



Region of Waterloo  
COMMUNITY SERVICES

# Waterloo Region



**August 2015**

# Waterloo Region 20,000 Homes Campaign Registry Week Pilot Report

by

Regional Municipality of Waterloo  
Community Services, Housing Services



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COMMUNITY SERVICES

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[www.regionofwaterloo.ca](http://www.regionofwaterloo.ca)

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### **EXECUTIVE SUMMARY**

#### **Background and Purpose**

This report provides final results and a progress update on the Waterloo Region 20,000 Homes Campaign Registry Week Pilot. Waterloo Region was the first community in Canada to pilot a 20,000 Homes Registry Week. This report shares the overall success of the pilot, and identifies how the information has supported the community to move closer to its goal of ending homelessness.

#### **20,000 Homes Campaign and Registry Week**

The 20,000 Homes Campaign was inspired by the successful 100,000 Homes Campaign in the United States, where 186 cities, counties and states housed 105,580 vulnerable and persistently homeless individuals and families in less than four years (July 2010 to July 2014). The 20,000 Homes Campaign has been adapted to work in a Canadian context and was launched June 16, 2015 by the Canadian Alliance to End Homelessness (CAEH).

The 20,000 Homes Campaign will engage communities to work together to permanently house 20,000 of Canada's most vulnerable people experiencing homelessness by July 1, 2018. The Campaign approach typically begins with a Registry Week, during which volunteers are trained to conduct a short health and housing survey with everyone experiencing homelessness. The survey collects person-specific information to know people experiencing homelessness by name and better understand their level of vulnerability and acuity (or depth of need). This data provides the community with the unique ability to tailor responses and track progress towards ending homelessness, person by person.

In the fall of 2014, teams of volunteers in Waterloo Region were assembled to conduct surveys with people experiencing homelessness on November 30 and December 1. The initial findings and a short video were shared at the Community Debrief meeting on December 3, 2014. Since that time, results have been further analyzed and then compared to Registry Week pilot results from Ottawa and Hamilton (conducted in April 2015).

#### **Findings**

During Registry Week, a total of 316 people were identified as experiencing homelessness (including six families with 21 individual family members). While families were included in the number of people identified as experiencing homelessness, they were not included in the Registry Week analysis because families were already being served through a separate family initiative. As such, a total of 295 people were identified as eligible to participate and, of these eligible individuals, 261 people completed a survey. The 34 people who did not complete the survey were known to be experiencing

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homelessness, but were either unable to be contacted within the survey timeframe or declined to participate for an overall 88 percent survey completion rate.

A one page summary of survey results is included at the end of the Executive Summary attached as the “Waterloo Region 20,000 Homes Campaign Registry Week Snapshot”.

### **Progress and Next Steps**

As announced at the Community Debrief, the immediate goal post-Registry Week was to support 40 of the most vulnerable people experiencing homelessness in Waterloo Region to secure housing over the 2014/15 winter season. This goal was exceeded: between November 1, 2014 and April 30, 2015, 50 people experiencing persistent homelessness moved to permanent housing with the support of STEP Home.

The 20,000 Homes Registry Week has resulted in increased community awareness and interest in partnering to end homelessness in Waterloo Region. The event received considerable media attention, with over two dozen articles, radio interviews and television reports. Feedback from volunteers who participated in Registry Week indicated that they appreciated the opportunity to be involved and make a difference in the community.

The 20,000 Homes Campaign will run from July 2016 to July 2018. Campaign Communities commit to a variety of promising practices: using a common assessment tool, prioritizing service to people identified as the “most vulnerable”, utilizing a Housing First approach, reporting monthly on the number of people who secured housing, conducting a community self-assessment, and sharing ideas with other participating communities.

Since the local Registry Week was conducted in late 2014, Waterloo Region has implemented a number of these approaches. For example, Waterloo Region continues to implement the common assessment tool used during Registry Week which is helping to refocus policies and programs toward helping people with the greatest depth of need to access permanent housing as quickly as possible. Waterloo Region will continue to participate in the Campaign over the next three years.





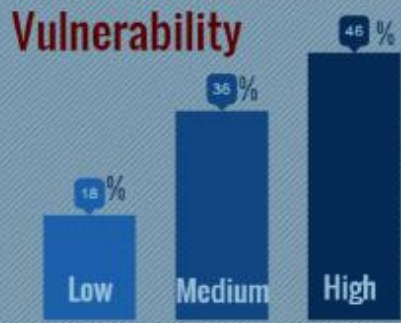
# 20,000 HOMES

## Registry Week Snapshot

November 30 - December 1, 2014



Region of Waterloo



Waterloo Region was the first community in Canada to pilot a 20,000 Homes Campaign Registry Week. With the commitment of 81 volunteers, 261 health and housing surveys were completed with people experiencing homelessness.

## Here is What We Learned:

Aboriginal 16%

Veterans 5%

Chronic Homelessness 63%

25% History of Foster Care



Female

Male



32%

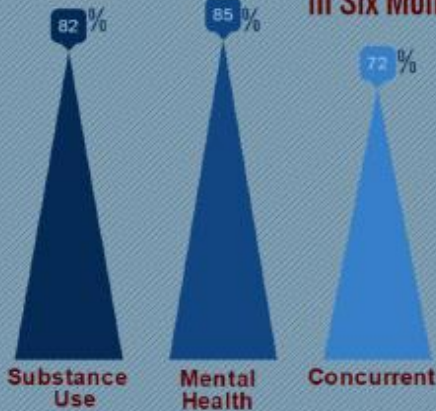
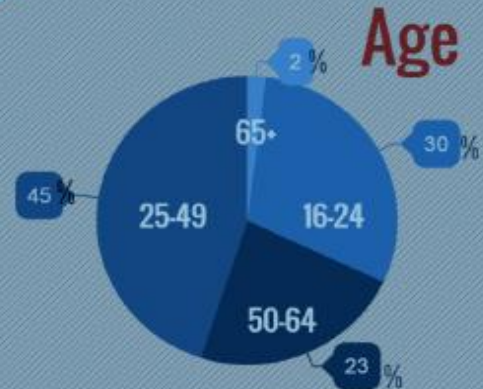
68%



230 Hospital Trips by Ambulance in Six Months



553 Emergency Department Visits in Six Months



41% Victim of a violent attack since homeless



55% Did Not Finish High School



18% Have Post Secondary Education

### 1. INTRODUCTION

Waterloo Region was the first community in Canada to pilot the 20,000 Homes Campaign Registry Week. The 20,000 Homes Campaign is a national movement of communities working together to permanently house 20,000 of Canada's most vulnerable people experiencing homelessness by July 1, 2018. This report provides an overview of the 20,000 Homes Campaign and Waterloo Region's Registry Week pilot, along with final results and a progress update.

### 2. OVERVIEW OF 20,000 HOMES CAMPAIGN

The [20,000 Homes Campaign](#)<sup>1</sup> was inspired by the successful 100,000 Homes Campaign in the United States, where 186 cities, counties and states housed 105,580 vulnerable and persistently homeless individuals and families in four years (July 2010 to July 2014). The 20,000 Homes Campaign has been adapted to work in a Canadian context and is being organized by the [Canadian Alliance to End Homelessness](#) (CAEH) and supported by [Community Solutions](#).

The 20,000 Homes Campaign officially launched in Canada on June 16, 2015, and will engage communities to work together to permanently house 20,000 of Canada's most vulnerable people experiencing homelessness by July 1, 2018. In each community, the Campaign approach typically begins with a Registry Week, during which volunteers are trained to conduct a short health and housing survey with everyone experiencing homelessness. The survey collects person-specific information to know people experiencing homelessness by name and better understand their level of vulnerability and acuity (or depth of need). This data provides the community with the unique ability to tailor responses and track progress with ending homelessness, person by person.

