

Southeastern Virginia Homeless Coalition Racial Disparity Assessment



ABOUT THE SOUTHEASTERN VIRGINIA HOMELESS COALITION

The Southeastern Virginia Homeless Coalition (SVHC), comprised of over 40 partner agencies, is tasked with developing, sustaining and coordinating a comprehensive Continuum of Care (CoC) of homeless services for the citizens of Southeastern Virginia, including Norfolk, Chesapeake, Suffolk, Franklin, Isle of Wight County and Southampton County. The SVHC strives to remove barriers to receiving services while developing housing and implementing effective strategies to ensure *homelessness will be rare, brief, and non-recurring*. The SVHC works to engage individuals, groups, and organizations throughout the community, including faith partners and members of the private sector that provide services to persons experiencing homelessness or have an interest in the process. Persons who have experienced homelessness are also encouraged to participate in the continuum's work. Coordination and facilitation is provided by The Planning Council.

INTRODUCTION

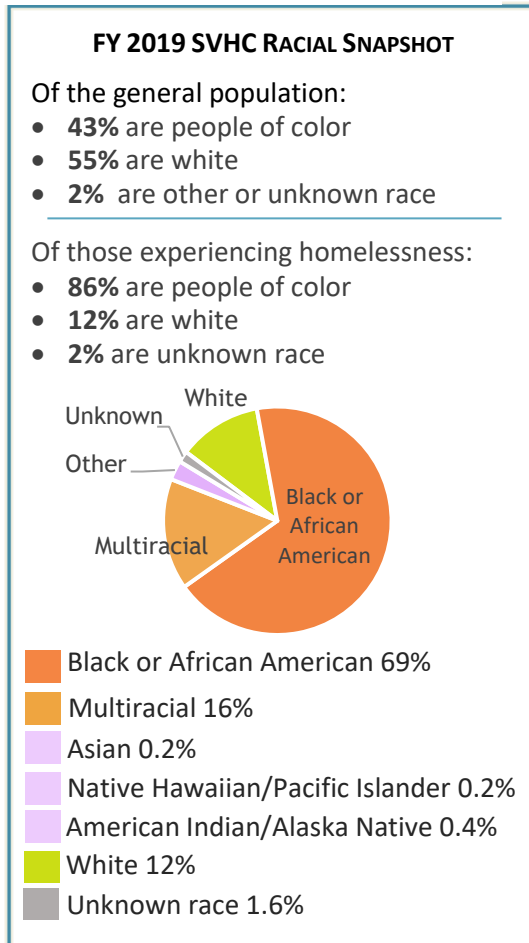
The United States has a history of creating inequity for persons of color, particularly when it comes to obtaining and maintaining equal and fair housing. Nationally, persons of color experience homelessness at a proportionally higher rate than the portion of the general population warrants. *Persons of color* refers here to all non-White races, including Black or African American, Asian, American Indian and Alaska Native, Native Hawaiian and Other Pacific Islander, and Two or More Races.

This assessment examines data from the U.S. Census, the SVHC's Homeless Management Information System (HMIS), and SVHC partner agencies to determine: 1) if people of different races and ethnicities within the CoC service area are *more* or *less* likely to receive homeless assistance, 2) if people of different races and ethnicities receiving homeless assistance are *more* or *less* likely to receive a positive outcome, and 3) if there are racial or ethnic disparities in the CoC's provision of homeless assistance.

SUMMARY

During calendar year of January 2018 to December 2018, there were approximately 5,900 unique individuals in HMIS who received homeless assistance in SVHC programs. (This report uses approximate numbers because some clients reported more than one race when entering different programs, and it is difficult to determine actual unduplicated clients by race). These programs include emergency shelter, transitional housing, permanent housing, rapid rehousing, street outreach and services only day centers that offer meals, showers, etc.

Graph 1. Racial Snapshot



Sources: U.S. Census Bureau, American Community Survey, 2013-2017 5-year estimates, Table 125DP05 and 2019 PHAC HMIS custom reports.

According to the most recent **US Census** data:

- 36% is Black or African American
- 4% is Multiracial
- 3% is Asian
- 0.3% is American Indian or Alaska Native
- 0.1% is Native Hawaiian or Pacific Islander
- 55% is white
- 2% did not identify their race

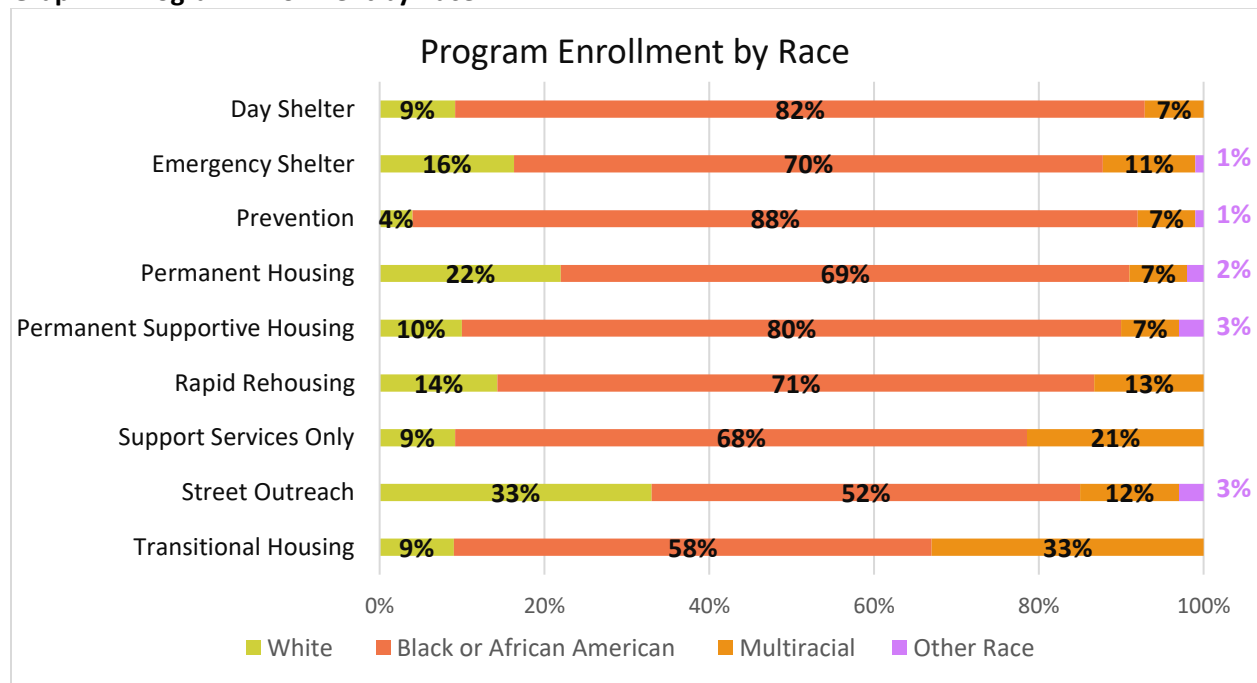
Of the approximately **5,900 persons in HMIS**:

- 69% (4,138) were Black or African American
- 16% (960) were Multiracial
- 0.2% (13) were Asian
- 0.2% (15) were Native Hawaiian or Pacific Islander
- 0.4% (24) were American Indian or Alaska Native
- 12% (719) were White
- 1.6% (99) are unknown race

For this report, populations representing less than 1% are grouped together as “other or unknown race, and include Asian, American Indian or Alaska Native, and Native Hawaiian and Pacific Islander.

Equitable Service Provision. The graph below shows the SVHC’s program enrollment and service provision distribution by race and indicates that the percentage of those receiving services is similar to their share of the SVHC population.

