

Winter 2012

Point-in-time Count Report



Calgary
Homeless
Foundation

Table of Contents

Table of Contents	1
Executive Summary	1
Background	1
The 2012 Winter Point-in-Time Count.....	1
Key Findings.....	1
Limitations	3
Background	4
Definitions.....	5
Results and Implications	6
Concluding Thoughts	17
Appendix A	18
The Evolution of Calgary’s Point-in-Time Count	18
Appendix B	19
Winter Count Methods.....	19
Limitations to Point-in time Counts.....	24
Enhancements to the 2012 Count.....	26
Appendix C – List of Facilities and Classifications	28
Appendix D – Data Collection Forms	29
Facility Count Enumeration Form.....	29
Street Survey.....	30
References	33

Executive Summary

Background

Point-in-Time (PIT) Counts are one day snapshots of homelessness that capture numbers and basic demographics of people staying in emergency shelters, short-term supportive housing (STSH), jails, hospitals and on the streets. A Point in Time Count cannot measure the full picture of homelessness or those at risk, their reasons, histories, or patterns of homelessness, but can be a helpful indicator of the magnitude of homelessness on a particular day over time.

PIT Counts were conducted by The City of Calgary every two years between 1992 and 2008. When Calgary's 10 Year plan was launched in 2008, The City deferred the future counts to the Calgary Homeless Foundation (CHF), as the lead implementing agency.

The 2012 Winter Point-in-Time Count

On January 18, 2012, the CHF in partnership with several organizations conducted the first PIT Count since 2008. Data was collected from service providers and a comprehensive street enumeration was undertaken to capture as accurate a number as possible. Approximately 160 volunteers canvassed 28 street 'zones' or known areas for rough sleepers (those sleeping outside). Mobile teams in vehicles led by Calgary Police Services, City of Calgary Animal and Bylaw Services and street outreach workers covered seven remote city areas while public and private sector partners added six additional areas including Fish Creek Park. Eighty organizations provided data and basic demographics in conjunction with the street count.

Key Findings

Homelessness has decreased 11.4%, the first recorded decrease in Calgary. In all, 3,190 people were found to be homeless on that night; this represents an 11.4% decrease from 2008 and the first recorded decrease in Calgary. There was a 24% reduction against conservative 'business as usual' projections for 2012. Specifically we counted:

- 1,715 in emergency shelters
- 1,260 in short-term supportive housing
- 151 in jails and hospitals
- 64 rough sleepers

Total homeless numbers 2008 and 2012:

Homeless Numbers	2012	Percentage of Total	2008	Percentage of Total	Change in Rate
Total number homeless people	3,190	100%	3,601 ¹	100%	-11.4%
Emergency shelter numbers	1,715 ²	54%	1,512	42%	+13.4% ³
Short-term supportive housing (transitional)	1,260 ⁴	39%	1,224 ⁵	34%	+2.9%
Systems	151	5%	296	8%	-48.9%
Rough sleeping	64	2%	569	16%	-88.7%

The number of homeless counted in emergency shelters increased by 13.4% since 2008. There were 203 more people in emergency shelters than in 2008; by contrast, the number enumerated in short-term supportive housing remained relatively stable. An increase in emergency shelter demand might be correlated with an increase in shelter capacity – 331 additional emergency shelters beds were added in Calgary following the 2008 count, as well as a redistribution between sleeping rough and staying at the emergency shelter.

- 1. Mainstream systems homelessness is down dramatically.** The number of homeless enumerated in jails and hospitals decreased by almost 49% in 2012 compared with 2008. A total of 151 homeless individuals were counted.
- 2. Only 64 people were found sleeping outside.** This represents an 88% decrease in those sleeping rough compared with 2008. However, because of the difference in the time of year the Count was conducted, it is difficult to compare the 2012 Winter Count to 2008 spring numbers.
- 3. Aboriginal people are overrepresented and amongst the most vulnerable.** Aboriginal people make up 16% of the overall number of homeless, but only 2.5% of Calgary's population. Significantly, the count found 38% of rough sleepers and 26% of those in hospitals and jails were Aboriginal.
- 4. In total, 15.5% of Calgary's homeless are children, youth and young adults.** There were 287 children and youth under the age of 18 enumerated in shelters and short-term supportive housing; out of those 218 were children aged 12 and under. Another 182 young adults between the ages of 18 and 24 were also counted in shelters and short-term supportive housing.

¹ The original number for 2008 was 4060; the CHF reclassified 459 short-term supportive housing beds as permanent supportive housing beds, therefore the reclassified count number for 2008 is 3,601.

² There were 374 additional emergency shelters beds added in Calgary between 2006 and 2008, and a further 331 were added following the 2008 Count. Out of those 134 were Winter Emergency beds opened during winter months. These numbers reflect all emergency shelter beds regardless of the source of funding (e.g. Human Services numbers show total shelter bed utilization on that night as 1,586). Refer to the chart on page six for facility/capacity breakdown.

³ Human Services reported data showed a 2.8% decrease in shelter utilization from January 2011 to January 2012. The 13.4% increase in shelter beds from the PIT includes all emergency shelter beds in Calgary regardless of funding source.

⁴ Human Services reported numbers for that night were 521. The 1,260 persons counted reflect all short-term supportive housing numbers regardless of funding source.

⁵ Recalibrated – original 2008 number was 1,683; this is the category where the PSH beds were reclassified as STSH.

5. **Women continue to be under-represented in the homeless population.** Only 773 women were counted, representing 24% or almost one quarter of the total homeless population^{6 i ii iii iv v}.
6. **Homelessness occurs across the lifespan.** Those between the ages of 45 and 64 accounted for 35% of the total population; 15% of people found were 24 years of age and younger; and 2.4% or 78 people were aged 65 and over.
7. **Family homelessness decreased.** There were 160 homeless families on January 18th – 18.8% less than in 2008. Fifty-seven families were accessing an emergency shelter while 103 were in short-term supportive housing facilities.

Limitations

Comparisons with previous count numbers are difficult for two reasons:

First, in the previous count, conducted in 2008, The City determined there were 4,060 homeless people. Community feedback led the CHF to recalibrate the 2008 number to 3,601 due to inclusion of more than 400 people living in permanent supportive housing units in that count. Inclusion of permanent supportive housing units in a homeless count inflates the number by counting people who are not actually homeless.

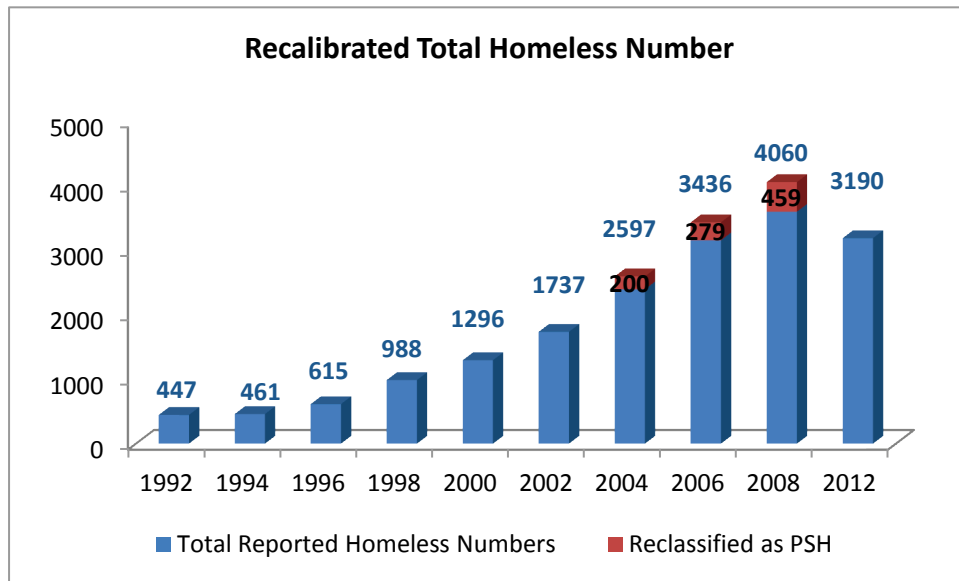
Second, The City conducted its biennial counts in May to accommodate Council requests for data. Best practice research recommends doing PIT Counts during the coldest month of the year because more people will access emergency shelters and avoid rough sleeping, thus improving the accuracy of the final count number. Since the CHF will lead subsequent counts, we decided to follow best practices moving forward. To gauge seasonal fluctuation, especially relating to rough sleeping, the CHF will alternate between cold and warm weather counts. With two counts being conducted (January and August), 2012 is a benchmark year.

To minimize these limitations, extensive community consultation will precede each count in order to accurately classify short-term supportive and permanent supportive housing providers. Counts will occur annually, alternating between winter and summer months.

Reclassification of STSH to PSH:

Year	Total Reported Homeless Numbers	Reclassified as PSH	Restated Homeless Numbers
2004	2,597	200	2,397
2006	3,436	279	3,157
2008	4,060	459	3,601
2012	3,190		3,190

⁶ Findings from the Calgary count are representative of national estimates suggesting that 25% of the overall homeless population are women. Women are overrepresented in the hidden homeless population, often utilizing informal strategies including couch-surfing, doubling up with friends or family, and attaching themselves to housed men. Research indicates women avoid shelters for a number of reasons including associated stigma, and concerns regarding their susceptibility to physical and sexual abuse due to perceived and actual dangers of shelters and rough sleeping.



Background

Point-in-time counts have been conducted in Calgary since 1992. On that first count, 447 people were considered homeless in our city. When The City conducted their final biennial count in May of 2008, that number was reported to have grown to 4,060.

On January 18, 2012, the CHF led the first city-wide count of people experiencing homelessness since 2008. The basic methodology used followed the precedent set by The City but included several changes. See Appendix A for a brief history of the evolution of PIT Counts in Calgary.

The primary components of the Count included a city-wide enumeration of those sleeping rough, in conjunction with reported demographics from those in emergency shelters, short-term supportive housing units and public facilities such as hospitals and jails. Numbers are collected from all sources within a particular set time frame to reduce potential duplicate counts.

Through a community consultation process, The City's previous count coordinator, the University of Calgary, City services such as Police and Bylaw, outreach workers, service agencies and rough sleepers all provided input. The consultation process helped solidify the date and time for the Count, the questions to ask of facilities and rough sleepers, the mapping of 'zones' in the city where people experiencing homelessness are known to sleep, the classification of facilities as emergency shelter, short-term supportive and/or permanent supportive housing, and the organization of street teams.

The 2012 Winter Count engaged approximately 160 volunteers to canvas Calgary's streets and included basic demographic data on homeless persons from more than 80 organizations.

Feedback from housing providers led to a more accurate classification of facilities, which resulted in several short-term supportive facilities reclassified as permanent supportive housing. As a result, this reduced the previously reported City number by more than 400 units, giving us a better sense of the change in homelessness from 2008 to 2012. More information on methods and limitations is found in Appendix B.

Several limitations exist and must be noted with respect to the count. A point-in-time count provides a one-day snapshot of homelessness on a given day. It is not inclusive of all homeless people, particularly the ‘hidden homeless’. Previous city counts were done in May to accommodate City Council agendas,^{vi} which makes comparison with a winter count very difficult. It is important to note that extreme temperatures on the night of the Count had an effect on the numbers of those outside as opposed to in shelters. More specifically, on the days leading up to the Count, when temperatures dropped into the minus 30s, emergency shelters were at capacity. To gauge the impact of seasonal weather fluctuation, moving forward the CHF will lead annual counts, alternating between summer and winter months.

