



Winnipeg Street Census 2015

Final Report





Twenty community-based agencies partnered to undertake the Street Census Project. Each had a place on the Partnership Committee, which met six times throughout the project to provide high-level project guidance and to make key project decisions collaboratively. Alphabetically, they are:

Aboriginal Health and Wellness Centre
Canadian Centre for Policy Alternatives - Manitoba
Canadian Mental Health Association Winnipeg
EAGLE Urban Transition Centre
Institute of Urban Studies
John Howard Society of Manitoba
Lived Experience Circle
Macdonald Youth Services
Main Street Project
Ma Mawi Wi Chi Itata Centre
Mount Carmel Clinic
Resource Assistance for Youth
Rossbrook House
Salvation Army Booth Centre Winnipeg
Siloam Mission
Social Planning Council of Winnipeg
Spence Neighbourhood Association
Sunshine House
West Central Women's Resource Centre
Winnipeg Poverty Reduction Council/End Homelessness Winnipeg

Additional supporters were involved in various ways throughout the project:

Amalgamated Transit Union
City of Winnipeg
Downtown Winnipeg BIZ
North End Community Ambassadors
Winnipeg Regional Health Authority
Winnipeg Police Services

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The project would not have been possible without:

Mark Courtney: Website, graphics, layout and design

Dennis Lewycky: Media and communications

Catherine Romero: Data entry design and support

Advice and support from the Canadian Observatory on Homelessness, Homeward Trust, and the HPS team

Many community agencies provided support including welcoming volunteers to conduct surveys at their location, having staff do outreach and give information to their participants about the Street Census, allowing staff to volunteer their time, and providing other expertise and resources without which the Street Census would not have been possible.

The Winnipeg Street Census was funded by the Government of Canada's Homelessness Partnering Strategy, administered by the City of Winnipeg. It is estimated that project partners donated at least an additional 1500 hours of staff time to the project.

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Thank you to all partners, supporters, volunteers, and participants.

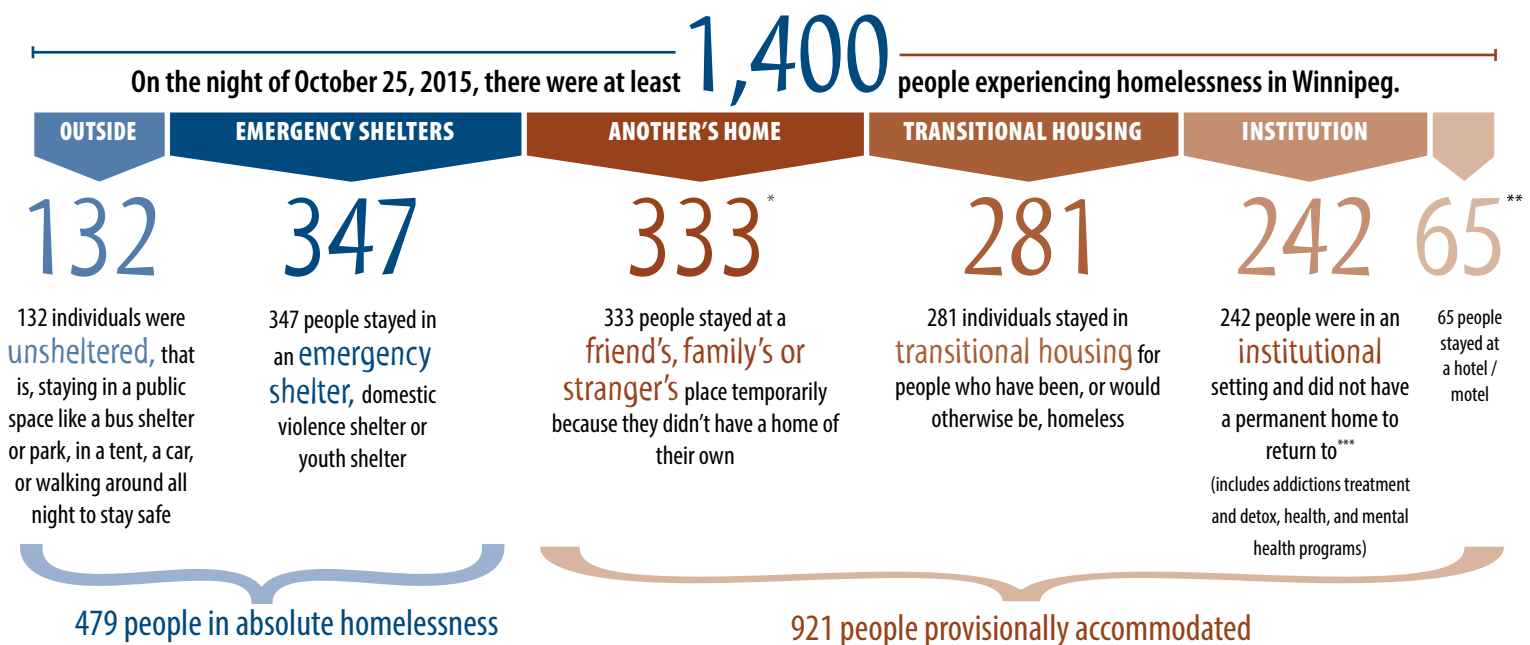
1. Executive Summary

The Winnipeg Street Census marks the first ever attempt at a comprehensive view of homelessness in Winnipeg. We sought to ask not only how many people are homeless, but to learn why and to hear their stories. On the night of October 25, 2015, there were at least 1,400 people experiencing homelessness in Winnipeg.

Over 24 hours from October 25-26, 300 volunteers attended, or data was gathered from: 7 emergency, domestic violence and youth shelters, 9 transitional housing sites, 10 bottle depots, and 29 community agencies or drop-in locations for Winnipeg's first ever Street Census. Surveyors also walked almost 140km of inner city streets.

For this large-scale survey, everyone encountered was asked about their housing situation to evaluate the magnitude of homelessness in the city. Everyone whose circumstances fit the definition of homelessness was asked to complete a 19 question interview about them and their experiences.

Where people stayed

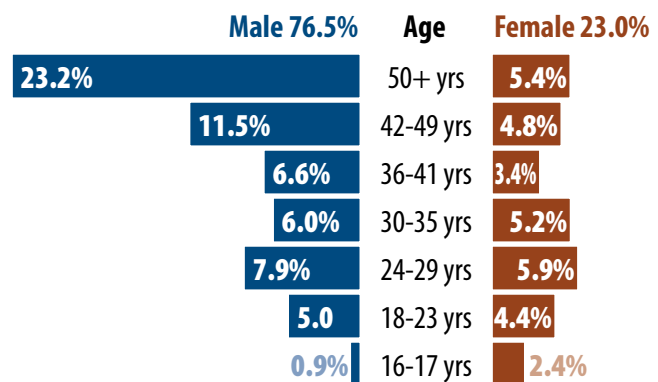


The age breakdown does not include residents of the Salvation Army emergency or transitional housing programs, while the gender breakdown does so there are slight differences. No one under the age of 16 was surveyed and dependent children were not included in the age/gender breakdown

The **median age** of people experiencing homelessness was **43**.

There were **225 youth** (26.5%), under the age of 30, and at least **18 seniors**, aged 65 or older.

Age/Gender



0.25% identified as transgender and 0.25% as two spirit

* This is the number of survey respondents staying temporarily at someone else's place with no guarantee of returning each night. Because people stay in these circumstances throughout Winnipeg and often do not utilize any services, this SHOULD NOT be seen as an estimate of the population in this circumstance.

** This is the number of survey respondents staying in a hotel or motel without a permanent home to return to. People staying monthly in hotels do not have tenancy agreements or legal protection. We did not include surveys from respondents staying at the Bell Hotel because it is considered to be permanent housing.

*** Data from all institutional settings has not yet been received. Requests have been made for data on people experiencing homelessness in the Corrections system, youth and children in emergency placements through Child and Family Services, and people receiving hotel vouchers due to flooding or fires. Therefore, this number is likely an undercount.

Events leading to homelessness

Youth homelessness leads to adult homelessness. The median age at which people **first became homeless** was **24** years, and the most **frequent** age was **18** years.

Of those experiencing homelessness for 10+ years, the majority (70%) **first became homeless** when they were **18** years or younger.

The most common reason people experienced homelessness for the first time was **family conflict or breakdown**. **39.4%** became homeless for this reason, and **1/4** of them experienced family violence.

Key Circumstances

Almost half, **49.2%** of people spent time in **foster care or group homes**.

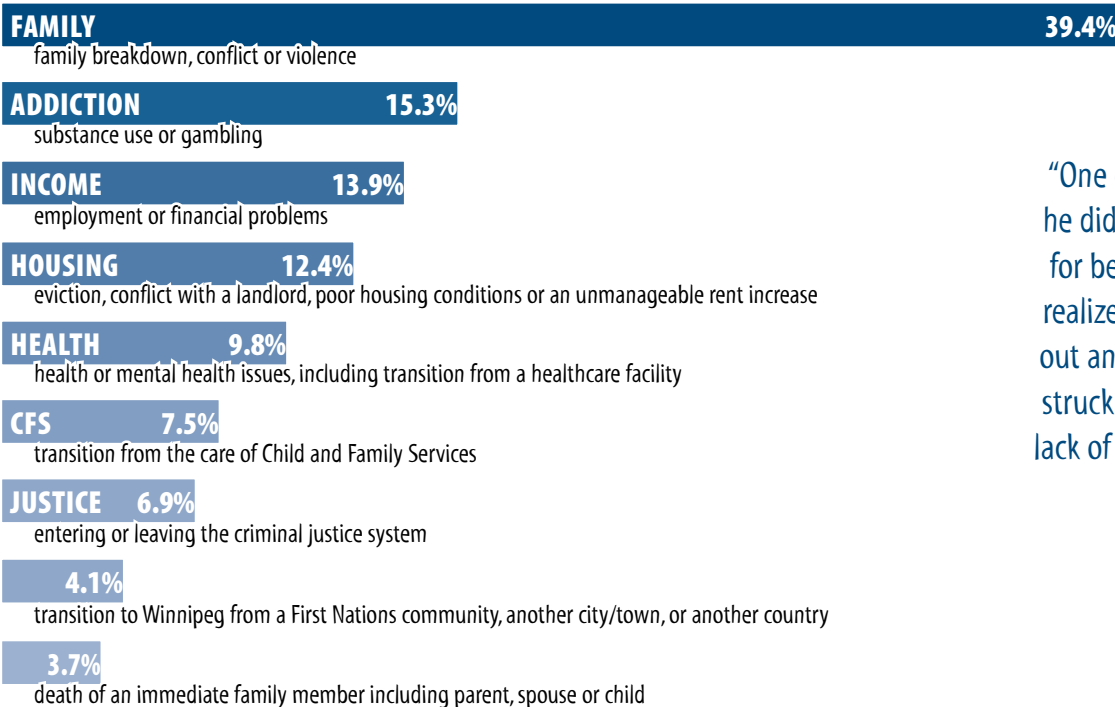
6.0% have served in the **military or RCMP**.

10.8% are part of **LGBTQ** community overall. 23.1% of youth (age 29 or under) are part of the LGBTQ community.

1.8% are recent **immigrants or refugees** (in Canada for 5 years or less).

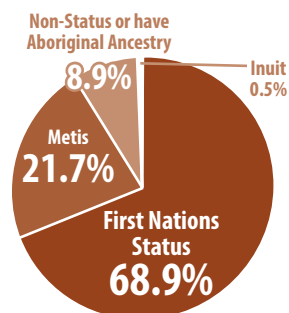
Reasons for first experience of homelessness

(Participants could select more than one reason)



"One gentleman was telling me he didn't have a concrete reason for becoming homeless, he just realized one day that it was cold out and he had nowhere to go. It struck me how, just because of a lack of support, homelessness can suddenly happen."

71.1%
of respondents
identify as
Indigenous.



Indigeneity

49.9% of First Nations people grew up in a **First Nations community**.

57.9% of Indigenous people surveyed have been in **foster care or group homes**.

"He told his story simply even though it was filled with tragedy. From the 60's scoop, residential school, and foster homes until CFS said "good-bye" at age 18, when he first became homeless. He had a family but it fell apart. They stayed in communication until his son was murdered and he lost it all... having his own place means he would live alone – he talked a while about how lonely that would be."

Length of Time Homeless

People move in and out of homelessness as their life circumstances and supports change.

The average length of most **recent time homeless** was **9** months.

354 people experienced homelessness for **6 months or longer**.

The average cumulative length of time spent homeless over a **lifetime** was **24** months.

181 people experienced homelessness **3 or more times** in the past three years.

"I spoke with someone who was homeless for the first time when he was two. His mother struggled with alcoholism and as a result he struggles with FASD. His income of EIA disability isn't enough for him to get a place of his own on a permanent basis but he periodically has a stable home thanks to the help of his siblings."

Income

Income sources (respondents could choose more than one)

SOCIAL ASSISTANCE 35.4%

SELF / INFORMAL 18.2%

self or informal employment: busking, panhandling, squeegeeing, selling art, etc.

DISABILITY ASSISTANCE 16.8%

EMPLOYMENT 16.5%

formal, including temporary and part-time

FAMILY 6.6%

money from family or friends

SENIOR 5.4%

senior's benefits

2.4%

Employment Insurance or Workers' Compensation

NO INCOME 7.2%

50.9% said that **low income** is a barrier to finding housing.

Those with no income spoke about being cut-off, waiting for, or unable to receive income assistance. Some lacked the necessary identification. Others said they were eligible but felt too proud to ask for assistance.

Barriers and Challenges

The main challenges people faced in finding housing were:

INCOME 50.9%

low income, no income, lack of employment

HOUSING 36.7%

low vacancies, poor housing conditions, high rents and long waiting lists

ADDICTION 13.7%

SUPPORT 11.6%

lacking resources like transportation / damage deposit, and lacking support with life skills / finding housing

HEALTH 11.2%

health or mental health challenges

6.5%

family breakdown, conflict or violence

3.5%

criminal record

3.2%

discrimination

"The individual and their wife and three children moved to Winnipeg. Depressed, he turned to drugs and had his kids taken into CFS like he was as a child. He felt like a failure and wanted to end his life by jumping off a bridge. A woman talked him down and got him help at a hospital. He was diagnosed with bipolar disorder and kept returning to drugs without knowing why."

2. Introduction

The Winnipeg Street Census is a survey conducted over a 24 hour period to gather information about the extent and nature of homelessness in Winnipeg. This information can be used to improve decision-making for funders, governments, and community organizations providing services to people experiencing homelessness. Over time, it will be used to track progress on ending homelessness.

The Street Census follows an approach used by cities around the world, called a “point-in-time” approach, adapted to Winnipeg’s local context based on input from researchers, service providers, outreach teams, police and safety patrols, and people with experience of homelessness. On the night of October 25th, trained volunteers went to Winnipeg’s emergency shelters and short-term transitional housing facilities to survey individuals and families spending the night. The next day, volunteers surveyed people in places where people who are homeless spend their time: breakfast and lunch programs, libraries, resource centres, bottle depots and more. From 4pm-7pm they walked 27 different routes to survey everyone they encountered about their

housing circumstances. Administrative data including the age, gender and Indigenous identity¹ of those spending the night of October 25th at all of Winnipeg’s residential facilities fitting the definition of provisional accommodation for people experiencing homelessness was also collected and analyzed along with the survey data.

While designed to be a comprehensive approach to enumerating and collecting demographic information from individuals experiencing homelessness in Winnipeg, the Street Census has limitations. As a short survey conducted in a 24-hour period, it is not meant to provide all the data available about housing, income and supports available and needed to end homelessness in Winnipeg. Critics of point-in-time methods to understand homelessness argue that they focus on numbers of people, which cannot possibly be exact, and do not include the imperative context the public and decision-makers need. Therefore, other important numbers that need to be considered when understanding homelessness in Winnipeg are included on page 8.



¹Throughout the remainder of this report, the term “Indigenous” is used to identify the first peoples of Canada, including First Nations, Metis, and Inuit peoples. The survey and administrative data asked about “Aboriginal Status” because this is the legal terminology and hence is most commonly understood and tracked by service providers.

“By the Numbers”

1 is the number of point-in-time counts on homelessness completed in Winnipeg. In future years, we will be able to look at trends in homelessness.

There are **2** permanent supportive housing buildings for people experiencing homelessness in Winnipeg. Both permanent supportive housing and Housing First approaches have demonstrated success at ending homelessness for people who are especially vulnerable, often because of complex trauma and mental health issues.

The vacancy rate for bachelor units in Winnipeg was **3%** in October 2015. 2014 was the first time this was at a healthy rate in the previous eight years².

4 years ago massive flooding struck Manitoba, flooding a number of First Nations communities including Lake St. Martin. Families displaced are still in hotels in Winnipeg, though data on the number of families still affected and in the city was not available for this report.

The average increase in the cost of rent for bachelor units in Winnipeg was **5%** from 2014 to 2015³.

People experiencing absolute homelessness surveyed for the Winnipeg Street Health Report in 2011 were **6** times as likely as the general Canadian population to have Angina, an early warning sign of heart disease. They were **8** times as likely to have epilepsy⁴.

Experiencing homelessness cuts **7-10** years off a person's lifespan⁵.

Almost half of the participants in Winnipeg's At Home/Chez Soi Housing First project had **10** or more exposures to traumatic events over their lifetime⁶.

The mortality rate of youth experiencing homelessness is at least **11** times higher than the rate of the general population. Some studies have found it to be as much as 40 times higher⁷.

17 years ago, Toronto Disaster Relief declared homelessness a National Disaster. This was endorsed by the Big City Mayors Caucus of the Federation of Canadian Municipalities, including the City of Winnipeg.

22 is the number of years since Canada had a national housing strategy.

The Winnipeg Street Census contains many numbers and statistics that researchers and policy makers in Winnipeg have requested for years. Readers should remember that behind each number are many individuals, 1400 individuals, who on the night of October 25 and many previous nights, did not have a safe place they could call their home. They shared their stories and time graciously and patiently, in the hope that the information will lead to change.



“I spoke with a man in his late 50s who first became homeless at age 12 when his parents abandoned him. He has been homeless about 30 years in total. He has received a damage deposit in the past from EIA so cannot get another one and he cannot get rent money until he finds a place. He stays outdoors because he does not trust shelters, but has been badly hurt and beat up on the streets.”

² Canada Mortgage and Housing Corporation, Fall 2015. *Rental market report: Manitoba highlights*. http://www.cmhc-schl.gc.ca/odpub/esub/64491/64491_2015_B02.pdf?fr=1451492211969

³ Canada Mortgage and Housing Corporation, Fall 2015. *Rental market report: Manitoba highlights*. http://www.cmhc-schl.gc.ca/odpub/esub/64491/64491_2015_B02.pdf?fr=1451492211969

⁴ Gessler, Maes & Skelton, 2011. *Winnipeg street health report*. Main Street Project. <http://homelesshub.ca/resource/winnipeg-street-health-report-2011>

⁵ Hwang, Wilkins, Tjepkema, O'Campo & Dunn, 2009. *Mortality rates among residents of shelters, rooming houses, and hotels in Canada: 11 year follow-up study*. BMJ. Centre for Research on Inner City Health, St. Michael's Hospital.

⁶ Mental Health Commission of Canada, 2014. *Winnipeg final report: At Home/Chez Soi project*. <http://www.mentalhealthcommission.ca/English/system/files/private/document/At%20Home%20Report%20Winnipeg%20ENG.pdf>

⁷ Covenant House, n.d. *Facts and stats*. <http://www.covenanthousetoronto.ca/homeless-youth/facts-and-stats>

3. Findings from the Winnipeg Street Census

3.1 Number of People Experiencing Homelessness and Where They Stay

On the night of October 25, 2015, at least 1400 people were experiencing homelessness in Winnipeg.

An additional 439 people were staying in long-term (average lengths of stay of 1 year or longer) provisional accommodation. Individuals in long-term provisional accommodation were excluded from the final count because their length of stay provides them with security of tenure and stability. However, upon exiting long-term housing programs they will require permanent and affordable housing. According to program managers, many of the long-term provisional accommodation projects were initially designed to be short-term. But, due to lack of affordable housing stock, individuals remain provisionally accommodated for longer periods of time.



Figure 1. Where People Stayed

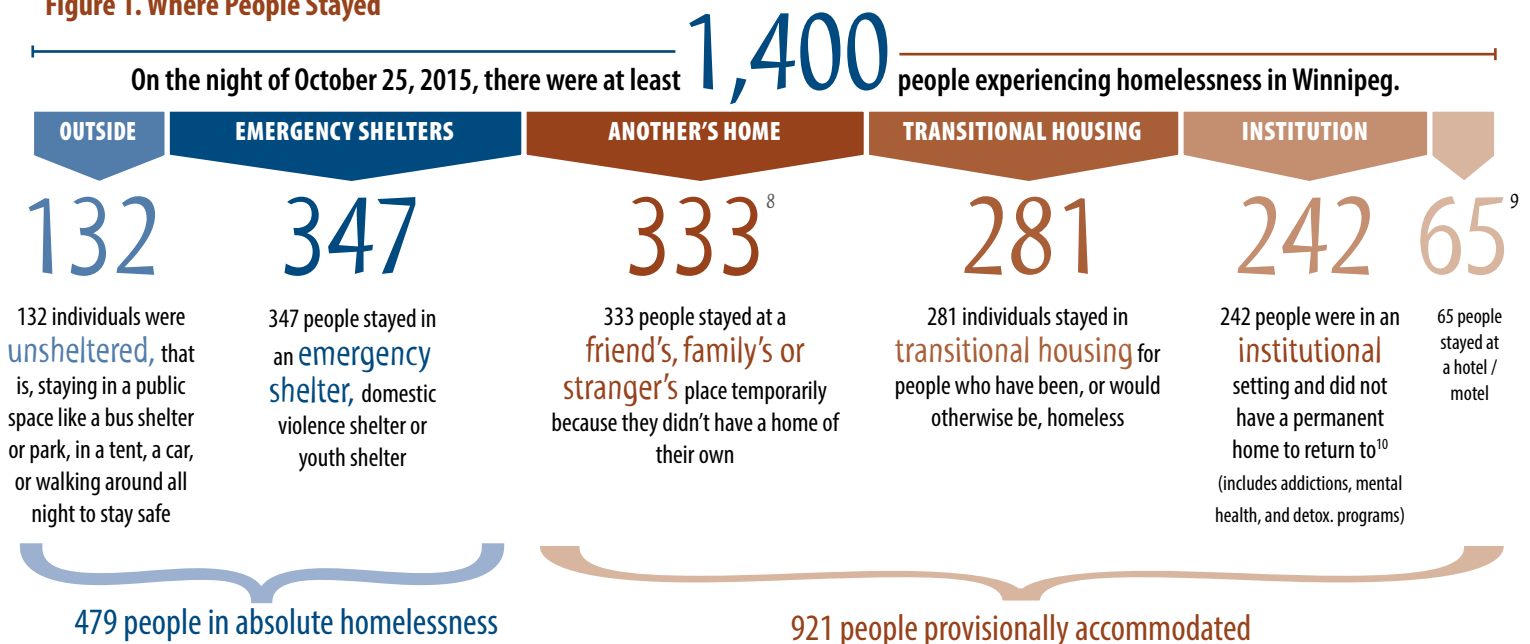


Table 1. Where People Stayed				
		Frequency	Total of Category	Percent of Total
Unsheltered		132	132	9.4%
Emergency sheltered	Emergency homeless shelter and family shelter	291	347	24.8%
	Domestic violence shelter	37		
	Youth shelter	17		
	Emergency shelter for new immigrants/refugees	2		
Provisionally accommodated	Short-term transitional housing	281	921	65.8%
	Institutional care	242		
	Someone else's place	333		
	Hotel/Motel	65		
TOTAL			1400	100.0%

⁸ This is the number of survey respondents staying temporarily at someone else's place with no guarantee of returning each night. Because people stay in these circumstances throughout Winnipeg and often do not utilize any services, this SHOULD NOT be seen an estimate of the population in this circumstance.

⁹ This is the number of survey respondents staying in a hotel or motel without a permanent home to return to. People staying monthly in hotels do not have tenancy agreements or legal protection. We did not include surveys from respondents staying at the Bell Hotel because it is considered to be permanent housing.

¹⁰ Data from all institutional settings has not yet been received. Requests have been made for data on people experiencing homelessness in the Corrections system, youth and children in emergency placements through Child and Family Services, and people receiving hotel vouchers due to flooding or fires. Therefore, this number is likely an undercount.

3.3 Demographics

a. Family groups

One in every five survey respondents (20.3%) reported staying with family on October 25th. Most commonly, this was their child, including adult children.

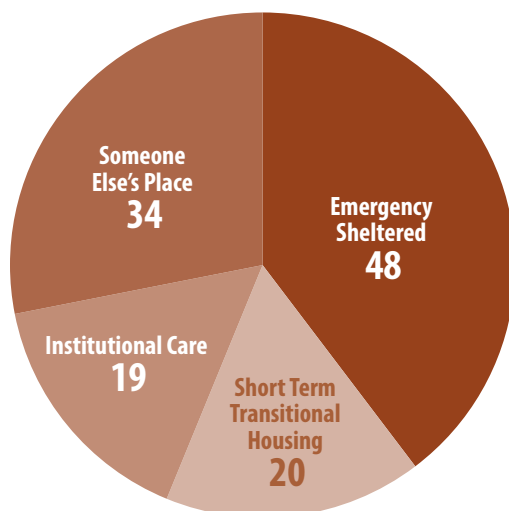
Table 2. Type of Family Member Respondent Stayed With

Child(ren) under 18 years old	27
Child(ren) over 18 years old	15
Spouse/partner	37
Sibling	35
Extended family	31
Parent/guardian	20
Street family	5

Overall, there were 121 dependent children, that is, someone under the age of 18 staying with their parent or guardian, experiencing homelessness. Service providers warn that although no one staying in an unsheltered location said they had dependent children with them, this does not mean no children under 18 are staying in public spaces, tents or vehicles. Parents are often scared to ask for support or access services out of fear of losing their children to Child and Family Services (CFS).

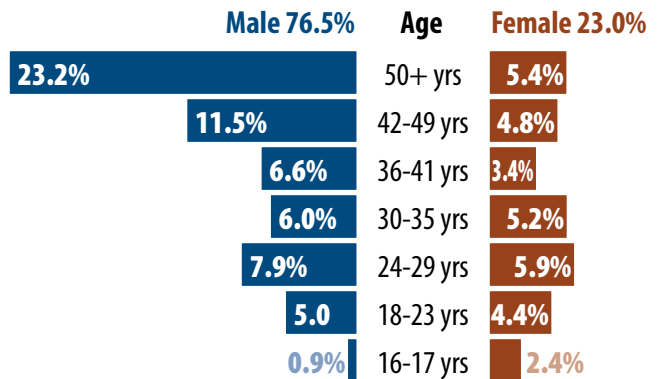
The survey tool did not discern if this person was also experiencing homelessness or, in the case of people staying with family or friends temporarily, if this was the family member in whose home they were staying. At least 128 of the family members, because they were spouses, children, or staying in an unsheltered, emergency sheltered or transitional housing location, were also certainly experiencing homelessness.

Figure 2. Where Dependent Children Stayed



b. Age and gender

Figure 3. Age Pyramid

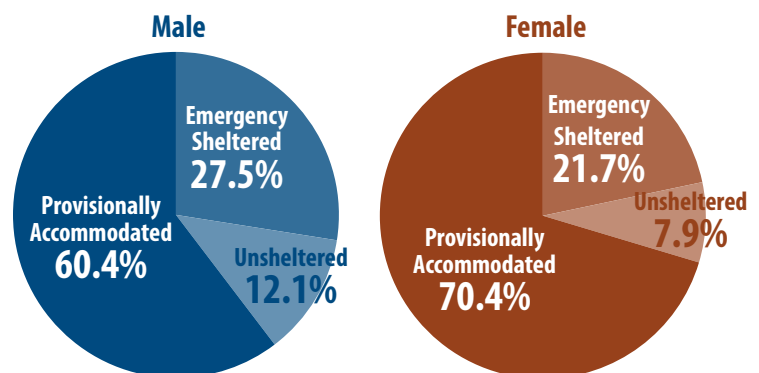


4 participants (0.25%) identified as transgender and 4 (0.25%) identified as two spirit.

Note: This pyramid does not include the age breakdown of residents of the Salvation Army emergency shelter or residential services because they track participants in slightly different age categories. The overall gender breakdown does include these programs, hence the slight differences. No one under the age of 16 was surveyed and dependent children are not included in either the gender or age breakdown.

26.5% of those experiencing homelessness were youth, under the age of 30. Women tended to be younger than men. The median age range of women was 30-35, men had a median age range of 42-49. The most common age for men was 50 years or older. The oldest participant was 73.

Figure 4. Where People Stayed by Gender



Note: Two spirit and transgender individuals were not included in this breakdown because the small number of people may make the individuals identifiable.

49.9% of First Nations respondents grew up in a First Nations community; people came from 59 different First Nations communities, the majority of them in Manitoba.

Table 4. The First Nations Community Where Indigenous Respondents Grew Up

First Nations Community	Frequency
Garden Hill First Nation - MB	6-10
Lake St. Martin First Nation - MB	6-10
Mathias Colomb First Nation - MB	6-10
Norway House Cree Nation - MB	6-10
Sandy Bay First Nation - MB	6-10
Berens River First Nation - MB	1-5
Bloodvein First Nation - MB	1-5
Canupawakpa Dakota First Nation - MB	1-5
Chemawawin Cree Nation - MB	1-5
Cross Lake First Nation - MB	1-5
Dakota Tipi First Nation - MB	1-5
Dauphin River First Nation - MB	1-5
Ebb and Flow First Nation - MB	1-5
Fairford First Nation - MB	1-5
Fisher River Cree Nation - MB	1-5
Fox Lake Cree Nation - MB	1-5
God's Lake First Nation - MB	1-5
Grand Rapids First Nation - MB	1-5
Hollow Water First Nation - MB	1-5
Keseekoowenin Ojibway First Nation - MB	1-5
Kinonjeoshtegon First Nation - MB	1-5
Lake Manitoba First Nation - MB	1-5
Little Black River First Nation - MB	1-5
Little Grand Rapids First Nation - MB	1-5
Marcel Colomb First Nation - MB	1-5
Mosakahiken Cree Nation - MB	1-5
Nisichawayasihk Cree Nation - MB	1-5
O-Chi-Chak-Ko-Sipi First Nation - MB	1-5
Opaskwayak Cree Nation - MB	1-5
Peguis First Nation - MB	1-5

First Nations Community	Frequency
Pinaymootang First Nation - MB	1-5
Pine Creek First Nation - MB	1-5
Poplar River First Nation - MB	1-5
Red Sucker Lake First Nation - MB	1-5
Rolling River First Nation - MB	1-5
Roseau River Anishinabe First Nation - MB	1-5
Sagkeeng First Nation - MB	1-5
Sapotaweyak Cree Nation - MB	1-5
Shamattawa First Nation - MB	1-5
Skownan First Nation - MB	1-5
St. Theresa Point First Nation - MB	1-5
Swan Lake First Nation - MB	1-5
Tataskeweyak Cree Nation - MB	1-5
Waywayseecappo First Nation - MB	1-5
York Factory First Nation - MB	1-5
Island Lake First Nation - SK	1-5
Makwa Sahgaiehc First Nation - SK	1-5
Sakimay First Nation - SK	1-5
Shoal Lake Cree Nation - SK	1-5
Big Grassy - N-ONT	1-5
Big Island (Anishnaabeg of Naongashiing) - N-ONT	1-5
Couchiching (Fort Frances) - N-ONT	1-5
Grassy Narrows - N-ONT	1-5
Rainy River - N-ONT	1-5
Seine River - N-ONT	1-5
Shoal Lake No 39 (Iskatewizaagegan) - N-ONT	1-5
Shoal Lake No. 40 - N-ONT	1-5
Wauzhushk Onigum (Rat Portage) - N-ONT	1-5
Whitefish Bay (Naotkamegwanning) - N-ONT	1-5
Total	182

Missing=33



d. Newcomer status

The Street Census was limited in its ability to reach recent (within the past 5 years) refugees or immigrants experiencing homelessness for two main reasons. First, service providers suggested that refugees and new immigrants seek the support of friends, family and their cultural communities when experiencing housing instability, which makes them particularly difficult to reach. Second, language barriers existed between volunteers and new immigrants encountered on the street or at services where surveys took place. For these reasons, only 1.8% of survey respondents were recent immigrants or refugees to Canada.

Table 5. Respondents who are Recent Immigrants or Refugees to Canada

	Frequency	Percentage
Yes	13	1.8%
No	692	98.2%
Missing = 91		

People staying in provisional accommodation for immigrants and refugees fall under the Canadian definition of homelessness. In Winnipeg, this accommodation varies, but most commonly is an apartment that individuals and families can return to each night and obtain supports and services to settle into life in Winnipeg. For this report, any provisional accommodation that had average stays over one year in length (the majority of provisional accommodation for immigrants and refugees) were not included.

People who work in the settlement sector were interviewed to provide advice on reaching newcomers experiencing homelessness for this research. They advised that while many new immigrant and refugee families might be seen to fall under the definition of homelessness because they are staying with family or friends, these circumstances should not be considered 'provisional.' In the majority of instances, families will stay in one home until they find permanent accommodation. This is supported by research conducted by the Institute of Urban Studies in 2015¹¹. The exception to this is the increasing numbers of mostly single men arriving as refugee claimants in Winnipeg after being denied status in the United States. Until their status is confirmed, they are unable to work or receive any type of income support. Service providers from the community say that many of these men move from house to house frequently because they do not want to impose on their hosts. A focus group was held with people in this circumstance and a separate report will be provided in 2016.

e. Part of the Lesbian, Gay, Bisexual, Transgender and Queer community

Overall, there was no significant difference between the proportion of people identifying as part of the lesbian, gay, bisexual, transgender and queer (LGBTQ) community and Winnipeg's general population. When the data is broken down by age, however, it is evident that youth who are a part of the LGBTQ community are over-represented among those experiencing homelessness.

Table 6. Respondents Who Identify as Part of the LGBTQ Community

	Total		Youth	
	Frequency	Percentage	Frequency	Percentage
Yes	76	10.8%	34	23.1%
No	627	89.2%	113	76.9%
Missing = 93				



"One new Canadian talked about the difficulty moving from another province. She cited the requirement for a birth certificate, difficulty accessing health care services, including mental health care. She was asked about her ethnicity while trying to access housing."

¹¹ Ervick-knote, Garang & Distasio, 2015. *Housing and affordability: A snapshot of the challenges and success in the African community*. Institute of Urban Studies. <http://winnspace.uwinnipeg.ca/bitstream/handle/10680/813/2015%20Housing%20Challenges%20for%20Newcomers%20.pdf?sequence=3>

f. Income

Low income was the most commonly reported barrier to finding housing (50.9%). Over half, 52.2% of all survey respondents were receiving income from Provincial Employment and Income Assistance (EIA), from either the general or disability streams. Many people engaged in both formal employment (full-time, part-time or temporary), and/or informal employment (such as panhandling, busking, selling art).

Table 6. Sources of Income

	Frequency	Percentage
Social assistance (general)	270	35.4%
Social assistance (disability)	128	16.8%
Self/informal employment	139	18.2%
Employment	126	16.5%
Money from family and friends	50	6.6%
Senior benefits	41	5.4%
Employment insurance	18	2.4%
Child tax benefits	11	1.4%
Other	12	1.6%
No income	55	7.2%
Missing = 34		

Note: Because some people had more than one source of income, the total equals more than 100%

Almost ¼ of respondents had no formal, ongoing income. That is, they had no income or only received their money from family or friends, or self/informal employment like busking, panhandling, flagging, or other riskier income sources like theft or drug dealing.



