



North Shore Homelessness Data Report

2016 Service Use Data

This report captures demographic and service use data on unique service recipients served by the major homelessness serving organizations during the year 2016

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September 27, 2017

In collaboration with

Hollyburn Family Services Society • Lookout Housing and Health Society
Vancouver Coastal Health • Canadian Mental Health Association • Squamish Nation
North Shore Crisis Services Society • BC Non-Profit Housing Association
District of North Vancouver • City of North Vancouver • District of West Vancouver



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North Shore Homelessness Data Report

Executive Summary

Six major providers of homelessness services on the North Shore contributed to this report by providing anonymized information on each individual client who accessed homelessness services with an intake date falling within the 2016 calendar year.

Absolutely Homeless Population

- Among those receiving homelessness services, there were 736 unique individuals considered absolutely homeless¹ on the North Shore who had an intake date in 2016.
- Based on available information on gender, there were significantly more absolutely homeless men than women, with 63% (330) men and 37% (190) women.
- There were 453 homeless adults aged 25-54, comprising the largest age group among the homeless population (62%). There were 178 seniors over the age of 55 representing nearly a quarter (24%) of the total. Youth under 24 comprised 14% of the homeless population (103).
- 50% of the absolutely homeless population accessed the HealthConnection clinic in 2016.

At-Risk Population

- 295 unique individuals who accessed homelessness services in 2016 were considered at-risk² due to imminent risk of housing loss.
- 68% of at-risk service recipients identified as female, and 32% as male.
- Adults aged 25-54 represented 59%, youth under 24 represented 6%, and seniors over the age of 55 represented 35% of the at-risk group.
- 24% of the at-risk service recipients were accompanied by children, with the majority (94%) being female led families.
- Domestic violence appears to be a significant risk factor for women's housing instability, as more than half (51%) the at-risk women reported experiencing domestic violence.

2016 Snapshot



Total unique absolute homeless service recipients: 736

Number of homeless individuals accessing multiple services: 124

Number of homeless adults (25-54): 453

Number of homeless youth (under 24): 103

Number of homeless seniors (over 55): 178

Number of homeless or at-risk service recipients who reported domestic violence: 136

Number of children accompanying homeless or at-risk parent(s): 143

¹ Absolutely homeless includes those living on the streets or in places not intended for human habitation, those staying in homeless shelters (including safe houses and women's shelters) and those whose accommodation is temporary and lacks security of tenure (i.e. couch surfing, hospitals, detox facilities).

² At Risk refers to those who are not homeless, but whose current economic and/or housing situation is precarious or does not meet public health and safety standards (would become homeless imminently without supports). Based on: Canadian Observatory on Homelessness (2012) Canadian Definition of Homelessness. Homeless Hub: www.homelesshub.ca/homelessdefinition/



1 Introduction

1.1 Background

The North Shore Homelessness Data Report is an initiative of the North Shore Homelessness Task Force (NSHTF). The 2017 Homeless Count Preliminary Data Report³, a one day count, yielded a relatively low number on the North Shore compared to other homeless count trends since 2002.

Point in Time Count Year	2002	2005	2008	2011	2014	2017
North Shore Total Homeless Counted ⁴	47	90	127	122	119	100 ⁵

Figure 1. Historical Point in Time Homeless Count numbers for the North Shore

Members of the NSHTF assert that the actual number of homeless individuals on any given day is far greater than the 100 counted during the one day point in time count, and have begun to explore ways to capture and present more realistic data. Six major homelessness outreach and shelter providers on the North Shore agreed to provide their 2016 service use data, with safeguards to protect service recipient confidentiality. The relationship between the point in time count and the one year service provider data is presented in Figure 2 below:

