

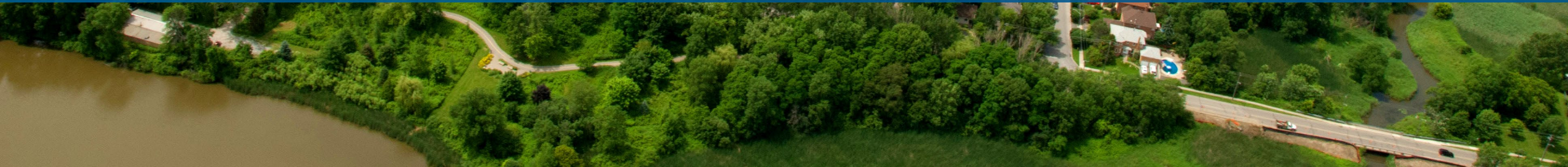


# Homelessness in Durham Region

Lisa McIntosh, Director, Income, Employment and Homelessness Supports Division

Health and Social Services Committee

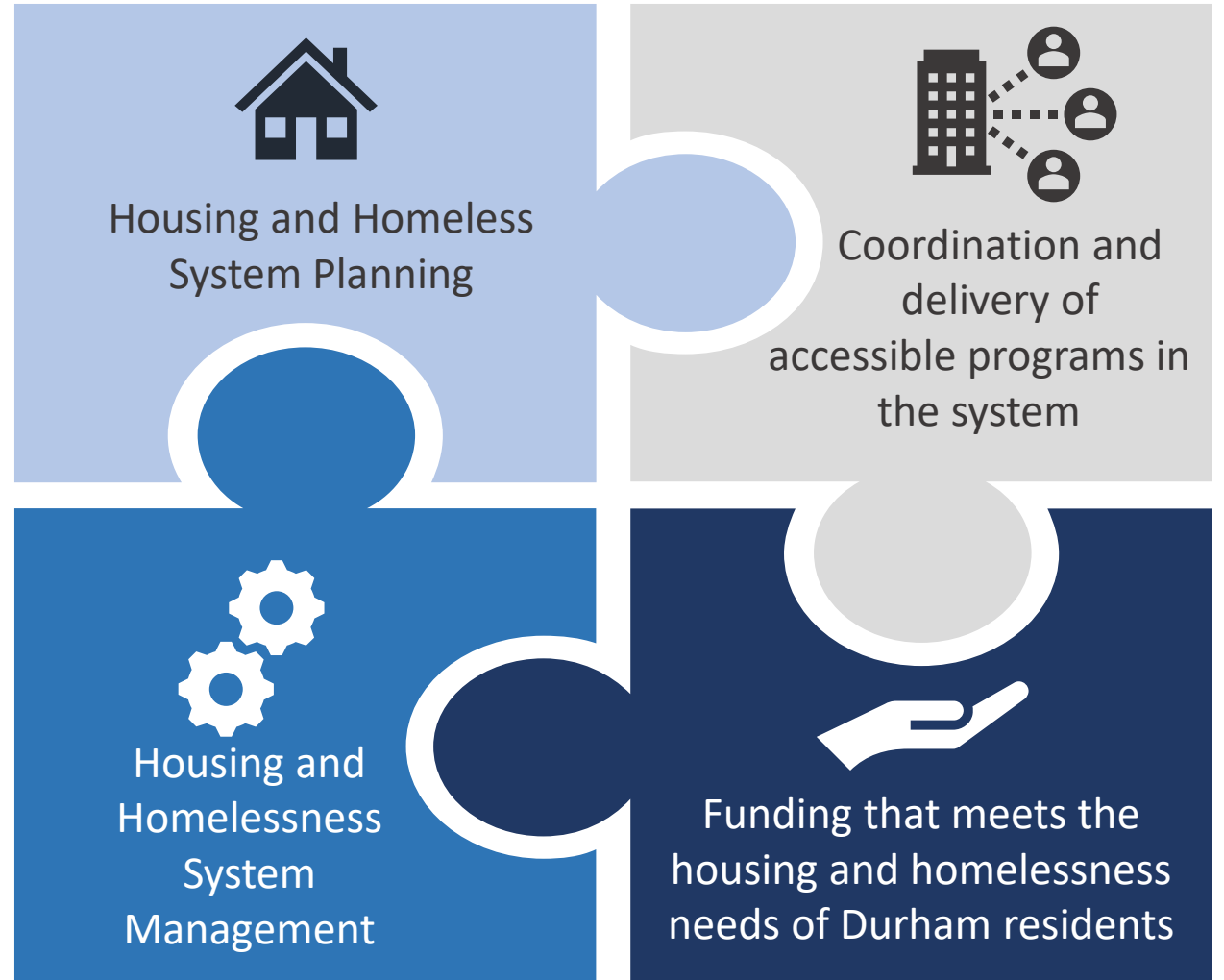
January 11, 2024





# The Role of the Region of Durham

The Region of Durham's Social Services Department is legislated by the province of Ontario as a **Service System Manager** for Housing and Homelessness and designated by the federal government as the **Community Entity**.