### 3. OVERVIEW OF LOCAL REGISTRY WEEK

As outlined below, there are a number of reasons Waterloo Region agreed to pilot the 20,000 Homes Campaign.

#### 3.1 Response to the Out of the Cold Transition

For the past 15 years, the Kitchener-Waterloo Out of the Cold (OOTC) program, comprised of a number of churches in Waterloo Region, has provided meals and overnight shelter on a rotating basis throughout the winter months. In mid-2014, local churches began to announce that they would not be re-opening for overnight shelter for the 2014/15 winter season. In response, housing stability stakeholders from across the region came together to develop a transition plan that included six key components. One of these components was to conduct a community-wide registry to understand the

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<sup>1</sup> [www.20KHomes.ca](http://www.20KHomes.ca)



full scope of winter homelessness across Waterloo Region, including understanding the experiences of people who do not access emergency shelters.

### **3.2 Community Involvement and Communication**

The 20,000 Homes Campaign Registry Week provides an opportunity to enhance community involvement, either through increased communication about the issue of homelessness and/or engaging people in efforts to end it. Locally, OOTC volunteers and other interested community members participated in the event and results were shared broadly through the media, garnering a significant amount of attention to the issue.

### **3.3 Assist in Prioritizing Resources**

Through the OOTC Transition Response Plan, additional staff and 40 flexible rent assistance subsidies were provided to STEP Home, a collaborative of local services that provide intensive support to people experiencing persistent homelessness to find, establish and retain housing<sup>2</sup>. Registry Week results informed the process of prioritizing the new rent assistance subsidies, to ensure that they were matched with people with the highest level of vulnerability and acuity (depth of need).

### **3.4 Alignment with the 10 Year Housing and Homelessness Plan**

The local 10 Year Housing and Homelessness Plan (10 Year Plan) includes both the Homelessness to Housing Stability Strategy (Strategy) and the Housing Action Plan. The primary goal of the Strategy is to end homelessness in Waterloo Region. The 20,000 Homes Campaign supports implementation of the Strategy by supporting the housing stability system to strengthen its data-informed and Housing First approaches, both of which are promising practices for ending homelessness.

Before the 20,000 Homes Campaign Registry Week pilot, agencies within the local housing stability system had already committed to implementing the survey tool used in Registry Weeks called the VI-SPDAT in their programs (see Section 4 for more information about this tool). Registry Week provided the opportunity for agencies to gain more direct experience with the VI-SPDAT and see how results can amplify their work to end homelessness.

In the fall of 2014, Waterloo Region was also actively engaged in the Canadian Mental Health Commission's Housing First Training and Technical Assistance program (one of 18 communities selected to participate across Canada). Conducting Registry Week at this time also helped to reinforce and further accelerate learning from this initiative.

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<sup>2</sup>More information about STEP Home is available on the Region's website at [www.regionofwaterloo.ca](http://www.regionofwaterloo.ca) (go to Community Services and search for STEP Home).

### **3.5 Support Federal Funding Requirements**

The Ministry of Employment and Social Development through its Homelessness Partnering Strategy (HPS) plans to undertake a point-in-time count (PiT Count) of people experiencing homelessness across Canada, to better understand the scope of homelessness and improve its ability to track progress at a national level. Details were recently confirmed with communities being invited to participate in a coordinated PiT Count conducted within the first two months of 2016. While the overall purpose of Registry Week is different from a PiT Count, information required for a PiT Count can be obtained through a Registry Week.

Waterloo Region is one of 61 designated communities across Canada that receives funding through HPS to prevent and reduce homelessness. The Regional Municipality of Waterloo (Region), as Community Entity for HPS funding and a key partner in the 20,000 Homes Campaign Registry Week process, has been invited to participate on the HPS Working Group to provide input on the PiT Count process.

## **4. REGISTRY WEEK PILOT PROCESS**

The Waterloo Region Registry Week identified and surveyed people experiencing homelessness over two days in 2014: November 30 and December 1. The Registry Week process is described below, including roles and resources, use of volunteers, the survey tool, survey methods, and data entry and analysis. For final results, see Section 5.

### **4.1 Roles and Resources**

As identified in the introduction, the 20,000 Homes Campaign is being led by the Canadian Alliance to End Homelessness (CAEH). The CAEH partnered with Community Solutions, the organization that led the 100,000 Homes Campaign in the United States, to support the development of processes and tools to implement the Campaign within the Canadian context. Community Solutions supported early pilot communities (including Waterloo Region, Ottawa and Hamilton) to implement and evaluate local Registry Weeks. Waterloo Region was the first to pilot in the fall of 2014, followed by Ottawa and Hamilton in April 2015.

Registry Week in Waterloo Region was facilitated by Region Housing Services. Community Solutions supported the Region by providing advice and sample materials, leading portions of the volunteer training, providing a database, and supporting data entry and analysis. Waterloo Region then adapted these materials and processes to work within the local context. When Registry Week was over, these materials and processes were then shared with Ottawa and Hamilton to support their Registry Weeks.

Waterloo Region's Registry Week would not have been possible without the support of many departments within the Region, housing stability service agencies in the community, OOTC churches, and other interested volunteers. Resources to implement

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Registry Week, including cash and in-kind, totalled approximately \$20,000. These resources were necessary to cover the cost of Community Solutions' support; volunteer training; the Registry Week Headquarters, survey materials, and the \$10 gift cards for survey participants. Approximately \$12,000 of the cost was covered through the Region's Housing Services budget, with the other funds donated as cash or in-kind. Most notably, CAEH covered half of the cost of Community Solutions' support and four former OOTC churches hosted the Registry Week Headquarters and a portion of volunteer training costs and gift cards for survey participants.

### **4.2 Volunteers**

More than 80 volunteers contributed their time to Registry Week, including 37 service provider staff, 21 Region employees, 14 community volunteers, and nine community organization volunteers. Volunteer roles included Survey Team Lead, Survey Team Member, Data Entry, Registry Headquarter Support Staff, and Story Teller (photography and videography). Most volunteers participated in two half days of training in November 2014. The training sessions provided background on the 100,000 Homes and 20,000 Homes Campaigns, outlined Waterloo Region's local approach, and orientated people to the survey tool. Volunteers learned how to appropriately approach a person experiencing homelessness and were provided a script to follow (see Appendix A). Each volunteer signed a confidentiality agreement to confirm they would not share any information gathered from survey participants.

### **4.3 Survey Tool**

The short health and housing survey used in Registry Weeks is the VI-SPDAT<sup>3</sup>. The VI-SPDAT is considered a "pre-screen" tool to the full SPDAT. The VI-SPDAT requires only "yes", "no" or one-word answers and takes about 10 minutes to complete. When the answers are scored, a number is generated on an acuity scale that indicates a person's level of vulnerability or depth of need related to housing instability.

Waterloo Region used the first version of the VI-SPDAT for single adults. This version includes 53 standard questions with scores grouped in three ranges: low acuity (0-4), medium acuity (5-9), or high acuity (10-20).

Communities may add questions to the tool. Waterloo Region added background information questions and nine demographic questions. See Appendix B for a copy of the Registry Week survey used in Waterloo Region.

### **4.4 Survey Methods**

Staff from agencies within the housing stability system provided input on the local approach to surveying. Based on their feedback, a number of survey methods were used, to ensure the most comprehensive results possible.

