

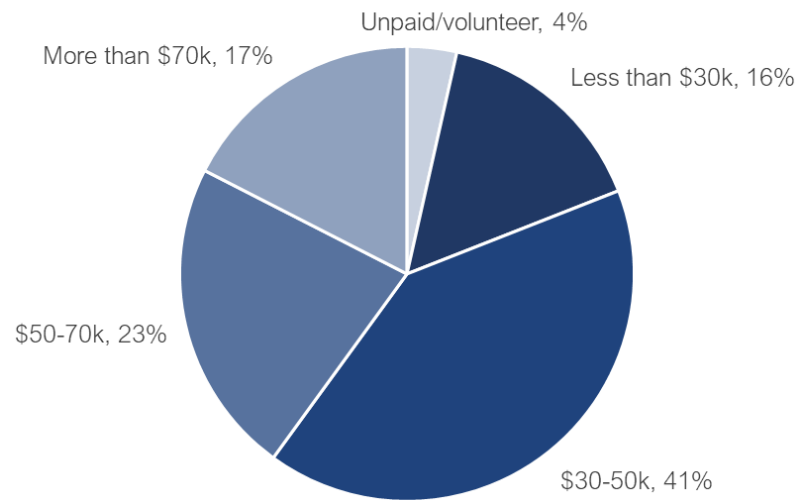
A Brief Description of Workers in the U.S. Homeless Services Sector

The National Homeless Services Workforce Study is a multi-phase initiative to understand the characteristics, experiences, and needs of the U.S. homeless services sector. Phase 1 was a survey that recruited participants through Continuums of Care across all states and territories. Recruitment targeted adults working in agencies or programs that primarily provide services to people experiencing homelessness or people recently housed after a period of homelessness. This included paid, volunteer, and full and part-time positions, as well as workers across all agency types (e.g., non-profit, public, faith based). Data was collected from November 1st, 2022, to March 31st, 2023. A total of 1,315 people responded to the survey (1,060 answered all question). This report provides an overview of worker characteristics. We hope this and future dissemination inspires organizations, policy makers, and government officials to improve workforce supports, benefits, and compensation.

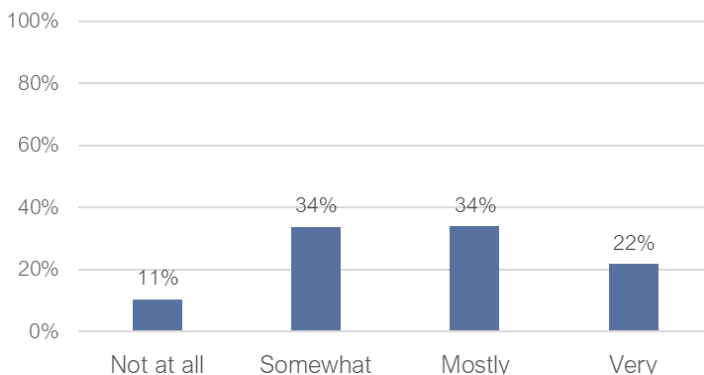
Details about the participants:

- Average age of 43 years
- Gender identity
 - 71% female
 - 26% male
 - 3% trans, non-binary, gender-nonconforming
- Race and ethnicity
 - 62% Non-Hispanic White
 - 18% Black/African American
 - 10% Hispanic
 - 3% Asian, American Indian/Alaska Native, or Native Hawaiian/Pacific Islander
 - 7% Multiracial
- Primarily frontline staff (49%) and program-level management (19%)
- Most (78%) had at least a college degree
- Most (75%) were working in a non-profit
- Most (94%) were employed full time
- Over half (57%) were working in an urban setting

