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Community Development Council Durham
The Region of Durham

DURHAM REGION

POINT-IN-TIME COUNT REPORT 2021

MEASURING THE SCOPE AND NATURE OF HOMELESSNESS IN DURHAM





INTRODUCTION

This report provides a snapshot of the nature of homelessness in the Durham Region in 2021 based on the Point-in-Time (PiT) Count. These findings include the total number of people counted as homeless in the Region within a 24-hour period, basic demographics of survey participants, and other indicators of how and why people were experiencing homelessness in the Durham Region.

The findings in this report are based on surveys conducted in the Region of Durham's eight participating communities (Town of Ajax, Township of Brock, Municipality of Clarington, City of Oshawa, City of Pickering, Township of Scugog, Township of Uxbridge, and the Town of Whitby).



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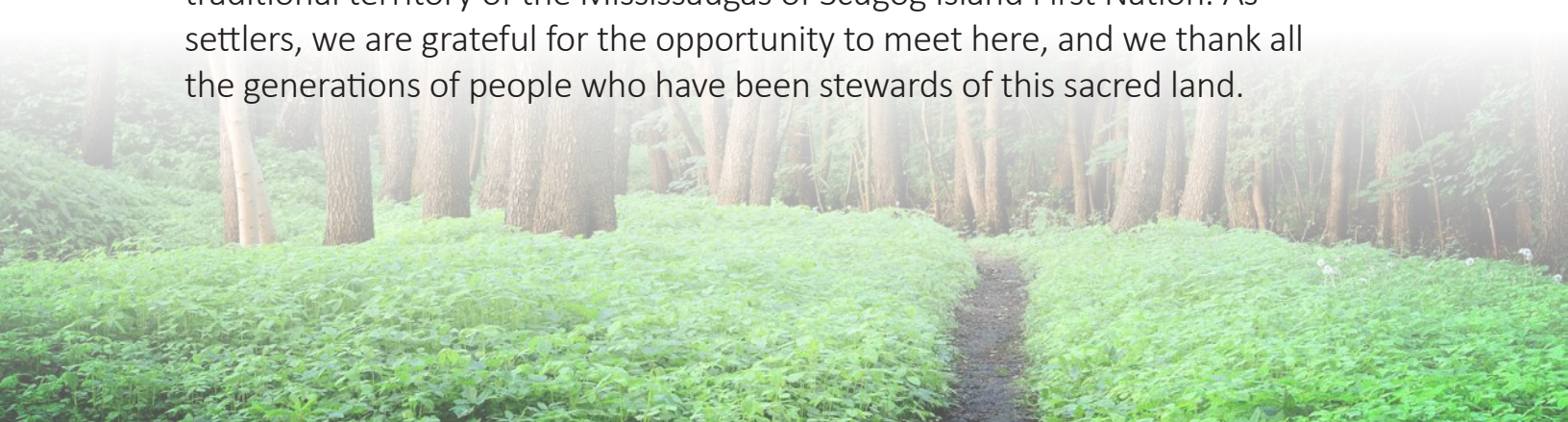
Community Development Council Durham (CDCD) would like to thank the Regional Municipality of Durham and the Government of Canada; PiT Count Steering Committee; and all the partners, volunteers, and street outreach workers who contributed their time and expertise to this project.

A special thanks to Damario Squires, former PiT Count Coordinator, who led the project from conception to its successful completion.

Also, we extend sincere thanks to the 332 individuals who participated in the survey and courageously shared their experiences with us to help improve responses to homelessness in the Region of Durham. You have been seen and you are heard.

We would also like to thank Durham Housing Advising Network (DHAN), Durham at-Risk Housing Network (DARHN) and the Gap Committee for their invaluable assistance in interpreting the survey data.

We would like to acknowledge that Community Development Council Durham (CDCD) and the 2021 Durham Region PiT Count was conducted/ located on the traditional territory of the Huron-Wendat, Haudenosaunee, and Mississauga (Anishinaabe), on land ceded in the Williams Treaty of 1923 by the governments of Canada and Ontario and by seven First Nations of the Chippewa of Lake Simcoe (Beausoleil, Georgina Island, and Rama) and of the Mississauga of the north shore of Lake Ontario (Scugog Island, Alderville, Curve Lake, and Hiawatha). In Durham, we live and work on the traditional territory of the Mississaugas of Scugog Island First Nation. As settlers, we are grateful for the opportunity to meet here, and we thank all the generations of people who have been stewards of this sacred land.



PARTNERS

PIT Count Steering Committee: * From the list of partners below are the steering committee member organizations.

Ajax Hub

Ajax Library- Main Branch

***AIDS Committee of Durham Region**

Abundant Life Gospel Centre

Brock Community Health Centre

Brock Community Food Bank - Beaverton and Sunderland

Bethesda House

Brock Library - Beaverton and Cannington Branch

***Backdoor Mission**

***Canadian Mental Health Association Durham**

Clarington Library - Bowmanville Branch

Christian Faith Outreach Centre

***Cornerstone Durham**

***Community Living Durham North**

Durham Public Health

Durham Mental Health Services-Lakeridge Health and

***Lakeridge Health Decision Support Unit**

Ontario Shores Centre for Mental Health Sciences

***Durham Regional Police Services**

***Durham Youth Services**

Durham Mental Health Services - Crisis Beds

Denise House

First Light Foundation of Hope

Firehouse Youth Centre

Gate 3:16

211 Helpline

***Herizon House**

***John Howard Society of Durham -**

Resource Room and Bowmanville Branch

Muslim Welfare Home

Nourish Hub

***New Life Neighbourhood Centre**

***North House**

Oshawa Library -

McLaughlin Branch and Jess Hann Branch

Operation Scugog Food Bank

Pickering Public Library -

Central and George Ashe and Pinewood Branch

Rose of Durham

St. Paul Community Food Bank

Simcoe Settlement Hall - Food Bank

***Salvation Army - Food Bank**

St. George's Memorial Church

Scugog Library - Port Perry Branch

***The Refuge Youth Outreach Centre**

***Ontario Tech University**

United Way Durham

Uxbridge Library - Uxbridge Branch

Uxbridge Hospital

Uxbridge Loaves & Fishes

Victory Christian Centre

Whitby Central Library

YWCA Durham

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FUNDED BY

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Canada 

BACKGROUND

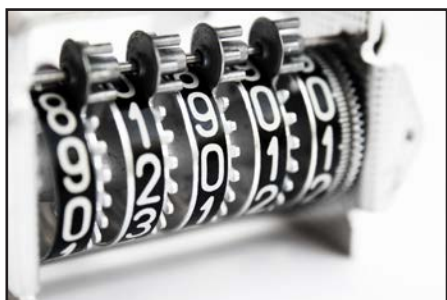


For more than a decade, some Canadian communities have conducted their own homelessness counts. They have, however, done so at different times of the year and with different approaches. The coordinated Point-In-Time (PiT) Count began in 2016, marking the first time that communities across Canada used a standardized approach when conducting a homeless count. The approach was developed by a national working group comprised of experts from communities that have conducted counts in the past [1].

Community Development Council Durham (CDCD) received funding from the Regional Municipality of Durham to conduct a Point-in-Time (PiT) Count to better understand the state of homelessness in the Durham region. This is Durham region's third PiT Count – and every year, the number of people who are found to be homeless changes. The PiT Count collects data that allows the community to track its progress on eradicating homelessness. Typically, over 60 communities would participate in the nationally coordinated initiative. However, due to the COVID-19 pandemic, the Count looked different across the country in order to adhere to local COVID-19 protocols and restrictions. In some communities, the Count was delayed or cancelled.

What is Point-in-Time Count?

The Point-In-Time Count is a coordinated data collection strategy that counts the number of people experiencing homelessness in a region within a 24-hour period. It provides an estimated snapshot of a region's extent and nature of homelessness [2]. The Count collects data on the number of individuals and families experiencing homelessness, as well as their demographics and service needs. The Count is completed in 24 hours to reduce duplication, and be as cost and resource-effective as possible. The actual Count begins at midnight and lasts for about three hours. The Count is scheduled for a time when most people are likely to be off the streets if they have somewhere else to go, and when most people are most likely to be settled in where they intend to spend the night.



Why is the Point-in-Time Count Important?

A homelessness enumeration is required to ensure that every individual experiencing homelessness has the opportunity to make their housing situation and support needs known to service providers. The Count is also a strategy to help create a 'big picture' of the needs and vulnerabilities among people experiencing homelessness in the Durham region.

The Count is also critical to understanding how the pandemic has impacted homelessness in 2021. The result of the PiT Count demonstrates the Durham Region's specific housing and service needs, gaps, and requirements. PiT Count is more than a survey of homeless people – it is a catalyst for change in the fight to end homelessness in Canada. A homelessness enumeration can support stakeholders in their planning, allocation of resources, and supplement of effective programming.

Methodological Limitations

PiT Count has some methodological limitations, which should be noted. It does not fully capture those who are experiencing 'hidden homelessness,' such as couch surfing or staying in a motel room. In some communities, those experiencing hidden homelessness may constitute the majority of those who are homeless. Individuals who did not appear to be homeless, were well-hidden, or were actively attempting to avoid being counted may have been overlooked. Furthermore, marginalized populations, such as those in the LGBTQ2S+ community, may have been undercounted because some people may not have disclosed such information due to previous experiences with stigmatization or discrimination.

Furthermore, because the PiT Count was conducted over a short period of time, anyone who was not experiencing homelessness at the time may have been missed. Because of these limitations, it is expected that the Durham region's PiT Count, like all PiT Counts, underrepresents the total number of people experiencing homelessness. As a result, the findings of this PiT Count should be perceived as a minimum count of those who were experiencing homeless between October 20 and 21, 2021.

Please see the Appendices for detailed methodology on how this PiT Count survey and enumeration was carried out.

PiT Count has some methodological limitations, which should be noted. It does not fully capture those who are experiencing 'hidden homelessness,' such as couch surfing or staying in a motel room.



Point-in-Time (PiT) Count 2021

The Region of Durham – Key Findings

What is PiT Count?

The Point-in-Time (PiT) Count captures a snapshot of individuals experiencing homelessness in the Durham Region. Conducted within a 24-hour period in October 20-21, 2021 the Count gathered information on the number of persons/families experiencing homelessness. This includes people who are living unsheltered, in shelters and other transitional locations, and people who are precariously housed (couch surfing).

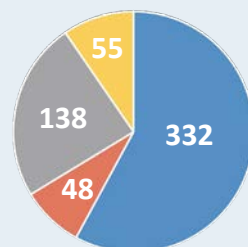
of People Experiencing Homelessness In Durham

At least **573** individuals experienced **homelessness** on October 20 to 21, 2021 in the Durham Region

There is a **significant increase** in number of individuals experiencing homelessness in 2021 compared to 2018.



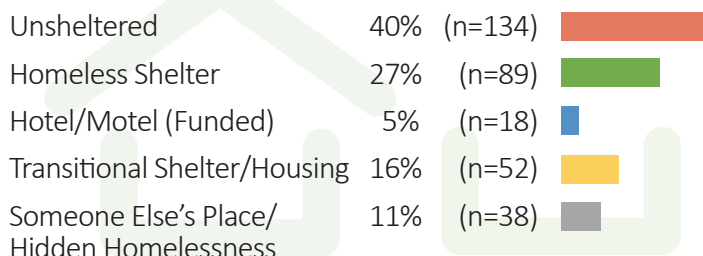
The Total Count Included



Survey Participants
Family Members Present During the Survey
Enumeration from Tally Sheet
Public System Count

Of the **573** Individuals Counted **332** Participated in the Survey

Overnight Locations



of people living in unsheltered spaces increased significantly from 13% in 2018 to 40% in 2021.

Homelessness by Municipality

of homeless people per 100,000 of the population

*1 person = 10 people



Oshawa: 103



Whitby: 11



Pickering: 10



Clarington: 4



Brock: 88



Ajax: 79

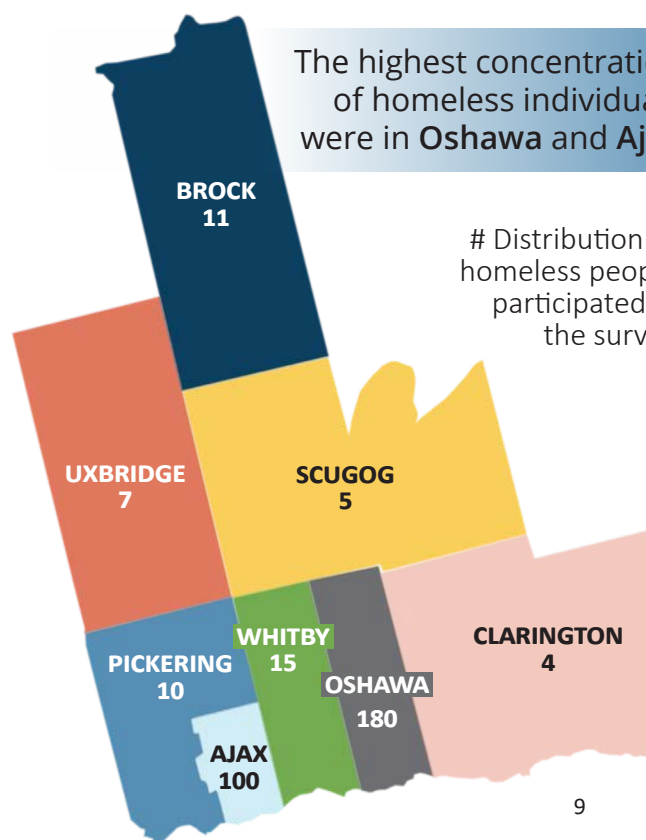


Uxbridge: 32



Scugog: 23

The highest concentration of homeless individuals were in Oshawa and Ajax



Distribution of homeless people participated in the survey

Patterns of Homelessness

Chronically Homeless (n=190) **57%**
Experienced **180 days or more** of homelessness in **12 months**

Episodically Homeless (n= 16) **5%**
Experienced **3 or more episodes** of homelessness in **12 months**, accumulating **less than 180 total days**

One-time Homeless (n=124) **38%**
Experienced **less than 3 episodes** of homelessness in **12 months**, accumulating **less than 180 total days**

Experience of Homelessness

Living Alone (n=260) **78%**

Homeless with Children (n= 63) **19%**

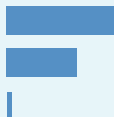
1st Experienced Homelessness as Child (n= 56) **17%**


Always been in Durham (n=113) **34%**


of people who are chronically homeless has increased from 38% in 2018 to 57% in 2021.

