

Social Program Quarterly Results Report March 2024

CSO Outreach Response Program

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

	Connections to Shelter	Connections to Health Services	Internal Referral	External Referral
Current Month March 2024	94	78	43	79
Prior Month February 2024	98	52	36	81
2nd Prior Month January 2024	117	61	47	130
Year to Date January to March 2024	309	191	126	290

Definitions:

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

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

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

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

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Envision Outreach Shuttle

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

	Harm Reduction	Meals and Snacks	Shelter Triage	Connections to Services	Interactions
Current Month March 2024	2,302	2,371	92	13	2,390
Prior Month February 2024	1,857	2,206	151	23	2,206
2nd Prior Month January 2024	1,822	2,287	395	38	2,287
Year to Date January to March 2024	5,981	6,864	638	74	6,883

Definitions:

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

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

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

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

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

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Clean Team

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

	Garbage (# of Bags)	Substance Use Paraphernalia (# of Units)	Cardboard (# of Boxes)	Shopping Carts (# of Units)	Calls to CSO (# of Calls)	Graffiti Locations (# of)
Current Month March 2024	155	880	137	0	9	18
Prior Month February 2024	99	1,051	194	4	8	57
2nd Prior Month January 2024	103	1,110	52	3	4	4
Year to Date January to March 2024	357	3,041	383	7	21	79

Definitions:

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

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

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

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

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

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

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Shelter System Capacity and Occupancy Rates

Year-Round Shelter Sites

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

	Emerald House	West End Shelter	Harbour House	Merit Place	Moir House	Out of the Cold	Total
Bed Capacity	40	22	12	50	41	25	190
Current Month Average Nightly Occupancy March 2024	40 (100%)	18 (82%)	11 (92%)	50 (100%)	38 (93%)	25 (100%)	182 (96%)
Prior Month Average Nightly Occupancy February 2024	39 (98%)	17 (77%)	10 (83%)	49 (98%)	38 (93%)	25 (100%)	178 (94%)
2nd Prior Month Average Nightly Occupancy January 2024	40 (100%)	21 (95%)	11 (92%)	52 (104%)	40 (98%)	25 (100%)	189 (99%)
Year to Date Average Nightly Occupancy January to March 2024	40 (100%)	19 (86%)	11 (92%)	50 (100%)	39 (95%)	25 (100%)	183 (96%)

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48 Victoria Street West

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

Cllémentem (Mini-Storage)

	Bin Access	Visits	Agency Referrals	Meals and Snacks	Hygiene Services
Current Month March 2024	194	1,651	6	2,291	274
Prior Month February 2024	191	1,305	12	1,992	432
2nd Prior Month January 2024	277	1,503	6	1,919	561
Year to Date January to March 2024	662	4,459	24	6,202	1,267

Definitions:

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

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

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

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

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