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**BIENNIAL COUNT OF HOMELESS PERSONS
IN CALGARY: 2008 MAY 14**

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**COMMUNITY AND NEIGHBOURHOOD SERVICES
SOCIAL RESEARCH UNIT**

Biennial Count of Homeless Persons in Calgary: 2008 May 14

Prepared by:

Sharon M. Stroick, with Lisa Hubac and Sybille Richter-Salomons

Additional Information

For further information about the *Biennial Count of Homeless Persons in Calgary* or the 2008 count report, please contact:

Sharon M. Stroick, Ph.D., MCIP
Research Social Planner
Community and Neighbourhood Services
The City of Calgary
P.O. Box 2100, Station M – # 8116
Calgary, Alberta T2P 2M5

Tel: (403) 268-1744 Fax: (403) 268-3253

E-Mail: homeless.count@calgary.ca

Related Documents

All of these documents, and many other reports, can be downloaded from The City of Calgary website at www.calgary.ca/affordablehousing. Click on the link to 'Research on Affordable Housing and Homelessness' to access the research homepage.

Executive Summary

- *The 2008 Count of Homeless Persons in Calgary: Executive Summary*

Fast Facts

- *FF-02 – Definitions Related to Homelessness*
- *FF-03 – The 2008 Count of Homeless Persons in Calgary*
- *FF-04 – Affordable Housing and Homelessness in Calgary*
- *FF-10 – Estimating Street Homelessness in Calgary*
- *FF-11 – Exploring the Use of the ETHOS Typology for Calgary*

Research Summaries

- *RS-02 – Homelessness in Calgary*
- *RS-03 – The 2008 Count of Homeless Persons: Homeless Families*
- *RS-08 – Absolute and Relative Homelessness: A Case Study of the Calgary Women's Emergency Shelter Using ETHOS Criteria*

Fast Facts – 2008 Count of Homeless Persons

BIENNIAL COUNT OF HOMELESS PERSONS IN CALGARY – 2008 MAY 14	
HOMELESS PEOPLE ENUMERATED BY 61 <u>FACILITIES</u>	3,195
GROWTH RATE (PERCENT INCREASE OVER THE 2006 COUNT)	13.2%
PEOPLE ASSIGNED TO <i>EMERGENCY BEDS</i>	1,512
PEOPLE ASSIGNED TO <i>TRANSITIONAL BEDS</i>	1,683
HOMELESS PEOPLE ENUMERATED BY 11 <u>SERVICE AGENCIES</u>	296
GROWTH RATE (PERCENT INCREASE OVER THE 2006 COUNT)	60.9%
ALBERTA WORKS – INCOME SUPPORT CONTACT CENTRE <i>(HOMELESS PEOPLE SEEKING EMERGENCY SOCIAL SERVICES FOR ADULTS)</i>	0
CALGARY AND AREA CHILD AND FAMILY SERVICES – SOCIAL SERVICES RESPONSE TEAM <i>(EMERGENCY CHILD WELFARE SERVICES)</i>	0
CALGARY HEALTH REGION <i>(HOMELESS PEOPLE SEEKING TREATMENT AT ALL FOUR HOSPITAL EMERGENCY DEPARTMENTS AND THE SHELDON CHUMIR URGENT CARE CENTRE)</i>	7
CALGARY POLICE SERVICE – ARREST PROCESSING UNIT <i>(PEOPLE IN CUSTODY WITH NO FIXED DISCHARGE ADDRESS)</i>	10
CALGARY REMAND CENTRE <i>(PEOPLE IN CUSTODY WITH NO FIXED DISCHARGE ADDRESS)</i>	190
CALGARY TRANSIT – REMOTE LRT STATIONS <i>(HOMELESS PEOPLE SURVEYED BY TRANSIT SECURITY STAFF)</i>	64
CALGARY YOUNG OFFENDER CENTRE <i>(YOUTH IN CUSTODY WITH NO FIXED DISCHARGE ADDRESS)</i>	25
HOMELESS PEOPLE ESTIMATED TO BE LIVING <u>ON THE STREETS</u>	569
GROWTH RATE (PERCENT INCREASE OVER THE 2006 COUNT)	14.0%
TOTAL NUMBER OF HOMELESS PEOPLE BELIEVED TO BE LIVING IN CALGARY ON THE NIGHT OF 2008 MAY 14	4,060
GROWTH RATE (PERCENT INCREASE OVER THE 2006 COUNT)	18.2%

BIENNIAL COUNT OF HOMELESS PERSONS IN CALGARY – 2008 MAY 14

2008 COUNT – LOCATION OF INDIVIDUALS AND FAMILIES

- A TOTAL OF **4,060** PEOPLE WERE BELIEVED TO BE **ABSOLUTELY HOMELESS** IN CALGARY ON 2008 MAY 14.
- OF THESE 4,060 PEOPLE, **3,195 (79%)** WERE COUNTED IN **FACILITIES**, **296 (7%)** WERE ENUMERATED BY **SERVICE AGENCIES**, AND **569 (14%)** WERE ESTIMATED TO BE LIVING **ON THE STREETS**.
- AMONG THE 100 HOMELESS CHILDREN AND YOUTH COUNTED IN YOUTH FACILITIES, **26 (26%)** HAD **CHILD WELFARE STATUS** AND **74 (74%)** DID NOT.
- A TOTAL OF **197 HOMELESS FAMILIES** WERE ENUMERATED ON 2008 MAY 14 AND ALL WERE COUNTED BY FACILITIES. ALTHOUGH SERVICE AGENCIES COUNTED A NUMBER OF INDIVIDUAL YOUTH, NONE OF THEM WERE IN FAMILY GROUPS.
- OF THE 197 **FAMILIES COUNTED BY FACILITIES**, **162 (82%)** WERE IN RESIDENCE, **5 (3%)** HAD BEEN ACCEPTED BUT HAD NOT YET MOVED IN, AND **30 (15%)** WERE REFUSED SHELTER.
- AMONG ALL 197 HOMELESS FAMILIES, **190 (96%)** WERE **FAMILIES WITH CHILDREN**. OF THESE, **155 (82%)** WERE STAYING IN FACILITIES, **5 (3%)** HAD BEEN ACCEPTED BUT HAD NOT YET MOVED IN, AND **30 (16%)** WERE REFUSED SHELTER.

2008 COUNT – INDIVIDUAL DEMOGRAPHIC CHARACTERISTICS

- AMONG ALL **3,491** PEOPLE ENUMERATED (3,195 IN FACILITIES AND 296 BY SERVICE AGENCIES), **2,721 (78%)** WERE **MALE** AND **770 (22%)** WERE **FEMALE**.
- AMONG ALL 3,491 PEOPLE ENUMERATED, **2,183 (62%)** WERE OBSERVED TO BE **CAUCASIAN**, **527 (15%)** WERE OBSERVED TO BE **ABORIGINAL**, **371 (11%)** WERE OBSERVED TO BELONG TO A **VISIBLE MINORITY** GROUP, AND THE POPULATION GROUP OF **410** PEOPLE (**12%**) COULD NOT BE DETERMINED.
- AMONG ALL 3,491 PEOPLE ENUMERATED, **1,511 (43%)** WERE **WORKING-AGED ADULTS** (AGED 25-44), **1,014 (29%)** WERE **MIDDLE-AGED ADULTS** (AGED 45 TO 64), AND **327 (9%)** WERE **YOUNG ADULTS** (AGED 18 TO 24).
- AS WELL, **384 (11%)** WERE **CHILDREN AND YOUTH** (AGED 17 OR YOUNGER), **65 (2%)** WERE **SENIORS** (AGED 65 OR OLDER), AND THE AGE GROUP OF **190** PEOPLE (**5%**) AT THE CALGARY REMAND CENTRE COULD NOT BE DETERMINED.
- AMONG ALL 3,491 HOMELESS PEOPLE WHO WERE **ENUMERATED**, A TOTAL OF **1,535 (44%)** WERE **CAUCASIAN MALES AGED 25 TO 64**.

Acknowledgements

Coordinating the *Biennial Count of Homeless Persons in Calgary* is a daunting task, which would not be possible without the support and assistance of countless individuals within and external to The City of Calgary. Some contributions, however, are so critical to the success of the project that they deserve special recognition.

Sincere appreciation is extended to the dedicated staff of the **facilities and service agencies** that completed enumeration forms for The City of Calgary on the night of 2008 May 14 and then patiently answered our questions in the following weeks to enable us to verify the data we had received. This involved 37 organizations that operate 61 shelter facilities for the homeless, and seven organizations that reported on homeless persons observed at 11 service locations in the city on the night of the count. The City of Calgary would not have been able to conduct its ninth *Biennial Count of Homeless Persons* without the committed support of all of these people. Appendix A lists the facilities and service agencies that participated in the 2008 count.

Extensive consultations were held with homeless-serving agencies and City staff during the months leading up to the count. Many people freely gave their time and expertise, while others provided important data. Very special thanks go to our **community colleagues** from the following organizations:

- *Alex Community Health Centre* – Bev Straus
- *Calgary Health Region* – Scott Calling Last, Ryan Gruber, and Diane Nielsen
- *Calgary Homeless Foundation* – Loree Clark, Martina Jileckova, Tim Richter, Alina Tanasescu, and Karen Wyllie
- *Canadian Mental Health Association, Calgary Region* – Jennifer Finley and Badger Seneca
- *Community Action Committee* [on homelessness]
- *Distress Centre Calgary* – Carmen Lovas
- *Downtown Outreach Addictions Partnership* – Nicole Bealing and Adam Melnyk
- *Project Collective* [Community Action Committee collaborative research group], and
- *Wood's Homes* – Al Babin.

Similarly, very special thanks go to our **City of Calgary colleagues** from:

- *Animal and Bylaw Services* – Jesse Aylward
- *Calgary Police Service* – Gabrielle Arrizza, Barry Balerud, Kevin Brookwell, Louise Burdett, Jackie Prisnie, Simon Welfare, and all of the District Commanders
- *Citizen Services* – Clarke Bellamy, Anne Cucuetu, and Shelley Thomson

- *Corporate Economics and Geodemographics* – Mark Nelson
- *Emergency Medical Services* – Ian Blanchard
- *Fire* – Nick Parkinson
- *Land Information and Mapping* – Alexander Popov
- *Parks and Natural Areas* – Rob Biegun, Bob Brereton, Andy Glienke, Wilf Hengeveld, Sylvia Hunter, Tannus Juricic, Daryl Klint, Gary Manthorne, and Gail Reynolds, and last but by no means least,
- *Transportation* – Dan Jones.

Behind the scenes, many other individuals made significant contributions to the success of this project. The ***technical and administrative support*** provided by the following people is greatly appreciated:

- Ramona Dragani (a trusted friend), who diligently compiled weather data for the week leading up to and days following the count
- Belinda Rojas (Social Policy & Planning, Community & Neighbourhood Services), who completed the data entry for all 72 enumeration forms received
- Sibylle Richter-Salomons (Social Policy & Planning, Community & Neighbourhood Services), who was responsible for data verification, quality control, and analysis
- Brandie Turanich (Creative Services Advisor, Customer Service & Communications), who along with her colleagues Melanie MacKenzie and Jacquie McGinnis, was responsible for creating charts and poster boards summarizing the key findings from the 2008 count, and
- Roger Matas (Departmental Communication Leader) and Kristi Baron (Communication Strategist) of Customer Service & Communications, who provided communications support for the project.

Finally, there is no way to adequately thank Lisa Hubac, who is now working as a Research and Development Analyst in Strategic Planning and Research at the Calgary Fire Department. Lisa's work was invaluable during the critical stages of preparing for the 2008 count. She contacted all the Service Agencies that participated in the count; collaborated on the street homelessness consultations; prepared data entry templates for the facilities and services enumeration forms; developed data analysis templates for all of the tables and figures used in the 2008 count report; and cheerfully executed every other request made of her. Her departure has left a significant void in the Social Research Unit, where her precise and reliable work, as well as her cheerful presence, is deeply missed. Lisa, thanks for everything and warmest wishes as you embark on the next phase of your career.

Sharon M. Stroick, Ph.D., MCIP
Coordinator, 2008 Count of Homeless Persons in Calgary
 July 2008

Glossary

CITY OF CALGARY

AFFORDABLE HOUSING Affordable housing adequately suits the needs of low- and moderate-income households at costs below those generally found in the Calgary market.

AFFORDABLE HOUSING CONTINUUM Affordable housing may take a number of forms, from emergency shelters, to transitional housing, to non-market rental (also known as social or subsidized housing), to formal and informal rental, and ending with affordable home ownership.

AFFORDABLE HOUSING PROJECTS Affordable housing projects are targeted to households with 65 percent or less of the area median income.

HOMELESS PERSONS Homeless persons are considered to be those who do not have a permanent residence to which they can return whenever they so choose.

Source: City of Calgary (2002a: 18); and City of Calgary (1996: 2).

UNITED NATIONS

ABSOLUTE HOMELESSNESS Individuals living in the street with no physical shelter of their own, including those who spend their nights in emergency shelters.

RELATIVE HOMELESSNESS People living in spaces that do not meet basic health and safety standards, including protection from the elements; access to safe water and sanitation; security of tenure and personal safety; affordability; access to employment, education and health care; and the provision of minimum space to avoid overcrowding.

Source: Gardiner and Cairns (2002: 33); and Calgary Homeless Foundation (2003: 9).

CALGARY HOMELESS FOUNDATION

EMERGENCY SHELTER	Temporary accommodation for homeless individuals and families who would otherwise sleep in the streets, generally including supports such as food, clothing and counselling.
TRANSITIONAL HOUSING	Short or long-term accommodation with access to a mix of support services that enable an individual to move towards self-sufficiency (e.g., assistance to address problems such as unemployment, addictions, mental health issues, educational deficits, physical and cognitive disabilities, and domestic violence).
NON-MARKET HOUSING	Non-market housing provides long-term, stable and affordable housing options for households unable to afford market housing in Calgary, where the extent and focus of associated support services are matched to the needs of individual tenants.
NEAR-MARKET HOUSING	Near-market housing costs at least 10% or more below the average market rent or home ownership costs in Calgary.

Source: Calgary Homeless Foundation (2003: 9-10).

ETHOS 2007 – EUROPEAN TYPOLOGY OF HOMELESSNESS AND HOUSING EXCLUSION

ROOFLESS	People living rough or in emergency accommodation.
HOUSELESS	People in accommodation for the homeless, in accommodation for immigrants, receiving longer-term support due to homelessness, or due to be released from institutions (with no discharge address).
INSECURE	People living in insecure accommodation, under threat of eviction, or under threat of violence.
INADEQUATE	People living in temporary or non-conventional structures, in unfit housing, or in extreme overcrowding.

Source: FEANTSA (2007).

Executive Summary

The City of Calgary has conducted a point-in-time census or ‘count’ of homeless persons every two years in May since 1992. This enables us to determine, to the best of our ability, the number of people in Calgary on the night of the count “who do not have a permanent residence to which they can return whenever they so choose” (City of Calgary, 2006b: 4). The definition of homelessness used by The City includes people who are living on the streets, as well as those who are staying in emergency shelters or in facilities offering longer term shelter and support for people who would otherwise be living on the streets. The ninth biennial count was held on 2008 May 14. The findings provide a snapshot of the number of people in Calgary who are likely to be absolutely homeless on any given night. In 2008, that number was determined to be **4,060**.

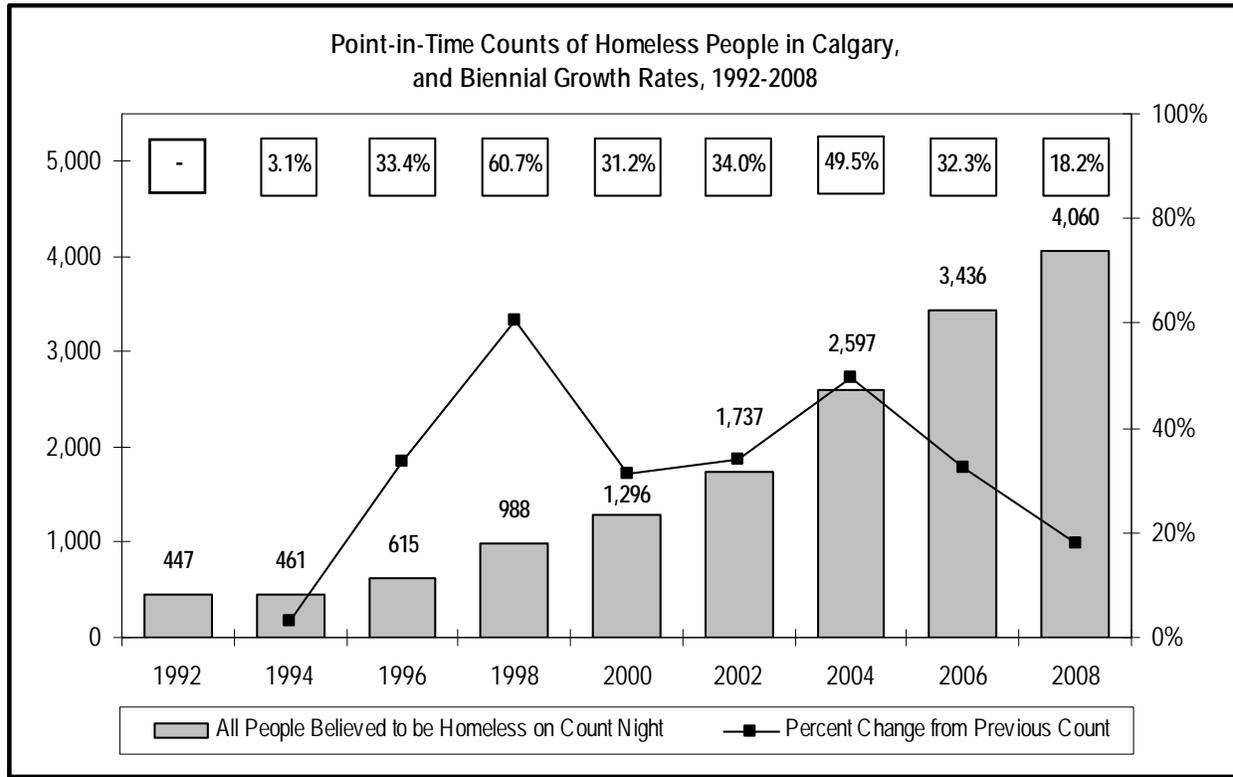
The methodology used for the count changed in 2008. The *survey of facilities and service agencies* was conducted the same way that it has been in the past. However, the spread of street homelessness (in location, not necessarily volume) has exceeded The City’s ability to coordinate a point-in-time count that would locate and enumerate the entire street homeless population of Calgary. Therefore, *street homelessness has been estimated* for 2008 using a regression analysis based on past count data and weather conditions.

AGGREGATE RESULTS

A total of 61 facilities and 11 service agencies participated in the *Biennial Count of Homeless Persons in Calgary* on 2008 May 14. Facilities include emergency shelters and transitional housing facilities (such as homeless shelters, women’s shelters, and supportive mental health or addictions facilities), where shelter is provided for people who do not have a permanent residence of their own. Service agencies report on people they *served* who have no permanent residence, are unable to seek emergency or transitional shelter, are likely to be discharged into homelessness, or who are observed at remote LRT stations that are outside the boundaries normally included in a street count.

A total of **4,060 people were believed to be absolutely homeless** on 2008 May 14 – 3,195 were staying in **facilities** (79%), 296 were counted by **service agencies** (7%), and as it was a ‘dry weather’ count, an estimated 569 people were living **on the streets** (14%). This represents an overall growth in the number of people experiencing homelessness in Calgary on any given night of 18% over 2006. Trend data show that the growth in homelessness in the city has previously been at or above 30% between biennial counts. The following graph shows the growth of homelessness in Calgary on any given day since 1992.

POINT-IN-TIME COUNTS OF HOMELESS PEOPLE IN CALGARY,
AND BIENNIAL GROWTH RATES, 1992-2008



Although Civic Census data are not yet available for 2008, the population growth rate for Calgary from 2006 to 2007 was 2.8% (City of Calgary, 2007a). As a general trend, the growth of point-in-time homelessness still far exceeds overall population growth in Calgary. Nonetheless, even though homelessness in Calgary increased in 2008, it only grew by 18%. This is a reversal of the 'over 30 percent' growth rate for point-in-time homelessness seen for most previous counts. Something that may have begun to shift the balance is the effect of two pilot projects that began in late 2007 as part of *Calgary's 10-Year Plan to End Homelessness* (Calgary Committee to End Homelessness, 2008a).

Since December 2007, the ***Pathways to Housing*** program based at The Alex Community Health Centre has enrolled 30 clients experiencing complex mental and physical health issues, addiction, and barriers to housing. It provides housing and wrap around support through an Assertive Community Treatment team that is available around the clock. It is also a far more cost-effective alternative to the current way of 'managing' these vulnerable people through the public safety, health, and justice systems (Wyllie, 2008).

In the same time frame, the **CUPS Rapid Exit – Housing Families Program** has successfully re-housed 51 families in the private rental market, effectively moving 66 adults and 106 children out of homelessness. While it is too soon to attribute any reduction in the growth of homelessness to these projects emerging from *Calgary's 10-Year Plan*, the results of plan implementation bear watching (Wyllie, 2008).

In previous counts, data about where homeless people were observed to be staying on the night of the count were reported by location in the broadest sense – in *facilities*, by *service agencies*, or *on the streets*. To help deepen our understanding of the housing circumstances of homeless people in Calgary, all organizations participating in the 2008 count agreed to pilot test the use of the **ETHOS Typology of Homelessness and Housing Exclusion**. ETHOS is the standardized classification system used by the European Union to report data on homelessness and housing stress.

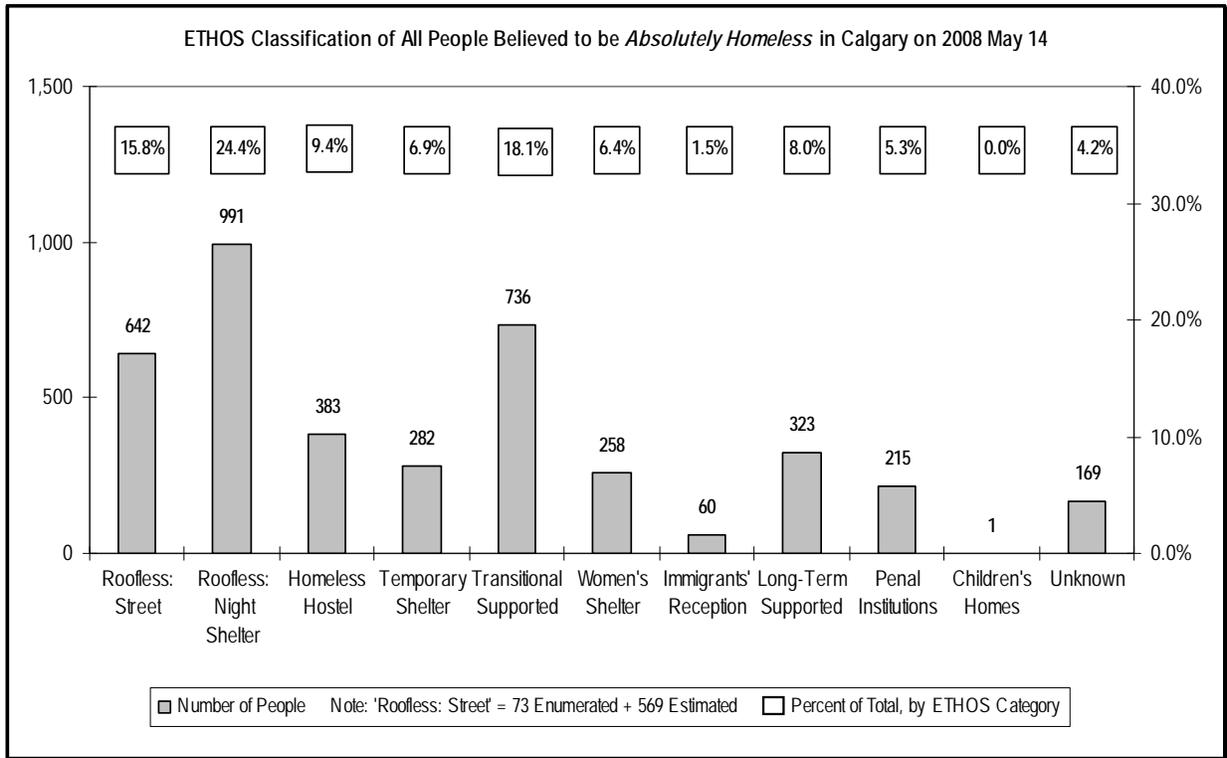
The use of the ETHOS classification system paints a much richer picture of the living situations of the 4,060 people in Calgary who were believed to be absolutely homeless on the night of 2008 May 14. Among all absolutely homeless people in the city on the night of the count, 2,258 were **houseless** (56%), 1,633 were **roofless** (40%), and the housing situation of 169 people (4%) could not be assessed.

Among the 2,258 people who were **houseless** on the night of the count, 1,401 (62%) were staying in *short-term accommodation* for the homeless, 323 (14%) were receiving *longer-term support* due to homelessness, 258 (11%) were staying in *women's shelters*, 216 (10%) had no permanent residence but were *about to be released from institutions*, and 60 (3%) were living in *accommodation for immigrants*.

Among the 1,633 people who were **roofless** on the night of the count, 991 (61%) were staying in emergency *night shelters* and 642 (39%) were *living rough*. Of the 642 people reported to be living rough, 73 people (11%) were *enumerated* and it was *estimated* that an additional 569 people (89%) were living on the streets.

The following graph shows a breakdown of the 4,060 people in Calgary who were believed to be absolutely homeless on the night of 2008 May 14, based on how their living conditions were described using the ETHOS classification system. As the community begins to implement *Calgary's 10-Year Plan to End Homelessness*, the more detailed information provided by the ETHOS classification system may be useful for setting planning priorities and measuring changes in people's housing circumstances over time.

ETHOS CLASSIFICATION OF ALL PEOPLE BELIEVED TO BE
ABSOLUTELY HOMELESS IN CALGARY ON 2008 MAY 14



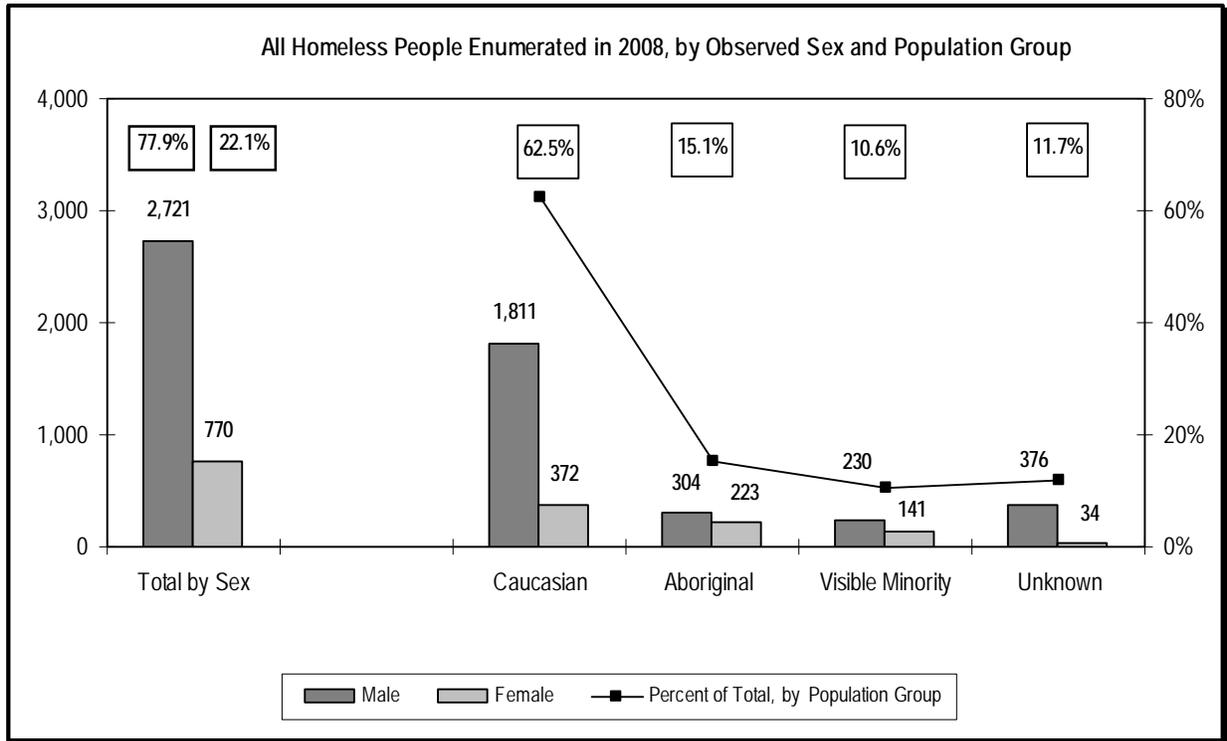
INDIVIDUAL CHARACTERISTICS

Of the 3,491 homeless people *enumerated by facilities and service agencies* on 2008 May 14, 78% were observed to be **male** and 22% were observed to be **female**. When assessing the *observed population group* of the homeless people counted, 62% were **Caucasian**, 15% were **Aboriginal**, and 11% were **visible minorities**. The population group of 12% of the homeless people enumerated could not be determined.

Compared to the resident population of Calgary, the 2008 count again identified a disproportionately *high* number of homeless Aboriginal people and a disproportionately *low* number of homeless people who belong to a visible minority group. Statistics Canada (2007) found that only 3% of Calgarians reported having an Aboriginal identity in the 2006 Canada Census, whereas 15% of all homeless people enumerated on the night of the count were observed to be Aboriginal. Conversely, the visible minority population of Calgary is 24% of the resident population, but formed only 11% of the total number of homeless people counted on 2008 May 14. Service providers believe that many visible minority groups are among the 'hidden homeless' population that cannot be enumerated as part of a point-in-time count.

The following graph shows the *observed sex and population group* of the homeless people enumerated by facilities and service agencies on the night of 2008 May 14.

ALL HOMELESS PEOPLE ENUMERATED IN 2008,
BY OBSERVED SEX AND POPULATION GROUP

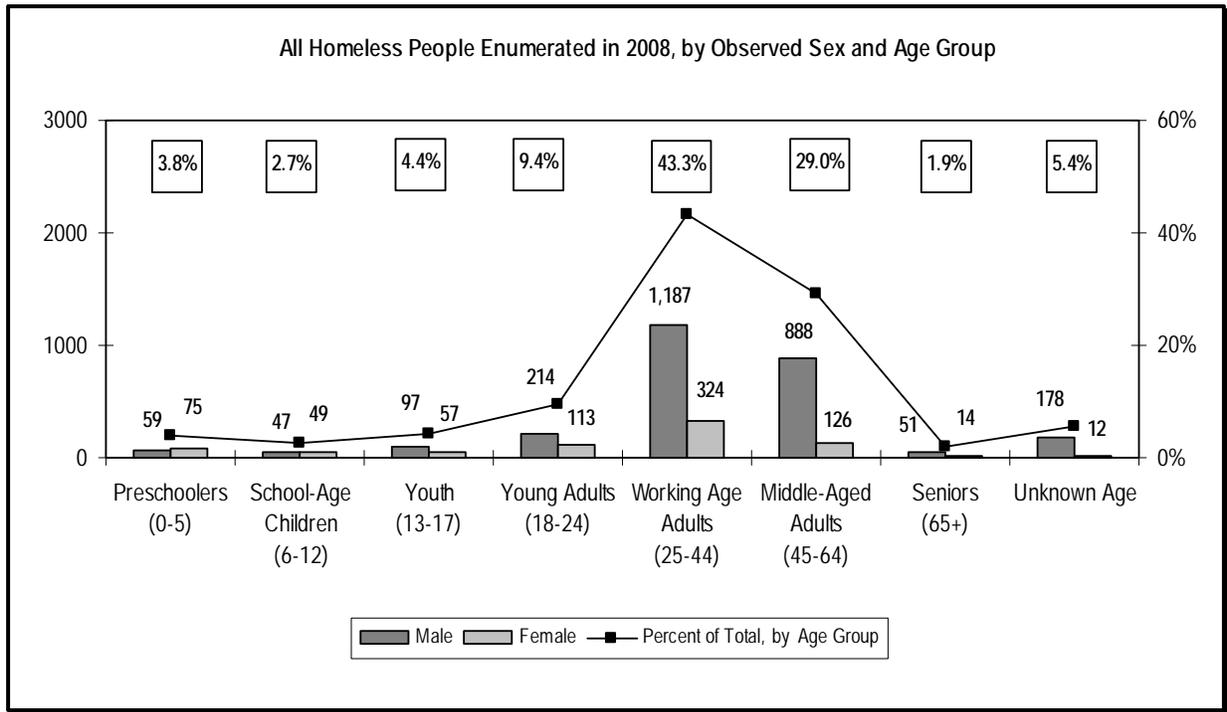


The majority of homeless people enumerated were **working-aged adults** (43%), followed by **middle-aged adults** (29%), **children and youth** (11%), **young adults** (9%), and **seniors** (2%), with 5% whose age could not be assessed. Indeed, among all 3,491 homeless people who were enumerated, a total of 1,535 (44%) were **Caucasian males aged 25 to 64**.

A particular concern is the number of children and youth who are homeless. A total of 384 **children and youth** under the age of 18 were enumerated by facilities and service agencies on the night of 2008 May 14, which is 11% of all homeless people counted. This represents an increase of 34% over 2006, when 287 children and youth were counted by facilities and service agencies.

The following graph shows the *observed age group* of the homeless people enumerated by facilities and service agencies on the night of 2008 May 14.

ALL HOMELESS PEOPLE ENUMERATED IN 2008,
BY OBSERVED SEX AND AGE GROUP

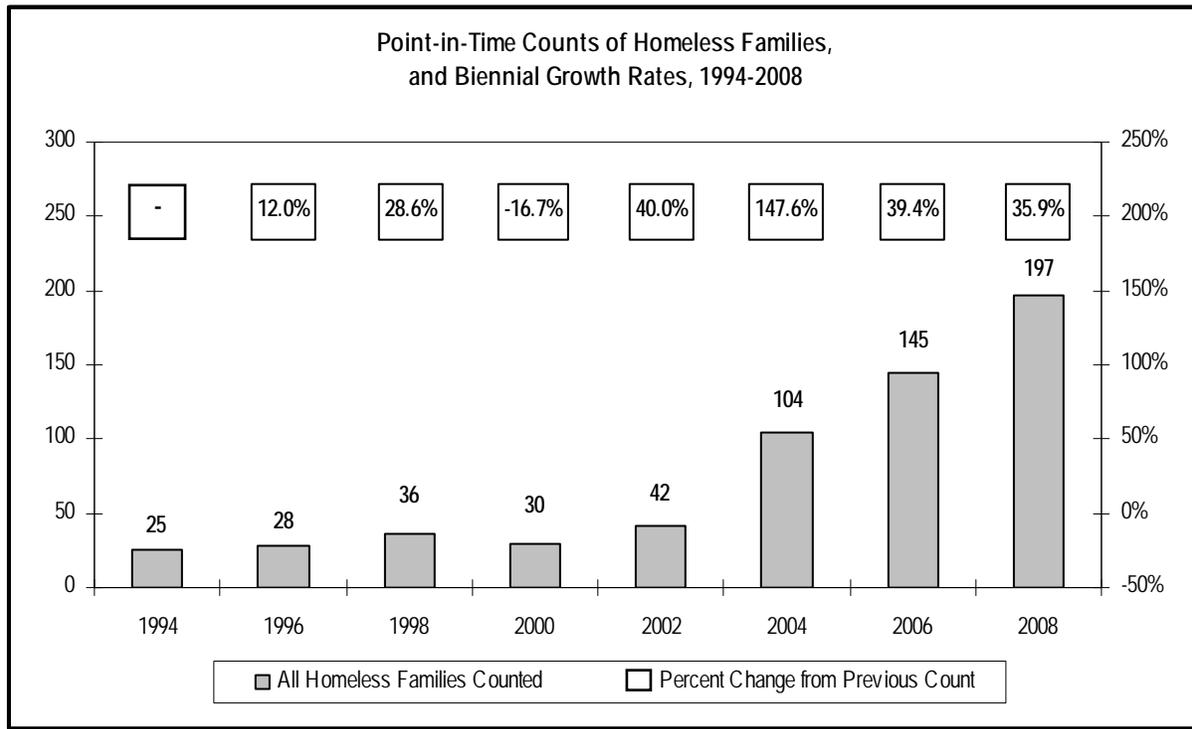


FAMILY HOMELESSNESS

For the purposes of the *Biennial Count of Homeless Persons in Calgary*, families are defined as a *couple, a couple with one or more children, or a lone adult with one or more children*. There were a total of 197 **homeless families enumerated** by facilities and service agencies on the night of 2008 May 14. Among the homeless families enumerated, all 197 were counted by facilities. Although service agencies counted a number of individual youth, none of them were in family groups. Of the 197 **families counted by facilities**, 162 were *in residence* (82%), 5 had been accepted but were *not yet in residence* (3%), and 30 were *refused shelter* (15%).

The 2008 count marks the first time that data for **homeless families with children** have been collected. Of the 197 homeless families enumerated, 190 of them included one or more children, which was 96% of all homeless families counted. All were counted by facilities. Of the 190 **families with children** counted by facilities, 155 of them were *in residence* (82%), 5 had been accepted but were *not yet in residence* (3%), and 30 were *refused shelter* (16%). The following graph shows the changes in family homelessness from 1994 to 2008.

POINT-IN-TIME COUNTS OF HOMELESS FAMILIES,
AND BIENNIAL GROWTH RATES, 1994-2008



FACILITY DATA

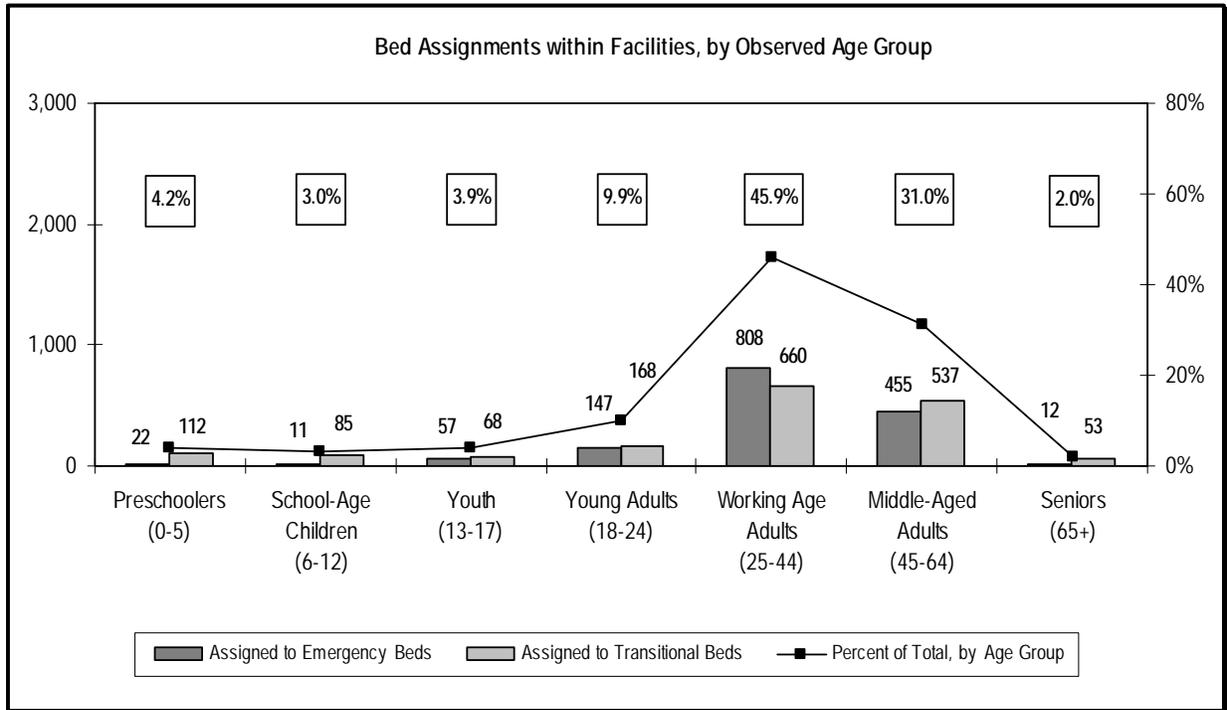
The vast majority of people who are absolutely homeless in Calgary *on any given night* receive shelter at a facility providing emergency or transitional accommodation. As always, only those people who 'do not have a permanent residence to which they can return whenever they so choose' were enumerated for the count. A total of 3,195 homeless people were **enumerated in facilities** on 2008 May 14 by the 61 facilities that participated in the count. This represents an overall increase of 13% since 2006, when 2,823 homeless people stayed in facilities on the night of the count. Of note, the number of facilities participating in the 2008 count also increased, by 20%.

Of the 3,195 homeless people *enumerated in facilities* on 2008 May 14, 77% were observed to be **male** and 23% were observed to be **female**. When assessing the *observed population group* of the homeless people counted in facilities, 67% were **Caucasian**, 15% were **Aboriginal**, and 11% were **visible minorities**. The population group of 7% of the homeless people enumerated in facilities could not be assessed. The majority of homeless people *enumerated in facilities* were **working age adults** (46%), followed by **middle-aged adults** (31%), **children and youth** (11%), **young adults** (10%), and **seniors** (2%). A total of 355 **children and youth** under the age of 18 were *enumerated in facilities* on 2008 May 14, which represents an increase of 26% over 2006, when 282 children and youth were counted in facilities.

EMERGENCY AND TRANSITIONAL BED ASSIGNMENT

Of the 3,195 homeless people enumerated in facilities on 2008 May 14, a total of 1,512 of them were assigned to **emergency beds** (47%). The remaining 1,683 people were assigned to **transitional beds** (53%). The following graph shows bed assignment in facilities, by bed type and age group.

BED ASSIGNMENTS WITHIN FACILITIES, BY OBSERVED AGE GROUP



BED CAPACITY, BED OCCUPANCY, AND FILL RATES

On 2008 May 14, facilities reported having the **total bed capacity** needed to shelter 3,672 homeless people, with 49% of the total capacity designated for **emergency beds** and 51% designated for **transitional beds**. In terms of **actual bed occupancy** on 2008 May 14, **emergency bed occupancy** was 83% of **emergency bed capacity** (the fill rate), and **transitional bed occupancy** was 87% of **transitional bed capacity**.

The **overall fill rate** for facilities was 85%, with total bed occupancy reported as 3,130. It should be noted that the **bed occupancy** numbers are 65 fewer than the total number of **individuals** who stayed in facilities on the night of the count, which was 3,195. This is largely due to the way in which some facilities report bed capacity and bed occupancy data (e.g., for **rooms** or **apartments**, rather than for the number of **beds** within them).

SERVICE AGENCY DATA

A total of 296 homeless people were **enumerated by service agencies** on 2008 May 14 by the 11 agencies that participated in the *2008 Count of Homeless Persons in Calgary*. Only those people who 'do not have a permanent residence to which they can return whenever they so choose' were enumerated. This represents an overall increase of 61% over 2006, when 184 homeless people were served (or observed) by service agencies on the night of the count. Of note, the number of agencies participating in the 2008 count also increased, by 22%.

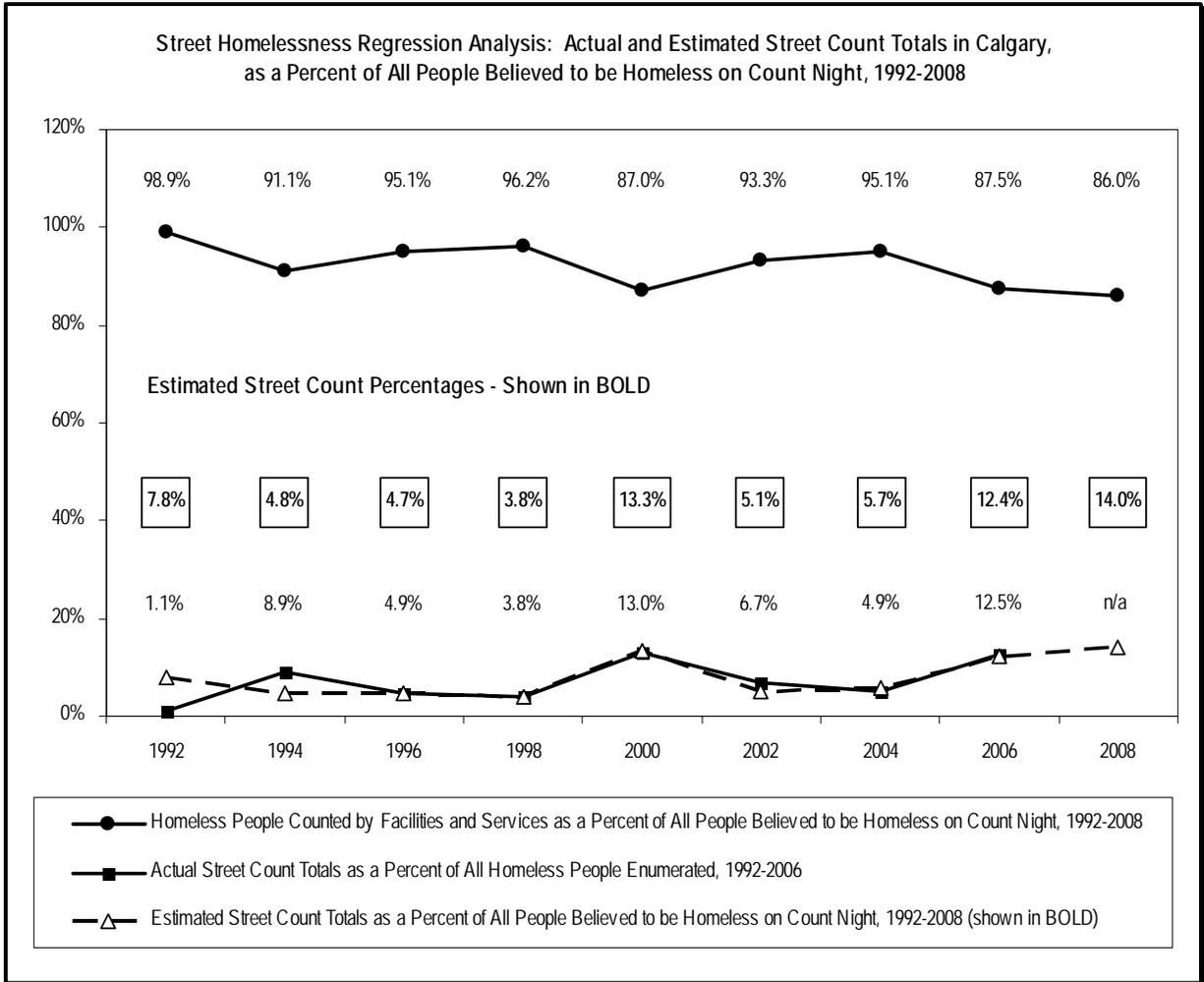
The vast majority of homeless people who were enumerated by service agencies were in the criminal justice system. A total of 190 homeless people (64%) were enumerated at the Calgary Remand Centre, 25 homeless youth (8%) were counted at the Calgary Young Offender Centre, and 10 other homeless people (3%) were enumerated at the Calgary Police Service arrest processing unit. A significant number of homeless people were observed by Calgary Transit staff, who counted a total of 64 people (22%). The rest were counted by the Calgary Health Region, which enumerated 7 homeless people (2%) over five service hubs on the night of the count. No homeless people were served by agencies providing emergency social services for either children or adults.

STREET HOMELESSNESS

Based on weather data for May 7-15, 2008 in Calgary, the 2008 count can be classified as a 'dry weather' count. Using this information about the *weather* and the total number of homeless people who were counted in *facilities* and by *service agencies*, The City of Calgary's regression analysis **estimates that 569 people were living on the streets** on 2008 May 14. This is 14% of the total number of people believed to be homeless in Calgary on the night of the count. The graph on the following page shows how the model works for 1992 through 2008.

To complement the estimation of street homelessness, several community outreach programs were asked to provide data related to service provision, and various City of Calgary Business Units were asked to provide data that may be related to homelessness. Custom-run data were also provided by The City of Calgary's 3-1-1 Call Centre. In all cases, it is important to understand that *not all data reported can be attributed to homeless people*. While not fully representative of street homelessness in Calgary, the **proxy indicators** presented in this report help to illustrate a level of need or concern in the community about issues related to homelessness and housing stress. Data are also presented from an analysis of the intake forms completed at Calgary's inaugural Project Homeless Connect event held on 2008 April 26. This event brought together a wide range of service providers to enable people experiencing or at risk of homelessness to connect with many services they needed, all at one place and time.

STREET HOMELESSNESS REGRESSION ANALYSIS: ACTUAL AND ESTIMATED
STREET COUNT TOTALS IN CALGARY, AS A PERCENT OF ALL PEOPLE
BELIEVED TO BE HOMELESS ON COUNT NIGHT, 1992-2008



This graph shows that, for the most part, the number of homeless people who are *estimated* to be living on the streets is very close to the *actual* number of homeless people who were *counted* on the streets.

CONCLUSIONS

A total of 61 facilities and 11 service agencies participated in the ninth *Biennial Count of Homeless Persons in Calgary* on the night of 2008 May 14. The findings represent the number of people in Calgary who are likely to be experiencing absolute homelessness on any given night. In 2008, that number was determined to be **4,060**.

Consultations with facility operators in advance of the 2008 count revealed that, as in previous years, the *duration* of transitional shelter across sectors and facilities continues to be highly variable, extending from a few days or weeks, to months or even years. Contributing factors are the lack of available *non-market housing* (with or without supportive services) and the shortage of *affordable market housing*, both of which might enable individuals and families to move further along the affordable housing continuum. The City of Calgary, through its *Corporate Affordable Housing Strategy*, is working to expand affordable housing opportunities and to create additional partnerships with other orders of government, non-profit groups, and the private sector in order to provide more non-market and near-market housing in Calgary.

