

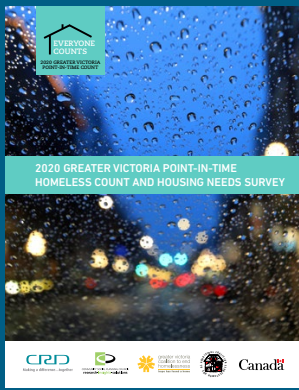


2020 GREATER VICTORIA  
POINT-IN-TIME COUNT

# 2020 GREATER VICTORIA POINT-IN-TIME HOMELESS COUNT AND HOUSING NEEDS SURVEY

# TECHNICAL APPENDIX





This document is a technical appendix to the *2020 Greater Victoria Point-in-Time Homeless Count and Needs Survey: Community Report*.

Download the report at [crd.bc.ca/about/what-we-do/regional-housing/research-and-planning](http://crd.bc.ca/about/what-we-do/regional-housing/research-and-planning)

## 2020 GREATER VICTORIA POINT-IN-TIME HOMELESS COUNT AND NEEDS SURVEY

Technical Appendix / July 2020

Download the report at [crd.bc.ca/about/what-we-do/regional-housing/research-and-planning](http://crd.bc.ca/about/what-we-do/regional-housing/research-and-planning)

Prepared by Chelsea Fiorentino, Diana Gibson, and Bernie Pauly

### PROJECT TEAM AND PARTNERS

**Community Social Planning Council:** Chelsea Fiorentino, Project Coordinator; Mikaila Montgomery, Facilities Coordinator and Lead Project Assistant; Heather Parks and Brooklyn Goryniuk, Youth Engagement Coordinators; and Fraser Fyfe, Project Assistant.

**Aboriginal Coalition to End Homelessness:** Sally Hunter-Brady, Indigenous Engagement Coordinator; and Emma Paul, Indigenous Youth Engagement Coordinator.

**Volunteer Victoria:** Lisa Mort-Putland and Pooja Tole, Volunteer Coordinators.

People with Lived/Living Experience Engagement Committee of the **Greater Victoria Coalition to End Homelessness**.

**University of Victoria:** Dr. Bernie Pauly, Canadian Institute for Substance Use Research.

### ACKNOWLEDGEMENTS

We would like to thank everyone who contributed their valuable time, support, and expertise to the 2020 Point-in-Time survey. A special thanks to all of our community partners, including emergency and transitional housing, health services, food banks, meal programs, libraries, drop-in centres, local municipalities, regional police officers and other local service providers. Thank you to the sponsors, supporters, and 175 volunteers who made the survey possible.

**Design:** Nadene Rehnby, Hands on Publications.



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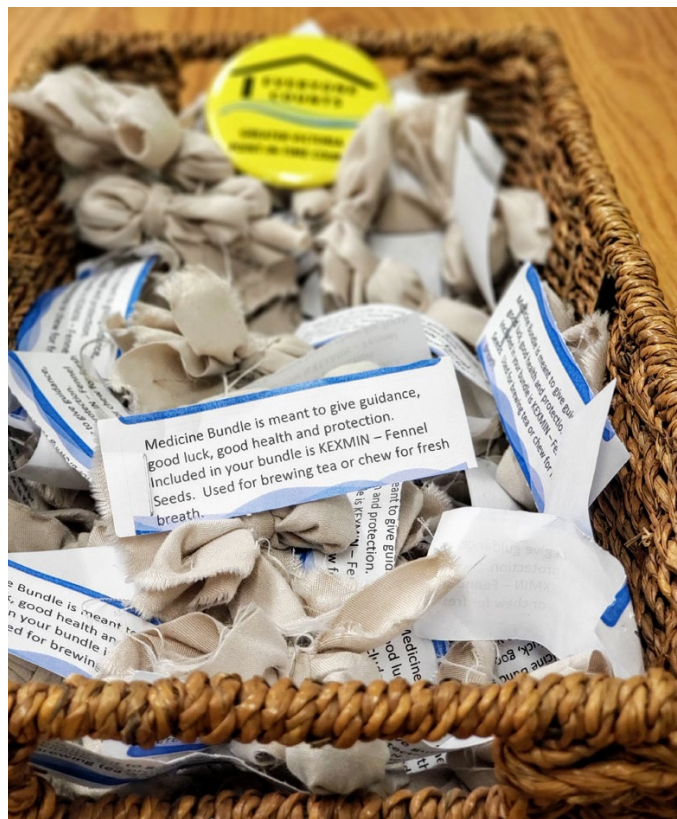
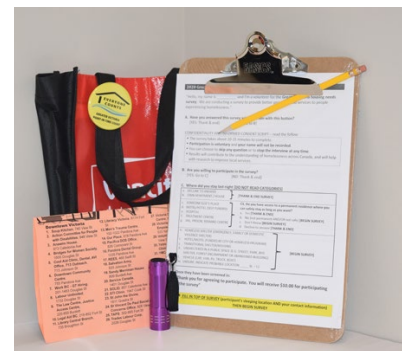
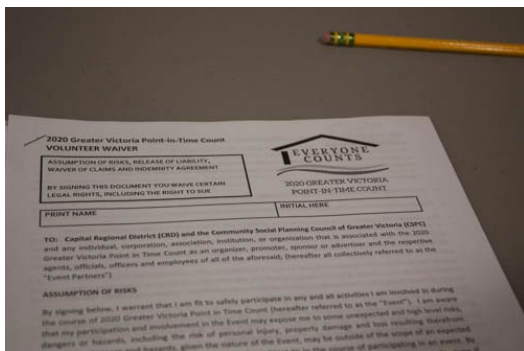
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# INTRODUCTION

This technical appendix, prepared to accompany the *2020 Greater Victoria Point-in-Time Homeless Count and Needs Survey: Community Report*, provides an in-depth overview of the PiT methodology, including the research ethics, survey and enumeration development and application, volunteer recruitment and training, participating facilities and agencies, data collection tools, and the data table sets.

Reading this technical appendix alongside the main report will provide the appropriate context and information about the 2020 Greater Victoria Point-in-Time homeless count and survey.



# KEY COMMUNITY PARTNERS

## COMMUNITY ADVISORY TEAM

The community advisory team consisted of a group of local homeless-serving agencies. Members who participated in previous years were invited to attend this year. This team met a total of three times (twice before March 11 and once afterward). The team helped to advise the PiT project methodology and data collection tools. Members include:

- Capital Regional District, John Reilly and Gina Dolinsky
- Island Health, Christine Hartwig
- Greater Victoria Coalition to End Homelessness, Emily Jackson
- Greater Victoria Coalition to End Homelessness People with Lived Experience Committee, Malcolm Sword
- Victoria Police Department, Cst. Jose Bingham and Cst. Sean Hand
- Victoria Cool Aid Society, Alan Rycroft
- Our Place Society, Holt Sivak
- Victoria Extreme Weather Protocol, Jen Wilde
- Victoria Immigrant and Refugee Society, Dallas Posavad and Angela Gallantes
- Aboriginal Coalition to End Homelessness, Sally Hunter-Brady
- Victoria Women's Transition House Society, Jannah Cunningham
- Volunteer Victoria, Lisa Mort-Putland
- Oak Bay Community Association, Rick Marshall
- Sooke Shelter Society, Sherry Thompson
- Sooke Foodbank, Kim Kaldal
- District of Sooke, Medea Mills

## SOOKE ADVISORY COMMITTEE

The Sooke advisory committee assisted with Sooke community engagement, and advised on appropriate indoor and outdoor survey locations in the Sooke community. The Sooke team also took charge of the hot breakfast magnet event, working with community members to plan and organize the event. The team recruited local volunteers to conduct surveys at the magnet event and other survey locations in the area. Members include:

- Sooke Shelter Society
- Sooke Foodbank
- District of Sooke

## INDIGENOUS PARTNERS

The Greater Victoria Aboriginal Coalition to End Homelessness was a key PiT 2020 partner, contributing to significantly improved Indigenous engagement and cultural supports. Dr. Charlotte Loppie, professor and Director of the Centre for Indigenous Research and Community Engagement, also contributed her expertise in the survey methodology.

## SIGNIFICANT IN-KIND SUPPORT AND SPONSORS

- BC Transit
- Councillor Thornton-Joe
- Island Savings
- Monk Office Supplies
- Sanctuary Youth Centre and volunteers
- Sooke Community Hall and community volunteers
- Thrifty Foods
- Viveka Foundation

## SUPPORTERS

Municipal bylaw officers, police departments, and RCMP provided their support and knowledge of the local area to assist in the efforts of connecting with individuals experiencing homelessness in less urbanized areas of the region.

- City of Victoria
- Victoria Police Department
- District of Central Saanich
- Saanich Police Department
- City of Langford
- Town of View Royal
- West Shore RCMP
- District of Sooke
- Sooke RCMP
- Town of Sidney
- Sidney/North Saanich RCMP

**THANK YOU TO ALL OF THE SPONSORS AND DONORS** who generously donated food and gifts for the magnet events and volunteers: Ali Baba Pizza, Aurora at Laurel Point Inn, Bean Around the World, Bug Zoo, Cobbs Bakery, Colleen Mycroft, Country Grocery, Doctors of the World, Donna Wingfield, Dutch Bakery, Fairway Market, Flying Squirrel, Habit Coffee, Hey Happy, Island Savings, Island Sexual Health, Island West Produce, John's Place, Kerry Pridmore, Marianne Alto, Old Spaghetti Factory, Opus, Period Project, Soap for Hope, Shannon Robbins, Silk Road Tea, and Veronica Osbourn.



# RESEARCH ETHICS

Ethics approval was obtained from the University of Victoria and Island Health's joint ethics review.

The 2020 Greater Victoria Point-in-Time homeless needs survey methodology involved gathering data directly from human participants by asking homeless individuals personal questions. Because the PiT project collected sensitive data from a vulnerable population, the PiT project placed a high priority on research ethics, confidentiality, safeguarding personal information, and informed consent. To ensure this, the research was overseen by Dr. Bernie Pauly, RN, who is a Professor at the School of Nursing at the University of Victoria, Scientist at the Canadian Institute for Substance Use Research (CISUR), and Island Health Scholar in Residence.

The PiT project methodology ensured that survey participants were provided with the opportunity to give voluntary, informed consent to participate. All volunteers and staff who conducted surveys were provided with a 1.5 to two-hour training session to ensure surveys were conducted with minimal risk to participants. A script was provided to each surveyor and was read aloud to each potential participant before asking if they were willing to participate in the survey. The script explained what the survey was about, why the data was being collected, and how it would be used. The potential participant was then informed that participation was voluntary and that their name would not be recorded. Data was collected anonymously, with no directly identifying information recorded (e.g., no initials, no date of birth). The survey included questions that were very personal and possibly even traumatic, so participants were told at the beginning, and then reminded, that participation was voluntary and they could choose to skip any questions or stop the interview at any time.

Names were not recorded as a part of the data collection process (due to the personal nature of the information collected); however, it is possible to identify individuals through certain types of information. Therefore, any data release of information relating to the PiT project ensures that privacy, anonymity, and confidentiality of individuals is maintained.

# DETAILED PIT METHODOLOGY

The Greater Victoria Point-in-Time count and homeless needs survey took place over a 24-hour period, providing a snapshot of homelessness across the region for that particular night. A PiT enumeration is always in reference to a single night; therefore, the Greater Victoria PiT enumeration of sheltered locations (emergency shelters, transitional housing, institutional facilities) is based on shelter occupancy of the night of March 11, 2020. The PiT project includes people staying in emergency shelters, transitional housing, on the streets, staying in public systems without permanent housing, and people experiencing hidden homelessness such as couch surfing or staying with family and friends because they have nowhere else to go.

The point-in-time method offers a local, provincial, and federal snapshot of homelessness at a given point in time and, if used consistently, can help communities gain a better understanding of the nature and extent of homelessness, as well as the characteristics and service needs of the homeless population in a particular region. The success and accuracy of the numbers and information gathered using the PiT method depends on the thoroughness of the method and community participation. In order to comply with the Nationally Coordinated 2020 Point-in-Time Count, the 2020 Greater Victoria PiT project used two methodological sources: ESDC's (2019) *Everyone Counts: A Guide to Point-in-Time Counts in Canada* and the Canadian Observatory on Homelessness' *Point-in-Time Count Toolkit* (2017).

Aligning with the national and provincial strategy to collect data on homelessness, the 2020 Greater Victoria PiT method consists of two components:

1. **ENUMERATION** – A count of the number of people experiencing homelessness in shelters, transition homes, and on the street for a given point in time.
2. **HOMELESS NEEDS SURVEY** – Collects community information about the demographics, history, and service needs of those experiencing homelessness.

Throughout this technical appendix, the PiT method typically refers to both the enumeration and the survey, unless otherwise specified as enumeration data or survey data.

## PAST PIT COUNTS

This is Greater Victoria's third PiT project using Canada's Nationally Coordinated Point-in-Time Homeless Count methodology. The first PiT enumeration and survey was conducted in Greater Victoria in February 2016 alongside other communities in Canada. Previous to the first Nationally Coordinated PiT project in 2016, a Facility Count was undertaken to provide a one-night count of those staying in emergency shelters and temporary accommodation. The Greater Victoria's 2020 PiT project uses a similar methodology to the one used in the previous Greater Victoria PiT projects and is informed by national and provincial guidelines.



## PURPOSE OF THE PiT PROJECT

- An enumeration, or count, of people experiencing sheltered and unsheltered homelessness: intended to identify how many people in the region experience homelessness in shelters and on the streets at a given time. If conducted over subsequent years using a consistent method, the enumeration can be used to track progress in reducing homelessness.
- A survey of the homeless population: intended to provide an understanding of who is experiencing homelessness, the barriers to housing, and local service needs.

A PiT project is not intended to:

- Be a measure of everyone who is experiencing homelessness in a community over time.
- Be a complete count of hidden homelessness (e.g., people who are “couch-surfing”). While the focus of the PiT enumeration is on those experiencing absolute homelessness (sheltered, unsheltered and provisionally accommodated in transitional housing), the Greater Victoria PiT method includes individuals experiencing hidden homelessness in the survey in order to provide some information on the service needs and characteristics of this particular population of people experiencing homelessness.

