

## 5. EMERGENCY HOSTEL SERVICES

Emergency Hostel Services support efforts to:

- ensure that individuals and families experiencing homelessness have access to temporary emergency shelter services that will help them stabilize their situations and move into appropriate accommodation in the community; and
- provide safe and secure basic accommodations and meals for individuals and/or families experiencing homelessness

Some municipalities view the services provided through emergency hostels/shelters as a key point of access to a broad range of social services. However, it is understood that emergency hostel services should not serve as permanent housing.

The provision of emergency hostel services by a municipality is not mandatory. Municipalities may choose to offer emergency shelter services directly or through third-party contracts with community-based agencies.

### **What should you consider when reviewing these results?**

Each municipality's results are influenced to varying degrees by a number of factors, including:

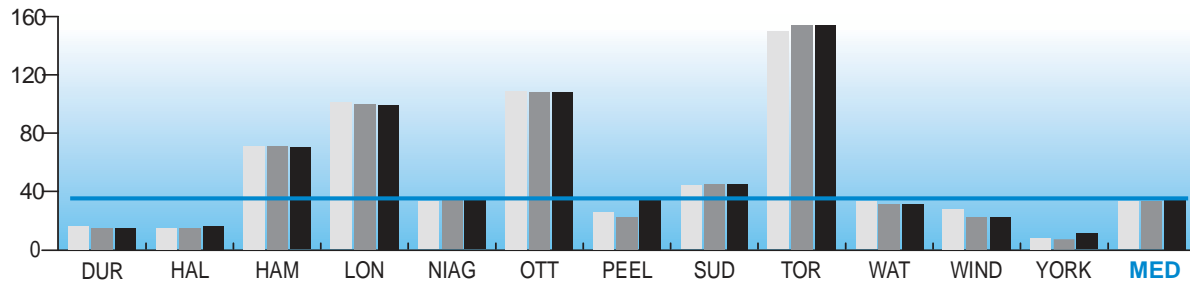
- uncontrollable factors: many factors influence the demand and length of stay, e.g. severity of client condition — chronic vs. newly or episodic homelessness, natural disasters and weather related events, communicable diseases, agency or funder policies, and community capacities for providing sufficient housing, income and support for residents who are experiencing or at risk of homelessness
- municipal policies: average lengths of stay are shortened when municipal policies limit funding to a set time period
- supply of and demand for beds: number of emergency shelter beds available in a community may vary by season and by climate

# EMERGENCY HOSTEL SERVICES

## What are the results?

### What is the supply of available beds?

Fig. 5.1 Average Nightly Number Emergency Shelter Beds Available per Population



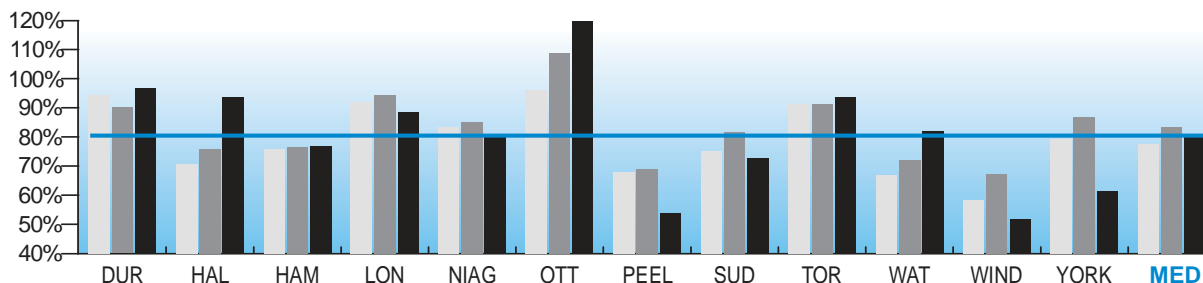
|             |           |           |           |            |           |            |           |           |            |           |           |           |           |
|-------------|-----------|-----------|-----------|------------|-----------|------------|-----------|-----------|------------|-----------|-----------|-----------|-----------|
| <b>2009</b> | <b>15</b> | <b>16</b> | <b>70</b> | <b>99</b>  | <b>35</b> | <b>108</b> | <b>34</b> | <b>45</b> | <b>154</b> | <b>31</b> | <b>22</b> | <b>11</b> | <b>34</b> |
| <b>2008</b> | <b>15</b> | <b>15</b> | <b>71</b> | <b>100</b> | <b>35</b> | <b>108</b> | <b>22</b> | <b>45</b> | <b>154</b> | <b>31</b> | <b>22</b> | <b>7</b>  | <b>33</b> |
| <b>2007</b> | <b>16</b> | <b>15</b> | <b>71</b> | <b>101</b> | <b>33</b> | <b>109</b> | <b>26</b> | <b>44</b> | <b>150</b> | <b>33</b> | <b>28</b> | <b>8</b>  | <b>33</b> |

