

# Homelessness Services System Background

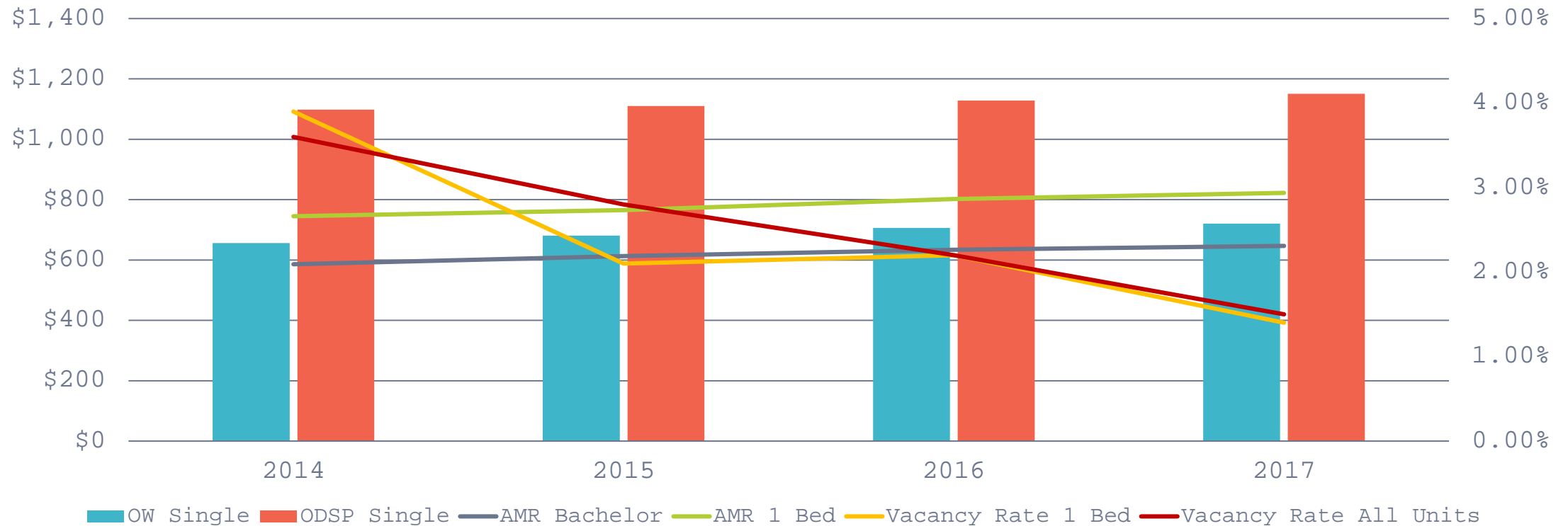
Cathy Cousins, Director, Homelessness Services

