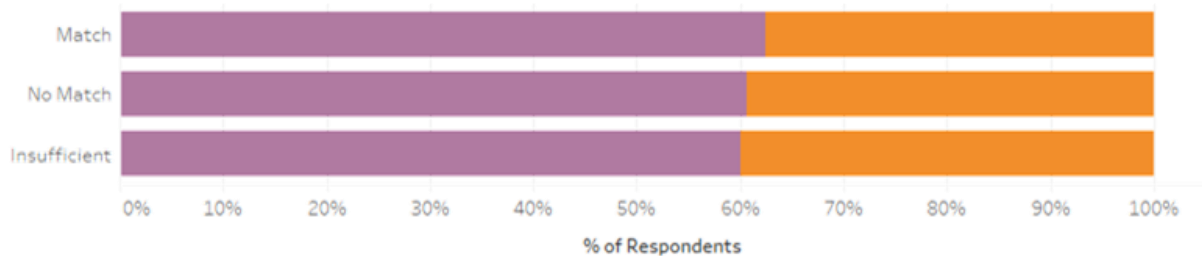
## Comparison by Race & Ethnicity

When reviewing whether a match was able to be found compared to race and ethnicity, there does not appear to be any noteworthy pattern, especially when comparing only the two largest groups - Black, African American, or African and White - as shown in the second graph below.



The percent of clients who did not answer the race and ethnicity question in the “insufficient” category is not surprising, as it is reasonable to expect clients who did not provide sufficient identifying information are more likely to also decline to provide their race and ethnicity.

This second graph, which is filtered to include only those who identified as solely Black, African American, or African to those who identified solely as White, shows that the difference between makeup across the different races is exceedingly small in this comparison. The percent of clients identifying as Black, African American, or African in this graph is 63% for “match,” 61% for “no match,” and 60% for “insufficient.”

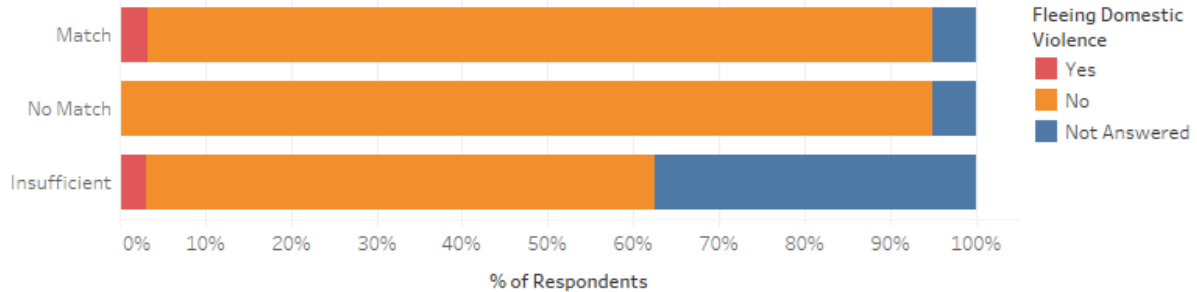


The race and ethnicity data also shows the overrepresentation of Black, African, American, or African persons in the unhoused community in the City of St. Louis. For example, 55% of persons in the unsheltered PIT identified solely as Black, African American, or African, while the 2022 American Community Survey estimated that 42% of persons in the general population identify solely as Black or African American.<sup>5</sup>

<sup>5</sup> U.S. Census Bureau. "ACS Demographic and Housing Estimates." American Community Survey, ACS 1-Year Estimates Data Profiles, Table DP05, 2022,

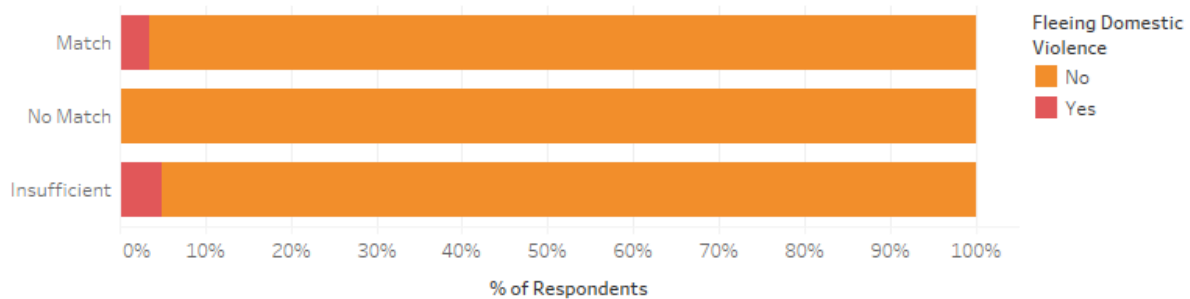
## Comparison by Fleeing Domestic Violence

