Exiting Homelessness in Calgary:
Understanding Pathways Towards Being Housed

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This research was conducted by Hindsight Research Group and Constellation Consulting Group.

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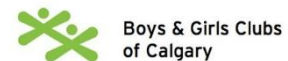
Executive Summary

In Calgary, the *Plan to End Homelessness* was launched in 2008, outlining a comprehensive Housing First-focused strategy to build a robust, coordinated system-of-care capable of ensuring all Calgarians have timely access to supports to prevent and end homelessness. Since the launch of the *Plan*, progress has been made towards Housing First approaches and ending homelessness in Calgary, with numerous Calgarians supported in exiting or avoiding homelessness through the advancement of collaborative efforts and a coordinated system-of-care. Recognizing the importance of this progress, in 2019 the Calgary Homeless Foundation (CHF) commissioned Hindsight Research Group to conduct a research study to increase understanding of the resources, connections, services, and attitudes that can ultimately support success in exiting homelessness.

The study used innovative participatory research techniques to confidentially and respectfully obtain perspectives from 90 people who were previously homeless and are now housed (with lived experience of exiting homelessness). Understanding that experiences of homelessness and pathways to exiting homelessness can be different, three unique populations were involved in the study:

- **30** individuals who had experienced homelessness as a single person, and are now housed ('Singles Cohort');
- **30** individuals who had experienced homelessness with their family, and are now housed ('Families Cohort'); and
- **30** individuals who had experienced homelessness when they were under the age of 24, and are now housed ('Youth Cohort').

Among study participants there was also an appropriate representation of genders, Indigenous and non-Indigenous individuals and ages. Further, study participants had a range of experiences of homelessness and housing from chronic experiences of homelessness and shorter experiences of housing, to brief experiences of homelessness and long-term experiences of housing.

Study methods were developed in consultation with five reference groups composed of individuals with lived experience and relevant service providers. The reference groups included:

- The CHF's Client Action Committee
- The CHF's Youth Advisory Table
- **34** Individuals from **16** relevant service providers

The study produced findings about experiences of exiting homelessness that can be used to further advance the *Plan to End Homelessness* and other efforts aimed at facilitating permanent exits from homelessness.

The study revealed that, while friends, family and other natural supports can be important for supporting successful exits from homelessness, community-based services and programs are an essential component of exiting. The top three services that participants most commonly identified as helpful for exiting homelessness in Calgary were:

1. Community-based services (e.g. CUPs, Metis Calgary Family Services, etc.)
2. Homeless shelter staff or programs
3. SORCe

Overall, study participants felt that they experienced challenges in their journey towards attaining housing due to a lack of coordination between systems, programs and/or services intended to support people in exiting homelessness. This suggests that, while important progress has been made towards increased coordination through the *Plan to End Homelessness,* clients nevertheless feel challenged in navigating available supports within Calgary's system of care. Beyond challenges with service coordination, the top five challenges to successful exits from homelessness that were most commonly identified by participants were:

1. Wait times for housing, subsidies or benefits
2. Obtaining information
3. Not having a phone or computer/internet access
4. Needing to have identification
5. Coming up with money for a damage deposit and/or first month's rent

Further, **94%** of study participants felt there was a lack of housing they could afford when they were seeking to exit homelessness. This suggests that housing affordability is a major barrier to exiting homelessness for singles, youth and families experiencing homelessness in Calgary and may point to a need for policy-level action to increase affordable housing options in the city.

Of the study participants who felt they had been supported by service providers in their exit from homelessness, most had very positive reflections on their experience. Specifically:

85% of participants felt that service providers had done a good job of reaching out and connecting with them while they were homeless.

81% of participants felt that service providers were helping them find long-term solutions (rather than short-term 'fixes') to homelessness.

87% of participants felt that service providers had an understanding and caring approach to support.

85% of participants felt that service providers listened to their needs and desires.

80% of participants felt that service providers had good strategies for finding housing.

92% of participants felt service providers allowed them enough independence to make their own decisions about their situation.

These positive results with respect to participant experiences with service providers point to a compassionate and client-focused system-of-care in Calgary that is supporting people in avoiding homelessness in the long-term.

While service goals and policies aimed at ending homelessness often focus on getting people housed, there is increasing recognition that housing is not the end of a person's journey out of homelessness and that after basic shelter needs are met, other challenges may begin to come to the fore (e.g. physical health problems, struggles with social isolation, PTSD, etc.). Overall, **85%** of participants indicated that unexpected negative things had come up for them since becoming housed. Challenges included:

Since becoming housed, **82%** of participants have found it hard to make ends meet each month due to limited resources.

74% of participants felt that, although they are now housed, they are treated differently because of their previous experience(s) of homelessness.

66% of participants reported that they had struggled to get their possessions back after becoming housed.

64% of participants said they felt bored and **63%** said they felt lonely now that they are housed.

Challenges while housed can put people at risk of losing their housing and returning to homelessness. When asked about what (if anything) has contributed to a risk of losing their housing, participants most commonly identified:

1. Not having enough money for rent
2. Guest management issues (i.e. challenges with people who visit or stay with participants)
3. Substance use or addictions issues

Based on findings from the current study, the following recommendations are put forward:

1. Continue to work towards a continuum of coordinated services to support successful exits from homelessness.

2. Continue to provide services with a caring and independence-enabling approach.

3. Seek opportunities to create more affordable housing options in Calgary.

4. Seek opportunities to create more specialized affordable housing options for people with different intersectional identities.

5. Seek opportunities to enable access to key practical supports tied to exiting homelessness.

6. Seek opportunities to continue to provide support and resources for people once they become housed.

7. Share the findings from this study and seek opportunities to continue to learn about the experience of exiting homelessness from individuals with lived experiences and community-based organizations.

Contents

1.0 Introduction & Background

'Homelessness' describes the situation of an individual, family or community without stable, safe, permanent, appropriate housing, or the immediate prospect, means and ability of acquiring it.[1] For Indigenous peoples, homelessness is further understood through a composite lens of Indigenous worldviews that encompasses individuals, families and communities isolated from their relationships to land, water, place, family, kin, each other, animals, cultures, languages and identities. Indigenous people experiencing these kinds of homelessness cannot culturally, spiritually, emotionally or physically reconnect with their Indigeneity or lost relationships.[2] Most people do not choose to experience homelessness; it is typically a result of a combination of systemic and societal barriers.

Ending homelessness means seeking to ensure everyone has appropriate and stable housing. It requires a focus on both prevention and sustainable exits from homelessness. In Calgary, the *Plan to End Homelessness* was launched in 2008, outlining a comprehensive Housing First-focused strategy to build a robust, coordinated system-of-care capable of ensuring all Calgarians have timely access to supports to prevent and end homelessness. Organizations that form Calgary's homeless-serving system-of-care work together to advance the

Plan to End Homelessness and the Calgary Homeless Foundation (CHF) provides leadership and resource coordination. Since the launch of the *Plan* in 2008, progress has been made towards Housing First approaches and ending homelessness in Calgary, with numerous Calgarians supported in exiting or avoiding homelessness through the advancement of collaborative efforts and a coordinated system-of-care.

Recognizing the important progress made since 2008, in 2019 the CHF commissioned Hindsight Research Group to conduct a research study to increase understanding of the resources, connections, services, and attitudes that can ultimately support success in exiting homelessness. While there is important existing research on experiences of homelessness, there is far less research focused on exiting homelessness and no Calgary-specific published research (to our knowledge) in this area.

The current report presents findings from the CHF-commissioned research with the aim of generating greater understanding of exiting homelessness in Calgary such that successes from the Housing First approach and the *Plan to End Homelessness* can be leveraged and the system of care continually improved. Information from this study can also be shared with other communities to evolve understanding around what it takes to end homelessness.

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[1] Gaetz, S. *et al.* (2012)

[2] Aboriginal Standing Committee on Housing and Homelessness (2012)

2.0 What Do We Know Already?

While, to our knowledge, no research has been conducted in Calgary on experiences of exiting homelessness, in recent years a growing body of literature from communities outside Calgary has emerged. Understanding what is known about exiting homelessness in other communities can help frame our understanding of exiting homelessness in the Calgary context.

2.1 Exiting Homelessness

Existing research suggests that there are a number of factors that support successful exits from homelessness as well as factors that create barriers to exiting. These range from personal life circumstances to systemic and service-related factors.

Research-identified contributors to successful exits from homelessness include having: [3]

- Social support networks
- Access to an array of coordinated supports (incl. housing, basic needs assistance, health care, outreach services, etc.)
- Sufficient income for security deposits and monthly rents
- Availability of affordable, appropriate housing that is in good condition and enables connection (e.g. close to transit)
- Employment opportunities
- Personal feelings of hope and desire to exit homelessness
- Opportunities for healing from trauma
- Access to health diagnosis and treatment
- Persistence, self-efficacy and feelings of autonomy plus service provision that honours these qualities
- Shorter, less chronic experiences of homelessness
- Clear communication with service providers
- Clear and consistent processes for accessing services

Research-identified barriers to successful exits from homelessness include: [4]

- Gaps in services and systems (incl. lack of transportation, housing, employment resources, income support, etc.)
- Limited opportunities for employment
- Limited options to have an adequate income
- Experiences of social isolation and disconnection (lack of social support network)
- Experiences of marginalization, stigma, racism and/or discrimination (this is particularly relevant for Indigenous individuals)
- Feelings of hopelessness or entrenchment
- Feelings of low self-esteem or self-efficacy
- Untreated substance dependency
- Previous experiences of incarceration
- Associating with a personal identity of homelessness
- Lack of affordable housing options

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[3] Aubry et al. (2016); Australian Housing and Urban Research Institute. (2016); Black et al.(2018); Bonin, Lavigne & Gros (2017); Boz et al. (2015); Bretherton & Pleace. (2019); Brothers et al. (2015); Donley et al. (2017); Fisher et al. (2014); Fotheringham, Walsh & Burrowes. (2014); Glendening & Shinn. (2017); Lovell et al. (2015); Mayberry. (2016); Parsell, Tomaszewski & Phillips. (2014); Roy et al. (2014); Schwan *et al* 2018); Slesnick, Zhang & Brakenhoff. (2017); Webb & Gazso. (2017)

[4] Aubry et al. (2016); Australian Housing and Urban Research Institute. (2016); Brothers et al. (2015); Donley et al. (2017); Duchesne & Rothwell. (2016); Glendening & Shinn. (2017); Lovell et al. (2015); Piat et al. (2015); Roy et al. (2014); Schwan *et al* (2018).