Public Health & Social Services Committee

March 19, 2019

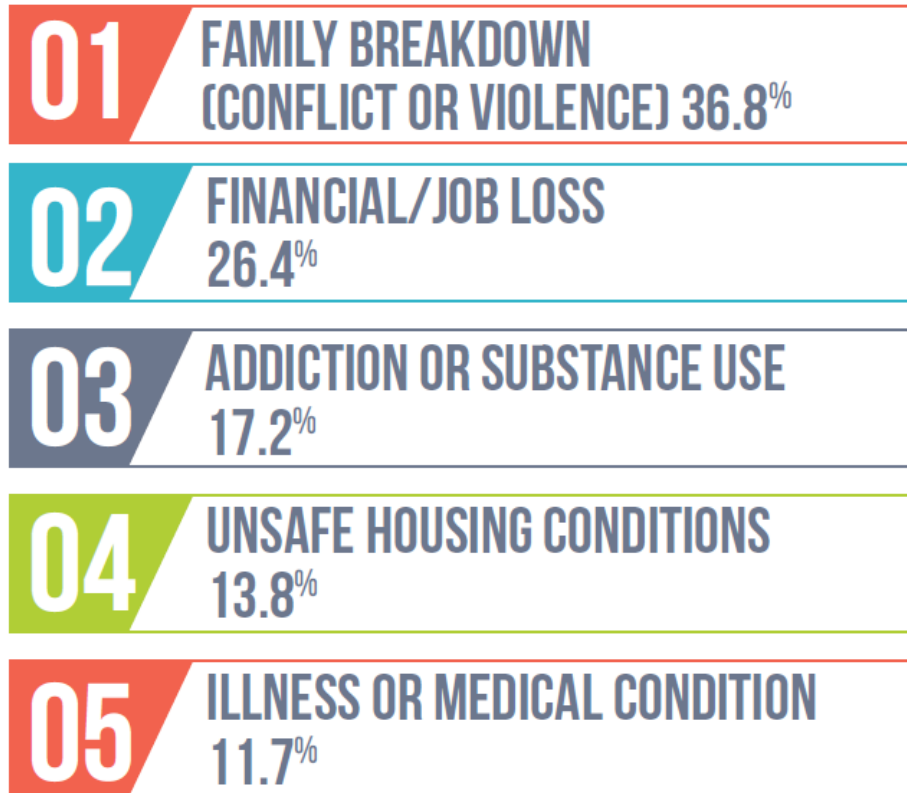
# Contextual Data

## CHANGES IN SOCIAL ASSISTANCE RATES, VACANCY RATES, AND AVERAGE MARKET RENTS - SINGLES



# Reasons for Housing Loss

## TOP FIVE REASONS FOR MOST RECENT HOUSING LOSS:

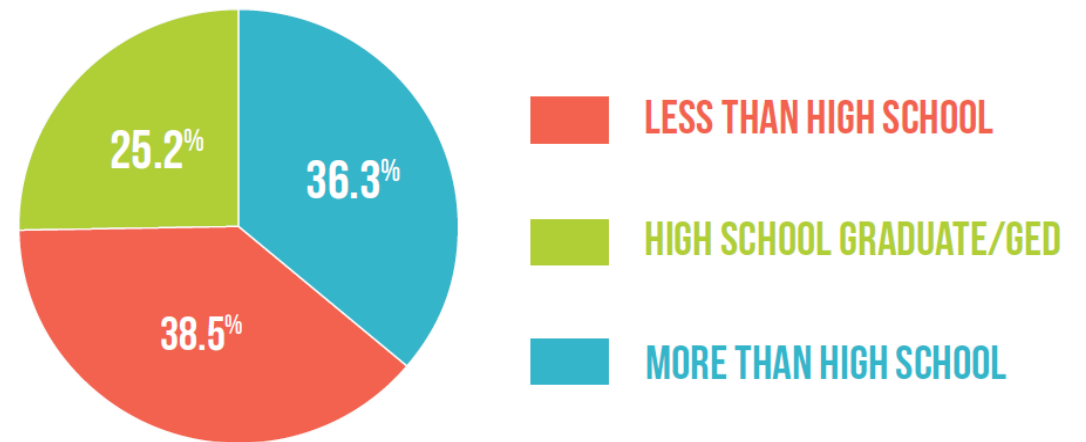


- Nearly 4 out of 5 respondents (78.4%) indicated their source of income as welfare/social assistance and/or disability benefit.
- Almost 80% of respondents indicated that rents being too high and/or a low income were challenges for them when trying to find housing.