When reviewing whether a match was able to be found compared to whether a client reported that they are currently fleeing domestic violence, no patterns appear to exist, especially when the not answered surveys are removed, as shown in the second graph below.



The percent of clients who did not answer the fleeing domestic violence question in the “insufficient” category is not surprising, as it is reasonable to expect clients who did not provide sufficient identifying information are more likely to also decline to answer whether they are fleeing domestic violence.

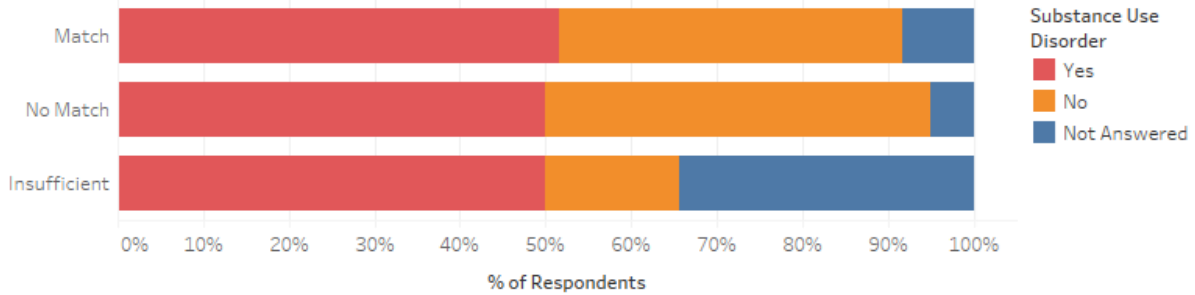
If we assume that the “not answered” clients have the same answers proportionally to those who did answer, we see that the “yes” percent is 4% in the “match” category, 0% in the “no match” category, and 5% in the “insufficient” category. This suggests that there are, at most, minimal differences between the categories.



<https://data.census.gov/table/ACSDP1Y2022.DP05?g=060XX00US2951065000&moe=false&tp=false>. Accessed on March 29, 2024.

## Comparison by Substance Use Disorder

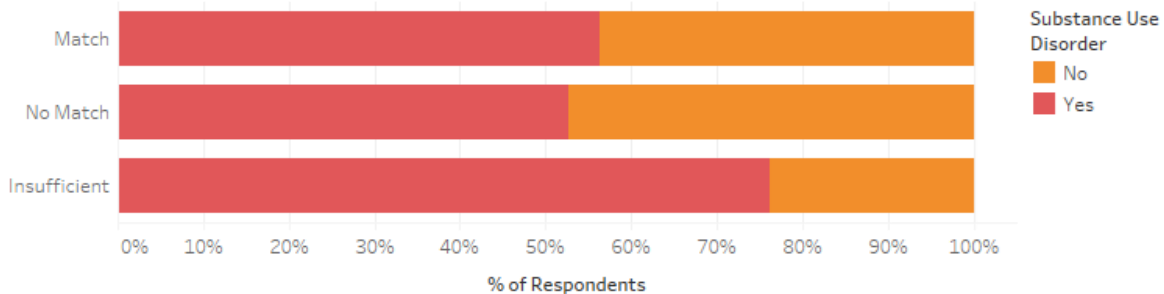
When reviewing whether a match was able to be found compared to whether a client reported a history of a substance use disorder, a noteworthy pattern between the categories does not appear to exist unless we assume a proportional answer for the “not answered” categories, as shown in the second graph.



The percent of clients who did not answer the history of substance use disorder question in the “insufficient” category is not surprising, as it is reasonable to expect clients who did not provide sufficient identifying information are more likely to also decline to answer whether they have a history of substance use disorder.

