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A program evaluation of a structured homeless shelter

Joellen Marie Atkinson

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A PROGRAM EVALUATION OF A STRUCTURED HOMELESS SHELTER

A Project
Presented to the
Faculty of
California State University,
San Bernardino

In Partial Fulfillment
of the Requirements for the Degree
Master of Social Work

by
Joellen Marie Atkinson
Yolanda Riech
June 1996
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ABSTRACT

This research project examined if a structured homeless shelter using educational interventions such as money management, parenting skills, and stress and anxiety management groups would increase the homeless individual's level of social functioning. Two Inland Empire homeless shelters were included in the study. The first shelter was a structured shelter that included mandatory educational participation in the therapy groups in the areas mentioned above for its clients. The second shelter offered no education groups or therapy groups. Both groups completed a pre-test and post-test to measure social competency. The results indicated that the participants living in the structural homeless shelter did show some improvements in their social functioning. The most significant improvement was in the area of money management. The results suggest that the services offered at this agency are beneficial and that the interventions were useful.
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Problem Statement

(Every day in all parts of the country, more single adults, families, and youths join the ranks of the homeless.) There is no complete census on the number of homeless persons in America because only the homeless persons who use emergency shelters are counted. A significant group of homeless persons do not use emergency shelters and go uncounted. A significant group of homeless persons do not use the emergency shelter system (e.g., the mentally ill population). No study can truly describe homeless persons conditions; and their needs can only be speculated (Perales, 1985).

Efforts to address the problems of homelessness with emergency responses during the 1980’s have failed to stop the growth of this social condition. (Although homelessness is not new to the United States (Hoch, 1987), the number of people without a home has risen dramatically during the 1980’s (Burt, 1992). Stereotypical portraits of homeless people as skid-row alcoholics and happy wanderers have been replaced by more accurate portrayals that show people who are homeless because of economic and social factors beyond their control (Hopper & Hamberg, 1984).

An understanding of the relationship between homelessness, poverty, unemployment, and depressed rural economies is missing in the current view of homelessness and must be addressed more actively by social workers (First,
Except for persons who are victims of war or natural disasters, no single, simple reason exists for an individual becoming homeless. The general causes include the following: the death of low-cost housing, the impact of long-term changes in national policy regarding the mentally ill, and the deliberate attempt by the federal government to decrease the number of people receiving Social Security Disability Insurance (Bassusk, 1990).

The particular impact that homelessness has upon individual functioning is related to the length and frequency of homelessness. Three distinct homeless groups emerge: the chronically homeless, who have been homeless for a year or longer; the marginally or episodically homeless, who alternate life in shelters or on the street living with friends and family and with occasional short-term interludes in independent housing; and the situational homeless, who are homeless for the first time (Acre, 1990).

First time homeless (situationally homeless) individuals are likely to be receiving help from and maintaining close relationships with family members in the community. Loss of job, loss of welfare benefits or interpersonal conflict (including battering) are events which typically lead to loss of residence. Situational homelessness was addressed in this research project. The situational homeless are evaluated in this study. The mission of the structured shelter in this study is to give
homeless residents at the facility enough education and resources so they can leave their destitute situation and become independent again.

The ultimate goal of this study was to establish if comprehensive shelter care for the homeless is beneficial in reducing or ameliorating the problem deemed homelessness. The researchers' intentions were to evaluate interventions such as: parenting classes, money management, stress management, and anger management classes to see if they are effective in providing the residents with social coping tools. Often other research done in this area only addresses emergency assistance without including long-term care and interventions to educate and enhance this populations' social and economic well being (Perales, 1985).

The long-term structured shelter facility for this study addresses the individual's hierarchy of needs as explained by Maslow (1982). The structured shelter allows the family to stay in a comfortable apartment allowing the client/family to fulfill their physical needs and safety needs. Later, through classes and counseling social needs and esteem needs are addressed to reach the person's fullest potential of self-actualization. The agency uses many interventions to help this population, first in supplying food and shelter for their physiological needs. Later, the social and safety needs are addressed through educational and therapeutic intervention; this will hopefully lead to a
well-balanced head of household(s) ready to face the world with new achieved skills and a foundation to maintain independence.