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<sup>3</sup> For more information, see: <http://www.orgcode.com/product/vi-spdatt/>.

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A week before Registry Week surveying began, flyers were posted in community gathering spaces to inform people experiencing homelessness of the upcoming Registry Week, which took place officially on November 30 and December 1, 2014. During the pre-Registry Week period, agency staff surveyed people experiencing homelessness who they knew would remain homeless over the survey period but whom they would be unable to survey on either of those days.

There were 22 survey teams in total. Each team included an experienced staff member from the housing stability system plus an additional one to four people, depending on the setting. Teams included people from a variety of backgrounds: staff from agencies within the housing stability system (e.g., street outreach, housing-based support, and emergency shelter workers), community volunteers, area municipal staff, Business Improvement Area staff, health system staff, and community funders.

Most of the survey packages were picked up at the Registry Week Headquarters by survey team leads. Paper-based surveys were conducted with people experiencing homelessness over the following times and locations:

<b>Date and Time</b>	<b>Survey Locations</b>
November 30 <sup>th</sup> , 8pm-10pm	<ul style="list-style-type: none"><li>• Regular and seasonal shelters</li></ul>
December 1 <sup>st</sup> , 6am-8am	<ul style="list-style-type: none"><li>• Seven street routes across Waterloo Region (see Appendix C)</li></ul>
December 1 <sup>st</sup> , Noon-4:30pm	<ul style="list-style-type: none"><li>• Drop-in sites</li></ul>
December 1 <sup>st</sup> , 8pm-10pm	<ul style="list-style-type: none"><li>• Regular and seasonal shelters</li></ul>
Between November 25 <sup>th</sup> and December 2 <sup>nd</sup>	<ul style="list-style-type: none"><li>• Agency staff connected with people experiencing homelessness not surveyed at the locations and times identified above (e.g., motels, hospitals, jail, treatment centres, encampments, couch surfing)</li></ul>

Survey teams approached people, asked them to participate in the survey, and obtained their consent (see Appendix D for a copy of the consent form). Participation was completely voluntary and survey participants received a \$10 gift card to thank them for their time. Completed surveys and other materials were returned to Registry Week Headquarters and survey teams debriefed their experience.

### 4.5 Data Entry and Analysis

Following the survey period, an intense data entry process was undertaken by a team of 16 Region Housing Services staff. Completed surveys were entered into a secure Google database over December 1 and December 2, 2014. Data was summarized through a “data dashboard” that was part of the Google database. These initial findings were included in a pre-prepared PowerPoint presentation and presented at the Registry Week Community Debrief meeting on December 3, 2014.

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Following Registry Week, survey data were further reviewed for integrity. As a result, initial findings presented during the Registry Week Debrief are slightly different than the final data included in this report, largely due to 20 occurrences of duplicate surveys (representing 6 percent of the complete data set).

Paper surveys were destroyed by December 19, 2014. The Google database and all variables that contain personal, identifying information were deleted by March 31, 2015. Data that remains in an Excel document includes no identifying information.

### 5. FINDINGS

Waterloo Region Registry Week survey findings are presented below, organized by the following headings: survey participation, demographic information, acuity and experience of homelessness, health, interactions with police and the corrections system, victimization, and meaningful activity. Following these summaries, findings are compared with initial results from Registry Weeks held in Ottawa and Hamilton.

#### 5.1 Survey Participation

During Registry Week, a total of 316 people were identified as experiencing homelessness (including six families or 21 individual family members). While families were included in the number of people identified as experiencing homelessness, they were not included in the Registry Week analysis because families were already being served through a separate family initiative (the Family Shelter Diversion and Rapid Re-housing pilot). As such, a total of 295 people were identified as eligible to participate and, of these eligible individuals, 261 people completed a survey. The 34 people who did not complete the survey were known to be experiencing homelessness, but were either unable to be contacted within the survey timeframe or declined to participate, for an overall 89 percent survey completion rate.

#### People Identified As Experiencing Homelessness:

	# People	Percentage
Individuals experiencing homelessness	316	100%
Six families experiencing homelessness (not included in Registry Week analysis)	21	7%

#### Survey Completion Rates:

	# of People	Percentage
People eligible to complete a survey	295	100%
People unable to be contacted/declined	34	12%
Total people who completed a survey	261	88%

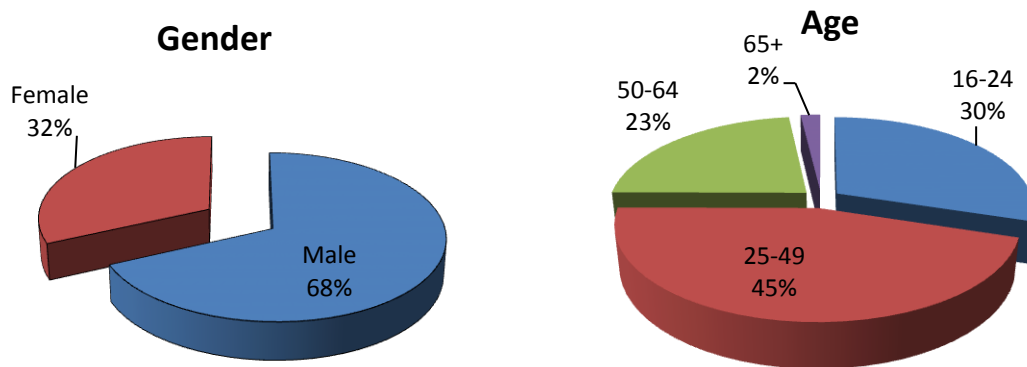
## 5.2 Demographic Information

This section reviews demographic information collected through the survey including age and gender, income and education level, and whether or not participants identified as a Canadian Armed Forces veteran, Aboriginal, and/or immigrant or refugee.

### Age and Gender Identity

Out of the 261 participants who completed a survey, 178 (68 percent) identified as male and 83 (32 percent) as female. While asked, no one identified as transgendered or “other” gender identity.

The average age of the 261 survey participants was 36 years. An overwhelming majority were between 25 and 49 years of age (120 or 46 percent). A total of 79 (30 percent) were youth between 16 and 24 years of age, of which a disproportionate number were female (40 percent compared to 32 percent overall). A total of 23 percent were between 50 and 64 years of age. Only five participants (2 percent) were over the age of 65 (three male and two female). The oldest participant was 67 years old.

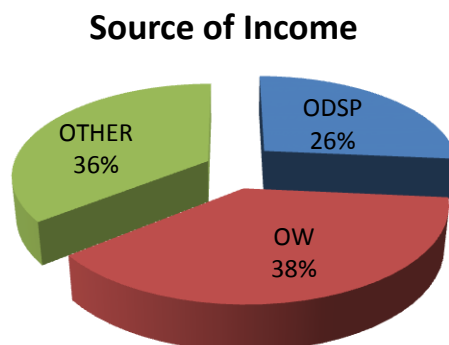


### Income and Education

Of the 261 survey participants, a total of 64 percent identified they were accessing social assistance. Of these, 99 (38 percent) indicated that they were receiving Ontario Works (OW) benefits and 69 (26 percent) were receiving Ontario Disability Support Program (ODSP) benefits. The remaining 93 (36 percent) of survey participants either did not respond to this question or indicated that they were not receiving OW or ODSP.



In terms of education levels, 143 (55 percent) indicated they did not complete high school. However, a total of 49 (18 percent) indicated they had some level of post-secondary education.



### **Canadian Armed Forces Veterans**

A total of 13 (5 percent) identified that they served in the Canadian Armed Forces. The average age of this group was 43 years old and the average length of homelessness was six years.