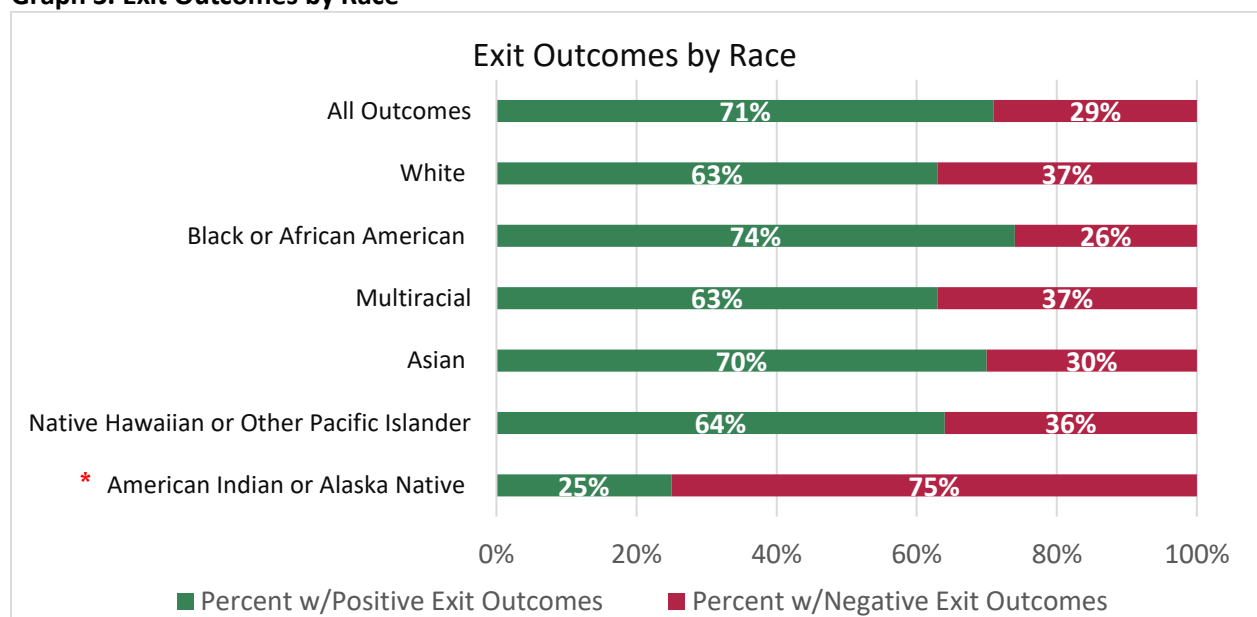
Graph 2. Program Enrollment by Race



Sources: 2019 GVPHC HMIS custom reports.

Positive Outcomes. Individuals and households of all races and ethnicities achieved very positive outcomes based on HUD’s description of positive and negative exit destinations from all program types. The graph below is based on client exit destinations and was either positive or negative depending on the program the client exited from.

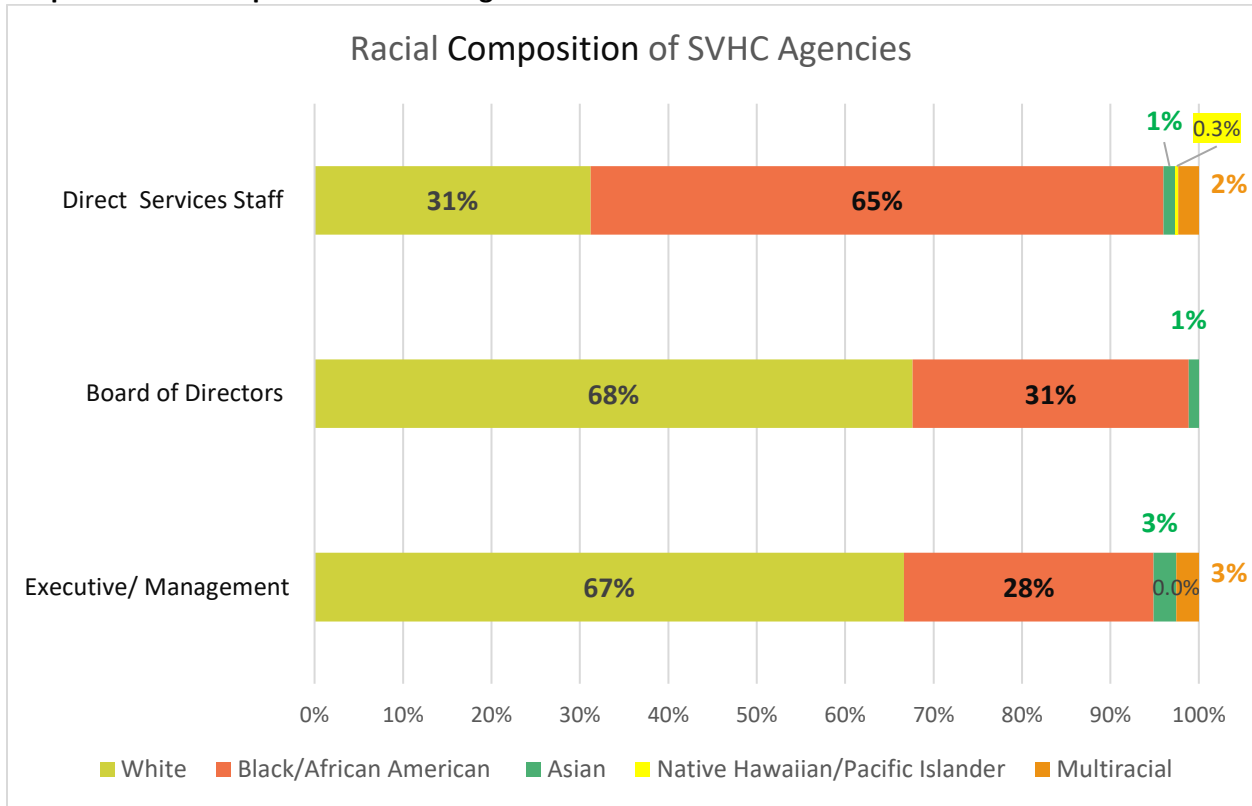
Graph 3. Exit Outcomes by Race



*There were only 8 exits by American Indian or Alaska Native persons and the sample size is too small to draw any conclusions about race. Sources: 2019 GVPHC HMIS custom reports.

Agency Staff Reflects the Populations Served. The SVHC asked all homeless services agencies to provide the racial composition of front-line staff as well as management and Boards. The goal was to see if the direct services staff as well as decision-makers were representative of the population served. The results indicate that the management, boards and housing staff reflect the populations they serve.

Graph 4. Racial Composition of SVHC Agencies



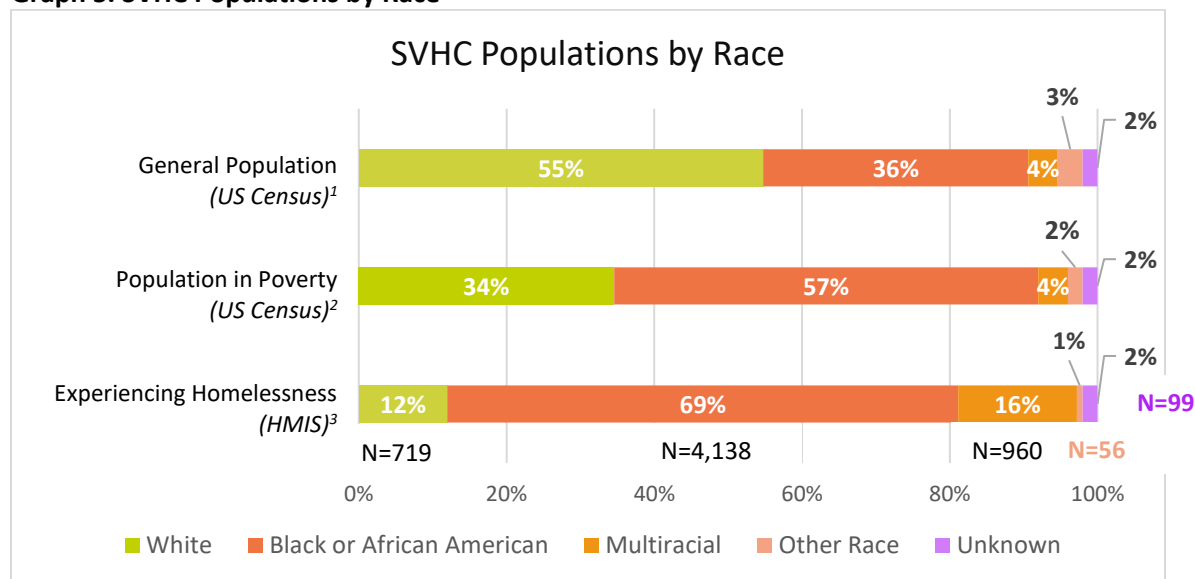
Source: The following SVHC agencies provided staff demographics: Norfolk Department of Human Services, HER Shelter, Norfolk Community Services Board, Norfolk Office to End Homelessness, The Salvation Army HOPE Center for Men and HOPE Village, The STOP Organization, Union Mission Ministries, Virginia Beach Community Development Corporation, Virginia Supportive Housing (Hampton Roads), YWCA of South Hampton Roads, ForKids, inc., St. Columba Ecumenical Ministries and LGBT Life Center.

