


2018
report.
WHITEHORSE P.I.T. COUNT

ACKNOWLEDGEMENTS

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The Yukon Planning Group on Homelessness respectfully acknowledges that the 2018 Whitehorse PiT Count was conducted on the traditional territory of the Kwanlin Dün First Nation and the Ta'an Kwäch'än Council.

PARTNERS AND SERVICE PROVIDERS

Boys and Girls Club of Yukon
Blood Ties Four Directions Centre
City of Whitehorse
Downtown Outreach Clinic
Fetal Alcohol Syndrome Society Yukon
Kwanlin Dün First Nation Health Centre and House of Learning
Skookum Jim Friendship Centre
Ta'an Kwäch'än Council
The Salvation Army Centre of Hope
Victoria Faulkner Women's Centre
Whitehorse Food Bank
Whitehorse General Hospital
Whitehorse Individual Learning Centre
Yukon Anti-Poverty Coalition
Yukon Adult Resource Centre
Yukon Government, Department of Health and Social Services: Mental Wellness and Substance Use Services
Yukon Government, Department of Justice: Whitehorse Correctional Centre
Yukon Housing Corporation
Yukon R.C.M.P.
Yukon Status of Women Council
Yukon Women's Transition Home: Kaushee's Place and Betty's Haven

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The opinions and interpretations in this publication are those of the author and do not necessarily reflect those of the Government of Canada.

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LIST OF ACRONYMS

ABBREVIATION	DESCRIPTION
COH	Canadian Observatory on Homelessness
CYFN	Council of Yukon First Nations
HIFIS	Homeless Individuals and Families Information System
HPS	Homelessness Partnering Strategy
MWSUS	Mental Wellness and Substance Use Services
PiT	Point-in-Time: Homeless Point-in-Time Count
WCC	Whitehorse Correctional Centre
WGH	Whitehorse General Hospital
YPGH	Yukon Planning Group on Homelessness

LIST OF DEFINITIONS¹

Absolute homelessness: Staying in an unsheltered location or in an emergency shelter.

Administrative data/tally: Information collected from organizations and public institutions (i.e. emergency shelters, transitional housing, Whitehorse General Hospital, Mental Wellness and Substance Use Services, and the Whitehorse Correctional Centre) where people meeting the definition of homelessness stayed on April 17, 2018. In addition to reporting the number of people who were experiencing homelessness on the night of the count, the administrative data included aggregate information for observed gender, age, and ethnicity.

Canadian definition of homelessness: Homelessness describes the situation of an individual or family without stable, permanent, appropriate housing, or the immediate prospect, means and ability of acquiring it. It is the result of systemic or societal barriers, a lack of affordable and appropriate housing, the individual/household's financial, mental, cognitive, behavioural or physical challenges, and/or racism and discrimination. Most people do not choose to be homeless, and the experience is generally negative, unpleasant, stressful and distressing.

Chronic homelessness: A period of six or more months of homelessness in the past year, or 180 days cumulatively.

Emergency shelters: Facilities that provide short-term accommodation for people experiencing homelessness, which may provide other essential supports and services such as food.

Episodic homelessness: Defined as three or more distinct episodes of homelessness in the past year.

Hidden homelessness: Living temporarily with others without legal protection, guarantee of continued residency, or prospects of permanent housing (e.g., couch surfing).

¹ Definitions were obtained from a number of sources: End Homelessness St. John's Everyone Counts Summary, Safe at Home: Community-Based Action Plan to End and Prevent Homelessness in Whitehorse, Yukon, and the Canadian Observatory on Homelessness.

Homeless Individuals and Families Information System (HIFIS): A national information system that helps service providers with their day-to-day operations and planning activities. HIFIS includes features to track and support the management of Housing First activities, collects data on shelter use, and has a Point-in-Time count module that helps develop a national portrait of homelessness.

Indigenous homelessness: Indigenous homelessness is a human condition that describes First Nations, Métis and Inuit individuals, families or communities lacking stable, permanent, appropriate housing, or the immediate prospect, means or ability to acquire such housing. Unlike the common colonialist definition of homelessness, Indigenous homelessness is not defined as lacking a structure of habitation; rather, it is more fully described and understood through a composite lens of Indigenous worldviews. These include: individuals, families and communities isolated from their relationships to land, water, place, family, kin, each other, animals, cultures, languages and identities. Importantly, Indigenous people experiencing these kinds of homelessness cannot culturally, spiritually, emotionally or physically reconnect with their Indigeneity or lost relationships.

Provisionally accommodated: Staying in transitional housing, living temporarily with others without guarantee of continued residency, and/or staying in institutional care with no permanent housing arrangement.

Public systems: Used interchangeably with institutional settings and may include correction facilities, hospitals, community-based residential facilities (e.g., halfway houses), substance use treatment centres, and health and mental health programs.

Transitional housing: Refers to housing where people can live for a limited period of time and participate in employment and/or training programs, enrol in education programs, address issues related to problematic substance use and/or mental illness, and ultimately transition to more permanent, stable housing.

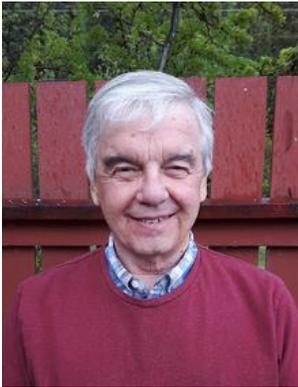
Unsheltered homelessness: Staying outside, in places not intended for human habitation and/or in a public or private space without consent. This includes in a tent, vehicle, makeshift shelter or abandoned building. For the purpose of enumeration, this also included respondents who did not know where they were staying on the night of the count.

Youth: Includes individuals aged 15 to 24 years at the time of the survey. Dependent youth or children reported as residing with their parents or guardians were not included in the overall proportion of youth and were not surveyed. Youth under the age of 13 were not surveyed due to the complexity of obtaining consent to participate without parent/guardian assent.

Youth homelessness: Refers to the situation and experience of young people between the ages of 13 and 24 who are living independently of parents and/or caregivers, but do not have the means or ability to acquire a stable, safe or consistent residence.

A MESSAGE FROM BILL THOMAS, CHAIR OF THE YUKON PLANNING GROUP ON HOMELESSNESS

August 2018



As Chair of the Yukon Planning Group on Homelessness, I'd like to thank everyone who took part in the second biennial Point-in-Time Count in Whitehorse – community members experiencing homelessness, volunteers, frontline workers and other service providers. The count is a snapshot of what homelessness looks like in our city and the following report not only shows that the challenges faced by people experiencing homelessness are persistent but also illustrates common barriers and health issues.

The Yukon Planning Group on Homelessness is committed to ending homelessness in our community. One of the key means we have in place is 'Safe at Home' - Whitehorse's community-based action plan to end and prevent homelessness. This plan was a vision of Kwanlin Dün First Nation,

Ta'an Kwäch'än Council, the City of Whitehorse and Yukon Government. The implementation of 'Safe at Home' has just begun. As part of this action plan, we are developing a By-Name List to identify and support all people experiencing homelessness in our community, to better coordinate services and supports, one person at a time. Our list will also be used to support necessary policy change and development, and to assess where resources and attention should be targeted or increased. The tools are in place; we will get there together.

We need everyone – the business community, our community groups and community members, all levels of Government, the faith community, and volunteers - to embark in this work together to end homelessness and track our progress in getting there.

I am grateful to all those who participated in the Point-in-Time Count and shared their experience with us. I thank the working group for developing the Safe at Home plan, a great example of collaboration and compassion. I recognize the work of those working on the By-Name List, which will be a significant contribution towards reaching our goal of ending homelessness.

Our message to the community is that we are committed to finding solutions, to act with urgency, and to find the right kind of housing and supports to ensure everyone can live with dignity and to feel safe and welcome in Whitehorse.

In solidarity,

Bill Thomas
Chair, Yukon Planning Group on Homelessness

SUMMARY

For 24-hours, starting on April 17, 2018, the Yukon Planning Group on Homelessness and the Council of Yukon First Nations conducted its second Point-in-Time Count in Whitehorse, Yukon. This count was part of a broader initiative to measure homelessness across Canada, coordinated by the Government of Canada's Homelessness Partnering Strategy. More than 60 communities conducted Point-in-Time Counts between March and April 2018.

KEY FINDINGS



ABSOLUTELY HOMELESS - At least 61

33 Emergency Sheltered*
 33 people stayed at the Salvation Army, Kaushee's Place and the Youth Emergency Shelter.

28 Unsheltered**
 28 people stayed in an unsheltered location including in a car, public space, or a tent.

PROVISIONALLY ACCOMMODATED - At least 134

38 Transitional Housing*
 38 people stayed at Betty's Haven, the Salvation Army Transitional Units and the Adult Resource Centre.

15 Hotel/Motel**
 15 people were staying in a hotel/motel on the night of the count.

56 Someone Else's Place**
 At least 56 people were couch surfing and staying at a friend's, family member's, or stranger's place temporarily.

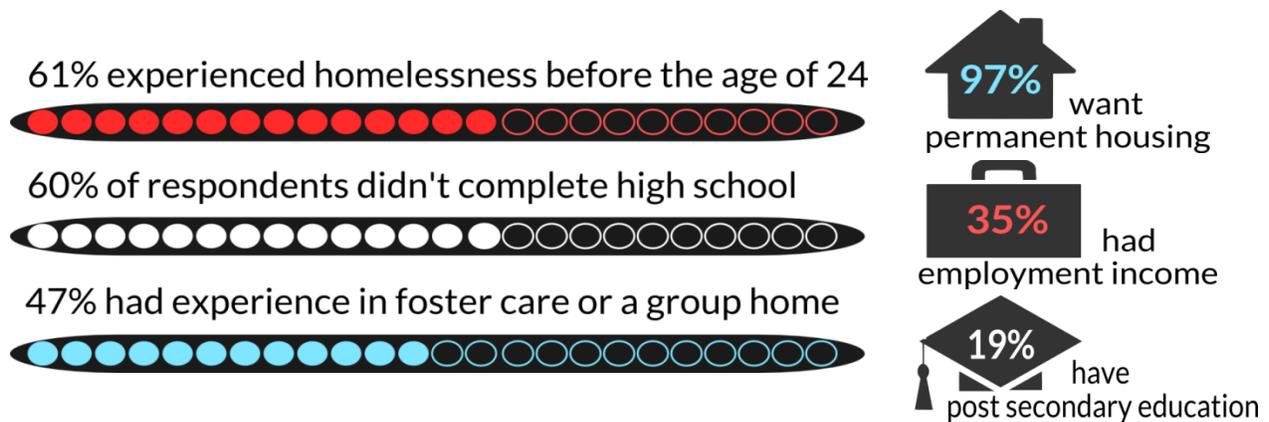
25 Public Systems*
 25 people were in institutional settings. This includes Whitehorse General Hospital, Whitehorse Correctional Centre, Withdrawal Management or the Intensive Treatment Program at Mental Health & Substance Use Services.

DEMOGRAPHICS

12% YOUTH (15-24) **83%** ADULTS (25-64) **5%** SENIORS (65+)

61% MALE **39%** FEMALE **82%** INDIGENOUS **18%** NON-INDIGENOUS

17  Children under 18 were reported as homeless on the night of the count.



SCOPE AND METHODOLOGY

A Point-in-Time Count is a coordinated approach to gathering data in a community on a single night and has two primary purposes²:

- 1) an enumeration, or count, of people experiencing absolute homelessness; and
- 2) a survey of the consenting absolute and provisionally accommodated homeless population.

The information collected through the survey is meant to capture demographic information and to help a community gain a better understanding of the unique characteristics and service needs of this population. Conducted over many years, a Point-in-Time Count can serve as a tool to track progress in reducing homelessness and to inform the design and delivery of community supports and services for people experiencing homelessness.

A Point-in-Time Count is not intended to:

- be a measure of everyone who experiences homelessness in a community over time; or
- be an accurate count of hidden homelessness (e.g. people who are “couch-surfing”).

While the main purpose of the count was to enumerate of the population of people experiencing homelessness in Whitehorse, it also provided a crucial opportunity for individuals with present-day experience to share their stories. With the support of 52 trained volunteers and frontline workers, over 200 surveys were conducted on the street, at support services and at institutions. Nine facilities provided their administrative data reflecting the number of people who were experiencing homelessness and using their service on the night of the count. Data was gathered from the following sources:

- nine street routes
- three emergency shelters
- three transitional housing programs
- three institutional settings
- 13 service providers and organizations

² Everyone Counts – Guide to Point-in-Time Counts in Canada – 2nd Edition. Retrieved from: <https://www.canada.ca/en/employment-social-development/programs/communities/homelessness/reports/guide-point-in-time-counts.html>

The Homelessness Partnering Strategy Point-in-Time Count methodology defines the core approach for all communities facilitating a count. This includes the mandatory inclusion of certain core questions in the survey and the adoption of common definitions. Each community has the option of capturing other types of data, such as including hidden homelessness and public systems in the scope of their count. The questions and methodology used in Whitehorse were based on the guidelines provided to communities by the Homelessness Partnering Strategy and the Canadian Observatory on Homelessness.

The core population definitions coming directly from the Homelessness Partnering Strategy³ include unsheltered and sheltered homelessness. Whereas, definitions for hidden homelessness and public systems can be found in the full report.



Unsheltered homelessness includes people who are sleeping in places unfit for human habitation, including the following locations: streets, alleys, parks and other public locations, transit stations, abandoned buildings, vehicles, ravines and other outdoor locations where people experiencing homelessness are known to sleep.



Sheltered homelessness includes people sleeping in the following locations: emergency shelters (general and specific to men, women, youth, etc.), extreme weather shelters, Violence Against Women shelters, and transitional shelters. It may include people who receive hotel/motel vouchers in lieu of shelter beds. It does NOT include people who have security of tenure, who are in Housing First programs or in social or subsidized housing.