### **Aboriginal Populations**

A total of 41 (16 percent) identified themselves as Aboriginal, far above the 3 percent generally identified within the overall population of Waterloo Region. This group averaged 37 years of age and experienced homelessness for an average of 3.5 years (similar to results for participants overall).

### **Immigrant/Refugee Populations**

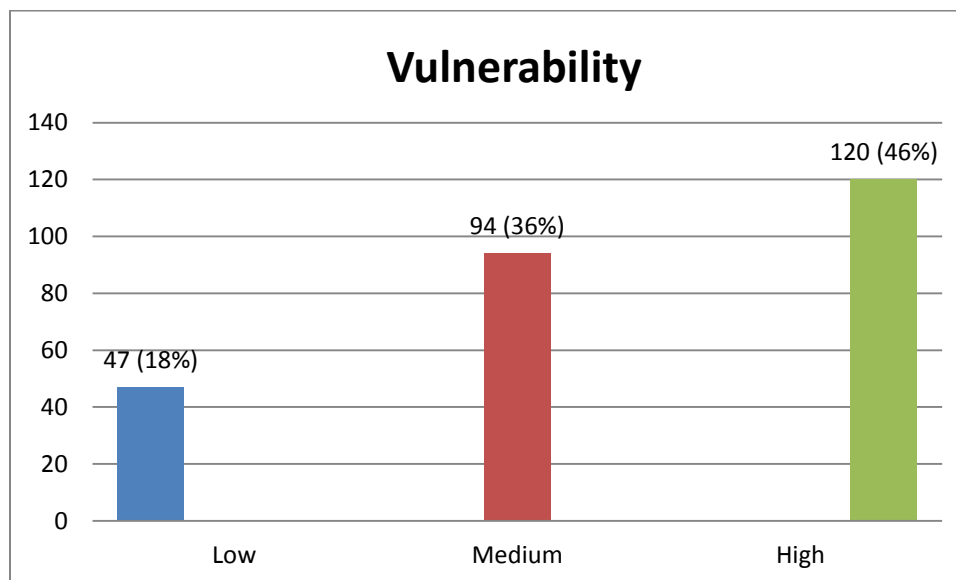
A total of 14 (5 percent) identified themselves as an immigrant or refugee. This is below Waterloo Region's overall immigrant population of 22 percent<sup>4</sup>. This unique group demonstrated an overall higher level of education; 43 percent of immigrants or refugees identified they had some level of post-secondary education, compared to only 18 percent of the overall survey participant group.

## **5.3 Acuity and Experience of Homelessness**

As discussed in the previous section (4.3), the VI-SPDAT indicates overall vulnerability and acuity (depth of need). Of the 261 survey participants, 120 (46 percent) scored in the "high" acuity range (between 10 and 20). Additionally, 94 (36 percent) scored between 5 and 9 and were considered "medium" acuity and 47 (18 percent) scored in the "low" acuity range between 0 and 4.

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<sup>4</sup> Statistics Canada, 2011 National Household Survey by Census Division: <http://www.regionofwaterloo.ca/en/doingBusiness/resources/NHSBulletin1ImmigrationandCitizenship2014ACCESS.pdf>



Of the 261 people surveyed, the average length of time that people had lived without permanent housing was 3.5 years, including seven people who identified as experiencing homelessness for more than 20 years.

The length of time that people live without permanent housing is one factors used to describe people’s lived experience (i.e., persistent/chronic or transitional homelessness). The database used for Registry Week was set up to provide information on chronic homelessness as defined by the U.S. Department of Housing and Urban Development (HUD). This definition includes people with a disabling condition who have experienced homelessness for a year or longer or who have experienced at least four episodes of homelessness in the last three years<sup>5</sup>. A disabling condition refers to someone with a serious medical condition, a mental health issue, a substance use issue, or a disability<sup>6</sup>.

Based on the HUD definition, 165 participants (63 percent) were experiencing chronic homelessness. Of that group, 105 (64 percent) had “high acuity” according to the VI-SPDAT. It is interesting to note that the population of people experiencing chronic homelessness included not only older adults, but also youth: 47 youth (28 percent) were identified as chronically homeless in Waterloo Region.

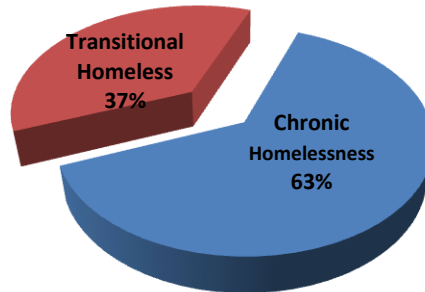
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<sup>5</sup> U.S. Department of Housing and Urban Development. Defining Chronic Homelessness: A Technical Guide for HUD Programs, 2007.

<https://www.hudexchange.info/resources/documents/DefiningChronicHomeless.pdf>

<sup>6</sup> Ibid.

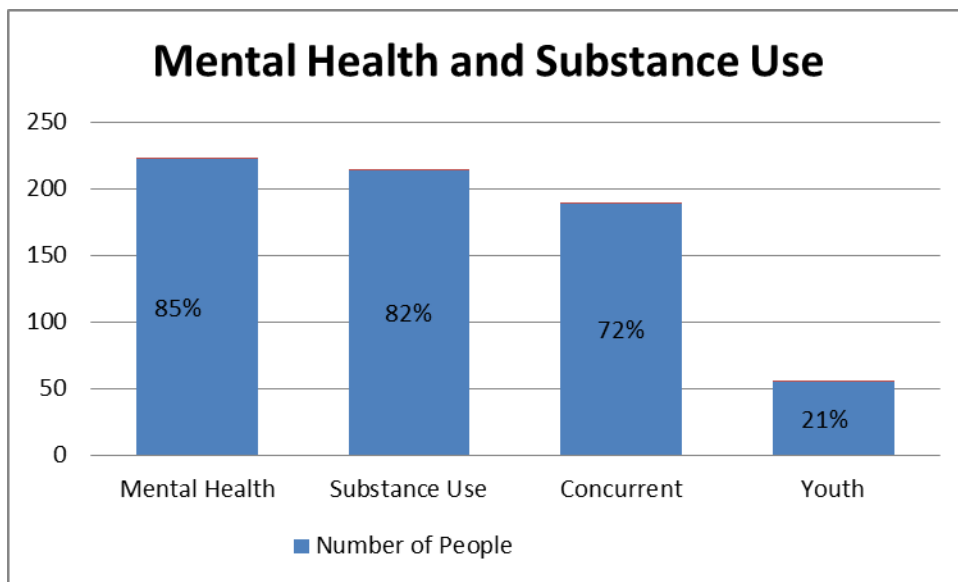
## Chronic vs. Transitional Homelessness



### 5.4 Health

#### Mental Health and Substance Use

Of the 261 survey participants, 223 (85 percent) identified they had a mental health condition. Additionally, 214 (82 percent) indicated they struggle with substance use. There were 189 participants (72 percent) who said they had a concurrent mental health condition and substance use issue. While 28 percent of survey participants were youth, only 21 percent of those experiencing a concurrent mental health condition and substance use issue were youth.



