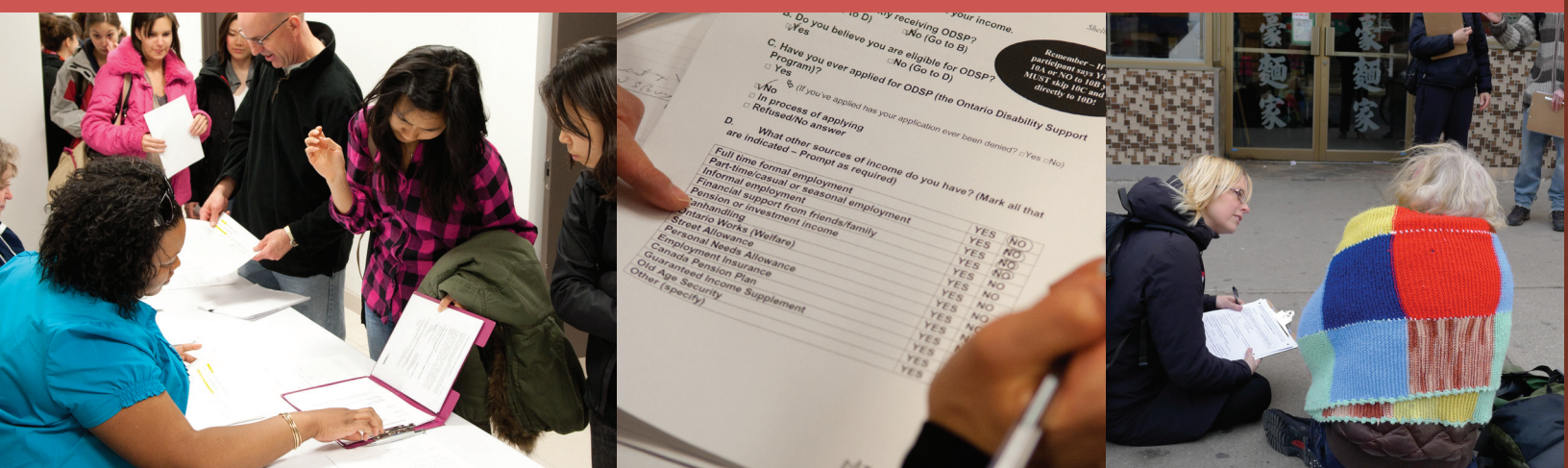
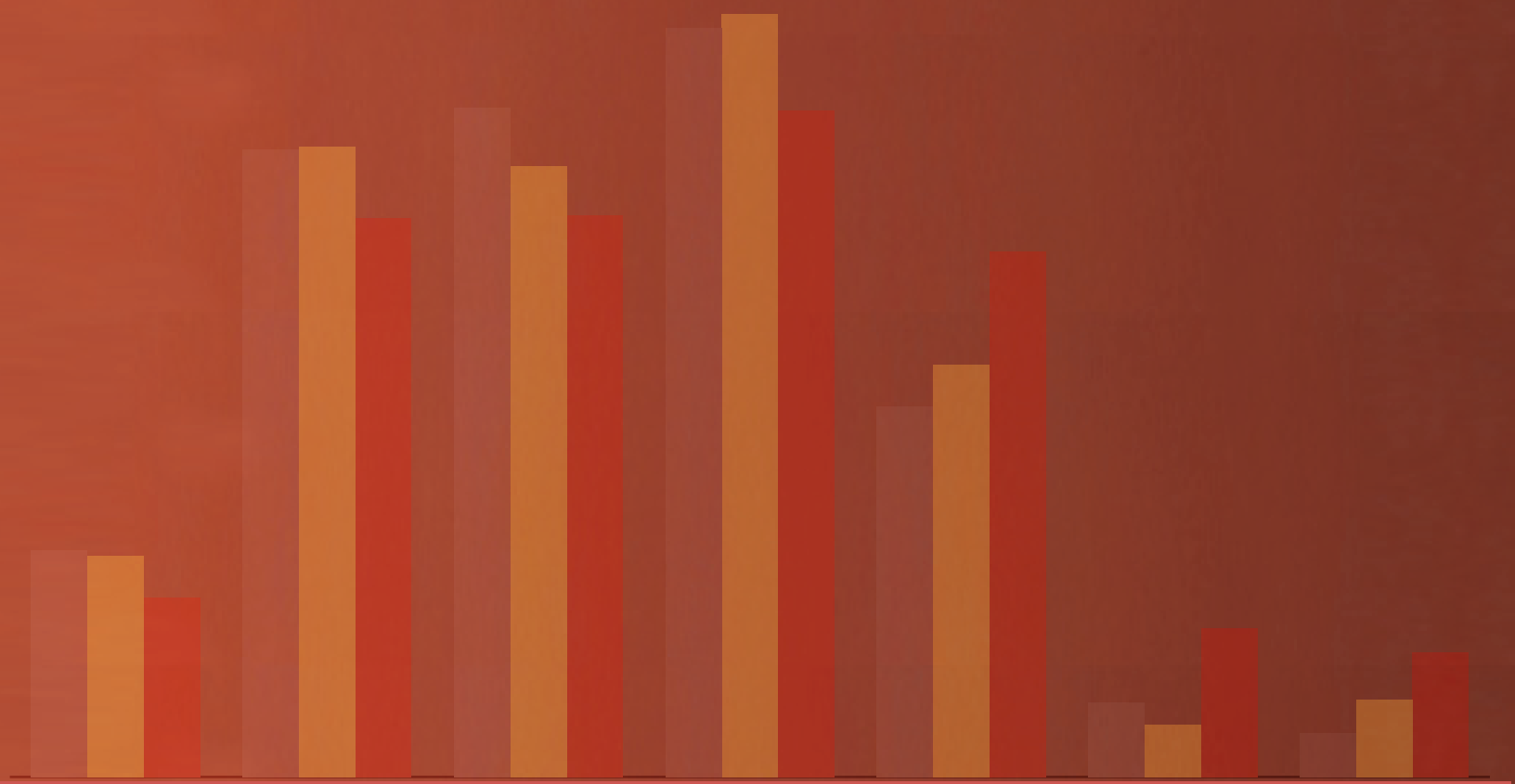


• 2013 •

# STREET NEEDS ASSESSMENT



# RESULTS



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**APPENDIX A**

Sample of 2013 Street Needs Assessment Survey conducted with outdoor population

# 1. INTRODUCTION AND HIGHLIGHTS

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## 1.1. 2013 Street Needs Assessment

On April 17, 2013, the City of Toronto conducted the third Street Needs Assessment (SNA). Previous surveys were completed in 2006 and 2009. The 2013 SNA was done in partnership with more than 500 trained volunteers and team leaders from the community.

Almost two thousand 13-question surveys were successfully completed with individuals experiencing homelessness in Toronto. Surveys were conducted outdoors, in the shelter system (including City-administered shelters and those serving victims of domestic violence), hospitals and treatment centres, and correctional facilities.

The survey results provide a unique and valuable source of information about the service needs of some of Toronto's most vulnerable residents. Torontonians can use these insights as a way to better understand the experience of homelessness in their city and engage in the dialogue surrounding these issues.

This information is used to evaluate and improve the housing and homelessness support programs provided by the City of Toronto and its partners, and ultimately to move us closer to our end goal: closing the door on homelessness.

## 1.2. Highlights

### **The total homeless population in Toronto has remained stable since 2009 while the number of people sleeping outdoors has increased**

There were an estimated 5,253 people who were homeless in Toronto on the night of April 17, including both those with and without shelter. This is 1.6% higher than the estimate for 2009 (5,169).

Any rise in homelessness is undesirable – but because it was below the projected population growth rate in Toronto during the same time period (4-5%), it is reasonable to consider the overall homeless count in 2013 as "stable" with that of 2009.

447 individuals, or 9% of Toronto's homeless population, are estimated to have been sleeping outdoors on the night of April 17. This is 24% higher than 2009, but remains 39% below the street population observed in 2006.

### **The vast majority of people experiencing homelessness want housing**

93% of those experiencing homelessness indicated a desire to get into permanent housing and this number has consistently increased since 2006. The relatively small number of respondents who say that they do not want housing were most likely to state that it is because either they intend to leave Toronto or that they have a specific challenge that keeps them from housing (such as a health problem or a legal issue.)

For the vast majority of respondents, homelessness is not a matter of choice.

## **The most important services to help the homeless get housing are those that address housing affordability**

Clearly evident from the 2013 Street Needs Assessment is that 1) most homeless respondents want housing and 2) above all else, it is a lack of affordable housing that stands in their way. To the question "what is the one most important thing that would help you get housing," almost two-thirds of respondents provided responses related to housing affordability – 29% said "more money from OW/ODSP," 20% said "subsidized housing or a housing allowance", and 15% indicated "help finding an affordable place."

## **Panhandling among the homeless has decreased to roughly a third of what it was in 2006**

When asked what sources of income they have, the share of respondents who reported panhandling was 6%, which is down from 10% in 2009 and 17% in 2006.

The most commonly cited sources of income in the 2013 Street Needs Assessment are some form of government transfer (indicated by 71% of respondents), with 37% receiving Ontario Works (OW) and 29% receiving Ontario Disability Support Program (ODSP). The share of respondents with employment-related income decreased between 2009 and 2013, from 29% to 20%. 11% of respondents stated that they have no source of income whatsoever.

## **The share of homeless seniors has more than doubled in the past 4 years**

A concerning trend observed in the 2013 SNA results was the dramatic increase in the share of seniors in Toronto's homeless population. The share of respondents who indicated that they were aged 61 and older increased from 5% to 10% between 2009 and 2013.

Further indication of the trend towards an older homeless population is the change in respondents aged 51 and above, 29% of the homeless population in 2013 compared to 20% four years ago. Although this trend is consistent with the aging trend in the general population, the 2013 results point to a more rapid shift occurring in the homeless population.

## **Aboriginal people continue to be overrepresented in the homeless population, especially those sleeping outdoors and in younger age groups**

Since the first Street Needs Assessment in 2006, the results have indicated mixed success in addressing homelessness among those self-identifying as Aboriginal. While the absolute number of those sleeping outdoors has decreased since 2006, the Aboriginal share of the total homeless population has remained persistently high.

People identifying as Aboriginal represent about 1% of the general population in Toronto, and 16% of its homeless population. This is roughly consistent with results from 2006 and 2009.

The disproportionate level of Aboriginal homeless is even more apparent among those sleeping rough on April 17, with one-third of outdoor respondents identifying as Aboriginal, a proportional increase of 4% since 2009. The Aboriginal homeless population also tends to be younger, with 52% under the age of 41 compared to 46% among non-Aboriginals respondents.

## **One in five homeless youth identify as LGBTQ**

For the first time in a Street Needs Assessment, respondents were asked about their sexual identity. 21% of respondents in youth shelters identify as a part of the Lesbian, Gay, Bisexual,

Transgendered, Transsexual, Two-spirited, Queer (LGBTQ) community, more than twice the overall rate for the total homeless population. The rate of identification with the LGBTQ community is higher among the female homeless population (11%) than the male population (7%).

### **Emergency health care services are the most commonly used services by homeless people in Toronto**

69% of respondents in the 2013 Street Needs Assessment indicated they had accessed health and treatment services during the six months prior to the survey, more than any other type of services. These respondents frequently made use of emergency health services. For example, almost half of respondents (46%) indicating that they had visited a hospital/emergency room and more than one in four said they had contact with an ambulance during the last six months.

In part, this result points to the negative health effects of homelessness – effects which are diminished, if not entirely resolved, once housing stability is achieved. It should also be interpreted in terms of the considerable cost difference between providing housing responses (such as housing subsidies) versus more expensive emergency responses, as previously described in the 2009 SNA report.

Substantial health benefits and cost savings can be achieved when people have housing.

### **Homelessness among Canadian Veterans is evident within Toronto**

Street Needs Assessment respondents were asked about military service for the first time in 2013. 7% of the overall homeless population indicated that they had some experience in the Canadian Forces. Data behind this result is limited (respondents were not asked about length or type of service).

There has been little to no research conducted to understand the prevalence of homelessness among veterans in Canada. However, studies in the United States show that roughly 7% of the country's homeless population are veterans, while in the United Kingdom it is 6%.

### **Homelessness in Toronto is a challenge faced by both long-term residents as well as newcomers**

When asked where they were living one year before the 2013 Street Needs Assessment, 81% of respondents said Toronto. The notable exception, as previously described in detail in the 2009 Street Needs Assessment report, are those encountered in the City's family shelter system, where roughly 30% indicated recent arrival from another country.

## 2. BACKGROUND & METHODOLOGY

---

### 2.1. Purpose and Objectives

The first Street Needs Assessment (SNA) was conducted in 2006 at the direction of City Council. The Street Outreach Steering Committee, an advisory group that included members from community agencies, shelters, supportive housing providers, business associations, private sector landlords, and City staff established five aims for the SNA, which were later approved by Council. These continue to guide the SNA and are as follows:

1. The purpose of the initiative is to determine the services that people who are homeless need in order to help them find and keep permanent housing, and to assist the City, community agencies and others with service co-ordination, service planning and advocacy. The number of people who are living on Toronto's streets and in its public spaces will be determined for the purpose of assessing the location, scale and dimension of service needs, and in planning appropriate program responses.
2. Community agencies, volunteers and the City can work collaboratively to determine the service needs of people who are homeless and living on the streets and in its public spaces.
3. The manner in which the Street Needs Assessment initiative is conducted will be respectful of homeless persons and the community agencies that serve them – it will use existing expertise that local agencies have, and it will not be used to “out” homeless persons in hiding, create a record of every individual unsheltered, or provide information to law enforcement.
4. There are differences in homeless populations and their circumstances (e.g. people living in ravines compared to those living on streets; people living alone compared to those living in groups), and these differences will be respected when demonstrating the service needs of people who are homeless and living on the streets and in public spaces across the entire City.
5. The methods used should be applied consistently across the City, even if the level of application is different, with sufficient techniques and measures for quality assurance and continuous learning integrated into the methodology, and recognizing that the results produced will likely understate the scale of need.

### 2.2. Definition of Homelessness

For the purposes of the Street Need Assessment, homelessness is defined as any individual sleeping outdoors on the night of the survey, as well as those staying in emergency shelters, in Violence Against Women (VAW) shelters, individuals in health or treatment facilities with no permanent address, as well as those in correctional facilities who are registered in a Toronto court as having no fixed address or a shelter address. Owing to limitations in the methodology, this definition of homelessness excludes the so-called “hidden” homeless (e.g., couch surfers).