LIMITATIONS AND COMPARABILITY

There are many benefits to conducting a Point-in-Time Count; however, there is widespread recognition that these counts have methodological limitations. Above all, these counts most likely underrepresent the number of individuals experiencing homelessness in a community. Those experiencing unsheltered homelessness and hidden homelessness may be significantly undercounted in a community's overall data. Secondly, given that a count is only able to provide a snapshot of homelessness it is not an accurate measure of individuals cycling in and out of homelessness over a period of a week, a month, or a year.

Given this is Whitehorse's second Point-in-Time Count, there is an inclination to compare results from 2016 to 2018 to determine how well the community is doing to address homelessness. The Homelessness Partnering Strategy suggests that each community use caution when comparing findings to those of previous counts. The Yukon Planning Group on Homelessness specifically discourages comparing results from 2016 to 2018 due to:

- 1) **Weather.** The day of the count was far colder in 2018 (below zero temperatures) than for the previous count, making it harder to encounter people experiencing unsheltered homelessness.

³ Everyone Counts – Guide to Point-in-Time Counts in Canada – 2nd Edition. Retrieved from: <https://www.canada.ca/en/employment-social-development/programs/communities/homelessness/reports/guide-point-in-time-counts.html>

- 2) **Methodology.** There were significant variances in planning timelines and there was increased participation of local institutions (i.e., the Whitehorse Correctional Centre, Whitehorse General Hospital and Mental Wellness and Substance Use Services). The commitment from these public institutions facilitated the inclusion of people who stayed in these facilities on the night of the Count and this wasn't the case in 2016.

NEXT STEPS

- This report will be made available to elected officials and all levels of government; community members with lived experience; service providers; and the public.
- The findings from the 2018 Point-in-Time Count will be used to inform *Safe at Home: A Community-Based Action Plan to End and Prevent Homelessness in Whitehorse, Yukon*⁴.
- The Yukon Planning Group on Homelessness is committed to conducting a Point-in-Time Count on a biennial basis and will use the lessons learned from 2018 to improve methodology in the future. Future counts will support community partners and all levels of government to monitor trends and measure progress in ending homelessness in Whitehorse.

⁴ Safe at Home: A Community-Based Action Plan to End and Prevent Homelessness in Whitehorse, Yukon can be retrieved from: <http://www.whitehorse.ca/home/showdocument?id=9216>

INTRODUCTION

Between March and April 2018, all Homelessness Partnering Strategy (HPS) designated communities received funding from the Government of Canada to conduct a Point-in-Time Count (PiT Count) – a ‘snapshot’ look at homelessness. Whitehorse, with the leadership of the Yukon Planning Group on Homelessness (YPGH) and the Council of Yukon First Nations (CYFN), was provided the resources and tools to implement a count as one of over 60 communities partaking in the nationally coordinated initiative. The 2018 Whitehorse PiT Count was conducted over a 24-hour period, starting at 4:30 p.m. on April 17, ending at 4:30 p.m. on April 18.

WHAT IS A PiT COUNT?

A PiT Count is a coordinated approach to gathering data which aims to count or enumerate the number of people experiencing homelessness on a single night. The HPS methodology offers a minimum number of data elements that *must* be gathered in the same way across Canada. Communities can also collect additional data to meet their local needs.

LOCAL OBJECTIVES

The purpose of the Whitehorse PiT Count in 2018 was to estimate the number of community members experiencing homelessness on a single night through the delivery of a common survey. The survey supports the enumeration of individuals experiencing homelessness and also facilitates the gathering of demographic information, shedding light on the characteristics, risk factors, and service needs of this population. A PiT Count has the added benefit of enhancing community partnerships and supporting the call for better data collection to facilitate the implementation of *Safe at Home*, Whitehorse’s community-based action plan to end and prevent homelessness.

DEFINITION OF HOMELESSNESS

Understanding the definition of homelessness is crucial to the scope of a PiT count and also informs how a community reports and interprets any findings. The COH offers a national definition of homelessness which broadens our understanding of homelessness to include experiences beyond absolute homelessness⁵. The methodology presented to HPS designated communities like Whitehorse present the following definitions on which to found the PiT Count:



Unsheltered homelessness includes people who are sleeping in places unfit for human habitation, including the following locations: streets, alleys, parks and other public locations, transit stations, abandoned buildings, vehicles, ravines and other outdoor locations where people experiencing homelessness are known to sleep.

→ In Whitehorse this included any individuals identifying as ‘sleeping rough’ and those who indicated they didn’t know where they would stay on the night of the PiT Count.



Sheltered homelessness includes people sleeping in the following locations: emergency shelters (general and specific to men, women, youth, etc.), extreme weather shelters, Violence Against Women (VAW) shelters, and transitional shelters. It may include people

⁵ A full definition can be found in the List of Definitions section of this report on Pages 5 and 6.

who receive hotel/motel vouchers in lieu of shelter beds. It does NOT include people who have security of tenure, who are in Housing First programs or in social or subsidized housing. In Whitehorse this included:

- Three emergency shelters: The Salvation Army Emergency Shelter, Kaushee's Place, and the Emergency After Hours Outreach Service Youth Emergency Shelter.
- Three Transitional Housing Programs: The Salvation Army Transitional Units, Betty's Haven Second Stage Housing Units, and The Yukon Adult Resource Centre.

While core enumeration was based on the above numbers, the YPGH made a conscious decision to include other forms of homelessness in the scope of the local count. A similar approach informed Whitehorse's 2016 PiT Count⁶. The nature of homelessness in small, rural and remote communities can be quite different from larger urban centres with more resources and larger populations. There are also some unique survival strategies adopted in regions (like Whitehorse) that have a colder climate.



Hidden homelessness includes living temporarily with others without legal protection, guarantee of continued residency, or prospects of permanent housing. In Whitehorse this may include anyone couch-surfing with family, friends or others and also includes those staying in hotels and motels on a monthly basis.

Finally, in the process of developing methodology, the YPGH opted to build partnerships with public systems to help broaden our local understanding of homelessness.



Public system is used interchangeably with institutional settings and may include correction facilities, hospitals, community-based residential facilities (e.g., halfway houses), addictions treatment centres, and health and mental health programs. In Whitehorse, this included Whitehorse General Hospital (WGH), the Whitehorse Correctional Centre (WCC) and Mental Wellness & Substance Use Services (MWSUS) – both the Live-In Treatment Program and Withdrawal Management.

Broadly, these distinct definitions or 'categories' of homelessness shape our knowledge of **absolute homelessness** and those who are **provisionally accommodated**⁷ in Whitehorse.

⁶ The 2016 Whitehorse PiT Count Report can be found at: <https://cyfn.ca/wp-content/uploads/2016/08/PiTCountReportWhitehorseFINAL.pdf>

⁷ Full definitions can be found in the List of Definitions section of this report on Pages 5 and 6.

RESULTS

The HPS Guide to PiT Counts advises calculating 'Core Enumeration' by adding those counted in emergency shelters, transitional housing and unsheltered locations. Having said this, for northern communities like Whitehorse, the extent of homelessness is better reflected when those who are provisionally accommodated (i.e. the hidden homeless and those in institutional settings) are also included. Northern and colder climates necessitate that people adopt many survival strategies to obtain accommodation – this may include couch surfing, staying in hotels/motels through the winter months and seeking institutional care or treatment services as an alternative to being unsheltered.

At Least 195 people experienced homelessness on the night of April 17th, 2018

On the night of April 17, 2018 there were at least 195 people experiencing homelessness in Whitehorse, including 17 unsurveyed children under the age of 18. One individual who was turned away from emergency shelter on the night of the count was not included in the count, as we were unable to determine if they were counted at another location.

This estimate of individuals experiencing homelessness is based on administrative data provided by service locations, as well as survey data for the unsheltered and hidden homeless⁸. 214 respondents elected to participate in the 2018 PiT Count. Of the 214 respondents who shared their sleeping location on the night of the PiT Count, 53 were 'screened out' because they either had a permanent accommodation to return to, they declined to answer or did not meet the definition of homelessness for the purpose of the Count. The remainder of the results presented in this report are entirely based on the survey findings from 161 respondents who were screened in.

ABSOLUTELY HOMELESS - At least 61		PROVISIONALLY ACCOMMODATED - At least 134	
 33 Emergency Sheltered* 33 people stayed at the Salvation Army, Kaushee's Place and the Youth Emergency Shelter.	 28 Unsheltered** 28 people stayed in an unsheltered location including in a car, public space, or a tent.	 38 Transitional Housing* 38 people stayed at Betty's Haven, the Salvation Army Transitional Units and the Adult Resource Centre.	 15 Hotel/Motel** 15 people were staying in a hotel/motel on the night of the count.
		 56 Someone Else's Place** At least 56 people were couch surfing and staying at a friend's, family member's, or stranger's place temporarily.	 25 Public Systems* 25 people were in institutional settings. This includes Whitehorse General Hospital, Whitehorse Correctional Centre, Withdrawal Management or the Intensive Treatment Program at Mental Health & Substance Use Services.

A compilation of the administrative data provided by emergency shelters, transitional housing programs and public systems can be found in Appendix 2.

⁸ A copy of both Whitehorse's administrative data forms and the local survey can be found in Appendix 1 of this report.

WHERE INDIVIDUALS STAYED ON THE NIGHT OF THE PIT COUNT

Of the 161 individuals who identified their sleeping location in a survey response on the night of the PiT Count, 34.2% were experiencing absolute homelessness. All other respondents fell within the provisionally accommodated definition, making up 65.8% of those counted. Note that these numbers are different from those reported in the administrative data submitted.

According to the survey data: n= 161

- **Absolute homeless**
 - Emergency Sheltered: 16.8%
 - Unsheltered: 17.4%
- **Provisionally accommodated**
 - Public Systems: 16.1%
 - Transitional Housing Programs: 9.3%
 - Hidden Homeless: 40.4%

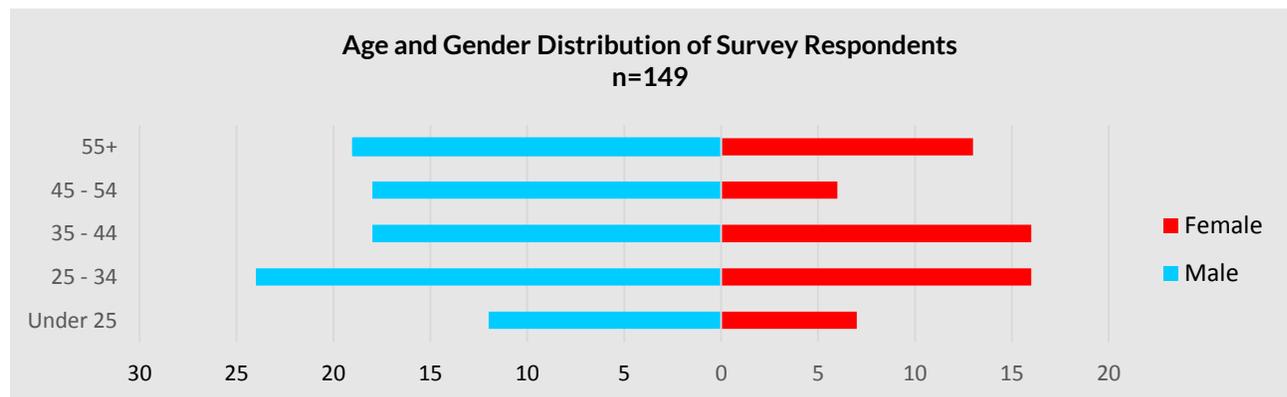
A PiT Count may not accurately measure the magnitude of hidden homelessness in a community, due to the methodological and practical challenges of enumerating this population. That said, the roughly 40% of surveyed respondents who identified as couch surfing and living in hotels/motels offered useful information about the experience of hidden homelessness in Whitehorse.

DEMOGRAPHICS

Age and Gender Distribution

Of those individuals having met the criteria to be included in the survey the majority were adults (25+ years), with an average of 40.8 years. Those who were between 25 and 44 years old represent the largest population within this demographic, and the average age of respondents was 40.8 years. Youth (15 to 24 years) represented 12% of the population surveyed, while very few seniors over the age of 65 were counted. It is important to note that youth under the age of 15 were not eligible to participate in the survey and no unaccompanied youth under 16 were encountered on the night of the Count.

Seventeen non-surveyed dependent children (under the age of 18) were reported by their parents or guardians as being homeless on the night of the Count. Almost one quarter (24%) of these dependents were under the age of five years old. Forty-one percent were between five and 14 years and the remaining 35% were between the ages of 15 and 18. There were nine male dependents and eight females.



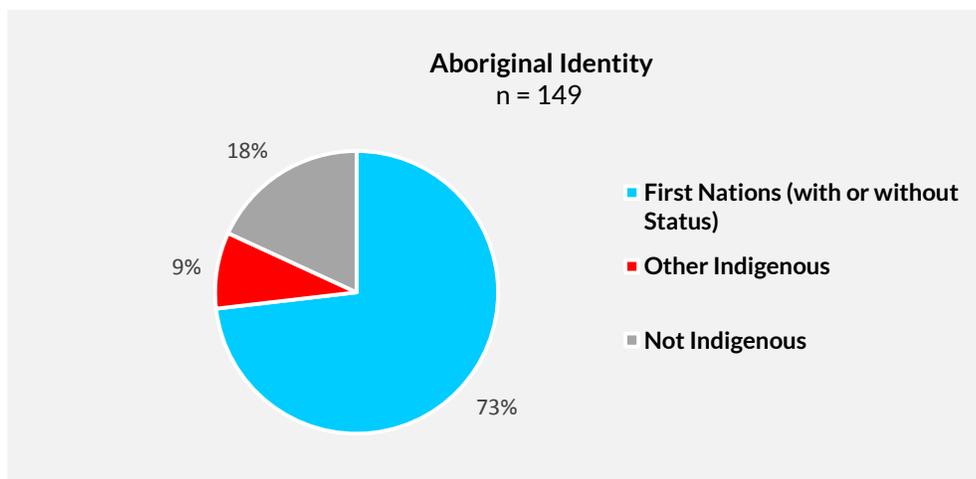
Of the total survey participants roughly three in five respondents (61%) identified as male, with nearly all of the remainder identifying as female (39%) except for a very small number identifying as another gender. Among the five-year age groups examined, the largest cohort were males between 25 and 34 years old. For females, the largest age distribution was the same for females between 25 and 34 and 35 and 44 years old.

