



Hostel Services Quality Assurance Review: Client Service Survey Final Report





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Research Objectives

- In support of its Quality Assurance review, Hostel Services sought to conduct two surveys:
 - ⇒ Shelter Provider Access Survey
 - ⇒ Client Satisfaction Survey
- This report presents the findings of the Client Satisfaction Survey.
- The goal of the review is to gather feedback from shelter residents on their perspective of the effectiveness of the Toronto Shelter Standards in supporting them to end their homelessness. The City conducted a similar survey in 2008 and the sampling frame from that survey was replicated in this survey (see next slide) in order to establish comparable data and track change in opinions.
- The results of the survey will be used to help the City of Toronto better understand the experience people have accessing and staying in shelters in Toronto, and to assess and improve services in shelter.
- Where appropriate and available, data from the 2008 survey has been included for comparison.



Research Methodology (1)

- One-on-one interviews were conducted with 502 current residents across 23 City of Toronto shelters between July 21 and August 1, 2013.
- The limitation of this methodology is that there was no control over which respondents completed the survey, as staff at each of the shelters recruited respondents for the survey.
- The sample is representative of the five shelter sectors (men's, women's, youth, family, co-ed) and was designed to ensure the distribution of surveys aligns closely with the proportion of bed nights spread out across these sectors.
- For the Mixed-Adults shelters, using a strictly proportional sampling would not garner statistically reliable results due to the low number of beds in that sector. As a result it was necessary to adjust the resident sample for this type to 60 and reduce the men's sample from 214 to 190. The overall proportion of interviews also reflects the 2008 distribution.
- All survey respondents were provided with a \$7.50 restaurant voucher as a token of appreciation for participating in the survey.

Shelter Type	Number of Shelter Programs	Number of Beds	Share of Beds	# of interviews	2013 Share of Sample	2008 Share of Sample
Adult men	20	1662	44%	192	38%	41%
Adult women	13	537	14%	75	15%	14%
Mixed adult	7	298	8%	60	12%	12%
Youth	13	497	13%	75	15%	14%
Family	9	806	21%	100	20%	19%
Total	62	3800	100%	502	100%	100%



Research Methodology (2)

- The selection and stratification of shelters to be surveyed replicated the design used in the 2008 study and is noted below.
 - ⇒ Shelters were sorted by sector and the mid-point for each sector was calculated, based on the total bed-count at each shelter.
 - ⇒ Within each sector, shelters were then divided into large (those that had a bed-count above the mid-point) and small (those with a bed-count below the mid-point).
 - ⇒ Within each of the two sizes of shelters, shelters were issued a random number and sorted in descending order. The first large and the first small shelter was then selected for each of the five different types (sectors) of shelters.
 - ⇒ Each shelter had an equal opportunity to be selected as a survey site. As needed, the next largest shelter in the randomized list, followed by the next smallest shelter in the randomized list was selected. This process was repeated until enough shelters were selected to meet the targeted resident sample quota.
- A number of factors were considered in reaching the targeted quota including:
 - ⇒ the total number of beds available in a selected shelter;
 - ⇒ an assumption that within a shelter, only 75% of the beds would be occupied;
 - ⇒ within the family shelters, only 40% of residents would be over 16 years of age;
 - ⇒ there would be no more than 50 participants surveyed from any given shelter; and
 - ⇒ selected shelters should have a wide geographic spread within the city.

Research Methodology (3)

- The selected shelters, the corresponding targeted number of residents and interviewing dates within each shelter are outlined in the following table. Most interviewing was conducted between 6-10 pm. All interviews were conducted in English, however translators were used at Christie Refugee Welcome Centre due to the high percentage of non-English speaking residents.

	Sector	Emergency Shelter	Shelter Capacity	Target Total	Targeted Sample	Date of Interviewing
Emergency Shelters	Single Men:	Good Shepherd	66	125	13	Monday, July 22
		St. Simon's	57		12	Monday, July 22
		Salvation Army - Maxwell Meighen	260		51	July 23 and 24
		Dixon Hall - Schoolhouse	40		10	Thursday, July 25
		Salvation Army - Hope	110		31	Friday, July 26
		Scott Mission	45		10	Thursday, July 25
	Single Women:	SVDP - Elisa House	40	65	24	Monday, July 22
		YWCA - First Stop Woodlawn	28		17	Tuesday, July 23
		Fred Victor Women's Hostel	40		24	Wednesday, July 24
	Mixed:	Fred Victor - Bethlehem United	60	40	20	Sunday July 28
		HFS - Scarborough Shelter	60		20	Sunday July 28
	Youth:	Covenant House Residence	94	55	43	Saturday, July 27
		YWCA - First Stop Woodlawn	28		12	Friday, July 26
	Family:	Birkdale Residence	160	80	44	Sunday, July 21
Christie Refugee Welcome Centre		70	26		Monday, July 29	
Family Residence		150	10		Tuesday, July 16	
Transitional Shelters	Single Men:	Seaton House - Long Term Program	140	65	50	July 30 and 31
		Good Shepherd D.A.R.E.	25		15	Thursday, August 1
	Single Women:	SVDP - St. Clare's Residence	30	10	10	Tuesday, July 30
	Mixed:	HFS - Strachan House	76	20	20	Tuesday, July 30
	Youth:	Eva's Phoenix	50	20	20	Wednesday, July 31
Family:	YWCA - Beatrice House	80	20	20	Thursday, August 1	



Reporting Conventions

- Opinions may vary from one shelter to another. Where differences in opinions of residents between shelters are statistically higher or lower than the average across all shelters, differences have been noted by color. All statistical testing has been run at the 95% confidence level.



Significantly Higher than Average



Significantly Lower than Average

- Opinions about the shelter experience may be different now than compared to 2008. Where differences in opinions are statistically significantly higher or lower than 2008, differences have been noted with a triangle. All statistical testing has been run at the 95% confidence level.



Significantly Higher than 2008



Significantly Lower than 2008

- Throughout the report results have been broken down by emergency and transitional shelters. No comparisons have been made between these type of shelters as Hostel Services is interested in understanding if and how the targeted programming focus in transitional shelters affects shelter residents' 'perception of service.'

Highlights



Highlights (1)

Overall Satisfaction and Greatest Opportunities to Increase Satisfaction with Shelter Experience

- **Eight in ten shelter residents are satisfied with their experience in the shelter overall (80%); up directionally from 2008 (75%)** . Satisfaction with the shelter experience does not vary significantly by sector: men, women, mixed, youth or family.
- **The strongest drivers of satisfaction are whether or not residents feel comfortable talking to staff about problems they experience(79%) and feel confident their problems will be addressed (74%). These areas represent the greatest opportunity to improve the shelter experience – see slide 19.** The 2008 report identified complaint resolution as a key improvement area, and there has been improvement since then. The percentage of residents who indicate that staff acted on their complaint, has increased by 22 points (from 41% to 63%) since 2008.
- **There is also an opportunity to strengthen the feeling that residents have a say in decisions that affect them and provide more resources to help them research and plan their goals** - Only six in ten feel they have a say in the decisions that affect them and only 48% feel they have enough resources to help them research and plan goals, 47 percent feel they do not have enough resources.
- **The vast majority of residents feel respected during their shelter stay.** Close to nine in ten agree that they are treated with respect and kindness (86%). Specifically, nine in ten agree their cultural/religious/ethnic beliefs (90%), personal information (88%), and privacy (86%) are respected by shelter staff. Three-quarters (77%) of residents who identify themselves as transgender feel staff respect their self-identified gender.



Highlights (2)

- **The vast majority of shelter residents indicate that they received the basic necessities upon arrival** – Nine in ten or more were provided with clean bedding (94%), enough sleeping space (90%), a pillow (88%) and a clean towel (86%). Slightly fewer, but still a strong majority (81%), indicate being provided with a secure and working locker.
- **Majorities are satisfied with all aspects of the shelter building or facility** – Eight in ten or more agree that the shelter is cleaned regularly (86%), they generally feel safe (86%), and there is enough shared/communal space (80%). Fewer, but still a large majority agree that the shelter is well maintained (73%), they have enough private/personal space (73%), and that repairs are made in a timely fashion (67%).
- However, sizeable numbers have concerns about pests (44%), air quality (36%), mould (27%), think there are unsafe areas because of poor light or hidden spaces (23%), and think that the shelter is overcrowded to the point of being unsafe (23%). Overcrowding was more of a concern in four of the 22 shelters where residents were surveyed.

Admission Protocol

- **Admission information and services appear to be followed in all areas, and these figures are up from 2008** – More than eight in ten were explained the shelter rules (92%) and what would happen if they broke them (87%), their rights and responsibilities (87%) and the confidentiality policy (85%). Sizeable proportions (one-quarter to three in ten) did not receive an explanation about how their personal information would be used (24%) or did not get a tour (29%). However, there have been significant improvements in all areas benchmarked in 2008.



Highlights (3)

- **A large majority were given a bed on the spot** – Seven in ten (70%) say they were given a bed on the spot, while three in ten were referred from another shelter or agency (29%). Only five out of the 22 shelters surveyed scored significantly below average in this area, while two shelters exceeded the average.
- **Residents are satisfied with the customer service they received when they were requesting a bed** – Eight in ten or more indicate that the staff they spoke with was polite (91%), patient (90%), easy to understand (89%), knowledgeable (86%), attentive and willing to listen (85%), and sensitive to their situation (81%).

Housing Plan

- **Over half (56%) of residents say they have met with staff to discuss a housing plan** to help them find housing or more suitable accommodation. Of those who have, housing, finances, overall health, personal ID and emotional and mental health are most often discussed. About six in ten discussed employment, clothing, transportation, addiction, education or family issues.
- **Roughly half of residents indicate that someone explained what housing options are available to them, the outside community housing support services that are available and the type of help available to find housing.** Only 44% say someone explained how to get help completing housing applications. When it comes to which of these services is most useful to residents, the largest share (33%) say that knowing what options are available to them for housing was most useful to them, but there is little consensus.



Highlights (4)

Access to Shelter Services

- **One in ten residents report being turned away from a shelter in the past 12 months** -- This figure is down significantly by 10 points from 2008 (from 23% to 13%). Of those who have been turned away, three in ten say in the past 12 months they were turned away when the weather was very cold or very hot. Beds not being available is the main reason for being turned away.

Detailed Results

Overall Satisfaction with the Shelter



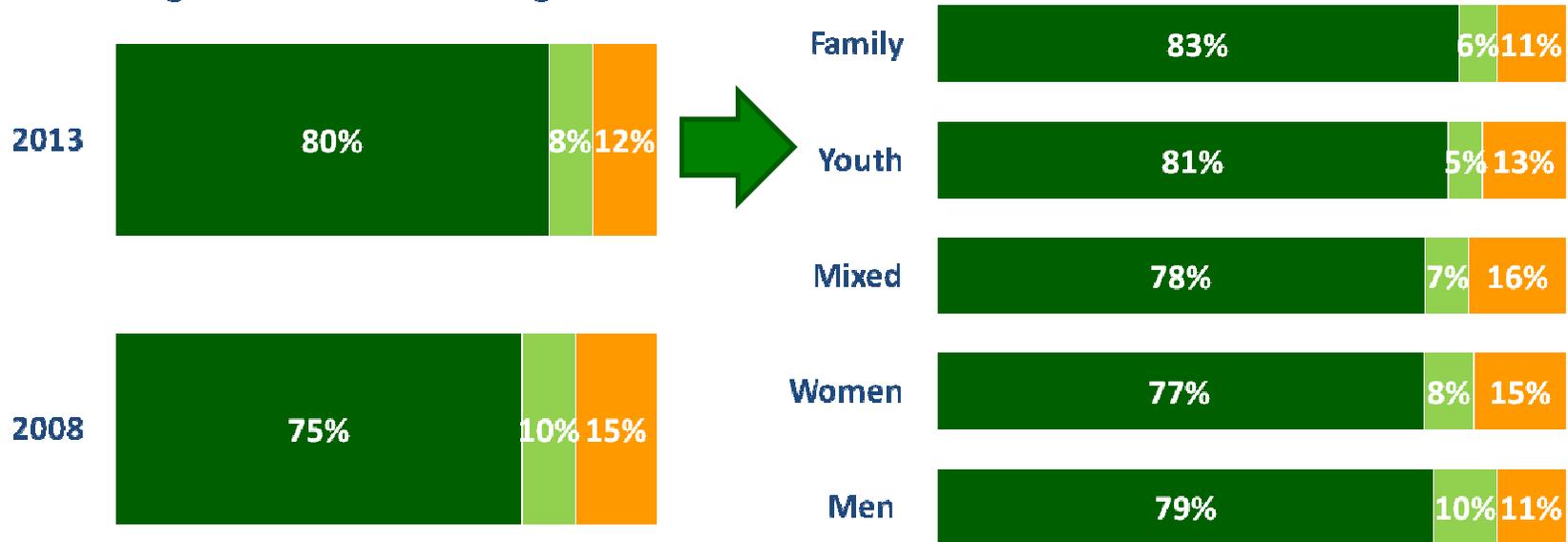
Overall Satisfaction with Experience in the Shelter

Eight in ten (80%) shelter residents say, overall, they are satisfied with their experience in the shelter.

While this figure has not changed significantly since 2008, it has increased directionally.

There is no significant difference between sectors.

■ Agree ■ Neither ■ Disagree



Note: total may not add to 100% due to rounding

Q45h. Thinking of your current stay at this shelter, tell me whether you agree or disagree with the following statements: Overall I am satisfied with my experience in the shelter

Base: Excludes Can't Remember/DK, Refused, Not Applicable (n=500)



Overall Satisfaction with Experience in the Shelter

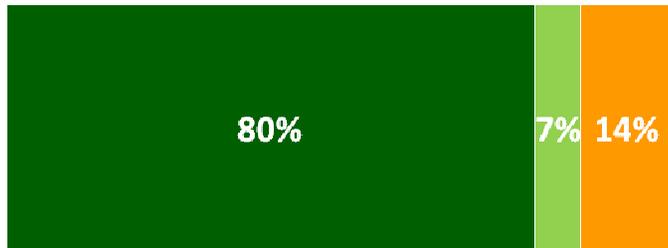
By Type of Shelter

Eight in ten residents at both emergency and transitional shelters say, overall, they are satisfied with their experience in the shelter.

Emergency Shelter (n=367)

■ Agree ■ Neither ■ Disagree

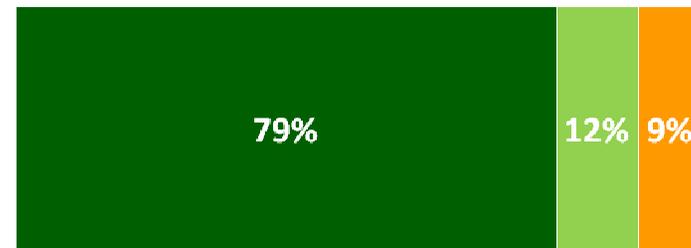
2013



Transitional Shelter (n=133)

■ Agree ■ Neither ■ Disagree

2013



Note: total may not add to 100% due to rounding

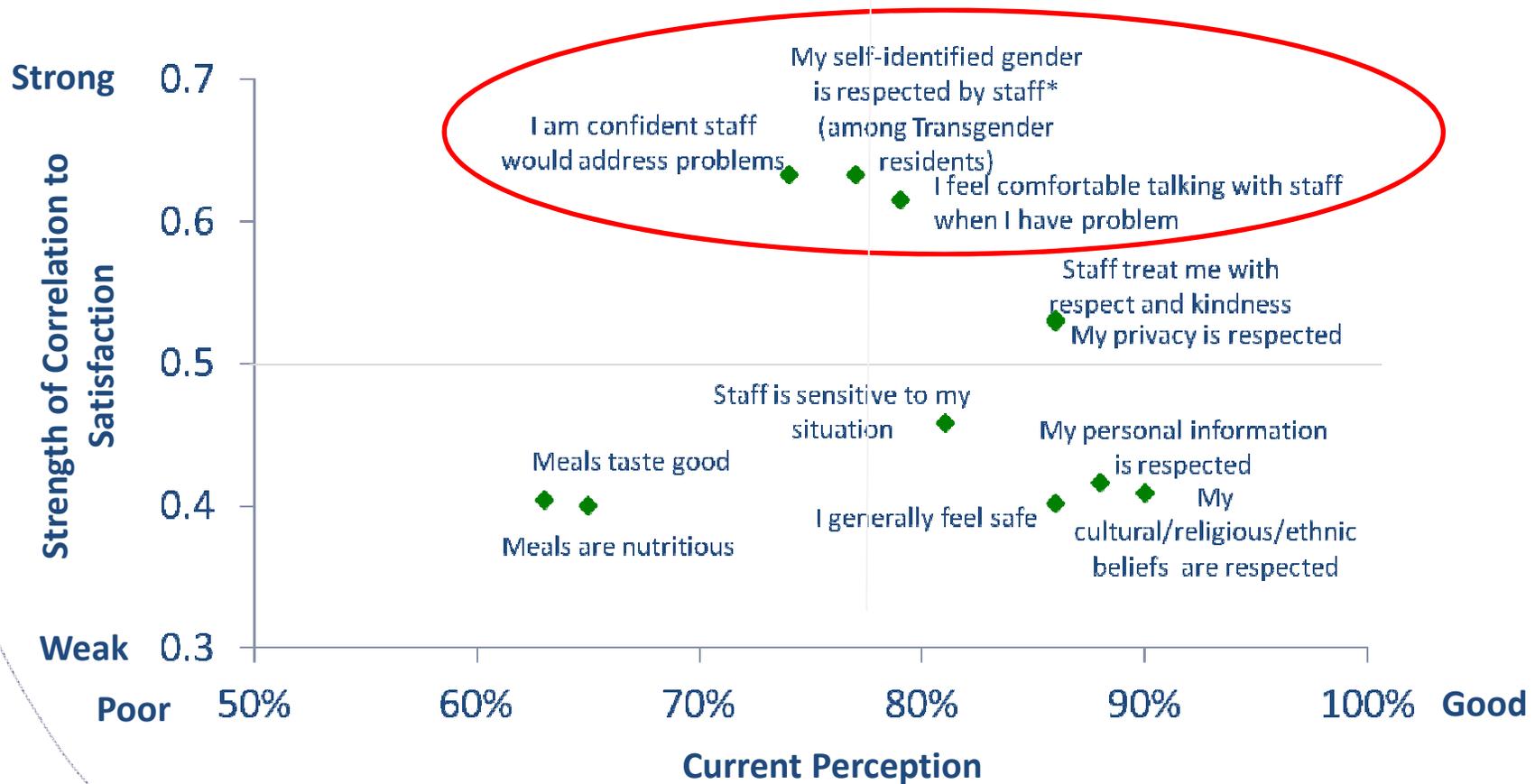
Q45h. Thinking of your current stay at this shelter, tell me whether you agree or disagree with the following statements: Overall I am satisfied with my experience in the shelter

Base: Excludes Can't Remember/DK, Refused, Not Applicable



Key Drivers of Overall Satisfaction with the Shelter Experience

- The strongest drivers of satisfaction are whether or not residents feel comfortable approaching staff with problems and feel confident that their problem will be addressed. Staff respect and kindness and specifically respecting residents' privacy are also important. The strongest driver of satisfaction among Transgender residents is whether or not their self-identified gender is respected.
- **The greatest opportunities to increase satisfaction among residents is to make residents feel more comfortable talking to staff when they have a problem and build confidence among residents that the staff would address problems. Secondary opportunities would be to improve meals, both taste and nutritional value. Meals are not as strong a driver of satisfaction, but are cited since scores are much lower than other aspects of satisfaction.**





Perceptions of Respect and Kindness

Overwhelming majorities of about nine in ten shelter residents indicate that their cultural/religious/ethnic beliefs and practices are respected, their personal information is respected by staff, the staff treated them with kindness and respect and their privacy is respected by staff. Among the small number of residents who self-identify as gay, lesbian or bisexual, almost nine in ten say their gay/lesbian/bisexual rights are respected by staff. Among the very small number of residents who self-identify as transgender, three-quarters say their self-identified gender is respected by staff.

