



The Regional Municipality of Durham

Health and Social Services Committee Revised Agenda

Thursday, May 8, 2025, 9:30 a.m.

Regional Council Chambers

Regional Headquarters Building

605 Rossland Road East, Whitby

If this information is required in an accessible format, please contact 1-800-372-1102 ext. 2097.

Note: This meeting will be held in a hybrid meeting format with electronic and in-person participation. Committee meetings may be [viewed via live streaming](#).

	Pages
1. Roll Call	
2. Declarations of Pecuniary Interest	
3. Adoption of Minutes	
3.1 Health and Social Services Committee meeting - April 3, 2025	3
4. Statutory Public Meetings	
There are no statutory public meetings	
5. Presentations	
5.1 Melissa Jack-Morrison, Executive Director, Cornerstone Community Association Durham Re: 2024 Year End Organizational Report	8
5.2 Christine Gianoutsos, Assistant Manager, Population Health Division Re: Youth Engagement Strategy	26
5.3 Alana Banton, Manager, Housing Programs Re: Rent Supplement and Portable Housing Benefit Programs	39
5.4 Sahar Foroutani, Manager, Homelessness System Management Re: Homelessness System - Winter Warming Update	57
6. Delegations	
*6.1 Findlay McEwen (In-Person Attendance) Re: Youth Engagement Strategy [Item 5.2]	

7. Health

7.1 Correspondence

7.2 Reports

There are no Health reports to be considered

8. Social Services

8.1 Correspondence

8.2 Reports

There are no Social Services reports to be considered

9. Advisory Committee Resolutions

There are no advisory committee resolutions to be considered

10. Confidential Matters

There are no confidential matters to be considered

11. Other Business

12. Date of Next Meeting

Thursday, June 5, 2025 at 9:30 AM

13. Adjournment

Notice regarding collection, use and disclosure of personal information:

Written information (either paper or electronic) that you send to Durham Regional Council or Committees, including home address, phone numbers and email addresses, will become part of the public record. This also includes oral submissions at meetings. If you have any questions about the collection of information, please contact the Regional Clerk/Director of Legislative Services.

The Regional Municipality of Durham

MINUTES

HEALTH & SOCIAL SERVICES COMMITTEE

Thursday, April 3, 2025

A regular meeting of the Health & Social Services Committee was held on Thursday, April 3, 2025 in the Council Chambers, Regional Headquarters Building, 605 Rossland Road East, Whitby, Ontario at 9:31 AM. Electronic participation was offered for this meeting.

1. Roll Call

Present: Councillor Dies, Vice-Chair
Councillor Anderson
Councillor Brenner
Councillor Carter*
Councillor Jubb*
Councillor Neal*
Regional Chair Henry

*** denotes Councillors participating electronically**

Also

Present: Councillor Woo*

*** denotes Councillors participating electronically**

Absent: Councillor Roy, Chair

Staff

Present: T. Cheseboro, Chief, Region of Durham Paramedic Services, Health
S. Danos-Papaconstantinou, Commissioner of Social Services
S. Dessureault, Committee Clerk, Corporate Services – Legislative Services
A. Fitzsimmons, Manager, Business Affairs and Financial Management, Social Services
J. Gaskin, Director, Children's Services, Social Services
A. Harras, Director of Legislative Services & Regional Clerk
R. Hirstwood-Judd, Supervisor, Family Services, Social Services
R.J. Kyle, Commissioner and Medical Officer of Health
M. Laschuk*, Director, Family Services, Social Services
L. MacDermaid, Director, Long-Term Care and Services for Seniors, Social Services
K. McDermott, Senior Solicitor, Chief Administrative Office – Legal Services
L. McIntosh, Director, Income & Employment Support, Social Services
P. McTavish, Associate Medical Officer of Health
G. Muller, Director, Affordable Housing Development & Renewal
N. Prasad, Assistant Secretary to Council, Corporate Services – Legislative Services

C. Taylor, Manager, Budgets & Finance, Social Services
T. Tyner Cavanagh, Manager, Strategic Initiatives and Partnerships
E. Valant, Director, Housing Services
V. Walker, Committee Clerk, Corporate Services – Legislative Services
*** denotes staff participating electronically**

2. Declarations of Pecuniary Interest

There were no declarations of pecuniary interest.

3. Adoption of Minutes

Moved by Councillor Brenner, Seconded by Councillor Anderson,
(16) That the minutes of the regular Health & Social Services Committee
meeting held on Thursday, March 6, 2025, be adopted.
CARRIED

4. Statutory Public Meetings

There were no statutory public meetings.

5. Presentations

5.1 Troy Cheseboro, Chief, Region of Durham Paramedic Services, re: Region of Durham Paramedic Services Update

Troy Cheseboro, Chief, Region of Durham Paramedic Services, provided a PowerPoint presentation with regards to Region of Durham Paramedic Services Update.

Highlights of the presentation included:

- Call Volume Jan to Dec 2024
- Offload Delay 2024
- Offload Delay Lakeridge Health Oshawa (LHO) 2024
- Cost of Offload Delay at LHO 2024
- The Canadian Triage and Acuity Scale (CTAS) Response 2024 Percentage
- Seaton Paramedic Response Station
- Primary Care Outreach Program (PCOP) Overview
- PCOP Overall Program Data
- PCOP 2023 and 2024 Program Data
- Community Programs Vehicles
- Community Programs 2024 Overview
- CP LTC 2023 and 2024 Program Data
- Opioid Update 2024

- Medical Priority Dispatch System (MPDS)

T. Cheseboro responded to questions from the Committee with regards to whether the high volume of urgent and life-threatening calls, reported as codes 3 and 4, is indicative of the health of the community; what advancements can be made to improve the offload delay at Lakeridge Health Oshawa; the significant difference in overdose cases occurring in the City of Oshawa compared to the other local area municipalities; approaches that can be taken to reduce the number of overdose calls in the City of Oshawa; whether Suboxone and other treatment options have been considered to treat individuals suffering from severe opioid addictions; the amount of overdose and mental health related calls from individuals who have sought emergency services on multiple occasions, and whether this information is documented; whether future paramedic stations will mimic the design of the Seaton Paramedic Response Station; and whether there is a community paramedicine team that operates out of Enniskillen Fire Station 5 in Clarington.

General discussion ensued with regards to an individuals' right to decline medical attention and how it impacts the healthcare system; and the necessary supports that are required to recover from addiction and mental health issues.

Following a question from Regional Chair Henry with respect to data collection for response calls from individuals dealing with addiction and mental health issues, Dr. Kyle advised that the Mental Health and Addictions Centre of Excellence is developing a data management system and advised that staff will undertake to investigate what data will be collected through this system and report back to the Committee at a later date.

6. Delegations

- 6.1 Michael Braithwaite, Chief Executive Officer, Blue Door, and Adrianna Vanderneut, Director of Quality, Compliance and Evaluation, Blue Door, re: Housing for All Land Trust
-

Michael Braithwaite, Chief Executive Officer, Blue Door, and Adrianna Vanderneut, Director of Quality, Compliance and Evaluation, Blue Door, appeared before Committee in-person with regards to Housing for All Land Trust.

Highlights of the presentation included:

- Mission / Vision
- What is the Housing for All Land Trust (HALT)?
- Overview
- HALT has the potential to create a lasting impact in the housing system
- We need help from Ontario municipalities to realize our mission

M. Braithwaite responded to questions from the Committee.

Moved by Regional Chair Henry, Seconded by Councillor Anderson,
(17) That Michael Braithwaite, Chief Executive Officer, Blue Door, and
Adrianna Vanderneut, Director of Quality, Compliance and Evaluation,
Blue Door, be invited to present at the April 9, 2025, Committee of the
Whole meeting with regards to the Housing for All Land Trust.

CARRIED

7. Health

7.1 Correspondence

There were no communications to consider.

7.2 Reports

A) The Association of Local Public Health Agencies (alPHa) Call for Board of Health Nominations (2025-MOH-3)

Report #2025-MOH-3 from R.J. Kyle, Commissioner and Medical Officer of Health, was received.

Moved by Councillor Brenner, Seconded by Councillor Anderson,
(18) That we recommend to Council:

- A) That the nomination of Councillor Elizabeth Roy for election to the alPHa Board of Directors for a two-year term to represent the Central East region be endorsed; and
- B) That two members of Regional Council be identified to sponsor the nomination and complete the nomination form.

CARRIED

8. Social Services

8.1 Correspondence

There were no communications to consider.

8.2 Reports

There were no Social Services reports to consider.

9. Advisory Committee Resolutions

There were no advisory committee resolutions to be considered.

10. Confidential Matters

There were no confidential matters to be considered.

11. Other Business

There was no other business to be considered.

12. Date of Next Meeting

The next regularly scheduled Health & Social Services Committee meeting will be held on Thursday, May 8, 2025 at 9:30 AM in the Council Chambers, Regional Headquarters Building, 605 Rossland Road East, Whitby.

