



# **Provincial Results**

## **2020 Rural Housing and Service Needs Estimation Project**

Rural Development Network

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# Acknowledgement

## List of Participating Communities

Participating Community	Population Size (2016 Census)
Bow Valley	22,060
Cardston	3,585
Chestermere	19,887
Cochrane	34,467
County of Grande Prairie No. 1	22,303
Drumheller	7,982
Fort Macleod	2,967
Fox Creek	1,971
Hinton	9,882
Lac la Biche County	8,330
MD of Greenview	5,583
Morinville	9,848
Okotoks	28,881
Peace River	6,842
Spruce Grove and Stony Plain	34,066
St. Albert	65,589
Stettler	5,952
Strathcona County	98,044
Strathmore	13,756
Sylvan Lake	14,816
Tofield	2,081
Westlock	5,101
Whitecourt	10,204
Yellowhead County	10,995

# Executive Summary

**In fall 2020 (September to December), 24 rural communities across Alberta participated in a large-scale effort to estimate housing and service needs.**

Following the methodology outlined in the “Step-by-Step Guide to Estimating Rural Homelessness”, the Rural Housing and Service Needs Estimation Project (Estimations Project) was led by the Rural Development Network and funded through Reaching Home, the Government of Canada’s official homelessness strategy<sup>2</sup>.

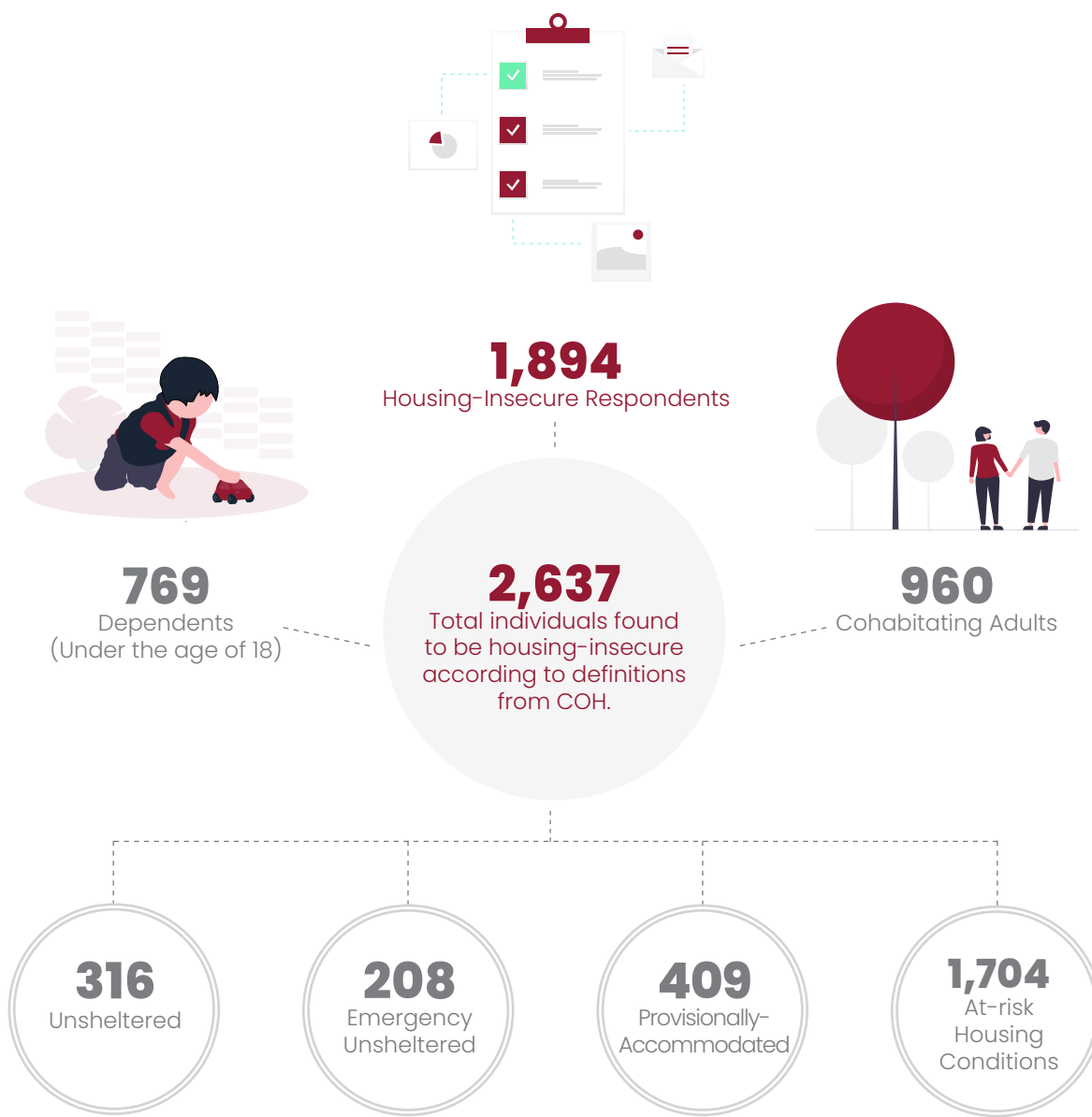
This year’s Estimations’ Project applied robust refinements to the 2018 pioneer project that allowed municipalities, community organizations, and service agencies to understand the needs of their clients. Collecting data during this period – when physical access to services was severely limited/affected by a global pandemic – was challenging, but also offered a unique opportunity to examine how clients’ needs increase during a time of crisis.

The Rural Development Network helped local community organizations prepare for and carry out their count. Over 30 consecutive days, service providers invited all clients who visited their offices to complete a 30-question survey. Participating clients had the choice to complete an online or paper survey, and they had the option to fill out the form by themselves, with assistance from staff, or during their own time through online access codes.

Surveys were used to get a holistic view of the interlocking needs that affect an individual’s ability to access and maintain safe, stable housing, which includes their ability to access proper services and resources. Collected surveys from all 24 communities were examined for duplicates and errors

by RDN to ensure data integrity and validity. The data was then compiled, reviewed, and consolidated in the final findings outlined in this report.

The findings in this document reports on data gathered from all 24 participating communities. Information about individual community results can be found in the separate community reports published on RDN's website<sup>3</sup>.



**“In many instances, there are discrepancies between what people need or want, what service providers can offer and what the provincial or local governments can afford or support as best practices.”**

–Marybeth Shinn,  
International Homelessness:  
Policy, Socio-Cultural, and Individual Perspectives<sup>5</sup>

# About This Report

This project is funded in part by the Government of Canada's Reaching Home: Canada's Homelessness Strategy. The opinions and interpretations in this publication are those of the author and do not necessarily reflect those of the Government of Canada.

The Rural Development Network recognizes that the 2020 Rural Housing and Service Needs Estimation Project took place on the traditional territories of Treaty 6, Treaty 7, and Treaty 8.

The RDN recognizes the direct connection between homelessness and colonization<sup>6</sup>, and it is our hope that this project provides one small step towards righting wrongs.

This report and the information within was made possible through the efforts of many dedicated individuals and groups. We wish to thank the front line staff at participating service agencies across the province for their tireless efforts during this challenging time.

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# Background

Rural homelessness is critically under-studied in both Alberta<sup>7</sup> and across Canada<sup>8</sup>, and official data on rural homelessness is extremely limited. The Estimations Project aims to better understand the needs of residents to complement and improve official data for rural communities throughout the country.

When it comes to homelessness and understanding its causes, the urban experience dominates the conversation due to the higher visibility of individuals experiencing homelessness. Homelessness in rural and remote areas is far less understood or even acknowledged by the wider public because housing-insecure individuals are less likely to be completely unsheltered, and the problem is hidden from view. They are more likely own/rent housing that may need major repairs, couch surf, live in overcrowded housing, or live in other provisional accommodations provided by their support systems.

Point-in-Time (PiT) counts are used to measure homelessness in larger, more urban centres in Canada. Community members are recruited and trained to survey unsheltered individuals over a designated period (usually 24-48 hours). Trained volunteers would cover the entire community — including streets, alleys, parks and other greenspaces, transit stations, abandoned buildings, vehicles, ravines, and other outdoor locations where people experiencing homelessness are known to sleep— to survey individuals. PiT counts provide an estimate of how many people are homeless (including those who are staying in shelters or sleeping rough) on a given night<sup>9</sup>.

Rural and remote regions face significant barriers when participating in National PiT counts. First, large geographical areas are difficult to cover with volunteers. Second, residents of rural and remote regions are often transient, opting to moving around the region of study for goods and services. Third,



extensive volunteer recruitment is not always possible due to limited capacity in rural areas where overworked and under-resourced staff have limited time and resources to dedicate to homelessness-related issues.

Therefore, one-to-two day PiT counts do not accurately estimate homelessness in rural and remote regions. Individuals who aren't completely unsheltered (but live in insecure housing and are in need of services) may be missed during a traditional PiT count, and the needs of rural and remote regions are underrepresented.

The need for a rural-conscious methodology led to the development of the award-winning Step-by-Step Guide to Estimating Rural Homelessness in 2017<sup>1</sup>. This guide allows anyone, including small non-profits and local frontline agencies, to gather data on gaps in housing and service needs. It has been instrumental in helping rural communities gather credible data on their needs, resulting in improved services.

The method outlined in the guide and used for this project — service-based estimations — has the same questions as the PiT count surveys, but makes use of existing services and infrastructure for survey delivery. Instead of relying on volunteers to go to locations where unsheltered individuals stay, surveys are made available over a 30-day period at the service agencies community residents already know and frequent. These agencies can be any organization that serves vulnerable populations, like not-for-profits, libraries, food banks, government service centres, or local religious institutions.

In rural or remote areas, delivering surveys at a central location is vital to overcoming the vast geographical challenge of surveying a decentralized population. The 30-day survey window allows for a more inclusive sample, as individuals in need may not live full-time within the town proper, but do travel

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<sup>1</sup> Funded by Canada's Homelessness Partnering Strategy, this guide has been awarded Canada Mortgage and Housing Corporation's [Gold Roof Award for Knowledge to Action](#), as well as the Canadian Housing & Renewal Association's [2020 Community Builder Award](#). [Learn more about the Step-by-Step Guide to Estimating Rural Homelessness on the RDN website.](#)

to receive services over the course of the month. Overall, this method is less weather-dependent, geographically-hindered, and resource-intensive than a PiT count, and smaller communities with few volunteers are able to gather essential data on the community's needs.

# Methodology & Data Collection

## Expression of Interest

In April 2020, the RDN released a Call for Expressions of Interest (EOI) that invited any rural-based organization to apply for funding to conduct a month-long estimation count, beginning in Fall 2020. Successful groups received a \$2,000 grant to help offset costs for participation (e.g. staff time, printing costs, participant/partner honorariums, etc.). This project was made possible through Reaching Home.

