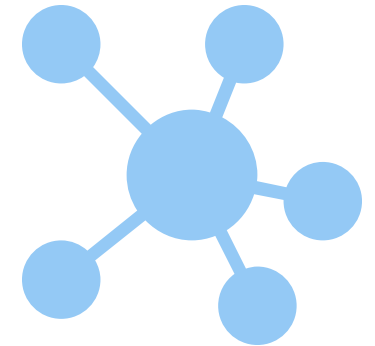




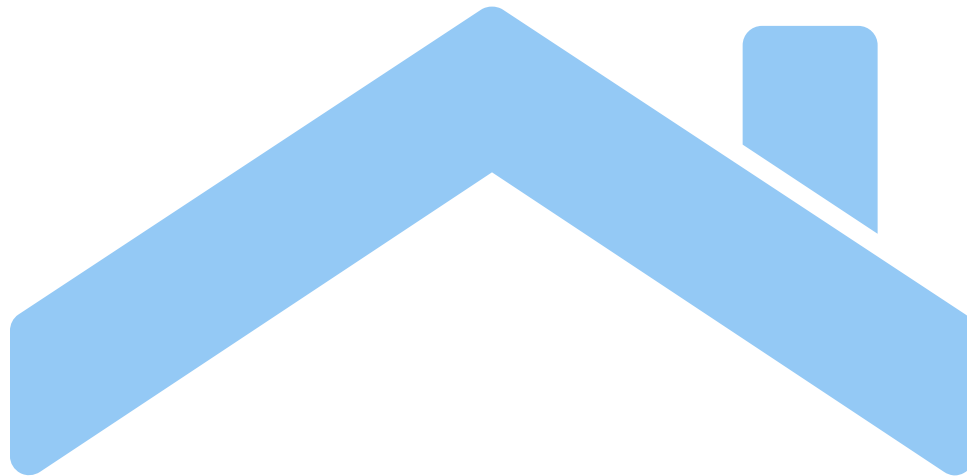
Community and Family Shelter Data 2014-2019



2019 Progress Report

A city where everyone has a place to call home

Ottawa Community and Family Shelter Data 2014-2019



The following data is provided from the Homeless Individuals and Families Information System (HIFIS). HIFIS is a common database used by shelters to collect information on people experiencing homelessness. HIFIS continues to evolve to better respond to information needs. All of the data reported herein is correct, however it may differ slightly from numbers reported in previous years due to the use of a new methodology.

Ottawa's 10-Year Housing and Homelessness Plan relies heavily on data collected through HIFIS to inform the strategies and tactics identified, and the data will be used to measure the progress towards many of the targets identified in the Plan.

The Plan is a collective, community plan and the City is providing this comprehensive data to support all partners in making evidence-based decisions. Information specific to Equity Seeking Groups or populations is included to better identify the unique needs of Ottawa residents. The data does not represent a comprehensive depiction of the experiences and realities of people experiencing homelessness and should only serve as one source of information consulted.

Unique People (Individuals & Families) and Length of Stay

A new reporting method was introduced in 2019, however numbers shown below for 2014 to 2018 have been recalculated using this approach. Numbers differ slightly from those previously reported, the year-over-year trends are consistent.

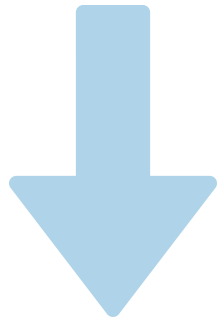
| Total number of people using an overnight emergency shelter in Ottawa | | 2014 | 2015 | 2016 | 2017 | 2018 | 2019 | Change from 2018 |
|--|--|-------------|-------------|-------------|-------------|-------------|-------------|-------------------------|
| | Total People | 6439 | 6765 | 7116 | 7457 | 7950 | 8088 | 1.7% (138) |
| | Single Males (at any shelter) | 3169 | 3121 | 3241 | 3281 | 3301 | 3234 | -2.0% (-67) |
| | Single Men's Shelters | 2949 | 2889 | 3017 | 3160 | 3187 | 3144 | -1.3% (-43) |
| | Single Females (at any shelter) | 1096 | 1145 | 1158 | 1040 | 1047 | 980 | -6.4% (-67) |
| | Single Women's Shelters | 828 | 840 | 848 | 831 | 876 | 803 | -8.3% (-73) |
| | Single Youth Shelters [1] | 342 | 373 | 268 | 242 | 219 | 202 | -7.8% (-17) |
| | Single transgender male, transgender female, transgender, non-binary, intersex, other or unknown | 16 | 18 | 22 | 18 | 29 | 37 | 2.8% (8) |
| | Family Units | 695 | 760 | 867 | 966 | 1074 | 1182 | 10.1% (108) |
| | Individual Family Members | 2235 | 2559 | 2800 | 3201 | 3657 | 3947 | 7.9% (290) |
| | Total Nights | 504469 | 500450 | 526252 | 656356 | 719397 | 816231 | 13.5% (96834) |