## GEOGRAPHIC DEFINITION OF THE GREATER VICTORIA REGION

The Capital Regional District is the Community Entity for funding from the Government of Canada’s Reaching Home: Canada’s Homelessness Strategy. However, due to funding requirements, the point-in-time project for Greater Victoria actually refers to the Victoria Census Metropolitan Area (CMA), which excludes the Gulf Islands.

The Victoria CMA includes 13 municipalities and one electoral area:

1. City of Colwood
2. City of Langford
3. City of Victoria
4. District of Central Saanich
5. District of Highlands
6. District of Metchosin
7. District of North Saanich
8. District of Oak Bay
9. District of Saanich
10. District of Sooke
11. Town of Sidney
12. Town of View Royal
13. Township of Esquimalt

Due to Reaching Home funding limitations and issues of jurisdiction, this Point-in-Time count does not include the 10 Indigenous reserves within Greater Victoria. However, members of the local Indigenous communities may have participated in the PiT enumeration and survey outside of the reserves.

## POPULATIONS COUNTED AND SURVEYED

**CORE POPULATION:** Following the national PiT count methodology, enumerating the core population ensures that communities across Canada measure homelessness in a consistent way. The Greater Victoria PiT project aligns with the widely-accepted Canadian Observatory on Homelessness' definition and categories of homelessness.

- **Unsheltered homelessness:** includes people who are sleeping in places not intended for human habitation (streets, alleys, parks and other public locations, abandoned buildings, doorways, ravines, vehicles, tents and makeshift shelters, etc.).
- **Emergency Sheltered Homelessness:** includes people sleeping in overnight shelters for people who are homeless or impacted by family violence such as emergency shelters, seasonal shelters, extreme weather shelters, and violence against women shelters.
- **Transitionally Sheltered Homelessness:** includes people staying at transitional housing. Transitional housing is temporary housing (with a maximum stay of three years) intended to transition individuals from homelessness to permanent housing (residents may pay a small amount relative to their income, but this is not considered a true rent). Transitional housing does not provide security of tenure to residents.

**ADDITIONAL POPULATIONS:** Since the 2016 PiT project, Greater Victoria has included additional populations within its enumeration and survey.

- Provisionally accommodated:
  - o **People in institutional care who lack permanent housing arrangements:** In previous years, surveys were conducted in some institutional facilities (mental health/treatment facilities); however, for the 2020 PiT project, only enumeration data was obtained from these facilities. A larger number of Island Health facilities participated in the enumeration this year, so while we had fewer surveys from these locations than in previous years, we had a larger number of facilities participate by providing administrative data for the enumeration.
  - o **People living temporarily with others, but without guarantee of continued residency or immediate prospects for access to permanent housing** (i.e., couch-surfing): It is not possible to enumerate every individual couch-surfing in a community, as they often don't use the same services as the general homeless population. Enumerating this population is a gross undercount, and can provide a false perspective of homelessness in the region. This population has been included in the PiT homeless needs surveys since 2016. While we do enumerate these individuals, we ensure to keep the number of people couch-surfing separated from the enumeration of the core population.

**WHO IS NOT INCLUDED:** People who have security of tenure; those who are at risk for homelessness (i.e., in precarious situations due to economic/housing situation), and those who are in Housing First programs or social/subsidized housing.

## ENUMERATION METHOD

The point-in-time enumeration provides the minimum number of people who stayed at unsheltered, emergency sheltered, and provisionally sheltered locations on a single night at a certain point in time.

The final PiT project enumeration is comprised of three main elements:

1. **SHELTER AND TEMPORARY HOUSING FACILITY ADMINISTRATIVE DATA:** Administrative data and basic demographic information (age category and gender) were collected from 40 emergency shelters and transitional housing facilities. During the day on Wednesday, March 11, enumeration forms (provided on page 23) were emailed to participating emergency shelters, transitional shelters, and institutional facilities. Facility staff were instructed to fill out the form with the total number of individuals who spent the night of March 11 without permanent housing of their own. Staff returned the completed forms the following day.
2. **UNSHeltered DATA:** PiT project volunteer teams walked around “known” outdoor locations across the region, surveying people experiencing homelessness during the day and evening of March 12. If survey respondents reported that they stayed in an unsheltered area (outdoors, vehicle, etc.), or with someone else the previous night (March 11), then these individuals were included in the enumeration.
3. **SYSTEMS DATA:** Administrative data was collected from 16 various institutional settings, including police holding cells, hospitals, mental health facilities, and supportive recovery detox facilities. These facilities were asked to provide the number of people staying in their facility on the night of March 11, without a permanent address to return to once they are discharged.

## LIMITATIONS OF THE ENUMERATION METHOD

The enumeration is not meant to reflect the experiences of homelessness through a year, or the complete scope of homelessness within the region. Homelessness is a fluid experience where one’s shelter circumstances and options can change quite dramatically night-to-night due to personal and external factors, and one may move in and out of homelessness over time. People experiencing homelessness may not always identify as homeless, may not access typical shelters or services designed for homeless populations, and may not be outdoors on the night of a PiT project. This can make it challenging to reach out to, count, and survey every person experiencing homelessness in the community.

Because of these limitations, interpretation of trends and differences in the types of homelessness from year to year in the region is not recommended without taking into account a variety of contextual factors. Fluctuations in numbers might, in some part, be due to an increase or decrease in response rates of individuals, which could be driven by methodological changes or other external factors that have caused a higher or lower number of unsheltered individuals to complete the survey.

## HOMELESS NEEDS SURVEY METHOD

The homeless needs survey aims to connect with as many people as possible that were experiencing homelessness on the night of the PiT enumeration. Basic demographic information, such as age, gender, sexual orientation and Indigenous status, reasons for homelessness, and identified service needs, are collected through the survey.

A team of approximately 175 trained community volunteers, people with lived experience, service providers, and homelessness outreach workers conducted surveys from early morning to late evening on March 12 in various indoor and outdoor locations across the Greater Victoria region. The eligibility of survey respondents included those whose sleeping locations fall within the PiT project's definition of homelessness.

Volunteers and staff conducted surveys in pairs in the following primary locations:

1. **OUTDOOR LOCATIONS:** Volunteers walked 18 outdoor routes across the Greater Victoria region on March 12 from 12:00 pm to 11:30 pm. Nine of the walking routes were located in downtown Victoria, with the remaining routes located throughout other municipalities in the region.
2. **HOUSING FACILITIES AND SHELTERS:** Volunteers and staff conducted surveys at 19 participating homeless shelters and transitional housing facilities.
3. **SERVICES:** Surveys were conducted at homeless and non-homeless-serving agencies during the day on March 12, with people experiencing homelessness defined within the scope of the PiT project. Surveys were conducted at 14 food banks, meal programs, harm reduction services, employment services, Indigenous services, and drop-in day program locations across the Greater Victoria Region.
4. **MAGNET EVENT:** Two events serving food were organized to conduct surveys with individuals who may be experiencing hidden homelessness or may not be accessing typical homeless-serving agencies and shelters.

The core questions of the survey include screening questions that determine the eligibility of survey participants and standard survey questions. The screening questions are intended to correctly identify people as experiencing homelessness, and are broad enough to include people who are experiencing unsheltered homelessness during the count, but restrictive enough to exclude people who are not truly experiencing homelessness (e.g., visitors to the city).

Survey questions are intended to provide more information about the population and their needs. In addition to the 15 core questions mandated within the Government of Canada's Nationally Coordinated PiT survey methodology, we included additional questions developed through extensive stakeholder engagement. Minor changes were made to the additional survey questions this year, at the request and suggestion of local homelessness service providers, the community advisory committee, the Greater Victoria Coalition to End Homelessness, the Aboriginal Coalition to End Homelessness, Dr. Charlotte Loppie, and the research methodology advisor (Bernie Pauly). The survey is provided on page 28.

## LIMITATIONS OF SURVEY METHOD

The number of surveys completed can result from various factors, such as a lack of volunteers, respondent's unwillingness to participate, and changes to survey locations. The number of survey responses can directly impact the enumeration; therefore, if we are unable to connect with people experiencing unsheltered homelessness, it will be reflected in the enumeration.

Collecting ample survey data is essential to homelessness program planning and prevention strategies. There are possibilities for underserved subpopulations of people experiencing homelessness (e.g., youth, people living in rural locations, people who are couch-surfing), to be underrepresented in the survey data as these groups can be challenging to connect with when conducting the survey.

## VOLUNTEERS

Community volunteers play a significant role in the Greater Victoria PiT project. Volunteers help to prepare in the days leading up to the PiT count, provide assistance at volunteer headquarters on the day of the survey activities, and conduct surveys with people experiencing homelessness. The Community Social Planning Council partnered with Volunteer Victoria to assist with volunteer recruitment, training, and organization. Volunteer Victoria began volunteer recruitment in December 2019, using their resources and networks. Over 150 community members registered and attended a face-to-face two-hour training session to volunteer for the 2020 Greater Victoria PiT project.

An additional 25 to 30 staff from homeless shelters and agencies participated in a 1.5 hour online training webinar to conduct surveys with clients. Staff volunteers were recruited via the PiT Facilities Coordinator. All training sessions and materials were designed and administered by the Community Social Planning Council PiT Project Coordinator, using materials and guides from the Point-in-Time Count toolkit, and input and assistance from the Aboriginal Coalition to End Homelessness.

The Greater Victoria Coalition to End Homelessness recruited and trained approximately 30 people with lived/living experience of homelessness to support volunteers with conducting surveys.

On the day of the survey activities, volunteers met at the volunteer headquarters to sign in and gather their supplies before heading to their designated route or facility. Volunteer headquarters was located in the gym of Kirk Hall, St. Andrew's Presbyterian Church. Following early COVID-19 protocols, hand sanitizing and hand washing stations were set up, food and beverages were supplied by a Foodsafe trained individual wearing gloves, and all surfaces were wiped down with disinfecting wipes every hour.

## HONORARIUM

In line with previous regional PiT projects, survey participants received a cash honorarium to recognize and thank them for the time they took to participate in the survey. This year the cash honorarium was increased from \$5 to \$10 per survey participant.

The value of honoraria should be determined based on the nature of the research. The homeless needs survey is short (approximately 10-15 minutes in length) but has the potential to evoke traumatizing

memories; therefore, honoraria should be scaled appropriately. After researching other PiT projects, and consulting with the Community Entity, the PiT project ethics and research advisor, People with Lived/Living Experience Committee, and the Coalition to End Homelessness, the decision was made to increase the honorarium to \$10 per person. This complies with the Canadian Observatory on Homelessness recommendations that PiT project honoraria should never exceed a value of \$10. An amount greater than \$10 may increase the likelihood of individuals completing the survey more than once and may increase the risk of volunteers carrying large sums of cash (Keohane 2017).

Careful consideration and volunteer training were provided to ensure that the cash honoraria was not used to incentivize and coerce people to participate in the homeless needs survey. The honoraria amount was not announced before the day of the PiT homeless needs survey, and all surveyors were instructed only to inform survey participants of the honoraria after the screening process (once survey participant was deemed eligible and provided informed consent).

To ensure that survey respondents received their honorarium after participating in the survey, participants were asked to indicate that they received their honorarium by marking an "X" on the Honorarium Tracking Form (participants were encouraged not to write their names to preserve the anonymity of participation).

## **DAY OF THE PIT ENUMERATION AND SURVEY**

Weather conditions may have impacted the number of people sheltering outdoors on the night of the enumeration. On the night of March 11, 2020, the Emergency Weather Protocol (EWP) was not activated; therefore, EWP mats were not available. The weather conditions were reasonably mild that night, reaching a low of approximately 6 degrees Celsius, with winds reaching 10-30 km/h and no precipitation. The weather conditions during the outdoor survey activities the following day could also have impacted the number of people volunteers were able to contact and survey. On the evening of March 12, 2020 weather conditions were cooler, reaching a low of 2-3 degrees Celsius, with winds reaching 10-20 km/h and no precipitation.

## **DATA CLEANING, CODING, AND ANALYSIS**

On the day of the count, the surveys were reviewed with surveyors upon their return to the PiT headquarters to ensure the responses were clear and legible. In previous years, the staff of the Community Social Planning Council entered survey data into the Homeless Individuals and Families Information System (HIFIS). This year, however, BC Housing paid to have data entry outsourced to a company called Data Express Ltd in Vancouver, BC, to ensure a coordinated data entry effort across British Columbia.

A data entry codebook was developed with assistance from BC Housing and approved by the Government of Canada's Reaching Home PiT project team. This codebook was provided to Data Express to ensure consistent data entry. The days following the Greater Victoria PiT project, surveys were briefly reviewed and organized to send to Vancouver the following week. A data-sharing agreement was signed with BC Housing to ensure data privacy and confidentiality between the Capital Regional District, BC Housing, and third parties (i.e., Data Express Ltd.). Approximately two to three weeks after the PiT count, Data Express provided the Community Social Planning Council and BC Housing with an Excel workbook of the raw survey data and sent the paper surveys back to the Community Social Planning Council.

The Community Social Planning Council is storing all of the survey and enumeration data. All electronic survey and enumeration data are held on a password-protected computer and in-house server. All hard copy surveys are stored in a locked filing cabinet in a locked office. Hard copy surveys will be stored until the next community PiT project and then will be shredded when data is no longer needed.

Data coding and cleansing were performed in Excel once the data was received from Data Express. The PiT project researchers made every effort to minimize duplicates through data cleaning and de-duplication. 872 surveys were initially collected during the count, and 18 surveys were removed, for a final total of 854 surveys. Before duplicates were removed, data that appeared in the duplicate surveys but not in the original were transferred over to complete the data set. Once data was cleansed, tabulation and analysis were conducted in Excel.

