

UC Riverside

UCR Honors Capstones 2018-2019

Title

Exiting Homelessness: The Impact of Stressors and Stigma

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APPROVED

Dr.
Department of

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Abstract

Introduction

Homelessness is defined as individuals who lack a fixed, regular, adequate nighttime residence (Springer 2000). Homelessness includes individuals who sleep in cars, on the streets, in tents, or in shelters, but this study only focuses on individuals who reside on the streets. People who reside on the streets are stigmatized by society and this in return makes it difficult for them to exit out of homelessness. Stigma is the association of human differences with negative attributes, which can be influenced by social structure (Goffman 1990). Literature also shows that stigmatizing reactions to a homeless person is intensified by the coexistence of a label of mental illness (Phelan et. al 1997). Individuals suffering from homelessness are more likely to suffer from mental health disorders (Fischer et. al 1986). However, given their lack of resources, many people that are homeless are unaware of their mental health disorders and are also not well informed about the importance of mental health. Previous studies have not focused on how stigma impacts the desire of a person who is homeless to try and implement himself or herself back into civilization by either working or moving into a stable shelter. This study will investigate how stigma affects a homeless person's chances of exiting homelessness using 20 face-to-face interviews with individuals that are homeless in Riverside, California.

People that are homeless deal with many unforeseen circumstances on a daily basis. Many, of them do not know when they will have their next meal or even where they will be sleeping at night. Additionally, many individuals that are homeless deal with robberies and occasionally have their belongings taken by public workers who are "cleaning" out the streets located near businesses. Since loitering is prohibited in many areas throughout the city of Riverside, individuals that are homeless have to wisely plan where they will reside every night in

order to avoid trouble with public officials. The burden of constantly moving and not having any type of security can contribute to the stress that these individuals face.

Homelessness can be caused by several reasons including structural factors such as lack of income, lack of resources, or cost of living. The primary cause of homelessness from the participants in this study is the cost of living. However, other individuals in this study were homeless due to drug use issues, mental health issues, and family issues.

According to the 2019 Point-in-Time count, there are about 2,811 people that are homeless residing on the streets of Riverside, which is a 22 percent increase from the previous year. My research has found that a contributing factor to the rise in homelessness is that people move to Riverside expecting the cost of living to be lower than other areas in this state. However, once they move to Riverside, they realize that the cost of living is still expensive and then they are forced to live on the streets since they do not have an income to support themselves. Additionally, more houses are being foreclosed and gentrification is on the rise. Gentrification in the Los Angeles and Orange Counties, two neighboring counties to the Inland Empire, is pushing people to move to the Inland Empire. However, since many cities in the Inland Empire are being gentrified too, people end up being homeless since the cost of living is also increasing in the Inland Empire.

Based on published literature, in order to afford housing, individuals usually allocate 30 percent of their total income towards their housing costs, which makes it hard for people that are homeless to find a shelter without having a source of income (Committee on Health Care for Homeless People 1989).

The city of Riverside has allocated \$240,000 to assist in their Supportive Housing Program. Nonetheless, with the increase in homeless population, this housing project will only

benefit 16 households, which is not enough to eliminate the homeless epidemic. Marr's work shows that exiting homelessness is easier with the help of organizations and programs (Marr 2015), and therefore this project will be aimed towards local homeless programs. Findings of this research will be given to public officials and local organizations so that they can find better ways to assist and provide the homeless community with resources.

There are many myths that surround homelessness. One myth is that people that are homeless are lazy and as a result are unable to find a job or move into a stable shelter. Having said that, people who believe this often do not take into consideration how managers and bosses feel about a person who is homeless working for his or her company. Another misconception about homelessness is that mentally ill people could exit out of homelessness if they just agreed to take their medications. Sadly, this is not the case because many people that are homeless do not know that they have mental health issues, and if they do, they lack resources for treatment. My research is motivated by a desire to challenge these myths in order to bring light to the circumstances and lived experiences that people that are homeless in Riverside, California endure. Using 20 face-to-face interview, my research asks: How do stigma and stressors affect a homeless person's opportunity to exit homelessness by finding a stable job or home?