13. Adjournment

Moved by Regional Chair Henry, Seconded by Councillor Anderson,
(19) That the meeting be adjourned.

CARRIED

The meeting adjourned at 10:48 AM

Respectfully submitted,

J. Dies, Vice-Chair

V. Walker, Committee Clerk

SERVING THE HOMELESS IN DURHAM SINCE 1967



Cornerstone

Building Hope, Home and Community

2024 YEAR END ORGANIZATIONAL REPORT

PRESENTED BY: MELISSA JACK-MORRISON

EMERGENCY SHELTER PROGRAM

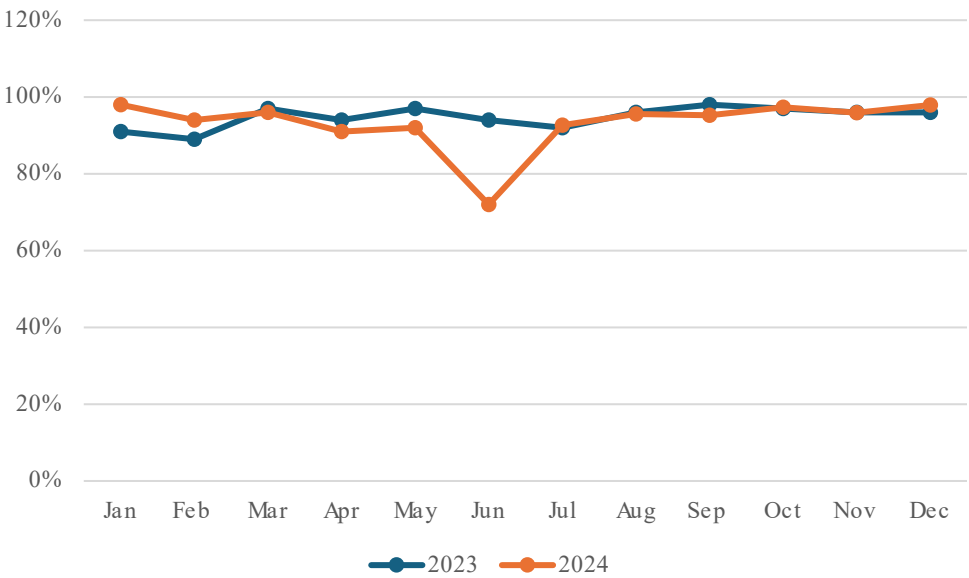
Year End Occupancy Rate: 92.48%

The Shelter Program supported : 655; 440 were 1st time shelter users

Contributing factors captured in 2024 around reason for Service are as follows:

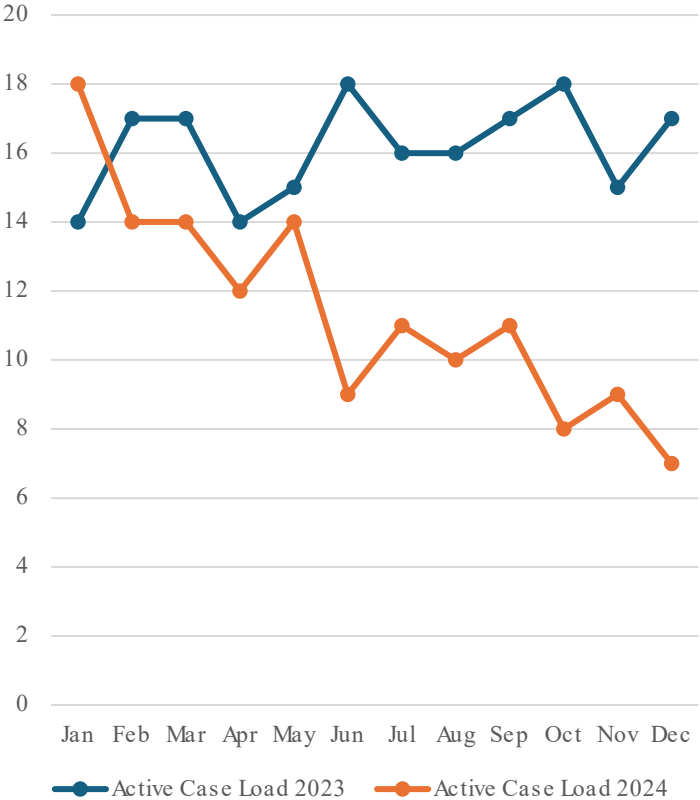
- * Family/ Relationship Breakdown/Lack of Family Support: 43.07%
- * Financial crisis: 39.17%
- * Mental Health: 35.28%
- * Lack of Affordable Housing: 32.60%
- * Substance use: 25.06%

MONTHLY SHELTER OCCUPANCY
STATISTICS 2024



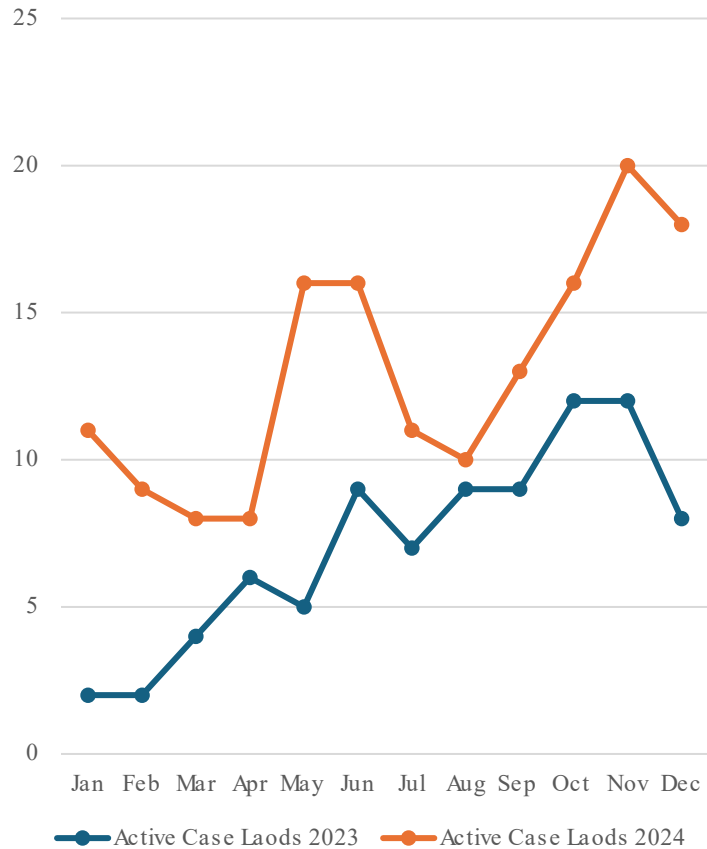
EMERGENCY FAMILY SHELTER AND SUPPORT PROGRAM

FAMILY MOTEL PROGRAM
STATISTICS



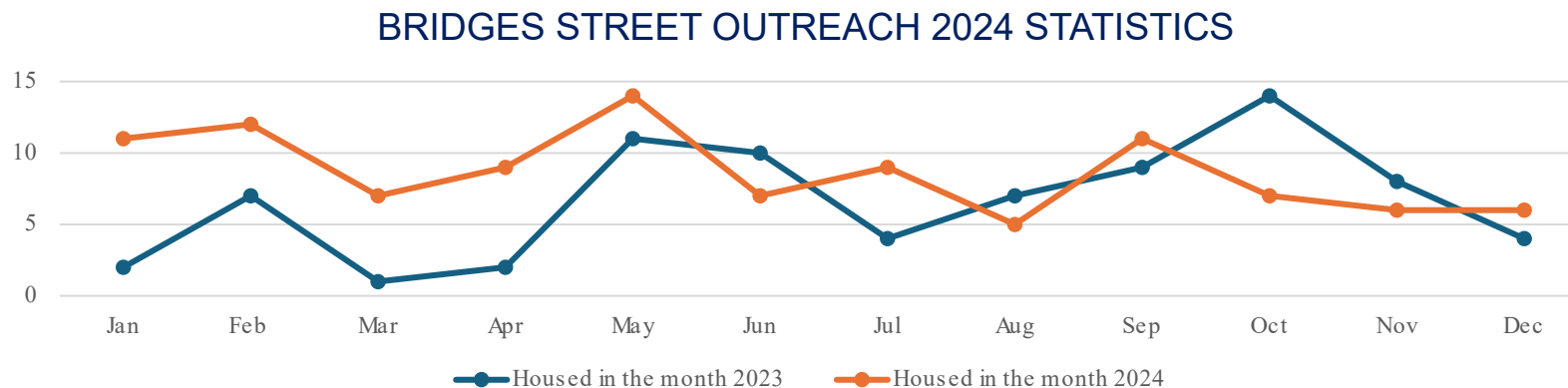
- Average Family Motel Case Load for 2023: 16.16
- Average Family Motel Case Load for 2024: 11.41
- 20 Families housed in 2023
- 25 Families housed in 2024
- The family Motel program supported: 57 children in 2024
- The family Motel program supported: 82 children in 2023
- Average length of stay 87.3 days in 2023
- Average length of stay 89.6 days in 2024

