

Service Manager Guidelines

By-Name List implementation and homeless enumeration

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Introduction

Our government believes that everyone deserves a place to call home. Ontario provides funding for housing and homelessness programs through 47 Service Managers. As part of its Community Housing Renewal Strategy and response to COVID-19, Ontario is investing approximately \$1.75 billion in 2020-2021 to help sustain, repair and grow community housing and help end homelessness.

We believe that achieving alignment throughout the province is the best path forward to establishing a comprehensive and effective approach for addressing homelessness. There's a need to use and share data and information more effectively to achieve the best outcomes.

By-Name Lists for people experiencing homelessness can help connect people to services and can create a foundation for better service coordination. They provide a more standardized approach for assessment and referral protocols to make sure clients are being matched to the services they need.

Service Managers are expected to begin developing their By-Name List in April 2021 and have it operational by January 1, 2022. The By-Name List must include people experiencing homelessness across the entire Service Manager area, who consent to be on the list. Service Managers need to develop policies and procedures that protect privacy and confidentiality, ensure each person is only listed once and that information is updated at least once every three months.

Service Managers are also required to enumerate homelessness in 2021, using a Point-in-Time Count to provide a snapshot of homelessness in their communities. The Point-in-Time Count includes collecting demographic information about people experiencing homelessness using a set of 17 common questions that align with the enumeration approach used by the federal Reaching Home program.

Enumeration provides opportunities to work across organizations and sectors to create of snapshot of homelessness. Service Managers are expected to leverage their enumeration efforts to build on their By-Name Lists.

By-Name Lists and Point-in-Time Counts will provide Service Managers with information they need to provide the best service possible to support vulnerable Ontarians during and beyond COVID-19.

Scope of the Guidelines

These guidelines provide details on the requirements and standards for developing and maintaining a By-Name List and for conducting local homeless enumeration.

The Ministry recognizes that many Service Managers already have or are in the process of developing By-Name Lists. The approach outlined in these guidelines is intended to align with efforts already underway. The guidelines provide enough flexibility for Service Managers to develop a By-Name List that meets both provincial requirements and local needs. These guidelines are also a supplement to the Ministerial Directive, which sets out the mandatory requirements of the Province's homeless enumeration approach.

The Ministry recognizes that approaches for collecting the information needed to better understand and respond to homelessness may evolve over time as a result of research, consultations, and Service Manager feedback. As such, the Ministry may update the Ministerial Directive and the guidelines on an as-needed basis and will communicate any updates to Service Managers.

Principles

The Province's approach for By-Name Lists and homeless enumeration is guided by the following principles:

1. Outcomes-focused:

Service Managers will work towards achieving the best and most cost-effective outcomes possible for people experiencing homelessness.

Service Managers will gather and provide information about the impact of homelessness programs over time, in general and among subgroups that have been prioritized for real-time data collection.

2. People-centred:

People, and their experiences and stories, are vital to conducting enumeration and developing By-Name Lists. A people-centred approach to enumeration and By-Name Lists processes will consider individual needs and promote safety, including cultural safety, and culturally appropriate responses and practices.

3. Partnership and relationship building:

Addressing homelessness requires collaboration and a strong partnership between all levels of government, Indigenous organizations and communities, service providers, people with lived experience, a wide range of community organizations (e.g., Social Planning Councils, Chambers of Commerce and Business Improvement Areas), and provincial systems such as social services, health, corrections, and education.

4. More responsive systems:

Better understanding the needs and experiences of people experiencing homelessness can help to build a service system that is responsive to the current and changing needs of the people it serves. Information collected through enumeration and By-Name List

implementation can help to better understand immediate needs for shelter and safety and longer-term housing and support needs of people experiencing homelessness.

5. Balance:

Provincial requirements for By-Name Lists and homeless enumeration balance the needs of Service Managers with provincial requirements.

Recognizing the unique nature of municipalities, the Province's approach supports local flexibility by providing Service Managers with flexibility in several aspects of By-Name List implementation and enumeration.

6. Building on success:

The Province recognizes that all Service Managers have enumeration experience and many municipalities across Ontario have developed By-Name Lists. The Province's approach will leverage and build upon this existing expertise and the work already underway.

Roles and Responsibilities

Both the Province and Service Managers have specific roles and responsibilities in regard to implementing By-Name Lists and undertaking local homeless enumeration.

The Province

- Establishing requirements and standards to guide implementation.
- Defining provincial priorities.
- Enabling implementation by connecting Service Managers to resources and supports.
- Coordinating with ministries responsible for provincial systems that interact with people experiencing homelessness to provide awareness and support for the province's efforts to address homelessness.

The Service Manager

- Implementing a By-Name List beginning in April 2021 and updating the List on an ongoing basis.
- Partnering and building relationships with Indigenous communities, homeless-serving agencies, service providers, and other stakeholders to develop a By-Name List and support collection of data for enumeration.
- Conducting enumeration as described in the Ministerial Directive and these guidelines.
- Reporting results to the Ministry of Municipal Affairs and Housing as described in the Ministerial Directive and these guidelines.
- Ensuring that appropriate consent is obtained, that the confidentiality of all participants and their information is maintained, and that applicable privacy laws are respected.

Definition of Homelessness for By-Name Lists and Point-in-Time Count

Homelessness is defined as a situation in which an individual or family is without stable, permanent housing, or the immediate prospect, means and ability of acquiring it. People may be defined as experiencing homelessness if they are:

- Unsheltered or staying in a makeshift shelter (including an encampment) or a structure not meant for habitation (e.g., garage; van).
- Staying in an emergency shelter, which could be a local homeless shelter or a Violence against Women (VAW) shelter.
- Staying in provisional accommodation that is temporary or lacks security of tenure such as with friends/acquaintances or family (i.e., “couch surfing”) or staying in a correctional institution, hospital, or residential treatment, without having a home to go to when discharged.

Implementing By-Name Lists

Objectives

Implementing a By-Name List requires creating a list of people experiencing homelessness who would like to receive assistance from the Service Manager to access housing services and supports. Developing a “real-time” By-Name List is an ongoing process with people being added to the list as they connect or re-connect with municipal staff and service providers, including through outreach or enumeration.

A By-Name List usually includes information about the needs of people on the list to help prioritize and coordinate housing services and supports in a Service Manager area. By-Name Lists are usually “real-time” in that the information contained in the list is updated and used on a regular basis.

The By-Name List incorporates information necessary to connect people experiencing homelessness to services and supports to help them find and keep housing.

