



**Laying the Foundation:
A Preliminary Baseline of Housing and Homelessness in Durham Region**

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“There is a lot that happens around the world we cannot control. We cannot stop earthquakes, we cannot prevent droughts, and we cannot prevent all conflict, but when we know where the hungry, the homeless and the sick exist, then we can help.”

– Jan Schakowsky

Background

With a very recent 10-year Housing Plan developed by the Regional Municipality of Durham, there has been a large focus on housing and homelessness at the regional level but also provincially and federally. This report came as a result of the Homelessness Partnering Strategy (HPS), which is developed through the federal government and implemented locally through the United Way of Durham Region as the local Community Entity (CE).

Durham Region is one of sixty-one communities in Canada that falls under the Homelessness Partnering Strategy (HPS). The strategy is a community-based program aimed at preventing and reducing homelessness by providing direct support and funding from the federal government (Government of Canada, 2015). The community identifies priority areas based on local needs through a Community Advisory Board (CAB) that has representation from all relevant sectors in Durham. With a significant federal focus on the Housing First approach, it was clear that the region of Durham needed a baseline of the chronic and episodically homeless populations in the community. Chronic and episodic homelessness tend to be more acute forms of homelessness, and Housing First strategies provide the wrap-around support needed to maintain housing. The chronic and episodic baseline would allow the CAB to highlight the priorities needed to best serve the Durham community's needs. Unfortunately, the current format of housing and homelessness data collection in Durham is not yet conducive to creating this type of baseline.

Community Development Council Durham (CDCD) went through an extensive data collection process with housing and homelessness service providers in Durham and while unable to provide a baseline of chronic and episodic homelessness, were able to create a demographic baseline. From this data collection and analysis, there are also clear steps identified in

ensuring uniform data collection across service providers and the region. While the topic of data is unpleasant to many, proper collection allows the community to know where it has come from, where it currently stands and where it needs to go, ensuring that programs, services and funding are being directed towards our local needs. This report aims to start a conversation not only about the importance of housing and homelessness in Durham, but also the importance of data collection.

Introduction

This report will provide a baseline of the state of homelessness in Durham Region, based on data collected from five agencies working in housing and homelessness in the region. These agencies are mandated by the Regional Municipality of Durham to use HIFIS (Homeless Individuals and Families Information System), a federally-managed information database of housing and homelessness. The majority of housing and homelessness agencies in Durham do not use HIFIS, so it is important to stress that this analysis offers only a glimpse of the extent of homelessness in Durham region.

This report will highlight the social and economic factors that contribute to homelessness, and illustrate key demographic features of this complex issue. In addition, it will highlight the significant role that data collection techniques and systems can play to accurately assess homelessness and why data collection is so important to the ongoing efforts of addressing housing and homelessness in Durham Region.

What is Homelessness?

Homelessness describes the situation of an individual or family without stable, permanent, appropriate housing, or the immediate prospect, means and ability of acquiring it.
(CHRN, 2012)

It is often the result of systemic or social barriers, a lack of affordable and appropriate housing, the individual/household's financial, mental, cognitive, behavioural or physical challenges, and racism or other forms of discrimination. Most people do not choose to be homeless, and the experience is generally unpleasant, stressful and traumatic.

The Canadian Homelessness Research Network lists a range of living situations that can be defined as homelessness. (2012)

1. **Unsheltered:** these individuals are typically living within areas that are not suitable for human habitation.
2. **Emergency Sheltered:** refers to people who, because they cannot secure permanent housing, are accessing emergency shelter and system supports
- 3 **Provisionally Accommodated:** describes situations in which people, who are technically homeless and without permanent shelter, access accommodation that offers no prospect of permanence
4. **At Risk of Homelessness:** this includes individuals or families whose current housing situations are dangerously lacking security or stability, and so are considered to be at risk of homelessness