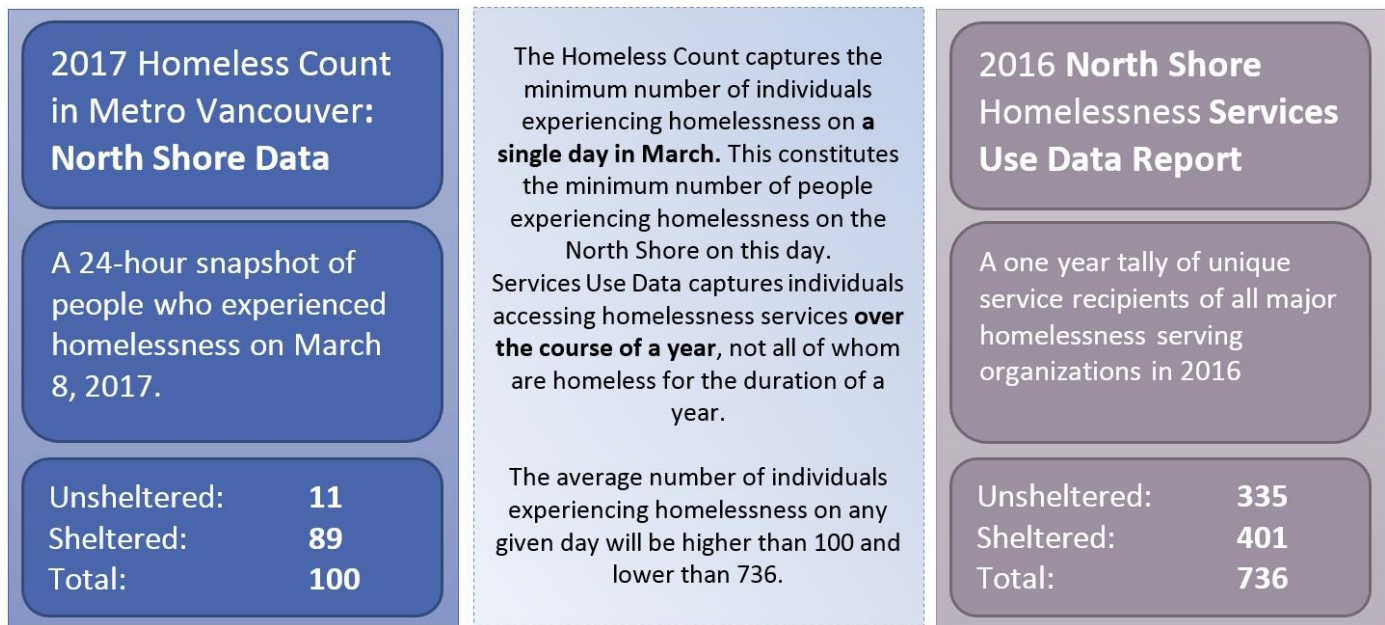


Figure 2. Relationship between the Homeless Count (point in time count) and one year service data

³ Metro Vancouver (2017). Homeless Count in Metro Vancouver PRELIMINARY DATA REPORT, <http://www.metrovancouver.org/services/regional-planning/homelessness/HomelessnessPublications/2017MetroVancouverHomelessCountPreliminaryData.pdf>

⁴ Metro Vancouver (2014). Metro Vancouver Homeless Count Report. <https://www.metrovancouver.org/services/regional-planning/homelessness/HomelessnessPublications/2014MVHomelessCountJuly31-14Results.pdf>

⁵ Metro Vancouver (2017).



1.2 Purpose

The purposes of the North Shore Homelessness Data Report are to provide the best estimate of the number of people who are homeless on the North Shore over the course of a year, to obtain demographic information and to better understand the service needs of this population.

1.3 Geographic Scope

This data report focuses on data from service recipients who live and access services in the City of North Vancouver, District of North Vancouver, District of West Vancouver and Squamish Nation.

1.4 Participating service providers

The service providers that provided data for this study include Hollyburn Family Services Society, Lookout Housing and Health Society, Vancouver Coastal Health (HealthConnection clinic), Canadian Mental Health Association North and West Vancouver Branch, North Shore Crisis Services Society and Squamish Nation Member Services.

1.5 Definitions

For the purpose of this report, the total number of **absolutely homeless** individuals is calculated by adding unsheltered and emergency sheltered individuals, but it does not include at-risk individuals. Many individuals access multiple services and transition between sheltered, unsheltered and at-risk throughout the year. If an individual accessed multiple services, including at least one shelter stay, they were recorded as “Emergency Sheltered” in order to track those who accessed a shelter at least once during the year. If an individual moved from at-risk to unsheltered during the year, they were recorded as unsheltered.

Unsheltered Homeless refers to “people living ‘outside’, including in alleys, doorways, parkades, parks and vehicles. This category also includes people who are couch surfing and accessing homeless services.”⁶

Emergency Sheltered refers to those who stayed in a homeless shelter at least once during 2016, including safe houses and women's shelters. While the homeless count limits the definition of sheltered homeless to those who can expect to stay no longer than 30 days⁷, the time limit used in this study is up to 6 months, as different shelters have different stay limits on the North Shore.

At Risk refers to those who are not homeless, but whose current economic and/or housing situation is precarious or does not meet public health and safety standards (would become homeless imminently without supports).

In terms of age groups, the definitions of seniors and youth vary widely across different organizations. In this report, we used 55+ for seniors, and below 24 as youth in order to align with the Metro Vancouver Homeless Count⁸.

A full list of definitions used in this research is provided in Appendix 1.

⁶ Metro Vancouver (2017). Homeless Count in Metro Vancouver PRELIMINARY DATA REPORT, <http://www.metrovancouver.org/services/regional-planning/homelessness/HomelessnessPublications/2017MetroVancouverHomelessCountPreliminaryData.pdf>

⁷ ibid

⁸ ibid



1.6 Methodology

A standardized spreadsheet was provided to all participating service providers, who used their agency database and records to enter demographic data for service recipients served during the year 2016. For the purpose of data uniformity, only individuals with an intake date during the 2016 calendar year were included. The data was then combined into a single spreadsheet, and duplicates were eliminated. No service recipient names or birthdays were used. Instead, we used service recipient initials, birth year and gender to identify duplicate service recipients. 376 duplicate entries were identified, which were merged into 173 unique records. Typing errors were also identified and corrected or deleted. Aggregate data was then calculated based on the demographic information of service recipients.

1.7 Limitations

This project was dependent on each agency reporting their in-house service recipient data, and is thus subject to human error, omissions and mislabelling. There are wide variations in how each agency collects, tracks and stores service recipient, and it was not possible or feasible for some agencies to enter data for all of the fields requested. This limits the validity of some of the demographic information where data was not provided by one or more of the major partners. For example, income source information was available for only 28% of the sample, with a higher representation of youth and seniors compared to adults. This makes it difficult to generalize the available information to the larger group. In addition, due to poor response rate, the data we collected regarding language preferences, Aboriginal status, immigration/refugee status, and access to addictions and mental health services was insufficient to enable sound data analysis in the final report. Further research is suggested to better understand these needs.

