



Choice Research Associates

Baltimore City REP/PI Window Replication Project Brief on Transportation

For the Office of the Mayor, City of Baltimore
Office of Human Services
Baltimore City, MD

By
Shawn M. Flower, Ph.D.
Principal Researcher
Choice Research Associates

October 2012



WINDOW REPLICATION PROJECT

Points of view or opinions contained within this document are those of the author and do not necessarily represent the official position or policies of the Window Replication Project partners or the Maryland Department of Public Safety and Correctional Services. All errors are my own.

P.O. Box 322 ♦ Greenbelt, MD 20768-0322 ♦ Tel: 301-552-9567
www.choiceresearchassoc.com

Table of Contents

Overview..... 3
 Methodology and Sample Descriptives 3
 Release Population Survey 3
 Detainee Population Survey..... 4
 Data Available to Assess Transportation Needs..... 5
 Survey Results -- Transportation Needs, Plans, and Where Returning 5
 Exploring the Nexus of Transportation Plans, Property, and Where Returning..... 10
 Conclusion 11
 Appendix A: Baltimore City Map Divided by Quadrant..... 12
 Appendix B: Description of Samples and Overall Needs by Length of Stay 13

Table of Tables

Table 1: Where Returning and Transportation Data by Sample..... 6
 Table 2: Baltimore City Returnees: Mode of Transportation by Quadrant N=275 7
 Table 3: Baltimore City Returnees: Approximate Time of Release by Quadrant N=124 7
 Table 4: Baltimore City Returnees: Neighborhood and Quadrant Overall and by Sample..... 9
 Table 5: Personal Property Upon Arrest and Plans for Retrieval, Release Sample..... 10
 Table 6: Limited Transportation and Resources By Neighborhood and Quadrant N=48 11
 Table 7: Comparison of Samples by Length of Stay - Demographics and Useful Services 13

Table of Figures

Figure 1: Transportation Related Data Available by Sample 5
 Figure 2: Selected Transportation Plans by Time of Day and Quadrant N=83 8

The suggested citation for this report is

Flower, S.M. 2012. Baltimore City REP/PI Window Replication Project Brief on Transportation. Unpublished data. Window Replication Project. A public-private partnership between Catholic Charities of Baltimore, Baltimore City Mayor’s Office on Criminal Justice, Power Inside, and Choice Research Associates.

Overview

This brief report is based on selected data from the Window Replication Study and focused on the issue of transportation. Descriptions of the survey methodology and samples are provided, and the data and questions available to examine this issue are detailed. The responses to these questions are detailed including breakdowns by sample (release or detainee), by transportation needs, plans, time of day released, and the neighborhood and quadrants they are returning to following release within Baltimore City. The nexus of transportation plans, property possessed upon arrest, and plans to obtain property are explored. Finally, Appendix B provides an overview of the Window Replication data in a description of the samples and overall needs by length of stay (0 to 48 hours; 3 to 30 days; 31 to 90 days; and 91 days or more) in the facility.

Methodology and Sample Descriptives

Data from the Window Replication Study was examined for two populations – 142 individuals surveyed within hours of release from the Eager Street Lobby and Jail Industries Building, and among 200 detainees housed in the Jail Industries in 2009. Brief descriptions of the surveys and method of administration, and overall results follow. The data will then be reported by length of stay for the release and detainee populations.

Release Population Survey

The survey for the release population consisted of 28 questions including status of release (whether charges were dropped, released time served, or on bond/ROR), plans on where they would be staying the night of their release, form of transportation to this location, and assessment of future needs. In addition, the survey captured information on possession of personal property when arrested and access to documents required to obtain a State Issued ID, a brief employment and health history (including whether on medications, whether received those medications while detained, whether released with a supply of medications, and if not, what their plans were to obtain their medications) as well as demographic information (race, age and gender).

