MOOSE JAW'S 2023 INDEPENDENT REPORT POINT-IN-TIME HOMELESSNESS COUNT



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LAND ACKNOWLEDGEMENT

We acknowledge that the land on which we live, work, and gather is Treaty 4 Territory: the traditional land of the Cree, Assiniboine, Saulteaux, and homeland of the Métis Nation.

In the spirit of this report, I felt it fundamental to share the TREATY 4 FLAG created by the late Gordon Oakes. The flag in Treaty 4 Territory symbolizes various aspects, serving as an icon for Indigenous and non-Indigenous communities. Its four sections embody the Treaty promises:

For as Long as The Sun Shines, Grass Grows, Waters Flow, and Buffalo Are on The Prairies (Treaty 4 Gathering, 2023)

Beyond the Treaty, the buffalo represents the commitment to Indigenous education, blending Western and cultural teachings (Treaty 4 Gathering, 2023). The symbol holds profound significance, representing not only community and individual guidance but also the unity of people in promoting cultural values and ways of life within the Treaty area (Treaty 4 Gathering, 2023).



ACKNOWLEDGEMENTS:

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- To my neighbour **Bill Lawson** for reaching out to **Unifor 1-S**, who provided a monetary donation of \$500, lanyards, pens, clipboards, and vests, and also coordinated a substantial donation of toiletries from the **SaskTel Aboriginal Employees Network (SAEN)**.
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- SASK SPCA, Ministry of Social Service and Mental Health and Addictions (SHA) for supplying business cards distributed with honorariums to participants experiencing homelessness.

DISCLAIMER

The opinions and interpretations expressed in this independent public report are solely those of the author and do not necessarily represent the views or official positions of the Government of Canada or Square One Community Inc. This report was written for informational purposes only and is based on the author's own interpretations of readily available information, including, but not limited to, her experiences and relevant data currently available to the public. It is not intended to substitute any professional advice. The information in this report is subject to change due to evolving circumstances, ongoing research, or updates in guidelines. Readers are encouraged to independently verify the information and seek additional sources to confirm the accuracy of the report, especially as new guidelines are released and may change year to year. Readers are encouraged to exercise their own judgment and seek appropriate professional advice when necessary. Any reliance on the information in this report is at the reader's own risk. The Government of Canada, Square One Community Inc., and the author are not liable for any errors, omissions, or inaccuracies in the report or for any actions taken relying on the information provided herein.

HIGHLIGHTS & KEY FINDINGS.

This summary provides an overview of the extensive survey data, highlighting key points for further analysis and consideration. A total of 26 individuals (nine females, one unknown, and sixteen males) identified as experiencing homelessness and agreed to participate in the count. Of those 26, 23 (88%) responded that they wanted to get into permanent housing, while only one said they did not want housing. Please know that this number is not an absolute number of people experiencing homelessness in our community. This will be further explained under the Point-in-Time (PiT) Homelessness Counts in Canada and the Moose Jaw PiT Count and Methodology section.

For this count, we utilized tally sheets. Tally sheets help capture observational data indicative of those perceived to have experienced homelessness but did not participate due to reasons such as perceived safety concerns, being unapproachable, or simply declining to participate. These observed are subject to biases and preconceived ideas of what homelessness may look like. Perceived safety concerns may be due to location, someone perceived to be under the influence of a substance, or an altered state of mind. Tally sheets can help guide what areas to include in future counts.

For this PiT count, our tally sheet captured 32 persons documented as observed homelessness, who may be experiencing homelessness in addition to the 26 participants surveyed. It is essential to understand how it is difficult to know whether any of these persons were observed more than once due to varying documentation styles or transiency. Nor is there any way to confirm whether they are experiencing homelessness without them stating so. As such, this data is for informational purposes only.

- Five of these 26 individuals were interviewed at the Moose Jaw Transition House, one at Riverside Mission, and four at the Thundercreek Detox Centre. We did attempt to interview individuals at the Dr. F.H. Wigmore Regional Hospital Inpatient Mental Health Unit, but none of those individuals met the criteria of homelessness.
- Participants' ages range from 17 to 61.
- Of the individuals interviewed on the street, 13 (50%) stated they did not have access to a permanent residence where they could stay as long as they wanted, suggesting that 50% of the participants may have been experiencing "hidden homelessness."
- Six participants had another family member staying with them, which included five children (between the ages of 9 and 16) and two adult partners.

First reported experience of homelessness

- When asked how old they were the first time they experienced homelessness, ages varied between an infant to 57 years of age.
- One stated they were born in the park to a parent who was homeless at the time.
- Eight (24 %) of the 26 individuals experienced homelessness before turning 18.
- Of the remaining 18 (78%), six were between the ages of 20 and 28, six were between the ages of 31 and 38, two were between the ages of 45 and 46, and one was 57.

Chronic Homelessness

- 88% (23) responded that they have experienced homelessness over the last year, 42% (11) of them for the entire year, and 24% (6) for at least half last year.
- Concerning how long they have experienced homelessness over the past three years, 54% (14) experienced at least half or more, 27% (7) less than half, and the remainder did not respond.

Emergency Shelter Use

- Of those surveyed, 14 (54%) stayed in a shelter within the past year, and 12 (46%) stated they had not.
- Reasons for not staying: Two (13%) stated it was crowded; one (7%) stated they feared for safety; one (7%) stated lack of transportation; one (7%) was banned; one (7%) was turned away (full capacity), and eight (53%) had other reasons (drug use not allowed, cold, dirty, do not like the rules or being around others, lack of transportation, no women's shelter, only a domestic violence transition house for women, PTSD, had a temporary place to stay, or they were turned away).

Canadian Citizen

- 81% (21) identified as a Canadian citizen (born in Canada).
- 4% (1) were permanent residents, 8% (2) were international students, and 8% (2) did not respond.

Length of residence in Moose Jaw

- Only 15% (4) have always been from Moose Jaw.
- 73% (19) responded: 12% (3) have been here for at least two years; 36% (9) have been here for over 3.5 years; 27% (7) have been here for 47 days or less and 27% (7) did not respond with 12% (3) having unclear responses.

First Nations (with or without status), Métis, or Inuit

- 54% (14) did not identify as First Nations
- 23% (6) identified as First Nation/Indigenous Ancestry
- 12% (3) identified as Métis

Experience with Foster Care

- 31% (8) had experience with foster care, while 62% (16) had none, and 8% (2) were unclear/did not respond.
- Only 4% (1) felt Foster Care helped transition them to independence after leaving, while 23% (6) felt Foster Care did not help, 69% (18) did not respond, and 4% (1) did not know.

Health Challenges

I want to take a quick moment to capture how housing plays a role in our health and is significant in the social determinants of health and health equity. Housing has been argued to be the foundation of our health, meaning that healthy lives start at home. The article, *The Four Pillars of Housing Influencing Health Equity* (Swope et al., 2023), supports this argument and can be found on the National Collaborating Centre for Environmental Health website. They discuss how important it is to understand how housing impacts our health and how it requires consideration of the range of injurious exposures, their increasing burden, and the historical processes and policies influencing unequal housing opportunities (Swope et al., 2023). They also speak on how addressing this issue requires holistically thinking about housing pillars and understanding their social context (Swope et al., 2023). This information will be valuable as Moose Jaw explores how to address housing and homelessness in our community.

In this section, participants were asked whether they identified as having any health challenges at this time; only one of the twenty-six participants did not respond. Within the health challenges:

- 42% (11) identified as having an illness or medical condition,
- 35% (9) identified as having a physical limitation,
- 42% (11) identified as having a learning or cognitive limitation,
- 69% (18) identified as having a mental health issue (diagnosed or undiagnosed) (i.e., PTSD, depression, bipolar disorder),
- 58% (15) identified as having a substance use issue,
- 23% (6) identified as having an acquired brain injury, and
- 23% (6) identified as having a health challenge from residential school and intergenerational trauma.

The residential school/intergenerational trauma category was added to our survey with Dr. Isobel Findlay's permission. In return, I was asked to acknowledge how Saskatoon was the first to include this question in Canada. Saskatoon's 2022 PIT Count final report explains how they added this component to respect Indigenous requests and is why this writer chose to include this valuable and prevalent question. Saskatoon's efforts were coordinated with their local Knowledge Keepers Advisory Board and Community Advisory Committee (Kunzekweguta et al., 2022). It was crucial for their Indigenous community that trauma was not subsumed under "mental health" and, therefore, "becoming invisible" (Kunzekweguta et al., 2022). In speaking with Dr. Isobel Findlay, they hope Reaching Home, and HIFIS will standardize this question and include it in future counts.

Hospitalizations and Emergency Room Visits

In addition to the health questions, participants were asked whether they had been to an emergency room in the last year (12 months).

- 62% (16) of participants reported being in an emergency room within the last 12 months, while 31% (8) had not been.
- 19% (5) had only been once during that time
- 15% (4) had been twice
- 8% (2) had been three times
- 8% (2) five times
- 4% (1) had been six times, and
- 4% (1) seven times, and
- 42% (11) did not respond.

Additionally, 35% (9) had been hospitalized within the last 12 months, while 38% (10) had not, and 27% (7) did not respond.

Police Involvement

Participants were asked whether they interacted with police (tickets, arrests, searches) in the past year (12 months); 73% (19) responded yes, 15% (4) responded no, and 12% (3) did not respond. When asked how many times, those interactions range from 0 to 25, to which 38% (10) did not respond, 14% (4) had at least three interactions, 8% (2) had at least two interactions, 8% (2) had five interactions, and 8% (2) had ten interactions. The remaining six individuals reported having one, two, eight, twelve, twenty-three and twenty-five interactions.

Causes of Housing Loss

When asked about the causes of housing loss, 25 respondents answered, with one being unclear/blank. For a more thorough list of the reasons, please refer to Findings: Survey Results.

The two highest categories were:

- Not enough income for housing **24%** (6)
- Substance Use Issues **24%** (6)

The second-highest categories were:

- Mental Health Issue 16% (4)
- Conflict with spouse/partner **16%** (4)

The third highest were:

- Divorce **12%** (3)
- Experienced Abuse by: Spouse/other **12%** (3)

Sources of Income

Only 62% (16) participants responded, 16% (4) did not know or were unclear, and 23% (6) said they had no income.

- 56% (9) were recipients of social assistance
- 32% (5) had an informal source or other sources, such as bottle returns
- 6% (1) had full-time employment
- 6% (1) was an entrepreneur
- 6% (1) was on disability
- 6% (1) was on CP disability
- 6% (1) had part-time employment
- 6% (1) was on senior benefits (CPP, OAS, GIS)
- 6% (1) were trying to get on assistance and
- 6% (1) had a Salvation Army Trustee.

Education

35% (9) participants graduated high school or obtained their GED, 27% (7) had some high school, 15% (4) had some post-secondary, 12% (3) were post-secondary graduates, 4% (1) had a graduate degree, and 8% (2) were unclear/blank.

Housing Services and Barriers to Housing

In regards to services and housing barriers, 61% (14) reported low income, 48% (11) said rent was too high, 43% (10) had no income assistance, 39% (9) reported addictions, 39% (9) said mental health issues, 30% (7) poor housing conditions, 26% (6) reported family breakdown, 26% (6) discrimination, 22% (5) pets, 17% (4) children, 17% (4) criminal history, 17% (4) domestic violence, 8% (2) no identification and for the remaining categories 4% (1) responded to each: do not want housing, home renters, lack of housing, landlords will not allow sharing rooms, location, no income assistance, and PTSD.

SASK SPCA Survey Outcome

- Of the 26 participants, 85% (22) responded that they were not the primary caregiver to any pets right now, while 8% (2) responded yes, and another 8% (2) did not answer.
- Of the 26 participants, 46% (12) stated pets had not been a barrier to accessing housing, emergency shelter or other services, while 23% (6) indicated they were a barrier and 31% (8) did not answer.
- Of the 26 participants, 24% (6) indicated they had to rehome/surrender or give away their pet in the last year due to housing concerns, while 777% (20) did not respond.

Moose Jaw Housing Authority Waitlist

Despite multiple attempts, I was unsuccessful in obtaining statistics from our local Moose Jaw Housing Authority and Moose Jaw Non-profit Housing Corporation. The only available information indicates that they manage 966 units, with 483 allocated for seniors, 411 for families, 11 for group homes, four as rent supplement units, and 28 designated as affordable housing.

An additional 41 units under the Moose Jaw Non-profit Housing Corporation are explicitly designated for the Saskatchewan Health Authority (SHA) and are rented out on a referral basis. Currently, they are at maximum capacity, with no evictions in the past year. There is no waitlist for these units, and none are currently undergoing construction or repairs. Chad Topp, the Executive Director of Thunder Creek Rehabilitation Association, has confirmed that, at this time, there are no plans for expansion.

Statistics for the Moose Jaw Transition House

The author contacted Jenn Angus, the Executive Director of Moose Jaw Transition House, to gather specific statistics. Although Moose Jaw lacks a women's shelter, this information is crucial for comprehending the housing demand for women and their families. As per Jenn:

April 2023 – There were six turned away, not Intimate Partner Violence (IPV) May 2023 – There were four turned away, not IPV-related June 2023 – There were twelve turned away, not IPV-related July 2023 – There were ten turned away (5 not IPV related, two due to drug use, three due to capacity) August 2023 – There were twenty-two turned away (9 not IPV related, 13 due to capacity)

General Public Perception of Homelessness

In the Community Survey segment, when questioned about the severity of homelessness in Moose Jaw, 47.2% regarded it as "very serious," and 34.8% considered it "quite serious." Conversely, among those currently experiencing homelessness, 31% deemed it "very serious," and 12% found it "quite serious."

Regarding perceptions of the causes of homelessness, 60.20% of the general public attributed it to addiction, while 29.5% cited a lack of affordable housing. In contrast, participants identified as experiencing homelessness responded differently, with 40% attributing it to a lack of affordable housing and another 40% to both physical and mental health. Other reasons cited by the public included social and familial issues (38.9%), insufficient income (35.2%), inadequate government support (22.2%), personal choice (11.1%), lack of education (5.6%), violence/abuse (3.7%), multiple factors (3.7%), violence (3.7%), damage deposit (1.9%), and children (1.9%).

In summary, this data captures a complex interplay of multifaceted factors contributing to homelessness, with financial issues, substance use, and mental health challenges being prominent. There is a clear desire for permanent housing among those experiencing homelessness, and proposed solutions include a multifaceted approach involving affordable housing, support services, and education. The public's perception aligns with the need for improved shelter access.

INTRODUCTION

During the COVID-19 pandemic, an unprecedented economic strain was placed on individuals, families, and communities worldwide. Here in Moose Jaw, we continue to witness an increasing number of individuals and families struggling to feed their families and pay their bills, consequently becoming more dependent on our local food programs and shelters before surrendering to the streets. Due to these factors, a local COVID Community Response Committee was formed (Square One Community Inc., 2021). This committee surveyed and identified housing instability, including a need for wrap-around services to support individuals' new beginnings better as they started over at 'square one' in their journey (Square One Community Inc., 2021). This is how Square One Community Inc. was born.

One of Square One Community Inc.'s primary objectives was to establish a new warming space where people could seek refuge from the harsh winter climate since our community lost the Rainbow Retro Centre that previously hosted this space. Another major initiative has been to set up a local women's shelter because our city currently has no women's shelter. To succeed in this endeavour, Square One Community Inc. must demonstrate a need for such a shelter to secure proper funding. In consulting with other communities in our province, they were recommended to coordinate a Point-in-Time (PiT) Homelessness Count. PIT counts provide validity and are currently used nationally as part of the National Housing Strategy with Infrastructure Canada (IC) (formerly known as Reaching Homes). By conducting a PiT Count, Square One Community Inc. could enumerate a minimum number of people experiencing absolute homelessness in Moose Jaw while providing demographics and other service needs (IC, 2019, p. 6). As such, Square One Community Inc. decided to initiate the first Independent Moose Jaw Point-in-Time Count (Square One Community Inc., 2021).

POINT-IN-TIME HOMELESSNESS COUNTS IN CANADA

Many communities have organized periodic PiT counts in Canada for over a decade. These counts are a strategy to help determine the extent of homelessness in a community on a given night or at a single point-in-time (Donaldson et al., 2017, p. 2). Initially, not all counts were conducted the same, taking different approaches and asking inconsistent questions. However, one of the consistent components has been targeting all persons sleeping in shelters and on the streets to enumerate the homeless population in a given community at a given time.

One thing they did not all necessarily do was enumerate those experiencing hidden homelessness, otherwise known as "couch surfers" (those provisionally accommodated), who otherwise do not have immediate access or prospect of permanent housing (Donaldson et al., 2017). These individuals often have safe places to stay, and as a result, they are often missed and difficult to enumerate during counts (Donaldson et al., 2017). Since then, efforts have been made to establish a national database with consistent and reliable data, thus providing a national picture of homelessness. To do this, Canada required a coordinated effort, meaning communities across Canada would conduct a coordinated count during a specified period (typically March 1 to April 30) to reduce duplication and transiency while achieving reliable data through a standardized survey. Additionally, these standardized surveys would include Core Screening questions, Survey Questions, and Core Local questions, all overseen and established by Homelessness for Individuals and Families Information Systems (HIFIS).

In Canada, to help guide communities in organizing these counts, each major center is assigned one **Community Entity** for consultation purposes. Additionally, each Province in Canada has one **Indigenous Community Entity** and one **Rural Community Entity**. Some valuable available guides include the <u>Point-in-Time Count Toolkit</u> by the Canadian Observatory on Homelessness and the Reaching Homes: Canada's Homelessness Strategy <u>Everyone Counts- A Guide to Point-in-Time Counts in Canada</u>.

This author understands that communities mandated to administer these counts are usually overseen and funded by Infrastructure Canada, previously known as Employment and Social Development Canada (ESDC) and Reaching Homes: Canada's Homelessness Strategy. The data is overseen and regulated by Homeless Individuals and Families Information Systems (HIFIS).

To date, there have been three Coordinated PiT counts of homelessness in communities across Canada (**2016**, **2018**, and **2020-2022**) (ESDC, 2019). Unfortunately, due to the COVID-19 pandemic during the last mandated count, many communities could not perform coordinated counts; furthermore, these counts were staggered between 2020 and 2022, and much of this data is still being collected.

In summary, these counts provide valuable evidence that helps inform the resources required in a given community while establishing a snapshot of change over time. Ultimately, the more communities that participate, the better and stronger the data will be to support housing initiatives and funding for them.

In Saskatchewan, the only mandated communities participating in these coordinated counts include **Regina, Saskatoon,** and **Prince Albert**. Although Prince Albert is considered a rural community, it was designated as one of the three leading centers to help represent our large northern population. Given the lack of rural representation across our province and Canada, one cannot help but wonder how much valuable data Canada is missing. This data is helpful as it supports funding initiatives for our vital programs and shelters. The data can be utilized to help

advocate, reduce homelessness, and apply appropriate evidence-based interventions. When performed annually or over multiple years, communities can follow changes within the homeless population, assist communities in measuring their progress in reducing homelessness, and potentially evaluate what is or is not working.

Lastly, one should understand that these counts have limitations and underestimate homelessness. Some of these reasons are due to uncontrollable factors, including logistics, methodology, weather, and a willingness to participate. Moreover, as you can imagine, reaching everyone on a single day can also be challenging. According to *Everyone Counts, A Guide to Point-in-Time Counts in Canada, 3rd Edition, a PiT count is not intended to:*

- "Be a measure of everyone who experiences homelessness in a community over time. By focusing on a single day, the count will not include some people who cycle in and out of homelessness. It will provide an estimate of how many people are homeless on a given day/night" (ESDC, 2019, p. 6).
- "Be a count of hidden homelessness (e.g., people who are "couch-surfing"). The focus of the count is instead on those who are experiencing absolute homelessness (e.g., sleeping in shelters or on the street) on the day of the count. Some communities nevertheless conduct surveys of the hidden homeless population to provide information on their service needs" (ESDC, 2019, p. 6).