Comparison is appropriate when looking at facility numbers but becomes difficult when discussing population demographics, due to complications associated with reclassifying 2008 short-term supportive housing numbers as permanent supportive housing.

Moving forward, it is important to incorporate learnings to improve the overall process and to include analysis of point-in-time count trends with system-wide data from the Calgary’s Homeless Management Information System (HMIS). This will ensure we continue to collect data as accurately as possible, reduce limitations, and broaden our understanding of patterns and trends of homelessness in Calgary.

Definitions

- Homeless: Those who do not have safe, affordable, appropriate, permanent housing to which they can return whenever they choose. For the Count, we were only able to capture individuals classified as “absolute homeless,” understood as individuals living in the street with no physical shelter of their own, including those who spend their nights in emergency shelters.^{vii}
- Rough sleepers are individuals who do not access shelters on a regular basis but primarily sleep outside.^{vii}
- Emergency shelters provide temporary accommodations and essential services for individuals experiencing homelessness.^{viii}
- Short-term supportive housing provides intensive supportive services in a more structured, place based environment to homeless clients. Services and housing that they provide are time limited and designed to facilitate movement to independent living or permanent housing.^{ix}
- Permanent supportive housing provides long-term housing and support to individuals who are homeless and experiencing major disabling conditions. There is no limit to the length of stay. While support services are offered and made readily available, the programs do not require participation in these services to remain in the housing.^x

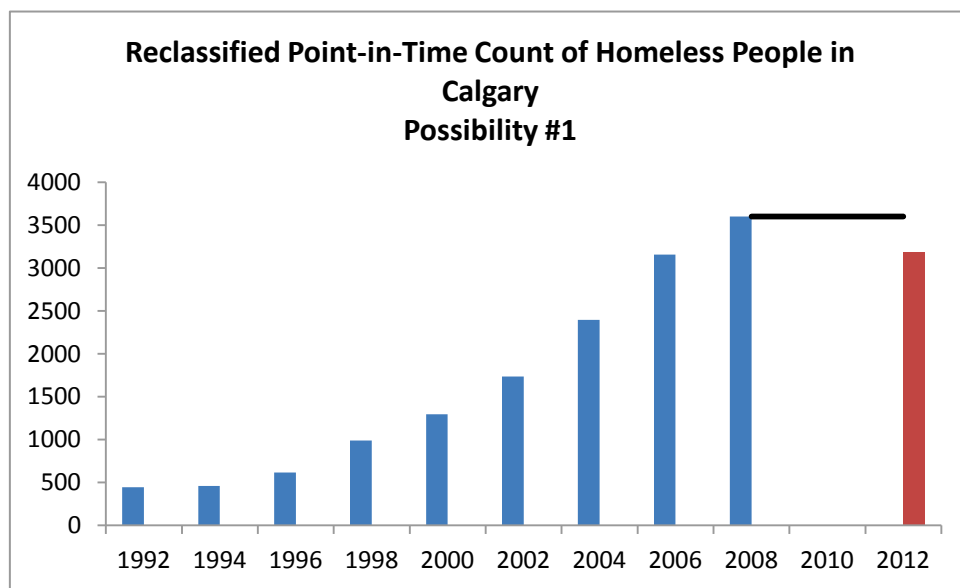
Results and Implications

1. Homelessness has decreased by 11.4% for the first time since we began counting in 1992.

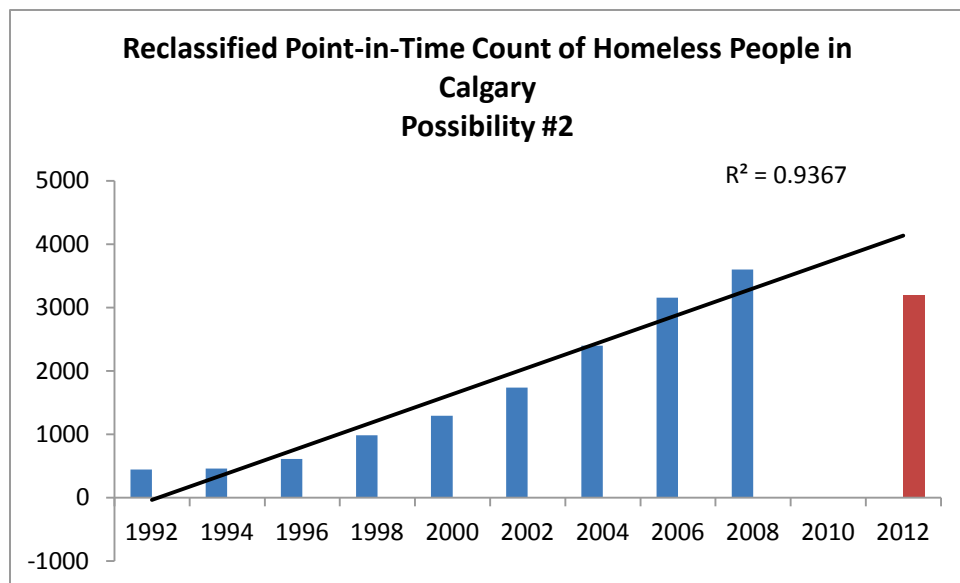
In all, 3,190 people were found to be homeless on that night; this represents an 11.4% decrease from 2008 and the first recorded decrease in Calgary. Furthermore, there was a 24% reduction against conservative 'business as usual' projections for 2012.

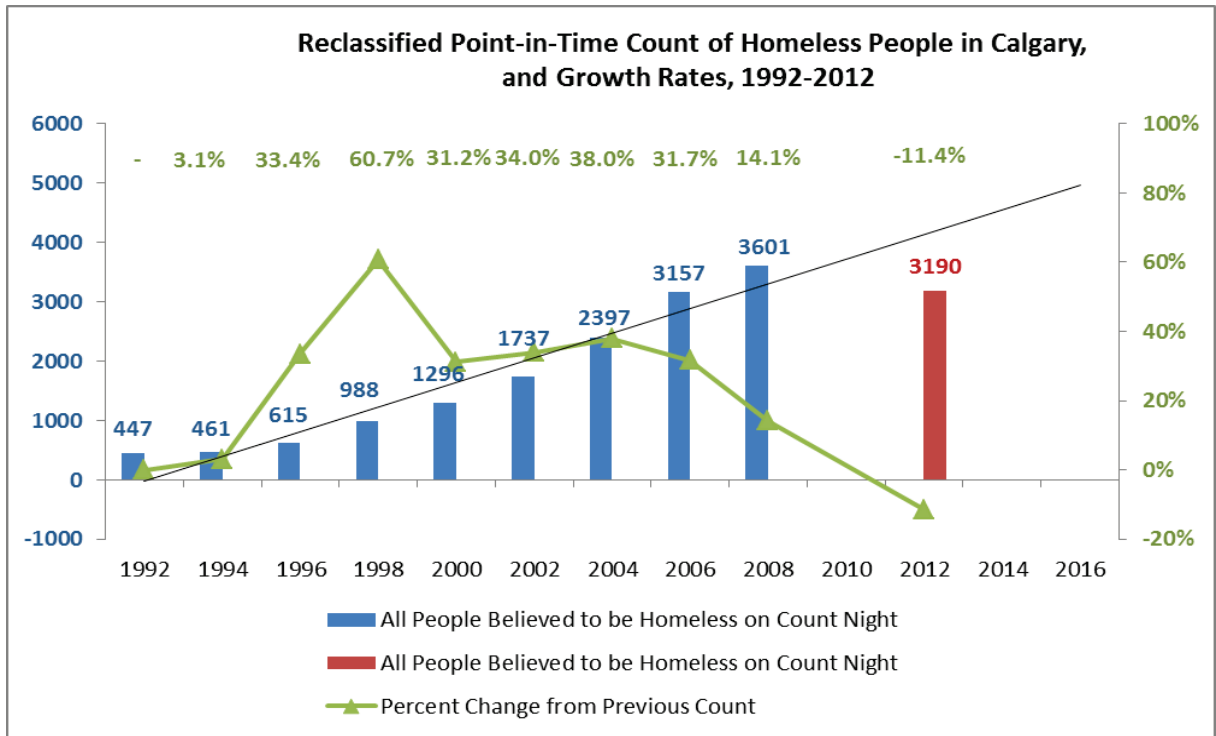
What is particularly important to remember is that without the efforts of the 10 Year Plan, homelessness would have followed a much different trajectory. There are several possibilities of what could have happened if the 10 Year Plan to End Homelessness had not been in place.

Possibility A: The number of homeless would have remained constant after 2008. With this scenario, the 2012 total was 11% lower than what would have been.



Possibility B: The number of homeless would have continued to grow after 2008. If we assume the rate of growth to be linear, the 2012 total was 24% lower than what would have been.

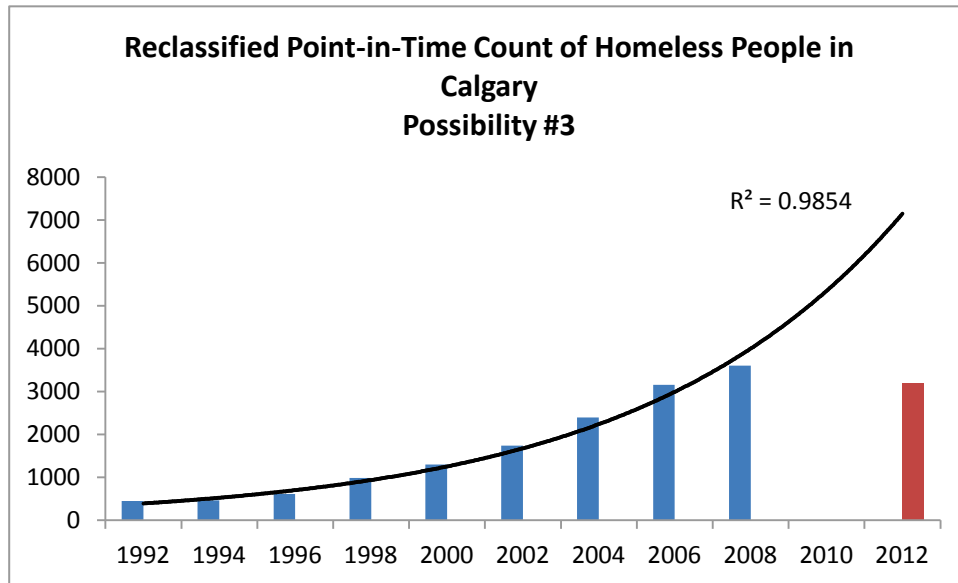




- The number of homeless counted in emergency shelters increased by 13.4% since 2008.** There were 203 more people in emergency shelters than in 2008; by contrast, the number enumerated in short-term supportive housing numbers remained relatively stable.

An increase in emergency shelter demand may correlate with an increase in shelter capacity – 331 additional emergency shelters beds were added in Calgary following the 2008 count. Out of 331 additional emergency shelters beds, 134 were winter emergency beds, which were open during the winter season (November 1, 2011 to April 30, 2012). Due to extremely cold weather conditions, there was also redistribution between sleeping on the streets and staying at the emergency shelters, with most people choosing the latter.

Possibility C: The number of homeless would have continued to grow after 2008. If we assume a rate of growth as determined by an exponential trend line through the 1992-2008 data, 2012 total was 50% lower than what would have been.