SENIOR MOTEL PROGRAM



EMERGENCY SENIOR SHELTER AND SUPPORT PROGRAM

- The Senior Motel Program intakes increased by 54.48%
- Average Case Load: 13 per month
- Average Length of stay: 93.45
- 15 Seniors were Housed



BRIDGES STREET OUTREACH PROGRAM

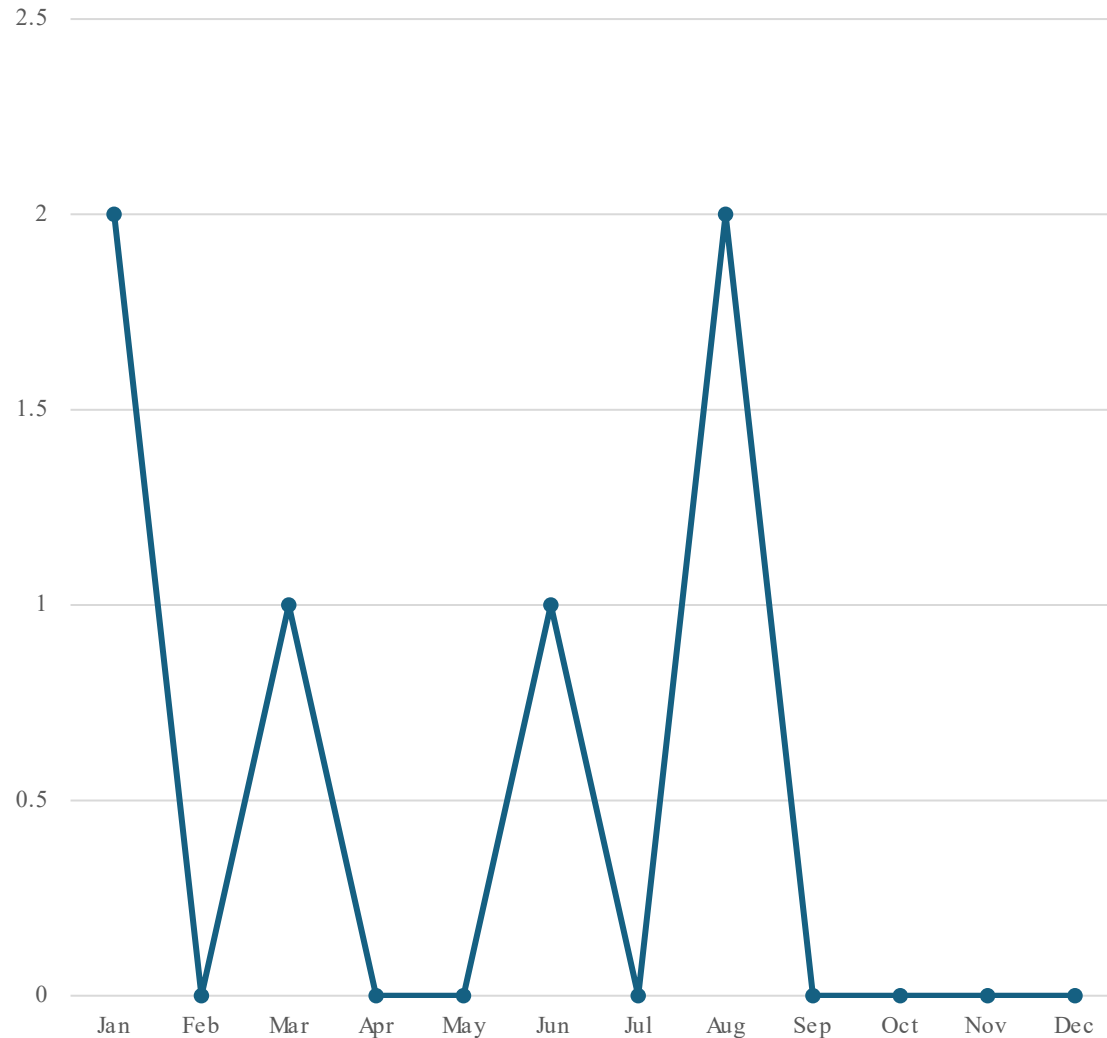
In 2024 the Bridges Street Outreach team supported 111 individuals to access various forms of housing, treatment and supportive housing.

Anecdotal evidence showed that approximately 15%-20% of individuals supported in 2024 required access to a supportive living environment that was beyond the scope of a traditional Transitional living environment due to their unique needs.

In 2024, 15 individuals accessed the Redemption House of Recovery (RHOR) Pre-Treatment program. 8 individuals accessed treatment and entered RHOR Post-Treatment house.

178 ATHOL STREET TRANSITIONAL PROGRAM

178 Athol St. Transitional Program Individuals who
Returned to Homelessness 2024



This program is 1 year in duration and participants take part in daily programming i.e., Art Therapy, Fitness Friday, Motivational Mondays, Financial Literacy workshops, Creating healthy habits, General clean day, Access to a Psychologist and Addictions workshops every Friday afternoon.

This program has 24-hour staff support.

This program had 7 graduates; all graduates transitioned into permanent housing. 2 of these individuals secured employed.



Cornerstone
Building Hope, Home and Community



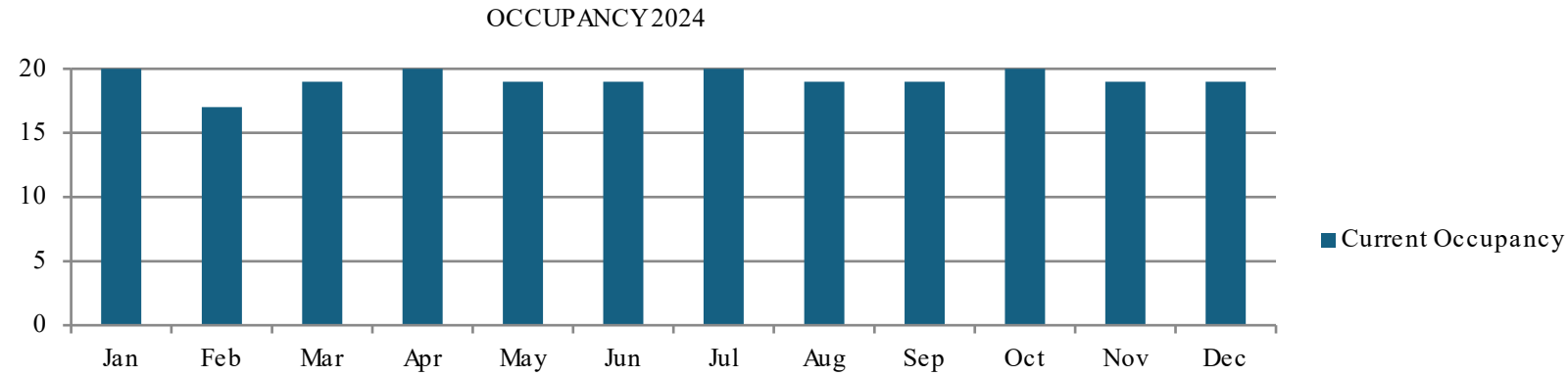
**178 ATHOL STREET
TRANSITIONAL PROGRAM
CONT'D**

This is a zine, that was created by participants at the 178 Athol Street Transitional Program during Art Therapy sessions in 2024. This artwork is displayed at our 121 Simcoe Street building.

HOUSING FIRST PROGRAM

Housing First return
to homelessness
rate remains below
5% 2024

Number of Home
visits conducted in
2024: 1065



COMMUNITY RESIDENTIAL FACILITY

- 26 residents graduated from the Community Residential Facility program
- 162 cases referred to Cornerstone's CRF program, 65 individuals were accepted
- Occupancy Rate for 2024: 96%

INTERNAL HOUSING PROGRAM

Understanding that the organization supports the hard to house, there were 4 evictions in 2024. These four evictions ranged from extreme hoarding, drug trafficking, arrears and violence. These individuals were provided with referrals and support during their transition.

The Housing Support Team assists tenants with managing and maintaining their life skills.