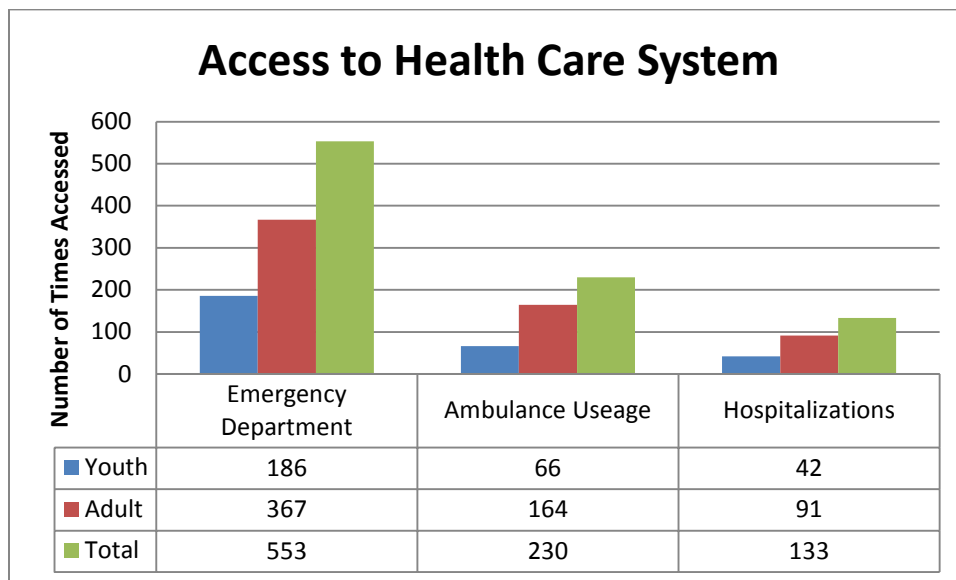
#### Accessing Healthcare

When asked, 150 (57 percent) survey participants indicated they had visited a hospital Emergency Department in the last six months. The total number of Emergency

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department visits was 553, with 98 people indicating they had visited more than once and two people more than 20 times each. A disproportionate number of youth visited the Emergency Department, with 4.5 visits per youth compared to 2.9 visits per adult, on average.

Survey participants were also asked how many times in the past six months they had been taken to the hospital by ambulance. A total of 230 ambulance trips were reported by 95 different people. One youth indicated that they had been to the Emergency Department 30 times and needed 10 ambulance rides.



### 5.5 Interaction with Police and Correction System

Survey results indicated that 178 people (68 percent) had 1,823 interactions with police in the last six months. One participant shared that they had 70 interactions with police in the last six months. Moreover, 92 participants (35 percent) identified as having been in jail or prison in the last six months.

### 5.6 Victimization

Survey participants were asked four standard VI-SPDAT questions and one additional question that illustrated the potential for victimization occurring among people experiencing homelessness.

The first question asked if they have ever been attacked or beaten up since experiencing homelessness, to which 107 people (41 percent) agreed. When asked, “Do any friends, family or other people in your life ever take your money, borrow cigarettes, use your drugs, drink your alcohol, or get you to do things you really don’t want to do?”, 129 people (49 percent) said yes. When asked, “Do you have any friends, family or other people in your life out of convenience or necessity, but you do not like their company?”, 118 (45 percent) answered yes. Finally, when asked if they had

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experienced any emotional, physical, psychological, sexual or other type of abuse or trauma in their life, 130 people (50 percent) indicated they had.

The question added to the local tool was about people's experience in foster care. A total of 65 people (25 percent) identified as being in foster care at some point in their lives.

These results are further summarized in the table below:

Victimization	Total	Percentage
Forced to do things they did not want to do	129	49%
People in their life out of convenience or necessity	118	45%
Attacked or beaten up	107	41%
Experienced emotional, physical, psychological, sexual abuse or trauma	104	40%
Foster care involvement	65	25%

### 5.7 Meaningful Activity

Survey participants were asked, "Do you have planned activities each day other than just surviving that bring you happiness and fulfillment?" Only 130 people (50 percent) answered yes to this question; half of participants did not have activities beyond survival that bring meaning to their life.

### 5.8 Comparative Results

As identified in the introduction, Waterloo Region was the first in Canada to complete the 20,000 Homes Campaign Registry Week. The Registry Week took place in December 2014. In April 2015, the cities of Ottawa<sup>7</sup> and Hamilton<sup>8</sup> also piloted Registry Weeks. This section compares the three cities related to survey participation, demographic and background information, and level of acuity (depth of need).

#### Survey Participation:

Ottawa and Hamilton surveyed close to 500 people each during their Registry Weeks, which was much higher than Waterloo Region at close to 300 participants. Ottawa had been using the VI-SPDAT in its emergency shelters with long-term shelter residents

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<sup>7</sup> City of Ottawa 20,000 Homes Registry Week results Presentation.

<http://endhomelessnessottawa.ca/wp-content/uploads/2015/04/FINAL-April-23-2015-Ottawa-Community-Debrief.pdf>

<sup>8</sup> City of Hamilton 20,000 Homes Registry Week results presentation.

[http://preview.hamilton.ca/sites/default/files/media/browser/2015-05-04/community\\_debrief\\_presentation.pdf](http://preview.hamilton.ca/sites/default/files/media/browser/2015-05-04/community_debrief_presentation.pdf)

## Waterloo Region 20,000 Homes Campaign Registry Week Pilot Report

since 2014 (450 residents); these individuals were excluded from the Registry Week data set. Ottawa did not record the number of people who refused to participate or people who were known to be experiencing homelessness, but did not complete a survey. Waterloo Region and Hamilton did measure competition rates and they were similar: Waterloo was 88 percent and Hamilton was 93 percent.

Community	Total Interactions	Total Refusals/Unable to Connect	Total Surveys Submitted	Percentage
Ottawa	N/A	N/A	461	N/A
Hamilton	507	37	470	93%
Waterloo	295	34	261	88%

### Age and Gender

The age distribution across the three communities was very similar with exception of Hamilton, where there were significantly lower numbers of youth and slightly higher number of older adults. The gender distribution was also very similar with the exception of Ottawa, where there was a slightly higher number of males and a slightly lower number of females.

Age Range	Ottawa	Hamilton	Waterloo Region
Youth	28% (ages 16-25)	19% (ages 14-25)	30% (ages 16-24)
25-49	43%	43%	45%
50-64	23%	34%	23%
65+	2%	4%	2%

Gender	Ottawa	Hamilton	Waterloo Region
Male	71%	68%	68%
Female	25%	30%	32%
Trans/Other	4%	2%	0%

### Background

Comparing survey participants' background information across the communities highlighted three areas of similarity: percentage identifying as veterans, average time people had lived without permanent housing, and number of people reporting a history of foster care. Both Ottawa and Hamilton had significantly higher rates of survey participants identifying as Aboriginal compared to Waterloo Region. Waterloo Region has a significantly higher percentage of survey participants who identified that they had been in jail or prison in the last six months.