BACKGROUND ON REACHING HOMES: CANADA HOMELESSNESS STRATEGY

On April 1, 2023, the responsibility for Reaching Home: Canada's Homelessness Strategy was transferred from ESDC to Infrastructure Canada (IC) (IC, 2023, Oct 12). Initially launched in 2019, Reaching Home is a community-based program aimed at preventing and reducing homelessness by providing direct support and funding to various communities across Canada when mandated counts are announced (IC, 2023, Oct 12). Aligned with the <u>National Housing</u> <u>Strategy</u>, Reaching Home seeks to assist the most vulnerable Canadians in maintaining safe, stable, and affordable housing to reduce chronic homelessness nationally by 50% by the fiscal year 2027 to 2028 (IC, 2023, Oct 12). Homelessness affects diverse demographics, including families, women fleeing violence, youth, seniors, veterans, and individuals with varying disabilities (IC, 2023, Oct 12). Since its inception, Reaching Home has nearly doubled its commitment, allocating almost \$4 billion over nine years, with over \$1.1 billion in new investments through the 2021 and 2022 budgets (IC, 2023, Oct 12).

Under Reaching Home, the Government commits to collaborating with communities to formulate and implement data-driven system plans with clear outcomes (IC, 2022, April 21). This outcomes-based approach empowers local decision-making, allowing communities to address specific priorities, including homelessness prevention and programs tailored to vulnerable populations such as youth, women, children fleeing violence, and veterans (IC, 2022, April 21). Communities will report publicly on community-wide outcomes, co-developed with various stakeholders, to track progress in preventing and reducing homelessness, covering areas like year-over-year reductions in chronic homelessness and the effectiveness of local homelessness systems (IC, 2022, April 21).

For rural communities like ours, Reaching Home emphasizes the continuity of the rural and remote homelessness funding stream, acknowledging the importance of addressing homelessness in rural and remote areas (IC, 2022, April 21). According to Statistics Canada, the Atlantic provinces have the highest share of people living in rural areas, followed by Manitoba and Saskatchewan (Statistics Canada, 2022, p. 6). Jason Mercredi, our Rural and Indigenous Community Entity representative, suggests that our community might be the second rural community to organize a PiT Count in Canada, highlighting the scarcity of data on rural homelessness in the country. Understanding and addressing homelessness in rural areas are challenging, and obtaining more data is crucial to supporting individuals and families without displacing them further. Securing funding remains a significant obstacle for rural communities, often competing with larger centers that may have more robust demographic representation for funding allocation.

COORDINATED ACCESS SYSTEM

In recent years, Reaching Home has been actively developing a Coordinated Access System, and currently, in Saskatoon, they are trialling a pilot program for this project. Reaching Homes states, "Coordinated Access will facilitate a shift toward a more coordinated and systemsbased approach to addressing homelessness" (IC, 2022, April 21). Coordinated Access aims to enhance fairness, prioritize individuals with the greatest need, and seamlessly match people with suitable housing and services, resulting in improved outcomes for individuals and the community (IC, 2022, April 21). Infrastructure Canada emphasizes that the transition to Coordinated Access involves implementing the necessary information infrastructure and homelessness information management systems in communities lacking such strategies (IC, 2022, April 21). Additionally, the government will assist in adopting the Homeless Individuals and Families Information System (HIFIS) to offer a real-time, community-wide overview of the homelessness situation (IC, 2022, April 21). It is worth noting that our Community Entity recommends waiting until Saskatoon completes its pilot program for more information. For further details, please reach out to the Community Entity.

CONNECTING WITH OUR COMMUNITY ENTITY & COORDINATING THE COUNT

RURAL AND INDIGENOUS COMMUNITY ENTITIES

With this count being Moose Jaw's first and only Canada's second rural community to do a count, a huge learning curve resulted in many delays. Initially, not knowing much about what a PiT count was, Square One Community Inc. hoped to administer a count by the end of January 2022. After seeking more information with one of Medicine Hats PiT organizers, Kerri Sanford, we learned that January was too cold for this and is meant to occur between March and April. Kerri thus pointed us to HIFIS and provided us with the Point in Time guide documents, the *Everyone Counts, A Guide to Point-In-Tie Counts in Canada, 3rd Edition* (ESDC, 2019).

This document reiterated that PiT counts are meant to occur between March 1 and April 30. The COH Point in Time Toolkit (Donaldson et al., 2017, p.34) recommends that communities strive for April. This allows for better data alignment between communities; implementing counts within one month increases data comparability, helping build an accurate picture of homelessness on a local, provincial, territorial, and national basis (Donaldson et al., 2017, p.34). Additionally, it allows communities "to measure the strength of their response and invest appropriately toward ending homelessness" (Donaldson et al., 2017, p.34). As such, we chose April 15, 2023, as our new date.

After reviewing *Everyone Counts, A Guide to Point-In-Tie Counts in Canada, 3rd Edition* (ESDC, 2019), we also learned that communities are meant to consult with a Community Entity (CE). Unfortunately, the PiT Coordinator could not reach our CE until March 2023 due to several uncontrollable factors.

Our Rural Community Entity and the Indigenous Community Entity is Jason Mercredi, who is also the Homelessness Manager for Métis Nation–Saskatchewan (MN–S) who was pivotal in guiding us, explaining the process, and connecting us with Dr. Isobel M. Findlay. Jason provided background information on accessing funding to help cover costs for future counts. From our conversations, this author understands that funding applications are released when Reaching Homes announces the Canada-wide mandated counts. This author also understands that only communities mandated to participate in the coordinated counts automatically have access to this funding. We understand that other communities can apply, but these are weighed against other

projects seeking funding. As such, funding is approved and provided to the projects having the most demonstrated need. Nonetheless, communities are encouraged to apply. According to my last conversation with HIFIS, the next projected count is expected to be in 2024.

The PiT Coordinator had connected with HIFIS in early January, at which time, this author thought we were on a quick path forward, but unfortunately, there were many barriers. The major one was having access to a HIFIS Lite account. This was because HIFIS needed to establish whether we needed to share an account with another community or have our own account. This, unfortunately, took a lot of back and forth between HIFIS, the PiT Coordinator and our Rural and Indigenous CE. As a result, we had to postpone our anticipated April count. Ultimately, HIFIS could not provide us with a HIFIS Lite account until the end of May 2023.

Lastly, between December 2022 and April 2023, this author learned that many of the counts that took place over 2020-2022 were not necessarily done between March 1 and April 30. This was because of significant barriers that were brought on due to the COVID-19 pandemic. As a result, there were substantial variations on when they were implemented, with many completing their counts in September 2022. With this new information and little time before new funding measures are typically released in the fall, it was decided that the count would occur in August 2023. This would hopefully give Square One Community Inc. a better opportunity to apply for that funding in the fall.

DEFINING HOMELESSNESS

When conducting these counts, it is vital to understand the definition of homelessness. To read the full definition, visit the Canadian Observatory on Homelessness: <u>Canadian Definition</u> <u>of Homelessness</u>. Ultimately, homelessness refers to individuals, families, or communities lacking stable, permanent, and suitable housing with no immediate means or ability to acquire it (Gaetz et al., 2012). This state arises from systemic or societal barriers, including a shortage of affordable housing, financial constraints, mental, cognitive, behavioural, or physical challenges, as well as racism and discrimination (Gaetz et al., 2012). It is important to note that homelessness is typically not a voluntary choice, and the experience is commonly characterized by negative, unpleasant, unhealthy, unsafe, stressful, and distressing conditions (Gaetz et al., 2012).

DEFINING ABORIGINAL HOMELESSNESS

Apart from recognizing the Canadian Observatory on Homelessness (COH) definition, it is necessary to acknowledge and nurture the Indigenous perspective on homelessness. The Canadian definition lacks the incorporation of cultural or spiritual elements related to Aboriginal homelessness and does not align with Indigenous worldviews or address cultural loss and colonial history (Harris et al., 2012). Moreover, the COH definition highlights the variability in this understanding across different Aboriginal communities, each with its distinct history and interpretation of concepts such as home, place, belongings, shelter, and land (Harris et al., 2012). For a comprehensive understanding, the definition can be explored by following this link: **Fostering Aboriginal Partnerships and Cultural Competency During your point-in-Time Count.**

In summary, from an Aboriginal perspective, "homelessness" encompasses interconnected issues related to history, present-day systemic perspectives, and cultural losses across physical, emotional, mental, and spiritual dimensions (Gaetz et al., 2019, p. 7). Aboriginal scholars stress understanding Aboriginal homelessness in the context of the colonial disruption of longstanding social, spiritual, cultural, and economic relationships with ancestral lands (Gaetz et al., 2019, p. 7). This displacement, caused by colonial settlement, is seen as leading to spiritual rootlessness and homelessness for many Aboriginal communities globally, influencing the insufficient housing available to them (Gaetz et al., 2019, p. 7). Menzies (2005) suggests that the conventional emphasis on physical shelter in defining homelessness overlooks critical community social structures (Gaetz et al., 2019, p. 7). Instead, Aboriginal homelessness is better comprehended as the outcome of individuals being displaced from these structures and lacking stable housing (Gaetz et al., 2019, p. 7).

PAST COORDINATED PIT COUNT RESULTS FOR CANADA

To date, there have been three mandated coordinated counts in Canada. The first count saw 32 communities participate, which grew to 62 in their second count (IC, 2023, April 28). Canada held its third count between March 2020 and December 2022, where 66 communities participated (IC, 2023, April 28). According to the latest update, data from the third nationally coordinated point-in-time count is still being collected, with further results expected in future analyses. These analyses will cover various aspects, including experiences of youth-in-care, reasons for housing loss, health challenges, income sources, and homelessness among immigrants and refugees. A deeper analysis of specific populations will also be included in subsequent reports (IC, 2023, April 28). To explore the detailed findings and make comparisons, please visit the official [Infrastructure Canada website]:

- Everyone Counts 2020-2022:preliminary Highlights Report
- Everyone Counts 2018: Highlights
- Highlights-2016 Coordinated Point-in-Time Count

MOOSE JAW PIT COUNT & METHODOLOGY

On August 26, 2023, Moose Jaw conducted an independent point-in-time (PiT) homeless count to enumerate individuals and families experiencing various forms of homelessness—sheltered, unsheltered, transitional, and hidden. This non-mandated count faced several influencing factors, including weather, time of day, community events, volunteer availability, and the willingness of individuals experiencing homelessness to participate. Some examples of these are broken down as follows:

- 1. Participants facing homelessness may choose not to engage for various reasons, such as mistrust, feeling unsafe, or being preoccupied with daily activities. Approaching individuals in public spaces makes them vulnerable to scrutiny, impacting their willingness to share information. Compassion and empathy play crucial roles in fostering trust.
- Social assistance cheque distribution can affect the count's success. In Moose Jaw, considering the distribution date of August 25, 2023, influenced the choice of August 26, 2023, for the PiT count. The timing aligns with when individuals "may" face increased struggles, providing a more accurate representation.
- Weather conditions: The heat reaching 30 degrees Celsius created challenges, likely reducing street homelessness visibility and, likewise, affecting our volunteer comfort. It is suspected that adhering to the recommended March or April timeframes for future PiT counts will hopefully mitigate weather-related issues.
- 4. The weekly Saturday Farmers Market, known to be a high-traffic area for those seeking refuge, disrupted the count's typical patterns, making streets and parks quieter than expected.
- 5. Adaptability also played a crucial role in navigating unexpected volunteer illnesses, with the PiT Coordinator having to combine teams to ensure adequate coverage and safety.

Reflecting on these challenges, the PiT count emphasizes the importance of continuous improvement. These insights provide valuable lessons for future initiatives, reinforcing the commitment to enhancing the effectiveness of homeless counts.

ETHICS

The honoraria distribution to participants was crafted to express gratitude without exercising undue influence. Granola bars, nasal naloxone kits, and informational materials were included, aligning with ethical guidelines outlined by the Canadian Observatory on Homelessness (COH) and emphasizing a participant-centric approach.

The PiT Coordinator, tasked with a comprehensive set of responsibilities, played a central role in defining the count's scope, engaging stakeholders, ensuring ethical standards, and disseminating findings. This multifaceted role spanned preparation, execution, and post-count activities, demonstrating a commitment to ethical practices and the successful completion of the PiT enumeration.

As this PiT count was independent, there was no oversight from Infrastructure Canada (formerly Reaching Homes). Another group that generally helps plan and implement a PiT Count and ensure ethics are prioritized is the formation of a Community Advisory Committee (CAC). Recognizing the inherent challenges of an independent count, forming a CAC was regrettably not feasible within the PiT coordinator's limited timeframe. Ultimately, this experience underscored the importance of collaborative planning and sharing responsibilities. Moving forward, establishing a CAC will be integral to fostering community engagement and inclusivity. Acknowledging the learning curve associated with our first independent PiT count is crucial. This experience serves as a foundation for continuous improvement, with the insights gained informing future counts and enhancing our approach to ethical considerations. Fortunately, stakeholder feedback from our CE, Jason Mercredi, and Dr. Isobel M. Findlay played a pivotal role in steering the moral course of the count. Their expertise and guidance enriched our understanding and contributed to successfully navigating challenges.

VOLUNTEER RECRUITMENT

Volunteers were enlisted with the assistance of various channels, including local media, newspapers, social media platforms, the Square One Community Inc. website, the downtown Public Library, the Community Based Coalition distribution email, and direct emails to known volunteers, local stakeholders, and organizations.

Dr. Isobel M. Findlay generously provided the Saskatoons Volunteers PiT Volunteer package, which we utilized and slightly adapted. Volunteer packages were accessible through the library, and individuals could also request them via email or the Square One Community Inc.

website. The downtown public library graciously offered to scan completed forms submitted by volunteers. While many volunteers emailed their completed packages to the PiT Coordinator, some encountered challenges with printing or scanning at the library. In such cases, the PiT coordinator extended the offer to pick up completed forms. To enhance efficiency for future counts, it would be beneficial to have a user-friendly, fillable version available online or through phone applications, enabling electronic submission to the coordinator. Several volunteers emailed snapshots of their forms, creating challenges for the coordinator regarding saving and printing.

In total, 55 community members volunteered for the initiative, representing a diverse group, including students, emergency responders, social workers across various fields, nurses, teachers, politicians, retirees, and individuals from other service sectors in the community. Some volunteers shared personal life experiences, either having faced challenges directly or having family members dealing with issues such as addictions, mental illness, and homelessness.

VOLUNTEER TRAINING

To maximize volunteer participation, we offered multiple dates for attendance. Three mandatory in-person training sessions, each lasting one hour, were conducted, accompanied by approximately one hour of self-directed reading.

The training sessions took place on the following dates:

- Wednesday, August 2, 2023, from 6:30 p.m. to 7:30 p.m.
- Tuesday, August 8th, 2023, from 6:30 p.m. to 7:30 p.m.
- Monday, August 21st, 2023, from 6:30 p.m. to 7:30 p.m.

Organizing these sessions posed challenges due to the congestion of documents on the CHO's Homelessness Learning Hub. Extensive research was necessary to sift through the materials from other communities and determine the optimal duration for volunteer training.

The curriculum covered Canadian and Indigenous definitions of homelessness, a history of PiT counts, cultural competence, and trauma awareness. It also addressed creating an inclusive PiT Count for the 2SLGBTQI+ community. Emphasis was placed on understanding verbal and non-verbal communication, maintaining safety for volunteers and participants, proper introduction protocols, and the appropriate honoraria distribution. Volunteers were required to sign an oath of confidentiality and a photo waiver if they desired their picture to be taken. The training outlined volunteer responsibilities, including attire guidelines and items not recommended to carry or wear. Discussions covered expectations in mapped study areas, team assignments, safety protocols, and avoiding potentially hazardous situations such as entering abandoned structures or approaching individuals exhibiting escalated or altered states of mind. Volunteers were provided with emergency contact information, directing them to call 911 for emergencies and another direct police number for non-emergencies.

The session concluded with a review of survey screening questions, the survey itself, and instructions on using tally sheets. Volunteers were instructed to use unique identifiers on surveys to facilitate data cleaning and prevent duplicate entries. An example from the toolkit suggested using initials and the birthdate, such as J-S-20 for Jack Smith, who was born on September 20, 1983.

Notably, youth under 16 were not enumerated during this count. Volunteers encountering youths or children needing protection or services were instructed to contact the PiT Coordinator, who would then liaise with social services or the police. Volunteers were reminded to prioritize confidentiality but were permitted to breach it if circumstances necessitated, though no such cases were reported during this count. Volunteers were also reemphasized that their role did not involve finding shelter but referring individuals to the provided resources.

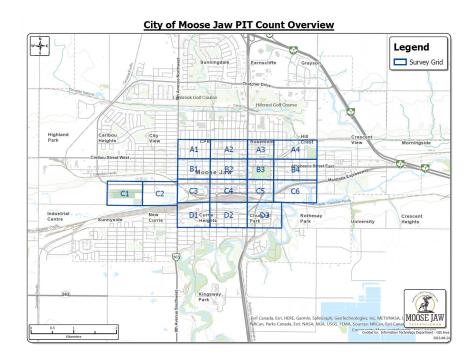
Although it would have been preferable to include local city police and EMS in the in-person training sessions, time constraints did not permit such coordination and input. However, this author did speak with Superintendent Taylor Mickleborough earlier in the year regarding the safety of the volunteers, which was included in the presentations.

MAPPING

This author would like to take a moment and capture the indispensable contribution of Bret Rowlinson, the GIS Supervisor for the City of Moose Jaw. Rowlinson played a crucial role in crafting the maps essential for this count. These maps played a vital role in the success or organization of this count. Another noteworthy mention is that of Superintendent Taylor Mickleborough. Superintendent Taylor Mickleborough was very helpful in consultation on which neighbourhoods we should focus on. Mainly because it was difficult to know how many volunteers we would have and how much time it would take to complete. As such, it was essential to capture which neighbourhoods were known to have a higher prevalence in the streets so we could focus our energies and increase our odds of capturing and representing this population as best as possible. Figure 1 defines mapping zones A1 - D3 (spanning 9th Avenue W. to 9th Avenue E.; Oxford Street N. to Coteau Street S.). As noted, the coverage area was contingent on the number of volunteers and the time required to canvass each region, and we were pleased to cover all designated areas successfully.

Given that this was our first count, we lacked certainty regarding the duration needed to survey specific areas. The PiT Coordinator anticipated a minimum of three hours. In reality, most teams concluded their assigned study areas in approximately two hours, with teams C3 and D3 taking closer to three hours. However, the completion time was subject to change based on survey participation. Notably, the team covering areas C1, C2, and C3 only required one hour to finish and encountered no surveys. Generously, they assisted another team, covering areas A1 and A2. This information holds significant value for guiding Moose Jaw's subsequent PiT counts.

Beyond these designated areas, a dedicated team was assigned to focus on all the bridges, Kingsway Park (formerly known as the old Wild Animal Park), and other pertinent sites like the Industrial and Wakamow Park. Additionally, two teams were assigned to cover the Crescent Park area (B3).



HOME BASE

Volunteers convened at the Square One Community Inc. office located at 138 Fairford Street West, Moose Jaw, Saskatchewan, serving as the base site for the initiative. The gathering commenced at 9:30 a.m. Each team received their teammates' contact information a day in advance to facilitate coordination. This prearrangement enabled volunteers to synchronize their arrival times and facilitated easy identification amongst team members. Notably, no field staff were available for this count. So, the coordinator meticulously prepared all necessary supplies in sacs for each team, featuring affixed labels for identification purposes. Upon arrival, volunteers signed out, and upon completion, they signed back in, returning all filled surveys in designated envelopes alongside other supplies.

