

**Final Draft Report on Focus Groups and
Interviews with Client/Members of
Drop-in Centres**

**Volume II - Appendices
March, 2008**

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Appendix A: Focus Group Questions

Drop-in centre Review Client/member Focus Group Questions (revised January 12, 2007)

*** Denotes Key Questions

Hi, my name is _____. I am a private consultant helping the City of Toronto to conduct focus groups at drop-in centres.

This is voluntary. The City is interested in learning about your views about drop-in centres and how they help you. The information collected will be used to help decide how the City will provide funding to drop-in centres in the future. Are you willing to participate in this focus group? Are you willing to keep the comments of the other participants to yourself?

Explain the consent form and distribute.

Thanks for agreeing to participate. It will take about 1 hour. You and the other participants will not be identified. Your participation is completely voluntary. If you participate in the focus group, you will receive an honorarium of \$20.

**** denotes key questions

Introduction

1. What do you like about this drop-in?

Why drop-in centres are important to client/members

2. Lots of people living outside get help from drop-in centres to get housing. How does the drop-in help them to do this?

3. What are other reasons people use drop-in centres?

4. ***People use drop-in centres for a long time and use a lot of the services they offer. Why don't people stop using drop-in centres, especially when they have housing?

5. ***Newcomers to drop-in centres don't use many services to start with. Why? What could be done to encourage them to **start using services sooner**?
6. Lots of people use showers, laundry, mail telephones, storage, meals and TTC. Why are these things important to people who use drop-in centres?
7. What other services do drop-in centres provide? *Prompts:* Many people get help from drop-in centres to deal with welfare, problems with policy, identification and emotional or mental problems.
8. How does the drop-in help people to make changes in their lives?
9. Why do people use more than one drop-in?

Changes to services at drop-in centres to help client/members better

10. ***How important are evening hours? What services should be offered?
11. ***How important are weekend hours? What services should be offered?
12. What other services should drop-in centres provide?

Other places to get help besides the drop-in (Skip if out of time)

13. What other places do people go to for help? Do you go there? What do these places offer you? What problems do you run into? *Try to get at whether there are gaps in service or lack of service.*

Appendix B: Consent Form for Participants

Information about this Focus Group

This focus group is to gather your views about drop-in centres and how they help you. The information collected will be used to help decide how the City will provide funding to drop-in centres in the future.

The views of all participants will remain confidential. Everyone needs to agree not to share the views of others.

Please read the declarations below. Please indicate your agreement by putting a mark in the box beside each statement and return it to the focus group facilitator. If you do not agree with the statement and return the agreement, you may not participate in focus group.

Declaration

I agree to provide my views about drop-in services anonymously.	<input type="checkbox"/>
I agree that the views of other people who are in this focus group will remain confidential. I will not share their views outside this group.	<input type="checkbox"/>

This information is collected under the authority of the *City of Toronto Act, 2006* and the *Municipal Act, 2001*. If you have any questions about this collection of information, please contact Rosemary Foulds, Policy Development Officer, Shelter, Support Housing Administration Division, 6th floor Metro Hall, 55 John Street, Toronto, Ontario M5V 3C6 or call 416 392-6609.

Appendix C Focus Group Results

Fred Victor Centre 145 Queen Street E., Toronto

As part of the City of Toronto's *Drop-In Services Sector Review*, a focus group was held at Fred Victor Centre on January 24, 2007. The focus group was facilitated by Deborah Hierlihy (Oriole Research and Design Inc.) and the notetaker was Heather MacFarlane. Twelve men and women participated in the discussion.

What members like about the drop-in centre

The focus group began with participants sharing their thoughts on what they like about the drop-in centre at Fred Victor Centre. Participants were enthusiastic about the range of services offered at the drop-in centre and the staff:

It's open to everyone, without discrimination. Staff have real experience of trauma, alcoholism and addictions. At this drop-in people make you feel like family; other places don't make you feel like that. You can always get help here.

The staff are helpful and knowledgeable about resources. They are non-judgmental.

The location is good and there is phone and internet.

The staff care about people.

Staff help with naturalization, citizenship and welfare.

Staff help with legal problems. We get fresh food. Staff make sure you have proper nutrition. It's a quiet atmosphere where you can relax.

There are consistent boundaries and everyone knows them. Staff don't waver.

It's close to other essential services.

You can get help with disabilities.

How drop-in centres help members get housing

Participants explained that the drop-in centre helps out with housing in various ways. The following types of assistance were noted:

The centre has its own housing staff. I got my housing through them, and they went with me to vouch for me.

You can get a letter of personal reference from staff here for housing and employment.

More housing staff and more efficiency are needed.

The staff helps keep people from being evicted by sending letters to landlords, and referrals to other centres. Staff will actually speak to landlords on the phone.

Housing is geared to income here. They have helped people get housing in other areas [Scarborough]. They will refer people to a furniture bank. Staff here have their hands in a lot of pots and have access to many services not only here but elsewhere. They have an honour system about loaning money.

This place is a safe place, a sanctuary to begin to focus and talk to housing staff.

The housing directory is endless.

Other reasons people use drop-in centres

Aside from seeking help with housing problems, participants provided many reasons for using drop-in centres, including:

Hostels kick people out at a certain hour and the drop-in is a place to go for coffee and to keep warm.

You need other people around to keep from going “squirrelly.”

You can watch TV and meet friends.

People use the drop-in to get acquainted.

Going to the drop-in can help to keep people on a schedule and focused. That helps them get back into the “wheel of life.” You don’t have to ask here, the information is available.

You can get a resume done, and get help with transportation to legal and medical appointments.

Drop-ins have free excursions like skating at Harbourfront, picnics and canoe trips. You can get out of the city and even help people with gardening.

There used to be an ID clinic, but it’s not offered any more.

You can get access to news and weather, and a computer.

It can be very cathartic for people who get out of prison to have so many services. People need an outlet to get rid of their stress.

It’s a place where people can volunteer. Volunteering can lead to employment.

Why people don’t stop using drop-in centres

Participants were asked why people don’t stop using drop-in centres once they have been housed. Here is what we heard about social needs, economic needs and support to move ahead in life:

Housing doesn’t meet all your needs. You need to talk to people. There’s always the chance you’ll be evicted. Coming to the drop-in helps you live alone.

Drop-ins provide “friends and family.”

Coming to a drop-in is about meeting and communicating and sharing with people.

Even on welfare, you don’t get enough money to look after yourself. Coming to the drop-in supplements your income.

You still need food after paying for rent.

Other needs are met at the drop-in, even if you have housing.

Not everybody gets rich and switches.

The drop-in provides stepping stones like training. Outside pressures send you back for the support and familiarity and the people here know what you’ve been through. They give you friendly advice, positive reinforcement and encouragement.

Newcomers’ use of services

Participants commented on why many newcomers to drop-in centres are slow to begin using services. For some the key explanation is that the newcomer does not know what is available to him or her. Hence their suggestion is more information and outreach geared to the newcomer.

People don’t know the services available. They don’t know the staff and the community.

People don’t know what’s going on, they feel lost. They need someone to greet them at the door and explain the services.

There isn’t enough information initially. There should be a booklet with information on services in the community, with times and details of what’s provided.

Drop-in centres should be staffed by staff or volunteers who are familiar with the community.

One person suggested that stigma can be a barrier for someone in obtaining services:

There’s a problem with the stigma; people think the homeless smoke crack or have a disease.

The importance of services to meet basic needs

Participants were asked why the services provided by drop-in centres are important. Their responses relate to obtaining services that otherwise are unaffordable or inaccessible for them. The services improve the individual’s quality of life.

People are on a fixed income.

Phone and mail are provided especially for people sleeping on the streets.

Showers and laundry are important.

To have anything is better than nothing.

It enhances people's quality of life.

Other services provided by drop-in centres

Participants were asked about other services that drop-in centres provide that were not already mentioned. They noted a variety of supports that are available:

- eyeglasses
- medical and dental referrals
- educational and training programs
- lawyers and legal advice
- apprenticeship programs
- referral to detox centres
- recreation
- clothing
- furniture allowances

How drop-in centres help people make changes in their lives

Participants shared their opinions on how drop-in centres help people make changes in their lives. A common theme was how the drop-in centre helps to increase self esteem and confidence in one's self. The following comments were heard:

Drop-ins give people motivation to carry on with something new.

Getting clothing and medical attention makes you feel better about yourself.

Support allows you to improve your life.

It helps build up your self-esteem and empower your spirit.

The one-on-one help from a staff member here allows me to divulge more because I trust them.

I can bounce my ideas off the staff and it raises my confidence. Staff give good, solid advice so I can make the right decisions.

Why people use more than one drop-in centre

Participants offered the following explanations about why people use a number of drop-in centres:

Different drop-ins meet different needs and provide different services.

Homeless people move around.

Drop-ins are open at different times.

Evening and weekend hours

Participants were asked to comment on whether evening and weekend hours are important at drop-in centres. There was general agreement about the usefulness of evening and weekend hours.

Needs are greater as the day goes on.

Evening hours are important. What do you do after 4:00? Where do you go?

It's dangerous on the streets at night for the ladies.

You still need to shower, rest and eat at night.

In BC drop-ins are open in the evenings from 5-10 pm.

Weekends and holidays are most important when everything else is closed, especially if you don't have family.

People get dependent on shelters. If the government closes the drop-ins people lose their friendships. Weekends are very important.

