

5 Emergency Hostel Services



What is the Service?

Some municipalities view the services provided through emergency hostels/shelters as a key point of access to a broad range of social services. However, emergency hostels are not intended to 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.

Specific objectives include:

- 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
- Provide safe and secure basic accommodations and meals for individuals and/or families experiencing homelessness

Influencing Factors:

Immigration: Federal immigration policies and processing times for Refugee claims.

Information Systems: Database systems used could impact reporting capabilities.

Other Housing Services: Availability of transitional and/or supported living/housing in the community and supplementary support services.

Political Climate: Current and former local policies and support for homelessness impact service level provided i.e. is the climate inductive to support, fund and build/procure spaces.

Supply vs. Demand: Individuals in need may decide not to take up offers of shelter.

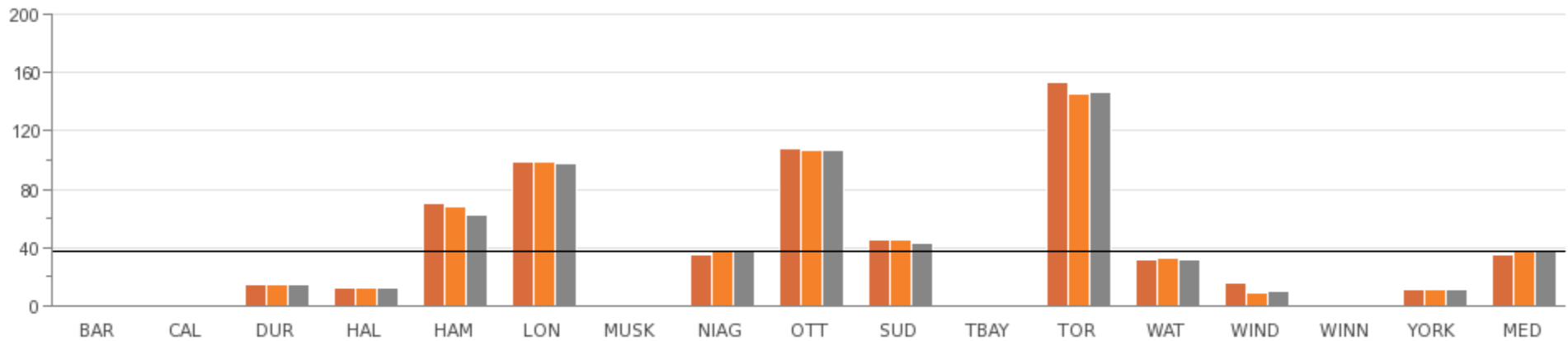
Vacancy Rates in Rental Properties: Housing availability and affordability.

Weather Conditions: The number of beds can vary by season. Natural disasters and weather related events increase occupancy and length of stay.

Emergency Hostel Services

What is the supply of available beds?

Fig 5.1 Average Nightly Number Emergency Shelter Beds Available per 100,000 Population



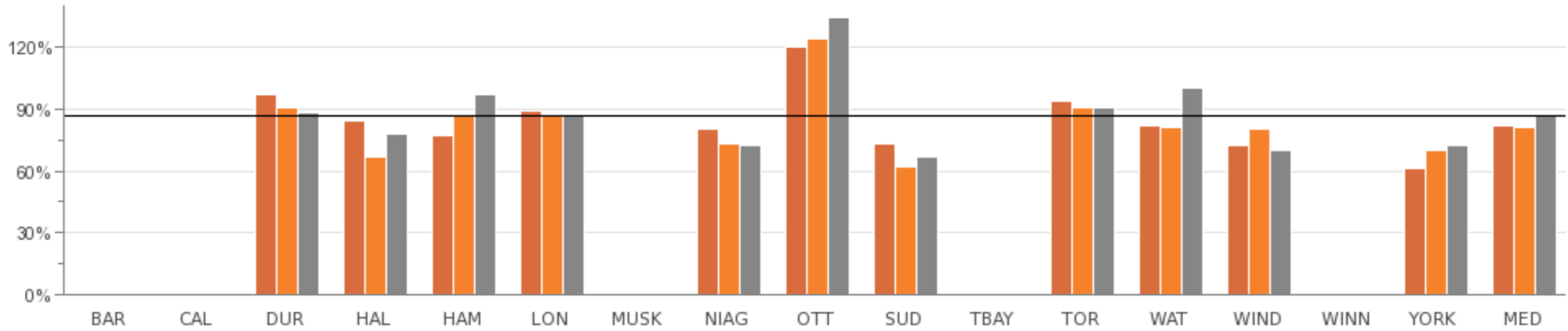
2009	N/A	N/A	15	12	70	99	N/A	35	108	45	N/A	154	31	16	N/A	11	35
2010	N/A	N/A	15	12	68	99	N/A	38	107	45	N/A	146	33	9	N/A	11	38
2011	N/A	N/A	15	12	62	98	N/A	37	107	43	N/A	147	32	10	N/A	11	37

Source: HSTL205 (Service Level)

Comment: The supply of shelter beds in a municipality is reflective of the demand or need for shelter accommodation (see Figure 5.2).

