



DURHAM | FIFTY
REGION | YEARS

Durham Region's Integrated Homelessness System Action Plan Update

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Integrated Homelessness System Goals and Strategic Priorities

1 Implement System Integration, Planning and Management

- ✓ Conducted over 17 information sessions and presentations on the Regional Street Outreach Team, available tools, resources and established partnerships. Presentations were delivered to various stakeholders (e.g., libraries, post-secondary, municipal by-law)

2 Improve System Capacity and Service Levels

- ✓ Implemented a coordinated access approach for Winter Warming services in 2023-2024 for the unsheltered population across Durham Region. This includes prioritizing transportation and maintaining constant communication regarding available Winter Warming spaces.

Integrated Homelessness System Goals and Strategic Priorities

3 Expand Social and Community Investment

- ✓ Facilitate quarterly meetings with local area municipality by-law teams to discuss best practices and improve approaches towards addressing homelessness and encampments in the community.

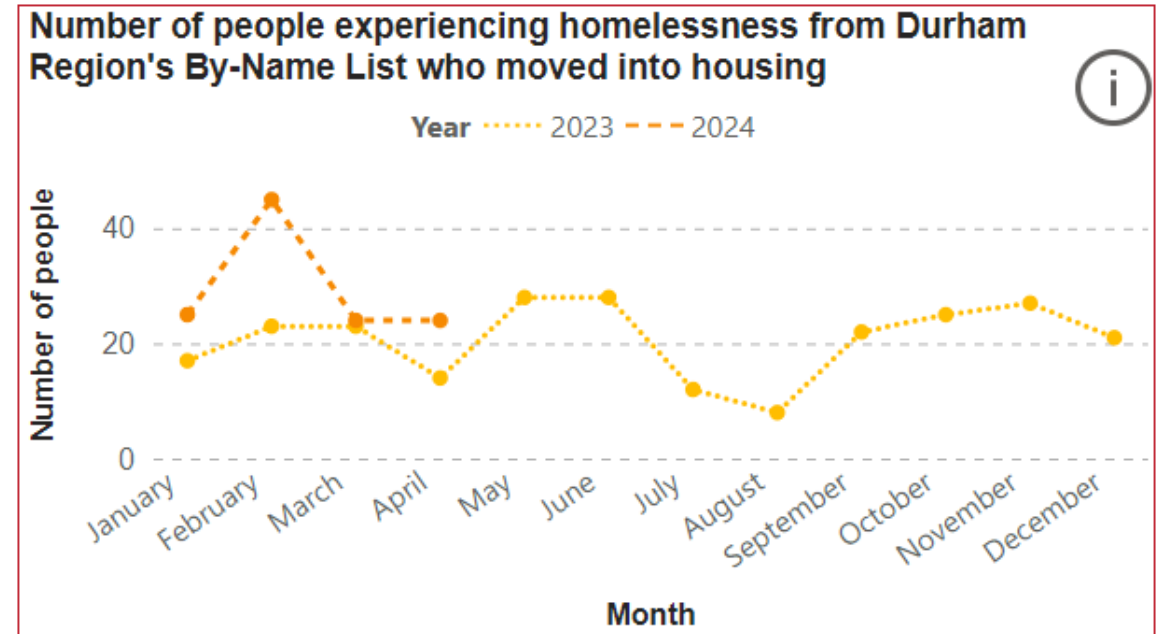
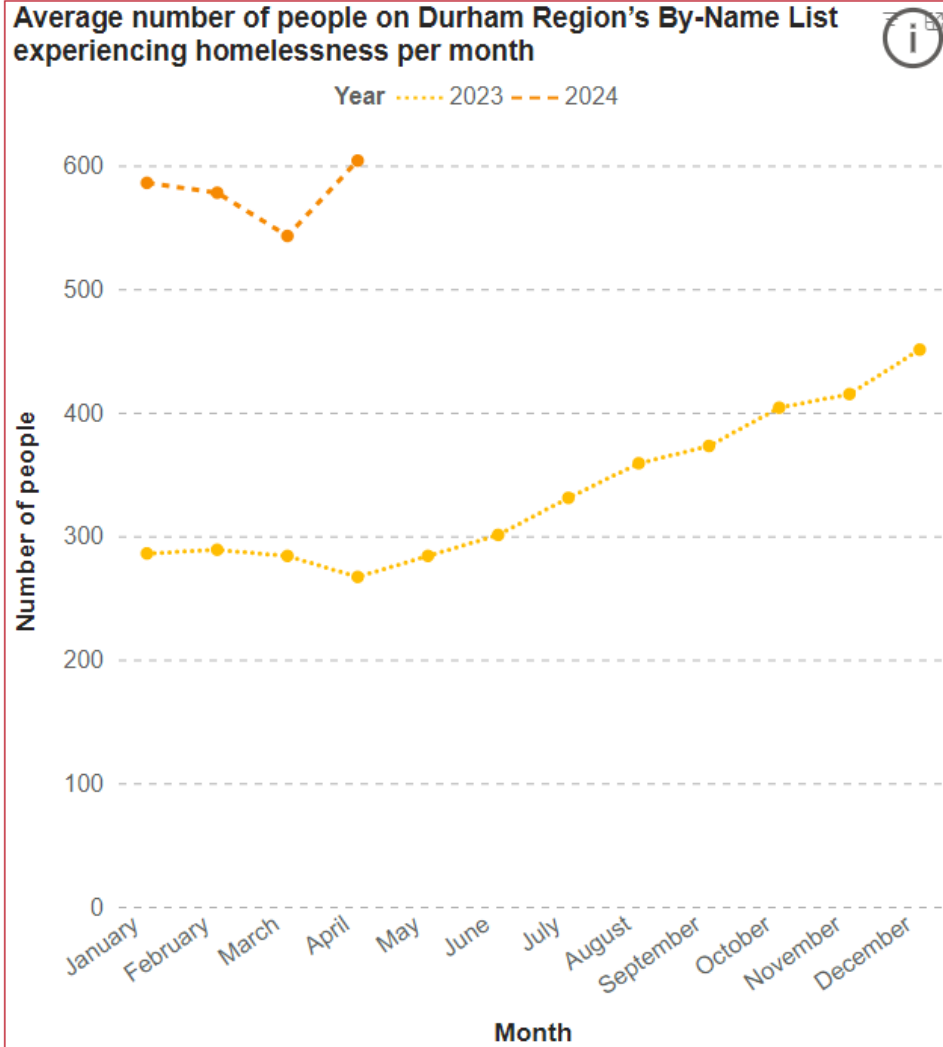
4 Achieve System Excellence

