

Seeing Housing Risk Earlier: Emerging Data Connections Between Newcomer Services and the Homelessness System



Calgary Homeless
FOUNDATION



Centre for
Newcomers

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S t o r y # 1 :

Family of 5 walked into our office at the Centre for Newcomers.

A mother - heavily pregnant - and her four children, all under the age of 12.

They had arrived in Calgary just one year earlier through the Group of Five sponsorship program....



Who We Are

Centre for Newcomers (CFN)

Providing settlement and stabilization services to newcomers in Calgary since 1989

Key service areas:

- Employment supports
- Settlement services
- Housing assistance
- Services for LGBTQ individuals
- Language & integration programs
- Daycare, Youth programs, Seniors programs

Calgary Homeless Foundation (CHF)

Leading Calgary's homelessness response system with data-driven strategies

Key focus areas:

- Homelessness system coordination
- Prevention & early intervention
- Housing-focused approaches
- Cross-sector data collaboration
- Community planning & investment



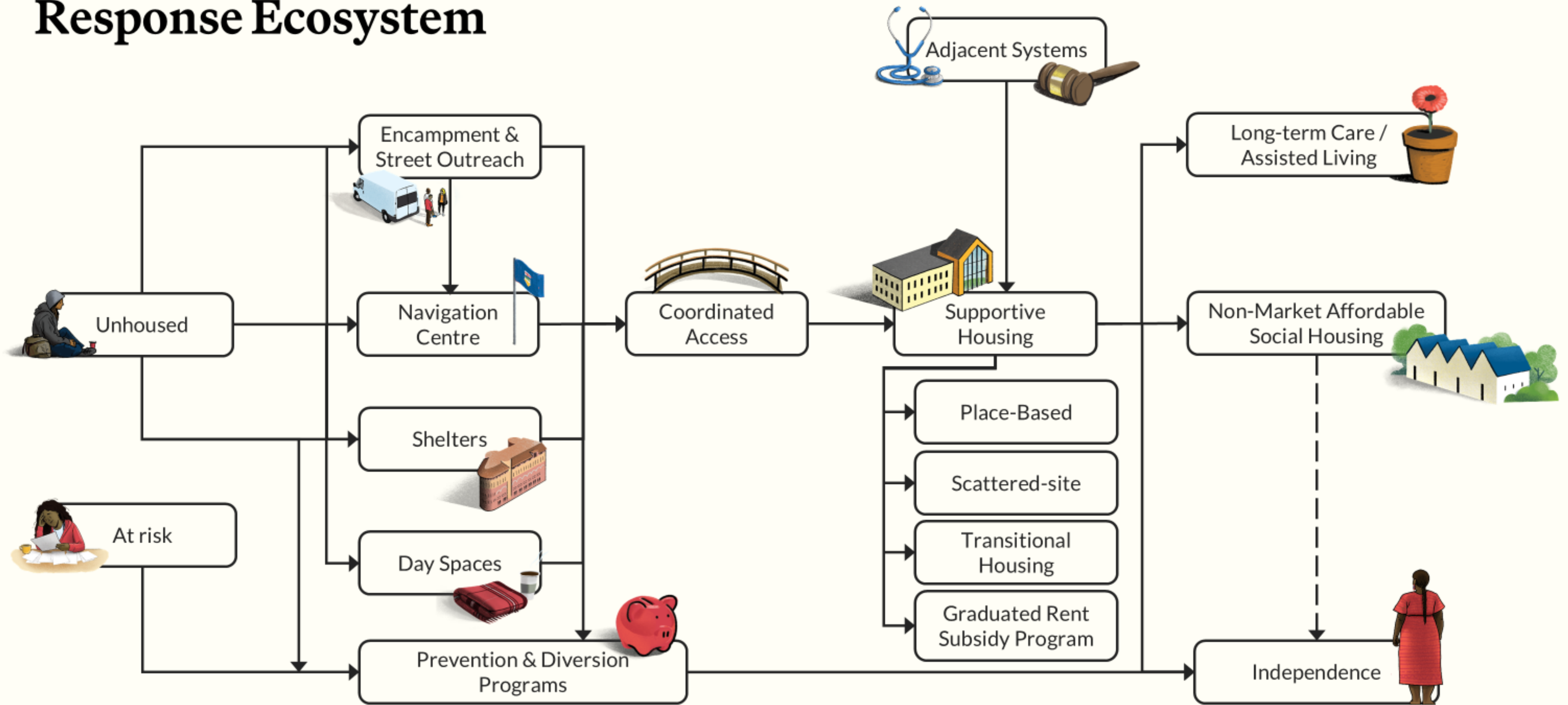
Guiding the fight against homelessness.