"A common struggle was the inability to find a home because of a lack of income, and people were unable to work because of a physical disability or a health condition. One gentleman worked as a labourer for over 30 years when he injured his shoulder and was unable to work. He found himself homeless."

"A man was on EIA disability and someone put in a false report that he had inherited a large amount of money from his mother. He was cut-off assistance. He went to get proof that his mother was still alive but he couldn't get help because he couldn't pay for legal support. He has been without an income for a full year and is homeless for the first time in his life because of it."

"One man I spoke to made \$75,000 per year then suddenly lost his job. He tried to find another one but couldn't because of his age – he was 60. Now he commits little crimes like petty theft to get by."

3.4 Experiences

a. Military or RCMP service

6.0% of survey respondents had service in the military or RCMP:

- 34 (4.7%) were in the military
- 9 (1.3%) were in the RCMP

b. Mobility

A majority of individuals experiencing homelessness have been in Winnipeg for one year or longer, however 21.8% moved to Winnipeg in the past year, a much higher mobility rate compared to the general population (3.9%¹²).

Table 7. Respondents who Moved to Winnipeg in the Past Year

	Frequency	Percentage
Yes	162	21.8%
No	581	78.2%
Missing = 53		

c. Child and Family Services experience

Almost half of survey respondents have been in foster care or group homes in their lifetime. Participants were not asked specifically about residential schools, however it is apparent from the comments on the survey that a number of respondents considered this to be in the category of foster care or group homes. There are significant differences between Indigenous and non-Indigenous respondents for this question. While about 1/5 non-Indigenous participants experiencing homelessness spent time in the care of CFS, 3/5 of Indigenous people surveyed did.

Table 8. Respondents who Spent Time in Foster Care or Group Homes

		Spent Time in Foster Care/Group Homes	
		Yes	No
Identifies as Indigenous	Yes	57.9%	42.1%
	No	21.1%	78.9%



"One person I spoke to had a good professional career. He had an injury and couldn't keep up with his rent. He served in the military and worked hard all his life."

"[She] found out she was adopted at age 13 and likely had FASD. She started using alcohol to cope and her adopted parents couldn't cope with her struggles and evicted her. She's had lifelong addictions challenges and periods of homelessness since she was 13."

"We met a group of youth who had been homeless since being displaced from their homes and in group homes. They said the system has failed them."

¹² City of Winnipeg, n.d. 2011 National household survey data – City of Winnipeg. <http://winnipeg.ca/Census/2011/City%20of%20Winnipeg/City%20of%20Winnipeg/City%20of%20Winnipeg.pdf>

3.5 First Experience of Homelessness

a. Age of first experience of homelessness

The most common age that people first became homeless was 18. For those who said they first became homeless as a young child, details on the surveys suggest that they were usually accounting for either their initial entry into the care of CFS or their family's experience of homelessness.

b. Reason for first experience of homelessness

Family conflict, breakdown or violence was the most frequently cited reason for first experiencing homelessness. This included being kicked out of the home of a family member, divorce, and for some entering or running away from the care of CFS. About one quarter, 24.2%, of those who became homeless due to family conflict were experiencing family violence.

Employment or financial problems was the third most common reason. For some people, this was a sudden job loss. For others, it was being cut-off social assistance or not qualifying for benefits, like EIA, Employment Insurance or Workers' Compensation Benefits.

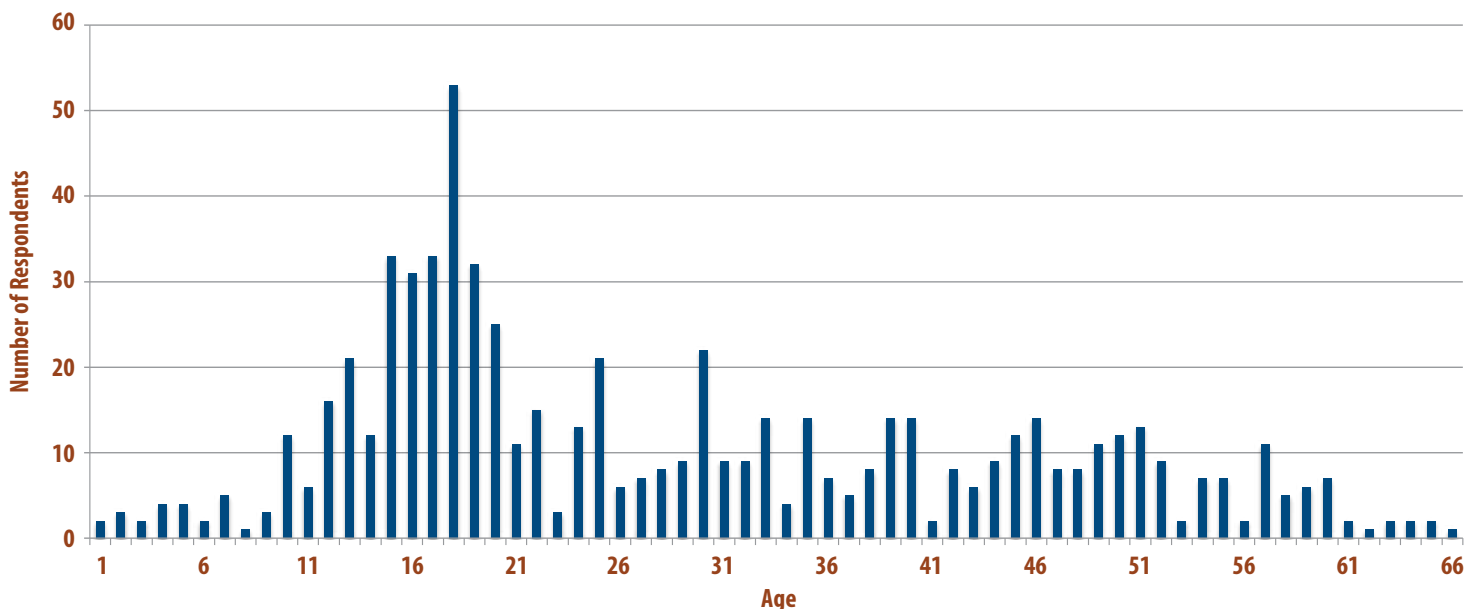
Only a small number of people, 17 (2.1%), said becoming homeless the first time was their choice. Among those respondents, one said he was "independent minded and chose to leave home" while another said he was "mirroring other family members."

Table 9. Reason for First Experience of Homelessness

	Frequency	Percentage
Family conflict, breakdown or violence	314	39.4%
Addiction	122	15.3%
Employment or financial problems	111	13.9%
Housing issues including rent increase, eviction, fire	99	12.4%
Medical or mental health issues, including transition out of health facility	78	9.8%
Transition from CFS	60	7.5%
Entering or leaving the criminal justice system	55	6.9%
Transition to Winnipeg or immigration	33	4.1%
Other	18	2.3%
Independence/choice	17	2.1%
Don't know/Declined to answer	60	7.5%

Note: Some people had more than one reason for becoming homeless, therefore the total equals more than 100%

Figure 6. Age Respondent First Became Homeless



3.6 Length of Time Homeless

People move in and out of homelessness and the length of time people stay homeless for varies widely. Almost half of respondents (46.1%) had a home of their own less than one year ago while 39.8% of respondents had been homeless for all of the previous three years. 9.4% of people had been homeless for one month or less, and the longest period of homelessness for any of those surveyed was 39 years.

The median length of most recent period of homelessness was 9 months; the median length of homelessness throughout people's lifetime was 24 months.

From the survey respondents, there were:

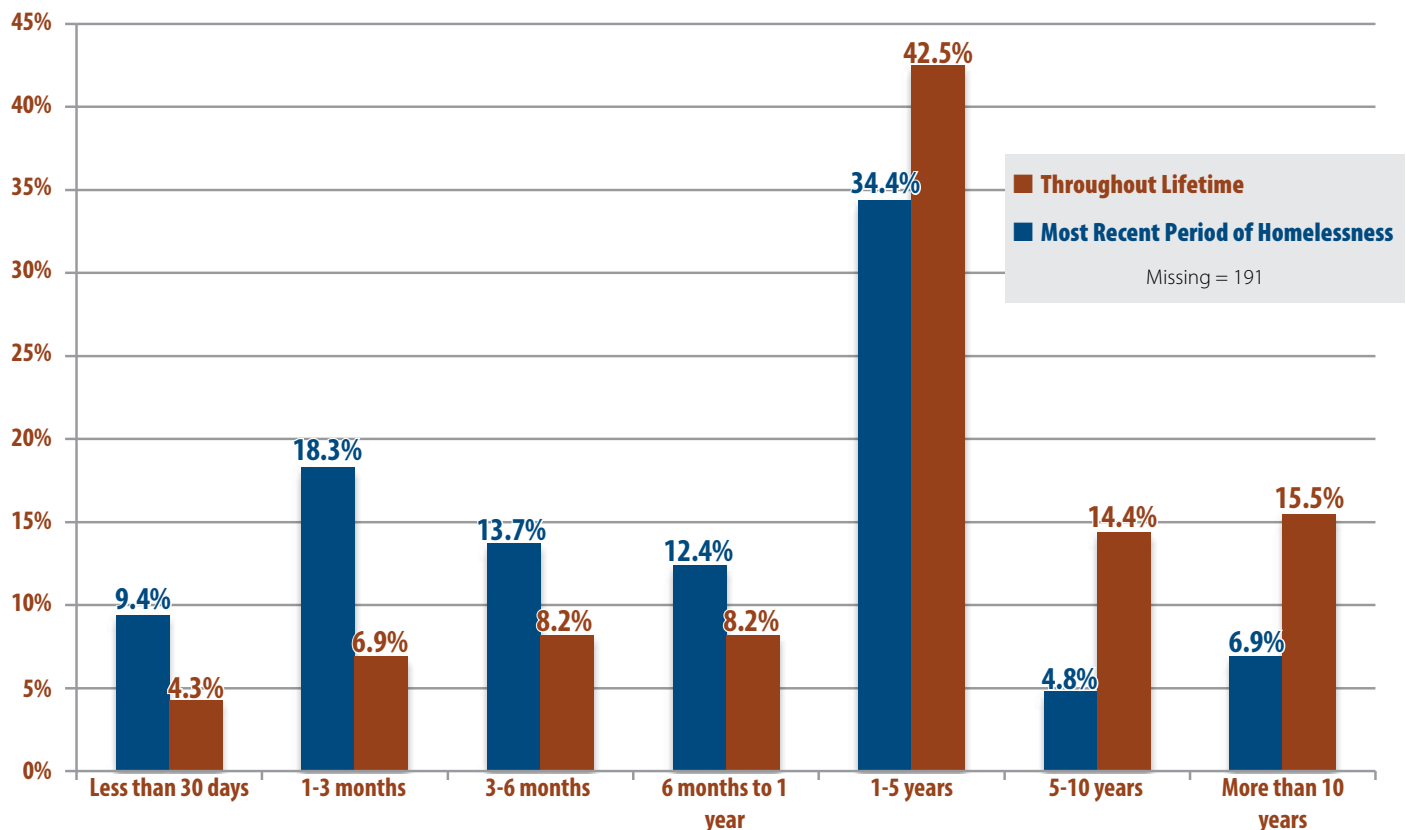
- 181 people experiencing episodic homelessness
- 354 people experiencing chronic homelessness

This should not be seen as a total number of people experiencing chronic and episodic homelessness in Winnipeg. Not all people staying in emergency shelters participated in the survey. Additionally, there were almost 200 missing responses because many people could not remember the last time they had housing of their own.

Table 10. Number of Episodes of Homelessness in the Previous Three Years

	Frequency	Percentage
1 or 2	298	37.40%
3 or more	181	22.70%
All 3 years	317	39.80%
Total	796	100.00%
Missing = 0		

Figure 7. Duration of Homelessness



3.7 Service Needs and Use

a. Emergency shelter use

Almost half (44.1%) of those staying in hotels/motels, with family, friends or strangers, or staying in an unsheltered location did not use shelters in the previous year.

Table 11. Have stayed in an Emergency, Domestic Violence, or Youth Shelter in the Past Year (for those not currently at shelter)

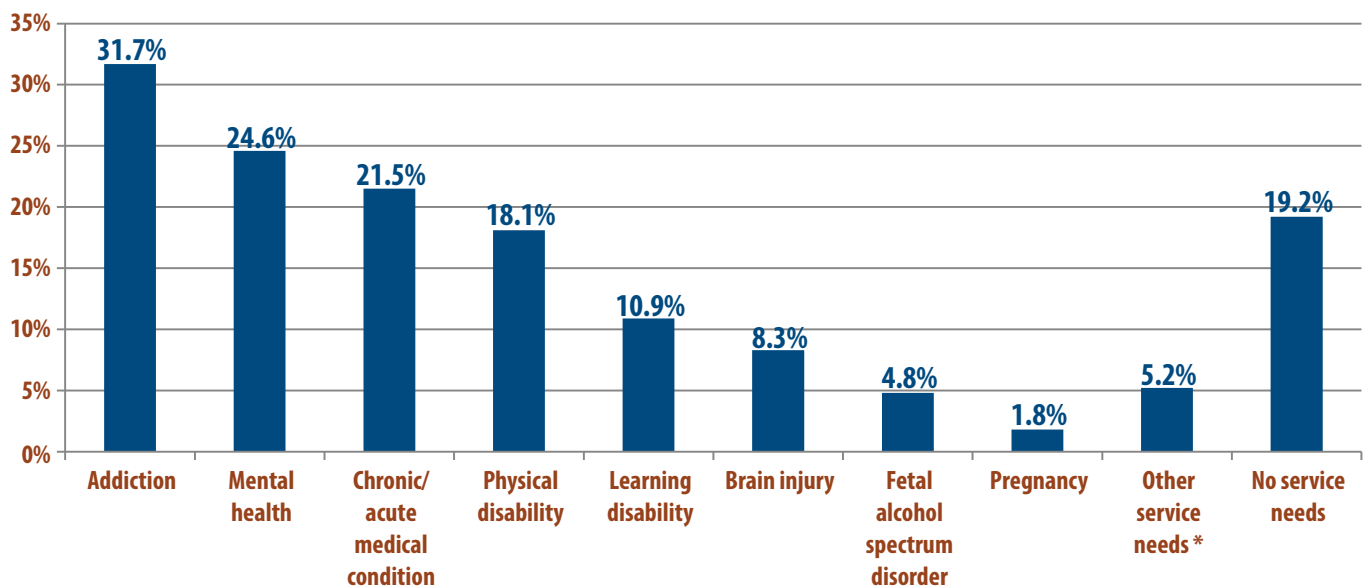
	Frequency	Percentage
Yes	268	55.9%
No	211	44.1%
Missing = 317		

b. Service needs

Just over 1/3 of people surveyed said they need services for an addiction. The second and third most common service needs related to mental health and a chronic or acute medical condition. Volunteers were trained to ask specifically about whether or not the respondent needed services, not whether or not a person had a particular issue or challenge. However, some volunteers told us this question was regularly misunderstood by survey participants. Other service needs added by respondents included support with education or employment, other medical supports, vision care, dental services, and spiritual services. Many more people may have the need for these other services but did not identify them.

Participants had the option to specify the condition they needed support with. Not everyone did, so this data should not be considered an accurate representation of people's needs, but rather an indicator of the types of conditions people require support for.

Figure 8. Issues Respondents Needed Service For



* includes employment or education support with housing, basic needs, glasses, spiritual needs

"One participant was suffering from several health problems and had been in an addictions treatment program. He became homeless after leaving the program, yet...kept clean. He's now back in school."

"A man was experiencing PTSD and found it very difficult to find psychologists or any support."

Table 12. Chronic or Acute Medical Condition People Need Services For

	Frequency
Arthritis	31
Diabetes	26
Asthma	11
Seizures/epilepsy	8
Hepatitis C	8
Heart disease/condition	8
Cancer	6
Chronic obstructive pulmonary disease	6
Other	15

Table 13. Physical Disability People Need Services For

	Frequency
Spinal/back injury	22
Leg, hip or knee injury	17
Chronic pain	7
Other	7

Table 14. Learning Disability People Need Services For

	Frequency
Attention deficit disorder (ADD) or Attention deficit hyperactivity disorder (ADHD)	22
Dyslexia	2

Table 15. Addiction People Need Services For

	Frequency
Alcohol	96
Marijuana	12
Cocaine or crack	11
Tobacco	9
Methamphetamines	7
Other drugs	6
Other addiction	7

Table 16. Mental Health Diagnoses/Issue People Need Services For

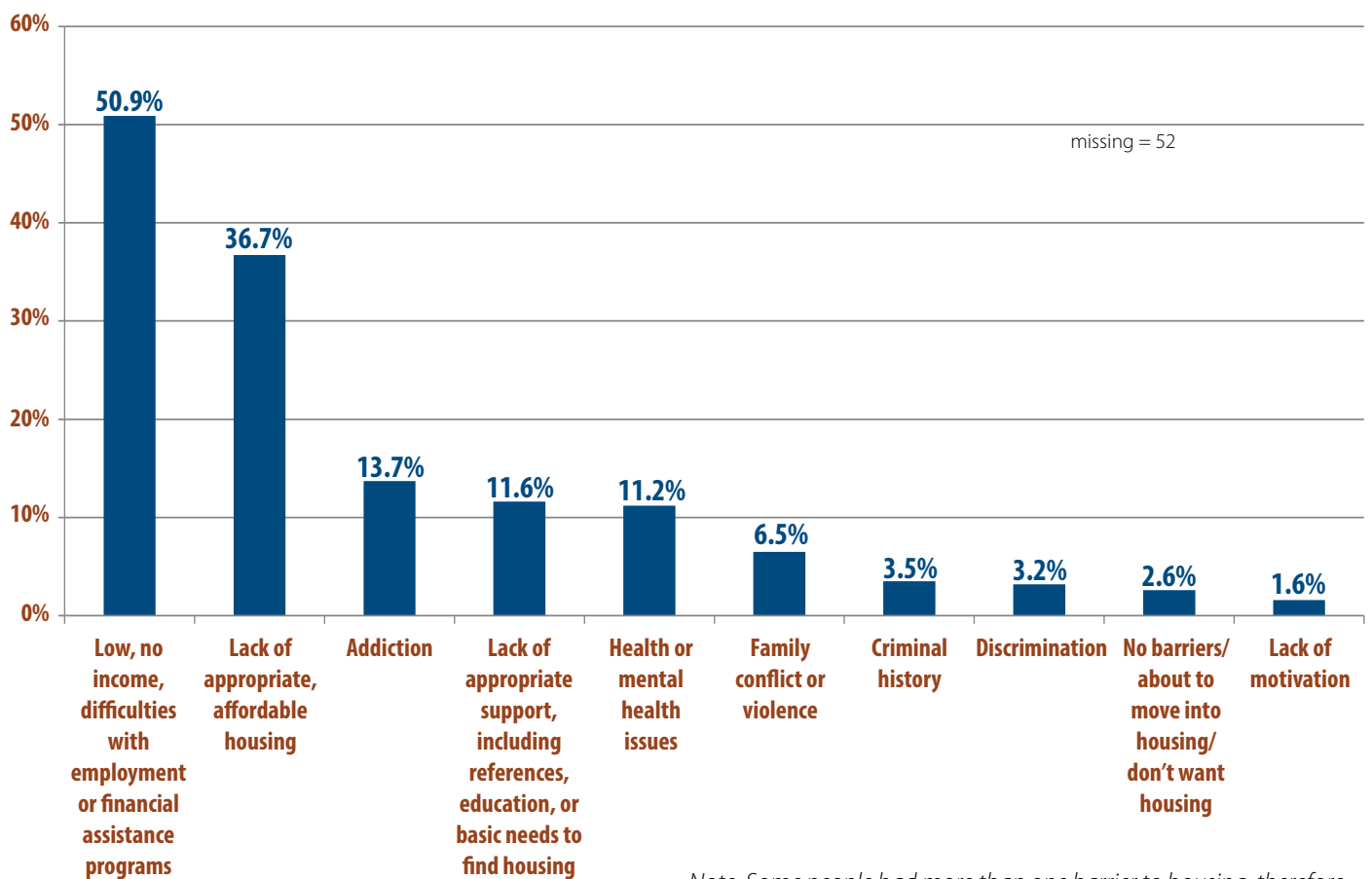
	Frequency
Depression	61
Anxiety/panic attacks	31
Post-traumatic stress disorder (PTSD)	11
Bipolar disorder	10
Schizophrenia	9
Personality disorder	5
Obsessive compulsive disorder (OCD)	5
Other (suicidality, psychosis, Asperger syndrome or autism)	6
General counselling support	18



3.8 Barriers to Finding a Home

A combination of limited availability of affordable housing and inadequate incomes were main barriers to finding a home for the majority of respondents. A very small number, 19 people (2.6%), said they did not want housing or didn't have any barriers to finding it. This included a few people who said they had secured housing and would be moving in the next month. The stories volunteers shared demonstrate the complexity of barriers some people face.

Figure 9. Barriers to Housing



Note: Some people had more than one barrier to housing, therefore the total equals more than 100%.

"An older male shared that his OCD and ADD prevented him from getting an education because he cannot focus. His OCD is preventing him from finding a permanent place to live because the hotel he lives in now is organized just as he needs it. He said 'I'm scared to be anywhere else.' He also has involvement with the justice system which makes it difficult to find a job. He has not found an appropriate addictions treatment program so he can maintain his sobriety."

"A man I met left BC because rent was too high and he couldn't find work. He thought life would be better in Winnipeg but can't get on his feet again. He is a chef, but has a hard time finding work because he does not have a daily shower. He lives in a van with his wife. He cannot collect EIA since he just moved."

4. Definitions of Terms

Absolute homelessness: staying in an unsheltered circumstance or in an emergency shelter.

Administrative Data: information collected systematically by an organization providing services. Only services with a residential function (that is, where people meeting the definition of homelessness spent the night on October 25th) were requested to provide data.

Base Site: a volunteer coordination hub where volunteers met prior to going to their survey locations and returned to after completing surveys.

Chronic homelessness: the experience of a person who is currently homeless and has been homeless for 6 months or longer.

Dependent children: those aged 17 or under who were residing with their parents or guardians. Dependent children were not included the overall proportion of youth and were not surveyed and therefore not included in the other data on youth.

Emergency sheltered: staying in an emergency homeless shelter (youth, adult or family), emergency housing for new immigrants or refugees, or shelter for individuals and families impacted by family violence.

Episodic homelessness: for the purpose of the Winnipeg Street Census, those experiencing episodic homelessness have met the definition of homelessness for three or more periods of time over the previous three years. This is slightly different from the HRSDC Definition of episodic homelessness, which is to have three or more periods of homelessness over the previous *one* year.

Headquarters: the main volunteer coordination site throughout the Street Census.

Hidden homelessness: living temporarily with others without legal protection, guarantee of continued residency, or prospects of permanent housing. This includes any of the respondents who said they are staying with friends, family, or strangers/acquaintances temporarily. Sometimes this is referred to as “couch surfing.”

Institutional care: staying in a penal institution, medical/mental health facility, residential treatment/withdrawal management centre, or emergency placement while in the care of Child and Family Services. Those who met the definition of homelessness in institutional care either:

- were homeless prior to admittance and have no plan for permanent accommodation after release;
- had housing prior to admittance but lost housing while in institutional care; or
- had housing prior to admittance but cannot return due to changes in need.

Long-term provisional accommodation: interim or transitional housing that has average stays or program models designed to be more than one year in length.

Magnet event: a community event held to encourage people experiencing homelessness to attend and participate in the survey.

Missing: missing data includes all of the “don’t know” or “declined to answer” responses, as well as data never entered by the surveyor or removed during cleaning because it was deemed invalid/unreliable.

Provisionally accommodated: staying in any of the following locations:

- Short-term (1 year or less) transitional housing for individuals and families who have been homeless or who exited from a government system (CFS, Justice, Health or Mental Health Facility) and would otherwise be homeless;
- Living temporarily with others without legal protection, guarantee of continued residency, or prospects of permanent housing. This includes any of the respondents who said they are staying with friends, family, or strangers/acquaintances temporarily;
- Staying in a hotel or motel without permanent accommodation to return to after the stay; or
- Staying in institutional care and lacking a permanent housing arrangement.

Single location: a location where people experiencing homelessness access services or spend their time during the day, attended by volunteer surveyors on October 26th.

Street location: a location on a route walked by volunteer surveyors in the evening of October 26th. These were all outdoor routes with the exception of a route through the walkway system downtown.

Transitional housing: housing with no prospect of permanence for individuals and families who have been homeless or who exited from a government system (CFS, Justice, Health or Mental Health Facility) and would otherwise be homeless.

Unsheltered homelessness: staying outside or in a place unfit for human habitation in a public or private place without consent. This includes a vehicle, in a tent or makeshift shelter, a bus shelter, or a private business like a coffee shop.

Youth: includes those aged 29 or under at the time of the survey. Dependent youth or children who were residing with their parents or guardians were not included the overall proportion of youth and were not surveyed and therefore not included in the other data on youth.

5. Project Structure

A working group structure was implemented to utilize the skills and expertise of partners and supporters. These were:

a. Methodology Working Group

The methodology working group determined the survey locations and logistics of surveying, developed the survey tools, and guided the administrative data collection.

Coordinator: Maria Godoy, Information Manager, Resource Assistance for Youth

Members:

Heejune Chang, Medical Officer of Health, Winnipeg Regional Health Authority

Dr. Chris Green, Senior Epidemiologist, Winnipeg Regional Health Authority

Joe Hatch, Community Liaison Coordinator, Institute of Urban Studies

Isabel Jerez, Housing Coordinator, Spence Neighbourhood Association

Derrick Johnson, Youth Advisor

Christina Maes Nino, Community Animator, Social Planning Council of Winnipeg

Scott McCullough, Research Associate, Institute of Urban Studies

Margaret Ormond, Special Projects Manager, Sunshine House

Al Wiebe, Community Liaison Coordinator, Institute of Urban Studies

Erika Wiebe, Collective Impact Facilitator, United Way of Winnipeg

Larry Wurcherer, Director of Operations, Ma Mawi Wi Chi Itata Centre

b. Volunteer Recruitment, Training, and Coordination Working Group

This working group developed the training materials, presentations, and outline. They provided advice and guidance to the volunteer coordinator.

Coordinator: Scott McCullough, Research Associate, Institute of Urban Studies

Members:

Laurel Cassels, Homeless Outreach Mentor, West Central Women's Resource Centre

Maria Godoy, Information Manager, Resource Assistance for Youth

Joe Hatch, Community Liaison Coordinator, Institute of Urban Studies

Christina Maes Nino, Community Animator, Social Planning Council of Winnipeg

Lukas Maitland, Program Manager, Wiisocotatiwin – ACT, Mount Carmel Clinic

Brent Retzlaff, Volunteer Coordinator, Siloam Mission

Stephanie Skakun, Director of Community Housing and Supports, Canadian Mental Health Association Winnipeg

Al Wiebe, Community Liaison Coordinator, Institute of Urban Studies

Larry Wurcherer, Director of Operations, Ma Mawi Wi Chi Itata Centre

c. Media and Communications Working Group

This working group guided the development of the logo and provided input on the media and communications work

Coordinator: Christina Maes Nino, Community Animator, Social Planning Council of Winnipeg

Members:

Donna-Lynn Baskin, Communications Manager, Siloam Mission

Terry Cormier, HPS Program Coordinator, City of Winnipeg

Paula Hendrickson, Director of Services, Aboriginal Health and Wellness Centre

Al Wiebe, Community Liaison Coordinator, Institute of Urban Studies

6. Methodology

6.1 Purpose and Objectives

The purpose of the Winnipeg Street Census was to estimate the number of people who are homeless in Winnipeg, obtain a demographic profile of the population, and (over time) identify trends.

Additionally, the Winnipeg Street Census Partnership Committee established the following objectives:

1. Develop a replicable, community sanctioned methodology, based on promising practices from other Canadian jurisdictions, for conducting regular Street Censuses in Winnipeg
2. Implement the Street Census methodology in a 24-hour period and evaluate the methodology for future projects
3. Increase knowledge about homelessness in Winnipeg to inform decision-making and further areas of research. Information disseminated will include particular attention to sub-populations experiencing homelessness in Winnipeg and recognition of the root causes of homelessness
4. Provide baselines of homelessness for efforts working to end or reduce homelessness in Winnipeg
5. Enhance partnerships between those who serve people experiencing homelessness, including outreach teams, emergency shelters, resource centers, Aboriginal community-based organizations, and representatives from health, addictions, mental health and justice programs

6.2 Definition of Homelessness and Scope of the Census

The Winnipeg Street Census applied the Canadian Definition of Homelessness¹³. Homelessness encompasses a continuum of living situations including: 1) Unsheltered (absolute homelessness), 2) Emergency Sheltered, 3) Provisionally Accommodated and 4) At Risk of Homelessness. Due to limitations to the point-in-time methodology and resources, the Winnipeg Street Census was unable to include the complete range of homelessness. Table 17 outlines the types of homelessness included in the study and the methods applied to include them¹⁴. A complete list of survey locations and administrative data providers is provided in Appendix 1.

¹³ Canadian Observatory on Homelessness (2012) *Canadian definition of homelessness*. Homeless Hub: www.homelesshub.ca/homelessdefinition/

¹⁴ The Canadian Definition of Homelessness includes rooming houses under the category of short-term, temporary accommodation. In Manitoba, however, rooming house tenants will almost always be protected by the Residential Tenancy Act and can therefore be securely, permanently accommodated. There are many rooming houses that are below adequate standards, but establishing the adequacy of permanent housing was outside the scope of the survey. Hence, rooming houses were not included in the Street Census as a homeless living situation. Additionally, any transitional housing or accommodation/reception centres for recently arrived immigrants and refugees with average stays or program models longer than one year were not included. One reception centre for recently arrived refugees operates on an emergency basis and so was classified under emergency shelters.

Table 17. Scope of the Winnipeg Street Census

Types	Living Situation	Method	Included
Unsheltered	1.1 People living in public or private places without consent or contract	Street Survey Single Location Survey	✓
	1.2 People living in places not intended for permanent human habitation	Street Survey Single Location Survey	✓
Emergency Sheltered	2.1. Emergency overnight homeless shelters (adult, youth and family)	Shelter Survey Administrative Data	✓
	2.2. Shelters for individuals and families impacted by family violence	Shelter Survey Administrative Data	✓
	2.3. Emergency shelters for people fleeing a natural disaster	Administrative Data	✗
Provisionally Accommodated	3.1. Interim housing (transitional housing)	Shelter Survey Administrative Data	✓
	3.2. People living temporarily with others but without guarantee of continued residency or prospects of permanent housing	Street Survey Single Location Survey Magnet Events	✓
	3.3. People accessing short-term, temporary rental accommodation without security of tenure (hotels, motels)	Street Survey Single Location Survey Magnet Events	✓
	3.4. People in institutional care who lack permanent housing arrangements	Administrative Data	✓
	3.5. Accommodation/reception centers for recently arrived immigrants and refugees	Administrative Data	✓
At Risk of Homelessness	4.1. People at imminent risk of homelessness		✗
	4.2. Individuals and families who are precariously housed		✗

6.3 The Point-in-Time Approach

The methodology for the Winnipeg Street Census is based on a model recommended by the Canadian Observatory on Homelessness and will be used by cities participating in the Homeless Partnering Strategy of Economic and Social Development Canada's (HPS) National Point-in-Time Count of Homelessness in January/February of 2016. This will allow for comparisons between Winnipeg's data and other Canadian cities.

The Winnipeg Street Census was designed to provide a snapshot of as wide a range of circumstances as feasible. As a result, the following methods were used:

- a. Shelter Survey
- b. Street Survey
- c. Single Location Survey
- d. Magnet Events
- e. Administrative Data

The 2015 Winnipeg Street Census was conducted from 6:00pm to 10:00pm on October 25th and from 7:00am to 7:15pm on October 26th. The month of October was chosen to increase comparability with other cities in Canada including Alberta's seven largest cities, Kingston, Kamloops and more. October 25th and 26th were selected by the Partnership Committee based on feedback that more people experience homelessness near the end of the month, taking into account disbursement of Employment and Income Assistance, GST Rebate and Canada Child Tax Benefits, which may change where people stay or what services they are accessing.

a. The shelter survey

The shelter survey took place on the evening of October 25th, 2015 in all participating emergency shelters, domestic violence shelters and transitional housing facilities.

Volunteers were assigned to a particular shelter and worked with staff to recruit participants for the surveys. One domestic violence shelter and one transitional housing program opted to have staff interview residents to protect their anonymity.

To ensure that the demographic information and number of people staying at each location was as accurate as possible, each emergency shelter and transitional housing program completed an Administrative Data Form (Appendix 2) to record the total number of people who stayed overnight (October 25th).

b. The street survey

The street survey took place on October 26th, from 4:00 pm to 7:00 pm. The time was chosen by the Partnership Committee based on:

1. an agreement to have volunteers attend park, path and alleys in daylight hours only, and
2. A plan to start the survey after most people staying at emergency shelters are in line/inside for the night.

Several consultations with street outreach workers and safety patrols, people with experience of homelessness, the Partnership Committee members, Winnipeg Transit drivers, and the Winnipeg Police Service were held to develop the geographical boundaries for the Street Census. They helped create a list of locations (i.e. alleys, bridges, parking lots) where individuals experiencing unsheltered homelessness may stay or frequent. These locations were mapped and the core of the city was divided into 27 routes. One route (Higgins and Main) was covered by two survey teams because of the high number of people experiencing homelessness in the area. Route length depended on the predicted volume of respondents in an area. The complete downtown core of Winnipeg was surveyed¹⁵. A map of the routes is available in Appendix 3.

Eighty-four volunteer surveyors, working in teams of three, were assigned to specific routes and provided with maps identifying specific areas they should be sure to cover. Volunteers were instructed to survey all individuals in all public spaces within those study areas. Each street team had at least one volunteer, a team lead, with experiential knowledge or professional experience working with people experiencing homelessness. To the greatest extent possible, teams were organized to include at least one Indigenous person.

c. The single location survey

The single location survey took place at agencies where people experiencing homelessness access services, such as soup kitchens and drop-in programs, from 7:00am to 4:15pm on October 26th. This approach was adopted based on feedback from service providers who stated that individuals experiencing absolute and hidden homelessness may not access emergency shelters but seek out other services to meet their basic needs.

Twenty-nine agencies in Winnipeg participated in the single location survey, in addition to ten bottle depots (Appendix 1). Volunteers were sent to these locations at the time recommended by agency staff, based on peak hours of operation and timing that would not disrupt programming. Volunteers were instructed to approach all individuals accessing services at that agency. Bottle depots operated similar to the street surveys, with volunteers standing near entrances surveying people as they walked past.

d. Magnet events

Two magnet events were held specifically aimed at recruiting Indigenous people experiencing hidden homelessness. One was held at Turtle Island Neighbourhood Centre and one at the Magnus Eliason Recreation Centre. This population was selected because service providers who work in the community suggested that Indigenous individuals and families tend to rely on informal supports (family, friends) and therefore would not be at single locations or emergency shelters. Staff of the Ma Mawi Wi Chi Itata

¹⁵ According to local experts there were very few locations outside the downtown core. Those that exist are disbursed and often isolated, creating challenges with logistics and increasing safety risks. These were excluded from the street survey.

Centre took the lead in organizing the events and coordinated food, entertainment, prizes, and other activities to encourage attendance. Posters were e-mailed to service providers in the neighbourhoods and printed and posted around the community.

e. Administrative data

To gather data on people who were provisionally accommodated in transitional housing and those who met the definition of homelessness in institutional care, including hospitals, detoxification facilities, and treatment centres, data requests were made to community and governmental service providers. The only government department that provided data was the Winnipeg Regional Health Authority.