[1] Includes stays in designated youth shelters for individuals of ANY age

| Average length of stay in days for all people using an overnight emergency shelter in Ottawa | | 2014 | 2015 | 2016 | 2017 | 2018 | 2019 | Change from 2018 |
|---|--|-------------|-------------|-------------|-------------|-------------|-------------|-------------------------|
| | Overall Average | 78 | 74 | 74 | 88 | 90 | 101 | 12.2% (11) |
| | Single Males (at any shelter) | 64 | 63 | 61 | 59 | 61 | 64 | 4.9% (3) |
| | Single Men's Shelters | 65 | 64 | 61 | 58 | 61 | 64 | 4.9% (3) |
| | Single Females (at any shelter) | 59 | 55 | 58 | 64 | 64 | 69 | 7.8% (5) |
| | Single Women's Shelters | 61 | 59 | 58 | 65 | 65 | 72 | 10.8% (7) |
| | Single Youth Shelters [1] | 39 | 32 | 48 | 54 | 56 | 56 | 0% (0) |
| | Single transgender male, transgender female, transgender, non-binary, intersex, other or unknown | 50 | 25 | 47 | 61 | 82 | 65 | -20.7% (-17) |
| | Families | 106 | 94 | 94 | 124 | 123 | 137 | 11.4% (14) |

[1] Includes stays in designated youth shelters for individuals of ANY age

Unique People (Individuals & Families) and Length of Stay

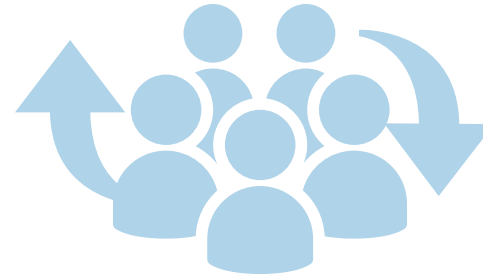


From 2018 – 2019, there was only a 1.7% increase in the overall number of unique individuals accessing shelters.

- This is the smallest overall increase since reporting began in 2014.

In 2019, the only sector that saw an increase in unique individuals was families, which increased by 10.1% (family units).

- The main driver of the increase in family homelessness continues to be immigration and migration from other cities and provinces.

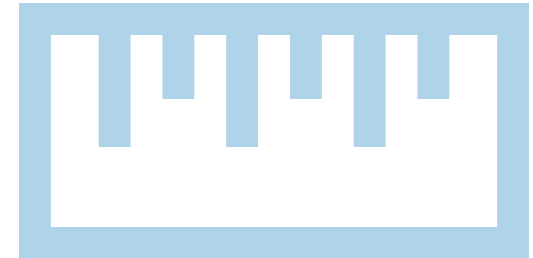


In 2019 there were decreases in all other sectors: single males (-2.0%), single females (-6.4%), and single youth (-7.8%).

In 2019, the total number of overall bed nights used at an emergency shelter increased by 13.5%, which is attributed to the increase in family units.

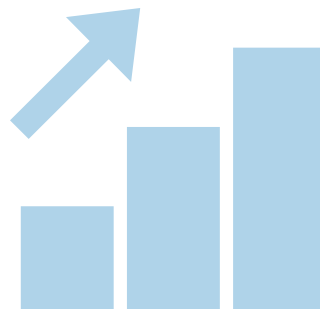


In 2019, while the only increase for unique individuals was families, the overall length of stay increased in all sectors, except for youth where the length of stay remained the same.



From 2018 – 2019, the overall average length of stay length of stay has increased significantly by 12.2% (11 nights).

- Average length of stay for single males increased by 4.9% (3 nights), which was the same rate of change as 2018.
- Average length of stay for single females increased by 7.8% (5 nights).
- Average length of stay for families increased by 11.4% (14 nights) (excludes singles who stayed in The Family Shelter).
- Average length of stay for youth has not changed (56 nights).