Fueled by our purpose, we envision the day when homelessness is rare, brief, and non-recurring — perhaps an episode in someone's life, but never a condition that defines it.

We work in alignment with governments and collaboratively with service providers and community partners, to help translate complex system needs into coordinated, efficient ground-level action that maximizes the impact of every resource and creates lasting pathways out of homelessness.



Homelessness Response Ecosystem



Number of Refugee Claimants in Shelter

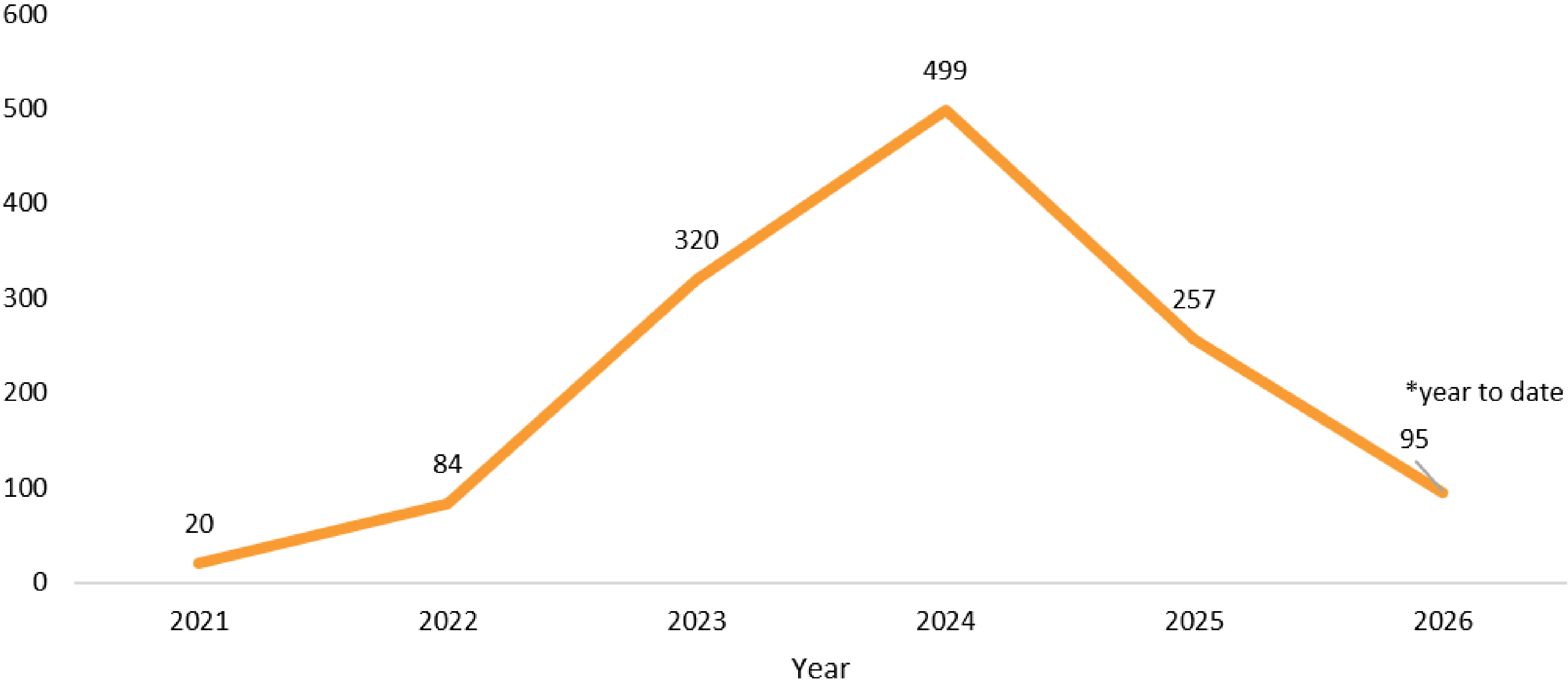


Table 1.1: Citizenship Designations on the CAA Triage List

Citizenship	Number of Individuals
Canadian Citizens	1983
Non-Canadian Citizens	107
Grand Total	2090

Table 1.1: Citizenship Designations on the CAA Triage List

As of January 13, 2026 the vast majority of individuals on the CAA Triage List identify as Canadian Citizens (95%).