## **METHODOLOGICAL CHANGES AND EXTERNAL FACTORS THAT COULD HAVE IMPACTED PIT RESULTS**

Survey participants were asked, "Where did you sleep last night?" instead of "Where are you sleeping tonight?", which was asked in previous regional PiT projects. While this significant methodological change did not have a substantial impact on the overall numbers, it could be a contributing factor to the shift in where people indicated they slept. The PiT researchers, Community Entity, and community partners and stakeholders agreed to make the methodological change of asking, "where did you sleep last night?" to allow a more precise picture of where the homeless population is sheltering. While this change in methodology reduces the ability to compare the enumeration to previous years, hopefully, it will allow for better coordination and consistency with other PiT projects across the province.

The World Health Organization announced the Coronavirus disease (COVID-19) pandemic on the morning of Wednesday, March 11, 2020. With the pandemic announcement, people experiencing homelessness may have been more inclined to sleep outdoors. Furthermore, growing concern around COVID-19 may have impacted volunteer turnout and the youth magnet event. It is difficult to determine whether the COVID-19 pandemic announcement impacted the overall results of the PiT project. While we are unable to make any kind of assumptions, we are mindful that this may have had an impact on the final enumeration results, as people experiencing homelessness may have been more inclined to sleep outdoors.

In 2018, the Vancouver Island Regional Correctional Centre (VIRCC) reported 84 homeless individuals staying in prison on the night of March 15, 2018. This year, the PiT project team reached out to the VIRCC; however, due to capacity issues, they were unable to participate in the 2020 Greater Victoria PiT project. Enumerations of prisons can be particularly challenging, as people serving long-term sentences are often without a permanent address. They also may lose housing during their sentence which may not be updated in the records. Despite these challenges, homelessness, incarceration, and criminal records are interrelated, and collecting data on this particular population is essential to help address homelessness. Conducting surveys within a prison to accompany an enumeration, might provide a more accurate look at the number of homeless individuals who have been incarcerated.

Minor changes were made to outdoor survey routes based on feedback from the previous PiT project team and community advisory members to try and maximize outreach while minimizing duplication.



Several facilities who participated in the enumeration and survey during the 2018 PiT project could only participate in the enumeration during the 2020 PiT project due to a decrease in staff capacity to assist volunteers and/or facilitate the surveys. This could account for the fact that 53 fewer surveys were completed this year than the previous PiT counts.

A youth transitional housing program participated in the enumeration and acted as a survey location during the 2018 PiT project. This year, the youth transitional housing facility did not participate in the 2020 PiT project. This methodology change likely contributed to the decrease in youth survey respondents.

Staff from the Victoria Native Friendship Centre conducted targeted surveys with underserved individuals experiencing hidden homelessness, which could account for the increased number of couch-surfers, and the increase in Indigenous survey respondents compared to previous years.

### KEY ENUMERATION AND SURVEY LOCATION DIFFERENCES

|   | <b>PiT PROJECT 2018</b><br>March 15-16, 2018   | <b>PiT PROJECT 2020</b><br>March 11-12, 2020  |
|---|--|---|
| <b>Unsheltered/surveys</b>                              | Volunteers visited 16 outdoor locations and 49 indoor locations                                      | Volunteers visited 18 outdoor locations and 33 indoor locations   |
| <b>Emergency sheltered</b>                              |  |   |
| Emergency shelters                                      | 11 emergency shelters were enumerated  | 10 emergency shelters were enumerated   |
| Emergency weather protocol                              | No EWP mats were open  | No EWP mats were open   |
| <b>Provisionally accommodated</b>                       |  |   |
| Transitional housing                                    | Enumeration data collected from 32 transitional facilities   | Enumeration data collected from 30 transitional facilities  |
| Institutional setting – health and treatment facilities | Enumeration data collected from 9 health/treatment facilities  | Enumeration data collected from 15 health/treatment facilities  |
| Institutional setting – corrections and halfway houses  | Enumeration data collected from two correctional halfway houses and one regional correctional centre | Enumeration collected from two correctional halfway houses (Vancouver Island Regional Correctional Centre was not able to provide admin data this year) |
| Couch surfing/hidden homelessness                       | Volunteers conducted surveys at a youth magnet event   | Volunteer conducted surveys at youth magnet event, rural magnet event, and included specific Indigenous outreach  |

# FACILITIES AND LOCATIONS

## FACILITY CLASSIFICATION DEFINITIONS

- **EMERGENCY WEATHER PROTOCOL MATS:** Cold/wet weather services include shelter facilities and services that operate and/or are funded on a seasonal basis. Some shelters add cold/wet weather beds/mats to provide the option of a warm, dry place to sleep for people who are homeless as winter weather sets in and the need increases. Note that the EWP was not initiated the night of March 11, 2020; therefore, EWP mats were not included in the 2020 PiT enumeration.
- **EMERGENCY SHELTER:** Short-stay accommodation of 30 days or less. Emergency shelters provide single or shared bedrooms or dorm-type sleeping arrangements, with varying levels of support to individuals.
- **SEASONAL EMERGENCY SHELTER:** Short-stay accommodation of 30 days or less in facilities that operate for a certain time frame within the year, usually from October to March. Emergency shelters provide single or shared bedrooms or dorm-type sleeping arrangements, with varying levels of support to individuals.
- **TRANSITIONAL SHELTER AND HOUSING:** Stays from 30 days to three years in facilities that include the provision of support services, on or off-site, to help people move towards independence and self-sufficiency.
- **TREATMENT:** Hospitals, mental health facilities, supportive recovery, and treatment/substance use facilities for individuals who have no fixed address.
- **CORRECTIONAL:** Correctional facilities and community residential facilities / halfway houses, for individuals with no fixed address and permanent housing of their own.

## ENUMERATION FACILITY LOCATIONS

The following pages set out a list of facilities, by classification, that provided administrative data on the number of people staying at each location on the night of March 11, 2020.

Facilities in *italics* are new to enumeration since the 2018 PiT enumeration.

| Organization                             | Facility name  | Municipality    |
|--|--|-----------------|
| <b>SHELTERS/TRANSITIONAL HOUSES</b>      |  |                 |
| <b>EMERGENCY SHELTERS</b>                |  |                 |
| Beacon Community Services                | Out of the Rain Youth Shelter                            | Victoria        |
| Our Place @ First Met United Church      | Seasonal Shelter   | Victoria        |
| <i>Our Place</i>                         | <i>Our Place Shelter (Seasonal)</i>                      | <i>Victoria</i> |
| Portland Housing Society                 | The Arbutus Shelter                                      | Victoria        |
| Salvation Army                           | Emergency Shelter  | Victoria        |
| Victoria Cool-Aid Society                | Rock Bay Landing   | Victoria        |
| Victoria Cool-Aid Society                | Sandy-Merriman House                                     | Victoria        |
| Victoria Cool-Aid Society                | Cool-Aid Temporary Shelter                               | Victoria        |
| Victoria Youth Empowerment Society       | Kiwanis Emergency Youth Shelter                          | Victoria        |
| <i>Victoria Native Friendship Centre</i> | <i>VNFC Shelter</i>                                      | <i>Victoria</i> |
| <b>TRANSITIONAL HOUSING</b>              |  |                 |
| Anawim Companion Society                 | Anawim House   | Victoria        |
| Victoria Cool-Aid Society                | Next Steps   | Victoria        |
| Greater Victoria Women's Shelter Society | Margaret Laurence House                                  | Victoria        |
| John Howard Society                      | Gelling Manor  | Victoria        |
| John Howard Society                      | Maxfield House   | Victoria        |
| Laren Society                            | Bill Mudge House   | Victoria        |
| Our Place                                | My Place Transitional House                              | Victoria        |
| Our Place                                | Our Place Transitional Units                             | Victoria        |
| Portland Housing Community               | The Douglas Street Community                             | Victoria        |
| Salvation Army                           | Addictions and Rehabilitation Centre, Transitional Units | Victoria        |
| SMVIZ Veterans Housing Society           | Cockrell House   | Westshore       |
| <i>Sooke Transition House Society</i>    | <i>Annie's Place Transition House</i>                    | <i>Sooke</i>    |
| Cridge Centre for the Family             | Mary Cridge Manor Transitional Housing (women)           | Victoria        |
| Cridge Centre for the Family             | Hayward Heights  | Victoria        |
| Cridge Centre for the Family             | The Cridge Transition House for Women                    | Victoria        |
| Together We Can                          | The Lighthouse   | Victoria        |
| <i>Together We Can</i>                   | <i>Parkside</i>  | <i>Victoria</i> |
| <i>Together We Can</i>                   | <i>Lorraine's House</i>                                  | <i>Victoria</i> |
| Together We Can                          | Beacon Hill Recovery House                               | Victoria        |
| Victoria Cool-Aid Society                | Rock Bay Landing   | Victoria        |

| Organization  | Facility name  | Municipality      |
|---|--|-------------------|
| Victoria Women's Transition House Society                   | Harrison Place Third Stage Housing                     | Victoria          |
| Victoria Women's Transition House Society                   | The Shelter Transitional Home                          | Victoria          |
| YM/YWCA of Greater Victoria                                 | The Y Young Moms Programs                              | Victoria          |
| YM/YWCA of Greater Victoria                                 | Pandora Youth Transitional Apartments                  | Victoria          |
| <b>TRANSITIONAL HOUSING: SUPPORTIVE RECOVERY FACILITIES</b> |  |                   |
| <i>Island Health</i>  | <i>Lilac Place</i>                                     |                   |
| Island Health   | The Grove Supportive Recovery Home                     |                   |
| Island Health   | Comerford Apartments                                   |                   |
| Island Health   | Douglas Street Community                               |                   |
| <i>Island Health</i>  | <i>Holly Place Supportive Recovery Home</i>            |                   |
| Island Health   | Therapeutic Recovery Community                         |                   |
| <b>INSTITUTIONAL SETTINGS</b>                               |  |                   |
| <b>CORRECTIONAL FACILITIES/HALFWAY HOUSES</b>               |  |                   |
| John Howard Society   | Manchester House                                       |                   |
| Salvation Army  | Community-based Residential Facility (CRF)             |                   |
| <b>HOSPITALS</b>  |  |                   |
| <i>Island Health</i>  | <i>Royal Jubilee Hospital</i>                          | <i>Victoria</i>   |
| <i>Island Health</i>  | <i>Royal Jubilee Hospital Emergency Department</i>     | <i>Victoria</i>   |
| <i>Island Health</i>  | <i>Saanich Peninsula Hospital Emergency Department</i> | <i>Saanichton</i> |
| <i>Island Health</i>  | <i>Victoria General Hospital Emergency Department</i>  | <i>View Royal</i> |
| <b>DETOX CENTRES</b>  |  |                   |
| Island Health   | EMP 5A Detox (Royal Jubilee Hospital)                  | Victoria          |
| <i>Island Health</i>  | <i>Stabilization Unit (Royal Jubilee Hospital)</i>     | <i>Victoria</i>   |
| Island Health   | Sobering & Assessment Centre (emergency shelter)       | Victoria          |
| <b>COMMUNITY RESIDENTIAL CARE</b>                           |  |                   |
| Island Health   | Adanac House   | Victoria          |
| Island Health   | Panama House   |                   |
| Island Health   | Styles St.   | Victoria          |
| Island Health   | Wascana House  | Victoria          |
| Island Health   | Rockland Suites  | Victoria          |
| <b>MENTAL HEALTH</b>  |  |                   |
| <i>Island Health</i>  | <i>Seven Oaks</i>                                      | <i>Victoria</i>   |
| Island Health   | Glengarry Transitional Care Unit                       | Victoria          |

\*Facilities *in italics* are new in 2020.

## SURVEY LOCATIONS

Teams of volunteers were assigned to known locations of where people experiencing homelessness might shelter or access services. Survey locations were based on previous routes, locations, and staff/volunteer feedback from the 2018 project; community advisory member input (including people with lived/living experience); and engagement with municipal community supporters, including bylaw officers, police departments, and RCMP.

### OUTDOOR SURVEY LOCATIONS

Area's 1 through 10 were conducted at night from approximately 8:00 pm to 11:00 pm. The remaining outdoor routes were scheduled to be visited during mid-afternoon to early evening (12:00 pm to 7:00 pm) because locations were identified to be dark and remote, or to likely have individuals sheltering in those locations during those hours. These specific times were determined in consultation supporters of the mapping process.

