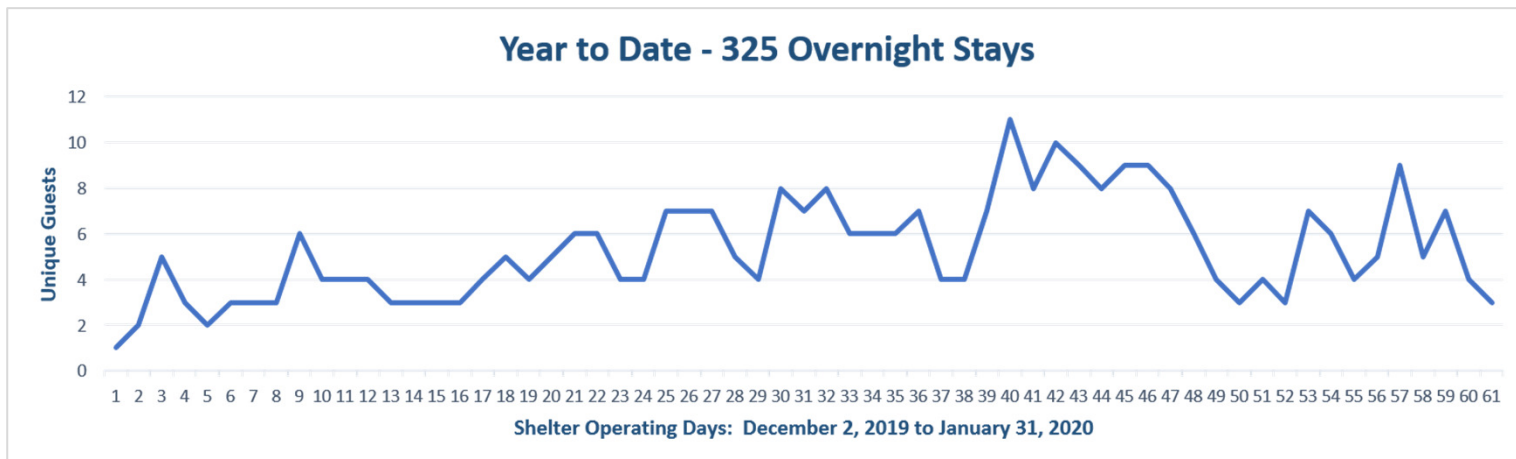


Semi-Annual: Shelter Operations Report

Published February 3rd, 2020

Community Connection produces two Out of The Cold operations reports during the operating season, at the end of January and at the end of April. The shelter is open from 7 pm to 7 am during the winter season; this report is for the period of December 2nd, 2019 to January 31st, 2020. The shelter was open for 61 consecutive nights and hosted 325 overnight stays. The following chart shows the fluctuation of the number of guests each day - the highest number was 11 guests and the lowest number was 1 guest.



38 individuals visited the shelter seeking services. 28 guests completed the consent and intake process and accessed shelter services, another 10 individuals chose not to stay. During this period, there were 325 overnight stays, 296 evening meals served, and 322 breakfast food cards distributed.

Shelter Operations	December	January	Total
Total Guests Arriving and Choosing Not to Stay	3	7	10
Total Guests Completing Intake	17	11	28
Total Overnight Stays	128	197	325
Total Meals Served	119	177	296
Total Food Cards Distributed	121	201	322

The shelter employs 8 operations staff, and 2 work together on each shift. During its 61 operating nights, 1,357 hours were worked by shelter staff. Volunteers support shelter operations contributing 188 hours in evening and morning shifts during this period.