Best efforts were made to correct typing errors and identify and omit duplicate entries, but there is likely a small margin of error based on human error during data entry. It is also possible that some individuals were inadvertently deleted due to having the same initials, birth year and gender preference.

Additionally, since data was only captured for persons who accessed a participating homelessness service provider, it does not include people who did not access any services or those who accessed other services. In particular, food banks and other poverty related services have been reporting a large number of at-risk and homeless populations among their service recipients, but these were not captured in this report.



2 Number of Homeless Individuals on the North Shore

2.1 Unsheltered and Sheltered Totals

A total of 736 unique homeless individuals were identified by participating service providers based on 2016 intake information. Out of these service recipients, 401 individuals accessed a homeless shelter at least once during the calendar year. Shelters included the North Shore Shelter, the North Shore Youth Safe House and the Seniors Safe House; however, direct service recipient information was not available for the Sage Woman’s Transition House due to safety reasons. The Metro Vancouver Homeless count includes women staying at a transition house in the sheltered homeless category, while this report does not, thus making the number of homeless women in this report an underestimate. The home municipality was identified for 455 homeless individuals, with 286 identifying as City of North Vancouver residents, 125 identifying as District of North Vancouver residents, and 44 identifying as District of West Vancouver residents.

Municipality	City of North Vancouver	District of North Vancouver	District of West Vancouver	Other/Unknown
Unsheltered	167	94	35	39
Emergency Sheltered	119	31	9	242
Total	286	125	44	281

Figure 3. Homeless service recipients by municipality

2.2 Monthly Trends in new client intake

The average number of new client intakes per month was 59, based on the 713 absolutely homeless clients with an intake date clearly identified. As the same client was not counted twice, only the first intake was counted if a client accessed services multiple times. While May saw the highest number of intakes and there was a drop in June and December, the number of intakes seem relatively consistent throughout the year. Service providers will anecdotally agree on a higher service need in the winter months from October to March. As we have not collected data on turnaways recorded by service providers, particularly shelters, this cannot be reflected in our report. It should be noted, however, that intakes reflect the limited capacities of the service providers and not necessarily the needs of the community.

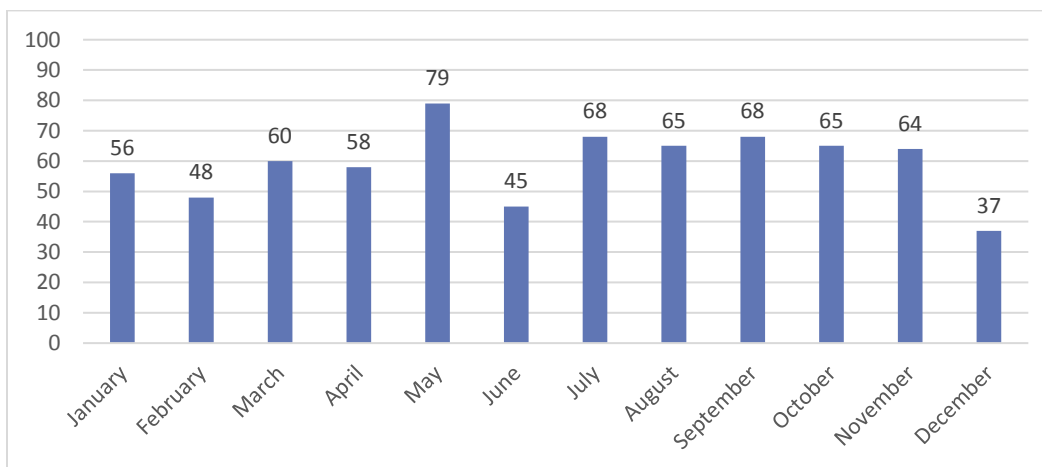


Figure 4. Monthly new intakes (unique homeless service recipients)



3 Profile of the Homeless Population on the North Shore

3.1 Gender

Overall, there was a much higher number of homeless individuals identifying as male (63%) compared to those identifying as female (37%). This is consistent with the 2014 Metro Vancouver Homeless Count Report which stated that women often stay with families or friends or remain in unsafe situations, rather than sleep outside, go to shelters or access homelessness outreach services⁹. There were 7 transgendered individuals reported, but we did not capture their preferred gender in this research.