Data was collected using the Administrative Data Form.

Table 18. Number of People Surveyed and Where They Stayed by Methodology

	Unsheltered	Emergency Sheltered or Transitionally Housed	Someone Else's Place	Hotel/Motel	Total
Single Site Survey	53	26	167	26	272
Shelter Survey	0	261	2	1	264
Street Survey	60	1	93	29	183
Single Site: Bottle Depot Survey	16	0	22	6	44
Magnet Events	3	0	15	3	21
TOTAL	132	288	299	65	784

6.4 Survey Design and Administration

Three survey instruments were designed: (1) the unsheltered survey, (2) the sheltered survey, and (3) the tally sheet. The surveys were designed based on standard questions from the HPS and adapted based on piloting and to meet local research needs as identified by the Partnership Committee.

The surveys had four main components:

1. Introduction and consent
2. Screening questions (determined eligibility)
3. Mandatory data elements (determined by HPS)
 - a. Demographics: gender, age, Aboriginal status, family unit
 - b. Migration and immigration
 - c. Income sources
 - d. Service needs
 - e. Veteran status
 - f. Homelessness history
4. Optional data elements (determined by the Winnipeg Street Census Partnership Committee)
 - a. If Indigenous, if raised in a First Nations community
 - b. Experience in foster care or group homes
 - c. Age of first homelessness
 - d. Reason for first homelessness
 - e. Sexual orientation
 - f. Barriers to permanent housing

A final draft of the survey was piloted with 28 individuals who volunteered from three homeless serving organizations in July of 2015. After testing the survey with each other, individuals in the piloting group were invited to provide general feedback about the process and make recommendations about question design. The survey questions were subsequently changed to improve the validity and reliability of responses.

The final survey contained 19 questions. The number of questions was carefully weighted to balance community needs and the burden of response on participants. A copy of the unsheltered survey can be found in Appendix 4, the sheltered survey in Appendix 5.

a. Administering the survey

Survey teams were instructed to interview everyone they encountered and ask the screening questions to establish eligibility for the full survey. They were instructed not to wake anyone up who was sleeping or approach anyone who they believe was being sexually exploited, anyone busy working (busing, flagging, squeegeeing), visibly intoxicated or aggressive.

People who fit those categories, or did not consent to the survey, were tallied on the tally sheet (Appendix 6) and observational information (age, gender) was gathered. A total of three (3) individuals were found sleeping outdoors, though these individuals were not included in the final count as there is no way to ascertain if they were surveyed earlier in the day.

Those who agreed to take part in the survey were offered a gratuity (a cigarette or bus ticket and/or a granola bar) immediately to ensure nobody had an incentive to complete an interview more than once or felt obliged to continue the full survey. Gratuities were chosen after discussion among the Partnership Committee, who agreed both bus tickets and cigarettes have a value (that is, they are very commonly used or convenient to sell for cash by almost everyone) for people experiencing homelessness. A final recommendation on gratuities was sought from the Lived Experience Circle. At the end of survey, participants were provided with a resource card. Street outreach teams from Resource Assistance for Youth, Inc. were available from 1:00pm to 9:00pm to assist individuals who requested immediate assistance.

b. Data quality and quality assurance methods

As described previously, efforts were made to ensure high-quality results including:

- Rigorous, mandatory volunteer training;
- Piloting the survey with a diverse sample (n=28);
- Conducting the survey in as many single locations as could be identified; and
- Implementing strategies to reduce duplication.

Duplication is a challenge for anonymous surveys because no identifying information is collected. However, the following methods were used to reduce duplication:

- Interviewers wore identifiable buttons on their clothing and asked people if they had already taken part in the survey.
- The surveys collected respondents' date of birth, gender, and Indigenous identity. Surveys with matching entries were identified. Excluding duplicate entries required consensus between two independent reviewers.

6.5 Response Rates

The combined emergency shelter and transitional housing response rate for the Street Census was 49.8%¹⁶. This is comparable to the sheltered survey response rates of large cities including Vancouver (59% in 2014) but well below the response rates of small cities such as Red Deer (79% in 2014). Staff at emergency shelters suggested that participants may have been too tired to participate in evening surveys.

It is not possible to estimate the response rate for the unsheltered population as the total unsheltered homeless population is unknown. Between October 25th and October 26th a total of 3,566 individuals were approached to participate in the survey¹⁷. Of these, 1,235 individuals declined to participate and 272 stated that they had already been surveyed. A total of 1,017 individuals were not eligible to participate in the full survey because they had permanent housing, or had stayed in a shelter, transitional housing, detoxification facility, or hospital the previous night, in which case they would have been included in the administrative data collection¹⁸.

6.6 Data Entry and Analysis

A partnership was developed with Healthy Child Manitoba to enter data using Teleform Software. Four volunteers and two research team members entered data from the surveys over a period of three weeks. Data cleaning and analysis was conducted using the Statistical Package for the Social Sciences 21.0 by the Project Coordinator with support from the Methodology Coordinator.

6.7 Weather

The weather on October 26th 2015 during the Street Census was mild and dry with a low of 0° degrees Celsius. The historical average for this day is a high of 7° with a low of -3° degrees Celsius¹⁹. Weather conditions were favourable and were unlikely to pose limitations on the project.

6.8 Limitations

A point-in-time methodology is the most common and, many would argue, best way to gain an accurate picture of the number of people experiencing unsheltered and emergency sheltered homelessness; however, the method has limitations. First, it is

¹⁶The response rate is calculated based on the number of non-dependent people and only includes locations where surveys took place, not those who only provided administrative data. This includes: Siloam Mission (49 out of 111); Main Street Project (56 out of 110); Ndinawe Youth Shelter (6 out of 12); Willow Place (7 out of 16); Salvation Army (107 out of 207); RaY Rest Program (9 out of 14).

¹⁷This is the sum of the individuals screened into the survey (1,042), individuals who declined to participate (1,235); already surveyed (272) and screened out (1,017).

¹⁸983 stated having their own apartment or home; 26 were staying in transitional housing; 8 stated stayed in an institutional setting.

¹⁹<http://www.accuweather.com/en/ca/winnipeg/r3b/october-weather/48989>

inherently an undercount of homeless populations. Despite significant efforts by the Winnipeg Street Census Partners to be as comprehensive as possible, individuals were missed and some declined participation. Important limitations to keep in mind are:

1. The method is unable to provide a reliable estimate of the hidden homeless population (those staying with friends, family, or strangers in their home) and those staying temporarily in hotels.
2. Results only provide a snapshot of homelessness in Winnipeg and cannot capture information on seasonal variation.
3. Non-participation of some government departments contributed to likely a very significant underestimation of individuals experiencing homelessness in institutional settings²⁰. At the time of writing, Manitoba Justice declined to share information on people in remand or correctional facilities who entered or would be discharged without a home, and Child and Family Services declined to provide data on how many youth in their care were on emergency placements and therefore without a long-term home.
4. Areas outside the core of Winnipeg were excluded from the street survey so people experiencing homelessness who stay in these areas were also excluded.
5. Despite thorough consultations, it is unlikely that all public spaces where individuals stay or frequent were visited on October 26th. For example, there are a significant number of individuals who stay in unsheltered locations in the St. Boniface neighbourhood. An attempt to survey them through a partnership with a volunteer group in the neighbourhood was unsuccessful as no surveys were returned.
6. Invisibility is often a survival strategy when people experience homelessness. Simply having large numbers of surveyors out on the streets may cause people to move to more isolated locations. On the night of the street survey the Winnipeg Police Service deployed additional foot patrols. It is possible that this could have displaced homeless populations. At least one volunteer team was asked to move to other locations by Downtown Watch staff while conducting surveys, limiting their ability to survey people.
7. By deploying multiple methodologies over a 24-hour period, the Street Census increased the potential for duplication. It is recommended that future Street Census projects conduct the shelter and street surveys simultaneously. Nevertheless, only twenty duplicates were identified and excluded from the data.

²⁰In Calgary, for example, the number of people experiencing homelessness in a correctional setting was 172. Turner, 2015. *2014 Alberta point-in-time homelessness count: Provincial report. Seven Cities on Homelessness and Housing*. http://media.wix.com/ugd/ff2744_82ee4dec83f24f60a821cee54bec8990.pdf

7. Volunteers

Given the scale of the Street Census project, there was a need for a large number of surveyors and people to coordinate those surveyors. Like similar projects conducted in other cities, the Winnipeg Street Census relied on volunteers to undertake this important work. Not including the time of Partnering and Supporting agency staff, volunteers provided 2050 hours of time to the Street Census.

7.1 Volunteer Recruitment

About 300 volunteers were needed to staff base sites, headquarters, and conduct surveys at shelters, single locations, and on street routes. Volunteers were primarily recruited through the existing networks of the Street Census Partners and Supporters. Partnering and supporting agencies recruited from their staff, volunteer lists, and connections with other community agencies they work with. Those who work with people experiencing homelessness were also asked to recruit current or former program participants to volunteer. Additional outreach efforts were made to university students, people participating in the Downtown BIZ CEO Sleepout, and the general public through a news media article.

7.2 Volunteer Training

Prior to conducting the survey, all volunteers attended a three-hour mandatory training session with the following modules (see volunteer manual Appendix 7 and training presentation Appendix 8):

1. Introduction to the Street Census
2. Logistics of the Street Census
3. The Experience of Homelessness
4. Aboriginal Homelessness (Cultural Safety)
5. The Approach
6. The Survey
7. Safety Protocols

A survey was conducted using Survey Monkey to evaluate the training. 130/305 (42.6%) training participants filled in an evaluation. This information was used to inform recommendations for future Street Census projects (Section 8). Detailed information is available in Appendix 9.

7.3 Who Volunteered for the Street Census

Volunteers signed up through an online database, Volgistics, linked to the Street Census website. This was an efficient way of gathering contact information and it allowed volunteers to sign up for a training session automatically. The gap in time between when volunteer recruitment began and shifts and orientation session dates/times were finalized may be partially responsible for the 31.6% of people who signed up to volunteer but then never attended an orientation. A vast majority (92.3%) of those who attended an orientation session arrived for their shift and volunteered on the day of the Street Census.

Volunteers were asked to provide feedback on all aspects of the Street Census project. This information was used to develop recommendations in Section 8 and is available in detail in Appendix 10.

Table 19. Volunteer Information

	Signed Up	Trained	Volunteered	% of Those Who Signed Up that Volunteered	% of All Volunteers
Identified as Indigenous	91	60	52	57.1%	18.4%
Lived Within Street Survey Route Boundaries (inner city)	138	90	87	63.0%	30.7%
Had Lived Experience of Homelessness	64	37	34	53.1%	12.0%
Total Volunteers	446	305	283	63.5%	100.0%

Note: 19 volunteers signed up through partner agencies and were not in the volunteer data base, so demographic information is unknown. There is overlap between volunteers who were Indigenous, lived within Street survey boundaries, and had experienced homelessness.

8. Recommendations for Future Street Census Projects

8.1 Overall Project Structure

1. Continue to implement through an inclusive partnership with decisions made by community-based agencies and people with experience of homelessness. These should include a. Coordinating Partners: those funded to be responsible for coordinating/completing particular work and b. Supporting Partners: those providing decision-making and other project support throughout. The time commitment should be estimated and laid out for all partners at the beginning.
2. Schedule and commit to more partnership meetings near the end of the project to provide input into report recommendations.
3. The Working Group structure was effective for increasing collaboration and holding effective meetings. We suggest the following structure would have been more effective:

a. Methodology working group

to include a funded Coordinator and funded Administrative Data Coordinator.

b. Volunteer recruitment, management and training working group

to include a funded Volunteer Coordinator and Training Coordinator. Additionally, budget for about 80 hours of time each for four Neighbourhood Coordinators. These would be a person from (working or living in) each neighbourhood with a base site (downtown, north end, west end, north main). Neighbourhood Coordinators would be responsible for recruiting people from their community, going to single survey locations to confirm surveying, advise on walking routes, etc.

c. Communications and media working group

if partners are able to provide communications staff to participate in Media and Communications working group, develop this. If no staff with that skill and capacity is available, hire a capable media and communications consultant to develop and implement a communications plan.

4. Involvement of people with lived experience of homelessness requires a flexible budget to be used to involve for all aspects of the project. This may include honoraria for piloting, training, media, participation on working groups, or outreach. Work with partners to assure this participation is well coordinated. Continue to hire the Lived Experience Circle if possible to provide support to the project. Include a budget for honourariums and food for consultative groups, to be held at various service organizations.
5. Also budget for honoraria for people with lived experience of homelessness to participate as volunteers. If they do not

have e-mail or phones for communication, be sure to have a contact who will see that volunteer regularly as the key scheduling contact.

6. Involvement of Indigenous community representatives should also have a budget. It worked well to have an agreement outlining specific roles for Indigenous community involvement with an Indigenous organization. Work with Indigenous partners to identify funding or support needs for staff to be involved on working groups or in other project planning areas so Indigenous partners are represented in each working group.
7. Volunteers active in the Indigenous community in Winnipeg tend to connect through personal connections and informal invitations. However, direct communication with the Volunteer Coordinator is required for people to have all the information they need. Connect with Indigenous organizations, volunteer groups and other community initiatives early to recruit a high proportion of Indigenous volunteers.

8.2 Funding

This was the first Street Census so the work of developing templates, tools, training, surveys, methodology, etc. will be less in future projects. Regardless, the extent of work to undertake this project was much higher than what was originally estimated. Community organizations are interested in the data and happy to participate, but they also have tight budgets.

8. Increase funding for future Street Census projects so not-for-profit community organizations are reimbursed for staff time for the additional work they are doing. The Methodology Coordinator, Volunteer Training and Mapping Coordinator, and Volunteer Coordinator each spent at least 300 hours of time on the project (reimbursed to various extents). The Coordinator spent about 800 (reimbursed for 300). The actual and recommended budget is in Appendix 11 for future planning.

8.3 Methodology

a. Scope of the project

9. People accessing short-term, temporary rental accommodation without security of tenure in hotels or motels were undercounted and the small sample of respondents in this circumstance (65) provides limited value. In future Street Census projects, either adopt a methodology to ascertain a more accurate estimate of the population or exclude this category of homelessness from the project.

b. The point-in-time approach

10. Spacing the Street Census out over 24-hours was logistically challenging and resource intensive. The Methodology Working Group recommends conducting the street, shelter and single location surveys on the same day.

i. Shelter survey

11. Increasing the response rate at emergency shelters and transitional housing should be a priority. Explore alternative timeframes to do so.
12. Meet in advance with emergency shelter staff who will be on shift at the time survey is taking place to plan out logistics together. Have 1-2 staff from that shelter, who attended a volunteer orientation session, responsible for recruiting participants to be surveyed.

ii. Street survey

13. The highest number of completed street surveys occurred close to 7:00pm. Volunteers told us anecdotally that they saw more people eligible for the survey later in the evening. Additionally, conducting the surveys during rush hour was challenging, especially downtown, because of the high number of people who were not eligible to participate. The Partnership Group recommends that the street survey be conducted later in the evening, around 7:00pm-11:00pm.
14. Based on where surveys took place, street routes should focus on main streets, not going through residential areas unless they are identified as locations people experiencing homelessness congregate or they are on the way to a congregating location like a park.
15. The street surveys require the highest level of experience because of the skill needed to approach people and have them feel comfortable answering survey questions. Street teams should have at least two out of three people with outreach or other experience working with people experiencing homelessness.
16. To better ensure people staying in other parts of the city are included in the survey, the services of outreach staff with a vehicle should be sought to attend more distant/isolated locations. More planning needs to take place to develop a flexible methodology to reach people in other neighbourhoods.
17. The St. Boniface neighbourhood should be included in the street survey in the same way as other neighbourhoods in future years. Volunteers surveying people in this community should be trained, Street Census volunteers.

iii. Single location survey

18. Single locations were responsible for almost 1/3 of completed surveys. They are therefore an important part of the methodology, although they were the most logistically challenging and time intensive to establish. Single locations should be visited by a research team member (Neighbourhood Coordinator) in advance to meet with staff face-to-face and assist staff with organizing the logistics. Budget for single locations to have resources to recruit people on the day of the survey (for example, to provide a special meal or prizes) and to have an additional staff person to support the volunteers on that day.

19. The list of single locations is in Appendix 1. There were some locations with two or fewer people experiencing homelessness. Unless their services/populations change, volunteers should not be sent to conduct surveys. If applicable, staff could instead be requested to conduct surveys with the few participants who they know are experiencing homelessness as was done at Rossbrook House: Centre Flavie-Laurent; Norwest Community Food Co-Op; Macdonald Youth Services Pay Program; Winnipeg Inner City Missions

20. Bottle depot locations had a large number of surveys completed at them. They were also the locations where the majority of incidents took place. Only people with outreach or lived experience should attend these locations. Plan to send volunteers at the busiest time of day for each depot.

iv. Magnet events

21. One magnet event had 17 surveys completed, and one had 4. As these are time and resource intensive to organize, and seemed to be challenging to recruit people to given all of the other communication requirements to encourage people to attend single locations on the day of the Street Census, it would be more efficient to provide willing single locations additional resources to operate as a sort of 'magnet event' on the Street Census day. Provide these locations with marketing materials (posters, signs, social media plans) and support them with organizing food, entertainment, or prizes/giveaways.

v. Administrative data

22. Gathering administrative data from emergency shelters and transitional housing locations took longer than anticipated. Make a plan with these organizations to gather this data before the Street Census date and anticipate a 4-6 week wait period after the Census for this to be provided. Plan for a research team member to spend one week full-time requesting, gathering, and entering this data.
23. Gathering administrative data from government departments requires a point-person with time to commit to making the contacts, holding meetings, and filling out required paperwork. Invite government department representatives to the Street Census Steering Committee, seek a greater level of partnership with the Province in advance, and hold meetings with department representatives well in advance to try to get written commitments for data provision.

c. Survey tools

24. Develop a separate eligibility tool to determine if the survey respondent is experiencing homelessness. Conduct screening prior to the longer consent process and on a separate form.

i. Tally sheet

25. The tally sheet was cumbersome and provided little data of value to inform the methodology. It should only be used

to record potentially missed participants who are observed to be homeless and cannot participate because they are sleeping, intoxicated, or do not consent. Develop clear criteria for observed homelessness.

ii. Sheltered survey

26. If the survey is conducted over one night instead of two, there is no need for a separate sheltered and unsheltered survey.

iii. Unsheltered survey

Keep the same survey questions for comparability, with the exceptions below.

27. Remove Screening Question C.
28. Change Screening Question D*
29. Q1. Remove the survey number information in the far right column. This only gathered data on seven family groups, which is too few to be useful.
30. Q3. Add two-spirit to gender option
31. Move Q7. To before Q4.
32. Q11. Add common responses: parents' addiction; CFS placement breakdown/conflict; loss of income (from EI, EIA, WCB)
33. Remove Q14.
34. Remove Q18. If other service need information is required, get feedback from partners and from people with lived experience of homelessness to develop a question around this.

d. Data entry and analysis

35. Work with Healthy Child Manitoba again to utilize the Teleform Software. Train data entry volunteers together and always have a research team member available when data entry is taking place. Schedule these volunteers in advance to start two days after the Street Census is complete. Address data entry questions and create new variables immediately to improve data cleaning later on.
36. Plan for at least 6 weeks for data entry and analysis to put together a preliminary report.

8.4 Logistics

a. Base sites

37. Base sites require an adequate number of trained volunteers. Rather than having 6 sites open for various times, concentrate resources to have fewer open all day even if it requires having a couple drivers. We recommend 4: in the Higgins and Main area, the North End, the West End and Downtown. Have at least 3 base site volunteers on site for each shift.
38. Each base site needs a key coordinator who attends a full orientation, ideally 2-3 days before the Census and after all the other training. That person should be responsible for arranging supplies (coffee, water, snacks), has a phone, knows the safety plan, routes and indoor known locations in their area.
39. Each base site also needs one driver at the time of the walking routes to bring supplies to volunteers, volunteers to sites, etc.
40. Base site staff should go through the survey, safety protocol, and what the single survey location or walking route will be like with the volunteers before they go out on their shift. Also go through each survey with volunteers as they return to check that things were filled out properly. Mark errors on surveys immediately.

b. Safety and adverse events

41. Training sessions must not skip this section. It needs to be simple and condensed into steps printed on each clipboard. Be sure all base site coordinators know it well. Orient towards safety of participants.
42. Have a different safety protocol for single survey locations and for street locations. Train on each separately.
43. Outreach and safety staff should be available at all times that volunteers are in a location where there are not staff available (bottle depots, volunteer-run indoor known locations, street routes). Continue to work with WPS Downtown Foot Patrol to have officers available for street surveys, this was greatly appreciated by volunteers.

*Recommendation 28. Change Screening Question D to: Where did you stay last night?

Own apartment or house
Rooming house
Institution
Hotel/motel
Declined to answer

END SURVEY

Emergency shelter:
Which one: _____
Was it in the:
emergency shelter or
transitional housing?
Is there a specific program name? Which one:

CONTINUE SURVEY

Someone else's place
Is that your home? Can you return there every night?
Yes: END SURVEY
No: CONTINUE SURVEY

Public space
Makeshift shelter, tent, shack
Abandoned/vacant building
Vehicle
24 hour business
Other: please specify

Don't know but likely homeless
CONTINUE SURVEY

44. Two suicide incidents (suicide mentioned and volunteer needed to respond) arose during the Street Census, neither that fit into the anticipated protocol. In advance of the Street Census, try to meet with the staff who will be on shift at Mobile Crisis about their services and what can be provided. Do the same with outreach teams.

Suggested new adverse events protocol:

- 1) If someone talks about being currently suicidal, wanting to harm someone, or a child at risk of harm, let them know you must break confidentiality
- 2) If in a single survey location or emergency shelter, have one team member wait with the person and another alert staff at site. Call headquarters once staff has arrived to assess.
- 3) If on the street or at a bottle depot, stay with the person in a safe location. Call headquarters immediately. You will likely need to have the person talk to a mobile crisis or CFS staff on the phone. If you feel there is imminent danger, have one team member call 911 and one call headquarters.

8.5 Volunteers

45. A recommended volunteer coordination timeline is in Appendix 12.
46. Volgistics software was purchased for coordination. This is efficient, cost-effective, and recommended to be used again.
47. There are 4 types of volunteers needed: Base site volunteers, data entry volunteers, single location volunteers, and street route volunteers. Single location teams going to staffed locations (shelters, resource centres, soup kitchens, etc.) should have a minimum of 2 volunteers. They should be assigned a team leader if the team is greater than 5 people in size. Teams going to unstaffed locations (bottle depots, churches, etc...) should have a minimum of 3 volunteers and should be assigned a team leader. Street teams conducting the walking routes should be staffed with no less than 3 and no more than 4 people per team and always have a team leader.

a. Recruitment and sign up

48. Volunteer sign-up should ask people to specify their experience. Anyone with interest and experience to be a team lead should be contacted personally to confirm their experience and understanding of what this role entails.
49. Firm shift times and the number of volunteers required for each shift should be established prior to starting recruitment, about 12 weeks prior to Street Census date.

b. Orientation and training

50. Continue to maintain mandatory orientation. Do not increase the timing of the training past 3 hours and explore ways to provide additional information to less experienced volunteers through videos/webinars. Schedule these

trainings before beginning volunteer recruitment.

51. Have a meeting with all trainers in advance, talk through entire training together to reduce repetition and prevent inconsistency.
52. Offer a separate training for people with experience, either in the previous Street Census or through their work/volunteer/lived experience.
53. If training is an evening downtown, plan for it to start after 5:30. The Millennium Library is a recommended location, but the orientation length must be reduced for this to work in evenings. Plan for at least 45 minutes for volunteers to arrive, sign in and eat in advance of the training.
54. Act out the survey and potential adverse events, either using a fishbowl technique or in small groups. Make this a priority during the training.
55. Have separate safety/adverse events training for base site coordinators, street teams (include bottle depots during this training), and single location survey teams. Add 15 minutes before or after training sessions for team leaders to be sure they are prepared.

c. Recognition

56. The volunteer and participant recognition celebration was appreciated by volunteers but only had one participant attend. Evening or weekend timing would allow more volunteers and participants to attend. Formal thank you e-mails or cards are also important to show appreciation.
57. Keep volunteers informed about the data/reports. Ask them to help share social media information and other report information.

8.6 Media and Communications

58. Develop a cohesive social media strategy at the beginning of the project. Ask partners to adhere to strategy, including sharing particular information when needed. This messaging should be coherent across the board, and include copy-paste facebook/twitter information with clear messages.
59. Make Volunteer Coordinator responsible for providing and updating information about volunteering on the website
60. Though media coverage was sensitive and appropriate, on the night of the survey it distracted from the important work of surveying. Never allow media to go to survey locations or with volunteer teams. Keep news media at headquarters only, do a press conference in advance so they are not disrupting volunteer organization. Be sure this message is clear in all media advisories/notices and do not make exceptions.
61. Continue to work with the Lived Experience Circle or other volunteers with lived experience of homelessness to be prepared to speak with media.

Appendix 1. List of Survey Locations and Administrative Data Providers

Name of Organization	Address / Program	Surveyed by Volunteers	Surveyed by Staff	Administrative Data
Aboriginal Centre	Single survey location	✓	✓	
Agape Table	Single survey location	✓		
Andrews Street Family Centre, Inc.	Single survey location	✓		
Balmoral Hotel: Bottle depot	Single survey location: Bottle depot	✓		
Behavioural Health Foundation	Institutional Setting: Addictions Services			✓
Brave Stone Center Inc. (Previously WISH)	Long-term Transitional Housing			✓
Centre Flavie-Laurent Inc.	Single survey location	✓		
Crisis Stabilization Unit	Institutional Setting: Mental Health			✓
Eagle Urban Transition Centre	Single survey location		✓	
Eastview Community Church	Single survey location	✓		
Esther House Inc	Transitional Housing			✓
Health Science Centre Psychiatric Emergency	Institutional Setting: Mental Health			✓
Health Science Centre Psychiatric Emergency: ROU	Institutional Setting: Mental Health			✓
Holy Names House of Peace Inc.	Long-term Transitional Housing			✓
Holy Trinity	Single survey location	✓		
Hospitality House Refugee Ministry	Emergency Shelter: Refugee claimants			✓
House of Hesus Transitional Housing for persons with HIV/Aids	Long-term Transitional Housing			✓
Ikwe Widdjiitiwin	Emergency Shelter: Domestic violence	✓		✓
Indigenous Family Centre	Single survey location	✓		
IRCOM	Long-term Transitional Housing			✓
John Howard Society: Bail Program	Transitional Housing	✓		✓
L'Entre Temps	Long-term Transitional Housing			✓
LightHouse Mission	Single survey location	✓		
Ma Mawi Anderson Neighbourhood Care Site	Single survey location	✓	✓	
Ma Mawi McGregor Neighbourhood Care Site	Single survey location	✓	✓	
Ma Mawi Spence Neighbourhood Care Site	Single survey location	✓	✓	
Macdonald Youth Services	Emergency Shelter: Youth		✓	✓
Macdonald Youth Services: Pay Program	Single survey location		✓	
Main Street Project	Emergency Shelter	✓		✓
Main Street Project Detox	Institutional Setting: Addictions Services			✓
Main Street Project Dextox (Riverpoint)	Institutional Setting: Addictions Services			✓
Main Street Project: Intoxicated Persons Detention Area	Institutional Setting: Addictions Services			✓
Main Street Project: Main Stay Program	Transitional Housing	✓		✓
Maryland Hotel: Bottle depot	Single survey location: Bottle depot	✓		
McLaren Hotel: Bottle depot	Single survey location: Bottle depot	✓		
Men's Resource Centre	Emergency Shelter: Domestic violence			✓
MERC: Magnet Event	Magnet event	✓		
Millennium Library	Single survey location	✓		
Native Women's Transition Centre: Long term housing	Long-term Transitional Housing			✓
Native Women's Transition Centre: Short term housing	Transitional Housing			✓
Ndinawe Youth Shelter	Emergency Shelter: Youth	✓		✓
Ndinawe Resource Centre	Single survey location	✓		
North End Women's Centre: Betty Berg House	Transitional Housing			✓

Name of Organization	Address / Program	Surveyed by Volunteers	Surveyed by Staff	Administrative Data
North End Women's Centre: Chris Tetlock Place	Transitional Housing			✓
North End Women's Centre Inc.	Single survey location	✓		
North Point Douglas Women's Centre Inc.	Single survey location	✓		
Northern Hotel: Bottle depot	Single survey location: Bottle depot	✓		
NorWest Co-op Community Food Centre	Single survey location	✓		
Oak Table Community Ministry	Single survey location	✓		
Osborne Village Inn: bottle depot	Single survey location: Bottle depot	✓		
Pan Am Place	Transitional housing	✓		
Red Road Lodge	Long-term Transitional Housing			✓
Resource Assistance for Youth: REST Program	Transitional Housing		✓	✓
Resource Assistance for Youth Inc.	Single survey location	✓		
Rossbrook House	Single survey location		✓	
Salvation Army Anchorage Program	Institutional Setting: Addictions services			✓
Sage House	Single survey location	✓		
Salvation Army: Emergency Shelter	Emergency Shelter	✓		✓
Salvation Army: Haven Program	Institutional Setting: Mental Health		✓	✓
Salvation Army: Residential Services	Transitional Housing	✓		✓
Salvation Army: Sonrise Village	Emergency Shelter: Family	✓		✓
Siloam Mission: Emergency Shelter	Emergency Shelter	✓		✓
Siloam Mission: Breakfast	Single survey location	✓		
Siloam Mission: Exit-Up Program	Long-term Transitional Housing			✓
St. Matthew's Maryland Community Ministry	Single survey location	✓		
Sutherland Hotel: Bottle depot	Single survey location: Bottle depot	✓		
Tamarack Recovery Centre	Transitional Housing			✓
The Winnipeg Hotel: Bottle depot	Single survey location: Bottle depot	✓		
Turtle Island: Magnet Event	Magnet event	✓		
Union Gospel Mission	Single survey location	✓		
United Church Halfway Homes	Long-term Transitional Housing			✓
Villa Rosa	Transitional Housing			✓
West Broadway Community Ministry	Single survey location	✓		
West Broadway Seniors Lunch	Single survey location	✓		
West Central Women's Resource Centre Inc.	Single survey location	✓		
Willow Place	Emergency Shelter: Domestic violence		✓	✓
Windsor Hotel: Bottle depot	Single survey location: Bottle depot	✓		
Winnipeg Inner City Missions	Single survey location	✓		
Winnipeg Regional Health Authority: emergency room and hospital beds	Institutional Setting			✓
Wolseley Family Place	Single survey location	✓		
Yale Hotel: Bottle depot	Single survey location: Bottle depot	✓		
28 Walking Routes		✓		

Appendix 2. Administrative Data Form

Winnipeg Street Census 2015—Administrative Data Tally Sheet

Purpose of tally sheet: to gather administrative data on the number of homeless individuals and families sleeping/residing at organizations/agencies/institutions in Winnipeg on October 25th.

Please return forms to:

The Social Planning Council of Winnipeg. P: (204)943-2561

F: (204)942-3221, 432 Ellice Ave. Winnipeg, Manitoba.

Questions? Maria Godoy, mgodoy@rayinc.ca, (204)793-5617 ext. 205



Agency/Org.		Contact Name	
Program		Contact E-mail	
Address		Contact Phone	

Type of Placement	<input type="checkbox"/> Institution <ul style="list-style-type: none"> ○ Penal institution ○ Medical/mental health institutions ○ Residential treatment/withdrawal management centers ○ Children institutions/group homes 	<input type="checkbox"/> Emergency Shelter (includes youth and women's shelters) <input type="checkbox"/> Transitional Housing <input type="checkbox"/> Hotel/Motel <input type="checkbox"/> Other:
Maximum Length of Stay (if applicable)		

THIS TALLY SHEET COVERS ONLY THE EVENING OF SUNDAY, OCTOBER 25TH, 2015

Definition of Terms (Canadian Definition of Homelessness)¹

<p>1) Unsheltered</p> <ul style="list-style-type: none"> • People living in public or in private spaces without consent or contract • People living in places not intended for permanent human habitation <p>2) Emergency Sheltered</p> <ul style="list-style-type: none"> • Emergency overnight shelters for people who are homeless • Shelters for individuals/families impacted by family violence • Emergency shelter for people fleeing a natural disaster or destruction of accommodation due 	<p>3) Provisionally Accommodated</p> <ul style="list-style-type: none"> • Interim/Transitional Housing • Short-term temporary accommodation without security of tenure • Accommodation/Reception centers for recently arrived immigrants and refugees • People in institutional care who do not have a permanent housing to return to after release. It includes individuals who: <ul style="list-style-type: none"> a) Were homeless prior to admittance and who have no plan for permanent accommodation after release b) Had housing prior to admittance, but lost their housing while in institutional care c) Had housing prior to admittance, but cannot return due to changes in their needs
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¹ Canadian Observatory on Homelessness (2012) *Canadian Definition of Homelessness*. Homeless Hub: www.homelesshub.ca/homelessdefinition/

Winnipeg Street Census 2015—Administrative Data Tally Sheet

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

Table 1. Homeless Families (If applicable)

Total # of families [adult(s) with dependent (s)]										
Gender	Aboriginal	0-5 yrs	6-11 yrs	12-17 yrs	18-23 yrs	24-29 yrs	30-35 yrs	36-41 yrs	42-49 yrs	50+ yrs
Female	Yes									
	No									
Male	Yes									
	No									
Transgender	Yes									
	No									
Other	Yes									
	No									
									(A1) Total	

Table 2. Homeless Individuals (includes unaccompanied children and single adults)

Gender	Aboriginal	0-5 yrs	6-11 yrs	12-17 yrs	18-23 yrs	24-29 yrs	30-35 yrs	36-41 yrs	42-49 yrs	50+ yrs
Female	Yes									
	No									
Male	Yes									
	No									
Transgender	Yes									
	No									
Other	Yes									
	No									
									(A2) Total	

Total # of homeless ² individuals (A1)+(A2)	
Total # of beds for homeless individuals (if applicable)	
Occupancy Rates	
Average and range of length of stay (if applicable) i.e. Average length of stay= 6 months ranging between (1-24 months)	

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

Thank you for your participation! Please submit this form by **November 1st, 2015 at 5pm**

² Check definition on page 1. If you have any questions about the definition of homelessness contact Maria Godoy.

Appendix 3. Route Maps

Winnipeg Street Census 2015

BaseSite – 508 Selkirk, 508 Selkirk Ave.