Twenty-eight (28) communities were selected to participate in this year's Estimations Project. Communities identified project leads who were instrumental in the success of the project. They were responsible for inviting local partners to participate in training sessions and promote the surveys over the 30-day period, and for making the community aware of the survey.

Due to capacity limitations, 4 of the 28 communities were unable to complete the project. This report outlines results from the remaining 24 communities. The number of participating agencies varied across communities and was dependent on local capacity and willingness to participate.

## Methodology and Definitions

Clients of participating agencies were invited to fill out the 10-15 minute survey either in-person or online. Due to the sensitivity surrounding housing insecurity and homelessness, this project relied on established relationships between service providers and clients. This ensured that respondents felt comfortable and safe throughout the process.

Despite the difference in delivery, the survey questions remained in line with those used in national Point-in-Time counts. Using the Canadian Observatory on Homelessness's definition of homelessness and housing insecurity (page 12) ensured a consistent standard between provincial and national data collection efforts despite differing methods

The term "homelessness" was not emphasized in the survey, primarily due to misunderstanding of the term and the stigma associated with it. Multiple service providers said they wanted to minimize any stigma that could cause distress to their clients. Instead, the survey was advertised as a better way to understand the housing and support services needed within the community. Reframing the survey in this way encouraged all clients to participate, instead of targeting certain individuals and introducing a selection bias.

Previous findings suggest that clients are often reluctant to label themselves as either homeless or housing-insecure. For this project, rather than rely exclusively on their responses to questions about being homeless, they answered objective questions that described their housing situation. Data analysis of their answers to the objective questions determined which respondents were housing-insecure. As we can see in the results, some individuals who were housing-insecure based on objective criteria, did not self-identify as such. The majority of the report focuses on the responses of individuals who were living in objectively housing-insecure conditions.

# Definitions

**“Homelessness** describes the **situation** of an individual, family or community **without** stable, safe, 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, unhealthy, unsafe, stressful and distressing.”

–Canadian Definition of Homelessness,  
Canadian Observatory on Homelessness<sup>11</sup>

**Q11.** Thinking about your living situation **this past month**, which of these statements apply to you? (Check all that apply)

- ☐ I own the house I'm currently in
- ☐ I rent the apartment I'm currently in
- ☐ I live in accommodations provided by my employer
- ☐ I live in a house that is owned by/rented out by the Band
- ☐ I share a house/apartment with roommates
- ☐ I live in a house/apartment that I share with family/dependents
- ☐ I find it difficult to pay rent and I feel like I spend more than a third of my monthly income on my housing
- ☐ I live in housing that needs major repairs (heating or plumbing problems, mould, leaky roof, etc.)
- ☐ There are not enough rooms for the number of people in the house I'm in
- ☐ I lived in supported housing (e.g. Housing First)
- ☐ I stayed in a medical/detox/rehabilitation facility
- ☐ I slept in a friend's/family's house because I had no other place to stay
- ☐ I stayed in a jail / prison/ remand centre
- ☐ I stayed at a women's / domestic violence shelter
- ☐ I stayed with someone I didn't know because I had no other place to stay
- ☐ I slept in a shelter
- ☐ I slept in a makeshift shelter, vehicle, tent, or shack
- ☐ I slept in a public space (sidewalks, park benches, bus shelter etc.)

Figure 1: table used in 2020 questionnaire to determine respondents' housing security. Refer to Appendix A for full questionnaire.

The accompanying typology<sup>4</sup> identifies a range of housing and shelter circumstances:

## Provisionally Accommodated

People who are homeless whose accommodation is temporary or lacks security of tenure, including interim (or transitional) housing, people living temporarily with others (couch surfing), or living in institutional contexts (hospital, prison) without permanent housing arrangements.

## At Risk of Homelessness

People who are not homeless, but whose current economic and/or housing situation is precarious or does not meet public health and safety standards.

## Emergency Sheltered

Staying in overnight emergency shelters designed for people who are homeless.

## Unsheltered

Living on the streets or in places not intended for human habitation.

# Canada Mortgage and Housing Corporation (CMHC)'s Core Housing Need

## Acceptable housing and core housing need

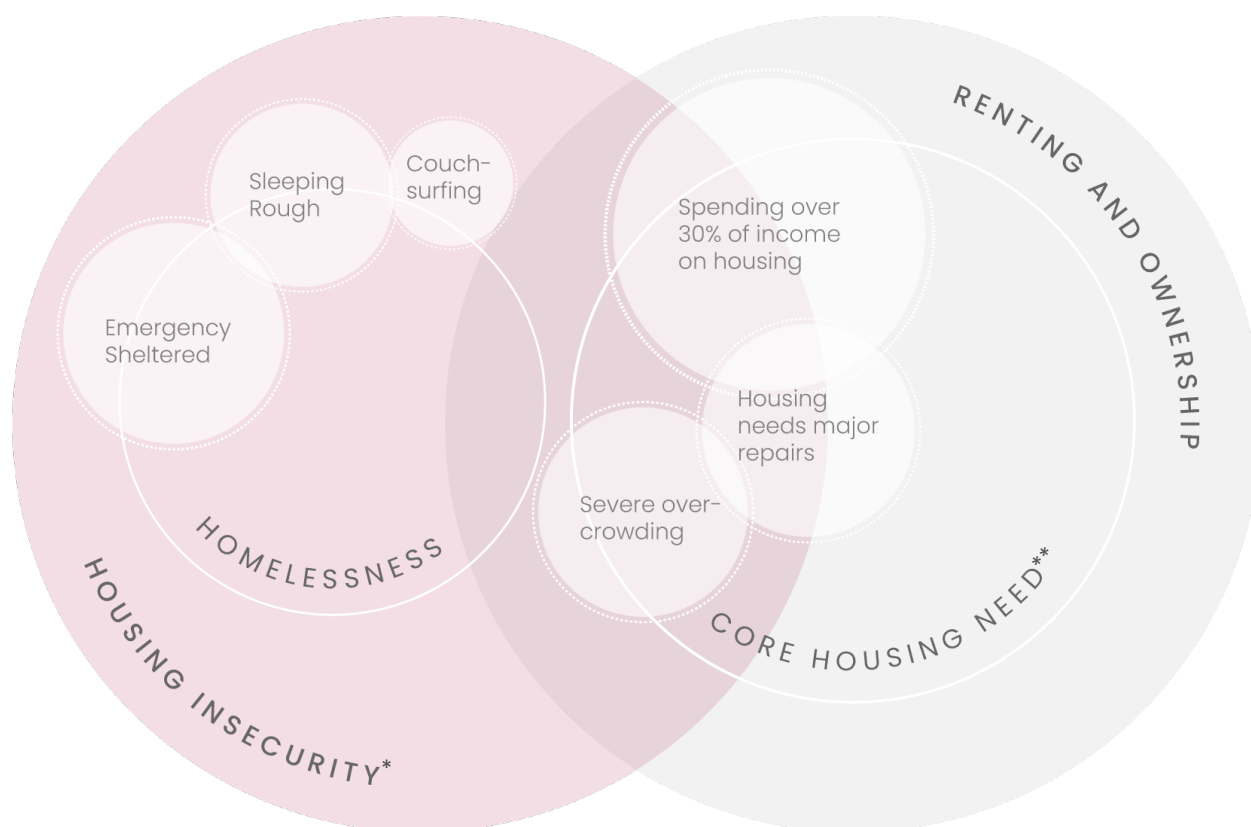
A household is in core housing need if its housing does not meet one or more of the adequacy, suitability or affordability standards and it would have to spend 30% or more of its before-tax income to access acceptable local housing.

**Acceptable housing is adequate in condition, suitable in size, and affordable.**

- **Adequate housing** does not require any major repairs, according to residents. Major repairs include those to defective plumbing or electrical wiring, or structural repairs to walls, floors or ceilings.
- **Suitable housing** has enough bedrooms for the size and make-up of resident households, according to National Occupancy Standard (NOS) requirements. Enough bedrooms based on NOS requirements means one bedroom for each cohabiting adult couple; lone parent; unattached household member age 18 or older; same-sex pair of children under age 18; and additional boy or girl in the family, unless there are two opposite sex children under 5 years of age, in which case they are expected to share a bedroom. A household of one individual can occupy a bachelor unit (i.e., a unit with no bedroom).
- **Affordable housing** costs less than 30% of before-tax household income. Many people think the term “affordable housing” refers only to rental housing that is subsidized by the government. In reality, it’s a very broad term that can include housing provided by the private, public and non-profit sectors. It also includes all forms of housing tenure: rental, ownership and co-operative ownership, as well as temporary and permanent housing.



**Figure 1-** CMHC's Housing Continuum: the range of available housing in a community.



**\*Housing Insecurity** is when a person experiences difficulty paying rent, spends a major portion of the household income on housing, frequently moves, lives in overcrowded conditions, or doubles up with friends and relatives.

**\*\*Core Housing Need** when housing does not meet one or more of the adequacy, suitability or affordability standards and it would have to spend 30% or more of its before-tax income to access acceptable local housing.

**Figure 2 -** The Rural Development Network's reframed diagram showing the interconnected ways people might move between different categories of the housing continuum.



## Training & Orientation

Lead Coordinators in each of the participating communities completed orientation sessions during the summer months of 2020. Material covered in this orientation included understanding the definitions of homelessness and who the survey was to be delivered to; how to best get the word out about the survey; general project goals; an overview of the survey itself; and how to access support from RDN and resources from our project resource page.

After recruiting agencies in each community, RDN provided their staff with information on available resources and training on how to deliver the survey.

## Advertisement

Prior to the start of the estimation period, service agencies encouraged clients to consider participating in the count. Client participation was entirely voluntary with no monetary compensation. Emphasis was placed on ensuring clients understood that access to services was not contingent on participation in any way, and also on obtaining and confirming consent at the beginning and end of the survey so that the surveys were viable. To encourage client participation, the survey was advertised as a way to better understand housing and support needs and the challenges faced by community members. Recognizing the stigma associated with the term “homelessness”, survey questions focused on asking questions around respondents’ “unstable housing” conditions.

## Survey Delivery

Communities completed their surveys during a predetermined period of 30 consecutive days that fell between the beginning of September 2020 and the end of December 2020. This flexibility allowed for individual community preparedness and helped accommodate local staff capacity needs and timelines.

The Community Leads were provided with both an online link and a paper version of the survey to distribute to their partner agencies. In either format, the survey could be completed by the respondent, or with the assistance of a staff member.