The very broad definition used for transitional housing in Calgary does not lend itself to developing strategic interventions that would remove people from homelessness. Therefore, all organizations participating in the 2008 count agreed to pilot test the use of the ETHOS Typology of Homelessness and Housing Exclusion. The results proved to be very interesting because of the richness of the information provided. There are a number of advantages to using the ETHOS classification system that extend well beyond its usefulness for conducting a point-in-time census like the *Biennial Count of Homeless Persons*.

Indeed, a fundamental goal of *Calgary's 10-Year Plan to End Homelessness* is to introduce a mandatory Homeless Management Information System or HMIS to provide “real-time data on how long people are homeless, what their needs are, what the causes of homelessness are, how people are interacting with our systems of care, how effective our interventions are, the number of homeless people, and detailed demographic and biographical information” (Calgary Committee to End Homelessness, 2008a: 37). The ETHOS typology has the potential to be an important component of an HMIS in order to more fully understand and proactively end *absolute homelessness* in Calgary. Moreover, the ETHOS typology enables communities to identify the number of citizens who are experiencing *relative homelessness* and thereby begin to see the interconnected nature of all of the formal and informal systems of care and support that people use.

Ultimately, the ETHOS typology would help service providers better understand and assist people who are *sheltered* in a homeless-serving facility; receiving *institutional care* through the medical, legal or child welfare systems; relying on *informal systems* of support; or obtaining other *services* when housing is unavailable through formal means. Its applications are best described by the authors of the *Fifth Review of Statistics on Homelessness in Europe* (Edgar and Meert, 2006: 53):

The ETHOS typology has a contribution to make in the development of policies on homelessness at national, regional and local level[s]. Importantly, it can inform debate regarding the appropriate definition of homelessness to employ for different policy purposes, and can provide a basis for co-ordination between different levels of government, or different ministries or agencies of government, whose collaboration is a necessary basis for the development of integrated strategies to prevent or tackle homelessness.

As a standardized means of reporting homelessness statistics, the ETHOS typology may also be highly relevant to the Alberta Secretariat for Action on Homelessness, recently created by the provincial government. The Secretariat will develop a provincial 10-year strategic plan to address homelessness that will “outline a comprehensive, coordinated and sustainable approach to solving this core social issue” (Alberta Housing and Urban Affairs, 2008). Among other goals, the Plan will outline strategies for addressing the root causes of homelessness and create a provincial Homeless Management Information System. The use of the ETHOS typology during the *2008 Count of Homeless Persons* represents an important step forward towards ensuring that the data management system designed for Calgary, and perhaps Alberta, will serve a multitude of purposes as we seek to end homelessness in our city and beyond.

Combined, these two important 10-year plan initiatives might be expected to result in measurable declines in the overall growth of point-in-time homelessness in Calgary by the time of the next biennial count in the spring of 2010. There may be some early evidence of that change, as trend data have taken an interesting turn in 2008. While the number of people believed to be homeless in Calgary increased, the rate of growth was only 18%. This is a reversal of the ‘over 30 percent’ growth rate for point-in-time homelessness seen for most previous counts.

Something that may have begun to shift the balance is the effect of two pilot projects that began in late 2007 as part of *Calgary’s 10-Year Plan to End Homelessness*: The Alex Community Health Centre’s *Pathways to Housing* program and the *CUPS Rapid Exit – Housing Families Program*. While it is too soon to attribute any reduction in the growth of homelessness to these projects emerging from *Calgary’s 10-Year Plan*, the results of plan implementation – both locally and provincially – bear watching.

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Biennial Count of Homeless Persons in Calgary: 2008 May 14

1.0 Introduction

The City of Calgary has conducted a point-in-time census or 'count' of homeless persons every two years in May since 1992. The ninth biennial count was held on 2008 May 14. The findings provide a snapshot of the number and characteristics of people in Calgary who are likely to be experiencing homelessness *on any given night*. It does not provide an assessment of the number of different people who experience homelessness during the course of the year. Of note, the methodology used for the count changed in 2008. The *survey of facilities and service agencies* was conducted the same way that it has been in the past. However, *street homelessness has been estimated* for 2008, using a regression analysis based on past count data and weather conditions.

The results of the *Biennial Count of Homeless Persons* provide important information for community service providers and the provincial and federal governments about the number of people in Calgary "who do not have a permanent residence to which they can return whenever they so choose" on the night of the count. While providing shelter for the homeless is a provincial responsibility, The City of Calgary (2002a) plays an important role in gathering and reporting information on homelessness and affordable housing as part of The City's Corporate Affordable Housing Strategy. Reports can be downloaded from The City of Calgary website at www.calgary.ca/affordablehousing by selecting the link to 'Research on Affordable Housing and Homelessness.'

Section 1 of this report briefly summarizes the history of the *Biennial Count of Homeless Persons in Calgary* and explains how the count intersects with both The City of Calgary's *Corporate Affordable Housing Strategy* and *Calgary's 10-Year Plan to End Homelessness*. Section 2 describes the methodology used for the 2008 count and discusses research limitations and mitigation efforts. Section 3 presents the aggregate results for the 2008 count. Detailed data are then provided for facilities and service agencies in Sections 4 and 5 respectively. Section 6 discusses street homelessness and provides some additional indicators of need that may help to paint a more complete picture of the current situation in Calgary. Section 7 presents trend data showing the changing characteristics of the homeless population enumerated during each biennial count that has been undertaken since 1992. Concluding remarks are offered in Section 8 and nine technical appendices complete the report.

1.1 Historical Context

Knowledge about homelessness in Calgary has grown substantially in recent years in terms of general awareness about the issue, its location and magnitude in the city, and the number of local service providers that have started, stopped or resumed serving the homeless population or any of its identified sub-populations. The Calgary Committee to End Homelessness (2008a: 8) reports that “Calgary has over 140 different non-profit agencies and government departments providing more than 2,000 programs and services to people experiencing homelessness.” The City of Calgary invests in homelessness prevention, affordable housing, and social research, and has conducted a census or ‘count’ of homeless persons every two years since 1992.¹

The City of Calgary’s Definition of Homelessness – The formal definition that has been used for every count conducted by The City of Calgary since 1996² is:

Homeless persons are considered to be those who do not have a permanent residence to which they can return whenever they so choose.

This definition includes people who are living on the streets, as well as those who are staying in emergency shelters or facilities offering longer term shelter and support for people who would otherwise be living on the streets. See the Glossary on page v of this report for additional definitions related to homelessness and affordable housing.

Consultation on the Scope of the Count – The City of Calgary works with the nine ‘sectors’ that collaborate with the Calgary Homeless Foundation³ via the Community Action Committee on homelessness. The organizations that provide shelter for the homeless participate in the *Biennial Count of Homeless Persons* by completing facility enumeration forms on the night of the count. On the advice of these and other expert stakeholders, The City of Calgary has modified the parameters for each successive count, which is standard research practice for any census. This enables The City to incorporate new information as to where homeless Calgarians might be found – on the streets, in public spaces such as parks or natural areas, in jail or in hospital, and in any number of facilities that offer shelter to persons with no fixed address.

¹ A census is defined as “the collection of information about all units in a population, sometimes also called a 100 percent sample survey” (Wilhelm, Dibbs, and Shastry, 1983: 2). As with the Canada Census conducted every five years by Statistics Canada, when the target population grows or moves into areas that were not previously surveyed, the census parameters are adjusted to get the most complete count possible. For the *Biennial Count of Homeless Persons*, the target population is ‘absolutely homeless persons living in the city of Calgary’ so the parameters are adjusted each time the census is undertaken to ensure that as many homeless people as possible are enumerated.

² This definition was formalized for the count undertaken for the first published report of the research findings (see City of Calgary, 1996: 2; 1998: 1; 2000: 2; 2002b: 2; 2004:3; and 2006: 4).

³ Eight sectors serving the homeless were first identified by the Calgary Homeless Foundation (2003: 29; 38-42) in *The Calgary Community Plan 2004-2008*. These sectors are known as Aboriginal, Absolutely Homeless (previously called Singles), Addictions, Families, Mental Health, Seniors and People with Disabilities (previously called Seniors), Women Fleeing Violence (previously called Family Violence), and Youth. A ninth sector, Immigrant Housing, was formed in 2007.

As a result, the list of *facilities and service agencies that are surveyed* is revised for each count to include to the fullest extent possible the organizations that are known to be responding to homelessness in Calgary. Similarly, the 'zone map' used for the *street count* is revised for each census based on the advice of community outreach workers and City of Calgary frontline staff. The 2008 count consultations prompted a change in methodology for determining street homelessness, which is described in Section 2.1.

Characteristics of the Homeless Population Enumerated – The type of information reported has increased over time, beginning in 1992 with simply the 'number of persons' who had slept in an identified facility or who were observed sleeping on the streets. This has evolved to include data on the *observed sex, population group, and age group* of the homeless people who are enumerated; data on *homeless families*; and the *child welfare status* of individuals staying in youth facilities on the night of the count.

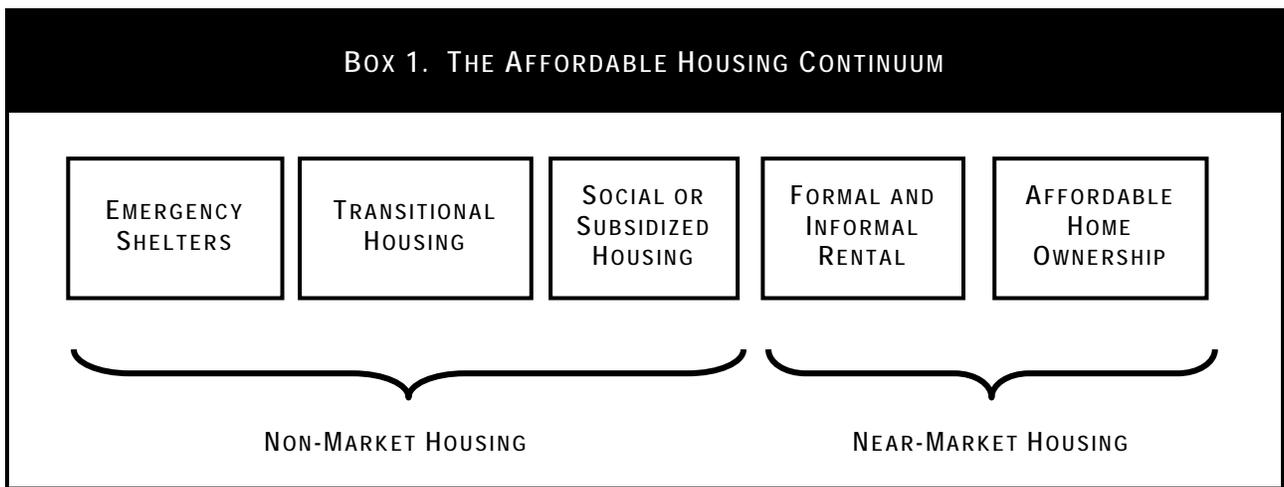
Institutional Data – The facilities that are surveyed on the night of the count provide information on *bed capacity and bed occupancy*, the number of *persons refused shelter* on the night of the count, and the *reasons for refusal*. Since 2004, the report has also included data on the availability and occupancy of *emergency versus transitional* beds on the night of the count. This has enabled The City of Calgary to align the 'demand data' reported in the *Biennial Count of Homeless Persons* with the 'supply data' first collected in 2003 and reported in *The Calgary Community Plan 2004-2008: Building Paths Out of Homelessness* (Calgary Homeless Foundation, 2003: 38-42). By tracking these data, the count has established a partial record of the institutions or agencies in Calgary that have provided shelter to homeless people over the years.

1.2 The City of Calgary's Interest in Homelessness and Affordable Housing

Municipalities are not mandated to provide for the basic needs of residents (such as food, shelter, health care, or education), which are provincial responsibilities. Although The City of Calgary does not have a mandate to shelter the homeless, it is deeply committed to creating and sustaining a vibrant, healthy, safe and caring community. The City focuses its efforts on *homelessness prevention* through the Family and Community Support Services program and on *affordable housing* as a key element in both preventing and ending homelessness. It also has an important role in publishing research on affordable housing and homelessness. With an understanding that the cost of shelter is one factor that can place people at risk of becoming homeless,⁴ Calgary City Council identified affordable housing as a Council priority and unanimously endorsed a Corporate Affordable Housing Implementation Plan in 2002.

⁴ Canada Mortgage and Housing Corporation's shelter cost guidelines state that any renter household spending more than 30% of gross household income on shelter is overspending on housing. Rental costs include "rent and payments for utilities (water, fuel, and electricity) where they are paid separately from rent" (CMHC, 1991: 4). In addition, no more than 32 percent of gross household income should be spent on home ownership (CMHC, 2002: 13), which includes "payments for mortgage principle and interest; and property taxes; and payments for utilities (water, fuel, and electricity); as well as condominium fees, where the dwelling is a condominium" (CMHC, 1991: 4).

For The City of Calgary (2002a: 18), “affordable housing adequately suits the needs of low- and moderate-income households at costs *below* those generally found in the Calgary market. It may take a number of forms that exist along a continuum – from emergency shelters, to transitional housing, to non-market rental (also known as social or subsidized housing), to formal and informal rental, and ending with affordable home ownership. ... Affordable housing projects are targeted to households with 65 percent or less of the area median income.” The City of Calgary’s definition of affordable housing is presented graphically in Box 1 as an “affordable housing continuum.” The City recognizes that the provision of affordable housing is an important factor in ensuring housing options for Calgarians and for enabling citizens to advance along the affordable housing continuum.



Information about emergency shelters and transitional housing, the first two categories on The City’s affordable housing continuum, is reported in the *Biennial Count of Homeless Persons in Calgary*. Information about low-income households that are living in social or subsidized housing, rental market housing, or their own homes is provided in a series of detailed *Research Briefs* on housing need, as well as in several *Research Summaries*, *Fast Facts* documents, and *Major Research Reports* on affordable housing and homelessness. All of these can be downloaded from The City of Calgary website at www.calgary.ca/affordablehousing (select the link to ‘Research on Affordable Housing and Homelessness’ to access the research homepage).

1.3 Calgary’s 10-Year Plan to End Homelessness

In January 2007, the Calgary Committee to End Homelessness (2007) was established by 24 corporate, government and community leaders to develop a 10-year plan to end homelessness in the city. At the press conference announcing this initiative, Calgary Mayor Dave Bronconnier stated that “bringing together all sectors of our community, along with all three orders of government, offers an excellent opportunity to develop a long-term strategy for tackling homelessness in Calgary. The City of Calgary fully supports this initiative” (Calgary Committee to End Homelessness, 2007).

The Committee released *Calgary's 10-Year Plan to End Homelessness* on January 29, 2008. It includes “12 guiding principles, five strategies and one objective: ending homelessness in Calgary” and sets short- and long-term milestones for measuring its success (Calgary Committee to End Homelessness, 2008a: 9-12). Strategy 4 in the Plan is designed to improve data and systems knowledge. Its first goal is to introduce a mandatory Homeless Management Information System to provide “real-time data on how long people are homeless, what their needs are, what the causes of homelessness are, how people are interacting with our systems of care, how effective our interventions are, the number of homeless people, and detailed demographic and biographical information” (Calgary Committee to End Homelessness, 2008a: 37).

Once the Homeless Management Information System is in place, there will no longer be a need to conduct a point-in-time census of homeless persons. Until that time, The City of Calgary will continue to conduct a count of homeless persons every two years.



– City of Calgary, Roads (October 2007)



– City of Calgary, Roads (October 2007)

2.0 Methodology

How the *Biennial Count of Homeless Persons* is conducted changed somewhat in 2008. A detailed **survey of facilities and service agencies** was conducted in the same way that it has been in the past. Facilities include emergency shelters and transitional housing facilities (such as homeless shelters, women's shelters, and supportive mental health or addictions facilities), where shelter is provided for people who do not have a permanent residence of their own. Service agencies report on people they *served* who have no permanent residence, are unable to seek emergency or transitional shelter, are likely to be discharged into homelessness, or who are observed at remote LRT stations that are outside the boundaries normally included in a street count. Appendix A lists all of the facilities and service agencies that participated in the 2008 count.

In previous years, a *street count* was conducted by teams of volunteers who canvassed specific geographic areas where homeless people had been observed to reside. This included the downtown core, other commercial and residential areas, inner city parks, more remote parks and river pathways, and areas frequented by sex trade workers. Consultations with service providers and City of Calgary staff in 2008 revealed that the spread of street homelessness in the past two years (in location, not necessarily volume) has exceeded The City's ability to coordinate a point-in-time count that would locate and count the entire street homeless population of Calgary.

Chris Branch, Director of Community and Neighbourhood Services, The City of Calgary, observes that "the logistics are really a problem." As he notes, homeless people are now believed to be "living all along the riverbanks, along each transportation corridor, [and] in heavily forested parks" (Guttormson, 2008). Because of the logistical challenges related to coordinating teams of three to four people to canvas manageably sized areas on foot, the *2008 Count of Homeless Persons* did not include a street count. Instead, the extent of **street homelessness has been estimated** using a probability model developed and tested by The City of Calgary (Nelson, 2008), which is based on past count data and weather conditions on the night of the count.

Appendix B lists the organizations and individuals within them who were consulted about The City of Calgary's *2008 Count of Homeless Persons*. Appendix C presents a map illustrating the 2008 street count consultation findings. Set against the backdrop of the zones canvassed for the 2006 street count, Map 1 shows the boundaries within which street homelessness has become newly evident in the past two years.

2.1 Estimating Street Homelessness

The City of Calgary has found that the proportion of the homeless population counted on the streets varies quite predictably according to weather conditions on the night of the count. A greater number of homeless people seek shelter when it rains or snows, regardless of temperature. Quite simply, wet weather drives some people indoors who might otherwise prefer to sleep outside.

Based on these observations, a regression analysis of past count data has shown that during dry weather counts, an average of 12.72% of the total number of homeless people enumerated are counted on the streets. During wet weather counts (with rain or snow during or leading up to the count), an average of only 5.06% of the total number of homeless people enumerated are counted on the streets.

The City of Calgary's regression analysis provides a reasonable approximation of street homelessness. Even when a physical count is done, street homelessness is *always* underestimated. In part, this is due to the difficulty in locating people who are sleeping in secluded areas scattered throughout the city on the night of the count. An additional challenge relates to identifying all of the homeless people who are staying outside in more populated areas at the time the count takes place.⁵

2.2 The Timing and Duration of the Count

The *Biennial Count of Homeless Persons* takes place every two years on a Wednesday in mid-May. The 'mid-month, mid-week' timing was arrived at by consultation with service providers, who identified the need to select a date when the effects of income receipt on homeless persons are moderated.⁶ Appendix D shows the relevant income support payment dates in both a table and a planning calendar. Based on the payment dates identified, the date proposed for the 2008 count was May 14, which was accepted by members of the Interagency Committee serving the absolutely homeless, when they were consulted about the count on 2008 February 20. Their agreement on the date is of paramount importance as this sector includes all of the large facilities in Calgary that provide emergency and transitional shelter for the homeless.

The duration of the count is also standardized. **Facilities** are asked to enumerate all persons who *seek shelter from them for the night of the count*, the actual time of which varies by organization based on their respective intake hours. **Service agencies** are asked to enumerate the homeless people they *serve during a 12-hour period on the night of the count*, starting at 6:00 p.m. and ending at 6:00 a.m. the next morning, but only if these people are not discharged to an emergency or transitional shelter or other temporary housing (e.g., a motel). Police and prison services report on the number of people in custody who do not have a permanent address to return to upon release. Calgary Transit security staff survey remote LRT stations once normal night volume has decreased and in the early morning hours to identify homeless people who are sleeping at these remote locations.

⁵ In New York, Hopper, *et al.* (2007) found that 29% of embedded decoys or 'plants' located at 17 sites were missed by street count enumerators during the count. A post-count survey of 293 homeless service users who were not in staying shelters during the count also determined that 31% to 41% of them were staying in outdoor locations that were deemed not visible to enumerators.

⁶ The Canadian Council on Social Development (2001: 21-22) reports that, in Calgary, "the timing for the count was determined in 1992 by members of the Street Liaison Committee, based on their experience that peak need generally occurs on a week night during the third week of the month, just prior to the issuing of various income support payments."

2.3 Research Limitations and Mitigation Efforts

Point-in-Time Data Collection – While the enumeration methods used by The City of Calgary are designed to be as accurate as possible, it is important to note that it is not possible to count every single person that is experiencing homelessness in Calgary. The *Biennial Count of Homeless Persons* provides a ‘point-in-time’ snapshot of the size and characteristics of the homeless population on one night every two years. As such, it provides a good approximation of the number of people in Calgary who are absolutely homeless *on any given night*. However, as with all cities or regions that conduct a point-in-time count of homeless persons, the City of Calgary’s biennial counts cannot capture the true extent or magnitude of homelessness in the city.

The Seasonal Timing of the Biennial Count – There are advantages to holding the count of homeless persons at about the same time every two years because it permits a reasonable comparison of findings over time. This practice does not account for seasonal variation, however, which “may minimize the extent of homelessness by counting at a time when street homelessness is less visible” (Crawley, 2001: 9). Seasonal variation in the number of homeless people in Calgary, especially those who are living in parks and natural areas, has been consistently reported over time by homeless-serving agencies and front line workers at The City of Calgary. Consultations undertaken in 2008 again confirmed that the summer months see a significant increase in the ‘transient’ homeless population who are passing through Calgary, as well as a visible increase in homeless youth.

As a result, ***The City of Calgary’s snapshot of the number of people in Calgary who are likely to be homeless on any given night, especially those living on the streets, is always underestimated.*** To help offset this research limitation, Section 6 of this report presents some additional data on ***other indicators of need.*** Drawn from the homeless-serving community and various City of Calgary business units, these data on service provision may help to paint a more complete picture of the annual volume of street homelessness in the city for the years 2006 and 2007.

Observed Characteristics of Calgary’s Homeless Population – While data collected on the characteristics of homeless people enumerated provides general demographic information about the composition of this population, this is based on *observation only* and not on self-reporting by the people who are counted. The accuracy of these characteristics is therefore reduced, especially for age group and population group variables. It may be especially difficult to determine by observation whether or not a homeless person enumerated is Caucasian, Aboriginal, or a member of a visible minority group. Although facilities and services may have this demographic information on file, for the purposes of the count, *it is assumed that the characteristics of the homeless population that are reported are based on observation only* and any analysis must take this limitation into account. Nonetheless, the data collected are particularly useful when examining, in a general way, the proportional changes in the homeless population over time (e.g., among sub-populations such as women, youth, Aboriginal peoples, visible minorities, families, and people in various age groups).

Facility Data on Sectoral Affiliation – Stemming from the way that supply data were reported in *The Calgary Community Plan*, facilities are asked to identify which ‘sector’ they are primarily affiliated with, based on their sectoral association with the Community Action Committee on homelessness. During The City of Calgary’s 2008 February 26 consultation with the Community Action Committee, some members noted that this type of reporting is not particularly useful for homeless-serving agencies since they already know the range of clientele that each organization serves.

Moreover, The City is acutely aware that declaring a sectoral affiliation understates the complexity of the situations faced by some of our homeless citizens. For example, shelter may be provided to an elderly immigrant woman fleeing family violence or to a young Aboriginal male with mental health and addiction issues. In each case, the client’s needs cross multiple sectors. Despite this, it was decided that this form of reporting remains important to the casual reader, who may wish to compare current information on facilities serving the homeless with baseline data first reported in *The Calgary Community Plan* (Calgary Homeless Foundation, 2003: 38-42).

Facility Data on Emergency and Transitional Beds – Participating facilities provided their organization’s definition of ‘transitional beds’ in 2004, which confirmed that each agency applies the term differently, either according to its own mandate or as required by various funding agencies that support the provision of those beds. Across sectors and facilities, the *duration* of shelter provided is wide-ranging, extending from a few days or weeks, to months or even years.

Given the array of transitional shelter provided in the city and the variety of ways in which it is defined, the Calgary Homeless Foundation and its community partners were advised to consider subdividing their classification of *transitional housing* to clearly identify facilities that provide, for example, shelter for less than one month, for one month to two years, and for more than two years. This would have helped to bring some clarity to facilities’ descriptions of short- and long-term shelter, which, as they are used at present, render these terms essentially meaningless. For the homeless-serving community, however, distinguishing between *emergency* and *transitional* bed usage remains helpful and will continue to be reported. In 2008, however, The City of Calgary also pilot tested a standardized way of reporting the type of shelter that is being used by homeless people, which is described below.

Standardized Reporting on the Type of Shelter Provided – In seeking a more accurate way to describe the type of shelter used by homeless people in Calgary, one that would also be more useful to the facilities that participate in the count, The City of Calgary decided to pilot test the use of the ETHOS classification system in 2008. This was suggested by the Interagency Committee (representing the sector serving the absolutely homeless) on 2008 February 20 and agreed to by the Community Action Committee on 2008 February 26. It was hoped that this additional reporting method would address some of the limitations associated with reporting more generally on emergency and transitional beds, and reporting on the number of people served by each sector. The ETHOS classification system is described in detail in Appendix E.

The Hidden Homeless – Not every homeless person can be enumerated because not everyone who is homeless is ‘visible.’ As a result, ***the actual number of homeless people reported to be living in any community is always underestimated.*** For the *Biennial Count of Homeless Persons*, the target population is *absolutely homeless* persons living in Calgary, meaning people staying in shelters or on the streets. The City of Calgary does not have a means to identify people who are *relatively homeless* on the night of the count. Nor can their number be estimated based on data gathered about the absolutely homeless population that is enumerated during a point-in-time count.

The relatively homeless population includes those people who do not have a permanent residence to which they can return but who are ‘couch surfing’ (i.e., staying with friends or family); sleeping in vehicles or abandoned buildings where they would not have been seen; living in makeshift shelters or in heavily wooded areas that are difficult to search; or living in unsafe, unsuitable, or precarious housing (e.g., campgrounds, condemned buildings, overcrowded conditions, illegal suites, and so on). Other research being conducted by The City of Calgary and in the community in 2008 will provide new information about the number and characteristics of people in Calgary who are experiencing homelessness, including some who are relatively homeless.⁷ Below are overviews of four significant examples of community-based research.

(1) City-Wide Research Agenda – The Calgary Homeless Foundation is working with key stakeholders to develop a comprehensive research agenda on affordable housing and homelessness in Calgary to support *Calgary’s 10-Year Plan to End Homelessness*. The Foundation is engaging community groups, all levels of government, and university researchers to identify areas of strength, research gaps, and key priorities. One outcome will be the creation of a ‘homelessness research network’ in Calgary, which will be linked to the Canadian Homelessness Research Network. The recent formation of the national body, based at York University (2008), is being supported by a \$2.1 million grant from the Social Sciences and Humanities Research Council of Canada.

(2) Voices from the Street Survey – A ‘project collective’ of homeless assistance organizations⁸ conducted an independent collaborative research venture on the same night as the City surveyed facilities and service agencies for the 2008 count. Volunteers canvassed urban streets and parks on foot, while outreach workers drove transportation corridors to locate and interview homeless people in remote and scattered locations. ***This research project is not the same as, nor does it substitute for, a street count.*** As an *interview-based survey of people living on the streets*, self-reported demographic data were collected (i.e., age, sex, and population group) but additional information was also sought on the length of time homeless people have been in Calgary, where they are from, their employment status, and whether or not they use any shelter services (if so, which ones and if not, why not). The results will be released in the summer of 2008.

⁷ See, for example, *Research Summary #08 – Absolute and Relative Homelessness: A Case Study of the Calgary Women’s Emergency Shelter Using ETHOS Criteria* (City of Calgary, 2008c).

⁸ Project Collective members are drawn from staff of Alpha House, the Calgary Drop-In and Rehab Centre, the Calgary Homeless Foundation, The City of Calgary (Community and Neighbourhood Services), CUPS Community Health Centre, the Mustard Seed, and the Salvation Army.

(3) Full-Year Shelter Utilization Study – A research group comprised of Interagency Committee members (the Community Action Committee sector that serves Calgary’s absolutely homeless population) is in discussion about undertaking full-year shelter utilization studies for 2005, 2006, and 2007.⁹ This would build on earlier work, in which client data were collected by five operators of nine shelters in Calgary and used to track the number of people who sought emergency shelter *at least once* during the years 2000 and 2002.¹⁰

These shelters accommodated 11,000 different people for at least one night in 2000, which increased to 14,181 individuals in 2002, a *growth rate for homelessness* of 29% when Calgary’s population growth rate was only 5%. The shelter population in the years 2000 and 2002 represented, respectively, 1.3% and 1.6% of the resident population of Calgary. This was a *prevalence rate for homelessness* that, at the time, was comparable to New York, Philadelphia and Toronto (Mars, *et al.*, 2001: 15). Although a large proportion of this population was in residence at a shelter for only a short time, 6,000 individuals identified in 2002 had also been accommodated in 2000. This “indicates the population’s vulnerability to setbacks,” especially among those people “whose chronic and complex conditions will require long-term support” (Perras and Huyder, 2003: 3). The proposed study is expected to be completed later this year.

(4) Housing Stress among Newcomers to Calgary – Immigrants and refugees are believed to be underrepresented in homelessness statistics because many of them are among the ‘hidden homeless’ who are sheltered, often precariously, by family, friends, or community members. Research done to support the development of *Calgary’s 10-Year Plan to End Homelessness* supports this assumption.¹¹ Building on this initial work, researchers from the Poverty Reduction Coalition of the United Way of Calgary and Area, the University of Calgary, and The City of Calgary are collaborating on a more comprehensive study of housing stress among newcomers to Calgary.

Given that immigration continues to fuel Calgary’s population growth, the intent of the research is to develop a better understanding of the position of immigrants, refugees, and refugee claimants in Calgary’s housing and settlement systems. The researchers will examine this population’s paths into precarious housing situations; levels of access to mainstream settlement, housing, and homelessness services; the role and capacity of various ethnocultural community support networks in preventing homelessness and increasing access to housing; and the role of public policy in decreasing or intensifying risk for newcomer groups (Poverty Reduction Coalition, 2008). The results are slated for release in October 2008.

⁹ The agencies involved in planning the 2008 research project are the Calgary Alpha House Society, the Calgary Dream Centre, the Calgary Drop-In and Rehab Centre Society, the Inn from the Cold Society, the Mustard Seed (Calgary) Street Ministry, and the Salvation Army, all of which provide emergency shelter for Calgary’s homeless population.

¹⁰ The organizations involved in the full-year shelter utilization studies completed in 2000 and 2002 were the Calgary Alpha House Society, the Calgary Drop-In and Rehab Centre Society, the Inn from the Cold Society, the Mustard Seed (Calgary) Street Ministry, and the Salvation Army.

¹¹ See the reports *Housing Experiences of Newcomers to Calgary: Survey Results* (City of Calgary, 2007b) and *Housing Issues of Immigrants and Refugees in Calgary* (City of Calgary and the Poverty Reduction Coalition, 2007).

3.0 The 2008 Count of Homeless Persons – Aggregate Results

The results of the *2008 Count of Homeless Persons in Calgary* are provided in Sections 3 through 6 of this report, first in aggregate, then in greater detail for facilities, service agencies, and for those estimated to be living on the streets. Trend data are provided in Section 7. Data are presented in tables, figures, and summary narratives.¹²



– City of Calgary, Roads (October 2007)

3.1 People Believed to be Homeless in Calgary on 2008 May 14, by Location

A total of 61 facilities¹³ and 11 service agencies participated in the *Biennial Count of Homeless Persons in Calgary* on 2008 May 14. In total, 4,060 people were believed to be homeless that night – 3,195 were staying in facilities (79%), 296 were counted by service agencies (7%), and as it was a ‘dry weather’ count, an estimated 569 people were living on the streets (14%). This represents an overall growth in the number of people experiencing homelessness in Calgary *on any given night* of 18% over 2006. Trend data show that the growth of homelessness in the city has previously been at or above 30% between biennial counts (see Section 7).

¹² Percentages in all tables are reported to one decimal place. Percentages in the text are reported as whole numbers, so values may be rounded up or down to ensure the totals discussed add to 100%.

¹³ Victory Foundation aggregated its data for two houses in Forest Lawn, so they are counted throughout this report as *one facility*. During the data verification process, however, it was found that each house serves a different sector. Therefore, these data have been disaggregated where sectoral information is provided. For future counts, these houses will be counted as *two separate facilities*.

TABLE 1. ALL PEOPLE BELIEVED TO BE HOMELESS IN CALGARY ON 2008 MAY 14, BY LOCATION

LOCATION ENUMERATED	NUMBER	PERCENT
INDIVIDUALS ENUMERATED BY FACILITIES	3,195	91.5%
INDIVIDUALS ENUMERATED BY SERVICE AGENCIES	296	8.5%
SUB-TOTAL – ALL HOMELESS PEOPLE ENUMERATED	3,491	100.0%
LOCATION ENUMERATED	NUMBER	PERCENT
INDIVIDUALS ENUMERATED BY FACILITIES	3,195	78.7%
INDIVIDUALS ENUMERATED BY SERVICE AGENCIES	296	7.3%
INDIVIDUALS ESTIMATED TO BE LIVING ON THE STREETS	569	14.0%
TOTAL – ALL PEOPLE BELIEVED TO BE HOMELESS IN CALGARY ON THE NIGHT OF 2008 MAY 14	4,060	100.0%



– City of Calgary, Roads (July 2007)

The following table provides the same information about the total number of people believed to be homeless in Calgary on the night of 2008 May 14, but employs the ***ETHOS classification system*** to specify the type of accommodation used. This is aggregated for all 72 facilities and service agencies that participated in the 2008 count.

TABLE 2. ETHOS CLASSIFICATION OF ALL PEOPLE BELIEVED TO BE HOMELESS IN CALGARY ON 2008 MAY 14		
		PAGE 1 OF 2
ROOFLESS – PEOPLE LIVING ROUGH	NUMBER	PERCENT
PUBLIC SPACE OR EXTERNAL SPACE – <u>ESTIMATED</u> (LIVING IN THE STREETS OR PUBLIC SPACES)	569	14.0%
PUBLIC SPACE OR EXTERNAL SPACE – <u>ENUMERATED</u> (LIVING IN THE STREETS OR PUBLIC SPACES)	73	1.8%
ROOFLESS – PEOPLE IN EMERGENCY ACCOMMODATION	NUMBER	PERCENT
NIGHT SHELTER (PEOPLE WITH NO USUAL PLACE OF RESIDENCE MAKE USE OF <u>OVERNIGHT SHELTER</u>) [e.g., hotel; motel]	991	24.4%
HOUSELESS – PEOPLE IN ACCOMMODATION FOR THE HOMELESS	NUMBER	PERCENT
HOMELESS HOSTEL (<u>SHORT TERM</u> , NORMALLY LESS THAN ONE YEAR)	383	9.4%
TEMPORARY ACCOMMODATION (<u>SHORT TERM</u> , NORMALLY LESS THAN ONE YEAR)	282	6.9%
TRANSITIONAL SUPPORTED ACCOMMODATION (<u>SHORT TERM</u> , NORMALLY LESS THAN ONE YEAR)	736	18.1%
HOUSELESS – PEOPLE IN WOMEN'S SHELTERS	NUMBER	PERCENT
WOMEN'S SHELTER ACCOMMODATION (<u>SHORT TERM</u> , NORMALLY LESS THAN ONE YEAR)	258	6.4%
HOUSELESS – PEOPLE IN ACCOMMODATION FOR IMMIGRANTS	NUMBER	PERCENT
IMMIGRANTS' TEMPORARY ACCOMMODATION / RECEPTION CENTRES (IMMIGRANTS IN RECEPTION OR <u>SHORT-TERM</u> ACCOMMODATION, NORMALLY LESS THAN ONE YEAR)	60	1.5%
MIGRANT WORKERS' ACCOMMODATION (ACCOMMODATION FOR MIGRANT WORKERS)	0	0.0%
HOUSELESS – PEOPLE RECEIVING LONGER-TERM SUPPORT (DUE TO HOMELESSNESS)	NUMBER	PERCENT
RESIDENTIAL CARE FOR <u>OLDER</u> HOMELESS PEOPLE (<u>LONG-STAY</u> ACCOMMODATION WITH CARE, NORMALLY MORE THAN ONE YEAR)	0	0.0%
SUPPORTED ACCOMMODATION FOR FORMERLY HOMELESS PEOPLE (<u>LONG-STAY</u> ACCOMMODATION WITH CARE, NORMALLY MORE THAN ONE YEAR)	323	8.0%

(continued)

TABLE 2. ETHOS CLASSIFICATION OF ALL PEOPLE BELIEVED TO BE HOMELESS IN CALGARY ON 2008 MAY 14

HOUSELESS – PEOPLE DUE TO BE RELEASED FROM INSTITUTIONS	NUMBER	PERCENT
PENAL INSTITUTIONS (NO HOUSING IS AVAILABLE PRIOR TO RELEASE)	215	5.3%
MEDICAL INSTITUTIONS (STAY LONGER THAN NEEDED DUE TO LACK OF HOUSING)	0	0.0%
CHILDREN’S INSTITUTIONS OR HOMES (NO HOUSING IDENTIFIED, E.G., BY 18 TH BIRTHDAY)	1	0.0%
UNKNOWN ACCOMMODATION TYPE	NUMBER	PERCENT
CANNOT BE CLASSIFIED	169	4.2%
TOTAL – ETHOS CLASSIFICATION OF ALL PEOPLE BELIEVED TO BE HOMELESS ON 2008 MAY 14	4,060	100.0%
SUB-TOTALS BY ETHOS CATEGORY	NUMBER	PERCENT
ABSOLUTELY HOMELESS – ROOFLESS	1,633	40.2%
ABSOLUTELY HOMELESS – HOUSELESS	2,258	55.6%
ABSOLUTELY HOMELESS – UNKNOWN ACCOMMODATION	169	4.2%
TOTAL – ETHOS CLASSIFICATION OF ALL PEOPLE BELIEVED TO BE HOMELESS ON 2008 MAY 14	4,060	100.0%

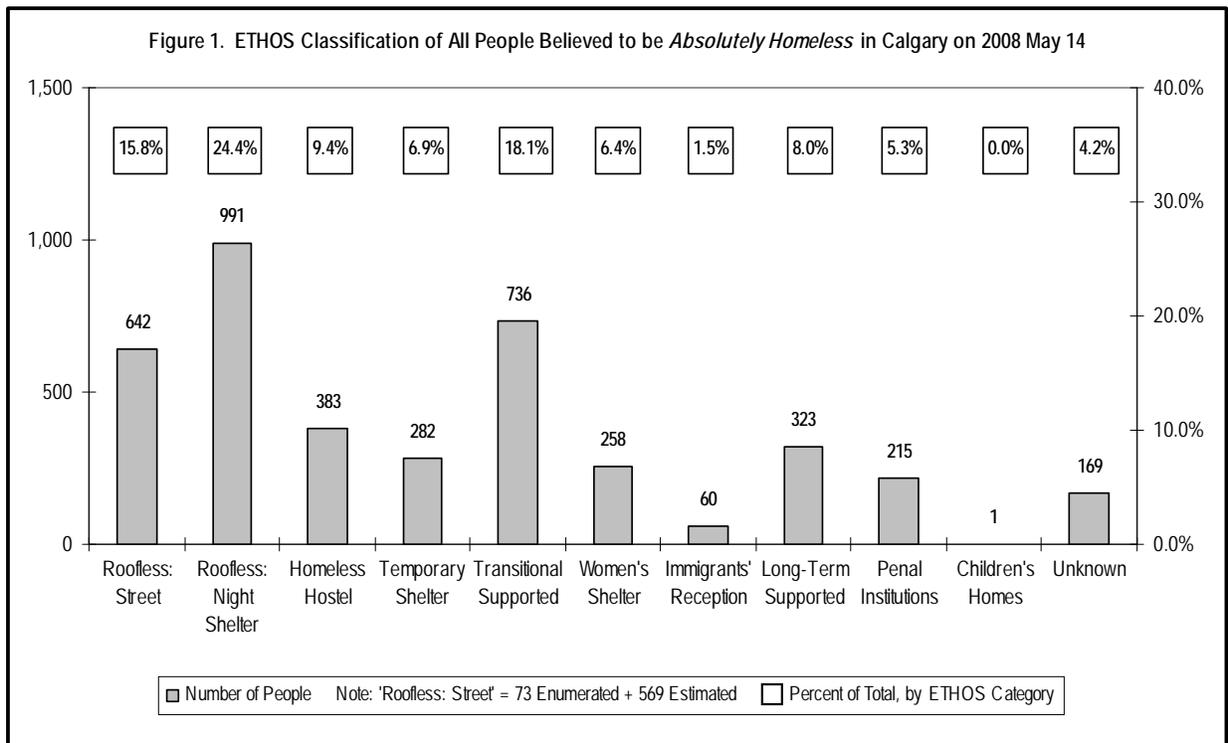
The use of the ETHOS classification system paints a much richer picture of the living situations of the 4,060 people in Calgary who were believed to be absolutely homeless on the night of 2008 May 14. Among all absolutely homeless people in the city on the night of the count, 2,258 were **houseless** (56%), 1,633 were **roofless** (40%), and the housing situation of 169 people (4%) could not be assessed.

Among the 2,258 people who were **houseless** on the night of the count, 1,401 were staying in *short-term accommodation* for the homeless (62%), 323 were receiving *longer-term support* due to homelessness (14%), 258 were staying in *women’s shelters* (11%), 216 had no permanent residence but were *about to be released from institutions* (10%), and 60 were living in *accommodation for immigrants* (3%).

Among the 1,633 people who were **roofless** on the night of the count, 991 were staying in emergency *night shelter* accommodation (61%) and 642 were *living rough* (39%). Of the 642 people reported to be living rough, 73 people were *enumerated* (11%) and it was *estimated* that an additional 569 people were living on the streets (89%).

Figure 1 shows a breakdown of the 4,060 people in Calgary who were believed to be absolutely homeless on the night of 2008 May 14, based on how their living conditions were described using the ETHOS classification system.

FIGURE 1. ETHOS CLASSIFICATION OF ALL PEOPLE BELIEVED TO BE ABSOLUTELY HOMELESS IN CALGARY ON 2008 MAY 14



In previous counts, data about where homeless people were observed to be staying on the night of the count were reported by location in the broadest sense – in *facilities*, by *service agencies*, or *on the streets*. While that has been instructive, as the community begins to implement Calgary's 10-Year Plan to End Homelessness, the more detailed information provided by the ETHOS classification system may be useful for setting planning priorities and measuring changes in people's housing circumstances over time.

3.2 Observed Sex, Population Group, and Age Group of Everyone Enumerated

Data in this section are reported only for people who were actually *enumerated* for the 2008 count and have not been estimated for people living on the streets. Therefore, as shown in Table 1, all totals sum to 3,491 for the number of homeless people who were enumerated by facilities and services combined on the night of the count.

Of the 3,491 homeless people *enumerated by facilities and service agencies* on 2008 May 14, 78% were observed to be *male* and 22% were observed to be *female*. When assessing the *observed population group* of the homeless people counted, 62% were *Caucasian*, 15% were *Aboriginal*, and 11% were *visible minorities*. The population group of 12% of the homeless people enumerated could not be determined.

TABLE 3. OBSERVED SEX AND POPULATION GROUP OF ALL HOMELESS PEOPLE ENUMERATED		
OBSERVED SEX	NUMBER	PERCENT
MALE	2,721	77.9%
FEMALE	770	22.1%
TOTAL – ALL HOMELESS PEOPLE ENUMERATED	3,491	100.0%
OBSERVED POPULATION GROUP ¹	NUMBER	PERCENT
CAUCASIAN	2,183	62.5%
ABORIGINAL	527	15.1%
VISIBLE MINORITY	371	10.6%
UNKNOWN	410	11.7%
TOTAL – ALL HOMELESS PEOPLE ENUMERATED	3,491	100.0%
<u>Notes:</u>		
1 One facility noted the following: “Regarding population group; one young adult is Aboriginal and Vietnamese, we recorded her as Aboriginal despite [the fact that] she is fifty percent Vietnamese.”		

Compared to the resident population of Calgary, the 2008 count again identified a disproportionately *high* number of homeless Aboriginal people and a disproportionately *low* number of homeless people who belong to a visible minority group. Statistics Canada (2007) found that only 3% of Calgarians reported having an Aboriginal identity in the 2006 Canada Census, whereas 15% of all homeless people enumerated on the night of the count were observed to be Aboriginal. Conversely, the visible minority population of Calgary is 24% of the resident population, but formed only 11% of the total number of homeless people counted on 2008 May 14. Service providers believe that many visible minority groups are among the ‘hidden homeless’ population that cannot be enumerated as part of a point-in-time count.

When assessing the *observed age group* of the homeless people enumerated by facilities and service agencies, 134 were **preschoolers** (under 6 years of age), 96 were **school-age children** (age 6 to 12), 154 were **youth** (age 12 to 17), 327 were **young adults** (age 18 to 24), 1,511 were **working-aged adults** (age 25 to 44), 1,014 were **middle-aged adults** (age 45 to 64), and 65 were **seniors** (age 65 or older). The age group of 190 of the homeless people enumerated could not be determined.

TABLE 4. OBSERVED AGE GROUP OF ALL <u>HOMELESS PEOPLE ENUMERATED</u>		
OBSERVED AGE GROUP – HOMELESS CHILDREN AND YOUTH	NUMBER	PERCENT
PRESCHOOLERS – AGE 5 OR YOUNGER	134	34.9%
SCHOOL-AGE CHILDREN – AGE 6 TO 12	96	25.0%
YOUTH – AGE 13 TO 17	154	40.1%
SUB-TOTAL – ALL CHILDREN AND YOUTH ENUMERATED	384	100.0%
OBSERVED AGE GROUP – ALL HOMELESS PEOPLE COUNTED	NUMBER	PERCENT
CHILDREN AND YOUTH – AGE 17 OR YOUNGER	384	11.0%
YOUNG ADULTS – AGE 18 TO 24	327	9.4%
WORKING-AGED ADULTS – AGE 25 TO 44	1,511	43.3%
MIDDLE-AGED ADULTS – AGE 45 TO 64	1,014	29.0%
SENIORS – AGE 65 OR OLDER	65	1.9%
UNKNOWN	190	5.4%
TOTAL – ALL HOMELESS PEOPLE ENUMERATED	3,491	100.0%

The majority of homeless people enumerated were **working-aged adults** (43%), followed by **middle-aged adults** (29%), **children and youth** (11%), **young adults** (9%), and **seniors** (2%), with 5% whose age could not be assessed. Indeed, among all 3,491 homeless people who were enumerated, a total of 1,535 (44%) were *Caucasian males aged 25 to 64*. A particular concern is the number of children and youth who are homeless. A total of 384 **children and youth** under the age of 18 were enumerated by facilities and service agencies on the night of 2008 May 14, which is 11% of all homeless people counted. This represents an increase of 34% over 2006, when 287 children and youth were counted by facilities and service agencies.

The following table, and the two figures on the following page, provide a detailed breakdown of the observed sex, population group, and age group of the homeless people *enumerated by facilities and service agencies* on the night of 2008 May 14.

