



Everyone Counts

Ottawa's 2018 Point-in-Time Count

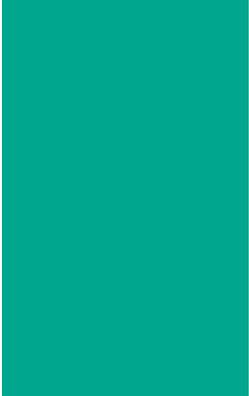


Table of Contents

Executive Summary: Ottawa Point-in-Time Count	1
Acknowledgements	3
Introduction	5
Section One: All Results	9
Section Two: Single Adults	23
Section Three: Families with Children	30
Section Four: Unaccompanied Youth	38
Section Five: Special Populations—Indigenous	45
Section Six: Special Populations—Chronic Homelessness	50
Section Seven: Special Populations—Hidden Homelessness	54
Section Eight: Special Populations—Unsheltered Homelessness	59
Section Nine: Special Populations—Veterans, Key Highlights	64
Section Ten: Special Populations—Provisionally Accommodated, Key Highlights	65
Moving Forward	66
Appendix A: Our Partners	68
Appendix B: The Survey	69
Appendix C: Sample Route Map	73

EXECUTIVE SUMMARY

Ottawa Point-in-Time Count

The purpose of the Ottawa 2018 Everyone Counts, Point-in-Time (PiT) Count, was to provide a snapshot of our population experiencing homelessness and to set the foundation to measure our progress toward eliminating chronic homelessness by 2024.

This initiative is an important strategic exercise, which has generated results that will enhance our collective knowledge on demographics, needs and realities of people experiencing homeless in our community. It provides a unique opportunity to help inform future service and program planning as well as policy development and reformulation.

Over a 24-hour period on April 19 and 20, 2018, the City of Ottawa in collaboration with fifty-nine community partners conducted the Count. Over 200 surveyors interviewed 1,400 individuals and families at 118 enumeration sites in programs and services. Participants received a \$10 Tim Horton's card for answering a survey about their demographics, family status and history, citizenship, health, race, sexual orientation, language, Indigenous ancestry, reasons for homelessness, military service, and income.

The PiT Count survey was administered to individuals over the age of 16 who were experiencing homelessness on the reference night and who consented to participate. The age range of respondents was 16 to 81 and the average age was 40. Survey results also validated a concern expressed by shelter operators in that their population is aging, which presents unique challenges related to the delivery of adequate services. Similarly, 26% of survey respondents were over 50 years of age.

Key demographic information garnered from the PiT Count revealed that 60% of respondents identified as male, 33% were female and 6% identified as transgender. Interestingly enough, 13% identified as non-heterosexual and 21% of the youth surveyed identified as lesbian, gay, bisexual, two-spirited or queer, which is an over-representation of people experiencing homelessness. Also, 24% percent of respondents identified as a Newcomer to Canada.

While the survey was administered in several different types of programs and services, 67% percent of survey respondents were individuals and families accessing emergency and Violence Against Women (VAW) shelters, with 67% being chronically homeless. The response rate in sheltered environments was 72%. In addition, 16% of respondents were living in short-term transitional housing, 7% were staying in temporary accommodations, 5% were living on the street and 5% were in treatment centres, jails or hospitals with no fixed address.

Compared to other large centres across Canada, the number of unsheltered or sleeping rough individuals in Ottawa has been confirmed as low. The number recorded through the PiT Count was actually higher than anticipated at seventy-two individuals, which included four youth. While twenty-seven survey routes were concentrated in the downtown core, surrounding neighbourhoods, parks and riverbanks, we do acknowledge that there could be individuals and even families living in rural Ottawa in tents and other types of arrangements that the Ottawa Count did not reach that night.

Conversely, we can ascertain that those surveyed as living on the street are accessing mainstream services such as drop-in centres, Community Health and Resource Centres and addiction support services, based on the enumeration sites where the unsheltered were surveyed other than their "street home" location. We can hypothesize that targeted interventions to house individuals directly from living on the street over the last ten years have been effective.

It is widely known and accepted that there is an over-representation of Indigenous people experiencing homeless. Overall, 24% percent of those surveyed identified as First Nations, Inuit, Métis, or having Indigenous ancestry, which is higher than previously documented by the City through shelter-based data. The over-representation spans across all homeless locations—in shelters, on the street, in corrections and hospitals, transitional housing, and the hidden homeless populations at various percentage degrees. The City recognizes that the Indigenous community feels the actual overall percentage is higher as many Indigenous do not identify for fear of discrimination and ostracism from mainstream services.

The PiT Count provided valuable information to characterize the experiences of homelessness of our residents. People generally experienced 2.7 different episodes of homelessness per year, with most people having their first experience of homelessness at age 27. On average, people experienced 206 days of homelessness in the last year. In addition, the majority of people that are homeless in Ottawa have been in Ottawa for a year or more. We further know that an experience of being involved in the Foster Care/Group Home System is over-represented within the

homeless population whereas 27% of respondents had foster care or group home stays in their histories. Also, 24% of families surveyed had previous history of homelessness as a youth before the age of 24.

Trajectories into homelessness are difficult to pinpoint. Certainly, insufficient social assistance rates and lack of affordable housing contribute to homelessness and make it difficult to exit homelessness. Similarly, the presence of a mental illness, substance use issue, or physical health concerns (acute or otherwise) can contribute to why people enter homelessness or struggle to leave homelessness.

Participants were questioned about their health and wellness under four categories—mental health, addictions, chronic / acute conditions and disabilities. Nine percent of respondents confirmed having all four conditions. In addition, 50% of respondents reported addictions as the most common, followed by mental health at 44%. Of note, survey participants identified addiction issues as the main reason for their recent housing loss.

While considerable work has been done in our community to transform the homelessness system of care into a housing-focused approach through our 10 Year Housing and Homelessness Plan, more work needs to be done within the homelessness system and across other service delivery systems. We need to strengthen our connections to the addiction and mental health system, the justice system, settlement services for refugees and immigrants and the foster care system. Our 2018 PiT Count is not a stand-alone exercise, but rather another series of data points to be considered as part of our ongoing efforts to improve policies programs and services for people experiencing homelessness.

As we envision a future where everyone has a home, we need to better understand the impacts of chronic and/or complex trauma, intergenerational economic poverty, discrimination, migration to address economic uncertainty, dislocation due to war or genocide, as well as the impacts of the historic and ongoing colonization of Indigenous peoples and their lands.

Acknowledgements

Working Together is the foundational pillar of the City's 10 Year Housing and Homelessness Plan. The 2018 Ottawa Everyone Counts, Point-in-Time (PiT) Count, would not have been possible without the leadership, guidance and support of people experiencing homelessness, agencies and system partners. We would like to express our sincere gratitude to the 1,400 people who generously shared their life experiences with us. Your invaluable input will serve our community well as we work collaboratively to end chronic homelessness and to ensure that everyone has a place to call home.

Representatives from the community, homelessness service sectors, local service providers and system partners were active and esteemed allies in the planning and implementation of Ottawa's 2018 PiT Count.

A special recognition is extended to the members of The Enumeration Working Group for sharing their time and expertise prior to, and following, the Count:

- Unsheltered Homeless—Kristen MacDonald, The Salvation Army Ottawa Booth Centre
- Sheltered Homeless, Adults—Marc Gallant, Ottawa Mission
- Sheltered Homeless, Youth—Larissa Silver, Youth Services Bureau of Ottawa
- Violence Against Women (VAW) and Rural Homelessness—Martine Dore, Western Ottawa Community Resource Centre
- Homeless Veterans—Jeff Murphy, VETS Canada
- Incarcerated, No Fixed Address (men)—Tina Matchett-Bianco and Wendy McHenry, John Howard Society
- Incarcerated, No Fixed Address (women)—April Bissonnette, Ann McSweeney, Elizabeth Fry Society of Ottawa
- Transitional Housing, Youth/Families—Judy Perley, YMCA/YWCA
- Indigenous Homelessness, ACAB Representative—Monika Tockman, Tungasuvvingat Inuit
- Indigenous Homelessness, ACAB Representative—Tina Slauenwhite, Wabano
- Hospitalized, No Fixed Address—Melanie Morris, Ottawa Hospital
- Academia—Dr. Tim Aubry, University of Ottawa

- Community Advisory Board Member—Paddy Fuller, Community Member
- OrgCode Consulting—Tracy Flaherty-Willmott
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The City wishes to express its gratitude for the insight and guidance provided by members of the Aboriginal Community Advisory Board (ACAB) whose contribution to the planning and implementation of the PiT Count provided definitive results with an Indigenous lens.

- Wabano Centre for Aboriginal Health
- Minwaashin Lodge—Indigenous Women’s Support Centre
- Tungasuvvingat Inuit Centre
- Tewegan Housing for Aboriginal Youth
- Ottawa Aboriginal Coalition

Heartfelt thanks are extended to the personnel of the fifty-nine partners who dedicated their time to ensure a seamless implementation of the initiative. A full list of partners is available in Appendix A.

The City of Ottawa’s Housing Services staff under the leadership of Paul Lavigne, Program Manager, coordinated the 2018 PiT Count with support from Tracy Flaherty-Willmott of OrgCode Consulting. Catherine Latham acted as the PiT Count Coordinator and several other Housing Services staff provided support including:

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Denise Heringer

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A special thank you to Tim Horton’s for their generous donation.

This initiative was funded by the Government of Canada’s Homelessness Partnering Strategy.

We acknowledge that Ottawa’s 2018 Point-in-Time Count took place on the unceded territory of the Algonquin Anishinabe territory.

The peoples of the Algonquin Anishinabe Nation have lived on this territory for millennia. Their culture and presence have nurtured and continue to nurture this place.

The City of Ottawa honours the peoples and the land of the Algonquin Anishinabe Nation.

DISCLAIMER

The opinions and interpretations in this publication are those of the author and do not necessarily reflect those of the Government of Canada.

Introduction

As part of the Province's efforts to end chronic homelessness by 2025, the Ontario Ministry of Housing introduced a requirement, through an amendment to the Housing Services Act, 2011, for Service Managers, including the City of Ottawa, to conduct a local enumeration of people experiencing homelessness commencing in 2018 and every two years thereafter. Similarly, the Government of Canada's Homelessness Partnering Strategy (HPS) encouraged its sixty-one funded communities, including Ottawa, to conduct a PiT Count and provided the necessary funding to the City to implement the initiative.

On April 19 and 20, 2018, over a 24-hour period, the City of Ottawa, in collaboration with fifty-nine community partners, conducted a Point-in-Time (PiT) Count, Everyone Counts. Over 200 surveyors interviewed 1,400 individuals and families at 118 enumeration sites. This initiative will help us better understand the scope and nature of homelessness in our community, track progress and trends, as well as inform future policy and program design to meet the goals of our 10 Year Housing and Homelessness Plan.

Planning

In an effort to ensure a seamless implementation of the initiative, an Enumeration Working Group was struck one year prior to the Count. Participants represented various sectors of the homelessness service system—street outreach, emergency and Violence Against Women (VAW) shelters, transitional housing, veterans, youth, Indigenous community, health care, academia, justice and hospitals. The Enumeration Working Group provided input on key aspects of the project, such as planning and networking, sector engagement, survey development, mapping and communications.

Methodology

OVERVIEW

The purpose of the Ottawa 2018 PiT Count was to provide a snapshot of the local population experiencing homelessness and to set the foundation to measure our progress toward eliminating chronic homelessness over time. The Count methodology was developed to capture not only the estimated number of people, but what led them to become homeless through their most recent housing loss, where they came from, their health and wellness conditions, family status, gender, sexual orientation, language, foster care experience, military service, citizenship and immigration status, race and Indigenous ancestry.

The survey was administered by over 200 personnel from agencies in the homelessness services system, City staff and Councillors as well as representatives from the federal government. Surveyors were required to attend one of five training sessions to review the survey and contents, engagement strategies and receive training on Indigenous awareness.

One standard survey was used across the entire service system to capture the data (refer to Appendix B). The City utilized the Ontario Enumeration Survey that was developed by the Province and the Government of Canada with support from the Canadian Observatory on Homelessness. No identifying information was collected and surveys were pre-coded using unique location and survey identifiers. Individuals and families who identified as experiencing homelessness or had "no fixed address" were invited to sign a consent and complete the survey. Respondents received a \$10 Tim Horton's gift card upon completion.

Methodology strategies were developed for each of the homeless service sectors—unsheltered, sheltered families, adults and youth, hidden homeless, transitionally housed and provisionally accommodated (hospital, incarceration, and residential treatment). Special feasts were organized by our Indigenous partners to encourage Indigenous people experiencing homelessness to identify and participate in the survey.

Enumeration sites were identified during the planning process. Working with community partners, locations that would provide natural access points for individuals and families experiencing homelessness to complete the survey were selected. For example, some of the sites were client in-situ sites, such as shelters, correctional facilities, hospitals, treatment or transitional housing facilities, while others were identified to capture survey data from anyone experiencing homelessness who accessed services such as a drop-in centre, an Indigenous feast, or at a community health and resource centre. For the unsheltered population, outreach-based survey routes were designed based on

"known locations" of individuals experiencing homelessness identified by the experts working on the Unsheltered Working sub-group.

The planning process also involved strategies to reduce the likelihood of duplicate surveys by the same respondent. For example, drop-in centres identified that since many of their clients travel from one centre to another, the completion of surveys after lunch on the 19th for a 1.5-hour time span would assist in decreasing the possibility of duplication. Shelters used bed lists and simply crossed off the name of the shelter residents surveyed. Street outreach routes were designed to ensure that surveying teams did not overlap in the geographical areas identified for each team.

Sector Strategies

REACHING THE UNSHELTERED POPULATION

An Unsheltered Sub-group of the Enumeration Working Group was formed to prepare for the unsheltered count. The existing street outreach teams dedicated to engaging people to address homelessness and health issues, together with such partners as VETS Canada, Ottawa Police Service, and Ottawa Bylaw and Regulatory Services, mapped out "known locations" of street homeless and at-risk individuals and set up teams to complete twenty-seven different routes and schedules (Refer to Appendix C: Sample Route Map).

Eighteen of the twenty-seven routes were identified as "high density" areas where individuals experiencing homelessness were known to frequent. These areas were toured three times over the 24-hour period, from 2:00 p.m. to 5:00 p.m. and 8:00 p.m. to 1:00 p.m. on April 19th and again from 6:00 a.m. to 9:30 a.m. on April 20th. Such a schedule for street-based surveying has been tested successfully in other homeless enumerations in many Canadian cities.

Eight of the routes were toured once, in the evening, in areas known to have occasional sightings of people

experiencing homelessness. These "medium density" areas were mainly on and off ramps of the main Ottawa highway and in certain parkland areas identified by the Unsheltered Working sub-group. Lastly, one route was deemed to be a "city-wide" route, with outreach staff in a vehicle able to respond to calls of sightings from the City, Ottawa Police and Ottawa Bylaw and Regulatory Services on an as-needed basis.

An enhanced survey training was held for surveyors working to engage people experiencing unsheltered homelessness, which included street engagement strategies, Indigenous awareness and Naloxone kit training.

CONNECTING WITH THE SHELTERED POPULATION

City staff held several meetings with the adult and youth emergency shelter providers prior to the Count to discuss the scope and impact on shelter services. As with the VAW shelters and one agency-led family shelter, shelter leads agreed that shelter staff could manage the survey volume with adjustments to staffing schedules over the 24-hour period from noon April 19th to noon April 20th.

City-led family shelter clients were surveyed on-site at the two locations with survey support from other homeless service provider staff. In order to reach the optimal number of clients in overflow motels, a plan was implemented to connect with these families by phone to complete surveys.

ENGAGING WITH INDIGENOUS PEOPLE EXPERIENCING HOMELESSNESS

Three Indigenous magnet events or "feasts" were held over the 24-hour period, which were planned, organized and staffed by the Indigenous agencies. The feasts provided the opportunity for Indigenous individuals and families to complete the survey and gain knowledge of culturally-based homelessness and housing services in the community. As community and cultural events, it was recognized

that these locations would also provide another avenue to engage people experiencing sheltered, unsheltered, and hidden homelessness.

CONNECTING WITH TRANSITIONAL HOUSING AND PROVISIONALLY ACCOMMODATED POPULATIONS

Transitional Housing programs for youth, Indigenous youth, adults, and families throughout the City were surveyed by agency staff over the 24-hour period.

Efforts were also made to ensure that people with "No Fixed Address" who are temporarily attached to Provincial and / or Federal correctional and health facilities also received an opportunity to participate in the Count. The John Howard and Elizabeth Fry Societies surveyed incarcerated individuals with no fixed address at the Ottawa Detention Centre and two supervised bail residence programs over the 24-hour period.

At three hospital locations, social workers administered the surveys to patients with no fixed address. One community health clinic surveyed clients during a walk-in period that is geared to people experiencing street and hidden homelessness, including the Francophone community. In the addiction and harm-reduction centres, agency staff completed the surveys with current residents and outpatients.

CONNECTING WITH ALL VULNERABLE POPULATIONS, WITH A FOCUS ON HIDDEN HOMELESS

Twenty-four service delivery partners accepted the invitation to be enumeration sites to reach vulnerable people, including individuals who are staying with friends, family or acquaintances in urban and rural areas of the city. A total of six Community Health and Resource Centres, fourteen community drop-in centres, a housing assistance agency, an alternative high school and a community-based bail supervision program participated in the PiT Count.

The health centres, housing help centre, school and corrections-based program surveyed clients as they presented for services during the Thursday afternoon and the Friday morning.

The majority of the drop-in centres completed surveys with clients on the afternoon of Thursday, April 19th between 1:00 p.m. and 2:30 p.m. The limited timeframe was set to avoid duplication of survey responses, as some individuals will travel from one agency to another to access services. Seven of the drop-in centres were for a general clientele, and the others served the following population groups: women in the justice system and other vulnerable women, families, Indigenous people, and homeless men outside of the downtown core.

Data Collection and Tabulation

Survey data was entered into the PiT Module of the Homeless Individuals and Families Information System (HIFIS). Upon receipt of the data export reports from the City, OrgCode staff created a database to assist in the data de-duplication process.

Using the Unique Survey Identifiers, data results were sorted and analyzed based on the criteria demonstrated as most relevant for strategic planning, such as demographics of the populations experiencing homelessness, chronic versus episodic homelessness, most common places to stay / sleep, Indigenous, veterans, families, youth, and single adults (based on age categories).

Using a proprietary process developed by OrgCode, data cleaning and de-duplication procedures were performed and all identified duplicate files were identified for potential removal. Surprisingly, of the 1,400 surveys completed, only two individuals were surveyed more than once, resulting in three surveys deemed to be invalid. Final decisions on survey removal were made in consultation with the City of Ottawa

HIFIS team. Such a low rate of duplication not only increases the confidence level of the results of the PiT Count but also the methodology used to enumerate the sample of people experiencing homelessness on April 19–20, 2018.

Limitations

Although homeless counts and enumeration processes have improved tremendously over the last 10 years, there are of course limitations to this research that must be considered. A Point-in-Time Count relies on the ability of surveyors to find those experiencing homelessness in public areas, and may miss some individuals who are well hidden, or who are actively avoiding being counted.

The shelter capacity in the City also exceeds the number of surveys that could be completed within a 24-hour period, and so a sampling of this population was surveyed using the Ontario Enumeration Survey on April 19–20. For the reasons cited, although homeless enumerations are a carefully executed social science research project, PiT Count activities, by their inherent limitations, undercount the homeless population.

The information produced by the PiT Count must be utilized to complement existing service data from the Homeless Individuals and Families System (HIFIS), as well as other data collection processes by service providers (including public system providers in corrections, health, and child welfare) to create a more comprehensive picture of the realities of homelessness in Ottawa.

SECTION ONE

All Results

During the Point-in-Time Count in the City of Ottawa, 1,400 people experiencing homelessness were surveyed to enhance the City's understanding of their needs and realities.

Demographics

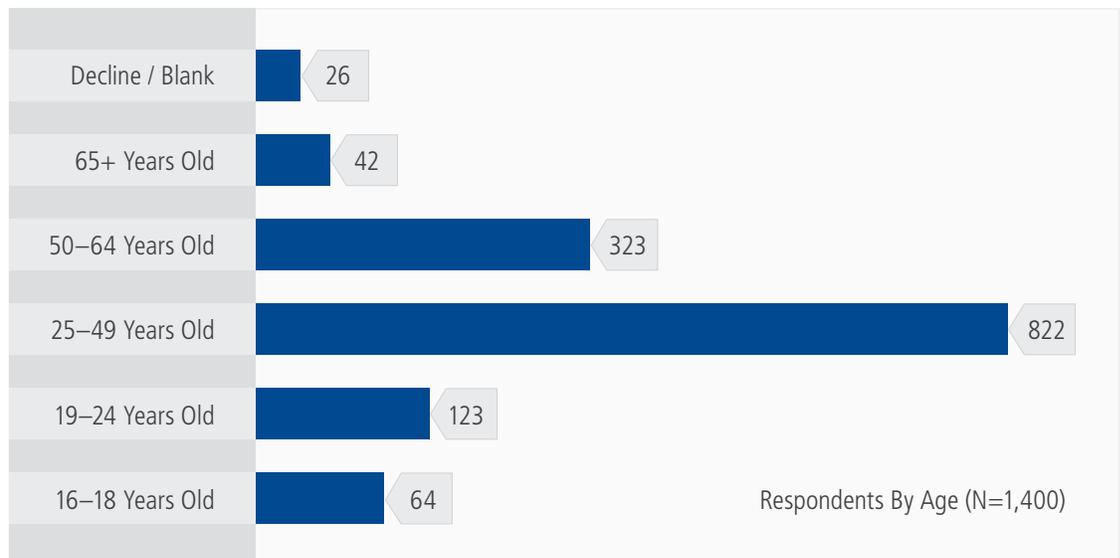
AGE

The average age of all survey respondents was 40 years old. The oldest person surveyed was an unaccompanied 81 year old, and the nine youngest respondents were all 16 years old.

The largest group of people surveyed was those 25 through 49 years of age (59%).

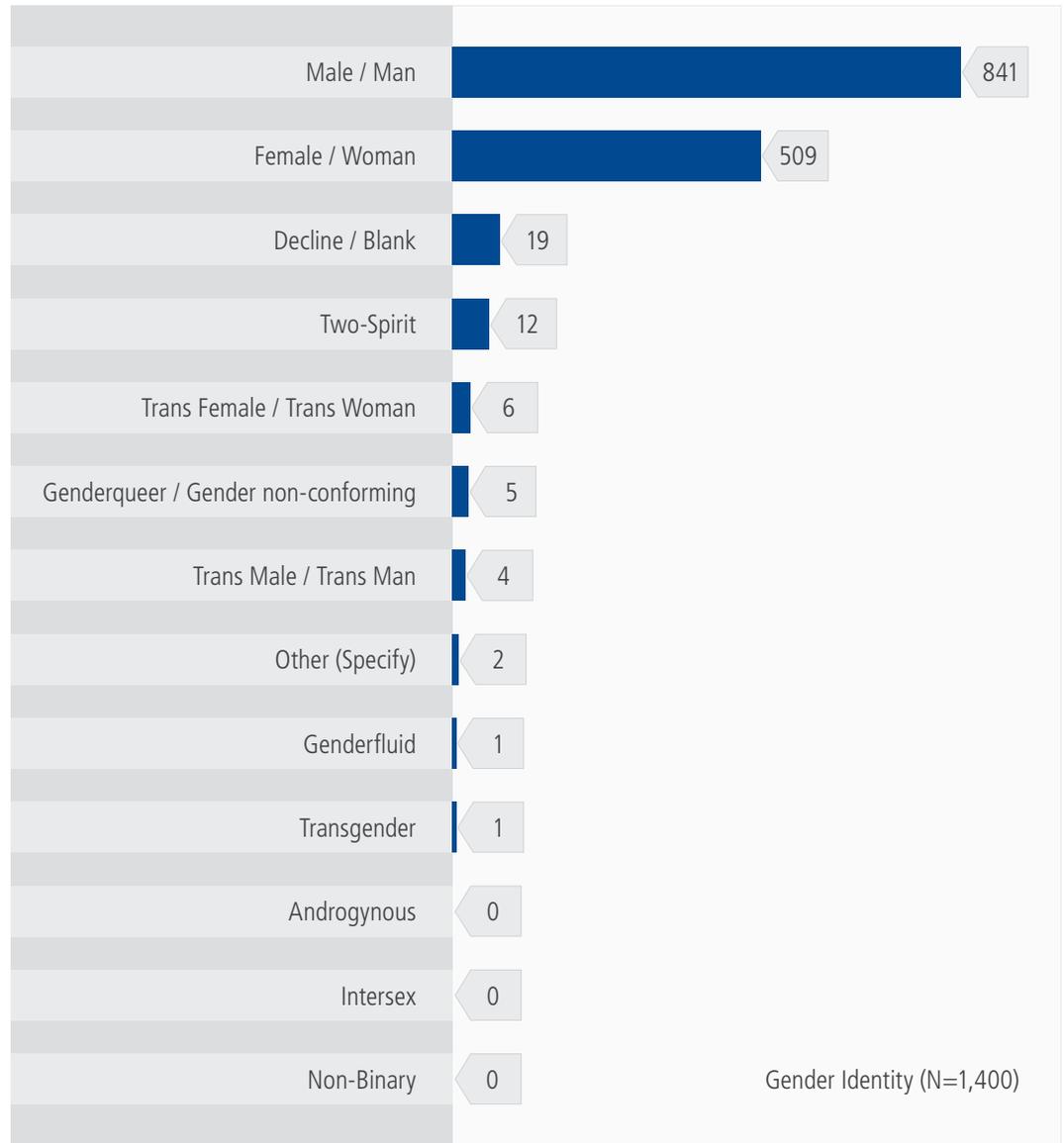
The next largest group of people includes unaccompanied adults, aged 50–64, who are more likely to have health conditions. This population may face additional barriers to securing housing.

Recent Housing First efforts for youth aged 16–24 have yielded positive results for those 19–24 years of age. However, more work needs to be done to house and support the 16–18 age group.



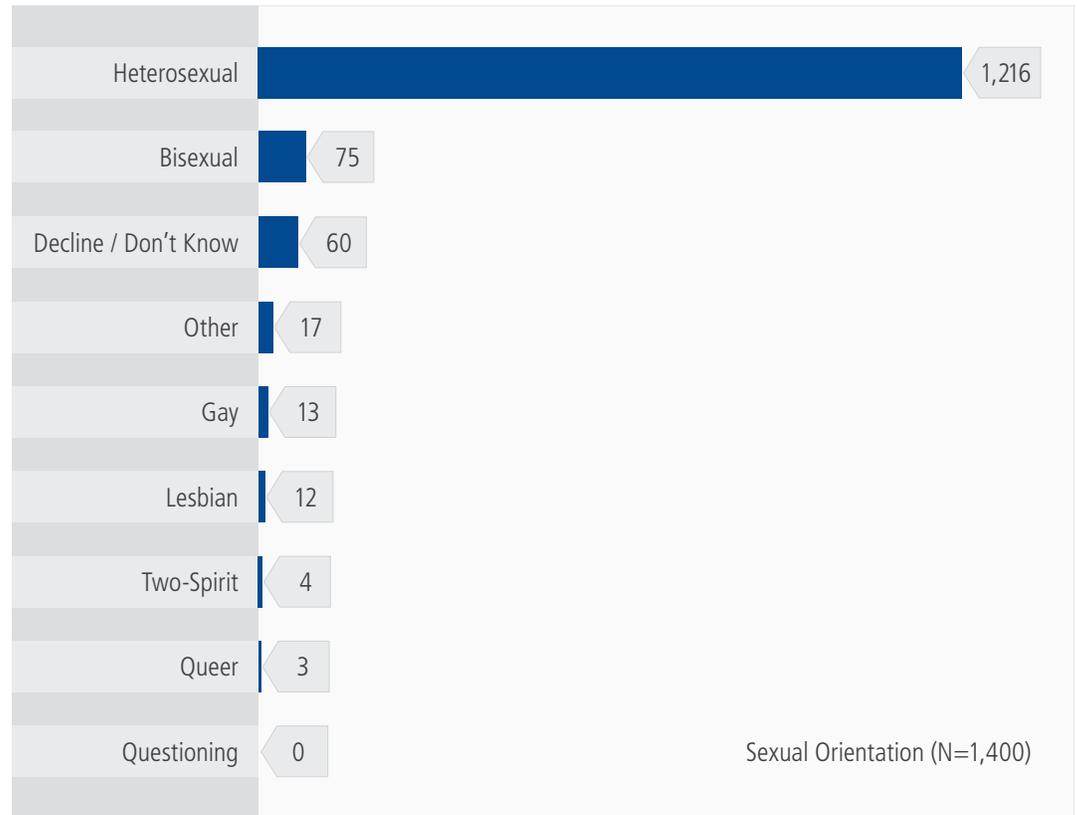
GENDER

Sixty percent of respondents identified as male / man (841) and 36% of people identified as female / woman (509). The remaining 2% of responses included responses for each of the following: transgender (1), trans female / woman (6), trans male / man (4), two-spirit (12), genderqueer (5), and genderfluid (1). Two additional people identified their gender as not listed among the available response options. Nine did not respond to the survey question.



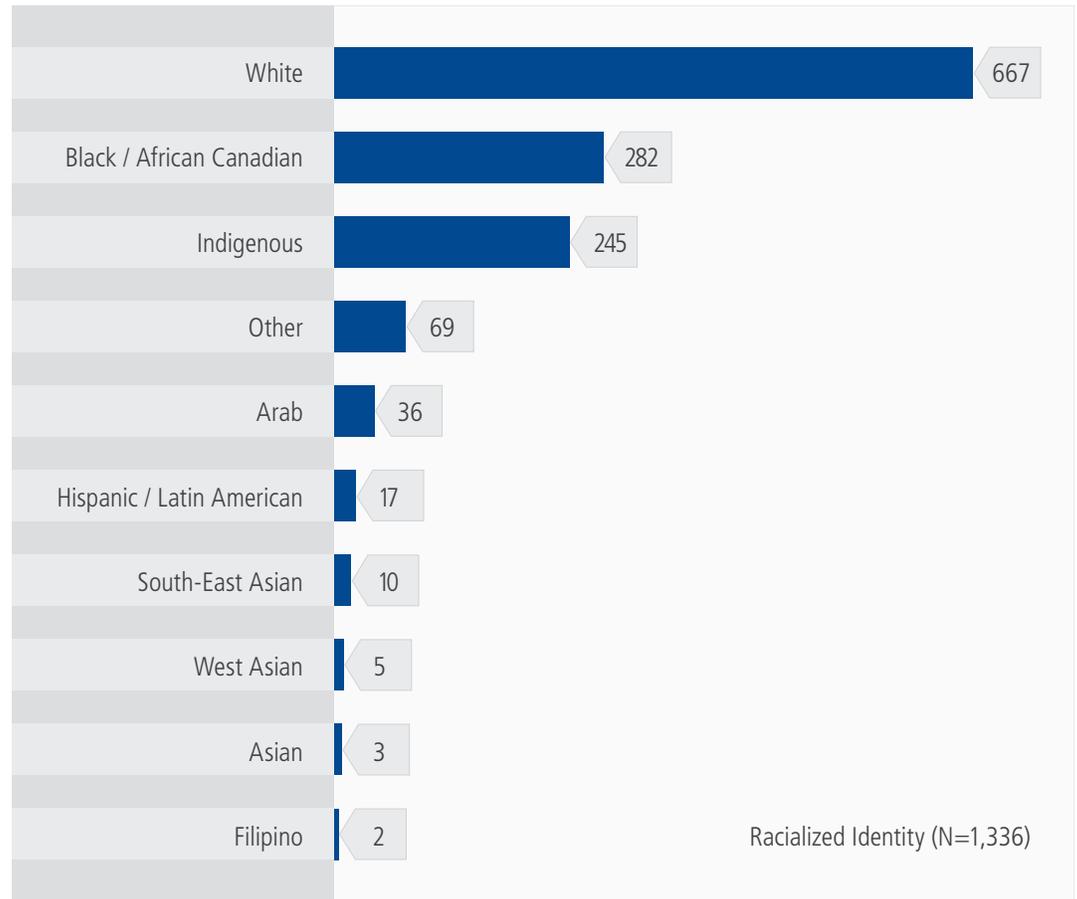
SEXUAL ORIENTATION

Of the total respondents surveyed, 13% identified on the lesbian, gay, bisexual, questioning, queer, two-spirited spectrum, or declined to answer. However, that percentage increased to 21% for unaccompanied youth experiencing homelessness.



RACIAL GROUP

The majority of survey respondents indicated that the racial group with which they identify was White, followed by Black or African Canadian, and Indigenous.