# Educational Attainment

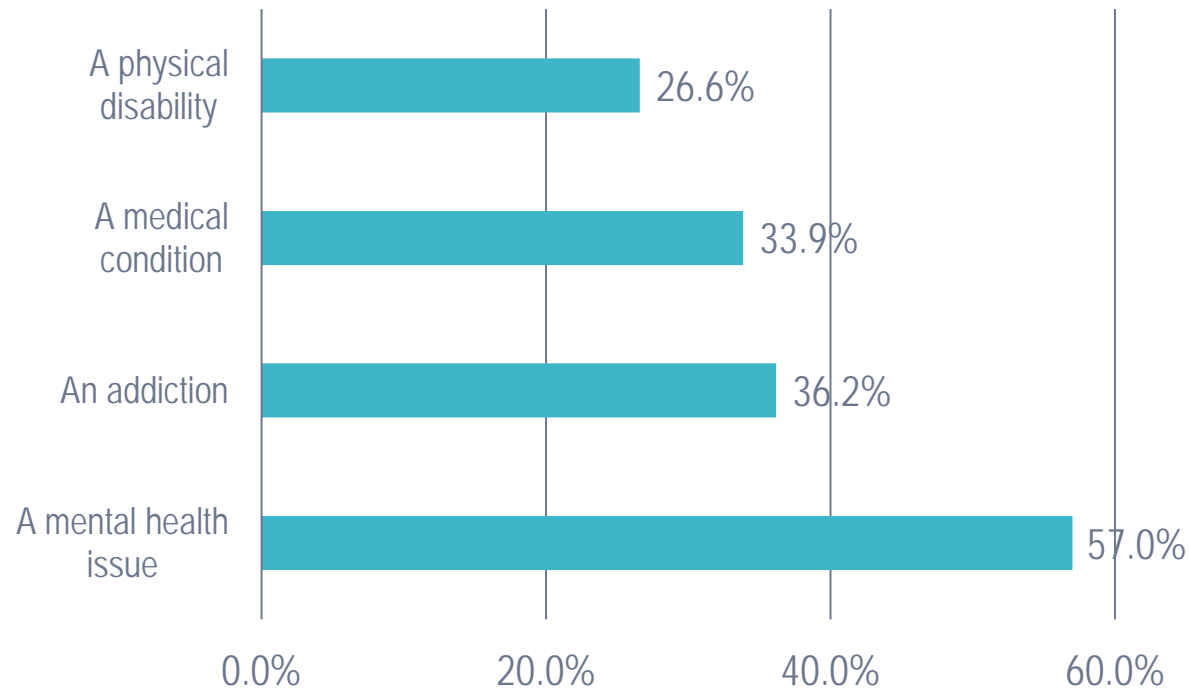
- The rate of having less than a high school education is more than twice that of the general Niagara population (18.2%, 2016 Census)

## RESPONDENT'S HIGHEST EDUCATION



# Health

## RESPONDENTS self-IDENTIFIED AS HAVING:



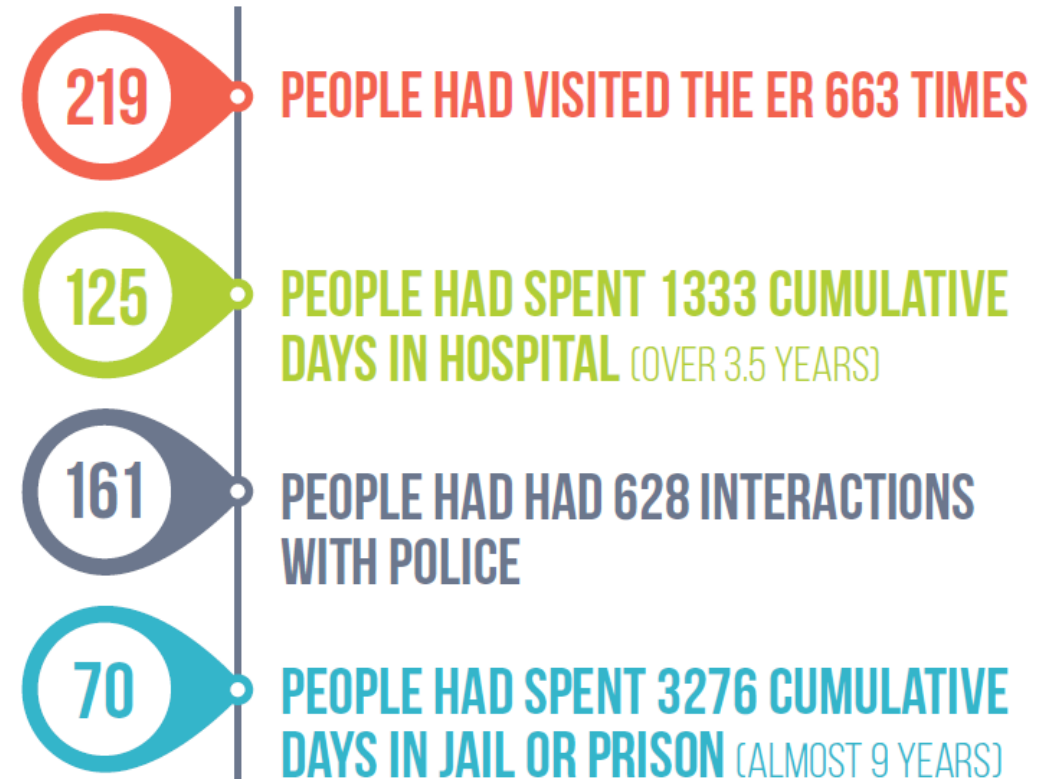
Self-reported need for services related to:

- Mental health (54.3% of respondents)
- Addiction or substance use (29.2%)
- Serious or ongoing medical condition (26.9%)
- Physical disability (19.4%)
- Learning disability (19.1%)
- Culture (12.4%)
- Brain injury (8.5%)
- Developmental disability (5.7%)

# System Interactions

- Over the past year, 55% of respondents had been homeless 6 or more months (i.e., chronically homeless)
- 16% had been homeless 3 or more times (i.e., episodically homeless) in the past year.

## SYSTEM INTERACTIONS OVER THE PAST YEAR



**Fig. 8.1 Average Length of Stay in Days per Admission to Emergency Shelters**

Results reflect various approaches to providing emergency shelter beds and how motel rooms are counted when they are used as part of the service delivery model. The length of stay increased across most municipalities due to high rental rates, low vacancies and increased demand for shelters.

	DUR	HAL	HAM	LON	NIAG	SUD	TOR	WAT	WIND	YORK	MEDIAN
Adults & Children											
2015	13.0	23.3	8.7	N/A	10.8	N/A	19.2	10.8	6.9	12.6	11.7
2016	10.5	21.1	8.8	8.2	12.0	N/A	19.9	9.5	6.8	15.0	10.5
2017	12.7	16.7	8.5	8.9	16.2	15.6	27.6	9.4	6.5	15.6	14.2

Source: HSTL105 (Community Impact)

Singles											
2015	10.3	10.8	6.6	N/A	8.5	N/A	15.1	9.7	8.1	11.1	10.0
2016	9.3	11.7	6.9	7.6	9.5	N/A	16.6	8.6	8.2	14.1	9.3
2017	10.4	10.6	6.6	8.0	11.2	14.9	21.0	8.7	8.5	14.0	10.5

Source: HSTL110 (Community Impact)

Families – Head of Households											
2015	26.2	35.7	59.3	N/A	22.9	N/A	97.0	27.8	9.3	25.5	27.0
2016	20.7	36.5	52.9	15.1	22.7	N/A	98.9	23.6	10.2	22.1	22.7
2017	24.9	39.5	50.1	16.9	44.6	22.5	115.4	18.3	9.3	23.6	24.3

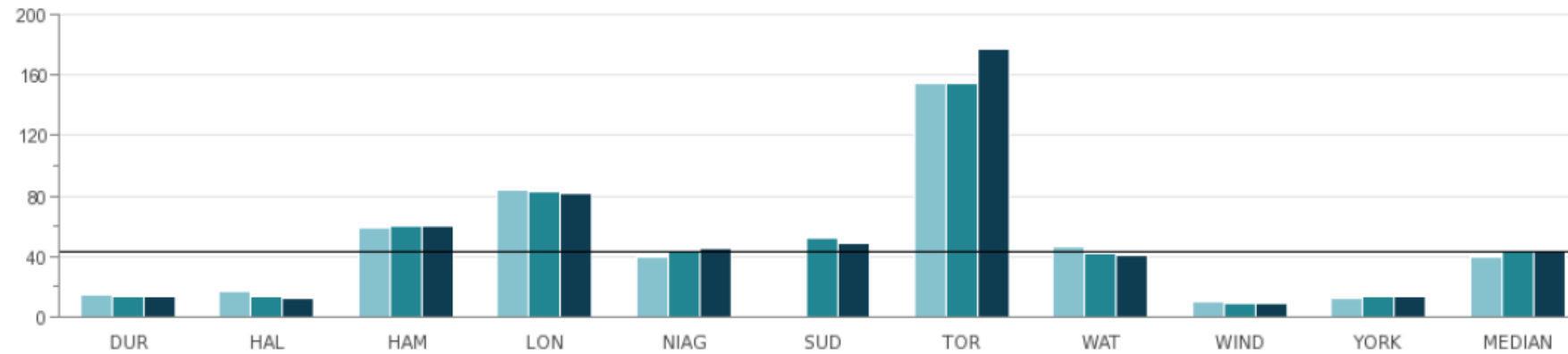
Source: HSTL115 (Community Impact)