Figure 1.2: Citizenship of non-Canadian Citizens on CAA

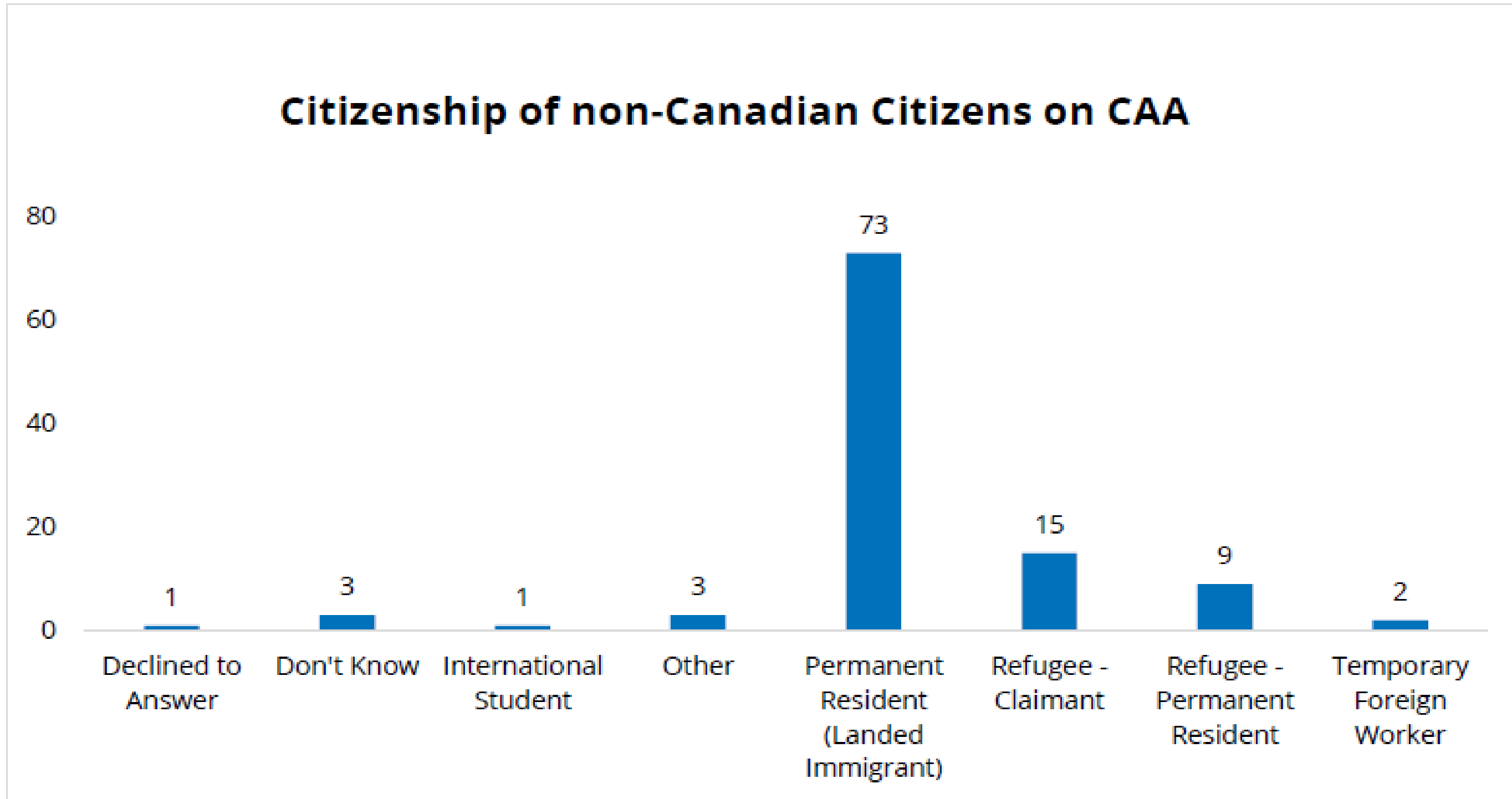


Figure 1.2: Citizenship of non-Canadian Citizens on CAA

As of January 13, 2026, most of the individuals on the CAA triage list who do not identify as Canadian citizens are Permanent Residents.