Individuals/families were expected to fill out the survey only once during the estimation period, regardless of how many service agencies they accessed, or how many times they visited the same service agency. To maintain anonymity and prevent duplication, a unique identifier was generated for each respondent that was comprised of parts of respondents' first and last names, their day and year of birth, and gender identity (no complete names or complete dates of birth were collected). For more information, refer to the *Step-by-Step Guide to Estimation Rural Homelessness*. If a respondent completed the survey more than once during the collection period, only the most recent survey was included in the final data.

A copy of the survey is in Appendix A.

## Consent

Survey respondents could skip any questions that they felt uncomfortable with and/or opt out entirely at any time. There was an information page at the beginning of the survey to obtain respondents' informed consent and another consent request at the end of the survey to ensure that consent was maintained throughout. Consent was required in both sections before the survey data could be used for analysis.

A note about youth participation: service agencies were instructed to limit survey administration to individuals 14 years of age or older. In compliance with the consent and confidentiality guidelines of the Alberta College of Social Workers<sup>10</sup>, individuals under 14 years of age were required to secure guardian's approval prior to participation.

Finally, it's important to note that due to exclusion of non-responses and skipped questions, subtotals and percentages may not exactly reflect absolute totals. A copy of the actual paper survey used in this project can be found at [ruraldevelopment.ca](http://ruraldevelopment.ca).

## Limitations

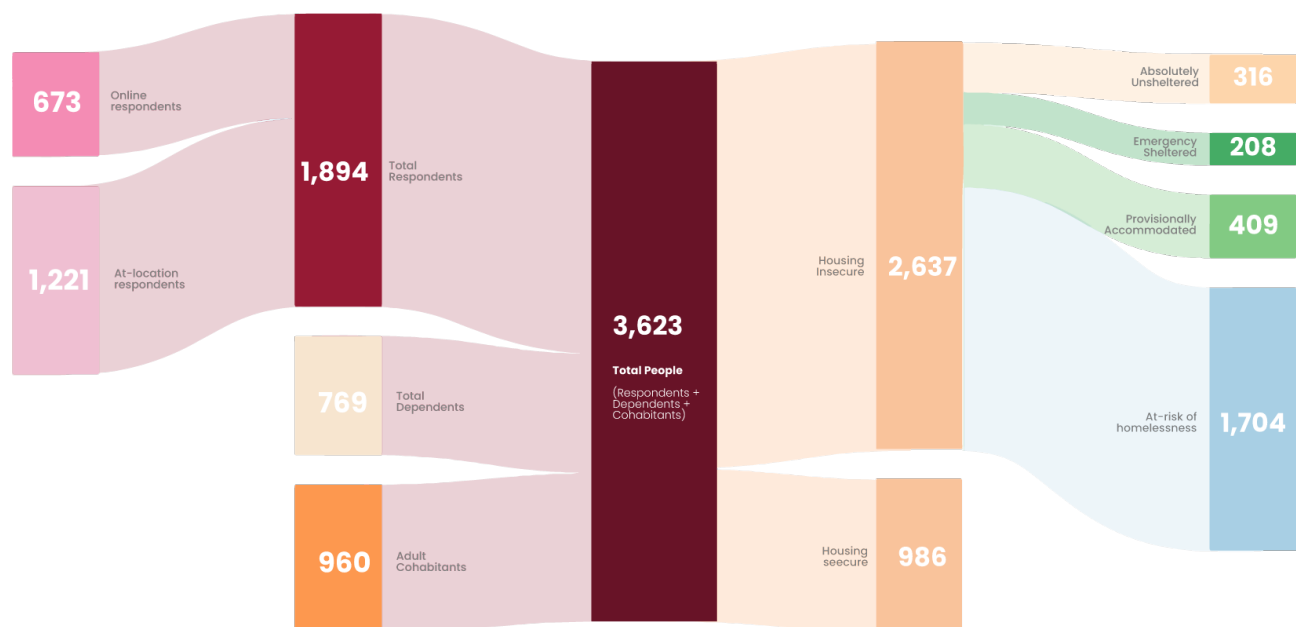
Despite our best attempts to reduce stigma and increase accessibility of the survey, not all clients who entered participating agencies chose to take the survey. The survey was voluntary, and accessing services was not contingent on their participation. There remains a portion of clients whose voices were not captured.

Additionally, not every individual requiring help may have entered a participating service agency during the designated 30-day collection period, despite advertising efforts leading up to the survey. Some service agencies may not have been able to fully participate, given the urgency of the services they provide and the length of time required to complete the survey. As a result, although trends and highlights of the data are very informative, this report presents a conservative picture of the service needs and housing insecurity in the community as a whole.

# Results

## Overall Results

Across participating agencies, **1,893 people** were surveyed. Of those, 1,220 completed paper surveys, and 673 were referred to an online survey.



**Figure 3** – Breakdown of survey respondents and how they fall into the various categories of housing insecurity.

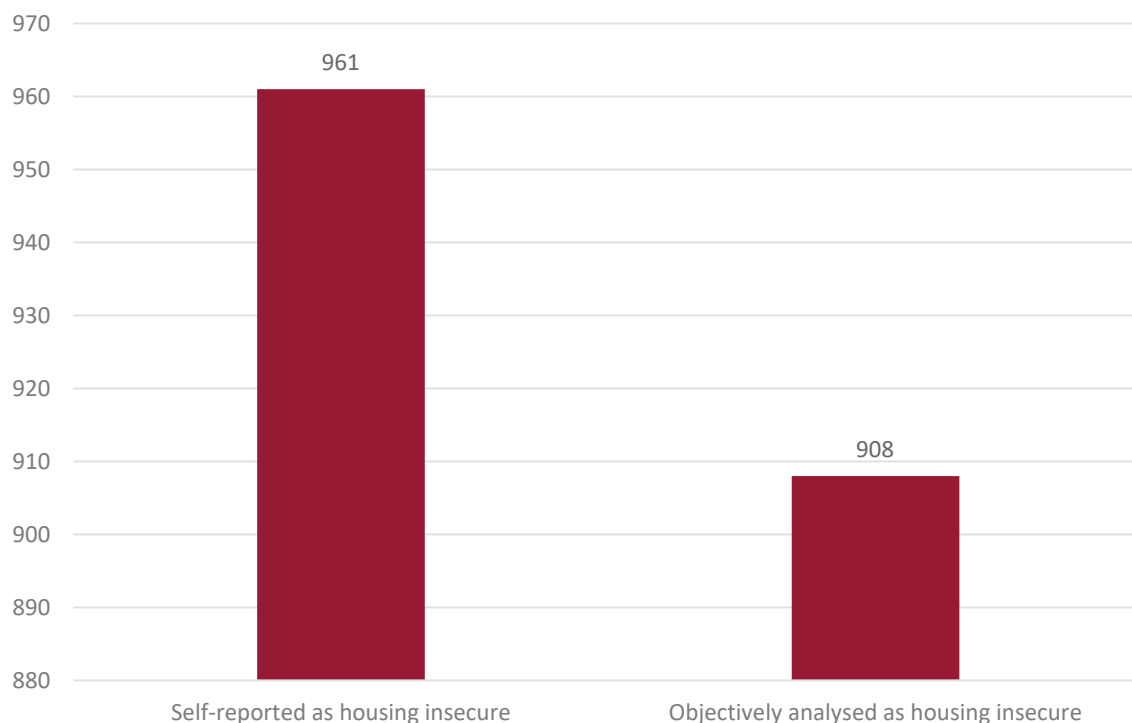
## Housing Needs

When respondents were asked whether they considered their “housing situation to be unstable or felt they could easily lose their housing”, 40.4% replied ‘Yes’.

Following this question, respondents were asked to objectively identify the current living situation(s) that apply to them (Table 1). The following options represent a range of physical living situations that constitute housing security or precarity. Respondents were asked to select all that apply.

After analysis, **there are approximately 908 respondents (48.0%)** whose housing conditions are considered to be insecure and/or absent. These respondents are reported as 'objectively housing-insecure', and make up the primary source of data for the remainder of the report (Figure 4).

Due to the stigma surrounding homelessness, 211 respondents who self-reported that their housing situation was secure, were, in fact, objectively living in an insecure housing situation.

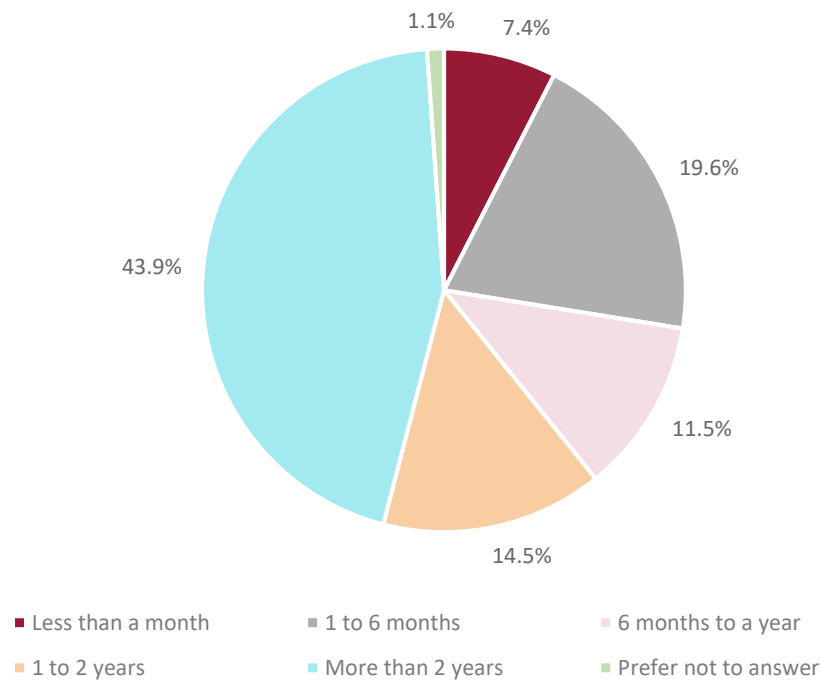


**Figure 4 - Respondents who feel their housing is unstable/insecure vs. respondents who objectively fit living conditions that constitute insecure housing under COH<sup>1</sup>.**

Of all respondents, 215 (11.4%) stated they had once stayed or are currently staying in foster care or a youth group home. Finally, respondents were asked how long they have been staying in their current living arrangements. Their responses are in Figure 5.

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<sup>1</sup> Some respondents who believed they were living in insecure housing conditions also identified with living situations that constitute insecure housing as defined by the Canadian Observatory on Homelessness. Thus, there may be some overlap between these two indicators as shown in Figure 3.



**Figure 5** – Respondents answer the question “how long have you been staying in your current living arrangements?”

## Reasons for Housing Insecurity

After identifying the respondents who were found to be without housing or living in insecure housing situations, we asked whether any of the following options was/were a contributing factor(s) (Table 2).