Literature Review

For many years, researchers have been studying different aspects of homelessness. A study conducted by Ellen Bassuk and her colleagues argues that homelessness is an outcome of people who have mental health disorders and do not receive the proper treatment (Bassuk 1984). Bassuk's work further supports the fact that individuals who are homeless and have mental health illnesses are more disconnected from support networks than those with a home. This study also focused on how policy affects people who are homeless and suffer from mental health disorders. Furthermore, work conducted by Fischer and Breakey shows that there is a correlation between homelessness and mental health illnesses, but there is no delineation in the literature of how mental illness is distributed among the homeless population at large (Fischer & Breakey 1985). Lastly, Harter and her colleagues' work shows that housing homeless individuals that suffer from a mental health disorder helped these individuals achieve stable independent living arrangements and a formation of continued contact with case management services (Harter et. al 2005). Previous literature has not studied how mental illnesses impact a homeless person's chance of exiting homelessness by finding a job or home and therefore, my study will fill this gap in the literature and give examples of how mental illnesses have affected a homeless individual's opportunity of exiting homelessness.

Previous studies have not investigated how stigma impacts the desire of individuals who are homeless to try and implement himself or herself back into civilization, by either working or moving into a stable shelter. Phelan and his colleagues' work suggest that the stigma can result in negative consequences such as discrimination in social relations, employment, and housing, which will contribute to the perpetuation of their homeless condition (Phelan et. al 1997). However, this study does not provide concrete evidence on how stigma can result in these

consequences. My study will fill the gap in this literature by showing how stigma can negatively affect a homeless person's ability to move into a stable shelter or secure a job. It is important that the housing is stable, instead of temporary, because temporary housing can lead to more complications such as drug addiction and more trouble finding housing (Roman and Travis 2004). Not only will this study fill gaps in literature, but it will also contribute to theory so that organizations, city officials, and the public can form better methods to approach and assist homeless individuals exit homelessness.

Theoretical Framework

Structural violence is defined as a social structure that stops individuals, groups, and societies from reaching full potential (Farmer, et al. 2006). Structural violence is a leading cause of homelessness and is a key reason to why people who are homeless cannot exit out of their current living situation. People who are homeless deal with structural factors such as lack of resources, lack of adequate income, and lack of affordable housing. Structural changes within the American economy have contributed to the increasing number of individuals who are homeless. According to Weinberger, America's economy has been shifting "away from relatively well-paying manufacturing jobs to minimum wage service jobs and temporary or part-time positions" (Weinberger 1999). This negatively impacts individuals who are homeless because even with a minimum-wage paying job, they most likely will be unable to afford the cost of living in a stable home. Previous literature shows that those who suffer from structural violence are more likely to resort to direct violence in order to cope with their oppression (Winter & Leighton 2001). For example, cross-national studies of murder have shown a positive correlation between economic inequality and homicide rates across 40 nations (Unnithan & Whitt, 1992). Given that structural violence is a major factor in perpetuating homelessness, I will investigate how structural factors affect a homeless person's chance of exiting homelessness.

Methods and Design

I have been working with Riverside's homeless community for the past three years. Two years ago, I served as the president of The Mustard Seed Project, which is an organization that seeks to educate, enable, and serve individuals who are homeless. During my time as president, I became friends with many people that are homeless in the Riverside area. This past year, I became the case manager for The Mustard Seed Project and worked one-on-one with people who are homeless, trying to understand their needs and match them with resources so that they can move into a stable house or find a job. Working closely with these individuals and witnessing their daily struggle, inspired me to pursue this research project so that I can better understand how stigma and stressors contribute to the difficulties they face while trying to exit out of homelessness. Given my commitment to this community, I have established rapport with many participants from this study.

Design

This project analyzed primary data collected from one-time, face-to-face qualitative interviews. Data was collected by conducting semi-structured interviews and participant observation. Semi-structured interviews allowed me to stray away from the template of questions in an interview, when I felt it was appropriate and beneficial to the study. Interviews were conducted in the Riverside, California at the place where the participant was staying or at an area that was more convenient for him or her. The interviews were conducted in English only and were audio recorded, transcribed, and analyzed. Semi-structured interviews were the best method to use for data collection because they gave me the opportunity to better understand the lived experiences and everyday challenges that people who are homeless face. Additionally, I wrote field notes immediately after conducting an interview, which included the participants' tone,

demeanor, interaction skills, and any other significant observations. This was crucial for my research because it provided me with more details that might not have been evident in the interview. Grounded theory was used to analyze the data. This approach was the best analytical method for me to use because it gave me the ability to form a theory based on my findings. Since my research will fill gaps in current literature, it is best for me to create my own theory. This approach allowed me to be immersed in my data and analysis since I needed to collect ample evidence in order to propose a theory.

Sample

A total of twenty people that are homeless were interviewed. The ages of participants ranged from 23 to 58 with the average being 41 years old. Individuals eligible to be part of this study must have been living on the streets or in a tent at the time of their interview. Individuals who currently reside in a shelter, hotel, or friend or family's home were excluded from this study. There was a total of 10 women and 10 men from different racial backgrounds who participated in this study.

