

September 2017

COUNTING OUR WAY HOME

**London's 2015-2017
Enumeration Results**



Prepared by:
**Homeless Prevention
Neighbourhood, Children, and Fire Services**
City of London

ACKNOWLEDGEMENTS

The City of London would like to thank the individuals and families who completed a survey and shared their experiences during the 2017 Enumeration Event.

We are appreciative of all volunteers for their enthusiasm and commitment to making London's 2017 Enumeration Event a success.

We would also like to acknowledge the following organizations for their efforts during the 2017 Enumeration Event:

- Anova
- Ark Aid Street Mission
- At^lohsq Native Family Healing Services Inc. and Zhaawanong Shelter
- Canadian Mental Health Association Middlesex: Crisis Centre, Crisis Stabilization Space, London Coffee House, My Sisters' Place
- London CARES
- London Homeless Coalition
- London InterCommunity Health Centre
- Mission Services of London: Men's Mission and Rehabilitation Centre, Rotholme Women's and Family Shelter, Crash Beds, The Gathering Place
- Regional HIV/AIDS Connection
- The Salvation Army Centre of Hope
- Unity Project for Relief of Homelessness in London
- Youth Opportunities Unlimited: Youth Action Centre, Resource Centre

INTRODUCTION

Purpose Of The Report

Counting Our Way Home: London's 2015-2017 Enumeration Results provides a snapshot of the results from London's enumeration events.

About London's Enumeration Events

Enumeration events are community events that engage Londoners to solve homelessness together. Enumeration events assist the City of London, the Province of Ontario, the Government of Canada's Homelessness Partnering Strategy (HPS), and the Canadian Alliance to End Homelessness 20,000 Homes Campaign to have a stronger understanding of homelessness across Canada and build our resolve together.

London's enumeration events provide an opportunity to test strategies and learn how to best enumerate homelessness in our community. Data collected during enumeration events informs our efforts to address homelessness in London.

	Registry Week	Point-in-Time Count	Enumeration Event
Date	October 20-23, 2015	April 20, 2016	April 25-29, 2017
Why Conducted	Part of the 20,000 Homes Campaign.	Part of the HPS Coordinated Canadian Point-in-Time Count.	Part of continued efforts to measure progress in reducing homelessness.
Survey Used	VI-SPDAT	HPS Core Questions + VI-SPDAT	HPS Core Questions + VI-SPDAT
Individuals Surveyed	263	249	399
Volunteers	75	52	55
Locations	14	15	20
Survey Participation Stipend	\$5 gift card	\$5 gift card	\$10 gift card

Data Collection And Analysis

During London's enumeration events, trained volunteers surveyed individuals and families experiencing homelessness at emergency shelters, drop-in services, and outreach routes throughout the city.

All three enumeration events used the Vulnerability Index – Service Prioritization Decision Assistance Tool (VI-SPDAT)¹ and specific local questions for the survey tool. The Point-in-Time Count and the Enumeration Event also used twelve “core questions” developed by the Government of Canada's Homelessness Partnering Strategy. The full survey took approximately 20 minutes to complete. Participants received a gift card to thank them for their time.

Once collected, data was entered into a database. Surveys were analyzed independently at the total, aggregate level. “Declined to answer,” “refused to answer,” and non-responses were removed from the final results. The statistics presented in this report, therefore, include only the responses received for each question. All data presented in this report is based on self-reported information.

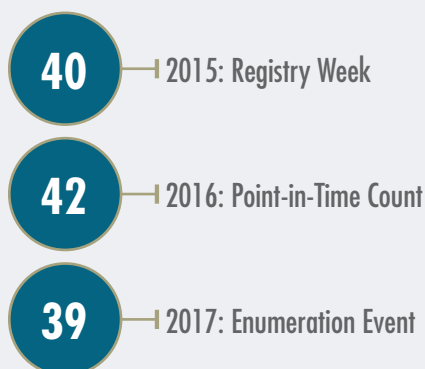
¹ The VI-SPDAT is a triage tool used to assign each individual an acuity score based on their level of need.

LONDON'S ENUMERATION EVENT RESULTS

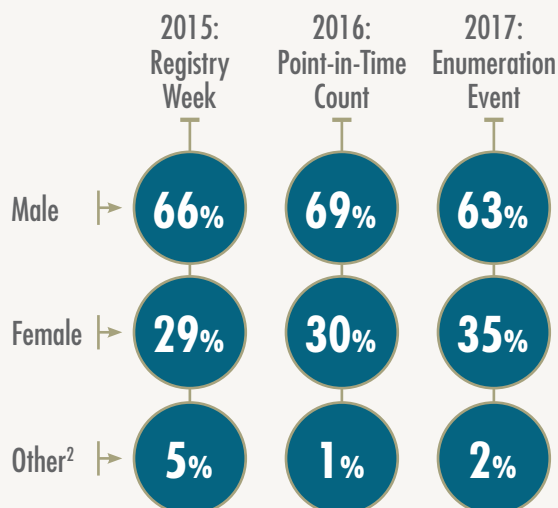
The results presented in this report represent the percentage of individuals who responded in each enumeration event.