Other services drop-in centres could provide

Participants suggested the following as other services or opportunities that could be available through drop-in centres:

- more addiction counselling within the drop-in centre
- harm reduction programs
- physicians
- barbershop
- foot care clinics
- rehab services
- mental health services
- more access to housing and counselling.

Other places to get help

Participants noted other places to go for help including:

- bars
- hospitals
- donut shops
- churches
- synagogues
- family
- health centres
- brothel.

Barriers to getting help in these places include stigma, being judged, racism, lack of money and needing transportation.

Appendix D Focus Group Results

Fred Victor Centre Women's Day Program 67 Adelaide St. E, Toronto

As part of the City of Toronto's Drop-In Centre Review, a focus group was held at Fred Victor Centre Women's Day Program on January 22, 2007. This program is located at the Adelaide Women's Resource Centre and runs in partnership with other agencies providing services through the Resource Centre.

The focus group was facilitated by Deborah Hierlihy (Oriole Research and Design Inc.) and the notetaker was Heather MacFarlane. Ten individuals participated in the discussion.

What client/members like about the drop-in centre

The focus group began with participants sharing their thoughts on what they like about the Fred Victor Centre Women's Program. Participants were enthusiastic about the drop-in centre and in particular its staff. Participants praised the staff at the drop-in centre:

Other places can be rude; staff here is nice

They are non-judgmental

Staff are accommodating and knowledgeable

They don't impose their own positions

They seem to care about people at the drop-in

Staff can reach out to different people and bring people out of themselves

They provide volunteer opportunities.

Participants also noted that:

- the location is convenient and close to transportation
- the drop-in centre is very clean
- the food is good
- the food service is very sanitary with everyone taking precautions to prevent the spread of illnesses
- the program makes use of food donated by local businesses.

On how drop-in centres help client/members get housing

Participants explained that the drop-in centre helps out with housing in various ways. The following types of assistance were noted:

There is a dedicated housing worker available. You can contact that worker to assess your situation and get help finding housing.

Staff help you with the paperwork.

If you are on the street, staff will call around to find you a place to sleep.

Staff give you referrals to housing workers, shelters and other services who can help you find housing.

Other reasons people use drop-in centres

Aside from seeking help with housing problems, participants provided many reasons for using drop-in centres including:

It's a place to stay clean and it's safe.

You can get free newspapers.

You get a sense of community, it's social.

It's a support system.

You can come and keep warm and use the shower and laundry.

You have to leave the hostel down the street at 9:00 in the morning, so you can come here.

At the local employment centre you can only use the computers for employment searches, and here you can use them for other things.

The participants also noted the facilities and opportunities available elsewhere in the Adelaide Women's Resource Centre, including sewing classes, cooking classes and computer access.

Why people don't stop using drop-in centres

Participants were asked why people don't stop using drop-in centres once they have been housed. Here is what we heard:

I keep coming here to volunteer. Volunteering is a way to pay back for the help I have received. This is a steady base in my life.

I will keep coming back to use the computers. But if you get a job you'd have to reschedule your time if you wanted to come to the drop-in.

It is helpful to have the services while you're going to school.

People use the services because they're free. Even if you have housing, you still cannot afford many things. The services here help out when you don't have much money (e.g. for food or internet access).

There's an ongoing social network and friendships here.

It's the only family some people have.

Access to photocopier and fax.

Newcomers' use of services

Participants talked about how and when newcomers get linked up with services. Overall participants agreed that many newcomers don't start using services right away.

You don't know about what services are available until you start talking to other people.

If you're from out of town you may not be familiar with services in Toronto. Some people don't ask much about what's available.

Often people are traumatized when they come, and take time to engage.

First you just concentrate on what you need, no so much on everything that's available.

Several participants noted that schedules are on display and that helps to let everyone know what's going on. Although one participant thought the listings are not very noticeable due to the location and colour of the notice board.

Participants had some ideas about ways to get newcomers using services faster:

Participants need to share with other people to let them know what's available.

Someone should be available to give an orientation to newcomers and explain the programs.

A "hostess" would be good.

Have a link to the healthcare person working in the building, and someone in the drop-in to link you to services in the drop-in and the centre as a whole.

The importance of services aimed at meeting basic needs

Participants were asked why the services provided by drop-in centres are important. Their responses related to a lack of money, the need for safe spaces, and concern for personal hygiene.

If people don't have money you can't afford TTC tickets or to do your laundry. You can get TTC tickets at the drop-in.

People can do laundry here; in other places the machines are broken.

I get services here that I can't get at the shelter. The shower here is close to the office which is good for safety. If you're not out of the shower in 20 minutes someone knocks to make sure you're ok.

How drop-in centres help people make changes in their lives

Participants shared their opinions on how drop-in centres help people make changes in their lives. The following comments were heard:

Staff and other clients help motivate you and steer you in the right direction.

Even if you're motivated, the resources at the drop-in get you going and provide momentum for you.

It's a reason to get up in the morning.

Getting up in the morning to go to the drop-in prepares you for getting up to go to a job.

Services here in Toronto are exceptional compared to other places. I've had difficulty in the past finding the right resources, but here I can say "here's my problem" and someone will help resolve it without pressure.

Why people use more than one drop-in centre

When asked why people use more than one drop-in centre, participants told us that using different drop-in centres means you can:

- access a greater variety of services
- access more food and clothing donations
- collect more TTC tickets
- access different health services
- get services at different times of the day or week.

Evening and weekend hours

Many participants favoured drop-in centres having evening and weekend hours. Their reasons for this were varied:

Evening hours are important for people who are working or going to school during the day.

Evening and weekend hours at drop-ins would give people staying in a shelter another place to go other than the shelter. It's difficult to find a place to go on weekends or during the evening. Shelters are stressful places and you need an option of another place to go.

One option would be to open later in the day and stay open later. Sometimes you're stuck in a shelter without any options of where to go. Shelters are too crowded on the weekend; it gets intense and tense.

If you are trying to stay clean, there aren't a lot of places to go evenings and weekends; bars aren't a good place. There needs to be a place to go for addictions counselling.

If you're a substance abuser there aren't a lot of places to go. You need a place to mix and mingle and be with other people. People who live alone may be more tempted to go back to substance abuse.

This [the drop-in centre] is a very spacious place and you can come here and feel you have your own space. You don't get that at a shelter.

Other services drop-in centres could provide

Several participants noted that the Phoenix group (for survivors of domestic violence) and the T Girls group (for transsexual and transgendered women) are not regularly available at the Fred Victor Centre Women's Day Program. Their suggestion was that these groups should be more consistently available.

Another suggestion was that more services for lesbian and bi women be available.

Other places to go for help

The participants mentioned the Fred Victor Centre, 416 Dundas, the Toronto Public Library, the Native Women's Resource Centre and 100 Lombard as other places to go for help. Two transgendered participants noted transphobia is a barrier to getting help in some other places.

Appendix E Focus Group Results

The Good Neighbours' Club 170 Jarvis Street, Toronto

As part of the City of Toronto's *Drop-In Services Sector Review*, a focus group was held at the Good Neighbours' Club on January 22, 2007. The focus group was facilitated by Deborah Hierlihy (Oriole Research and Design Inc.) and the notetaker was Heather MacFarlane. Twelve men (all over 50) participated in the discussion.

What members like about the drop-in centre

The focus group began with participants sharing their thoughts on what they like about Good Neighbours' Club. Participants were enthusiastic about the range of services offered at the drop-in centre and specifically mentioned the following:

- the drop-in centre's hours: open 7 am to 7 pm, seven days a week
- meals- including breakfast
- laundry facilities
- computer and internet access
- free shoes and clothing
- shower/shaving facilities
- able to receive mail and make phone calls
- services offered without discrimination

Several participants also talked about the recreational opportunities available, including: 3 TV rooms with sports, movies and regular channels; pool table; library. For others, the social environment is important:

It's a place to go to get away from drug and alcohol problems.

It's a place to meet new people.

We are all men over 50.

At [another drop-in], I saw a crack deal going on right inside the door. They can't keep control there. There are women and men there and it makes it harder. We know we are safe here.

Participants praised the staff at the drop-in centre:

They go out of their way to help you.

If you don't come in for a few days they'll send someone out to look for you.

If you can't come in they will send a meal out to you.

They will drive you to hospital.

Several participants pointed out how the drop-in centre helps them out as older men, and in particular explained that it is a relief to know the centre will make funeral arrangements and take care of things when they die.

How drop-in centres help members get housing

Participants explained that the drop-in centre helps out with housing in various ways. The following types of assistance were noted:

- a notice board displays accommodation/housing postings
- word of mouth advertising (through members and staff)
- staff from other agencies come in to help deal with housing issues
- a volunteer takes members to other agencies where they can meet with a housing worker
- the drop-in centre has supplies and furniture to help members set up their accommodation.

Other reasons people use drop-in centres

Aside from seeking help with housing problems, participants provided many reasons for using drop-in centres, including:

Companionship.

It's someplace to go when the shelter shuts down. It's accessible from where we are living.

Somewhere to get mail and make phone calls.

Somewhere to get out of the cold.

It's a place to come so we're not wandering around.

Why people don't stop using drop-in centres

Participants were asked why people don't stop using drop-in centres once they have been housed. Here is what we heard:

People can get great food at a great price here and most don't want to cook. We get food from "Whole Foods."