- ✓ Monthly meetings with the Community Liaison Committee (CLC) to strengthen partnerships, share information, communicate neighbourhood concerns, and support mitigation strategies to promote the successful integration and implementation of 1635 Dundas.

5 Boost System Growth of Housing Supply

- ✓ In 2023, 238 individuals moved out of homelessness into housing. Our goal is to support the growth of the Region's housing supply by providing ongoing data and information on the homelessness system.

Homelessness System: At a Glance



At least
451

December 2023

people who are currently experiencing homelessness in Durham.

238

Total move-ins in 2023

(120 of those were chronically homeless move-ins.)

2023 Homelessness Demographics

Gender Identity

37% of people identified as Female

61% of people identified as Male

1% of people identified as Transgender, Other or Unknown

Age

15% of people were youth (aged 16-24)

75% of people were Adults (aged 25-59)

10% of people were Seniors (aged 60+)

Indigenous Status

5% of people identified as First Nations

0.2% of people identified as Inuit

1% of people identified as Métis

4% of people identified as Non-Status

Household Type

87% of people were Single

13% of people were Families

Durham's Shelter System: 2023 Snapshot



Shelters in Durham Region have been at capacity for over 2 years

145



Beds in Durham's Shelter System



316

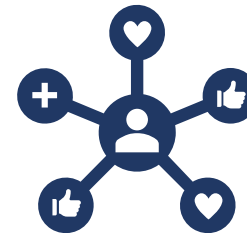


Motel admissions/stays

622



Individuals were turned away due to lack of available shelter beds



Once an individual is turned away, shelters always make the appropriate referrals to ensure support is provided