The Release Population Survey was administered in two locations: the lobby of the Baltimore Central Booking and Intake Facility (BCBIC) 301 East Eager Street (“Eager Street”), and the release area of the Baltimore City Detention Center (BCDC) Jail Industries Building at 531 East Madison Street (“JI Building”). Data was collected by staff members of The Baltimore City Mayor’s Office on Criminal Justice (hereinafter “survey staff”) who conducted the surveys over 22 days from January 27, 2009 to October 5, 2009. Over 22 days of survey administrations, 93 surveys (65%) were obtained in the morning and early afternoon hours between 8 AM and 2 PM, 5 surveys (3.5%) conducted in the afternoon from 2 to 5 PM, 18 surveys (12.5%) in the evening from 5 to 9 PM, and 26 surveys (18%) from Midnight to 3 AM. Friday was the most frequent day upon which surveys were conducted (59 surveys or 41%), followed by Wednesday (39 surveys or 27.5%), Thursday (22 or 15%), Tuesday (10%) and Monday (6.5%). Surveys were not conducted over the weekends nor during the very early morning hours of 3 to 7 AM.

A minimum of two people were available during each survey administration. Individuals leaving the Eager Street Lobby and those awaiting release from the JI Building were approached by

survey staff and asked to take part in the survey. The survey was administered one-on-one with survey staff filling in the responses on the form. Once the survey was complete, the respondent was given an incentive (in the winter months, respondents were given a pair of gloves, and this was later substituted with a bus token) along with resource materials.

The 142 release respondents were on average 35 years old (ranging in age from 17 to 61), 86% were male, and 82% were Black, 16% White. The average length of stay for the release sample (from date of arrest to date of the survey) was 32 days, ranging from 1 to 325 days, with the majority (71%) released either on bond or own recognizance; 27% left time served; and 2% had charges dropped.

Detainee Population Survey¹

The survey for the male detainees consisted of 182 self-administered questions over fifteen broad areas of interest including the detainees' criminal history, income and employment history and future plans, education and literacy, family and friendship relationships, leisure time activities, measures of neighborhood safety, problem solving and decision making skills, social skills and self-esteem, health (sexual, physical and mental health) and history of substance use and interest in treatment. In addition, the survey queries anticipated conditions following their release (where they will be living once released; the form of transportation to this location, and assessment of needs including information on access to documents required to obtain identification), demographic information (race, age, marital status, sexual orientation) and information related to how safe from physical, mental or emotional harm they felt in BCDC and what types of programs they would be interested in if available in the facility.

Males detained in the Jail Industries Building were surveyed during a six week period from May to July 2009. Surveys were administered principally by Catholic Charities Maryland Reentry Partnership staff, assisted by a Choice Research Associates Research Intern (hereinafter referred to as "Window Replication survey staff" or "survey staff"), with a minimum of two people per administration. Male detainees were called by correctional officers from a list of randomly sorted bed numbers, and asked to go into the cafeteria, where Window Replication survey staff waited. Consent forms were distributed and once returned, the surveys were distributed with an envelope for respondents to place and seal their completed survey. All survey questions were read aloud, although respondents were advised they could complete the survey at their own pace. If anyone had questions, they could raise their hand and a survey staffer would assist. Once the individual completed their survey, they raised their hand, whereby the survey was picked up by Window Replication staff, and after ensuring the envelope was sealed, gave the respondent the incentive envelope containing a pad of paper, a small pencil, and resource lists of local services available to them once released.

The 200 male detainee respondents were on average 39 years old (ranging in age from 18 to 62), 84% were Black, 11% White and 5% identified as other. The majority of detainees (59%) were

¹ For additional discussion of the methodology and outcomes from the study, see Flower and the Window Replication Partners (2010) *Adjusting The Lens: A Window Into The Needs of Men in Jail* available at http://www.abell.org/pubsitems/cja_windows1110.pdf

single, never married; and 75% were fathers. The average length of stay for the detainee sample (from date of arrest to date of the survey) was 67 days, ranging from 1 to 1,024 days.

Data Available to Assess Transportation Needs

The Window Replication study samples were combined to describe the population in terms of transportation needs overall and by length of stay. Not all transportation questions were on both surveys nor all data are available for both samples. (For instance, the time survey completed is available only for the release sample and is particularly salient for this report as this provides a reasonable proxy of when the inmate was released, as they were surveyed in the Eager Street Lobby or the JI Building pending release). Figure 1 breaks down the questions that are available, by sample.