TABLE 5. ALL HOMELESS PEOPLE ENUMERATED, BY OBSERVED SEX, POPULATION GROUP, AND AGE GROUP									
OBSERVED SEX	MALE				FEMALE				ALL PEOPLE COUNTED, BY OBSERVED AGE GROUP
OBSERVED POPULATION GROUP	CAUCASIAN	ABORIGINAL	VISIBLE MINORITY	UNKNOWN	CAUCASIAN	ABORIGINAL	VISIBLE MINORITY	UNKNOWN	
PRESCHOOLERS (AGE 5 OR YOUNGER)	12	26	21	0	20	29	26	0	34.9%
SCHOOL-AGE CHILDREN (AGE 6-12)	16	19	12	0	14	16	19	0	25.0%
YOUTH (AGE 13-17)	60	21	16	0	32	16	9	0	40.1%
SUB-TOTAL: CHILDREN AND YOUTH	88	66	49	0	66	61	54	0	100.0%
CHILDREN AND YOUTH (AGE 17 OR YOUNGER)	88	66	49	0	66	61	54	0	11.0%
YOUNG ADULTS (AGE 18-24)	150	27	23	14	59	42	10	2	9.4%
WORKING-AGED ADULTS (AGE 25-44)	846	145	98	98	176	86	49	13	43.3%
MIDDLE-AGED ADULTS (AGE 45-64)	689	60	57	82	64	29	26	7	29.0%
SENIORS (AGE 65 OR OLDER)	38	6	3	4	7	5	2	0	1.9%
UNKNOWN	0	0	0	178	0	0	0	12	5.4%
TOTALS	1,811	304	230	376	372	223	141	34	100.0%

FIGURE 2. ALL HOMELESS PEOPLE ENUMERATED, BY OBSERVED SEX AND POPULATION GROUP

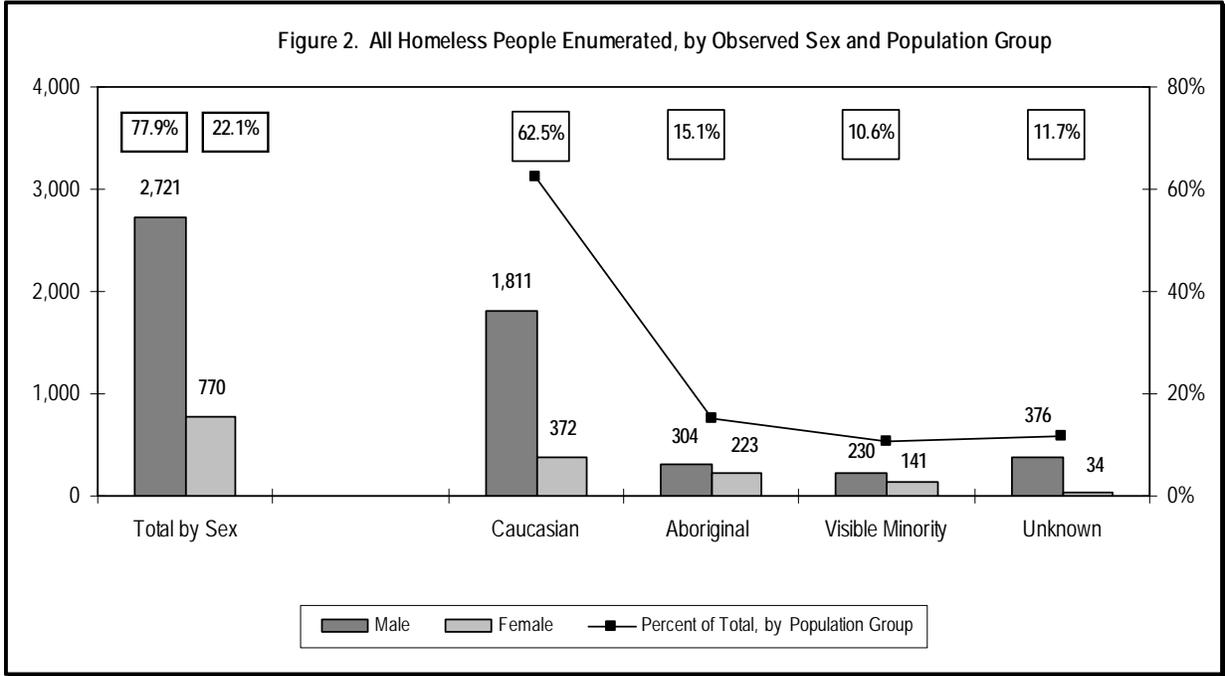
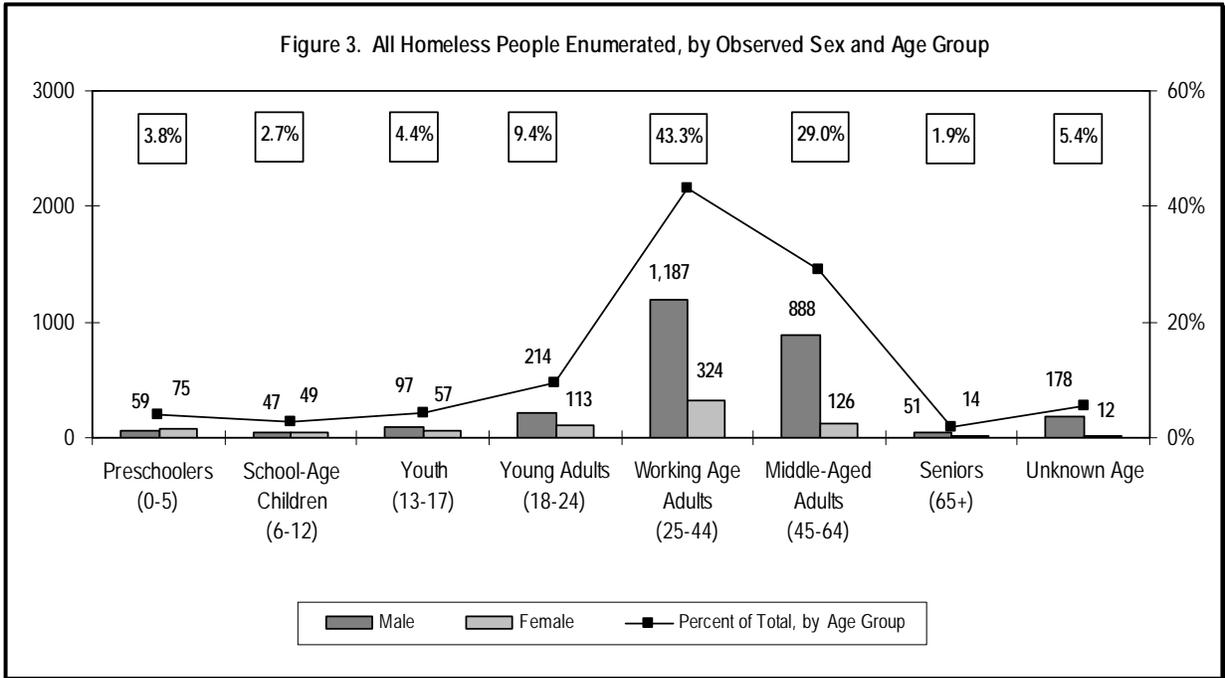


FIGURE 3. ALL HOMELESS PEOPLE ENUMERATED, BY OBSERVED SEX AND AGE GROUP



3.3 Family Homelessness

For the purposes of the *Biennial Count of Homeless Persons in Calgary*, families are defined as *a couple, a couple with one or more children, or a lone adult with one or more children*. There were a total of 197 **homeless families enumerated** by facilities and service agencies on the night of 2008 May 14. This represents an increase of 61% over 2006, when 122 homeless families were counted by facilities and services.¹⁴ Among the homeless families enumerated, all 197 were counted by facilities. Although service agencies counted a number of individual youth, none of them were in family groups. Of the 197 **families counted by facilities**, 162 were in residence (82%), 5 had been accepted but were not yet in residence (3%), and 30 were refused shelter (15%).

The 2008 count marks the first time that data for **homeless families with children** have been collected. Of the 197 homeless families enumerated, 190 of them included one or more children, which was 96% of all homeless families counted. All were counted by facilities. Of the 190 **families with children counted by facilities**, 155 of them were in residence (82%), 5 had been accepted but were not yet in residence (3%), and 30 were refused shelter (16%).

TABLE 6. ALL HOMELESS FAMILIES ENUMERATED, WITH AND WITHOUT CHILDREN				
LOCATION ENUMERATED	ALL FAMILIES ENUMERATED		FAMILIES WITH CHILDREN	
	NUMBER	PERCENT	NUMBER	PERCENT
FAMILIES <u>IN RESIDENCE</u> AT FACILITIES	162	82.2%	155	81.6%
FAMILIES REFERRED OR SELF-REFERRED TO FACILITIES WHO WERE ACCEPTED BUT <u>NOT YET IN RESIDENCE</u>	5	2.6%	5	2.6%
FAMILIES REFERRED OR SELF-REFERRED TO FACILITIES WHO WERE <u>REFUSED SHELTER</u>	30	15.2%	30	15.8%
SUB-TOTAL – ALL HOMELESS FAMILIES ENUMERATED BY <u>FACILITIES</u>	197	100.0%	190	100.0%
ALL HOMELESS FAMILIES ENUMERATED BY <u>FACILITIES</u>	197	100.0%	190	96.4%
ALL HOMELESS FAMILIES ENUMERATED BY <u>SERVICES</u>	0	-	0	-
TOTAL – ALL HOMELESS FAMILIES ENUMERATED	197	100.0%	190	96.4%

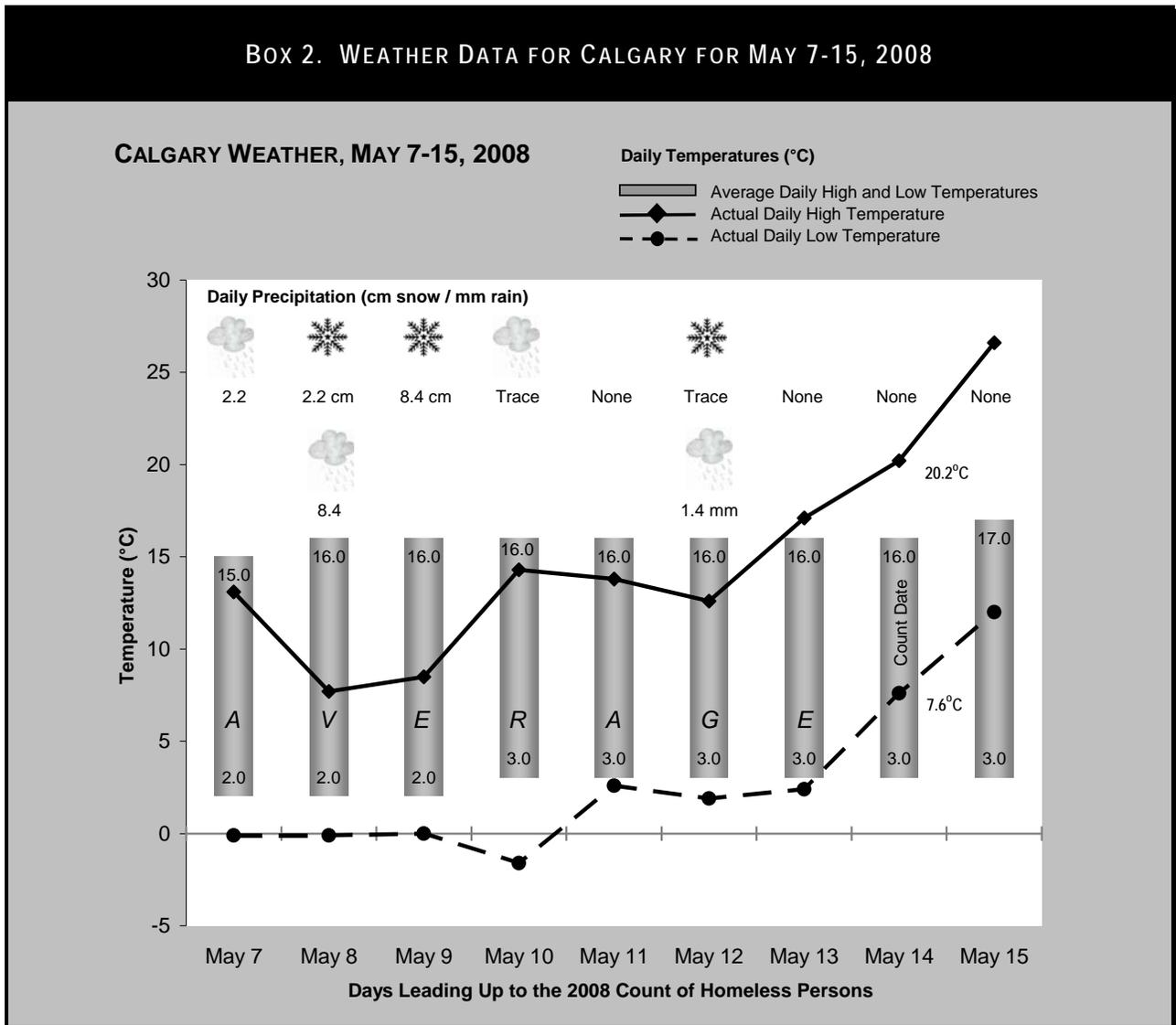
¹⁴ In 2006, a total of 145 families were enumerated: 120 in facilities, 2 by service agencies, and 23 on the street (City of Calgary, 2006b: 19). Only the first two groups are included here when calculating the growth rate since the 2006 subtotal of 122 is directly comparable to the 2008 data collected. When street count data are included for 2006, the growth rate is reduced to 36% (see Section 7).

3.4 Weather and the Count

Weather is always a factor when conducting the *Biennial Count of Homeless Persons*. Past count data show that a greater number of homeless people seek shelter when it rains or snows, regardless of temperature, which affects facility intake rates and street count data. How the weather affects street homelessness is discussed in Section 6.

The weather in the week leading up to the 2008 count had cooler than average temperatures and significant amounts of precipitation in the form of rain and snow (see Box 2). The day before the count was dry and the daytime temperature was slightly above average. On the day of the count, it was mostly cloudy but warmer than average, with high and low temperatures of 20.2 and 7.6 degrees Celsius respectively and no wind chill. Despite the pervasive cloud cover, at 6:00 p.m. on the night of the count, the temperature was still 17.3 degrees Celsius, and by 11:00 p.m., it had only dropped to 14.2 degrees Celsius (Environment Canada, 2008a; 2008b; and 2008c).

BOX 2. WEATHER DATA FOR CALGARY FOR MAY 7-15, 2008



3.5 Unusual Circumstances Affecting the 2008 Count

Seventeen of the 61 facilities (28%) that participated in the *2008 Count of Homeless Persons* commented on unusual circumstances affecting the count.¹⁵ Of the 17 facilities that provided comments, two (3%) reported “no unusual circumstances,” while two others (12%) said to see the ‘comments’ made on the form of another facility operated by the same organization. One facility (6%) commented on the weather, noting that “the night of May 14th 2008 was the first really nice evening of 2008. It is two days before the May long weekend. The nice weather will have had an impact on ... shelter usage, as many people will have chosen to be outside enjoying the weather.”

Four facilities (24%) provided more detailed information to explain variances in their bed capacity and occupancy rates. One respondent explained that their bed capacity and occupancy numbers were lower than the total number of people served, because when people chose to leave the facility, new people were admitted. The other three facilities explained that accommodation is offered in rooms, apartments, or self-contained units designed for parents with children. Since family composition determines how many beds are used in each unit, “apparent vacancies” may suggest that a facility is operating under capacity, when in fact all available rooms are occupied.

Three facilities (18%) commented on factors associated with their target populations. Two lamented that they do not have the capacity to provide shelter to everyone who seeks their assistance over the course of a year. In contrast, a third reported a routine drop in shelter occupancy during the summer months:

Our facility does not have the capacity to accommodate all of the women who call to seek shelter throughout the year. – Calgary Women’s Emergency Shelter

The number of people seeking treatment ... far outweighs the number of beds of our facility. – Fresh Start Recovery Centre

Between the months of September–April, Avenue 15 [youth shelter] is usually full of residents. The onset of warmer weather allows our demographic to remain outdoors. – Avenue 15 (Boys and Girls Club Community Services)

Five facilities (29%) that were operating under capacity on 2008 May 14 explained why. One reported that one of its units was closed for repairs, while another had a unit undergoing renovations. A third was forced to close half of its beds due to staff shortages. A fourth noted that a number of its residents were experiencing gastrointestinal symptoms so, as a precaution, they chose not to accept any new residents on the night of the count and instead referred people they normally would have accommodated to another facility. The fifth facility explained the situation as follows:

¹⁵ Key findings are synthesized in this section. However, all comments related to data are included as table notes in the detailed facility information provided in Appendix F.

A large list of evictions and transitions within the last two weeks due to client choices meant that 4 beds were not filled during the count. 3 possible intakes are currently waiting for team decisions regarding their ability to reside within the program.

– Windsor Park Youth Transitional Residence
(Calgary John Howard Society)

Finally, one facility (6%) simply reported an odd coincidence:

Our residents can stay for up to 2 years – on this night, we had a resident move out and [a] new one [move] in.

– Highbanks Society

Three of the 11 service agencies (27%) that participated in the *2008 Count of Homeless Persons* commented on unusual circumstances affecting the count. One agency simply wrote “none” and one hospital wrote “not applicable.” The Urgent Care Department at the Sheldon M. Chumir Health Centre reported “none of note – due to the relatively new nature of the centre, patients may not have found us yet.” This refers to the fact that “the first services in the Sheldon M. Chumir Health Centre, including the urgent care centre, opened their doors to the public on April 1st, 2008 at 8:00 a.m.” (Calgary Health Region, 2008b).

3.6 Additional Comments Received about the 2008 May 14 Count

Twenty of 61 facilities (33%) and one of 11 service agencies (9%) that participated in the *2008 Count of Homeless Persons* provided additional comments on their enumeration forms. One facility and the lone service agency apologized for submitting their documents past the deadline. The vast majority of the remaining comments made by facilities were added to explain variances in bed capacity and occupancy rates or to more fully describe the services their organizations provide. All comments related to data are included as table notes in the detailed information provided in Appendix F. Unique comments are presented below.

Our housing program is transitional and long term and could not be accurately classified in the options listed above. We have no time limit on how long a person can stay in the program. Each person is evaluated separately and assessed on their individual capacity. Of the 53 clients currently in the building: 70% have the potential to transition through the building but have no time limit due to the fact that they are a working class poor and are in need of affordable housing; 30% do not have the ability to transition through the building due to the fact that they are on fixed incomes and will never be able to increase their financial capacity.

– Alyth Lodge (Victory Foundation)

We do not seem to fit into the survey well. Kootenay is a long term / transitional residential home for Aboriginals who are inappropriately placed / homeless.

– Kootenay Lodge (Calgary Community Land Trust / URSA)

We have no designated emergency beds at the Windsor Park Youth Transitional Residence, but were required to provide one to a young person who was connected to the Calgary John Howard Society (CJHS). This was in response to a need for safe, supportive beds for youth over the age of 18 but under the age of 24, who are cognitively and emotionally not appropriate for homeless adult services. This means that a transitional bed was not available during the time this bed was occupied by an emergency placement. This is not typical CJHS policy and requests for funding emergency beds for this overlooked population will be required in the future to provide this service on an ongoing basis if the agency deems it necessary.

– Windsor Park Youth Transitional Residence
(Calgary John Howard Society)

On May 14th, 55 individuals used day shelter services, and 90 individuals used harm reduction shelter services. Since there is duplication with individuals being in both of these programs, individuals who used these shelter programs were not included. Individuals use [the] day shelter program if they have medical condition and require bed rest, or if they were employed the previous night. Individuals use the harm reduction services if they have been using drugs or alcohol the previous night.

– Riverfront Centre
(Calgary Drop-In and Rehab Centre Society)

C110 [Centre 110] Transitional Services has been closed since the last homeless count in 2006.

– Riverfront Centre
(Calgary Drop-In and Rehab Centre Society)

Women staying in our facility are homeless due to the violence in their home, or perhaps due to eviction, awaiting treatment at a designated facility, etc. They seek our residence as they have no other alternative for safe shelter.

– Awo Taan Healing Lodge Society

All of our beds could at any time be used for the homeless populations. They are not our only clients, as we deal with women in treatment for addiction. All of our clients are at risk of being homeless either now or in the future if [their] addiction is not treated. For this count, 72% fell into the homeless category.

– Aventa (Aventa Addiction Treatment for Women)

The housing offered in Forest Lawn is transitional and short or long term depending on the individual. Each person is assessed individually before it is determined whether the stay will be longer or shorter than one year. For the most part it is left up to each individual. Most people will stay longer than a year because of the affordable housing we offer. Since affordable housing is in such short supply in Calgary, the length of stay will usually be longer than one year. ... Women [generally] receive long-term shelter.

– Victory Foundation, Forest Lawn

4.0 Facility Data from the 2008 Count

This section provides **data specific to facilities** that participated in the *Biennial Count of Homeless Persons in Calgary* on 2008 May 14. Facilities include emergency shelters and transitional housing facilities (such as homeless shelters, women's shelters, and supportive mental health or addictions facilities), where shelter is provided for people who do not have a permanent residence of their own. The actual hours during which each facility enumerated homeless people on 2008 May 14 varied according to the intake procedure it used. In addition to the demographic characteristics provided for the homeless people who were enumerated, facilities also provide a significant amount of institutional data, which are also presented in this section of the report.



– *The Many Faces of Poverty and Homelessness*
Calgary Board of Education Website (2007)

4.1 Homeless People Enumerated in Facilities

The vast majority of people who are absolutely homeless in Calgary *on any given night* receive shelter at a facility providing emergency or transitional accommodation. A total of 3,195 homeless people were **enumerated in facilities** on 2008 May 14 by the 61 facilities that participated in the count. This represents an overall increase of 13% since 2006, when 2,823 homeless people stayed in facilities on the night of the count. Of note, the number of facilities participating in the 2008 count also increased, by 20%.

A total of 37 organizations that operate 61 facilities participated in the 2008 Count of Homeless Persons in Calgary. Table 7 shows the number of people enumerated in facilities, by organization, and the number of facilities each organization operates.

TABLE 7. HOMELESS PEOPLE <u>ENUMERATED IN FACILITIES</u> , BY ORGANIZATION			PAGE 1 OF 3
ORGANIZATION	NUMBER OF FACILITIES OR PROGRAMS	HOMELESS PEOPLE ENUMERATED	
		NUMBER	PERCENT
AADAC – RENFREW RECOVERY CENTRE	1	0	0.0%
ASPEN FAMILY AND COMMUNITY NETWORK SOCIETY – ASPEN APARTMENTS	1	12	0.4%
AVENTA ADDICTION TREATMENT FOR WOMEN – AVENTA AND AVENTA 12TH AVENUE	2	31	1.0%
AWO TAAN HEALING LODGE	1	21	0.7%
BOYS AND GIRLS CLUB COMMUNITY SERVICES – AVENUE 15, HAVEN'S WAY, AND SAFE HOUSE	3	21	0.7%
BRENDA STRAFFORD CENTRE FOR THE PREVENTION OF DOMESTIC VIOLENCE – BRENDA STRAFFORD CENTRE AND GATEWAY HOUSE	2	63	2.0%
CALGARY ALPHA HOUSE SOCIETY – DROP-IN CENTRE AND BOOTH CENTRE PROGRAM	2	142	4.4%
CALGARY ALTERNATIVE SUPPORT SERVICES – LANGIN PLACE	1	49	1.5%
CALGARY CATHOLIC IMMIGRATION SOCIETY – BELTLINE, HUNTINGTON HILLS, AND MARGARET CHISHOLM RESETTLEMENT CENTRE	3	103	3.2%
CALGARY COMMUNITY LAND TRUST / UNIVERSAL REHABILITATION SERVICE AGENCY – KOOTENAY LODGE	1	5	0.2%
CALGARY DREAM CENTRE	1	122	3.8%
CALGARY DROP-IN AND REHAB CENTRE SOCIETY – CENTRE 2507, RIVERFRONT CENTRE, AND SUNALTA	3	880	27.5%
CALGARY JOHN HOWARD SOCIETY – RAIDO HOUSE AND WINDSOR PARK YOUTH TRANSITIONAL RESIDENCE	2	13	0.4%
CALGARY WOMEN'S EMERGENCY SHELTER ASSOCIATION	1	29	0.9%
DISCOVERY HOUSE FAMILY VIOLENCE PREVENTION SOCIETY – RESIDENTIAL PROGRAM	1	41	1.3%

(continued)

TABLE 7. HOMELESS PEOPLE ENUMERATED IN FACILITIES, BY ORGANIZATION

PAGE 2 OF 3

ORGANIZATION	NUMBER OF FACILITIES OR PROGRAMS	HOMELESS PEOPLE ENUMERATED	
		NUMBER	PERCENT
ELIZABETH FRY SOCIETY OF CALGARY – BERKANA HOUSE	1	6	0.2%
FRESH START ADDICTIONS CENTRE	1	34	1.1%
HIGHBANKS SOCIETY	1	8	0.3%
HORIZON HOUSING SOCIETY / CANADIAN MENTAL HEALTH ASSOCIATION – ART SMITH HOUSE, BOB WARD RESIDENCE, HAMILTON HOUSE, HORIZON ON 8TH, HOUSE OF GOOD CHEER, MARGUARITE HOUSE, AND ROBERTS HOUSE	7	89	2.8%
INN FROM THE COLD SOCIETY – INTAKE REPORTED IN AGGREGATE FOR MULTIPLE FACILITIES IN THE FAITH COMMUNITY	1	45	1.4%
KERBY CENTRE – ROTARY HOUSE	1	7	0.2%
McMAN YOUTH SERVICES – HOPE HOMES, HOPE HOMES FOR ABORIGINAL YOUTH, AND WELLINGTON PLACE	3	28	0.9%
MÉTIS CALGARY FAMILY SERVICES – RAINBOW LODGE	1	88	2.8%
MUSTARD SEED (CALGARY) STREET MINISTRY SOCIETY – CENTRE STREET AND FOOTHILLS SHELTER	2	305	9.5%
OXFORD HOUSE FOUNDATION OF CANADA	1	100	3.1%
POTENTIAL PLACE SOCIETY – BUILDING 1 (RENAISSANCE CENTRE) AND BUILDING 2	2	27	0.8%
RECOVERY ACRES (CALGARY) SOCIETY	1	38	1.2%
SALVATION ARMY – BOOTH CENTRE AND CENTRE OF HOPE	2	495	15.5%
SERVANTS ANONYMOUS SOCIETY	1	19	0.6%
SIMON HOUSE RECOVERY CENTRE – REPORTED IN AGGREGATE FOR ONE FACILITY AND SEVERAL HOUSES	1	53	1.7%
SONSHINE SOCIETY OF CHRISTIAN COMMUNITY SERVICES	1	41	1.3%

(continued)

TABLE 7. HOMELESS PEOPLE ENUMERATED IN FACILITIES, BY ORGANIZATION

ORGANIZATION	NUMBER OF FACILITIES OR PROGRAMS	HOMELESS PEOPLE ENUMERATED	
		NUMBER	PERCENT
SUNRISE NATIVE ADDICTIONS SERVICES SOCIETY	1	19	0.6%
TRINITY FOUNDATION OF ALBERTA – MANCHESTER	1	66	2.1%
VICTORY FOUNDATION – FOREST LAWN (REPORTED IN AGGREGATE FOR TWO HOUSES) AND ALYTH LODGE	2	72	2.3%
WOOD’S HOMES – EXIT YOUTH SHELTER	1	8	0.3%
YOUVILLE WOMEN’S RESIDENCES – REPORTED IN AGGREGATE FOR FIVE RESIDENCES	1	13	0.4%
YWCA OF CALGARY – MARY DOVER HOUSE, SAFE HAVEN, AND SHERIFF KING FAMILY HOME	3	102	3.2%
TOTAL – HOMELESS PEOPLE ENUMERATED IN FACILITIES	61	3,195	100.0%



– *The Many Faces of Poverty and Homelessness*
Calgary Board of Education Website (2007)

4.2 Observed Sex, Population Group, and Age Group of Homeless People Enumerated in Facilities

Of the 3,195 homeless people *enumerated in facilities* on 2008 May 14, 77% were observed to be **male** and 23% were observed to be **female**. When assessing the *observed population group* of the homeless people counted in facilities, 67% were **Caucasian**, 15% were **Aboriginal**, and 11% were **visible minorities**. The population group of 7% of the homeless people enumerated in facilities could not be assessed.

TABLE 8. OBSERVED SEX AND POPULATION GROUP OF HOMELESS PEOPLE <u>ENUMERATED IN FACILITIES</u>		
OBSERVED SEX	NUMBER	PERCENT
MALE	2,454	76.8%
FEMALE	741	23.2%
TOTAL – HOMELESS PEOPLE ENUMERATED IN FACILITIES	3,195	100.0%
OBSERVED POPULATION GROUP	NUMBER	PERCENT
CAUCASIAN	2,130	66.7%
ABORIGINAL	483	15.1%
VISIBLE MINORITY	363	11.4%
UNKNOWN	219	6.9%
TOTAL – HOMELESS PEOPLE ENUMERATED IN FACILITIES	3,195	100.0%

When assessing the *observed age group* of the 3,195 homeless people enumerated in facilities, 134 were **preschoolers** (under 6 years of age), 96 were **school-age children** (age 6 to 12), 125 were **youth** (age 12 to 17), 315 were **young adults** (age 18 to 24), 1,468 were **working-aged adults** (age 25 to 44), 992 were **middle-aged adults** (age 45 to 64), and 65 were **seniors** (age 65 or older).

TABLE 9. OBSERVED AGE GROUP OF HOMELESS PEOPLE ENUMERATED IN FACILITIES		
OBSERVED AGE GROUP – HOMELESS CHILDREN AND YOUTH COUNTED IN FACILITIES	NUMBER	PERCENT
PRESCHOOLERS – AGE 5 OR YOUNGER	134	37.7%
SCHOOL-AGE CHILDREN – AGE 6 TO 12	96	27.0%
YOUTH – AGE 13 TO 17	125	35.2%
SUB-TOTAL – CHILDREN AND YOUTH ENUMERATED IN FACILITIES	355	100.0%
OBSERVED AGE GROUP – ALL HOMELESS PEOPLE COUNTED IN FACILITIES	NUMBER	PERCENT
CHILDREN AND YOUTH – AGE 17 OR YOUNGER	355	11.1%
YOUNG ADULTS – AGE 18 TO 24	315	9.9%
WORKING-AGED ADULTS – AGE 25 TO 44	1,468	45.9%
MIDDLE-AGED ADULTS – AGE 45 TO 64	992	31.0%
SENIORS – AGE 65 OR OLDER	65	2.0%
TOTAL – HOMELESS PEOPLE ENUMERATED IN FACILITIES	3,195	100.0%

The majority of homeless people *enumerated in facilities* were **working-aged adults** (46%), followed by **middle-aged adults** (31%), **children and youth** (11%), **young adults** (10%), and **seniors** (2%). A particular concern is the number of children and youth who are homeless. A total of 355 **children and youth** under the age of 18 were *enumerated in facilities* on the night of 2008 May 14, which is 11% of all homeless people counted in facilities. This represents an increase of 26% over 2006, when 282 children and youth were counted in facilities.

The following table, and the two figures on the following page, provide a detailed breakdown of the observed sex, population group, and age group of the homeless people **enumerated in facilities** on the night of 2008 May 14.

TABLE 10. HOMELESS PEOPLE <u>ENUMERATED IN FACILITIES</u> , BY OBSERVED SEX, POPULATION GROUP, AND AGE GROUP									
OBSERVED SEX	MALE				FEMALE				ALL PEOPLE COUNTED, BY OBSERVED AGE GROUP
OBSERVED POPULATION GROUP	CAUCASIAN	ABORIGINAL	VISIBLE MINORITY	UNKNOWN	CAUCASIAN	ABORIGINAL	VISIBLE MINORITY	UNKNOWN	
PRESCHOOLERS (AGE 5 OR YOUNGER)	12	26	21	0	20	29	26	0	37.7%
SCHOOL-AGE CHILDREN (AGE 6-12)	16	19	12	0	14	16	19	0	27.0%
YOUTH (AGE 13-17)	46	14	12	0	31	13	9	0	35.2%
SUB-TOTAL: CHILDREN AND YOUTH	74	59	45	0	65	58	54	0	100.0%
CHILDREN AND YOUTH (AGE 17 OR YOUNGER)	74	59	45	0	65	58	54	0	11.1%
YOUNG ADULTS (AGE 18-24)	146	22	22	14	57	42	10	2	9.9%
WORKING-AGED ADULTS (AGE 25-44)	831	127	98	98	172	80	49	13	45.9%
MIDDLE-AGED ADULTS (AGE 45-64)	676	55	55	81	64	29	25	7	31.0%
SENIORS (AGE 65 OR OLDER)	38	6	3	4	7	5	2	0	2.0%
UNKNOWN	0	0	0	0	0	0	0	0	0.0%
TOTALS	1,765	269	223	197	365	214	140	22	100.0%

FIGURE 4. HOMELESS PEOPLE ENUMERATED IN FACILITIES,
BY OBSERVED SEX AND POPULATION GROUP

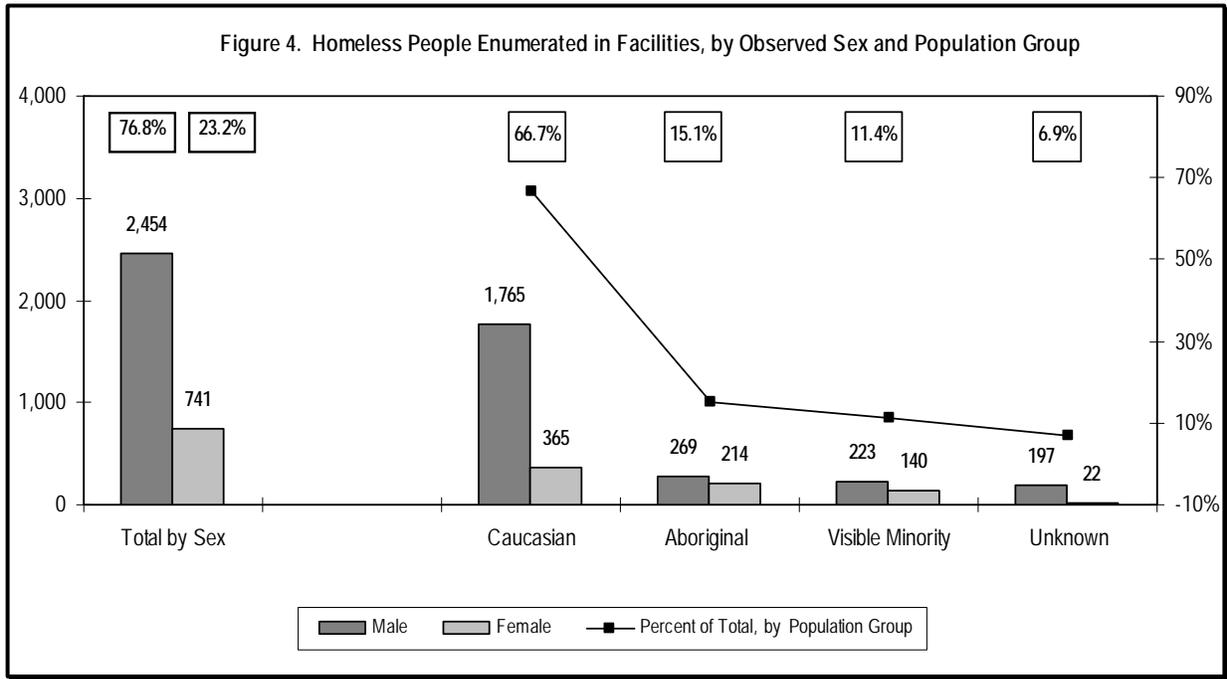
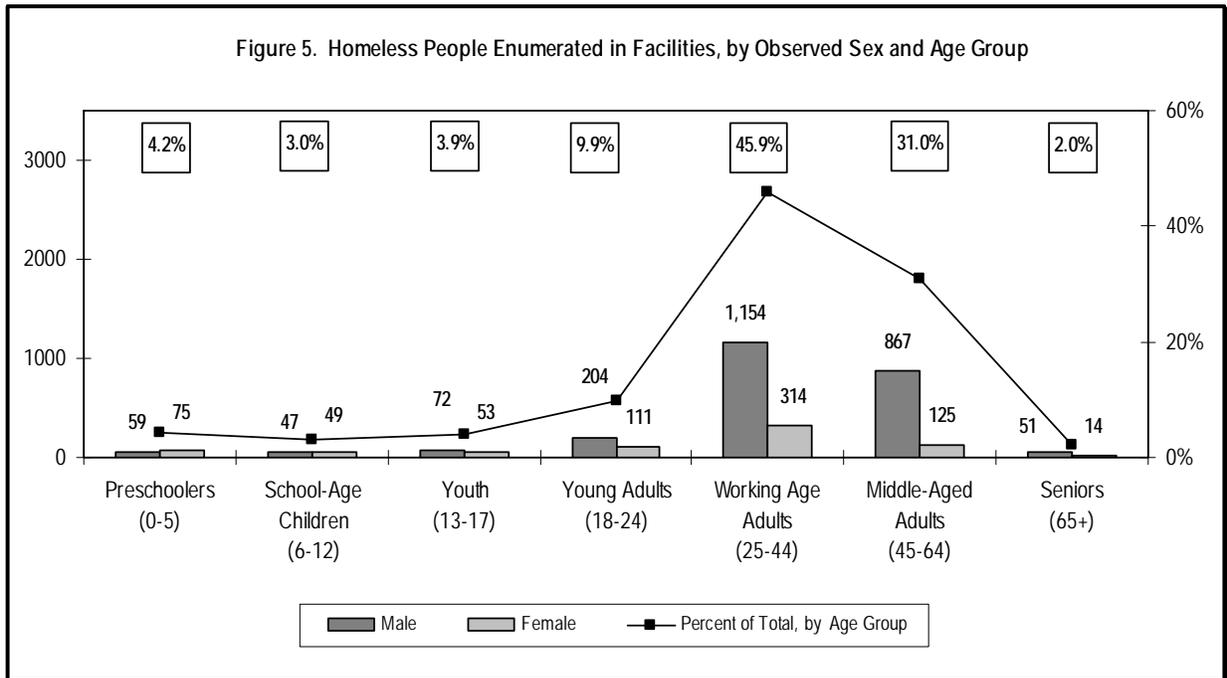


FIGURE 5. HOMELESS PEOPLE ENUMERATED IN FACILITIES,
BY OBSERVED SEX AND AGE GROUP



4.3 Homeless People Refused Shelter

A total of 130 homeless people were **refused shelter in facilities** on 2008 May 14. This equates to 4% of the 3,195 homeless people who *received shelter* in facilities on the night of the count. To avoid 'double counting,' homeless people who are *refused shelter* are not included in the total number of homeless people *enumerated* because it is not known if anyone refused shelter in one location finds shelter (and is therefore enumerated) at another facility. The following table shows the *observed sex and population group* of the homeless people who were refused shelter on 2008 May 14. Data on the people who were refused shelter are not collected for observed age group.

TABLE 11. OBSERVED SEX AND POPULATION GROUP OF HOMELESS PEOPLE <u>REFUSED SHELTER</u>		
OBSERVED SEX	NUMBER	PERCENT
MALE	72	55.4%
FEMALE	57	43.8%
NOT SPECIFIED	1	0.8%
TOTAL - HOMELESS PEOPLE REFUSED SHELTER	130	100.0%
OBSERVED POPULATION GROUP	NUMBER	PERCENT
CAUCASIAN	41	31.5%
ABORIGINAL	13	10.0%
VISIBLE MINORITY	4	3.1%
UNKNOWN	70	53.8%
NOT SPECIFIED	2	1.5%
TOTAL - HOMELESS PEOPLE REFUSED SHELTER	130	100.0%

Of the 130 homeless people *refused shelter* on 2008 May 14, 55% were observed to be **male** and 44% were observed to be **female**. Sex was not indicated for 1% of those refused shelter. The *observed population group* was reported as **unknown** for 54% of people refused shelter, 32% were **Caucasian**, 10% were **Aboriginal**, and 3% were **visible minorities**. Population group was not indicated for 1% of those refused shelter.

There are a variety of **reasons why people are refused shelter** in facilities but the main reason is that facilities are operating at capacity. Of the 130 homeless people refused shelter in facilities on 2008 May 14, a total of 109 of them (84%) were turned away because the **facility was full**. In addition, 5 people (4%) were refused shelter because they were **barred** from the facility, 3 for reasons related to **alcohol** (2%), 3 others due to their **behaviour** (2%), and 1 because of **drugs** (1%). In addition, 2 people (2%) were turned away because they fell **outside the target population** of the facility (for example, a male denied shelter at a women’s facility).

An additional 7 people (5%) were refused shelter for ‘**other**’ reasons. The explanation provided for three of the refusals was that the “shelter was experiencing GI – unable to take anyone new into the shelter; they were sent to [another named facility].” For three other people who were refused shelter, the explanation given was that “other services better served this client” or “better served by other agency/service.” The remaining person was refused shelter because they “already had a bed @ another shelter.” The following table shows the reasons people were *refused shelter*, by sex.

REASON FOR REFUSAL	MALE		FEMALE		NOT SPECIFIED		TOTAL	
	NUMBER	PERCENT	NUMBER	PERCENT	NUMBER	PERCENT	NUMBER	PERCENT
FACILITY IS FULL	61	84.7%	47	82.5%	1	100.0%	109	83.8%
BARRED FROM FACILITY	4	5.6%	1	1.8%	0	0.0%	5	3.8%
ALCOHOL	3	4.2%	0	0.0%	0	0.0%	3	2.3%
DRUGS	1	1.4%	0	0.0%	0	0.0%	1	0.8%
BEHAVIOUR	3	4.2%	0	0.0%	0	0.0%	3	2.3%
OUTSIDE TARGET POPULATION	0	0.0%	2	3.5%	0	0.0%	2	1.5%
OTHER (DESCRIBED)	0	0.0%	7	12.3%	0	0.0%	7	5.4%
TOTAL – HOMELESS PEOPLE REFUSED SHELTER	72	100.0%	57	100.0%	1	100.0%	130	100.0%

Of the 130 homeless people refused shelter in facilities on 2008 May 14, 97 were **referred to another facility** (75%) and 12 were **not referred** elsewhere (9%). Whether or not referrals were made was **unknown** for 20 people who were refused shelter (15%) and the referral status of 1 other person (1%) was **not specified**. It is not known if any of these 130 individuals were provided with or also denied shelter at other facilities. Therefore, they may have been counted as ‘enumerated’ or ‘refused’ more than once.

The following table provides a detailed breakdown of referral status by observed sex and population group. Data on the referral status of people who were refused shelter on the night of the count are not collected for observed age group.

TABLE 13. REFERRAL RATES FOR HOMELESS PEOPLE REFUSED SHELTER, BY OBSERVED SEX AND POPULATION GROUP										
REFERRAL STATUS SUMMARY			NUMBER				PERCENT			
REFUSED SHELTER – REFERRED ELSEWHERE			97				74.6%			
REFUSED SHELTER – <u>NOT</u> REFERRED ELSEWHERE			12				9.2%			
REFUSED SHELTER – REFERRAL STATUS UNKNOWN			20				15.4%			
REFUSED SHELTER – REFERRAL STATUS NOT SPECIFIED			1				0.8%			
TOTAL – HOMELESS PEOPLE REFUSED SHELTER			130				100.0%			
OBSERVED SEX	REFERRED		<u>NOT</u> REFERRED		UNKNOWN		NOT SPECIFIED		TOTAL	
	No.	%	No.	%	No.	%	No.	%	No.	%
MALE	64	66.0%	6	50.0%	1	5.0%	1	100.0%	72	55.4%
FEMALE	32	33.0%	6	50.0%	19	95.0%	0	0.0%	57	43.8%
NOT SPECIFIED	1	1.0%	0	0.0%	0	0.0%	0	0.0%	1	0.8%
TOTAL REFUSALS	97	100.0%	12	100.0%	20	100.0%	1	100.0%	130	100.0%
OBSERVED POPULATION GROUP	REFERRED		<u>NOT</u> REFERRED		UNKNOWN		NOT SPECIFIED		TOTAL	
	No.	%	No.	%	No.	%	No.	%	No.	%
CAUCASIAN	29	29.9%	11	91.7%	1	5.0%	0	0.0%	41	31.5%
ABORIGINAL	11	11.3%	1	8.3%	0	0.0%	1	100.0%	13	10.0%
VISIBLE MINORITY	3	3.1%	0	0.0%	1	5.0%	0	0.0%	4	3.1%
UNKNOWN	52	53.6%	0	0.0%	18	90.0%	0	0.0%	70	53.8%
NOT SPECIFIED	2	2.1%	0	0.0%	0	0.0%	0	0.0%	2	1.5%
TOTAL REFUSALS	97	100.0%	12	100.0%	20	100.0%	1	100.0%	130	100.0%

The following two figures show the observed sex and population group of the homeless people who were **refused shelter in facilities** on the night of 2008 May 14 and who were refused shelter on the night of the count but **referred to another facility**.

FIGURE 6. HOMELESS PEOPLE REFUSED SHELTER, BY OBSERVED SEX AND POPULATION GROUP

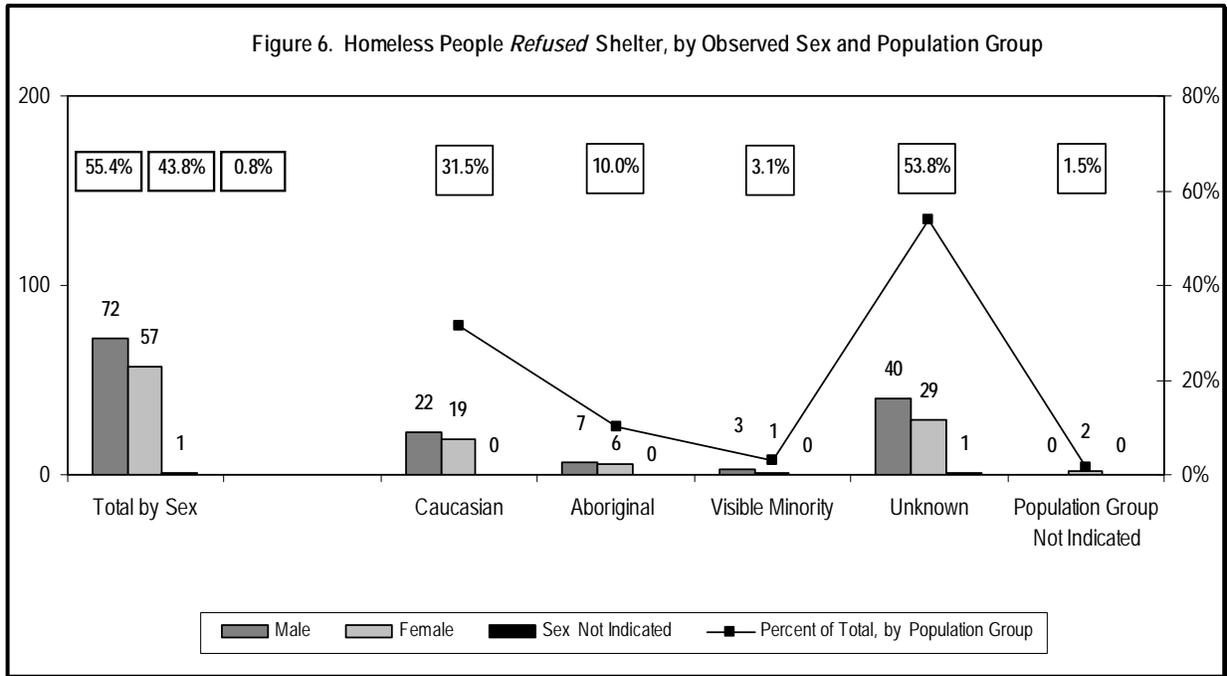
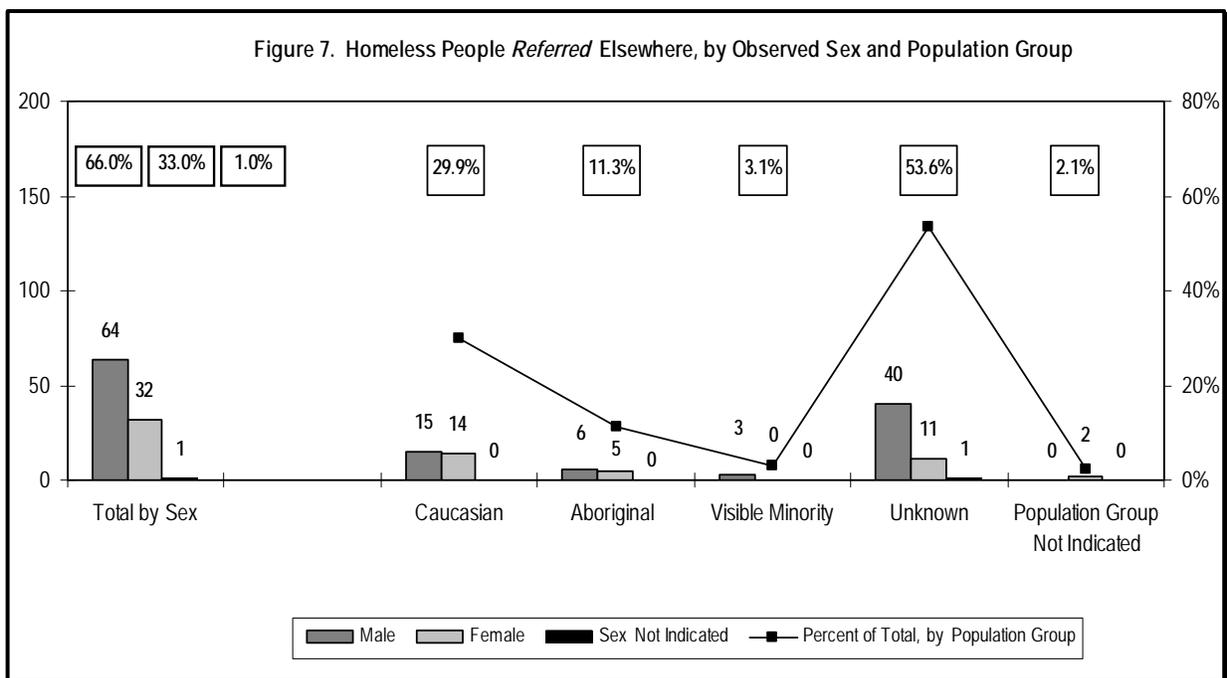


FIGURE 7. HOMELESS PEOPLE REFERRED ELSEWHERE, BY OBSERVED SEX AND POPULATION GROUP



4.4 Child Welfare Status of Homeless People Enumerated in Youth Facilities

Of the 100 homeless children and youth *enumerated in youth facilities* on 2008 May 14, 26 had **child welfare status** (26%) and 74 were **without child welfare status** (74%). Those without status do not receive social assistance and, therefore, are falling through the social safety net. A breakdown by observed population group and age group follows. Data on child welfare status are not collected for observed sex.

TABLE 14. CHILD WELFARE STATUS OF HOMELESS PEOPLE <u>ENUMERATED IN YOUTH FACILITIES</u> , BY OBSERVED POPULATION GROUP AND AGE GROUP						
OBSERVED POPULATION GROUP	<u>WITH STATUS</u>		<u>WITHOUT STATUS</u>		TOTAL	
	NUMBER	PERCENT	NUMBER	PERCENT	NUMBER	PERCENT
CAUCASIAN	23	88.5%	54	73.0%	77	77.0%
ABORIGINAL	2	7.7%	14	18.9%	16	16.0%
VISIBLE MINORITY	1	3.8%	6	8.1%	7	7.0%
UNKNOWN	0	0.0%	0	0.0%	0	0.0%
TOTAL – HOMELESS PEOPLE ENUMERATED IN YOUTH FACILITIES	26	100.0%	74	100.0%	100	100.0%
OBSERVED AGE GROUP	<u>WITH STATUS</u>		<u>WITHOUT STATUS</u>		TOTAL	
	NUMBER	PERCENT	NUMBER	PERCENT	NUMBER	PERCENT
PRESCHOOLERS – AGE 5 OR YOUNGER	0	0.0%	5	6.8%	5	5.0%
SCHOOL-AGE CHILDREN – AGE 6 TO 12	1	3.8%	0	0.0%	1	1.0%
YOUTH – AGE 13 TO 17	20	76.9%	39	52.7%	59	59.0%
YOUNG ADULTS – AGE 18 TO 24	5	19.2%	30	40.5%	35	35.0%
UNKNOWN	0	0.0%	0	0.0%	0	0.0%
TOTAL – HOMELESS PEOPLE ENUMERATED IN YOUTH FACILITIES	26	100.0%	74	100.0%	100	100.0%

Of the 26 young people *with child welfare status* who were counted in youth facilities, 23 were **Caucasian** (88%), 2 were **Aboriginal** (8%), and 1 was a **visible minority** (4%). When assessed by *observed age group*, 20 were **youth** aged 13 to 17 (77%), 5 were **young adults** aged 18 to 24 (19%), and 1 was a **school-age child** aged 6 to 12 (4%).

