

# **Characteristics of Homeless Families Accessing Massachusetts Emergency Shelters 1999-2001**

**Publication of:**

**CSPTech (Connection, Service, and Partnership) through Technology  
Project Center for Social Policy, McCormack Institute  
University of Massachusetts, Boston**

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April 2003

## ***Introduction***

The Center for Social Policy (CSP) at the McCormack Institute, University of Massachusetts Boston oversees the Connection, Service, and Partnership through Technology (CSPTech) project.<sup>1</sup> CSPTech operates a homeless management information system being implemented throughout the Commonwealth. Founded in 1995, this project is a networked computerized record-keeping system that allows homeless service providers across Massachusetts to collect uniform client information over time. This information is aggregated in a database used by service providers, advocates, government officials, researchers, and people experiencing homelessness. Analysis of this information is critical to efforts to understand the extent of this problem in Massachusetts in an attempt to break the cycle of homelessness and poverty.

Through multi-year contracts with the City of Boston, the City of Cambridge and the State of Massachusetts, more than 33 homeless programs serving families are currently involved in the CSPTech project, representing over 58% of the homeless families served in emergency shelter in the state. These data represent the result of an intensive, cooperative effort over the past several years of service providers throughout the state of Massachusetts. Through the period of transition of the CSPTech project from use of an older access-based system to a new web-based information system, CSPTech staff, service providers, and consumers felt the effects of a shift in culture with the implementation of a new Homeless Management Information System (HMIS) in Massachusetts.

## ***Representativeness***

The data contained in this report represent 58% (N=1,165) of families served in the Commonwealth's family emergency shelter programs during 2001<sup>2</sup>. Based upon policies developed by the project's Steering Committee, aggregate data must meet a minimum threshold criterion before they can be released; data must represent at least 60% of those persons served in a region. Based on a calculation of client records contained in the database versus system capacity for a particular period, the data are deemed eligible for release.

In cases where data do not reach 60%, access to data policies state that a three person executive committee including one person representing funders, one person representing homeless families and one person representing homeless individuals must approve the data for release. In this report, data only represent 58% of families served in emergency shelter during 2001. The executive access to data committee was convened in January 2003 and approved the release of data on homeless families in emergency shelter during 2001.

The report also provides comparisons to data gathered in 1999 and 2000. It should be noted that with the 2001 conversion to a new web-based system some questions and response categories differ from the old system to the new. Thus, for some variables comparisons are not available.

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<sup>1</sup> This project was previously referred to as the ANCHoR Project.

<sup>2</sup> See appendix A for complete list of participating agencies.

### ***Unduplicated Count***

The following describes information collected by family emergency shelter providers on clients served during 2001, 2000, and 1999. The total number of family records captured during 2001 was 1,165, 1,072 in 2000 and 1,006 in 1999. These data resulted in an unduplicated count of 1,156 families served in 2001, 1,064 for 2000, and 1,022 for 1999.

	2001	2000	1999
Total records	1,165	1,072	1,006
Total unduplicated count	1,156	1,064	1,022

The following shows the shelter utilization patterns of these families. As described below, less than 1% of families in emergency shelter during 2001 and 2000, and less than 2% in 1999 accessed two or more shelter programs.

	2001	2000	1999
Users of One Shelter Program	1,147	1,056	1,006
Users of Two Shelter Programs	9	8	15
Users of Three Shelter Programs	0	0	1

### ***Data Quality***

Even though 2001 was a transition year to a new web-based data collection tool, overall data quality improved over that in prior years. For example, in 2001 assessments of prior residence were provided for 64 percent of the total sample as compared to 52 percent in 2000 and 57 percent in 1999.

### ***Limitations***

These data were collected in large part by interviewing people experiencing homelessness, sometimes on the street, and most often in shelters or other homeless service agencies. These data do not capture information on people who are in doubled-up living situations, hotels/motels and others who are homeless but do not come into contact with the service system.