Figure 1: Transportation Related Data Available by Sample

Survey Questions/Data	Release Sample	Detainee Sample
Zip Code of where staying upon release	X	X
When released, how will you get to where you are staying?	X	X
Transportation useful service to you upon release?	X	X
Of those who stated Transportation useful, number who ranked transportation as one of their top 5 priorities	X	X
When released, is someone meeting you at the gate?	N/A	X
When arrested, did you have cash in your possession?	X	N/A
When arrested, did you have a cell phone?	X	N/A
What are your plans to pick up your property?	X	N/A
Time Surveyed	X	N/A

Survey Results -- Transportation Needs, Plans, and Where Returning

Table 1 provides the responses for the common transportation items captured in both surveys, by sample. At the top of the table are the geographic areas to which respondents were being released, by sample. These geographic regions are based on the zip code. As noted, the vast majority of Window Replication study subjects (over 92%) plan to return to Baltimore City.

In terms of whether someone will meet them at the gate upon release, among 198 detainees responding to the question, 30% believed someone would be meeting them at the gate, 40% did not expect anyone, and 30% did not know.² A little over half of the Release sample will either be transported away from BCDC by a friend or relative's car (22%), or on public transportation (34%) (taxi or bus/train), and 21% plan to walk. A quarter of the Detainee sample (25%) will be in a private vehicle, 23% will take public transportation, and 25% will walk. There are also 60 individuals among both samples (14% of the Releasees and 21% of the Detainees) who don't know how they will get to their next destination.

² Data not shown but available upon request

When you combine the information for both samples and look at the 67 who plan to walk or the 60 who “don’t know” this includes 42% of those surveyed. Further, if you then include 67 who plan to use public transportation (taxi or bus/train) (when, depending on the time released, may not be available) up to 69% (or 228 of the 329 who responded to this question) of the population surveyed may have limited transportation options. Finally, the overall percentage of those in each sample is similar (between 42% and 46%) with respect to viewing transportation as a useful service, among those, a higher percentage of Release respondents rate transportation as one of their top 5 priorities (71%) compared to Detainees (60%). It is not surprising that those within hours of release view transportation as a higher priority as they have a more immediate need.

Table 1: Where Returning and Transportation Data by Sample

	Detainee Sample N=200			Release Sample N=142		
	<i>N</i>	<i>Freq</i>	%	<i>N</i>	<i>Freq</i>	%
Geographic Area where returning upon release (based on Zip Code)	165			132		
Baltimore City		152	92%		124	94%
Baltimore County		7	4%		2	2%
Anne Arundel County		0	0%		4	3%
Harford County		1	<1%		1	<1%
Caroline County		1	<1%		0	0%
Washington County		1	<1%		1	<1%
Out of State		3	2%		0	0%
Transportation – How will you get to where you’ll be staying?	188			141		
A Relative's Car		42	22%		18	13%
A Friend's Car		6	3%		13	9%
Taxi		8	4%		17	12%
Bus Train Light Rail		36	19%		31	22%
Walk		47	25%		29	21%
Court Transport		3	2%		7	5%
Service Provider		2	1%		1	1%
Don't Know		40	21%		20	14%
Other		4	2%		5	4%
Number of who reported	200			142		
Transportation was a useful service upon release		92	46%		59	42%
Of those who thought useful	92			59		
Number who ranked transportation as one of top 5 priorities		55	60%		42	71%

Table 2 provides looks at the intersection between mode of transportation and the quadrant of the city where the respondent is returning to Baltimore City after release. As indicated below, the most listed mode of transportation by quadrant is a tie between walking and bus, train or light rail for North West (both at 21% of respondents); 31% of those returning to South East likewise plan to take the bus; while 35% of respondents plan to walk to North East; and 27% of those returning to South West don't know how they will return home.

Table 2: Baltimore City Returnees: Mode of Transportation by Quadrant N=275

Transportation – How will you get to where you'll be staying?	NW N=92		NE N=95		SW N=52		SE N=36	
	<i>Freq</i>	%	<i>Freq</i>	%	<i>Freq</i>	%	<i>Freq</i>	%
A Relative's Car	16	17%	18	19%	10	19%	6	17%
A Friend's Car	6	7%	5	5%	5	10%	3	8%
Taxi	6	7%	8	8%	4	8%	4	11%
Bus Train Light Rail	19	21%	16	17%	8	15%	11	31%
Walk	19	21%	33	35%	9	17%	7	19%
Court Transport	7	8%	1	1%	0	0%	0	0%
Don't Know	17	18%	12	13%	14	27%	4	11%
Other	2	2%	2	2%	2	4%	1	3%

Table 3 provides information from the Releasee sample on an approximate time of release coupled with their destination within Baltimore City. Keeping in mind that there were no surveys conducted from 3 AM to 7 AM, nor on weekends, the majority of those surveyed in the morning were going to NW or NE, while half were returning to SW and SE. Notably, nearly half of those surveyed from Midnight to 3 AM were heading to SE.