1. PEOPLE OF DIFFERENT RACES OR ETHNICITIES ARE MORE LIKELY TO RECEIVE HOMELESS ASSISTANCE

SVHC SERVICE AREA RACIAL AND ETHNICITY DEMOGRAPHICS

The graph and table below compare the racial composition of the SVHC’s general population, those in poverty and those experiencing homeless to indicate that as in the national trend, persons of color in the SVHC service area experience homelessness at a rate that is disproportionate to their incidence in the general population.

Graph 5. SVHC Populations by Race



Sources: ¹ U.S. Census Bureau, American Community Survey, 2013-2017 5-year estimates, Table DP05. ² U.S. Census Bureau, American Community Survey, 2013-2017 5-year estimates, Table S1701. ³ 2019 GVPHC HMIS custom reports.

Table A. SVHC Populations by Race

Race	General Population (US Census) ¹	In Poverty (US Census) ²	Experiencing Homelessness (HMIS) ³
White	55%	34%	12% (N=719)
Black or African American	36%	57%	69% (N=4,138)
Multiracial	4%	4%	16% (N=960)
Other Race:	3%	2%	1% (N=56)
Asian	3%	2%	0.2% (N=13)
Native Hawaiian/Pacific Islander	0.1%	0%	0.2% (N=15)
American Indian/Alaskan Native	0.3%	0.2%	0.4% (N=24)
Race Unknown/Client Refused	2%	2%	2% (N=99)

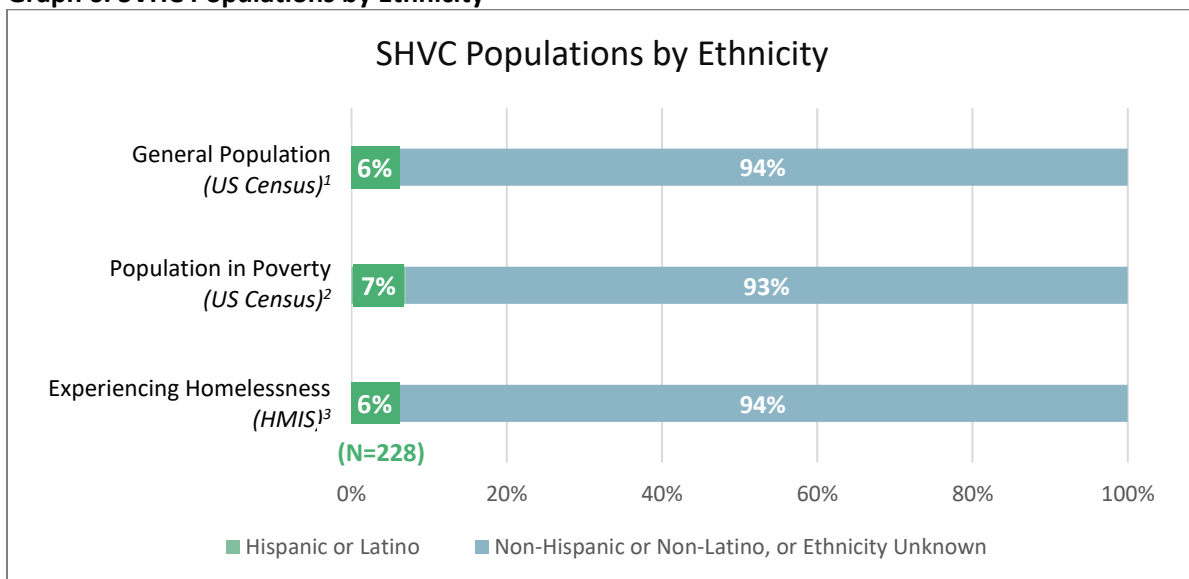
Sources: ¹ U.S. Census Bureau, American Community Survey, 2013-2017 5-year estimates, Table DP05. ² U.S. Census Bureau, American Community Survey, 2013-2017 5-year estimates, Table S1701. ³ 2019 GVPHC HMIS custom reports.

Within the CoC, persons of color experience homelessness at a rate disproportionate to their incidence in the general population of SVHC’s service area. The SVHC’s Racial Disparity Assessment indicates the greatest racial disparity is seen among those identifying as Black or African American and those identifying as Multiracial.

- Black or African American individuals represent 36% of the general population and 69% of those receiving homeless assistance.
- Multiracial individuals represent 4% of the general population but 16% of those receiving homeless assistance. There may be underlying disparities based on these individuals’ primary race, but without knowing the primary or secondary race of these individuals, it is difficult to fully understand the disparities potentially being experienced by this population.
- In contrast, Whites represent 55% of the population but just 12% of those receiving homeless assistance.
- American Indians/Native Alaskans and Native Hawaiians/Pacific Islanders represent less than 1% of the general population and less than 1% of those receiving homeless assistance.
- Asians comprise 3% of the general population but just 0.2% of those receiving homeless assistance.

Persons identifying as Hispanic or Latino, comprising 6% of the SVHC’s general population and 6% of those experiencing homelessness (228 persons).

Graph 6. SVHC Populations by Ethnicity



Sources: ¹ U.S. Census Bureau, American Community Survey, 2013-2017 5-year estimates, Table DP05. ² U.S. Census Bureau, American Community Survey, 2013-2017 5-year estimates, Table S1701. ³ 2019 GVPHC HMIS custom reports.

Of the 5,900 persons experiencing homelessness, approximately 5,150 (86%) were persons of color. This is lower than the 63% combined persons of color in living in poverty in the general population. This suggests that in the SVHC service area, poverty alone may not fully explain the large percentage of persons of color experiencing homelessness.

The table below explores some of the other social determinants of homelessness that indicate racial disparities within the community in general. In the SVHC service area, the unemployment rate for Blacks and African Americans is significantly higher than that of whites and in some cases three times as high. In all but one jurisdiction, overcrowded housing is higher for Blacks and African Americans than whites and may indicate families doubling up. Blacks and African Americans are incarcerated at nearly 3.5 times the rate of whites and may have difficulty finding stable housing, employment and community supports upon release.

Table B. Unemployment by SVHC Jurisdiction and Race

	<i>Isle of Wight County</i>	<i>Southampton County</i>	<i>Chesapeake</i>	<i>Franklin (City)</i>	<i>Norfolk</i>	<i>Suffolk</i>
<i>White</i>	6%	3%	5%	10%	6%	3%
<i>Black or African American</i>	10%	7%	9%	18%	12%	10%
<i>Multiracial</i>	8%	13%	6%	18%	10%	16%

Sources; ² US. Census Bureau, American Community Survey, 2013-2017 5-year estimates, Table S2301

Table C. Housing Units with More than One Occupant per Room, by SVHC Jurisdiction and Race

	<i>Isle of Wight County</i>	<i>Southampton County</i>	<i>Chesapeake</i>	<i>Franklin (City)</i>	<i>Norfolk</i>	<i>Suffolk</i>
<i>White</i>	99	2	465	0	568	121
<i>Black or African American</i>	68	77	502	7	1002	262

⁴ US. Census Bureau, American Community Survey, 2013-2017 5-year estimates, Table B25014A-G.