Of the 74 young people *without child welfare status* who were counted in youth facilities, 54 were **Caucasian** (73%), 14 were **Aboriginal** (19%), and 6 were **visible minorities** (8%). When assessed by *observed age group*, 39 were **youth** aged 13 to 17 (53%), 30 were **young adults** aged 18 to 24 (40%), and 5 were **preschoolers** under 6 years of age (7%).

The following two figures show the **child welfare status** of homeless people who were enumerated in *youth facilities* on the night of 2008 May 14, by observed population group and observed age group.

FIGURE 8. CHILD WELFARE STATUS IN YOUTH FACILITIES, BY OBSERVED POPULATION GROUP

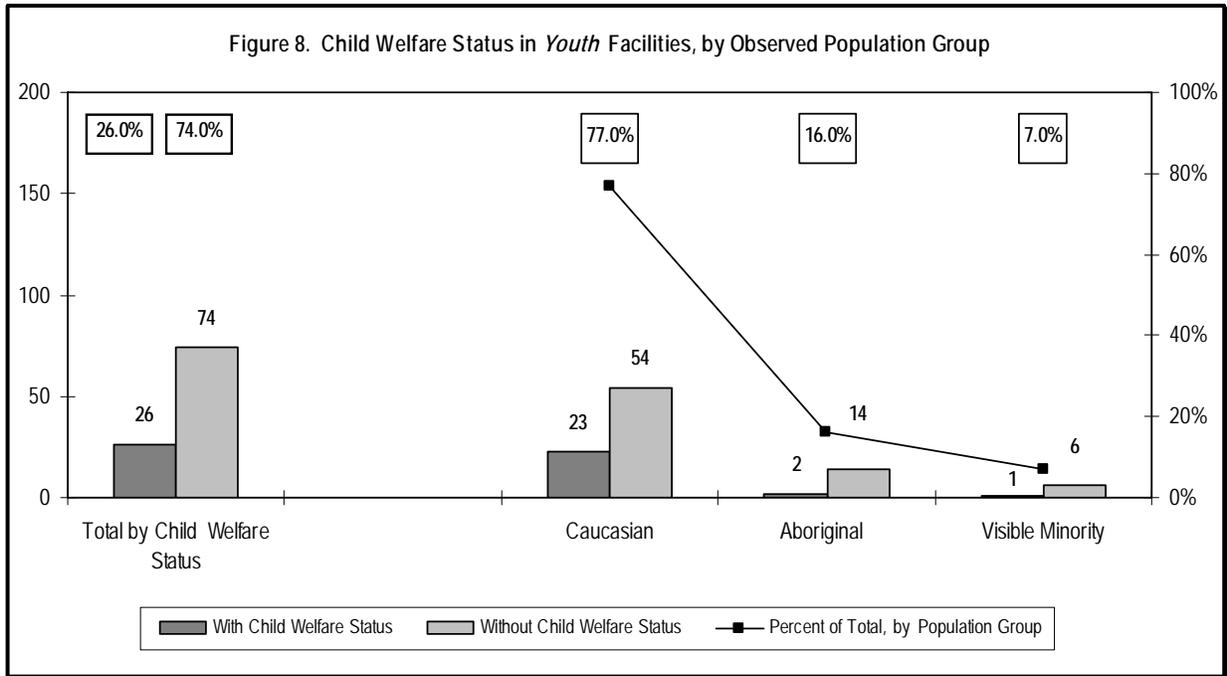
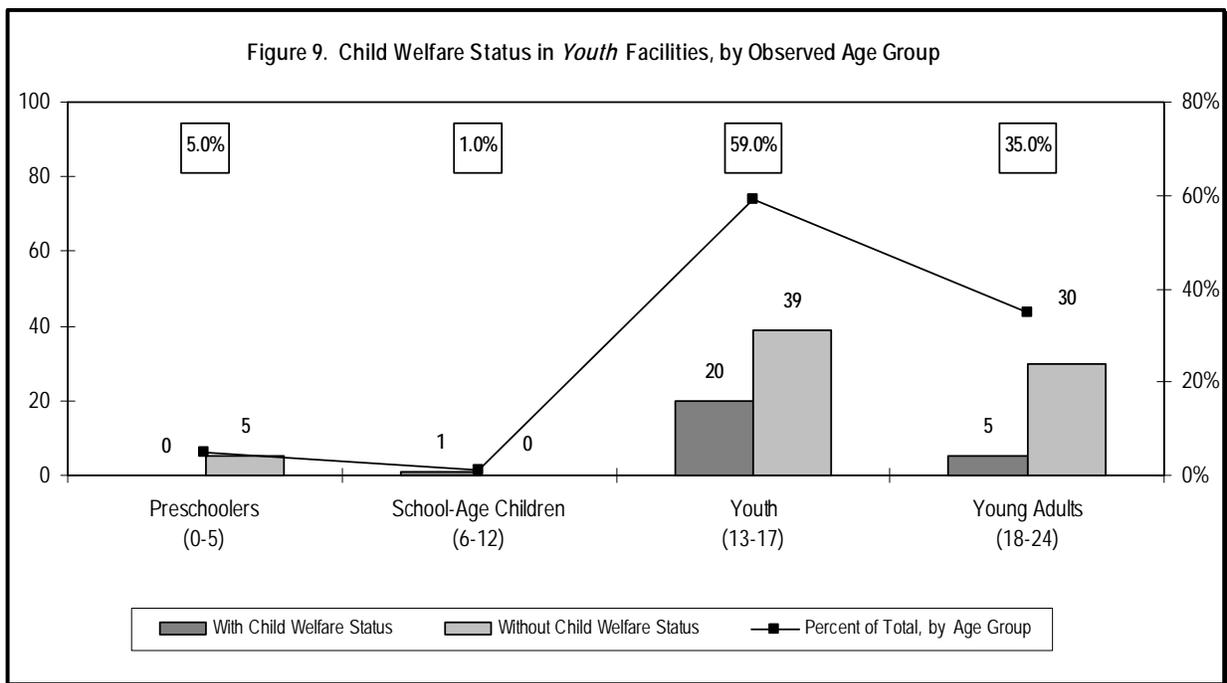


FIGURE 9. CHILD WELFARE STATUS IN YOUTH FACILITIES, BY OBSERVED AGE GROUP



4.5 Emergency and Transitional Bed Assignment within Facilities

Of the 3,195 homeless people enumerated in facilities on 2008 May 14, a total of 1,512 of them were assigned to **emergency beds** (47%). The remaining 1,683 people were assigned to **transitional beds** (53%). A detailed breakdown by observed sex, population group, and age group follows.

TABLE 15. EMERGENCY AND TRANSITIONAL <u>BED ASSIGNMENT</u> , BY OBSERVED SEX AND POPULATION GROUP						
BED ASSIGNMENT SUMMARY	NUMBER		PERCENT			
ASSIGNED TO <u>EMERGENCY</u> BEDS	1,512		47.3%			
ASSIGNED TO <u>TRANSITIONAL</u> BEDS	1,683		52.7%			
TOTAL – BED ASSIGNMENT WITHIN FACILITIES	3,195		100.0%			
OBSERVED SEX	EMERGENCY		TRANSITIONAL		TOTAL	
	NUMBER	PERCENT	NUMBER	PERCENT	NUMBER	PERCENT
MALE	1,313	86.8%	1,141	67.8%	2,454	76.8%
FEMALE	199	13.2%	542	32.2%	741	23.2%
TOTAL – EMERGENCY AND TRANSITIONAL BED ASSIGNMENT WITHIN FACILITIES	1,512	100.0%	1,683	100.0%	3,195	100.0%
OBSERVED POPULATION GROUP	EMERGENCY		TRANSITIONAL		TOTAL	
	NUMBER	PERCENT	NUMBER	PERCENT	NUMBER	PERCENT
CAUCASIAN	1,042	68.9%	1,088	64.6%	2,130	66.7%
ABORIGINAL	233	15.4%	250	14.9%	483	15.1%
VISIBLE MINORITY	102	6.7%	261	15.5%	363	11.4%
UNKNOWN	135	8.9%	84	5.0%	219	6.9%
TOTAL – EMERGENCY AND TRANSITIONAL BED ASSIGNMENT WITHIN FACILITIES	1,512	100.0%	1,683	100.0%	3,195	100.0%

TABLE 16. EMERGENCY AND TRANSITIONAL BED ASSIGNMENT, BY OBSERVED AGE GROUP

BED ASSIGNMENT SUMMARY	NUMBER		PERCENT			
ASSIGNED TO <u>EMERGENCY</u> BEDS	1,512		47.3%			
ASSIGNED TO <u>TRANSITIONAL</u> BEDS	1,683		52.7%			
TOTAL – BED ASSIGNMENT WITHIN FACILITIES	3,195		100.0%			
OBSERVED AGE GROUP – HOMELESS CHILDREN AND YOUTH IN FACILITIES	EMERGENCY		TRANSITIONAL		TOTAL	
	NUMBER	PERCENT	NUMBER	PERCENT	NUMBER	PERCENT
PRESCHOOLERS – AGE 5 OR YOUNGER	22	24.4%	112	42.3%	134	37.7%
SCHOOL-AGE CHILDREN – AGE 6 TO 12	11	12.2%	85	32.1%	96	27.0%
YOUTH – AGE 13 TO 17	57	63.3%	68	25.7%	125	35.2%
SUB-TOTAL – EMERGENCY AND TRANSITIONAL BED ASSIGNMENT FOR CHILDREN AND YOUTH WITHIN FACILITIES	90	100.0%	265	100.0%	355	100.0%
OBSERVED AGE GROUP – ALL HOMELESS PEOPLE COUNTED IN FACILITIES	EMERGENCY		TRANSITIONAL		TOTAL	
	NUMBER	PERCENT	NUMBER	PERCENT	NUMBER	PERCENT
CHILDREN AND YOUTH – AGE 17 OR YOUNGER	90	6.0%	265	15.7%	355	11.1%
YOUNG ADULTS – AGE 18 TO 24	147	9.7%	168	10.0%	315	9.9%
WORKING-AGED ADULTS – AGE 25 TO 44	808	53.4%	660	39.2%	1,468	45.9%
MIDDLE-AGED ADULTS – AGE 45 TO 64	455	30.1%	537	31.9%	992	31.0%
SENIORS – AGE 65 OR OLDER	12	0.8%	53	3.1%	65	2.0%
TOTAL – EMERGENCY AND TRANSITIONAL BED ASSIGNMENT WITHIN FACILITIES	1,512	100.0%	1,683	100.0%	3,195	100.0%

In total, 87% of *emergency beds* were assigned to **males** and 13% were assigned to **females**. When assessed by *observed population group*, 69% of emergency beds were assigned to **Caucasians**, 15% were assigned to **Aboriginals**, and 7% were assigned to **visible minorities**. A further 9% of people assigned to emergency beds could not be assessed by population group. When assessing the *observed age group* of the 1,512 homeless people assigned to *emergency beds*, 22 were **preschoolers** (under 6 years of age), 11 were **school-age children** (age 6 to 12), 57 were **youth** (age 12 to 17), 147 were **young adults** (age 18 to 24), 808 were **working-aged adults** (age 25 to 44), 455 were **middle-aged adults** (age 45 to 64), and 12 were **seniors** (age 65 or older).

In total, 68% of *transitional beds* were assigned to **males** and 32% were assigned to **females**. When assessed by *observed population group*, 65% of transitional beds were assigned to **Caucasians**, 15% were assigned to **Aboriginals**, and 15% were assigned to **visible minorities**. A further 5% of people assigned to transitional beds could not be assessed by population group. When assessing the *observed age group* of the 1,683 homeless people assigned to *transitional beds*, 112 were **preschoolers** (under 6 years of age), 85 were **school-age children** (age 6 to 12), 68 were **youth** (age 12 to 17), 168 were **young adults** (age 18 to 24), 660 were **working-aged adults** (age 25 to 44), 537 were **middle-aged adults** (age 45 to 64), and 53 were **seniors** (age 65 or older).

The following two figures illustrate **bed assignments within facilities** on 2008 May 14, first by observed population group, and then by observed age group.

FIGURE 10. BED ASSIGNMENTS WITHIN FACILITIES, BY OBSERVED POPULATION GROUP

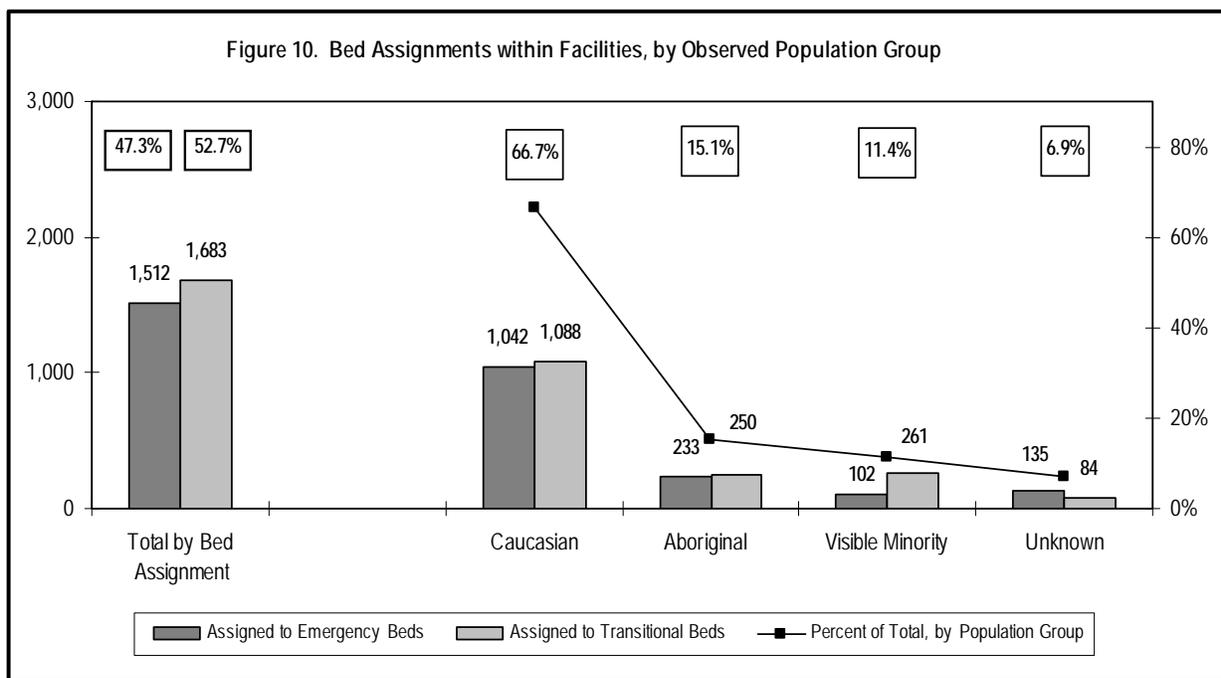
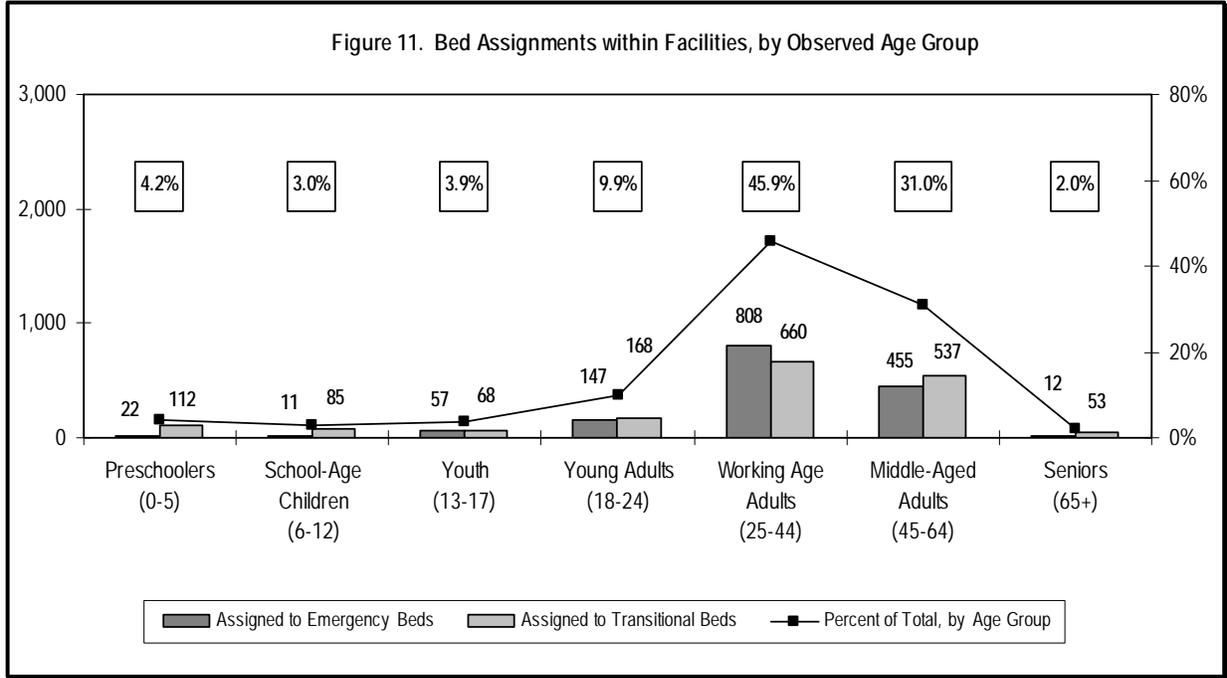


FIGURE 11. BED ASSIGNMENTS WITHIN FACILITIES, BY OBSERVED AGE GROUP



4.6 Emergency and Transitional Bed Capacity and Bed Occupancy

Since 2004, facilities that participate in the *Biennial Count of Homeless Persons* have recorded their **total bed capacity** and **actual bed occupancy** for both *emergency* and *transitional* beds on the night of the count. The results are aggregated and then also **reported by sector**, based on each facility's affiliation with the Community Action Committee on homelessness. Appendix F provides detailed information about bed capacity and bed occupancy for each participating facility, which is organized by *sector*. In addition, Appendix G uses the ETHOS classification system to present aggregated data on capacity and occupancy for all 61 facilities that participated in the 2008 count.

On 2008 May 14, facilities reported having the **total bed capacity** needed to shelter 3,672 homeless people, with 49% of the total capacity designated for *emergency beds* and 51% designated for *transitional beds*. In terms of **actual bed occupancy** on 2008 May 14, *emergency bed* occupancy was 83% of *emergency bed* capacity (the fill rate), and *transitional bed* occupancy was 87% of *transitional bed* capacity.

The **overall fill rate** for facilities was 85%, with total bed occupancy reported as 3,130. It should be noted that the *bed occupancy* numbers are 65 fewer than the total number of *individuals* who stayed in facilities on the night of the count, which was 3,195 (as reported in Sections 4.1, 4.2, and 4.5). This is largely due to the way in which some facilities report bed capacity and bed occupancy data (e.g., for *rooms* or *apartments*, rather than for the number of *beds* within them).

TABLE 17. TOTAL <u>BED CAPACITY</u> AND ACTUAL <u>BED OCCUPANCY</u> IN FACILITIES ON 2008 MAY 14, BY BED TYPE		
BED CAPACITY	NUMBER	PERCENT
CAPACITY – EMERGENCY BEDS	1,815	49.4%
CAPACITY – TRANSITIONAL BEDS	1,857	50.6%
BED CAPACITY – ALL BEDS COMBINED	3,672	100.0%
BED OCCUPANCY	NUMBER	PERCENT
OCCUPANCY – EMERGENCY BEDS	1,510	48.2%
OCCUPANCY – TRANSITIONAL BEDS	1,620	51.8%
BED OCCUPANCY – ALL BEDS COMBINED	3,130	100.0%
FILL RATE (PERCENT OCCUPANCY TO CAPACITY)	PERCENT	
FILL RATE – EMERGENCY BEDS	83.2%	
FILL RATE – TRANSITIONAL BEDS	87.2%	
OVERALL FILL RATE – ALL BEDS COMBINED	85.2%	

Both the Brenda Strafford Centre (one of two facilities operated by the Brenda Strafford Centre for the Prevention of Family Violence) and the Residential Program operated by Discovery House Family Violence Prevention Society report capacity and occupancy for the number of *apartments* they have, rather than the number of *beds* within them. For the 2008 count, the Brenda Strafford Centre provided shelter for 58 *individuals*, who stayed in 23 *apartments* (for a difference of 35 people). Discovery House provided shelter for 41 *individuals*, who stayed in 16 *apartments* (for a difference of 25 people). These two facilities account for a total discrepancy of 60 people.

Youville Women’s Residence, which provides long-term supported care for women with addictions, enumerated three homeless children among the 13 homeless *individuals* who were sheltered that night. The children are not included in the bed occupancy total of 10, which includes their target population of adult females only (for a difference of 3 people). Finally, the Alpha House Booth Centre Program (one of two facilities operated by the Calgary Alpha House Society) enumerated 69 *individuals* on the night of the count but reported their bed occupancy as 67. This is because two people admitted to the facility did not stay the night, so the same *beds* were subsequently assigned to two other people who were later admitted to the facility (for a difference of 2 people).

TABLE 18. EMERGENCY AND TRANSITIONAL BED CAPACITY AND ACTUAL BED OCCUPANCY ON 2008 MAY 14, BY SECTOR

SECTOR	FACILITIES IN SECTOR	EMERGENCY BEDS			TRANSITIONAL BEDS		
		CAPACITY	OCCUPANCY	FILL RATE	CAPACITY	OCCUPANCY	FILL RATE
ABORIGINAL	4	0	0	-	128	118	92.2%
ABSOLUTELY HOMELESS	11	1,568	1,285	82.0%	615	594	96.6%
ADDICTIONS	11	97	96	99.0%	509	378	74.3%
FAMILIES	2	45	45	100.0%	8	8	100.0%
IMMIGRANT HOUSING	3	0	0	-	108	103	95.4%
MENTAL HEALTH	10	4	2	50.0%	174	163	93.7%
SENIORS AND PEOPLE WITH DISABILITIES	2	0	0	-	94	73	77.7%
WOMEN FLEEING VIOLENCE	7	65	55	84.6%	155	124	80.0%
YOUTH	11	36	27	75.0%	66	59	89.4%
TOTALS	61	1,815	1,510	83.2%	1,857	1,620	87.2%

The following two figures illustrate *bed capacity and bed occupancy by sector* on the night of 2008 May 14. The first figure compares total bed capacity and actual bed occupancy for *emergency* beds within each sector, while the second compares total bed capacity and actual bed occupancy for *transitional* beds within each sector.

FIGURE 12. TOTAL EMERGENCY BED CAPACITY, OCCUPANCY, AND FILL RATES, BY SECTOR

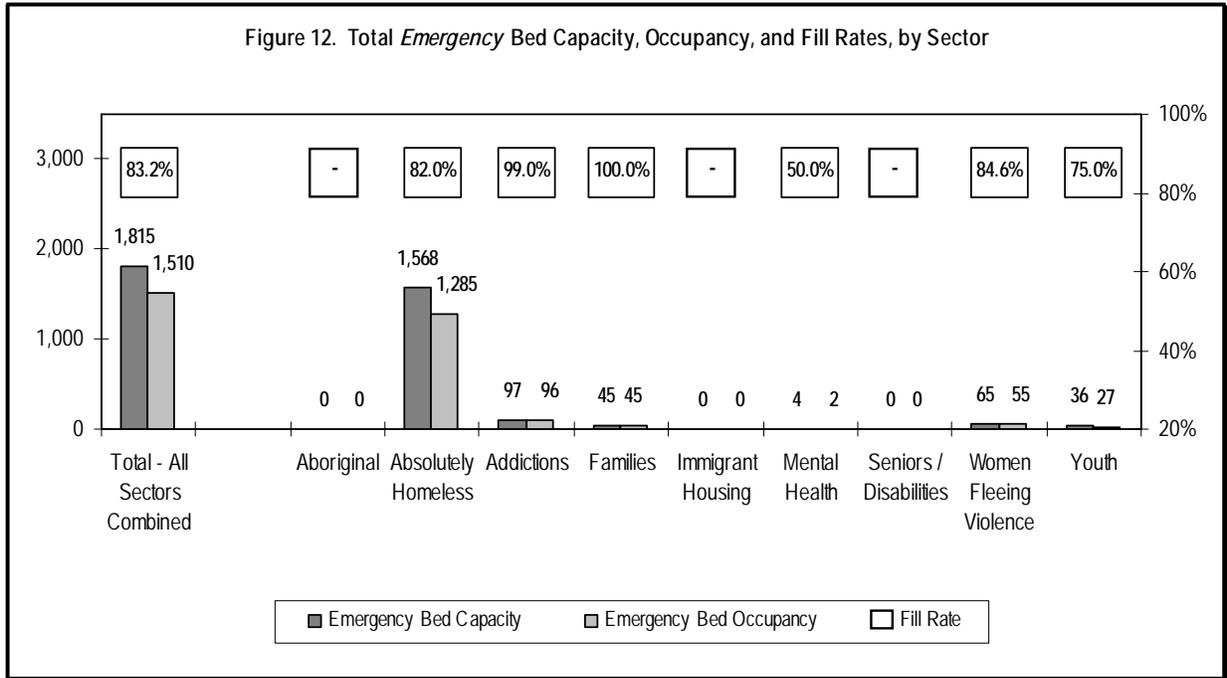
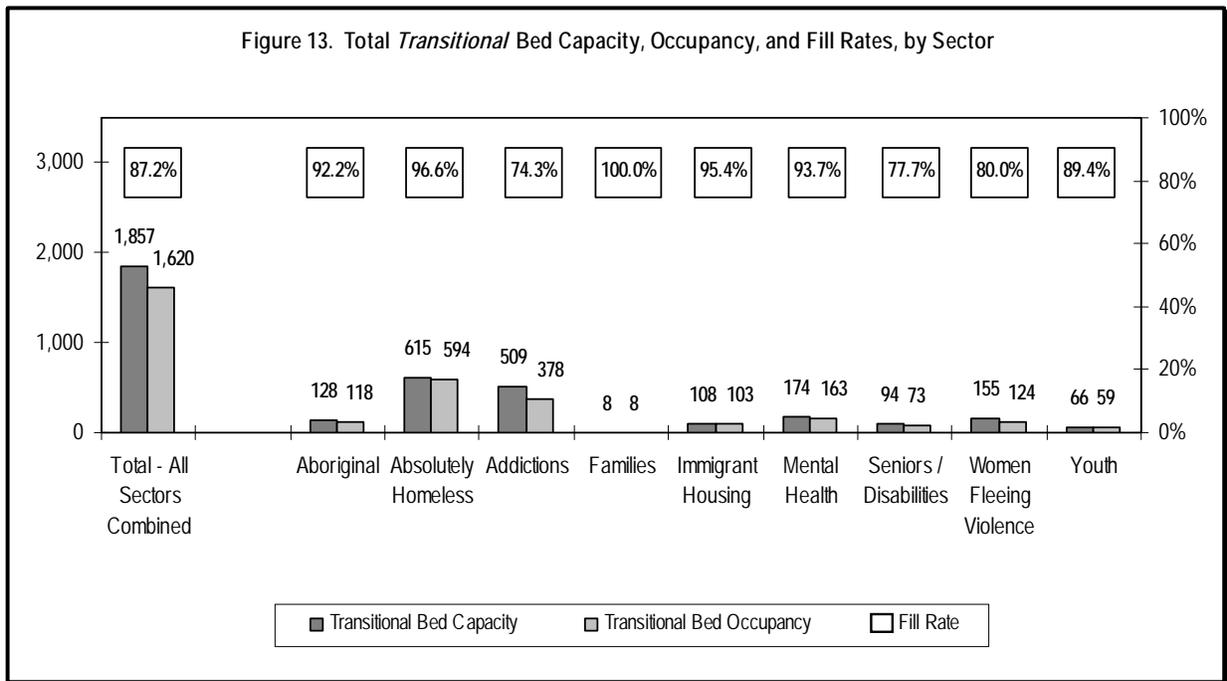


FIGURE 13. TOTAL TRANSITIONAL BED CAPACITY, OCCUPANCY, AND FILL RATES, BY SECTOR





– City of Calgary, Roads (August 2007)

5.0 Service Agency Data from the 2008 Count

This section provides ***data specific to service agencies*** that participated in the *Biennial Count of Homeless Persons in Calgary* on 2008 May 14. Service agencies report on people they *served* who have no permanent residence, are unable to seek emergency or transitional shelter, or are likely to be discharged from institutions into homelessness. This includes homeless people who are receiving emergency medical care or social services, as well as people with no fixed address who are in the criminal justice system. It also includes homeless people *observed* by Calgary Transit staff, who survey remote LRT stations that are outside of the boundaries that would normally be included in a street count.



– City of Calgary, Roads (January 2007)

The actual hours during which each participating *service agency* enumerated homeless people overnight on 2008 May 14 and May 15 are provided in the following table. All of the agencies that participated in the *2008 Count of Homeless Persons* enumerated any homeless people they served (or, in the case of Calgary Transit, observed) between the hours of 6:00 p.m. on Wednesday, May 14 and 6:00 a.m. on Thursday, May 15. One exception is that Calgary Transit was unable to complete the count on the *date* specified but did conduct it as soon as possible thereafter. While this undoubtedly affects the accuracy of the 2008 May 14 count, the weather conditions were largely the same and thus the volume of homeless people encountered by Transit staff is likely comparable to what it would have been on the actual night of the count. All findings are reported as if they were conducted the same night, that is 2008 May 14.

TABLE 19. ACTUAL ENUMERATION HOURS OF SERVICE AGENCIES ON <u>2008 MAY 14 AND MAY 15</u>	
ORGANIZATION	ENUMERATION HOURS
ALBERTA WORKS – INCOME SUPPORT CONTACT CENTRE <i>(HOMELESS PEOPLE SEEKING EMERGENCY SOCIAL SERVICES FOR ADULTS)</i>	6:00 p.m. – 6:00 a.m.
CALGARY AND AREA CHILD AND FAMILY SERVICES AUTHORITY – SOCIAL SERVICES RESPONSE TEAM <i>(HOMELESS CHILDREN RECEIVING EMERGENCY CHILD WELFARE SERVICES)</i>	6:00 p.m. – 6:00 a.m.
CALGARY HEALTH REGION (CHR) – ALBERTA CHILDREN’S HOSPITAL <i>(HOMELESS PEOPLE SEEKING TREATMENT AT THE EMERGENCY DEPARTMENT)</i>	6:00 p.m. – 6:00 a.m.
CHR – FOOTHILLS MEDICAL CENTRE <i>(HOMELESS PEOPLE SEEKING TREATMENT AT THE EMERGENCY DEPARTMENT)</i>	6:00 p.m. – 6:00 a.m.
CHR – PETER LOUGHEED CENTRE <i>(HOMELESS PEOPLE SEEKING TREATMENT AT THE EMERGENCY DEPARTMENT)</i>	6:00 p.m. – 6:00 a.m.
CHR – ROCKYVIEW GENERAL HOSPITAL <i>(HOMELESS PEOPLE SEEKING TREATMENT AT THE EMERGENCY DEPARTMENT)</i>	6:00 p.m. – 6:00 a.m.
CHR – SHELDON M. CHUMIR HEALTH CENTRE <i>(HOMELESS PEOPLE SEEKING TREATMENT AT THE URGENT CARE DEPARTMENT)</i>	6:00 p.m. – 6:00 a.m.
CALGARY POLICE SERVICE – ARREST PROCESSING UNIT <i>(PEOPLE IN CUSTODY WITH NO FIXED DISCHARGE ADDRESS)</i>	6:00 p.m. – 6:00 a.m.
CALGARY REMAND CENTRE <i>(PEOPLE IN CUSTODY WITH NO FIXED DISCHARGE ADDRESS)</i>	6:00 p.m. – 6:00 a.m.
CALGARY TRANSIT – REMOTE LRT STATIONS ¹ <i>(HOMELESS PEOPLE SURVEYED BY TRANSIT SECURITY STAFF)</i>	6:00 p.m. – 6:00 a.m.
CALGARY YOUNG OFFENDER CENTRE <i>(YOUTH IN CUSTODY WITH NO FIXED DISCHARGE ADDRESS)</i>	6:00 p.m. – 6:00 a.m.
Notes:	
1 Calgary Transit was unable to complete the count on the <i>date</i> specified but did conduct it during normal enumeration hours as soon as possible thereafter.	

5.1 Homeless People Enumerated by Service Agencies

A total of 296 homeless people were **enumerated by service agencies** on 2008 May 14 by the 11 agencies that participated in the *2008 Count of Homeless Persons in Calgary*. This represents an overall increase of 61% over 2006, when 184 homeless people were served (or observed) by service agencies on the night of the count. Of note, the number of agencies participating in the 2008 count also increased, by 22%.

TABLE 20. HOMELESS PEOPLE <u>ENUMERATED BY SERVICE AGENCIES</u> , BY ORGANIZATION		
CALGARY HEALTH REGION SERVICES	NUMBER	PERCENT
ALBERTA CHILDREN'S HOSPITAL	0	0.0%
FOOTHILLS MEDICAL CENTRE	1	14.3%
PETER LOUGHEED CENTRE	1	14.3%
ROCKYVIEW GENERAL HOSPITAL	2	28.6%
SHELDON M. CHUMIR HEALTH CENTRE	3	42.9%
SUB-TOTAL – HOMELESS PEOPLE ENUMERATED AT CALGARY HEALTH REGION SERVICE HUBS	7	100.0%
SERVICE AGENCY	NUMBER	PERCENT
ALBERTA WORKS – INCOME SUPPORT CONTACT CENTRE	0	0.0%
CALGARY AND AREA CHILD AND FAMILY SERVICES AUTHORITY – SOCIAL SERVICES RESPONSE TEAM	0	0.0%
CALGARY HEALTH REGION – 5 SERVICE HUBS	7	2.4%
CALGARY POLICE SERVICE – ARREST PROCESSING UNIT	10	3.4%
CALGARY REMAND CENTRE	190	64.2%
CALGARY TRANSIT – REMOTE LRT STATIONS ¹	64	21.6%
CALGARY YOUNG OFFENDER CENTRE	25	8.4%
TOTAL – HOMELESS PEOPLE ENUMERATED BY SERVICES	296	100.0%
Notes:		
1 Calgary Transit was unable to complete the count on the <i>date</i> specified but did conduct it during normal enumeration hours as soon as possible thereafter.		

The vast majority of homeless people who were enumerated by service agencies were in the criminal justice system. A total of 190 homeless people (64%) were enumerated at the Calgary Remand Centre, 25 homeless youth (8%) were counted at the Calgary Young Offender Centre, and 10 other homeless people (3%) were enumerated at the Calgary Police Service arrest processing unit. A significant number of homeless people were observed by Calgary Transit staff, who counted a total of 64 people (22%). The rest were counted by the Calgary Health Region, which enumerated 7 homeless people (2%) over five service hubs on the night of the count. No homeless people were served by agencies providing emergency social services for either children or adults.

5.2 Observed Sex, Population Group, and Age Group of Homeless People Enumerated by Service Agencies

Of the 296 homeless people *enumerated by service agencies* on the night of 2008 May 14, 90% were observed to be **male** and 10% were observed to be **female**. Although the following tables provide a breakdown by *observed population group* and *observed age group*, they do not truly represent the homeless people who were enumerated by service agencies that night. The Calgary Remand Centre, which accounts for 190 homeless people enumerated by service agencies (64%), does not have the capacity to report on its clients by either age or population group. Therefore, apart from *observed sex*, the following demographic information should be interpreted with extreme caution.

TABLE 21. OBSERVED SEX AND POPULATION GROUP OF HOMELESS PEOPLE <u>ENUMERATED BY SERVICE AGENCIES</u>		
OBSERVED SEX	NUMBER	PERCENT
MALE	267	90.2%
FEMALE	29	9.8%
TOTAL - HOMELESS PEOPLE ENUMERATED BY SERVICES	296	100.0%
OBSERVED POPULATION GROUP	NUMBER	PERCENT
CAUCASIAN	53	17.9%
ABORIGINAL	44	14.9%
VISIBLE MINORITY	8	2.7%
UNKNOWN	191	64.5%
TOTAL - HOMELESS PEOPLE ENUMERATED BY SERVICES	296	100.0%

A total of 191 homeless people counted by service agencies (64%) could not be assessed by *observed population group* and are therefore recorded as **unknown**. This includes all 190 people enumerated by the Calgary Remand Centre and 1 individual counted by another agency. The remaining 105 homeless people enumerated by service agencies (36%) were assessed by population group as follows: 18% were **Caucasian**, 15% were **Aboriginal**, and 3% were **visible minorities**.

TABLE 22. OBSERVED AGE GROUP OF HOMELESS PEOPLE ENUMERATED BY SERVICE AGENCIES		
OBSERVED AGE GROUP – HOMELESS CHILDREN AND YOUTH ENUMERATED BY SERVICE AGENCIES	NUMBER	PERCENT
PRESCHOOLERS – AGE 5 OR YOUNGER	0	0.0%
SCHOOL-AGE CHILDREN – AGE 6 TO 12	0	0.0%
YOUTH – AGE 13 TO 17	29	100.0%
SUB-TOTAL – CHILDREN AND YOUTH ENUMERATED BY SERVICE AGENCIES	29	100.0%
OBSERVED AGE GROUP – ALL HOMELESS PEOPLE ENUMERATED BY SERVICE AGENCIES	NUMBER	PERCENT
CHILDREN AND YOUTH – AGE 17 OR YOUNGER	29	9.8%
YOUNG ADULTS – AGE 18 TO 24	12	4.1%
WORKING-AGED ADULTS – AGE 25 TO 44	43	14.5%
MIDDLE-AGED ADULTS – AGE 45 TO 64	22	7.4%
SENIORS – AGE 65 OR OLDER	0	0.0%
UNKNOWN	190	64.2%
TOTAL – HOMELESS PEOPLE ENUMERATED BY SERVICE AGENCIES	296	100.0%

A total of 190 homeless people (64%) counted by service agencies could not be assessed by *observed age group* and are therefore recorded as **unknown**. This consists of all 190 people enumerated by the Calgary Remand Centre. The remaining 106 people (36%) counted by service agencies were assessed by age group as follows: 10% were **youth** (age 12 to 17), 4% were **young adults** (age 18 to 24), 15% were **working-aged adults** (age 25 to 44), and 7% were **middle-aged adults** (age 45 to 64). Service agencies did not enumerate any homeless **children** (age 12 or younger) nor did they count any homeless **seniors** (age 65 or older) on the night of the count.

The following table, and the two figures on the following page, provide a detailed breakdown of the observed sex, population group, and age group of the homeless people *enumerated by service agencies* on the night of 2008 May 14.

TABLE 23. HOMELESS PEOPLE ENUMERATED BY SERVICE AGENCIES, BY OBSERVED SEX, POPULATION GROUP, AND AGE GROUP									
OBSERVED SEX	MALE				FEMALE				ALL PEOPLE COUNTED, BY OBSERVED AGE GROUP
OBSERVED POPULATION GROUP	CAUCASIAN	ABORIGINAL	VISIBLE MINORITY	UNKNOWN	CAUCASIAN	ABORIGINAL	VISIBLE MINORITY	UNKNOWN	
PRESCHOOLERS (AGE 5 OR YOUNGER)	0	0	0	0	0	0	0	0	0.0%
SCHOOL-AGE CHILDREN (AGE 6-12)	0	0	0	0	0	0	0	0	0.0%
YOUTH (AGE 13-17)	14	7	4	0	1	3	0	0	100.0%
SUB-TOTAL: CHILDREN AND YOUTH	14	7	4	0	1	3	0	14	100.0%
CHILDREN AND YOUTH (AGE 17 OR YOUNGER)	14	7	4	0	1	3	0	0	9.8%
YOUNG ADULTS (AGE 18-24)	4	5	1	0	2	0	0	0	4.1%
WORKING-AGED ADULTS (AGE 25-44)	15	18	0	0	4	6	0	0	14.5%
MIDDLE-AGED ADULTS (AGE 45-64)	13	5	2	1	0	0	1	0	7.4%
SENIORS (AGE 65 OR OLDER)	0	0	0	0	0	0	0	0	0.0%
UNKNOWN	0	0	0	178	0	0	0	12	64.2%
TOTALS	46	35	7	179	7	9	1	12	100.0%

FIGURE 14. HOMELESS PEOPLE ENUMERATED BY SERVICE AGENCIES, BY OBSERVED SEX AND POPULATION GROUP

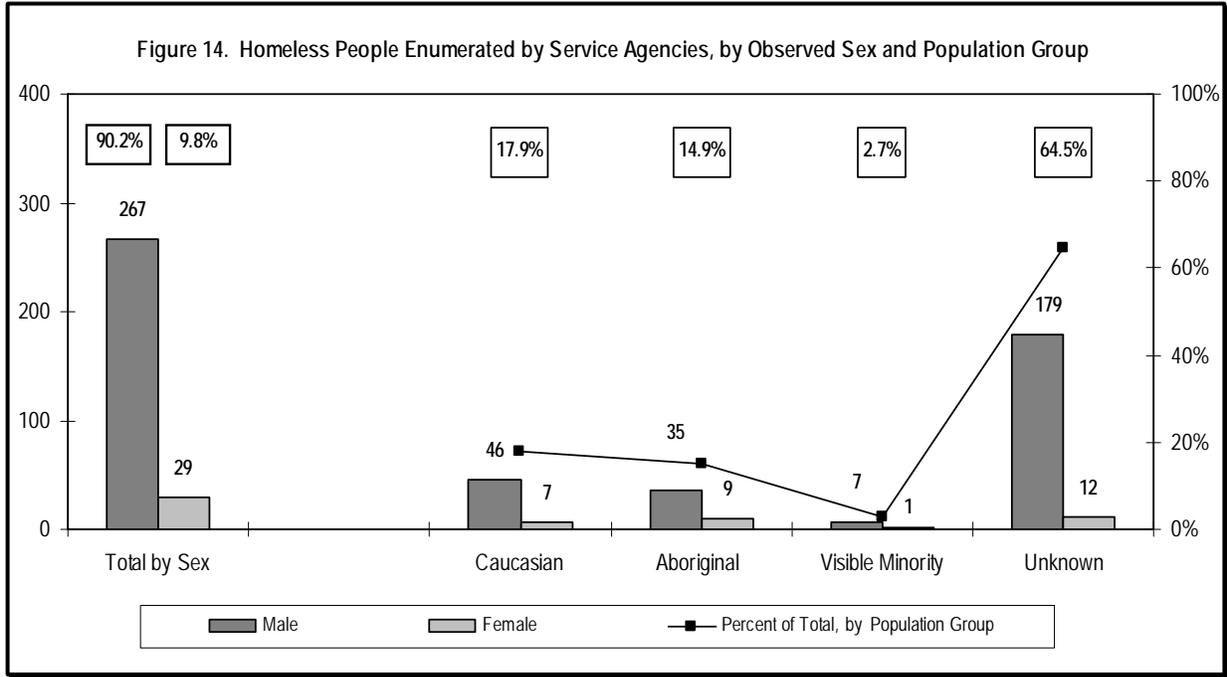
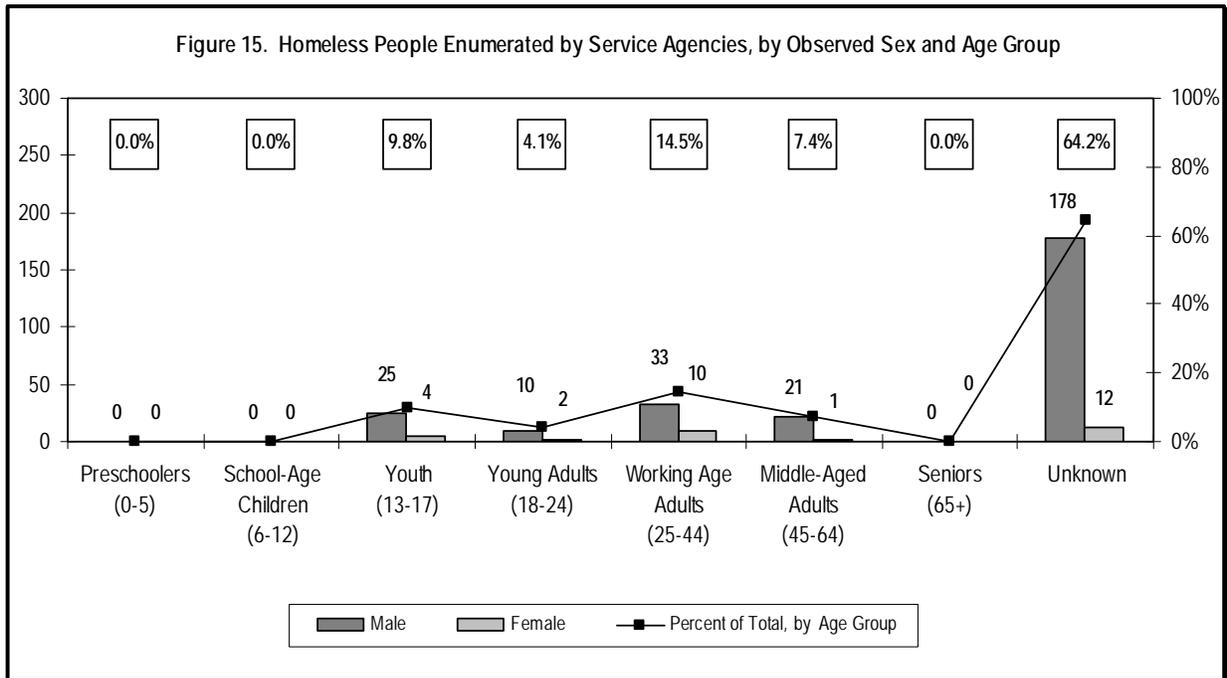


FIGURE 15. HOMELESS PEOPLE ENUMERATED BY SERVICE AGENCIES, BY OBSERVED SEX AND AGE GROUP





– *The Many Faces of Poverty and Homelessness*
Calgary Board of Education Website (2007)



– *City of Calgary, Roads (February 2007)*

6.0 Data on Street Homelessness

This section provides **data and information specific to street homelessness**, which was estimated for the 2008 May 14 count. As explained in Section 2.1, The City of Calgary did not conduct a street count in 2008 but, instead, used a regression analysis to **estimate street homelessness**. The model uses variables based on facilities and services data for each count undertaken from 1992 through 2006, along with the weather conditions reported for the days leading up to each count.



– City of Calgary, Roads (April 2003)

Our research has shown that the proportion of the homeless population counted on the streets varies quite predictably according to weather conditions leading up to the count. A greater number of homeless people seek shelter when it rains or snows, regardless of temperature. Weather conditions near the time when people could seek shelter in facilities determine how a count is classified. When data from 1992 through 2006 were analyzed, it was found that during *wet weather counts* (with rain or snow before or during the evening count), an average of 5.06% of the total number of homeless people enumerated have been counted on the streets. In contrast, during *dry weather counts*, an average of 12.72% of the total number of homeless people enumerated have been counted on the streets. It should be noted that the regression analysis calculates a new average for each successive ‘wet’ or ‘dry’ count that is held.

6.1 Homeless People Estimated to be Living on the Streets

Based on weather data for May 7-15, 2008 in Calgary, the 2008 count can be classified as a ‘dry weather’ count (see Box 2 in Section 3.4). Using this information about the *weather* and the total number of homeless people who were counted in *facilities* and by *service agencies*, The City of Calgary’s regression analysis **estimates that 569 people were living on the streets** on 2008 May 14. This is 14% of the total number of people who were believed to be homeless in Calgary on the night of the count. The following table provides an historical analysis of weather conditions and street homelessness.

TABLE 24. STREET HOMELESSNESS AND WEATHER CONDITIONS, 1992-2008

YEAR	WEATHER CONDITIONS	HOMELESS PEOPLE COUNTED		PROPORTION OF STREET HOMELESS DURING WET AND DRY COUNTS	
		ON THE STREETS	IN TOTAL	WET WEATHER COUNTS	DRY WEATHER COUNTS
1992	UNSEASONABLY COLD AND SNOWING	5	447	1.1%	
1994	UNSEASONABLY COOL, WITH STEADY HEAVY RAIN	41	461	8.9%	
1996	UNSEASONABLY COOL, WITH RAIN THROUGHOUT THE EVENING	30	615	4.9%	
1998	SEASONABLY WARM, BUT WITH EARLY EVENING THUNDER SHOWERS AND RAIN THROUGHOUT THE NIGHT	38	988	3.8%	
2000	SEASONABLY WARM, WITH LATE EVENING SHOWERS (PAST THE TIME WHEN PEOPLE COULD SEEK SHELTER IN FACILITIES)	168	1,296		13.0%
2002	UNSEASONABLY COOL, WITH WET SNOW CHANGING TO LIGHT RAIN IN THE AFTERNOON; CLEAR AT NIGHT	117	1,737	6.7%	
2004	UNSEASONABLY COOL, WITH WET SNOW TAPERING OFF BY MID-DAY; CLEAR AT NIGHT	127	2,597	4.9%	
2006	SEASONABLY WARM, WITH NO PRECIPITATION; PARTLY TO MOSTLY CLOUDY AT NIGHT	429	3,436		12.5%
HOMELESS PEOPLE ENUMERATED ON THE STREETS, AS AN AVERAGE PROPORTION OF ALL HOMELESS PEOPLE COUNTED				5.06%	12.72%
2008 ESTIMATE	WARMER THAN AVERAGE, WITH NO PRECIPITATION; MOSTLY CLOUDY THROUGHOUT THE DAY AND INTO THE EVENING	569	4,060		14.0%

Source: Historical weather data are from City of Calgary (2006b: 41; 2004: 20; 2002b: 2; 2000: 2; 1998: 3; and 1996: 4 [for the years 1992, 1994 and 1996]). See Section 3.4 for 2008 weather data.

Historical street count data are from City of Calgary (2006b: 41; 2004: 20; 2002b: 9, Table 8; 2000: 7, Table 5 note; 1998: 4, Table 2 note; 1996: 8, Table 4 [for the years 1996 and 1994]; and 1992: Attachment).

A regression analysis to estimate street homelessness for 2008 was undertaken specifically for this report by The City of Calgary, Community and Neighbourhood Services, Social Research Unit.