Mastermap for Coordinators

and Single Site/Depot Volunteers

This BaseSite is staffing the following:

Walking Routes:

Sutherland Route – **BLUE**

Stella Route – **GREEN**

Selkirk Route – **RED**

St. John's Route - **PURPLE**

CONTACTS

Headquarters & Census Coordinator:

Christina Maes Nino 204-794-1855

Media Relations:

Dennis Lewycky 204-793-3289

BaseSite: 508 Selkirk – Coordinator:

Cindy Hoover 204-229-0265

Volunteer Coordinator:

Brent Retzlaff 204-291-3994

Police Emergency: 911

Police Non-Emergency: 204-986-6222

Agencies / Single Sites – ★

1. No longer surveying
2. Andrews Street Family Centre, Inc. 220 Andrews St
3. Indigenous Family Centre 470 Selkirk Ave
4. Ndinawemaaganag Endaawaad Inc. 472 Selkirk Ave
5. North End Women's Centre Inc. 396 Selkirk Ave
6. Turtle Island Neighbourhood Centre 510 King Street
7. Wahbung Abinoonjiiag Inc. 225 Dufferin Ave

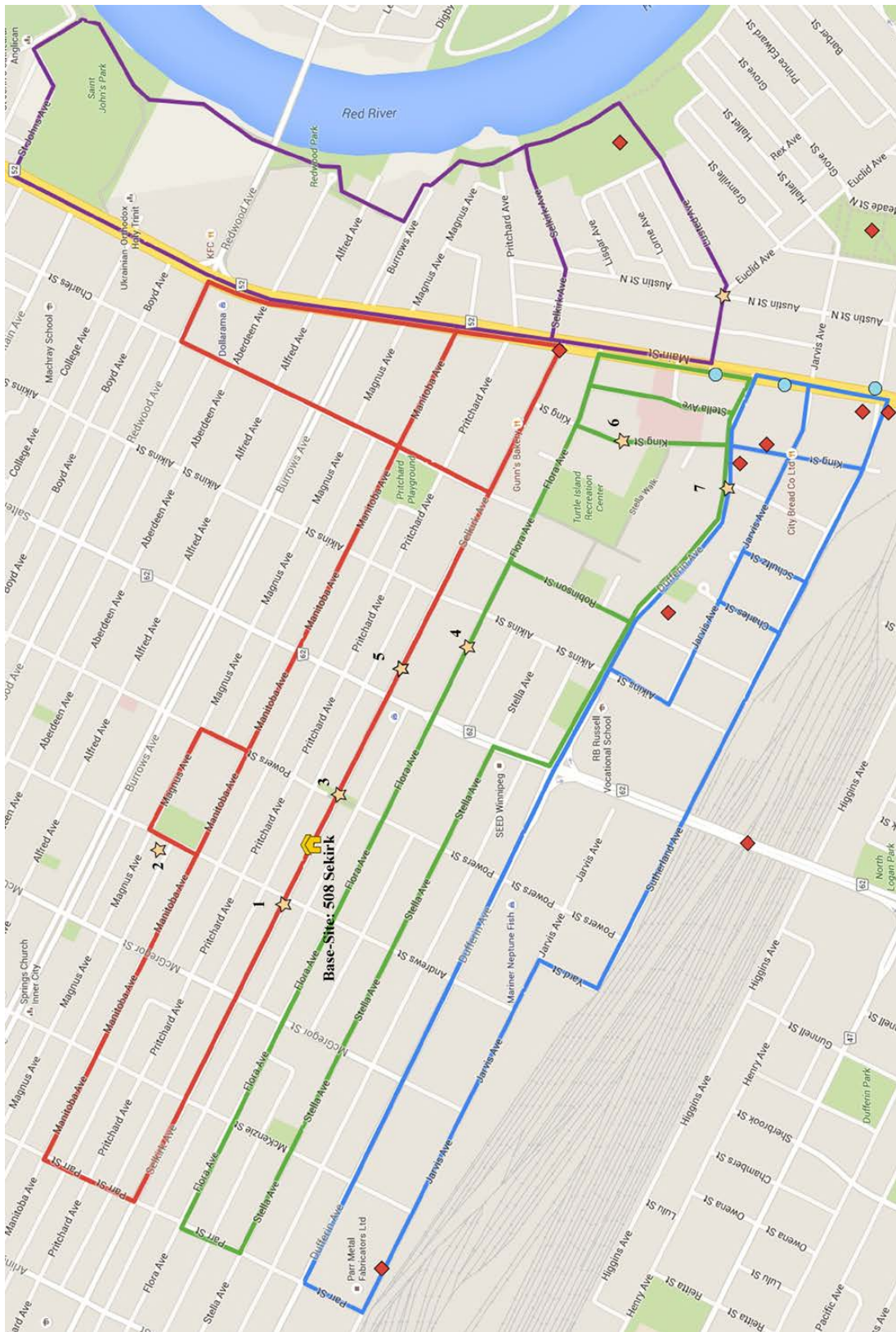
Agency NOT ON MAP

NorWest Co-op Community Food Centre 103-61 Tyndall Avenue


Bottle Depots – ●

NONE (Bottle Depots in this area are staffed from Thunderbird House).

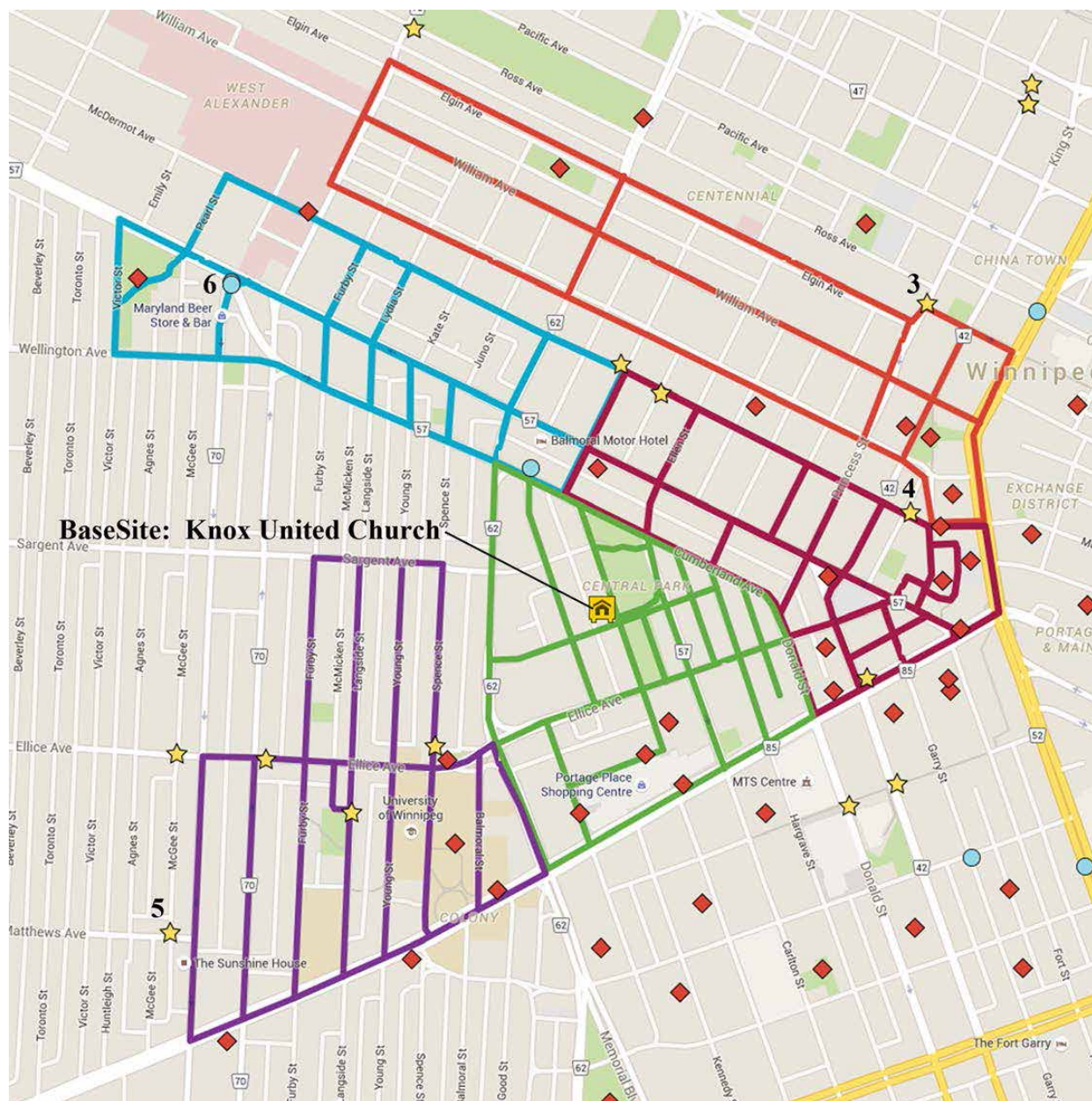
◆ – known congregating locations (described in Street Team maps)



Mastermap for Coordinators and Single Site/Depot Volunteers

 – known congregating locations (described in Street Team maps)

Police Non-Emergency: 204-986-6222



Winnipeg Street Census 2015

BaseSite – Millennium Library—251 Donald St.

Mastermap for Coordinators and Single Site/Depot Volunteers

This BaseSite is staffing the following:

Walking Routes:

Graham WEST Route – **BLUE**

Graham EAST Route - **PURPLE**

York WEST Route – **RED**

York EAST Route – **DARK BLUE**

Assiniboine Route – **GREEN**

****Walking Route NOT SHOWN** – Indoor Walkway System Route**

CONTACTS

Headquarters & Census Coordinator:

Christina Maes Nino 204-794-1855

Media Relations:

Dennis Lewycky 204-793-3289

BaseSite: Millennium – Coordinator:

Victoria 204-795-7671

Volunteer Coordinator:

Brent Retzlaff 204-291-3994

Police Emergency: 911

Police Non-Emergency: 204-986-6222

Agencies / Single Sites – ★

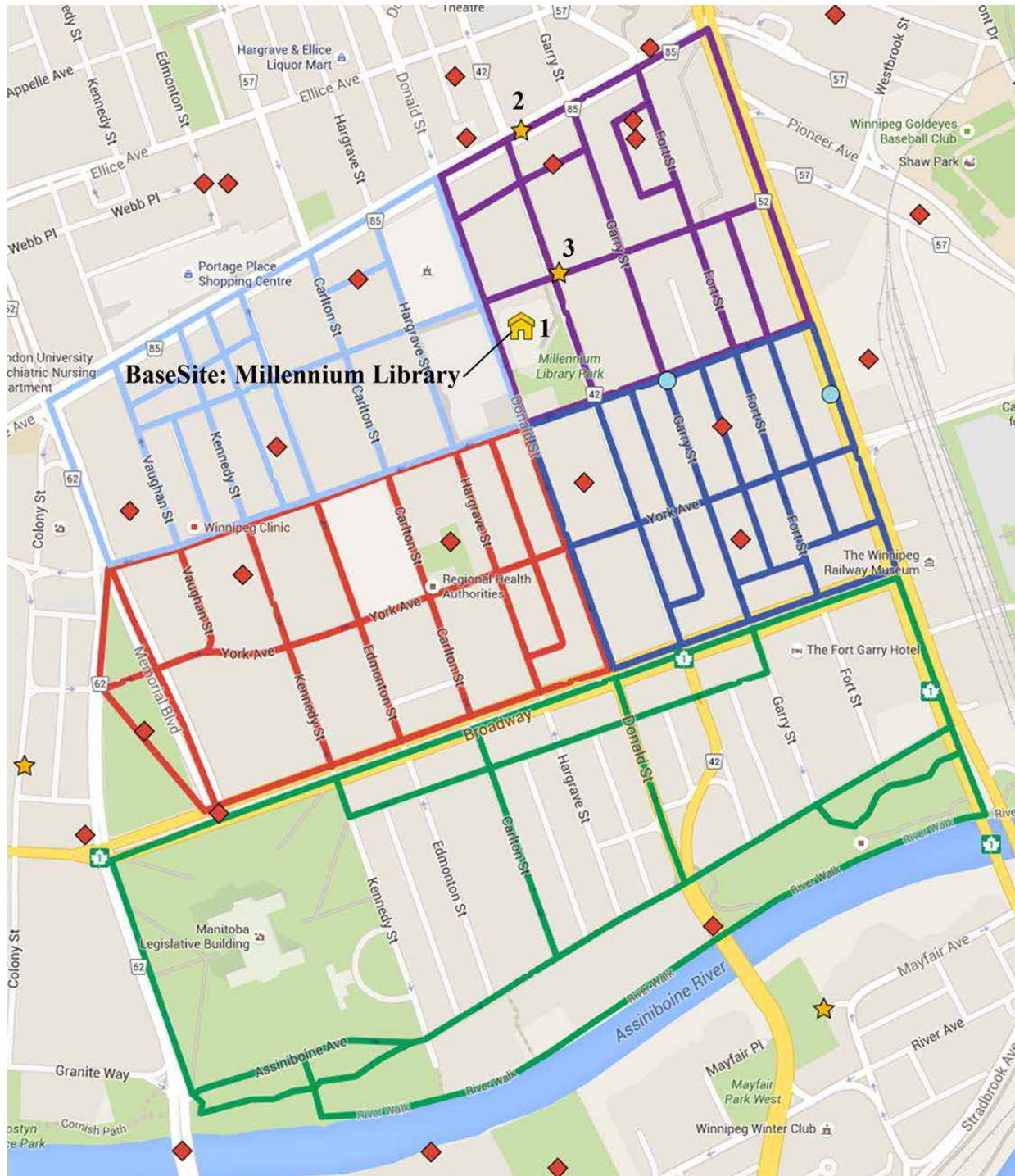
1. Millennium Library (in-house survey) 251 Donald Street
2. Eagle Urban Transition Centre 275 Portage Ave
3. Holy Trinity Church 256 Smith Street

Other Agencies on the map are staffed by different BaseSites – depends on opening times.

Bottle Depots – ●

NONE: Depots on map are staffed by a different BaseSite – depends on opening times.

◆ – known congregating locations (described in Street Team maps)



Winnipeg Street Census 2015

BaseSite – Macdonald Youth Services -- 161 Mayfair Ave

Mastermap for Coordinators and Single Site/Depot Volunteers

This BaseSite is staffing the following:

Walking Routes:

Forks Route – **GREEN**

North Osborne Route – **BLUE**

South Osborne Route – **RED**

CONTACTS

Headquarters & Census Coordinator:

Christina Maes Nino 204-794-1855

Media Relations:

Dennis Lewycky 204-793-3289

BaseSite: MYS – Coordinator:

Kelly Schettler 204-794-3471

Volunteer Coordinator:

Brent Retzlaff 204-291-3994

Police Emergency: 911

Police Non-Emergency: 204-986-6222

Agencies / Single Sites – ★

1. Macdonald Youth Services (in-house survey) 175 Mayfair Ave
2. Augustine United Church 444 River Ave

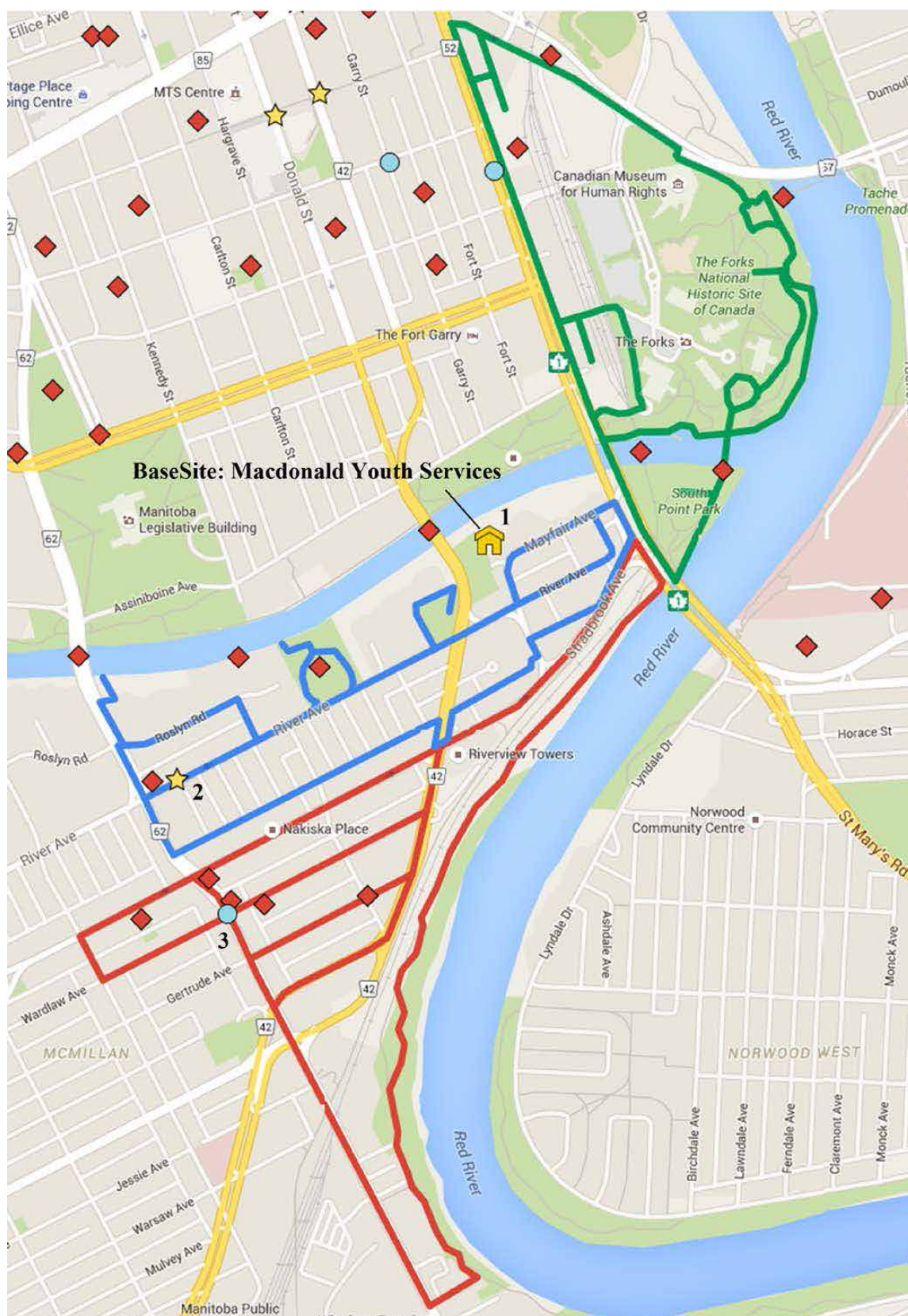
Other Agencies on the map are staffed by different BaseSites – depends on opening times.

Bottle Depots – ●

3. Osborne Village Inn bottle depot 160 Osborne St, Winnipeg, MB

Other Depots on the map are staffed by different BaseSites – depends on opening time

◆ – known congregating locations (described in Street Team maps)



Winnipeg Street Census 2015

BaseSite – RaY (Resource Assistance for Youth), 125 Sherbrook Street

Mastermap for Coordinators and Single Site/Depot Volunteers

This BaseSite is staffing the following:

Walking Routes:

Portage Route Route – **DARK BLUE**

Broadway Route – **PURPLE**

South Route – **RED**

Agencies / Single Sites – ★

- | | |
|---------------------------------------|----------------------|
| 1. Agape Table | 175 Colony Street |
| 2. Wolseley Family Place | 691 Wolseley Avenue |
| 3. West Broadway Community Ministry | 222 Furby Street |
| 4. Resource Assistance for Youth Inc. | 125 Sherbrook Street |

Agencies NOT on the MAP (but staffed from RAY because of opening times)

- | | |
|--|---------------------|
| • Ma Mawi Chi Itata Centre (no volunteers) | 443 Spence Street |
| • West Central Women's Resource Centre | 640 Ellice Avenue |
| • Magnus Eliason Recreation Centre | 430 Langside Street |
| • John Howard Society (SUNDAY SURVEY) | 583 Ellice Avenue |

Bottle Depots – ●

5. Sherbrook Inn: bottle depot 685 Westminster Street

Bottle Depots NOT on the MAP (staffed from RAY because of opening times)

- | | |
|--------------------------------|------------------------|
| • Balmoral Hotel: Bottle depot | 621 Balmoral Street |
| • Maryland Hotel: Bottle depot | 740 Maryland Street |
| • Sherbrook Inn: Bottle depot | 685 Westminster Street |

◆ – known congregating locations (described in Street Team maps)

CONTACTS

Headquarters & Census Coordinator:

Christina Maes Nino 204-794-1855

Media Relations:

Dennis Lewycky 204-793-3289

BaseSite: RAY – Coordinator:

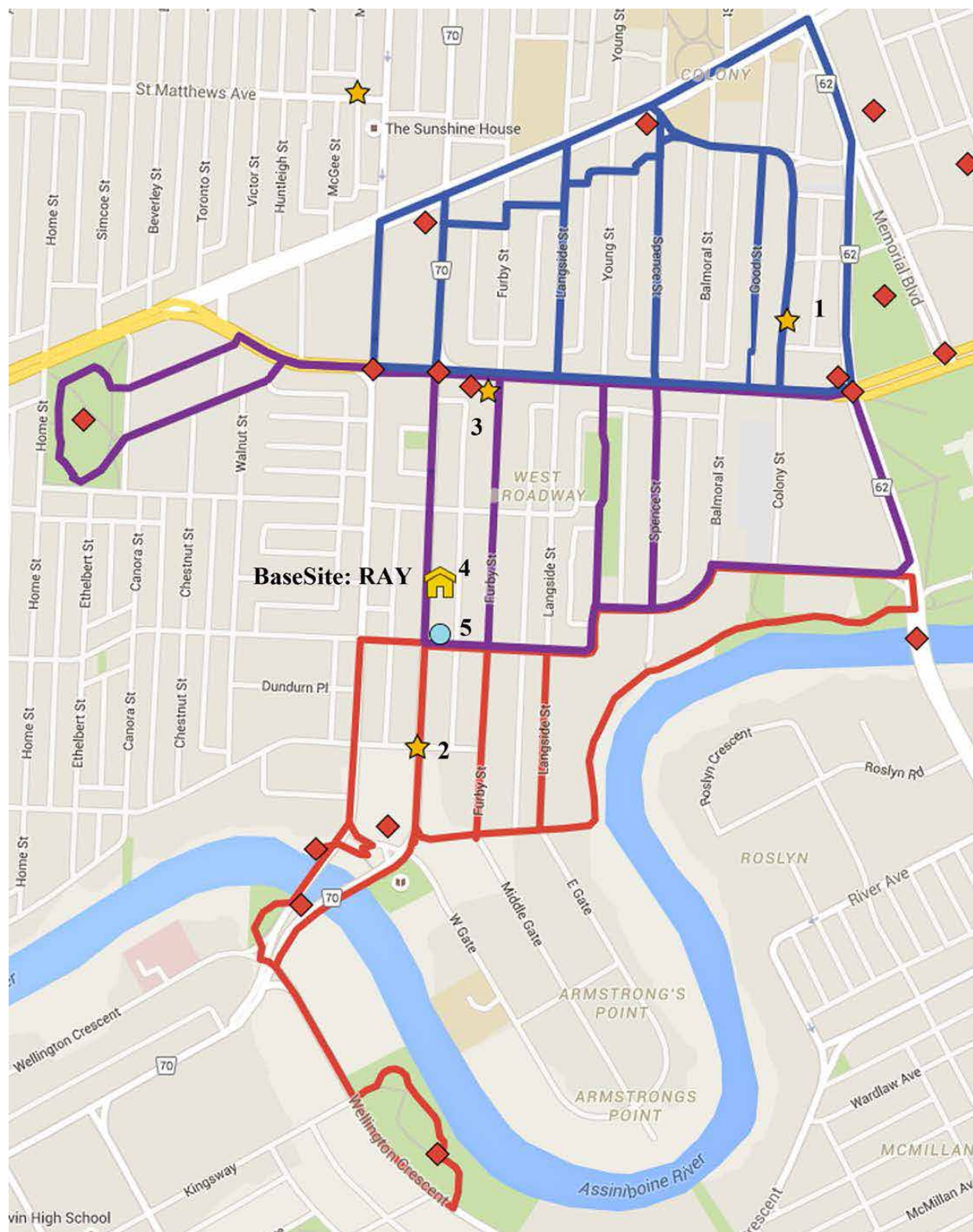
Maria Godoy 204-557-6405

Volunteer Coordinator:

Brent Retzlaff 204-291-3994

Police Emergency: 911

Police Non-Emergency: 204-986-6222



Winnipeg Street Census 2015

BaseSite – Circle of Life Thunderbird House – 715 Main St.

Mastermap for Coordinators and Single Site/Depot Volunteers

This BaseSite is staffing the following:

Walking Routes:

Sutherland Route – **GREEN**

Higgins Route – **RED**

Disraeli Route – **PURPLE**

East Exchange Route – **DARK BLUE**

Henry Route – **BLUE**

Ross Route – **DARK RED**

Agencies / Single Sites – 


- | | |
|---|------------------|
| 1. Salvation Army: Emergency Shelter, Transitional Housing, Sonrise | 180 Henry Ave. |
| 2. Siloam Mission: Emergency Shelter & Breakfast | 300 Princess St. |
| 3. Main Street Project: SUNDAY Survey | 75 Martha St. |
| 4. Late information, declined to participate. | |
| 5. North Point Douglas Women's Centre Inc. | 221 Austin St. |
| 6. Aboriginal Centre | 181 Higgins Ave. |
| 7. LightHouse Mission | 669 Main St. |
| 8. Union Gospel Mission | 320 Princess St. |
| 9. Rossbrook House (no volunteers) | 658 Ross Ave. |
| 16. (Late Addition): Winnipeg Inner City Missions | 294 Ellen St. |

Agency NOT on the MAP (but staffed from Thunderbird House)

- Centre Flavie-Laurent Inc. 450 Provencher Blvd.

Bottle Depots –

- | | |
|--------------------------------------|---------------|
| 10. The Winnipeg Hotel: bottle depot | 214 Main St. |
| 11. Windsor Hotel: bottle depot | 187 Garry St. |
| 12. McLaren Hotel: Bottle depot | 554 Main St. |
| 13. Northern Hotel: bottle depot | 826 Main St. |
| 14. Yale : Bottle depot | 860 Main St. |
| 15. Sutherland Hotel: bottle depot | 785 Main St. |

 – known congregating locations (described in Street Team maps)

CONTACTS

Headquarters & Census Coordinator:

Christina Maes Nino 204-794-1855

Media Relations:

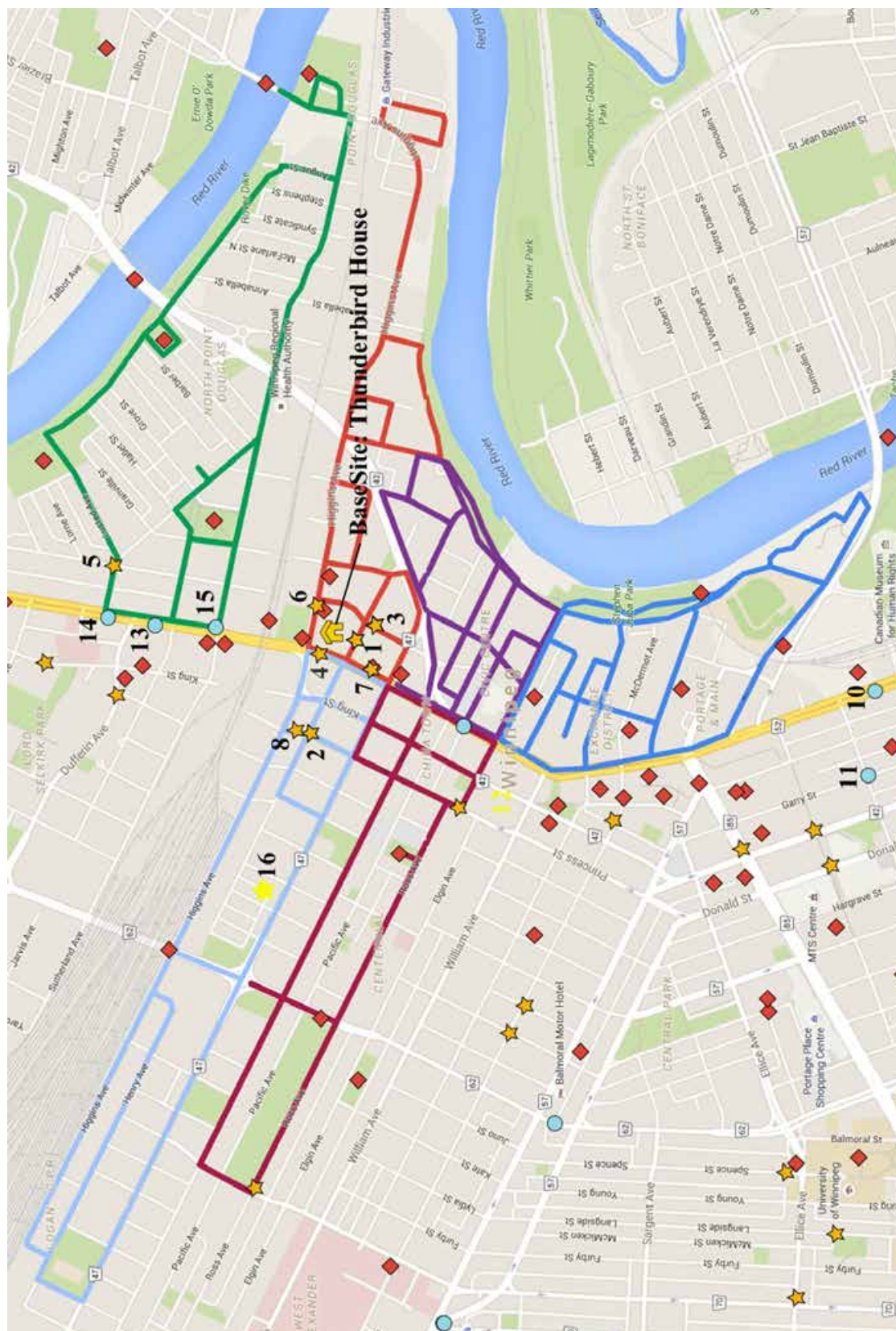
Dennis Lewycky 204-793-3289

BaseSite / Volunteer Coordinator:

Brent Retzlaff 204-291-3994

Police Emergency: 911

Police Non-Emergency: 204-986-6222



Appendix 4. Unsheltered Survey

Winnipeg Street Census 2015

Survey #:

UNSHELTERED SURVEY

INTERVIEWER (First and Last name): _____

LOCATION (Intersection/Landmark/Agency): _____ TIME _____ (AM/PM)

INTRODUCTION

Hello, my name is _____ and I'm a volunteer with the Winnipeg Street Census. We are conducting a survey to understand housing issues and homelessness in Winnipeg, and demonstrate the need for better programs and services. The survey takes 10 minutes to complete.

A. Have you answered this survey with a person that has this button?

- Yes [**Thank and tally**]- No [**Continue**]

Do you have a few minutes to complete the survey?

Before I begin I have a few important notes:

- Participation is **voluntary** and your name **will not** be recorded
- You can choose to **skip any question** or to **stop the interview at any time**
- All data and surveys will be stored in a locked computer or office
- Everything you say will be **confidential** except if you tell us about:
 - Plans to harm yourself or others
 - Harm or danger to a child
- In these cases I will be required to report this information

B. Are you willing to participate in the survey?

- Yes [**Provide thank you gift**]- No [**Thank and tally**]

C. Do you have a permanent residence that you can return to tonight?

☐ Yes☐ No

D. Where did you stay last night? [Do not read aloud, check all that apply]

☐ Own apartment or house☐ Institution*(hospital, jail, prison, remand, detox, IPDU)*☐ Emergency shelter, domestic violence shelter, youth shelter*(Main Street Project, Siloam Mission, Salvation Army, Willow Place, Ikwe-Widdjitiwin, MYS, Ndinawe)*☐ Transitional housing☐ Declined to answer☐ Public space*(e.g. sidewalks, squares, parks, forests, bus shelter)*☐ Someone else's place*(couch-surfing, family/friend)*☐ Motel/Hotel (specify): _____☐ Makeshift shelter, tent, shack☐ Abandoned/vacant building☐ Vehicle *(car, van, RV, truck)*☐ Other*(unfit for human habitation (specify): _____)*☐ Doesn't know [likely homeless]
END SURVEY and thank
BEGIN SURVEY

Winnipeg Street Census 2015

Survey #:

DEMOGRAPHICS		
1. Did any family members stay with you last night?		
<input type="checkbox"/> Yes → <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/> Declined to answer	If YES, who? [Read list] <input type="checkbox"/> ___ # Child(ren) under 18 <input type="checkbox"/> ___ # Child(ren) over 18 <input type="checkbox"/> ___ # Sibling(s) <input type="checkbox"/> ___ # Parent(s) <input type="checkbox"/> Spouse/partner <input type="checkbox"/> Other (specify: _____) <input type="checkbox"/> Don't know <input type="checkbox"/> Declined to answer	<i>[Indicate survey numbers for adults]</i> [#: _____] [#: _____] [#: _____] [#: _____] [#: _____] [#: _____] [#: _____] [#: _____] [#: _____]
2. What is your birthday?	3. What gender do you identify with? [Do not read list]	
<input type="checkbox"/> ___/___/___ Day Month Year <input type="checkbox"/> Don't know <input type="checkbox"/> Declined to answer If after October 26, 1999, end survey and TALLY	<input type="checkbox"/> Male <input type="checkbox"/> Female <input type="checkbox"/> Transgender <input type="checkbox"/> Other (specify: _____) <input type="checkbox"/> Don't know <input type="checkbox"/> Declined to answer	
4. Do you identify as Aboriginal or do you have Aboriginal ancestry? <i>[This includes First Nations, Metis, Inuit, Indigenous, with or without status]</i>		5. Did you grow up on a reserve?
<input type="checkbox"/> Yes → <input type="checkbox"/> No (SKIP TO Q.6) <input type="checkbox"/> Don't know (SKIP TO Q.6) <input type="checkbox"/> Declined to answer (SKIP TO Q.6)		<input type="checkbox"/> Yes (specify: _____) <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/> Declined to answer
HOMELESSNESS		
6. Did you move to Winnipeg in the past year?	7. Are you a recent immigrant or refugee to Canada, within the past 5 years? <i>[Prompt: What year did you arrive in Canada? Yes if after October 26, 2010]</i>	8. Have you ever had any service in the Canadian military or the RCMP?
<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/> Declined to answer	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/> Declined to answer	<input type="checkbox"/> No <input type="checkbox"/> Yes, military <input type="checkbox"/> Yes, RCMP <input type="checkbox"/> Don't know <input type="checkbox"/> Declined to answer
9. Have you ever been in foster care or group homes?	10. How old were you when you first became homeless? <i>["homeless" includes : living with friends or relatives temporarily, in a hostel, hotel, motel, emergency shelter or streets]</i>	
<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/> Declined to answer	<input type="checkbox"/> Age (in years) _____ <input type="checkbox"/> Don't know <input type="checkbox"/> Declined to answer	

Winnipeg Street Census 2015

Survey #:

11. What led you to being homeless the first time? *[Do not read list, select all that apply]*

- | | |
|---|---|
| <input type="checkbox"/> Relationship/family breakdown or conflict | <input type="checkbox"/> Problematic gambling |
| <input type="checkbox"/> Transition from criminal justice system (prison, remand, youth centre) | <input type="checkbox"/> Problematic drug or substance abuse |
| <input type="checkbox"/> Going to jail | <input type="checkbox"/> Transition from state care (foster home, group home, residential care or kin care) |
| <input type="checkbox"/> Going to residential treatment/hospital | <input type="checkbox"/> Transition from health facility (mental health/addictions) |
| <input type="checkbox"/> Eviction/asked to leave by landlord | <input type="checkbox"/> Poor housing conditions (bedbugs, mould, unsafe housing etc.) |
| <input type="checkbox"/> Domestic/ family violence or abuse | <input type="checkbox"/> Natural disaster or fire |
| <input type="checkbox"/> Employment problems (unemployment, being fired) | <input type="checkbox"/> Other (specify: _____) |
| <input type="checkbox"/> Mental health issues | <input type="checkbox"/> Don't know |
| <input type="checkbox"/> Health/medical issues | <input type="checkbox"/> Declined to answer |

[Space for notes- if needed write answer and code later]

12. When did you become homeless most recently?*[Prompt: When was the last time you had a place of your own/ to stay/ call home?]*

- ☐ ____/____
Month Year
- ☐ Don't know
- ☐ Declined to answer

13. People often move in and out of homelessness, how many times have you been homeless in the past 3 years?*[Prompt: How many times have you been homeless and then housed again?]*

- ☐ Times (best estimate) _____
- ☐ Don't know
- ☐ Declined to answer

14. In your lifetime, how long have you been homeless?*[Prompt: If you add up all the time you have been homeless throughout your life.]*

- ☐ ____ days
- ☐ ____ months
- ☐ ____ years
- ☐ Don't know
- ☐ Declined to answer

15. Have you stayed in an emergency shelter, women's shelter, or youth shelter in the past year?*[Prompt: Siloam, Salvation Army, MYS, Ndinawe, Willow Place, Main Street Project, Ikwe-Widdiitwin]*

- ☐ Yes
- ☐ No
- ☐ Don't know
- ☐ Declined to answer

16. Do you identify as part of the Lesbian, Gay, Bisexual, Two-Spirited or Queer community?

- ☐ Yes
- ☐ No
- ☐ Don't know
- ☐ Declined to answer

17. Where do you get your money from? *[Do not read list. Select all that apply]*

- | | |
|---|--|
| <input type="checkbox"/> Employment | <input type="checkbox"/> Senior benefits (CPP/OAS/GIS) |
| <input type="checkbox"/> Informal/Self-employment (bottle returns, scrap metal, panhandling, squeegeeing) | <input type="checkbox"/> Child and family tax benefits |
| <input type="checkbox"/> Employment Insurance (EI) | <input type="checkbox"/> Money from friends and family |
| <input type="checkbox"/> (EIA) General welfare/income assistance | <input type="checkbox"/> Other (Specify: _____) |
| <input type="checkbox"/> (EIA) Disability benefit | <input type="checkbox"/> No income |
| | <input type="checkbox"/> Declined to answer |

Winnipeg Street Census 2015

Survey #:

18. Do you have a need for services related to: *[Read list aloud. Specify condition or issue if possible. Select all that apply]*☐ Chronic/acute medical condition

Specify:

☐ Physical disability

Specify:

☐ Learning disability

Specify:

☐ Addiction

Specify:

☐ Mental health

Specify:

☐ Brain injury☐ Fetal Alcohol Spectrum Disorder (FASD)☐ Pregnant (if female)☐ Other

Specify:

☐ I don't need services☐ Declined to answer**19. What do you think is keeping you from finding a place of your own?***[Do not read list. Select all that apply]*☐ Low income☐ No income assistance☐ Rent is too high☐ Poor housing conditions☐ Family breakdown/conflict☐ Domestic violence☐ Health/disability issues☐ Mental health issues☐ Criminal history☐ Addiction☐ Pets☐ Children☐ Discrimination (specify:_____)☐ Don't want housing☐ Other (specify:_____)☐ Declined to answer

[Space for notes- if needed write answer and code later]

Thank you for completing the survey!