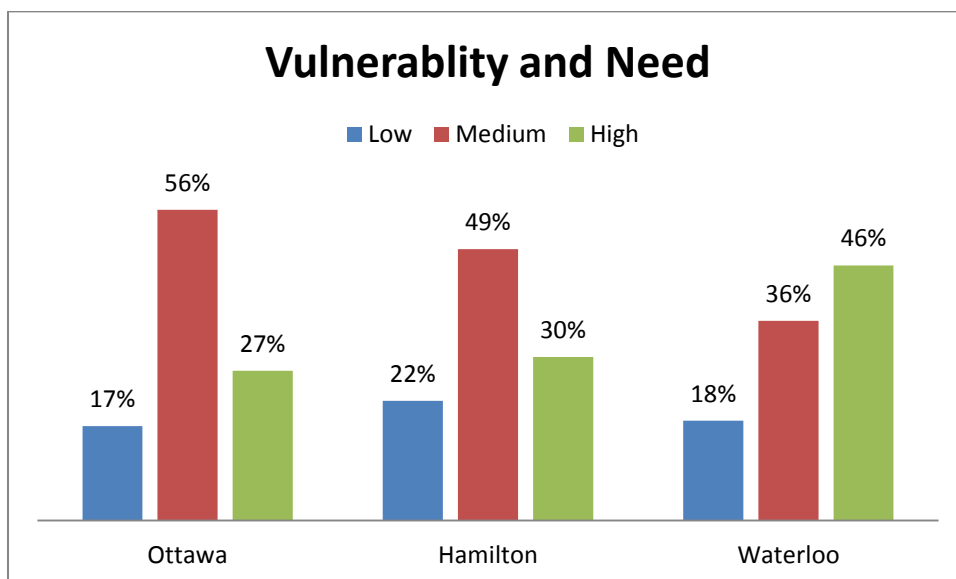


## Waterloo Region 20,000 Homes Campaign Registry Week Pilot Report

Background	Ottawa	Hamilton	Waterloo Region
Veteran	8%	7%	5%
Aboriginal	30%	26%	16%
Immigrant/Refugee	N/A	10%	5%
History of foster care	28%	25%	25%
Jail/Prison last 6 months	22%	16%	35%
Average time without housing	3.7 years	3 years	3.5 years

### Level of Acuity

Level of acuity in each community appears to be quite different. The majority of participants in both Hamilton (56 percent) and Ottawa (49 percent) scored at a “medium” level of acuity (between 5-9 on the VI-SPDAT). In contrast, the majority of participants in Waterloo Region (46 percent) scored in the “high” acuity range (between 10-20 on the VI-SPDAT).



## 6.0 PROGRESS AND NEXT STEPS

As announced at the Community Debrief, the immediate goal post-Registry Week was to support 40 of the most vulnerable people experiencing homelessness in Waterloo Region to secure housing over the 2014/15 winter season. This goal was exceeded: between November 1, 2014 and April 30, 2015, 50 people experiencing persistent homelessness moved to permanent housing with the support of STEP Home.

## **Waterloo Region 20,000 Homes Campaign Registry Week Pilot Report**

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A large part of this success was due to a focused effort among community stakeholders to reach this goal. Four intensive support workers were added to STEP Home through new provincial Community Homelessness Prevention Initiative (CHPI) annualized funding in 2014. In addition, 40 new flexible rent subsidies were allocated to STEP Home by the Region from new Investment in Affordable Housing (IAH) funding. Moreover, Waterloo Regional Homes for Mental Health partnered with STEP Home to offer new supportive housing resources received from the Ministry of Health and Local Health Integration Network. Finally, a local church contributed over \$10,000 toward a new home set-up pilot to help STEP Home participants establish and settle into their new homes.

The 20,000 Homes Registry Week has resulted in increased community awareness and interest in partnering to end homelessness in Waterloo Region. The event received significant media attention, with over two dozen articles, radio interviews and television reports. Feedback from volunteers who participated in Registry Week indicated that they appreciated the opportunity to be involved and make a difference in the community.

The 20,000 Homes Campaign officially launched across Canada on June 16, 2015. Waterloo Region will continue to participate in the Campaign over the next three years. Campaign Communities commit to a variety of promising practices: using a common assessment tool, prioritizing service to people identified as the “most vulnerable”, utilizing a Housing First approach, reporting monthly the number of people who secure housing, conducting a community self-assessment, sharing ideas with other participating communities, and coordinating local communication.

Since the local Registry Week was conducted in late 2014, Waterloo Region has implemented a number of these approaches. For example, the Region continues to expand use the priority assessment tool used during Registry Week. This information is being used refocus policies and programs toward people with the greatest depth of need. In addition, the Region is piloting the monthly “housing secured” reporting process with the 20,000 Homes Campaign over the summer of 2015.

## **APPENDIX A: SURVEY INTRODUCTION SCRIPT**

### **SAMPLE SCRIPT**

We are here to ask you about your health and housing needs through a 10 minute survey that is mostly yes or no questions. This is a regional initiative to help us understand needs in the community and to plan for housing and supports over this winter. This information will be kept confidential in a secure database. Your information will only be shared with the groups listed who have signed confidentiality agreements. You do not have to participate – even if you don't participate, you will still have access to available services in the community. If you do participate, we will give you a \$10 gift card to Tim's to thank you for your time. As we go through the survey you are able to skip questions, take a break or end the survey early. Are you interested in participating? If yes, sign consent. If no, make sure they have the wallet resource card.

APPENDIX B: SURVEY

Waterloo Region Registry Week – 20,000 Homes Campaign  
 Vulnerability Index & Service Prioritization Decision Assistance Tool (VI-SPDAT)  
 Prescreen for Single Adults

Team Number: \_\_\_\_\_

GENERAL INFORMATION

Interviewer's First Name		Interviewer's Last Name	
Date		Time	
Survey Type <input type="checkbox"/> Shelters <input type="checkbox"/> STEP Home <input type="checkbox"/> Cambridge <input type="checkbox"/> Kitchener-Waterloo <input type="checkbox"/> Other (specify)			
Survey Location <input type="checkbox"/> Argus <input type="checkbox"/> Cambridge Shelter <input type="checkbox"/> Charles Street Men's Hostel <input type="checkbox"/> ROOF <input type="checkbox"/> Safe Haven 16+ <input type="checkbox"/> YWCA Shelter <input type="checkbox"/> Cambridge Encampments <input type="checkbox"/> KW Encampments <input type="checkbox"/> SH Participants at Imminent Risk <input type="checkbox"/> SH Participants in Hospital/Jail <input type="checkbox"/> Motels <input type="checkbox"/> CSHFB Drop-in <input type="checkbox"/> Galt Streets <input type="checkbox"/> Hespeler Streets <input type="checkbox"/> St. John's Kitchen <input type="checkbox"/> St. Louis OOTC <input type="checkbox"/> YWCA Transitional Shelter <input type="checkbox"/> Kitchener Downtown Streets <input type="checkbox"/> Kitchener Victoria Park Streets <input type="checkbox"/> Kitchener/Waterloo Streets <input type="checkbox"/> Waterloo Streets <input type="checkbox"/> Other (specify)			
In what language do you feel best able to express yourself?			
First Name		Last Name	
Nickname	How old are you?	What's your date of birth?	
If 60 years or older, then score 1.			Prescreen Score
<b>PRE-SCREEN GENERAL INFORMATION SUBTOTAL</b>			

A. HISTORY OF HOUSING & HOMELESSNESS

QUESTIONS			
	RESPONSE	REFUSED	Prescreen Score
If the person has experienced two or more cumulative years of homelessness, and/or 4+ episodes of homelessness, then score 1.			
1. What is the total length of time you have lived on the streets or in shelters?		<input type="checkbox"/>	
2. In the past three years, how many times have you been housed and then homeless again?		<input type="checkbox"/>	
3. Since last November, have you lived in Waterloo Region the whole time? <input type="checkbox"/> Yes <input type="checkbox"/> No		<input type="checkbox"/>	
<b>PRE-SCREEN HOUSING AND HOMELESSNESS SUBTOTAL</b>			

# Waterloo Region 20,000 Homes Campaign Registry Week Pilot Report

## B. RISKS

*Script: I am going to ask you some questions about your interactions with health and emergency services.*