## 2.3. Implementation

This year, the SNA was conducted on Wednesday, April 17 – consistent with both time of year and day of the week of the two previous surveys in 2006 and 2009. Most surveys were conducted between 7pm and 1am. Surveys in VAW shelters and correctional facilities were completed throughout the day on April 17.

## 2.4. Community Participation

As in previous years, the Street Needs Assessment received critical support from interested community members. 327 volunteers were recruited from across Toronto, along with 254 team leaders from community agencies and City staff. Volunteers were able to register for participation either online or by calling 311. Although the majority of volunteers registered online, 311 provided valuable assistance and information to participants and members of the public. Where participants required assistance in signing up, 311 customer service representatives completed the form on their behalf.

There were two key challenges with respect to volunteer enrollment in 2013. The first was lower than anticipated volunteer enrollment for field offices in outlying areas. As a result, mobile staff teams from the Streets to Homes program were deployed to supplement the coverage of some study areas. An additional challenge was the gap between the number of volunteers who signed up online (569) versus the number that actually showed up at field offices to participate on April 17 (327).

Team leaders generally had experience working with homeless and/or marginally housed individuals. Volunteers were not required to have any previous experience, but were always under the direction of team leaders. Team leaders received training during one evening the week before April 17 and received an honorarium of \$125 in the form of a grocery card upon completion of all their responsibilities.

Volunteers were provided with an online training program. Before deployment on the night of April 17, volunteers were provided with refresher training on enumeration methods and on how to interact in a sensitive manner with homeless individuals.

### **TEAM LEADER AND VOLUNTEER FEEDBACK**

At the end of the evening, volunteers and team leaders were asked to complete a feedback form to rate various aspects of the Street Needs Assessment and offer suggestions for future improvements. Overall, satisfaction among participants for both the training and overall organization of SNA improved significantly from 2009.

Of those who responded, 91% of volunteers, 93% of team leaders and 100% of partner agencies rated their overall experience during the 2013 SNA as "good" or "very good." The effectiveness of the training was rated as "very good" or "good" by 95% of team leaders for their advance training and 82% of volunteers for their refresher training. The organization of the 2013 SNA was described as "very good" or "good" by 81% of volunteers, 89% of team leaders and 95% of partner agencies. 95% of volunteers said they would recommend participation in a future SNA to others.



## 2.5. Methodology

To ensure comparability of results, the 2013 SNA employed a consistent methodology to those used in 2006 and 2009. The Street Needs Assessment includes both a point-in-time count, used to enumerate the number of individuals experiencing homelessness on April 17, and a survey. Both components were developed in 2006 through extensive research and consultation with experts from other jurisdictions, as well as a range of local stakeholders.

## 2.6. Point-in-Time Count

The methodology for the point-in-time count is based on a model recommended by the United States Government's Department of Housing and Urban Development and is used in major urban centres across the United States and Canada (including Vancouver, Edmonton and Calgary). In addition, the City of Toronto employs quality assurance measures based on those used in New York City's Homeless Outreach Population Estimate.

The point-in-time count for 2013 includes an enumeration of individuals staying in indoor sites, based on occupancy reports provided by City shelters, VAW shelters (provided by the provincial Ministry of Community and Social Services), health and treatment facilities (provided by staff contacts in each facility) and correctional facilities (provided by the provincial Ministry of Community Safety and Correctional Services). The point-in-time count also includes an estimate of the outdoor homeless population described below.

This methodology reflects the number of homeless captured during a specific interval of time (in this case, on April 17). From available shelter statistics, we know that there is a certain degree of instability within homeless population group, and some individuals will cycle in and out of homelessness more than once during the course of a year. For example, while there may be roughly 4,000 people staying in Toronto shelters on a given night, over the course of a year more than 27,000 different individuals will use the shelter system. Therefore, the point-in-time count should be recognized as a snapshot view of Toronto's homeless population.

### **ESTIMATING THE OUTDOOR HOMELESS POPULATION**

In order to facilitate the point-in-time count for the outdoor homeless population, the city was divided into 544 study areas, based on 2011 Statistics Canada census tracts. 295 study areas were selected to be surveyed on the night of the SNA. 91 study areas were surveyed in the downtown core, representing full coverage of the area. A further 36 study areas outside the core were identified by community partners as areas where homeless individuals were known to be staying. 168 study areas outside the downtown core were randomly selected to be surveyed. A total of 55% of Toronto's study areas were actually surveyed representing 52% of the surface area of Toronto.

Volunteer teams were assigned to roughly equal sized study areas (or groups of study areas) and instructed to survey all public spaces within those study area systematically, so that every location was covered only once. Public spaces included all streets, laneways, and public squares.

Special teams of City staff were deployed to hard-to-reach areas, such as ravines, parks, valleys and areas surrounding expressways (such as onramps and viaducts) with known

homeless encampments, as well as to any locations within survey areas not covered by regular teams for logistical or safety reasons.

At the end of the night, the study teams (both volunteer and City staff) provided either full or abbreviated survey forms for each individual they encountered who was experiencing homelessness. Once reviewed for validity, these forms were used to derive the count of 'encountered' homeless individuals for each study area.

## **CONTROL GROUPS, QUALITY ASSURANCE & CALCULATED ADJUSTMENT**

Once the counts of encountered individuals experiencing homelessness are completed for each study area, a calculated adjustment is made to account for those individuals not encountered but experiencing homelessness on the night of April 17.

In part this calculated adjustment is made to account for the degree to which all individuals experiencing homelessness were visited *and* surveyed within the study areas. These "capture" rates were calculated using control groups dispatched to specific locations in outdoor study areas across Toronto. Control groups were instructed to remain in their designated locations for the entirety of the survey period (from 7pm to 12pm) and report back at the end of the night whether they were visited and/or surveyed by a study team. In a few cases, control group members were dismissed prior to completion of the survey.

Members of the SNA 2013 control groups were recruited from employment programs across the city as well as from colleges and universities. They received training on the afternoon of April 17 and on completion of their duties on April 17 they received a grocery card worth \$100. The number of control group members that participated in 2013 (50) was comparable to previous years, 45 in 2009 and 49 in 2006. While all who completed feedback forms rated their SNA experience as "good" or "very good," many members found it challenging to remain at their outside location in cold and wet weather for several hours. The training received was rated overwhelmingly as "good" or "very good."

In addition to the calculated adjustment for the capture rates, a further adjustment is made to the estimate to account for 249 study areas of Toronto that were not surveyed by study teams on April 17.

The calculation for the outdoor estimate has been revised for the 2013 SNA to exclude the "Adjustment for Non-Sampled Areas." After consultation with subject matter experts, it was determined that this adjustment, which is explained in further detail in the 2009 Street Needs Assessment report, was unnecessary. The outdoor estimate figures for 2006 and 2009 cited in this report have been updated to ensure consistency with the 2013 estimate.

## **WEATHER**

Between 7pm on April 17 and 1am on April 18, the period during which the survey was completed, the mean temperature was 7.5 degrees with periodic rain showers beginning at 11:00 pm. Weather does not appear to have affected the results of the 2013 Street Needs Assessment, as compared to previous years.

## 2.7. Survey

In addition to thorough research on practices in other jurisdictions, Toronto's survey was adapted to meet local needs through review by the Street Outreach Steering Committee, which provided direct input into the original design of the survey tool in 2006. When it was developed in 2006, the survey was also refined through focus groups and pre-testing with homeless and formerly homeless persons. The survey used in 2013 was consistent with the survey used in 2009, with three additional questions respecting residency in Toronto; LGBTQ status; and self-identified military service in the Canadian Forces.

A sample copy of the survey administered to the outdoor population is attached as Appendix A.

### **ADMINISTERING THE SURVEY OUTDOORS**

Study teams were instructed to stop everyone they encountered to ask screening questions which established housing status and whether the individual had already been surveyed. Teams were instructed not to wake anyone found sleeping. For those who refused or were unable to complete the survey, team leaders, based on their experience, made the determination to include the individual as being homeless and recorded their estimated age and gender. These assessments were recorded in an abbreviated survey form and reviewed by staff.

For those who agreed to complete the survey, a series of 13 questions were asked regarding the length of time they had been homeless, their income sources, emergency and social services they may have used, and what they felt they need in order to obtain permanent housing. Upon completion of the survey, participants were given a gift card. Survey teams also asked individuals if they needed assistance in finding shelter for the evening, and street outreach vans were on call to transport individuals to shelters if requested.

### **ADMINISTERING THE SURVEY IN INDOOR FACILITIES**

Surveys were also conducted at all City-administered shelter facilities, provincial Violence Against Women (VAW) shelters, health and treatment facilities and correctional facilities.

In addition to homeless people living outdoors and in City-administered shelters, other locations where homeless people may be staying are included in the Street Needs Assessment to provide a more complete understanding of homelessness in Toronto. However, because these locations are facilities not directly administered by the City, their participation in the Street Needs Assessment relies on the continued partnership of the Province and their agency partners.

The support and partnership of the Ministry of Community and Social Services, the Ministry of Corrections and Community Safety, the John Howard Society and Elizabeth Fry Society in conducting the Street Needs Assessment is greatly appreciated.

### **RESPONSE RATE**

As shown in Table 1, the overall response rate for the 2013 SNA survey (40%), as well as those conducted outdoors, in City shelters and in health and treatment facilities are largely consistent with previous years. The decline in response rates for VAW shelters and Correctional facilities was due in part to uneven participation among specific sites. Improvements will be sought to support more consistent participation across all sites in the future.

The large number of surveys completed (1,981 compared to 1,888 in 2009) demonstrates that once again homeless people wanted to participate in the survey and have a direct voice in identifying their needs. The total sample size provides a strong level of confidence in the integrity of the results.

**TABLE 1 RESPONSE RATE FOR SURVEYED GROUPS, WITH PRIOR YEAR COMPARISONS**

Surveyed Groups	2006	2009	2013
Outdoors	51%	54%	55%
City-Administered Shelters	40%	34%	37%
VAW Shelters	N/A	57%	40%
Health & Treatment Facilities	47%	62%	69%
Correctional Facilities	53%	65%	43%
<b>Total</b>	<b>42%</b>	<b>39%</b>	<b>40%</b>

## 2.8. Improvements for 2013

Each successive SNA involves gathering and sharing lessons to assist in planning the next initiative. Improvements made for the 2013 SNA included:

- Three new survey questions added: lived in Toronto for more than one year; self-identify as LGBTQ; self-identify as military service in Canadian Forces
- 311 becomes the "public face" of SNA, responding to enquiries and registering volunteers who did not have access to a computer
- Volunteers receive confirmation of field office within two weeks of registration, as well as biweekly updates and online training
- A new centralized database assists in managing all persons involved in SNA
- Online registration shuts down 48 hours prior to SNA day to make final adjustments to assignments. Within the last 48 hours, any new volunteers are asked to show up at field offices that still require support
- Training for field office staff and team leaders is provided one week prior to SNA day at each respective field office
- All maps are redesigned to make them more user-friendly
- The implementation model is similar to the City Elections model, i.e. districts, each with a coordinator who is responsible for the field offices in her/his district
- Increased number of field offices, separated for outdoors and indoors
- Field offices are staffed as of noon on SNA day to receive materials and set up
- Volunteers are assigned to teams as they arrive at their field office (i.e. not in advance)

## 2.9. Costs

Direct costs of the 2013 Street Needs Assessment were \$66,213, representing a 44% decrease from the 2009 budget. Contributing factors included lower expenditures on honoraria for team leaders, equipment, space rental and printing.

As in 2009, the 2013 Street Needs Assessment was funded entirely from the Government of Canada's Homelessness Partnering Strategy (HPS).

The funding for the Street Needs Assessment covered all project supplies, \$7.50 gift certificates for individuals who completed the survey, advertisements, honoraria for team leaders from community agencies, honoraria for members of the control group, printing, TTC tokens to and from study areas as necessary, and costs associated with training and field offices, including delivery of supplies.

As in previous years, the budget was not intended to cover City staff time associated with the project. SNA is an integral part of the sponsoring City division's work plan involving a number of SSHA staff. Furthermore, other City staff were invited to support SNA by their own involvement on April 17.

## 3. ESTIMATE OF TORONTO'S HOMELESS POPULATION

### 3.1. Summary

Based on the 2013 SNA, it is estimated that there were 5,253 people experiencing homelessness outdoors, in emergency and transitional shelters, in health and treatment facilities, and incarcerated in Toronto-area detention centres from a Toronto court on April 17. This represents a 1.6% overall increase from 2009.

TABLE 2 TOTAL ESTIMATED HOMELESS POPULATION

Surveyed Groups	2006		2009		2013	
	Count	Share of Total	Count	Share of Total	Count	Share of Total
Outdoors	735	15%	362	7%	447	9%
City-Administered Shelters	3,649	73%	3,990	77%	3,970	76%
VAW Shelters	171	3%	306	6%	356	7%
Health & Treatment Facilities	275	6%	223	4%	236	4%
Correctional Facilities	139	3%	288	6%	244	5%
<b>Total</b>	<b>4,969</b>	<b>100%</b>	<b>5,169</b>	<b>100%</b>	<b>5,253</b>	<b>100%</b>

### 3.2. Outdoor Population

The number of homeless individuals sleeping outdoors on April 17 is estimated at 447. This is a 24% increase from the 2009 estimate, but remains well below the number observed in 2006. In 2013, those sleeping outdoors represent 9% of the total homeless population, compared to 15% in 2006.

As described in the methodology section above, the outdoor estimate has two components, 1) a count of individuals encountered and identified as homeless and 2) an estimated count of individuals not encountered, based on extrapolation for non-surveyed study areas and probability rates for visits and surveys conducted with respondents. The probabilities are calculated based using the quality control groups.

Full results by Community Council District are presented in Table 3 below.

TABLE 3 OUTDOOR HOMELESS POPULATION ESTIMATE, BY COMMUNITY COUNCIL DISTRICT

Community Council District	Total Study Areas	Study Areas Surveyed	Outdoor Homeless Population		
			Encountered (Counted)	Not Encountered (Calculated)	Total
Etobicoke-York	155	117	8	16	24
North York	125	57	4	12	16
Scarborough	141	67	12	33	45
Toronto-East York	123	54	176	187	363
<b>Total</b>	<b>544</b>	<b>295</b>	<b>200</b>	<b>247</b>	<b>447</b>

In all, 200 individuals were actually encountered by study teams in the 295 study areas surveyed. Extrapolation to the remaining 249 unsurveyed areas as well as the probability-based

adjustments yields an estimate of 247 individuals not encountered but sleeping outdoors in April 17. This provides a total estimate of 447 individuals staying outdoors on the night of the survey.