LANGUAGE

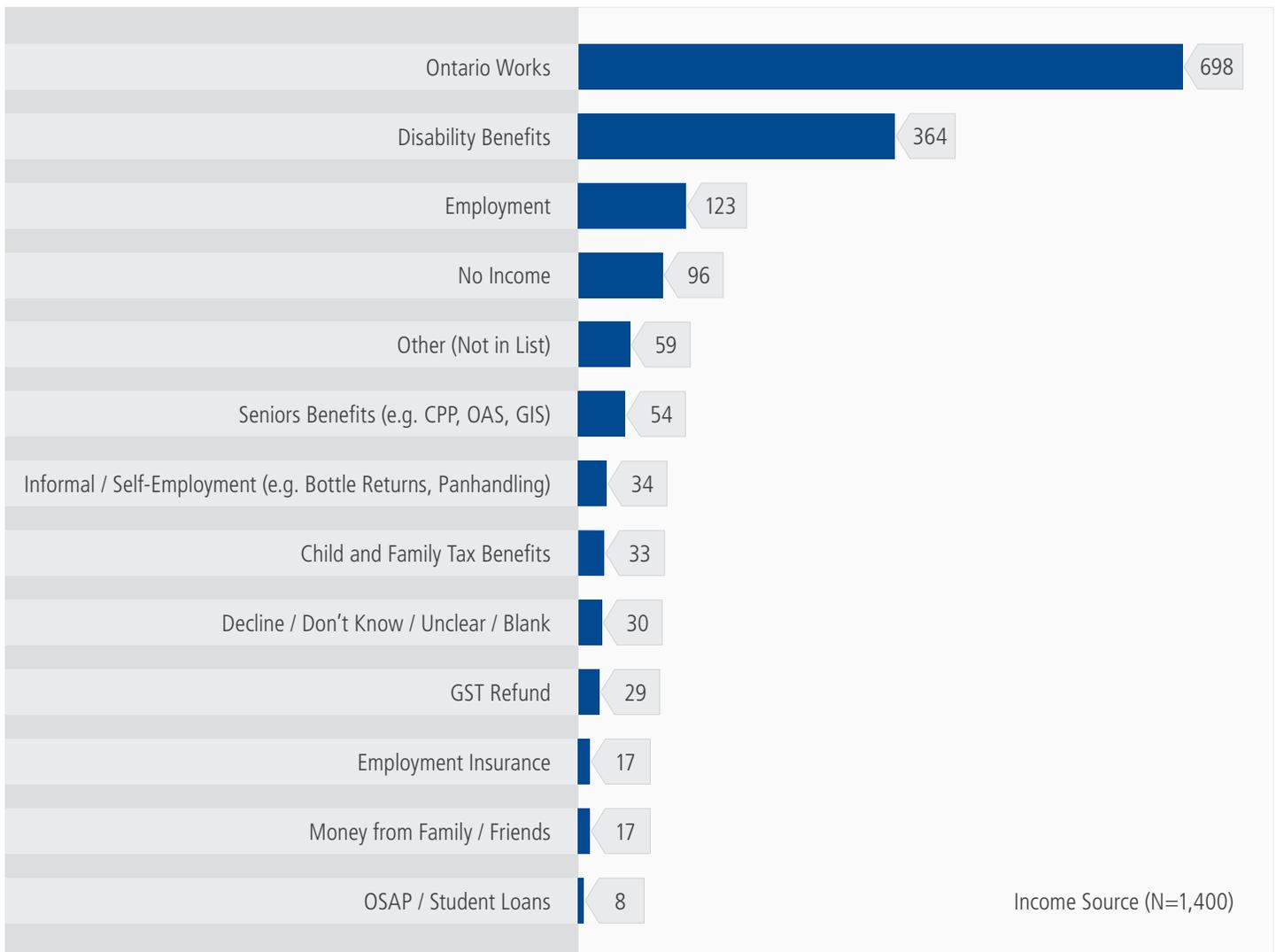
Most people identified English as the language they felt best able to express themselves (72%), and an additional 14% of respondents identified French as their preferred language. Seven percent of respondents (100) identified a language other than French or English as their preferred language. Some survey respondents identified more than one preferred language. Of the remaining 7%, 76 identified “no preference” and 29 responses were unclear, left blank, or the respondent declined to answer.



INCOME

The majority of survey respondents identified that they have at least one source of income (91%, 1,296). The most frequent source of income reported was Ontario Works assistance (50%), followed by disability benefits (26%) and employment (9%). Four percent (54) reported seniors benefits such as the Canada Pension Plan (CPP), Old Age Security (OAS) or Guaranteed Income Supplement (GIS). Another 2% (34) people identified informal self-employment through bottle returns or panhandling.

Fifty-nine respondents reported income from sources not on the list. Many respondents identified multiple sources of income, resulting in over 1,500 sources identified by the 1,400 respondents. Seven percent of respondents (96) reported having no source of income. This may include people who recently experienced incarceration or hospitalization, as well as refugee claimants who are not eligible for government assistance and may have difficulty in securing legal employment. Almost three out of four people reported having one source of income (71%).

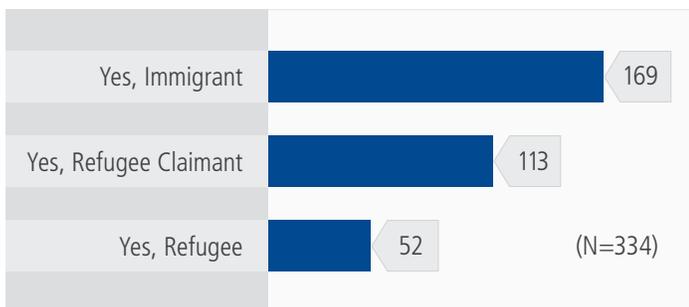


MILITARY/ROYAL CANADIAN MOUNTED POLICE SERVICE

Five percent of all respondents (65) reported having served in the Canadian Military (including the Canadian Navy, Army, Air Force or Rangers) or Royal Canadian Mounted Police (RCMP). Three of the respondents were in the RCMP; 62 were in the military. Refer to Section Nine: Special Populations—Veterans, Key Highlights.

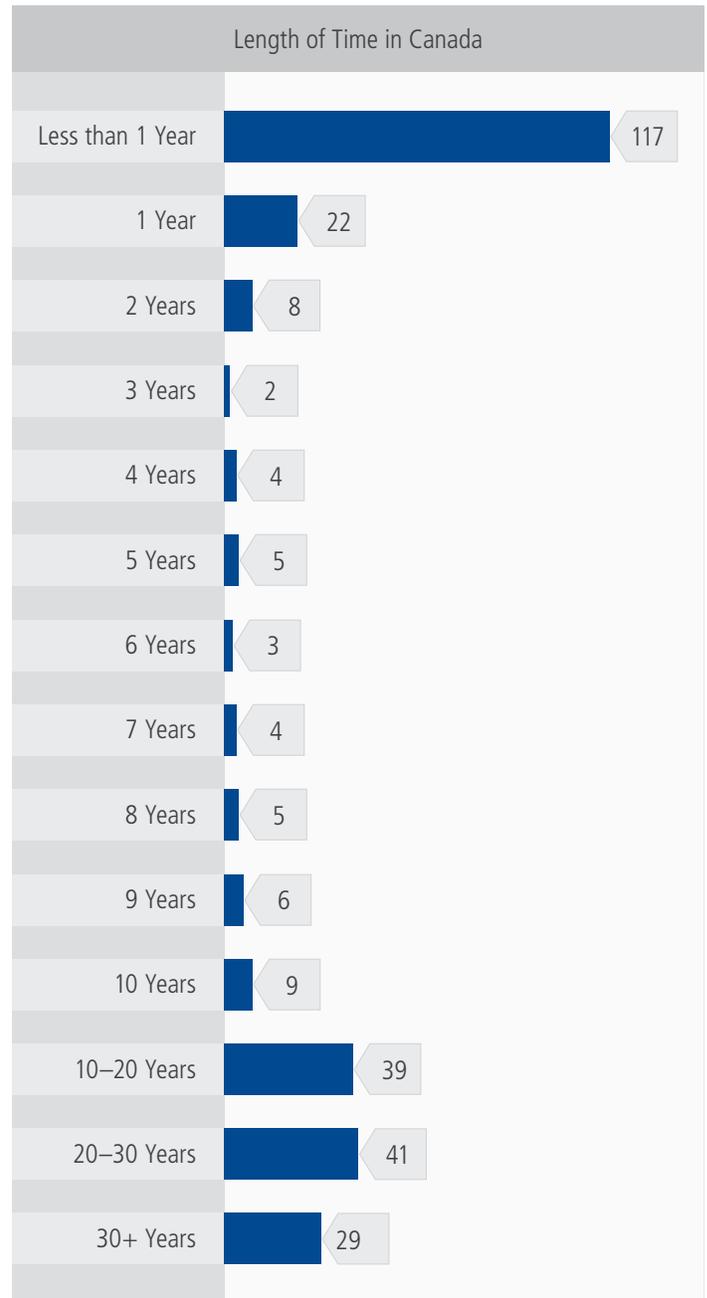
IMMIGRANT, REFUGEE OR REFUGEE CLAIMANT STATUS

In total, 24% of survey respondents (334) identified coming to Canada as an immigrant, refugee or refugee claimant.

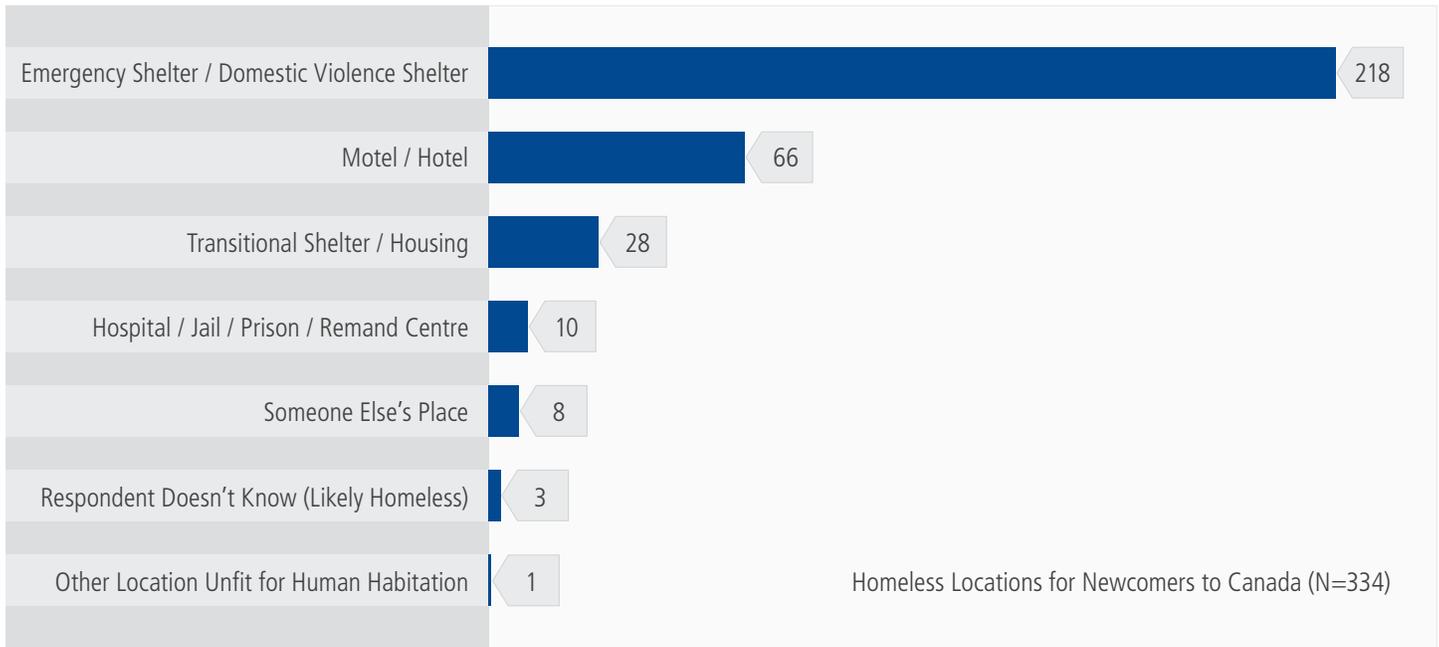


The length of time in Canada for survey respondents who identified as immigrants, refugee claimants or refugees ranged from three days to 54 years. Thirty-five percent of the respondents (117) identified that they arrived in Canada less than a year ago, while 24% indicated that they had lived in Canada between 10 and 30 years and an additional 9% indicated that they have lived in Canada more than 30 years.

These findings suggest that housing supports for newcomers need to address both those who have arrived in Canada recently and those who have been here for many years. The influx of newcomers into Canada in recent years has generated service demands that are exceeding current local capacity within the homeless serving sector. This sector was never designed to meet the various support needs of newcomers to Canada. More investments in



Newcomer reception sites that provide such a specialized settlement support are needed. Of the majority of people that came to Canada as an immigrant, refugee or refugee claimant that are now experiencing homelessness in the City of Ottawa, 218 (65%) are staying in emergency shelters and



approximately half of these respondents met the Federal definition of chronic homelessness. An additional 20% are staying in motels / hotels, which is considered to be emergency shelter overflow. Responses are charted above.

INDIGENOUS OR INDIGENOUS ANCESTRY

Twenty-four percent of survey respondents (335) identified as Indigenous or having Indigenous ancestry, including First Nations, Inuit, Métis, with or without status. Refer to Section 5 for a comprehensive breakdown of Indigenous survey data.

History of Housing and Homelessness

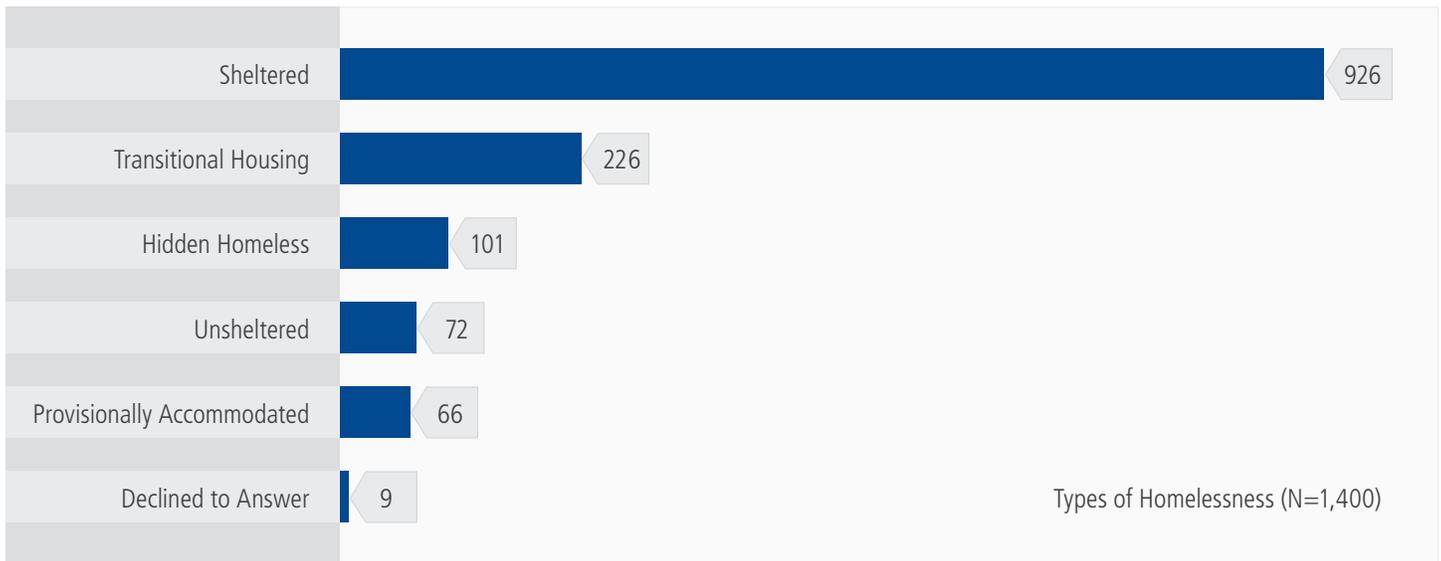
HOMELESSNESS LOCATION

Survey respondents were asked to identify the location where they were staying during the PiT Count. The majority of respondents (82%, 1,152) reported that they were

“sheltered”. The “sheltered” population includes people who were staying in emergency shelters or Violence Against Women (VAW) shelters, in motels / hotels, which are categorized as emergency shelter overflow in Ottawa, or in transitional housing. Transitional housing is a shorter-term housing option, and as such, individuals living there are still considered to be homeless.

Fifty-nine percent of survey respondents (819) indicated that they slept in an emergency shelter or VAW shelter during the Point-in-Time Count. An additional 8% (107) reported staying in a motel / hotel as emergency shelter overflow. The next most common location, identified by 16% of survey respondents (226), was transitional housing.

Two hundred and twenty-six individuals and families identified as spending the night in a transitional housing setting. Transitional Housing is a service for an intended population, such as vulnerable Indigenous and non-Indigenous youth, second stage housing for women and children fleeing abuse, and individuals requiring post-incarceration and post-treatment services.



Seven percent of survey respondents (101) were staying with a friend or family member in a temporary situation and / or without their own house or apartment to which they could safely return were categorized as “hidden homeless”.

Another 5% (66) were provisionally accommodated in a facility such as a hospital or correctional facility.

In total, 5% of survey respondents (72) reported that they were staying at an unsheltered location. Unsheltered locations include public spaces, makeshift shelter, vehicles, abandoned buildings or other similar places.

The unsheltered population also includes 13 respondents who did not know where they were sleeping that night. It is anticipated that these individuals were surveyed in the first hours of the PiT Count on April 19th and had not selected or booked into a shelter for overnight stay or had not secured a friend / family location to couch-surf.

Nine respondents declined to answer this question. However, surveys were verified as being homeless using responses to other questions, such as “length of time homeless” and “number of times homeless”.

FIRST EXPERIENCE OF HOMELESSNESS

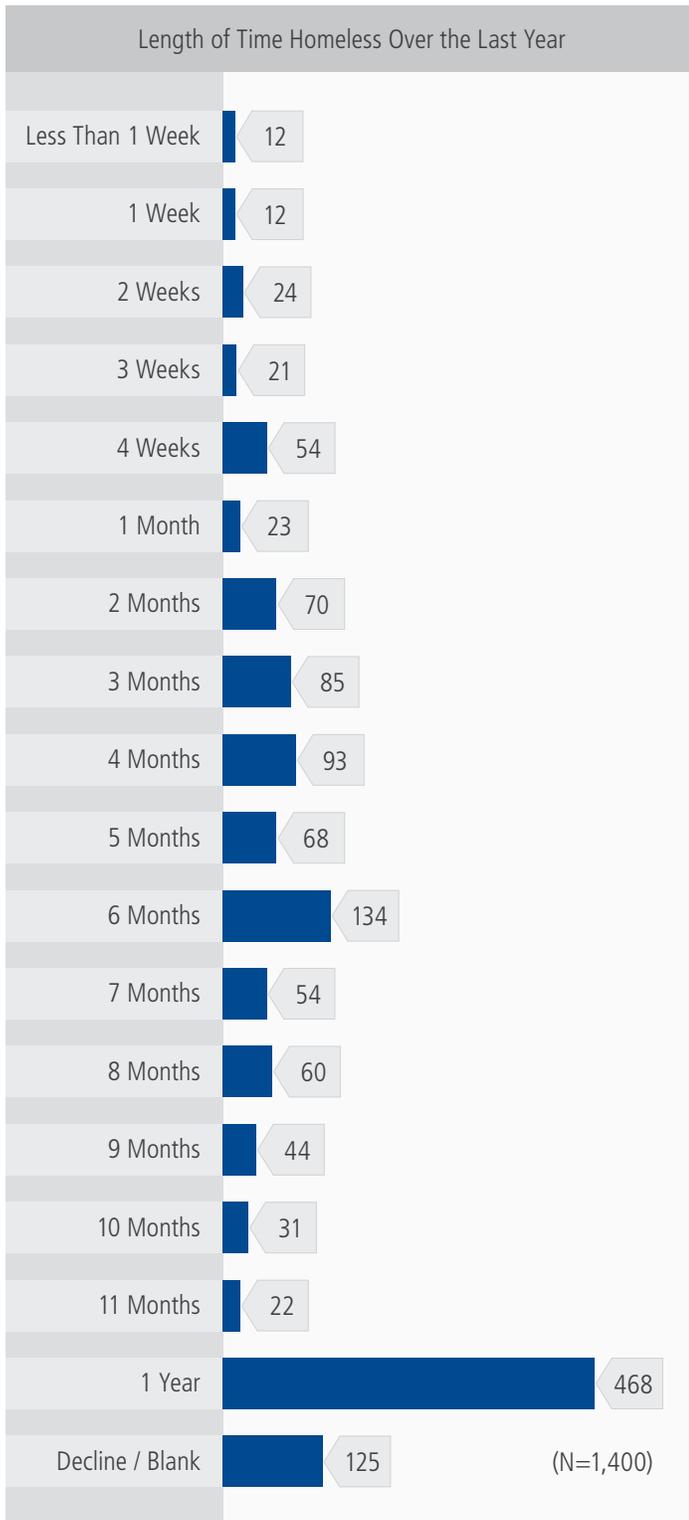
The average age at which people first experienced homelessness was 27 years old, and the median was 24 years. One respondent identified that their first experience of homelessness happened at the age of eight. At the other extreme, one respondent identified that their first experience with homelessness happened at age 78.

CUMULATIVE HOMELESSNESS OVER LAST YEAR

On average, survey respondents had experienced 206 days of homelessness over the last year, representing almost seven months of cumulative time. The corresponding median was 122 days.

A total of 813 people met the definition of chronic homelessness (58%), with six or more months of cumulative homelessness over the last year.

Ottawa’s adult and youth emergency shelters provide more than just a bed and meals. Various services and referrals to services are available such as health care, addiction stabilization, mental health care, education, and job training



opportunities. Adults and youth stay in homelessness services longer than expected primarily due to a lack of affordable housing. However, there may be opportunities to strengthen shelter programming to ensure it is focused on helping people find housing.

EPISODES OF HOMELESSNESS OVER LAST YEAR

On average, people had experienced 2.7 episodes of homelessness over the last year. Sixteen percent of survey respondents (227) met the definition of episodic homelessness, with three or more episodes of homelessness over the last year (16%).

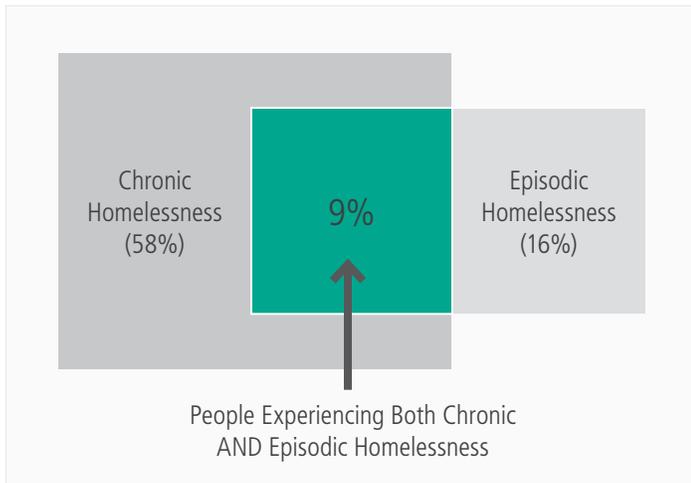
These findings indicate that individuals experiencing homelessness are cycling between housing (temporary and permanent) and homelessness in Ottawa.

Although shelter diversion efforts have been successful for individuals and families (for example, 1,280 people were diverted from shelters in 2017), general poverty, unsustainable housing and uninhabitable dwellings contribute to ongoing instability and repeat use of emergency shelter.

The long wait lists for community-based addiction and mental health services have to be factored into the response to the high rate of return to emergency shelter services.

CHRONIC AND EPISODIC HOMELESSNESS

- 58% of all PiT Count respondents were experiencing chronic homelessness
- 16% of all PiT Count respondents were experiencing episodic homelessness
- Overall, 9% of all PiT Count respondents (130) meet the definitions of both chronic and episodic homelessness



EMERGENCY SHELTER UTILIZATION OVER LAST YEAR

In total, 82% of survey respondents (1,142) reported having stayed in an emergency shelter during the past year. They reported that they were staying in either an emergency shelter or VAW shelter, a transitional housing facility, or in a motel /hotel during the Point-in-Time Count. These individuals are considered "sheltered" but those in transitional housing or motels / hotels may not have described their locations as emergency shelter when asked whether they had stayed in an emergency shelter in the past year.

An additional 17% of respondents (243) stated that they had not spent time in shelter during that time. As the majority of people who experience homelessness in Ottawa access emergency shelter at some point, shelters can play an important role in helping people connect with housing and, if required, support services. In addition to shelter diversion services and Housing First initiatives, the City has invested in efforts to support low acuity shelter residents to find housing in the community.

While shelters are not the ideal temporary housing option for any individual or family, Ottawa's shelters are rigorously inspected and reviewed every year and have adequate staffing and protocols to provide a level of safety.

TIME IN OTTAWA

The majority of people surveyed had resided in Ottawa for at least one year: 20% of respondents (281) had "always been here", with another 12% (169) having lived in Ottawa for more than 20 years and 9% (134) for 10–19 years. Another 32% of respondents (448) had lived in Ottawa less than one year and 7% (103) for just one year.

Ottawa continues to be a go-to City for potential employment, education and housing opportunities. Having a reasonably stable economy also draws individuals and families to Ottawa. Over the past several years, the City has seen a general migration from Eastern, Northern and Western Canada. Also, Ottawa has a large Inuit community—often a catalyst for other Inuit from the North to join family and friends in Ottawa or seek health and social services not available in the North.

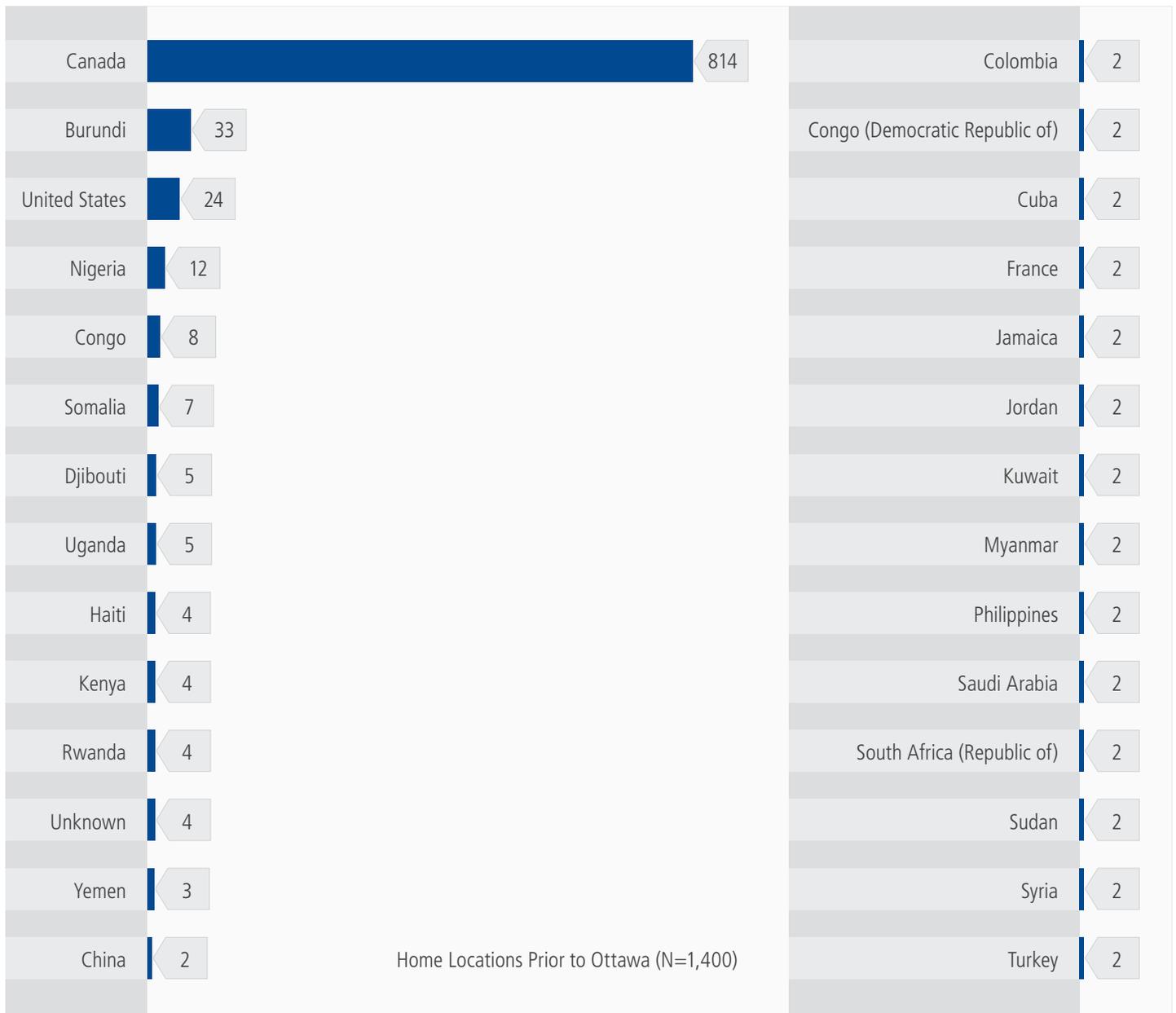
Of the 334 Immigrants, Refugees, and Refugee claimants, 207 (62%) had arrived in Ottawa within the last year. Seven percent of survey respondents (93) reported that they last lived in African nations and 24 respondents in the United States.

Twenty-eight locations had at least two respondents as prior residents and are included in the chart on the next page, while 23 locations had one response.

REASON FOR MOST RECENT HOUSING LOSS

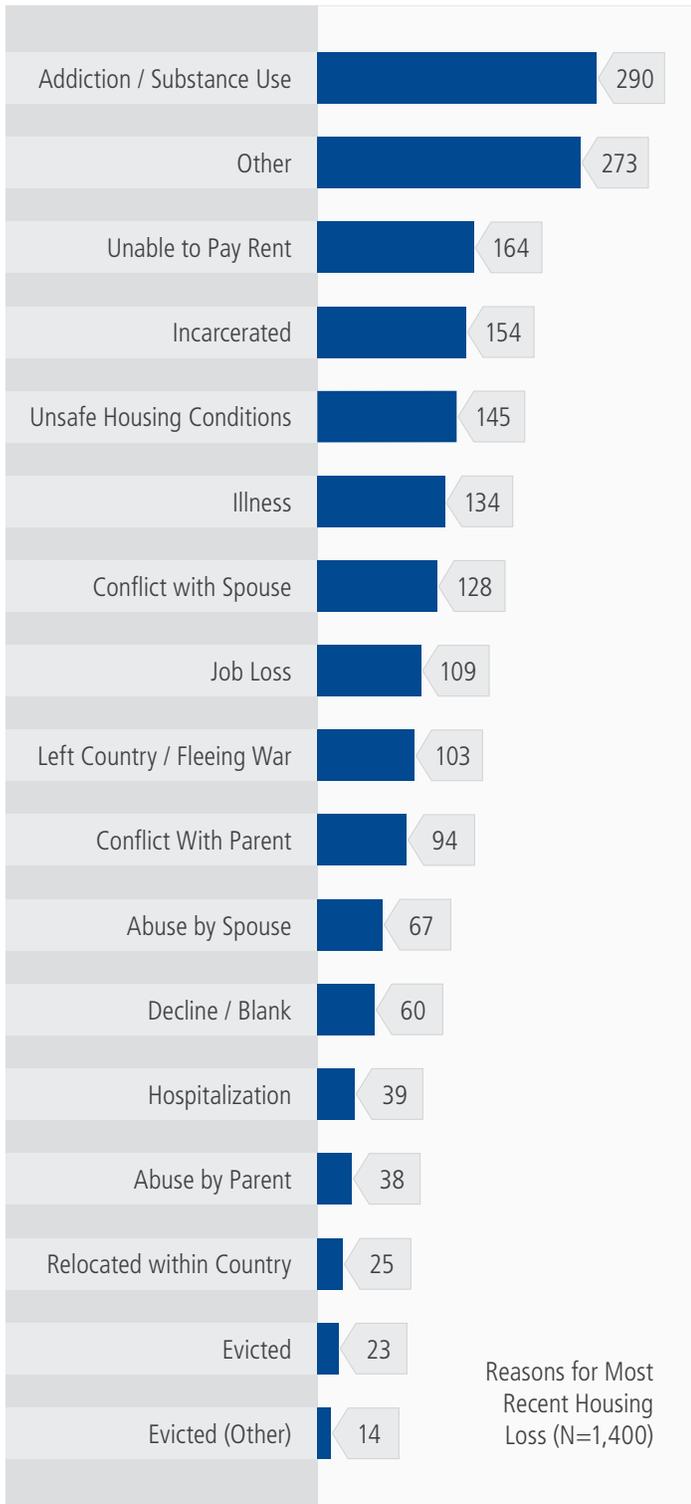
Survey respondents were asked to provide the reason for their most recent loss of housing. Despite 11 different options for surveyors to categorize responses, the most frequently chosen reason was "addiction / substance use", identified by 21% of all respondents. The next most frequent response was "other" (20% of all respondents).