Sexual Orientation

When asked to describe their sexual orientation, the vast majority of respondents indicated that they were straight/heterosexual. A small group of individuals indicated that they were bisexual and lesbian; however, in order to protect privacy, exact numbers are not released in this report.

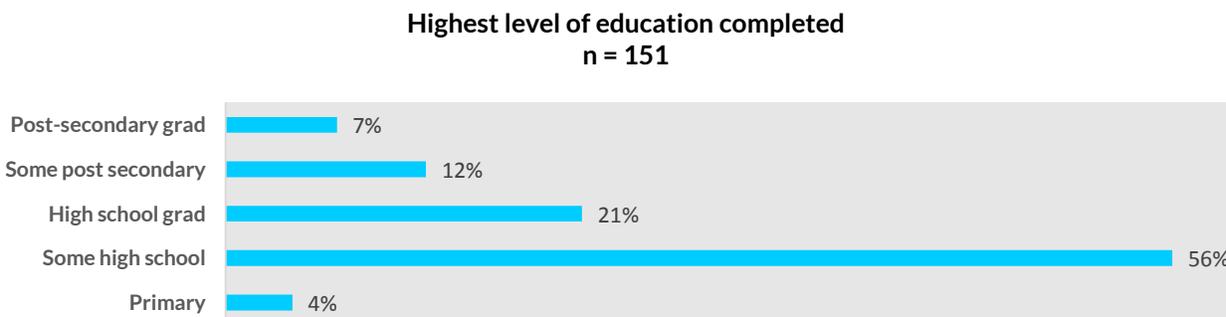
Indigeneity

The definition of Indigenous for the purpose of the PiT Count and this report, includes all those individuals identifying as First Nations (with or without Status), Metis, and/or Inuit⁹. The PiT Count found that 82% of those surveyed identified as Indigenous, with the majority identifying as First Nations (73%).



Education

When asked what level of education they had completed, over half (56%) of respondents indicated that they had completed 'some high school'. A total of 19% of those surveyed had completed at least some post-secondary education and 26% were high school graduates.



⁹ A detailed definition of Indigenous Homelessness was created by Jesse Thistle with the Canadian Observatory on Homelessness in 2017 and can be found in the List of Definitions on page 6 of this report.

INDIVIDUAL AND FAMILY CONTEXT

Family Units

One fifth of survey respondents indicated that they were accompanied by a family member on the night of the Count. Of those who reported staying with someone overnight, this may have included a dependent, partner or other relative. Based on the data collected, this means that 128 individuals or 80% of the total number of those surveyed reported being alone. Due to the complexity of the question, however, the survey may include some inaccurate information on families that are homeless (i.e. missing or misclassified values).

Immigrant and Refugee Status

A very small percentage of individuals experiencing homelessness on the night of the PiT Count identified as being newcomers to Canada. Due to small sample sizes and in order to protect privacy, values will not be released in this report

Veteran Status

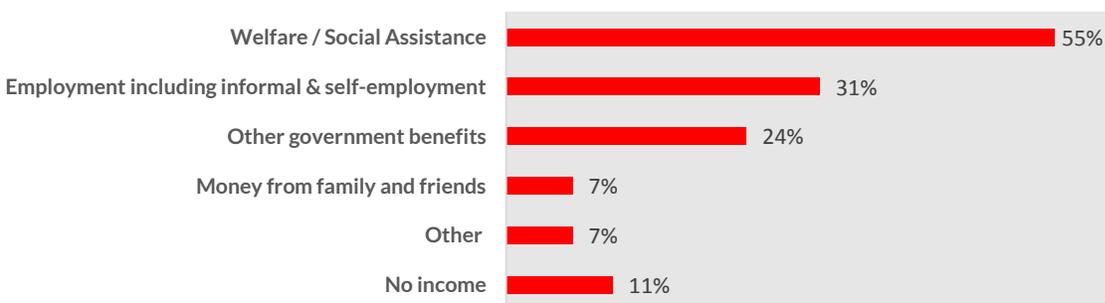
Similar to immigrant and refugee status, very few respondents indicated having served in the Canadian Military or R.C.M.P, therefore, results will be suppressed to protect individuals' privacy. It is also unclear whether those who did respond to this question had included their time in cadets as military service.

Source of Income

While the PiT Count survey does not include a question regarding respondents' level of income, one of the core questions does ask participants to identify their sources of income.

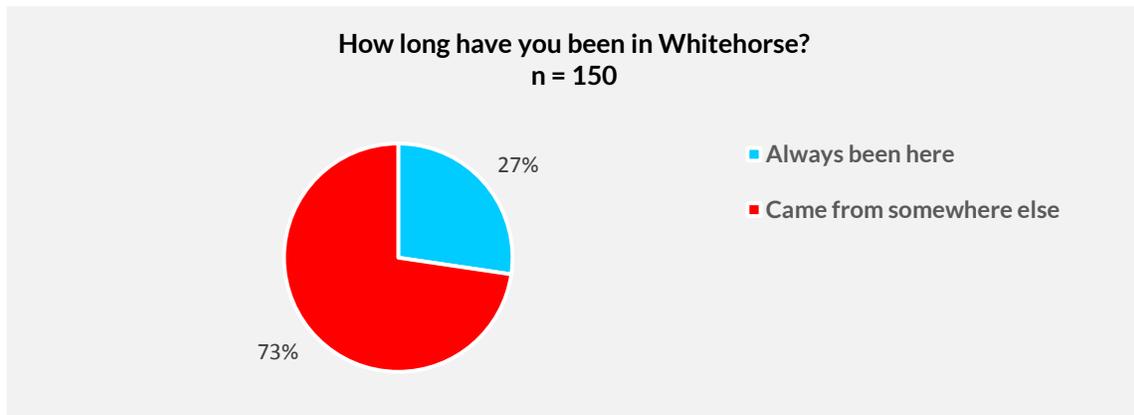
Of the total number of individuals who responded to this question (n=141), nine percent indicated they had no source of income in the past year. The majority of respondents (61%) who responded that they did have a source of income indicated that they receive income support, in the form of social assistance which may have included, for example, assistance through Yukon Government, from their First Nation, or from Indian and Northern Affairs Canada. Other government benefits identified as sources of income included Disability benefits, Seniors benefits (e.g. CPP/OAS/GIS), Employment Insurance, GST rebate, and Child and Family Tax Benefits.

What are your sources of income?
n = 150



Community of Origin and Migration

Of the individuals surveyed, just over one quarter indicated they have always resided in Whitehorse, while nearly three quarters who responded had migrated to Whitehorse from somewhere else. Among the 94 individuals who a) did not come from Whitehorse and b) provided information on where they were living prior to Whitehorse, 35% indicated that they were from a rural Yukon community. Thirty-nine percent of those from rural Yukon had been in Whitehorse for less than one year, while 27% had been in Whitehorse for more than 10 years.



Yukoner's top three reasons given for coming to Whitehorse

People travel from rural Yukon communities to Whitehorse for many reasons; however, they remain in Whitehorse for a range of reasons as well. For those individuals surveyed who came to Whitehorse from another Yukon community, the top three reasons for travelling to the capital were:

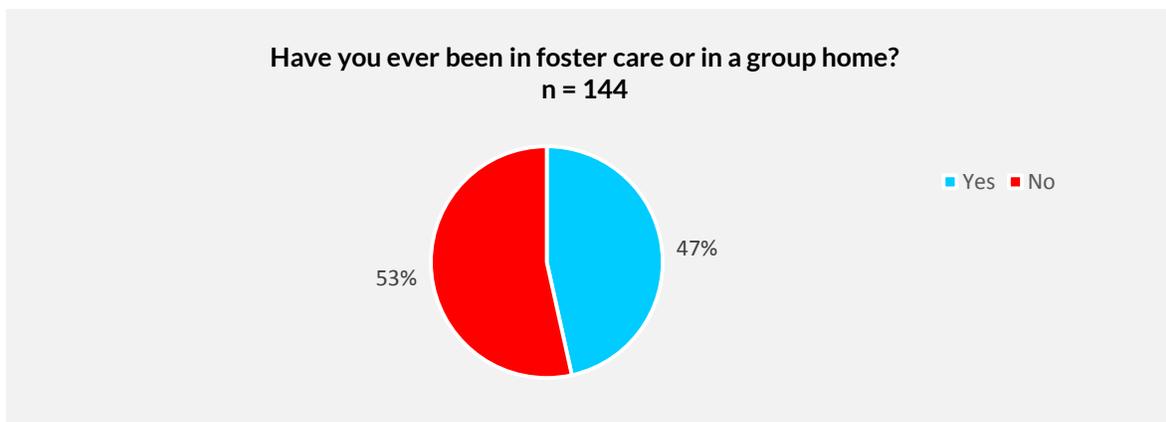
- to access health care;
- to attend school; and
- to visit family and friends.

For respondents who had travelled to Whitehorse from out-of-territory, reasons included (in no particular order):

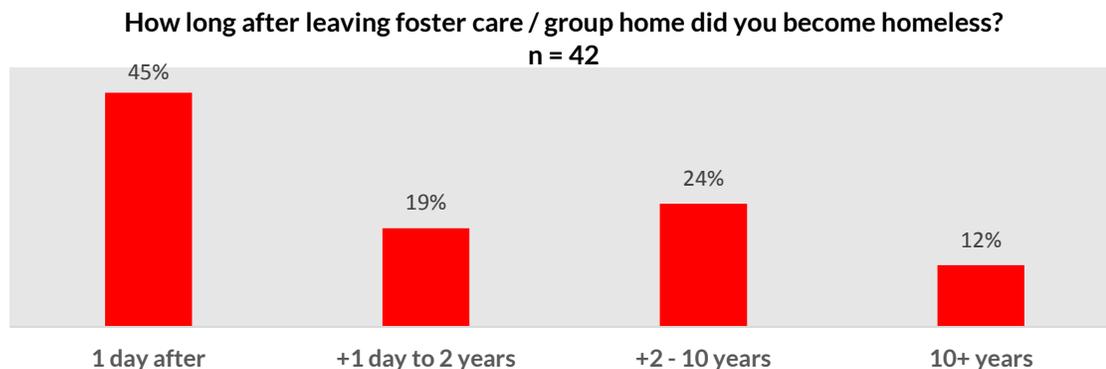
- to find employment;
- fear for safety; and
- for issues related to justice/corrections.

Foster Care and Group Home Experience

Survey respondents were asked if they had been in a foster care or group home setting and 67 (47%) individuals responded 'yes'. It is unclear how individuals defined foster care or group home settings and it is possible that some respondents interpreted this question to include experience in a residential school.



Of those who reported having experience in foster care or in a group home, 45% indicated that they became homeless immediately after leaving care.



PATTERNS OF HOMELESSNESS

Chronic and Episodic Homelessness

The PiT Count methodology aims to capture experiences of chronic and episodic homelessness. Survey respondents were asked to estimate how much time and how many different times they were homeless in the past year and depending on how they responded, they were categorized as chronic or episodically homeless.

For the purpose of the PiT Count, HPS defines chronic and episodic homelessness as follows¹⁰:

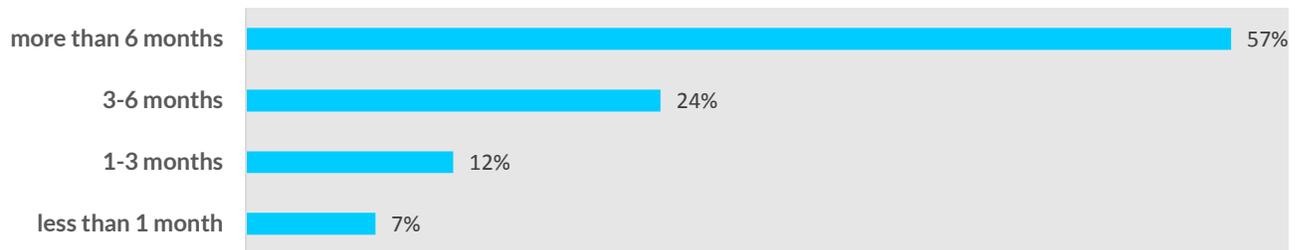
- **Chronic homelessness** is a period of six or more months of homelessness in the past year.
- **Episodic homelessness** is three or more distinct episodes of homelessness in the past year, adding up to less than six months.

Data gathered from individuals experiencing homelessness found that 57% were chronically homeless. This tells us that incidents of homelessness in Whitehorse can be prolonged. It should also be noted however that the PiT count methodology is more likely to capture information about those who experience chronic

¹⁰ Everyone Counts – Guide to Point-in-Time Counts in Canada – 2nd Edition. Retrieved from: <https://www.canada.ca/en/employment-social-development/programs/communities/homelessness/reports/guide-point-in-time-counts.html>

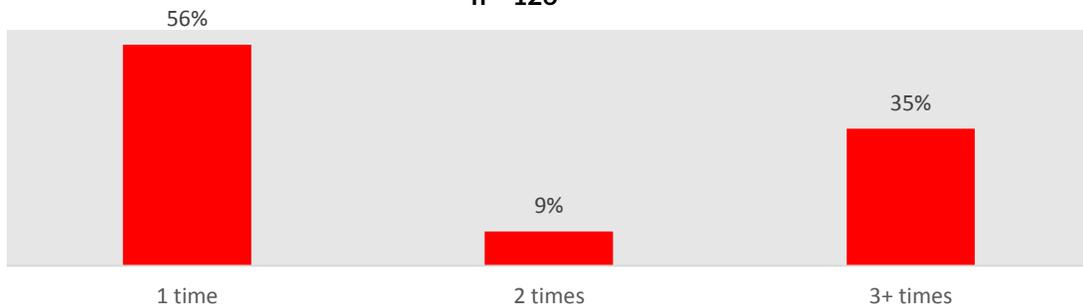
homelessness and may miss those who have temporarily cycled into housing or who are experiencing hidden homelessness.