The By-Name List can:

1. Provide a systematic approach for matching people to the right services and supports;
2. Help to prioritize offers of service/support as they become available; and,
3. Improve coordination of and access to services by more effectively and efficiently connecting supply to needs.

By-Name Lists can also help assess how effective programs and services are in helping people experiencing homelessness find and keep housing.

The province has identified two priority groups for maintaining real-time data on the By-Name List: People experiencing chronic homelessness and youth experiencing homelessness.

People are considered **chronically homelessness** if they are currently homeless and have been homeless for six months or more in the past year (i.e., have spent more than 180 cumulative nights in a shelter or place not fit for human habitation).

Youth homelessness refers to the situation and experience of young people under the age of 25 who are living independently of parents and/or caregivers, but do not have the means or ability to acquire a stable, safe or consistent residence.

By-Name List Requirements

1. Timelines for implementation

Service Managers are expected to begin developing their **By-Name List in April 2021**, with implementation meeting minimum Ministry requirements by **completed by December 31, 2021** and the By-Name List must be operational January 1st, 2022. The development of an initial By-Name List would be considered implemented. A By-Name List is considered operational if the Service Manager has policies and procedures to systematically update and use the By-Name List to connect people to services.

2. Coverage

The Service Manager must implement an approach that provides a By-Name List that covers their **entire Service Manager area**.

At a minimum, Service Manager By-Name Lists are expected to include people experiencing homelessness who use MMAH-funded services, including outreach. Service Managers are encouraged to include other services, where possible.

3. Consent

Informed consent is required to add someone to the By-Name List and to share information with identified service providers to support access to housing and supports. Consent must be documented.

4. Privacy is protected

The Ministry expects Service Managers to develop policies and procedures to protect privacy and confidentiality of information contained in the By-Name List. Protecting privacy includes implementing protocols and practices to limit access to information and ensuring that information is stored on devices that have appropriate security protections.

5. Priority populations for real-time data collection

Service Managers **adopt provincial priorities** for collection and maintenance of real-time data:

- i. people experiencing chronic homelessness and
- ii. youth experiencing homelessness.

6. One de-duplicated list

People on the By-Name List should be included once on the List. Having one, consolidated list is critical to providing a coordinated and streamlined way to prioritize offers.

7. Information is kept up to date

Keeping information on the By-Name List up to date helps Service Managers move quickly to match people according to their needs to services and supports that become available.

Service Managers are expected to keep By-Name List information current. Service Managers are required to update information **for members of priority populations noted above** (i.e., people experiencing chronic homelessness, youth experiencing homelessness) **at least every three months**.

Information for others on the list who are not in the identified priority populations may be updated less frequently, at the Service Manager's discretion.

Circumstances and needs can change over time, affecting an individual's prioritization for assistance (e.g., individuals can become chronically homeless over time). Updates should reflect changes in housing status. Those who find accommodation should be removed from the list and those who cannot be located at the time of update to confirm their status should be changed to "inactive".

8. Collect consistent information

At a minimum, the By-Name List must include each individual's name or identifier (e.g., nickname or other unique identifier) and contact details and information that:

- i. Helps Service Managers to match clients to housing resources; and
- ii. Supports prioritization.

To provide a consistent approach across the Service Manager area, Service Managers should use a common assessment / intake / screening tool or include a set of common questions to collect information from clients.

Service Managers are responsible for selecting the tool or tools that work best for their communities, based on local needs and priorities. Approaches for collecting information from clients can be adjusted, as appropriate, for specific populations.

By-Name List Standards

The ministry has identified three standards to help Service Managers develop comprehensive By-Name Lists that can be used to connect people to services.

Standard 1: Keep information as “real-time” as possible

Circumstances and needs can change over time. By-Name List information should be updated as often as possible and in a consistent fashion to include people entering your homeless system and to help match people with the right services and supports, as they become available. Regularly updated information can also help Service Managers understand how people move in and out of your system on an ongoing basis.

Standard 2: Cross-sector collaboration

People who lose their housing may find a variety of temporary housing solutions and come into contact with a number of service systems in health, justice and social services (e.g. social assistance systems) before they use services available to people experiencing homelessness. Working across systems will help to create a By-Name List that is more comprehensive and will help to develop a more coordinated service system.

Standard 3: Prioritization criteria and processes are clear and transparent

Service Managers should have formalized and documented criteria and procedures for making decisions about who should be prioritized for housing / services first when a dedicated housing or support resource becomes available. Criteria and processes for prioritizing offers will vary by community. However, priorities and prioritization processes within a Service Manager area should be transparent and consistent and should consider how the By Name List will/can support prioritization locally.

By-Name List Reporting Requirements

In 2021, the Ministry will require Service Managers to report on their progress in implementing By-Name Lists. The Ministry will provide a template for Service Managers to provide the following information:

- Confirmation that a By-Name List has been established.
- Early details on the proposed approach to use the By-Name List to better connect people to services.
- List of any local priority populations, in addition to provincial requirements (i.e., chronic homelessness and youth homelessness).

Service Manager requirements for reporting to the Ministry on By-Name Lists in subsequent years will align By-Name List reporting with existing MMAH program requirements.

By-Name List Resources

The information and resources on the site below may answer questions and support communities to develop and maintain a By-Name List:

<https://caeh.ca/by-name-lists/>

Local Homeless Enumeration

Objectives

Recognizing the value of strong, reliable and consistent data to inform policy, programs and services at both the provincial and Service Manager levels, the objectives of local homeless enumeration, are:

- i. To provide a snapshot of homelessness, including information on the scope and nature of homelessness in communities across Ontario.
- ii. To provide information about people experiencing homelessness and their needs to inform the development of programs and services and identify emerging needs.
- iii. To provide information about whether programs and initiatives are having the desired impact on homelessness and to drive continuous improvement in service delivery and program design.

2021 Changes to Enumeration Requirements

To improve the province's enumeration approach, the following changes were made:

- The requirements introduce more consistency in methods used to conduct the count so that data can be used to provide point-in-time snapshots of homelessness across the province.
- Service Managers have greater discretion in determining the timing of their enumeration.
- Reporting requirements have been reduced to providing aggregate information using a standard Ministry template.
- Enumeration is to be used as an opportunity to add people experiencing homelessness to the By-Name List to help connect them to services.