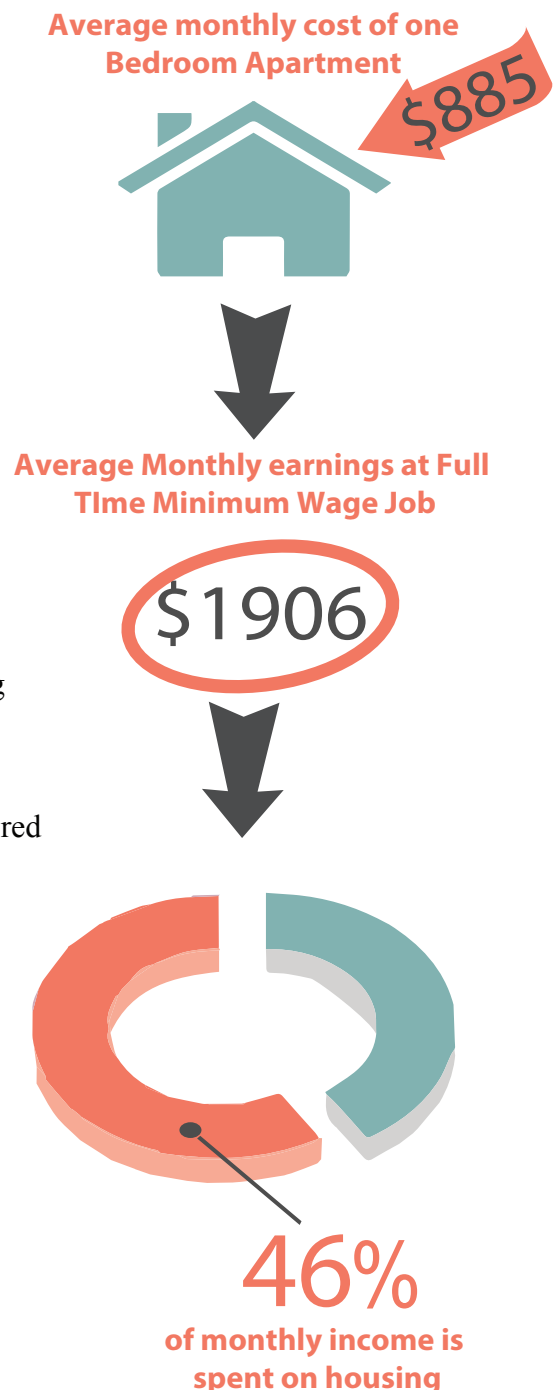
While homelessness is often considered a problem that can be assessed visually, this list shows that there are many people, such as those at risk of homelessness, who are not visible. In fact, four out of five Canadians experiencing homelessness do not live on the street. (Raising the Roof, 2009) Those at risk of being homeless are clearly less visible, but so are many people in other degrees of homelessness. Couch-surfing, overcrowded housing and sleeping in abandoned buildings are all practices which contribute to a 'hidden' homeless population that is difficult to track. As a vast, low-density region with a large rural area, it is particularly difficult to assess Durham's homeless population visually.

The factors that impact the likeliness of homelessness are:

1. **Structural factors:** Poverty, and the inability to secure affordability housing.
2. **System failures :** People being discharged from mental health facilities, corrections or child protection services with no support often enter into homelessness
3. **Individual Circumstance:** Family conflict and violence, mental health and addictions issues contribute to homelessness.

Structural issues such as access to affordable housing have become a significant barrier due to the rising cost of housing in Durham Region. (DRAR, 2015) Even an individual who works full-time and earns minimum wage would still face significant challenges to find affordable housing. For example, the average rent for a one bedroom apartment in Oshawa is \$885.00, while the average gross monthly income from a full-time minimum wage job is \$1906.00. (Mackenzie, 2013) This means that an individual earning minimum wage at a full-time job could be spending 46% of their monthly income on housing alone. This is considerably higher than 30%, which is the maximum percentage of income spent on housing to be considered affordable by Canada Mortgage and Housing Corporation. (CMHC, 2014)

A Service Canada survey has indicated that there has been a significant rise in the number of part-time minimum wage jobs. (Tiessen, 2014) This means that, in addition to a lack of stable work, many employees earning minimum wage are also not receiving benefits through their employer. While employers may benefit from these labour



market conditions through increased profit and flexible workers, employees struggle without the stability of full-time work. Without dependable, full-time jobs, many Durham residents will rely heavily on social programs to meet their health, social and economic needs. The overload on this system can place stress on social services such as housing in the region.

Homelessness in Durham Region

HIFIS (Homeless Individuals and Families Information System) is a comprehensive data management tool that is designed to help shelters and service providers with day-to-day operations, and support data sharing to increase understanding of homelessness while ensuring information security and privacy. Many shelters and service providers are also mandated to use this system through their regional government. Data for this report was derived from HIFIS and supplementary reports in each of the five HIFIS-mandated service providers in Durham.

There are many benefits to using HIFIS as a service provider as it is free to install and includes online and in-person training and unlimited access to a support desk. HIFIS is an excellent tool for tracking goods and services and linking a client to specific funding programs. Its' history and use in Durham will be further discussed on pages 15-18.