Although the measure of goodness of fit (R^2) is higher for the exponential trend line than for the linear trend line (so the exponential trend line is arguably the preferred description of what was happening up to 2008), we have chosen a more conservative approach. If nothing changed in 2008, and homelessness continued to grow at the same rates reported since 1992 (using a linear forecast trend, possibility B), the total count would have been approximately 4,200 people in 2012. That did not happen.

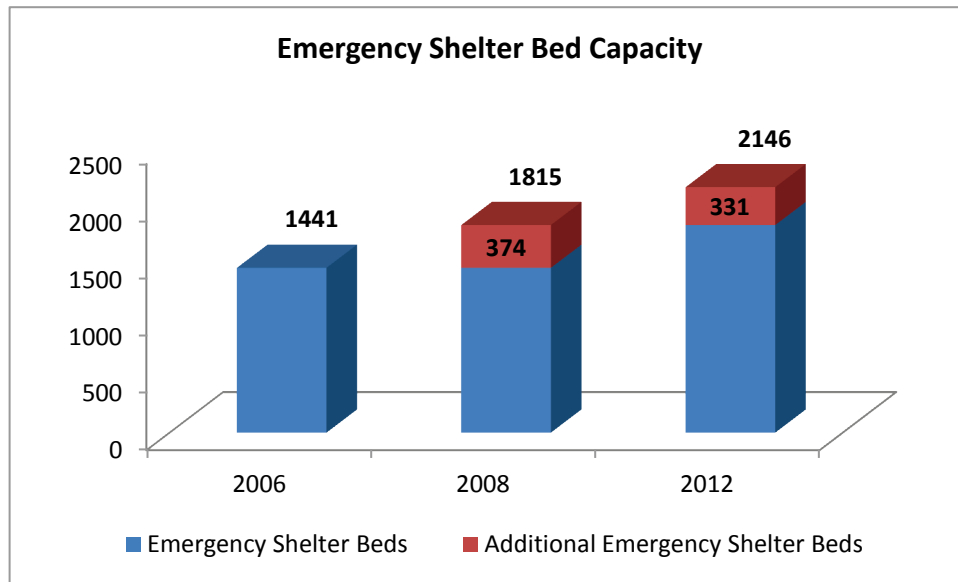
The 2012 Winter Count enumerated 3,190 people homeless compared with 3,601 in 2008⁷. This represents 1,010 less people (24%) than business as usual projections for 2012. It also represents 411 people less than in 2008, or -11.4%. This assumes that 2004 to 2012 projections do not include permanent supportive or affordable housing.⁸

⁷ Recalibrated based on the reclassification of 481 units of permanent supportive or affordable housing in 2008.

⁸ The linear trend model tries to find the slope and intercept that give the best average fit to all the past data. It is a line that indicates the general pattern or direction of a time series data (information in sequence over time). When trying to project an assumed linear trend into the future, we would like to know the current values of the slope and intercept--i.e., the values that will give the best fit to the next few periods' data. The forecasting equation for the linear trend model is: $\hat{Y}(t) = \alpha + \beta t$ where "t" is the time index. Forecasting model in this case is a simple technique of estimating future values of a time series data (information in sequence over time) by extending the trend line into the future.

Point-in-Time Count Report – Winter 2012

Emergency Shelter Bed Capacity	2006	2008	Change (2006-2008)	2012	Change (2008-2012)
Alpha House Drop In Emergency (120) + Winter Emergency (34) Jan 01,2012 – Apr 30, 2012	51	57	6	154	97
Alpha House Booth		67	67		-67
Awo Taan	27	27	0	24	-3
Boys & Girls Clubs of Calgary – Avenue 15	15	12	-3	25	13
Boys & Girls Clubs of Calgary – Safe House		9	9	9	0
Calgary Drop-In and Rehab Centre – 2032 (Sunalta)	160	150	-10		-150
Calgary Drop-In and Rehab Centre – 2507	125	125	0	125	0
Calgary Drop-In and Rehab Centre – Riverfront Emergency (725) + Winter Emergency (100) Nov 1, 2012 – Apr 30, 2012	550	550	0	825	275
Calgary Alternative Support Services (CASS) – Langin		2	2		-2
Calgary Women’s Emergency Shelter			0	50	50
Children’s Cottage – Brenda’s House			0	60	60
Horizon Housing Society – Marguarite House	2	2	0		-2
Inn From the Cold	45	45	0	94	49
Inn From the Cold – Church Program			0	15	15
Calgary John Howard Society – Berkana House	2		-2		0
Calgary John Howard Society – Raido House	1		-1		0
McMan Family Services – Wellington Place	1		-1		0
The Mustard Seed Calgary – Centre Street	82		-82		0
The Mustard Seed Calgary – Foothills		370	370	370	0
Recovery Acres Society	30	30	0	30	0
The Salvation Army – Booth	131	131	0	131	0
The Salvation Army – Centre of Hope	179	179	0	159	-20
The Salvation Army – WISH			0	12	12
Simon House	19		-19		0
YWCA – Mary Dover House	6	6	0	6	0
YWCA – Sheriff King Home		38	38	42	4
Woods Homes – Exit Youth Shelter	15	15	0	15	0
TOTAL	1,441	1,815	374	2,146	331



Homeless numbers 2008 and 2012 by type:

Homeless Numbers	2012	Percentage of Total	2008	Percentage of Total	Change in Rate
Total number homeless people	3,190	100%	3,601 ⁹	100%	-11.4%
Emergency shelter numbers	1715 ¹⁰	54%	1512 ¹¹	42%	+13.4%
STSH (transitional)	1260	39%	1224	34%	+2.9%
Systems	151	5%	296	8%	-48.9%
Rough sleeping	64	2%	569	16%	-88.7%

Short-term supportive housing numbers remained relatively stable. These providers included facilities for those fleeing violence, addictions treatment and those transitioning from correctional facilities. An important point to note is that capacity numbers increased by 22% - from 1,398 (recalibrated) in 2008 to 1,712 in 2012.¹²

- Mainstream systems homelessness is down almost 50%.** The number of homeless enumerated in jails and hospitals decreased by almost 49% in 2012 compared to 2008. In total, 151 homeless individuals were counted.

⁹ The original number for 2008 was 4060, the CHF reclassified 459 short-term supportive housing beds as permanent supportive housing beds, therefore the reclassified count number for 2008 is 3,601.

¹⁰ See footnotes 1 - 4

¹¹ Data for 2008 is from the 2008 Biennial Count of Homeless Persons, retrieved at <http://www.calgary.ca/CSPS/CNS/Pages/Social-research-policy-and-resources/Affordable-housing-and-homelessness/Research-on-Affordable-Housing-and-Homelessness.aspx>

¹² Short-term supportive housing capacity numbers include total capacity for two addiction treatment facilities: Renfrew and Aventa. The total capacity at Renfrew is 40, but on the night of the 2012 Winter Count only seven residents had no fixed address. Aventa has total capacity of 61, however only 21 women were counted with no fixed address. Total capacity numbers were included following the methodology used in the 2008 City of Calgary count.

In 2008, there were 190 people with no fixed address in the Calgary Remand Centre and 25 in the Calgary Young Offender Centre. In 2012, these numbers had dropped to 107 and 13 respectively. This information could be an indicator of the impact of the partnership between Calgary Police and Alberta Health Services (the Police and Crisis Team), as well as the efforts of Calgary Bylaw officers to connect people they find rough sleeping with services in order to avoid arrest and/or incarceration.

The numbers of people in Calgary's acute care facilities was higher, (seven in 2008 and 25 in 2012). This is in part due to the expansion of AHS numbers to include in-patient units as well as emergency rooms.

4. **Only 64 people were found sleeping outside.** This represents an 88% decrease in those sleeping rough compared to 2008.^{xi} However, because of the difference in the time of year the Count was conducted, it is difficult to directly compare 2012 winter to 2008 spring numbers.

Typically, rough sleepers in Calgary sleep outside and in shelter. Given the extreme cold on the night of the 2012 Winter Count, it is expected many people, who would otherwise be outside, moved into shelter. Taking into account seasonal fluctuation in shelter utilization, and conservatively estimating the difference between shelter use summer lows and winter highs in the past two years, we estimate that there may be as many as 146 people sleeping rough in Calgary who seek shelter in winter. The 64 found on January 18, would be the 'hard core,' entrenched rough sleeping population. Based on this, it is estimated the size of the population who sleeps rough on a point-in-time basis is 210 people. This would be a significantly lower number (-63%) compared with the 569 people estimated in 2008.

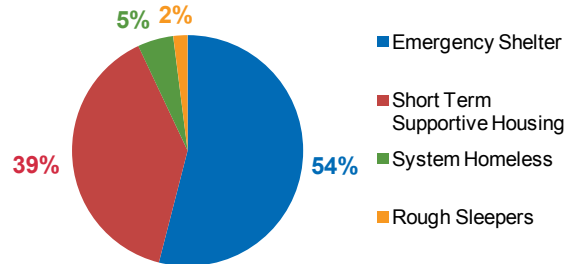
It is important to note that The City of Calgary did not actually undertake a street count in 2008; rather, previous counts were used to generate an estimate.^{xii} The 2012 Winter Count was conducted during very cold temperatures in January, which makes comparison to May counts difficult. A summer count in 2012 will enable a better understanding of the impact of seasonality on homelessness trends. The 2012 Winter Count was conducted from 10:00 p.m. to 1:00 a.m., instead of 9:00 p.m. to midnight as in previous counts, based on CHF's consultation with agencies and rough sleepers.

The Count included an optional housing needs assessment. Rough sleepers found by the street teams were offered the option to be entered into the Homeless Management Information System (HMIS) to facilitate referral to housing agencies if they wished. Twelve people agreed to be interviewed, six of these requested referrals to outreach programs.

The 2012 rough sleeper count included a broader and deeper catchment area compared with previous counts in Calgary, incorporating 35 street and community zones and six additional zones from partners like campus security at SAIT Polytechnic and the University of Calgary, Calgary Parking Authority, Canadian Pacific Rail, Stampede Security, and Fish Creek Park wardens. Another difference from 2008 is that Alberta Health Services included in-patient units and emergency rooms in their count. CHF relied on the expertise of City of Calgary Bylaw Services, Calgary Police Service and outreach service.

Key trends emerging from the rough sleepers (N=64) enumerated show 56% were male and 30% were female. The majority were working age adults, although 9% were youth and young adults ages 13 to 24.

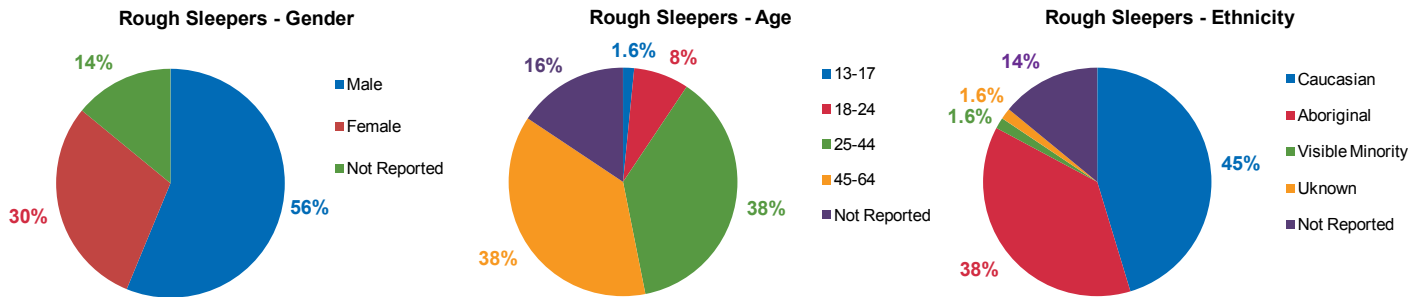
**Classification of all People
believed to be Homeless in Calgary on
January 18, 2012**



- Aboriginal people are overrepresented and amongst the most vulnerable.** Aboriginal people make up 16% of the overall number of homeless, but only 2.5% of Calgary's population. Significantly, the count found 38% of rough sleepers and 26% of those in hospitals and jails were Aboriginal.