Durham is growing faster than other communities while managing post pandemic health challenges, rapidly increasing inflation and the opioid crisis.

## Need for Person – Centred Supports



Image source: Robert Wood Johnson Foundation

# Strategic System Management - Homelessness





# Integrated Homelessness System Action Plan

Sue Ritchie Raymond

Presented to: Regional Municipality of Durham  
Health and Social Services Committee  
January 11, 2024

**TWC**  
tim welch  
consulting inc

# Attainable Housing Action Plan – Purpose and Scope

## **Purpose**

The Region of Durham requires an Integrated Homelessness System Plan to address challenges currently facing their communities and to inform further strategic planning and investments.

## **Scope**

The creation of an integrated homelessness system plan that will guide strategic actions and investments is a critical priority to meet pressing service needs and inform longer-term objectives related to increasing housing options that support strong and vibrant communities.

# Background Reports and Reviews

- At Home in Durham
- Durham Region Strategic Plan
- OrgCode Consulting Inc.  
Review



# Why Take a Systems Planning Approach?

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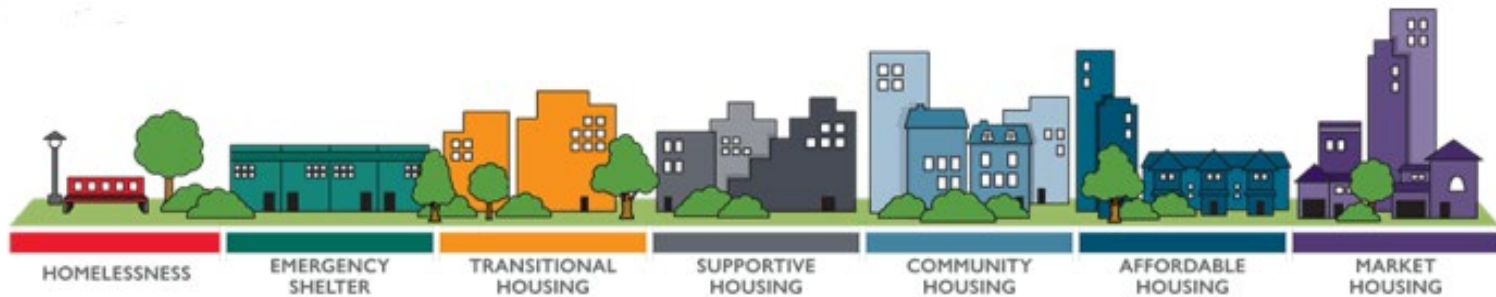
- Holistic
- Person-Centered





# Common Housing System Models

Source: HUD



# Homelessness in Durham Region



## Homelessness in Durham Region



In 2023, 331 individuals on Durham Region's By-Name List (BNL)<sup>1</sup> are experiencing homelessness, compared to 134 in 2017.<sup>2</sup>

**67%**  
A significant increase in people experiencing unsheltered homelessness over the past year.



More people are experiencing homelessness across Durham Region. A recent report to Durham Regional Council outlined an increase of 144% in Whitby alone.

### Low-Income

Durham Region has an estimated 45,800 residents (6.6%) living with low income, defined as \$26,570 after tax for an individual and \$53,140 for a family of four.

### Social Assistance

As of January 2023, the number of Ontario Works (OW) recipients in Durham was 12,835. The number of Ontario Disability Support Program recipients was 19,952.



Since 2018, the current combined maximum amount for basic needs and shelter for a single OW recipient is **\$733/month**.

Average rent in Durham Region for a one-bedroom apartment: **\$1731/month**.

Two-bedroom apartment: **\$2123/month**.

People experiencing homelessness have varied, complex needs and require multifaceted supports including mental and physical health, food security, newcomer supports, child care, employment, social supports etc.



In 2021, 54% of people experiencing homelessness on the BNL in Durham had high acuity or high needs.<sup>2</sup> This increased to 64% in 2022.