Quantifying "the reason" for homelessness is challenging because there are often many contributing factors. Trying to determine the root cause when a job loss resulted in being unable to pay the rent, which resulted in moving



to a friend’s unsafe or overcrowded housing, which included conflict or abuse, is an exercise that often produces unclear or contradictory results. As an example, when survey respondents were asked, “What happened that caused you to lose your housing most recently?” more than 150 people gave more than one reason, and some gave as many as

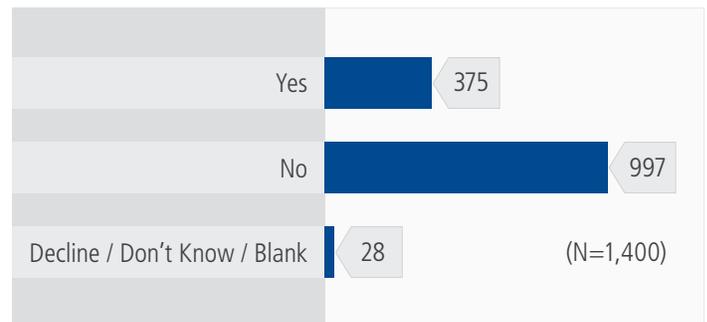
10 different causes. When examining the impact of family breakdown, it must be realized that 327 respondents (24%) identified conflict or abuse with parent or spouse as the reason for housing loss. The following chart reflects the reasons for most recent housing loss, with surveyors able to record responses in multiple categories.



FOSTER CARE / GROUP HOME HISTORY

Twenty-seven percent of respondents (375) identified as having been in foster care or group homes.

Twenty-five percent of the survey respondents who had been in foster care or group homes (95) reported that they were involved with foster care within the last seven years. The relationship between foster care involvement and youth homelessness is very evident in the City of Ottawa, particularly in the Indigenous homeless population. Emphasis on foster care discharge planning must include housing and support as a priority.



HEALTH CONDITIONS

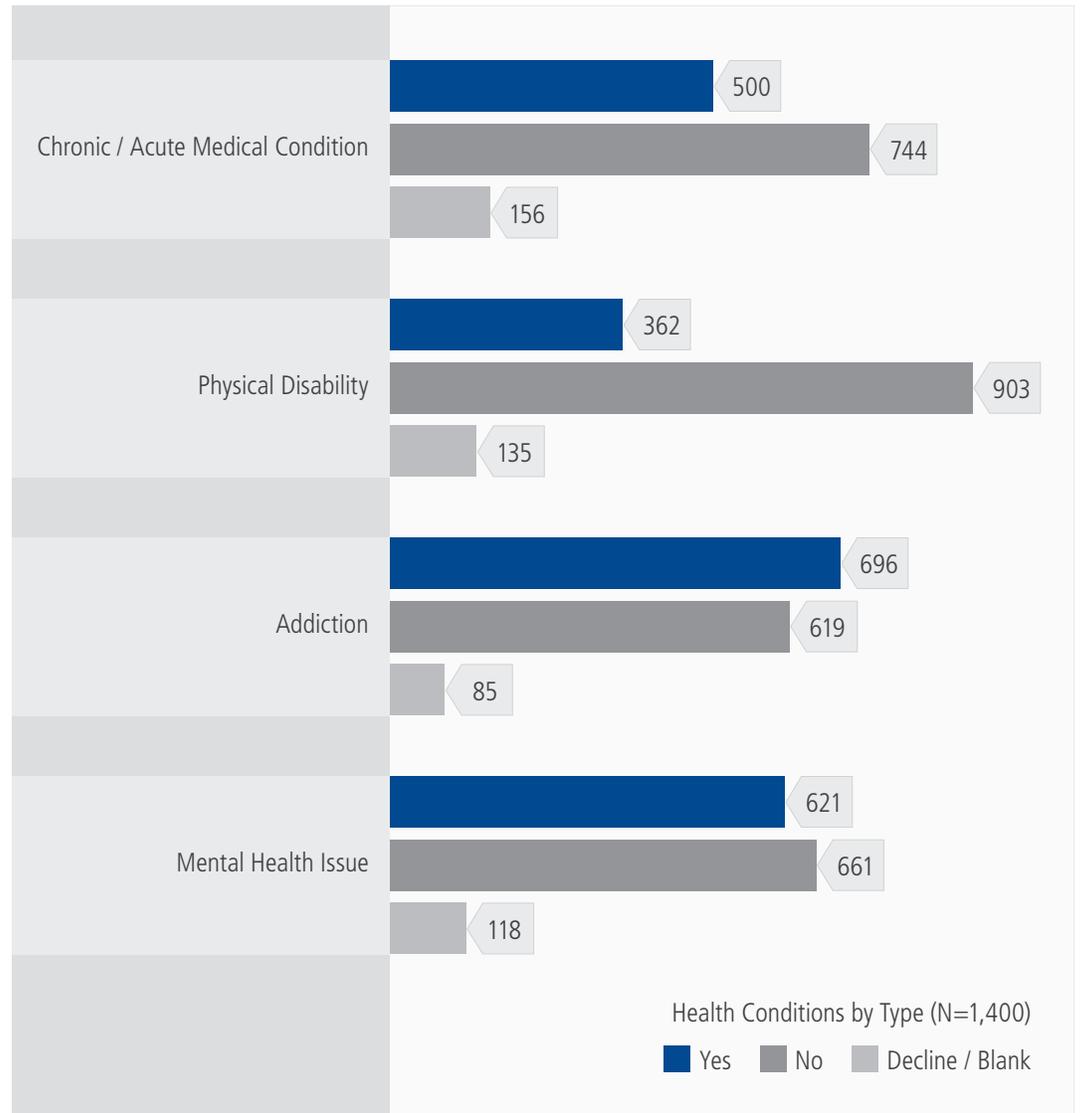
Survey respondents were asked to identify if they were living with a chronic or acute medical condition, a physical disability, an addiction, and / or a mental health issue. On average, survey respondents reported that they were experiencing two health conditions.

Addiction issues were the most commonly reported health issue (50%, 696 respondents), followed by mental health issues (44%).

Fifteen percent of survey respondents were living with "tri-morbidity" (a physical disability or chronic / acute medical condition, an addiction, and a mental health issue), and 109 or 9% of respondents were experiencing all four health conditions. Twenty-three percent of respondents

reported that they were not living with any of these health conditions.

Delivering appropriate housing and support solutions for survey respondents with all four of the health conditions will be a challenge for the City of Ottawa, housing providers and support service partners. Extensive collaboration will be required to meet the complex needs of this group.



SECTION TWO

Single Adults

This section provides demographic information on the 994 single adults that were surveyed during the Point-in-Time Count. Single adults accounted for 71% of all households surveyed.

DEMOGRAPHICS

AGE

The average age and median of single adults was 44 years, four years older than all survey respondents combined. The oldest person surveyed was an 81-year-old, and the youngest adult was 25 years old. As expected, the largest group of people were those 25 through 49 years of age (65%).

People aged 50–64 represent 30% of the population of single adults experiencing homelessness. This age group may be more likely to develop chronic health conditions and may face more barriers in securing employment, requiring more intensive supports to find and keep housing.

GENDER

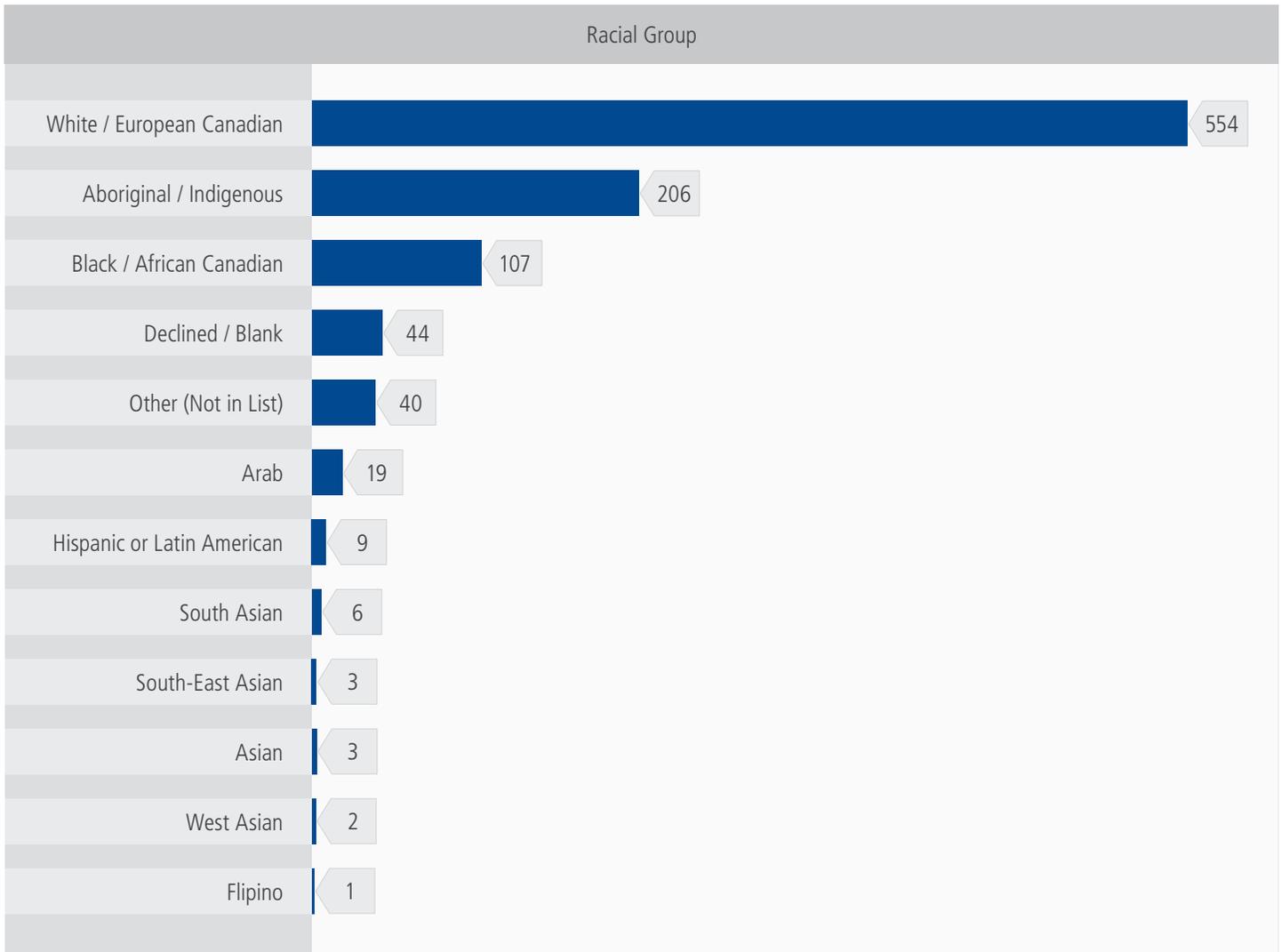
More than two thirds of respondents identified as male / man (70%), while 27% of people identified as female / woman. The remaining 2% of responses included a single response for genderfluid and transgender, two for genderqueer, 10 for two-spirit, three for trans male / man and two for trans female / woman. One additional person identified their gender as not listed among the available response options. Only eight people did not respond to this question.

SEXUAL ORIENTATION

Ninety percent of single adult survey respondents identified as being heterosexual, 8% identified on the LGBTQ2S spectrum and 31 single adults did not respond.

RACIAL GROUP

When asked for the racial group with which they identified, single adults gave the following responses, with White, Black, and Indigenous in high proportion:

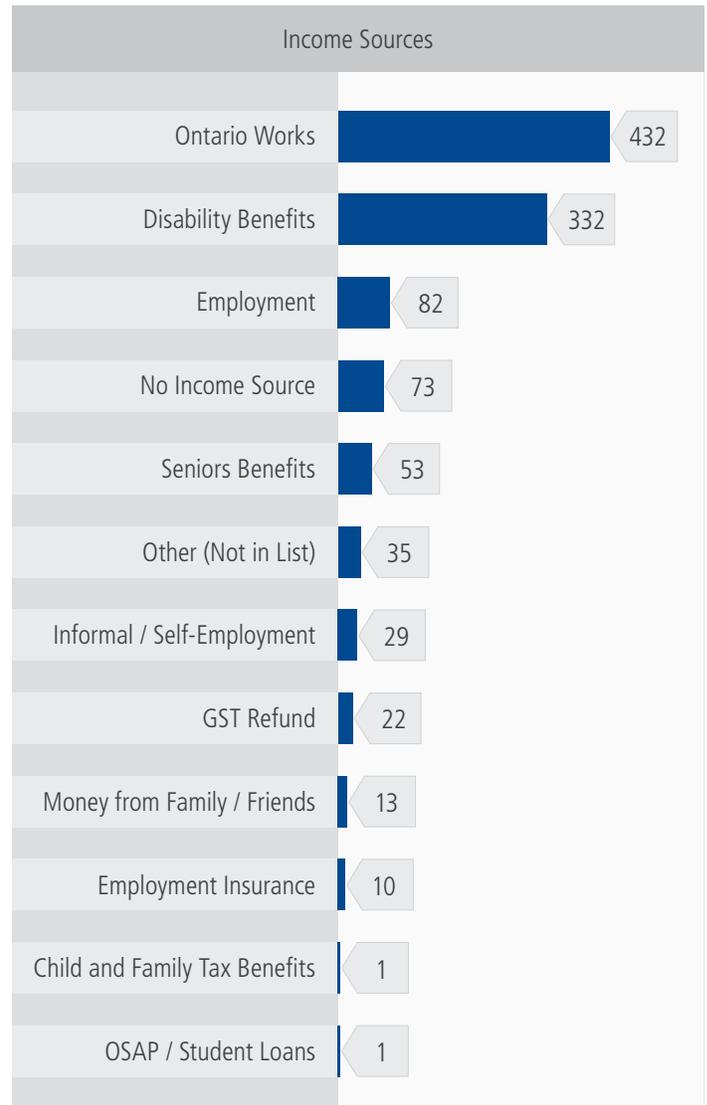
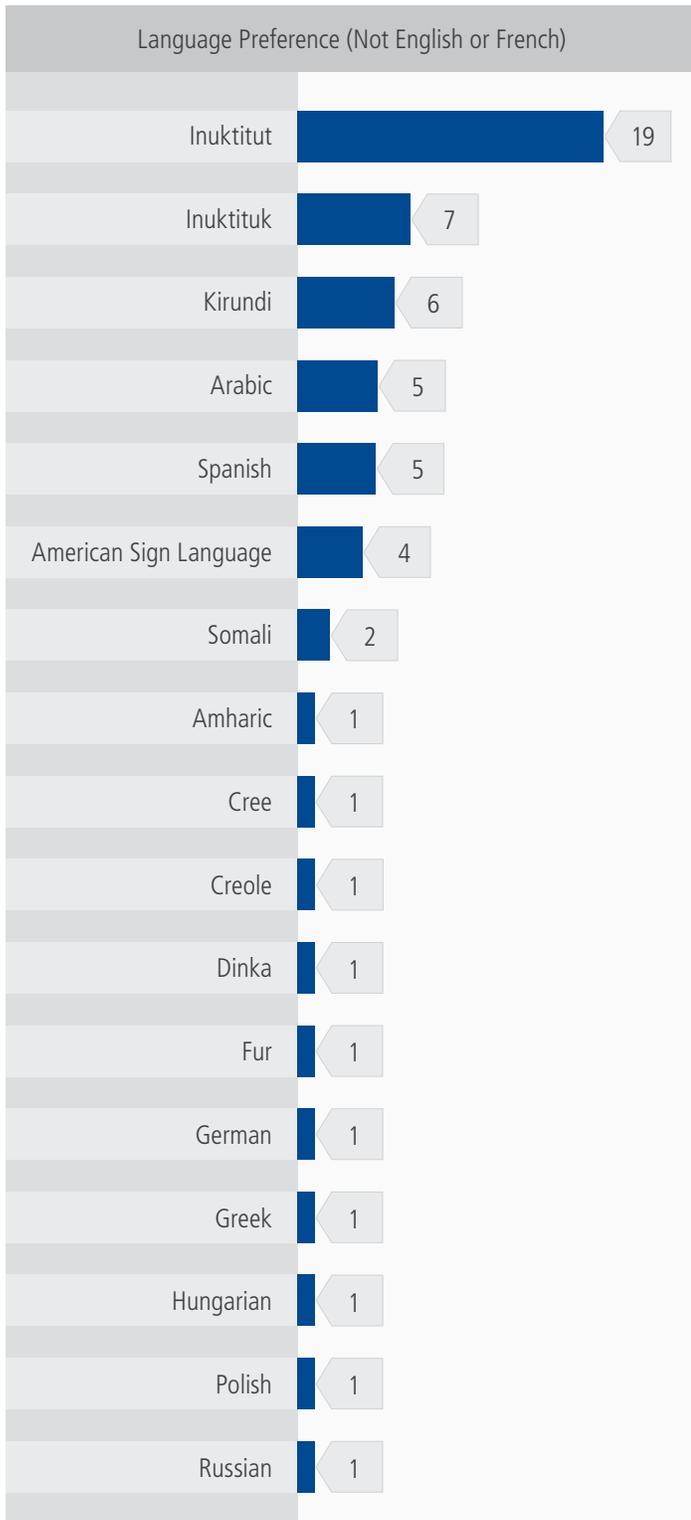


LANGUAGE

Most individuals identified English as the language they felt best able to express themselves (77%). Another 10% of respondents identified French as their preferred language, and 6% identified neither English nor French. Among these, it is noteworthy that 26 respondents preferred services in Inuktituk or Inuktitut.

INCOME

Ninety percent of single adults reported having at least one source of income. The most frequent source of income reported was Ontario Works (43%), followed by disability benefits (33%) and seniors benefits such as CPP / OAS / GIS (5%). Eighty-two people reported employment, reflecting 8% of the single adult responses, with another 3% or 29 people identifying informal self-employment through the sex trade, bottle returns or panhandling. Thirty-five responders stated that their income source was not included in the



survey list. It is well known that current Ontario Works shelter rates do not provide enough income for sustainable housing. However, it is important to note that although disability benefits such as the Ontario Disability Support Program are higher, this type of income is also insufficient to obtain and maintain appropriate and affordable housing. Seven percent of single adults (73) identified as having no source of income.

MILITARY/ROYAL CANADIAN MOUNTED POLICE SERVICE

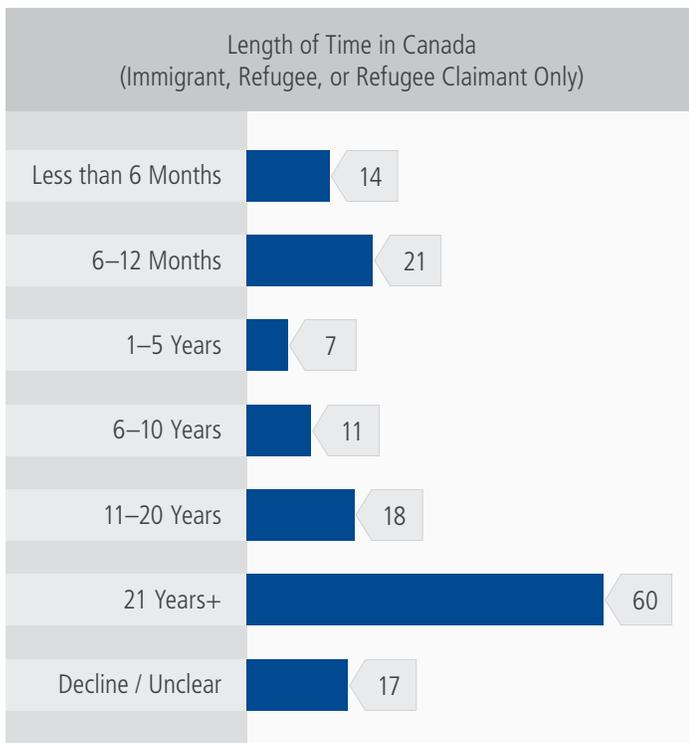
Six percent of all single adult respondents (60) reported having served in the Canadian Military (including the Canadian Navy, Army, Air Force or Rangers) or Royal Canadian Mounted Police.

IMMIGRANT, REFUGEE OR REFUGEE CLAIMANT STATUS

When compared to all respondents, single adults are somewhat more likely to have been born in Canada.

Fifteen percent of single adults (148) identified coming to Canada as an immigrant, refugee or refugee claimant, compared to 23% of all respondents.

Forty percent (60) of the single adults who identified that they came to Canada as an immigrant, refugee or refugee



claimant reported that they have been in Canada for over 20 years. Single adults comprise 85% of all immigrants, refugees and refugee claimants who reported that they have been in Canada for 20 years or more. This finding suggests that these individuals have not been able to fully settle in Canada, and may need targeted supports.

INDIGENOUS OR INDIGENOUS ANCESTRY

Twenty-seven percent of single adults (266) identified as Indigenous or having Indigenous ancestry, including First Nations, Inuit, and Metis with or without status. Refer to the Indigenous profile in Section 5 for additional analysis of the demographic characteristics of this population.

History of Housing and Homelessness

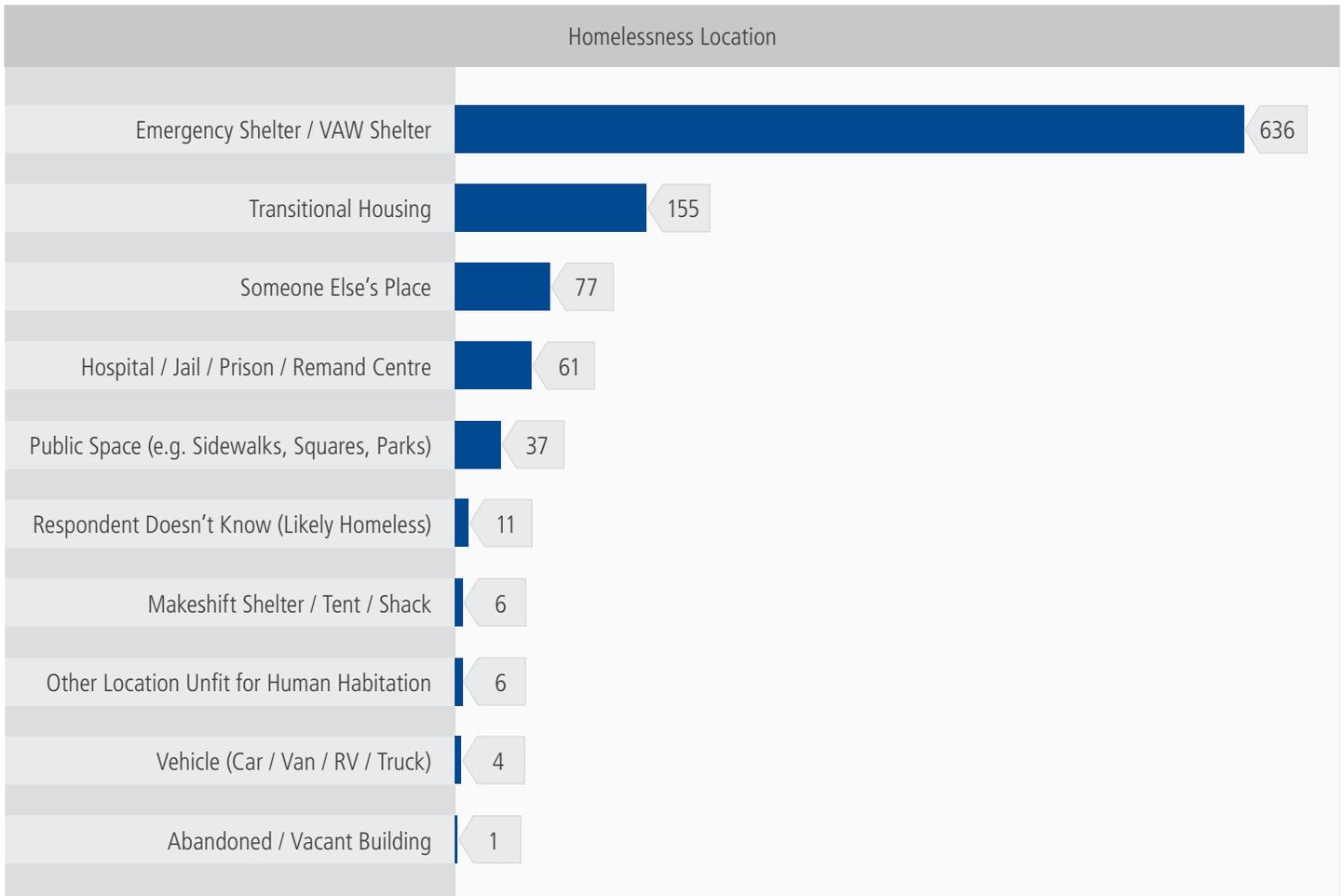
HOMELESSNESS LOCATION

Of the 994 unaccompanied adults experiencing homelessness during the PiT Count, almost two thirds spent the night at an emergency shelter or VAW shelter (64%).

Eight percent of single adults (77) were staying with a friend or family member in a temporary situation and / or without their own house or apartment to which they could safely return. Another 16% were residing in transitional housing, and 5% were staying at an unsheltered location (including public spaces, makeshift shelter, vehicles, abandoned buildings or other similar places). Additional detail is included in the chart at right.

FIRST EXPERIENCE OF HOMELESSNESS

The average age at which single adults first experienced homelessness was 29 years old, with a median of 26. The youngest age identified was eight years of age and the oldest was 78.



CUMULATIVE HOMELESSNESS OVER LAST YEAR

On average, survey respondents had experienced 219 days of homelessness over the last year, representing 7.3 months of cumulative time. The corresponding median was 213 days. A total of 620 single adults met the definition of chronic homelessness (62%), with six or more months of cumulative homelessness over the last year. Single adults represent 76% of the survey respondents that met the definition of chronic homelessness. This finding suggests that services that are intended to assist people who are experiencing chronic homelessness should be targeted toward single adults.

EPISODES OF HOMELESSNESS OVER LAST YEAR

On average, adult respondents had experienced 1.9 episodes of homelessness over the last year. The corresponding median was one episode. In total, 17% of respondents (169) met the definition of episodic homelessness, with three or more episodes of homelessness over the last year, which is comparable to the incidence of episodic homelessness among all respondents. However, this finding suggests that there is a need for a range of community-based support services that can continue to assist people after they are housed to help them maintain stability.

EMERGENCY SHELTER UTILIZATION OVER LAST YEAR

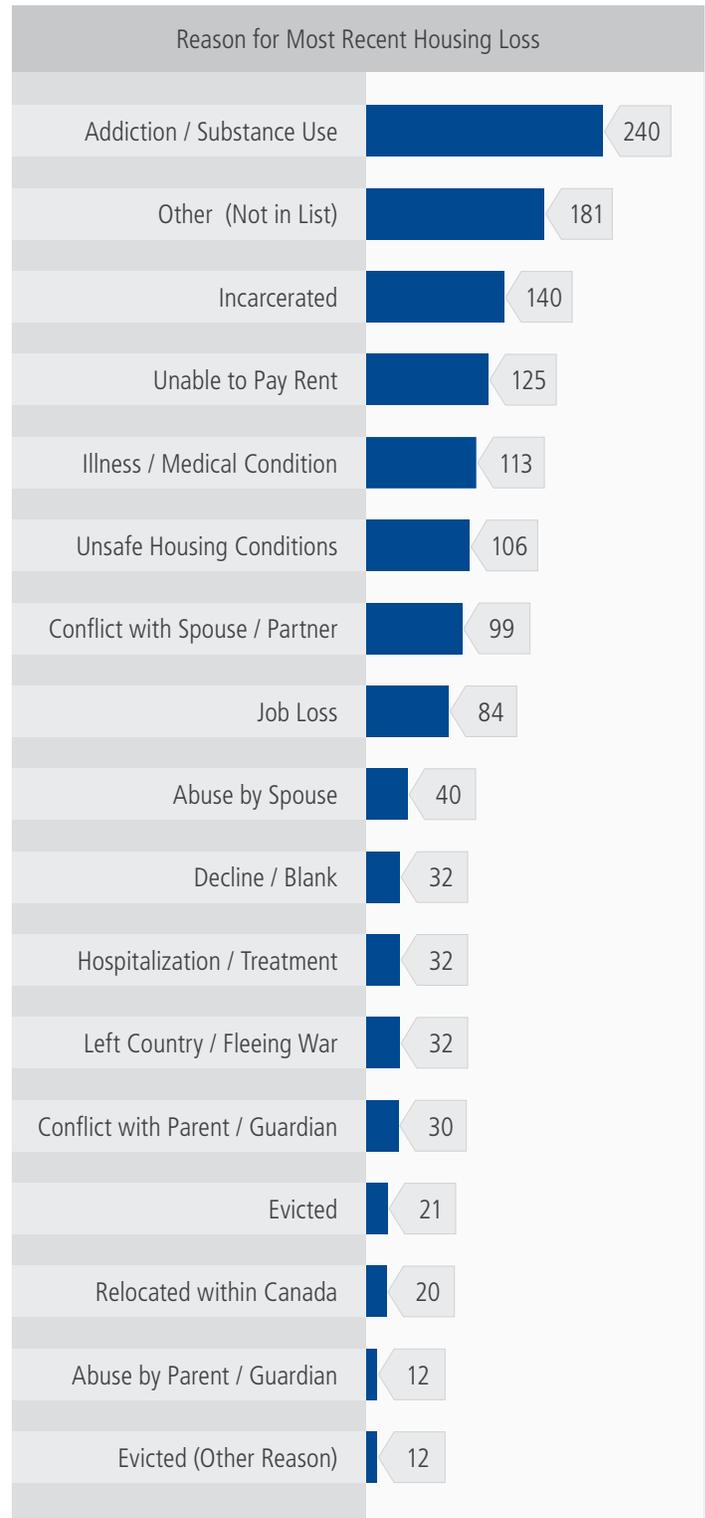
A total of 81% of single adults (805) reported that they had stayed in an emergency shelter during the past year. An additional 19% of respondents (185) stated that they had not spent time in shelter during that time. Individuals that did not spend any time in shelter may be experiencing hidden homelessness, residing in transitional housing or be involved in the correctional justice system, although some may be living on the street.

TIME IN OTTAWA

The majority of single adults surveyed had lived in Ottawa for at least one year: 20% of respondents (191) had “always been here”, and 47% (470) had been here for at least one year. However, just under one third of single adults reported that they had been in Ottawa for less than one year, with 16% (164) reporting they had lived in Ottawa between six and 12 months, and 19% (187) for less than six months. The majority of those who had lived somewhere else before coming to Ottawa indicated that they were living elsewhere in Canada. As with the data from all 1,400 survey respondents, responses from single adults indicate that there are migration patterns from within Canada, notably from the west and north as well as from other countries.

REASON FOR MOST RECENT HOUSING LOSS

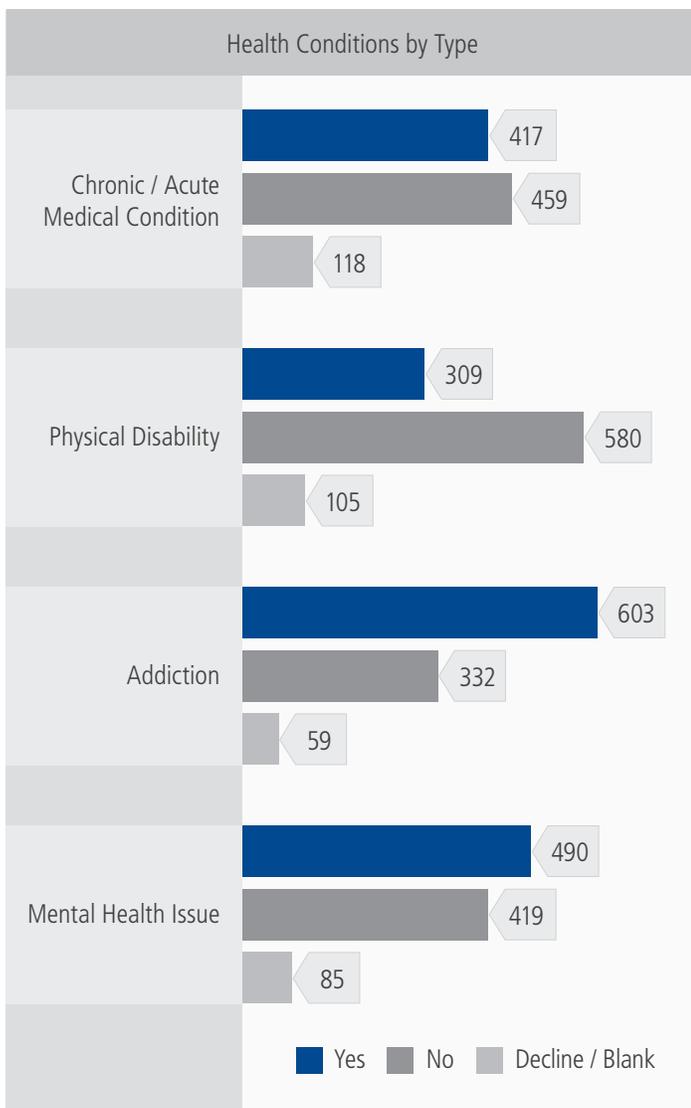
The most common reason given for the most recent housing loss was addiction issues (24%). Despite 11 different options for surveyors to categorize responses, the second most frequently chosen reason was “other,” utilized by 18% of respondents. These results are comparable to the results for all respondents, although the percentage of single adults who identified addiction issues is somewhat higher and the percentage who identified “other” reasons is somewhat lower. Surveyors were able to record responses in multiple categories, when applicable.