Since 2015, the average length of stay in all sectors has trended upward or remained static.

YOUTH

| | | 2014 | 2015 | 2016 | 2017 | 2018 | 2019 | Change from 2018 |
|---|---------------------------|------|------|------|------|------|------|------------------|
| Unique youth (age 16 to 17) and average length of stay in days | Total Youth (age 16 – 17) | 171 | 173 | 174 | 147 | 125 | 103 | -17.6% (-22) |
| | Average Length of Stay | 40 | 32 | 49 | 42 | 57 | 46 | -19.3% (-11) |
| | Males (age 16 – 17) | 78 | 83 | 75 | 75 | 61 | 44 | -27.9% (-17) |
| | Average Length of Stay | 38 | 33 | 46 | 39 | 58 | 43 | -25.9% (-15) |
| | Females (age 16 – 17) | 93 | 90 | 99 | 72 | 64 | 59 | -7.8% (-5) |
| | Average Length of Stay | 41 | 31 | 51 | 45 | 56 | 49 | -12.5% (-7) |
| Unique youth (age 16 to 21) and average length of stay in days | Total (age 16 – 21) | 582 | 533 | 491 | 450 | 424 | 358 | -15.6% (-66) |
| | Average Length of Stay | 37 | 36 | 39 | 42 | 44 | 55 | 25.0% (11) |
| | Males (age 16 – 21) | 335 | 284 | 267 | 248 | 253 | 191 | -24.5% (-62) |
| | Average Length of Stay | 33 | 36 | 35 | 34 | 40 | 51 | 27.5% (11) |
| | Females (age 16 – 21) | 247 | 249 | 224 | 202 | 171 | 167 | -2.3% (-4) |
| | Average Length of Stay | 42 | 37 | 45 | 51 | 51 | 58 | 13.7% (7) |
| Unique youth (age 16 to 25) and average length of stay in days | Total (age 16 – 25) | 924 | 916 | 872 | 812 | 808 | 689 | -14.7% (-119) |
| | Average Length of Stay | 41 | 40 | 41 | 42 | 42 | 51 | 21.4% (9) |
| | Males (age 16 – 25) | 579 | 557 | 528 | 498 | 526 | 437 | -16.9% (-89) |
| | Average Length of Stay | 39 | 41 | 38 | 34 | 38 | 45 | 18.4% (7) |
| | Females (age 16 – 25) | 345 | 359 | 344 | 314 | 282 | 252 | -10.6% (-30) |
| | Average Length of Stay | 44 | 38 | 46 | 55 | 50 | 61 | 22.0% (11) |



From 2018 – 2019, the overall number of youth aged 16 to 25 who used an emergency shelter decreased by 14.7% (-119 youth), while the average length of stay increased by 21.4% (9 nights).



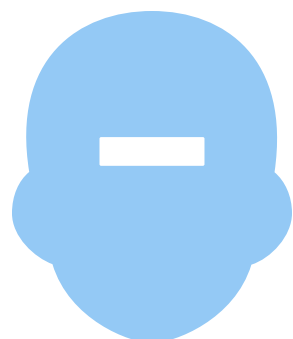
The number of male youths aged 16 to 25 decreased by 16.9% (89 youth), whereas in 2018, there was a 5.6% increase compared to 2017.



The number of female youths aged 16 to 25 decreased by 10.6% (30 youth), continuing the downward trend that has occurred since 2016.