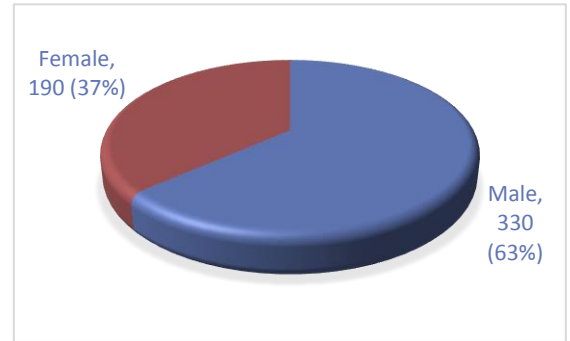
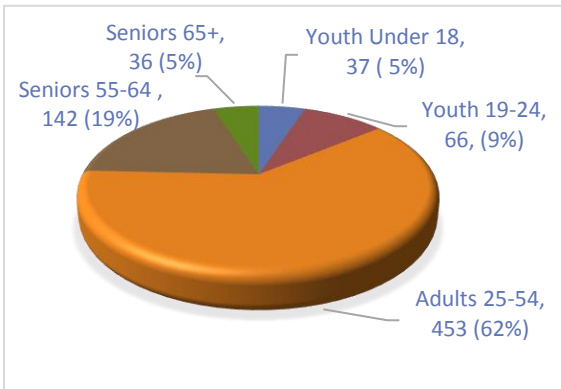


Figure 5. Gender breakdown of homeless service recipients (where gender is identified)

3.2 Age



Age information was available for the majority of the homelessness service recipients (734). In 2016, adults aged 25-54 comprised the largest group of service recipients at 62% (453). Although the age classification of homeless individuals varies, we have aligned our definitions with the Homeless Count in Metro Vancouver¹⁰. There were 37 homeless children and youth under the age of 18, and 66 between the ages of 19-24. There were 142 homeless seniors between the ages of 55-64, and 36 over the age of 65. The oldest homeless senior with an intake date in 2016 was 88 years old.

Figure 6. Age group breakdown of homeless service recipients

3.3 Primary income Source

The primary income source refers to the formal income source from a government agency or formal employment. The primary income source was identified for only 211 homeless service recipients.¹¹ 88 service recipients reported that they had no income, followed by Provincial Persons with Disability Assistance (PWD) (58), income assistance (IA) (33), employment (14) and a combination of Canada Pension Plan (regular or disability), Old Age Security and Guaranteed Income Supplement (11).

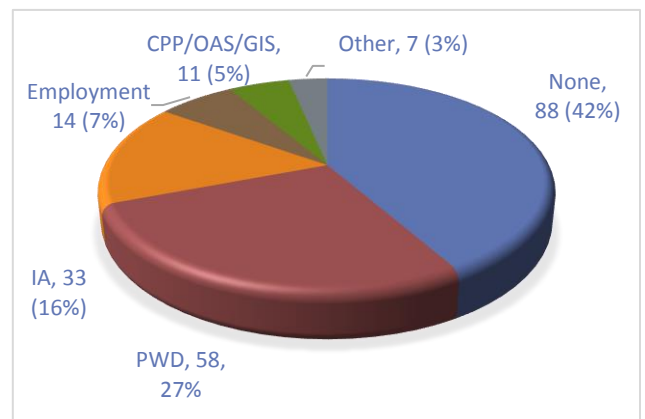


Figure 7. Formal income sources of homeless service recipients

⁹ Metro Vancouver (2014). Metro Vancouver Homeless Count Report. <https://www.metrovancouver.org/services/regional-planning/homelessness/HomelessnessPublications/2014MVHomelessCountJuly31-14Results.pdf>

¹⁰ ibid

¹¹ A higher youth and seniors representation for income data likely had a skewing effect.



Because only the primary formal income source was identified, no information is available regarding secondary income sources or informal employment such as bottle collecting.

An analysis of income source by age group reveals that the majority of homeless youth had no income source, causing the “no income” category to be skewed in Figure 8. While more than half the adults in the 25-54 and seniors in the 55-64 age group were on Provincial Income assistance (IA) or Persons with Disability Assistance (PWD), the 25-54 age group had a higher rate of employment compared to the 55-64 age group. Most seniors over 65 were receiving a combination of Canada Pension Plan (CPP), Old Age security (OAS) and Guaranteed Income Supplement (GIS).

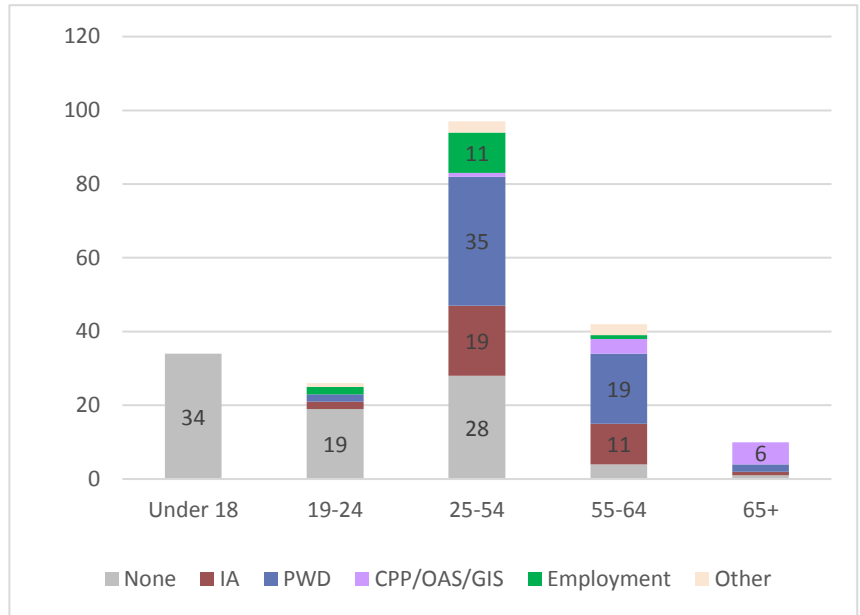


Figure 8. Primary income source breakdown by age group: Homeless service recipients

