

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.

Strachan House has moved to the hotel at 22 Metropolitan but the actual number of rooms (86) is still the same.

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:

	Feb. 2021	Mar. 2021	Apr. 2021	May. 2021	Jun. 2021	Jul. 2021	Aug. 2021	Sept. 2021	Oct. 2021	Nov. 2021	Dec. 2021	Jan. 2022
Housing												
Beds/Units	299	299	299	299	299	299	299	299	299	299	299	299
Referrals	91	84	25	70	80	42	71	73	96	84	61	65
Ongoing Supports	271	269	269	270	270	270	270	271	270	270	270	270
Group Activities	11	13	9	16	15	13	10	8	16	9	14	9
Group Activity Participants	290	267	243	166	198	201	149	163	249	236	355	133
Eviction Prevention Activities	25	18	15	23	28	28	22	21	20	17	14	9
101 Placer												
Beds/Units												54
Referrals												18
Ongoing Supports												38
Group Activities												3
Group Activity Participants												25
Bathurst-Lake Shore												
Beds/Units	170	170	170	170	170	170	170	120	120	120	120	120
Referrals	256	305	147	171	183	102	98	97	90	143	144	202
Ongoing Supports	107	111	99	94	86	81	90	65	62	114	108	123
Group Activities	9	8	9	6	8	9	8	3	6	5	20	23

	Feb. 2021	Mar. 2021	Apr. 2021	May. 2021	Jun. 2021	Jul. 2021	Aug. 2021	Sept. 2021	Oct. 2021	Nov. 2021	Dec. 2021	Jan. 2022
Group Activity Participants	98	95	84	76	78	66	54	45	43	26	143	138
Better Living Centre												
Beds/Units	124	124	124	124	124	124	124	124	124	124	124	124
Referrals	88	69	113	85	88	102	99	92	85	82	110	108
Ongoing Supports	66	54	59	55	51	50	58	68	41	236	202	122
Group Activities	6	4	3	4	6	4	5	3	3	1	4	4
Group Activity Participants	50	48	39	44	46	51	50	33	34	9	37	23
Delta Hotel												
Beds/Units	285	285	285	285	285	285	285	285	285	285	285	285
Referrals	310	352	350	216	268	187	209	385	231	442	378	387
Ongoing Supports	250	249	239	240	240	239	234	213	211	212	212	12
Group Activities	28	29	31	31	29	28	30	12	12	12	13	13
Group Activity Participants	211	222	243	256	229	209	211	79	85	65	93	93
The Esplanade												
Beds/Units		264	264	264	264	264	264	264	264	264	264	264
Referrals		113	246	467	674	684	613	512	400	306	254	248
Ongoing Supports		65	197	203	221	240	239	180	165	93	100	80
Group Activities		---	13	22	21	20	19	20	27	18	20	7
Group Activity Participants		---	106	119	188	202	211	194	233	33	32	10
Kennedy Shelter												
Beds/Units	47	47	47	47	47	47	47	47	50	50	50	50
Referrals	99	119	200	152	252	246	211	35	45	30	30	105
Ongoing Supports	49	51	49	50	52	56	51	25	30	48	48	38
Group Activities	16	15	15	10	9	9	10	18	9	5	5	3
Group Activity Participants	222	198	157	166	142	149	150	67	88	20	20	25
Lawrence Shelter												
Beds/Units					55	55	55	55	55	55	55	55
Referrals					37	71	72	89	71	114	126	124
Ongoing Supports					13	29	41	8	10	8	5	10
Group Activities					---	2	3	2	2	4	2	2
Group Activity Participants					---	19	39	21	26	18	12	9

	Feb. 2021	Mar. 2021	Apr. 2021	May. 2021	Jun. 2021	Jul. 2021	Aug. 2021	Sept. 2021	Oct. 2021	Nov. 2021	Dec. 2021	Jan. 2022
St. Clair Shelter												
Beds/Units	31	31	31	31	37	37	37	37	37	37	37	37
Referrals	47	60	47	62	61	62	68	59	42	37	40	7
Ongoing Supports	37	33	31	33	35	38	39	34	34	32	32	9
Group Activities	8	7	7	7	8	7	8	4	2	0	3	1
Group Activity Participants	99	81	85	90	114	89	82	89	20	0	0	15
Strachan House												
Beds/Units	86	86	86	86	86	86	86	86	86	86	86	86
Referrals	276	387	676	620	514	692	501	532	499	322	209	167
Ongoing Supports	98	94	92	91	90	88	82	77	73	69	69	72
Group Activities	8	6	4	4	7	4	5	5	6	6	4	3
Group Activity Participants	46	49	50	43	61	42	43	44	48	55	43	46
Eviction Prevention Activities	22	38	38	31	30	33	29	22	27	9	0	0
Strathcona												
Beds/Units	107	107	107	107	107	107	107	107	107	107	107	107
Referrals	80	52	110	78	112	100	99	80	105	112	99	101
Ongoing Supports	96	90	88	91	90	90	91	88	86	10	80	8
Group Activities	7	6	3	5	4	4	5	6	19	24	12	6
Group Activity Participants	33	25	40	39	28	21	32	24	161	134	94	20
Willowdale												
Beds/Units	125	125	125	125	125	125	125	125	125	125	125	125
Referrals	87	57	167	152	254	126	159	110	150	160	162	110
Ongoing Supports	75	64	68	67	70	61	67	42	45	58	51	83
Group Activities	9	10	11	9	9	8	7	4	3	5	5	2
Group Activity Participants	88	75	65	101	78	89	90	95	105	113	128	16