In the trend analyses, the numbers of respondents in the various categories are often quite different. For example, the number of respondents in 2001 for health insurance are more than one and half times that of the number of respondents in 2000 and 1999. (384 in 2001 as compared to 230 in 2000 and 211 in 1999) While these comparisons provide noteworthy information, the variations in response proportions should be taken into account when making generalizations about the data that follow. The results, can, however, still provide some indication of the differences between the various homeless populations across the two years.

### ***Report Structure***

The report begins by focusing on the demographic characteristics of those accessing the family emergency shelter system in 2001. Where possible, these data are compared to those findings for families served in 2000 and 1999. Finally, families served in 2001 are analyzed by region, contrasting those from Boston with others from the rest of the state. In addition, the characteristics of individuals served in Boston during 2001 are compared to their counterparts in 2000 and 1999.

***Acknowledgement***

We thank the thousands of homeless men, women, and children who shared their personal information, as well as the hundreds of staff who have conducted interviews, entered data, and managed the project. We also thank the members of the CSPTech team who continue to labor long and hard with each of the program sites.

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## **Comparative Highlights: Families served in Emergency Shelter 2001 and comparisons to those served in 2000 and 1999**

### Demographic Characteristics (p. 7)

- Heads of homeless families were slightly more male in 2001 than in 1999 and 2000.
- Educational attainment of heads of homeless families in emergency shelter in 2001 was higher than in previous years.
- There were no other notable changes in demographic characteristics between homeless families in emergency shelter in 2001 compared to those in prior years.

### Children (p.8)

- Overall, children of homeless families in 2001 were older on average than in prior years but this increase was not statistically significant from the average age of children in 2000.

### Living Situation Prior to Shelter Entry (p.8)

- The number of homeless families who had rented their own apartment prior to coming to the shelter decreased in 2001 when compared to prior years.
- More homeless families reported having stayed at another shelter before moving into their current shelter in 2001 and in 1999 when compared to families served in 2000.

### Health Insurance Coverage (p.8)

- There are no changes in health insurance coverage for homeless families over the three years. Most families in all three years received MassHealth.

### Special Needs Assessment (p.9)

- About half of all heads of homeless families with a special need reported either a medical or mental health problem. Overall though, they only presented seven percent each of the total sample in this report.

### Income Assessments (p.10)

- Fewer homeless families reported receiving TAFDC benefits.
- About 60 percent of all homeless families received food stamps in all three years.
- About 20 percent of all homeless families received income from either SS, SSI or SSDI.
- The proportion of homeless families reporting income from employment has decreased over the three years.

**Table 1: Demographic Characteristics of Heads of Household of Homeless Families**

	Homeless Families 2001	Homeless Families 2000	Homeless Families 1999
<b>Gender</b>	(N=1,156)	(N=1,016)	(N=1,019)
Female	87%	90%	90%
Male	13%	10%	10%
<b>Race</b>	(N=1,100)	(N=782)	(N=939)
Latino	32%	32%	28%
African American	30%	30%	35%
White	31%	24%	26%
Other	6%	11%	6%
Multiracial	NA	2%	2%
Asian	2%	1%	1%
Native American	<1%	<1%	1%
Pacific Islander	<1%	<1%	1%
<b>Age</b>	(N=1,107)	(N=938)	(N=1,014)
Under 18	<1%	0%	0%
18-24	26%	24%	20%
25-34	39%	40%	44%
35-44	28%	28%	28%
45-54	6%	6%	7%
55+	1%	1%	1%
<b>Average Age</b>	32	32	32
<b>Education</b>	(N=577)	(N=616)	(N=470)
Grade School	6%	10%	10%
Some High School	42%	47%	46%
HS grad./GED	35%	31%	30%
Some College/AA	14%	11%	12%
BS/BA	3%	2%	1%
Grad. Degree	<1%	<1%	<1%
<b>Marital Status</b>	(N=900)	(N=765)	(N=958)
Single/Never Married	67%	62%	69%
Married	15%	16%	14%
Separated	10%	11%	7%
Widowed	2%	9%	6%
Divorced	6%	3%	4%
<b>Veterans</b>	(N=1,156)	(N=1,064)	(N=1,022)
Yes	1%	1%	1%