3.4 Access to Primary Health Care Services

In addition to self-reported health care access information, the list of homeless clients was cross-referenced with patients accessing the HealthConnection clinic to assess how many clients accessed this service. Based on this analysis, 366 homeless service recipients had accessed the HealthConnection clinic (HCC) at least once in 2016. 26 reported accessing their own family doctor (GP), and 343 either had no access or accessed another form of health care. The HealthConnection clinic opened in 2013 and provides primary care for North Shore residents who “don’t have a regular Family Doctor (GP) or Nurse Practitioner (NP), and who experience complex medical, mental health and addiction issues, and/or socio-economic needs (such as housing, income, and access to food).”¹²

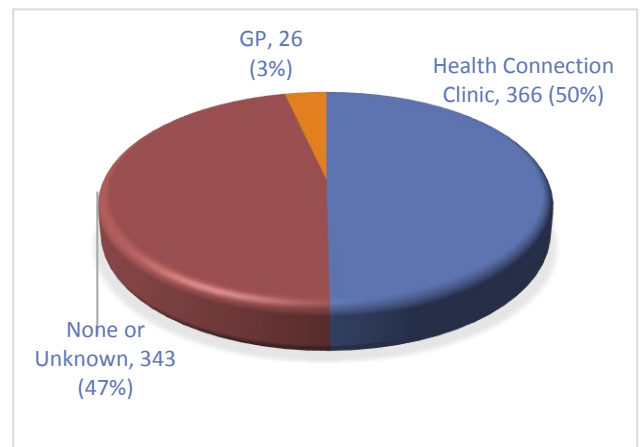


Figure 9. Access to primary health care: Homeless service recipients

¹² Vancouver Coastal Health. HealthConnection. <http://www.healthconnectbc.ca/vch/programs/1741-healthconnection-clinic>



4 Profile of the At-Risk Population

295 service recipients were identified as at-risk, and this group is presented separately from the absolute homelessness population. The at-risk population is defined as service recipients who are not homeless, but whose current economic and/or housing situation is precarious or does not meet public health and safety standards, and who would become homeless within three months without supports. This category also includes recipients of emergency housing subsidies intended to prevent housing loss, such as the BC Housing Homelessness Prevention Program (HPP) and Homeless Outreach Program (HOP).¹³ This study does not include individuals and families living in perpetual poverty¹⁴, unless they accessed homelessness services due to an imminent risk of losing their housing.¹⁵

4.1 Gender and Domestic Violence

Overall, there was a much higher number of at-risk individuals identifying as female at 68% (200) compared to the 32% (94) identifying as male as seen in Figure 10. More than half (51%) of the at-risk women (102) reported experiencing domestic violence, many (56) of whom were accompanied by children. Domestic violence appears to be a significant risk factor for women’s housing instability, but this does not appear to be the case for men.

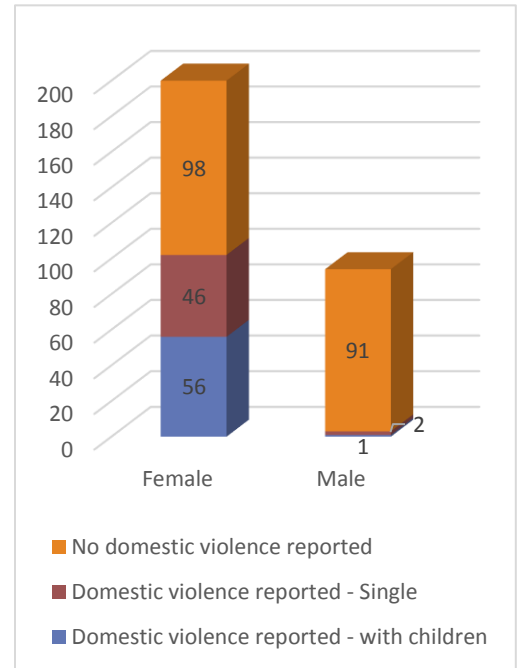


Figure 10. Relationship between gender and domestic violence for at-risk service recipients

4.2 Age

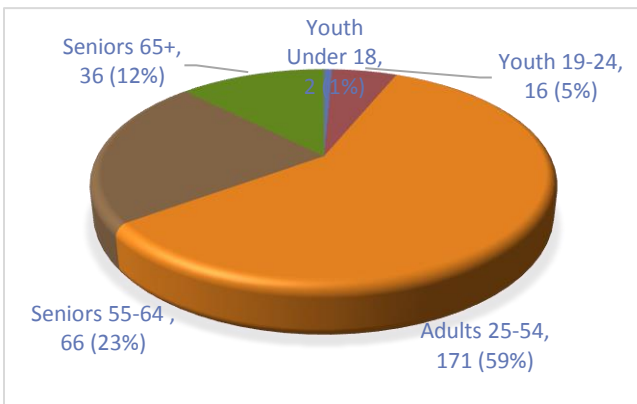


Figure 11. Age breakdown of at-risk service recipients

Age information was available for 99% of the at-risk service recipients. In 2016, adults aged 25-54 comprised the majority (59%) of the at-risk service recipients. Youth under 24 represented 6%, and seniors over the age of 55 represented 35% of the total.