Homelessness exists across all demographics. Having income or employment or education does not necessarily protect people from homelessness.


Gender


Male 58% (n=191) 

Female 36% (n=119) 


Other Gender Identities 2% (n= 7) 


Sexuality


Straight/Heterosexual 86% (n=286) 


LGBTQ2S+ 9% (n= 29) 


Sources of Income

Disability Benefit 41% (n=123) 

Welfare/Social Assistance 39% (n=118) 

Seniors Benefits 10% (n= 30) 


GST/HST Refund 7% (n= 20) 


Full-time Employment 6% (n= 18) 


94% of respondents indicated having at least one source of income.

* 302 responses counted


Level of Education


High School Graduate 28% (n= 92) 


Post Secondary Graduate 14% (n= 48) 


Graduate Degree 2% (n= 7) 

Age


Seniors (65+ years) 6% (n= 21) 

Older Adults (50-64 years) 28% (n= 92) 

Adults (25-49 years) 53% (n=176) 

Youth (16-24 years) 9% (n= 31) 

Ethnicity, Citizenship and Other

18% (n=61)  85% (n=234) 11% (n=29)

Indigenous White (Self-Identified) Black

89% (n=294) 1% (n=2)






Canadian Citizen Refugee Claimant

4% (n=12)


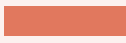




Veteran

12% stated that their most recent housing loss was related to the **COVID-19 pandemic**

Key Factors Contributing to Recent Homelessness Top Barriers to Finding Housing

Not Enough Income for Housing	25% (n= 82)	
Landlord/Tenant Conflict	19% (n= 64)	
Unfit/Unsafe Housing Conditions	16% (n= 52)	
Substance Use	16% (n= 52)	
Mental Health Issues	13% (n= 42)	






*306 responses counted.

High Rent Cost	69% (n=221)	
Low Income	68% (n=215)	
Poor Housing Conditions	34% (n=108)	
Mental Health Issues	33% (n=105)	
Health/Disability Issues	26% (n= 83)	
Addiction	24% (n= 75)	

*There were 318 responses. People could also select multiple options.






51% (140 out of 272) are on Housing Waitlists

Services Used in the Past 12 months

Emergency Shelter	55% (n= 149)	
Warming Centre	30% (n= 81)	
Hospital & Addiction Treatment	24% (n= 65)	
COVID-19 Response Site	15% (n= 41)	
Mental Health Crisis Beds	12% (n= 37)	

*271 responses counted. People could also select multiple options.






Health Conditions

Mental Health Issues	59% (n=197)	
Substance Use	54% (n=179)	
Illness or Medical Conditions	46% (n=152)	
Physical Limitations	39% (n=128)	
Learning/Cognitive Limitations	31% (n=102)	

*There were 332 responses. People could also select multiple options.






Top Barriers to Accessing Services

Access to services was a barrier for **45%** of the respondents.

Long Wait List	29% (n= 68)	
Discrimination	15% (n= 35)	
Poor Quality of Services	13% (n= 30)	
Conflict with Staff	12% (n= 29)	
Worried About Own Safety	12% (n= 29)	

*236 responses counted.

Top 5 Support / Service Needs

More Affordable Housing	90% (n=283)	
More Money from Ontario Works	77% (n=243)	
Help with Housing Applications	66% (n=209)	
Help with Transportation	66% (n=208)	
Mental Health Support	42% (n=134)	

*There were 316 responses. People could also select multiple options.

Community Development Council Durham (CDCD)

Building Strength in Our Community Since 1970

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For more information, please contact the Community Development team at sarman@cdcd.org or 905-686-2661 x 138.

CDCD would like to acknowledge the ongoing support from the Government of Canada, the Region of Durham, as well as the PiT Count Steering Committee, and community agencies that made this project possible.

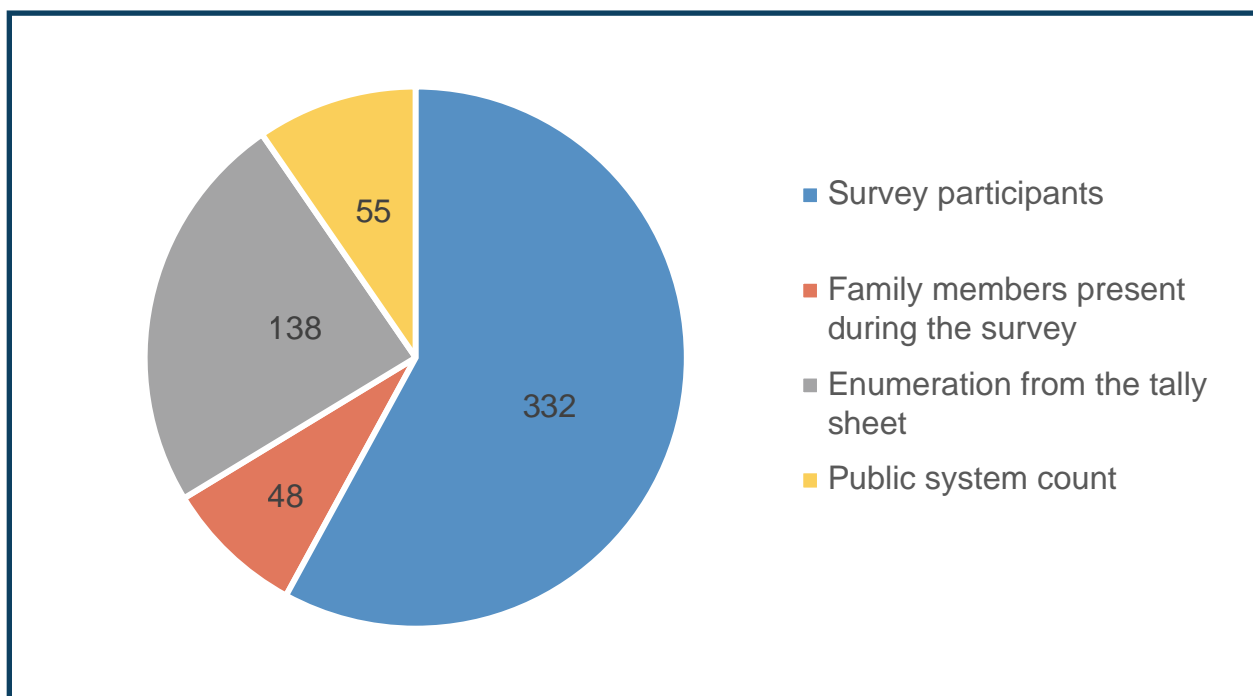


TOTAL NUMBER OF PEOPLE EXPERIENCING HOMELESSNESS

03

In the Durham region, at least 573 people were counted in the 2021 PiT Count. This total Count included survey participants, family members of survey participants who were present at the time of the survey, enumeration from the tally sheet, and enumeration received from public systems (i.e., hospitals, jails, prisons, remand centres) (Figure 1).

Figure 1: Distribution of Total Count of People Identified as Experiencing Homelessness



The number of people experiencing homelessness has increased significantly from 291 in 2018, to 573 in 2021. Several factors have contributed to the overall increase in the number of people experiencing homelessness in Durham in 2021. Compared to 2018, more people identified as experiencing homelessness in 2021 because volunteers were able to cover more areas to count people. Also, the increased participation of service providers in the Count greatly assisted in ensuring a more accurate count of homeless individuals. Additionally, consistent population growth, high rent costs, and the lack of available houses for rent in Durham attributed to the housing market bubble, have contributed to the overall increase in the number of people experiencing homelessness in 2021.

It is also worth noting that in October 2021, the By-Name list identified only 260 people as homeless in Durham, far fewer than the number of people counted during the period of PiT Count. The By-Name List is an active, real-time list of all people known to be homeless in Durham Region.

04

FINDINGS FROM THE SURVEY

Of the 573 people counted on the night of October 20 to 21, 2021, who met the criteria for the Canadian definition of homelessness, 332 agreed to participate in the survey. The following analysis is based on the responses of the 332 people who were surveyed.



Overnight Locations

Unsheltered count: 40% of the survey participants were staying at unsheltered locations which included: unsheltered public spaces (e.g., street, park, bus shelter, forest, or abandoned building), encampment (e.g., group of tents, makeshift shelters, or other long-term settlement), vehicle (e.g., car, van, RV, truck, boat) and was unsure about a probable location to stay that night (Table 1).

Shelter count: Among the 332 people who took part in the survey, 32% of the participants mentioned they were staying in a sheltered location, which included emergency shelters, shelters for women escaping violence, or were provided with hotel vouchers in lieu of a shelter bed (Table 1).

Transitional shelter count: 16% of individuals were staying in transitional housing facilities (Table 1).

Hidden Homelessness/Couch surfing: 11% of the individuals were staying at someone else's place during the night of the Count (Table 1).

Table 1: Overnight Locations

Locations where people stayed on the night of the count	Count of responses	Percentage
Unsheltered in a public space (e.g., street, park, bus shelter, forest, or abandoned building)	108	33%
Encampment (e.g., group of tents, makeshift shelters, or other long-term settlement)	9	3%
Unsure: Indicate probable location	10	3%
Vehicle (e.g., car, van, RV, truck, boat)	7	2%
Homeless shelter (e.g., emergency, family or domestic violence shelter)	89	27%
Transitional shelter / housing	52	16%
Someone else's place	38	11%
Hotel / motel (funded by city or homeless program)	18	5%
Motel / hotel (self-funded)	1	0%
Total	332	100%

The number of people living in unsheltered spaces increased significantly from 13% in 2018 to 40% in 2021. The possible reasons behind the increase in the number of people living in unsheltered spaces in 2021 are the reduction of shelter capacity as a result of the COVID-19 pandemic, and that there was more area coverage when counting people living in unsheltered spaces.

The majority of individuals experiencing homelessness in Durham in 2021 were sheltered with 27% staying in emergency shelters compared to 54% of the surveyed individuals who were staying in emergency shelters in 2018.

In addition, there was an increase in the percentage of surveyed individuals (16%) living in transitional housing in 2021 compared to the three percent of people who lived in transitional housing in 2018.

In 2021, 11% of those surveyed reported couch-surfing (i.e., living in someone else's home) or staying in hotels/motels. It is believed that more people were couch surfing or staying in a motel room in 2021 than what was being reported. Due to methodological and practical challenges in enumerating the homeless population, a PiT Count cannot accurately measure the magnitude of hidden homelessness in a community.

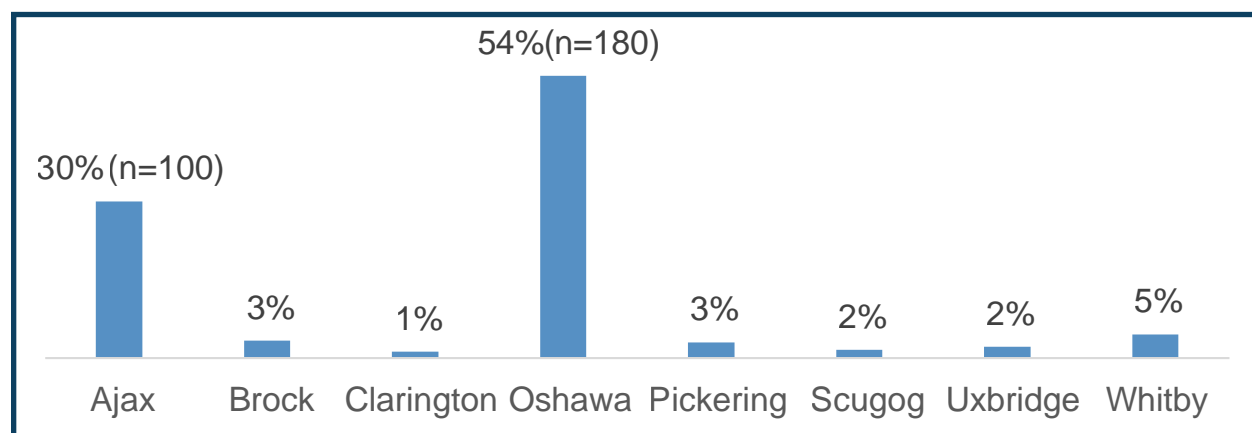


Homelessness by Municipality

The number of people experiencing homelessness in Oshawa and Ajax were much higher than in other areas of Durham. On the night of the PiT Count, of the 332 homeless people who took part in the survey, 54% of the survey participants were identified in Oshawa, and 30% were identified in Ajax (Figure 2).

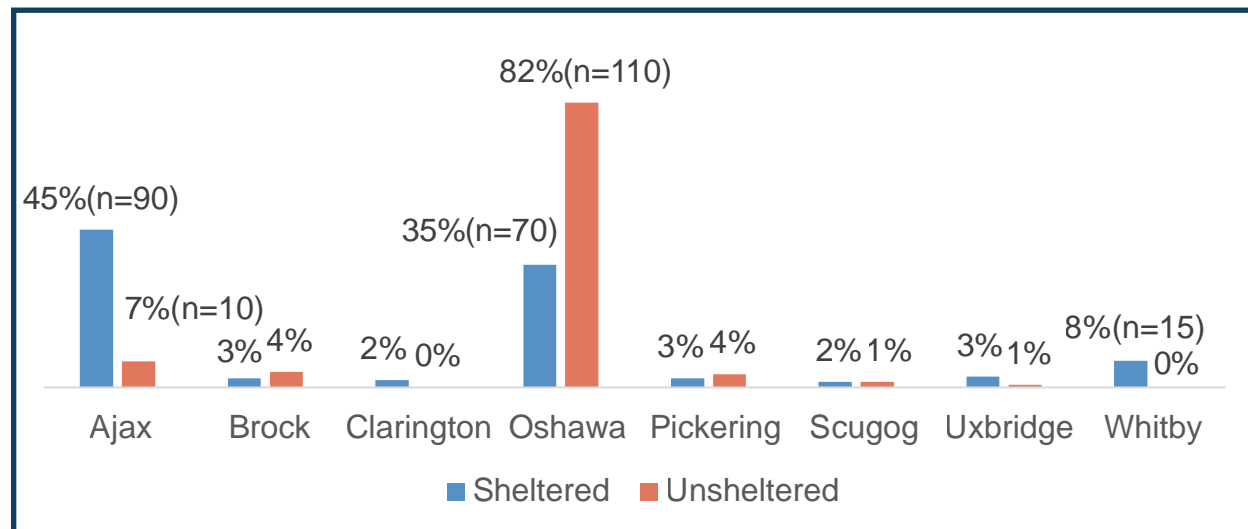
Some of the possible reasons for this higher count in Oshawa and Ajax include: more people living in these areas[6], and more homeless/social services (e.g., transitional programs, shelters, food banks, and correctional facilities) being available in Oshawa and Ajax than in other areas of Durham. Oshawa and Ajax's more accessible transportation systems also make it easier for people experiencing homelessness to access/commute to service facilities.