43

Individuals were successfully diverted to more appropriate accommodation (family or friends)

Winter Warming Centre

A Winter Warming Centre is a temporary safe space that provides a warm place for individuals experiencing homelessness to seek protection during cold weather conditions. Winter Warming Centres are typically open during the winter months (November – March) when temperatures drop to dangerous levels. Services offered at winter warming centers often include:

- **Shelter:** A warm, safe place to stay, overnight
- **Basic Necessities:** Providing essentials such as hot meals, snacks, beverages, blankets, and warm clothing.
- **Hygiene Facilities:** Access to restrooms and sometimes showers.
- **Support Services:** Information and referrals to social services, mental health and addiction support, and other community resources.



Winter Warming Centre Statistics

Durham Winter Warming Centres 2023/2024	Municipality	Number of spaces	Number of Individuals
Dedicated Advocacy Resource Support (DARS)	Pickering	25	69
Christian Faith Outreach Centre (CFOC)	Whitby	30	398
Do Unto Others (DUO) Out of the Cold Winter Warming	Oshawa	20	204
Back Door Misson (BDM)	Oshawa	15	91
Do Unto Others (DUO)	Clarington	10	51
Community Living Durham North (CLDN) – Motel Program	North Durham	-	6
TOTAL		100	819

*DUO overnight drop-in remained open and accommodated another 50 spaces each night and during weather alerts, shelters make sitting or mat space available too

Winter Warming Highlights

Accessible & Inclusive

- **150 overnight safe spaces** were available 7 days a week in addition to number of spaces in Durham's shelter system including spaces for those with medical needs
- **Pets** welcomed
- **Cots/chairs** for individuals, and couples (with option of attaching cots/chairs for couples). Oversized cots available to accommodate all individuals

Coordinated Access

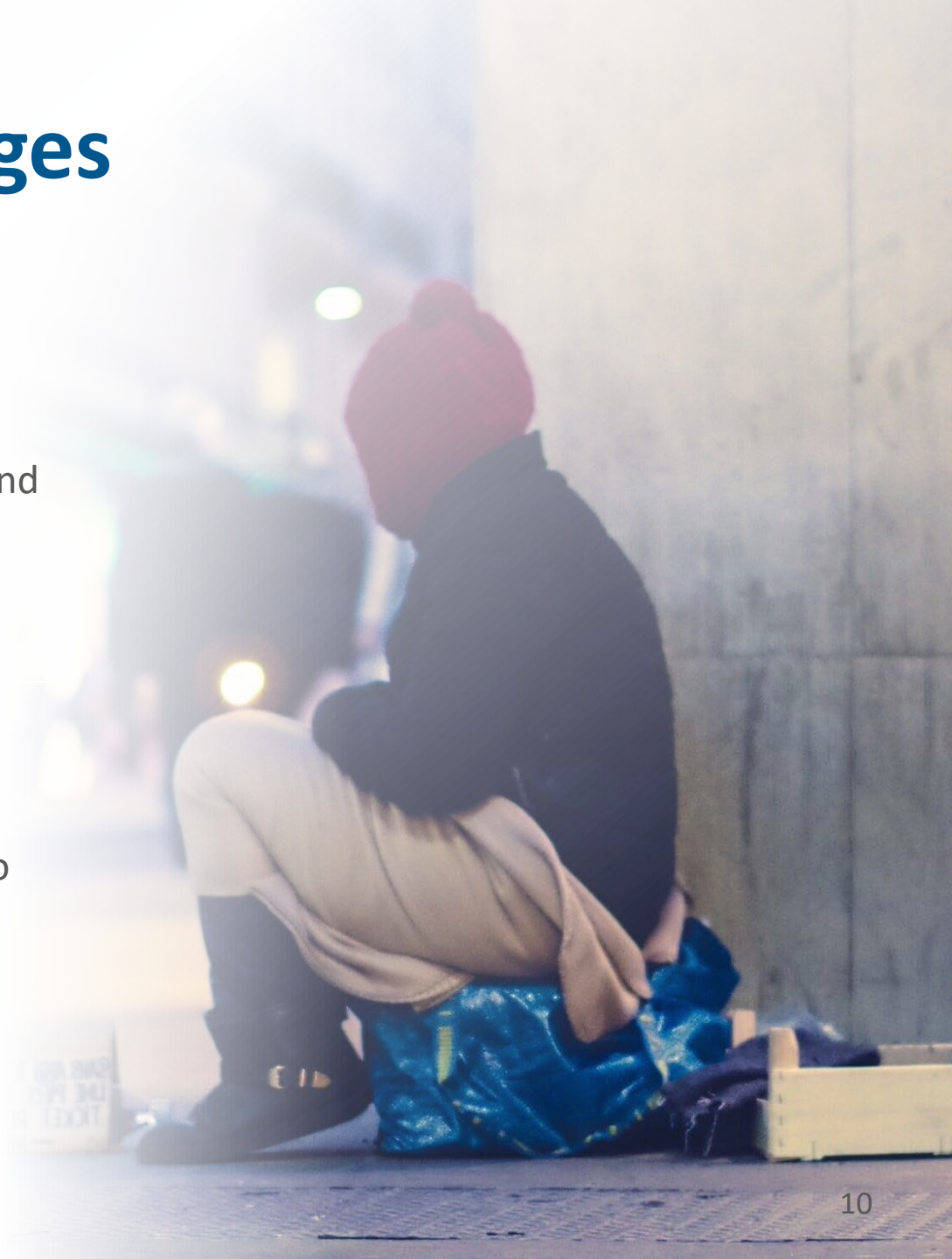
- **Increased access point** for more individuals to be added to the By-Name list
- Individuals who typically would not access supports/shelters were using Winter Warming Centres that allowed for **connection to the homelessness system**
- The coordinated access between agencies helped to **eliminate the need for lineups** before the opening of Winter Warming Centres.