Table D. Jail Incarceration Rate by SVHC Jurisdiction and Race

	<i>Isle of Wight County</i>	<i>Southampton County</i>	<i>Chesapeake</i>	<i>Franklin (City)</i>	<i>Norfolk</i>	<i>Suffolk</i>
<i>White</i>	315/100K	366/100K	350/100K	n/a	172/100K	457/100K
<i>Black or African American</i>	2,088/100K	1,765/100K	1,029/100K	n/a	1,221/100K	1,139/100K

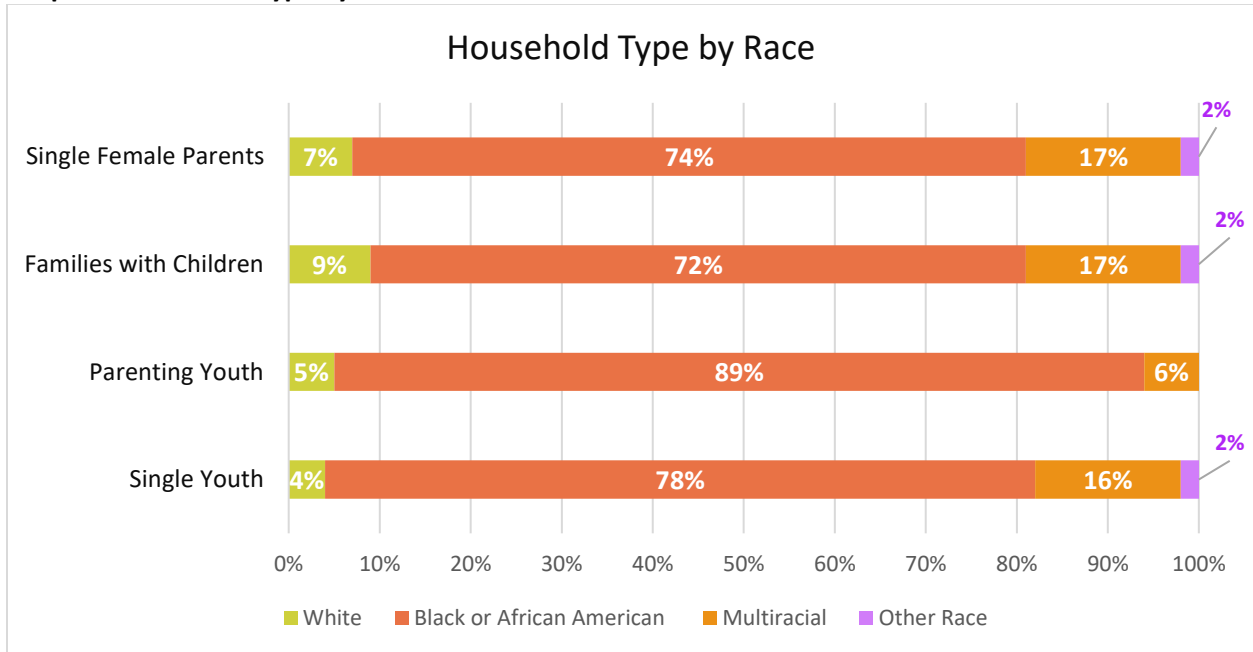
Source: Vera Institute of Justice, Incarceration Trends.

Further research into these indicators and others may help explain the disproportionate share of Blacks and African Americans falling into homelessness.

SVHC SERVICE PROVISION BY RACE AND ETHNICITY

Household Type by Race and Gender

Graph 7. Household Type by Race



Note: Race is based on racial identify of head of household. Source: HMIS data from 2019 SVHC custom reports.

As with the total population experiencing homelessness, Black or African American/African Americans comprise nearly three quarters of all household types. Although female-headed households are much more prevalent than male-headed household, it is helpful to see gender among all family types. Black or African American females represent the largest share of householders in each category.

Table E. Single Female Parents by Race

Single Female Parents	Total N=857
White	7% (N=58)
Black or African American	74% (N=635)
Multiracial	17% (N=148)
Other/Unknown Race	2% (N=16)

Source: HMIS data from 2019 SVHC custom reports.

Tables F. Families with Children by Race and Gender

Families with Children: Adults over age 25	Total N=1,008	Female Head of Household N=930	Male Head of Household N=78
White	9%	8% (N=76)	1.6% (N=16)
Black or African American	72%	68% (N=680)	4.6% (N=46)
Multiracial	17%	16% (N=157)	1.6% (N=16)
Other/Unknown Race	2%	2% (N=17)	0% (N=0)

Source: HMIS data from 2019 SVHC custom reports.

Table G. Parenting Youth by Race and Gender

Parenting Youth Ages 18-24	Total N=150	Female Head of Household N=145	Male Head of Household N=5
White	5%	4% (N=6)	1% (N=1)
Black or African American	89%	86% (N=130)	3% (N=4)
Multiracial	6%	6% (N=9)	0% (N=0)
Other/Unknown Race	0%	0% (N=0)	0% (N=0)

Source: HMIS data from 2019 SVHC custom reports.

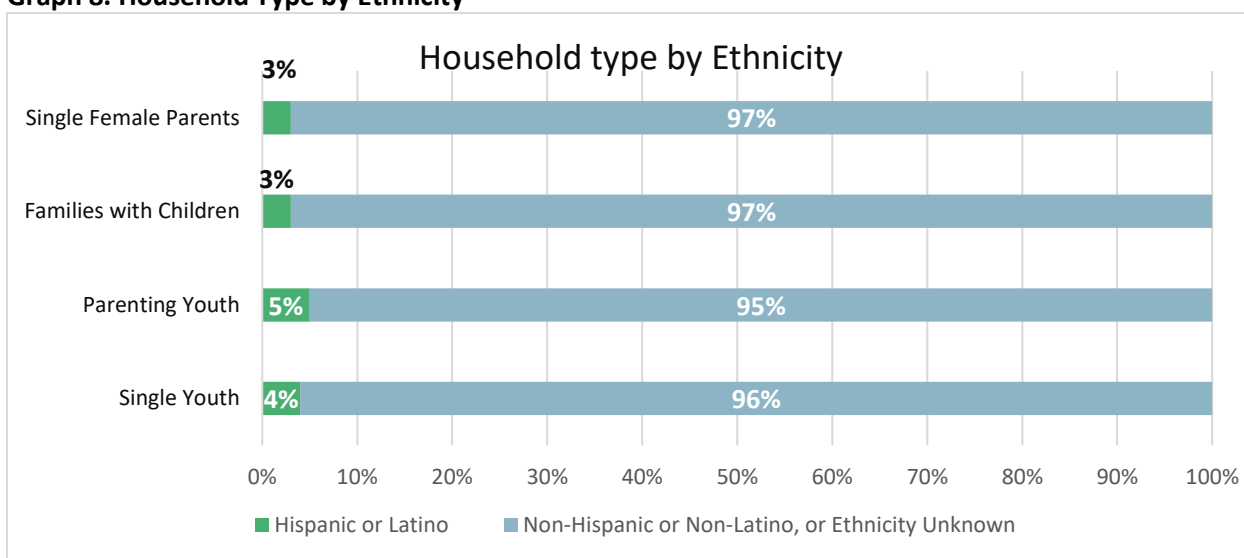
Table H. Single Youth by Race and Gender

Single Youth Ages 18-24	Total N=2,267	Female N=1,163	Male N=1,104
White	4%	2% (N=50)	2% (N=35)
Black/African American	78%	40% (N=905)	38% (N=872)
Multiracial	16%	9% (N=193)	7% (N=166)
Other /Unknown Race	2%	0.7% (N=15)	1.4% (N=31)

Source: HMIS data from 2019 SVHC custom reports.