For how many months have you been homeless over the past year?
n = 134



Of the 126 respondents who shared information about the number of different times they experienced homelessness in the past year, 35% reported three or more episodes of homelessness.

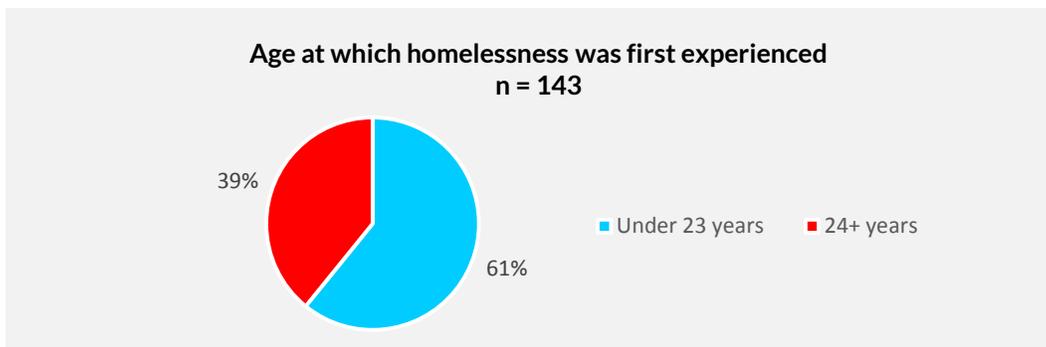
How many times have you experienced homelessness in the past year?
n = 126



Age of First Experience of Homelessness

Of the individuals surveyed, 61% experienced their first episode of homelessness before the age of 23. As a reminder, individuals under 15 years old at the time of the count are not included in the survey.

Age at which homelessness was first experienced
n = 143

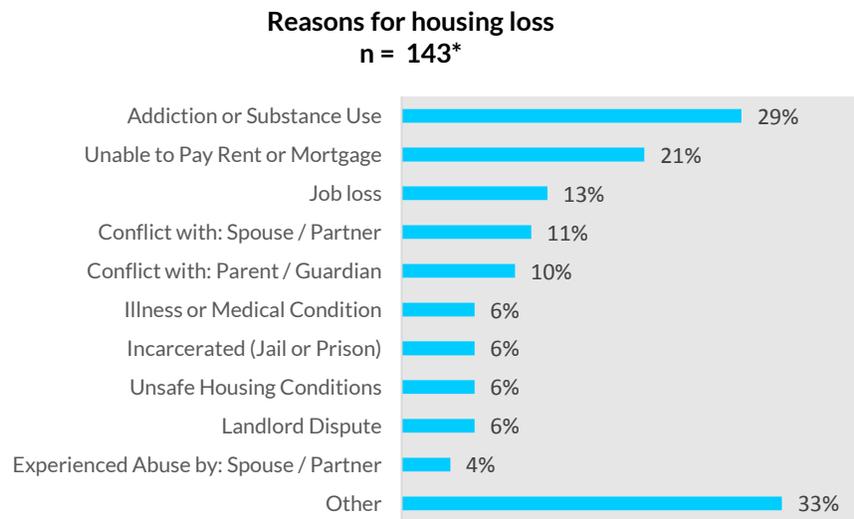


Reasons for Most Recent Housing Loss

Survey respondents were asked what caused them to lose their housing most recently. For this question respondents were given the option to select multiple answers or provide an 'other' response. Thirty-three of the 143 respondents who answered this question selected 'other' (the most common response) while the next most frequent responses were:

- Addiction or substance use
- Unable to pay rent or mortgage
- Job loss
- Family conflict

'Other' reasons identified by respondents included moving to Whitehorse for family, tourist season, had to care for a parent, no transportation, and death of a partner.



**Percent totals exceed 100 because survey participants could select more than one response.*

Barriers to Housing



97% of those surveyed indicated that they wanted to find permanent housing.

Despite the nearly universal desire to find permanent housing, individuals who are homeless face challenging barriers in securing stable housing. When asked what challenges or problems they had, there were some common issues identified by respondents.

The most common responses included:

- Affordability (i.e. low income, no income assistance, and high rent)
- Addiction and health issues
- Discrimination

SERVICE USE

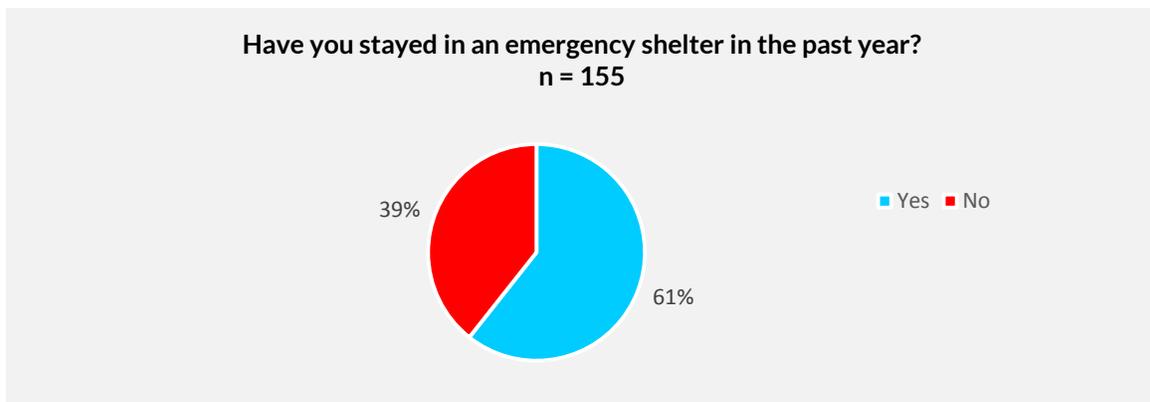
The PiT Count allows us to look at how individuals experiencing homelessness interact with public systems and support services in the community.

Emergency Shelter Use

Data about those who stay at emergency shelters is more accessible and straightforward to gather than information about those experiencing other kinds of homelessness. Most emergency shelters collect administrative data each night, tallying the number of beds used and basic demographic information¹¹.

One of the core questions in the PiT count survey asks if respondents had stayed in an emergency shelter in the past year. Of the 155 respondents who opted to answer this question, the majority (61%) reported that they had stayed in an emergency shelter. This could have included a local shelter (The Salvation Army, Kaushee's Place, Youth Emergency Shelter), but could also have included a shelter outside of Whitehorse.

Of those individuals who indicated that they did not stay in an emergency shelter in the past year, the number one reason for not doing so was that they 'prefer(red) to stay with friends/family'. Additional reasons for not using an emergency shelter included: not needing to stay at a shelter, not knowing about shelter service, not liking shelters, and being turned away.

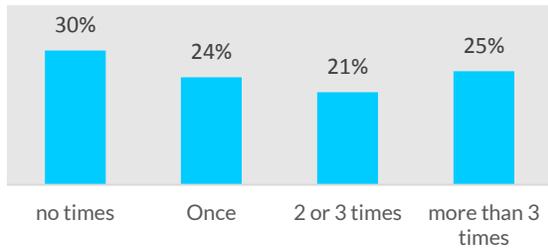


Emergency Room Visits & Hospital Stays

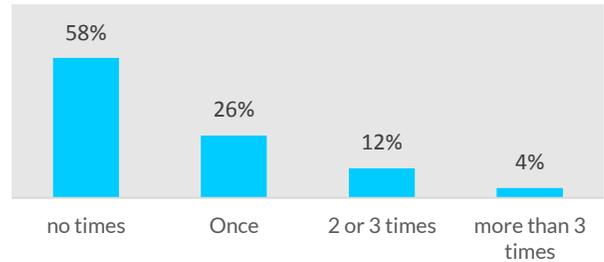
Of the 150 individuals who elected to respond to this question, 70% reported visiting an emergency room in the past year. One quarter of respondents indicated that they had visited the emergency room more than three times in the past year. In terms of hospitalizations (overnight stays) in the past year, 42% reported that they had stayed in a hospital, with lengths of stay ranging from one day to more than 100 days.

¹¹ For local administrative data collected on the night of Whitehorse's PiT Count, see Appendix 2.

**In the past year how many times have you been to the emergency room?
n = 150**



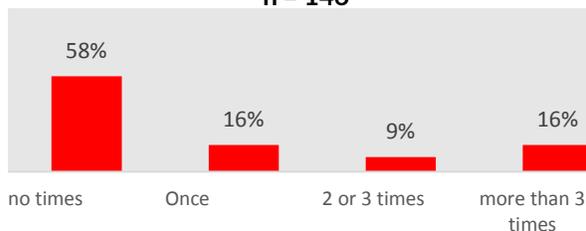
**In the past year how many times have you been hospitalized?
n = 147**



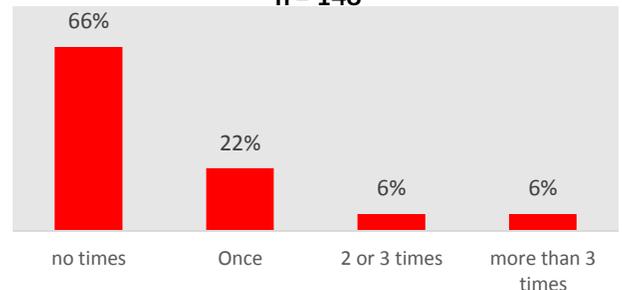
Interactions with Police and Corrections

Forty-two percent of respondents reported that they had an interaction with police in the past year. Interactions could have included tickets, arrests, or searches, although respondents were not asked to be explicit as to which type of interaction they had experienced. Similarly, individuals were asked to indicate if they'd been to jail in the past 12 months. Of the respondents who chose to disclose this information, 51 responded that they had been to jail, with the majority of stays being under 30 days.

**In the past year how many times have you interacted with police?
n = 146**



**In the past year how many times have you been to jail?
n = 148**

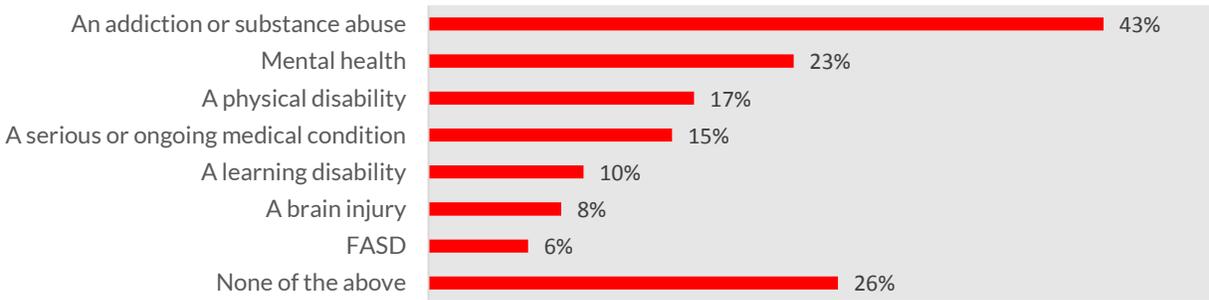


SERVICE NEEDS

Survey volunteers were asked to read participants a list of services that they may or may not need, as a way to gain insight into participants' service needs. It is important to note that participants were not asked whether or not they were connected to or engaged with the services listed at the time of the PiT Count.

A little over one quarter (26%) of respondents indicated that they did not have a need for services, among those listed. Of the 142 people who did respond, the top service needs included were connected to addiction or substance use, mental health, and/or a physical disability. Many respondents identified multiple service needs, reflecting some of the complex challenges that may impact the lives of individuals experiencing homelessness.

Do you have a need for services related to:
n = 142*

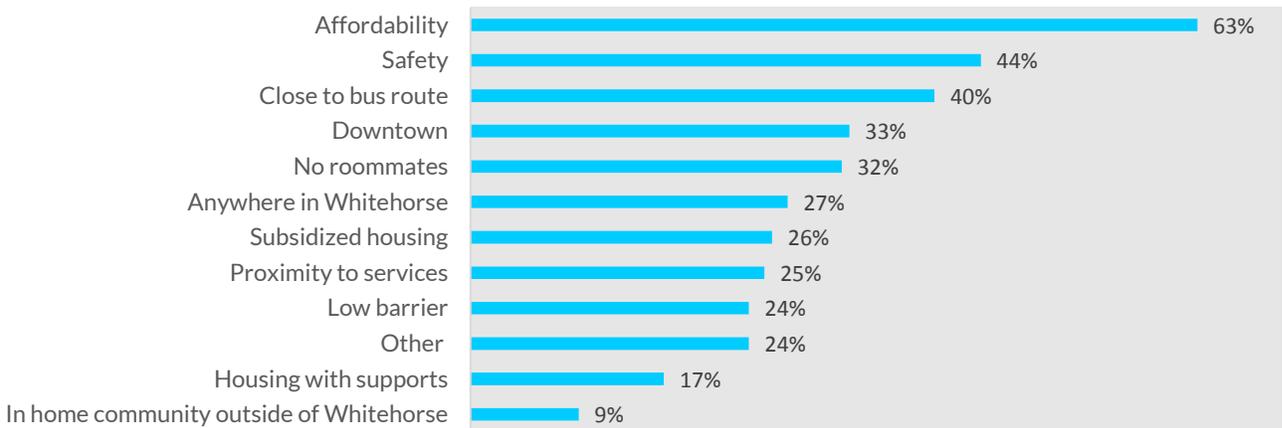


*Percent totals exceed 100 because survey participants could select more than one response.

