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Homelessness Partnering Strategy

Alberta Rural Development Network

  

Rural Homelessness Estimation Project

Step-by-Step Guide to Estimate Rural Homelessness

Developed by ARDN for Rural Canada

June 2017

Canada
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Alberta Rural Development Network

Step-by-Step Guide to Estimate Homelessness in Rural Canada
1st Edition (June 2017)

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This publication is available for download in English and French at:
www.ardn.ca

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About this Guide

This document was developed by the Alberta Rural Development Network (ARDN) to provide a step-by-step guide to rural communities that wish to accurately estimate the number of homeless in their community. ARDN is a not-for-profit dedicated to promoting the wellbeing of rural communities across Alberta. Please visit our website www.ardn.ca for more information about ARDN and its mission.

These guidelines were developed through a review of the HPS PiT Guide in Canada, case studies published by the Homeless Hub, counts and estimations conducted in Cape Breton (Nova Scotia), Leduc County (Alberta), and rural communities in South Carolina (USA). In addition, this was developed with input from various service agencies in rural communities including First Nation communities across Canada.

This is the 1st edition of the guide and the intention is to update the guide every two years based on the feedback from rural communities who follow this guide to conduct homelessness estimation.

Privacy Considerations

The homelessness estimation process outlined in this guide will require private organizations (including non-profit organizations) and public bodies to collect the personal information of individuals who have chosen to participate in the estimation. This personal information must be adequately protected by the collecting organizations and bodies in accordance with any applicable privacy legislation in the jurisdiction that the organization or body operates in.

While the developers of this guide have considered the importance of maintaining the privacy of individuals, and have developed a form of consent to be included with the survey, participating organizations and bodies are encouraged to review this guide in tandem with their own privacy policies and the privacy legislation applicable in their jurisdiction. Organizations and bodies should consider their obligations, including whether it is necessary to conduct privacy impact assessments, whether personal information will be stored with any third parties (and whether appropriate service agreements are in place to address the protection of the personal information), and whether appropriate physical and electronic safeguards are in place within the organization or body to maintain adequate protection of the personal information that is collected.

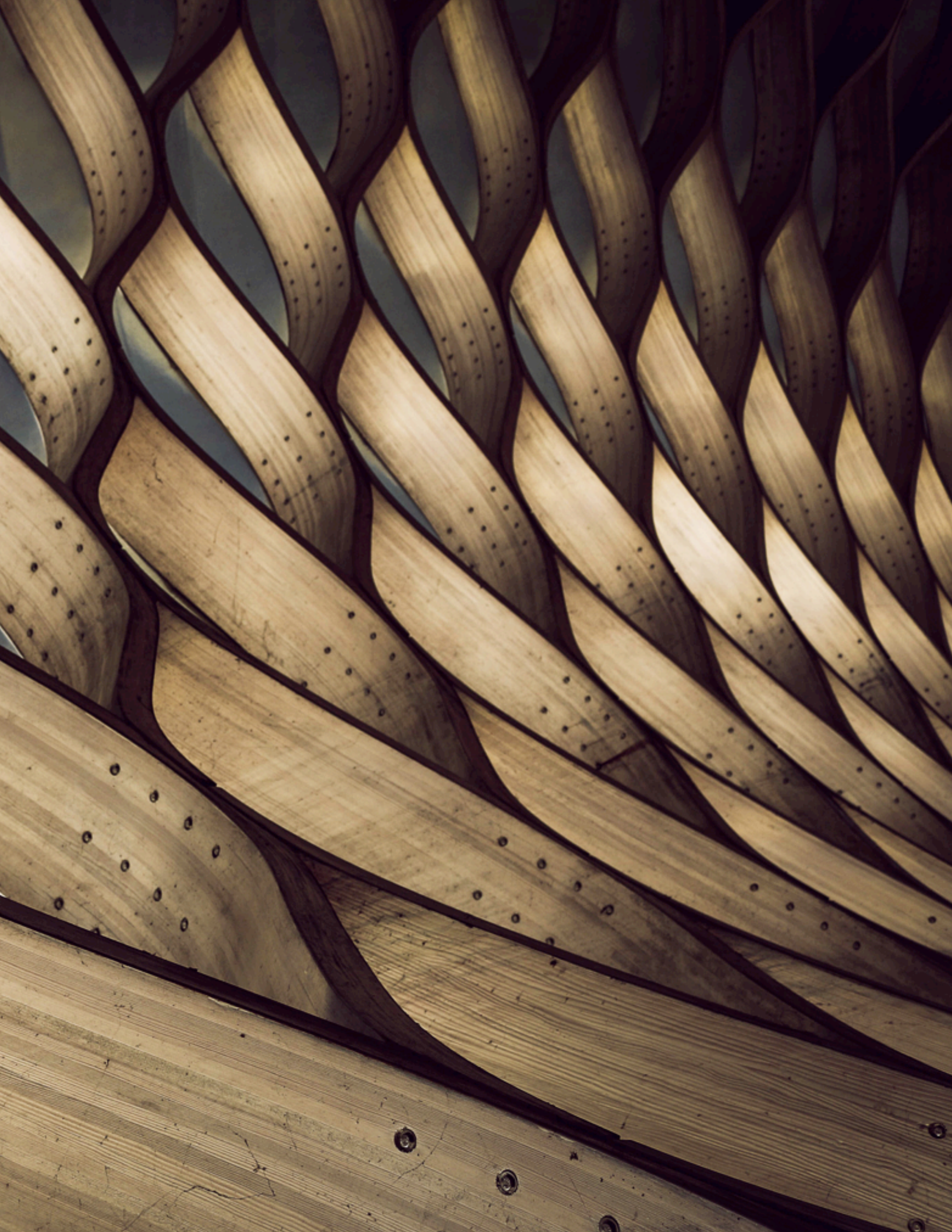
Federal, provincial and territorial Information and Privacy Commissioners and Ombudspersons are able to provide further resources about an organization or body's obligations with respect to privacy protection.