Findings

The findings of this study show that stressors and stigma complicate the process of exiting homelessness. My research gives examples of how people that are homeless have been stigmatized and how it is more difficult for them to find jobs if they identify as “homeless”. I argue that the reason people that are homeless struggle to exit homelessness is not because of their lack of ability, but because of structural violence. Additionally, I argue that the myths about why individuals experience homelessness are incorrect.

Stigma

People that are homeless are stigmatized by the general public. Seventeen out of the 20 people I interviewed have been called names, such as “bum” or “hobo”, by the public. To further explain how people that are homeless are stigmatized and perceived by society, I introduce Shadow King.

Shadow King is a 36-year-old man who currently resides in a tent with a friend, on the streets of Riverside, California. When I asked him how he feels he is perceived by society, he answered, “I am perceived as an outcast, a bum, not worthy enough to be a productive citizen for numerous citizens.” When I asked him how the public’s perception of homelessness affects his chances of getting a job he replied, “It causes trouble. People in authority who hire tend to be pressured by all others and employees to not hire people considered bums.”

This is evidence that the perception of homelessness negatively affects a homeless person’s chances of getting a job. Many people believe people that are homeless are lazy, however, they do not take into consideration the difficulty it is for someone, who identifies as homeless, to find a job or stable shelter. Managers and bosses do not believe people that are

homeless are capable of doing the job right. This can be further attested by Jacob Smith. When I asked Jacob how the public's perception contributed to him being fired from his last job, he answered, "I was getting questioned, like 'Are you homeless? I've seen you out there on the streets walking with some stuff.'" He also added, "They [managers or bosses] don't think I am willing and think I will just end up on the streets. They think most of us do drugs or alcohol." Therefore, if bosses and managers are unwilling to hire individuals based on their living circumstances, then people that are homeless will be unable to make a stable income in order to afford housing and eventually exit homelessness.

Next, I introduce Jerry Johns, a 49-year-old man who has been dealing with homelessness for the past 8 years. Jerry has a diagnosis of liver cirrhosis due to his previous alcohol use. He believes the public's perception of him negatively impacts his chances of getting a job or stable shelter and quotes, "I know some of these people that work for this company see my face. It would be kind of detrimental because what if I did work at the market one day. Some of the employees might go in there and recognize me... I don't want them to say, 'Oh how've you been, you off the streets now?'" And if my boss hears that, I don't want them to know I'm homeless." When I asked him how he feels he is perceived by society he answered, "Being homeless, kind of like an outcast because some people understand what homelessness is, but a lot of people think we are a threat to them." Based on Jerry's lived experiences, it is evident that people who are homeless are negatively perceived by society. This negative perception is detrimental to their chances of exiting homelessness by finding a job or housing because an employer or landlord will not trust them.

Stressors and Mental Health

While living on the streets, people that are homeless stress about where they will sleep, what they will eat, and how they will be able to maintain their hygiene. Many people that are homeless that I interviewed were dealing with a wide variety of addictions. Additionally, one participant was dealing with anxiety and another was dealing with depression. However, none of the participants discussed possible interventions or treatment they are receiving in order to deal with these issues. Given that these individuals do not have the resources to treat their disorders, it is more difficult for them to exit homelessness by finding a job or shelter. Individuals who are suffering from addiction will not be able to pass drug tests by possible employers if they do not have access to appropriate resources. Therefore, their chances of exiting homelessness by finding a job is slim.

People that are homeless might be dealing with more mental health issues, but given their lack of education, they might not be sure of any mental health issues they face. As an example of this, I introduce Marco Brown, a 30-year-old a veteran who served two tours in the United States Army. Upon his return from his deployment, Marco was unable to continue living with his parents and became homeless. When I asked him why he was unable to keep living with his parents, he replied, “After that experience in the military, I want to talk about what happened after the 10 years. It is what I saw and experienced during these tours when I was overseas in extremely violent environments, that when I came back, I realized I couldn’t quiet let it go. These memories were hindering me. They might have affected the relationships with people around and influenced why I was unable to stay in the last shelter or other places where I was able to stay.” He also stated that it is “hard to cope with my memories. It’s the hardest thing.” According to the DSM-5, post-traumatic stress disorder (PTSD) symptoms include: flashbacks,

trauma-related reminders, and symptoms lasting more than 1 month. Based on my interview with Marco, it is likely that he exhibits PTSD symptoms, although he has never been formally diagnosed. Individuals who are homeless lack resources and quality healthcare, and therefore are unsure of the mental health disorders they deal with. Since they lack resources not only are they unaware of the disorders they face, but they also lack treatment since they do not know they are dealing with mental health issues.