2.2 Positive Outcomes Experienced from Stable Housing

Research suggests that when people are housed after a period of homelessness, they typically experience numerous positive outcomes. At the same time, becoming housed can also present new challenges.

Research-identified positive outcomes once housed include: [5]

- Increased overall wellbeing, including increased physical health and psychological/emotional health[7]
- Improved sleeping and eating
- Decreased risk-taking behaviour
- Increased pursuit of opportunities to reduce substance use
- Decreased involvement in the sex trade (i.e. survival sex) (particularly relevant for youth and women)
- Decreased involvement in illegal activity
- Decreased experiences of violence (particularly relevant for youth and women)
- Increased feelings of happiness, stability, freedom, safety, security, independence and/or hopefulness
- Increased opportunity to find pathways to healing
- Increased ability to plan for the future
- Improved family relationships or boundaries in family relationships that create harm

Research-identified challenges once housed include: [6]

- Feelings of stress, anxiety, insecurity and being overwhelmed
- Challenges associated with housing-related activities including looking after bills, budgeting, interacting with landlords and/or neighbours
- Difficulties making new friends and/or distancing from unhealthy friendships from the past
- Ongoing persistent physical and mental health challenges from having experienced homelessness
- Difficulties finding/sustaining employment
- Struggles with sense of self and personal identity (e.g. struggles redefining identity as a person no longer homeless)
- Ongoing struggles with substance use
- Lack of access to supports and services to enhance or maintain wellbeing (e.g. specific health services available while homeless may no longer be available once housed)

The current study builds on what we have learned from research in other communities to advance understanding of the experience of exiting homelessness in Calgary with the aim of generating new knowledge about the supports and services that individuals have found most helpful for ending homelessness in our community.

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[5] Bassuk et al. (2014); Brothers et al. (2015); Curry & Abrams (2015); Dickson-Gomez et al. (2017); Falvo (2009); Gilmer et al. (2010); Goering et al. (2014); Hong & Piescher. (2012); Karabanow et al. (2016); Larmier et al. (2009); Lazarus et al. (2011); Perlman & Parvensky (2006); Raine & Marcellin (2007); Sadowski, Kee & VanderWeele (2009); Schwan *et al* (2018); Stock (2016)
[6] Brothers et al. (2015); Patterson et al. (2015)
[7] Note: While these outcomes can emerge after exiting homelessness there is oftentimes an increase in recognized physical and/or mental health challenges in the initial period of being housed, as these challenges may not have been identified or address while homeless.

3.0 Study Methods & Limitations

3.1 Study Methods & Approach

The research question explored through this study is: What resources, connections, services, and attitudes support (or do not support) success in exiting homelessness in Calgary? To answer this question the study used innovative participatory research techniques to confidentially and respectfully obtain perspectives from people who were previously homeless and are now housed (with lived experience of exiting homelessness).

In total, **90** individuals with lived experience were engaged in the research study. Each individual shared their perspectives on exiting homelessness at one of five live-polling consultation sessions. These sessions happened in June and September 2019 and honoured participants' experience while protecting their identity in an anonymous group setting. At each session, a set of survey questions was projected in large font on a screen and read aloud by a trained researcher. Participants then anonymously submitted their response to the survey questions using a non-identifiable remote response keypad ('clicker'). Participants were also free to anonymously abstain from answering any questions. The surveys took approximately one and a half hours to complete after which participants were invited to stay for a voluntary discussion about exiting homelessness. During the discussion, notes were taken by the researchers and participants were encouraged to let the researchers know if they felt anything had been missed in the survey.

By facilitating the survey session live and reading the questions aloud to the group, barriers related to literacy and the survey format were mitigated. The live sessions were held at Calgary's Central Public Library, which is easily accessible by public transit, is a safe space for marginalized individuals, and has design features to enable access by individuals with disabilities.

Understanding that experiences of homelessness and pathways to exiting homelessness can be different, three unique populations were involved in the study:

- **30** individuals who had experienced homelessness as a single person, and are now housed ('Singles Cohort');
- **30** individuals who had experienced homelessness with their family, and are now housed ('Families Cohort'); and
- **30** individuals who had experienced homelessness when they were under the age of 24, and are now housed ('Youth Cohort').

Survey questions for each cohort were mostly identical with some unique questions specifically relevant for each cohort (see Appendix A for survey questions). The survey questions were developed in consultation with five reference groups composed of individuals with lived experience of exiting

homelessness and relevant service providers. After the surveys were developed, these reference groups disseminated information to invite individuals to participate in the study. Individuals signing up for the study were also encouraged to invite their contacts to participate (snowball sample strategy). The reference groups included:
- The CHF's Client Action Committee (**13** individuals with past/current lived experience of homelessness)
- The CHF's Youth Advisory Table (**11** young people with past/current lived experience of homelessness)

- Individuals from **16** relevant service providers (**12** individuals from family-serving organizations; **12** individuals from singles-serving organizations; **10** individuals from youth-serving organizations)

Rights, study parameters, benefits and risks were discussed with each participant individually. Informed consent to participate in the study was indicated by participants through signing a document outlining their understanding. In respecting participants' time and willingness to share their perspectives, all participants were provided refreshments during the live consultation sessions and a $100 stipend at the end.

3.2 Study Limitations

While the study sought to employ robust methods, the following limitations were nevertheless present and should be taken into consideration when interpreting the results:
- With only 30 individuals involved from each cohort, generalizability of results may be limited due to the limited sample size.
- While the study ensured equal representation of singles, youth and families, it did not ensure equal representation based on other demographics.
- Individuals were recruited through CHF-connected individuals with lived experience and related service providers meaning perspectives from people who exited homelessness with no contact with these groups may be underrepresented.
- Since all responses using the live polling technology are completely anonymous, errors in use of the technology or

glitches in response capture may have been present without the researchers' knowledge.
- The stipends provided to participants may have created positive skew in the data as participants may have felt obliged to provide positive feedback (although the absolute anonymity of responses helps mitigate this possibility).
- Since participants had to attend the consultation session in-person, some may have been limited by the consultation times or location (e.g. individuals banned from Calgary Public Libraries).
- The live polling technology only allows for a maximum of five response categories, limiting our ability to gain nuanced information based on presenting participants with more response options.

4.0 Who Was Involved in the Study?

We began the study by asking participants a bit about themselves and their history of homelessness to understand whether a representative group had participated and to enable cross-analysis based on key demographic points (e.g. gender).
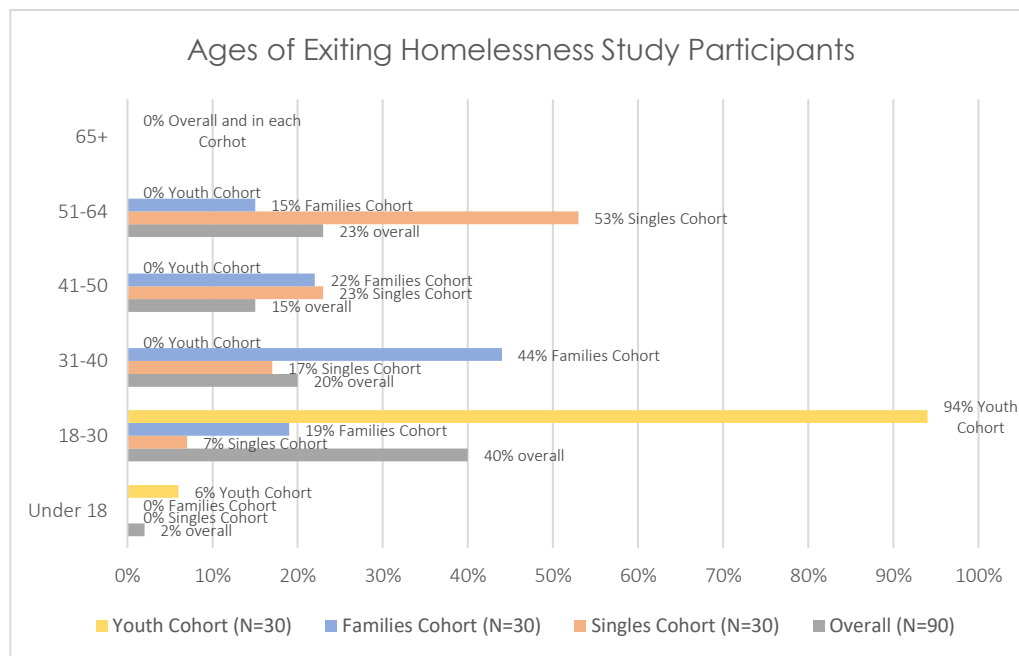
4.1 Gender, Indigenous Identity and Age

Overall, 53% of study participants identified as male, 46% identified as female and 1% identified as Two Spirit (N=90). Within the Singles and Youth Cohorts a greater majority of participants identified as male, while in the Families Cohort a majority of participants identified as female, however there were nevertheless some females involved in the Singles and Youth Cohort and some males involved in the Families Cohort. These gender breakdowns align with typical gender breakdowns of homeless populations.[8]

Overall, 41% of study participants identified as Indigenous (First Nations, Metis or Inuit) (N=90). This is well-aligned with the proportion of individuals identifying as Indigenous within homeless populations across Canada (20-50%).[11] Within the Families Cohort there was a higher proportion of Indigenous-identifying individuals and within the Youth Cohort there was a lower proportion of Indigenous-identifying individuals. Slightly more women in the group identified as Indigenous than men.