## MOVEMENT BETWEEN INDOOR AND OUTDOOR SITES

When calculating the share of the total homeless population sleeping outdoors it is important to remember that the circumstances of many respondents are unstable, even on a night-to-night basis. Therefore while a respondent may be sleeping outdoors the night of April 17, that respondent may use a shelter bed the following night.

Consider the following: 9% of the total homeless population was estimated to be sleeping outdoors on the night of April 17. However, 39% of all respondents to the 2013 Street Needs Assessment survey (including those indoors) indicated that they had spent at least one night outdoors during the preceding 6 months.<sup>1</sup> This result (which is comparable to 2006 and 2009) implies that the point-in-time outdoor homeless estimate captures, at most, a quarter of the total number of individuals that experienced outdoor homelessness in Toronto over a six-month period. As such, it is reasonable to expect that the actual outdoor population will vary due to periodic and irregular movements between indoor facilities and outdoor sites and, therefore, the variance observed between 2009 and 2013 may be a result of this movement as well longer term trends.

**TABLE 4 RESPONDENTS WHO HAD SLEPT OUTDOORS AT LEAST ONCE DURING THE PAST SIX MONTHS**

Surveyed Groups	Slept Outdoors	Had Not Slept Outdoors	No Answer
Outdoors	100%	0%	0%
City-Administered Shelters	35%	65%	0%
Family	12%	88%	0%
Youth	41%	59%	0%
Mixed Adult	42%	58%	0%
Men's	40%	60%	0%
Women's	28%	72%	0%
VAW Shelters	10%	88%	1%
Health & Treatment Facilities	41%	57%	2%
Correctional Facilities	68%	32%	0%
<b>All Respondents</b>	<b>39%</b>	<b>61%</b>	<b>0%</b>

## 3.3. Indoor Sites

### CITY-ADMINISTERED SHELTERS

As in previous years, surveys and counts were conducted in all City-funded shelters, including those that are operated directly by the City and through community partner agencies. The number of homeless individuals staying in the shelter system on April 17 was relatively stable with the results from 2009 (-0.5%). There was a decline in the family system (from 1,093 in 2009 to 943 in 2013) and in the youth shelter system (from 489 to 447). However, there was an

<sup>1</sup> Conversely, more than a third of those sleeping outdoors (37%) indicated that they had used the shelter system during that time.

increase in the number of occupants in the single adult system (i.e., men's, women's and mixed adult shelters), where occupancy increased from 2,408 to 2,580.

## **VIOLENCE AGAINST WOMEN (VAW) SHELTERS**

The number of homeless women and children staying in provincially-administered Violence Against Women (VAW) shelters increased by 16% from 2009. The VAW shelter system is directly funded and administered by the Province. Occupancy counts are provided from the Ministry of Community and Social Services.

The estimated count for VAW shelters in 2009 has been retroactively adjusted upwards (from 185 to 306) to account for shelter sites that were not included in the previous year's count. In addition, one shelter site has been added to the system since 2009, creating additional capacity.

## **HEALTH & TREATMENT FACILITIES**

On the night of April 17, City staff worked with representatives at 25 health and treatment facilities in Toronto to count the number of intake patients that were identified as homeless. The number of homeless individuals staying in health and treatment facilities was 236, which represents an increase of 6% compared to the 2009 results.

## **CORRECTIONAL FACILITIES**

Correctional facilities in Toronto are administered by the provincial Ministry of Community Safety and Correctional Services (MCSCS). MCSS staff provide the City with a count of offenders from a Toronto Court who list their previous residence as "No Fixed Address" (NFA) or a known shelter location.

In 2006, only NFA addresses and not shelter addresses were collected and to ensure a more consistent comparison, only individuals with NFA addresses were included in the results for 2009.

In 2013, shelter addresses were included along with NFA in the correctional facilities count. Despite this broader definition of homelessness, the count of homeless individuals staying in area correctional facilities actually declined between 2013 compared with 2009 by 18%.

**TABLE 5 HOMELESS COUNTS FOR INDOOR SITES ON APRIL 17, 2013**

<b>Indoor Sites</b>	<b>Occupancy Count</b>
City-Administered Shelters	3,970
Family	943
Youth	447
Mixed Adult	375
Men's	1,602
Women's	603
VAW Shelters	356
Health & Treatment Facilities	236
Correctional Facilities	244
<b>Total for Indoor Sites</b>	<b>4,806</b>

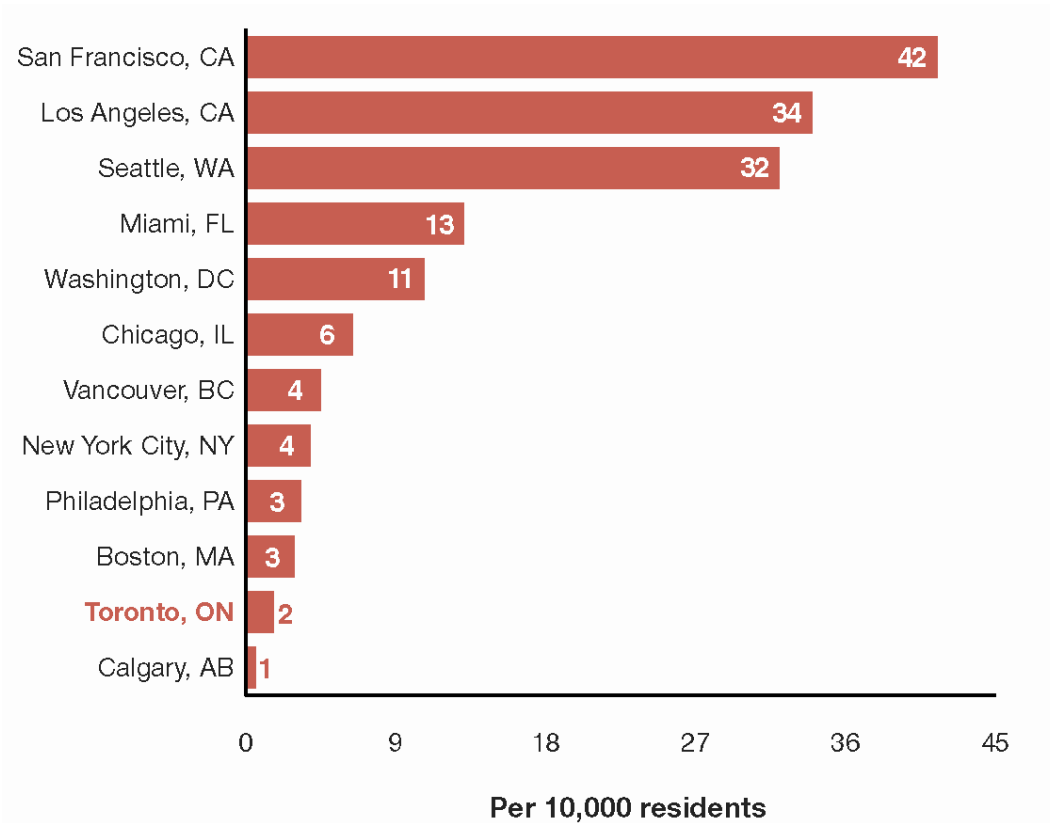


### 3.4. Comparison to Other Jurisdictions

Although the methods and definitions used to conduct homeless enumerations in other jurisdictions are somewhat different than those used in Toronto, and are therefore not directly comparable in absolute numbers, a comparison of general trends can provide some context to the results from Toronto's 2013 Street Needs Assessment.

Figure 1 illustrates the findings for outdoor homeless population counts, available for Toronto and other major North American urban centres that have conducted recent enumerations of homelessness.<sup>2</sup>

**FIGURE 1 COMPARISON OF OUTDOOR HOMELESS POPULATIONS AMONG MAJOR URBAN CENTRES**



<sup>2</sup> Results for Calgary accessed from the Calgary Homeless Foundation Point-in-time report (2012) accessed from <http://calgaryhomeless.com/assets/research/Winter2012-PIT-Final-Report.pdf>.

Results for Vancouver accessed from the 2012 Vancouver Homeless Count Executive Summary accessed from <http://vancouver.ca/files/cov/summary-vancouver-homeless-count-2012.pdf>.

Results for all US cities calculated from the results of New York City's 2013 Homeless Outreach Population Estimate (2013) accessed from [http://www.nyc.gov/html/dhs/downloads/pdf/hope\\_2013\\_web\\_presentation.pdf](http://www.nyc.gov/html/dhs/downloads/pdf/hope_2013_web_presentation.pdf).

## 4. PROFILE OF TORONTO'S HOMELESS POPULATION

The primary objective of the Street Needs Assessment is not simply to provide a count of homelessness, but also to gather information about trends and characteristics of those experiencing homelessness in Toronto, in order to better understand their service needs. This information is used by the City, community agencies and other groups to support service coordination, planning and advocacy. A total of 1,981 surveys were collected and determined as valid for the purposes of this analysis.

### 4.1. Duration of Homelessness

#### ON AVERAGE, RESPONDENTS HAVE EXPERIENCED 3 YEARS OF HOMELESSNESS

On average, respondents said that they had been homeless for 3 years, although this ranges widely depending on the group being surveyed. For example, outdoor respondents indicated longer experiences of homelessness (approaching 8 years on average), while those in the shelter system typically indicated shorter experiences of homelessness. Respondents in family and VAW shelters indicated less than 6 months on average.

Overall, there was not much change in the average duration of homelessness between 2009 and 2013 for most groups, with the exception of the outdoor population (+1.8 years) which was driven by a few respondents reporting unusually long experiences of homelessness, and mixed adult shelters (+2.2) years, which saw a return to a value more consistent with 2006 (Table 6).

TABLE 6 TRENDS IN AVERAGE DURATION OF HOMELESSNESS (IN YEARS PER RESPONDENT)

Surveyed Groups	2006	2009	2013
Outdoors	6	6.1	7.9
City-Administered Shelters	3	2.5	2.8
Family	0.6	0.5	0.4
Youth	1.2	1.2	1.4
Mixed Adult	3.8	2	4.1
Men's	4.1	3.6	3.5
Women's	2.1	2.7	2.4
VAW Shelters	N/A	0.4	0.5
Health & Treatment Facilities	4.2	4.2	4.0
Correctional Facilities	4.5	4.7	4.4
<b>All Respondents</b>	<b>3.4</b>	<b>2.9</b>	<b>3.0</b>

#### MORE THAN A THIRD OF RESPONDENTS HAVE BEEN HOMELESS FOR AT LEAST 2 YEARS

35% of all respondents have been homeless for more than 2 years, compared to 28% in 2009 and 34% in 2006. Among those sleeping outdoors, there has been a considerable increase in the share of respondents indicating long-term homelessness (i.e., 2 years or more) – 68% have been homeless more than two years compared to 51% in 2009. Even more startling is the fact that over one third of the outdoor homeless indicated that they had been homeless for at least 10 years – the share of all respondents answering the same was closer to 10%. Figure 2 illustrates the distribution of respondents by duration of homelessness.

**FIGURE 2 DISTRIBUTION OF RESPONDENTS, BY DURATION OF HOMELESSNESS**



**OLDER RESPONDENTS HAVE LONGER EXPERIENCES OF HOMELESSNESS**

It is not surprising to find that there is a correlation between the age of respondents and reported duration of homelessness: the older the age of the respondent; the longer their reported duration of homelessness. For example, respondents under the age of 30 have typically been homeless for less than 1½ years, while those over the age of 65 reported an average of 7 years of homelessness (up from 6 years in 2009).

**4.2. Age**

**THE AVERAGE AGE OF RESPONDENTS CONTINUES TO INCREASE WITH EACH SNA**

The average age of respondents has continuously increased through all three Street Needs Assessments, from 38 years in 2006 to 42 years in 2013.<sup>3</sup> In particular, there have been increases in the average age of respondents in the single men's shelter system, increasing from 44 in 2006 to 49 years in 2013, and health and treatment facilities where the average has climbed from 37 to 45 during the past 7 years (Table 7). The average age for female respondents is 37 and for male respondents it is 44.

<sup>3</sup> Consistent with previous years, only heads of household for families with dependents were included for the purposes of calculating age distributions.

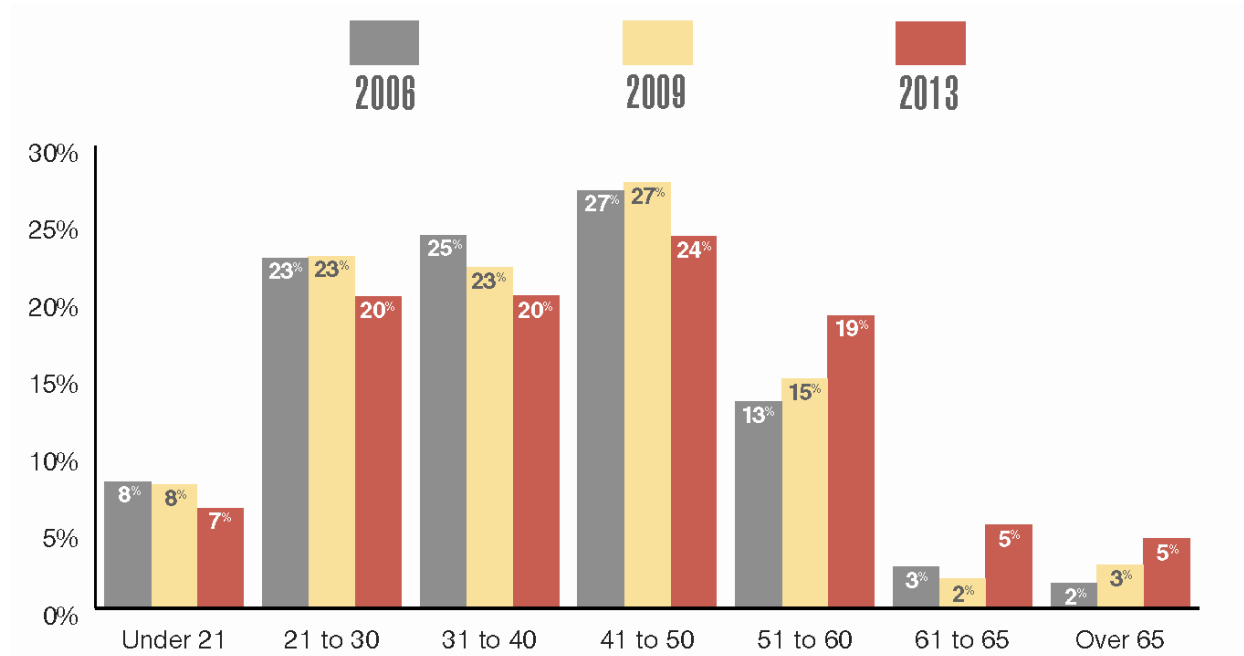
**TABLE 7 TRENDS IN AVERAGE AGE OF RESPONDENTS**

Surveyed Groups	2006	2009	2013
Outdoors	37	41	41
City-Administered Shelters	39	39	42
Family	35	35	34
Youth	20	20	21
Mixed Adult	41	41	44
Men's	44	46	49
Women's	42	44	44
VAW Shelters	33	35	33
Health & Treatment Facilities	37	40	45
Correctional Facilities	36	36	37
<b>All Respondents</b>	<b>38</b>	<b>39</b>	<b>42</b>

**SHARE OF SENIORS IN THE HOMELESS POPULATION HAS DOUBLED SINCE 2009**

Although the share of seniors in the homeless population is lower than that of the general population, trends point to the increasing prevalence of seniors homelessness since 2006. The share of respondents who indicated that they were aged 61 and older increased from 5% to 10% between 2009 and 2013. Further indication of the trend towards an older homeless population is the increase in respondents aged 51 and above, 29% of the homeless population in 2013 compared to 20% four years ago. Although this trend is consistent with the aging trend in the general population, the 2013 results point to a more rapid shift occurring in the homeless population. Refer to Figure 3 for an illustration of changes in age group distribution between 2006 and 2013 and Table 8 for a full breakdown of age groups for 2013.