QUESTIONS				RESPONSE	REFUSED	Prescreen Score	
If the total number of interactions across questions 4, 5, 6, 7 and 8 is equal to or greater than 4, then score 1.							
4. Since the beginning of June, how many times have you been to the emergency department/room?					<input type="checkbox"/>		
5. Since the beginning of June, how many times have you had an interaction with the police?					<input type="checkbox"/>		
6. Since the beginning of June, how many times have you been taken to the hospital in an ambulance?					<input type="checkbox"/>		
7. Since the beginning of June, how many times have you used a crisis service, including distress centers or suicide prevention hotlines?					<input type="checkbox"/>		
8. Since the beginning of June, how many times have you been hospitalized as an in-patient, including hospitalization for your mental health?					<input type="checkbox"/>		
If YES to questions 9 or 10, then score 1.				YES	NO	REFUSED	Prescreen Score
9. Have you been attacked or beaten up since becoming homeless?				<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
10. Threatened to or tried to harm yourself or anyone else in the last year?				<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
If YES to question 11, then score 1.				YES	NO	REFUSED	Prescreen Score
11. Do you have any legal stuff going on right now that may result in you being locked up or having to pay fines?				<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
If YES to questions 12 or 13; OR if respondent provides any answer OTHER THAN "Shelter" in question 14, then score 1.				YES	NO	REFUSED	Prescreen Score
12. Does anybody force or trick you to do things that you do not want to do?				<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
13. Ever do things that may be considered to be risky like exchange sex for money, run drugs for someone, have unprotected sex with someone you don't really know, share a needle, or anything like that?				<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
14. I am going to read types of places people sleep. Please tell me which one that you sleep at most often. (Check only one.)				<input type="checkbox"/> Shelter <input type="checkbox"/> Street, Sidewalk or Doorway <input type="checkbox"/> Car, Van or RV <input type="checkbox"/> Bus Shelter <input type="checkbox"/> Outdoors <input type="checkbox"/> Other (SPECIFY):			
<b>PRE-SCREEN RISKS SUBTOTAL</b>							

# Waterloo Region 20,000 Homes Campaign Registry Week Pilot Report

## C. SOCIALIZATION & DAILY FUNCTIONS

QUESTIONS				
<b>If YES to question 15 or NO to questions 16 or 17, score 1.</b>	<b>YES</b>	<b>NO</b>	<b>REFUSED</b>	<b>Prescreen Score</b>
15. Is there anybody that thinks you owe them money?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
16. Do you have any money coming in on a regular basis, like a job or income support or even working under the table, binning or bottle collecting, sex work, odd jobs, day labor, or anything like that?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
17. Do you have enough money to meet all of your expenses on a monthly basis?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<b>If NO to question 18, score 1.</b>	<b>YES</b>	<b>NO</b>	<b>REFUSED</b>	<b>Prescreen Score</b>
18. Do you have planned activities each day other than just surviving that bring you happiness and fulfillment?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<b>If YES to questions 19 or 20, score 1.</b>	<b>YES</b>	<b>NO</b>	<b>REFUSED</b>	<b>Prescreen Score</b>
19. Do you have any friends, family or other people in your life out of convenience or necessity, but you do not like their company?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
20. Do any friends, family or other people in your life ever take your money, borrow cigarettes, use your drugs, drink your alcohol, or get you to do things you really don't want to do?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<b>OBSERVE ONLY. DO NOT ASK! If YES, score 1.</b>	<b>YES</b>	<b>NO</b>		<b>Prescreen Score</b>
21. Surveyor, do you detect signs of poor hygiene or daily living skills?	<input type="checkbox"/>		<input type="checkbox"/>	
<b>PRE-SCREEN SOCIALIZATION &amp; DAILY FUNCTIONS SUBTOTAL</b>				



# Waterloo Region 20,000 Homes Campaign Registry Week Pilot Report

## D. WELLNESS

QUESTIONS					
<b>If Does Not Go For Care, score 1.</b>		<b>RESPONSE</b>		<b>Prescreen Score</b>	
22. Where do you usually go for healthcare or when you're not feeling well?		<input type="checkbox"/> Hospital <input type="checkbox"/> Clinic <input type="checkbox"/> Other (specify) _____ <input type="checkbox"/> Does not go for care			
<b>For EACH YES response in questions 23 through 26 (Medical Conditions), score 1.</b>					
<b>Do you have now, have you ever had, or has a healthcare provider ever told you that you have any of the following medical conditions:</b>		<b>YES</b>	<b>NO</b>	<b>REFUSED</b>	<b>Medical Conditions</b>
23. Kidney disease/End Stage Renal Disease or Dialysis		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
24. History of frostbite, Hypothermia, or Immersion Foot		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
25. Liver disease, Cirrhosis, or End-Stage Liver Disease		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
26. HIV+/AIDS		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<b>If YES to any of the conditions in questions 27 to 35, then mark "X" in Other Medical Condition column.</b>		<b>YES</b>	<b>NO</b>	<b>REFUSED</b>	<b>Other Medical Conditions</b>
27. History of Heat Stroke/Heat Exhaustion		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
28. Heart disease, Arrhythmia, or Irregular Heartbeat		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
29. Emphysema		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
30. Diabetes		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
31. Asthma		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
32. Cancer		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
33. Hepatitis C		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
34. Tuberculosis		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<b>OBSERVATION ONLY – DO NOT ASK:</b>					
35. Surveyor, do you observe signs or symptoms of a serious health condition?		<input type="checkbox"/>	<input type="checkbox"/>		

# Waterloo Region 20,000 Homes Campaign Registry Week Pilot Report

<b>If any response is YES in questions 36 through 42, score 1 in the Substance Use column.</b>	<b>YES</b>	<b>NO</b>	<b>REFUSED</b>	<b>Substance Use</b>
36. Have you ever had problematic drug or alcohol use, abused drugs or alcohol, or told you do?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
37. Have you consumed alcohol and/or drugs almost every day or every day for the past month?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
38. Since the beginning of June, have you ever used injection drugs or shots?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
39. Have you ever been treated for drug or alcohol problems and returned to drinking or using drugs?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
40. Since the beginning of June, have you used non-beverage alcohol like cough syrup, mouthwash, rubbing alcohol, cooking wine, or anything like that?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
41. Have you blacked out because of your alcohol or drug use in the past month?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<b>OBSERVATION ONLY – DO NOT ASK:</b> 42. Surveyor, do you observe signs or symptoms of problematic alcohol or drug abuse?	<input type="checkbox"/>	<input type="checkbox"/>		
<b>If any response is YES in questions 43 through 49, score 1 in the Mental Health Column.</b>	<b>YES</b>	<b>NO</b>	<b>REFUSED</b>	<b>Mental Health</b>
43. Ever been taken to a hospital against your will for a mental health reason?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
44. Gone to the emergency room because you weren't feeling 100% well emotionally or because of your nerves?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
45. Spoken with a psychiatrist, psychologist or other mental health professional in the last six months because of your mental health – whether that was voluntary or because someone insisted that you do so?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
46. Had a serious brain injury or head trauma?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
47. Ever been told you have a learning disability or developmental disability?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
48. Do you have any problems concentrating and/or remembering things?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<b>OBSERVATION ONLY – DO NOT ASK:</b> 49. Surveyor, do you detect signs or symptoms of severe, persistent mental illness or severely compromised cognitive functioning?	<input type="checkbox"/>	<input type="checkbox"/>		
<b>If the Substance Use score is 1 AND the Mental Health score is 1 AND the Medical Condition score is at least a 1 OR an X, then score 1 additional point for tri-morbidity.</b>				<b>Tri-Morbidity</b>
<b>If YES to question 50, score 1.</b>	<b>YES</b>	<b>NO</b>	<b>REFUSED</b>	<b>Prescreen Score</b>
50. Have you had any medicines prescribed to you by a doctor that you do not take, sell, had stolen, misplaced, or where the prescriptions were never filled?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<b>If YES to question 51, score 1.</b>	<b>YES</b>	<b>NO</b>	<b>REFUSED</b>	<b>Prescreen Score</b>
51. Yes or No – Have you experienced any emotional, physical, psychological, sexual or other type of abuse or trauma in your life which you have not sought help for, and/or which has caused your homelessness?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<b>PRE-SCREEN WELLNESS SUBTOTAL</b>				