**Problem Focus**

The specific research orientation of this study followed a positivist research paradigm. Our objective as scientific researchers was to evaluate the efficiency of a long-term homeless shelter (Rubbin, Babbie, 1993). Using a positivist paradigm it was our intention to obtain quantitative data to assess whether the educational and therapeutic interventions do in fact promote a positive difference in the clients' level of social and economic functioning. The primary social work role addressed in this study was administration and planning evaluation for future policy implementation. The interpretations as presented by the social work practice role asked if this particular comprehensive program is working?

Also, the social work direct practice role is being addressed since the research question is examining the levels of social functioning of participants in a structured or non-structured shelter, with and without receiving educational interventions. Suggestions are made by the researchers to implement changes or even new interventions so the practitioner would modify their practice orientation to methods of delivery, which is direct social work.
This research project will be useful to the agency since it addressed the question of whether the programs work, is the program helping those it set out to help, and are the goals being attained according to the mission statement? Ultimately, if some or all of the interventions used by this agency do produce a positive effect on the family served, then goal attainment has been reached. Also dually noted is that if some interventions are proven ineffective then perhaps some new areas can be addressed and new interventions incorporated. This study will not only benefit the agency, this will also benefit new and emerging programs for assisting this growing population of individuals deemed homeless.

**Literature Review**

There is a large amount of literature on homelessness which addresses what some believe causes homelessness. Currently, there is limited literature on the effectiveness of programs which address long-term shelter care agencies for the homeless. This literature review addresses some of the issues and concerns that affect this growing population by searching for the answer to the research question: Does a long-term comprehensive program designed to rehabilitate the destitute population deemed homeless really fulfill its goal to help these clients become independent families or
Dornbush's (1994) study of the factors creating homelessness among families included poverty, lack of affordable housing, and lower levels of social supports compared to poor families that never became homeless. The difference was more quality than quantity (i.e., homeless families had almost as many relatives in San Francisco Bay Area as did poor, at risk families that never became homeless). The at-risk group could count on staying about three times longer with their relatives than could homeless families and formerly homeless families. This pattern of differences in available social supports was found among all three ethnic groups in the study: Mexican-American, African-American and non-Hispanic Whites. Because kin and friendship networks are the primary defense against homelessness, low levels of social support combined with low incomes and high costs of housing is a volatile combination.

In Michael Appel's article "From Emergency Shelter to Permanent Housing," it is noted that a growing number of homeless families are single female headed households. He suggested that the often untrained and unemployed female is faced with more problems than perhaps a single male (1990). Often employers will not even hire a female with children out of a fear that child care will interfere with her work responsibilities. Women face not only poor work opportunities, but also the burden of raising children alone
on a low income. A woman must be taught to handle a very low income and be skilled in child rearing. If she ends up in an emergency shelter, her needs are short term which only includes a few days in the shelter and some warm meals. She is often referred to more structured shelters, but these are usually full and her name will be put on a waiting list. Others, like Martha Burt (1992) suggests that most long term shelters have a criteria that must be met before a new resident is allowed to enter the program. For some shelters the person must be homeless before entering the shelter. Some shelters only allow women to become residents, often their husband will be sent to the Salvation Army. Some shelters will not allow someone into the program if they own a car even if it's the car the family has been living in for months. Often the restrictions and requirements for admittance to the program are so overwhelming that the family will choose to remain homeless just to keep their independence and dignity in tact.