Average Age

Average age of individuals surveyed.

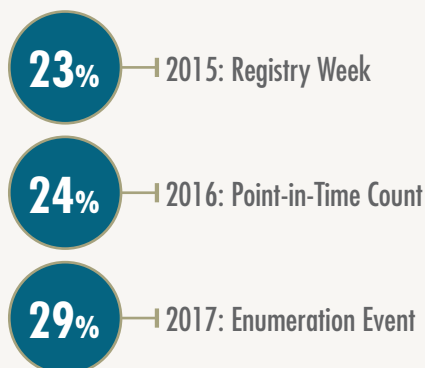


Gender Identity



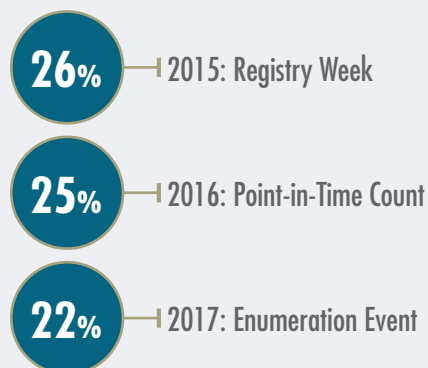
Indigenous Or Indigenous Ancestry

Identified as Indigenous or with Indigenous ancestry.



New To London

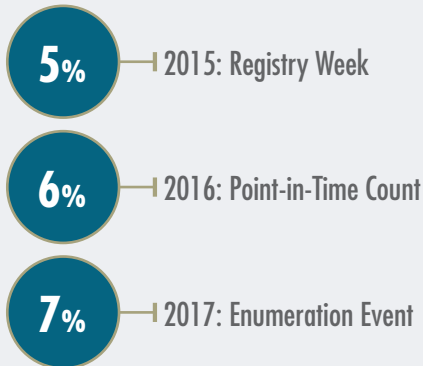
Moved to London in the last year.



² The Registry Week survey offered "Other" as a response option, while the Point-in-Time Count survey offered both "Transgender" and "Other" as response options, and the Enumeration Event survey offered "Two-spirit," "Trans female/trans woman," "Trans male/trans man," "Genderqueer/gender non-conforming," and "Not listed" as options.

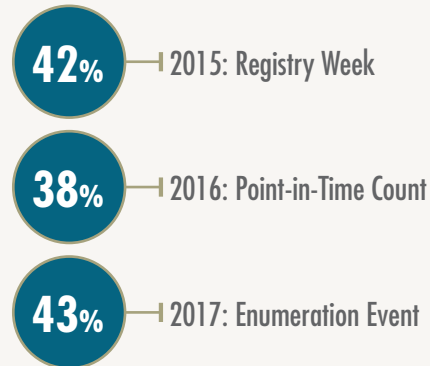
Military Service

Served in the Military or RCMP.



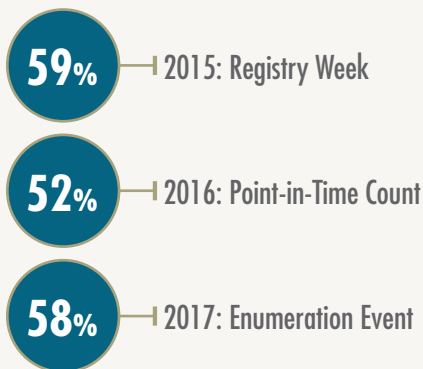
Chronic Health Issues

Had chronic health issues with their liver, kidneys, stomach, lungs, or heart.



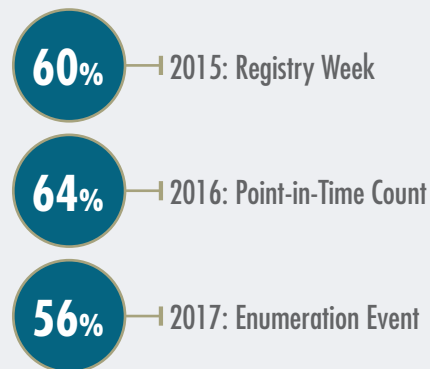
Chronic Homelessness

Experienced chronic homelessness.³



Most Frequent Sleeping Location

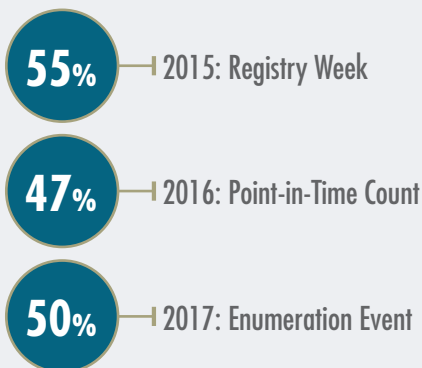
Reported emergency shelters as the place they slept most frequently.