Partnership & Engagement

- Partnerships were **established with local businesses** to support with donations (meals, snacks, winter care packages)
- **Coordinated communication** was created between Winter Warming Centres and the Regional Street Outreach Team.
- The Regional Street Outreach Team **provided transportation** and followed up with individuals to provide **additional support, establish connections, and build rapport.**

Winter Warming Challenges

- Transportation
 - North Durham
 - Accessibility challenges (specifically after 11 pm)
- Motels are not the best option (lack of proper wrap-around supports and lack of food options)
- Staffing challenges
- Improve coordination with Durham Region Police Service and local hospitals to ensure continuum of care for individuals with complex needs.
 - Dropping off intoxicated/heightened individuals who need a place to stay
 - Discharging individuals with no housing/ aftercare supports
- Location with washrooms and access to showers



Winter Warming Lessons Learned

- Accessible space with washrooms and showers within each community
- Staying open 7 days a week regardless of the temperature
- Winter Warming offered in all tiers of the municipality - including North Durham
- Increased access to transportation options between winter warming centres
- More daytime programming in some Durham communities

1635 Dundas- Shelter Update

Admissions

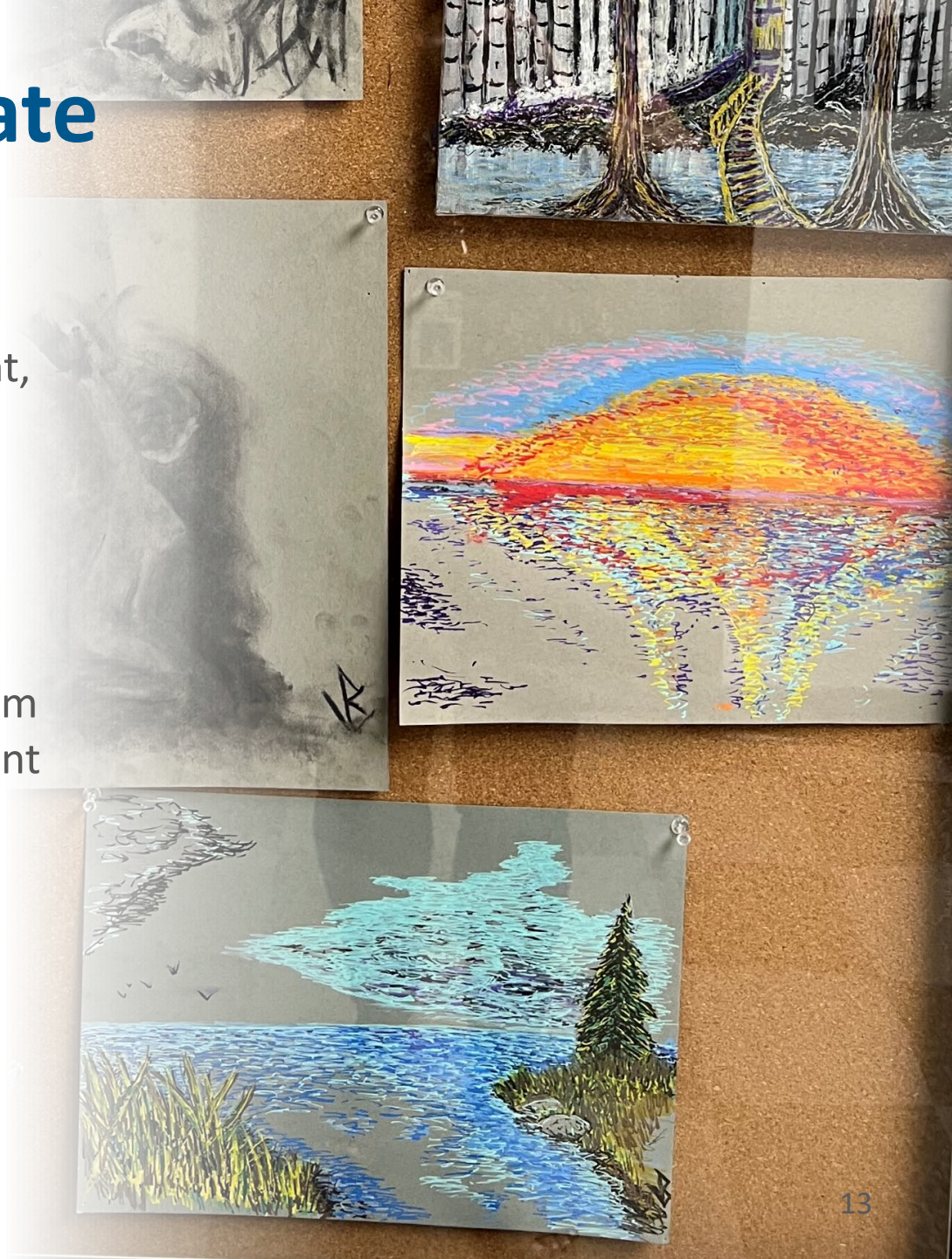
- Opened on March 20th, 2024
- Since March 25th, the shelter has been at at 100% occupancy with 45 shelter patrons.
- Many of the shelter patrons transitioned from the Whitby Winter Warming Centre to the shelter.
- As of May 27:
 - 117 unique clients with a total of 2,935 bed stays
- As of May 15:
 - 1 transitioned to a treatment program,
 - 1 transitioned housed independently,
 - 1 transitioned to supportive living
 - 3 moved in with family/friends



1635 Dundas- Shelter Update

Programming and Services

- Ongoing social events and activities (e.g., game night, karaoke, movie night, hockey night)
- Arts Programming
- Community Gardening (June 2024)
- Lakeridge Health/Pinewood provides onsite mental health and addiction supports and services.
- John Howard Society of Durham provides onsite harm reduction support services, housing, and employment assistance
- Durham Community Health Centre (DCHC) provides medical support including Hepatitis C screening, testing, and treatment
 - The mobile health team is expected to be present on-site (June 2024)



Durham Region Street Outreach Team

From January 4th – May 26th, 2024

4,516



Total Regional Street Outreach Team interactions in Durham Region



688

Group Interactions
(3,129 individuals present)



3,389

Individual Engagements



137

Encampments
(280 individuals)



302

Public/ Business Interactions



1,209

Warm referrals and collaborative service navigation supports

85 

Service requests from Lakeridge Health Hospital



32

Service requests from Durham Region Transit



Questions

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