Figure 2: Percentage of Homeless Individuals by Municipality



There was also a difference in where individuals were found experiencing unsheltered homelessness. The majority (82%) were identified in Oshawa, 7% were identified in Ajax, and 4% were identified in Brock and Pickering, respectively (Figure 3). There were no individuals in Whitby and Clarington that were identified as experiencing unsheltered homelessness on the night of the Count (Figure 3).

Figure 3: Percentage of Individuals Living in Sheltered and Unsheltered Locations by Municipality



The Experience of Homelessness

Patterns of Homelessness

Individuals can experience homelessness for a short or extended period of time. The PIT Count aimed to identify the number of people experiencing chronic or episodic homelessness. Respondents were asked to estimate how much time they were homeless over the course of a year and how many different times they had experienced homelessness. For the purposes of the Count, chronic homelessness was defined as an experience of six or more months of homelessness, and episodic homelessness was defined as three or more distinct episodes adding up to less than six months. Temporary homelessness was defined as less than six months and fewer than three episodes of homelessness over the past year.

According to these definitions, 57% of respondents were experiencing chronic homelessness; 5% were experiencing episodic homelessness; and 38% of respondents had either recently become homeless or had experienced one or two shorter episodes of homelessness (Table 2). In 2018, 38% of those surveyed were chronically homeless, compared to 57% percent in 2021.

Table 2: Patterns of Homelessness

Patterns of Homelessness	2018	2021
Chronically homeless (experienced 180 days or more of homelessness in 12 months)	38%	57% (n=190)
Episodically homeless (experienced 3 or more episodes of homelessness in 12 months, accumulating less than 180 total days)	13%	5% (n=16)
One-time homeless (experienced less than 3 episodes of homelessness in 12 months, accumulating less than 180 total days)	49%	38% (n=124)

Who Accompanies People Experiencing Homelessness?

On the night of the count, 78% (260 out of 332) of the surveyed population lived alone. Only 19% (63 out of 332) of respondents reported having other family members, such as partners, children, or other people staying with them. In 2018, 79% of PiT Count respondents indicated that they were alone on the night of the Count.

Among the 63 people who reported being homeless with family members:

48 people reported experiencing homelessness with children;

21 people reported being homeless with a partner; and

24 people reported being with family and friends

First Experience of Homelessness

Respondents were asked about the age at which they first experienced homelessness. Approximately 17% of respondents were homeless as a child or teen (under 18); 20% as a youth (18 to 24 years old); 38% as adults; 18% as older adults; and 3% as seniors (Table 3).

Table 3: Age of First Homelessness Experience

Age	Count of responses	Percentage
Child (0-12)	9	3%
Teen (13-17)	47	14%
Youth (18-24)	50	15%
Adult (25-49)	126	38%
Older adults (50-64)	59	18%
Senior (65+)	10	3%
Did not answer	31	9%

Community of Origin and Migration

People who are experiencing homelessness can move from city to city – similar to homeowners or renters. Respondents were asked when they moved to the community and where they were residing previously. 34% indicated that they have always been in the Durham region, and 58% indicated that they had moved to the Durham region from elsewhere (Table 4).

Table 4: Duration of Stay in the Community

Duration	Count of responses	Percentage
Always been here	113	34%
Moved from elsewhere	194	58%
Didn't answer/don't know	25	8%
Total	332	100%

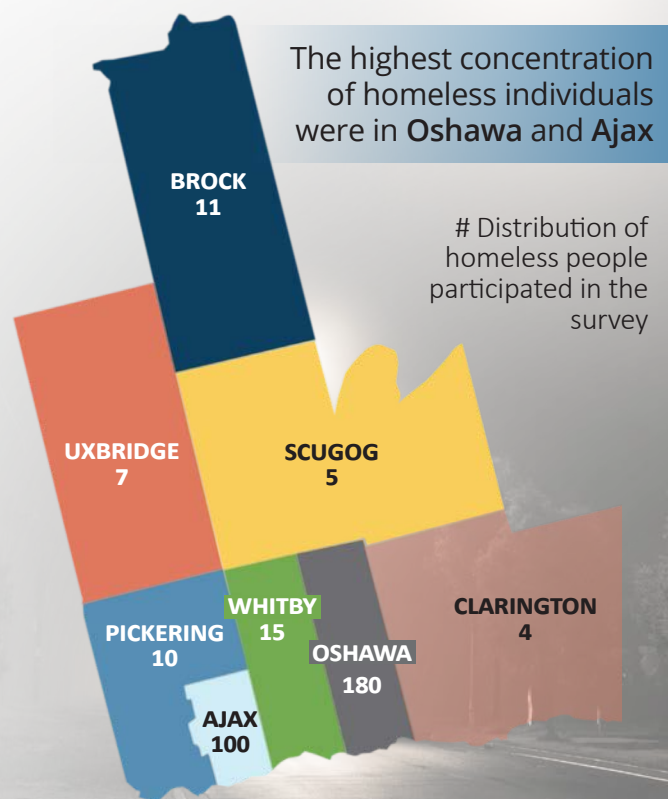
Only 78 out of 194 participants responded to the question about where they came from, and when they moved to Durham. 65 out of 78 respondents stated that they had relocated from another city in Ontario.

People who moved to Durham were asked how long they had been in the community, 81 out of 184 indicated they had been in the community for more than 10 years. However, 39 out of 184 respondents had relocated to Durham within the past 12 months (Table 5).

Table 5: Length of time in Durham

Time in Durham	Count of responses	Percentage
Less than 1 year	39	21%
1-3 years	15	8%
3-5 years	17	9%
5-10 years	32	16%
10-15 years	20	10%
15-20 years	24	12%
More than 20 years	37	19%

*184 people answered this question



Of those who moved to the Durham region, the most common reasons for their relocation to Durham were: family moved here (26%), to visit friends/family (8%), to find housing (5%) and to access services (4%) (Table 6).

Table 6: Reasons for Moving to Durham

Reasons	Count of responses	Percentage
Family Moved Here	87	26%
To Visit Friends / Family	26	8%
To Find Housing	17	5%
To access Services and Supports	13	4%
Employment (secured)	12	4%
Employment (seeking)	6	2%
To access Emergency Shelter(s)	10	3%
Recreation / Shopping	2	1%
Fear for Safety	11	3%
To attend school	4	1%
Other	24	11%

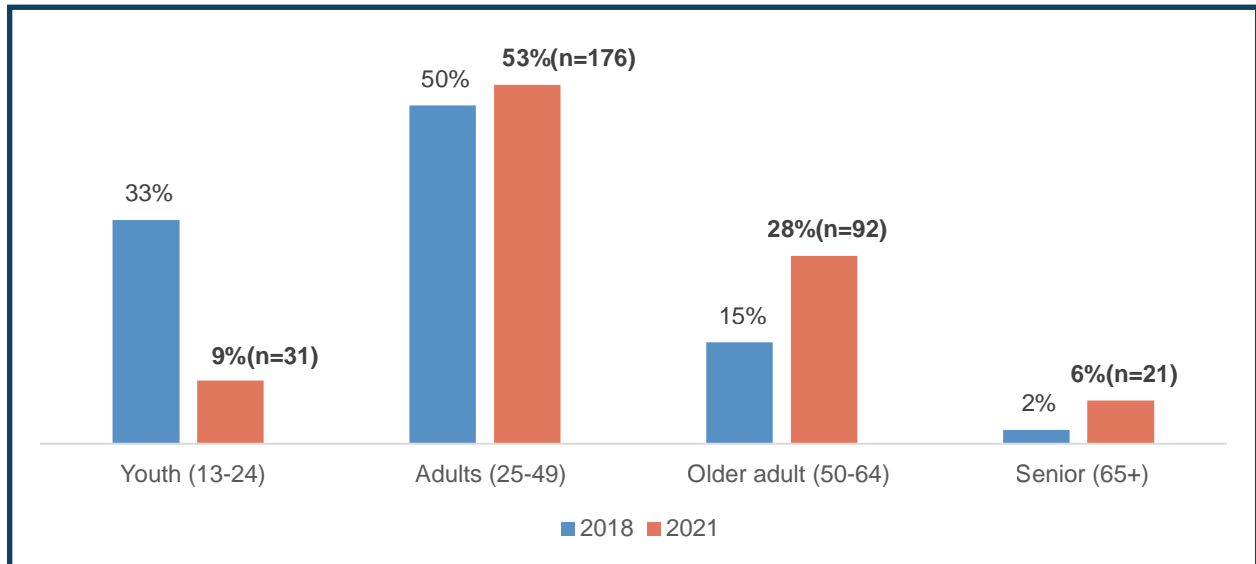
*212 individuals answered this question



Age and Gender

Homelessness can be experienced by anyone regardless of age. Of those identified as experiencing homelessness, 53% were adults aged 25 to 49 years; 28% were older adults aged 50 to 64 years; 9% were youth under 25 years old; and 6% identified as seniors (65+ years) (Figure 3). The number of young adults (i.e., those aged under 25 years old) was much lower in the 2021 Count, having decreased from 33% in 2018 to 9% in 2021 (Figure 4).

Figure 4: Age Distribution, 2018 and 2021



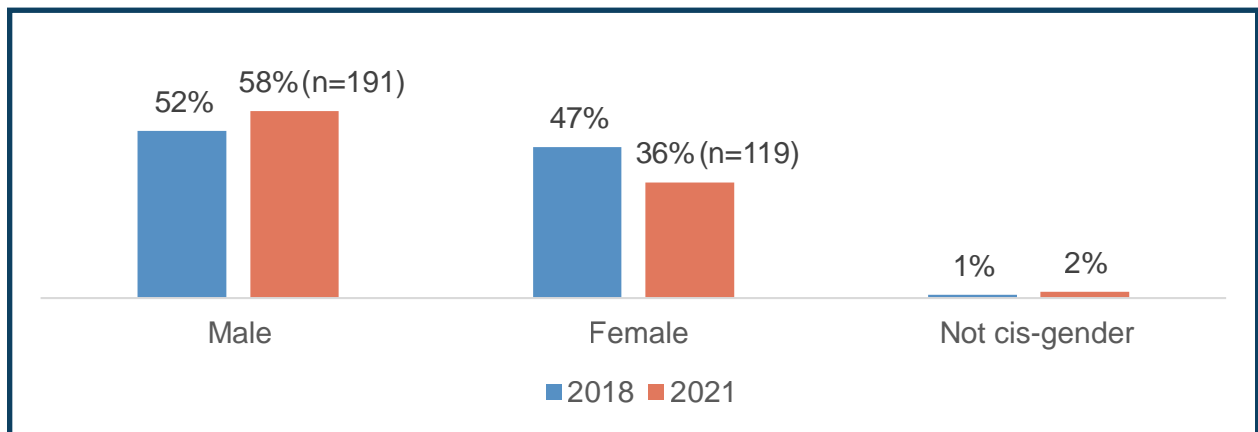
In the survey, respondents were asked about their gender identity. Of all individuals surveyed in the 2021 PiT Count, 58% of the survey respondents were male; with women accounting for nearly 36%. 2% of the respondents provided another gender identity (Table 7). This is consistent with the past two years of PiT Count data.

Table 7: Gender Distribution, 2021

Gender Identity	Count of responses	Percentage
Male	191	58%
Female	119	36%
Non-Binary (genderqueer)	1	0%
Trans Man	1	0%
Trans Woman	3	1%
Two Spirit	2	1%
Not identified	15	5%
Total	332	100%

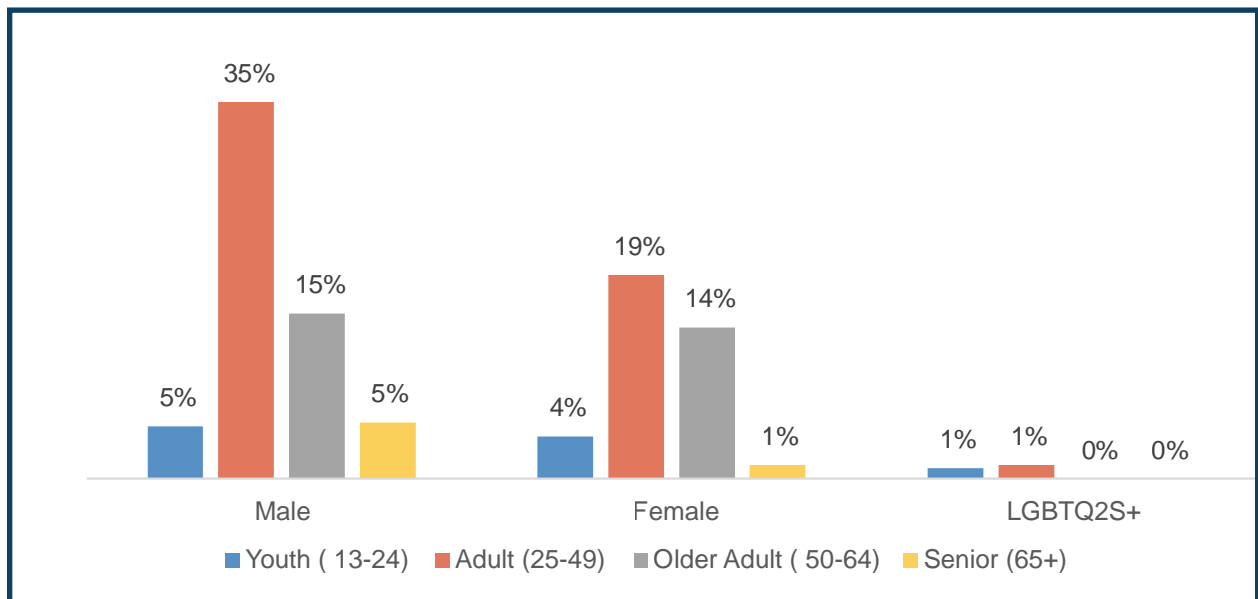
The 2021 Count findings demonstrate that less than half of the enumerated homeless population identified as female, which is a decrease from 47% in 2018 to 36% in 2021 (Figure 5).