Table 3: Baltimore City Returnees: Approximate Time of Release by Quadrant N=124

Time Surveyed = Proxy for Time Released	NW N=48		NE N=37		SW N=20		SE N=19	
	<i>Freq</i>	%	<i>Freq</i>	%	<i>Freq</i>	%	<i>Freq</i>	%
Morning	35	73%	27	73%	10	50%	9	47%
Afternoon	0	0%	2	5%	2	10%	0	0%
Evening	6	13%	3	8%	5	25%	2	11%
Midnight to 3 AM	7	15%	5	14%	3	15%	8	42%

Figure 2 represents the 83 respondents returning to Baltimore City, who plan to take public transportation (taxi or bus), or plan to walk, or don't know how they will get home based on the time surveyed and quadrant. The rest of the release sample planned to be picked up in a private vehicle, court transport, or had another way home. It is important to note that these data should be considered anecdotal as the percentages represent small numbers of individuals (e.g., 75% of the 26 respondents who returning to the NW quadrant by walking, public transportation or not sure were surveyed in the morning equates to 19 respondents were in this situation).

Figure 2: Selected Transportation Plans by Time of Day and Quadrant N=83

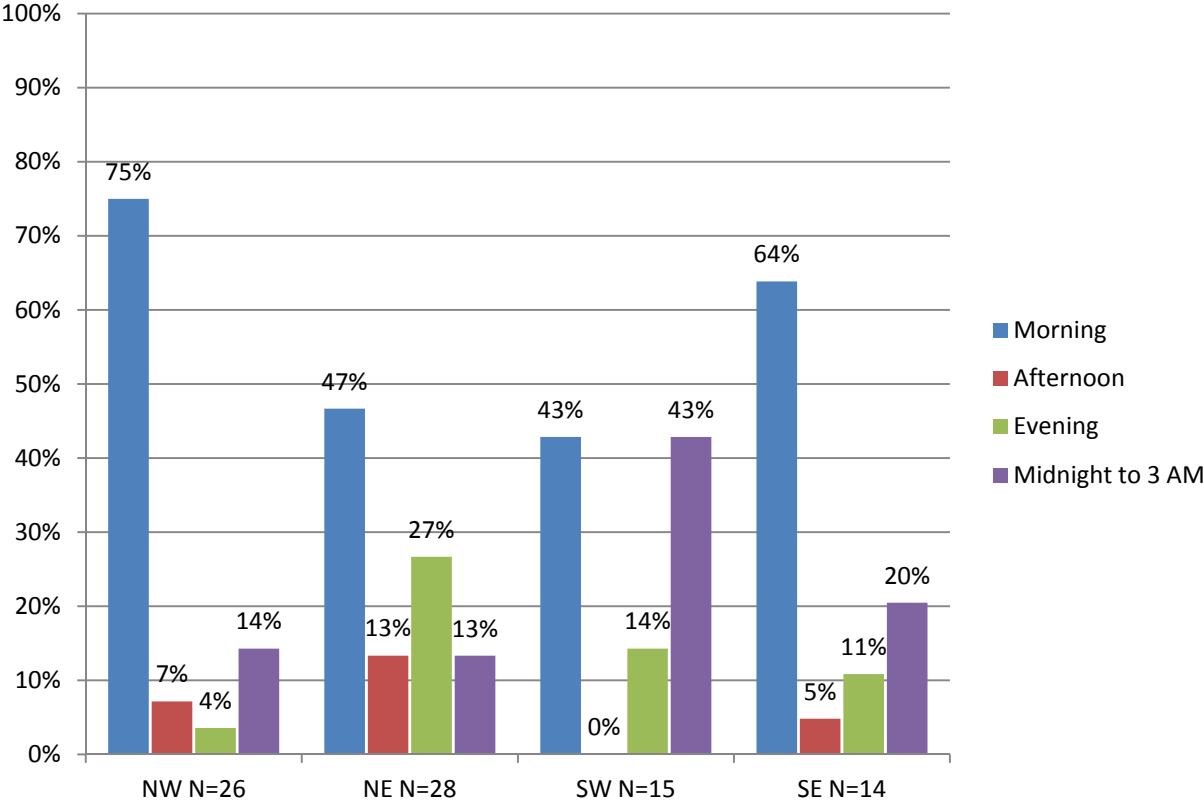


Table 4 provides detail on where folks who are returning to Baltimore City specifically by neighborhood and by quadrant. Zip codes were converted into neighborhoods using a 2002 Baltimore City Zip Code area map from the Maryland Department of Planning, Planning Data Services Division, GIS Section³). The city was then divided (Calvert Street dividing East and West; Baltimore Street dividing North and South) and the zip codes were designated into quadrants. (See Appendix A for a copy of the quadrant map).

³Available at http://planning.maryland.gov/MSDC/Zipcode_map/2002/bczc2002.pdf More recent maps (2009 and 2011) are available, but 8 of the zip codes in later maps were labeled simply as “Baltimore” rather than specific neighborhood name listed on the 2002 map.