- Area 1: Beacon Hill and Dallas Rd.
- Area 2: South Downtown West
- Area 3: South Downtown East
- Area 4: Upper Pandora
- Area 5: Market Square
- Area 6: Centennial Square
- Area 7: Central Downtown
- Area 8: North Park
- Area 9: North Downtown
- Area 10: Oak Bay
- Area 11-A: Vic West/Esquimalt East
- Area 11-B: Vic West/Esquimalt West
- Area 12: Saanich
- Area 13: Westshore
- Area 14-A: Saanich Peninsula – Sidney
- Area 14-B: Saanich Peninsula – Central and North Saanich
- Area 15: Sooke
- Area 16: Van outreach
- Youth Magnet event – Sanctuary Youth Centre
- Rural Magnet event – Sooke Community Hall
- Indigenous Homelessness Outreach – Victoria Native Friendship Centre housing outreach workers and youth clinical counsellors

## INDOOR SURVEY LOCATIONS

Volunteers and facility staff conducted surveys with individuals who accessed the following facilities on March 12, 2020 between 10:00 am and 11:00 pm. The times volunteers were stationed at each location was determined in close consultation with each facility. Facilities in *italics* are new to enumeration since the 2018 PiT survey.

| Organization                                     | Facility Name                         | Municipality    |
|--|---------------------------------------|-----------------|
| <b>SHELTERS/TRANSITION HOUSES</b>                |                                       |                 |
| <b>EMERGENCY SHELTERS</b>                        |                                       |                 |
| Beacon Community Services                        | Out of the Rain Youth Shelter         | Victoria        |
| Portland Housing Society                         | The Arbutus Shelter                   | Victoria        |
| Salvation Army                                   | Emergency Shelter                     | Victoria        |
| Victoria Cool-Aid Society                        | Rock Bay Landing                      | Victoria        |
| Victoria Cool-Aid Society                        | Sandy-Merriman House                  | Victoria        |
| Victoria Cool-Aid Society                        | Cool-Aid Temporary Shelter            | Victoria        |
| Victoria Youth Empowerment Society               | Kiwanis Emergency Youth Shelter       | Victoria        |
| Victoria Native Friendship Centre                | VNFC Shelter                          | Victoria        |
| <b>TRANSITIONAL HOUSING</b>                      |                                       |                 |
| Anawim Companion Society                         | Anawim House                          | Victoria        |
| Victoria Cool-Aid Society                        | Next Steps                            | Victoria        |
| <i>Laren Society</i>                             | <i>Bill Mudge House</i>               | <i>Victoria</i> |
| Our Place  | My Place Transitional House           | Victoria        |
| Together We Can                                  | The Lighthouse                        | Victoria        |
| Together We Can                                  | Parkside                              | Victoria        |
| Victoria Cool-Aid Society                        | Rock Bay Landing                      | Victoria        |
| Victoria Women's Transition House Society        | Harrison Place Third Stage Housing    | Victoria        |
| <i>Victoria Women's Transition House Society</i> | <i>The Shelter Transitional Home</i>  | <i>Victoria</i> |
| <i>YM/YWCA of Greater Victoria</i>               | <i>The Y Young Moms Programs</i>      | <i>Victoria</i> |
| YM/YWCA of Greater Victoria                      | Pandora Youth Transitional Apartments | Victoria        |

## PUBLIC DAY PROGRAMS

### GENERAL

|  |   |                 |
|--|---|-----------------|
| Greater Victoria Public Library                      | Central Branch (Downtown)               | Victoria        |
| <i>Beacon Community Services</i>                     | <i>Sidney Office (Community Centre)</i> | <i>Sidney</i>   |
| <i>Victoria Immigrant and Refugee Centre Society</i> | <i>VIRCS</i>                            | <i>Victoria</i> |

### FOOD BANKS

|                                  |                                   |               |
|----------------------------------|-----------------------------------|---------------|
| Mustard Seed                     | Mustard Seed Food Bank and Chapel | Victoria      |
| Sooke Food Bank                  | Food Bank                         | Sooke         |
| <i>Sidney Lions Food Bank</i>    | <i>Sidney Food Bank</i>           | <i>Sidney</i> |
| Sook Family Resource Centre      | Food Bank and Community Centre    | Sooke         |
| Sooke Crisis and Referral Centre | Food Hamper and Resources         | Sooke         |

### MEAL PROGRAMS

|                                    |                          |                        |
|------------------------------------|--------------------------|------------------------|
| Victoria Youth Empowerment Society | Alliance Club            | Victoria               |
| Our Place                          | Our Place (drop in)      | Victoria               |
| PEERS                              | Drop in and Outreach Van | Victoria and Esquimalt |
| <i>Rainbow Kitchen</i>             | <i>Rainbow Kitchen</i>   | <i>Esquimalt</i>       |

### HARM REDUCTION SERVICES

|  |                                 |                 |
|--|---------------------------------|-----------------|
| <i>Pacifica Downtown Outreach Services</i> | <i>Housing First Initiative</i> | <i>Victoria</i> |
|--|---------------------------------|-----------------|

### EMPLOYMENT

|                         |   |                 |
|-------------------------|---|-----------------|
| <i>Cool-Aid Society</i> | <i>REES (Resources, Employment, Education, and Support)</i> | <i>Victoria</i> |
|-------------------------|---|-----------------|



# DATA COLLECTION FORMS

## FACILITY ENUMERATION FORM (4 PAGES)



To Participating Agencies:

On **Thursday, March 11, 2020**, a Point-in-Time Count of both unsheltered and sheltered individuals is being conducted by the Community Social Planning Council of Greater Victoria on behalf of the Capital Region District.

**This form is a part of the count that will enumerate the number of people accessing temporary shelter in the region.** The purpose, principles, and definitions for this project are outlined below. The attached enumeration form was developed in collaboration with participating community agencies and is being provided to agencies who have agreed to participate in this count. Completion and submission of the attached form confirms consent for your agency to participate in this project.

In reporting the findings of this project, your agency will not be identified. This information will be reported as a part of the 2020 Greater Victoria Point-in-Time Count Report. Individual forms will be returned to and kept in a secure location at the office of the Community Social Planning Council of Greater Victoria. All data will be reported in aggregate form. This means the data will be reported for all participating agencies as a group. Individual agencies have until March 25<sup>th</sup>, 2020 to withdraw their data from the Point-in-Time Count.

You may verify the ethical approval of this study, or raise any concerns you might have, by contacting the Human Research Ethics Office at the University of Victoria at 250 472-4545 or [ethics@uvic.ca](mailto:ethics@uvic.ca).

If you have any questions, please do not hesitate to contact Mikaila Montgomery at [research@communitycouncil.ca](mailto:research@communitycouncil.ca) or 250-383-6166 ext. 111.

### Purpose:

- Estimate the number of people who are experiencing homelessness in Greater Victoria.
- Identify the characteristics of local people who are homeless.
- Increase capacity to undertake a local needs assessment for people who are homeless.
- Enhance system planning and program development.
- Measure progress towards ending homelessness.
- Enhance the ability to test the usefulness of programs and interventions aimed at ending homelessness.

### Key Principles:

- **The sheltered count** will be similar to the Facility Counts previously conducted by the Greater Victoria Coalition to End Homelessness in the region by having facility staff provide anonymous administrative data on the number of people using their facilities on the night of the count.
- **The unsheltered count** will be conducted by volunteers set up at locations where people experiencing unsheltered homelessness go to access resources and support as well as known areas where people who are experiencing homelessness are likely to be during the count.

★ *Types of facilities: Emergency Shelters, Transitional Housing, Hospitals, Correctional Facilities, Treatment (e.g. Recovery and Detox) Facilities, and other overnight services (including motels)*

★ *Who is enumerated: Individuals or families in temporary accommodation on the night of **March 11, 2020***

2020 Point-in-Time Count  
Shelter Enumeration Form



**1. Facility Contact and Type**

★ **Important:** if you have more than one program/location, please use more than one form!

|                                |  |
|--------------------------------|--|
| <b>Agency Name:</b>            |  |
| <b>Facility/Program Name:</b>  |  |
| <b>Municipality:</b>           |  |
| <b>Name of Agency contact:</b> |  |
| <b>Position:</b>               |  |
| <b>Contact phone number:</b>   |  |
| <b>Contact email:</b>          |  |

**Facility/bed type (check one):**

|  |  |
|--|--|
| <input type="checkbox"/> Emergency Shelter (stays of 30 days or less)          | <input type="checkbox"/> Hospital / Emergency          |
| <input type="checkbox"/> Emergency Weather Protocol mats                       | <input type="checkbox"/> Hotel/Motel                   |
| <input type="checkbox"/> Violence Against Women Shelter                        | <input type="checkbox"/> Corrections                   |
| <input type="checkbox"/> Transitional Housing (housing for 30 days to 3 years) | <input type="checkbox"/> Other (please specify): _____ |
| <input type="checkbox"/> Treatment: _____                                      |  |

See Definitions page for facility/bed type definition (p. 4)

**Target Group (check all that apply):**

|                                |  |
|--------------------------------|--|
| <input type="checkbox"/> None  | <input type="checkbox"/> Youth                         |
| <input type="checkbox"/> Men   | <input type="checkbox"/> Families                      |
| <input type="checkbox"/> Women | <input type="checkbox"/> Other (please specify): _____ |

**Please fill out the following based on your records of people staying overnight in your facility on the night of March 11, 2020.**

**Note:** This information is confidential and anonymous. Responses will be aggregated and presented in a way so as not to identify an individual facility.

Please SUBMIT THIS FORM (2 pages) **NO LATER THAN 4PM on Friday, March 13, 2018.** Please submit using ONE of the following methods:

- Email completed form to [research@communitycouncil.ca](mailto:research@communitycouncil.ca)
- Confidential fax to CSPC at 250-479-9411
- Call to arrange pick-up: 250-383-6166 ext. 111

2020 Point-in-Time Count  
Shelter Enumeration Form



For the purpose of the Homeless Count, please use the following definitions and fill in the information:

- **Adult:** 25 years of age or older
- **Unaccompanied Youth:** age 16-24 years of age and unaccompanied by guardian or parent
- **Accompanied Children:** individuals sheltered in facilities designated for families, staying with a family member/guardian, regardless of age.
- **Capacity:** Number of beds/mats/spaces available as per your operational guidelines.
  - Some facilities may have dedicated youth/children’s beds/spaces.
  - Some facilities may have additional Extreme Weather Protocol mats
 Please indicate dedicated spaces below:

**2. Facility Capacity:**

The **total** capacity of this program is \_\_\_\_\_ beds (excluding Extreme Weather Protocol mats).  
 Of these, \_\_\_\_\_ beds are reserved only for Adults  
 Of these, \_\_\_\_\_ beds are reserved only for Unaccompanied Youth  
 Of these, \_\_\_\_\_ beds are reserved only for Accompanied Children  
 Of these, \_\_\_\_\_ best are reserved only for families  
 The number of additional Extreme Weather Protocol Mats (if applicable): \_\_\_\_\_

**3. Enumeration for March 11, 2020:**

a) How many **individuals** stayed in your facility on the night of March 11? Please complete the following chart for **ALL** individuals in your facility.

| Total by age group                  | By Gender (if known) |         |        |
|-------------------------------------|----------------------|---------|--------|
| # of adults >25 (total):            | Male:                | Female: | Other: |
| # of youth <sup>1</sup> (total):    | Male:                | Female: | Other: |
| # of children <sup>2</sup> (total): | Male:                | Female: | Other: |

<sup>1</sup> Youth are those aged 15-24 OR individuals sheltered in facilities designated for youth, regardless of age.  
<sup>2</sup> Children are individuals sheltered in facilities designated for families, staying with a family member/guardian, regardless of age.

b) How many **families**<sup>3</sup> stayed in your facility on the night of March 11?

Number of families:

<sup>3</sup> family is any combination of a parent/guardian and dependent staying at the same facility. Family refers to the group of people that make up a family as one single unit, rather than the number of individuals.

**4. Other information**

Any unusual circumstances that may have affected the count?

Additional comments:

## 2020 Point-in-Time Count Shelter Enumeration Form



### **Instructions and Definitions:**

Please note that not all fields will apply to all facilities. If field does not apply, please *leave field blank*. Additional notes on blank fields can be recorded in “additional comments” field at the end of the form.

#### **1. Facility Contact and Type**

- **Type of beds:** Check one; see below for bed types. **If your facility provides more than one type of bed (i.e. a facility with emergency shelter beds and transitional housing beds), please fill out separate forms for each type of bed.** If type not listed, please check “other” and specify.
  - **Emergency Shelter:** Short-stay accommodation of 30 days or less. Emergency shelters provide single or shared bedrooms or dorm-type sleeping arrangements, with varying levels of support to individuals.
  - **Emergency Weather Protocol mats:** Cold/wet weather services include shelter facilities and services that operate and/or are funded on a seasonal basis. Shelters add cold wet weather beds (seasonal beds and mats) to provide the option of a warm, dry place to sleep for people who are homeless as winter weather sets in and the need increases.
  - **Transitional Housing:** Housing from 30 days to three years that includes the provision of support services, on- or off-site, to help people move towards independence and self-sufficiency. Transitional housing is often called second-stage housing, and includes housing for women fleeing abuse.
  - **Violence Against Women Shelter:** shelters that help women seek safety from violence and abuse. Most shelters will also allow accompanying children.
  - **Treatment:** Substance use and/or mental health treatment, including: detox, recovery
- **Target group:** Are the beds in your facility designated or intended for a specific demographic? Beds need not be exclusively used for that group, but organizational mandate suggests that a certain demographic be targeted for those beds. Please check all that apply.

#### **2. Other information**

- **Any unusual circumstances:** this field is to record any exceptional circumstances about the night of March 11th, 2020. This may include, but is not limited to, the following: staffing shortages, facility circumstances (e.g. units closed because repairs required, etc.)
- **Additional comments:** please record any additional comments you may have, including reason fields may have been left blank (e.g. reason field does not apply).

## HOMELESS NEEDS SURVEY SCREENING SHEET (1 PAGE)

### 2020 Greater Victoria PiT Count SURVEY [Screening Questions]

“Hello, my name is \_\_\_\_\_ and I’m a volunteer for the **Greater Victoria housing needs survey**. We are conducting a survey to provide better programs and services to people experiencing homelessness.”

**A. Have you answered this survey with a person with this button?**

[YES: Thank & end]

[NO: Go to B]

CONFIDENTIALITY AND INFORMED CONSENT SCRIPT – read the follow:

- The survey takes about 10-15 minutes to complete.
- **Participation is voluntary** and **your name will not be recorded**.
- You can choose to **skip any question** or to **stop the interview at any time**.
- Results will contribute to the understanding of homelessness across Canada, and will help with research to improve local services.