Figure 4: Gender Distribution, 2018 and 2021



Males and females were equally represented amongst the youth (13-24 years old) that were surveyed (Figure 5). However, males were more prevalent among homeless adults (25-49 years old) and older adults (Figure 5).

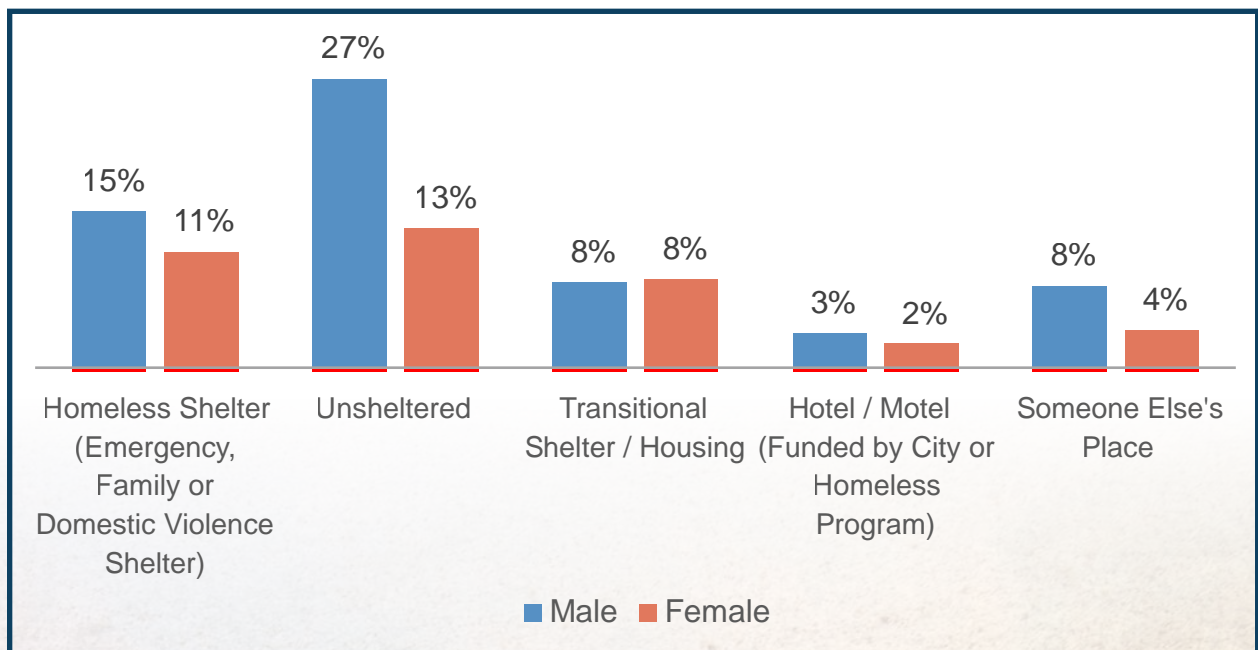
Figure 5: Enumeration by Age and Gender



*309 responses counted

Males also made up the majority of the respondents in most survey locations, including unsheltered locations (27%), emergency shelters (15%), and couch surfing/someone else's place (8%) (Figure 6).

Figure 6: Gender Distribution by Location



*310 responses counted



Sexual Orientation

86% of the survey participants identified as heterosexual (i.e., straight), while only 9% identified themselves as LGBTQ2S+ (gay, lesbian, bisexual, Two Spirit, pansexual, asexual, questioning, queer, not listed) (Table 8).

Table 8: Sexual Orientation

Orientation	Count of responses	Percentage
Straight / Heterosexual	286	86%
Bisexual	20	6%
Lesbian	2	1%
Pansexual	2	1%
Two-Spirit	2	1%
Gay	1	0%
Queer	1	0%
Questioning	1	0%
Decline to Answer/Don't know/Unclear	17	5%
Total	332	100%



Indigenous Identity and Homelessness

The number of people who identified as Indigenous was high during the 2021 PiT Count, as it was in 2018. The overrepresentation of Indigenous individuals in the homeless population in Canada has been well-documented [3]. In 2016, it was reported that 37% of respondents who were surveyed through the Coordinated National PiT Count identified as Indigenous, when only 4% of Canadians identify as Indigenous in the national population census. Similar pattern observed in the Durham Region. The 2016 Census indicated that 12, 535 people in the Durham Region identified as Indigenous, which equated to 2% of the total regional population.

In 2021, nearly 18% (n=61) of respondents identified as Indigenous (Figure 7), with the majority identifying as First Nations 9% (n=31); 4% (n=12) with Indigenous Ancestry; 1% (n=3) as Inuit; and 5% (n=15) as Métis (Figure 8).

Figure 7: Percentage of Indigenous People Identified as Homeless in Durham, 2021

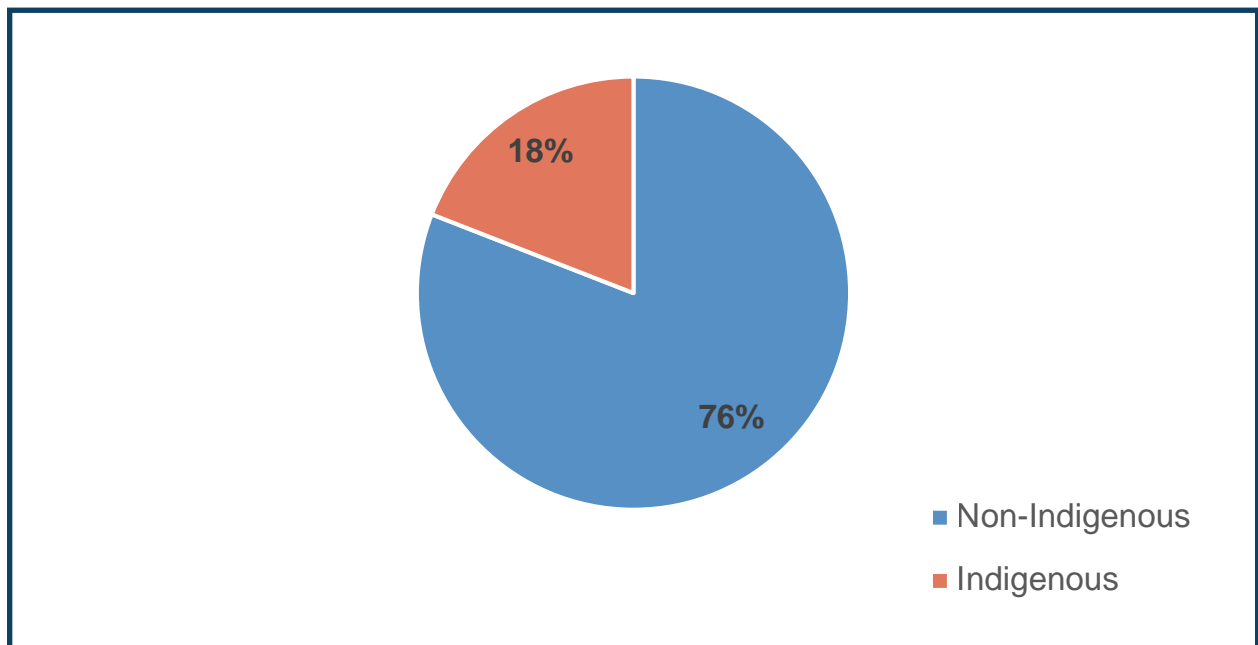
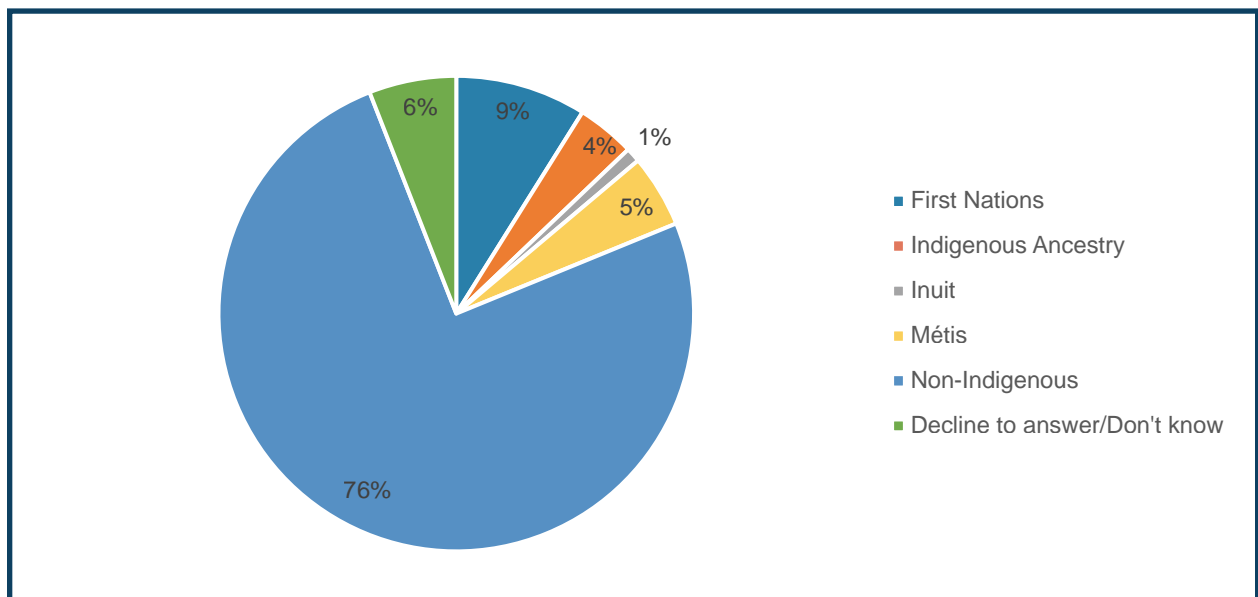
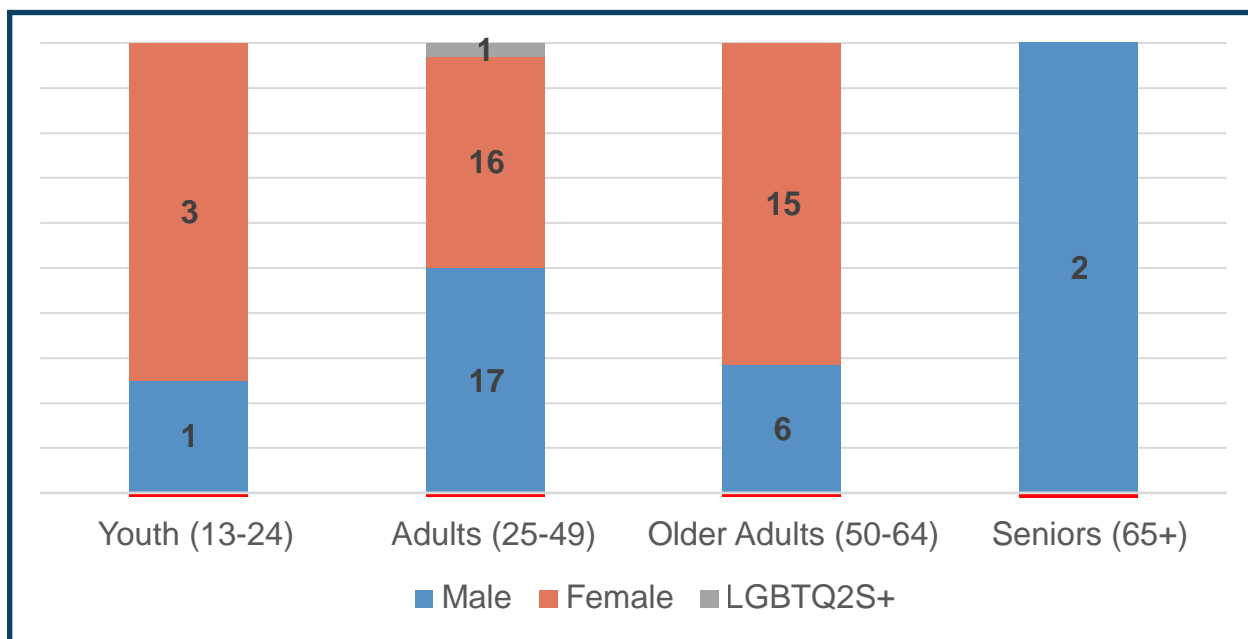


Figure 8: Distribution of Indigenous Ancestry, 2021



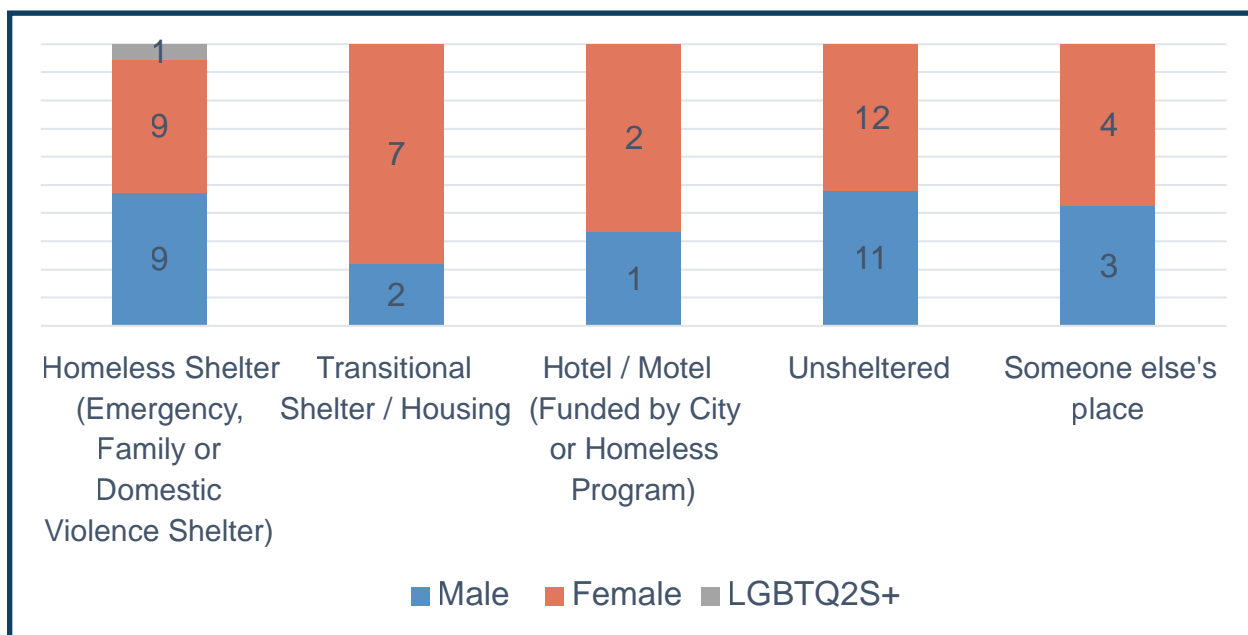
Respondents who identified as Indigenous were slightly more likely to identify as female or as a gender diverse person (n=34), than male (n=26) (Figure 9). Similar to the non-Indigenous population, the majority of Indigenous people experiencing homelessness were adults (aged 25-49 years old) (Figure 9).