Acknowledgements

Alberta Rural Development Network gratefully acknowledges the contribution of experts and the communities in Canada that provided guidance and contributed to this document.

Erin Forsey, Nova Scotia Health Authority, Sydney NS
Laurel Fitzsimonds, Leduc County FCSS, Nisku AB
Carla Liepert, Leduc County FCSS, Nisku AB
Kathleen Turner, Grande Prairie County FCSS, Grande Prairie AB
Annemarie Tocher, Western Rocky View Family & Community Resource Centre, Cochrane AB
Jason Garagan, Western Rocky View Family & Community Resource Centre, Cochrane AB
Cindy Easton, Mountain Rose Women's Shelter Association, Rocky Mountain House AB
Kristie Gomuwka, Edson Friendship Centre, Edson AB
Pavan Sonpar-Pahwa, Addictions & Mental Health / Edson Friendship Centre, Edson AB
Ashley Grzybowski, Hinton Employment and Learning Place, Hinton AB
Mandy Crespeigne, Hinton Employment and Learning Place, Hinton AB
Corinne Burns, Cochrane Society for Housing Options, Cochrane AB
Amber Forest, YWCA Banff, Banff AB
Sachiho Miller, YWCA Banff, Banff AB
Angie O'Connor, Fort Macleod FCSS, Fort Macleod AB
Jody Francis, Fort Macleod Housing Support Program, Fort Macleod AB
Val Campbell, Foothills Centre, Fort Macleod AB
Agnes Gendron, Cold Lake Native Friendship Center, Cold Lake AB
Wendy Theodore, Vulcan Regional Food Bank Society, Vulcan AB
Bernice Mechor, Lakeland Out of the Elements Shelter, Lac La Biche AB
Grace Miller, Lakeland Out of the Elements Shelter, Lac La Biche AB
Darrell Lessmeister, Lac La Biche County, Lac La Biche AB
Diahann Polege-Aulotte, Bonnyville & District FCSS, Bonnyville AB
Emily Hickman, Drayton Valley and District FCSS, Drayton Valley AB
Lola Strand, Drayton Valley and District FCSS, Drayton Valley AB
Debra Bossert, Town of Drayton Valley, Drayton Valley AB
Stella Keller, Brazeau Foundation, Drayton Valley AB
Scott Fenwick, Advisor, Edmonton AB
Joshua Bénard, Alberta Rural Development Network (ARDN), Edmonton AB
Jonn Kmech, Alberta Rural Development Network (ARDN), Edmonton AB
Tylor Galutira-Murray, Alberta Rural Development Network (ARDN), Edmonton AB

*Due to the unique circumstances of rural communities, the data obtained by following this guide to estimate homelessness is by no means a complete representation of all the homeless individuals within a community. It is possible that the methodology will miss homeless individuals that are completely hidden, and did not reach out to any service agencies during the estimation time period.



