

April 23, 2019

Ms. Kimberley Kitteringham
City Clerk
City of Markham
101 Town Centre Boulevard
Markham, ON L3R 9W3

Dear Ms. Kitteringham:

Re: I Count, I'm Not Just A Number – A Profile of Homelessness in York Region

On April 18, 2019 Regional Council adopted the following recommendation:

1. The Regional Clerk circulate this report to United Way Greater Toronto, Ministry of Municipal Affairs and Housing and the local municipalities for their information.

The staff report is enclosed for your information.

Please contact Cordelia Abankwa, General Manager, Social Services at 1-877-464-9675 ext. 72150 if you have any questions with respect to this matter.

Sincerely,



Christopher Raynor
Regional Clerk

The Regional Municipality of York

Committee of the Whole
Community and Health Services
April 4, 2019

Report of the Commissioner of Community and Health Services

I Count, I'm Not Just A Number - A Profile of Homelessness in York Region

1. Recommendations

The Regional Clerk circulate this report to United Way Greater Toronto and the Ministry of Municipal Affairs and Housing for their information.

2. Summary

York Region is required by the Province of Ontario to count the number of people experiencing homelessness within the Region every two years, beginning in 2018. In [June 2018](#), a communication was presented to Council with some preliminary results from the count. This report highlights detailed findings from the Region's first homeless count which took place from April 17 to 20, 2018. The full report, *I Count, I'm not just a number* (I Count), is available as Attachment 1.

Key Points:

- Homelessness prevention, diversion, housing stability and wrap around programs and services are key to helping residents at-risk of homelessness to remain housed and become permanently housed as quickly as possible
- A homeless count is an opportunity to better understand the scope and nature of homelessness in a community in order to fix it
- In York Region, 389 people were counted as experiencing homelessness, of which 224 people participated in a homeless survey
- 238 citizen volunteers and staff conducted surveys at emergency and transitional housing facilities, outdoor locations, meal programs, public libraries, food banks, and local drop-in centres; and supported field offices across York Region to gather data on people's social, health and housing needs
- I Count data informed York Region's first 'real time' list of people experiencing homelessness and is being used to connect individuals and families with the highest need to the right supports to find and keep housing

- I Count findings will inform investments in program delivery and actions in the update of York Region's 10 Year Housing and Homelessness Plan

3. Background

Homeless counts are required by the Federal and Provincial Governments

In 2016, the Region was mandated by the Province of Ontario under the *Housing Services Act, 2011* to count people experiencing homelessness every two years, starting in 2018.

As the Community Entity for the federal homelessness funding, United Way Greater Toronto (UWGT) is required to conduct a Point-in-Time count every two years (explained below). In 2016, UWGT conducted Count Me In, York Region's first Point-in-Time Count.

The Region partnered with UWGT and prepared the joint report *Understanding the Numbers, Working Together to Prevent, Reduce and End Homelessness in York Region*. The report was presented to Council in [October 2016](#) and included the Region's emergency housing use data and findings from Count Me In, to provide a broader profile of homelessness in the Region.

The Region and UWGT worked together to coordinate provincial and federal requirements for the 2018 homeless counts. UGWT shared their insights, expertise and resources in the planning and implementation of I Count.

York Region successfully led a joint Point-in-Time count and Registry Week from April 17 to 20, 2018

A Point-in-Time count is a count of sheltered and unsheltered homeless individuals over a 24 hour period

A Registry Week uses the same survey questions as the Point-in-Time count and also asks additional questions to measure the level of client need using a Vulnerability Index – Service Prioritization Decision Assistance Tool (VI-SPDAT). By extending the count over four days, survey teams were able to visit more organizations and locations where homeless people are known to frequent to count as many individuals and families experiencing homelessness as possible.

A benefit of both a Point-in-Time count and Registry Week is the additional data collected. The combined surveys also collected names and contact information of respondents who consented to share this information, in order to connect those most in need with the appropriate supports.

238 trained citizen and staff volunteers completed surveys with individuals and families experiencing homelessness to gather data on their social, health and housing needs

In preparation for the 2018 homeless count, staff partnered with community agencies to identify indoor and outdoor survey locations, recruit survey volunteers and develop strategies to raise awareness of the count and homelessness in the Region.

Surveys were conducted at emergency and transitional housing facilities, outdoor locations, meal programs, public libraries, food banks, local drop-in centres and at the four Violence Against Women shelters. A dedicated telephone line was also set up for residents experiencing homelessness to participate in the survey by phone.

The Region also held two youth magnet events in partnership with 360Kids and The Salvation Army. A magnet event is an engagement strategy used to attract a target group to a specific location. In York Region, magnet events were used during I Count to engage with youth experiencing homelessness and encourage them to complete a survey. The events included food, activities, speaker's corner, resource information and haircuts.

Individuals who completed a survey were given a thank you package which included a toque, socks, toothbrush, granola bar, identification holder, band aids, lip balm, resource information and their choice of a \$10 gift card from Tim Hortons, Presidents Choice or Walmart.

York Region, community partners, agencies, citizen volunteers, people with lived experience of homelessness and staff participating in the homeless count have built new partnerships

As a result of I Count, in addition to strengthening relationships with community organizations such as United Way Greater Toronto, emergency housing providers, homeless serving agencies, and Violence Against Women shelters, new community partnerships have been formed with staff from libraries, conservation authorities and local municipalities. With a better understanding of the available resources, community partners have been reaching out to the Region for advice, support and/or referrals as well as partnership opportunities to help people experiencing homelessness in the community.

The Region also involved people who are or have experienced homelessness in a working group to provide input on the survey questions, potential survey locations, and feedback on communication materials and care package contents. The Lived Experience Working Group provided valuable insight and guidance in the planning and implementation of I Count. The Lived Experience Working Group continues to meet to advise on issues facing people experiencing homelessness.

4. Analysis

Homelessness prevention and housing stability is key to helping residents in need find and keep stable housing

The Region uses data to inform evidence based programming to help anticipate, prevent and mitigate homelessness, and to avoid challenges faced by other jurisdictions grappling with more severe issues of homelessness.

The results of the homeless count help the Region better understand the needs and barriers faced by individuals and families experiencing homelessness, and create effective pathways and connections to help residents resolve their housing crisis as quickly as possible. Accurate and reliable information is essential to addressing how programs and services are locally planned and delivered to ensure the Region's investments in homelessness prevention and housing stability services are effective.

On April 17, 2018, an estimated 389 people in York Region were homeless

On April 17, 2018, a Point-in-Time count was completed. The Point-in-Time count provides an estimate of the number of people experiencing homelessness in York Region over one 24-hour period. This number includes all the people surveyed and observed to be experiencing homelessness during I Count.

The 2016 count by UWGT found 263 experiencing homelessness; compared to 389 residents counted in 2018. The results are not exactly comparable. The 2018 count was able to visit 30 more outdoor locations and 28 more indoor locations. Also, unlike the 2016 count, for 2018 the Region was required by the Province to use strategies to try to connect with residents experiencing hidden homelessness. It is estimated that up to 80 per cent of homelessness is considered "hidden" or provisionally accommodated, which includes people staying with friends, "couch surfing", in unsustainable circumstances and often overcrowded housing to avoid the streets.

Despite best efforts to estimate the number of individuals and families experiencing homelessness in York Region, 389 residents should be considered a minimum number as it is unknown if the count entirely reflects all of York Region's homeless population.

224 people who were homeless also completed a survey during the combined April 17, 2018 Point in Time Count and April 17 to 20, 2018 Registry Week

In 2016, the homeless count completed 143 surveys. In 2018, 224 people were surveyed. Highlights of the surveys include:

- 34 were unsheltered (living in public spaces such as parks, ravines, cars, behind commercial buildings etc.)
- 96 were sheltered (staying in emergency overnight shelters or in Violence Against Women shelters)

- 94 were provisionally accommodated (staying in transitional housing, living temporarily with others, or in hotel/motel)

From the 224 surveys, we learned that in York Region:

- People are experiencing homelessness for longer periods of time. Of the respondents, 45 per cent were homeless for 6 months or longer. This is a 12 per cent increase from the 2016 count.
- Youth (16 to 24 years of age) continue to be overrepresented among people experiencing homelessness. Of the respondents, 26 per cent were youth, while youth make up approximately 13 per cent of the York Region population. This is an 8 per cent decrease in homeless youth from the 2016 count.
- Indigenous Peoples/People with Indigenous ancestry are overrepresented among people experiencing homelessness. Of the respondents, 17 per cent identified as Indigenous or had Indigenous ancestry. This is a 4 per cent increase from the 2016 count. Indigenous People account for less than 1 per cent of the York Region population.
- Single people are overrepresented among people experiencing homelessness. Of the respondents 79 per cent were single, a 3 per cent increase from the 2016 count. In York Region, 6 per cent of residents are single (living alone).
- 88 per cent of respondents had an income source such as social assistance (Ontario Works, Ontario Disability Support Program), Canada Pension Plan and employment. This is an identical result to the 2016 count.
- 58 per cent of respondents experienced homelessness only once in the past year. This is a 4 per cent decrease from 2016.

25 per cent of people who were homeless said the main reason was because of family conflict

The top five reasons why people in York Region experience homelessness are:

1. Family conflict (25 per cent)
2. Job loss (16 per cent)
3. Illness/medical condition/hospitalization/treatment program (15 per cent)
4. Unable to pay rent/mortgage (14 per cent)
5. Mental health, addiction, substance use, mental health or domestic abuse (13 per cent)

Attachment 1 provides the complete I Count findings.

A lower percentage of York Region’s population is experiencing homelessness compared to other jurisdictions

Despite growing urbanization, York Region’s strategies, programs and investments are helping. Forty-seven Services Managers across Ontario participated in local homeless counts in 2018. Table 1 summarizes findings in a sample from the Greater Toronto, Hamilton and Simcoe Area jurisdictions (see Appendices K and L of Attachment 1 for further information from six out of 47 service managers). Methodologies used to conduct homeless counts vary and are indicated in the table below. Combining a Point-in-Time count with a Registry Week, as York Region did, provides a more in-depth data about the scope of homelessness and why homelessness occurs.

Table 1
Homeless Count Results from the Greater Toronto, Hamilton and Simcoe Area Jurisdictions

Municipality	Methodology	Population Census 2016	Total Number of Homeless	Percentage of the Total Population
Toronto	Point-in-Time Count	2,731,571	8,715	0.32%
Simcoe County (includes Barrie and Orillia)	Point-in-Time and Registry	479,650	697	0.15%
Hamilton	Point-in-Time Count	536,917	504	0.09%
Peel	Point-in-Time and Registry	1,381,744	875	0.06%
Halton Region	Point-in-Time Count	548,435	271	0.05%
York Region	Point-in-Time and Registry	1,109,909	389	0.04%

I Count findings were used to form York Region’s first By Name List

The surveys from I Count formed the Region’s first By Name List. A By Name List is a real time list of individuals and families experiencing homelessness in a community. Knowing homeless residents in York Region by name, and understanding the most urgent needs, the Region and community partners have taken steps toward helping individuals and families find and keep housing. Understanding needs and the barriers are key components in

connecting residents experiencing homelessness to the right type and level of support and helps move the Region towards the provincial mandate of ending chronic homelessness by 2025.

After the count, individuals and families surveyed were prioritized on the By Name List based on their level of vulnerability (acuity) and length of time homeless. The names of the individuals and families with the highest acuity and length of time being homeless were brought forward to a newly formed Community Collaborative Table. The Community Collaborative Table is comprised of Regional staff and community service providers. The Community Collaborative Table meets regularly to review and match priority clients on the By Name List to appropriate and available program spaces. This includes housing first programs from the Region's new Home Now Program, as presented to Council in [November 2017](#). For example, since the April 2018 Count, 45 residents who have been homeless the longest and have the highest level of need have been housed and the program is continuing to work with an additional 26 individuals or families to obtain housing.

Strategic investments in programs and services for residents at-risk of or experiencing homelessness have helped residents to find and keep permanent housing

The Region continues to develop a “made in York Region” system of homelessness prevention and housing stability services. This is helping homeless and at-risk residents to remain in, or return to stable housing. For example, establishment of a multi-service centre for homeless and at-risk women at Belinda's Place has helped to permanently house over 400 women since 2016. Programs and services have also helped residents keep housing and successfully reintegrate into the community. The Housing Stability Program for example, has helped over 4,700 people to find and keep housing since 2014. In 2018, 96 per cent of residents served remained stably housed for at least 6 months.

These are only two specific examples of how strategies and investments made by the Region have yielded positive results in supporting housing affordability and stability.

The 2019 budget approved an additional Housing Stability Worker and Social Worker to provide intensive case management and wrap around supports to residents with high needs.

5. Financial

In 2018, the Ministry of Housing provided \$13.5 million in funding to the Region under the Community Homelessness Prevention Initiative (CHPI). This funding comes with criteria requiring the Region in its role as Service Manager to address local priorities and better meet the needs of individuals and families who are homeless or at-risk of becoming homeless in York Region.

The total cost of the 2018 York Region Homelessness Count was \$577,537, which was 100 per cent funded by the Province. Service Managers are permitted to spend up to 5 per cent of their CHPI funding on homelessness enumeration costs. York Region used 4.3 per cent.

These costs relate to preparing and planning for the count, including staff time, plus one-time costs such as technology and promotional materials.

6. Local Impact

During I Count, community partners across local municipalities participated by connecting survey teams with residents experiencing homelessness who frequent their sites. I Count teams worked with local municipal libraries and 11 locations across the Region participated in planning and supporting I Count. Posters promoting I Count were put up in local municipal libraries, community centres, emergency and transitional housing, foodbanks, meal programs, and drop-in centres. Partnerships with community agencies, local municipalities and conservation authorities supported residents who were homeless or at-risk of becoming homeless to participate

I Count data will help inform system planning and improve access to services for residents who are homeless or at-risk of housing loss in all nine local municipalities. The data will help the Region and community partners develop strategies and implement solutions based on evidence for more effective service delivery in the community. Determining the needs of residents experiencing homelessness and promoting housing stability can help reduce the cost of expensive emergency or crisis supports in all communities.

In 2018, at the request of local municipalities, training on homelessness supports and services was provided by the Region to help local municipalities support increased requests from residents, and strengthen partnerships amongst service providers, the Region and local municipalities. The Region plans to facilitate education and training to local municipalities.

7. Conclusion

For most residents, York Region is a vibrant and prosperous place to live and work. However, homelessness does exist in York Region. Some York Region residents live outdoors, in emergency housing facilities, seasonal shelters, Violence Against Women shelters or are staying temporarily with family or friends. Others are at-risk of homelessness or precariously housed. We also know from the I Count survey that individuals and families continue to find it increasingly hard to make ends meet and find affordable housing options, putting them more at-risk of homelessness.

York Region's focus is on investing in strategies to prevent homelessness and when necessary, to help people who become homeless find housing as quickly as possible with connections to the right supports to help them stay housed. Under the direction and with the support of Council, the Region's homelessness prevention and housing stability efforts are working as evidenced by an increase in the number of at risk residents served.

I Count is being used to better inform service planning and ensure people are being connected to the right services and supports that assist with their housing stability. The By Names List is helping the Region and community partners to prioritize and coordinate services to help those who are the most vulnerable.

For more information on this report, please contact Cordelia Abankwa, General Manager, Social Services at 1-877-464-9675 ext. 72150. Accessible formats or communication supports are available upon request.

Recommended by: **Katherine Chislett**
Commissioner of Community and Health Services

Approved for Submission: **Bruce Macgregor**
Chief Administrative Officer

March 21, 2019
Attachment (1)
9234539

i count

I'm not just a number

York Region's 2018 Homeless Count

Working Together to Prevent, Reduce and End Homelessness

April 2019

Reader's Notes

Citing this report: York Region, York Region's 2018 Homeless Count: Working Together to Prevent, Reduce and End Homelessness, April 2019.

The terms 'overrepresentation' and 'underrepresentation' are observations of descriptive statistics, and unless otherwise specified, over/under representations are not statistically validated.

"Indigenous" and "Aboriginal" terminology have been used in accordance with the federal and/or provincial survey questions and/or Census language.

Accessible formats or communication supports are available upon request. Please contact 1-877-464-9675

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York Region is vibrant and prosperous.

However, homelessness does exist.

We want to mitigate and end homelessness so we set out to find out who is homeless and why.

This is a story of **hope** as we continue to take steps to prevent, reduce and end homelessness.

Thank you and acknowledgements

Work of this depth and breadth required many perspectives, resources and talents. York Region thanks all the citizens and Regional staff who participated in I Count. As well, we thank our community partners, including food banks, meal programs, libraries, local municipalities, emergency and transitional housing, drop-in programs, Violence Against Women shelters, mental health agencies, York Regional Police, and Conservation Authorities for working together to make the count a successful community event.

The Region thanks and acknowledges the Lived Experience Working Group for helping us gain a better understanding of

homelessness in York Region. As well, we would like to thank the City of Toronto for sharing their advice, lessons learned and resource materials. Leveraging these experiences and knowledge made our methodology and strategies more rich and meaningful.

Finally, The Region also acknowledges United Way Greater Toronto for their insights and thanks them for partnering with The Region to plan and implement the count.

I Count was a four day event that mobilized York Region citizen volunteers, community organizations and staff to count and survey people who are homeless.

Executive summary

From April 17 to 20, 2018, The Regional Municipality of York (The Region), community partners, agencies and citizen volunteers participated in the first Region led homeless count, **I Count, I'm not just a number** (I Count), and the second homeless count in York Region.

I Count goals:

- ✓ better understand the scope of homelessness to make the right investments in solutions
- ✓ help connect people to the right services and supports
- ✓ help people with the greatest needs get the supports they need

The findings will inform service system delivery, help target investments to get ahead of the number of people experiencing homelessness, and shed light on the needs and barriers facing residents.

I Count was part of the first Ontario-wide effort to better understanding homelessness. All 47 Service Managers across Ontario led a count in their communities in 2018. I Count was mandated by the Province of Ontario, under the *Housing Services Act*, 2011 each Service Manager is required to conduct homeless counts every two years.

I Count also met federal requirements under the Homelessness Partnering Strategy, which similarly requires Community Entities to conduct a Point-In-Time count every two years. The Homelessness Partnering Strategy is a federal community-based homeless strategy aimed at preventing and reducing homelessness. Community Entities are the community bodies entrusted by the federal government to administer the funding streams and strategies designed to address local homeless issues. In York Region, United Way Greater Toronto is the Community Entity responsible for the Homelessness Partnering Strategy.

In preparation for the count (refer to Appendix A and C):

- 238 people were trained and participated in I Count, including 88 Regional staff with specific expertise (e.g., social workers) and 150 citizen volunteers trained to successfully connect with as many people experiencing homelessness as possible, and to support three field offices.
- A working group of front-line staff who work with individuals experiencing homelessness was formed to identify known locations of people sleeping outdoors. This included organizations across York Region, York Regional Police, Conservation Authorities, Ontario Works and staff from Emergency Medical Services, Forestry, Housing and Social Services.
- A Lived Experience Working Group of individuals who had experienced homelessness was formed to advise and provide feedback on all aspects of I Count's planning and execution, including methodology, known-locations, care package contents and communication materials.



During the count:

- Trained staff and volunteer teams visited 44 outdoor locations and 47 indoor community locations across York Region where individuals experiencing homelessness are known to frequent.
- There were 82 shifts across the four days, and staff and volunteers worked from 7:30 a.m. to 10 p.m. Staff and volunteers conducted surveys at emergency and transitional housing facilities, outdoor locations, meal programs, public libraries, food banks and local drop-in centres. Surveys were also carried out by staff of the four Violence Against Women shelters in York Region.
- York Region Forestry and Emergency Medical Services staff helped volunteers reach people outdoors during I Count, and York Regional Police were consulted on the safety plan.
- Two events designed to attract youth were held in partnership with 360Kids and The Salvation Army, and attended by 55 youth.

The Region's approach focuses on homelessness prevention, housing stability and wraparound programs. These strategies and services keep residents at-risk of homelessness housed, and help people experiencing homelessness become permanently housed, as quickly as possible.

The findings from I Count will inform service system delivery, help to target investments to prevent and mitigate homelessness, and shed light on the needs and barriers facing residents experiencing homelessness. I Count data will be shared with community partners and agencies serving persons who are homeless to support and enhance service delivery. The findings will also help inform the 2019 update to The Region's 10 Year Housing and Homelessness Plan, *Housing Solutions: A place for everyone*.

Moving forward

- Results will inform service planning and ensure people are being connected to the right services and supports that assist them to find and/or keep housing.
- The data will be shared with community partners and homeless serving agencies to support investments and enhance service delivery.
- The findings will inform actions in the 2019 update to The Region's 10 year Housing and Homelessness Plan, *Housing Solutions: A place for everyone*.



On Tuesday, April 17, 2018, I Count found

389 individuals homeless in York Region.

44 people were living unsheltered.
(living in public spaces)

221 people were staying in emergency housing facilities or Violence Against Women shelters.

(staying in overnight shelters, includes people impacted by family violence)

124 people were staying in temporary accommodations (provisionally accommodated).

(people staying in transitional housing, couch-surfing [living temporarily with others], or in a hotel/motel)

From April 17 to 20, 2018

224 individuals*

completed a survey in York Region.

Of those surveyed:

34 people were living unsheltered.

96 people were staying in emergency housing facilities or Violence Against Women shelters.

94 people were staying in temporary accommodations (provisionally accommodated).