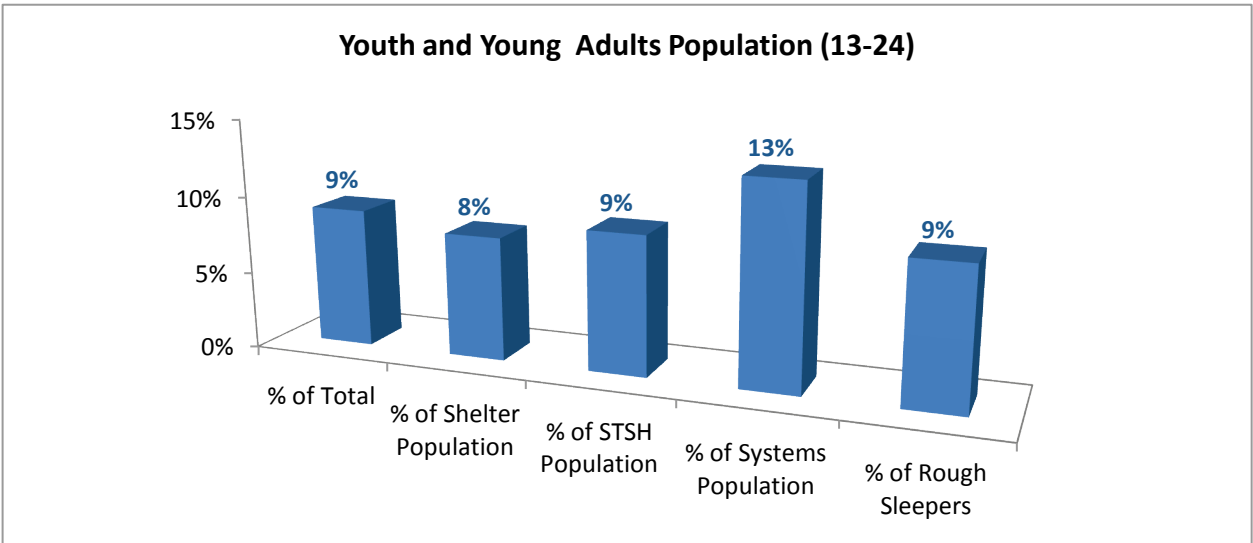
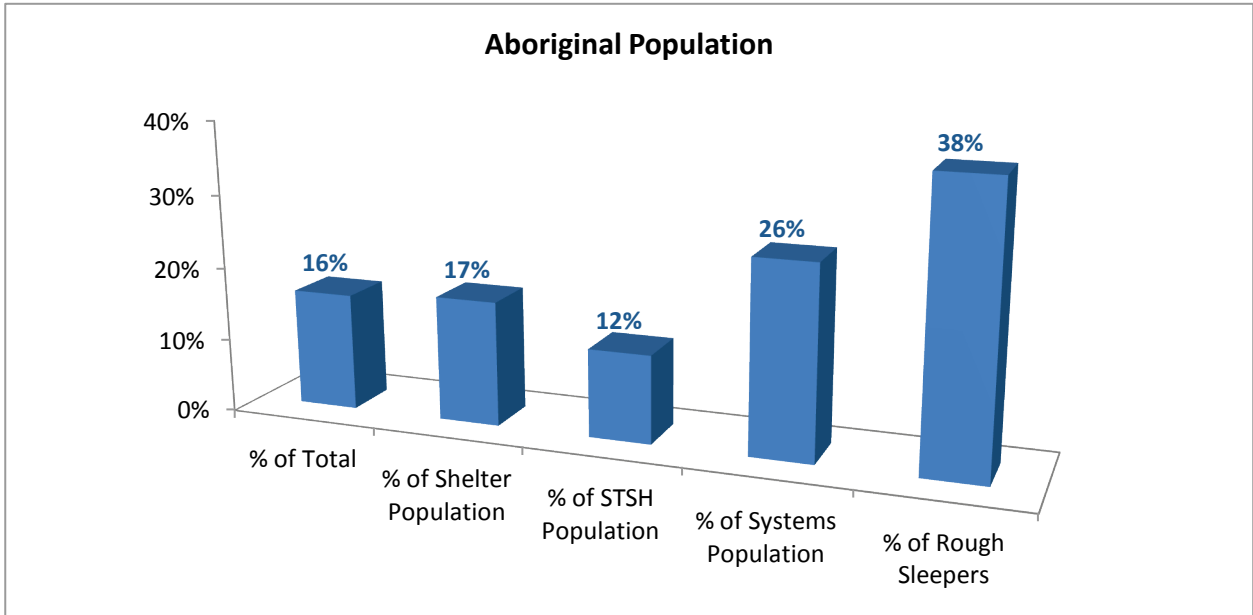
It is important to note the over-representation of Aboriginal people at 38% of rough sleepers enumerated.

This information confirms the urgency of implementing Calgary's Plan to End Aboriginal Homelessness.



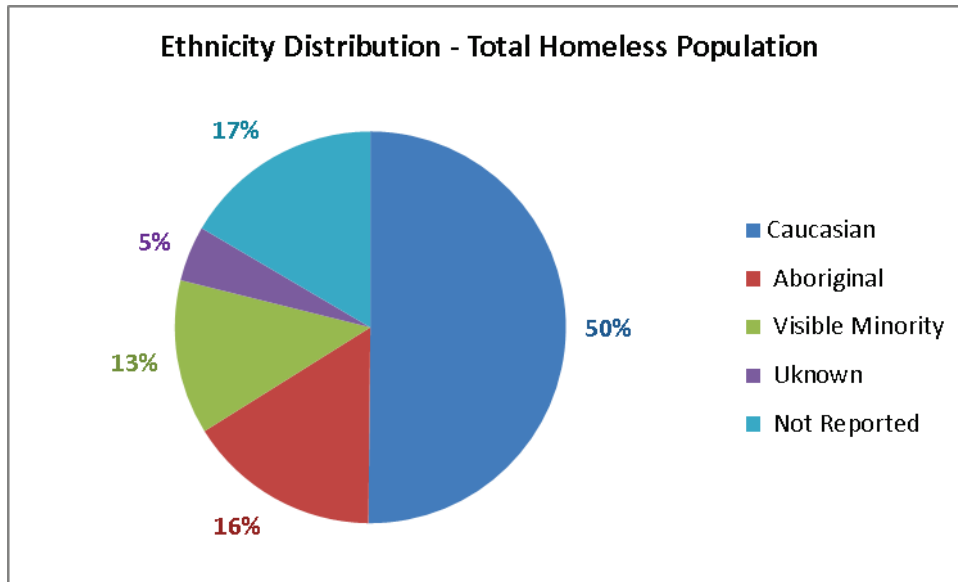
The Aboriginal Plan is based on local and national research and community consultation. It argues for interventions that recognize the unique structural determinants of Aboriginal homelessness and are rooted in traditional teachings and ceremonies.¹³

¹³ The Plan to End Aboriginal Homelessness was developed in partnership with Aboriginal Standing Committee on Housing and Homelessness and the Calgary Homeless Foundation. It is due to be released in Fall 2012.

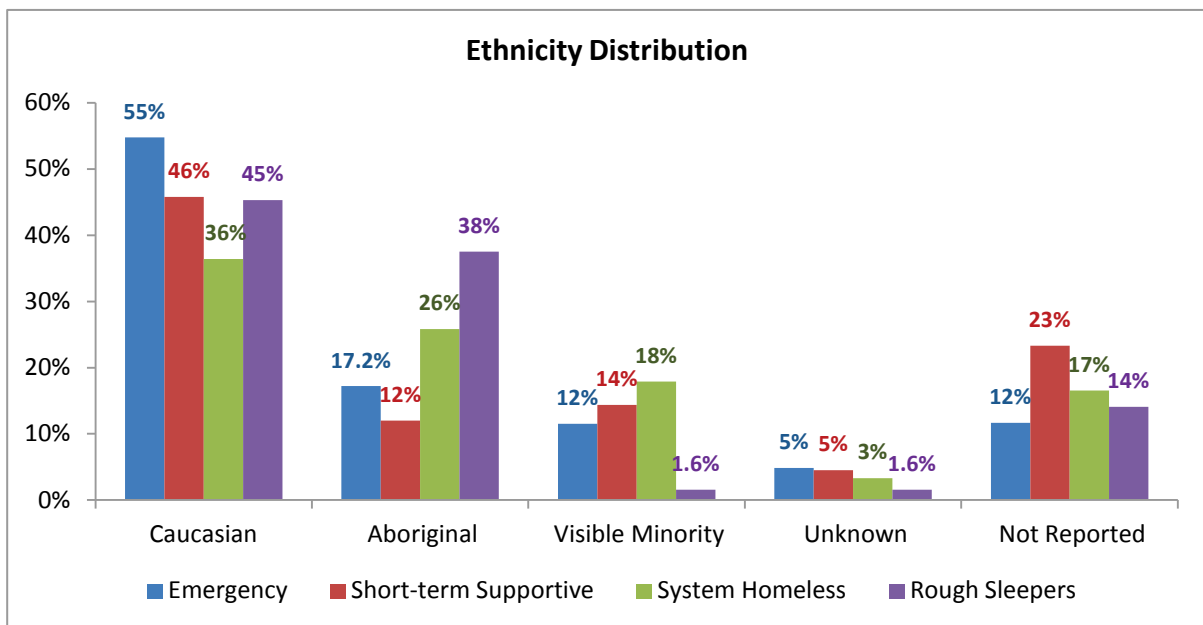


Note that these percentages are based on reported answers. "Not reported" category might still contain Aboriginal and youth subpopulations.

Ethnicity distribution for total homeless population:



Ethnicity distribution by category:

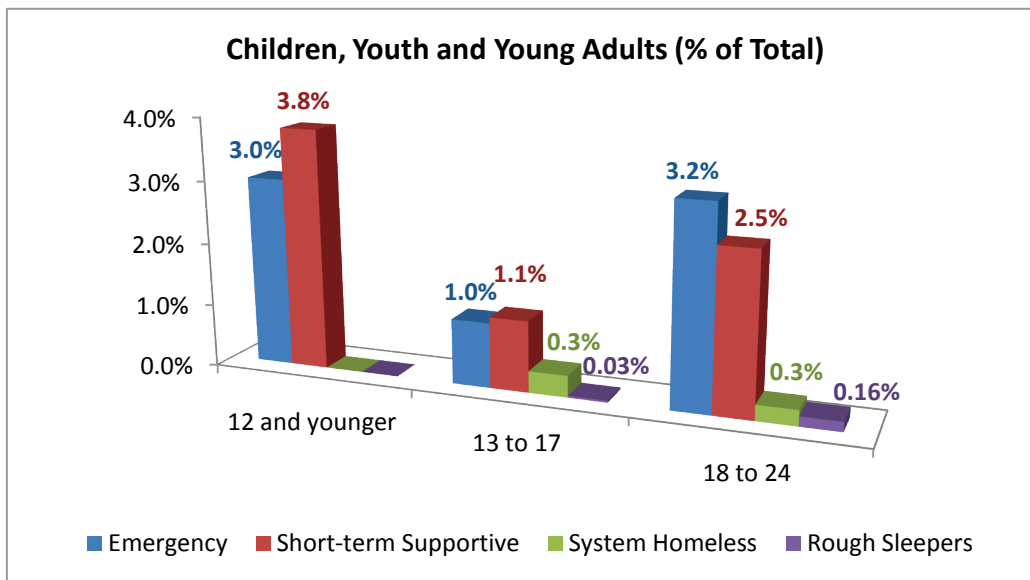


Demographics¹⁴

Homeless Numbers	2012	Percentage of Total
Total number homeless people	3190	100%
Total adults (25-64)	1996	63%
Total seniors	78	2%
Total young adult (18-24)	195	6%
Total youth (13-17)	81	3%
Total children (0-12)	218	7%
Total unknown age	622	19%
Total families	160	5%
Total Aboriginal people	509	16%
Total visible minority	407	13%

6. **In total, 15.5% of Calgary’s homeless are children, youth and young adults.** There were 287 children and youth under the age of 18 enumerated in family shelters or short-term supportive housing. Out of those, 218 were children 12 years and younger. Another 182 young adults between the ages of 18 and 24 were also counted in emergency shelters or short-term supportive housing.

