

**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:**

	Nov. 2020	Dec. 2020	Jan. 2021	Feb. 2021	Mar. 2021	Apr. 2021	May-21	Jun-21	Jul-21	Aug. 2021	Sept. 2021	Oct. 2021
<b>Housing</b>												
<b>Beds/Units</b>	299	299	299	299	299	299	299	299	299	299	299	299
<b>Referrals</b>	100	89	101	91	84	25	70	80	42	71	73	96
<b>Ongoing Supports</b>	270	270	268	271	269	269	270	270	270	270	271	270
<b>Group Activities</b>	4	19	17	11	13	9	16	15	13	10	8	16
<b>Group Activity Participants</b>	211	413	204	290	267	243	166	198	201	149	163	249
<b>Eviction Prevention Activities</b>	6	6	11	25	18	15	23	28	28	22	21	20
<b>Bathurst-Lake Shore</b>												
<b>Beds/Units</b>	170	170	170	170	170	170	170	170	170	170	120	120
<b>Referrals</b>	198	290	241	256	305	147	171	183	102	98	97	90
<b>Ongoing Supports</b>	111	99	107	107	111	99	94	86	81	90	65	62
<b>Group Activities</b>	11	9	7	9	8	9	6	8	9	8	3	6
<b>Group Activity Participants</b>	101	99	111	98	95	84	76	78	66	54	45	43

<b>Better Living Centre</b>												
<b>Beds/Units</b>	124	124	124	124	124	124	124	124	124	124	124	124
<b>Referrals</b>	38	68	81	88	69	113	85	88	102	99	92	85
<b>Ongoing Supports</b>	31	56	71	66	54	59	55	51	50	58	68	41
<b>Group Activities</b>	4	8	6	6	4	3	4	6	4	5	3	3
<b>Group Activity Participants</b>	39	55	51	50	48	39	44	46	51	50	33	34
<b>Delta Hotel</b>												
<b>Beds/Units</b>	285	285	285	285	285	285	285	285	285	285	285	285
<b>Referrals</b>	203	206	310	310	352	350	216	268	187	209	385	231
<b>Ongoing Supports</b>	209	221	229	250	249	239	240	240	239	234	213	211
<b>Group Activities</b>	29	30	25	28	29	31	31	29	28	30	12	12
<b>Group Activity Participants</b>	208	239	201	211	222	243	256	229	209	211	79	85
<b>The Esplanade</b>												
<b>Beds/Units</b>					264	264	264	264	264	264	264	264
<b>Referrals</b>					113	246	467	674	684	613	512	400
<b>Ongoing Supports</b>					65	197	203	221	240	239	180	165
<b>Group Activities</b>					---	13	22	21	20	19	20	27
<b>Group Activity Participants</b>					---	106	119	188	202	211	194	233
<b>Kennedy Shelter</b>												
<b>Beds/Units</b>	47	47	47	47	47	47	47	47	47	47	47	50
<b>Referrals</b>	219	207	145	99	119	200	152	252	246	211	35	45
<b>Ongoing Supports</b>	57	55	53	49	51	49	50	52	56	51	25	30
<b>Group Activities</b>	16	17	13	16	15	15	10	9	9	10	18	9
<b>Group Activity Participants</b>	238	278	231	222	198	157	166	142	149	150	67	88
<b>Lawrence Shelter</b>												
<b>Beds/Units</b>									55	55	55	55
<b>Referrals</b>									37	71	72	89
<b>Ongoing Supports</b>									13	29	41	8
<b>Group Activities</b>									---	2	3	2
<b>Group Activity Participants</b>									---	19	39	21

<b>St. Clair Shelter</b>												
<b>Beds/Units</b>	31	31	31	31	31	31	31	37	37	37	37	37
<b>Referrals</b>	59	40	35	47	60	47	62	61	62	68	59	42
<b>Ongoing Supports</b>	35	33	36	37	33	31	33	35	38	39	34	34
<b>Group Activities</b>	7	8	7	8	7	7	7	8	7	8	4	2
<b>Group Activity Participants</b>	87	79	80	99	81	85	90	114	89	82	89	20
<b>Strachan House</b>												
<b>Beds/Units</b>	86	86	86	86	86	86	86	86	86	86	86	86
<b>Referrals</b>	434	304	137	276	387	676	620	514	692	501	532	499
<b>Ongoing Supports</b>	102	101	105	98	94	92	91	90	88	82	77	73
<b>Group Activities</b>	6	6	4	8	6	4	4	7	4	5	5	6
<b>Group Activity Participants</b>	39	44	48	46	49	50	43	61	42	43	44	48
<b>Eviction Prevention Activities</b>	29	40	36	22	38	38	31	30	33	29	22	27
<b>Strathcona</b>												
<b>Beds/Units</b>	107	107	107	107	107	107	107	107	107	107	107	107
<b>Referrals</b>	61	46	92	80	52	110	78	112	100	99	80	105
<b>Ongoing Supports</b>	89	87	94	96	90	88	91	90	90	91	88	86
<b>Group Activities</b>	6	5	4	7	6	3	5	4	4	5	6	19
<b>Group Activity Participants</b>	38	35	29	33	25	40	39	28	21	32	24	161
<b>Willowdale</b>												
<b>Beds/Units</b>	125	125	125	125	125	125	125	125	125	125	125	125
<b>Referrals</b>	140	132	79	87	57	167	152	254	126	159	110	150
<b>Ongoing Supports</b>	66	69	72	75	64	68	67	70	61	67	42	45
<b>Group Activities</b>	13	9	8	9	10	11	9	9	8	7	4	3
<b>Group Activity Participants</b>	99	67	114	88	75	65	101	78	89	90	95	105