Enumeration Requirements

Point-in-time count method

Service Managers are required to conduct local homeless enumeration using a Point-in-Time Count that has two components:

1. **The Count:**

Counting the number of people who are experiencing homelessness - the goal is to get as complete a count as possible of people experiencing homelessness **on a single night** for the Service Manager area; and,

2. **The Survey:**

Collecting information from people experiencing homelessness using a set of standard questions - the goal is to provide information about the characteristics and circumstances of people experiencing homelessness, based on a sample of people willing and able to participate in the survey.

The count and the survey may occur together on a single day/night or they may be separate processes, as described below.

Note, the count and survey must be completed prior to December 15, 2021 to be able to report to the Ministry on the results.

The count

The count provides the number of people identified as experiencing homelessness on a specific night. Each Service Manager must determine which night they will use as the night for their count (i.e., the “night of”).

Only people who are identified as homeless on that night are included in the point-in-time count.

This method provides information for a single point in time and it is not intended to be a measure of everyone who experiences homelessness in a community over time, nor will it include some people who cycle in and out of homelessness.

Communities may collect survey information (described below) over multiple days to accommodate service schedules (i.e., various community services may be open on different days of the week; magnet events to attract youth or Indigenous community members may not happen on the same day), however:

- The **count provides the number of people who were homeless on a specific night** (i.e., “the night of”, which is determined by each Service Manager).
 - Communities that collect information over more than day must only include in the count only people who report being homeless on “the night of”.

- For example, if the Service Manager determines that the count will be for the night of April 15, people surveyed on April 16 and 17 would be included in the Point-in-Time count **only if** they indicated that they were also homeless on the night of April 15.

Scope of the count

The Point-in-Time Count will include people who are:

- Unsheltered;
- Emergency sheltered; and
- Provisionally accommodated.

A Point-in-Time Count approach has traditionally focused on unsheltered and emergency-sheltered populations in urban centres. However, Point-in-Time count methods have expanded to count and survey people who are provisionally accommodated, including those experiencing forms of hidden homelessness.

The unsheltered homeless count involves canvassing people living on the streets or in places that are not intended for human habitation (e.g., vehicles or abandoned buildings). Unsheltered homeless counts can cover the entire community using a block by block approach or cover all known locations, or a mixed approach may be used.

People who are provisionally accommodated have no fixed address and are staying in accommodation that is temporary or lacks security of tenure.

Emergency sheltered includes those who are staying in overnight shelters for people who are experiencing homelessness and Violence Against Women shelters. Where applicable, it may also include families or individuals who received hotel/motel vouchers in lieu of shelter beds.

Provisional accommodation includes transitional housing (i.e., short-term supportive housing); correctional facilities and detention centres; hospital or health facilities, including mental health facilities and detoxification centres; and staying temporarily in a series of other people's homes, typically making use of improvised sleeping arrangements.

Access to people staying in provisional accommodation for the purposes of enumeration will vary by Service Manager area. Service Managers are encouraged to include people staying in several types of provisional accommodation to create a more complete picture of homelessness in their communities.

Many people experiencing homelessness find temporary shelter with relatives, friends, acquaintances, neighbours or strangers or in buildings/spaces not meant for habitation (e.g., vans, garages, barns). They are considered 'hidden' because they are not visible in the community as experiencing homelessness and may not use services available to people experiencing homelessness such as emergency shelters. Working with a range of community service agencies to identify clients who are experiencing homelessness can

provide more opportunity for people experiencing hidden homelessness to be counted and surveyed.

In particular, homelessness is often less visible and/or spread out over a large geographic area in smaller and more rural communities. MMAH encourages Service Managers to work with community service agencies such as food banks, drop-in centres or clothing banks, to identify and survey people experiencing homelessness, and to connect them to the By-Name List. Community service agencies can also help to organize magnet events to attract populations who may be less likely to use mainstream services.

Use of administrative data

Administrative data can contribute to counts of people experiencing homelessness. Emergency sheltered homeless counts (i.e., the number of people sleeping in each shelter) may be based on data collected by shelter data systems for the “night of”, where available. Service Managers may also use other forms of administrative data such as number of people in hospital / correctional settings with no fixed address, where access to people experiencing homelessness in these settings is limited or not possible.

Full coverage of Service Manager areas for the count

Enumeration that is based on a sample of areas will not provide the total number of people experiencing homelessness in the Service Manager area, nor will it provide the opportunity to build a comprehensive By-Name List. Service Managers are expected to enumerate all municipalities that fall within their area.

Full coverage of people experiencing homelessness that are **emergency sheltered** within a municipality requires counting the number of people staying in all emergency shelters, extreme weather shelters (e.g., Out of the Cold) and Violence against Women shelters during the enumeration period. It can also include families or individuals who received hotel/motel vouchers in lieu of shelter beds.

Full coverage for those who are **provisionally accommodated** may not be possible for some Service Managers. Service Managers differ in the extent to which they are able to gain access to places that provide provisional accommodation such as transitional housing and various provincial systems to obtain counts of people experiencing homelessness. However, Service Managers are encouraged to include people who are provisionally accommodated to develop as complete a count as possible.

Full coverage of people experiencing homelessness that are **unsheltered** may be achieved by canvassing all geographic areas within selected municipalities (i.e., block by block) or by enumerating in “known locations”, which are public spaces where people experiencing homelessness are known to congregate. Identifying all known locations will require Service Managers to work with community organizations, Indigenous partners, and people with lived experience who know the areas and places where people experiencing homelessness are likely to go.

Full coverage and known location approaches may also be combined, with a complete canvas of densely populated areas and canvas of known locations, in areas where

individuals who are experiencing homelessness are less visible or the population is more spread out.

Full coverage requires collaborating with the full range of agencies in a community that provide services to people experiencing homelessness.

Administrative data can be an important source of information to achieve better coverage of a Service Manager area for the count.

Administrative data is information stored in records maintained by government-funded agencies for the purpose of documenting what services and supports people receive and their service status. For example, subject to privacy laws, government-funded agencies that provide services to vulnerable populations could provide data about people receiving services who identify as experiencing homeless at a point in time (e.g., emergency shelters data systems; social assistance data systems).