Most men here are living on \$7 a day from the government. It's set up like the Royal Canadian Legion without the beer. Seniors come even though they have never been homeless. We even get vegetarian meals.

It's safe.

There's no drinking allowed here.

I can leave my clothes and my bag here and they're safe. We trust each other because we know each other like family. This is the best place I have even been, and I've been all over.

I can get toothpaste.

When you die everything is looked after here. You have to remember how old everyone here is.

I come here just to keep from going stir crazy.

You can use the computer.

Newcomers' use of services

Participants talked about how and when newcomers get linked up with services. Overall participants suggested that newcomers begin to make use of services quickly.

My first day here, I got work boots because I work a few days a week in construction. If there is work, the employer can call you here and leave a message.

I used the services right away because I was shown the list and I could sign up.

News of services spreads fast.

Staff show you around.

People come here to use laundry...first come, first served.

The importance of services aimed at meeting basic needs

Participants were asked why the services provided by drop-in centres are important. Their responses related to self esteem, feeling important, staying connected, and being active.

It gives you self-esteem. You can be clean and dress well. I have free email access so I can talk to my children everyday. It takes you back to the way you used to live; you're important again.

It's anonymous and you have privacy. Shelters send you outside at certain hours.

You can use the phone and voicemail for free to connect to family and employers. You can get computer training for access to college.

There are trips to the island and to baseball games and hockey games. It keeps you active if you're sports-minded.

People in shelters don't have these services unless they come here.

Other services provided by drop-in centres

Participants were asked about other services that drop-in centres provide that were not already mentioned. They noted:

- Free and easy access to healthcare and contraception with a nurse and doctor coming in
- TB testing
- Access to medicine
- Free ID
- Help with moving

In addition, several participants pointed to the relationships between members and members and staff:

Because you're a member, you're not a stranger so they know you like family. If you're out of line you could be suspended, which offers a kind of protection to the others.

I could ask how to get something and someone here [another club member] would be able to help me.

Staff pay attention if you're out of line and check to see if you are taking your medication.

How drop-in centres help people make changes in their lives

Participants shared their opinions on how drop-in centres help people make changes in their lives. The following comments were heard:

Some drop-ins have counselors.

There is an opportunity to better yourself physically, mentally and spiritually. There is a Sunday service here. Your whole equilibrium is built up.

We're all in this age group and I can talk to people here I've known all my life. At our age our spots aren't going to change.

There is a solidness to having a place to come to everyday. No matter where you're coming from, this place brings you up.

From [the connections] here you can get housing in two weeks.

Why people use more than one drop-in centre

When asked why many people use more than one drop-in centre, most of the group immediately answered together "I don't know." The following explanations were offered:

- people could be tired of one drop-in centre and go to another
- other drop-in centres are not restricted by age
- meals are served at different times: if you miss breakfast at 7:00 you can go to another drop-in centre and get it at 9:00
- if you are suspended from one drop-in centre you can go to another.

On evening and weekend hours

Participants were asked to comment on whether evening and weekend hours are important at drop-in centres. The majority of men in this group did not see a need for evening hours. Good Neighbours' Club is open seven days a week.

If it were open at night then it would not be a drop-in but a shelter instead.

Most of us are happy to go home at night because of our age.

But for people "sleeping on the grate"...it's a whole different world. Maybe evening hours are important for them.

Weekend hours, on the other hand, were found to be very important to participants in this focus group:

Weekend hours are very important. We are like family here. Weekends are harder to get through than the week days. When we used to work, Sundays were our day of rest and now we still see it that way. We hustle all week.

Saturday there is a really good lunch.

It's a place to go [on the weekend] and you don't need to be alone.

The Salvation Army provides a meal here every Sunday.

On Sunday, women and children come to the dinner too.

There are 150 people here for lunch every day of the week, and over 200 on the weekends. There is always a big crowd in front of the TV.

There's camaraderie and a chance to share. You can play card games and move from one activity to another.

Other services drop-in centres could provide

Participants offered two ideas on other services that could be provided through this drop-in centre. The first idea was a gymnasium, although it was also noted that two nearby centres have recreation and fitness facilities. The second idea was having a counsellor or social worker on site. One participants mentioned it would be good to be able to talk to a counsellor about getting older.

Other places to get help

The participants agreed that churches, social services or centres like the Canadian African Centre were other places to get help.

They wondered about language barriers that may keep some people from making use of drop-in centres, but noted that there were already drop-in centres for different ethnic or linguistic groups, with Chinese and African given as examples.

I think there should be more drop-ins...they save lives.

Appendix F Focus Group Results

The Meeting Place St. Christopher House 588 Queen St. W, Toronto

As part of the City of Toronto's Drop-In Centre Review, a focus group was held at the Meeting Place drop-in centre, a program of St. Christopher House, on January 23, 2007. The focus group was facilitated by Deborah Hierlihy (Oriole Research and Design Inc.) and the note taker was Heather MacFarlane. Ten individuals participated in the discussion.

On what client/members like about the drop-in centre

The focus group began with participants sharing their thoughts on what they like about the Meeting Place. Participants were enthusiastic about the drop-in centre:

People are friendly here and it's run well. There are a lot of programs, and no gangsters.

I can do everything here but sleep; I can eat and do my laundry.

I'm a people person and I like to socialize and help other people out. People here have helped me out a lot.

I get to teach native crafts here. I was taught and now I can teach others. Everyone here is nice.

Coming here gets my day started.

Participants praised the staff at the drop-in centre:

Staff take time and pay attention; they are very helpful.

The staff and people here are non-judgmental which is important. They'll take you on outings like to the museum or camping, and get you involved in the community.

The staff is very supportive and they encourage everyone to get involved. A few years ago there was a leadership program, and they always offer new courses. They can help you with different programs.

If they don't have what you need here they'll refer you elsewhere.

On how drop-in centres help client/members get housing

Participants explained that the drop-in centre can link you with a housing worker and that through the drop-in centre you can obtain referrals for housing.

Housing workers go out of their way to put you in a safe environment, but we need housing workers here more often.

The housing worker gets you something within your means.

Sometimes you get a GOOD housing referral from the housing worker.

I got help here for housing. I was referred to [a supportive housing provider] but that didn't work out for me. Landlords look down at you

But not all participants were in agreement about the value of housing workers and many felt that the system for finding housing was not working well. Some heated discussion began about the problems or barriers that face those who are looking for housing.

The housing system here isn't working at all.

It's up to the person who needs housing to take action. All three times I've been to see a housing worker they've got me a place. The housing workers know some landlords. The only reason housing doesn't work is if the person doesn't do his work. There is some stigma attached to the whole welfare system for some landlords.

There's disinterest from landlords for people who come [to this drop-in centre]. Even if housing workers came in more often it wouldn't make a difference.

Housing isn't coming through for me. Where I was placed wasn't good for me. Now I'm in a shelter with my baby. You only get two places to look at [through Housing Connections] and if you don't take one you go back to the bottom of the list.

The fact that a single mom is in a shelter is proof that the system isn't working.

You can pay people to get you on top of a list.

You don't get much choice of where to go. Some people have been placed with people with drugs.

Other specific comments about housing workers underscore the discontent felt by some participants in the focus group:

Housing workers come up with a list that you could find in the newspaper [OCAP list]. You can only see one housing worker at a time, so if you see a housing worker at another agency you can't see one here. It can take up to 6 years to get into Toronto Housing. People are being lead to believe that the housing worker can actually help get you housing.

I talked to a housing worker somewhere else and they talked down to me because I had an addiction problem, so I didn't try here.

If you know how to talk to the worker they'll work for you, but if you don't they won't.

Sometimes housing is a lower priority if you are on the street and need food, and then when you are ready the housing worker isn't here. The housing worker should be here more to build a rapport.

Some people aren't capable of doing things for themselves and need more help. They need assistance from the housing worker to take them to the housing. Needing housing is a significant problem that actually creates more problems like crime.

Housing workers should be trained better and more consistently. They don't seem professional. There's no balance.

On other reasons people use drop-in centres

Aside from seeking help with housing problems, participants provided many reasons for using drop-in centres including:

Drop-ins have photocopying, email, resume help, tax help, endless resources and they are all free.

I use the drop in to get away from problems outside and to focus on resolving my problems. Also as a reality check.

You can feel more normal, part of society.

The resources people can use are good, but the familiarity and the social aspect keep people coming back too.

You can come here if you've lost your job and people here can give you help to get back out there. You can also find out about jobs by word of mouth.

It's somewhere to hide from police.

On why people don't stop using drop-in centres

Participants were asked why people don't stop using drop-in centres once they have been housed. Here is what we heard:

After you get housing you still don't have any money, so you can come here for meals and laundry.

Friendship.

You can come here if your housing is too small to have guests. The drop-in becomes the neighbourhood hang-out.

I like to come and sit with people. Winter is depressing and sometimes where you live is far and not a good neighbourhood so friends don't want to go there.

I came here to stop doing crime.

Every group and community has its own community drop-in centre.

It's non-judgmental; it's a place you can relax with no one casting a stone.

On newcomers' use of services

Participants talked about how and when newcomers get linked up with services. Many agreed that newcomers can be slow to start using services:

Some people have to first sit back and check out the environment; they don't want to step on anyone's toes.

Sometimes there are intimidating, loud people. New people don't know what to do. Everyone identifies you as "new."

Sometimes you can't distinguish between staff and clients of the drop-in.

