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## 2006 Street Needs Assessment: Results and Key Findings

July 2006



# Presentation Overview

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3. Implementation
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6. Results and Key Findings
7. Strengthening Partnerships and Next Steps



The intent of the Street Needs Assessment was to better understand what homeless people need to find housing so that programs and service can be improved.



# BACKGROUND

- In February 2005, City Council directed staff to come up with an approach to determine the number and service needs of homeless individuals living outdoors
- In October 2005, City Council approved an approach, a series of principles to guide the approach, and the expanded needs assessment to include not only people outdoors, but also people in shelters, and where possible, correctional facilities, hospitals and treatment centres



The Street Outreach Steering Committee was key to developing the principles to guide the approach.



# PREPARATION

- Extensive research of approaches used in other jurisdictions
- One day forum with experts from Edmonton, Vancouver, Chicago and New York
- Review of academic literature
- Review of documents by CMHC and HUD
- Participation in the last stages of planning and implementation of HOPE in New York City
- Consultation with Street Outreach Steering Committee
- Consultation with Advisory Committee and Homeless and Socially Isolated Persons, Aboriginal Affairs Committee, Alternative Housing and Services Committee, and the Ontario Association of Hostels.



Through focus groups and pre-testing of the survey with homeless and formerly homeless persons, the survey was finalized.



# IMPLEMENTATION

- Where the survey was conducted:
  - Outdoors
  - All homeless shelters
  - Sample of Violence Against Women shelters
  - Sample of hospitals and treatment facilities
  - All Toronto area correctional facilities



Only a few VAW shelters participated. The rest of the sector opted not to participate. Unfortunately, the number of surveys completed is not enough to be representative.



# IMPLEMENTATION CONT'D

- The initiative involved over 1,200 people:
  - 750 volunteers
  - 336 Team Leaders
  - 49 individuals posing as decoys
  - 18 City staff on special teams
  - 53 City staff in Field Offices
  - 12 City staff at the Command Centre



The Street Needs Assessment would not have been possible without the contributions of volunteers and Team Leaders.



# IMPLEMENTATION CONT'D

- Outdoor survey:
  - City divided into 422 possible study areas of which 261 (62%) were selected
  - 129 of the study areas were in the central core of the City (Humber River to Pape, Dupont to Lake Ontario)
  - All areas (23) outside the central core where homeless individuals were known to be staying outdoors were surveyed
  - An additional 116 were weighted and randomly selected from areas not in the central core
  - 49.6% of the surface area of the City was covered in the outdoor survey



The number of study areas chosen exceeds the requirements for statistical validity in extrapolation.



# IMPLEMENTATION CONT'D

- Quality assurance for outdoor survey:
  - 49 individuals were positioned at various locations throughout study areas as decoys
  - Decoys had a range of ages, ethnicities and appearances
  - An important measure to see how effective study teams were at stopping everybody



Decoys were first introduced as a measure in the NYC count in 2005. In the first year in NYC, 70% of decoys were captured. In the next year, 85% were captured.



# IMPLEMENTATION CONT'D

- Indoor surveys:
  - 66 shelter sites surveyed
  - Don Jail, Metro East, Metro West, Maplehurst and Vanier Centre for Women were included, surveying those individuals who were classified as having No Fixed Address and being from a Toronto Court on or before April 19, 2006
  - Mount Sinai, University Health Network, St. Michael's Hospital and the Centre for Addiction and Mental Health were included where it passed ethical review. Salvation Army Homestead was also included.



Partnership and collaboration with Corrections and health facilities allowed these very important aspects of homelessness to be included.



# IMPLEMENTATION CONT'D

- Training:
  - Approximately one hour in length
  - A video was used to ensure consistency across sites
  - People had the opportunity to practice implementing the survey



Field office staff were specially trained prior to the evening on how to deliver the training.