**FIGURE 3 TRENDS IN DISTRIBUTION OF RESPONDENTS BY AGE GROUP, 2006 TO 2013**



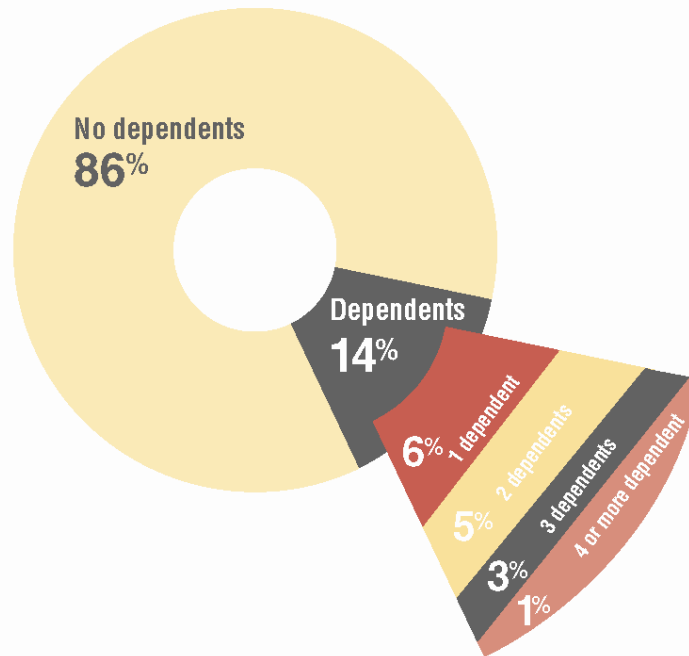
**TABLE 8 DISTRIBUTION OF RESPONDENTS BY AGE GROUP**

Surveyed Groups	Under 21	21 to 30	31 to 40	41 to 50	51 to 60	61 to 65	Over 65
Outdoors	7%	22%	17%	29%	19%	1%	5%
City-Administered Shelters	7%	19%	18%	24%	21%	6%	5%
Family	8%	37%	28%	18%	8%	1%	1%
Youth	47%	52%	1%	0%	0%	0%	0%
Mixed Adult	2%	12%	26%	28%	25%	4%	3%
Men's	0%	8%	17%	30%	27%	9%	8%
Women's	3%	16%	20%	27%	24%	6%	5%
VAW Shelters	5%	36%	43%	12%	5%	0%	0%
Health & Treatment Facilities	1%	16%	22%	22%	22%	11%	5%
Correctional Facilities	3%	26%	28%	33%	8%	1%	0%
<b>All Respondents</b>	<b>6%</b>	<b>20%</b>	<b>20%</b>	<b>24%</b>	<b>19%</b>	<b>5%</b>	<b>5%</b>

### 4.3. Family households

As in previous years, respondents in family and Violence Against Women shelters were asked about the number of dependents that were staying with them in the shelter system. The results for families with non-adult dependents in the shelter system are shown in Figure 4. 14% of respondents were accompanied by their children and/or other dependents. Of these households, more than half had either one or two dependents, while over a quarter had at least three dependents.

**FIGURE 4 SHARE OF RESPONDENTS WITH NON-ADULT DEPENDENTS IN SHELTERS**



## 4.4. Gender

Consistent with previous years, respondents identifying as male represent almost two-thirds of the homeless population in Toronto (65%). Individuals identifying as female represent a third and transgender and transsexual identified individuals represent 1% of the homeless population (Table 9).

The gender imbalance is more pronounced among the outdoor population (85% identifying as male) and correctional facilities (93%). The gender distribution for surveyed groups reported for the shelter system (including both City and VAW shelters) is largely determined by shelter-level program criteria (e.g., men's versus women's shelters).

Although still underrepresented in the overall homeless population, the proportion of respondents identifying as female has increased by roughly 7% since 2006.

**TABLE 9 SELF-IDENTIFIED GENDER OF RESPONDENTS**

Surveyed Groups	Female	Male	Transgender / Transsexual	Other	No Answer
Outdoors	15%	85%	0%	0%	0%
City-Administered Shelters	31%	68%	1%	0%	0%
Family	75%	25%	0%	0%	1%
Youth	28%	69%	2%	1%	0%
Mixed Adult	31%	67%	2%	0%	0%
Men's	0%	99%	1%	0%	0%
Women's	97%	0%	3%	0%	0%
VAW Shelters	99%	0%	1%	0%	0%
Health & Treatment Facilities	31%	69%	1%	0%	1%
Correctional Facilities	5%	93%	2%	0%	0%
<b>All Respondents</b>	<b>33%</b>	<b>65%</b>	<b>1%</b>	<b>0%</b>	<b>0%</b>

## 4.5. Aboriginal Identity

In 2013, 16% of survey respondents responded yes to the question, "Would you identify yourself as being Aboriginal?" (Refer to Table 10.) The response rate is consistent with previous years. As in 2006 and 2009, individuals self-identifying as Aboriginal are vastly overrepresented among Toronto's homeless when compared to their share of the general population. According to the latest data available through Statistics Canada, 1.2% of residents in the Greater Toronto Area have Aboriginal ancestry.<sup>4</sup>

**TABLE 10 RESPONDENTS IDENTIFYING AS ABORIGINAL**

Surveyed Groups	Aboriginal	Non-Aboriginal	No Answer
Outdoors	33%	66%	1%
City-Administered Shelters	14%	85%	1%
Family	9%	89%	1%
Youth	16%	84%	1%
Mixed Adult	19%	80%	1%
Men's	14%	85%	1%
Women's	14%	83%	3%
VAW Shelters	8%	88%	4%
Health & Treatment Facilities	17%	81%	2%
Correctional Facilities	29%	71%	0%
<b>All Respondents</b>	<b>16%</b>	<b>83%</b>	<b>1%</b>

### A THIRD OF THE OUTDOOR HOMELESS POPULATION IDENTIFIES AS ABORIGINAL

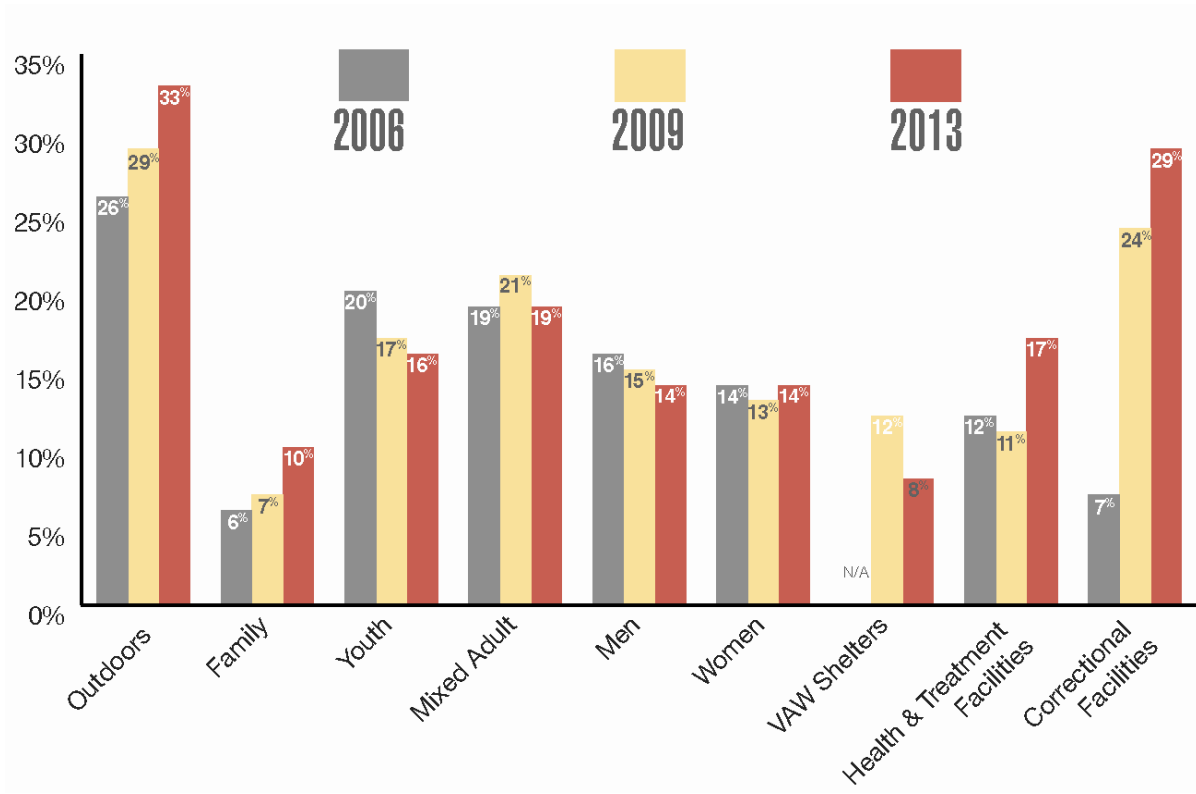
The incidence of Aboriginal-identified homelessness is even more apparent among the outdoor population, where fully one third of respondents identify as Aboriginal. The actual number of self-identified Aboriginals among the outdoor homeless population remains lower than in 2006 – estimated at approximately 150 individuals in 2013, compared to 190 in 2006. However, the self-identified Aboriginal population has represented a consistently larger share of the street involved population – up from 9% in 2009 and 26% in 2006. Aboriginal-identified respondents were also more likely to indicate at least one night spent outdoors during the six months preceding the survey (with 61% indicating that they had done so), compared to 40% among Non-Aboriginals. What these result seems to indicate is that while there has been some measure of success in reducing the overall experience of outdoor homelessness since 2006, those gains have been uneven between Aboriginal and non-Aboriginal populations.

### THE ABORIGINAL HOMELESS POPULATION IS YOUNGER ON AVERAGE

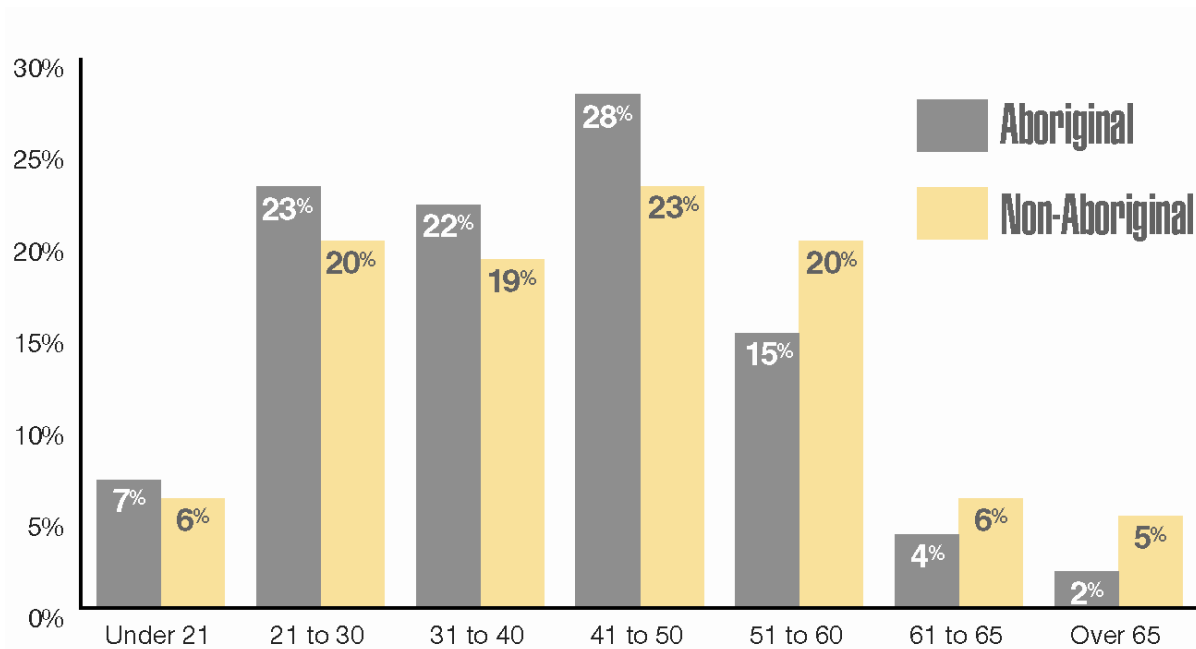
The average age of Aboriginal-identified respondents is 39, compared to 42 for those that do not identify as Aboriginal. As shown in Figure 6, Aboriginal-identified respondents are more likely to be found among younger age groups.

<sup>4</sup> From the 2011 National Household Survey, Catalogue Number [99-011-X2011029](#).

**FIGURE 5 TRENDS IN RESPONDENTS IDENTIFYING AS ABORIGINAL**



**FIGURE 6 DISTRIBUTION OF ABORIGINAL VERSUS NON-ABORIGINAL RESPONDENTS, BY AGE**





## 4.6. LGBTQ Status

### MORE THAN 1 IN 5 YOUTH SHELTER RESPONDENTS IDENTIFY AS LGBTQ

For the first time in 2013, respondents were asked whether they identify as part of the Lesbian, Gay, Bisexual, Transgendered, Transsexual, Two-spirited, Queer (LGBTQ) community. As shown in Table 11, the overall identification rate is 9%, but varies according to the surveyed groups. The rate of identification is highest in the youth shelter system, where 21% of respondents indicated they were LGBTQ, more than twice the rate for all respondents. And, overall, younger respondents across all surveyed group were generally more likely to identify as LGBTQ than older respondents.