While no patterns appear to exist between the categories as shown above, it is noteworthy to take into consideration that around 50% of clients in all three categories did report a history of substance use disorder. In comparison, for the preliminary sheltered PIT count (which has not been finalized as of the time of this report), only around 14% of clients reported a substance use disorder.

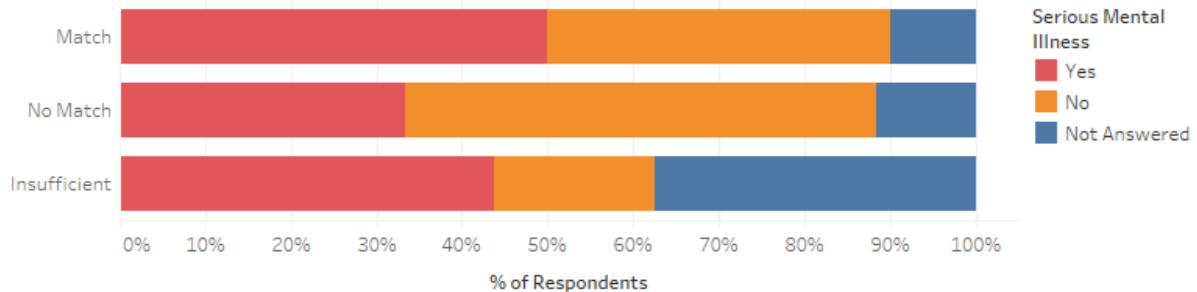
When looking at the data assuming the “not answered” clients would answer “yes” or “no” at the same proportion, there is a substantial difference, as shown below. Those in the “match” category answered “yes” 56% of the time, compared to 53% in the “no match” category, and an extremely high 76% in the “insufficient” category. This substantial difference for those in the “insufficient” category is worth further consideration and investigation to determine possible reasons why clients with a substance use disorder are more frequently found in the “insufficient” category.





## Comparison by Serious Mental Illness

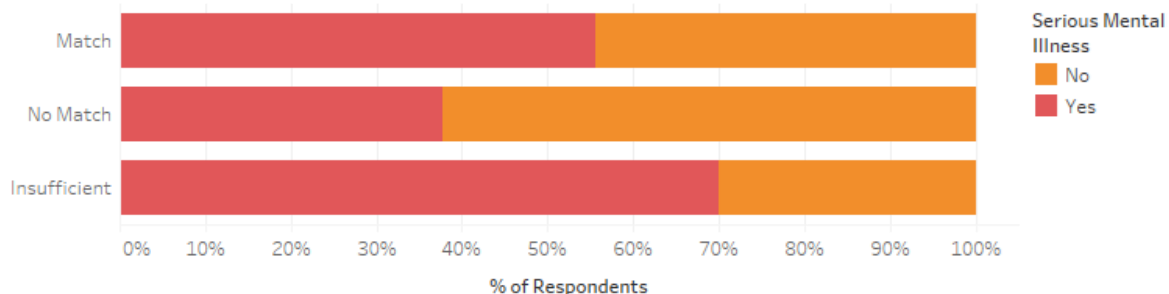
When reviewing whether a match was able to be found compared to whether a client reported a serious mental illness, a noteworthy pattern between the categories does appear to exist.



The percent of clients in the “match” category who answered “yes” to whether they have a serious mental illness was around 50%, while the rate was closer to 33% for those in the “no match” category, and around 44% in the “insufficient” category. This is a lower percent, in all three categories, than those who answered affirmatively to a history of a substance use disorder.

The percent of clients who did not answer the serious mental illness question in the “insufficient” category is not surprising, as it is reasonable to expect clients who did not provide sufficient identifying information are more likely to also decline to answer whether they have a serious mental illness.

