



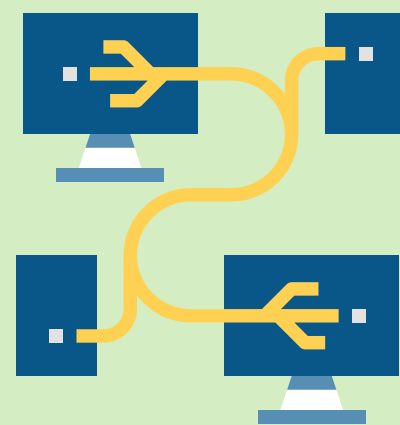
HIFIS ANNUAL REPORT

2020

What is HIFIS?

The Homeless Individuals and Families Information System (HIFIS) is a federal initiative designed to assist communities in providing services for individuals experiencing homelessness or housing instability.

It is a secure, web-based application that operates as a local management information system for communities that do not already have a comparable Homelessness Information Management System in place.



Who uses HIFIS in Durham Region?

**TOTAL # OF
AGENCIES**

11

**TOTAL # OF
USERS**

100+

**TOTAL # OF
AGENCIES
ONBOARDED
IN 2020**

4

**TOTAL # OF
USERS
ONBOARDED
IN 2020**

25+

In 2020, HIFIS was used to collect and share information amongst 11 housing and homelessness serving agencies.

At the community level, HIFIS benefits both clients and individual agencies by enabling more streamlined, client-centered service delivery.

HIFIS:

- Preserves client dignity by preventing clients from retelling their stories to multiple service providers.
- Minimizes time spent on information gathering and data entry
- Allows for more time to understand the immediate needs of clients

The number of agencies and users onboarded onto HIFIS is expected to consistently increase over the coming year, enabling our community to gain a more comprehensive understanding of Durham's homeless and at-risk population.

About This Report

The HIFIS Annual Report aims to provide a snapshot of those experiencing homelessness and housing instability in Durham Region. This report will only focus on clients served by HIFIS-using agencies in the year 2020 and will highlight several key demographic attributes. All of the data included in this report is from the HIFIS database.



The HIFIS Annual Report is the first of its kind in Durham Region. In previous years, sufficient data was not available to produce a representative report of individuals served by HIFIS-using agencies. The writers of this report acknowledge that the data is limited by several factors which are outlined below.

Since this is the first year that HIFIS is functioning correctly, there is a learning curve and therefore a margin of error to be expected in regard to data entry and reporting. It is also important to note that HIFIS data is self-reported. Self-reported data should always be subject to a certain degree of scrutiny.

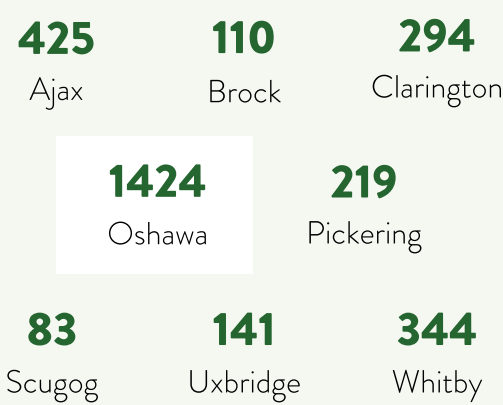
CDCD - HIFIS Contact Information

This HIFIS Report has been prepared by Community Development Council Durham (CDCD) to disseminate and interpret community data as it becomes available. For more information, please contact the Community Development team at mwarsinska@cdcd.org or at 905-686-2661 ext 106. CDCD would like to acknowledge the ongoing support from the Region of Durham and all of the community agencies that made this project possible.

DEMOGRAPHIC PROFILE OF HIFIS CLIENTS

This map shows the distribution of homeless and at-risk individuals accessing supports in Durham Region.

It enables us to better understand where these individuals reside and how the concentration differs when comparing north to south Durham.



Proportionality of HIFIS Clients by Municipality

The first graph below represents the proportion of HIFIS clients by municipality. The second bar graph reflects the number of clients per 100,000 of the population.

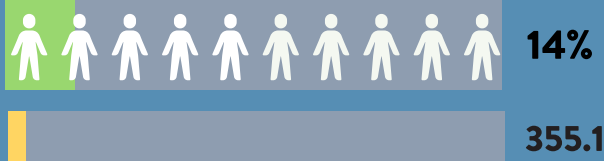
OSHAWA



CLARINGTON



AJAX



PICKERING



WHITBY



BROCK



UXBRIDGE



SCUGOG



AGE AND GENDER

Age Categories	Male	Female	Other	Total
<16	157	180	1	338
16-24	240	200	2	442
25-59	1103	1055	14	2172
60+	243+	253	2	498



The highest homeless & at-risk age group are adults aged 25-59



There are about an equal number of men & women across all categories

FAMILY COMPOSITION

The numbers and images below represent the household composition of HIFIS clients.