Source: HSTL205 (Service Level)

Figure 5.1 should be viewed in relation to the demand for these beds shown in figure 5.2. While a municipality may provide fewer beds per capita this may be reflective of the demand.

### What is the demand for these beds?

Fig. 5.2 Average Nightly Bed Occupancy Rate of Emergency Shelters



|             |            |            |            |            |            |             |            |            |            |            |            |            |            |
|-------------|------------|------------|------------|------------|------------|-------------|------------|------------|------------|------------|------------|------------|------------|
| <b>2009</b> | <b>97%</b> | <b>94%</b> | <b>77%</b> | <b>89%</b> | <b>80%</b> | <b>120%</b> | <b>54%</b> | <b>73%</b> | <b>94%</b> | <b>82%</b> | <b>52%</b> | <b>61%</b> | <b>81%</b> |
| <b>2008</b> | <b>90%</b> | <b>76%</b> | <b>77%</b> | <b>94%</b> | <b>85%</b> | <b>109%</b> | <b>69%</b> | <b>82%</b> | <b>92%</b> | <b>72%</b> | <b>67%</b> | <b>87%</b> | <b>84%</b> |
| <b>2007</b> | <b>94%</b> | <b>71%</b> | <b>76%</b> | <b>92%</b> | <b>83%</b> | <b>96%</b>  | <b>68%</b> | <b>75%</b> | <b>91%</b> | <b>67%</b> | <b>58%</b> | <b>79%</b> | <b>78%</b> |

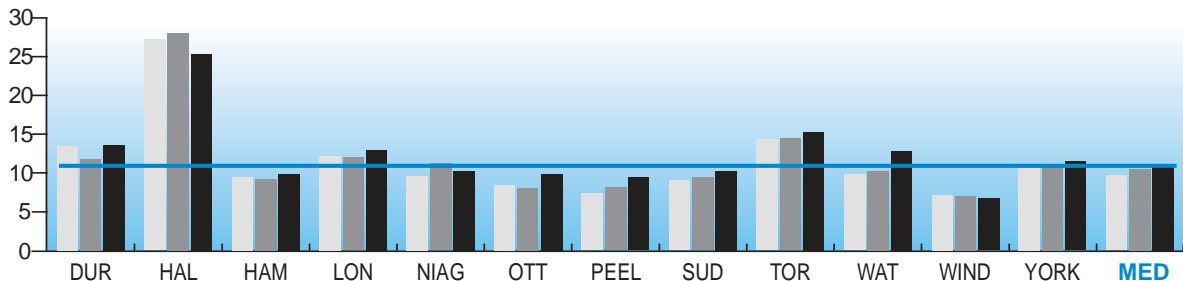
Source: HSTL410 (Customer Service)

Figure 5.2 shows the average occupancy rate for emergency hostels over the course of a year. Occupancy rates are influenced significantly by social conditions and trends existing in the municipality and can be indicative of efficiencies in terms of how well services are utilized. However, rooms can be occupied but not at 100% bed occupancy based on family size. Ottawa's occupancy rates above 100% are reflective of their use of overflow spaces, i.e. shelter mats and motel rooms.