Housing Criteria

In an effort to increase our local understanding of the housing criteria that are important to individuals experiencing homelessness, survey participants were asked which criteria would be most important to them, if housing were available. Among the 150 survey respondents, affordability was the most frequent answer. The chart below outlines other important features identified. There was a diverse range of 'Other' answers identified through comment by respondents. Examples of these responses include: no bed bugs; be with my partner; allows pets; and easily accessible (no stairs).

If housing were available to you, what would be the most important criteria for you?
n = 150*



*Percent totals exceed 100 because survey participants could select more than one response.

METHODOLOGY

DATA COLLECTION

Tuesday, April 17, and Wednesday, April 18, were selected as the date for the Count by the YPGH. This date follows the Tuesday/Wednesday pattern selected in 2016 and was a 24-hour period that included community meals and the weekly outreach clinic, increasing the presence of individuals who may be experiencing homelessness in the downtown core.

The scale of Whitehorse’s PiT Count involved building on many community partnerships to facilitate enumeration and surveying at a variety of settings and locations. Data was collected at the following locations:

- ✓ Nine street routes throughout the downtown core, Marwell and Riverdale
- ✓ Emergency shelters and transitional housing programs
- ✓ Service locations
- ✓ Magnet events
- ✓ Public systems

Summary of Methodology

Target Population	Unsheltered Homeless	Sheltered Homeless	Hidden Homeless	Public Systems
Enumeration Method	Street Counting	Administrative Tally Form	Four Magnet Events/Service Locations/Street Counting	Administrative Tally Form
Survey Method	Surveyed by trained volunteers	Surveyed by trained frontline workers/volunteers	Surveyed by trained frontline workers/volunteers	Surveyed by trained system staff/frontline workers
Date & Time	April 17 Night Count: 4pm to 11pm April 18 Morning Count: 7am to 2pm	April 17 Overnight Count (Time varied by location), Surveys between April 17 & 18, 4:30pm to 4:30pm	Magnet Events: April 17 <ul style="list-style-type: none"> • Adult: 4:30pm to 6:30pm • Youth: 4:30pm to 7:30pm April 18 <ul style="list-style-type: none"> • Kwanlin Dun: 8:30am to 1pm • Association franco-yukonnaise: 12noon to 3pm Service Locations and Street Counting between 4pm and 4:30pm (Time varied by location)	April 17 Overnight Count (Time varied by location), Surveys April 18, 4:30pm to 4:30pm

Street count routes

 Nine routes were established at a community mapping session prior to the PiT Count and mirroring the routes used during the 2016 Count. The community mapping session had representation from various outreach workers, a City of Whitehorse Bylaw Officer, two representatives from the Whitehorse R.C.M.P. and several community members with lived experience of homelessness.

Surveys were conducted on all nine routes, with the concentration of surveys happening in the downtown core (between Ogilvie Street and Main Street, from Front Street to 8th Avenue). The bulk of the street counting happened on April 17 between 4:30pm and 11pm, with a few concentrated shifts (and two routes) the morning of April 18 between 7am and 10am. Volunteer surveyors worked in teams of two and where possible, volunteers were paired with someone more experienced in working with individuals experiencing homelessness. Every team was assigned one route map at headquarters prior to their shift and directed to cover as much area as they could in their shift, surveying everyone they encountered.

Emergency shelters and transitional housing programs

 Surveys were delivered at three shelters and one of the transitional housing programs by trained frontline workers and in the case of The Salvation Army, by trained volunteers. Given that Whitehorse's local Salvation Army is both a service location (providing three-meals a day) and a shelter, it was challenging for volunteers to separate those using the Salvation Army for their meal program versus those staying at the shelter. That said, the unsheltered, sheltered and hidden homeless population were all identified at this site between 4:30pm and 11pm on April 17th and between 7am and 2pm on April 18 (with the exception of lunch between 12pm and 1pm to reduce duplication).

Administrative tallies were collected from all three emergency shelters and three transitional housing programs. A supervisor at each location was asked to complete the form and report on the number and demographics of individuals staying there overnight on April 17.

Service locations

 Surveys were conducted by trained frontline workers and volunteers at six service locations in the downtown core of Whitehorse. Surveying began at 10am and went to 2pm on April 18th – timing of surveys varied depending on program hours of individual services. The primary purpose of the service-based surveying was to capture individuals in the hidden homeless population, however volunteers were told to approach everyone they encountered at the relevant locations.

Magnet events

 Four magnet events were planned during the Count in a further effort to capture the hidden homeless population. The first was a community meal held at CYO Hall in the basement of Sacred Heart Cathedral on April 17, targeting the general homeless population. Simultaneously, there was a Youth Magnet Event at the Boys & Girls Club of Yukon aimed at youth under 24 years of age. The youth event was facilitated by youth frontline workers and offered food and prizes to encourage attendance. April 18 saw two additional magnet events – the first, held at the Kwanlin Dün Health Centre, and hosted by their Outreach team, targeted McIntyre neighbourhood residents and Kwanlin Dün First Nation citizens. The other, hosted by the local francophone community at l'Association franco-yukonnaise, sought to enumerate the French speaking homeless population. All four magnet events were advertised on posters, through handbills and on social media.

Public systems

 Three public systems were approached and engaged to provide administrative tally forms, counting individuals who were provisionally accommodated in institutional settings on the night of April 17. An individual was considered homeless if they had no fixed address and/or if they had nowhere to stay upon release. Completed tally forms were provided by WGH, WCC and through two programs at MWSUS. The WCC and the Live-In Treatment Program and Withdrawal Management at MWSUS also opted to conduct surveys on April 17 and 18.

In total, enumeration and surveys occurred at:

- ✓ three emergency shelters;
- ✓ three transitional housing programs;
- ✓ three public system settings;
- ✓ six service locations
- ✓ four magnet events; and on
- ✓ nine street routes

A chart of the participating organizations can be found in Appendix 3.

SURVEY

Survey design

The 2018 PiT survey was designed and adopted by a sub-committee of the YPGH prior to the Count. The final stages of design included a review by the Yukon Bureau of Statistics, with feedback incorporated accordingly.

The survey began with a brief introduction explaining the count, its purpose, and how the results will be used. A question around informed consent was also included, as well as a request to use a unique identifier (more on this in Preventing Duplication and Double Counting on page 28).

The survey had a total of 32 questions and included:

- ➔ **Three HPS screening questions and two optional hidden homeless screening questions**
 - Used to determine eligibility to participate in the survey. Those who did not consent to participate, those who were already enumerated, or those who had a permanent residence to return to were excluded.
- ➔ **14 mandatory HPS core questions**
 - Covering family status, age, Indigenous identity, immigration status, sexual orientation, gender identity, migration, military service, first experience of homelessness, length of homelessness in the past year, emergency shelter use, loss of housing and income.
- ➔ **10 optional COH Questions**
 - Covering reason for not using emergency shelter, reason for migration to Whitehorse, citizenship status, education, foster care, Indigenous community, service use, desire for housing, and barriers to housing.
- ➔ **Two locally developed questions**
 - Covering service needs and housing criteria identified as important.

A copy of the survey can be found in Appendix 1, in addition to the Administrative Data Sheet.

Conducting the survey

As indicated previously, trained volunteers and staff administered the surveys at various times and at various locations throughout Whitehorse. Further, no unaccompanied minors under the age of 15 were surveyed as part of the Count, while dependents under the age of 18 were not surveyed if staying with a parent or guardian on the night of the count. Volunteer surveyors were directed to approach everyone they encountered to determine their eligibility to participate in the survey regardless of presumptions about appearance or perceived homelessness. Surveyors were trained to deliver surveys in a non-judgmental way, upholding respondents' rights to anonymity, to withdraw consent, or to stop at any time. Volunteers had resource cards if respondents had targeted questions about housing support and were asked to refer respondents/community members to PiT Count headquarters for other types of support. In addition, there were on-call outreach workers to address crisis situations had they come up - however, none came up.

Honoraria

Individuals who answered the screening questions and were eligible to continue with the survey were given the choice of a \$5 gift card from Tim Horton's or McDonald's for their participation. It was important that this honorarium was offered as a thank you and a way of honouring a person's story, as opposed to a tool to coerce respondents to participate. Volunteers were asked not to mention the gift card until consent was received and were asked to provide the gift card regardless of the number of survey questions answered. It was difficult to prevent others from learning about the honorarium prior to their participation, which was one factor in the duplication of surveys.

ENUMERATION

The PiT Count enumeration total is the number of community members experiencing homelessness on the night of the Count, based on both the administrative data provided and the survey data collected. The survey data provides the total of those who are unsheltered and hidden homeless (including those staying at someone else's place or at hotel/motel). However, it is important to highlight that not everyone who was counted was surveyed.

PREVENTING DUPLICATION AND DOUBLE COUNTING

Several strategies were employed to reduce double counting of individuals experiencing homeless on Count day.

- 1) All volunteers and frontline workers wore a coloured button which read 'I Count' and asked potential respondents if they had already completed the survey.
- 2) Respondents were offered a sticker after completing the survey that said 'Everyone Counts' and surveyors were instructed not to approach someone wearing this sticker. There was limited uptake of this approach for the street count, but it was useful at the magnet events when there were many people and multiple surveyors.
- 3) All respondents were asked to provide a unique identifier (i.e. first initial, last initial, day of birth). Surveys with very similar or matching identifiers were reviewed manually to cross-reference answers and determine if they were duplicates.

There were a total of 31 duplicates removed during the data entry and cleaning phase. Duplicates were found through matching unique identifiers and through similar or identical patterns in answers (e.g. demographic characteristics).

DATA ENTRY AND ANALYSIS

The PiT Count Coordinator and Whitehorse's HPS Coordinator with CYFN were responsible for data entry. The HPS Coordinator also manages the Homeless Individuals and Families Information System (HIFIS) entries for Whitehorse's coordinated access system and understood how to navigate HIFIS 3 and the PiT Count module. Data entry and cleaning happened over a period of three weeks, at which point analysis began.

After removal of the duplicate surveys and data cleaning there were a total of 214 surveys to enter. Initial analysis revealed 53 ineligible surveys from respondents who declined to answer or were screened out (i.e. had permanent residence or did not meet the definition of homelessness for the purpose of the Count). This left a total of 161 valid surveys to be included in the analysis and reporting. Analysis for the purpose of reporting happened by uploading the data into Excel and analyzing frequencies for selected questions and categories of interest

Not everyone chose to answer every question, so the response rate varied for each question. Generally, about 150 people answered each question. In the results section, the exact number of respondents to each question is given (e.g., n = 151).

WEATHER

April 17 and 18, 2018, saw colder than average temperatures. Daytime temperatures were in the range of 1 to 5 degrees Celsius, while the night of the PiT Count saw a low of -14 degrees Celsius.

LIMITATIONS

There continues to be widespread acknowledgment of the limitations to the PiT count approach at a national and local level¹². The main goal of this approach is to collect and report data on those who are sheltered and unsheltered homeless, with the optional inclusion of hidden homelessness subject to additional caveats. The following is a short list outlining some of the PiT count limitations – both general and specific to our context - in no particular order.

- A PiT count cannot measure all individuals who cycle in and out of homelessness frequently – it best captures individuals who experience chronic homelessness.
- People may not self-identify or consider themselves homeless – this may be particularly true for the hidden homeless population. In addition, individuals who are homeless are not always visible or accessible, which contributes to undercounting.
- Although every effort is made to provide adequate and mandatory training for volunteers and frontline workers delivering surveys, consistency in survey delivery is challenging and may be influenced by internal and external factors. While accurate and full responses are encouraged

¹² A fuller discussion of nationally recognized limitations to PiT counts can be found in the COH Point-in-Time Count Toolkit at: http://homelesshub.ca/sites/default/files/Point-in-Time_Count_Toolkit.pdf or in the Everyone Counts – Guide to Point-in-Time Counts in Canada – 2nd Edition, retrieved from: <https://www.canada.ca/en/employment-social-development/programs/communities/homelessness/reports/guide-point-in-time-counts.html>

through sensitive survey delivery and assurances of confidentiality, responses to survey questions are dependent on participants' willingness to provide accurate responses, ability to remember past events in specific timelines, and understanding of survey questions.

- The cold temperatures in Whitehorse, as noted in the section on weather may have had an impact on the number of unsheltered individuals enumerated on the night of the Count.

VOLUNTEERS



As with most large-scale community initiatives, the overall success of the PiT Count was reliant on the time and energy of many volunteers. In total, the Whitehorse Count had just over 50 participating volunteers. This included event volunteers, headquarters volunteers, survey volunteers on the street and at service locations, and data analyses. As this report deals largely with the role of survey volunteers, it is notable that there were 31 individuals who volunteered their time to deliver surveys, some of whom worked multiple shifts.

Not including the time frontline workers and partnering organizations provided to support the Count, volunteers gave approximately 406 hours of their time. If we put a cost to this commitment at \$22 per hour we estimate that \$8,932 worth of volunteer time was contributed to Whitehorse's PiT Count.

VOLUNTEER RECRUITMENT

The PiT Count Coordinator managed volunteer recruitment, relying on existing partnerships within the housing and homelessness service sector and service organizations to support recruitment. A call for volunteers was put up on the Volunteer Yukon website, in addition to Non-Profit Net. A similar email was circulated through the 400 person Yukon Anti-Poverty Coalition membership list. Recruitment was slow to start and a week prior to the Count there were not enough volunteers to fill shifts. In response, the Coordinator did a short radio interview with the CBC which in turn, resulted in a much needed upswing in volunteer registrants.

Volunteers signed up by submitting a 2-page registration form directly to Coordinator¹³. The paperwork asked volunteers to provide their contact information, identify which role(s) they were interested in, indicate their level of experience working with individuals who are homeless and delivering surveys, select a mandatory training shift and survey shift and finally, to provide their emergency contact information. Recruitment was ongoing from the end of March to the weekend prior to the PiT Count.