Households with a Hispanic or Latino head-of-household represented between 3% and 5% of all household types, while the percentage of all Hispanic or Latino participants in the homeless system was 7%.

Graph 8. Household Type by Ethnicity



Note: Race is based on racial identify of head of household. Source: HMIS data from 2019 SVHC custom reports.

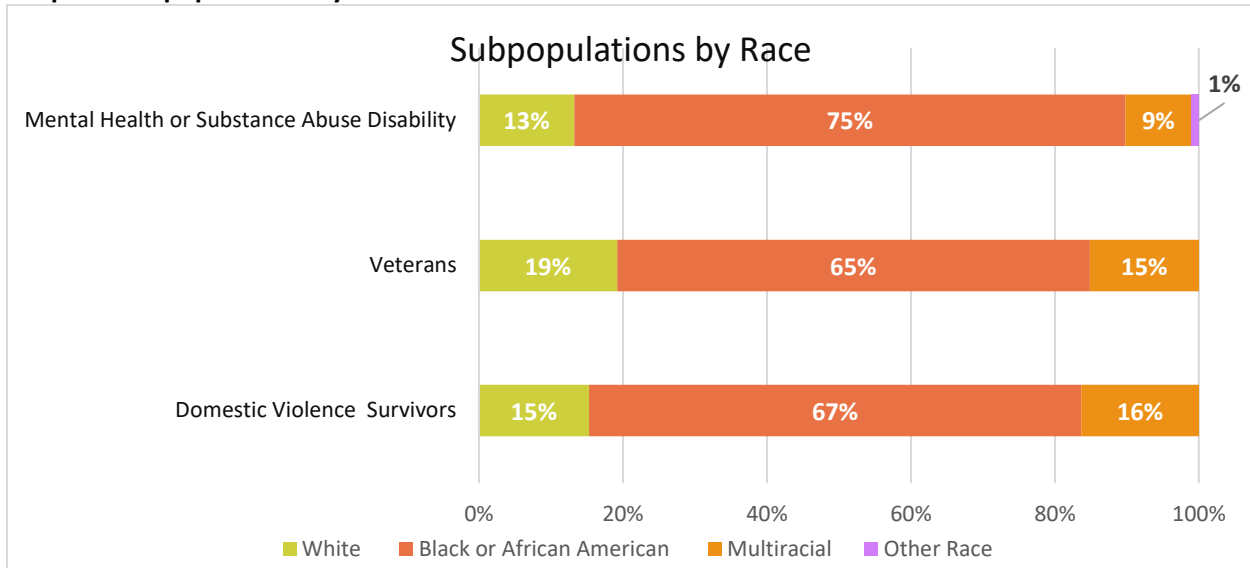
Table I. Household Type by Ethnicity

	Percent of Total	Female Head of Household	Male Head of Household
Families with Children: Adults over age 25 (N=1,008)	3% (N=31)	3% (N=27)	0.4% (N=4)
Parenting Youth: Ages 18-24 (N=150)	5% (N=8)	4% (N=6)	1% (N=2)
Single Youth: Ages 18-24 (N=2,267)	4% (N=92)	2% (N=45)	2% (N=47)

Note: Race is based on ethnic identify of head of household. Source: HMIS data from 2019 SVHC custom reports.

Homeless Subpopulations by Race

Graph 9. Subpopulations by Race



Source: HMIS data from 2019 SVHC custom reports.

Black or African American/African Americans comprise about half of the homeless population with a mental health or substance abuse disability; veterans; and domestic violence survivors who self-reported domestic violence upon intake into a non-domestic violence program.

Table J. Mental Health or Substance Abuse Disability by Race and Gender

Mental Health or Substance Abuse Disability	Total N=4,184	Female N=2,224	Male N=2,590
White	13%	5% (N=249)	8% (N=390)
Black or African American	75%	36% (N=1,735)	39% (N=1,881)
Multiracial	9%	4% (N=205)	5% (N=246)
Other /Unknown Race	2.2%	0.7% (N=35)	1.5% (N=73)

Source: HMIS data from 2019 SVHC custom reports.

Table K. Veterans by Race and Gender

Veterans	Total N=489	Female N=86	Male N=403
White	19%	3% (N=18)	16% (N=76)
Black or African American	65%	10% (N=49)	55% (N=265)
Multiracial	15%	4% (N=19)	11% (N=53)
Other /Unknown Race	1.8%	0% (N=0)	1.8% (N=9)

Source: HMIS data from 2019 SVHC custom reports.

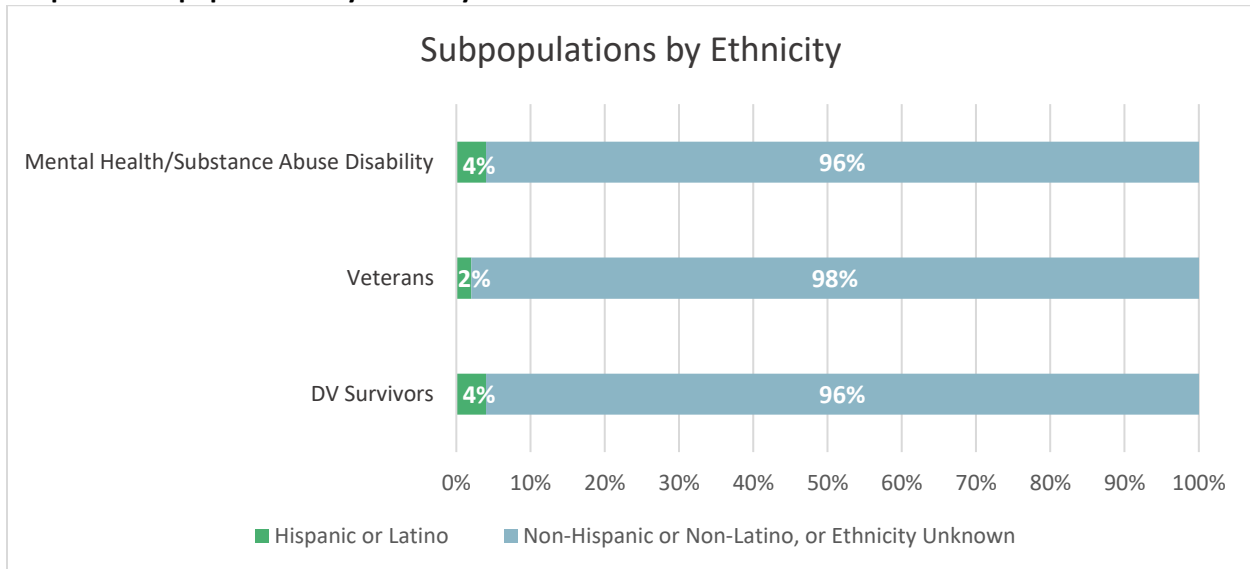
Table L. Domestic Violence Survivors by Race and Gender

Domestic Violence Survivors	Total N=595	Female N=523	Male N=72
White	15%	13% (N=77)	3% (N=15)
Black or African American	67%	60% (N=355)	7% (N=41)
Multiracial	16%	14% (N=83)	2% (N=14)
Other /Unknown Race	1.3%	1% (N=8)	0.3% (N=2)

Source: HMIS data from 2019 SVHC custom reports.

Hispanic or Latino participants represent just 4% of those a mental health or substance abuse disability, 2% of veterans and 4% of domestic violence survivors.

Graph 10. Subpopulations by Ethnicity



Source: HMIS data from 2019 SVHC custom reports.