Discussion

Stigma and stressors are proven to negatively impact a homeless person's chance of exiting homelessness by finding a job or moving into a stable home. As seen in the analysis section, people who are homeless are negatively perceived by employers and other citizens from the community. This makes it difficult for them to find a job or shelter to live in, since employers do not want them working for their company and citizens do not want to work alongside them. This puts individuals who are homeless in a difficult situation because they are negatively preceived by the public and yet, they are not given the opportunity to disprove this negative proception. The stigma that these individuals face stems from their current living situation. However, people who are homeless lack the opportunities to exit homelessness due to way they are perceived by society. Additionally, homeless individuals who also have a mental illness are double stigmatized; they are stigmatized for being homeless and for having a mental health illness. This makes their chances of exiting homelessness slimmer because having a mental illness label reduces the chances of a person being hired. Mental illnesses are stigmatized and stigmatizing reactions to a person who is homeless is intensified by the coexistence of a label of mental illness (Phelan et. al 1997).

Structural factors, such as lack of resources and unaffordable living costs, also make it difficult for a person who is homeless to exit out of their current living situation. With the lack of resources, these people are unable to receive treatment for possible mental health issues, and therefore put themselves in a position where they are less likely to qualify for a job or housing. Social structural barriers are exacerbating a person's homelessness and making it more difficult to exit homelessness. With gentrification on the rise and price of housing steadily increasing, it is nearly impossible for an unemployed individual to afford a place to live. Additionally, with the

increase in people who are experiencing homelessness, social services programs are not able to keep up with the increasing demand and therefore this is a prominent reason to why individuals cannot exit homelessness. Lastly, the economy is shifting away from relatively well-paying manufacturing jobs to minimum wage service jobs and temporary or part-time positions. This shift is hurting homeless people because most of the jobs they qualify for are ones that pay minimum wage, and with the increase in cost of living, a minimum wage paying job is not enough to afford housing costs. These findings relate to structural violence and show that a main reason why people are unable to exit homelessness is because of systemic inequities.

As previously mentioned, current literature shows that stigmatizing reactions to a homeless person is intensified by the coexistence of a label of mental illness. This was evident in my interview with Marco Brown because he felt that the way he was perceived was due to his PTSD-like symptoms. The combination of being homeless and having a mental illness has negatively impacted his chances of being hired on multiple occasions. Previous literature also states that it is easier to exit homelessness with the help of organizations and resources (Marr 2015). Unfortunately, people in my study lacked resources and therefore it was difficult to start the process of exiting out of homelessness through securing a job or housing. This study has proven that stigma, stressors, and structural violence all make it more difficult to exit out of homelessness.

Conclusion

This study examines how stigma and stressors affects a homeless person's opportunity to exit homelessness by finding a job or stable shelter. Twenty face-to-face interviews were conducted in order to understand the circumstances and experiences of individuals who are homeless. Interviews were transcribed and field notes were written down and analyzed using a grounded theory approach. Findings demonstrate that people who suffer from homelessness are negatively impacted by the stressors and stigma they face on a daily basis. The stressors and stigma make it more difficult for them to exit homelessness by finding a job or stable shelter.

The city of Riverside is implementing policies that are positively impacting the fight to end the homeless epidemic. In March 2019, Riverside County was awarded at \$10 million-dollar fund in order to try and reduce the number of individuals who are dealing with homelessness. The money they received will be going towards shelters who have employment and rehabilitation programs, as well as organizations that work with housing individuals who are homeless. In addition, Riverside has been working to implement the Housing First, a program that connects individuals and families who are homeless to permanent housing. The goal of Housing First is to decrease the amount of individual living on the streets by 90 percent within the next 10 years.

Although these are steps in the right direction, my research has proven that there are structural factors that elongate a person's time that they are homeless. Stigma and stressors, in conjunction with the lack of resources that these people receive, negatively impact a homeless person's chance of exiting out of their situation by finding a job or shelter. Society does not see these individuals as capable of maintaining a job or home, so therefore it is difficult to exit homelessness. With the steady increase in the number of people experiencing homelessness, it is

important for citizens to become more aware of the situations that this community faces so that people who are homeless are less stigmatized and the process of reintegrating them back into society becomes easier.