If you have questions or concerns about the project, you can call the person on this card
and on the other side

If you need access to services, we have a resource list here that can help [offer resource list]

[Interviewer comments, use this space to comment on any issues with the survey]

Appendix 5. Sheltered Survey

Winnipeg Street Census 2015

Survey #:

SHELTERED SURVEY

INTERVIEWER (First and Last name): _____

LOCATION (Site/Agency/Program): _____ TIME _____ (AM/PM)

INTRODUCTION

Hello, my name is _____ and I'm a volunteer with the Winnipeg Street Census. We are conducting a survey to understand housing issues and homelessness in Winnipeg, and demonstrate the need for better programs and services. The survey takes 10 minutes to complete.

A. Have you answered this survey with a person that has this button?

- Yes [Thank and tally]

- No [Continue below]

Do you have a few minutes to complete the survey?

Before I begin I have a few important notes:

- Participation is **voluntary** and your name **will not** be recorded
- You can choose to **skip any question** or to **stop the interview at any time**
- All data and surveys will be stored in a locked computer or office
- Everything you say will be **confidential** except if you tell us about:
 - Plans to harm yourself or others
 - Harm or danger to a child
- In these cases I will be required to report this information

B. Are you willing to participate in the survey?

- Yes [Provide thank you gift]

- No [Thank and tally]

C. Do you have a permanent residence that you can return to tonight?

☐ Yes☐ No

D. Are you staying at [Name of Site/Agency] _____ tonight?

☐ No☐ YES

END SURVEY,
Thank and Offer Contact Card

BEGIN SURVEY

Winnipeg Street Census 2015

Survey #:

DEMOGRAPHICS		
1. Are any family members staying with you tonight?		
<input type="checkbox"/> Yes → <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/> Declined to answer	If YES, who? <i>[Read list]</i> <input type="checkbox"/> ___# Child(ren) under 18 <input type="checkbox"/> ___# Child(ren) over 18 <input type="checkbox"/> ___# Sibling(s) <input type="checkbox"/> ___# Parent(s) <input type="checkbox"/> Spouse/partner <input type="checkbox"/> Other (specify: _____) <input type="checkbox"/> Don't know <input type="checkbox"/> Declined to answer	<i>[Indicate survey numbers for adults]</i> [#: _____] [#: _____] [#: _____] [#: _____] [#: _____] [#: _____] [#: _____] [#: _____] [#: _____]
2. What is your birthday?	3. What gender do you identify with? <i>[Do not read list]</i>	
<input type="checkbox"/> ___/___/___ Day Month Year <input type="checkbox"/> Don't know <input type="checkbox"/> Declined to answer If after October 25, 1999, end survey and TALLY	<input type="checkbox"/> Male <input type="checkbox"/> Female <input type="checkbox"/> Transgender <input type="checkbox"/> Other (specify: _____) <input type="checkbox"/> Don't know <input type="checkbox"/> Declined to answer	
4. Do you identify as Aboriginal or do you have Aboriginal ancestry? <i>[This includes First Nations, Metis, Inuit, Indigenous, with or without status]</i>		5. Did you grow up on a reserve?
<input type="checkbox"/> Yes → <input type="checkbox"/> No (SKIP TO Q.6) <input type="checkbox"/> Don't know (SKIP TO Q.6) <input type="checkbox"/> Declined to answer (SKIP TO Q.6)		<input type="checkbox"/> Yes (specify: _____) <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/> Declined to answer
HOMELESSNESS		
6. Did you move to Winnipeg in the past year?	7. Are you a recent immigrant or refugee to Canada, within the past 5 years? <i>[Prompt: What year did you arrive in Canada? Yes if after October 25, 2010]</i>	8. Have you ever had any service in the Canadian military or the RCMP?
<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/> Declined to answer	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/> Declined to answer	<input type="checkbox"/> No <input type="checkbox"/> Yes, military <input type="checkbox"/> Yes, RCMP <input type="checkbox"/> Don't know <input type="checkbox"/> Declined to answer
9. Have you ever been in foster care or group homes?	10. How old were you when you first became homeless? <i>["homeless": living with friends or relatives temporarily, in a hostel, hotel, motel, emergency shelter or streets]</i>	
<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/> Declined to answer	<input type="checkbox"/> Age (in years) _____ <input type="checkbox"/> Don't know <input type="checkbox"/> Declined to answer	

Winnipeg Street Census 2015

Survey #:

11. What led you to being homeless the first time? *[Do not read list, select all that apply]*

- | | |
|---|---|
| <input type="checkbox"/> Relationship/family breakdown or conflict | <input type="checkbox"/> Problematic gambling |
| <input type="checkbox"/> Transition from criminal justice system (prison, remand, youth centre) | <input type="checkbox"/> Problematic drug or substance abuse |
| <input type="checkbox"/> Going to jail | <input type="checkbox"/> Transition from state care (foster home, group home, residential care or kin care) |
| <input type="checkbox"/> Going to residential treatment/hospital | <input type="checkbox"/> Transition from health facility (mental health/addictions) |
| <input type="checkbox"/> Eviction/asked to leave by landlord | <input type="checkbox"/> Poor housing conditions (bedbugs, mould, unsafe housing etc.) |
| <input type="checkbox"/> Domestic/ family violence or abuse | <input type="checkbox"/> Natural disaster or fire |
| <input type="checkbox"/> Employment problems (unemployment, being fired) | <input type="checkbox"/> Other (specify: _____) |
| <input type="checkbox"/> Mental health issues | <input type="checkbox"/> Don't know |
| <input type="checkbox"/> Health/medical issues | <input type="checkbox"/> Declined to answer |

[Space for notes- if needed write answer and code later]

12. When did you become homeless most recently?*[Prompt: When was the last time you had a place of your own/ to stay/ call home?]*

- ☐ ____/____
Month Year
- ☐ Don't know
- ☐ Declined to answer

13. People often move in and out of homelessness, how many times have you been homeless in the past 3 years?*[Prompt: How many times have you been homeless and then housed again?]*

- ☐ Times (best estimate) _____
- ☐ Don't know
- ☐ Declined to answer

14. In your lifetime, how long have you been homeless?*[Prompt: If you add up all the time you have been homeless throughout your life.]*

- ☐ ____ days
- ☐ ____ months
- ☐ ____ years
- ☐ Don't know
- ☐ Declined to answer

15. **NOT FOR EMERGENCY SHELTERS
Have you stayed in an emergency shelter, women's shelter, or youth shelter in the past year? *[Prompt: Siloam, Salvation Army, MYS, Ndinawe, Willow Place, Main Street Project, Ikwe-Widdiitwin]*

- ☐ Yes
- ☐ No
- ☐ Don't know
- ☐ Declined to answer

16. Do you identify as part of the Lesbian, Gay, Bisexual, Two-Spirited or Queer community?

- ☐ Yes
- ☐ No
- ☐ Don't know
- ☐ Declined to answer

17. Where do you get your money from? *[Do not read list. Select all that apply]*

- | | |
|---|--|
| <input type="checkbox"/> Employment | <input type="checkbox"/> Senior benefits (CPP/OAS/GIS) |
| <input type="checkbox"/> Informal/Self-employment (bottle returns, scrap metal, panhandling, squeegeeing) | <input type="checkbox"/> Child and family tax benefits |
| <input type="checkbox"/> Employment Insurance (EI) | <input type="checkbox"/> Money from friends and family |
| <input type="checkbox"/> (EIA) General welfare/income assistance | <input type="checkbox"/> Other (Specify: _____) |
| <input type="checkbox"/> (EIA) Disability benefit | <input type="checkbox"/> No income |
| | <input type="checkbox"/> Declined to answer |

Winnipeg Street Census 2015

Survey #:

18. Do you have a need for services related to: *[Read list aloud. Specify condition or issue if possible. Select all that apply]*☐ Chronic/acute medical condition

Specify:

☐ Physical disability

Specify:

☐ Learning disability

Specify:

☐ Addiction

Specify:

☐ Mental health

Specify:

☐ Brain injury☐ Fetal Alcohol Spectrum Disorder (FASD)☐ Pregnant (if female)☐ Other

Specify:

☐ I don't need services☐ Declined to answer**19. What do you think is keeping you from finding a place of your own?***[Do not read list. Select all that apply]*☐ Low income☐ No income assistance☐ Rent is too high☐ Poor housing conditions☐ Family breakdown/conflict☐ Domestic violence☐ Health/disability issues☐ Mental health issues☐ Criminal history☐ Addiction☐ Pets☐ Children☐ Discrimination (specify: _____)☐ Don't want housing☐ Other (specify: _____)☐ Declined to answer

[Space for notes- if needed write answer and code later]

Thank you for completing the survey!**If you have questions or concerns about the project, you can call the person on this card****And on the other side,****If you need access to services, we have a resource list here that can help [offer resource list]**

[Interviewer comments, use this space to comment on any issues with the survey]

Appendix 6. Tally Sheet

Winnipeg Street Census 2015 -Tally Sheet

Instructions: For those that are NOT surveyed or did not complete the survey please fill in the sheet below indicating their observed gender, and approximate age.

Name of Interviewer (First and Last Name)		Interviewer Phone #				
#	Location (agency/ nearest intersection)	Time	Reason not surveyed/ survey not completed	Observed Gender	Observed Age	
1		___AM ___PM	<input type="checkbox"/> Already Surveyed (End tally) <input type="checkbox"/> Declined (End tally)	<input type="checkbox"/> Could not consent or survey (circle): Intoxicated/Underage/Distress/ Sleeping/Unsafe location/ Other:	<input type="checkbox"/> Male <input type="checkbox"/> Female <input type="checkbox"/> Other <input type="checkbox"/> Unknown	<input type="checkbox"/> <18 <input type="checkbox"/> 18-25 <input type="checkbox"/> 26-30 <input type="checkbox"/> 31-50 <input type="checkbox"/> 50+
2		___AM ___PM	<input type="checkbox"/> Already Surveyed (End tally) <input type="checkbox"/> Declined (End tally)	<input type="checkbox"/> Could not consent or survey (circle): Intoxicated/Underage/Distress/ Sleeping/Unsafe location/ Other:	<input type="checkbox"/> Male <input type="checkbox"/> Female <input type="checkbox"/> Other <input type="checkbox"/> Unknown	<input type="checkbox"/> <18 <input type="checkbox"/> 18-25 <input type="checkbox"/> 26-30 <input type="checkbox"/> 31-50 <input type="checkbox"/> 50+
3		___AM ___PM	<input type="checkbox"/> Already Surveyed (End tally) <input type="checkbox"/> Declined (End tally)	<input type="checkbox"/> Could not consent or survey (circle): Intoxicated/Underage/Distress/ Sleeping/Unsafe location/ Other:	<input type="checkbox"/> Male <input type="checkbox"/> Female <input type="checkbox"/> Other <input type="checkbox"/> Unknown	<input type="checkbox"/> <18 <input type="checkbox"/> 18-25 <input type="checkbox"/> 26-30 <input type="checkbox"/> 31-50 <input type="checkbox"/> 50+
4		___AM ___PM	<input type="checkbox"/> Already Surveyed (End tally) <input type="checkbox"/> Declined (End tally)	<input type="checkbox"/> Could not consent or survey (circle): Intoxicated/Underage/Distress/ Sleeping/Unsafe location/ Other:	<input type="checkbox"/> Male <input type="checkbox"/> Female <input type="checkbox"/> Other <input type="checkbox"/> Unknown	<input type="checkbox"/> <18 <input type="checkbox"/> 18-25 <input type="checkbox"/> 26-30 <input type="checkbox"/> 31-50 <input type="checkbox"/> 50+
5		___AM ___PM	<input type="checkbox"/> Already Surveyed (End tally) <input type="checkbox"/> Declined (End tally)	<input type="checkbox"/> Could not consent or survey (circle): Intoxicated/Underage/Distress/ Sleeping/Unsafe location/ Other:	<input type="checkbox"/> Male <input type="checkbox"/> Female <input type="checkbox"/> Other <input type="checkbox"/> Unknown	<input type="checkbox"/> <18 <input type="checkbox"/> 18-25 <input type="checkbox"/> 26-30 <input type="checkbox"/> 31-50 <input type="checkbox"/> 50+
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9		___AM ___PM	<input type="checkbox"/> Already Surveyed (End tally) <input type="checkbox"/> Declined (End tally)	<input type="checkbox"/> Could not consent or survey (circle): Intoxicated/Underage/Distress/ Sleeping/Unsafe location/ Other:	<input type="checkbox"/> Male <input type="checkbox"/> Female <input type="checkbox"/> Other <input type="checkbox"/> Unknown	<input type="checkbox"/> <18 <input type="checkbox"/> 18-25 <input type="checkbox"/> 26-30 <input type="checkbox"/> 31-50 <input type="checkbox"/> 50+
10		___AM ___PM	<input type="checkbox"/> Already Surveyed (End tally) <input type="checkbox"/> Declined (End tally)	<input type="checkbox"/> Could not consent or survey (circle): Intoxicated/Underage/Distress/ Sleeping/Unsafe location/ Other:	<input type="checkbox"/> Male <input type="checkbox"/> Female <input type="checkbox"/> Other <input type="checkbox"/> Unknown	<input type="checkbox"/> <18 <input type="checkbox"/> 18-25 <input type="checkbox"/> 26-30 <input type="checkbox"/> 31-50 <input type="checkbox"/> 50+

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Appendix 7. Volunteer Manual



WINNIPEG STREET CENSUS 2015

We Matter. We Count.

Volunteer Orientation Manual



WINNIPEG STREET CENSUS 2015

We matter.
We count.

Winnipeg Street Census–Contents

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 WHERE CAN I GET A COPY OF THE 2015 WINNIPEG STREET CENSUS FINAL REPORT?
 HOW WILL WE REACH EVERYONE EXPERIENCING HOMELESSNESS? OUR METHOD
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Winnipeg Street Census—Basic Information

BASIC INFORMATION

What is a Street Census?

A Street Census is a survey conducted over a 24-hour period to gather information about the extent and nature of homelessness in Winnipeg. Although some cities call these projects “Point in Time Counts” of homelessness, we have chosen the term Street Census because the project will involve more than simply counting people.

The survey will provide a ‘snapshot’ of our overall homeless population and provides data on how this population changes over time.

When is the Street Census?

The Street Census will occur on October 25 – 26, 2015:

October 25th, 2015:
7-10 pm in Shelters

October 26th, 2015:
6 am – 7 pm, at various sites throughout the city including a survey conducted ‘on the street’ from 4-7 pm

Why is a Street Census important?

Conducting a Street Census is essential for all communities. We currently do not have reliable estimates how many people are homeless in Winnipeg. Importantly, we do not know whether homelessness is increasing, decreasing, or staying the same. The Street Census is a tally of who is homeless on a given day and indicates where they stay, and for how long / how many times they have been homeless. It will also gather demographic information like age, gender, and Aboriginal or newcomer status. The Street Census is anonymous—no names or personal identifiers are collected.

How will the Street Census information be used?

Although this Street Census cannot measure the comprehensive picture of homelessness inclusive of economic, social and cultural histories; the Census will help us understand the magnitude of homelessness in Winnipeg, and details about who is homeless.

- Street Census information will allow us to develop a portrait of homelessness in Winnipeg, including analysis of different subpopulations, including Aboriginal and Immigrant/Refugee populations, unaccompanied children and youth, and veterans who may need specific services.
- Findings from the Street Census will demonstrate the housing and service needs specific to Winnipeg.
- The Street Census will provide information to aid community organizations, funders and all levels of government plan for the funding and service needs of homeless persons in Winnipeg.
- Street Census data can be used at a policy level to facilitate successful solutions and coordinate resources, including informing the new Plan to End Homelessness and the Federal Government’s Homelessness Partnering Strategy.
- The Street Census will engage with a large number of the people, helping to raise awareness and knowledge of homelessness among the public.
- The Street Census will allow us to measure changes in homelessness. If there is funding, we will be undertaking this Street Census every two years.

Where can I get a copy of the 2015 Winnipeg Street Census Final Report?

Preliminary information will be released on November 25th, 2015 at the Thank-You Celebration for volunteers and participants. The full report is expected to be completed by the beginning of 2016, and published online (<http://streetcensuswpg.ca>)

WHEN IS THE STREET CENSUS?

The Street Census will occur on October 25 – 26, 2015.

OCTOBER 25TH, 2015
7-10 pm in Shelters

OCTOBER 26TH, 2015
6 am – 7 pm, at various sites throughout the city including a survey conducted ‘on the street’ from 4-7 pm



Winnipeg Street Census–Basic Information

CONTACTS

Street Census Coordinator

Christina Maes Nino
CMaes@spcw.mb.ca
204-943-2561

Volunteer Coordinator

Brent Retzlaff
Brent.Retzlaff@siloom.ca
204-956-4344

Volunteer Training

Scott McCullough
smccullough-ra@uwinnipeg.ca
204-982-1150

Communications / Media

Dennis Lewycky
commgroup@mts.net
204-793-3289

How will we reach everyone experiencing homelessness?

Our Method.

Any enumeration of homeless populations is only an estimate. This is because invisibility is a survival strategy for many people who are homeless. The Street Census in Winnipeg uses the following method to provide the best possible estimate:

1. Sheltered Survey : Volunteer Shift
Evening of Sunday, October 25: 7-10 pm

The sheltered survey will include all emergency/ domestic violence shelters and transitional housing in Winnipeg.

2. Indoor Locations Survey : Shifts
6am-11am and 11am-3pm Monday,
October 26

Survey will take in place in participating drop-in centres, ministries, libraries, resource centres, soup kitchens, etc., and reach individuals who may be missed in the street or sheltered surveys.

3. Street Survey : Volunteer Shift Evening
of Monday, October 26: 4-7 pm

The street survey will reach people living in public / private places not intended as a shelter. A map of where the volunteers walk for the street survey will be available in the report.

4. Data from agencies / government (no
volunteer involvement)

Who does the Street Census?

Approximately 275 volunteers will undertake the survey, with the support and direction of the **twenty** partner agencies of the Winnipeg Street Census.

OUR PARTNERS AND SUPPORTERS

The project is funded by the **Homelessness Partnering Strategy** through the **Government of Canada**, administered by the **City of Winnipeg**. The Social Planning Council of Winnipeg is coordinating the Street Census. Many other community agencies are supporting through participation on planning groups, providing administrative data, and assisting with the survey at their locations.

PARTNERS

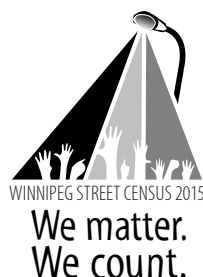
Aboriginal Health and
Wellness Centre
Canadian Centre for Policy
Alternatives of Manitoba
Canadian Mental Health
Association of Manitoba and
Winnipeg
Eagle Urban Transition Centre
Institute of Urban Studies,
University of Winnipeg
John Howard Society of
Manitoba
Lived Experience Circle
Macdonald Youth Services

Main Street Project
Ma Mawi Wi Chi Itata Centre
Mount Carmel Clinic
RaY (Resource Assistance for
Youth)
Rossbrook House
Salvation Army Booth Centre
Winnipeg
Siloam Mission
Social Planning Council of
Winnipeg
Spence Neighbourhood
Association
Sunshine House

West Central Women's
Resource Centre
Winnipeg Poverty Reduction
Council/End Homelessness
Winnipeg

SUPPORTERS

Amalgamated Transit Union
City of Winnipeg
North End Community
Ambassadors
St. Boniface Street Links
Winnipeg Downtown BIZ
Winnipeg Police Services
Winnipeg Regional Health
Authority



Winnipeg Street Census–Volunteering

VOLUNTEERING

What might I experience when conducting the survey?

It is important that you survey everyone you encounter during your shift, whether that person turns out to be homeless or not. Be prepared to meet a variety of people from different places, cultures, and backgrounds. There are many faces of homelessness, and none fit a specific description. Aim to keep an open mind and be non-judgemental to everyone you meet. You may encounter people who have homes, are staying with friends, couch surfing, living in a shelter, living in their cars, or camping along the rivers.

Training Sessions

The training sessions are mandatory. You must attend one session. At the training session volunteers will:

- receive their assignment (where you will be surveying and from which Base-Site),
- receive the volunteer package,
- sign a confidentiality agreement and waiver,
- receive training on working with people who are homeless,
- training on conducting the survey; and,
- safety training.

Low Enumeration Numbers

Some survey teams will not find many people who are homeless. Don't get discouraged if you don't survey many people, this is a sign we have been thorough. Volunteers are ambassadors of the Winnipeg Street Census and by speaking with everyone they meet, you are helping to raise awareness and knowledge of homelessness among the public.

Will the weather affect the Street Census?

NO. The Street Census will occur regardless of weather conditions. DRESS APPROPRIATELY for Winnipeg weather. You will be on your feet for 3-4 hours, and Street-Survey-Teams will be walking outdoors for the duration of their shift.

Media

If you are approached by the Media, please do not comment on the Street Census, how the survey is progressing, or anything to do with the people you are interviewing (please see the section on Confidentiality). We are asking the Media to respect people's privacy. During the day of the survey, representatives of the Street Census will be made available to the media for interviews and information. If you are approached by the Media, please direct queries to:

Media Relations
Dennis Lewycky
commgroup@mts.net (204)793-3289

Is there someone I can talk to after my Census experience?

YES. We value your time and help and want to be supportive to all our volunteers. A Volunteer Coordinator will be available at each base-site (location where to meet your team, get your supplies, etc.) to talk with you about your experience, should you wish. As well, we invite you to write down one story that you found particularly powerful at the end of your shift. Your story may be used to enrich the Final Report of the 2015 Winnipeg Street Census.

IF YOU ARE APPROACHED BY THE MEDIA

If you are approached by the Media, please do not comment on the Street Census, how the survey is progressing, or anything to do with the people you are interviewing (please see the section on Confidentiality, page 6). We are asking the Media to respect people's privacy. During the day of the survey, representatives of the Street Census will be made available to the media for interviews and information. If you are approached by the Media, please direct queries to:

MEDIA RELATIONS
DENNIS LEWYCKY
COMMGROUP@MTS.NET
(204)793-3289



Winnipeg Street Census–Volunteer Responsibilities

VALUABLES

Do NOT bring valuable items with you -- there will be no secure areas to store any personal items.

VOLUNTEER RESPONSIBILITIES

Volunteer Surveyor Job Description

The main duty of a surveyor is interviewing people at locations where people experiencing homelessness might be, such as shelters, congregating areas, specific street routes, meal program sites, and other sites. Volunteers will be organized into teams, and assigned to a walking route or single location where they will conduct the survey for the duration of their shift. Volunteers will be teamed based on their experience working with people who are homeless. Each team will be provided with a map of their route or single location, and survey forms. Clipboards, pens, and identifying badges will be provided. Volunteers will also be provided gifts to be distributed to participants of the survey. A few walking routes require the use of a vehicle to access them. Volunteers will be provided with Resource Cards to hand out to individuals.

Comfort Tips and Communication

Street survey teams will be outdoors for their entire shift. **Please make sure you wear comfortable, weather appropriate clothing, and good walking shoes.** Consider bringing gloves and toque if the weather warrants. Each volunteer survey team is encouraged to return to your base-site for a break. Please bring a small backpack or courier bag to carry blank surveys, completed surveys, and gifts for participants. **Do NOT bring valuable items with you -- there will be no secure areas to store any personal items.**

We will be asking volunteers to leave their cell phone numbers with the base-site coordinator upon departing for their count route. This will help us to keep in contact with volunteers while they are conducting the survey. You will only be phoned if there is a change to your assigned location, or you are late returning to the base site. You will also be provided with a contact number for your base site if any questions or concerns arise during your shift.

Volunteer Responsibilities

The Volunteer Surveyors' prime responsibility is to conduct surveys with every single person you meet (the survey is designed to quickly eliminate people who are not homeless). During your shift, you will meet people in very disadvantageous circumstances, or perhaps in distress. Volunteers are NOT to try to assist the people they meet. Most volunteers will not have the training in social work or mental health to safely or effectively intervene.

Anonymity and Confidentiality

Volunteers must maintain the confidentiality of the people they survey. This means not sharing any information you learn about participants with anyone outside of the Winnipeg Street Census. If a participant volunteers any identifying information (such as an address or name), **do not record it.**

Social Media and Photography

Please **do not take any photographs** of the people you survey, or the places you see people, even if those places are public. If you'd like a photograph of your experience, please limit them to pictures of yourself and your friends at the base-sites.



MUST BRING	MAY BRING	DON'T BRING
Charged cell phone	A watch	Any valuables
Small backpack or courier bag	Small snack like a granola bar	Large items that will encumber you
Flashlight if on a street team	Small bottle of water	
Toque and gloves if weather requires		

Winnipeg Street Census–Volunteer Responsibilities

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Do not share information about the people you survey on social media. Remember, people are sharing their stories with you confidentially.

You will have an opportunity to write down one story that you found particularly powerful at the end of your shift. If you want to share information on social media, focus on what you have learned and what you want people to know about homelessness – the broader story. **DO NOT share anything you were told by the people you have surveyed.**

Limits to Confidentiality

The limits to confidentiality are described in the survey. These include:

- Serious risk of harm to the participant or another person
- Harm or risk of harm to a child

In these cases, if you have reason to believe that there is a serious risk of harm to a participant, another person, or a child, immediately contact 911 and the Street Census Headquarters (Thunderbird House, where outreach and coordination staff will be all day)

SAFETY OF VOLUNTEERS

General Safety Procedures

All volunteers will be placed in teams of two or more for the entirety of the shift. We will pair volunteers with expertise in the homelessness or social services sector with volunteers that do not have this experience, whenever possible. Volunteers are required to stay within sight of their team mates.

We do not anticipate any unsafe situations for volunteers, but have ensured that members of the Winnipeg Police Foot Patrol will be in the areas where our volunteers are undertaking the Street Survey.

Please add the phone numbers of the Street Census Headquarters and your assigned base-sites to your cell phone, to call for assistance if required.

Volunteers will also follow the safety policies of the Street Census as follows:

ANONYMITY AND CONFIDENTIALITY

Volunteers must maintain the confidentiality of the people they survey. This means not sharing any information you learn about participants with anyone outside of the Winnipeg Street Census.

What you ARE responsible for:	What you ARE NOT responsible for:
Approaching everyone you meet on the street (regardless of their appearance)	Responding to someone on the street's concerns or comments
Identifying yourself as a volunteer doing a survey on housing and homelessness	Providing answers to questions about housing or services
If anyone asks for help, hand out the provided printed information	Providing anyone on the street direct assistance
Reporting any concerns you may have to your Base Site or Volunteer Coordinator	Responding to panhandling requests
Directing any questions/uncertainties you have to your Base Site or Volunteer Coordinator	Finding someone a place to stay or directing him/her to a place to stay
Asking the survey questions	Going somewhere with someone being surveyed (perhaps to show you where/ how they are living)
Staying with your survey team	Venturing off of your "specified street route", or going solo
Providing people you encounter with a resource guide/ the appropriate information	Providing personal opinions about issues raised by the person being counted (but you can listen to what they say)



Winnipeg Street Census–Volunteer Responsibilities

REMEMBER, SAFETY FIRST.

In all cases, volunteers should remember that safety is more important than the collection of information.

Safety Policy:

- **Surveyors will not interview intoxicated or aggressive persons.** If a person becomes aggressive during the interview:
 - Working Indoors: End survey. Thank participant. Inform team members and shelter/agency staff. Move on to the next participant.
 - Working outdoors: Do not approach intoxicated or aggressive persons on the street, keep your distance and tally the person on the Tally Sheet. Inform team members and in the case of aggressive persons, Street Census Headquarters.
- In all cases, **if a surveyor feels threatened or uncomfortable in any way by the actions of the participant, the surveyor should end the interview immediately.** Thank the participant, avoid provocation and walk away calmly.
- Volunteers should be aware of, and stay away from dogs.
- In all cases, volunteers should remember that safety is more important than the collection of information.

Procedures and safeguards for the protection of participants

Emergency Situations

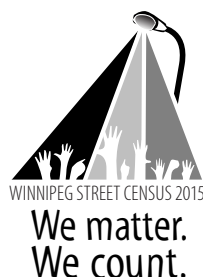
For all emergency situations where there is an **immediate** need for assistance, call 911 and then inform the Street Census Headquarters of the incident.

If there is doubt on what to do, call Street Census Headquarters, who may advise you to call 911.

For non-emergency situations: call the Street Census Headquarters, we will have an Outreach Team on standby. This team will have experience helping people who are in distress, or having suicidal thoughts (non-imminent), or intoxicated/high. For these situations please refer to the contact numbers on your clipboard for the number of your base-site Coordinator and Street Census Headquarters.

Dealing with Participants in Minor Distress

It may become apparent during an interview that an individual is experiencing minor distress, for example, they hesitate a great deal (appearing uncomfortable and unwilling to answer a question) or seem angry/frustrated when answering questions.



DO	DO NOT
Stay in sight and earshot of your team	Interview people who are: <ul style="list-style-type: none"> • Aggressive • Intoxicated • Sleeping • Actively Working (surveying will result in a loss of income or potential danger)
Have a fully charged cell phone on the team, with all emergency numbers.	Enter a structure like a parkade, house, building,
Stay in your designated location or on your designated route	Follow someone to their home or the place they sleep
Stay in a visible public location with an easy exit including well-lit roads, paths, alleys	Enter private property including fenced railway areas or people's yards
Carry flashlights	Accept food, beverages or gifts from survey participants

Winnipeg Street Census–Volunteer Responsibilities

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Steps:

1. Remind the participant that they can skip the question or end the survey at any time.
2. If the participant says they would like to continue the survey but signs of minor distress continue or increase, interviewers should bring the interview to a close.
3. Offer a Resource Card and ask if they would like to receive support today.
4. If the participant does want immediate support and does not want to/cannot access a service on the card, call the Street Census Headquarters, who will assess the situation and may respond by sending an experienced Outreach team to assist the person.
5. If the person does not want additional supports, thank them for their time and walk away.

Dealing with Suicidal Participants, Harm to Others (including children) while Surveying

1. End the Survey
2. Let the person know you need to call for help and breach confidentiality because of what they told you and that you want to get support to them right away
3. Call 911
4. Call Street Census Headquarters and let them know about the situation

Dealing with Participants in Acute Distress

1. Definition of acute distress: if someone begins to cry, has an anxiety/panic attack etc.
2. Bring the survey to a close
3. Offer to call an outreach team for support
4. If the person agrees, call Street Census Headquarters. The interviewer can only breach confidentiality if they believe there is serious risk of harm to self or others.

Standard Procedure: Recording Serious Incidents

If a participant becomes aggressive or distressed and the interview is terminated and/or outreach is called for assistance, the Street Census Headquarters should be informed. A record of the incident and the actions of the interviewers, including any information or advice given to ensure the participant's safety will be noted.

EMERGENCY SITUATIONS

For all emergency situations where there is an immediate need for assistance, the volunteer should call 911 and then inform the Street Census Headquarters of the incident.

WHO TO CALL

911	HEAD QUARTERS
Someone has a weapon	Someone asks for immediate support (person must consent to receiving help)
Someone is not responsive	Someone is in distress, that is, crying, yelling or upset (cannot breach confidentiality, person must consent)
Someone is threatening imminent suicide	Someone seriously threatens to harm themselves or commit suicide (Volunteer MUST call)
Someone is seriously injured	Someone seriously threatens to harm someone else (Volunteer MUST call)
A child is in imminent danger or a child is being harmed	



Winnipeg Street Census—Survey and Tally Sheet

IMPORTANT!

It is important that you survey everyone you encounter during your shift, whether that person turns out to be homeless or not. There are many faces of homelessness, and none fit a specific description.

The Survey & Tally Sheet

It is important that you survey everyone you encounter during your shift, whether that person turns out to be homeless or not. There are many faces of homelessness, and none fit a specific description.

Completed Surveys and Tally Sheets are the responsibility of surveyors until they are turned into the base-site Coordinator. Please keep the surveys dry and organized.

Survey Instruments

Volunteers will be asked to use one of two versions of the survey:

1. The Sheltered Survey – used on October 25th , OR
2. The Unsheltered Survey – used on October 26th , AND
3. The Tally Sheet

You will also be provided a Tally Sheet. This sheet allows you to record those people who you encounter but do not complete a survey, including individuals who:

1. are asleep or inebriated and cannot be approached;
2. decline participation;
3. are under the age of consent;
4. have already taken the survey; or
5. are unable to consent due to an apparent mental health challenge.

How long will each survey take?

The survey will take between 5-15 minutes to complete, depending on the participant. Some participants may need more time and assistance with the questions or may want to elaborate on the answers. It is essential that volunteers exercise patience, compassion and understanding at all times.

Key Points—Filling in the Survey

Ask questions exactly as they are written, use prompts if needed.

Because we are aligning with national standards in the method of the survey, it is important that the **questions** are asked consistently across cities in Canada so answers can be compared.

The completed surveys will be reviewed and systematically entered into a data collection software program. For this reason it is very important to:

1. Clearly mark the response squares completely. DO NOT USE an “X” or “✓”;
2. If participant declines to answer, or does not know the answer, fill in the appropriate spot
3. Do NOT leave questions blank
4. Print legibly and stay within the text boxes

For a few questions, it may be easier to write down what the participant says, and then ‘code’ the information (fill in the boxes) once the survey is complete.