FOSTER CARE / GROUP HOME HISTORY

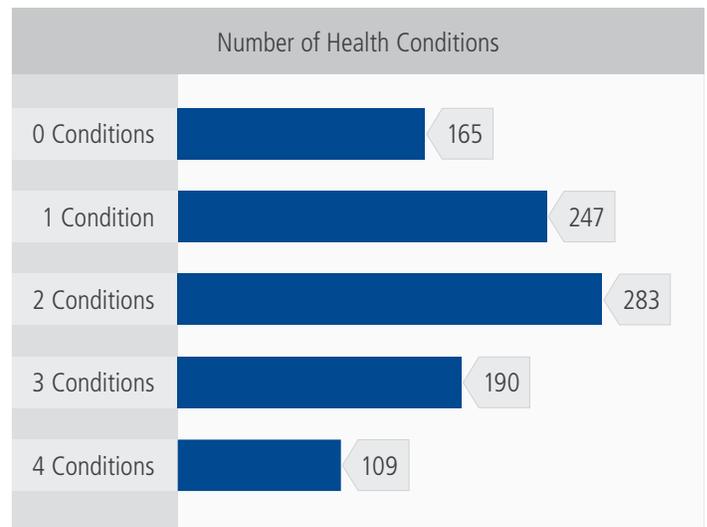
Twenty-nine percent of single adults (285) identified having been in foster care or group homes in the past. This finding is comparable to the incidence of foster care involvement for all respondents (27%). Non-familial care during childhood and teenage years is strongly correlated with later homelessness.

HEALTH CONDITIONS



Similar to the findings for all respondents, single adults identified that they were living with an average of two of the four health conditions surveyed.

From the four choices available, 11% of single adults reported living with all of the health challenges and 19% reported living with three health conditions, which is slightly higher than the percentage of all respondents living with three or four health conditions. An additional 17% reported that they were not living with any of the four health conditions. Recognizing that specialized supports are often required to assist in the housing stability journey for individuals experiencing concurrent health conditions, this knowledge will be important when performing program-matching activities, housing supports and accessibility design needs.



SECTION THREE

Families with Children

As part of the 2018 Point-in-Time Count, family-specific locations were identified for on-site surveying. To be considered a family household, there was at least one head of household and one or more dependent children under the age of 18 years. During the specified survey times, 213 adult family members were interviewed.

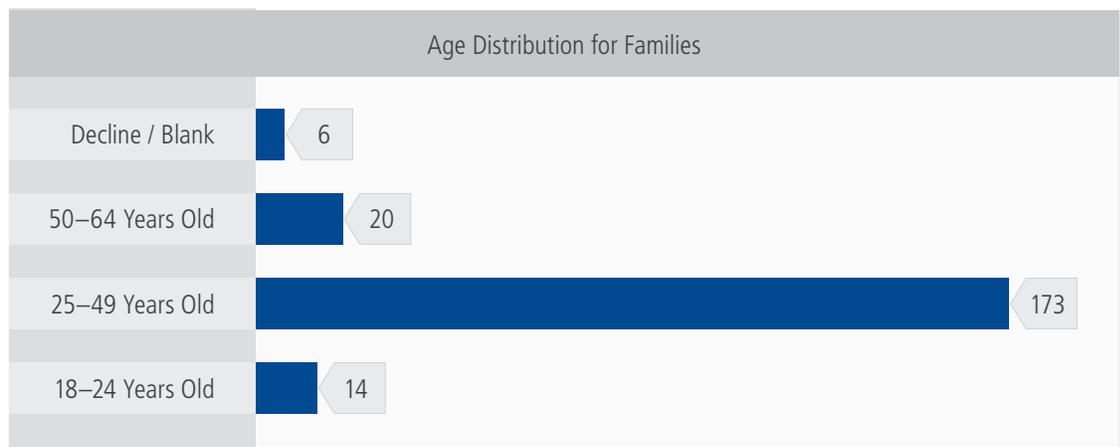
When looking at household composition, 211 families had children with them and two of these households also included a partner or other adult. A total of 515 dependent children were identified in the surveys, ranging in age from infancy to 18 years of age.

DEMOGRAPHICS

AGE

The average age of all family respondents was 36 years old, four years younger than the results for all households combined. The oldest family member surveyed was 64 years old, and the youngest was 19 years old.

The largest age group consisted of people aged 25–49 (81%). In comparison, 59% of all respondents were between the ages of 25 and 49.



GENDER

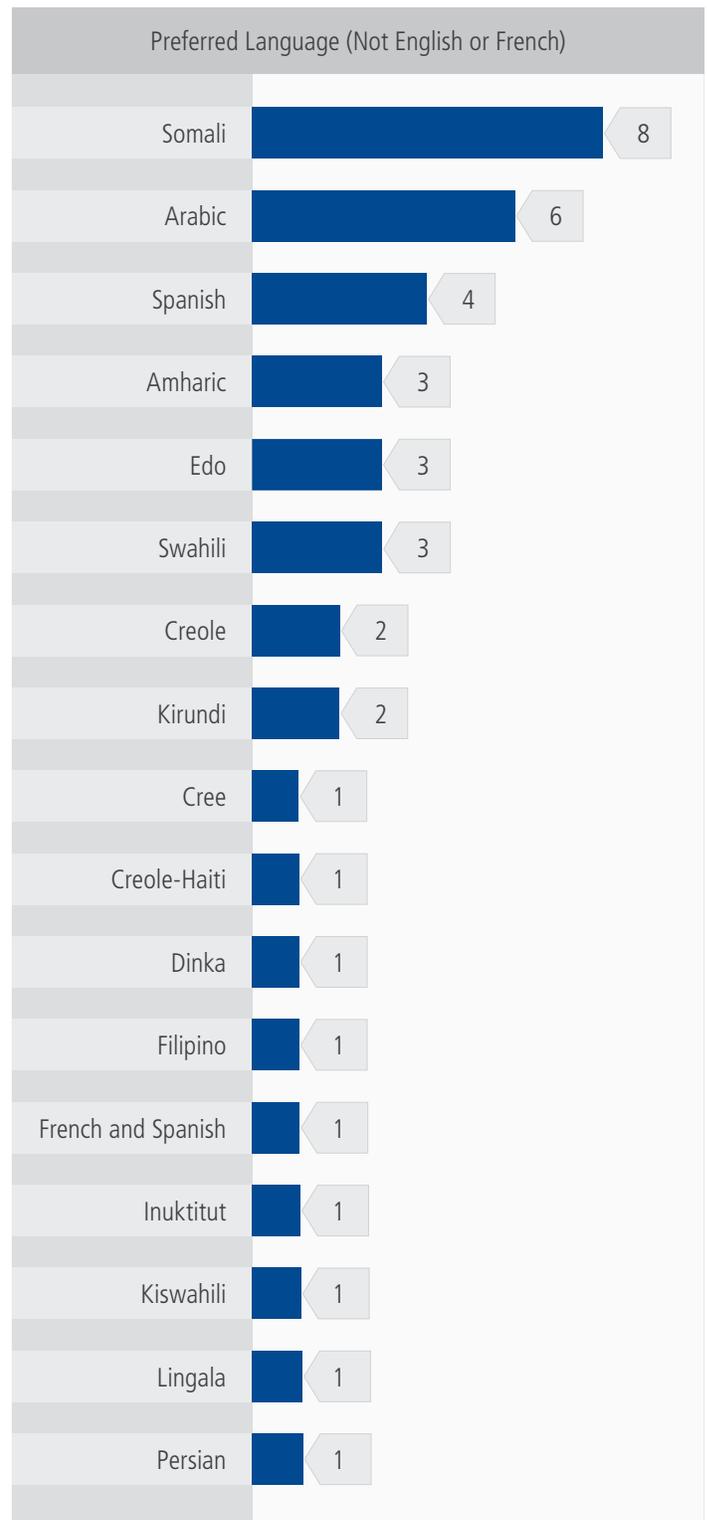
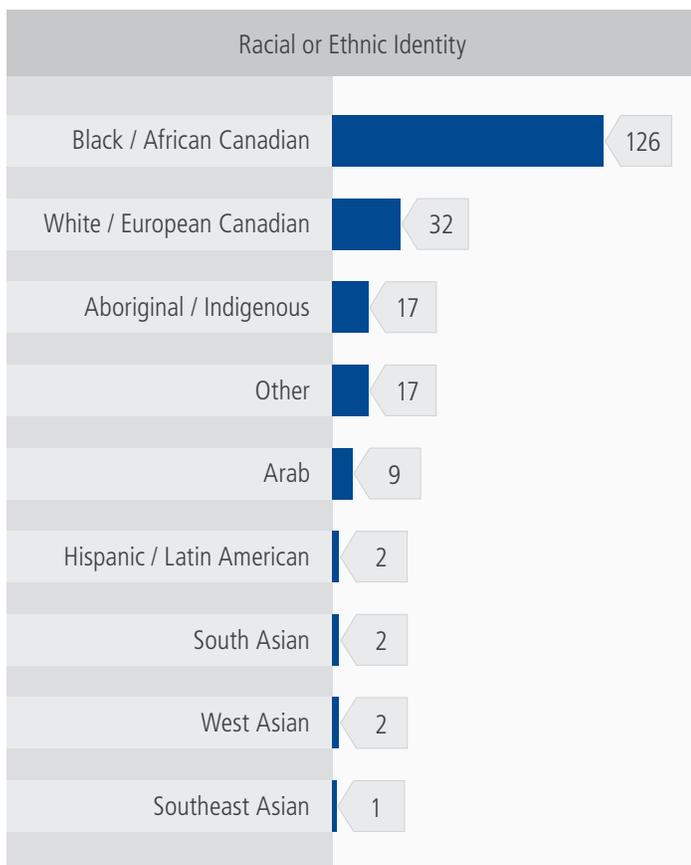
A total of 77% of the family members surveyed identified as female / woman, while 22% identified as male / man. Only one family member identified as a trans female.

SEXUAL ORIENTATION

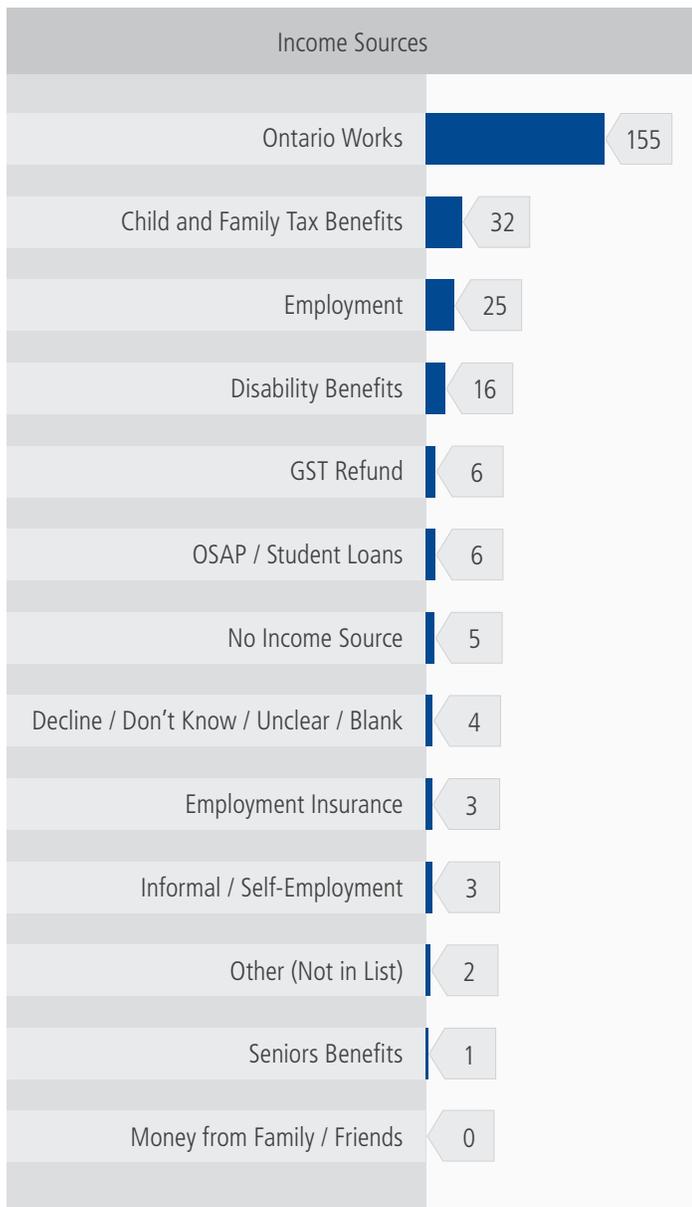
When examining the multitude of response options, 87% of family respondents identified as being heterosexual.

RACIAL GROUP

Of the families experiencing homelessness in Ottawa during the 2018 PiT Count, 59% described their racial identity as Black or African Canadian. Other findings are shown in the table below.



Families were also significantly more likely to report that they had come to Canada as immigrants, refugees or refugee claimants, in comparison to all respondents. The large number of families that identified as Black or African Canadian is consistent with reports of growing numbers of people making refugee claims after arriving from African countries.



LANGUAGE

Of the family members surveyed, 45% (96) identified English as the language they felt best able to express themselves.

Thirty-one percent of families (65) identified French.

Five percent (10) identified no preference and 18% (39) identified a language other than English or French as their preferred language.

Families were significantly more likely to identify French or a language other than French or English as their preferred language compared to all respondents, of whom 71% preferred English. This finding is also consistent with the relatively higher proportion of immigrants, refugees and refugee claimants among family respondents.

Given the diversity of language preferences, it may be important to continue to build capacity to provide homelessness and housing stability services in languages other than French and English in the future.

INCOME

The most frequent source of income reported was Ontario Works (73%), followed by child and family tax benefits (15%) and employment (12%).

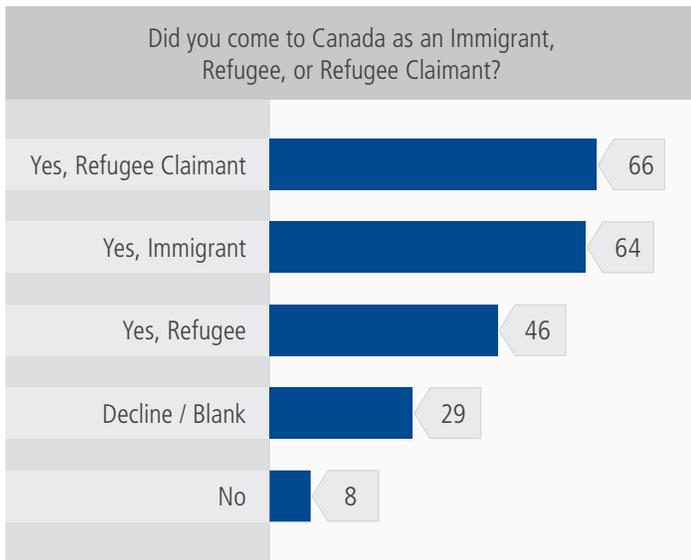
Only 2% of family members (5) identified having no source of income. Less than one out of every five families reported having more than one source of income (18%).

MILITARY/ROYAL CANADIAN MOUNTED POLICE SERVICE

Just under 2% of family members (4) reported having served in the Canadian Military (including the Canadian Navy, Army, Air Force or Rangers), compared to 5% of all respondents who identified that they had military service. Two of these military members identified as Inuit.

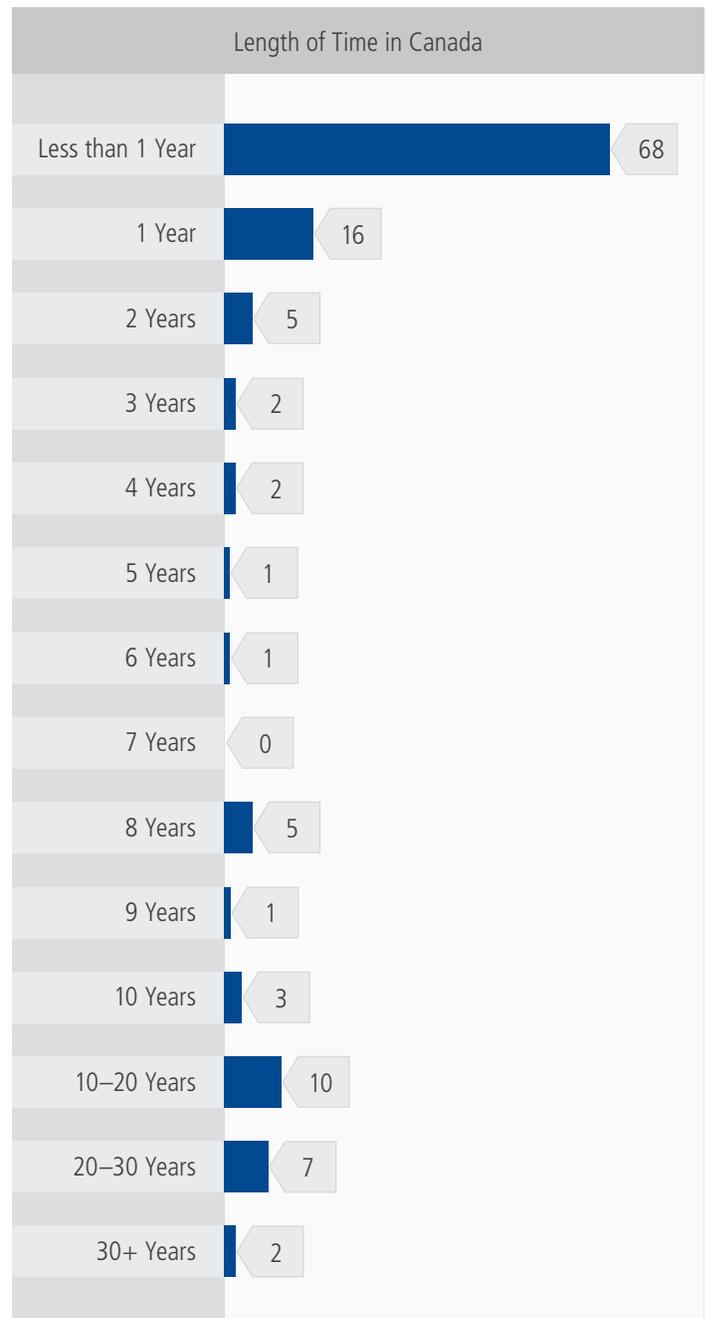
IMMIGRANT, REFUGEE OR REFUGEE CLAIMANT STATUS

The majority of family respondents (66%) identified that they had come to Canada as an immigrant, refugee or refugee claimant, compared to 24% of all survey respondents. This finding indicates that many families currently experiencing homelessness in Ottawa may need programs and services that can help them stabilize and settle in a new country as well as legal assistance for those that arrived as refugee claimants. When the responses are broken down, 31% (66) people identified coming to Canada as Refugee Claimants, (22%) 46 came as Immigrants and 14% (29) came as Refugees.



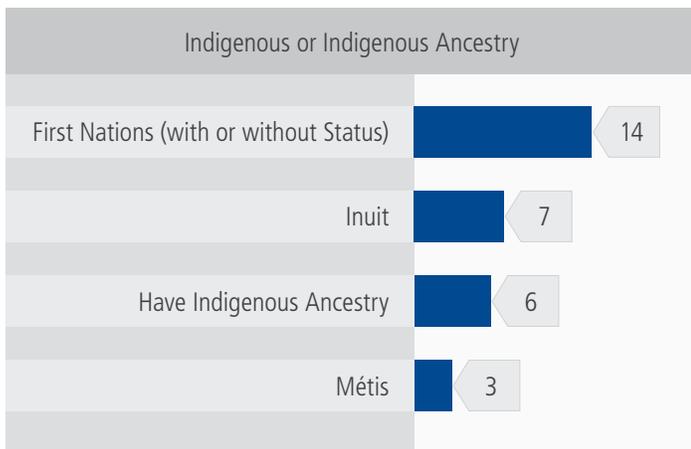
Of the respondents that identified the length of time they had been residing in Canada, 68 of them have been in Ottawa for less than one year with 22 families identifying that they had been living in Canada for 10 years or longer. The high proportion of homeless families who have been in Canada for less than three years, and the finding that a relatively high proportion of homeless families that came to Canada as Refugee Claimants, may place pressure on the homelessness and housing stability service system. Many of these families may need help to secure work

permits, income assistance, etc., before they can secure housing. They may also face barriers in obtaining suitable housing due to factors such as no rental history in Canada and limited income.



INDIGENOUS OR INDIGENOUS ANCESTRY

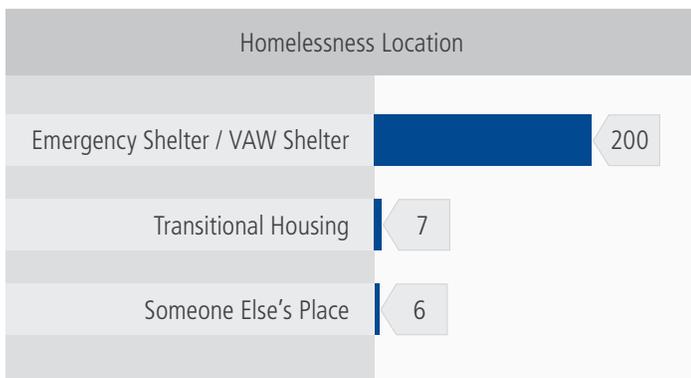
Two percent of family members surveyed (30) identified as Indigenous or having Indigenous ancestry, including First Nations, Inuit, and Métis with or without status. In comparison, 24% of all respondents identified as Indigenous or having Indigenous ancestry.



History of Housing and Homelessness

HOMELESSNESS LOCATION

Of the 213 family members experiencing homelessness who were surveyed, 94% spent the night at an emergency shelter, or family and VAW shelter, substantially higher

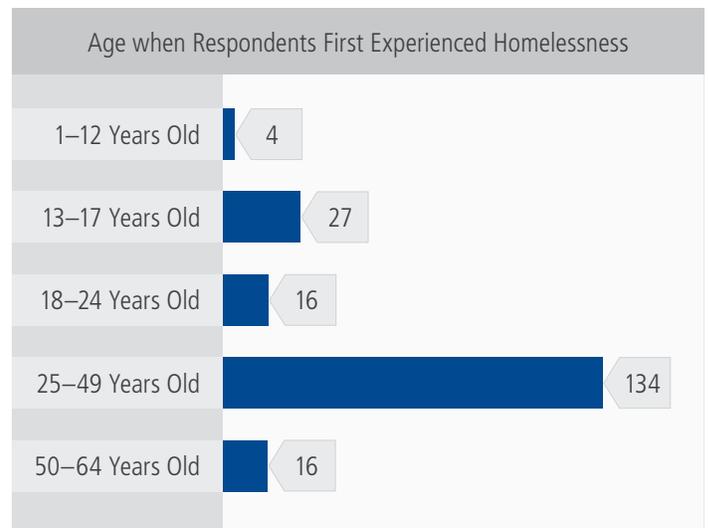


than the 66% of all households (including single adults and youth) who identified that they were staying in an emergency shelter.

Three percent of families were staying with a friend or family member in a temporary situation and/or without their own house or apartment to which they could safely return. Seven families (3%) were residing in transitional housing units.

FIRST EXPERIENCE OF HOMELESSNESS

The average age at which respondents first experienced homelessness was 31 years old. People who experience homelessness as children may also be more likely to experience homelessness as adults. In total, 24% of family members (47) identified that their first experience of homelessness occurred before they were 24 years old. This finding is consistent with "generational homelessness". The table below summarizes the ages at which family respondents' first experienced homelessness.



CUMULATIVE HOMELESSNESS OVER LAST YEAR

On average, family survey respondents had experienced 178 days of homelessness over the last year, representing almost

6 months cumulative time. The corresponding median was 152 days. A total of 49% of family members (105) met the definition of chronic homelessness, with six or more months of cumulative homelessness over the last year. Of note, refugee claimants who arrived in the fall of 2017 would have met the chronic homelessness definition by April 2018.

A number of barriers may contribute to the number of families experiencing extended periods of homelessness, including low vacancy rates and unaffordable rents. Suitable rental units are also scarce for large families.

These challenges in finding housing may account for the consistently high number of families accessing emergency shelters and overflow and will need to be taken into account in future service planning.

EPISODES OF HOMELESSNESS OVER LAST YEAR

On average, families had experienced one episode of homelessness over the last year. The corresponding median was also one episode. A total of eight families met the definition of episodic homelessness, with three or more episodes of homelessness over the last year.

From the data collected, six of the eight episodic families were experiencing hidden homeless, with the majority being Indigenous. Ottawa’s Housing First initiative for families is considered to be both successful and robust with a negligible recidivism rate, which has contributed to a low incidence of family episodic homelessness.

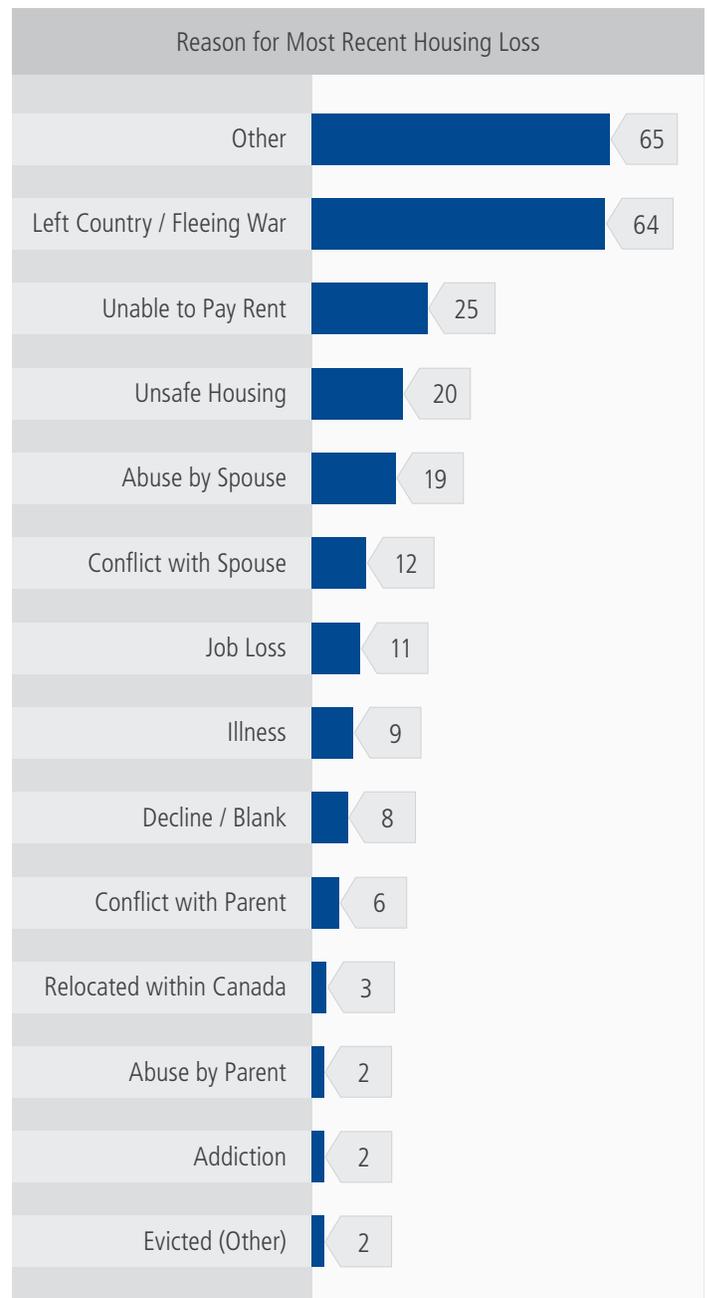
EMERGENCY SHELTER UTILIZATION OVER LAST YEAR

A total of 92% of family members (196) reported they had stayed in an emergency shelter during the past year.

Only 17 respondents stated that they had not spent time in shelter during that time.

TIME IN OTTAWA

In total, 66% of the families surveyed (140) reported they had been in Ottawa one year or less, including 63 families that had resided in Ottawa for less than six months.



Ten percent of family respondents (21) had “always been here”, with another 10% (22) having lived in Ottawa 10 years or longer. This is significantly higher than the proportion of all respondents who had been in Ottawa less than one year, and consistent with the high proportion of immigrants, refugees and refugee claimants and families experiencing homelessness.

REASON FOR MOST RECENT HOUSING LOSS

Despite 11 different options for surveyors to categorize responses, the most frequently chosen reason was “other” (31% of family responses). The second most frequent response, “left country / fleeing war” (30%) reflects the high number of refugee claimants and refugees among families experiencing homelessness. The following reflects the reasons for most recent housing loss, with surveyors able to record responses in multiple categories.

Families were much less likely to report that they lost their housing due to factors such as addiction when compared to all respondents and to single adults. This finding makes it clear that although homelessness has many causes, different population groups also have distinct pathways into homelessness and will benefit from targeted services.

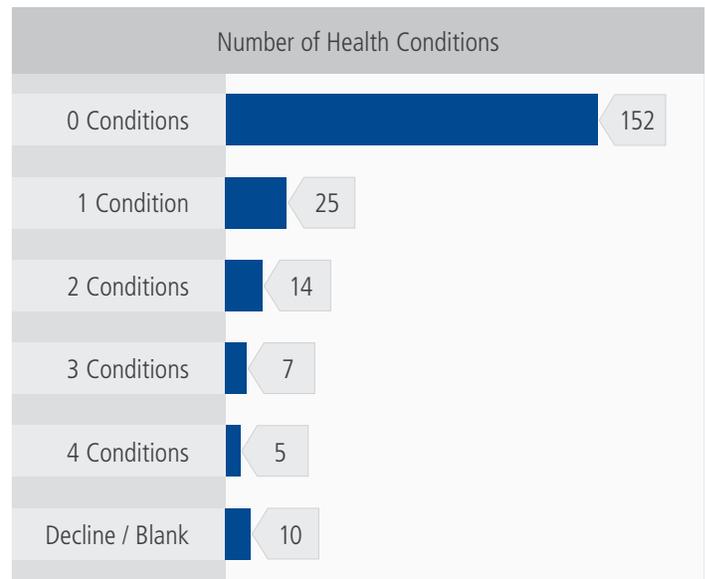
FOSTER CARE/GROUP HOME HISTORY

Thirteen percent of families (28) identified as having been in foster care or group homes. This result is much lower than the percentage of all respondents who had foster care involvement (27%), but may reflect the large number of families who are new to Canada.