# IMPLEMENTATION CONT'D

- Safety:
  - An extensive safety plan created by Shelter, Support and Housing Administration in partnership with Toronto Police Services, Emergency Medical Services and the Office of Emergency Management
  - One call for an ambulance to help a homeless individual get medical attention

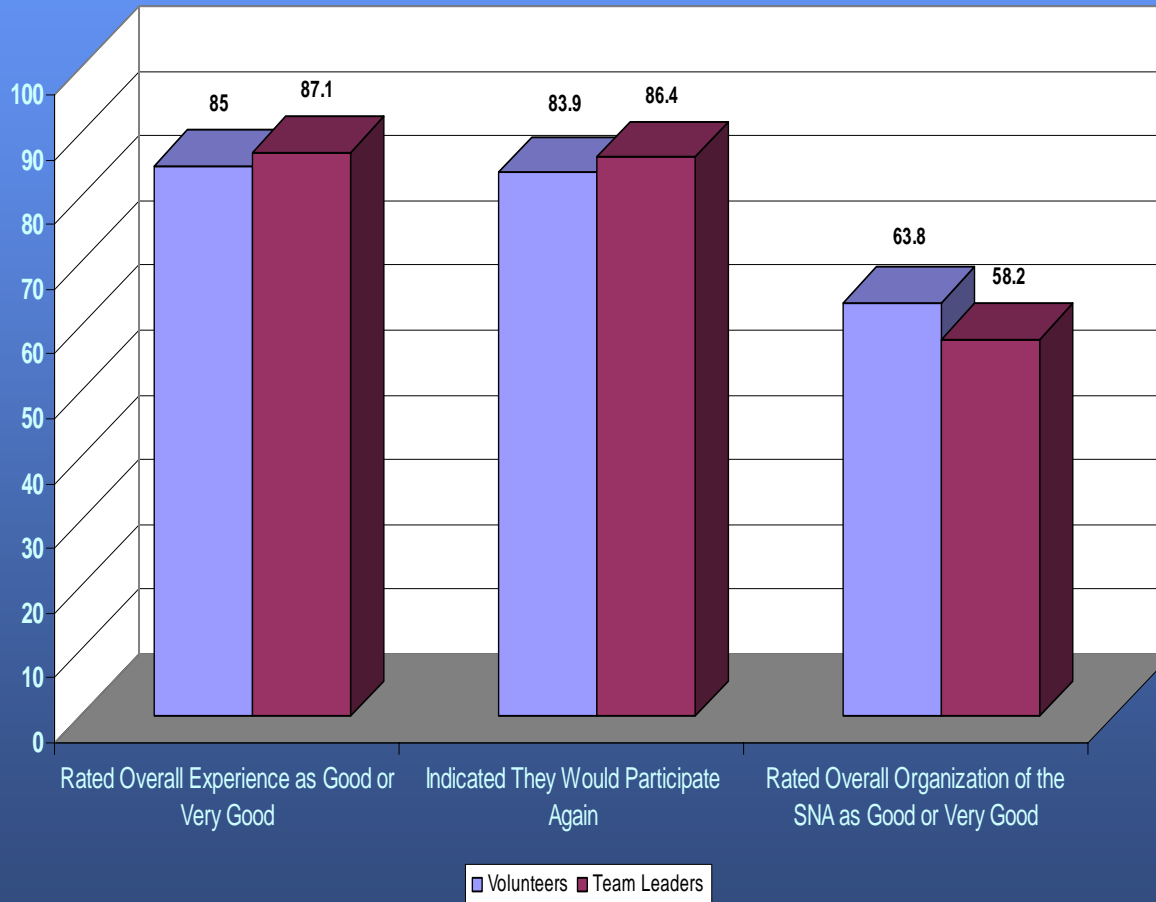


The Safety Plan covered everything from lost study teams to communication breakdown, so that everyone would have a reference guide on what to do.



# IMPLEMENTATION CONT'D

## Volunteer and Team Leader Feedback



Volunteers and Team Leaders also provided other helpful feedback on how to improve the initiative in the future.



