Winter 2014

Point-in-Time
Count Report

Calgary
Homeless
Foundation

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Executive Summary

Background

Point-in-Time (PIT) Counts are one day snapshots of homelessness that capture numbers and basic demographics of people staying in emergency shelters, short-term supportive housing (STSH), jails, hospitals and on the streets. A Point-in-Time Count cannot measure the full picture of homelessness or those at risk, their reasons, histories, or patterns of homelessness, but can be a helpful indicator of the magnitude of homelessness on a particular day over time.

PIT Counts were conducted by The City of Calgary (The City) every two years between 1992 and 2008. When Calgary's 10 Year Plan to End Homelessness (10 Year Plan) was launched in 2008, The City deferred the future counts to the Calgary Homeless Foundation (CHF), as the lead implementing agency. Moving forward, the CHF will participate in nation-wide counts with the Homelessness Partnering Strategy. The CHF will conduct a PIT Count every year moving forward.

The 2014 Winter Point-in-Time Count

On January 15, 2014, the CHF in partnership with several organizations, conducted its third PIT count. Approximately 150 volunteers canvassed 24 street 'zones' or known areas for rough sleepers (those sleeping outside). Mobile teams in vehicles led by Calgary Police Services, City of Calgary Animal and Bylaw Services, and street outreach teams covered an additional seven remote areas, while public and private sector partners added an additional nine areas. Seventy-one organizations provided data and basic demographics in conjunction with the street count. There were 309 Winter Emergency Response beds in operation during the 2013/14 winter season, from October 2013 – April 2014. Thank you to Burnet, Duckworth and Palmer LLP, the sponsor of the Count.

Key Findings

Overall, the January 2014 Point-in-Time Count found 10.8% more people experiencing homeless relative to the count conducted in January 2012, but 1.2% fewer than the count held in August 2012.[1] In total, 3,533 people were found to be homeless on the night of the count. This also represents a 1.9% decrease from the same time in 2008. Specifically we counted:

Homeless Numbers	Winter 2014	% of Total
Total number homeless people	**3,533**	**100%**
Emergency shelter numbers	1,892	54%
Short-term supportive housing	1,224	35%
Systems	202	6%
Rough sleeping	215	6%

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[1] Unless otherwise specified, all comparisons reported refer to the Winter 2012 count, as the intention was to compare like seasons.

Limitations

Comparisons with previous count numbers by The City of Calgary, as well as the CHF Summer 2012 Count are difficult for a number of reasons. Mainly, the City conducted its biennial counts in May to accommodate Council requests for data. Best practice research recommends doing PIT Counts during the coldest month of the year, as more people will access emergency shelters and avoid sleeping outdoors, therefore improving the accuracy of the final Count number. Comparing summer and winter Counts is difficult due to the impact of weather on service use, as well as the additional emergency shelter spaces made available in colder months to reduce incidences of rough sleeping. We do know weather, seasonal employment and migration impact homelessness and service utilization; it is the expectation that future Counts will increase our knowledge base and understanding of these factors on patterns of homelessness.

Background

Homelessness is a complex, multifaceted social problem affected by the interplay between systemic and personal challenge, including poverty and inequality, local economy and labour market, affordable housing stock, addictions and mental health, disability, low levels of education and work skills, and a lack of social support. Rates of homelessness have grown to unprecedented proportions across North America in the last three decades. Not only has the number of people experiencing or at risk of experiencing homelessness increased, but the composition of the homeless population has changed dramatically. Once considered a phenomenon affecting single men, homelessness is now affecting youth, women, families, immigrants and Aboriginal peoples at increasing rates.

In Calgary, homelessness increased over 700% between 1992 and 2008, with an average increase of 30% biannually, growing from 447 people experiencing homelessness in 1992 to 3601 in 2008.[2] The expansion of Calgary's economy and subsequent population without the simultaneous development of new affordable rental stock has disproportionately impacted low income earners and resulted in dramatic increases of homelessness in the city. At the same time, changes in federal and provincial funding of affordable housing initiatives, institutional shifts and closures, and other systemic factors impacted homelessness in Calgary. An important indicator of the severity of the extent of homelessness in Calgary during this time was the duration of episodes of homelessness. Not only were more people falling into homelessness, but they were remaining homeless for prolonged periods of time. Between 1997 and 2002, the percentage of people reporting an episode of homelessness for longer than one year doubled.[3]

The context of homelessness in Calgary is particularly impacted by certain social and economic indicators, and the "boom and bust" trends that are common to this community:

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[2] Sharon Stroick, Lisa Hubac, and Sybille Richter-Salomons, (2008), "Biennial Count of Homeless Persons in Calgary: 2008 May 14". The City of Calgary. Retrieved from http://www.calgary.ca/CSPS/CNS/Documents/homelessness/2008_count_full_report.pdf

[3] Community Plan Steering Committee (November 2003). "Building Paths out of Homelessness: The Calgary Community Plan 2004-2008. Strategic Initiatives to Create an Organized Path out of Homelessness in Calgary." Retrieved at http://www.calgaryhomeless.com/images/products/documents/1222/1611B97F-6373-438E- B0F9-8DF43D408604.pdf

Migration to Calgary continues to increase. According to the 2013 Civic Census Results, Calgary saw a growth of 2.62% resulting in a total population of 1,149,552, up 29,237 people from 2012.[4] This is similar to what was experienced in the 2012 Count when Calgary's population grew by 2.68%, which was the highest rate of growth since 2006-07. Over the past two years since the 2012 Count, 38,725 people have migrated (net migration in 2012 at 19,658 and in 2013 at 19,067).[5]

In a sample of 1542 intakes at one emergency shelter 24.6% were new to the province in the previous 3 months; and 3% were recent immigrants within the past three years. The increasing demand placed on Calgary's homeless serving systems demonstrates a positive correlation between population growth and the demand for emergency shelter spaces – higher population growth is associated with higher demand for shelter spaces.

Rents continue to be among the highest in the country. Average rent for a two-bedroom unit in new and existing structures was $1,224 in October 2013; an increase of 7.2% from October 2012; following a 6.1% increase from 2011-12.[6] The highest average two-bedroom units were reported in the Downtown and Beltline areas, averaging $1,357 and $1,287 respectively.[7] The minimum housing wage in Calgary (the minimum wage needed to rent housing without spending more than 30% of gross income) in 2012 to rent a one-bedroom apartment is $18.42.[8]

At the same time, rental stock continues to shrink. The October 2013 Rental Market Survey for the Calgary CMA included 33,933 apartment rental units, down from 34,212 a year earlier, representing the 10th consecutive year the apartment rental universe has declined on a year-over-year basis.[9]

And, vacancy rates are decreasing, particularly in units in the lowest rent ranges. Apartment vacancy rates for Calgary in October 2013 declined for the fourth consecutive year, averaging 1%, down from 1.3% in October 2012. Calgary now has the lowest vacancy rate among major urban centers in Canada with Edmonton at 1.4% and Toronto at 1.6%. Apartment rentals in the lowest rent rage continue to have the lowest vacancy rates. Apartments with an average rent of less than $600 have 0% vacancy; $600-$749 has 0.5% vacancy for bachelor apartment only.[10]

Calgarians, especially renters, are vulnerable to homelessness. More than 72,195 Calgary households are low income earners and spending more than 30% of income on shelter. These households earn less than $44,000 per year and spend more than 30% of their total income on housing. This accounts for 19% of all Calgary households; 37% of renters in Calgary are in this situation.[11]

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[4] City of Calgary. (2013). *2013 Civic Census Results.* Retrieved from http://www.calgary.ca/CA/city-clerks/Documents/Election-and-information-services/Census2013/Final%202013%20Census%20Results%20book.pdf

[5] Ibid.