Figure 9: Distribution of Indigenous Population by Age and Gender, 2021



Indigenous respondents were also less likely to be in shelters or transitional facilities, and more likely to report being in unsheltered locations and experiencing hidden homelessness (e.g., living at someone else's place) (Figure 10).

Figure 10: Distribution of Indigenous Population by Gender and Location



Ethnicity/Cultural Background

Similar to previous years of the Count, individuals who self-identified as White or European-Canadian made up the majority of those experiencing homelessness accounting for 85% of the survey participants who answered this question. 15% identified themselves as members of the Arab, East Asian, South-East Asian, South Asian or Indo-Caribbean, or West-Asian community; and 11% identified themselves as Black-Afro-Caribbean, Black-African or Black-Canadian/American (Table 9).

Table 9: Ethnicity

Ethnicity	Count of responses	Percentage
Arab (e.g., Syrian, Egyptian, Yemeni)	2	1%
Asian- South-East (e.g., Filipino, Vietnamese, Cambodian, Malaysian, Laotian)	2	1%
Asian-South / Indo-Caribbean (e.g., Indian, Pakistani, Sri Lankan, Indo-Guyanese, Indo-Trinidadian)	5	2%
Asian-West (e.g., Iranian, Afghan)	2	1%
Bi-Racial- Black/White	1	0%
Black-African (e.g., Ghanaian, Ethiopian, Nigerian)	8	3%
Black-Afro-Caribbean / Afro-Latinx (e.g., Jamaican, Haitian, Afro-Brazilian)	14	5%
Black-Canadian/American	7	3%
French Canadian	1	0%
Irish/Canadian	1	0%
Italian	2	1%
Latvian	1	0%
Native	2	1%
Portuguese	1	0%
Scottish, French	1	0%
White (e.g. European, French, Ukraini)	234	85%
Total	274	100%

Citizenship Status

The vast majority (89%) of survey participants were Canadian citizens, with only 2% identifying themselves as permanent residents, and 1% identifying themselves as refugees (Table 11). 9% of survey respondents did not know about their immigration status.

While the 2021 Count indicates that immigrants make up a small proportion of the homeless population, research has shown that newcomers face unique challenges in settling in Canada due to family size, accent, skin colour, source of income, and temporary or refugee status. These factors put these communities at a higher risk of falling into hidden homelessness [4].

Table 11: Citizenship Status

Citizenship	Count of responses	Percentage
Canadian Citizen	294	89%
Permanent Resident	6	2%
Refugee Claimant	2	1%
Other	1	0%
Decline to answer/don't know	29	9%
Total	332	100%



Level of Education

30% of the survey participants identified as having some high school education, while 28% of the respondents were high school graduates or had a GED (Table 12). The findings also demonstrated that over 27% of individuals have some post-secondary education, or were post-secondary graduates. Only a few individuals indicated that they have a lower level of education (7% with primary school-level education) (Table 12).

Table 12: Education Level

Education	Count of responses	Percentage
Some high school	98	30%
High school graduate/GED	92	28%
Post secondary graduate	48	14%
Some post secondary	37	11%
Primary school	22	7%
Graduate degree (e.g., Masters, Ph.D.)	7	2%
Decline to answer/don't know	28	8%
Total	332	100%

Veteran Status

Only 12 adults experiencing homelessness indicated they had served in the Canadian Military or Royal Canadian Mounted Police (RCMP). While this is a relatively small number, it is important that services are available for all homeless veterans who need them.

Foster Care

The vast majority of survey respondents (77%) stated that they had never been in foster care or a youth home (Table 13).

Table 13: Foster Care Experience

Foster Care	Count of responses (N=306)	Percentage
Have been in foster care or youth group home	71	23%
No history of foster care or youth group home	235	77%

*306 individuals answered to this question.

Income Sources

People experiencing homelessness rely on a variety of income sources in order to attempt to meet their basic needs. 94% of respondents indicated that they had at least one source of income. The majority of respondents' income comes from government income assistance.

The most common source of income was the disability benefit (i.e., Ontario Disability Support Program) at 41%. 39% of the respondents were receiving provincial welfare or social assistance, and 10% of respondents were receiving senior benefits (Table 14).

Disability Benefit	41% (n=123)
Welfare/Social Assistance	39% (n=118)
Seniors Benefits	10% (n= 30)
GST/HST Refund	7% (n= 20)
Full-time Employment	6% (n= 18)

94% of respondents indicated having at least one source of income.

* 302 responses counted

Table 14: Sources of Income

Income	Count of responses	Percentage
Disability benefit (i.e., ODSP)	123	41%
Welfare / social assistance (provincial	118	39%
Seniors benefits (e.g., CPP / OAS / GIS)	30	10%
GST / HST refund	20	7%
Full-time employment	18	6%
Child and family tax benefits	16	5%
Part-time employment	13	4%
Money from family / friends	11	4%
Employment insurance	10	3%
Informal income sources (e.g., bottle recycling)	8	3%
Panhandling	4	1%
Casual employment (e.g., contract work)	8	3%
Pension	3	1%
CERB	3	1%
Other money from a service agency	2	1%
Insurance	1	0%
OSAP	1	0%
Self-employed	1	0%
Taxes	1	0%
Trillium (Welfare system)	1	0%
Working	1	0%
WSIB	1	0%
Total	302	100%

Key Factors Contributing to Homelessness

Of those who were surveyed, the top five most cited reasons for becoming homeless were: not enough income for housing (e.g., loss of benefit, income, or job), landlord/tenant conflicts, unfit or unsafe housing conditions, substance use, and conflict with a spouse or partner (Table 15).

Table 15: Causes of Loss of Housing

Reasons for most recent housing loss	Count of responses	Percentage
Not enough income for housing (e.g., loss of benefit, income or job)	82	25%
Landlord/tenant conflict	64	19%
Unfit/unsafe housing condition	52	16%
Substance abuse issue	52	16%
Mental health issue	44	13%
Conflict with spouse/partner	42	13%
Conflict with parent/guardian	27	8%
Conflict with other	26	8%
Physical health issue	24	7%
Incarceration (jail or prison)	20	6%
Experienced abuse by spouse/partner	19	6%
Hospitalization or a treatment program	17	5%
Building sold or renovated	16	5%
Complaint (e.g., pets/noise/damage)	14	4%
Left the community/relocated	9	3%
Experienced abuse by parent/guardian	9	3%
Owner moved in	7	2%
Departure of family member	7	2%
Experienced abuse by other	6	2%
Experienced discrimination	4	1%
Other reasons	1	0%

*306 individuals answered this question

Barriers to Finding Housing

When asked about barriers to accessing housing, the most common responses were: high rent (69%), low income (68%), poor housing conditions (34%), mental health issues (33%); and disability issues (26%) (Table 16).

Table 16: Barriers to Finding Housing

Barriers to housing	Count of responses	Percentage
Rents too high	221	69%
Low income	215	68%
Poor housing conditions	108	34%
Mental health issues	105	33%
Health/disability issues	83	26%
Addiction	75	24%
Family breakdown/conflict	74	23%
No income assistance	63	20%
Discrimination	62	19%
Domestic violence	42	13%
Criminal history	37	12%
Other	34	11%
Pets	25	8%
Children	23	7%

*318 individuals answered this question. Survey participants could select more than one response.

Health conditions

Many respondents reported having an illness or medical condition (46%), physical limitations (39%), learning or cognitive limitation (49%), mental health issues (31%) and substance use issues (54%) (Table 17).

Table 17: Medical Conditions, Disorders and Limitations

Conditions, disorders and limitations		Count of responses (N=332)	Percentage
Illness or medical conditions	Have an illness or medical condition	152	46%
	No illness or medical condition	141	42%
Physical limitations	Have a physical limitation	128	39%
	No physical limitation	164	49%
Learning or cognitive limitations	Have a learning or cognitive limitation	102	31%
	No learning or cognitive limitations	182	55%
Mental health issues	Have a mental health issue	197	59%
	No mental health issue	104	31%
Substance use issues	Have a substance use issue	179	54%
	No substance use issue	124	37%

*Percent totals exceed 100 because Survey participants could select more than one response.

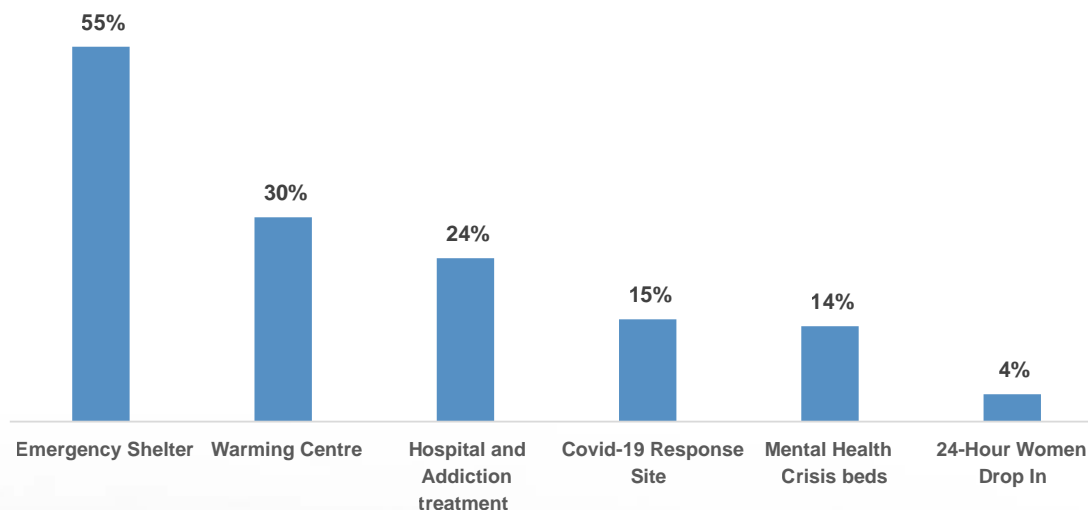
Impact of Covid-19

Only 12% (39 out of 317) of the survey participants said that their most recent housing loss was as a result of the COVID-19 pandemic. Because of the pandemic, 30 out of 250 participants said they had to leave a sheltered location and live outside or in an encampment.

Use of Shelter Services in Previous Year

149 of the 271 survey participants said they had stayed in emergency shelters in the previous 12 months while homeless. These participants also stayed at the following locations: warming center (n=81), hospital and addiction treatment center (n=65), COVID 19 response site (n=41), mental health crisis beds (n=37), and 24-hour women drop-in center (n=12) (Figure 11).

Figure 11: Use of Shelter Services in the Past 12 Months



*271 people answered this question, Survey participants could select more than one response.



The following were the top five reasons for not staying at a shelter in the previous 12 months: shelters were full; it was crowded; there were bed bugs and other pests; it was uncomfortable; and pets were not permitted (Table 18).

Table 18: Reasons for Not Being in Homeless Shelters

Reasons behind not being in homeless shelter	Count of responses	Percentage
Turned away (shelters are full)	25	28%
Crowded	18	20%
Bed bugs & other pests	14	16%
Not comfortable	9	10%
Pets not allowed	8	9%
Fear for safety	5	6%
Lack of transportation	5	6%
Turned away (banned)	4	5%
Other	52	59%

*88 people answered this question. Survey participants could select more than one response.

Other reasons for not staying in shelters included: fear; anxiety; a bad experience; couch surfing; not needing to; discrimination; cleanliness; did not like the shelter; prefers freedom; mental health; no woman shelter; noisy; staying with partner; transitional housing; and being in jail.

The Housing Wait Lists

140 of the 272 survey respondents (51%) said they are on housing wait lists. Among the 140 people who mentioned being on a housing wait list, some were on the Durham Access to Social Housing (n=17) list, some on the By-Name list (n=16), and some mentioned the Salvation Army's Transitional Housing Program (n=13).

Use of Other Services

Other services used by people experiencing homelessness included hospital emergency rooms, hospitals, police stations, ambulance services, and correctional facilities (Table 19).

Table 19: Services Used

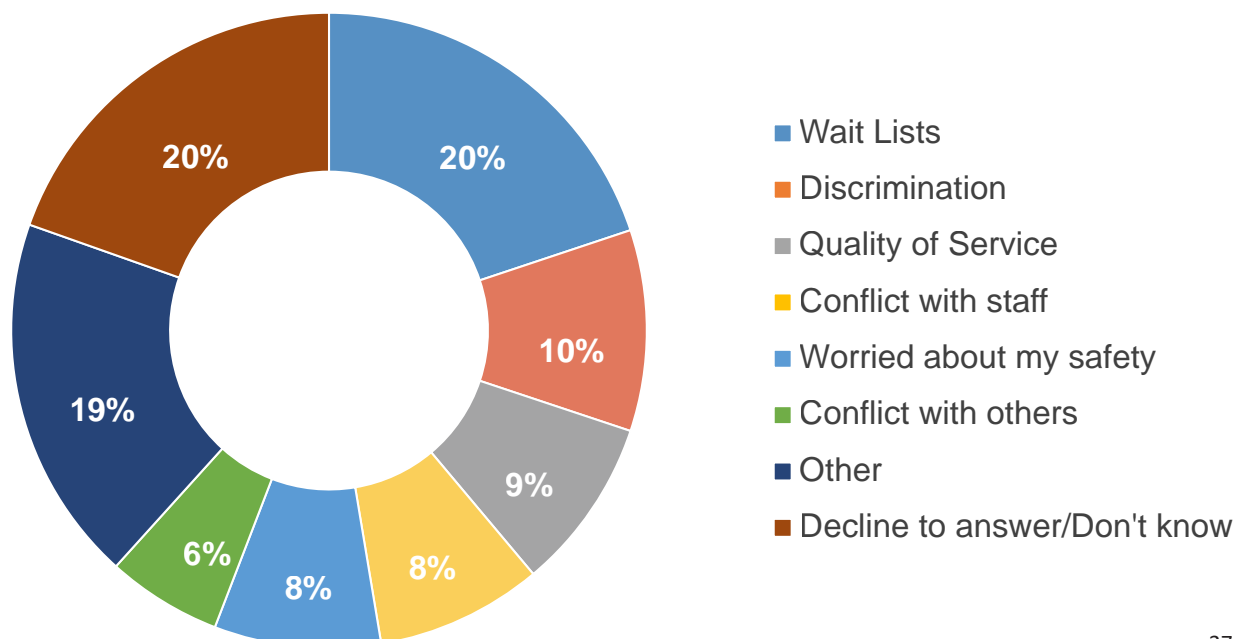
Services	Count of responses	Percentage
Have been to an emergency room	165	61%
Interacted with the police	151	56%
Used an ambulance (as a patient)	126	47%
Have been hospitalized	117	43%
Have been to prison/jail	52	19%
Substance use treatment facility	29	11%
Supervised consumption service	10	4%

*269 people answered this question

Barriers to Accessing Services

Access to services was a barrier for 45% of the respondents (151 out of 332). Wait Lists, discrimination, quality of services, and being worried about one's own safety were the most common barriers to accessing services (Figure 12).