The contrast in identification rates between the single men's (6%) and women's (14%) shelter systems is also worth noting. This variance is partially attributable to an overall imbalance in identification with the LGBTQ community among all male (7%) versus all female respondents (11%).

TABLE 11 RESPONDENTS IDENTIFYING WITH THE LGBTQ COMMUNITY

Surveyed Groups	Identify as LGBTQ	Do not identify as LGBTQ	No Answer
Outdoors	8%	86%	6%
City-Administered Shelters	10%	89%	1%
Family	5%	94%	2%
Youth	21%	78%	1%
Mixed Adult	14%	85%	1%
Men's	6%	93%	1%
Women's	14%	83%	3%
VAW Shelters	6%	89%	5%
Health & Treatment Facilities	10%	87%	3%
Correctional Facilities	11%	87%	2%
<b>All Respondents</b>	<b>9%</b>	<b>89%</b>	<b>2%</b>

## 4.7. Veterans

### 7% OF RESPONDENTS INDICATED MILITARY SERVICE IN THE CANADIAN FORCES

Street Needs Assessment survey respondents were asked about military service for the first time in 2013. 7% of the overall homeless population said they had some experience in the Canadian Forces (Table 12). Data behind this result is limited (respondents were not asked about length or type of service). There has been little to no research conducted to understand the prevalence of homelessness among Veterans in Canada, however, studies in the United States indicate that roughly 7% of the country's homeless population are Veterans, while in the United Kingdom it is 6%.

**TABLE 12 RESPONDENTS INDICATING MILITARY SERVICE IN THE CANADIAN FORCES**

Surveyed Groups	Has Military Service	No Military Service	No Answer
Outdoors	11%	87%	2%
City-Administered Shelters	7%	92%	1%
Family	2%	98%	0%
Youth	4%	95%	2%
Mixed Adult	12%	88%	0%
Men's	8%	91%	1%
Women's	5%	93%	2%
VAW Shelters	1%	99%	1%
Health & Treatment Facilities	8%	91%	1%
Correctional Facilities	3%	97%	0%
<b>All Respondents</b>	<b>7%</b>	<b>93%</b>	<b>1%</b>

## 4.8. Residency in Toronto

When asked where they were living one year prior to the 2013 SNA, more than four out of five respondents indicated that they had resided in Toronto (Table 13). Some surveyed groups were more likely than others to have resided in Toronto for less than a year. 26% of youth (ages 25 and under) surveyed indicated that they had lived in Toronto for less than a year. Of those, 43% had arrived from elsewhere in Ontario, 20% from another province and 37% from another country altogether.

Respondents aged 51 and over were the least likely to be newcomers – only 13% indicated that they had arrived from elsewhere (87% had lived in Toronto for more than a year). Almost a third of family shelter occupants have arrived from another country.

**TABLE 13 LOCATION OF RESIDENCE FOR RESPONDENTS, ONE YEAR PRIOR TO THE SURVEY**

Surveyed Groups	City of Toronto	Elsewhere in Ontario	Another Province	Out of Country	Elsewhere - Not Specified	No Answer
Outdoors	90%	1%	7%	2%	0%	0%
City-Administered Shelters	79%	9%	3%	7%	1%	0%
Family	60%	3%	5%	30%	2%	0%
Youth	78%	13%	4%	4%	1%	0%
Mixed Adult	84%	3%	2%	8%	2%	0%
Men's	83%	11%	3%	3%	0%	0%
Women's	82%	12%	4%	2%	1%	0%
VAW Shelters	82%	8%	3%	7%	0%	0%
Health & Treatment Facilities	84%	12%	3%	1%	1%	1%
Correctional Facilities	93%	4%	1%	0%	2%	0%
<b>All Respondents</b>	<b>81%</b>	<b>9%</b>	<b>3%</b>	<b>6%</b>	<b>1%</b>	<b>0%</b>

## 4.9. Income & Employment

Table 14 shows the various sources of income identified by respondents in the 2013 SNA. Once again, the most commonly cited sources of income for respondents were social assistance programs, 37% of respondents reported receiving Ontario Works (OW) and 29% Ontario Disability Support Program (ODSP). It is worth noting that of those not currently receiving ODSP, 35% believed they were eligible to receive the benefit (almost exactly the same as in 2009). Of those who believed they were eligible for ODSP, 21% reported that they were in the process of applying, while 28% had applied in the past. 11% of respondents stated that they have no source of income whatsoever.

**TABLE 14 SOURCES OF INCOME REPORTED BY RESPONDENTS<sup>5</sup>**

Source of Income	Share
<b>Respondents with Employment Income</b>	<b>20%</b>
Full-Time Employment	5%
Part-Time/Casual/Seasonal Employment	12%
Informal Employment	6%
<b>Respondents receiving Government Transfers</b>	<b>71%</b>
Ontario Disability Support Program (ODSP)	29%
Ontario Works (OW)	37%
OAS/GIS/CPP	10%
Employment Insurance (EI)	2%
Canada Child Tax Benefit (CCTB)	2%
<b>Other</b>	
Support from Friends or Family	9%
Pension or Investment Income	3%
Panhandling	6%
Ontario Student Assistance Program (OSAP)	1%
Other	11%
<b>No Income</b>	<b>11%</b>
<b>No Answer</b>	<b>2%</b>

The primary sources of income reported by respondents vary considerably across different groups surveyed (Table 15). For example, while the primary source of income for respondents in the women's shelter system is ODSP, only a small portion (10%) of VAW respondents reported receiving it. Panhandling is a relatively common income source among the outdoor homeless population; however, it does not rank in the top-5 among any other group. And more than any other group, youth shelter respondents are likely to be engaged in some form of full-time (11%) or part-time employment (24%) but are still unable to secure housing.

<sup>5</sup> Respondents had the opportunity to indicate multiple sources of income to question 13d) of the questionnaire. The share values indicated above for each income source are calculated as a percentage of total respondents to the income question and, as such, the sum total of these values do not have to equal 100%.

**TABLE 15 TOP-5 SOURCES OF INCOME, BY SURVEYED GROUPS**

Outdoor		Family Shelters		Youth Shelters	
	Rank		Rank		Rank
Panhandling	1 (41%)	OW	1 (62%)	OW	1 (45%)
ODSP	2 (35%)	CCTB	2 (20%)	Part-Time Employment	2 (24%)
OW	3 (27%)	Other	3 (11%)	Friends/Family	3 (16%)
Other	4 (18%)	Part-Time Employment	4 (9%)	Full-Time Employment	4 (11%)
Informal Employment	5 (8%)	Friends/Family	5 (8%)	Other	5 (9%)
No Income	11%	No Income	11%	No Income	16%

Mixed Adult Shelters		Men's Shelters		Women's Shelters	
	Rank		Rank		Rank
ODSP	1 (45%)	OW	1 (33%)	ODSP	1 (35%)
OW	2 (30%)	ODSP	2 (31%)	OW	2 (27%)
Other	3 (14%)	OAS/GIS/ CPP	3 (17%)	OAS/GIS/ CPP	3 (12%)
Friends/Family	4 (12%)	Part-Time Employment	4 (13%)	Other	4 (11%)
Informal Employment	5 (10%)	Informal Employment	5 (8%)	Part-Time Employment	5 (8%)
No Income	8%	No Income	10%	No Income	13%

VAW Shelters		Health & Treatment		Corrections	
	Rank		Rank		Rank
OW	1 (51%)	ODSP	1 (55%)	OW	1 (42%)
Part-Time Employment	2 (11%)	OW	2 (19%)	ODSP	2 (34%)
ODSP	3 (10%)	OAS/GIS/ CPP	3 (18%)	Other	3 (32%)
Other	4 (6%)	Other	4 (13%)	Friends/Family	4 (17%)
Friends/Family	5 (6%)	Friends/Family	5 (12%)	Part-Time Employment	5 (16%)
No Income	14%	No Income	3%	No Income	9%

**FEWER RESPONDENTS HAVE EMPLOYMENT-RELATED INCOME THAN IN 2009**

In 2013, one-fifth of respondents indicated an employment-related source of income: 5% of those surveyed reported having full-time employment, 12% had part-time employment and 6% reported informal employment (In some cases, respondents indicated multiple employment-related sources of income).

As shown in Figure 7, the share of all respondents indicating employment-related income declined by 9% from 2009 – attributable to a 4% decrease in full-time, a 5% decrease in part-time and a 6% decrease in informal employment.

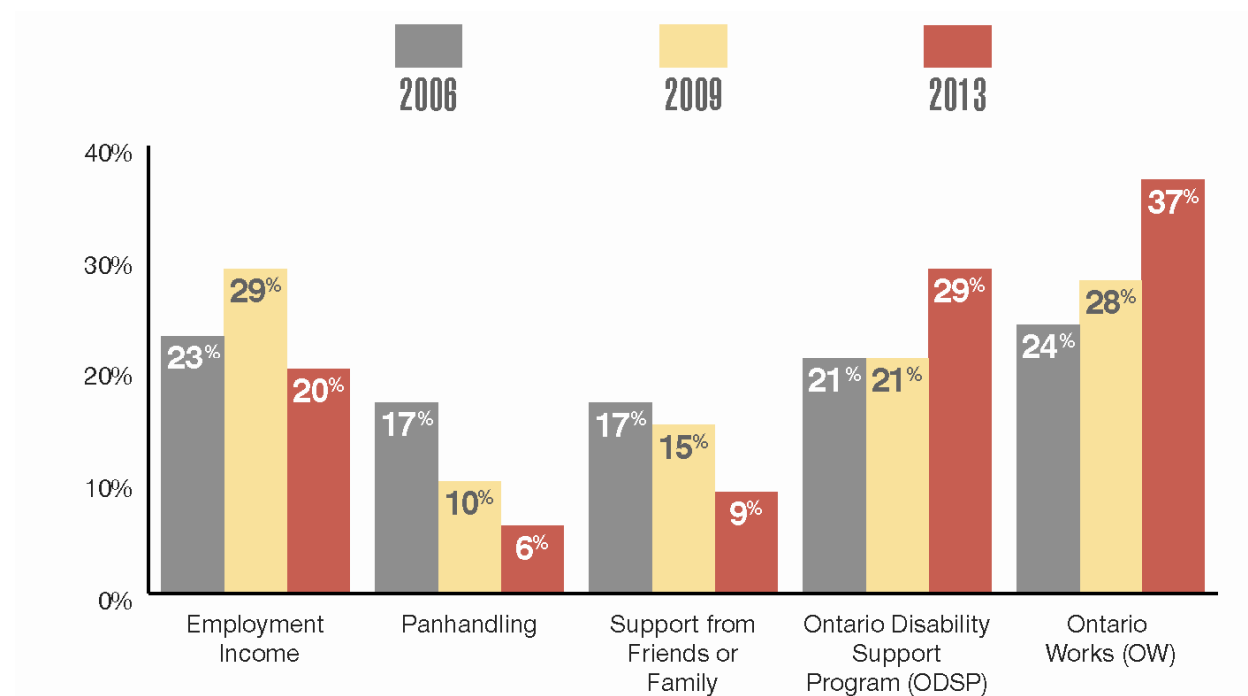
Among the individually surveyed groups, the decrease in total employment was most extreme among the outdoor homeless population (from 25% in 2009 to 15% in 2013), and those surveyed in both the men's (from 37% to 23%) and the mixed adult shelter systems (from 35% to 19%). In almost all cases, there was a simultaneous increase in the share of respondents who indicated they were now receiving either OW or ODSP. Employment among youth shelter respondents appeared to be more resilient, as there was not as dramatic a decline in the share of respondents receiving employment income between 2009 (37%) and 2013 (35%)

**PANHANDLING HAS CONSISTENTLY DECREASED SINCE 2006**

The share of respondents who reported panhandling was 6%, which was down from 10% in 2009 and 17% in 2006.

As in previous years, panhandling income was reported more frequently by those living outdoors (41%), although the rate of panhandling among the outdoor population decreased by almost 10% from 2009. (See Figure 7 above for a breakdown of primary sources of income, by surveyed group.)

FIGURE 7 TRENDS IN SELECTED SOURCES OF INCOME INDICATED BY RESPONDENTS



#### 4.10. Interactions with Police & the Correctional System

As in previous years, the 2013 SNA included a question regarding respondents' interaction with police and the correctional system during the six months preceding the survey. (It should be noted that the question simply asked whether the respondent had "contact," not the nature of those interactions.) The results for interactions with police, jail and probation, with comparisons to prior years, are presented in Table 16. In each case, interactions have increased since 2009, albeit modestly. (Respondents from correctional facilities are not asked this question.)

There is a range of reasons why respondents will have contact with police services and/or the correctional system – for example, the high incidence of interaction among respondents in Violence Against Women shelters versus the outdoor homeless population is likely due to disparate causes. In some cases, these interactions are related to a cause of homelessness (e.g., domestic violence), while in other instances they are an effect of homelessness (e.g., disobedience of laws and bylaws pertaining to loitering). As a result, caution should be used when interpreting trends in these results. That being said, no matter what the reason behind them, these interactions are costly and, in many cases, signal hardship for respondent involved.

TABLE 16 INTERACTIONS BETWEEN RESPONDENTS AND POLICE AND THE CORRECTIONAL SYSTEM

Surveyed Groups	Police			Jail			Probation		
	2006	2009	2013	2006	2009	2013	2006	2009	2013
Outdoor	51%	58%	61%	22%	22%	22%	19%	16%	12%
City-Administered Shelters	37%	33%	35%	17%	13%	14%	16%	14%	15%
VAW Shelters	N/A	50%	48%	N/A	4%	3%	N/A	4%	4%
Health & Treatment Facilities	30%	33%	45%	20%	21%	24%	14%	18%	24%
<b>All Respondents</b>	<b>37%</b>	<b>32%</b>	<b>38%</b>	<b>18%</b>	<b>12%</b>	<b>14%</b>	<b>16%</b>	<b>13%</b>	<b>14%</b>

## 5. PEOPLE EXPERIENCING HOMELESSNESS WANT HOUSING

The Street Needs Assessment once again demonstrates that, overwhelmingly, homeless people want a place to call home. More than 9 out of every 10 people surveyed said they wanted to get into permanent housing (Table 17).