**B. Are you willing to participate in the survey?**

[YES: Go to C]

[NO: Thank & end]

**C. Where did you stay last night [DO NOT READ CATEGORIES]**

|  |   |   |
|--|---|---|
| a. DECLINE TO ANSWER<br>b. OWN APARTMENT / HOUSE   | } | [THANK & END SURVEY]  |
| c. SOMEONE ELSE’S PLACE<br>d. MOTEL/HOTEL (SELF FUNDED)<br>e. HOSPITAL<br>f. TREATMENT CENTRE<br>g. JAIL, PRISON, REMAND CENTRE  | } | <b>C1. Do you have access to a permanent residence where you can safely stay as long as you want?</b><br>a. Yes [THANK & END]<br>b. No (not permanent AND/OR not safe) [BEGIN SURVEY]<br>c. Don’t Know [BEGIN SURVEY]<br>d. Decline to answer [THANK & END] |
| h. HOMELESS SHELTER (EMERGENCY, FAMILY OR DOMESTIC VIOLENCE SHELTER)<br>i. HOTEL/MOTEL (FUNDED BY CITY OR HOMELESS PROGRAM)<br>j. TRANSITIONAL SHELTER/HOUSING<br>k. UNSHELTERED IN A PUBLIC SPACE (E.G. STREET, PARK, BUS SHELTER, FOREST ENCAMPMENT OR ABANDONED BUILDING)<br>l. VEHICLE (CAR, VAN, RV, TRUCK, BOAT)<br>m. UNSURE: INDICATE PROBABLE LOCATION ____ (b. – l.) | } | [BEGIN SURVEY]  |

Once they have been screened in:

**“Thank you for agreeing to participate. You will receive \$10.00 for participating in the survey”**

★ **FILL IN TOP OF SURVEY (participant’s sleeping location AND your contact information) THEN BEGIN SURVEY**

# HOMELESS NEEDS SURVEY (4 PAGES)

## SURVEY Survey Number

Location/Facility: \_\_\_\_\_ Time: \_\_\_\_\_ AM/PM

Interviewer: \_\_\_\_\_ Contact #: \_\_\_\_\_

**PLEASE CLEARLY CIRCLE WHERE PARTICIPANT STAYED LAST NIGHT (night of March 11<sup>th</sup>) select ONE location only:**

- |  |  |
|--|--|
| c. SOMEONE ELSE’S PLACE  | i. HOTEL/MOTEL (FUNDED BY CITY OR HOMELESS PROGRAM)  |
| d. MOTEL/HOTEL (SELF FUNDED)   | j. TRANSITIONAL SHELTER/HOUSING  |
| e. HOSPITAL  | k. UNSHELTERED IN A PUBLIC SPACE (E.G. STREET, PARK, BUS SHELTER, FOREST ENCAMPMENT OR ABANDONED BUILDING) |
| f. TREATMENT CENTRE  | l. VEHICLE (CAR, VAN, RV, TRUCK, BOAT)   |
| g. JAIL, PRISON, REMAND CENTRE                                       | m. UNSURE: INDICATE PROBABLE LOCATION _____ (c. – l.)  |
| h. HOMELESS SHELTER (EMERGENCY, FAMILY OR DOMESTIC VIOLENCE SHELTER) |  |

## BEGIN SURVEY

**1. Did you have any family members or anyone else who stayed with you last night?** (on the night of March 11<sup>th</sup>)  
 [Indicate survey # for partners. Check all that apply]

|  |   |
|--|---|
| <input type="checkbox"/> NONE  | <input type="checkbox"/> OTHERS (Can include other family or friends) |
| <input type="checkbox"/> PARTNER - Survey #: _____                                     | <input type="checkbox"/> DECLINE TO ANSWER                            |
| <input type="checkbox"/> CHILD(REN)/DEPENDENT(S)<br>[indicate gender and age for each] |   |
| GENDER<br>AGE  | 1    2    3    4    5    6    7    8                                  |
|  |   |

**2. How old are you? [OR] What year were you born?** [If unsure, ask for best estimate]

|   |                                     |  |
|---|-------------------------------------|--|
| <input type="checkbox"/> AGE _____ OR YEAR BORN _____ | <input type="checkbox"/> DON'T KNOW | <input type="checkbox"/> DECLINE TO ANSWER |
|---|-------------------------------------|--|

→ **“For this survey, ‘homelessness’ means any time when you have been without a permanent and secure place to live, including sleeping in shelters, on the streets, or living temporarily with others without having your own permanent housing (e.g. couch surfing).”**

**3. How old were you the first time you experienced homelessness?**

|                                    |                                     |  |
|------------------------------------|-------------------------------------|--|
| <input type="checkbox"/> AGE _____ | <input type="checkbox"/> DON'T KNOW | <input type="checkbox"/> DECLINE TO ANSWER |
|------------------------------------|-------------------------------------|--|

**4. In total, for *how much time* have you experienced homelessness over the PAST YEAR (the last 12 months)?**  
 [Does not need to be exact. Best estimate.]

|   |                                     |  |
|---|-------------------------------------|--|
| <input type="checkbox"/> LENGTH _____ DAYS   WEEKS   MONTHS | <input type="checkbox"/> DON'T KNOW | <input type="checkbox"/> DECLINE TO ANSWER |
|---|-------------------------------------|--|

**5. Have you stayed in a homeless shelter in the past year? For example, (Prompt: give examples like Our Place, Rock Bay landing, Salvation Army).**

|                              |                             |                                     |  |
|------------------------------|-----------------------------|-------------------------------------|--|
| <input type="checkbox"/> YES | <input type="checkbox"/> NO | <input type="checkbox"/> DON'T KNOW | <input type="checkbox"/> DECLINE TO ANSWER |
|------------------------------|-----------------------------|-------------------------------------|--|

**5b. Is there a reason you would not stay in a homeless shelter in the Greater Victoria area?**

|  |   |   |   |
|--|---|---|---|
| <input type="checkbox"/> YES<br><input type="checkbox"/> NO<br><input type="checkbox"/> DON'T KNOW<br><input type="checkbox"/> DECLINE TO ANSWER | <b>(IF YES) What are the main reasons?</b> (do not read categories; <u>select all</u> that apply) |   |   |
|  | <input type="checkbox"/> TURNED AWAY (SHELTERS ARE FULL)  | <input type="checkbox"/> NOISE/CROWDING/SICKNESS (i.e. germs)                 | <input type="checkbox"/> ACCESSIBILITY OR CHRONIC HEALTH ISSUES |
|  | <input type="checkbox"/> TURNED AWAY (BANNED)   | <input type="checkbox"/> SUBSTANCE USE  | <input type="checkbox"/> PET(S)                                 |
|  | <input type="checkbox"/> LACK OF TRANSPORTATION   | <input type="checkbox"/> NOT WOMEN OR CHILD FRIENDLY                          | <input type="checkbox"/> DON'T KNOW                             |
|  | <input type="checkbox"/> FEAR FOR SAFETY  | <input type="checkbox"/> NOT LGBTQ FRIENDLY (i.e. sexual orientation, gender) | <input type="checkbox"/> DECLINE TO ANSWER                      |
|  | <input type="checkbox"/> CLEANLINESS/BUGS/PESTS   |   | <input type="checkbox"/> OTHER: _____                           |

**6. Did you come to Canada as an immigrant, refugee or a refugee claimant (i.e. applied for refugee status after coming to Canada)?**

|  |                |  |
|--|----------------|--|
| <input type="checkbox"/> YES, IMMIGRANT -----><br><input type="checkbox"/> YES, REFUGEE-----><br><input type="checkbox"/> YES, REFUGEE CLAIM IN CANADA-----><br><input type="checkbox"/> NO<br><input type="checkbox"/> DON'T KNOW<br><input type="checkbox"/> DECLINE TO ANSWER | <b>If YES:</b> | <b>How long have you been in Canada?</b>                             |
|  |                | <input type="checkbox"/> LENGTH: _____ DAYS   WEEKS   MONTHS   YEARS |
|  |                | <input type="checkbox"/> OR DATE: ____/____/____ DAY / MONTH / YEAR  |
|  |                | <input type="checkbox"/> DON'T KNOW                                  |
|  |                | <input type="checkbox"/> DECLINE TO ANSWER                           |

**7. How long have you been in Greater Victoria?**

|  |   |                                     |  |
|--|---|-------------------------------------|--|
| <input type="checkbox"/> LENGTH _____ DAYS / WEEKS / MONTHS / YEARS  | <input type="checkbox"/> ALWAYS BEEN HERE | <input type="checkbox"/> DON'T KNOW | <input type="checkbox"/> DECLINE TO ANSWER |
| <b>Where did you live before you came here?</b> <input type="checkbox"/> CITY: _____   PROVINCE/TERRITORY/COUNTRY: _____<br><input type="checkbox"/> DECLINE TO ANSWER |   |                                     |  |

(If moved to Victoria, then ask 7b)

**7b. What is the main reason you came to Greater Victoria [Do not read categories; select one]**

|  |   |  |
|--|---|--|
| <input type="checkbox"/> TO ACCESS EMERGENCY SHELTER(S)  | <input type="checkbox"/> EMPLOYMENT (SEEKING) | <input type="checkbox"/> RECREATION/SHOPPING |
| <input type="checkbox"/> TO ACCESS SERVICES AND SUPPORTS | <input type="checkbox"/> EMPLOYMENT (SECURED) | <input type="checkbox"/> OTHER: _____        |
| <input type="checkbox"/> FAMILY MOVED HERE               | <input type="checkbox"/> TO ATTEND SCHOOL     | <input type="checkbox"/> DON'T KNOW          |
| <input type="checkbox"/> TO VISIT FRIENDS/FAMILY         | <input type="checkbox"/> FEAR FOR SAFETY      | <input type="checkbox"/> DECLINE TO ANSWER   |
| <input type="checkbox"/> TO FIND HOUSING                 |   |  |

→ “The next questions relate to your personal and ancestral history. I just want to repeat that the questions are voluntary and you can choose to skip any of these questions.”

**8. Do you identify as First Nations (with or without status), Métis, or Inuit, or do you have North American Indigenous ancestry? [If yes, please specify]**

|   |   |  |
|---|---|--|
| <input type="checkbox"/> YES, FIRST NATIONS (please specify status) | <input type="checkbox"/> YES, INUIT               | <input type="checkbox"/> NO                |
| <input type="checkbox"/> WITH STATUS                                | <input type="checkbox"/> YES, MÉTIS               | <input type="checkbox"/> DON'T KNOW        |
| <input type="checkbox"/> WITHOUT STATUS                             | <input type="checkbox"/> YES, INDIGENOUS ANCESTRY | <input type="checkbox"/> DECLINE TO ANSWER |

(If answered 'yes' to question 8, then ask questions 8b – 8e)

**8b. What Indigenous community are you from?**

|   |                                     |  |
|---|-------------------------------------|--|
| <input type="checkbox"/> COMMUNITY/RESERVE NAME _____ | <input type="checkbox"/> DON'T KNOW | <input type="checkbox"/> DECLINE TO ANSWER |
|---|-------------------------------------|--|

**8c. Are you currently on a housing waitlist in your on-reserve home community?**

|                              |                             |  |                                     |  |
|------------------------------|-----------------------------|--|-------------------------------------|--|
| <input type="checkbox"/> YES | <input type="checkbox"/> NO | <input type="checkbox"/> NO, DON'T QUALIFY | <input type="checkbox"/> DON'T KNOW | <input type="checkbox"/> DECLINE TO ANSWER |
|------------------------------|-----------------------------|--|-------------------------------------|--|

**8d. Are you currently on a housing waitlist for urban Indigenous housing? [Example: M'akola Housing, Siem Lelum]**

|                              |                             |  |                                     |  |
|------------------------------|-----------------------------|--|-------------------------------------|--|
| <input type="checkbox"/> YES | <input type="checkbox"/> NO | <input type="checkbox"/> NO, DON'T QUALIFY | <input type="checkbox"/> DON'T KNOW | <input type="checkbox"/> DECLINE TO ANSWER |
|------------------------------|-----------------------------|--|-------------------------------------|--|



[The following question is sensitive and can be prefaced by asking for consent (“can I ask you a question about residential school?”)]

**8e. Did you, a parent, or grandparent ever attend residential school?** [If yes, please follow up to specify and check all that apply]

|   |  |
|---|--|
| <input type="checkbox"/> YES – AT LEAST ONE GRANDPARENT ATTENDED RESIDENTIAL SCHOOL | <input type="checkbox"/> NO                |
| <input type="checkbox"/> YES – AT LEAST ONE PARENT ATTENDED RESIDENTIAL SCHOOL      | <input type="checkbox"/> DON'T KNOW        |
| <input type="checkbox"/> YES – I ATTENDED RESIDENTIAL SCHOOL                        | <input type="checkbox"/> DECLINE TO ANSWER |

**9. Have you ever served in the Canadian Military or RCMP?**

[Military includes Canadian Navy, Army, or Air Force]

|  |   |  |
|--|---|--|
| <input type="checkbox"/> YES, MILITARY | <input type="checkbox"/> BOTH MILITARY AND RCMP | <input type="checkbox"/> DON'T KNOW        |
| <input type="checkbox"/> YES, RCMP     | <input type="checkbox"/> NO                     | <input type="checkbox"/> DECLINE TO ANSWER |

**10. As a child or youth, were you ever in foster care or in a youth group home (Foster care, youth group home, youth agreement, etc.)?** [Note: This question applies specifically to child welfare programs.]

|                              |                             |                                     |  |
|------------------------------|-----------------------------|-------------------------------------|--|
| <input type="checkbox"/> YES | <input type="checkbox"/> NO | <input type="checkbox"/> DON'T KNOW | <input type="checkbox"/> DECLINE TO ANSWER |
|------------------------------|-----------------------------|-------------------------------------|--|

(If answered 'yes' to question 10, then ask questions 10b – 10c)

**10b. Approximately how long after leaving foster care/group home did you become homeless?**

|  |                                     |  |
|--|-------------------------------------|--|
| <input type="checkbox"/> LENGTH ____ DAYS / WEEKS / MONTHS / YEARS | <input type="checkbox"/> DON'T KNOW | <input type="checkbox"/> DECLINE TO ANSWER |
|--|-------------------------------------|--|

**10c. Do you feel that Child Protection Services was helpful in transitioning you to independence after leaving foster care/group home?**

|                              |                             |                                     |  |
|------------------------------|-----------------------------|-------------------------------------|--|
| <input type="checkbox"/> YES | <input type="checkbox"/> NO | <input type="checkbox"/> DON'T KNOW | <input type="checkbox"/> DECLINE TO ANSWER |
|------------------------------|-----------------------------|-------------------------------------|--|