The top five reasons for respondents that were determined to be housing-insecure are as follows: 453 responses for “I don’t make enough money”; 343 for “I can’t afford rent/mortgage payments”; 206 for “Mental health issues”; 170 for “Illness/medical condition”, and 162 for “My house needs majors repairs”.

**Table 1 – Current living situation. “Which of these statements apply to you (thinking about the past month)?”**

I own the house I'm currently in	<b>586</b>
I rent the apartment I'm currently in	<b>676</b>
I live in accommodations provided by my employer	<b>23</b>
I live in a house that is owned/rented out by the Band	<b>26</b>
I share a house/apartment with roommates	<b>175</b>
I live in a house/apartment that I share with family/dependents	<b>527</b>
I find it difficult to pay rent and I spend more than a third of my monthly income on my housing	<b>561</b>
I live in housing that needs major repairs (heating or plumbing problems, mould, leaky roof, etc.)	<b>270</b>
There are not enough rooms for the number of people in the house I'm in	<b>148</b>
I live in supported housing (e.g. Housing First)	<b>49</b>
I stayed in a medical/detox/rehabilitation facility	<b>49</b>
I slept in a friend's/family house because I had no other place to stay	<b>140</b>
I stayed in a jail/prison/remand centre	<b>36</b>
I stayed at a women's/domestic violence shelter	<b>44</b>
I stayed with someone I didn't know because I had no other place to stay	<b>49</b>
I slept in a shelter	<b>81</b>
I slept in a makeshift shelter, vehicle, tent, or shack	<b>134</b>
I slept in a public space (sidewalks, park benches, bus shelter, etc.)	<b>72</b>



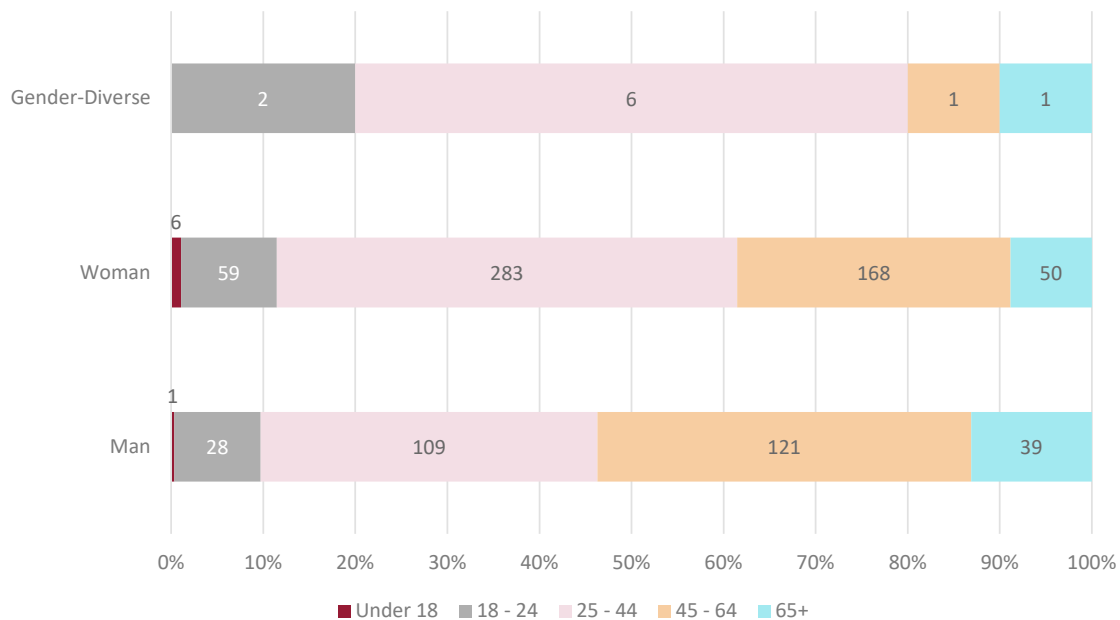
Table 2 - "Why do you feel your housing situation is insecure?"	Perceived Housing Unstable (self-reported)	Analyzed Housing Unstable
I don't make enough money	486	453
I can't afford rent/mortgage payments	374	343
Mental health issues	207	206
Illness/Medical condition	175	170
My house needs major repairs (mould, etc.)	140	162
Physical disability	150	147
Does not apply to me	100	139
I lost my job	144	131
Addictions/Substance use	127	125
COVID-19-related	129	124
Conflict	114	96
Lack of Transportation	93	93
Spouse/Partner lost their job	63	76
Domestic/Family violence	78	72
Mental disability	63	58
My rent went up	59	46
Abuse	35	35
Prefer not to answer	42	34
Relationships	34	28
Family rejection	21	21
Racism/Discrimination	17	18
I was in jail/prison	11	13

**Table 2 -** Respondents answer the question "why do you feel your housing situation is insecure?"

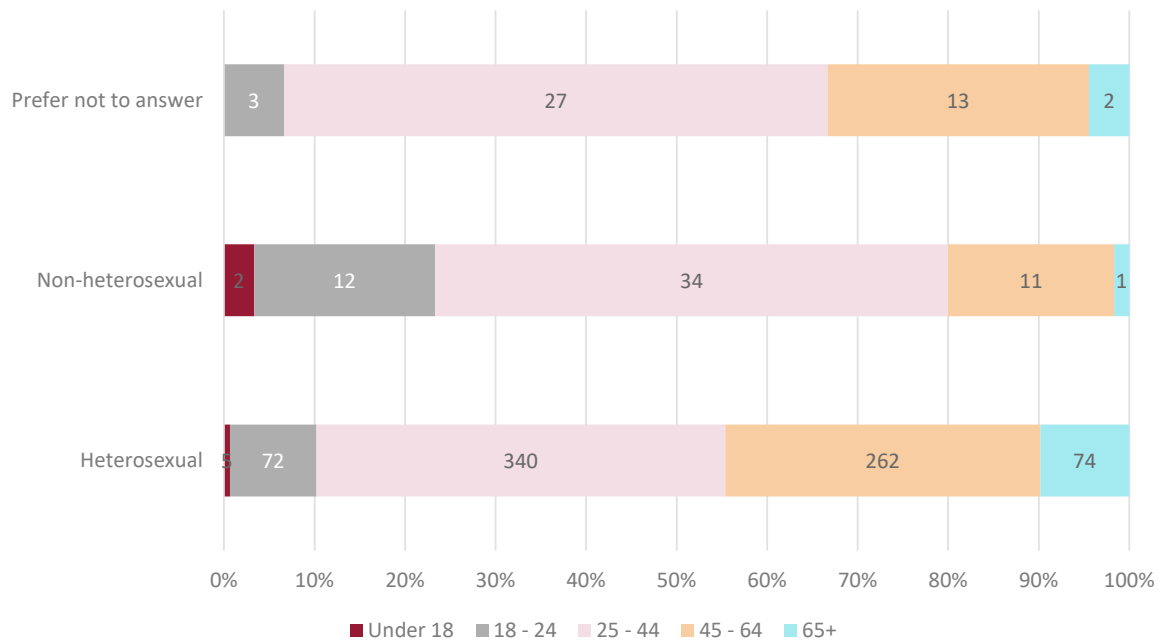
# Demographics

## Age, Gender, and Sexual Orientation

Respondents were asked about their current age. The median age of individuals experiencing housing insecurity was 43. The reported gender of both housing-secure and insecure respondents can be seen in Figure 6. The reported sexual orientation of respondents can be seen in Figure 7.



**Figure 6 -** Respondents answer the question “how do you describe your gender identity?”



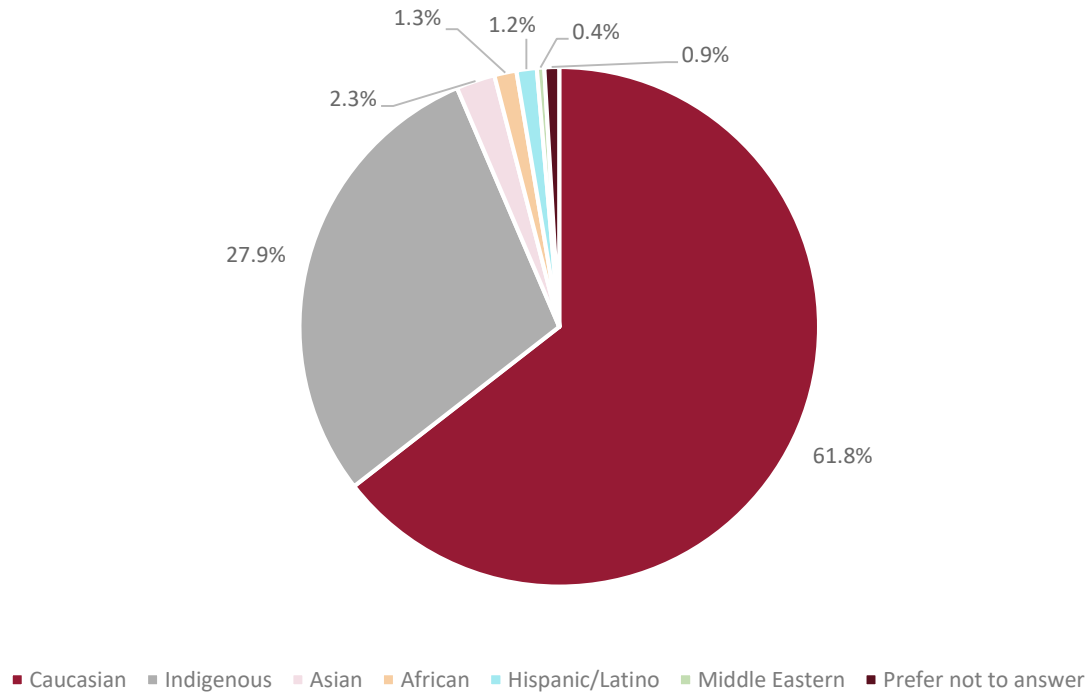
**Figure 7 –** Respondents answer the question “how do you describe your sexual orientation?”