Analysis

In total, 3,562 people accessed homelessness and housing services in Durham Region in 2014, with 1,652 people accessing emergency housing, and 1,910 accessing non-shelter services. When looking at this data, it is important to remember that this information comes only from the five agencies mandated to use HIFIS in Durham. As a result, the number of people experiencing homelessness is likely much higher than 3,562.

In order to give a more detailed picture of the state of homelessness, the data has been divided into shelter use and non-shelter use. The programs and services offered by these two groups differ greatly, and so do their clientele. While shelter groups provide emergency or transitional housing, non-shelter groups provide support which assists in finding and maintaining

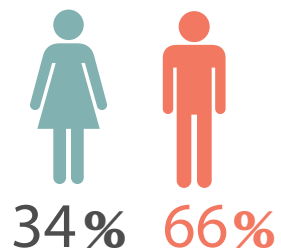
stable housing. Support can include housing searches, assistance with rental arrears, or wrap around support.

It is also important to note that the data that was used to calculate the results have not been scrubbed or adjusted by the analyst. This was done to illustrate the state of homelessness as it is currently being recorded, including any errors that may be present.

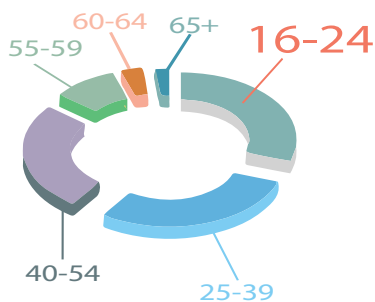
Shelter Data

As mentioned above, there were a total of 1,652 clients who used shelter services in 2014. However, there is a sharp gender divide, as 66% of clients were male, and only 34% of clients were female. This may be explained by the fact that the men’s shelters in Durham have a higher frequency of clients throughout the year when compared with the women’s shelters. In other words, women’s shelters tend to have longer stays, while men’s shelters often have a higher number of short stays. Its important to note that Violence Against Women (VAW) shelters were not included in this study.

1,652 PEOPLE USED
SHELTER SERVICE IN 2014



Age of Shelter Clients



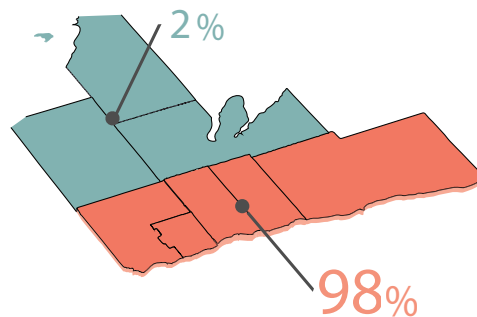
Total Number of Bed Nights



Analysis showed that 54% of male clients are between the ages of 16-39 years of age and 53% of female clients fall within the same age range. In total, clients used shelters for 30,904 nights, with the average annual length of stay of 19.9 days. A wide variety of life circumstances and external factors can lead a client to use shelter services. The top five factors for clients using shelters in Durham were family breakdown (12%), substance abuse (11%), mental health issues (10%), budgeting difficulties (10%), and financial crisis (9%). These five factors account for a total of 51% of the reasons cited by clients for their use of shelter services.

With budgeting difficulties and financial crisis making up a combined 19% of reasons to become a shelter client, it is crucial to note shelter clients' main source of income. A very high percentage of clients rely on Ontario Works (OW) and Ontario Disability Support Program (ODSP), at 47% and 24% respectively. The geographic dispersion of clients indicates that 2% of clients came from Scugog, Brock and Uxbridge whereas 98% came from the remaining southern municipalities. This is likely due to the fact that no North Durham agencies were included in the data review.

North and South Durham Geographic Distribution of Shelter Clients



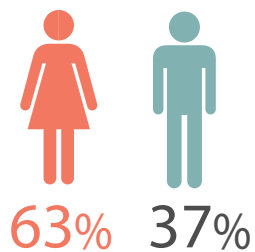
Non-Shelter Services

Non-shelter clients in Durham totalled 1910 adults in 2014. Data analysis shows that 64% of the clients were female and 70% of that demographic were between the ages of 25-54 years old.

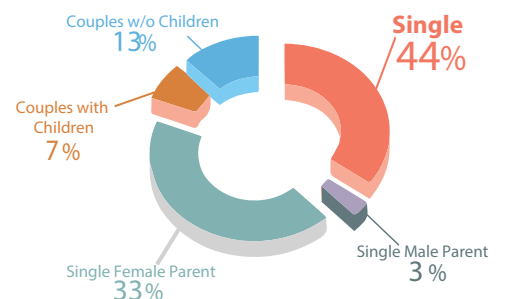
A key characteristic of non-shelter clients is that 44% of the group are single adults. An additional 33% of clients visiting non-shelters are from lone female parent families.