Until recently, social welfare agencies did not give financial assistance to homeless persons because they lacked an address. Policy has changed somewhat to address the growing number of people becoming homeless. In an article by Wright (1989) entitled "Address Unknown: The Homeless in American, he concludes that our "government is not only allowing homelessness to escalate, the government encourages it."
There are programs such as HUD (Section 8) reduced housing costs programs in place, but often the waiting list is so long that people cannot wait for affordable housing. There are incentives for land owners to rent to Section 8 recipients, but often the information is not given to land owners. There is government subsidized apartments units available to person that have low incomes, but if you ask where these apartments are, unfortunately not many know of them. Wright (1989) further suggests that there are more resources available than most are aware, and that we need a more centralized system so that more people can find and utilize these resources. It would seem that almost a conspiracy exists to keep people poor. In addition he relates that perhaps more government intervention should be utilized. His argument is that most long term structured homeless shelters are community based. These are usually organized and ran by non profit organizations whereas more government funding should be utilized. He suggests further that prevention strategies should be utilized. The largest homeless population includes children, not the stereotypical "skid row resident." Our goal should be to assist families in trouble, not wait until they are forced to live in cars or alleys. There should be programs available to all families in crisis. Wright (1989) ends with a question that really invokes a lot of thought: (If our children are our future, then what is our future going to look like with
hunger, deprivation, and homelessness). It causes one to think about what is being done to address the growing number of homeless families.

In 1990, a research project conducted in New York examined alternative models for sheltering homeless families. The authors suggest that although increasing numbers of homeless people throughout the country suffer atrocious conditions in which they are quartered and demand attention to the quality of temporary shelters. The purpose of the study was to examine the relative merits of different models for sheltering the homeless families in route to permanent housing (Shinn, Knickman, Ward, Petrovic, and Muth, pg. 231).

The models examined included long term and short term homeless shelters. The long term shelters were structured and had several programs to assist the family in preserving independence and dignity. Whereas the short term shelters were only used as a temporary housing facility without any efforts to assist the family in regaining independence. The long term shelters were larger and they did cost more because of the services given to the tenants. Results from their research include that there is no way to measure effectiveness by quantitative method; but more qualitative substantiated by the fact that 60 percent of the residents of the homeless persons in long term shelters were able to leave the shelter and find an outside residence; of the 60 percent that found their own dwelling, only about five percent had become employed. Although this does not seem
significant it really is. The goal of most homeless shelters to enable the person to manage their own money and make responsible choices even if on a low income. Often the case being on public assistance. By educating the homeless and counseling them within a structured environment without jeopardizing their dignity, it is possible to assist them to regain their independence.

The current literature and research convey many dimensions on how and why this phenomenon occurs, but how do these families view their situation and what problems are associated with their situation will only be addressed. One study of homeless families found that mothers living in shelters lost much of their parenting role and many of their responsibilities because so many of their traditional jobs, such as establishing a set bedtime, supervising meals, disciplining youngsters, were assumed by the shelter and its staff. This disruption of family dynamics can persist even after the family finds a home (Edelman, 1989).

Families are also conscious of the problems that the conflicting roles of family member and shelter resident can entail, especially in their relationships with one another. As Boxill and Beaty (1990) have noted, life for a family staying at a shelter is 'out of order'. Often, parental responsibilities are replaced by shelter providers who take over most decision making regarding the care of their children" (pg.62). Rather than a parent being able to
determine what and when his or her children should eat, what shows they should watch on TV, and what time they should go to bed, all such decisions are made by strangers shelter employees. Children may witness the adults in their family (their parents) treated like children as they are forced to conform to often arbitrary shelter rules. Parent’s once perceived as powerful by their children, often find that they begin to lose control. Soon their children are paying attention to the advice and reprimands of service providers while ignoring the counsel of their parents. This may lead families to abandon shelters, preferring to camp outside with their children in old cars, tents, even boxes, wherever they believe the family can stay together and maintain some form of "normal" parent-child relationship.

Some homeless families are prone to eruptions in family violence because of their chaotic circumstances. Shelter providers in about one-third of the cities surveyed by the United States Conference of Mayors observed that the pressures related to homelessness, disruptive routines, unemployment, parental depression and close living quarters were largely responsible for incidents of both spouse and child abuse (Edelman, 1989).

A growing subgroup of the total population is single-parent, female-headed families. Approximately 50 percent of women heading homeless families are between the ages of 17 and 25 with all ethnic groups equally represented. The vast
majority of homeless mothers have had at least some high school education. Twenty percent of this group report having some college-level education attainment. Employment histories tend to be sporadic, but almost 75 percent report having been employed at some point in their life in a regular job for a sustained period of time (Encyclopedia of Social Work, 1990).