# LIMITATIONS

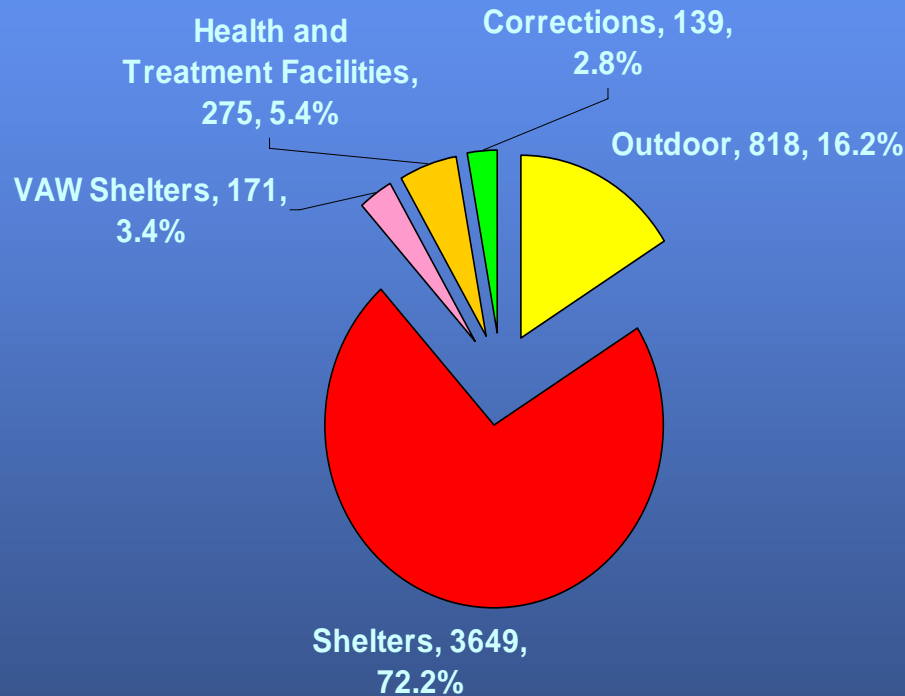
- This was a point-in-time (snap-shot) survey
- This was a survey of people in public spaces or who could be readily observed on private property
- The survey did not include “hidden” homeless people (couch surfers)



The Street Needs Assessment did not survey every homeless individual in Toronto on April 19.



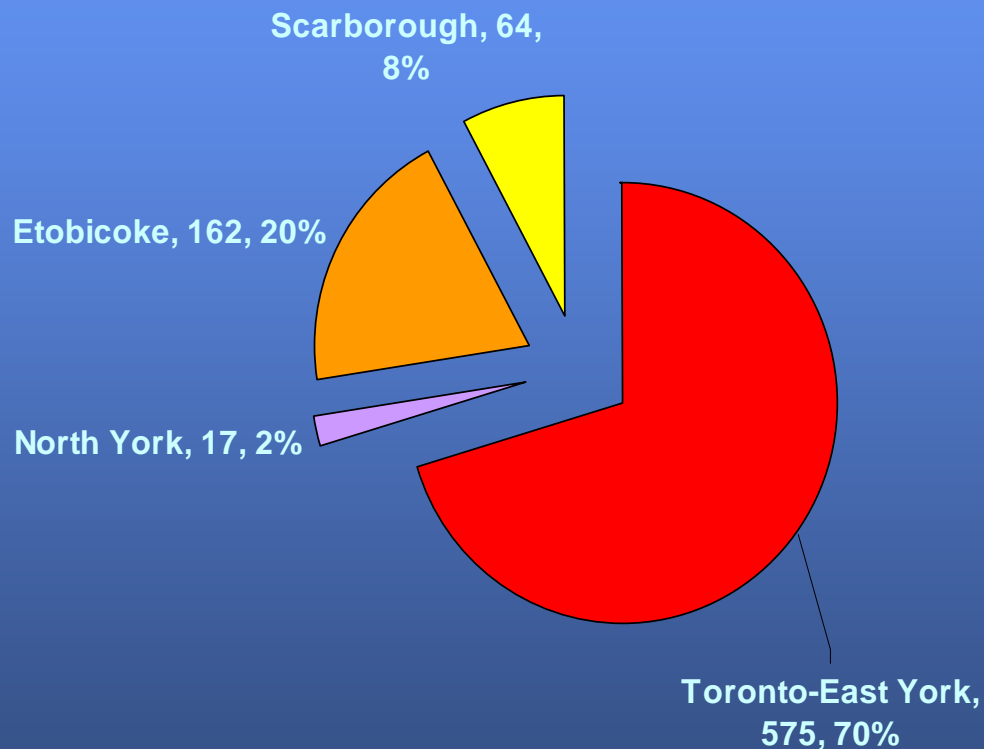
# ESTIMATED NUMBER OF HOMELESS INDIVIDUALS



The shelter system plays a critical role – it is the location where almost  $\frac{3}{4}$  of homeless individuals were on April 19.