The following two figures show how The City of Calgary’s regression analysis that was used for estimating street homelessness in 2008 compares to actual street count data that were gathered during previous counts. The first chart shows the total number of homeless people enumerated by **facilities and service agencies** for all counts held from 1992 through 2008. It also shows the *actual number* of homeless people who were **counted on the streets** from 1992 through 2006, and compares those data to the number of homeless people **estimated to be living on the streets** from 1992 through 2008, as predicted by The City’s regression model. The second chart shows these same variables as a *percent of the total population believed to be homeless* during all counts held in Calgary from 1992 through 2008.

FIGURE 16. STREET HOMELESSNESS REGRESSION ANALYSIS: ACTUAL AND ESTIMATED STREET COUNT TOTALS IN CALGARY, 1992-2008

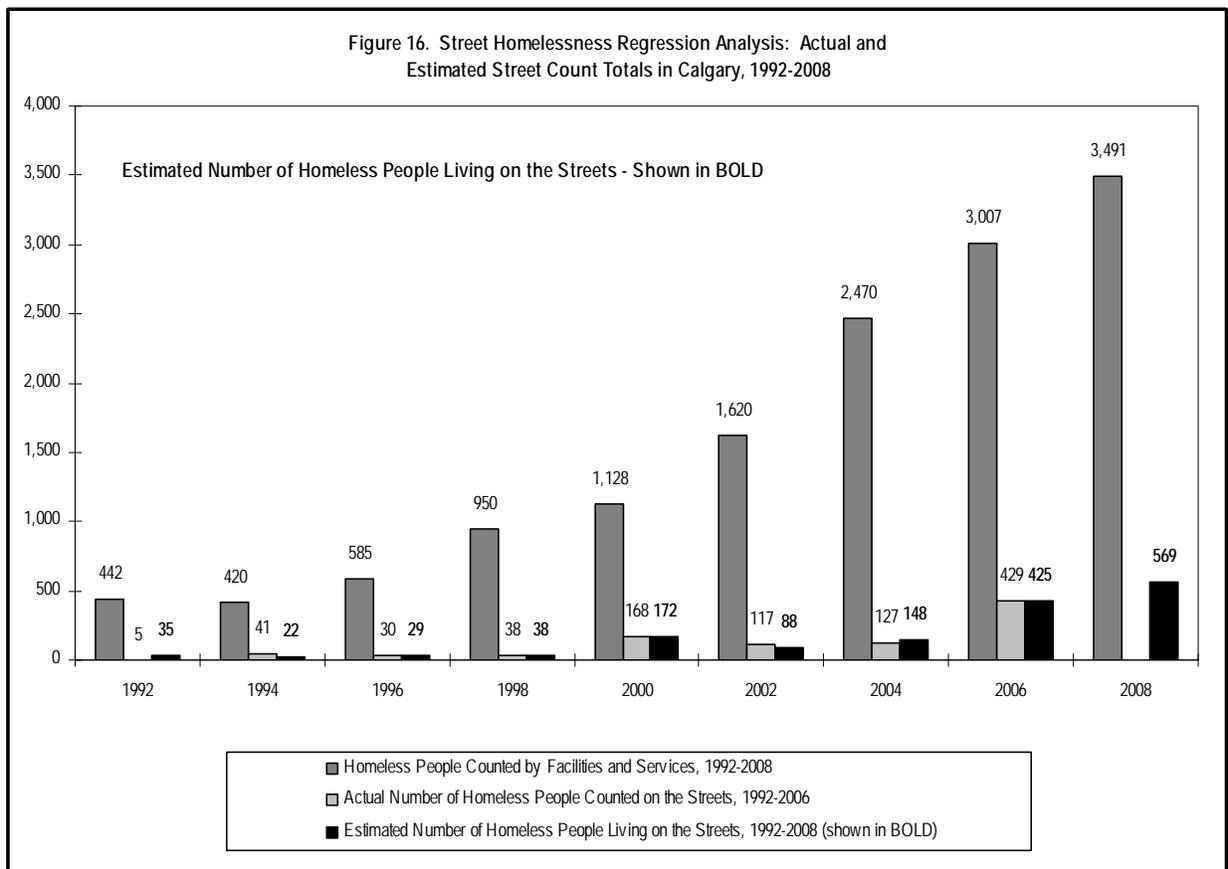


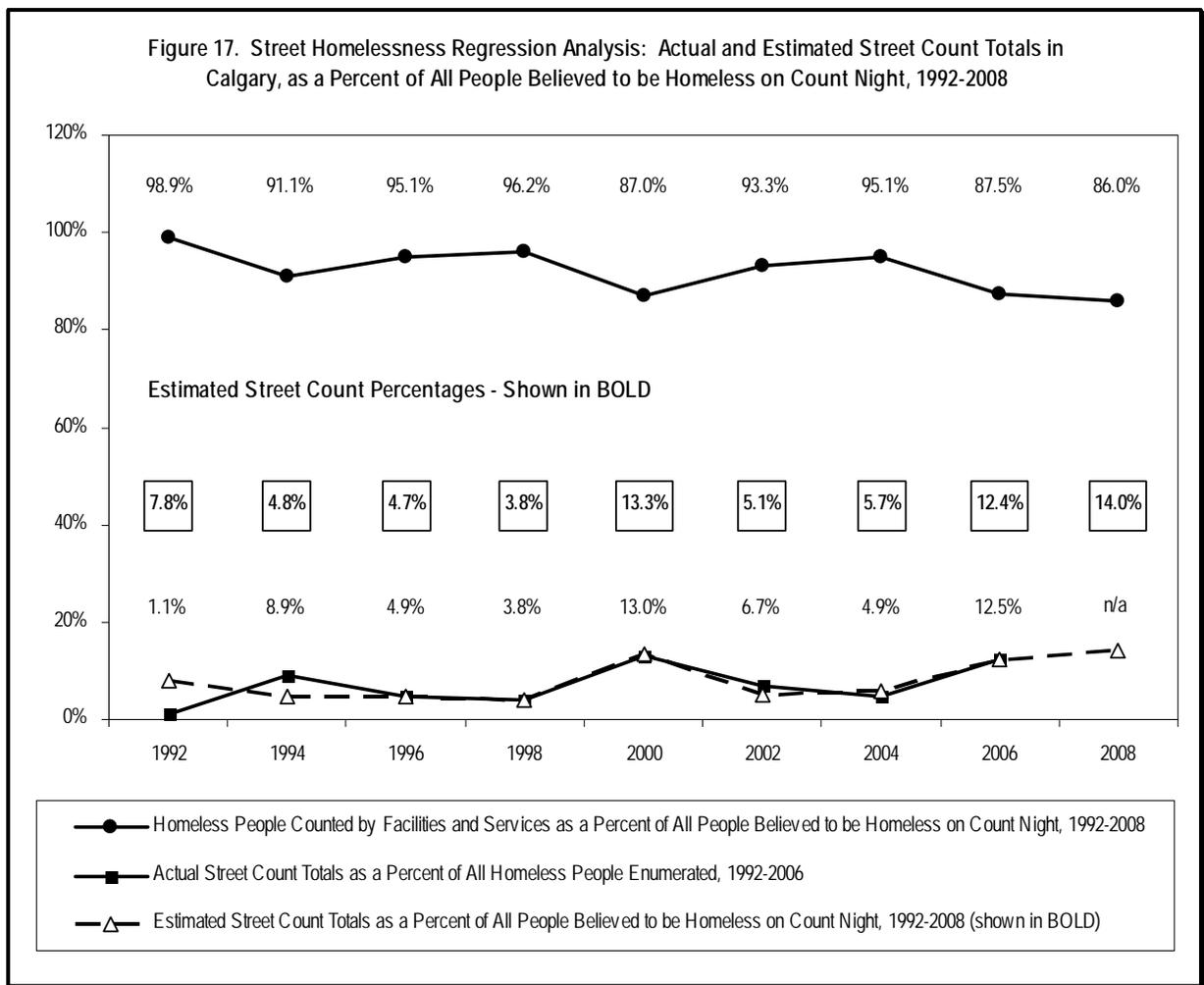
Figure 16 shows that, for the most part, the number of homeless people who are *estimated* to be living on the streets is very close to the *actual* number of homeless people who were *counted* on the streets. There are some variances, however. For the first count undertaken in 1992, the model estimates that 30 *more* people were living on the streets than the five who were actually counted. In contrast, in 1994, the model estimates that 19 *fewer* people were living on the streets than the 41 people who were counted.

These initial street counts only covered a small portion of the Downtown East Village and the eastern part of Connaught (now part of the Beltline). They did not include a scan of any nearby parks or pathways, and only surveyed a few major facilities.

In 2002, the model estimates that 29 fewer people were living on the streets than were actually counted. Given that 2002 was a 'wet weather' count, this may be due to the fact that shelters were operating at or near capacity that night, forcing people who were could not be accommodated in shelters to remain out of doors.

These data are shown again in Figure 17 for the years 1992 through 2008, this time as a percentage of the total number of people who were believed to be absolutely homeless in Calgary on the night of the count. This graph further illustrates the relative accuracy of the regression model.

FIGURE 17. STREET HOMELESSNESS REGRESSION ANALYSIS: ACTUAL AND ESTIMATED STREET COUNT TOTALS IN CALGARY, AS A PERCENT OF ALL PEOPLE BELIEVED TO BE HOMELESS ON COUNT NIGHT, 1992-2008



The street homelessness consultation undertaken in preparation for the *2008 Count of Homeless Persons* revealed that street homelessness had spread throughout the city since 2006, in location although not necessarily in volume.¹⁶ Therefore, several community outreach programs were asked to provide data related to service provision and various City of Calgary Business Units were asked to provide data that may be related to homelessness. Not all agencies or Business Units that were approached had collected data specific to street homelessness. Those that could provide proxy indicators could not link them to specific geographic locations in the city, either because data were not coded in that way or because they did not have the capacity to generate maps to show locations. This was partly remedied by the inclusion of custom-run data provided by The City of Calgary's 3-1-1 Call Centre. In all cases, it is important to understand that ***not all data reported can be attributed to homeless people.***

While not fully representative of street homelessness in Calgary, the ***proxy indicators*** presented in Sections 6.2, 6.3, and 6.4 help to illustrate a level of need or concern in the community about issues related to homelessness, including housing stress. Wherever possible, data are provided for the years 2006 and 2007, as is the growth rate between those years. Section 6.5 presents data from an analysis of the intake forms completed at Calgary's inaugural Project Homeless Connect event, which was held at the TELUS Convention Centre on Saturday, April 26, 2008. This event brought together a wide range of service providers to enable people experiencing or at risk of homelessness to connect with many of the services they needed, all at one place and time.

6.2 Other Indicators of Need – City of Calgary Business Units

Table 25 presents indicators of need from the following City of Calgary Business Units: Bylaw Services, Calgary Fire Department, Calgary Police Service, and Emergency Medical Services (EMS). EMS was able to provide incident counts as well as some cost information, which is also included. The situation faced by Emergency Medical Services is particularly challenging. For example, “EMS frequently responds to vulnerable populations in the Centre City. There is a high rate of recidivism for citizens in this population, with EMS often serving as their social safety net and, many times, as their only access to the public safety system” (Blanchard, 2008). Box 3 explains how this is being addressed through The City of Calgary EMS Centre City Strategy.

The City Business Units of Parks and Roads were also asked to contribute but neither had a means to collect or report on information about frontline work that is associated with homelessness. However, they are now jointly working with The City of Calgary's Centre City Business Unit and the 3-1-1 Call Centre to pilot test a standardized data collection method for frontline crews from Parks and Roads that work primarily in the Centre City.

¹⁶ See the 2008 Street Homelessness Consultation Map provided in Appendix C.

TABLE 25. INDICATORS OF NEED FROM SELECT CITY OF CALGARY BUSINESS UNITS

PAGE 1 OF 2

INDICATOR OF NEED	2006	2007	PERCENT CHANGE
RESPONSES MADE BY BYLAW SERVICES (VERIFIED BY THE 3-1-1 CALL CENTRE) TO REPORTS THAT <u>MAY</u> BE RELATED TO HOMELESSNESS (FOR ILLEGAL CAMPING INFRACTIONS; PANHANDLING INFRACTIONS; SHOPPING CARTS LEFT ON PUBLIC PROPERTY; AND SQUATTERS IN PARKS)	401	543	35.4%
RESPONSES MADE BY THE CALGARY FIRE DEPARTMENT TO REQUESTS FOR USED NEEDLE PICK-UPS (EXCLUDING NEEDLE BOXES)	319	113	-65.0%
RESPONSES MADE BY THE CALGARY FIRE DEPARTMENT TO REQUESTS FOR OVERDOSE / INGESTION CALLS	236	220	-7.0%
RESPONSES MADE BY THE CALGARY POLICE SERVICE TO REPORTS OF PEOPLE EXPERIENCING A MENTAL HEALTH CRISIS, <u>SOME OF WHOM ARE HOMELESS</u> ¹ (SEE ALSO TABLE 27 FOR STREET OUTREACH AND STABILIZATION DATA ON MENTAL HEALTH CRISIS CALLS FOR PEOPLE LIVING ON THE STREETS)	1,398	1,499	7.0%
ANNUAL EMERGENCY MEDICAL SERVICES EVENTS (TOTAL RESPONSES)	86,661	86,967	0.4%
ANNUAL EMERGENCY MEDICAL SERVICES EVENTS INVOLVING THE TOP 30 FREQUENT USERS OF EMS	1,050	1,010	-3.8%
RATE OF TOP 30 FREQUENT USERS OF EMERGENCY MEDICAL SERVICES PER 1,000 EMS EVENTS	12.1	11.6	-4.1%
HOMELESS PEOPLE WHO ARE AMONG THE TOP 30 FREQUENT USERS OF EMERGENCY MEDICAL SERVICES	18	14	-22.2%

Notes:

- 1 As the Canadian Population Health Initiative (2007: 13) reports: "Many studies show that people who are homeless are more likely to experience compromised mental health and mental illness than the general population. For some, these issues can precede the onset of homelessness or, through their interaction with other determinants such as income and employment influences, contribute to homelessness." Specific to policing, a recent study reports that 31% of Vancouver police calls tracked over a 16-day period in 2007 "involved at least one mentally ill person; in some areas of the city this figure rose to almost half of all incidents" (Wilson-Bates, 2008: 1)

(continued)

TABLE 25. INDICATORS OF NEED FROM SELECT CITY OF CALGARY BUSINESS UNITS

PAGE 2 OF 2

INDICATOR OF NEED	TRANSPORTS / RESPONSES			BAD DEBT		
	2006	2007	PERCENT CHANGE	2006	2007	PERCENT CHANGE
EMERGENCY MEDICAL SERVICES TRANSPORTS – NO NAME / ADDRESS ²	1,000	901	-9.9%	\$331,620	\$307,863	-7.2%
EMERGENCY MEDICAL SERVICES RESPONSES – NO NAME / ADDRESS ²	542	580	7.0%	\$93,983	\$103,414	10.0%
SUB-TOTAL – NO NAME / ADDRESS ²	1,542	1,481	-4.0%	\$425,603	\$411,277	-3.4%
EMERGENCY MEDICAL SERVICES TRANSPORTS – FREQUENT USER, NO PAYMENT ³	291	290	-0.3%	\$96,501	\$99,090	2.7%
EMERGENCY MEDICAL SERVICES RESPONSES – FREQUENT USER, NO PAYMENT ³	162	144	-11.1%	\$28,091	\$25,675	-8.6%
SUB-TOTAL – FREQUENT USER, NO PAYMENT ³	453	434	-4.2%	\$124,592	\$124,765	0.1%
EMS TOTAL – NO NAME / ADDRESS AND FREQUENT USER, NO PAYMENT	1,995	1,915	-4.0%	\$550,195	\$536,042	-2.6%

Notes:

- 2 “No name / address” includes all patient care records where either the name, address, or both were missing. This does not exclusively include homeless citizens.
- 3 “Frequent user, no payment” includes all citizens that have used the ambulance service multiple times and have not paid for service. This does not exclusively include homeless citizens.

Source: Aylward (2008), Blanchard (2008), Burdett (2008), Cucuetu (2008), Parkinson (2008), Thomson (2008), and Welfare (2008).

Table 25 shows that infractions for incidents that are often, but not always, associated with street homelessness increased by 35%, from 401 in 2006 to 543 in 2007. This total includes data provided by **Bylaw Services** for *Illegal Camping Infractions*, *Panhandling Infractions*, *Shopping Carts Left on Public Property*, and *Squatters in Parks*, which was added to by the 3-1-1 Call Centre. Anecdotal information from both Bylaw Services and the Calgary Police Service indicates that panhandling infractions are often committed by people who are housed but who use panhandling as a primary source of income. Bylaw Services also reports that calls related to shopping carts left on public property are concentrated near major suburban shopping areas and are often generated from a proactive 'sweep' to remove them, rather than from a citizen concern.

Calls to the **Calgary Fire Department** to pick up used needles found in public places declined by 65%, from 319 in 2006 to 113 in 2007. Of note, these totals exclude data for scheduled pick-ups from needle drop boxes. Responses to overdose or ingestion calls dropped marginally, from 236 in 2006 to 220 in 2007, for a decline of 7%.

Responses made by the **Calgary Police Service** to mental health crisis calls increased by 7%, from 1,398 in 2006 to 1,499 in 2007. This represents a significant use of police resources that may be related to people experiencing homelessness. As the Canadian Population Health Initiative (2007: 13) reports: "Many studies show that people who are homeless are more likely to experience compromised mental health and mental illness than the general population. For some, these issues can precede the onset of homelessness or, through their interaction with other determinants such as income and employment influences, contribute to homelessness." Specific to policing, a recent study reports that 31% of Vancouver police calls tracked over a 16-day period in 2007 "involved at least one mentally ill person; in some areas of the city this figure rose to almost half of all incidents" (Wilson-Bates, 2008: 1).

Emergency Medical Services tracks call volumes for their top 30 frequent users of EMS services. While total EMS responses increased by an incremental 0.4% between 2006 and 2007, responses to calls for the top 30 frequent users of EMS *dropped* by 3.8%. As a result, the rate of top 30 users per 1,000 EMS events declined by 4.1%. Relevant to this report is that in 2006, 18 of the top 30 frequent users of EMS were homeless people but, in 2007, that number had dropped to 14, a decrease of 22%.

Many of these changes can be attributed to the effectiveness of the EMS Centre City Strategy. As described in Box 3, 18 of the top 30 frequent users of EMS had "no fixed address in the Centre City and accounted for 671 calls. This was reduced in 2007, when only 14 of the top 30 recidivists in EMS had no fixed address in the Centre City and accounted for 537 events. Of note, of the top 30 recidivists in EMS in 2006 and 2007, 11 are listed in both years, eight of whom have no fixed address." The Case Management Group that is one component of the EMS Centre City Strategy focused on 17 clients in 2007, identified by reviewing data on frequent EMS users for 2006. At the end of 2007, "53% were removed from Case Management as they no longer required services. Most were placed in long-term medical care or transitional housing facilities. This reduced the call volume in this population by 27%" (Blanchard, 2008).

BOX 3. THE CITY OF CALGARY EMS CENTRE CITY STRATEGY

IN KEEPING WITH THE PRINCIPLES OF THE CORPORATE CENTRE CITY PLAN, EMERGENCY MEDICAL SERVICES (EMS) CREATED A CENTRE CITY STRATEGY TO ENHANCE THE RESPONSE MODEL IN THE CENTRE CITY. THE TWO MAIN COMPONENTS OF THIS INNOVATIVE STRATEGY ARE THE EMS CENTRE CITY TEAM AND THE USE OF A CASE MANAGEMENT APPROACH TO PATIENT CARE.

EMS CENTRE CITY TEAM – THE EMS CENTRE CITY TEAM WAS IMPLEMENTED ON JULY 3, 2006 AND OPERATES 24 HOURS A DAY, SEVEN DAYS A WEEK. IT IS COMPRISED OF PARAMEDICS WHO HAVE RECEIVED SPECIALIZED TRAINING IN SERVING VULNERABLE POPULATIONS AND IN MANAGING ISSUES ASSOCIATED WITH THE INNER CITY SUCH AS ADDICTIONS, HOMELESSNESS, AND MENTAL ILLNESS. THE TEAM SERVES AS BACK-UP ON CRITICAL LIFE-THREATENING EMERGENCIES, THEREBY REDUCING THE CONVERGENCE OF EMERGENCY RESPONSE VEHICLES IN THE CORE. IT HAS ESTABLISHED LINKS WITH VARIOUS SOCIAL AGENCIES AND PROGRAMS TO ENSURE THAT VULNERABLE POPULATIONS RECEIVE THE RIGHT CARE, AND TEAM MEMBERS COLLABORATE WITH OTHER SOCIAL AGENCIES TO DEVELOP TREATMENT PLANS AND LONG-TERM MANAGEMENT STRATEGIES FOR RECIDIVIST POPULATIONS. THE EMS CENTRE CITY TEAM HAD 4,229 UNIT RESPONSES (WITH 443 TRANSPORTS) IN A SIX MONTH PERIOD OF OPERATION. THE TEAM'S OBJECTIVES ARE TO:

- ENSURE THE SPECIFIC MEDICAL NEEDS OF VULNERABLE POPULATIONS IN THE CENTRE CITY ARE BETTER SERVED
- LINK WITH EXISTING SOCIAL AGENCIES AND PROGRAMS TO BETTER SERVE AND FOLLOW UP WITH THE CARE OF VULNERABLE POPULATIONS
- SEEK INPUT FROM SERVICE PARTNERS (CALGARY HEALTH REGION, CALGARY POLICE SERVICE, CALGARY FIRE DEPARTMENT) TO ENSURE COLLABORATION IN THE PROVISION OF SERVICE TO THIS POPULATION
- ESTABLISH A COLLABORATIVE WORKING GROUP TO ADDRESS RECIDIVISM AND DISCUSS JOINT MANAGEMENT STRATEGIES FOR THIS POPULATION
- DEPLOY THE APPROPRIATE RESOURCES TO CALLS IN THE CENTRE CITY AND FREE UP TRANSPORT UNITS
- REDUCE THE CONVERGENCE OF RESPONSE VEHICLES IN THE CORE
- CREATE CITIZEN CONFIDENCE AND DEMONSTRATE THAT CALGARY IS WELCOMING, SAFE, AND STRONG, AND
- CREATE NON-TRADITIONAL PARTNERSHIPS AND SPONSORSHIPS IN THE CENTRE CITY TO FACILITATE THIS TRANSITION OF IMAGE, WHILE REMAINING TRUE TO THE CITY OF CALGARY EMS MISSION AND THE NEEDS OF OUR DIVERSE COMMUNITY.

CASE MANAGEMENT GROUP – THE CASE MANAGEMENT GROUP INCLUDES MEMBERS FROM CALGARY EMS, CALGARY POLICE SERVICE, CALGARY TRANSIT, THE CALGARY HEALTH REGION, CALGARY ALPHA HOUSE SOCIETY, CALGARY DROP-IN AND REHAB CENTRE SOCIETY, AND CUPS COMMUNITY HEALTH CENTRE. ITS PURPOSE IS TO BRING THE APPROPRIATE AGENCIES AND CAREGIVERS TOGETHER TO DISCUSS AND PLAN CARE AND SERVICE STRATEGIES FOR VULNERABLE AND ADDICTED CITIZENS SERVED BY MORE THAN ONE AGENCY. THE CASE MANAGEMENT GROUP'S OBJECTIVES ARE TO:

- CONSIDER EACH CASE IN TERMS OF CONSISTENT ASSESSMENT, PLANNING, AND EVALUATION CRITERIA
- DEVELOP STRATEGIES FOR DIFFICULT TO SERVE AND NO-ENTRY INDIVIDUALS, AND
- DEVELOP BROADER CARE STRATEGIES FOR THIS POPULATION AT THE "SHARP END" OF THE SYSTEM (SHOWER FACILITIES, CLOTHING, WOUND CARE, ETC.).

IN 2006, 18 OF THE TOP 30 RECIDIVISTS IN EMS HAVE NO FIXED ADDRESS IN THE CENTRE CITY AND ACCOUNTED FOR 671 CALLS. THIS WAS REDUCED IN 2007, WHEN ONLY 14 OF THE TOP 30 RECIDIVISTS IN EMS HAD NO FIXED ADDRESS IN THE CENTRE CITY AND ACCOUNTED FOR 537 EVENTS. OF NOTE, OF THE TOP 30 RECIDIVISTS IN EMS IN 2006 AND 2007, 11 ARE LISTED IN BOTH YEARS, EIGHT OF WHOM HAVE NO FIXED ADDRESS IN THE CENTRE CITY. THE CASE MANAGEMENT GROUP ADDRESSED 17 CLIENTS IN 2007, BASED ON 2006 DATA. AT THE END OF 2007, 53% WERE REMOVED FROM CASE MANAGEMENT AS THEY NO LONGER REQUIRED SERVICES. MOST WERE PLACED IN LONG-TERM MEDICAL CARE OR TRANSITIONAL HOUSING FACILITIES. THIS REDUCED THE CALL VOLUME IN THIS POPULATION BY 27%.

Source: Blanchard (2008).



– City of Calgary, Roads (October 2006)

6.3 Other Indicators of Need – The City of Calgary’s 3-1-1 Call Centre

The City of Calgary’s **3-1-1 Call Centre** agreed to mine their database to generate the volume of calls received in 2006 and 2007 for specific key word search terms that may be related to homelessness. This required a significant and very much appreciated commitment of time and resources. Consultation with Social Policy and Planning staff in Community and Neighbourhood Services generated numerous search terms, which were organized into four search categories for 3-1-1 Call Centre staff: *homelessness*, *affordable housing*, *poverty*, and *social disorder*.

Raw data were generated by the 3-1-1 Call Centre for analysis and inclusion in this report. The results provide one indication of the change in awareness or concern about issues related to homelessness and housing stress in Calgary, which are summarized in Table 26. A complete description of the analysis method used and more detailed findings from the search results are provided in Appendix H.

TABLE 26. INDICATORS OF NEED FROM THE CITY OF CALGARY’S 3-1-1 CALL CENTRE			
INDICATOR OF NEED	2006	2007	PERCENT CHANGE
CALLS RELATED TO HOMELESSNESS	767	1,504	96.1%
CALLS RELATED TO AFFORDABLE HOUSING	1,043	1,781	70.8%
CALLS RELATED TO POVERTY	399	427	7.0%
CALLS RELATED TO SOCIAL DISORDER	352	389	10.5%
TOTAL	2,561	4,101	60.1%
<u>Source:</u> Raw data were provided by Cucuetu (2008) and Thomson (2008).			

As shown in Table 26, the highest *number of calls* received by 3-1-1 that were related to these four general search categories were about **affordable housing**, at 1,043 in 2006 and 1,781 in 2007. Next were calls related to **homelessness**, which nearly doubled from 767 in 2006 to 1,504 in 2007. Significantly fewer calls were received about issues related to **poverty** (e.g., Income Support; Low Income Dental; Property Tax Subsidy for Low Income), but call volumes still rose from 399 in 2006 to 427 in 2007. The volume of calls related to **social disorder** (e.g., Alcohol in Park; Panhandling; Finding Used Needles) was only slightly lower, rising from 352 in 2006 to 389 in 2007.

Overall, 2,561 calls that may be related to **homelessness and housing stress** were received by The City of Calgary's 3-1-1 Call Centre in 2006, which increased to 4,101 in 2007. This represents an overall **growth rate** of 60%. In part, this may be due to the fact that more Calgarians are now familiar with and rely on 3-1-1 to access City of Calgary services. In comparison, however, the total annual call volume for 3-1-1 grew by only 43% over the same period, "due to an increase in awareness of 3-1-1 and due to an increase of business units transferring their main customer lines to 3-1-1 between 2006 and 2007" leading to a "natural rise in calls" (Thomson, 2008).

The growth rates for calls related to homelessness and housing stress increased at very different levels for the four categories of need identified. Call volumes grew by 96% for **homelessness** and by 71% for **affordable housing**, which may be a reflection of peak migration to Calgary, coupled with extreme housing shortages, high housing costs, and the low rental vacancy rates seen over the past two years.¹⁷ Call volumes for **social disorder** grew by 11%, possibly due to the passage of a *Public Behaviour Bylaw* in November 2006 (City of Calgary, 2006a). Call volumes for **poverty** grew by 7%.

The City of Calgary's 3-1-1 Call Centre was also asked to generate a series of scatter maps for call reports that are often associated with street homelessness and for which geomatic information was available. Four maps were produced, which show the call locations of bylaw infractions that were recorded by the 3-1-1 Call Centre in 2006 and 2007. These maps illustrate the geographic spread of calls related to *Illegal Camping Infractions*, *Panhandling Infractions*, *Shopping Carts Left on Public Property*, and *Squatters in Parks* (see Appendix H, Maps 2 through 5).

What the maps reveal is that some bylaw infractions that are often but not exclusively associated with street homelessness have fanned out in all directions and, in some cases, extended significantly further from the city's central core. This provides some quantitative geomatic support for anecdotal information from frontline workers that street homelessness has spread geographically since the last Count of Homeless Persons was undertaken in 2006. Additional evidence of this may be provided when the findings from the *Voices from the Street Survey* of people living on the streets are reported later this summer (see Section 2.3).

6.4 Other Indicators of Need – Community Outreach Programs

The following two tables present data from a selection of community outreach providers who serve Calgary's homeless population, either exclusively or as part of a broader client base. Table 27 shows community outreach service levels for the years 2006 and 2007. Table 28 presents the number of locations outside of the 2006 street count boundaries where outreach workers from homeless serving agencies reported that they have served or observed homeless people since 2006.

¹⁷ See *Research Summary #01 – Affordable Rent and Home Ownership Limits for Calgary, 2007* (City of Calgary, 2008a).

TABLE 27. INDICATORS OF NEED FROM SELECT COMMUNITY OUTREACH PROVIDERS

INDICATOR OF NEED	2006	2007	PERCENT CHANGE
CALLERS REFERRED TO A HOMELESS SHELTER BY THE 2-1-1 CALL CENTRE OPERATED BY THE DISTRESS CENTRE CALGARY	717	690	-3.8%
CLIENTS SERVED BY THE ALEX COMMUNITY HEALTH BUS	1,328	1,497	12.7%
CLIENTS SERVED BY CUPS COMMUNITY OUTREACH	5,468	5,013	-8.3%
CLIENTS SERVED BY THE DOWNTOWN OUTREACH ADDICTIONS PARTNERSHIP, JOINTLY OPERATED BY CUPS AND ALPHA HOUSE	4,100	6,704	63.5%
CLIENTS SERVED BY THE OF THE ELBOW RIVER HEALING LODGE, STREET OUTREACH PROGRAM, CALGARY HEALTH REGION ¹	n/a	2,790	-
CLIENTS SERVED BY EXIT COMMUNITY OUTREACH, AN OUTREACH PROGRAM FOR STREET YOUTH OPERATED BY WOOD'S HOMES	507	528	4.1%
CLIENTS SERVED BY THE EXIT OUTREACH VAN, AN OUTREACH PROGRAM FOR SEX TRADE WORKERS OPERATED BY WOOD'S HOMES	190	220	15.8%
CLIENTS SERVED BY THE SAFEWORKS OUTREACH TEAM, A STREET OUTREACH PROGRAM OPERATED BY THE CALGARY HEALTH REGION	24,613	25,539	3.8%
CLIENTS SERVED BY THE STREET OUTREACH AND STABILIZATION PROGRAM OPERATED BY THE CANADIAN MENTAL HEALTH ASSOCIATION ² (SEE ALSO TABLE 25 FOR CALGARY POLICE SERVICE DATA ON MENTAL HEALTH CRISIS CALLS)	134	251	87.3%
TOTAL	37,057	43,232	16.7%

Notes:

- 1 The street outreach component of the Elbow River Healing Lodge began in April 2007. Therefore, 2007 data are for April through December only. Approximately two-thirds of all street homeless people served as part of the street outreach program in 2007 were Aboriginal (about 1,860 contacts).
- 2 The Aboriginal outreach component of the Street Outreach and Stabilization program started part way through 2006. Full data capture for the entire program began in the fall of 2007.

Source: Babin (2008), Bealing (2008), Calling Last (2008), Finley (2008), Lovas (2008), Melnyk (2008), Nielsen (2008), and Straus (2008).

The **Distress Centre** provides crisis support, information and referral services “24 hours a day, 365 days a year to all Calgarians, regardless of language, ethnicity or financial situation.” Although Calgary has a wealth of community and social services, “many people are unable to find them or are unaware of specialized services that would apply to them.” The **2-1-1 Call Centre** is operated in partnership with the United Way of Calgary and Area and The City of Calgary, and “provides a universal point of access to these resources in an easy-to-remember 3 digit number” (Distress Centre Calgary, 2008). Table 27 shows that slightly fewer people were referred to a homeless shelter in 2007 by the 2-1-1 Call Centre. Data tracked by the Distress Centre showed that this type of call declined by 4%, dropping from 717 in 2006 to 690 in 2007 (Lovas, 2008).

The **Alex Community Health Bus** operates “the only mobile health facility of its kind west of Toronto” and expects to deliver more than 25,000 services to its clients in 2008. Staff members provide a range of mobile health and social services to clients at a number of locations, “including low-income seniors’ housing complexes and homeless shelters” (Alex Community Health Centre, 2008b). The Health Bus served 1,328 clients in 2006, which increased by 13% to 1,497 people in 2007 (Strauss, 2008).

The Calgary Urban Project Society, better known as **CUPS**, operates a **Community Outreach** program on Calgary’s streets that is available from Monday through Saturday for 13 hours a day. Team members provide “crisis counseling, referrals, home visits, emergency transportation, work apparel, and basic needs services such as food hampers, clothing and toiletries.” The Outreach Team “turns no one away. They provide support to people struggling with addiction, mental illness, homelessness, hunger, prostitution, chronic health concerns, and unemployment” (CUPS, 2008a). In 2006, CUPS Community Outreach served 5,468 clients, which decreased by 8% in 2007 to 5,013 people (Melnyk, 2008).

At the same time, however, the **Downtown Outreach Addictions Partnership** (DOAP Team) served 6,704 clients in 2007, an increase of 64% over the 4,100 people served in 2006 (Bealing, 2008; and Melnyk, 2008). The **DOAP Team** is an active partnership between Calgary Alpha House Society and CUPS Community Health Centre that helps people on the street “improve their well being and safety.” Team members work closely with the Calgary Police Service, Emergency Medical Services, three hospitals in the city, and all the major shelters downtown (CUPS, 2008b). The Team “provides services to individual men and women on the streets, in their homes, through other like agencies, and in legal and hospital systems.” Team members will “transport individuals under the influence of alcohol or other drugs to available shelters” and provide referrals for food, clothing, housing, addiction counselling, and crisis counselling (Alpha House, 2008).

The **Elbow River Healing Lodge**, which is operated by the Calgary Health Region, was designed to meet the needs of the Aboriginal population by providing choice, increasing accessibility, and offering “culturally appropriate and safe care” (Calgary Health Region, 2008a). As part of this, a **Street Outreach Program** was developed in 2007, and the first clients were served in April of that year.

In its first nine months of operation, the **Street Outreach Program** at the **Elbow River Healing Lodge** recorded 2,790 client interactions, all of which were with homeless people who were – and in many cases still are – living on Calgary’s streets. Approximately two-thirds of all client contacts in 2007 (i.e., about 1,860 contacts) were with homeless Aboriginal people (Calling Last, 2008).

For **Wood’s Homes**, “what began as an orphanage in 1914 has grown into a not-for-profit, multi-service charity serving the most troubled young people in the community.” Wood’s operates more than 21 programs of care, treatment, and education and serves “more than 400 youth and their families each day. ... Key programs include EXIT Community Outreach for street youth in downtown Calgary [and] a youth shelter also in the inner city.” Wood’s is described as “a trusted place where all young people in trouble, regardless of how difficult, can turn to for help” (Wood’s Homes, 2008). **EXIT Community Outreach** served 528 street youth in 2007, an increase of 4% over the 507 young people served in 2006. As well, the **EXIT Outreach Van**, which provides an outreach program for sex trade workers, served 220 people in 2007, an increase of 16% over the 190 people served in 2006 (Babin, 2008).

The **Safeworks** program operated by the Calgary Health Region was “designed to prevent the spread of HIV and hepatitis B & C infection by increasing awareness and knowledge about these infections, teaching safer injection and sexual practices, and by helping clients change behavior surrounding these practices.” This harm reduction program also “aims at reducing the use of drugs where possible, in order to help clients adopt healthier lifestyles. The team is staffed by community health nurses and outreach workers who reach the population of people living with substance use in Calgary” (Calgary Addiction Initiative Steering Committee, 2008). Safeworks served 25,539 clients in 2007, which was an increase of 4% over the 24,613 people who were helped in 2006 (Nielsen, 2008). While Safeworks encounters people who are homeless in the downtown core, any calls for assistance they have received that are outside of the 2006 street count boundaries are from people who are housed, either in their own homes (primarily) or staying with someone else who is housed (Gruber, 2008).

The Canadian Mental Health Association (2008) states that “up to seventy per cent of homeless individuals have a mental health concern, and the **Street Outreach and Stabilization Program** (SOS) helps address the needs of these hard to reach individuals by reaching out to them and working with them to turn their lives around. ... The SOS program links clients with services like psychiatric and medical treatment to help with their mental illness, financial resources to help them get back on their feet, and housing so they can live in safety and comfort. ... Each program coordinator carries a small caseload of clients, which gives the SOS team the capacity to provide multiple contacts each week to clients experiencing significant problems in daily living.” Program coordinators emphasize that they serve homeless clients with mental health concerns “throughout the city” (Finley, 2008; and Seneca, 2008). The Aboriginal outreach component of the SOS program started part way through 2006 and full data capture for the entire program began in the fall of 2007. The SOS program worked with 134 homeless clients in 2006, which increased by 87% in 2007 to 251 (Finley, 2008).

TABLE 28. STREET HOMELESSNESS OUTSIDE OF THE 2006 STREET COUNT BOUNDARIES

AGENCY IDENTIFYING NEW LOCATIONS OF STREET HOMELESSNESS	NEW LOCATIONS
THE ALEX COMMUNITY HEALTH BUS	13
CUPS COMMUNITY OUTREACH	8
DOWNTOWN OUTREACH ADDICTIONS PARTNERSHIP	19
EXIT OUTREACH, A PROGRAM FOR STREET YOUTH, WOOD'S HOMES <i>(AREAS WERE IDENTIFIED BY STREET YOUTH WHO SOUGHT SERVICES)</i>	6
ELBOW RIVER HEALING LODGE, STREET OUTREACH PROGRAM, CALGARY HEALTH REGION <i>(ALL OUTREACH WORK IS DONE WITHIN PAST STREET COUNT BOUNDARIES)</i>	0
SAFEWORKS OUTREACH PROGRAM, CALGARY HEALTH REGION <i>(ALL OUTREACH WORK THAT IS DONE OUTSIDE THE BOUNDARIES OF PAST STREET COUNTS IS WITH PEOPLE WHO ARE HOUSED, MOST IN THEIR OWN HOMES BUT SOME WHO ARE STAYING WITH OTHERS WHO ARE HOUSED)</i>	0
SOS – STREET OUTREACH AND STABILIZATION PROGRAM (FOR HOMELESS MENTAL HEALTH CLIENTS), CANADIAN MENTAL HEALTH ASSOCIATION <i>(OUTREACH WORK IS DONE THROUGHOUT THE CITY)</i>	10
TOTAL	56

Source: Alex Community Health Centre (2008c), Babin (2008), Bealing (2008), Calling Last (2008), Finley (2008), Gruber (2008), Melnyk (2008), and Seneca (2008).

6.5 Other Indicators of Need – Project Homeless Connect

The Calgary Homeless Foundation hosted the city's first Project Homeless Connect event on Saturday, April 26, 2008 at the TELUS Convention Centre, with seed funding provided by the Government of Alberta through the Community Initiatives Program. This day-long event, which will be held on a quarterly basis, brought together over 50 service agencies and organizations,¹⁸ and more than 100 volunteers, to deliver services to 650 homeless individuals in Calgary (Calgary Committee to End Homelessness, 2008b). Project Homeless Connect fulfills one recommendation in *Calgary's 10-Year Plan to End Homelessness* (Calgary Committee to End Homelessness, 2008a: 25):

Calgary has a wealth of programs and services for people at risk of or experiencing homelessness, but those services are hard to find and our system of care is difficult to navigate. We will improve access to housing and services by introducing Project Homeless Connect to Calgary ... a one-day event designed as a one-stop shop of services for people experiencing or at risk of homelessness. Project Homeless Connect is an excellent opportunity to improve interagency co-operation by getting many agencies working together under one roof. It has also proven to be an extremely effective means of mobilizing citizens to take action on homelessness.

Based on a program currently being implemented in over 130 cities around the world, Project Homeless Connect is about delivering services on site on the day of the event. Individuals who attended the April 26th event had access to medical services, mental health and addictions counselling, employment opportunities, hot meals, clothing, hair cuts, and comfort kits containing personal items. They also were able to obtain identification documents, apply for income support, and access housing services. For example, the Primary Care Network provided a "full-fledged medical centre" staffed by five physicians and five nurses, who saw over 120 patients and addressed three emergencies with the aid of the onsite EMS team. Calgary Legal Guidance served over 300 people "regarding their identification needs" and the "wildly-popular haircutters gave over 85 haircuts!" (Calgary Committee to End Homelessness, 2008b).

The following table provides a range of additional indicators of need, drawn from the analysis of intake forms that were completed voluntarily by 628 of the 650 people who sought services on the day of the event (Calgary Homeless Foundation, 2008). Box 4 summarizes some of the key demographic findings.

¹⁸ Some of the organizations participating in Calgary's inaugural Project Homeless Connect event were AADAC; Alberta Employment, Immigration and Industry; The Alex Community Health Centre; Calgary Health Region, Primary Care Network; Calgary John Howard Society; Calgary Legal Guidance; Canadian Mental Health Association; Canadian Red Cross Society; Central United Church; The City of Calgary (Emergency Medical Services and the Information Centre); Distress Centre Calgary; Elizabeth Fry Society of Calgary; Fresh Start Recovery Centre; Horizon Housing Society; McMan Youth, Family and Community Services; Momentum; Mustard Seed (Calgary) Street Ministry Society; Peer Support Services for Abused Women; and the Salvation Army (Calgary Committee to End Homelessness, 2008b; Clark, 2008).

TABLE 29. INDICATORS OF NEED FROM PROJECT HOMELESS CONNECT, 2008 APRIL 26

PAGE 1 OF 2

INDICATOR	NUMBER	PERCENT	INDICATOR	NUMBER	PERCENT
INTAKE FORMS COMPLETED	628	100.0%	PEOPLE RECEIVING SERVICES	650	103.5%
PEOPLE ATTENDING ALONE	521	83.0%	NOT HOMELESS	103	16.4%
WITH PARTNER / SPOUSE	78	12.4%	HOMELESS – FIRST TIME AND FOR LESS THAN 1 YEAR	243	38.7%
WITH 1 OR MORE CHILDREN	9	1.4%	HOMELESS – SEVERAL TIMES IN LAST 3 YEARS	152	11.0%
WITH PARTNER / SPOUSE AND 1 OR MORE CHILDREN	9	1.4%	HOMELESS – FOR >1 YEAR / SEVERAL TIMES IN ≥4 YEARS	123	19.6%
OTHER	121	19.3%	NO RESPONSE	7	1.1%
DEMOGRAPHIC INFORMATION					
INDICATOR	NUMBER	PERCENT	INDICATOR	NUMBER	PERCENT
MALE	495	78.8%	FIRST LANGUAGE NOT ENGLISH	73	11.6%
FEMALE	133	21.2%	READ / WRITE ENGLISH – YES	580	92.4%
AGE 17 OR YOUNGER	8	1.3%	READ / WRITE ENGLISH – YES, WITH DIFFICULTY	22	3.5%
AGE 18-25	65	10.4%	READ / WRITE ENGLISH – NO	3	0.5%
AGE 26-39	205	32.6%	NO RESPONSE	23	3.7%
AGE 40-64	332	52.9%	ABORIGINAL – INDIAN	92	14.6%
AGE 65 OR OLDER	17	2.7%	ABORIGINAL – MÉTIS	52	8.3%
BORN OUTSIDE OF CANADA	70	11.1%	ABORIGINAL – INUIT	6	1.0%
RESPONSE TO QUESTION: <i>WHERE DID YOU STAY LAST NIGHT?</i>					
INDICATOR	NUMBER	PERCENT	INDICATOR	NUMBER	PERCENT
EMERGENCY SHELTER	341	54.3%	OUTSIDE	36	5.7%
TRANSITIONAL HOUSING	25	4.0%	OWN PLACE (INSIDE)	77	12.3%
DETOX / TREATMENT CENTRE	9	1.4%	SOMEONE ELSE'S PLACE	42	6.7%
FOSTER CARE / GROUP HOME	1	0.2%	HOTEL / MOTEL	5	0.8%
CAR / GARAGE / PUBLIC BLDG.	6	1.0%	OTHER	80	12.7%

(continued)

TABLE 29. INDICATORS OF NEED FROM PROJECT HOMELESS CONNECT, 2008 APRIL 26

PAGE 2 OF 2

YEAR ARRIVED IN CANADA (IF BORN ELSEWHERE)			LENGTH OF TIME IN CALGARY		
INDICATOR	NUMBER	PERCENT	INDICATOR	NUMBER	PERCENT
BEFORE 1961	8	1.3%	LESS THAN 3 MONTHS	62	9.9%
1961 – 1970	10	1.6%	3 – 6 MONTHS	26	4.1%
1971 – 1980	11	1.8%	6 – 12 MONTHS	33	5.3%
1981 – 1990	13	2.1%	1 – 2 YEARS	85	13.5%
1991 – 2000	10	1.6%	3 – 5 YEARS	69	11.0%
2001 – 2005	3	0.5%	5 – 10 YEARS	60	9.6%
2006 – 2008	5	0.8%	MORE THAN 10 YEARS	268	42.7%
NO RESPONSE	10	1.6%	NO RESPONSE	25	4.0%
RESPONSE TO QUESTION: WHERE DO YOU GET YOUR MONEY FROM? (CHECK ALL THAT APPLY)					
INDICATOR	NUMBER	PERCENT	INDICATOR	NUMBER	PERCENT
EMPLOYED – FULL-TIME	115	18.3%	INCOME SUPPORT – EXPECTED TO WORK	9	1.4%
EMPLOYED – PART-TIME	65	10.4%	INCOME SUPPORT – NOT EXPECTED TO WORK	17	2.7%
EMPLOYED – CASUAL	178	28.3%	INCOME SUPPORT – LEARNERS	3	0.5%
SELF-EMPLOYED	5	0.8%	UNIVERSAL CHILDCARE BENEFIT	3	0.5%
EMPLOYMENT INSURANCE	9	1.4%	NATIONAL CHILD BENEFIT SUPPLEMENT	1	0.2%
CANADA PENSION PLAN	24	3.8%	SPOUSAL / CHILD MAINTENANCE	3	0.3%
OLD AGE SECURITY	11	1.8%	OTHER SUPPORT FROM FAMILY MEMBERS	2	0.5%
GUARANTEED INCOME SUPPLEMENT	2	0.3%	GST REBATE	28	4.5%
ALBERTA SENIORS BENEFIT	4	0.6%	ALBERTA FAMILY EMPLOYMENT TAX CREDIT	1	0.2%
CORPORATE PENSION	6	1.0%	CANADA CHILD TAX BENEFIT / CHILD DISABILITY BENEFIT	4	0.6%
PENSION – OTHER COUNTRY	1	0.2%	PANHANDLING	20	3.2%
ASSURED INCOME FOR THE SEVERELY HANDICAPPED	46	7.3%	BINNING / BOTTLE PICKING	41	6.5%
CANADA PENSION PLAN – DISABILITIES	3	0.5%	NO INCOME	109	17.4%
			OTHER	66	10.5%

Source: Calgary Homeless Foundation (2008).

BOX 4. PROJECT HOMELESS CONNECT – DEMOGRAPHIC HIGHLIGHTS

GENDER: OF THE 628 PARTICIPANTS WHO COMPLETED INTAKE FORMS, 495 WERE MALE (79%) AND 133 WERE FEMALE (21%).

AGE RANGE: IN TOTAL, 332 RESPONDENTS (53%) WERE AGED 40 TO 64 AND 205 OTHERS (33%) WERE AGED 26 TO 39. ONLY 8 RESPONDENTS (1%) WERE UNDER THE AGE OF 18 AND ONLY 17 (3%) WERE AGED 65 OR OLDER.

SINGLES AND FAMILIES: IN ALL, 521 RESPONDENTS (83%) ATTENDED THE EVENT ALONE; 78 PEOPLE (12%) ATTENDED WITH A PARTNER OR SPOUSE; AND 18 PEOPLE (3%) BROUGHT CHILDREN.

SELF-IDENTIFIED ABORIGINAL PERSONS: IN TOTAL, 150 RESPONDENTS (24%) SELF-IDENTIFIED AS ABORIGINAL: 92 (15%) AS NORTH AMERICAN INDIAN; 52 (8%) AS MÉTIS; AND 6 (1%) AS INUIT.

BORN OUTSIDE OF CANADA: IN ALL, 70 RESPONDENTS (11%) WERE NOT CANADIAN BORN.

LANGUAGE ABILITY AND LITERACY: A TOTAL OF 73 RESPONDENTS (12%) REPORTED THAT ENGLISH WAS NOT THEIR FIRST LANGUAGE; 22 OTHERS (4%) REPORTED THEY COULD ONLY READ AND WRITE ENGLISH WITH DIFFICULTY; AND ONLY 3 PEOPLE (0.5%) REPORTED BEING UNABLE TO READ OR WRITE ENGLISH AT ALL.

INCOME AND EMPLOYMENT: IN TOTAL, 115 RESPONDENTS (18%) WERE EMPLOYED FULL-TIME; 65 (10%) WORKED PART-TIME; AND 178 (28%) REPORTED CASUAL EMPLOYMENT AS A SOURCE OF INCOME. LESS THAN 5% OF RESPONDENTS RECEIVE INCOME SUPPORT: 17 (3%) IN THE 'NOT EXPECTED TO WORK' CATEGORY; 9 (1%) IN THE 'EXPECTED TO WORK' CATEGORY; AND 3 (0.5%) AS 'LEARNERS.' IN CONTRAST, 46 RESPONDENTS (7%) RECEIVE ASSURED INCOME FOR THE SEVERELY HANDICAPPED (AISH). A TOTAL OF 109 RESPONDENTS (17%) REPORTED HAVING *NO SOURCE OF INCOME* OF ANY KIND.

