



# An Update on Durham Region's Homelessness Support and Coordinated Access System

May 4, 2023



# Two-Part Report and Presentation

## May 2023

- 2022 Data Overview
- Current Forecasting
- Program Reviews
- Key Challenges & Bright Spots
- Durham Advisory Committee on Homelessness

## June 2023

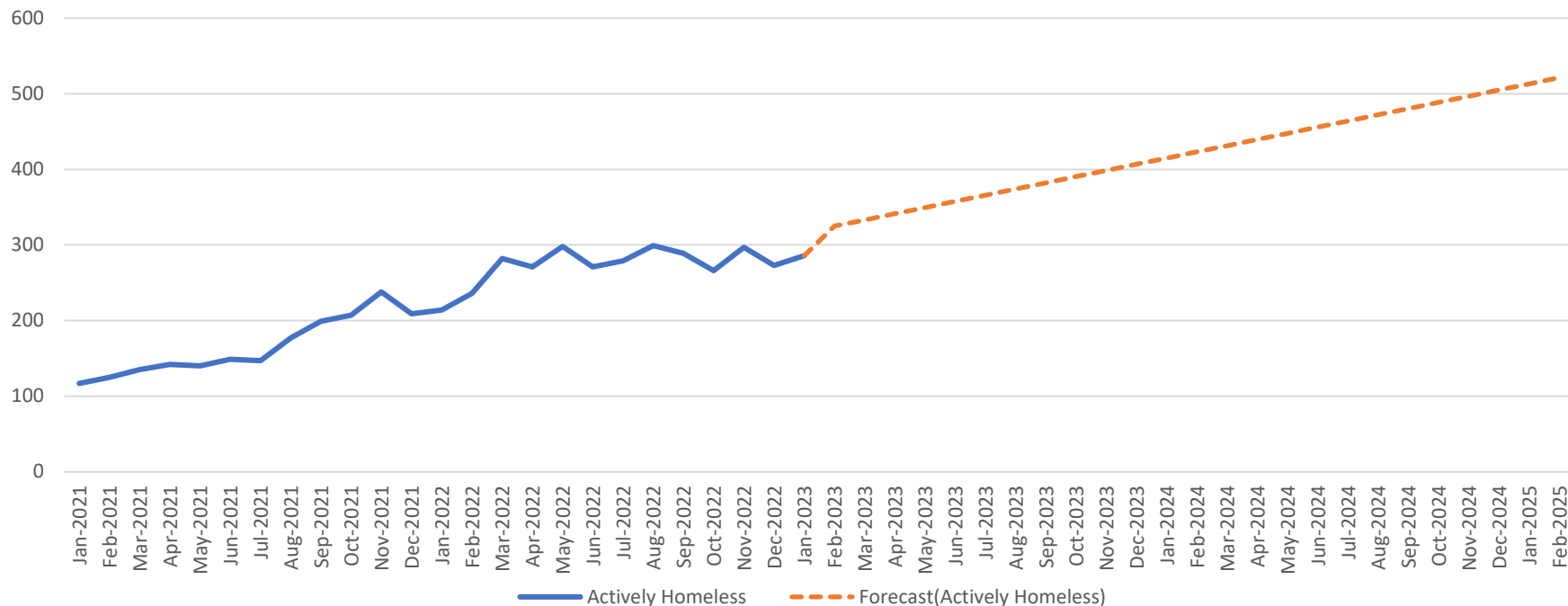
- 2023/2024 Funding
- Planned Improvement Projects
  - Improving System Coordination
  - Improving System and Program Oversight
  - Improving Street Outreach
  - Increasing Housing Program Opportunities

## 2022 Annual Data – Take Aways

- Whitby and Ajax had the most significant increase in 2022
- Oshawa had the second lowest increase but maintains the highest per-capita
- On average, there are 42 people added to the BNL every month
- 60% of shelter users in 2022 had never needed to access shelter before
- 85% increase in families experiencing homelessness
- 67% increase in people experiencing unsheltered homelessness
- As the BNL continues to increase, the number of people on the BNL who have more complex support needs also increases. In 2021, 54% of BNL clients had high acuity. This increased to 64% in 2022.