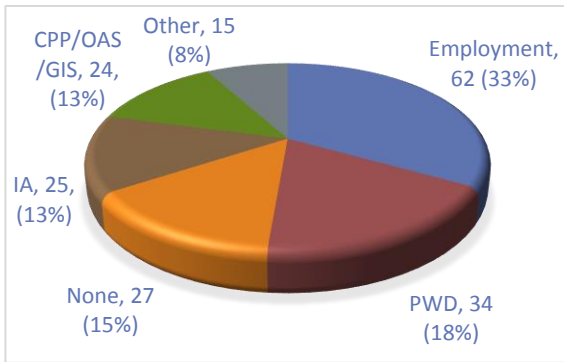
¹³ BC Housing. (2017). www.bchousing.org

¹⁴ This study does not include services for individuals and families living in poverty, such as food banks and free meals.

¹⁵ Imminent risk of housing loss is defined as being within three months of probable housing loss without an intervention.



4.3 Primary income Source



The primary income source refers to the formal income source from a government agency or formal employment.¹⁶

The primary income source was identified for 63% of the at-risk service recipients. 33% of the service recipients reported that they were employed, followed by Provincial Persons with Disability Assistance (PWD) (18%) and No income (15%). Income assistance (IA) and CPP/OAS/GIS followed at 13% each.

Figure 12. Primary income sources: At-risk service recipients

4.4 At-Risk Families with Children

72 at-risk individuals reported children accompanying them. 94% of these families were female-led. Over half (51%) had one child, 42% had two children, and 5 families (7%) had more than 3 children.

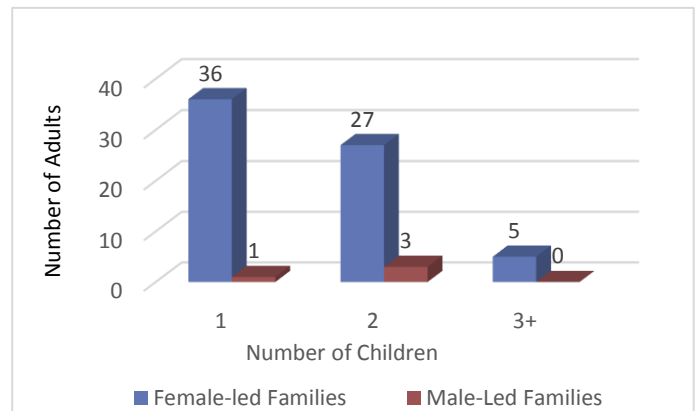
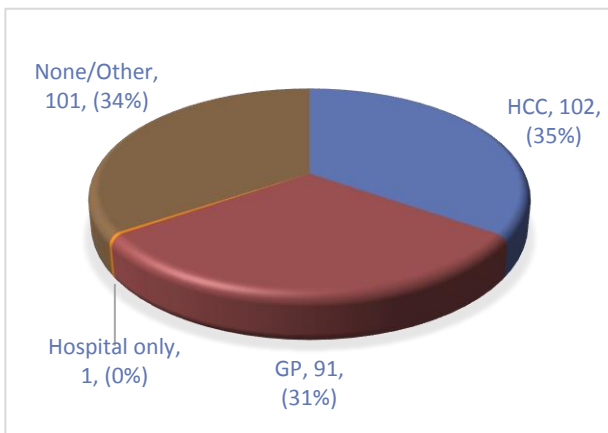


Figure 13. Number of children per adult by parent gender: At-risk service recipients

4.5 Access to Primary Health Care



In addition to self-reported health care access information, the list of at-risk clients was cross-referenced with patients accessing the HealthConnection clinic. Based on this analysis, 102 at-risk service recipients had accessed the HealthConnection clinic (HCC) at least once in 2016. 91 reported accessing their own family doctor (GP), and 101 either had no access or accessed another form of health care.

Figure 14. Access to primary health care: At-risk service recipients

¹⁶ Only the primary formal income source was identified, so no information is available regarding secondary income sources or informal employment such as bottle collecting.



5 Breakdown by Municipality

The home municipality was identified for 477 homeless service recipients. Of these, 286 were residents of the City of North Vancouver, 125 were from the District of North Vancouver, and 44 were from the District of West Vancouver. The remaining 22 identified as being transient, from out of province or from other municipalities.

5.1 City of North Vancouver

The City of North Vancouver has the highest number of homeless individuals compared to other North Shore municipalities. There were 419 total homelessness service recipients reported, with 286 absolutely homeless individuals (unsheltered or accessed a shelter at least once during the year). Based on a total population of 52,897,¹⁷ the percentage of absolutely homeless individuals was 0.54% of the total population in 2016.

Age Group	Youth (Under 18)		Youth (19-24)		Adults (25-54)		Seniors (55-64)		Seniors (65+)		Total
	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female	
Unsheltered	0	2	6	3	56	54	25	9	5	5	165
Accessed Shelter	0	0	10	2	69	11	19	2	3	1	117
At-Risk	0	0	2	4	23	56	11	21	9	7	133
Total	0	2	18	9	148	121	56	34	18	13	
Category Total	2		27		269		90		31		419

Figure 15. Service recipient demographics in the City of North Vancouver by age group and gender

5.2 District of North Vancouver

The District of North Vancouver had 210 total homelessness service recipients reported, with 125¹⁸ absolutely homeless individuals (unsheltered or accessed a shelter at least once during the year). Based on a total population of 85,935,¹⁹ the percentage of absolutely homeless individuals was 0.15% of the total population in 2016.