Older Adults

| | 2014 | 2015 | 2016 | 2017 | 2018 | 2019 | Change from 2018 | |
|--|------------------------------|------|------|------|------|------|------------------|--------------|
| Single males (age 50+ and 60+) and average length of stay in days | Total (age 50+) | 897 | 929 | 959 | 972 | 991 | 989 | -0.2% (-2) |
| | Average Length of Stay | 90 | 88 | 84 | 85 | 85 | 90 | 5.9% (5) |
| | Single Males (age 50 – 59) | 640 | 653 | 672 | 638 | 662 | 658 | -0.6% (-4) |
| | Average Length of Stay | 86 | 84 | 77 | 82 | 83 | 93 | 12.0% (10) |
| | Single Males (age 60+) | 257 | 276 | 287 | 334 | 329 | 331 | 0.6% (2) |
| | Average Length of Stay | 99 | 99 | 100 | 91 | 89 | 85 | -4.5% (-4) |
| Single females (age 50+ and 60+) and average length of stay in days | Total (age 50+) | 203 | 211 | 256 | 223 | 256 | 253 | -1.2% (-3) |
| | Average Length of Stay | 85 | 81 | 82 | 87 | 84 | 82 | -2.4% (-2) |
| | Single Females (age 50 – 59) | 136 | 151 | 179 | 146 | 177 | 165 | -6.8% (-12) |
| | Average Length of Stay | 92 | 78 | 81 | 98 | 86 | 89 | 3.5% (3) |
| | Single Females (age 60+) | 67 | 60 | 77 | 77 | 79 | 88 | 11.4% (9) |
| | Average Length of Stay | 69 | 90 | 86 | 67 | 81 | 70 | -13.6% (-11) |



From 2018 – 2019, there was a slight overall reduction in the number of single older adults that stayed at an emergency shelter.



The number of older adult women accessing an emergency shelter decreased by 1.2%. The average length of stay for older adult women also decreased slightly by 2.4%.



The number of older adult men changed only slightly in each age bracket, but their overall length of stay increased 5.9% (5 nights).



In 2019, the only age group to see an increase in the number of individuals were single women (age 60+) and single men (age 60+), which were up by 11.4% and 0.6% respectively.

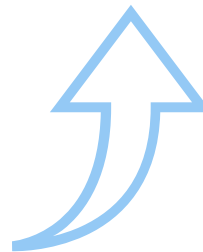
Families in Off-site Motels

Average nightly occupancy of families in off-site motels

| | 2014 | 2015 | 2016 | 2017 | 2018 | 2019 | Change from 2018 |
|--------------|------|------|------|------|------|------|------------------|
| Family Units | 98 | 78 | 93 | 175 | 210 | 285 | 35.7% (75) |



The demand for shelter placements for families continued to increase in 2019, resulting in more families being placed in off-site motels, hotels and post-secondary residences.



From 2018 – 2019, the number of families in off-site motels increased by 35.7% (75 family units).

The City continues to respond to the increased demand by increasing capacity at off-site locations with existing partners and entering into new agreements.



In 2019, the City successfully launched the Temporary Emergency Lodging Request for Offer, which sought to obtain more competitive rates for hotel/motel/post-secondary institutions being used for off-site placement services.

The City continues to offer families in the family shelter system access to a portable housing subsidy for access to private market housing.



Newcomers

| | 2014 | 2015 | 2016 | 2017 | 2018 | 2019 | Change from 2018 |
|---|------|------|------|------|------|------|------------------|
| Total Newcomer Individuals | 448 | 545 | 959 | 1501 | 2243 | 2540 | 13.2% (297) |
| Single Men's Shelters | 34 | 38 | 46 | 127 | 177 | 259 | 46.3% (82) |
| Single Women's Shelters | 33 | 33 | 63 | 176 | 181 | 185 | 2.2% (4) |
| Single Youth Shelters [1] | 7 | 12 | 7 | 12 | 17 | 35 | 105.9% (18) |
| Family Shelter Individuals (Households) [2] | 387 | 465 | 873 | 1227 | 1884 | 2092 | 11.0% (208) |
| Family Members [3] | 328 | 406 | 733 | 1168 | 1872 | 2080 | 11.1% (208) |
| Family Units | 117 | 146 | 258 | 372 | 548 | 610 | 11.3% (62) |

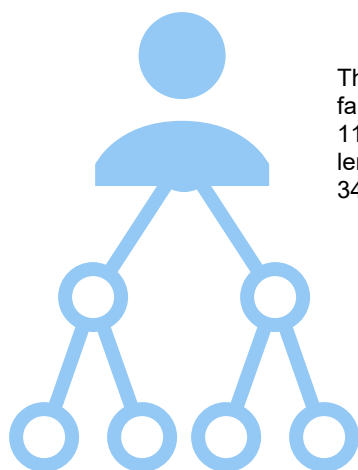
[1] Includes stays in designated youth shelters for individuals of any age

[2] Includes all individuals staying in a designated family shelter (i.e. all singles, and family members)

[3] Does not include single people or emergency response placements

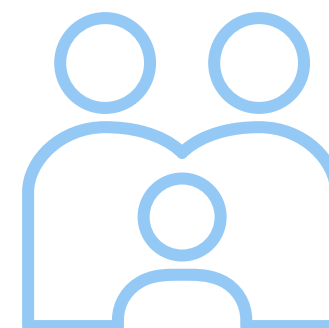


From 2018 – 2019, the largest increases in the number of newcomers was seen in both single men (46.3%) and single youth (105.9%).