Please ensure you follow ‘skip patterns’, such as “go to question Q6” or “Thank and Tally” (End Survey). Once a survey has been completed or ended, remember to thank the participant for their time.

The Tally Sheet & Survey in Detail

The following section provides an example Tally-Sheet for review, and then provides the Unsheltered Survey to explain survey questions. The Unsheltered Survey and the Sheltered Survey are very similar.

Note: where clarification is needed, instructions are underneath each question. Please review this thoroughly before the census.



Winnipeg Street Census 2015 -Tally Sheet

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Instructions: For those that are NOT surveyed or did not complete the survey please fill in the sheet below indicating their observed gender, and approximate age.

Name of Interviewer (First and Last Name)		Interviewer Phone #				
#	Location (agency/ nearest intersection)	Time	Reason not surveyed/ survey not completed	Observed Gender	Observed Age	
1		___AM ___PM	<input type="checkbox"/> Already Surveyed (End tally) <input type="checkbox"/> Declined (End tally)	<input type="checkbox"/> Could not consent (circle): Intoxicated/Underage/Distress <input type="checkbox"/> Observed homeless Intoxicated/Sleeping/Other	<input type="checkbox"/> Male <input type="checkbox"/> Female <input type="checkbox"/> Other <input type="checkbox"/> Unknown	<input type="checkbox"/> <18 <input type="checkbox"/> 18-25 <input type="checkbox"/> 26-30 <input type="checkbox"/> 31-50 <input type="checkbox"/> 50+
2		___AM ___PM	<input type="checkbox"/> Already Surveyed (End tally) <input type="checkbox"/> Declined (End tally)	<input type="checkbox"/> Could not consent (circle): Intoxicated/Underage/Distress <input type="checkbox"/> Observed homeless Intoxicated/Sleeping/Other	<input type="checkbox"/> Male <input type="checkbox"/> Female <input type="checkbox"/> Other <input type="checkbox"/> Unknown	<input type="checkbox"/> <18 <input type="checkbox"/> 18-25 <input type="checkbox"/> 26-30 <input type="checkbox"/> 31-50 <input type="checkbox"/> 50+
3		___AM ___PM	<input type="checkbox"/> Already Surveyed (End tally) <input type="checkbox"/> Declined (End tally)	<input type="checkbox"/> Could not consent (circle): Intoxicated/Underage/Distress <input type="checkbox"/> Observed homeless Intoxicated/Sleeping/Other	<input type="checkbox"/> Male <input type="checkbox"/> Female <input type="checkbox"/> Other <input type="checkbox"/> Unknown	<input type="checkbox"/> <18 <input type="checkbox"/> 18-25 <input type="checkbox"/> 26-30 <input type="checkbox"/> 31-50 <input type="checkbox"/> 50+
4		___AM ___PM	<input type="checkbox"/> Already Surveyed (End tally) <input type="checkbox"/> Declined (End tally)	<input type="checkbox"/> Could not consent (circle): Intoxicated/Underage/Distress <input type="checkbox"/> Observed homeless Intoxicated/Sleeping/Other	<input type="checkbox"/> Male <input type="checkbox"/> Female <input type="checkbox"/> Other <input type="checkbox"/> Unknown	<input type="checkbox"/> <18 <input type="checkbox"/> 18-25 <input type="checkbox"/> 26-30 <input type="checkbox"/> 31-50 <input type="checkbox"/> 50+
5		___AM ___PM	<input type="checkbox"/> Already Surveyed (End tally) <input type="checkbox"/> Declined (End tally)	<input type="checkbox"/> Could not consent (circle): Intoxicated/Underage/Distress <input type="checkbox"/> Observed homeless Intoxicated/Sleeping/Other	<input type="checkbox"/> Male <input type="checkbox"/> Female <input type="checkbox"/> Other <input type="checkbox"/> Unknown	<input type="checkbox"/> <18 <input type="checkbox"/> 18-25 <input type="checkbox"/> 26-30 <input type="checkbox"/> 31-50 <input type="checkbox"/> 50+
6		___AM ___PM	<input type="checkbox"/> Already Surveyed (End tally) <input type="checkbox"/> Declined (End tally)	<input type="checkbox"/> Could not consent (circle): Intoxicated/Underage/Distress <input type="checkbox"/> Observed homeless Intoxicated/Sleeping/Other	<input type="checkbox"/> Male <input type="checkbox"/> Female <input type="checkbox"/> Other <input type="checkbox"/> Unknown	<input type="checkbox"/> <18 <input type="checkbox"/> 18-25 <input type="checkbox"/> 26-30 <input type="checkbox"/> 31-50 <input type="checkbox"/> 50+
7		___AM ___PM	<input type="checkbox"/> Already Surveyed (End tally) <input type="checkbox"/> Declined (End tally)	<input type="checkbox"/> Could not consent (circle): Intoxicated/Underage/Distress <input type="checkbox"/> Observed homeless Intoxicated/Sleeping/Other	<input type="checkbox"/> Male <input type="checkbox"/> Female <input type="checkbox"/> Other <input type="checkbox"/> Unknown	<input type="checkbox"/> <18 <input type="checkbox"/> 18-25 <input type="checkbox"/> 26-30 <input type="checkbox"/> 31-50 <input type="checkbox"/> 50+
8		___AM ___PM	<input type="checkbox"/> Already Surveyed (End tally) <input type="checkbox"/> Declined (End tally)	<input type="checkbox"/> Could not consent (circle): Intoxicated/Underage/Distress <input type="checkbox"/> Observed homeless Intoxicated/Sleeping/Other	<input type="checkbox"/> Male <input type="checkbox"/> Female <input type="checkbox"/> Other <input type="checkbox"/> Unknown	<input type="checkbox"/> <18 <input type="checkbox"/> 18-25 <input type="checkbox"/> 26-30 <input type="checkbox"/> 31-50 <input type="checkbox"/> 50+
9		___AM ___PM	<input type="checkbox"/> Already Surveyed (End tally) <input type="checkbox"/> Declined (End tally)	<input type="checkbox"/> Could not consent (circle): Intoxicated/Underage/Distress <input type="checkbox"/> Observed homeless Intoxicated/Sleeping/Other	<input type="checkbox"/> Male <input type="checkbox"/> Female <input type="checkbox"/> Other <input type="checkbox"/> Unknown	<input type="checkbox"/> <18 <input type="checkbox"/> 18-25 <input type="checkbox"/> 26-30 <input type="checkbox"/> 31-50 <input type="checkbox"/> 50+
10		___AM ___PM	<input type="checkbox"/> Already Surveyed (End tally) <input type="checkbox"/> Declined (End tally)	<input type="checkbox"/> Could not consent (circle): Intoxicated/Underage/Distress <input type="checkbox"/> Observed homeless Intoxicated/Sleeping/Other	<input type="checkbox"/> Male <input type="checkbox"/> Female <input type="checkbox"/> Other <input type="checkbox"/> Unknown	<input type="checkbox"/> <18 <input type="checkbox"/> 18-25 <input type="checkbox"/> 26-30 <input type="checkbox"/> 31-50 <input type="checkbox"/> 50+

Total # of people tallied on this page:

Page #:

of total # of pages:

12

Winnipeg Street Census–Notes

This image shows a blank sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

UNSHELTERED SURVEY

INTERVIEWER (First and Last name): _____

LOCATION (Intersection/Landmark): _____ TIME _____ (AM/PM)

- ❖ **Interviewer:** Clearly print your first and last name
- ❖ **Location:** List the nearest intersection (i.e. Portage and Main), landmark (i.e. outside Legislative building) or single location (i.e. Siloam Mission). Be as accurate as possible.
- ❖ **Time (of Interview):** List the time the interview is conducted and circle AM or PM.

INTRODUCTION

“Hello, my name is _____ and I’m a volunteer with the Winnipeg Street Census. We are conducting a survey to understand housing issues and homelessness in Winnipeg, and demonstrate the need for better programs and services. The survey takes 10 minutes to complete.”

A. Have you answered this survey with a person that has this button?

Yes [Thank and tally]

- No [Continue]

- ❖ Show your button to the individual
- ❖ If the individual has completed the survey already, thank them for their time and add them to the Tally Sheet. If not, continue.

CONFIDENTIALITY SCRIPT:

Do you have a few minutes to complete the survey?

Before I begin I have a few important notes:

- Participation is voluntary and your name will not be recorded
- You can choose to skip any question or to stop the interview at any time
- All data and surveys will be stored in a locked computer or office
- Everything you say will be confidential except if you tell us about:
 - Plans to harm yourself or others
 - Harm or danger to a child

In these cases I will be required to report this information

INFORMED CONSENT: SCREENING QUESTIONS - B, C, D

B. Are you willing to participate in the survey?

- Yes [Provide thank you gift]

- No [Thank and tally]

- ❖ If person provides verbal consent (“YES”) to participate in the survey, step away from other people nearby for confidentiality, to undertake the survey, and provide the thank you gift.
- ❖ If not, tally person on Tally Sheet.
- ❖ It is possible that some people may ask you for an additional gift or ask you for a gift even though they completed the survey already. In these cases, tell participants that we only have enough gifts for one each.

C. Do you have a permanent residence that you can return to tonight?

- ☐ Yes ☐ No

- ❖ The word “permanent” might create confusion.
- ❖ If so, explain that “permanent” is a place where someone lives and their housing is secure.
- ❖ Regardless of the answer continue to the next question.

D. Where did you stay last night? [Do not read aloud, check all that apply]

- | | |
|---|--|
| <input type="checkbox"/> Own apartment or house
<input type="checkbox"/> Institution
<i>(hospital, jail, prison, remand, detox, IPDU)</i>
<input type="checkbox"/> Emergency shelter, domestic violence shelter, youth shelter
<i>(Main Street Project, Siloam Mission, Salvation Army, Willow Place, Ikwe-Widdjiitwin, MYS, Ndinawe)</i>
<input type="checkbox"/> Transitional housing
<input type="checkbox"/> Declined to answer | <input type="checkbox"/> Public space
<i>(e.g. sidewalks, squares, parks, forests, bus shelter)</i>
<input type="checkbox"/> Someone else’s place
<i>(couch-surfing, family/friend)</i>
<input type="checkbox"/> Motel/Hotel (specify): _____
<input type="checkbox"/> Makeshift shelter, tent, shack
<input type="checkbox"/> Abandoned/vacant building
<input type="checkbox"/> Vehicle <i>(car, van, RV, truck)</i>
<input type="checkbox"/> Other
<i>(location unfit for human habitation (specify):_____)</i>
<input type="checkbox"/> Doesn’t know [likely homeless] |
|---|--|



END SURVEY and thank

BEGIN SURVEY

- ❖ For this question you will have to listen carefully and select the housing types (or categories) that best fit the responses.
- ❖ Do not read out the available options
- ❖ Homeless individuals may be mobile (i.e. having stayed in BOTH a public park and an abandoned building in one night). Select all options that apply.
- ❖ If their response does not fit a category then *ASK CLARYFYING QUESTIONS:

- **Example:** If the response is “factory”, ask if the factory was vacant/no longer in use or not. If it was vacant, you would shade in the “Vacant buildings” circle. If it was not vacant, then you would shade in “Other: location unfit for human habitation”.
- **If you are unsure of which category to select, use “Other” and specify.**

❖ If they respond **Hotel/Motel**, *ASK CLARIFYING QUESTIONS:

- If they indicated in Screening Question C that they have a permanent residence, but stayed in a hotel or motel last night due to, for example, being from out of town and visiting on business or tourism, you would shade in “Own apartment/house” and end the survey here.
- **BUT** If they indicated that they have a permanent residence, but stayed in a hotel or motel last night due to, for example, fleeing domestic violence/threat of violence/health code violations (i.e. infestations), you would shade in “**Motel/hotel**” and continue the survey. This is because they could not have returned to a safe and secure home and would be considered homeless.

❖ If they respond, “**Someone else’s place**”, *ASK CLARIFYING QUESTIONS:

- You may find individuals that are staying at their parent’s house, or a family member, but they do not own this place. However, if the person is residing there permanently (i.e. receive mail there, and have security of tenure: meaning that they can reside there for as long as they need or want, then this population is not homeless).
- Hidden Homelessness: However, a significant number of the homeless population is hidden, meaning they reside **temporarily** and without security of tenure in other’s houses. This means that they are staying for short periods of time on people’s couches, floors, garages. **Ask if they are staying with someone else temporarily.**
- **This population is homeless and the survey should continue.**

DEMOGRAPHICS		
1. Did any family members stay with you last night?		
<input type="checkbox"/> Yes	→	If YES , who? [Read list]
<input type="checkbox"/> No		<input type="checkbox"/> ___# Child(ren) under 18
<input type="checkbox"/> Don’t know		<input type="checkbox"/> ___# Child(ren) over 18
<input type="checkbox"/> Declined to answer		<input type="checkbox"/> ___# Sibling(s)
		<input type="checkbox"/> ___# Parent(s)
		<input type="checkbox"/> Spouse/partner
		<input type="checkbox"/> Other (specify: _____)
		<input type="checkbox"/> Don’t know
		<input type="checkbox"/> Declined to answer

- ❖ Question 1 was designed to count homeless families.
- ❖ If the individual indicates that they are staying with a family member, question them by listing the relationship and accounting for the number of individuals. If possible, record the survey numbers of adult family members; this will only be possible if you and your team are surveying the family members together. This will allow us to have data by family group.

2. What is your birthday?	3. What gender do you identify with? <i>[Do not read list]</i>
<input type="checkbox"/> ____/____/____ Day Month Year <input type="checkbox"/> Don't know <input type="checkbox"/> Declined to answer If after October 26, 1999, end survey and TALLY	<input type="checkbox"/> Male <input type="checkbox"/> Female <input type="checkbox"/> Transgender <input type="checkbox"/> Other (specify:_____) <input type="checkbox"/> Don't know <input type="checkbox"/> Declined to answer

- ❖ If the individual is born after October 26th, 1999 they are under 16 and unable to consent. At this point surveyors have to end the survey, including providing gift package, offering resources and thanking the individual for participating.
- ❖ It is **important** to collect birthday, not age. This allows us to find people who have filled out the survey more than once.
- ❖ Do not read the list of genders. Respondents will tell you what they identify with.

4. Do you identify as Aboriginal or do you have Aboriginal ancestry? <i>[This includes First Nations, Metis, Inuit, Indigenous, with or without status]</i>	5. Did you grow up on a reserve?
<input type="checkbox"/> Yes, go to _____ → <input type="checkbox"/> No (SKIP TO Q.6) <input type="checkbox"/> Don't know (SKIP TO Q.6) <input type="checkbox"/> Declined to answer (SKIP TO Q.6)	<input type="checkbox"/> Yes (specify:_____) <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/> Declined to answer
If YES, are you: <input type="checkbox"/> First Nations (status) <input type="checkbox"/> Inuit <input type="checkbox"/> Metis <input type="checkbox"/> Non Status or Aboriginal ancestry	

- ❖ Aboriginal includes First Nations, Metis, Inuit, Indigenous, with or without status.
- ❖ If the participant answers 'yes' to question four, then read the list of options to the right.

HOMELESSNESS		
6. Did you move to Winnipeg in the past year? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/> Declined to answer	7. Are you a recent immigrant or refugee to Canada, within the past 5 years? <i>[Prompt: What year did you arrive in Canada? Yes if after October 25, 2010]</i> <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/> Declined to answer	8. Have you ever had any service in the Canadian military or the RCMP? <input type="checkbox"/> No <input type="checkbox"/> Yes, military <input type="checkbox"/> Yes, RCMP <input type="checkbox"/> Don't know <input type="checkbox"/> Declined to answer

- ❖ Important to note that if a person has both involvement with the RCMP and the military to indicate the military as they may be eligible for supports through Veterans affairs Canada.
- ❖ **Note:** Cadets are not members of the Military.

9. Have you ever been in foster care or group homes? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/> Declined to answer	10. How old were you when you first became homeless? <i>["homeless" includes : living with friends or relatives temporarily, in a hostel, hotel, motel, emergency shelter or streets]</i> <input type="checkbox"/> Age (in years) _____ <input type="checkbox"/> Don't know <input type="checkbox"/> Declined to answer
--	--

- ❖ The word "homeless" might be confusing to some, as they may not identify as homeless
- ❖ "homeless" includes : living with friends or relatives temporarily, in a hostel, hotel, motel, emergency shelter, the streets, or anywhere unfit for human habitation

11. What led you to being homeless the first time? [Do not read list, select all that apply]	
<input type="checkbox"/> Relationship/family breakdown or conflict <input type="checkbox"/> Transition from criminal justice system (prison, remand, youth centre) <input type="checkbox"/> Going to jail <input type="checkbox"/> Going to residential treatment/hospital <input type="checkbox"/> Eviction/asked to leave by landlord <input type="checkbox"/> Domestic/ family violence or abuse <input type="checkbox"/> Employment problems (unemployment, being fired) <input type="checkbox"/> Mental health issues <input type="checkbox"/> Health/medical issues	<input type="checkbox"/> Problematic gambling <input type="checkbox"/> Problematic drug or substance abuse <input type="checkbox"/> Transition from state care (foster home, group home, residential care or kin care) <input type="checkbox"/> Transition from health facility (mental health/addictions) <input type="checkbox"/> Poor housing conditions (bedbugs, mould, unsafe housing etc.) <input type="checkbox"/> Natural disaster or fire <input type="checkbox"/> Other (specify: _____) <input type="checkbox"/> Don't know <input type="checkbox"/> Declined to answer
<div style="border: 1px dashed black; padding: 5px;">[Space for notes- if needed write answer and code later]</div>	

- ❖ For question 11, you will have to listen carefully and select the answer that best fit the responses.
- ❖ Do not read out the available options
- ❖ Select all options that apply.
- ❖ Read back what you are selecting when you do it so the person can clarify
- ❖ A space is provided for surveyors to write down the answer and code later (but before surveys are returned)

<p>12. When did you become homeless most recently? <i>[Prompt: When was the last time you had a place of your own/ to stay/ call home?]</i></p> <p><input type="checkbox"/> ____/____ Month Year</p> <p><input type="checkbox"/> Don't know</p> <p><input type="checkbox"/> Declined to answer</p>	<p>13. People often move in and out of homelessness, how many times have you been homeless in the past 3 years? <i>[Prompt: How many times have you been homeless and then housed again?]</i></p> <p><input type="checkbox"/> Times (best estimate)____</p> <p><input type="checkbox"/> Don't know</p> <p><input type="checkbox"/> Declined to answer</p>	<p>14. In your lifetime, how long have you been homeless? <i>[Prompt: If you add up all the time you have been homeless throughout your life.]</i></p> <p><input type="checkbox"/> ____ days</p> <p><input type="checkbox"/> ____ months</p> <p><input type="checkbox"/> ____ years</p> <p><input type="checkbox"/> Don't know</p> <p><input type="checkbox"/> Declined to answer</p>
---	---	---

- ❖ Answers to question 12 will not be in a Month/Year format.
- ❖ Participants will likely say: i.e. "10 months ago", in which case you should confirm by repeating a month and date: "That would be January 2015?"
- ❖ Question 13: If the respondent does not know exactly how many times they have been homeless, ask them to estimate a number. Prompt: Is it 1-5 times, 5-10 times ... If the respondent has been continuously homeless for the past 3 years, write **One**.
- ❖ Question 14: Enter the length of times. If the respondent does not know how long, ask them to estimate a number. If the respondent has been homeless throughout their lives write their age. We are looking for **total length of time homeless**.

<p>15. Have you stayed in an emergency shelter, women's shelter, or youth shelter in the past year? <i>[Prompt: Siloam, Salvation Army, MYS, Ndinawe, Willow Place, Main Street Project, Ikwe-Widdjiitimin]</i></p> <p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No</p> <p><input type="checkbox"/> Don't know</p> <p><input type="checkbox"/> Declined to answer</p>	<p>16. Do you identify as part of the Lesbian, Gay, Bisexual, Two-Spirited or Queer community?</p> <p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No</p> <p><input type="checkbox"/> Don't know</p> <p><input type="checkbox"/> Declined to answer</p>
--	--

17. Where do you get your money from? *[Do not read list. Select all that apply]*

- | | |
|---|--|
| <input type="checkbox"/> Employment | <input type="checkbox"/> Senior benefits (CPP/OAS/GIS) |
| <input type="checkbox"/> Informal/Self-employment (bottle returns, scrap metal, panhandling, squeegeeing) | <input type="checkbox"/> Child and family tax benefits |
| <input type="checkbox"/> Employment Insurance (EI) | <input type="checkbox"/> Money from friends and family |
| <input type="checkbox"/> (EIA) General welfare/income assistance | <input type="checkbox"/> Other (Specify: _____) |
| <input type="checkbox"/> (EIA) Disability benefit | <input type="checkbox"/> No income |
| | <input type="checkbox"/> Declined to answer |

- ❖ Question 17 may have more than one answer for each respondent, so please shade in the all appropriate responses.
- ❖ **Note:** “E.I” is Employment Insurance, temporary unemployment assistance. “EIA” is welfare.
- ❖ **Note:** People will likely answer “welfare”, “Social assistance” or “EIA”. In these cases you must confirm accuracy of response by asking: Is it “General welfare or Disability”
- ❖ **Prompts:** “Is there anything else?”

18. Do you have a need for services related to: *[Read list aloud. Specify condition or issue if possible. Select all that apply]*

<input type="checkbox"/> Chronic/acute medical condition	Specify:
<input type="checkbox"/> Physical disability	Specify:
<input type="checkbox"/> Learning disability	Specify:
<input type="checkbox"/> Addiction	Specify:
<input type="checkbox"/> Mental health	Specify:
<input type="checkbox"/> Brain injury	
<input type="checkbox"/> Fetal Alcohol Spectrum Disorder (FASD)	
<input type="checkbox"/> Pregnant (if female)	
<input type="checkbox"/> Other	Specify:
<input type="checkbox"/> I don't need services	
<input type="checkbox"/> Declined to answer	

- ❖ **Read list aloud** to the participant, if possible specify condition.
- ❖ This question may have more than one answer for each respondent, shade in all that apply.

19. What do you think is keeping you from finding a place of your own?*[Do not read list. Select all that apply]*

- | | |
|--|--|
| <input type="checkbox"/> Low income | <input type="checkbox"/> Criminal history |
| <input type="checkbox"/> No income assistance | <input type="checkbox"/> Addiction |
| <input type="checkbox"/> Rent is too high | <input type="checkbox"/> Pets |
| <input type="checkbox"/> Poor housing conditions | <input type="checkbox"/> Children |
| <input type="checkbox"/> Family breakdown/conflict | <input type="checkbox"/> Discrimination (specify: _____) |
| <input type="checkbox"/> Domestic violence | <input type="checkbox"/> Don't want housing |
| <input type="checkbox"/> Health/disability issues | <input type="checkbox"/> Other (specify: _____) |
| <input type="checkbox"/> Mental health issues | <input type="checkbox"/> Declined to answer |

[Space for notes- if needed write answer and code later]

- ❖ *Do not read list.*
- ❖ *This question may have more than one answer for each respondent, shade in all that apply.*
- ❖ *Read back what you are selecting when you do it so the person can clarify*
- ❖ *Use space below question to describe the answer and code later if necessary.*

END SCRIPT:

"Thank you for completing the survey! If you have questions or concerns about the project, you can call the person on this card." [offer resource card]

End the interview and provide participant with a Resource Card and a card for the Lead Researcher so they can contact her with any questions or concerns about the Street Census.

Wish them a good day!

Winnipeg Street Census–Notes

21

[illegible]

22

Winnipeg Street Census–Notes

This image shows a blank sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

Winnipeg Street Census–Checklist

VOLUNTEER CHECKLIST

From Home

- Dress appropriately (you will be standing or walking for 3–4 hours)
- Bring:
 - Charged cellphone
 - Small backpack or courier bag
 - Mitts and toque
 - Street Teams to bring a flashlight if possible
 - OPTIONAL: small water-bottle, small snack (like a granola bar)

Base Site

- Arrive at your assigned Base-Site or Headquarters 20 minutes before your shift
- SIGN IN – we need to keep track of you for safety
 - Give your cell phone number to the Base-Site coordinator
 - Enter the Base-Site phone number into your cell phone
 - Receive / review your assignments with the Base-Site coordinator
 - Receive surveys, tally-sheets, participant-gifts, maps, volunteer button (identification), pens.
- Make your way to your assigned location or Street-Route to begin enumerating

On the Job

- You will be at a shelter, an assigned site, or a street-route
- Shelter / Assigned Site teams to stay at their locations
- Street-Teams to stay within their mapped areas
 - Street-Teams to make sure they cover indicated 'known-locations'
 - Street-Teams may circle their route multiple times. Have a nice walk!
- Speak with everyone you meet. Don't make assumptions based on appearance. Allow the survey form to screen out people you shouldn't count.
- Stay with your teams. Keep your team within sight and earshot

- Some teams will be in busy areas, surveying many people. Some teams will meet very few people who are homeless. Don't get discouraged. You are an ambassador of the Census

The Survey

- Either TALLY or SURVEY each person – not both.
- The first questions of the survey screen out people who are not homeless or have been surveyed already.
- The next questions explain confidentiality to the participant and ask for their Informed Consent to continue. (see chart on page 24)
- Give the gift to the participant once they have given consent. There are THREE gifts for them to choose from
- Proceed with the survey only if they pass the initial questions.
- Ask each question exactly as written (to match national standards). IF the participant doesn't fully understand the question, it is okay to provide additional explanation.
- Once complete, thank the participant and carefully store the completed survey.
- Keep going! Speak to as many people as you can!

Back to Base-Site

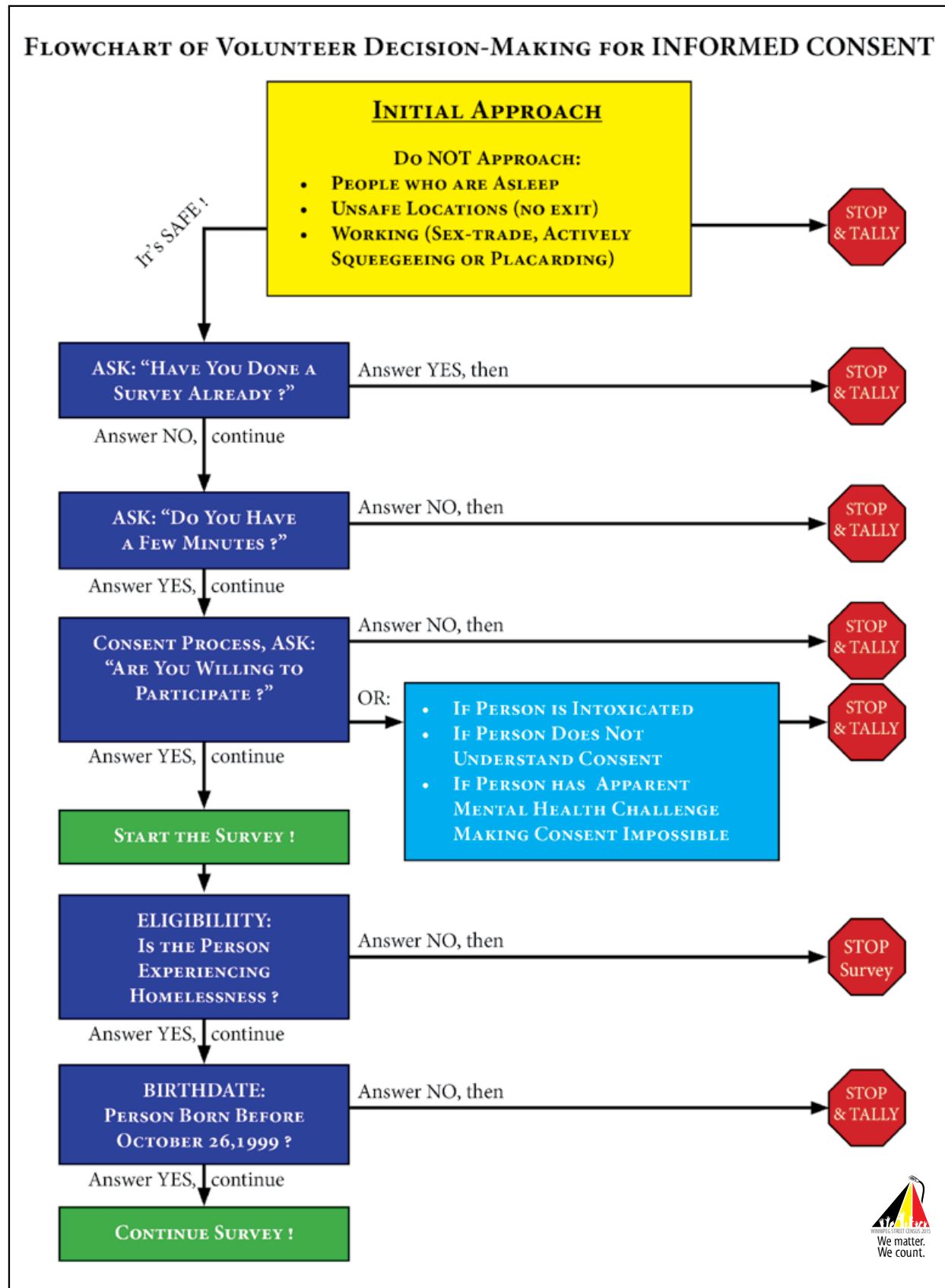
- When your shift is over, head back to Base-Site
- Return all completed surveys, and all other materials to the coordinator
- Make sure to SIGN OUT of the Base-Site. If you forget, and we don't see you, we have to call you and search for you to ensure your safety
- If you wish to speak about your experience, there will be a Base-Site Coordinator available
- You are invited write down one story that you found particularly powerful at the end of your shift

Great Job! Thanks For Your Hard Work!
Time to head home.

Don't forget to come to the Thank-you Celebration for all volunteers and Participants on Nov. 25th.



FLOWCHART OF VOLUNTEER DECISION-MAKING FOR INFORMED CONSENT



Appendix 8. Volunteer Training Presentation

THE WINNIPEG STREET CENSUS 2015



VOLUNTEER TRAINING



Thank You!

Volunteers, Partners and Supporters

PARTNERS:

Aboriginal Health and Wellness Centre
Canadian Centre for Policy Alternatives of Manitoba
Canadian Mental Health Association of Manitoba
Eagle Urban Transition Centre
Institute of Urban Studies, University of Winnipeg
John Howard Society of Manitoba
Lived Experience Circle
Macdonald Youth Services
Main Street Project
Ma Mawi Wi Chi Itata Centre
Mount Carmel Clinic
RaY (Resource Assistance for Youth)
Rossbrook House
Salvation Army Booth Centre

Siloam Mission

Social Planning Council of Winnipeg
Spence Neighbourhood Association
Sunshine House
West Central Womens Resource Centre
Winnipeg Poverty Reduction Council –
End Homelessness Winnipeg

SUPPORTERS:

Amalgamated Transit Union
City of Winnipeg
North End Community Ambassadors
Winnipeg Regional Health Authority
Winnipeg Downtown BIZ
Winnipeg Police Services

THE WINNIPEG STREET CENSUS 2015



Agenda for Today

- Introduction to the Street Census
- Census Day information - Logistics
- The Experience of Homelessness
- The Aboriginal Experience of Homelessness
 - The Approach

BREAK: 15 minutes

- The Survey
- Practicing the Survey
- Working in the Field
- Street Safety
- The Volunteer Perspective

THE WINNIPEG STREET CENSUS 2015



INTRODUCTION TO THE WINNIPEG STREET CENSUS



Christina Maes Nino, Street Census Coordinator



Purpose of the Street Census

- Count people who are homeless in Winnipeg
 - Their demographics
 - Their experiences
 - Their service needs
- To inform funding, policy, programs and services
- Enhance partnerships in the community

THE WINNIPEG STREET CENSUS 2015



Roles

- Census Coordinator
- BaseSite Coordinators
- Volunteer Coordinator
- Team Leads
- Indoor Teams (single sites/locations)
- Street Teams (outdoors)

THE WINNIPEG STREET CENSUS 2015





Method of the Street Census

- 1. Shelter Survey**
- 2. Indoor Survey** at Single Sites / Locations
 - a) Agencies that serve the homeless
 - b) Libraries, Churches, etc.
 - c) Bottle Depots
- 3. Street Survey** – Outdoor survey of people
4. Additional data – administrative



Method of the Street Census

- 1. Shelter Survey**
 - Sunday, October 25
 - 6pm-10pm
 - Volunteer Headquarters: Thunderbird House



Method of the Street Census

- 2. Indoor Survey** 'Single Locations'
 - Monday, October 26th
 - Morning or afternoon shifts
 - BaseSites:
 - 6 BaseSites throughout the inner city
 - Where you meet your team
 - Get your supplies and location information
 - Return surveys & Debrief
 - Headquarters: Thunderbird House
 - Overall logistics
 - Additional supplies
 - Report incidents



Method of the Street Census

3. Street Survey

- Monday, October 26th
- 4pm-7pm
- Volunteer Base-sites:
 - 6 throughout the city
 - Meet your team
 - Get your supplies and route
 - Warm up/take a break**
 - Return surveys
 - Debrief

Volunteer Headquarters:
Thunderbird House

- Overall logistics
- Report Incidents
- Call for assistance if you need:**
 - Outreach support
 - Child and Family Services Advice
 - Suicide intervention - assessment support



THE WINNIPEG STREET CENSUS 2015

CENSUS DAY INFORMATION: LOGISTICS



Brent Retzlaff, Siloam Mission, Volunteer Coordinator
Scott McCullough, IUS, Volunteer Training



What is in your package?

- Volunteer Information Package
 - Please read this when you get home!
 - You will find a lots of useful info!
- Assignment Sheet
 - Provides general instructions, locations of where you go and a map.
- Confidentiality Form
- Liability Waiver



THE WINNIPEG STREET CENSUS 2015

Who Does What?

This is the
assignment
sheet / map.

3 Different Types



Winnipeg Street Census 2015

BaseSite - Macdonald Youth Services - 175 Mayfair Ave

Mastermap for Coordinators and Single Site/Depot Volunteers

CONTACTS	
Headquarters & Census Coordinator Christine Macdonald 204-754-1555	
Media Relations: Carmen Lescroart	204-754-1244
EventSite MVL - Coordinator Natalie Schaefer	204-754-1471
Volunteer Coordinator Brent Retzlaff	204-261-8804
Police Emergency:	911
Police Non-Emergency:	304-888-4222

This BaseSite is staffing the following:

Walking Routes:
Riverside - 1000000
North Osborne Road - 85-100
South Osborne Road - 85-100

Agencies / Single Sites - ★

- Macdonald Youth Services (in-house parked) - 175 Mayfair Ave
- Residential Support Centre - 444 River Park

Other Agencies on the map are staffed by different BaseSites - depends on opening times

Single Depots - ☐

- Osborne Village and Traffic Depot - 100 Osborne St, Winnipeg, MB

Other Depots on the map are staffed by different BaseSites - depends on opening times

♦ - Known congregating locations (located at Street Team depot)

THE WINNIPEG STREET CENSUS 2015



Who Does What?

The map shows:

- Your BaseSite
- single locations/sites,
- bottle depots,
- known congregating locations
- walking routes



THE WINNIPEG STREET CENSUS 2015

Confidentiality Form

- Signed and returned by the end of the training
- Volunteers must maintain the confidentiality of the people they survey.**
 - Do not take pictures of people (even in public)
 - Do not post any information about survey participants on social media
 - If you post, focus on what **you** have learned and what you want people to know about homelessness – **the broader story.**



THE WINNIPEG STREET CENSUS 2015

Release of Liability Form

Signed and returned by the end of training

Be Aware:

- There are small risks – so Safety Training **mandatory**
- Be Careful – take no unnecessary risks.
- This form releases the SPCW and all of our Partners of any liability
- Your information is being collected.