HOUSING SYSTEMS	# BEDS/UNITS	LOCATION/TYPE	TARGET POPULATION
Homeless Hubs and Warming centres	15	Oshawa - Back Door Mission (BDM)	
	50-70	Oshawa - Do Unto Others (DUO)	
	30	Whitby - Christian Faith Outreach Centre (CFOC)	
	25	Ajax/Pickering - Dedicated Advocacy Resource Support (DARS)	
	10	North Durham - Community Living Durham North (CLDN)	
	130-150 Spaces		
Emergency Shelters	40 beds	Oshawa - Cornerstone	male
	5 beds	Oshawa - Cornerstone, motel	seniors
	45 beds	Whitby - Muslim Welfare	women and children
	50 beds	Ajax - CFOC	male and female
	10 beds	Ajax - Durham Youth Services	youth only
150 Total Beds			
Transitional Housing	26 units	Whitby - Muslim Welfare	female
	9 beds	Oshawa - Cornerstone	
	9 beds	Oshawa - Micro Homes	
44 Total Beds/Units			

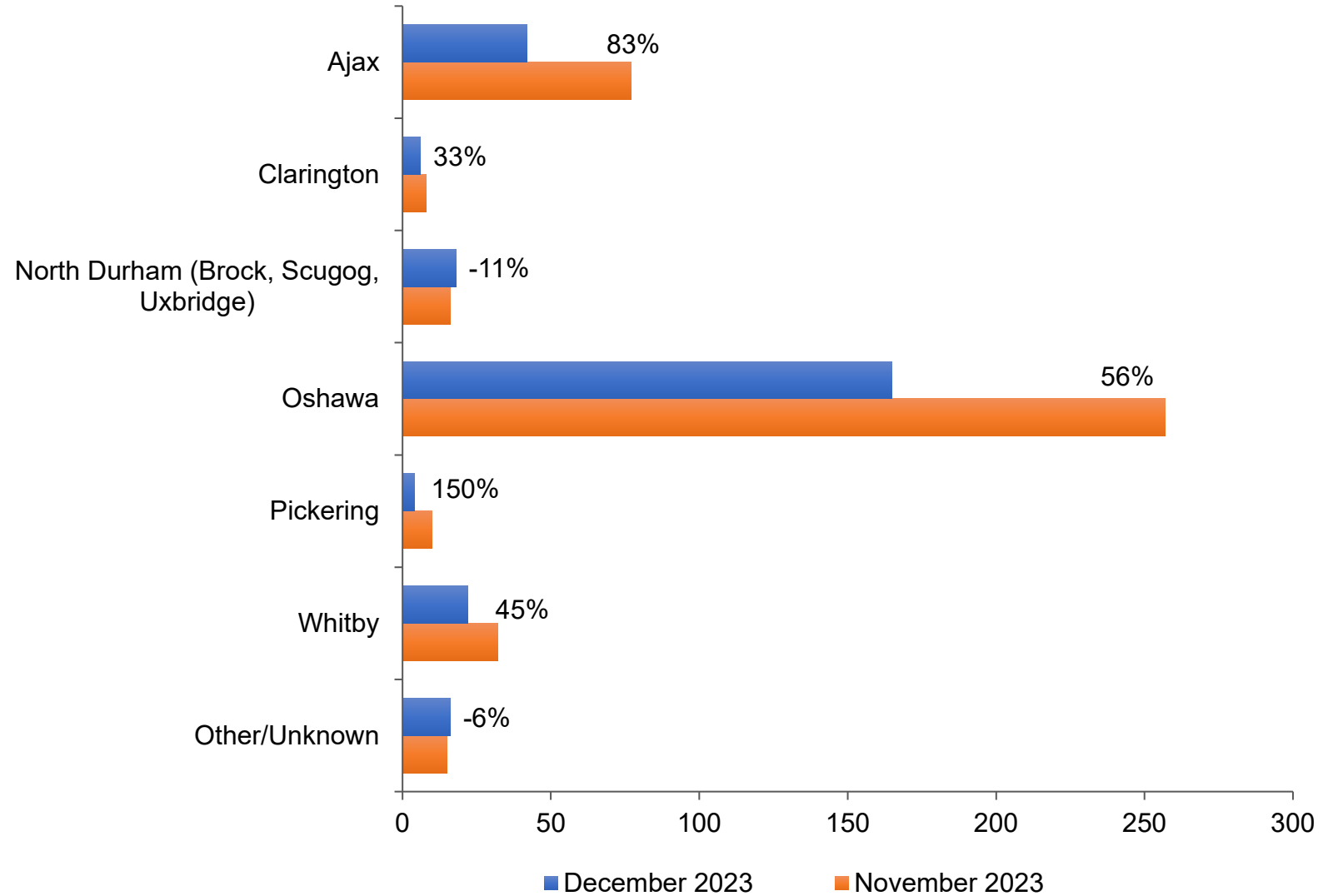
**45**  
**EMERGENCY SHELTER BEDS**  
 in development  
 1635 Dundas Street,  
 Whitby