The number of newcomer family units increased by 11.3%, and their average length of stay increased by 34.7% (33 nights).

This shows that newcomer families are staying in shelters significantly longer than in previous years, but still have slightly shorter stays than the overall average length of stay for all family units.



In 2019, newcomer family units account for 51.6% of all family units, marginally more than in 2018 (50.0%)

Indigenous

The tables below provides data on Indigenous people using an overnight emergency shelter. These numbers are an under-representation of the number of Indigenous people experiencing homelessness. Data in regards to Indigenous people must be viewed with caution and must start with the understanding that the numbers are underreported and do not accurately reflect the nature and scope of the issue; and result in Indigenous peoples being not served at all, being under-served or being poorly served. Many Indigenous people do not self-identify as such even if they do access shelters for fear of racial stereotyping and discriminatory responses. Indigenous people often couch-surf and are not included in homelessness data.

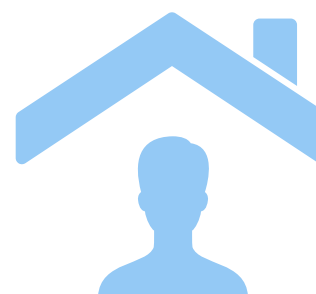
Total number of Indigenous individuals using an overnight emergency shelter in Ottawa

| | 2014 | 2015 | 2016 | 2017 | 2018 | 2019 | Change from 2018 |
|--|------|------|------|------|------|------|------------------|
| Total Indigenous Individuals | 607 | 763 | 699 | 699 | 658 | 621 | -5.6% (-37) |
| Indigenous – Single Men’s Shelters | 354 | 452 | 417 | 429 | 427 | 400 | -6.8% (-27) |
| Indigenous – Single Women’s Shelters | 138 | 167 | 176 | 155 | 142 | 134 | -5.6% (-8) |
| Indigenous – Youth Shelters [1] | 36 | 40 | 35 | 26 | 19 | 18 | -5.3% (-1) |
| Indigenous – Family Shelters (individuals) | 79 | 104 | 71 | 89 | 70 | 69 | -1.4% (-1) |

[1] Includes stays in designated youth shelters for individuals of any age and independent youth 18 and under.



From 2018-2019, there was an overall decrease in the number of indigenous individuals using an overnight emergency shelter in Ottawa.



The greatest decrease in Indigenous people using an emergency shelter was for the single men sector (-27 men or -6.8%).

Indigenous

| Total number of First Nations [1] people using an overnight emergency shelter in Ottawa | | 2014 | 2015 | 2016 | 2017 | 2018 | 2019 | Change from 2018 |
|--|--|------|------|------|------|------|------|------------------|
| Total First Nations Individuals | | 440 | 538 | 469 | 459 | 413 | 418 | 1.2% (5) |
| Single Men's Shelters | | 263 | 329 | 305 | 304 | 283 | 283 | 0.0% (0) |
| Single Women's Shelters | | 81 | 94 | 98 | 94 | 75 | 82 | 9.3% (7) |
| Single Youth Shelters | | 23 | 26 | 22 | 12 | 13 | 9 | -30.8% (-4) |
| Family Members | | 73 | 89 | 44 | 49 | 42 | 44 | 4.8% (2) |

[1] Includes individuals who identify as First Nations, First Nations: On-Reserve, First Nations: Off-Reserve

| Total number of Inuit people using an overnight emergency shelter in Ottawa | | 2014 | 2015 | 2016 | 2017 | 2018 | 2019 | Change from 2018 |
|--|--|------|------|------|------|------|------|------------------|
| Total Inuit Individuals | | 125 | 157 | 168 | 184 | 186 | 139 | -25.3% (-47) |
| Single Men's Shelters | | 65 | 77 | 72 | 90 | 100 | 75 | -25.0% (-25) |
| Single Women's Shelters | | 49 | 61 | 66 | 52 | 58 | 40 | -31.0% (-18) |
| Single Youth Shelters | | 5 | 5 | 9 | 8 | — | — | — |
| Family Members | | 6 | 14 | 21 | 31 | 24 | 20 | -16.7% (-4) |