## Ethnicity and Migration Status

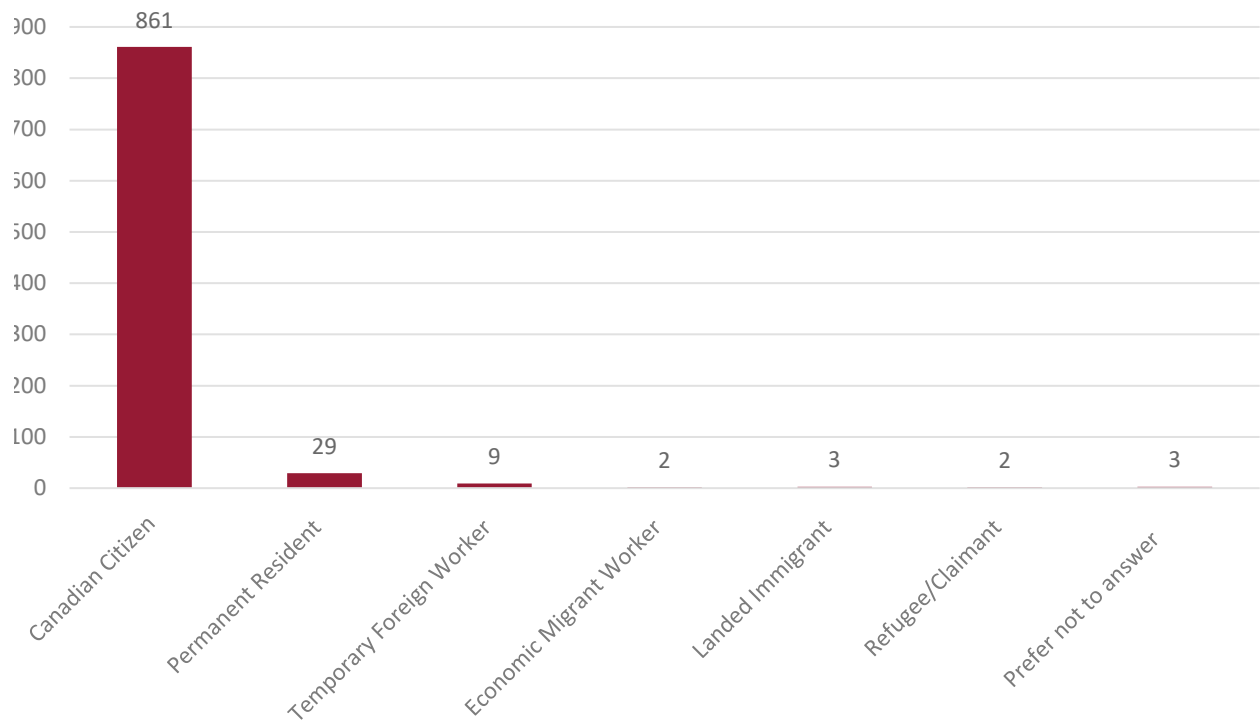
Of the housing-insecure respondents, 12 identified their ethnicity as African, 21 as Asian, 561 as Caucasian, 11 as Hispanic/Latino, 253 as Indigenous, 4 as Middle Eastern, and 28 as other ethnicities. Of the Indigenous respondents, 122 identified as First Nations, 88 as Métis, and 4 as Inuit (Figure 8).

The majority of respondents (90.9%) experiencing housing-insecurity were born in Canada. Eighty (80) indicated that they migrated to Canada at some point, including 2 who indicated that they came as an Economic Migrant Worker. Of the remaining, 28 were Landed Immigrants, 27 were Permanent Residents, 4 were Refugee Claimants, 4 had Student Visas, 20 were Temporary Foreign Workers, and 4 preferred not to answer.

The majority of respondents facing housing insecurity (94.8%) are Canadian Citizens, as shown in Figure 9.



**Figure 8** – Respondents answer the question “what ethnicity do you identify with?”



**Figure 9** – Respondents answer the question “what is your current migration status?”; Other possible options with no responses: Student Visa

## Education

Of all respondents, the majority (26.1%) indicated that the highest level of education they've completed is a high school diploma or GED. This is followed by respondents who obtained a college certificate or diploma (18.6%), and those who completed some high school (12.4%). Detailed responses are in Table 3.

Table 3 – “What is the highest level of education you’ve completed?”	# of respondents
High school diploma or GED	494
College certificate or diploma	353
Some high school	234
Post-secondary degree (bachelor's)	188
Some grade school	182
Some post-secondary	177
Apprenticeship, trades certificate, or diploma	112
Graduate/Professional Degree (Master's, PhD, MD, JD, etc.)	47
Prefer not to answer	40
Don't know	27
No formal education	12

**Table 3** – Respondents answer the question “What is the highest level of education you’ve completed?”

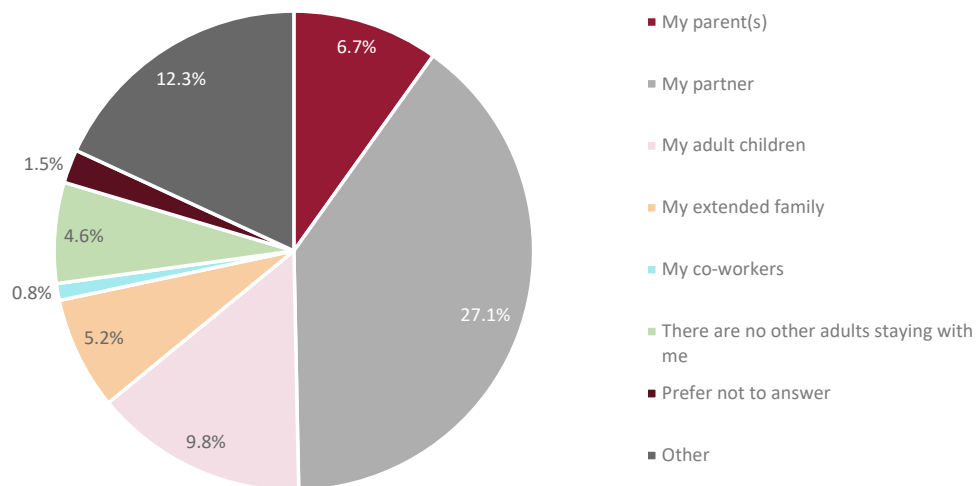
## Household Makeup

The survey included questions about household or family members who are currently sharing accommodations with the respondent. Twenty-nine (29) housing-insecure respondents reported that either they or someone in their household was pregnant, and 255 said that they were currently a single-parent household. In total, 45.5% of housing-insecure respondents were living with dependents under the age of 18. Of those, 114 had one dependent, 119 had

two, 71 had three, 51 had four or more, and 58 responded 'other', for a total of at least 769 housing-insecure dependents.

For respondents who specified the number of dependents staying with them, 25.7% of dependents were between 0 and 4 years of age, 29.7% were between 5 and 9, 31.5% were between 10 and 14, and 13.2% were between 15 and 17. There were slightly less boys (49.5%) than girls (50.5%).

Some housing-insecure respondents reported that they had other adults living with them. The total number of adults sharing respondents' living situation was 960, an average of one per respondent. The relationships of these cohabitants can be found in Figure 10.



**Figure 10** – Co-habitant relationships to housing-insecure respondents

## Shelter Services

Of respondents experiencing housing insecurity, 13.2% reported accessing a shelter within the past year. Of respondents who needed a shelter but did not access one within the past year, the following reasons provided are in Table 4.

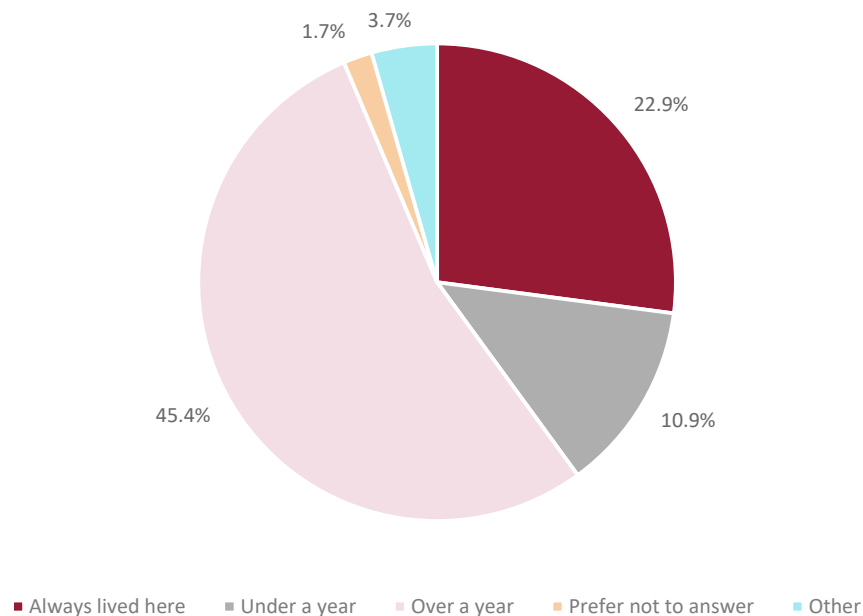
Table 4 – “If you needed a shelter in the past year and didn’t access one, what were the reasons?”	# of respondents
No shelters in my area	87
Reason not listed	74
I didn’t feel safe	66
Lack of transportation	52
Prefer not to answer	43
Health concerns (bed bugs, dirty, etc.)	37
Separation from family member/partner	34
The shelter was full	34
No pets allowed	30
Lack of disability accommodations	26
Hours of operation	15
I didn’t need shelter services	513

**Table 4** – Respondents answer the question “If you needed a shelter in the past year and didn’t access one, what were the reasons?”.

## Community Residency

Of the respondents experiencing housing insecurity, 22.9% reported that they have always lived in the community (Figure 11). Of the respondents who moved to the community at some point, Table 6 describes the primary reasons for the move.