Strategies proposed for assisting newcomers included encouraging members to talk to newcomers and having someone show the newcomer around. This does not necessarily need to be a staff person.

On why services to meet basic needs are important to client/members.

Participants were asked why the services provided by drop-in centres are important. We heard from numerous participants that the ability to receive mail at the drop-in centre was very important. One participant noted that using the drop-in centre address for mail was important if you don't want your family or the police to find you. Others mentioned the free services such as email and telephone and getting TTC tickets.

How important the services are to you depends on how you use them.

On other services provided by drop-in centres

Participants were asked about other services available through drop-in centres that had not already been discussed. They mentioned:

- Visits from staff when you are in jail or in hospital
- Help getting a lawyer, and accompaniment to meetings with a lawyer
- Project Go Home
- Accompaniment to social services, medical or other appointments to provide support
- Help with whatever you need if at all possible
- Spirit Circle.

On how drop-in centres help people make changes in their lives

Participants shared their opinions on how drop-in centres help people make changes in their lives. The following comments were heard:

They gave me encouragement to continue a course I wanted to quit and I was able to graduate.

Staff will help you with what you need where you are in your life. They will help you feel normal and be a productive person. I still lead my life the same way, but I feel better about myself. Coming here allows me to get out and live life. It's a gateway to access community services.

They give you the opportunity and open the doors and it's up to you to walk through.

They allow you to focus and gradually move on in your life.

It offers a sense of community.

Internet training opens up new avenues.

On why people use more than one drop-in centre

Participants noted that the hours of operation, location, food, and services offered were different for each drop-in centre, and these were reasons to use more than one drop-in centre. One participant noted that having 'issues' with staff at one drop-in centre is a reason to use more than one centre. Similarly if you are barred from one centre, you can go to another.

On evening and weekend hours

Most participants were in favour of evening and weekend hours:

It's a warm place to sit inside.

Things come up that need to be dealt with in the day or can be dealt with in the evenings.

Maybe drop-ins could be open a few nights a week and have specific events like movies.

There is a gap in what's open when shelters kick you out.

It's really important to be open on weekends in the winter because of the cold.

There's no place now but The 519 that's open. Weekends are really important to get food.

On other places to get help

The participants mentioned the following as other places to go for help.

- food banks
- John Howard Society
- shelters
- Queen West Health Centre
- street helpline
- library

Internet cafés and steam baths were mentioned as other places to hang out at night if you are homeless.

Appendix G Focus Group Results

Red Cross Scarborough Drop-In Centre 700 Kennedy Road

As part of the City of Toronto's *Drop-In Services Sector Review*, a focus group was held February 5, 2007 at 700 Kennedy Road, a drop-in centre run by the Red Cross. The focus group was facilitated by Deborah Hierlihy (Oriole Research and Design Inc.) and 12 individuals participated in the discussion.

What members like about the drop-in centre

The focus group began with participants sharing their thoughts on what they like about the Red Cross drop-in centre. Participants noted the social aspects of the drop-in centre as a meeting place, especially because it is open all week. They liked the ability to use the computer for job searches and browsing the internet. The availability of food was also mentioned. A number of participants also specifically mentioned the staff.

It's safe here. I haven't seen anything to be concerned about.

The staff take their time and try and help you, and what you say is confidential. They are here because they want to be. They don't look down on you.

The staff are very pleasant here.

Girls get equal time here.

How drop-in centres help members get housing

Participants explained that the drop-in centre helps out with housing in various ways. The following types of assistance were noted:

There is literature and housing workers come here to help with the paper work. There is a phone you can use for call backs.

Housing workers will help you if you aren't sure what to write.

I found housing because I had a call back number.

You can also find housing by word of mouth.

I was homeless and spending the night in a donut shop for someplace to be. One of the staff found me and suggested a shelter.

I found a room with help from friends.

Other reasons people use drop-in centres

Aside from seeking help with housing problems, participants provided other reasons for using drop-in centres, including:

To get out of the cold.

It's a place to get food and clothing and socialize. Sometimes there's bingo and other entertainment.

If you can't sleep in a shelter you can sleep in the drop-in centre. It's quieter.

It's neat and clean and safe.

Why people don't stop using drop-in centres

Participants were asked why people don't stop using drop-in centres once they have been housed. Here is what we heard:

It remains a meeting spot, where your friends are. I come here to avoid boredom.

I have housing, but on social assistance I can't afford a phone or warm meals or a computer.

Foot care.

It's air-conditioned in the summer.

Newcomers' use of services

Participants talked about how newcomers don't start using services right away.

In the beginning you don't know what services there are, or what staff you can talk to. Some people aren't computer literate, so they don't use the computers right away.

If people don't need something at that time, they don't ask. Some people come to a drop-in for only one or two services.

People are shy. Some people have a problem asking for help because of their pride. Later they feel more comfortable asking for help.

Some people aren't outgoing.

You need to find out about services.

People feel too good for the place.

There may be a language barrier.

When you are having your life crash in around you, you fear people. You're scared of bad attitudes.

You fear institutions.

People are very depressed when they first arrive...they aren't receptive to accepting help.

One suggestion for helping newcomers to start using services sooner was to have a welcoming committee. Another suggestion was to remember that when people first arrive they are shy, and coming on strong at first may intimidate them.

The importance of services aimed at meeting basic needs

Participants were asked why the services provided by drop-in centres are important. Their responses underscored the importance of showers and laundry facilities, with mention of employment and transportation assistance:

People want to be clean and have decent clothing. It's important to be socially acceptable.

People in a financial rut can't afford to buy soap and laundry detergent.

Contacts for employment and TTC passes are important as well.

Other services provided by drop-in centres

Participants were asked about other services that drop-in centres provide that were not already mentioned:

I don't have a health card, but I can get medical services without ID, like a flu shot and confidential HIV testing.

Help to set up your household like dishes and towels and beds.

Links to food banks.

The drop-in has a nurse to talk to about health and to be a bridge to a doctor.

Shaving supplies.

How drop-in centres help people make changes in their lives

Participants shared their opinions on how drop-in centres help people make changes in their lives. The following comments were heard:

I went from living in a tent to having housing. I gained a desire to live and avoid suicide.

I have the time to work things out.

Being at the drop-in stops isolation and loneliness.

It's good to know there are people who care.

You can meet new people.

It's good to meet people and network with others.

I re-connected with an old friend I hadn't seen in years.

The drop-in provides consistency and you can develop a routine in a stable environment. It's good to know that other people are in the same boat.

Harm reduction programs.

Why people use more than one drop-in centre

Participants offered the following explanations about why people use a number of drop-in centres:

Some people are greedy and try to take advantage of the system. They take away from other people.

I use another drop-in when this one is closed.

I ride my bike, so I stop in to different drop-ins as I move around the city.

Different drop-ins have different services.

I live in Scarborough and there are few centres here so I go to different areas.

Drop-ins have different meals at different times of day.

Evening and weekend hours

Participants were asked to comment on whether evening and weekend hours are important at drop-in centres. Participants agreed that more services, including an outreach van, are needed in the evenings and on weekends because few places are open.

I would like evening hours for supper or a late meal.

Evening hours would be good for shelter when it's cold.

Services are just as important on the weekend. Churches should open their doors.

There are no shelters in Scarborough on the weekend.

Other services drop-in centres could provide

Participants suggested the following as other services or opportunities that could be available through drop-in centres:

- cooking classes
- skills training
- employment training
- computer training
- programs for adults
- life skills
- stress management

Other places to get help

Participants mentioned that the following were places or resources for getting help:

- employment centres
- libraries
- outreach van
- outreach number 211
- shelters

A number of barriers to getting help were also identified: addictions, transportation, and language. One participant noted that some will avoid going to a drop-in centre if it is frequented by drug users.

Other comments:

Homelessness is hidden in Scarborough...it's not as visible.

Churches have provided housing because they couldn't wait for the government.

Appendix H Focus Group Results

Weston-King Neighbourhood Centre 2017 Weston Road, Toronto

As part of the City of Toronto's Drop-In Centre Review, a focus group was held at the Weston-King Neighbourhood Centre, on January 23, 2007. The focus group was facilitated by Deborah Hierlihy (Oriole Research and Design Inc.) and the note taker was Heather MacFarlane. Eleven individuals participated in the discussion.

On what client/members like about the drop-in centre

The focus group began with participants sharing their thoughts on what they like about the Weston-King drop-in centre. They talked about the services offered by the drop-in centre:

- food
- showers
- laundry
- clothing
- TTC tickets (sometimes not enough)

Participants also specifically noted the advice, guidance and help they receive from staff.

On how drop-in centres help client/members get housing

Participants explained that the drop-in centre helps out with housing in various ways. The following types of assistance were noted:

You can get access to housing workers at the drop-in.

They listen to what you need. You can talk to the regular staff or the housing worker. You can get help through community listings.

I got start-up money twice and was introduced to the person subletting the place and my roommate.

Housing workers have listings that they call and take you to and introduce you.

Sometimes they send you to shelters.

You can be referred to people to speed the process up.

On other reasons people use drop-in centres

Aside from seeking help with housing problems, participants provided many reasons for using drop-in centres including:

- food
- showers

- condoms
- coffee
- phones
- clothing including new mittens and scarves
- toiletries
- TTC tickets
- drug kits (harm reduction initiative)

You can go to a drop in to eliminate loneliness.

You can go to a drop-in to get away from the police.