**TABLE 17 RESPONDENTS WHO WANT PERMANENT HOUSING**

Surveyed Groups	2006	2009	2013
Outdoors	86%	82%	88%
City-Administered Shelters	87%	89%	93%
Family	97%	97%	97%
Youth	86%	91%	92%
Mixed Adult	88%	96%	95%
Men's	84%	87%	92%
Women's	91%	86%	94%
VAW Shelters	N/A	93%	96%
Health & Treatment Facilities	90%	86%	91%
Correctional Facilities	96%	92%	99%
<b>All Respondents</b>	<b>86%</b>	<b>89%</b>	<b>93%</b>

### REASONS FOR NOT WANTING HOUSING ARE TEMPORARY OR RESOLVABLE

In those instances where respondents indicated that they did not want housing, there were a range of reasons provided (Table 18). About 20% said they did not intend to stay in Toronto long enough to make finding permanent housing worthwhile. Some responses (23%) indicate either a preference for a current living situation (in most cases, a shelter), or homelessness in general. However most reasons provided by those saying they did not want housing, referred to specific, temporary and/or resolvable challenges – i.e., negative perceptions of social housing or the shelter system, a barrier such as lack of ID or legal issues, health challenges or a perception of not being "ready for housing."

**TABLE 18 REASONS PROVIDED BY RESPONDENTS WHO DO NOT WANT PERMANENT HOUSING**

Reasons	Count	Share
Transient - Intends to leave Toronto	17	21%
Prefers current living situation	16	20%
Other/Unclear	11	14%
Negative perception of housing options	9	11%
Faces a specific barrier to housing (e.g., domestic issues, legal issues, age, ID)	7	9%
Health issues	7	9%
Not ready for housing	5	6%
Prefers a group environment	3	4%
Does not want government assistance	2	3%
Prefers being homeless	2	3%
The waiting list for housing is too long	1	1%

## 6. SERVICE NEEDS OF TORONTO'S HOMELESS POPULATION

One of the most valuable aspects of conducting a regular Street Needs Assessment is that it gives us the ability to describe and analyze the nature of service needs within the homeless population (both met and unmet), and how those service needs are changing over time. The following section provides a summary of service-related responses from the 2013 SNA, including service needs indicated by respondents, services used by respondents during the 6 months preceding the survey and trends in both, over time and by surveyed groups identified in earlier sections.

### 6.1. Overview of Service Needs

For the 2013 SNA, respondents were asked to indicate what services they felt would help them to find housing, and then specify which of these they felt to be most important. The results, ranked by the number of responses indicating them as "most important" are shown in Table 19.

TABLE 19 SERVICE NEEDS OF RESPONDENTS TO GET HOUSING

Services (ranked by most important responses)	Share who indicated the service was <u>most important</u>	Share who indicated the service <u>would help</u>
More money from Ontario Works (OW) or the Ontario Disability Support Program (ODSP)	29%	71%
Subsidized housing or a housing allowance	20%	80%
Help finding an affordable place	15%	80%
Help finding employment or job training	10%	54%
Something else	4%	10%
Help to keep housing once you have it (e.g. housing supports/housing worker)	3%	65%
Help with housing applications	3%	58%
Transportation to see apartments	2%	67%
Mental health supports	2%	32%
Help with immigration issues	2%	14%
Help getting ID (e.g., a health card or birth certificate)	2%	40%
Help addressing your health needs	1%	43%
Services in a language other than English	1%	16%
Help getting alcohol or drug treatment	1%	21%
Help getting detox services	0.3%	16%
Cultural supports	0.2%	23%
Harm reduction supports (e.g. methadone, safer crack kit, needle exchange)	0.2%	18%

These results indicate that, above all else, most respondents (74%) indicated a need for services that help to address housing affordability challenges, directly or indirectly. Direct supports for housing affordability include more money from OW/ODSP, through increased shelter rates (29%); subsidized housing (i.e. rent-geared-to-income) or a housing allowance (20%), and help finding an affordable place (15%). Indirect supports to address affordability challenges are job-related services provided to clients aimed at increasing their income earning potential among other benefits, i.e., help finding employment or job training (10%).

Respondents also place significant importance on other services that help households with the specific challenges related to finding and maintaining housing – help to keep housing, help with housing applications, and transportation to view apartments – with at least 60% of respondents indicating that these would help.

Other services (such as health and treatment and non-housing specific services) were often indicated as helpful, if not the most important service need for respondents in getting housing. In some cases these services were cited more frequently by specific subgroups within Toronto's homeless population, such as those with short-term versus long-term experiences of homelessness, location in which they were surveyed (e.g., shelters versus outdoors) and others. Further details are provided below.

## 6.2. Overview of Services Used

As a part of the 2103 SNA, respondents were also provided a list of services and asked whether they had used any of these services during the 6 months preceding the survey. (In the case of ambulance, respondents were simply asked if they had "contact" with the service.)

**TABLE 20 SERVICES USED BY RESPONDENTS DURING THE 6 MONTHS PRECEDING THE 2013 SNA**

Services	Share
<b>Housing and Homelessness Services</b>	<b>63%</b>
Drop-ins	44%
Assessment and Referral Centre (129 Peter Street)	26%
Out of the Cold meals	25%
Housing Help Centre	24%
Street Outreach/Streets to Homes	20%
Out of the Cold beds	18%
<b>Health and Treatment Services</b>	<b>69%</b>
Hospital/ Emergency Room	46%
Health Clinics	43%
Ambulance	26%
Harm reduction supports	15%
Detox	13%
<b>Non-Housing Specific Services</b>	<b>66%</b>
Services that help you get ID	38%
Food bank or community kitchen	33%
Job training/Job supports	23%
Legal Clinics	20%
<b>Other</b>	<b>7%</b>
<b>Used none of the above</b>	<b>7%</b>
<b>Refused/No Answer</b>	<b>2%</b>

Table 20 describes the share of respondents indicating use of each service, grouped into 3 categories: direct housing and homelessness-related services (i.e., "services that help the homeless to get off the street"), services that help with health and treatment and other services that, although very important within the continuum of support for homeless and at-risk clients,



ostensibly help with a wide-variety of service needs (i.e., non-housing specific services). Percentages for these service categories are assigned where the respondent indicated use of at least one of the related services.

The results shown in Table 20 are not directly comparable to the service needs results shown in Table 19 as 1) respondents were not asked to indicate services used solely for the purposes of "getting housing" and 2) some of the service needs indicated in Table 20 are related to services which are not immediately accessible to all individuals, such as subsidized housing. (The waiting list for subsidized housing is discussed separately in Section 21.)

Notwithstanding these notes of caution, a few points can be made about the patterns in both tables. First, although indicated as the most important service needs for getting housing, in many cases, *use* of services that help the homeless to get off the street (and, ideally, transition to housing) has declined somewhat since 2009. And second, the most frequently used services by homeless respondents in the 2013 SNA were those that help with health and treatment, although many respondents did not necessarily recognize such services as critically important in getting housing.

### 6.3. Waiting list for Subsidized Housing

One of the most important service needs of respondents is access to subsidized housing or a housing allowance (Table 19). Due to high demand (and the limited number of available units at any one time), in almost every case a household must have an application on a waiting list for subsidized housing.

**TABLE 21 RESPONDENTS ON A SUBSIDIZED HOUSING WAITING LIST**

Surveyed Groups	2006	2009	2013
Outdoors	30%	43%	31%
City-Administered Shelters	39%	47%	49%
Family	57%	62%	49%
Youth	28%	32%	39%
Mixed Adult	42%	37%	61%
Men's	33%	44%	45%
Women's	47%	60%	62%
VAW Shelters	N/A	72%	68%
Health & Treatment Facilities	34%	39%	50%
Correctional Facilities	22%	28%	38%
<b>All Respondents</b>	<b>37%</b>	<b>45%</b>	<b>49%</b>

In light of the results from 2006, City staff committed to work on getting more homeless clients on at least one waiting list for subsidized housing. The results, described in Table 21, show that there has been consistent improvement between 2006 and 2013. Overall, almost half of respondents reported being on a housing waiting list in 2013, compared to 37% in 2006.

Most of these respondents (58%) indicated that they have an application with Housing Connections which administers the centralized waiting list for rent-geared-to-income housing in Toronto. 19% indicated that they have an application with the Coordinated Access to Supportive Housing (CASH) system which provides access to housing catering to those with mental health

and related support needs. 5% indicated having an application on a waiting list, outside Toronto and 14% indicated another waiting list altogether (such as with an individual housing provider).

## 6.4. Housing & Homelessness Services

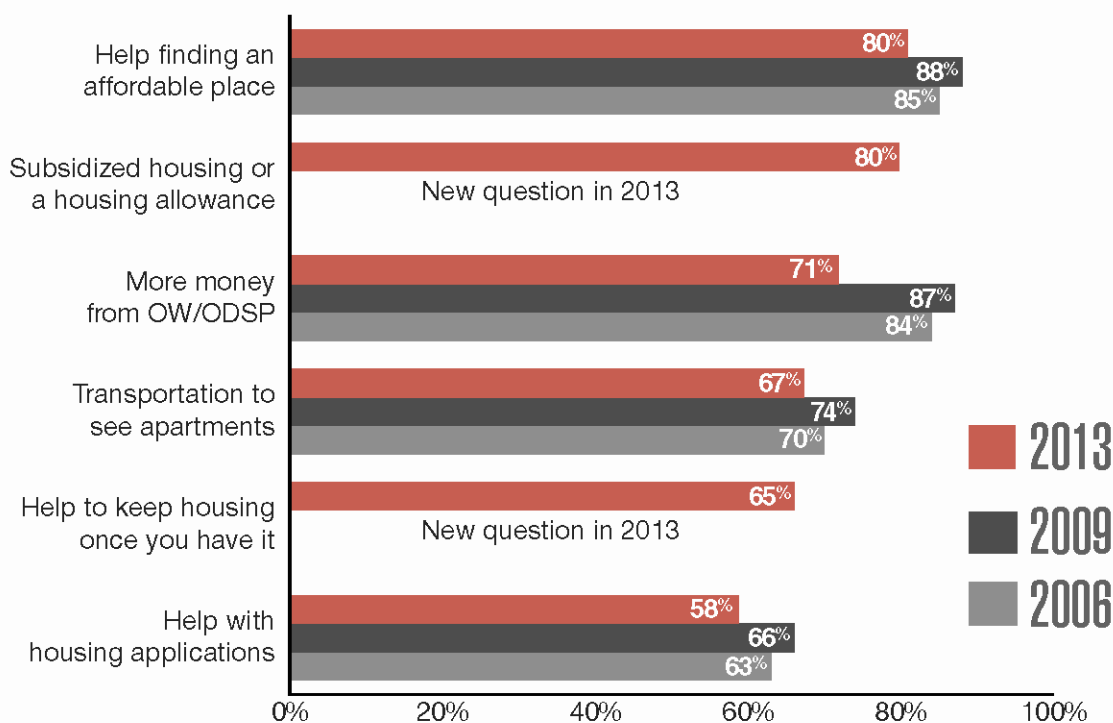
### NEED FOR HOUSING & HOMELESSNESS SERVICES REMAINS HIGH

As noted above, respondents have consistently indicated a desire for services that directly support them in getting off the street and into housing. Figure 8 displays the trends in service need responses for these services.

Although there was a slight decrease in the share of respondents indicating "help finding an affordable place" and "more money from OW/ODSP" between 2009 and 2013 that is likely attributable to a slight change in wording of the latter question from just "more money" and the fact that an additional category was added: "subsidized housing or a housing allowance." In each case, at least 7 out of 10 respondents indicated these services would help.

Those who had been homeless for longer than 2 years were somewhat less likely to indicate that affordability services would help them to find permanent housing. (As indicated in the next section, these respondents were more likely to indicate health and treatment services.)

**FIGURE 8 TRENDS IN NEED FOR HOUSING & HOMELESSNESS SERVICES**



Those sleeping outdoors were less likely to indicate a need for more money (-8% compared to the average for all respondents), employment or job training (-13%), housing subsidy (-23%), help finding an affordable place (-20%). Of course this is not to suggest that these services are not required by outdoor recipients –they almost certainly are. And, as indicated earlier, the

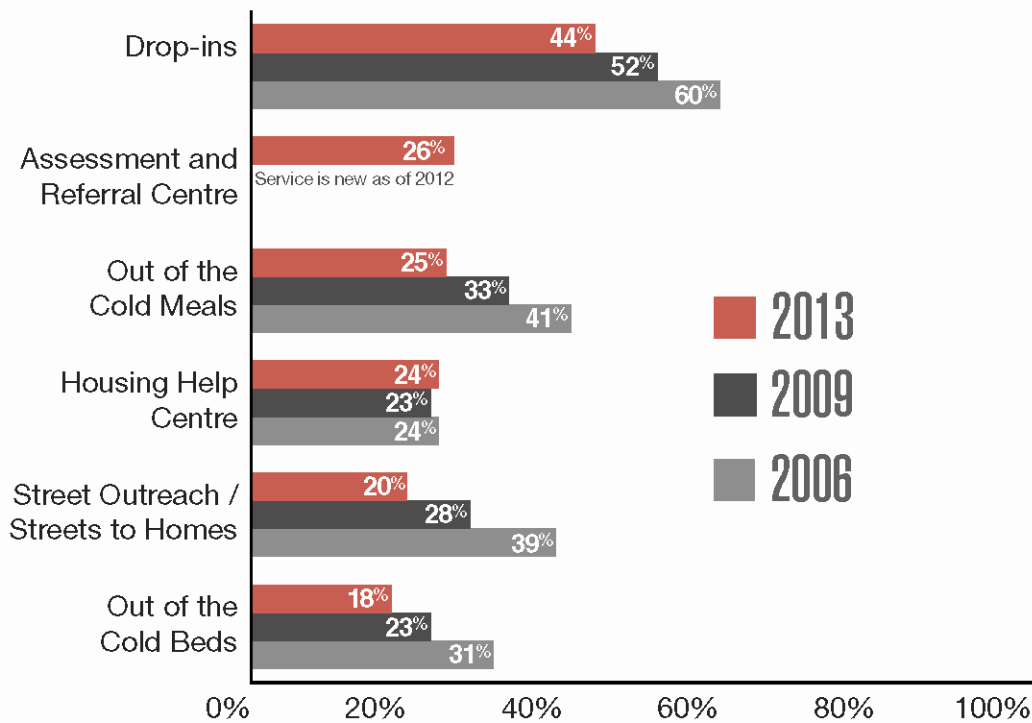
outdoor population indicates a desire for housing by a large margin (although at rate slightly less than overall homeless population). Rather it points to a complex set of issues related to motivation and trust when providing housing supports to those living outdoors.