% Agree

	2013	2008
My cultural/religious/ethnic beliefs and practices are respected (n=491)	90%	85%
My personal information is respected by staff (n=495)	88%	87%
Staff have treated me with kindness and respect (n=501)	86%	84%
My privacy is respected by staff (n=497)	86%	n/a
My gay/lesbian/bisexual rights are respected by staff (n=39*)	87%	76%
My self identified gender is respected by staff (n=13**)	77%	92%

*Small sample

** Very small sample

Note: total may not add to 100% due to rounding

Q44. Thinking of your current stay at this shelter, tell me whether you agree or disagree with the following statements...

Base: Varies Excludes Can't Remember/DK, Refused Base sizes vary for each item



Perceptions of Respect and Kindness By Type of Shelter

Overwhelming majorities of more than eight in ten residents at both emergency and transitional shelters indicate that their cultural/religious/ethnic beliefs and practices are respected, their personal information is respected by staff, the staff treated them with kindness and respect and their privacy is respected by staff. Among the very small number of residents who self-identify as gay, lesbian or bisexual, more than eight in ten emergency shelter residents and all transitional shelter residents say their gay/lesbian/bisexual rights are respected by staff. Among the very small number of residents who self-identify as transgender, two-thirds of emergency shelter residents and all transitional shelter residents say their self-identified gender is respected by staff.

<u>Emergency Shelter</u>	<u>% Agree</u>
	2013
	Emergency Shelter
My cultural/religious/ethnic beliefs and practices are respected (n=358)	89%
My personal information is respected by staff (n=361)	88%
Staff have treated me with kindness and respect (n=367)	84%
My privacy is respected by staff (n=363)	86%
My gay/lesbian/bisexual rights are respected by staff (n=29*)	83%
My self identified gender is respected by staff (n=9**)	67%

<u>Transitional Shelter</u>	<u>% Agree</u>
	2013
	Transitional Shelter
My cultural/religious/ethnic beliefs and practices are respected (n=133)	92%
My personal information is respected by staff (n=134)	88%
Staff have treated me with kindness and respect (n=134)	92%
My privacy is respected by staff (n=134)	87%
My gay/lesbian/bisexual rights are respected by staff (n=10**)	100%
My self identified gender is respected by staff (n=4**)	100%

*Small sample; ** Very small sample

Note: total may not add to 100% due to rounding

Q44. Thinking of your current stay at this shelter, tell me whether you agree or disagree with the following statements...

Base: Varies Excludes Can't Remember/DK, Refused Base sizes vary for each item



Perceptions of Staff, Independence and Resources

Large majorities of three-quarters or more of shelter residents indicate that shelter staff hold resident meetings regularly, they feel comfortable talking with shelter staff when they have a problem and feel confident that shelter staff would address problems or complaints they may have.

Six in ten feel that they have a say in decisions that affect them. This proportion is 10 points higher than the proportion in 2008 who said they had a say in the shelter’s decision-making process.

shelter residents are least likely to agree that there are enough resources to help them research and plan goals. Among the small number of non-English shelter residents surveyed (n=32), almost six in ten say there are enough staff who speak their preferred language to communicate what they need. Among those living in family shelters (n=78), eight in ten say they have access to what they need to take care of their children’s needs.

% Agree

	2013	2008
	Total	
Shelter staff hold resident meetings regularly (n=478)	83%	n/a
I feel comfortable talking with shelter staff when I have a problem (n=498)	79%	n/a
I have access to what I need to take care of my children's needs (n=78*)	78%	n/a
I feel confident that shelter staff would address problems or complaints I may have(n=499)	74%	n/a
I have a say in decisions that affect me (such as wanting to change rooms, building my case plan) (n=477)	59%	49%†
There are enough staff who speak my preferred language to communicate what I need (n=32*)	56%	n/a
There are enough resources (such as computers and newspapers) to help me research by plan goals (n=479)	48%	n/a

*Small sample

†In 2008, asked if they had a say in the shelter’s decision-making process.

Note: total may not add to 100% due to rounding

Q45. [AGREE SUMMARY] Thinking of your current stay at this shelter, tell me whether you or disagree with the following statements...

Base: Varies Excludes Can't Remember/DK, Refused, Not Applicable





Perceptions of Staff, Independence and Resources By Type of Shelter

Large majorities of seven in ten or more residents at both emergency and transitional shelters indicate that shelter staff hold resident meetings regularly, they feel comfortable talking with shelter staff when they have a problem and feel confident that shelter staff would address problems or complaints they may have. Six in ten feel that they have a say in decisions that affect them. Residents are least likely to agree that there are enough resources to help them research and plan goals.

Among the very small number of non-English residents surveyed (n=29 at emergency shelters and n=3 at transitional shelters), more than half and two-thirds, respectively, say there are enough staff who speak their preferred language to communicate what they need. Among those living in family shelters (n=60 at emergency shelters and n=18 at transitional shelters), about eight in ten say they have access to what they need to take care of their children’s needs.

<u>Emergency Shelter</u>	<u>% Agree</u>
	2013
	Emergency Shelter
Shelter staff hold resident meetings regularly (n=348)	82%
I feel comfortable talking with shelter staff when I have a problem (n=365)	78%
I have access to what I need to take care of my children's needs (n=60*)	77%
I feel confident that shelter staff would address problems or complaints I may have(n=365)	75%
I have a say in decisions that affect me (such as wanting to change rooms, building my case plan)(n=349)	58%
There are enough staff who speak my preferred language to communicate what I need (n=29**)	55%
There are enough resources (such as computers and newspapers) to help me research by plan goals (n=349)	44%

<u>Transitional Shelter</u>	<u>% Agree</u>
	2013
	Transitional Shelter
Shelter staff hold resident meetings regularly (n=130)	87%
I feel comfortable talking with shelter staff when I have a problem (n=133)	81%
I have access to what I need to take care of my children's needs (n=18**)	83%
I feel confident that shelter staff would address problems or complaints I may have(n=134)	72%
I have a say in decisions that affect me (such as wanting to change rooms, building my case plan)(n=128)	61%
There are enough staff who speak my preferred language to communicate what I need (n=3**)	67%
There are enough resources (such as computers and newspapers) to help me research by plan goals (n=130)	58%

*Small sample; ** Very small sample

Note: total may not add to 100% due to rounding

Q45. [AGREE SUMMARY] Thinking of your current stay at this shelter, tell me whether you or disagree with the following statements...

Base: Varies Excludes Can't Remember/DK, Refused, Not Applicable

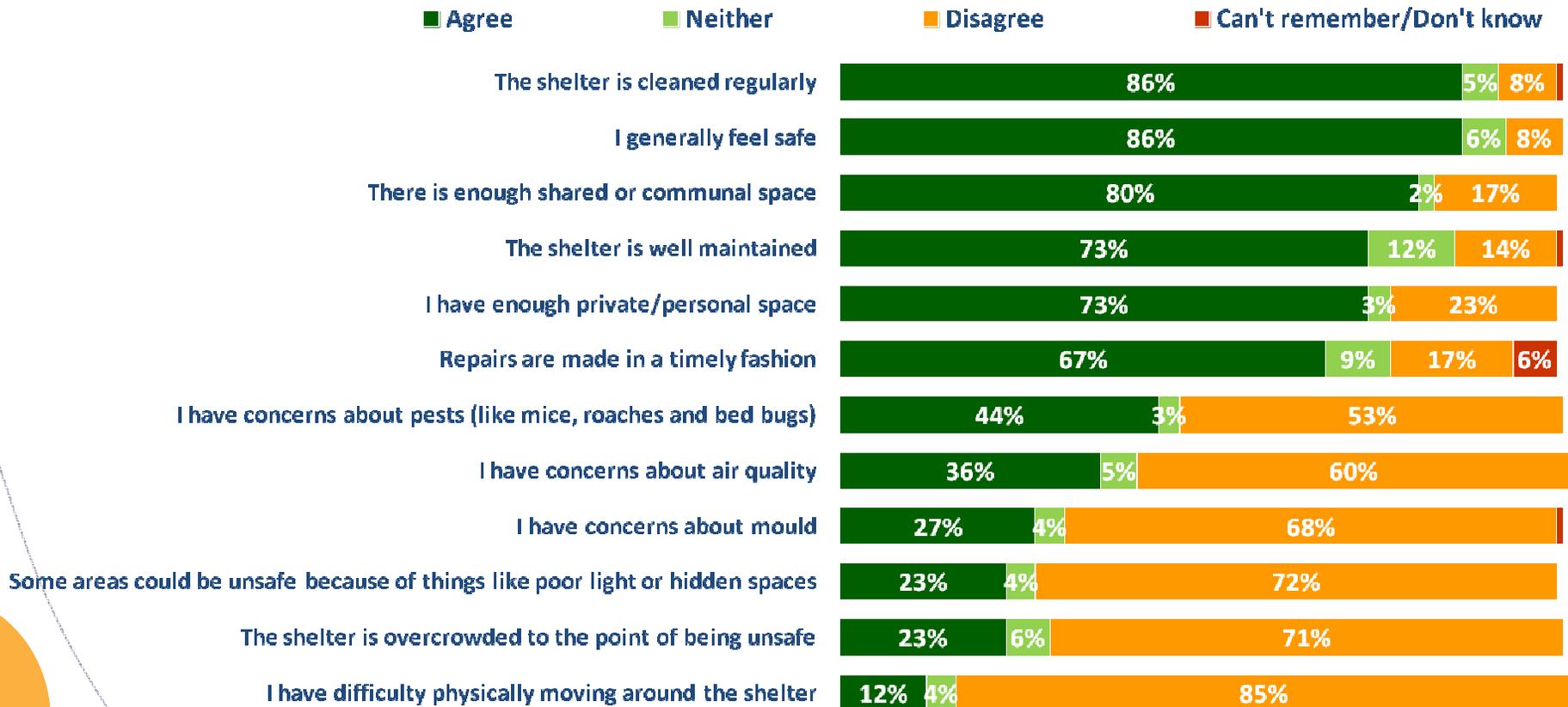
Experience with Shelter Building/Facility and Food Served



Perceptions of Shelter Building or Facility

Large majorities of two-thirds or more of shelter residents agree that the shelter is cleaned regularly, they generally feel safe, there is enough shared or communal space, the shelter is well maintained, they have enough private or personal space and that repairs are made in a timely fashion.

Sizeable proportions of between one-quarter and four in ten have concerns about pests, air quality and mould, think there are unsafe areas because of poor light or hidden spaces, and say the shelter is overcrowded to the point of being unsafe.



Q32. Thinking of your current stay at this shelter, please tell me whether you agree or disagree with the following statements about the shelter building or facility...
Base: All Respondents (n=502)

Note: total may not add to 100% due to rounding

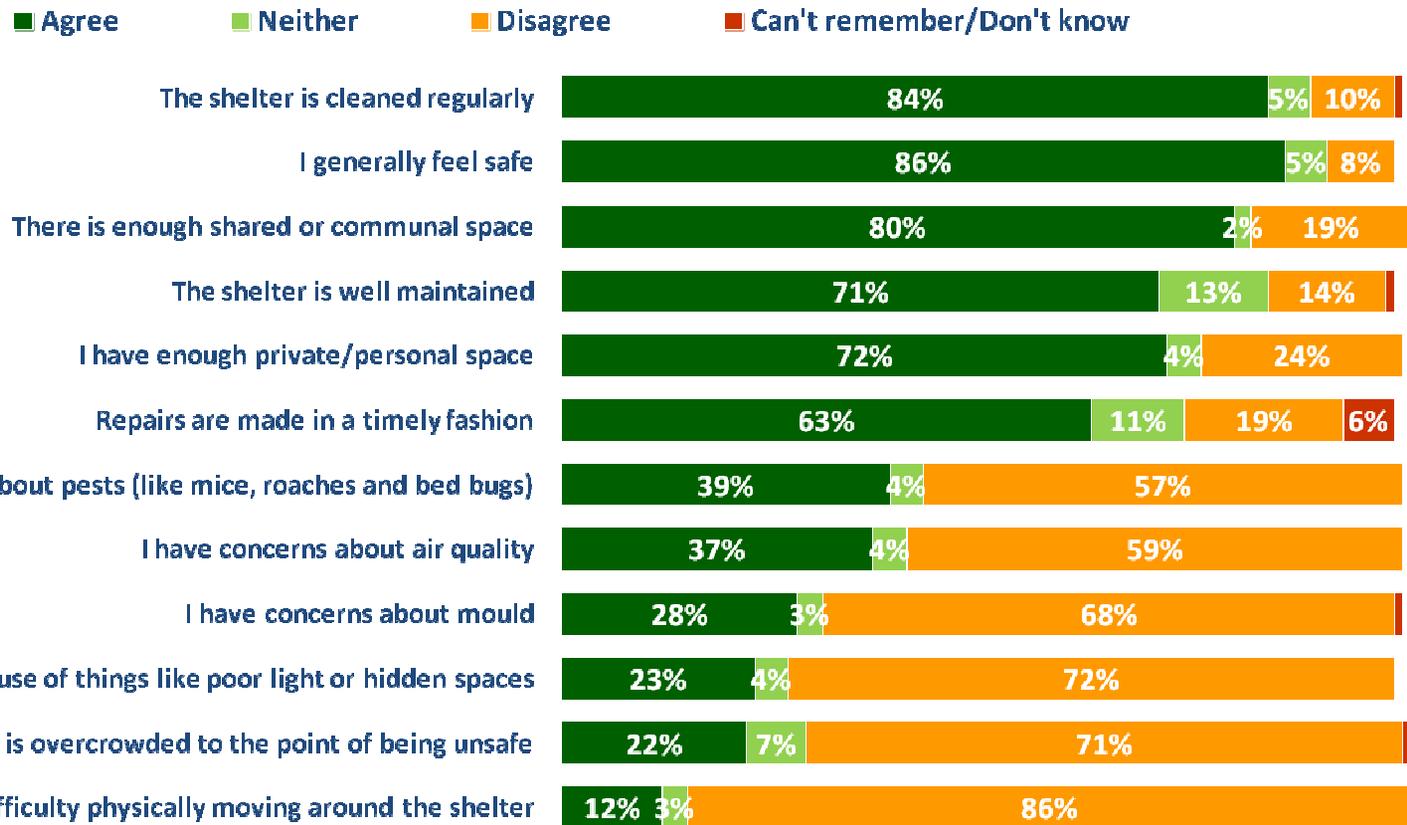


Perceptions of Shelter Building or Facility By Emergency Shelter

Large majorities of seven in ten or more of emergency shelter residents agree that the shelter is cleaned regularly, they generally feel safe, there is enough shared or communal space, the shelter is well maintained and they have enough private or personal space.

A smaller majority of more than six in ten agree that repairs are made in a timely fashion.

Sizeable proportions of between two and four in ten have concerns about pests, air quality and mould, think there are unsafe areas because of poor light or hidden spaces, and say the shelter is overcrowded to the point of being unsafe.



Q32. Thinking of your current stay at this shelter, please tell me whether you agree or disagree with the following statements about the shelter building or facility...
Base: All Respondents (n=367)

Note: total may not add to 100% due to rounding

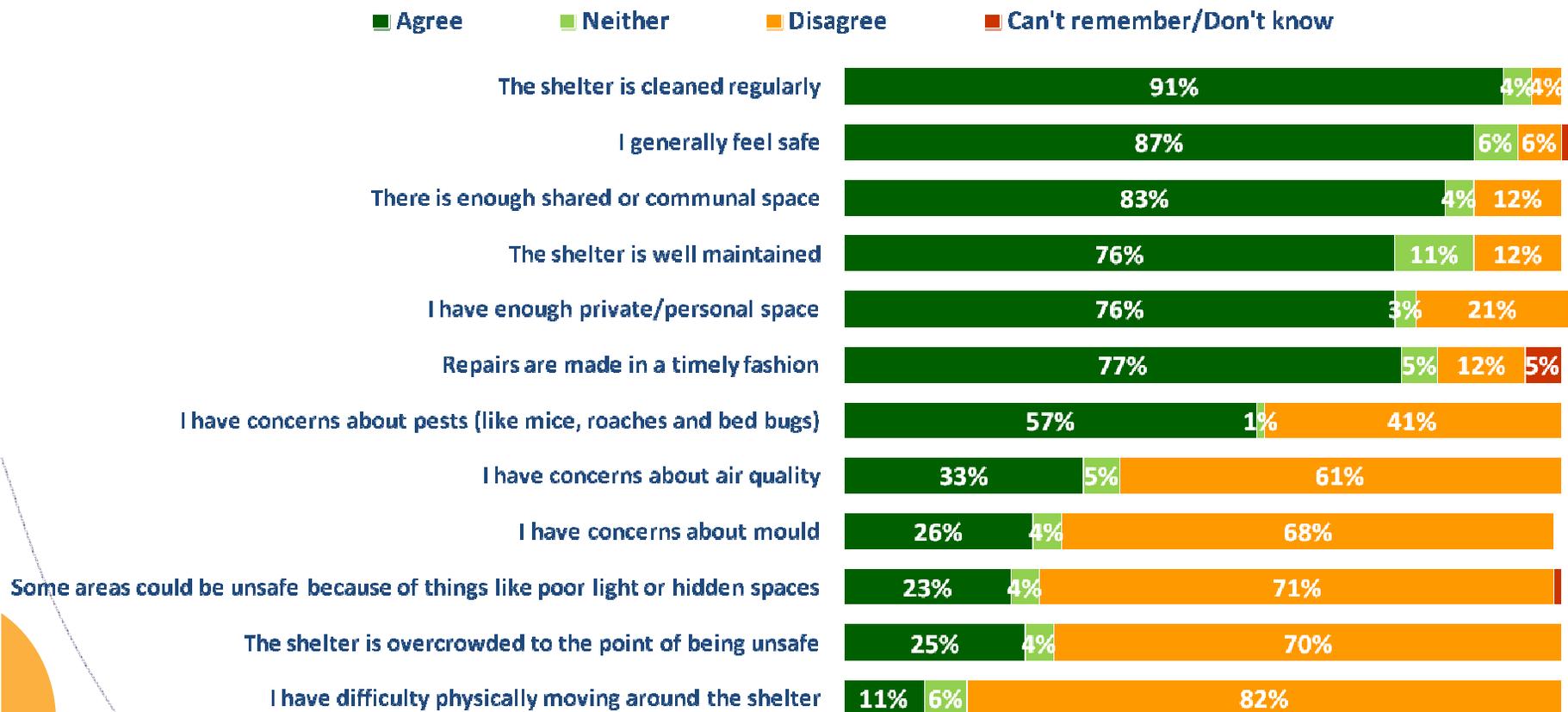


Perceptions of Shelter Building or Facility By Transitional Shelter

Large majorities of three-quarters or more of shelter residents agree that the shelter is cleaned regularly, they generally feel safe, there is enough shared or communal space, the shelter is well maintained, they have enough private or personal space and that repairs are made in a timely fashion.

A majority of about six in ten have concerns about pests.

Sizeable proportions of between one-quarter and one-third also have concerns about air quality and mould, think there are unsafe areas because of poor light or hidden spaces, and say the shelter is overcrowded to the point of being unsafe.