It's a place for people to go when they have nothing to do, and gets them out of the house when they have nowhere to go.

It's someplace to go if you have personal problems like family or AIDS.

You can get a coffee and get warm. It's a place to rest, get energy and talk to people.

If you are new to the community, it's a place to meet people.

On why people don't stop using drop-in centres

Participants were asked why people don't stop using drop-in centres once they have been housed. Here is what we heard:

The people here won't reject you; they make it easy for you. It's familiar and comfortable.

You can see the same people all the time and you're accepted.

People come here because of friendships and to reduce loneliness. It's better to be here than to be a couch potato. It also keeps people out of crime.

People keep coming here to volunteer, to give back.

We love it here.

If you don't have much money you can eat here.

Free laundry and phone.

On newcomers' use of services

Participants talked about how and when newcomers get linked up with services. Overall participants agreed that many newcomers don't start using services right away.

They don't know what services are available.

I saw this place but never came in because I didn't know what services were here and who they were for.

Some people are shy about communicating their problems.

Some people only seek services when they have a problem.

Lots of people have religious reasons that keep them from joining. They would prefer their own drop in. Their priority is to find a job and send money home to support their families. They are scared to talk to people because of discrimination.

To assist newcomers, participants suggested that staff and other people at the drop-in centre could approach newcomers and encourage them to ask questions. One participant suggested that further advertising of the drop-in centre could be done by putting posters up at other churches in the area.

On why services to meet basic needs are important to client/members

Participants were asked why the services provided by drop-in centres are important. Their responses related to accessing services and opportunities that otherwise they would not be able to obtain or afford and increasing self esteem.

We don't have the services without them being provided here.

It can help bring up your self-esteem. You can get bus fare and help to find work.

On the street, there's nowhere else to shower.

I don't have much money left after paying rent and feeding the dog. The drop-in takes the stress off the pocketbook.

On other services provided by drop-in centres

Participants were asked about other services available through drop-in centres that had not already been discussed. They mentioned:

- Hepatitis A and B vaccinations
- ID programs
- workshops and courses
- employment help.

On how drop-in centres help people make changes in their lives

Participants shared their opinions on how drop-in centres help people make changes in their lives. The following comments were heard:

The staff are always positive and on your side. They push you forward instead of pulling you backward.

If you have a drug problem they will refer you to get help. They will get help for all people, no matter what your problem is or who you are. They get a lot of donations here to keep it running.

You can't change unless you want to. They're there for you and will help with food and basic needs.

On why people use more than one drop-in centre

Participants noted that the people will use more than one drop-in centre because of the locations in different parts of the city, the different hours of operation, the different services they provide matched to the specific needs of the individual, and the different atmosphere that exists in the various drop-in centres.

On evening and weekend hours

The idea of evening hours was embraced by many participants, but not everyone:

For me evening hours aren't important, it's the morning that's important.

Evening hours are important for people on the street, and for drug users to get their kits and people to get condoms.

Twenty-four hours a day would be nice.

They could be open on really cold nights.

Evening hours would mean more dinners.

There appeared to be consensus on the need for weekend hours:

I starve on the weekend when nothing is open.

There's no access to food on the weekends.

Weekends are important for the homeless and street walkers.

Weekend hours would decrease the crime rate.

On other places to get help

Participants mentioned the following as other places to go for help:

- jail
- shelters
- welfare resource centre
- food banks
- family
- hospitals
- friends.

Appendix I Focus Group Results

YouthLink Inner City 7 Vanauley Street, Toronto

As part of the City of Toronto's *Drop-In Services Sector Review*, a focus group was held at YouthLink Inner City on January 24, 2007. The focus group was facilitated by Deborah Hierlihy (Oriole Research and Design Inc.) and the note taker was Heather MacFarlane. Twelve youth participated in the discussion.

What members like about the drop-in centre

The focus group began with participants sharing their thoughts on what they like about the YouthLink drop-in centre. Participants spoke about the wide range of services offered at the drop-in centre, specifically mentioning:

- resources
- convenience
- food
- laundry
- helpful staff
- TTC tokens
- computers
- employment counsellor
- nurses
- harm reduction programs

How drop-in centres help members get housing

Participants explained that the drop-in centre helps out with housing in various ways. The following types of assistance were noted:

Staff will help you make appointments to get housing and give you TTC tokens.

They will help you with an apartment search and take you there and advocate for you.

They took my friend and I all the way to Richmond Hill.

They can show you a list for low-income housing.

They work with you for what you can afford in the right location for you.

Other reasons people use drop-in centres

Aside from seeking help with housing problems, participants provided many reasons for using drop-in centres, including:

- employment opportunities

- showers
- laundry
- food
- staying out of trouble
- in out of the cold
- phone
- help with resumes
- Internet access
- access to lawyer.

Why people don't stop using drop-in centres

Participants were asked why people don't stop using drop-in centres once they have been housed. Here is what we heard:

People have their ups and downs and need the drop-in when they need it.

You can chill out. It's good for your morale. You can check in with your buddies.

It helps your money go further.

You can remember where you came from even after you leave.

You can keep yourself in check.

Newcomers' use of services

Participants talked about how it can take time for newcomers to link up with services at a drop-in centre.

At first you don't know what's here.

You might feel uncomfortable because you don't know anyone.

Some people are afraid of asking.

People aren't ready.

Some people come in first just to warm up, and then they can sit around and see what's here.

We heard some suggestions about how to help people start making use of services sooner:

You can make people feel comfortable by asking if they want to join you to play a game.

Staff and people who use the drop-in should let newcomers know what services are available.

If people look confused you should help them out.

The importance of services aimed at meeting basic needs

Participants were asked why the services provided by drop-in centres are important:

The services aren't provided everywhere, and some people don't have access to them. It's free. You can get basic hygiene.

Tokens are important because you can't get things done if you can't get around.

Food, shelter and water are important to live.

Other services provided by drop-in centres

Participants were asked about other services that drop-in centres provide that were not already mentioned. They noted:

They can help with divorce.

The drop-in can help you get into school.

When you come here it gives you motivation; people call your bluff.

How drop-in centres help people make changes in their lives

Participants shared their opinions on how drop-in centres help people make changes in their lives. The following comments were heard:

If you are freezing or starving, you'll be warm and fed.

The drop-in makes you appreciate what you have.

They give you support and resources to make you improve.

The only kind of help is self-help, but you need guidance.

Here they make it easier for you to become better.

The person needs the motivation to get out of their bad situation.

Staff support and guidance are the most important things to help you change.

Making a change to who you are is going to be scary.

Drop-in staff can help you get to a detox centre.

Why people use more than one drop-in centre

When asked why many people use more than one drop-in centre, participants offered the following explanations:

Drop-ins have different programs and services. Woodgreen has a chiropractor.

You have different friends in different drop-ins.

Some drop-ins are closer to where you live.

Drop-ins have different resource and they are open at different times.

If you have a problem at one drop-in, you can go to another.

Some drop-ins have a food bank.

I don't like sticking around too long at one drop-in.

Evening and weekend hours

Participants were asked to comment on whether evening and weekend hours are important at drop-in centres. Many individuals favoured the idea of evening hours at drop-in centres, mentioning key opportunities such as a meal and a safe, warm place to hang out.

Evening hours would give people a place to go if they don't want to be in a shelter.

Addicts don't want to be in a shelter.

Evening hours aren't as important as daytime hours for business resources. But it's good for chilling in the evening.

Dinner and evening programs would be good. But on the other hand, people could just stay at the drop-in all day and night and do nothing.

Hours could be extended to 9 pm.

Sometimes the drop-in would be more useful in the evening than in the morning.

I think they should have the same services as during the day.

While the idea of weekend hours was also popular among the youth, the group expressed varying opinions on what opportunities should be available.

Some shelters kick you out during the weekend. If the drop-in was open on the weekend, it would be a place to go to rest.

The drop-in could be open every weekend with different programs.

It's important to have someplace to go on the weekend with the same services.

Counselling could be available on the weekend.

I think the drop-in should be open in the evenings and on the weekend with the same services because staff can't see everyone during the week days.

Other services drop-in centres could provide

Participants were asked about other services that could be available through drop-in centres. They responded by mentioning in house drug counselling and recreational opportunities.

Other places to get help

Participants readily listed a variety of other places to get help, including:

- library
- shelters
- welfare office
- family and friends
- churches
- drug counselling centres
- 1001 Queen
- AA.

Appendix J: Survey of Clients of the Assessment and Referral Centre

Drop-in Review Client Survey – Assessment and Referral Centre

Hi, my name is _____. I work for the City of Toronto and am helping to conduct a survey about drop-in centres.

This is voluntary. You can still stay here if you don't want to answer the questions. We are interested in learning about your views about drop-in centres and how they help you. The information collected will be used to help decide how the City will provide funding to drop-in centres in the future. Would you be willing to answer a few questions?

Thanks for agreeing to participate in the survey. It will take 10 to 15 minutes to complete. You will not be identified and no one will know that you specifically provided us these answers. Your participation is completely voluntary – you can skip a question or stop the survey at any time. If you complete the survey you will receive a \$5 gift certificate from Tim Horton's.