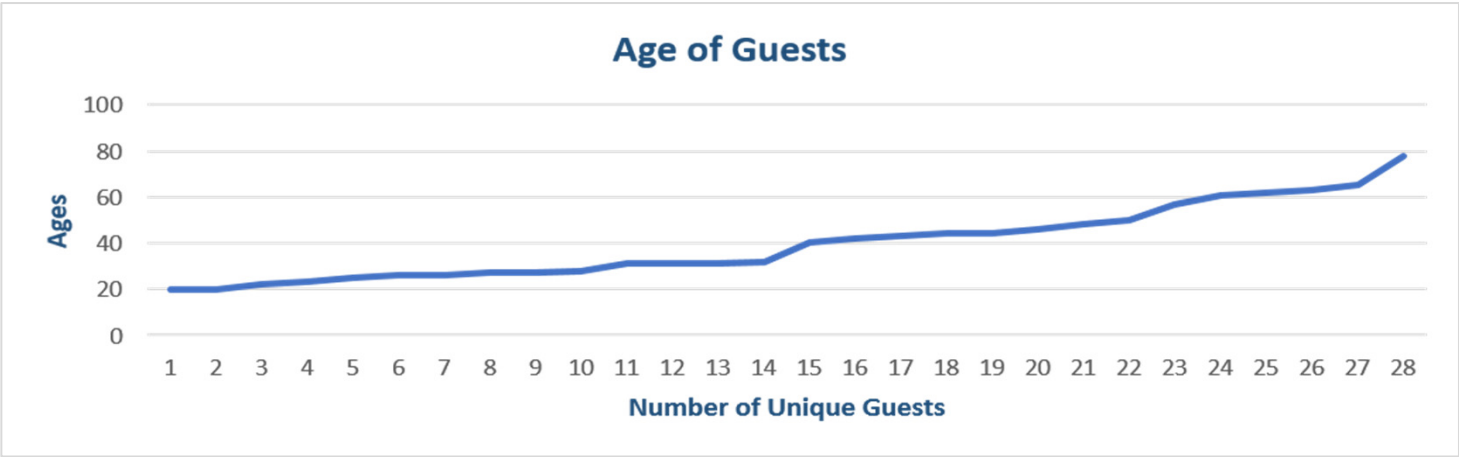
Shelter Operations	December	January	Total
Operating Days	30	31	61
Staff Hours Shelter Services	632	725	1357
Volunteer Hours Evenings	36	66	102
Volunteer Hours Mornings	42	44	86



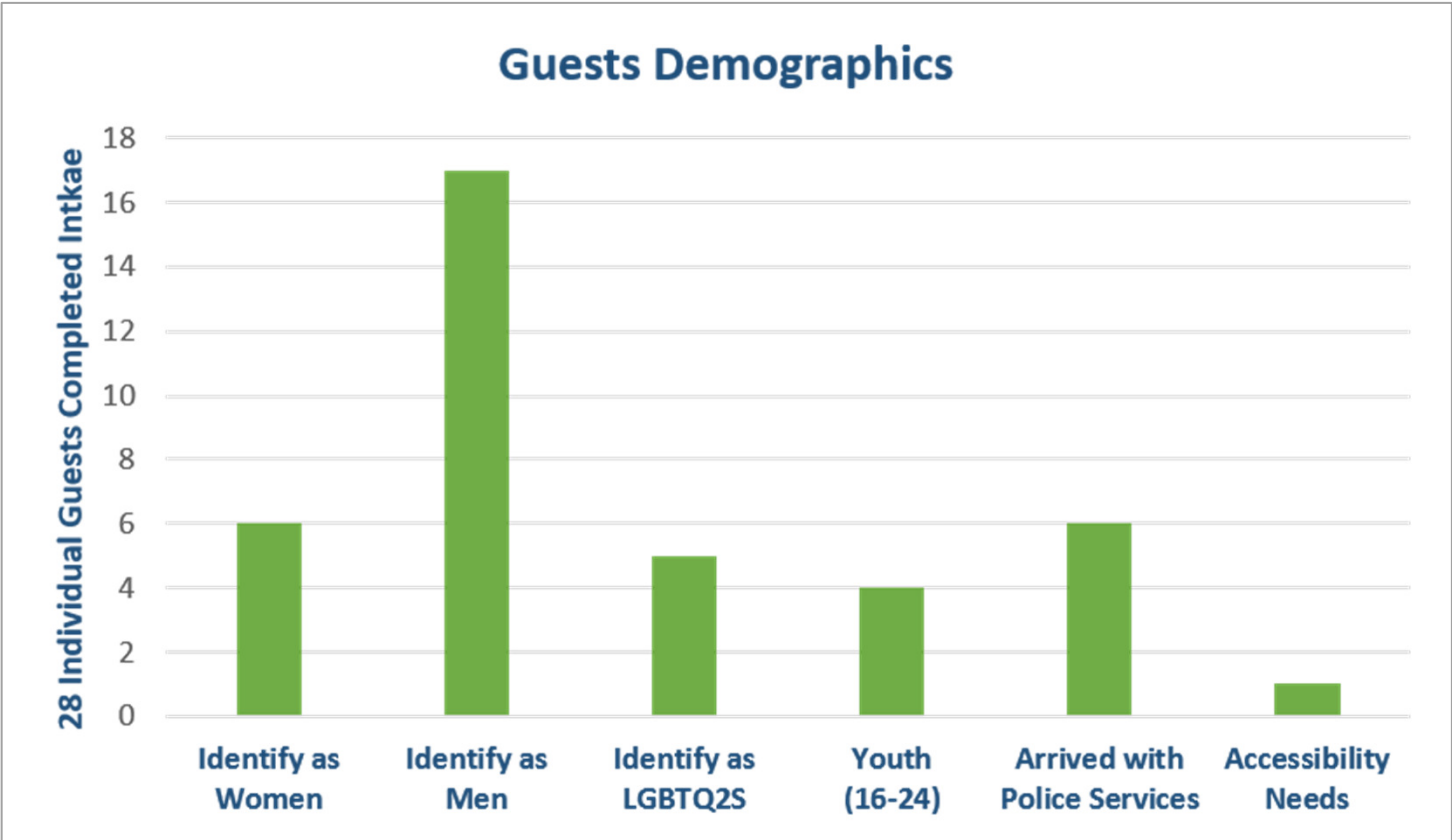
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Guests are not required to provide complete demographic information. Aggregate data from the initial intake show guests ages varied between 20 and 78 years. There were 10 guests in their 20's, 4 in their 30's, 7 in their 40's, 2 in their 50's, 4 in their 60's and 1 in their 70's.



