

PROGRAM/SERVICE DELIVERY:

Supports includes a wide range of activities, including assistance with obtaining identification, employment supports, life skills referrals and supports, housing search activities, etc.

Referrals also refer to a wide range of activities, such as income supports, assistance with taxes, legal, medical, and addiction referrals to name just a few.

Regarding beds at shelters:

The number shown is total capacity which may fluctuate due to COVID outbreak limiting admissions or temporary program changes; for example in August 2021 the basement of the Bathurst-Lake Shore Shelter was closed indefinitely to allow ongoing access to the building owners for environmental testing. For Hotels this is the number of rooms designated for resident use; at any given time some may be off-line for cleaning or repairs. The total number of clients in these programs changes regularly as each room can accommodate couples.

Service Delivery:

	Jan. 2021	Feb. 2021	Mar. 2021	Apr. 2021	May. 2021	Jun. 2021	Jul. 2021	Aug. 2021	Sept. 2021	Oct. 2021	Nov. 2021	Dec. 2021
Housing												
Beds/Units	299	299	299	299	299	299	299	299	299	299	299	299
Referrals	101	91	84	25	70	80	42	71	73	96	84	61
Ongoing Supports	268	271	269	269	270	270	270	270	271	270	270	270
Group Activities	17	11	13	9	16	15	13	10	8	16	9	14
Group Activity Participants	204	290	267	243	166	198	201	149	163	249	236	355
Eviction Prevention Activities	11	25	18	15	23	28	28	22	21	20	17	14
Bathurst-Lake Shore												
Beds/Units	170	170	170	170	170	170	170	170	120	120	120	120
Referrals	241	256	305	147	171	183	102	98	97	90	143	144
Ongoing Supports	107	107	111	99	94	86	81	90	65	62	114	108
Group Activities	7	9	8	9	6	8	9	8	3	6	5	20
Group Activity Participants	111	98	95	84	76	78	66	54	45	43	26	143
Better Living Centre												
Beds/Units	124	124	124	124	124	124	124	124	124	124	124	124
Referrals	81	88	69	113	85	88	102	99	92	85	82	110
Ongoing Supports	71	66	54	59	55	51	50	58	68	41	236	202
Group Activities	6	6	4	3	4	6	4	5	3	3	1	4
Group Activity Participants	51	50	48	39	44	46	51	50	33	34	9	37

	Jan. 2021	Feb. 2021	Mar. 2021	Apr. 2021	May. 2021	Jun. 2021	Jul. 2021	Aug. 2021	Sept. 2021	Oct. 2021	Nov. 2021	Dec. 2021
Delta Hotel												
Beds/Units	285	285	285	285	285	285	285	285	285	285	285	285
Referrals	310	310	352	350	216	268	187	209	385	231	442	378
Ongoing Supports	229	250	249	239	240	240	239	234	213	211	212	212
Group Activities	25	28	29	31	31	29	28	30	12	12	12	13
Group Activity Participants	201	211	222	243	256	229	209	211	79	85	65	93
The Esplanade												
Beds/Units			264	264	264	264	264	264	264	264	264	264
Referrals			113	246	467	674	684	613	512	400	306	254
Ongoing Supports			65	197	203	221	240	239	180	165	93	100
Group Activities			---	13	22	21	20	19	20	27	18	20
Group Activity Participants			---	106	119	188	202	211	194	233	33	32
Kennedy Shelter												
Beds/Units	47	47	47	47	47	47	47	47	47	50	50	50
Referrals	145	99	119	200	152	252	246	211	35	45	30	29
Ongoing Supports	53	49	51	49	50	52	56	51	25	30	48	33
Group Activities	13	16	15	15	10	9	9	10	18	9	5	2
Group Activity Participants	231	222	198	157	166	142	149	150	67	88	20	43
Lawrence Shelter												
Beds/Units						55	55	55	55	55	55	55
Referrals						37	71	72	89	71	114	126
Ongoing Supports						13	29	41	8	10	8	5
Group Activities						---	2	3	2	2	4	2
Group Activity Participants						---	19	39	21	26	18	12
St. Clair Shelter												
Beds/Units	31	31	31	31	31	37	37	37	37	37	37	37
Referrals	35	47	60	47	62	61	62	68	59	42	37	40
Ongoing Supports	36	37	33	31	33	35	38	39	34	34	32	32
Group Activities	7	8	7	7	7	8	7	8	4	2	0	3
Group Activity Participants	80	99	81	85	90	114	89	82	89	20	0	0

	Jan. 2021	Feb. 2021	Mar. 2021	Apr. 2021	May. 2021	Jun. 2021	Jul. 2021	Aug. 2021	Sept. 2021	Oct. 2021	Nov. 2021	Dec. 2021
Strachan House												
Beds/Units	86	86	86	86	86	86	86	86	86	86	86	86
Referrals	137	276	387	676	620	514	692	501	532	499	322	209
Ongoing Supports	105	98	94	92	91	90	88	82	77	73	69	69
Group Activities	4	8	6	4	4	7	4	5	5	6	6	4
Group Activity Participants	48	46	49	50	43	61	42	43	44	48	55	43
Eviction Prevention Activities	36	22	38	38	31	30	33	29	22	27	9	0
Strathcona												
Beds/Units	107	107	107	107	107	107	107	107	107	107	107	107
Referrals	92	80	52	110	78	112	100	99	80	105	112	99
Ongoing Supports	94	96	90	88	91	90	90	91	88	86	10	80
Group Activities	4	7	6	3	5	4	4	5	6	19	24	12
Group Activity Participants	29	33	25	40	39	28	21	32	24	161	134	94
Willowdale												
Beds/Units	125	125	125	125	125	125	125	125	125	125	125	125
Referrals	79	87	57	167	152	254	126	159	110	150	160	162
Ongoing Supports	72	75	64	68	67	70	61	67	42	45	58	51
Group Activities	8	9	10	11	9	9	8	7	4	3	5	5
Group Activity Participants	114	88	75	65	101	78	89	90	95	105	113	128