Responses provided by youth shelter system users were largely consistent with those provided by all respondents, although by a considerable margin they were the most likely group to indicate employment or job training (+26% compared to all respondents). They were also more likely than other respondents to indicate "transportation to see apartments" (+11%).

### USE OF MOBILE STREET OUTREACH HAS DECLINED BUT OVERALL CONTACT WITH OUTREACH SERVICES (INCLUDING 129 PETER ST) HAS RISEN

Although the stated need for services that help the homeless to get off the street and into housing remains high, reported use of related services, which are available to all homeless individuals that meet basic eligibility criteria, remains modest. For example, consistently, only a quarter of all respondents indicated accessing housing help services. Housing help services can be accessed in most shelters and across the City. Housing help staff work with clients by providing information on available affordable housing, liaising with landlords, advising on housing issues and income support programs and helping people complete applications for social housing.

FIGURE 9 TRENDS IN USE OF HOUSING & HOMELESSNESS SERVICES



As shown in Figure 9, there has been an apparent decrease in the use of street outreach services since 2009. That is partially offset by the establishment of the Assessment and Referral Centre at 129 Peter Street in 2010, which provides a unique mix of housing assistance, referral to shelters, street respite and transition to housing beds to street involved clients. Collectively,

35% of all respondents (60% of outdoor respondents) have had contact with street outreach services and/or the Assessment and Referral Centre during the past 6 months. This represents an increase over use of all outreach and referral-related services that were included in the 2009 SNA.

The outdoor homeless population was most likely to indicate use of any services that help the homeless to get off the street (including those that help with temporary shelter or respite needs); with 79% indicating they had done so during the past 6 months compared to 63% of the total homeless population. Long-term homeless respondents were more likely to indicate use of housing services than those with short-term experiences of homelessness (+17%). In particular they were twice as likely to have had contact with street outreach services provided by Streets to Homes (30% compared to 15%) and 23% more likely to have used a drop-in service.

## 6.5. Health & Treatment Services

### NEED FOR HEALTH & TREATMENT SERVICES HAS INCREASED SINCE 2009

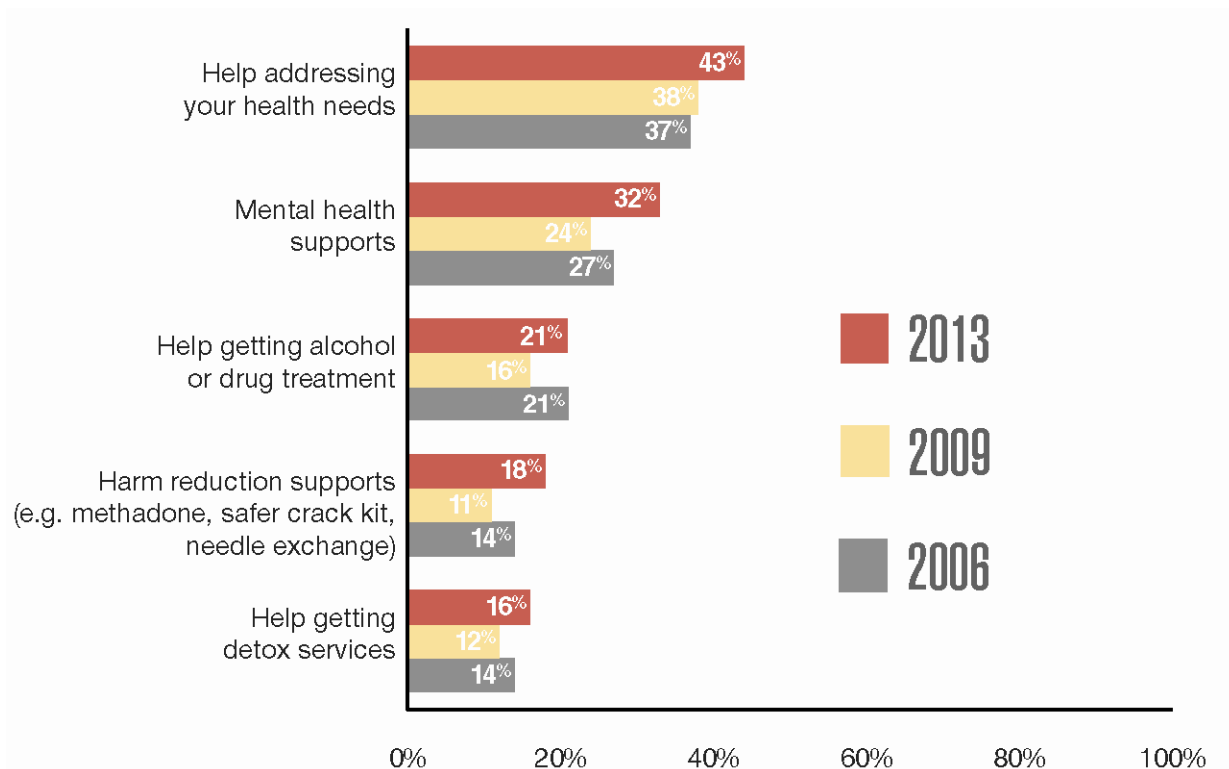
In the 2013 SNA, respondents were less likely to indicate that health and treatment services were the key to finding housing than the housing/homeless services described in the previous section. Cumulatively, about 4.5% of respondents indicated this category of services was most important to finding housing.

However, a significant portion of respondents indicated that health and treatment services *would help* them in establishing stable housing. 43% indicated help addressing health needs was important. And, as shown in Figure 10, in every case the expressed need for health and treatment services has increased since 2009 – especially the need for mental health services, from 24% to 32%. There was also a greater likelihood of long-term homeless respondents indicating this service category was most important to them in finding housing – 6% compared to 3%.

Respondents experiencing long-term homelessness (at least 2 years) were more likely than those with less than 2 years to indicate specific health and treatment services as important in getting housing (i.e., +6% for harm reduction support, +5% for mental health services, +4% for alcohol/drug treatment). There was also a greater likelihood of long-term homeless respondents indicating this service category was *most important* to them in finding housing – 6% compared to 3%.

Respondents in VAW shelters were the most likely to identify the importance of health and treatment services. 80% of VAW shelter respondents indicated "help addressing your health needs" as being important, compared to 43% of all respondents. VAW shelter respondents were also more likely to indicate detox services (+20%), alcohol/drug treatment (+16%), mental health supports (+8%) and harm reduction supports (+18%).

**FIGURE 10 TRENDS IN NEED FOR HEALTH AND TREATMENT SERVICES**



**USE OF HEALTH & TREATMENT SERVICES AMONG THE HOMELESS REMAINS HIGH**

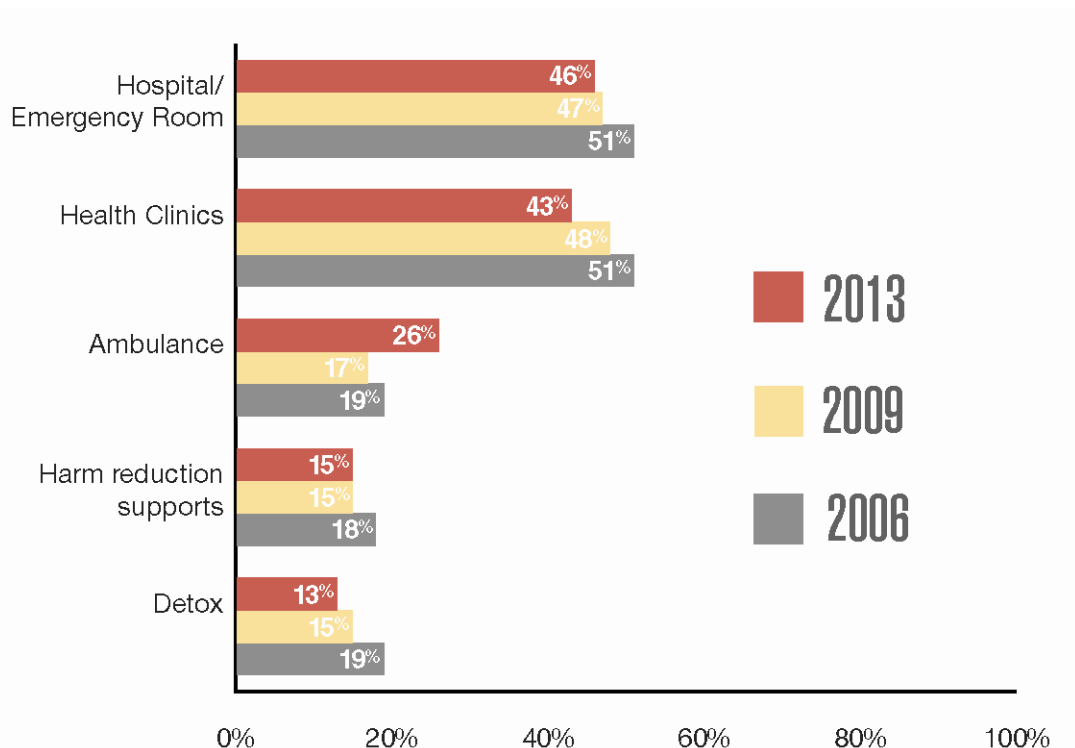
Consistent with 2009 findings, the 2013 SNA shows that homeless people are frequent users of health and treatment services, including costly and intensive emergency health services such as hospitals and ambulatory care. A comparison of the costs of housing and emergency services used by homeless people, conducted in 2009, demonstrates that the use of these emergency services is substantially more expensive than housing-based responses to homelessness.

69% of all respondents in the 2013 SNA indicated they had accessed health and treatment services during the 6 months prior to the survey. This makes health and treatment services the most used of any service category. These respondents frequently made use of emergency health services, with 46% indicating that they had visited a hospital/emergency room and more than 1 in 4 indicated they had contact with an ambulance. In part, this result points to the negative health effects of homelessness – effects which are diminished, if not resolved, once housing is achieved.

Consistent with the expressed need for health and treatment services, long-term homeless individuals were more likely to have used health services than those with short-term experiences of homelessness (+9%).

There have been modest reductions in visits to health clinics and hospital emergency rooms since 2009, however use of these services remains relatively high – almost half of the homeless population has visited a hospital during the past 6 months. (Those experiencing long-term homelessness were 7% more likely to have visited an emergency room.) The percentage of respondents who had an interaction with an ambulance at least once in the past six months increased significantly, from 17% in 2009 to 26% in 2013.

**FIGURE 11 TRENDS IN USE OF HEALTH AND TREATMENT SERVICES**



## 6.6. Services that Help With Non-Housing Specific Needs

### OTHER BASIC SERVICES, SUCH AS HELP GETTING ID, CAN MAKE THE DIFFERENCE

Homelessness is a complex issue, with many contributing factors. As such, it is critical that those experiencing or at-risk of homelessness have access to a wide range of supports that can directly or indirectly improve their circumstances and ultimately lead to better housing outcomes. These services include employability services, food banks/community kitchens, services that help with securing ID (a requirement to qualify for many housing programs), support with immigration issues, legal services, translation/language services, and cultural supports. Figure 12 illustrates the trends in expressed need for a number of these services.

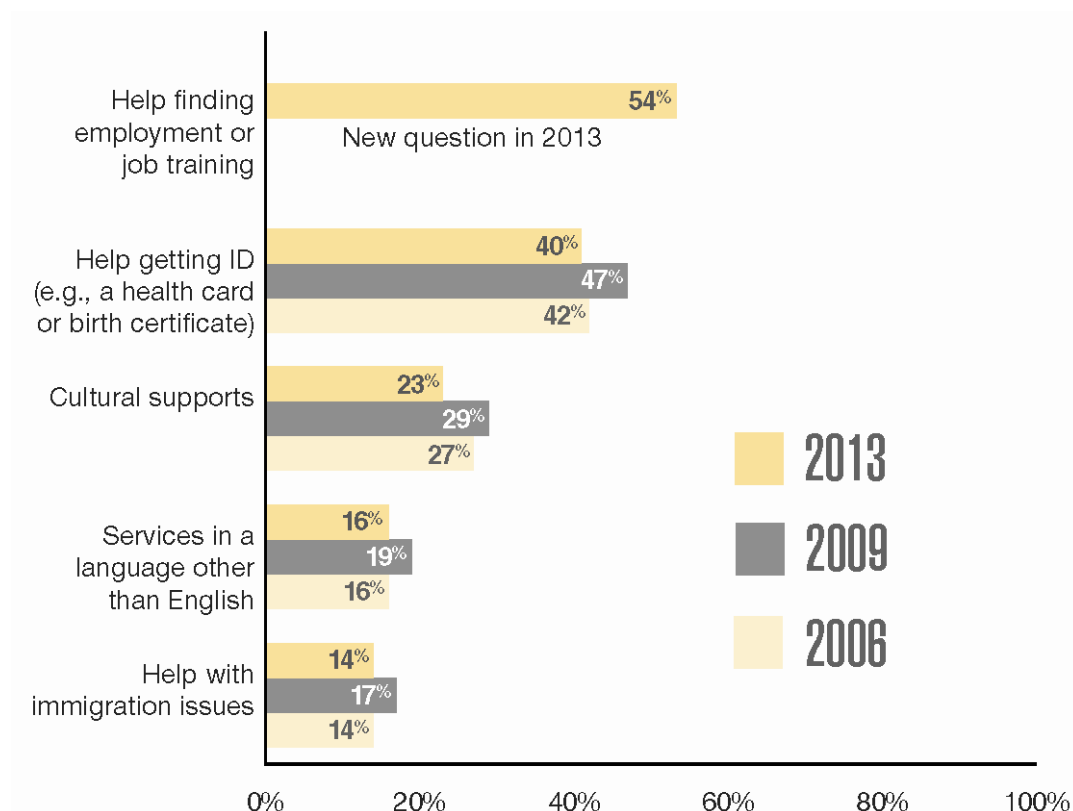
The City provides a variety of employment services targeted directly to people living in a shelter or at-risk of homelessness. These services often include skills assessments, focused plans of action, referral to appropriate support services within the local community, as well as ongoing pre- and post-employment support. In 2013, over half of respondents (54%) indicated that help finding employment or job training was important. Although respondents in 2006 and 2009 were not asked about their need for employability services, the declining trend in respondents with employment-related income between 2009 and 2013 (and greater reliance on income support programs) indicates that this area of support has almost certainly increased in importance over the past 4 years.