# The Current Homelessness Service System



# Actively Homeless Data

- Durham has seen an 85% increase in families experiencing homelessness
- It is predicted that Durham residents experiencing homelessness will increase 48% by 2025



# Stakeholder Engagement

## **Key Informant Interviews**

- 9 interviews completed with key community stakeholders from the Region of Durham, Health and Social Services Committee members, community program operators

## **Site Tours**

- Back Door Mission (Oshawa)
- Cornerstone (Oshawa)
- DARS (Pickering)
- Christian Faith Outreach Centre (Ajax)
- 1635 Dundas Street (Whitby)

## **Focus Groups**

- 1. Service providers**
- 2. Durham Region Paramedics**
- 3. Area Municipal Fire Department representatives**
- 4. Health Sector representatives**
- 5. Durham Region Police Services**

# What We Heard – Community Desired Outcomes

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THE EXPANSION OF  
INTEGRATED WRAP-  
AROUND SOCIAL SERVICES  
AND HEALTHCARE



MORE QUALITY HOUSING  
OPTIONS



INCREASING CROSS-  
SECTORAL AND INTER-  
AGENCY COLLABORATION



PUBLIC EDUCATION AND  
CONSISTENT  
COMMUNICATION





# Key System Needs

There is a gap in support for individuals who are being discharged from hospitals

There is inadequate after care processes to support those experiencing homelessness as well as supporting those at risk of homelessness

Due to limited availability in shelter beds and insufficient post-care planning, homeless people exiting healthcare treatments are going back on the street and illnesses are being exacerbated. Unsheltered individuals and those at risk of homelessness require more attention by the system to support their needs

Seniors are commonly identified by the community as being in critical need of support due to limited shelter beds and an acute need for affordable supportive housing

With 50.1% of the population under the age of 40, over the next 5-10 years, the need for more affordable 1 and 2 bedroom units (both to rent and own) will increase as individuals enter the housing market

25,165 households (10.6% of all households in Durham) are in core housing need meaning an individual's housing falls below at least one of the indicator thresholds for housing adequacy, affordability or suitability, and they would have to spend 30% or more of their total before-tax income to pay the median rent of alternative local housing that is acceptable, according to Statistics Canada

# **Integrated Homelessness Action Plan**

## **Strategic Priority Areas Identified**

**GOAL 1: Implement System Integration,  
Planning and Management**

**GOAL 2: Improve System Capacity and  
Service Levels**

**GOAL 3: Expand Social and Community  
Investment**

**GOAL 4: Achieve System Excellence**


**GOAL 5: Boost System Growth of  
Housing Supply**

A large orange circle on the left side of the slide, containing the text for Goal 1.

# Goal 1: Implement System Integration Planning and Management

**Objective:** To help foster exceptional quality of life and wellbeing of all residents.

**Key Strategic Priorities:**

1. Demonstrate leadership in homelessness prevention and response
  2. Collaborate across sectors to ensure value for investments and quality services
  3. Engage community members with lived experience to inform system planning
  4. Data Management
- 
- A decorative graphic in the bottom right corner consisting of four yellow, thick, curved dashes arranged in a slightly upward-curving path.



## Goal 2: Improve System Capacity and Service Levels

**Objective:** To provide exceptional value to the Durham community through a range of service options as well as responsive and effective service delivery.

### **Key Strategic Priorities:**


1. Optimize resources and partnerships to deliver exceptional quality services
2. Collaborate for a seamless service experience
3. Develop service responses to meet needs through collaboration and evidence informed decision making
4. Ensure service quality and accountability
5. Expand homelessness prevention initiatives



## Goal 3: Expand Social and Community Investment

**Objective:** To ensure a range of services and supports are available and accessible to those in need, so that no individual is left behind.

### **Key Strategic Priorities:**

1. Ensure system design and investments provide service access
  2. Create strategies to respond to service gaps
  3. Invest in housing as a solution to homelessness
- 

# Goal 4: Achieve System Excellence

**Objective:** To build a strong and resilient service system based on investments from all levels of government, community and private sector and supported by strong system management and accountability.