# Forecasting to 2025

- Current trends indicate that homelessness in Durham Region will exceed 500 people within 2 years



# Program Reviews

## What is Included

- Document review of policies, procedures and program models
- Solicited feedback from other agencies and clients
- Site visits to understand program operations and meet with staff
- Agency report with findings and action items

## What it is Used For

- To identify key areas for improvement and any potential deficiencies for immediate action
- To identify areas to expand as funding is made available
- To support benchmarking that compares programs to sector standards
- To better coordinate programs operating within the system
- To identify trends across sectors and the system for strengths, weaknesses, opportunities and threats

# Bright Spots

- Despite increasing inflow, Durham's support system was able to maintain relative stability throughout 2022
  - The system was able to house 218 people in 2022
- The Region's Homelessness Initiatives Team has expanded and now includes two Area Managers
- Expanding client-facing Regional teams
  - Transitional Support Program
  - Primary Care Outreach Program
  - Mental Health Outreach Program

# Key Challenges

Homelessness is a complex and multifaceted issue caused by the cumulative failure of many intersecting systems. To end homelessness, a coordinated response from multiple sectors is required. The Homelessness Support System cannot solve this crisis alone.



# Key Challenges Continued



Increasing Inflow



System-Wide Staffing Pressures



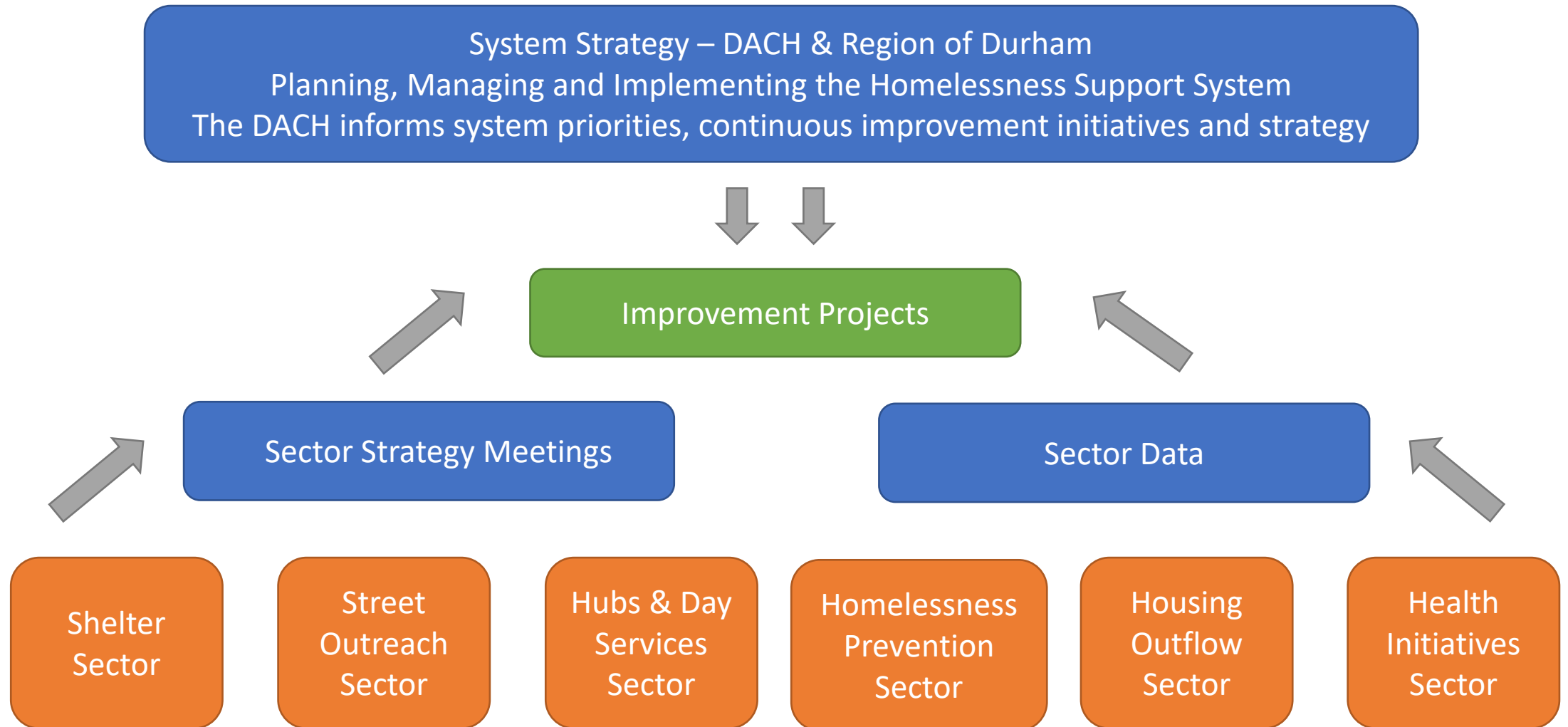
Rental Market Pressures



Lack of Treatment Programs and  
Supportive Housing



# Durham Advisory Committee on Homelessness





# Questions

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