What is the demand for available beds?

Fig 5.2 Average Nightly Bed Occupancy Rate of Emergency Shelters



2009	N/A	N/A	97%	84%	77%	89%	N/A	80%	120%	73%	N/A	94%	82%	72%	N/A	61%	82%
2010	N/A	N/A	91%	67%	87%	87%	N/A	73%	124%	62%	N/A	91%	81%	80%	N/A	70%	81%
2011	N/A	N/A	88%	78%	97%	87%	N/A	72%	135%	67%	N/A	91%	100%	70%	N/A	72%	87%

Source: HSTL410 (Customer Service)

Comment: Rooms can be occupied but at less than 100% capacity depending on the family size. Ottawa's results reflect their use of overflow spaces, e.g. Shelter mats and motel rooms above the contract supply levels.

What is the average length of stay per admission?

Fig 5.3 Average Length of Stay per admission at Emergency Shelters

Municipality	Average Length of Stay per Admission			Average Length of Stay per Admission (Singles)			Average Length of Stay per Admission (Families)		
	2009	2010	2011	2009	2010	2011	2009	2010	2011
Durham	13.6	13.6	11.8	10.1	10.4	9.7	30.1	30.3	23.0
Halton	19.2	26.0	23.5	18.0	18.6	16.2	49.3	60.8	64.3
Hamilton	9.9	7.0	10.0	5.2	5.3	8.0	34.7	59.2	25.2
London	12.9	11.4	11.2	12.8	12.0	11.5	14.3	8.4	9.4
Niagara	10.2	10.5	10.5	10.1	10.4	10.4	11.2	11.5	12.1
Ottawa	9.9	10.7	11.2	6.7	7.1	6.9	31.2	45.7	51.5
Greater Sudbury	10.2	8.5	9.2	8.2	6.1	6.0	13.8	11.5	12.7
Toronto	15.3	14.8	16.2	14.1	13.9	13.2	50.1	53.4	61.7
Waterloo	12.8	12.1	12.8	11.0	10.2	10.5	29.9	29.7	33.0
Windsor	6.2	7.1	6.1	6.8	8.0	7.1	7.0	6.6	5.7
York	11.5	11.0	9.8	11.8	10.0	9.9	15.7	19.1	13.2
Median	11.5	11.0	11.2	10.1	10.2	9.9	29.9	29.7	23.0

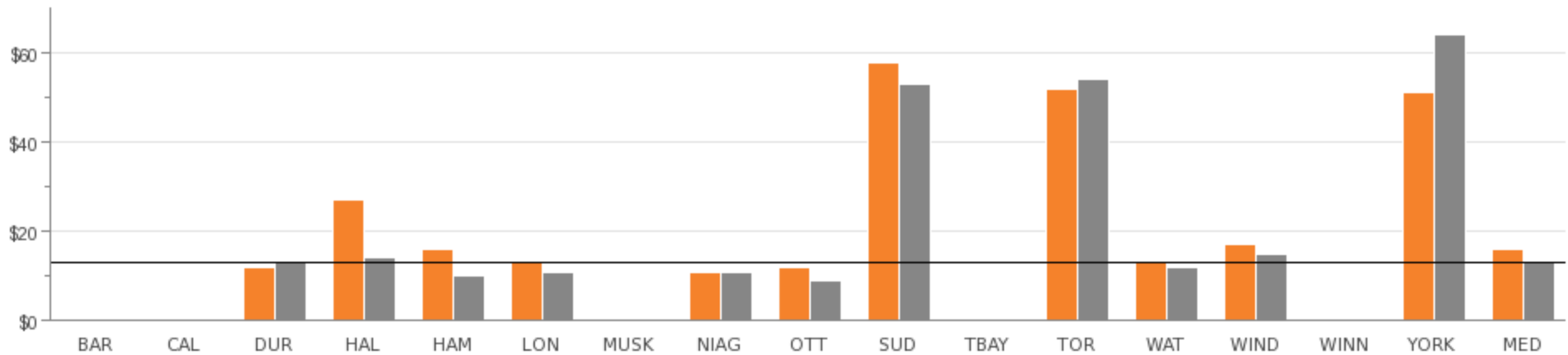
Source: HSTL105 and HSTL110 and HSTL115 (Community Impact)

Note: An admission equates to one adult or one child.

Comment: The length of stay is usually longer for families than for individuals.

How much does it cost the municipality to provide a shelter bed?

Fig 5.4 OMBI Net (Municipal) Operating Expenditure per Emergency Shelter Bed Night (includes amortization)



2010	N/A	N/A	\$12	\$27	\$16	\$13	N/A	\$11	\$12	\$58	N/A	\$52	\$13	\$17	N/A	\$51	\$16
2011	N/A	N/A	\$13	\$14	\$10	\$11	N/A	\$11	\$9	\$53	N/A	\$54	\$12	\$15	N/A	\$64	\$13

Source: HSTL306T (Efficiency)

Note: Calculation includes amortization.

Comment: Some municipalities have chosen to provide funding beyond the approximate 80:20 Provincial: Municipal cost-sharing.