Studies that address the experiences of homeless families assess the effects of homelessness to the children of these families. These studies indicated that children frequently see life as temporary, always ready to pack and move again. Moving strains children’s concept of self and world, leaving them with no sense of space or possessions (Bassuk and Rubin, 1987). Specht and Craig (1982) talk about Abraham Maslow’s theory of self in that every individual has an innate need to achieve self-actualization. Maslow stresses that the highest level can only be acquired if the "lower needs" of food, shelter, love, a sense of belonging, self esteem, and positive regard received from others have been met. It is the fulfillment that all these needs contribute to a basic sense of well-being that enables individuals to reach toward their full potential.

Children comprise a significantly larger percentage of the homeless family population than mothers. Parents have always been poor or the "Descent into poverty begins with single parenthood, becoming single or becoming a parent
whichever comes first (pg. 32)." When the family breakdown is
coupled with the low-income housing crisis and the
inadequacy of welfare benefits many families who were
precariously housed became homeless (Bassuk and Rubin,
1987).

Homeless children received less medical care than did
poor, housed children. Among homeless children, eight
percent had untreated medical problems, compared with six
percent for formerly homeless children and four percent for
children in at-risk families. Homeless children were also
more likely not to be receiving regular health care; 31 percent
compared with 14 percent for at-risk children and seven
percent for formerly homeless children. Among homeless
children under six years of age, 18 percent had not received
all of their immunizations, compared with only three percent
of children under age six in the United States (Dornbusch,
1994).

The fact that the parents report a high number of
behavioral problems in their children suggests that they are
indeed aware of their children’s distress but have no way of
dealing with it. When one is preoccupied with concerns
about survival, there is little energy for attention to
anything else. Overwhelmed themselves, parents cannot act
as successful advocates for their children. As health
professionals, we know about the advantages of early
intervention and can help these families by advocacy on
their behalf.

The data suggests that homelessness is becoming intergenerational. As each year goes by without stable housing and appropriate services for these families, the fate of the children, especially the preschoolers, becomes increasingly uncertain. One can only imagine what the legacy and experience of homelessness will mean for these children as adults (Bassuk and Rubin, 1987).

The agency included in this research project accepts women, their partners and children, and single women with or without children into the shelter. The agency’s emphasis is selecting interventions that pertain to each member in crisis as a whole. Not only are the parent/parents introduced to the interventions, but the children’s potential needs are also addressed, such as counseling and children’s groups.

If shelters are to do more than "help the homeless endure life on the streets rather than escape it" (Snow & Anderson, 1993, pg. 46) conflicting principles and organizational structures must be examined and reconstituted. Without significant change, shelters will continue to impede rather than facilitate, extrication from homelessness.

Dornbusch (1994) questions, what helps some families get off homelessness while others do not? The responses of formerly homeless families was that they were helped most by
an increase in income, support from family and friends, and access to affordable housing. These factors that led to homelessness play a crucial role in emerging from homelessness.

Service providers agreed that those factors were important, but the service providers, unlike the homeless themselves, included knowing how to use the social service system as a critical factor. Most dramatic was the importance of fluency in English. Among Mexican-Americans, 76 percent of the homeless families have problems speaking English, whereas only 18 percent of the formerly homeless families were not fluent in English. Further analyses showed that fluency in English was more important in getting government aid than was the length of time spent in the United States. Homeless parents, especially mothers, bemoan the lack of opportunities to learn English.

The service providers believed that internal strengths and motivation were a major factor in getting out of homelessness. But it was found that within this service oriented group of formerly homeless families, personal characteristics were not crucial in getting out of homelessness. The levels of substance abuse and mental illness were almost identical to those found among homeless families. More important, the families who got out of homelessness, compared with homeless families, demonstrate no greater level of energy, organization, or personal
motivate. Finding affordable housing through assistance from social agencies seems an arbitrary process. The larger the resources, the higher the proportion of homeless families who will be thrown a lifeline.