Figure 1.3: Ethnicity of non-Canadian Citizens on CAA

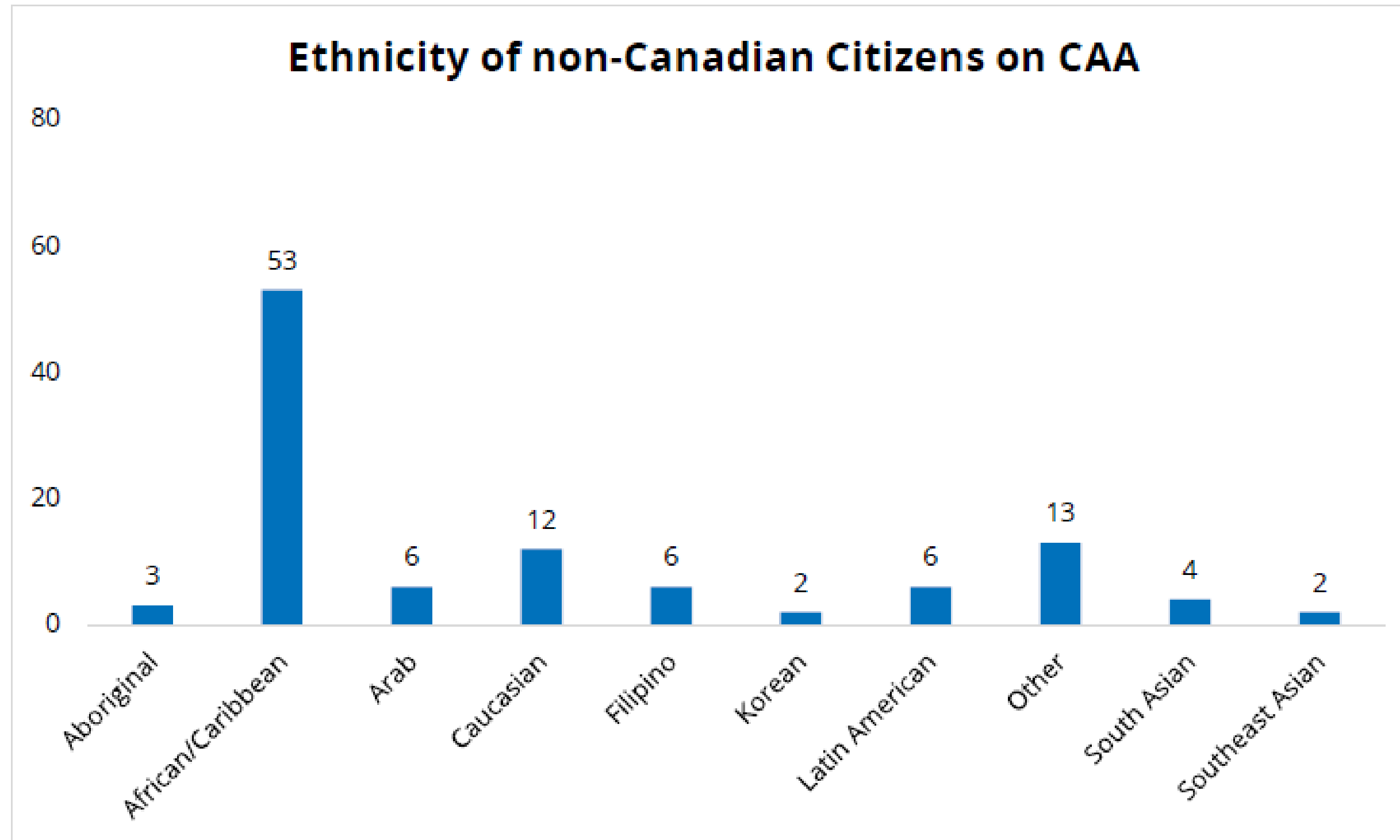


Figure 1.3: Ethnicity of non-Canadian Citizens on CAA

As of January 13, 2026, most of the individuals on the CAA triage list who do not identify as Canadian citizens list their ethnicity as African/Caribbean.