London (2016), Sudbury (2017): Due to the implementation of the federal tracking system, HIFIS, prior year results have been removed.

Toronto: The City is experiencing a significant influx of refugee claimants.

**Fig. 8.2 Average Nightly Number of Emergency Shelter Beds Available per 100,000 Population**

Where motel rooms are a permanent part of the shelter model, motel rooms are included in the total. However, where motel rooms are not a permanent part of the model but are used as needed, the total number of shelter beds does not include motel rooms.



2015	14.1	16.6	59.0	83.9	40.1	N/A	154.9	46.6	9.5	12.3	40.1
2016	13.8	13.3	60.3	83.1	43.2	52.6	155.2	41.6	9.0	13.3	42.4
2017	13.6	11.9	60.5	81.8	44.7	48.9	177.2	41.2	8.9	13.1	43.0

Source: HSTL205 (Service Level)

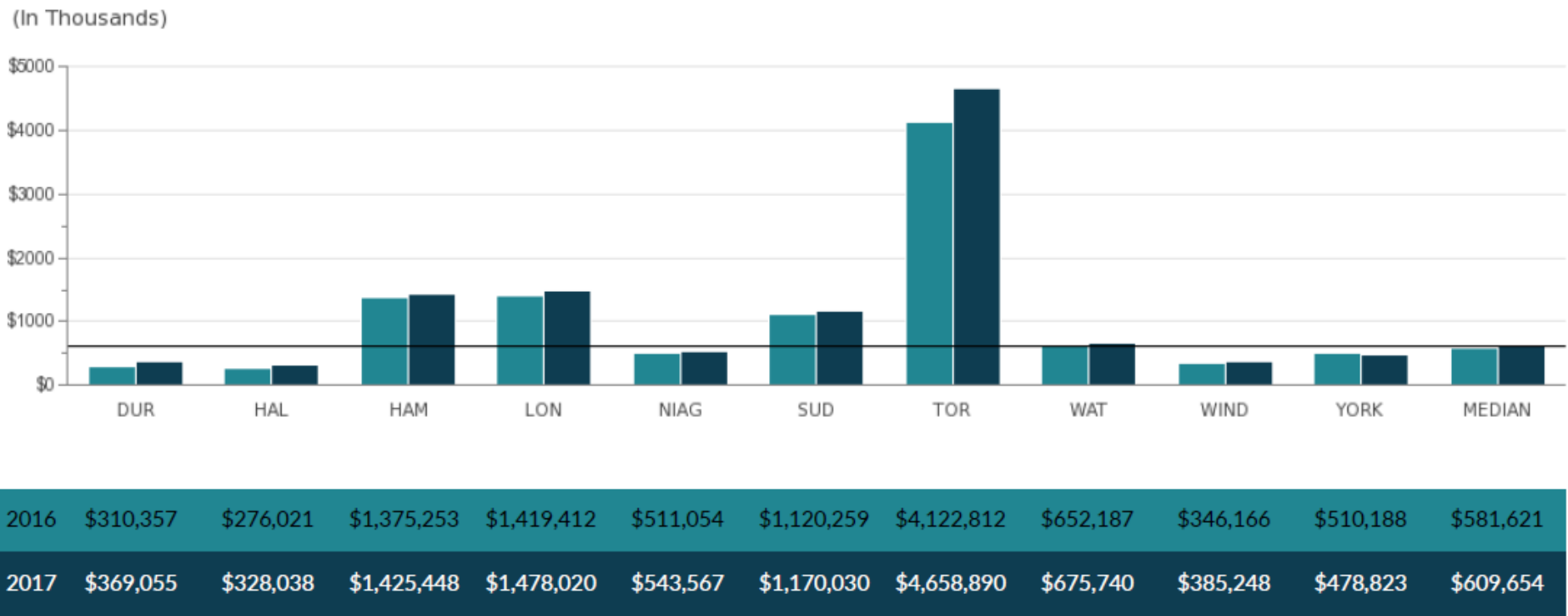
Halton: The Region's family shelter contract was awarded to two new housing agencies that were able to divert low-medium acuity clients and serve them with supports in the community, instead of admission to an emergency shelter.