HEALTH CONDITIONS

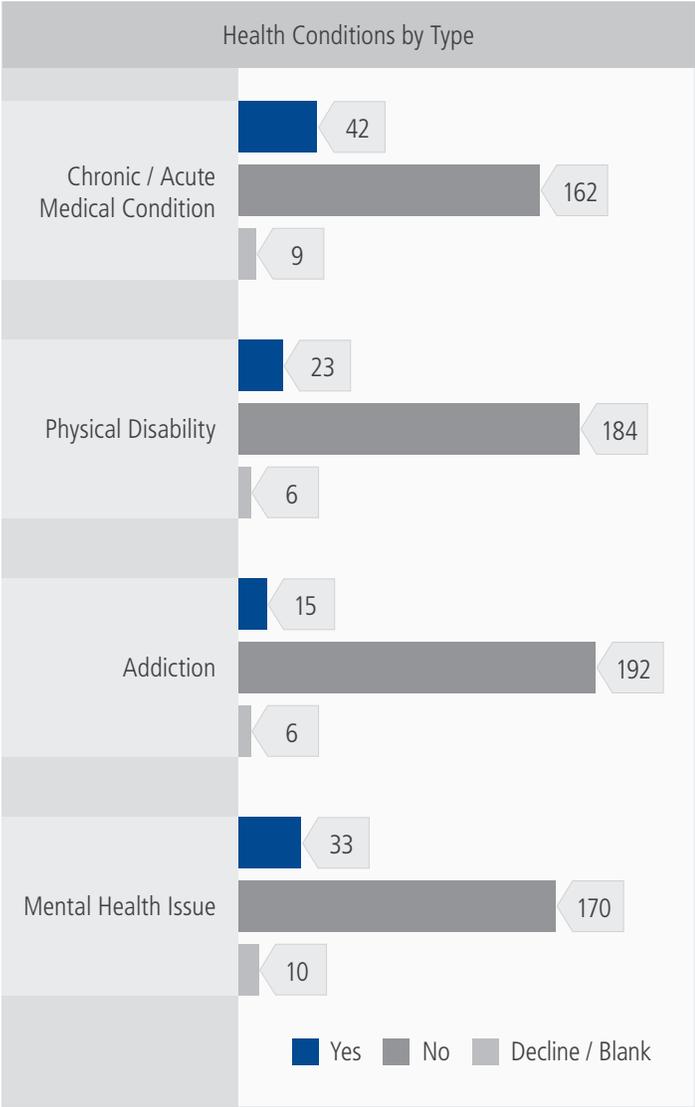
The majority of family respondents (71%) identified that they were not living with any of the four health factors. Twelve percent identified one health condition (primarily chronic / acute medical conditions) and 7% identified two

co-occurring health conditions. Just 3% of families were living with tri-morbidity (physical health, mental health, and substance use issues) and 2% were living with all four of the health conditions.



The majority of the health issues reported by family respondents were chronic / acute medical conditions (20%) and mental health concerns (15%). Only 7% reported an addiction issue.

There was a very good response rate for the series of health and wellness questions. However, with the large number of refugee claimants and refugees going through the immigration process, identifying with even one of the conditions could have been perceived as jeopardizing their immigration claim chances, even though the surveys were anonymous and cannot be tied back to one particular individual or family.



SECTION FOUR

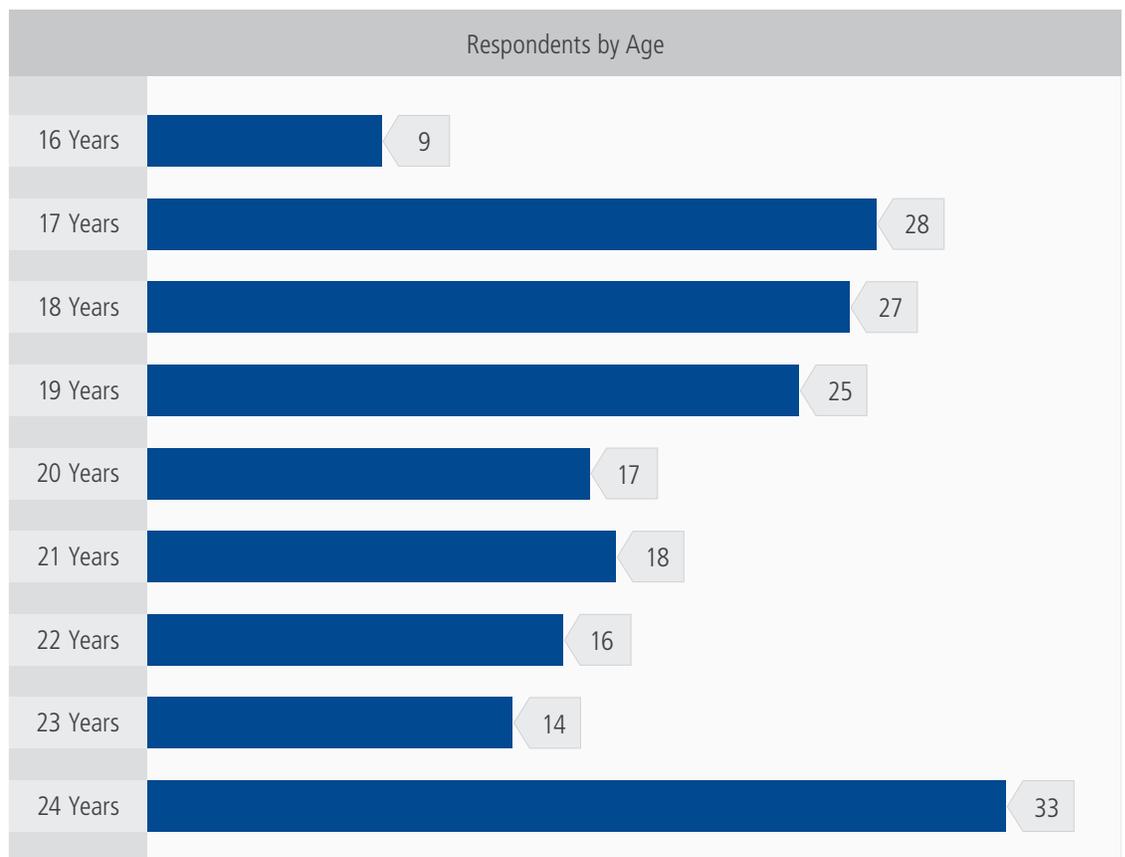
Unaccompanied Youth

During the 2018 Ottawa Point-in-Time Count, 187 unaccompanied youth were surveyed. The following sections outline some of the demographics and experiences of these youth.

DEMOGRAPHICS

AGE

The average and median age of all youth respondents was 20 years old. The oldest youth surveyed was 24 years of age and the youngest was 16 years old.

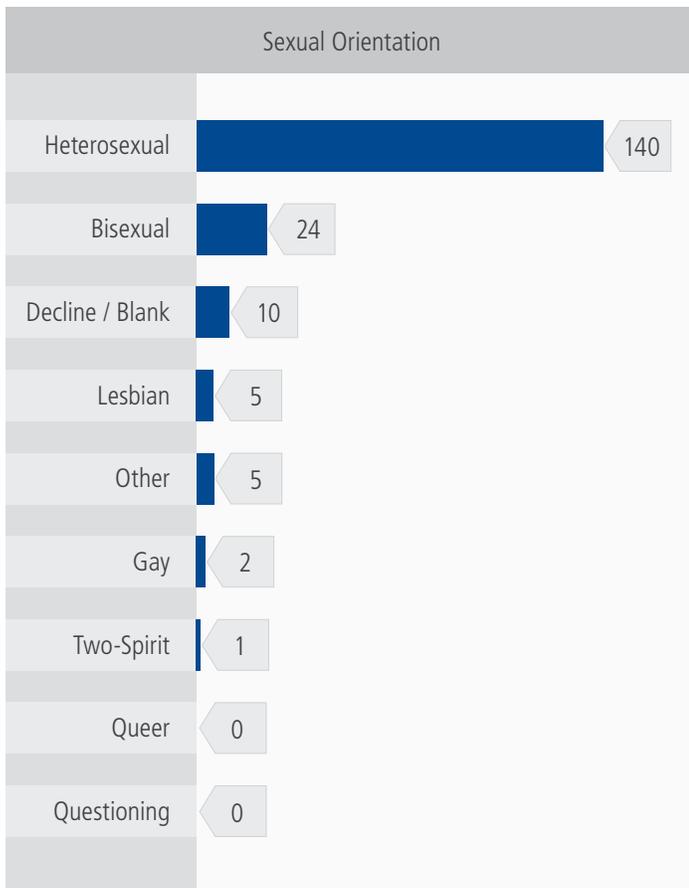


GENDER

A total of 50% of youth identified as male / man, while 44% identified as female / woman. Three youth identified as trans female, one identified as trans male, two identified as two-spirit, and three identified as genderqueer, all accounting for 5% of the results. Two youth identified their gender as "other".

SEXUAL ORIENTATION

Seventy-five percent of youth survey respondents identified as being heterosexual (140). Among the remaining youth respondents, 13% (24) identified as bisexual, 3% (5) as lesbian, 1% (1) identified as two-spirit, and 1% (2) identified as gay. The remaining 5% of youth (10) declined



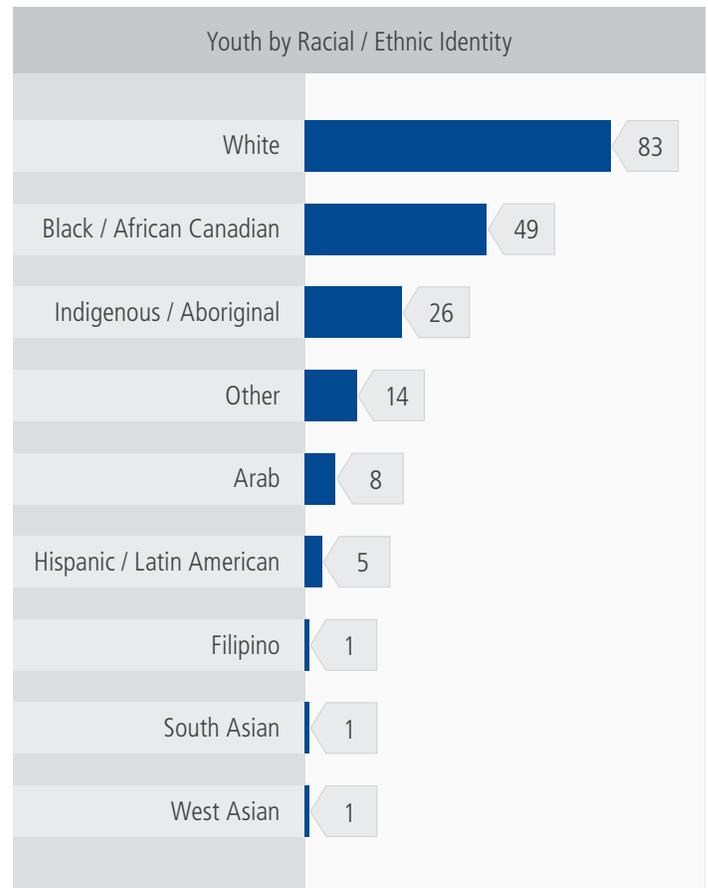
to answer this question. Compared to all respondents, youth were substantially more likely to report identifying on the LGBTQ2S spectrum, which is consistent with several studies of youth homelessness in Canada.

These results identify the need for targeted service and system level interventions for LGBTQ2S youth.

RACIAL GROUP

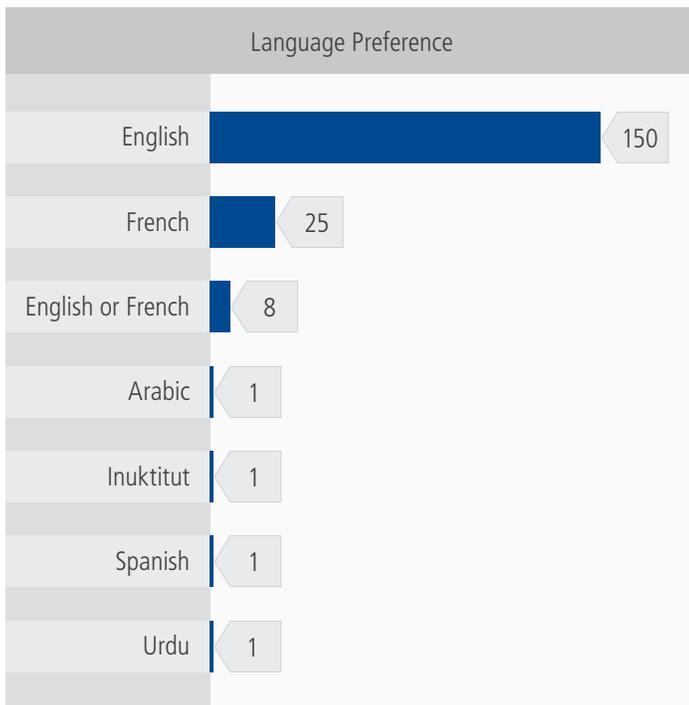
The majority of youth survey respondents identified as White, followed by Black or African Canadian and Indigenous. The table below summarizes their responses.

Compared to all survey respondents, unaccompanied youth were more likely to identify as Black or African Canadian.



LANGUAGE

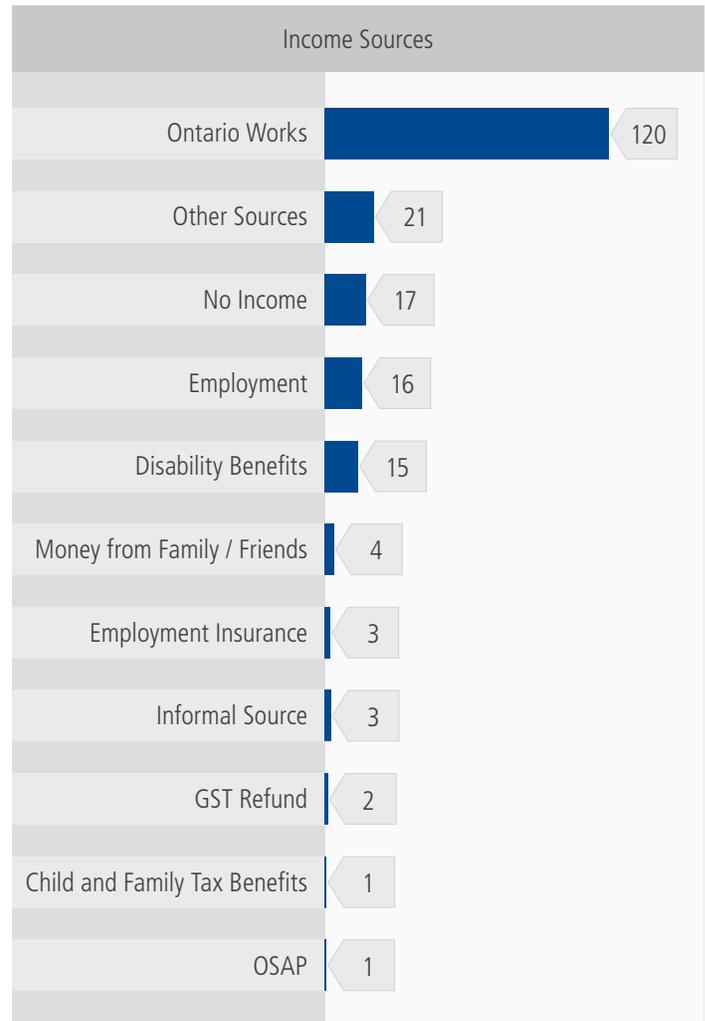
Eighty-percent of youth (150) identified English as the language they felt best able to express themselves, compared to 72% for all survey respondents. An additional 13% (25) identified French as their preferred language and 4% (8) had no preference. Only 2% of youth (4) identified neither English nor French as their preferred language of communication.



INCOME

Ten percent of the youth respondents (17) reported not having an income, compared to 7% of all respondents. The majority of youth (64%, 120) reported that they received income from Ontario Works.

A small number of youth reported more than one source of income. When two sources of income were listed, informal income generation activities such as panhandling and odd jobs complemented Ontario Works or employment income.



MILITARY SERVICE

One youth reported having served in the Canadian Military (including the Canadian Navy, Army, Air Force or Rangers), compared to 5% of all households (combined).

IMMIGRANT, REFUGEE OR REFUGEE CLAIMANT STATUS

Twenty-three percent of youth respondents (43) identified coming to Canada as immigrants, refugees or refugee claimants. Of these youth, 16% reported they had been in Canada for less than one year, including seven who

had lived in Canada for less than six months, and seven who had lived here for 6–11 months. Another 20% (9) had lived in Canada for 1–5 years and 11% (5) identified living here between six and 10 years. The remaining 20% of youth who identified as immigrants, refugees, or refugee claimants (9) have lived here most of their lives (between 10 and 25 years). The percentage of youth respondents who came to Canada as immigrants, refugees or refugee claimants is very similar, 23% compared to 24% of overall results.

However, the majority of these youth (60%) arrived in Canada as immigrants and only 19% (8) arrived as refugee claimants. In comparison, approximately one third of all respondents (34%) and just under one third of families (30%) arrived in Canada as refugee claimants.

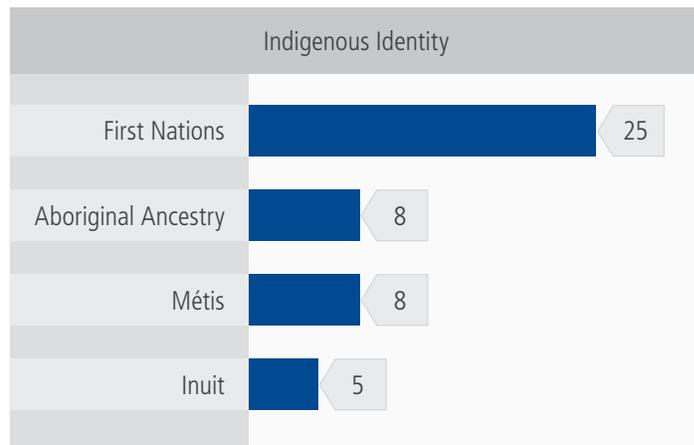
The youth who identified as immigrants, refugees or refugee claimants were much less likely to have arrived in Canada within the last year (20% compared to 35%).

However, there may still be a need for youth-focused settlement services to address barriers such as a lack of Canadian housing and employment history.

INDIGENOUS OR INDIGENOUS ANCESTRY

Of the youth respondents, 25% (46) identified as Indigenous or having Indigenous ancestry, which is slightly higher than all survey responders (24%). The table at right summarizes the responses to the question in regards to Indigenous ancestry.

While the Indigenous and City homelessness service sectors have zeroed in on Housing First initiatives for Indigenous youth, the 2018 PiT Count indicates that the over-representation of Indigenous people among those experiencing homelessness continues to begin early in life. Efforts to support youth who identify as Indigenous or having Indigenous ancestry must continue and include both Housing First initiatives as well as early intervention for homeless and at-risk youth. In addition, coordinated



efforts across multiple systems to support resilience and reduce barriers for Indigenous-identified youth and their families will be important.

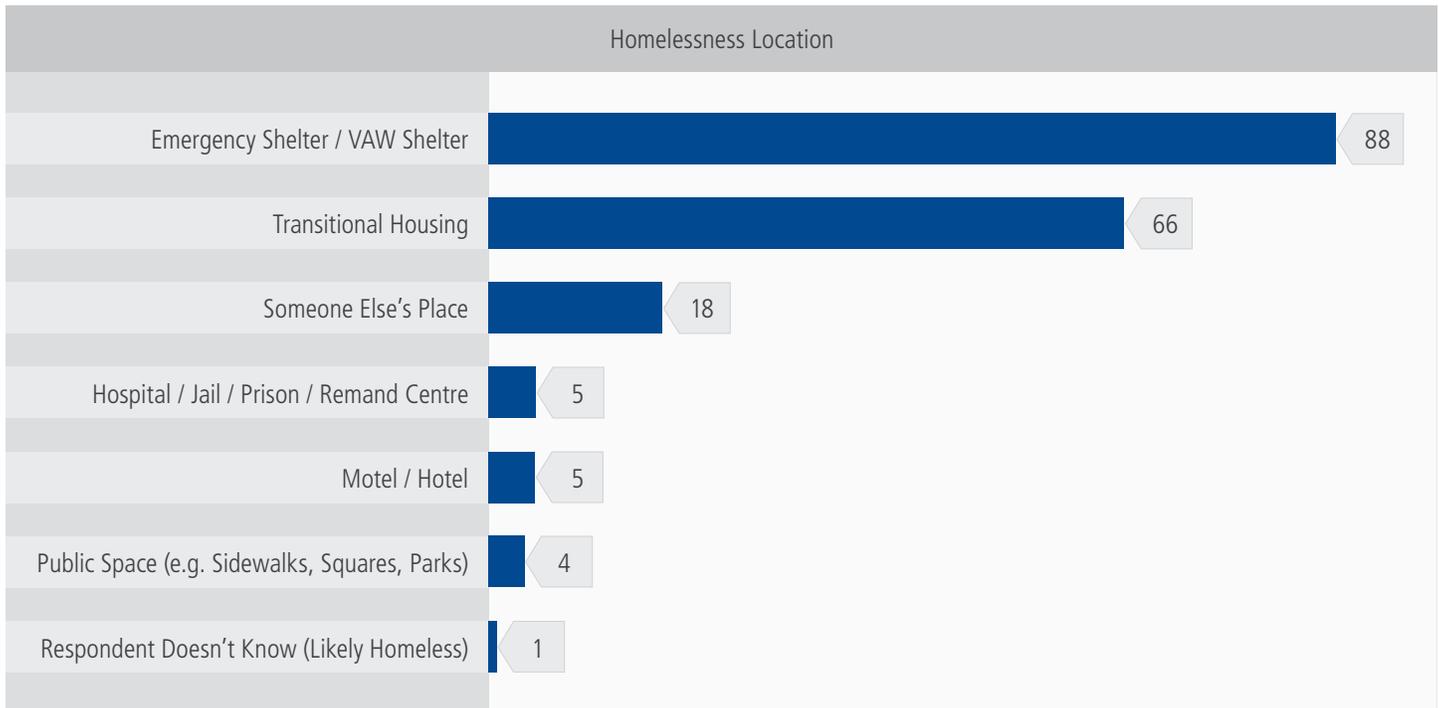
HISTORY OF HOUSING AND HOMELESSNESS

HOMELESSNESS LOCATION

Of the 187 youth identified as experiencing homelessness, half (50%) spent the night at an emergency or VAW shelter. As anticipated, 35% of youth survey respondents (66) were staying in a transitional housing program. Ottawa has resourced transitional housing options for youth and this is accepted as a viable stepping-stone to permanent housing.

Ten percent of youth respondents (18) were staying with a friend or family member in a temporary situation and / or without their own house or apartment to which they could safely return. Unsheltered homelessness was identified by 2% of youth (4). The remaining 3% (5) were incarcerated or provisionally accommodated.

Although very few youth were unsheltered, they may face immediate safety risks and be at greater risk in the long-term. Efforts by local outreach services to locate and support unsheltered youth to connect them with shelter



and appropriate housing-focused supports may be needed. Empirically, it has been demonstrated that homelessness experienced by youth quickly results in compromised wellness issues and increased exposure to violence and exploitation. Having any youth experiencing unsheltered homelessness would further amplify their vulnerability.

FIRST EXPERIENCE OF HOMELESSNESS

The average and median age at which youth first experienced homelessness was 17 years old. Experiencing their first episode of homelessness at such an early age highlights the need to ensure that efforts to prevent and end youth homelessness in Ottawa remain a primary goal for all community partners.

CUMULATIVE HOMELESSNESS OVER LAST YEAR

On average, youth survey respondents had experienced 178 days of homelessness over the last year, representing

almost six full months of cumulative time. The corresponding median was 152 days (five months). Nearly half of the youth respondents (49%, 91) met the definition of chronic homelessness, with six or more months of cumulative homelessness over the last year. However, it is important to take into account the fact that 35% of the youth were residing in transitional housing, which typically represents a longer length of stay compared to emergency shelter.

EPISODES OF HOMELESSNESS OVER LAST YEAR

On average, youth had experienced three episodes of homelessness over the last year. However, the corresponding median was one episode. While 48% of youth experienced only one episode, one youth identified 50 episodes over the last year, substantially increasing the average overall.

In total 28% of youth respondents (52) met the definition of episodic homelessness, with three or more episodes of homelessness over the last year.

EMERGENCY SHELTER UTILIZATION OVER LAST YEAR

Seventy-six percent of youth (143) reported that they had stayed in an emergency shelter during the past year. An additional 23% (43) stated that they had not spent time in shelter during that time. One youth declined to answer this question.

TIME IN OTTAWA

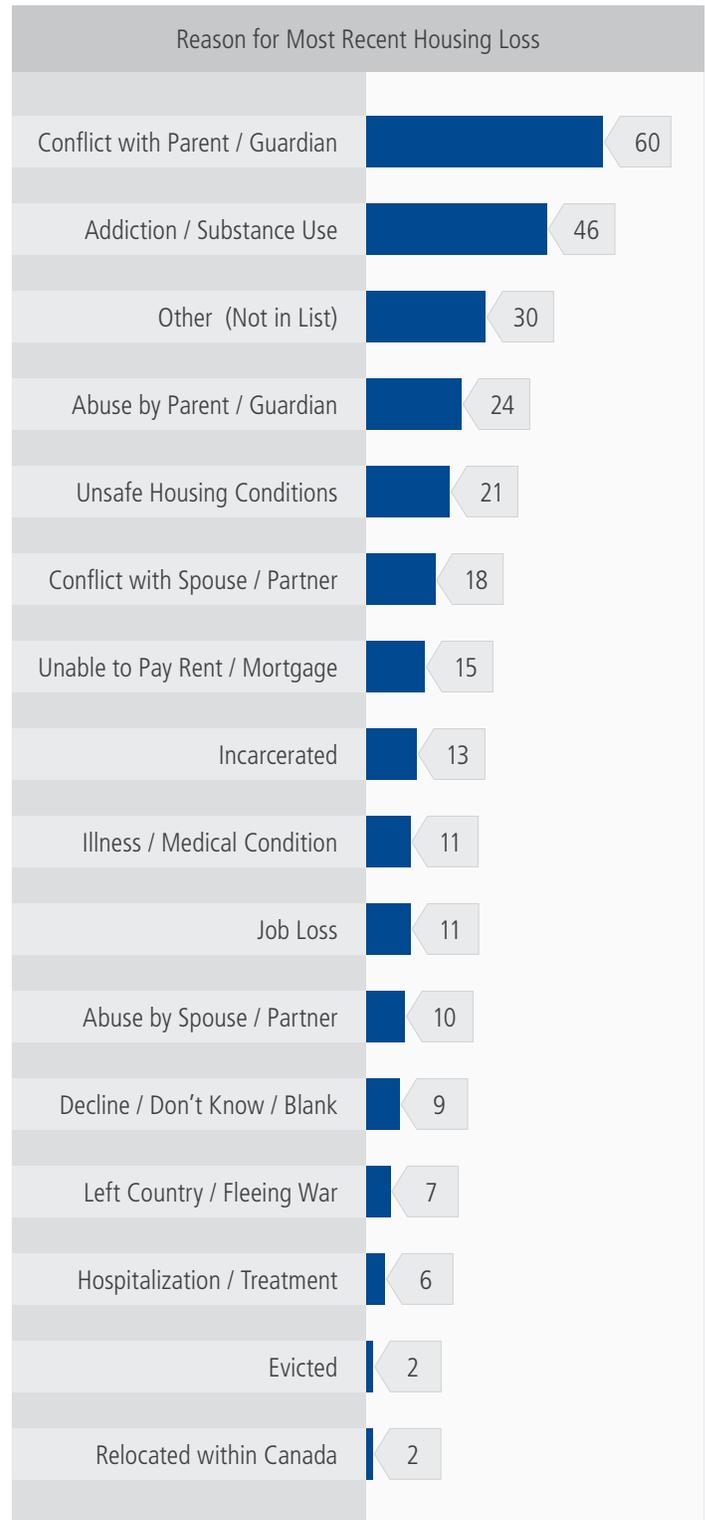
Almost a quarter of youth surveyed had resided in Ottawa for less than one year (44). Thirty-nine percent of respondents had “always been here” (73), with another 22% (40) of youth having lived in Ottawa for 1–5 years and 15% (28) having lived in Ottawa between six and 24 years (15%). New arrivals to Ottawa are coming as refugee claimants or refugees mainly from African countries, outlying towns around Ottawa, eastern and northern Canada.

REASON FOR MOST RECENT HOUSING LOSS

Significantly, youth were most likely to choose “conflict with parent / guardian” as the reason for their most recent homelessness (32%). The second most frequently chosen reason was addiction or substance use (25%). Despite 11 different options for surveyors to categorize responses, the third most frequently chosen reason was “other,” selected by 16% of youth respondents. Surveyors were able to record responses in multiple categories, when applicable.

FOSTER CARE/GROUP HOME HISTORY

Thirty-seven percent of youth respondents (70) identified having been in foster care or group homes, which is significantly higher than the percentage of all survey respondents who reported past foster care involvement (27%). Furthermore, of these youth, 16% (11) had left foster care within the last year, and on average the youth respondents had been involved with foster care two years ago. The link between foster care involvement and future homelessness



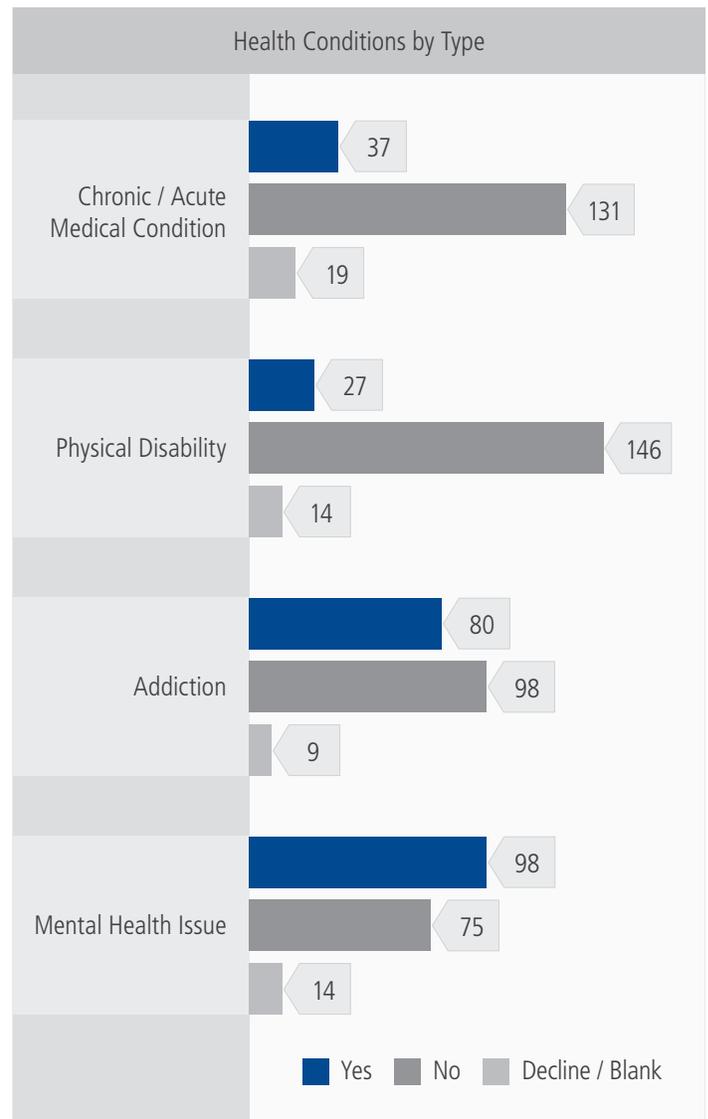
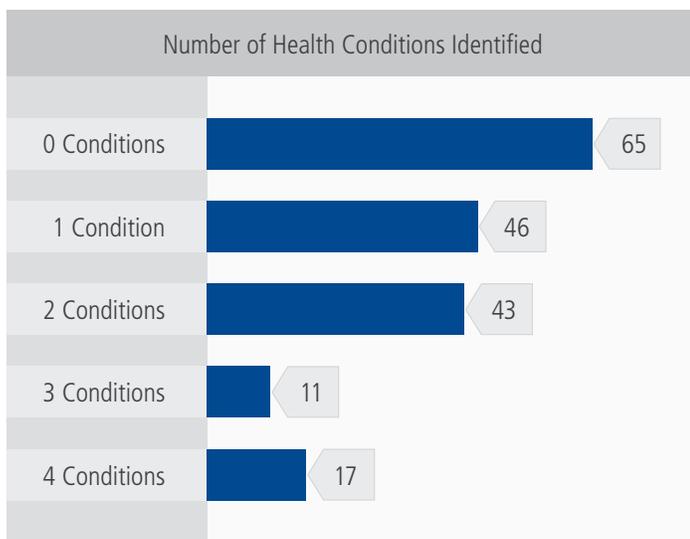
is evident in Ottawa and must be addressed through sector planning and collaboration between the City, Indigenous community, and Children’s Aid Society of Ottawa.

HEALTH CONDITIONS

When asked if they were experiencing any of the four health conditions, 35% of youth survey respondents (65) reported that they were not living with any of them and 24% (46) identified living with one health condition. Twenty-three percent (43) responded that they experienced two conditions, 6% (11) experienced three and 9% (17) identified living with all four of these health concerns.

Mental health concerns were identified most frequently, reported by 52% of the youth respondents (98), and followed by substance use (43%, 80). Twenty percent of youth (37) live with chronic / acute medical conditions and 14% (27) have a physical disability.

Fourteen percent of youth (27) are living with mental health, substance use, and physical health concerns, and meet the definition of tri-morbidity. Youth experiencing homelessness in Ottawa are in need of housing options that will support a harm reduction approach and other health-based care supports.



