

Social Program Monthly Results Report November 2023

CSO Outreach Response Program

The CSO Outreach Response Program involves teams of Community Service Officers and outreach workers (contracted through local service providers ASK Wellness and CMHA) working together in pairs to provide outreach services and to help connect unhoused individuals to shelters and to support services. This program operates from 8:00 am to 12:00 am (midnight), 7 days per week. The program results below are currently collected and provided by the contracted social agencies.

	Connections to Shelter	Connections to Health Services	Internal Referral	External Referral
Current Month November 2023	84	74	24	23
Prior Month October 2023	66	51	48	76
2nd Prior Month September 2023	46	56	25	88
Year to Date January to November 2023	639	499	413	745

Definitions:

Connections to Shelter: Number of times that individuals were connected to shelter services and supports.

Connections to Health Services: Number of times that individuals were connected or referred to health services (e.g., primary, preventative, pharmaceutical, prenatal, or wound care; mental health and/or substance use services; and/or emergency health services).

Internal Referral: Number of times that individuals were referred to the program's partner agencies (CMHA and ASK) for services and supports that they provide (e.g., housing navigation, supportive or subsidized housing, rent subsidies, support with income and/or disability assistance, connections to treatment and recovery services, relocation and reconnection services, supportive employment, life skills, food security, or legal aid).

External Referral: Number of times that individuals were referred to other community service providers that work in collaboration with the CSO Outreach Response Program for services and supports that they provide.

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Envision Outreach Shuttle

The Envision Outreach Shuttle provides outreach, connections to services, and transportation to shelters. This program is operated by CMHA and currently operates 8 hours a day, 7 days a week, with operating hours that vary to align with and respond to community needs.

	Harm Reduction	Meals and Snacks	Shelter Triage	Connections to Services	Interactions
Current Month November 2023	1,184	1,194	93	8	1,194
Prior Month October 2023	1,462	1,552	81	15	1,552
2nd Prior Month September 2023	1,516	1,520	59	12	1,520
Year to Date January to November 2023	16,875	16,945	1,317	429	17,194

Definitions:

Harm Reduction: Number of harm reduction supply items (e.g., clean needles/pipes, condoms, naloxone kits, and other safe supplies) provided to vulnerable and unhoused individuals.

Meals and Snacks: Number of individual items (light meals, snacks, water, and/or coffee) provided to clients.

Shelter Triage: Number of times that individuals were transported to shelter services.

Connections to Services: Number of times that individuals were connected or referred to social and/or health (including mental health and/or substance use) services and supports.

Interactions: Number of times that program staff interacted and connected with individuals.

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Clean Team

The Clean Team is a supportive employment program that employs people, who otherwise may not be able to access employment, to keep streets and public spaces clean from waste, litter, graffiti, and substance use paraphernalia. Data is collected by the Downtown CAP Team, The Mustard Seed, Canadian Mental Health Association, ASK Wellness, The North Shore Business Improvement Association, and SMART Options. This data is gathered from across the city and the work is largely completed by individuals with diverse abilities, or a lived or living experience of substance use, poverty, and/or homelessness working in supportive employment programs.

	Garbage (# of Bags)	Substance Use Paraphernalia (# of Units)	Cardboard (# of Boxes)	Shopping Carts (# of Units)	Calls to CSO (# of Calls)	Graffiti Locations (# of)
Current Month November 2023	365	1,217	409	24	9	1,270
Prior Month October 2023	339	1,575	82	17	9	64
2nd Prior Month September 2023	136	935	99	33	11	252
Year to Date January to November 2023	1,746	6,659	1,779	150	94	1,844

Definitions:

Garbage: Number of bags of refuse collected from around the community and properly disposed of.

Substance Use Paraphernalia: Number of needles, pipes/pipettes, tinfoil, and any other substance use paraphernalia collected from around the community and properly disposed of.

Cardboard: Number of cardboard boxes collected from around the community and properly disposed of.

Shopping Carts: Number of shopping carts collected from around the community and either returned to businesses or properly disposed of.

Calls to CSO: Number of calls for additional support to Community Services Officers when the Clean Team and sharps collection participants required additional support.

Graffiti Locations: Number of locations where the Clean Team were called to remove and/or cover graffiti.

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Shelter System Capacity and Occupancy Rates

Year-Round Shelter Sites

Year-round shelter sites operate on a 24/7 basis, excluding Out of the Cold, which is an overnight shelter except during extreme weather events. Harbour House is a women's only shelter, Moira House is a second-stage temporary housing site for individuals living without problematic substance use and managing other barriers (e.g., mental health), and the other shelter sites are open to the general population. West End Shelter is the Mustard Seed's general population shelter on Victoria Street West.

	Emerald House	West End Shelter	Harbour House	Merit Place	Moira House	Out of the Cold	Total
Bed Capacity	40	22	12	50	41	25	190
Current Month Average Nightly Occupancy November 2023	39 (98%)	19 (86%)	12 (100%)	50 (100%)	36 (88%)	25 (100%)	181 (95%)
Prior Month Average Nightly Occupancy October 2023	38 (95%)	22 (100%)	10 (83%)	50 (100%)	39 (95%)	25 (100%)	184 (97%)
2nd Prior Month Average Nightly Occupancy September 2023	35 (88%)	21 (95%)	10 (83%)	50 (100%)	40 (98%)	25 (100%)	181 (95%)
Year to Date Average Nightly Occupancy January to November 2023	36 (90%)	19 (86%)	11 (92%)	49 (98%)	39 (95%)	25 (100%)	179 (94%)

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48 Victoria Street West

The City leases use of 48 Victoria Street West to Indigenous and non-Indigenous service providers, who provide social services for unhoused individuals including a year-round mini-storage facility (Cllémentem) and a seasonal day space (The Gathering Place) that operates from April 1 to October 31.

Cllémentem (Mini-Storage)

	Bin Access	Visits	Harm Reduction	Agency Referrals	Meals and Snacks	Hygiene Services
Current Month November 2023	460	3,254	0	0	3,991	1,830
Prior Month October 2023	248	1,684	3	5	2,232	509
2nd Prior Month September 2023	322	2,331	1	10	3,061	476
Year to Date January to November 2023	2,739	21,455	188	251	28,585	6,929

Definitions:

Bin Access: Number of times storage bins that hold the belongings of unhoused individuals are accessed.

Visits: Number of times individuals attended the mini-storage facility.

Harm Reduction: Number of naloxone kits provided.

Agency Referrals: Number of times individuals are referred to agencies for health, housing, and social supports and services.

Meals & Snacks: Number of individual items (light meals, snacks, water, and/or coffee) provided to clients.

Hygiene Services: Number of times clients accessed the shower facility, dropped off a load of laundry, accessed personal hygiene products, and/or accessed clothing.