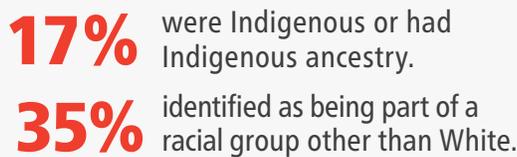
* of the 389 individuals experiencing homelessness, 224 completed a survey

i count

I'm not just a number

Key findings

from the 224 individuals who completed the survey



80%* were not immigrants or refugees

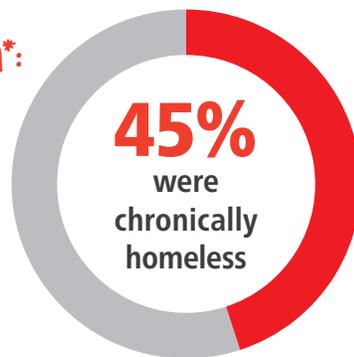


*3% did not answer or did not know. Percentages do not add to 100 due to rounding.

Top five causes of homelessness in York Region*:

- **25%** family conflict
- **16%** job loss
- **15%** illness or medical condition, hospitalization or treatment program
- **14%** unable to pay rent/mortgage
- **13%** addiction, substance use, mental health or domestic abuse

* Respondents could select more than one response.



Most common income sources:



Ontario Works



Disability benefits (includes Ontario Disability Support Program)



Employment

Health and Mental Health:



48%

had a mental health issue



37%

had a medical condition



34%

had an addiction



31%

had a disability



I Count headquarters staff.

Introduction

York Region's 2018 Homeless Count took place from April 17 to 20, 2018

The Regional Municipality of York (The Region), community partners, agencies and citizen volunteers participated in the first Region led homeless count from April 17 to 20, 2018, I Count, I'm not just a number (I Count), the second homeless count in York Region.

I Count collected data, including names of people experiencing homelessness, to gain a better understanding of the needs and barriers facing residents in York Region.

A total of 389 people were found to be homeless on April 17, 2018, of which 224 completed a survey. Multiple cross-sector community partners were mobilized, and nearly 240 staff and citizen volunteers conducted surveys at 47 indoor locations and 44 outdoor locations (refer to Appendix A). Representatives from York Regional Police, Forestry, Emergency Medical Services, Social Services, Conservation Authorities and Ontario Works – all worked together to help plan and deliver the homeless count over a four day period.

A comprehensive communications strategy (refer to Appendix B) built awareness of homelessness in York Region, encouraged people who are homeless to take part in the survey, and helped recruit volunteers to conduct surveys and support field offices.

* Service Managers across Ontario are responsible for the development, implementation and delivery of human services.

The Region partnered with United Way Greater Toronto to coordinate provincial and federal homeless count requirements

The Region is the provincially designated Service Manager responsible for homelessness prevention and housing stability. As one of 47 Service Managers*, The Region is mandated by the Province of Ontario to count people experiencing homelessness every two years. In 2018, all 47 Service Managers in Ontario participated in a homeless count.

United Way Greater Toronto (UWGT) is one of more than 50 Community Entities under the Federal Government's Homelessness Partnering Strategy. A Community Entity is responsible for implementing and administering the federal strategy to address local homelessness issues through the federal designated communities funding stream. Similar to provincial requirements, the Federal Government mandates Community Entities to conduct a Point-in-Time count every two years.

The first Point-in-Time Count in York Region was conducted by UWGT in 2016. For I Count, The Region worked closely with UWGT to gain insights from their experiences. UWGT staff partnered in planning and implementing the count, and played a key role in supporting field offices during the count. I Count findings were submitted on behalf of UWGT to meet its Federal mandate for Everyone Counts, 2018 National Coordinated Point-in-Time Count. Data collected from over 60 communities across Canada will inform the national picture of homelessness.

I Count findings will also be shared with other community partners and agencies serving people experiencing homelessness to assist with community planning and investments, and enhance service delivery.



Thank you package given to survey respondents.

I Count included people who were unsheltered, emergency sheltered and provisionally accommodated.

During I Count, staff and volunteers counted and connected with people who were sleeping outdoors (rough), who were staying in emergency housing (shelters) or short-term transitional housing, and people staying temporarily with friends (couch surfing).

In York Region, homelessness is estimated to be less than 1% of the overall population.

Over the years, The Region's focus on housing stability and homelessness prevention has yielded positive results. With a focus on diversion and prevention, homelessness can be mitigated and hopefully one day eliminated. The findings will help inform service system program delivery to help individuals find and keep housing, and connect individuals to services and supports.

235,000

people are homeless in Canada in a given year, or **35,000** a night.¹



I Count promotion on bus shelters

What does homelessness look like in York Region?

York Region is home to nearly 1.2 million people of all ages and ethnic backgrounds. It is one of Canada's fastest growing communities and the third largest municipality in Ontario². York Region is prosperous, diverse and vibrant with communities where residents work, play and access services.

Homelessness is a reality for a very small portion of York Region residents. Homelessness in York Region includes people living outdoors, in emergency housing facilities, seasonal shelters, Violence Against Women shelters or staying at a friend's. Others, who were not enumerated in I Count, include people who are at-risk of homelessness, precariously housed or are temporarily sheltered in hospitals and foster care. Perhaps the most challenging aspect of understanding homelessness is that much of homelessness is hidden. Estimates suggest that up to 80% of people who experience homelessness in Canada are not visible.³

The population surveyed during I Count includes youth, adults and seniors, single individuals and family households with children. There was no one 'typical' profile of someone experiencing homelessness in York Region. People surveyed ranged in age, household composition, income, and reasons why they became homeless. There are, however, a number of key factors noted below that affect many homeless and at-risk residents.

Since 2013, The Region has made a significant strategic shift from 'managing' homelessness to a more focused approach on homelessness prevention and housing stability. By targeting investments and resources on prevention, diversion, wraparound and housing retention supports, while still making crisis supports available, The Region has become increasingly successful in helping residents achieve long-term housing stability and independence.

Homelessness in York Region is an important and timely issue to address as York Region grows in population

complexity and diversity. Also, factors such as the economy, societal pressures, availability of supports and services and affordable housing can impact the number and needs of people experiencing homelessness.

The Canadian **definition of homelessness** states that homelessness describes "the situation of an individual, family or community without stable, safe, permanent, appropriate housing, or the immediate prospect, means and ability of acquiring it."⁴

"Homelessness describes a range of housing and shelter circumstances, with people being without any shelter at one end, and being insecurely housed at the other. That is, homelessness encompasses a range of physical living situations, organized here in a typology that includes:

- **Unsheltered**, or absolutely homeless and living on the streets or in places not intended for human habitation;
- **Emergency Sheltered**, including those staying in overnight shelters for people who are homeless, as well as shelters for those impacted by family violence;
- **Provisionally Accommodated**, referring to those whose accommodation is temporary or lacks security of tenure, and;
- **At-Risk of Homelessness**, referring to people who are not homeless, but whose current economic and/ or housing situation is precarious or does not meet public health and safety standards."⁵



I Count training.

Traditionally, rental housing has provided an affordable housing option for young people and seniors who do not wish to own, for residents living on low and moderate income and workers who cannot afford the ownership market. In York Region, 14.1% of the housing stock is rental units⁶ and the vacancy rate is at 1.7% for purpose-built rental apartments⁷. This is well below a healthy vacancy rate of 3%⁸ and results in a limited supply of affordable housing options. From 2008 to 2018 the average re-sale home prices rose by 112%⁹, while the average family income rose by 13%¹⁰, making it difficult for individuals and families to make ends meet.

More households are at-risk of homelessness

The lack of affordable housing options for low and moderate income households can contribute to people being at-risk of homelessness. In 2016, 52% or 26,060 renter households in York Region spent 30% or more of their total income on housing¹¹, an increase of over 7% from 2011¹². People who spend more than 30% of their income on housing are said to be cost burdened or living in unaffordable housing.

Individuals and families living in unaffordable housing can be at-risk of homelessness. When at-risk households experience a crisis, such as sudden job loss or a major health issue, they are

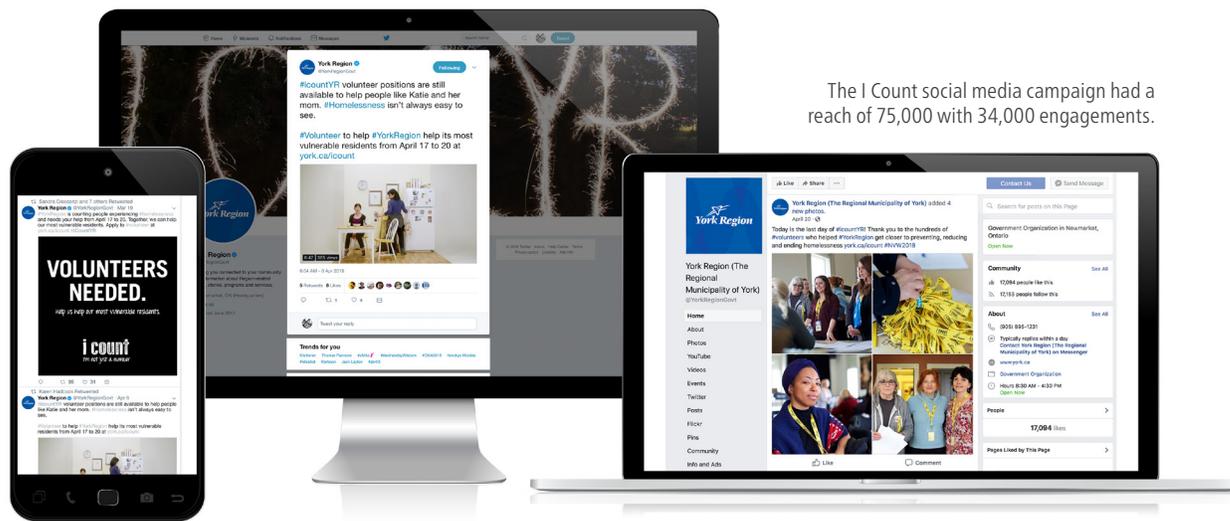
more likely to experience homelessness than people living in housing that is affordable.

Preventing homelessness is less expensive than managing it

The Mental Health Commission of Canada's At Home/ Chez Soi study found that "every \$10 invested in Housing First* services resulted in an average savings of \$21.72 for participants with the highest needs¹³. The main cost offsets were psychiatric hospital stays, general hospital stays (medical units), home and office visits with community-based providers, jail/prison incarcerations, police contacts, emergency room visits, and stays in crisis housing settings and in single room accommodations with support services¹⁴."

Managing homelessness once people have lost their homes is expensive, and it can be very difficult to find a new, affordable place to live. For this reason, The Region works to house and support people who become homeless to find and keep housing as quickly as possible, and focuses on action to help prevent people from becoming homeless in the first place.

* Housing First is a recovery-oriented approach to ending homelessness that centers on quickly moving people experiencing homelessness into independent and permanent housing and then providing additional supports and services as needed.



The I Count social media campaign had a reach of 75,000 with 34,000 engagements.

I Count methodology

The Region conducted a joint Point-in-Time Count and Registry Week

I Count took place over four days and included people in emergency housing, on the streets and people experiencing hidden homelessness such as couch surfing or staying with friends and family because they have nowhere else to live (see Appendix M for definitions).

I Count connected with as many people as possible that were experiencing homelessness by using a combination of two homeless count methods: Point-in-Time Count and Registry Week (refer to Appendix C).

A **Point-in-Time count** provides a snapshot of homelessness over a single 24-hour period. In York Region, the Point-in-Time Count looked at how many people were homeless on April 17, 2018. The count was conducted at emergency housing facilities and transitional housing units*, and I Count teams visited “known outdoor locations” where people experiencing homelessness were known to stay. The known locations were determined by a group of frontline homeless-serving staff and agencies, and people with lived experience. Information on these locations is being maintained as confidential to protect the individuals living outside.

The Point-in-Time count was accompanied by a **Registry Week**, which is a multi-day count that took place from April

* Transitional housing is a temporary type of accommodation that is meant to bridge the gap from homelessness to permanent housing by offering elements such as structure, supervision, support, life skills, and education.

17 to 20, 2018. Teams visited locations such as libraries, food banks, drop-in centres and meal programs over the four-day period, to try and connect with as many people experiencing homelessness as possible.

People experiencing hidden homelessness are difficult to identify. Enumeration methods will likely not reflect the full scope of homelessness in a community¹⁵. Possible methods to connect with people experiencing hidden homelessness are magnet events and conducting surveys by phone. To connect with people experiencing hidden homelessness, The Region had a dedicated telephone line where participants could complete the survey by phone. The Region also held two events designed to attract youth, in partnership with 360Kids and The Salvation Army.

Vulnerability assessments were conducted to support prioritization

A survey and a vulnerability assessment were completed for each consenting respondent, in order to identify people that are chronically homeless (defined as currently homeless and have been homeless for 6 months or more in the past year) and have a high vulnerability. Information collected included age, health, housing, duration and/ or reasons for homelessness. The data collected forms a contact list which is used to refer individuals and families with the highest needs to housing.

A total of 238 people were trained and participated in I Count.

In preparation for I Count, 150 citizen volunteers and 88 Regional staff were trained to successfully connect with people experiencing homelessness and help support three field offices. Survey training included an overview of the I Count initiative, how to approach individuals experiencing homelessness and complete the survey, and provided an overview of the I Count Safety Plan. I Count adapted the City of Toronto's Point-in-Time Count 2013 Safety Plan to reflect the York Region context, with additional input from York Regional Police (refer to Appendix D).

During I Count, trained teams visited 44 outdoor locations and 47 indoor community locations across York Region where individuals experiencing homelessness are known to frequent. Trained staff and community volunteers conducted surveys at emergency and transitional housing facilities, hotels/motels, outdoor locations, meal programs, public libraries, food banks and local drop-in centres. Surveys were also carried out by staff of the four Violence Against Women shelters in York Region.

In January 2016, UWGT conducted Count Me In, the first Point-in-Time Count of homelessness in York Region.

The Point-in-Time Count provided a snapshot of the number of sheltered and unsheltered homeless individuals in York Region. Following Count Me In, The Region partnered with UWGT and prepared a joint report Understanding the Numbers, Working Together to Prevent, Reduce and End Homelessness in York Region. This report included data from The Region's emergency housing Homeless Individuals and Family Information System (HIFIS) database and the findings from Count Me In.

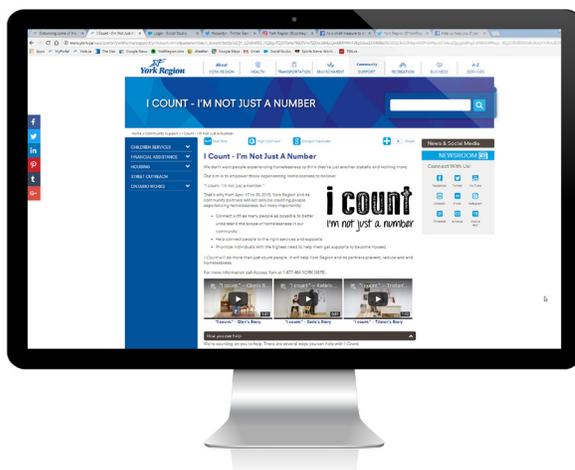
In 2018, The Region worked closely with UWGT to plan and implement **I Count, I'm not just a number**.

Where available, this report compares data with the 2016 Count Me In, Point-in-Time Count. The different methodologies used in the count are highlighted below to help understand the findings.

As the 2018 count uses a longer time frame and visited more indoor and outdoor locations, the overall numbers in 2018 are higher.

Methodology highlights

Response	Count Me In 2016	I Count 2018
	Winter	Spring
Time of Year	Over a 24-hour period	Over a four-day period
Duration	Survey location	
Unsheltered <ul style="list-style-type: none"> Living in public space 	<ul style="list-style-type: none"> Volunteers visited 16 indoor and 17 outdoor locations. 	<ul style="list-style-type: none"> Volunteers visited 44 outdoor and 47 indoor locations.
Sheltered <ul style="list-style-type: none"> Emergency housing Violence Against Women (VAW) shelters 	<ul style="list-style-type: none"> Volunteers visited five emergency housing facilities. Shelter staff surveyed participants across four VAW shelters. Two seasonal shelters were open during Count Me In. 	<ul style="list-style-type: none"> Volunteers visited six emergency housing facilities. Shelter staff surveyed participants across four VAW shelters. The seasonal shelters were closed during I Count.
Provisional <ul style="list-style-type: none"> Transitional housing Temporarily with others (hidden) Hotel or motel 	<ul style="list-style-type: none"> Six transitional or second stage housing sites were counted. During the 2016 Count Me In, there were no requirements to count hidden homelessness. Volunteers did not visit hotel/motels. 	<ul style="list-style-type: none"> Eight transitional or second stage housing sites were counted. During the 2018 I Count there were requirements to count hidden homelessness. Held two youth magnet events and had a dedicated phone line for surveys. Volunteers visited hotel/motels.



Posters, visuals and web page helped communicate I Count.



I Count results reflect a minimum number of people who are experiencing homelessness in York Region

I Count found 389 individuals who were experiencing homelessness on Tuesday, April 17, 2018. There may have been more as this is a snapshot of homelessness and it is unknown if the count and survey results entirely reflects York Region's homeless population. York Region is a large municipality with over 1,700 km² and has a mix of urban and rural communities. Locating every resident experiencing homelessness is a challenge, especially counting people experiencing hidden homelessness.

From April 17 to 20, 2018, 224 individuals completed a survey. The accuracy of survey information relies on the voluntary disclosure of information from individuals experiencing homelessness.

On April 15 and 16, 2018 there was a severe ice storm in York Region. This likely disrupted people living outdoors' usual living arrangements. It may have either caused them to move to other unsheltered locations that offered more protection from the elements, or go indoors for warmth. It is impossible to know the exact effect that the ice storm had on enumerating people living unsheltered.

I Count made every effort to minimize duplicates through data cleaning and de-duplication.

The data collected was reviewed by a team of analysts, and checked independently by four analysts for duplicates. As a result, seven duplicate surveys were removed from the I Count dataset.

Point-in-Time count*

389 people were experiencing homelessness on April 17, 2018 in York Region

2016
Count Me In
(263 individuals)

2018
I Count
(389 individuals)



7

44

Unsheltered: People living in public spaces. Includes people observed to be homeless on April 17 but did not complete a survey, and people self-identifying as homeless on April 17 at the time they were surveyed.



221

221

Sheltered: People staying in emergency housing, or in Violence Against Women (VAW) shelters. Includes occupancy totals from emergency housing and Violence Against Women (VAW) shelters on April 17.

153 in emergency housing (2018 I Count)

68 in Violence Against Women shelters (2018 I Count)



35

124

Provisionally accommodated: People staying in transitional housing, couch-surfing (living temporarily with others), or in a hotel/motel. Includes occupancy totals from transitional housing, surveys for people couch surfing (living temporarily with others), and people living in hotel/motel who were homeless on April 17.

58 in transitional housing (2018 I Count)

62 staying temporarily with others (2018 I Count)

4 staying in a hotel/motel (2018 I Count)

2016
Count Me In
(263 individuals)

2018
I Count
(389 individuals)

Registry Week*

224 people were surveyed during April 17 to 20, 2018



5

34

Unsheltered: People living in public spaces.



121

96

Sheltered: People staying in emergency housing, or in Violence Against Women (VAW) shelters.

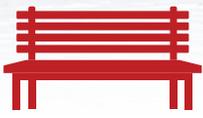


17

94

Provisionally accommodated: People staying in transitional housing, couch-surfing (living temporarily with others) or in a hotel/motel.

* Note: higher numbers in 2018 may be attributable to methodological differences



A snapshot of different homeless experiences

Who is living unsheltered?

- The majority (82%) were male; 18% were female
- 1 in 5 (21%) were youth
- 79% were single or had no family members staying with them that night
- Almost 4 in 5 (79%) were homeless six months or more in the past year
- 18% were first homeless at the age of 16 or younger; 1 in three (35%) at age 24 or younger

- About a quarter (26%) were in foster care or group homes at some point in their lifetime

41% had a medical condition	26% had a physical disability	44% had an addiction	50% had a mental health issue
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Who is staying in emergency housing?

- 53% are female; 45% are male
- Almost 1 in 3 (32%) are youth
- 4 in 5 (80%) are single or had no family members staying with them that night
- Over 1 in 3 (35%) were homeless for at least six months in the past year
- 1 in 5 (20%) came to Canada as an immigrant or refugee/refugee claimant
- A quarter (26%) were first homeless at the age of 16 or younger; 47% at age 24 or younger
- 15% were in foster care or group homes at some point in their lifetime

Who is staying in provisional accommodations?

- 57% are male; 40% are female
- 1 in 5 (21%) are youth
- More than three quarters (78%) are single or had no family members staying with them that night
- 41% were homeless for at least six months in the past year
- 16% came to Canada as an immigrant or refugee/refugee claimant
- 18% were first homeless at the age of 16 or younger; 2 in 5 (44%) at age 24 or younger
- 1 in 5 (20%) were in foster care or group homes at some point in their lifetime

32% had a medical condition	25% had a physical disability	24% had an addiction	40% had a mental health issue
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40% had a medical condition	38% had a physical disability	41% had an addiction	55% had a mental health issue
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Discussing I Count with the media.

i count

I'm not just a number

I Count survey findings

The following responses are taken from the 224 people that completed I Count surveys from April 17 to 20, 2018 (refer to Appendix E and G for survey questions and Appendix J for detailed data tables).