These supports include but are not limited to:

- Financial Management
- Grocery Shopping Trips
- Monthly Tenant Meetings
- Recreational Activities
- Tenant Workshops
- Referrals to Community Supports

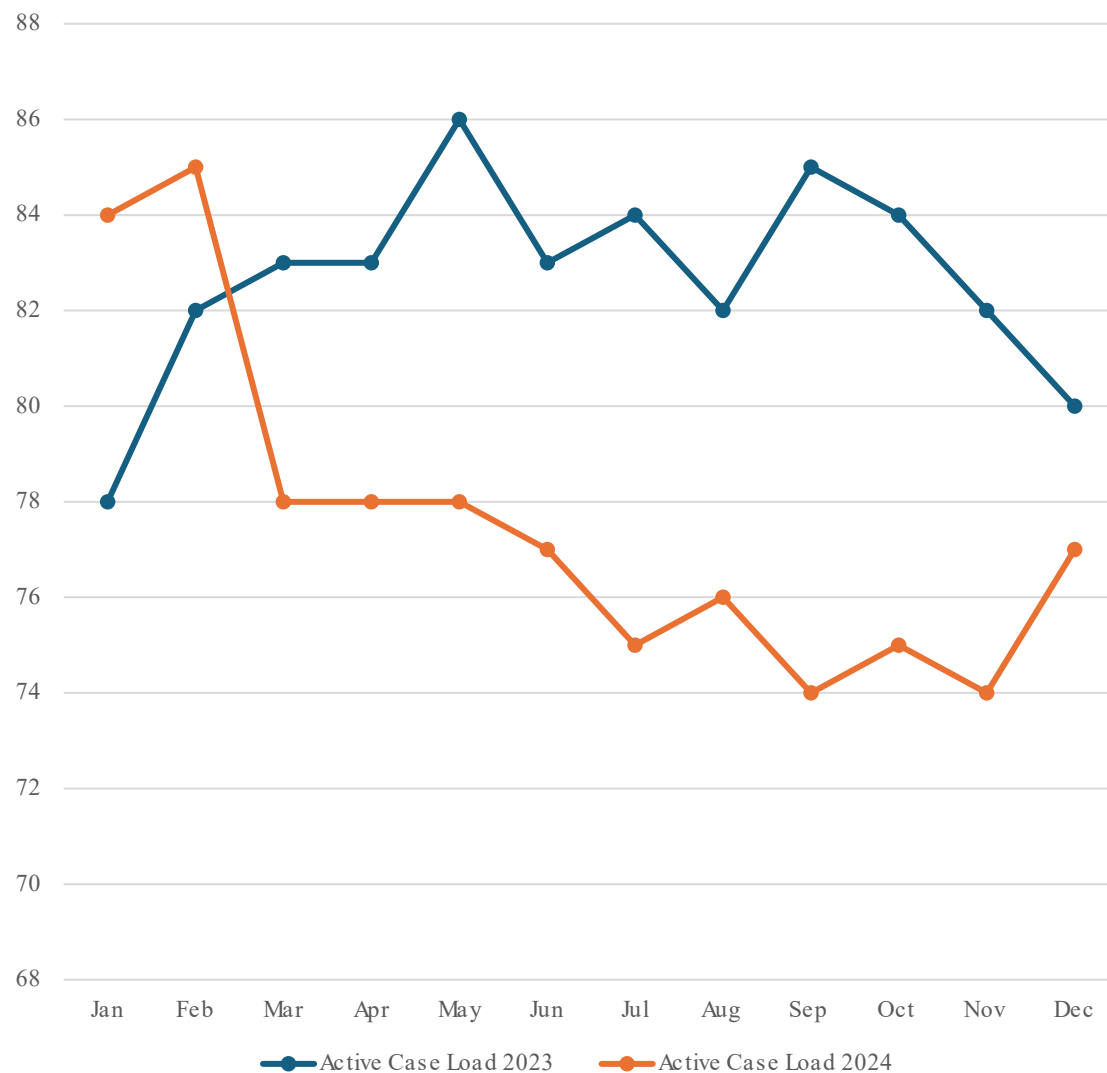


INTERNAL HOUSING PROGRAM CONT'D

Location	0 to 1 Years	1 to 4 Years	5 to 9 Years	10 to 14 Years	15 to 19 Years	20 to 25 Years	25 + Years	# of tenants @ yr end	# of units full occupancy
133 Total	7	5	3	6	4	2	0	27	30
121 Total	1	2	2	0	0	0	0	5	5
454 Total	2	5	10	1	7	4	2	31	32
440 Total	6	16	0	0	0	0	0	22	21
Total for all Locations	16	28	15	7	11	6	2	85	88
Percentage	19%	33%	18%	8%	13%	7%	2%	97%	100%

Internally there are 88 units of housing and 97% of tenants remained housed in the year 2024.

COMMUNITY OUTREACH AFTERCARE PROGRAM



COMMUNITY OUTREACH AFTERCARE PROGRAM

This team conducted:

- 658 Home Visits
- Participant Satisfaction Rating: 89%
- 3 Individuals were Rehoused
- 9 Preventions completed
- 0% return to Homelessness Rate
- 12 Community Recreational Outings
- 24 Workshops

HOUSING BENEFIT PROGRAM (ADMINISTERED THROUGH COMMUNITY OUTREACH PROGRAM)

- In 2024 there was a 100% success rate, individuals and families that received the portable housing benefits maintained their housing throughout 2024.
- The Community Aftercare team completes all the administration tasks associated with the portable housing benefits ensuring that annual income reviews are conducted, N1 notices are recalculated in accordance with RGI policies, and monthly subsidy amounts are provided to the landlord in a timely manner.



The Community Kitchen Program held 24 classes with a total of 31 consistent participants. These cooking classes assist individuals to prepare meals with various food items including items that are provided by food banks.

COMMUNITY KITCHEN PROGRAM

The 178 Athol Street Transitional Program held 48 cooking classes. These classes are an integral part of the programming that equips individuals with the necessary skills for preparing healthy meals. The program participants acquired skills that are transferable upon graduation, these skills are also employable skills that are useful within the culinary sector.

FOOD SERVICES PROGRAM

The kitchen program served and prepared 76,788 meals and 18,600 snacks within the shelter program in 2024. The programs that access these meals are the CRF (Community Residential Facility Program), Shelter Program and Transitional Tenants. All meals were served in accordance with Canada's Food Guide.

ANNUAL COMMUNITY EVENTS



COMMUNITY BARBEQUE



THANK YOU

Melissa Jack-Morrison

Executive Director

Email: ExecutiveDirector@cornerstonedurham.com

Contact Number: 905-433-0254 Ext # 2240



Durham Region Health Department Youth Engagement Strategy

Health & Social Services Committee
May 8, 2025

Christine Gianoutsos, Assistant Manager, Population Health Division



Public Health Mandate

- Deliver health promotion strategies that are responsive to the needs of the population, including youth, and to collaborate with school boards and community partners to support health and well-being
- Engagement with priority populations to understand their unique needs and perspectives to inform public health programs and services



Youth Engagement



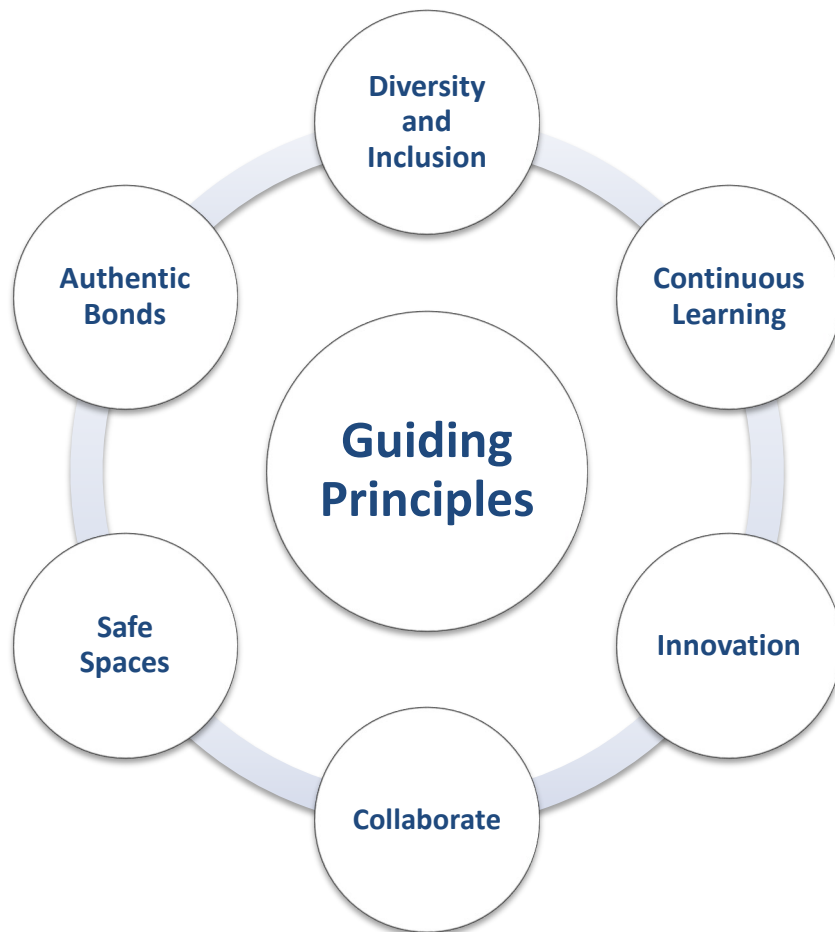
Empowering young people in addressing and making decisions about issues they believe to be important



Inspiring a mentorship program for youth to engage their peers



Youth Engagement Framework





Benefits of Youth Engagement

Youth

- ✓ Improved mental health and well-being
- ✓ Greater health literacy and advocacy
- ✓ Leadership and life skill development
- ✓ Community connectedness