"A Step-by-Step Guide to the Best Practices for Cost-Effective, Efficient & Reliable Homelessness Estimates in Rural Canada"

Introduction

This document has been developed by the Alberta Rural Development Network (ARDN) to provide a step-by-step guide to estimate homelessness in rural communities in Canada. This guide incorporates cost-conscious, efficient, and reliable practices specific to rural communities and their surrounding areas.

Homelessness is often hidden in rural communities and rarely looks like it does in urban centres. Consequently, rural communities are often met with disbelief when they try to address the homelessness issue. This skepticism is the underlying motivation to develop an effective and inexpensive practice to collect data and identify the scope of homelessness in Canada's rural communities.

Why is it Necessary to Estimate Homelessness?

There are multiple benefits to conducting a homelessness estimate. The estimate can be used by communities to:

1. Track progress in reducing homelessness.
2. Direct public attention towards the homelessness issue.
3. Improve homelessness and housing agencies planning programs.
4. Inform local, provincial, and federal policies.
5. Establish standards for performance measurement.
6. Provide data for the community and the service providers.
7. Help secure funding to improve resources to help people that are homeless.
8. Provide demographic information to identify where community resources are most needed.
9. Help target interventions for particular subpopulations experiencing higher levels of homelessness.
10. Apply for specific support based on the makeup of the local homeless population; for example, additional support for veterans, seniors or youth.

Methods to Estimate Homelessness

Homelessness can be estimated using two methods. The method used to determine the number of homeless in a particular area depends on the geographical area, resources, and the capabilities of the parties involved.

Point-in-Time Count (PiT)

The Point-in-Time count is a method used to count sheltered and unsheltered homeless people in a single 24-hour period. Volunteers spread out throughout the community, count the number of sheltered and unsheltered homeless individuals and conduct a survey. This survey provides information on the characteristics of the local homeless population (gender, age, etc). It helps the community identify needs and develop strategies to implement resources to support the homeless population.

Population Estimation

Population Estimation can be used for the same purposes as the Point-in-Time count. The difference is that Population Estimation captures the homeless population by using survey data gathered by service agencies. This data highlights the number of people who used the services within a particular pre-defined time frame (e.g. one month), giving an estimate of the number of homeless people within a service area. This method is mostly used when there are limited resources to conduct a PiT, where homelessness is mostly hidden, or where the population is spread out over a large area, making it difficult for volunteers to conduct a PiT count efficiently.

What is the need for this guide?

A few rural communities across Canada have been attempting to conduct “Point-in-Time Counts” or “Population Estimations” for more than a decade. They have been taking different approaches to conduct these counts. Using different counting methods may not provide accurate data and does not allow comparisons to be made across communities and over time. This limits the usefulness of the data for quantifying homelessness and allocating resources, especially over time. Different approaches will yield different results depending on the time of the year or even the time of the day the count is taken, the type of questions used to conduct surveys, the places where the count is taken and the ‘homelessness’ definition used to identify and differentiate homeless individuals. Keeping this in mind, there is a need to standardize the method of counting homelessness. In 2016, the Government of Canada’s Homelessness Partnering Strategy (HPS) developed a guide to conduct Point-in-Time (PiT) counts in Canada. However, due to the unique circumstances of rural communities, this guide cannot be used for determining the number of homeless individuals in Canada’s rural communities.

Rural homelessness is unique as it rarely looks like it does in urban centres. This often creates distinctly rural obstacles to determining the level of homelessness, which are not captured in the PiT count practices developed for urban communities. Therefore, data gathered through a PiT count would be insufficient and inaccurate, and therefore not useful for understanding rural homelessness or for assigning resources to reducing homelessness in rural communities. Uniquely rural obstacles include: the degree of hidden homelessness, large geographical areas, few or no resources to recruit, train and mobilize volunteers, little or no paid staff time to work on homelessness issues, and insufficient money, time, and experience to plan and execute a traditional PiT count.

The Rural Approach

Rural communities experience unique circumstances that prevent them from using the standard PiT approach to estimate homelessness. A customized approach to the Population Estimation method should be employed to gather the most cost-conscious, efficient and reliable data. By conducting thorough research and working with representatives from multiple rural communities, ARDN has developed a standard approach for rural communities.

"Service based estimation with known location count"

The Approach

Rural communities across Canada generally have access to limited resources. Urban centres can more easily gather volunteers to walk the streets and conduct a physical count of the homeless across the city. The lack of resources is a major factor preventing rural communities from conducting homeless counts and consequently, they are unable to effectively inform policies and manage resources to support the homeless population. Therefore, a unique, efficient and cost effective method to estimate homelessness is needed in rural Canada.