Q32. Thinking of your current stay at this shelter, please tell me whether you agree or disagree with the following statements about the shelter building or facility...
Base: All Respondents (n=135)

Note: total may not add to 100% due to rounding



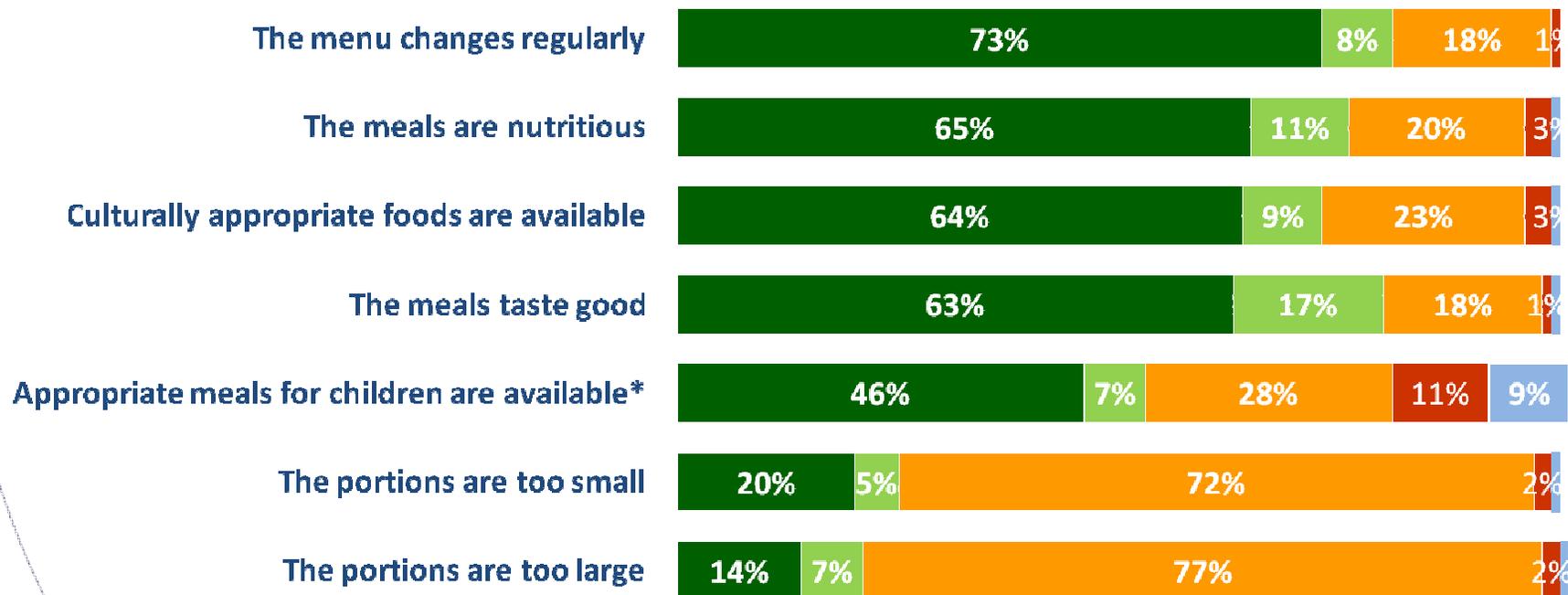
Perceptions of Food Services

Majorities of six in ten or more indicate that the menu changes regularly, the meals are nutritious, that culturally appropriate foods are available and that meals taste good.

Only two in ten think portions are too small, while over one in ten say they are too large.

Among those residing in family shelters, a sizeable proportion of almost half feel appropriate meals for children are available.

■ Agree ■ Neither ■ Disagree ■ Can't remember/Don't know ■ Refused/Not applicable



* Only asked to those living in family shelters (n=46)

*Small sample

Q33. Thinking of your current stay at this shelter, please tell me whether you agree or disagree with the following statements about food services at the Shelter.
.Base: Those who live in shelters that provide food services (n=428)

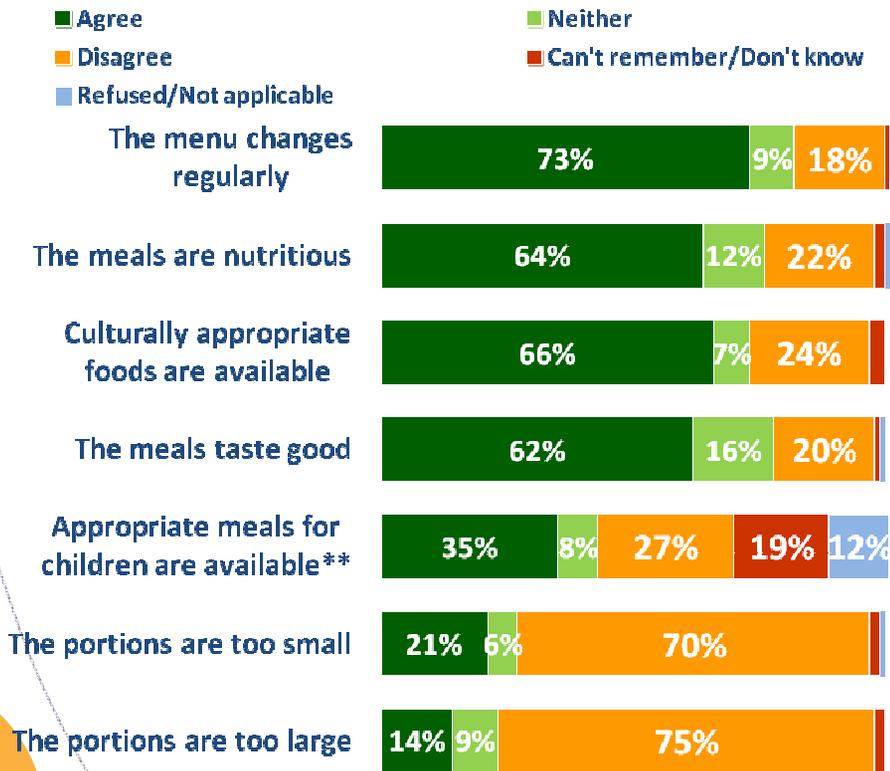
Note: total may not add to 100% due to rounding



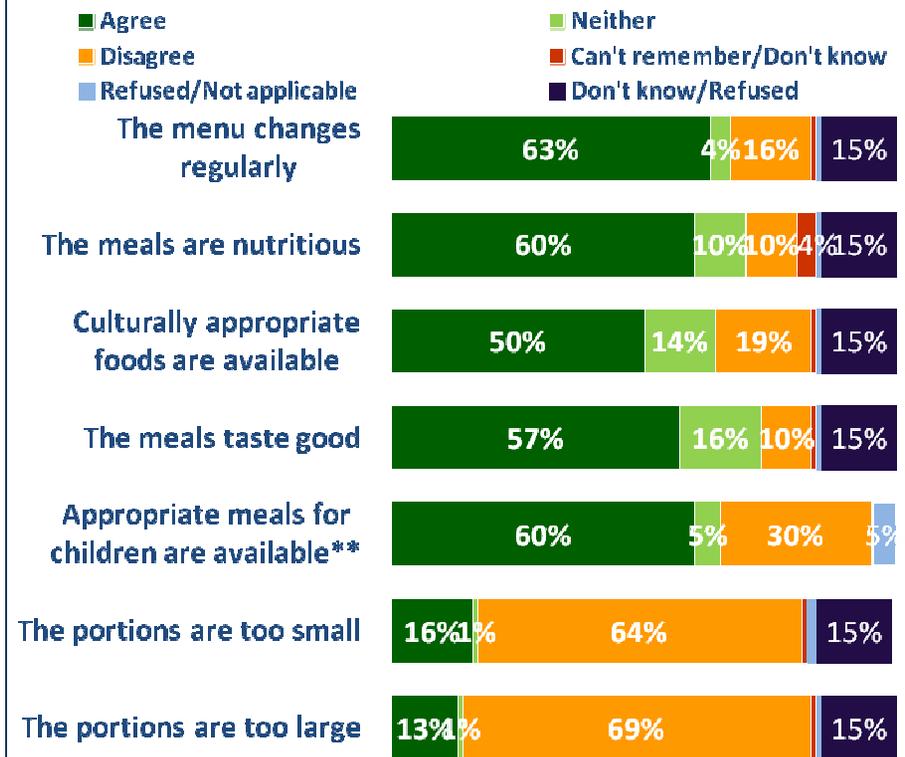
Perceptions of Food Services By Type of Shelter

Majorities of about six in ten or more residents at both emergency and transitional shelters indicate that the menu changes regularly, the meals are nutritious, that culturally appropriate foods are available and that meals taste good. Only two in ten think portions are too small, while over one in ten say they are too large. Among those residing in family shelters (n=26 at emergency shelters and n=20 at transitional shelters, a sizeable proportion of one-third of emergency shelter residents and a majority of six in ten transitional shelter residents feel appropriate meals for children are available.

Emergency Shelter (n=313)



Transitional Shelter (n=115)



** Only asked to those living in family shelters (n=26) ** Very small sample

Q33. Thinking of your current stay at this shelter, please tell me whether you agree or disagree with the following statements about food services at the Shelter..
.Base: Those who live in shelters that provide food services

** Only asked to those living in family shelters (n=20)

Note: total may not add to 100% due to rounding



Basic Necessities

Overwhelming majorities of shelter residents indicate that they were provided with the basic necessities of clean sheets, pillowcase and blanket, enough sleeping space so they did not feel crowded, a pillow, a clean towel and a secure and working locker. A sizeable proportion of 19 percent were not given a secure and working locker. Those in family shelters are significantly more likely than other shelter sectors to indicate they were not given a secure and working locker (43%).

	% Yes	
	2013	2008
Clean sheets, pillowcase and blanket (n=500)	94%	97%
Enough sleeping space so that you did not feel crowded (n=500)	90%	95%
A pillow (n=500)	89%	91%
A clean towel (n=498)	88%	89%
A secure and working locker (n=471)	81%	Not asked

Note: total may not add to 100% due to rounding

Q20. Thinking of your current stay at this shelter, were you given.

Base: Excludes Can't Remember/DK, Refused, Not Applicable Base sizes vary for each item



Basic Necessities By Type of Shelter

Overwhelming majorities of both emergency and transitional shelter residents indicate that they were provided with the basic necessities of clean sheets, pillowcases and blanket, enough sleeping space so they did not feel crowded, a pillow, a clean towel and a secure and working locker. Sizeable proportions of 18 percent of emergency shelter residents and 23 percent of transitional shelter residents were not given a secure and working locker.

<u>Emergency Shelter</u>	<u>% Yes</u>
	2013
	Emergency Shelter
Clean sheets, pillowcase and blanket (n=366)	98%
Enough sleeping space so that you did not feel crowded (n=365)	92%
A pillow (n=365)	92%
A clean towel (n=364)	91%
A secure and working locker (n=347)	82%

<u>Transitional Shelter</u>	<u>% Yes</u>
	2013
	Transitional Shelter
Clean sheets, pillowcase and blanket (n=134)	84%
Enough sleeping space so that you did not feel crowded (n=135)	87%
A pillow (n=135)	82%
A clean towel (n=134)	81%
A secure and working locker (n=124)	77%

Note: total may not add to 100% due to rounding

Q20. Thinking of your current stay at this shelter, were you given.
Base: Excludes Can't Remember/DK, Refused, Not Applicable Base sizes vary for each item

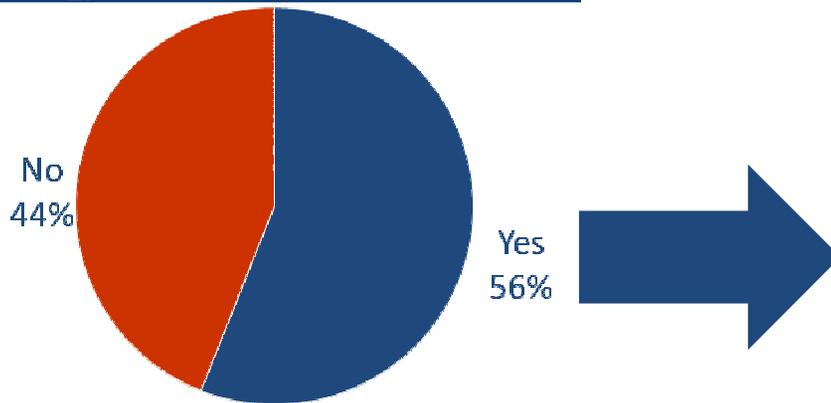


Met with Staff to Discuss Housing Plan

A majority of shelter residents indicate having met with staff to make a plan to help them to find housing or more suitable accommodations. Of those who have, housing, finances, overall health, personal ID and emotional or mental health are most often discussed. About six in ten discussed employment, clothing, transportation, addiction, education, or family issues.

Settlement and immigration is the least discussed issue, but this may be due to this issue not being applicable to most shelter residents.

Met with Staff to Make Plan to Help in Finding Housing/More Suitable Accommodation



Q34. Thinking of your current stay at this shelter, have you met with staff to make a plan to help you to find housing or more suitable accommodation?

Base: All Respondents (n=502)

Q35. When you met with staff, were the following issues discussed as part of your plan? Base: Those who met with staff to make a plan Excludes Can't Remember/DK, Refused Base sizes vary for each item.

Issues Discussed as Part of Their Plan

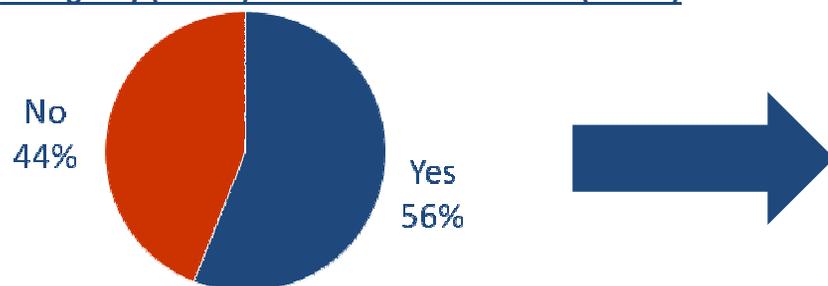
	% Yes
	2013
Housing	91%
Finances	82%
Overall Health	75%
Personal ID	73%
Emotional and Mental Health	68%
Employment	62%
Clothing	61%
Transportation	61%
Addiction (Alcohol or drug use)	58%
Education	57%
Your Family	56%
Legal Issues	52%
Accessibility Needs	50%
Settlement & Immigration	36%



Met with Staff to Discuss Housing Plan By Type of Shelter

A majority of residents at both types of shelters indicate having met with staff to make a plan to help them to find housing or more suitable accommodations. Of those who have, housing, finances, overall health or personal ID (as well as emotional and mental health at transitional shelters) are most often discussed. Two-thirds of emergency shelter residents discussed emotional and mental health or employment issues (six in ten at transitional shelters), while two-thirds of transitional shelter residents discussed clothing (six in ten at emergency shelters) or addiction issues (more than half at emergency shelters). Six in ten residents at both types of shelters discussed transportation, education or family issues, while the same proportion of residents at transitional shelters also discussed accessibility needs. Settlement and immigration is the least discussed issue at both types of shelters, but this may be due to this issue not being applicable to most shelter residents.

Met with Staff to Make Plan to Help in Finding Housing/More Suitable Accommodation Emergency (n=367) and Transitional Shelter (n=135)



Q34. Thinking of your current stay at this shelter, have you met with staff to make a plan to help you to find housing or more suitable accommodation?

Base: Emergency Shelter residents (n=367); Transitional Shelter residents (n=135)

Q35. When you met with staff, were the following issues discussed as part of your plan? Base: Those who met with staff to make a plan Excludes Can't Remember/DK, Refused – Base sizes vary for each item

Issues Discussed as Part of Their Plan

	% Yes	
	Emergency Shelter	Transitional Shelter
Housing	90%	95%
Finances	78%	92%
Overall Health	72%	84%
Personal ID	73%	74%
Emotional and Mental Health	64%	78%
Employment	64%	57%
Clothing	60%	66%
Transportation	62%	61%
Addiction (Alcohol of drug use)	55%	65%
Education	57%	57%
Your Family	56%	58%
Legal Issues	51%	55%
Accessibility Needs	45%	62%
Settlement & Immigration	37%	34%



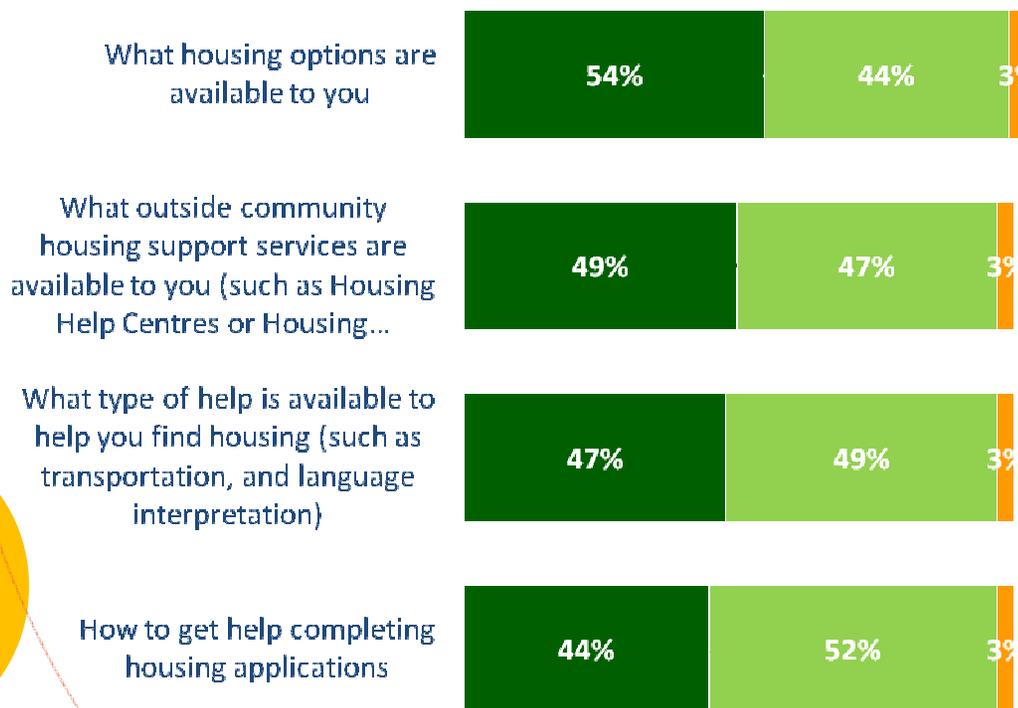
Support Services Related to Housing Plan

Roughly half of residents indicate that someone explained what housing options are available to them, the outside community housing support services that are available and the type of help available to find housing. Only 44 percent say someone explained how to get help completing housing applications.

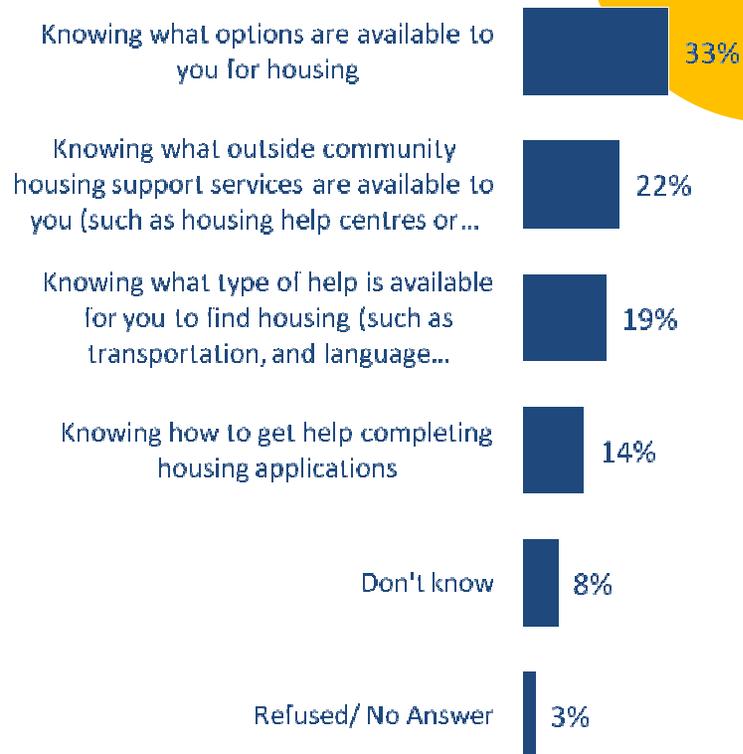
The largest share of residents (33%) say that knowing what options are available to them for housing was most useful to them, but there is little consensus.