[6] Canada Mortgage and Housing Company. (Fall 2013). Rental Market Report: Calgary CMA. Retrieved from http://www.cmhc-schl.gc.ca/odpub/esub/64371/64371_2013_A01.pdf?fr=1394745568455

[7] Ibid.

[8] City of Calgary. (2010). Calgary and Region Social Outlook. Retrieved from http://www.calgary.ca/CSPS/CNS/Documents/social_outlook_2010_2015.pdf (recalculated based on 2012 data).

[9] Canada Mortgage and Housing Company. (Fall 2013). Rental Market Report: Calgary CMA.

[10] Canada Mortgage and Housing Company. (Fall 2013). Rental Market Report: Calgary CMA

[11] City of Calgary. (2010). Calgary and Region Social Outlook.

Definitions

- Homeless: Those who do not have safe, affordable, appropriate, permanent housing to which they can return whenever they choose. For the Count, we were only able to capture individuals classified as "absolute homeless," understood as individuals living in the street with no physical shelter of their own, including those who spend their nights in emergency shelters, short-term supportive housing, or staying in systems and institutions (such as remand or hospital) with no fixed address to which to return upon discharge.

- Rough sleepers are individuals who do not access shelters on a regular basis but primarily sleep outside.

- Emergency shelters provide temporary accommodations and essential services for individuals experiencing homelessness.

- Short-term supportive housing (STSH) provides intensive supportive services in a more structured, place-based environment to homeless clients. Services and housing that they provide are time limited and designed to facilitate movement to independent living or permanent housing.

Detailed Findings

1. **Growth of the homeless population has stopped.**
   Before the 10 Year Plan to End Homelessness in Calgary was implemented in 2008, data from the City of Calgary counts indicates an average growth rate of the homeless population enumerated in PIT counts of 35% every two years. If this same trend continued, this year's count would have seen 8,804 people homeless. In the two years between Winter counts, a net of 38,725 people (19,067 in 2013 and 19,658 in 2012) migrated to Calgary.

Comparing Point-in-Time Counts with Migration and Population Changes (2004-2014)
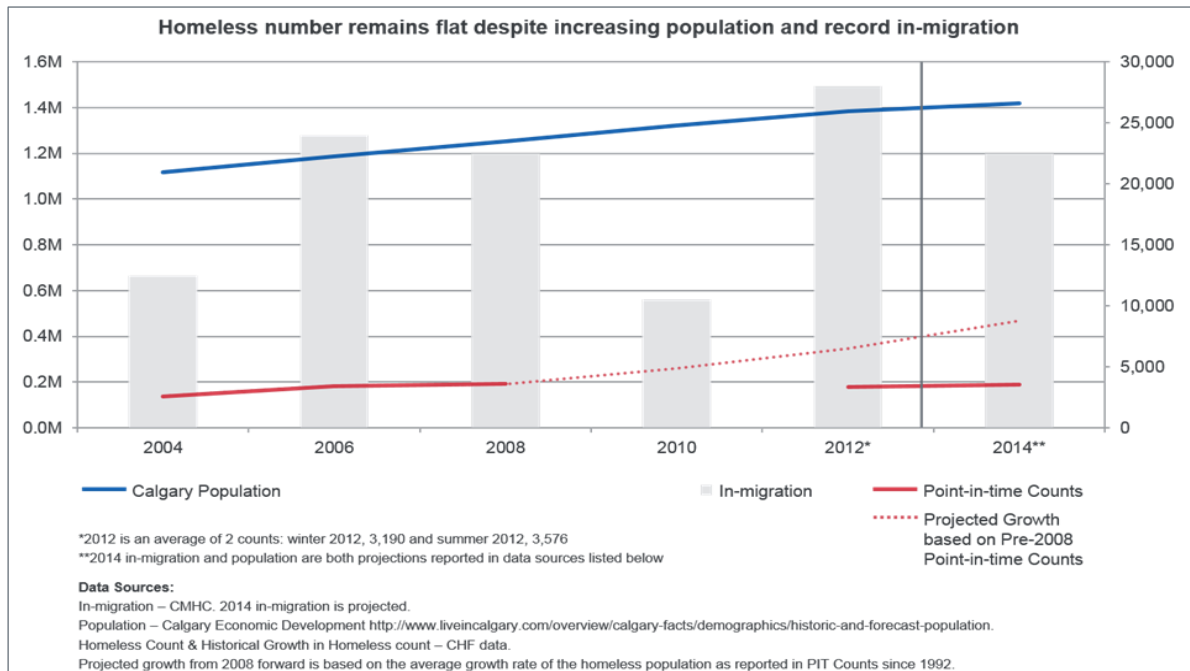
Overall, the January 2014 Point-in-Time Count found 10.8% more people experiencing homeless relative to the count conducted in January 2012, but 1.2% fewer than the count held in August 2012. In total, 3,533 people were found to be homeless on the night of the count. This also represents a 1.9% decrease from the 2008 count.