Gender

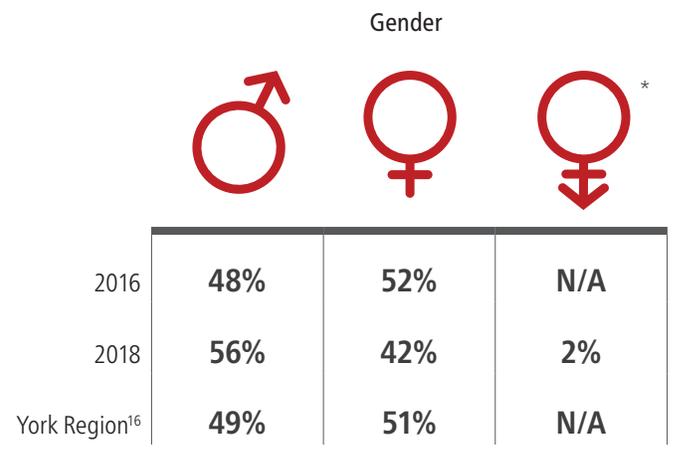
Over half of respondents (56% or 125) identified as male, 42% (95) identified as female, and 2% (less than five individuals) identified as gender queer/gender non-conforming/don't know, or declined to answer. Compared to 2016, there is an 8% point increase in males and a 10% point decrease in females.

Both counts showed an over-representation of males and underrepresentation of females compared to the overall York Region population.

The 2018 GTHA and Simcoe County homeless count findings were similar to I Count as more than half of respondents were male. All counts in the GTHA and Simcoe County consistently found that more than half of homeless respondents were male (refer to Appendix K and L for all GTHA and Simcoe comparators).

“ Every person has their own story, background and reasons why and how they became **homeless**. ”

- Youth, I Count Speaker's Corner



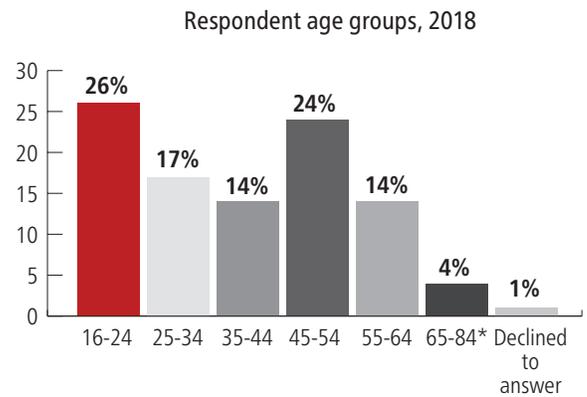
* Gender queer, gender non-conforming, don't know or decline to answer (responses were merged to maintain respondent anonymity)

Age

The majority of respondents (69% or 154) were adults 25 to 64 years of age, over a quarter (26% or 58) were youth 16 to 24 years of age, and 4% (9) were seniors (aged 65 and over). Compared to 2016, there was a 7% point increase in adults and 8% point decrease in youth, with similar proportion of seniors over 65 across both counts.

The chart presents the age of respondents by deciles or groups and when age was divided into deciles, youth aged 16 to 24 were the largest age group at 26% (58), followed by adults aged 45 to 54 (24% or 54).

The chart reflects adult survey respondents aged 16 and over and excludes dependent children aged 15 and under.



* Deciles merged to maintain respondent anonymity.

Age of first homeless experience

Almost half of respondents, (44% or 98) became homeless at or before the age of 24, and of those 21% (48) became homeless at or before the age of 16.

Youth who leave home at an early age (16 and younger)¹⁷

Research demonstrates the following characteristics are high among youth who become homeless at an early age (16 and younger):

- Experience multiple episodes of homelessness
- Are involved with child protection services
- Are tested for Attention Deficit Hyperactivity Disorder
- Experience bullying
- Are victims of crime once homeless, including sexual assault
- Have greater mental health and addictions symptoms
- Experience poorer quality of life
- Attempt suicide
- Experience chronic homelessness



more than
1 in 5
were homeless
by the age of

16



Volunteer during I Count.

Youth

The 2016 count found that 34% or 48 youth were experiencing homelessness. In comparison, youth (15 to 24 years of age) represented just 13% of York Region's overall population, in 2016¹⁸. The trend has continued in 2018, the 2018 count found that 26% or 58 youth were experiencing homelessness.

Two thirds of respondents (66% or 38) were males and 16% (nine) identified as LGBTQ2S.

Over half of respondents (53% or 31) reported having a mental health issue.

Half of respondents (50% or 29) were homeless for at least six months in the past year.

York Region had the highest percentage of respondents that identified as youth (26%) when compared to Peel (23%), Simcoe (18%), Durham (16%), Hamilton (13%), and Toronto (10%).

Facts about homeless youth in York Region

- The majority (**88%**) were single or had no family members staying with them that night
- Half (**50%**) were homeless for at least six months in the past year
- **14%** came to Canada as an immigrant or refugee/refugee claimant
- Over half (**53%**) had a mental health issue

16%
identified
as LGBTQ2S

16%
had a
medical
condition

10%
had a
physical
disability

38%
had an
addiction

Foster care/group home

Of all respondents surveyed, 19% (42) had been involved with the foster care or a group home system at some point in their life.

almost **1 in 5**
were involved in a foster
care or group home





"Brian" from I Count homelessness awareness poster.

Seniors

Older adults 55 and over made up 18% of respondents.

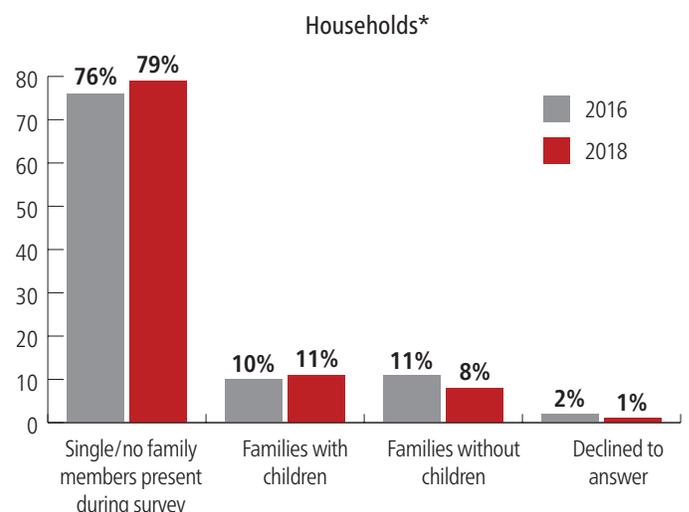
Seniors aged 65 and over were underrepresented and made up 4% of respondents (nine). In comparison, seniors made up 15% of the overall York Region population¹⁹.

The York Region Seniors Strategy indicates that seniors are the fastest growing population group in York Region. According to the 2016 Census, the number of seniors grew by 34% between 2011 and 2016²⁰.

The 2018 GTHA and Simcoe County homeless count findings were similar to I Count findings, where 5% or less identified as seniors. Note that Peel's finding of 16% is higher because they used an age bracket for seniors of 55 and older (see Appendix L).

Singles

Of the respondents surveyed, 79% (177) were single (or had no family members staying with them during the survey), a 3% point increase from the 2016 count. In comparison, 6% of the York Region total population age 15 and older lives alone.



* Percentages will not add to 100% due to rounding.



“Olivia and Grace” from I Count homelessness awareness poster.

Families with children

Of the respondents surveyed, 11% (25) were accompanied by 47 dependent children. More than half, or 13 of the 25 families with children were single parents, and all but one of the 13 single parent families were headed by mothers. Similarly in 2016, 10% of respondents were parents’ accompanied by 20 dependent children, with all but one household headed by mothers.

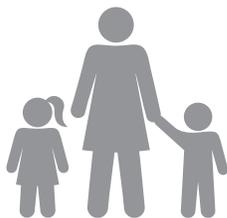
Of the 47 dependents aged 15 and under attached to survey respondents, 22 dependents (or 47% of all dependents) were

with respondents at a Violence Against Women shelter, 11 dependents (23%) were in a family emergency housing facility, five (11%) were couch-surfing, and nine (19%) were either in a transitional unit, second-stage housing at a Violence Against Women shelter, or did not declare where they were staying that night.

“ Homeless people look like any other people...”

- Youth, I Count Speaker’s Corner

47
dependents
ages 15 and
under were
experiencing
homelessness





Staff and citizen volunteers during I Count.

Indigenous peoples

Of the respondents surveyed, 17% (37) identified as Indigenous or having Indigenous ancestry. This is an increase of 4% points (19) compared to 2016. Indigenous populations are overrepresented in the homeless count, as less than 1% of the overall York Region population report Aboriginal identity²¹.

The findings also indicate that Indigenous respondents became homeless seven years earlier than non-Indigenous groups (26 years of age versus 33 years of age for non-Indigenous participants).

People who identified as Indigenous or as having Indigenous ancestry were present in several counts across GTHA and Simcoe County, representing 9% of respondents in Peel, 16% in Toronto, 17% in York, 21% in Durham, 22% in Hamilton, and 29% in Simcoe County.

In planning for the count, The Region engaged with the Chippewas of Georgina Island First Nation to advise them of the upcoming homeless count. The Region will continue to connect with members of the Band Council on Indigenous homelessness in our community.

Facts about people that identified as Indigenous

- **57%** were male; **43%** were female
- **27%** were youth
- Almost 4 in 5 (**78%**) were single or had no family members staying with them that night
- Almost half (49%) were homeless for at least 6 months in the past year
- **30%** were first homeless at the age of 16 or younger; more than half (**54%**) from 24 or younger
- **38%** had been in foster care or group homes at some point in their lifetime

43%
had a
medical
condition

49%
had a
physical
disability

43%
had an
addiction

65%
had a
mental
health issue



"John" from I Count homelessness awareness poster.

Sexual orientation

The majority of respondents (88% or 197) identified as heterosexual. Eight percent (17) identified their sexual orientation as LGBTQ2S, while 4% did not respond. This result is identical to the 2016 count. Findings also indicate that respondents who identified as LGBTQ2S became homeless for the first time 10 years younger than people who identify as heterosexual/straight (22 versus 32 years of age).

The 2018 GTHA and Simcoe County homeless count findings show that people who identified as LGBTQ2S ranged from 8% in York Region, Simcoe County, and Peel, 9% in Durham, and 11% in Toronto.

8% identified as **LGBTQ2S** in both Counts



Facts about people that identified as LGBTQ2S

- More than half (53%) are youth
- 88% were single or had no family members staying with them that night
- 71% were homeless for more than six months in the past year
- Over a third (35%) first became homeless at 16 years of age or younger; 4 in 5 (82%) first became homeless as youth 24 or younger

35%
had a
medical
condition

35%
had a
physical
disability

41%
had an
addiction

71%
had a
mental
health issue

12% were immigrants

4% were refugee or refugee claimants

Immigrants and refugees

The majority of respondents (80%) who are homeless in York Region were not immigrants or refugees, 12% (26) were immigrants, 4% (10) were refugee or refugee claimants and 3% did not answer. There were no recent newcomer immigrants (people who came to Canada as an Immigrant in the past five years). While 47% of York Region residents were born in countries other than Canada²², the findings indicate that immigrants are underrepresented among the homeless population. The top three countries of origin for recent immigrants were China, Iran and Philippines.²³

Survey questions from Count Me In 2016 about immigrant and refugee status were different and therefore not comparable to I Count 2018.

In 2016, York Region had the third highest proportion of immigrant population (47%) in the Greater Toronto and Hamilton Area (GTHA), after Peel Region (51%) and Toronto (47%).²⁴

Racial group and language

More than half of respondents (66% or 148) identified as White or European-Canadian. After White or European-Canadian, the most common racial group respondents identified with was Black or African-Canadian (13% or 30), and Aboriginal or Indigenous (10% or 23). Less than 3% of York Region's general population identified as "Black" in the 2016 Census, and less than 1% identified as "Aboriginal". Both the Black/African-Canadian and Aboriginal/Indigenous groups were found to be overrepresented compared to the overall York Region population.

Of the respondents surveyed, 12% (25) identified as being Asian, West Asian, Hispanic or Latin American, Arab, or South Asian. I Count respondents who identified as Asian (Chinese, Korean, Japanese) were underrepresented compared to York Region's overall population.

Despite the different racial backgrounds and cultural representation among respondents, the vast majority (91% or 204) of respondents felt most comfortable speaking only English. According to the 2016 Census, more than 120 different languages including English and French, were spoken in York Region, and 87% residents knew only English.²⁵

* While 17% identified as Indigenous or had Indigenous ancestry in the Indigenous People Section (page 19), the current data point identifies 10% as identifying with the Aboriginal/Indigenous community. The difference can be attributed to respondents acknowledging their Indigenous ancestry in the first question, but not identify as belonging to the ethno-cultural group.

I Count 2018 Total		York Region's Total Population	
White	66%	No comparable data	–
Black or African Canadian	13%	Black	2.5%
Aboriginal or Indigenous	10%	Aboriginal	0.5%
Asian (e.g., Chinese, Korean, Japanese, etc.)	3%	Chinese, Korean, Japanese	24%
West Asian (e.g., Iranian, Afghan, etc.)	3%	West Asian (e.g. 'Afghan' 'Iranian' etc.)	3.8%
Other (Hispanic or Latin American, Arab, or South Asian, e.g. East Indian, Pakistani, Sri Lankan, etc.)*	6%	Latin American, Arab, or South Asian (e.g. 'East Indian' 'Pakistani' 'Sri Lankan' etc.)	13%
South-East Asian (e.g. Vietnamese, Cambodian, Malaysian, Laotian, etc.)	0%	Southeast Asian, (e.g. 'Vietnamese', 'Cambodian', 'Laotian', 'Thai' etc.)	1.3%
Filipino	0%	Filipino	2.3%
Don't know	1%	–	–
Decline to answer	2%	–	–

Note: 14 respondents (6%) identified with two racial groups. * Responses have been merged to maintain respondent anonymity

Emergency shelter stays

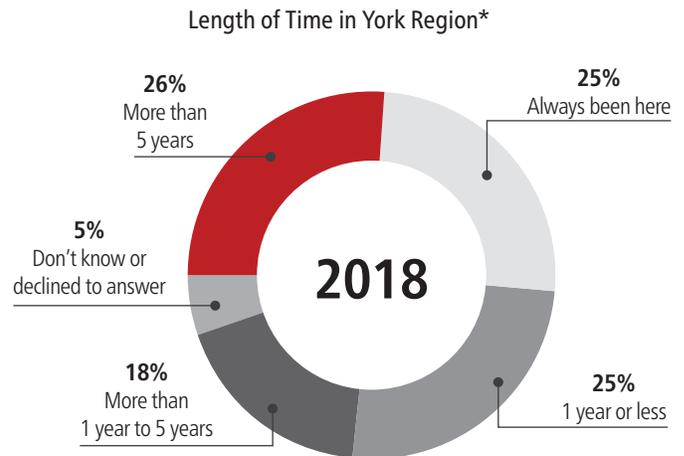
Three in four respondents (75% or 169) stayed in emergency shelters in the year prior to the survey.

“ A shelter can give you a boost in life to get you on your feet... ”
- Youth, I Count Speaker's Corner

Length of time in York Region

A quarter of respondents (25% or 57) had been in York Region a year or less, while more than half (51% or 114) were in York Region for at least five years or more. Compared to 2016, there was an 8% point decrease in the number of respondents who have lived in York Region for a year or less.

Further analysis indicates that the majority of respondents (81% or 126) came from within Ontario and 5% (seven) from another province.



* Percentages will not add to 100% due to rounding.

Veterans

A small proportion of respondents (3% or six) declared they were veterans of the Canadian Military (Canadian Army, Navy, or Air Force) or RCMP. These findings are the same to the 2016 count.

For the 2018 GTHA and Simcoe County homeless counts, 5% or less of respondents identified as veterans.

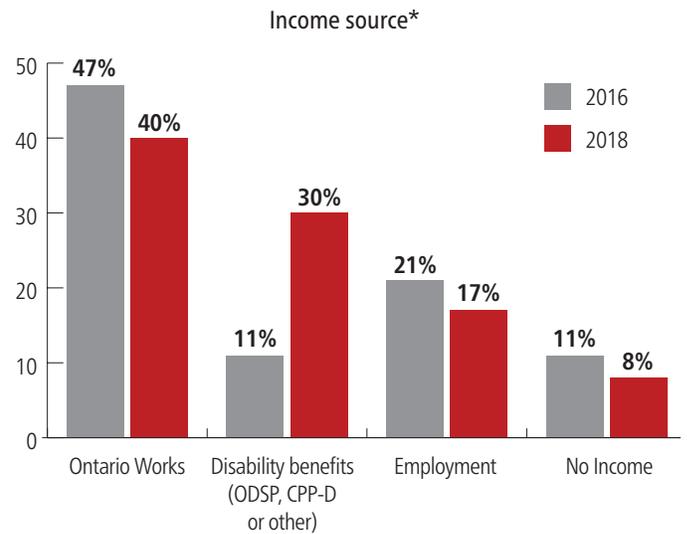
3% identified as
veterans
in both Counts



Income

The majority of respondents (88% or 198) had at least one income source and 20% (45) reported more than one source of income. Ontario Works was the most common income source at 40% of respondents (89), followed by disability benefits at 30% (67), 17% of respondents (39) were employed and 8% of respondents (19) reported no income source.

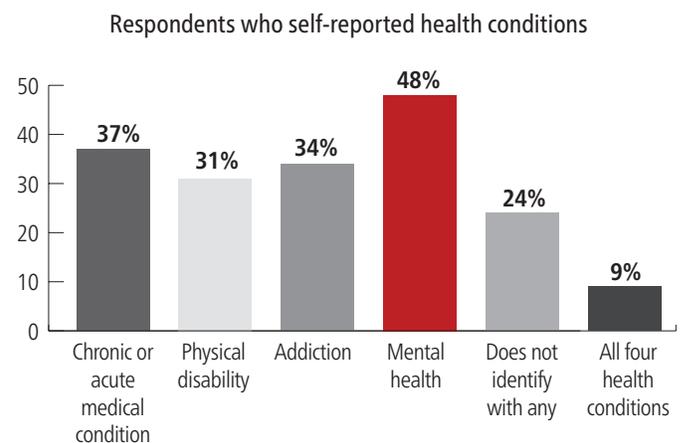
Compared to 2016, there was a 7% point decrease in respondents receiving Ontario Works, a 4% point decrease in respondents that were employed, and a 3% point decrease in people who had no income source at all. The biggest difference between 2016 and 2018 was the 19% point increase in recipients receiving Disability Benefits (Ontario Disability Support Program, Canada Pension Plan-Disability, or other disability benefit).



* Top 4 responses are provided. Respondents could select more than one response for this question and responses will not add to 100%. See Appendix I for full list of responses.

Health conditions

Struggles with poor health was a common theme in I Count findings. Almost half of respondents (48% or 107) reported a mental health issue, 37% (83) a medical condition, 34% (77) an addiction, and 31% (69) a physical disability. Nearly a quarter (24% or 54) did not identify with any of the listed health conditions, and 9% (20) identified with all the listed health conditions.



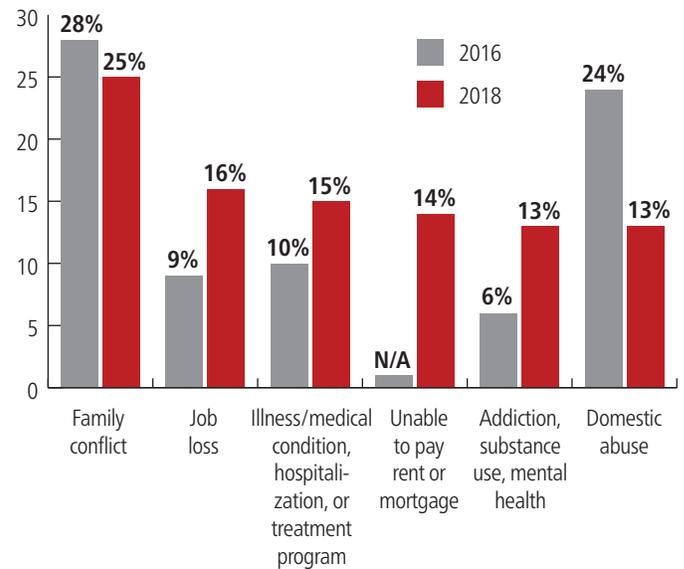
“ I haven’t been on the streets but I’ve been couch surfing... ”
 - Youth, I Count Speaker’s Corner

Reasons why people experience homelessness

The reasons for homelessness in York Region are varied and in some ways different from the usual urban stereotype. A quarter of respondents (25% or 55) identified family conflict as the cause of their housing loss for the current episode of homelessness, followed by job loss (16% or 35), illness/medical condition, hospitalization, or treatment program (15% or 33), and unable to pay rent/mortgage (14% or 31). Both addiction/substance use/mental health and domestic abuse were the next most common reasons for current housing loss, at 13% (30) each.

The largest increase between the 2016 and 2018 count on the reasons for homelessness were job loss (7% point increase) and addiction/substance use/mental health (7% point increase). The largest decrease was in domestic violence (11% point decrease).

Reasons for Current Homelessness*



* Top six responses are provided. Respondents could select more than one response for this question and responses will not add to 100%. See Appendix I for full list of responses.