Services Provided as Part of Their Housing Plan

■ Yes ■ No ■ Can't remember/Don't know



Most Useful Service



Note: total may not add to 100% due to rounding

Q36. Thinking of your current stay at this shelter, did someone explain to you....? Base: All Respondents (n=502)

Q37. Which of these was most helpful to you? Base: Those who had more than one housing issue explained to them (n=270)



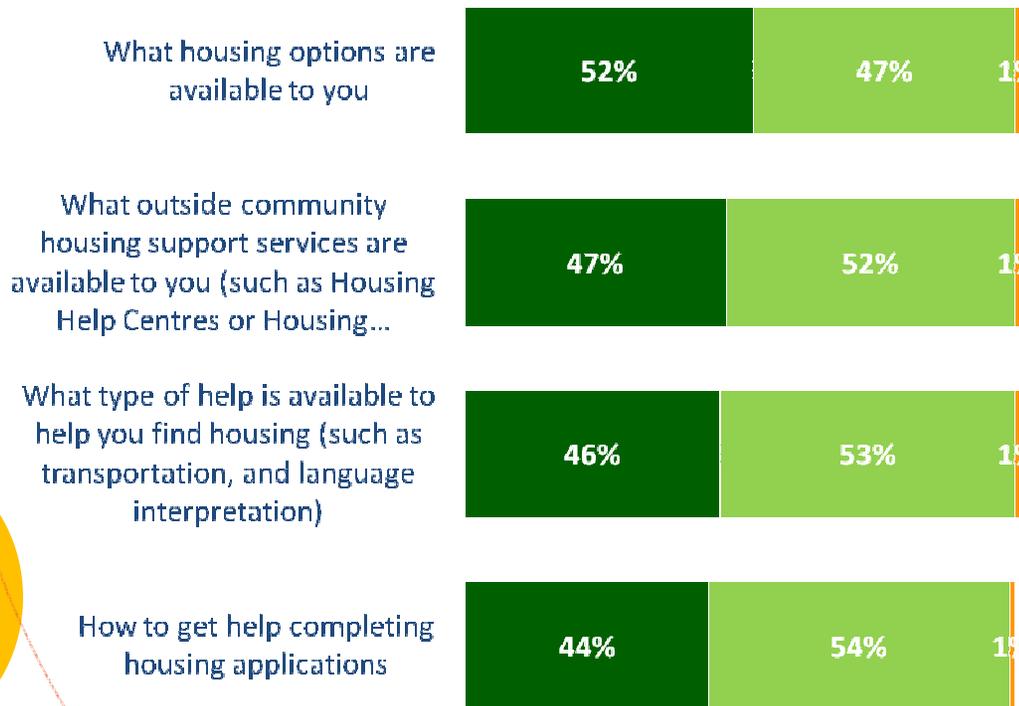
Support Services Related to Housing Plan By Emergency Shelter

Roughly half of emergency shelter residents indicate that someone explained what housing options are available to them, the outside community housing support services that are available and the type of help available to find housing. Only 44 percent say someone explained how to get help completing housing applications.

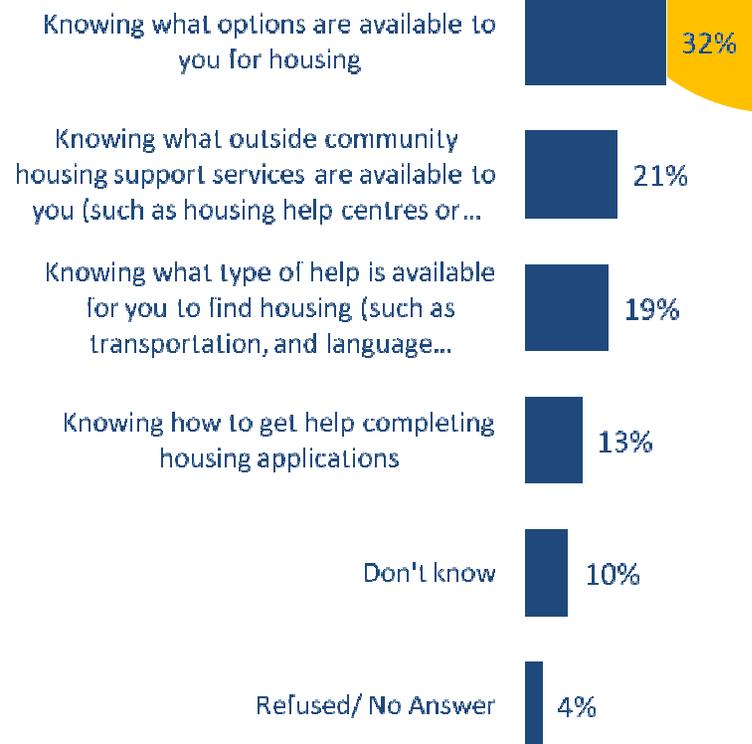
The largest share of emergency shelter residents (32%) say that knowing what options are available to them for housing was most useful to them, but there is little consensus.

Services Provided as Part of Their Housing Plan

■ Yes ■ No ■ Can't remember/Don't know ■ Refused/No answer



Most Useful Service



Note: total may not add to 100% due to rounding

Q36. Thinking of your current stay at this shelter, did someone explain to you....? Base: All Respondents (n=367)

Q37. Which of these was most helpful to you? Base: Those who had more than one housing issue explained to them (n=194)



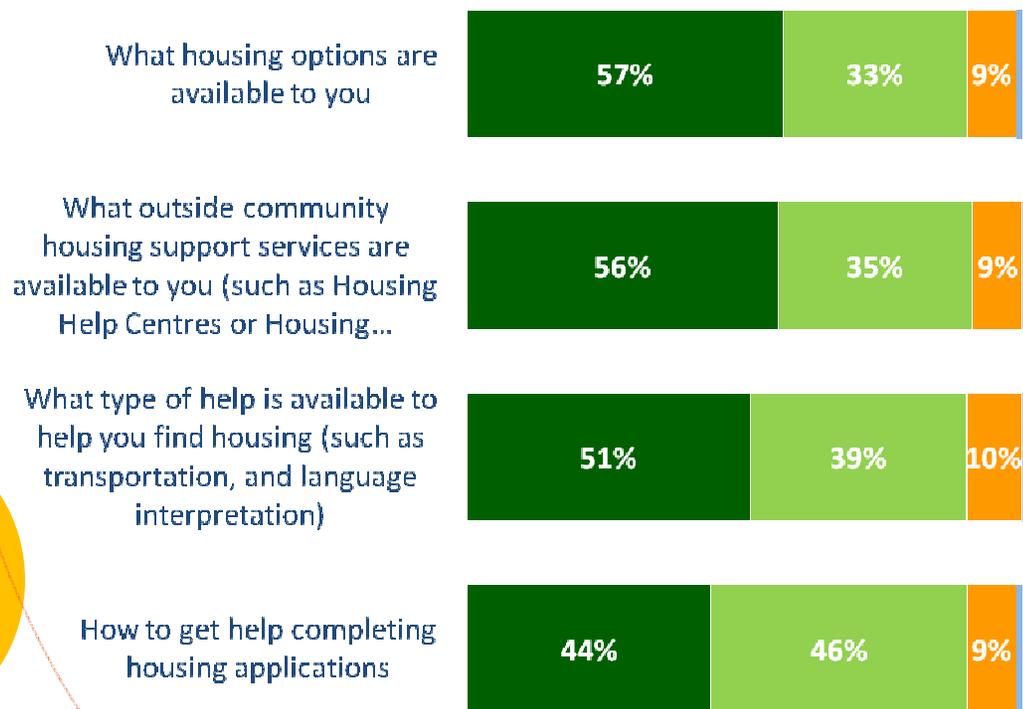
Support Services Related to Housing Plan By Transitional Shelter

Almost six in ten transitional shelter residents indicate that someone explained what housing options are available to them and the outside community housing support services that are available. Half also received an explanation about the type of help available to find housing. Only 44 percent say someone explained how to get help completing housing applications.

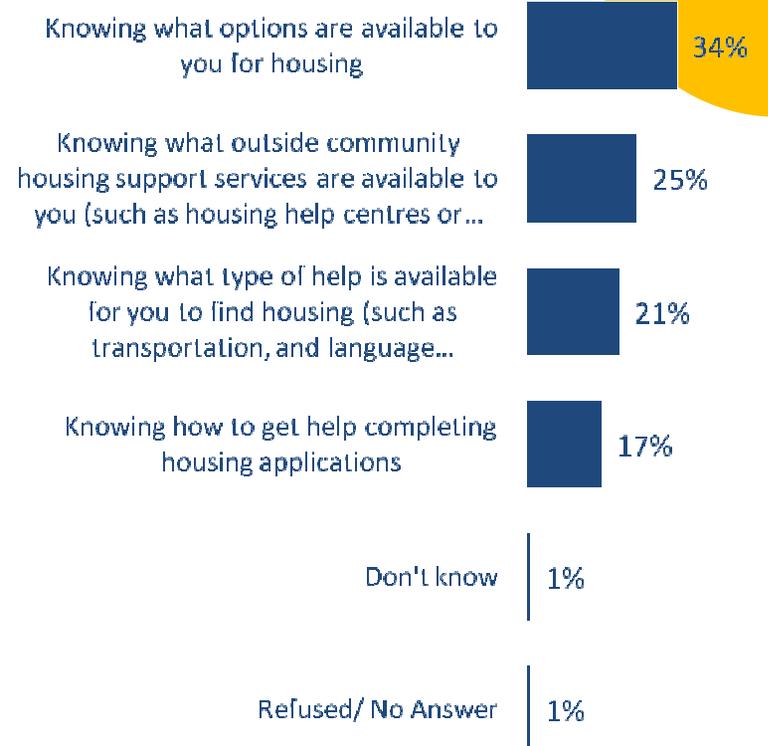
The largest share of transitional shelter residents (34%) say that knowing what options are available to them for housing was most useful to them, but there is little consensus.

Services Provided as Part of Their Housing Plan

■ Yes ■ No ■ Can't remember/Don't know ■ Refused/No answer



Most Useful Service



Note: total may not add to 100% due to rounding

Q36. Thinking of your current stay at this shelter, did someone explain to you....? Base: All Respondents (n=135)

Q37. Which of these was most helpful to you? Base: Those who had more than one housing issue explained to them (n=76)

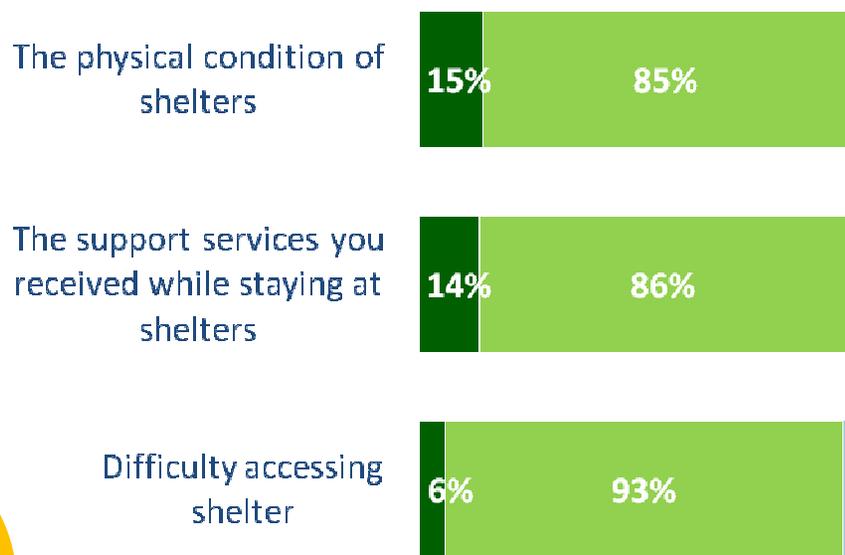
Complaints



Complaints about Accessing Shelter, Physical Condition of Shelters or Support Services Received

More than one in ten shelter residents have made a complaint about the physical condition of shelters or the support services they received while staying at shelters; fewer have made a complaint about difficulty in accessing shelter. Among those who have made a complaint, almost two-thirds (63%) indicate that staff acted on their complaint, up significantly from 2008 (41%).

■ Yes ■ No ■ Can't Remember/Don't Know ■ Refused/No Answer



	2013	2008
Yes (Net)	63% ▲	41%
Yes, and you were happy with the result	35%	22%
Yes, but you were not happy with the result	14%	15%
Yes, but it is still being looked at (investigated)	13%	4%
No	37%	59%

Note: total may not add to 100% due to rounding

Q42. [YES SUMMARY] In the last 12 months have you complained to staff about...Base: All Respondents (n=502)

Q43. Did staff act on your complaint? Base: Those who made a complaint (n=97) Excludes Can't Remember/DK

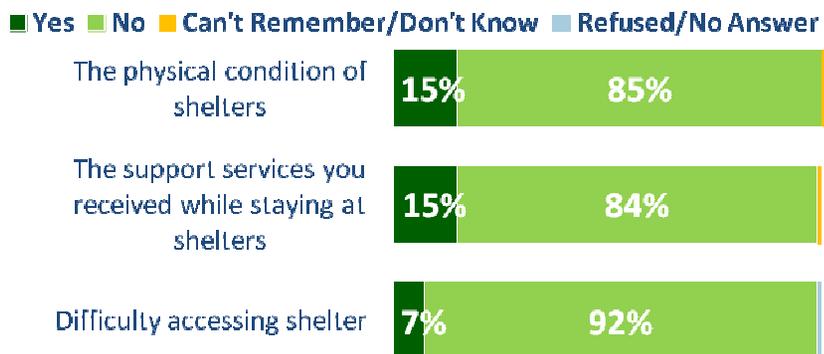


Complaints about Accessing Shelter, Physical Condition of Shelters or Support Services Received

By Type of Shelter

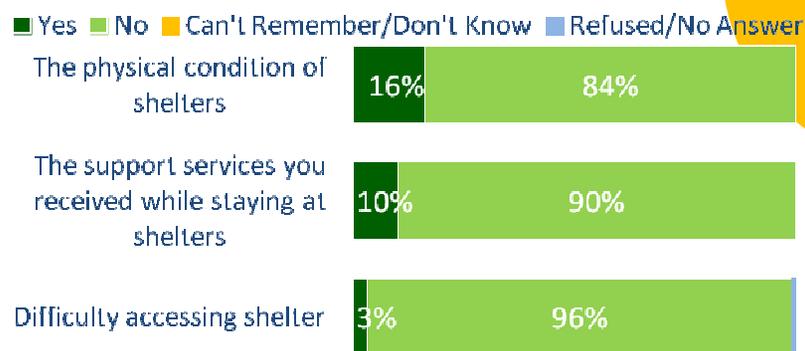
One in ten or more residents at both emergency and transitional shelters have made a complaint about the physical condition of shelters or the support services they received while staying at shelters; fewer have made a complaint about difficulty in accessing shelter. Among those who have made a complaint, six in ten (59%) emergency shelter residents and three-quarters (74%) of transitional shelter residents indicate that staff acted on their complaint.

Emergency Shelter (n=367)



N=74		2013
Yes (Net)		59%
Yes, and you were happy with the result		35%
Yes, but you were not happy with the result		15%
Yes, but it is still being looked at (investigated)		9%
No		41%

Transitional Shelter (n=135)



n=23		2013
Yes (Net)		74%
Yes, and you were happy with the result		35%
Yes, but you were not happy with the result		13%
Yes, but it is still being looked at (investigated)		26%
No		26%

Note: total may not add to 100% due to rounding

Q42. [YES SUMMARY] In the last 12 months have you complained to staff about...Base: All Respondents

Q43. Did staff act on your complaint? Base: Those who made a complaint Excludes Can't Remember/DK

Experience with Children's Services in the Shelter*

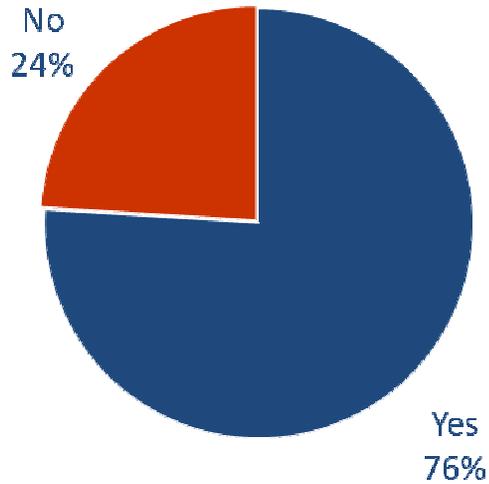
*These questions were asked only at family shelters.



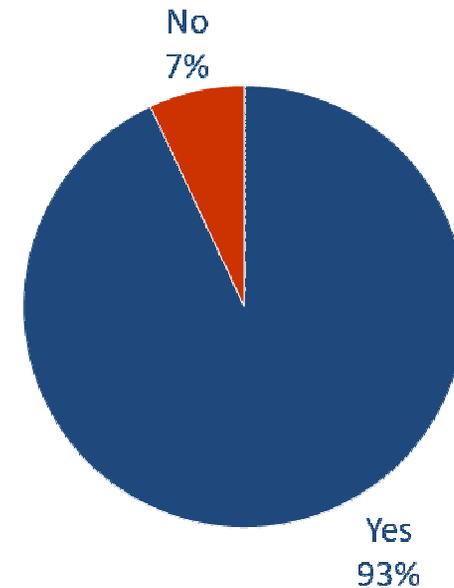
Children Under the Age of 18

Three-quarters of residents living in family shelters have children under the age of 18. Among these, more than nine in ten say their children live with them some or all of the time.

Have Children Under the Age of 18



Children Living with Them Some/All of the Time



Note: total may not add to 100% due to rounding

Q38. May I ask whether you have any children under the age of 18? Base: Those who live in a family shelter (n=100)

Q39. Are they currently living with you some or all of the time? Base: Those who live in family shelters and have children under the age of 18 (n=76*)

*Small sample

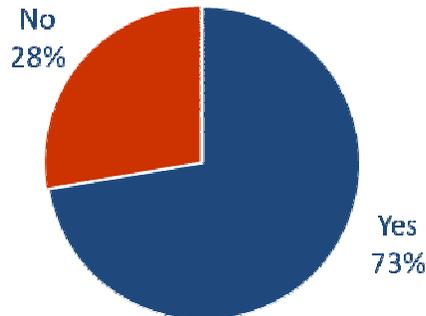


Children Under the Age of 18 By Type of Shelter

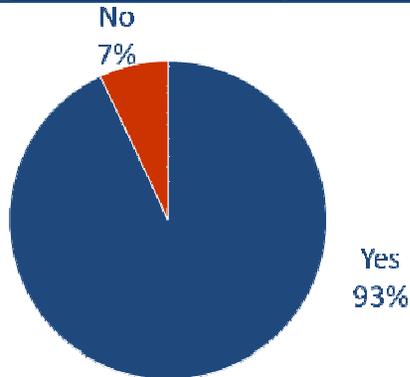
Three-quarters of emergency shelter residents living in family shelters have children under the age of 18. Among these, more than nine in ten say their children live with them some or all of the time.