**11. Do you identify as having any of the following health challenges at this time:**

|   |                              |                             |                                     |  |
|---|------------------------------|-----------------------------|-------------------------------------|--|
| ILLNESS OR MEDICAL CONDITION<br>[e.g. diabetes, arthritis, TB, HIV]   | <input type="checkbox"/> YES | <input type="checkbox"/> NO | <input type="checkbox"/> DON'T KNOW | <input type="checkbox"/> DECLINE TO ANSWER |
| PHYSICAL DISABILITY<br>[e.g. an issue with mobility, dexterity, or capacity]                                  | <input type="checkbox"/> YES | <input type="checkbox"/> NO | <input type="checkbox"/> DON'T KNOW | <input type="checkbox"/> DECLINE TO ANSWER |
| LEARNING DISABILITY OR COGNITIVE LIMITATIONS<br>[e.g. ADHD, dyslexia, autism spectrum disorder, brain injury] | <input type="checkbox"/> YES | <input type="checkbox"/> NO | <input type="checkbox"/> DON'T KNOW | <input type="checkbox"/> DECLINE TO ANSWER |
| MENTAL HEALTH ISSUE<br>[e.g. depression, PTSD, bipolar disorder]  | <input type="checkbox"/> YES | <input type="checkbox"/> NO | <input type="checkbox"/> DON'T KNOW | <input type="checkbox"/> DECLINE TO ANSWER |
| SUBSTANCE USE ISSUE<br>[e.g. alcohol, opiates, etc.]  | <input type="checkbox"/> YES | <input type="checkbox"/> NO | <input type="checkbox"/> DON'T KNOW | <input type="checkbox"/> DECLINE TO ANSWER |

**11b. Do you identify as having an acquired brain injury that happened after birth? (e.g. from injury related to an accident, violence, overdose, a stroke or brain tumor)**

|                              |                             |                                     |  |
|------------------------------|-----------------------------|-------------------------------------|--|
| <input type="checkbox"/> YES | <input type="checkbox"/> NO | <input type="checkbox"/> DON'T KNOW | <input type="checkbox"/> DECLINE TO ANSWER |
|------------------------------|-----------------------------|-------------------------------------|--|

**12. What gender do you identify with? [Show list or read list.]**

|                                     |   |  |
|-------------------------------------|---|--|
| <input type="checkbox"/> MAN        | <input type="checkbox"/> TRANS WOMAN              | <input type="checkbox"/> NOT LISTED: _____ |
| <input type="checkbox"/> WOMAN      | <input type="checkbox"/> TRANS MAN                | <input type="checkbox"/> DON'T KNOW        |
| <input type="checkbox"/> TWO-SPIRIT | <input type="checkbox"/> NON-BINARY (GENDERQUEER) | <input type="checkbox"/> DECLINE TO ANSWER |

**13. How do you describe your sexual orientation, for example straight, gay, lesbian? [Show list or read list.]**

|  |                                     |                                      |  |
|--|-------------------------------------|--------------------------------------|--|
| <input type="checkbox"/> STRAIGHT/HETEROSEXUAL | <input type="checkbox"/> BISEXUAL   | <input type="checkbox"/> ASEXUAL     | <input type="checkbox"/> NOT LISTED: _____ |
| <input type="checkbox"/> GAY                   | <input type="checkbox"/> TWO-SPIRIT | <input type="checkbox"/> QUEER       | <input type="checkbox"/> DON'T KNOW        |
| <input type="checkbox"/> LESBIAN               | <input type="checkbox"/> PANSEXUAL  | <input type="checkbox"/> QUESTIONING | <input type="checkbox"/> DECLINE TO ANSWER |

**14a. What happened that caused you to lose your housing most recently? [Do not read the options. Check all that apply. "Housing" does not include temporary arrangements (e.g., couch surfing) or shelter stays. Follow up for the reason if the respondent says "eviction" or that they "chose to leave".]**

| A: HOUSING AND FINANCIAL ISSUES   | B: INTERPERSONAL AND FAMILY ISSUES   | C: HEALTH OR CORRECTIONS   |
|---|--|--|
| <input type="checkbox"/> NOT ENOUGH INCOME FOR HOUSING (E.G. LOSS OF BENEFIT, INCOME, OR JOB)<br><input type="checkbox"/> UNFIT/UNSAFE HOUSING CONDITION<br><input type="checkbox"/> BUILDING SOLD OR RENOVATED<br><input type="checkbox"/> OWNER MOVED IN<br><input type="checkbox"/> LANDLORD/TENANT CONFLICT<br><input type="checkbox"/> COMPLAINT (E.G. PETS/NOISE/DAMAGE)<br><input type="checkbox"/> LEFT THE COMMUNITY/RELOCATED<br><input type="checkbox"/> OTHER REASON: _____ | <input type="checkbox"/> CONFLICT WITH: SPOUSE / PARTNER<br><input type="checkbox"/> CONFLICT WITH: PARENT / GUARDIAN<br><input type="checkbox"/> CONFLICT WITH: OTHER (_____)<br><input type="checkbox"/> EXPERIENCED ABUSE BY: SPOUSE / PARTNER<br><input type="checkbox"/> EXPERIENCED ABUSE BY: PARENT / GUARDIAN<br><input type="checkbox"/> EXPERIENCED ABUSE BY: OTHER (_____)<br><input type="checkbox"/> DEPARTURE OF FAMILY MEMBER<br><input type="checkbox"/> EXPERIENCED DISCRIMINATION<br><input type="checkbox"/> DON'T KNOW | <input type="checkbox"/> PHYSICAL HEALTH ISSUE<br><input type="checkbox"/> MENTAL HEALTH ISSUE<br><input type="checkbox"/> SUBSTANCE USE ISSUE<br><input type="checkbox"/> HOSPITALIZATION OR TREATMENT PROGRAM<br><input type="checkbox"/> INCARCERATION (JAIL OR PRISON)<br><input type="checkbox"/> DECLINE TO ANSWER |

**14b. How long ago did that happen (that you lost your housing most recently)? (Best estimate)**

LENGTH \_\_\_\_\_ DAYS | WEEKS | MONTHS | YEARS       DON'T KNOW       DECLINE TO ANSWER

**15. What are your sources of income? [Reminder that this survey is anonymous. Read list and check all that apply]**

|   |  |  |
|---|--|--|
| <input type="checkbox"/> FULL TIME EMPLOYMENT                                       | <input type="checkbox"/> EMPLOYMENT INSURANCE                          | <input type="checkbox"/> CHILD AND FAMILY TAX BENEFITS     |
| <input type="checkbox"/> PART TIME EMPLOYMENT                                       | <input type="checkbox"/> DISABILITY BENEFIT [DISABILITY ASSISTANCE]    | <input type="checkbox"/> GST/HST REFUND                    |
| <input type="checkbox"/> CASUAL EMPLOYMENT (E.G. CONTRACT WORK)                     | <input type="checkbox"/> SENIORS BENEFITS (E.G. CPP/OAS/GIS)           | <input type="checkbox"/> OTHER MONEY FROM A SERVICE AGENCY |
| <input type="checkbox"/> INFORMAL INCOME SOURCES (E.G. BOTTLE RETURNS, PANHANDLING) | <input type="checkbox"/> WELFARE/SOCIAL ASSISTANCE [INCOME ASSISTANCE] | <input type="checkbox"/> OTHER SOURCE: _____               |
| <input type="checkbox"/> MONEY FROM FAMILY/FRIENDS                                  | <input type="checkbox"/> VETERAN/VAC BENEFITS                          | <input type="checkbox"/> NO INCOME                         |
|   |  | <input type="checkbox"/> DON'T KNOW                        |
|   |  | <input type="checkbox"/> DECLINE TO ANSWER                 |

**16. Do you want to get into permanent housing?**

YES       NO       DON'T KNOW       DECLINE TO ANSWER

**17. What challenges or problems have you experienced when trying to find housing? [Select all that apply]**

|  |  |  |
|--|--|--|
| <input type="checkbox"/> LOW INCOME                | <input type="checkbox"/> DOMESTIC OR SEXUALIZED VIOLENCE | <input type="checkbox"/> CHILDREN                      |
| <input type="checkbox"/> NO INCOME ASSISTANCE      | <input type="checkbox"/> HEALTH/DISABILITY ISSUES        | <input type="checkbox"/> CRIMINAL HISTORY              |
| <input type="checkbox"/> RENTS TOO HIGH            | <input type="checkbox"/> MENTAL HEALTH ISSUES            | <input type="checkbox"/> DISCRIMINATION                |
| <input type="checkbox"/> LACK OF AVAILABLE OPTIONS | <input type="checkbox"/> ADDICTION                       | <input type="checkbox"/> DON'T KNOW                    |
| <input type="checkbox"/> POOR HOUSING CONDITIONS   | <input type="checkbox"/> PETS                            | <input type="checkbox"/> DECLINE TO ANSWER             |
| <input type="checkbox"/> FAMILY BREAKDOWN/CONFLICT |  | <input type="checkbox"/> OTHER (PLEASE SPECIFY): _____ |

**18. I'm going to read a list of services that you may or may not need. Let me know which of these apply to you. Do you have a need for services related to: [Read list and check all that apply]**

|  |   |  |
|--|---|--|
| <input type="checkbox"/> PRIMARY CARE SERVICES (i.e. GP, pharmacy, dentist, optometry, etc.) | <input type="checkbox"/> HARM REDUCTION                               | <input type="checkbox"/> PREGNANCY                   |
| <input type="checkbox"/> LEARNING DISABILITY   | <input type="checkbox"/> MENTAL HEALTH (Counselling, treatment, etc.) | <input type="checkbox"/> NEWCOMERS                   |
| <input type="checkbox"/> ADDICTION OR SUBSTANCE USE (treatment services)                     | <input type="checkbox"/> INTERGENERATIONAL TRAUMA                     | <input type="checkbox"/> SUPPORT/SETTLEMENT SERVICES |
|  | <input type="checkbox"/> INDIGENOUS TREATMENT & SUPPORT               | <input type="checkbox"/> LIFE SKILLS                 |
|  | <input type="checkbox"/> CULTURALLY-SENSITIVE SERVICES                | <input type="checkbox"/> NONE OF THE ABOVE           |
|  | <input type="checkbox"/> GENDER-SPECIFIC HOUSING SERVICES             | <input type="checkbox"/> DECLINE TO ANSWER           |
|  |   | <input type="checkbox"/> OTHER: _____                |

➔ Thank you for participating in the Survey! [Give participant \$10 honorarium.]

**NOTES:**

# HOMELESS NEEDS SURVEY

# DATA TABLES

## GENDER

Survey question: *What gender do you identify with?*

| Gender                  | Number | Percent |
|-------------------------|--------|---------|
| Man/male                | 539    | 63.1%   |
| Woman/female            | 278    | 32.6%   |
| Another gender identity | 18     | 2.1%    |
| Don't know/no answer    | 19     | 2.2%    |
| Total                   | 854    | 100%    |

Note: The exact percent is not identified in some areas to protect the identity of the respondents.

| Gender                   | Unsheltered |       | Emergency sheltered |       | Provisionally sheltered |       | Total |       |
|--------------------------|-------------|-------|---------------------|-------|-------------------------|-------|-------|-------|
|                          | #           | %     | #                   | %     | #                       | %     | #     | %     |
| Woman/female             | 81          | 29.1% | 58                  | 20.9% | 139                     | 50.0% | 278   | 32.6% |
| Man/male                 | 189         | 35.1% | 154                 | 28.6% | 196                     | 36.4% | 539   | 63.1% |
| Another gender identity  | 9           | 50.0% | <6                  | 22.2% | <7                      | 27.8% | 18    | 2.1%  |
| Don't know/<br>no answer | 6           | 31.6% | <6                  | 31.6% | <7                      | 36.8% | 19    | 2.2%  |
| Total                    | 285         | 33.4% | 222                 | 26.0% | 347                     | 40.6% | 854   | 100%  |

## AGE

Survey question: *How old are you? Or, what year were you born?*

| Age                  | Number | Percent |
|----------------------|--------|---------|
| 18 and under         | 16     | 1.87%   |
| 19 to 24             | 68     | 7.96%   |
| 25 to 39             | 294    | 34.43%  |
| 40 to 54             | 310    | 36.30%  |
| 55+                  | 160    | 18.74%  |
| Don't know/no answer | 6      | 0.70%   |
| Total                | 854    | 100%    |

| Age                      | Unsheltered |       | Emergency sheltered |       | Provisionally sheltered |       | Total |       |
|--------------------------|-------------|-------|---------------------|-------|-------------------------|-------|-------|-------|
|                          | #           | %     | #                   | %     | #                       | %     | #     | %     |
| Youth (16-24)            | 17          | 20.2% | 21                  | 25.0% | 46                      | 54.8% | 84    | 9.8%  |
| 25 to 39                 | 125         | 42.5% | 49                  | 16.7% | 120                     | 40.8% | 294   | 34.4% |
| 40 to 54                 | 93          | 30.0% | 87                  | 28.1% | 130                     | 41.9% | 310   | 36.3% |
| 55+                      | 46          | 28.8% | 64                  | 40.0% | 50                      | 31.3% | 160   | 18.7% |
| Don't know/<br>no answer | 4           | 66.7% | 1                   | 16.7% | 1                       | 16.7% | 6     | 0.7%  |
| Total                    | 285         | 33.4% | 222                 | 26.0% | 347                     | 40.6% | 854   | 100%  |

## AGE OF FIRST EXPERIENCE OF HOMELESSNESS

Survey question: *How old were you the first time you experienced homelessness?*

| Age                  | Number | Percent |
|----------------------|--------|---------|
| 18 and under         | 321    | 37.60%  |
| 19 to 24             | 118    | 13.80%  |
| 25 to 39             | 195    | 22.80%  |
| 40 to 54             | 134    | 15.70%  |
| 55+                  | 61     | 7.10%   |
| Don't know/no answer | 25     | 2.90%   |
| Total                | 854    | 100%    |

## HOUSEHOLD/FAMILIES WITH CHILDREN

Survey question: *Did you have any family members or anyone else who stayed with you last night?*  
*[Indicate survey # for partners. Check all that apply]*

| Housing status  | Number | Percent |
|---|--------|---------|
| Single/no family members  | 658    | 77.0%   |
| Families (partner/family member/<br>friend) without children/dependents | 151    | 17.7%   |
| Families with children/dependents                                       | 30     | 3.5%    |
| Don't know/no answer  | 15     | 1.8%    |
| Total   | 854    | 100%    |