Table 4: Baltimore City Returnees: Neighborhood and Quadrant Overall and by Sample

	Returning to Baltimore City N=276			Detainee Sample N=152			Release Sample N=124		
	<i>N</i>	<i>Freq</i>	%	<i>N</i>	<i>Freq</i>	%	<i>N</i>	<i>Freq</i>	%
North West	93			45			48		
Arlington		32	34%		19	42%		13	27%
Downtown Lexington		4	4%		3	7%		1	2%
Druid		36	39%		15	33%		21	44%
Gwynn Oak		7	7%		1	2%		6	13%
Mt. Washington		1	1%		0	0%		1	2%
Pikesville		2	2%		1	2%		1	2%
Walbrook Forest Park		11	12%		6	13%		5	10%
North East	95			58			37		
Broadway Monument St		18	19%		12	21%		6	16%
Clifton		21	22%		12	21%		9	24%
Govans		4	4%		1	2%		3	8%
Greenmount Inner Harbor		12	13%		10	17%		2	5%
Lauraville Hamilton		3	3%		1	2%		2	5%
Northwood		3	3%		2	3%		1	3%
Nottingham		2	2%		2	3%		0	0%
Parkville		3	3%		2	3%		1	3%
Raspeburg		9	10%		5	9%		4	11%
Rosedale		2	2%		1	2%		1	3%
Waverly		18	19%		10	17%		8	22%
South West	52			32			20		
Carroll		17	33%		11	34%		6	30%
Catonsville		2	4%		1	3%		1	5%
Franklin		23	44%		14	44%		9	45%
Halethorpe		1	2%		1	3%		0	0%
Morrell Park		9	17%		5	16%		4	20%
South East	36			17			19		
Brooklyn		12	33%		5	29%		7	37%
Curtis Bay		1	3%		0	0%		1	5%
Dundalk		8	22%		4	24%		4	21%
Fells Point Patterson Park		1	3%		0	0%		1	5%
Highlandtown		14	39%		8	47%		6	32%

Exploring the Nexus of Transportation Plans, Property, and Where Returning

Finally, the Releasee survey included several questions capturing what the respondents had with them when they were arrested and asking about their plans for obtaining their property. Overall, the data in Table 5 indicates that 85 of the respondents (more than half -- 60%) had a State ID card in their possession when arrested. Most of the respondents (64%) interviewed intended to go to the property room either the same or the next day. About an equal amount of those who had been in custody longer than 30 days had either requested property be mailed or picked up from a friend (12%) or their property was destroyed (12%).