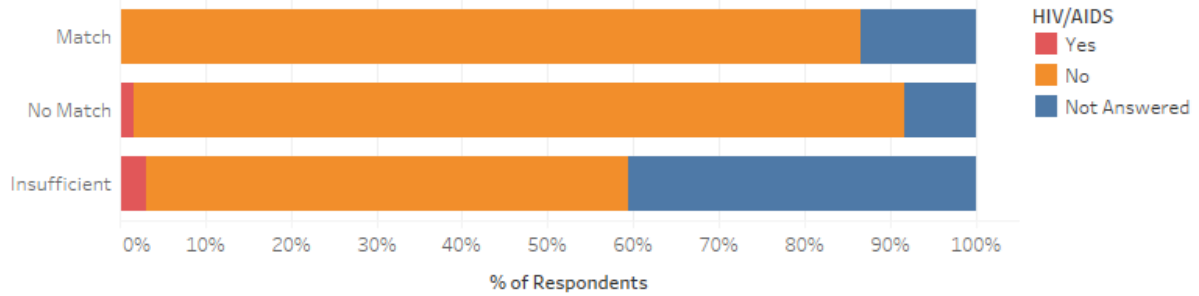
If, however, we assume that all clients who did not answer would answer yes or no at the same rate as those who did answer, this suggests that those with mental health issues fall disproportionately into the “insufficient” category. As shown below, “match” would be 56%, “no match” would be 38%, and “insufficient” would be 70%. Investigating why clients with a serious mental illness appear more frequently in the “insufficient” category may be worthwhile to determine possible reasons.



## Comparison by HIV/AIDS

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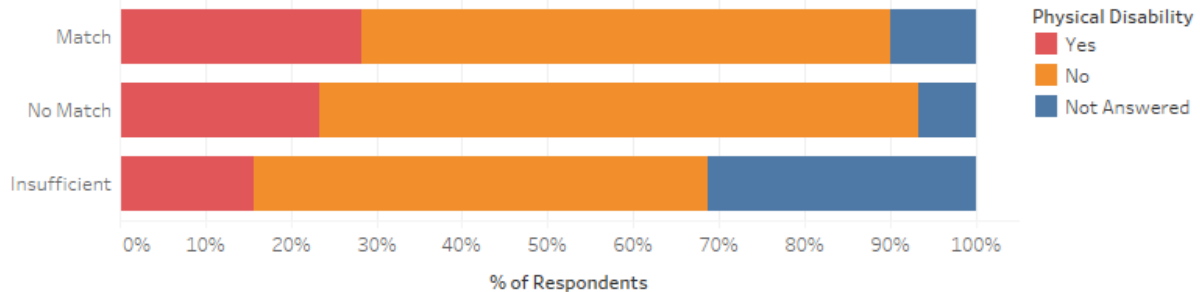
When reviewing whether a match was able to be found compared to whether a client reported having HIV or AIDS, a noteworthy pattern between the categories does not appear to exist.



The percent of clients who did not answer the HIV/AIDS question in the “insufficient” category is not surprising, as it is reasonable to expect clients who did not provide sufficient identifying information are more likely to also decline to answer whether they have HIV/AIDS.

## Comparison by Physical Disability

When reviewing whether a match was able to be found compared to whether a client reported having a physical disability, a noteworthy pattern between the categories does appear to exist.

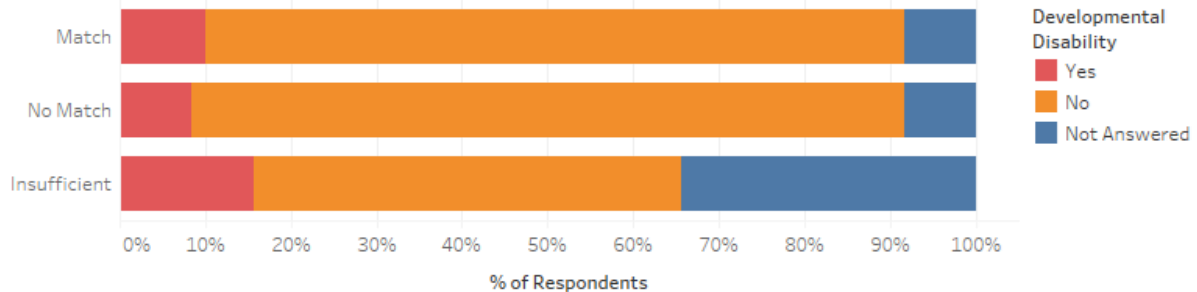


The percent of clients who answered “yes” to physical disability for whom a match was found in HMIS was about 27%, while it was around 23% for those for whom a match was not found, and only about 16% for those who were categorized as “insufficient”. This suggests that clients with physical disabilities may be more likely to seek out services provided through the Continuum of Care.