Many of the clients using non-shelters are working full-time. In fact, 22% of clients reported a full-time job as their main source of income. This is a key piece of information, as it indicates that even full-time work may not be enough to

1,910 PEOPLE USED
NON SHELTER SERVICE IN 2014



Household Type

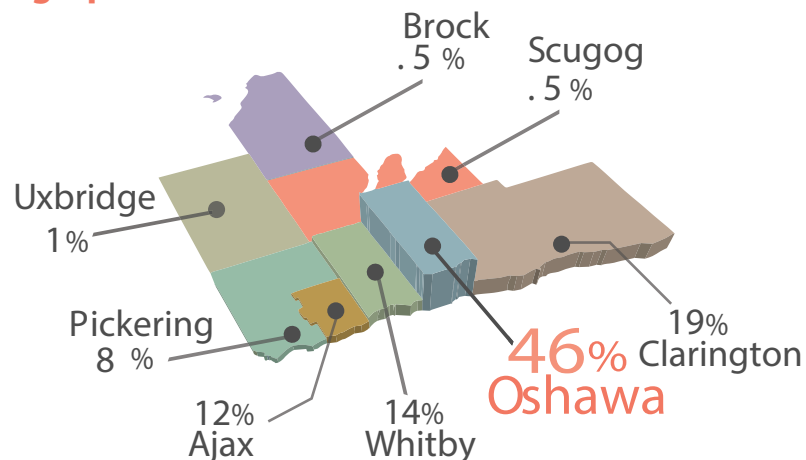


keep individuals and families in stable housing, other significant sources of income are OW at 23% and ODSP at 21%.

The top five contributing factors for needing a non-shelter service are financial crisis (15%), budgeting difficulty (13%), unemployment (10%), poor credit history (9%) and medical conditions (8%). It is important to note that, with the exception of medical conditions, each of these factors is directly linked to financial difficulties or insufficient income.

There is a disproportionately low number of non-shelter use in North Durham. In fact, only 2% of non-shelter clients came from North Durham, which encompasses Scugog, Brock and Uxbridge. By contrast, 46% of non-shelter clients came from Oshawa alone. However there are housing supports in North Durham that do not use the HIFIS system.

Geographic Distribution of Non-Shelter Clients



Comparison:

There are three key areas of difference to discuss with regards to shelter and non-shelter clients. These are source of income, gender and mental health. Overall, geographic disparity and access to services indicate common trends between shelters and non-shelters.

The largest group of non-shelter clients reported full-time work as their main source of income, at 22%. In contrast, almost half of shelter clients reported OW as their main source of

income, with an additional 21% of clients receiving ODSP.

This indicates that working full time may not cover the cost of basic needs, and that using OW or ODSP may decrease an individual's chance of attaining and maintaining stable housing. It may also increase their risk of becoming a shelter client. It is clear that, in addition to supporting the housing and homelessness sector, Durham region needs to investigate a living wage, which calculates the hourly rate that local adults need to support a family.

There is a sharp gender divide among shelter and non-shelter clients. While shelter clients are predominantly male, the majority of non-shelter clients are female. Family information, such as number of dependents is collected at non-shelters, but not at all shelters. As a result, it is impossible to compare family status across these categories. This is an area where increased information would be helpful for more in-depth analysis.

Mental health is another area of difference between shelter and non-shelter clients. Shelter clients are more likely to report a mental health issue (10%) than non-shelter users (7%). This indicates that shelter employees may need additional mental health training or support than non-shelters.

One area of similarity between shelters and non-shelters is the geographic distribution of clients. The vast majority (over 98%) of both shelter and non-shelter clients came from South Durham. This means that clients are likely referred to South Durham service providers when North Durham's housing support agencies are overburdened or do not offer appropriate services.

Top 5 Sources of Income

Ontario Works = 23%



Full Time Employment = 22%



ODSP = 21%



Part Time Employment = 8%



Employment Insurance = 8%



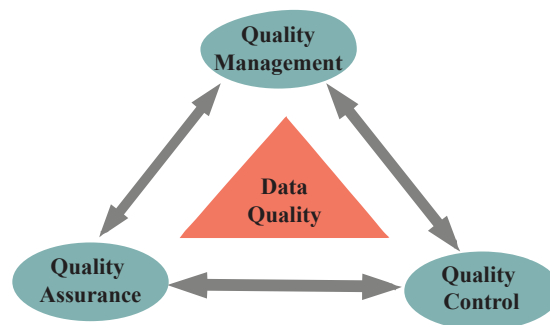
As there was no HIFIS data available from North Durham, this report is not able to show a true picture of homelessness in that area. It is possible that there is a great need in North Durham for increased services, but in the absence of data there is no way to measure this need.