TIME IN CALGARY: IN ALL, 268 RESPONDENTS (43%) HAVE LIVED IN CALGARY FOR MORE THAN 10 YEARS. IN CONTRAST, 121 PEOPLE (19%) HAVE LIVED HERE FOR LESS THAN ONE YEAR – 62 OF THEM (10%) FOR LESS THAN THREE MONTHS.

HOMELESSNESS: A TOTAL OF 518 RESPONDENTS (84%) SELF-IDENTIFIED AS HOMELESS: 243 (39%) WERE HOMELESS FOR THE FIRST TIME AND HAD BEEN HOMELESS FOR LESS THAN ONE YEAR; 152 (24%) HAVE BEEN HOMELESS SEVERAL TIMES IN THE LAST THREE YEARS; AND 123 (20%) HAVE BEEN HOMELESS EITHER FOR MORE THAN ONE YEAR OR MANY TIMES IN THE PAST FOUR YEARS OR LONGER. THERE WERE 103 RESPONDENTS (16%) WHO STATED THEY WERE NOT HOMELESS.

WHERE DID YOU STAY LAST NIGHT? WHEN ASKED THIS QUESTION, 341 RESPONDENTS (54%) INDICATED THEY HAD STAYED AT AN EMERGENCY SHELTER THE NIGHT BEFORE THE EVENT; 35 OTHERS (6%) STAYED AT ANOTHER TYPE OF SHELTER; 42 PEOPLE (7%) STAYED OUTSIDE, IN A PUBLIC SPACE, OR IN A CAR; 119 RESPONDENTS (19%) STAYED AT THEIR OWN PLACE OR WITH SOMEONE ELSE; 5 PEOPLE (1%) STAYED AT A HOTEL OR MOTEL; AND 80 (13%) REPLIED 'OTHER.'

Source: Calgary Homeless Foundation (2008).

7.0 Trend Data

This section provides a **summary of historical information** about the *Biennial Count of Homeless Persons in Calgary* collected from 1992 through 2008. Past count data are taken from the descriptive text and data tables found in previous count reports (City of Calgary, 2006*b*; 2004; 2002*b*; 2000; 1998; 1996; 1994; and 1992).¹⁹ Key information is summarized in one table and illustrated in a series of figures.



Artist: Catherine, Grade 6.

– *The Many Faces of Poverty and Homelessness*
Calgary Board of Education Website (2007)

¹⁹ During a major retrospective analysis of the *Biennial Count of Homeless Persons* done in 2004, an error in the 1998 report was identified that also affected street count numbers reported in 2000 and 2002. Street count data collected by Community and Social Development staff at The City for 1992 (0 persons), 1994 (34 persons), and 1996 (15 persons) were erroneously attributed to Calgary Urban Projects Society (CUPS Community Outreach) as “non-shelter facility” data in the 1998 count report. When street count data were reported as a separate figure in 2000 and 2002, the attribution error from the 1998 report was repeated (City of Calgary, 2000: 7, Table 5 note; 2002*b*: 9, Table 8). From 2004 onward, this error has been corrected in all instances where trend data are provided.

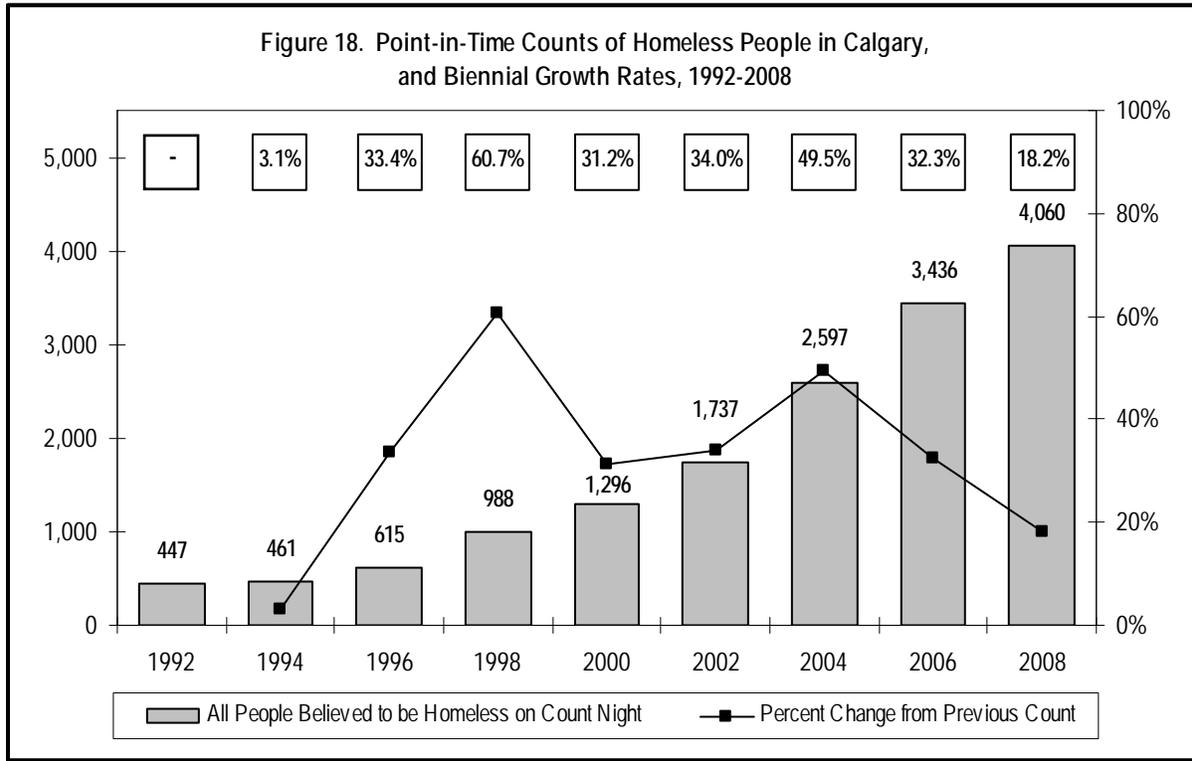
7.1 Trends in the Overall Growth of Homelessness in Calgary

Both Table 30 and Figure 18 show the growth of homelessness in Calgary since the first count was undertaken in 1992. Because the *Biennial Count of Homeless Persons* is a census, the number of facilities and service agencies that participate in the count has grown over time, as have the geographic areas canvassed during street counts. The number of homeless people enumerated during each successive point-in-time count has generally increased by over 30%, except in 1994, when the growth rate was only 3%. This likely reflects the very limited scope of the initial counts conducted in 1992 and 1994. In 2008, however, while the number of people believed to be homeless in Calgary increased, the rate of growth was only 18%. This is a reversal of the 'over 30 percent' growth rate for point-in-time homelessness seen for most previous counts.

TABLE 30. ALL PEOPLE BELIEVED TO BE ABSOLUTELY HOMELESS IN CALGARY ON <u>ANY GIVEN NIGHT</u> , 1992-2008, BY LOCATION									
LOCATION	1992	1994	1996	1998	2000	2002	2004	2006	2008
FACILITIES	421	410	576	910	1,091	1,605	2,440	2,823	3,195
SERVICES	21	10	9	40	37	15	30	21	296
ON THE STREETS ¹	5	41	30	38	168	117	127	429	569
TOTAL NUMBER OF HOMELESS PEOPLE IN CALGARY ON ANY GIVEN NIGHT	447	461	615	988	1,296	1,737	2,597	3,436	4,060
POINT-IN-TIME GROWTH RATE (PERCENT CHANGE FROM PREVIOUS COUNT)	–	3.1%	33.4%	60.7%	31.2%	34.0%	49.5%	32.3%	18.2%
Notes:									
1 Actual number of people counted on the street for 1992-2006; estimated street data for 2008 (see Section 6.1).									

The most dramatic increase in the growth of point-in-time homelessness in Calgary was 61%, which was seen in 1998. When compared to the previous three counts, which only had modest increases in scope, the 1998 count significantly increased the facilities and services that were surveyed, as well as the street zones that were canvassed. Similarly, the growth of point-in-time homelessness in Calgary increased by 49% in 2004, due to a doubling of the street zones surveyed and the inclusion of much more comprehensive data on transitional facilities that shelter Calgary's homeless population. Although this skewed the growth rate in 2004, it also resulted in a much more accurate picture of the range of housing options that are available to people moving out of homelessness. Still, due to the significant changes made to the census parameters for the 1998 and 2004 counts, *the growth of homelessness in Calgary in 1998 and 2004 must be interpreted with caution.*

FIGURE 18. POINT-IN-TIME COUNTS OF HOMELESS PEOPLE IN CALGARY, AND BIENNIAL GROWTH RATES, 1992-2008



Although Civic Census data are not yet available for 2008, the population growth rate for Calgary from 2006 to 2007 was 2.8% (City of Calgary, 2007a). As a general trend, the growth of point-in-time homelessness still far exceeds overall population growth in Calgary. Nonetheless, even though homelessness in Calgary increased in 2008, it only grew by 18%.

Something that may have begun to shift the balance is the effect of two pilot projects that began in late 2007, just a few weeks prior to the release of *Calgary's 10-Year Plan to End Homelessness* (Calgary Committee to End Homelessness, 2008a). In a progress report to volunteers who participated in Plan development, which was sent on 2008 February 28 (one month after the Plan's launch), the Calgary Homeless Foundation reported "making substantial progress on many of our first year deliverables." The early successes of two pilot projects were described (Richter, 2008):

Pathways to Housing: Under the leadership of Dr. Pam Thompson, Pathways to Housing has now re-housed 9 chronically homeless individuals who were discharged from hospital. Two of these clients had the opportunity to meet Premier Stelmach during a campaign stop at the Alex earlier this month. At that event, the Premier expressed his personal support for Pathways and our 10 Year Plan. I should also note that the Liberal Party has also expressed support for the plan and Pathways to Housing.

In related news, we learned this morning that The Homeless Foundation, Dr. Thompson and Dr. Sam Tsemberis [the New York based founder of the Pathways to Housing model] have been granted funding from the Government of Canada through the Homelessness Knowledge Development Program to develop a Best Practices Housing First Toolkit to help other agencies implement housing first programs.

Dr. Pam Thompson (2008), Director of the ***Pathways to Housing*** program at The Alex Community Health Centre, states that the program's mission is "to end homelessness for individuals suffering with complex mental and physical health issues, addiction, and barriers to housing." Program capacity is 60 and the intent is to enroll 50 people from December 2007 through October 2008. The Alex Community Health Centre (2008a) emphasizes that the program separates housing from treatment, so even if a client declines any of the wide array of treatment services offered by the multidisciplinary care team, they will still be able to keep their housing and will remain enrolled in the program.

The Pathways to Housing program provides "housing and wrap around support with a 24/7 Assertive Community Treatment (ACT) team" and costs \$2,500 per month or \$30,000 per year for each client served. This represents a substantial savings over the current means of addressing the multiple needs of this population. The "average cost of homelessness is estimated to be \$100,000/person per year," including the costs of *hospital stays* (which average \$800 per day or \$24,000 per month), *shelters* (at \$25 to \$50 per day or \$1,500 per month), *incarceration* (at \$110 per day or \$3,300 per month), and *other interventions* related to police involvement, courts, and out-patient healthcare services (Thompson, 2008).

In a program update requested for this report, Dr. Thompson confirms that "as of the end of June we have enrolled 30 clients in the Pathways program. We currently have 24 housed. An additional 5 clients have chosen their apartments and are awaiting their scheduled move-in dates. The most recently accepted client is currently viewing apartments" (Wyllie, 2008).

The second pilot project emerging from *Calgary's 10-Year Plan to End Homelessness* involves placing homeless families in rental accommodation in the private market. As reported by the Calgary Homeless Foundation (Richter, 2008) at the end of February:

CUPS Family Housing Locator: This is a Housing First project inspired by the 10 year plan and launched by CUPS with provincial funding allocated through the Homeless Foundation. In less than 2 months, CUPS has successfully re-housed 24 families in market apartments. There are another 97 families on their waiting list. CUPS has discovered that more than half of their referrals are coming from women's shelters. Given those referrals, we are looking into the possibility of building on this program to run the 10 year plan's case management pilot project to move 50 women and families in crisis out of shelter and into housing.

In a program update requested for this report, Lisa Garrisen, Coordinator of the Family Resource Centre at CUPS Community Health Centre, confirms that the program, now called the ***CUPS Rapid Exit – Housing Families Program***, “was fully staffed by Nov 19, 2007 and started intake in December 2007. Our first family was housed on Dec 7, 2007. As of June 30, we have housed 51 families” with a combined total of 172 family members: 66 adults and 106 children (Wyllie, 2008).

While it is too soon to attribute any reduction in the growth of homelessness to these projects emerging from *Calgary’s 10-Year Plan to End Homelessness*, the results of plan implementation bear watching. Moreover, the province recently established the Alberta Secretariat for Action on Homelessness. The Secretariat will develop a provincial 10-year strategic plan to address homelessness that will “outline a comprehensive, coordinated and sustainable approach to solving this core social issue. The provincial plan will outline strategies for addressing the root causes of homelessness and will include measurable goals and objectives to ensure that progress is made.” The Alberta plan will include “prevention strategies, research and education programs, as well as the creation of a homeless management information system” (Alberta Housing and Urban Affairs, 2008).

Combined, these two important initiatives might be expected to result in measurable declines in the overall growth of point-in-time homelessness in Calgary by the time of the next biennial count in the spring of 2010.

FOR TRENDS IN *FACILITY AND SERVICE AGENCY* DATA FOR 1992-2008, SEE APPENDIX I.

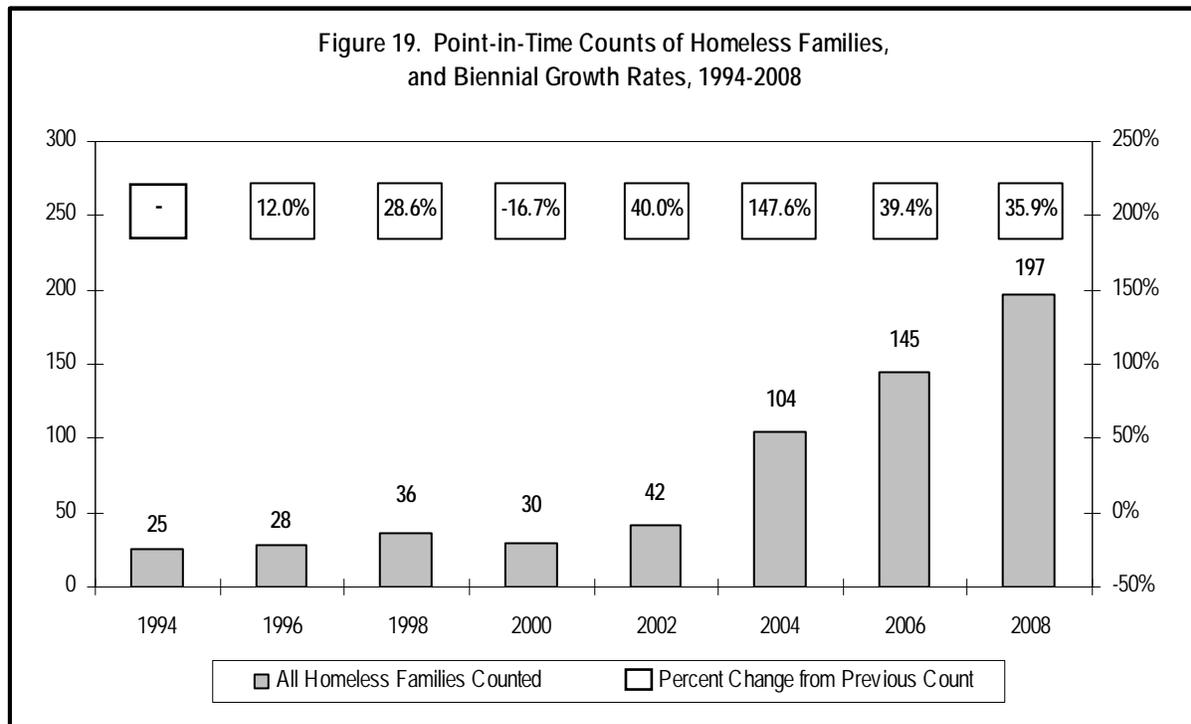
FOR TRENDS IN *STREET HOMELESSNESS*, SEE SECTION 6.1 (FIGURES 16 AND 17).

7.2 Point-in-Time Data on Homeless Sub-Populations in Calgary

The following series of figures illustrate some changes seen in the characteristics of the homeless population for which data have been collected over time. These figures also demonstrate the increasing complexity of the analyses that have been undertaken since the first *Biennial Count of Homeless Persons* was conducted by The City of Calgary in 1992. No specific characteristics were recorded during the 1992 count, except for the number of people counted on the streets. Therefore, most of the following time series graphs begin after 1992. Figures are first presented for the number of homeless *families*, homeless *children and youth*, and homeless *females* enumerated over time. These are followed by figures that show the number of homeless people enumerated who were observed to be *Aboriginal* and observed to belong to a *visible minority* group.

Data have been collected on **homeless families** during each count since 1994. In the context of the *Biennial Count of Homeless Persons*, families have consistently been defined as *a couple, a couple with one or more children, or a lone adult with one or more children*. Figure 19 shows the number of homeless families who have been counted since 1994. It also shows the growth rate for this population group between point-in-time counts in Calgary.

FIGURE 19. POINT-IN-TIME COUNTS OF HOMELESS FAMILIES, AND BIENNIAL GROWTH RATES, 1994-2008



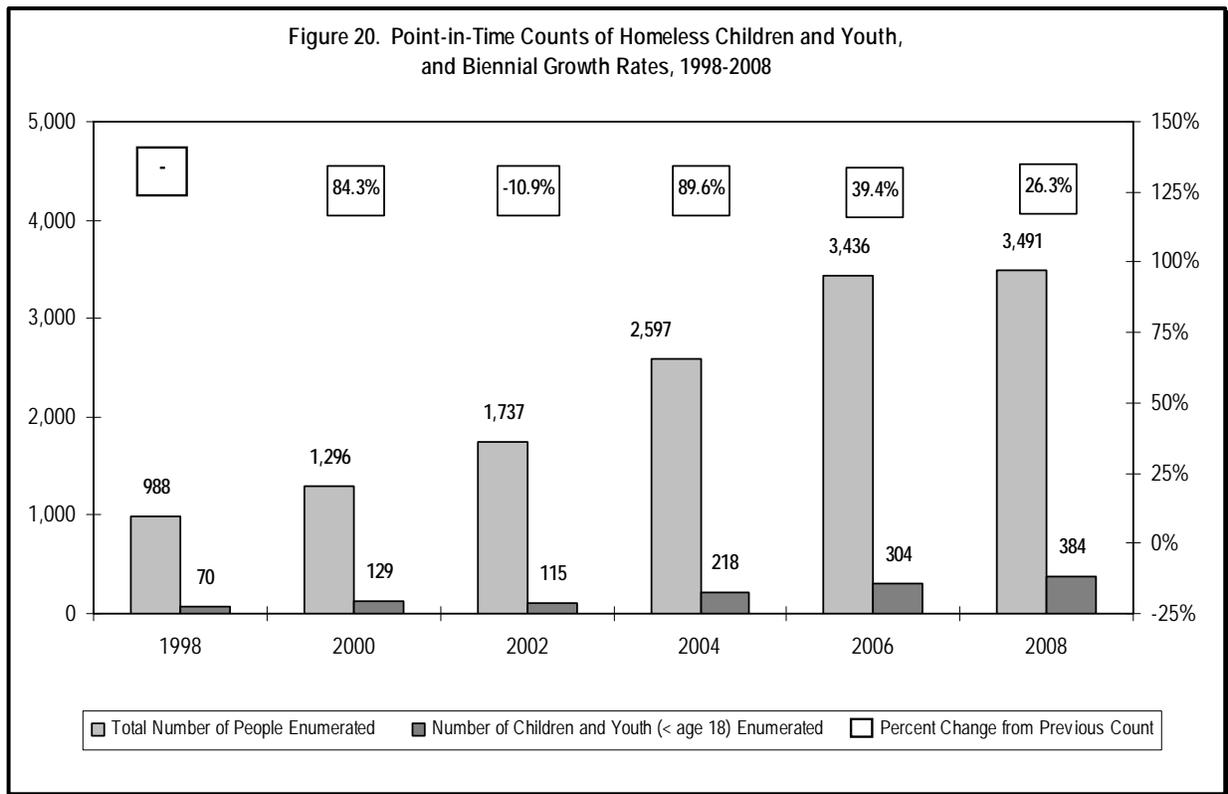
The number of homeless families has grown steadily since 2000. The steep rise in family homelessness in 2004 (148%) was due to the large increase in facilities surveyed that year. In 2008, family homelessness increased again, by 36%.

NOTE: FOR THE REMAINING GRAPHS IN THIS SECTION, DATA FOR VARIOUS POPULATION GROUPS ARE PROVIDED FOR HOMELESS PEOPLE WHO WERE ENUMERATED ON THE NIGHT OF THE COUNT. FROM 1994 THROUGH 2006, THESE DATA INCLUDE HOMELESS PEOPLE WHO WERE COUNTED IN *FACILITIES*, BY *SERVICE AGENCIES*, AND *ON THE STREETS*.

FOR 2008, DATA ARE FOR PEOPLE ENUMERATED IN *FACILITIES* AND BY *SERVICE AGENCIES ONLY*. BECAUSE STREET HOMELESSNESS WAS *ESTIMATED* IN 2008, POPULATION CHARACTERISTICS FOR THE STREET POPULATION ARE UNKNOWN. THEREFORE, **ALL GROWTH RATES SHOWN FOR 2008 MUST BE INTERPRETED WITH CAUTION.**

Figure 20 shows the number of **homeless children and youth** aged 17 or younger who have been enumerated since 1998. It also shows the growth rate for this population group between point-in-time counts in Calgary.

FIGURE 20. POINT-IN-TIME COUNTS OF HOMELESS CHILDREN AND YOUTH, AND BIENNIAL GROWTH RATES, 1998-2008

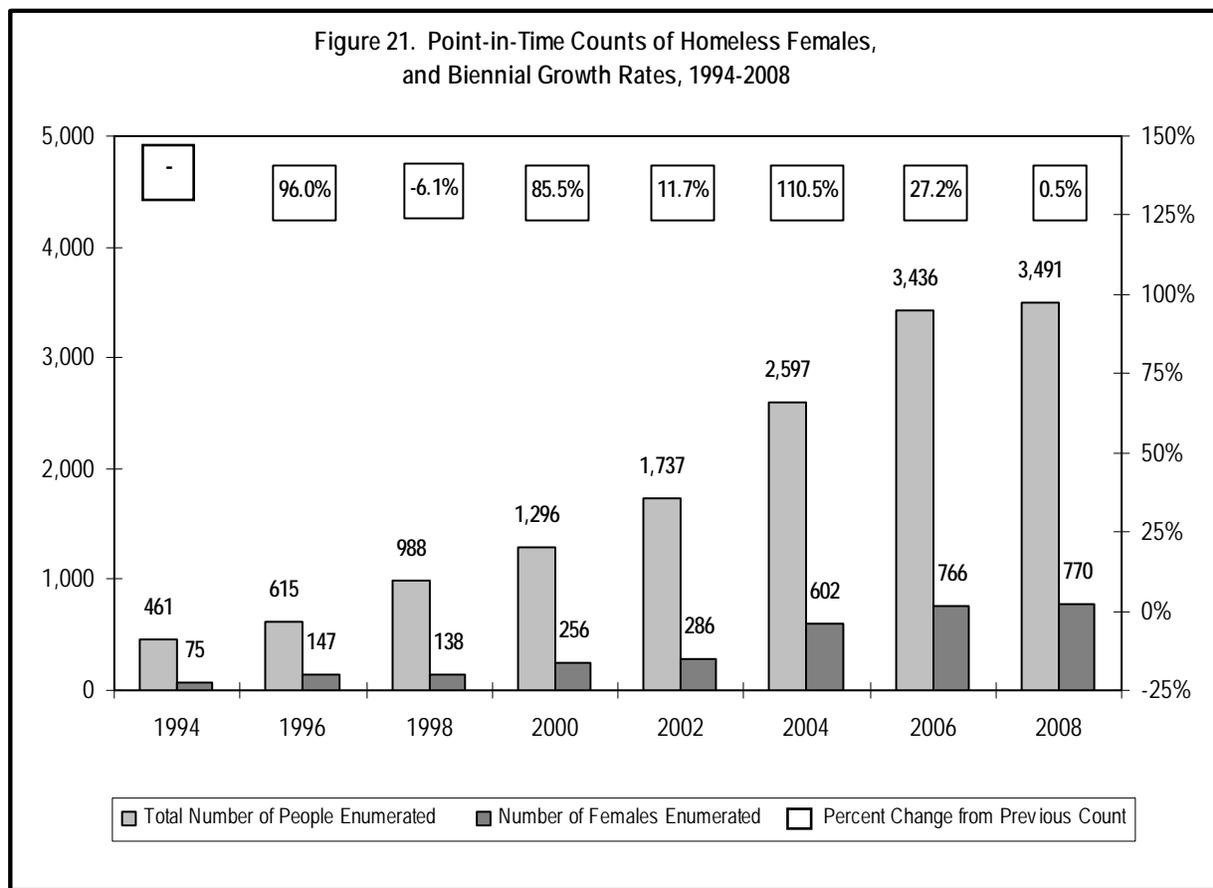


The number of homeless children and youth has grown during each successive count since 1998, the first year for which comparable data are available,²⁰ except for 2002, when the number declined by 14. The general growth trend was repeated in 2008, when 384 children and youth were enumerated, even though there are no data available as to the number of children and youth who may be living on the streets. Of note, street homelessness is a particular reality for youth, especially during the summer months (see, for example, the quote from Avenue 15 in Section 3.5).

²⁰ Although *observed age* was first reported in 1994, the age groups used in 1994 and 1996 are not comparable to those that have been used since 1998 and therefore have been excluded from this analysis. In 1994, data for children and youth were reported as follows: 16 people were age 4 or younger; 11 were aged 5 to 14; and 92 were aged 15 to 24, for a total of 119 people (City of Calgary, 1994: 1). This includes what we now call young adults (aged 18 to 24). In 1996, data for children and youth were reported differently again: 22 people were age 4 or younger; 33 were aged 5 to 14; and 41 were aged 15 to 19, for a total of 96 people (City of Calgary, 1996: 1).

Figure 21 shows the number of **homeless females** who have been enumerated since 1994. It also shows the growth rate for this population between counts. Consistently *fewer* females than males have been found to be absolutely homeless in Calgary during point-in-time counts (see also City of Calgary, 2006b: 53). In 2008, the 770 females enumerated accounted for 22% of all homeless people counted.

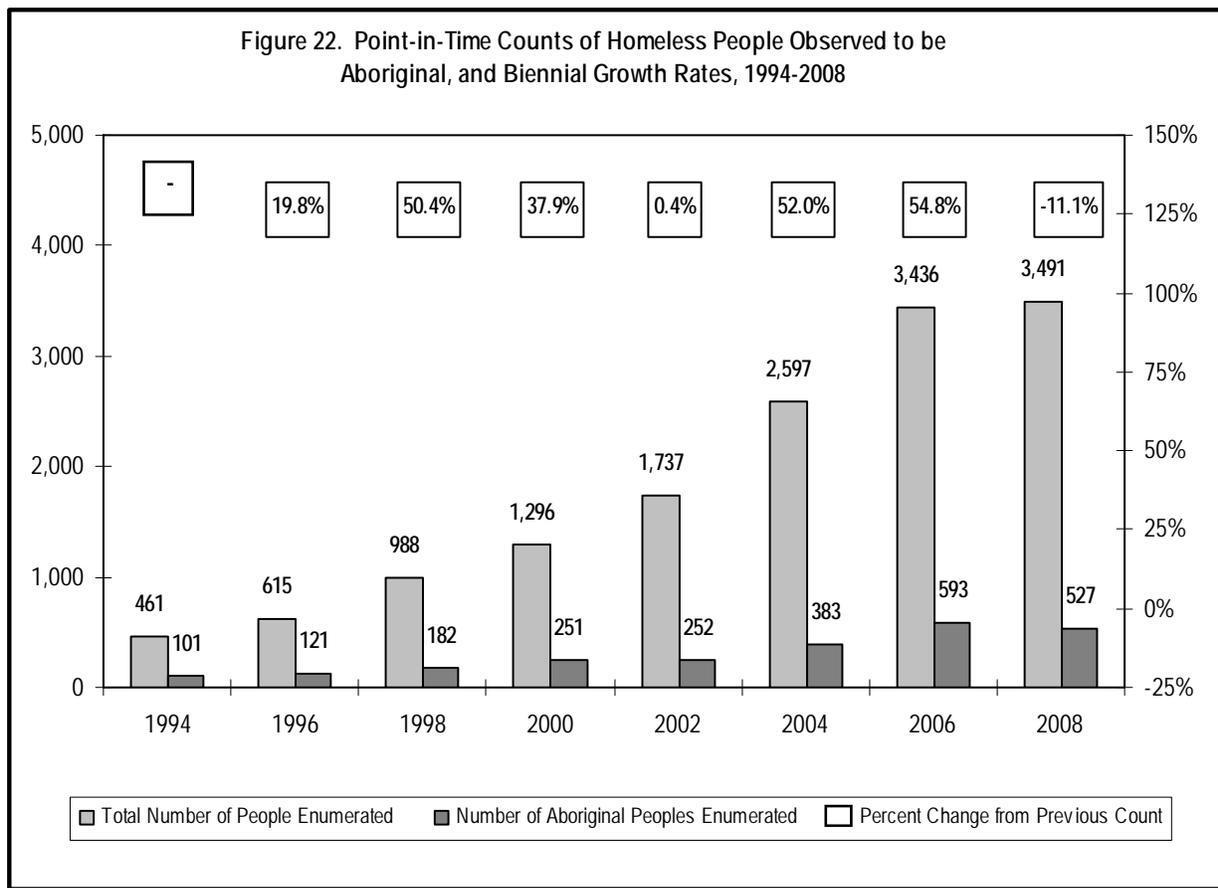
FIGURE 21. POINT-IN-TIME COUNTS OF HOMELESS FEMALES, AND BIENNIAL GROWTH RATES, 1994-2008



Despite a marginal decline in the number of homeless females enumerated in 1998, homelessness in this population grew steadily from 1994 to 2002. Homelessness among females grew sharply in 2004, however, when many more transitional facilities were included in the count. Although the growth rate increased significantly again in 2006, it grew only marginally in 2008. This is likely because there are no data available about the number of females who may be living on the streets. Of note, in three of the four years for which data are available, a greater proportion of females have been enumerated on the streets than have been counted overall (City of Calgary, 2006b: 53). A more complete picture of the situation in 2008 should be available in the forthcoming report on the findings from the *Voices from the Street Survey* (see Section 2.3).

Figure 22 shows the number of homeless people enumerated since 1994 who were observed to be **Aboriginal**, and the growth rate for this population group between counts. In 2008, the 527 people enumerated who were observed to be Aboriginal accounted for 15% of all homeless people counted. Consistently *more* Aboriginal people are found to be absolutely homeless in Calgary during point-in-time counts than would be expected by their proportion in the general population of Calgary, which Statistics Canada (2007) reports is only 2.3% (see also City of Calgary, 2006: 54).

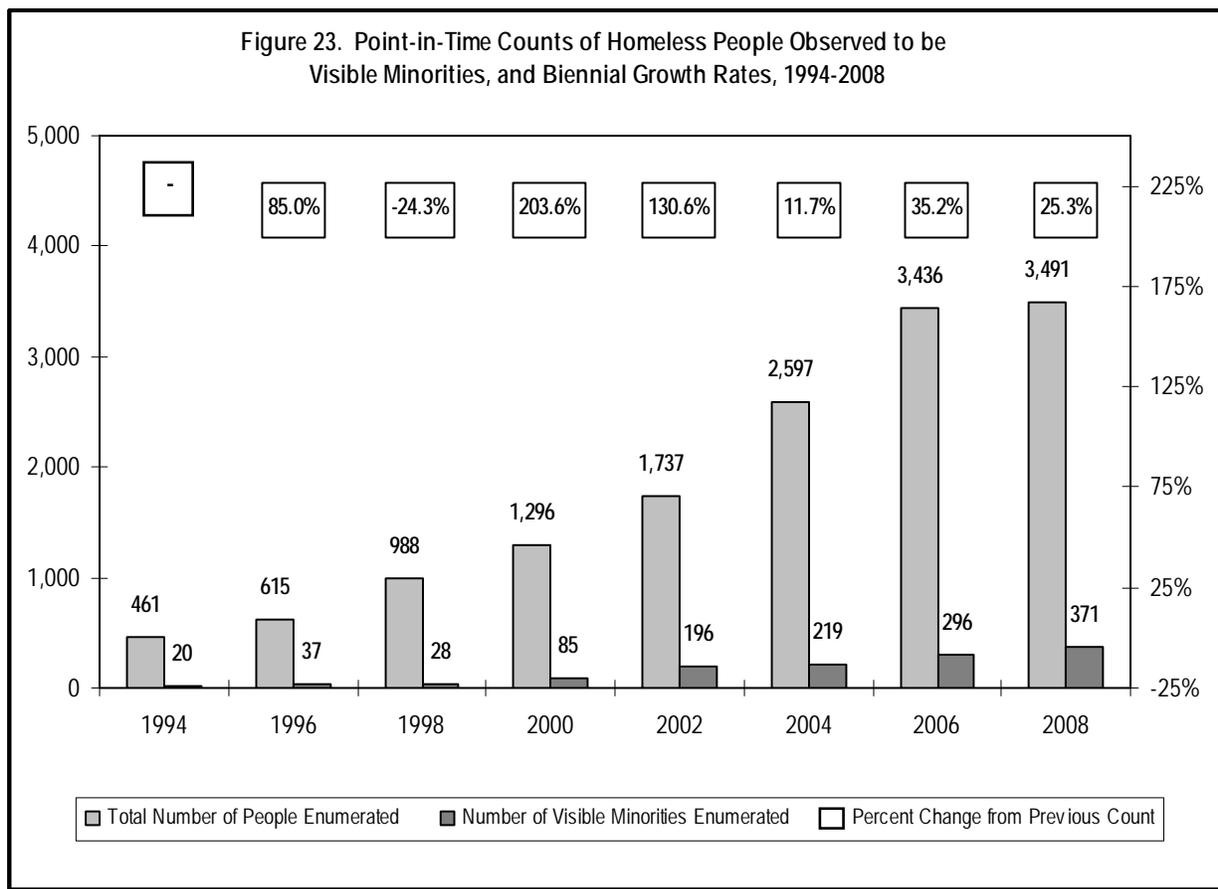
FIGURE 22. POINT-IN-TIME COUNTS OF HOMELESS PEOPLE OBSERVED TO BE ABORIGINAL, AND BIENNIAL GROWTH RATES, 1994-2008



From 1994 through 2006, the number of homeless people enumerated who were observed to be Aboriginal increased during each successive count (albeit by only one person in 2002). The number and its growth rate declined in 2008, likely because there are no data available for the number of Aboriginal people who may be living on the streets. It is known, however, that Aboriginal people are disproportionately represented among street people. This is why street outreach programs targeted to this population have been implemented by the Elbow River Healing Lodge operated by the Calgary Health Region and by the Street Outreach and Stabilization Program operated by the Canadian Mental Health Association (see Section 6.4, notably Table 27).

Figure 23 shows the number of homeless people enumerated since 1994 who were observed to be **visible minorities**. It also shows the growth rate for this population group between counts. In 2008, the 371 people enumerated who were observed to belong to a visible minority group accounted for 11% of all homeless people counted. Consistently *fewer* people who belong to visible minorities are found to be absolutely homeless in Calgary during point-in-time counts than would be expected by their proportion in the general population, which has now reached 24% (Statistics Canada, 2007; see also City of Calgary, 2006: 54).

FIGURE 23. POINT-IN-TIME COUNTS OF HOMELESS PEOPLE OBSERVED TO BE VISIBLE MINORITIES, AND BIENNIAL GROWTH RATES, 1994-2008



From 1994 through 2008, the number of homeless people enumerated who were observed to belong to a visibly minority group increased during each successive count, except in 1998 when the number dropped by nine people. It is interesting that the number and its growth rate increased significantly in 2008, even though there are no data available for the number of visible minorities who may be living on the streets.

For *all* street homeless populations, a more complete picture of the situation in 2008 should be available in the forthcoming report on the findings from the *Voices from the Street Survey* (see Section 2.3).

8.0 Conclusions

The City of Calgary has conducted a point-in-time census or 'count' of homeless people every two years in May since 1992. This enables us to determine, to the best of our ability, the number of people in Calgary who, on the night of the count, "do not have a permanent residence to which they can return whenever they so choose." A total of 61 facilities and 11 service agencies participated in the ninth biennial count on the night of 2008 May 14. The findings represent the number of people in Calgary who are likely to be experiencing absolute homelessness on any given night. In 2008, that number was determined to be **4,060**.

The methodology used for the count changed in 2008. The *survey of facilities and service agencies* was conducted the same way that it has been in the past. However, the spread of street homelessness (in location, not necessarily volume) has exceeded The City's ability to coordinate a point-in-time count that would locate and enumerate the entire street homeless population of Calgary. Therefore, *street homelessness was estimated* for 2008 using a regression analysis based on past count data and weather conditions. Box 5 summarizes the key findings of the 2008 count.

Since 2004, facilities have reported their *emergency* and *transitional bed capacity* and *bed occupancy* and, in 2008, they once again indicated the sector with which they are primarily affiliated through the Community Action Committee on homelessness. From this, the 'fill rate' could be determined by sector, by bed type, and overall. Facilities reported having the **total bed capacity** needed to shelter **3,672** homeless people on 2008 May 14, with 49% of capacity designated for *emergency beds* and 51% designated for *transitional beds*. A total of **3,130** beds or units were occupied (by 3,195 people) on the night of the count. Therefore, the **overall fill rate** in facilities, for all beds or units combined, was **85%**.

Total **transitional bed capacity** in Calgary on 2008 May 14 was **1,857** beds or units, of which **1,620** were occupied (by 1,683 people). Therefore, **transitional bed occupancy** was **87%** of *transitional bed capacity*. All nine sectors provide **transitional beds**, which are distributed as follows: the *Absolutely Homeless Sector* has 615 transitional beds (33%); the *Addictions Sector* has 509 beds (27%); the *Mental Health Sector* has 174 beds (9%); the *Women Fleeing Violence Sector* has 155 beds or units (8%); the *Aboriginal Sector* has 128 beds (7%); the *Immigrant Housing Sector* has 108 beds (6%); the *Seniors and People with Disabilities Sector* has 94 beds (5%); the *Youth Sector* has 66 beds (4%); and the *Families Sector* has 8 transitional beds (<1%).

Total **emergency bed capacity** in Calgary on 2008 May 14 was **1,815** beds, of which **1,510** were occupied (by 1,512 people, since two left but their beds were filled again). Therefore, **emergency bed occupancy** was **83%** of *emergency bed capacity*. The six sectors providing **emergency beds** are the *Absolutely Homeless Sector*, with 1,568 beds (86%); the *Addictions Sector*, with 97 beds (5%); the *Women Fleeing Violence Sector*, with 65 beds (4%); the *Families Sector*, with 45 beds (2%); the *Youth Sector*, with 36 beds (2%); and the *Mental Health Sector*, with 4 emergency beds (<1%).

Box 5. 2008 COUNT RESULTS – KEY FINDINGS

2008 COUNT – LOCATION OF INDIVIDUALS AND FAMILIES

- A TOTAL OF **4,060** PEOPLE WERE BELIEVED TO BE **ABSOLUTELY HOMELESS** IN CALGARY ON 2008 MAY 14.
- OF THESE 4,060 PEOPLE, **3,195 (79%)** WERE COUNTED IN **FACILITIES**, **296 (7%)** WERE ENUMERATED BY **SERVICE AGENCIES**, AND **569 (14%)** WERE ESTIMATED TO BE LIVING **ON THE STREETS**.
- AMONG THE 100 HOMELESS CHILDREN AND YOUTH COUNTED IN YOUTH FACILITIES, **26 (26%)** HAD **CHILD WELFARE STATUS** AND **74 (74%)** DID NOT.
- A TOTAL OF **197 HOMELESS FAMILIES** WERE ENUMERATED ON 2008 MAY 14 AND ALL WERE COUNTED BY FACILITIES. ALTHOUGH SERVICE AGENCIES COUNTED A NUMBER OF INDIVIDUAL YOUTH, NONE OF THEM WERE IN FAMILY GROUPS.
- OF THE 197 **FAMILIES COUNTED BY FACILITIES**, **162 (82%)** WERE IN RESIDENCE, **5 (3%)** HAD BEEN ACCEPTED BUT HAD NOT YET MOVED IN, AND **30 (15%)** WERE REFUSED SHELTER.
- AMONG ALL 197 HOMELESS FAMILIES, **190 (96%)** WERE **FAMILIES WITH CHILDREN**. OF THESE, **155 (82%)** WERE STAYING IN FACILITIES, **5 (3%)** HAD BEEN ACCEPTED BUT HAD NOT YET MOVED IN, AND **30 (16%)** WERE REFUSED SHELTER.

2008 COUNT – INDIVIDUAL DEMOGRAPHIC CHARACTERISTICS

- AMONG ALL **3,491** PEOPLE ENUMERATED (3,195 IN FACILITIES AND 296 BY SERVICE AGENCIES), **2,721 (78%)** WERE **MALE** AND **770 (22%)** WERE **FEMALE**.
- AMONG ALL 3,491 PEOPLE ENUMERATED, **2,183 (62%)** WERE OBSERVED TO BE **CAUCASIAN**, **527 (15%)** WERE OBSERVED TO BE **ABORIGINAL**, **371 (11%)** WERE OBSERVED TO BELONG TO A **VISIBLE MINORITY** GROUP, AND THE POPULATION GROUP OF **410** PEOPLE (**12%**) COULD NOT BE DETERMINED.
- AMONG ALL 3,491 PEOPLE ENUMERATED, **1,511 (43%)** WERE **WORKING-AGED ADULTS** (AGED 25-44), **1,014 (29%)** WERE **MIDDLE-AGED ADULTS** (AGED 45 TO 64), AND **327 (9%)** WERE **YOUNG ADULTS** (AGED 18 TO 24).
- AS WELL, **384 (11%)** WERE **CHILDREN AND YOUTH** (AGED 17 OR YOUNGER), **65 (2%)** WERE **SENIORS** (AGED 65 OR OLDER), AND THE AGE GROUP OF **190** PEOPLE (**5%**) AT THE CALGARY REMAND CENTRE COULD NOT BE DETERMINED.
- AMONG ALL 3,491 HOMELESS PEOPLE WHO WERE **ENUMERATED**, A TOTAL OF **1,535 (44%)** WERE **CAUCASIAN MALES AGED 25 TO 64**.

Consultations with facility operators in advance of the 2008 count revealed that, as in previous years, the *duration* of transitional shelter across sectors and facilities continues to be highly variable, extending from a few days or weeks, to months or even years. Contributing factors are the lack of available *non-market housing* (with or without supportive services) and the shortage of *affordable market housing*, both of which might enable individuals and families to move further along the affordable housing continuum. The City of Calgary, through its *Corporate Affordable Housing Strategy*, is working to expand affordable housing opportunities and find additional partnerships with other orders of government, non-profit groups, and the private sector in order to provide more non-market and near-market housing in Calgary.

The very broad definition used for transitional housing in Calgary does not lend itself to developing strategic interventions that would remove people from homelessness. Therefore, to help deepen our understanding of the housing circumstances of homeless people in Calgary, all organizations participating in the 2008 count agreed to pilot test the use of the ***ETHOS Typology of Homelessness and Housing Exclusion***. ETHOS is the standardized classification system used by the European Union to report data on homelessness and housing stress. The results proved to be very interesting because of the richness of the information provided.

Among all 4,060 people believed to be absolutely homeless in Calgary on 2008 May 14, **2,258** were **houseless (56%)**, **1,633** were **roofless (40%)**, and the housing situation of **169** people (**4%**) could not be assessed. Among the **2,258** people who were **houseless**, **1,401 (62%)** were staying in *short-term accommodation* for the homeless, **323 (14%)** were receiving *longer-term support* due to homelessness, **258 (11%)** were staying in *women's shelters*, **216 (10%)** had no permanent residence but were *about to be released from institutions*, and **60 (3%)** were living in *accommodation for immigrants*. Among the **1,633** people who were **roofless**, **991 (61%)** were staying in *emergency night shelters* and **642 (39%)** were *living rough*. Of the **642** people reported to be living rough, **73 (11%)** were *enumerated* and it was *estimated* that an additional **569** people (**89%**) were living on the streets.

There are a number of advantages to using the ETHOS classification system that extend well beyond its usefulness for conducting a point-in-time census like the *Biennial Count of Homeless Persons*. Indeed, a fundamental goal of *Calgary's 10-Year Plan to End Homelessness* is to introduce a mandatory Homeless Management Information System or HMIS to provide "real-time data on how long people are homeless, what their needs are, what the causes of homelessness are, how people are interacting with our systems of care, how effective our interventions are, the number of homeless people, and detailed demographic and biographical information" (Calgary Committee to End Homelessness, 2008a: 37). The ETHOS typology has the potential to be an important component of an HMIS in order to more fully understand and proactively end *absolute homelessness* in Calgary. Moreover, the ETHOS typology enables communities to identify the number of citizens who are experiencing *relative homelessness* and thereby begin to see the interconnected nature of all of the formal and informal systems of care and support that people use.

Ultimately, the ETHOS typology would help service providers better understand and assist people who are *sheltered* in a homeless-serving facility; receiving *institutional care* through the medical, legal or child welfare systems; relying on *informal systems* of support; or obtaining other *services* when housing is unavailable through formal means. Its applications are best described by the authors of the *Fifth Review of Statistics on Homelessness in Europe* (Edgar and Meert, 2006: 53):

The ETHOS typology has a contribution to make in the development of policies on homelessness at national, regional and local level[s]. Importantly, it can inform debate regarding the appropriate definition of homelessness to employ for different policy purposes, and can provide a basis for co-ordination between different levels of government, or different ministries or agencies of government, whose collaboration is a necessary basis for the development of integrated strategies to prevent or tackle homelessness.

As a standardized means of reporting homelessness statistics, the ETHOS typology may also be highly relevant to the Alberta Secretariat for Action on Homelessness, recently created by the provincial government. The Secretariat will develop a provincial 10-year strategic plan to address homelessness that will “outline a comprehensive, coordinated and sustainable approach to solving this core social issue” (Alberta Housing and Urban Affairs, 2008). Among other goals, the Plan will outline strategies for addressing the root causes of homelessness and create a provincial Homeless Management Information System. The use of the ETHOS typology during the *2008 Count of Homeless Persons* represents an important step forward towards ensuring that the data management system designed for Calgary, and perhaps Alberta, will serve a multitude of purposes as we seek to end homelessness in our city and beyond.

Combined, these two important 10-year plan initiatives might be expected to result in measurable declines in the overall growth of point-in-time homelessness in Calgary by the time of the next biennial count in the spring of 2010. There may be some early evidence of that change, as trend data have taken an interesting turn in 2008. While the number of people believed to be homeless in Calgary increased, the rate of growth was only 18%. This is a reversal of the ‘over 30 percent’ growth rate for point-in-time homelessness seen for most previous counts.

Something that may have begun to shift the balance is the effect of two pilot projects that began in late 2007 as part of *Calgary’s 10-Year Plan to End Homelessness*. Since December 2007, the *Pathways to Housing* program based at The Alex Community Health Centre has enrolled 30 clients experiencing complex mental and physical health issues, addiction, and barriers to housing. It provides housing and wrap around support through an Assertive Community Treatment team that is available around the clock. During the same time frame, the *CUPS Rapid Exit – Housing Families Program* has successfully re-housed 51 families in the private rental market, effectively moving 66 adults and 106 children out of homelessness. While it is too soon to attribute any reduction in the growth of homelessness to these projects emerging from *Calgary’s 10-Year Plan*, the results of plan implementation – both locally and provincially – bear watching.

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Appendix A. Participating Facilities and Service Agencies, 2008

A total of 37 organizations, which operate 61 facilities, enumerated homeless people for the *2008 Count of Homeless Persons*. In addition, seven organizations enumerated homeless people at 11 service hubs in the city. All of these participating organizations are listed below, with the total number of facilities or service hubs that were enumerated by each shown in brackets. This is followed, where applicable, by the name of the facilities or service hubs each organization operates.