Comparing Point-in-Time Counts against 2012 Baseline Counts
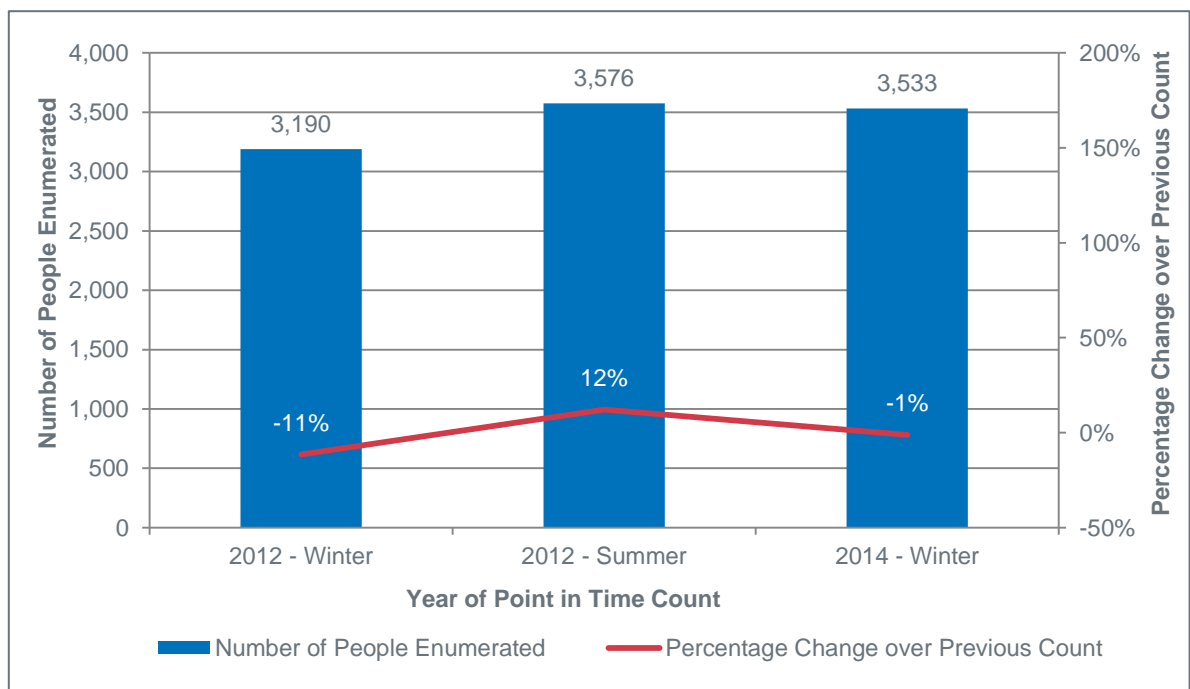
Comparing Point-in-Time Counts Since 1994

2. The distribution of the enumerated population remained consistent in emergency shelters, short-term supportive housing and systems homeless, and increased substantially in the rough sleeping population.

Comparing Total Population, Winter 2012 and Winter 2014:

Homeless Numbers	Winter 2012	% of Total	Winter 2014	% of Total	Change in population	Change in Percentage Share of Total
Total number homeless people	**3,190**	**100%**	**3,533**	**100%**	**+10.8%**	**-**
Emergency shelter numbers	1,715	54%	1,892	54%	+10.3%	No change
Short-term supportive housing	1,260	39%	1,224	35%	-2.9%	↓4%
Systems	151	5%	202	6%	+33.8%	↑1%
Rough sleeping	64	2%	215	6%	+235.9%	↑4%

Overall growth compared to Winter 2012 is associated with growth in emergency shelter use (+10.3%), largely in-line with overall growth and transitional housing use, down slightly but generally stable (-2.9%). Mainstream systems use is quite a bit higher than in 2012 (+33.8%).

Emergency shelter use is similar when comparing to the Winter 2012 Count. However, the chart
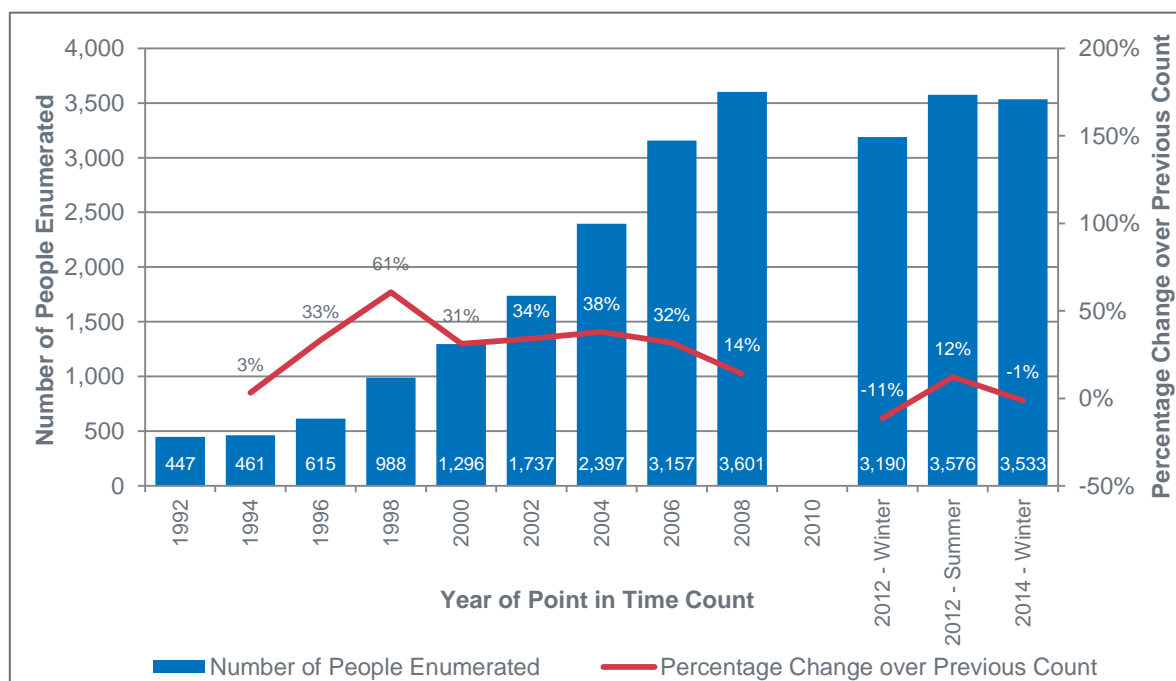

below evaluates year-over-year changes in the use of shelter beds in Calgary. It shows that on average, 4.9% more shelter and short-term supportive beds were used in 2013 as compared to 2012.[12] This trend continues into early 2014, where 7.2% more beds were being utilized in

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[12] This calculation does not include June, as data collection was severely impacted by the flood of 2013.

January 2014 compared to January 2013; comparing January 2014 to January 2012, 19.4% more shelter and short term supportive beds were being utilized in 2014.

Shelter and Short Term Supportive Bed Usage, Year-over-Year Comparison[13]
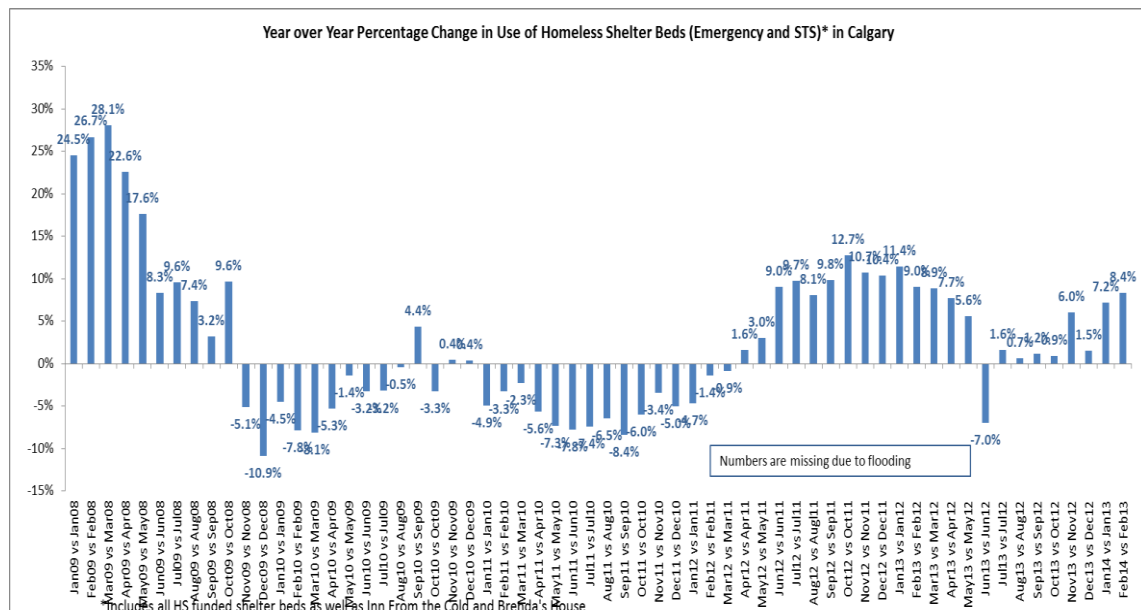
Rough sleepers increased considerably when compared to January 2012 (215 people vs. 64 in 2012), which was likely contributed to by the significantly warmer weather during the 2014 count (low of -4 with windchill overnight, compared to -33 with windchill in 2012). This likely contributed to a higher proportion of rough sleepers than would be expected for this time of year.