Figure 12: Barriers to Accessing Services



Service Needs

Participants were read a list of services in order to gain insight into their service needs, which would help them in finding and keeping housing.

Of the people who responded, the top service needs included: the need for more affordable housing; more money from Ontario Works; help with housing applications; help with transportation; and mental health support (Table 20). Many respondents identified multiple service needs which reflect some of the complex challenges that may impact the lives of individuals experiencing homelessness.

Table 20: Service Needs

Service needs	Count of responses	Percentage
More affordable housing	283	90%
Money/more money from Ontario Works	243	77%
Help with housing applications	209	66%
Help with transportation	208	66%
Mental health supports	134	42%
Help finding employment or job training	123	39%
Help with physical disability or serious/ongoing medical conditions	102	32%
Addiction management or withdrawal support	97	31%
Help with overdose prevention (e.g., someone to monitor when using drugs)	50	16%
Other	14	4%

*316 individual responded to this question and multiple responses counted.



LIMITATIONS

In 2020, the PiT Count was postponed three times due to the COVID-19 pandemic. This put a strain on the Steering Committee members, as signs of COVID fatigue and feelings of uncertainty hampered the Count and meetings. The pandemic also impacted CDCD and its partners' abilities to recruit enough volunteers for the Count, with some agencies implementing a 'no volunteers' policy.

Some agencies were severely understaffed as a result of the province's pandemic protocols and restrictions. There were difficulties around transitioning from in-person to virtual gatherings, particularly during the planning process, like committee meetings and volunteer training where there were attendance inconsistencies at times.

Clients were also hesitant about taking part in the survey because of fears of contracting COVID-19. Despite these obstacles, recruiting volunteers from within the sector and safely engaging survey respondents were the top priorities for CDCD and its partners.

During the Count which took place October 20- 21, 2021, it was often felt that more volunteers were required as there were more people experiencing homelessness than the data collection teams anticipated. As a result, the teams had to work for extended periods of time.

Other issues impacted some aspects of the Count. The street Count was hampered due to heavy rain. Also, some agencies had experienced overdoes by their clients, and as a result, volunteers were required to evacuate the building for safety reasons.

Finally, more coordination was needed in terms of engaging with Indigenous groups.

LESSONS LEARNED



Several lessons were learned from the 2021 PiT Count. It became apparent that individuals experiencing homelessness were at much more ease speaking with those who shared similar lived-experiences and/or who served and supported them on a daily basis. Some people experiencing homelessness were hesitant to provide information because they needed an established sense of trust between themselves and the volunteers. Outreach teams played an important role in establishing this trust and ensuring that the information that was gathered from individuals experiencing homelessness was accurate. The Count was made easier by the outreach teams working with the volunteers.

It was also clear that continuous engagement with outreach teams and service agencies was essential to having an efficient and successful Count. The outreach teams made many sacrifices during the duration of the project, especially with the implications as a result of the pandemic. Through their daily assistance and support to clients, established relationships with clients, and their participation in the planning process of the Count, the outreach teams provided the necessary understanding of the context and extent of homelessness within the various communities.

Both the volunteers and survey participants stated that the mandatory survey questions were lengthy and time-consuming. Volunteers reported that the survey questions were frequently perceived as interrogative and intrusive by the survey participants. This was a major concern as some questions were interpreted as being too personal and an infringement of participants' privacy.

Tablets were used to input data in real-time for the first time. Volunteers reported difficulty using tablets and entering information due to poor network connections- this limited their ability to handle the large number of clients that were present. This problem could be solved by providing tablets with high-speed internet connections and recruiting more volunteers to collect and enter data.

Some volunteers observed that there were no homeless people on some of the routes that were included on their lists. For future PiT Count, volunteers requested for the inclusion of more accurate routes in order to conduct the Count more efficiently.

In addition, youth participants mentioned that they were unaware of the extent of homelessness within the community, and wished more awareness was brought to the issue. Youth who took part in the Count made it clear that there is a need for ongoing youth involvement in the process of raising awareness about homelessness in communities.

Also, there is a need for ongoing homelessness education, awareness building, and sensitization sessions to be held in the community.



CONCLUSIONS

Overall, the Point-in-Time Count, which took place from October 20 to 21, 2021, was a success in terms of a thorough counting of Durham's homeless population within a 24-hour period, and in shining a spotlight on their demographic information and service needs.

The results of this Count show that:

- The number of homeless people in the region has almost doubled since 2018.
- There has been a substantial increase in the number of homeless people counted in West Durham, and in particular in Ajax.
- The number of people living in unsheltered spaces has increased significantly since 2018.
- A significant increase in the number of chronically homeless people has been observed when compared to 2018.
- The cost of rent was mentioned as one of the top barriers to finding housing by survey participants.
- The number of homeless people included in The By-Name List is only capturing half of the number of people reported as homeless in the PiT Count, indicating a significant disparity.

Results from this PiT Count will help to inform decision-makers and service providers on the state of homelessness in the Durham Region. With this information, funding and policy decisions can be more responsive to the needs of people experiencing homelessness in the region.

While the findings and information in this report can be used by local decision-makers, the report's contents can also be used by grassroots organizations, non-profits, and other local stakeholders to advocate and plan for the changes that they believe are necessary to effectively provide support to people experiencing homelessness.

Finally, it is our hope that this report can initiate greater, larger conversations and actions about how to tackle homelessness within communities.

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09

APPENDICES

APPENDIX 1

Methodology-2021, Point-In-Time Count, Durham Region

The 2021 Durham PiT Count was conducted following the standards outlined in Everyone Counts [2]. The Count took place on October 20 to 21, 2021. Due to COVID-19 restrictions and the remote work policies that limited the availability of staff, some shelter agencies with a set number of clients were given the flexibility to begin the count on October 18, 2021, which was at the beginning of the week.

The Point-in-Time Count implementation guidelines and tools were developed for the communities with the support of the Government of Canada's Homelessness Partnering Strategy (HPS) Program. These included:

- **The Guide to Point-in-Time Counts in Canada of the Homelessness Partnering Strategy:** The guide provided the core methodology for the PiT count, the common core questions, and guidelines and advice for planning a count. It was developed to support the coordinated Count, but can serve as a general guide to any community wishing to conduct a PiT Count.
- **The Point-in-Time Count Toolkit:** This was developed by the Canadian Observatory on Homelessness with the support of the HPS. It provided practical tips and tools that could be downloaded and adapted for use by participating communities.

Core Population

To be counted as an individual experiencing homelessness in the annual PIT Count, an individual must meet the Canadian Definition of Homelessness[1]. The definition includes an individual or family that is without appropriate, permanent, safe, and/or stable housing; without the immediate prospect of housing; and/or without the ability or means of acquiring housing. The lack of housing is the result of societal or systemic barriers; lack of affordable or appropriate housing; the individual or household's behavioral, cognitive, mental, physical, and/or financial challenges; and/or racism and discrimination.

Population included in the Point-in-Time Count

Unsheltered count includes people who are sleeping in places unfit for human habitation. This includes the following locations: streets, alleys, parks and other public locations, transit stations, abandoned buildings, vehicles, ravines, encampments, and other outdoor locations where people experiencing homelessness are known to sleep.

Sheltered count includes people sleeping in the following locations: emergency shelters (general and specific to men, women, youth, etc.), extreme weather shelters, violence against women (VAW) shelters, or provided with hotel vouchers in lieu of shelter beds.

Transitional shelter count includes people who are staying in transitional facilities that provide longer stays than emergency shelters but are not permanent housing interventions.

Hidden homelessness refers to people who live temporarily with others with no assurance that they will be able to stay there in the future and have no immediate prospect of finding permanent housing.

The Public Systems count was obtained from institutions such as correctional facilities (i.e., prisons, jails, detention centres with no fixed address) and health facilities (hospitals, detox, other treatment facilities with no fixed address).



Data Collection Tools

The following tools were used to conduct the Count

a. Enumeration: Volunteers used a tally sheet to count individuals who appeared to be homeless but were unable to participate in the PiT Count Survey. Individuals who declined to participate; were sleeping rough; or were intoxicated were also counted. The locations were included on the tally sheets to identify where people experiencing homelessness were located. All participating agencies (i.e., emergency shelters, VAW shelters, crisis bed locations, and transitional housing programs) also provided data on individuals who used their facilities but were unable to participate in the survey due to being unavailable or unwilling to participate.

b. Survey: The PiT Count Survey included both core and optional questions. The Government of Canada provided the core questions to facilitate the collection of demographic data and the identification of service requirements. The PiT Count Steering Committee developed locally-relevant optional questions to assess client needs.

Core Survey Questions

The core questions [2] asked the following information:

- Whether respondents had a permanent residence;
- Where they were staying on the night of the count;
- Whether respondents were experiencing family homelessness;
- What their age was;
- What gender they identified with;
- How do they describe their sexual orientation;
- Whether they identified as Indigenous or Aboriginal;
- Whether they had served in the Canadian Armed Forces or Royal Canadian Mounted Police;
- Whether they came to Canada as an immigrant or refugee in the past five years;
- Whether they moved to the community in the past year;
- What length of time they spent homeless over the past year;
- What number of distinct homeless episodes they had over the past year;
- Whether they used a shelter over the past year;
- What the reasons were for their most recent housing loss;
- Was the recent housing loss related to the COVID-19 pandemic, and how long ago did it happen;
- Whether they are facing any health challenges or not; and
- What sources of income they had



Data Collection

Due to COVID-19 restrictions, shelter staff conducted the survey with their clients and provided the total number of people who stayed in their facilities. As noted, these agencies were also given the flexibility to conduct the Count and survey at the start of the week of October 18, 2021.

The Unsheltered Count began on Wednesday, October 20, 2021, at 8:30 P.M., with the last team returning to the headquarters at 12:30 A.M. Volunteers walked along designated routes in the City of Oshawa, Ajax, Pickering, Whitby, Scugog, and Uxbridge.

Street Outreach teams conducted the survey in the City of Oshawa, along ten designated routes. In Whitby, they conducted the survey along known routes where homelessness was observed. For Ajax and Pickering, the walking routes were also led by street outreach teams which included staff from the Ajax Hubs, Christian Faith Outreach Centre, and Dar's Gifts from the Hearts.

The outreach teams that were in the field conducted the surveys because they knew the areas where people experiencing homelessness would occupy. The street outreach teams helped conduct an accurate count and reduce duplication because the individuals experiencing homelessness were generally known by the workers. The volunteers were instructed to ask every person they encountered if they were willing to complete a survey that would help to better understand their needs.

The screening questions determined whether individuals had access to a permanent residence where they could stay safely for an indefinite period of time. If survey participants stated that this was the case, they would be screened out of the survey, and the volunteer would thank them and end the survey. Participants who responded that they were staying at someone else's place were asked follow-up questions to determine whether they could stay there for an indefinite period of time, and if they had a safe place to return to – this identified those who were experiencing hidden homelessness.

During the unsheltered count, volunteers used tally sheets to count people who were deemed homeless for various reasons, such as sleeping, being intoxicated, or refusing to participate in the survey. Volunteers reported why persons were not surveyed and noted whether they had declined; were screened out; or were observed as experiencing homelessness. The tally sheet also allowed volunteers to outline the physical indicators of homelessness and the location where the individual was observed.

Measuring hidden homelessness is a challenge for the PiT Count. This is because people who stay with a friend are frequently missed during the sheltered and unsheltered count. To address this, the outreach teams distributed communication materials in apartments where they knew clients lived which invited them to visit the PiT Count headquarters on the designated days in order to participate in the Count.

Volunteers

The surveys were administered by more than 50 trained volunteers. Volunteers included: street outreach teams, people with lived experiences, educators, students, staff from the Regional Municipality of Durham, and social service agencies. Volunteers were recruited online through Volunteer Ontario, via email to service providers, and through the existing volunteer database.

Due to the pandemic, no in-person volunteer training sessions were held. The training materials and videos were sent to volunteers, and a follow-up email from the coordinator informed teams about what to expect on the day of the Count.

The training materials included the following information:

- the importance of a count;
- a review of survey tools;
- how and when to approach individuals;
- volunteer safety assigned support at the headquarters; and
- On-the-ground support.

Volunteers were also required to sign an oath of confidentiality form to ensure data privacy, and a COVID-19 screening tool before participating in the project.