A By-Name List may provide data to include in a Point-in-Time Count. However, even comprehensive By-Name Lists may provide limited information about those who do not interact with homelessness services. Service Managers who use By-Name List data as part of their Point-in-Time Count need to assess the extent to which their By-Name List:

- Reflects all (single adults, families and youth) homelessness for the entire Service Manager area;
- Includes people who are emergency sheltered, unsheltered and provisionally accommodated; and,
- Provides information needed to make determinations about homelessness on the “night of” (e.g., data indicates that the “night of” falls within the current period of homeless). **If the By-Name List does not provide information to determine whether each person was homeless on the night of the count, By-Name List data should not be used for enumeration purposes.**

Where gaps are identified, the Service Manager is expected to supplement the use of By-Name List administrative data with the methods required to provide comprehensive coverage of homelessness in the Service Manager area (e.g., supplemented with an outreach event).

Deduplicating for the Count

If information is collected from different sources (e.g., at different service locations or from different administrative databases), mechanisms must be put in place to make sure that the same person is not counted more than once. Creating a unique identifier for each individual counted using information such as first two initials of first name, first two initials of last name plus birth year can help to identify people who may be counted more than once.

The survey

The survey is used to collect basic demographic information for people experiencing homelessness, as well as reasons for homelessness and service use and/or needs. This information helps to describe and understand characteristics and circumstances of people experiencing homelessness and to track changes in the profiles and needs of people experiencing homelessness over time.

The count and the survey may occur together, or they may be separate processes:

Together - Survey data used for the count

The survey may be done at the same time and as part of the count (i.e., all or some of the people who complete the survey will be included in the count). In this case the survey is administered on the night of the count but can also be administered over the few days that follow, using the “night of” approach.

For example, if the date for the count is May 15, a Service Manager may decide to administer surveys over four days - May 15 through May 18. The count for May 15 would include people surveyed on May 15 who report being homeless on that night. Surveys done from May 16 through 18 would ask where people stayed on the “night of” May 15. People surveyed on May 16, 17 or 18 who reported being homeless on the night of May 15 would be added to the count.

People who said they lost their housing on May 16, 17 or 18 would not be included in for the May 15 count but they may be surveyed to help provide a picture of people experiencing homelessness in the community.

Survey process is separate from the count

If the survey is conducted more than one week (7 days) after the count, it may be difficult to get reliable information about experiences on the “night of”. If the survey is conducted more than one week (7 days) after the count, it is recommended that the survey be used to gather information about people experiencing homelessness in the community but not to add people to the count.

Required data points

A core set of survey questions is required to ensure that a common set of data points will be collected for each person who is surveyed.

Surveys should include, at a minimum, the 17 questions identified in the Minister’s Directive to gather information from people experiencing homelessness, who are willing and able to participate.

The Ministry has aligned its core questions with the questions used in the federal Point-in-Time Count under Reaching Home. The core set of mandatory questions can be found in Appendix A.

Service Managers are required to collect information on 17 data points in their Point-in-time count surveys. These questions are aligned with the questions used by communities funded under Reaching Home.

- Overnight Location
- Chronicity of homelessness
- Age
- Reasons for homelessness / housing loss
- Indigenous Identity
- Racialized Identity
- Gender Identity
- Sexual Orientation
- Family Homelessness
- Military Service
- Health - Illness / Medical Condition
- Health - Physical Limitation
- Health – Learning or Cognitive Limitations
- Health - Mental Health Issue
- Health - Substance Use Issue
- Child Welfare Involvement
- Income Source

Service Managers conducting enumeration over more than one day must include a question about whether the person being surveyed was homeless on the “night of”.

Additional data points

Service Managers have the flexibility to collect enumeration data on additional data points such as educational attainment or age at first experience of homelessness (in addition to those required by the Ministry) to inform program development and local service system planning.

Coverage for the survey

To provide broad coverage of the different experiences and forms of homelessness, Service Managers should strive to administer the survey to as large a sample as possible, across a range of settings.

Surveyed groups should include those who report sleeping rough (unsheltered) and in emergency shelters, as well as those who are provisionally accommodated (e.g., someone using a community service who indicates that they are “couch surfing”).

In large shelters, collecting survey information for every person in the shelter may not be feasible. A sample of shelter residents can be surveyed to describe the characteristics of residents in that shelter, using an appropriate sampling strategy.

Phone interviews may be used to collect survey information and provide comprehensive coverage.

De-duplication for the survey

Duplication can be reduced by asking survey participants one or two questions to establish whether or not they participated in a survey already. Deduplication can also occur after the data are collected using a unique identifier for each person that will help to identify multiple entries for the same person. The development of unique identifiers for each person is important to make sure that people who use different systems or services are not counted more than once and that their survey responses are not represented more than once in the database.

For example, collecting information that is unique to the individual such as the first two letters of the person’s first name, the first two letters of the person’s last name, and year of birth in combination with similar responses to questions, can help to identify surveys that may have been completed by the same person.

Timing

Service Managers are required to conduct their Point-in-Time Count in 2021. Service Managers have the flexibility to decide on the timing of their 2021 enumeration, taking into consideration the community context and local public health circumstances.

Building the By-Name List

A Point-in-Time Count can help to “kick start” the development of a By-Name List but it can also be used to build upon a list already in place or in development. Service Managers are encouraged to consider how to use their Point-in-Time count to refine and add to their By Name Lists.

The By-Name List shall include only those people who have consented to be included on the list.

Reporting data to the Ministry

Service Managers are required to provide anonymous, aggregate data to the Ministry following the completion of their Point-in-Time Count. This data will be used to understand homelessness across the province and will inform future policy and program development.

Timelines and instructions for reporting enumeration data

Service Managers must provide aggregate data on the required data points to the Ministry **by December 31, 2021**, using the reporting template to be provided by the Ministry.

Service Managers are required to refer to the Ministry's Instructions for **Reporting Point-in-Time Count Data in Appendix B**. The Ministry will require Service Managers to report aggregate information using a standard Ministry template and in alignment with existing reporting requirements, to the extent possible.

Data Quality

Service Managers are responsible for the quality of data collected, including the completeness and validity of the information recorded. Service Managers are also responsible for ensuring that staff and volunteers receive the proper training in survey procedures and privacy protection.

Considerations for Engagement

Engaging with Indigenous communities

First Nations, Métis and Inuit peoples are significantly over-represented among people experiencing homelessness in Ontario and have higher rates of core and deep core housing need compared to non-Indigenous Ontarians. In some Northern communities, Indigenous peoples are acutely over-represented among the population experiencing homelessness. Indigenous youth, Indigenous women experiencing violence and Indigenous people transitioning from the child welfare system, hospitals, and the justice system often face unique challenges and are at risk of experiencing homelessness. Indigenous peoples' experiences of homelessness are intricately related to inter-generational trauma and the legacy of the residential school system¹.