A service based Population Estimation approach, as defined earlier, estimates the number of homeless using data collected by service agencies over a defined period of time. Service agencies include: soup kitchens, food banks, outreach programs, social service agencies, income support services, etc; that is, any agency that provides supports or services to the homeless or those at risk of homelessness. Communities may also include police, clergy, schools and others as part of the service agency group for a more comprehensive and inclusive approach. Please note that the important thing is consistency, so once the service agency participants are defined, they must remain the same for all subsequent counts.

An additional step may be incorporated into the homelessness estimation if there are known locations that are abundantly populated by the homeless. This is defined as a "known location count," and should only be carried out if the community has extra resources to assign volunteers. The known location count will help ensure that the community does not miss homeless individuals who are not actively using service agencies.

The Process

Service agencies within a particular community begin by forming a task force to ensure all agencies are on board and fully understand the process. The task force hires or assigns a representative who will manage the entire estimation process. This representative could be from one of the agencies, but should not be someone who directly works with the homeless on the frontlines. This is necessary to ensure the privacy of the clients. Alternatively, the representative could be someone who is hired on a part time basis for the period of the estimation. Once the representative has been assigned, then the staff involved with the estimation at each service agency are trained and given the standard survey. This survey must be completed by each service agency for each person accessing their agency for support over the predefined time period.

Each person who uses the service agency during that timeframe is assigned a 'Unique Identifier', which will be a combination of their name, gender, and date of birth. The purpose of the Unique Identifier is two-fold. Firstly, it maintains privacy by keeping the identity of the clients confidential, both in the records and to the representative who will be analyzing the data. This is particularly important in rural communities, which are small and where people are likely to know each other. Secondly, the Unique Identifier prevents duplication. For example, if John Smith (born on 15th November 1960) uses multiple service agencies within the predefined period of time, he will ultimately only be counted once. If Unique Identifiers are not used, then John Smith will remain anonymous to the agencies and will be counted as many times as he uses the service agencies. Consequently, this will provide a false estimation and skew the data for the community.

After the service agencies have collected all the data over the predefined time, the representative will gather all the information, conduct a basic data analysis and determine the estimated number of homeless individuals within a community. More specific details of the entire process are provided in the steps below.

Step-by-Step Guide

To find out how many people are homeless in your rural community, follow these steps:

Step 1: Establish a Task Force

Implementation Timeline – 2 Months Before the Start of the Estimation

In order to most accurately estimate the number of homeless people within a rural community, it is essential for all service agencies to be on board and on the same page. They should all understand why the community needs to know the number of homeless and how the estimation will benefit them and the community as a whole. This will help ensure that all service agencies successfully contribute to the cause.

Many rural communities already have a task force in place where all service agencies meet, discuss, and plan future strategies. If your community does not have a task force then the first step towards estimating homelessness would be to set up a task force in your community.

Step 2: Understand the Definition of Homelessness

Implementation Timeline – 2 Months Before the Start of the Estimation

It is very critical for everyone to understand and use consistent definitions of homelessness. They should know the various categories of homelessness, know how to assign each individual to the correct category and only record people as homeless if they fall within one of the categories. This is crucial when comparing various communities with each other and/or the same community over time. If the definitions followed vary between service agencies or communities, then the results will not be comparable.

Rural communities should ensure that all service agencies and their representatives understand the standard definition of homelessness in Canada as defined by the Homeless Hub:

> *Homelessness is the situation of an individual or family without stable, permanent, appropriate housing, or the immediate prospect, means and ability of acquiring it. It is the result of systemic or societal barriers, a lack of affordable and appropriate housing, the individual/household's financial, mental, cognitive, behavioural or physical challenges, and/or racism and discrimination. Most people do not choose to be homeless, and the experience is generally negative, unpleasant, stressful and distressing.*
>
> *Individuals who become homeless experience a range of physical living situations. These various living situations include:*

- ***Unsheltered:*** *Absolutely homeless, living on the street or in places not intended for human habitation.*

- ***Emergency Sheltered:*** *People who are staying in overnight shelters due to homelessness or family violence.*

- ***Provisionally Accommodated:*** *People with accommodation that is temporary or that lacks security for tenure.*

- ***At Risk of Homelessness:*** *People who are not yet homeless but their current economic situation is precarious.*

Step 3: Assign a Representative

Implementation Timeline – 1 to 2 Months Before the Start of the Estimation

Assign a representative who will manage the entire project within the community. This person can either be someone from one of the service agencies who does not directly work on the frontlines with the homeless, or someone who is hired on a part time basis specifically for this project.