The percent of clients who did not answer the physical disability question in the “insufficient” category is not surprising, as it is reasonable to expect clients who did not provide sufficient identifying information are more likely to decline to answer whether they have a physical disability.

## Comparison by Developmental Disability

When reviewing whether a match was able to be found compared to whether a client reported having a developmental disability, a noteworthy pattern between the categories does appear to exist.

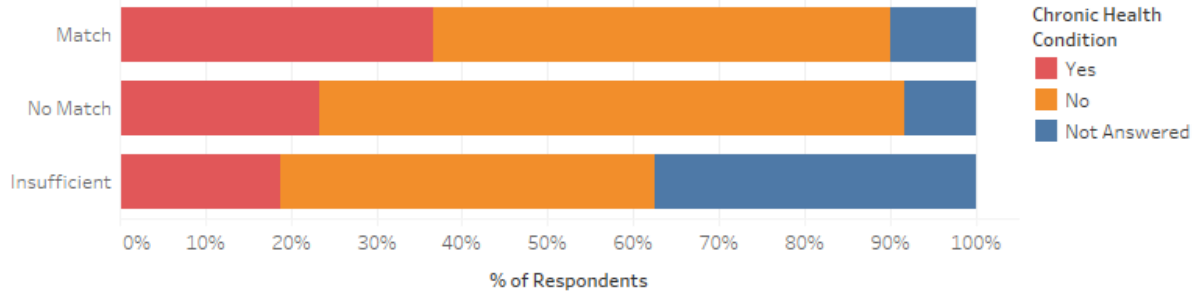


The percent of clients who answered “yes” to developmental disability for whom a match was found in HMIS was 10%, while it was around 8% for those for whom a match was not found, but approximately 16% for those who were categorized as “insufficient”. This suggests that clients with developmental disabilities may be less likely to provide sufficient information to match them with HMIS records.

The percent of clients who did not answer the developmental disability question in the “insufficient” category is not surprising, as it is reasonable to expect clients who did not provide sufficient identifying information are more likely to decline to answer whether they have a developmental disability.

## Comparison by Chronic Health Condition<sup>6</sup>

When reviewing whether a match was able to be found compared to whether a client reported having a chronic health condition, a noteworthy pattern between the categories does appear to exist.



The percent of clients who answered “yes” to physical disability for whom a match was found in HMIS was about 37%, while it was around 23% for those for whom a match was not found, and only about 19% for those who were categorized as “insufficient”. This suggests that clients with chronic health conditions may be more likely to seek out services provided through the Continuum of Care.

The percent of clients who did not answer the chronic health condition question in the “insufficient” category is not surprising, as it is reasonable to expect clients who did not provide sufficient identifying information are more likely to decline to answer whether they have a chronic health condition.

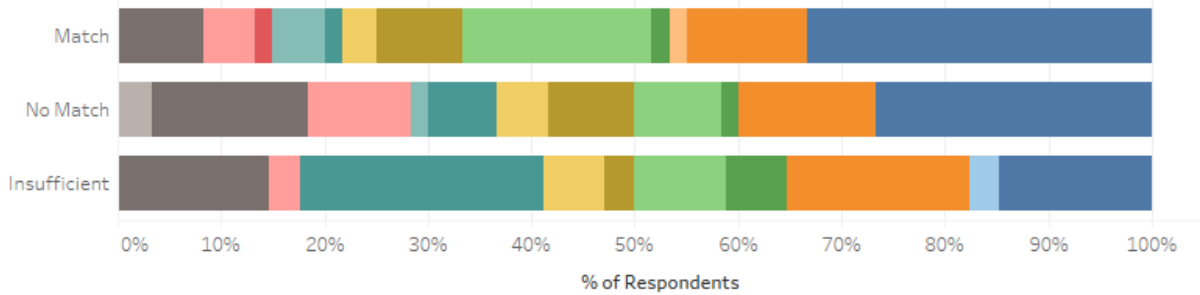
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<sup>6</sup> A chronic health condition is different from being chronically homeless. This sub-section is specifically about chronic health conditions, not whether a client is chronically homeless.