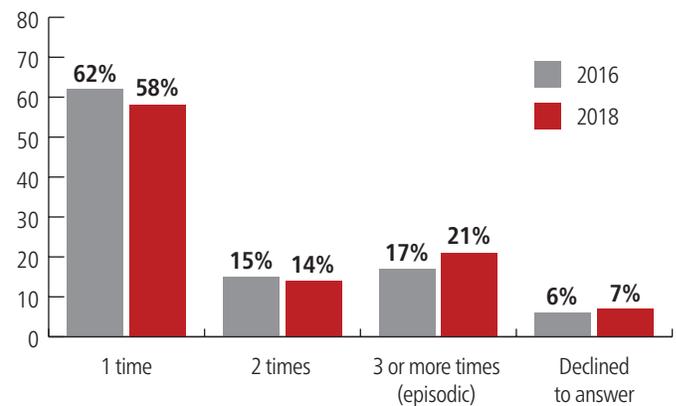
Episodic homelessness

Over half of respondents (58% or 129) experienced homelessness once in the past year. This is a decrease from 2016 (62% or 89).

One in five respondents (21% or 47) reported being homeless at least three times in the past year. This is an increase from 2016, where 17% of respondents (24) experienced episodic homelessness.

The 2018 GTHA and Simcoe County homeless counts showed respondents experiencing episodic homelessness ranged from 13% in Durham, 14% in Toronto, 21% in York Region and Simcoe County, to 24% in Peel.

Number of Times Homeless in the Past Year



Episodic homelessness: Have been homeless at least three times in one year.

Chronic homelessness

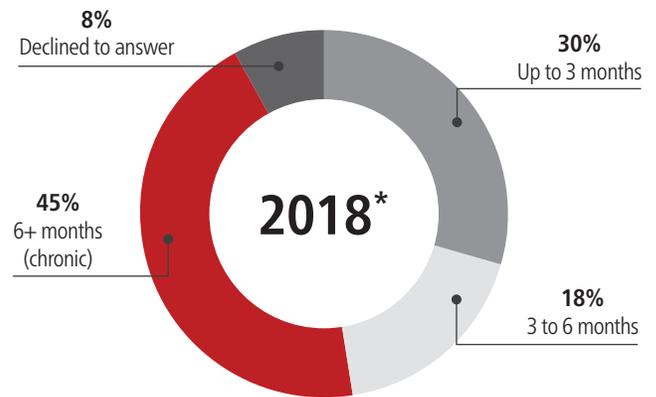
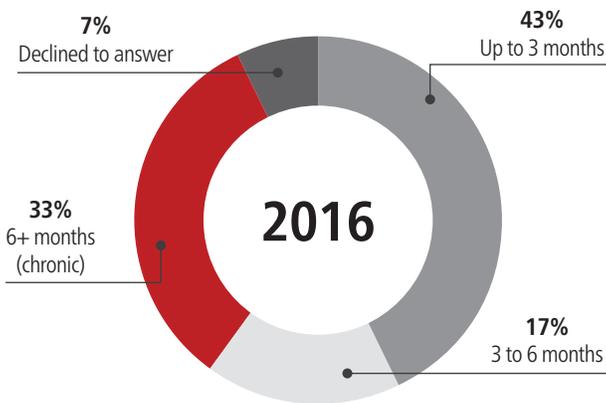
Of the respondents surveyed, 45% (100) identified being homeless for six months or more in the past year. In 2016, 33% (47) were homeless for six months or more. This is a 12% point increase in the number of people experiencing chronic homelessness in York Region.

People experiencing chronic homelessness in I Count (45%) fell between the range of findings across counts in the GTHA and

Simcoe County. 2018 GTHA and Simcoe County counts found that people experiencing chronic homelessness ranged from 32% in Peel, 39% in Durham, 45% in York, 47% in Toronto, to 57% in Simcoe County.

Chronic homelessness: Currently homeless and have been homeless for six months or more in the past year.

Length of time homeless in the past year



* Percentages will not add to 100% due to rounding.

Facts about individuals experiencing chronic homelessness

Of the 100 respondents who said they were homeless for six months or more in the year prior to the survey:

- 63% were male; 37% were female
- 29% were youth
- 84% were single or had no family members staying with them that night
- 18% identified as Indigenous or had Indigenous ancestry

- 57% were homeless once in the past year, and over a quarter (28%) were homeless three or more times in the past year
- 12% came to Canada as an immigrant or refugee/refugee claimant
- Over a quarter (27%) were first homeless at the age of 16 or younger; half (50%) at 24 or younger
- A quarter (25%) were in foster care or group homes at some point in their lifetime
- 12% identified as LGBTQ2S

40%
had a
medical
condition

30%
had a
physical
disability

43%
had an
addiction

51%
had a
mental
health issue

Assessing vulnerability

In addition to standardized survey questions, I Count included questions to assess the vulnerability of the respondents. This assessment tool is called the Vulnerability Index – Service Prioritization Decision Assistance Prescreen Tool (VI-SPDAT) (see Appendix C).

The VI-SPDAT is a pre-screening tool that identifies residents that have the highest level of vulnerability (acuity score) and who require assistance most urgently. The VI-SPDAT also identifies the level of support that best suit the residents’

needs. Three versions of the VI-SPDAT were used during I Count; one for adults 27 years of age and older, one for youth between 16 to 26 years of age, and one for families. Based on respondent answers to the VI-SPDAT questions, a low, medium, or high acuity score was determined.

The score provides an informative starting point to match people with the appropriate level and intensity of services to support them to find and keep housing, and to help prioritize services.

Of the 224 surveyed, 220 completed a VI-SPDAT during the count.

Acuity level by respondent type

Acuity scores from the VI-SPDATs showed that:

- **Families** most frequently scored high acuity (46% or 17 families)
- **Youth** most frequently scored medium acuity (52% or 33 respondents)
- **Single adults** most frequently scored medium acuity (47% or 56 respondents)

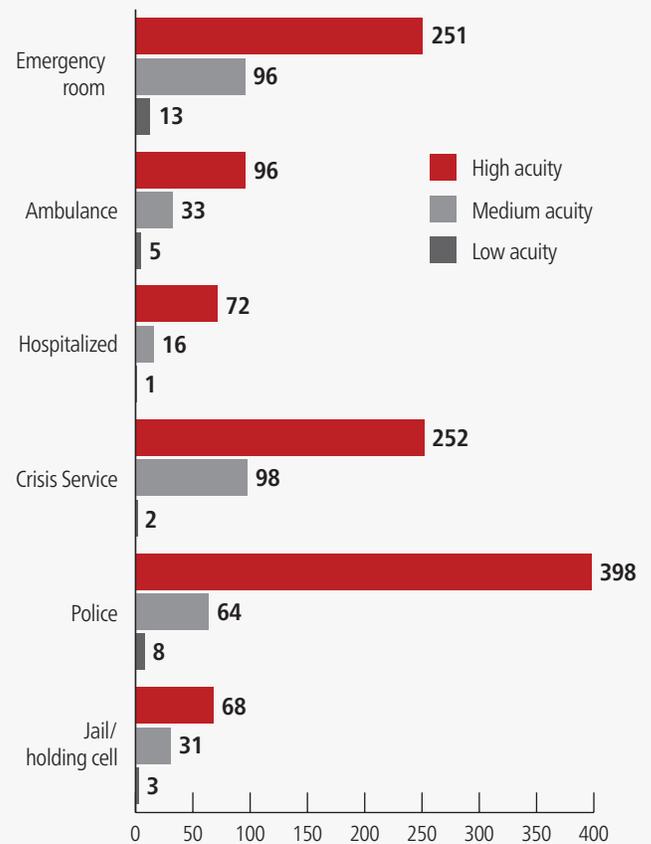
Acuity levels and associated supports are explained on page 27.

Other VI-SPDAT findings: Interactions with health, justice, and crisis services

Respondents were asked how many times they used an emergency health care service such as visiting an emergency room, took an ambulance, were hospitalized, interacted with police/justice system, or used crisis services in the past six months. Interactions with police could involve seeking help, discussions, or criminal activity.

The chart demonstrates the results based on respondents’ acuity levels.

Acuity level and the number of service and system interactions in the past 6 months



Note: crisis services include sexual assault supports, mental health services, family/intimate violence aid, distress centers and suicide prevention hotlines.

Overall acuity results of respondents



38%

HIGH ACUITY

38% scored high acuity. A high acuity score indicates individuals or families need permanent supportive housing with ongoing access to rent supports, community services or intensive case management supports to find and keep stable housing. Case management for this group is continuous and more intensive.

An example of a program that matches the type and intensity of supports needed for respondents with high acuity include a Housing First program, such as The Region-funded Home Now program delivered by the Canadian Mental Health Association. This Housing First programs helps move chronically homeless households into permanent housing as quickly as possible, and helps them remain housed through active intervention and continuous wraparound services. This program was launched in April 2018 and, as of March 2019, 45 residents who were experiencing chronic homelessness for the longest time and with the highest acuity have been housed.

48%

MEDIUM ACUITY

48% scored medium acuity. A medium acuity score indicates individuals or families have moderate health, mental health and/or behavioural health concerns, and are likely to achieve housing stability with short-term rent, income, social or health supports.

Examples of programs that matches the type and intensity of support needed for respondents with medium acuity are transitional housing and programs that offer short-term supports. Transitional housing provides a year or less housing support and offers structure, supervision, support, and/or life skills training to bridge the gap from homelessness to permanent housing. In 2018, 43 residents stayed in transitional housing units funded by The Region. The Short Term Assistance for Renters (STAR) Program combines a 24-month rent benefit and 30-month of intensive case management supports. Since the program started in 2016, 39 residents participated in the program with a 96% housing retention rate in 2018.

14%

LOW ACUITY

14% scored high acuity. A low acuity score indicates individuals or families do not require intensive supports, but need “light touch” assistance such as referrals to Housing Resource Centres. Often their homelessness can be self-resolved with minimal support and assistance.

Examples of a program that matches the type and intensity of support needed for respondents with low acuity include The Region’s Homelessness Prevention Program or Housing Stability Program. The programs provide rent and/or utility assistance and assists with other housing costs. Since 2014, the Housing Stability Program has helped over 4,700 people to find and keep housing.

“ A lot of people are putting solutions together but **more help would be great.** ”
- Youth, I Count Speaker's Corner

Connecting people to the right services and supports

The Region actively works to mitigate homelessness and prevent it wherever possible in the first place. I Count findings give The Region, community partners and agencies a better understanding of who is homeless, how long they've been homeless and provides insight into their level of need. This will allow The Region and community partners to make better investments in evidence-based solutions that are targeted and effective.

I Count findings informed The Region's first By Name List

The I Count surveys were used, with respondent consent, to form The Region's first By Name List (BNL). A BNL is a real-time list of individuals and families experiencing homelessness in a community. The Region is committed to knowing residents experiencing homelessness by name and understanding the unique needs and barriers faced, by matching people with the right services and supports. Knowing people by name and understanding their needs and the barriers they face, is a key component to connecting them to the right type and the right level of support. By having a BNL and an understanding of the most urgent needs of individuals and families, The Region and community partners can take critical steps towards helping people with the highest needs to find and keep housing, and work towards ending chronic homelessness in York Region.

After the count, individuals and families surveyed were prioritized on the BNL based on their level of vulnerability (acuity) and length of time homeless. The names of the individuals and families with the highest acuity and longest time homeless were brought forward to a newly formed Community Collaborative Table. The Community Collaborative Table is comprised of Regional staff and community service

providers that meet regularly to review and match priority residents on the BNL to appropriate and available program spaces. Since the count, the Community Collaborative Table has reviewed and matched I Count respondents who were longest homeless with the highest needs to programs that help them find and keep permanent housing. As of March 2019, 55 people were housed from the by name list.

An integrated service system will connect residents to programs and services that support housing stability.

Putting a prioritization and referral process into practice is a key element towards implementation of the Coordinated Access service delivery model, currently in development in The Region. Coordinated Access has a unified process for entry, assessment, and referral across multiple programs and services in a community, making it as simple and fast as possible for people who are homeless or at-risk of homelessness to find and access the services they need, including finding and keeping housing. Coordinated Access improves coordination among agencies while reducing redundancies in services as information and data becomes centralized and standardized. It also works to improve the client experience through improved access and support for system navigation. Coordinated Access operates based on a triage model, targeting and prioritizing individuals based on chronicity, individual needs, and vulnerability factors. It ensures the most vulnerable people in our community are referred to housing programs that are appropriate for their needs.



Media interview at I Count headquarters.

Building an integrated system requires that service providers have access to shared client data system wide. The Region has implemented a national homelessness database called the Homeless Individuals and Families Information System (HIFIS) that now supports a system-wide data sharing approach. The upgraded HIFIS database gives multiple agencies access to resident information to facilitate continuity and coordination of service and eliminates duplication. Its design makes it a useful tool for a coordinated system of service delivery, where service providers have access to the same information and residents do not need to tell their story multiple times.

Enhanced data, including I Count data, and the coordinated service delivery system, will inform gaps in the system and identify opportunities for future strategic and evidence-based investments to prevent, reduce and end homelessness in York Region.

I Count 2020

In an ongoing effort to improve the planning and implementation processes for the 2020 Count, The Region consulted with agencies, community partners, people with lived experience and citizen volunteers involved in I Count 2018, to gather information on what worked well and areas for improvement. This information will be used to plan for I Count 2020.

“ I know people are taking strides to end homelessness...”

- Youth, I Count Speaker's Corner

”



Staff and citizen volunteers during I Count.

Conclusion - Next Steps, Continuous Improvement

The Region has an ongoing commitment to strengthen the homelessness prevention and housing stability system. It has moved away from focusing on expensive crisis interventions to prioritizing prevention, diversion and housing stability. This has resulted in positive outcomes.

Results of the homeless count will help The Region, community partners and a broad range of organizations to better understand the needs and barriers of individuals and families experiencing homelessness or who are at-risk of homelessness. It will also help us create more seamless services for people experiencing homelessness.

Accurate and reliable data is essential to being able to invest in and deliver the right integrated and coordinated services to prevent, reduce and end homelessness.

I Count was also an opportunity for community partners, agencies and citizen volunteers to work together and engage with people experiencing homelessness. This important work provided a better understanding of the scope of homelessness and level of need for those experiencing it.

Although people experiencing homelessness in York Region is estimated to be less than 1% of the overall population and may not be as visible as in other urban centres, it is evident

that individuals and families are struggling to make ends meet and find affordable housing options. People are experiencing homelessness for longer periods of time and identified family conflict, job loss, health conditions (addiction/substance use/mental health), inability to pay rent/mortgage and domestic abuse as the main reasons for homelessness.

This Region has the opportunity to address homelessness before it becomes a more significant problem. With a promising combination of a supportive citizen climate, strategic housing and homelessness planning, homeless prevention initiatives, and strong community partnerships, these will mitigate and make it possible to prevent, reduce and move toward ending homelessness in York Region.

Over time and over multiple counts, I Count data will be an indicator to demonstrate progress in preventing, reducing and ending homelessness in York Region, including tracking the progress towards ending chronic homelessness.

I Count data will be shared with community partners and agencies serving people experiencing homelessness to support investments and enhance service delivery, and the findings in this report will inform the 2019 update of The Region's 10-Year Housing and Homelessness Plan, *Housing Solutions: A place for everyone.*

Appendix A: Community engagement and collaboration

Extensive community engagement and collaboration made I Count a success

Several community partners worked together to make I Count a successful community event.

The Region facilitated a Lived Experience Working Group that provided advice and guidance in planning and implementing I Count. The Working Group provided input on survey questions, discussed potential survey locations and provided feedback on communication materials and care package contents.

Forty-seven separate indoor survey sites welcomed I Count staff and volunteers into their facilities and promoted I Count to their clients and staff through posters and word of mouth. During I Count, staff and volunteers conducted surveys at all emergency and transitional housing facilities in York Region, seven meal programs, six food banks, and eight drop-in centres. Internal staff at the four Violence Against Women shelters in York Region also carried out surveys. Local municipal libraries helped facilitate I Count by welcoming I Count staff and volunteers in **11 public libraries** across York Region.

During I Count, specialized survey teams visited **44 outdoor known locations** to connect with people living outdoors. The locations were informed by a “Known Locations Working Group” made up of more than 20 front-line staff across 11 organizations in York Region. The known locations of outdoor homelessness were also informed by two Conservation Authorities.

Conservation Authorities mapped areas regularly occupied by individuals experiencing homelessness, and **Forestry staff** helped survey teams navigate forested areas safely. Conservation Authorities avoided removing tents and did not ask people to move during I Count, so that survey teams could connect with, and offer help to people experiencing homelessness.

York Regional Police also helped identify known locations by providing data from 911 calls regarding someone experiencing homelessness in York Region over a one-year period. This data was analyzed and compared with information from the Known Locations Working Group to identify areas of alignment or gaps and create a combined list. York Regional Police also reviewed and provided input into the Safety Plan.

Ontario Works offices throughout York Region supported the count by putting up I Count posters and/or running videos at their offices. **Ontario Works staff** were also deployed as leads for survey teams because of their experience working with vulnerable populations.

I Count worked with local municipal partners to raise awareness of homelessness and the count by placing posters and/or videos in municipal sites such as town offices, community centres and libraries.

Members from **Paramedic Services** joined outdoor survey teams to offer health care assessments to the most vulnerable people living outdoors as needed.

Finally, **150 citizens** and 88 regional staff volunteered their time and energy to make I Count a success.

Appendix B: Communication strategy

Comprehensive communication plan builds awareness of homelessness in York Region and encourages participation in I Count

The communication plan had three main goals:

- To encourage people who are homeless in York Region to take part in the Count
- To encourage support for the Count, including the recruitment of volunteers
- To build awareness of homelessness in York Region

A marketing package was created using digital and print materials such as posters; graphics for web, print, social media and digital monitors; and pre-written messaging for social media, websites, resident and staff e-newsletters. A number of advertising channels were also used, including: transit shelter and on-board bus ads; local newspaper ads; Germ-go hand sanitizer stations ads in all three York Region hospital entrances, Kijiji ads (rental searches) and Facebook ads.

A media and social media strategy was developed to **create awareness and understanding of homelessness**. Local media was engaged in the weeks leading up to the count to help recruit volunteers and create an awareness of I Count. YouTube, Facebook, Twitter, LinkedIn and Instagram were used to deploy messages, photos, videos and polls to solicit volunteers and spread awareness about the count, driving traffic to the website. I Count volunteers were encouraged to use #icountYR to share photos and experiences on social media. These messages and photos were curated and displayed on york.ca/icount. Videos based on actual scenarios of residents experiencing homelessness **were viewed over 116,000 times**.

These strategies helped communicate the I Count message and contribute to the success of the count's key goals.

Products developed for the 2018 count will be reused in future counts.

Appendix C: Methodology

Methodology

The methodology used for I Count was informed by national and provincial enumeration guidelines, input from an internal Technical Advisory Group, and external community stakeholders such as the People with Lived Experience Working Group, and the Known Locations Working Group. The Region chose to conduct a joint Point-in-Time Count and Registry Week to connect with as many people experiencing homelessness as possible.

Point-in-Time Count

A Point-in-time count is a snapshot of a number of people experiencing homelessness over a single 24-hour period, focusing on 'sheltered' and 'unsheltered' homelessness. During I Count, the Point-in-Time count was April 17. Registry week took place from April 17 to 20. During Registry Week, respondents who were homeless on the 17 were included in the Point-in-Time count.

Sheltered homelessness

The Region collected administrative data (occupancy totals) from homeless emergency housing facilities, Violence Against Women (VAW shelters), transitional housing, and second-stage housing units to determine the total number of people experiencing homelessness on April 17, 2018. Agency data captures individuals who may have been at a homeless facility but were unable or unwilling to participate in the survey.

Trained staff and volunteer teams also conducted surveys with anyone in a homeless facility who consented to participate. Staff of VAW shelters conducted confidential surveys with their clients.

Unsheltered homelessness

A working group of front-line staff who work with individuals experiencing homelessness across York Region was formed to identify known locations of people sleeping rough or outdoors. This included staff across organizations in York Region, and consultations with York Regional Police, Paramedic Services, Forestry, Conservation Authorities, and Ontario Works. Specialized survey teams visited 44 known locations to connect with people living outdoors, add them to the head count, and invite them to participate in the survey.

On April 17, I Count used the federal government's "tally sheet" (refer to Appendix F). A tally sheet kept track of all people approached by survey teams with the homeless screening questions on the survey, regardless of whether the person was homeless or not. On Tuesday, the tally sheet also kept track of people who were observed to be homeless. Individuals believed to be homeless but who were sleeping or declined to participate were recorded on the tally sheet by volunteers and results were analyzed by a data team who removed duplications. Survey staff and volunteers were instructed that exhibiting odd behaviours/mental health concerns, e.g. talking to self, were not necessarily indicators of homelessness. Homelessness could include someone with a sleeping bag, carrying many belongings with them, or sleeping outside on a bench.

Point-in-Time survey questions

The I Count surveys included mandatory questions provided by the Province of Ontario and the Government of Canada to be asked specifically during a Point-in-Time count (refer to Appendix E). The questions asked whether the survey respondent was experiencing homelessness, and collected demographic data and information on service needs. Data points from the Point-in-Time survey, without individual names, were forwarded to the federal and provincial governments to support the provincial and national picture of homelessness.