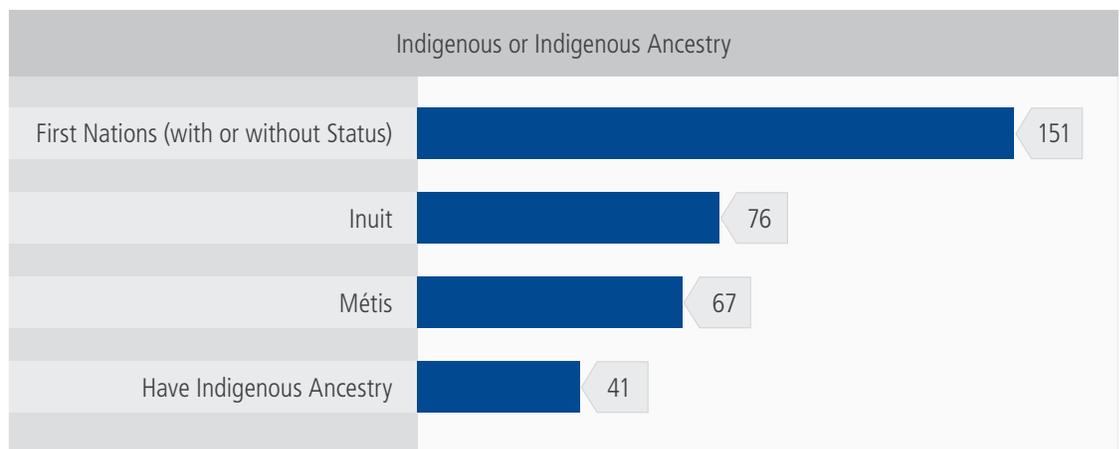
SECTION FIVE

Special Populations—Indigenous

The 2018 Point-in-Time Count confirmed that Indigenous peoples are over-represented in the homeless population in Ottawa. Although Indigenous people account for only 2.5% of the total population of Ottawa, 24% of the population experiencing homelessness identify as Indigenous, with most of the over-representation occurring among single adults and youth.

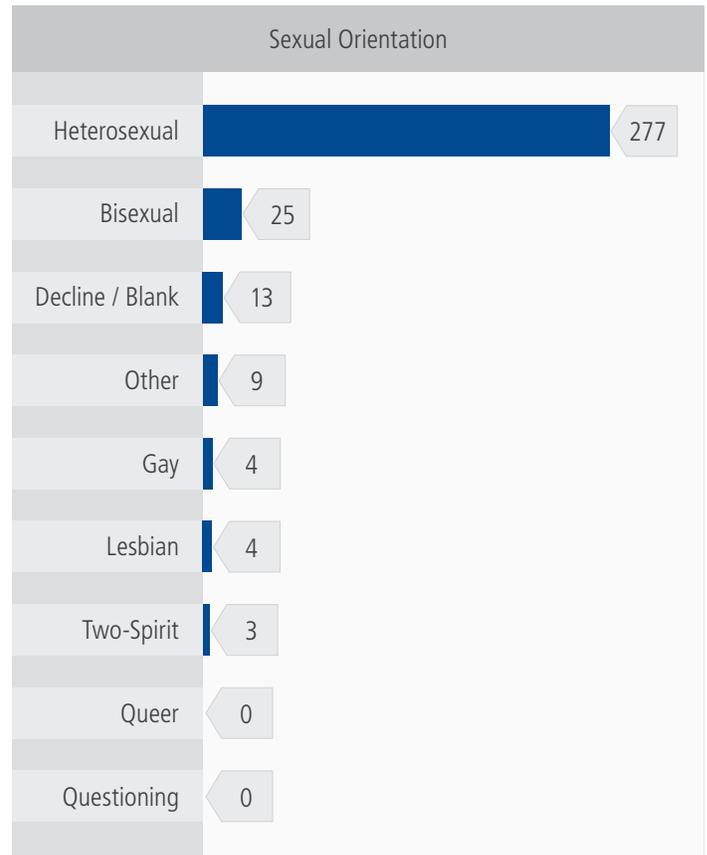
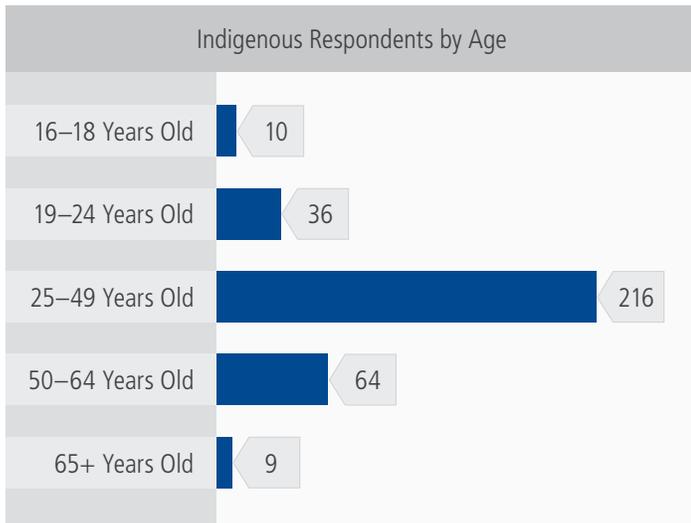
As is the case in urban centres across the country—and in all major urban centres across Ontario—homelessness is disproportionately represented amongst Indigenous persons (First Nation, Inuit, Métis). The poor living conditions on Reserves across the country, bleak employment prospects, experiences of discrimination and racism, and rates of trauma and abuse resulting from the legacies of colonization and Residential Schools have been well documented. Ottawa's Point-in-Time Count also showed high rates of mental health and addiction issues and foster care / group home history among Indigenous-identified people experiencing homelessness.

During the Ottawa 2018 Point-in-Time Count, 335 people identified as Indigenous or having Indigenous ancestry. This includes First Nations, Inuit, Métis, with or without status.



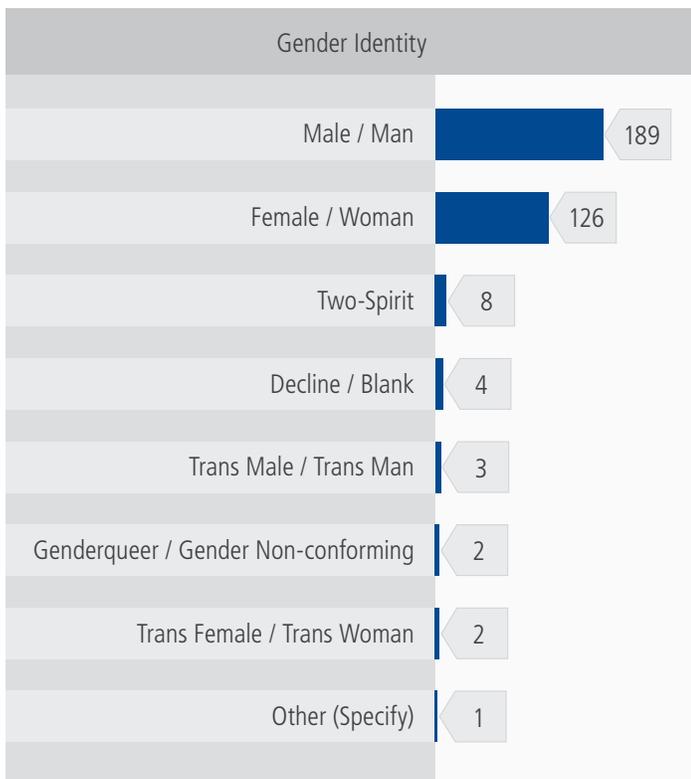
AGE

The 335 people that identified as Indigenous ranged in age from 16–76 years. The average age was 39 and the median was 38. As identified throughout the report, the majority of Indigenous people experiencing homelessness are between the ages of 25 and 49 (64%). The first table on the next page summarizes the age breakdown.



GENDER IDENTITY AND SEXUAL ORIENTATION

As shown in the table presented below, 56% of the Indigenous respondents identified as male / man and



38% identified as female / woman. Eighty-three percent of Indigenous respondents identified that their sexual orientation was heterosexual.

FOSTER CARE INVOLVEMENT AND FIRST EXPERIENCE OF HOMELESSNESS

Forty-seven percent of Indigenous people (157) experiencing homelessness in Ottawa had previously been involved in the foster care system. Of these, 13 youth had left the system in the year prior to the PiT count. One third of these respondents (52) had left foster care within the last 10 years, including the 13 youth who had left foster care in the year prior to the PiT Count. An additional 23% (37) left foster care between 11 and 20 years ago, and 34% (54) left more than 21 years ago. These results suggest that the relationship between foster care and later experience of homelessness is

persistent, and there is a pressing need for the child welfare system to improve discharge planning and supports for children and youth while they are in care, as well as support for families to enable them to remain together.

MILITARY AND ROYAL CANADIAN MOUNTED POLICE

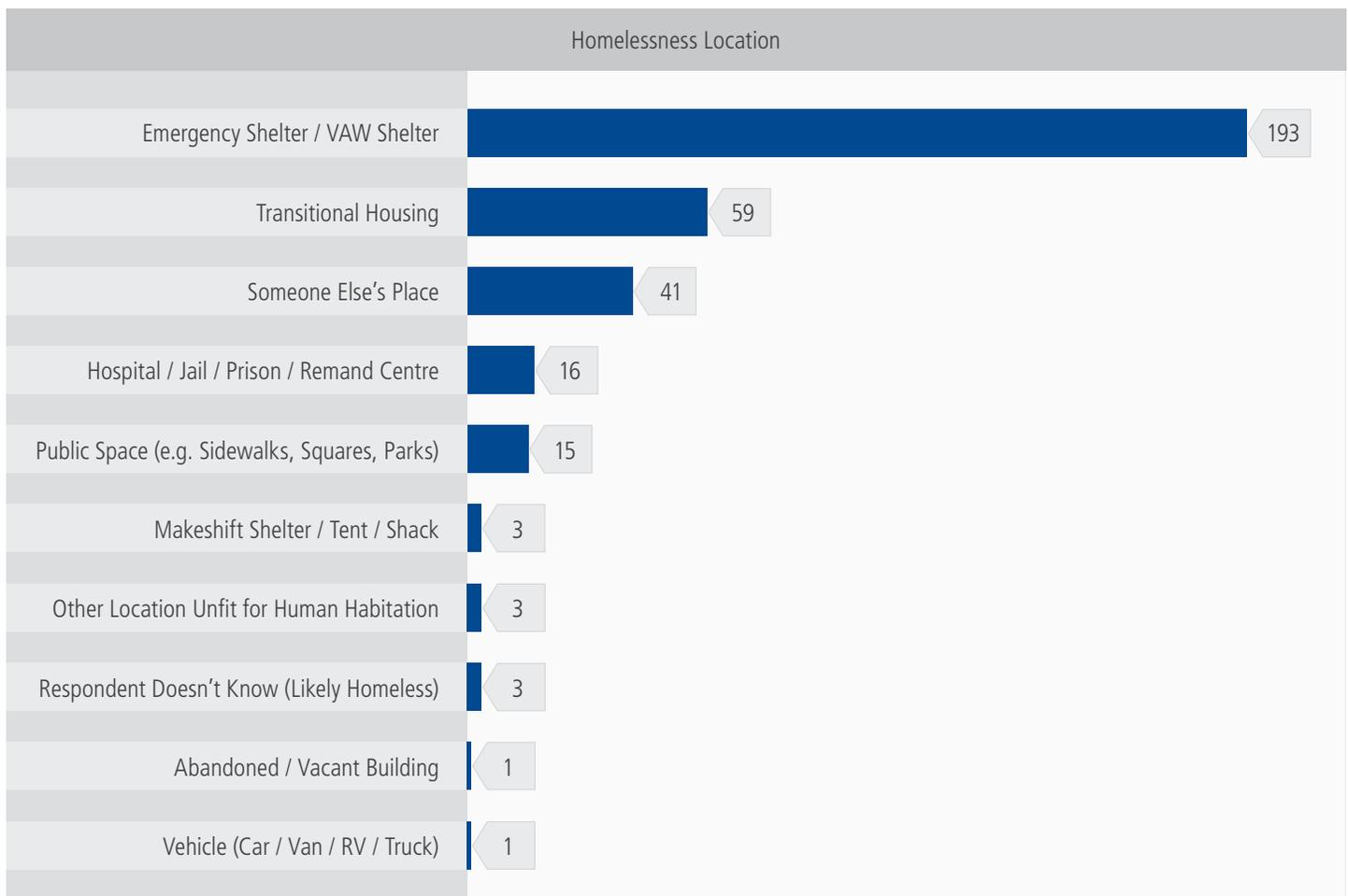
Six percent of Indigenous respondents (21) identified that they had served in the Canadian military and 1% (2) identified service in the Royal Canadian Mounted Police. Of these veterans, 16 were male and two identified as female. Seven identified as First Nations, five identified as Métis, two identified as having Indigenous Ancestry

and seven identified as Inuit. Twelve of the veterans were experiencing chronic homelessness and five met the definition of episodic homelessness.

HISTORY OF HOUSING AND HOMELESSNESS

HOMELESSNESS LOCATION

A total of 58% of Indigenous respondents (193) were staying in an emergency or family and VAW shelter, with an additional 18% (59) staying in a transitional housing program. Twelve percent of Indigenous respondents (41)



were staying with friends or families and 7% (23) were experiencing unsheltered homelessness. An additional 5% of Indigenous respondents (16) were provisionally accommodated in a hospital, residential treatment, jail or remand centre.

EXPERIENCE OF HOMELESSNESS—CHRONIC AND EPISODIC

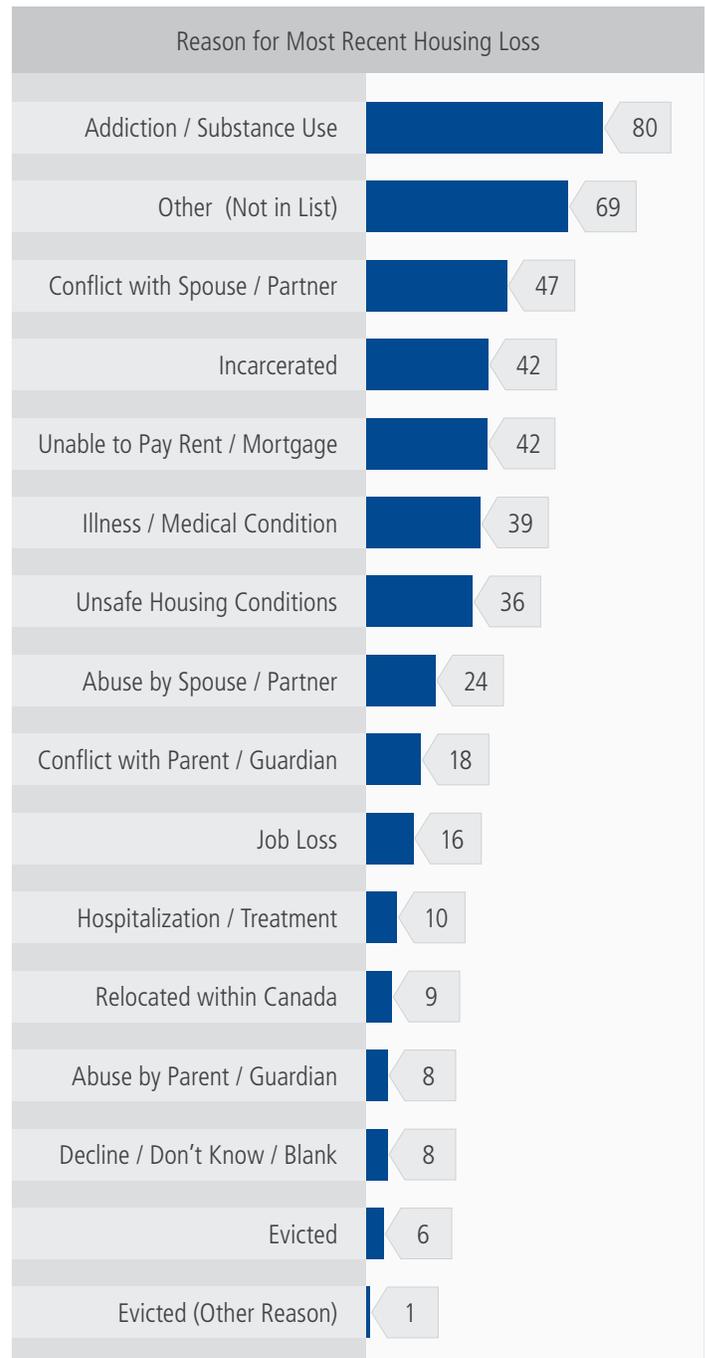
During the 2018 Point-in-Time Count, 220 Indigenous people (66%) experienced six or more months of homelessness in the past year, meeting the Federal definition of Chronic Homelessness. On average, Indigenous people experienced 225 days of homelessness in the past year, compared to 206 days of homelessness in the past year by all households combined.

Nineteen percent of Indigenous respondents (62) experienced three or more episodes of homeless and met the criteria for Episodic Homelessness. In total, Indigenous people experienced 749 episodes of homelessness over the last year. On average, Indigenous people experienced 2.2 episodes each year. The maximum number of episodes reported was 30 over the past year.

The longer experience of homelessness for Indigenous respondents, as well as the increased likelihood of experiencing repeated episodes of homelessness, is likely to be related to a number of factors. There may be many factors including a higher prevalence of mental health and substance use concerns reported by this group but it would be incorrect to look at challenges experienced by the people who are homeless. Likely, systemic barriers created by racism and the legacy of colonialism continue to stifle local efforts to prevent and end chronic homelessness with Indigenous people. It will be important to continue to work with Indigenous partners to develop programs and services with an Indigenous lens to address the needs of this population. The delivery of re-housing services for and by the Indigenous community will be important in the future.

SHELTER UTILIZATION IN THE PAST YEAR

Seventy-eight percent of Indigenous respondents (262) identified that they had stayed in an emergency shelter



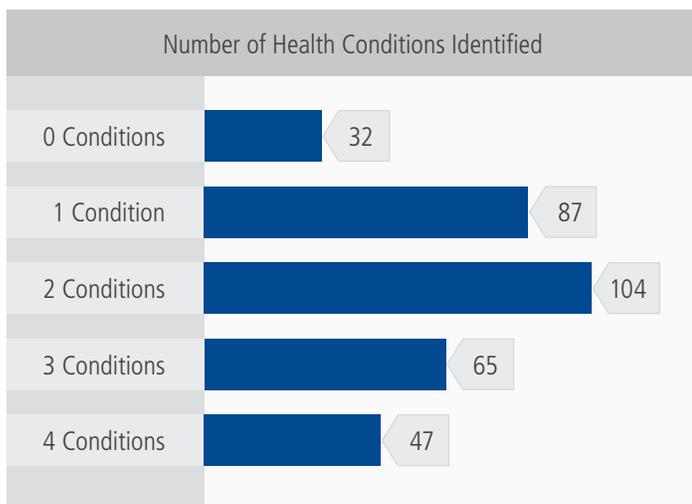
in the past year, slightly lower than the 81% of all responses. Emergency shelters should become an important connection point for Indigenous people to connect with Indigenous service providers for housing and support options.

REASON FOR MOST RECENT HOUSING LOSS

When examining the reasons for the most recent housing loss, Indigenous respondents identified substance use issues (24%) in comparison to the 21% of all survey respondents and “other” (21%) as the top response options, followed by conflict with spouse or partners (14%).

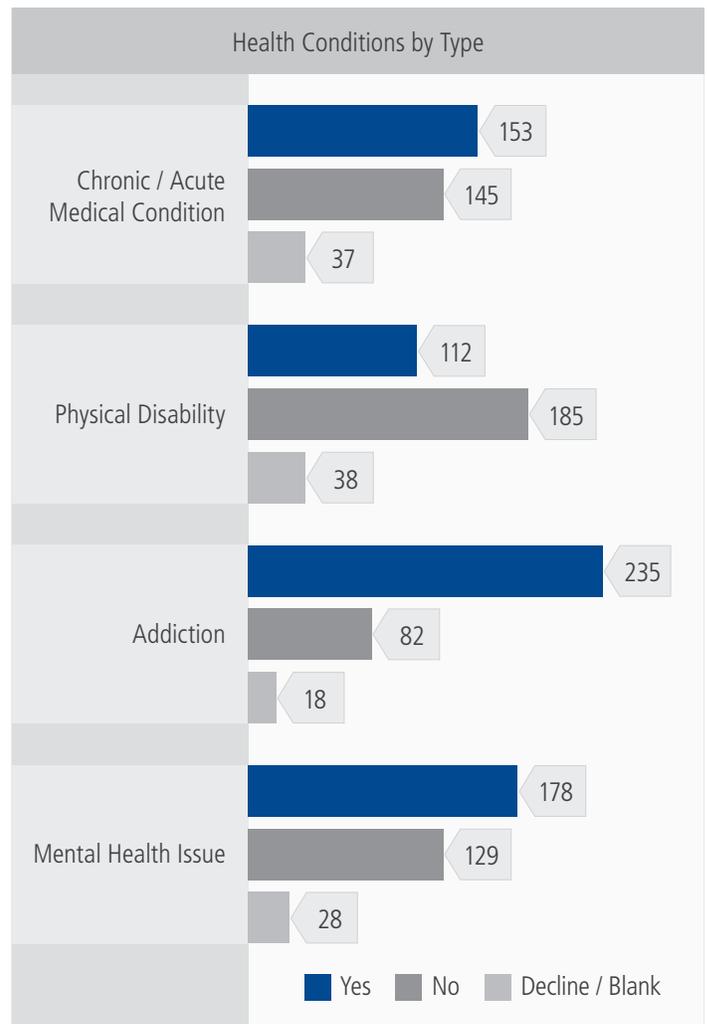
HEALTH CONDITIONS

The prevalence of health conditions is higher in the Indigenous populations experiencing homelessness than their non-Indigenous counterparts. The majority of Indigenous people surveyed during the Point-in-Time Count identified living with two health conditions (31%), with 26% (87) identifying that they live with one health condition and 19% (65) living with three health conditions. An alarming 14% (47) identified as having all four conditions, in comparison to 9% of all survey respondents. Culturally-based housing options and supports for people dealing



with mental health concerns, substance use issues, physical disabilities, and chronic medical conditions are scarce.

Seventy percent of Indigenous respondents (235) identified living with a substance use issue and 53% (178) identified living with mental health concerns. Forty-six percent (153) have a chronic / acute medical condition and 33% (112) reported that they have a physical disability. Although substance use issues and mental health concerns were also the most frequently reported health conditions for all respondents, Indigenous respondents were more likely to report that they were living with these conditions.



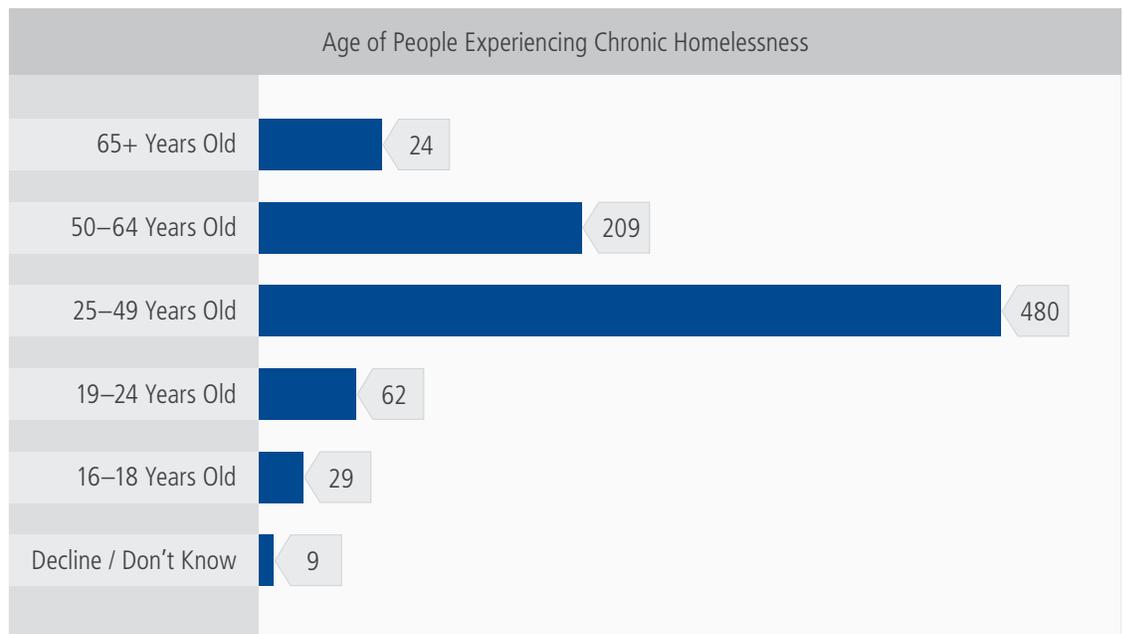
SECTION SIX

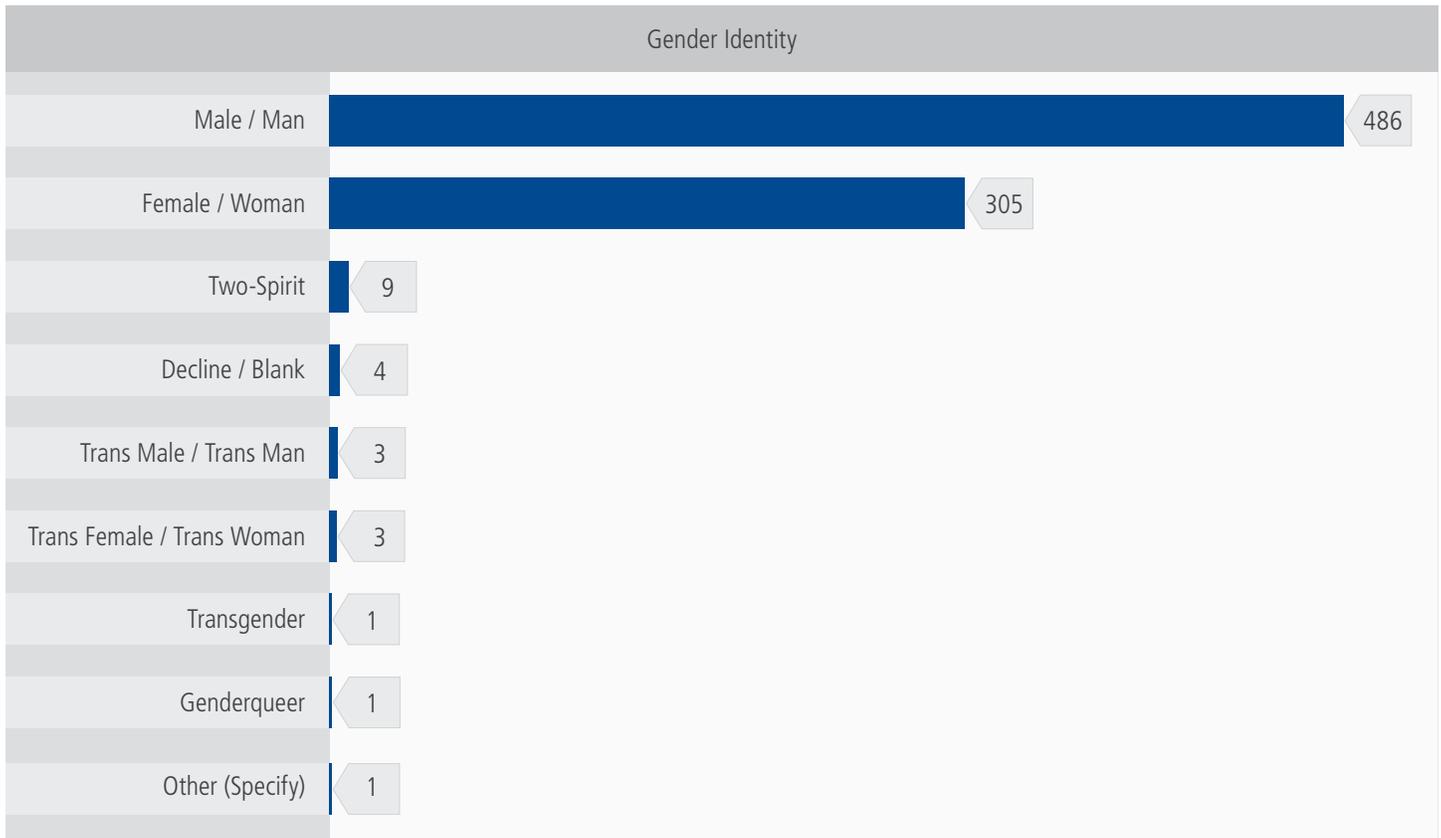
Special Populations—Chronic Homelessness

More than half of the 1,400 people identified as experiencing homelessness also met the definition of chronic homelessness (58%), with six or more months of homelessness over the last year (813 people). This section identifies some of the specific characteristics for this population.

AGE

The 813 people that experienced chronic homelessness ranged in age from 16 (3 respondents) to 81 (1 respondent). The average and median age was 40. As identified throughout the report, the majority of people experiencing chronic homelessness are between the ages of 25 and 49 (59%). The age breakdown of people experiencing chronic homelessness is summarized in the table below.



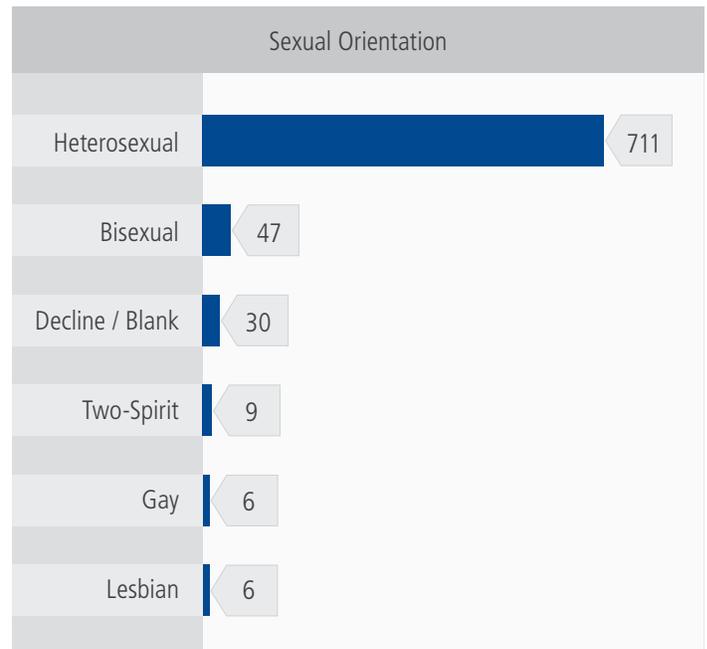


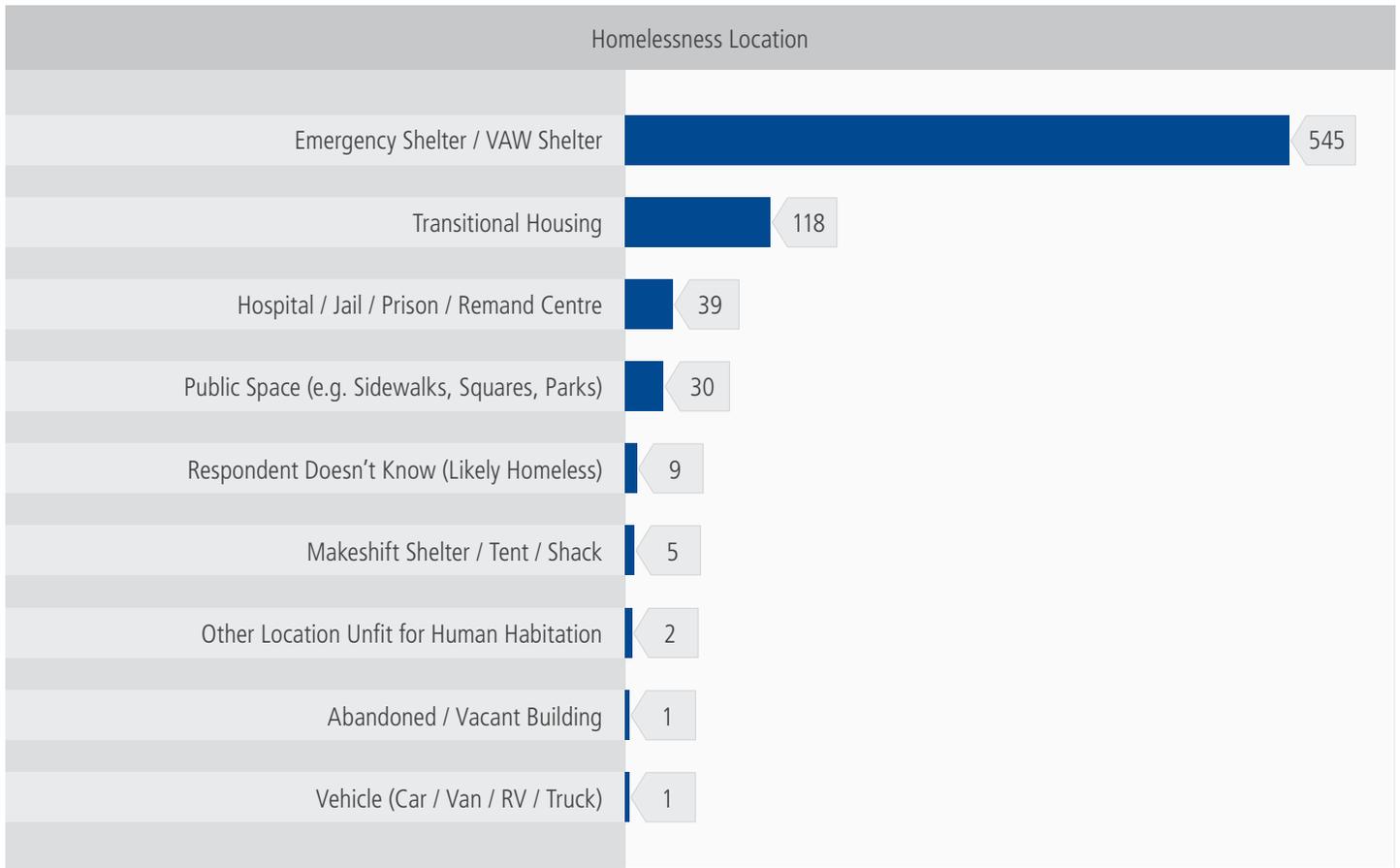
GENDER IDENTITY

A total of 60% of people experiencing chronic homelessness identified as male / man, while 38% identified as female / woman. The remaining 2% of responses include three respondents who identified as trans female, three who identified as trans male, one identified as transgender, nine who identified as two-spirit and one who identified as genderqueer. One respondent identified their gender as other.