1. Do you go to drop-in centres?	YES	NO	If no, go to 24
2. Do you attend more than one drop-in centre?	YES	NO	If no, go to 4

3. Which other drop-in centres do you go to most often?			
All Saints'	<input type="checkbox"/>	Regent Park Community Health Centre	<input type="checkbox"/>
Meeting Place - St. Chris	<input type="checkbox"/>	Salvation Army – Gateway	<input type="checkbox"/>
St. Stephen's– The Corner Drop-in	<input type="checkbox"/>	Salvation Army - Maxwell Meighen	<input type="checkbox"/>
416 Drop-In Centre	<input type="checkbox"/>	Salvation Army - Riverdale 614	<input type="checkbox"/>
519 Church	<input type="checkbox"/>	Sanctuary	<input type="checkbox"/>
Adelaide Resource Centre	<input type="checkbox"/>	Scott Mission	<input type="checkbox"/>
Christie/Ossington	<input type="checkbox"/>	Second Base	<input type="checkbox"/>
Covenant House	<input type="checkbox"/>	Sistering: A Woman's Place	<input type="checkbox"/>
Davenport-Perth	<input type="checkbox"/>	Street Haven at the Crossroads	<input type="checkbox"/>
Evangel Hall	<input type="checkbox"/>	Toronto Christian Resource Centre	<input type="checkbox"/>
Fred Victor Centre	<input type="checkbox"/>	Council Fire	<input type="checkbox"/>
Good Neighbours Club	<input type="checkbox"/>	Toronto Friendship Centre Inc.	<input type="checkbox"/>
Good Shepherd Refuge Social Ministries	<input type="checkbox"/>	Touchstone Youth Centre	<input type="checkbox"/>
Mustard Seed	<input type="checkbox"/>	Yonge Street Mission - Evergreen	<input type="checkbox"/>
Native Women's Resource Centre	<input type="checkbox"/>	Youthlink	<input type="checkbox"/>
Parkdale Activity Recreation Centre	<input type="checkbox"/>		<input type="checkbox"/>

4. Are you staying at a shelter?	YES	NO	If yes, go to question 6
5. Are you living outside	YES	NO	If no, go to question 7

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6. How long have you been homeless?			
less than one week	<input type="checkbox"/>	Go to Question 8	<input type="checkbox"/>
one week to one month	<input type="checkbox"/>	Go to Question 8	<input type="checkbox"/>
one month to one year	<input type="checkbox"/>	Go to Question 8	<input type="checkbox"/>
one to three years	<input type="checkbox"/>	Go to Question 10	<input type="checkbox"/>
more than three years	<input type="checkbox"/>	Go to Question 10	<input type="checkbox"/>

7. Are you sharing a place or living on your own:	
Sharing room	<input type="checkbox"/>
Sharing apartment	<input type="checkbox"/>
Room on own	<input type="checkbox"/>
Apartment on own	<input type="checkbox"/>
Other	

8. Have you been discharged from a hospital, prison or jail in the past year?	<input type="checkbox"/> YES	<input type="checkbox"/> NO
---	------------------------------	-----------------------------

9. Were plans made to help you settle back into the community when you left?	<input type="checkbox"/> YES	<input type="checkbox"/> NO
--	------------------------------	-----------------------------

10. What were the reasons you left your last place?									
rent too high	<input type="checkbox"/>	Poor conditions	<input type="checkbox"/>	Drug use/dealing	<input type="checkbox"/>	Rent arrears	<input type="checkbox"/>	violence	<input type="checkbox"/>
other	<input type="text"/>								

11. Do you want housing?	<input type="checkbox"/> YES	<input type="checkbox"/> NO	If NO, skip to question 14
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12. Do you have a plan to move into housing?	<input type="checkbox"/> YES	<input type="checkbox"/> NO
--	------------------------------	-----------------------------

13. When do you plan to move?	<input type="text"/>
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14. Are you on a waiting list for subsidized housing?	<input type="checkbox"/> YES	<input type="checkbox"/> NO
---	------------------------------	-----------------------------

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15. How does the drop-in help you with your housing needs?			
id clinic	<input type="checkbox"/>	take client to see units	<input type="checkbox"/>
Showers	<input type="checkbox"/>	clothes	<input type="checkbox"/>
apply to housing connections	<input type="checkbox"/>	help with getting financial assistance	<input type="checkbox"/>
monitoring housing status	<input type="checkbox"/>	help with landlord tenant issues	<input type="checkbox"/>
referring clients to agencies that can help them	<input type="checkbox"/>		<input type="checkbox"/>
Other:			

16. What other help do you use at drop-in centres?			
addictions/substance use	<input type="checkbox"/>	advice	<input type="checkbox"/>
bleach kits/needle exchange	<input type="checkbox"/>	clothing	<input type="checkbox"/>
Condoms	<input type="checkbox"/>	community kitchen	<input type="checkbox"/>
emotional/mental health	<input type="checkbox"/>	filling in forms	<input type="checkbox"/>
food/meals	<input type="checkbox"/>	health care	<input type="checkbox"/>
Help with police or parole officers	<input type="checkbox"/>	identification	<input type="checkbox"/>
income support	<input type="checkbox"/>	information	<input type="checkbox"/>
landlord problems	<input type="checkbox"/>	laundry	<input type="checkbox"/>
Mail	<input type="checkbox"/>	practical help	<input type="checkbox"/>
problems with Immigration	<input type="checkbox"/>	resumes, job search	<input type="checkbox"/>
Shower	<input type="checkbox"/>	social connection	<input type="checkbox"/>
Storage	<input type="checkbox"/>	support	<input type="checkbox"/>
Telephone	<input type="checkbox"/>	training and education	<input type="checkbox"/>
Transportation	<input type="checkbox"/>	violence	<input type="checkbox"/>
	<input type="checkbox"/>		<input type="checkbox"/>
	<input type="checkbox"/>		<input type="checkbox"/>
Other:			

17. How long have you been going to drop-in centres?									
Never been before	<input type="checkbox"/>	less than 6 months	<input type="checkbox"/>	6-12 mo.	<input type="checkbox"/>	1-3 yr.	<input type="checkbox"/>	3 years +	<input type="checkbox"/>

18. How often do you go to drop-in centres?							
Every day	<input type="checkbox"/>	Most days	<input type="checkbox"/>	One or two times a week	<input type="checkbox"/>	Less than once a week	<input type="checkbox"/>

19. How often do you eat a meal at a drop-in centre?							
Every day	<input type="checkbox"/>	Most days	<input type="checkbox"/>	One or two times a week	<input type="checkbox"/>	Less than once a week	<input type="checkbox"/>

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20. How often do you go to a drop-in centre to do things with other people there (e.g. play cards, cook, have conversations)?				
Every day	<input type="checkbox"/>	Most days	<input type="checkbox"/>	One or two times a week
	<input type="checkbox"/>		<input type="checkbox"/>	Less than once a week
	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>

21. How important is it to you to have drop-in centres open during the evening?				
Very	Somewhat	neutral	Not very	Not at all
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

22. How important is it to you to have drop-in centres open on weekends?				
Very	Somewhat	neutral	Not very	Not at all
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

23. What is it about drop-in centres that appeal most to you?				
I can get help right away	<input type="checkbox"/>	Individual support	<input type="checkbox"/>	
I can get the help I need	<input type="checkbox"/>	Intensive	<input type="checkbox"/>	
I can go as often as they like	<input type="checkbox"/>	it is a part of my life	<input type="checkbox"/>	
No one makes me do things I don't want to do.	<input type="checkbox"/>	it is a place that provides meaning	<input type="checkbox"/>	
comprehensive services on site	<input type="checkbox"/>	Open	<input type="checkbox"/>	
Provides support and builds community	<input type="checkbox"/>	opportunities are available to everyone	<input type="checkbox"/>	
Provides employment/training	<input type="checkbox"/>	Outreach	<input type="checkbox"/>	
fixed outreach	<input type="checkbox"/>	Staff take clients seriously	<input type="checkbox"/>	
Flexible	<input type="checkbox"/>	Safe	<input type="checkbox"/>	
formal link to shelter(s)	<input type="checkbox"/>	Place where clients can be heard	<input type="checkbox"/>	
Focus on vulnerable clients (homeless, marginally housed)	<input type="checkbox"/>	place to be connected with the world	<input type="checkbox"/>	
group activities	<input type="checkbox"/>	see/spend time with people I know	<input type="checkbox"/>	
accept people who are banned elsewhere	<input type="checkbox"/>	Treatment	<input type="checkbox"/>	
help with what I need to do	<input type="checkbox"/>	Welcoming	<input type="checkbox"/>	

24. Where else do you go to get help finding housing?				
detox centres	<input type="checkbox"/>	employment centres	<input type="checkbox"/>	
food banks	<input type="checkbox"/>	harm reduction programs	<input type="checkbox"/>	
health centres	<input type="checkbox"/>	hospitals	<input type="checkbox"/>	

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housing help centres	<input type="checkbox"/>	ID clinics	<input type="checkbox"/>
legal clinics	<input type="checkbox"/>	other drop-in centres	<input type="checkbox"/>
out of the cold beds	<input type="checkbox"/>	out of the cold meals	<input type="checkbox"/>
Shelters	<input type="checkbox"/>	street helpline	<input type="checkbox"/>
street outreach vans	<input type="checkbox"/>	other	<input type="checkbox"/>

25. Do you live in this neighbourhood? YES NO

26. Were you born in Canada? YES NO If no, skip next question

27. How long have you been in Canada? Months/years

28. Can I ask how old you are? years

If unknown or refused, estimate by these ranges:

25 years or younger	<input type="checkbox"/>
26 to 49 years	<input type="checkbox"/>
50 years or older	<input type="checkbox"/>

29. Would you identify as _____ (observe and state gender):

Male	<input type="checkbox"/>	Transsexual	<input type="checkbox"/>
Female	<input type="checkbox"/>	Refused/No answer	<input type="checkbox"/>
Transgender	<input type="checkbox"/>		<input type="checkbox"/>
Other:			

30. Would you identify yourself as being Aboriginal?

Yes No Refused/no answer

31. If yes do you identify as _____ (read each answer):

First Nation	<input type="checkbox"/>	Inuit	<input type="checkbox"/>
Métis	<input type="checkbox"/>	Refused/No answer	<input type="checkbox"/>
Other:			

Appendix K: Survey of Drop-in Centre Client/Members

Drop In Review Client Survey

Hi, my name is _____. I work at (state name of the drop-in centre) and am helping the City of Toronto to conduct a survey about drop-in centres.