Registry Week

The purpose of a registry week is to develop actionable data on every person experiencing homelessness in a community by collecting individual names and understanding people's level of vulnerability through an assessment tool. Registry Week uses the same survey questions as the Point-in-Time count and also asks additional questions to measure the level of client need using a Vulnerability Index – Service Prioritization Decision Assistance Tool (VI-SPDAT) (refer to Appendix E). The VI-SPDAT is a pre-screening tool that allows workers to identify residents that have the highest level of vulnerability (acuity score) and who require assistance most urgently. The VI-SPDAT also identifies the level of support that best suit the residents' needs. Three versions of the VI-SPDAT were used during I Count; one for adults 27 years of age and older, one for youth between 16 to 26 years of age, and one for families. The VI-SPDAT has become the tool of choice for many communities as it is a valid, reliable, person-centered tool informed by people with lived experience of homelessness. It combines the strength of a prescreening tool that covers medical risk factors with social risk factors, making it an effective standardized tool.

Registry Weeks have been held in multiple communities across Canada to connect with individuals experiencing homelessness and supporting them to keep and maintain housing.

I Count: A combined Point-in-Time count and Registry Week

The Point-in-Time count on April 17 kicked off registry week which took place from April 17 to 20. The federal and provincial mandatory Point-in-Time questions were combined with the VI-SPDAT to form the I Count survey. The VI-SPDAT collected names that formed The Region's first By Name List and gathered respondents' acuity scores in order to match residents to the right services and supports.

Extending the length of time to survey people experiencing homelessness allowed trained outdoor survey teams to visit certain unsheltered locations more than once (if the respondent was not found on April 17), and to visit any new known locations that may have emerged after April 17.

Extending I Count to four days also allowed volunteers to visit indoor program sites that did not operate on April 17 (e.g. some meal programs, food banks, etc.) increasing the chance of connecting with more residents. Volunteer teams also visited some of the same indoor program sites several times during the week until a saturation point was reached, and people were approached more than once. Volunteer teams also visited the same site on different days because the frequency of client visits to some sites is restricted to once a week, such as food banks, assuring that new individuals would be available.

Hidden Homelessness

The Provincial Enumeration Guidelines state that "many people experiencing homelessness stay with relatives, friends, acquaintances, neighbours or strangers because they do not have a permanent home. They are considered 'hidden' because they are not visible in the community as experiencing homelessness and may not

use services available to people experiencing homelessness even though they do not have a place to call home. As people experiencing hidden homelessness are difficult to identify, current enumeration methods will likely not reflect the full scope of homelessness in a community”²⁶. Methods to connect with people experiencing hidden homelessness are magnet events and conducting surveys by phone.

Magnet Events

A magnet event is a strategy designed to attract a specific target population (e.g., people experiencing hidden homelessness) to a planned time and location. Youth in York Region who couch surf might be missed during a traditional unsheltered and sheltered count. As such, two magnet events were held in two youth facilities (one in a northern location and one in a southern location) for two-hour periods during I Count. The magnet events offered free meals, haircuts, recreation activities and resources to housing and homelessness services in York Region, and an opportunity for youth to have their say about homelessness through a videotaped ‘Speaker’s Corner’.

Phone Line

Respondents could also complete the survey over the phone by dialing a toll-free number. This phone line was accessible at designated times from April 17 to 20, and offered another way to reach people experiencing homelessness, particularly those experiencing hidden homelessness.

Survey Incentives

As described, the I Count survey collected names, contained mandatory provincial and federal questions, and was followed by a VI-SPDAT. Participation in the combined Point-in-Time/registry week survey was voluntary and participants could skip any question(s) and/or stop at any time. Participants could provide verbal or written consent, and consent could be withdrawn at any time during or after the survey. Respondents aged 16 and older could participate with consent.

After completing the survey, respondents were given their choice of a \$10 gift card to Tim Hortons, President’s Choice or Walmart. Respondents were also given a care package that contained warm socks, granola bars, a toothbrush, lip balm, hand sanitizer, identification holder, toque, information on emergency housing and homelessness services in York Region, and a booklet about living in York Region on a low income. The materials in the care packages were decided in consultation with the Lived Experience Working Group. Respondents who completed the survey by phone made arrangements to pick up their gift card and care package at a time and location that was convenient for them.

Appendix D: Training

Volunteer and staff training

A total of 150 citizen volunteers and 88 regional staff were trained to support three field offices during I Count or conduct surveys with people experiencing homelessness. Survey training sessions were mandatory. The Region held four in-person training sessions (two were cancelled because of an ice storm) and an on-line make-up session.

Survey training included an overview of the I Count initiative, survey and consent form. It also taught staff and volunteers how to approach individuals experiencing homelessness, how to tally, and how to maintain safety. All survey volunteers were instructed to approach everyone they encountered, whether or not they appeared homeless, to determine their housing status/eligibility for the survey. Training also provided staff and volunteers with hands-on experience conducting surveys electronically (through iPads).

Safety Plan

I Count adapted the City of Toronto's Point-in-Time Count 2013 Safety Plan to reflect the York Region context, with additional input from York Regional Police Major Incident Management Department. The safety plan was reviewed by representatives from The Region's Health and Safety and Human Resources departments. The purpose of the safety plan was to outline roles and responsibilities and provide a framework to protect the health, safety, and welfare of staff, volunteers and participants.

The mandatory training sessions reviewed occupational health and safety risks, unusual situations, how to safely respond to odd behaviours, being aware of surroundings and problem-solving potentially tricky situations. All volunteers were placed in teams of two or more with at least one person in each team required to have a cell phone for safety. Volunteer teams were tracked before, during, and after each shift. To protect safety and sensitivity, staff and leads with experience working with vulnerable populations were partnered with volunteers. Teams were also matched to appropriate shift locations, either indoors or outdoors. All volunteers were given an identifying lanyard with the headquarters telephone number in case of questions or concerns.

An officer from the York Regional Police Major Incident Management department also volunteered his time at headquarters to respond to any incidents. There were no major incidents or emergencies during I Count.

I Count Departmental Emergency Operations Centre

The administrative and logistical base for all staff and survey volunteers included field offices, these were structured using an Incident Management System framework which provides standardized organizational structures and functions for use at all levels of emergency response. The main field office was located in Aurora with two satellite locations in Sutton and Richmond Hill. A site lead at each location helped oversee four key responsibilities including:

1. Volunteer administration: Volunteer greeting, sign in/out, volunteer debrief, incident reporting
2. Logistics: Tracking material resources and inventory
3. Operations: Managing volunteers' site assignment, and a phone survey coordinator
4. Finance/Data: Managing potential IT issues and data support

During I Count, The Region set up a modified Department Emergency Operations Centre (DEOC) to address critical incidents, major events and media requests. The DEOC acted as a support to all sites as required and coordinated the collection and creation of daily Situation Reports and Briefing Notes.

Appendix E: Point-in-Time count survey - Tuesday, April 17, 2018

INTRODUCTORY SCRIPT

Hello, my name is _____ and I'm a volunteer for I Count's housing needs survey. We are conducting a survey to provide better programs and services to people experiencing homelessness.

- The survey takes about 15-20 minutes to complete overall.
- You can choose to skip any question or to stop the survey at any time.
- We'll be asking for names to try and provide the right level of support to different people.

SCREENING

- A. Have you answered this survey with a person with this name badge?
 [YES: Thank and tally] [NO: Go to B]
- B. Are you willing to participate in this survey? [YES: Go to C] [NO: Thank and tally]
- C. Where are you staying tonight?

a. <input type="checkbox"/> DECLINE TO ANSWER <input type="checkbox"/> OWN APARTMENT/ HOUSE	b. <input type="checkbox"/> SOMEONE ELSE'S PLACE -> ASK C1 AND C2 <input type="checkbox"/> MOTEL/HOTEL -> ASK C2 <input type="checkbox"/> HOSPITAL, JAIL, PRISON, REMAND CENTRE -> ASK C2	c. <input type="checkbox"/> EMERGENCY SHELTER, DOMESTIC VIOLENCE SHELTER d. <input type="checkbox"/> TRANSITIONAL SHELTER/HOUSING e. <input type="checkbox"/> PUBLIC SPACE (E.G., SIDEWALK, PARK, FOREST, BUS SHELTER) f. <input type="checkbox"/> VEHICLE (CAR, VAN, RV, TRUCK) g. <input type="checkbox"/> MAKESHIFT SHELTER, TENT OR SHACK h. <input type="checkbox"/> ABANDONED/VACANT BUILDING i. <input type="checkbox"/> OTHER UNSHELTERED LOCATION j. <input type="checkbox"/> RESPONDENT DOESN'T KNOW [LIKELY HOMELESS]
[END & TALLY]	[ASK FOLLOW-UP QUESTIONS C1 &/OR C2]	[CONTINUE – GO TO SCREEN IN]

C1: Can you stay there as long as you want or is this a temporary situation?

- a. AS LONG AS THEY WANT [THANK & TALLY - NOTE C RESPONSE ON TALLY]
- b. TEMPORARY ->ASK C2
- c. DON'T KNOW ->ASK C2
- d. DECLINE [THANK & TALLY - NOTE C RESPONSE ON TALLY]

C2: Do you have your own house or apartment you can safely return to?

- a. YES [THANK & TALLY - NOTE C RESPONSE ON TALLY]
- b. NO [CONTINUE – GO TO SCREEN IN]
- c. DON'T KNOW [CONTINUE – GO TO SCREEN IN]
- d. DECLINE [THANK & TALLY - NOTE C RESPONSE ON TALLY]

SCREEN IN

"Thank you for taking part in the survey. Please note that you will receive a thank you package and \$10 gift card as a thank you for your participation."

CONSENT

To Surveyor – obtain consent (yellow paper) from the respondent (refer to Appendix H).

Consent obtained: Y or N

Enter consent # here: _____

4. In total, how much time have you been homeless over the PAST YEAR? [Best estimate.]

<input type="radio"/> LENGTH _____ DAYS WEEKS MONTHS	<input type="radio"/> DON'T KNOW	<input type="radio"/> DECLINE TO ANSWER
--	----------------------------------	---

5. In total, how many different times have you experienced homelessness over the PAST YEAR? [Best estimate.]

<input type="radio"/> NUMBER OF TIMES _____ [Includes this time]	<input type="radio"/> DON'T KNOW	<input type="radio"/> DECLINE TO ANSWER
--	----------------------------------	---

6. Have you stayed in an emergency shelter in the past year? For example, Porter Place, Leeder Place, Kevin's Place, Belinda's Place, 360 Kids, Sutton Youth Shelter, Inn From the Cold, Out of the Cold, or any others?

<input type="radio"/> YES	<input type="radio"/> NO	<input type="radio"/> DON'T KNOW	<input type="radio"/> DECLINE TO ANSWER
---------------------------	--------------------------	----------------------------------	---

7. How long have you been in York Region? Municipalities in York Region include Aurora, East Gwillimbury, Georgina, King, Markham, Newmarket, Richmond Hill, Vaughan, and Whitchurch-Stouffville. (Surveyor prompt if needed: For names of communities in York Region, refer to "List of Community Names" in your survey package.)

<input type="radio"/> LENGTH _____ DAYS / WEEKS / MONTHS / YEARS -----> <input type="radio"/> ALWAYS BEEN HERE <input type="radio"/> DON'T KNOW <input type="radio"/> DECLINE TO ANSWER	Where did you live before you came here? <input type="radio"/> COMMUNITY _____ PROVINCE _____ <input type="radio"/> OR COUNTRY _____ <input type="radio"/> DECLINE TO ANSWER
--	---

8. Did you come to Canada as an immigrant, refugee or refugee claimant?

<input type="radio"/> YES, IMMIGRANT -----> <input type="radio"/> YES, REFUGEE-----> <input type="radio"/> YES, REFUGEE CLAIMANT-----> <input type="radio"/> NO <input type="radio"/> DON'T KNOW <input type="radio"/> DECLINE TO ANSWER	If YES: How long have you been in Canada? <input type="radio"/> LENGTH: _____ DAYS WEEKS MONTHS YEARS <input type="radio"/> OR DATE: ____/____/____ DAY / MONTH / YEAR <input type="radio"/> DON'T KNOW <input type="radio"/> DECLINE TO ANSWER
---	--

9. Do you identify as Indigenous or do you have Indigenous ancestry? This includes First Nations with or without status, Métis, and Inuit. [If yes, please follow-up to specify.]

<input type="radio"/> YES -----> <input type="radio"/> NO <input type="radio"/> DON'T KNOW <input type="radio"/> DECLINE TO ANSWER	If YES: <input type="radio"/> CHIPPEWAS OF GEORGINA ISLAND <input type="radio"/> FIRST NATIONS (with or without status) <input type="radio"/> INUIT <input type="radio"/> MÉTIS <input type="radio"/> HAVE INDIGENOUS ANCESTRY (NAME OF GROUP) _____
---	--

10. Have you ever had any service in the Canadian Military or RCMP? (Military includes Canadian Navy, Army, or Air Force). [Check all that apply.]

<input type="radio"/> YES, MILITARY	<input type="radio"/> NO	<input type="radio"/> DON'T KNOW	<input type="radio"/> DECLINE TO ANSWER
<input type="radio"/> YES, RCMP			

11. What gender do you identify with? [Show list.]

<input type="radio"/> MALE / MAN	<input type="radio"/> TRANS FEMALE / TRANS WOMAN	<input type="radio"/> NOT LISTED: _____
<input type="radio"/> FEMALE / WOMAN	<input type="radio"/> TRANS MALE / TRANS MAN	<input type="radio"/> DON'T KNOW
<input type="radio"/> TWO-SPIRIT	<input type="radio"/> GENDERQUEER/GENDER NON-CONFORMING	<input type="radio"/> DECLINE TO ANSWER

12. How do you describe your sexual orientation, for example straight, gay, lesbian? [Show list. Check all that apply.]

<input type="radio"/> STRAIGHT/HETEROSEXUAL	<input type="radio"/> BISEXUAL	<input type="radio"/> QUEER	<input type="radio"/> DON'T KNOW
<input type="radio"/> GAY	<input type="radio"/> TWO-SPIRIT	<input type="radio"/> INTERSEX	<input type="radio"/> DECLINE TO ANSWER
<input type="radio"/> LESBIAN	<input type="radio"/> QUESTIONING	<input type="radio"/> NOT LISTED: _____	

13. What happened that caused you to lose your housing most recently? [Do not read the options. Check all that apply. "Housing" does not include temporary arrangements (e.g., couch surfing) or shelter stays.]

<input type="checkbox"/> ILLNESS OR MEDICAL CONDITION	<input type="checkbox"/> CONFLICT WITH: PARENT / GUARDIAN
<input type="checkbox"/> ADDICTION OR SUBSTANCE USE	<input type="checkbox"/> CONFLICT WITH: SPOUSE / PARTNER
<input type="checkbox"/> JOB LOSS	<input type="checkbox"/> INCARCERATED (JAIL OR PRISON)
<input type="checkbox"/> UNABLE TO PAY RENT OR MORTGAGE	<input type="checkbox"/> HOSPITALIZATION OR TREATMENT PROGRAM
<input type="checkbox"/> UNSAFE HOUSING CONDITIONS	<input type="checkbox"/> OTHER REASON: _____
<input type="checkbox"/> EXPERIENCED ABUSE BY: PARENT / GUARDIAN	<input type="checkbox"/> DON'T KNOW
<input type="checkbox"/> EXPERIENCED ABUSE BY: SPOUSE / PARTNER	<input type="checkbox"/> DECLINE TO ANSWER

14. What are your sources of income? [Read list and check all that apply]

<input type="checkbox"/> EMPLOYMENT	<input type="checkbox"/> DISABILITY BENEFIT (E.G., ODSP, CPP-D, WSIB, ETC)	<input type="checkbox"/> OTHER SOURCE: _____
<input type="checkbox"/> INFORMAL/SELF-EMPLOYMENT (E.G., BOTTLE RETURNS, PANHANDLING)	<input type="checkbox"/> SENIORS BENEFITS (E.G., CPP/OAS/GIS)	<input type="checkbox"/> NO INCOME
<input type="checkbox"/> EMPLOYMENT INSURANCE	<input type="checkbox"/> GST REFUND	<input type="checkbox"/> DECLINE TO ANSWER
<input type="checkbox"/> WELFARE/SOCIAL ASSISTANCE (ONTARIO WORKS)	<input type="checkbox"/> CHILD AND FAMILY TAX BENEFITS	
	<input type="checkbox"/> MONEY FROM FAMILY/FRIENDS	

15. Have you ever been in foster care and/or a group home?

<input type="checkbox"/> YES ----->	IF YES, HOW LONG AGO WAS THAT? (REFERS TO THE LENGTH OF TIME SINCE LEAVING FOSTER CARE OR A GROUP HOME) LENGTH (IN YEARS) _____
<input type="checkbox"/> NO	
<input type="checkbox"/> DON'T KNOW	
<input type="checkbox"/> DECLINE TO ANSWER	

16. People may identify as belonging to a particular racial group. For example, some people may identify as Black or African-Canadian, other people may identify as Asian or South Asian and other people may identify as white. What racial group do you identify with? [Do not list categories. Select all that apply]

<input type="checkbox"/> ABORIGINAL OR INDIGENOUS	<input type="checkbox"/> BLACK OR AFRICAN CANADIAN
<input type="checkbox"/> ARAB	<input type="checkbox"/> FILIPINO
<input type="checkbox"/> ASIAN (E.G., CHINESE, KOREAN, JAPANESE, ETC.)	<input type="checkbox"/> HISPANIC OR LATIN AMERICAN
<input type="checkbox"/> SOUTH-EAST ASIAN (E.G., VIETNAMESE, CAMBODIAN, MALAYSIAN, LAOTIAN, ETC.)	<input type="checkbox"/> WHITE (E.G., EUROPEAN-CANADIAN)
	<input type="checkbox"/> OTHER (PLEASE SPECIFY) _____
	<input type="checkbox"/> DON'T KNOW

<input type="checkbox"/> SOUTH ASIAN (E.G., EAST INDIAN, PAKISTANI, SRI LANKAN, ETC.)	<input type="checkbox"/> DECLINE TO ANSWER
<input type="checkbox"/> WEST ASIAN (E.G., IRANIAN, AFGHAN, ETC.)	

17. In what language do you feel best able to express yourself?

<input type="radio"/> ENGLISH	<input type="radio"/> NO PREFERENCE	<input type="radio"/> DON'T KNOW
<input type="radio"/> FRENCH	<input type="radio"/> NEITHER (please specify) _____	<input type="radio"/> DECLINE TO ANSWER

18. Do you identify as having any of the following?

Chronic/Acute Medical Condition	Physical Disability	Addiction	Mental Health Issue
<input type="checkbox"/> YES	<input type="checkbox"/> YES	<input type="checkbox"/> YES	<input type="checkbox"/> YES
<input type="checkbox"/> NO	<input type="checkbox"/> NO	<input type="checkbox"/> NO	<input type="checkbox"/> NO
<input type="checkbox"/> DON'T KNOW			
<input type="checkbox"/> DECLINE TO ANSWER			

19. Are you currently with children or do you anticipate reuniting with your children once housed?

- a. YES [Use packet with F-VI-SPDAT for Families - page 19]
- b. NO [Follow instruction below]
- c. DECLINE [use VI-SPDAT for single adults [next page]

20. Are you 26 years old or younger?

- a. YES [use TAY-VI-SPDAT for Youth [page 16]
- b. NO [use VI-SPDAT for single adults [next page]
- c. DECLINE [use VI-SPDAT for single adults [next page]

A. History of Housing and Homelessness

1. Where do you sleep most frequently? (check one)		
<input type="radio"/> Shelters	<input type="radio"/> Couch Surfing	<input type="radio"/> Outdoors
<input type="radio"/> Other: _____	<input type="radio"/> Refused	
2. How long has it been since you lived in permanent stable housing?	yrs/mo/d	Refused

B. Risks

3. In the past six months, how many times have you...			
a. Received health care at an emergency department/room?			Refused
b. Taken an ambulance to the hospital?			Refused
c. Been hospitalized as an inpatient?			Refused
d. Used a crisis service, including sexual assault crisis, mental health crisis, family/intimate violence, distress centers and suicide prevention hotlines?			Refused
e. Talked to police because you witnessed a crime, were the victim of a crime, or the alleged perpetrator of a crime or because the police told you that you must move along?			Refused
f. Stayed one or more nights in a holding cell, jail or prison, whether that was a short-term stay like the drunk tank, a longer stay for a more serious offence, or anything in between?			Refused
4. Have you been attacked or beaten up since you've become homeless?	Y	N	Refused
5. Have you threatened to or tried to harm yourself or anyone else in the last year?	Y	N	Refused
6. Do you have any legal stuff going on right now that may result in you being locked up, having to pay fines, or that make it more difficult to rent a place to live?	Y	N	Refused
7. Does anybody force or trick you to do things that you do not want to do?	Y	N	Refused
8. Do you ever do things that may be considered to be risky like exchange sex for money, run drugs for someone, have unprotected sex with someone you don't know, share a needle, or anything like that?	Y	N	Refused

C. Socialization and Daily Functioning

9. Is there any person, past landlord, business, bookie, dealer, or government group like the CRA that thinks you owe them money?	Y	N	Refused
10. Do you have planned activities, other than just surviving, that make you feel happy and fulfilled?	Y	N	Refused

11. Are you currently able to take care of basic needs like bathing, changing clothes, using a restroom, getting food and clean water and other things like that?	Y	N	Refused
12. Is your current homelessness in any way caused by a relationship that broke down, an unhealthy or abusive relationship, or because family or friends caused you to become evicted?	Y	N	Refused

D. Wellness

13. Have you ever had to leave an apartment, shelter program, or other place you were staying because of your physical health?	Y	N	Refused
14. Do you have any chronic health issues with your liver, kidneys, stomach, lungs or heart?	Y	N	Refused
15. Do you have any physical disabilities that would limit the type of housing you could access, or would make it hard to live independently because you'd need help?	Y	N	Refused
16. When you are sick or not feeling well, do you avoid getting help?	Y	N	Refused
17. FOR FEMALE RESPONDENTS ONLY: Are you currently pregnant?	Y	N	N/A or Refused
18. Has your drinking or drug use led you to being kicked out of an apartment or program where you were staying in the past?	Y	N	Refused
19. Will drinking or drug use make it difficult for you to stay housed or afford your housing?	Y	N	Refused
20. Have you ever had trouble maintaining your housing, or been kicked out of an apartment, shelter program or other place you were staying, because of:			
a. A mental health issue or concern?	Y	N	Refused
b. A past head injury?	Y	N	Refused
c. A learning disability, developmental disability, or other impairment?	Y	N	Refused
21. Do you have any mental health or brain issues that would make it hard for you to live independently because you'd need help?	Y	N	Refused
22. Are there any medications that a doctor said you should be taking that, for whatever reason, you are not taking?	Y	N	Refused
23. Are there any medications like painkillers that you don't take the way the doctor prescribed or where you sell the medication?	Y	N	Refused
24. YES OR NO: Has your current period of homelessness been caused by an experience of emotional, physical, psychological, sexual, or other type of abuse, or by any other trauma you have experienced?	Y	N	Refused

Follow-Up Questions

On a regular day, where is it easiest to find you and what time of day is easiest to	Place:
--	--------

do so?	Time: or Morning/Afternoon/Evening/Night
Is there a phone number and/or email where someone can safely get in touch with you or leave you a message?	phone: (_____)_____:_____ email:

Thank you for taking part in our survey.