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Appendix A- Project Roster

Names of all personnel involved in this IRB application’s design, conduct, or reporting					
Title of the research study:					
	Name and Title	Department/School	Involved in the consent process?		
Researcher*:	Kyrillos Girgis Undergraduate	Department of Sociology University of California, Riverside	<input checked="" type="checkbox"/>		
(If applicable) UCR Faculty Advisor/ Supervisor*:	Dr. San Juanita García	Department of Sociology University of California, Riverside	<input type="checkbox"/>		
Co – Investigator (Co-I): <i>Please note a Co-I is required for clinical trials</i>			<input type="checkbox"/>		
<p><i>All investigators and staff conducting research must complete CITI training. Investigators and staff conducting clinical trials are required to take GCP training, either through CITI or by providing a copy of their ACRP or SoCRA certification. Required training must be renewed every 5 years.</i></p> <p><i>*IRB approval cannot be issued until the researcher and advisor/supervisor (if applicable) have completed the required ethics training.</i></p>					
Name (Last, First) / Role in study (design, conduct, reporting, other)	<u>CITI training</u>	UCR Tutorial or NIH Protection Human Research Participants Course (PHRP)	GCP Training	ACRP/ SoCRA Certified	Involved in consent?
Kyrillos Girgis	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
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Researcher-Faculty Advisor/Supervisor Acknowledgement

I attest that the personnel delegated are qualified to perform the study-related procedures assigned to them and that all conflicts of interest these individuals have with this research have been reported to the UC Riverside Promoting Research Objectivity (PRO) Committee. I also attest that these individuals have received the training or have the qualifications indicated above.

UCR Faculty Researcher or Faculty Advisor signature:	Date

Appendix B- Informed Consent

UC Riverside RESEARCH INFORMED CONSENT

Title of research study: Exiting Homelessness: The Impact of Stigma and Stressors

Investigator: Kyrillos Girgis

Researcher:	Girgis, Kyrillos kgirg001@ucr.edu
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Faculty Advisor:	Dr. San Juanita García Department: Sociology
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Introduction:

This is a research study about how stigma and stressors affect a homeless person's opportunity to exit homelessness by finding a stable job or home. The study researcher, Kyrillos Girgis from the UCR Department of Sociology, will explain this study to you.

Research studies include only those people who choose to participate in the study. Please take your time to make your decision about participating, and discuss your decision with your family or friends if you wish. If you have any questions at all, you may ask the researchers at any time. You are being asked to take part in this study because you are/have at least 18 years of age and are currently residing on the streets of Riverside, California.

What happens if I say yes, I want to be in this research?

- ***You will be asked to participate in a one-time interview, which vary in time depending on the length of your responses. After you answer all the questions, you will be done participating in this project.***
- ***This interview will be conducted at your current location or anywhere nearby where you feel comfortable.***
- ***Answer open-ended questions about your current living, housing, and work situation, as well as questions that target how stressors have affected these circumstances.***
- ***As a participant, you will only have to interact with me, the interviewer.***
- ***The research will be analyzed on the campus of University of California Riverside (UCR).***
- ***Analysis of this research will take place after this interview.***
- ***We will audio record your responses, but after these responses are transcribed, they will be destroyed.***
- **Study location:** All analytical procedures will be done at the University of California Riverside.

Is there any way being in this study could be bad for me?

Participating in this research study may involve risks or discomforts that include:

- ***Emotional distress. If emotional distress occurs during the interview, I can refer you to the proper agencies in order to deal with these issues.***

Will being in this study help me in any way?

I cannot promise any benefits to you or others from your taking part in this research. However, possible benefits to you include finding a job or stable home with the help of individuals who this research reaches. This research may help others by showing them how the homeless people feel they are treated and show them how they can properly help individuals who are experiencing homeless, exit their current situation.

What happens to the information collected for the research?

Efforts will be made to limit use or disclosure of your personal information, including this research study to people who have a need to review this information. All data collected from this interview will be transcribed and stored in a secure office on the campus of University of California Riverside until May of 2019. While analyzing this data we will replace your name with a pseudonym, which is a fake name, that way your identity will remain confidential. We cannot promise complete confidentiality. Organizations that may inspect and copy your information include the IRB and other University of California representatives responsible for the management or oversight of this study. All proper protocol to minimize loss of confidentiality is being taken, making this risk very minimum. Lastly, you may withdrawal at anytime during this study, without any penalty.

Will information about me be kept private?

We will do our best to make sure that the personal information gathered for this study is kept private. However, we cannot guarantee total privacy and if required by the law, your personal information may be disclosed. If information from this study is published or presented at scientific meetings, your name and other personal information will not be used.