Comparing the distribution of the enumerated persons between facility types, the emergency shelter proportion is consistent at 54%, a slight decrease in STSH (-4 percentage points), systems use is up slightly (+1 percentage point), and the share attributed to rough sleeping increased substantially (+4 percentage points).

Compared to Winter 2012, when 107 people were counted at Calgary Remand Centre and 13 at the Calgary Young Offender Centre, Winter 2014 figures are roughly consistent at 99 and 17 respectively in Winter 2014. When referring back to 2008, this shows that the decrease in those populations has stayed consistent.

We also have an improved understanding of the proportion of shelter and STSH that is being utilized to serve specific sub-populations – particularly in the domestic violence and addictions treatment sectors.

Individuals in Facilities Serving Specific Sub-population, By Classification

	Shelter	Transitional	Systems	Total
Domestic Violence	99	197	-	**296**

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[13] Table includes all HS funded shelter beds, as well as Inn from the Cold and Brenda's House.

Addictions Treatment	25	305	8[14]	**338**

3. **Aboriginal people continue to be disproportionately represented among the homeless population, with the proportion worsening since the 2012 Count.**
Aboriginal people still make up less than 3% of Calgary's population[15] but make up 21% of its homeless population (compared to 18% in 2012).[16] 39% more Aboriginal individuals were enumerated in the 2014 Count than in the January 2012 Count. Specifically:

- Aboriginal people are severely underrepresented in transitional housing (13% vs. 35% over all ethnicities), moderately overrepresented in systems homeless (5% vs. 3% over all ethnicities), and sharply overrepresented among rough sleepers: 15% of Aboriginal people sleep rough vs. 6% over all ethnicities. 48% of Calgary's rough sleepers are Aboriginal.

- Aboriginal women are overrepresented relative to other ethnicities. 41% of homeless Aboriginal persons are women vs. 17% of homeless Caucasian persons, and 34% of all homeless women counted are Aboriginal.

- Aboriginal youth (ages 13 to 17) are also greatly overrepresented relative to other ethnicities. 4.5% of homeless Aboriginal individuals are classified as youth, versus 1.6% of homeless Caucasian individuals and 2.4% across all ethnicities. 38% of all homeless 13-to-17 year-olds are Aboriginal.

Ethnicity Distribution for Total Enumerated Population, By Classification
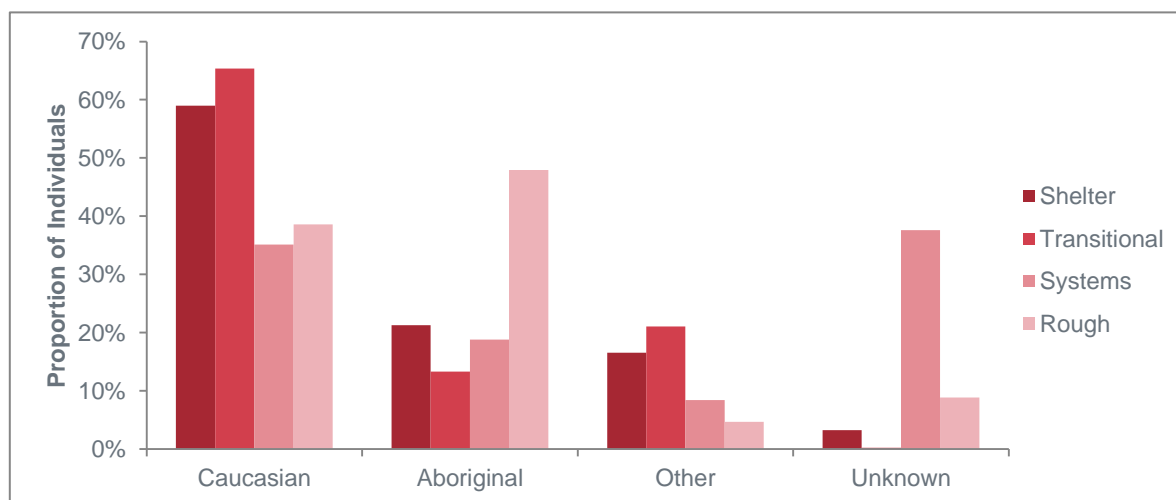
Ethnicity Distribution for Total Enumerated Population

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[14] These are addictions treatment beds operated directly by Alberta Health Services.

[15] Statistics Canada. (2011). *National Household Survey*. Data retrieved from http://www12.statcan.gc.ca/.

[16] Because of missing ethnicity data for a large portion of the Winter 2012 count data (423 people), this analysis is based on calculations including only the individuals for whom ethnicity data has been recorded (and thus may be slightly different that data published in previous reports). This is because including the "unknown" population in the total would produce inaccurate results when measuring change in ethnicity representations in the entire population. For this reason, this data is calculated based on changes in the share of each group based on known ethnicity.