Volunteers were organized into teams of three, with one member designated as the Team Leader. This arrangement ensured that at least two group members could simultaneously administer surveys if needed. Volunteers were instructed not to approach individuals on private property or businesses. Whenever possible, teams were constituted as mixed teams (men/women), with at least one member possessing professional expertise or relevant life experience.

Volunteers were equipped with a sample script, where they introduced themselves and briefly explained the purpose of the PiT Homelessness Count. This script mirrored the one used in the Saskatoon PiT Count. Following recommended guidelines, the survey began with an assurance to participants that their involvement was voluntary and confidential, with no recording of names. Participants were informed that they could skip any question or halt the interview at any point. Subsequently, volunteers posed the standard core screening questions designed to identify individuals meeting the definition of homelessness.

Volunteers were encouraged to approach everyone within their designated study area, with exceptions made for individuals found sleeping or situated in abandoned buildings, cars, tents, encampments, or those presenting in an altered state. The priority was to ensure volunteer safety and visibility on the streets. When individuals were not approachable, suspected of homelessness, or declined to participate, volunteers were instructed to record them on a tally sheet. It is acknowledged that tally sheets have limitations, primarily when not consistently used, and may not provide valid data on homelessness. These tally sheets served as an additional tool for information to guide future counts, avoiding definitive statements about a person's homelessness status. Instead, it was stated that they were thought to be homeless but did not complete the screening question.

While volunteers were in the field, the PiT Coordinator and one Board member, Della Ferguson, remained at headquarters to address calls/questions from volunteers and ensure the safety and secure return of all volunteers.

Survey kits included:	
Introduction Script	 Emergency contact numbers
Screening Questions	Maps and envelopes for completed
Clipboards	surveys
Pens & pencils	Backpacks full of Honoraria
Lanyards & vests	*If conducted in the evening, either glow
	sticks or flashlights would be required

BREAKDOWN OF COUNT COMPONENTS

- 1. Outdoor Enumeration: Targeting absolute and hidden homelessness among unsheltered individuals.
- 2. Satellite Enumeration: Focusing on absolute and hidden homelessness in high-traffic areas.
- 3. Sheltered and Transitional Housing Enumeration Addressing absolute and hidden homelessness.
- 4. Tally Sheets: Including observational data for individuals perceived to have experienced homelessness but did not participate for safety reasons or declined. Tally Sheets guide future canvassing efforts.
- 5. Sheltered and Unsheltered Surveys: Incorporating a Community Survey to gauge public perceptions and attitudes about homelessness in Moose Jaw.
- 6. Community Participation: Allowing residents who screened out of count surveys to participate in the Community Survey, offering insights into public perceptions of homelessness.
- 7. SASK SPCA Questions: Including three questions in Unsheltered and Sheltered surveys to collect data on families giving up pets due to homelessness or other barriers.
- 8. Data Cleaning: Ensuring accuracy and reliability of collected information.
- 9. HIFIS Entry: Inputting sheltered and unsheltered survey data into the Homelessness Individuals and Families Information Systems (HIFIS).
- 10. Community Report: Compiling and presenting findings to provide a comprehensive overview of homelessness in Moose Jaw.

OUTDOOR COUNT

The **Unsheltered Count** occurred from 10:00 a.m. to 1:30 p.m. on August 26, 2023. Two Satellite stations were coordinated as part of the unsheltered count. The first station was set up at St. Aidan Anglican Church in downtown Moose Jaw during their meal program, held from 10:00 a.m. to 10:30 a.m. This location proved highly valuable, capturing many of our screened-in participants. The second station was situated at the downtown Moose Jaw Public Library, selected for its history of supporting individuals seeking shelter and offering community resources. Although this site was quieter on that date, the nearby farmer's market might have contributed to the reduced activity.

INDOOR COUNT

The **Sheltered Count** took place over 24 hours, starting from 8:00 PM on August 25, 2023, and concluding at 8:00 PM on August 26, 2023.

The count was conducted at four locations:

- 1. Riverside Mission, the men's shelter, was surveyed both nights.
- Thunder Creek Detox Centre (Saskatchewan Health Region) was assessed only on August 26, 2023, with confirmation of no new admissions or discharges.
- 3. The Moose Jaw Transition House for women fleeing domestic violence was surveyed exclusively on August 26, 2023, due to no new admissions or discharges.
- 4. Inpatient Mental Health Unit at Dr. F.H. Wigmore Regional Hospital.

DEBRIEFING

After covering their designated study areas, all teams reconvened at the headquarters to submit their surveys, return supplies, and sign back in. Several volunteers opted to stay, partaking in pizza and engaging in conversations about their experiences. They shared insights, exchanged ideas for future counts, and discussed concerns with the PiT Coordinator. Overall, the experience was highly positive, with the only common complaint being a desire to encounter more individuals who screened in for the survey.

HIFIS DATA

The Homelessness Individuals and Family Information Systems (HIFIS) was initially developed by the former Employment and Social Development Canada (ESDC), now called Infrastructure Canada. It was created under the Reaching Homes: Canada's Homelessness Strategy initiative to facilitate vital data collection and establish a comprehensive national overview of homelessness throughout Canada. Functioning as a data collection and case management system, HIFIS enables multiple service providers within the same community to access real-time data, fostering improved coordination of services (IC, 2023, Oct 12). Shelters have also utilized HIFIS to monitor shelter usage, sharing baseline data on both a national and local scale (Kunzekweguta et al., 2022, p. 15). Over the long term, HIFIS data contributes to a more accurate portrayal of the inflow of individuals new to the shelter system and aids in understanding the outflow or the number of people not returning while also capturing the stable shelter population (Kunzekweguta et al., 2022, p. 15).

In Point-in-Time (PiT) Counts, HIFIS is crucial in helping communities collect, upload, and export their PiT Count data into the system. It serves as a valuable tool for managing volunteers by facilitating tasks such as creating shifts and generating distribution lists (ESDC, 2020, pg. 3). Post-count, HIFIS generates various reports based on the Core Questions, encompassing age, gender, language, citizenship, Indigenous identity, involvement with child protection, health conditions, and level of education (ESDC, 2020, pg. 3). While Moose Jaw's initial count allowed for straightforward data analysis, communities with two or more counts under their belt can track changes over time. For more in-depth analyses, employing a statistical package is recommended. Communities lacking the capacity for in-house analyses may consider hiring a contractor or establishing partnerships with universities or colleges (ESDC, 2019, p. 54).

DATA ENTRY & ANALYSIS

The PiT Coordinator undertook the task of data cleaning and analysis with two volunteers, Debashish and Gordon. The data cleaning process varies across cities, and no standardized direction is provided in the HIFIS 4 Point-in-Time Count – Module User Guide (2020). Following consultation with a HIFIS support member, the emphasis was placed on eliminating duplicate surveys, ensuring proper screening of individuals experiencing homelessness, and identifying inconsistencies. Subsequently, the cleaned data was entered into our HIFIS Lite Account, encompassing all mandatory core, additional, and community survey questions. Post data entry, HIFIS, with its built-in capabilities, generated reports and facilitated the download of entered data for swift analysis. While the data entry task was time-consuming, having more than one person in the process would have been beneficial. However, technical issues hindered this, and the PiT Coordinator was the sole individual with access to the account and the ability to input data. When multiple individuals are involved in data entry, being physically present is essential to ensure consistent administration if questions or concerns arise. All data from the surveys was entered as recorded with the following guidelines:

- 1. On HIFIS, the data was recorded in "days" wherever volunteers did not specify the appropriate day/week/month/year.
- 2. Any supplementary responses were categorized under the "other" category.
- 3. Blank or unanswered responses were logged as "declined to answer."
- 4. Only three surveys were omitted from the finalized surveys, all recognized as recently securing housing and erroneously placed in the "screened in" pile.

The PiT Count included both sheltered and unsheltered survey questions supplied by HIFIS:

- **3 Core Screening Questions:** These questions aim to correctly identify individuals experiencing absolute homelessness during the count, excluding those not genuinely experiencing homelessness (ESDC, 2019, pg. 7).
- **15 Core & 6 Canadian Observatory on Homelessness (COH) Questions:** Intended to gather information about the population and their needs, covering aspects such as age, gender, Indigenous identity, veteran status, income sources, reasons for housing loss, etc. (ESDC, 2019, pg. 7). Additionally, five questions from the 2024 draft version provided by HIFIS were manually entered.

Under Local Questions, the survey included:

- o 5 Community Perception Questions
- 3 Questions from SASK Society for the Prevention of Cruelty to Animals (SPCA)

HIFIS offered the opportunity to use their 2024 draft survey to align with the next count in 2024. Therefore, the PiT Coordinator manually entered these additional questions into HIFIS, as the prepopulated survey questions were from the 2020-2022 coordinated PiT Count and varied slightly. Similar questions were asked from the 2024 version on paper surveys, with the answers reflected in both sections during data entry.

RECOMMENDATIONS

These recommendations aim to optimize future Point-in-Time Counts in Moose Jaw by fostering community engagement, strategic committee formation, and efficient operational practices.

- 1. Building Community Engagement and establishing a PiT Count Community Advisory Committee:
 - As per the COH and Reaching Home guidelines for Point-in-Time counts, form a small local Point-in-Time (PiT) Community Advisory Committee (CAC) in Moose Jaw to share responsibilities and garner community support to work alongside the PiT Coordinator. This should include individuals from local Indigenous and Metis groups. Utilize referencing guides like "Everyone Counts" and "Guide to Point-in-Time Counts in Canada" for committee structuring. These guides stress the benefits of seeking out committee expertise from the Reaching Home Community Entity (CE), Community Advisory Board (CAB), Indigenous Homelessness CE and CAB, local authorities, and emergency responders.
 - Committee Formation Considerations:
 - Suggest addressing crucial committee aspects, such as chairmanship, roles (Advisory or Decision-making), meeting frequency, expectations, and potential involvement in key volunteer positions during the count.
 - Leadership Responsibilities:
 - Highlight the key responsibilities of the PiT Count leadership, including defining the count's scope, setting broad objectives, engaging stakeholders, resource determination, volunteer recruitment and training, budget adherence, ethics, confidentiality, safety, result analysis, and findings dissemination.

2. Partnership with schools (i.e., Saskpolytechnic) and local organizations:

- Exploring potential partnering with Saskatchewan Polytechnic for efficient data management, cleaning, and dissemination. Similarly, to the University of Saskatoon for Saskatoons.
- Encourage exploration of voluntary or funded partnerships, possibly through Infrastructure Canada (Reaching Homes) or other local organizations in case funding is unavailable through Reaching Homes.

3. Exploring a Magna Event and future use of satellite stations:

- Suggest considering a Magna event as a supplementary activity to the count, ensuring collaboration with existing food programs and ethical attendance practices. This cannot replace the count itself.
- Explore setting up additional satellite stations while being mindful of volunteer considerations. The Southern Plaines Metis Local #160 had expressed interest in hosting a safe location.

4. Expanding Survey Locations:

• Advocate for expanding survey locations to include local hospitals, particularly Medicine, Surgery, Inpatient Mental Health Units, Pediatrics, Convalescent/Transition Care Beds, and any other centers where there is potential to assist individuals without housing temporarily.

5. Evening Count Recommendation & Community Events:

- To consider scheduling the next count on a weeknight from approximately 5:30 PM to 9:30 PM, and it should be strategically aligned with income assistance cheque distribution.
- To consider any events that may be taking place in the community that evening and potentially impact canvassing the streets and those who are experiencing homelessness.

6. Involvement of Local Authorities in Training:

• Encourage collaboration with local police and emergency medical responders for volunteer training, safety debriefing, and potential video creation.

7. Training Videos for Volunteers:

• Propose the development of training videos featuring mock interviews to enhance volunteers' understanding and reduce errors during survey administration.

8. Simplified Community Questions:

- Suggest framing future community questions as non-open-ended, providing anticipated answer keys for streamlined statistical analysis.
- Propose conducting community surveys separately from the count at a different time of the year to gather public opinions more effectively.

9. Focus on Service Gaps and Barriers:

- Recommend incorporating questions addressing service gaps and barriers not covered in standard surveys to influence policy changes and identify solutions.
- The CAC should also focus on gaps and policies that create barriers for the vulnerable, advocating for change and exploring how the community and government agencies can provide more efficient services. Other ideas include but are not limited to the exploration of having an accessible Social Worker at local Housing Apartments to help individuals avoid eviction and support them with other limitations/barriers they may face in accessing those services, including applying for them and seeking appropriate resources.

10. User-Friendly Volunteer Form:

• Create a user-friendly, electronic Volunteer Application form accessible online or by phone to accommodate volunteers lacking traditional resources.

HIFIS DATA SURVEY RESULTS

The discussion of the results incorporates analysis from three primary data sources:

- 1. An outdoor survey conducted by survey teams on the streets of Moose Jaw.
- 2. The indoor survey was gathered by volunteers and staff at participating shelters and the Mental Health Inpatient Unit at the F.H. Wigmore Regional Hospital.
- 3. Observational data representing individuals perceived as experiencing homelessness who chose not to participate in the survey or were unapproachable.

As mentioned in this report, the Point-in-Time (PiT) count aims to estimate the number of people experiencing homelessness on a specific night rather than capturing everyone who may cycle in and out of homelessness over time (ESDC, 2019). A total of 26 individuals were successfully identified as experiencing homelessness, surveyed between the sheltered and unsheltered counts, meeting the criteria for homelessness.

According to the Tally Sheet calculations, 35 individuals were documented as "observed homeless" (those who declined to be surveyed, including 18 males and two females). Of these 35, six were unclear, where the sheets were not marked "declined" or "screened out." In these instances, the team may have considered the person unsafe to approach, although it was not documented. Additionally, there were three instances of "observed homelessness" with no person present (e.g., at a campsite). Consequently, there could be an additional 32 individuals potentially experiencing homelessness in addition to the initial 26. It remains challenging to determine if any of these individuals were observed more than once due to varying documentation styles, and confirmation of their homelessness status relies on their self-report.

The tally sheets also identified another 75 people; 17 had already responded, and 58 "screened out." Finally, volunteers surveyed 91 community members who "screened out" of the unsheltered count but participated in the local Community Survey. This revealed a discrepancy of approximately 16 persons undocumented on the Tally Sheets. It is noteworthy that neither HIFIS nor "Everyone Counts: A Guide to Point-in-Time Counts in Canada" (ESDC, 2019) provides clear instructions on using the Tally Sheets. Future use of the Tally Sheet should include accounting for every person approached by volunteer members, except those who "screened in" and completed the sheltered or unsheltered count. If used again, the Tally Sheet should be amended to incorporate an additional option for persons who "screened in," providing a more precise representation of the encountered individuals, with data for each person kept separate.

CORE SCREENING QUESTIONS:

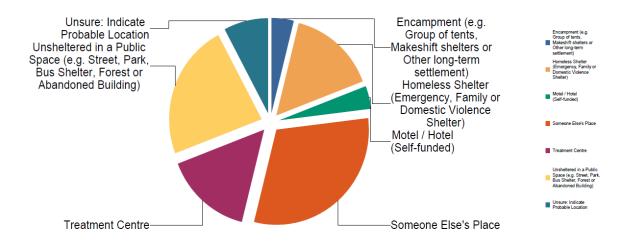
Screening Question A:

Have you answered this survey with a person with this [identification, e.g., button]? All search teams have an identifying item or piece of clothing. This question is intended to reduce double-counting.

 Screening Question B: Are you willing to participate in the survey? This question follows a brief explanation of the purpose of the survey.
 Screening Question C:

C.1. Where are you staying tonight/where did you stay last night?

	Total	
Encampment (e.g. Group of tents, Makeshift shelters or Other long-term settlement)	1	4%
Homeless Shelter (Emergency, Family or Domestic Violence Shelter)	4	15%
Motel / Hotel (Self-funded)	1	4%
Someone Else's Place	8	31%
Treatment Centre	4	15%
Unsheltered in a Public Space (e.g. Street, Park, Bus Shelter, Forest or Abandoned Buildin	6	23%
Unsure: Indicate Probable Location	2	8%
Total	26	100%



C. 2. Do you have access to a permanent residence where you can safely stay as long as you

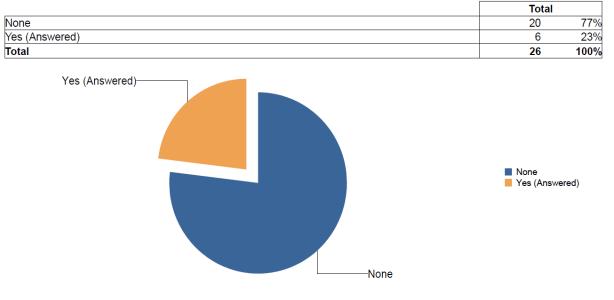
want? [The purpose of this question is to identify individuals with access to safe and secure housing that they are not utilizing on the night of the count. This includes scenarios such as individuals visiting the city and staying with a friend or those house-sitting. Individuals who respond with "no" or indicate they do not know the answer to question C1 would be considered eligible for inclusion in the survey. (ESDC, 2019)]

	Total	
Did Not Answer	13	50%
No (not permanent AND/OR not safe)	13	50%
Total	26	100%

RESULTS FROM THE CORE QUESTIONS:

SURVEY SCRIPT: For this survey, "homelessness" means any time when you have been without a permanent and secure place to live, including sleeping in shelters, on the streets, or living temporarily with others without having your permanent housing (e.g., couch surfing) (ESDC, 2019).

1.1) Do you have family members or anyone else staying with you tonight? / Did you have any family members or anyone else who stayed with you last night? [Indicate survey number for partners. Add all that apply.] [This initial question is posed to ensure that family-related information is collected systematically. For each surveyed partner, the survey number would be cross-referenced on the forms of other adult family members. Additionally, the age and gender of each dependent child present with the respondent during the count are recorded on the document. Addressing family-specific inquiries is crucial as it helps recognize distinct family service requirements. This approach identifies the number of homeless families in the community and facilitates monitoring progress in mitigating family homelessness. In the event of a subsequent survey on the following day, the question should be framed as, "Did you have any family members or other individuals staying with you last night?" (ESDC, 2019)]



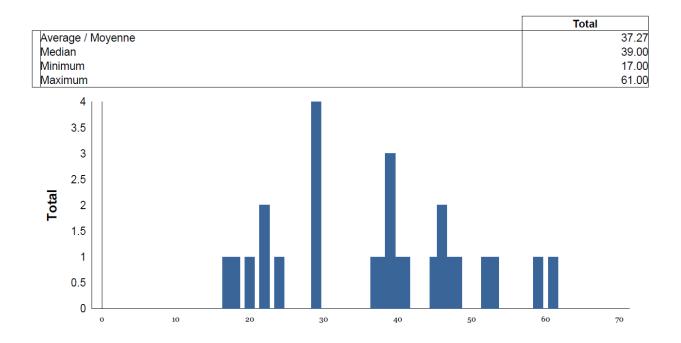
26 respondents answered this question:

1.2) Specific members:

			Total		
Answered	Child / Dependent	5	63%		
	Other adult (can include other family o	1	13%		
	Partner	2	25%		
	Total	8	100%	6	23%
Did Not Answer / No Family	Did Not Answer / No Family				
	Total			20	77%
Total				26	100%
			Total		
Child / Dependent		4	80%		
	Girl / Woman	1	20%		
	Total	5	100%	3	12%
Did Not Answer / No Family	Did Not Answer / No Family				
	Total			20	77%
Other adult (can include		1	100%		
other family or friends)	Total	1	100%	1	4%
Partner		2	100%		
	Total	2	100%	2	8%
Total				26	100%
			Total		
Child / Dependent	9	1	20%		
	10	1	20%		
	12	1	20%		
	15	1	20%		
	16	1	20%		
	Total	5	100%	3	12%
Did Not Answer / No Family					
	Total			20	77%
Other adult (can include		1	100%		
other family or friends)	Total	1	100%	1	4%
Partner		2	100%		
	Total	2	100%	2	8%
Total				26	100%

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

- All 26 respondents answered. Ages varied between 17 and 61 years of age.
- Of those 26 respondents:
 - o 15% (4) stated they were 29 years old
 - o 12% (3) stated they were 39 years old
 - o 8% (2) stated they were 22 years old
 - o 8% (2) stated they were 46 years old
 - For the remainder of ages, for each age, one person (4%) stated they were 17, 18, 20, 24, 37, 38, 40, 41, 45, 47, 48, 52, 53, 59 and 61 years old.