Emergency Shelter

Have Children Under the Age of 18 (n=80*)



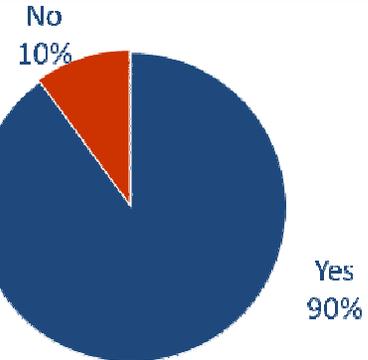
Children Living with Them Some/All of the Time (n=58*)



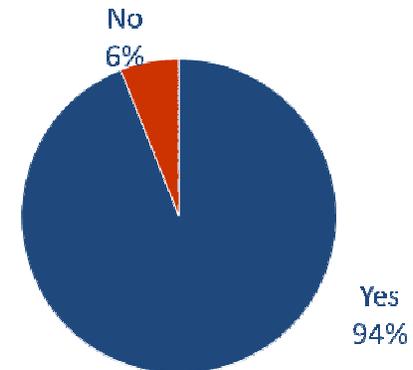
Nine in ten transitional shelter residents living in family shelters have children under the age of 18. Among these, more than nine in ten say their children live with them some or all of the time.

Transitional Shelter

Have Children Under the Age of 18 (n=20**)



Children Living with Them Some/All of the Time (n=18**)



*Small sample; ** Very small sample

Note: total may not add to 100% due to rounding

Q38. May I ask whether you have any children under the age of 18? Base: Those who live in a family shelter

Q39. Are they currently living with you some or all of the time? Base: Those who live in family shelters and have children under the age of 18



Perceptions of Children’s Programming at Shelter

Those who live in family shelters and have children under the age of 18 living with them some or all of the time were asked their agreement with statements about Children’s programming at the Shelter. Nine in ten say there are meaningful activities or programs for their children at the shelter. Seven in ten say there are services that help their children with any issues they may be experiencing.



Note: total may not add to 100% due to rounding



Perceptions of Children’s Programming at Shelter

By Type of Shelter

Shelter residents who live in family shelters and have children under the age of 18 living with them some or all of the time were asked their agreement with statements about Children’s programming at the Shelter. More than nine in ten emergency shelter residents say there are meaningful activities or programs for their children at the shelter. Two-thirds say there are services that help their children with any issues they may be experiencing.

Three-quarters of transitional shelter residents say there are meaningful activities or programs for their children at the shelter. Seven in ten say there are services that help their children with any issues they may be experiencing.

Emergency Shelter (n=54*)

■ Agree ■ Neither ■ Disagree ■ Can't remember/Don't know



Transitional Shelter (n=17**)

■ Agree ■ Neither ■ Disagree ■ Can't remember/Don't know



*Small sample; ** Very small sample

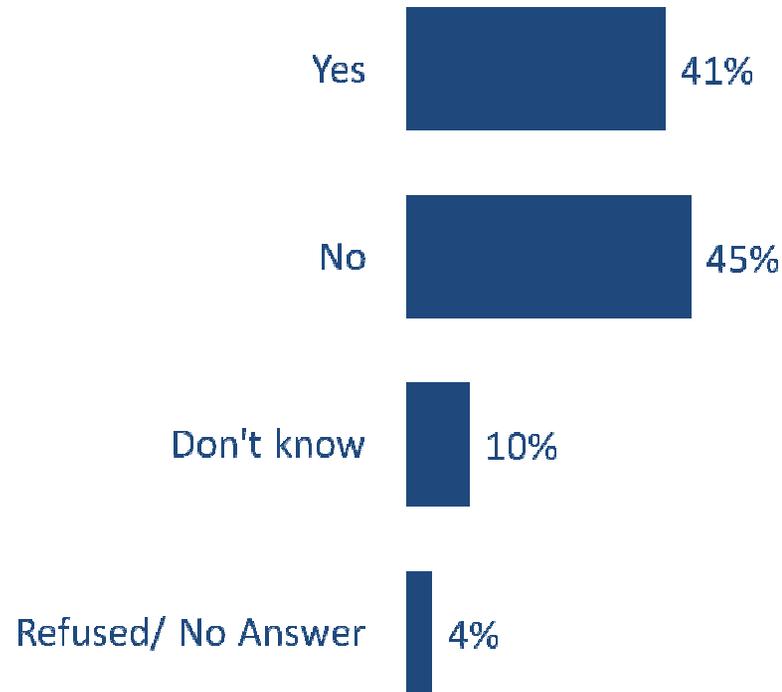
Note: total may not add to 100% due to rounding

Q40. Do you agree or disagree with the following statements about Children’s programming at this Shelter?
Base: Those who live in family shelters and have children under the age of 18 who live with them some/all of the time



Shelter's Help in Facilitating Family Visitations/Reunifications

Those who live in family shelters and have children under the age of 18 living with them some or all of the time were asked whether the shelter has been helpful in facilitating family visitations or reunifications. These residents are divided on this issue, with about four in ten who say yes and a similar proportion who disagree.



Note: total may not add to 100% due to rounding

Q41. Has the shelter been helpful in facilitating family visitations or reunifications?

Base: Those who live in family shelters and have children under the age of 18 who live with them some/all of the time (n=71)

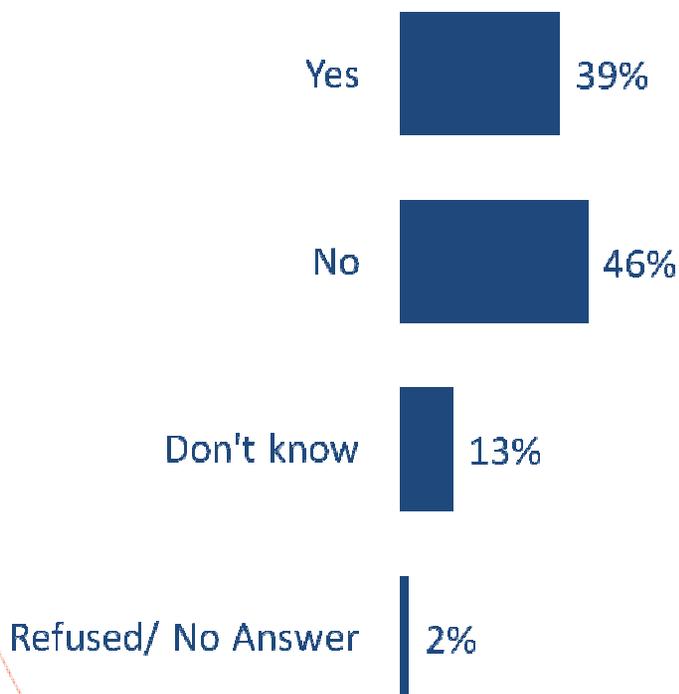


Shelter's Help in Facilitating Family Visitations/Reunifications By Type of Shelter

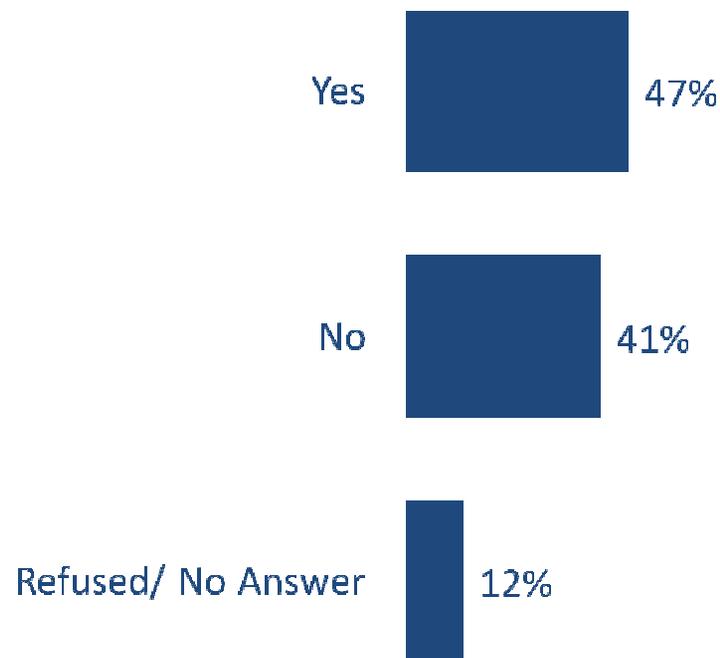
Shelter residents who live in family shelters and have children under the age of 18 living with them some or all of the time were asked whether the shelter has been helpful in facilitating family visitations or reunifications.

Residents at both emergency and transitional shelters are divided on this issue. About four in ten emergency shelter residents say yes and fewer than half disagree. About five in ten transitional shelter residents say yes and four in ten disagree.

Emergency Shelter (n=54*)



Transitional Shelter (n=17**)



*Small sample; ** Very small sample

Note: total may not add to 100% due to rounding

Q41. Has the shelter been helpful in facilitating family visitations or reunifications?

Base: Those who live in family shelters and have children under the age of 18 who live with them some/all of the time

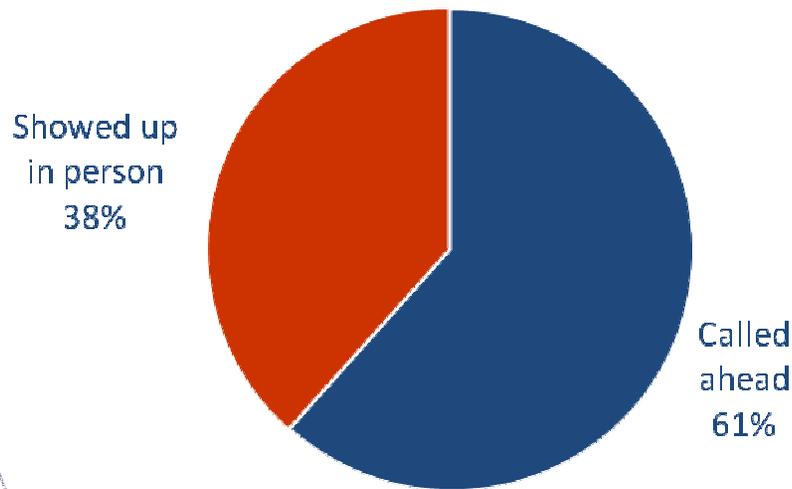
Experience Accessing Shelter System



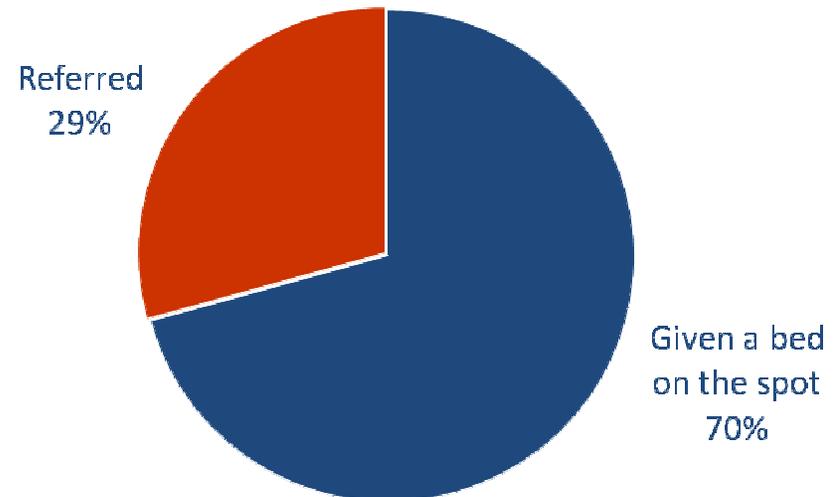
Accessing a Bed at a Shelter

Six in ten shelter residents say they or someone on their behalf called ahead for a bed, while four in ten say they showed up in person. Seven in ten were given a bed on the spot, while three in ten were referred from another shelter or Central Intake (CI).

How Did You Get a Bed at the Shelter?



Given bed on Spot or Referred?



Note: total may not add to 100% due to rounding

Q11. Thinking about your current stay at this shelter, did you or did someone on your behalf call ahead or did you show up in person looking for a bed?

Q12. Were you given a bed on the spot or were you referred from another shelter or Central Intake (CI)?

Base: All Respondents (n=502)



Accessing a Bed at a Shelter

By Type of Shelter

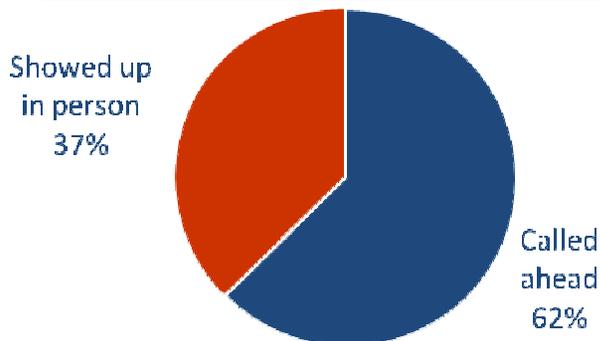
Six in ten residents at both emergency and transitional shelters say they or someone on their behalf called ahead for a bed, while about four in ten say they showed up in person.

Three-quarters of emergency shelter residents were given a bed on the spot, while one-quarter were referred from another shelter or Central Intake (CI).

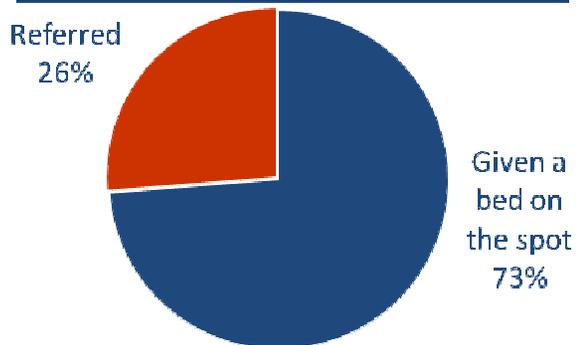
More than six in ten transitional shelter residents were given a bed on the spot, while almost four in ten were referred from another shelter or Central Intake (CI).

Emergency Shelter (n=367)

How Did You Get a Bed at the Shelter?

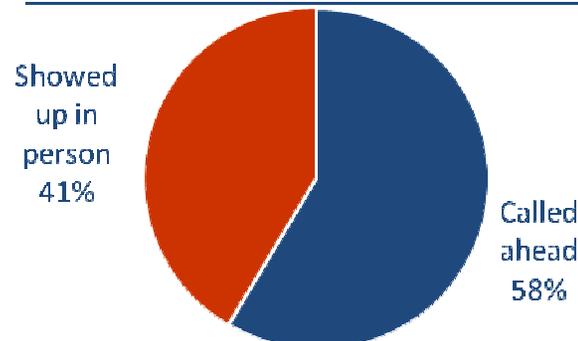


Given bed on Spot or Referred?

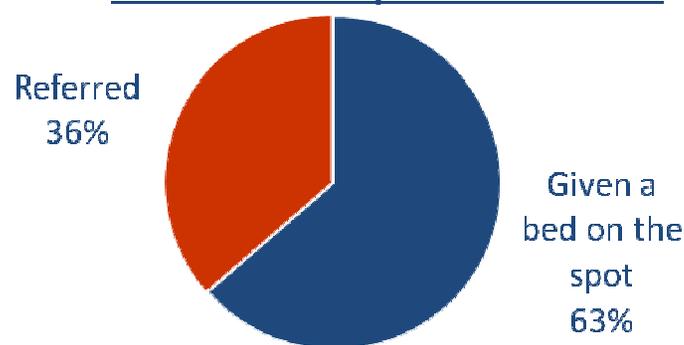


Transitional Shelter (n=135)

How Did You Get a Bed at the Shelter?



Given bed on Spot or Referred?



Q11. Thinking about your current stay at this shelter, did you or did someone on your behalf call ahead or did you show up in person looking for a bed?

Q12. Were you given a bed on the spot or were you referred from another shelter or Central Intake (CI)? Base: All Respondents

Note: total may not add to 100% due to rounding



Experience of Shelter Residents When Arrived at Shelter

Overwhelming majorities of more than eight in ten shelter residents indicate that when they arrived at the shelter the staff explained the shelter rules, what would happen if they broke the rules, the residents' rights and responsibilities and the confidentiality policy.

Large majorities of between seven in ten and three-quarters say staff explained why they were asking for their personal information and how that information would be used and gave them a tour of the facility; sizeable proportions of between one-quarter and three in ten say these actions did not happen. Since 2008, there have been significant improvements in all areas which appeared on both the 2008 and 2013 surveys.

% Yes

	2013	2008
Explain the shelter rules (n=497)	92%	85%
Explain what would happen if you broke the rules (n=494)	87%	Not asked
Explain the residents' rights and responsibilities (n=493)	87%	81%
Explain the confidentiality policy (n=492)	85%	68%
Explain why they were asking for your personal information and how that information would be used (n=480)	76%	Not asked
Give you a tour of the facility (n=496)	70%	63%

Note: total may not add to 100% due to rounding

Q19. When you arrived at this shelter, did shelter staff:
Base: Varies Excludes Can't Remember/DK, Refused, Not Applicable



Experience of Shelter Residents When Arrived at Shelter By Type of Shelter

Overwhelming majorities of more than eight in ten residents at both emergency and transitional shelters indicate that when they arrived at the shelter the staff explained the shelter rules, what would happen if they broke the rules, the residents' rights and responsibilities and the confidentiality policy.

Large majorities of between seven in ten and three-quarters of residents at emergency shelters say staff explained why they were asking for their personal information and how that information would be used and gave them a tour of the facility; sizeable proportions of between one-quarter and three in ten say these actions did not happen.

Eight in ten residents at transitional shelters say staff explained why they were asking for their personal information and how that information would be used and gave them a tour of the facility; a sizeable proportion of about one-quarter say these actions did not happen.