VOLUNTEER TRAINING

Any volunteer registered to participate as a surveyor for the street count/service count was required to attend a mandatory training session in the week immediately prior to the PiT Count. The training session was three hours with two timeslots to choose from, once on a weekday between 6pm and 9pm at The Salvation Army Centre of Hope and another on the weekend between 11 and 2pm at the Council of Yukon First Nations. Volunteers were required to fill out their volunteer oath of confidentiality and waiver form at the training, as well as to confirm their shift availability¹⁴.

The training covered the following issues: PiT count purpose, definitions, methodology and logistics, sensitivity to culture and certain populations, safety, survey delivery, as well as time to troubleshoot and practice delivery techniques. All volunteers were asked to bring home the guidelines and training materials to review prior to their assigned shift.

¹³ A copy of the registration paperwork can be found in Appendix 4.

¹⁴ A copy of the volunteer oath of confidentiality and the waiver form can be found in Appendix 4.

VOLUNTEER PARTICIPATION

All volunteers who participated in the training attended their shifts with the exception of two individuals. Holding the training so close to PiT Count day was advantageous in terms of volunteer retention.

VOLUNTEER FEEDBACK

Survey volunteers were offered three opportunities to share their experience from the volunteer training and street count/service count shifts. At the end of their shifts volunteers were asked if they had any initial feedback and were reminded to check their email for a face-to-face debrief date and a Survey Monkey link in the week following the Count.

A Survey Monkey link was delivered to all volunteers the week following the Count and the following questions were asked:

- Q1: Please identify three things that you think worked well with the 2018 PiT Count.
- Q2: Please identify three things that you think could have been done differently with the 2018 PiT Count.
- Q3: In regards to the Volunteer Training session for the PiT Count, what are your thoughts on the experience? Could you have used more or less time? Please explain.
- Q4: Are you be interested in being involved in a similar capacity if the count is carried out again in two years' time? Include your email or contact the Coordinator directly, if you are not comfortable leaving your email.

A face-to-face volunteer debrief was held at CYFN on Wednesday, May 2nd. It was drop-in format and followed no rigid structure, but offered an opportunity for community conversation. There was very similar feedback gathered at the debrief and via the Survey Monkey Questionnaire. What follows are several highlights that will inform planning for future PiT counts.

1) Overall, the training was very well received. Volunteers commented that it was a good length, appropriate timing close to the Count, and filled with important information.

- **ACTION FOR FUTURE COUNTS:** Less of a 'canned presentation'; provide background information online ahead of time to leave more time to practice delivering the survey and to troubleshoot. Volunteers would appreciate seeing a demonstration of survey delivery.

2) There was substantial comment around the survey being confusing for respondents. Some of the questions did not seem relevant to a small community, particularly working with such small sample sizes. Volunteers mentioned needing more background on each question so they could provide better explanations to people, however there was also a recognition that this would take time. The ordering of questions also made survey delivery feel disjointed.

- **ACTION FOR FUTURE COUNTS:** Scrutinize the survey design and provide input on the core questions to HPS prior to the 2020 Count, in addition to piloting the surveys with community members with lived experience.

3) Volunteers indicated that they were impacted by the stories respondents shared. In particular, several volunteers suggested finding a way for individuals to provide feedback around what helped them become housed (e.g. they were screened out of the survey but have valuable feedback to share).

- **ACTION FOR FUTURE COUNTS:** Consider an additional way for community members to provide solutions and feedback around their experience of homelessness if they are currently housed. This could be attached to headquarters or take place at service locations during the week of the 2020 count.

RECOMMENDATIONS AND NEXT STEPS

The 2018 PiT Count in Whitehorse has come at an opportune time in our journey toward ending homelessness in Whitehorse and across Yukon. National initiatives such as the 'National Housing Strategy' and 'Reaching Home' (the renewed cycle of Homelessness Partnering Strategy funding launching April 1, 2019)¹⁵, in addition to the 'Safe at Home' plan are converging with leaders stepping forward to act on the declaration that housing issues are a priority – in particular for Yukon's most vulnerable community members. This PiT Count is an important reference piece for all levels of government, for non-profit organizations, and agencies providing services to those who are homeless. It may inform future strategies, actions, and ongoing conversations held by the YPGH.

Everyone in the community, from all levels of government through to the public at large, are fundamental to ending homelessness in Whitehorse. Through 'Safe at Home', we can begin to tangibly see who holds which pieces of the puzzle and there is a collective commitment to work together. This includes priorities and actions developed with the input of individuals with lived experience of homelessness. As in 2016, the results released in this report do not offer simple answers or a magic bullet to addressing homelessness in all its complexities. It does however, build on what we already know about homelessness and the results will contribute to a growing body of research and data collected to better inform solutions.

Recommendations for future counts:

- Ensure there is enough planning time prior to the Count to allow for the necessary engagement of public systems and other services who require their own approval processes.
- Hire an assistant to the PiT Coordinator early in the planning process to support the many levels of work and engagement that are required to execute a successful count.
- Consider decreasing the total time surveying to avoid duplication and saturation of survey delivery.
- Work closely with youth-serving agencies and services better integrate a youth count into the overall PiT Count.
- Provide survey volunteers with more opportunities to role-play and practice survey delivery.

Next Steps

- This report will be made available to elected officials and all levels of government, community members with lived experience, service providers, and the public.
- The findings from the 2018 PiT Count will be used to inform *Safe at Home: A Community-Based Action Plan to End and Prevent Homelessness in Whitehorse, Yukon*.
- The YPGH is committed to conducting a PiT Count on a biennial basis and will use the lessons learned from 2018 to improve methodology in the future. Future counts will support community partners and all levels of government to monitor trends and measure progress in ending homelessness in Whitehorse.

¹⁵ A copy of the National Housing Strategy can be retrieved here: <https://www.placetocallhome.ca/> where you can find information about Reaching Home can be found here: <https://www.canada.ca/en/employment-social-development/news/2018/06/backgrounder-reaching-home.html>

APPENDIX 1:

Administrative Data Form and Local Survey

WHITEHORSE POINT-IN-TIME COUNT

ADMINISTRATIVE DATA TALLY SHEET 2018

PURPOSE OF TALLY SHEET: To gather administrative data on the number of homeless individuals and sleeping/residing at organizations/agencies/institutions in Whitehorse on the night of April 17th.

Please return forms to:

Kate Mechan
 Yukon Anti-Poverty Coalition
 509 Hanson Street
 PH: 867.334.9317 or E: yapcprojects@gmail.com

Agency/Org. Name		Main Contact Name	
Program Name		Contact Email	
Address		Contact Phone	

TYPE OF PLACEMENT	<input type="checkbox"/> Institution <ul style="list-style-type: none"> ○ Correctional Centre ○ Medical/Mental Health ○ Residential Treatment/Withdrawal Management ○ Youth Institutions/Group Homes 	<ul style="list-style-type: none"> ○ Emergency Shelter (includes youth and women's shelters) ○ Transitional Housing ○ Hotel/Motel ○ Other:
TOTAL # OF BEDS AT AGENCY/ORG./INSTITUTION		
MAXIMUM LENGTH OF STAY (if applicable)		
AVERAGE & RANGE OF LENGTH OF STAY (if applicable) i.e. Average length of stay = 6 months ranging between 1-24 months		

THIS TALLY SHEET COVERS ONLY THE EVENING OF TUESDAY, APRIL 17TH, 2018

Note: If the agency/organization has different housing programs (i.e. emergency shelter and transitional housing), complete ONE tally sheet per housing program.

WHITEHORSE POINT-IN-TIME COUNT

ADMINISTRATIVE DATA TALLY SHEET 2018

Homeless Individuals (includes unaccompanied children and single adults) *

GENDER	FIRST NATIONS	0-5 YRS	6-11 YRS	12-17 YRS	18-23 YRS	24-29 YRS	30-35 YRS	36-41 YRS	42-49 YRS	50+ YRS
FEMALE	YES									
	NO									
MALE	YES									
	NO									
TRANSGENDER	YES									
	NO									
OTHER	YES									
	NO									

* Check definition in preamble on page 1. If you have any questions about the definition of homelessness contact Kate Mechan – PiT Count Coordinator at 334-9317 or yapcprojects@gmail.com

TOTAL OCCUPANCY RATES ON NIGHT OF APRIL 17TH, 2018	
TOTAL # OF HOMELESS INDIVIDUALS	
TOTAL # OF TURNAWAYS (IF ANY)	

Verification: I certify that the information provided in this tally sheet is correct and has been approved by the Executive Director/Supervisor of the agency/organization/institution.

Signature of Contact Person: _____

THANK YOU FOR YOUR PARTICIPATION! PLEASE SUBMIT THIS FORM BY MONDAY, APRIL 23RD, 2018.

WHITEHORSE POINT-IN-TIME COUNT

SURVEY 2018

Survey Number: 0000

Hello, my name is _____ and I'm a volunteer for the **Whitehorse Point-in-Time Count Survey**. We are conducting a survey as a part of a national initiative to gather information about the number of homeless individuals in each Province and Territory. The survey takes about 10 minutes to complete.

- **Participation is voluntary and your name will not be recorded.**
- You can choose to **skip any question** or to **stop the interview at any time.**
- If you prefer to participate in **French**, we can make arrangements to support you.
- The results will contribute to a better understanding of homelessness in Whitehorse and across Canada, and will help with research to improve services.
- We will ask you for your unique identifier (first initial, last initial and date of birth). [Provide example]

Location: _____ **Time:** _____ **AM/PM**

Interviewer: _____ **Contact #:** _____

A. Have you answered this survey with a person with this (*identifier*)?
 [YES: Thank and tally] [NO: Go to B]

B. Are you willing to participate in the survey?
 [YES: Go to C] [NO: Thank and tally]

C. Where are you staying tonight? / Where did you stay last night? / Are you staying here tonight?

a. DECLINE TO ANSWER	c. SOMEONE ELSE'S PLACE ->ASK C1 AND C2	f. EMERGENCY SHELTER, DOMESTIC VIOLENCE SHELTER
b. OWN APARTMENT/ HOUSE	d. MOTEL/HOTEL ->ASK C2	g. TRANSITIONAL SHELTER/HOUSING
	e. HOSPITAL, JAIL, PRISON, REMAND CENTRE ->ASK C2	h. PUBLIC SPACE (E.G., SIDEWALK, PARK, FOREST, BUS SHELTER)
		i. VEHICLE (CAR, VAN, RV, TRUCK)
		j. MAKESHIFT SHELTER, TENT OR SHACK
		k. ABANDONED/VACANT BUILDING
		l. OTHER UNSHELTERED LOCATION
		m. RESPONDENT DOESN'T KNOW [LIKELY HOMELESS]
[THANK & END SURVEY]	[FOLLOW UP QUESTIONS]	[SKIP TO SURVEY QUESTION 1]

C1: Can you stay there as long as you want or is this a temporary situation?

- a. AS LONG AS WANTED [THANK AND END SURVEY]
- b. TEMPORARY SITUATION -----> GO TO C2
- c. DON'T KNOW -----> GO TO C2
- d. DECLINE TO ANSWER [THANK AND END SURVEY]

C2: Do you have a house or apartment that you can safely return to?

- a. YES [THANK AND END SURVEY]
- b. NO -----> BEGIN SURVEY
- c. DON'T KNOW -----> BEGIN SURVEY
- d. DECLINE [THANK AND END SURVEY]

Thank you for agreeing to take part in the survey. Please note that you will receive a \$5 gift card at the end of the survey for your participation.

BEGIN SURVEY

1. What family members are staying with you tonight? [Indicate survey numbers for adults. Check all that apply]

<input type="checkbox"/> NONE		<input type="checkbox"/> OTHER ADULT - Survey #: _____							
<input type="checkbox"/> PARTNER - Survey #: _____		<input type="checkbox"/> DECLINE TO ANSWER							
<input type="checkbox"/> CHILD(REN)/DEPENDENT (s) [indicate gender and age for each]	1	2	3	4	5	6	7	8	
	GENDER								
	AGE								

2. How old are you? [OR] What year were you born? [If unsure, ask for best estimate]

AGE _____ **OR** YEAR BORN _____
 DON'T KNOW
 DECLINE TO ANSWER

→ For the next questions, "homelessness" means any time when you have been without a secure place to live, including sleeping in shelters, on the streets, or living temporarily with others. We are asking you to reflect on your experience of homelessness in the PAST YEAR.

