

Chart 1: Homelessness Service System Metrics 2020, 2021, 2022

Initiative	2020	2021	2022
Emergency Shelter			
Number of unique individuals accessing shelter	2100	2026	2150
Number of unique individuals who stayed less than 30 days in shelter	1265 (60%)	1133 (56%)	1137 (53%)
Percentage of shelter bed days for unique individuals who stay less than 30 days in shelter	13%	9.3%	8.9%
Average length of stay (in days per admission)*	21.0	26.7	31.9
Average nightly bed occupancy rate	91.8%	92.2%	100.1%
Prevention			
Number of unique households that received a Niagara Emergency Energy Fund (NEEF) issuance	326	416	641
Average value of NEEF issuances**	\$796	\$886	\$1036
Number of unique households that received a Housing Stability Plan (HSP) benefit**	2914	2839	3553
Average value of Housing Stability Plan benefits issued (e.g., rent arrears, last month's rent deposit)	\$831	\$974	\$1107
Housing with Related Supports			
Number of unique (new) individuals placed in Housing First	52	45	42
Number of unique (new) individuals placed in Home for Good***	20	41	40
Number of unique (new) individuals placed in Bridge Housing Program	N/A	N/A	16
Number of unique (new) individuals placed in Buchanan Street Permanent Supportive Housing	N/A	N/A	17

*Average length of stay was considerably higher in 2021 and 2022. Reasons for this may include barriers to finding housing including high rents for available units, very low vacancy rates for affordable units, and pandemic-related issues.

** NEEF and HSP issuances have increased due to policy changes to maximize utilization of COVID funding and to support families and individuals impacted by pandemic- related issues, economic pressures faced by increased cost of living and housing.

***YWCA Niagara Region’s Home for Good-funded build, Oakdale Commons, opened for occupancy in 2021, with 15 affordable units for women and gender-diverse individuals. Individuals in Home for Good are supported by intensive case management, as well as mental health and addictions supports, if required.

Chart #2: NASO Metrics

Outreach Data and Outcomes	Q1 2022	Q2 2022	Q3 2022	Q4 2022
Number of new encampments ¹	8	33	82	58
Number of resolved encampments	1	15	12	15
Number of unique clients supported by Outreach who accessed emergency shelter	37	49	69	88
Number of unique clients supported by Outreach who accessed housing	41	65	52	41

¹ An encampment may just be one individual. Niagara’s average encampment size was 1.4 individuals in 2022.