## Comparison by Surveyor’s Agency Affiliation

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When reviewing categorization based on a surveyor’s agency affiliation, if any, we find some interesting variations. The author specifically decided to not include a key for this section to prevent any potential biases toward particular agencies based upon this report. The only exception is for the dark blue on the far right, which indicates that the surveyor did not specify an agency affiliation.<sup>7</sup>



In reviewing the graph above, there are two agencies (in teal and green) which have substantially larger proportions in the “insufficient” category than in the “match” and “no match” categories, which may suggest that the surveyors from those specific agencies may have asked questions in a manner that allowed clients to provide limited information (such as asking only for the client’s first initial instead of full first name) or that the surveyors may have chosen to enter limited information into the portal (the client may have provided their full first name, but the surveyor may have entered only the first initial). The most noticeable are represented by the dark teal color (third from left in the “insufficient” bar) and dark green color (seventh from left in the “insufficient” bar).

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<sup>7</sup> The agency affiliation space in the survey is optional, and therefore the surveyor may have been affiliated with an agency but did not fill in the field.

## Comparing Identifiable Clients to HMIS Enrollments

In this section, we will look at the 120 clients which were classified as “match” or “no match” and deemed able to be used for further analysis in the prior section, in order to determine whether they were enrolled in specific programs in HMIS as of the night of the point-in-time count.

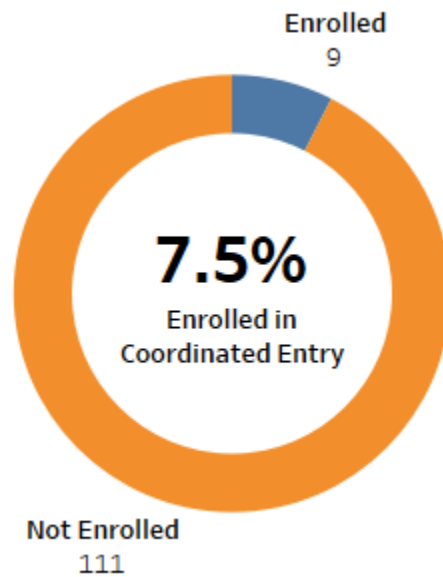
### Enrollment in Coordinated Entry

Checking the 120 clients which had sufficient information to be identifiable, only 9, or 7.5% of the clients were found to have an open enrollment in coordinated entry as of the night of the Point-in-Time Count.

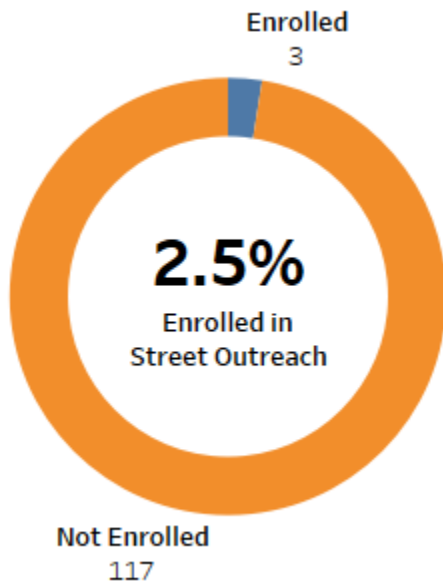
In other words, 111 of the 120 clients for whom we were able to search for matching information in the HMIS were not enrolled in coordinated entry as of the night of the count and therefore would not be considered for housing opportunities available through coordinated entry, even if they were a perfect match and had the highest acuity level.

This data clearly demonstrates a substantial gap in services that the CoC needs to address quickly, by re-evaluating how it connects individuals living in places not meant for habitation to coordinated entry and keeps them connected to coordinated entry.

Looking into whether any of these clients may have previously been enrolled in coordinated entry but were closed out prior to the night of the count due to lack of contacts, or if any became enrolled in coordinated entry after the night of the unsheltered PIT count may be a worthwhile opportunity for further analysis.