TAY-VI-SPDAT FOR YOUTH (Do not change the order or wording of these questions) (scored)

A. History of Housing and Homelessness

1. Where do you sleep most frequently? (check one)	<input type="checkbox"/> Shelters <input type="checkbox"/> Couch Surfing <input type="checkbox"/> Outdoors <input type="checkbox"/> Other (specify): _____ <input type="checkbox"/> Refused	
2. How long has it been since you lived in permanent stable housing?	yrs/mo/d	Refused

B. Risks

3. In the past six months, how many times have you...			
a. Received health care at an emergency department/room?			Refused
b. Taken an ambulance to the hospital?			Refused
c. Been hospitalized as an inpatient?			Refused
d. Used a crisis service, including sexual assault crisis, mental health crisis, family/intimate violence, distress centers and suicide prevention hotlines?			Refused
e. Talked to police because you witnessed a crime, were the victim of a crime, or the alleged perpetrator of a crime or because the police told you that you must move along?			Refused
f. Stayed one or more nights in a holding cell, jail or prison or juvenile detention, whether that was a short-term stay like the drunk tank, a longer stay for a more serious offence, or anything in between?			Refused
4. Have you been attacked or beaten up since you've become homeless?	Y	N	Refused
5. Have you threatened to or tried to harm yourself or anyone else in the last year?	Y	N	Refused
6. Do you have any legal stuff going on right now that may result in you being locked up, having to pay fines, or that make it more difficult to rent a place to live?	Y	N	Refused
7. Were you ever incarcerated when younger than age 18?	Y	N	Refused
8. Does anybody force or trick you to do things that you do not want to do?	Y	N	Refused
9. Do you ever do things that may be considered to be risky like exchange sex for money, run drugs for someone, have unprotected sex with someone you don't know, share a needle, or anything like that?	Y	N	Refused

C. Socialization and Daily Functioning

10. Is there any person, past landlord, business, bookie, dealer, or government group like the CRA that thinks you owe them money?	Y	N	Refused
11. Do you have planned activities, other than just surviving, that make you feel happy and fulfilled?	Y	N	Refused
12. Are you currently able to take care of basic needs like bathing, changing clothes, using a restroom, getting food and clean water and other things like that?	Y	N	Refused
13. Is your current lack of stable housing...			
a. Because you ran away from your family home, a group home or a foster home?	Y	N	Refused
b. Because of a difference in religious or cultural beliefs from your parents, guardians or caregivers?	Y	N	Refused
c. Because your family or friends caused you to become homeless?	Y	N	Refused
d. Because of conflicts over gender identity or sexual orientation?	Y	N	Refused
e. Because of violence at home between family members?	Y	N	Refused
f. Because of an unhealthy or abusive relationship, at home or elsewhere?	Y	N	Refused

D. Wellness

14. Have you ever had to leave an apartment, shelter program, or other place you were staying because of your physical health?	Y	N	Refused
15. Do you have any chronic health issues with your liver, kidneys, stomach, lungs or heart?	Y	N	Refused
16. Do you have any physical disabilities that would limit the type of housing you could access, or would make it hard to live independently because you'd need help?	Y	N	Refused
17. When you are sick or not feeling well, do you avoid getting help?	Y	N	Refused
18. Are you currently pregnant, have you ever been pregnant or have you ever gotten someone pregnant?	Y	N	N/A or Refused
19. Has your drinking or drug use led you to being kicked out of an apartment or program where you were staying in the past?	Y	N	Refused
20. Will drinking or drug use make it difficult for you to stay housed or afford your housing?	Y	N	Refused
21. If you've ever used marijuana, did you ever try it at age 12 or younger?	Y	N	Refused
22. Have you ever had trouble maintaining your housing, or been kicked out of an apartment, shelter program or other place you were staying, because of:			
a. mental health issue or concern?	Y	N	Refused
b. a past head injury?	Y	N	Refused
c. A learning disability, developmental disability, or other impairment?	Y	N	Refused

23. Do you have any mental health or brain issues that would make it hard for you to live independently because you'd need help?	Y	N	Refused
24. Are there any medications that a doctor said you should be taking that, for whatever reason, you are not taking?	Y	N	Refused
25. Are there any medications like painkillers that you don't take the way the doctor prescribed or where you sell the medication?	Y	N	Refused

Follow-Up Questions

On a regular day, where is it easiest to find you and what time of day is easiest to do so?	place: time: __ : __ or Morning/Afternoon/Evening/Night
Is there a phone number and/or email where someone can safely get in touch with you or leave you a message?	phone: (____) _____ - _____ email:

Thank you for taking part in our survey.

F-VI-SPDAT FOR FAMILIES (Do not change the order or wording of these questions) (scored)

Basic Information

SPOUSE/PARENT 2	<input type="checkbox"/> No second parent currently part of the household		
	First Name	Nickname	Last Name
	AGE:		DOB:
	Consent to Participate	Yes	No

Children

1. How many children under the age of 18 are currently with you?		Refused
2. How many children under the age of 18 are not currently with your family, but you have reason to believe they will be joining you when you get housed?		Refused
3. IF HOUSEHOLD INCLUDES A FEMALE: Is any member of the family currently pregnant?	Y	N
4. Please provide a list of children's names and ages:		
First Name	Last Name	

A. History of Housing and Homelessness

5. Where do you and your family sleep most frequently? (check one)	<input type="checkbox"/> Shelters <input type="checkbox"/> Couch Surfing <input type="checkbox"/> Outdoors <input type="checkbox"/> Other (specify): _____ <input type="checkbox"/> Refused	
6. How long has it been since you and your family lived in permanent stable housing?		Refused

B. Risks

7. In the past six months, <u>how many times</u> have you or anyone in your family...			
a. Received health care at an emergency department/room?			Refused
b. Taken an ambulance to the hospital?			Refused
c. Been hospitalized as an inpatient?			Refused
d. Used a crisis service, including sexual assault crisis, mental health crisis, family/intimate violence, distress centers and suicide prevention hotlines?			Refused
e. Talked to police because they witnessed a crime, were the victim of a crime, or the alleged perpetrator of a crime or because the police told them that they must move along?			Refused
f. Stayed one or more nights in a holding cell, jail or prison, whether that was a short-term stay like the drunk tank, a longer stay for a more serious offence, or anything in between?			Refused
8. Have you or anyone in your family been attacked or beaten up since they've become homeless?	Y	N	Refused
9. Have you or anyone in your family threatened to or tried to harm themselves or anyone else in the last year?	Y	N	Refused
10. Do you or anyone in your family have any legal stuff going on right now that may result in them being locked up, having to pay fines, or that make it more difficult to rent a place to live?	Y	N	Refused

11. Does anybody force or trick you or anyone in your family to do things that you do not want to do?	Y	N	Refused
12. Do you or anyone in your family ever do things that may be considered to be risky like exchange sex for money, run drugs for someone, have unprotected sex with someone they don't know, share a needle, or anything like that?	Y	N	Refused

C. Socialization and Daily Functioning

13. Is there any person, past landlord, business, bookie, dealer, or government group like the CRA that thinks you or anyone in your family owe them money?	Y	N	Refused
14. Does everyone in your family have planned activities, other than just surviving, that make them feel happy and fulfilled?	Y	N	Refused
15. Is everyone in your family currently able to take care of basic needs like bathing, changing clothes, using a restroom, getting food and clean water and other things like that?	Y	N	Refused
16. Is your family's current homelessness in any way caused by a relationship that broke down, an unhealthy or abusive relationship, or because other family or friends caused your family to become evicted?	Y	N	Refused

D. Wellness

17. Has your family ever had to leave an apartment, shelter program, or other place you were staying because of the physical health of you or anyone in your family?	Y	N	Refused
18. Do you or anyone in your family have any chronic health issues with your liver, kidneys, stomach, lungs or heart?	Y	N	Refused
19. Does anyone in your family have any physical disabilities that would limit the type of housing you could access, or would make it hard to live independently because you'd need help?	Y	N	Refused

20. When someone in your family is sick or not feeling well, does your family avoid getting medical help?	Y	N	Refused
21. Has drinking or drug use by you or anyone in your family led your family to being kicked out of an apartment or program where you were staying in the past?	Y	N	Refused
22. Will drinking or drug use make it difficult for your family to stay housed or afford your housing?	Y	N	Refused
23. Has your family ever had trouble maintaining your housing, or been kicked out of an apartment, shelter program or other place you were staying, because of:			
a. A mental health issue or concern?	Y	N	Refused
b. A past head injury?	Y	N	Refused
c. A learning disability, developmental disability, or other impairment?	Y	N	Refused
24. Do you or anyone in your family have any mental health or brain issues that would make it hard for your family to live independently because help would be needed?	Y	N	Refused
25. Does any single member of your household have a medical condition, mental health concerns, and experience with problematic substance use?	Y	N	N/A or Refused
26. Are there any medications that a doctor said you or anyone in your family should be taking that, for whatever reason, they are not taking?	Y	N	Refused
27. Are there any medications like painkillers that you or anyone in your family don't take the way the doctor prescribed or where they sell the medication?	Y	N	Refused
28. YES OR NO: Has your family's current period of homelessness been caused by an experience of emotional, physical, psychological, sexual, or other type of abuse, or by any other trauma you or anyone in your family have experienced?	Y	N	Refused

E. Family Unit

29. Are there any children that have been removed from the family by a child protection service within the last 180 days?	Y	N	Refused
30. Do you have any family legal issues that are being resolved in court or need to be resolved in court that would impact your housing or who may live within your housing?	Y	N	Refused
31. In the last 180 days have any children lived with family or friends because of your homelessness or housing situation?	Y	N	Refused
32. Has any child in the family experienced abuse or trauma in the last 180 days?	Y	N	Refused

33. IF THERE ARE SCHOOL-AGED CHILDREN: Do your children attend school more often than not each week?	Y	N	N/A or Refused
34. Have the members of your family changed in the last 180 days, due to things like divorce, your kids coming back to live with you, someone leaving for military service or incarceration, a relative moving in, or anything like that?	Y	N	Refused
35. Do you anticipate any other adults or children coming to live with you within the first 180 days of being housed?	Y	N	Refused
36. Do you have two or more planned activities each week as a family such as outings to the park, going to the library, visiting other family, watching a family movie, or anything like that?	Y	N	Refused
37. After school, or on weekends or days when there isn't school, is the total time children spend each day where there is no interaction with you or another responsible adult...			
a. 3 or more hours per day for children aged 13 or older?	Y	N	Refused
b. 2 or more hours per day for children aged 12 or younger?	Y	N	Refused
38. IF THERE ARE CHILDREN BOTH 12 AND UNDER & 13 AND OVER: Do your older kids spend 2 or more hours on a typical day helping their younger sibling(s) with things like getting ready for school, helping with homework, making them dinner, bathing them, or anything like that?	Y	N	N/A or Refused

Follow-Up Questions

On a regular day, where is it easiest to find you and what time of day is easiest to do so?	place: time: __: __ or Morning/Afternoon/Evening/Night
Is there a phone number and/or email where someone can safely get in touch with you or leave you a message?	phone: (____) _____ - _____ email:

Thank you for taking part in our survey.

Appendix F: Point-in-Time count tally sheet, Tuesday, April 17, 2018

Area (Route number or survey location): _____

Time: _____ to _____

Team Lead Name: _____ Contact phone #: _____

Instructions: For those who are not surveyed, please fill in the sheet below indicating the reason. For those who DECLINE or are OBSERVED only, but who are clearly homeless, please also indicate the reason you believe they are homeless (e.g., asleep outside with belongings). At the end of your shift, total the number of observed homeless individuals you encountered in the 'Totals' box on the bottom of the page.

For those who are surveyed, enter a checkmark for every survey completed. At the end of your shift, add up the checkmarks and enter the total into the 'Totals' box on the bottom of the page.

#	Location (e.g., building, park, nearest intersection)	Reason not Surveyed				*Observed Homelessness	Surveyed (checkmark below)
		Declined*	Already Responded	Screened Out (Enter Response to C)	Observed*	Indicators of Homelessness [e.g. asleep outside with belongings, carrying pillow or bedding, etc.]	
1							
2							
3							
4							
5							
6							
7							
8							
9							
10							
11							
12							

13							
14							
15							
16							
17							
18							

TOTALS

TOTAL NUMBER OF OBSERVED HOMELESS INDIVIDUALS	
TOTAL NUMBER OF SURVEYS COMPLETED	

Appendix G: Registry week survey, April 18 to April 20, 2018

INTRODUCTORY SCRIPT

Hello, my name is _____ and I'm a volunteer for I Count's housing needs survey. We are conducting a survey to provide better programs and services to people experiencing homelessness.

- The survey takes about 15-20 minutes to complete overall.
- You can choose to skip any question or to stop the survey at any time.
- We'll be asking for names to try and provide the right level of support to different people.

SCREENING

D. Have you answered this survey with a person with this name badge?

[YES: Thank and tally]

[NO: Go to B]

E. Are you willing to participate in this survey? [YES: Go to C] [NO: Thank and tally]

C. On Wednesday: Where did you stay last night?

On Thursday and Friday: Where did you stay the night of Tuesday, April 17th?

k. <input type="checkbox"/> DECLINE TO ANSWER <input type="checkbox"/> OWN APARTMENT/ HOUSE	l. <input type="checkbox"/> SOMEONE ELSE'S PLACE -> ASK C1 AND C2 <input type="checkbox"/> MOTEL/HOTEL -> ASK C2 <input type="checkbox"/> HOSPITAL, JAIL, PRISON, REMAND CENTRE -> ASK C2	m. <input type="checkbox"/> EMERGENCY SHELTER, DOMESTIC VIOLENCE SHELTER n. <input type="checkbox"/> TRANSITIONAL SHELTER/HOUSING o. <input type="checkbox"/> PUBLIC SPACE (E.G., SIDEWALK, PARK, FOREST, BUS SHELTER) p. <input type="checkbox"/> VEHICLE (CAR, VAN, RV, TRUCK) q. <input type="checkbox"/> MAKESHIFT SHELTER, TENT OR SHACK r. <input type="checkbox"/> ABANDONED/VACANT BUILDING s. <input type="checkbox"/> OTHER UNSHELTERED LOCATION t. <input type="checkbox"/> RESPONDENT DOESN'T KNOW [LIKELY HOMELESS]
[CONTINUE TO D]	[ASK FOLLOW-UP QUESTIONS C1 &/OR C2]	[CONTINUE TO D]

C1: Could you stay there as long as you want or was this a temporary situation?

- e. AS LONG AS THEY WANT [ASK D]
- f. TEMPORARY -> ASK C2
- g. DON'T KNOW -> ASK C2
- h. DECLINE [ASK D]

C2: Did you have your own house or apartment you can safely return to?

- e. YES [ASK D]
- f. NO [ASK D]
- g. DON'T KNOW [ASK D]
- h. DECLINE [ASK D]

D: Where are you staying tonight?

<p>a. <input type="checkbox"/> DECLINE TO ANSWER</p> <p><input type="checkbox"/> OWN APARTMENT/ HOUSE</p>	<p>b. <input type="checkbox"/> SOMEONE ELSE'S PLACE -> ASK D1 AND D2</p> <p><input type="checkbox"/> MOTEL/HOTEL -> ASK D2</p> <p><input type="checkbox"/> HOSPITAL, JAIL, PRISON, REMAND CENTRE -> ASK D2</p>	<p>c. <input type="checkbox"/> EMERGENCY SHELTER, DOMESTIC VIOLENCE SHELTER</p> <p>d. <input type="checkbox"/> TRANSITIONAL SHELTER/HOUSING</p> <p>e. <input type="checkbox"/> PUBLIC SPACE (E.G., SIDEWALK, PARK, FOREST, BUS SHELTER)</p> <p>f. <input type="checkbox"/> VEHICLE (CAR, VAN, RV, TRUCK)</p> <p>g. <input type="checkbox"/> MAKESHIFT SHELTER, TENT OR SHACK</p> <p>h. <input type="checkbox"/> ABANDONED/VACANT BUILDING</p> <p>i. <input type="checkbox"/> OTHER UNSHELTERED LOCATION</p> <p>j. <input type="checkbox"/> RESPONDENT DOESN'T KNOW [LIKELY HOMELESS]</p>
<p>[THANK & TALLY] NOTE D RESPONSE ON TALLY</p>	<p>[FOLLOW-UP QUESTIONS D1 &/OR 2]</p>	<p>[CONTINUE – GO TO SCREEN IN]</p>

D1: Can you stay there as long as you want or is this a temporary situation?

- a. AS LONG AS THEY WANT [THANK & TALLY - NOTE D RESPONSE ON TALLY]
- b. TEMPORARY ->ASK D2
- c. DON'T KNOW ->ASK D2
- d. DECLINE [THANK & TALLY - NOTE D RESPONSE ON TALLY]

D2: Do you have your own house or apartment you can safely return to?

- a. YES [THANK & TALLY - NOTE D RESPONSE ON TALLY]
- b. NO [CONTINUE – GO TO SCREEN IN]
- c. DON'T KNOW [CONTINUE – GO TO SCREEN IN]
- d. DECLINE [THANK & TALLY - NOTE D RESPONSE ON TALLY]

SCREEN IN

"Thank you for taking part in the survey. Please note that you will receive a thank you package and \$10 gift card as a thank you for your participation."

CONSENT

To Surveyor – obtain consent (yellow paper) from the respondent

Consent obtained: Y or N

Enter consent # here: _____

4. In total, how much time have you been homeless over the PAST YEAR? [Best estimate.]

<input type="radio"/> LENGTH _____ DAYS WEEKS MONTHS	<input type="radio"/> DON'T KNOW	<input type="radio"/> DECLINE TO ANSWER
--	----------------------------------	---

5. In total, how many different times have you experienced homelessness over the PAST YEAR? [Best estimate.]

<input type="radio"/> NUMBER OF TIMES _____ [Includes this time]	<input type="radio"/> DON'T KNOW	<input type="radio"/> DECLINE TO ANSWER
--	----------------------------------	---

6. Have you stayed in an emergency shelter in the past year? For example, Porter Place, Leeder Place, Kevin's Place, Belinda's Place, 360 Kids, Sutton Youth Shelter, Inn From the Cold, Out of the Cold, or any others?

<input type="radio"/> YES	<input type="radio"/> NO	<input type="radio"/> DON'T KNOW	<input type="radio"/> DECLINE TO ANSWER
---------------------------	--------------------------	----------------------------------	---

7. How long have you been in York Region? Municipalities in York Region include Aurora, East Gwillimbury, Georgina, King, Markham, Newmarket, Richmond Hill, Vaughan, and Whitchurch-Stouffville. (Surveyor prompt if needed: For names of communities in York Region, refer to "List of Community Names" in your survey package.)