THE WINNIPEG STREET CENSUS 2015



Media Relations

- The media have also been asked to respect people's privacy on the street.
- Please **do not comment to the media.**
- E.g. Do Not:
 - Comment on how the census is progressing
 - Comment on surveys that you have conducted
- Please **refer all media inquiries** to the media contact listed on your assignment sheet

THE WINNIPEG STREET CENSUS 2015



What to Bring?

You should have:

- Charged cell-phone
- Small backpack or courier bag
- Mitts and Toque
- Small snack and water bottle
- A watch
- Flashlight, if possible
 - Street Teams Only

Do NOT Bring:

- Any valuables
- Large Items that may encumber you
- Pocket-change
 - (Don't give money)

THE WINNIPEG STREET CENSUS 2015



Where do you go?

All volunteers must report to their assigned BaseSite when starting their shift

- Thunderbird House
- 508 Selkirk
- Knox United
- Millennium Library
- RAY (Resource Assistance for Youth)
- MYS (Macdonald Youth Services)

THE WINNIPEG STREET CENSUS 2015



What happens when you arrive?

- **Arrive 20 minutes before** your shift
- **Sign in** with the base site coordinator
- **Phone Numbers:**
 - Add the BaseSite coordinators phone number to your phone
 - Confirm that we have the right phone number for you
- **Review your assignment** with the base site coordinator
- **Receive all supplies**
 - surveys, tally sheets, participant gifts, map, and button
- **Connect** with the rest of the members of your team

THE WINNIPEG STREET CENSUS 2015



Team Leaders

- **Team Leaders:**
 - All Street Teams and larger Indoor Teams
- Team Leaders **have more experience** working with the homeless population
- Stay with your Team Leader
- Let your Team Leader know of any issues that arise
- For Street Teams: Team Leaders may focus on talking with folks and bringing them to the other volunteers to conduct the surveys.

THE WINNIPEG STREET CENSUS 2015



Indoor Teams

- **Report to BaseSite** before shift starts
- After **Check-in**, go to your assigned location to interview people
- For all locations, a **staff member of that agency** will be able to help you connect with their community
- **Speak with everyone** at the assigned location
- **Do not leave** your assigned location until end of shift & return to BaseSite

THE WINNIPEG STREET CENSUS 2015



Street Teams

- **Report to BaseSite** before shift starts
- **Check-in and connect** with your team
- Go on **assigned walking route** with your team
- Assignment sheet indicates **areas of focus**
- Cover the **known locations** on your map!
- You may circle the walking route more than once if you have time
- Stay **within your outer perimeter**
- Be aware of **overlapping areas**
- Make sure to **return to the BaseSite** at the end of your shift and **Check-out!**

THE WINNIPEG STREET CENSUS 2015



Completing the Shift

- Return to your BaseSite
- **Sign out** with a BaseSite Coordinator
– **IF you don't sign out, we have to search for you**
- **Return EVERY survey** that you were given
- All unused gifts intended for survey participants must be returned to base site coordinator
- Speak with a base site coordinator if you would like to talk about any of your experiences.

THE WINNIPEG STREET CENSUS 2015



THE EXPERIENCE OF HOMELESSNESS

Al Wiebe, Coordinator of Mentoring, At Home/Chez Soi
Joe Hatch, Coordinator of Mentoring, At Home/Chez Soi



The Experience of Homelessness

- Challenge of daily life
- Lack of privacy
- Prevalence of Trauma
- Lacking in trust
- Homelessness is NOT a choice

THE WINNIPEG STREET CENSUS 2015



THE ABORIGINAL EXPERIENCE OF HOMELESSNESS



Marcel (Marty) Boulanger from Ma Mawi Wi Chi Itata Centre



The Aboriginal Experience Of Homelessness

- Introduction and topic presentation.
- Colonization and Residential Schools
- Approaching Individuals using the Sacred Seven Teachings
- Self-Reflection:
 - Understanding your strengths and weaknesses
 - Be aware of them when doing the census.
- Question Period



THE WINNIPEG STREET CENSUS 2015

The Approach

- How to approach people respectfully and building trust
- Being non-judgmental

*Don Robinson, Ma Mawi Wi Chi Itata Centre
Lukas Maitland, Mt. Carmel Clinic*



THE WINNIPEG STREET CENSUS 2015

THE SURVEY



*Maria Godoy, RAY, Methodology Coordinator
Scott McCullough, IUS, Volunteer Training*



Outline

- Review survey, question by question (30 min.)
- Please ask questions as they come up
- Break & get into groups (10 minutes)
- Practice doing the survey (20 minutes)



THE WINNIPEG STREET CENSUS 2015

Survey Tools

- 1) The Sheltered Survey (Oct 25th) **OR**
- 2) The Unsheltered Survey (Oct 26th)

& The Tally Sheet

- Counting individuals who– for whatever reason– are not completing the full survey

Important: You will fill out the survey OR the Tally sheet NOT BOTH.



THE WINNIPEG STREET CENSUS 2015

General Notes

1. Ask questions as they are written (regardless of how awkward they may be)
2. Clearly mark the response squares (fill them in completely)
3. If the participant declines to answer a question, fill in the appropriate spot
4. Do not leave questions blank
5. Follow skip patterns (Skip to Q6– Thank and tally)
6. Print **LEGIBLY** I mean LEGIBLY

THE WINNIPEG STREET CENSUS 2015



Tally Sheet for Observed Homeless

- The TALLY SHEET is to count people who **you can't survey** (for various reasons)
- **Do not approach** people who are seriously inebriated or asleep
- **Do not approach** people actively working
- But, **they do count**, so use the tally sheet to count them.
- The tally sheet we be used to inform future Street Census. It will tell us where people are, where and when people decline, and participation rates.

THE WINNIPEG STREET CENSUS 2015



Tally Sheet

(Page 11 of the Volunteer Manual)

Name of Interviewer (First and Last Name)	MARIA GODOY	Interviewer Phone	555-5555
Location (agency/ street intersection)	Portage and Main	Reason not surveyed/ survey not completed	<input checked="" type="checkbox"/> Already surveyed (Kind tally) <input type="checkbox"/> Declined (Kind tally) <input type="checkbox"/> Could not contact or survey <input type="checkbox"/> Unusable (Distance/ Oblique/ Inside business) <input type="checkbox"/> Other:
Observed Gender	<input checked="" type="checkbox"/> Male <input type="checkbox"/> Female <input type="checkbox"/> Other	Observed Age	<input type="checkbox"/> 18-24 <input type="checkbox"/> 25-34 <input checked="" type="checkbox"/> 35-44 <input type="checkbox"/> 45-54 <input type="checkbox"/> 55+

- This tally sheet allows a count of people that are unable to complete the survey.
- Details used to reduce double counting

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Tally Sheet

(back page of the Volunteer Manual)

TALLY	DO NOT TALLY
People you can't Approach: (Asleep, Intoxicated, Working, Unsafe Location)	People you do the survey with
People previously Surveyed by someone else	People screened out of survey as NOT Homeless
People who decline to be Surveyed	
Under 16 years old	

THE WINNIPEG STREET CENSUS 2015



Unsheltered Survey

(Page 13 of the Volunteer Manual)

UNSHeltered SURVEY	
INTERVIEWER (First and Last name):	MARIA GODOY
LOCATION (Intersection/ Landmark):	PORTAGE & MAIN
TIME (AM/PM)	8

- Print your first and last name on every survey.
- Location can be a street intersection (if you are assigned to the streets) or an agency (i.e. Siloam Mission), be as specific as possible
- Time of the interview (please wear a watch)

THE WINNIPEG STREET CENSUS 2015



Introduction

INTRODUCTION

"Hello, my name is _____ and I'm a volunteer with the Winnipeg Street Census. We are conducting a survey to understand housing issues and homelessness in Winnipeg, and demonstrate the need for better programs and services. The survey takes 10 minutes to complete."

A. Have you answered this survey with a person that has this button?
Yes [Thank and tally] No [Continue]

- You will be provided with a identification button.
- if the person said "YES" tally them, end the survey
 - Do not mark the survey, go directly to the Tally sheet
- If "NO" Continue with the survey

THE WINNIPEG STREET CENSUS 2015



Informed Consent

CONFIDENTIALITY SCRIPT:

Do you have a few minutes to complete the survey?
Before I begin I have a few important notes:

- Participation is voluntary and your name will not be recorded
- You can choose to skip any question or to stop the interview at any time
- All data and surveys will be stored in a locked computer or office
- Everything you say will be confidential except if you tell us about:
 - Plans to harm yourself or others
 - Harm or danger to a child

In these cases I will be required to report this information

B. Are you willing to participate in the survey?
- Yes [Provide thank you gift] - No [Thank and tally]

- Consent must be explicit, they have to say 'YES'
- After they agree to participate, offer them the gift
- Note Informed Consent Chart back of Manual

THE WINNIPEG STREET CENSUS 2015



Screening Question: Homelessness

C. Do you have a permanent residence that you can return to tonight?
☐ Yes ☐ No

- The word "permanent" might be confusing
- "Permanent" means a place where someone lives and has security of tenure
 - i.e. Do they get mail there?
 - i.e. Are you paying rent/mortgage?

THE WINNIPEG STREET CENSUS 2015



Screening Question: Homelessness

D. Where did you stay last night? [Do not read aloud, check all that apply]

- This is a key question
- Listen to their answer **carefully**
- Do not read out the possible answers.
- Left column answers – end survey & tally
- Right column answers – continue survey

THE WINNIPEG STREET CENSUS 2015



Screening Answer: Homelessness

☐ Own apartment or house
☐ Institution
(hospital, jail, prison, remand, detox, IPDU)
☐ Emergency shelter, domestic violence shelter, youth shelter
(Main Street Project, Siloam Mission, Salvation Army, Willow Place, Kew-Wildjitturin, MYS, Nalinawau)
☐ Transitional housing
☐ Declined to answer

- Left column answer – end survey & tally
- Save the survey
- Get a new survey for the next person

END SURVEY and thank

THE WINNIPEG STREET CENSUS 2015



Screening Answer: Homelessness

- Right column answers; person considered homeless
- Continue survey
- If they slept in multiple places, multiple answers are allowed

☐ Public space
(e.g. sidewalks, squares, parks, forests, bus shelter)
☐ Someone else's place
(couch-surfing, family/friend)
☐ Motel/Hotel (specify): _____
☐ Makeshift shelter, tent, shack
☐ Abandoned/vacant building
☐ Vehicle (car, van, RV, truck)
☐ Other
(location unfit for human habitation (specify): _____)
☐ Doesn't know [likely homeless]

BEGIN SURVEY

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Tricky Answers

- "I stayed in a factory"
- Problem: it could fall under "Abandoned vacant building" or "Other"
- Solution: Ask clarifying questions:
 - **Was the factory abandoned or vacant?**

THE WINNIPEG STREET CENSUS 2015



Tricky Answers

- "I stayed at a Hotel"
- Problem: they could be tourists (they have a permanent address somewhere else) in which case they are NOT homeless; **OR**
- They could be fleeing domestic violence, or escaping from infestations, in which case they are homeless.
 - Solution: Ask clarifying questions:
 - **Do you have a safe and secure home to return to after your hotel stay?**

THE WINNIPEG STREET CENSUS 2015



Tricky Answers

- "I am staying with my aunty / friend"
- Problem: It could be permanent housing or it could be hidden homelessness
- Solution: Ask clarifying questions:
 - **Are you staying there temporarily or do you live there permanently?**
 - **Do you get mail there?**
 - **Are you couch-surfing?**

THE WINNIPEG STREET CENSUS 2015



Demographics: Families

DEMOGRAPHICS		
1. Did any family members stay with you last night?		
<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/> Declined to answer	If YES, who? <i>(Read list)</i> <input type="checkbox"/> Child(ren) under 18 <input checked="" type="checkbox"/> 1. # Child(ren) over 18 <input checked="" type="checkbox"/> 1. # Sibling(s) <input type="checkbox"/> # Parent(s) <input type="checkbox"/> Spouse/partner <input type="checkbox"/> Other (specify: _____) <input type="checkbox"/> Don't know <input type="checkbox"/> Declined to answer	
	[#] 0011	[#] _____
	[#] 0012	[#] _____
	[#] _____	[#] _____
	[#] _____	[#] _____
	[#] _____	[#] _____
	[#] _____	[#] _____

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Demographics - continued

2. What is your birthday?	3. What gender do you identify with?
<input type="checkbox"/> Day / Month / Year <input type="checkbox"/> Don't know <input type="checkbox"/> Declined to answer If after October 26, 1999, end survey and TALLY	<input type="checkbox"/> Male <input type="checkbox"/> Female <input type="checkbox"/> Transgender <input type="checkbox"/> Other (specify: _____) <input type="checkbox"/> Don't know <input type="checkbox"/> Declined to answer

- Birthday: under 16 cannot consent
- You must end the survey and tally them
- Gender: do not read list.
- Allow individuals to self-identify

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Demographics - continued

4. Do you identify as Aboriginal or do you have Aboriginal ancestry? <i>(This includes First Nations, Metis, Inuit, Indigenous, with or without status)</i>	5. Did you grow up on a reserve?
<input type="checkbox"/> Yes, go to (SKIP TO Q.6) <input type="checkbox"/> No (SKIP TO Q.6) <input type="checkbox"/> Don't know (SKIP TO Q.6) <input type="checkbox"/> Declined to answer (SKIP TO Q.6)	<input type="checkbox"/> Yes (specify: _____) <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/> Declined to answer
If YES, are you: <input type="checkbox"/> First Nations (status) <input type="checkbox"/> Inuit <input type="checkbox"/> Metis <input type="checkbox"/> Non-Status or Aboriginal ancestry	

- Pay attention to the SKIP on this question
- Some will answer 'native', ask, **Are you First Nations, Metis,...**

THE WINNIPEG STREET CENSUS 2015



Homelessness

HOMELESSNESS		
6. Did you move to Winnipeg in the past year?	7. Are you a recent immigrant or refugee to Canada, within the past 5 years? <i>(Prompt: What year did you arrive in Canada? Yes if after October 25, 2010)</i>	8. Have you ever had any service in the Canadian military or the RCMP?
<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/> Declined to answer	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/> Declined to answer	<input type="checkbox"/> No <input type="checkbox"/> Yes, military <input type="checkbox"/> Yes, RCMP <input type="checkbox"/> Don't know <input type="checkbox"/> Declined to answer

- **Important:** question (8) is double-barreled:
- If a person has involvement in both RCMP and Military, count the military only
- NOTE: Cadets are **not** members of the military

THE WINNIPEG STREET CENSUS 2015



Homelessness

9. Have you ever been in foster care or group homes?	10. How old were you when you first became homeless? <i>["homeless" includes: living with friends or relatives temporarily, in a hotel, hotel, motel, emergency shelter or street]</i>
<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/> Declined to answer	<input type="checkbox"/> Age (in years) _____ <input type="checkbox"/> Don't know <input type="checkbox"/> Declined to answer

- Questions are more sensitive
- If needed, remind participants that they can **skip questions** at any time
- If participants very uncomfortable then **end the survey**

THE WINNIPEG STREET CENSUS 2015



Homelessness

11. What led you to being homeless the first time? <i>[Do not read list, select all that apply]</i>	
<input type="checkbox"/> Relationship/family breakdown or conflict <input type="checkbox"/> Transition from criminal justice system (jail, prison, mental, youth center) <input type="checkbox"/> Going to jail <input type="checkbox"/> Going to residential treatment/hospital <input type="checkbox"/> Eviction/asked to leave by landlord <input type="checkbox"/> Domestic/ family violence or abuse <input type="checkbox"/> Employment problems (unemployment, being laid off) <input type="checkbox"/> Mental health issues <input type="checkbox"/> Health/medical issues	<input type="checkbox"/> Professional gambling <input type="checkbox"/> Problematic drug or substance abuse <input type="checkbox"/> Transition from state care (foster home, group home, residential care or hospital) <input type="checkbox"/> Transition from health facility (mental health/addiction) <input type="checkbox"/> Poor housing conditions (bedbugs, mold, unsafe, leaking etc.) <input type="checkbox"/> Natural disaster or fire <input type="checkbox"/> Other (specify: _____) <input type="checkbox"/> Don't know <input type="checkbox"/> Declined to answer

- DO NOT read out the answers.
- Let them explain, listen carefully, write notes, and select boxes (code) later if necessary

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Tricky Answers

- Write notes, select boxes (code) later
- If confused by their answer:
 - Ask, **What is the main reason why you became homeless?**
- ALWAYS: repeat back the answers...
 - **Would you say that you became homeless because you transitioned from care, and have addiction issues?**
- Ask, **Anything else?**
- Important to be patient and respect stories

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Homelessness continued

12. When did you become homeless most recently? <i>[Prompt: When was the last time you had a place of your own to stay/call home?]</i>	13. People often move in and out of homelessness, how many times have you been homeless in the past 3 years? <i>[Prompt: How many times have you been homeless and then housed again?]</i>	14. In your lifetime, how long have you been homeless? <i>[Prompt: If you add up all the time you have been homeless throughout your life...]</i>
<input type="checkbox"/> 01 _____ 2015 Month Year <input type="checkbox"/> Don't know <input type="checkbox"/> Declined to answer	<input type="checkbox"/> Times (first, second, etc.) _____ <input type="checkbox"/> Don't know <input type="checkbox"/> Declined to answer	<input type="checkbox"/> _____ days <input type="checkbox"/> _____ months <input type="checkbox"/> _____ years <input type="checkbox"/> Don't know <input type="checkbox"/> Declined to answer

- Use the prompts, if needed
- If you can't get exact dates, get estimates
- Repeat back the answers for confirmation
- **Important difference from the manual (p.18):**
- Q13 - some people will have been homeless continuously in the past 3 years, for those people write **"ALL"** NOT **"ONE"**

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Homelessness cont.

15. Have you stayed in an emergency shelter, women's shelter, or youth shelter in the past year? <i>[Prompts: Lillian, Salvation Army, MYS, Nilkanth, Willow Point, Main Street Project, Jane's Walkhouse]</i>	16. Do you identify as part of the Lesbian, Gay, Bisexual, Two-Spirited or Queer community?
<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/> Declined to answer	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/> Declined to answer

- Question 16 is sensitive. Again, be aware of participant stress.
- Question 16 tries to uncover risk factors for homelessness

THE WINNIPEG STREET CENSUS 2015



Income

17. Where do you get your money from? <i>[Do not read list, Select all that apply]</i>	
<input type="checkbox"/> Employment <input type="checkbox"/> Informal/Self-employment (bottle returns, scrap metal, junkhauling, squergering) <input type="checkbox"/> Employment Insurance (EI) <input type="checkbox"/> (ELA) General welfare/income assistance <input type="checkbox"/> (ELA) Disability benefit	<input type="checkbox"/> Senior benefits (CPP/OAS/GIS) <input type="checkbox"/> Child and family tax benefits <input type="checkbox"/> Money from friends and family <input type="checkbox"/> Other (Specify: _____) <input type="checkbox"/> No income <input type="checkbox"/> Declined to answer

- Allow for multiple answers
- "EI" is employment insurance
- "EIA" is welfare,
 - ask if it is general welfare or disability.
- Prompt: **Is there anything else?**

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Service Needs

18. Do you have a need for services related to? *(Read list aloud. Specify condition or issue if possible. Select all that apply.)*

<input type="checkbox"/> Chronic/acute medical condition	Specify:	Amputation / wheelchair
<input checked="" type="checkbox"/> Physical disability	Specify:	
<input type="checkbox"/> Learning disability	Specify:	
<input type="checkbox"/> Addiction	Specify:	ADD
<input checked="" type="checkbox"/> Mental health	Specify:	
<input type="checkbox"/> Brain injury	Specify:	
<input type="checkbox"/> Post-Traumatic Stress Disorder (PTSD)	Specify:	
<input type="checkbox"/> Pregnant (at home)	Specify:	
<input type="checkbox"/> Elderly	Specify:	
<input type="checkbox"/> I don't need services		
<input type="checkbox"/> Declined to answer		

- Read the list aloud, if possible get specifics
- Shade all answers that apply
- Reported needs only – NOT observed

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Service Barriers

19. What do you think is keeping you from finding a place of your own? *(Do not read list. Select all that apply.)*

<input type="checkbox"/> Low income	<input type="checkbox"/> Criminal history
<input type="checkbox"/> No income assistance	<input type="checkbox"/> Addiction
<input type="checkbox"/> Rent is too high	<input type="checkbox"/> Pets
<input type="checkbox"/> Poor housing conditions	<input type="checkbox"/> Children
<input type="checkbox"/> Family breakdown/conflict	<input type="checkbox"/> Discrimination (specify: _____)
<input type="checkbox"/> Domestic violence	<input type="checkbox"/> Don't want housing
<input type="checkbox"/> Health/disability issues	<input type="checkbox"/> Other (specify: _____)
<input type="checkbox"/> Mental health issues	<input type="checkbox"/> Declined to answer

(Specify for notes: if needed write answers and code listed)

- Write notes, check boxes (code) later
- If confused by their answer: Ask,
 - **What is the biggest barrier? What is the biggest problem?**
- ALWAYS: repeat back the answers, **Would you say that your biggest barriers to housing are low income and pets?**
 - Ask, **Anything else?**

THE WINNIPEG STREET CENSUS 2015



SURVEY IS OVER!

- Make sure you always, always, always, **THANK THE PARTICIPANT** for their time
- Then offer them a **resource card**
- Remind them of the celebration November 25th, and that they are invited
- **Please practice the survey at home, at least once**

THE WINNIPEG STREET CENSUS 2015



BREAK !!

- Please take a few minutes break
- Re-convene in 10 minutes
- Re-convene in your assigned groups
 - Practice the survey in your group – 20 minutes
 - Two break-out rooms
 - This room and other areas to practice.
- After practice there is required safety training (only 40 minutes more!)

THE WINNIPEG STREET CENSUS 2015



WORKING IN THE FIELD

Maria Godoy, RAY, Methodology Coordinator
Scott McCullough, IUS, Volunteer Training
Stacey Krueger & Taylor Demetrio, CMHA



Responsibilities

(Page 7 of the Volunteer Manual)

You ARE responsible for:	You ARE NOT responsible for:
Approaching everyone you meet on the street	Responding to someone concerns or comments
Identifying yourself as a volunteer doing a survey on homelessness	Providing answers to questions about housing or services
If anyone asks for help, hand out the resource card	Providing anyone on the street direct assistance
Report any concerns to your Base Site or Headquarters	Responding to panhandling requests
Directing any questions to your Base Site or Headquarters	Finding someone a place to stay or directing him/her to a place to stay
Asking the survey questions	Going somewhere with someone being surveyed
Staying with your survey team	Venturing off of your 'specified street route', or going solo

THE WINNIPEG STREET CENSUS 2015



Low Enumeration Numbers

- We have designed a **method that casts a very wide net**. Some locations are remote, residential
- Some **survey teams will NOT find many people** who are homeless.
- **Don't get discouraged**, this is a sign we have been thorough.
- You are an **ambassador** of the Winnipeg Street Census, speak to everyone and raise awareness

THE WINNIPEG STREET CENSUS 2015



Safety Policy

- Do **NOT** interview intoxicated or aggressive persons
- If a person becomes aggressive during the interview:
 - Working Indoors: End survey. Thank participant. Inform team members and shelter/agency staff.
 - Working Outdoors: Do not approach intoxicated or aggressive persons on the street, keep your distance and count the person on the Tally Sheet.
- Inform team members and in the case of aggressive persons, Street Census Headquarters.

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Safety Policy

- In all cases, if a surveyor feels threatened or uncomfortable in any way:
 - the surveyor should end the interview immediately,
 - thank the participant, avoid provocation,
 - walk away calmly.
- Volunteers should be aware of, and stay away from dogs.
- **Volunteers should remember that safety is more important than collecting information.**

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Adverse Events

- Emergency Situations:
- Immediate need for assistance, **call 911** and then inform the Census Headquarters
- If there is doubt on what to do, call Street Census Headquarters
- For non-emergency situations: call the Street Census Headquarters, we will have an Outreach Team on standby.

THE WINNIPEG STREET CENSUS 2015



Adverse Events

Participants in Mild or Acute Distress (p.8-9):

- **Mild Distress:** remind participant that they can skip questions or end survey
- Offer resource card
- **Acute Distress:** end survey immediately.
- Offer to call an outreach team to bring support

THE WINNIPEG STREET CENSUS 2015



Adverse Events

Participants discloses suicidal plans, threatens harm to self, or others:

- End survey immediately
- Tell the person you need to call for help and breach confidentiality because of what they said
- Call 911
- Call Street Census Headquarters

THE WINNIPEG STREET CENSUS 2015



DISTRESS RESPONSE TRAINING

Stacey Krueger, CMHA
Taylor Demetrioфф, CMHA



Canadian Mental
Health Association
Winnipeg Health Region

Association canadienne
pour la santé mentale
du Winnipeg

- Establishing a Base Line
- Signs of Distress
- Non - Judgmental Listening Skills
- Assistance for the individual



Canadian Mental
Health Association
Winnipeg Health Region

Association canadienne
pour la santé mentale
du Winnipeg

Establishing a Baseline



Canadian Mental
Health Association
Winnipeg Health Region

Association canadienne
pour la santé mentale
du Winnipeg



Canadian Mental
Health Association
Winnipeg Health Region

Association canadienne
pour la santé mentale
du Winnipeg

Signs

- Being frequently tearful
- Appearing vague
- Experiencing repeated high levels of anxiety or panic attacks
- Panic attacks

Signs

- Irritability
- Unpredictable outbursts of anger
- Increased agitation
- Displaying speech patterns that seem pressured, racing or confused



Canadian Mental
Health Association
Winnipeg Health Region

Association canadienne
pour la santé mentale
du Winnipeg

Non-Judgemental Listening Skills



- Verbal Listening Skills
- Non Verbal



Canadian Mental
Health Association
Winnipeg Health Region

Association canadienne
pour la santé mentale
du Winnipeg

Asking For Assistance for the Individual



Canada's World
Media & Experience
Winnipeg Youth Space

Association canadienne
pour les médias jeunesse
L'espace jeunesse de Winnipeg

STREET SAFETY



Constable Glen Zirk, Winnipeg Police Service
Constable Tracy Patterson, Winnipeg Police Service

Street Safety

- Personal safety is paramount
- Situational awareness
- Diffuse and disengage
- When should police be called



THE WINNIPEG STREET CENSUS 2015



Personal Safety is Paramount

- **Identification** is necessary and must be visible
- Calm and professional demeanor - **respect**
- Appropriate clothing. **4° C Monday**
- **Safety** of volunteers **AND PARTICIPANTS** is essential for a good count process

THE WINNIPEG STREET CENSUS 2015



Situational Awareness

- **Be aware** of your surroundings and your location
- **Know where you are:** Street intersections / Approximate Addresses
- **Stay in groups** when engaging the public
- Know where you can retreat to if you encounter trouble. **Have an escape route**

THE WINNIPEG STREET CENSUS 2015



Diffuse and Disengage

- In the event of trouble, dealing with a hostile or agitated individual, diffuse the situation and disengage immediately
- Assess if you need additional assistance – when should you call the Police

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When Police Should be Called

- Any situation of active hostility
- If you witness a criminal act
- You come across someone freshly injured and requires medical attention / police assistance
- Low level disorder does **NOT** always require police attendance



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Remember

- Read the Safety Policy, p.7-9 of the Manual
- In all cases, if a surveyor feels threatened or uncomfortable in any way, end the survey and walk away
- Winnipeg Police Foot Patrol is a partner, and will be on the street with you

➤ **SAFETY FIRST**



THE WINNIPEG STREET CENSUS 2015

VOLUNTEER PERSPECTIVE



Al Wiebe, Coordinator of Mentoring, At Home/Chez Soi
Joe Hatch, Coordinator of Mentoring, At Home/Chez Soi

Volunteer Perspective

- ❖ What it is like walking the streets and interviewing people
- ❖ Not finding people is okay



THE WINNIPEG STREET CENSUS 2015

FINAL QUESTIONS



THANKS TO OUR VOLUNTEERS

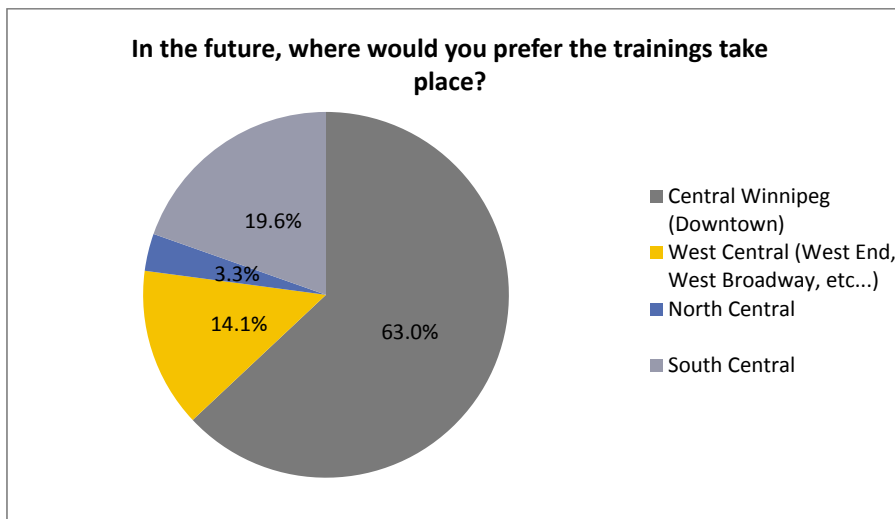


Appendix 9. Volunteer Training Evaluation

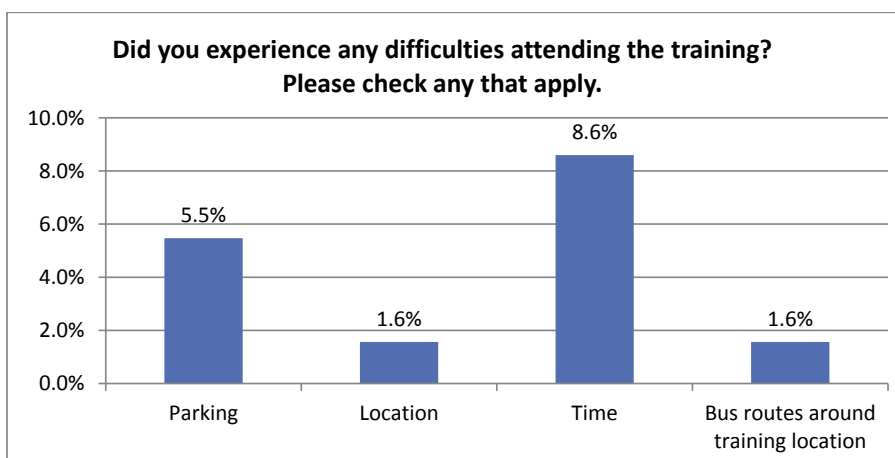
Winnipeg Street Census: Volunteer Training Evaluation Summary

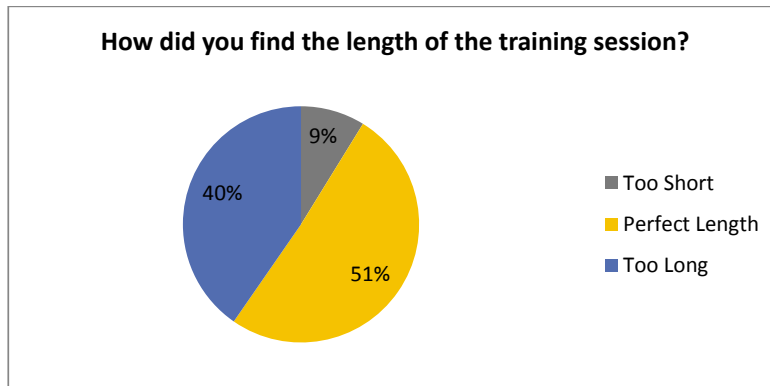
130 of the possible 305 volunteers who attended a training session participated in the anonymous survey, sent out by the Volunteer Coordinator using the online tool, Survey Monkey.

The 5 training sessions were held at the Millennium Library (Downtown) or the Cindy Klassen Recreation Centre (West Central). The downtown location was preferred by the majority of volunteers.

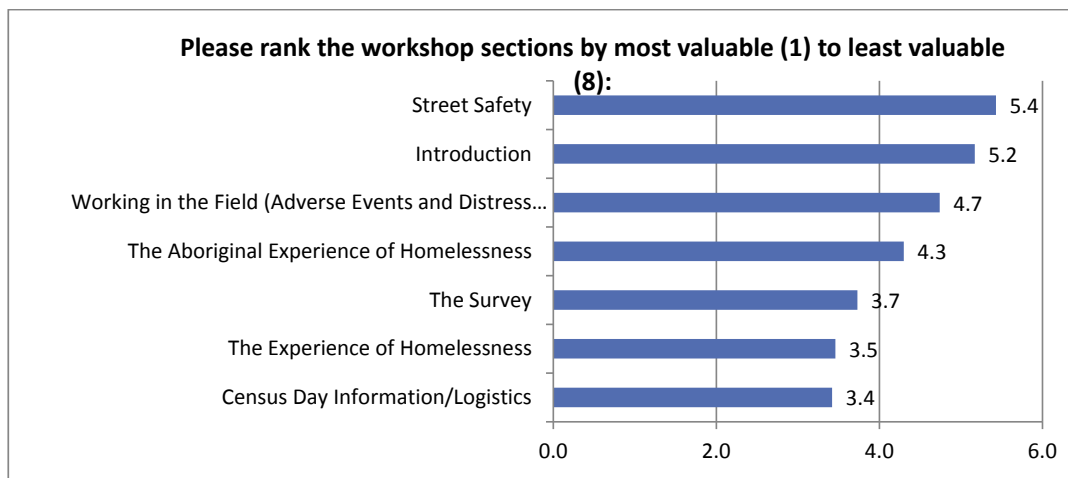


A majority of volunteers did not have a challenge getting to the training. For those who did, the most common challenge related to timing. Comments suggested that a daytime session would have been a useful option, and that downtown training should start after 5:30pm when street parking is available and free.

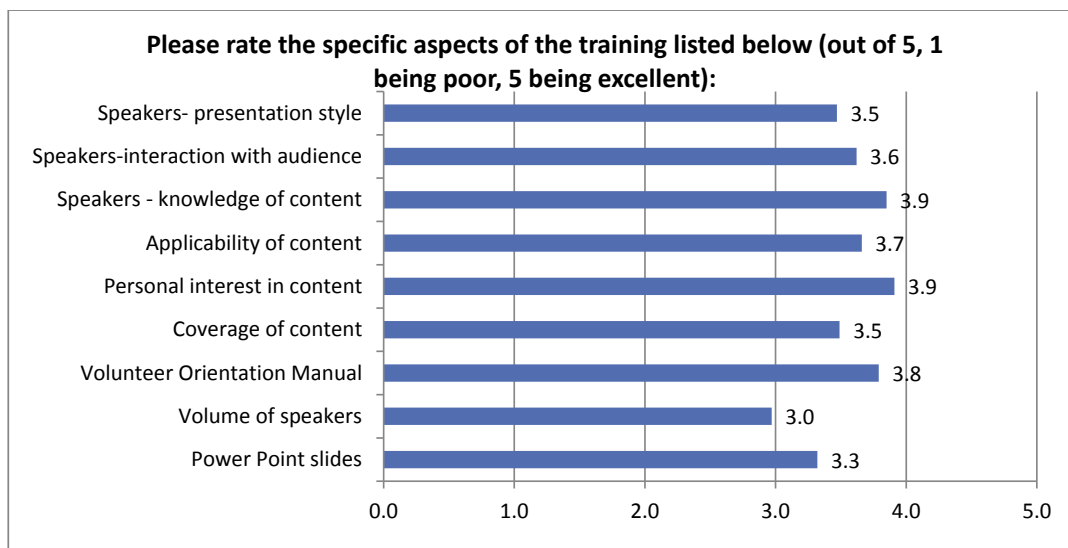




Training was the same for all volunteers regardless of experience. Comments from volunteers suggested that many of those who found it too long had experience in the field and did not need much of the information about the lived experience of homelessness. Comments also said there were some unnecessary repetitive sections in the training. For some sessions at Cindy Klassen Recreation Centre, a hot crowded room made the session feel quite long. Some training sessions had speakers/questions run over time so there was not an opportunity to practice the survey.