Study participant ages varied by Cohort, from under 18 in the Youth Cohort[9] to over 50 in the Singles and Families Cohorts. There were no participants who were 65, although it is recognized that individuals who experience the harsh conditions of homelessness may experience functional impairment associated with advanced age ('functionally geriatric') at ages as young as 50.[10]

Ages of Exiting Homelessness Study Participants

- 65+: 0% Overall and in each Cohort
- 51-64: 0% Youth Cohort, 15% Families Cohort, 53% Singles Cohort, 23% overall
- 41-50: 0% Youth Cohort, 22% Families Cohort, 23% Singles Cohort, 15% overall
- 31-40: 0% Youth Cohort, 44% Families Cohort, 17% Singles Cohort, 20% overall
- 18-30: 94% Youth Cohort, 19% Families Cohort, 7% Singles Cohort, 40% overall
- Under 18: 6% Youth Cohort, 0% Families Cohort, 0% Singles Cohort, 2% overall

Legend: Youth Cohort (N=30), Families Cohort (N=30), Singles Cohort (N=30), Overall (N=90)

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[8] Breterton (2017)
[9] Note: Parental and participant permission/consent was obtained for youth under 18 or youth were 'emancipated minors' capable of providing their own consent.
[10] Brown et al (2019).
[11] Patrick (2014)

4.2 Experiences of Homelessness

While all study participants had had experiences of homelessness and were housed at the time of the study, their unique experiences varied. We asked a few questions about participants' experiences with homelessness to better understand their journeys towards becoming housed.
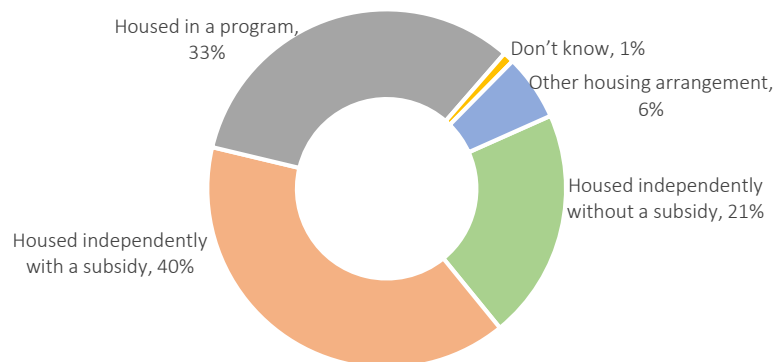
Overall, 42% of study participants indicated that they had first experienced homelessness when they were under the age of 18 (N=88). Of those who first experienced homelessness as a minor, 69% indicated that they had been alone and 31% indicated they had been with family (N=29). Based on the selection criteria for the Youth Cohort (having had experienced homelessness under the age of 24) the proportion of participants in this Cohort who had experienced homelessness under the age of 18 was much higher with 76% having experienced homelessness for the first time under the age of 18, and 17% indicating they had been under the age of 13 (N=29).

We also asked the Youth Cohort about their experiences with Child Welfare. In total, 25% of Youth Cohort participants indicated that they had been in foster care or a group home directly before becoming homeless (N=28). Of those who had been in care, 67% had been in care for one to two years and 33% had been in care for three to five years (N=6).

Overall, study participants indicated they had been homeless for varying lengths of time, from under six months to over ten years. The number of times study participants had experienced homelessness also varied widely from only one time to more than 15 times. This indicates a range of chronicity in the homelessness experienced by study participants prior to becoming housed. In total, 13% of participants indicated they had only been homeless one time (N=90), and 31% of study participants indicated they had been homeless for less than 18 months (N=88). This suggests that Housing First and coordinated service delivery in Calgary is housing a portion of individuals rapidly, thereby preventing chronic experiences of homelessness.

At the time of the study participants reported that they had been housed for varying lengths of time, from under 1 month to over 2 years. While the majority of Youth Cohort participants (54%) had been housed for under six months (N=29), the majority of participants in the Singles and Families Cohorts had been housed for one year or more (70%) and 49% had been housed for two years or more (N=59). Overall, most study participants (73%) indicated they were currently housed in a program or with a rent subsidy (N=86).

Housed in a program, 33%

Don't know, 1%

Other housing arrangement, 6%

Housed independently without a subsidy, 21%

Housed independently with a subsidy, 40%

5.0 What Did We Learn About the Journey Towards Exiting Homelessness

To better understand what is helpful and challenging in exiting homelessness we asked study participants about whether specific services, supports and activities were helpful or challenging and whether specific service provider attributes and approaches were helpful or not.

5.1 Most Helpful Supports and Services in Attaining Housing

Most study participants estimated that one to three agencies and one to five people (either within these agencies or outside these agencies) had supported their exit from homelessness. At the same time, some participants (approximately 10%) indicated that no services or people helped them, and a small proportion (approximately 3%) indicated that more than ten people or services helped them.

In their journey towards exiting homelessness, most participants (68%) estimated that they had had to re-tell their story more than five times, and 42% estimated they had told their story more than ten times (N=87). 79% of participants indicated that they felt that this re-telling of their story to different services or people was a difficult part of their experience in exiting homelessness (N=87).

Overall, 47% of study participants indicated that their friends and natural supports had helped them to exit homelessness, while only 28% indicated the same about family (N=85; N=87). This suggests that individuals experiencing homelessness may have limited social capital to support their exit from homelessness and that services and programs can be an essential component of successful exits. The top three services that participants most commonly identified as helpful for exiting homelessness were:

1. Community-based services (such as CUPS, Metis Calgary Family Services, Aspen Family and Community Network, etc.). In total, 69% of participants who went to these services indicated they were helpful in their journey towards exiting homelessness (N=73).
2. Homeless shelter staff or programs (such as The Drop In Centre, Inn from the Cold, etc.). In total, 60% of participants who had been to a homeless shelter indicated that shelter staff or programs supported their exit from homelessness (N=79).
3. SORCe (Calgary's multi-agency collaborative that connects people experiencing homelessness to supports to address barriers to housing). In total, 55% of participants who had gone to SORCe felt it was helpful in their journey towards exiting homelessness (N=76).

Broken down by gender and Indigenous identity, the same top three supports were most commonly identified as helpful. Broken down by Cohort, some differences emerged, with Youth most commonly identifying youth services as helpful rather than homeless shelters, and Singles most commonly identifying substance abuse treatment services as helpful rather than SORCe.

This suggests that some of the most common points of contact for individuals while homeless are supporting successful exits from homelessness. It also indicates that further connection and education may be needed to ensure Calgary's coordinated access to housing supports facilitated through SORCe are effectively accessed when individuals are seeking to exit homelessness.

5.2 Most Challenging Aspects of Attaining Housing

Overall, study participants felt that they experienced challenges in their journey towards attaining housing due to a lack of coordination between systems, programs and/or services intended to support people in exiting homelessness. In total, 72% of study participants felt that they had been negatively impacted by a lack of service coordination (N=85). This suggests that, while important progress has been made towards increased coordination through the *Plan to End Homelessness,* clients nevertheless feel challenged in navigating available supports within Calgary's system of care. Beyond challenges with service coordination the top five challenges to successful exits from homelessness that were most commonly identified by participants were:

1. Wait times for housing, subsidies or benefits. In total, 79% of participants felt wait times were challenging, while 66% indicated that they experienced challenges related to obtaining government benefits (N=86; N=86).
2. Obtaining information. In total, 76% of participants felt they were challenged in obtaining the information they needed as they worked to exit homelessness (N=85).
3. Not having a phone or computer/internet access. In total, 76% of participants indicated that not having consistent access to a computer or the internet made their housing search challenging (N= 84) while 73% of participants indicated that not having consistent access to a phone presented challenges in attaining housing (N=86).
4. Needing to have identification. In total, 72% of participants experienced challenges related to needing to have identification as they worked to attain housing (N=89).
5. Coming up with money for a damage deposit and/or first month's rent. In total, 70% of participants felt that coming up with the money needed to initially obtain housing was challenging (N=88).

The top five most commonly identified challenges were the same across participant Cohorts, genders and Indigenous/non-Indigenous participants. These top five challenges speak to a need for ongoing efforts towards coordination to ensure wait times and obtaining

information are not presenting challenges for people as they work towards exiting homelessness. These results further suggest a need for practical supports to ensure all people, housed or not, have access to essentials such as phone, computers/internet and identification. Finally, while Calgarians have access to supports to enable payment of damage deposit and/or first month's rent, the study results suggest that these resources may be too limited or too difficult to access for individuals seeking to exit homelessness.

Overall, **94%** of study participants felt there was a lack of housing they could afford when they were seeking to exit homelessness (N=82).

This suggests that housing affordability is a major barrier to exiting homelessness for singles, youth and families experiencing homelessness in Calgary and may point to a need for policy-level action to increase affordable housing options in the city. In addition, participants with different experiences and intersectional identities felt that elements of their unique identities contributed to additional challenges in attaining housing. Specifically:

- 77% of Youth Cohort participants felt they were limited in their housing options due to their age (N=26).
- 75% of Family Cohort participants felt they were limited in their housing options because they had children in their care (N=28).
- 54% of participants who use substances felt their housing options were limited because of their substance use (N=61).
- 52% of participants with pets felt that having pets limited their housing options (N=60).
- 51% of participants with Child Welfare system involvement felt their housing options were limited as a result (N=47).
- 48% of participants who experience mental health challenges felt these challenges limited their housing options (N=67).
- 45% of participants with current or previous justice system involvement felt their housing options were limited as a result (N=55).
- 32% of participants with a disabling condition felt this condition limited their housing options (N=60).

This speaks to the need for specialized housing options and supports for individuals with different intersectional identities and experiences of the world.

5.3 Reflections on Service Providers

Approximately 10% of participants overall felt they had not been helped by service providers as they exited homelessness. Of the study participants who felt they had been supported by service providers in their exit from homelessness, most had very positive reflections on their experience. Specifically:

85% of participants felt that service providers had done a good job of reaching out and connecting with them while they were homeless (N=79).

81% of participants felt that service providers were helping them find long-term solutions (rather than short-term 'fixes') to homelessness (N=79).

87% of participants felt that service providers had an understanding and caring approach to support (N=79).

85% of participants felt that service providers listened to their needs and desires (N=78).

80% of participants felt that service providers had good strategies for finding housing (N=79).

92% of participants felt service providers allowed them enough independence to make their own decisions about their situation (N=74).

When asked about the most valuable attributes of service providers, the top three highlighted by participants were:

1. Being patient and persistent (not giving up) (39%, N=76)
2. Being caring and listening well (24%, N=76)
3. Letting participants be independent (22%, N=76)

While a higher proportion of men felt they had not been helped by any service providers, among the men who were helped, positive perspectives were similar to those held by the group overall. Overall, a greater proportion of Indigenous individuals indicated positive perspectives on service providers than non-Indigenous individuals.

These positive results with respect to participant experiences with service providers point to a compassionate and client-focused system-of-care in Calgary that is supporting people in avoiding homelessness in the long-term.