## INDIGENOUS IDENTITY

Survey question: *Do you identify as First Nations (with or without status), Métis, or Inuit, or do you have North American Indigenous ancestry?*

| Identify as Indigenous     | Number | Percent |
|----------------------------|--------|---------|
| Yes                        | 299    | 35.0%   |
| No                         | 492    | 57.6%   |
| Don't know/no answer/blank | 63     | 7.4%    |
| Total                      | 854    | 100%    |

| Indigenous Identity<br>(more than one<br>response possible) | Number | Percent Indigenous<br>respondents |
|---|--------|-----------------------------------|
| First Nation with status                                    | 152    | 50.8%                             |
| First Nation without status                                 | 55     | 18.4%                             |
| Inuit   | <6     | <2.0%                             |
| Métis   | 83     | 27.8%                             |
| Indigenous ancestry   | 34     | 11.4%                             |

Total Indigenous respondents (299)

Survey question: *Are you currently on a housing waitlist for on-reserve housing or for urban Indigenous housing?*

| On-reserve housing waitlist  | Number | Percent | Urban Indigenous housing waitlist | Number | Percent |
|------------------------------|--------|---------|-----------------------------------|--------|---------|
| Yes                          | 37     | 12.4%   | Yes                               | 45     | 15.1%   |
| No                           | 230    | 76.9%   | No                                | 222    | 74.2%   |
| No, don't qualify            | 7      | 2.3%    | No, don't qualify                 | 7      | 2.3%    |
| Don't know/<br>no answer     | 25     | 8.4%    | Don't know/<br>no answer          | 25     | 8.4%    |
| Total Indigenous respondents | 299    | 100%    | Total Indigenous respondents      | 299    | 100%    |

| Indigenous Community         | Number | Percent |
|------------------------------|--------|---------|
| Answered community           | 238    | 79.6%   |
| Don't know                   | 44     | 14.7%   |
| Decline to answer            | 17     | 5.7%    |
| Total Indigenous respondents | 299    | 100%    |

Survey question: *What Indigenous community are you from?*

| Indigenous community <sup>a</sup>          |   |   |
|--|---|---|
| Nuu-chah-nulth<br>(45 respondents)         | Kwakwaka'wakw<br>(16 respondents)         | Coast Salish – 12 communities<br>(36 respondents) |
| Ahousaht First Nation                      | Alert Bay First Nation                    | Chemainus/Stz'uminus First Nation                 |
| Ditidaht First Nation                      | Gwa'Sala-'Nakwaxda'xw First Nation        | Cowichan First Nation                             |
| Hesquiaht First Nation                     | Kwakiutl First Nation                     | Esquimalt First Nation                            |
| Huu-Ay-Aht First Nation                    | Namgis First Nation                       | K'omox First Nation                               |
| Mowachaht/Muchalaht First Nation           | Mamalilikulla-Qwe'Qwa'Sot'Em First Nation | Lyackson First Nation                             |
| Nuchatlaht First Nation                    | We Wai Kai First Nation                   | Malahat First nation                              |
| Pacheedaht First Nation                    |   | Songhees First Nation                             |
| Tla-o-qui-aht First Nation                 |   | Scianew First Nation                              |
| Tseshah First Nation                       |   | Stz'uminus First Nation                           |
| Uchucklesaht First Nation                  |   | T'Sou-ke First Nation                             |
| Yuutu?i?ath First Nation                   |   | Tsartlip First Nation                             |
| Maa-Nulth<br>(number of different Nations) |   | Tsawout First Nation                              |

<sup>a</sup>The number of people in each community is too small to list and runs the risk of unintentionally identifying specific survey participants; therefore, the number of survey respondents for each community has been left out.

Survey question: *Did you, a parent, or grandparent ever attend residential school?*

| Residential school attendance       | Number | Percent |
|-------------------------------------|--------|---------|
| Yes – At least one grandparent      | 132    | 44.1%   |
| Yes – At least one parent           | 110    | 36.8%   |
| Yes – I attended residential school | 16     | 5.4%    |
| No                                  | 64     | 21.4%   |
| Don't know                          | 36     | 12.0%   |
| Decline to answer                   | 15     | 5.0%    |
| Total Indigenous respondents        | 299    | 100%    |

## SEXUAL ORIENTATION

Survey question: *How do you describe your sexual orientation, for example straight, gay, lesbian?*

| Sexual Orientation    | Number | Percent |
|-----------------------|--------|---------|
| Straight/heterosexual | 723    | 84.66%  |
| LGBTQ2S+              | 102    | 11.94%  |
| Don't know/no answer  | 29     | 3.40%   |
| Total                 | 854    | 100%    |

| Sexual orientation    | Youth (< 25) |       | Adults |       | 55+ |       | Unknown age |       | Total |       |
|-----------------------|--------------|-------|--------|-------|-----|-------|-------------|-------|-------|-------|
|                       | #            | %     | #      | %     | #   | %     | #           | %     | #     | %     |
| Straight/heterosexual | 58           | 69.0% | 516    | 85.4% | 147 | 91.9% | 2           | 33.3% | 723   | 84.7% |
| LGBTQ2S+              | 25           | 29.8% | 69     | 11.4% | 8   | 5.0%  | 0           | 0.0%  | 102   | 11.9% |
| Don't know/no answer  | 1            | 1.2%  | 19     | 3.2%  | 5   | 3.1%  | 4           | 66.7% | 29    | 3.4%  |
| Total                 | 84           | 100%  | 604    | 100%  | 160 | 100%  | 6           | 100%  | 854   | 100%  |

## IMMIGRANTS AND REFUGEES

Survey question: *Did you come to Canada as an immigrant, refugee or a refugee claimant (i.e., applied for refugee status after coming to Canada)?*

| Immigrant or refugee | Number | Percent |
|----------------------|--------|---------|
| Yes                  | 43     | 5.04%   |
| Yes – Immigrant      |        | <5.0%   |
| Yes – Refugee        |        | <1.0%   |
| No                   | 792    | 92.7%   |
| Don't know/no answer | 19     | 2.2%    |
| Total                | 854    | 100%    |

Survey question: *If yes, how long have you been in Canada?*

| Length of time in Canada               | Number | Percent |
|--|--------|---------|
| 5 years and under                      | <6     | <14.0%  |
| 6 to 10 years                          | <6     | <14.0%  |
| More than 10 years                     | 33     | 76.7%   |
| Don't know/no answer                   | 2      | 4.7%    |
| Total of immigrant/refugee respondents | 43     | 100%    |



## EXPERIENCE OF FOSTER CARE

**Survey question:** *As a child or youth, were you ever in foster care or in a youth group home (foster care, youth group home, youth agreement, etc.)? [Note: This question applies specifically to child welfare programs.]*

| In foster care/youth group home | Number | Percent |
|---------------------------------|--------|---------|
| Yes                             | 300    | 35.1%   |
| No                              | 532    | 62.3%   |
| Don't know/no answer            | 22     | 2.6%    |
| Total                           | 854    | 100%    |

**Survey question:** *Do you feel that Child Protection Services was helpful in transitioning you to independence after leaving foster care/group home?*

| Child Protective Services helpful | Number | Percent |
|-----------------------------------|--------|---------|
| Yes                               | 46     | 15.3%   |
| No                                | 210    | 70.0%   |
| Don't know/no answer              | 44     | 14.7%   |
| Total foster care respondents     | 300    | 100%    |

**Survey question:** *Approximately how long after leaving foster care/group home did you become homeless?*

| Length of time homeless after leaving foster care | Count | Percent |
|---|-------|---------|
| Still in care                                     | <6    | <2%     |
| Up to 1 month                                     | 89    | 29.7%   |
| Immediately (0-1 days)                            | 77    | 25.7%   |
| More than 1 day to 1 month                        | 12    | 4.0%    |
| 1 month to 1 year                                 | 26    | 8.7%    |
| 1 to 5 years                                      | 35    | 11.7%   |
| 5 to 10 years                                     | 23    | 7.7%    |
| More than 10 years                                | 59    | 19.7%   |
| Don't know/no answer                              | 63    | 21.0%   |
| Total of foster care respondents                  | 300   | 100%    |

## LENGTH OF TIME IN GREATER VICTORIA

Survey question: *How long have you been in Greater Victoria?*

| Length of time in Greater Victoria | Count | Percent |
|------------------------------------|-------|---------|
| Less than one year                 | 101   | 11.8%   |
| 1-5 years                          | 170   | 19.9%   |
| Longer than 5 years                | 359   | 42.0%   |
| Always been here                   | 187   | 21.9%   |
| Don't know/no answer               | 37    | 4.3%    |
| Total                              | 854   | 100%    |

Survey question: *Where did you live before you came here?*

| Province       | Number | Province                  | Number |
|----------------|--------|---------------------------|--------|
| BC             | 293    | Saskatchewan              | 9      |
| Alberta        | 93     | Quebec                    | 7      |
| Ontario        | 61     | Labrador/<br>Newfoundland | 5      |
| Outside Canada | 19     | The Maritimes             | 14     |
| Manitoba       | 10     | Territories               | 4      |

Total of respondents who answered: 515

Survey question: *What is the main reason you came to Greater Victoria? (select one)*

| Reason for coming here               | Number | Percent of total who moved here |
|--------------------------------------|--------|---------------------------------|
| Family moved here                    | 123    | 18.5%                           |
| To visit friends/family              | 88     | 13.2%                           |
| Multiple reasons                     | 77     | 11.5%                           |
| Don't know/no answer                 | 70     | 10.5%                           |
| Employment(seeking)                  | 39     | 5.8%                            |
| Employment (secured)                 | 39     | 5.8%                            |
| Access services and supports         | 38     | 5.7%                            |
| Climate/weather                      | 32     | 4.8%                            |
| Change/fresh start                   | 30     | 4.5%                            |
| Other                                | 23     | 3.4%                            |
| To find housing                      | 15     | 2.2%                            |
| Fear for safety                      | 14     | 2.1%                            |
| Justice system                       | 14     | 2.1%                            |
| To attend school                     | 11     | 1.6%                            |
| Partner/significant other moved here | 10     | 1.5%                            |
| Lifestyle/culture                    | 7      | 1.0%                            |
| Landscape                            | 6      | 0.9%                            |
| Family issues                        | 6      | 0.9%                            |
| From here originally                 | <6     | <1.0%                           |
| Death in family                      | <6     | <1.0%                           |
| Travel                               | <6     | <1.0%                           |
| Recreation/shopping                  | <6     | <1.0%                           |
| Bigger city                          | <6     | <1.0%                           |
| Cost of living                       | <6     | <1.0%                           |
| Look for housing                     | <6     | <1.0%                           |
| Nowhere else to go                   | <6     | <1.0%                           |
| Access emergency shelter             | <6     | <1.0%                           |
| Total of respondents who moved here  | 667    | 100%                            |

## EMERGENCY SHELTER STAYS

Survey question: *Have you stayed in a homeless shelter in the past year?*

| Stayed in shelter past year | Number | Percent |
|-----------------------------|--------|---------|
| Yes                         | 581    | 68.0%   |
| No                          | 262    | 30.7%   |
| Don't know/no answer        | 11     | 1.3%    |
| Total                       | 854    | 100%    |

Survey question: *Is there a reason you would not stay in a homeless shelter in the Greater Victoria area?*

| Reason for not staying in shelter | Number | Percent |
|-----------------------------------|--------|---------|
| Yes                               | 549    | 64.3%   |
| No                                | 269    | 31.5%   |
| Don't know/no answer              | 36     | 4.2%    |
| Total                             | 854    | 100%    |

Survey question: *If yes, what are the main reasons? (select all the apply)*

| Reason for no shelter (more than one response possible) | Number | Percent |
|---|--------|---------|
| Fear for safety   | 235    | 42.8%   |
| Noise/crowding/germs/sickness                           | 199    | 36.2%   |
| Cleanliness/bugs/pest                                   | 173    | 31.5%   |
| Substance use   | 115    | 20.9%   |
| Turned away (shelters are full)                         | 71     | 12.9%   |
| Other   | 96     | 17.5%   |
| Theft   | 47     | 8.6%    |
| Accessibility or chronic health issues                  | 37     | 6.7%    |
| Not women or children friendly                          | 35     | 6.4%    |
| Turned away (banned)                                    | 28     | 5.1%    |
| pet(s)  | 26     | 4.7%    |
| Curfews/policies/rules                                  | 20     | 3.6%    |
| Lack of transportation                                  | 17     | 3.1%    |
| Don't know/no answer                                    | 5      | 0.9%    |
| Total respondents who would not stay in shelter: 549    |        |         |

## INCOME

Survey question: *What are your sources of income?*

*(Reminder that this survey is anonymous. Read list and check all that apply)*

| Sources of income<br>(more than one response is possible)      | Number | Percent of<br>all surveys |
|--|--------|---------------------------|
| <b>Government transfers</b>                                    |        |                           |
| Welfare/social assistance (income assistance)                  | 313    | 36.7%                     |
| Disability benefits  | 308    | 36.1%                     |
| GST/HST refund   | 64     | 7.5%                      |
| Seniors benefits (CPP, OAS, GIS, pensions, etc.)               | 56     | 6.6%                      |
| Child & family tax benefits                                    | 14     | 1.6%                      |
| Employment insurance   | 11     | 1.3%                      |
| MCFD Youth Agreement   | 6      | 0.7%                      |
| Government programs  | <6     | 1.0%                      |
| Veteran/VAC benefits   | <6     | 1.0%                      |
| <b>Employment</b>  |        |                           |
| Casual employment (contract work, etc.)                        | 73     | 8.5%                      |
| Part-time employment   | 50     | 5.9%                      |
| Full-time employment   | 26     | 3.0%                      |
| <b>Other sources</b>   |        |                           |
| Informal sources (bottle return, pan handling, sex work, etc.) | 139    | 16.3%                     |
| Money from family/friends                                      | 34     | 4.0%                      |
| Other sources not listed                                       | 19     | 2.2%                      |
| Other money from a service agency                              | 9      | 1.1%                      |
| Crime  | 6      | 0.7%                      |
| Investments/savings  | <6     | 1.0%                      |
| <b>No income</b>   |        |                           |
| No income  | 55     | 6.4%                      |
| Don't know/no answer   | 21     | 2.5%                      |