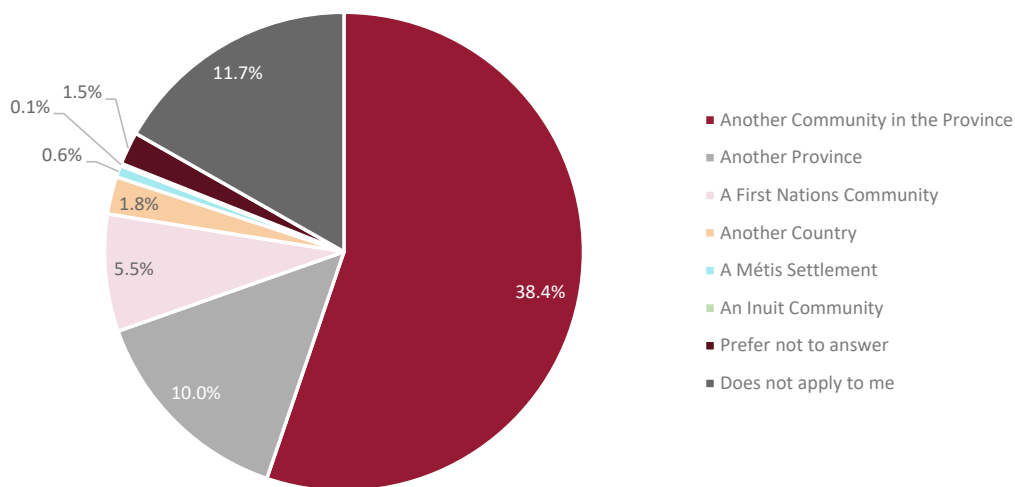


**Figure 11** – Respondents answer the question “How long have you lived in this community?”

Table 5 – “What is the main reason you came to this community?”	# of respondents
To find housing	124
To look for work	123
My family moved here	115
To access services/supports	100
To start a job	86
To move in with spouse/partner	64
To visit family/friends	58
Fear for safety	43
To attend school	37
To access emergency shelters	32
Prefer not to answer	28
COVID-19 treatment or supports	12
Environmental displacement (flooding, wildfire, lack of clean drinking water, etc.)	6
Other	136

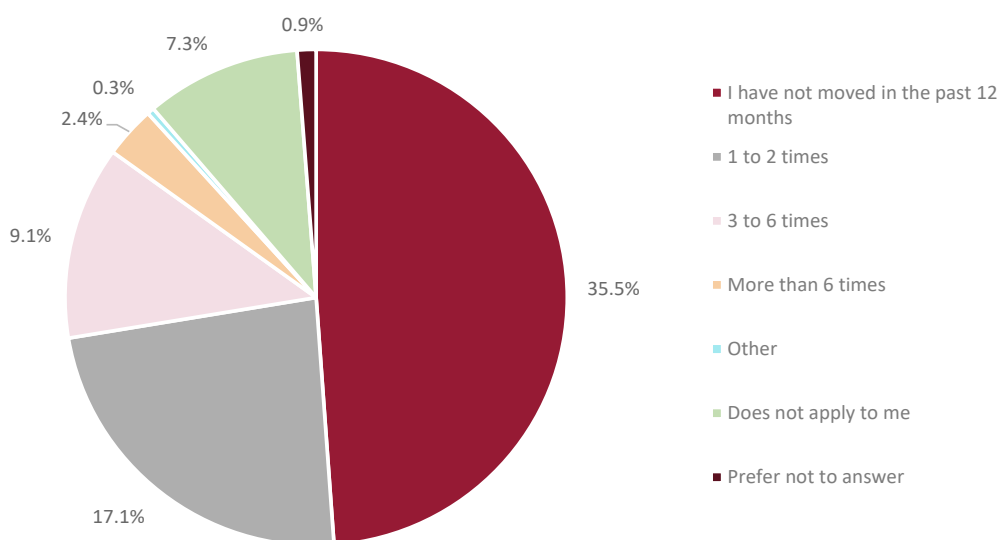
**Table 5** – Respondents answer the question “what is the main reason you came to this community?”

Of those who had moved to the community at some point, Figure 12 describes where they had resided previously.



**Figure 12** – Respondents answer the question “Where did you live before you came to this community?”

Respondents were asked how many times they had moved in the past year because frequent moves can be an indicator of insecurity and precarious housing. Of the housing-insecure respondents, 35.5% had not moved in the past year. Of the respondents who had moved in the past year, 17.1% had moved 1–2 times, 9.1% had moved 3–6 times, and 2.4% moved more than 6 times (Figure 13).



**Figure 13** – Respondents answer the question “How many times have you moved in the past 12 months?”

Respondents were also asked if they would have stayed in their previous community if they had better access to services or programs. Thirty-nine percent (39.0%) answered 'No', while 22.1% answered 'Yes'.

## Employment and income sources

Of the respondents who are experiencing housing insecurity, 27.2% reported being employed in some capacity. Of the employed respondents, 36.8% were working full-time, 26.3% were part-time, 6.9% were casual, and 9.3% had other forms of employment. These respondents were employed in the following industries (Table 6).

Table 6 – “Which area(s) are you employed in”	# of respondents
Retail/Personal Services	31
Health	29
Human/Social Services	24
Food and Beverage/Restaurant	20
Oil and Gas	17
Prefer not to answer	12
Education	11
Tourism	7
Agriculture	6
Finance	4
Forestry	2
Hunting/Trapping	2
Technology	2
Marketing	1
Not Listed	68

**Table 6 –** Respondents answer the question “which area do you work in?”

## Military/Emergency Service

Out of the respondents experiencing housing insecurity, 10 identified as veterans of the Canadian Armed Forces, 4 had served in Royal Canadian Mounted Police (RCMP), and 17 had served in Emergency Services.

## Sources of Income

Identifying sources of income can provide a better snapshot to the personal situations of respondents needing increased supports. For employed individuals, it can also provide insight into the disparity between wages and costs-of-living in the community.

185 people facing housing-insecurity reported employment as their main source of income. Sources of income varied though, and respondents were encouraged to select all that apply as shown below (Table 7).

Table 7 – Sources of Income	# of respondents
GST refunds	339
Child and Family Tax Benefits	270
Employment	241
Income assistance	185
Informal income (e.g. bottle returns, panhandling, etc.)	173
Money from family and friends	143
Disability Benefits	139
Seniors Benefits (CPP, OAS, GIS, etc.)	124
My partner/spouse's income	122
Canadian Emergency Relief Benefit (CERB)	110

**Table 7** – Respondents answer the question “What are your sources of income?”

Table 7 – Sources of Income	# of respondents
Employment Insurance	88
Alimony/Child Support	59
Prefer not to answer	18
Student loans	14
Canada Emergency Student Benefit (CESB)	7
Canada Emergency Wage Subsidy (CEWS)	4
Veteran's Benefits	1
Not Listed	93

**Table 7 (continued)** – Respondents answer the question “What are your sources of income?”

## Support Services

The results in this section are reported for all respondents who completed a survey, regardless of their housing security. This is to capture the overall needs of clients in the area for services from locations that participated in the Estimation.

All survey respondents (n=1,893) were asked about the kind of services they needed most often during their visits to local service providers. Taking into account the nature of interlocking needs, respondents were able to provide multiple responses (see Table 8).

Table 8 - "Main reason(s) for visiting the office today"	# of respondents
Basic Needs	879
Support services	411
Financial	372
Health and wellness	357
Family/parenting	221
Prefer not to answer	175
Transportation needs	148
Crisis financial support	138
COVID-19 assistance	100
Legal	93
Not listed	294

**Table 8** - Table of reasons for respondents' visit to their local service agency (multiple responses possible).



**Figure 14** - Word Cloud of the most common responses to the "Primary Reason" for visiting the service agency

## Distance Traveled

All survey respondents (n=1,893) were asked about where they most often sought services, and what kind of services they needed most often during their visits to local service providers.

Of the 1,893 respondents to the survey, nearly half (920 or 48.6%) indicated that they have to travel outside of their community to find the services they need. The average distance traveled by respondents who answered this question was 62km.

Figure 15 shows the responses, weighted by frequency, to the question “In which community do you most often seek services?”



**Figure 15** – Word Cloud of the community in which respondents most often sought help from service agencies.



# Common Profiles

## What Homelessness Looks Like

To complement the large amount of quantitative data encompassed in this report, we also included some of the qualitative findings that respondents included in their surveys. In addition to respondents providing answers to multiple-choice questions, some questions in the survey collected written responses, to allow respondents to provide additional information.

These responses have been separated into 4 categories corresponding with the categories of homelessness outlined by the Canadian Observatory on Homelessness. Each is an aggregated average across respondents, using the most common responses for each to create a more human-like profile of those at-risk or experiencing homelessness.

### At-Risk

Across Alberta, those who reported living situations that are categorized as 'at-risk' of homelessness were typically women, about 45 years old, who have lived in the community over a year, often for their whole life. This person finds it difficult to pay rent and feels like she spends more than a third of her monthly income on housing. She also lives in housing that needs major repairs. There is a 45% chance she is employed. When asked to provide the main reason for their current living situation, these were some of the responses:

- Affordable Housing is not affordable if you are a working single parent
- My Checks go to rent; pay check to pay check
- Cost of living is increasing and if i get laid off then i will be in serious trouble
- I am a senior on my pension is small
- I find that the foundation repairs needed are going to be very expensive

## Provisionally-Accommodated

For those who reported living situations that are categorized as 'provisionally-accommodated', they were most commonly women, about 34 years old, who have lived in the community over a year, often for their whole life. This person slept in a friend's/family's house because she had no other place to stay, or lived in supported housing. This person is not typically employed. Of all the groups, someone who is provisionally-accommodated is the least likely to consider themselves to be homeless. Some of their responses as to the reasons behind their living situation included:

- I don't make enough money
- Our housing office is pretty strict with rules: for example if they do not like how we cleaned our apartment, we have to move out next day
- Ex boyfriend was abusive. I got out and now live on my own
- separating with spouse but still living together- it is a tense situation
- No where else to go. Fire went through owner's property 2 weeks ago, living in Atco trailer that has no power, heat, water and sewer, only has to pay for the power, but that was damaged due to fire
- Struggling to get into an addictions treatment program. May lose housing when I leave for treatment

## Emergency Sheltered

'Emergency-sheltered' individuals were most commonly women, about 42 years old, who have lived in the community for over a year. Typically this person would be forced to sleep in a shelter or mat program, or stay with someone she didn't know because she had no other place to stay. This group was overwhelmingly the most mobile, often having moved 6 or more times over the previous 12 months. However, when asked if they would have stayed in their previous community if they had had better access to services/programs, almost unanimously they replied 'yes'. Some of their responses as to the reasons behind their living situation included:

Staff accommodation was deplorable and I moved into a hostel and ended up working for a restaurant. Now I am at the other hostel and looking for work with staff accommodation again because any rental units that come up are snapped up almost immediately

- Illness/Medical condition
- I can't afford rent
- Finances
- Government isn't giving the shelter enough money to keep going. Some county councils are trying to get rid of the homeless people in town.
- No job
- My room-mates are drug addicts and liars
- No income
- Unable to access housing

## Unsheltered

Those who were 'unsheltered' were most often men, about 43 years old, who have lived in the community for over a year. Some of their living situations included sleeping in public spaces (sidewalks, park benches, transit shelters), or sleeping in makeshift shelters/tents. However, it was common to see respondents sleep in their vehicles. Overwhelmingly this group sought basic needs supports (food, clothing) from participating survey locations, and similar to the 'emergency sheltered' group, most replied that they would like to have stayed in their previous community if they had access to better services and programs. Verbatim responses as to why they were in their current living situation were:

- Local law enforcement take grim view of van dwellers. And places to legally park/camp are extremely limited.
- 2017 – split with spouse. Can not find work because of Covid
- Covid-19 related
- No Job
- No money

- Illness
- Addictions
- 1) violence 2) substance use/addictions
- Racism
- Homeless, stay with friends when I'm lucky
- Lack of affordable housing Covid-19 made jobs scarce
- No affordable housing for my dog and I
- Lack of work
- Domestic abuse/violence
- Don't have enough for rent – come up short every month

# Comparisons to 2018 Estimation

## 2018 and 2020 provincial results comparison

- A little under 2/3 of respondents were women (64%) in 2020. In 2018 there was still more women (56%) than men (42%) though it was more even.
- We received slightly more total surveys in the 2020 round of estimations than 2018 (1,893 vs 1,771)
- Most common reasons for visiting service agency in 2018 was: Basic Needs Support (25% of total responses), Financial Support (15% of total responses), and Health & Wellness Support (13% of total responses). In 2020 this was: Basic Needs Support (28% of total responses), Support Services (13% of total responses), and Financial Support (12% of total responses).
- In 2018 we identified 62% of respondents living in unstable housing conditions based on the respondents self-identification. If we were to analyze the 2020 results using the same methodology (considering “Yes” and “Not Sure” answers to the unstable housing question) we would identify 49% living in unstable conditions.