Table M. Subpopulations by Ethnicity

Hispanic or Latino Persons	Percent of Total	Female	Male
Mental Health or Substance Abuse Disability (N=4,814)	4% (N=207)	1.5% (N=89)	2.5% (N=118)
Veterans (N=489)	2.2% (N=11)	0.2% (N=1)	2% (N=10)
Domestic Violence Survivors (N=595)	4% (N=24)	3% (N=20)	1% (N=4)

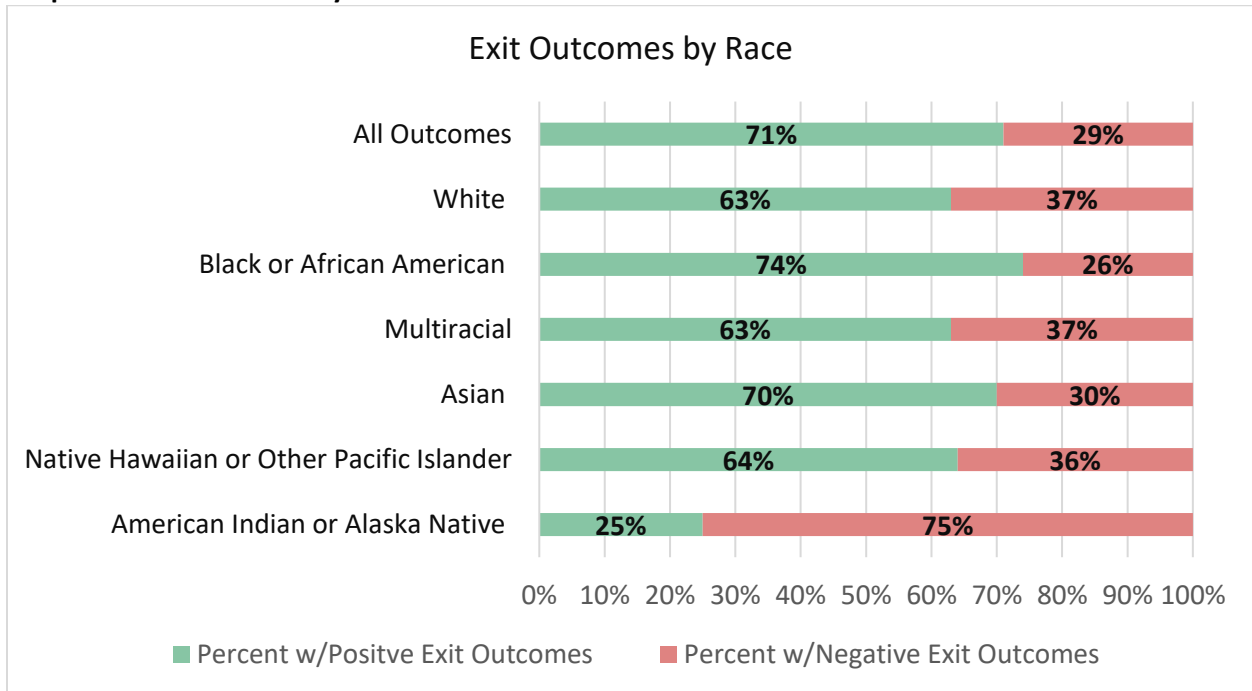
Source: HMIS data from 2019 SVHC custom reports.

3. PEOPLE OF DIFFERENT RACES OR ETHNICITIES ARE *MORE LIKELY* TO RECEIVE A POSITIVE OUTCOME FROM HOMELESS ASSISTANCE.

Exit Outcomes by Race

Individuals and households of all races and ethnicities achieved very positive outcomes based on HUD’s description of positive and negative exit destinations from all program types. The graph below is based on client exit destinations and was either positive or negative depending on the program the client exited from.

Graph 11. Exit Outcomes by Race



Source: HMIS data from 2019 SVHC custom reports.

Table N. Positive Exit Outcomes by Race

	Total Number of Program Exits	Percent of Positive Exit Outcomes by Race	Number of Positive Exit Outcomes by Race
All Outcomes	4464	71%	3161
White	485	63%	307
Black or African American	3463	74%	2546
Multiracial	411	63%	257
Asian	10	70%	7
Native Hawaiian/Pacific Islander	14	64%	9
American Indian/Alaska Native	8	25%	2

Source: HMIS data from 2019 SVHC custom reports.

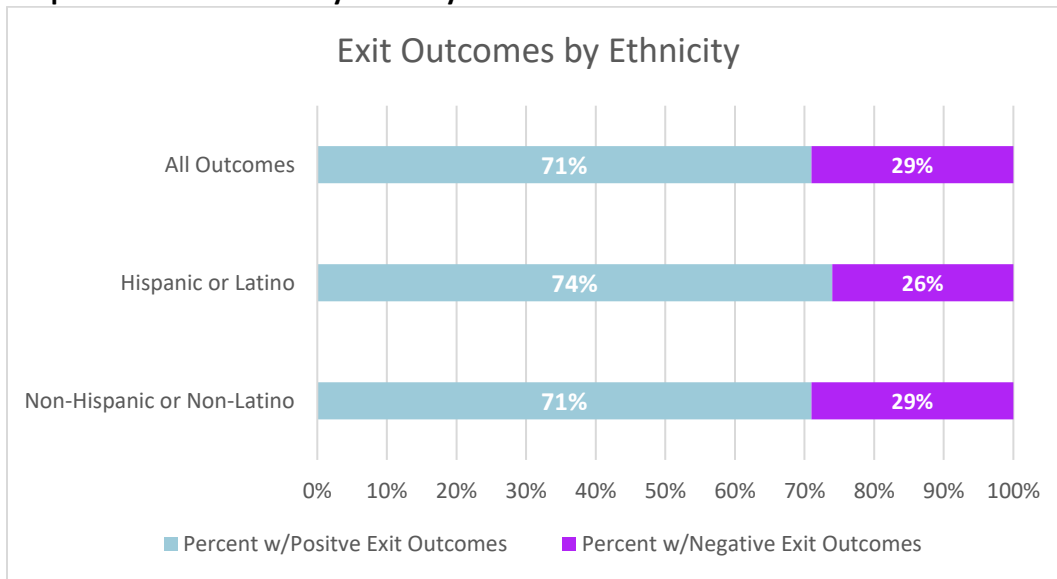
Table O. Negative Exit Outcomes by Race

	<i>Total Number of Program Exits</i>	<i>Percent of Negative Exit Outcomes by Race</i>	<i>Number of Negative Exit Outcomes by Race</i>
<i>Total</i>	4464	29%	1303
<i>White</i>	485	37%	178
<i>Black /African American</i>	3463	26%	917
<i>Multiracial</i>	411	37%	154
<i>Asian</i>	10	30%	3
<i>American Indian/Alaska Native</i>	8	75%	6
<i>Native Hawaiian/Pacific Islander</i>	14	36%	5

Source: HMIS data from 2019 SVHC custom reports.

Exit Outcomes by Ethnicity

Graph 12. Exit Outcomes by Ethnicity



Source: HMIS data from 2019 SVHC custom reports.

Table P. Positive Exit Outcomes by Ethnicity

	<i>Total Number of Program Exits</i>	<i>Percent of Positive Exit Outcomes by Ethnicity</i>	<i>Number of Positive Exit Outcomes by Ethnicity</i>
Hispanic or Latino	174	74%	129
Non-Hispanic or Non-Latino	4,290	71%	3,032
Total	4464	71%	3161

Source: HMIS data from 2019 SVHC custom reports.

Table Q. Negative Exit Outcomes by Ethnicity

	<i>Total Number of Program Exits</i>	<i>Percent of Negative Exit Outcomes by Ethnicity</i>	<i>Number of Negative Exit Outcomes by Ethnicity</i>
Hispanic or Latino	174	26%	45
Non-Hispanic or Non-Latino	4,290	29%	1,258
Total	4464	29%	1303

Source: HMIS data from 2019 SVHC custom reports.