3. How old were you the first time you experienced homelessness?

AGE _____
 DON'T KNOW
 DECLINE TO ANSWER

4. In total, how much time have you been homeless over the PAST YEAR? [Best estimate.]

LENGTH _____ DAYS | WEEKS | MONTHS
 DON'T KNOW
 DECLINE TO ANSWER

5. In total, how many different times have you experienced homelessness over the PAST YEAR? [Best estimate.]

NUMBER OF TIMES _____ [Includes this time]
 DON'T KNOW
 DECLINE TO ANSWER

6. Have you stayed in an emergency shelter in the past year?

[e.g. Salvation Army, Kaushee's Place, Youth Emergency Shelter, Other]

<input type="radio"/> YES	<input type="radio"/> NO	<input type="radio"/> DON'T KNOW	<input type="radio"/> DECLINE TO ANSWER
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→ **06b If not, what are the main reasons?** [Do not read categories; select all that apply]

<input type="checkbox"/> TURNED AWAY (SHELTERS ARE FULL)	<input type="checkbox"/> PREFER TO STAY WITH FRIENDS/FAMILY
<input type="checkbox"/> TURNED AWAY (BANNED)	<input type="checkbox"/> PET(S)
<input type="checkbox"/> LACK OF TRANSPORTATION	<input type="checkbox"/> OTHER: _____
<input type="checkbox"/> FEAR FOR SAFETY	<input type="checkbox"/> DON'T KNOW
<input type="checkbox"/> BED BUGS & OTHER PESTS	<input type="checkbox"/> DECLINE TO ANSWER

7. How long have you been in Whitehorse?

<input type="radio"/> LENGTH ____ DAYS / WEEKS / MONTHS / YEARS -----> <input type="radio"/> ALWAYS BEEN HERE <input type="radio"/> DON'T KNOW <input type="radio"/> DECLINE TO ANSWER	07b Where did you live before you came here? <input type="radio"/> COMMUNITY _____ PROVINCE/TERRITORY _____ OR COUNTRY _____ <input type="radio"/> DECLINE TO ANSWER
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→ **07c What is the main reason you came to Whitehorse?** [Do not read categories; select one]

<input type="radio"/> TO ACCESS EMERGENCY SHELTER(S) <input type="radio"/> TO ACCESS SERVICES AND SUPPORTS <input type="radio"/> FAMILY/FRIENDS <input type="radio"/> TO ACCESS HEALTHCARE <input type="radio"/> TO FIND HOUSING <input type="radio"/> EMPLOYMENT <input type="radio"/> JUSTICE/CORRECTIONS ISSUES	<input type="radio"/> TO ATTEND SCHOOL <input type="radio"/> FEAR FOR SAFETY <input type="radio"/> RECREATION/SHOPPING <input type="radio"/> OTHER: _____ <input type="radio"/> DON'T KNOW <input type="radio"/> DECLINE TO ANSWER
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8. Did you come to Canada as an immigrant, refugee or refugee claimant?

<input type="radio"/> YES, IMMIGRANT -----> <input type="radio"/> YES, REFUGEE-----> <input type="radio"/> YES, REFUGEE CLAIMANT-----> <input type="radio"/> NO <input type="radio"/> DON'T KNOW <input type="radio"/> DECLINE TO ANSWER	If YES:	08b How long have you been in Canada? <input type="radio"/> LENGTH: _____ DAYS WEEKS MONTHS YEARS OR DATE: ____/____/____ DAY / MONTH / YEAR <input type="radio"/> DON'T KNOW <input type="radio"/> DECLINE TO ANSWER
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→ **08c Are you a Canadian Citizen?**

<input type="radio"/> YES <input type="radio"/> NO -----> <input type="radio"/> DON'T KNOW <input type="radio"/> DECLINE TO ANSWER	If NO:	<input type="checkbox"/> PERMANENT RESIDENT <input type="checkbox"/> REFUGEE CLAIMANT <input type="checkbox"/> TEMPORARY FOREIGN WORKER	<input type="checkbox"/> INTERNATIONAL STUDENT <input type="checkbox"/> OTHER (PLEASE SPECIFY) _____
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9. Do you identify as Indigenous or do you have Indigenous ancestry? This includes First Nations, Métis, Inuit, with or without status. [If yes, please follow-up to specify.]

<input type="radio"/> YES ----- > <input type="radio"/> NO <input type="radio"/> DON'T KNOW <input type="radio"/> DECLINE TO ANSWER	If YES:	<input type="radio"/> FIRST NATIONS (with or without status) <input type="radio"/> INUIT <input type="radio"/> MÉTIS <input type="radio"/> HAVE INDIGENOUS ANCESTRY
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→ 09b Which Indigenous community are you from?

<input type="radio"/> COMMUNITY NAME _____	<input type="radio"/> DON'T KNOW	<input type="radio"/> DECLINE TO ANSWER
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10. Have you ever had any service in the Canadian Military or RCMP? [Military includes Canadian Navy, Army, Air Force]

<input type="radio"/> YES, MILITARY <input type="radio"/> YES, RCMP	<input type="radio"/> NO	<input type="radio"/> DON'T KNOW	<input type="radio"/> DECLINE TO ANSWER
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11. What gender do you identify with? [Show list.]

<input type="checkbox"/> MALE / MAN <input type="checkbox"/> FEMALE / WOMAN <input type="checkbox"/> TWO-SPIRIT	<input type="checkbox"/> TRANS FEMALE / TRANS WOMAN <input type="checkbox"/> TRANS MALE / TRANS MAN <input type="checkbox"/> GENDERQUEER/GENDER NON-CONFORMING	<input type="checkbox"/> NOT LISTED: _____ <input type="checkbox"/> DON'T KNOW <input type="checkbox"/> DECLINE TO ANSWER
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12. How do you describe your sexual orientation, for example straight, gay, lesbian? [Show list.]

<input type="radio"/> STRAIGHT/HETEROSEXUAL <input type="radio"/> GAY <input type="radio"/> LESBIAN	<input type="radio"/> BISEXUAL <input type="radio"/> TWO-SPIRIT <input type="radio"/> QUESTIONING	<input type="radio"/> QUEER <input type="radio"/> NOT LISTED: _____	<input type="radio"/> DON'T KNOW <input type="radio"/> DECLINE TO ANSWER
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13. What happened that caused you to lose your housing most recently? [Do not read the options. Check all that apply. "Housing" does not include temporary arrangements (e.g., couch surfing) or shelter stays.]

<input type="checkbox"/> ILLNESS OR MEDICAL CONDITION <input type="checkbox"/> ADDICTION OR SUBSTANCE USE <input type="checkbox"/> JOB LOSS <input type="checkbox"/> UNABLE TO PAY RENT OR MORTGAGE <input type="checkbox"/> UNSAFE HOUSING CONDITIONS <input type="checkbox"/> EXPERIENCED ABUSE BY: PARENT / GUARDIAN <input type="checkbox"/> EXPERIENCED ABUSE BY: SPOUSE / PARTNER	<input type="checkbox"/> CONFLICT WITH: PARENT / GUARDIAN <input type="checkbox"/> CONFLICT WITH: SPOUSE / PARTNER <input type="checkbox"/> INCARCERATED (JAIL OR PRISON) <input type="checkbox"/> HOSPITALIZATION OR TREATMENT PROGRAM <input type="checkbox"/> OTHER REASON _____ <input type="checkbox"/> DON'T KNOW <input type="checkbox"/> DECLINE TO ANSWER
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14. What are your sources of income? [Read list and check all that apply]

<input type="checkbox"/> EMPLOYMENT <input type="checkbox"/> INFORMAL/SELF-EMPLOYMENT (E.G., BOTTLE RETURNS, PANHANDLING) <input type="checkbox"/> EMPLOYMENT INSURANCE <input type="checkbox"/> WELFARE/SOCIAL ASSISTANCE	<input type="checkbox"/> DISABILITY BENEFIT <input type="checkbox"/> SENIORS BENEFITS (E.G., CPP/OAS/GIS) <input type="checkbox"/> GST REFUND <input type="checkbox"/> CHILD AND FAMILY TAX BENEFITS <input type="checkbox"/> MONEY FROM FAMILY/FRIENDS	<input type="checkbox"/> OTHER SOURCE: _____ <input type="checkbox"/> NO INCOME <input type="checkbox"/> DECLINE TO ANSWER
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CO1 What is the highest level of education you completed?

<input type="radio"/> PRIMARY SCHOOL	<input type="radio"/> SOME POST SECONDARY	<input type="radio"/> DON'T KNOW
<input type="radio"/> SOME HIGH SCHOOL	<input type="radio"/> POST SECONDARY GRADUATE	<input type="radio"/> DECLINE TO ANSWER
<input type="radio"/> HIGH SCHOOL GRADUATE/GED	<input type="radio"/> GRADUATE DEGREE (E.G., MASTERS, Ph.D.)	

CO2 Have you ever been in foster care and/or group home?

<input type="radio"/> YES	<input type="radio"/> NO	<input type="radio"/> DON'T KNOW	<input type="radio"/> DECLINE TO ANSWER
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→ CO2b Approximately how long after leaving foster care/group home did you become homeless?

<input type="radio"/> LENGTH _____ DAYS / WEEKS / MONTHS / YEARS	<input type="radio"/> DON'T KNOW	<input type="radio"/> DECLINE TO ANSWER
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CO4 In the past year (12 months) have you: [Ask respondents to give their best estimate]

BEEN TO AN EMERGENCY ROOM	Y ___ N ___	# _____	Times
BEEN HOSPITALIZED	Y ___ N ___	# _____	Times
→DAYS YOU HAVE SPENT HOSPITALIZED		_____	Days Total
INTERACTED WITH POLICE (<i>Tickets, arrests, searches</i>)	Y ___ N ___	# _____	Times
BEEN TO PRISON/JAIL	Y ___ N ___	# _____	Times
→DAYS YOU HAVE SPENT IN PRISON/JAIL		_____	Days Total

CO5 Do you want to get into permanent housing?

<input type="radio"/> YES	<input type="radio"/> NO	<input type="radio"/> DON'T KNOW	<input type="radio"/> DECLINE TO ANSWER
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CO6 What challenges or problems have you experienced when trying to find housing? [Select all that apply]

<input type="checkbox"/> LOW INCOME	<input type="checkbox"/> MENTAL HEALTH ISSUES	<input type="checkbox"/> DISCRIMINATION
<input type="checkbox"/> NO INCOME ASSISTANCE	<input type="checkbox"/> ADDICTION	<input type="checkbox"/> DON'T WANT HOUSING
<input type="checkbox"/> RENTS TOO HIGH	<input type="checkbox"/> FAMILY BREAKDOWN/CONFLICT	<input type="checkbox"/> OTHER: _____
<input type="checkbox"/> POOR HOUSING CONDITIONS	<input type="checkbox"/> CRIMINAL HISTORY	<input type="checkbox"/> NO BARRIERS TO HOUSING
<input type="checkbox"/> DOMESTIC VIOLENCE	<input type="checkbox"/> PETS	<input type="checkbox"/> NONE OF THE ABOVE
<input type="checkbox"/> HEALTH/DISABILITY ISSUES	<input type="checkbox"/> CHILDREN	<input type="checkbox"/> DECLINE TO ANSWER

L01 Do you have a need for services related to: [Read categories, select all that apply]

<input type="checkbox"/> SERIOUS OR ONGOING MEDICAL CONDITION	<input type="checkbox"/> BRAIN INJURY
<input type="checkbox"/> PHYSICAL DISABILITY	<input type="checkbox"/> FETAL ALCOHOL SPECTRUM DISORDER (FASD)
<input type="checkbox"/> LEARNING DISABILITY	<input type="checkbox"/> PREGNANCY
<input type="checkbox"/> ADDICTION OR SUBSTANCE USE	<input type="checkbox"/> NONE OF THE ABOVE
<input type="checkbox"/> MENTAL HEALTH (<i>Counselling, treatment, etc.</i>)	<input type="checkbox"/> DECLINE TO ANSWER

L02 If housing were available to you, what would be the most important criteria for you? [Select all that apply]

- | | |
|---|--|
| <input type="checkbox"/> AFFORDABILITY | <input type="checkbox"/> LOW BARRIER (I.E. NO SOBRIETY REQUIREMENTS) |
| <input type="checkbox"/> DOWNTOWN | <input type="checkbox"/> SUBSIDIZED HOUSING |
| <input type="checkbox"/> ANYWHERE IN WHITEHORSE | <input type="checkbox"/> NO ROOMMATES |
| <input type="checkbox"/> CLOSE TO BUS ROUTE | <input type="checkbox"/> IN HOME COMMUNITY OUTSIDE WHITEHORSE |
| <input type="checkbox"/> HOUSING WITH SUPPORTS | <input type="checkbox"/> DON'T KNOW |
| <input type="checkbox"/> SAFETY | <input type="checkbox"/> DECLINE TO ANSWER |
| <input type="checkbox"/> PROXIMITY TO SERVICES | <input type="checkbox"/> OTHER: |

THANK YOU!

As a token of our appreciation, here is a gift card. We really appreciate you taking the time to share your knowledge and experience.

APPENDIX 2: Administrative Data Provided by Shelters, Transitional Housing and Public Systems

Emergency Shelters: TOTAL = 33

The Salvation Army, Centre of Hope Emergency Shelter

- 22 Beds Occupied on Night of April 17, 2018 (21 male/1 female)
- 1 Turn-away on Night of April 17, 2018
- Maximum Occupancy per Night: 25 beds (20 male/5 female)
- Maximum Length of Stay: Policy states 30 days but this isn't always the case in practice
- Average Length of Stay: 5 months and 18 days

Kaushee's Place, Emergency Shelter for Women and Children

- 7 beds occupied on the night of April 17, 2018 (7 women with 5 children under age 11)
- Maximum Occupancy per Night: 15 beds
- Maximum Length of Stay: 30-45 days with option to extend
- Average Length of Stay: 1 month

Skookum Jim, Youth Emergency Shelter for Youth aged 17 to 24

- 4 Beds occupied on Night of April 17, 2018 (3 male/1 female)
- Maximum Occupancy per Night: 11 beds (9 male/2 female)
- Maximum Length of Stay: N/A
- Range of Length of Stay: 1 night to 226 nights

Transitional Housing: TOTAL = 38

The Salvation Army, Centre of Hope Transitional Housing

- 12 Units occupied on Night of April 17, 2018 (8 male/3 female/1 transgender)
- Maximum Occupancy per Night: 20 beds (10 male/10 female)
- Maximum Length of Stay: Up to 1 year
- Average Length of Stay: No data as units just opened January 1, 2018

Yukon Adult Resource Centre (YARC), Halfway House for Men

- 6 Beds Occupied - 5 Residents Homeless - on Night of April 17, 2018
- Maximum Occupancy per Night: 18 beds
- Maximum Length of Stay: Up to 6 months
- Average Length of Stay: 18 months

Betty's Haven, Second Stage Housing for Women and Children

- 21 Beds occupied on Night of April 17, 2018 (14 women with 7 children under age 18)
- Maximum Occupancy per Night: 32 beds
- Maximum Length of Stay: 18 months
- Range of Stay: 1 to 18 months

Public Systems: Total = 25

Withdrawal Management Services at Mental Wellness and Substance Use Services

- 10 Beds Occupied – 4 Service Users Homeless - on Night of April 17, 2018 (4 male)
- Maximum Occupancy per Night: 18 beds
- Maximum Length of Stay: N/A
- Average Length of Stay: 3-4 days

Intensive Treatment Program at Mental Wellness and Substance Use Services

- 18 Beds Occupied – 5 Residents Homeless - on Night of April 17, 2018 (3 male/2 female)
- Maximum Occupancy per Night: 24 beds
- Maximum Length of Stay: Up to 90 days
- Average Length of Stay: Approximately 60 days

Whitehorse General Hospital (WGH)

- 57 Beds Occupied - 5 Service Users Homeless - on Night of April 17, 2018 (2 male/3 female)
- Maximum Occupancy per Night: 56 inpatient beds
- Maximum Length of Stay: N/A
- Range of Length of Stay: Of the 5 homeless individuals listed, length of stay at WGH ranged from 2 to 659 days.