Organizational

- ✓ Innovation and fresh perspective
- ✓ Improved program effectiveness
- ✓ Increased reach and impact
- ✓ Community trust and transparency



Durham Youth Drug Awareness - Student Leadership Conference

Goal: Secondary students in Durham Region will implement youth led school health action plans addressing substance use prevention and the connection to mental health



Collaboration

- School boards
- Secondary schools
- Community partners



Plan and Implement

- Student leadership teams
- Action plan development
- Implementation of youth-led health initiatives



Evaluate and Celebrate

- Pre and post evaluation surveys
- Student feedback
- Leadership certificates and school celebration



What the youth are saying:

“I liked the opportunity to be hands-on and learn about so many different topics and connect with students from other schools to hear their experiences”

“The opportunity to discuss topics that are usually ignored like drug use and hear other students’ opinions and lived experiences was so important”





**Are you 12-18 and looking to
get involved in your community?**



We are looking for youth who are interested in:

- Having a voice in their community
- Informing youth services and programs
- Gaining skills and knowledge in various health topics

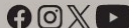
Benefits of joining:

- Get community service hours
- Gain skills and experiences
- Help to develop youth social media
- Connect with other youth
- Free training opportunities

**Interested in joining or want to
know more? Visit: durham.ca/youth**



Durham Health Connection Line
905-668-2020 or 1-800-841-2729
durham.ca/health



If you require this information in an accessible format, contact 1-800-841-2729.

M424

Durham Youth Health Group

- Recruitment May 2024
- Over 300 applicants!
- Formation of the Durham Youth Health Group



Durham Youth Health Group



Objective:

- Support the development and implementation of a plan led by Durham Youth Health Group to address their identified topic of mental health



Anticipated Results:

- Promote health education and well-being among Durham Region youth (ages 12–18)
- Collaborate with the Durham Region Health Department to ensure youth voices help shape relevant programs and services



Current Youth Group Activities

- Promoting mental health at community events
- Planning social media strategy including logo development for social media handles
- Creating a promotional video to showcase the group's mission and activities





Durham Youth Health Group Next Steps



Social Media

- Launch Instagram to engage and inform youth
- Content development



Community Collaboration

- Feedback on youth-targeted health resources
- Facilitate mental health conversations with youth at community events



Impact Summary

- Share insights and outcomes from group initiatives



What the youth are saying:

“This has been a great opportunity to learn more about our local communities.”

“It has been really fun so far, and we are excited to plan for ways we can promote health messages to youth and participate in more events!”





Thank you!



Rent Supplement & Portable Housing Benefit Programs

An overview of programs offered through the Housing Services Division

Housing Services

- Durham Access to Social Housing (DASH) manages Durham Housing Waitlist
- Durham Region Local Housing Corporation (DRLHC)
- Housing Programs
- Community Housing Administration Team



Current Housing Demand

Durham Access to Social Housing

- Applicants for permanent RGI or modified housing apply through the DASH waitlist
- The DASH waitlist grew from 8,920 applicants in 2023 to 10,785 in 2024
- Consistent low turnover– 183 applicants were housed in 2024 (182 in 2023)

The Region Supports Approximately

6,000
Community
Housing Units

4,400 Rent-
Geared-to-
Income Units

500 Rent
Supplement
Units

900 Portable
Housing
Benefits

Bridging the Gap

Rent Supplement
Program

Portable Housing
Benefit

Canada Ontario
Housing Benefit

Durham Affordable
Housing Rent
Program



Rent Supplement Program

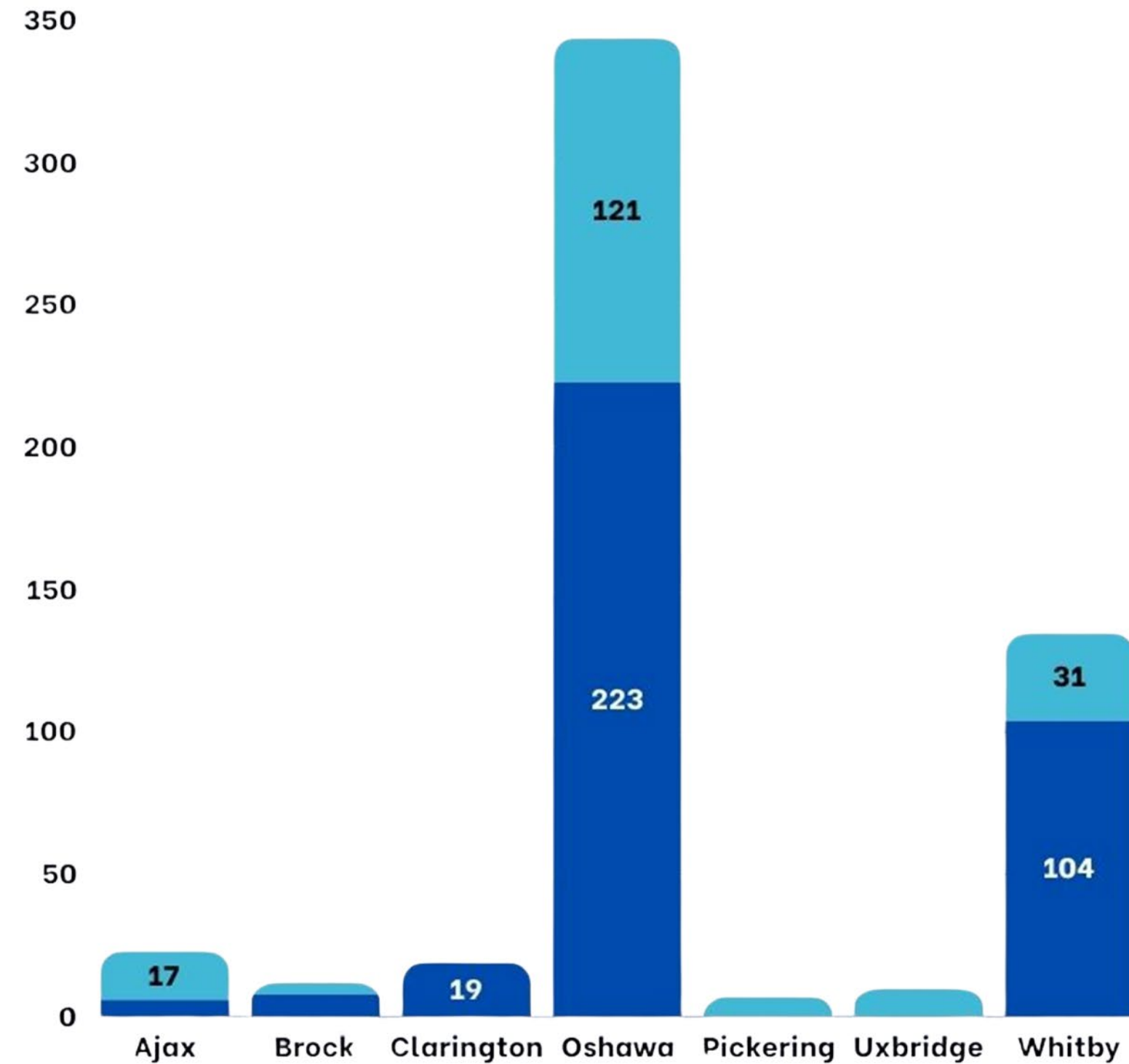
- Long standing program in Durham Region
- Funded by the Region through the Durham Rent Supplement and the Province through the Ontario Homelessness Prevention Program (HPP)
- The Rent Supplement Program is in collaboration with private and non-profit landlords to house low-income individuals and families
- These partnerships allow us to maintain and increase our legislated service level requirement while creating options for residents in our community

Rent Supplement Program

- Vacancies are filled through Durham Access to Social Housing (DASH) wait list or through community agencies working directly with residents living with low income
- Lease is between the tenant and the landlord
- Tenant rent is calculated using rent-geared-to-income (RGI)
- The Region pays a monthly subsidy directly to the landlord
- The Region will under certain conditions compensate landlords for vacancy loss and damages
- Staff practice due diligence to ensure rents are modest and in-line with local market rents