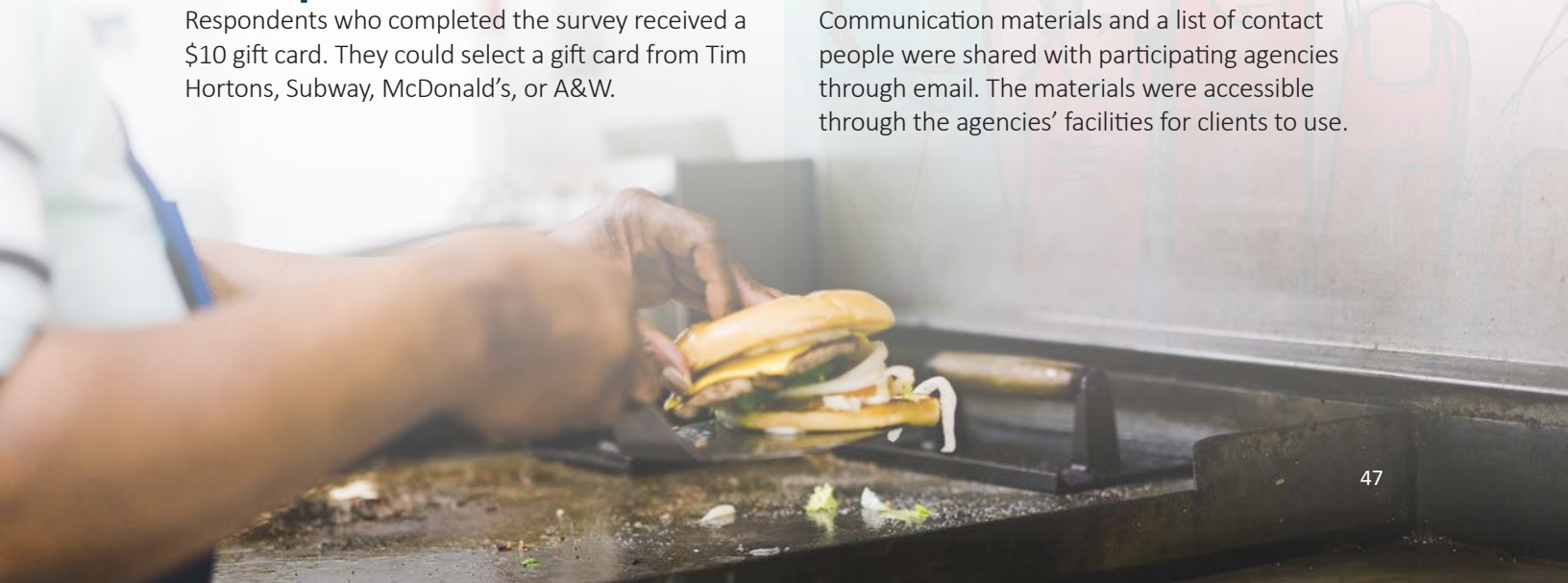


Compensation

Respondents who completed the survey received a \$10 gift card. They could select a gift card from Tim Hortons, Subway, McDonald's, or A&W.

Communications

Communication materials and a list of contact people were shared with participating agencies through email. The materials were accessible through the agencies' facilities for clients to use.



Data Entry/Integrity Check and Analysis

The survey was administered both electronically and through paper copies. All paper copies were returned to the PiT Count headquarters by volunteers and shelter staff. The surveys were entered into the Homeless Individuals and Families Information System (HIFIS) during and after the Count.

Tablets were distributed to volunteers which allowed them to enter PiT Count survey data in real-time into the HIFIS database. Surveys that were not entered into the HIFIS data system on the night of the Count were entered into the system at a later date.

All volunteers who took part in the Count were given login information to HIFIS by the HIFIS Coordinator. Also, employees in the service sector

with HIFIS access were given access to the PiT Count survey. At the end of the Count, all logins for entering data into HIFIS were terminated.

The HIFIS Coordinator was the sole individual who had access to the data and was able to make changes or corrections. Paper copies of the surveys were stored in a secure room at CDCD, and could only be accessed when the HIFIS Coordinator was present.

A data integrity check was performed by the HIFIS Coordinator, PiT Count Coordinator, and Social Researcher. In order to avoid survey duplication, survey participants were asked to provide a unique identifier that included the first initials of their first and last names, and their birthdate (e.g., John Smith,29 = JS29). Duplicates in HIFIS were removed based on the identifiers provided through this process. Before being exported to Excel for analysis, incomplete surveys were removed from HIFIS's PiT Count database.



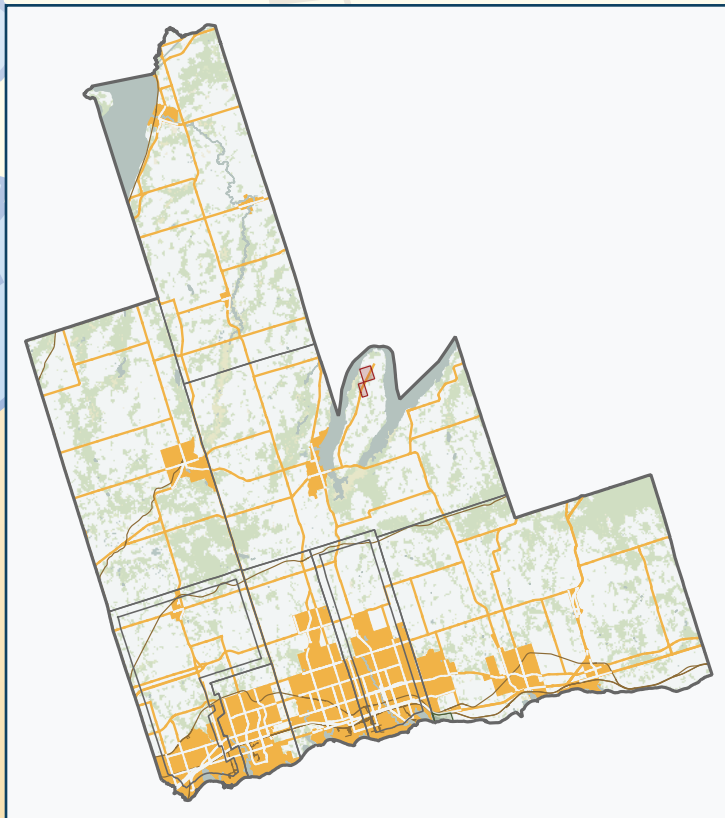
APPENDIX 2

DURHAM REGION CONTEXT

The Region of Durham encompasses the Town of Ajax, Township of Brock, Municipality of Clarington, City of Oshawa, City of Pickering, Township of Scugog, Township of Uxbridge, and the Town of Whitby. The population percentage change in the Durham Region is significantly higher than the provincial and national averages. Between 2016 and 2021, the Durham region's population increased by 7.9 percent. From 2016 to 2021, the provincial population percentage change is 5.8 percent and the national population percentage change is 5.2 percent[6].

The land area of Durham is 2,521.11 square kilometres and the population density was 276.5 people per square kilometre. Ajax and Oshawa are the most densely populated.

	Oshawa	Whitby	Pickering	Clarington	Brock	Ajax	Uxbridge	Scugog
Population Density per square kilometer	1204	944	429	166	30	1901	51	46
Land area in square kilometre	146	147	231	610	423	67	421	474



APPENDIX 3

THE SURVEY QUESTIONNAIRE

SHELTERED SURVEY (OVERNIGHT)

Survey Number: _____

Script:

Hello, I'm a volunteer with the Durham Region Point in Time Count.

We are conducting a survey to provide better programs and services to people experiencing homelessness. The survey takes about 10 minutes to complete.

- Participation is voluntary and will not affect services you receive.
- You can choose to skip any question or to stop the interview at any time.
- Results will contribute to the understanding of homelessness across Canada, and will help with research to improve services.
- Completing the survey, you will receive a \$10 gift card.

A. Have you answered this survey with a person with this (identifier)?

- ☐ YES: Thank and end survey]
- ☐ NO: [Go to B]

B. Are you willing to participate in the survey?

- ☐ YES: [Begin Survey]
- ☐ [NO: Thank and end survey]

Date: _____ Interviewer Name: _____

Interview Location: _____ Time: _____

Please fill in respondent's information:

First letter of respondent's first name (Eg: A) _____

First letter of respondent's last name: (Eg: S) _____

Day of Birth (eg: 25) _____

Where are you staying tonight?

<ul style="list-style-type: none"> a. DECLINE TO ANSWER b. OWN APARTMENT / HOUSE 	<p>[THANK & END SURVEY]</p>
<ul style="list-style-type: none"> c. SOMEONE ELSE’S PLACE d. MOTEL/HOTEL (SELF FUNDED) e. HOSPITAL f. TREATMENT CENTRE g. JAIL, PRISON, REMAND CENTRE 	<p>C1. Do you have access to a permanent residence where you can safely stay as long as you want?</p> <ul style="list-style-type: none"> a. Yes [THANK & END] b. No (not permanent AND/OR not safe) [BEGIN SURVEY] c. Don’t Know [BEGIN SURVEY] d. Decline to answer [THANK & END]
<ul style="list-style-type: none"> h. HOMELESS SHELTER (EMERGENCY, FAMILY OR DOMESTIC VIOLENCE SHELTER) i. HOTEL/MOTEL (FUNDED BY CITY OR HOMELESS PROGRAM) j. TRANSITIONAL SHELTER/HOUSING k. UNSHELTERED IN A PUBLIC SPACE (E.G. STREET, PARK, BUS SHELTER, FOREST OR ABANDONED BUILDING) l. ENCAMPMENT (E.G. GROUP OF TENTS, MAKESHIFT SHELTERS OR OTHER LONG-TERM OUTDOOR SETTLEMENT) m. VEHICLE (CAR, VAN, RV, TRUCK, BOAT) n. UNSURE: INDICATE PROBABLE LOCATION _____(b. - m.) 	<p>[BEGIN SURVEY]</p>

2021 POINT IN TIME COUNT SURVEY

1. What family members are staying with you tonight? [Check all that apply if staying with partner, children/dependents and/or other family members]
 - ☐ None
 - ☐ Partner
 - ☐ Child(ren)/Dependent(s)
Gender and Age for Each _____
 - ☐ Don't know
 - ☐ Decline to answer
 - ☐ Other adult family member, please specify: (DO NOT RECORD NAMES, record only the RELATIONSHIP of the person staying with the respondent)
2. How old are you? OR What year were you born? [If unsure, ask for best estimate] [Survey will be terminated if respondent is 15 years or younger]
 - ☐ Enter Age or Year Born _____
 - ☐ Don't know
 - ☐ Decline to answer

For this survey, "homelessness" means any time you have been without a permanent and secure place to live, including sleeping in shelters, on the streets, or living temporarily with others without having your own permanent housing (e.g., couch surfing).

3. How old were you when you first experienced homelessness?
 - ☐ Enter age _____
 - ☐ Don't know
 - ☐ Decline to answer
4. Over your LIFETIME, how much time in total have you experienced homelessness? [Best estimate]
 - ☐ Entire life
 - ☐ Enter time (if less than entire life)
 - ☐ Don't know
 - ☐ Decline to answer
5. Over the past 12 months, have you stayed in a homeless shelter?
 - ☐ Yes
 - ☐ No
 - ☐ Don't know
 - ☐ Decline to answer
- 5b. If No, why didn't you stay in a homeless shelter the past year? (Check all that apply)
 - ☐ Turned away (Shelters are full)
 - ☐ Turned away (Banned)
 - ☐ No transportation
 - ☐ Beg Bug & Other Pests
 - ☐ Crowded
 - ☐ Pets not allowed
 - ☐ Don't know
 - ☐ Decline to answer
 - ☐ Other _____

6. Did you come to Canada as an immigrant, refugee, or refugee claimant?
- ☐ Yes, Immigrant
 - ☐ Yes, Refugee
 - ☐ Yes, Refugee Claimant
 - ☐ Temporary resident (i.e., temporary worker, international student)
 - ☐ No
 - ☐ Don't know
 - ☐ Decline to answer
 - ☐ Other (Specify):
7. How long have you been in Durham?
- ☐ Length _____ (Days, Weeks, Months, Years)
 - ☐ Always been here
 - ☐ Did not always live in Durham) [Enter city/province) (ask 7b & 7c)
City _____ Province/Country _____
 - ☐ Don't know
 - ☐ Decline to answer
- 7b. If you did not always live in Durham, were homeless in your previous city?
- ☐ Yes, how long? _____
 - ☐ No
- 7c. What was the main reason you came to Durham?
- ☐ Access Emergency Shelters
 - ☐ Access Services and Supports
 - ☐ Family or Friends moved here
 - ☐ Visit Friends/Family
 - ☐ Find Housing
 - ☐ Employment (Seeking)
 - ☐ Employment (Secured)
 - ☐ Attend School
 - ☐ Fear for Safety
 - ☐ Recreation/Shopping
 - ☐ Other _____
 - ☐ Don't know
 - ☐ Decline to answer

8. Do you identify as First Nations (with or without status), Metis, or Inuit?
- ☐ Yes, First Nations (with or without status)
 - ☐ Yes, Metis
 - ☐ Yes, Inuit
 - ☐ No
 - ☐ Don't know
 - ☐ Decline to answer
- 8b. What culture or background, do you identify with? Read and show list. Check all that apply]
- ☐ Arab (examples: Syrian, Egyptian, Yemeni)
 - ☐ East Asian (examples: Chinese, Korean, Japanese)
 - ☐ South East Asian (examples: Filipino, Vietnamese, Cambodian, Malaysian, Laotian)
 - ☐ South Asian or Indo-Caribbean (examples: Indian, Pakistani, Sri Lankan, Indo-Guyanese, Indo-Trinidadian)
 - ☐ West Asian (examples: Iranian, Afghan)
 - ☐ Black-Canadian/American
 - ☐ Black-African (examples: Ghanaian, Ethiopian, Nigerian)
 - ☐ Black-Afro-Caribbean or Afro-Latinx (examples: Jamaican, Haitian, Afro-Brazilian)
 - ☐ Latin American (examples: Brazilian, Mexican, Chilean, Cuban)
 - ☐ White (examples: European, French, Ukrainian, Euro-Latinx)
 - ☐ Indigenous only
 - ☐ Don't know
 - ☐ Decline to answer
 - ☐ Not listed, please specify: _____
9. Have you ever served in the Canadian Military or RCMP? Military includes Canadian Navy, Army, or Air Force. [Do not read list. Select based on person's response]
- ☐ Yes, Canadian Military
 - ☐ Yes, RCMP
 - ☐ Both Military and RCMP
 - ☐ Military outside of Canada
 - ☐ No
 - ☐ Don't know
 - ☐ Decline to answer

10. As a child or youth, have you ever been in foster care, kin care (care by relatives and other described as families) and/or in a youth group home?

- ☐ Yes
- ☐ No (Go to question 11)
- ☐ Don't know
- ☐ Decline to answer

10b. How long after leaving foster care/group home did you become homeless?