The sections most valued by volunteers related to the survey and logistics. It is likely that Street Safety and Working in the Field were deemed less valuable because a majority of volunteers would not be doing street surveys and there were minimal risks of adverse events.



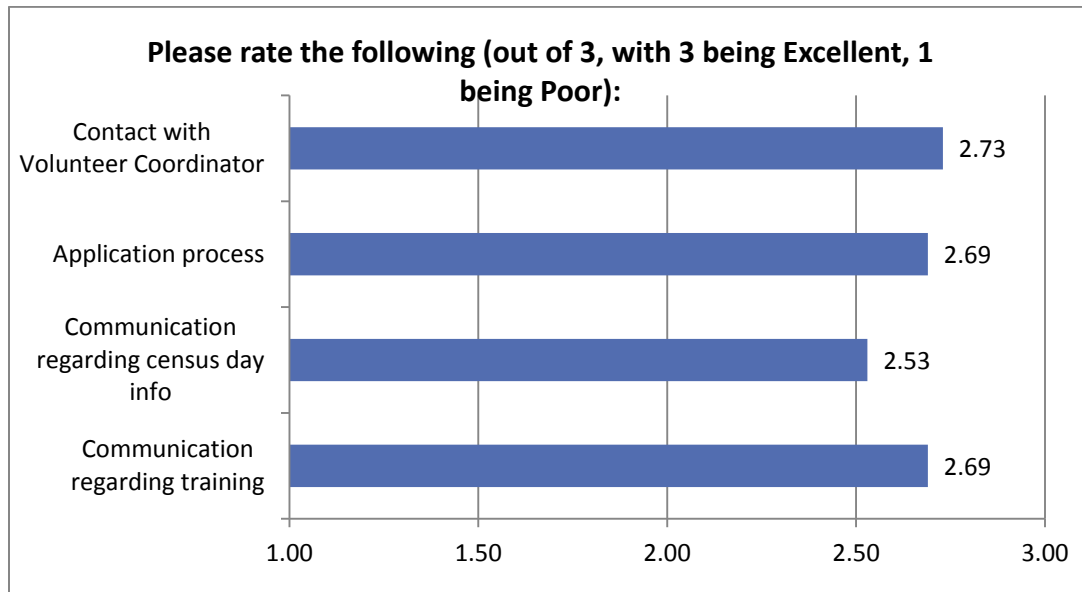
Many of the comments on how to improve the training suggested shorter speakers and more interactive sessions. The most frequent suggestion was assuring a lot of time to practice the survey and keeping this as a priority.

Appendix 10. Volunteer Feedback

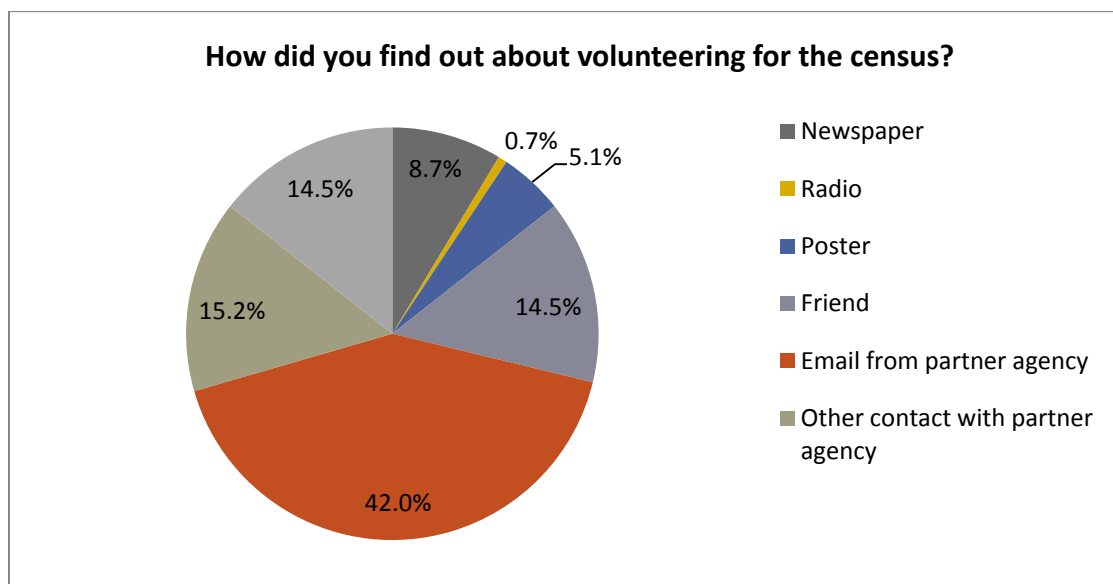
Winnipeg Street Census: Volunteer Feedback Survey

150 of the possible 289 volunteers who participated in the Street Census participated in an anonymous survey, sent out by the Volunteer Coordinator using the online tool, Survey Monkey.

1. Communication

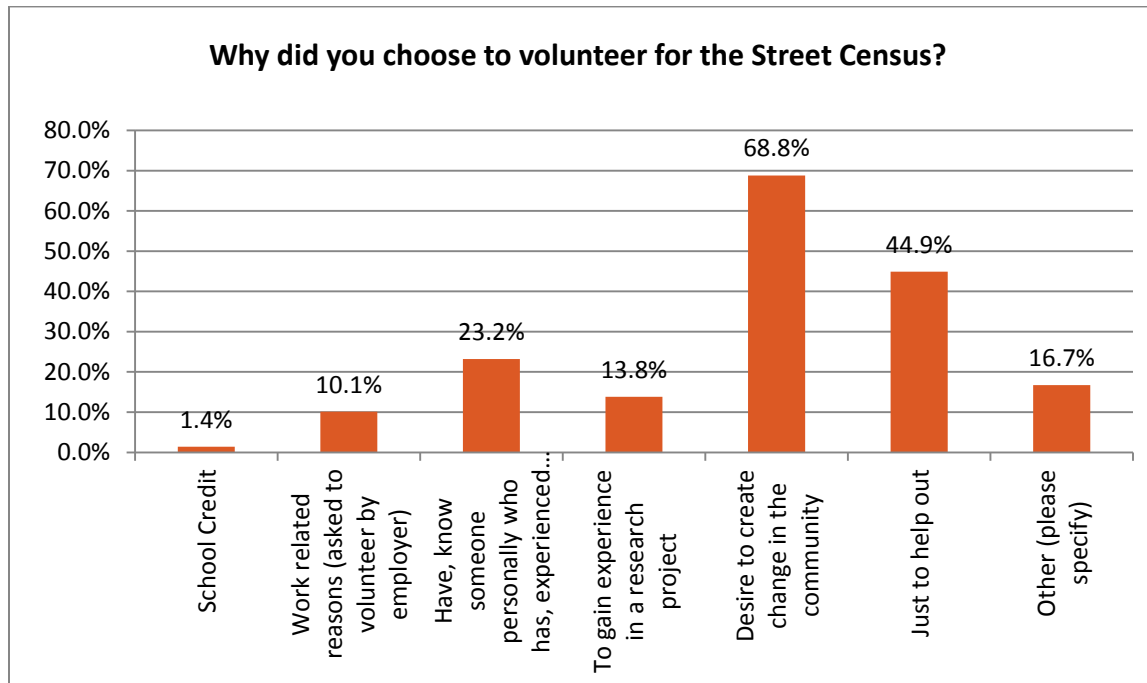


The most common way for volunteers to learn about the Street Census project was through an e-mail from a partner agency. Over half of the volunteers came through some formal contact with a partner agency. The "other" category included presentations to their university/college class or social media.



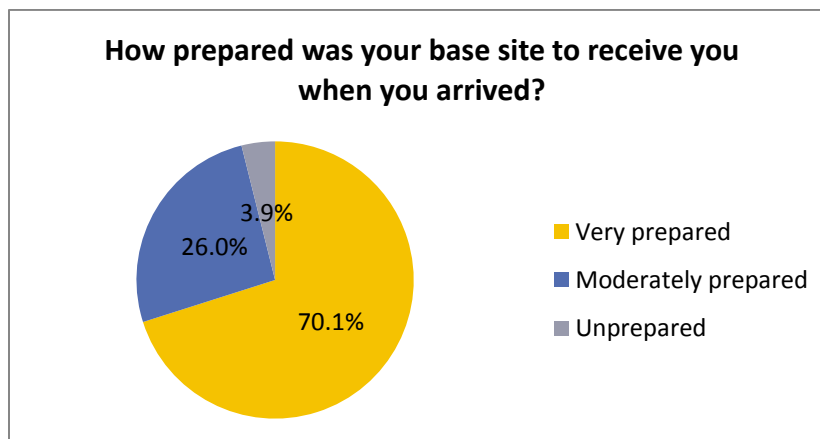
2. Goals and Outcomes

Most volunteers participated out of a desire to create change in the community.



Volunteers were asked if they recommended any improvements prior to the Street Census taking place. Most of the suggestions have already been covered in the volunteer training survey. Others included more personal contact with the Volunteer Coordinator, and knowing the shifts in advance.

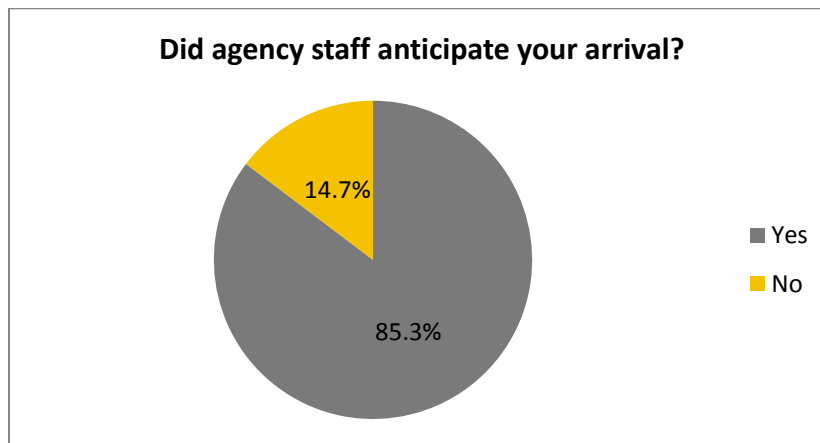
3. Logistics and Preparation



a. Single Location and Shelter Surveys

Most shelters had their staff prepared to anticipate the arrival of volunteers, with the exception of a communication mix-up with staff on site at Siloam Mission. It seems that though Executive staff were aware of the surveying, evening shift floor staff were not. Additionally, there were volunteers or staff

on site at some of the single locations who were not aware of the survey and some who did. This did not pose any major challenges with the exception of one site that was closed on the day the survey was planned.



Suggestions for improving the shelter surveys included:

I thought it was great that the staff knew that we were coming and spoke to the women about who we were and what we were doing, so they knew what to expect already and seemed to feel comfortable with our presence.
More time
We started right at 7 when the shelter was filling. This may have been the busiest time to go. Might have been better to try a little later once people were settled? Perhaps 7:30 or 8?
We were told we would go to Salvation Army and be briefed on how we were going to execute the survey but we got there and were shuffled to doors right away and told to go ahead. I was not familiar with what salvation army was, what was behind the doors I was knocking (shared rooms, apartments, beds, families, etc.) and felt really uncomfortable. I did not understand the layout of the building and they did not have a good system for us spreading throughout the building to make sure each door was knocked on once.

Suggestions for improving the single location surveys included:

Ask about busy times and schedule accordingly.
Better preparation in terms of a set place to sit down and survey people and someone to direct people.
Could make a little sign to bring along and set up that says who we are and what we're doing and why, kind of a little booth so people could come up to us and choose to participate rather than being bothered, and if we don't know them they might get asked over and over. Or someone might get missed if you think you already asked them.
Designate an onsite lead.
Felt that were not respecting their space while they were having their meals. Have a space away from meal areas
Have a pre-arranged plan specific to the indoor location that the agency staff and the census team are made aware of: Will census volunteers sit at tables or stand? Where will the tables be located? What will ensure the most privacy for individuals? How can volunteers access as many participants as possible - how will the flow of people go? Have a site map with the plan identified and have written instructions for the Team Leaders. Agency staff should identify 1 charge staff member to be present and make sure the plan is followed through in terms of set up, etc.
I think we had a good number of volunteers and spent a good amount of time at the family centre. We did not

have enough smokes to give to all those who wanted them.
I'm not sure - I thought it went well. Two of us went outside and survey'd people while they were in line for breakfast. Much better success there than inside while they were eating.
It might be better to have two sets of volunteers: 1) volunteers who approached people as they entered, explained the survey and asked if they would be willing to participate in the survey; those responding "no" would be recorded on the tally sheet and those responding "yes" would be directed to volunteers sitting at a table who would conduct the interview with some privacy. This would be the second group of volunteers. When people sat down at a table, it was difficult to tell who had already been asked to participate in the survey and who had already refused. I am sure that many were asked more than once and many were tallied as non-participants by more than one person. Some people were there to eat and weren't interested in taking the survey. It was difficult to tell whether they would have been more receptive after they finished eating. Some people indicated that it was too early for them to think.
It seemed a bit chaotic at lighthouse given the short time frame and the crowded facility.
It would be difficult because people are constantly milling about
It would make sense to just have someone literally do a tally count with a counter for each person in the line for food. Although this agency allows people to line up multiple times, it would probably still work better overall than having individual surveyors filling out the tally sheets. Although the agency seemed to be expecting us, they didn't really seem to be very clear what we were doing there.
Longer shifts, more centres, feedback from centre about best time to count
Many more volunteers. There were 10 of us. We could have used 20 or 30.
More notice of free food, better location set up, the site supervisor more informed
More time and more volunteers would be helpful.
On site staff not well informed about survey. He discouraged us, but his predictions of low participation did not materialize.
Perhaps an additional 30 minutes would have given a better sense of actually finishing. It was easy to duplicate as individual surveyors we did not know who had already been approached. The idea that we were a team who supported each other while working independently was lost on occasion.
Staff from the Street Count could have been at the community centre to set things up and make sure that we as volunteers were properly set up for the event
The time we were scheduled interrupted the clients breakfast...should be later and not during meal times.
The very worst part is that NOBODY showed up at this location and I did NOT survey anyone. Very disappointing. Felt like I wasted the entire afternoon.
This location was not on the sheet. If we walked from Knox church, it would have been a little bit of a hike. Parking was an issue at the Knox Church.
Was at Agape table and there were not any homeless people at lunch
We had a good number of volunteers. I had to leave early, so I'm not sure if they were able to interview everyone, but I interviewed around 10 people.
We probably missed quite a few people at Agape Table due to people coming and going at various times and sitting where there is room. We had one person who tried to catch people as they were leaving, maybe it would have been more effective to have more there.
We set up our volunteers so that two were working inside and one was outside. When you are interviewing with two people, you will have people leaving. So the outside person caught many of those. It was challenging because you didn't want to disturb the people lining up for food - nor did you want to interrupt their meal. Timing was challenging.
When people are lining up for food, coffee or sandwiches they don't want to leave the line to get surveyed. But asking them in the line to take part in a homeless census is embarrassing - so many said 'no'. Not sure how to solve this issue.
Where I was worked out fairly well, and the group of volunteers worked very well together. Maybe it would have worked better with a few less volunteers, or some more time outside before lunch was served.

Suggestions for improving single location bottle depots included:

of volunteers, not being so anal about 1 cigarette
I was at the bottle Depot by 0800-there were a # of people we approached re: the survey-some of whom who agreed to participate and some of whom did not. There was some concern by the individuals approached re: the length of the survey-how long it was going to take. Also I think there was concern/worry re: participating. I wonder if there had been enough communication in the community re: the survey and the objective of the survey.
It could start a little later. At least 9:30. It didn't get busy until 10:00. There were still lots of people coming when we left at 11:00.
It was suggested to us by a woman who came by that we aren't going to get very many people at that depot at the time we were there (about 9-11 am). She suggested being there in the afternoon around 4pm. I don't think it was busy enough for all 4 of us volunteers to ever all be busy at once but if it was a busier time that might still be a good number of volunteers.
Since I was at a depot super close to another depot I am fairly certain and in a few instances absolutely certain people were just trying to get another cigarette. Not having people at the same time super close. Also since the Yale was open later than the others in the area empties were returned already. No one went in with any empties during my 9 to 11 shift. (it opened at 10)
Sutherland Bottle depot did not have much traffic, there were more people directly across the street.
We were there from 9-11 AM perhaps the time could have been stretched until noon

b. Street surveys

Suggested improvements for the street surveys included:

Everything was really great and really well-communicated (except the 20 minutes pre-start, mentioned earlier). We had a great experience. There was talk of having more success with a later shift; everyone in our group would have been willing to do the later shift. We had not the greatest route, but that's partly the first year kinks and partly just randomness/timing.
Give us more interview sheets to start with - we lost 30-40 minutes of survey time walking back to base site to pick up more.
I found the whole experience very professional and organized.
I would of like a bit more time to practise in our training meeting, as I felt not prepared as I could of been
Inform volunteers that the people they survey, perhaps 5% (or less) will have experienced or are experiencing homelessness. High expectations devalues the experience.
It was good.
Make teams of 2 only - 5 was a cluster %^&* How would you feel if 5 approached you? See? Too many = intimidating, no wonder they don't want to talk at all
More gifts to go out with; we wasted time going back to collect more on one occasion, which is a lot when the shift is so short.
Open-Ended Response
Smaller groups, no more than 2 or 3.
Have dinner get together after working hours.
More teams, doing a smaller area, break that 5 into 2 and do smaller area - more time to approach talk, break into conversation with strangers - 5 is overwhelming
A split shift with a small snack in the middle would be perfect. It's definitely a good idea to go later. I think we stopped too early and missed a lot of people.

Add another person to the team, we stayed in groups of two and always had each other in site, this slowed the process down a fifth person could keep two groups in sight
Better explanation of what is needed for the census, I had 2 individuals who were trying to ask professors at the UofW if they were experiencing homelessness, my understanding was that we were supposed to ask if they are currently experiencing homelessness
More training, more preparation, less pressure to keep the surveys to less than 10 minutes per person.
We needed more time, too much area to do in too little time.
I think we could have done more surveys if we stayed at a "hotspot" rather than walking around looking for people.
Include all side streets - homeless people tend to wander. I could also maybe try and do it in more of a drag-net style. One group going down princess, another down Albert another down King and get them to follow those streets. I think there were groups of people that we missed because they were wandering and so were we. We were snaking around the streets and so were they. I think if the format was more rake-style than snake style, you might be able to get a clearer sweep of the area.
What about the area in between Sargent and Wellington?
Having something to eat and drink before and/ or after the shift would be nice - even coffee/ tea/ hot chocolate for after the shift because the evening started to get chilly. We came directly from work and weren't able to eat until we got home later that night, so sandwiches or something would have been great.
Make small packages, water, snack and love the idea of offering tobacco ... reciprocity - Aboriginal teaching
Make us more visible, vests or hats, some people seemed nervous as we approached and would not make any kind of eye contact and did not seem to know who we were.
My only complaint was with the survey itself. I know we have to ask everyone, but if the screening-out of non-homeless people could be the very first thing, that would save a lot of time and be less awkward.
Better script. It gives the impression that it will take a long time initially, which discourages participation,
The riverbank for the South Osborne route divided into two and at times three paths; an emphasis on the river area paths may have been more productive than confusion corner itself; we did encounter people in Osborne Village who indicated that they were homeless but that they had been interviewed already -- demonstrating that the methodology was working

Volunteers on walking routes asked if they would be willing to walk the same route at a later time, from 9pm-midnight. Overall, most volunteers said they would. For those who said they would not, it is unclear if this is due to safety reasons or because they would not be available.

Would you be willing to survey the same route at a later time (9pm-midnight)?

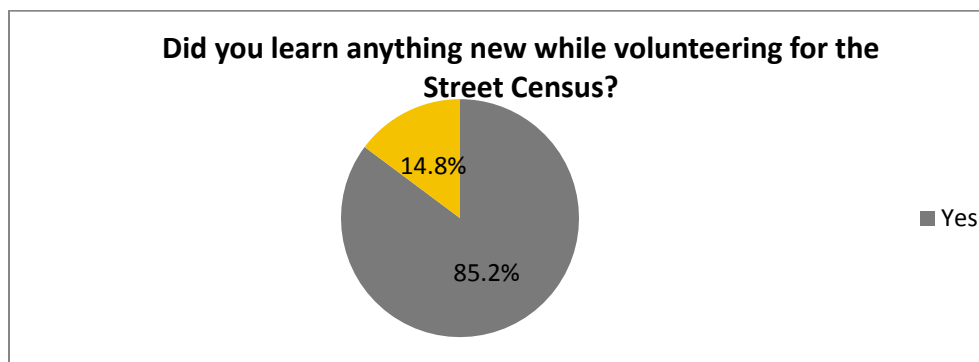
	Yes	No
Downtown	9	8
North End	8	7
Central	3	3
North Main	6	0
Osborne/Forks	5	2

4. Incidents and Safety

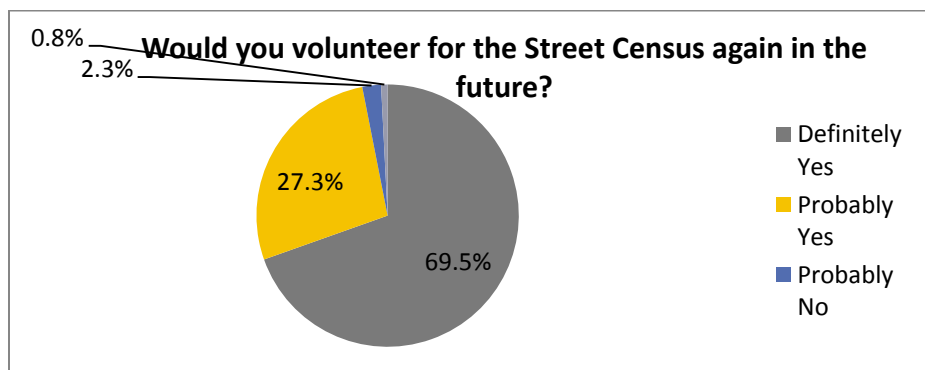
No important incidents were disclosed in the survey that weren't previously reported to volunteer headquarters while the Street Census was taking place.

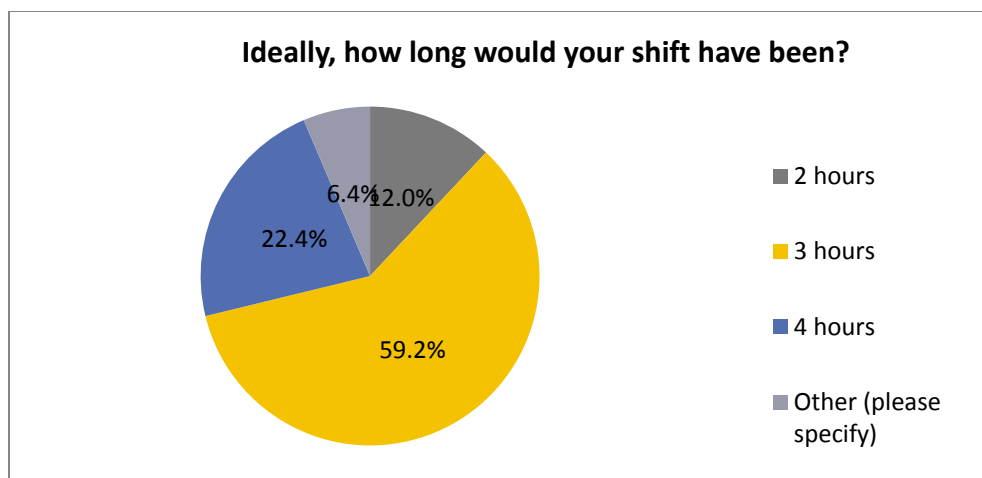
100% of volunteers said they felt safe while participating in the project. Furthermore, Street Teams were asked if there were any points along their route that they felt unsafe. The only one that arose was "where the two rivers converge" for the route that ran through the Forks. This is likely due to its isolation and darkness.

5. Overall Volunteer Experience



A majority of volunteers, 98.6%, would volunteer for the Street Census again in the future. For the 4 people who said no, two felt they had a different skill set than surveying people, one had a bad experience with a team member, and one did not end up surveying anyone and was disappointed with this.





The other category ranged from 6-8 hours.

Overall recommendations to improve the volunteer experience were:

Agency sites more organized. More assistance promoting the survey from agency sites and managers to clients. Poster in elevator not a very helpful tool in advertising.
An obvious place for us to meet when we get to our meeting place with chairs and tables. Coffee would have been nice.
Better info re parking that I found out later that was available
Better organized at the site, as suggested in #14, but it was difficult to anticipate what to expect Better organization at the base site when there was a change in shifts. More volunteers were needed to check in returning volunteers (checking surveys and returned gifts) while others were needed to register new volunteers and give out materials. Both sets of volunteers had to wait in long lines during the changeover. This overlap was probably no expected.
Better preparedness and additional training for team lead, team lead only found out 10 minutes before shift and voiced that they felt unprepared. This caused confusion in beginning and a delayed start.
Better training to include more people solvent users and people experiencing the need to alter their consciousness. Why are those hurting the most left out??
Decrease volume of paper to carry around.
Ensure time to practice the survey in training. Review busy times at centres.
Everything was well run. I did not see any police presence on my route. Would feel safer if there was.
Full day training.
Greater organization of the routes.
Have a section for us to write down their concerns. A lot of people we interviewed were disappointed when we ended the survey after the third question. They had a lot more to say. Where else would we get such great ideas and concerns but from those who are living in poverty?
Have more cigarettes
I enjoyed the experience overall; got to meet people; most were agreeable to answer the survey; some were not. The only thing was the long period of standing & walking about to greet or meet people to participate in doing the survey.
I think a shift with a later time would reach more people and therefore make me feel more effective as a volunteer.
I thought everything was very well organized. It was a lot of training and time for such a short interview session. However, I also appreciated that it was efficient and that we did not have to wait around longer than necessary. Further opportunities to mix and mingle and get to know other volunteers would be great.

I was paired with a young woman who worked @ Siloam Mission. I think this was helpful in creating some trust re: the process as she knew some of the individuals we spoke with.
I would say the only negative I can think of was the long training session.
Incorporate practise time in training session. Have hot drinks available for volunteers. For 23: I wanted to say 1-2 hours longer than we actually had, with a clear expectation of taking a break
It was a good experience overall, although something warm to drink at the end and/ or food would have been nice.
It was a good experience! I just felt that there could have been more preparation for the actual survey during training + that there shouldn't be as many volunteers in one space at once as it is intimidating/not welcoming (especially while wearing backpacks and carrying clipboards)
It was a great experience! Thank you for the opportunity.
It was a very good experience other than the difficulties with trying to tabulate with so many sheets of paper while standing.
Just maximizing the time on the street.
Just the thing about the survey (which I understand may not be within your control)
Let me know I am a team leader before I arrive.
Let us know that there will be a decent amount of time before and after our actual surveying shift where we will be at the base site, doing paperwork or just (re)grouping. I wasn't aware that the shift was actually going to go a bit longer than expected so this meant that I was quite rushed after coming back after surveying and needing to hand in all my papers before leaving right away to get to school.
Make me practice the survey on people maybe during the training session, I think we were going to do that on Saturday morning but we ran out of time.
More enthusiasm leading towards the task, before going on the streets to talk to people. Talk to the volunteers more of the experience as much as we were told of how to fill up and where to drop off all the tally sheets. Less questions on the tally sheets this way more people will be interviewed
More information about the individual shelters we were going to be at.
More of a built in opportunity to debrief, maybe!?
More people to survey! Only had 3 people (and 2 complete surveys).
More preparation, mental, emotional, social support
My experience was good! If you had provided lunch that would have been sweet since I was there for 12 hours. But definitely not necessary!
Need definite places for volunteers to park, without the big parking fee. Need more direction on the survey questions.
New people need to have more orientation on actual interviewing techniques.
Not sure. It was a unique experience and I would imagine it would be different each time. Not sure that improve is the right way to describe this. All of the coordinators were very helpful and pleasant. They did their utmost to make sure we went away feeling that we were in a good space.
Our team was told last minute as we left the base that I was the Team Leader. I received no previous notification of this and found this difficult as I didn't know what was expected of me. I was told that we just go and start. This set the team back significantly. Nothing was set up at Agape Table for us. The person who manages arrived about 1/2 hour after we did. We had to try to figure out what to do on the spot. We did the best we could. It's a safety issue for the Team Leader not to be given the information of how many volunteers will be on the team and who they are. In the future it might work better to have well developed plans for each indoor setting. Identify Team Leaders well ahead of time and ensure they are aware that they has been designated as Team Leads, that they know what the plan is for where the team will be, that they are given a list of who is on the team. There should probably be some time set aside in orientation just for the Team Leads. There should be an Outreach Team available at all times during the census
Probably would have enjoyed the actual street census where people tend to congregate.
Provide an option for Street Team or Bottle Return. I would have liked to have been more mobile.
Questionnaire that included more ppl so that even if they aren't currently homeless, they could still participate in the survey and provide good information,, also space for their own comments they feel are important

Revise survey to include people that could contribute info and have an area where one could respect their space
See previous comments. And one more suggestion - make the hours later... we noticed more people on the streets later in the shift... I think 4pm to 7pm is not the best time for the population you are trying to reach. maybe 6pm to 9pm or 7pm to 10pm.
Some of the wording could be more familiar; I found it awkward at times to use the words that were written by the survey creators
Sorry I had to write my answer in here for the question: Ideally how long would your shift have been? I did an eight hour day as a base site coordinator which was great! I know others did a ten hour day which I would also be fine with. For volunteers 2 - 3 hours seems like a good amount.
The logistics for driving volunteers could be organized better. Maria offered to drive us which took her away from base site. I think volunteers could be arranged to drive there themselves. There could have been more volunteers on hand at base site when shifts ended. Same people were doing check ins as check outs so it was slow. Each team should have an identified volunteer with suicide intervention training and protocols in place.
The morning of the training was fairly hot, stuffy and well... painful... It would have been better to get through all the background and THEN give time for questions. There was too much interruption for material that was going to be covered later that morning.
The practice session of training should not be skipped. Maybe make the sessions longer?
The shift leader might have checked in with the team members once in a while, in case they could use some guidance or to share some ideas about the interview process in the venue. Also the shift leader could have stayed there until all the people in the team were done with interviews and leaving the venue. It was a bit confusing at the end because three of us realized we were the only ones left and just waited for the last person to be done interviewing. This particular venue was extremely crowded and I did not want to sit down and take up a chair that someone needed to use to eat at. But in the end I did find places to sit because it was the only way to do the interviews and keep them as private as possible. Privacy for the interviews was difficult in general in this very crowded venue. In the end it worked out.
This may not be the correct place to put this, but I did hear from several people who currently have housing but have experienced homelessness in the past - they were surprised, and perhaps disappointed, that there was not a mechanism to collect their stories. I know that the census is a point in time measure, but maybe there could be some way to allow these people to be heard.
This was a great experience and I was happy to have been a part of it. It inspired me to think about meaningful volunteer work that I could be doing more regularly. Thank you for the opportunity and thank you for doing the work that is needed to try to resolve issues around homelessness, poverty and marginalization in Winnipeg!
Training was kind of a hassle, especially for those who work and attend school full time. I feel that an online quiz would have sufficed. It would be nice if repeat volunteers can skip training. So if in two years I volunteered again, I can skip training and maybe just refresh on the pdf training manual.
We waited at the shelter for about an hour and a half before surveying, which is fine but I feel like our time could have been used better.
We were all very hungry. Probably a good idea to suggest that everyone bring a big snack and eat it just before going out. I ate a big snack at work but it was too early. Or if there could be a place on our route where we could eat a snack that we would bring. Or, even better, instead of providing so much food at the training session (there was lots!) provide the food on the night of the census.

Appendix 11. Budget and Recommended Budget

					Recommended Budget (approx.)	
	Item	Detail	Budget	Actual Amount	Item and Hours	Dollar Figure
Staff Wages	Project Coordinator	330 hrs	\$11,150	\$27,030 (\$15,880.30 in kind from SPCW)	Project Coordinator (600 hrs)	\$19,000
	Administrative Support	150 hrs	\$2,560	150 hours	Administrative Support (150 hours)	\$2,500
Professional Fees	Survey Development and Methodology	Piloting costs	\$3,000	\$1,040	<i>Moved to lived experience involvement</i>	
		Youth Research Assistant				
		Staff time		\$6555 (\$3850 in kind from RaY)	Methodology Coordinator (200 hrs)	\$5,000
					Administrative Data Coordinator (50 hrs)	\$1,250
	Cultural Safety Integration	Volunteer training	\$3,000	\$2,000	Volunteer training	\$2,000
		Honourariums for Elders		(\$500 in kind from Ma Mawi)	Honourariums for Elders	\$600
		Honourariums for participants with lived experience		\$1,000	<i>Moved to lived experience involvement</i>	
		Staff time				
				(\$2500 in kind from Ma Mawi)	Staff time	\$2,500
	Volunteer Coordination	Survey and Coordination Software	\$6,500	\$150	Survey and Coordination Software	\$150
		Food for training		\$1,850	Food for training	\$2,000
		Buttons		\$175	Buttons	\$175
		Honourariums for people with lived experience		\$480	<i>Moved to lived experience involvement</i>	
		Staff time				
				\$4950 (\$1100 in kind from Siloam)	Volunteer Coordinator (250 hours)	\$4,500
					Neighbourhood Coordinators (80 hours x 4)	\$6,400

					Recommended Budget	
	Item	Detail	Budget	Actual Amount	Item and Hours	Dollar Figure
Professional Fees	Report Contribution	Literature review	\$3,000	\$3,000	n/a	\$0
	Mapping		\$2,000	\$11500 (\$9550 in kind from IUS)	Mapping	\$2,000
	Training Coordination		\$2,000	\$20000 (\$18000 in kind from IUS)	Training Coordination (200 hours)	\$3,000
	Lived Experience Circle		\$2,000	\$8550 (\$6550 in kind from IUS)	Lived experience involvement	\$5,000
	Communications and Graphic Design	Report layout, website, graphic design	\$2,500	\$2,500	Graphic layout and design	\$2,000
					Media communications	\$2,500
	Printing		\$2,500	\$4,000	Printing	\$4,000
Other activity related costs	Materials and office supplies	Feast	\$7,500	\$2,860	Volunteer and participant celebration	\$3,000
		Magnet events		\$4,000	Supplies for single location survey sites	\$4,000
		Office supplies	\$1,500	\$2718 (\$1200 in kind from SPCW)	Other project supplies	\$2,000
		Gratuities for survey participants	\$0	\$2350 (\$500 donation, \$1850 in kind from SPCW)	Gratuities	\$2,500
Administrative Costs	Staff wages	Office manager (30 hours)	\$770	\$770	Administrative costs	\$1,000
	TOTAL		\$49,980	\$101,896	TOTAL	\$77,075

Appendix 12. Recommended Volunteer Coordination Timeline