6.0 What Did We Learn About Being Housed After Experiencing Homelessness?

While service goals and policies aimed at ending homelessness often focus on getting people housed, there is increasing recognition that housing is not the end of a person's journey out of homelessness and that after basic shelter needs are met, other challenges may begin to come to the fore (e.g. physical health problems, struggles with social isolation, PTSD, etc.). Overall, 85% of participants indicated that unexpected negative things had come up for them since becoming housed (N=87) and only 11% of participants felt that being housed presented no challenges for them (N=88). Of those who indicated that being housed came with some challenges, the three most commonly experienced types of challenges were:

1. **Basic needs challenges** (e.g. having enough food, clothing, etc.). In total, 53% of participants identified basic needs as their biggest challenge since becoming housed (N=78).
2. **Personal challenges** (e.g. addictions, health concerns, loneliness, etc.). In total, 33% of participants identified challenges related to their personal life as their biggest challenges since becoming housed (N=78).
3. **Challenges with housing-related activities** (e.g. cleaning, cooking, getting work, interacting with my landlord, etc.). In total, 10% of participants identified housing-related activities as their biggest challenge since becoming housed (N=78).

While the top three challenges remained the same across Cohort and by gender and Indigenous identity, a larger proportion of Families Cohort participants, female participants and Indigenous participants indicated that basic needs were their biggest challenge, while a greater proportion of Singles Cohort participants, male participants, and non-Indigenous participants felt that personal issues presented the biggest challenge to housing for them. Other unexpected experiences included:

Since becoming housed, 82% of participants have found it hard to make ends meet each month due to limited resources (N=87).

74% of participants felt that, although they are now housed, they are treated differently because of their previous experience(s) of homelessness (N=87).

66% of participants reported that they had struggled to get their possessions back after becoming housed (N=86).

64% of participants said they felt bored and 63% said they felt lonely now that they are housed (N=87, N=86).

While individuals are experiencing homelessness they often connect with physical and mental health services through shelters and community-based services, however once housing is obtained, new or previously unaddressed health concerns often emerge while connection to services may be more difficult. In this study:

61% of participants reported that once they were housed, accessing mental health services was challenging (N=83).

51% of participants reported that once they were housed, accessing physical health services was challenging (N=79).

Challenges while housed can put people at risk of losing their housing and returning to homelessness. When asked about what (if anything) has contributed to the risk of losing their housing, participants most commonly identified:

1. Not having enough money for rent (among those paying their own rent)(62%, N=78)
2. Guest management issues (i.e. challenges with people who visit or stay with participants) (40%, N=70)
3. Substance use or addictions issues (among those who use substances) (39%, N=70)

While all participants commonly indicated that not having enough money for rent had put them at risk of losing their current housing, different risks were also identified by different Cohorts. Within the Singles and Youth Cohorts, issues with interacting with landlords was commonly identified as something that put their housing at risk, while for families, a lack of childcare was commonly cited as something that jeopardized their housing status. Within the Youth Cohort, violent relationships were the most commonly identified factor contributing to risk of losing their housing.

7.0 Where Do We Go from Here?

With numerous individuals experiencing successful exits from homelessness in Calgary since 2008 due to the Housing First approach set out in the *Plan to End Homelessness,* understanding successes and challenges of exiting from homelessness can contribute to greater understanding and continuous improvements within the system of care. The current study has captured perspectives from 90 individuals who have had experiences of homelessness in the past and are now housed to better understand experiences of exiting homelessness in Calgary.

The study revealed that, while some people are supported by family and friends in their journey towards exiting homelessness, community-based services, homeless shelter programs and services and SORCe are key resources in facilitating successful exits. While participants felt that service providers are working to create supportive and independence-enhancing exiting experiences for people, challenges with coordination of services were nevertheless highlighted in the study. Overall, participants felt that a lack of affordable housing in Calgary created a major barrier to successful exits from homelessness.

Once housed, participants suggested that new and oftentimes unexpected challenges emerge. In particular, participants found it difficult to meet their basic needs and address some of their personal challenges (e.g. substance use) once housed. This suggests that, while obtaining housing is a key first step towards exiting homelessness, ongoing resources and supports are needed to ensure homelessness is avoided in the long-term. Based on findings from the current study, the following recommendations are put forward:

1. Continue to work towards a continuum of coordinated services to support successful exits from homelessness. The current study suggests that the *Plan to End Homelessness* and Housing First strategies in Calgary are helping people gain housing quickly and avoid chronic experiences of homelessness. There is an opportunity to build on the progress made to-date to enable even greater coordination of supports that facilitate rapid and smooth transitions out of homelessness.

2. Continue to provide services with a caring and independence-enabling approach. Study participants indicated that they had very positive experiences with service providers in their journey towards exiting homelessness. There is an opportunity to continue to support individuals in their transition out of homelessness with compassion and strategic-thinking that enables long-term avoidance of homelessness.

3. Seek opportunities to create more affordable housing options in Calgary. Overall, participants highlighted a lack of affordable housing as a

major barrier to exiting homelessness. Enabling access to more affordable housing options could facilitate quicker and more permanents exits from homelessness.

4. Seek opportunities to create more specialized affordable housing options for people with different intersectional identities. Beyond a lack of affordable housing, participants with different unique needs (e.g. participants with a disability, participants with children, young participants) indicated that their intersectional identities had created further barriers to accessing affordable housing. Ensuring there are affordable options not just for the mainstream, but also for specific marginalized groups could further reduce barriers to exiting homelessness.

5. Seek opportunities to enable access to key practical supports tied to exiting homelessness. This includes making sure people have access to a phone, a computer with internet (e.g. subsidized internet), damage deposit resources, identification, identification protection (e.g. an I.D. drop) etc. Many participants indicated that when these things are not readily available, exiting homelessness becomes more difficult.

6. Seek opportunities to continue to provide support and resources for people once they become housed. Participants clearly indicated that obtaining housing is only one step in the journey towards a permanent exit from homelessness and that ongoing and emergent challenges once housed can create risk for returning to homelessness. Support for people once they are housed can help reduce risk of experiencing homelessness in the long-term. This can include creating opportunities for people to connect with others, providing basic life skills workshops and ensuring people have easy access to essential services such as mental and physical health services.

7. Share the findings from this study and seek opportunities to continue to learn about the experience of exiting homelessness from individuals with lived experiences and community-based organizations. This study begins to explore perspectives on exiting homelessness in Calgary and can be shared to enhance Calgary's service landscape and inform other communities about what it takes to end homelessness. This study has produced a rich dataset that can be further analyzed to create deeper understanding. Future studies can build on the learnings generated here to further advance knowledge and understanding around exiting homelessness.

Appendix A: Survey Questions

Singles Cohort Survey:

First, we would like to ask you a few questions about your background. If you are not comfortable answering a question, you can choose not to submit a response.

1) Your current age:
   a. 18-30
   b. 31-40
   c. 41-50
   d. 51-64
   e. 65+

2) Which gender do you identify with?
   a. Male
   b. Female
   c. Transgender
   d. Non-binary or fluid
   e. Two Spirit

3) Are you First Nations (status or non-status), Metis or Inuit?
   a. Yes
   b. No
   c. Not sure

4) Approximately what age were you when you first experienced homelessness?
   a. Under 18
   b. 18-24
   c. 25-40
   d. 41-55
   e. 56+

5) If you were under 18 when you **first** experienced homelessness, were you on your own (unaccompanied) or with your parents/caregivers/family (accompanied)?
   a. I was on my own
   b. I was with my parents/caregivers/family
   c. I don't know
   d. This doesn't apply to me

6) Did violence in your home contribute to you becoming homeless? (For example: because of domestic violence, family violence, or intimate partner violence)
   a. Yes
   b. No
   c. Don't know
   d. This doesn't apply to me

7) How many different times would you estimate you were homeless in your life?
   a. 1 time
   b. 2-4 times
   c. 5-10 times
   d. 11-15 times
   e. Over 15 times

8) In total, approximately how long would you say you experienced homelessness:
   a. 10 years or more
   b. 6-9 years
   c. 2-5 years
   d. 6 months to 18 months (year and a half)
   e. Under 6 months

9) How long have you currently been housed?
   a. Less than 1 month
   b. 1-6 months
   c. 6 months to 1 year
   d. 1-2 years
   e. Over 2 years

10) Are you housed independently (For example: renting your own apartment) or with a program (For example: a supportive housing building)?
   a. Housed independently without a subsidy
   b. Housed independently **with** a subsidy
   c. Housed in a program
   d. Don't know
   e. Other

Now we would like to ask you some questions about your journey towards getting a place to live after experiencing homelessness. We are interested in this information as it will help us make recommendations to services and government to improve supports for people that are moving towards getting housing after experiencing homelessness. If you are not comfortable answering a question, you can choose not to submit a response.

11) Approximately how many different agencies (organizations) helped you find a place to live? (For example: shelters, mental health services, outreach programs, etc.)
   a. None
   b. 1-3
   c. 4-6
   d. 7-10
   e. More than 10

12) Approximately how many <u>different people</u> helped you find a place to live? (For example: staff at agencies, family, friends, etc.)
    a. No one
    b. 1-5
    c. 6-10
    d. 11-20
    e. More than 20

13) Did <u>homeless shelter</u> staff or programs help you find a place to live? (For example: the Drop In Centre (DI), Inn from the Cold, Salvation Army, etc.)
    a. Yes
    b. Somewhat
    c. No
    d. Don't know
    e. I never went to a homeless shelter

14) Did <u>SOURCe</u> help you find a place to live? (i.e. Safe Communities Opportunity and Resource Centre by the City Hall c-train station)
    a. Yes
    b. Somewhat
    c. No
    d. Don't know
    e. I never went to SOURCe

15) Did substance use <u>treatment centre</u> staff or services help you find a place to live?
    a. Yes
    b. Somewhat
    c. No
    d. Don't know
    e. I never went to a treatment centre

16) Did a <u>church</u> help you find a place to live?
    a. Yes
    b. Somewhat
    c. No
    d. Don't know
    e. I never went to a church

17) Did <u>mental health services</u> help you find a place to live?
    a. Yes
    b. Somewhat
    c. No
    d. Don't know
    e. I never went to mental health services

18) Did <u>Aboriginal Services</u> help you find a place to live? (For example: Siksika Housing, Metis Housing, etc.)
    a. Yes
    b. Somewhat
    c. No

    d. Don't know
    e. I never went to Aboriginal Services or this doesn't apply to me

19) Did <u>other community</u> services help you find a place to live? (For example: CUPS, the Alex, Aspen, Metis Family Services, etc.)
    a. Yes
    b. Somewhat
    c. No
    d. Don't know
    e. I never went to other community services

20) Did <u>health services</u> help you find a place to live? (For example: clinic, hospital)
    a. Yes
    b. Somewhat
    c. No
    d. Don't know
    e. I never went to any health services

21) Did <u>friends</u> or natural supports help you find a place to live?
    a. Yes
    b. Somewhat
    c. No
    d. Don't know

22) Did <u>family</u> help you find a place to live?
    a. Yes
    b. Somewhat
    c. No
    d. Don't know

The next questions ask about things that may have been helpful or not helpful when you were homeless and looking for a place to live. When you were homeless and seeking housing….