The argument then is not how or why homelessness occurs, it is how do we stop or prevent it from happening. The structured homeless shelter does come into play after the fact, but it is not too late to save the futures of the many children now faced with homelessness. By educating and training the parent(s) of homeless children, we offer them hope for the future. Short term non-structured shelters only offers a bed and some meals whereas most structured homeless shelters, particularly the one used in this project offers individual apartment units. The family is permitted to prepare their own meals, and raise their own children. The parent(s) are given guidance and education in many areas that will improve personal awareness. By giving a person freedom to make choices and an environment conducive to growing, the shelter not only offers an opportunity for safety and comfort but it also offers hope to some that have ultimately given up.

**Research Design and Method**

**Purpose of Study**

This study compared two homeless shelters, one was a structured homeless shelter and the other a non-structured
homeless shelter, evaluating the residents’ level of social functioning and level of self-sufficiency at both shelters. A structured shelter may offer counseling, parenting classes, money management, nutrition classes, a 12-step program and support groups, and after school and summer programs for youths. Whereas a non-structured shelter is one that only offers a place to sleep and some food.

**Research Question and/or Hypothesis**

This study measured participants level of social functioning and self-sufficiency before the intervention was made and evaluated any change after the intervention was administered. The intervention included all the services offered at the structured shelter. The study addressed what level of social functioning and self-sufficiency these homeless individuals had before entering the structured shelter and the non-structured shelter. Also, what level of functioning changed after a five week period after these individuals were exposed to all the classes at the structured shelter, or those who experienced no intervention? A statistical comparison was made checking for a significant change in the level of social functioning and self-sufficiency of both groups, then the groups were compared to evaluate the positive or negative value of the intervention.
Design

The specific research orientation of this study was a positivist design. Our objective as scientific researchers was to evaluate the efficiency of a structured homeless shelter. In using a positivist design it was our intention to gain quantitative data to assess whether the intervention promoted a difference in the individual’s level of social functioning and self-sufficiency. Quantitative methods are more concerned with maximizing the measurement of what we think we are observing, whereas qualitative methods are more concerned with subjectivity tapping the deeper meanings of human experience.

Sampling

The study was conducted at two homeless shelters, one in Riverside County and one in San Bernardino County. Both shelters house single women with children and couples with children. The population sampled were parent(s) from each of these shelters upon admission. The sample was one of convenience and only included those volunteering to participate in the study. The sample size was 16, eight participants from each shelter. The study was conducted over a period of 12 weeks.

Data Collection and Instruments

The data was collected by way of a questionnaire. The
questionnaire (or test) was devised specifically for this study. It consists of two parts; the first part requests demographic information. Part two asks specific questions which were used to measure the levels of social competency of the participants. The responses in the second section were on a 5-point Likert-type scale, with choices ranging from "I don’t know" to "I strongly agree." Responses were measured by giving the answered question a numerical value, and then rating the responses according to whether respondents rated a lower or higher level of social functioning. In creating the instrument the researchers interviewed the group facilitators at the shelter. It was the researchers intent to include the main objectives taught in each class as measures of success for the questionnaire. The instrument included questions addressing those issues only and was presented in the form of multiple choice questions. Questions included: parenting techniques regarding discipline; how the parent sets priorities in budgeting; and how the parent deals with stress and anxiety. After the instrument was completed, it was pilot tested by the group facilitators in an effort to address objectives ultimately taught in each class.

Researchers were present to answer any questions. This was a nonprobability sample. A random sample was not possible because we only included the population at the homeless shelters. This study should benefit any agency
using a structured approach when dealing with the homeless population. It illustrates which interventions are useful and which are not.

**Procedure**

The collection of data included a two-group pre-test and post-test design. The research data (pre-test) was gathered whenever a new family entered the shelter and the post-test was administered after a five-week stay at the shelter. The control group (those in a non-structured shelter) was located in a different county. This shelter only offered shelter/housing assistance and no intervention were provided. It took three months to collect samples from 16 participants, eight persons from each shelter. Only the researchers collected the data.

**Protection of Human Subjects**

The protection of each participant was insured in a number of ways. Each participant signed an informed consent. It was made clear to each participant that participation in the study was totally voluntary. Each person received a brief explanation of the purpose and goal of the study. Each participant was informed that all data collected would be held in the strictest of confidence. The instrument was coded by apartment number rather than by participant's name. Each participant was advised that
participation in this study would not jeopardize their stay at the shelter. The results of the study will be presented to the agency in terms of aggregate data so no individuals may be identified. Therefore the study is able to evaluate the agency's level of effectiveness.