As the Province is committed to building constructive, cooperative relationships that are based on mutual respect and lead to improved opportunities and outcomes for all Indigenous peoples, Service Managers are required to engage with Indigenous organizations and communities – including First Nations, Métis, Inuit organizations and communities, where present in the service area, when planning and conducting enumeration. Engagement with Indigenous organizations and communities should occur during all phases (planning, implementation, and communication of results) of enumeration to ensure that the enumeration approach is culturally appropriate.

¹ Policy Statement: Service Manager Housing and Homelessness Plans

Spotlight: Hamilton Point-in-Time Count

Hamilton's Point-in-Time Counts have incorporated a unique Indigenous perspective that acknowledges self-determination and is grounded in the principle of reconciliation. The Social Planning and Research Council collaborated with Indigenous partners to lead an urban homelessness survey organized for and with Indigenous peoples. Planning included Indigenous consultation, coordination, as well as efforts from Indigenous volunteers, who were helpful in outreach efforts. Additionally, a magnet event that included the provision of Indigenous food and various cultural activities, such as drumming, dancing, singing, and giveaways, was used to draw in people experiencing homelessness in the community to participate.

Engaging with community partners

Building relationships and engaging community partners often plays a vital role when planning and conducting enumeration. Community partners can help identify known locations to be enumerated, can provide administrative and logistical support during enumeration, and can help promote what is being done within the broader community.

Service Managers should consider including the following groups when developing and implementing their Point-in-Time Count:

- People with lived experience
- Shelter providers and staff
- Non-profit service providers and staff, especially providers/agencies that work with specific populations (e.g., youth, Indigenous peoples)
- Health services
- Corrections services
- Universities, colleges, researchers
- Business sector
- Police

Community Homelessness Prevention Initiative (CHPI) Funding for By-Name List Implementation and Homeless Enumeration

To assist with the costs of implementing a By-Name List and conducting enumeration in their service areas, Service Managers can use a portion of their funding allocation under the Community Homelessness Prevention Initiative (CHPI).

Service Managers that elect to use CHPI funding for homeless enumeration /By-Name List implementation can use up to 15 per cent of their total CHPI allocation for program administration **and** By-Name List and enumeration costs **combined**. Service Managers that elect not to use CHPI funding for enumeration and By-Name List implementation can only use up to 10 per cent of their CHPI allocation for program administration.

For example, if a Service Manager uses 5 per cent for general program administration, they can use up to 10 per cent for enumeration and By-Name List implementation. If a Service Manager decides to use no CHPI funds for general program administration, they can use up to the full 15 per cent for enumeration and By-Name List implementation.

Some Service Managers receive funding from other sources to enumerate and develop a By-Name List to support coordinated access, in particular communities (e.g., Reaching Home funding). Service Managers that receive funding from other sources for these purposes are required to allocate those funds in those communities before using their CHPI funding for enumeration and By-Name List implementation.

Enumeration Costs and By-Name List Implementation Costs

Eligible enumeration and By-Name List costs include:

- Wages for local enumeration coordinator
- Wages for coordinator(s) responsible for specific locations and/or communities (e.g., shelters, volunteers, Indigenous communities)
- Data analysis
- Items for enumeration participants (e.g., honorariums)
- Enumeration supplies (e.g., pens, name tags, clipboards, first aid kits)
- Advertising and recruitment (in local media, social media, etc.)
- Training and materials
- Printing of materials
- Other administrative costs that support the implementation of homeless enumeration
- Wages for staff implementing and/or maintaining By-Name List

- Other administrative costs that support the implementation and maintenance of the By-Name List, including IT solutions and data management
- Training and materials

For further information on the use of CHPI funding for homeless enumeration and By-Name List implementation, please refer to the *Community Homelessness Prevention Initiative (CHPI) Program Guidelines*.

Point-in-Time Count Resources

The information and resources below are provided for communities conducting Point-in-Time Counts under Reaching Home: Canada's Homelessness Strategy. They may also be helpful for other communities implementing a Point-in-Time Count.

- 1- [Recommended Standards for Participation](#) (which includes possible adaptations to Point-in-Time counts methods during COVID-19)
- 2- [Homelessness Learning Hub - Planning](#)
- 3- [Homelessness Learning Hub - Implementation](#)

Further information on conducting enumeration with people experiencing homelessness, informed consent, and confidentiality can be found at the links below:

- York University's *Guidelines for Conducting Research with People who are Homeless*: <http://homelesshub.ca/sites/default/files/ldnsjytd.pdf>

Data Definitions

Term	Definition
Administrative Data	Administrative data is the data government and other service-providing organizations collect for their program operations and about the people they serve. This can include demographic data and information about needs that are related to receiving a service.
At-Risk of Homelessness	Refers to persons who are not homeless, but whose current economic and/or housing situation is precarious and/or does not meet public health, or safety standards.
Chronic Homelessness	Refers to people who are currently homeless and have been homeless for six months or more in the past year (i.e., have spent more than 180 cumulative nights in a shelter, place not fit for human habitation or staying temporarily with others without guarantee of continued residency).
Emergency Shelter	A facility designed to meet the immediate needs of people who are experiencing homelessness. Emergency shelters may target specific sub-populations, including women, families, youth or Indigenous persons. These shelters typically have minimal eligibility criteria, may offer shared sleeping facilities and amenities, and may expect clients to leave in the morning. They may offer food, clothing or other services.
Emergency Sheltered	Those staying overnight in shelters for people who are experiencing homelessness, including extreme weather shelters such as Out of the Cold programs and crash beds, and shelters for those impacted by violence. This would include those who have received hotel/motel vouchers where no emergency shelters exist or in overflow situations.
Homelessness	The situation of an individual or family without stable, permanent, or the immediate prospect, means and ability of acquiring it.
Known Locations	Public spaces where people experiencing homelessness are known to congregate.