Whitehorse Correctional Centre (WCC) including the Adult Protection Unit (APU)

- 59 Beds at WCC/6 cells at APU Occupied – 11 Homeless - on Night of April 17, 2018 (11 male)
- Maximum Occupancy per Night: 100 (1 Unit is currently closed)
- Maximum Length of Stay: N/A
- Average Length of Stay: N/A

APPENDIX 3: Chart of Participating Organizations

Name of Organization	Program Name	Category	Administrative Data Provided	Surveyed by Staff	Surveyed by Volunteers
The Salvation Army Centre of Hope	Emergency Shelter	Emergency Shelter	✓		✓
	Transitional Housing Units	Transitional Housing	✓		
	Yukon Adult Resource Centre	Transitional Housing	✓		
Women's Transition Home	Kaushee's Place, Emergency Shelter	Violence Against Women Emergency Shelter	✓	✓	
	Betty's Haven – Second Stage Housing	Transitional Housing for Women and Children	✓	✓	
Skookum Jim Friendship Centre	Emergency After Hours Outreach Services (EAHOS)	Youth Emergency Shelter	✓	✓	
Health & Social Services: Mental Wellness & Substance Use Services	Withdrawal Management	Public System: Treatment Centre	✓	✓	
	Intensive Live-In Treatment Program	Public System: Treatment Centre	✓	✓	
Department of Justice	Whitehorse Correctional Services	Public System: Corrections	✓	✓	
Yukon Hospital Corporation	Whitehorse General Hospital	Public System: Hospital	✓		
Blood Ties Four Directions Centre	Drop-In Program	Service Location		✓	
Fetal Alcohol Syndrome Society Yukon	Drop-In Program	Service Location		✓	
Victoria Faulkner Women's Centre	Wednesday Lunch and Drop-In Program	Service Location		✓	✓
Yukon Home Care/Kwanlin Dun First Nation	Downtown Outreach Clinic	Service Location			✓
Department of Education	Individual Learning Centre	Service Location			✓
Whitehorse Food Bank	Drop-In Hours	Service Location			✓

APPENDIX 4: Volunteer Paperwork (Registration Form; Oath of Confidentiality; Waiver Form)

Whitehorse Point-in-Time Count 2018 CALL FOR VOLUNTEERS

We are **recruiting volunteers** for the 2018 Whitehorse Point-in-Time Homeless Count. The count will take place across the city and at shelters and support services.

- **Survey Volunteers:** Survey volunteers will survey individuals on the street, in shelters and at service locations. The count will take place from **4:30pm on April 17th to 4:30pm on April 18th**. Survey volunteers will work in assigned teams under the leadership of someone with experience in the field. Survey Volunteer Responsibilities are in the table that follows. Shifts are 3-4 hours.
- **Event Volunteers:** Event volunteers will provide support doing various tasks for a community meal to be held **April 17th starting at 4:30pm** (location to be confirmed). These volunteers will assist with set up or take down, maintaining the food tables and providing general assistance.
- **Headquarters Volunteers:** Headquarters volunteers provide administrative support to the Coordinator. The responsibilities include registering volunteers, distributing and receiving supplies, delivering materials to Survey Volunteers in the field, and providing general assistance on **April 17th and 18th**.

Survey Volunteer Responsibilities

<i>What you ARE responsible for</i>	<i>What you ARE NOT responsible for</i>
• Attending a mandatory training	• Providing answers to questions about housing or services
• Arriving at headquarters at the beginning and end of your shift	• Responding to panhandling requests
• Approaching everyone you meet on the street (regardless of their appearance)	• Finding someone a place to stay
• Identifying yourself as a volunteer doing a survey on housing	• Going somewhere with survey participants or providing transportation
• Seeking explicit consent from all potential survey participants	• Sharing personal information with survey participants
• Asking the survey questions as written	• The behaviour and conduct of other volunteers
• Maintaining confidentiality of survey participants	• Providing personal opinions about issues raised by survey participants
• Surveying only in your designated map zone or agency	• Paying to travel from headquarters to your designated map zone/facility and vice-versa
• Reporting concerns to your Team Leader and/or Headquarters including if you encounter a youth under the age of 16	• Responding to media inquiries

***To Volunteer or for more information please contact Kate Mechan at yapcprojects@gmail.com or by phone at 867.334.9317. Please fill out the attached registration form and submit by email or drop off at the Yukon Anti-Poverty Coalition Office at 509 Hanson.**

Whitehorse Point-in-Time Count 2018 VOLUNTEER REGISTRATION FORM

Last Name: _____ First Name: _____

Email Address: _____

Cell Number: _____ Other Phone Number: _____

Age: 18+

16-17 (must be accompanied by parent or guardian)

Under 16 (not eligible to participate)

I have lived experience of homelessness: Yes No Decline to Answer

Languages fluently spoken, read and written:

English French Other: _____

Have you previously participated in a Point-in-Time Count?

Yes No

Do you have experience working with individuals that are homeless or experience in a relevant field (ex. Social work, health, research, child and youth work)?

Yes No

If yes, please explain:

Employer (if applicable): _____

Position (if applicable): _____

If yes, are you interested in being a Team Leader? Yes No

Team Leaders take on additional responsibilities regarding the safety and coordination of a small group of volunteers. Ideally, Team Leaders will be experienced in working with a homeless or street-involved population, or a group of a similar composition.

Other Skills (please select all that apply):

Research Interviewing Fundraising Event Coordination

Leadership Volunteer Management Data Entry Writing/Editing

There are street-level surveys and agency-based surveys. Some people may have a preference and it will depend on availability.

Shifts are approximately 3-4 hours. Please indicate your availability and your preference:

Street-level surveys Agency-based surveys No Preference

Please circle your top three preferred shifts:

April 17th: 4pm-7pm 7pm-10pm 9pm-1am

April 18th: 7am-10am 10am-2pm 1pm-5pm

If you selected Street-Level Surveys: Are you able to stand/walk for up to THREE hours?

Yes No

If you are NOT interested in conducting surveys, is there another way you'd like to be involved?

- Food donation Food prep Greeting/Serving food Fundraising
 Postering Shopping Assembling packages
 Other (please indicate):

There is a MANDATORY volunteer training. Please indicate which date you will be attending:

- Thursday, April 12th, 6 to 9pm at The Salvation Army (405 Alexander St.)
 Saturday, April 14th, 11 to 2pm at The Council of Yukon First Nations (2166 – 2nd Alexander St.)

Do you have a medical condition or disability that you feel is important for us to be aware of? If so, please indicate here or call 867.334.9317 to discuss your ability to participate in the PiT Count Whitehorse.

In the event of an emergency, please contact:

Name: _____ Relationship: _____

Phone Number: _____

Affiliated Agency (if applicable): _____

PIT COUNT VOLUNTEER OATH OF CONFIDENTIALITY

As a volunteer with **PiT Count Whitehorse** I understand my role and responsibilities are a valuable part of the work of **PiT Count Whitehorse** (hereafter referred to as the “Event”), and I agree to carry out my responsibilities to the best of my ability. While participating in the Event, I may meet individuals – including survey participants and other volunteers - who wish to remain anonymous.

This is to certify that I, _____, as a volunteer with the Event, understand that any information (written, verbal or other form) obtained during the performance of my duties must remain confidential. This includes all information about team members, staff and survey participants, as well as any other information otherwise marked or known to be confidential.

Accordingly, I agree not to disclose any confidential information acquired during my volunteer service with the Event, to any third party – including media - either during my service with the Event or after my service with the Event has ended. This is in recognition of the difficult situations individuals experiencing homelessness face, and also demonstrates respect for those who support them on a day-to-day basis.

I agree to adhere to the social media guidelines, as provided by the PiT Count Coordinator and detailed in my volunteer training. I agree to refrain from posting photos of survey participants, other volunteers, survey materials and all survey locations. I agree to uphold participant confidentiality in all use of social media during and after the count.

I also understand that all **gift cards/honorariums/vouchers/buttons** being distributed to interviewees as part of the Event are intended solely for the purpose of recognizing the contributions of the interviewees. I agree to respect the needs of these individuals by not keeping any of said items for my own personal use, and returning all leftover **items** to my Team Leader.

Unless authorized in the course of my volunteer duties, I will not make public statements to the media, expressly or implied, on behalf of the Event about any individual I encounter during my volunteer activities.

I understand that any unauthorized release or carelessness in the handling of this confidential information is considered a breach of the duty to maintain confidentiality. I further understand that any breach of the duty to maintain confidentiality could be grounds for immediate dismissal from this Event and future **PiT Count Whitehorse**, and/or possible liability in any legal action arising from such a breach.

I understand that a breach of confidentiality is warranted only where a survey participant poses immediate and serious harm to themselves or others or I encounter a youth under the age of sixteen. I will immediately notify my Team Leader and/or Headquarters if these issues should arise.

I understand that this undertaking survives the termination of my volunteer relationship with **PiT Count Whitehorse**. The laws of **YUKON TERRITORY**, Canada, shall govern this Agreement and its validity, construction and effect.

By signing below, I acknowledge that I have read, fully understand and accept the responsibilities set above relating to personal, confidential and/or proprietary information.

Date (day /month/year)

Name of Volunteer (please print)

Signature of Volunteer

Name of Guardian (if less than 18)

Signature of Legal Guardian

Name of Witness (please print)

Witness (signature)

VOLUNTEER WAIVER

POINT-IN-TIME COUNT - Whitehorse, YUKON	
ASSUMPTION OF RISKS, RELEASE OF LIABILITY, WAIVER OF CLAIMS AND INDEMNITY AGREEMENT	
BY SIGNING THIS DOCUMENT YOU WAIVE CERTAIN LEGAL RIGHTS, INCLUDING THE RIGHT TO SUE	
PLEASE READ CAREFULLY	INITIAL HERE

TO: Council of Yukon First Nations and any individual, corporation, association, institution, or organization that is associated with the **PiT Count Whitehorse** as an organizer, promoter, sponsor or advertiser and the respective agents, officials, officers and employees of all of the aforesaid; (hereafter all collectively referred to as the “Event Partners”)

ASSUMPTION OF RISKS

By signing below, I warrant that I am fit to safely participate in any and all activities I am involved in during the course of **PiT Count Whitehorse** (hereafter referred to as the “Event”). I am aware that my participation and involvement in the Event may expose me to some unexpected and high level risks, dangers or hazards, including risk of personal injury, property damage and loss resulting therefrom. Such risks, dangers and hazards, given the nature of the Event, may be outside of the scope of an expected or reasonable level of risk that a volunteer may be subject to in the course of participating in an event. By signing below, I freely and fully agree to assume any and all of these risks, dangers and hazards, even if caused by the negligence of the Event Partners, including the failure of the Event Partners to protect and safeguard me from the risks, dangers and hazards and the possibility of any personal injury, death, property damage and loss resulting therefrom.

RELEASE OF LIABILITY, WAIVER OF CLAIMS AND INDEMNITY

In consideration of the Event Partners permitting me to participate in the Event, by signing below I hereby release, waive and forever discharge the Event Partners of and from any and all claims, demands, damages, costs, expenses, actions and causes of action, whether in law or equity, in respect of injury, death, loss or damage to my person or property that I may suffer, or that any other person, entity or representative may suffer resulting therefrom, however caused, arising directly or indirectly by reason of my participation in the Event, whether prior to, during or subsequent to the Event, and notwithstanding that same may have been contributed to or caused by the negligence of any of the Event Partners.

I agree to hold and save harmless and to indemnify the Event Partners from and against any and all liability incurred by any or all of them arising as a result of, or in any way connected with, my participation in the Event.

This assumption of risks, release, waiver and indemnity shall be governed by and interpreted solely in accordance with the laws of the Yukon Territory and any litigation in respect thereof shall be brought solely within the exclusive jurisdiction of the Courts of the Yukon Territory.

FURTHER VOLUNTEER ACKNOWLEDGMENTS

- I acknowledge that as a volunteer, I am not covered under any Workers' Compensation Plan.
- I agree to carry out my assigned volunteer tasks in a reasonable and safe manner.
- The personal information on this form will only be collected and shared under the authority of the Freedom of Information and Protection of Privacy Act (FOIP). The purpose of collecting this information includes: determining eligibility for volunteer opportunities, programs, services, and recognition, to facilitate the Event registration process, to administer and evaluate volunteers and programs, statistical purposes and to activate the Volunteer Accident Insurance coverage. This information may be shared with other volunteers and personnel of the Event Partners only insofar as it is necessary to plan and implement the **PiT Count Whitehorse**. If you have any questions regarding the collection of information, please contact **PiT Count Coordinator, at 867.334.9317**.

INITIAL HERE:

By signing below, I acknowledge having read, understood and agreed to the above assumption of risks, release, waiver, indemnity and acknowledgements. I further agree that everything I have agreed to contain herein shall bind my estate and personal representatives.

Date day /month/year Name of Volunteer (please print)

Signature of Volunteer

Name of Guardian (if less than 18) Signature of Legal Guardian

Name of Witness (please print) Witness (signature)