Data Analysis

It is hypothesized that a homeless person's functioning level would significantly increase when an educational intervention from a structured homeless shelter is received. Additionally, the level of social functioning should be significantly higher in persons living in a structured shelter compared to those persons living in a non-structured shelter.

In testing the above hypothesis, descriptive statistics were used. Only the characteristics and relationships among variables in this particular study are of concern. In testing the null hypothesis statistics are used for bivariate analysis. In testing that the intervention does not increase the level of the participants social functioning and testing that there is no difference in the level of social functioning between the participants living in a structured or non structured homeless shelter several statistical tests are used.

The t-test and chi-square were used because the independent and dependent variables are of ordinal levels of
measurement. A confidence level of <.05 is set for level of significance. The experimental group was also tested for the difference in responses on the pre and post-test after (five weeks of educational classes) the intervention. The control group received a pre and post-test without any intervention.

Results

The sample included 8 respondents from the Riverside shelter and 8 from the Rialto shelter, N=16. Fourteen respondents were female, and 2 were male. The racial composition included 50 percent African American, 44 percent Caucasian, and 6 percent Asian. All respondents were residents from the structured or non-structured shelters.

Pre-test and post-test scores from both groups were compared on questions 2 through 15 of the questionnaire. A two-tailed t-test measured the differences between the four tests scores. Table 1 indicates that there was no significant difference in the pre-test and post-test scores of the Riverside participants (See Table 1).

Table 2 shows that there was a slight difference in pre and post-test scores in the Rialto group. Their responses were almost identical in tests (See Table 2).

Table 3 illustrates the difference between pre-test and post-test mean scores between the Riverside and Rialto groups. Again there is only a slight significant difference.
in responses. However, results indicate that there is a significant \((P<.04)\) difference in question number 2 which reads, "When I buy food I buy name-brand, well-known food items." In the Riverside group, the mean score was 2.875 which is closest to the "Strongly Disagree" response. In the Rialto group, the mean score was 3.8750 which is closest to the "Disagree" response (See Table 3).

Table 4 shows the difference in mean scores of the post-test of the Rialto and Riverside groups. Here there are three areas of significance noted. The first is the difference in question two again. This time the significant \((P<.03)\) difference was greater, with the Riverside group’s mean score of 2.875 and the Rialto group’s mean of 3.875. This indicated that the Riverside mean score remained unchanged from the pre-test to the post-test, where as the Rialto group mean score increased slightly toward the "Disagree" response (See Table 4).

The next significant \((P<.01)\) difference is shown on question number 5 which reads,"When my children are really bad and need to be disciplined I think it is okay to spank them." The Riverside group’s mean score is 3.250 which is closer to the "Strongly Disagree" response. The Rialto group’s mean score is 2.125 which is closer to the "Agree" response. Response number 9 is the last response with a significant \((P<.05)\) difference noted. This question read, "I spend a lot of time helping my children with school
activities and projects." The Riverside group's mean score is 1.500 which is between the "Strongly Agree" and the "Agree" responses. Riatlo's mean score is 2.500 which falls between the "Agree" and the "Strongly Disagree" responses.

Using the Chi-Square to analyze the means between the two samples to ascertain if the hypothesis can be rejected or accepted, this statistic overwhelmingly suggests that the null hypothesis can be rejected \[(P<.05), (D.F., P> +1)\]. Thus for the sample population, the interventions provided at the Riverside shelter did in fact increase the respondents level of social functioning in certain areas.

Discussion

For the Riverside group (experimental group) the area of money management showed the greatest increase in social functioning in that most of the post-test responses increased significantly. Specifically in using food coupons, banking, and purchasing generic foods, it was illustrated that attitudes toward spending or budgeting changed from the pre-test to the post-test. The literature on homelessness suggested that poor money management skills of individuals with low incomes can result in homelessness (Appel, 1990). For the group studied it has been shown that they benefited from the interventions offered from the Riverside structured shelter.