- If we were to use the 2020 methodology to analyze the 2018 results (only considering the responses that said “Yes” to the unstable housing question) 49% of respondents would be considered to be living in unstable housing conditions based off of self-identification. This same indicator would be 40% for the 2020 results.
- We also did an objective analysis 2020 revealing that 48% of respondents were living in unstable conditions. We did not do an objective analysis in 2018.
- Top reasons for unstable housing in 2018 was low income (20% of total results), unaffordable rent/mortgage (12% of total results), and conflict (10% of total results). In 2020 it was low income (18% of total results), unaffordable rent/mortgage (14% of total results), and mental health issues (8% of total results).
- 23% of respondents in 2018 reported that used a shelter. This percentage decreased to 13% in 2020.
- 90% of respondents were born in Canada in 2018. This stayed relatively stable in 2020 at 91%.
- Length of accommodations stayed relatively stable. Most people identified living in their accommodations for over a year (45% of total responses), 6 months to a year (12% of total responses), or 3 to 6 months (8% of total responses) in 2018. In 2020 most respondents reported living in their accommodations for more than 2 years (52% of total responses), 1 to 6 months (16% of total responses), or 1 to 2 years (16% of total responses).
- Total additional potentially unstable dependents decreased slightly from 994 in 2018 to 769 in 2020.
- Total additional potentially unstable adults increased slightly from 905 in 2018 to 960 in 2020.
- Employment rate of sample decreased slightly from 31% in 2018 to 27% in

2020.

- Average time spent in Canada was approximately 32 years in 2018. This number increased to approximately 42 years by 2020.
- In 2018, when asked how many times they moved in the past year the top responses were: 1 to 2 times (18% of unstable respondents), have not moved in the last year (13% of unstable respondents), and 3 to 5 times (10% of unstable respondents). In 2020 this was: have not moved in the last year (36% of unstable respondents), 1 to 2 times (17% of unstable respondents), and 3 to 6 times (9% of unstable respondents).

When asked for sources of income in 2018, the top responses were: Employment (17% of total responses), Non-Senior Related Alberta Supports Benefits (10% of total responses), and Child Tax Credit (6% of total responses). In 2020 the top responses were: GST refunds (16% of total responses), Child and Family Tax Credit (13% of total responses), and Employment (11% of total responses).

## Conclusion

This report provides a summary of primary data collected by service agencies throughout the province from September – December 2020. It is an overview of the needs and factors that affect housing security for individuals who accessed services during the survey period.

In the fall of 2020, 24 communities were funded through Reaching Home: Canada's Homelessness Strategy, to conduct Homelessness Estimations. Out of the 1,893 respondents who completed a survey, 908 individuals objectively fit living conditions that constitute insecure housing under the COH' definition of homelessness. Respondents identified an additional 960 adults and 769 dependents that were sharing their living situation. Combined, this translates to 2,143 individuals experiencing some form of housing insecurity in just 24 small, rural communities.

Many respondents who participated in the survey identified as being employed, yet have no housing of their own. Rural residents often leverage familial ties and support systems to deal with varying degrees of housing insecurity such as: couchsurfing, overcrowding, and housing in need of major repairs. When supports disappear locally, they must search for them in already overburdened urban systems.

This project was coordinated in the midst of a global pandemic where organizations have been forced to severely reduce their in-person services. By collecting surveys over a 30-day period, service agencies capture a more holistic view of the needs of their clients who may have had to reduce the frequency of their visits. The 24 communities' participation represent a unique set of data that provides insight into the resiliency and strength of individuals even in times of crises.

Collecting high-quality, reliable data in rural areas translates to better tools to advocate for the needs within the community. By equipping rural communities with data, service gaps can be addressed locally, which would stem the need to transport vulnerable populations into urban centres. By addressing a critical gap in rural-focused data, this report is a means for agencies and leaders around the province to begin dialogue with common language. If we cannot respond to the needs of housing insecure residents now, we miss an opportunity to leverage local supports and their family ties to intervene before their situation gets worse.

# Endnotes

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**May 2021**

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# Housing and Service Needs Estimation Survey

## PURPOSE OF THE SURVEY

- This survey was created to help our community gain a better understanding of the needs of our residents and the services required to improve and enhance community well-being.
- Your answers will help us identify the type of services that are currently being accessed and which ones are currently seeing the most use, and what needs in the community aren't being met. We will use the information gathered from this survey to take steps to increase and/or improve the services offered within our community.

## PROCEDURE

- Time required: 6 – 10 minutes.
- This survey contains questions regarding your current/past living situations, employment, and citizenship/immigration status.
- Staff members are available to answer any questions regarding the survey.

## CONFIDENTIALITY AND DATA PROTECTION

- By continuing with this survey, you consent to the collection, use, and disclosure of your personal information for the purposes described above.
- A unique identifier will be assigned to the information you provide in this survey and your full name will not be used.
- Physical and electronic copies of the data (where available) will be stored and protected using adequate safeguards like password-protected computers.

## RIGHT TO WITHDRAW

- Your participation is completely voluntary.
- If the questions make you feel uncomfortable at any point, feel free to skip that question or stop the survey.
- You can skip questions if you wish. If you skip questions, your responses to other questions will still be recorded.
- You can stop at any time without affecting your access to services. If you stop the survey at any point, none of your information will be used.

**Knowing the information above, are you willing to take this survey right now?**

☐ Yes

☐ No — **If no**, for which reasons?

- ☐ I don't have time today
- ☐ I have taken the survey before
- ☐ The survey is too long
- ☐ The survey is too personal
- ☐ The survey doesn't relate to me
- ☐ Other

## START SURVEY

**Q1.** Where do you currently reside? (eg. name of town, farm outside of town, nearby hamlet, etc).

**Q2.** In which community do you most often seek services? If you don't live there, how far do you have to travel?

**Q3.** Name of service agency you're visiting today?

**Q4.** Anonymous Unique Identifier  
[ex. John Smith, born on 15th November 1964]

J	O	What are the first two letters of your FIRST name?
S	M	What are the first two letters of your LAST name?
1	5	What is the DAY you were born?
6	4	What are the last two numbers of the YEAR you were born?

## DEMOGRAPHICS

**Q5.** How do you describe your gender identity?

- ☐ Male/Man
- ☐ Female/Woman
- ☐ Two-Spirit
- ☐ Trans Male/Trans Man
- ☐ Trans Female/Trans Woman
- ☐ Non-binary (including genderqueer & gender fluid)
- ☐ Don't Know
- ☐ Identity not listed: \_\_\_\_\_
- ☐ Prefer not to answer

**Q6.** How do you describe your sexual orientation

- ☐ Straight
- ☐ Lesbian
- ☐ Gay
- ☐ Asexual
- ☐ Bisexual
- ☐ Two-spirit
- ☐ Queer
- ☐ Questioning
- ☐ Don't Know
- ☐ Identity not listed: \_\_\_\_\_
- ☐ Prefer not to answer

**Q7.** Were you born in Canada?

- ☐ Yes
- ☐ No (if no, please answer **Q7a.** to **Q7c.**)
- ☐ Prefer not to answer

**Q7a.** If no, how long have you lived in Canada?

- ☐ # days / weeks / months / years (underline)  
OR
- ☐ MM / DD / YYYY (date of arrival)
- ☐ Don't know
- ☐ Prefer not to answer

**Q7b.** Did you come to Canada as an immigrant, refugee, or refugee claimant?

- ☐ Economic Migrant Worker
- ☐ Landed Immigrant
- ☐ Permanent Resident
- ☐ Refugee/Claimant
- ☐ Student Visa
- ☐ Temporary Foreign Worker
- ☐ Prefer not to answer

## START SURVEY

**Q7c.** What is your current migration status?

- ☐ Canadian Citizen
- ☐ Economic Migrant Worker
- ☐ Landed Immigrant
- ☐ Permanent Resident
- ☐ Refugee/Claimant
- ☐ Student Visa
- ☐ Temporary Foreign Worker
- ☐ Prefer not to answer

**Q8.** Which ethnicity do you identify with?

- ☐ African
- ☐ Asian
- ☐ Caucasian
- ☐ Hispanic/Latino
- ☐ Indigenous
  - ☐ First Nations
  - ☐ Métis
  - ☐ Inuit
- ☐ Middle Eastern
- ☐ Identity not listed: .....

**Q9.** Have you ever served in the Canadian Armed Forces, Royal Canadian Mounted Police (RCMP), or any Emergency Services? (check all that apply)

- ☐ Canadian Armed Forces
- ☐ RCMP
- ☐ Emergency Services (EMS, Police, Fire Dept.)
- ☐ No
- ☐ Prefer not to answer

## HOUSING NEEDS

**Q10.** Do you consider your housing situation to be unstable or feel you could easily lose your housing?

- ☐ Yes
- ☐ No
- ☐ Not sure
- ☐ Prefer not to answer

**Q11.** Thinking about your living situation **this past month**, which of these statements apply to you? (Check all that apply)

- ☐ I own the house I'm currently in
- ☐ I rent the apartment I'm currently in
- ☐ I live in accommodations provided by my employer
- ☐ I live in a house that is owned by/rented out by the Band
- ☐ I share a house/apartment with roommates
- ☐ I live in a house/apartment that I share with family/dependents
- ☐ I find it difficult to pay rent and I feel like I spend more than a third of my monthly income on my housing
- ☐ I live in housing that needs major repairs (heating or plumbing problems, mould, leaky roof, etc.)
- ☐ There are not enough rooms for the number of people in the house I'm in
- ☐ I lived in supported housing (e.g. Housing First)
- ☐ I stayed in a medical/detox/rehabilitation facility
- ☐ I slept in a friend's/family's house because I had no other place to stay
- ☐ I stayed in a jail / prison/ remand centre
- ☐ I stayed at a women's / domestic violence shelter
- ☐ I stayed with someone I didn't know because I had no other place to stay
- ☐ I slept in a shelter
- ☐ I slept in a makeshift shelter, vehicle, tent, or shack
- ☐ I slept in a public space (sidewalks, park benches, bus shelter etc.)