3.1) How old were you the first time you experienced homelessness? [The purpose of this question is to gain insights into the respondent's history of homelessness. It is recognized that individuals who undergo homelessness during their youth face an elevated risk of experiencing homelessness later in life. (ESDC, 2019)]

- 25 of the 26 respondents provided clear answers.
- Ages varied between 0 and 57 years of age.
- The individual who identified as 0 informed the volunteer that they were born in the park to a mother who was homeless at the time.
 - o 8% (2) stated they were 15 years of age
 - 8% (2) stated they were 16 years of age
 - 8% (2) stated they were 38 years of age
 - o 8% (2) stated they were 45 years of age
 - 0 8% (2) stated they were 46 years of age
 - For each of these ages, one person, 1%, stated they were 13, 17, 18, 20, 24, 25, 26, 27, 28, 31, 32, 33, 36, and then 57 years of age.

	Total
Average / Moyenne	28.28
Median	27.00
Minimum	0.00
Maximum	57.00

4.1) In total, for how much time have you experienced homelessness over the PAST YEAR (the last 12 months)? [Does not need to be exact. Best estimate.] [These inquiries highlight potential cases of chronic homelessness. Answers to these questions contribute to monitoring the community's advancements in minimizing chronic homelessness and aid in identifying individuals requiring housing support. (ESDC, 2019)]

- 23 of the 26 respondents answered, two did not know, and one was unclear/blank.
- Respondents could answer in days/weeks/months.
- Where only a number was written, and the day, week or year was not circled, the data was entered as the lesser of each option: days.
 - o 11 persons (42%) had experienced homelessness last year.

4.2) Duration

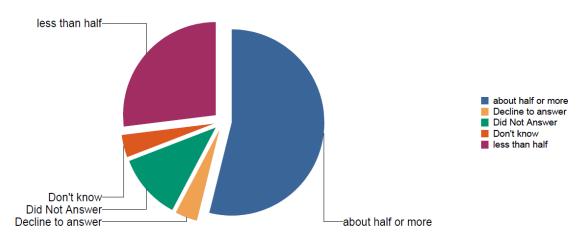
	Total	
Did Not Answer	3	12%
5 day(s)	1	4%
26 day(s)	1	4%
30 day(s)	3	12%
90 day(s)	1	4%
180 day(s)	1	4%
240 day(s)	2	8%
270 day(s)	1	4%
300 day(s)	2	8%
365 day(s)	11	42%
Total	26	100%
	Total	
Average / Moyenne		250.26
Median		300.00
Minimum		5.00
Maximum		365.00

4.3) In total, how many different times have you experienced homelessness over the PAST YEAR (the last 12 months)? [Best estimate.]

- 21 of the 26 respondents answered, two did not know, and 3 had unclear/blank responses.
 - o 15 respondents, 58%, stated they had experienced homelessness at least once.
 - o 2 respondents, 8%, stated they had experienced homelessness at least twice times.
 - o 2 respondents, 8%, stated they had experienced homelessness at least three times.
 - o 1 respondent, 4%, stated they had experienced homelessness at least ten times.
 - o 1 respondent, 4%, stated they had experienced homelessness at least seven times.

	Total
Average / Moyenne	2.00
Median	1.00
Minimum	1.00
Maximum	10.00

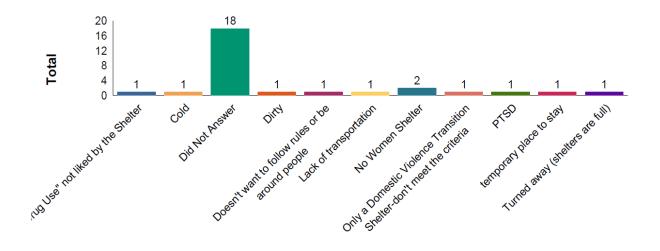
4.4) In total, how much time have you experienced homelessness over the PAST 3 YEARS? [Does not need to be exact. Best estimate.]



- 21 of the 26 participants responded; 3 (12%) did not answer, one (4%) declined to answer, and one (4%) did not know.
 - o 14 respondents, 54%, stated about half or more
 - o 7 respondents, 27%, stated less than half

5.1) Have you spent at least one night in any of the following locations in the past years? (Check all that apply). [While many communities possess extensive data on shelter usage, there is often a lack of information about the homeless population not utilizing shelters. This question gathers insights into this specific demographic's size and requirements. (ESDC, 2019)]

			Total		
Answered	"Drug Use" not liked by the Shelter	1	13%		
	Cold	1	13%		
	Dirty	1	13%		
	Doesn't want to follow rules or be arou	1	13%		
	Lack of transportation	1	13%		
	No Women Shelter	2	25%		
	Only a Domestic Violence Transition S	1	13%		
	PTSD	1	13%		
	temporary place to stay	1	13%		
	Turned away (shelters are full)	1	13%		
	Total	8	100%	8	31%
Did Not Answer	Did Not Answer				
	Total			18	69%
Total				26	100%



5.2) If you have not stayed in a homeless shelter in the past year, what are the main reasons?

- o 8 respondents, 53%, stated **other** reasons
- o 2 respondents, 13%, stated they were crowded
- 2 respondents, 13%, stated they **did not know**
- o 1 respondent, 4% stated fear of safety
- 1 respondent, 4% stated lack of transportation
- o 1 respondent, 4% declined to answer
- o 1 respondent, 4% stated they were turned away because the shelter was full
- o 1 respondent, 4% stated they were **banned from the shelter**

5.3) From the eight who said "Other responses" included:

- o 2 respondents, 25%, stated there was no women shelter
- o 1 respondent, 13% stated "drug use" not liked by the shelter
- 1 respondent, 13%, stated the shelter was dirty and cold
- o 1 respondent, 13% stated they did not want to follow the rules or be around people
- o 1 respondent, 13% stated PTSD
- o 1 respondent, 13% stated they had a temporary place to stay
- o 1 respondent, 13% stated a lack of funds
- 1 respondent, 13%, stated they stayed but got kicked out.

6.1) Did you come to Canada as an immigrant, refugee, or refugee claimant (i.e. applied for refugee status after coming to Canada)? [Most newcomers (immigrants and refugees) likely received assistance during their resettlement in Canada. A significant influx of newcomers may indicate a concern that could be addressed proactively to prevent homelessness. (ESDC, 2019)]

- Of the 26 respondents:
 - 2 had unclear or blank responses
 - o 1 identified as an immigrant
 - o 1 identified as a refugee
 - o 22 were not applicable

6.2) How long have you been in Canada?

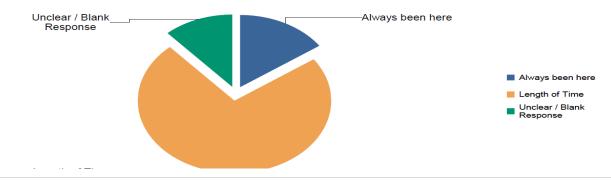
- Of the three who responded:
 - One respondent stated they were here for 30 days
 - o One respondent stated they were here for 5,456 days

6.3) Are you a Canadian Citizen?

- Of those who responded:
 - o 21 stated they were a Canadian Citizen
 - 2 stated international students
 - o 1 was a permanent resident
 - o 1 did not answer
 - o 1 unclear/blank response

7.1) How long have you been in Moose Jaw? [Certain communities witness elevated homeless population migration rates. Individuals who have recently arrived may be unfamiliar with local service access points. Incorporating this question helps gauge the quantity of recent arrivals and their specific needs. The subsequent follow-up will offer insights into inter-community migration. (ESDC, 2019)]

- Of those who responded:
 - \circ $\,$ 19 responded, 73%, they have only been here a length of time
 - o 4 responded, 15%, they have always been here
 - o 3 responses were unclear/blank



7.2) Duration [Where it was not specified in days/weeks/months/years, the answers were entered in days].

	Total	
Did Not Answer	7	27%
5 day(s)	1	4%
7 day(s)	1	4%
15 day(s)	1	4%
21 day(s)	1	4%
29 day(s)	1	4%
35 day(s)	1	4%
47 day(s)	1	4%
1,095 day(s)	3	12%
1,260 day(s)	1	4%
1,825 day(s)	2	8%
2,190 day(s)	1	4%
2,555 day(s)	1	4%
4,380 day(s)	1	4%
6,935 day(s)	1	4%
10,950 day(s)	1	4%
12,410 day(s)	1	4%
Total	26	100%
	Total	
Average / Moyenne		2,514.42
Median		1,095.00
Minimum		5.00
Maximum	1	12,410.00
Maximum		12,410.00

7.3) Where did you live before you came here?

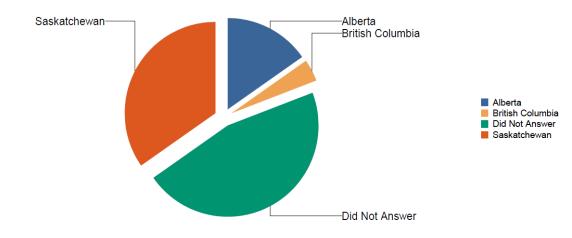
• 17 responded, four did not answer, and five were unclear/blank responses.

7.4) Country

Canada	16	62%
Did Not Answer	9	35%
India	1	4%
Total	26	100%

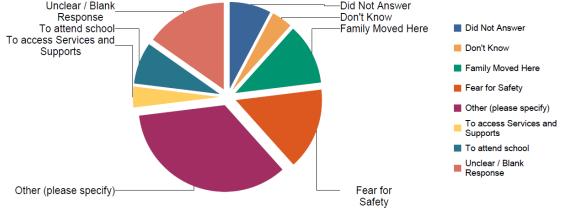
7.5) Province / Territory

	Total
Alberta	4 15%
British Columbia	1 4%
Did Not Answer	12 46%
Saskatchewan	9 35%
Total	26 100%



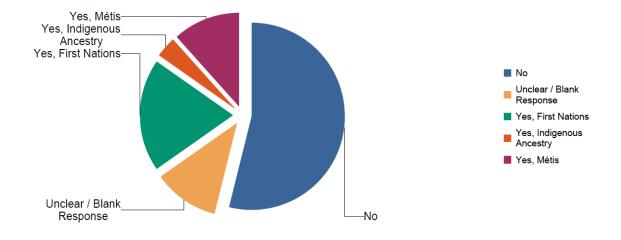
7.6) What is the main reason you came to (community name)? [Do not read categories; select one]

	Total	
Did Not Answer	2	8%
Don't Know	1	4%
Family Moved Here	3	12%
Fear for Safety	4	15%
Other (please specify)	9	35%
To access Services and Supports	1	4%
To attend school	2	8%
Unclear / Blank Response	4	15%
Total	26	100%



8.1) Do you identify as First Nations (with or without status), Métis, or Inuit, or do you have North American Indigenous ancestry? [If yes, please specify] (COMMUNITY NOTE: The wording of this question can be adapted to what makes sense in your community, for example, by listing specific First Nations.) [Indigenous Peoples are disproportionately represented within the homeless population. This question offers additional insights into this demographic, aiding in tracking advancements in addressing their needs. (ESDC, 2019)]

- 14 respondents, 54%, did not identify
- o 5 respondents, 12%, identified as First Nation
- 1 respondent, 4%, identified with Indigenous Ancestry
- 3 respondents identified as Métis
- o 3 responses were unclear/blank responses



8.2 & 8.3) Which Indigenous community are you from?

- Of those who responded:
 - o 1 declined to answer
 - \circ 17 did not answer
 - o 2 did not know
 - o 3 were unclear/blank responses
 - 3 answered: Kawacatoose First Nation; Sakimay First Nation; and Standing Buffalo First Nation.

8.4 & 8.5) In addition to your response to the question above, do you identify with any of the racial identities listed below? [Show or Read list. Select all that apply.]

- 10 respondents had unclear/blank responses; 11 responded yes, four identified as indigenous only, and one did not know.
- Of those who responded, these were identified:
 - 1 respondent, 9%, identified as Asian-South OR Indo-Caribbean (e.g., Indian, Pakistan, Sri Lankan, Indo-Guyanese, Indo-Trinidadian).
 - o 1 respondent, 9%, identified as Black-African (e.g., Ghanaian, Ethiopian, Nigerian)
 - o 1 respondent, 9%, identified as Cree
 - o 1 respondent, 9%, identified as Hawaiian
 - o 1 respondent, 9%, identified as not listed
 - o 7 respondents, 64%, identified as White (European, French, Ukrainian, Euro-Latinx)

Several volunteers expressed dissatisfaction with the structure of this question, finding it challenging to locate the relevant answer. As a Core question, alterations are restricted, but simplifying the process by allowing volunteers to input responses in a blank space could enhance clarity. Furthermore, feedback recommended repositioning this question later in the survey to ensure essential inquiries are addressed before participants potentially discontinue.

			Total		
Answered	Asian-South / Indo-Caribbean (e.g., In	1	9%		
	Black-African (e.g., Ghanaian, Ethiopia	1	9%		
	Cree	1	9%		
	Hawaiian	1	9%		
	Not listed	1	9%		
	White (e.g. European, French, Ukraini	7	64%		
	Total	11	100%	11	42%
Did Not Answer	Did Not Answer				
	Total			15	58%
Total				26	100%

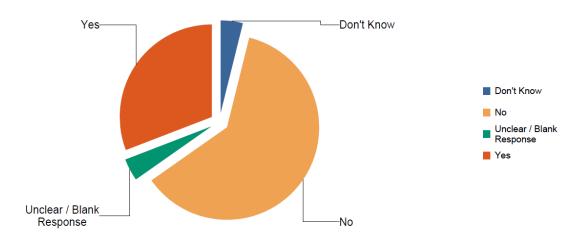
9.1) Have you ever served in the Canadian Military or RCMP? [Military includes Canadian Navy,

Army, or Air Force]. [Recently incorporated into HIFIS, this question enhances insights into shelter utilization among veterans, contributing to a more comprehensive understanding of their exposure to unsheltered homelessness. Moreover, former Canadian military and Royal Canadian Mounted Police (RCMP) members might qualify for assistance from Veterans Affairs Canada and various veterans support groups. (ESDC, 2019)]

- Of those who responded:
 - o 21 respondents, 81%, reported no
 - o 3 respondents, 12%, had unclear/blank responses
 - o 1 respondent, 4%, said yes: Military
 - 1 respondent, 4%, declined to answer (and was agitated by the question)

10.1) As a child or youth, were you ever in foster care or a youth group home (COMMUNITY NOTE: include any other Provincial child welfare programs)? [Note: This question applies specifically to child welfare programs.] [This question aims to determine the count of respondents with a background in child welfare, signifying instances where they have resided away from their family home and been in foster care or a group home supported by the child welfare system. It is important to note that this question does not inquire about experiences in other group homes, such as those under the correctional system. (ESDC, 2019)]

- Of those who responded:
 - o 16 respondents, 62%, reported no
 - o 8 respondents, 31%, reported yes
 - o 1 respondent, 4%, was unclear/blank response
 - o 1 respondent, 4%, did not know

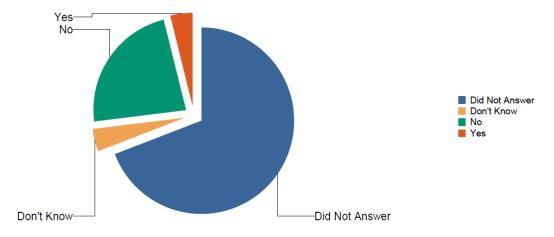


10.2) Approximately how long after leaving foster care/group home did you become homeless?

- Of those who responded:
 - o 23% (6) respondents answered.
 - o 69% (18) of respondents did not answer
 - \circ 4% (1) of respondents did not know
 - \circ 4% (1) of the respondent was unclear/ blank responses

	Total
Did Not Answer	20 77%
1 day(s)	1 4%
30 day(s)	1 4%
2,190 day(s)	1 4%
2,555 day(s)	1 4%
4,380 day(s)	1 4%
15,330 day(s)	1 4%
Total	26 100%
	Total
Average / Moyenne	4,081.00
Median	2,372.50
Minimum	1.00
Maximum	15,330.00

10.4) Do you feel that Child Protection Services was helpful in transitioning you to independence after leaving foster care/group home?



- Of those who responded:
 - 69% (18) of respondents did not answer
 - o 23% (6) of respondents said no
 - o 4% (1) of respondents said yes
 - 4% (1) of respondents did not know

11.1) Do you identify as having any of the following health challenges at this time? [The purpose of these questions is to determine the prevalence of health challenges among individuals experiencing homelessness. These challenges may entail specific service implications, such as the requirement for accessible housing units. The questions prompt individuals to self-identify, and interviewers should refrain from pressuring respondents while accurately documenting their responses. It is important to note that some respondents may not perceive certain aspects, like tobacco use, as challenging. Interviewers can refer to the provided examples to offer clarification on the terms. While the examples illustrate the categories, they are not exhaustive, and communities can expand the list to encompass other challenges or delineate these broad categories into more specific issues if necessary. (ESDC, 2019)]

• 25 of the 26 respondents answered this question, leaving one unclear/blank response.

Illness or Medical Condition (e.g., diabetes, arthritis, TB, or HIV)

- o 42% (11) responded yes
- o 54% (14) responded no
- 4% (1) did not answer

Physical Limitations (e.g., challenges with mobility, physical abilities, or dexterity)

- o 35 % (9) responded yes
- o 62% (16) responded no
- o 4% (1) did not answer

Learning or Cognitive Limitations (e.g., dyslexia, autism spectrum disorder, ADHD)

- o 42% (11) responded yes
- o 50% (13) responded no
- 4% (1) responded that they did not know
- o 4% (1) did not answer

Acquired Brain Injury (e.g., from injury related to an accident, violence, an overdose, stroke, or brain tumour)

- o 23% (6) respondents said yes
- o 65% (17) respondents said no
- 4% (1) respondents did not know
- o 4% (1) respondent was unclear/blank response
- o 4% (1) respondent did not answer

Mental Health Issues [diagnosed/undiagnosed] (e.g., depression, PTSD, bipolar...)

- o 69% (18) respondents said yes
- o 27% (7) respondents said no
- o 4% (1) did not answer

Substance Use Issues (e.g., alcohol, opiates...)