There were some unexpectedly low scores in the area of
parenting skills noted in the structured shelter. But, these low scores are supported from the literature on homelessness in that often parents in a structured shelter lose their authority in parenting their own children because the shelter provides all the rules and boundaries for parenting (Edelmen, 1989). Limitations included apprehension on the part of the participant’s feelings, that answering these questions honestly would bring about negative consequences. Because of the transitional nature of this population, other limitations were noted. The parent(s) often left the shelter before the program was completed. When this occurred they were excluded from the sample, because they could not be included in the post-test. Another limitation was time constraints in that the researchers had a 12 weeks to sample the population. Since the sample was small, the results therefore may only be generalized to the actual homeless shelter sampled. There is a need for further research with the homeless population. Possibly this same group or other groups should be studied. A longitudinal study would seem to be more appropriate.

What this study has shown is that a structured environment offers beneficial educational growth and development to residents compared to a non structured environment. This study indicates that a more structured plan of treatment be implemented in structured shelters
because of the continued deficits shown in non-structured shelters. More research in this area would be beneficial not only for the shelter studied but also beneficial for many homeless shelters across the country. Such a study opens the door for more research in this area to determine better ways of structuring and educating the homeless individuals. The study ties into direct social work practice and indicates a need for more individual and group work with the homeless population. Some indirect social work may include community and government funding, as well as advocacy for preventing homelessness in the future.
Table 1

Riverside
Pre-test and Post-test Mean Scores

Questions Two thru Fifteen

Pre-score  Post-score
Table 2

**Rialto**
Pre-test and Post-test Mean Scores

![Bar chart showing pre-test and post-test mean scores for Rialto questions two through fifteen.](image)

- Pre-test
- Post-test

28
Table 3

Riverside/Rialto
Pre-test Mean Scores

Questions Two thru Fifteen

*=p<.05  - Riverside  ■ Rialto
Table 4
Riverside/Rialto
Post-test Mean Scores

Questions Two thru Fifteen

*=p<.05  ● Riverside  ■ Rialto
Appendix A

Questionnaire

1) Circle the letter that best describes your race or the race you most identify with.
   A. Latino    B. African American    C. Caucasian
   D. Asian     E. Pacific Islander    F. Native American Indian
   G. Other

2) When I buy food I buy name-brand, well known food items.
   _________ Strongly agree
   _________ Agree
   _________ Strongly disagree
   _________ Disagree
   _________ Don’t know

3) I think I am able to take care of my family.
   _________ Strongly agree
   _________ Agree
   _________ Strongly disagree
   _________ Disagree
   _________ Don’t know
4) I think it is OK to push, shove or hit when arguing with my partner or children as long as no one gets hurt bad.

<table>
<thead>
<tr>
<th>Strongly agree</th>
<th>Agree</th>
<th>Strongly disagree</th>
<th>Disagree</th>
<th>Don’t know</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

5) When my children are really bad and need to be disciplined I think it is okay to spank them.

<table>
<thead>
<tr>
<th>Strongly agree</th>
<th>Agree</th>
<th>Strongly disagree</th>
<th>Disagree</th>
<th>Don’t know</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

6) Sometimes when my children are not behaving I send them to their room without giving them their dinner.

<table>
<thead>
<tr>
<th>Strongly agree</th>
<th>Agree</th>
<th>Strongly disagree</th>
<th>Disagree</th>
<th>Don’t know</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
7) When I get my check or money for the month the first thing I spend my money on is shelter needs like rent, food, and utilities.

<table>
<thead>
<tr>
<th></th>
<th>Strongly agree</th>
<th>Agree</th>
<th>Strongly disagree</th>
<th>Disagree</th>
<th>Don’t know</th>
</tr>
</thead>
</table>

8) I think it is OK when I am really angry to go to a bar or liquor store and have a few drinks to calm down.

<table>
<thead>
<tr>
<th></th>
<th>Strongly agree</th>
<th>Agree</th>
<th>Strongly disagree</th>
<th>Disagree</th>
<th>Don’t know</th>
</tr>
</thead>
</table>

9) I spend a lot of time helping my children with school activities and projects.