## HOUSING NEEDS

**Q12.** Why do you feel that your housing situation is unstable or why do you feel you could lose it? *(please choose up to 5 answers)*

☐ Does not apply to me

### Financial

- ☐ I can't afford rent/mortgage payments
- ☐ I don't make enough money
- ☐ My rent went up
- ☐ I lost my job
- ☐ Spouse/Partner lost their job

### Health & well-being

- ☐ Addictions/Substance use
- ☐ Illness/Medical condition
- ☐ Mental health issues
- ☐ Mental disability
- ☐ Physical disability

### Relationships

- ☐ Abuse
- ☐ Domestic/Family violence
- ☐ Conflict with: landlord, parent, guardian, roommate, spouse/partner (*underline*)
- ☐ Family rejection due to: gender identity/ expression, or sexual orientation (*underline*)

### Other

- ☐ My house needs major repairs (mould, etc.)
- ☐ Racism/Discrimination
- ☐ Lack of Transportation
- ☐ I was in jail/prison
- ☐ COVID-19-related
- ☐ Prefer not to answer

**Q13.** If you had to **choose only one main reason** why you feel that your housing situation is unstable, which one would it be? *Please write your answer in the box below:*

## RECENT ACCOMMODATIONS

**Q14.** Have you stayed in an emergency shelter this past year?

- ☐ Yes
- ☐ No
- ☐ I don't know
- ☐ Prefer not to answer

**Q15.** If you needed a shelter in the past year and didn't access one, what were the reasons? *(select all that apply)*

- ☐ I didn't need shelter services
- ☐ The shelter was full
- ☐ No shelters in my area
- ☐ I didn't feel safe

### Operations Concerns

- ☐ Health concerns (bed bugs, dirty, etc.)
- ☐ Hours of operation
- ☐ Lack of disability accommodations
- ☐ Lack of transportation
- ☐ No pets allowed
- ☐ Separation from family member/partner
- ☐ Reason not listed:

.....  
☐ Prefer not to answer

**Q16.** How long have you been staying in your current living arrangements?

- ☐ Less than a month
- ☐ 1 to 6 months
- ☐ 6 months to 1 year
- ☐ 1 to 2 years
- ☐ More than 2 years
- ☐ Prefer not to answer

## HOUSEHOLD MEMBERS

**Q17.** As a youth, were you ever in foster care or a youth group home?

- ☐ Yes
- ☐ No
- ☐ Prefer not to answer

**Q18.** Are you or anyone in your household currently pregnant?

- ☐ Yes
- ☐ No
- ☐ Prefer not to answer

## HOUSEHOLD MEMBERS (CONTINUED)

**Q19.** Are you currently a single-parent household?

- ☐ Yes
- ☐ No
- ☐ Prefer not to answer

**Q20.** How many dependents under 18 years old are staying with you?

- ☐ None
- ☐ 1
- ☐ 2
- ☐ 3
- ☐ Other: .....
- ☐ Prefer not to answer

**Q20a.** Please list out the ages/gender of the dependents staying with you:

*e.g. 12-year-old boy, 5 year-old girl*

- ☐ Does not apply to me
- ☐ Prefer not to answer

**Q21.** How many adults are staying with you?

- ☐ None
- ☐ # total number of adults
- ☐ Prefer not to answer

The adults staying with me are:

- ☐ My parent(s)
- ☐ My partner
- ☐ My adult children
- ☐ My extended family
- ☐ My co-workers
- ☐ Not listed: .....
- ☐ Prefer not to answer

## COMMUNITY LIVING

**Q22.** How long have you lived in this community?

- ☐ Always lived here
- ☐ Under a year
- ☐ Over a year — (please answer **Q22a.** to **Q22d.**)
- ☐ Prefer not to answer

## COMMUNITY LIVING (CONTINUED)

**Q22a.** Where did you live before you came to this community?

- ☐ A First Nation Community
- ☐ A Métis Settlement
- ☐ An Inuit Community
- ☐ Another community in the province:

.....

☐ Another province:

.....

☐ Another country:

- ☐ Prefer not to answer
- ☐ Does not apply to me

**Q22b.** How many times have you moved in the past 12 months?

- ☐ I have not moved in the past 12 months
- ☐ 1 to 2 times
- ☐ 3 to 6 times
- ☐ More than 6 times
- ☐ Prefer not to answer
- ☐ Does not apply to me

**Q22c.** What is the main reason you came to this community?

- ☐ COVID-19 treatment or supports
- ☐ Environmental displacement (flooding, wildfire, lack of clean drinking water, etc.)
- ☐ Fear for safety

### Financial

- ☐ To look for work
- ☐ To start a job
- ☐ To attend school

### Services

- ☐ To access emergency shelters
- ☐ To access services/supports
- ☐ To find housing

### Family

- ☐ To visit family/friends
- ☐ To move in with spouse/partner
- ☐ My family moved here
- ☐ Other: .....
- ☐ Prefer not to answer

**Q22d.** *Would you have stayed in your previous community if you had access to better services/programs?*

- ☐ Yes
- ☐ No
- ☐ Not sure
- ☐ Prefer not to answer

## EMPLOYMENT

**Q23.** Are you currently employed?

- ☐ Yes (please answer **Q23a.** to **Q23b.**)
- ☐ No
- ☐ Prefer not to answer

**Q23a.** *If yes, is your position: (check all that apply)*

- ☐ Casual
- ☐ Part-time
- ☐ Full-time
- ☐ Not listed:

.....  
☐ Prefer not to answer

**Q23b.** *If yes, which area do you work in?*

- ☐ Agriculture
- ☐ Education
- ☐ Finance
- ☐ Forestry
- ☐ Food and Beverage/Restaurant
- ☐ Health
- ☐ Human/Social Services
- ☐ Hunting/Trapping
- ☐ Marketing
- ☐ Oil and Gas
- ☐ Retail/Personal Services
- ☐ Technology
- ☐ Tourism
- ☐ Not Listed:

.....  
☐ Prefer not to answer

## EMPLOYMENT (CONTINUED)

**Q24.** What is the highest level of education you've completed?

- ☐ No formal education
- ☐ Some grade school
- ☐ Some high school
- ☐ High school diploma or GED
- ☐ Apprenticeship, trades certificate, or diploma
- ☐ College certificate or diploma
- ☐ Some post-secondary
- ☐ Post-secondary degree (bachelor's)
- ☐ Graduate/Professional Degree (Master's, PhD, MD, JD, etc.)
- ☐ Don't know
- ☐ Prefer not to answer

**Q25.** What are your sources of income? (check all that apply)

- ☐ Employment
- ☐ My partner/spouse's income
- ☐ Alimony/Child Support

### Government-related

- ☐ Canadian Emergency Relief Benefit (CERB)
- ☐ Canada Emergency Wage Subsidy (CEWS)
- ☐ Canada Emergency Student Benefit (CESB)
- ☐ Seniors Benefits (CPP, OAS, GIS, etc.)
- ☐ Veterans' Benefits
- ☐ Disability Benefits
- ☐ Employment Insurance (EI)
- ☐ Student loans
- ☐ Income assistance

### Tax-related

- ☐ Child and Family Tax Benefits
- ☐ GST refunds

### Informal

- ☐ Informal Income (e.g. bottle returns, panhandling, etc.)
- ☐ Money from family and friends
- ☐ Not Listed:

.....  
☐ Prefer not to answer



## SUPPORT SERVICES

**Q26.** What is the main reason(s) for visiting the office today? (choose as many options as it applies to you)

- ☐ **Basic needs**  
Food, shelter, clothing, etc.
- ☐ **Covid-19 assistance**  
PPE, information, supports
- ☐ **Crisis financial support**  
Eviction notice, utility bill problems, damage deposits, etc.
- ☐ **Family/parenting**  
Child care, parenting/family issues, relationship issues, child developmental assessment tools/referrals etc.
- ☐ **Financial**  
Employment, housing, training/education, etc.
- ☐ **Health and wellness**  
Addictions, mental health, physical health care, spiritual/cultural, etc.
- ☐ **Legal**  
Separation/divorce/custody, wills/estates, employment/labour standards, landlord/tenant issues, immigration issues, criminal/misdemeanor, etc.
- ☐ **Support services**  
Help with government forms, help with accessing government/other programs or services, access to technology, etc.
- ☐ **Transportation needs**  
Access to basic services/education/employment, medical transportation
- ☐ **All of the above**
- ☐ **Not listed:**  
.....
- ☐ **Prefer not to answer**

## SUPPORT SERVICES (CONTINUED)

**Q27.** Of the areas listed in **Q26.**, which one do you feel you need the most help with? (*List one option*)

**Q28.** Does our community provide enough...

Yes No Not Sure

Employment opportunities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Free/accessible recreation/social opportunities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sufficient social services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Accessible affordable housing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q29.** Knowing the information you've shared, do we have your consent to use this information to estimate the resources needed to better support people in our community?

*As a reminder, no identifying information will be used; all data will be treated securely and with respect; and saying "No" will NOT affect your ability to access services.*

- ☐ Yes
- ☐ No

**END SURVEY**

*Thank you for your time!*

## FOR OFFICE USE ONLY

### Survey Details

Survey was: ☐ Administered by Staff Member ☐ Filled out by Client ☐ Other:

Date Completed: M M / D D / Y Y Y Y

Location Name: City, Town, Hamlet, etc.

Service Agency Name: e.g. FCSS, Friendship Centre

### Unique Identifier

Please fill in the unique identifier with the info on page 2 as well as the guidelines below.

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## UNIQUE IDENTIFIER GUIDELINES

To safeguard and protect the respondents' identity and ensure their anonymity, the unique identifier must be filled in based on the following guidelines:

e.g. John Smith, Male, born on November 15th, 1964

J	O	S	M	1	5	6	4	M
A1	A2	B1	B2	C1	C2	D1	D2	E

e.g. John Smith, Gender Unknown, born on November 15th, Year Unknown

J	O	S	M	1	5	#	#	#
A1	A2	B1	B2	C1	C2	D1	D2	E

(A1, A2)	(B1, B2)	(C1, C2)	(D1, D2)	(E)
First two letters of first name	First two letters of last name	Numbers of birth date*	Last two numbers of birth year	'M' for male, 'F' for female, and 'X' for non-binary

\* The numbers of the Birth Date (day), not the month.

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