Couples with children:

72

Couples w/o children:

69

Female-Led Sole Support Parent:

258

Male-Led Sole Support Parent:

26

Other Households:

24

Single:

3,165

Female-led Sole Support Parents are almost

4x

more likely to require assistance than a couple with children and

10x

more likely than male-led sole support parents

DEMOGRAPHIC PROFILE OF HIFIS CLIENTS

PRIMARY SOURCE OF INCOME

INCOME - ALL AGENCIES	TOTAL*
Disability Benefits	406
Social Assistance	247
Employment	164
Canada Pension Plan (CPP)	55
Insurance and Benefits (Employment/Workplace)	54
Familial Benefits and Supports	53
COVID-19 Related Assistance	49
Old Age Security	43
Pension	15
Other	8
No Income	4

approx.

3 / 5

Clients served listed Social Assistance or Disability Benefits as their primary source of income.



EMERGENCY SHELTER STATISTICS



Total Bed Nights
(in Region)
34,996



Average # of
Stays
Singles
1.6 days
Family
1.16 days



Average Length
of Stay
Singles
25.1 days
Family
38.2 days



Total # of
Clients
1,303

The average occupancy rate for shelters in 2020 was **61%**

TOTAL NUMBER OF CLIENTS

751
ADULT


217
YOUTH

146
CHILD

189
SENIOR

CONTRIBUTING FACTORS

The images below showcase the top five reasons that clients request housing support. In most cases, there are several factors that result in a client seeking services.



Family Breakdown

569

- Family/ Relationship Breakdown



Mental Health

622

- Mental Health, Anger Management



Homelessness

803

- Chronically Homeless, Housing- Lack Of, Transient Lifestyle



Housing

697

- Eviction by Landlord, Eviction by Other, Housing- Loss of, Poor Tenant History



Financial Issues

1901

- Budgeting Difficulty, Financial Crisis, Housing- Unaffordable, Low Income, Poor Credit, Reduced Social Assistance, Unemployment.

Footnotes

*This table does not include clients who did not specify a primary source of income. Please refer to the appendix for a complete list.

ANALYSIS

Some of the significant trends observed in this report are listed below:

- In 2020, 11 housing and homelessness-serving agencies supported over 3400 clients. These individuals were either known to be experiencing homelessness or were at the risk of becoming homeless. The broad spectrum of individuals that are homeless or are at-risk of becoming so points to the need for varied services in Durham Region. Ultimately, the risk of homelessness increases substantially if these supports and services are not in place.
- The majority of the homeless and at-risk population is concentrated in South Durham. Specifically, Oshawa has the highest population followed by Ajax. This is consistent with trends observed on Durham Region's By-Name List- an active list of all individuals known to be experiencing homelessness in Durham Region. This is also consistent with Durham's municipal populations and urban population density.
- With the exception of singles, female-led sole support parents were significantly more likely to access supports than other family types. Most notably, female-led sole support parents were 10 times as likely to access supports than their male counterparts. This demonstrates a need for focused and targeted supports for women and their dependents.
- The prevalence of financial need is evident amongst homeless and at-risk clients in Durham Region. Financial issues were noted to be the most common reason that resulted in a client seeking services. In addition, approximately 60% of clients listed social assistance or disability benefits as their primary source of income.
- On average, families stayed in shelter for 13 days longer than their single counterparts. However, the average number of times families stayed was shorter. Therefore, while it took families longer to leave the shelter system, there was a lesser likelihood of return.
- In 2020, the average shelter occupancy rate in Durham Region was just over 60%. This means that shelters typically operated below capacity.

CONCLUSION

Over the course of 2020, HIFIS-using agencies assisted a broad spectrum of individuals that are homeless or are at-risk of becoming homeless.

To better understand this population and their needs, it is important to consider several factors. Firstly, homelessness may not always be captured in the same way across municipalities. In areas with a lower population density, homelessness may be more hidden. Conversely, where there is higher density and more services, homelessness and housing insecurity are ultimately more visible.

This report also highlights the high percentage of people who are accessing financial supports and are still homeless or at-risk of homelessness, demonstrating how transfer and assistance programs have struggled to keep up with the consistently increasing costs of living.