**Table 2: Characteristics of Children in Homeless Families**

	<b>2001</b> (N=2,221)	<b>2000</b> (N=1,679)	<b>1999</b> (N=1,845)
<b>Gender</b>			
Boys	51%	54%	52%
Girls	49%	46%	48%
<b>Age</b>			
0-2 years	23%	24%	27%
3-5 years	21%	22%	23%
6-8 years	18%	18%	19%
9-11 years	18%	15%	14%
12-14 years	13%	13%	11%
15-17 years	8%	7%	6%
<b>Average Age</b>	7.5 <sup>ns</sup>	7.3 <sup>**</sup>	6.3 <sup>**</sup>

<sup>\*\*</sup>Statistically significant difference p<.001

**Table 3: Residence of Homeless Families Prior to Entering Shelter**

<b>Prior Residence</b>	<b>2001</b> (N=736)	<b>2000</b> (N=551)	<b>1999</b> (N=581)
Rented Home	26%	38%	33%
Homes of Relative/Friends	31%	36%	33%
Other Shelter	25%	12%	23%
Owned Home	1%	4%	2%
Hotel/Motel	3%	3%	2%
Other	10%	3%	3%
Transitional Housing	2%	2%	1%
Street/Park/Car/Abandoned Building	1%	1%	1%
Boarding House (A)	NA	1%	<1%
Supervised Living <sup>a</sup>	<1%	<1%	1%
Detox/Substance Abuse Center	NA	<1%	<1%
Mental Health/Other Hospital	<1%	<1%	0%
Jail/Prison/Detention Center	0%	0%	<1%

<sup>a</sup>Foster home, halfway house, or nursing home.

(A) = Information was only provided in the old ANCHoR system.

**Table 4: Health Insurance Coverage of Homeless Families**

<b>Health Insurance</b>	<b>2001</b> (N=384)	<b>2000</b> (N=230)	<b>1999</b> (N=211)
No Health Insurance	4%	5%	4%
Medicaid/Mass Health	91%	91%	89%
HMO	2%	3%	4%
Private Plan	2%	1%	3%
Medicare	<1%	<1%	<1%
VA	0%	0%	<1%



**Table 5: Special Needs Assessments of Homeless Families**

<b>Number of Special Needs</b>	<b>% of records indicating needs</b> (N=165)	<b>% of total</b> (N=1,156)
One Special Need	68%	10%
Two Special Needs	24%	3%
<b>Three or More Special Needs</b>	8%	1%
<b>Type of Special Needs *</b>		
Medical	51%	7%
Mental Health	46%	7%
Cognitive, Developmental, Learning	15%	2%
Alcohol	12%	2%
Drugs	10%	1%
Hearing, Visual, Speech	9%	1%
HIV/AIDS	1%	<1%
PTSD	1%	<1%

\* More than 1 response possible

**Table 6: Income by Category of Homeless Families<sup>3</sup>**

<b>Income Category</b>	<b>2001 (N=875)</b>	
Employment <sup>a</sup>	13%	<b>Data cannot be compared to previous years as data were collected in different formats</b>
Public Assistance <sup>b</sup>	73%	
Employment and Public Assistance	3%	
No Income reported	9%	
Other <sup>c</sup>	<1%	

<sup>a</sup>Wages<sup>b</sup>TANF, Food Stamps, SS/SSI/SSDI, unemployment<sup>c</sup>Child support/alimony, retirement, veterans pension**Table 7: Income Sources and Amounts of Homeless Families with Reported Income at Shelter Entrance**

<b>Income</b>	<b>2001 (N=796)</b>	<b>2000 (N=652)</b>	<b>1999 (N=725)</b>
<b><u>Income Source<sup>3</sup></u></b>			
TAFDC	46%	60%	70%
Food Stamps	61%	59%	62%
Employment Income	17%	24%	36%
SS/SSI/SSDI	18%	22%	20%
WIC	NA	10%	12%
Child Support/Alimony	6%	9%	10%
Other Public Benefits <sup>b</sup>	17%	7%	6%
<b><u>Average Monthly Amount</u></b>			
TAFDC	\$470	\$412	\$431
Food Stamps	\$222	\$225	\$216
Employment Income	\$1,174	\$985	\$873
SS/SSI/SSDI	\$604	\$605	\$612
WIC	NA	\$115	\$114
Child Support/Alimony	\$349	\$301	\$286
Other Public Benefits <sup>b</sup>	\$419	\$496	\$417