Emergency Shelter

	2013
Explain the shelter rules (n=364)	93%
Explain what would happen if you broke the rules (n=361)	88%
Explain the residents' rights and responsibilities (n=363)	88%
Explain the confidentiality policy (n=363)	85%
Explain why they were asking for your personal information and how that information would be used (n=350)	76%
Give you a tour of the facility (n=362)	69%

Transitional Shelter

	2013
Explain the shelter rules (n=133)	86%
Explain what would happen if you broke the rules (n=133)	84%
Explain the residents' rights and responsibilities (n=130)	84%
Explain the confidentiality policy (n=129)	84%
Explain why they were asking for your personal information and how that information would be used (n=130)	78%
Give you a tour of the facility (n=134)	77%

Note: total may not add to 100% due to rounding

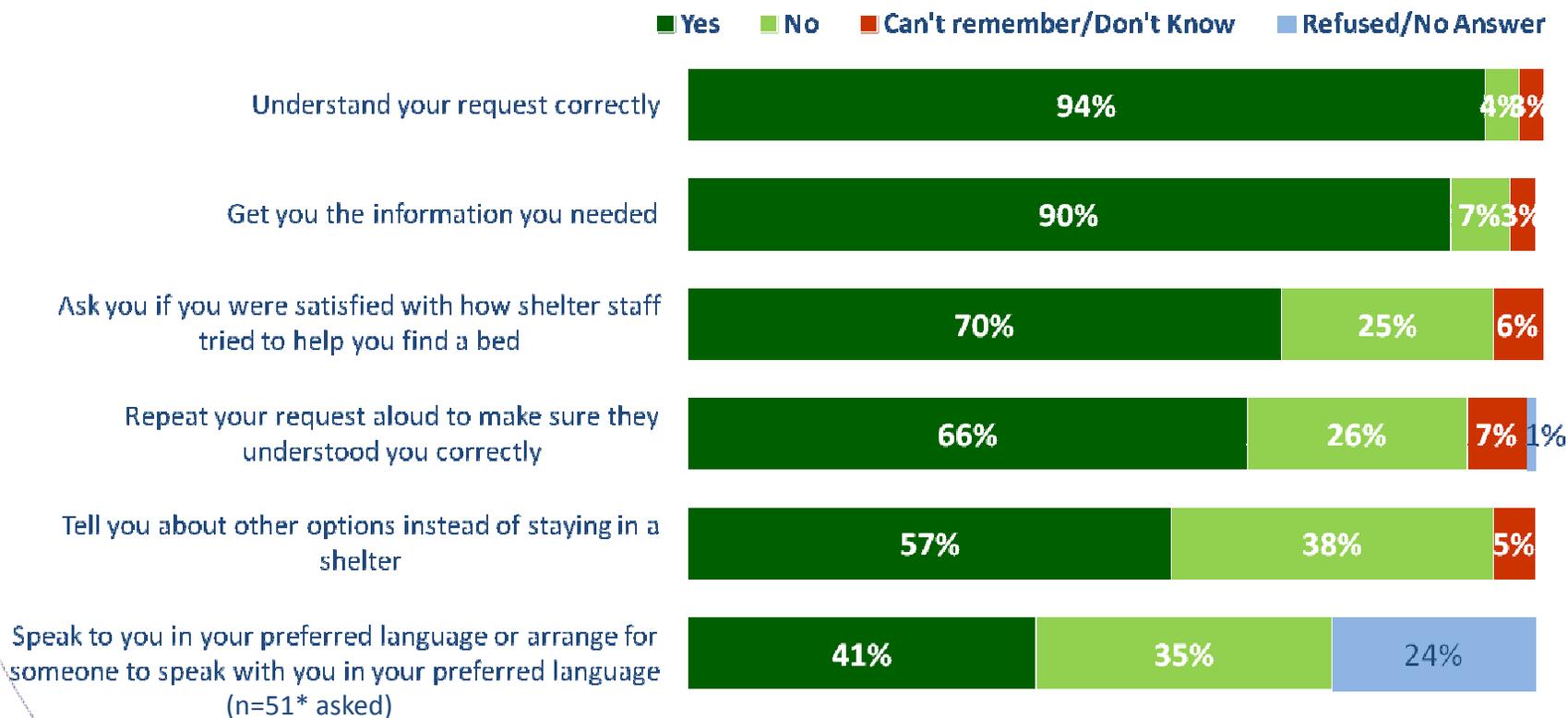
Q19. When you arrived at this shelter, did shelter staff:
Base: Varies Excludes Can't Remember/DK, Refused, Not Applicable



Did Shelter Staff Follow Specific Procedures When Trying to Get a Bed?

Overwhelming majorities of shelter residents say staff understood their request correctly and got them the information they needed.

Large majorities of between six and seven in ten also indicate that staff asked them if they were satisfied with how shelter staff tried to help them find a bed, repeated their request aloud to make sure they understood them correctly and told them their options other than staying in a shelter. However, sizeable proportions of between one-quarter and four in ten say these procedures were not followed.



* Small sample

Note: total may not add to 100% due to rounding

Q13. Thinking about your current stay at this shelter, when you tried to find a bed did the staff you spoke with...
Base: All Respondents (n=502)



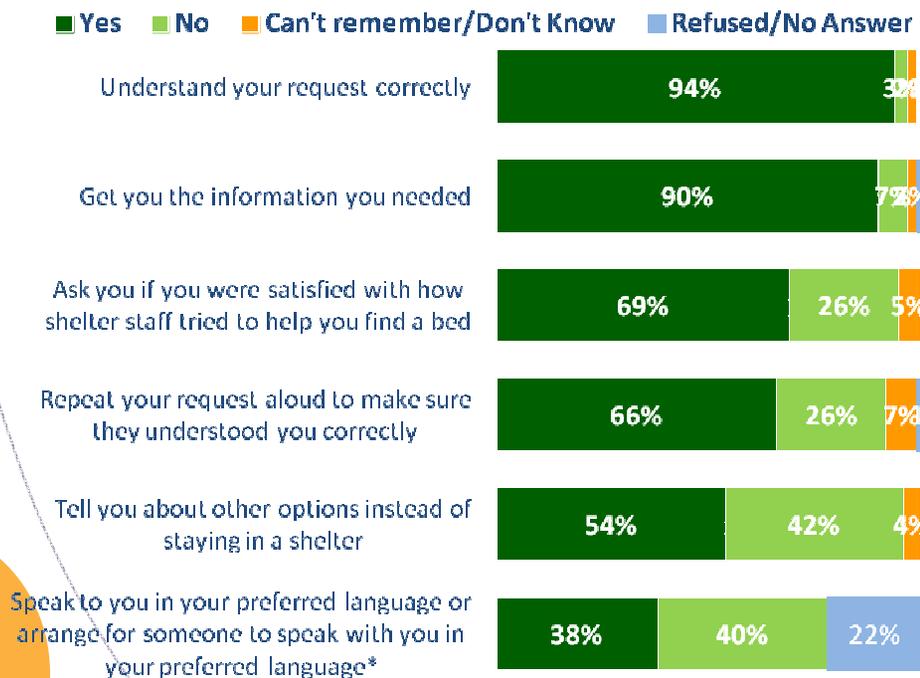
Did Shelter Staff Follow Specific Procedures When Trying to Get a Bed? By Type of Shelter

Overwhelming majorities of residents at both types of shelters say staff understood their request correctly and got them the information they needed.

Large majorities of between two-thirds and seven in ten also indicate that staff asked them if they were satisfied with how shelter staff tried to help them find a bed and repeated their request aloud to make sure they understood them correctly.

More than half of emergency shelter staff residents and two-thirds of transitional shelter residents say staff told them their options other than staying in a shelter. However, sizeable proportions of between two and four in ten say these procedures were not followed.

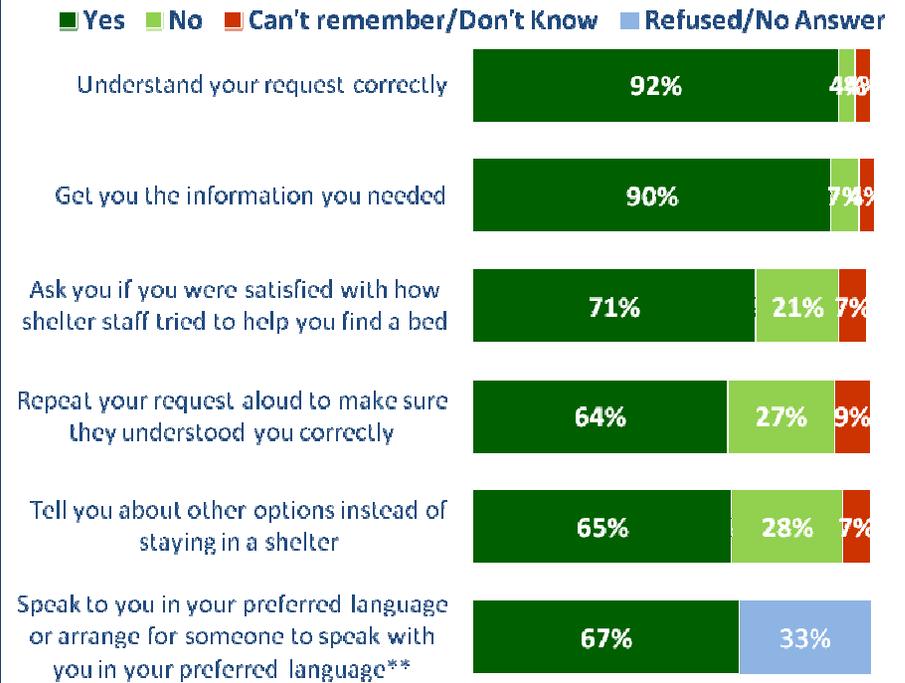
Emergency Shelter (n=367)



*(n=45 asked) Small sample

Note: total may not add to 100% due to rounding

Transitional Shelter (n=135)



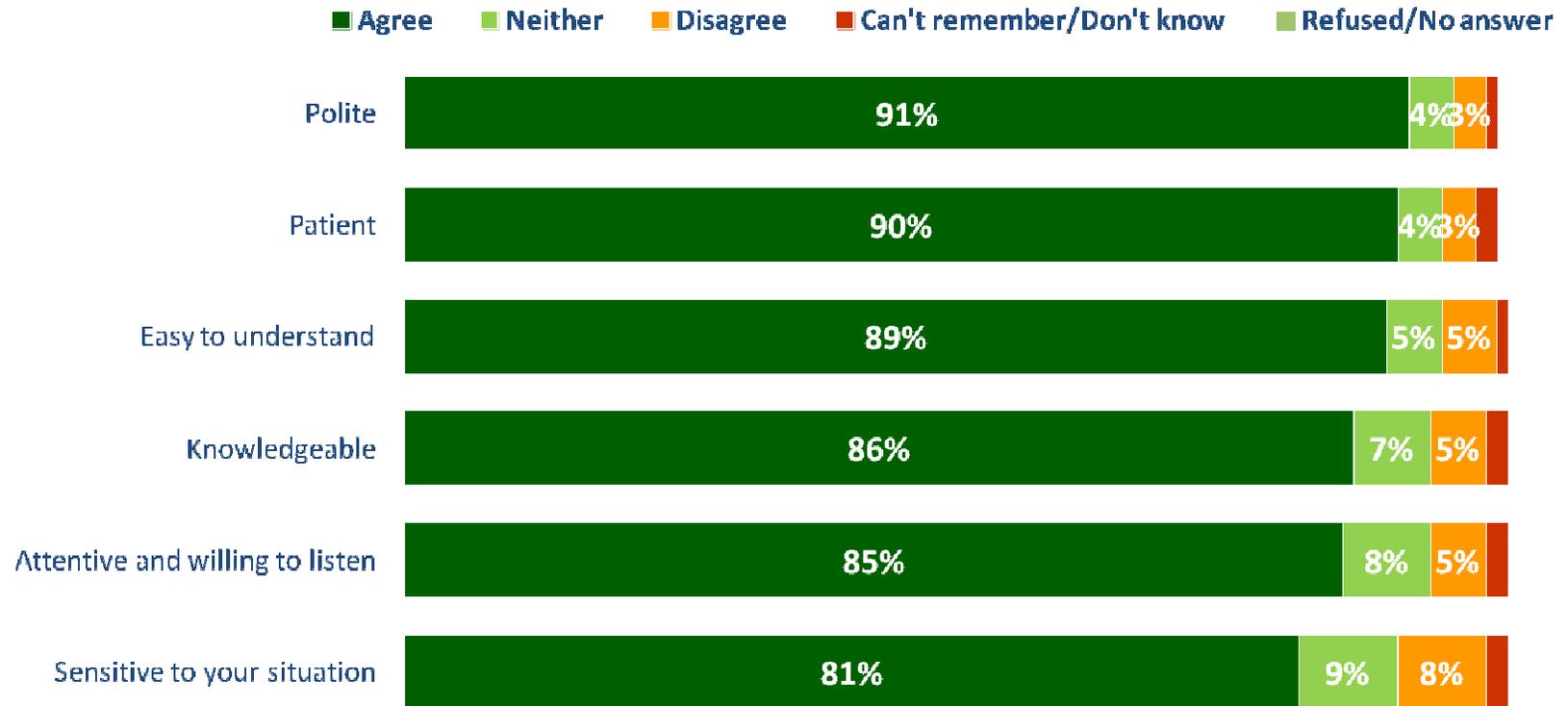
** (n=7 asked) Very small sample

Q13. Thinking about your current stay at this shelter, when you tried to find a bed did the staff you spoke with...Base: All Respondents



Characteristics of Shelter Staff When Trying to Find a Bed

Eight in ten or more indicate that when they were trying to find a shelter bed, the shelter staff they spoke with was polite, patient, easy to understand, knowledgeable, attentive and willing to listen and sensitive to their situation.



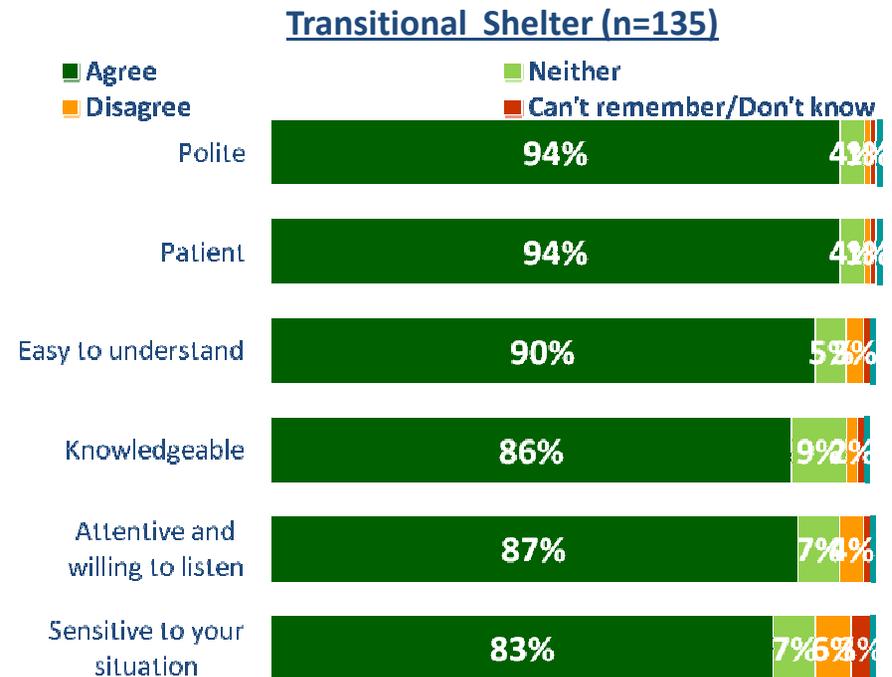
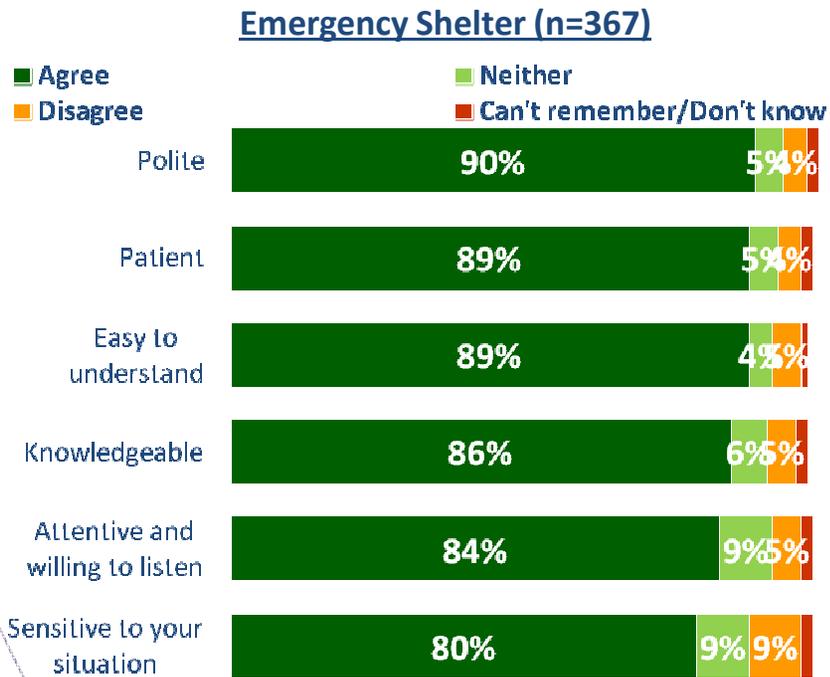
Note: total may not add to 100% due to rounding

Q14. Do you agree or disagree with the following statements? When you were trying to find a shelter bed, the shelter staff you spoke with was...
Base: All Respondents (n=502)



Characteristics of Shelter Staff When Trying to Find a Bed By Type of Shelter

Eight in ten or more of residents at both emergency and transitional shelters indicate that when they were trying to find a shelter bed, the shelter staff they spoke with was polite, patient, easy to understand, knowledgeable, attentive and willing to listen and sensitive to their situation.



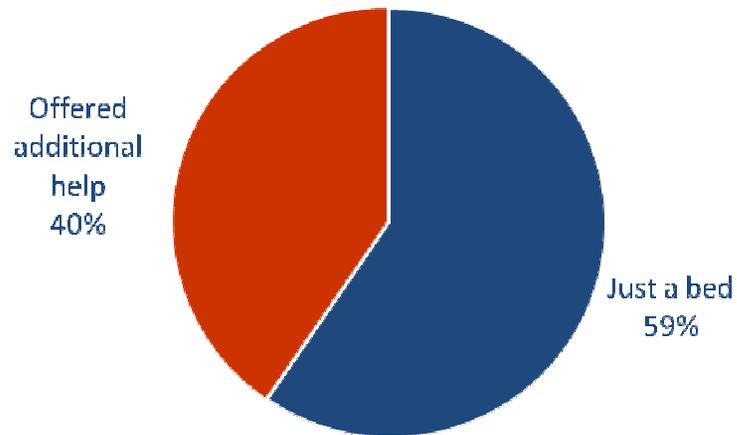
Note: total may not add to 100% due to rounding

Q14. Do you agree or disagree with the following statements? When you were trying to find a shelter bed, the shelter staff you spoke with was...
Base: All Respondents



Did Shelter Staff Offer Any Other Help?

Six in ten shelter residents say shelter staff only helped them find a bed, while four in ten say they offered additional help.



Q15 Did shelter staff you spoke with offer you any other help or did they ONLY help you find a bed?
Base: All Respondents (n=502)

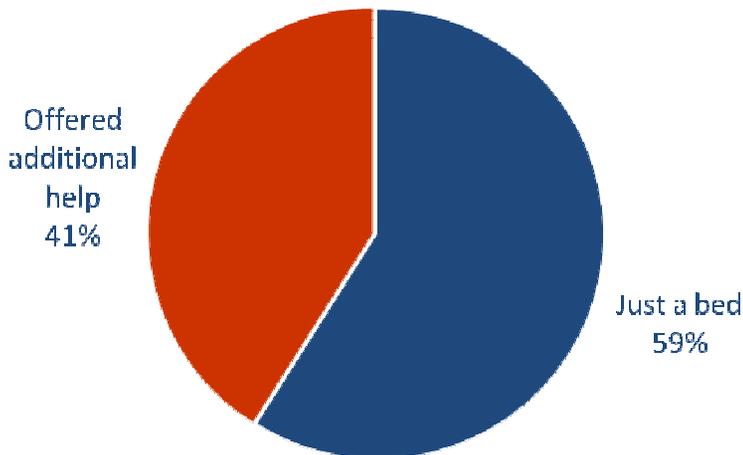
Note: total may not add to 100% due to rounding



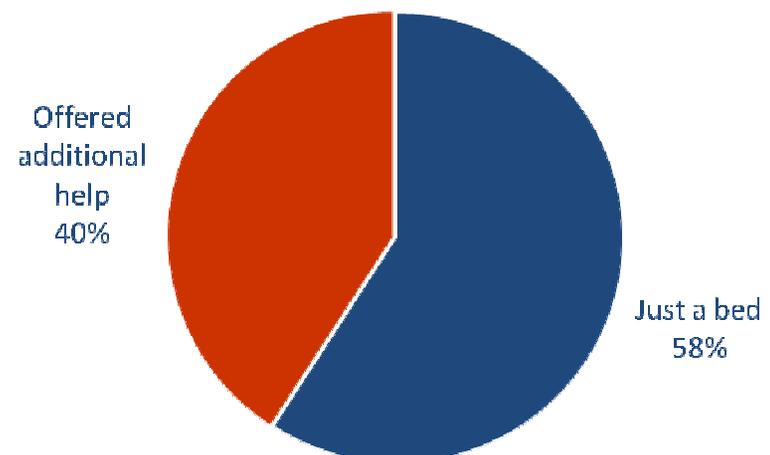
Did Shelter Staff Offer Any Other Help? By Type of Shelter

Six in ten residents at both emergency and transitional shelters say shelter staff only helped them find a bed, while four in ten say they offered additional help.