- Authorized representatives from the following organizations may review your research data for the purpose of monitoring or managing the conduct of this study: Representatives of the Sponsor, include Dr. San Juanita García.
- Representatives of the University of California

Can I stop being in the study at any time?

You can stop taking part in the study at any time. If you would like to stop, please feel free to let me know at anytime.

Will I receive payment for being in this study?

If you agree to take part in this research study, we will compensate you ***by giving you a resource list and a bus pass*** for your time and effort.

What else do I need to know?

If you are interested in receiving the research results following completion of the study, please contact the researcher via email address, kgirg001@ucr.edu or by phone at (562) 852-2001.

Whom can I talk to?

If you have questions about your rights or complaints as a research subject, please contact the IRB Chairperson at (951) 827 - 4802 during business hours, or to contact them by email at irb@ucr.edu.

CONSENT

You have been given a copy of this consent form to keep.

PARTICIPATION IN RESEARCH IS VOLUNTARY. The decision to participate, or not participate, is solely up to you. You have the right to decline to be in this study, or to withdraw from it at any point without penalty or loss of benefits to which you are otherwise entitled to or already have.

If you wish to participate in this study, please verbally consent.

Appendix C- Interview Guide

Establishing Rapport: This is a study about how stressors and stigma affect homeless individuals opportunities to exit homelessness by finding a job or home.

Demographics

- Tell me about yourself.
- May I ask your age?
- How would you describe your race?
- Educational background?

Background and Pathway into homelessness

- Tell me about your life growing up
- How did your family or friends make life easier? Harder?
- Why were you unable to keep living in your last permanent shelter?
- What are your plans regarding looking for permanent housing?
- What do you plan on putting as your source of income if you will be applying for housing?
- What is the main contributing factor to why you are not living in a home?
- What is the main contributing factor to why you do not have a job?
- When applying for a job what do you put as your address?
- When is the last time you were looking for a job?

Stigma

- How do you feel that you are perceived by society?
- How do you feel the public perception of homeless people affects your chances of getting a job or a stable shelter?
- What do your family or friends think of you and the current situation you are in?
 - How would they describe you?
- Can you tell me about a time when a stranger helped you since you've been experiencing homelessness?
 - How did that make you feel or what was it like?
- What are some things that strangers have said to you?
 - What are some names strangers have called you?
- Where in the city do you feel the safest?
 - What makes you feel safe there?
 - Where do you feel the least safe? Why?

Mental Health

- Can you describe a typical day? Walk me through your day?
- How would you describe your life prior to living on the streets?
- What does mental health mean to you?
- How do you cope with your challenges or stress?
 - How does that make you feel about your life?
- How would you describe your life prior to living on the streets?
- Is there anything you struggle with while being out here?

- Is there anything you rely on to help you cope with stress?
- Can you tell me about a time when stress or mental health has negatively impacted your chances of landing an opportunity such as a job or housing?

Last Question: We hope that this research will grab the attention of public officials and those who are trying to help individuals experiencing homelessness. Is there anything you would like to say to them or any other comments you would like to add?

Appendix D- Resource List

HOMELESS SERVICES & RESOURCES



Dial 211 or 800-464-1123 • 24 Hours, 7 Days a Week

All programs require an intake interview and have minimum entry standards. Call for specific details. Leave a call back number slowly.

HOTLINES

Call the hotline for specific information.
Have a pen and paper ready to take notes.
Be calm and patient as the operator helps you.

Dial 211 or 800-464-1123 • 24 Hours, 7 Days a Week
Community Connect

Information and Referral resources: Housing, Shelter, Food,
Medical & Mental Healthcare, Legal Help and other
community services throughout Riverside County.

SENIOR ADULT SERVICES

S.H.A.R.P. Services for Senior Citizens 951-823-0702
Riverside County Office on Aging 800-510-2020

HOTLINES & REFERRALS

Adult Protective Services 800-491-7123
Domestic Violence 800-339-7233
Child Abuse..... 800-442-4918
Child Help..... 800-422-4453
Riverside Area Rape Crisis Center 951-686-7273
Missing Persons (Salvation Army) 800-698-7728
24 Hour Detox Referral..... 800-499-3008
Riverside Co. Veterans Services..... 951-955-3060
Crisis/Suicide Intervention 951-686-4357
Department of Public Health 951-358-5000
Central Access Team 800-706-7500
Narcotics Anonymous 800-397-2333
US Vets..... 800-481-2101
Veterans Crisis Line 800-273-8255 (press 1)