This is voluntary. You can still stay here if you don't want to answer the questions. The City interested in learning about your views about drop-in centres and how they help you. The information collected will be used to help decide how the City will provide funding to drop-in centres in the future. Would you be willing to answer a few questions?

Thanks for agreeing to participate in the survey. It will take about 20 minutes to complete. You will not be identified and no one will know that you specifically provided us these answers. Your participation is completely voluntary – you can skip a question or stop the survey at any time. If you don't understand a question, let me know and I can repeat it or explain it. Would you like a copy of the questions to follow along?

If you complete the survey you will receive an honorarium of \$20.

Interviewer's Name: _____

Name of Drop-in Centre: _____

First I want to ask about the drop-in centres where you go.

32. Do you attend more than one drop in centre?	YES	NO
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33. Which other drop-in centres do you go to most often? (check those that are mentioned)			
416 Drop-In Centre	<input type="checkbox"/>	Regent Park Community Health Centre	<input type="checkbox"/>
519 Church	<input type="checkbox"/>	Salvation Army – Gateway	<input type="checkbox"/>
All Saints'	<input type="checkbox"/>	Salvation Army - Maxwell Meighen	<input type="checkbox"/>
Adelaide Resource Centre	<input type="checkbox"/>	Salvation Army - Riverdale 614	<input type="checkbox"/>
Christie/Ossington	<input type="checkbox"/>	Sanctuary	<input type="checkbox"/>
Council Fire	<input type="checkbox"/>	Scott Mission	<input type="checkbox"/>
Covenant House	<input type="checkbox"/>	Second Base	<input type="checkbox"/>
Davenport-Perth	<input type="checkbox"/>	Sistering: A Woman's Place	<input type="checkbox"/>
Evangel Hall	<input type="checkbox"/>	St. Stephen's– The Corner Drop-in	<input type="checkbox"/>
Fred Victor Centre	<input type="checkbox"/>	Street Haven at the Crossroads	<input type="checkbox"/>
Good Neighbours Club	<input type="checkbox"/>	Toronto Christian Resource Centre	<input type="checkbox"/>
Good Shepherd Refuge Social Ministries	<input type="checkbox"/>	Toronto Friendship Centre Inc.	<input type="checkbox"/>
Meeting Place - St. Chris	<input type="checkbox"/>	Touchstone Youth Centre	<input type="checkbox"/>
Mustard Seed	<input type="checkbox"/>	Yonge Street Mission - Evergreen	<input type="checkbox"/>

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Native Women's Resource Centre	<input type="checkbox"/>	Youthlink	<input type="checkbox"/>
Parkdale Activity Recreation Centre	<input type="checkbox"/>	OTHER:	<input type="checkbox"/>

The next few questions are about your housing situation and where you go when you need help with housing.

34. Are you staying at a shelter?	YES	NO	If yes, skip to question 5 If no, go to question 4
35. Are you living outside	YES	NO	If yes, go to question 5 If no, skip to question 6

36. How long have you been homeless?			
Less than one week	<input type="checkbox"/>	Go to Question 7	<input type="checkbox"/>
One week to one month	<input type="checkbox"/>	Go to Question 7	<input type="checkbox"/>
One month to one year	<input type="checkbox"/>	Go to Question 7	<input type="checkbox"/>
One to three years	<input type="checkbox"/>	Go to Question 7	<input type="checkbox"/>
more than three years	<input type="checkbox"/>	Go to Question 7	<input type="checkbox"/>

37. Are you sharing a place or living on your own?	
Sharing room	<input type="checkbox"/>
Sharing apartment	<input type="checkbox"/>
Room on own	<input type="checkbox"/>
Apartment on own	<input type="checkbox"/>
Other	

38. Have you been evicted in the past 12 months?	<input type="checkbox"/> YES	<input type="checkbox"/> NO
--	------------------------------	-----------------------------

39. Have you been discharged from a hospital in the past 6 months?	<input type="checkbox"/> YES	<input type="checkbox"/> NO	If NO, go to 10
--	------------------------------	-----------------------------	-----------------

40. Were plans made to help you obtain housing when you left?	<input type="checkbox"/> YES	<input type="checkbox"/> NO
---	------------------------------	-----------------------------

41. Have you been released from a prison or jail in the past 6 months?	<input type="checkbox"/> YES	<input type="checkbox"/> NO	If NO, go to 12
--	------------------------------	-----------------------------	-----------------

42. Were plans made to help you obtain housing when you left?	<input type="checkbox"/> YES	<input type="checkbox"/> NO
---	------------------------------	-----------------------------

43. How long have you been in your current place?	
_____ days/weeks/months / years	Insert number and circle appropriate time frame

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44. Is the rent subsidized?	YES	NO
-----------------------------	-----	----

45. Why did you leave your last place? (Prompt: If evicted, why were you evicted?)									
rent too high	<input type="checkbox"/>	poor conditions	<input type="checkbox"/>	Drug use/dealing	<input type="checkbox"/>	Rent arrears	<input type="checkbox"/>	violence	<input type="checkbox"/>
other									

46. If you are homeless, do you want housing?	YES	NO	skip to question 18
---	-----	----	---------------------

47. Do you have a plan to move into housing?	YES	NO
--	-----	----

48. When do you plan to move?	
-------------------------------	--

49. Are you on a waiting list for subsidized housing?	YES	NO
---	-----	----

50. How does this drop in help you with your housing needs? (check any that are mentioned)			
<i>Possible prompts:</i> How does (name of drop in) help you when you don't have housing?			
How does (name of drop in) help you get housing?			
How does (name of drop in) help you keep your housing if you run into problems?			
id clinic	<input type="checkbox"/>	Staff take me to see units	<input type="checkbox"/>
Showers	<input type="checkbox"/>	Clothes	<input type="checkbox"/>
apply for subsidized housing	<input type="checkbox"/>	help with getting financial assistance	<input type="checkbox"/>
monitoring housing status	<input type="checkbox"/>	help with landlord tenant issues	<input type="checkbox"/>
referring clients to agencies that can help them	<input type="checkbox"/>	tokens	<input type="checkbox"/>
Info about how to look for housing	<input type="checkbox"/>	Household start up supplies	<input type="checkbox"/>
Housing lists	<input type="checkbox"/>		<input type="checkbox"/>
Other:			

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51. Where else do you go to get help finding housing? (check any that are mentioned)			
detox centres	<input type="checkbox"/>	employment centres	<input type="checkbox"/>
food banks	<input type="checkbox"/>	harm reduction programs	<input type="checkbox"/>
health centres	<input type="checkbox"/>	hospitals	<input type="checkbox"/>
housing help centres	<input type="checkbox"/>	ID clinics	<input type="checkbox"/>
legal clinics	<input type="checkbox"/>	other drop-in centres	<input type="checkbox"/>
out of the cold beds	<input type="checkbox"/>	out of the cold meals	<input type="checkbox"/>
Shelters	<input type="checkbox"/>	street helpline	<input type="checkbox"/>
street outreach vans	<input type="checkbox"/>	other	<input type="checkbox"/>

The next set of questions is about the _____ (insert name of Drop-in Centre)

52. What three things do you like the most about this drop-in?	
1.	
2.	
3.	
22.	If interviewee says 'I like the staff' ask What is it about the staff that you like? (Check any of the following qualities that are mentioned or note response in 'other' box)



- Able to get things done	<input type="checkbox"/>	- knowledgeable	<input type="checkbox"/>
- accepting	<input type="checkbox"/>	- professional	<input type="checkbox"/>
- non judgemental	<input type="checkbox"/>	- trained	<input type="checkbox"/>
- caring	<input type="checkbox"/>	- see strengths of clients	<input type="checkbox"/>
- staff can relate to client's experiences	<input type="checkbox"/>	- sense of humour	<input type="checkbox"/>
- firm (provide good structure)	<input type="checkbox"/>	- sensitive (responsive, not directing or dictating)	<input type="checkbox"/>
- friendly	<input type="checkbox"/>	- other	<input type="checkbox"/>