Help getting ID remains a critical service for respondents. For example, although the documentation requirements to get on the subsidized housing waiting list maintained by

Housing Connections are modest, all applicants must show ID. As with everyone else, those experiencing homelessness need to go through a government office if they need to get or replace identification such as a passport, driver's license or health card. However, there are a number of services available to vulnerable residents of Toronto that can help with identifying ID need, going through the application process for new/replacement ID, as well as providing a safe place to store ID information if needed. 40% of respondents for the 2013 SNA indicated that this would help them to secure housing.

Cultural supports and services in languages other than English are important, particularly in the family shelter system, where in each case more than a third of respondents indicated that this would help to find housing. This is not a surprising result considering the disproportionate number of family shelter occupants that have recently arrived in Toronto from another country. Also notable is the fact that Aboriginal-identified respondents were twice as likely as non-Aboriginal respondents to indicate the importance of cultural supports (40% to 20%).

**FIGURE 12 TRENDS IN NEED FOR NON-HOUSING SPECIFIC SERVICES**



**OPPORTUNITY EXISTS TO INCREASE USE OF EMPLOYABILITY SERVICES & JOB TRAINING**

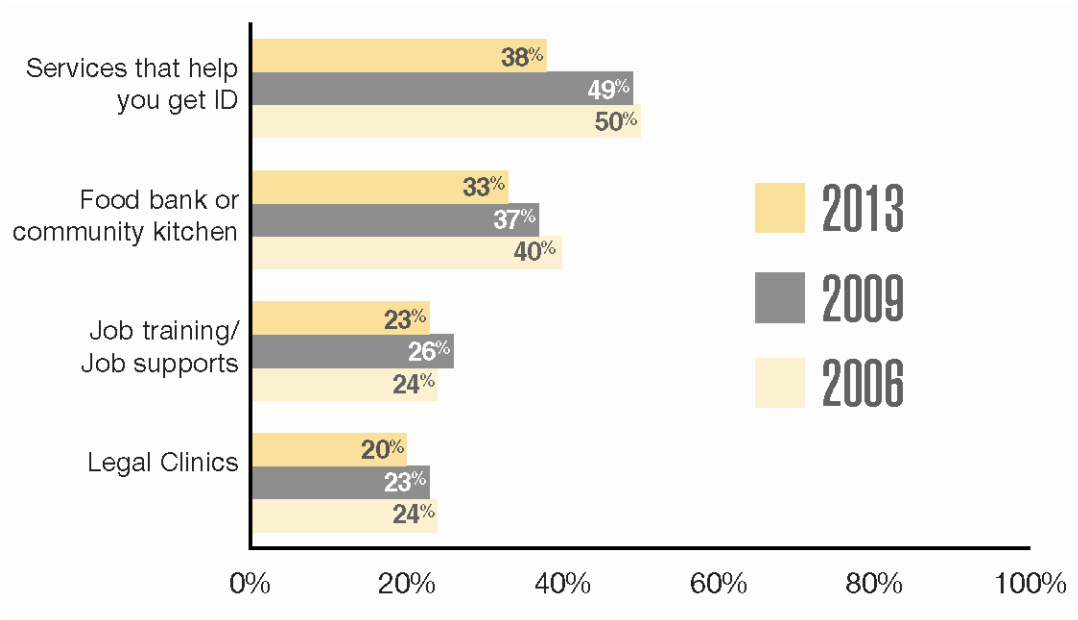
Respondents indicated use of a range of different non-housing services during the 6 months preceding survey (shown in Figure 13), including a third who accessed food bank or community kitchen, and one-fifth using legal clinics. There has been an observed decline in the use of food banks between 2006 and 2013. Use of legal clinics, which provide a range of legal services to homeless clients, remained relatively constant during the same time period.

Use of services that help with securing ID during the past 6 months (38%) was relatively consistent with expressed need for these services (40%) in 2013, although in both cases rates were lower than observed in 2009.

For the first time, respondents to the 2013 SNA survey were asked to what extent help finding employment or job training would assist them to get housing. More than half of homeless respondents (54%) indicated that this was important and, among those, 10% indicated this was *the most important* support that could be provided, over other forms of direct and indirect housing support.

Despite high levels of expressed need for employability supports, the rate of use of job training and job support services has actually decreased since 2009. As a result, less than a quarter of all respondents indicated that they had accessed employability services during the 6 months preceding the survey. This is particularly troubling considering the simultaneous decline in respondents who were receiving employment related income, indicated earlier in the report.

**FIGURE 13 TRENDS IN USE OF NON-HOUSING SPECIFIC SERVICES**





## 7. CONCLUSIONS

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The 2013 Street Needs Assessment produced a uniquely detailed profile of homelessness in Toronto. This data both strengthens findings from the two previous SNAs and indicates important trends in who is experiencing homelessness and the nature of their service needs.

As in previous years, the implementation of the Street Needs Assessment was the result of the collaborative efforts of City staff, community agencies, provincial ministries, and volunteers. The City thanks those who contributed to this effort to better understand the needs of homeless people.

The methodology used in the Street Needs Assessment is recognized as the standard for statistically valid surveying of outdoor homeless populations. The methodology used for Toronto's 2013 Street Needs Assessment was consistent with the method used in previous years and thus the results are comparable.

In 2009, the results of the Street Needs Assessment indicated significant progress in reducing street homelessness, as the outdoor population was reduced by half. As evident in the most recent SNA results, the momentum towards ending street homelessness slowed between 2009 and 2013.

There are a number of reasons for this, including the complex service needs of individuals with long-term street involvement – the outdoor homeless population has experienced an average of 8 years of homelessness, more than double the duration of any other homeless group surveyed. It is also a matter of the high number of homeless individuals that move between indoor and outdoor sites depending on a range of circumstances. In response to the 2013 SNA, we need to look at how our service model is oriented towards those with complex needs to ensure that they have access to housing and as well as the supports they may require to maintain housing over the long-term.

The 2013 Street Needs Assessment also revealed important findings about who is experiencing homelessness in Toronto. Perhaps the most compelling trend was the doubling of the number of seniors as a share of the homeless population in just 4 years. Although those aged 61 and older still represent a smaller proportion of the total homeless population (roughly 10%), when combined with trends in other age groups, there is clear evidence of that one of Toronto's already most vulnerable populations is aging.

The 2013 Street Needs Assessment provided first-time information about specific groups experiencing homeless: members of the LGBTQ community, who represent 9% of the homeless population but 21% of youth shelter users and Veterans, who constitute 7% of the homeless population.

And once again, the Street Needs Assessment indicated persistently high representation of Aboriginal-identified individuals among the homeless population (especially those sleeping outdoors).

In all cases, when it comes to designing and delivering services to homeless residents of Toronto, we have to be sensitive and responsive to the experiences and needs of this highly diverse population. And as the nature of homelessness changes, we need to constantly reassess the value and effectiveness of our service model to ensure that, to the greatest extent possible, service needs are being met and everyone has the opportunity to access housing.

## **APPENDIX A**

Sample of 2013 Street Needs Assessment Survey, conducted with outdoor population

**Important!** The form should be completed IN CAPITAL LETTERS using a BLACK or DARK BLUE ballpoint/fountain pen. Characters and marks used should be similar in the style to the following:

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z 1 2 3 4 5 6 7 8 9 0 ☒ ☑

## STREET NEEDS ASSESSMENT 2013

Outdoor Survey

Study Area Number:

--	--	--	--	--	--	--	--	--	--

Opening Script:

"Thanks for agreeing to participate in the survey. You will not be identified and your answers will be kept confidential. Your participation is completely voluntary - you can skip a question or stop the survey at any time. If you complete the survey you will receive a \$7.50 gift card."

1. Can I ask how long you have been homeless?

days

Don't know

weeks

Refused/No Answer

months

years

2. a) Have you lived in Toronto for more than one year? (i.e. since at least April 2012)

Yes

No (Specify in b)

Refused/ No Answer

b) If no, where did you live before moving to Toronto?

Elsewhere in Ontario

Another Province

Out of Country

3. Can I ask how old you are?  years

(If UNKNOWN or REFUSED estimate using these age ranges:)

25 years or younger

26 to 49 years

50 years or older

4. Would you identify as:

Male

Female

Transgender/Transsexual

Other (Specify):

Refused/No Answer

5. Do you identify as part of the Gay, Lesbian, Queer, Two-Spirited or Bisexual community?

Yes

No

Refused/No Answer

# STREET NEEDS ASSESSMENT 2013

## 6. a) Would you identify yourself as being Aboriginal?

- Yes (Specify in b)       No       Refused/No Answer

### b) If Yes, do you identify as:

- First Nation       Inuit       Metis  
 Other (specify):        Refused/ No Answer

## 7. Have you ever had any military service in the Canadian Forces?

- Yes       No       Refused/ No Answer

## 8. a) Do you want to get into permanent housing?

- Yes       Don't Know (Specify in b)  
 No (Specify in b)       Refused/No Answer

### b) If No or Don't Know, specify why

## 9. a) Are you on a waiting list for housing?

- Yes (Specify in b)       No       Don't Know       Refused/ No Answer

### b) If Yes, what waiting list(s) are you on?

- Centralized social housing waiting list (ie. Housing Connections, includes TCHC)  
 Supportive Housing (i.e. Centralized Access to Supportive Housing - "CASH")  
 Social housing outside of Toronto  
 Other (Specify):   
 Don't Know  
 Refused/ No Answer

# STREET NEEDS ASSESSMENT 2013

## 10. Please describe the place you will stay tonight:

*(Wait for response and check the most appropriate box. List options if necessary)*

- |   |  |  |
|---|--|--|
| <input type="checkbox"/> Sidewalk       | <input type="checkbox"/> Abandoned building    | <input type="checkbox"/> Under a Bridge                        |
| <input type="checkbox"/> Doorway        | <input type="checkbox"/> Car/van/truck/trailer | <input type="checkbox"/> Bathhouse                             |
| <input type="checkbox"/> Grate          | <input type="checkbox"/> Transit shelter       | <input type="checkbox"/> Shelter (TERMINATE SURVEY)            |
| <input type="checkbox"/> Stairwell      | <input type="checkbox"/> Coffee shop           | <input type="checkbox"/> Friend's house (TERMINATE SURVEY)     |
| <input type="checkbox"/> Laneway/ Alley | <input type="checkbox"/> Internet cafe         | <input type="checkbox"/> Other (Specify): <input type="text"/> |
| <input type="checkbox"/> Park           | <input type="checkbox"/> Work/office           | <input type="checkbox"/> Don't Know                            |
| <input type="checkbox"/> Ravine         | <input type="checkbox"/> Parking garage        | <input type="checkbox"/> Refused/ No Answer                    |

## 11. a) Have you used any of the following services in the last 6 months?

*(Read list out loud and check all that have been used)*

- |  |  |
|--|--|
| <input type="checkbox"/> Street Outreach/ Streets to Homes | <input type="checkbox"/> Assessment and Referral Centre (129 Peter St) |
| <input type="checkbox"/> Drop-ins                          | <input type="checkbox"/> Food bank or community kitchen                |
| <input type="checkbox"/> Housing Help Centre               | <input type="checkbox"/> Hospital/ Emergency Room                      |
| <input type="checkbox"/> Health Clinics                    | <input type="checkbox"/> Services that help you get ID                 |
| <input type="checkbox"/> Job training/Job supports         | <input type="checkbox"/> Harm reduction supports                       |
| <input type="checkbox"/> Detox                             | <input type="checkbox"/> Legal Clinics                                 |
| <input type="checkbox"/> Out of the Cold meals             | <input type="checkbox"/> Other (Specify): <input type="text"/>         |
| <input type="checkbox"/> Out of the Cold beds              | <input type="checkbox"/> Used none of the above                        |
| <input type="checkbox"/> Shelters                          | <input type="checkbox"/> Refused/ No Answer                            |

## b) Have you had contact with any of the following in the last 6 months?

- |                        |                              |                             |   |
|------------------------|------------------------------|-----------------------------|---|
| Police                 | <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> Refused/ No Answer |
| Ambulance              | <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> Refused/ No Answer |
| Probation/ Parole      | <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> Refused/ No Answer |
| Jail/ Detention Centre | <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> Refused/ No Answer |

# STREET NEEDS ASSESSMENT 2013

## 12. a) Which of the following would help you find housing?

*(Read list out loud and check responses where the response is Yes)*

- 1)  More money from OW (Ontario Works)/ODSP (Ontario Disability Support Program)
- 2)  Help finding employment or job training
- 3)  Subsidized housing or a housing allowance
- 4)  Help finding an affordable place
- 5)  Help to keep housing once you have it (e.g. housing supports/ housing worker)
- 6)  Help with housing applications
- 7)  Transportation to see apartments
- 8)  Help getting ID (e.g. health card or birth certificate)
- 9)  Help with immigration issues
- 10)  Help addressing your health needs
- 11)  Help getting detox services
- 12)  Help getting alcohol or drug treatment
- 13)  Mental health supports
- 14)  Harm reduction supports (e.g. methadone, safer crack kit, needle exchange)
- 15)  Cultural supports
- 16)  Services in a language other than English
- 17)  Something else (Specify):
- Refused/ No Answer

## 12. b) Of the things you just listed, what do you think is the ONE most important thing that would help you get housing?

*(If necessary, read back list of items where the response was Yes)*

*(Write number from list above)*

Refused/ No Answer

# STREET NEEDS ASSESSMENT 2013

My next questions are about your income:

13. a) Are you currently receiving ODSP (Ontario Disability Support Program)?

- Yes (GO TO d)       No       Refused/ No Answer

b) Do you believe you are eligible for ODSP?

- Yes       No (GO TO d)       Don't Know       Refused/ No Answer

c) Have you ever applied for ODSP?

- Yes       No  
 In process of applying       Refused/ No Answer

d) What (other) sources of income do you have?

*(Wait for response and check all sources identified. List options if necessary)*

- Full time formal employment  
 Part-time/ casual or seasonal employment  
 Informal employment  
 Financial support from friends or family  
 Pension or investment income  
 Panhandling  
 Ontario Works (Welfare, Basic Needs Allowance, Street Allowance)  
 Employment Insurance  
 Canada Pension Plan  
 Guaranteed Income Supplement  
 Old Age Security  
 Other (Specify):   
 No Income  
 Refused/ No Answer

## STREET NEEDS ASSESSMENT 2013

Closing Script:

**"That concludes our survey. Thank you for participating. Your answers will assist the City of Toronto better plan its programs and services for homeless people."**

*Provide gift card to individual.*

**"Do you need help getting shelter tonight?"**

*If Yes, team leader to request outreach assistance for individual.*

*If No, thank the individual and wish them a good evening.*