*A dash (—) indicates less than 5.

| Total number of Métis people using an overnight emergency shelter in Ottawa | | 2014 | 2015 | 2016 | 2017 | 2018 | 2019 | Change from 2018 |
|--|--|------|------|------|------|------|------|------------------|
| Total Métis Individuals | | 38 | 66 | 60 | 55 | 59 | 63 | 6.8% (4) |
| Single Men's Shelters | | 26 | 46 | 40 | 35 | 44 | 42 | -4.5% (-2) |
| Single Women's Shelters | | 8 | 12 | 12 | 9 | 9 | 12 | 33.3% (3) |
| Single Youth Shelters | | — | 7 | — | — | — | — | — |
| Family Members | | — | — | 6 | 9 | — | 5 | — |

*A dash (—) indicates less than 5.

Chronic & Episodic Homelessness

Chronically Homeless:

Individuals who are currently homeless and have been homeless for six months or more in the past year.

Episodically Homeless:

Individuals who are currently homeless and have been homeless three or more times in the past year with a minimum of 30 days between emergency shelter stays.

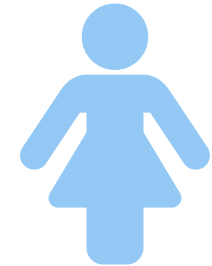
| Number of people experiencing chronic or episodic homelessness | | 2014 | 2015 | 2016 | 2017 | 2018 | 2019 | Change from 2018 |
|--|------------------------------------|---------------------------------|------|------|------|------|------|------------------|
| | | Single Men's Shelters – Chronic | 362 | 364 | 358 | 322 | 354 | 390 |
| | Single Men's Shelters – Episodic | 72 | 60 | 77 | 73 | 76 | 72 | -5.3% (-4) |
| *A dash (—) indicates less than 5. | Single Women's Shelters – Chronic | 90 | 89 | 96 | 102 | 102 | 106 | 3.9% (4) |
| | Single Women's Shelters – Episodic | 14 | 17 | 13 | — | 5 | 6 | 20.0% (1) |
| | Single Youth Shelters – Chronic | 5 | — | — | 9 | 6 | 8 | 33.3% (2) |
| | Single Youth Shelters – Episodic | — | 0 | 0 | 0 | 0 | 0 | 0.0% (0) |
| | Family Units – Chronic | 79 | 67 | 79 | 214 | 253 | 332 | 31.2% (79) |
| | Family Units – Episodic | 0 | 0 | 0 | 0 | 0 | 0 | 0.0% (0) |

| Average length of stay in days for people experiencing chronic or episodic homelessness | | 2014 | 2015 | 2016 | 2017 | 2018 | 2019 | Change from 2018 |
|---|------------------------------------|---------------------------------|------|------|------|------|------|------------------|
| | | Single Men's Shelters – Chronic | 279 | 277 | 272 | 271 | 274 | 273 |
| | Single Men's Shelters – Episodic | 64 | 57 | 59 | 52 | 57 | 58 | 1.8% (1) |
| *A dash (—) indicates less than 5. | Single Women's Shelters – Chronic | 267 | 276 | 266 | 252 | 270 | 259 | -4.1% (-11) |
| | Single Women's Shelters – Episodic | 63 | 67 | 50 | — | 71 | 103 | 45.1% (32) |
| | Single Youth Shelters – Chronic | 200 | — | — | 236 | 211 | 221 | 4.7% (10) |
| | Single Youth Shelters – Episodic | — | 0 | 0 | 0 | 0 | 0 | 0.0% (0) |
| | Family Units – Chronic | 259 | 256 | 258 | 266 | 275 | 281 | 2.2% (6) |
| | Family Units – Episodic | 0 | 0 | 0 | 0 | 0 | 0 | 0.0% (0) |

Chronic & Episodic Homelessness



In 2019, the number of chronically homeless single men increased by 10.2% (36 men).

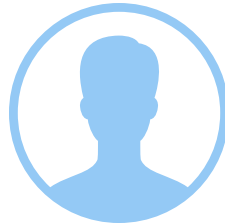


In 2019, the number of episodically homeless single women increased by 20.0% and their average length of stay increased by 44.5%.