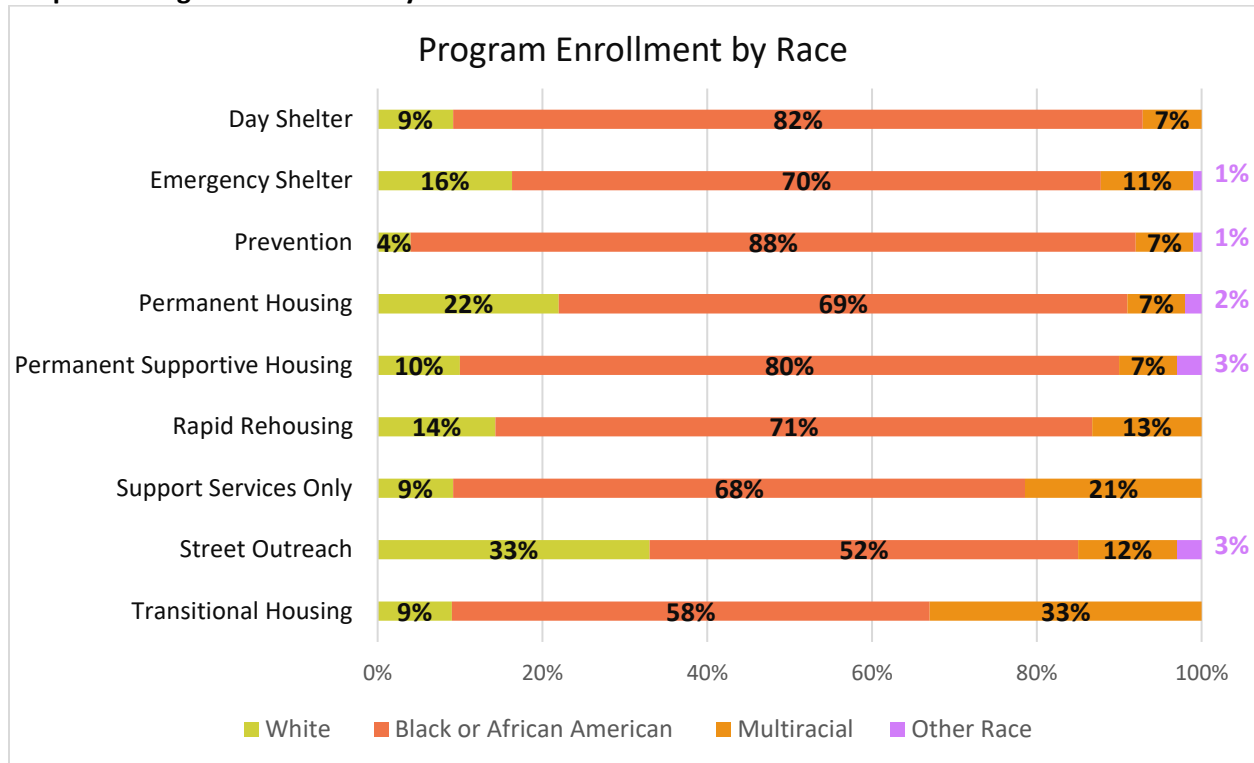
5. THERE ARE NO RACIAL OR ETHNIC DISPARITIES IN THE PROVISION OR OUTCOME OF HOMELESS ASSISTANCE.

A thorough review of demographics within the general population indicate that there are some clear racial disparities present within *the community*, particularly for Blacks or African Americans.

And after examining service provision and outcomes the SVHC there appears to be some small degree of variation among racial and ethnic populations. However, these variations may simply be based on the specific needs of individuals presenting for homeless assistance or may indicate the presence of unintended racial disparities. The SVHC is committed to fair and equal housing opportunities and service provision, regardless of race or ethnicity, and will work to research and correct any racial disparities discovered.

The graph below shows program enrollment by race and ethnicity as a measure of overall service provision.

Graph 13. Program Enrollment by Race



Source: HMIS data from 2019 SVHC custom reports.

While Black or African American/African Americans represent approximately 69% of those receiving homeless assistance, this population tends to receive more services than other races. The graph above shows the number of enrollments by race in each program type. Since many HMIS clients enrolled in multiple programs, the data reflect the number of program enrollments rather than unduplicated clients.

Table R. Program Enrollment by Race

PROGRAM ENROLLMENT	WHITE		BLACK OR AFRICAN AMERICAN		MULTIRACIAL		OTHER/ UNKNOWN RACE	
	#	%	#	%	#	%	#	%
DAY SHELTER (N=943)	86	9%	777	82%	63	7%	17	2%
EMERGENCY SHELTER (N=1,394)	223	16%	976	70%	158	11%	37	3%
HOMELESS PREVENTION (N=182)	7	4%	160	88%	13	7%	2	1%
PERMANENT HOUSING (N=83)	18	22%	57	69%	6	7%	2	2%
PERMANENT SUPPORTIVE HOUSING (N=322)	31	10%	256	80%	21	7%	14	4%
RAPID REHOUSING (N=862)	118	14%	615	71%	112	13%	17	2%
SERVICES ONLY (N=3,718)	316	8%	2515	68%	786	21%	101	3%
STREET OUTREACH (N=395)	129	33%	205	52%	48	12%	13	3%
TRANSITIONAL HOUSING (N=100)	9	9%	58	58%	33	33%	0	0%

Source: HMIS data from 2019 SVHC custom reports.

The homeless assistance programs below may reflect racial disparities experienced by Blacks or African Americans within the community:

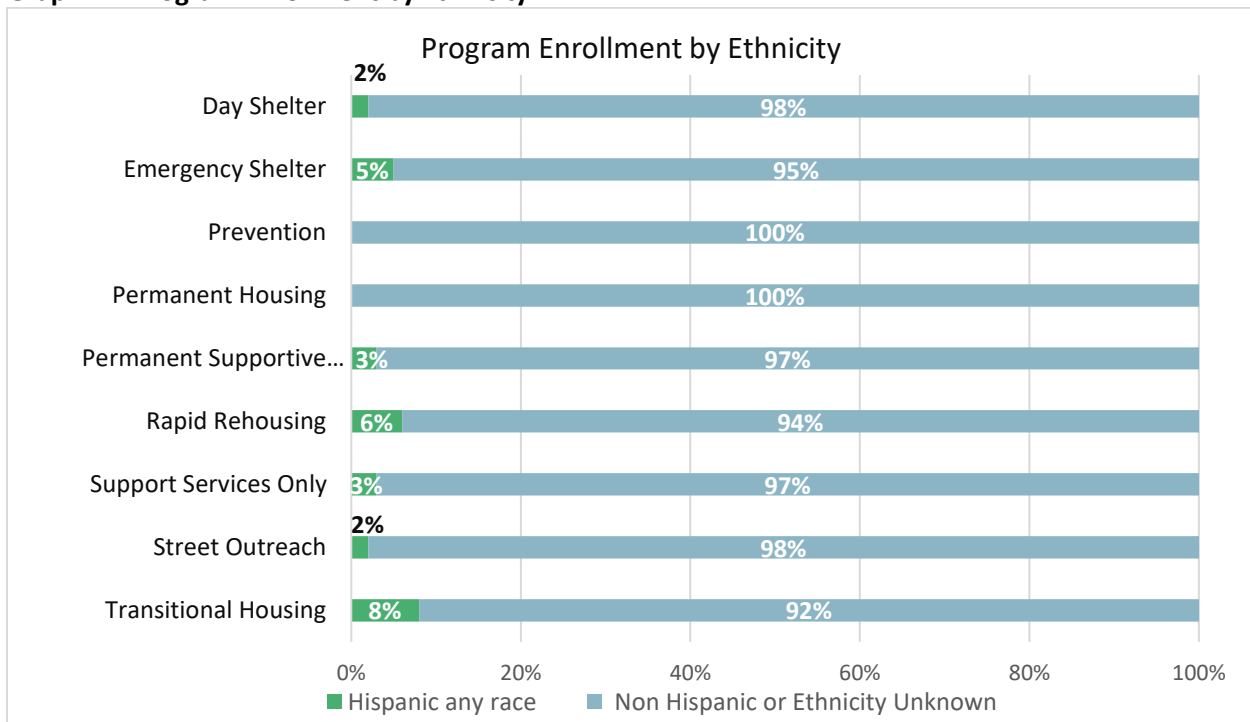
- **88% of Homeless Prevention enrollments:** This may indicate a higher rate of evictions for Black or African American/African Americans than for other races. This may simply reflect the fact that 57% of Black or African American/African Americans are in poverty and experience more job/income loss. However, more research may reveal additional attributing factors such as racial bias of landlords in the community.