<sup>a</sup>More than one response possible.<sup>b</sup>Earned Income Tax Credit (A), refugee assistance (A), veterans administration disability (A), veterans pension, workers' compensation (A), unemployment, general assistance, rent supplements (A), WIC (A), and alimony/child support.<sup>c</sup>Retirement, investments (A), savings (A), private disability insurance (A), and other pension (A).

(A) = Information was only provided in the old ANCHoR system.

<sup>3</sup> For the analysis in Table 6, each family providing income information was grouped into one of five income categories. As such, those with multiple sources were counted only once, as compared to Table 7, where more than one income source was reported.

## **Comparative Highlights**

### **Geographic Comparisons between Homeless Families Served in Boston and the Remainder of the State in 2001**

#### Demographic Characteristics (p.12)

- More heads of homeless families residing in Boston's homeless shelter were male than those of homeless families in the other part of the state.
- More heads of homeless families in Boston's homeless shelters were either of African American or Latino descent.
- The proportion of Latino heads of homeless families has increased in 2001 while the proportion of African American heads of homeless families decreased in 2001 compared to prior years.
- The average age of heads of homeless families is statistically significantly higher than the age of heads of homeless families in other parts of the state.
- Educational attainment increased for homeless families in Boston compared to prior years, and it is also higher when compared to homeless families in the other part of the state in 2001.

#### Characteristics of Children (p.13)

- Children of homeless families in Boston were significantly older than their counterpart in the rest of the state.

#### Living Situation Prior to Shelter Entry (p.13)

- Prior to shelter entry, more homeless families outside of Boston stayed with families or friends whereas more homeless families in Boston had stayed at another shelter in 2001.
- Compared to prior years, homeless families in Boston in 2001 had stayed at another shelter to a much greater degree whereas the proportion of those doubling up prior to shelter entry decreased.

#### Health Insurance Coverage (p.14)

- Proportionately, slightly more families outside of Boston reported no health insurance coverage.

#### Special Needs Assessment (p.14)

- Proportionately, more heads of homeless families reported a mental health problem.

#### Income Assessments (p.15)

- Homeless families in Boston were employed to a larger degree than those in other parts of the state.
- Homeless families outside of Boston had no income to a larger degree than those in Boston.
- Homeless families in Boston had access to TAFDC and/or other public benefits to a larger degree than those outside of Boston.
- Homeless families outside of Boston had access to food stamps to a larger degree than those in Boston.

**Table 8: Demographic Characteristics of Families by Region**

	<b>Families Boston 2001</b> (N=508)	<b>Families Other Parts of the State, 2001</b> (N=648)	<b>Families Boston 2000</b> (N=349)	<b>Families Boston 1999</b> (N=482)
<b>Gender</b>	(N=507)	(N=646)	(N=326)	(N=481)
Female	84%	89%	88%	89%
Male	16%	11%	12%	11%
<b>Race</b>	(N=479)	(N=621)	(N=328)	(N=452)
White	14%	44%	11%	13%
African American	37%	24%	48%	50%
Latino	38%	26%	25%	26%
Other	9%	3%	15%	9%
Multiracial	NA	NA	1%	1%
Native American	<1%	1%	0%	<1%
Asian	1%	2%	<1%	1%
Pacific Islander	<1%	<1%	0%	<1%
<b>Age</b>	(N=477)	(N=630)	(N=308)	(N=482)
Under 18	<1%	<1%	0%	0%
18-24	19%	31%	19%	16%
25-34	42%	38%	40%	43%
35-44	31%	25%	33%	32%
45-54	8%	5%	7%	9%
54and over	<1%	1%	1%	1%
<b>Average Age</b>	33**	31**	33	33
<b>Education</b>	(N=161)	(N=382)	(N=143)	(N=251)
Grade school	8%	5%	14%	12%
Some high-school	34%	50%	50%	51%
HS grad./GED	35%	32%	22%	18%
Some college/AA	18%	12%	13%	17%
BS/BA	5%	1%	1%	1%
Grad. Degree	0%	0%	0%	1%
<b>Marital Status</b>	(N=430)	(N=470)	(N=312)	(N=469)
Single/Never Married	67%	67%	59%	68%
Married	16%	14%	20%	16%
Separated	11%	10%	12%	7%
Divorced	4%	8%	6%	4%
Widowed	2%	1%	3%	5%
<b>Veterans</b>	(N=508)	(N=648)	(N=349)	(N=482)
Yes	1%	1%	1%	1%