## **Key Strategic Priorities:**

1. Leverage community assets to ensure service delivery and quality
2. Enhance communication to increase public awareness of needs and access to services
3. Demonstrate commitment to continuous quality improvement and accountability

# Goal 5: Boost System Growth of Housing Supply

**Objective:** Develop a sustained increase in the housing supply across Durham Region to meet the needs of all residents across the housing spectrum through the Housing and Homelessness plan.

## **Key Strategic Priorities:**

1. Increase number of affordable housing units
2. Increase number of transitional and supportive housing units





# Homelessness in Durham Region

## Status Update



## Homelessness in Durham Region



As of November 2023, 415 individuals on Durham Region's By-Name List (BNL)<sup>1</sup> are experiencing homelessness, compared to 134 in 2017.<sup>2</sup>

**67%**  
A significant increase in people experiencing unsheltered homelessness over the past year.



More people are experiencing homelessness across Durham Region. A recent report to Durham Regional Council outlined an increase of 144% in Whitby alone.

### Low-Income

Durham Region has an estimated 45,800 residents (6.6%) living with low income, defined as \$26,570 after tax for an individual and \$53,140 for a family of four.

### Social Assistance

As of January 2023, the number of Ontario Works (OW) recipients in Durham was 12,835. The number of Ontario Disability Support Program recipients was 19,952.



Since 2018, the current combined maximum amount for basic needs and shelter for a single OW recipient is **\$733/month**.

Average rent in Durham Region for a one-bedroom apartment: **\$1731/month**.

Two-bedroom apartment: **\$2123/month**.

People experiencing homelessness have varied, complex needs and require multifaceted supports including mental and physical health, food security, newcomer supports, child care, employment, social supports etc.



In 2021, 54% of people experiencing homelessness on the BNL in Durham had high acuity or high needs.<sup>2</sup> This increased to 64% in 2022.

## Goal 1: Implement System Integration Planning and Management

**Objective:** To help foster exceptional quality of life and wellbeing of all residents.

### Key Strategic Priorities:

1. Demonstrate leadership in homelessness prevention and response
2. Collaborate across sectors to ensure value for investments and quality services
3. Engage community members with lived experience to inform system planning
4. Data Management



## Goal 2: Improve System Capacity and Service Levels

**Objective:** To provide exceptional value to the Durham community through a range of service options as well as responsive and effective service delivery.

### Key Strategic Priorities:

1. Optimize resources and partnerships to deliver exceptional quality services
2. Collaborate for a seamless service experience
3. Develop service responses to meet needs through collaboration and evidence informed decision making
4. Ensure service quality and accountability
5. Expand homelessness prevention initiatives

## Goal 3: Expand Social and Community Investment

**Objective:** To ensure a range of services and supports are available and accessible to those in need, so that no individual is left behind.

### Key Strategic Priorities:

1. Ensure system design and investments provide service access
2. Create strategies to respond to service gaps
3. Invest in housing as a solution to homelessness



## Goal 4: Achieve System Excellence

**Objective:** To build a strong and resilient service system based on investments from all levels of government, community and private sector and supported by strong system management and accountability.

### **Key Strategic Priorities:**

1. Leverage community assets to ensure service delivery and quality
2. Enhance communication to increase public awareness of needs and access to services
3. Demonstrate commitment to continuous quality improvement and accountability



## Goal 5: Boost System Growth of Housing Supply

**Objective:** Develop a sustained increase in the housing supply across Durham Region to meet the needs of all residents across the housing spectrum through the Housing and Homelessness plan.

### Key Strategic Priorities:

1. Increase number of affordable housing units
2. Increase number of transitional and supportive housing units

# Next Steps

- **Reporting**
  - Measurement strategy
- **Investment Strategy**
  - Seeking funding opportunities
  - 2024 Budget





# Questions?

[durham.ca](http://durham.ca)

@RegionofDurham



# References & Resources

1. [A Renewed Homelessness and Housing Support Service System For The Regional Municipality of Durham Report](#). OrgCode Consulting Inc. December 2022.
2. [2023 – 2024 Homelessness System Information & Priorities Presentation](#). Health and Social Services Committee. May 2023.
3. [2023- 2024 Homelessness System Information & Priorities Presentation](#). Health and Social Services Committee. June 2023.
4. [Regional Municipality of Durham - Integrated Homelessness System Action Plan](#). Tim Welch Consulting Inc. January 2023.



# Contact Information



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