Age Group	Youth (Under 18)		Youth (19-24)		Adults (25-54)		Seniors (55-64)		Seniors (65+)		Total
	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female	
Unsheltered	0	0	4	1	22	23	21	18	3	1	93
Accessed Shelter	1	0	6	1	8	7	5	1	0	2	31
At-Risk	0	1	2	3	11	40	9	7	4	3	80
Total	1	1	12	5	42	70	38	26	8	7	
Category Total	2		17		112		64		15		210

Figure 16. Service recipient demographics in the District of North Vancouver by age group and gender

¹⁷ City of North Vancouver (2016). <http://www.cnv.org/your-government/about-the-city/community-statistics>

¹⁸ One individual did not have a gender reported so is not reflected in Figure 16

¹⁹ Statistics Canada (2017). <http://www12.statcan.gc.ca/census-recensement/2016/dp-pd/hlt-fst/pd-pl/Table.cfm?Lang=Eng&T=304&SR=11&S=87&O=A&RPP=5&PR=59&CMA=0&CSD=0>



5.3 District of West Vancouver

The District of West Vancouver had the lowest number of homeless individuals among the three municipalities with a total of 96 homelessness service recipients reported, including 44 absolutely homeless individuals (unsheltered or accessed a shelter at least once during the year). Based on a total population of 42,473,²⁰ the percentage of homeless individuals was 0.1% of the total population in 2016.

Age Group	Youth (Under 18)		Youth (19-24)		Adults (25-54)		Seniors (55-64)		Seniors (65+)		Total
	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female	
Unsheltered	0	0	1	0	6	16	4	1	6	1	35
Accessed Shelter	0	0	1	1	2	1	1	1	1	1	9
At-Risk	0	0	2	2	5	20	6	6	2	7	50
Total	0	0	4	3	13	37	12	8	10	9	
Category Total	0		7		50		20		19		96

Figure 17. Service recipient demographics in the District of West Vancouver by age group and gender

²⁰ Statistics Canada (2017). <http://www12.statcan.gc.ca/census-recensement/2016/dp-pd/hlt-fst/pd-pl/Table.cfm?Lang=Eng&T=304&SR=11&S=87&O=A&RPP=5&PR=59&CMA=0&CSD=0>



6 Analysis

6.1 Relationship to the Point in Time Homeless Count

The Point-in-time homeless count is conducted across Metro Vancouver every three years in order to “estimate the number of sheltered and unsheltered people who are homeless during a 24-hour period. This is not the same as estimating the number of people who move in and out of homelessness throughout the course of a year.”²¹ While service providers know that they encounter far more service recipients experiencing homelessness throughout the year than is counted in one day, it has been unclear up to now how many unique community members actually experienced homelessness throughout the year on the North Shore. This relationship can be better understood by conducting this research concurrently during future homeless counts and also by replicating this research across other communities in Metro Vancouver.

6.2 Additional Demographic Information

In this research, we attempted to collect further demographic information such as preferred language, Aboriginal self-identification, other genders, veteran, refugee and foreign national status, as well as mental health and addictions service use. Due to the low response rate in these categories, we were unable to present meaningful data in this report. The limited data available did indicate the importance of understanding better the needs of the Aboriginal population, Farsi-speakers, transgendered individuals and immigrant and refugee populations in particular. It is not clear if these populations were underreported²² due to the low response rate, or if there are barriers to accessing services due to cultural and safety issues. Further research is recommended in these areas.

6.3 Tracking chronically homeless individuals

In this research, we excluded individuals who received services in 2016 but had an intake date prior to 2016. This was in order to maintain data integrity, as we did not have a complete data set across agencies on individuals with intakes prior to 2016 (but still receiving services). 175 individuals were removed from the data set for this reason, consisting of 38 unsheltered, 83 emergency sheltered and 35 at risk individuals. While not included in the 2016 data, these individuals represent many of the long-term, chronically homeless service recipients. More research is needed to better understand the chronic homeless population.

²¹ Metro Vancouver (2014). Results of the 2014 Homeless Count in the Metro Vancouver Region. <https://www.metrovancouver.org/services/regional-planning/homelessness/HomelessnessPublications/2014MVHomelessCountJuly31-14Results.pdf>

²² Underrepresentation indicates that the numbers reported were lower than the regional average based on Statistics Canada and/or the Homeless Count in the Metro Vancouver Region



7 Conclusion

Service Providers on the North Shore have long felt a large gap between available homelessness services and the people who access them. This report was created with the hope of shedding light on the size of this gap and to hopefully create impetus in all levels of government to address it.

Participating service providers identified 736 unique homeless individuals with an intake during the 2016 calendar year, of which 401 (54%) stayed in a shelter at least once in 2016. Based on the intake data, an average of at least two North Shore residents became homeless each day, with additional residents falling into risk daily. While the point in time homeless count focused on homeless individuals visible on the streets and in shelters during a 24 hour period, the present research focused on the number of people accessing services over one calendar year (12 months). While both these approaches offer valuable insights, they each have their limitations and do not account for those who prefer to remain hidden.