## ESTIMATED NUMBER OF HOMELESS INDIVIDUALS OUTDOORS BY COMMUNITY COUNCIL DISTRICT



The methods used for extrapolation and adjustment follow HUD's recommended practice for statistical validity and follows the methods used in New York City.



# ESTIMATED NUMBER OF HOMELESS INDIVIDUALS – TYPE OF LOCATION WHERE PEOPLE OUTDOORS WERE GOING TO BE STAYING

Type of Location	%
Sidewalk/Grate/Doorway	24.3
Ravine/Park	23.4
Don't Know	13.1
Under a Bridge	7.7
Other	6.3
Coffee Shop	5.4
Internet Café	4.5
Stairwell	3.2
Abandoned Building	3.2
Transit Shelter	2.7
Work/Office	1.8
Parking Garage	1.8
Laneway/Alley	1.4
Bathhouse	0.9
Car/Truck/Van	0.5
<b>TOTAL</b>	<b>100</b>



Work/office was not an original category, but was named four times by survey respondents.



# RESULTS AND KEY FINDINGS – SURVEY RESPONSE RATE

Location	Number of Homeless Individuals Encountered Outdoors or in a Facility	Number of Surveys Completed	% of Surveys Completed by Homeless Individuals Encountered Outdoors or In a Facility
Outdoor	566	288	51
Shelters	3649	1476	40
Health and Treatment Facilities	275	128	47
Corrections	139	74	53
<b>TOTAL</b>	<b>4629</b>	<b>1966</b>	<b>43</b>



The response rate is high for a survey of this nature.



# RESULTS AND KEY FINDINGS – SELF-IDENTIFIED GENDER

	Male	Female	Transgender	Transexual	Other
Location	%	%	%	%	%
Outdoor	81.6	17.7	0.7	0	0
All Shelters	70.3	28.7	0.3	0.2	0.2
Corrections	93.2	6.8	0	0	0
Health and Treatment	66.9	30.7	0	1.6	0.8
All Survey Respondents	72.7	26.4	0.3	0.3	0.2



Gender is self-identified. The survey found 12 people who identified as female in men's shelters, and 13 people who identified as male in women's shelters.



# RESULTS AND KEY FINDINGS – LENGTH OF HOMELESSNESS

Location	Average Number of Years Homeless
Outdoor	6
Family Shelters	0.6
Youth Shelters	1.2
Mixed Adult Shelters	3.8
Men's Shelters	4.1
Women's Shelters	2.1
All Shelters	3
Corrections	4.5
Health and Treatment	4.2
All Survey Respondents	3.4



Across all groups, 42% of people surveyed had been homeless for two years or more.