SEXUAL ORIENTATION

Chronically homeless survey respondents predominantly identified as being heterosexual (87%), which is comparable to the results for all survey respondents. Six percent (47) identified as being bisexual, 1% (6) identified as lesbian, 1% (9) identified as two-spirit, and 1% (6) identified as gay. Thirty people declined to answer this question.



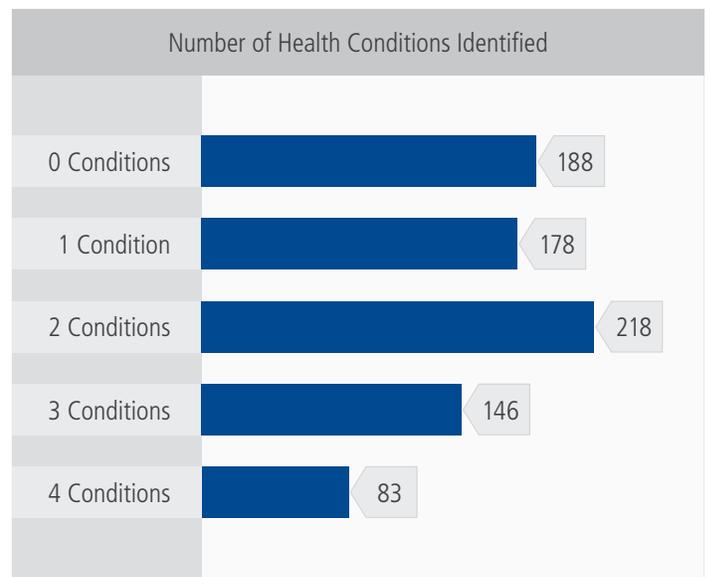


HOMELESSNESS LOCATION

As identified in all other populations, people experiencing chronic homelessness are more likely to be staying in an emergency or VAW shelter (67%, 545) than any other homelessness location. An additional 15% are staying in transitional living programs.

As many transitional housing programs allow people to stay for one year, people accessing these programs may meet the definition of chronic homelessness.

An additional 5% of chronically homeless respondents (39) were experiencing unsheltered homelessness, 5% were provisionally accommodated in a jail, treatment centre, or hospital.



LENGTH AND EPISODES OF HOMELESSNESS

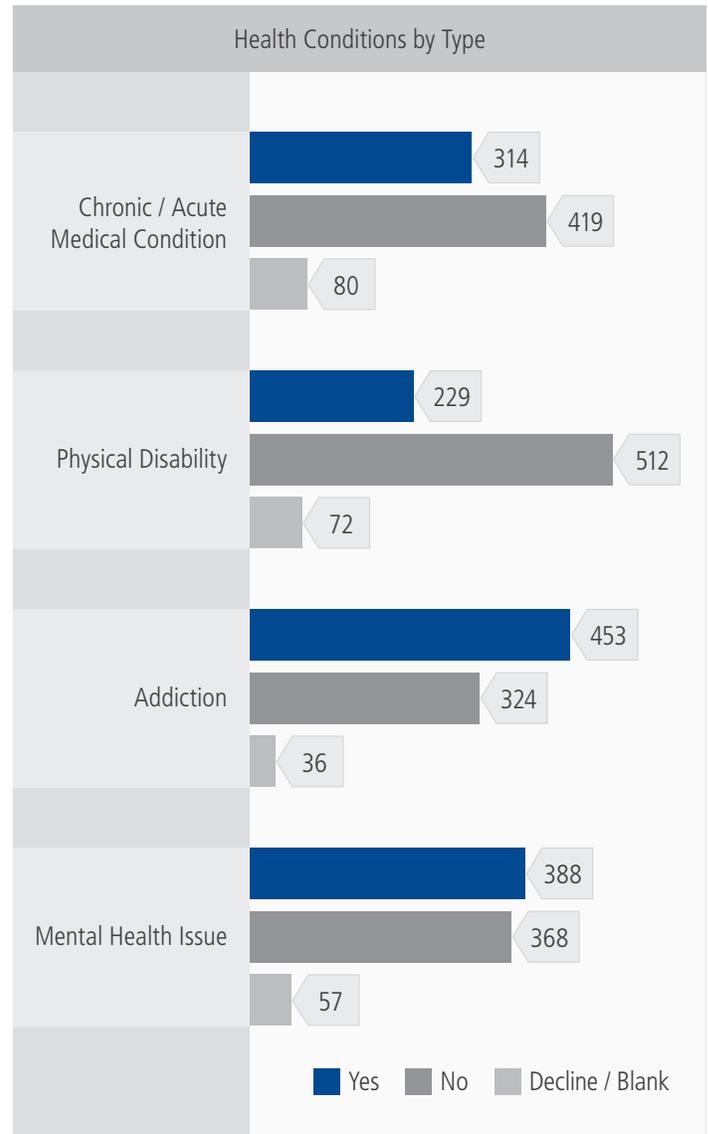
The average person who meets the definition of chronic homelessness has spent 10.3 of the previous 12 months experiencing homelessness (309 days over the last year).

HEALTH CONDITIONS

When examining the health conditions impacting the population experiencing chronic homelessness, substance use concerns were identified most frequently (56%, 453 respondents), followed by mental health issues (48%, 388 respondents), and a chronic / acute medical condition (39%, 314 respondents). Physical disabilities were identified by 28% of respondents experiencing chronic homelessness (229).

The population of people experiencing chronic homelessness is more likely to experience multiple, often co-occurring health challenges impacting their stability and quality of life. The journey back to housing stability will have to incorporate deliberate efforts to meet their needs with a harm reduction approach and medical and health issues within the community.

In examining the number of health conditions identified by the survey respondents experiencing homelessness, 27% (218) identified having two co-occurring conditions, 18% (146) identified having three co-occurring conditions, and 10% (83) live with all four conditions (10%).



SECTION SEVEN

Special Populations—Hidden Homelessness

During the 2018 Ottawa Point-in-Time Count, 101 people experiencing hidden homelessness were surveyed. The respondents indicated that they were staying with someone else in a temporary arrangement. The following section outlines some of the demographics and experiences of these individuals and families.

DEMOGRAPHICS

AGE

The average age of "hidden homeless" respondents was 36 years old, and the median age was 35 years. The oldest person experiencing hidden homelessness was 66 years old, and the youngest were both 17 years old.

GENDER

A total of 59% of people experiencing hidden homelessness identified as male / man, while 38% identified as female / woman. Two percent of hidden homeless respondents (2) identified as trans female / trans woman, and 1% (1) identified as genderqueer / gender non-conforming.

SEXUAL ORIENTATION

The majority of hidden homeless survey respondents, 86% (87), identified as heterosexual. Seven percent (7) identified as bisexual and 2% (2) identified as gay. Three people responded that they didn't know (3%) and two declined to answer this question.

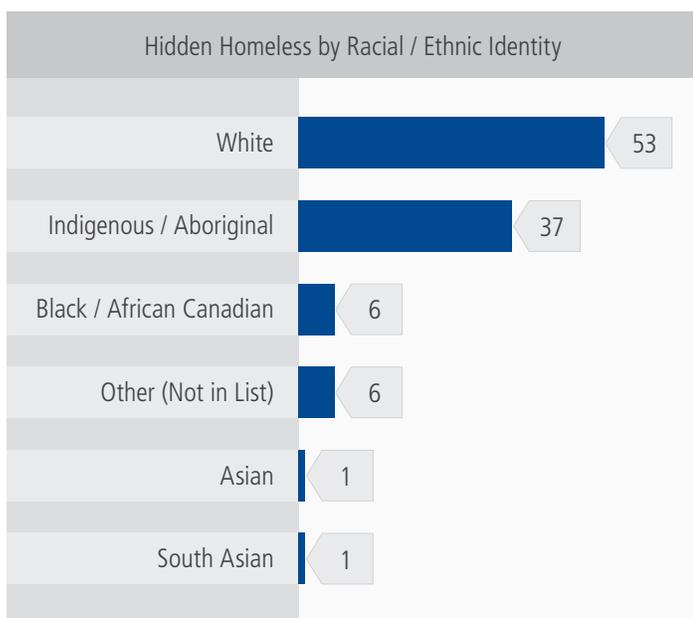
LANGUAGE

Eighty-five percent of people experiencing hidden homelessness (86) identified English as the language they felt best able to express themselves, compared to 72% of all survey respondents (including single adults and families).

Of those who preferred neither English nor French, 6% (6) preferred Inuktitut and 1% (1) preferred Russian.

RACIAL GROUP

The racial and ethnic identities reported by survey respondents experiencing hidden homelessness are summarized in the chart below.



INCOME

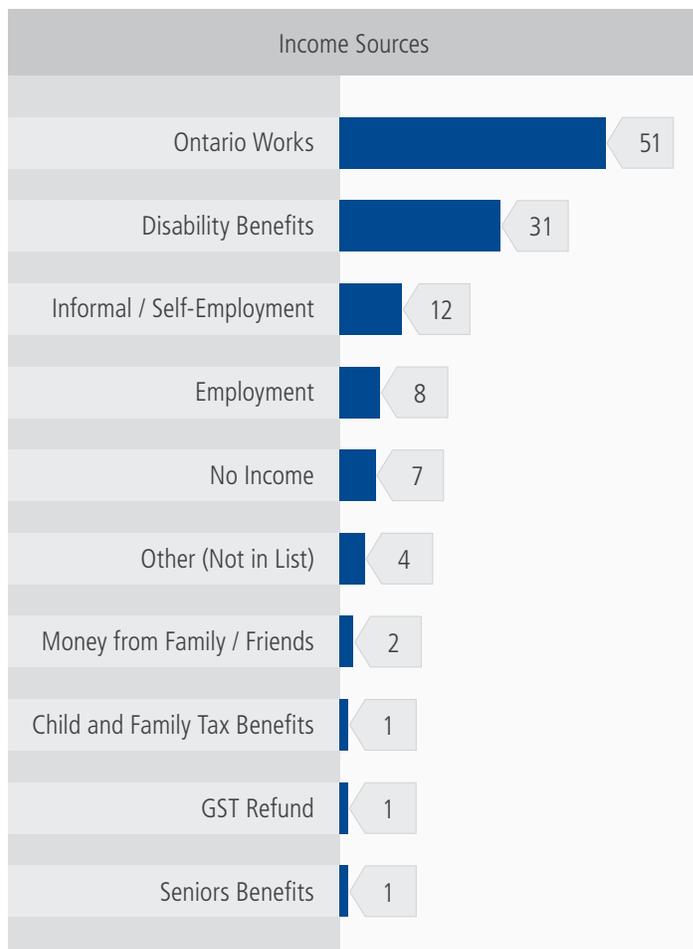
Seven people experiencing hidden homelessness reported not having an income (7%), identical to the 7% of all respondents (including single adults and families). Half of the people experiencing hidden homelessness reported receiving Ontario Works.

MILITARY SERVICE

Three people experiencing hidden homelessness reported having served in the Canadian Military (including the Canadian Navy, Army Air Force or Rangers), less than the 5% of all households combined.

IMMIGRANT, REFUGEE OR REFUGEE CLAIMANT STATUS

Eight people experiencing hidden homelessness identified that they came to Canada as immigrants, refugees or refugee claimants, reflecting 8% of all responses.



INDIGENOUS OR INDIGENOUS ANCESTRY

Forty-one per cent of people experiencing hidden homelessness (41) identified as Indigenous or having Indigenous ancestry. People experiencing hidden homelessness are almost twice as likely to identify as Indigenous as survey respondents overall (24%). The table on the next page summarizes the responses.



History of Housing and Homelessness

FIRST EXPERIENCE OF HOMELESSNESS

The average age at which someone experiencing hidden homelessness had first experienced homelessness was 24 years old, while the median age was 18.

CUMULATIVE HOMELESSNESS OVER LAST YEAR

On average, people experiencing hidden homelessness had experienced 231 days of homelessness over the last year, representing 7.5 months of cumulative time. The corresponding median was 244 days (eight months). Sixty-two percent of hidden homeless respondents (63) met the definition of chronic homelessness with six or more months of cumulative homelessness over the last year.

EPISODES OF HOMELESSNESS OVER LAST YEAR

A total of 33% of people experiencing hidden homelessness (33) met the definition of episodic homelessness, with three or more episodes of homelessness over the last year.

EMERGENCY SHELTER UTILIZATION OVER LAST YEAR

A total of 56 people experiencing hidden homelessness acknowledged having stayed in an emergency shelter during the past year. This reflects 55% of all responses. The remaining 45 people stated that they had not spent time in shelter during that time, preferring temporary shelter elsewhere.

TIME IN OTTAWA

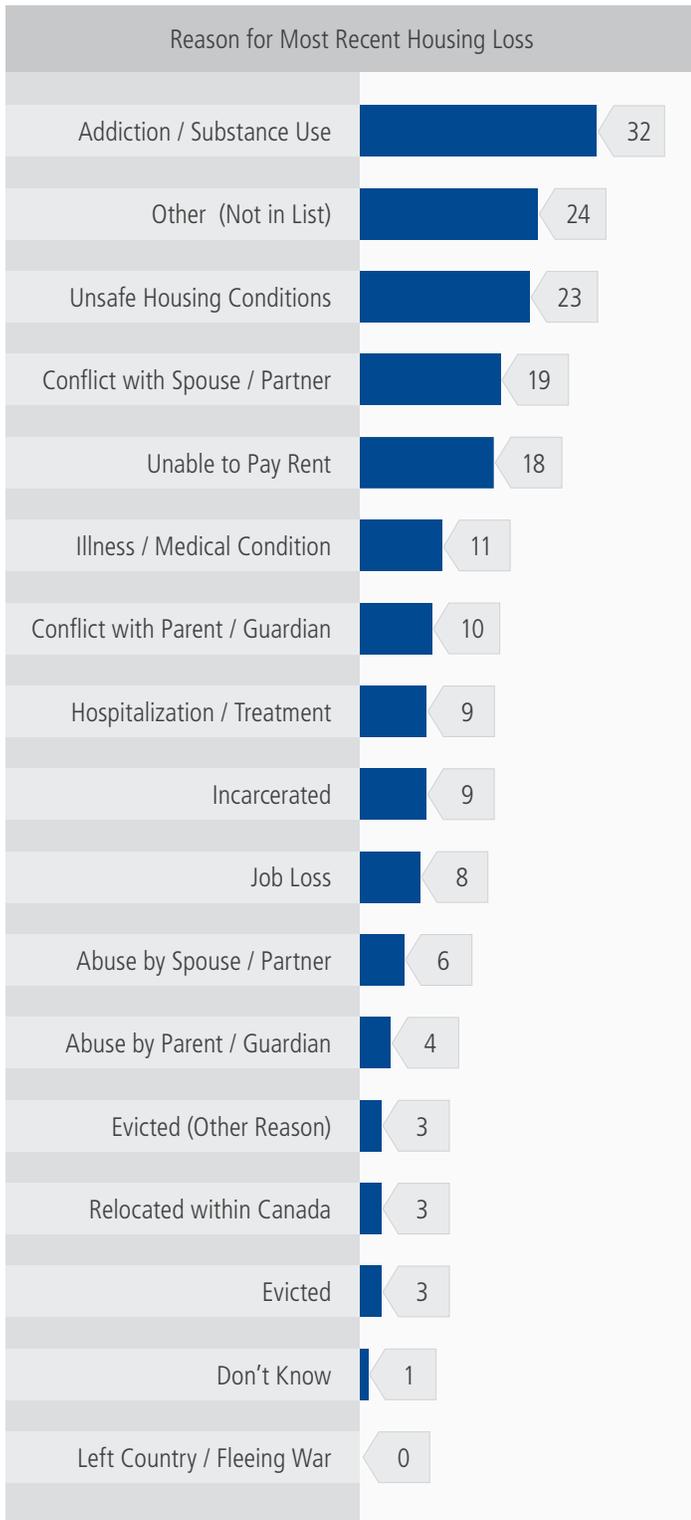
Fourteen percent of people experiencing hidden homelessness (14) had resided in Ottawa for less than one year. Twenty-five percent of hidden homeless respondents had “always been here” (25), with another 12% (12) having lived in Ottawa for 1–5 years. In addition, 10% (10) had lived in Ottawa for 6–9 years, 12% (12) for 10–19 years and 20% (20) who lived in Ottawa for 20 years or more. Survey data indicates that there is an over representation of individuals who had moved to Ottawa from Northern Ontario and the far North.

REASON FOR MOST RECENT HOUSING LOSS

For people experiencing hidden homelessness, addiction or substance use was the primary reason most for their most recent housing loss (32%). Despite 11 different options for surveyors to categorize responses, the second most frequently chosen reason was “other,” given by 24% of respondents. The first table at right summarizes the reasons for most recent housing loss, with surveyors able to record responses in multiple categories, when applicable.

FOSTER CARE/GROUP HOME HISTORY

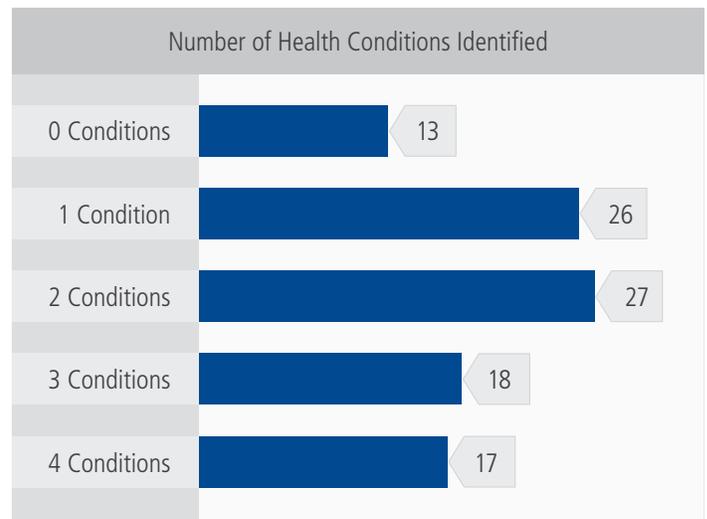
Forty-five percent of people experiencing hidden homelessness (45) identified having been in foster care or group homes. This is significantly higher than the 27% of all respondents who reported past involvement with foster



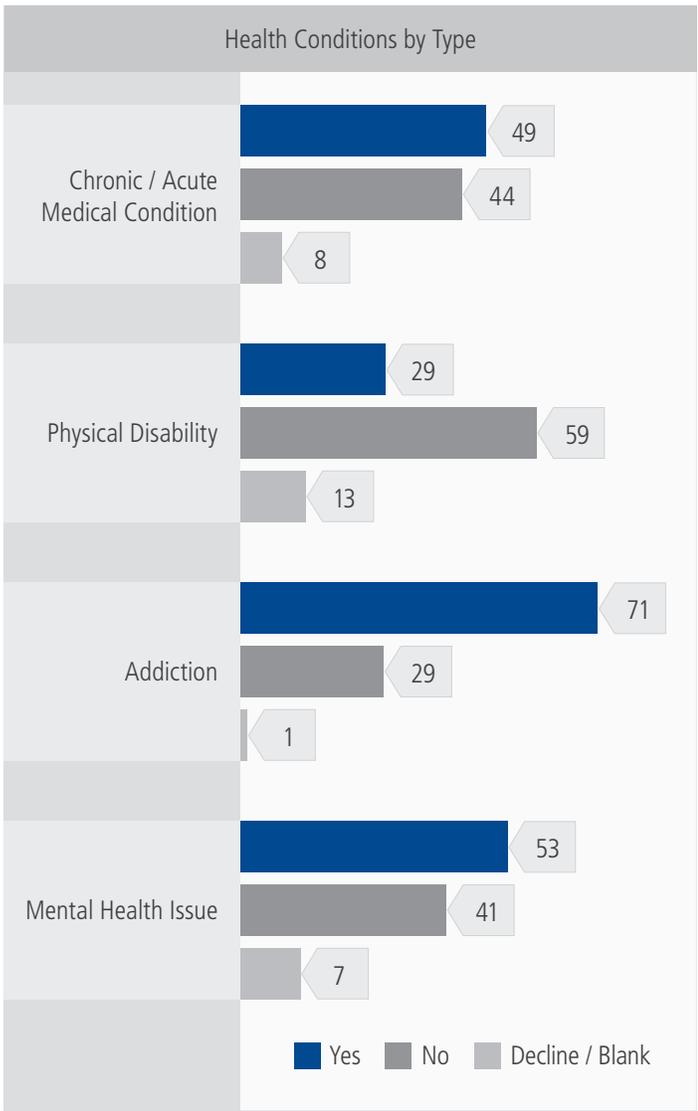
care. This history had happened, on average, 16 years ago. These findings are consistent with findings from other population groups surveyed during the PiT Count, which indicate that a history of foster care is associated with long-term housing instability.

HEALTH CONDITIONS

Thirteen percent of survey respondents experiencing hidden homelessness reported that they were not living with any of the four health issues identified in the survey. The majority of hidden homeless respondents were living with either one health condition (26%), or two conditions (27%). Eighteen percent (18) were experiencing three of the health conditions, and 17% (17) were living with all four health issues.



As shown in the chart on the next page, 53% of people experiencing hidden homelessness reported they were experiencing mental health concerns and 71% identified substance use concerns. An additional 49% live with chronic/acute medical conditions and 29% have a physical disability. Seventeen respondents identified as having all four health conditions. It is reasonable to assume that these 17 individuals have limited access to a full spectrum of health care services to meet their needs.



SECTION EIGHT

Special Populations—Unsheltered Homelessness

During the 2018 Ottawa Point-in-Time Count, 5% of all respondents (72) were experiencing unsheltered homelessness, indicating that they were staying in a public space (like sidewalks, squares, parks, forests or bus shelters), makeshift shelters, tents or shacks, vehicles, abandoned or vacant buildings, and other similar locations.

Thirteen individuals surveyed indicated that they did not know where they were going to sleep the night of April 19th. They had not opted to access emergency shelter or asked an acquaintance if they could stay with them. By default, these surveys responses were entered under the unsheltered population.

Previous to the Count, outreach teams reported that they are working with 25–40 individuals on the street to support them to find safe shelter or housing with supports. The significant service partner engagement took the PiT Count across the City, and allowed individuals who were not previously known to services, or whose experience of unsheltered homelessness had been short term, to be surveyed.

The 2018 Ottawa PiT Count was also held in the 24 hours prior to the "4/20" Celebration on Parliament Hill, which brought travelers / campers to the City ahead of the event with no lodging planned for their stay in the City. This is supported by the fact that 42 of the 72 respondents had only experienced one episode of homelessness and a few indicated that they had been homeless one week or less. The impact of the 4/20 event on the unsheltered homelessness numbers cannot be substantiated with available data but future PiT Count events may want to avoid this date to decrease any impacts on the 24-hour snapshot of homelessness in Ottawa.

The following section outlines some of the demographics and experiences of these individuals and families.

DEMOGRAPHICS

AGE

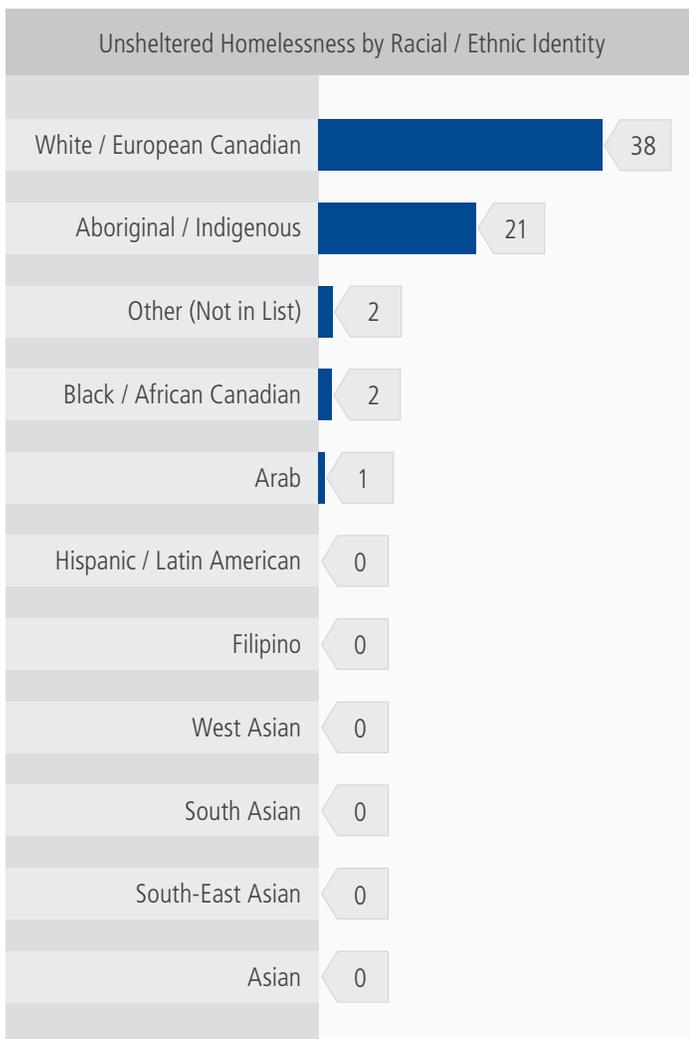
The average age of people experiencing unsheltered homelessness was 42 years old, and the median age was 41 years. The oldest person experiencing unsheltered homelessness was 63 years old, and the youngest was 18 years old.

GENDER

A total of 67% of people experiencing unsheltered homelessness identified as male / man, and 28% identified as female / woman. One person identified as trans female / trans woman, and one identified as two-spirit. Three percent (2) did not know or declined to answer.

SEXUAL ORIENTATION

Eighty-three percent of unsheltered survey respondents identified as being heterosexual (60). Six percent of people



experiencing unsheltered homelessness identified as being bisexual (4), 1% (1) identified as gay. Three people declined to answer this question.

RACIAL GROUP

The chart at left summarizes how people experiencing unsheltered homelessness responded to the question about racial / ethnic identity.

LANGUAGE

Seventy-five percent of people experiencing unsheltered homelessness (54) identified English as the language they felt best able to express themselves. Seven percent of unsheltered respondents (5) identified French as their preferred language (7%), and 7% had no preference. Of those who preferred neither English nor French, 4% of unsheltered respondents (3) preferred Inuktitut, and 1% (1) respectively preferred Inuktituk and Arabic.

INCOME

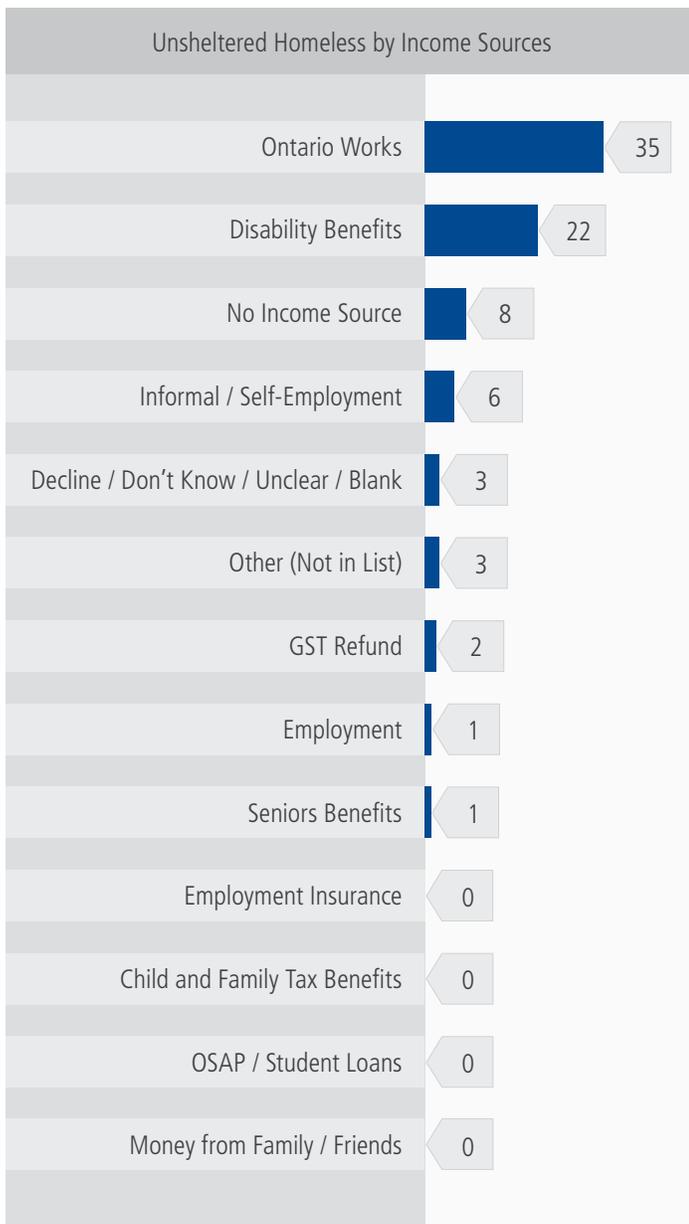
Eleven percent of respondents experiencing unsheltered homelessness (8) reported not having an income, slightly higher than 7% of all respondents. Approximately half of the people experiencing unsheltered homelessness reported that they were receiving Ontario Works (49%). Thirty-one percent of unsheltered respondents (22) were receiving disability benefits, which in theory should be sufficient for rooming house rent or low-income housing. Other barriers may be affecting this group's ability to obtain a successful housing placement or access shelter services.

MILITARY SERVICE

Six percent of people experiencing unsheltered homelessness (4) reported having served in the Canadian Military (including the Canadian Navy, Army Air Force or Rangers). One of these individuals was part of the Royal Canadian Mounted Police.

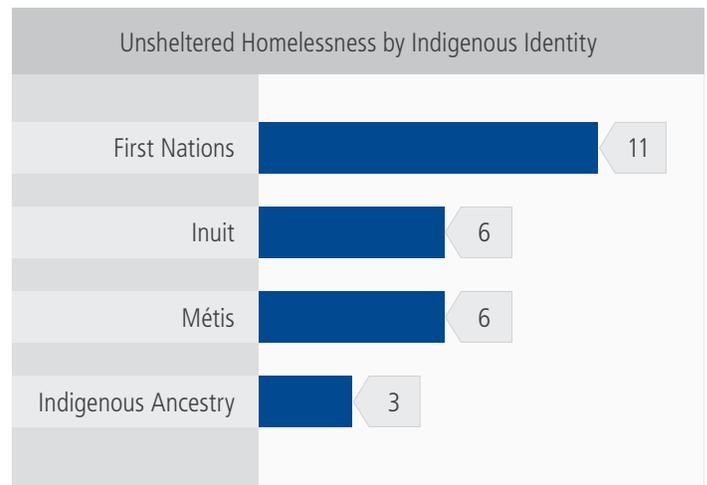
IMMIGRANT, REFUGEE OR REFUGEE CLAIMANT STATUS

Six percent of people experiencing unsheltered homelessness (4) reported that they came to Canada as immigrants, refugees or refugee claimants. They had lived in Canada for an average of 24 years, ranging from 13 to 42 years.