Annual Income from Homeless Services Job

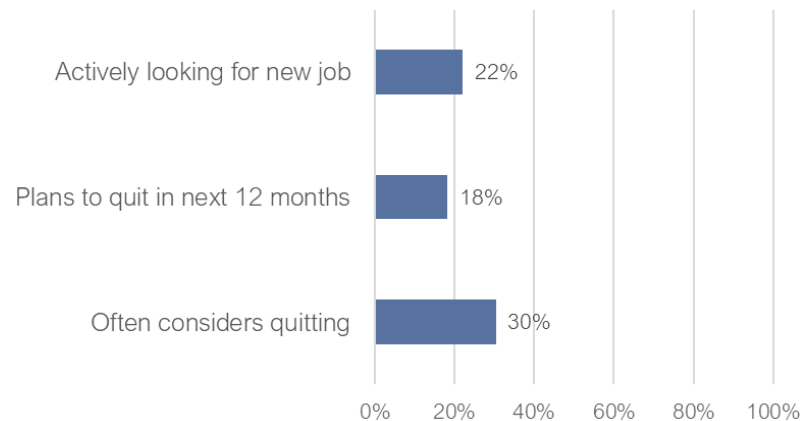


Satisfaction with Work-based Benefits



Turnover Risk Indicators

Almost 40% said They are Doing at Least One of These



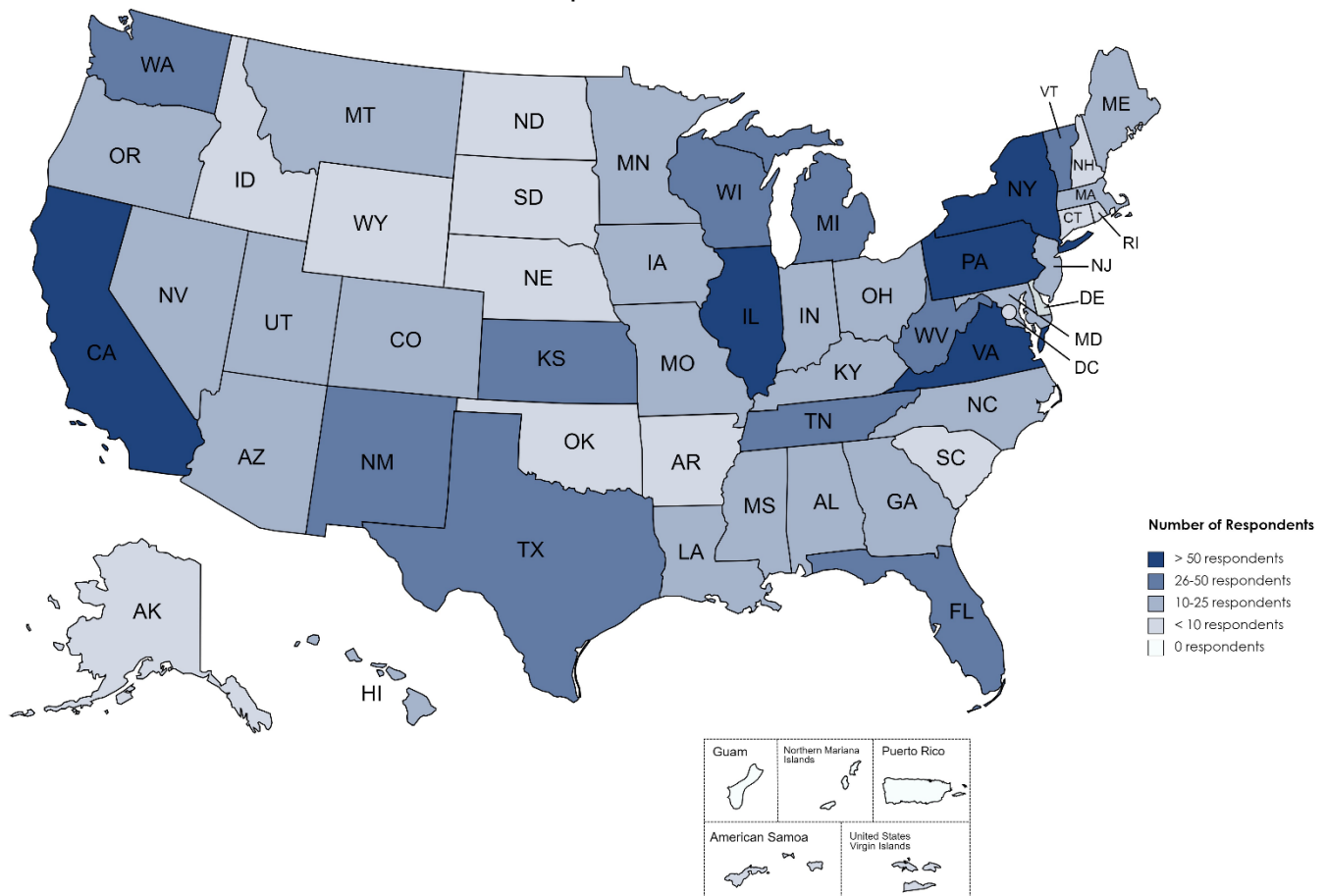
Roughly 40% said these were major sources of stress:

- Staff shortages and staff turnover
- Fighting against the system
- Lack of resources to do their job
- Low pay or unfair compensation
- Feeling unable to help or do enough
- Burnout or compassion fatigue

34%

had experienced homelessness

Where Respondents Were Located



Meet the Research Team

Amanda Aykanian, PhD, is an assistant professor at the University at Buffalo School of Social Work. Dr. Aykanian has more than 15 years of program evaluation and research experience. As a program evaluator, she worked with non-profit and government agencies in Massachusetts and New York to assess the impact of street outreach, permanent supportive housing, and homelessness prevention programs. She is currently the national co-lead for social work's Grand Challenge to End Homelessness. Her current research primarily centers on homeless services implementation, homeless service system and workforce issues, and how social work programs teach students about homelessness.

Karin Eyrich-Garg, PhD, is an associate professor in the School of Social Work at Temple University. She has led and participated in grant- and contract-funded data collection projects, presented research and evaluation findings at national scientific meetings, published peer-reviewed manuscripts and book chapters, and served on National Institute of Health (NIH) and Veterans Administration (VA) committees that review the scientific merit of grant proposals. Her work primarily focuses on people who are experiencing homelessness by using a mixture of quantitative and qualitative methods to investigate issues of technology use; service need, engagement, and use; substance use; mental health problems; outcomes; workforce development; and policy.

Jennifer Frank, PhD, is an associate professor in the Millersville University School of Social Work. Her extensive practice experience has been primarily in homelessness- and poverty-related services, including direct service, program development, and program supervision. Her research and teaching interests center around poverty, homelessness, human connection, policy, and advocacy. She is also a research fellow with the Millersville University Center for Public Scholarship and Social Change.

If you have questions about this report or the National Homeless Services Workforce Study, visit our website (www.nhswsurvey.com) or contact Amanda Aykanian at aykanian@buffalo.edu.

NOTE: This report was updated on 9/19/23 to include data on all workers who at least partially completed the survey (N=1,315).