	2012	% of Known Ethnicities[17]	2014	% of Known Ethnicities	Change in Percentage Share of Total
Caucasian	1,773	64%	2,070	61%	↓3%
Aboriginal	508	18%	706	21%	↑3%
Other	486	18%	598	18%	No change
Unknown	423	-	159	-	-
Total	**3,190**		**3,533**		

4. **Homelessness occurs across the lifespan.**

   Consistent with previous counts, the vast majority of people experiencing homelessness who were enumerated were between 25-44 (38%) and 45-64 (38%). 10% of the population were 18-24 (339, an increase of 58% over 2012's 215 young adults), and 9% were 17 and under (compared to 10% in 2012). The number of preschool aged children increased, from 120 in 2012 (4% of the total) to 149 (also 4% of the total), but the proportion of 6-12 year olds and 13-17 year olds was consistent over previous years. 134 seniors (65+) were also enumerated in 2014 (compared to 84 in 2012).[18]

Age Distribution for Total Enumerated Population

	2012	% of Known Ages	2014	% of Known Ages	Change in Percentage Share of Total
Preschoolers (0 – 5)	120	4%	149	4%	No change
School Age (6 – 12)	98	3%	99	3%	No change
Youth (13 – 17)	79	3%	84	2%	↓1%
Young Adults (18 – 24)	215	8%	339	10%	↑2%
Working Age (25 – 44)	990	35%	1,329	38%	↑3%
Middle Aged (45 – 64)	1,251	44%	1,329	38%	↓6%
Seniors (65+)	84	3%	134	4%	↑1%
Unknown Age	353	-	70	-	
Total	**3,190**		**3,533**		

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[17] Because of missing ethnicity data for a large portion of the Winter 2012 count data (423 people), including the "unknown" population in the total would produce inaccurate results when measuring change in ethnicity representations in the entire population. For this reason, this data is calculated based on changes in the share of each group based on known ethnicity.

[18] Similar to calculations based on known ethnicities, the calculations presented here are based on known ages. The same challenge related to missing age data in Winter 2012 resulted in recalculations to produce comparable data.

5. **215 individuals were sleeping rough on the night of the count.**
   Because rough sleeping is at least partially informed by weather conditions, the comparable increase in rough sleepers in 2014 (compared to 64 people found in Winter 2012) is contributed to by warmer weather (a low of -4 with windchill, compared to -33 with windchill in 2012). 333 rough sleepers were found in the Summer 2012 count.

   While gender distribution among rough sleepers is consistent with the distribution in all persons enumerated, there are substantially more people between 25-44 rough sleeping (51% of total rough sleepers) when compared to the entire population (38% of all persons counted were 25-44). The 18-24 cohort is also slightly over-represented (13% of rough sleepers vs. 10% of all people enumerated), and both the 45-64 and 65+ age groups are underrepresented in rough sleepers, compared to the age distribution across the enumerated population.

   The distribution of ethnicities among rough sleepers demonstrates a severe over-representation of Aboriginal individuals, where 48% of rough sleepers are Aboriginal (compared to 21% of the total population as Aboriginal). Conversely, Caucasian and other visible minorities are under-represented among rough sleepers when compared to all individuals enumerated.

6. **Women continue to be underrepresented in the homeless population.[19]**
   Consistent with previous years, women constituted 25% of the enumerated population
   (859 women counted). **Aboriginal women are over-represented within the female
   population**, where 34% of all homeless women counted identified as Aboriginal. Likewise,
   women were over-represented within the Aboriginal population, with 41% of Aboriginal persons
   counted being women (versus 17% of the Caucasian female population). This is consistent with
   data in previous counts.

Number of Rough Sleepers Enumerated by Gender and Population Group

	Male	Female	Unknown	Total in Ethnicity Grouping	Percent female in Ethnicity Grouping
Caucasian	74	9	0	83	11%
Aboriginal	72	31	0	103	30%

Also consistent with previous counts, and of continuing concern, is the over-representation of
Aboriginal women among rough sleepers. Of the rough sleepers enumerated on the night of the
count, the gender split among all persons was 76% male, 20% female and 4% unknown
(relatively similar to the gender composition of the overall homeless population). However, when
examining the gender split at the level of individual ethnicities, Caucasian women represented
11% of all Caucasian rough sleepers, while Aboriginal women represented 30% of all Aboriginal
rough sleepers. This is consistent with data from Summer 2012.

No transgendered people were reported on the night of the count.

7. **There were more homeless families in 2014 than in previous counts.**
   209 families were enumerated in the 2014 count, compared to 198 captured in Summer 2012
   and 160 captured in Winter 2012. This marks a 31% increase winter over winter. There were 494
   individuals within those 209 families, 284 of whom were children[20].

   78 families were utilizing emergency shelters, and 131 were staying in STSH facilities.

8. **326 unaccompanied youth were counted in both youth and adult serving facilities.**
   In total, 326 unaccompanied youth were enumerated on the night of the count. [21]
   99 unaccompanied youth were counted in youth shelters or short-term supportive housing.

Age	Youth Shelter	Youth STSH	Adult Shelter	Adult STSH	Systems	Rough	Total Unaccompanied
13-17	25	10	0	0	10[22]	1	46
18-24	3	61	74	76	37	29	280

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[19] Women are underrepresented within the absolute homeless population, but overrepresented in the hidden
homeless population, utilizing informal strategies including couch surfing and doubling up to avoid shelter and
rough sleeping.

[20] For the purposes of analyzing families, all individuals under 17 staying in family facilities are included and
assumed to be dependents. This figure does not include youth in youth-serving facilities.

[21] Unaccompanied youth are defined as 13-24 years of age, and not staying in family facilities.

[22] 13-17 year old youth in systems were exclusively in the Calgary Young Offenders Centre.

Concluding Thoughts

Comparative analysis draws attention to interesting shifts in the numbers and patterns of homelessness since the implementation of Calgary's 10 Year Plan. It is important to note the basic demographic information highlighted in this report is observed rather than self-reported. This can create potential for error, particularly when determining someone's age and/or cultural background. However, this methodology has been used in The City's biannual counts until 2008 and in both 2012 Counts.

As the CHF and community move forward with future Counts, it is important to incorporate lessons learned to reduce limitations and to improve the accuracy of Calgary's Counts. Continual community collaboration with service providers, key partners and people experiencing homelessness will ensure this is achievable. Future Counts will increase our knowledge base and understanding of the homeless population in Calgary, including a greater understanding of the local socio-environmental factors that contribute to homelessness, such as migration, labour market and affordable housing stock. While there are limitations in the accuracy of data Counts, they do provide essential data and provide one way for the community to measure the impact of Calgary's 10 Year Plan.

Appendix A – Count Methodology

The Winter 2014 Calgary Point-in-Time Count enumerated homeless persons who, on the night of the count, slept outdoors or spent the night in emergency or short-term housing facilities.

In order to capture as full a snapshot of the homeless population as possible, two enumeration methods were used. One was a short survey of demographics from shelter facilities, short-term supportive housing facilities (transitional) and public service agencies (collectively, *sheltered homeless*), and the other was a street count aimed at capturing the numbers and basic demographics of homeless persons who were sleeping outdoors on downtown streets, in residential and commercial areas, in parks, on river pathways, and in more remote natural areas (*unsheltered homeless*). Numbers were collected from all sources within a 24 hour time period to reduce potential duplication.