³ Chronic homelessness is defined as experiencing homelessness for six months or more in the past year.

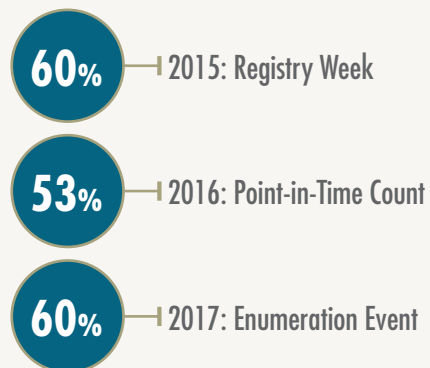
Homelessness Caused By Abuse Or Trauma

Homelessness was caused by an experience of abuse or trauma.



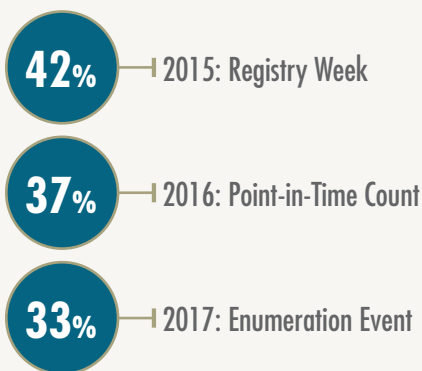
Homelessness Caused By Relationships

Homelessness was caused by relationship breakdown or an abusive relationship.



Homelessness Caused By Substance Use

Drinking or drug use resulted in housing loss.



Help Needed To Find And Keep Housing

Individuals reported they need the following to help them find and keep housing:

- Increased income and/or financial support;
- More available and affordable housing;
- Support from community programs, including: finding housing, case management, system navigation, and access to housing listings;
- To secure employment; and
- To address addiction challenges and achieve sobriety.

BUILDING ON OUR SUCCESSES

Registry Week, the Point-in-Time Count, and the 2017 Enumeration Event provided opportunities to explore, test, and learn how to best mobilize the community to enumerate homelessness in London.

Recommendations Implemented From Previous Enumeration Events

Learnings and recommendations from Registry Week and the Point-in-Time Count were implemented during the 2017 Enumeration Event with significant success, including:

- **Expanded Data Collection Timeframe.** Collecting data over an expanded timeframe, rather than a one-day period, led to an increase in the number of individuals who completed a survey.
- **Broader Engagement And Participation.** Organizations that work with specific and targeted groups (e.g. youth) experienced an increase in the number of individuals who completed surveys at their sites. As a result, the findings in this report provide a better estimate of the extent of homelessness in London.
- **Mandatory, Comprehensive Volunteer Training.** Providing volunteers and team leaders with enhanced hands-on training, focused on effective survey completion, resulted in improved data recording and data quality.

Recommendations For Future Enumeration Events

The City of London will continue to build on the successes of the enumeration events to ensure the community can:

- More closely estimate the total size of the homeless population living in London;
- Understand the demographics of those experiencing homelessness in London;
- Use enumeration events as an opportunity to connect individuals and families experiencing homelessness to housing stability programs; and
- Measure the community's progress towards ending homelessness.

Based on the learning from this year's enumeration event, the City of London will continue to improve future enumeration events by:

- Completing the enumeration event within a shorter timeframe, approximately 1-2 days, to avoid individuals being counted more than once.
- Implementing a longer planning and preparation process to allow for project tasks to be implemented with more time.
- Considering the timing of the enumeration event so it aligns with times of the month and year where service use is at its highest.
- Improving data collection processes to assist in continued improvement in data recording and data quality.
- Researching compensation amounts to determine the appropriate amount to provide individuals for completing a survey.
- Making recommendations to HPS to improve questions and response options.
- Extending the timeframe for the volunteer application process to allow for the recruitment of more volunteers.

In alignment with the requirements of the Government of Canada and the Province of Ontario, the City of London plans to continue conducting annual enumeration events and will participate in Canada's second Coordinated Point-in-Time Count, "Everyone Counts," in the spring of 2018.

Results will continue to be used to track progress towards reducing homelessness in London and provide the supports individuals experiencing homelessness require.

FOR MORE INFORMATION PLEASE CONTACT:

**Homeless Prevention
Neighbourhood, Children, and Fire Services**
City of London
Citi Plaza, 355 Wellington Street, 2nd Floor, Suite 248, N6A 3N7
homelessprevention@london.ca | www.london.ca

COUNTING OUR WAY HOME

London's 2015-2017 Enumeration Results