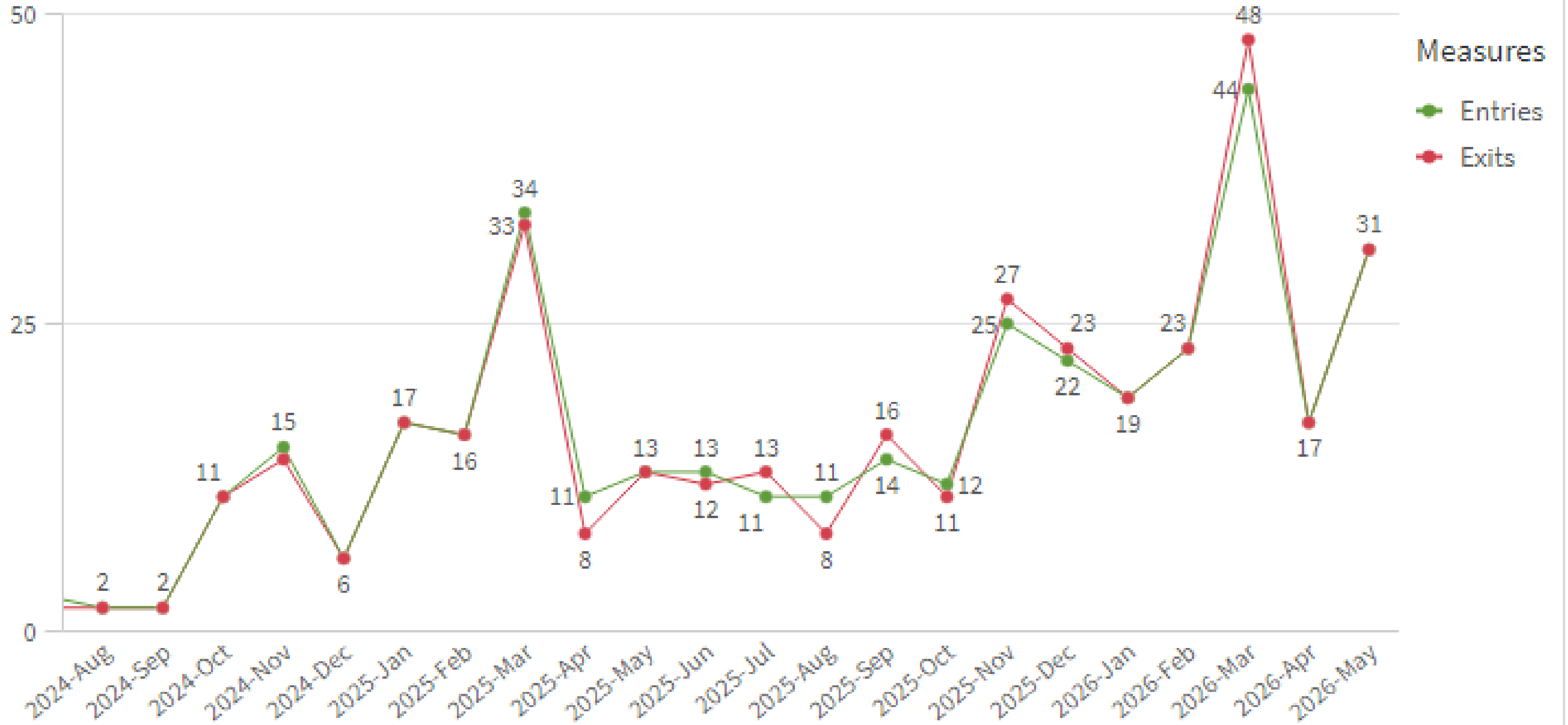
Prevention and Diversion

Recovery-Oriented financial support program supports newcomers at risk of homelessness, including refugee claimants, 2SLGBTQ+ individuals, racialized communities, women fleeing domestic violence, and persons with disabilities. The program provides targeted financial assistance through short-term rent subsidies to help clients secure and maintain stable housing. CFN's approach goes beyond financial support by offering comprehensive wraparound services that address the multiple barriers newcomers may face. These supports include food security assistance, employment services, transportation support, housing navigation, and social-emotional wellbeing services. This holistic model provides immediate housing stabilization while equipping clients with the resources and skills needed to achieve long-term self-sufficiency.