Term	Definition
Magnet Event	<p>A magnet event is a social engagement strategy used to draw people to a common place on a given day to share information and carry out enumeration for those willing to participate. Magnet events may be used to reach people who are marginalized and underrepresented among those using homelessness services, such as youth and Indigenous Peoples.</p> <p>Magnet events are often well publicized in advance and may provide food, entertainment or presentations on topics of interest to particular subgroups.</p>
Provisionally Accommodated	<p>Refers to those who are homeless and whose accommodation is temporary or lacks security of tenure.</p> <p>Provisional accommodations may include: staying with friends/acquaintances, correctional institutions, hospitals, and residential treatment.</p> <p>This does not include emergency shelters, group homes, retirement homes, long-term care homes, and crown ward facilities.</p>
Transitional Housing	<p>Supportive, yet temporary type of accommodation that is meant to bridge the gap from homelessness to permanent housing by offering elements such as structure, supervision, support, life skills, and education.</p>
Unsheltered	<p>Living on the street or in places not intended for human habitation.</p>
Violence Against Women (VAW) Shelter	<p>Community-based emergency shelter and crisis support services offered for women and their dependents who have experienced violence and/or abuse.</p> <p>Services are delivered with the recognition that women access shelter services on a voluntary basis, and that women have the right to make their own choices and decisions about the services they receive. Shelter services are intended to be women-centred, to support the safety of women and dependents fleeing violence, and to focus on each woman's individual immediate and long-term needs.</p>
Veteran	<p>Any former member of the Canadian Armed Forces who successfully underwent basic training and is honourably released.</p>
Youth Homelessness	<p>Youth homelessness refers to the situation and experience of young people under the age of 25 who are living independently of parents and/or caregivers, but do not have the means or ability to acquire a stable, safe or consistent residence.</p>

Ministry of Municipal Affairs and Housing Contacts

For questions and inquiries regarding these guidelines and/or the Ministerial Directive, please contact Della Knoke (della.knoke@ontario.ca) or Kirti Gandhi (kirti.gandhi@ontario.ca).

Municipal Services Offices

For any regional questions and concerns regarding By-Name List implementation or homeless enumeration, please contact the Ministry's Housing Programs Branch or Municipal Services Office (MSO) for your Service Manager area (updated May 2021).

Region	Contact	Address	Service Manager Area
Housing Programs Branch – Toronto	Bailey Anderson, Account Manager Tel: +1 647 527-1473 Email: Bailey.Anderson@ontario.ca	777 Bay Street, 14th Floor Toronto, ON, M5G 2E5	Toronto
Municipal Services Office – Central	Ian Russell, Team Lead, Regional Housing Services Tel: 416-585-6965 Email: ian.russell@ontario.ca	777 Bay Street, 13th Floor Toronto, ON, M5G 2E5 Toll Free: 1-800-668-0230 Fax: 416-585-6882	Durham, Halton, Hamilton, Muskoka, Niagara, Peel, Simcoe, York
Municipal Services Office – Eastern	Mila Kolokolnikova, Team Lead, Regional Housing Services Tel: 613-545-2123 Email: mila.kolokolnikova@ontario.ca	8 Estate Lane, Rockwood House Kingston, ON, K7M 9A8 General Inquiry: 613-545-2100 Toll Free: 1-800-267-9438 Fax: 613-548-6822	Cornwall, Hastings, Kawartha Lakes, Kingston, Lanark, Leeds and Grenville, Lennox and Addington, Northumberland, Ottawa, Peterborough, Prescott and Russell, Renfrew
Municipal Services Office – Western	Cindy Couillard, Team Lead, Regional Housing Services (Acting) Tel: 705-564-6808 Email: cindy.couillard@ontario.ca	659 Exeter Road, 2nd Floor London, ON, N6E 1L3 General Inquiry: 519-873-4020 Toll Free: 1-800-265-4736 Fax: 519-873-4018	Brantford, Bruce, Chatham-Kent, Dufferin, Grey, Huron, Lambton, London, Norfolk, Oxford, St. Thomas, Stratford, Waterloo, Wellington, Windsor
Municipal Services Office – Northeast	Liana Bacon, Team Lead, Regional Housing Services Tel: 705-564-6834 Email: Liana.Bacon@ontario.ca	159 Cedar Street, Suite 401 Sudbury, ON, P3E 6A5 General Inquiry: 705-564-0120 Toll Free: 1-800-461-1193 Fax: 705-564-6863	Algoma, Cochrane, Greater Sudbury, Manitoulin-Sudbury, Nipissing, Parry Sound, Sault Ste. Marie, Timiskaming
Municipal Services Office – Northwest	Jessica Vail, Team Lead Regional Housing Services Tel: +1 (807) 475-1641 Email: Jessica.Vail@ontario.ca	435 James Street, Suite 223 Thunder Bay, ON, P7E 6S7 General Inquiry: 807-475-1651 Toll Free: 1-800-465-5027 Fax: 807-475-1196	Kenora, Rainy River, Thunder Bay

Appendix A: Mandatory Data Points and Questions

Data point: Overnight Location

Definition

Where a person is staying or will stay on the day enumeration is conducted.

1. Question

Where are you staying tonight?

[This is an open question with categories provided]

- | | |
|--------------------------|----------------------|
| a. DECLINE TO ANSWER | |
| b. OWN APARTMENT / HOUSE | [THANK & END SURVEY] |

- | | |
|--------------------------------|---|
| c. SOMEONE ELSE'S PLACE | C1. Do you have access to a permanent residence where you can safely stay as long as you want? <ul style="list-style-type: none">• Yes [THANK & END]• No (not permanent AND/OR not safe) [BEGIN SURVEY]• Don't Know [BEGIN SURVEY]• Decline to answer [THANK & END] |
| d. MOTEL/HOTEL (SELF FUNDED) | |
| e. HOSPITAL | |
| f. TREATMENT CENTRE | |
| g. JAIL, PRISON, REMAND CENTRE | |

- | | |
|---|----------------|
| h. HOMELESS SHELTER (EMERGENCY, FAMILY OR DOMESTIC VIOLENCE SHELTER) | [BEGIN SURVEY] |
| i. HOTEL/MOTEL (FUNDED BY CITY OR HOMELESS PROGRAM) | |
| j. TRANSITIONAL SHELTER/HOUSING | |
| k. UNSHELTERED IN A PUBLIC SPACE (E.G. STREET, PARK, BUS SHELTER, FOREST OR ABANDONED BUILDING) | |
| l. ENCAMPMENT (E.G. GROUP OF TENTS, MAKESHIFT SHELTERS OR OTHER LONG-TERM OUTDOOR SETTLEMENT) | |
| m. VEHICLE (CAR, VAN, RV, TRUCK, BOAT) | |
| n. UNSURE: INDICATE PROBABLE LOCATION _____ | |

Data point: Chronicity of Homelessness

Definition

The length of time that someone is homeless.

2. Question

In total, for how much time have you experienced homelessness over the PAST YEAR (the last 12 months)?

[Does not need to be exact. Best estimate.]