- o 58% (15) respondents said yes
- o 35% (9) respondents said no
- o 8% (2) did not answer

Residential Schools/Intergenerational Trauma

- o 23% (6) respondents said yes
- o 50% (13) respondents said no
- o 27% (7) did not answer

12.1) What gender do you identify with? [Show or read list.] [Similar to age, this question offers fundamental demographic information about the homeless population. Surveyors present response options to respondents, ensuring they can accurately self-identify. For responses marked as "Not listed," further clarification must be provided. (ESDC, 2019)]

- Of the 26 participants:
 - o 62% (16) identified as men
 - o 35% (9) identified as women
 - 4% (1) were unclear/blank responses

13.1) How do you describe your sexual orientation, for example, straight, gay, or lesbian? [Show list or read list. [Based on past surveys, youth are often more inclined to identify as LGBTQ2. This question seeks to understand their needs and guide service delivery better. Surveyors present response options to respondents, ensuring they can accurately self-identify. For responses marked as "Not listed," further clarification must be provided. (ESDC, 2019)]

- Of those who responded:
 - o 85% (22) of respondents identified as straight/heterosexual
 - 4% (1) of respondents identified as bisexual
 - 4% (1) of respondents declined to answer
 - o 4% (1) of respondents identified as Two-Spirited
 - o 4% (1) were unclear/blank response

14.1) What happened that caused you to lose your housing most recently? [Do not read the options. Select all that apply. "Housing" does not include temporary arrangements (e.g., couch surfing) or shelter stays. Follow up for the reason if the respondent says "eviction" or that they "chose to leave."] [This open-ended question includes provided categories, with surveyors selecting the most accurate represents the response. These answers contribute to understanding the pathways to homelessness in the community and pinpoint potential areas for intervention to prevent homelessness. Interviewers should seek clarification from the respondent if the reason is unclear. For instance, if eviction is mentioned, the interviewer can inquire about the circumstances leading to the eviction (ESDC, 2019).]

• **25** respondents answered, with one being unclear/blank.

The two highest categories were:

- Not enough income for housing 24% (6)
- Substance Use Issues 24% (6)

The second-highest categories were:

- Mental Health Issue 16% (4)
- Conflict with spouse/partner 16% (4)

The third highest were:

- o Divorce 12% (3)
- Experienced Abuse by: Spouse/other 12% (3)

14.2) Select all that apply

			Total		
Answered	Accident	1	4%		
	Alcoholism	1	4%		
	Breakdown in relationships	1	4%		
	Communal Housing	1	4%		
	Complaint (e.g. Pets / Noise / Damage	1	4%		
	conflict with neighbours	1	4%		
	Conflict with: Other (roomate)	2	8%		-
	Conflict with: Parent / Guardian	1	4%		-
	Conflict with: Spouse / Partner	4	16%		
	crystal meth	1	4%		
	Departure of Family Member	1	4%		
	Disagreement with landlord, because t	1	4%		
	Divorce	3	12%		
	Excitted friends broke window	1	4%		
	experience abuse by neighbours	1	4%		
	Experienced Abuse by: Other (Family	1	4%		
		3	12%		
	Experienced Abuse by: Spouse / Partn	<u> </u>	4%		
	Experienced Discrimination				
	Experienced Discrimination by Spouse	1	4%		
	Fire	1	4%		
	Gambling	1	4%		
	Gambling addiction	1	4%		
	Grew out of group home	1	4%		
	Hospitalization or Treatment Program	1	4%		
	Incarceration (Jail or Prison)	1	4%		
	lack of housing	1	4%		
	Landlord / Tenant Conflict	2	8%		
	Left the Community / Relocated	1	4%		
	Lots of negative influences in low inco	1	4%		
	Mental Health Issue	4	16%		
	Military	1	4%		
	No transportation to go see places; lim	1	4%		
	No where to rent	1	4%		
	Not enough affordable housing	1	4%		
	Not enough income for housing (e.g. I	6	24%		
	Overcrowding	1	4%		
	Overcrowding (no room sharing allowe	1	4%		
	Physical Health Issue	2	8%		
	Rent not being paid	1	4%		
	Rented my apt to someone	1	4%		
	Said she was kicked ut becasue she w	1	4%		
	Substance Use Issue	6	24%		
	Trauma	1	4%		
	Unfit / unsafe housing condition	2	8%		
		25	100%	25	9

14.3) Was your most recent housing loss related to an eviction? (can be either a formal or informal eviction).

- Of those who responded:
 - 46% (12) of respondents said yes
 - o 42% (11) of respondents said no
 - 8% (2) of respondents declined to answer
 - 4% (1) of respondents did not answer

14.4) How long ago did that happen (that you lost your housing most recently)? [Best

estimate.] [This open-ended question features provided categories, and surveyors choose the ones most aligned with the respondents' answers. These responses aid in understanding the pathways to homelessness in the community and identifying potential areas for interventions to prevent homelessness. If the reason is unclear, interviewers should follow up with the respondent, such as asking for details if eviction is mentioned. (ESDC, 2019)]

• Answered varied between **1 day ago** and **2,190 days ago**, with 77% (20) of respondents answering, while 19% (5) of respondents were unclear/blank responses, and 4% (1) of respondents declined to answer.

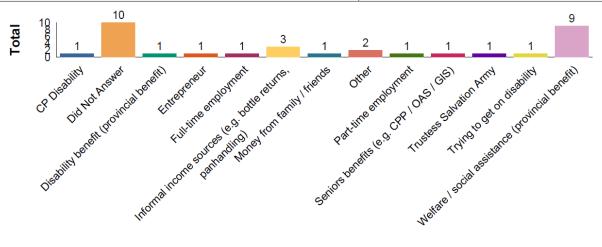
14.5) Duration:

	Total	
Did Not Answer	6	23%
1 day(s)	1	4%
2 day(s)	1	4%
26 day(s)	1	4%
30 day(s)	2	8%
60 day(s)	2	8%
120 day(s)	1	4%
150 day(s)	2	8%
240 day(s)	1	4%
300 day(s)	1	4%
365 day(s)	1	4%
390 day(s)	1	4%
540 day(s)	1	4%
730 day(s)	1	4%
1,095 day(s)	3	12%
2,190 day(s)	1	4%
Total	26	100%
	Total	
Average / Moyenne		433.45
Median		195.00
Minimum		1.00
Maximum		2,190.00

15.1) What are your sources of income? [Reminder that this survey is anonymous. Read the list and select all that apply.] [This open-ended question includes provided categories such as employment-related, informal sources (e.g., bottle returns), tax benefits, and family and friends. The purpose is to identify the supports being accessed and those that are not, offering insights into whether specific groups, like homeless seniors, are accessing programs like Old Age Security or the Guaranteed Income Supplement. (ESDC, 2019)]

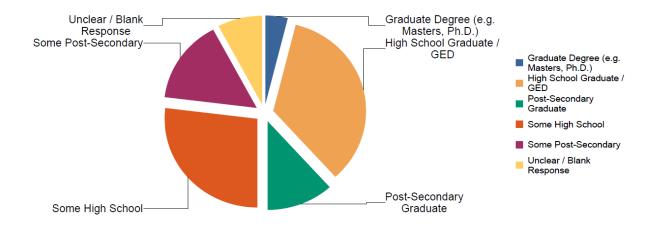
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			Total		
Answered	CP Disability	1	6%		
	Disability benefit (provincial benefit)	1	6%		
	Entrepreneur	1	6%		
	Full-time employment	1	6%		
	Informal income sources (e.g. bottle re	3	19%		
	Money from family / friends	1	6%		
	Other	2	13%		
	Part-time employment	1	6%		
	Seniors benefits (e.g. CPP / OAS / GIS	1	6%		
	Trustess Salvation Army	1	6%		
	Trying to get on disability	1	6%		
	Welfare / social assistance (provincial	9	56%		
	Total	16	100%	16	62%
Did Not Answer	Did Not Answer				
	Total			10	38%
Total	1			26	100%



COH SURVEY QUESTIONS

- 1.1) What is the highest level of education you completed?
 - Of those who responded:
 - o 35% (9) of the respondents said they had a High School Diploma/GED
 - o 27% (7) of the respondents said they had Some High School
 - o 15% (4) of the respondents said they had Some Post-Secondary
 - o 12% (3) of the respondents said they had a Post Graduate Degree
 - o 8% (2) of the respondents had unclear/blank responses
 - o 4% (1) of the respondents said they had a Graduate degree (e.g., Masters, Ph.D.)

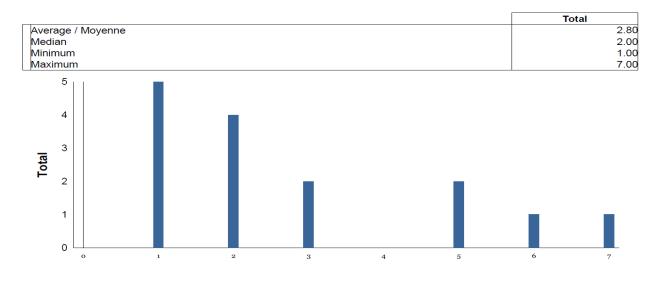


2.1) In the past year (12 months), have you been to an emergency room? [Ask respondents to give their best estimate.]

• 62% (16) of the 26 participants responded yes, while 31% (8) said no, and 8% (2) were unclear/blank responses.

2.2) Number of times in an emergency room

- Of those who responded:
 - o 42% (11) Did not respond
 - o 19% (5) responded 1 time
 - o 15% (4) responded 2 times
 - o 8% (2) responded 3 times
 - o 8% (2) responded 5 times
 - o 4% (1) responded 6 times
 - o 4% (1) responded 7 times



2.3) In the past year (12 months), have you been hospitalized? [Best estimate.]

• **35% (9) of the 26 participants responded yes,** while 38% (10) said no, and 27% (7) were unclear/blank responses.

2.4) Number of times hospitalized

• 19% (5) of the participants responded that they had been hospitalized once, while 8% (2) said they had been hospitalized twice, and 4% (1) stated they had been hospitalized fives times.

	Total
Average / Moyenne	1.75
Median	1.00
Minimum	1.00
Maximum	5.00

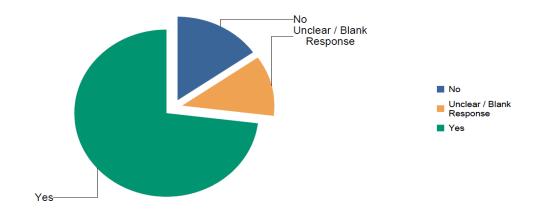
2.5) Total days you have spent hospitalized

- Of those who responded:
 - 14 days 8% (2) of the respondents
 - 60 days 4% (1) of the respondents
 - 42 days 4% (1) of the respondents
 - 21 days 4% (1) of the respondents
 - 10 days 4% (1) of the respondents
 - 6 days 4% (1) of the respondents
 - 3 days 4% (1) of the respondents

	Total
Average / Moyenne	21.25
Median	14.00
Minimum	3.00
Maximum	60.00

2.6) In the past year (12 months), have you interacted with police (Tickets, arrests, searches)? [Best estimate.]

- 73% (19) of the participants responded yes
- o 15% (4) of the participants responded no
- o 12% (3) of the participants responded unclear/blank responses



2.7) Number of times interacted with police

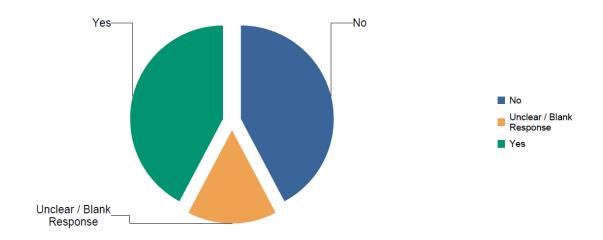
- Of the 26 participants:
 - o 38% (10) of the participants did not answer
 - 15% (4) of the participants said three times
 - 8% (2) of the participants said ten times
 - 8% (2) of the participants said two times
 - o 8% (2) of the participants said five times
 - 4% (1) of the participants said twenty-fives times
 - 4% (1) of the participants said twenty-three times
 - 4% (1) of the participants said eight times
 - 4% (1) of the participants said once
 - 4% (1) of the participants said none

	Total
Average / Moyenne	7.19
Median	4.00
Minimum	0.00
Maximum	25.00

2.8) In the past year (12 months), have you been to prison/jail? [Best estimate.]

• Of the 26 participants:

- o 42% (11) responded yes
- o 42% (11) responded no
- o 15% (4) were unclear/blank responses



2.9) Number of times to prison/jail

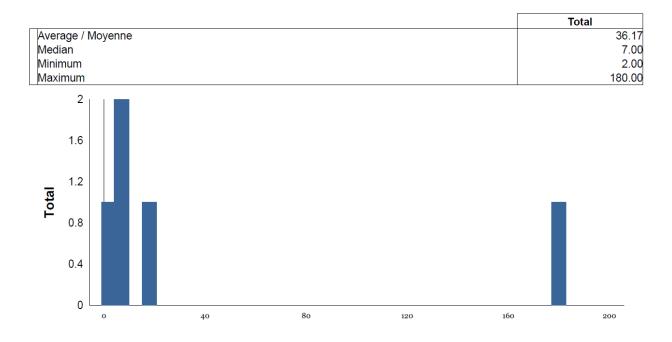
- Of the 26 participants:
 - o 69% (18) did not answer
 - o 12% (3) responded 1 time
 - o 12% (3) responded 2 times
 - 4% (1) responded 7 times
 - o 4% (1) responded 10 times

	Total
Average / Moyenne	3.25
Median	2.00
Minimum	1.00
Maximum	10.00

2.10) Total days you have spent in prison/jail?

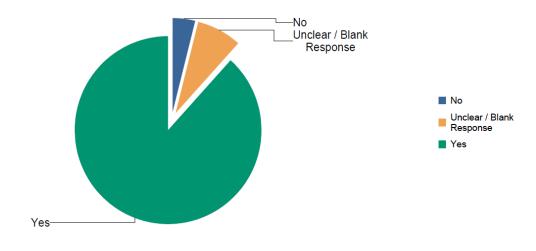
• Of the 26 participants:

- o 77% (20) did not answer
- o 8% (2) responded 7 days
- 4% (1) responded 180 days
- o 4% (1) responded 18 days
- o 4% (1) responded 3 days
- o 4% (1) responded 2 days



3.1) Do you want to get into permanent housing?

- Of the 26 participants:
 - o 88% (23) responded yes
 - o 8% (2) responded unclear/blank responses
 - o 4% (1) responded no

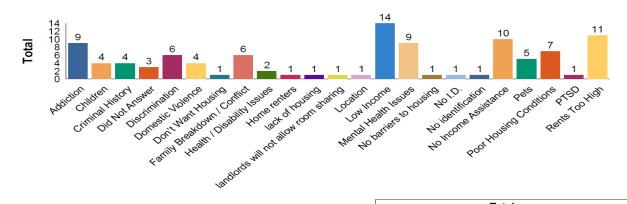


4.1) What challenges or problems have you experienced when trying to find housing? [Select all that apply.]

- Of the 26 participants:
 - o 88% (23) of the participants answered
 - o 12% (3) unclear/blank responses

4.2) Select all that apply

- Top Five Issues:
 - 1. Low Income 61% (14 people)
 - 2. Rents too high 48% (11 people)
 - 3. No Income Assistance 43% (10 people)
 - 4. Addiction 39% (9 people)
 - 5. Mental Health Issues 39% (9 people)



			Total		
Answered	Addiction	9	39%		
	Children	4	17%		
	Criminal History	4	17%		
	Discrimination	6	26%		
	Domestic Violence	4	17%		
	Don't Want Housing	1	4%		
	Family Breakdown / Conflict	6	26%		
	Health / Disability Issues	2	9%		
	Home renters	1	4%		
	lack of housing	1	4%		
	landlords will not allow room sharing	1	4%		
	Location	1	4%		
	Low Income	14	61%		
	Mental Health Issues	9	39%		
	No barriers to housing	1	4%		
	No I.D.	1	4%		
	No identification	1	4%		
	No Income Assistance	10	43%		
	Pets	5	22%		
	Poor Housing Conditions	7	30%		
	PTSD	1	4%		
	Rents Too High	11	48%		
	Total	23	100%	23	88%
Did Not Answer	Did Not Answer				
	Total			3	12%
Total				26	100%

5.1) In what language do you feel best able to express yourself?

- Of those who responded:
 - o 85% (22) English
 - o 8% (2) neither [4% (1) Japanese & 4% (1) Hindu]
 - o 8% (2) unclear/blank responses

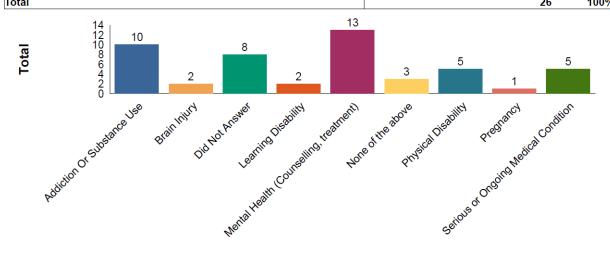
6.1) I am going to read a list of services that you may or may not need. Let me know which of these apply to you. Do you have a need for services related to: [Read categories, select all that apply]

- Of the 26 participants:
 - o 69% (18) answered yes
 - o 19% (5) unclear/blank responses
 - \circ 12% (3) none of the above

6.2) Select all that apply

- TOP FOUR:
 - 1. 72% (13) Mental Health (Counselling, treatment etc.)
 - 2. 56% (10) Addiction or Substance Use
 - 3. 28% (5) Serious or ongoing medical conditions
 - 4. 28% (5) Physical disability

			Total		
Answered	Addiction Or Substance Use	10	56%		
	Brain Injury	2	11%		
	Learning Disability	2	11%		
	Mental Health (Counselling, treatment	13	72%		
	None of the above	3	17%		
	Physical Disability	5	28%		
	Pregnancy	1	6%		
	Serious or Ongoing Medical Condition	5	28%		
	Total	18	100%	18	69%
Did Not Answer	Did Not Answer				
	Total			8	31%
Total				26	100%



SASK SPCA QUESTIONS:

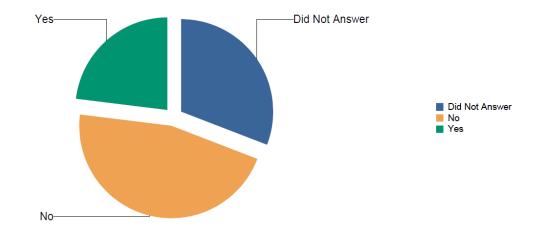
1. a) Are you the primary caregiver of any pets right now? Of the 26 participants, 85% (22) responded no, while 8% (2) responded yes, and another 8% (2) did not answer.

1. b) If so, how many pets do you have now____? Three participants reported they had one pet.

1. c) What kind of animals are they? 1 Cat, 1 Dog and one Python.

2) In the last year, has your pet been a barrier to housing, emergency shelter, or other services for you?

- Of the 26 participants:
 - o 46% (12) responded NO
 - o 23% (6) responded YES
 - o 31% (8) Did not answer



3) In the last year, have you had to rehome, surrender, or give away a pet due to housing or other concerns?

- Of the 26 participants:
 - o 77% (20) did not answer
 - 12% (3) responded that they had to rehome
 - o 12% (3) responded that they had to give away

COMMUNITY SURVEY RESULTS

COMPARISON OF THOSE EXPERIENCING HOMELESSNESS AND THE GENERAL PUBLIC PERCEPTIONS OF HOMELESSNESS & COMMUNITY SUPPORTS

These questions were modelled after the Saskatoon 2022 PiT Count and tailored for our community. They were posed to all individuals captured on the day of the count, aiming to gauge public awareness and perceptions. A total of 91 residents not experiencing homelessness participated.

The findings underscore the community's familiarity with organizations supporting individuals facing homelessness in Moose Jaw. The most recognized entities were Riverside Mission/Souls Harbour (42.7%), Salvation Army (23.6%), John Howard Society (21.3%), Moose Jaw Transition House (15.7%), and Local Churches (13.5%), while 27% indicated they did not know (Table A). In contrast (TABLE B), among the 26 participants experiencing homelessness, 15 responded. The leading locations identified were John Howard Society (27%), Riverside Mission/Souls Harbour, Ministry of Social Services, Moose Jaw Transition House, and Local Churches, all tied at 20%.