Children, youth, and young adults distribution by category:



¹⁴ Comparisons cannot be made between 2008 and 2012 demographics due to the recalibrated 2008 numbers.

7. **Women continue to be under-represented in the homeless population.** The Count included 773 women, representing 24% or almost one quarter of the total homeless population. Previous research conducted in Calgary^{xiii} shows women's rates of homelessness at closer to 20%.

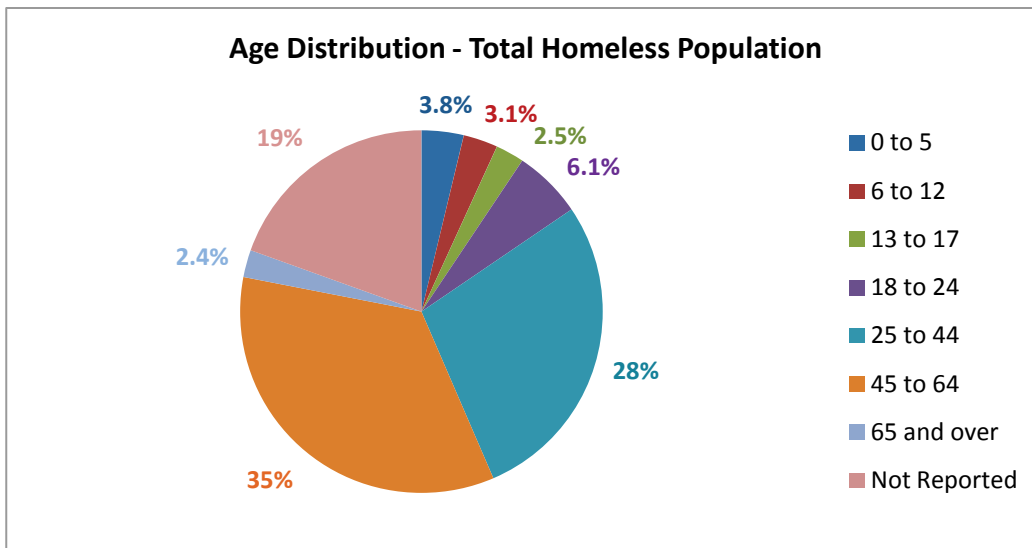
Men represented 54% of the total homeless population while 24% were women. However, in 2008, women made up 22% of the total. Women represented 13% of those in emergency shelters, 15% of those in jails and hospitals, 30% of rough sleepers, and 40% of those in short-term supportive housing. While it could be argued that short-term supportive housing is a safer option than shelters or the street, women experiencing homelessness are particularly vulnerable to violence and exploitation.^{xiv} They also are often raising children and tend to have higher incidence of physical and mental health concerns than men.

There is a need to ensure that we develop and sustain housing and support options designed particularly with women's needs in mind. Interventions should be based on best practice research.

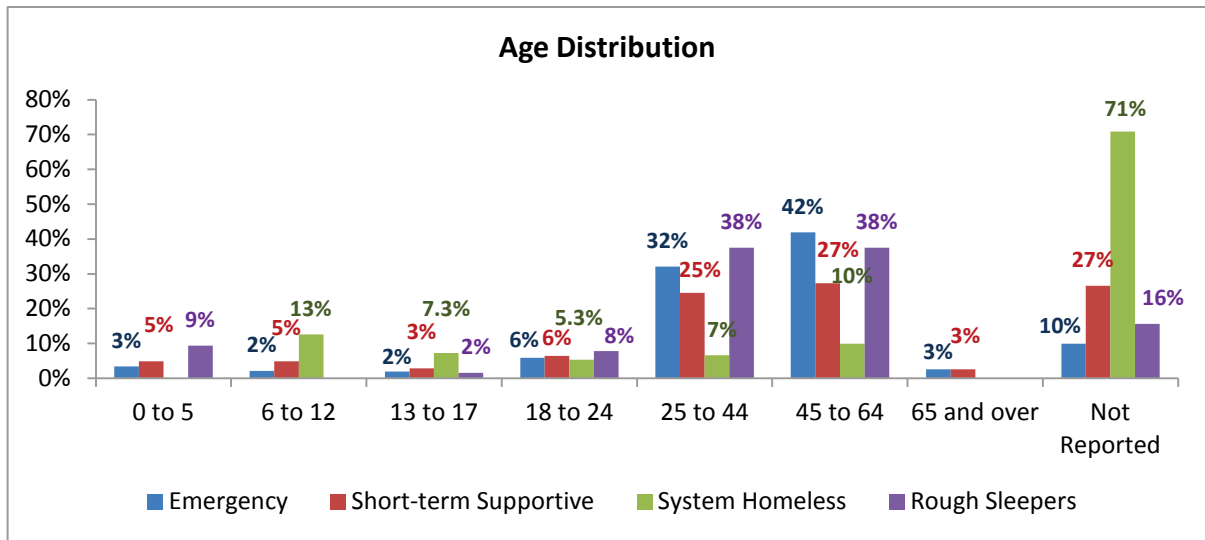
8. **Homelessness occurs across the lifespan.** Of the total population, 35% were between the ages of 45 and 64, 15% of people found were under the age of 24, and 2.4% or 78 people were aged 65 and over.

While more than one-third of the total homeless population was between the ages of 45 and 64, homelessness crosses all ages from infants to seniors. Youth report higher incidences of violence and victimization during homelessness than adults, and children who^{xv} experience homelessness are at high risk of experiencing homelessness as adults. Further, health issues are more of a concern for seniors, which increases mortality risk.^{xvi}

Age distribution for total homeless population:



Age distribution by category:



- There were 160 homeless families on January 18 – 18.8% less than in 2008. On this night, 57 families were accessing an emergency shelter and a further 103 were in short term supportive housing facilities. Within these families there were 218 children aged 12 and under. While they make up only 7% of those who are *visibly* homeless, several hundred families will access an emergency shelter or short-term supportive housing facility over the course of a year and potentially several thousand more are at risk and living in unsafe environments. Priority must be placed on ensuring there is safe, affordable housing to meet the diverse needs of families.

Concluding Thoughts

Comparative analysis highlights interesting shifts in the numbers and patterns of homelessness since implementation of Calgary’s 10 Year Plan. When looking at basic demographic information it is important to note that much of the collected data is observed, not self-reported. This creates potential for error particularly when determining someone’s age and/or cultural background. However this methodology was used in both 2008 and 2012.

Moving forward, it is important to incorporate lessons learned to reduce limitations and improve the accuracy of Calgary’s point-in-time counts. Continual community consultation with service providers, experienced professionals and Calgary’s people experiencing homelessness will ensure we do this.

Calgary’s long-standing history of biennial counts every May will be replaced with annual counts, alternating between winter and summer, to ensure we understand more fully the impact of seasons, economics and the long-term effectiveness of 10 Year Plan interventions.

Appendix A

The Evolution of Calgary's Point-in-Time Count

In 2009 The City published a Best Practice Guide for conducting point-in-time counts.^{xvii} That report highlights the details of the evolution of Calgary's counts, including adoption of a basic 'census' methodology. This approach is meant to record information about a total population of people, or, "a 100% sample survey" (City of Calgary, 2009, as cited in Wilhelm, Dibbs, and Shasty, 1983: 2). This approach requires a comprehensive enumeration inclusive of all areas that the homeless population is known to frequent. Ongoing consultation with service providers ensured that the facilities and street zones included were accurate and relevant over time. The City's inclusion of a facility and street count aligns with point-in-time methods in several other municipalities.¹⁵

The first count in 1992 occurred in May as this is when City Council requested homeless numbers. In order to compare changes year over year, The City chose to stay with the May date. City services The Calgary Police, Calgary Transit, the Fire Department and EMS were engaged over the years to broaden the areas of the city that could be canvassed. In addition, consultation occurred with homeless-serving agencies in order to keep an up-to-date list of facilities and 'street zones' for enumeration.

In 2004, once *Calgary's Community Plan: Building Paths Out of Homelessness*^{xviii} was released, the number and types of facilities sheltering the homeless grew. This report highlighted the distinction between emergency shelters and transitional housing facilities. The addition of definitions of homelessness that included transitional housing, led to a doubling of the number of facilities captured in the 2004 count. Street zones for the 2004 count also doubled in number. These two factors likely account for the 50% increase of homelessness in that time period.

The City adopted the *Ethos* definitions into the 2008 Count to distinguish those who were *absolutely* homeless (roofless and houseless) and *relatively* homeless (insecure or inadequate housing). These definitions were operationalized for the 2008 Count into those who were sleeping rough, in emergency shelters, transitional housing and due to be released from health, corrections and children's institutions. In 2008, The City also did not have the resources to conduct a street count, as the areas of the city where people were known to be sleeping rough had extended beyond the downtown core into riverbanks and forested areas. The 2008 Count was The City's conducted its last point-in-time count as development of the system-wide Homeless Management Information System (HMIS) was underway.

¹⁵ Municipalities and counties that have utilized this method include: City of Edmonton, City of Toronto, City of Vancouver; and it is required by all U.S. cities seeking Federal funding as specified by U.S. Department of Housing and Urban Development (HUD).

Appendix B

Winter Count Methods

The Winter 2012 Calgary Point-in-Time Count enumerated homeless persons who, on the night of the count, slept outdoors or spent the night in emergency or transitional housing facilities.

In order to capture as full a snapshot of the homeless population as possible, two enumeration methods were used. One was a short survey of demographics from shelter facilities, short-term supportive housing facilities (transitional) and public service agencies (*sheltered homeless*), and the other was a street count aimed at capturing the numbers and basic demographics of homeless persons who were sleeping outdoors on downtown streets, in residential and commercial areas, in parks, on river pathways, and in more remote natural areas (*unsheltered homeless*). Numbers were collected from all sources within a 24 hour time period to reduce potential duplication.

The community consultation process leading up to the Count included seeking advice from The City's previous count coordinator, engaging the University of Calgary in finalizing the methodology, and meetings with Calgary City services such as Police and Bylaw, outreach workers, and service agencies from the homeless sector, the public sector and the private sector. Several interviews were done with rough sleepers. The consultation process helped solidify the date and time for the Count, the questions to ask of facilities and rough sleepers, the mapping of 'zones' in the city where people experiencing homelessness were known to sleep, the classification of facilities as emergency shelter, short-term supportive and/or permanent supportive housing, and the organization of street teams.