23) Did you experience challenges with filling out forms?
    a. Yes
    b. Somewhat
    c. No
    d. Don't know

24) Did you experience challenges with needing to have ID?
    a. Yes
    b. Somewhat
    c. No
    d. Don't know

25) Did you experience challenges because you were asked to prove your Indian Status or Metis Card?
    a. Yes
    b. Somewhat
    c. No
    d. Don't know
    e. This doesn't apply to me

26) Did you experience challenges due to language? (For example: English is not your first language)
   a. Yes
   b. Somewhat
   c. No
   d. Don't know
   e. This doesn't apply to me

27) Did you experience challenges because of your immigration status?
   a. Yes
   b. Somewhat
   c. No
   d. Don't know
   e. This doesn't apply to me

28) Did you experience challenges because you didn't have consistent access to a phone?
   a. Yes
   b. Somewhat
   c. No
   d. Don't know

29) Did you experience challenges because you didn't have consistent access to a computer or the internet?
   a. Yes
   b. Somewhat
   c. No
   d. Don't know

30) Did you feel there was a lack of options for housing you could afford?
   a. Yes
   b. Somewhat
   c. No
   d. Don't know

31) Did you find you were limited in your housing choices because of your mental health?
   a. Yes
   b. Somewhat
   c. No
   d. Don't know
   e. This doesn't apply to me

32) Did you find you were limited in your housing choices because of your substance use?
   a. Yes
   b. Somewhat
   c. No
   d. Don't know
   e. This doesn't apply to me

33) Did you find you were limited in your housing choices because of a disabling condition? (For example: a physical disability, medical needs, etc.)
   a. Yes
   b. Somewhat
   c. No
   d. Don't know
   e. This doesn't apply to me

34) Did you find you were limited in your housing choices because of your pet or pets?
   a. Yes
   b. Somewhat
   c. No
   d. Don't know
   e. This doesn't apply to me

35) Did involvement with the criminal justice system make it challenging for you to find housing? (For example: outstanding warrants, criminal records, bylaw, police)
   a. Yes
   b. Somewhat
   c. No
   d. Don't know
   e. This doesn't apply to me

36) Did you experience challenges related to government benefits while you were trying to find housing? (For example: AISH, income support, etc.)
   a. Yes
   b. Somewhat
   c. No
   d. Don't know
   e. This doesn't apply to me

37) Did involvement with the child welfare system (i.e. Children's Services) make it challenging for you to find housing? (For example: dealing with child apprehension, investigation, etc.)?
   a. Yes
   b. Somewhat
   c. No
   d. Don't know
   e. This doesn't apply to me

38) Did you find it difficult when you had to re-tell your story to different services or people?
   a. Yes
   b. Somewhat
   c. No
   d. Don't know
   e. I didn't have to re-tell my story

39) Approximately how many times did you have to tell your story?
   a. More than 10 times

b.   5-10 times
c.   2-5 times
d.   Only had to tell my story once
e.   Don't remember

40)   Did you find it challenging to get the information you needed?
a.   Yes
b.   Somewhat
c.   No
d.   Don't know

41)   Did you find it challenging to come up with a damage deposit or first month's rent?
a.   Yes
b.   Somewhat
c.   No
d.   Don't know

42)   Did you find wait times for housing or subsidies challenging?
a.   Yes
b.   Somewhat
c.   No
d.   Don't know

43)   Did you experience challenges related to a lack of coordination or communication between services, agencies or systems? (For example: getting different answers from different services, being asked to fill out the same form more than once, etc.)
a.   Yes
b.   Somewhat
c.   No
d.   Don't know

Now we would like to ask you some questions about service providers (i.e. staff at agencies, formal supports, case managers or professionals) who might have tried to help you find housing. When we say 'service providers' we mean people like social workers, outreach workers, case managers, doctors, nurses, etc. We are interested in this information as it will help us make recommendations about how service providers work with people who are experiencing homelessness. If you are not comfortable answering a question, you can choose not to submit a response. We understand that some service providers may be better at helping than others. We're interested in your <u>overall</u> experience with service providers while you were looking for a place to live.

44)   Overall, did service providers do a good job reaching out and connecting with you while you were homeless?
a.   Yes
b.   Somewhat
c.   No
d.   Don't know
e.   I wasn't helped by any service providers

45)   Overall, did service providers have good strategies for helping you find housing?
a.   Yes
b.   Somewhat

c.   No
d.   Don't know
e.   I wasn't helped by any service providers

46)   Overall, were service providers understanding and caring in helping you find housing?
a.   Yes
b.   Somewhat
c.   No
d.   Don't know
e.   I wasn't helped by any service providers

47)   Overall, did you feel service providers listened to your needs and desires as they were helping you find housing?
a.   Yes
b.   Somewhat
c.   No
d.   Don't know
e.   I wasn't helped by any service providers

48)   Overall, did you feel service providers allowed you enough independence to make your own decisions about your situation?
a.   Yes
b.   Somewhat
c.   No
d.   Don't know
e.   I wasn't helped by any service providers

49)   Overall, did you feel service providers were supporting you in finding long-term solutions? (as opposed to just short-term fixes)
a.   Yes
b.   Somewhat
c.   No
d.   Don't know
e.   I wasn't helped by any service providers

50)   Overall, what was the <u>most helpful</u> trait or attribute of service providers who helped you?
a.   Being patient and persistent (not giving up on me)
b.   Being caring and listening well
c.   Making sure I was accountable/responsible (not letting me get away with things)
d.   Letting me be independent
e.   I wasn't helped by any service providers

Now we would like to ask you a few questions about things that may be challenging now that you have a place to live. We are interested in this information as it will help us make recommendations to services and government to improve supports for people that have become housed after experiencing homelessness. If you are not comfortable answering a question, you can choose not to submit a response. Now that you have a place to live….

51) Are there any unexpected negative things that have come up for you? (For example: feeling lonely, not being able to sleep, having to pay taxes etc.)
    a. Yes
    b. Somewhat
    c. No
    d. Don't know
52) Was it hard to get your possessions back? (For example: getting things out of storage)
    a. Yes
    b. Somewhat
    c. No
    d. Don't know
53) Is transportation to and from where you're living hard?
    a. Yes
    b. Somewhat
    c. No
    d. Don't know
54) Is it ever difficult for you to make ends meet? (For example: have enough money for basics like rent, food, clothing, etc.)
    a. Yes, because I don't have enough income
    b. Yes, because I have trouble managing my budget
    c. Somewhat
    d. No
    e. Don't know
55) Have you ever been at risk of losing your current housing because you didn't have enough money to pay your rent?
    a. Yes
    b. Somewhat
    c. No
    d. Don't know
    e. This doesn't apply to me (e.g. my rent is paid for me)
56) Do you find people treat you differently because you were homeless previously?
    a. Yes
    b. Somewhat
    c. No
    d. Don't know
57) Do you find it hard to interact with your landlord?
    a. Yes
    b. Somewhat
    c. No
    d. Don't know
    e. This doesn't apply to me
58) Have you ever been at risk of losing your current housing because of issues with your landlord?
    a. Yes

b. Somewhat
c. No
d. Don't know
e. This doesn't apply to me
59) Do you find it hard to get the physical health services that you need?
    a. Yes
    b. Somewhat
    c. No
    d. Don't know
    e. I don't need any physical health services
60) Have you ever been at risk of losing your current housing because of your physical health?
    a. Yes
    b. Somewhat
    c. No
    d. Don't know
    e. This doesn't apply to me
61) Do you find it hard to get the mental health services that you need?
    a. Yes
    b. Somewhat
    c. No
    d. Don't know
    e. I don't need any mental health services
62) Have you ever been at risk of losing your current housing because of your mental health?
    a. Yes
    b. Somewhat
    c. No
    d. Don't know
    e. This doesn't apply to me
63) Have you ever been at risk of losing your current housing because keeping your place clean was hard?
    a. Yes
    b. Somewhat
    c. No
    d. Don't know
    e. This doesn't apply to me
64) Do you feel bored now that you have a place to live?
    a. Yes
    b. Somewhat
    c. No
    d. Don't know
    e. This doesn't apply to me
65) Do you feel lonely or isolated where you are living?

a. Yes
b. Somewhat
c. No
d. Don't know
e. This doesn't apply to me

66) Have you found it hard to disconnect from people on the street or in shelter?
   a. Yes
   b. Somewhat
   c. No, I was never connected to people on the street or in shelter
   d. No, I want to keep my connections to people on the street or in shelter
   e. Don't know

67) Do you find guest management challenging? (For example: people wanting to stay with you, issues with landlords over people who stay with you, etc.)
   a. Yes
   b. Somewhat
   c. No
   d. Don't know
   e. This doesn't apply to me

68) Have you ever been at risk of losing your current housing because of guest management issues?
   a. Yes
   b. Somewhat
   c. No
   d. Don't know
   e. This doesn't apply to me

69) Have you ever been at risk of losing your current housing because of substance use or addictions issues?
   a. Yes
   b. Somewhat
   c. No
   d. Don't know
   e. This doesn't apply to me

70) Have you ever been at risk of losing your current housing because of violent relationships?
   a. Yes
   b. Somewhat
   c. No
   d. Don't know
   e. This doesn't apply to me

71) For you, what types of things have been <u>most challenging</u> about being housed?
   a. Basic needs challenges (For example: clothing, having enough food, etc.)
   b. Personal challenges (For example: addictions, health concerns, loneliness, etc.)
   c. Challenges with housing-related activities (For example: cleaning, cooking, getting work, interacting with my landlord, etc.)
   d. Relationship challenges (For example: relationships, guest management, etc.)
   e. Did not experience challenges

72) Is there anything we missed, or you would like to share with us?
   a. Yes
   b. No

Youth Cohort Survey:

First, we would like to ask you a few questions about your background. If you are not comfortable answering a question, you can choose not to submit a response.