Prior to the Winter 2012 Count, extensive community consultation was undertaken. The consultation process helped solidify the significant aspects of the Count, such as: the date and time for the Count, the questions to ask facility-operators and rough sleepers, the mapping of 'zones' in the city where people experiencing homelessness were known to sleep, the classification of facilities as emergency shelter, STSH and/or permanent supportive housing, and the organization of street teams (See Winter 2012 Report). After both the Winter 2012 and Summer 2012 Count, surveys were circulated to volunteers and team leaders to solicit feedback for the improvements and/or modifications to the summer count. The following recommendations were implemented during the 2014 Count:

- Reduce the length of survey questionnaire for rough sleepers
- Utilize bylaw and DOAP Team outreach to canvass hard-to-reach areas during the day prior to the count. Conduct surveys with persons found at their camps, and make note of empty camps to revisit during the hours of the count – this cut down significantly on transportation time for those searching outlying areas, and more effectively covered the terrain.

Additionally, community consultation was undertaken to update the 'master list' of service providers and facilities to ensure up-to-date information and capture any changes since the Summer 2012 Count on:

- agency classification
- facility capacity
- licensed/funded capacity
- contact person for data collection
- additional locations and/or programs

After the agency consultations were complete, there were 27 emergency shelter and short term supportive housing providers operating 56 different facilities, and 5 public service agencies operating 11 different facilities which included Calgary Remand Centre, AHS Acute Care Facilities and Renfrew Recovery Detoxification Centre, CPS Court Services Section (Arrest and Processing), the Calgary Young Offenders Centre and Alberta Works Income Support – Contact Centre and Service Delivery offices.

In addition, Calgary Transit, Calgary Parking Authority, Fish Creek Park wardens, campus security for SAIT Polytechnic, Mount Royal University and the University of Calgary, Stampede Security and

Canadian Pacific Railway all agreed to provide staff on the night of the Count in order to canvas areas under their supervision. All told, more than 70 programs and/or organizations contributed data.

Recruiting Volunteers and Team Leaders

A recruitment e-mail was sent to all agencies and partners to encourage staff to volunteer for the street count. Volunteers were also recruited from Calgary Homeless Foundation volunteer registries from previous events. Particular attention was given to actively recruit front-line shelter staff and outreach workers as well as CPS, Bylaw and joint teams of CPS and AHS to act as team leaders. A total of 150 volunteers were recruited to participate in the street count portion (making up 33 teams and 3 transport teams).

Engaging the Public and Private Sector

While there were a significant number of volunteers recruited, we reached out to community organizations and partners to assist us in our efforts to capture as full a snapshot as possible of homelessness in Calgary. By partnering with businesses and public services we freed up volunteer teams to cover more area in the city. Additional business and services engaged for the street count included:

- Canadian Pacific Railway (CPR) who ran two trains, one at 10:00 p.m. when the Count started, and again at 5:00 a.m. to see if there were any individuals along the track line.

- Calgary Parking Authority security personnel canvassed every downtown parking lot and parkade and tallied the number of individuals encountered who appeared to be homeless as well as observed gender, age and ethnicity.

- Calgary Transit peace officers surveyed C-train stations during the hours of the count (coordinating with transport teams to ensure no double counting). Stations were also checked after the C-train had stopped running, between 2:00 am and 4:00 am and tallied the number of individuals encountered who appeared to be homeless as well as observed gender, age and ethnicity.

- Calgary Stampede security walked through the Calgary Stampede grounds and tallied the number of individuals encountered who appeared to be homeless as well as observed gender, age and ethnicity.

- Fish Creek Park wardens walked through the Park several evenings prior to the Count looking for people and signs of people sleeping rough. They used this information to ensure they covered the areas actively used.

- Campus Security from SAIT Polytechnic, Mount Royal University and University of Calgary were invited to participate. All three campuses had their security officers cover their campuses on the night of the Count and tallied the number of individuals encountered who appeared to be homeless as well as observed gender, age and ethnicity.

- City of Calgary Animal & Bylaw Services officers went out several nights prior to the count to locate rough sleepers. On the night of the Count, they used vehicles to access large inner city areas and remote parks, conducting surveys with any persons encountered. Bylaw also conducted scans during daytime hours for the three days prior to the count, to identify camps in hard-to-reach areas and reduce the risk for officers searching on the night of the count, as well as cut down on transportation time.

- Calgary Police Services HAWC helicopters, two evenings prior to the night of the Count, determined if there were any active camp sites by using heat-activated radar. Any camps found were communicated to City Bylaw, who accessed them the night of the street Count. CPS also assisted with transportation needs for individuals on the night of the count.

Facility Count

Time Period: 12:00 p.m. (Jan. 15) to 12:00 p.m. (Jan 16th)[23]

Contributors:

Facilities included emergency shelters and STSH facilities (such as homeless shelters, women's shelters, and supportive mental health or addictions facilities), all hospital emergency departments, police and prison services, and emergency and social services.

Process:

On the night of the Count, participating facilities and service agencies completed the enumeration forms for all clients staying the night/day at their shelter or facility classified as "no fixed address." The enumeration forms collected basic demographic data including gender, age, ethnicity and number of families. All completed enumeration forms were e-mailed or faxed to the CHF.

Street Count

Time Period: 10:00 p.m. – 1:00 a.m.

Contributors:

150 street count volunteers included experienced outreach/agency workers and law enforcement officers (Police and Crisis Team, Calgary Police, and Calgary Bylaw), Calgary Policy Service cadets, community volunteers. Additionally, the count included volunteers from Canadian Pacific Railway, Calgary Parking Authority, Calgary Stampede, Fish Creek Park, the University of Calgary, Mount Royal University, SAIT Polytechnic and Calgary Transit.

Process:

Team leaders arrived at the PIT Count headquarters at the University of Calgary downtown campus. Once signed in, team leaders were given an information package and backpack that contained:

- copies of consent forms for participation in street survey to collect basic demographic information as well as to have that information input into HMIS
- copies of the street survey
- copy of the teams and map of assigned zone in the city
- emergency contact information, including contact phone number for headquarters
- gifts of engagement including cigarettes, warm hats, gloves, hand warmers, survival blankets, juice boxes and snacks; and
- gifts of thanks for those who participated in the survey, including Tim Horton's gift cards.

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[23] Although the Count allowed inclusion of day and night sleepers over a 24-hour period; the vast majority of facility enumeration was done between 10:00 p.m. on January 15 and 1:00 a.m. January 16. Full Count results were asked to be submitted to the CHF by 12:00 p.m. (noon) on January 16 (Best Practices & Lessons Learned in Conducting Counts of Homeless Persons in Calgary,1992-2008, p.19).

At 10:00 p.m., teams of three to four (led by one outreach/agency worker or law enforcement officer) travelled to their pre-assigned geographic zone by foot, car or transit. Enumeration forms were used to keep track of the total number of unsheltered homeless individuals counted by each team.[24] Each team asked homeless individuals encountered to complete a 20-question survey to capture the basic demographics of the city's rough sleeping population, as well as basic information about their previous living circumstances and housing needs.[25] Participation in the survey was voluntary and interviews did not exceed 20 minutes. Consent was obtained from all participants and a $5 Tim Horton's gift card was offered as an honorarium.[26] If people chose not to participate in the survey, teams had a clipboard and tally sheet and collected observed demographic information, including gender, approximate age and cultural background.