Facilities Surveyed in 2008

1. AADAC (1) – Renfrew Recovery Centre
2. Aspen Family and Community Network Society (1) – Aspen Apartments
3. Aventa Addiction Treatment for Women (2) – Aventa and Aventa 12th Avenue
4. Awo Taan Healing Lodge (1)
5. Boys and Girls Club Community Services (3) – Avenue 15, Haven’s Way, and Safe House
6. Brenda Strafford Centre for the Prevention of Domestic Violence (2) – Brenda Strafford Centre and Gateway House
7. Calgary Alpha House Society (2) – Drop-In Centre and Booth Centre Program
8. Calgary Alternative Support Services – Langin Place (1)
9. Calgary Catholic Immigration Society (3) – Beltline, Huntington Hills, and Margaret Chisholm Resettlement Centre
10. Calgary Community Land Trust / Universal Rehabilitation Service Agency (URSA) (1) – Kootenay Lodge
11. Calgary Dream Centre (1)
12. Calgary Drop-In and Rehab Centre Society (3) – Centre 2507, Riverfront Centre, and Sunalta
13. Calgary John Howard Society (2) – Raido House and Windsor Park Youth Transitional Residence
14. Calgary Women’s Emergency Shelter Association (1)
15. Discovery House Family Violence Prevention Society (1) – Residential Program
16. Elizabeth Fry Society of Calgary (1) – Berkana House

Facilities Surveyed in 2008 *(continued)*

17. Fresh Start Addictions Centre (1)
18. Highbanks Society (1)
19. Horizon Housing Society / Canadian Mental Health Association (CMHA) (7) – Art Smith House, Bob Ward Residence, Hamilton House, Horizon on 8th, House of Good Cheer, Marguarite House, and Roberts House
20. Inn from the Cold Society (1) – intake reported in aggregate for multiple facilities in the faith community
21. Kerby Centre (1) – Rotary House
22. McMan Youth Services (3) – Hope Homes, Hope Homes for Aboriginal Youth, and Wellington Place
23. Métis Calgary Family Services (1) – Rainbow Lodge
24. Mustard Seed (Calgary) Street Ministry Society (2) – Centre Street and Foothills Shelter
25. Oxford House Foundation of Canada (1)
26. Potential Place Society (2) – Building 1 (Renaissance Centre) and Building 2
27. Recovery Acres (Calgary) Society (1)
28. Salvation Army (2) – Booth Centre and Centre of Hope
29. Servants Anonymous Society (1)
30. Simon House Recovery Centre (1) – reported in aggregate for one facility and several houses
31. Sonshine Society of Christian Community Services (1)
32. Sunrise Native Addictions Services Society (1)
33. Trinity Foundation of Alberta (1) – Manchester
34. Victory Foundation (2) – Forest Lawn (reported in aggregate for two houses) and Alyth Lodge
35. Wood's Homes (1) – EXIT Youth Shelter
36. Youville Women's Residences (1) – reported in aggregate for five residences, and
37. YWCA of Calgary (3) – Mary Dover House, Safe Haven, and Sheriff King Family Home.

Service Agencies Surveyed in 2008

1. Alberta Works – Income Support Contact Centre (1) – emergency social services
2. Calgary and Area Child and Family Services Authority – Social Services Response Team (1) – emergency child welfare services
3. Calgary Health Region (CHR) (5) – Alberta Children’s Hospital, Foothills Medical Centre, Peter Lougheed Centre, and Rockyview General Hospital (Emergency Departments), as well as the Sheldon M. Chumir Health Centre (Urgent Care Department)
4. Calgary Police Service – Arrest Processing Unit (1) – people in custody with no fixed discharge address
5. Calgary Remand Centre (1) – people in custody with no fixed discharge address
6. Calgary Transit – Remote LRT Stations (1) – people surveyed by Transit security staff (reported in aggregate), and
7. Calgary Young Offender Centre (1) – youth in custody with no fixed discharge address.

Appendix B. Consultations Undertaken for the 2008 Count

Between February and May 2008, numerous consultations were held with individuals and groups from the homeless-serving community and The City of Calgary. Many people freely gave their time and expertise, while others provided important data. Their contributions to the *2008 Count of Homeless Persons* are greatly appreciated.

Consultations with Community Collaborators

- **Alex Community Health Centre** – Bev Straus (Coordinator, The Alex Community Health Bus)
- **Calgary Health Region** – Scott Calling Last (Outreach Worker, Elbow River Healing Lodge, Street Outreach Program), Ryan Gruber (Outreach Worker, Safeworks), and Diane Nielsen (Co-Director, Safeworks)
- **Calgary Homeless Foundation** – Loree Clark (Coordinator, Project Homeless Connect), Martina Jileckova (Vice-President Housing), Tim Richter (President and CEO), Alina Tanasescu (Manager, Research and Public Policy), and Karen Wyllie (Community Planner)
- **Canadian Mental Health Association – Calgary Region** – Jennifer Finley (Program Manager, Street Outreach and Stabilization Program) and Badger Seneca (Aboriginal Coordinator, Street Outreach and Stabilization Program)
- **Community Action Committee** on homelessness
- **Distress Centre Calgary** – Carmen Lovas (Team Leader, 2-1-1 Call Centre)
- **Downtown Outreach Addictions Partnership** – Nicole Bealing (Alpha House Outreach Coordinator, Calgary Alpha House Society) and Adam Melnyk (CUPS Community Outreach Coordinator, Calgary Urban Project Society)
- **Interagency Research Group, Community Action Committee** – Sandra Bell (Mustard Seed), Kathy Christiansen (Alpha House), Marina Giacomini (CUPS), David Lewry (Inn from the Cold), Linda McLean (Drop-In Centre), Jim Moore (Dream Centre), Floyd Perras (Mustard Seed), Robert Perry (CUPS), John Rook (Salvation Army), John Rowland (Drop-In Centre), Tim Richter (Calgary Homeless Foundation), Karen Wyllie (Calgary Homeless Foundation), and Joanne Young (Salvation Army); and
- **Wood's Homes** – Al Babin (Supervisor, EXIT Outreach / Youth Shelter).

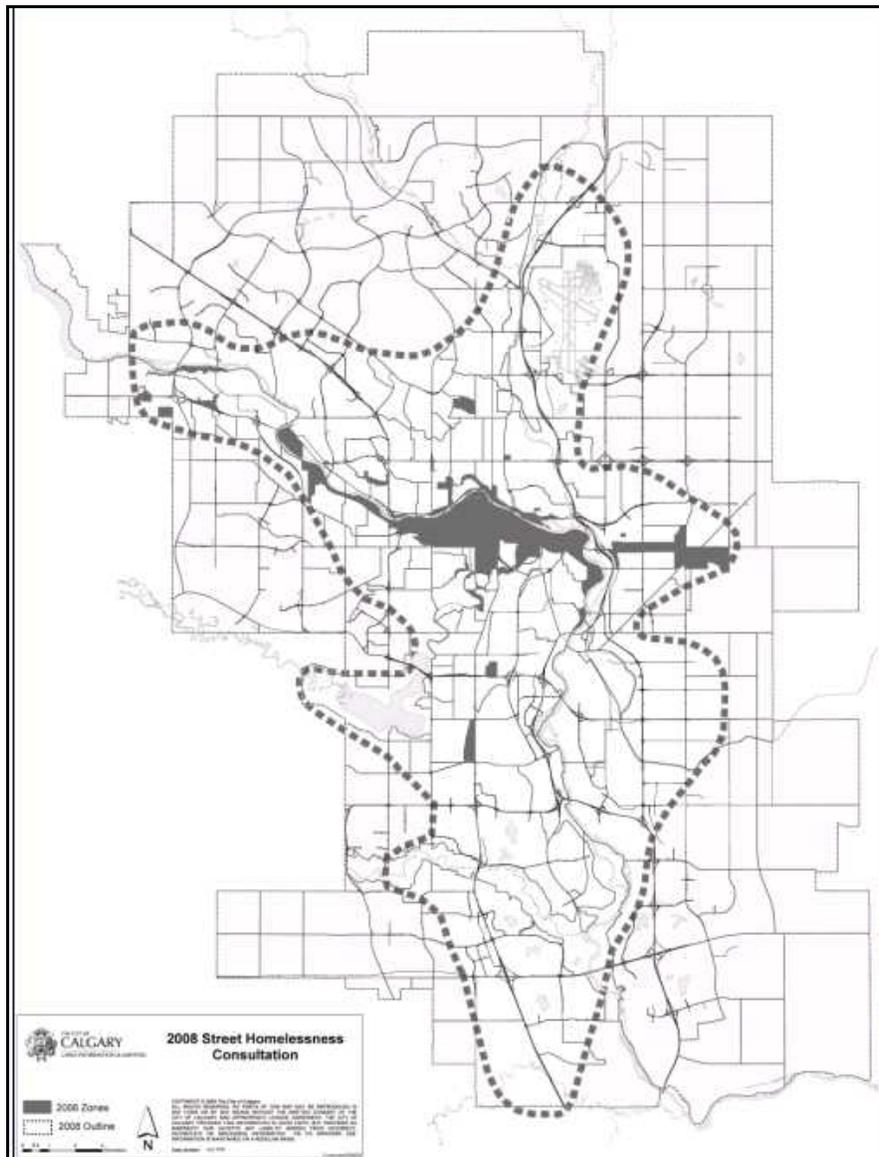
Consultations with City of Calgary Collaborators

- ***Animal and Bylaw Services*** – Jesse Aylward (Research and Policy Analyst)
- ***Calgary Police Service*** – Gabrielle Arrizza (Planning Analyst, Research and Development Section), Barry Balerud (Acting Inspector, District 1), Brooke Bishop (Inspector, Major Event & Emergency Management Section), Louise Burdett (Strategic Crime Analyst, Research and Development Section), Barb Burrows (Strategic Operations Analyst, Bureau of Community Policing), Doug de Groot (Inspector, District 3), Tom Hewitt (Acting Inspector, District 6), Shane Joyce (Acting Sergeant, Bureau of Community Policing), Karen Kane (Centralized Analysis Unit), Chris Magnusson (Inspector, District 5), John McReynolds (Inspector, District 8), Al Redford (Deputy Chief, Bureau of Community Policing), Frank Reuser (Acting Inspector and Fleet Safety Officer), Guy Slater (Duty Inspector), Kevan Stuart (Duty Inspector), Vic Trickett (Inspector, District 7), Ralph Veckenstedt (Acting Staff Sergeant, District 2), Simon Welfare (Assistant Manager, Research and Development Section), and Rob Williams (Inspector, District 4)
- ***Citizen Services*** – Clarke Bellamy (3-1-1 Business Solutions Leader), Shelley Thomson (CNS 3-1-1 Business Advisor), and Anne Maria Cucuetu (3-1-1 Research Assistant)
- ***Corporate Economics and Geodemographics*** – Mark Nelson (Corporate Economist)
- ***Emergency Medical Services*** – Ian Blanchard (Quality Assurance Strategist, Clinical-Organizational Effectiveness)
- ***Fire*** – Nick Parkinson (Business and Policy Planner, Strategic Planning and Research)
- ***Land Information and Mapping*** – Alexander Popov (Geomatic Cartographer)
- ***Parks and Natural Areas*** – Rob Biegun (Natural Area Supervisor, Resource Management), Bob Brereton (District Supervisor, Parks Central), Andy Glienke (Gardener, Parks Central), Wilf Hengeveld (Gardener, Parks Central), Sylvia Hunter (Community Liaison, Centre City Parks, Parks Central), Tannus Juricic (Gardener Foreman, Parks South), Daryl Klint (District Supervisor, Parks Central), Gary Manthorne (District Supervisor, Parks Central), and Gail Reynolds (District Supervisor, Parks South), and
- ***Transportation*** – Dan Jones (Executive Assistant to the Director, Roads).

Appendix C. 2008 Street Homelessness Consultation Map

Consultations on the spread of street homelessness were held with outreach workers from homeless-serving agencies and with City of Calgary staff who deal with activities related to homelessness. Set against the backdrop of the zones canvassed for the 2006 street count, Map 1 shows the boundaries within which street homelessness has become newly evident since 2006.

MAP 1. 2008 STREET HOMELESSNESS CONSULTATION MAP



Appendix D. Income Support Payment Dates for May 2008

TABLE 31. SCHEDULE FOR VARIOUS INCOME SUPPORT PAYMENTS		
GOVERNMENT OF CANADA PROGRAMS		
INCOME SUPPORT PROGRAMS	PAYMENT SCHEDULE	2008 DATES
CANADA CHILD TAX BENEFIT (CCTB)	Deposits are made on the 20th of each month or on the preceding Friday when the payment date falls on a weekend	May 20
NATIONAL CHILD BENEFIT SUPPLEMENT (NCBS)	Payments for eligible recipients are included with the Canada Child Tax Benefit deposit	May 20
CHILD DISABILITY BENEFIT (CDB)	Payments for eligible recipients are included with the Canada Child Tax Benefit deposit	May 20
UNIVERSAL CHILDCARE BENEFIT (UCB)	Deposits are made on the 20th of each month or on the preceding Friday when the payment date falls on a weekend	May 20
GST / HST REBATE	Payments are made quarterly (January, April, July, and October) on the fifth day of each month or on the preceding Friday when the payment date falls on a weekend	April 4 July 4
GOVERNMENT OF ALBERTA PROGRAMS		
INCOME SUPPORT PROGRAMS	PAYMENT SCHEDULE	2008 DATES
INCOME SUPPORT (IS)	Deposits are made four business days before the first of each month	April 25
ASSURED INCOME FOR THE SEVERELY HANDICAPPED (AISH)	Deposits are made four business days before the first of each month	April 25
ALBERTA FAMILY EMPLOYMENT TAX CREDIT (AFETC)	Semi-annual payments are made on the 27th of January and July (one week after the CCTB) or on the preceding Friday when the payment date falls on a weekend	July 25
Source: Alberta Family Employment Tax Credit (2008); Alberta Works Contact Centre (2008); and Service Canada (2008).		

Income Support Calendar for May 2008

The City of Calgary – Biennial Count of Homeless Persons PLANNING CALENDAR FOR MAY 2008							
Key: Federal Programs: CCTB = Canada Child Tax Benefit NCBS = National Child Benefit Supplement CDB = Child Disability Benefit UCB = Universal Childcare Benefit Provincial Programs: AISH = Assured Income for the Severely Handicapped							
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	
20	21	22	23	24	25	26	
					Income Support and AISH payments deposited for May 2008		
27	28	29	30	1	2	3	
4	5	6	7	8	9	10	
11	12	13	14 TARGET DATE Midweek, midmonth, and midway between various income support payments	15	16	17	
18	19 Victoria Day	20 CCTB, NCBS, CDB and UCB payments made for May 2008	21	22	23	24	
25	26	27	28 Income Support and AISH payments deposited for June 2008	28	30	31	
Notes: 1 The nearest payment dates for GST/HST Rebates are 2008 April 4 and 2008 July 4, which do not affect the proposed count date for May 2008. 2 The nearest payment date for the Alberta Family Employment Tax Credit is 2008 July 25, which does not affect the proposed count date for May 2008.							

Appendix E. The ETHOS Classification System

ETHOS is the European Typology of Homelessness and Housing Exclusion and is the standard used by member states in the European Union for reporting on homelessness and housing exclusion (FEANTSA, 2007). In the ETHOS classification system, the housing situation of people who are *absolutely homeless* is broadly categorized as **roofless** or **houseless**. Similarly, accommodation used by people who are *relatively homeless* is broadly classified as either **insecure** or **inadequate**.

These four ‘conceptual categories’ are each divided into ‘operational categories’ (e.g., people living rough; people living in emergency accommodation; people due to be released from institutions; and so on). The operational categories are further divided to show the *range of living conditions* possible (e.g., in the operational category ‘people due to be released from institutions,’ the living conditions described include penal institutions, medical institutions, and children’s institutions or homes). Finally, generic definitions are provided to further describe the type of shelter that a homeless person might be accessing.

ETHOS 2007 – EUROPEAN TYPOLOGY OF HOMELESSNESS AND HOUSING EXCLUSION

ROOFLESS	People living rough or in emergency accommodation.
HOUSELESS	People in accommodation for the homeless, in accommodation for immigrants, receiving longer-term support due to homelessness, or due to be released from institutions.
INSECURE ACCOMMODATION	People living in insecure accommodation, under threat of eviction, or under threat of violence.
INADEQUATE ACCOMMODATION	People living in temporary or non-conventional structures, in unfit housing, or in extreme overcrowding.

ROOFLESS

PUBLIC SPACE OR EXTERNAL SPACE	Roofless people living rough in the streets or in public spaces without a shelter that can be defined as living quarters.
NIGHT SHELTER	Roofless people in emergency accommodation with no usual place of residence, who make use of <u>overnight</u> , low threshold shelter. [e.g., hotel; motel]

HOUSELESS

HOMELESS HOSTEL	Houseless people in accommodation for the homeless, where the period of stay is intended to be <u>short term</u> , normally less than one year.
TEMPORARY ACCOMMODATION	Houseless people in accommodation for the homeless, where the period of stay is intended to be <u>short term</u> , normally less than one year.
TRANSITIONAL SUPPORTED ACCOMMODATION	Houseless people in accommodation for the homeless, where the period of stay is intended to be <u>short term</u> , normally less than one year.
WOMEN'S SHELTER ACCOMMODATION	Houseless people in accommodation for the homeless, where women are accommodated due to the experience of domestic violence and where the period of stay is intended to be <u>short term</u> , normally less than one year.
IMMIGRANTS' TEMPORARY ACCOMMODATION OR RECEPTION CENTRES	Houseless people in accommodation for immigrants, where immigrants are in reception or <u>short-term</u> accommodation due to immigrant status, normally less than one year.
MIGRANT WORKERS' ACCOMMODATION	Houseless people in accommodation for immigrants, staying in accommodation for migrant workers.
RESIDENTIAL CARE FOR OLDER FORMERLY HOMELESS PEOPLE	Houseless people receiving longer-term support in <u>long-stay</u> accommodation with care for older, formerly homeless people, normally more than one year.
SUPPORTED ACCOMMODATION FOR FORMERLY HOMELESS PEOPLE	Houseless people receiving longer-term support in <u>long-stay</u> accommodation with care for formerly homeless people, normally more than one year.
DUE TO BE RELEASED FROM PENAL INSTITUTIONS	Houseless people due to be released from institutions, where no housing is available prior to release.
DUE TO BE RELEASED FROM MEDICAL INSTITUTIONS	Houseless people due to be released from institutions, where they stay longer than needed due to a lack of housing.
DUE TO BE RELEASED FROM CHILDREN'S INSTITUTIONS OR HOMES	Houseless people due to be released from institutions, where no housing is identified (e.g., by their 18th birthday).

INSECURE ACCOMMODATION

TEMPORARILY WITH FAMILY OR FRIENDS	People living in insecure accommodation, in conventional housing but not their usual place of residence due to a lack of housing (e.g., 'couch surfing').
NO LEGAL TENANCY OR SUB-TENANCY	People living in insecure accommodation, occupying a dwelling with no legal tenancy or sub-tenancy or illegally occupying a dwelling (e.g., living in an 'illegal suite').
ILLEGAL OCCUPATION OF LAND	People living in insecure accommodation, occupying land with no legal rights to do so (e.g., 'squatting').
LEGAL ORDERS ARE ENFORCED (RENTED)	Renters living under threat of eviction, where orders for eviction are operative.
RE-POSSESSION ORDERS (OWNED)	Owners living under threat of eviction, where the mortgagor has legal order to re-possess.
POLICE RECORDED INCIDENTS	People living in insecure accommodation, where police action is taken to ensure a place of safety for victims of domestic violence.

INADEQUATE ACCOMMODATION

MOBILE HOMES	People living in temporary or non-conventional structures, not intended as place of usual residence (e.g., campers; trailers).
NON-CONVENTIONAL BUILDINGS	People living in temporary or non-conventional structures, such as a makeshift shelter, shack or shanty.
TEMPORARY STRUCTURES	People living in insecure accommodation, such as a semi-permanent structure, hut, or cabin.
OCCUPIED DWELLINGS UNFIT FOR HABITATION	People living in unfit housing, defined as unfit for habitation by national legislation or building regulations.
HIGHEST NATIONAL NORM OF OVERCROWDING	People living in extreme overcrowding, defined as exceeding the national density standard for floor-space or useable rooms.

Source: FEANTSA (2007).

Appendix F. Emergency and Transitional Bed Capacity, Bed Occupancy, and Fill Rates for All Facilities, by Sector

This appendix provides data on *emergency bed capacity and occupancy*, *transitional bed capacity and occupancy*, and *fill rates* for both bed types (percent occupancy to capacity) for each of the 61 facilities²¹ that participated in the *2008 Count of Homeless Persons*. This is reported by sector, based on each facility's primary affiliation with one of nine sectors that are part of the Community Action Committee on homelessness.

In summary, reported having the **total bed capacity** needed to shelter **3,672** homeless people on 2008 May 14, with 49% of capacity designated for *emergency beds* and 51% designated for *transitional beds*. A total of **3,130** beds or units were occupied (by 3,195 people) on the night of the count. Therefore, the **overall fill rate** in facilities, for all beds or units combined, was **85%**.

Total **transitional bed capacity** in Calgary on 2008 May 14 was **1,857** beds or units, of which **1,620** were occupied (by 1,683 people). Therefore, **transitional bed occupancy** was **87%** of *transitional bed capacity*.²²

All nine sectors provide transitional beds, which are distributed as follows: the *Absolutely Homeless Sector* has 11 facilities and 615 transitional beds (33%); the *Addictions Sector* has 11 facilities with 509 beds (27%); the *Mental Health Sector* has 10 facilities with 174 beds (9%); the *Women Fleeing Violence Sector* has 7 facilities with 155 beds or units (8%); the *Aboriginal Sector* has 4 facilities with 128 beds (7%); the *Immigrant Housing Sector* has 3 facilities with 108 beds (6%); the *Seniors and People with Disabilities Sector* has 2 facilities with 94 beds (5%); the *Youth Sector* has 11 facilities with 66 beds (4%); and the *Families Sector* has two facilities with 8 transitional beds (<1%).

Total **emergency bed capacity** in Calgary on 2008 May 14 was **1,815** beds, of which **1,510** were occupied (by 1,512 people, since two left but their beds were filled again). Therefore, **emergency bed occupancy** was **83%** of emergency bed capacity.²³

²¹ Victory Foundation aggregated its data for two houses in Forest Lawn, so they are counted throughout this report as *one facility*. During the data verification process, however, it was found that each house serves a different sector. Therefore, these data have been disaggregated where sectoral information is provided. In Appendix F, Victory Foundation is counted as *one facility* when data are reported for the Absolutely Homeless Sector (in Table 33) but is *not counted as a facility* when data are reported for the Women Fleeing Violence Sector (in Table 39). For future counts, these houses will be counted as *two separate facilities*.

²² Three *transitional* facilities report bed capacity by *units* rather than by the number of *beds* within them. Therefore, 63 more people received shelter than are reported in the bed occupancy data, for a total of 1,683 *people* occupying 1,620 *units*.

²³ One emergency facility had two people leave so their beds were subsequently assigned to two different people. Therefore, 2 more people received shelter than are reported in the bed occupancy data, for a total of 1,512 *people* occupying 1,510 *beds*.

The six sectors providing emergency beds are the *Absolutely Homeless Sector*, with 11 facilities and 1,568 beds (86%); the *Addictions Sector*, with 11 facilities and 97 beds (5%); the *Women Fleeing Violence Sector*, with 7 facilities and 65 beds (4%); the *Families Sector*, with 2 facilities and 45 beds (2%); the *Youth Sector*, with 11 facilities and 36 beds (2%); and the *Mental Health Sector*, with 10 facilities and 4 emergency beds (<1%).

TABLE 32. EMERGENCY AND TRANSITIONAL BED CAPACITY, BED OCCUPANCY, AND FILL RATES FOR THE <u>ABORIGINAL SECTOR</u>							
FACILITY		EMERGENCY BEDS			TRANSITIONAL BEDS		
		CAPACITY	OCCUPANCY	FILL RATE	CAPACITY	OCCUPANCY	FILL RATE
1	CALGARY COMMUNITY LAND TRUST / UNIVERSAL REHABILITATION SERVICE AGENCY – KOOTENAY LODGE	0	0	-	5	5	100.0%
2	ELIZABETH FRY SOCIETY OF CALGARY – BERKANA HOUSE	0	0	-	8	6	75.0%
3	MÉTIS CALGARY FAMILY SERVICES – RAINBOW LODGE ¹	0	0	-	88	88	100.0%
4	SUNRISE NATIVE ADDICTIONS SERVICES SOCIETY	0	0	-	27	19	70.4%
TOTALS		0	0	-	128	118	92.2%
OVERALL FILL RATE (PERCENT OCCUPANCY TO CAPACITY) FOR THE <u>ABORIGINAL SECTOR</u>					92.2%		
<u>Notes:</u>							
1 Each <i>unit</i> at Rainbow Lodge has three bedrooms and can accommodate six to eight people “but would either be at maximum or above maximum safe occupancy.” Actual capacity varies, based on the composition of the families staying there. In 2008, all of the units at Rainbow Lodge were occupied so both capacity and occupancy are reported as 100% for the 88 people who were receiving shelter.							

TABLE 33. EMERGENCY AND TRANSITIONAL BED CAPACITY, BED OCCUPANCY, AND FILL RATES FOR THE ABSOLUTELY HOMELESS SECTOR

FACILITY		EMERGENCY BEDS			TRANSITIONAL BEDS		
		CAPACITY	OCCUPANCY	FILL RATE	CAPACITY	OCCUPANCY	FILL RATE
1	CALGARY ALPHA HOUSE SOCIETY – DROP-IN CENTRE	57	57	100.0%	20	16	80.0%
2	CALGARY DROP-IN AND REHAB CENTRE SOCIETY – CENTRE 2507	125	108	86.4%	0	0	-
3	CALGARY DROP-IN AND REHAB CENTRE SOCIETY – RIVERFRONT CENTRE ¹	550	411	74.7%	210	230	109.5%
4	CALGARY DROP-IN AND REHAB CENTRE SOCIETY – SUNALTA	150	131	87.3%	0	0	n/a
5	MUSTARD SEED (CALGARY) STREET MINISTRY SOCIETY – CENTRE STREET	0	0	-	48	41	85.4%
6	MUSTARD SEED (CALGARY) STREET MINISTRY SOCIETY – FOOTHILLS SHELTER	370	264	71.4%	0	0	-
7	SALVATION ARMY – BOOTH CENTRE	131	131	100.0%	53	53	100.0%
8	SALVATION ARMY – CENTRE OF HOPE	179	177	98.9%	143	134	93.7%
8	VICTORY FOUNDATION – ALYTH LODGE	0	0	-	53	53	100.0%
10	VICTORY FOUNDATION – FOREST LAWN (HOUSE 1) ²	0	0	-	8	8	100.0%
11	YWCA OF CALGARY – MARY DOVER HOUSE	6	6	100.0%	80	59	73.8%
TOTALS		1,568	1,285	82.0%	615	594	96.6%
OVERALL FILL RATE (PERCENT OCCUPANCY TO CAPACITY) FOR THE ABSOLUTELY HOMELESS SECTOR					86.1%		

Notes:

- 1 Riverfront Centre was over capacity for *transitional* beds because no one was refused shelter.
- 2 Victory Foundation aggregated its data for two houses in Forest Lawn, so they are counted throughout this report as *one facility*. During the data verification process, however, it was found that each house serves a different sector. Therefore, these data have been disaggregated where sectoral information is provided. In Appendix F, Victory Foundation is counted as *one facility* when data are reported for the Absolutely Homeless Sector (Table 33) but is *not counted as a facility* when data are reported for the Women Fleeing Violence Sector (in Table 39). For future counts, these houses will be counted as *two separate facilities*.

TABLE 34. EMERGENCY AND TRANSITIONAL BED CAPACITY, BED OCCUPANCY, AND FILL RATES FOR THE ADDICTIONS SECTOR

FACILITY		EMERGENCY BEDS			TRANSITIONAL BEDS		
		CAPACITY	OCCUPANCY	FILL RATE	CAPACITY	OCCUPANCY	FILL RATE
1	AADAC – RENFREW RECOVERY CENTRE ¹	0	0	-	40	0	0.0%
2	AVENTA ADDICTION TREATMENT FOR WOMEN – AVENTA ²	0	0	-	36	26	72.2%
3	AVENTA ADDICTION TREATMENT FOR WOMEN – AVENTA 12TH AVENUE ³	0	0	-	9	5	55.6%
4	CALGARY ALPHA HOUSE SOCIETY – BOOTH CENTRE PROGRAM ⁴	67	67	100.0%	0	0	-
5	CALGARY DREAM CENTRE	0	0	-	125	122	97.6%
6	FRESH START ADDICTIONS CENTRE	0	0	-	38	34	89.5%
7	OXFORD HOUSE FOUNDATION OF CANADA	0	0	-	115	100	87.0%
8	RECOVERY ACRES (CALGARY) SOCIETY	30	29	96.7%	9	9	100.0%
9	SERVANTS ANONYMOUS SOCIETY ⁵	0	0	-	42	19	45.2%
10	SIMON HOUSE RECOVERY CENTRE – REPORTED IN AGGREGATE FOR ONE FACILITY AND SEVERAL HOUSES	0	0	-	75	53	70.7%
11	YOUVILLE WOMEN'S RESIDENCES – REPORTED IN AGGREGATE FOR FIVE RESIDENCES ⁶	0	0	-	20	10	50.0%
TOTALS		97	96	99.0%	509	378	74.3%
OVERALL FILL RATE (PERCENT OCCUPANCY TO CAPACITY) FOR THE <u>ADDICTIONS SECTOR</u>					78.2%		

(continued)

Notes:

- 1 Renfrew Recovery Centre provides addiction services to homeless people and to people with a permanent home. In 2008, there were no homeless people receiving treatment.
- 2 Aventa states that: "Although our utilization rate is 72%, we were 100% full. All of our beds could at any time be used for the homeless populations. They are not our only clients, as we deal with women in treatment for addiction. All of our clients are at risk of being homeless either now or in the future if their addiction is not treated. For this count, 72% fell into the homeless category." Therefore, occupancy is reported for the number of *homeless* people served. This suggests that the facility was operating under capacity, which it was not.
- 3 Aventa 12th Avenue reiterates what was said by Aventa in Note 2, but stating that "for this count, 56% fell into the homeless category." Therefore, occupancy is reported for the number of *homeless* people served. This suggests that the facility was operating under capacity, which it was not.
- 4 The Alpha House Booth Centre Program enumerated 69 *individuals* but reported their bed occupancy as 67. This is because two people admitted to the facility did not stay the night, so the same *beds* were subsequently assigned to two other people who were later admitted to the facility.
- 5 In 2008, Servants Anonymous had 21 units available that can house a total of 42 people. They also have three other units that were undergoing renovations, which will have a total capacity of six people (mothers with children).
- 6 Youville Women's Residence offers long-term assistance to women recovering from addictions and mental health issues, and does not offer emergency accommodation. For the 2008 count, they report that they enumerated three children among the 13 homeless *individuals* who were sheltered that night. The children are not included in the bed occupancy total of 10, which includes only their target population of adult females.

TABLE 35. EMERGENCY AND TRANSITIONAL BED CAPACITY, BED OCCUPANCY, AND FILL RATES FOR THE FAMILIES SECTOR

FACILITY		EMERGENCY BEDS			TRANSITIONAL BEDS		
		CAPACITY	OCCUPANCY	FILL RATE	CAPACITY	OCCUPANCY	FILL RATE
1	Highbanks Society	0	0	-	8	8	100.0%
2	<i>INN FROM THE COLD SOCIETY - INTAKE REPORTED IN AGGREGATE FOR MULTIPLE FACILITIES IN THE FAITH COMMUNITY</i>	45	45	100.0%	0	0	-
TOTALS		45	45	100.0%	8	8	100.0%
OVERALL FILL RATE (PERCENT OCCUPANCY TO CAPACITY) FOR THE <u>FAMILIES SECTOR</u>					100.0%		

Notes:

- 1 Highbanks reports that its residents can stay for up to two years but, coincidentally, on the night of the 2008 count, one resident moved out and a new resident move in.

TABLE 36. EMERGENCY AND TRANSITIONAL BED CAPACITY, BED OCCUPANCY, AND FILL RATES FOR THE IMMIGRANT HOUSING SECTOR

FACILITY		EMERGENCY BEDS			TRANSITIONAL BEDS		
		CAPACITY	OCCUPANCY	FILL RATE	CAPACITY	OCCUPANCY	FILL RATE
1	CALGARY CATHOLIC IMMIGRATION SOCIETY – BELTLINE	0	0	-	21	21	100.0%
2	CALGARY CATHOLIC IMMIGRATION SOCIETY – HUNTINGTON HILLS ¹	0	0	-	22	22	100.0%
3	CALGARY CATHOLIC IMMIGRATION SOCIETY – MARGARET CHISHOLM RESETTLEMENT CENTRE	0	0	-	65	60	92.3%
TOTALS		0	0	-	108	103	95.4%
OVERALL FILL RATE (PERCENT OCCUPANCY TO CAPACITY) FOR THE IMMIGRANT HOUSING SECTOR					95.4%		
<u>Notes:</u>							
1 The usual bed capacity at Huntington Hills is 26 but due to flooding in one four-bed unit, the bed capacity for 2008 was reduced to 22.							

TABLE 37. EMERGENCY AND TRANSITIONAL BED CAPACITY, BED OCCUPANCY, AND FILL RATES FOR THE MENTAL HEALTH SECTOR

FACILITY		EMERGENCY BEDS			TRANSITIONAL BEDS		
		CAPACITY	OCCUPANCY	FILL RATE	CAPACITY	OCCUPANCY	FILL RATE
1	CALGARY ALTERNATIVE SUPPORT SERVICES – LANGIN PLACE ¹	2	1	50.0%	53	48	90.6%
2	HORIZON HOUSING SOCIETY / CANADIAN MENTAL HEALTH ASSOCIATION (HORIZON HOUSING) – ART SMITH HOUSE	0	0	-	8	8	100.0%
3	HORIZON HOUSING – BOB WARD RESIDENCE	0	0	-	26	26	100.0%
4	HORIZON HOUSING – HAMILTON HOUSE	0	0	-	8	7	87.5%
5	HORIZON HOUSING – HORIZON ON 8TH	0	0	-	26	26	100.0%
6	HORIZON HOUSING – HOUSE OF GOOD CHEER	0	0	-	8	6	75.0%
7	HORIZON HOUSING – MARGUARITE HOUSE	2	1	50.0%	8	8	100.0%
8	HORIZON HOUSING – ROBERTS HOUSE	0	0	-	10	7	70.0%
9	POTENTIAL PLACE SOCIETY – BUILDING 2 (RENAISSANCE)	0	0	-	11	11	100.0%
10	POTENTIAL PLACE SOCIETY – BUILDING 2	0	0	-	16	16	100.0%
TOTALS		4	2	50.0%	174	163	93.7%
OVERALL FILL RATE (PERCENT OCCUPANCY TO CAPACITY) FOR THE <u>MENTAL HEALTH SECTOR</u>					92.7%		

Notes:

1 Langin Place does not provide emergency beds but has two beds available for homeless people who are undergoing assessment to see if they are eligible to stay. These two beds have been classified as emergency beds.

TABLE 38. EMERGENCY AND TRANSITIONAL BED CAPACITY, BED OCCUPANCY, AND FILL RATES FOR THE SENIORS AND PEOPLE WITH DISABILITIES SECTOR

FACILITY		EMERGENCY BEDS			TRANSITIONAL BEDS		
		CAPACITY	OCCUPANCY	FILL RATE	CAPACITY	OCCUPANCY	FILL RATE
1	KERBY CENTRE – ROTARY HOUSE ¹	0	0	-	24	7	29.2%
2	TRINITY FOUNDATION OF ALBERTA – MANCHESTER	0	0	-	70	66	94.3%
TOTALS		0	0	-	94	73	77.7%
OVERALL FILL RATE (PERCENT OCCUPANCY TO CAPACITY) FOR THE SENIORS AND PEOPLE WITH DISABILITIES SECTOR					77.7%		
Notes:							
1 Kerby Centre provides shelter for men and women aged 55 and older who are fleeing domestic violence. While they have a bed capacity of 24, staff shortages in 2008 meant that they only have staff capacity to have 11 to 14 beds occupied.							

TABLE 39. EMERGENCY AND TRANSITIONAL BED CAPACITY, BED OCCUPANCY, AND FILL RATES FOR THE WOMEN FLEEING VIOLENCE SECTOR

FACILITY		EMERGENCY BEDS			TRANSITIONAL BEDS		
		CAPACITY	OCCUPANCY	FILL RATE	CAPACITY	OCCUPANCY	FILL RATE
1	AWO TAAN HEALING LODGE ¹	27	21	77.8%	0	0	-
2	BRENDA STRAFFORD CENTRE FOR THE PREVENTION OF DOMESTIC VIOLENCE – BRENDA STRAFFORD CENTRE ²	0	0	-	24	23	95.8%
3	BRENDA STRAFFORD CENTRE FOR THE PREVENTION OF DOMESTIC VIOLENCE – GATEWAY HOUSE	0	0	-	6	5	83.3%
4	CALGARY WOMEN'S EMERGENCY SHELTER ASSOCIATION ³	0	1	-	40	28	70.0%
5	DISCOVERY HOUSE FAMILY VIOLENCE PREVENTION SOCIETY – RESIDENTIAL PROGRAM ⁴	0	0	-	18	16	88.9%
6	SONSHINE SOCIETY OF CHRISTIAN COMMUNITY SERVICES ⁵	0	0	-	56	41	73.2%
-	VICTORY FOUNDATION – FOREST LAWN (HOUSE 2) ⁶	0	0	-	11	11	100.0%
7	YWCA OF CALGARY – SHERIFF KING FAMILY HOME ⁷	38	33	86.8%	0	0	-
TOTALS		65	55	84.6%	155	124	80.0%
OVERALL FILL RATE (PERCENT OCCUPANCY TO CAPACITY) FOR THE <u>WOMEN FLEEING VIOLENCE SECTOR</u>					81.4%		

(continued)

Notes:

- 1 Awo Taan noted the following: "We did enter identical data under both the emergency and transitional housing tables [on the Facilities Enumeration Form] as women staying in our facility are homeless due to the violence in their home, or perhaps due to eviction, awaiting treatment at a designated facility, etc. They seek our residence as they have no other alternative for safe shelter. NOTE: beds could be assigned to either emergency beds or transitional beds." During the data verification process, it was decided to report total bed capacity and total bed occupancy under *emergency* beds.
- 2 Brenda Strafford Centre reports capacity and occupancy for the number of *apartments* they have, rather than the number of *beds* within them. In 2008, shelter was provided for 58 *individuals*, who were occupying 23 of the 24 apartments that were available.
- 3 Calgary Women's Emergency Shelter has a total bed capacity of 40. Family rooms may have more beds than needed by a particular family. In 2008, shelter was provided for 29 *individuals*, which makes it appear as though the shelter was operating under capacity, which it was not. In addition, although the shelter does not have any emergency *beds*, emergency shelter was provided to one individual in 2008.
- 4 Discovery House reports capacity and occupancy for the number of *apartments* they have, rather than the number of *beds* within them. In 2008, shelter was provided for 41 *individuals*, who were occupying 16 of the 18 apartments that were available.
- 5 Sonshine Society operates 24 self-contained units. Eight of them have one bed per unit and 16 of them have three beds per unit, for a total bed capacity of 56. Family rooms may have more beds than needed by a particular family. In 2008, shelter was provided for 41 *individuals*, which makes it appear as though the shelter was operating under capacity, which it was not.
- 6 Victory Foundation aggregated its data for two houses in Forest Lawn, so they are counted throughout this report as *one facility*. During the data verification process, however, it was found that each house serves a different sector. Therefore, these data have been disaggregated where sectoral information is provided. In Appendix F, Victory Foundation is counted as *one facility* when data are reported for the Absolutely Homeless Sector (Table 33) but is *not counted as a facility* when data are reported for the Women Fleeing Violence Sector (in Table 39). For future counts, these houses will be counted as *two separate facilities*.
- 7 A number of residents at Sheriff King Family Home were experiencing gastro-intestinal symptoms on the night of the 2008 count. Staff decided not to accept any additional people but to refer them to another facility. For this reason, Sheriff King Family Home was operating under capacity in 2008.

TABLE 40. EMERGENCY AND TRANSITIONAL BED CAPACITY, BED OCCUPANCY, AND FILL RATES FOR THE YOUTH SECTOR

FACILITY		EMERGENCY BEDS			TRANSITIONAL BEDS		
		CAPACITY	OCCUPANCY	FILL RATE	CAPACITY	OCCUPANCY	FILL RATE
1	ASPEN FAMILY AND COMMUNITY NETWORK SOCIETY – ASPEN APARTMENTS	0	0	-	12	12	100.0%
2	BOYS AND GIRLS CLUB COMMUNITY SERVICES – AVENUE 15	12	10	83.3%	0	0	-
3	BOYS AND GIRLS CLUB COMMUNITY SERVICES – HAVEN'S WAY ¹	0	0	-	6	3	50.0%
4	BOYS AND GIRLS CLUB COMMUNITY SERVICES – SAFE HOUSE	9	8	88.9%	0	0	-
5	CALGARY JOHN HOWARD SOCIETY – RAIDO HOUSE	0	0	-	8	8	100.0%
6	CALGARY JOHN HOWARD SOCIETY – WINDSOR PARK YOUTH TRANSITIONAL RESIDENCE ²	0	1	-	9	4	44.4%
7	McMAN YOUTH SERVICES – HOPE HOMES ³	0	0	-	13	15	115.4%
8	McMAN YOUTH SERVICES – HOPE HOMES FOR ABORIGINAL YOUTH ⁴	0	0	-	7	9	128.6%
9	McMAN YOUTH SERVICES – WELLINGTON PLACE	0	0	-	4	4	100.0%
10	WOOD'S HOMES – EXIT YOUTH SHELTER	15	8	53.3%	0	0	-
11	YWCA OF CALGARY – SAFE HAVEN	0	0	-	7	4	57.1%
TOTALS		36	27	75.0%	66	59	89.4%
OVERALL FILL RATE (PERCENT OCCUPANCY TO CAPACITY) FOR THE YOUTH SECTOR					84.3%		

(continued)

Notes:

- 1 Haven's Way is a duplex with three available beds per side, which has house parents living on either side. At the time of the 2008 count, the program only had one set of house parents. Therefore, three beds were in use and the other three were closed.
- 2 Windsor Park experienced a large number of evictions and transitions due to client choices in the two weeks leading up to the 2008 count. This meant that four beds were not filled during the count, although three possible intakes were currently waiting for team decisions regarding their ability to reside within the program.
- 3 Although Hope Homes had reached capacity, shelter was provided to two additional individuals on the night of the 2008 count.
- 4 Hope Homes for Aboriginal Youth provided shelter to a young family on the night of the 2008 count, even though they usually do not provide shelter or services to families.

Appendix G. ETHOS Classification System Showing Facility Capacity and Occupancy

This appendix uses the ETHOS classification system to provide information on facility capacity and occupancy, and on the proportion of beds available and occupied within each ETHOS category. It is summarized in the following table for all 61 facilities that participated in the *2008 Count of Homeless Persons*.

The **overall fill rate** for facilities was 85%, with total bed occupancy reported as 3,130. It should be noted that the *bed occupancy* numbers are 65 fewer than the total number of *individuals* who stayed in facilities on the night of the count, which was 3,195. This is largely due to the way in which some facilities report bed capacity and bed occupancy data (e.g., for *rooms* or *apartments*, rather than for the number of *beds* within them).

TABLE 41. ETHOS CLASSIFICATION SYSTEM SHOWING FACILITY CAPACITY AND OCCUPANCY PAGE 1 OF 2				
ROOFLESS – PEOPLE IN EMERGENCY ACCOMMODATION	FACILITY CAPACITY		FACILITY OCCUPANCY	
	NUMBER	PERCENT	NUMBER	PERCENT
NIGHT SHELTER (PEOPLE WITH NO USUAL PLACE OF RESIDENCE MAKE USE OF <u>OVERNIGHT SHELTER</u>) [e.g., hotel; motel]	1,148	31.3%	991	31.7%
HOUSELESS – PEOPLE IN ACCOMMODATION FOR THE HOMELESS	FACILITY CAPACITY		FACILITY OCCUPANCY	
	NUMBER	PERCENT	NUMBER	PERCENT
HOMELESS HOSTEL (<u>SHORT TERM</u> , NORMALLY LESS THAN ONE YEAR)	383	10.4%	381	12.2%
TEMPORARY ACCOMMODATION (<u>SHORT TERM</u> , NORMALLY LESS THAN ONE YEAR)	437	11.9%	282	9.0%
TRANSITIONAL SUPPORTED ACCOMMODATION ¹ (<u>SHORT TERM</u> , NORMALLY LESS THAN ONE YEAR)	867	23.6%	736	23.5%
Notes:				
1 Recovery Acres classifies all its beds as 'transitional supported accommodation' because people in emergency beds also receive treatment and supports.				

(continued)

TABLE 41. ETHOS CLASSIFICATION SYSTEM SHOWING FACILITY CAPACITY AND OCCUPANCY PAGE 2 OF 2

HOUSELESS – PEOPLE IN WOMEN’S SHELTERS	FACILITY <u>CAPACITY</u>		FACILITY <u>OCCUPANCY</u>	
	NUMBER	PERCENT	NUMBER	PERCENT
WOMEN’S SHELTER ACCOMMODATION (<u>SHORT TERM</u> , NORMALLY LESS THAN ONE YEAR)	248	6.8%	195	6.2%
HOUSELESS – PEOPLE IN ACCOMMODATION FOR IMMIGRANTS	FACILITY <u>CAPACITY</u>		FACILITY <u>OCCUPANCY</u>	
	NUMBER	PERCENT	NUMBER	PERCENT
IMMIGRANTS’ TEMPORARY ACCOMMODATION / RECEPTION CENTRES (IMMIGRANTS IN RECEPTION OR <u>SHORT-TERM</u> ACCOMMODATION, NORMALLY LESS THAN ONE YEAR)	65	1.8%	60	1.9%
MIGRANT WORKERS’ ACCOMMODATION (ACCOMMODATION FOR MIGRANT WORKERS)	0	0.0%	0	0.0%
HOUSELESS – PEOPLE RECEIVING LONGER-TERM SUPPORT (DUE TO HOMELESSNESS)	FACILITY <u>CAPACITY</u>		FACILITY <u>OCCUPANCY</u>	
	NUMBER	PERCENT	NUMBER	PERCENT
RESIDENTIAL CARE FOR <u>OLDER HOMELESS PEOPLE</u> (<u>LONG-STAY</u> ACCOMMODATION WITH CARE, NORMALLY MORE THAN ONE YEAR)	0	0.0%	0	0.0%
SUPPORTED ACCOMMODATION FOR FORMERLY HOMELESS PEOPLE (<u>LONG-STAY</u> ACCOMMODATION WITH CARE, NORMALLY MORE THAN ONE YEAR)	346	9.4%	323	10.3%
UNKNOWN ACCOMMODATION TYPE	FACILITY <u>CAPACITY</u>		FACILITY <u>OCCUPANCY</u>	
	NUMBER	PERCENT	NUMBER	PERCENT
CANNOT BE CLASSIFIED	178	4.8%	162	5.2%
TOTALS	3,672	100%	3,130	100.0%
OVERALL FILL RATE – ALL FACILITIES COMBINED (PERCENT OCCUPANCY TO CAPACITY)	85.2%			

Appendix H. Detailed 3-1-1 Call Centre Data and Scatter Maps

The street homelessness consultation undertaken in preparation for the *2008 Count of Homeless Persons* revealed that street homelessness had spread throughout the city since 2006, in location although not necessarily in volume (see Map 1 in Appendix C). Additional means of demonstrating what frontline outreach workers and City of Calgary staff had observed were sought. Several community outreach programs were asked to provide data related to service provision and various City of Calgary Business Units were asked to provide data that may be related to homelessness. Not all agencies or Business Units that were approached had collected data specific to street homelessness. Those that could provide proxy indicators could not link them to specific geographic locations in the city, either because data were not coded in that way or because they did not have the capacity to generate maps to show locations (see Sections 6.2 and 6.4).

The City of Calgary's 3-1-1 Call Centre agreed to mine their database to generate the volume of calls received in 2006 and 2007 for specific key word search terms that may be related to homelessness, which required a significant commitment of time and resources. Consultation with Social Policy and Planning staff in Community and Neighbourhood Services generated the following search terms, which were organized into four search categories for 3-1-1 Call Centre staff. Note that, depending on its placement, an asterisk represents a wildcard for any prefix, suffix, or word that comes before or after the search term.

1. **Homelessness** – Search terms included the following: 10 year, alley* (e.g., alleys, alleyways), bench*, brick, drop*in, foothills, hobo, litter, loiter*, mattress, mustard seed, on the street*, park*, river* * (e.g., rivers, riverbank, river pathways), rough, salvation army, seed, shelter, sleep*, squeegee, stair* (e.g., stairways, stairwells), street * (e.g., street person, street people), tramp, ten year, vagabond, vagran* (e.g., vagrant, vagrancy).
2. **Affordable Housing** – Search terms included the following: aboriginal, condemn*, eviction, half*way, halfway, home*, * hous* (e.g., seniors housing, households), illegal, immigrant*, native, non*conforming, nonconforming, refugee*, rent* * (e.g., rental, rent control), secondary, special need*, subsid* (e.g., subsidize, subsidy), * suite (e.g., basement suite, granny suite, secondary suite), support* * (e.g., supportive care, supported housing), transitional, vacan* (e.g., vacant; vacancy), * violence * (e.g., family violence, domestic violence, violence against women).
3. **Poverty** – Search terms included the following: assistance, basic need*, cris*s (e.g., crisis, crises), destitut*, disab*, income, poverty, * support* (e.g., financial support, income supports).
4. **Social Disorder** – Search terms included the following: addiction*, alcohol*, * behav* (e.g., public behaviour bylaw; strange behaviour), booze*, bottle, bridge*, camp*, crazy, disorder*, * dr*nk* (e.g., drunken, public drinking), drug*, dumpster, mental * (e.g., mental health, mental illness), needle, panhandl*, toilet*.

For the analysis, key words that were *clearly unrelated* to one of the four categories were removed. For example, call volumes for Calgary Olympic Park Tea House were removed from the key word search results for the term hous*. Similarly, key word search results for the term home* produced call volumes for Motor Home Waste Disposal, which were removed, and for Living in Motorhome, which were retained. This analysis was completed by reviewing the complete search results for all four general categories, each of which contained multiple subcategories based on the specific search terms provided to the 3-1-1 Call Centre.

Once call volumes were removed for terms that were not relevant as indicators, the total number of calls for each category was derived for 2006 and 2007. It is important to note that call volumes were retained whether the search results suggested that the call was a *complaint* (e.g., Homeless in Dumpster; Illegal Home Occupation), a *request for assistance* (e.g., Illegal Suite Subsidy; Homeless Prevention Program), or *indeterminate* (e.g., Homeless Committee; Housing Statistics). The results provide one indication of the change in awareness or concern about issues related to homelessness and housing stress in Calgary.