<table>
<thead>
<tr>
<th></th>
<th>Strongly agree</th>
<th>Agree</th>
<th>Strongly disagree</th>
<th>Disagree</th>
<th>Don’t know</th>
</tr>
</thead>
</table>
10) I would rather be on AFDC than to have a job.

__________ Strongly agree

__________ Agree

__________ Strongly disagree

__________ Disagree

__________ Don’t know

11) If I have extra money left over I put it in the bank.

__________ Strongly agree

__________ Agree

__________ Strongly disagree

__________ Disagree

__________ Don’t know

12) I sometimes feel so overwhelmed with all my problems I wish I could just disappear.

__________ Strongly agree

__________ Agree

__________ Strongly disagree

__________ Disagree

__________ Don’t know

13) My children often fight until someone gets hurt.

__________ Strongly agree

__________ Agree

__________ Strongly disagree

__________ Disagree

__________ Don’t know
14) I take my family out for fast food often.

__________ Strongly agree

__________ Agree

__________ Strongly disagree

__________ Disagree

__________ Don’t know

15) I use coupons when shopping whenever I possibly can.

_____________ Strongly agree

_____________ Agree

_____________ Strongly disagree

_____________ Disagree

_____________ Don’t know
INFORMED CONSENT

The purpose of this study is to examine your knowledge in child rearing, money management and relationships.

This study is being conducted at the Geneses shelter in Riverside and in Fontana by Joellen Atkinson and Yolanda Riech, who are graduate students in Social Work at California State University, San Bernardino. The study will be supervised by Dr. Neighbors, Professor of Social Work, and if you should have any questions you may contact them at (909) 880-5501.

Please answer the questions to the best of your ability. Please do not seek answers from others to the questions being asked. There are no right or wrong answers. This survey will be used also to test for knowledge and attitude after an educational intervention has been employed, and then another survey will be taken at a later time and the results of both survey answers compared. You may stop the survey at any time, participation is voluntary. Your time and honest answers are greatly appreciated however, so please try to complete the entire survey.

Minimal or no psychological danger to participants is expected. Please try to respond to the survey as completely and honestly as possible; however, you may feel uncomfortable answering some of the questions in the survey.
In the event that you experience any discomfort you may skip the questions or withdraw your participation and/or data from the study at any time without penalty.

Please sign the informed consent form, enter the date, and the city of the shelter, this is for the tester information only. Your name will be protected with the strictest of confidentiality measures, by keeping the consent forms in a sealed container, controlled only by the tester. In order to maintain the confidentiality of your responses do not write your name on the survey (questionaire), this page will be detached before the data is examined.

I acknowledge that I have been informed of and understand the nature and purpose of this study, and I freely consent to participate.

__________________________________________
Participant’s signature

__________________________________________
Date

__________________________________________
City of Shelter
Appendix C

Debriefing Statement

The study you participated in was to test your attitudes and knowledge regarding child rearing, money management and relationships. A two group design, and pre-test and post-test were used to measure the impact of an educational intervention.

The study was developed as a research project of Joellen Atkinson and Yolanda Riech who are MSW students at California State University, San Bernardino. If there are any questions regarding your participation in this study please feel free to contact Ms. Atkinson or Ms. Riech through the Social Work Department of San Bernardino University by calling (909) 880-5501. You may also contact our faculty advisor, Dr. Neighbors at San Bernardino University by calling (909) 880-5501. Also, now after taking the survey you might realize that you may need further assistance in certain areas in child rearing, money management and relationships you may call the Volunteer Center/Help Line at (909) 686-4402 where they can guide you to free counseling and additional help groups.

You should have a better understanding of your abilities in child rearing, money management and relationships through the groups and classes you have attended and that through the intervention of these classes
it has enriched your social functioning. We hope that you continue to attend even more classes.

If you are interested in obtaining the general results of this study they will be made available by the first week of June, 1996, at the Genesis office. Thank you for your participation, it was greatly appreciated. Good luck in your future.

Joellen M. Atkinson
Yolanda Riech
REFERENCES