Table 5: Personal Property Upon Arrest and Plans for Retrieval, Release Sample

	<i>N</i>	<i>Freq</i>	<i>%</i>
Upon Arrest, Had Following Items In Possession:	142		
State Issue ID Card		85	60%
Cash		79	56%
Other Valuables (Jewelry, Watch)		40	28%
Electronics/Cell Phone		62	44%
Medications Prescribed to You		11	8%
Clothing		94	66%
Don't Know/Not Sure		2	1%
What Are Your Plans to Get Your Property Returned To You?	76		
Before 2 PM - Will Pick Up Today		42	55%
After 2 PM - Will Pick Up Next Business Day		7	9%
In Custody More than 30 Days – Property Mailed		4	5%
In Custody More than 30 Days – Friend Picked Up		5	7%
In Custody More than 30 Days - Property Destroyed		9	12%
N/A No Property		6	8%
Don't Know/Not Sure		3	4%

Next we frame the question around the context of transportation and possessions -- particularly with being released in time to pick up their property the same day, and to having cash (and thus being able to afford to take public transportation) and/or having a cell phone (perhaps to be used to call someone to assist with transportation).

Among the 42 who intended to pick up their property before 2 PM on the same day they were released, 9 (21%) had both a cell phone and cash; 15 (or 36%) had cash but no cell phone; 7 (17%) had a cell phone but no cash; while 11 (26%) had neither a cell phone nor cash in the property room.

Of these 42 Releasees who planned to pick up their property the same day, 30 were walking, taking public transportation, or did not know how they were going to get home. Of these 30, 8 (27%) had both a cell phone and cash; 12 (or 40%) had cash but no cell phone; 4 (13%) had a cell phone but no cash; while 6 (20%) had neither a cell phone nor cash in the property room.⁴

⁴ Data not shown but available upon request

For those who lack resources (e.g., no cash and/or no cell phone), it may be that walking or not being sure how they will home is the only course of action available. Setting aside their plans for picking up property, a final examination of this issue is provided in Table 6, looking at the 48 respondents who intended to walk or didn't know how they were getting home and who had no cell phone and/or no cash when arrested. Among these 48 individuals, 8 (or 17%) were not returning to Baltimore City, while of the remaining, 16 (33%) were returning to the NE quadrant; 14 (29%) were returning to NW; 5 (10%) were each returning to the SE and SW quadrants.

Table 6: Limited Transportation and Resources By Neighborhood and Quadrant N=48

Those walking or don't know how getting home among those without a cell phone and/or cash in the property room N=48	Quadrant	Freq	%
Not Returning to Baltimore City	N/A	8	17%
Broadway Monument St	NE	2	4%
Brooklyn	SE	3	6%
Carroll	SW	2	4%
Clifton	NE	7	15%
Downtown Lexington Market	NW	1	2%
Druid	NW	8	17%
Fells Point Patterson Park	SE	1	2%
Franklin	SW	1	2%
Govans	NE	2	4%
Greenmount Inner Harbor	NE	1	2%
Gwynn Oak	NW	3	6%
Highlandtown	SE	1	2%
Lauraville Hamilton	NE	1	2%
Morrell Park	SW	2	4%
Pikesville	NW	1	2%
Raspeburg	NE	1	2%
Walbrook Forest Park	NW	1	2%
Waverly	NE	2	4%

Conclusion

This report provides information related to the transportation plans of those either in the process of release or would be released from the Baltimore City Booking and/or Detention facilities. The data were explored looking at the intended location of return based on zip code, which, for Baltimore City returnees, was then recoded into city neighborhoods and quadrants. This information, coupled with the property possessions at arrest and plans to pick up that property is intended to provide insight into the transportation needs of these populations. As noted, important caveats to this investigation include that none of the surveys for the Releasee population were conducted on weekends nor between the hours of 3 AM and 7 AM. Nonetheless, these data provided could be utilized as an information baseline to inform plans with respect to assisting those returning to the community after a stay in the Baltimore City Detention Center.

Appendix A: Baltimore City Map Divided by Quadrant



Stephanie Rawlings-Blake
 Mayor
 Thomas J. Stosur
 Director of Planning

Neighborhood Statistical Area boundaries are created from 2010 Census Block Geography.

Appendix B: Description of Samples and Overall Needs by Length of Stay

Table 7 provides a comparison of survey respondents by sample and length of stay. The 342 respondents were divided into 4 groups. The first group was those released within 48 hours (representing 23% of the overall sample); the second group consisted of respondents who had been in the facility for 3 to 30 days (28%), the third group was the 28% who had been in the facility for 31 to 90 days and fourth group was the remaining 21% who had been in the facility for 91 or more days. Note that the differences among the samples in services found useful could be influenced by the fact that those in the Releasee survey were asked to respond verbally to questions posed to them faced to face (and thus may have been embarrassed or concerned about revealing needs related to sensitive issues such as HIV testing); while those in the detainee sample completed their surveys privately, in writing).