\* Statistically significant difference p<.01

**Table 9: Characteristics of Children in Boston Homeless Families**

	Children in Boston Homeless Families 2001 (N=1,372)	Children in Homeless Families Other Parts of the State 2001 (N=849)	Children in Boston Homeless Families 2000 (N=761)	Children in Boston Homeless Families 1999 (N=993)
<b>Gender</b>				
Male	51%	51%	56%	52%
Female	49%	49%	44%	48%
<b>Age</b>				
0-2 years	19%	30%	20%	24%
3-5 years	17%	26%	20%	22%
6-8 years	20%	15%	19%	19%
9-11 years	21%	12%	17%	15%
12-14 years	14%	11%	15%	12%
15-17 years	9%	6%	9%	8%
<b>Average Age</b>	8.1**	6.4**	7.9	7.2

\*\* Statistical significant difference p<.01

**Table 10: Residence of Homeless Families Prior to Entering Shelter by Region**

Prior Residence	Families Boston 2001 (N=294)	Families Other Parts of the State 2001 (N=433)	Families Boston 2000 (N=283)	Families Boston 1999 (N=390)
	Homes of Relative/Friends	26%	35%	43%
Rented Home	21%	25%	37%	31%
Other Shelter	39%	16%	10%	21%
Other	9%	10%	3%	4%
Owned Home	1%	1%	3%	2%
Street/Park/Car/Abandoned Building	0%	1%	1%	1%
Transitional Housing	1%	2%	1%	1%
Hotel/Motel	0%	6%	<1%	2%
Nursing Home/Supervised Living <sup>a</sup>	<1%	<1%	<1%	1%
Boarding House	NA	NA	<1%	<1%
Detox./Substance Abuse Center	<1%	<1%	<1%	<1%
Jail/Prison/Detention Center	1%	<1%	<1%	<1%

<sup>a</sup>Foster home(A), halfway house(A), or nursing home(A).

(A) = Information was only provided in the old ANCHoR system

**Table 11: Health Insurance Coverage of Homeless Families by Region, 2000**

<b>Health Insurance</b>	<b>Families Boston 2001 (N=86)</b>	<b>Families Other Parts of the State 2001 (N=304)</b>
No Health Insurance	5%	8%
Medicaid/Mass Health	92%	88%
Private Plan	1%	0%
Medicare	0%	0%
HMO	1%	3%
Other	1%	2%

**Table 12: Special Needs Assessments of Homeless Families**

	<b>% of records with special needs</b>		<b>% of total sample</b>	
	<b>Boston 2001 (N=39)</b>	<b>Other Parts of the State 2001 (N=109)</b>	<b>Boston 2001 (N=508)</b>	<b>Other Parts of the State 2001 (N=648)</b>
<b>Number of Special Needs</b>				
One Special Need	64%	75%	5%	6%
Two Special Needs	23%	17%	2%	3%
Three or More Special Needs	13%	7%	1%	1%
<b>Type of Special Needs *</b>				
Medical	41%	34%	3%	6%
Mental Health	28%	59%	2%	10%
Cognitive, Developmental, Learning,	26%	12%	2%	2%
Alcohol	18%	12%	1%	2%
Hearing, Visual, Speech	15%	8%	1%	1%
Drugs	13%	10%	1%	2%
HIV/AIDS	5%	0%	<1%	<1%
PTSD	0%	1%	0%	<1%