<input type="radio"/> LENGTH _____ DAYS / WEEKS / MONTHS / YEARS -----> <input type="radio"/> ALWAYS BEEN HERE <input type="radio"/> DON'T KNOW <input type="radio"/> DECLINE TO ANSWER	Where did you live before you came here? <input type="radio"/> COMMUNITY _____ PROVINCE _____ OR COUNTRY _____ <input type="radio"/> DECLINE TO ANSWER
--	---

8. Did you come to Canada as an immigrant, refugee or refugee claimant?

<input type="radio"/> YES, IMMIGRANT -----> <input type="radio"/> YES, REFUGEE-----> <input type="radio"/> YES, REFUGEE CLAIMANT-----> <input type="radio"/> NO <input type="radio"/> DON'T KNOW <input type="radio"/> DECLINE TO ANSWER	If YES: How long have you been in Canada? <input type="radio"/> LENGTH: _____ DAYS WEEKS MONTHS YEARS OR DATE: ____/____/____ DAY / MONTH / YEAR <input type="radio"/> DON'T KNOW <input type="radio"/> DECLINE TO ANSWER
---	--

9. Do you identify as Indigenous or do you have Indigenous ancestry? This includes First Nations with or without status, Métis, and Inuit. [If yes, please follow-up to specify.]

<input type="radio"/> YES -----> <input type="radio"/> NO <input type="radio"/> DON'T KNOW <input type="radio"/> DECLINE TO ANSWER	If YES: <input type="radio"/> CHIPPEWAS OF GEORGINA ISLAND <input type="radio"/> FIRST NATIONS (with or without status) <input type="radio"/> INUIT <input type="radio"/> MÉTIS <input type="radio"/> HAVE INDIGENOUS ANCESTRY (NAME OF GROUP) _____
---	--

10. Have you ever had any service in the Canadian Military or RCMP? (Military includes Canadian Navy, Army, or Air Force). [Check all that apply.]

<input type="radio"/> YES, MILITARY	<input type="radio"/> NO	<input type="radio"/> DON'T KNOW	<input type="radio"/> DECLINE TO ANSWER
<input type="radio"/> YES, RCMP			

11. What gender do you identify with? [Show list.]

<input type="radio"/> MALE / MAN	<input type="radio"/> TRANS FEMALE / TRANS WOMAN	<input type="radio"/> NOT LISTED: _____
<input type="radio"/> FEMALE / WOMAN	<input type="radio"/> TRANS MALE / TRANS MAN	<input type="radio"/> DON'T KNOW
<input type="radio"/> TWO-SPIRIT	<input type="radio"/> GENDERQUEER/GENDER NON-CONFORMING	<input type="radio"/> DECLINE TO ANSWER

12. How do you describe your sexual orientation, for example straight, gay, lesbian? [Show list. Check all that apply.]

<input type="radio"/> STRAIGHT/HETEROSEXUAL	<input type="radio"/> BISEXUAL	<input type="radio"/> QUEER	<input type="radio"/> DON'T KNOW
<input type="radio"/> GAY	<input type="radio"/> TWO-SPIRIT	<input type="radio"/> INTERSEX	<input type="radio"/> DECLINE TO ANSWER
<input type="radio"/> LESBIAN	<input type="radio"/> QUESTIONING	<input type="radio"/> NOT LISTED: _____	

13. What happened that caused you to lose your housing most recently? [Do not read the options. Check all that apply. "Housing" does not include temporary arrangements (e.g., couch surfing) or shelter stays.]

<input type="checkbox"/> ILLNESS OR MEDICAL CONDITION	<input type="checkbox"/> CONFLICT WITH: PARENT / GUARDIAN
<input type="checkbox"/> ADDICTION OR SUBSTANCE USE	<input type="checkbox"/> CONFLICT WITH: SPOUSE / PARTNER
<input type="checkbox"/> JOB LOSS	<input type="checkbox"/> INCARCERATED (JAIL OR PRISON)
<input type="checkbox"/> UNABLE TO PAY RENT OR MORTGAGE	<input type="checkbox"/> HOSPITALIZATION OR TREATMENT PROGRAM
<input type="checkbox"/> UNSAFE HOUSING CONDITIONS	<input type="checkbox"/> OTHER REASON: _____
<input type="checkbox"/> EXPERIENCED ABUSE BY: PARENT / GUARDIAN	<input type="checkbox"/> DON'T KNOW
<input type="checkbox"/> EXPERIENCED ABUSE BY: SPOUSE / PARTNER	<input type="checkbox"/> DECLINE TO ANSWER

14. What are your sources of income? [Read list and check all that apply]

<input type="checkbox"/> EMPLOYMENT	<input type="checkbox"/> DISABILITY BENEFIT (E.G., ODSP, CPP-D, WSIB, ETC)	<input type="checkbox"/> OTHER SOURCE: _____
<input type="checkbox"/> INFORMAL/SELF-EMPLOYMENT (E.G., BOTTLE RETURNS, PANHANDLING)	<input type="checkbox"/> SENIORS BENEFITS (E.G., CPP/OAS/GIS)	<input type="checkbox"/> NO INCOME
<input type="checkbox"/> EMPLOYMENT INSURANCE	<input type="checkbox"/> GST REFUND	<input type="checkbox"/> DECLINE TO ANSWER
<input type="checkbox"/> WELFARE/SOCIAL ASSISTANCE (ONTARIO WORKS)	<input type="checkbox"/> CHILD AND FAMILY TAX BENEFITS	
	<input type="checkbox"/> MONEY FROM FAMILY/FRIENDS	

15. Have you ever been in foster care and/or a group home?

<input type="checkbox"/> YES ----->	IF YES, HOW LONG AGO WAS THAT? (REFERS TO THE LENGTH OF TIME SINCE LEAVING FOSTER CARE OR A GROUP HOME) LENGTH (IN YEARS) _____
<input type="checkbox"/> NO	
<input type="checkbox"/> DON'T KNOW	
<input type="checkbox"/> DECLINE TO ANSWER	

16. People may identify as belonging to a particular racial group. For example, some people may identify as Black or African-Canadian, other people may identify as Asian or South Asian and other people may identify as white. What racial group do you identify with? [Do not list categories. Select all that apply]

<input type="checkbox"/> ABORIGINAL OR INDIGENOUS	<input type="checkbox"/> BLACK OR AFRICAN CANADIAN
<input type="checkbox"/> ARAB	<input type="checkbox"/> FILIPINO
<input type="checkbox"/> ASIAN (E.G., CHINESE, KOREAN, JAPANESE, ETC.)	<input type="checkbox"/> HISPANIC OR LATIN AMERICAN
<input type="checkbox"/> SOUTH-EAST ASIAN (E.G., VIETNAMESE, CAMBODIAN, MALAYSIAN, LAOTIAN, ETC.)	<input type="checkbox"/> WHITE (E.G., EUROPEAN-CANADIAN)
<input type="checkbox"/> SOUTH ASIAN (E.G., EAST INDIAN, PAKISTANI, SRI LANKAN, ETC.)	<input type="checkbox"/> OTHER (PLEASE SPECIFY) _____
<input type="checkbox"/> WEST ASIAN (E.G., IRANIAN, AFGHAN, ETC.)	<input type="checkbox"/> DON'T KNOW
	<input type="checkbox"/> DECLINE TO ANSWER

17. In what language do you feel best able to express yourself?

<input type="radio"/> ENGLISH	<input type="radio"/> NO PREFERENCE	<input type="radio"/> DON'T KNOW
<input type="radio"/> FRENCH	<input type="radio"/> NEITHER (please specify) _____	<input type="radio"/> DECLINE TO ANSWER

18. Do you identify as having any of the following?

Chronic/Acute Medical Condition	Physical Disability	Addiction	Mental Health Issue
<input type="checkbox"/> YES	<input type="checkbox"/> YES	<input type="checkbox"/> YES	<input type="checkbox"/> YES
<input type="checkbox"/> NO	<input type="checkbox"/> NO	<input type="checkbox"/> NO	<input type="checkbox"/> NO
<input type="checkbox"/> DON'T KNOW			
<input type="checkbox"/> DECLINE TO ANSWER			

19. Are you currently with children or do you anticipate reuniting with your children once housed?

- d. YES [Use packet with F-VI-SPDAT for Families - page 40]
- e. NO [Follow instruction below]
- f. DECLINE [use VI-SPDAT for single adults [next page]

20. Are you 26 years old or younger?

- a. YES [use TAY-VI-SPDAT for Youth [page 37]
- b. NO [use VI-SPDAT for single adults [next page]
- c. DECLINE [use VI-SPDAT for single adults [next page]

A. History of Housing and Homelessness

1. Where do you sleep most frequently? (check one)		
<input type="radio"/> Shelters	<input type="radio"/> Couch Surfing	<input type="radio"/> Outdoors
<input type="radio"/> Other: _____	<input type="radio"/> Refused	
2. How long has it been since you lived in permanent stable housing?	yrs/mo/d	Refused

B. Risks

3. In the past six months, how many times have you...			
a. Received health care at an emergency department/room?			Refused
b. Taken an ambulance to the hospital?			Refused
c. Been hospitalized as an inpatient?			Refused
d. Used a crisis service, including sexual assault crisis, mental health crisis, family/intimate violence, distress centers and suicide prevention hotlines?			Refused
e. Talked to police because you witnessed a crime, were the victim of a crime, or the alleged perpetrator of a crime or because the police told you that you must move along?			Refused
f. Stayed one or more nights in a holding cell, jail or prison, whether that was a short-term stay like the drunk tank, a longer stay for a more serious offence, or anything in between?			Refused
4. Have you been attacked or beaten up since you've become homeless?	Y	N	Refused
5. Have you threatened to or tried to harm yourself or anyone else in the last year?	Y	N	Refused
6. Do you have any legal stuff going on right now that may result in you being locked up, having to pay fines, or that make it more difficult to rent a place to live?	Y	N	Refused
7. Does anybody force or trick you to do things that you do not want to do?	Y	N	Refused
8. Do you ever do things that may be considered to be risky like exchange sex for money, run drugs for someone, have unprotected sex with someone you don't know, share a needle, or anything like that?	Y	N	Refused

C. Socialization and Daily Functioning

9. Is there any person, past landlord, business, bookie, dealer, or government group like the CRA that thinks you owe them money?	Y	N	Refused
10. Do you have planned activities, other than just surviving, that make you feel happy and fulfilled?	Y	N	Refused

11. Are you currently able to take care of basic needs like bathing, changing clothes, using a restroom, getting food and clean water and other things like that?	Y	N	Refused
12. Is your current homelessness in any way caused by a relationship that broke down, an unhealthy or abusive relationship, or because family or friends caused you to become evicted?	Y	N	Refused

D. Wellness

13. Have you ever had to leave an apartment, shelter program, or other place you were staying because of your physical health?	Y	N	Refused
14. Do you have any chronic health issues with your liver, kidneys, stomach, lungs or heart?	Y	N	Refused
15. Do you have any physical disabilities that would limit the type of housing you could access, or would make it hard to live independently because you'd need help?	Y	N	Refused
16. When you are sick or not feeling well, do you avoid getting help?	Y	N	Refused
17. FOR FEMALE RESPONDENTS ONLY: Are you currently pregnant?	Y	N	N/A or Refused
18. Has your drinking or drug use led you to being kicked out of an apartment or program where you were staying in the past?	Y	N	Refused
19. Will drinking or drug use make it difficult for you to stay housed or afford your housing?	Y	N	Refused
20. Have you ever had trouble maintaining your housing, or been kicked out of an apartment, shelter program or other place you were staying, because of:			
a. A mental health issue or concern?	Y	N	Refused
b. A past head injury?	Y	N	Refused
c. A learning disability, developmental disability, or other impairment?	Y	N	Refused
21. Do you have any mental health or brain issues that would make it hard for you to live independently because you'd need help?	Y	N	Refused
22. Are there any medications that a doctor said you should be taking that, for whatever reason, you are not taking?	Y	N	Refused
23. Are there any medications like painkillers that you don't take the way the doctor prescribed or where you sell the medication?	Y	N	Refused
24. YES OR NO: Has your current period of homelessness been caused by an experience of emotional, physical, psychological, sexual, or other type of abuse, or by any other trauma you have experienced?	Y	N	Refused

Follow-Up Questions

On a regular day, where is it easiest to find you and what time of day is easiest to	Place:
--	--------

do so?	Time: or Morning/Afternoon/Evening/Night
Is there a phone number and/or email where someone can safely get in touch with you or leave you a message?	phone: (_____)_____:_____ email:

Thank you for taking part in our survey.

A. History of Housing and Homelessness

1. Where do you sleep most frequently? (check one)	<input type="checkbox"/> Shelters <input type="checkbox"/> Couch Surfing <input type="checkbox"/> Outdoors <input type="checkbox"/> Other (specify): _____ <input type="checkbox"/> Refused	
2. How long has it been since you lived in permanent stable housing?	yrs/mo/d	Refused

B. Risks

3. In the past six months, how many times have you...			
a. Received health care at an emergency department/room?		Refused	
b. Taken an ambulance to the hospital?		Refused	
c. Been hospitalized as an inpatient?		Refused	
d. Used a crisis service, including sexual assault crisis, mental health crisis, family/intimate violence, distress centers and suicide prevention hotlines?		Refused	
e. Talked to police because you witnessed a crime, were the victim of a crime, or the alleged perpetrator of a crime or because the police told you that you must move along?		Refused	
f. Stayed one or more nights in a holding cell, jail or prison or juvenile detention, whether that was a short-term stay like the drunk tank, a longer stay for a more serious offence, or anything in between?		Refused	
4. Have you been attacked or beaten up since you've become homeless?	Y	N	Refused
5. Have you threatened to or tried to harm yourself or anyone else in the last year?	Y	N	Refused
6. Do you have any legal stuff going on right now that may result in you being locked up, having to pay fines, or that make it more difficult to rent a place to live?	Y	N	Refused
7. Were you ever incarcerated when younger than age 18?	Y	N	Refused
8. Does anybody force or trick you to do things that you do not want to do?	Y	N	Refused
9. Do you ever do things that may be considered to be risky like exchange sex for money, run drugs for someone, have unprotected sex with someone you don't know, share a needle, or anything like that?	Y	N	Refused

C. Socialization and Daily Functioning

10. Is there any person, past landlord, business, bookie, dealer, or government group like the CRA that thinks you owe them money?	Y	N	Refused
11. Do you have planned activities, other than just surviving, that make you feel happy and fulfilled?	Y	N	Refused
12. Are you currently able to take care of basic needs like bathing, changing clothes, using a restroom, getting food and clean water and other things like that?	Y	N	Refused
13. Is your current lack of stable housing...			
g. Because you ran away from your family home, a group home or a foster home?	Y	N	Refused
h. Because of a difference in religious or cultural beliefs from your parents, guardians or caregivers?	Y	N	Refused
i. Because your family or friends caused you to become homeless?	Y	N	Refused
j. Because of conflicts over gender identity or sexual orientation?	Y	N	Refused
k. Because of violence at home between family members?	Y	N	Refused
l. Because of an unhealthy or abusive relationship, at home or elsewhere?	Y	N	Refused

D. Wellness

14. Have you ever had to leave an apartment, shelter program, or other place you were staying because of your physical health?	Y	N	Refused
15. Do you have any chronic health issues with your liver, kidneys, stomach, lungs or heart?	Y	N	Refused
16. Do you have any physical disabilities that would limit the type of housing you could access, or would make it hard to live independently because you'd need help?	Y	N	Refused
17. When you are sick or not feeling well, do you avoid getting help?	Y	N	Refused
18. Are you currently pregnant, have you ever been pregnant or have you ever gotten someone pregnant?	Y	N	N/A or Refused
19. Has your drinking or drug use led you to being kicked out of an apartment or program where you were staying in the past?	Y	N	Refused
20. Will drinking or drug use make it difficult for you to stay housed or afford your housing?	Y	N	Refused
21. If you've ever used marijuana, did you ever try it at age 12 or younger?	Y	N	Refused
22. Have you ever had trouble maintaining your housing, or been kicked out of an apartment, shelter program or other place you were staying, because of:			
a. mental health issue or concern?	Y	N	Refused
b. a past head injury?	Y	N	Refused
c. A learning disability, developmental disability, or other impairment?	Y	N	Refused

23. Do you have any mental health or brain issues that would make it hard for you to live independently because you'd need help?	Y	N	Refused
24. Are there any medications that a doctor said you should be taking that, for whatever reason, you are not taking?	Y	N	Refused
25. Are there any medications like painkillers that you don't take the way the doctor prescribed or where you sell the medication?	Y	N	Refused

Follow-Up Questions

On a regular day, where is it easiest to find you and what time of day is easiest to do so?	place: time: __ : __ or Morning/Afternoon/Evening/Night
Is there a phone number and/or email where someone can safely get in touch with you or leave you a message?	phone: (____) _____ - _____ email:

Thank you for taking part in our survey.

Basic Information

SPOUSE/PARENT 2	<input type="checkbox"/> No second parent currently part of the household		
	First Name	Nickname	Last Name
	AGE:		DOB:
	Consent to Participate	Yes	No

Children

1. How many children under the age of 18 are currently with you?		Refused
2. How many children under the age of 18 are not currently with your family, but you have reason to believe they will be joining you when you get housed?		Refused
3. IF HOUSEHOLD INCLUDES A FEMALE: Is any member of the family currently pregnant?	Y	N
3. IF HOUSEHOLD INCLUDES A FEMALE: Is any member of the family currently pregnant?		Refused
4. Please provide a list of children's names and ages:		
First Name	Last Name	

A. History of Housing and Homelessness

5. Where do you and your family sleep most frequently? (check one)	<input type="checkbox"/> Shelters <input type="checkbox"/> Couch Surfing <input type="checkbox"/> Outdoors <input type="checkbox"/> Other (specify): _____ <input type="checkbox"/> Refused	
6. How long has it been since you and your family lived in permanent stable housing?	yrs/mo/d	Refused

B. Risks

7. In the past six months, <u>how many times</u> have you or anyone in your family...			
g. Received health care at an emergency department/room?		Refused	
h. Taken an ambulance to the hospital?		Refused	
i. Been hospitalized as an inpatient?		Refused	
j. Used a crisis service, including sexual assault crisis, mental health crisis, family/intimate violence, distress centers and suicide prevention hotlines?		Refused	
k. Talked to police because they witnessed a crime, were the victim of a crime, or the alleged perpetrator of a crime or because the police told them that they must move along?		Refused	
l. Stayed one or more nights in a holding cell, jail or prison, whether that was a short-term stay like the drunk tank, a longer stay for a more serious offence, or anything in between?		Refused	
8. Have you or anyone in your family been attacked or beaten up since they've become homeless?	Y	N	Refused
9. Have you or anyone in your family threatened to or tried to harm themselves or anyone else in the last year?	Y	N	Refused
10. Do you or anyone in your family have any legal stuff going on right now that may result in them being locked up, having to pay fines, or that make it more difficult to rent a place to live?	Y	N	Refused

11. Does anybody force or trick you or anyone in your family to do things that you do not want to do?	Y	N	Refused
12. Do you or anyone in your family ever do things that may be considered to be risky like exchange sex for money, run drugs for someone, have unprotected sex with someone they don't know, share a needle, or anything like that?	Y	N	Refused

C. Socialization and Daily Functioning

13. Is there any person, past landlord, business, bookie, dealer, or government group like the CRA that thinks you or anyone in your family owe them money?	Y	N	Refused
14. Does everyone in your family have planned activities, other than just surviving, that make them feel happy and fulfilled?	Y	N	Refused
15. Is everyone in your family currently able to take care of basic needs like bathing, changing clothes, using a restroom, getting food and clean water and other things like that?	Y	N	Refused
16. Is your family's current homelessness in any way caused by a relationship that broke down, an unhealthy or abusive relationship, or because other family or friends caused your family to become evicted?	Y	N	Refused

D. Wellness

17. Has your family ever had to leave an apartment, shelter program, or other place you were staying because of the physical health of you or anyone in your family?	Y	N	Refused
18. Do you or anyone in your family have any chronic health issues with your liver, kidneys, stomach, lungs or heart?	Y	N	Refused
19. Does anyone in your family have any physical disabilities that would limit the type of housing you could access, or would make it hard to live independently because you'd need help?	Y	N	Refused

20. When someone in your family is sick or not feeling well, does your family avoid getting medical help?	Y	N	Refused
21. Has drinking or drug use by you or anyone in your family led your family to being kicked out of an apartment or program where you were staying in the past?	Y	N	Refused
22. Will drinking or drug use make it difficult for your family to stay housed or afford your housing?	Y	N	Refused
23. Has your family ever had trouble maintaining your housing, or been kicked out of an apartment, shelter program or other place you were staying, because of:			
a. A mental health issue or concern?	Y	N	Refused
b. A past head injury?	Y	N	Refused
c. A learning disability, developmental disability, or other impairment?	Y	N	Refused
24. Do you or anyone in your family have any mental health or brain issues that would make it hard for your family to live independently because help would be needed?	Y	N	Refused
25. Does any single member of your household have a medical condition, mental health concerns, and experience with problematic substance use?	Y	N	N/A or Refused
26. Are there any medications that a doctor said you or anyone in your family should be taking that, for whatever reason, they are not taking?	Y	N	Refused
27. Are there any medications like painkillers that you or anyone in your family don't take the way the doctor prescribed or where they sell the medication?	Y	N	Refused
28. YES OR NO: Has your family's current period of homelessness been caused by an experience of emotional, physical, psychological, sexual, or other type of abuse, or by any other trauma you or anyone in your family have experienced?	Y	N	Refused

E. Family Unit

29. Are there any children that have been removed from the family by a child protection service within the last 180 days?	Y	N	Refused
30. Do you have any family legal issues that are being resolved in court or need to be resolved in court that would impact your housing or who may live within your housing?	Y	N	Refused
31. In the last 180 days have any children lived with family or friends because of your homelessness or housing situation?	Y	N	Refused
32. Has any child in the family experienced abuse or trauma in the last 180 days?	Y	N	Refused

33. IF THERE ARE SCHOOL-AGED CHILDREN: Do your children attend school more often than not each week?	Y	N	N/A or Refused
34. Have the members of your family changed in the last 180 days, due to things like divorce, your kids coming back to live with you, someone leaving for military service or incarceration, a relative moving in, or anything like that?	Y	N	Refused
35. Do you anticipate any other adults or children coming to live with you within the first 180 days of being housed?	Y	N	Refused
36. Do you have two or more planned activities each week as a family such as outings to the park, going to the library, visiting other family, watching a family movie, or anything like that?	Y	N	Refused
37. After school, or on weekends or days when there isn't school, is the total time children spend each day where there is no interaction with you or another responsible adult...			
a. 3 or more hours per day for children aged 13 or older?	Y	N	Refused
b. 2 or more hours per day for children aged 12 or younger?	Y	N	Refused
38. IF THERE ARE CHILDREN BOTH 12 AND UNDER & 13 AND OVER: Do your older kids spend 2 or more hours on a typical day helping their younger sibling(s) with things like getting ready for school, helping with homework, making them	Y	N	N/A or Refused

Follow-Up Questions

On a regular day, where is it easiest to find you and what time of day is easiest to do so?	place: time: __: __ or Morning/Afternoon/Evening/Night
Is there a phone number and/or email where someone can safely get in touch with you or leave you a message?	phone: (____) _____ - _____ email:

Thank you for taking part in our survey.