Emergency Shelter (n=367)



Transitional Shelter (n=135)



Q15 Did shelter staff you spoke with offer you any other help or did they ONLY help you find a bed?
Base: All Respondents

Note: total may not add to 100% due to rounding



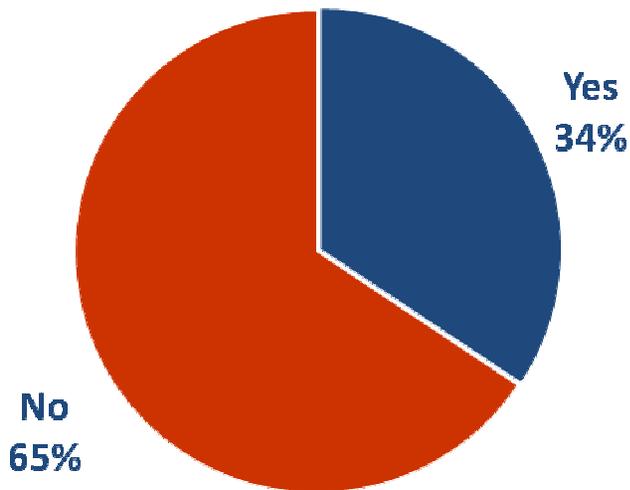
Disability/Accessibility Issues

One-third of shelter residents indicate that they have a health condition or special needs that require special assistance or accommodation.

Among these, the vast majority informed shelter staff about their disability or accessibility issue.

Among those who informed staff, the vast majority say staff accommodated their disability or accessibility issue.

Do You Have a Health Condition/Special Needs?



Did You Tell Staff About Your Disability/Accessibility Issue?



Did Shelter Staff Accommodate Disability/Accessibility Issue



Note: total may not add to 100% due to rounding

Q16. Do you have any health conditions or special needs (such as a physical or mental disability) that require special assistance or accommodation? Base: All Respondents (n=502)

Q17. Did you tell the staff about your disability or accessibility issue? Base: Those who have a health condition or special needs (n=172)

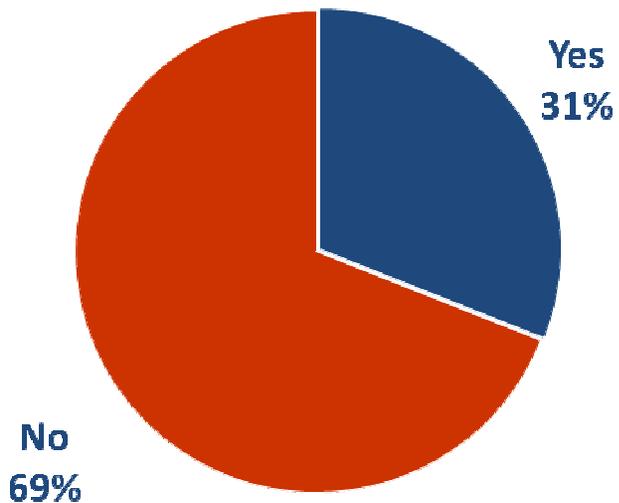
Q18. Did shelter staff try to accommodate your disability or accessibility issue? Base: Those who told staff about their disability or accessibility issue (n=147)



Disability/Accessibility Issues By Emergency Shelter

Three in ten emergency shelter residents indicate that they have a health condition or special needs that require special assistance or accommodation. Among these, an overwhelming majority informed shelter staff about their disability or accessibility issue. Among those who informed staff, an overwhelming majority say staff accommodated their disability or accessibility issue.

Do You Have a Health Condition/Special Needs?



Q16. Do you have any health conditions or special needs (such as a physical or mental disability) that require special assistance or accommodation? Base: All Respondents (n=367)

Q17. Did you tell the staff about your disability or accessibility issue? Base: Those who have a health condition or special needs (n=113)

Q18. Did shelter staff try to accommodate your disability or accessibility issue? Base: Those who told staff about their disability or accessibility issue (n=92)

Did You Tell Staff About Your Disability/Accessibility Issue?



Did Shelter Staff Accommodate Disability/Accessibility Issue



Note: total may not add to 100% due to rounding



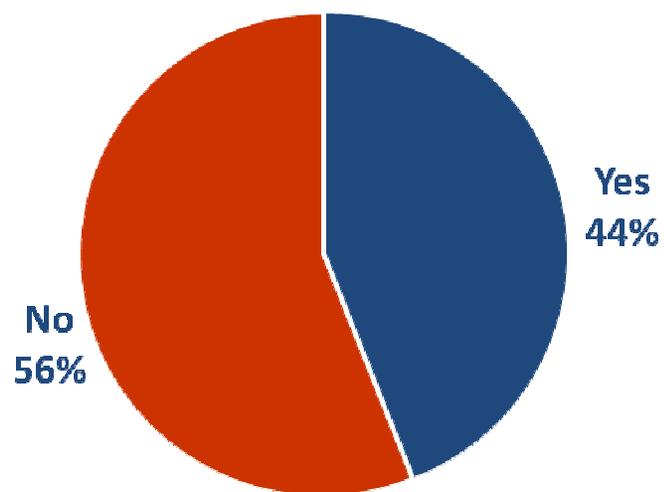
Disability/Accessibility Issues By Transitional Shelter

More than four in ten transitional shelter residents indicate that they have a health condition or special needs that require special assistance or accommodation.

Among these, the vast majority informed shelter staff about their disability or accessibility issue.

Among those who informed staff, the vast majority say staff accommodated their disability or accessibility issue.

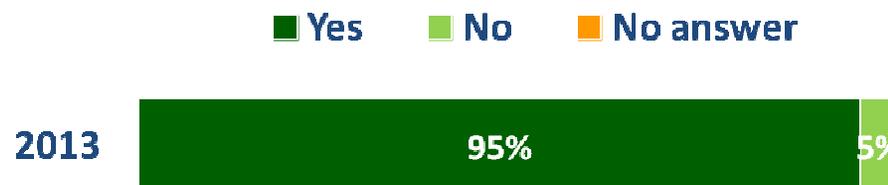
Do You Have a Health Condition/Special Needs?



Did You Tell Staff About Your Disability/Accessibility Issue?



Did Shelter Staff Accommodate Disability/Accessibility Issue



Note: total may not add to 100% due to rounding

Q16. Do you have any health conditions or special needs (such as a physical or mental disability) that require special assistance or accommodation? Base: All Respondents (n=135)

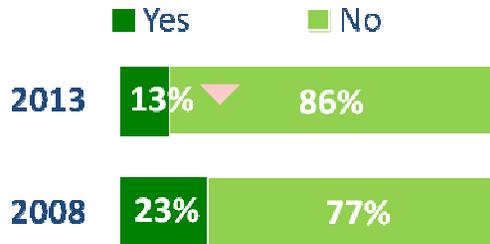
Q17. Did you tell the staff about your disability or accessibility issue? Base: Those who have a health condition or special needs (n=59)

Q18. Did shelter staff try to accommodate your disability or accessibility issue? Base: Those who told staff about their disability or accessibility issue (n=55)



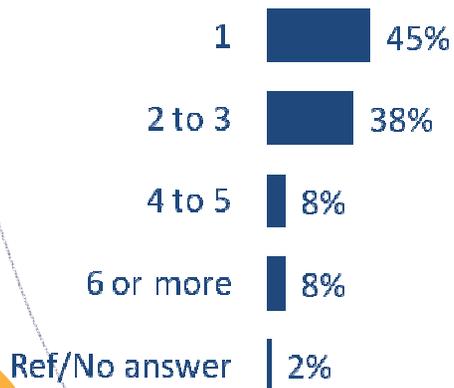
Residents Being Turned Away from Shelters

Turned Away in Trying to Get Shelter Bed in the Last 12 Months



The vast majority of shelter residents say they have not been turned away from a shelter bed in the last 12 months. Only one in ten have been turned away, and this figure is down significantly by 10 points from 2008. Among those who have been turned away (n=65), more than four in ten have been turned away only once in the past 12 months. A smaller, but sizeable proportion of four in ten have been turned away two or three times and almost two in ten have been turned away more than three times. Among those who were turned away, three in ten indicate that, in the past 12 months, they have been turned away when the weather was very hot or very cold. This figure is directionally down since 2008. Among those who were turned away, one-third indicate that the staff asked them if they were satisfied with the help they received.

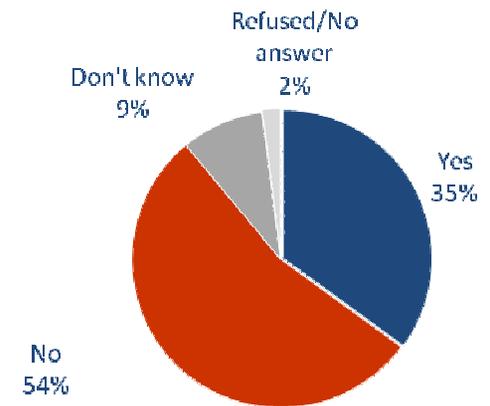
Number of Times Turned Away in the Last 12 Months



Turned Away When Weather was Very Hot/Very Cold in Past 12 months

	2013	2008
Yes	29%	37%
No	68%	63%
Can't remember /Don't know	2%	-
Refused/No answer	2%	-

Did Staff Ask if Satisfied With the Help Received?



Q21. Within the last 12 months, have you ever been turned away while trying to get a shelter bed? Base: All Respondents (n=502)

Q22. Within the last 12 months, how many times were you turned away? Base: Those who were turned away (n=65)

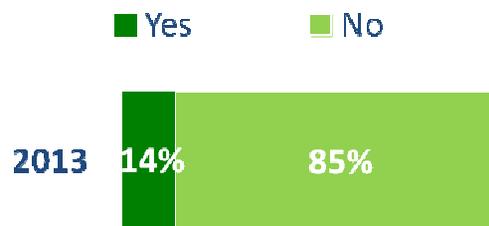
Q30. Did staff ask you if you were satisfied with the help you received? Base: Those who were turned away (n=65)

Q31. In the past 12 months, have you ever tried to get a shelter bed and been turned away when the weather was very hot or very cold? Base: Those who were turned away (n=65)



Residents Being Turned Away from Shelters By Emergency Shelter

Turned Away in Trying to Get Shelter Bed in the Last 12 Months



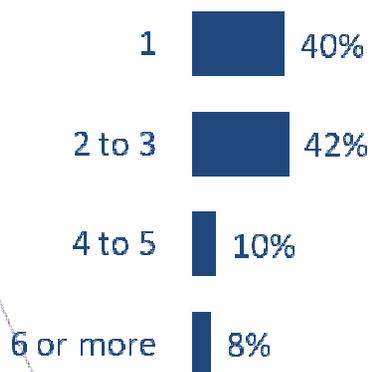
The vast majority of emergency shelter residents say they have not been turned away from a shelter bed in the last 12 months. More than one in ten have been turned away.

Among those who have been turned away (n=52), more than four in ten have been turned away only once in the past 12 months. A similar proportion have been turned away two or three times and two in ten have been turned away more than three times.

Among those who were turned away, one-quarter indicate that, in the past 12 months, they have been turned away when the weather was very hot or very cold.

Among those who were turned away, four in ten indicate that the staff asked them if they were satisfied with the help they received.

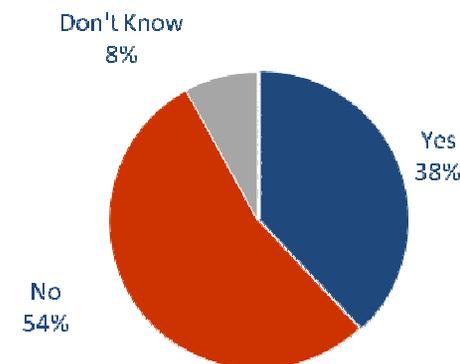
Number of Times Turned Away in the Last 12 Months



Turned Away When Weather was Very Hot/Very Cold in Past 12 months

	2013
Yes	25%
No	71%
Can't remember /Don't know	2%
Refused/No answer	2%

Did Staff Ask if Satisfied With the Help Received?



Q21. Within the last 12 months, have you ever been turned away while trying to get a shelter bed? Base: All Respondents (n=367)

Q22. Within the last 12 months, how many times were you turned away? Base: Those who were turned away (n=52)

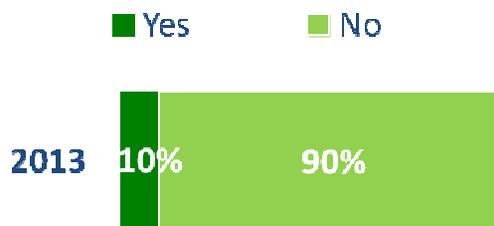
Q30. Did staff ask you if you were satisfied with the help you received? Base: Those who were turned away (n=52)

Q31. In the past 12 months, have you ever tried to get a shelter bed and been turned away when the weather was very hot or very cold? Base: Those who were turned away (n=52)



Residents Being Turned Away from Shelters By Transitional Shelter

Turned Away in Trying to Get Shelter Bed in the Last 12 Months



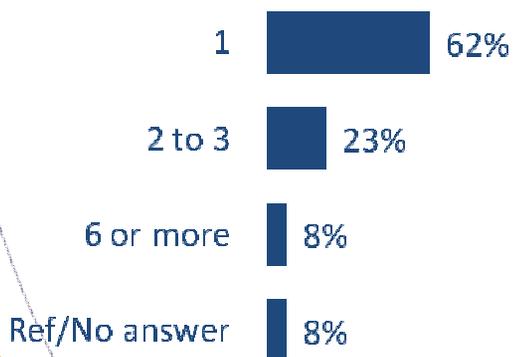
The vast majority of transitional shelter residents say they have not been turned away from a shelter bed in the last 12 months. One in ten have been turned away.

Among those who have been turned away (n=13), six in ten have been turned away only once in the past 12 months. One-quarter have been turned away two or three times and about two in ten have been turned away more than three times.

Among those who were turned away, about half indicate that, in the past 12 months, they have been turned away when the weather was very hot or very cold.

Among those who were turned away, one-quarter indicate that the staff asked them if they were satisfied with the help they received.

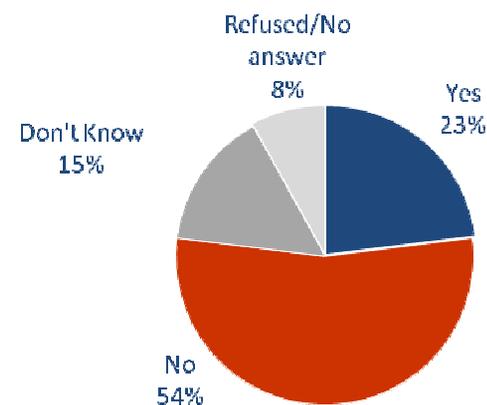
Number of Times Turned Away in the Last 12 Months



Turned Away When Weather was Very Hot/Very Cold in Past 12 months

	2013
Yes	46%
No	54%

Did Staff Ask if Satisfied With the Help Received?



Q21. Within the last 12 months, have you ever been turned away while trying to get a shelter bed? Base: All Respondents (n=135)

Q22. Within the last 12 months, how many times were you turned away? Base: Those who were turned away (n=13)

Q30. Did staff ask you if you were satisfied with the help you received? Base: Those who were turned away (n=13)

Q31. In the past 12 months, have you ever tried to get a shelter bed and been turned away when the weather was very hot or very cold? Base: Those who were turned away (n=13)



Residents Turned Away from Shelters By Demographics

	% Yes
	2013
Total	13%
By age	
24 years or younger	23%
25 to 34	12%
35 to 49	12%
49 to 65	9%
65+	4%
By Aboriginal status	
Aboriginal	16%
By sexual orientation	
LGBTQ	15%
By gender	
Transgender	13%

Residents aged 24 or younger are significantly more likely than average to report being turned away from shelters within the past 12 months.

	2013
Total	13%
By length of homelessness	
Less than a month	4%
1 to 3 months	7%
4 to 6 months	13%
7 to 12 months	16%
More than one year	16%



Reason for Being Turned Away from Shelter

While there are significantly fewer residents who are being turned away as compared to 2008, among those who have been turned away from a shelter (n=65*), the main reason continues to be that there were no beds available. Since, 2008, this figure is up 28 percentage points .

	2013	2008
There were no beds available	89% ▲	61%
That you were too drunk or high	2%	5%
That you displayed poor/bad behavior	2%	n/a
That you were turned away because of your gender identity	2%	n/a
Other	8%	n/a
Refused/ No answer	3%	n/a

*Small sample

Q23. Thinking of the last time you tried to get a shelter bed and were turned away, what did staff say was the reason you were turned away? Base: Those who were turned away (n=65)



Reason for Being Turned Away from Shelter By Type of Shelter

Among emergency and transitional shelter residents who have been turned away from a shelter (n=52* and n=13**, respectively), the main reason is that there were no beds available.

	Emergency Shelter (n=52)*	Transitional Shelter (n=13)**
There were no beds available	90%	85%
That you were too drunk or high	2%	-
That you displayed poor/bad behavior	2%	-
That you were turned away because of your gender identity	2%	-
Other	8%	8%
Refused/ No answer	2%	8%

*Small sample **Very small sample

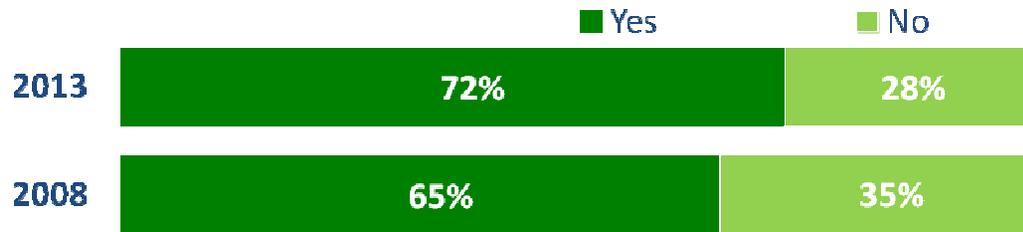
Q23. Thinking of the last time you tried to get a shelter bed and were turned away, what did staff say was the reason you were turned away? Base: Those who were turned away



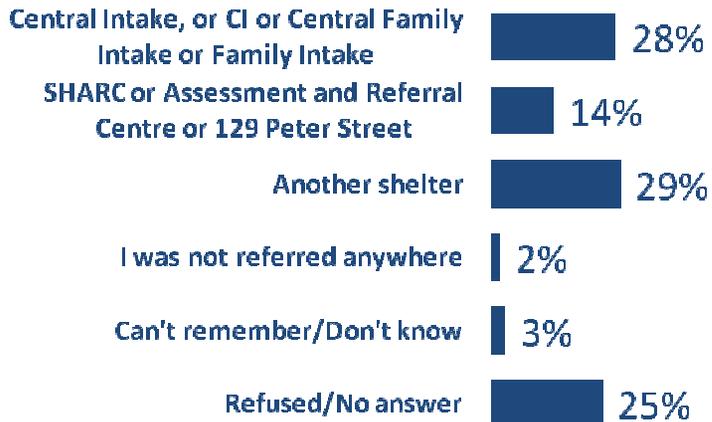
Referral to Another Shelter or Central Intake, 129 Peter Street

Among shelter residents who were turned away (n=65*), seven in ten indicate that the staff did make a referral for them to another shelter or Central Intake. This figure is up directionally from 2008. Among these, three in ten were referred to Central Intake, more than one in ten to SHARC and three in ten to another shelter. Among those who got turned away and did not get a referral (n=18**), about two in ten indicate that the staff offered to make a referral for them.

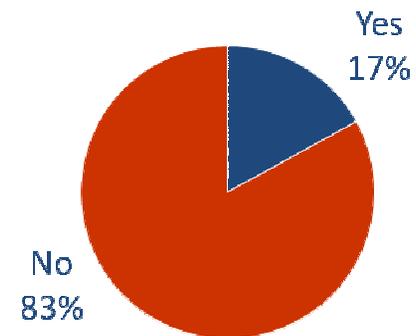
Did Staff Make a Referral?