ORGANIZATIONS	Number Responses	Percentage
Community Paramedics (Medavie Health)	1	1.10%
Depot Clinic (CVC Urgent Care)	2	2.20%
Harm Reduction (CVC Urgent Care)	1	1.10%
Hunger in Moose Jaw	4	4.50%
Local Churches	12	13.50%
John Howard Society	19	21.30%
Moose Jaw Food Bank	6	6.70%
Moose Jaw Multicultural Council Inc.	2	2.20%
Moose Jaw Public Library	3	3.40%
Mental Health & Addictions (SHA)	3	3.40%
Ministry of Social Services	6	6.70%
Moose Jaw Housing Authority	9	10.10%
Moose Jaw Transitional Housing	14	15.70%
PACT Team (MJ Police)	2	2.20%
Police	3	3.40%
Salvation Army	21	23.60%
Riverside Mission/Souls Harbour	38	42.70%

Table A. Public awareness of organizations that help persons experiencing homelessness.89Responses.

Southern Plains Métis Local #160	1	1.10%
Square One Community Inc.	9	10.10%
Thundercreek Rehabilitation Centre (Detox) (SHA)	1	1.10%
Wakamow Aboriginal Community Association (WACA)	1	1.10%
Other	1	16.90%
Don't Know	24	27.00%
Decline to Answer	1	1.10%

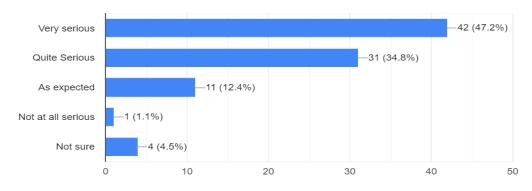
TABLE B. Persons experiencing homelessness are aware of organizations that help persons experiencing homelessness. Fifteen responded, and eleven declined to answer.

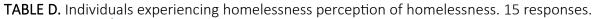
ORGANIZATIONS	Number Responses	Percentage
Community Paramedics (Medavie Health)	1	7.00%
Depot Clinic (CVC Urgent Care)	1	7.00%
Harm Reduction (CVC Urgent Care)	1	7.00%
Hunger in Moose Jaw	1	7.00%
Local Churches	3	20.00%
John Howard Society	4	27.00%
Moose Jaw Food Bank	2	13.00%
Ministry of Social Services	3	20.00%
Moose Jaw Transitional Housing	3	20.00%
Police	2	13.00%
Salvation Army	2	13.00%
Riverside Mission/Souls Harbour	3	20.00%
Thundercreek Rehabilitation Centre (Detox) (SHA)	1	7.00%
Other	1	7.00%
Don't Know	4	27.00%
Decline to Answer	11	42.00%

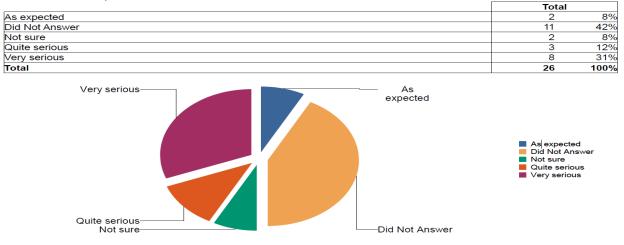
When asked whether homelessness is an issue in Moose Jaw (Table C), 47.2% of the public said that homelessness was a "very serious" matter, and 34.8% felt it was "quite serious." In comparison, of those experiencing homelessness, 31% thought it was "very serious," and 12% felt it was "quite serious" (TABLE D).

TABLE C. Public perception of homelessness. 89 responses.

89 responses







Public perceptions of the primary reasons for homelessness were identified as addiction (60.20%) and a lack of affordable housing (29.5%) (Table E). In contrast, individuals experiencing homelessness ranked lack of affordable housing (40%) and physical and mental health issues (40%) as their top two contributing factors (Table E).

The public's "other responses" included social and familial issues (38.9%), lack of affordable/stable income (35.2%), inadequate government support (22.2%), personal choice (11.1%), lack of education (5.6%), violence/abuse (3.7%), multiple factors (3.7%), violence (3.7%), damage deposit (1.9%), and children (1.9%). While percentages for individuals experiencing homelessness were not provided, their "other responses" included difficulties finding housing due to discrimination based on income assistance, high rent, a limited housing market and location, financial constraints, personal choices, pet ownership, familial breakdown, social dynamics, and hierarchical systems.

TABLE E.

Main reasons people experience homelessness	Number Responses	Persons Experiencing Homelessness	Number Responses	Public perception
Addiction	8	23.00%	50	60.20%
Lack of affordable housing	6	40.00%	26	29.50%
Physical or mental health	6	40.00%	21	23.90%
Criminal record	4	27.00%	4	4.50%
Discrimination	4	27.00%	5	5.70%
lack of employment	2	13.00%	17	19.30%
Lack of reference	1	7.00%	2	2.30%
Unsafe housing	1	7.00%	2	2.30%
Other	6	40.00%	56	63.60%
Total	15		88	

Regarding the perception of those most at risk for experiencing homelessness, the results truly captured everyone and anyone, see Table F and Table G.

TABLE F. Public perception of most at risk of experiencing homelessness.
 78 responses.

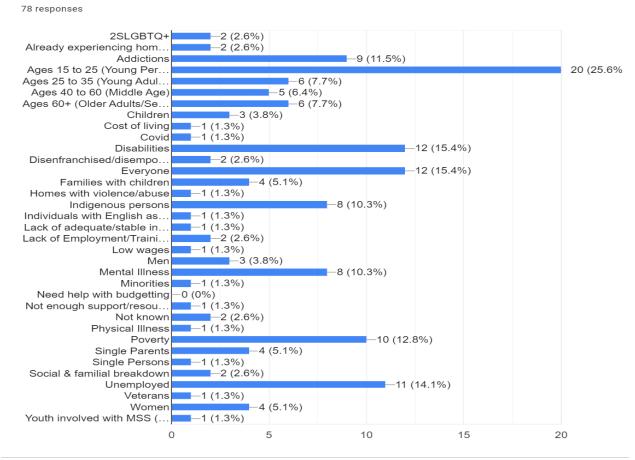
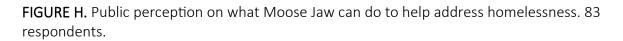


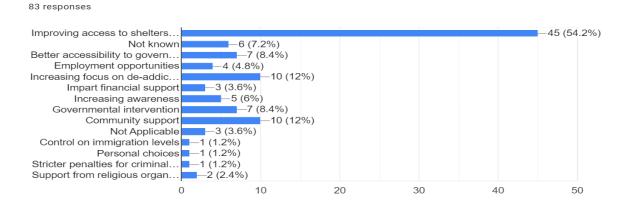
TABLE G. Those Experiencing Homelessness perception of most at risk of experiencing homelessness. 15 Responses.

Most at Risk	Number Responses	Persons Experiencing Homelessness
All the Above (everybody)	3	20.00%
Addictions	3	20.00%
Students	2	13.00%
Unemployed	4	27.00%
Women	2	13.00%
Disabilities	2	13.00%
Other: Children and mothers; mental health; people with pets; discrimination; difficulty finding jobs; employers do not give enough hours; domestic violence; youth, single families.		

Finally, individuals experiencing homelessness proposed various solutions or areas to address homelessness, including increased availability of affordable housing, particularly in specific locations, more housing options for students, short-term housing solutions, services to assist ESL individuals in finding housing, measures to prevent landlords from rejecting those on income support, enhanced and expanded support services for those facing challenges, assistance with education, support for familial relationships, and the creation of more job opportunities. Some individuals also perceived that newcomers to the country receive more support than those born locally.

In contrast, the public's predominant view was a pressing need for improved access to shelters (54.2%), as depicted in Figure H.





SUMMARY OF PIT SURVEY & COMMUNITY FINDINGS:

The data provided includes detailed survey responses on homelessness, covering various aspects such as demographics, experiences, challenges, and perceptions. This summary provides an overview of the extensive survey data, highlighting key points for further analysis and consideration. Below is a summary of key findings from the survey created by ChatGPT:

Demographics:

- 1. Family Composition:
 - 85% of respondents did not have family members staying with them.
 - 15% reported having family members with them, including one female child aged 9, 10, 12, 15, and 16.

2. Age and Birth Year:

- Respondents' ages ranged from 17 to 61.
- Common ages were 29, 39, 24, and 45.
- The first experience of homelessness varied from 0 to 57 years, with one respondent claiming to be born in a park.

3. Homelessness Duration:

- 42% experienced homelessness for the entire last year.
- 58% experienced homelessness at least once in the past year.
- 54% reported experiencing homelessness for about half or more of the past three years.
- 4. Shelter Utilization:
 - 54.2% of the public felt improved shelter access was a pressing need.
- 5. Immigration Status:
 - 22 respondents were not applicable.
 - 2 identified as immigrants, 1 as a refugee, and 1 as an international student.
- 6. Community Duration:
 - 73% of respondents had been in the community for a limited time.

7. Indigenous Identity:

- 54% did not identify as Indigenous.
- 12% identified as First Nation, and 4% had Indigenous ancestry.
- Specific communities mentioned: Kawacatoose First Nation, Sakimay First Nation, and Standing Buffalo First Nation.

Health and Well-being:

- 8. Health Challenges:
 - Mental health issues were reported by 69% of respondents.
 - 58% reported substance use issues.
 - 54% had experienced hospitalizations at least once in the past year.
- 9. Military Service:
 - 81% had not served in the Canadian Military or RCMP.
- 10. Foster Care Background:
 - 62% had not been in foster care or youth group homes.

Housing and Homelessness Causes:

11. Reasons for Recent Homelessness:

- Not enough income for housing (24%) and substance use issues (24%) were the top causes.
- 12. Housing Loss:
 - 46% experienced eviction as the cause of their most recent housing loss.
- 13. Desire for Permanent Housing:
 - 88% expressed a desire to get into permanent housing.
- 14. Challenges in Finding Housing:
 - Top challenges included low income (61%), high rents (48%), and no income assistance (43%).

General Public Perceptions:

15. Public Awareness of Organizations:

• Riverside Mission/Souls Harbour (42.7%) and Salvation Army (23.6%) were well-recognized by the public.

16. Perceptions of Homelessness:

- 47.2% of the public viewed homelessness as a very serious issue.
- 31% of individuals experiencing homelessness shared this perception.

$17.\ensuremath{\,\text{Perceived}}$ Causes of Homelessness:

• Addiction (60.2%) was the top cause, according to the public, while individuals experiencing homelessness cited a lack of affordable housing (40%) and health issues (40%).

18. Most at Risk of Homelessness:

- The public identified everyone as at risk, with no specific group standing out.
- Individuals experiencing homelessness also perceived everyone as at risk.

19. Solutions Proposed by Those Experiencing Homelessness:

• More affordable housing, housing for students, short-term options, ESL assistance, preventing landlord rejections, increased support services, education support, family assistance, and job creation were suggested.

20. Public Perception of Solutions:

• 54.2% of the public believed improved shelter access was a pressing need.

(ChatGPT, 2023)

VOLUNTEER FEEDBACK SUMMARY:

A volunteer survey was conducted to gather feedback from 21 out of 55 volunteers who participated in the Point-in-Time (PiT) Count. The survey covered various aspects of the count. It included questions about the timing of the count, the number and location of satellite stations, team size, preference for Magna Events or utilizing current meal programs, suggestions for honoraria, training feedback, improvements, and overall experience. Here is a quick summary created by ChatGPT:

Key Findings:

- 1. Timing and Locations:
 - Questions were asked about the preferred time for the count (day, evening, weekday, or weekend).
 - Suggestions were made to have more satellite stations, and some volunteers recommended locations based on their experiences, suggesting sites like Crescent Park, Old Mosaic Place, various churches, social halls, a library, and Joe's Place.

2. Team Structure:

- 81% preferred teams of three, while 19% preferred two.
- 3. Magna Event vs. Current Meal Programs:
 - Approximately 40% favoured using current meal programs, citing concerns about the cost of Magna Events.
 - Around 38% supported Magna Events, with suggested locations for such events.

4. Honoraria Suggestions:

• Various suggestions were made for honoraria, including food vouchers, granola bars, resources, toiletries, socks, tuques, coffee vouchers, bus vouchers, and more.

5. Training Feedback:

- 85.7% found the training perfect, while 28.6% suggested a virtual option.
- Some respondents sought help with tally sheets and an option to practice the surveys.

6. Improvements and Suggestions:

• Some volunteers had no suggestions, while others recommended organizing an icebreaker, creating an Advisory Committee, providing non-perishable food, and hosting a Magna event before the count.

7. PiT Count Experience:

- 38.1% rated the experience 10/10, 33.3% rated it 8/10, and 19% rated it 9/10.
- Suggestions for improvement included cooler weather and finding ways to increase participation.

8. Interest in Future Participation:

• 100% of respondents expressed interest in participating again.

9. Community Survey Recommendations:

• Two new suggestions were made regarding the community survey, focusing on feedback on food security.

10. Additional Feedback:

 Volunteers expressed gratitude for coordinating the count and suggested improvements, such as including LGBTQ2S+ pins for safety and addressing concerns about the length and intrusiveness of specific survey questions. (ChatGPT, 2023)

In conclusion, most volunteers had a positive experience and expressed a willingness to participate in future counts, with constructive feedback provided for potential improvements.

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UNSHELTERED SURVEY			
Location:		_ Time:	AM/PM
Interviewer:		Contact #:	
C. Where are you staying tonight	? / Where did you stay last night?		
a. DECLINE TO ANSWER	Figure 2. THANK & ask if they will do the	e Community Surv	ev-last page
b. OWN APARTMENT / HOUSE	_ •		, , , , ,

D. OWN APARTMENT / HOUSE				
 c. d. SOMEONE ELSE'S PLACE e. MOTEL/HOTEL (SELF FUNDED) f. HOSPITAL g. TREATMENT CENTRE JAIL, PRISON, REMAND CENTRE 	 C1. Do you have access to a permanent residence where you can safely stay as long as you want? a. Yes [THANK & ask if they will do the Community Survey-last page] b. No (not permanent AND/OR not safe) [BEGIN SURVEY] c. Don't Know [BEGIN SURVEY] d. Decline to answer [THANK & ask if they will do the Community Survey last pg 			
 h. HOMELESS SHELTER (EMERGENCY, FAMIL i. HOTEL/MOTEL (FUNDED BY CITY OR HOW j. TRANSITIONAL SHELTER/HOUSING k. UNSHELTERED IN A PUBLIC SPACE (E.G., S OR ABANDONED BUILDING) l. ENCAMPMENT (E.G., GROUP OF TENTS, N LONG-TERM OUTDOOR SETTLEMENT) m. VEHICLE (CAR, VAN, RV, TRUCK, BOAT) n. UNSURE: INDICATE PROBABLE LOCATION 	IELESS PROGRAM) TREET, PARK, BUS SHELTER, FOREST, IAKESHIFT SHELTERS, OR OTHER	_ [BEGIN SURVEY]		

1. Have you spent at least one night in any of the following locations in the past year? (Check all that apply)

□ DON'T KNOW

□ DECLINE TO ANSWER

HOMELESS SHELTER (emergency, family, or domestic violence shelter)	HOSPITAL OR OTHER HEALTH FACILITY
HOTEL/MOTEL (funded by city or homeless program)	JAIL, PRISON, OR OTHER CORRECTIONAL
TRANSITIONAL SHELTER/HOUSING	FACILITY

- UNSHELTERED IN A PUBLIC SPACE (e.g., street, park, bus shelter, forest, or abandoned building)
 ENCAMPMENT (a.g., group of banta product if the large spatial is a strength of the large spatial is a str
- ENCAMPMENT (e.g., group of tents, makeshift shelters, or other long-term outdoor settlement)
- \Box VEHICLE (Car, van, RV, truck, boat)
- □ SOMEONE ELSE'S PLACE BECAUSE YOU HAD NOWHERE ELSE TO GO

1b. If you haven't stayed in a homeless shelter in the past year, what are the main reasons? (Do not read categories; check all that apply)

TURNED AWAY (SHELTERS ARE FULL) FEAR FOR SAFETY OTHER:			
	□ TURNED AWAY (SHELTERS ARE FULL)	FEAR FOR SAFETY	□ OTHER:
□ TURNED AWAY (BANNED) □ BED BUGS & OTHER PESTS □ DUN T KNOW	TURNED AWAY (BANNED)	BED BUGS & OTHER PESTS	
□ LACK OF TRANSPORTATION □ CROWDED □ DECLINE TO ANSWER	□ LACK OF TRANSPORTATION		□ DECLINE TO ANSWER

2. Do you have family members or anyone else who is staying with you tonight? / Did any family members or anyone else stay with you last night? [Check all that apply]

NONE		 OTHERS (Can include other family or friends) 							
PARTNER		DECLINE TO ANSWER							
CHILD(REN)/DEPENDENT(S)		1	2	3	4	5	6	7	8
[indicate age for each child/dependent]	AGE								

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

O AGEOR YEAR BORN O DON'T KNOW	O DECLINE TO ANSWER
--	---------------------

➔ For this survey, "homelessness" means any time you have been without a permanent and secure place to live, including sleeping in shelters, on the streets, or living temporarily with others without having permanent housing (e.g., couch surfing).

4a. In total, how <u>much time</u> have you experienced homelessness over the PAST YEAR (the last 12 months)? [Does not need to be exact. Best estimate.]