YOUTH

Homeless Youth Hotline 800-551-1300
Operation SafeHouse 800-561-6944
California Youth Crisis Line 800-843-5200
Riverside Unified School District 951-352-1200
Alvord Unified School District 951-509-5000
Riverside Unified School District early childhood
..... 951-352-8290
Wylie Center (early childhood services) .. 951-683-5193
JobCorps (orientations Tuesdays at 1p.m.
appointment not mandatory) 800-733-5627

LEGAL AIDE

Public Defenders Office 951-955-6000
Victim & Witness Services 951-955-5400
Inland Counties Legal Assoc..... 951-368-2555
IELLA Legal Aid Project..... 951-369-3009
Family Court 951-777-3147

OUTREACH SERVICES

Homeless Outreach Team..... 951-826-2200
Foothill AIDS Project 951-742-7660
Loma Linda VA 909-206-3755

HOUSING / SHELTERS

HOMELESS YOUTH

Operation Safe House, (11-17 yrs old)
9685 Hayes St. (24 hours)..... 951-351-4418

EMERGENCY SHELTER

Path of Life Ministries, 2840 Hulen Place (intake)
Monday, Wednesday, & Friday 12:30 p.m. - 1 p.m.
..... 951-683-4101

FAMILIES • WOMEN W/CHILDREN • SINGLE WOMEN

Path of Life Family Shelter, 2530 Third St.
Intakes Daily after 4 p.m.

TRANSITIONAL HOUSING

Gods Helping Hands, 1040 Teepee Lane, Perris
(Men only, call for availability) 951-657-3041
Operation SafeHouse (18-21 yrs old) 951-369-4921

RENTAL ASSISTANCE

Housing Authority of Riverside County
5555 Arlington Ave. (1 time)
Monday - Thursday 7:30 a.m. - 5:30 p.m.
Fridays 8 a.m. - 5 p.m. 951-351-0700
Fair Housing Council of Riverside County, 3933 Mission Inn
Ave. Monday - Friday 8 a.m. - 5 p.m. 951-682-6581
Lutheran Social Services, 3772 Taft St. .. 951-689-7847
Catholic Charities..... 951-328-1575

DOMESTIC VIOLENCE

Alternatives to Domestic Violence 800-339-7233
The Sheepfold (Women & Children)
Monday - Friday 9 a.m. - 4 p.m. 877-743-3736

VETERANS

Loma Linda Veterans Services 800-741-8387 x6085
U.S. Vets, 15105 6th St., Moreno Valley..... 951-788-9515

SUBSTANCE ABUSE

Whiteside Manor, 2743 Orange St.
Monday - Friday 9 a.m. - 5 p.m. 800-300-7326
Dual Diagnosis Program..... 686-9454 x104
MFI Recovery, 5870 Arlington Ave.,
Monday - Thursday 8 a.m. - 9 p.m.;;
Friday 8 a.m. - 5 p.m. 800-923-5634
Start Team, 2085 Rustin Ave. #3
Monday - Friday 8 a.m. - 5 p.m. 951-955-2105

SHOWERS

Tuesdays & Thursdays..... 8:30 a.m. - 11:30 a.m.
Salvation Army, 3695 First St..... 951-784-4490

Tuesdays..... 9 a.m. - noon
Kansas Avenue Seventh-Day Adventist Church - Community Services
4491 Kansas Ave..... 951-682-9810

Sundays 7:30 a.m. - 9 a.m.
Wesley United Methodist Church (Early sign-in, space limited)
5770 Arlington Ave. 951-689-2649

RESOURCE TOOLS

Call the agency for information and be ready to take notes.
Request other referrals as necessary.
Agencies have limited resources.

TRANSPORTATION/BUS PASSES

Community Settlement House, 4366 Bermuda Ave.
(First come, First Serve) Tuesdays & Thursdays only,
8:30 a.m. - 12:30 p.m..... 686-6266 x101
Catholic Charities 951-689-1803
Salvation Army 951-784-4490

UTILITIES/GAS ASSISTANCE

Salvation Army (Edison only), 3695 First St.
Tuesdays & Thursdays only 1 p.m. - 4 p.m..... 951-784-4490
Community Action, 2038 Iowa Ave. B102
Monday & Thursday 8 a.m. - 5 p.m. 951-955-4900