- ☐ Length _____ (Days, Weeks, Months, Years)
- ☐ Don't know
- ☐ Decline to answer

10c. Do you think Child Protection Services contributed to your homelessness?

- ☐ Yes
- ☐ No
- ☐ Don't know
- ☐ Decline to answer

10d. If Yes, Why do you think so?

- ☐ No Transitional Support
- ☐ Traumatic Experiences
- ☐ No ongoing support
- ☐ Aged out of care
- ☐ Other _____

11. Do you identify as having any of the following health challenges at this time? [Read and show list]

ILLNESS OR MEDICAL CONDITION

[e.g. diabetes, arthritis, TB, HIV]

- ☐ YES ☐ NO ☐ DON'T KNOW ☐ DECLINE TO ANSWER

PHYSICAL LIMITATION

[e.g. challenges with mobility, physical abilities or dexterity]

- ☐ YES ☐ NO ☐ DON'T KNOW ☐ DECLINE TO ANSWER

LEARNING OR COGNITIVE LIMITATIONS

[e.g. dyslexia, autism spectrum disorder, or as a result of ADHD or an acquired brain injury]

- ☐ YES ☐ NO ☐ DON'T KNOW ☐ DECLINE TO ANSWER

MENTAL HEALTH ISSUE [diagnosed/undiagnosed]

[e.g. depression, Post traumatic stress disorder (PTSD), bipolar disorder]

- ☐ YES ☐ NO ☐ DON'T KNOW ☐ DECLINE TO ANSWER

SUBSTANCE USE ISSUE

[e.g. tobacco, alcohol, opiates]

- ☐ YES ☐ NO ☐ DON'T KNOW ☐ DECLINE TO ANSWER

12. What gender do you identify with? [Read and show list. Check all that apply]

- ☐ Male/man
- ☐ Female/woman
- ☐ Trans male/trans man
- ☐ Trans female/trans woman
- ☐ Two-spirit
- ☐ Non-binary (Genderqueer)
- ☐ Don't know
- ☐ Decline to answer
- ☐ Not listed: _____

13. How do you describe your sexual orientation, for example straight, gay, lesbian?

[Read and show list. Check all that apply]

- ☐ STRAIGHT/HETEROSEXUAL
- ☐ GAY
- ☐ LESBIAN
- ☐ BISEXUAL
- ☐ TWO-SPIRIT
- ☐ ASEXUAL
- ☐ PANSEXUAL
- ☐ QUESTIONING
- ☐ QUEER
- ☐ NOT LISTED: _____
- ☐ DON'T KNOW
- ☐ DECLINE TO ANSWER

14. What happened that caused you to lose your housing most recently? [Do not read categories. Check all that apply based on person's response. "Housing" does not include temporary arrangements (e.g., couch surfing) or shelter stays. Follow up for the reason if the respondent says "eviction" or that they "chose to leave"]

A: HOUSING AND FINANCIAL ISSUES	B: INTERPERSONAL AND FAMILY ISSUES	C: HEALTH OR CORRECTIONS
<input type="checkbox"/> NOT ENOUGH INCOME FOR HOUSING (E.G. LOSS OF BENEFIT, INCOME, OR JOB) <input type="checkbox"/> UNFIT/UNSAFE HOUSING CONDITION <input type="checkbox"/> BUILDING SOLD OR RENNOVATED <input type="checkbox"/> OWNER MOVED IN <input type="checkbox"/> LANDLORD/TENANT CONFLICT <input type="checkbox"/> COMPLAINT (E.G. PETS/ NOISE/DAMAGE) <input type="checkbox"/> LEFT THE COMMUNITY/ RELOCATED	<input type="checkbox"/> CONFLICT WITH: SPOUSE / PARTNER <input type="checkbox"/> CONFLICT WITH: PARENT / GUARDIAN <input type="checkbox"/> CONFLICT WITH: OTHER (_____) <input type="checkbox"/> EXPERIENCED ABUSE BY: SPOUSE / PARTNER <input type="checkbox"/> EXPERIENCED ABUSE BY: PARENT / GUARDIAN <input type="checkbox"/> EXPERIENCED ABUSE BY: OTHER (_____) <input type="checkbox"/> DEPARTURE OF FAMILY MEMBER <input type="checkbox"/> EXPERIENCED DISCRIMINATION	<input type="checkbox"/> PHYSICAL HEALTH ISSUE <input type="checkbox"/> MENTAL HEALTH ISSUE <input type="checkbox"/> SUBSTANCE USE ISSUE <input type="checkbox"/> HOSPITALIZATION OR TREATMENT PROGRAM <input type="checkbox"/> INCARCERATION (JAIL OR PRISON)
<input type="checkbox"/> OTHER REASON	<input type="checkbox"/> DON'T KNOW	<input type="checkbox"/> DECLINE TO ANSWER

14b. Was your most recent housing loss related to the COVID-19 pandemic?

- ☐ Yes
☐ No
☐ Don't know
☐ Decline to answer

14c. How long ago did that happen (that you lost your housing most recently)? [Best estimate]

- ☐ Enter time
☐ Don't know
☐ Decline to answer

15. What are your sources of income? [Reminder that this survey is anonymous. Read and show list. Check all that apply. Do not record specific employer or work location]

<input type="checkbox"/> FULL TIME EMPLOYMENT <input type="checkbox"/> PART TIME EMPLOYMENT <input type="checkbox"/> CASUAL EMPLOYMENT (E.G. CONTRACT WORK) <input type="checkbox"/> INFORMAL INCOME SOURCES (E.G. BOTTLE RETURNS, PANHANDLING) <input type="checkbox"/> MONEY FROM FAMILY/ FRIENDS	<input type="checkbox"/> EMPLOYMENT INSURANCE <input type="checkbox"/> DISABILITY BENEFIT [Name of PROV. DISABILITY BENEFIT] <input type="checkbox"/> SENIORS BENEFITS (E.G. CPP/OAS/GIS) <input type="checkbox"/> WELFARE/SOCIAL ASSISTANCE [Prov. Benefit] <input type="checkbox"/> VETERAN/VAC BENEFITS	<input type="checkbox"/> CHILD AND FAMILY TAX BENEFITS <input type="checkbox"/> GST/HST REFUND <input type="checkbox"/> OTHER MONEY FROM A SERVICE AGENCY <input type="checkbox"/> OTHER SOURCE: _____ <input type="checkbox"/> NO INCOME <input type="checkbox"/> DECLINE TO ANSWER
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16. Have you experienced any barriers to accessing services and support in the community?
- ☐ Yes (ask 17)
 - ☐ No
 - ☐ Don't know
 - ☐ Decline to answer
17. What is the reason you feel like you experience barriers to access services?
- ☐ Waitlist
 - ☐ Conflict with staff
 - ☐ Conflict with others
 - ☐ Worried about my safety
 - ☐ Quality of service
 - ☐ Discrimination
 - ☐ Decline to answer
 - ☐ Don't know
 - ☐ Other _____
18. In the past 12 months, have you stayed overnight in any of the following locations while homeless? [Read and show list. Check all that apply]
- ☐ Emergency Shelter
 - ☐ 24-Hour Women Drop In
 - ☐ Covid-19 Response Site
 - ☐ Warming Centre
 - ☐ Mental Health Crisis beds
 - ☐ Hospital and Addiction treatment
 - ☐ Outdoors (Ask 19)
 - ☐ Encampment (Ask 19)
19. Did you leave the sheltered location to live outdoors OR to live in an encampment because of the COVID-19 pandemic?
- ☐ Yes
 - ☐ No
 - ☐ Don't know
 - ☐ Decline to answer
20. I'm going to read a list of services that you may or may not need. Please tell me which services would help you personally find and maintain housing. [Read and show list. Check all that apply based on person's response]
- ☐ More affordable housing
 - ☐ Money/more money from Ontario Works/Ontario Disability Support Program (OW/ODSP)
 - ☐ Help with transportation
 - ☐ Help with housing applications
 - ☐ Help finding employment or job training
 - ☐ Help with physical disability or serious/ongoing medical condition
 - ☐ Mental health supports
 - ☐ Help with overdose prevention (e.g., someone to monitor me when I use drugs, naloxone)
 - ☐ Addiction management or withdrawal support
 - ☐ Don't know
 - ☐ Decline to answer
 - ☐ Other, please specify: _____

21. In the past 12 months, have you: [Read and show list]

- ☐ Been to an emergency room
- ☐ Been hospitalized
- ☐ Interacted with the Police
- ☐ Been to prison/jail
- ☐ Used an ambulance (as a patient)
- ☐ Substance use treatment facility
- ☐ Supervised consumption service
- ☐ Don't know
- ☐ Decline to answer

22. What issues have you come upon when trying to find housing?

<input type="checkbox"/> LOW INCOME	<input type="checkbox"/> MENTAL HEALTH ISSUES	<input type="checkbox"/> DISCRIMINATION
<input type="checkbox"/> NO INCOME ASSISTANCE	<input type="checkbox"/> ADDICTION	<input type="checkbox"/> DON'T WANT HOUSING
<input type="checkbox"/> RENTS TOO HIGH	<input type="checkbox"/> FAMILY BREAKDOWN/ CONFLICT	<input type="checkbox"/> OTHER: _____
<input type="checkbox"/> POOR HOUSING CONDITIONS	<input type="checkbox"/> CRIMINAL HISTORY	<input type="checkbox"/> NO BARRIERS TO HOUSING
<input type="checkbox"/> DOMESTIC VIOLENCE	<input type="checkbox"/> PETS	<input type="checkbox"/> NONE OF THE ABOVE
<input type="checkbox"/> HEALTH/DISABILITY ISSUES	<input type="checkbox"/> CHILDREN	<input type="checkbox"/> DECLINE TO ANSWER

23. Are you on the housing wait list?

- ☐ Yes, how long? _____
- ☐ No
- ☐ Don't Know
- ☐ Decline to answer

Which list and how long?

This is the end of our survey – thank you for participating!
Your answers will help the Region of Durham plan better programs and services.

[GIVE GIFT CARD TO INDIVIDUAL]

Indoor Count Tally Sheet

Area: _____ Time: _____ To _____
 Interviewer: _____ Contact Phone: _____

Instructions: For those who are not surveyed, please fill in the sheet below indicating the reason.
 For those who DECLINE or are OBSERVED only, but who are clearly homeless, please also indicate their gender, approximate age, and the reason you believe they are homeless using the objective criterion (e.g., '2, 3 and 5'). See next page for objective criterion.

#	Location	Observed Gender	Approximate Age	Observed Homelessness
				Indicators of Homelessness
1				

Unsheltered Tally Sheet

Area: _____ Time: _____ To _____
 Interviewer: _____ Contact Phone: _____

Instructions: For those who are not surveyed, please fill in the sheet below indicating the reason.
 For those who DECLINE or are OBSERVED only, but who are clearly homeless, please also indicate their gender, approximate age, and the reason you believe they are homeless using the objective criterion (e.g., '2, 3 and 5'). See next page for objective criterion.

#	Location (e.g., building, park, nearest intersection)	Reason not Surveyed				Approx. Age	Observed Gender	*Observed Homelessness
		Declined*	Already Responded	Screened Out	Observed*			Indicators of Homelessness
1								

APPENDIX 4

TALLY SHEET

Service Count Tally Sheet

Area: _____ Time: _____ To _____

Interviewer: _____ Contact Phone: _____

#	Reason not Surveyed				*Observed Homelessness		
	Declined*	Already Re-sponded	Screened Out	Observed*	Approx. Age	Observed Gender	Indicators of Homelessness
1			C D				

Objective Criterion

The Objective Criterion was developed to ensure that volunteers identified people as experiencing 'observed' homelessness in a consistent and transparent manner. By creating and providing this resource to volunteers, Durham's PiT Count reduced subjectivity with respect to determining who is experiencing 'observed' homelessness.

#	Points	Observable Markers	Physical Attributes
1	1	Personal Belongings	1 out of 2 (minimum)
			1. Multiple Bags (I.e. Worn out and plain in style) 2. Bedding (I.e. Pillow, Sleeping Bag, or Blanket)
2	1	Hygiene	1 out of 3 (minimum)
			1. Looking unkempt (I.e. unwashed hair, facial hair—unshaven) 2. Hands unclean, nails untrimmed, and cracked 3. Malodorous (strong smell)
3	1	General Appearance	1 out of 2 (minimum)
			1. Weathered appearance (ruddy complexion) 2. Clothing: <ul style="list-style-type: none"> Worn out in appearance Unkempt/makeshift Too large/small (esp. shoes) Multiple jackets
4	2	Asleep Indoors (I.e. Coffee Shop, Fast Food Restaurant, or Library) OR Asleep Outside (I.e. Doorway, Car, Make-shift Tent, or Bench)	N/A
5	1	Uncharacteristic Behaviours for the Location (I.e. Cooking, Extended Loitering, and Panhandling)	N/A

Disclaimer:

The list of 'Observable Markers' is not exhaustive and it is highly likely that not all persons experiencing homelessness will be identified because the experience of homelessness affects everyone differently. It is important to acknowledge that this list of 'Observable Markers' is simply a list of the common physical manifestations of systemic inequities, such as poverty and homelessness. For example, persons who are homeless often cannot afford to purchase new shoes that fit them appropriately and often have to rely on what is available and free. The result being that a person's shoes can provide an indication that they may be experiencing homelessness because the systemic social problem of poverty prevents them from affording anything else. Similarly, those without a home often have little access to showers and cannot afford standard hygiene products that many of us take for granted. This can lead to an appearance of poor hygiene.

Instructions:

- Each 'Observable Marker' is weighted by a certain number of 'Points'. For example, 'Personal Belongings' is weighted at 1 'Point' and 'Asleep Indoors/Outdoors' is weighted at 2 'Points'.
- For someone to be determined as experiencing unsheltered homelessness based on visual inspection, they would need to meet the threshold of 3 'Points' OR 2 'Points' with a strong justification.
- To use this criterion first start by assessing the 'Observable Markers' of someone you may suspect is experiencing unsheltered homelessness.
- Next, take notice of the 'Physical Attributes' of the 'Observable Markers'. For example, if you notice that someone has personal belongings with them, try to determine whether they have multiple bags or any kind of bedding with them. (NOTE: BE DISCREET)

If you have any questions regarding the Durham Region- Point-In-Time Count Report 2021, please contact:



Shaila Arman

Social Researcher

Community Development Council Durham

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Pronouns: She/Her