0	LENGTH DAYS V	VEEKS MOI	NTHS	0	DON'T KNOW	1	0	DECLINE TO ANSWER
4b.	. In total <i>, how <u>much time</u> have [Does not need to be exact. Be</i>			omelessi	ness over th	ne PA	ST 3 YEAR	RS?
0	LESS THAN HALF O	ABOUT HAL	_	e o	DON'T KNOW	/	0	DECLINE TO ANSWER
4c.	In total, how many <u>different t</u> months)? [Best estimate.]	i <u>mes</u> have	you expe	rienced	homelessn	ess o	ver the P	AST YEAR (the past 1
0	NUMBER OF TIMES[Ir	cludes this ti	ime]	0	DON'T KNOV	N	0	DECLINE TO ANSWER
5.	How old were you the first tim	e you exp	erienced	homeles	sness?			
0	AGE	O DOM	I'T KNOW			0	DECLINE TO	ANSWER
	Did you come to Canada as an after coming to Canada), or on	-	-	-	e claimant (i.e., a	applied fo	r refugee status
0	YES, IMMIGRANT		If YES:	How lor	ig have you	bee	n in Canao	da?
0	YES, REFUGEE							MONTHS YEARS
0	YES, REFUGEE CLAIMANT IN CANAD						_/ı	DAY / MONTH / YEAR
0	YES, TEMPORARY FOREIGN WORKE				r know			
0	YES, OTHER WORK PERMIT			o decli	NE TO ANSWE	ER		
0	YES, STUDY PERMIT							
0	YES, TEMPORARY RESIDENT							
0	YES, OTHER (including undocument NO	ea)>						
0	NO DON'T KNOW							
0	DECLINE TO ANSWER							
0	. Are you a Canadian Citizen? YES							
				T KNOW NE TO ANS				
0	NO, PERMANENT RESIDENT NO, OTHER		O DECLI	NE TO AN.	DVVLN			
7. ł	How long have you been in Mo	ose Jaw?						
0	LENGTHDAYS / WEEKS / MONT		O ALWA	YS BEEN H	ERE O D	ON'T	KNOW (DECLINE TO ANSWER
Ø	Where did you live O CIT	Y:		PRO	/INCE/TERRIT	ORY/	COUNTRY:	
Be	efore you came here? O DEC	CLINE TO ANS	SWER					
<u>7</u> b.	. What is the main reason you	came to M	loose Jav	/? [<mark>Do no</mark>	ot read cate	gorie	<mark>es;</mark> select o	one]
0	TO ACCESS EMERGENCY SHELTER(S)	0	EMPLOY	MENT (SEE	KING)	0	RECREATIO	N/SHOPPING
0	TO ACCESS SERVICES AND SUPPORT	s o	EMPLOY	MENT (SEC	URED)	0	OTHER:	
0	FAMILY MOVED HERE	0	ΤΟ ΑΤΤΕΙ	ND SCHOO	L	0	DON'T KNO	W
0	TO VISIT FRIENDS/FAMILY	0	FEAR FOR	R SAFETY		0	DECLINE TO) ANSWER
0	TO FIND HOUSING							

3a. Do you identify as First Nations (with or without state	<u>us), Mé</u>	etis, or Inu	iit? [If yes, pleas	e specify]
OYES, FIRST NATIONSOYES, MÉTISOYES, INUITOINDIGENOUS ANCESTRY	0 0	NO DON'T KN		ECLINE TO ANSWER
b. In <i>addition</i> to your response to the question above, d	lo you i	identify v	vith any of the	racial identities liste
below? [Show or Read list. Select all that apply]				
□ IDENTIFY AS INDIGENOUS ONLY □			e.g., Ghanaian, Et	
 ARAB (e.g., Syrian, Egyptian, Yemeni) ASIAN-EAST (e.g., Chinese, Korean, Japanese) 		n, Afro-Bra		-LATINX (e.g., Jamaican,
 ASIAN-EAST (e.g., Chinese, Korean, Japanese) ASIAN- SOUTH-EAST (e.g., Filipino, Vietnamese, 		-		exican, Chilean, Cuban)
Cambodian, Malaysian, Laotian)				rainian, Euro-Latinx)
□ ASIAN-SOUTH OR INDO-CARIBBEAN (e.g., Indian, □			ASE SPECIFY):	
Pakistani, Sri Lankan, Indo-Guyanese, Indo-Trinidadian) 🛛		T KNOW	,	
□ ASIAN-WEST (e.g., Iranian, Afghan) □	DECLI	NE TO ANS	WER	
BLACK-CANADIAN/AMERICAN				
c. Which Indigenous community are you from?				
COMMUNITY / RESERVE NAME	0 D(ON'T KNOW	0	DECLINE TO ANSWER
[Military includes Canadian Navy, Army, and Air Force, Regulation P YES, MILITARY O BOTH MILITARY AND RO O YES, RCMP			O DON'T KNOW	 ,
^o YES, RCMP ^o NO			 DECLINE TO A 	INSWER
As a child or youth, were you ever in foster care or a y	outh g	roup hom	ne?	
° YES ° NO	<u>о</u> р	ON'T KNOV	, 0	DECLINE TO ANSWER
			·	
b. Approximately how long after leaving foster care/grows and the second secon	oup ho	me did yo	u become hom	neless?
O LENGTH DAYS / WEEKS / MONTHS / YEARS	O DO	ON'T KNOW	° C	ECLINE TO ANSWER
c. Do you feel that Child Protection Services was helpful ter care/group home?	in trar	nsitioning	you to indepe	ndence after leaving
° YES [°] NO	^O D	ON'T KNOV	/ ⁰ D	DECLINE TO ANSWER
Do you identify as having any of the following health c	hallen	ges at thi	s time:	
HEALTH CHALLENGES	YES	NO	DON'T KNOW	DECLINE TO ANSWER
LLNESS OR MEDICAL CONDITION [e.g., diabetes, arthritis, TB, or HIV]	0	0	0	0
PHYSICAL LIMITATION [e.g., challenges with mobility, physical abilities, or dexterity]	0	0	0	0
LEARNING OR COGNITIVE LIMITATIONS [e.g., dyslexia, autism spectrum disorder, or because of ADHD]	0	0	0	0
ACQUIRED BRAIN INJURY [e.g., from injury related to an accident, violence, an overdose, stroke, or brain tumour]	0	0	0	0
MENTAL HEALTH ISSUE [diagnosed/undiagnosed] [e.g., depression, post-traumatic stress disorder (PTSD) or bipolar disorder]	0	0	0	0
SUBSTANCE USE ISSUE [e.g., alcohol or opiates]	0	0	0	0
Residential Schools/Intergenerational Trauma	0	0	0	0

12. What gender do you identify with? [Show list or read list.]

OMANOTRANS WOMANOWOMANOTRANS MAN

0

- WOMANoTRANS MANTWO-SPIRIToNON-BINARY (GENDERQUEER)
- NOT LISTED:
 - DON'T KNOW
 - O DECLINE TO ANSWER

13.	How do you describe yo	ur s	exual orientation	n? [S	how list or read list.]		
0	STRAIGHT/HETEROSEXUAL	0	BISEXUAL	0	ASEXUAL	0	NOT LISTED:
0	GAY	0	TWO-SPIRIT	0	QUEER	0	DON'T KNOW
0	LESBIAN	0	PANSEXUAL	0	QUESTIONING	0	DECLINE TO ANSWER

14a. 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. Follow up for the reason if the respondent says "eviction" or that they "chose to leave."]

но	USING AND FINANCIAL ISSUES		CO	NFLICT WITH:	EX	PERIENCED DISCRIMINATION BY:
	NOT ENOUGH INCOME FOR HOUS	ING		SPOUSE / PARTNER		SPOUSE / PARTNER
	(E.G., LOSS OF BENEFIT, INCOME,	OR JOB)		PARENT / GUARDIAN		PARENT / GUARDIAN
	UNFIT/UNSAFE HOUSING CONDIT	ON		LANDLORD		LANDLORD
	BUILDING SOLD OR RENOVATED			OTHER ()		OTHER ()
	OWNER MOVED IN					
ОТ	HER		EX	PERIENCED ABUSE BY:	HE	EALTH OR CORRECTIONS
	COMPLAINT (E.G. PETS/NOISE/DAMA	AGE)		SPOUSE / PARTNER		PHYSICAL HEALTH ISSUE
	LEFT THE COMMUNITY/RELOCATE	D		PARENT / GUARDIAN		MENTAL HEALTH ISSUE
	DEATH OR DEPARTURE OF FAMILY	' MEMBER		LANDLORD		SUBSTANCE USE ISSUE
	OTHER REASON			OTHER ()		HOSPITALIZATION OR TREATMENT
						PROGRAM
						INCARCERATION (JAIL OR PRISON)
				DON'T KNOW		DECLINE TO ANSWER
14b.	Was your most recent housi	ng loss re	late	d to an eviction? [Can be ei	ther	a formal or informal eviction]
0	YES O	NO		^O DON'T KNOV	V	O DECLINE TO ANSWER
0	LENGTH DAYS					
	what are your sources of inc	Benefits	minc	fer that this survey is anonym	nous Oth	. Read the list and check all that apply
	FULL TIME EMPLOYMENT		OVM	IENT INSURANCE		MONEY FROM FAMILY/FRIENDS
	PART TIME EMPLOYMENT					OTHER MONEY FROM A SERVICE
	CASUAL EMPLOYMENT (E.G.			(BENEFIT]		AGENCY
	CONTRACT WORK)			-		OTHER:
	INFORMAL INCOME SOURCES			SOCIAL ASSISTANCE [Prov.		
	(E.G. BOTTLE RETURNS,	Benef	-			
	PANHANDLING, SEX WORK)		-	VAC BENEFITS		NO INCOME
						DECLINE TO ANSWER
۱۵ ۱	Nhat is the highest level of a	lucation v	/OU /	completed?		
	What is the highest level of e					
16. \ 0 0	What is the highest level of ea PRIMARY SCHOOL SOME HIGH SCHOOL	o some	E POS	completed? ST SECONDARY DNDARY GRADUATE		NO FORMAL EDUCATIONDON'T KNOW

17. In the past year (12 months), have you: [Ask respondents to give their best estimate]

17. In the past year (12 months), have BEEN TO AN EMERGENCY ROOM	e you: [Ask resp	Y N	_
BEEN HOSPITALIZED		Y N	#Times #Times
		YIN	
→DAYS YOU HAVE SPENT HOSPITALIZED			Days Total
INTERACTED WITH POLICE (<i>Tickets, arrests,</i>	searches)	YN	#Times
BEEN TO PRISON/JAIL		YN	#Times
→DAYS YOU HAVE SPENT IN PRISON/JAI	L		Days Total
18. Do you want to get into permaner	nt housing?		
° YES ° NO)	O DON'T KNOW	O DECLINE TO ANSWER
19. What challenges or problems have	e you experienc	ed when trying to fin	d housing? [Select all that apply]
	MENTAL HE	ALTH ISSUES	
□ NO INCOME ASSISTANCE	□ ADDICTION		DON'T WANT HOUSING
RENTS TOO HIGH	FAMILY BRE	AKDOWN/CONFLICT	□ OTHER:
POOR HOUSING CONDITIONS	CRIMINAL F	IISTORY	NO BARRIERS TO HOUSING
	PETS		DECLINE TO ANSWER
HEALTH/DISABILITY ISSUES	□ CHILDREN		
20. In what language do you feel best	abla ta avaraca	vourcolf2	
• ENGLISH • NO PREF	-	yoursen:	o DON'T KNOW
o FRENCH O NEITHER	R (please specify)		 DECLINE TO ANSWER
you have a need for services relat SERIOUS/ONGOING MEDICAL CONDITION ADDICTION OR SUBSTANCE USE MENTAL HEALTH (Counselling, treatment)	DN	egories, select all that PHYSICAL DISABILITY EARNING DISABILITY BRAIN INJURY	t apply] PREGNANCY NONE OF THE ABOVE DECLINE TO ANSWER
22. Are you the primary caregiver of a	ny pets right now	?	
□ YES □ NO			
			we they?
If so, how many pets do you have n	low, and	what kind of animals a	re they?
23. In the last year, has your pet been Examples: (You can't find pet-friend outside with your dog on cold winte	dly rental housing	The emergency shelte	· · · · · · · · · · · · · · · · · · ·
□ YES □ NO			
 24. In the last year, have you had to re Rehome Surrender Give away 	home, surrender	, or give away a pet du	e to housing or other concerns?

SHELTERED SURVEY			
Location:		Time:	AM/PM
Interviewer:		Contact #:	
C. Where are you staying ton	ight? / Where did you stay last night?		
a. DECLINE TO ANSWER	FINANK & ask if they will do t	the Community Surve	y-last page

b. OWN APARTMENT / HOUSE		inty Survey-last page]	
 c. d. SOMEONE ELSE'S PLACE e. MOTEL/HOTEL (SELF FUNDED) f. HOSPITAL g. TREATMENT CENTRE JAIL, PRISON, REMAND CENTRE 	C1. Do you have access to a permanent residence where you can safely stay as long as you want? a. Yes [THANK & ask if they will do the Community Survey-last page] b. No (not permanent AND/OR not safe) [BEGIN SURVEY] c. Don't Know [BEGIN SURVEY] d. Decline to answer [THANK & ask if they will do the Community Survey-last pg]		
 i. HOTEL/MOTEL (FUNDED BY CITY j. TRANSITIONAL SHELTER/HOUSIN k. UNSHELTERED IN A PUBLIC SPAC OR ABANDONED BUILDING) 	G E (E.G., STREET, PARK, BUS SHELTER, FOREST, TENTS, MAKESHIFT SHELTERS, OR OTHER IENT) BOAT)	_ [BEGIN SURVEY]	

1. Have you spent at least one night in any of the following locations in the past year? (Check all that apply)

□ NO □ DO

DON'T KNOW

DECLINE TO ANSWER

	HOMELESS SHELTER (emergency, family, or domestic violence shelter)	HOSPITAL OR OTHER HEALTH FACILITY
	HOTEL/MOTEL (funded by city or homeless program)	JAIL, PRISON, OR OTHER CORRECTIONAL
	TRANSITIONAL SHELTER/HOUSING	FACILITY

UNSHELTERED IN A PUBLIC SPACE (e.g., street, park, bus shelter, forest,
or abandoned building)

ENCAMPMENT (e.g., group of tents, makeshift shelters, or other long-
term outdoor settlement)

VEF	IICLE (Car,	van, RV,	truck,	boat)
-----	-------------	----------	--------	-------

□ SOMEONE ELSE'S PLACE BECAUSE YOU HAD NOWHERE ELSE TO GO

1b. If you haven't stayed in a homeless shelter in the past year, what are the main reasons? (Do not read categories; check all that apply)

TURNED AWAY (SHELTERS ARE FULL)	FEAR FOR SAFETY	
TURNED AWAY (BANNED)	BED BUGS & OTHER PESTS	
□ LACK OF TRANSPORTATION		DECLINE TO ANSWER

2. Do you have family members or anyone else who is staying with you tonight? / Did any family members or anyone else stay with you last night? [Check all that apply]

NONE					OTHERS (Ca	n include ot	ther family	or friends)	
PARTNER					DECLINE TO	ANSWER			
CHILD(REN)/DEPENDENT(S)		1	2	3	4	5	6	7	8
[indicate age for each child/dependent]	AGE								

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

O AGEOR YEAR BORN O DON'T KNOW O DECLINE TO ANSWE	ĒR
---	----

➔ For this survey, "homelessness" means any time you have been without a permanent and secure place to live, including sleeping in shelters, on the streets, or living temporarily with others without having permanent housing (e.g., couch surfing).

4a. In total, how <u>much time</u> have you experienced homelessness over the PAST YEAR (the last 12 months)? [Does not need to be exact. Best estimate.]

0	LENGTH DAYS WEEKS MC	NTHS	0	DON'T KNOV	V	O DECLINE	TO ANSWER
4b.	In total, how <u>much time</u> have you expe		homeless	ness over tl	ne P	AST 3 YEARS?	
	[Does not need to be exact. Best estima	te.]					
0	LESS THAN HALF O ABOUT HA	LF OR MC	RE O	DON'T KNOV	V	O DECLINE	TO ANSWER
4c.	In total, how many <u>different times</u> have	you exp	erienced	homelessn	ess	over the PAST YEA	R (the past 12
-	months)? [Best estimate.]					_	
0	NUMBER OF TIMES[Includes this	time]	0	DON'T KNO	W	^O DECLIN	E TO ANSWER
	How old were you the first time you exp	erience	d homeles	sness?			
0	AGEODO	N'T KNOW	1		0	DECLINE TO ANSWEP	R
	Did you come to Canada as an immigran Ifter coming to Canada), or on another t	-	-	e claimant (i.e.,	applied for refuge	ee status
0	YES, IMMIGRANT>	<u>If YES:</u>	How lor	ng have you	ı bee	en in Canada?	
0	YES, REFUGEE>					DAYS WEEKS MONTH	
0	YES, REFUGEE CLAIMANT IN CANADA >						NTH / YEAR
0	YES, TEMPORARY FOREIGN WORKER>			T KNOW			
0	YES, OTHER WORK PERMIT>		O DECLI	NE TO ANSW	ER		
0	YES, STUDY PERMIT>						
0	YES, TEMPORARY RESIDENT>						
0	YES, OTHER (including undocumented)>						
0	NO						
0	DON'T KNOW						
0	DECLINE TO ANSWER						
6b.	Are you a Canadian Citizen?						
0	YES	O DOI	N'T KNOW				
0	NO, PERMANENT RESIDENT	O DEC	LINE TO AN	SWER			
0	NO, OTHER						
<u>7. </u>	low long have you been in Moose Jaw?						
0	LENGTHDAYS / WEEKS / MONTHS / YEARS	° ALW	AYS BEEN H	iere ^o d	ON'T	KNOW ^O DECL	INE TO ANSWER
₿	Where did you live O CITY:		PRO	VINCE/TERRIT	ORY,	COUNTRY:	
Be	fore you came here? O DECLINE TO AN	ISWER					
7b.	What is the main reason you came to N	Aoose Ja	w? [Do no	ot read cate	egori	es; select one]	
0	TO ACCESS EMERGENCY SHELTER(S) O	EMPLO	YMENT (SEE	KING)	0	RECREATION/SHOPP	ING
0	TO ACCESS SERVICES AND SUPPORTS O		YMENT (SEC		0	OTHER:	
0	FAMILY MOVED HERE 0		END SCHOC	-	0		
0	TO VISIT FRIENDS/FAMILY O	FEAR FO	OR SAFETY		0	DECLINE TO ANSWE	R
0	TO FIND HOUSING						

3a. Do you identify as First Nations (with or without state	<u>us), Mé</u>	etis, or Inu	iit? [If yes, pleas	e specify]
OYES, FIRST NATIONSOYES, MÉTISOYES, INUITOINDIGENOUS ANCESTRY	0 0	NO DON'T KN		ECLINE TO ANSWER
b. In <i>addition</i> to your response to the question above, d	lo you i	identify v	vith any of the	racial identities liste
below? [Show or Read list. Select all that apply]				
□ IDENTIFY AS INDIGENOUS ONLY □			e.g., Ghanaian, Et	
 ARAB (e.g., Syrian, Egyptian, Yemeni) ASIAN-EAST (e.g., Chinese, Korean, Japanese) 		n, Afro-Bra		-LATINX (e.g., Jamaican,
 ASIAN-EAST (e.g., Chinese, Korean, Japanese) ASIAN- SOUTH-EAST (e.g., Filipino, Vietnamese, 		-		exican, Chilean, Cuban)
Cambodian, Malaysian, Laotian)				rainian, Euro-Latinx)
□ ASIAN-SOUTH OR INDO-CARIBBEAN (e.g., Indian, □			ASE SPECIFY):	
Pakistani, Sri Lankan, Indo-Guyanese, Indo-Trinidadian) 🛛		T KNOW	,	
□ ASIAN-WEST (e.g., Iranian, Afghan) □	DECLI	NE TO ANS	WER	
BLACK-CANADIAN/AMERICAN				
c. Which Indigenous community are you from?				
COMMUNITY / RESERVE NAME	0 D(ON'T KNOW	0	DECLINE TO ANSWER
[Military includes Canadian Navy, Army, and Air Force, Regulation P YES, MILITARY O BOTH MILITARY AND RO O YES, RCMP			O DON'T KNOW	 ,
^o YES, RCMP ^o NO			 DECLINE TO A 	INSWER
As a child or youth, were you ever in foster care or a y	outh g	roup hom	ne?	
° YES ° NO	<u>о</u> р	ON'T KNOV	, 0	DECLINE TO ANSWER
			·	
b. Approximately how long after leaving foster care/grows and the second secon	oup ho	me did yo	u become hom	neless?
O LENGTH DAYS / WEEKS / MONTHS / YEARS	O DO	ON'T KNOW	° C	ECLINE TO ANSWER
c. Do you feel that Child Protection Services was helpful ter care/group home?	in trar	nsitioning	you to indepe	ndence after leaving
° YES [°] NO	^O D	ON'T KNOV	/ ⁰ D	DECLINE TO ANSWER
Do you identify as having any of the following health c	hallen	ges at thi	s time:	
HEALTH CHALLENGES	YES	NO	DON'T KNOW	DECLINE TO ANSWER
LLNESS OR MEDICAL CONDITION [e.g., diabetes, arthritis, TB, or HIV]	0	0	0	0
PHYSICAL LIMITATION [e.g., challenges with mobility, physical abilities, or dexterity]	0	0	0	0
LEARNING OR COGNITIVE LIMITATIONS [e.g., dyslexia, autism spectrum disorder, or because of ADHD]	0	0	0	0
ACQUIRED BRAIN INJURY [e.g., from injury related to an accident, violence, an overdose, stroke, or brain tumour]	0	0	0	0
MENTAL HEALTH ISSUE [diagnosed/undiagnosed] [e.g., depression, post-traumatic stress disorder (PTSD) or bipolar disorder]	0	0	0	0
SUBSTANCE USE ISSUE [e.g., alcohol or opiates]	0	0	0	0
Residential Schools/Intergenerational Trauma	0	0	0	0

12. What gender do you identify with? [Show list or read list.]

OMANOTRANS WOMANOWOMANOTRANS MAN

0

- WOMANoTRANS MANTWO-SPIRIToNON-BINARY (GENDERQUEER)
- NOT LISTED:
 - DON'T KNOW
 - O DECLINE TO ANSWER

13.	How do you describe yo	ur s	exual orientatio	on? [S	how list or read list.]		
0	STRAIGHT/HETEROSEXUAL	0	BISEXUAL	0	ASEXUAL	0	NOT LISTED:
0	GAY	0	TWO-SPIRIT	0	QUEER	0	DON'T KNOW
0	LESBIAN	0	PANSEXUAL	0	QUESTIONING	0	DECLINE TO ANSWER

14a. 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. Follow up for the reason if the respondent says "eviction" or that they "chose to leave."]