1) Your current age:
   a. 13-15
   b. 15-18
   c. 18-24
   d. 25-35
   e. Over 35

2) Which gender do you identify with?
   a. Male
   b. Female
   c. Transgender
   d. Non-binary or fluid
   e. Two Spirit

3) Are you First Nations (status or non-status), Metis or Inuit?

   a. Yes
   b. No
   c. Not sure

4) Approximately what age were you when you first experienced homelessness?
   a. Under 13
   b. 13-15
   c. 16-18
   d. 19-21
   e. 22-24

5) When you **first** experienced homelessness were you on your own (unaccompanied) or with your parents/caregivers/family (accompanied)?
   a. I was on my own
   b. I was with my parents/caregivers/family
   c. I don't know

6) How many <u>different times</u> would you estimate you were homeless in your life?

a. 1 time
b. 2-4 times
c. 5-10 times
d. 11-15 times
e. Over 15 times

7) In total, approximately how long would you say you experienced homelessness:
   a. 10 years or more
   b. 6-9 years
   c. 2-5 years
   d. 6 months to 18 months (year and a half)
   e. Under 6 months

8) Were you in foster care or a group home right before becoming homeless?
   a. Yes
   b. No
   c. Don't remember

9) If you were in foster care or a group home, for how long were you there?
   a. 1-2 years
   b. 3-5 years
   c. 5-10 years
   d. More than 10 years
   e. This doesn't apply to me

10) Have any of your relatives experienced homelessness? (For example: your mother, father, siblings, aunts, uncles, grandparents)
   a. Yes
   b. No
   c. Don't know

11) Did violence in your home contribute to you becoming homeless? (For example: because of domestic violence, family violence, or intimate partner violence)
   a. Yes
   b. No
   c. Don't know
   d. This doesn't apply to me

12) Did your sexual orientation or gender identity contribute to you experiencing homelessness? (For example: getting kicked out for being gay)
   a. Yes
   b. No
   c. Don't know
   d. This doesn't apply to me

13) Did substance use contribute to you becoming homeless? (For example: getting kicked out for doing drugs)
   a. Yes
   b. No
   c. Don't know
   d. This doesn't apply to me

14) How long have you currently been housed?
   a. Less than 1 month
   b. 1-6 months
   c. 6 months to 1 year
   d. 1-2 years
   e. Over 2 years

15) Are you housed independently (For example: renting your own apartment) or with a program (For example: a supportive housing building)?
   a. Housed independently without a subsidy
   b. Housed independently **with** a subsidy
   c. Housed in a program
   d. Don't know
   e. Other

Now we would like to ask you some questions about your journey towards getting a place to live after experiencing homelessness. We are interested in this information as it will help us make recommendations to services and government to improve supports for youth that are moving towards getting housing after experiencing homelessness. If you are not comfortable answering a question, you can choose not to submit a response.

16) Approximately how many different agencies (organizations) helped you find a place to live? (For example: shelters, mental health services, outreach programs, etc.)
   a. None
   b. 1-3
   c. 4-6
   d. 7-10
   e. More than 10

17) Approximately how many different people helped you find a place to live? (For example: staff at agencies, family, friends, etc.)
   a. No one
   b. 1-5
   c. 6-10
   d. 11-20
   e. More than 20

18) Did homeless shelter staff or programs help you find a place to live? (For example: the Drop In Centre (DI), Avenue 15, etc.)
   a. Yes
   b. Somewhat
   c. No
   d. Don't know
   e. I never went to a homeless shelter

19) Did SOURCe help you find a place to live? (i.e. Safe Communities Opportunity and Resource Centre by the City Hall c-train station)
   a. Yes
   b. Somewhat
   c. No
   d. Don't know

     e.   I never went to SOURCe

20) Did <u>services specifically for youth</u> help you find a place to live? (For example: youth centre, the Alex, etc.)
   a. Yes
   b. Somewhat
   c. No
   d. Don't know
   e. I never went to any youth services

21) Did substance use <u>treatment centre</u> staff or services help you find a place to live?
   a. Yes
   b. Somewhat
   c. No
   d. Don't know
   e. I never went to a treatment centre

22) Did your <u>school</u> help you find a place to live?
   a. Yes
   b. Somewhat
   c. No
   d. Don't know
   e. I never went to a school

23) Did a <u>church</u> help you find a place to live?
   a. Yes
   b. Somewhat
   c. No
   d. Don't know
   e. I never went to a church

24) Did <u>mental health services</u> help you find a place to live?
   a. Yes
   b. Somewhat
   c. No
   d. Don't know
   e. I never went to mental health services

25) Did <u>Aboriginal Services</u> help you find a place to live? (For example: Siksika Housing, Metis Housing, etc.)
   a. Yes
   b. Somewhat
   c. No
   d. Don't know
   e. I never went to Aboriginal Services or this doesn't apply to me

26) Did <u>other community services</u> help you find a place to live? (For example: CUPS, Aspen, Metis Family Services, etc.)
   a. Yes
   b. Somewhat
   c. No

     d.   Don't know
     e.   I never went to other community services

27) Did <u>health services</u> help you find a place to live? (For example: clinic, hospital)
   a. Yes
   b. Somewhat
   c. No
   d. Don't know
   e. I never went to any health services

28) Did <u>friends</u> or natural supports help you find a place to live?
   a. Yes
   b. Somewhat
   c. No
   d. Don't know

29) Did <u>family</u> help you find a place to live?
   a. Yes
   b. Somewhat
   c. No
   d. Don't know

The next questions ask about things that may have been helpful or not helpful when you were homeless and looking for a place to live. When you were homeless and seeking housing….

30) Did you experience challenges with filling out forms?
   a. Yes
   b. Somewhat
   c. No
   d. Don't know

31) Did you experience challenges with needing to have ID?
   a. Yes
   b. Somewhat
   c. No
   d. Don't know

32) Did you experience challenges because you were asked to prove your Indian Status or Metis Card?
   a. Yes
   b. Somewhat
   c. No
   d. Don't know
   e. This doesn't apply to me

33) Did you experience challenges due to language? (For example: English is not your first language)
   a. Yes
   b. Somewhat
   c. No
   d. Don't know
   e. This doesn't apply to me

34) Did you experience challenges because of your immigration status?
   a. Yes
   b. Somewhat
   c. No
   d. Don't know
   e. This doesn't apply to me

35) Did you experience challenges because you didn't have consistent access to a phone?
   a. Yes
   b. Somewhat
   c. No
   d. Don't know

36) Did you experience challenges because you didn't have consistent access to a computer or the internet?
   a. Yes
   b. Somewhat
   c. No
   d. Don't know

37) Did you feel there was a lack of options for housing you could afford?
   a. Yes
   b. Somewhat
   c. No
   d. Don't know

38) Did you find you were limited in your housing choices because of your age?
   a. Yes
   b. Somewhat
   c. No
   d. Don't know
   e. This doesn't apply to me

39) Did you find you were limited in your housing choices because of your mental health?
   a. Yes
   b. Somewhat
   c. No
   d. Don't know
   e. This doesn't apply to me

40) Did you find you were limited in your housing choices because of your substance use?
   a. Yes
   b. Somewhat
   c. No
   d. Don't know
   e. This doesn't apply to me

41) Did you find you were limited in your housing choices because of a disabling condition? (For example: a physical disability, medical needs, etc.)
   a. Yes
   b. Somewhat
   c. No
   d. Don't know
   e. This doesn't apply to me

42) Did you find you were limited in your housing choices because of your pet or pets?
   a. Yes
   b. Somewhat
   c. No
   d. Don't know
   e. This doesn't apply to me

43) Did involvement with the criminal justice system make it challenging for you to find housing? (For example: outstanding warrants, criminal records, bylaw, police)
   a. Yes
   b. Somewhat
   c. No
   d. Don't know
   e. This doesn't apply to me

44) Did you experience challenges related to government benefits while you were trying to find housing? (For example: AISH, income support, gap between Children's Services funding and AISH)
   a. Yes
   b. Somewhat
   c. No
   d. Don't know
   e. This doesn't apply to me

45) Did involvement with the child welfare system (i.e. Children's Services) make it challenging for you to find housing? (For example: waiting on funding, etc.)?
   a. Yes
   b. Somewhat
   c. No
   d. Don't know
   e. This doesn't apply to me

46) Did you find it difficult when you had to re-tell your story to different services or people?
   a. Yes
   b. Somewhat
   c. No
   d. Don't know
   e. I didn't have to re-tell my story

47) Approximately how many times did you have to tell your story?
   a. More than 10 times

b. 5-10 times
c. 2-5 times
d. Only had to tell my story once
e. Don't remember

48) Did you find it challenging to get the information you needed?
    a. Yes
    b. Somewhat
    c. No
    d. Don't know

49) Did you find it challenging to come up with a damage deposit or first month's rent?
    a. Yes
    b. Somewhat
    c. No
    d. Don't know

50) Did you find wait times for housing or subsidies challenging?
    a. Yes
    b. Somewhat
    c. No
    d. Don't know

51) Did you experience challenges related to a lack of coordination or communication between services, agencies or systems? (For example: getting different answers from different services, being asked to fill out the same form more than once, etc.)
    a. Yes
    b. Somewhat
    c. No
    d. Don't know

Now we would like to ask you some questions about service providers (i.e. staff at agencies, formal supports, case managers or professionals) who might have tried to help you find housing. When we say 'service providers' we mean people like social workers, outreach workers, case managers, doctors, nurses, etc. We are interested in this information as it will help us make recommendations about how service providers work with youth who are experiencing homelessness. If you are not comfortable answering a question, you can choose not to submit a response.We understand that some service providers may be better at helping than others. We're interested in your <u>overall</u> experience with service providers while you were looking for a place to live.