# RESULTS AND KEY FINDINGS – LENGTH OF HOMELESSNESS BY AGE

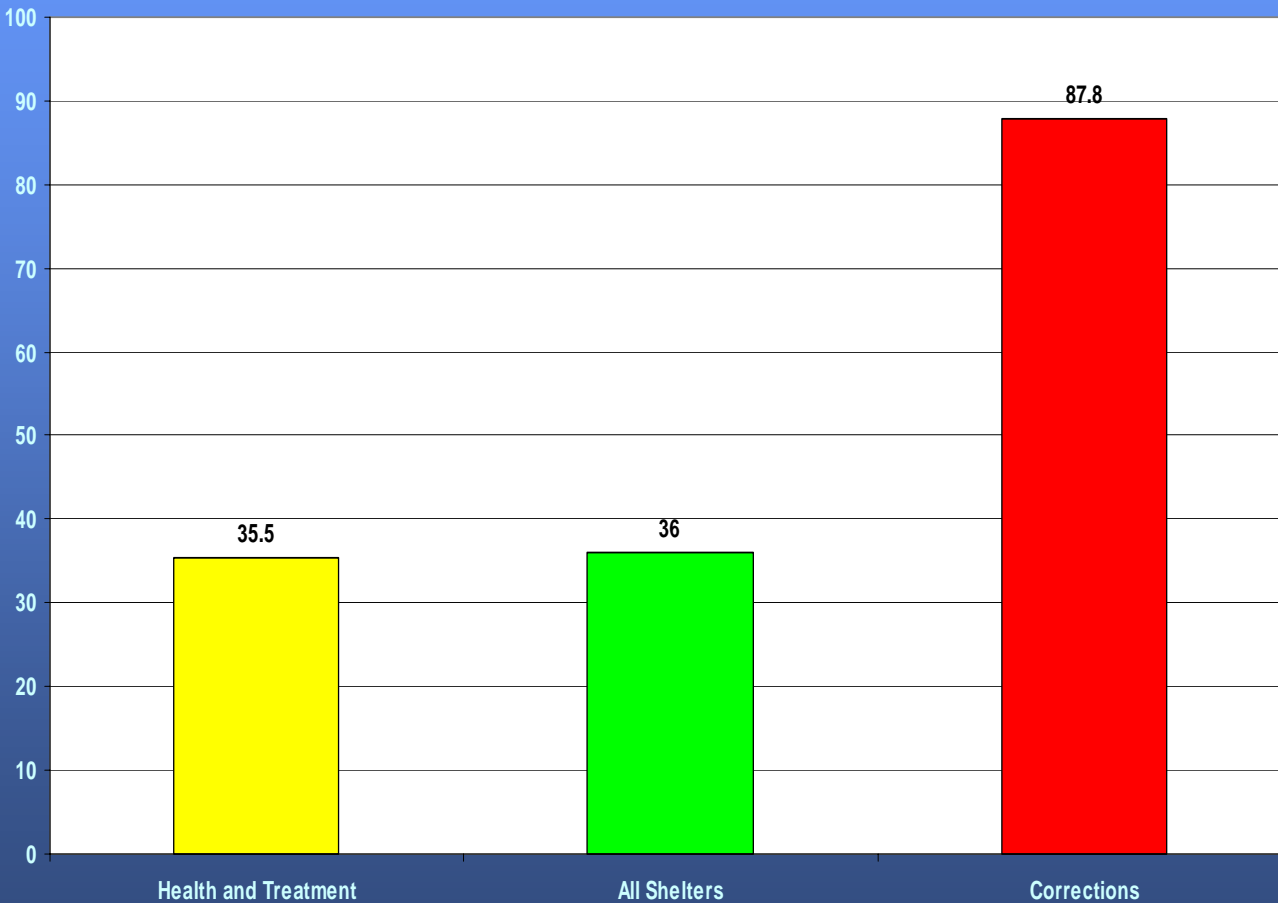
Age Range of Survey Respondent	Average Number of Years Homeless
< 21	1.2
21-30	2.4
31-40	2.9
41-50	4.1
51-60	5
61-65	3.7
> 65	12



With the exception of the 61-65 group, the older a person was, the longer they indicated they had been homeless.



## RESULTS AND KEY FINDINGS – INDIVIDUALS SURVEYED INDOORS WHO HAD SLEPT OUTSIDE ONE OR MORE NIGHTS IN THE LAST SIX MONTHS



Individuals surveyed in corrections were the most likely to indicate they had slept outside one or more nights in the six months prior to their incarceration.



# RESULTS AND KEY FINDINGS – INCOME SOURCES

	Employment	Family/Friends	ODSP	OW	Pan-Handling	PNA	Street Allowance
Outdoors	23.1	21.6	15.9	26.9	57.2	8.7	29.8
All Shelters	24.5	17.0	21.0	19.2	10.7	48.8	8.0
Corrections	16.2	16.2	7.4	47.1	36.8	23.5	23.5
Health and Treatment	12.7	14.4	48.3	22.0	14.4	14.4	2.5
All Survey Respondents	23.2	17.3	21.7	21.4	17.4	40.8	10.8



Almost a quarter of individuals surveyed were engaged in formal or informal employment.

Only 2.7% of survey respondents reported panhandling as their only source of income.