Moving Forward

As the first report of its kind in Durham, this baseline provides a glimpse of the demographics, income and health issues of shelter and non-shelter clients. Ongoing data collection will be crucial in continuing to track trends and new developments throughout the region. This will show us where strides are being made, and where improvements and support is still needed to address homelessness. It will also allow shelters and non-shelters to have solid, measurable rationales for the programs and services they provide to their clients. In future, it will be vital that data is collected rigorously, and that each organization collecting data works together to ensure consistency and high quality.

Data Collection

Our knowledge of homelessness in Durham depends on the quality of data collected. Proper data collection techniques are paramount when attempting to create high quality data. Organizations face several challenges when collecting HIFIS data. First, they are working in an environment that is often incredibly fast-paced and high stakes, with limited resources. Second, HIFIS is not designed with the user experience in mind; drop-down menus often shift, and users are unable to edit key fields.



Ideals such as quality assurance and quality control are vital to the cycle of data integrity.

These principles assist in achieving a higher level of reliability and validity of data in the system.

Data Quality Principles

- **Quality Assurance** focuses on preventing data errors by establishing a standardized protocol for all data collecting organizations. This protocol would contain a comprehensive and detailed procedural manual of how to handle complex situations while inputting data into the collection tool. It would also include clear definitions of key fields and work flow procedures that illustrate how to navigate the tool to help minimize data error. Quality assurance should also be considered when a developer is designing the user interface of a data collection tool to ensure that the tool is easy to operate with a minimal learning curve. A developer can achieve this through drop down menus and by matching database workflow to that of the organization.
- **Quality Controls** are the checks and balances that are put in place after the creation of the database. They measure the accuracy of the data tool while verifying that outputs meet or exceed desired quality expectations. Through this process, users are able to identify and isolate the root causes of quality problems and then develop strategies to eliminate these issues.

There are several characteristics that aid in determining the level of data quality that is being collected – these are: **timeliness**, **completeness**, and **accuracy**. Ensuring that data is entered into an electronic system in a **timely** manner reduces the potential risk of human error. The longer it takes an individual to enter data into a system, the higher the chance that they may forget details pertaining to the case. An added advantage of entering data in a timely manner is that the data system will be up-to-date, which allows users to make more accurate reports.

Those that are entering data into a collection system need to ensure that all the fields are **completed** in an appropriate manner based on the information they have. If a field is continually left with either a blank or incorrect value with no quality control the analysis could be significantly skewed.

Decisions that are made based on inaccurate data could prevent funding from going where it is needed the most. Similar to the concept of data completeness, data **accuracy** measures the degree to which the data entered into the data collection tool correctly represents the real world. When users intentionally or unintentionally enter inaccurate data into a system it devalues the integrity of the tool. As the integrity of the tool is paramount for data accuracy, it is better for users to leave a field blank if they are unsure of a field's definition. If a field is continually left blank by users, the quality control process will identify the gap in data collection and remedy the reoccurring problem. Data integrity checks are a necessary part of this process to identify gaps and incorrectly entered information.

These issues and more need to be reviewed and managed through the creation of a **data quality monitoring plan**.

What is a Data Monitoring Plan?

A data quality monitoring plan is a set of defined procedures that outline the ongoing process for collecting, analyzing and reporting the validity and reliability of all of the data entered into a data collection tool. Setting up a monitoring plan allows users to continually track and identify areas that require data quality improvement.

How Does the Plan Work?

A data monitoring plan includes a set of measurable data quality assessment standards, based on timeliness, completeness and accuracy. While each organization can and should monitor their data quality internally, it is vital to have a third party evaluating data quality as well. A neutral party evaluating data reduces the chance of having corrupt datasets that could jeopardize the integrity of the entire data system. Corrupt databases can happen for a number of reasons, including:

- Human error
- Faults in the database
- Manipulation of data in order to balance numbers

Third party evaluation often involves random sampling to compare electronic data with its original hard copy version. If the data that is reviewed by the organizations or the third party group does not meet the accepted standards of timeliness, completeness and accuracy, the organization must create an action plan to address the issue. With a data monitoring plan, accountability leads to high quality of data.

What about Confidentiality?