52) Overall, did service providers do a good job reaching out and connecting with you while you were homeless?
    a. Yes
    b. Somewhat
    c. No
    d. Don't know
    e. I wasn't helped by any service providers

53) Overall, did service providers have good strategies for helping you find housing?
    a. Yes
    b. Somewhat

    c. No
    d. Don't know
    e. I wasn't helped by any service providers

54) Overall, were service providers understanding and caring in helping you find housing?
    a. Yes
    b. Somewhat
    c. No
    d. Don't know
    e. I wasn't helped by any service providers

55) Overall, did you feel service providers listened to your needs and desires as they were helping you find housing?
    a. Yes
    b. Somewhat
    c. No
    d. Don't know
    e. I wasn't helped by any service providers

56) Overall, did you feel service providers allowed you enough independence to make your own decisions about your situation?
    a. Yes
    b. Somewhat
    c. No
    d. Don't know
    e. I wasn't helped by any service providers

57) Overall, did you feel service providers were supporting you in finding long-term solutions? (as opposed to just short-term fixes)
    a. Yes
    b. Somewhat
    c. No
    d. Don't know
    e. I wasn't helped by any service providers

58) Overall, what was the <u>most helpful</u> trait or attribute of service providers who helped you?
    a. Being patient and persistent (not giving up on me)
    b. Being caring and listening well
    c. Making sure I was accountable/responsible (not letting me get away with things)
    d. Letting me be independent
    e. I wasn't helped by any service providers

Now we would like to ask you a few questions about things that may be challenging now that you have a place to live. We are interested in this information as it will help us make recommendations to services and government to improve supports for youth that have become

housed after experiencing homelessness. If you are not comfortable answering a question, you can choose not to submit a response. Now that you have a place to live….

59) Are there any unexpected negative things that have come up for you? (For example: feeling lonely, not being able to sleep, having to pay taxes etc.)
   a. Yes
   b. Somewhat
   c. No
   d. Don't know

60) Was it hard to get your possessions back? (For example: getting things out of storage)
   a. Yes
   b. Somewhat
   c. No
   d. Don't know

61) Is transportation to and from where you're living hard?
   a. Yes
   b. Somewhat
   c. No
   d. Don't know

62) Is it ever difficult for you to make ends meet? (For example: have enough money for basics like rent, food, clothing, etc.)
   a. Yes, because I don't have enough income
   b. Yes, because I have trouble managing my budget
   c. Somewhat
   d. No
   e. Don't know

63) Have you ever been at risk of losing your current housing because you didn't have enough money to pay your rent?
   a. Yes
   b. Somewhat
   c. No
   d. Don't know
   e. This doesn't apply to me (e.g. my rent is paid for me)

64) Do you find people treat you differently because you were homeless previously?
   a. Yes
   b. Somewhat
   c. No
   d. Don't know

65) Do you find it hard to interact with your landlord?
   a. Yes
   b. Somewhat
   c. No
   d. Don't know
   e. This doesn't apply to me

66) Have you ever been at risk of losing your current housing because of issues with your landlord?
   a. Yes
   b. Somewhat
   c. No
   d. Don't know
   e. This doesn't apply to me

67) Do you find it hard to get the physical health services that you need?
   a. Yes
   b. Somewhat
   c. No
   d. Don't know
   e. I don't need any physical health services

68) Have you ever been at risk of losing your current housing because of your physical health?
   a. Yes
   b. Somewhat
   c. No
   d. Don't know
   e. This doesn't apply to me

69) Do you find it hard to get the mental health services that you need?
   a. Yes
   b. Somewhat
   c. No
   d. Don't know
   e. I don't need any mental health services

70) Have you ever been at risk of losing your current housing because of your mental health?
   a. Yes
   b. Somewhat
   c. No
   d. Don't know
   e. This doesn't apply to me

71) Have you ever been at risk of losing your current housing because keeping your place clean was hard?
   a. Yes
   b. Somewhat
   c. No
   d. Don't know
   e. This doesn't apply to me

72) Do you feel bored now that you have a place to live?
   a. Yes
   b. Somewhat
   c. No

   d. Don't know
   e. This doesn't apply to me

73) Do you feel lonely or isolated where you are living?
   a. Yes
   b. Somewhat
   c. No
   d. Don't know
   e. This doesn't apply to me

74) Have you found it hard to disconnect from people on the street or in shelter?
   a. Yes
   b. Somewhat
   c. No, I was never connected to people on the street or in shelter
   d. No, I want to keep my connections to people on the street or in shelter
   e. Don't know

75) Do you find guest management challenging? (For example: people wanting to stay with you, issues with landlords over people who stay with you, etc.)
   a. Yes
   b. Somewhat
   c. No
   d. Don't know
   e. This doesn't apply to me

76) Have you ever been at risk of losing your current housing because of guest management issues?
   a. Yes
   b. Somewhat
   c. No
   d. Don't know
   e. This doesn't apply to me

77) Have you ever been at risk of losing your current housing because of substance use or addictions issues?
   a. Yes
   b. Somewhat
   c. No
   d. Don't know
   e. This doesn't apply to me

78) Have you ever been at risk of losing your current housing because of violent relationships?
   a. Yes
   b. Somewhat
   c. No
   d. Don't know
   e. This doesn't apply to me

79) For you, what types of things have been <u>most challenging</u> about being housed?
   a. Basic needs challenges (For example: clothing, having enough food, etc.)
   b. Personal challenges (For example: addictions, health concerns, loneliness, etc.)
   c. Challenges with housing-related activities (For example: cleaning, cooking, getting work, interacting with my landlord, etc.)
   d. Relationship challenges (For example: relationships, guest management, etc.)
   e. Did not experience challenges

80) Is there anything we missed, or you would like to share with us?
   a. Yes
   b. No

Families Cohort Survey:

First, we would like to ask you a few questions about your family's background. If you are not comfortable answering a question, you can choose not to submit a response. Please note, when we're talking about 'your family' we are talking about the family where you are a parent/caregiver, not your family of origin (where you were a child).

1) Your current age:
   f. 18-30
   g. 31-40
   h. 41-50
   i. 51-64
   j. 65+

2) Which gender do you identify with?
   a. Male
   b. Female
   c. Transgender
   d. Non-binary or fluid
   e. Two Spirit

3) Are you First Nations (status or non-status), Metis or Inuit?
   a. Yes
   b. No

c.   Not sure

4) Approximately what age were you when you **first** experienced homelessness **with your family**? (not your parents/caregivers/family but the family in which you are a parent/caregiver)
    a.   Under 18
    b.   18-24
    c.   25-40
    d.   41-55
    e.   56+

5) How many children were with you when your family experienced homelessness?
    a.   1
    b.   2
    c.   3
    d.   4
    e.   5+

6) How old were the children who were homeless with you?
    a.   All under 5
    b.   Some under 5 some over 5
    c.   All under 13
    d.   Some under 13 and some over 13
    e.   All over 13

7) Did violence in your home contribute to you becoming homeless? (For example: because of domestic violence, family violence, or intimate partner violence)
    a.   Yes
    b.   No
    c.   Don't know
    d.   This doesn't apply to us

8) How many different times would you estimate you and your family were homeless?
    a.   1 time
    b.   2-4 times
    c.   5-10 times
    d.   11-15 times
    e.   Over 15 times

9) In total, approximately how long would you say your family experienced homelessness:
    a.   10 years or more
    b.   6-9 years
    c.   2-5 years
    d.   6 months to 18 months (year and a half)
    e.   Under 6 months

10) How long have you and your family currently been housed?
    a.   Less than 1 month
    b.   1-6 months
    c.   6 months to 1 year
    d.   1-2 years
    e.   Over 2 years

11) Are you and your family housed independently (For example: renting your own apartment) or with a program (For example: a supportive housing building)?
    a.   Housed independently without a subsidy
    b.   Housed independently **with** a subsidy
    c.   Housed in a program
    d.   Don't know
    e.   Other

Now we would like to ask you some questions about your family's journey towards getting a place to live after experiencing homelessness. We are interested in this information as it will help us make recommendations to services and government to improve supports for families that are moving towards getting housing after experiencing homelessness. If you are not comfortable answering a question, you can choose not to submit a response.

12) Approximately how many different agencies (organizations) helped you and your family find a place to live? (For example: shelters, mental health services, outreach programs, etc.)
    f.   None
    g.   1-3
    h.   4-6
    i.   7-10
    j.   More than 10

13) Approximately how many different people helped you and your family find a place to live? (For example: staff at agencies, family, friends, etc.)
    f.   No one
    g.   1-5
    h.   6-10
    i.   11-20
    j.   More than 20

14) Did homeless shelter staff or programs help your family find a place to live? (For example: the Drop In Centre (DI), Inn from the Cold; Brenda's House, etc.)
    a.   Yes
    b.   Somewhat
    c.   No
    d.   Don't know
    e.   We never went to a homeless shelter

15) Did women's shelter staff or programs help your family find a place to live? (For example: Calgary Women's Emergency Shelter, Awo Taan Healing Lodge, Discovery House, etc.)
    a.   Yes
    b.   Somewhat
    c.   No
    d.   Don't know
    e.   We never went to a women's shelter

16) Did SOURCe help your family find a place to live? (i.e. Safe Communities Opportunity and Resource Centre by the City Hall c-train station)
    a. Yes
    b. Somewhat
    c. No
    d. Don't know
    e. We never went to SOURCe

17) Did substance use treatment centre staff or services help your family find a place to live?
    a. Yes
    b. Somewhat
    c. No
    d. Don't know
    e. We never went to a treatment centre

18) Did a church help your family find a place to live?
    a. Yes
    b. Somewhat
    c. No
    d. Don't know
    e. We never went to a church

19) Did mental health services help your family find a place to live?
    a. Yes
    b. Somewhat
    c. No
    d. Don't know
    e. We never went to mental health services

20) Did Aboriginal Services help your family find a place to live? (For example: Siksika Housing, Metis Housing, etc.)
    a. Yes
    b. Somewhat
    c. No
    d. Don't know
    e. We never went to Aboriginal Services or this doesn't apply to us

21) Did other community services help your family find a place to live? (For example: CUPS, Aspen, Metis Family Services, etc.)
    a. Yes
    b. Somewhat
    c. No
    d. Don't know
    e. We never went to other community services

22) Did health services help your family find a place to live? (For example: clinic, hospital)
    a. Yes
    b. Somewhat

c. No
d. Don't know
e. We never went to any health services

23) Did friends or natural supports help your family find a place to live?
    a. Yes
    b. Somewhat
    c. No
    d. Don't know

24) Did family help your family find a place to live?
    a. Yes
    b. Somewhat
    c. No
    d. Don't know

The next questions ask about things that may have been helpful or not helpful when your family was homeless and looking for a place to live. When you and your family were homeless and seeking housing....