\* More than 1 response possible

**Table 13: Income by Category of Homeless Families at Shelter Entry by Region<sup>4</sup>**

<b>Income Category</b>	<b>Families Boston 2001 (N=443)</b>	<b>Families Other Parts of the State 2001 (N=448)</b>	
Employment <sup>a</sup>	17%	8%	<b>Data cannot be compared to previous years as data were collected in different formats</b>
Public Assistance <sup>b</sup>	73%	73%	
Employment and Public Assistance	3%	4%	
No Income	5%	13%	
Other <sup>d</sup>	2%	3%	

<sup>a</sup>Wages

<sup>b</sup>TANF, Food Stamps, SSI/SSDI, unemployment

<sup>c</sup>Child support/alimony, retirement, veterans pension

**Table 14: Income Sources and Amounts of Homeless Individuals with Reported Income at Shelter Entry by Region**

<b>Income</b>	<b>Families Boston 2001 (N=420)</b>	<b>Families Other Parts of the State 2001 (N=392)</b>	<b>Families Boston 2000 (N=316)</b>	<b>Families Boston 1999 (N=475)</b>
<b><u>Income Source<sup>a</sup></u></b>				
TAFDC	56%	29%	52%	49%
Other Public Benefits <sup>b</sup>	27%	4%	3%	5%
Food Stamps	21%	54%	47%	30%
Employment Income	21%	11%	35%	25%
SS/SSI/SSDI	19%	14%	23%	15%
Child Support/Alimony	4%	8%	9%	7%
<b><u>Average Monthly Amount</u></b>				
TAFDC	\$433	\$452	\$440	\$444
Employment Income	\$1145	\$1045	\$1148	\$993
SS/SSI/SSDI	\$589	\$585	\$614	\$624
Food Stamps	\$143	\$155	\$242	\$219
Other Public Benefits <sup>b</sup>	\$586	\$412	\$463	\$344
Child Support/Alimony	\$294	\$442	\$248	\$298

<sup>a</sup>More than one response possible.

<sup>b</sup>Earned Income Tax Credit (A), refugee assistance (A), veterans administration disability (A), veterans pension, workers' compensation (A), unemployment, general assistance, rent supplements (A), WIC (A), and alimony/child support.

(A)= Information was only provided in the old ANCHoR system.

<sup>4</sup> For the analysis in Table 13, each individual providing income information was grouped into one of five income categories. As such, those with multiple sources were counted only once, as compared to Table 4, where more than one income source was reported.

**Appendix:**

Shelters Contributing Records	2001	2000	1999
Bridge House		1%	
Casa Nueva Vida	1%	2%	1%
Center for Human Development	1%		
Crittenton Hastings House	2%		
Conway House		5%	4%
Crossroads		1%	1%
Florence House			1%
Friendly House			1%
House of Hope	2%		
Hyannis Assistance Corp.	2%	6%	7%
The Inn Between	1%	1%	1%
Jessie's House	2%	3%	1%
Louison House	1%	1%	2%
Mary's House	2%	2%	2%
Metro Boston Housing Partnership	10%	8%	17%
North Shore CAP	10%	3%	3%
Open Pantry Community Services	2%	7%	3%
Our Friends' House		3%	6%
Project Hope	1%	2%	2%
Quincy Commission on the Family	1%	4%	<1%
St. Ambrose House	3%	1%	2%
Sandra's Lodge	13%	17%	12%
Service Net	1%	2%	5%
Shelter Inc.	4%	2%	2%
Sojourner House	2%	3%	2%
SPIN – Scattered Site	3%	4%	
SPIN - Stepping Stone	2%	2%	
Travelers Aid	23%	15%	19%
Tri City Housing Task Force	8%	5%	6%
Wellspring House	<1%		
<b>Total Unduplicated Count</b>	<b>1,156</b>	<b>1,064</b>	<b>1,022</b>