EMPLOYMENT

Goodwill Job Center, 2002 Iowa St. Suite 110
Open Mon- Fri 8:30 a.m. - 4:30 p.m. 823-8030 x8001
Youth Opportunity Center (ages 14-22), 2060 University Ave
Monday - Thursday 12 p.m. - 8 p.m. &
Friday 12 p.m. - 6 p.m..... 951-826-2272
Workforce Development Center, 1325 Spruce St.
Monday - Friday 8 a.m. - 5 p.m..... 951-955-3100
California Department Rehabilitation, 2010 Iowa Ave. Suite 100
Monday-Friday 8 a.m. - 5 p.m..... 951-782-6650
Temporary Employment - TAP, 3450 14th St., Floor 2
Monday - Thursday 7:30 a.m. - 5 p.m. and
Friday 7:30 a.m. - 4 p.m..... 951-955-9178

PUBLIC BENEFITS

DPSS Assistance Programs, 11060 Magnolia Ave.
Monday - Thursday 7:30 a.m. - 5:30 p.m. and
Friday 8 a.m. - 5 p.m. 951-358-3400
CalWORKs/GAIN, 11060 Magnolia Ave.
Monday - Thursday 7:30 a.m. - 5:30 p.m. and
Friday 7:30 a.m. - 5 p.m..... 951-358-3400
Social Security/Medicare, 7880 Mission Grove Pkwy. South
Mondays, Tuesday, Thursday, & Friday 9 a.m. - 3 p.m.;
Wednesday 9 a.m. - 12 p.m..... 866-931-4495 or 800-772-1213
WIC (Supplemental Nutrition Program) 800-455-4942

FAMILY RESOURCE CENTERS

Perris Valley Resource Centers, 2055 N. Perris Blvd, Suite C-1, Perris
Monday through Friday 8 a.m. - 5 p.m..... 951-443-1158
Rubidoux Community Resource Center, 5473 Mission Blvd,
Monday through Friday 8 a.m. - 5 p.m..... 951-328-1575

CLOTHING

Salvation Army, 3695 First St.
Monday through Friday 8:30 a.m. - 4:30 p.m.
Closed 12 - 1 p.m..... 951-784-3571

Arlington Temporary Services, 9000 Arlington Ave. #112
Monday & Wednesday 11 a.m. - 4 p.m.
Tuesday & Thursday 10 a.m. - 1 p.m..... 951-689-5620

Community Settlement House, 4366 Bermuda Ave.
(Call ahead to see if there are clothes available)
..... 951-686-6266

Calvary Presbyterian Church, 4495 Magnolia Ave.
Clothes Closet, Sunday 5:30 p.m..... 951-686-0761

God's Helping Hands, 31046 Old Hwy. #215, Moreno Valley
Clothing with Voucher from Harris Valley Resource Center
..... 951-653-2529

Wesley United Methodist Church, 5770 Arlington Ave.
(clothes, shoes, hygiene products)
Sunday mornings 7:30 a.m. - 9 a.m. 951-689-2649

HEALTH CARE

Riverside County Regional Medical Center
26520 Cactus Ave., Moreno Valley 951-486-4000

Calvary Presbyterian Church, 4495 Magnolia Ave.
(Once a month, please call for date) 951-686-0761

Eastside Health Center, 1970 University Ave.
Monday - Friday 8 a.m. - 5 p.m..... 951-213-3450

Health to Hope, 2880 Hulen Place
Monday - Friday 8 a.m. - 5 p.m. 951-595-4444

University Community Health Center ..2933 University Ave.
Monday - Friday 8 a.m. - 5 p.m.
Medical..... 951-224-8220
Dental 951-224-8230

Jurupa Family Care Center, 9415 Mission Blvd.
Monday - Friday 8 - 11 a.m. and 1 - 4 p.m.
..... 951-360-8795

First Congregational Church, 3504 Mission Inn Ave.
Every other Wednesday at 5:30 p.m..... 951-867-7742

Planned Parenthood..... 888-743-7526

MENTAL HEALTH

Systems of Care (Jefferson Wellness Center)
1827 Atlanta Ave. Suit D3, Monday - Thursday
8 a.m. - 5:30 p.m.; Fridays 8 a.m. - 4:30 p.m. .. 951-955-8000

Riverside County Regional Medical Center
26520 Cactus Ave., Moreno Valley 951-486-4000

Whiteside Manor, 2743 Orange St.
Monday - Friday 9 a.m. - 5 p.m..... 800-300-7326

Recovery Innovations, 3839 Brockton Ave.
Monday - Friday 8 a.m. - 5 p.m..... 951-686-5484

COMMUNITY DEVELOPMENT

Homeless Access Center (Walk-In-Center) ... 951-826-3938

Homeless Outreach Service Requests 951-826-5311
RiversideCA.gov - HomelessHelp@RiversideCA.gov



For more information on homeless programs, resources and donation opportunities, please visit

EndHomeless.info