25) Did your family experience challenges with filling out forms?
    a. Yes
    b. Somewhat
    c. No
    d. Don't know

26) Did your family experience challenges with needing to have ID?
    a. Yes
    b. Somewhat
    c. No
    d. Don't know

27) Did your family experience challenges because you were asked to prove your Indian Status or Metis Card?
    a. Yes
    b. Somewhat
    c. No
    d. Don't know
    e. This doesn't apply to us

28) Did your family experience challenges due to language? (For example: English is not your first language)
    a. Yes
    b. Somewhat
    c. No
    d. Don't know
    e. This doesn't apply to us

29) Did your family experience challenges because of your immigration status?
    a. Yes
    b. Somewhat

c.   No
d.   Don't know
e.   This doesn't apply to us

30) Did your family experience challenges because you didn't have consistent access to a phone?
a.   Yes
b.   Somewhat
c.   No
d.   Don't know

31) Did your family experience challenges because you didn't have consistent access to a computer or the internet?
a.   Yes
b.   Somewhat
c.   No
d.   Don't know

32) Did you feel there was a lack of options for housing your family could afford?
a.   Yes
b.   Somewhat
c.   No
d.   Don't know

33) Did you find you were limited in your housing choices because there were children with you?
a.   Yes
b.   Somewhat
c.   No
d.   Don't know
e.   This doesn't apply to us

34) Did you find you were limited in your housing choices because of your mental health?
a.   Yes
b.   Somewhat
c.   No
d.   Don't know
e.   This doesn't apply to us

35) Did you find you were limited in your housing choices because of your substance use?
a.   Yes
b.   Somewhat
c.   No
d.   Don't know
e.   This doesn't apply to us

36) Did you find you were limited in your housing choices because of a disabling condition? (For example: a physical disability, medical needs, etc.)
a.   Yes

b.   Somewhat
c.   No
d.   Don't know
e.   This doesn't apply to us

37) Did you find you were limited in your housing choices because of your pet or pets?
a.   Yes
b.   Somewhat
c.   No
d.   Don't know
e.   This doesn't apply to us

38) Did involvement with the criminal justice system make it challenging for your family to find housing? (For example: outstanding warrants, criminal records, bylaw, police)
a.   Yes
b.   Somewhat
c.   No
d.   Don't know
e.   This doesn't apply to us

39) Did your family experience challenges related to government benefits while you were trying to find housing? (For example: AISH, income support)
a.   Yes
b.   Somewhat
c.   No
d.   Don't know
e.   This doesn't apply to us

40) Did involvement with the child welfare system (i.e. Children's Services) make it challenging for your family to find housing? (For example: dealing with child apprehension, investigation, etc.)?
a.   Yes
b.   Somewhat
c.   No
d.   Don't know
e.   This doesn't apply to us

41) Did you and your family find it difficult when you had to re-tell your story to different services or people?
a.   Yes
b.   Somewhat
c.   No
d.   Don't know
e.   We didn't have to re-tell our story

42) Approximately how many times did you have to tell your family's story?
a.   More than 10 times
b.   5-10 times
c.   2-5 times

d. Only had to tell our story once

e. Don't remember

43) Did your family find it challenging to get the information you needed?

    a. Yes

    b. Somewhat

    c. No

    d. Don't know

44) Did your family find it challenging to come up with a damage deposit or first month's rent?

    a. Yes

    b. Somewhat

    c. No

    d. Don't know

45) Did you find wait times for housing or subsidies challenging?

    a. Yes

    b. Somewhat

    c. No

    d. Don't know

46) Did your family experience challenges related to a lack of coordination or communication between services, agencies or systems? (For example: getting different answers from different services, being asked to fill out the same form more than once, etc.)

    a. Yes

    b. Somewhat

    c. No

    d. Don't know

Now we would like to ask you some questions about service providers (i.e. staff at agencies, formal supports, case managers or professionals) who might have tried to help your family find housing. When we say 'service providers' we mean people like social workers, outreach workers, case managers, doctors, nurses, etc. We are interested in this information as it will help us make recommendations about how service providers work with families who are experiencing homelessness. If you are not comfortable answering a question, you can choose not to submit a response. We understand that some service providers may be better at helping than others. We're interested in your <u>overall</u> experience with service providers while your family was looking for a place to live.

47) Overall, did service providers do a good job reaching out and connecting with you while you and your family were homeless?

    a. Yes

    b. Somewhat

    c. No

    d. Don't know

    e. We weren't helped by any service providers

48) Overall, did service providers have good strategies for helping you and your family find housing?

    a. Yes

    b. Somewhat

    c. No

    d. Don't know

    e. We weren't helped by any service providers

49) Overall, were service providers understanding and caring in helping you and your family find housing?

    a. Yes

    b. Somewhat

    c. No

    d. Don't know

    e. We weren't helped by any service providers

50) Overall, did you feel service providers listened to your needs and desires as they were helping you and your family find housing?

    a. Yes

    b. Somewhat

    c. No

    d. Don't know

    e. We weren't helped by any service providers

51) Overall, did you feel service providers allowed you enough independence to make your own decisions about your family's situation?

    a. Yes

    b. Somewhat

    c. No

    d. Don't know

    e. We weren't helped by any service providers

52) Overall, did you feel service providers were supporting you in finding long-term solutions for you and your family? (as opposed to just short-term fixes)

    a. Yes

    b. Somewhat

    c. No

    d. Don't know

    e. We weren't helped by any service providers

53) Overall, what was the <u>most helpful</u> trait or attribute of service providers who helped you and your family?

    a. Being patient and persistent (not giving up on me)

    b. Being caring and listening well

    c. Making sure I was accountable/responsible (not letting me get away with things)

    d. Letting me be independent

    e. I wasn't helped by any service providers

Now we would like to ask you a few questions about things that may be challenging now that you have a place to live. We are interested in this information as it will help us make

recommendations to services and government to improve supports for families that have become housed after experiencing homelessness. If you are not comfortable answering a question, you can choose not to submit a response. Now that you have a place to live….

54) Are there any unexpected negative things that have come up for your family? (For example: feeling lonely, not being able to sleep, having to pay taxes etc.)
   e. Yes
   f. Somewhat
   g. No
   h. Don't know

55) Was it hard to get your family's possessions back? (For example: getting things out of storage)
   e. Yes
   f. Somewhat
   g. No
   h. Don't know

56) Is transportation to and from where you're living hard for your family?
   a. Yes
   b. Somewhat
   c. No
   d. Don't know

57) Is it ever difficult for your family to make ends meet? (For example: have enough money for basics like rent, food, clothing, etc.)
   c. Yes, because we don't have enough income
   d. Yes, because we have trouble managing our budget
   f. Somewhat
   g. No
   h. Don't know

58) Has your family ever been at risk of losing your current housing because you didn't have enough money to pay rent?
   a. Yes
   b. Somewhat
   c. No
   d. Don't know
   e. This doesn't apply to us (e.g. my rent is paid for us)

59) Do you find people treat you and your family differently because you were homeless previously?
   e. Yes
   f. Somewhat
   g. No
   h. Don't know

60) Does your family find it hard to interact with your landlord?
   f. Yes
   g. Somewhat
   h. No
   i. Don't know

   j. This doesn't apply to us

61) Has your family ever been at risk of losing your current housing because of issues with your landlord?
   a. Yes
   b. Somewhat
   c. No
   d. Don't know
   e. This doesn't apply to us

62) Does your family find it hard to get the physical health services that you need?
   a. Yes
   b. Somewhat
   c. No
   d. Don't know
   e. We don't need any physical health services

63) Has your family ever been at risk of losing your current housing because of physical health issues?
   a. Yes
   b. Somewhat
   c. No
   d. Don't know
   e. This doesn't apply to us

64) Does your family find it hard to get the mental health services that you need?
   a. Yes
   b. Somewhat
   c. No
   d. Don't know
   e. We don't need any mental health services

65) Has your family ever been at risk of losing your current housing because of mental health issues?
   a. Yes
   b. Somewhat
   c. No
   d. Don't know
   e. This doesn't apply to us

66) Does your family find it hard to get the childcare services that you need?
   a. Yes
   b. Somewhat
   c. No
   d. Don't know
   e. We don't need childcare services

67) Has your family ever been at risk of losing your current housing because of challenges with childcare?
   a. Yes
   b. Somewhat

c. No
d. Don't know
e. This doesn't apply to us

68) Has your family ever been at risk of losing your current housing because keeping your place clean was hard?
   a. Yes
   b. Somewhat
   c. No
   d. Don't know
   e. This doesn't apply to us

69) Do you or your children feel bored now that you have a place to live?
   f. Yes
   g. Somewhat
   h. No
   i. Don't know
   j. This doesn't apply to us

70) Do you or your children feel lonely or isolated where you are living?
   f. Yes
   g. Somewhat
   h. No
   i. Don't know
   j. This doesn't apply to us

71) Have you found it hard at all to create a stimulating environment for your children? (For example: having nice toys, things to do, etc.)
   f. Yes
   g. Somewhat
   h. No
   i. Don't know
   j. This doesn't apply to us

72) Has your family found it hard to disconnect from people on the street or in shelter?
   f. Yes
   g. Somewhat
   h. No, we were never connected to people on the street or in shelter
   i. No, we want to keep our connections to people on the street or in shelter
   j. Don't know

73) Does your family find guest management challenging? (For example: people wanting to stay with you, issues with landlords over people who stay with you, etc.)
   a. Yes
   b. Somewhat

c. No
d. Don't know
e. This doesn't apply to us

74) Has your family ever been at risk of losing your current housing because of guest management issues?
   a. Yes
   b. Somewhat
   c. No
   d. Don't know
   e. This doesn't apply to us

75) Has your family ever been at risk of losing your current housing because of substance use or addictions issues?
   f. Yes
   g. Somewhat
   h. No
   i. Don't know
   j. This doesn't apply to us

76) Has your family ever been at risk of losing your current housing because of violent relationships?
   a. Yes
   b. Somewhat
   c. No
   d. Don't know
   e. This doesn't apply to us

77) For you and your family, what types of things have been most challenging about being housed?
   f. Basic needs challenges (For example: clothing, having enough food, etc.)
   g. Personal challenges (For example: addictions, health concerns, loneliness, etc.)
   h. Challenges with housing-related activities (For example: cleaning, cooking, getting work, interacting with my landlord, etc.)
   i. Relationship challenges (For example: relationships, guest management, etc.)
   j. Did not experience challenges

78) Is there anything we missed, or you would like to share with us?
   c. Yes
   d. No

Appendix B: Resources Consulted

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