

## Houston TX 2009 Community Voice Mail Program Update

**In 2009, Houston CVM helped 4,017 people through 140 human service agencies in Houston and Harris County.**

### Locations of agencies providing CVM in the Houston Area



### Reasons Clients Use CVM\*:

CVM clients typically enroll on CVM for multiple reasons and stay on CVM for an average of **8.7 months**.

The main reasons for using CVM include:

- **90%** Employment
- **71%** Housing
- **45%** Social Services
- **44%** Healthcare
- **6%** Increasing Income (SSI, TANF, etc.)
- **18%** Safe Communications
- **12%** Other (eg, contact w/ family/friends)

### Achieving Outcomes:

In 2009, among those reporting their outcomes to Houston CVM, **76%** achieved one or more of their goals, including:

- Employment
- Healthcare
- Access to Social Services
- Housing
- Safe Communication

### Community Agencies Distributing CVM

- **14%** Employment Services
- **15%** Homeless Shelters
- **8%** Homeless Services
- **6%** Healthcare Agencies
- **1%** Disability Services
- **6%** Veterans Services
- **4%** Multi-Service Agencies
- **2%** Children's Services
- **3%** Domestic Violence Agencies
- **1%** Legal Aid
- **1%** Other

### Client Characteristics\*:

CVM clients often fall into more than one characteristic category. The 2009 Houston CVM client population self-reported as follows:

- **56%** Homeless
- **43%** Unemployed
- **20%** Disabled
- **16%** Veteran
- **9%** At Risk of Homelessness
- **6%** In-housing, phone disconnected
- **7%** Victim of Domestic Violence
- **5%** Parolee/Prisoner Re-entry
- **2%** Limited English, Foster Care, Other

### Age, Gender, Ethnicity and Race\*:

- **AGE:** **42%** 26-44yrs, **40%** 45-59yrs, **8%** 18-25yrs, **3%** 60+ yrs, **1%** under 18yrs
- **GENDER:** **61%** Male, **37%** Female, **0.8%** Transgender
- **ETHNICITY:** **11%** Latino
- **RACE:** **31%** White, **56%** African-American, **2%** Native American, **1%** Asian, **2%** Other

### Income:

- **64%** of Houston CVM clients report “**no financial resources**”.
- **\$647.05** was the **average monthly income** for Houston CVM clients with reported income.

### Family Size:

- Average number of children per family = **2**
- Average number of dependent adults per family = **1**

\* >100% due to more than one option per client (“select all that apply”). Unknown is also a possible option, percentage not listed here.