In conclusion, having a wide range of supports and services available to clients is crucial to be able to cater to the varying needs of this vulnerable population.

Appendix

1. Geographic Region

No Geographic Region	299	8.70%
Ajax	425	12.40%
Brock	110	3.20%
Clarington	294	8.60%
Oshawa	1,424	41.40%
Other Province	4	0.10%
Outside Canada	1	0.00%
Outside Region of Durham but within Ontario	93	2.70%
Pickering	219	6.40%
Scucog	83	2.40%
This Region/ County	1	0.00%
Uxbridge	141	4.10%
Whitby	344	10.00%

2. Age and Gender

Age Categories	Male	Female	Other	Total
<16	157	180	1	338
16-24	240	200	2	442
25-59	1103	1055	14	2172
60+	243	253	2	498

3. Household Composition

Couple with Children	72
Couple without Children	69
Female-led Sole Support Parent	258
Male-led Sole Support Parent	26
Other Household Type	24
Single	3,165

4. Primary Source of Income

No Primary Income Specified	2,942
Canada Pension Plan (CPP)	55
Employment	164
Familial Benefits and Supports	53
Disability Benefits	406
Insurance and Benefits (Employment/ Workplace)	54
Old Age Security	43
Social Assistance	247
COVID Related Assistance	49
Pension	15
No Income	4
Other	8

Appendix

4. Primary Source of Income by Variable

Variable	Includes
No Primary Income Specified	No Primary Income Specified
Canada Pension Plan (CPP)	Canada Pension Plan (CPP)
Employment	Employment
Familial Benefits and Supports	Child Support, Child Tax Benefits, Survivor's Pension, Trillium Benefits
Disability Benefits	Canada Pension Plan, Disability Benefits, Long Term Disability (Private) ODSP
Insurance and Benefits (Employment/Workplace)	Employment Insurance (EI), Insurance Settlement, Workers' Compensation Benefits, WSIB
Old Age Security (OAS)	Old Age Security (OAS), GIS
Social Assistance	OW, Provincial Social Assistance
COVID related assistance	CERB, COVID Emergency Wage Subsidy
Pension	Pension
No Income	No Income

5. Contributing Factors

Abuse and Safety	546
Addiction and Substance Use	449
Discharge from Treatment	54
Family/ Relationship Breakdown	569
Financial Issues	1,901
Health Issues	356
Mental Health	622
Disability	168
Homelessness	803
Housing	697
Law/ Legal Issues	301
No Contributing Factor	1,362
Systemic Issues	28
Demographics	186
Other	67

5. Contributing Factors by Variable

Abuse and Safety	Abuse, Family Violence, Housing- Unsafe, Parental Abuse- Physical, Parental Abuse- Psychological, Parental Abuse- Sexual, Partner Abuse- Physical, Partner Abuse- Psychological, Partner Abuse- Sexual, Personal Safety, Sexual Abuse
Addiction and Substance Use	Addiction, Detoxification, Substance Abuse, Substance Use- Alcohol, Substance Use- Drugs, Substance Use- Other
Discharge from Treatment	Discharge from Treatment- Medical, Discharge from Treatment- Other, Discharge from Treatment- Psychiatric
Family/ Relationship Breakdown	Family/ Relationship Breakdown
Financial Issues	Budgeting Difficulty, Financial Crisis, Housing- Unaffordable, Low Income, Poor Credit, Reduced Social Assitance, Unemployment
Health Issues	Health Concerns, Medical Conditions, Pregnancy, Acquired Brain Injury, Sexually Active
Mental Health	Mental Health, Anger Management
Disability	Developmental Disability, Developmental Disability- Congenital, Development Disability- Fetal Alcohol, Developmental/ Intellectual Disability, Intellectual Disability, Physical Disability
Homelessness	Chronically Homeless- Lack Of, Transient Lifestyle
Housing	Housing- Eviction by Landlord, Housing- Eviction by Other, Housing- Loss Of, Poor Tenant History
Law/ Legal Issues	Conflict with Law, Court Order Out of Address, Court Ordered to Service, Discharge from Correctional/ Jail
No Contributing Factor	No Contributing Factor
Systemic Issues	Seeking Specific Issues, Systemic Issues, Discrimination
Demographics	Age, New Arrival to Area, New Immigrant, Stranded in Area, Refugee Claimant, Communications/ Comprehension, Housing Fire/Flood, Trafficking Trauma, Lack of ID