As shown in the following table, the highest *number of calls* received by 3-1-1 that were related to these four general search categories were about **affordable housing**, at 1,043 in 2006 and 1,781 in 2007. Next were calls related to **homelessness**, which nearly doubled from 767 in 2006 to 1,504 in 2007. Significantly fewer calls were received about issues related to **poverty** (e.g., Income Support; Low Income Dental; Property Tax Subsidy for Low Income), but call volumes still rose from 399 in 2006 to 427 in 2007. The volume of calls related to **social disorder** (e.g., Alcohol in Park; Finding Used Needles; Panhandling) were only slightly lower, rising from 352 in 2006 to 389 in 2007.

Overall, 2,561 calls that may be related to **homelessness and housing stress** were received by The City of Calgary's 3-1-1 Call Centre in 2006, which increased to 4,101 in 2007. This represents an overall **growth rate** of 60%. In part, this may be due to the fact that more Calgarians are now familiar with and rely on 3-1-1 to access City of Calgary services. In comparison, however, the total annual call volume for 3-1-1 grew by only 43% over the same period, "due to an increase in awareness of 3-1-1 and due to an increase of business units transferring their main customer lines to 3-1-1 between 2006 and 2007" leading to a "natural rise in calls" (Thomson, 2008).

The growth rates for calls related to homelessness and housing stress increased at very different levels for the four categories of need identified. Call volumes grew by 96% for **homelessness** and by 71% for **affordable housing**, which may be a reflection of peak migration to Calgary, coupled with extreme housing shortages, high housing costs, and the low rental vacancy rates seen over the past two years.²⁴ Call volumes for **social disorder** grew by 11%, possibly due to the passage of a *Public Behaviour Bylaw* in November 2006 (City of Calgary, 2006a). Call volumes for **poverty** grew by 7%.

²⁴ See *Research Summary #01 – Affordable Rent and Home Ownership Limits for Calgary, 2007* (City of Calgary, 2008b).

TABLE 42. A BREAKDOWN OF 3-1-1 CALLS FOR SEARCH TERMS THAT MAY BE RELATED TO HOMELESSNESS AND HOUSING STRESS, 2006-2007

KEY WORD SEARCH TERMS FOR 3-1-1 CALLS RELATED TO <u>HOMELESSNESS</u>	NUMBER OF CALLS		PERCENT CHANGE
	2006	2007	
10 YEAR <i>(THE DEVELOPMENT OF CALGARY'S 10-YEAR PLAN TO END HOMELESSNESS WAS ANNOUNCED IN JANUARY 2007)</i>	n/a	3	-
ABORIGINAL	0	1	-
BENCH	15	130	766.7%
DROP IN	84	267	217.9%
HOBO	6	0	-100.0%
HOME	184	248	34.8%
LITTER	7	9	28.6%
LOITER	22	26	18.2%
MATTRESS	23	248	934.8%
MUSTARD SEED	25	50	100.0%
SALVATION ARMY	56	61	8.9%
SHELTER	171	257	50.3%
SLEEP	23	32	39.1%
SQUEEGEE	36	14	-61.1%
STREET PEOPLE / PERSON	3	4	33.3%
VACANT <i>(CALLS RELATED TO HOMELESSNESS ONLY)</i>	33	34	3.0%
VAGRANT	79	130	64.6%
TOTAL – 3-1-1 CALLS RELATED TO <u>HOMELESSNESS</u>	767	1,504	96.1%

(continued)

TABLE 42. A BREAKDOWN OF 3-1-1 CALLS FOR SEARCH TERMS THAT MAY BE RELATED TO HOMELESSNESS AND HOUSING STRESS, 2006-2007

KEY WORD SEARCH TERMS FOR 3-1-1 CALLS RELATED TO <u>AFFORDABLE HOUSING</u>	NUMBER OF CALLS		PERCENT CHANGE
	2006	2007	
ABORIGINAL	1	6	500.0%
AFFORDABLE	20	77	285.0%
CONDEMN	74	35	-52.7%
CONFORMING	3	5	66.7%
DISABILITY	2	0	-100.0%
EVICTION	10	24	140.0%
HALFWAY	12	80	566.7%
HOME	25	36	44.0%
HOUSE	182	455	150.0%
ILLEGAL	212	390	84.0%
INCOME <i>(CALLS RELATED TO LOW-INCOME HOUSING ONLY)</i>	0	20	-
RENTAL	81	334	312.3%
SECONDARY	6	35	483.3%
SPECIAL NEEDS	14	6	-57.1%
SUBSIDY	20	103	415.0%
SUITE	361	154	-57.3%
SUPPORT	0	4	-
TRANSITION <i>(NO CALLS WERE RELATED TO AFFORDABLE HOUSING)</i>	-	-	-
VACANT / VACANCY <i>(CALLS RELATED TO HOUSING ONLY)</i>	20	17	-15.0%
TOTAL – 3-1-1 CALLS RELATED TO <u>AFFORDABLE HOUSING</u>	1,043	1,781	70.8%

(continued)

TABLE 42. A BREAKDOWN OF 3-1-1 CALLS FOR SEARCH TERMS THAT MAY BE RELATED TO HOMELESSNESS AND HOUSING STRESS, 2006-2007

KEY WORD SEARCH TERMS FOR 3-1-1 CALLS RELATED TO <u>POVERTY</u>	NUMBER OF CALLS		PERCENT CHANGE
	2006	2007	
INCOME <i>(EXCLUDES CALLS RELATED TO LOW-INCOME HOUSING)</i>	239	198	-17.2%
POVERTY	2	5	150.0%
SUBSIDY	102	168	64.7%
SUPPORT	56	56	0.0%
TOTAL – 3-1-1 CALLS RELATED TO <u>POVERTY</u>	399	427	7.0%
KEY WORD SEARCH TERMS FOR 3-1-1 CALLS RELATED TO <u>SOCIAL DISORDER</u>	NUMBER OF CALLS		PERCENT CHANGE
	2006	2007	
ADDICTION	3	8	166.7%
ALCOHOL	7	28	300.0%
BEHAVIOR	106	129	21.7%
BOOZE	2	0	-100.0%
CRAZY	0	1	-
DISORDER	0	2	-
DRINKING / DRUNK	42	42	0.0%
DRUG	24	21	-12.5%
MENTAL <i>(NO CALLS WERE RELATED TO HOMELESSNESS)</i>	-	-	-
NEEDLE	111	96	-13.5%
PANHANDLING	57	62	8.8%
TOTAL – 3-1-1 CALLS RELATED TO <u>SOCIAL DISORDER</u>	352	389	10.5%
GRAND TOTAL – ALL 3-1-1 CALLS FOR SEARCH TERMS THAT MAY BE RELATED TO HOMELESSNESS AND HOUSING STRESS, 2006 AND 2007	2,561	4,101	60.1%

Source: Raw data were provided by Cucuetu (2008) and Thomson (2008).

The City of Calgary's 3-1-1 Call Centre was also asked to generate a series of scatter maps for call reports that are often associated with street homelessness and for which geomatic information was available. Four maps were produced, which show the call locations for bylaw infractions that were recorded by the 3-1-1 Call Centre in 2006 and 2007. Maps 2 through 5 illustrate the geographic spread of calls related to *Illegal Camping Infractions*, *Panhandling Infractions*, *Shopping Carts Left on Public Property*, and *Squatters in Parks*.

Anecdotal information from both Bylaw Services and the Calgary Police Service indicates that panhandling infractions are often committed by people who are housed but who use panhandling as a primary source of income. Bylaw Services also reports that calls related to shopping carts left on public property are concentrated near major suburban shopping areas and are often generated from a proactive 'sweep' to remove them, rather than from a citizen concern.

Various patterns emerge in the maps on the following pages. Map 2 shows that *Illegal Camping Infractions* were highly concentrated in the Centre City and more widely scattered along the banks of the Bow River and in the northern half of the city in 2006. In 2007, however, there were far fewer infractions in the Centre City and the north but many more that were dispersed throughout the southern half of the city.

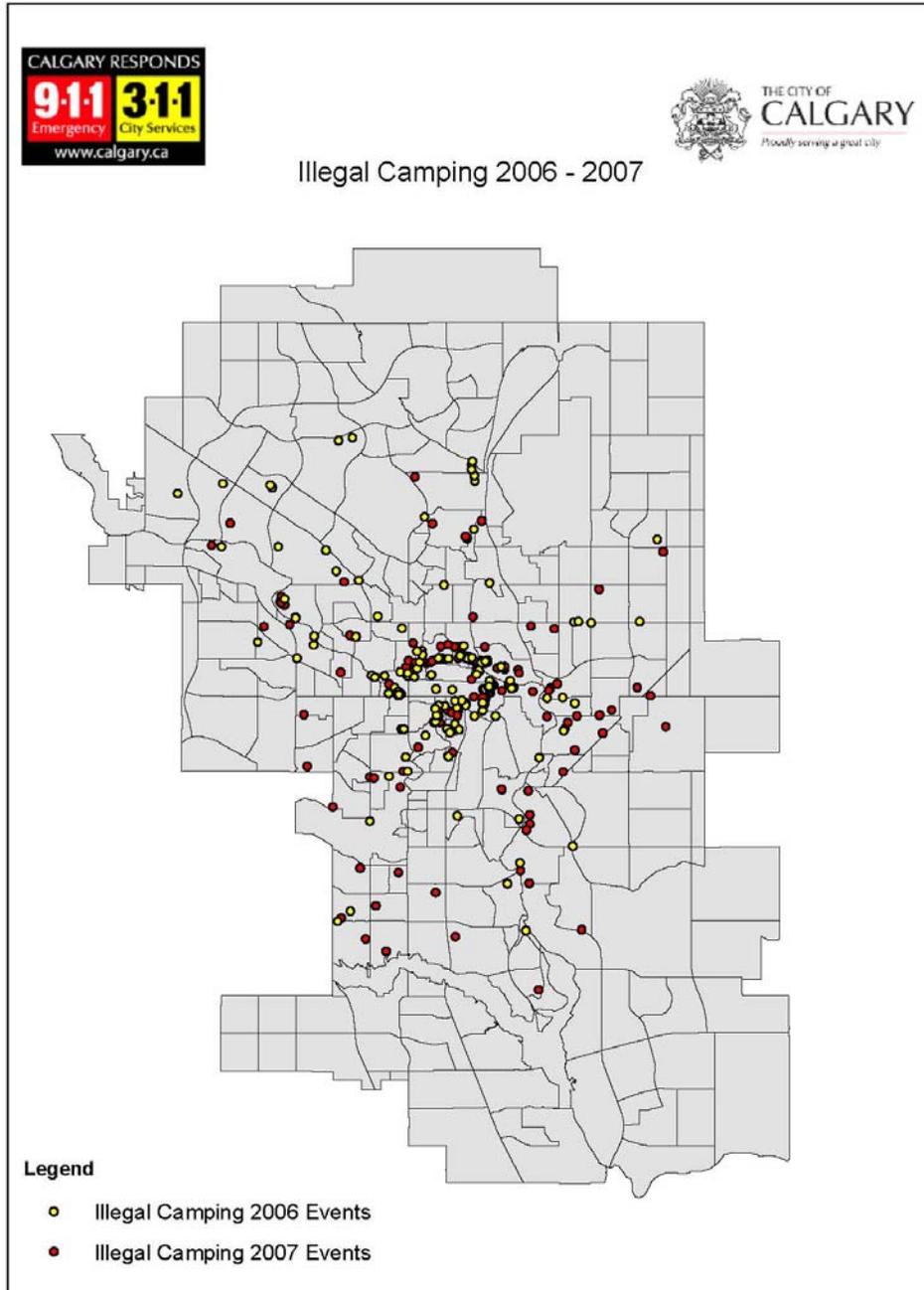
Map 3 shows that *Panhandling Infractions* were concentrated on the west end of the Centre City and in a small area along the northwest LRT line in 2006. These infractions were more dispersed within the Centre City in 2007, and extended beyond the core to the north, northwest, east, and quite far south.

Map 4 shows that in both 2006 and 2007, *Shopping Carts Left on Public Property* were dispersed throughout the city. However, they were most heavily concentrated along the northeast LRT line in both years.

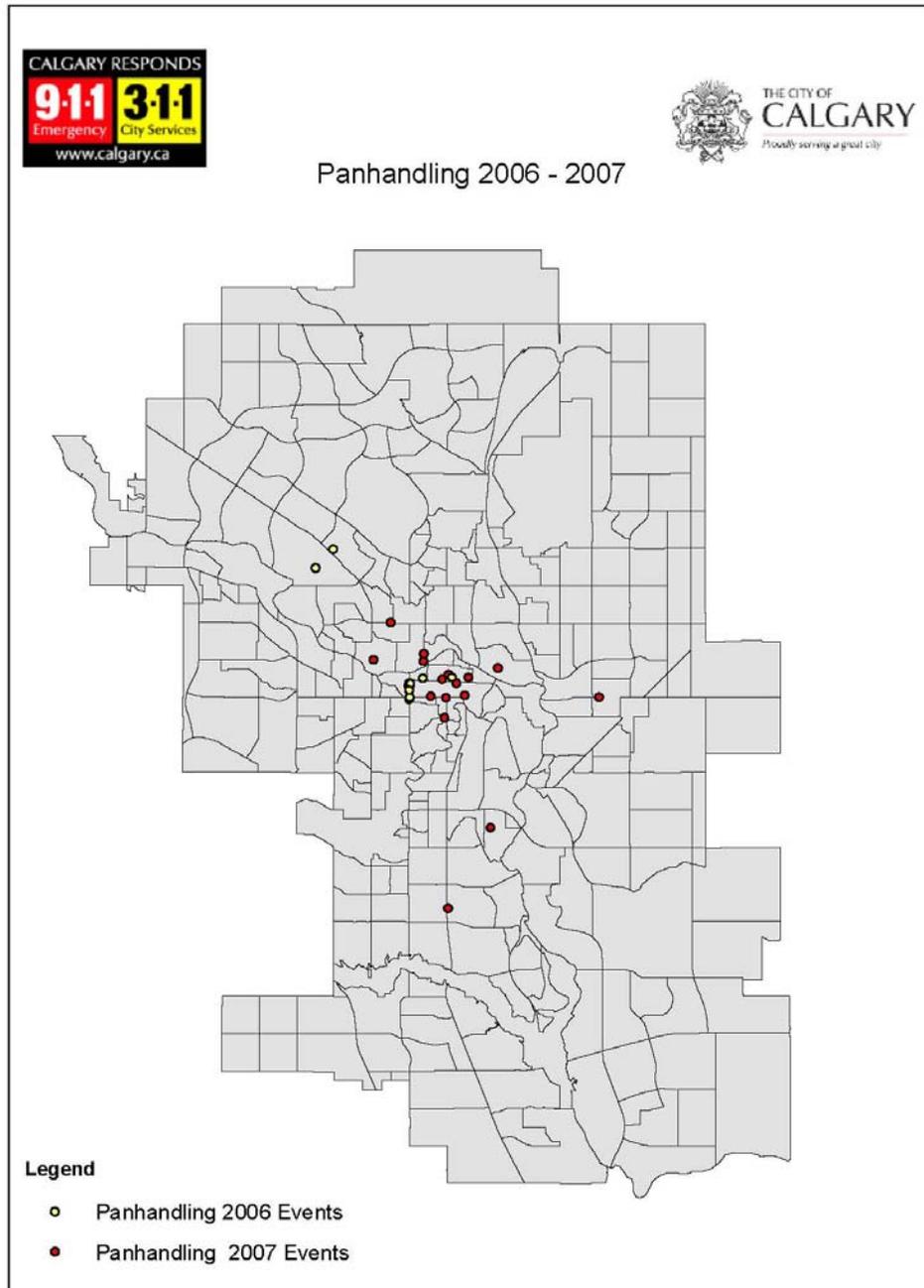
Map 5 shows that *Squatters in Parks* were concentrated around the entire northern edge of the Centre City and southwest of the Stampede Grounds along the Elbow River in 2006. There were also some widely dispersed infractions reported in all directions that year. A similar pattern emerges for 2007, although there were fewer events on the western half of the Centre City, and dispersed infractions were evident further to the north, west, and south, but not at all to the east of the core.

What the maps reveal is that bylaw infractions that are often but not exclusively associated with street homelessness have fanned out in all directions and, in some cases, extended significantly further from the city's central core. This provides some quantitative geomatic support for anecdotal information from frontline workers that street homelessness has spread geographically since the last *Biennial Count of Homeless Persons* was undertaken in 2006. Additional evidence of this may be provided when the findings from the *Voices from the Street Survey* of people living on the streets are reported later this summer (see Section 2.3).

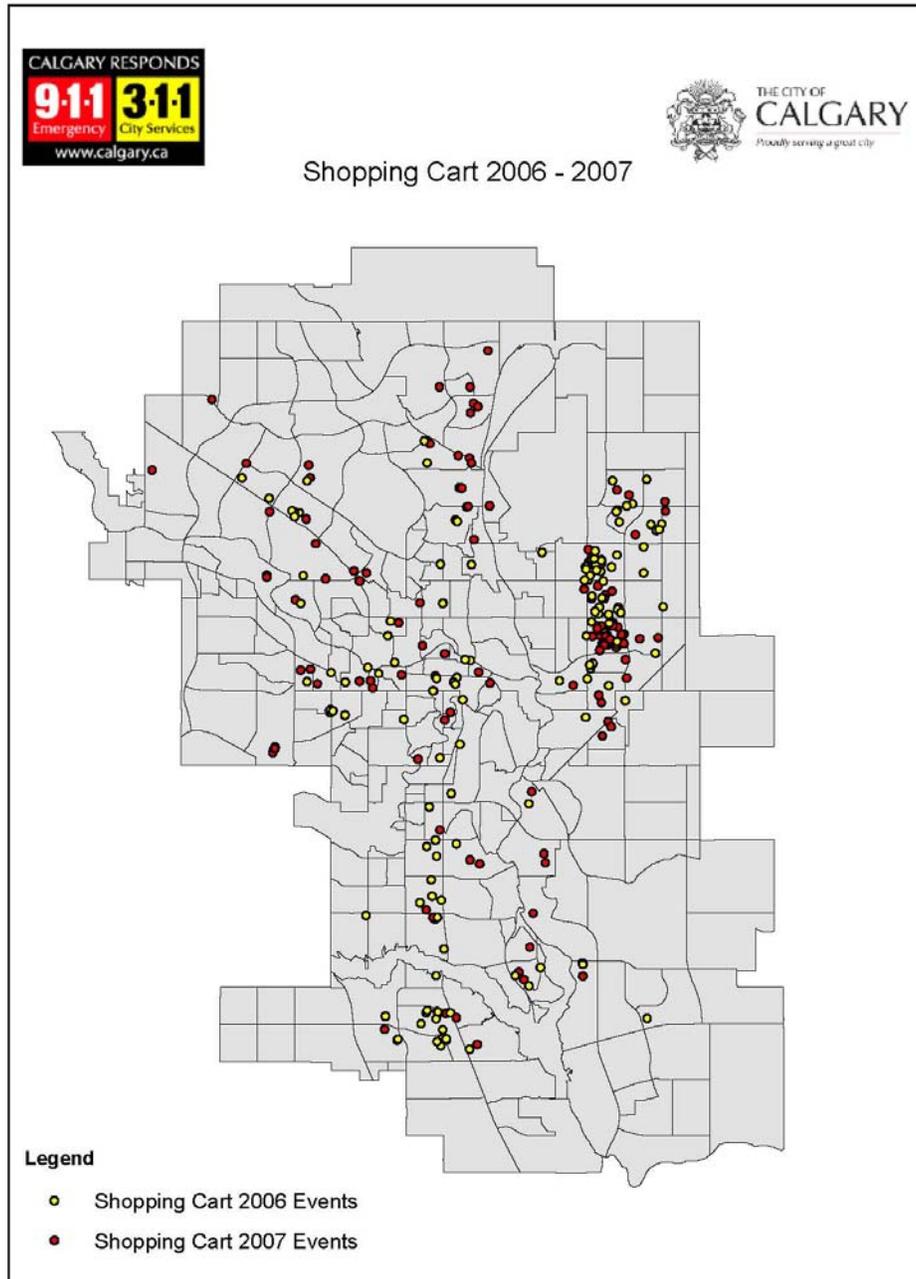
MAP 2. SCATTER MAP – ILLEGAL CAMPING INFRACTIONS, 2006-2007



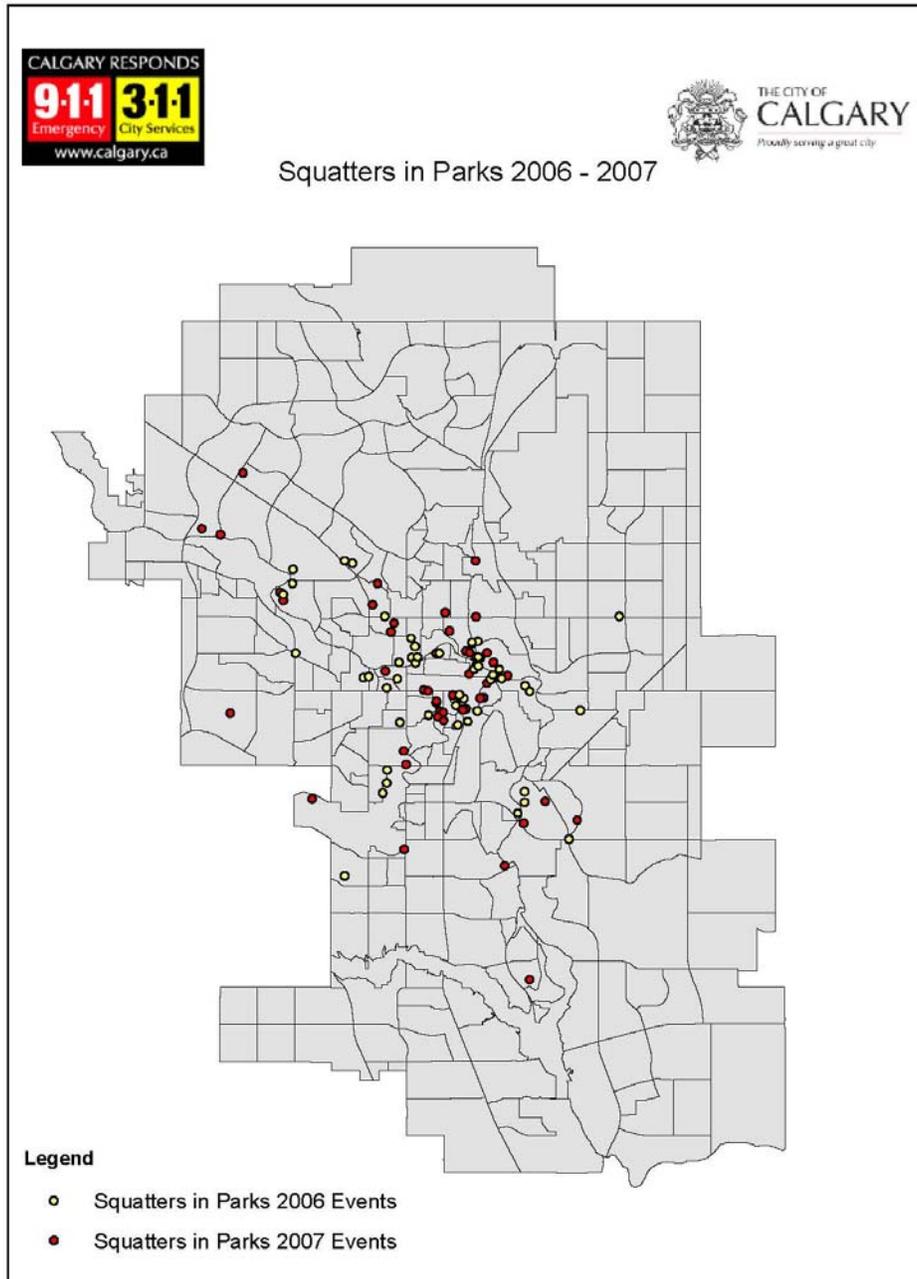
MAP 3. SCATTER MAP – PANHANDLING INFRACTIONS, 2006-2007



MAP 4. SCATTER MAP – SHOPPING CARTS LEFT ON PUBLIC PROPERTY, 2006-2007



MAP 5. SCATTER MAP – SQUATTERS IN PARKS, 2006-2007



Appendix I. Facility and Service Agency Data for 1992-2008

This appendix provides a summary of the number of **homeless people enumerated in each facility and service agency** that has participated in the *Biennial Count of Homeless Persons in Calgary* at any time from 1992 through 2008. Past count data are taken from previous count reports (City of Calgary, 2006*b*; 2004; 2002*b*; 2000; 1998; 1996; 1994; and 1992).

NOTE:

FOR FORMATTING PURPOSES, THE TABLES START ON AN EVEN NUMBERED PAGE SO THE PARTICIPATION OF EACH FACILITY AND SERVICE AGENCY CAN BE VIEWED FOR ALL COUNT YEARS ON A TWO-PAGE SPREAD.

IN THE FOLLOWING TABLES, **SHADED CELLS** DENOTE YEARS WHEN FACILITIES OR SERVICE AGENCIES DID NOT PARTICIPATE IN THE *BIENNIAL COUNT OF HOMELESS PERSONS* BECAUSE THEY:

- (1) HAD NOT OPENED
- (2) OPERATED UNDER A DIFFERENT MANDATE
- (3) DECLINED TO PARTICIPATE, OR
- (4) HAD CLOSED.

IN ADDITION, WHEN ORGANIZATIONS OR FACILITIES CHANGED NAMES, OR WHEN FACILITIES CHANGED OWNERSHIP OR OPERATIONAL CONTROL, THIS HAS BEEN NOTED.

TABLE 43. HOMELESS PEOPLE ENUMERATED IN FACILITIES, 1992-2008

PAGE 1 OF 10

FACILITY	HOMELESS PEOPLE ENUMERATED, BY YEAR				
	1992	1994	1996	1998	2000
AADAC – RENFREW RECOVERY CENTRE					
ASPEN FAMILY AND COMMUNITY NETWORK SOCIETY – ASPEN APARTMENTS					
AVENTA ADDICTION TREATMENT FOR WOMEN – AVENTA					
AVENTA ADDICTION TREATMENT FOR WOMEN – AVENTA 12TH AVENUE					
AWO TAAN HEALING LODGE <i>(previously called Awo Taan Native Women's Shelter and, before that, Calgary Native Women's Shelter)</i>			20	23	20
BOYS AND GIRLS CLUB COMMUNITY SERVICES – AVENUE 15	13	15	16	10	9
BOYS AND GIRLS CLUB COMMUNITY SERVICES – HAVEN'S WAY					
BOYS AND GIRLS CLUB COMMUNITY SERVICES – SAFE HOUSE <i>(previously operating as Street Teams / Safe House Society and, before that as Alberta Safe House Society)</i>	4	8	8	10	9
BRENDA STRAFFORD CENTRE FOR THE PREVENTION OF DOMESTIC VIOLENCE – BRENDA STRAFFORD CENTRE <i>(data for both facilities shown here for 2004)</i>					
BRENDA STRAFFORD CENTRE FOR THE PREVENTION OF DOMESTIC VIOLENCE – GATEWAY HOUSE <i>(* data for both facilities shown above for 2004)</i>					
CALGARY ALPHA HOUSE SOCIETY – DROP-IN CENTRE ¹	26	41	50	82	58
CALGARY ALPHA HOUSE SOCIETY – BOOTH CENTRE PROGRAM					
CALGARY ALTERNATIVE SUPPORT SERVICES – LANGIN PLACE					
CALGARY CATHOLIC IMMIGRATION SOCIETY – BELTLINE					
CALGARY CATHOLIC IMMIGRATION SOCIETY – HUNTINGTON HILLS					

TABLE 43. HOMELESS PEOPLE ENUMERATED IN FACILITIES, 1992-2008

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FACILITY	HOMELESS PEOPLE ENUMERATED, BY YEAR				TOTAL FOR ALL YEARS
	2002	2004	2006	2008	
AADAC – RENFREW RECOVERY CENTRE	17	7	10	0	34
ASPEN FAMILY AND COMMUNITY NETWORK SOCIETY – ASPEN APARTMENTS			8	12	20
AVENTA ADDICTION TREATMENT FOR WOMEN – AVENTA		7	14	26	47
AVENTA ADDICTION TREATMENT FOR WOMEN – AVENTA 12TH AVENUE				5	5
AWO TAAN HEALING LODGE <i>(previously called Awo Taan Native Women's Shelter and, before that, Calgary Native Women's Shelter)</i>	21	20	26	21	151
BOYS AND GIRLS CLUB COMMUNITY SERVICES – AVENUE 15	11	8	12	10	104
BOYS AND GIRLS CLUB COMMUNITY SERVICES – HAVEN'S WAY			5	3	8
BOYS AND GIRLS CLUB COMMUNITY SERVICES – SAFE HOUSE <i>(previously operating as Street Teams / Safe House Society and, before that as Alberta Safe House Society)</i>	9	9	9	8	74
BRENDA STRAFFORD CENTRE FOR THE PREVENTION OF DOMESTIC VIOLENCE – BRENDA STRAFFORD CENTRE <i>(data for both facilities shown here for 2004)</i>		51	6	58	115
BRENDA STRAFFORD CENTRE FOR THE PREVENTION OF DOMESTIC VIOLENCE – GATEWAY HOUSE <i>(* data for both facilities shown above for 2004)</i>		*	42	5	47
CALGARY ALPHA HOUSE SOCIETY – DROP-IN CENTRE ¹	78	108	79	73	595
CALGARY ALPHA HOUSE SOCIETY – BOOTH CENTRE PROGRAM				69	69
CALGARY ALTERNATIVE SUPPORT SERVICES – LANGIN PLACE				49	49
CALGARY CATHOLIC IMMIGRATION SOCIETY – BELTLINE				21	21
CALGARY CATHOLIC IMMIGRATION SOCIETY – HUNTINGTON HILLS				22	22

TABLE 43. HOMELESS PEOPLE ENUMERATED IN FACILITIES, 1992-2008

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FACILITY	HOMELESS PEOPLE ENUMERATED, BY YEAR				
	1992	1994	1996	1998	2000
CALGARY CATHOLIC IMMIGRATION SOCIETY – MARGARET CHISHOLM RESETTLEMENT CENTRE					
CALGARY COMMUNITY LAND TRUST / UNIVERSAL REHABILITATION SERVICE AGENCY (URSA) – KOOTENAY LODGE					
CALGARY DREAM CENTRE					
CALGARY DROP-IN AND REHAB CENTRE SOCIETY – CENTRE 110 <i>(previously called Calgary Drop-In Centre Society; * data for Centre 110 is included in the figure reported for the Riverfront Centre for 2002; centre sold to Inn from the Cold and closed for renovations during 2008 count)</i>				88	48
CALGARY DROP-IN AND REHAB CENTRE SOCIETY – CENTRE 2507 <i>(previously called Calgary Drop-In Centre Society)</i>					
CALGARY DROP-IN AND REHAB CENTRE SOCIETY – MAYLAND CENTRE <i>(previously called Calgary Drop-In Centre Society; facility now closed)</i>				54	72
CALGARY DROP-IN AND REHAB CENTRE SOCIETY – RIVERFRONT CENTRE <i>(previously called Calgary Drop-In Centre Society; data for all facilities for 1992-1996, and 2002 shown under Riverfront Centre)</i>	120	110	182	139	159
CALGARY DROP-IN AND REHAB CENTRE SOCIETY – SUNALTA (CENTRE 2032) <i>(previously called Calgary Drop-In Centre Society; facility previously called Centre 2032; operated as Sunalta in 2004 by Alberta Seniors, Housing Services Division; * data for 2002 included with the Mustard Seed (Calgary) Street Ministry Society total, which operated the shelter that year)</i>					150
CALGARY JOHN HOWARD SOCIETY – RAIDO HOUSE					
CALGARY JOHN HOWARD SOCIETY – WINDSOR PARK YOUTH TRANSITIONAL RESIDENCE					
CALGARY WOMEN'S EMERGENCY SHELTER ASSOCIATION	27	32	28	24	37

TABLE 43. HOMELESS PEOPLE ENUMERATED IN FACILITIES, 1992-2008

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FACILITY	HOMELESS PEOPLE ENUMERATED, BY YEAR				TOTAL FOR ALL YEARS
	2002	2004	2006	2008	
CALGARY CATHOLIC IMMIGRATION SOCIETY – MARGARET CHISHOLM RESETTLEMENT CENTRE			26	60	86
CALGARY COMMUNITY LAND TRUST / UNIVERSAL REHABILITATION SERVICE AGENCY (URSA) – KOOTENAY LODGE				5	5
CALGARY DREAM CENTRE		29	100	122	251
CALGARY DROP-IN AND REHAB CENTRE SOCIETY – CENTRE 110 <i>(previously called Calgary Drop-In Centre Society; * data for Centre 110 is included in the figure reported for the Riverfront Centre for 2002; centre sold to Inn from the Cold and closed for renovations during 2008 count)</i>	*	54	51		241
CALGARY DROP-IN AND REHAB CENTRE SOCIETY – CENTRE 2507 <i>(previously called Calgary Drop-In Centre Society)</i>		124	125	108	357
CALGARY DROP-IN AND REHAB CENTRE SOCIETY – MAYLAND CENTRE <i>(previously called Calgary Drop-In Centre Society; facility now closed)</i>					126
CALGARY DROP-IN AND REHAB CENTRE SOCIETY – RIVERFRONT CENTRE <i>(previously called Calgary Drop-In Centre Society; data for all facilities for 1992-1996, and 2002 shown under Riverfront Centre)</i>	691	656	761	641	3,459
CALGARY DROP-IN AND REHAB CENTRE SOCIETY – SUNALTA (CENTRE 2032) <i>(previously called Calgary Drop-In Centre Society; facility previously called Centre 2032; operated as Sunalta in 2004 by Alberta Seniors, Housing Services Division; * data for 2002 included with the Mustard Seed (Calgary) Street Ministry Society total, which operated the shelter that year)</i>	*	102	142	131	525
CALGARY JOHN HOWARD SOCIETY – RAIDO HOUSE		5	8	8	21
CALGARY JOHN HOWARD SOCIETY – WINDSOR PARK YOUTH TRANSITIONAL RESIDENCE				5	5
CALGARY WOMEN'S EMERGENCY SHELTER ASSOCIATION	33	34	29	29	273

TABLE 43. HOMELESS PEOPLE ENUMERATED IN FACILITIES, 1992-2008

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FACILITY	HOMELESS PEOPLE ENUMERATED, BY YEAR				
	1992	1994	1996	1998	2000
CONNECTION HOUSING <i>(facility now closed)</i>			18		
DISCOVERY HOUSE FAMILY VIOLENCE PREVENTION SOCIETY – RESIDENTIAL PROGRAM					
ELIZABETH FRY SOCIETY OF CALGARY – BERKANA HOUSE					
FRESH START ADDICTIONS CENTRE					
HARBOUR LIGHT <i>(facility now closed)</i>	38				
Highbanks Society					
HORIZON HOUSING SOCIETY / CANADIAN MENTAL HEALTH ASSOCIATION (CMHA) – ART SMITH HOUSE					
HORIZON HOUSING SOCIETY / CMHA – BOB WARD RESIDENCE					
HORIZON HOUSING SOCIETY / CMHA – HAMILTON HOUSE					
HORIZON HOUSING SOCIETY / CMHA – HORIZON ON 8TH					
HORIZON HOUSING SOCIETY / CMHA – HOUSE OF GOOD CHEER					
HORIZON HOUSING SOCIETY / CMHA – MARGUARITE HOUSE					
HORIZON HOUSING SOCIETY / CMHA – ROBERTS HOUSE					
INN FROM THE COLD SOCIETY ² – INTAKE REPORTED IN AGGREGATE FOR MULTIPLE FACILITIES IN THE FAITH COMMUNITY					25
KERBY CENTRE – ROTARY HOUSE					
McMAN YOUTH SERVICES – HOPE HOMES <i>(data for <u>all</u> facilities shown here for 2004)</i>					

TABLE 43. HOMELESS PEOPLE ENUMERATED IN FACILITIES, 1992-2008

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FACILITY	HOMELESS PEOPLE ENUMERATED, BY YEAR				TOTAL FOR ALL YEARS
	2002	2004	2006	2008	
CONNECTION HOUSING <i>(facility now closed)</i>					18
DISCOVERY HOUSE FAMILY VIOLENCE PREVENTION SOCIETY – RESIDENTIAL PROGRAM		56	54	41	151
ELIZABETH FRY SOCIETY OF CALGARY – BERKANA HOUSE		10	8	6	24
FRESH START ADDICTIONS CENTRE		1	23	34	58
HARBOUR LIGHT <i>(facility now closed)</i>					38
Highbanks Society		8	8	8	24
HORIZON HOUSING SOCIETY / CANADIAN MENTAL HEALTH ASSOCIATION (CMHA) – ART SMITH HOUSE		8	7	8	23
HORIZON HOUSING SOCIETY / CMHA – BOB WARD RESIDENCE		30	30	26	86
HORIZON HOUSING SOCIETY / CMHA – HAMILTON HOUSE				7	7
HORIZON HOUSING SOCIETY / CMHA – HORIZON ON 8TH		31	28	26	85
HORIZON HOUSING SOCIETY / CMHA – HOUSE OF GOOD CHEER		7	8	6	21
HORIZON HOUSING SOCIETY / CMHA – MARGUARITE HOUSE		7	8	9	24
HORIZON HOUSING SOCIETY / CMHA – ROBERTS HOUSE		9	7	7	23
INN FROM THE COLD SOCIETY ² – INTAKE REPORTED IN AGGREGATE FOR MULTIPLE FACILITIES IN THE FAITH COMMUNITY	57	47	67	45	241
KERBY CENTRE – ROTARY HOUSE		4	9	7	20
McMAN YOUTH SERVICES – HOPE HOMES <i>(data for <u>all</u> facilities shown here for 2004)</i>		17	13	15	45

TABLE 43. HOMELESS PEOPLE ENUMERATED IN FACILITIES, 1992-2008

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FACILITY	HOMELESS PEOPLE ENUMERATED, BY YEAR				
	1992	1994	1996	1998	2000
MCMAN YOUTH SERVICES – HOPE HOMES FOR ABORIGINAL YOUTH <i>(* data for <u>all</u> facilities shown with Hope Homes for 2004)</i>					
MCMAN YOUTH SERVICES – WELLINGTON PLACE <i>(* data for <u>all</u> facilities shown with Hope Homes for 2004)</i>					
MÉTIS CALGARY FAMILY SERVICES – RAINBOW LODGE					
MUSTARD SEED (CALGARY) STREET MINISTRY SOCIETY – CENTRE STREET <i>(includes data for the Sunalta shelter in 2002, which was operated in 2000 and since 2006 by the Calgary Drop-In Centre Society, and operated in 2004 by Alberta Seniors, Housing Services Division)</i>		5	14	103	111
MUSTARD SEED (CALGARY) STREET MINISTRY SOCIETY – FOOTHILLS SHELTER					
OXFORD HOUSE FOUNDATION OF CANADA					
POTENTIAL PLACE SOCIETY – RENAISSANCE CENTRE (BUILDING 1)					
POTENTIAL PLACE SOCIETY – BUILDING 2					
RECOVERY ACRES (CALGARY) SOCIETY					
SALVATION ARMY – ANCHORAGE CENTRE <i>(facility now closed)</i>			18	62	49
SALVATION ARMY – BOOTH CENTRE	139	160	176	269	256
SALVATION ARMY – CENTRE OF HOPE					
SALVATION ARMY – THE HOUSE <i>(facility now closed)</i>				13	17
SERVANTS ANONYMOUS SOCIETY					
SIMON HOUSE RECOVERY CENTRE – REPORTED IN AGGREGATE FOR ONE FACILITY AND SEVERAL HOUSES <i>(previously called Simon House Residence Society)</i>					

TABLE 43. HOMELESS PEOPLE ENUMERATED IN FACILITIES, 1992-2008

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FACILITY	HOMELESS PEOPLE ENUMERATED, BY YEAR				TOTAL FOR ALL YEARS
	2002	2004	2006	2008	
MC MAN YOUTH SERVICES – HOPE HOMES FOR ABORIGINAL YOUTH <i>(* data for <u>all</u> facilities shown with Hope Homes for 2004)</i>		*	6	9	15
MC MAN YOUTH SERVICES – WELLINGTON PLACE <i>(* data for <u>all</u> facilities shown with Hope Homes for 2004)</i>		*	5	4	9
MÉTIS CALGARY FAMILY SERVICES – RAINBOW LODGE			87	88	175
MUSTARD SEED (CALGARY) STREET MINISTRY SOCIETY – CENTRE STREET <i>(includes data for the Sunalta shelter in 2002, which was operated in 2000 and since 2006 by the Calgary Drop-In Centre Society, and operated in 2004 by Alberta Seniors, Housing Services Division)</i>	119	123	124	41	640
MUSTARD SEED (CALGARY) STREET MINISTRY SOCIETY – FOOTHILLS SHELTER				264	264
OXFORD HOUSE FOUNDATION OF CANADA		103	88	100	291
POTENTIAL PLACE SOCIETY – RENAISSANCE CENTRE (BUILDING 1)			10	11	21
POTENTIAL PLACE SOCIETY – BUILDING 2				16	16
RECOVERY ACRES (CALGARY) SOCIETY		19	32	38	89
SALVATION ARMY – ANCHORAGE CENTRE <i>(facility now closed)</i>					129
SALVATION ARMY – BOOTH CENTRE	184	181	184	184	1,733
SALVATION ARMY – CENTRE OF HOPE	305	312	333	311	1,261
SALVATION ARMY – THE HOUSE <i>(facility now closed)</i>					30
SERVANTS ANONYMOUS SOCIETY		18	23	19	60
SIMON HOUSE RECOVERY CENTRE – REPORTED IN AGGREGATE FOR ONE FACILITY AND SEVERAL HOUSES <i>(previously called Simon House Residence Society)</i>		57	53	53	163

TABLE 43. HOMELESS PEOPLE ENUMERATED IN FACILITIES, 1992-2008

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FACILITY	HOMELESS PEOPLE ENUMERATED, BY YEAR				
	1992	1994	1996	1998	2000
SONSHINE SOCIETY OF CHRISTIAN COMMUNITY SERVICES <i>(excluded in 1996-2002 as a provider of "long-term housing" but included again as a provider of "transitional" housing since 2004, as it first was in 1992 and 1994)</i>	24	18			
SUNRISE NATIVE ADDICTIONS SERVICES SOCIETY <i>(previously called Native Addictions Services Society)</i>					
TRINITY FOUNDATION OF ALBERTA – MANCHESTER ³					
VICTORY FOUNDATION – ALYTH LODGE <i>(previously called Victory Outreach Foundation)</i>					
VICTORY FOUNDATION – FOREST LAWN – REPORTED IN AGGREGATE FOR TWO HOUSES <i>(previously called Victory Outreach Foundation)</i>					
WOOD'S HOMES – EXIT YOUTH SHELTER					
YOUVILLE WOMEN'S RESIDENCES – REPORTED IN AGGREGATE FOR FIVE RESIDENCES					
YWCA OF CALGARY – MARY DOVER HOUSE		0	26	8	54
YWCA OF CALGARY – SAFE HAVEN					
YWCA OF CALGARY – SHERIFF KING FAMILY HOME ⁴	30	21	20	25	17
TOTAL – HOMELESS PEOPLE ENUMERATED IN FACILITIES	421	410	576	910	1,091
GROWTH RATE (PERCENT CHANGE FROM PREVIOUS COUNT; TOTAL = OVERALL GROWTH RATE SINCE 1992)	–	-2.6%	40.5%	58.0%	19.9%

Notes:

- 1 Calgary Alpha House Society admitted 58 individuals on 2000 May 17; however, not everyone stayed overnight.
- 2 In 2002, Inn from the Cold Society enumerated four families (consisting of four adults and seven children) who ultimately stayed with friends for the night.

TABLE 43. HOMELESS PEOPLE ENUMERATED IN FACILITIES, 1992-2008

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FACILITY	HOMELESS PEOPLE ENUMERATED, BY YEAR				TOTAL FOR ALL YEARS
	2002	2004	2006	2008	
SONSHINE SOCIETY OF CHRISTIAN COMMUNITY SERVICES <i>(excluded in 1996-2002 as a provider of "long-term housing" but included again as a provider of "transitional" housing since 2004, as it first was in 1992 and 1994)</i>		17	20	41	120
SUNRISE NATIVE ADDICTIONS SERVICES SOCIETY <i>(previously called Native Addictions Services Society)</i>		8	9	19	36
TRINITY FOUNDATION OF ALBERTA – MANCHESTER ³			0	66	66
VICTORY FOUNDATION – ALYTH LODGE <i>(previously called Victory Outreach Foundation)</i>				53	53
VICTORY FOUNDATION – FOREST LAWN – REPORTED IN AGGREGATE FOR TWO HOUSES <i>(previously called Victory Outreach Foundation)</i>		5	6	19	30
WOOD'S HOMES – EXIT YOUTH SHELTER	15	9	11	8	43
YOUVILLE WOMEN'S RESIDENCES – REPORTED IN AGGREGATE FOR FIVE RESIDENCES		17	24	13	54
YWCA OF CALGARY – MARY DOVER HOUSE	34	83	65	65	335
YWCA OF CALGARY – SAFE HAVEN		2	3	4	9
YWCA OF CALGARY – SHERIFF KING FAMILY HOME ⁴	31	37	17	33	231
TOTAL – HOMELESS PEOPLE ENUMERATED IN FACILITIES	1,605	2,440	2,823	3,195	13,471
GROWTH RATE (PERCENT CHANGE FROM PREVIOUS COUNT; TOTAL = OVERALL GROWTH RATE SINCE 1992)	47.1%	52.0%	15.7%	13.2%	659%

Notes:

- 3 In 2006, Trinity Foundation of Alberta – Manchester was invited to participate on the advice of the Calgary Homeless Foundation, as it was believed this facility provided transitional housing; however, the returned Facility Enumeration Form reported that this facility does not provide either transitional or emergency shelter.
- 4 In 2000, YWCA of Calgary – Sheriff King Family Home reported they were undergoing renovations and were operating under capacity.

TABLE 44. HOMELESS PEOPLE ENUMERATED BY SERVICE AGENCIES, 1992-2008

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SERVICE AGENCY	HOMELESS PEOPLE ENUMERATED, BY YEAR				
	1992	1994	1996	1998	2000
ALBERTA WORKS – INCOME SUPPORT CONTACT CENTRE <i>(operating under various Ministries over time)</i>					
CALGARY AND AREA CHILD AND FAMILY SERVICES AUTHORITY – SOCIAL SERVICES RESPONSE TEAM <i>(previously called Calgary Rockyview Child and Family Services, and prior to that, operated under Alberta Family and Social Services; only children and youth enumerated as of 2004, as adults are enumerated by Alberta Works)</i>	2	2	0	9	6
CALGARY HEALTH REGION (CHR) – ALBERTA CHILDREN'S HOSPITAL					
CHR – CALGARY GENERAL HOSPITAL	3	0	0		
CHR – FOOTHILLS MEDICAL CENTRE		0	0	4	1
CHR – HOLY CROSS HOSPITAL	0	0	0		
CHR – PETER LOUGHEED CENTRE		0	0	0	0
CHR – ROCKYVIEW GENERAL HOSPITAL		0	0	0	0
CHR – SHELDON M. CHUMIR HEALTH CENTRE					
CALGARY POLICE SERVICE – ARREST PROCESSING UNIT	16	5	9	25	11
CALGARY REMAND CENTRE <i>(first invited to participate in 2004 but declined)</i>					
CALGARY TRANSIT – REMOTE LRT STATIONS					
CALGARY URBAN PROJECT SOCIETY (CUPS)					
CALGARY YOUNG OFFENDER CENTRE					
CANADIAN RED CROSS SOCIETY		0	0	2	19
LATOUR CENTRE		3			
TOTAL – HOMELESS PEOPLE ENUMERATED BY SERVICE AGENCIES	21	10	9	40	37
GROWTH RATE (PERCENT CHANGE FROM PREVIOUS COUNT; TOTAL = OVERALL GROWTH RATE SINCE 1992)	–	-52.4%	-10.0%	344.4%	-7.5%

TABLE 44. HOMELESS PEOPLE ENUMERATED BY SERVICE AGENCIES, 1992-2008

PAGE 2 OF 2

SERVICE AGENCY	HOMELESS PEOPLE ENUMERATED, BY YEAR				TOTAL FOR ALL YEARS
	2002	2004	2006	2008	
ALBERTA WORKS – INCOME SUPPORT CONTACT CENTRE <i>(operating under various Ministries over time)</i>		2	4	0	6
CALGARY AND AREA CHILD AND FAMILY SERVICES AUTHORITY – SOCIAL SERVICES RESPONSE TEAM <i>(previously called Calgary Rockyview Child and Family Services, and prior to that, operated under Alberta Family and Social Services; only children and youth enumerated as of 2004, as adults are enumerated by Alberta Works)</i>	7	0	1	0	27
CALGARY HEALTH REGION (CHR) – ALBERTA CHILDREN'S HOSPITAL		0	1	0	1
CHR – CALGARY GENERAL HOSPITAL					3
CHR – FOOTHILLS MEDICAL CENTRE	2	1	0	1	9
CHR – HOLY CROSS HOSPITAL					0
CHR – PETER LOUGHEED CENTRE	0	0	4	1	5
CHR – ROCKYVIEW GENERAL HOSPITAL	0	0	0	2	2
CHR – SHELDON M. CHUMIR HEALTH CENTRE				3	3
CALGARY POLICE SERVICE – ARREST PROCESSING UNIT	6	20	11	10	113
CALGARY REMAND CENTRE <i>(first invited to participate in 2004 but declined)</i>			103	190	293
CALGARY TRANSIT – REMOTE LRT STATIONS		7	60	64	131
CALGARY URBAN PROJECT SOCIETY (CUPS)	0				0
CALGARY YOUNG OFFENDER CENTRE				25	25
CANADIAN RED CROSS SOCIETY	0				21
LATOUR CENTRE					3
TOTAL – HOMELESS PEOPLE ENUMERATED BY SERVICE AGENCIES	15	30	184	296	642
GROWTH RATE (PERCENT CHANGE FROM PREVIOUS COUNT; TOTAL = OVERALL GROWTH RATE SINCE 1992)	-59.5%	100.0%	513.3%	60.9%	1310%



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