In addition to the gifts of engagement, all individuals were offered transportation to an emergency shelter if they wished. Once the three-hour time period had elapsed, teams returned to the headquarters with their data and signed consent forms. The street Count information was combined with the facility Count information and all data was analyzed. See Appendix B for a copy of the street survey questions.

Limitations to Point-in-Time Counts

There is no such thing as a 'perfect count' and limitations emerge in any research methodology. Several steps were taken to address the limitations outlined in previous city counts, including the estimation of rough sleepers in 2008. An organized street count and survey was added, as well an expansion of community partners so that areas previously uncanvassed such as riverbanks and forested areas could be incorporated.

Community consultations prior to the 2012 Winter Count led to a reclassification of 13 programs. Those programs were taken out of the total numbers reported from 2004 to 2008, which led to recalibrated total homeless number for those years and a more accurate comparison of changes in homelessness from 2008 to 2012 and onwards.

Reclassification of STSH to PSH

Year	Total Reported Homeless Numbers	Reclassified as PSH	Recalibrated Homeless Numbers
2004	2,597	200	2,397
2006	3,436	279	3,157
2008	4,060	459	3,601
2012	3,190		3,190

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[24] A mandatory training session was provided for volunteers (1 hour before start time of the Count). The orientation outlined the purpose of the Count, the enumeration and interview process, and safety and emergency procedures. A separate and more thorough training session for team leaders was held the week prior to the January 2014 Count

[25] The questions comprising the interview align with the Universal Data Element's utilized by the Calgary Homeless Management Information System (HMIS).

[26] Small food or beverage items were offered as an incentive to unsheltered homeless individuals to simply participate in the enumeration process. An honorarium in the form of a $5 coffee gift card was given to those who actually completed an interview.

First, it is important to note that PIT counts are a 'snapshot' only. They show the numbers of people experiencing homelessness on any given night. They cannot capture the full picture or context of homelessness.

Second, since facility reported data is often based on agency staff observing characteristics, there is potential for error when observing someone's age and cultural background, in particular.

Third, while the street count component occurs during a three hour time period, facility reported data could happen at any time during the work day of the count. For example, staff in a correctional facility may collect numbers before a shift change and/or a short-term supportive housing facility may conduct a count before administrative staff leave for the day. This does create potential for over-counting or duplication in people being counted in facilities and on the streets or in shelters.

Fourth, it is impossible to capture those who are relatively homeless[27], (couch-surfing or temporarily staying with family and friends), and thus the Count only includes the absolute homeless (those residing in shelters, transitional housing and on the streets).

Finally, classification of facilities as emergency shelter, short-term supportive or permanent supportive housing providers is complex and can change over time**.**

The Weather and the Street Count

Consultation with best practice research in addition to project partners argued that counts should be done in the coldest and warmest months of the year in order to measure year-over-year changes and seasonal fluctuations. The 2014 Winter Count took place within the same week as the 2012 Winter Count, which allows for direct comparison. While temperatures during the 2012 Winter Count reached -33 degrees Celsius with windchill, the low on the night of the 2014 Winter Count was -4 degrees Celsius with windchill.

Survey and Homeless Management Information System (HMIS)

Individual rough sleepers were invited to participate in a short survey. In addition, they were asked if they would like a referral to an outreach program to begin discussions about accessing housing. Receiving consent to enter information into Calgary's HMIS system, particularly in future Counts as more service providers implement the HMIS system, enables a seamless referral to the appropriate program based on client eligibility. The process expands the enumeration portion of the PIT Count into an opportunity to engage Calgary's rough sleepers in a process that can sustainably end their homelessness.

Volunteer Feedback Survey and Team Lead Debrief

Following the 2014 Winter Count, volunteers were asked to complete an online evaluation of their experiences. Further, team leads were invited to a debrief session. The information gathered will guide improvements to future counts.

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[27] Relatively Homeless: Those living in spaces that do not meet the basic health and safety standards including protection from the elements; access to safe water and sanitation; security of tenure and personal safety; affordability; access to employment, education and health care; and the provision of minimum space to avoid overcrowding.

Appendix B – List of Facilities and Classifications

Emergency Shelters

Alpha House
Awo Taan
Boys and Girls Clubs of Calgary
- Avenue 15
- Safe House
Brenda's House
Calgary Drop-In & Rehab Centre
- Riverfront
- Centre 2507
Calgary Women's Emergency Shelter

Inn From the Cold
- Centre Street Shelter
- Community Inns
The Mustard Seed
The Salvation Army
- Centre of Hope
- WISH
YWCA of Calgary
- Mary Dover House
- Sheriff King Home
Wood's Homes
- Exit Youth Shelter

Short Term Supportive Housing

Alpha House
Aventa
- Aventa
- Aventa 12th Ave
Boys and Girls Clubs of Calgary
- Haven's Way
Brenda Strafford Centre
- Progressive Housing
- Second Stage
Calgary Catholic Immigration Services
- Beltline
- Margaret Chisholm Resettlement Centre
Calgary Dream Centre
Calgary Drop-In & Rehab Centre
Discovery House Society Fresh Start
   Recovery Highbanks Society
Calgary John Howard Society
- Berkana House
- Sabrina House
- Raido House
- Windsor House
Kerby Centre
- Rotary House

McMan
- Homes for Youth
- Hope Homes
- Hope Homes for Aboriginal Youth
- Wellington Place
Recovery Acres Society
- 1835 House
- 1822 House
- 1839 House
The Salvation Army
- Centre of Hope
- WISH
- Addictions Recovery Program
Servants Anonymous Society
- SAFE
Simon House Sonshine Society
Sunrise Addiction Services Society
Victory Foundation
- Forest Lawn Recovery Program
   (Eastside Victory Outreach)
- Victory Manor Transitional Housing
   (Ogden)
Youville
- Youth Program
- Elderberry Program
YWCA of Calgary
- Mary Dover House

Systems

Alberta Health Services
- Peter Loughed (Emergency and Inpatient)
- Foothills Medical Centre (Emergency and Inpatient)
- Rockyview General Hospital (Emergency and Inpatient)
- SAF (Forensic Psychiatry Inpatient Centre)
- South Health Campus (Inpatient)
- Sheldon M. Chumir Health Centre
- Renfrew Recovery Detoxification Centre

Corrections
- Calgary Remand Centre
- Calgary Young Offender Centre
- Calgary Police Service Court Services Section
- Alberta Works Income Support Contact Centre

Rough Sleepers

- Calgary Transit
- Calgary Police Service
- Calgary Animal and Bylaw Services
- Canadian Pacific Railway
- Calgary Parking Authority

- SAIT campus security
- University of Calgary campus security
- Calgary Stampede Authority
- Mount Royal University campus security
- Fish Creek Park wardens

Appendix C – Data Collection Forms

Facility Count Enumeration Form

Please fill out the following form based on your records of people staying overnight in your facility on the night of January 15th, 2014 between 10:00 am and 1:00 pm (10:00 am on January 15th and 1:00 a.m. the following morning, January 16th). For questions 8-13, please fill out only the fields relevant to your facility. If your facility serves both families and single individuals, please record the information in the section for facilities serving families. Note that definitions are listed under Table 1.