Determining the Timing of the Count

Several considerations were important in determining the date and time of the 2012 Winter Count. Primary considerations included:

- December is considered a time of high giving in Calgary, and resources including basic needs are more abundant in and leading up to December. According to service providers, a high proportion of singles and families residing in shelters go home or find alternate arrangements including couch-surfing for the holidays and often return to homelessness in mid-January.
- Daily schedules and routines of individuals experiencing homelessness can bring them too many regions of the city, as they travel to their jobs, appointments, seek resources at agencies, and fulfill other duties, obligations or endeavors. Ensuring an appropriate time for the Count to reduce the potential for double counting required considering a time where most people would be at their chosen sleeping location for the night. Community and agency consultation revealed that by 10:00 p.m. those residing in emergency shelters would stay indoors for the night and those remaining on the streets were most likely to have intentions of sleeping outdoors.
- A review of literature regarding point-in-time counts as well as an evaluation of previous reports conducted by municipalities across Canada and the United States was done to determine best practices and establish what would work best for Calgary.^{xix}
- AISH and Income Support cheques are distributed the last week of the month, which would impact the level of vulnerability (e.g. individuals normally staying in a shelter may rent a hotel room for a week with their cheque).

All of these led to a decision for a mid-week, mid-month count during Calgary's coldest month, on Wednesday, January 18.

Agency Consultation

The first community and agency consultation took place three months prior to the Count. Invitations were sent to homeless-serving agencies, as well as mainstream service providers including the University of Calgary, Alberta Health Services (AHS), Correctional Services, Calgary Police Services (CPS), and City Bylaw. The initial agency consultation was necessary for a number of reasons:

- To formally announce that CHF would be conducting a PIT Count and to invite feedback regarding potential dates and times for the Count to take place.
- To present an updated list of emergency shelter facilities, short-term supportive housing and permanent supportive housing programs to ensure all agencies and facilities would be included in the PIT Count and be properly classified.
- To provide an overview of the process of enumeration, ensure transparency of roles and obligations of service providers conducting the surveys, and solicit feedback and suggestions from community experts for improving the process of enumeration.
- To recruit volunteers and team leaders for the street count.

Building the Agency List and Determining Sector Capacity

After the initial community consultation, the 'master list' of service providers and facilities was updated with new information. All agencies were then contacted via phone to verify:

- Agency classification (emergency shelter, short-term supportive or permanent housing)
- Unit capacity
- Licensed / funded capacity
- Additional locations
- Appropriate contact person for data collection on the night of the Count

After the agency consultations were complete, there were 29 emergency shelters and short-term supportive housing providers operating 51 different facilities, seven permanent housing providers operating 13 different facilities, and five public service agencies operating 10 different facilities which included Calgary Remand Centre, AHS Acute Care Facilities, CPS Court Service Session, (formerly Arrest Processing Services), the Calgary Young Offenders Centre and Alberta Works Income Support - Contact Centre and Service Delivery offices.

In addition, Calgary Transit, Calgary Parking Authority, Fish Creek Park wardens, campus security for SAIT Polytechnic and the University of Calgary, Stampede Security and Canadian Pacific Railway all agreed to provide staff on the night of the street count in order to canvas areas under their supervision. All told, more than 80 programs and/or organizations contributed data.

Consultations with Sheltered and Unsheltered Homeless Individuals

Once the agency list was finalized and community consultations were complete with agency and service providers, consultations occurred with sheltered and unsheltered homeless individuals. They consisted of one-on-one interviews where participants:

- reviewed the questionnaire drafted for the street count regarding appropriate language and readability;
- reviewed maps of the city and highlighted frequented areas for rough sleepers as well as high risk areas to send multiple or professional outreach teams;

- offered insight for appropriate time for the Count to take place; and
- provided insight regarding ethical decisions the CHF was grappling with after agency consultations and reviews of other municipal counts (e.g. if you encounter someone who is sleeping outdoors, should you wake them up).

Recruiting Volunteers and Team Leaders

Volunteers were primarily recruited from the agency consultation and community gatherings. A recruitment e-mail was sent to all agencies and partners to encourage staff to volunteer for the street count. Volunteers were also recruited from the University of Calgary and The City of Calgary. Particular attention was given to actively recruit front-line shelter staff and outreach workers as well as CPS, Bylaw and joint teams of CPS and AHS to act as team leaders. A total of 168 volunteers were recruited to participate in the street count portion (making up 35 teams).

Engaging the Public and Private Sector

While there were a significant number of volunteers recruited, we reached out to community organizations and partners to assist us in our efforts to capture as full a snap shot as possible of homelessness in Calgary. By partnering with businesses and public services we could free up volunteer teams to cover more area in the city. Additional business and services engaged for the street count included:

- **Canadian Pacific Railway (CPR)** who ran two trains, one at 10:00 p.m. when the Count started, and again at 5:00 a.m. to see if there were any individuals along the track line. If an individual was spotted this was called into CPR police services, who then drove to the location to conduct the survey.
- **Calgary Parking Authority** security personnel canvassed every downtown parking lot and parkade and tallied the number of individuals encountered who appeared to be homeless as well as observed gender, age and ethnicity.
- **Calgary Transit** peace officers surveyed the remote c-train stations after the c-train had stopped running at 1:00 a.m. and tallied the number of individuals encountered who appeared to be homeless as well as observed gender, age and ethnicity.
- **Calgary Stampede** security walked through the Calgary Stampede grounds and tallied the number of individuals encountered who appeared to be homeless as well as observed gender, age and ethnicity.
- **Fish Creek Park wardens** walked through the Park several evenings prior to the Count looking for people and signs of people. They used this information to ensure they covered the areas actively used.
- **Campus Security** from SAIT Polytechnic and University of Calgary were invited to participate. Both U of C and SAIT had their security officers cover their campuses on the night of the Count and tallied the number of individuals encountered who appeared to be homeless as well as observed gender, age and ethnicity.
- **Calgary Bylaw** officers went out several nights prior to the count to locate rough sleepers. On the night of the Count they used vehicles to access large inner city and remote parks, conducting surveys with any persons encountered.

- **Calgary Police Services** HAWC helicopters were able to, on two evenings prior to the night of the Count, determine if there were any active camp sites by using heat activated radar. Any camps found were communicated to City Bylaw, who accessed them the night of the street count.
- Additional **emergency response partners** (CPS, EMS and Fire) offered assistance with any needs throughout the street count including transportation for individuals with medical needs.

Zone Mapping

With the information already acquired through community consultations we began meeting with Calgary Bylaw officers and street outreach workers who have significant experience working with Calgary's rough sleeping population, and have detailed information on active campsites. By-law officers were able to highlight relevant information necessary to consider when assigning teams including:

- access to the area (e.g. many of the larger parks did not have vehicle access by citizens and thus needed to be assigned to Bylaw or CPS);
- risk for volunteers (e.g. steep slopes on hills or poor lighting and risk for injury); and
- highly frequented areas and particular areas that would need multiple zones and additional supplies.

Once zone maps were completed they were brought back to a number of sheltered and unsheltered consultants for further verification.

PIT Count Headquarters

The University of Calgary, School of Public Policy offered a downtown site for the PIT Count headquarters. This centralized location allowed space for volunteer registration, orientation for volunteers, and a 'home base' check in for street teams to call in every half-hour to ensure teams were safe.

Volunteers arrived at the home base two hours prior to the street count to meet their team leads and to receive training from City Bylaw and Alberta Health Services outreach workers on how to safely approach people, how to identify hazardous situations and what to do in an emergency. Teams were given their enumeration forms and backpacks filled with supplies, were shown how to obtain consent to participate in the street survey, and were provided cell phone numbers for a volunteer contact person who would remain at home base to mitigate issues and facilitate regular team check-ins. Base volunteers were also available to call mobile teams with vans in case anyone encountered wanted a ride to an emergency shelter for the night.

Facility Count

Time Period:

10:00 p.m. (January 18) to 4:00 a.m. (January 19)¹⁶

Contributors:

Facilities included emergency shelters and short-term supportive housing facilities (such as homeless shelters, women's shelters, and supportive mental health or addictions facilities), all hospital emergency departments, police and prison services, emergency and social services.

Process:

On the night of the Count, participating facilities and service agencies completed the enumeration forms for all clients staying the night/day at their shelter or facility. The enumeration forms collected basic demographic data including gender, age, ethnicity and number of families. All completed enumeration forms were e-mailed or faxed to the CHF. The majority of facilities submitted data they collected between 10:00 p.m. and 4:00 a.m. See Appendix D for a copy of the facility survey questions.

Street Count

Time Period:

10:00 p.m. – 1:00 a.m.

Contributors:

Street count volunteers included experienced outreach/agency workers and law enforcement officers (Police and Crisis Team, Calgary Police, and By-Law), community volunteers, Calgary Homeless Foundation staff, and volunteers from Canadian Pacific Railway, Calgary Parking Authority, Calgary Stampede, Fish Creek Park, the University of Calgary, SAIT Polytechnic and Calgary Transit.

Process:

Team leaders arrived at the PIT Count headquarters at the University of Calgary downtown campus. Once signed in, team leaders were given an information package and backpack that contained:

- copies of consent forms for participation in street survey to collect basic demographic information as well as to have that information inputted into HMIS;
- copies of the street survey;
- copy of the teams and assigned zone in the city;
- emergency contact information including contact phone number for headquarters;
- gifts of engagement including cigarettes, warm hats, gloves, hand warmers, survival blankets, juice boxes and snacks; and
- gifts of thanks for those who participated in the survey including Tim Horton's gift cards.

At 10:00 p.m. teams of three to four (led by one outreach/agency worker or law enforcement officer) travelled to their pre-assigned geographic zone by foot, car or transit. Teams were instructed to phone their contact at headquarters every 30 minutes to check in and provide an update. Enumeration forms

¹⁶ Although the Count allowed inclusion of day and night sleepers over a 24 hour period; the vast majority of facility enumeration was done between 10:00 p.m. on January 18 and 4:00 a.m. January 19. Full Count results were asked to be submitted to the Calgary Homeless Foundation by 6:00 p.m. on January 19 (Best Practices & Lessons Learned in Conducting Counts of Homeless Persons in Calgary, 1992-2008, p.19).

were used to keep track of the total number of unsheltered homeless individuals counted by each team.¹⁷ Each team asked homeless individuals encountered to complete a 31 question survey to capture the basic demographics of the city’s rough sleeping population, as well as basic information about their previous living circumstances and housing needs.¹⁸ Participation in the survey was voluntary and interviews did not exceed 20 minutes. Consent was obtained from all participants and a \$5 Tim Horton’s gift card was offered as honorarium.¹⁹ If people chose not to participate in the survey, teams had a clipboard and tally sheet and collected observed demographic information including gender, approximate age and cultural background.

In addition to the gifts of engagement, all individuals were offered transportation to an emergency shelter if they wished.²⁰ Once the three hour time period had elapsed, teams returned to the headquarters with their data and signed consent forms. The street count information was combined with the facility count information and all data was analyzed. See Appendix D for a copy of the street survey questions.

Limitations to Point-in time Counts

There is no such thing as a ‘perfect count’ and limitations emerge in any research methodology. Several steps were taken to address the limitations outlined in previous city counts, including the estimation of rough sleepers in 2008. An organized street count and survey was added, as well an expansion of community partners so that areas previously uncanvassed such as riverbanks and forested areas could be incorporated.