Information contained in databases like HIFIS is often private and sensitive. There are several ways to maintain the confidentiality of this information when working with a third party. The first involves replacing a client name with a unique ID number. This separates the client's name from their private information, while allowing the data to be analyzed by an external third party. The second option is to amend current data sharing agreements to allow a specific third party to review and evaluate data while being bound by confidentiality.

HIFIS in Durham Region

HIFIS was implemented in Durham Region in 2005 in order to monitor provincial and regional funding to housing and homelessness organizations. Training on the program was provided to shelter and non-shelter workers, who were then given tools to begin collecting the data.

While HIFIS has undergone many updates and changes over the last 10 years, there are still some challenges which prevent a complete picture of homelessness in Durham. For example, the unique identifiers given to each new shelter or non-shelter client in HIFIS are not shared among organizations. For example, if Client A spends two nights in an emergency shelter, and visits a non-shelter for help to find housing the following week, they are recorded as two separate people because each organization has their own set of unique ID numbers. As a result,

there is no way to tell how many clients are using multiple services from different agencies, and how many are one-time clients. Not only does this skew data, there is also lost potential to provide client-specific services based on their movement through the system. This is also a barrier in measuring chronic and episodic homelessness.

HIFIS 3.8

HIFIS 3.8, the most up-to-date version being used, is a good example of a tool for organizations to collect and analyze their data. When this tool is implemented and monitored closely for accuracy the results can help communities understand the demographics and dynamics of their homeless population. The ideal HIFIS support system includes a Community Coordinator (CC) to aid the community during the roll-out process with training, implementation and troubleshooting for technical problems. With a CC in place since early 2015, there is now a source of support for any updates and for organizations new to HIFIS. Developers are constantly trying to improve the capabilities of the data collection tool on a federal level based on the recommendations of the current organizations that are using it, often reported by the CC. However there are several challenges that hinder HIFIS's success, and may reduce the accuracy of its results. Solutions to these issues can be found with end users (the front-line workers inputting data), the regional government, the HIFIS Community Coordinator (CC), or the federal HIFIS team.

- Organizations within Durham have noted that the functionality and the flow of the current HIFIS system do not fit their organization's work flow. This stems from a lack of user customization by those who design HIFIS.
- Other areas of interest are the data and procedural definitions regarding how data is collected within HIFIS. A lack of data consistency can inherently threaten the

community's data accuracy which in turn negatively affects the data quality. This issue is evident within some of the reports that are generated within HIFIS currently.

- Organizations have indicated that the way data is tabulated within HIFIS is inconsistent from report to report and users spend vast amounts of time trying to figure out the anomaly.
- Communication of updates between the federal HIFIS team, the Community Coordinator and front-line workers is unclear and has not always been in place. For example:
 - For some organizations, **major** updates to HIFIS cause crucial data to be lost and mandatory fields to be reset. As a result, some agencies delay updating their version of the software. This can create a challenge for data consistency; if all of the organizations are not on the same version it could change the way the data is being captured. The CC should be able to support organizations in making this transition. In addition, service providers should adopt a data backup prior to updates as a best practice.
 - Some **minor**, automatic HIFIS updates are implemented remotely, without notice to HIFIS users. These changes are communicated to the CC through HIFIS-organized conference calls. As there has only been a CC in Durham Region since early 2015, many changes in the system have gone unexplained and end users have been unsupported.
- HIFIS users must submit monthly reports of programs and services delivered. However, the Region requires information in a different format than what is captured in HIFIS, such as age of each person in the household. As a result, agencies spend additional time and resources creating reports, often from a separate Excel or Access database.

These factors have had significant impact on how HIFIS has been perceived by the front-line workers who input data. Many workers reported doubts about the accuracy and quality of the results being produced, as there is no standardized protocol for data collection across Durham. This means that complex client information may be interpreted and reported differently within each organization, reducing data consistency. Organizations need a standardized HIFIS protocol which contains clear data definitions as well as a comprehensive and detailed procedural manual of how to handle complex situations. HIFIS has the potential to be a very strong tool in Durham region, and can provide valuable information about changes in housing and homelessness and justify allocation of funds. In order for that to happen, end users must be given technical support, clear protocols and education to collect quality data.

What's Next?

Quick Wins : Within 1 Year

- Coordinate updates between Community Coordinator and HIFIS National headquarters, to ensure that changes to HIFIS are reflected across all organizations, thus ensuring consistency in data collection.
- Design a user-friendly supplementary database for HIFIS-mandated organizations that is standardized across the Region, and reflects the information requested by the Region in monthly reports.
 - The Durham Advisory Committee on Homelessness (DACH) is a network of executive level decision makers in Durham's housing field. This network is an opportunity to gain buy-in to HIFIS and help with roll-out of a new database in new organizations, thus expanding the information being collected about homelessness in Durham.
- Implement a data quality monitoring plan, including data integrity checks in HIFIS-mandated organizations.