Report on Focus Groups and Interviews for the Drop-in Services Sector Review

23. What other help does the drop-in centre offer you? (Check any that are mentioned).			
<i>Possible Prompts:</i>			
How does the drop-in help you with basic needs? What services have you used here today?			
addictions/substance use	<input type="checkbox"/>	Advice	<input type="checkbox"/>
bleach kits/needle exchange	<input type="checkbox"/>	clothing	<input type="checkbox"/>
Condoms	<input type="checkbox"/>	filling in forms	<input type="checkbox"/>
emotional/mental health	<input type="checkbox"/>	health care	<input type="checkbox"/>
food/meals	<input type="checkbox"/>	identification	<input type="checkbox"/>
Help with police or parole officers	<input type="checkbox"/>	information	<input type="checkbox"/>
income support	<input type="checkbox"/>	laundry	<input type="checkbox"/>
landlord problems	<input type="checkbox"/>	practical help	<input type="checkbox"/>
Mail	<input type="checkbox"/>	resumes, job search	<input type="checkbox"/>
problems with Immigration	<input type="checkbox"/>	social connection	<input type="checkbox"/>
Shower	<input type="checkbox"/>	support	<input type="checkbox"/>
Storage	<input type="checkbox"/>	training and education	<input type="checkbox"/>
Telephone	<input type="checkbox"/>	violence	<input type="checkbox"/>
Transportation	<input type="checkbox"/>	Safe place; a break from the street	<input type="checkbox"/>
Nursery/childcare/parent relief	<input type="checkbox"/>	Opportunity for recreation	<input type="checkbox"/>
Anger management	<input type="checkbox"/>	Other:	<input type="checkbox"/>

24. How long have you been coming to this drop-in?									
Never been before	<input type="checkbox"/>	less than 6 months	<input type="checkbox"/>	6-12 mo.	<input type="checkbox"/>	1-3 yr.	<input type="checkbox"/>	3 years +	<input type="checkbox"/>

25. How often do you come to this drop-in?							
Every day	<input type="checkbox"/>	Most days	<input type="checkbox"/>	One or two times a week	<input type="checkbox"/>	Less than once a week	<input type="checkbox"/>

26. How many meals each week to you eat at this drop-in?									
8 or more meals	<input type="checkbox"/>	5 to 7 meals	<input type="checkbox"/>	3 to 4 meals	<input type="checkbox"/>	1 to 3 meals	<input type="checkbox"/>	Less than one meal per week	<input type="checkbox"/>

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Now I have a few questions about drop-in centres in general.

27. How often do you go to a drop-in centre to do things with other people there (e.g. play cards, cook, or talk to others?) <i>Possible prompt: How often do you go to a drop-in centre to meet friends or socialize with friends or staff?</i>				
Every day		Most days		One or two times a week
				Less than once a week

28. Has your life changed since you started going to a drop-in centre?	YES	NO	If no, go to 30
--	-----	----	-----------------

29. How has your life changed since you started going to a drop-in centre?	
Now, I want to ask you about how your life has changed in specific ways. Has a drop-in helped you get involved with:	
work projects, odd jobs, other short term paid work?	YES NO
creative activities?	YES NO
literacy training, ESL? <i>(reading and writing)</i>	YES NO
computer training/ or access to computers or the Internet?	YES NO
helping to run the drop in?	YES NO
Other:	

30. How important is it to you to have drop-in centres open during the evening?				
Very	Somewhat	neutral	Not very	Not at all
Why?				

Report on Focus Groups and Interviews for the Drop-in Services Sector Review

31. How important is it to you to have drop-in centres open on weekends?				
Very	Somewhat	neutral	Not very	Not at all
Why?				

The next question is about other services (services other than drop-ins)

32. Where else do you go to get help with things you need?			
detox centres, addictions centres		employment centres	
food banks		harm reduction programs	
health centres		hospitals	
housing help centres		ID clinics	
legal clinics		other drop-in centres	
out of the cold beds		out of the cold meals	
Shelters		street helpline	
street outreach vans		Probation officer	
Other:			

Finally I have a few questions about you.

33. Are you supporting any children?	YES	NO
--------------------------------------	-----	----

34. Do you live in this neighbourhood?	YES	NO
--	-----	----

35. Were you born in Canada?	YES	NO	If Yes, go to question 37
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36. How long have you been in Canada?		Months/years
---------------------------------------	--	--------------

37. Can I ask how old you are?	_____ years
If unknown or refused, estimate by these ranges:	
25 years or younger	
26 to 49 years	
50 years or older	

Report on Focus Groups and Interviews for the Drop-in Services Sector Review

38. Would you identify as _____ (observe the interviewee and state what you think his or her gender is):			
Male	<input type="checkbox"/>	Transsexual	<input type="checkbox"/>
Female	<input type="checkbox"/>	Refused/No answer	<input type="checkbox"/>
Transgender	<input type="checkbox"/>		<input type="checkbox"/>
Other:			

39. Would you identify yourself as being Aboriginal?			
Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
Refused/no answer	<input type="checkbox"/>		<input type="checkbox"/>

40. If yes do you identify as _____ (read each answer):			
First Nation	<input type="checkbox"/>	Inuit	<input type="checkbox"/>
Métis	<input type="checkbox"/>	Refused/No answer	<input type="checkbox"/>
Other:			

This concludes the questions I have. Thanks again for taking the time to answer the questions and give me your views. Let's go see _____, who will give you the honorarium for completing the survey.

Interviewer's Notes and Observations

Appendix L: Tables of Survey Responses – Assessment and Referral Centre

ARC: What other help does the drop-in centre offer you? (Question 16)

Arc: other services	Total #	%
Food/meals	79	96.3%
Telephone	60	73.2%
Shower	56	68.3%
Clothing	56	68.3%
Laundry	49	59.8%
Health care	39	47.6%
Transportation	37	45.1%
Community kitchen	30	36.6%
Identification	28	34.1%
Information	28	34.1%
Advice	27	32.9%
Support	26	31.7%
Condoms	24	29.3%
Mail	20	24.4%
Storage	19	23.2%
Practical help	19	23.2%
Social connection	19	23.2%
Filling in forms	15	18.3%
Bleach kits/needle exchange	14	17.1%
Income support	13	15.9%
Resumes, job search	13	15.9%
Addictions/substance use	12	14.6%
Emotional/mental health	9	11.0%
Training and education	9	11.0%
Other	8	9.8%
Help with police or parole officers	4	4.9%
Landlord problems	3	3.7%
Violence	3	3.7%
Problems with immigration	2	2.4%
Total	721	
Total respondents	82	
Average # of services per person	8.8	

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b) What is it about drop-in centres that appeal most to you? (Question 23)

Most Appealing	Total	%
I can go as often as they like	58	70.7%
I can get the help I need	54	65.9%
Welcoming	50	61.0%
I can get help right away	48	58.5%
Staff take clients seriously	48	58.5%
Safe	48	58.5%
Open	47	57.3%
Help with what I need to do	45	54.9%
Accept people who are banned elsewhere	44	53.7%
Opportunities are available to everyone	44	53.7%
No one makes me do things I don't want to do.	43	52.4%
Individual support	43	52.4%
See/spend time with people I know	43	52.4%
Place where clients can be heard	40	48.8%
Focus on vulnerable clients (homeless, marginally housed)	39	47.6%
Place to be connected with the world	39	47.6%
Comprehensive services on site	38	46.3%
Flexible	38	46.3%
Provides support and builds community	37	45.1%
It is a part of my life	37	45.1%
Outreach	35	42.7%
It is a place that provides meaning	32	39.0%
Fixed outreach	30	36.6%
Group activities	29	35.4%
Formal link to shelter(s)	28	34.1%
Provides employment/training	24	29.3%
Treatment	22	26.8%
Intensive	14	17.1%
Other	7	8.5%
Total respondents	82	
Response rate	78.8%	

Appendix M: Tables of Survey Responses – Drop-in Centres

What other help does the drop in centre offer you? (Question 23)

Other Services	Total #	%
Food/meals	68	72.3%
Telephone	65	69.1%
Advice	65	69.1%
Clothing	60	63.8%
Support	60	63.8%
Information	54	57.4%
Emotional/mental health	54	57.4%
Transportation	52	55.3%
Social connection	49	52.1%
Safe place, a break from street	45	47.9%
Filling in forms	40	42.6%
Health care	38	40.4%
Training and education	38	40.4%
Resumes, job search	36	38.3%
Opportunity for recreation	32	34.0%
Condoms	28	29.8%
Practical help	27	28.7%
Landlord problems	23	24.5%
Identification	22	23.4%
Income support	18	19.1%
Laundry	18	19.1%
Mail	12	12.8%
Shower	12	12.8%
Help with police or parole officers	11	11.7%
Violence	11	11.7%
Addictions/substance use	9	9.6%
Problems with Immigration	9	9.6%
Storage /locker	9	9.6%
Bleach kits/needle exchange	8	8.5%
Nursery/childcare/parent relief	8	8.5%
Total # of Services	981	
Total Respondents	94	

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a) What three things do you value most about this drop-in? (Question 21)

Most valued	#	%
staff work with clients to help	44	48.4%
good meals / food	44	48.4%
friendly / understanding staff	35	38.5%
information	27	29.7%
great place to meet others	20	22.0%
respectful treatment	20	22.0%
staff equipped well to help	16	17.6%
convenient	15	16.5%
social environment	14	15.4%
computer/fax/phone/voice mail	11	12.1%
safe place / quiet	11	12.1%
clothing	8	8.8%
tokens	4	4.4%
shower and laundry	3	3.3%
lockers	2	2.2%
close to other services	2	2.2%
volunteering opportunity	2	2.2%
clean	1	1.1%
Total Services	279	
Total Respondents	91	3.1
Response Rate	92.9%	

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