Toronto: The use of motels and hotels is a permanent and significant feature of Toronto's shelter system. As such, all beds in motel/hotel programs are always counted toward total capacity.



Fig. 8.3 Operating Cost of Emergency Shelter Program per 100,000 Population

The types of direct operating costs incurred by municipalities vary based on the service delivery models they use to provide emergency shelters. Depending on the service delivery model, operating costs could include municipal shelter staff and building maintenance costs; and/or payments made to third party operators and hotels/motels.

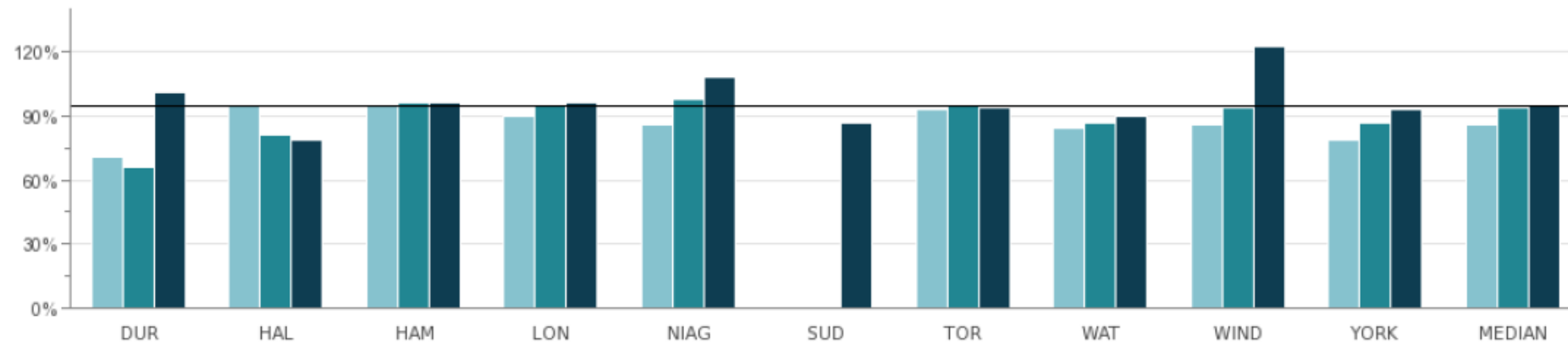


Source: HSTL310 (Efficiency)

Halton: The family shelter contract was awarded to two new housing agencies which offer lower case ratios due to increased staffing to support case management for high acuity clients.

**Fig. 8.4 Average Nightly Bed Occupancy Rate of Emergency Shelters**

Rooms can be occupied at less than 100% capacity depending on the family size. A result of greater than 100% is possible through the use of overflow spaces.



2015	71%	95%	95%	90%	86%	N/A	93%	84%	86%	79%	86%
2016	66%	81%	96%	95%	98%	N/A	95%	87%	94%	87%	94%
2017	101%	79%	96%	96%	108%	87%	94%	90%	123%	93%	95%

Source: HSTL410 (Customer Service)

Sudbury: Due to the implementation of the federal tracking system, HIFIS, prior year results have been removed.

Windsor: The overage in bed nights is due to the increased demand from families who needed emergency shelter and were placed in motels. Moving individuals and families from emergency shelter to permanent housing has become more challenging due to low vacancy rates and limited availability of affordable housing.

# Questions?