Rent Supplement Program

RENT SUPPLEMENT PROGRAMS BY MUNICIPALITY



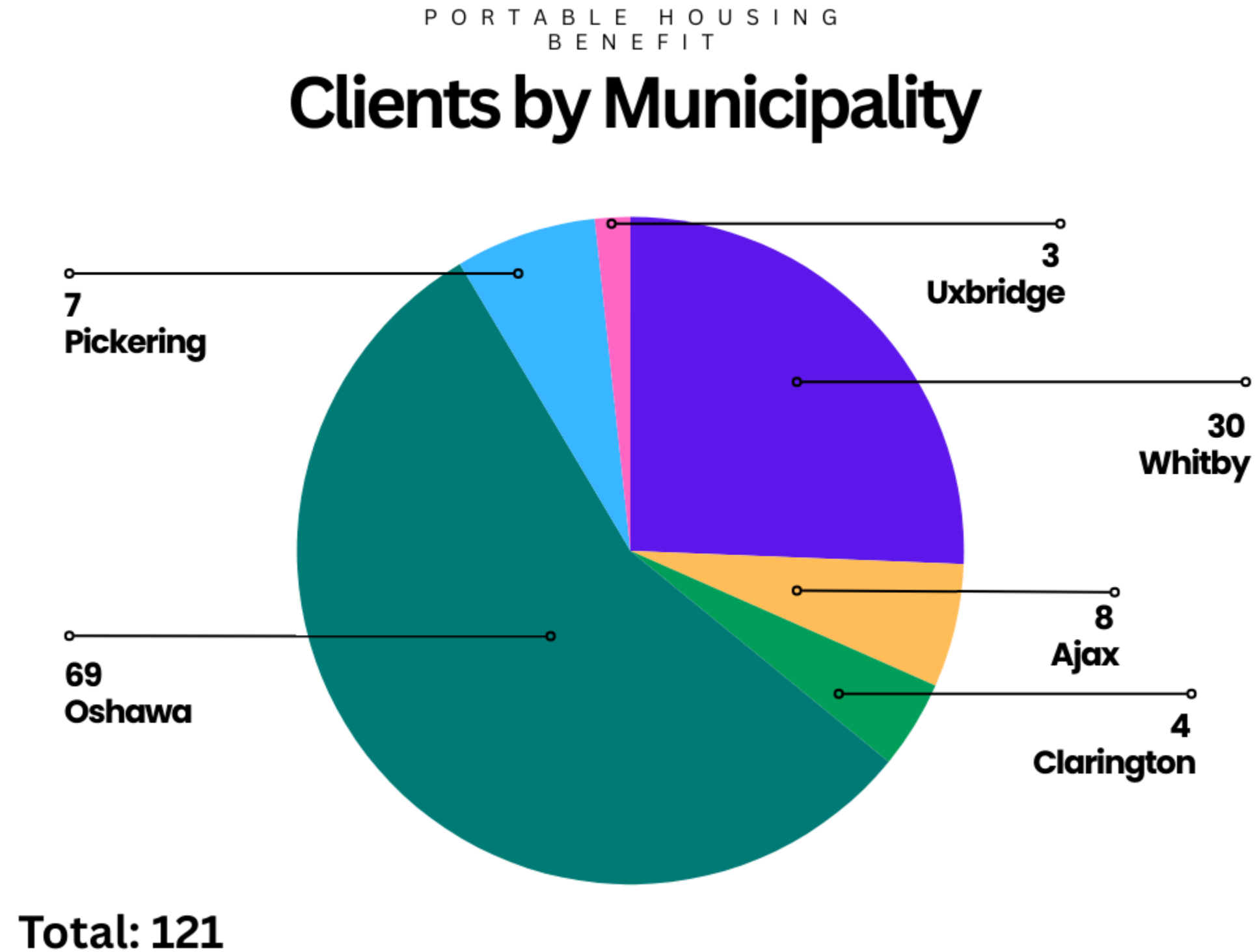
Total: 1170

Durham Portable Housing Benefit

- The Regional Council approved the creation of the Durham Portable Housing Benefit (Durham PHB) on January 30, 2019
- Goal was to address local housing needs and provide flexible housing options
- Program began with 70 benefits
- Can be used anywhere in Durham Region and moves with the household
- Paid monthly directly to the resident
- Bridges the gap between affordable rent and the average market rent
- Vacancies are filled through DASH waitlist or through community agency partnerships
- Target priority for the program includes a person escaping violence, living with a disability and/or experiencing homelessness. Also, youth, large families and newcomers/refugees
- The recent Council approved investment of an additional ~200 benefits will allow us to support more households in the community experiencing homelessness and affordability challenges



Durham Portable Housing Benefit

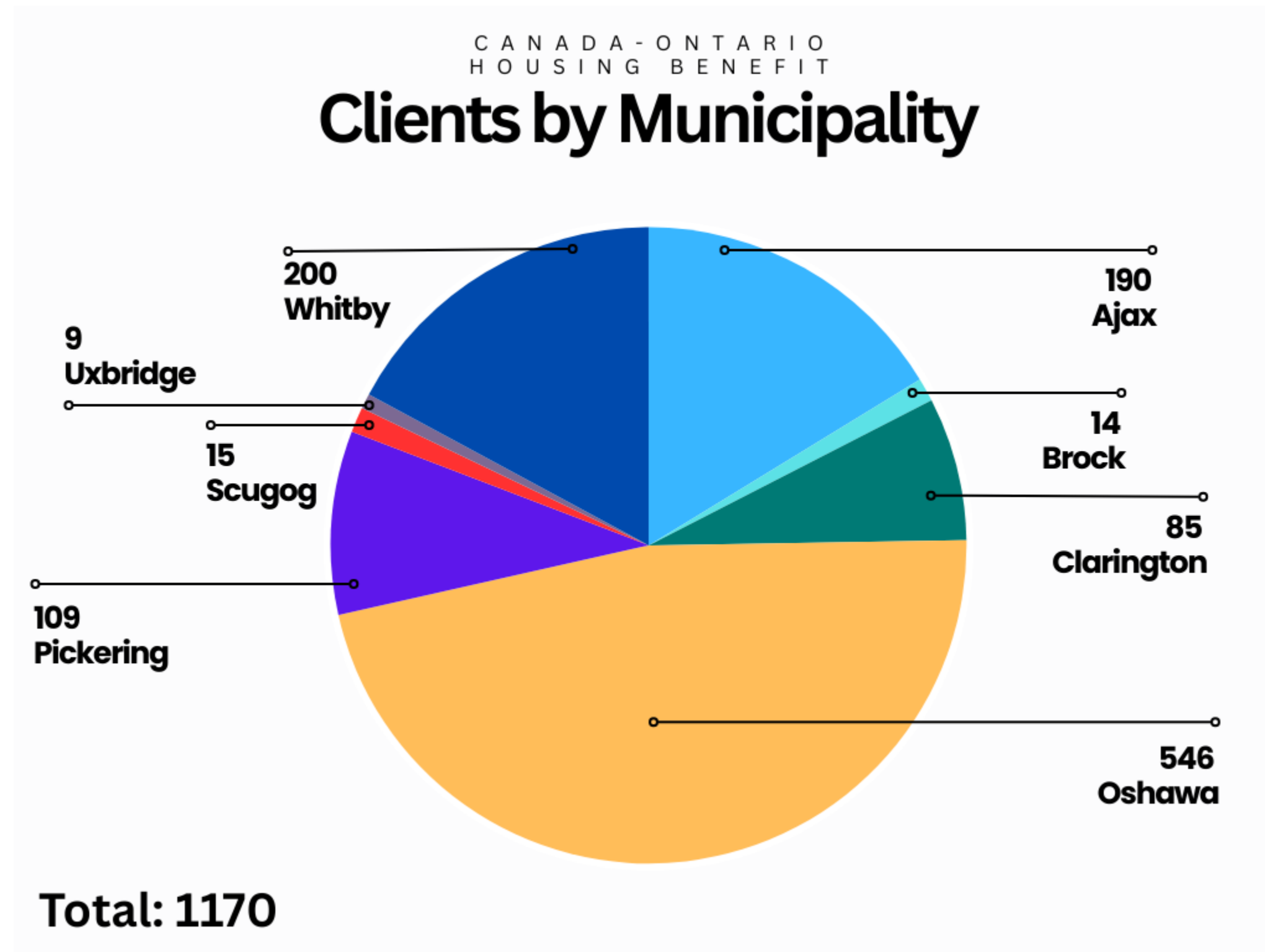


CanadaOntario Housing Benefit

- The Canada-Ontario Housing Benefit (COHB) is a federal/provincial shared program that began in April 2020 to address affordability across the province
- Program has local target groups based on our community needs and provincial targets as directed
- Interested applicants have an opportunity to express interest through DASH
- The benefit is calculated as the difference between 30% of income and 80% of average market rent of the unit size a resident is eligible for
- As of 2025, the total number of applicants DASH referred still receiving COHB are 1098
- Program end is scheduled to end in 2029



CanadaOntario Housing Benefit



Durham Affordable Housing Rent Program

- The Region of Durham's Affordable Housing Rent (DAHR) Program is a new program that partners with landlords to provide affordable housing units in the community
- These partnerships provide increased availability of affordable housing in Durham
- The Region of Durham will bridge the affordability gap between market rent set by the landlord and a more affordable rent for tenants
- The goal of this program is to increase access to affordable housing, protect existing affordable housing, and encourage housing diversity
- DAHR aims to create more affordable housing options for residents across Durham, strengthen partnerships with landlords, and promote social and economic inclusion
- This program is filled through the DASH waitlist, community partnerships and our community housing sector
- The first program partnership launched in March 2025 with Atria Developments at 80 Bond and 100 Bond Street in Oshawa to take up 50 units