# Waterloo Region 20,000 Homes Campaign Registry Week Pilot Report

## DEMOGRAPHIC INFORMATION

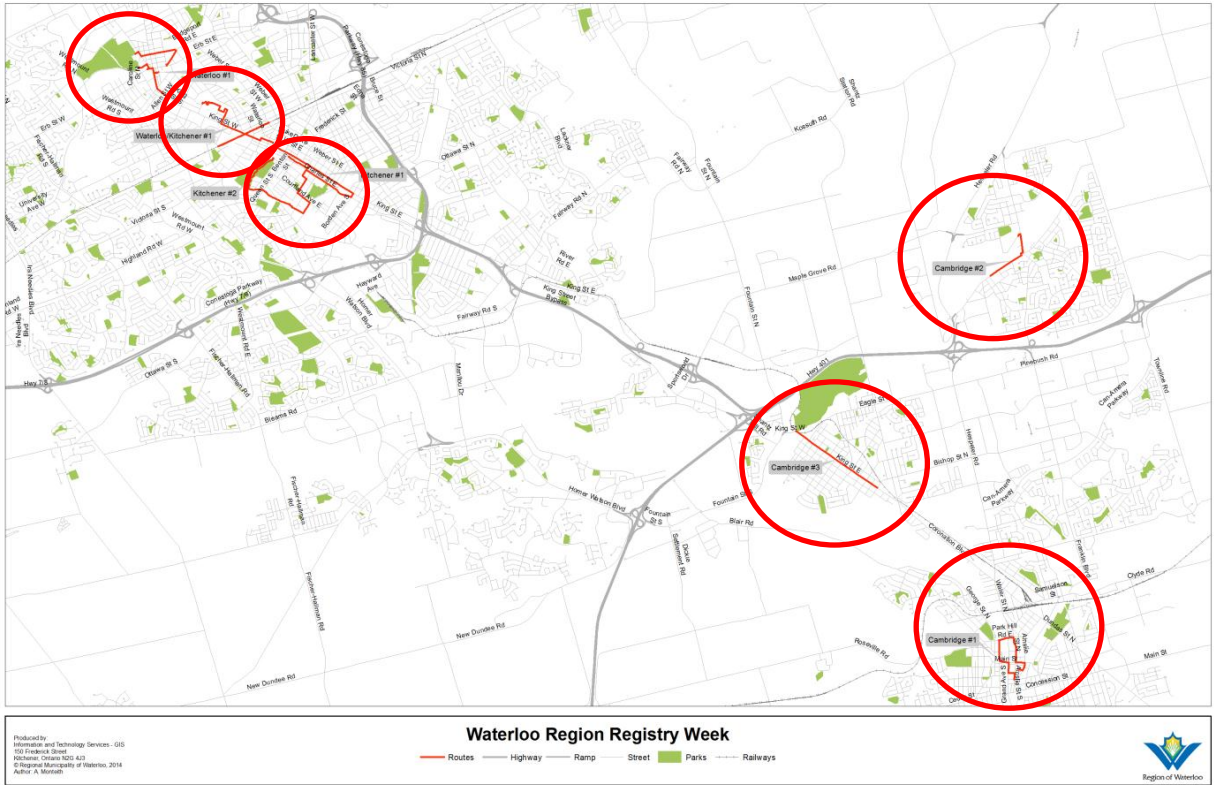
52. What is your gender identity? <input type="checkbox"/> Female <input type="checkbox"/> Male <input type="checkbox"/> Trans <input type="checkbox"/> Other (specify)		53. Do you identify as aboriginal? <input type="checkbox"/> Yes <input type="checkbox"/> No
54. Do you identify as an immigrant or a refugee? <input type="checkbox"/> Yes <input type="checkbox"/> No		55. What is the highest grade in school you've completed?
56. Have you ever served in the Canadian Armed forces? <input type="checkbox"/> Yes <input type="checkbox"/> No		57. Have you ever been in foster care? <input type="checkbox"/> Yes <input type="checkbox"/> No
58. Have you been in jail or prison since the beginning of June? <input type="checkbox"/> Yes <input type="checkbox"/> No	59. Are you on OW? <input type="checkbox"/> Yes <input type="checkbox"/> No	60. Are you on ODSP? <input type="checkbox"/> Yes <input type="checkbox"/> No

## SCORING SUMMARY

DOMAIN	SUBTOTAL	
GENERAL INFORMATION		<p><b>If the Pre-Screen Total is equal to or greater than 10, the individual is recommended for a Permanent Supportive Housing/Housing First Assessment.</b></p> <p><b>If the Pre-Screen Total is 5, 6, 7, 8 or 9, the individual is recommended for a Rapid Re-Housing Assessment.</b></p> <p><b>If the Pre-Screen Total is 0, 1, 2, 3 or 4, the individual is not recommended for a Housing and Support Assessment at this time.</b></p>
A. HISTORY OF HOUSING AND HOMELESSNESS		
B. RISKS		
C. SOCIALIZATION AND DAILY FUNCTIONS		
D. WELLNESS		
<b>PRE-SCREEN TOTAL</b>		

### APPENDIX C: MAP OF STREET AREAS COVERED

Seven street teams walked the following routes canvassing well known areas in Galt, Preston, Hespeler, Kitchener and Waterloo from 5am-7am on December 1<sup>st</sup>.



## APPENDIX D: CONSENT FORM

### Consent Form Survey in Waterloo Region for the 20,000 Homes Campaign

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I have reviewed and understood the information provided in the letter to participants.

I understand:

- I will be asked questions about my health and housing by volunteers for the local survey.
- My survey information will be entered in a secure database within Region-Housing Services – only three staff will have access and they are not allowed to share individual survey answers with anyone.
  - By December 19, 2014, the paper copy of my survey will be destroyed.
  - By March 31, 2015, all my information in the database will be deleted.
- Only selected people from Region-Housing Services and the agencies listed in the letter to participants will have access to my name, age, gender and overall survey results to understand our community's housing and service needs and to help plan and prioritize housing resources.
- Only information that has been combined with others will be used to share broadly what was learned through the surveys - my name and individual information will not be shared.

I agree to be surveyed understanding that:

- I can choose not to answer certain questions, to take a break, or to end the survey early without it affecting the services I get now or in the future - or if I get the \$10 gift card as thanks for my time.
- My answers can only be used for the purposes listed.
- If I tell you that I'm going to hurt myself or someone else, that's not something that can be kept private and confidential, but all other information is private and confidential.
- I can change my mind and have my information removed from the database and survey summaries.
- I am provided with the contact information for someone I can get in touch with for more information or to remove my consent to participate:

Marie Morrison (Manager, Housing Services)  
Ph: 519-575-4757 x 5042 or [mmorrison@regionofwaterloo.ca](mailto:mmorrison@regionofwaterloo.ca)

Your signature (or mark) below indicates that you have read (or been read) the information provided above, have gotten answers to your questions, and have freely chosen to participate in local survey as part of the 20,000 Homes Campaign.

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature (or Mark) of Participant

\_\_\_\_\_  
Printed Name of Participant

If consent given by mark or verbally:

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature of Witness

\_\_\_\_\_  
Printed Name of Witness