- Create a user-friendly procedural manual for HIFIS users. This will ensure clear instructions for complex situations, and consistent data entry across organizations.
- Enhance frontline workers' buy-in of the importance of quality data collection.
 - The Durham At-Risk Housing Network (DARHN) is a group of front-line housing workers, many of whom deal directly with HIFIS. This network is a prime opportunity to increase buy-in through seminars and group discussion.
- Many frontline workers input HIFIS information while in interviews with clients. These can be highly stressful and emotional interactions, making technical definitions and data protocols difficult to remember. Increased resources, both financial and technical, for frontline workers will be very beneficial to ensure data quality.
 - Additional HIFIS training, aimed specifically at navigating complex situations and data definitions would be beneficial for frontline workers.

Long Term: More Than 1 Year

- Anticipate changes to HIFIS 4.0 and plan for training and ongoing support during transition to ensure data quality and consistency
- Create a baseline of chronic and episodic homelessness, with improved data collection practices.
- Designate and support HIFIS organizations in North Durham. This will increase knowledge of the state of homelessness in this area.
- Roll out the supplementary housing database to non-HIFIS housing and homelessness organizations. This will give a more complete picture of the range of homelessness experiences in Durham.

Conclusion

In completing the research for this report, it became very clear that the housing and homelessness sector is a high priority in Durham. For the 3,679 people who accessed HIFIS-

mandated organizations in 2014, these services are vital to lessening the impact, or shortening the period, of homelessness. The current labour market means it is difficult to find affordable housing in Durham, even with a full-time minimum wage job. Additional social supports are needed to keep individuals and families housed.

In order to fully understand the state of homelessness in Durham, high quality and consistent data must be collected and reported. This report is an excellent first step to take, but for a more clear and accurate picture of homelessness, region-wide standards and data protocols must be in place. These will create a clear sense of where funding is needed, and any progress being made to reduce homelessness. Consistent data collection will give Durham a strong sense of what homelessness looked like in the past, where we are now, and what changes may happen in the future.

Professional networks have a significant role to play in this initiative. Both DACH, a network of executive-level housing professionals, and DARHN, a collective for frontline housing workers, can take a leadership role in championing high quality data and standardized protocols. Expanding data collection outside of HIFIS organizations with a user-friendly supplementary database would give an even greater understanding of homelessness.

Organizations such as Violence Against Women (VAW) shelters, chronic health and injuries organizations, and eviction prevention services could help to paint a more detailed picture of homelessness in Durham, and give important information about key social trends in the region. An expanded network of data collection will serve many purposes. It will give organizations a stronger rationale for support and resources, as their data will be part of a region-wide database. The expanded, standardized database will also give those in governance the confidence to know where funding is needed, and which neighbourhoods may need extra attention. Finally, it will serve Durham residents by ensuring that proper resources are allocated to supporting those with the highest need.

Glossary

Homelessness: A period when a person is without stable, permanent, appropriate housing, or the immediate prospect, means and ability of acquiring it.

HIFIS: Homeless Individuals and Families Information System (HIFIS) is a federally-managed database for shelters and other service providers. The current HIFIS is version 3.8. HIFIS includes a support system of Community Advisory Board, Community Entity and Community Coordinator.

- The Community Advisory Board (CAB) is the local organizing committee responsible for setting direction for addressing homelessness in the community. It identifies priorities, and allocates funding to end and prevent homelessness.
- The Community Entity (CE) is an organization entrusted by the federal government with funding for homelessness projects. The CE can select CAB-approved projects to fund, call for proposals for projects and report on CAB activities and disbursements.
- The Community Coordinator (CC) develops and sustains working relationships with key stakeholders in the community who are using or are interested in using HIFIS. They coordinate, provide training, and oversee implementation of HIFIS in shelters and other service providers.

Homelessness Partnering Strategy: This initiative focuses on long-term solutions to homelessness. It funds local priorities, giving communities the flexibility to support locally-relevant programs based on conditions on the ground. Starting in April 2014, the Strategy has adopted a Housing First philosophy.

Housing First: This is a right-based initiative centered on providing housing to clients, based on the idea that all people deserve housing, and that access to housing is necessary in the recovery process. Housing First moves clients who are chronically or episodically homeless into permanent housing with support to help them retain their housing.