The representative will manage the entire estimation for the community and will train participants and gather and collate all collected data for analysis and reporting to the community. It is important that this person does not know the identity of the clients and only works with the Unique Identifiers when analyzing the data. More information on Unique Identifiers is provided in Step 6: Estimation. This will maintain client privacy while reducing duplication.

Step 4: Training

Implementation Timeline – 1 Month Before the Start of the Estimation

Training is key to the success of the estimation. It is important to train all service agencies on the process and guidelines for conducting this estimation. Preparing service agencies for the estimation will include ensuring they understand the definitions of homelessness, how to properly complete the survey and how to properly report the most accurate data for a successful estimation. Consistent and relevant data can only be obtained through training – this cannot be over emphasized. Training is the only way to ensure the consistency that is necessary to have high quality data. This training, if not possible to do in person, should be done through conference calls, web-based or other approaches that are suitable for the community.

Every community works differently and, therefore, the training should be designed and implemented to meet the needs of the members of the task force. For example, one day of training should be adequate, but if the task force members want two days then the training should be conducted over two days. Each training session should have a maximum of 20 participants. This number will help ensure everyone can interact and ask questions.

Training will focus on:

- The purpose of the count.
- The approach and methodology, by introducing this step-by-step guide.
- The survey provided with this guide.
- The process and timeline for returning completed surveys back to the representative .

Step 5: Marketing

Implementation Timeline – 1 Month Before the Start of the Estimation

Sufficient marketing and communications are important to successful homelessness estimation, as they create awareness and encourage people to access services during the estimation period. Rural communities usually do this very well, thanks to their small size and interconnectedness. Communities should use a personalized approach, following the strategies that are known to work best for the community. If possible, include people who are experiencing homelessness or who have experienced homelessness in the past.

Some ways to promote and create awareness about the estimation include:

- Newspaper advertisements
- Radio advertisements
- Flyers at local service agencies
- Flyers in local convenience stores
- Word of mouth
- Announcements in meetings (council, clergy, service groups, etc)

Step 6: Estimation

Implementation Timeline – The Month of the Estimation

The suggested timeline for the estimation is ideally a 30 day period over October and November, with March and April being the second option. These times have been strategically chosen as the best times to conduct the estimation. In the fall, people affected by homelessness start looking for temporary shelters to sustain them for the winter as the temperatures start dropping. March and April is tax time, and homeless individuals access service agencies in order to get benefits. This strategy should increase the likelihood that homeless people will be actively accessing service agencies for support, resulting in a more accurate homelessness estimation.

During the estimation, the frontline staff at all service agencies will complete a survey for each person visiting their agency for support. A standardized survey is provided with this guide and should be used for the estimation process by all rural communities across Canada.

The survey begins with a statement of consent; all service agency staff should obtain consent before proceeding with the rest of the questions. Consent is required to ensure the respondent understands how the information will be used and that their information will remain confidential. The survey asks for consent twice, once at the beginning and again at the end of the survey, after the respondent has answered all the questions and is aware of the information they have shared.

Immediately following the consent is a space to develop a unique identifier for each respondent. This Unique Identifier is the key to accurately estimating the number of homeless in your community. The Unique Identifier is a combination of the respondent's name, date of birth, and gender, and has a twofold purpose. Firstly, it keeps the identity of the homeless individual concealed in the records and to the representative who will be analyzing the data. This is especially important in rural communities because people tend to know each other; privacy is a primary concern especially when someone is suffering in the community and does not want others to know about it and potentially face embarrassment. Secondly, the Unique Identifier reduces duplication. For example, if John Smith, a male born on 15th November 1960, uses multiple agencies within the predefined period of time he will only be counted once. If Unique Identifiers are not used, then John Smith remains anonymous to the agencies and will be counted as many times as he uses the service agencies. Consequently, this will provide a false estimation and skew the data for that community.