# RESULTS AND KEY FINDINGS – WHETHER AN INDIVIDUAL WANTS PERMANENT HOUSING

	Yes	No	Don't Know
Outdoors	85.8	9.9	4.4
All Shelters	86.4	9.6	2.9
Corrections	95.8	2.8	1.4
Health and Treatment	90.4	7.2	2.4
All Survey Respondents	86.0	9.1	3.1



Almost 9 out of every 10 individuals surveyed wants permanent housing.



## RESULTS AND KEY FINDINGS – TOP 5 REASONS PROVIDED WHY AN INDIVIDUAL DID NOT WANT HOUSING

1. Prefers being homeless (16.9%)
2. If they wanted housing, they would look for it on their own (14.3%)
3. Wants to move out of Toronto (13.6%)
4. Doesn't like social housing (7.8%)
- 5T. Traveling - only in Toronto for a temporary period (6.5%)
- 5T. Health problems (6.5%)



Over 20% of individuals who did not want housing were either just passing through Toronto or else wanted to leave Toronto.



# RESULTS AND KEY FINDINGS – WHAT WOULD HELP FIND HOUSING

1. Help finding affordable housing (84.5%)
2. More money (84.4%)
3. Transportation to view apartments (70.3%)
4. Help completing housing applications (62.5%)
5. Help obtaining identification (41.8%)



39.5% of Aboriginal respondents indicated that cultural supports were needed to help find housing.



# RESULTS AND KEY FINDINGS – WHETHER AN INDIVIDUAL IS ON A HOUSING WAITING LIST

	Yes	No	Don't Know
Outdoors	29.7	68.5	1.8
All Shelters	38.8	58.6	2.4
Corrections	21.9	72.6	5.5
Health and Treatment	34.4	55.2	10.4
All Survey Respondents	36.6	60.4	3.0



6 out of 10 people surveyed were not on a waiting list for housing. This is one of the areas to be addressed immediately.



## RESULTS AND KEY FINDINGS – MOST FREQUENTLY USED SERVICES IN PAST SIX MONTHS

1. Drop-ins (60.0%)
2. Health clinics (51.1%)
3. Hospitals (50.9%)
4. Identification clinics (49.8%)
5. Out of the Cold Meals (40.6%)



A review of drop-in centres is currently underway by the Shelter, Support and Housing Administration Division.



# RESULTS AND KEY FINDINGS – INDIVIDUALS WHO IDENTIFIED AS ABORIGINAL

Location	%
Outdoor	25.8
Family Shelters	5.9
Youth Shelters	19.5
Mixed Adult Shelters	19.1
Men's Shelters	15.7
Women's Shelters	14.3
All Shelters	15.2
Corrections	7
Health and Treatment	13.1
All Survey Respondents	16.2



Aboriginal people were homeless on average 5.3 years compared to 3.1 years of non-Aboriginals.



# RESULTS AND KEY FINDINGS – HEALTH SERVICES THAT WOULD HELP FIND HOUSING

	Help with health needs	Help with mental health	Access to drug/ alcohol treatment	Access to detox	Access to harm reduction programs
Outdoors	38.7	27.5	22.5	20.3	22.5
All Shelters	38.5	25.1	18.9	12.9	13.7
Corrections	31.5	30.1	43.8	26.0	8.2
Health and Treatment	41.7	54.8	34.8	22.6	15.7
All Survey Respondents	37.1	26.5	20.6	14.4	14.2



37.1% of respondents, other than those in corrections, had an interaction with police in the past six months.

19% had an interaction with an ambulance, 51% a health clinic, 51% a hospital.



## RESULTS AND KEY FINDINGS – LENGTH OF HOMELESSNESS AND WHAT WOULD HELP FIND HOUSING

- Individuals who were homeless longer identified harm reduction programs, access to detox, access to alcohol/drug treatment help with mental health and help with health needs as needed to help find housing.





# STRENGTHENING PARTNERSHIPS AND NEXT STEPS

- Street Needs Assessment represents a broad collaboration
- SOSC recommended the need for discussion of the results and key findings in order to identify service improvements and challenges
- Will begin to immediately investigate the low proportion of individuals on a waiting list for housing
- Need to share findings with federal and provincial departments
- Without renewal of SCPI, many important programs addressing specific needs will come to an end March 31, 2007



Pending Council approval, the next step is to engage community agencies and others on the findings, and work toward updating the Streets to Homes plan for the new term of Council.