Aggregate data show 6 guests identify as women, 17 identify as men, 5 identify as LGBTQ2S, 6 arrived with police services and 1 has accessibility needs.

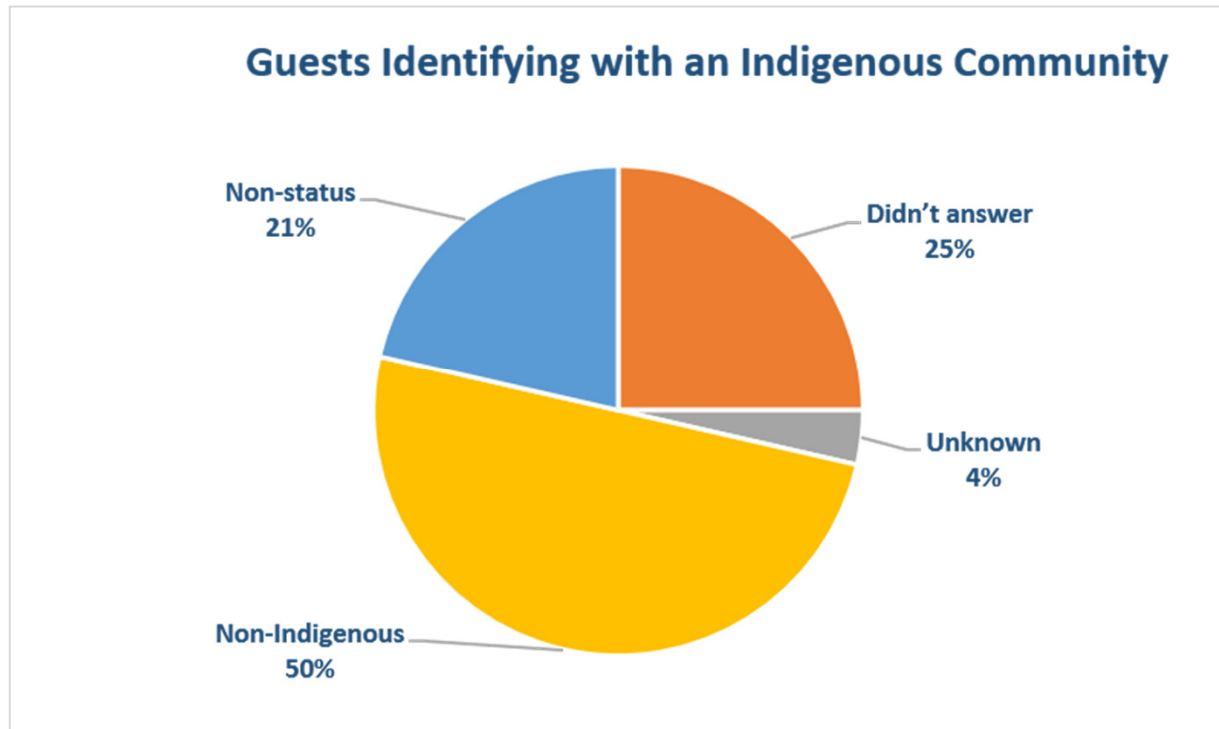




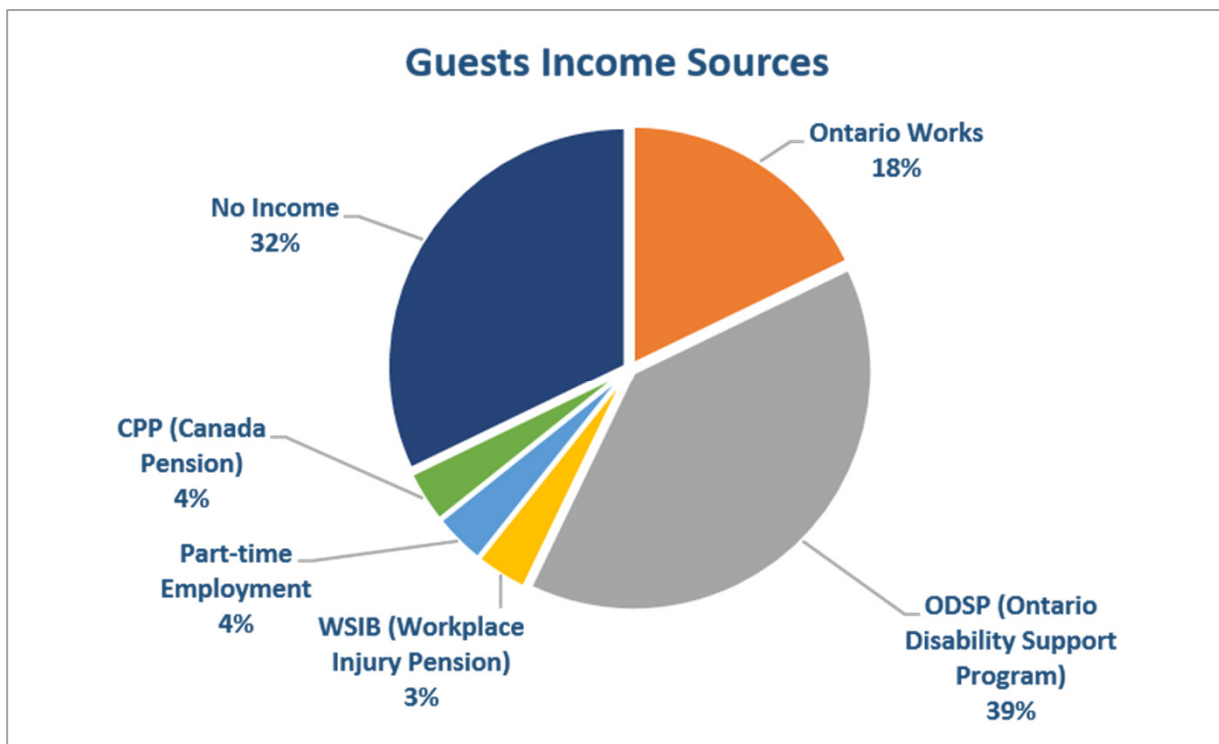
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Aggregate data from those who chose to provide additional information show 21% identified as Non-Status, and 50% as Non-Indigenous.



Aggregate data indicates 32% of guests had no income, 39% were receiving Ontario Disability income, 18% receiving Ontario Works assistance, 4% receiving Canada Pension, 4% were employed full-time and 4% receiving Injured Workers compensation.