The Unique Identifier, which is also a part of the survey, should be developed based on the following criteria:

Unique Identifier:	**Example:**
• First Two Letters of the First Name • First Two Letters of the Last Name • Sum of the Numbers in the Birth Day • Last Two Numbers of the Year of Birth • 'M' for Male, 'F' for Female, 'T' for Transgender, and 'O' for Other	John Smith, Male born on 15th November 1960 – **JOSM660M** • First Two Letters of the First Name – **JO** • First Two Letters of the Last Name – **SM** • Sum of the Numbers in the Birth Day – **1+5 = 6** • Last Two Numbers of the Year of Birth – **60** • 'M' for Male – **M**
**** In case of any missing information to develop a 'Unique Identifier', please use "#" for the character representing the information that is missing.***	

Once a Unique Identifier has been developed, the service agency personnel should continue with the survey and ask the specific questions regarding their situation as indicated in the survey. The survey questions are designed to give communities a more comprehensive impression of homelessness in their community. This information can be used to develop strategies to tackle homelessness and develop solutions or provide support to the most vulnerable population in the community.

Since this is an anonymous survey and one of the main reasons for developing the Unique Identifier is to keep the respondents' real identity confidential, it is advised not to mention specific information on the survey that would reveal the identity of the respondent. The Unique Identifier, apart from helping reduce duplication, serves other purposes. It will help the representative identify the demographics of the people affected by homelessness. The gender and the age of the respondents can be extracted from the Unique Identifier, helping communities learn about the most vulnerable individuals in the society. It is up to the community as to how best to use the information gained from the survey.

Some communities have 'known locations' where homeless people might congregate. If the community has the resources to conduct homeless counts in the known locations, volunteers should visit the pre-defined known locations and complete the same survey and develop Unique Identifiers for the people found in those locations. This count of the homeless in known locations should be done on one of the days during the estimation time period. This can also be used as a test to estimate the percentage of homeless individuals using service agencies. If the Unique Identifiers developed at the known locations are also found in the list of Unique Identifiers developed at service agencies, then it suggests that all the homeless are visiting service agencies for support. However, if any Unique Identifier developed in known locations is not found in the list of Unique Identifiers developed at the service agencies, then it means that the individual has not visited a service agency during the count. This information can be used to estimate the number of homeless who are not accessing services, and therefore not being counted. It also provides an opportunity for the community to ensure that everyone is aware of the supports and services provided by the service agencies.

Step 7: Data Entry and Analysis

Implementation Timeline – Within 1 Month After the End of the Estimation

Data entry and analysis is a critical part of the estimation and if not carried out properly could mean the entire effort is wasted. To ensure accurate data entry and analysis, rural communities need to have:

- A thorough quality control procedure to review all data submitted.
- The ability to efficiently enter all data at the backend.
- The expertise and tools necessary to analyze the data and eliminate duplication.

After the surveys have been completed, all service agencies should ensure that the completed surveys are sent back to the assigned representative in a timely manner. If the respondent has given consent to the statements at the beginning and at the end of the survey, then the representative will analyze the data to identify:

- The number of Unique Identifiers, which will provide them the number of homeless in the community.
- The current living situation of the people using service agencies.
- If and why respondents feel their current housing situation is unstable or at risk of losing.
- The time the respondent has spent in the community.
- Where they live on a seasonal basis.

- If they were born in Canada or entered Canada as an immigrant or a refugee.
- Their ethnic group.
- Their occupation and how they obtain money.
- The reason for their visit to a service agency

Although the Unique Identifier is the key to learning the number of homeless within a community, the rest of the data in the survey provides a more comprehensive view of homelessness situation in the community. It is the representative's responsibility to ensure all the data is analyzed and presented in a way that will be beneficial to the community.

In order to reduce the amount of time and effort required for data entry and analysis, it is recommended that the service agencies use online software to conduct the survey. The entire survey can be copied into online software like Survey Monkey or Qualtrics etc. and the link can be distributed to all service agencies who can then directly conduct the surveys online. All the data will be accessible by the representative, and the online software can be used to compile the survey results, making it easier and faster for the representative to analyze all the data and develop a final report.

Please ensure that as soon as the number of homeless individuals within a community have been determined using the Unique Identifier, all Unique Identifiers are destroyed. Each of the homeless individuals should be assigned a random number (001, 002, 003, …) to completely anonymize the data collected from the surveys before proceeding with the analysis and for record keeping.

Step 8: Feedback

Implementation Timeline – Within 1 Month After the End of the Estimation

In order to make the homelessness estimation more efficient in the future, the representative should gather feedback from all stakeholders after the count simultaneously during data entry and analysis. This should be done immediately after the estimation process, while the experience is fresh. Communities should do this to learn what is working or not working and to tweak future counts accordingly.