Table 7: Comparison of Samples by Length of Stay - Demographics and Useful Services

	<i>Released within 48 Hours N=76 Release Sample Only</i>			<i>Detained 3 to 30 Days N=98 Both Samples</i>			<i>Detained 31 to 90 Days N=97 Both Samples</i>			<i>Detained 91 Days or More N=70 Both Samples</i>		
	<i>N</i>	<i>Range</i>	<i>Mean (SD)</i>	<i>N</i>	<i>Range</i>	<i>Mean (SD)</i>	<i>N</i>	<i>Range</i>	<i>Mean (SD)</i>	<i>N</i>	<i>Range</i>	<i>Mean (SD)</i>
Age	74	16 to 71	32.6 (12.3)	91	18 to 62	38.8 (11.3)	88	19 to 62	39.7 (11.3)	65	18 to 61	38.3 (10.9)
	<i>N</i>	<i>Freq</i>	<i>%</i>	<i>N</i>	<i>Freq</i>	<i>%</i>	<i>N</i>	<i>Freq</i>	<i>%</i>	<i>N</i>	<i>Freq</i>	<i>%</i>
Race	73			94			92			66		
Black		58	79%		77	82%		79	86%		56	85%
White		13	18%		14	15%		8	9%		7	11%
Other		2	3%		3	3%		5	5%		3	4%
Gender	76			98			97			70		
Male		58	77%		95	97%		97	100%		70	100%
Female		17	23%		3	3%		0	0%		0	0%
Subjects by Sample	76			98			97			70		
Release Subjects		76	100%		20	20%		15	15%		31	44%
Detainee Subjects		0	0%		78	80%		82	85%		39	56%
Useful Services Upon Release	<i>N</i>	Ranking	%	<i>N</i>	Ranking	%	<i>N</i>	Ranking	%	<i>N</i>	Ranking	%
	76			98			97			70		
Employment		2	33%		1	54%		1	62%		2	56%
Job Training		3	30%		6	40%		8	38%		4	43%
Education/GED		4	24%		15	21%		12	31%		8	36%

	<i>Released within 48 Hours</i> N=76 <i>Release Sample Only</i>		<i>Detained 3 to 30 Days</i> N=98 <i>Both Samples</i>		<i>Detained 31 to 90 Days</i> N=97 <i>Both Samples</i>		<i>Detained 91 Days or More</i> N=70 <i>Both Samples</i>	
Transportation	1	42%	4	44%	5	42%	3	50%
Housing	5	18%	2	53%	2	60%	1	57%
Shelter	16	4%	14	22%	16	18%	15	20%
Food	6	16%	5	43%	7	38%	6	40%
Clothing	13	5%	12	29%	11	33%	13	23%
Apply for Benefits (TANF, Food Stamps)	24	1%	8	37%	10	34%	9	31%
Apply Health Care Benefits	25	1%	9	33%	4	42%	7	36%
Basic Health Care	10	9%	7	40%	6	40%	5	41%
Mental Health Care	9	11%	18	18%	19	15%	18	16%
Drug Treatment	7	16%	11	31%	9	36%	11	24%
Help Getting Meds	20	4%	21	18%	18	15%	17	19%
Vision Care	17	4%	10	31%	14	24%	16	19%
Dental Care	11	8%	3	47%	3	44%	10	26%
Needle Exchange, Harm Reduction	26	1%	26	5%	25	7%	25	10%
HIV/STD Testing	14	5%	24	9%	26	6%	23	11%
HIV Care	19	4%	25	8%	24	8%	24	10%
Obtaining ID	23	3%	13	23%	13	25%	12	24%
Family Reunification	18	4%	20	18%	22	14%	26	9%
Child Support Modification	12	7%	17	19%	21	14%	20	14%
Legal Services	8	12%	23	16%	23	9%	21	14%
NA/AA Meetings	15	4%	19	18%	17	18%	22	13%
Spiritual/Religious	21	3%	16	20%	15	22%	14	21%
Support Group “Taking Care of Business”	22	3%	22	16%	20	15%	19	16%