но	USING AND FINANCIAL ISSUES	CC	ONFLICT WITH:	EX	(PERIENCED DISCRIMINATION BY:
	NOT ENOUGH INCOME FOR HOUSING		SPOUSE / PARTNER		SPOUSE / PARTNER
	(E.G., LOSS OF BENEFIT, INCOME, OR JOB)		PARENT / GUARDIAN		PARENT / GUARDIAN
	UNFIT/UNSAFE HOUSING CONDITION		LANDLORD		LANDLORD
	BUILDING SOLD OR RENOVATED		OTHER ()		OTHER ()
	OWNER MOVED IN				
ОТ	HER	EX	PERIENCED ABUSE BY:	HE	EALTH OR CORRECTIONS
	COMPLAINT (E.G. PETS/NOISE/DAMAGE)		SPOUSE / PARTNER		PHYSICAL HEALTH ISSUE
	LEFT THE COMMUNITY/RELOCATED		PARENT / GUARDIAN		MENTAL HEALTH ISSUE
	DEATH OR DEPARTURE OF FAMILY MEMB	R 🗆	LANDLORD		SUBSTANCE USE ISSUE
	OTHER REASON		OTHER ()		HOSPITALIZATION OR TREATMENT
					PROGRAM
					INCARCERATION (JAIL OR PRISON)
			DON'T KNOW		DECLINE TO ANSWER
14b.	Was your most recent housing loss	relate	d to an eviction? [Can be ei	ther	a formal or informal eviction]
0	YES ^O NO		^O DON'T KNOV	N	O DECLINE TO ANSWER
0	LENGTH DAYS WEEKS What are your sources of income?				
	mal or Informal Work Benef		der that this survey is anonyn	Oth	
			1ENT INSURANCE		MONEY FROM FAMILY/FRIENDS
			Y BENEFIT [Name of PROV.		OTHER MONEY FROM A SERVICE
			Y BENEFIT]		AGENCY
	•		BENEFITS (E.G. CPP/OAS/GIS)		OTHER:
			/SOCIAL ASSISTANCE [Prov.		<u> </u>
		nefit]			
	•	-	/VAC BENEFITS		NO INCOME
		-	D FAMILY BENEFITS		DON'T KNOW
			REFUND		
16 \	• What is the highest level of education	-			
0.1			ST SECONDARY		O NO FORMAL EDUCATION
0			ONDARY GRADUATE		
0			E DEGREE (E.G., MASTERS, Ph.D	١	O DON'T KNOW DECLINE TO ANSWER
	HIGH SCHOOL GRADUATE/GED O G	ADUAI	E DEGREE (E.G., WIASTERS, Ph.D	•)	O DECLINE TO ANSWER

17. In the past year (12 months), have you: [Ask respondents to give their best estimate]

17. In the past year (12 months), have BEEN TO AN EMERGENCY ROOM	e you: [Ask resp	Y N	_
BEEN HOSPITALIZED		Y N	#Times #Times
		YIN	
→DAYS YOU HAVE SPENT HOSPITALIZED			Days Total
INTERACTED WITH POLICE (<i>Tickets, arrests,</i>	searches)	YN	#Times
BEEN TO PRISON/JAIL		YN	#Times
→DAYS YOU HAVE SPENT IN PRISON/JAI	L		Days Total
18. Do you want to get into permaner	nt housing?		
° YES ° NO)	O DON'T KNOW	O DECLINE TO ANSWER
19. What challenges or problems have	e you experienc	ed when trying to fin	d housing? [Select all that apply]
	MENTAL HE	ALTH ISSUES	
□ NO INCOME ASSISTANCE	□ ADDICTION		DON'T WANT HOUSING
RENTS TOO HIGH	FAMILY BRE	AKDOWN/CONFLICT	□ OTHER:
POOR HOUSING CONDITIONS	CRIMINAL F	IISTORY	NO BARRIERS TO HOUSING
	PETS		DECLINE TO ANSWER
HEALTH/DISABILITY ISSUES	□ CHILDREN		
20. In what language do you feel best	abla ta avaraca	vourcolf2	
• ENGLISH • NO PREF	-	yoursen:	o DON'T KNOW
o FRENCH O NEITHER	R (please specify)		 DECLINE TO ANSWER
you have a need for services relat SERIOUS/ONGOING MEDICAL CONDITION ADDICTION OR SUBSTANCE USE MENTAL HEALTH (Counselling, treatment)	DN	egories, select all that PHYSICAL DISABILITY EARNING DISABILITY BRAIN INJURY	t apply] PREGNANCY NONE OF THE ABOVE DECLINE TO ANSWER
22. Are you the primary caregiver of a	ny pets right now	?	
□ YES □ NO			
			we they?
If so, how many pets do you have n	low, and	what kind of animals a	re they?
23. In the last year, has your pet been Examples: (You can't find pet-friend outside with your dog on cold winte	dly rental housing	The emergency shelte	· · · · · · · · · · · · · · · · · · ·
□ YES □ NO			
 24. In the last year, have you had to re Rehome Surrender Give away 	home, surrender	, or give away a pet du	e to housing or other concerns?





VOLUNTEER REGISTRATION & TRAINING

SEEKING INDIVIDUALS WHO:

 Are compassionate, accepting, and comfortable with one-on-one conversation and have a "customer service" orientation to life

- Have a non-judgmental attitude and a good sense of humour

P Are outgoing, curious, persistent, and not afraid to make mistakes

• May have worked with or befriended people who are homeless or in deep poverty

Please ensure you submit these forms back to the PiT Coordinator asap

(306) 630-2702 mjpitcount@gmail.com

PLEASE SIGN UP FOR ONE OF THESE THREE NIGHTS THROUGH THE PIT COORDINATOR:

DATES: WEDNESDAY, AUGUST 2, 2023 TUESDAY, AUGUST 8, 2023 MONDAY, AUGUST 21, 2023

TIME: 6:30 PM TO 7:30 PM

PLACE: SQUARE ONE COMMUNITY INC. 138 FAIRFORD STREET WEST (Across from Safeway)





Volunteer Registration Form

Please submit to mjpitcount@gmail.com or text/call the Pit Coordinator for alternate arrangements:

Last Name:	First Name:	
Email Address:		
Cell Number:	Other Phone Number:	
Mailing Address:		
City:	_ Province:	
Postal Code:		
Employer (if applicable):		_
Position (if applicable):		_
I have lived experience of home	elessness: [] Yes [] No [] Decline to Answer	
Age: [] 18+		
Have you previously participate	d in a Point-in-Time Count? [] Yes [] No	
Do you have experience workin Social work, health, research, ch	g with individuals that are homeless or experience in a relevar hild and youth work)?	ıt field (e.g.
[] Yes [] No		
If yes, please explain.		

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 similar composition.





For the current and future events, other skills (please select all that apply)

[] Research	[] Interviewing	[] Counseling	

[] Leadership [] Volunteer Management [] Data Entry [] Writing/Editing

Are you interested in follow-up volunteer activities with **Square One Community Inc.** This could include data entry, volunteer recognition, promotional events etc.

[] Yes [] No

The majority of people will be assigned to unsheltered surveys. Some people will be assigned to work at headquarters. Please indicate your preference:

[] Unsheltered surveys [] Headquarters [] No Preference

If you selected unsheltered surveys: Are you able to stand/walk for up to THREE hours?

[]Yes [] No

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 306-630-2702 to discuss your ability to participate in the Moose Jaw PIT Count.

Are you attending the count with a friend/family member? [] Yes [] No

Please list full names and phone numbers:

In the event of an emergency, please contact:

Name:		
-------	--	--

Relationship:

Phone Number: _____

Affiliated Agency (if applicable): _____





(Adapted from the Canadian Observatory on Homelessness, Point-in-Time Toolkit)

OATH OF CONFIDENTIALITY

As a volunteer with **Square One Community Inc.**, I understand my role and responsibilities are a valuable part of the work of **2023 Moose Jaw PIT Homelessness Count** (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 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 gifts 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 gifts for my own personal use and returning all leftover gifts 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 Moose Jaw PIT Counts 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 **Square One Community Inc.** The laws of Saskatchewan, 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: (dd/mm/yyyy)

Name of Volunteer (please print)

Signature of Volunteer

Name of Witness (please print)

Witness (signature)





2023 MOOSE JAW POINT-IN-TIME (PIT) HOMELESSNESS COUNT WAIVER RELEASE FORM

Canadian Observatory on Homelessness, Point-in-Time Toolkit

POINT-IN-TIME COUNT - MOOSE JAW, SASKATCHEWAN	
ASSUMPTION OF RISKS, RELEASE OF LIABILITY, WAIVER OF C AND INDEMNITY AGREEMENT	LAIMS
BY SIGNING THIS DOCUMENT, YOU WAIVE CERTAIN LEGAL R	IGHTS, INCLUDING THE RIGHT TO SUE
PLEASE READ CAREFULLY	INITIAL HERE:

TO: SQUARE ONE COMMUNITY INC. and any individual, corporation, association, institution, or organization that is associated with the 2023 MOOSE JAW PIT HOMELESSNESS COUNT 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 **2023 MOOSE JAW PIT HOMELESSNESS COUNT** (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 the 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 Saskatchewan, and any litigation in respect thereof shall be brought solely within the exclusive jurisdiction of the Courts of Saskatchewan.

CONFIDENTIALITY

I acknowledge that I will receive information about individuals and families experiencing homelessness and that this information is protected by The Local Authority Freedom of Information and Protection of Privacy Act. I agree that I shall keep such information confidential in accordance with study protocols.

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 2023 MOOSE JAW PIT HOMELESSNESS COUNT. If you have any questions regarding the collection of information, please contact Desiree LaLonde, Pit Coordinator, SQUARE ONE COMMUNITY INC., mjpitcount@gmail.com or (306) 630-2702.

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 contained herein shall bind my estate and personal representatives.

Date dd/mm/yyyy

Name of Volunteer (please print)

Signature of Volunteer

Name of Witness (please print)

Witness (signature)





2023 MOOSE JAW POINT-IN-TIME (PIT) HOMELESSNESS COUNT PERMISSION RELEASE FORM

I, ______, ("I") hereby grant Square One Community Inc. the right to reproduce, use, exhibit, display, broadcast, distribute and create derivative works of the photographed and/or filmed images of me taken at the location of the training and other activities associated with the 2023 Moose Jaw PIT Count for use in connection with the activities of Square One Community Inc., or for promoting, publicizing or explaining Square One Community Inc., or its activities.

This permission includes, without limitation, the right to edit and publish such images in the Square One Community Inc. annual report, PR/promotional materials, fundraising materials and any other Square One Community Inc.-related publications, website, or social media site.

I understand that this consent is voluntary and may be revoked at any time in writing. [You may revoke your consent to future use of your image(s) at any time by contacting us in writing.]

I hereby waive the right to inspect or approve the finished product, including written or electronic copy.

I acknowledge that Square One Community Inc. has no control over and is not responsible for any use or misuse, including, but not limited to, any alteration, modification, reuse or distortion of the image(s) that may occur or be caused by third parties. Square One Community Inc. will not be monitoring and has no control over third parties' use or misuse of my image(s).

I hereby hold harmless, release and forever discharge Square One Community Inc. from all claims, demands, and causes of action which I, my heirs, representatives, executors, and administrators have or may have by reason of this authorization.

I am at least 18 years of age and competent to contract in my own name. I have read this release before signing below, and I fully understand the release's contents, meaning, and impact.

Date dd/mm/yyyy

Name of Volunteer (please print)

Signature of Volunteer

Name of Witness (please print)





2023 MOOSE JAW POINT-IN-TIME (PIT) HOMELESSNESS COUNT VOLUNTEER COUNT DAY LOGISTICS (OUTDOOR)

Come to <u>Square One Community Inc</u> at <u>138 Fairford Street West</u> with your gear at your designated

2. Find your teammates on the list of survey teams.

time.

- 3. Proceed to the volunteer sign-in table with your team and sign in.
- 4. Check to make sure you have the following with you:
 - Surveys, tally sheets, information sheets, and clipboard
 - Map and directions to your survey area
 - Resource booklets
 - Gifts
 - Emergency phone numbers
 - One cell phone (for the team) is charged and ready to go
 - One vehicle if you need to drive to where you are going to conduct surveys
 - Reflector vest for one person on the team
 - One pen each and a clipboard or something to write on
 - An accurate watch
- 5. Have a snack, use the washroom, and ask the field office staff any questions.
- 6. Travel with your team to the designated area by the designated time.
- 7. Follow the route given to you in the directions.

8. When you have completed your route, return to the field office. Or return to the field office for another survey area if you find very few people in your survey area.

9. Sign out (with all of your team members) and hand in all surveys, gear, etc., to the field office.

10. Report any problems/issues to the field office staff. Have a snack, stay for a visit, and talk to the PiT Coordinator to debrief your experience.

11. Join us for the volunteer debrief in September; the date will be determined and shared on August 26th, 2023.

12. Please do not be late! Your team may be replaced if you are not ready by the specified time.





VOLUNTEER DO'S & DON'TS

DO'S

- Stay with your team
- Stop everyone to conduct the survey
- Identify yourself and wear your name tag
- Be respectful of participants and treat their space as home
- Respect your team members' comfort levels and work together as a team
- Trust your judgment—if you feel uncomfortable or threatened, remove yourself from the situation
- Follow the advice of your Team Leader
- Be aware of your body language
- Make sure you cover your entire study area at least once if time allows
- Be yourself
- Call your HUB office if you need support or guidance
- Return to your field office at the end of your shift

DON'TS

- Split up the team in any way
- Go anywhere alone
- Conduct the survey from a car
- Make promises you can't keep
- Talk down to or patronize people participating in the survey
- Get into an argument with a participant
- Take photos of participants
- Talk to the media
- Give survey participants money, food, or personal information
- Shine a flashlight in a participant's face
- Enter abandoned or private buildings
- Have unrealistic expectations
- Survey people outside your assigned study area
- Crowd a survey participant or block his/her exit
- Go into private establishments (e.g., fast food restaurants, coffee shops, etc.)





VOLUNTEER SAFETY PROTOCOL

- Emergency 9-1-1
- Moose Jaw City Police (306) 694-7603
- Field Office (PIT Coordinator) (306) 630-2702

* Do not leave a voicemail if you cannot reach the Field Office. Text (306) 630-2702.

CALL 911 and <u>then</u> the Field Office if any of the following occurs:

- A member of your team receives an injury from a third party or an accident and chooses to press charges (request police) and/or requires immediate medical attention (also request EMS).
- A third party sustains an injury by a study team member and chooses to press charges (request police) and/or requires medical attention (also request EMS).
- A member of your team becomes ill and requires immediate medical attention (request EMS).

Call Community Support Officers if any of the following occurs:

- You encounter an individual who appears to be experiencing homelessness and is in distress.
- You encounter a suspicious person or group and/or have safety concerns.
- You encounter minor disturbances or intoxicated persons.

Maintain social distancing at all times. Keep a safe distance and complete the Tally sheet if:

- An individual is sleeping, and you think the individual is homeless.
- An individual refuses to participate in the survey, and you think the individual is homeless.
- An individual seems agitated or incapable of participating in the survey and appears homeless.

CALL the Field Office for advice if any of the following occurs:

- You encounter a youth under 16 who requests optional counselling service and support.
- You encounter a child who has no access to emergency street youth services, is being exploited, or is in danger (there is a duty to report to child welfare agencies or police).

Call the Field Office if:

- You are lost.
- A member of your team becomes ill but does not require immediate medical attention.
- There is a fire which impedes the survey (if no emergency personnel are present, call 911).
- A third party intentionally disrupts the survey in your study area.
- You encounter a situation that you feel is risky.
- A member of your team uses inappropriate behaviour (e.g., insensitivity, harassment, etc.).





Information sheet

About the study:

Funded by Square One Community Inc. for the Government of Canada's Homelessness Partnering Strategy (HPS) Innovative Solutions to Homelessness Funding Stream, the Square One Community Inc., is conducting a point-in-time (PIT) count of those experiencing sheltered, unsheltered, and transitional homelessness.

WHEN: Saturday, August 26, 2023

You are receiving this information sheet because you have been approached by one of our volunteers. It is your choice to participate in the study; you have the right to say no. If you agree to answer our questions, your identity will be anonymous and only group data will be reported. Your participation is voluntary, and you can skip a question or stop the survey anytime for any reason. Whether you choose to participate or not will have no effect on your access to services.

Potential benefits:

By participating in this survey, you are helping increase our understanding of homelessness in Moose Jaw and helping with research to improve programs and services.

Further information:

If you are interested in the study results, findings will be available on the **Square One Community Inc.** websites and at shelters and transitional housing.

Desiree LaLonde, RSW Pit Coordinator Square One Community Inc. mjpitcount@gmail.com

Thank you for your participation!





Housing and Homelessness Resources

The Canadian Observatory on Homelessness is Canada's largest national research institute devoted to homelessness. The COH is the steward of the Homeless Hub.

The Homeless Hub is a web-based research library and information center representing an innovative step forward in using technology to enhance knowledge mobilization and networking.

https://www.homelesshub.ca/

Making the Shift contributes to the transformation of how we respond to youth homelessness through research and knowledge mobilization specific to youth homelessness prevention and housing stabilization.

https://makingtheshiftinc.ca/

The Point-in-Time (PiT) Counts are a community-level measure of sheltered and unsheltered homelessness. They also provide a national picture of homelessness.

https://www.infrastructure.gc.ca/homelessness-sans-abri/resources-ressources/point-in-timedenombrement-ponctuel-eng.html

Point-in-Time (PIT) Homelessness Counts are key resources that gather data to help understand factors in homelessness, give a human face to the statistics, and help design and implement effective program and policy investments and interventions.

https://www.infrastructure.gc.ca/homelessness-sans-abri/reports-rapports/pit-counts-dp-2020-2022highlights-eng.html

Centre for Equality Rights in Accommodation (CERA) is one of Canada's oldest not-for-profit charities working to advance the right to adequate housing. It was founded in 1987 by a small group of Ontarians who were deeply concerned about discrimination in housing,

https://www.escr-net.org/member/centre-equality-rights-accomodation-cera

The Saskatchewan Human Rights Commission's public report brings together many renters' systemic equity concerns.

https://saskatchewanhumanrights.ca/systemic-advocacy/housing-and-public-assistance-advocacy/

The Federal Housing Advocate was appointed in 2022 to promote and protect housing rights in Canada.

https://www.housingchrc.ca/en/federal-housing-advocate-frequently-asked-questions