☐ LENGTH ____ DAYS | WEEKS | MONTHS ☐ DON'T KNOW ☐ DECLINE TO ANSWER

Data Point: Reasons for Homelessness/Housing Loss

Definition

Reasons that caused / contributed to a person becoming homeless / losing their housing

3. Question

What happened that caused you to lose your housing most recently?

[Do not read the options. Check all that apply. "Housing" does not include temporary arrangements (e.g., couch surfing) or shelter stays. Follow up for the reason if the respondent says "eviction" or that they "chose to leave".]

A: HOUSING AND FINANCIAL ISSUES	B: INTERPERSONAL AND FAMILY ISSUES	C: HEALTH OR CORRECTIONS
<input type="checkbox"/> NOT ENOUGH INCOME FOR HOUSING (E.G. LOSS OF BENEFIT, INCOME, OR JOB) <input type="checkbox"/> UNFIT/UNSAFE HOUSING CONDITION <input type="checkbox"/> BUILDING SOLD OR RENNOVATED <input type="checkbox"/> OWNER MOVED IN <input type="checkbox"/> LANDLORD/TENANT CONFLICT <input type="checkbox"/> COMPLAINT (E.G. PETS/NOISE/DAMAGE) <input type="checkbox"/> LEFT THE COMMUNITY/RELOCATED	<input type="checkbox"/> CONFLICT WITH: SPOUSE / PARTNER <input type="checkbox"/> CONFLICT WITH: PARENT / GUARDIAN <input type="checkbox"/> CONFLICT WITH: OTHER (_____) <input type="checkbox"/> EXPERIENCED ABUSE BY: SPOUSE / PARTNER <input type="checkbox"/> EXPERIENCED ABUSE BY: PARENT / GUARDIAN <input type="checkbox"/> EXPERIENCED ABUSE BY: OTHER (_____) <input type="checkbox"/> DEPARTURE OF FAMILY MEMBER <input type="checkbox"/> EXPERIENCED DISCRIMINATION	<input type="checkbox"/> PHYSICAL HEALTH ISSUE <input type="checkbox"/> MENTAL HEALTH ISSUE <input type="checkbox"/> SUBSTANCE USE ISSUE <input type="checkbox"/> HOSPITALIZATION OR TREATMENT PROGRAM <input type="checkbox"/> INCARCERATION (JAIL OR PRISON)

☐ OTHER REASON: _____ ☐ DON'T KNOW ☐ DECLINE TO ANSWER

Data point: Age

Definition

Number of years a person has lived.

4. Question

How old are you OR what year were you born? [If unsure, ask for best estimate]

<input type="radio"/> AGE _____	OR YEAR BORN _____	<input type="radio"/> DON'T KNOW	<input type="radio"/> DECLINE TO ANSWER
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Data point: Indigenous Identity

Definition

People that identify as First Nations, Métis, or Inuit.

5. Question

Do you identify as First Nations (with or without status), Métis, or Inuit, or do you have North American Indigenous ancestry?

[If yes, please specify]

(COMMUNITY NOTE: The wording of this question can be adapted to what makes sense in your community, for example by listing specific First Nations)

<input type="radio"/> YES, FIRST NATIONS	<input type="radio"/> YES, MÉTIS	<input type="radio"/> NO	<input type="radio"/> DECLINE TO
<input type="radio"/> YES, INUIT	<input type="radio"/> YES, INDIGENOUS ANCESTRY	<input type="radio"/> DON'T KNOW	ANSWER

Data point: Racialized Identity

Definition

A racialized person is someone who experiences racialization, which is “the process by which societies construct races as real, different and unequal in ways that matter to economic, political and social life.”²

6. Question

In *addition* to your response in the question above, do you identify with any of the racialized identities listed below?

[Show or Read list. Select all that apply]

- ARAB (e.g., Syrian, Egyptian, Yemeni)
- ASIAN-EAST (e.g., Chinese, Korean, Japanese)
- ASIAN- SOUTH-EAST (e.g., Filipino, Vietnamese, Cambodian, Malaysian, Laotian)
- ASIAN-SOUTH OR INDO-CARIBBEAN (e.g., Indian, Pakistani, Sri Lankan, Indo-Guyanese, Indo-Trinidadian)
- ASIAN-WEST (e.g., Iranian, Afghan)
- BLACK-CANADIAN/AMERICAN
- BLACK-AFRICAN (e.g., Ghanaian, Ethiopian, Nigerian)
- BLACK-AFRO-CARIBBEAN OR AFRO-LATINX (e.g., Jamaican, Haitian, Afro-Brazilian)
- LATIN AMERICAN (e.g., Brazilian, Mexican, Chilean, Cuban)
- WHITE (e.g. European, French, Ukrainian, Euro-Latinx)
- NOT LISTED (PLEASE SPECIFY): _____
- IDENTIFY AS INDIGENOUS ONLY
- DON'T KNOW
- DECLINE TO ANSWER

Data point: Gender Identity

Definition

Each person’s internal and individual experience of gender. It is their sense of being a woman, a man, both, neither, or anywhere along the gender spectrum. A person’s gender identity may be the same as or different from their birth-assigned sex.

7. Question

What gender do you identify with?

[Show list]

<input type="radio"/> MAN	<input type="radio"/> TRANS WOMAN	<input type="radio"/> NOT LISTED:
<input type="radio"/> WOMAN	<input type="radio"/> TRANS MAN	_____
<input type="radio"/> TWO-SPIRIT	<input type="radio"/> NON-BINARY (GENDERQUEER)	<input type="radio"/> DON'T KNOW
		<input type="radio"/> DECLINE TO ANSWER

² <http://www.ohrc.on.ca/en/racial-discrimination-race-and-racism-fact-sheet>

Data point: Sexual Orientation

Definition

Sexual orientation is a personal characteristic that forms part of who one is. It covers the range of human sexuality from lesbian, gay, two-spirit, and queer to bisexual and heterosexual.

8. Question

How do you describe your sexual orientation, for example straight, gay, lesbian?

[Show list]

<input type="radio"/> STRAIGHT/HETEROSEXUAL	<input type="radio"/> BISEXUAL	<input type="radio"/> ASEXUAL	<input type="radio"/> NOT LISTED: _____
<input type="radio"/> GAY	<input type="radio"/> TWO-SPIRIT	<input type="radio"/> QUESTIONING	<input type="radio"/> DON'T KNOW
<input type="radio"/> LESBIAN	<input type="radio"/> PANSEXUAL	<input type="radio"/> QUEER	<input type="radio"/> DECLINE TO ANSWER

Data point: Family Homelessness

Definition

One or more adults experiencing homelessness with one or more dependent children under 18 years of age

9. Question

Do you have family members or anyone else who is staying with you tonight?