Wrap-Around Support: This is a coordinated, person-centered system of case management support. This process can be particularly helpful where there is more than one barrier to maintaining housing.

Non-shelter: A service provider working to prevent individuals and families from experiencing homelessness. Services might include assistance with rental arrears, support in finding housing and advocacy on behalf of tenants at the Landlord and Tenant Board.

Shelter: An agency that provides emergency or transitional housing for those who are experiencing homelessness.

Chronic Homelessness: This term refers to individuals who are currently homeless and have been homeless for six months or more in the past year.

Episodic Homelessness: This term refers to individuals who are currently homeless and have experienced three or more episodes of homelessness in the past year.

DACH: The Durham Advisory Committee on Homelessness (DACH) is a network of executive level decision makers in the Durham's housing field. This network exists to provide guidance and advice to Regional Council on issues related to homelessness, enhance service delivery to homeless people or those vulnerable to homelessness and provide a forum for information sharing.

DARHN: The Durham At-Risk Housing Network (DARHN) is a group of front-line housing workers, many of whom deal directly with HIFIS.

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Homelessness in Durham Region (2014)

Individuals visiting Shelters

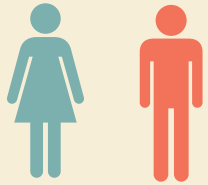
Individuals visiting Non-Shelters

1,652

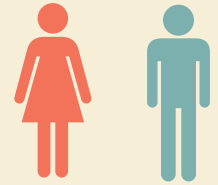
1,910

Total

3,562



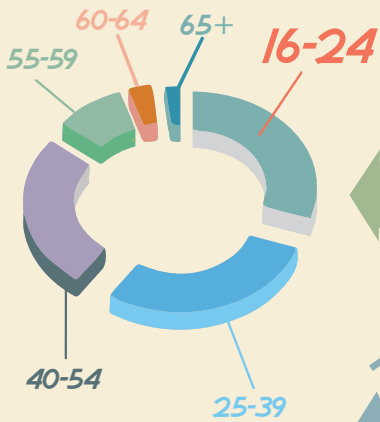
34% 66%



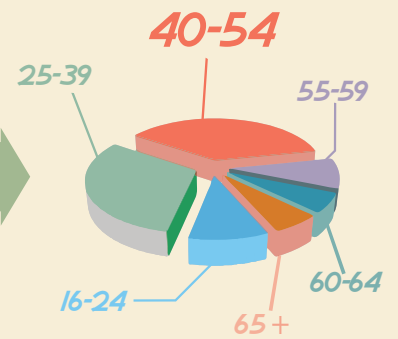
64% 36%

Gender

Gender



Age



Age

Total Bed Nights

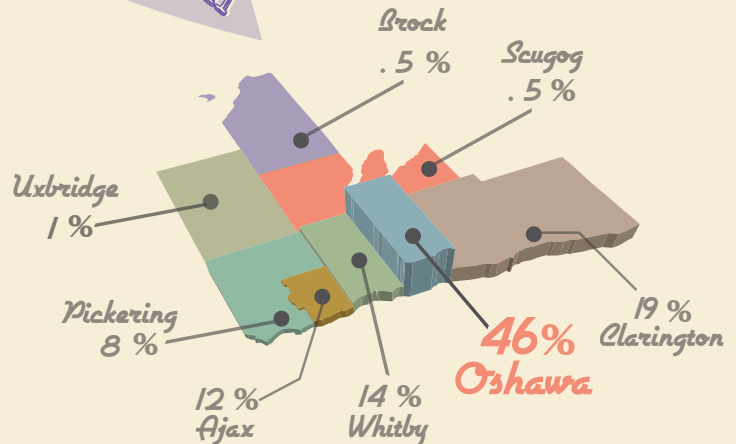
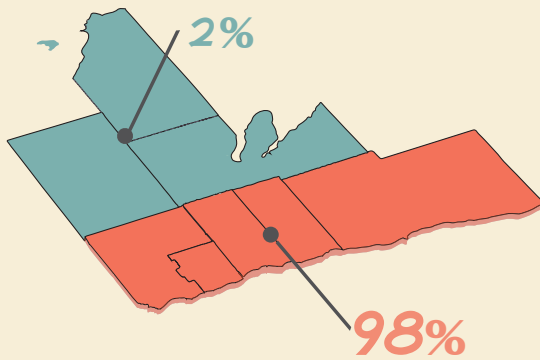
30,904

Household

33% =

Distribution

Distribution



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