INDIGENOUS OR INDIGENOUS ANCESTRY

Thirty-six percent of people experiencing unsheltered homelessness (26) identified as Indigenous or having Indigenous ancestry, which is much higher than the incidence of Indigenous people experiencing homelessness in the overall PiT Count results of 24%.



HISTORY OF HOUSING AND HOMELESSNESS

FIRST EXPERIENCE OF HOMELESSNESS

On average, survey respondents who were experiencing unsheltered homelessness had their first experience of homelessness at 26 years old. The median age was 19.

CUMULATIVE HOMELESSNESS OVER LAST YEAR

Survey respondents who were experiencing unsheltered homelessness had experienced an average of 248 days of homelessness over the last year, representing more than eight months of cumulative time. The corresponding median was 305 days (10 months). Two thirds of people met the definition of chronic homelessness (48) with six or more

months of cumulative homelessness over the last year, including 44% (32) who had experienced homelessness every day of the last year.

EPISODES OF HOMELESSNESS OVER LAST YEAR

Twenty-four percent of people experiencing unsheltered homelessness (17) met the definition of episodic homelessness, with three or more episodes of homelessness over the last year.

EMERGENCY SHELTER UTILIZATION OVER LAST YEAR

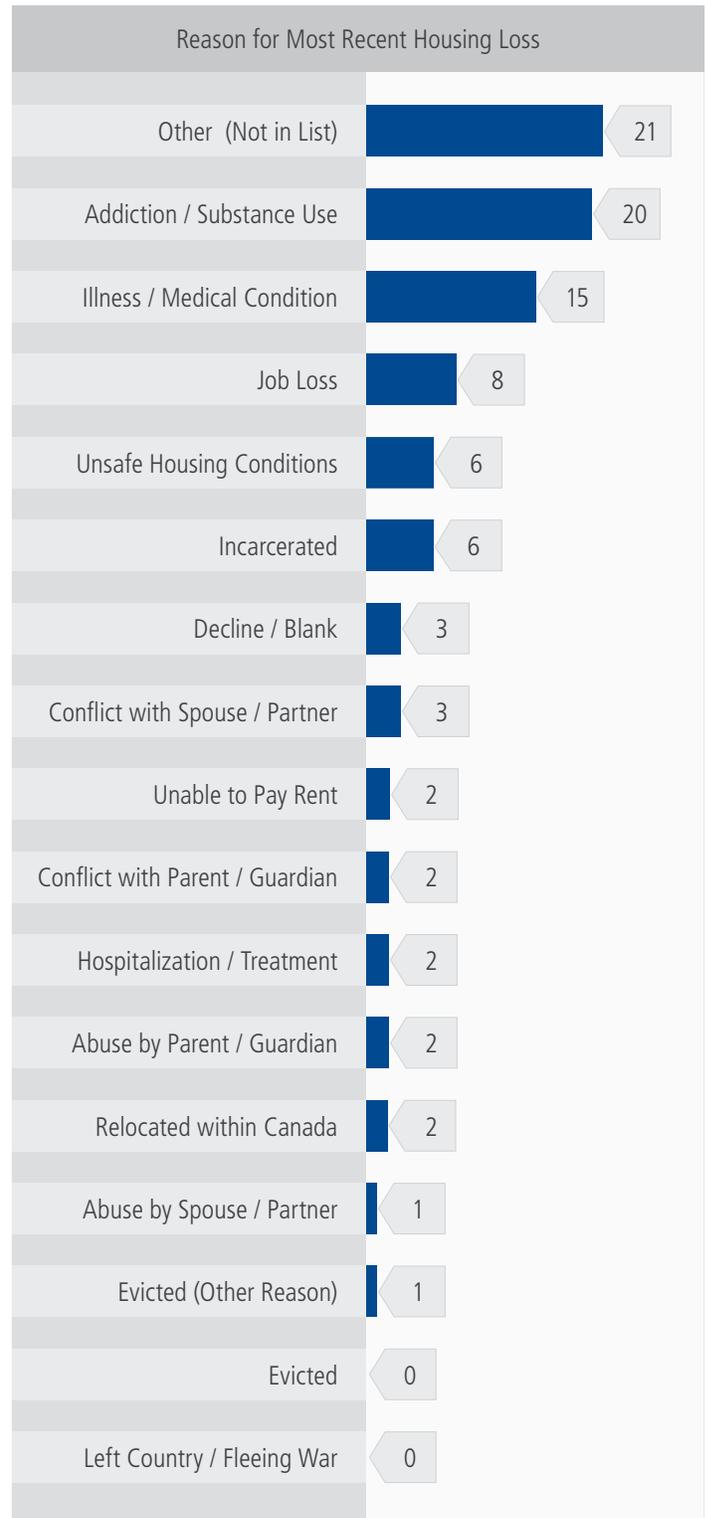
Nearly two thirds of people experiencing unsheltered homelessness (60%, 43) had stayed in an emergency shelter during the past year. The remaining 39% (28) stated that they had not spent time in shelter during that time. One person declined to respond to this question.

TIME IN OTTAWA

Of the survey respondents experiencing unsheltered homelessness, 24% (17) had lived in Ottawa for less than one year. Twenty-nine percent of unsheltered respondents (21) had “always been here”, with another 8% (10) having lived in Ottawa for 1–9 years, 18% (13) for 10–19 years and 14% (10) for 20 years or more. One person declined to respond.

REASON FOR MOST RECENT HOUSING LOSS

Despite 11 different options for surveyors to categorize responses, the reason most often identified by people experiencing unsheltered homelessness was “other,” selected by 29% of unsheltered respondents. Addiction or substance use was the second most common reason (28%), followed by illness or medical condition (21%). The chart at right reflects the reasons provided, with surveyors able to record responses in multiple categories.



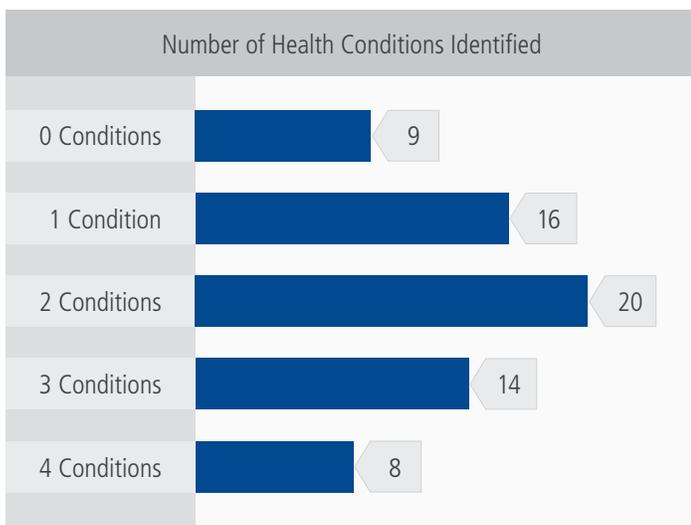
FOSTER CARE / GROUP HOME HISTORY

Thirty-three percent of people experiencing unsheltered homelessness (24) identified having been in foster care or group homes. This percentage is slightly higher than the overall responses (27%), although it is less than the percentage of unaccompanied youth (37%) or people experiencing hidden homelessness (45%) who reported past involvement with foster care. For the unsheltered population, this history had happened, on average, 17 years ago.

HEALTH CONDITIONS

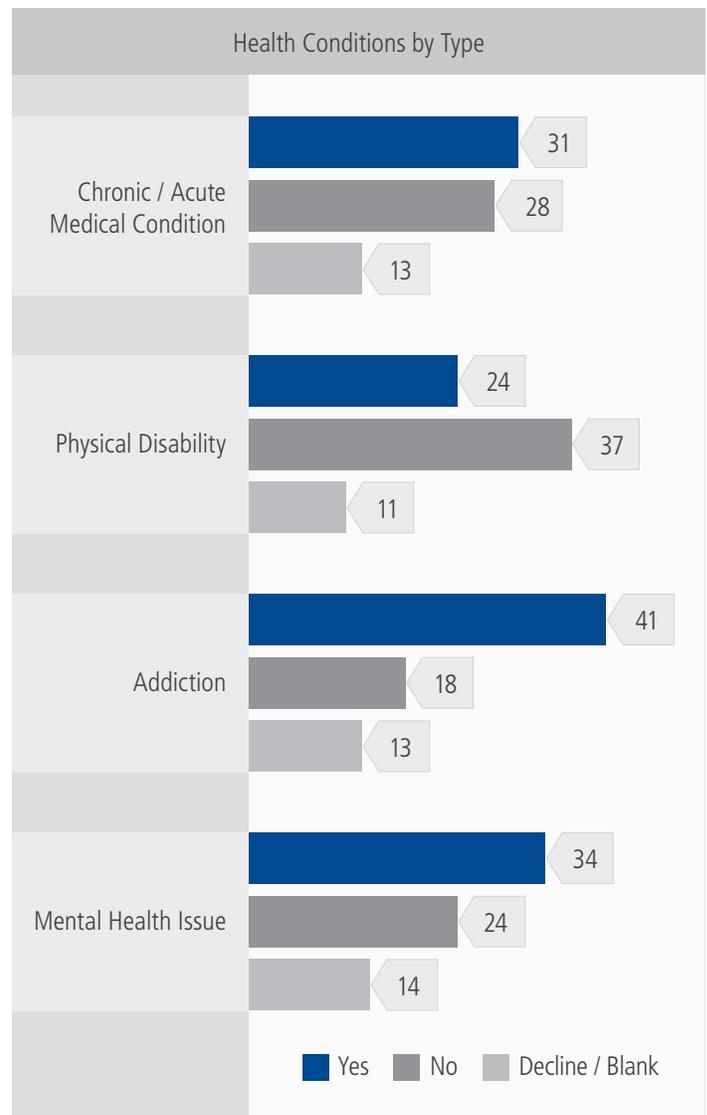
Thirteen percent of survey respondents experiencing unsheltered homelessness (9) reported that they were not living with any of the four health conditions explored in the survey. An additional 22% (16) stated that they were living with one health condition, 28% (20) responded that they experienced two conditions, and (11%) 14 were experiencing three of the health conditions. Another 11% of unsheltered respondents (8) reported that they were living with all four of the health concerns.

One person didn't know the response to each of the disabling conditions, two unsheltered people declined to answer each response, and two had unclear or blank responses.



Substance use was the most frequently identified health condition, reported by 56% (41) of people experiencing unsheltered homelessness.

In addition, 47% (34) of unsheltered respondents reported that they were experiencing mental health concerns, 43% (31) reported that they were living with a chronic/acute medical condition, and 33% (24) identified a physical disability.



SECTION NINE

Special Populations—Veterans, Key Highlights

- Sixty-five veterans (62) and former RCMP (3) identified as experiencing homelessness across the homelessness and health service sectors—drop-in centres, hospitals and treatment centres, correctional systems, transitional housing, on the street, and in emergency shelters—during the 2018 PIT Count.
- The primary homeless location was in the shelter system (57) followed by four in the unsheltered population.
- Of the 65 veterans, 54 were male and nine were female. One declined to answer.
- Twenty-three (35%) identified as being Indigenous equally across all ancestries—First Nations, Inuit, and Métis.
- Most surprisingly, 20 (30%) of the 65 indicated that they had their first experience of homelessness as a child or youth.
- Only six of the 65 (9%) were originally from Ottawa. Others identified as being from Eastern and Western Canada, Montreal, Toronto, and Winnipeg.
- Fourteen of the 65 indicated that a medical condition or illness was the reason for their most recent housing loss, slightly different from overall responses which indicated that substance abuse was the primary reason for housing loss.
- Eighteen of the 65 (28%) had foster care / group home experience.

SECTION TEN

Special Populations—Provisionally Accommodated, Key Highlights

- Sixty-six individuals were identified as spending the night at a location that is considered to be provisionally accommodated.
- Thirty surveys were completed at the Ottawa-Carleton Detention Centre:
 - Twenty males, 10 females.
 - Ten (33%) identified as Indigenous.
 - Eighteen (60%) were deemed to be chronically homeless.
- Eleven surveys were completed at three area hospitals:
 - Seven (or 64%) fit the criteria for chronically homeless.
 - Four (or 36%) identified as having three out of the four health conditions.
 - The youngest surveyed was 25, and the oldest was 66 years of age.
- Twenty-one surveys were completed in addiction treatment residential programs:
 - Five individuals fit the criteria for both chronic and episodic homelessness.
 - Fifteen individuals (71%) stated that the reason for their most recent housing loss was addiction.
 - Fourteen (66%) of the individuals were not originally from the Ottawa area.

Moving Forward

Ottawa's 2018 Point-in-Time (PiT) Count was a successful initiative, bringing together multiple community partners, including people with lived experience, to characterize the scope and nature of homelessness in our community.

The data collected provides a unique perspective on the realities of people experiencing homelessness, which will serve us well as we embark on a comprehensive review of the City's 10 Year Housing and Homelessness Plan (2014–2024), in 2019.

As we continue to work collaboratively to end chronic homelessness in our community, the PiT Count results will assist in the planning and delivery of responsive services. For example, results indicate that many people are staying homeless longer than expected. As such, efforts to increase the availability of, and accessibility to, affordable and supportive housing options must continue to be a priority.

Moving long-stay shelter users into permanent housing with appropriate supports as part of the City's Housing First Program has yielded significant results. Between April 2015 and September 2018, 812 adults and youth were housed with supports to maintain their housing. Similarly, shelter diversion efforts in the City have proven to be successful. In 2017, although 7,530 unique individuals stayed in shelter, 1,280 were diverted from shelter because they had safe and appropriate places to stay in the community.

Analysis of PiT Count data amplifies the need for continued and increased cross-system collaboration. Current and future collaborative efforts focused on enhanced discharge planning from correctional and health facilities, will help to reduce recidivism and / or re-admission as well as reduce entry into the homelessness system. Decreasing the many life risks which contribute to homelessness experienced by residents with a history of the child welfare system during their formative years remain a concern for communities across the country, including Ottawa.

Results of the 2018 PiT Count also confirmed the belief that Indigenous peoples experiencing homelessness are over-represented in our city. Continued partnerships and collaborations with our Indigenous partners are key to ensuring that tools, strategies and approaches dedicated to preventing and ending homelessness are ideally designed and delivered by the Indigenous

community. The City and its partners will continue to work closely with the Aboriginal Community Advisory Board (ACAB) to end Indigenous homelessness in Ottawa.

Similarly, the number of people surveyed who identify on the lesbian, gay, bisexual, questioning, two-spirit (LGBQ2S) spectrum, and experience homelessness, especially unaccompanied youth, is over-represented in our city. It is well documented that this population typically experiences higher rates of discrimination, stigma, and suicide than the mainstream population. Specialized supports, such as peers and training for frontline staff working with people who identify on the LGBQ2S spectrum continues to be important.

Newcomers to Canada are also disproportionately represented in people experiencing homelessness in our community, especially families. Further investigations into the pathways into and out of homelessness for this population will be required with community partners and the various levels of government to ensure that the City can adequately respond to the housing and support services needs of all newcomers.

APPENDIX A

Our Partners

John Howard Society of Ottawa

Elizabeth Fry Society of Ottawa

YMCA-YWCA of the
National Capital Region

Decision House

Salvation Army Ottawa
Booth Centre

The Ottawa Mission

City of Ottawa Forward
Family Shelter

City of Ottawa Carling
Family Shelter

Maison Sophia House

Shepherds of Good Hope

Cornerstone Housing
for Women

Ottawa Hospital
(General Campus)

Ottawa Hospital (Civic Campus)

Montfort Hospital

Minwaashin Lodge

Oshki Kizis

Tungasuvvingat Inuit

Wabano Centre
for Aboriginal Health

Tewegan Housing
for Aboriginal Youth

Ottawa Aboriginal Coalition

Housing Help

Youth Services Bureau
of Ottawa

St. Mary's Home

Montfort Renaissance

Operation Come Home

Housing Help

Centre 454

Centre 507

St. Luke's Table

Caldwell Family Centre

The Well

St. Joe's Women's Centre

Espoir Sophie

Interval House

Nelson House of Ottawa

Chrysalis House

Western Ottawa Community
Resource Centre

Sandy Hill Community
Health Centre

Carlington Community
Health Centre

Centretown Community
Health Centre

Somerset West Community
Health Centre

Orleans Community
Resource Centre

Nepean Rideau Osgoode
Community Resource Centre

Odawa Native Friendship Centre

Jewish Family Services

Innercity Ministries

VETS Canada

Canadian Mental
Health Association

Options Bytown

OrgCode Consulting

Province of Ontario

Government of Canada

City of Ottawa Pubic
Information and Media
Relations

City of Ottawa Public Libraries

City of Ottawa Bylaw
and Regulatory Services

Ottawa Police Services

Ottawa Public Health

Inner City Health

Tim Horton's

APPENDIX B

The Survey

SURVEY INTRODUCTION		(Surveyor to complete <u>with</u> the client – following introductory script, screening, and consent)									
Survey #:											
Interviewer's Name			Agency and/or Contact #				Team				
							<input type="checkbox"/> Staff <input type="checkbox"/> Volunteer				
Survey Date (dd/mmm/yyyy)			Survey Time				Survey Location				
_____ / Apr / 2018			_____ : _____ AM / PM								
C. Where are you staying tonight? / Where did you stay last night?											
a. <input type="checkbox"/> DECLINE TO ANSWER						h. <input type="checkbox"/> PUBLIC SPACE (E.G., SIDEWALK, PARK, FOREST, BUS SHELTER)					
b. <input type="checkbox"/> OWN APARTMENT/ HOUSE						i. <input type="checkbox"/> VEHICLE (CAR, VAN, RV, TRUCK)					
c. <input type="checkbox"/> SOMEONE ELSE'S PLACE →ASK C1 & C2 (optional)						j. <input type="checkbox"/> MAKESHIFT SHELTER, TENT OR SHACK					
d. <input type="checkbox"/> MOTEL/HOTEL →ASK C2 (optional)						k. <input type="checkbox"/> ABANDONED/VACANT BUILDING					
e. <input type="checkbox"/> HOSPITAL, JAIL, PRISON →ASK C2 (optional)						l. <input type="checkbox"/> OTHER UNSHELTERED LOCATION					
f. <input type="checkbox"/> EMERGENCY SHELTER, DOMESTIC VIOLENCE SHELTER						m. <input type="checkbox"/> RESPONDENT DOESN'T KNOW [LIKELY HOMELESS]					
g. <input type="checkbox"/> TRANSITIONAL SHELTER/HOUSING											
C1: Can you stay there as long as you want or is this a temporary situation? (OPTIONAL Question)						C2: Do you have your own house or apartment you can safely return to? (OPTIONAL Question)					
a. <input type="checkbox"/> AS LONG AS THEY WANT						a. <input type="checkbox"/> YES					
b. <input type="checkbox"/> TEMPORARY →ASK C2 (optional)						b. <input type="checkbox"/> NO					
c. <input type="checkbox"/> DON'T KNOW →ASK C2 (optional)						c. <input type="checkbox"/> DON'T KNOW					
d. <input type="checkbox"/> DECLINE TO ANSWER						d. <input type="checkbox"/> DECLINE TO ANSWER					
BEGIN SURVEY											
1. What family members are staying with you tonight? [Indicate survey numbers for adults. Check all that apply]											
<input type="checkbox"/> DECLINE TO ANSWER		<input type="checkbox"/> NONE		<input type="checkbox"/> PARTNER (Survey #: _____)		<input type="checkbox"/> OTHER ADULT (Survey #: _____)					
<input type="checkbox"/> NUMBER OF CHILD(REN)/DEPENDANT(S)		1	2	3	4	5	6	7	8	9	10 +
[Indicate gender and age for each child/dependent]		GENDER									
		AGE									

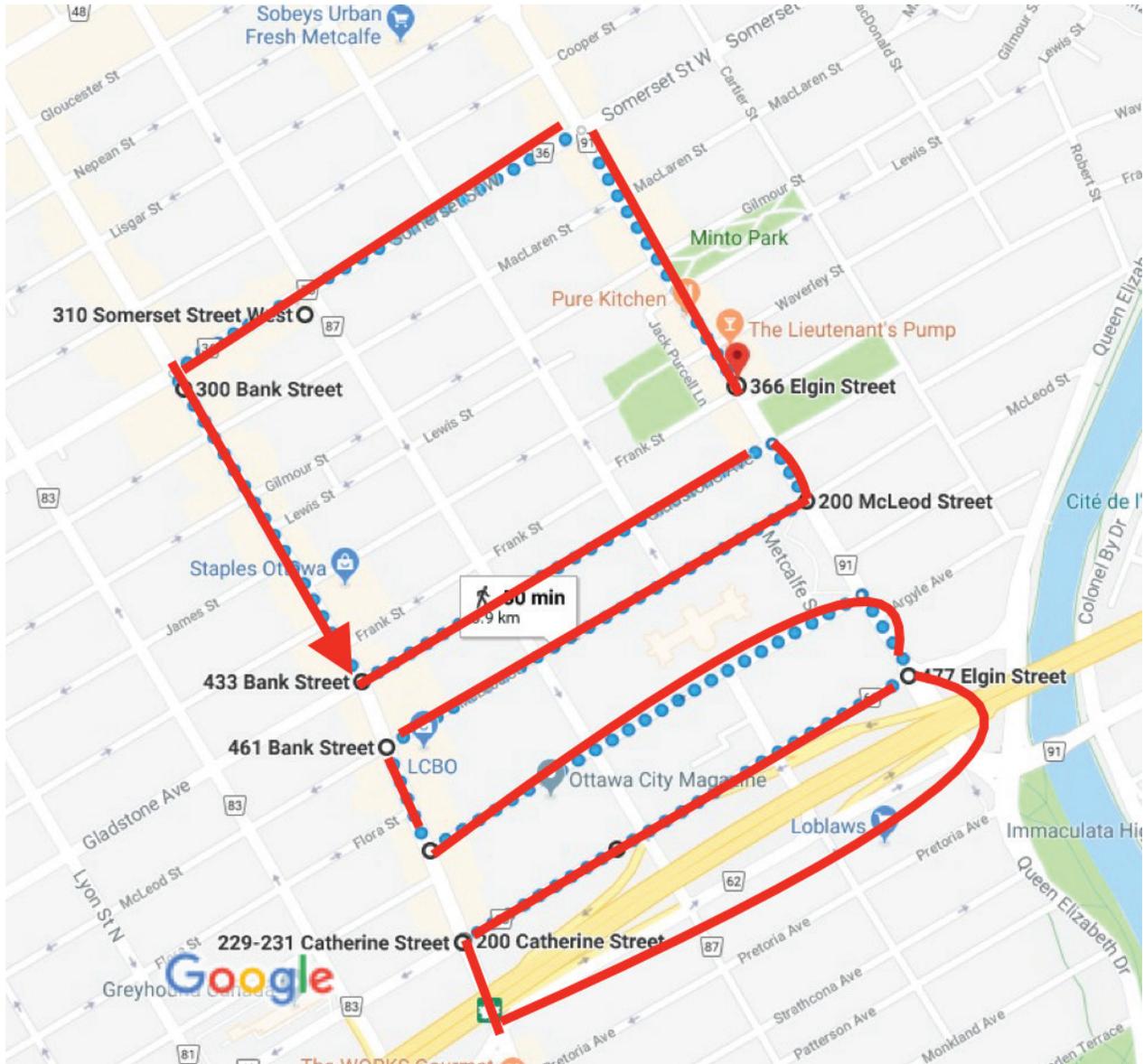
2. How old are you? [OR] What year were you born? [If unsure, ask for best estimate]	
<input type="radio"/> AGE _____ OR YEAR BORN _____ <input type="radio"/> DON'T KNOW <input type="radio"/> DECLINE TO ANSWER	
3. How old were you the first time you experienced homelessness? [Any time you have been without a secure place to live]	
<input type="radio"/> AGE _____ <input type="radio"/> DON'T KNOW <input type="radio"/> DECLINE TO ANSWER	
4. In total, how much time have you been homeless over the PAST YEAR? [Best estimate.]	
<input type="radio"/> LENGTH _____ DAYS / WEEKS / MONTHS <input type="radio"/> DON'T KNOW <input type="radio"/> DECLINE TO ANSWER	
5. In total, how many different times have you experienced homelessness over the PAST YEAR? [Best estimate.]	
<input type="radio"/> NUMBER OF TIMES _____ [Includes this time] <input type="radio"/> DON'T KNOW <input type="radio"/> DECLINE TO ANSWER	
6. Have you stayed in an emergency shelter in the past year? [Give local examples of homeless shelters]	
<input type="radio"/> YES <input type="radio"/> NO <input type="radio"/> DON'T KNOW <input type="radio"/> DECLINE TO ANSWER	
7. How long have you been in Ottawa?	
<input type="radio"/> LENGTH _____ DAYS / WEEKS / MONTHS / YEARS <input type="radio"/> ALWAYS BEEN HERE <input type="radio"/> DON'T KNOW <input type="radio"/> DECLINE TO ANSWER	7A. Where did you live before you came here? <input type="radio"/> COMMUNITY _____ PROVINCE _____ <input type="radio"/> COUNTRY _____ <input type="radio"/> DECLINE TO ANSWER
8. Did you come to Canada as an immigrant, refugee or refugee claimant?	
<input type="radio"/> YES – IMMIGRANT -----> <input type="radio"/> YES – REFUGEE -----> <input type="radio"/> YES – REFUGEE CLAIMANT -----> <input type="radio"/> NO <input type="radio"/> DON'T KNOW <input type="radio"/> DECLINE TO ANSWER	If YES: How long have you been in Canada? <input type="radio"/> LENGTH: _____ DAYS / WEEKS / MONTHS / YEARS <input type="radio"/> DATE: _____ / _____ / _____ DAY / MONTH / YEAR <input type="radio"/> DON'T KNOW <input type="radio"/> DECLINE TO ANSWER

9. Do you identify as Indigenous or have Indigenous ancestry? This includes First Nations with/without status, Métis, and Inuit.	
<input type="radio"/> YES -----> <input type="radio"/> NO <input type="radio"/> DON'T KNOW <input type="radio"/> DECLINE TO ANSWER	If YES: <input type="radio"/> FIRST NATIONS (with or without status) <input type="radio"/> INUIT <input type="radio"/> MÉTIS <input type="radio"/> HAVE INDIGENOUS ANCESTRY
10. Have you ever had any service in the Canadian Military or RCMP? [Military includes Canadian Navy, Army, or Air Force]	
<input type="radio"/> YES – MILITARY <input type="radio"/> YES – RCMP <input type="radio"/> NO <input type="radio"/> DON'T KNOW <input type="radio"/> DECLINE TO ANSWER	
11. What gender do you identify with? [Show list.]	
<input type="radio"/> FEMALE / WOMAN <input type="radio"/> TRANS FEMALE / TRANS WOMAN <input type="radio"/> NOT LISTED: _____ <input type="radio"/> MALE / MAN <input type="radio"/> TRANS MALE / TRANS MAN <input type="radio"/> DON'T KNOW <input type="radio"/> TWO-SPIRIT <input type="radio"/> GENDERQUEER / GENDER NON-CONFORMING <input type="radio"/> DECLINE TO ANSWER	
12. How do you describe your sexual orientation, for example straight, gay, lesbian? [Show list.]	
<input type="radio"/> STRAIGHT/HETEROSEXUAL <input type="radio"/> BISEXUAL <input type="radio"/> QUEER <input type="radio"/> DECLINE TO ANSWER <input type="radio"/> GAY <input type="radio"/> TWO-SPIRIT <input type="radio"/> NOT LISTED: _____ <input type="radio"/> LESBIAN <input type="radio"/> QUESTIONING <input type="radio"/> DON'T KNOW	
13. What happened that caused you to lose your housing most recently? [Do not read the options. Check all that apply. "Housing" does not include temporary arrangements (e.g., couch surfing) or shelter stays.]	
<input type="checkbox"/> ILLNESS OR MEDICAL CONDITION <input type="checkbox"/> ADDICTION OR SUBSTANCE USE <input type="checkbox"/> JOB LOSS <input type="checkbox"/> UNABLE TO PAY RENT OR MORTGAGE <input type="checkbox"/> UNSAFE HOUSING CONDITIONS <input type="checkbox"/> EXPERIENCED ABUSE BY: PARENT/GUARDIAN <input type="checkbox"/> EXPERIENCED ABUSE BY: SPOUSE/PARTNER	<input type="checkbox"/> CONFLICT WITH: PARENT / GUARDIAN <input type="checkbox"/> CONFLICT WITH: SPOUSE / PARTNER <input type="checkbox"/> INCARCERATED (JAIL OR PRISON) <input type="checkbox"/> HOSPITALIZATION OR TREATMENT PROGRAM <input type="checkbox"/> OTHER REASON _____ <input type="checkbox"/> DON'T KNOW <input type="checkbox"/> DECLINE TO ANSWER

14. What are your sources of income? [Read list and check all that apply]			
<input type="checkbox"/> EMPLOYMENT	<input type="checkbox"/> DISABILITY BENEFIT	<input type="checkbox"/> MONEY FROM FAMILY/FRIENDS	
<input type="checkbox"/> INFORMAL / SELF-EMPLOYMENT (E.G. BOTTLE RETURNS, PANHANDLING)	<input type="checkbox"/> SENIORS BENEFITS (E.G. CPP / OAS / GIS)	<input type="checkbox"/> OTHER SOURCE: _____	
<input type="checkbox"/> EMPLOYMENT INSURANCE	<input type="checkbox"/> GST REFUND	<input type="checkbox"/> NO INCOME	
<input type="checkbox"/> WELFARE / SOCIAL ASSISTANCE	<input type="checkbox"/> CHILD AND FAMILY TAX BENEFITS	<input type="checkbox"/> DECLINE TO ANSWER	
15. Have you ever been in foster care and/or a group home?			
<input type="radio"/> YES ----->		If YES: How long ago was that? (refers to the length of time since leaving foster care or group home)	
<input type="radio"/> NO			
<input type="radio"/> DON'T KNOW		LENGTH (IN YEARS) _____	
<input type="radio"/> DECLINE TO ANSWER			
16. People may identify as belonging to a particular racial group. What racialized identity do you identify with? [Do not list categories. Select all that apply]			
<input type="checkbox"/> ABORIGINAL OR INDIGENOUS	<input type="checkbox"/> FILIPINO		
<input type="checkbox"/> ARAB	<input type="checkbox"/> HISPANIC OR LATIN AMERICAN		
<input type="checkbox"/> ASIAN (E.G. CHINESE, KOREAN, JAPANESE)	<input type="checkbox"/> WHITE (E.G. EUROPEAN-CANADIAN)		
<input type="checkbox"/> SOUTH-EAST ASIAN (E.G. VIETNAMESE, CAMBODIAN, MALAYSIAN)	<input type="checkbox"/> OTHER (PLEASE SPECIFY) _____		
<input type="checkbox"/> SOUTH ASIAN (E.G. EAST INDIAN, PAKISTANI, SRI LANKAN)	<input type="checkbox"/> DON'T KNOW		
<input type="checkbox"/> WEST ASIAN (E.G. IRANIAN, AFGHANI)	<input type="checkbox"/> DECLINE TO ANSWER		
<input type="checkbox"/> BLACK OR AFRICAN CANADIAN			
17. In what language do you feel best able to express yourself?			
<input type="radio"/> ENGLISH	<input type="radio"/> NO PREFERENCE	<input type="radio"/> DON'T KNOW	
<input type="radio"/> FRENCH	<input type="radio"/> NEITHER (please specify) _____	<input type="radio"/> DECLINE TO ANSWER	
18. Do you identify as having any of the following?			
Chronic / Acute Medical Condition	Physical Disability	Addiction	Mental Health Issue
<input type="checkbox"/> YES	<input type="checkbox"/> YES	<input type="checkbox"/> YES	<input type="checkbox"/> YES
<input type="checkbox"/> NO	<input type="checkbox"/> NO	<input type="checkbox"/> NO	<input type="checkbox"/> NO
<input type="checkbox"/> DON'T KNOW	<input type="checkbox"/> DON'T KNOW	<input type="checkbox"/> DON'T KNOW	<input type="checkbox"/> DON'T KNOW
<input type="checkbox"/> DECLINE TO ANSWER	<input type="checkbox"/> DECLINE TO ANSWER	<input type="checkbox"/> DECLINE TO ANSWER	<input type="checkbox"/> DECLINE TO ANSWER

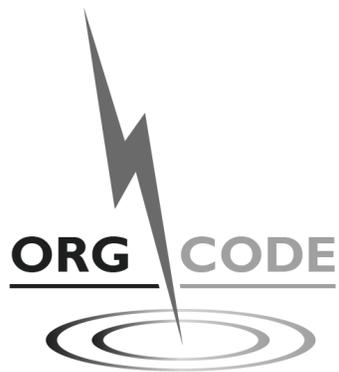
APPENDIX C

Sample Route Map



WITH THANKS AND SUPPORT FROM

Canada



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3-1-1    
TTY/ATS 613-580-2401