The representative should also ensure that all stakeholders involved in the process are consulted. This will help with buy-in for future estimations as well. For example, if any agencies decide not to participate in the task force, during the feedback process their reasons can be identified and addressed before the next estimation is conducted.

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Step 9: Reporting

Implementation Timeline – 1 Month After the End of the Estimation

Once all the data has been analyzed, the representative drafts a report that will inform a larger discussion to identify homelessness challenges and solutions. The reports will be shared with the task force and members of the community and will be available for download on a central website or service agency websites in the community. These reports can be used to access and allocate resources to support and reduce homelessness. Moreover, the information can also be used to enhance partnerships and develop innovative solutions between various service agencies where client overlap occurs, such as in health care, mental health, and affordable housing.

The format and design of the final report is the representative's responsibility. However, in order to keep things simple, it is recommended that the report should be approximately three pages. The first page should highlight the results from the estimation, and the second and third pages should include the details of the estimation process and future plans, including any changes in the processes for future estimations based on the feedback, and the timeline to conduct future estimations.

Step 10: Access Resources

Implementation Timeline – Anytime Before or After the Estimation

Finally, each community should do their best to access all technical and volunteer resources available to them in their region for further support. For example, the Alberta Rural Development Network (ARDN) works to promote the wellbeing of rural communities across Alberta. They help communities identify the need and then develop affordable housing to reduce homelessness. Resources like this should be accessed whenever possible, as they may already have a solution to the problems your community is facing.

Step 11: Repeat

Implementation Timeline – Every 2 Years After the Estimation

If possible, each community should repeat the entire estimation process once every two years. It is important to estimate homelessness on a regular basis to identify the homelessness trends and to provide support in order to reduce homelessness in the community.

If the communities wish to count the homeless in known locations, they should revisit the list of known locations prior to every count as these can change over time and compromise the quality of the data.

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Alberta Rural Development Network

Estimation Survey

Date: _______________ **Name of the Community:** _______________________

Province: _______________________

Estimation Time Period: _______________ **Name of the Organization:** _______________________

We are conducting a short survey to estimate the number of individuals using community resources. This information will help us better use existing resources and determine where more resources are needed. All the information provided in this survey will be used by community representatives to help us better serve people who are accessing services. This survey will take only 5 minutes. We hope you will agree to participate for the benefit of everyone in our community. Are you willing to participate in this survey?

☐ Yes ☐ No

***Unique Identifier:** ______________________

- First Two Letters of the First Name
- First Two Letters of the Last Name
- Sum of the Numbers in the Birth Day
- Last Two Numbers of the Year of Birth
- 'M' for Male, 'F' for Female, 'T' for Transgender, and 'O' for Other

Example:

John Smith, Male born on 15th November 1960 – **JOSM660M**

- First Two Letters of the First Name – **JO**
- First Two Letters of the Last Name – **SM**
- Sum of the Numbers in the Birth Day – **1+5 = 6**
- Last Two Numbers of the Year of Birth – **60**
- 'M' for Male – **M**

**** In case of any missing information to develop a 'Unique Identifier', please use "#" for the character representing the information that is missing**.*

1) Have you already done this survey with another service agency?

☐ Yes ☐ No

☐ If yes, which one? ____

2) Which family members are staying with you tonight?

☐ None

☐ Partner

☐ Children – # ____

☐ Other ____________________

☐ Decline to Answer

Unique Identifiers for family members

Unique Identifier # 2: ________________ Relationship: ___________

Unique Identifier # 3: ________________ Relationship: ___________

Unique Identifier # 4: ________________ Relationship: ___________

Unique Identifier # 5: ________________ Relationship: ___________

Unique Identifier # 6: ________________ Relationship: ___________

3) Will you be able to share with us where you will be staying tonight?

☐ Own Apartment / House [Skip to question 6]

☐ Someone Else's Place

☐ Abandoned / Vacant Building

☐ Motel / Hotel

☐ Hospital

☐ Jail, Prison, or Remand Centre

☐ Emergency Shelter, Domestic Violence Shelter

☐ Transitional Housing

☐ Vehicle (Car, Van, or Truck)

☐ Travel Trailer or RV

☐ Makeshift Shelter, Tent, or Shack

☐ Paid Campground

☐ Public Space (e.g. Sidewalks, Squares, Parks, Forests, or Bus Shelter)

☐ Other __________________

☐ Decline to Answer

4) For how long have you been in this situation?

☐ _______ Days / Weeks / Months / Years ☐ Decline to Answer

5) In total, how many different times have you experienced this kind (or a similar) living situation over the past year?