Where were you referred to?



If Staff Did Not Make a Referral, Did They Offer to Make One?



*Small sample
**Very small sample

Note: total may not add to 100% due to rounding

Q24. Did staff make a referral for you to another shelter or Central Intake or CI, 129 Peter Street? Base: Those who were turned away (n=65)

Q25. Did staff offer to make a referral for you? Base: Those who were turned away and did not get a referral (n=18)

Q26. Where were you referred to? Base: Those who were turned away (n=65)

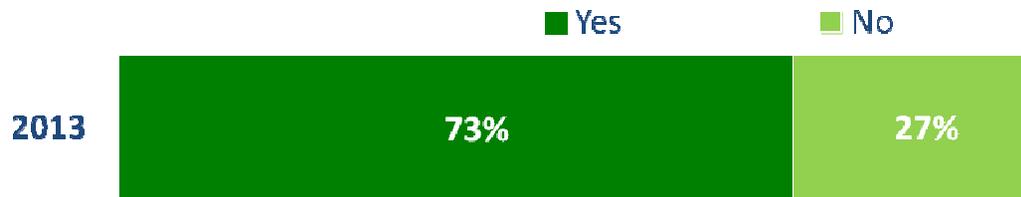


Referral to Another Shelter or Central Intake, 129 Peter Street By Emergency Shelter

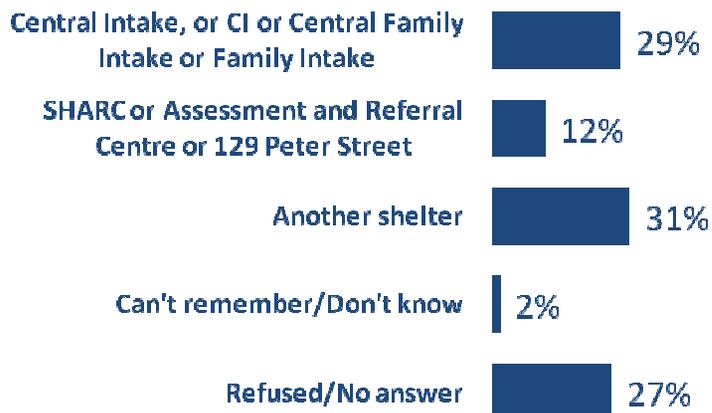
Among emergency shelter residents who were turned away (n=52*), three-quarters indicate that the staff did make a referral for them to another shelter or Central Intake.

Among these, three in ten were referred to Central Intake, one in ten to SHARC and three in ten to another shelter. Among those who got turned away and did not get a referral (n=14**), only seven percent indicate that the staff offered to make a referral for them.

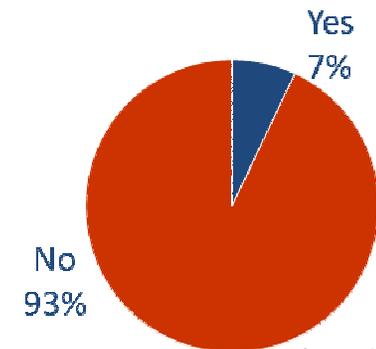
Did Staff Make a Referral?



Where were you referred to?



If Staff Did Not Make a Referral, Did They Offer to Make One?



*Small sample
**Very small sample

Note: total may not add to 100% due to rounding

Q24. Did staff make a referral for you to another shelter or Central Intake or CI, 129 Peter Street? Base: Those who were turned away (n=52)

Q25. Did staff offer to make a referral for you? Base: Those who were turned away and did not get a referral (n=14)

Q26. Where were you referred to? Base: Those who were turned away (n=52)

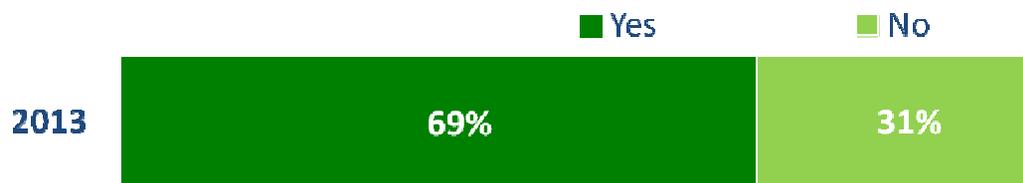


Referral to Another Shelter or Central Intake, 129 Peter Street By Transitional Shelter

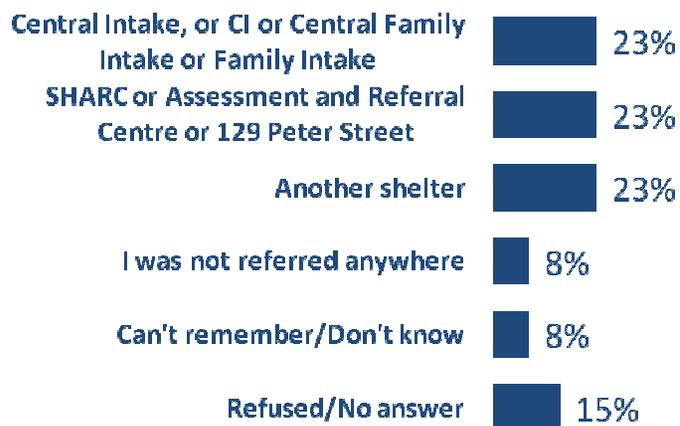
Among transitional shelter residents who were turned away (n=13**), seven in ten indicate that the staff did make a referral for them to another shelter or Central Intake.

Among these, one-quarter each were referred to Central Intake, to SHARC or to another shelter. Among those who got turned away and did not get a referral (n=4**), half indicate that the staff offered to make a referral for them.

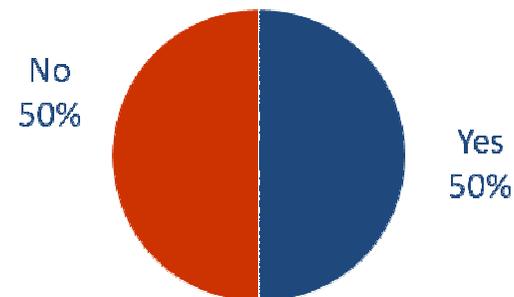
Did Staff Make a Referral?



Where were you referred to?



If Staff Did Not Make a Referral, Did They Offer to Make One?



**Very small sample

Note: total may not add to 100% due to rounding

Q24. Did staff make a referral for you to another shelter or Central Intake or CI, 129 Peter Street? Base: Those who were turned away (n=13)

Q25. Did staff offer to make a referral for you? Base: Those who were turned away and did not get a referral (n=4)

Q26. Where were you referred to? Base: Those who were turned away (n=13)

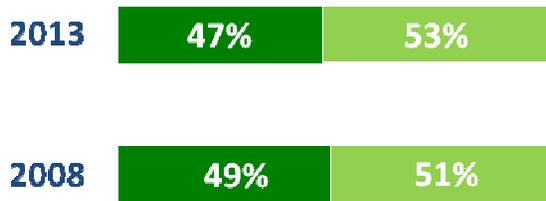


Choice and Assistance Offered by Shelter Staff

Among the very small number of shelter residents who were turned away and were given a referral to a shelter other than CI or SHARC (n=19**), just under half were given a choice of shelter. About two-thirds say the other shelter was called for them. Six in ten indicate that they were given taxi or TTC fare to get to the other shelter.

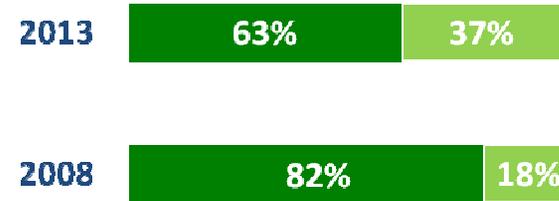
Given a Choice of Shelter

■ Yes ■ No

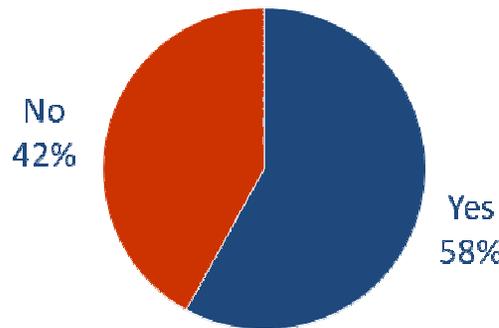


Was Other Shelter Called?

■ Yes ■ No



Given Taxi Fare or TTC Fare?



Note: total may not add to 100% due to rounding

**Very small sample

Q27. Were you given a choice of which shelter you could go to? Base: Those who were turned away and got a referral to a shelter other than CI or SHARC (n=19)

Q28. Was the other shelter called for you? Base: Those who were turned away and got a referral to a shelter other than CI or SHARC (n=19)

Q29. Were you given a taxi fare or a TTC ticket to get there?

Base: Those who were turned away and referred to a shelter other than CI or SHARC (n=19)



Choice and Assistance Offered by Shelter Staff

By Type of Shelter

Among the very small number of emergency shelter residents who were turned away and were given a referral to a shelter other than CI or SHARC (n=16**), more than four in ten were given a choice of shelter. About two-thirds say the other shelter was called for them. Seven in ten indicate that they were given taxi or TTC fare to get to the other shelter.

Among the very small number of transitional shelter residents who were turned away and were given a referral to a shelter other than CI or SHARC (n=3**), two-thirds were given a choice of shelter. Two-thirds say the other shelter was called for them. All of these indicate that they were not given taxi or TTC fare to get to the other shelter.

Emergency Shelter (n=16**)

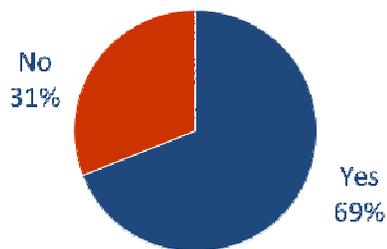
Given a Choice of Shelter



Was Other Shelter Called?



Given Taxi Fare or TTC Fare?



Transitional Shelter (n=3**)

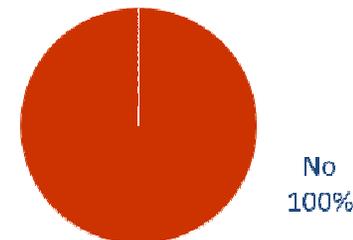
Given a Choice of Shelter



Was Other Shelter Called?



Given Taxi Fare or TTC Fare?



Note: total may not add to 100% due to rounding

**Very small sample

Q27. Were you given a choice of which shelter you could go to? Base: Those who were turned away and got a referral to a shelter other than CI or SHARC

Q28. Was the other shelter called for you? Base: Those who were turned away and got a referral to a shelter other than CI or SHARC

Q29. Were you given a taxi fare or a TTC ticket to get there?

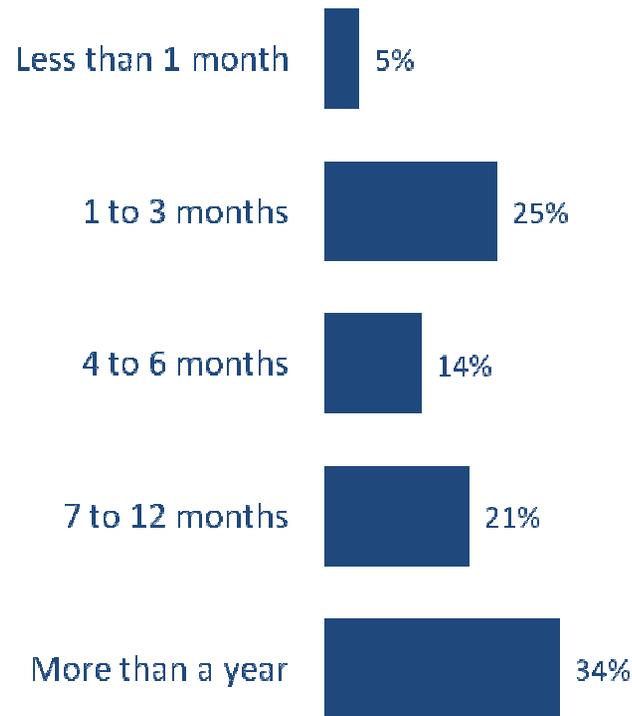
Base: Those who were turned away and referred to a shelter other than CI or SHARC

Survey Demographics



Length of Homelessness

Most shelter residents have been homeless for more than six months, including one-third who have been homeless for more than a year.



Note: total may not add to 100% due to rounding

Q7. How long have you been homeless? Base: All Respondents (n=502)



Length of Homelessness By Type of Shelter

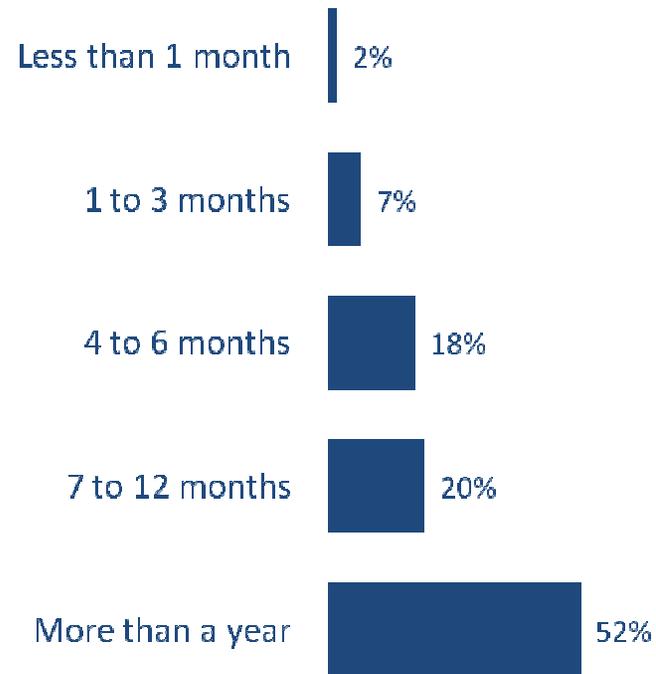
About half of emergency shelter residents have been homeless for more than six months, including three in ten who have been homeless for more than a year.

A large majority of seven in ten transitional shelter residents have been homeless for more than six months, including half who have been homeless for more than a year.

Emergency Shelter (n=367)



Transitional Shelter (n=135)



Note: total may not add to 100% due to rounding

Q7. How long have you been homeless? Base: All Respondents



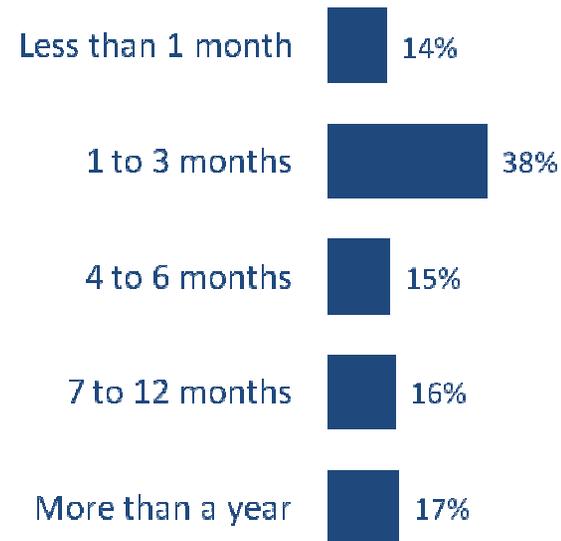
Duration of Stay at a Homeless Shelter

More than half of residents have stayed at a homeless shelter in Toronto for more than six months, including more than one-third who have stayed at a shelter for more than a year. Four in ten have stayed at their present shelter between one and three months, another five in ten have stayed for a longer duration of time, including about two in ten who have stayed for over a year.

Duration of Stay at a Homeless Shelter in Toronto

	2013	2008
Less than 1 month	5%	25%
1 to 3 months	27%	17%
4 to 6 months	13%	15%
7 to 12 months	18%	18%
More than a year	36%	26%

Duration of Stay at This Shelter



Note: total may not add to 100% due to rounding

Q8. When did you first start staying in a homeless shelter in Toronto? Base: All Respondents (n=502)

Q9. How long have you been staying at this shelter? Base: All Respondents (n=502)



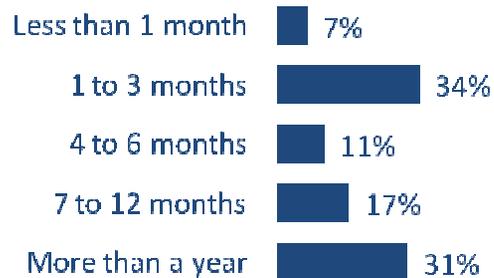
Duration of Stay at a Homeless Shelter By Type of Shelter

Half of emergency shelter residents have stayed at a homeless shelter in Toronto for more than six months, including three in ten who have stayed at a shelter for more than a year. More than four in ten have stayed at their present shelter between one and three months, another four in ten have stayed for a longer duration of time, including one in ten who have stayed for over a year.

Seven in ten transitional shelter residents have stayed at a homeless shelter in Toronto for more than six months, including half who have stayed at a shelter for more than a year. Five in ten have stayed at their present shelter more than six months, including one-third who have stayed for over a year.

Emergency Shelter (n=367)

Duration of Stay at a Homeless Shelter in Toronto



Duration of Stay at This Shelter



Transitional Shelter (n=135)

Duration of Stay at a Homeless Shelter in Toronto



Duration of Stay at This Shelter



Note: total may not add to 100% due to rounding

Q8. When did you first start staying in a homeless shelter in Toronto? Base: All Respondents

Q9. How long have you been staying at this shelter? Base: All Respondents



Number of Different Shelters in Toronto Slept at in the Past 12 Months

Two-thirds of shelter residents have slept at only one shelter in Toronto in the past 12 months. Another quarter have stayed at two or three different shelters and one in ten at four or more shelters. Since 2008, there has been a sharp increase of 18 percentage points in the proportion of shelter residents who have stayed at only one shelter in the past 12 months, and declines in the number who have stayed in 2 or 3 (down 12) or 4 or more (down 7).

	2013	2008
	Total	
1	64% ▲	46%
2 to 3	26% ▼	38%
4 or more	9% ▼	16%
Refused/No Answer	1%	-

Note: total may not add to 100% due to rounding



Number of Different Shelters in Toronto Slept at in the Past 12 Months By Type of Shelter

Two-thirds of residents at both emergency and transitional shelters have slept at only one shelter in Toronto in the past 12 months. Another quarter have stayed at two or three different shelters and one in ten at four or more shelters.

	2013	2013
	Emergency Shelter (n=367)	Transitional Shelter (n=135)
1	64%	65%
2 to 3	27%	23%
4 or more	8%	11%
Refused/No Answer	1%	1%

Note: total may not add to 100% due to rounding



Survey Demographics

The overall demographic composition of survey respondents closely matches 2008, except by age.

Compared to 2008, more survey respondents in 2013 are over 50 years of age.

Age	2013	2008
24 years or younger	21%	20%
25 to 34	16%	18%
35 to 49	29%	44%
50+	35% ▲	18%

Identify as Gay, Lesbian, Queer, Two-spirited or Bisexual Community	2013	2008
Yes	10%	4%
No	90%	92%
Refused/No answer	1%	4%

Language Used Most Often	2013	2008
English	90%	86%
French	3%	2%
Other	7%	12%

Identify as Transgender	2013	2008	Identify as Aboriginal	2013	2008		2013
Yes	3%	1%	Yes	9%	9%	First Nation	51%
			No	91%	91%	Inuit	5%
			Refused/No answer	1%	-	Métis	23%
						Maroon	5%
						Other	7%
						Refused/No answer	9%

Note: total may not add to 100% due to rounding