As well, community consultation determined that several permanent supportive housing providers were included in previous counts. The 2012 Winter Count led to a reclassification of 13 programs. Those programs were taken out of the total numbers reported from 2004 to 2008, which led to recalibrated total homeless number for those years and a more accurate comparison of changes in homelessness from 2008 to 2012.

Reclassification of STSH to PSH

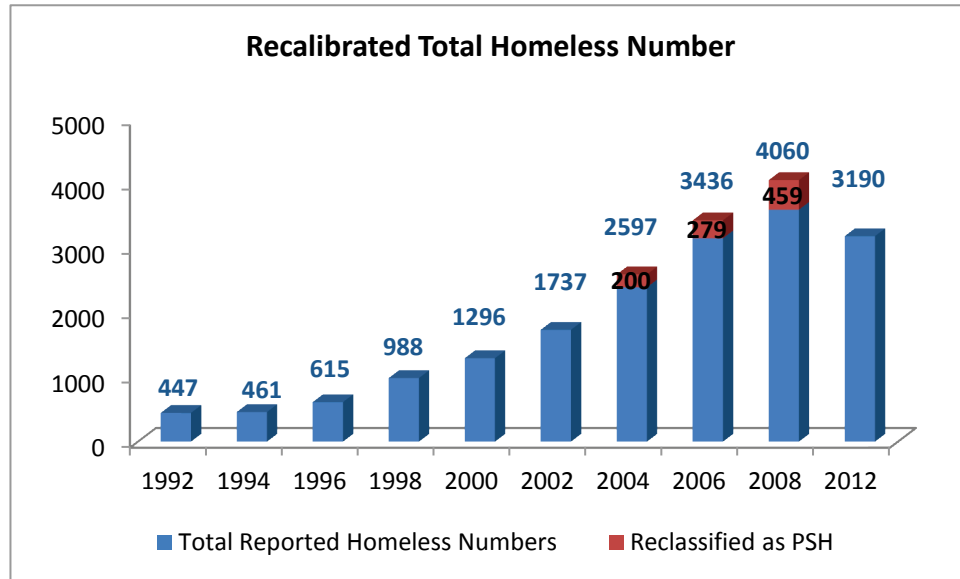
Year	Total Reported Homeless Numbers	Reclassified as PSH	Recalibrated Homeless Numbers
2004	2,597	200	2,397
2006	3,436	279	3,157
2008	4,060	459	3,601
2012	3,190		3,190

¹⁷ A mandatory training session was provided for volunteers (1.5 hours before start time of the Count). The orientation outlined the purpose of the Count, the enumeration and interview process, and safety and emergency procedures. A separate and more thorough training session for outreach/agency workers/law enforcement will take place one week prior to the Summer Count.

¹⁸ The questions comprising the interview align with the Universal Data Element’s utilized by the Calgary Homeless Management Information System (HMIS).

¹⁹ Small food or beverage items were offered as an incentive to unsheltered homeless to simply participate in the enumeration process. An honorarium in the form of a \$5 coffee gift card was given to those who actually completed an interview.

²⁰ Shelters were requested to reserve space for unsheltered homeless being enumerated who decided to move into shelter on the night of the Count.



First, it is important to note that point-in-time counts are a ‘snapshot’ only. They show the numbers of people experiencing homelessness on any given night. They cannot capture the full picture or context of homelessness. Second, since facility reported data is often based on agency staff observing characteristics, there is potential for error when observing someone’s age and cultural background in particular.

Third, while the street count component occurs during a three hour time period, facility reported data could happen at any time during the work day of the count. For example, staff in a correctional facility may collect numbers before a shift change and/or a short-term supportive housing facility may conduct a count before administrative staff leave for the day. This does create potential for over-counting or duplication in people being counted in facilities and on the streets or in shelters.

Fourth, it is impossible to capture those who are *relatively homeless*,²¹ (couch-surfing or temporarily staying with family and friends), and thus the Count only includes the *visibly homeless* (those residing in shelters, transitional housing and on the streets). Finally, classification of facilities as emergency shelter, short-term supportive or permanent supportive housing providers is complex and can change over time.

The Weather and the Street Count

Consultation with best practice research in addition to project partners argued that counts should be done in the coldest and warmest months of the year in order to measure year-over-year changes and seasonal fluctuations.^{xx} The 2012 Winter Count took place on the coldest night of the year, with temperatures reaching minus 33 degrees Celsius with the wind chill.^{xxi} The cold temperatures presented both positive and negative outcomes. With such cold temperatures, shelters were operating at close to capacity as individuals who may normally sleep outdoors during winter months were forced in by the cold. Additionally, the freezing weather may have forced individuals to seek refuge in places

²¹ Relatively Homeless: Those living in spaces that do not meet the basic health and safety standards including protection from the elements; access to safe water and sanitation; security of tenure and personal safety; affordability; access to employment, education and health care; and the provision of minimum space to avoid overcrowding.

not accessible to volunteers including couch-surfing, private property (breaking into buildings or sleeping in abandoned buildings) and vehicles.

Enhancements to the 2012 Count

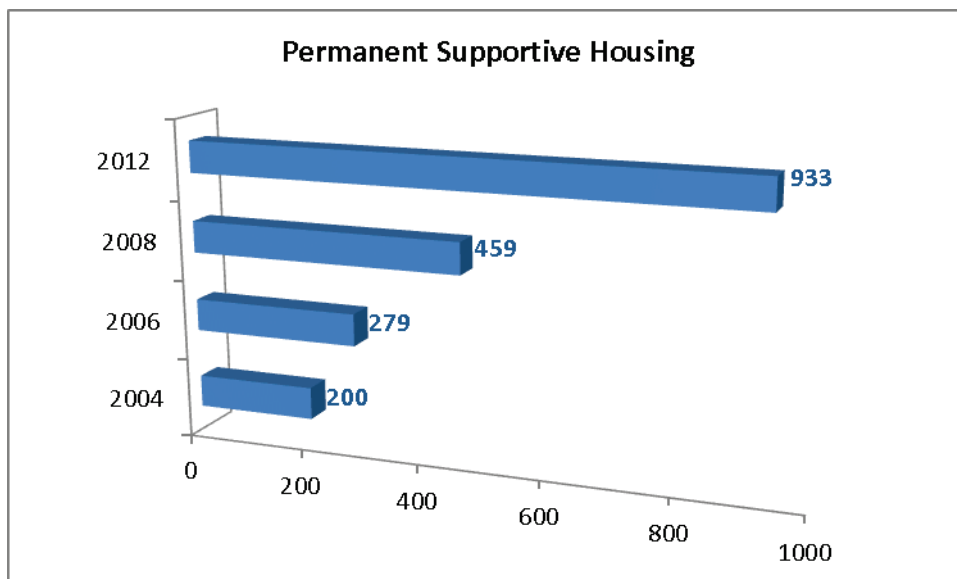
In addition to an expanded street count, several other enhancements were made to the 2012 Winter Count.

Reclassification

Prior to the 2012 Winter Count, an assessment of previously included service providers was done. The inclusion of historical data in the 2008 Count provided a solid foundation for development of the list of services for the 2012 Winter Count. Phone calls and in-person consultation was done with representatives from Calgary's homeless-serving agencies in order to update and redefine services as necessary. These two processes led to the reclassification of seven organizations managing 13 different programs. Those programs were deemed to be providers of permanent supportive housing (PSH) as opposed to short-term supportive housing. As a result the CHF was able to go back through the previous counts and remove the PSH units previously counted as transitional (short-term supportive).

Facilities reclassified in 2012

- Oxford House
- Servants Anonymous Society
- Calgary Alternative Supports Services (CASS) – Langin Place
- Horizon Housing Society
- Potential Place
- Trinity Place Foundation of Alberta – Manchester
- Aspen Apartments



Survey and Homeless Management Information System (HMIS)

Individual rough sleepers were invited to participate in a short survey. In addition they were asked if they would like a referral to an outreach program to begin discussions about accessing housing. Receiving consent to enter Calgary's HMIS system, particularly in future counts as more and more service providers implement the HMIS system, enables a seamless referral to the appropriate program based on client eligibility. The process expands the enumeration portion of the PIT Count into an opportunity to engage Calgary's rough sleepers into a process that can sustainably end their homelessness.

Time of Year and Time of Night

Although a change from May to January and slight change in the time of night the street count was conducted creates limitations in comparing 2008 numbers with 2012, the timing of Calgary's PIT Count is now aligned with best practice research. As well, interviews with rough sleepers prior to the Winter Count indicated that conducting the Count one hour later than previous counts ensures that those who may be accessing public buildings until closing time have adequate time to return to their 'street spot' for the evening.

Annual Winter/Summer Counts

Moving forward, the CHF will be leading point-in-time counts every year, alternating between winter and summer counts. This ensures consistency with best practice research and allows for an accurate comparison year-over-year, season-over-season and with seasonal fluctuations.

Volunteer Feedback Survey

Following the 2012 Winter Count, volunteers were asked to fill in an online evaluation of their experiences. This information will guide improvements to future counts.

Agency Debrief and Strategic Planning Session

The first CHF summer count will occur in August 2012. Having two counts in one year creates a baseline moving forward. Between the two counts, a community debrief session will occur, allowing partners to raise concerns and/or provide feedback to strengthen the process of future counts.

Appendix C – List of Facilities and Classifications

Emergency Shelters

- | | |
|-----------------------------------|--------------------------|
| Calgary Alpha House | Inn From the Cold |
| Awo Taan | – Centre Street Program |
| Boys and Girls Clubs of Calgary | – Church Program |
| – Avenue 15 | The Mustard Seed Calgary |
| – Safe House | The Salvation Army |
| Children’s Cottage Society | – Centre of Hope |
| Calgary Drop-In & Rehab Centre | – WISH |
| – Riverfront | YWCA of Calgary |
| – Centre 2507 | – Mary Dover House |
| Calgary Women’s Emergency Shelter | – Sheriff King Home |
| | Wood’s Homes |
| | – Exit Youth Shelter |

Short-Term Supportive Housing

- | | |
|---|------------------------------------|
| AADAC | McMan |
| Calgary Alpha House | – Homes for Youth |
| Aventa | – Wellington Place |
| Boys and Girls Clubs of Calgary | Recovery Acres Society |
| – Haven’s Way | – 1835 House |
| Brenda Strafford Centre | – 1822 House |
| Calgary Catholic Immigration Services | – 1839 House |
| – Beltline | The Salvation Army |
| – Huntington Hills | – Centre of Hope |
| – Margaret Chisholm Resettlement Centre | – WISH |
| Calgary Dream Centre | – Addictions Recovery Program |
| Calgary Drop-In & Rehab Centre | Servants Anonymous Society |
| Discovery House Society | – ASK |
| Fresh Start Recovery | – SAFE |
| Higher Banks Society | Simon House |
| Calgary John Howard Society | Sonshine Society |
| – Berkana House | Sunrise Addiction Services Society |
| – Sabrina House | Victory Foundation |
| – Raido House | Youville |
| – Windsor House | – Youth Program |
| Kerby Centre | – Elderberry Program |
| | YWCA of Calgary |
| | – Mary Dover House |

Systems

- | | |
|-------------------------|---|
| Alberta Health Services | Corrections |
| – Peter Lougheed | – Calgary Remand Centre |
| – Foothills | – Calgary Young Offender Centre |
| – Rockyview | – Alberta Works Income Support Contact Centre |
| – Children’s Hospital | |
| – Sheldon Chumir | |

Rough Sleepers

- | | |
|-----------------------------|---|
| – Calgary Transit | – SAIT campus security |
| – Calgary Police Services | – University of Calgary campus security |
| – Calgary Bylaw | – Calgary Stampede Authority |
| – Canadian Pacific Railway | – Fish Creek Park wardens |
| – Calgary Parking Authority | |

Appendix D – Data Collection Forms

Facility Count Enumeration Form

1. Total number of homeless/no fixed address persons _____
2. Number of women _____
3. Number of men _____
4. Total number of families _____
5. Ages:
 - a) How many 0-5 _____
 - b) How many 6-12 _____
 - c) How many 13-17 _____
 - d) How many 18-24 _____
 - e) How many 25-44 _____
 - f) How many 45-64 _____
 - g) How many 65 and over _____
6. Cultural background:
 - a. How many Caucasian _____
 - b. How many Aboriginal _____
 - c. How many Visible minority _____
 - d. How many unknown _____
7. In your opinion, approximately how many 'unique' clients (new intakes) do you see each year?