## EMERGENCY HOSTEL SERVICES

### What is the average length of stay?

Fig. 5.3 Average Length of Stay per Admission to Emergency Shelters



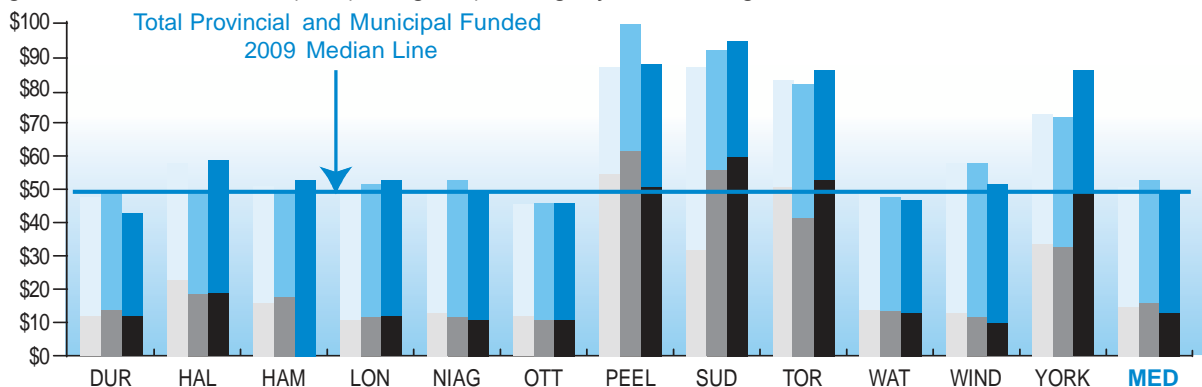
|      | DUR  | HAL  | HAM | LON  | NIAG | OTT | PEEL | SUD  | TOR  | WAT  | WIND | YORK | MED  |
|------|------|------|-----|------|------|-----|------|------|------|------|------|------|------|
| 2009 | 13.6 | 25.3 | 9.9 | 12.9 | 10.2 | 9.9 | 9.4  | 10.2 | 15.3 | 12.8 | 6.7  | 11.5 | 10.9 |
| 2008 | 11.8 | 28.0 | 9.2 | 12.0 | 11.2 | 8.0 | 8.1  | 9.4  | 14.4 | 10.3 | 7.0  | 10.8 | 10.5 |
| 2007 | 13.4 | 27.2 | 9.5 | 12.2 | 9.6  | 8.5 | 7.4  | 9.0  | 14.3 | 9.8  | 7.2  | 10.6 | 9.7  |

Source: HSTL105 (Community Impact)

Figure 5.3 shows the average length of stay per admission, where one admission equals one resident (one adult or one child). In general, the length of stay is longer for families when compared to individuals.

### How much does it cost to provide a shelter bed?

Fig 5.4 Hostels (Provincial/Municipal) Operating Cost per Emergency Shelter Bed Night



#### Municipally Funded Cost

|      |    |    |    |    |    |    |    |    |    |    |    |    |    |
|------|----|----|----|----|----|----|----|----|----|----|----|----|----|
| 2009 | 12 | 19 | NA | 12 | 11 | 11 | 51 | 60 | 53 | 13 | 10 | 49 | 13 |
| 2008 | 14 | 19 | 18 | 12 | 12 | 11 | 62 | 56 | 42 | 14 | 12 | 33 | 16 |
| 2007 | 12 | 23 | 16 | 11 | 13 | 12 | 55 | 32 | 51 | 14 | 13 | 34 | 15 |

Source: HSTL306 (Efficiency)

#### Provincially Funded Costs

|      |    |    |    |    |    |    |    |    |    |    |    |    |    |
|------|----|----|----|----|----|----|----|----|----|----|----|----|----|
| 2009 | 31 | 40 | 53 | 41 | 38 | 35 | 37 | 35 | 33 | 34 | 42 | 37 | 37 |
| 2008 | 35 | 31 | 32 | 40 | 41 | 35 | 38 | 36 | 40 | 34 | 46 | 39 | 37 |
| 2007 | 36 | 35 | 35 | 39 | 37 | 34 | 32 | 55 | 32 | 35 | 45 | 39 | 36 |

Source: HSTL305 (Efficiency)

Figure 5.4 illustrates the gross cost (includes funding from other levels) and net cost (cost to the municipality) of providing one shelter bed for one night.