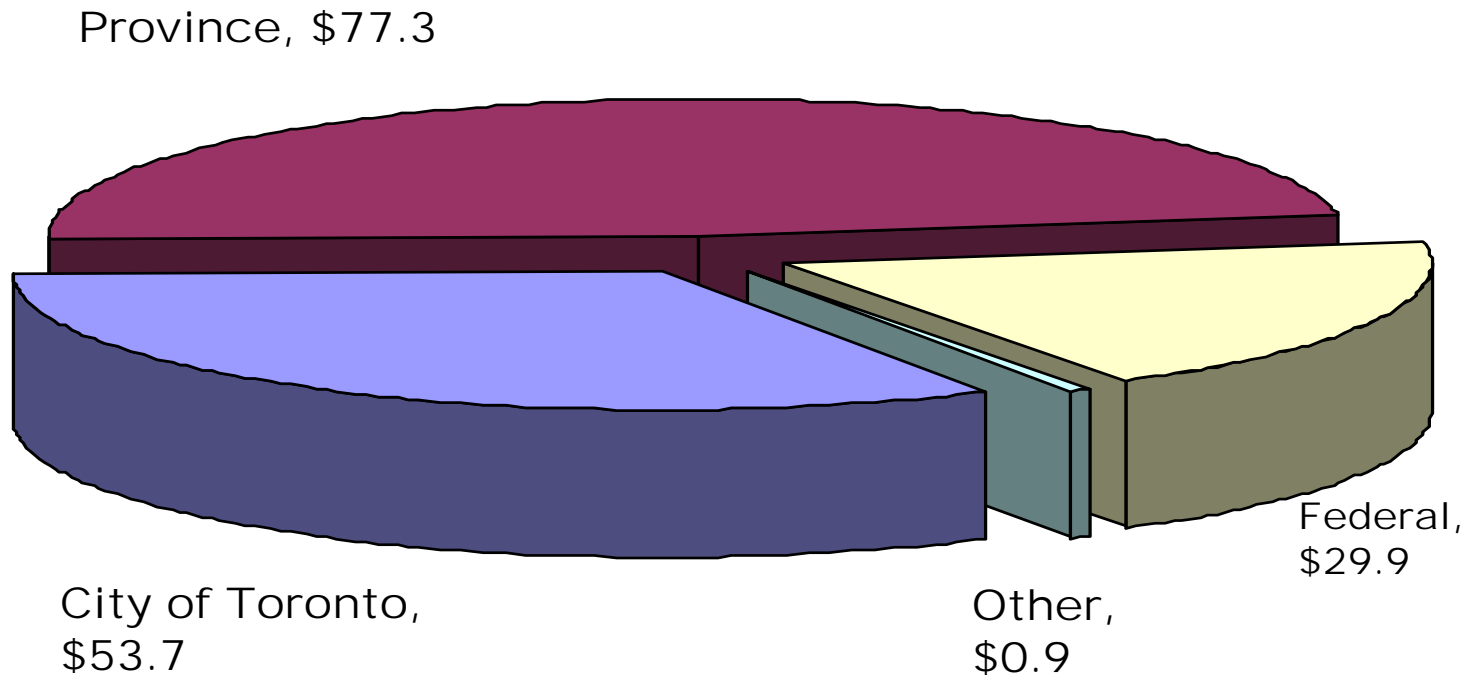
## STRENGTHENING PARTNERSHIPS AND NEXT STEPS – RECOMMENDATION THAT NEXT SNA TAKE PLACE IN 2008

- Need to focus on program and service improvements and solutions over next 18 months in response to SNA 2006
- Movement in many urban centres to conduct every two years – this is now the minimum expected by HUD
- Funding source for future SNAs needs to be identified