[Indicate survey number for partners. Check all that apply]

<input type="checkbox"/> NONE	<input type="checkbox"/> OTHER (Can include other family or friends)
<input type="checkbox"/> PARTNER - Survey #: _____	<input type="checkbox"/> DECLINE TO ANSWER
<input type="checkbox"/> CHILD(REN)/DEPENDENT(S) _____	

Data point: Military Service

Definition

Someone who has served in the Canadian military.

10. Question

Have you ever served in the Canadian Military or RCMP?

[Military includes Canadian Navy, Army, or Air Force]

<input type="radio"/> YES, MILITARY	<input type="radio"/> BOTH MILITARY AND RCMP	<input type="radio"/> DON'T KNOW
<input type="radio"/> YES, RCMP	<input type="radio"/> NO	<input type="radio"/> DECLINE TO ANSWER

Data point: Health

Definition

Someone who identifies as having a health issue, which includes physical health, learning / cognitive limitations, mental health issue, substance use issue, and physical limitation.

11. Question

Do you identify as having any of the following health challenges at this time:

ILLNESS OR MEDICAL CONDITION [e.g. diabetes, arthritis, TB, HIV]	<input type="radio"/> YES	<input type="radio"/> NO	<input type="radio"/> DON'T KNOW	<input type="radio"/> DECLINE TO ANSWER
PHYSICAL LIMITATION [e.g. challenges with mobility, physical abilities or dexterity]	<input type="radio"/> YES	<input type="radio"/> NO	<input type="radio"/> DON'T KNOW	<input type="radio"/> DECLINE TO ANSWER
LEARNING OR COGNITIVE LIMITATIONS [e.g. dyslexia, autism spectrum disorder, or as a result of ADHD or an acquired brain injury]	<input type="radio"/> YES	<input type="radio"/> NO	<input type="radio"/> DON'T KNOW	<input type="radio"/> DECLINE TO ANSWER
MENTAL HEALTH ISSUE [diagnosed/undiagnosed] [e.g. depression, Post traumatic stress disorder (PTSD), bipolar disorder]	<input type="radio"/> YES	<input type="radio"/> NO	<input type="radio"/> DON'T KNOW	<input type="radio"/> DECLINE TO ANSWER
SUBSTANCE USE ISSUE [e.g. tobacco, alcohol, opiates]	<input type="radio"/> YES	<input type="radio"/> NO	<input type="radio"/> DON'T KNOW	<input type="radio"/> DECLINE TO ANSWER

Data point: Child Welfare (History of Foster Care)

Definition

The placement of a child or youth in the home of someone who receives compensation for caring for the child but is not the child's parent.

12. Question

As a child or youth, were you ever in foster care or in a youth group home (COMMUNITY NOTE: include any other Provincial child welfare programs)?

[Note: This question applies specifically to child welfare programs.]

<input type="radio"/> YES	<input type="radio"/> NO	<input type="radio"/> DON'T KNOW	<input type="radio"/> DECLINE TO ANSWER
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Data point: Income Source

Definition

Sources of income including various forms of assistance, benefits and employment.

13. Question

What are your sources of income?

[Reminder that this survey is anonymous. Read list and check all that apply]

<input type="checkbox"/> FULL TIME EMPLOYMENT	<input type="checkbox"/> EMPLOYMENT INSURANCE	<input type="checkbox"/> CHILD AND FAMILY TAX BENEFITS
<input type="checkbox"/> PART TIME EMPLOYMENT	<input type="checkbox"/> DISABILITY BENEFIT [Name of PROV. DISABILITY BENEFIT]	<input type="checkbox"/> GST/HST REFUND
<input type="checkbox"/> CASUAL EMPLOYMENT (E.G. CONTRACT WORK)	<input type="checkbox"/> SENIORS BENEFITS (E.G. CPP/OAS/GIS)	<input type="checkbox"/> OTHER MONEY FROM A SERVICE AGENCY
<input type="checkbox"/> INFORMAL INCOME SOURCES (E.G. BOTTLE RETURNS, PANHANDLING)	<input type="checkbox"/> WELFARE/SOCIAL ASSISTANCE [Prov. Benefit]	<input type="checkbox"/> OTHER SOURCE: _____
<input type="checkbox"/> MONEY FROM FAMILY/FRIENDS	<input type="checkbox"/> VETERAN/VAC BENEFITS	<input type="checkbox"/> NO INCOME
		<input type="checkbox"/> DON'T KNOW
		<input type="checkbox"/> DECLINE TO ANSWER

Appendix B: Reporting of Point-in-Time Count Data to the Ministry

Required Data Points
<ul style="list-style-type: none"> • Number of people experiencing homelessness on the night of the count
<ul style="list-style-type: none"> • Number of people experiencing homelessness who completed surveys
<ul style="list-style-type: none"> • Number of people experiencing homelessness who reported staying in: <ul style="list-style-type: none"> • Unsheltered location • Homeless shelter • Hotel/Motel (funded by the City or homeless program) • Encampment • Transitional shelter/housing • Other locations
<ul style="list-style-type: none"> • Number of people experiencing homelessness by age category
<ul style="list-style-type: none"> • The number of people experiencing homelessness who identified as: <ul style="list-style-type: none"> • Chronically homeless • Indigenous • Racialized • LGBTQ2S • Male • Female • Not Cis-gender • Experiencing family homelessness • Having past military service • Having an illness or medical condition • Having a physical limitation • Having a learning or cognitive limitation • Having a mental health issue • Having a substance use issue • Having had prior child welfare involvement
<ul style="list-style-type: none"> • Number of people experiencing homelessness who identified incarceration (jail or prison) as a reason for losing their housing most recently
<ul style="list-style-type: none"> • Number of people experiencing homelessness who identified experienced abuse by spouse/partner as a reason for losing their housing most recently
<ul style="list-style-type: none"> • Number of people experiencing homelessness who reported full-, part-time or casual employment income
<ul style="list-style-type: none"> • Number of people experiencing homelessness who reported receiving government disability or social assistance income
<ul style="list-style-type: none"> • Number of people experiencing homelessness who were added to the By-Name List through enumeration
<ul style="list-style-type: none"> • Total number of people on the Service Manager By-Name List

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