☐ _______ Times ☐ Decline to Answer

6) Have you spent time in an emergency shelter in the past year?

☐ Yes ☐ Decline to Answer

☐ No

(If the answer to question 6 is 'No') Why haven't you stayed in an emergency shelter in the past year?

____

7) How long have you been in this community?

☐ _______ Days / Weeks / Months / Years ☐ Decline to Answer

☐ Always Been Here

8) (If a length of time is indicated in question 7) Where did you live before you lived here? Community name and province?

☐ Community and Province: ___________________ ☐ Decline to Answer

☐ Other Country: ____________________________

9) Do you change your place of residence on a seasonal basis (Living situation, Community, and Province)?
☐ Yes ☐ Sometimes
☐ No ☐ Decline to Answer
☐ If yes, or sometimes, then when and where? ____

10) Did you come to Canada as an immigrant or a refugee?
☐ Yes, Immigrant ☐ No
☐ Yes, Refugee ☐ Decline to Answer
If yes, how long have you been in Canada?
☐ _______ Days / Weeks / Months / Years ☐ Decline to Answer

11) Which ethnic group do you identify with?
☐ _____________________ ☐ Decline to Answer

12) Have you ever served in the Canadian military (Army, Navy, or Air Force) or the Emergency Services (Police, Fire, or EMS)?
☐ Yes, Military ☐ No
☐ Yes, Emergency Services ☐ Decline to Answer

13) Do you consider your housing situation to be unstable or do you feel you could easily lose your housing?
☐ Yes ☐ Decline to Answer
☐ No

14) (If yes to question 13) Can you share with us the reasons you feel your housing situation is unstable or why you feel you could lose it? [Do not read the options for the respondent] [Check all that apply]
☐ Illness or Medical Condition
☐ Addiction or Substance Use
☐ Mental Wellness
☐ Job Loss – Occupation: _______________
☐ Unable to Pay Rent or Mortgage
☐ Poor / Inadequate Housing Conditions
☐ Experienced Abuse by Spouse / Partner
☐ Experienced Abuse by Parent / Guardian
☐ Conflict with Roommate
☐ Conflict with Landlord
☐ Conflict with Spouse / Partner
☐ Conflict with Parent / Guardian
☐ Incarcerated (Jail or Prison)
☐ Hospitalized
☐ In a Treatment Program (e.g. Detox)
☐ Other _____________________
☐ Decline to Answer

15) What general areas or issues you are here to get support with? [Check all that apply]

Family/Parenting
☐ Child Care
☐ Parenting / Family Issues
☐ Relationship Issues
☐ Domestic Violence

Health & Wellness
☐ Addictions
☐ Emotional / Mental Health Needs
☐ Physical Health Care Needs
☐ Social Needs / Isolation
☐ Spiritual / Cultural Needs

Financial
☐ Employment Issues / Needs
☐ Housing Issues / Needs
☐ Training / Education Needs
☐ Basic Needs (food, shelter, medical, shower, laundry)

Legal
☐ Separation / Divorce / Custody
☐ Wills / Estates
☐ Employment / Labour Standards
☐ Landlord/ Tenant Issues
☐ Immigration Issues
☐ Criminal or Misdemeanor Issues

Support Services
☐ Help with Government Forms
☐ Help with accessing government / other programs or services (advocacy)
☐ Access to Technology (Internet, phone)

Other Information
☐ New to the Community
☐ Transportation Needs
☐ Other _____________________

16) What is your occupation?
☐ _____________________ Part Time ☐ None
☐ _____________________ Full Time ☐ Decline to Answer

17) Where do you get your money from? [Check all that apply]
☐ Employment – Occupation: _______________
☐ Self-Employment (Bottle Return, Panhandling etc.) Occupation: _______________
☐ Welfare / Social Assistance
☐ Employment Insurance
☐ Disability Benefit
☐ Criminal Activities
☐ Alimony
☐ Child Support
☐ Seniors Benefits (e.g. CPP / OAS / GIS)
☐ Student Funding
☐ Child Benefit
☐ Money from Family / Friends
☐ Other Source _____________________
☐ No Income
☐ Decline to Answer

Now that you know what information you have shared, is it okay if we use this information to estimate the resources we need to support the people using resources in this community? Your name will not be used.
☐ Yes ☐ No

Unique Identifier: _______________________

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Funded in part by the Government of Canada's
Homelessness Partnering Strategy

Alberta
Rural
Development
Network

June 2017
www.ardn.ca