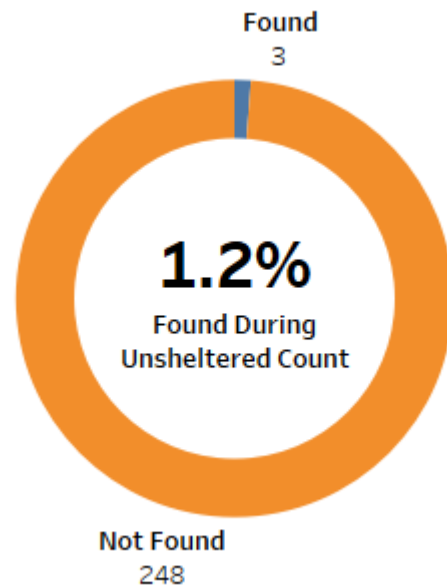
## Enrollment in Street Outreach



Checking the 120 clients who had sufficient information to be identifiable, only 2.5% of the clients were found to have an open enrollment in street outreach as of the night of the Point-in-Time Count, as shown in the graph on the left. This shows a substantial gap between the data collection completed by street outreach projects and recorded in HMIS compared to those identified during the PIT count.

When we look instead at the percent of clients who were enrolled in street outreach in HMIS as of the night of the point-in-time count, we find 251 clients. Only 1.2% of the clients were found during the Unsheltered Point-in-Time Count, as shown in the graph on the right.

Both of these statistics, taken together, indicate that there is a clear and concerning gap between those documented in HMIS as street homeless compared to those encountered during the unsheltered PIT count. This is a troubling finding and the CoC should work to address it as quickly as possible.





## Potential Next Steps

Based upon the findings of this gaps analysis and initial discussions with members of the CoC regarding these findings, potential next steps are listed below. These potential next steps will be taken to the CoC's System Performance Committee, which will determine which of these to turn into recommendations, as well as whether to develop any additional recommendations for the CoC as a whole.

### Improve Street Outreach Data Collection Practices

The first recommendation is to increase training and resources available to street outreach workers to further improve data collection practices for those who are living in places not meant for habitation to increase the percent of clients who are both found during the unsheltered count and enrolled in outreach in HMIS. These trainings, which likely will need to include both trainings on HMIS data entry and separate or additional trainings relating to how to best interact with clients experiencing street homelessness, must include guidance on how to gather information in the most appropriate and trauma-informed manner possible. Potential training on ways to best stay engaged with clients who are living on the streets may also be beneficial, since clients who do not stay engaged must be exited from outreach programming in HMIS.

### Better Equip Shelters to Assist Clients with Substance Use Disorders

The substantial difference in the percent of clients who reported a history of substance use disorders who were found during the unsheltered PIT count, compared to the percent of clients who reported a history of substance use disorders and were included in the sheltered PIT count, suggests that clients with substance use disorders may not be adequately served by shelter programs. While this Gaps Analysis did not focus on reasons why or specific details, it may be that shelters are placing undue barriers (e.g., telling clients they must stop using substances to stay in shelter or asking clients to leave if found with substances in the facility). The CoC may wish to find ways to build shelter environments which are better equipped to assist clients with substance use disorders in order to address this disparity.

### Additional Unsheltered Point-in-Time Count

While the HUD requirement is to conduct an Unsheltered Point-in-Time Count in the last ten days of January in odd-numbered years (e.g., 2021, 2023, 2025)<sup>8</sup>, CoCs can select to conduct additional Unsheltered Counts more frequently. The St. Louis City CoC has conducted at least one unsheltered count every year since at least 2015<sup>9</sup>. The findings of this gaps analysis suggest that completing an additional unsheltered count in the Summer or Fall of 2024 to try out potential new techniques or methodologies, and potentially gather other data or conduct client interviews, may be beneficial. An additional unsheltered count may result in the CoC being better equipped to find unsheltered clients during the official 2025 count.

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<sup>8</sup> Point-in-Time Count and Housing Inventory Count. (n.d.). HUD Exchange. <https://www.hudexchange.info/programs/hdx/pit-hic/#2024-pit-count-and-hic-guidance-and-training>. Accessed on March 26, 2024.

<sup>9</sup> The 2021 Unsheltered PIT Count was solely a head count due to the ongoing COVID-19 pandemic.