Street Survey

Screening questions (verbal)

1. **Do you currently have a permanent address? (Yes/No, if yes - end survey, if no - go to next question)**
2. **Have you been approached yet today to do this survey? (Yes/No, if yes - end survey, if no - go to next question)**

Survey Questions (Circle/Fill in correct response)

3. **What is your name?**

a) First: _____

Middle: _____

Last: _____

Suffix: _____

Alias: _____

- b) Don't know (will be entered as anonymous record)
c) Declined to answer (will be entered as anonymous record)

4. **What is your date of birth?** (If client doesn't know/remember their date of birth, fill in approximate date of birth if available, i.e. year)

a) (____)/(____)/(____)
mm/ dd/ yyyy

- b) Don't know
c) Declined to answer

5. **What is your gender?**

a) Female b) Male c) Transgender d) Transsexual e) Don't know f) Declined to answer

6. **What is the Postal Code of your last permanent address?**

a) _____ b) Don't know c) Declined to answer

7. **What is the neighborhood of last permanent address?**

a) _____ b) Don't know c) Declined to answer

8. **What is your ethnicity?**

a) _____ b) Don't know c) Declined to answer

9. **If Aboriginal ethnicity, which group do you belong to?**

- a) First Nations (Status) b) First Nations (Non-Status) c) Métis
d) Inuit e) Don't Know f) Declined to answer

10. Are you coming from a reserve?

- a) Yes b) No c) Don't know d) Declined to answer

11. If from a reserve, which reserve are you from?

- a) _____ b) Don't know c) Declined to answer

12. What is your current citizenship and immigration status?

- a) Canadian Citizen b) Permanent Resident (Landed Immigrant) c) Refugee – permanent resident
d) Refugee – claimant e) Temporary Foreign worker f) International student
g) Other – please specify: _____ h) Don't Know i) Declined to answer

13. Have you ever served in the Canadian Forces?

- a) Yes b) No c) Don't know d) Declined to answer

14. Which of the following best describes your family situation:

- a) Single b) Couple c) Single parent family d) Head of two-parent family
e) Other parent in two-parent family f) Don't know g) Declined to answer

15. How many dependents (under 18) do you have?

- a) _____ b) Don't know c) Declined to answer

16. Where were you living prior to staying on the streets?

- a) _____ b) Don't know c) Declined to answer

17. How long have you been in Calgary?

- a) Born in Calgary b) Less than 1 year c) Between 1-4 years d) Between 5-19 years
e) More than 20 years f) Don't know g) Declined to answer

18. How long have you been homeless? (Days, months or years)

- a) _____ b) Don't know c) Declined to answer

19. How many episodes of homelessness have you had in your lifetime?

- a) _____ b) Don't know c) Declined to answer

20. Where do you sleep most often and why?

- a) Shelters b) Outside c) With friends/family d) Other _____
e) Don't know d) Declined to answer

Why: _____

21. Do you want permanent housing?

- a) Yes b) No c) Don't know d) Declined to answer

22. Do you have an ongoing physical health condition?

a) Yes – treated b) Yes – untreated c) No d) Don't know e) Declined to answer

23. Do you have an ongoing mental health condition?

a) Yes – treated b) Yes – untreated c) No d) Don't know e) Declined to answer

24. Do you have any addictions/substance abuse issues?

a) Yes – treated b) Yes – untreated c) No d) Don't know e) Declined to answer

25. Have you recently (last 12 months) been released from a correctional facility?

a) Yes b) No c) Don't know d) Declined to answer

26. Have you recently (last 12 months) been released from a residential addiction facility?

a) Yes b) No c) Don't know d) Declined to answer

27. Have you recently (last 12 months) been released from a mental health facility?

a) Yes b) No c) Don't know d) Declined to answer

28. Have you recently (last 12 months) been released from a health facility?

a) Yes b) No c) Don't know d) Declined to answer

29. Do you require specialized housing accommodations due to a disabling condition?

a) Yes b) No c) Don't know d) Declined to answer

30. Would you be interested in a referral for outreach services?

a) Yes b) No c) Don't know d) Declined to answer

31. What basic needs assistance would you require once you've been placed in an apartment/housing? (e.g. financial, physical health, mental health, addictions, parenting support etc.)

a) _____

b) Don't know

c) Declined to answer

IF CLIENT IS INTERESTED IN A REFERRAL, PLEASE COLLECT CONTACT INFORMATION BELOW:

Phone: _____ E-mail: _____

References

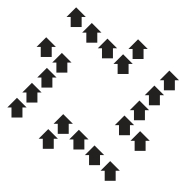
- ⁱⁱ Lynn Harter, Charlene Berquist, Scott Titsworth, David Novak, & Tod Brokaw, "The Structuring of Invisibility Among the Hidden Homeless: The Politics of Space, Stigma, and Identity Construction," *Journal of Applied Communications Research*, 33 no. 4 (2007), 305-327.
- ⁱⁱⁱ Fran Klodawsky, "Landscapes on the Margins: Gender and Homelessness in Canada," *Gender, Place, and Culture: A Journal of Feminist Geography*, 13, no. 4 (2006) 365-381.
- ^{iv} Sylvia Novak, Joyce Brown, & Carmen Bourbonnais, *No Room of her Own: A Literature Review on Women and Homelessness*. (Ottawa: Canadian Mortgage and Housing Company) 1996.
- ^v Christine Walsh, Gayle Rutherford, & Natasha Kuzman, "Characteristics of Home: Perspective of Women Who Are Homeless", *The Qualitative Report*, 14, no. 2 (2009), 299-317.
- ^{vi} Sharon Stroick, Lisa Hubac, and Sybille Richter-Salomons, (2008), "Biennial Count of Homeless Persons in Calgary:2008 May 14," The City of Calgary, http://www.calgary.ca/CSPS/CNS/Documents/homelessness/2008_count_full_report.pdf
- ^{vii} Calgary Homeless Foundation, "Rehousing Triage and Assessment Survey Toolkit," Calgary Homeless Foundation <http://intraspec.ca/RTAS-Document-Oct29-2009.pdf> (accessed January 2012).
- ^{ix} Calgary Homeless Foundation, "Rehousing Triage and Assessment Survey Toolkit, Calgary Homeless Foundation <http://intraspec.ca/RTAS-Document-Oct29-2009.pdf> (accessed January, 2012).
- ^{xi} City of Calgary 2008 Biennial Count of Homeless Persons. Retrieved from: http://www.calgary.ca/portal/server.pt/gateway/PTARGS_0_2_428286_0_0_18/Biennial+Count+of+Homeless+Persons.html
- ^{xii} See the 2008 City Count referenced above for a full description of the analysis used in 2008.
- ^{xiii} Calgary Homeless Foundation (2008) Rehousing Triage Assessment Survey (RTAS)
- ^{xiv} Sarah Fotheringham, Christine Walsh, Anna Burrowes, and Anya McDonald (2011). "A Place to Rest: The Role of Transitional Housing in Ending Homelessness for Women," <http://community.ywcaofcalgary.com/document.doc?id=1070> (accessed May, 20th 2012).
- ^{xv} Sanna Thompson, Kimberly Bender, Lilane Windsor, Mary Cook, Travonne Williams, "Homeless Youth: Characteristics, Contributing Factors, and Service Options," *Journal of Human Behavior in the Social Environment*, 20, no. 2 (2010), 193-217.
- ^{xvi} David Folsom, Margaret McCahill, Stephen Bartels, Laurie Lindamer, Theodore Ganiats, Dilip Jeste, "Medical Comorbidity and Receipt of Medical Care by Older Homeless People with Schizophrenia or Depression," *Psychiatric Services*, 53, no. 11 (2002), 1456-1460.
- ^{xvii} Sharon Stroick, (2009), "Best Practices and Lessons Learned in Conducting Counts of Homeless Persons in Calgary, 1992-2008," The City of Calgary, Community & Neighbourhood Services, [http://homeless.samhsa.gov/\(S\(pjihwr550e50r1551r31zw55\)\)/Resource/Best-Practices-and-Lessons-Learned-in-Conducting-Counts-of-Homeless-Persons-in-Calgary-1992-2008-46871.aspx](http://homeless.samhsa.gov/(S(pjihwr550e50r1551r31zw55))/Resource/Best-Practices-and-Lessons-Learned-in-Conducting-Counts-of-Homeless-Persons-in-Calgary-1992-2008-46871.aspx) (accessed April, 2012).
- ^{xviii} Community Plan Steering Committee, "Building Paths out of Homelessness: The Calgary Community Plan 2004-2008. Strategic Initiatives to Create an Organized Path out of Homelessness in Calgary," City of Calgary, <http://www.calgaryhomeless.com/images/products/documents/1222/1611B97F-6373-438E-B0F9-8DF43D408604.pdf> (accessed December, 2011).
- ^{xix} Community Planning and Development Department of Housing and Urban Development, "Standards and Methods for Point-in-time Counts of Homeless Persons and Annual Housing Inventory Updates," Department of Housing and Urban Development, http://www.hud.gov/offices/cpd/homeless/library/webcast101006/point_in_time_slides.pdf (accessed January, 2012).
- ^{xx} Minister of Public Safety and Solicitor General Housing Policy Branch, "Counting Homelessness- Guidelines for a Standardized Method for BC Communities," Public Safety http://www.housing.gov.bc.ca/pub/Counting_Homelessness.pdf (accessed January 2012).
- ^{xx} Rapid City, "Consolidated Plan 2008-2012," The City of Rapid City, South Dakota, <http://www.rcgov.org/pdfs/Community-Development/Strategic%20PlanFINAL.pdf> (accessed January, 2012).
- ^{xx} Kristin Smock, "An Analysis of the Data on Homelessness," City of Portland <http://www.portlandonline.com/shared/cfm/image.cfm?id=168103> (accessed January, 2012).

^{xx} Government of British Columbia, “Metro Vancouver Homeless Count Assessment,” Social Planning and Research Council of British Columbia www.sparc.bc.ca/.../339-metro-vancouver-homeless-count-assessment.pdf (accessed January, 2012).

^{xxi} National Climate Data and Information Archive.

http://www.climate.weatheroffice.gc.ca/climateData/hourlydata_e.html?timeframe=1&StationID=2205&Year=2012&Month=1&Day=18# (accessed January, 2012).

Main Office
O'Neil Towers
Suite 308, 925 7 Ave SW
Calgary, AB T2P 1A5
Phone: 403 237 6456
Fax: 403 262 2924
Website: calgaryhomeless.com
Email: info@calgaryhomeless.com



Calgary
Homeless
Foundation