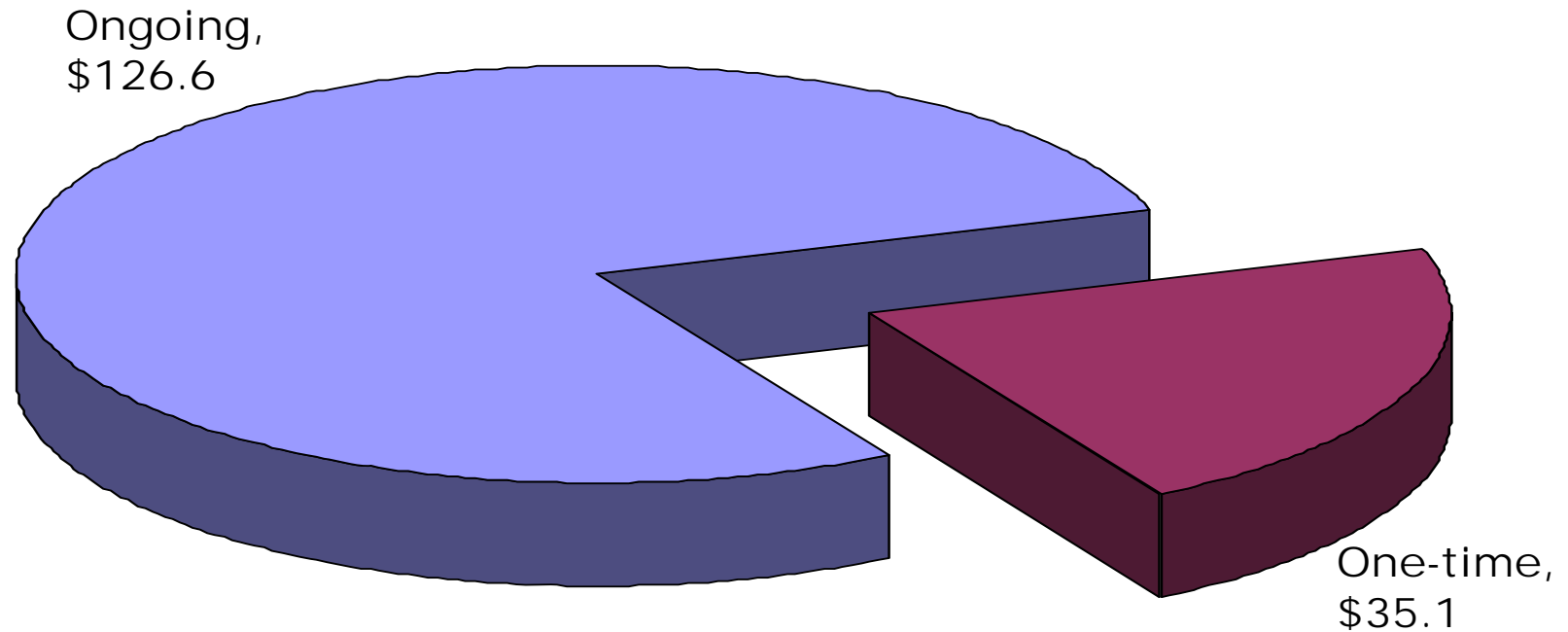


## 2006 Investments in Services and Supports for Toronto's Homeless and At-risk of Homelessness Populations by Source of Funding (\$M)





## 2006 Investments in Services and Supports for Toronto's Homeless and At-risk of Homelessness Populations by One-time/Ongoing Funding\* (\$M)



22% of 2006 budget is one-time funding

\*Subject to annual approval by Council



## 2006 Investments in Services and Supports for Toronto's Homeless and At-risk of Homelessness Populations by Program Service Area Financed by Ongoing Funding of \$126.6 M per Year

Service	Ongoing Funding/yr	# People Served/yr	\$ per Person/yr
Shelter Beds	\$96,114,800	28,837	\$3,333
Housing Help In Shelters	\$7,022,800	10,900	\$644
Housing Help Outside Shelters	\$4,038,362	14,700	\$275
Personal Needs Allowance	\$3,126,000	14,418	\$217
Rent Bank	\$1,430,878	2,000	\$715
Habitat Supportive Housing	\$7,160,300	931 (beds)	\$7,691 per bed
Supports to Daily Living	\$3,737,707	1,800	\$2,077
Drop-in Services	\$1,906,241	3,000	\$635
Street Outreach	\$2,337,813	4,953	\$471
Special Projects	\$588,184	5,900	\$100
Social Purpose Enterprises	\$250,000	330	\$758