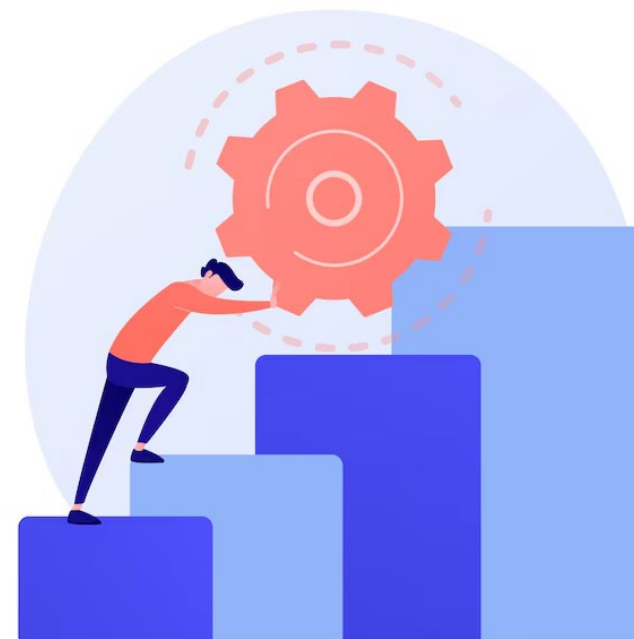
Program Challenges

Tenancy Challenges

Commitment of
Programs

Affordability &
Housing Stock

Staffing Capacity



Staff Response to Challenges

Community
Partnership &
Collaboration

Made in Durham
Responses

Advocacy

Liaison Between
Landlord & Tenant



Agency Testimonials

Parents with cognitive challenges are a group of people who have been marginalized and discriminated against for decades. They are all in receipt of ODSP but with the price of rent and the continued discrimination from landlords, securing a COHB benefit is life-changing for these families! One of the parents stated that she can finally have some stability and afford to pay her rent on time while another said she can finally afford to eat! For me as a service provider, it makes securing apartments a feasible task as without it, many of our families live in shelters or on somebody's couch for months before I am successful and able to get a roof over their head.

The benefit transforms the lives of families so they can be successful, safe and thrive in their own homes!

Starfish Parent Support Program

Vibrant, inclusive communities are shared goals for Housing Services and Adult Protective Services (APSW). Partnering with Housing Services assists clients to access stable and affordable housing. When our APSW clients housing support needs are stabilized, this opens the opportunity for the APSW team to provide long term case management focusing on life skill enhancement and quality of life improvements. Housing and APS working together has led to long-term homelessness prevention support, improved health and social support connections. APSW clients report feeling valued and included in their community, thank you Housing Services.

Family Services Durham, Adult Protective Services

Tenant Testimonials

"Finding myself in a situation needing housing support when I returned to the work market after having to seek retraining for a new and different kind employment after the downturn, Durham Housing certainly provided me with a lifeline. The support workers were amazingly supportive and cooperative. They were kind and diligent as they helped me to navigate the different programs to find one that worked for me. I was able to have a beautiful, safe home that also allowed me to take care of my health situation as I focused on my recovery from a very bad fall. I now have a stable home, a new sense of hope, and a future which allows me to do the volunteer work I enjoy in my church community. I am extremely grateful for all the support I received over the years. This program can make all the difference in the world for you."

-Abigail

"I would have been homeless if it wasn't for this program. If I didn't get into this program, I would have never been able to afford rent. I was a single mother, and I would have been out on the street with my children. I am so thankful."

-Anonymous

Landlord Testimonials

Over the past eight years we have worked with the Region of Durham in housing tenants referred to us through the Regional Program. The Region supports the tenant in finding and selecting our housing and provides ongoing rent supplements and supports to the tenant as needed. Over the years, support requirements have been minimal but necessary. Regional staff has been very responsive and caring in providing these supports as needed.

Tim Neeb, Mahogany Management

We have seen various benefits working with Durham including:

- Support with any tenant issues including rent payment issues (for example with tenant portion of rent)
- Support with the odd case where a unit was left in a state of disrepair by a tenant placed through the program. We were reimbursed for ~~clean~~ and repairs directly related to the tenant damage. This provides assurance and comfort for Landlords to participate in these programs helping Durham residents.
- Help and support where residents are going through ~~rent~~ related issues. We have collaborated to ensure the residents are supported as intended by the program.

Fahim, Taj Capital Holdings Ltd.



Questions



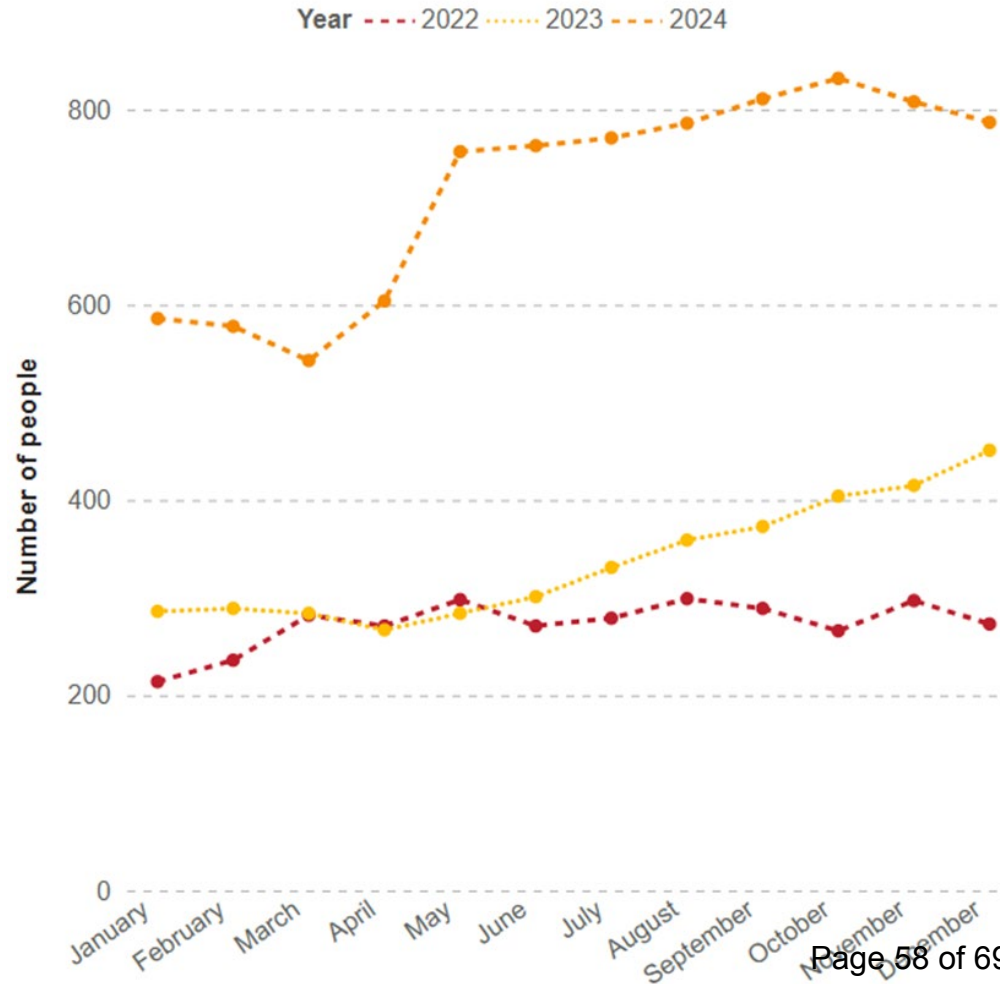
Homelessness System - Winter Warming Update

Sahar Foroutani
Manager, Homeless System Management
Income, Employment & Homelessness Supports

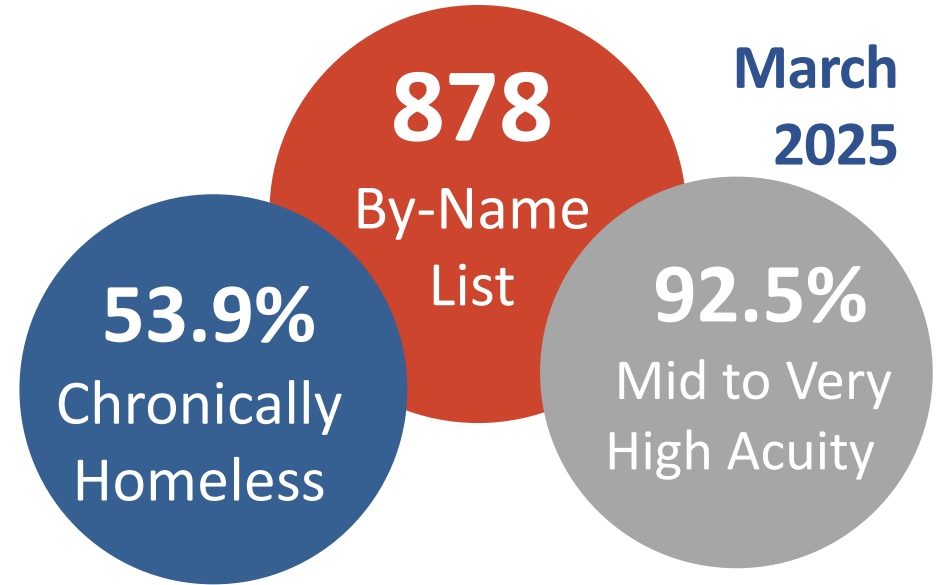
Presented to: Health and Social Service Committee
May 8th, 2025