The City of North Vancouver had the highest homeless population as well as the highest number of homeless individuals per capita, followed by the District of North Vancouver and the District of West Vancouver. This falls within expectation as these trends match the overall socioeconomic trends in the three municipalities. However, it is also in this order that a prevalence of homelessness services can be found on the North Shore. Since our count relied on service provider information, with most of the services located in the City of North Vancouver, it is easy to imply that unsheltered homeless individuals in both the Districts weren't reached to be counted with the same success as those who connect with various service providers in the City.

Based on the limitations mentioned earlier in the report, our endeavor served to raise several questions and recommendations for future Homeless research on the North Shore and across Metro Vancouver:

- What are the actual numbers of homeless individuals who identify as Aboriginal, female, gender non-conforming, immigrant and/or refugee on the North Shore? Is there an under or over-representation compared with the general population? Are there barriers to accessing service for some of these populations?
- Further research is needed to better understand the hidden homeless population. For example, how many women are living in unsafe or violent housing situations due to a perceived lack of safe homelessness services?
- What are the root causes and potential solutions for youth homelessness?
- How many people became homeless for the first time? How many people are chronically homeless?
- How many people were turned away from shelters or services due to lack of capacity?
- How many people from the North Shore accessed homelessness shelters and services in other municipalities?

Finally, a large number of people receiving government assistance or pensions are reflected amongst the homeless, despite the fact that these are the fixed incomes that are deemed to be livable by respective levels of government. Homelessness counts and related research consistently demonstrates that the \$375 shelter portion does not reflect actual rental requirements and inevitably pushes people into homelessness. We strongly recommend that the provincial government consider raising the rates considerably to reflect the realities of the current rental market. Additionally, the high market rental costs and very low rental vacancy rates are a major obstacle to housing homeless individuals. We recommend that all levels of government develop a coordinated strategy to increase the number of non-market and affordable housing units and provide support services to move individuals out of the cycle of homelessness as outlined in Metro Vancouver's 2017 report *Addressing Homelessness in Metro Vancouver*.²³

²³ Metro Vancouver. (2017). *Addressing Homelessness in Metro Vancouver*.

www.metrovancouver.org/boards/Housing/Addressing_Homelessness_in_Metro_Vancouver-2017_March-OT_Position_Paper.pdf



Appendix 1. Definitions used during data collection

Gender Identity: Client-identified preferred gender

Municipality: Most recent address or preferred hangout area

Primary Cultural/Language Preference: What is considered most important for the purpose of service delivery? Drop-down menu choices included *No preference, Self-identified First Nations, Metis, Inuit, Farsi (Persian), Francophone, Tagalog (Filipino), Korean, Cantonese, Mandarin, Japanese, Arabic and Other.*

Housing Status - Based on "Canadian Definition of Homelessness" by Canadian Observatory on Homelessness²⁴

- Unsheltered - Those living on the streets or in places not intended for human habitation
- Emergency Sheltered - Those staying in homeless shelters (including safe houses and women's shelters)
- Hidden Homeless - Those whose accommodation is temporary, lacks security of tenure (i.e. couch surfing)
- At Risk - Those who are not homeless, but whose current economic and/or housing situation is precarious or does not meet public health and safety standards (would become homeless imminently without supports)

Number of Children: The number of children accompanying an adult service recipient. For couples, only one parent was entered to accurately capture number of homeless families.

Primary Income Source: The largest (formal) source of income. The drop-down menu choices included *No sources of income, Provincial Income Assistance, Provincial Persons with Disabilities assistance, CPP/OAS/GIS, Federal programs such as CPP, OAS, GIS*

Service type: Type of service accessed. The drop-down menu choices included:

- Outreach Only - You are providing housing outreach or case management services
- Shelter Guest - You are providing case management services and shelter (less than 6 months)
- Other Services/Basic Necessity - You are providing other support services or basic needs such as food, clothing and medication

Domestic Violence victim: Currently in an abusive relationship or recently left a relationship due to domestic violence. May be physical, sexual, emotional, economic, or psychological actions or threats.

Primary Care: Access to primary medical services. The drop-down menu choices included: *Client of HealthConnection clinic, Connected to General Practitioner, Hospital only, Has been hospitalized recently but has not accessed primary care and Has not accessed any health care services.*

Mental Health: Access to mental health supports, as defined below:

- Not Needed - No mental health supports required
- Accessing Supports - Currently accessing adequate mental health supports
- Not Enough Supports - Barriers to accessing mental health supports (or supports not meeting client needs)

Addictions: Access to addictions supports, as defined below:

- Not Needed - No addictions supports required
- Accessing Supports - Currently accessing adequate addictions supports
- Not Enough Supports - Barriers to accessing addictions supports (or supports not meeting client needs)

Special Population: Additional client information relevant to service delivery. The drop-down menu choices included:

- Veteran - Any former member of the Canadian Armed Forces who successfully underwent basic training and is honourably released.
- Refugee - A person who meets the Canadian government definition relating to the Status of Refugees.
- Foreign National - An individual that has no status in Canada

²⁴ Canadian Observatory on Homelessness (2012) Canadian Definition of Homelessness. Homeless Hub: www.homelesshub.ca/homelessdefinition/



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