## HEALTH CONDITIONS

Survey question: *Do you identify as having any of the following health challenges at this time?*

| Health challenge<br>(more than one response possible) | Count | Percent of<br>all surveys |
|---|-------|---------------------------|
| Substance use issue                                   | 574   | 67.2%                     |
| Mental health issue                                   | 504   | 59.0%                     |
| Illness/medical condition                             | 388   | 45.4%                     |
| Physical disability                                   | 345   | 40.4%                     |
| Learning disability/cognitive limitation              | 318   | 37.2%                     |

Total of respondents with health issue (767)

Survey question: *Do you identify as having an acquired brain injury that happened after birth?  
(e.g., from injury related to an accident, violence, overdose, a stroke or brain tumor)*

| Brain injury         | Count | Percent |
|----------------------|-------|---------|
| Yes                  | 250   | 29.3%   |
| No                   | 539   | 63.1%   |
| Don't know/no answer | 65    | 7.6%    |
| Total                | 854   | 100%    |

## REASONS WHY PEOPLE EXPERIENCE HOMELESSNESS IN GREATER VICTORIA

Survey question: *What happened that caused you to lose your housing most recently? (check all that apply)*

| Housing loss reasons<br>(more than one response possible) | Number | Percent of<br>all surveys |
|---|--------|---------------------------|
| Not enough income for housing                             | 225    | 26.3%                     |
| Substance use issue                                       | 130    | 15.2%                     |
| Conflict with: spouse/partner                             | 115    | 13.5%                     |
| Landlord/tenant conflict                                  | 114    | 13.3%                     |
| Other reason (not listed)                                 | 90     | 11.8%                     |
| Conflict with: other adult                                | 72     | 8.4%                      |
| Unfit/unsafe housing conditions                           | 52     | 6.1%                      |
| Incarceration (jail or prison)                            | 48     | 5.6%                      |
| Mental health issue                                       | 46     | 5.4%                      |
| Physical Health issue                                     | 38     | 4.4%                      |
| Building sold or renovated                                | 37     | 4.3%                      |
| Experienced abuse by: spouse/partner                      | 37     | 4.3%                      |
| Death or departure of family members                      | 33     | 3.9%                      |
| Complaint   | 29     | 3.4%                      |
| Left the community/relocated                              | 26     | 3.0%                      |
| Conflict with: parent/guardian                            | 26     | 3.0%                      |
| Decline to answer   | 21     | 2.5%                      |
| Hospitalizations or treatment program                     | 15     | 1.8%                      |
| Experienced discrimination                                | 14     | 1.6%                      |
| Don't know  | 13     | 1.5%                      |
| Experiences abuse by: other adult                         | 12     | 1.4%                      |
| Eviction: other reason                                    | 11     | 1.3%                      |
| Experience abuse by: parent/guardian                      | 6      | 0.7%                      |
| Owner moved in  | <6     | <1.0%                     |

Survey question: *How long ago did that happen (that you lost your housing most recently)?*

| Length of time       | Number | Percent |
|----------------------|--------|---------|
| < 3 months           | 70     | 8.2%    |
| 3 to <6 months       | 53     | 6.2%    |
| 6 to < 12 months     | 100    | 11.7%   |
| 1-5 years            | 433    | 50.7%   |
| 5 years and longer   | 117    | 13.7%   |
| Don't know/no answer | 81     | 9.5%    |
| Total                | 854    | 100%    |

## CHRONIC HOMELESSNESS

Survey question: *In total, for how much time have you experienced homelessness over the PAST YEAR?*

| Row Labels          | Count | Percent |
|---------------------|-------|---------|
| Less than 6 months  | 112   | 13.1%   |
| 6 months to 1 year  | 704   | 82.4%   |
| No answer/not known | 38    | 4.5%    |
| Total               | 854   | 100%    |



## OBSTACLES TO ACCESSING HOUSING IN GREATER VICTORIA

Survey question: *What challenges or problems have you experienced when trying to find housing? [Select all that apply]*

| Challenges<br>(more than one response possible) | Count | Percent of all surveys |
|---|-------|------------------------|
| Rents too high                                  | 497   | 58.2%                  |
| Low income                                      | 420   | 49.2%                  |
| Lack of available options                       | 359   | 42.0%                  |
| Discrimination                                  | 187   | 21.9%                  |
| Other   | 184   | 21.5%                  |
| Addiction                                       | 137   | 16.0%                  |
| Mental health issues                            | 102   | 11.9%                  |
| Poor housing conditions                         | 91    | 10.7%                  |
| Health/disability issues                        | 86    | 10.1%                  |
| No income assistance                            | 75    | 8.8%                   |
| Criminal history                                | 68    | 8.0%                   |
| Pets  | 66    | 7.7%                   |
| Family breakdown/conflict                       | 64    | 7.5%                   |
| Domestic or sexualized violence                 | 35    | 4.1%                   |
| Don't know/no answer                            | 31    | 3.6%                   |
| Children  | 21    | 2.5%                   |

| Popular "other" responses | Count | Percent of all surveys |
|---------------------------|-------|------------------------|
| No references             | 37    | 4.33%                  |
| No/bad credit             | 28    | 3.28%                  |
| No ID                     | 18    | 2.11%                  |
| Waiting lists             | 17    | 1.99%                  |
| Lack of support/help      | 10    | 1.17%                  |

## SERVICE NEEDS

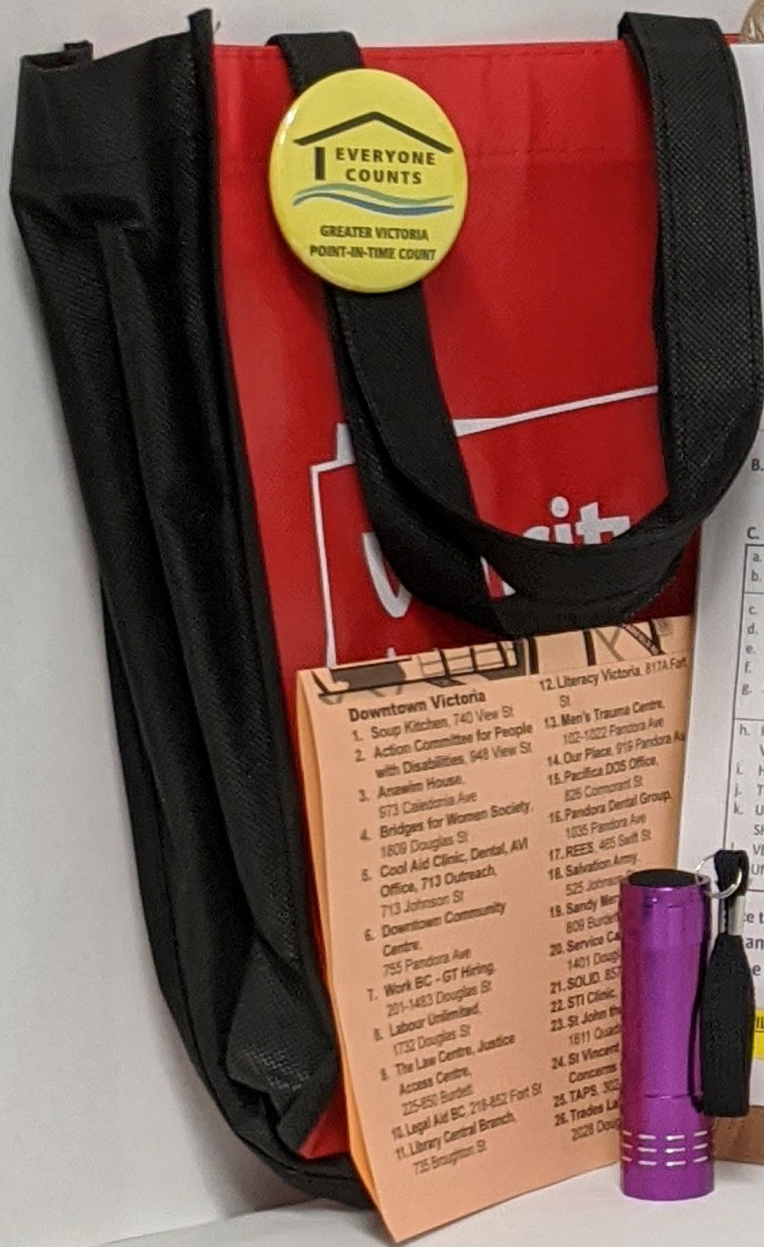
Survey question: *I'm going to read a list of services that you may or may not need. Let me know which of these apply to you. Do you have a need for services related to: [Read list and check all that apply]*

| Service needs<br>(more than one response possible) | Count | Percent of<br>all surveys |
|--|-------|---------------------------|
| Primary care                                       | 532   | 62.3%                     |
| Addiction or substance use                         | 424   | 49.6%                     |
| Mental health                                      | 406   | 47.5%                     |
| Life skills  | 273   | 32.0%                     |
| Harm reduction                                     | 244   | 28.6%                     |
| Intergenerational trauma                           | 194   | 22.7%                     |
| Learning disability                                | 171   | 20.0%                     |
| Indigenous treatment/support                       | 116   | 13.6%                     |
| Culturally-sensitive services                      | 92    | 10.8%                     |
| None of the above                                  | 78    | 9.1%                      |
| Decline to answer                                  | 50    | 5.9%                      |
| Gender-specific services                           | 41    | 4.8%                      |
| Newcomers support/settlement services              | 31    | 3.6%                      |
| Other  | 27    | 3.2%                      |
| Pregnancy  | 22    | 2.6%                      |

## VETERANS

Survey question: *Have you ever served in the Canadian Military or RCMP?*

| Service in military/RCMP     | Count | Percent |
|------------------------------|-------|---------|
| Yes                          | 47    | 5.5%    |
| RCMP                         |       | <1.0%   |
| Canadian Military Forces     |       | <5.0%   |
| No                           | 786   | 92.0%   |
| Don't know/no answer/unclear | 21    | 2.5%    |
| Total                        | 854   | 100%    |



- Downtown Victoria**
1. Soup Kitchen, 740 View St
  2. Action Committee for People with Disabilities, 648 View St
  3. Anaxim House, 973 Caledonia Ave
  4. Bridges for Women Society, 1808 Douglas St
  5. Cool Aid Clinic, Dental, AVI Office, 713 Johnson St
  6. Downtown Community Centre, 755 Pandora Ave
  7. Work BC - GT Hiring, 201-1483 Douglas St
  8. Labour Unleashed, 1732 Douglas St
  9. The Law Centre, Justice Access Centre, 225-850 Burdett
  10. Legal Aid BC, 218-852 Fort St
  11. Library Central Branch, 735 Brangwin St
  12. Literacy Victoria, 817A Fort St
  13. Men's Trauma Centre, 102-1022 Pandora Ave
  14. Our Place, 916 Pandora Ave
  15. Pacifica DDS Office, 826 Comarant St
  16. Pandora Dental Group, 1035 Pandora Ave
  17. REES, 465 South St
  18. Salvation Army, 525 Johnson St
  19. Sandy Mer, 808 Burden
  20. Service Ca, 1401 Dougl
  21. SOLID, 857
  22. STI Clinic,
  23. St John by, 1611 Quad
  24. St Vincent's Concerns,
  25. TAPS, 302
  26. Trades Lu, 2028 Dougl

**BASICS.**

**2020 Greater Victoria Housing Needs Survey**

"Hello, my name is \_\_\_\_\_ and I'm a volunteer for the Greater Victoria housing needs survey. We are conducting a survey to provide better housing and services to people experiencing homelessness."

A. Have you answered this survey with a person with this button?  
 [YES: Thank & end] [NO: Go to B]

**CONFIDENTIALITY AND INFORMED CONSENT SCRIPT – read the follow:**

- The survey takes about 10-15 minutes to complete.
- Participation is voluntary and your name will not be recorded.
- You can choose to skip any question or to stop the interview at any time.
- Results will contribute to the understanding of homelessness across Canada, and will help with research to improve local services.

B. Are you willing to participate in the survey?  
 [YES: Go to C] [NO: Thank & end]

C. Where did you stay last night [DO NOT READ CATEGORIES]

|  |  |
|--|--|
| a. DECLINE TO ANSWER   | } [THANK & END SURVEY]   |
| b. OWN APARTMENT / HOUSE   |  |
| c. SOMEONE ELSE'S PLACE  | } C1. Do you have access to a permanent residence where you can safely stay as long as you want?<br>a. Yes [THANK & END]<br>b. No (not permanent AND/OR not safe) [BEGIN SURVEY]<br>c. Don't Know [BEGIN SURVEY]<br>d. Decline to answer [THANK & END] |
| d. MOTEL/HOTEL (SELF FUNDED)   |  |
| e. HOSPITAL  |  |
| f. TREATMENT CENTRE  |  |
| g. JAIL, PRISON, REMAND CENTRE   | } [BEGIN SURVEY]   |
| h. HOMELESS SHELTER (EMERGENCY, FAMILY OR DOMESTIC VIOLENCE SHELTER)   |  |
| i. HOTEL/MOTEL (FUNDED BY CITY OR HOMELESS PROGRAM)  |  |
| j. TRANSITIONAL SHELTER/HOUSING  |  |
| k. UNSHELTERED IN A PUBLIC SPACE (E.G. STREET, PARK, BUS SHELTER, FOREST ENCAMPMENT OR ABANDONED BUILDING) VEHICLE (CAR, VAN, RV, TRUCK, BOAT) |  |
| l. UNSURE: INDICATE PROBABLE LOCATION (b. - l.)  |  |

...they have been screened in:  
 Thank you for agreeing to participate. You will receive \$10.00 for participating in the survey"

**WRITE IN TOP OF SURVEY (participant's sleeping location AND your contact information) THEN BEGIN SURVEY**