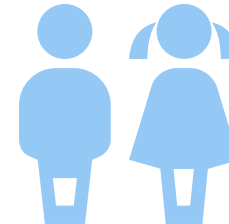
In 2019, chronically homeless single women represent 13.2% of all single women.

WOMEN



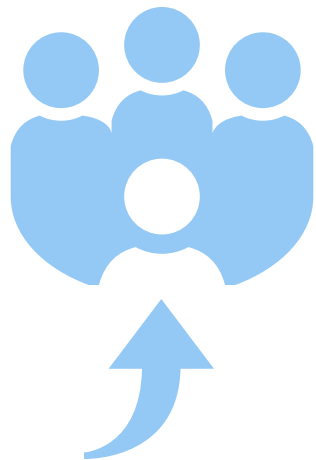
In 2019, chronically homeless single men represent 12.4% of all single men.

MEN



In 2019, chronically homeless single youth represent 4.0% of all single youth.

YOUTH



In 2019, the number of chronically homeless family units increased by 31.2% (79 family units) and their average length of stay increased by 2.2% (6 days).



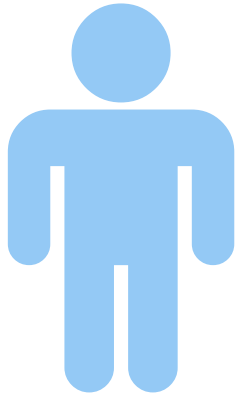
In 2019, chronically homeless family units account for 28.1% of all family units, the highest percentage of any category.

In 2019, the average length of stay for chronically homeless family units was 281 nights, compared to 137 nights for all family units.



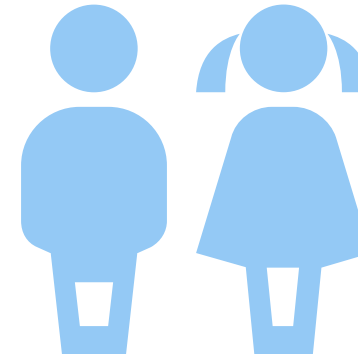
Sector Groupings - Shelters Included

All groupings include both current and historical programs, as appropriate. Programs that are now closed have been marked with an asterisk (*)



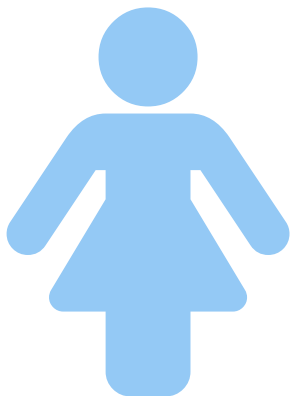
MEN'S SHELTERS

- Ottawa Mission – Day Program
- Ottawa Mission – Hospice
- Ottawa Mission – Hostel/Shelter
- Ottawa Mission – Stabilization
- Salvation Army – Life Skills
- Salvation Army – Locked Two Man Dorms
- Salvation Army – Men's Shelter
- Salvation Army – Special Care
- Salvation Army – Stabilization
- Salvation Army – Winter Response
- Shepherds of Good Hope – Enhanced Supports Program*
- Shepherds of Good Hope – Managed Alcohol Program
- Shepherds of Good Hope – Men's Shelter
- Shepherds of Good Hope – Rapid Response Shelter Program*
- Shepherds of Good Hope – Rapid Housing and Employment Program*



YOUTH SHELTERS

- Salvation Army – Young Men's Overflow
- St. Mary's Home – Prenatal
- Youth Services Bureau – Evelyn Horne Emergency Housing
- Youth Services Bureau – Young Men's Emergency Shelter



WOMEN'S SHELTERS

- Cornerstone Women's Shelter
- Ottawa Mission - Hospice
- Shepherds of Good Hope – Enhanced Supports Program*
- Shepherds of Good Hope – Managed Alcohol Program
- Shepherds of Good Hope – Rapid Housing and Employment Program*
- Shepherds of Good Hope – Rapid Response Shelter Program*
- Shepherds of Good Hope – Women's Shelter
- Shepherds of Good Hope – Women's Special Care Unit*



FAMILY SHELTERS

- City of Ottawa – Carling Family Shelter
- City of Ottawa – Forward Family Shelter
- City of Ottawa – All Offsite Hotels/Motels/Post-Secondary Institutions
- YMCA - Emergency Shelter
- Catholic Centre for Immigrants – Sophia House
- Catholic Centre for Immigrants – Welcome House