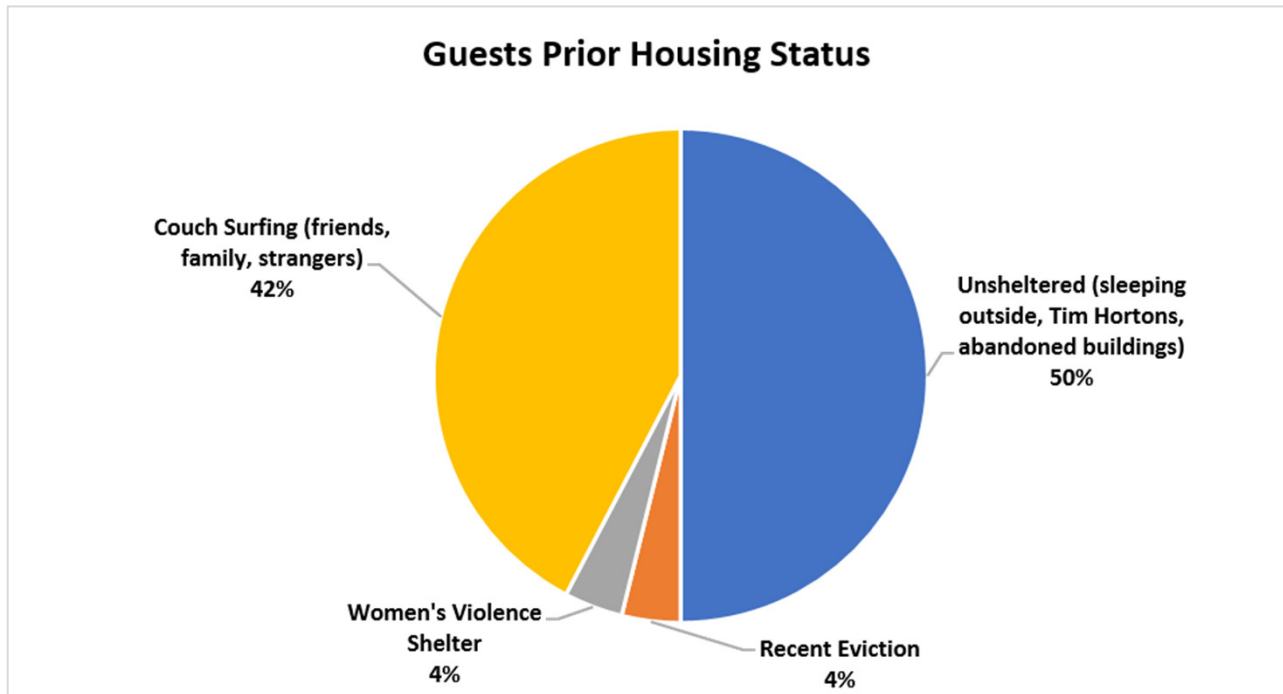




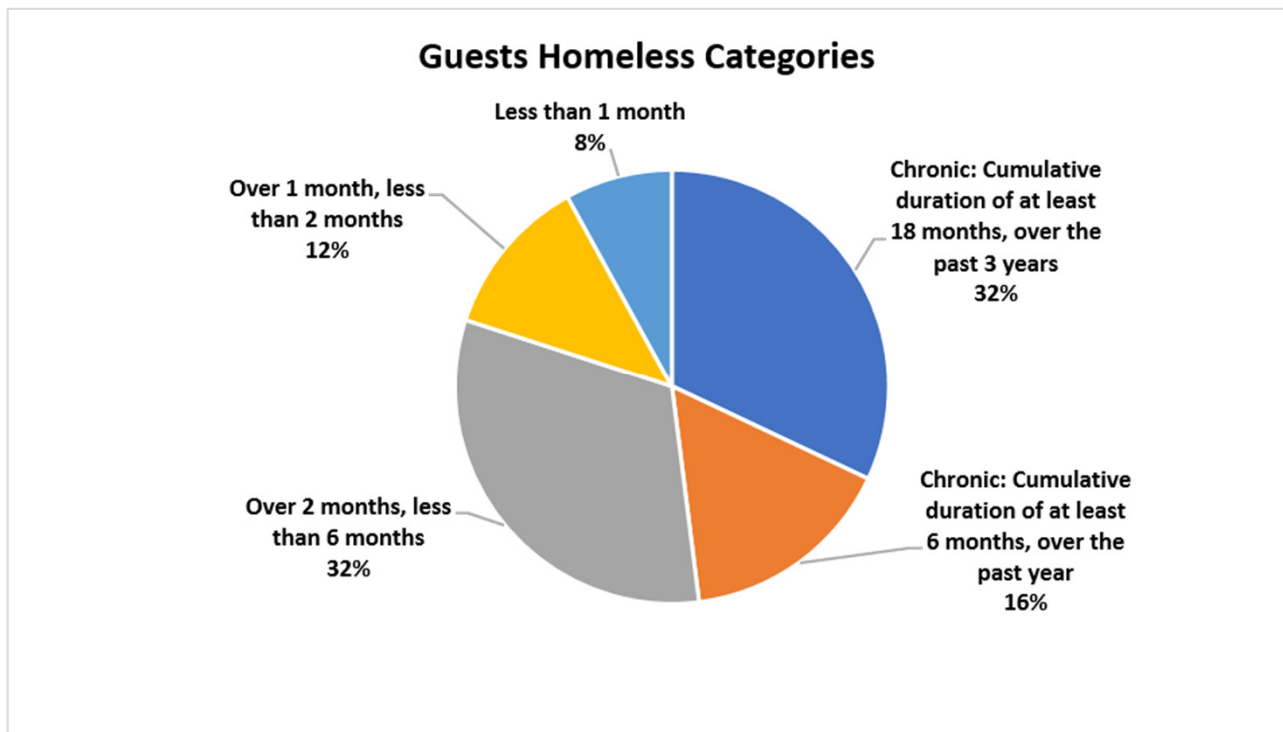
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Aggregate data show prior to attending the shelter 50% of guests were unsheltered, 42% were couch surfing, 4% were staying at a women's violence shelter, and 4% had recently been evicted from their home.