Appendix H: Registry week count tally sheet, April 18 to April 20, 2018

Area (Route Number or survey location): _____

Time: _____ to _____

Interviewer: _____ Contact phone #: _____

Instructions: For those who are not surveyed, please fill in the sheet below indicating the reason.

For those who are surveyed, enter a checkmark for every survey completed. At the end of your shift, add up the checkmarks and enter the total into the 'Totals' box on the bottom of the page.

#	Location (e.g., building, park, nearest intersection)	Reason not Surveyed			Surveyed (checkmark below)
		Declined	Already Responded	Screened Out (Enter Response to D)	
1					
2					
3					
4					
5					
6					
7					
8					
9					
10					
11					
12					
13					
14					
15					
16					

17					
18					
19					
20					

TOTAL

TOTAL NUMBER OF SURVEYS COMPLETED	
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Appendix I: Consent form

CONSENT TO COLLECT AND USE PERSONAL INFORMATION AND PERSONAL HEALTH INFORMATION

The Regional Municipality of York ("the Region") is the designated Service Manager for provincial homelessness funding in York Region. The Region delivers programs and services and administers funding to local community agencies to help residents who are homeless or at-risk of homelessness.

As part of a mandatory initiative, the Region is conducting a homeless count that will include conducting surveys with members of the community who are homeless. Results from the survey will contribute to the understanding of homelessness in York Region and will help us to improve services. Information will also be used to understand your housing needs and the housing needs of people in our community experiencing homelessness.

I, _____, agree to participate in the survey and understand that:
(Print Name)

- The Region may collect my personal information to support the survey, reporting requirements to Employment and Service Development Canada and the Province of Ontario, program planning and service referrals for housing supports or community programs and services.
- My information will only be used for the purposes above.
- My information will be entered into a secure database and only staff who need to know my information will have access to it. All staff who have access to my information have signed a confidentiality agreement.
- Participation in the survey is voluntary and will not impact my ability to receive services from the Region or community agencies.
- I can choose not to answer certain questions, take a break or end the survey early.
- I can withdraw or change my consent at any time by contacting the Project Manager, Homelessness Enumeration at 1-877-464-9675 ext. 72414 or Nancy.Lennox@york.ca.

I agree with the above and consent to my personal information being collected, used, stored, and shared as described in this consent form. I have read and understand the information above and agree.

Signature of Participant

Date

Verbal consent received

Name of Witness

Date

Signature of Witness

Appendix J: I Count survey data tables

Table 1: Location of respondents on April 17, 2018

Response	I Count Total 2018	
	#	%
Emergency Shelter	73	33%
Violence Against Women (VAW) Shelter	22	10%
Transitional Housing	33	15%
Someone Else's Place	53	24%
Hotel/Motel	4	2%
Outdoor/Public space	31	14%
Own place*	2	1%
Decline to answer	6	3%
Total	224	102%**

Survey question: Where are you staying tonight?

*Own place refers to 2 respondents who had their own place on Tuesday but became homeless later during Registry Week

**Percentages do not add to 100 due to rounding

Table 2: Location of respondents during 2016 Point-in-Time Count

Location	Count Me In Total 2016	
	#	%
Emergency Shelter or Seasonal overnight shelter	91	64%
VAW Shelter	30	21%
Transitional Housing or Institutional care, NFA	17	12%
Street / Public space	5	3%
Total	143	100%

Survey question: Where are you staying tonight?

Table 3: Gender

Response	I Count Total 2018		Count Me in Total 2016	
	#	%	#	%
Male/Man	125	56%	69	48%
Female/Woman	95	42%	74	52%
Genderqueer/Gender Non-Conforming, Don't Know, or Decline to answer*	4	2%	NA	NA
Total	224	100%	143	100%

Survey question: What gender do you identify with?

*Responses have been merged to maintain respondent anonymity

Table 4: Age of respondents

Response	I Count Total 2018		Count Me In Total 2016	
	#	%	#	%
16-24	58	26%	48	34%
25-64	154	69%	88	62%
65+	9	4%	5	3%
Decline to answer	3	1%	2	1%
Total	224	100%	143	100%

Survey question 2018: How old are you? [If unsure, ask for best estimate]

Survey question 2016: How old are you? Or, What year were you born?

Table 5: Age of first homeless experience

Response	I Count Total 2018	
	#	%
0-14 years old	21	9%
15-24	77	34%
25-34	32	14%
35-44	27	12%
45-54	34	15%
55+*	25	11%
Decline to answer	8	4%
Total	224	99%**

Survey question: How old were you the first time you experienced homelessness?

*Responses have been merged (age category 55-64 and 65 and over) to maintain respondent anonymity

**Percentages do not add to 100 due to rounding

Table 6: Have been in foster care or group home

Response	I Count Total 2018	
	#	%
Yes	42	19%
No	177	79%
Don't know	2	1%
Decline to answer	3	1%
Total	224	100%

Survey question: Have you ever been in foster care and/or a group home?

Table 7: Household composition

Response	I Count Total 2018		Count Me In Total 2016	
	#	%	#	%
Single/no family members staying with respondent the night of survey	177	79%	109	76%
Multi-person family with children Includes partner with child(ren), another adult with child(ren), and lone parent	25	11%	14	10%
Multi-person family without children Includes with partner, with another adult, with partner and another adult families	19	8%	17	11%
Decline to answer	3	1%	3	2%
Total	224	99%*	143	99%*

Survey question: What family members are staying with you tonight?

*Percentages do not add to 100 due to rounding

Table 8: Indigenous identity or ancestry

Response	I Count Total 2018		Count Me In Total 2016	
	#	%	#	%
Yes	37	17%	19	13%
No	177	79%	124	87%
Don't know	7	3%	0	0%
Decline to answer	3	1%	0	0%
Total	224	100%	143	100%

Survey question 2018: Do you identify as Indigenous or do you have Indigenous ancestry?

Survey question 2016: Self-identified as Indigenous or have Indigenous ancestry

Table 9: Sexual orientation

Response	I Count Total 2018	
	#	%
LGBTQ2S	17	8%
Straight/Heterosexual	197	88%
Don't know or Decline to answer	10	4%
Total	224	100%

Survey question: How do you describe your sexual orientation, for example straight, gay, lesbian?

Table 10: Self-identified as LGBTQ

Response	Count Me In Total 2016	
	#	%
Yes	11 [7 youth]	8%
No	125	87%
No Response	7	5%
Total	143	100%

Survey question: Do you identify as part of the LGBTQ2 community?
 [LGBTQ2 refers to Lesbian, Gay, Bisexual, Transgender, Queer, 2-Spirited]

Table 11: Came to Canada as Immigrant, Refugee, or Refugee Claimant

Response	I Count Total 2018	
	#	%
Yes, Immigrant	26	12%
Yes, Refugee or Refugee Claimant	10	4%
No	180	80%
Don't know	3	1%
Decline to answer	5	2%
Total	224	99%*

Survey question: Did you come to Canada as an immigrant, refugee or refugee claimant?

*Percentages do not add to 100 due to rounding

Table 12: Identify as part of ethno-cultural group

Response	I Count Total 2018	
	#	%*
White	148	66%
Black or African Canadian	30	13%
Aboriginal or Indigenous [^]	23	10%
Asian (e.g., Chinese, Korean, Japanese, etc.)	6	3%
West Asian (e.g., Iranian, Afghan, etc.)	6	3%
Other (Hispanic or Latin American, Arab, or South Asian, e.g. East Indian, Pakistani, Sri Lankan, etc.) ⁺	13	6%
South-East Asian (e.g. Vietnamese, Cambodian, Malaysian, Laotian, etc.)	0	0%
Filipino	0	0%
Don't know	2	1%
Decline to answer	5	2%

Survey question: What racial group do you identify with?

*Percentages will not add to 100 because respondents could select more than one answer.

Note: 14 respondents (6%) identified with two racial groups.

^The percentage of respondents who identified as being Aboriginal or Indigenous in this table was lower than the percentage that reported Indigenous identity or ancestry (Table 8).

+ Responses have been merged to maintain respondent anonymity

Table 13: Language respondents feel best able to express themselves

Response	I Count Total 2018	
	#	%
English	204	91%
French	0	0%
English and another language other than French	8	4%
Another language other than English or French	9	4%
No preference between English or French	1	0%
Decline to answer	2	1%
Total	224	100%

Survey question: In what language do you feel best able to express yourself?

Table 14: Length of time in York Region

Response	I Count Total 2018	
	#	%
1 year or less	57	25%
More than 1 year to 5 years	41	18%
More than 5 years	58	26%
Always been here	56	25%
Don't know or decline to answer	12	5%
Total	224	99%*

Survey question: How long have you been in York Region?

*Percentages do not add to 100 due to rounding

Table 15: Moved to York Region in the Past year, 2016

Response	Count Me In Total 2016	
	#	%
Yes	47	33%
No	96	67%
Total	143	100%

Survey question: Did you move to York Region in the past year?

Table 16: Veterans in 2018 and 2016

Response	I Count Total 2018		Count Me In Total 2016	
	#	%	#	%
Yes, Military or RCMP	6	3%	5	3%
No	212	95%	138	97%
Don't know	3	1%	0	0%
Decline to answer	3	1%	0	0%
Total	224	100%	143	100%

2018 survey question: Have you ever had any service in the Canadian Military or RCMP? [Military includes Canadian Navy, Army, or Air Force]

2016 survey question: Have you ever had any military service in the Canadian Military or RCMP? [Military includes Canadian Navy, Army, or Air Force]

Table 17: Income source(s), 2018

Response	I Count Total 2018	
	#	%
Welfare/Social Assistance (Ontario Works)	89	40%
Disability Benefits (e.g. ODSP, CPP-D, WSIB, etc)	67	30%
Employment	39	17%
No income	19	8%
Informal employment (e.g. bottle returns, panhandling)	12	5%
Seniors Benefits (e.g. CPP/OAS/GIS)	12	5%
Child and Family Tax benefits	11	5%
GST Refund	8	4%
Other (including Employment Insurance, money from family and friends, and other)	12	5%
Decline to answer	7	3%

Survey question: What are your sources of income?

Percentages will not add to 100 because respondents could select more than one answer

Table 18: Income source(s), 2016

Response	Count Me In Total 2016	
	#	%*
Ontario Works	67	47%
Employment	30	21%
Disability benefits	16	11%
No income	16	11%
Other	29	20%
No response	1	1%

Survey question: Where do you get your money from?

Percentages will not add to 100 because respondents could select more than one answer

Table 19: Reasons for current loss of housing, 2018

Response	I Count Total 2018	
	#	%
Family conflict (conflict with parent/guardian/spouse/partner)	55	25%
Job loss	35	16%
Illness/medical condition, hospitalization, or treatment program	33	15%
Unable to pay rent/mortgage	31	14%
Addiction or substance use or mental health	30	13%
Domestic abuse (abuse by parent/guardian/spouse/partner)	30	13%
Unsafe housing conditions	24	11%
Home sold, foreclosed, or no longer available	12	5%
Conflict with landlord	11	5%
Incarcerated (jail or prison)	11	5%
Eviction	8	4%
Abuse by other	6	3%
Other (e.g. conflict with others, conflict with law / legal issues, death of family member, others)	22	10%
Don't know	2	1%
Decline to answer	6	3%

Survey question: What happened that caused you to lose your housing most recently? [Housing does not include temporary arrangements, (e.g. couch surfing) or shelter stays.]

Percentages will not add to 100 because respondents could select more than one answer

Table 20: Reasons for current loss of housing, 2016

Response	Count Me In Total 2016	
	#	%*
Family conflict	39	28%
Domestic abuse	34	24%
Evicted or 'kicked out'	27	19%
Unsafe housing conditions	22	16%
Illness/medical condition, hospitalization, or treatment program	14	10%
Job loss	13	9%
Mental health/addiction or substance use	9	6%
Incarcerated	3	2%
Conflict with roommate or friend	3	2%
Other	14	10%
No response	8	6%

Survey question: What happened that caused you to lose your housing most recently? ['Housing' does not include temporary arrangements (e.g. couch surfing) or shelter stays.]

Table 21: Identified with chronic or acute medical condition

Response	I Count Total 2018	
	#	%
Yes	83	37%
No	116	52%
Don't know	4	2%
Decline to answer	21	9%
Total	224	100%

Survey question: Do you identify with having any of the following: Chronic/acute medical condition

Table 22: Identified with physical disability

Response	I Count Total 2018	
	#	%
Yes	69	31%
No	126	56%
Don't know	3	1%
Decline to answer	26	12%
Total	224	100%

Survey question: Do you identify with having any of the following: Physical disability

Table 23: Identified with an addiction

Response	I Count Total 2018	
	#	%
Yes	77	34%
No	128	57%
Don't know	1	0.5%
Decline to answer	18	8%
Total	224	99.5%*

Survey question: Do you identify with having any of the following: Addiction

*Percentages do not add to 100 due to rounding

Table 24: Identified with mental health issue

Response	I Count Total 2018	
	#	%
Yes	107	48%
No	97	43%
Don't know	9	4%
Decline to answer	11	5%
Total	224	100%

Survey question: Do you identify with having any of the following: Mental Health Issue

Table 25: Number of times homeless in the past year, 2018 and 2016

Response	I Count Total 2018		Count Me In Total 2016	
	#	%	#	%
1 time	129	58%	89	62%
2 times	32	14%	22	15%
3 or more times	47	21%	24	17%
Decline to answer	16	7%	8	6%
Total	224	100%	143	100%

Survey question 2018: In total, how many different times have you experienced homelessness over the PAST YEAR? [Best estimate]

Table 26: Length of time homeless in the past year, 2018 and 2016

Response	I Count Total 2018		Count Me In Total 2016	
	#	%	#	%
Up to 3 months	67	30%	62	43%
3 months to under 6 months	40	18%	24	17%
6 months to under 12 months	40	18%	47	33%
1 year	60	27%	-24	-17%
Decline to answer	17	8%	10	7%
Total	224	101%*	143	100%

Survey question 2018: In total, how much time have you been homeless over the PAST YEAR? [Best estimate]

Survey question 2016: Over the past year, how much time have you been homeless? [Includes this time. Best estimate]

*Percentages do not add to 100 due to rounding

Table 27: Stayed in emergency shelter in the past year

Response	I Count Total 2018	
	#	%
Yes	169	75%
No	53	24%
Decline to answer	2	1%
Total	224	100%

Survey question 2018: Have you stayed in an emergency shelter in the past year? For example, Porter Place, Leeder Place, Kevin's Place, Belinda's Place 360 kids, Sutton Youth Shelter, Inn from the Cold, Out of the Cold, or any others?

Table 27: Acuity level by respondent type

Client Type	Low Acuity		Medium Acuity		High Acuity		Total Respondents	
	#	%	#	%	#	%	#	%
Youth	9	14%	33	52%	21	33%	63	99%*
Single	18	15%	56	47%	46	38%	120	100%
Family	4	11%	16	43%	17	46%	37	100%

*Percentages do not add to 100 due to rounding

Appendix K: Homeless count results from the Greater Toronto and Hamilton Area and Simcoe County

This Table summarizes the findings of homelessness population counts in the GTHA (Toronto, Hamilton, Peel, Durham, York) and Simcoe. The methodologies used to conduct homeless counts in other jurisdictions vary.

Homeless Count Results from the Greater Toronto and Hamilton Area and Simcoe

Municipality	Methodology	Year of Count	City Population, Census 2016	Total # homeless	Percent of Total Population
Toronto	Point-in-Time Count	2018	2,731,571	8,715	0.32%
Hamilton	Point-in-Time Count	2018	536,917	504	0.09%
Peel	Point-in-Time/Registry	2018	1,381,744	875	0.06%
Durham Region	Point-in-Time/Registry	2018	645,862	291	0.05%
Simcoe County (not GTHA, but neighbor to York)	Point-in-Time/Registry	2018	479,650	697	0.15%
York Region	Point-in-Time/Registry	2018	1,109,909	389	0.04%

Appendix L: Comparison of homeless count data points across jurisdictions

Comparison of Homeless Count Data Points Across Jurisdictions

	Toronto 2018 (full report)	Hamilton 2018	Peel 2018	Durham (full report) 2018	Simcoe County (full report) 2018	York 2018
Male	54%	66%	61%	52%	61%	56%
Female	42%	32%	34%	47%	39%	42%
Transgendered/Gendernon-conforming	3%	2 %	1%	1%	NA	1.5%
Youth 16-24	10%	13%	23%	16%	18%	26%
Adult 25-64	83%	83%	59%	75%	79%	69%
Seniors 65+	5%	4%	(55+) 16%	5%	3%	4%
Chronic	47%	NA	32%	39%	57%	45%
3+ episodes	14%	NA	24%	13%	21%	21%
Indigenous	16%	22%	9%	21%	29%	17%
Veterans	5%	NA	2%	4%	5%	3%
LGBTQ2S	11%	NA	8%	9%	8%	8%
Immigrants, refugees or refugee claimants	Immigrant 19% Refugee/Asylum Claimant 30%	NA	Refugee/Refugee claimant: 3%	9%	5%	16%

*Figures from Hamilton and Peel are preliminary results of 2018 counts

Appendix M: Definitions

At-Risk of Homelessness

Refers to persons who are not homeless, but whose current economic and/or housing situation is precarious and/or does not meet public health, or safety standards.

Chronic Homelessness

Refers to people, often with disabling conditions (e.g., chronic physical or mental illness, substance abuse problems), who are currently homeless and have been homeless for six months or more in the past year (i.e., have spent more than 180 cumulative nights in a shelter or place not fit for human habitation).

Emergency Shelter

A facility designed to meet the immediate needs of people who are experiencing homelessness. Emergency shelters may target specific sub-populations, including women, families, youth or Indigenous persons. These shelters typically have minimal eligibility criteria, may offer shared sleeping facilities and amenities, and may expect clients to leave in the morning. They may offer food, clothing or other services.

Emergency Sheltered

Those staying overnight in shelters for people who are experiencing homelessness, including extreme weather shelters such as Out of the Cold programs and crash beds, and shelters for those impacted by violence.

This would include those who have received hotel/motel vouchers where no emergency shelters exist or in overflow situations.

Homelessness

The situation of an individual or family without stable, permanent, appropriate housing, or the immediate prospect, means and ability of acquiring it.

Known Locations

Public spaces where people experiencing homelessness are known to congregate.

Magnet Event

A magnet event is a social engagement strategy used to draw people to a common place on a given day to share information and carry out enumeration for those willing to participate. Magnet events may be used to reach people who are marginalized and underrepresented among those using homelessness services, such as youth and Indigenous Peoples.

Magnet events are often well publicized in advance and may provide food, entertainment or presentations on topics of interest to particular subgroups.

Provisionally Accommodated

Refers to those who are homeless and whose accommodation is temporary or lacks security of tenure.

Provisional accommodations may include: staying with friends/acquaintances, correctional institutions, hospitals, and residential treatment.

This does not include emergency shelters, group homes, retirement homes, long-term care homes, and crown ward facilities.

Transitional Housing

Supportive, yet temporary type of accommodation that is meant to bridge the gap from homelessness to permanent housing by offering elements such as structure, supervision, support, life skills, and education.

Unsheltered

Living on the street or in places not intended for human habitation.

Violence Against Women (VAW) Shelter

Community-based emergency shelter and crisis support services offered for women and their dependents who have experienced violence and/or abuse.

Services are delivered with the recognition that women access shelter services on a voluntary basis, and that women have the right to make their own choices and decisions about the services they receive. Shelter services are intended to be women-centred, to support the safety of women and dependents fleeing violence, and to focus on each woman's individual immediate and long-term needs.

Veteran

Any former member of the Canadian Armed Forces who successfully underwent basic training and is honourably released.

Most Vulnerable

For the purposes of the count, 'most vulnerable' refers specifically to homeless individuals who are assessed as having complex needs and are at-risk of death from homelessness and/or those who are chronic (have been homeless for more than six months or have had 180 shelter stays) or episodically homeless (homeless three or more times per year or 180 shelter stays).

Appendix N: Endnotes

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