Durham Region Homelessness Numbers

Annual Number of People on the By-Name List 2022 – 2024



Page 58 of 69



Municipality Breakdown: Actively Homeless March 2025

Ajax: 185
Clarington: 70
Brock: 5
Scugog: 7
Uxbridge: 8
Oshawa: 435
Pickering: 36
Whitby: 122
*Other/Unknown: 10

Homelessness System – 2024 Snapshot

Gender Identity

38% of people identified as Female

61% of people identified as Male

1% of people identified as Transgender, Other or Unknown

Age

14% of people were youth (aged 16-24)

76% of people were Adults (aged 25-59)

10% of people were Seniors (aged 60+)

Indigenous Status

5% of people identified as First Nations

0.05% of people identified as Inuit

2% of people identified as Métis

5% of people identified as Non-Status

Household Type

86% of people were Single

14% of people were Families

Winter Warming Initiative

Winter Warming operated from December 1, 2024, and had its last night on March 31, 2025. Most sites provided pet-friendly services to individuals experiencing homelessness, helping them seek protection during the winter months by offering:

- warm, safe place to stay overnight
- hot meals, snacks, beverages, blankets, and warm clean clothing
- access to a bathroom, shower and laundry services on site
- information and referrals to social services, mental health and addiction support, and other community resources



The Durham Region Street Outreach Team provided transportation to and from Winter Warming sites/overnight drop-in hubs to individuals as needed through taxi cabs and bus tickets.



Durham Region - Winter Warming Sites

Pickering

- Dedicated Advocacy Resource Support (DARS)
 - Peace Lutheran Church
 - 25 cots
 - 18+, all genders, pet-friendly

Whitby

- Christian Faith Outreach Centre (CFOC)
 - Saint Andrew's Presbyterian Church
 - 20 cots
 - 18+, all genders, pet-friendly

Clarington

- Do Unto Other (DUO)
 - 181 Liberty Street South (old Clarington Tourism building)
 - 10 cots
 - 18+, all genders, pet-friendly
 - Shower on site

North Durham

- Community Living Durham North (CLDN)
 - Motel Program

Oshawa

- Do Unto Other (DUO) Out of the Cold Winter Warming
 - Cornerstone Gym
 - 20 cots
 - 18+, all genders
- Back Door Mission (BDM)
 - Clinic clients of Mission United
 - 15 medical beds
 - If space was available, it would be offer on a first-time bases

Durham Region – Overnight Drop In

Ajax

- Christian Faith Outreach Centre (CFOC) Ajax Hub 24 hours Drop
 - 50+ spaces
 - 18+, all genders, pet-friendly

Oshawa

- Do Unto Other (DUO) Overnight Drop-In
 - 50 to 70 spaces
 - 18+, all genders



Winter Warming Statistics

Durham Winter Warming 2024/2025	Municipality	Number of Individuals
Dedicated Advocacy Resource Support (DARS)	Pickering	212
Christian Faith Outreach Centre (CFOC)	Whitby	234
Do Unto Other (DUO) Out of the Cold Winter Warming	Oshawa	180
Back Door Misson (BDM)	Oshawa	102
Do Unto Other (DUO)	Clarington	51
Community Living Durham North (CLDN) – Motel Program	North Durham	9
TOTAL		788

* Ajax Hub and DUO overnight drop-in accommodated another 50+ spaces each nightly and shelters made sitting or mat space available too during extreme cold weather alters.

Partnerships and Collaborations

Durham Region Street Outreach Team (DRSOT)

- Modified schedules to support increased service delivery at Winter Warming sites
- Collaborative engagement to ensure daily wellness checks, and referrals and transportation to services and supports
- Coordination with PCOP to ensure access to primary care and mental health and addiction supports

Primary Care Outreach Program (PCOP)

- Offer primary care and mental health and addictions counselling for Winter Warming participants
- Ensuring continuity of care and connection to broader supports

Donations

- Community donations through warm clothing, hygiene items, snacks and offers to pay for meals



Key Challenges

Insufficient Resources

- Not enough cots for overnight stays to support the population
- No on-site showers at all sites, limiting hygiene access for patrons
- Lack laundry facilities

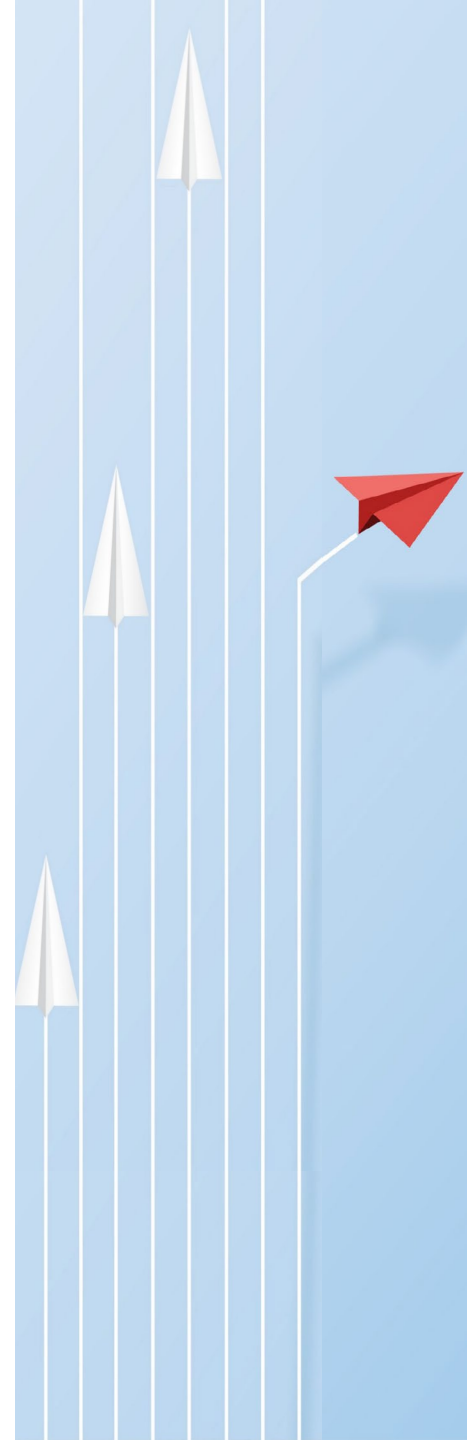
Inconsistent Hours

- Irregular opening and closing times created confusion
- Difficult for patrons to plan around access
- Lack of day supports

Awareness and Education Gaps

- Misinformation or lack of understanding of purpose and scope of Winter Warming

Addressing these challenges will help strengthen future responses and better serve those in need.



Success Stories

6 individuals housed directly through Winter Warming

- Stable housing connections made possible through on-site engagement and follow-ups

16 individuals transitioned to shelter

- Ensuring safe, temporary accommodation with pathways to further supports

Several individuals onboarded to the By-Name List (BNL)

- Creating lasting connections to housing services and case management

No turn-aways

- Durhams coordinated access system worked collaboratively to connect individuals to alternative locations when one site reached capacity

A demonstration of strong partnerships, seamless coordination, and a shared commitment to care.



Integrated Community Outreach Network in Clarington (ICONIC)

- Collaborative Network Includes:
 - Clarington residents
 - Community organizations
 - Local charities
 - Bowmanville library
 - Members from the Municipality of Clarington and Durham Region
- Create an integrated community of care for the unsheltered population in Bowmanville through awareness and programming
- Discuss community needs, share resources, and developed outreach programs
- Drop-in programming for those in need every day of the week in Bowmanville to support those using winter warming





Future Planning and Recommendations

Enhanced Security & Enforcement

- Strengthening collaboration with police and bylaw to improve response times at warming sites.
- Clear patron conduct policies in place, with alternative plans for individuals with repeated disruptive behavior.

Education

- Working with the Regional Communication team to increase awareness and understanding of homelessness services and support.
 - Winter warming is a necessary program to bring people in out of the cold. It is not a shelter.
 - Based on legislation, homelessness services and supports are deemed voluntary, we cannot force someone to access services or stay indoors.

Expanded Daytime Service Coordination

- Partnering with local area municipalities to identify additional daytime safe spaces and possible future host sites for winter warming sites

Increased Staffing and Support Services

- Stronger mental health and addiction partnerships to ensure on-site support is available where needed.



Questions

Sahar Foroutani

Manager, Homeless System Management

Income, Employment & Homelessness Supports

Region of Durham

durham.ca

[@RegionofDurham](https://www.instagram.com/RegionofDurham)