If your program operates more than one type of bed (i.e. emergency shelter beds as well as transitional beds) in one facility, please submit one form for each type of program.

Please submit this form via email to nicole@calgaryhomeless.com no later than noon on January 16th. You will receive a confirmation email in response.

If you have any questions about **how to complete this form**, please contact: **Meaghan Bell** either by telephone at (403) 718-2934 or by email at meaghan@calgaryhomeless.com

If you require **any other information about the Point-in-Time Count**, please contact: **Nicole Jackson** either by telephone at (403) 718-2934 or by email at nicole@calgaryhomeless.com

We would like to thank the City of Calgary for providing enumeration forms that were used during the 2008 PIT count and were invaluable to creating this form.

General Information:

1   Agency Name

2   Facility Name

3   Bed/Program Type (applicable if multiple program or bed types housed in one facility – i.e. emergency mats, transitional beds. In the case of multiple programs, one form should be submitted *per program/bed type*)

4   Date (MM/DD/YYYY) data was collected

5   Time (MST, AM/PM) data was collected

6   Data Source (observed by the case manager or from the software)

7   Contact information of the person who collected the data (name, phone, email)

8   Approximately how many 'unique' clients (new intakes) do you see each year in total?

Count Information: Facilities Serving Single Individuals[1]

9	**Singles Programs only:**	How many individuals who are homeless/have no fixed address were counted (includes <u>ALL</u> Age Groups)?
10		What is your licenced bed capacity (total number of beds the organization has available)?
11	**Family Programs only:**	How many individuals who are homeless/have no fixed address were counted (includes <u>ALL</u> Age Groups)?
12		What is your licenced unit capacity (total number of rooms the organization has available)?
13		How many family units were counted?
14		How many individuals were counted as being a part of these family units?
15	**See table below.**	

Definitions:

<u>Single Individuals</u>: For the purposes of this form, individuals are unaccompanied, single persons in your facility.

<u>Families</u>: For the purposes of this form, a family is any combination of a parent/guardian and dependent staying at the same facility. For example, an 18-year-old mother and her child; 2 parents and 2 children; a guardian and his/her dependent.

<u>Other</u>: this group represents all known ethnicities except Caucasian and Aboriginal (e.g. Asian, African, Latino)

<u>Unknown Ethnicity:</u> this group represents those whose ethnicity is unknown

<u>Unknown Gender:</u> this group represents those whose gender is unknown

<u>Unknown Age:</u> this group represents those whose age is unknown

Additional information:

Please record any **unusual circumstances** that may have affected the count.

If you have any **additional comments** about the count, please provide them below. We value your input.

Thank you for participating in the Count. Your support is essential for the success of this project.

Table 1. Observed Gender, Ethnicity, and Age Group																					
Observed Gender	Male				Female				Transgender				Transsexual				Unknown Gender[5]				**Totals**
Observed Ethnicity	Caucasian	Aboriginal	Other[3]	Unknown Ethnicity[4]	Caucasian	Aboriginal	Other	Unknown Ethnicity	Caucasian	Aboriginal	Other	Unknown Ethnicity	Caucasian	Aboriginal	Other	Unknown Ethnicity	Caucasian	Aboriginal	Other	Unknown Ethnicity	
Preschoolers (age 5 or younger)																					0
School-Age Children (age 6-12)																					0
Youth (age 13 to 17)																					0
Young Adults (age 18 to 24)																					0
Working Age Adults (age 25 to 44)																					0
Middle-Aged Adults (age 45 to 64**)**																					0
Seniors (age 65 and older)																					0
Unknown Age[6]																					0
Totals	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Street Survey

SURVEY QUESTIONS – POINT-IN-TIME COUNT, January 2014

Screening questions (verbal)

1. **Do you currently have a permanent address?**

    Yes – *end survey*

    No – *go to next question*

2. **Have you been approached yet today to do this survey?**

    Yes – *end survey*

    No – *go to next question*

Survey Questions (Circle/Fill in correct response)

3. **What is your name?**

    a) First: _____ Middle: _____ Last: _____ Suffix: ____

    Alias: _____

    b) Don't know (will be entered as anonymous record)

    c) Declined to answer (will be entered as anonymous record)

4. **What is your date of birth? (If client doesn't know/remember their date of birth, fill in approximate date of birth if available, i.e. year)**

    a) (_____)/(_____)/(_____)
        mm   dd   yyyy

    b) Don't know

    c) Declined to answer

5. **What is your gender?**

    a) Female   b) Male   c) Transgender   d) Transsexual   e) Don't know   f) Declined to answer

6. **What is the Postal Code of your last permanent address?**

    a) _____   b) Don't know   c) Declined to answer

7. **What is the neighborhood of last permanent address?**

    a) _____   b) Don't know   c) Declined to answer

8. **What is your ethnicity?**

    a) _____   b) Don't know   c) Declined to answer

9. If Aboriginal ethnicity, which group do you belong to?

a) First Nations (Status)   b) First Nations (Non-Status)   c) Métis   d) Inuit

e) Don't know   f) Declined to answer

10. Have you ever served in the Canadian Forces?

a) Yes   b) No   c) Don't know   d) Declined to answer

11. What is your current citizenship and immigration status?

a) Canadian Citizen   b) Permanent Resident (Landed Immigrant)

c) Refugee – permanent resident   d) Refugee – claimant

e) Temporary Foreign worker   f) International student

g) Other – please specify: _____

h) Don't know   i) Declined to answer

12. Where were you living prior to staying on the streets?

a) _____   b) Don't know   c) Declined to answer

13. How long have you been in Calgary?

a) Born in Calgary   b) Less than 1 year   c) Between 1-4 years

d) Between 5-19 years   e) More than 20 years   f) Don't know   g) Declined to answer

14. If new to the province, where are you coming from? _____

15. If new to the city, where are you coming from? _____

16. How long have you been homeless? (Days, months or years)

a) _____   b) Don't know   c) Declined to answer

17. How many episodes of homelessness have you had in your lifetime?

a) _____   b) Don't know   c) Declined to answer

18. Do you want permanent housing?

a) Yes   b)   No   c)   Don't know   d)   Declined to answer

19. Do you require specialized housing accommodations due to a disabling condition?

a) Yes   b)   No   c)   Don't know   d)   Declined to answer

Would you be interested in a referral for outreach services?

a) Yes   b)   No   c)   Don't know   d)   Declined to answer

20. What basic needs assistance would you require once you've been placed in an apartment/ housing? (e.g. financial, physical health, mental health, addictions, parenting support etc.)

a) _____

_____

_____

b) Don't know   c) Declined to answer

IF CLIENT IS INTERESTED IN A REFERRAL, PLEASE COLLECT CONTACT INFORMATION BELOW:

Phone: _____ E-mail: _____

Calgary
Homeless
Foundation