Aggregate data show 48% are considered chronic homeless. Due to the rigors of life on the streets, this group is much more likely to experience catastrophic health crises requiring medical intervention, and a high level of run-ins with law enforcement.





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Shelter guests are encouraged to visit Community Connection's office to meet with a 211 Navigator for further assistance. Navigators meet with individual shelter guests to assess their needs, explain which services and supports are most appropriate and how to use/access them. The primary connection is to the Regional Housing First office for ongoing help to locate and secure permanent housing. Navigators have/are assisting 12 of the 28 guests. The chart below indicates these guests had/have multiple needs and were connected to many agencies or programs. Guests may continue to visit a Navigator as they continue to work through multiple needs. In addition to accessing community services, guests may be provided with bus passes or gas cards.

211 Community Connection, In-person Homeless Navigation Service

On-site, multiple visits by 12 shelter guests:

Sample of needs identified by Navigator's:

- Community Legal Clinic
- Community Meals
- Community Mental Health
- Domestic Violence Shelter
- Food Banks
- Food Vouchers
- Furniture Bank
- General Counselling Services
- Housing Search Assistance
- Landlord/Tenant Dispute Resolution
- Legal Counselling
- Provincial Health Insurance
- Rent Payment Assistance
- Smoking/Vaping Cessation
- Subsidized Rental Housing
- Substance Use Disorder Counselling
- Temporary Financial Assistance
- Temporary Mailing Address
- Tenant Rights Information/Counselling
- Visual/Reading Aids Expense Assistance
- Walk in Medical Clinics

Sample of agency referrals provided by Navigators:

- Canadian Mental Health Association
- Churches – Community Meals
- Collingwood After Hours Walk-in Clinic
- Collingwood Lion's Club
- Collingwood Service Counter
- Community Legal Clinic
- David Busby Centre
- Georgian Bay Family Health Team
- Georgian Bay Furniture Bank
- Health Care Connect
- My Friends House
- One Sight Program
- Ontario Employment Services
- Pro Bono Ontario
- Regional Housing Support Services
- Salvation Army
- Same Day Health Care Clinic
- Social Housing, Simcoe County
- Social Housing, Grey County
- Society of St. Vincent de Paul
- Walk-in Counselling Clinic

Let's celebrate!

Through the collective efforts of our community, as of January 31st, 2020
7 shelter guests had found housing, and
2 shelter guests had found employment!!



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The inability of people to afford to obtain and maintain housing underlies much of the local homelessness problem. Homelessness and poverty are interconnected.

Low wages -- the minimum wage is \$14 and the living wage (the minimum income necessary for a worker to meet their basic needs) is \$18.

The Canadian Rental Housing Index reports Collingwood's average rental rate is \$1,125 per month including utilities. For single adults, Ontario Works provides a maximum monthly shelter amount of \$390, and Ontario Disability provides a monthly shelter allowance of \$497. 57% of shelter guests are receiving either OW or ODSP.

According to the Canadian Rental Housing Index, in 2016 49% of South Georgian Bay renting households were paying more than 30% of the pre-tax income on rent and utilities, and of these, 26% were paying over 50% of pre-tax income on rent and utilities.

The current estimated rental vacancy rate is 0.6%. And there are 709 Collingwood households on the County of Simcoe's social housing centralized waitlist. The lack of affordable rental housing and long wait lists for subsidized housing has created a groundswell for a housing crisis in our community.

Out of The Cold Collingwood is operated by Community Connection, an Accredited information, referral and assistance agency and registered charity located in Collingwood.

Contact:

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Dial 2-1-1 to reach our free 24/7 helpline or visit 211Ontario.ca