In several program types, individuals identifying as Multiracial tend to have fewer enrollments than other races. More research is needed to determine if there are racial disparities.

- **7% of Day Shelter enrollments**
- **11% Emergency Shelter enrollments**
- **7% of Permanent Supportive Housing enrollments**
- **33% of Rapid Re-Housing enrollments**

Hispanic or Latino/Latinos tend to be enrolled in fewer programs than other populations, which may be of concern. The SVHC continues to monitor and evaluate its Coordinated Entry system to ensure that all clients of all races and ethnicities receive the services they need.

Graph 14. Program Enrollment by Ethnicity



Source: HMIS data from 2019 SVHC custom reports.

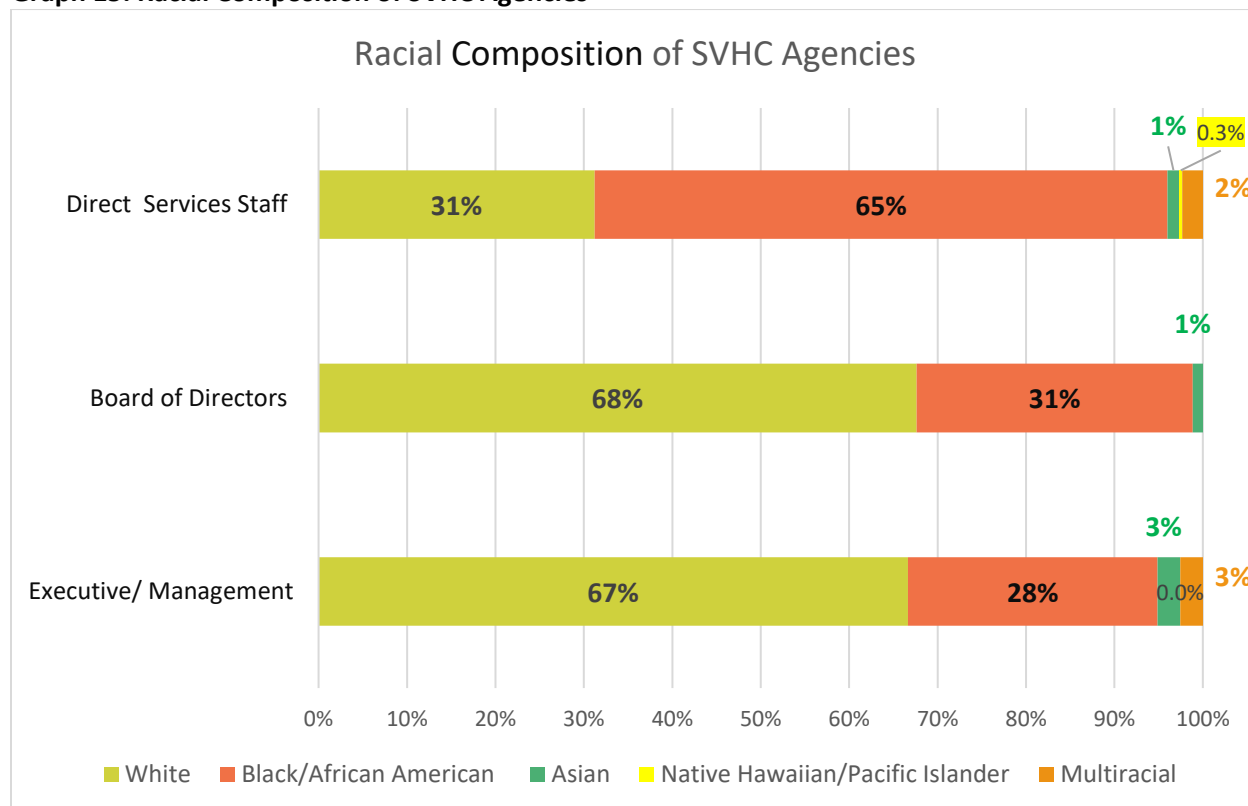
Table S. Program Enrollment by Ethnicity

PROGRAM ENROLLMENT	HISPANIC OR LATINO		NON-HISPANIC OR NON-LATINO	
	#	%	#	%
DAY SHELTER (N=943)	19	2%	924	98%
EMERGENCY SHELTER (N=1,394)	74	5%	1,320	95%
HOMELESS PREVENTION (N=182)	0	0%	182	100%
PERMANENT HOUSING (N=83)	0	0%	83	100%
PERMANENT SUPPORTIVE HOUSING (N=322)	11	3%	311	97%
RAPID REHOUSING (N=862)	48	6%	814	94%
SERVICES ONLY (N=3,718)	128	3%	3,590	97%
STREET OUTREACH (N=395)	9	2%	205	98%
TRANSITIONAL HOUSING (N=100)	8	8%	92	92%

Agency Staff Reflects the Populations Served

The SVHC asked all homeless services agencies to provide the racial composition of front-line staff as well as management and Boards. The goal was to see if the direct services staff as well as decision-makers were representative of the population served. The results indicate that the management, boards and housing staff reflect the populations they serve.

Graph 15. Racial Composition of SVHC Agencies



Source: The following SVHC agencies provided staff demographics: Norfolk Department of Human Services, HER Shelter, Norfolk Community Services Board, Norfolk Office to End Homelessness, The Salvation Army HOPE Center for Men and HOPE Village, The STOP Organization, Union Mission Ministries, Virginia Beach Community Development Corporation, Virginia Supportive Housing (Hampton Roads), Young Woman’s Christian Association, ForKids, inc., St. Columba Ecumenical Ministries and LGBT Life Center.

Table T. Racial Composition of SVHC Agencies

Race	Direct Services Staff N=301	Board of Directors N=173	Executive/ Management N=78
White	31% (N=94)	68% (N=117)	67% (N=52)
Black or African American	65% (N=195)	31% (N=54)	28% (N=22)
Multiracial	3% (N=7)	0% (N=0)	2% (N=2)
Asian	1% (N=4)	1% (N=2)	3% (N=2)
Native Hawaiian or Pacific Islander	0% (N=1)	0% (N=0)	0% (N=0)
Hispanic or Latino, any race	3% (N=8)	2% (N=4)	4% (N=3)

Source: HMIS data from 2019 SVHC custom reports.

Next Steps

SVHC is committed to ensuring that all persons needing housing, shelter and supportive services are able to access and receive those services regardless of race or ethnicity. To date, the CoC has provided multiple professional development trainings in Cultural Competence and the Culture of Poverty to better understand the intersection of race, poverty and homelessness.

The CoC will continue research within its homeless system as well as within the general community to provide services and supports to meet the needs of the community. The CoC has identified many strategies that other communities are using to address discrimination if/when it occurs. These strategies include:

- Because the CoC covers 6 jurisdictions ranging from urban (Norfolk) to suburban (Chesapeake) to extremely rural (Suffolk), the CoC will collect additional race data by each jurisdiction and by provider to get a more detailed picture of services and outcomes.
- The CoC will also gather the System Performance Measures by race and ethnicity to understand additional outcome indicators of the CoC's populations.
- Gathering more specific data from HMIS and the US Census to better understand the relationship between race, ethnicity, homelessness and other social indicators (education, healthcare inequities, geographic locations with higher concentrations of poverty, etc.).
- Providing professional development trainings for homeless services providers to better understand and recognize institutional racism and how this can impact the population served.