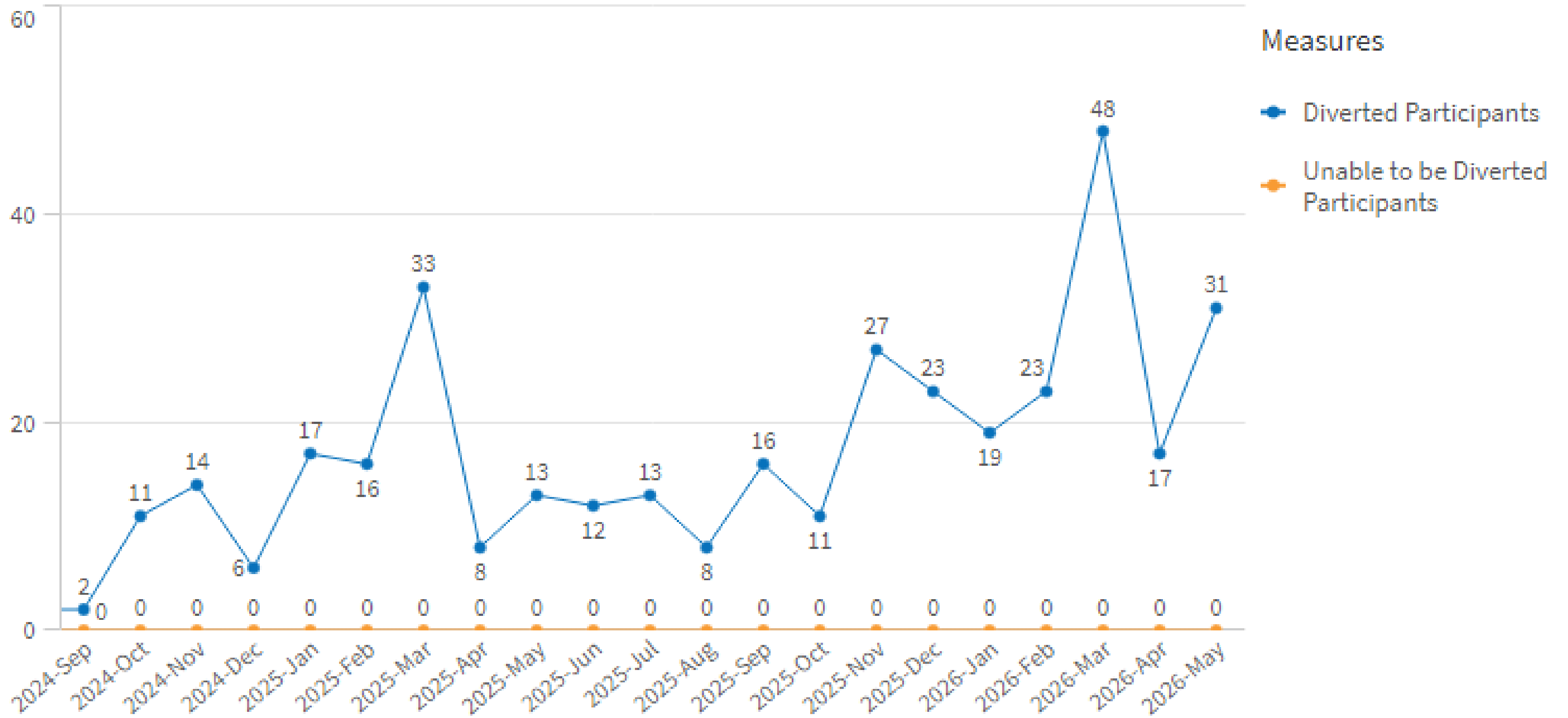
CAA Considerations

- ✓ Suggested program type: P&D
- ✓ Complexity: Low
- ✓ Criteria: Newcomers at risk of homelessness
- ✓ Program accessed through the agency

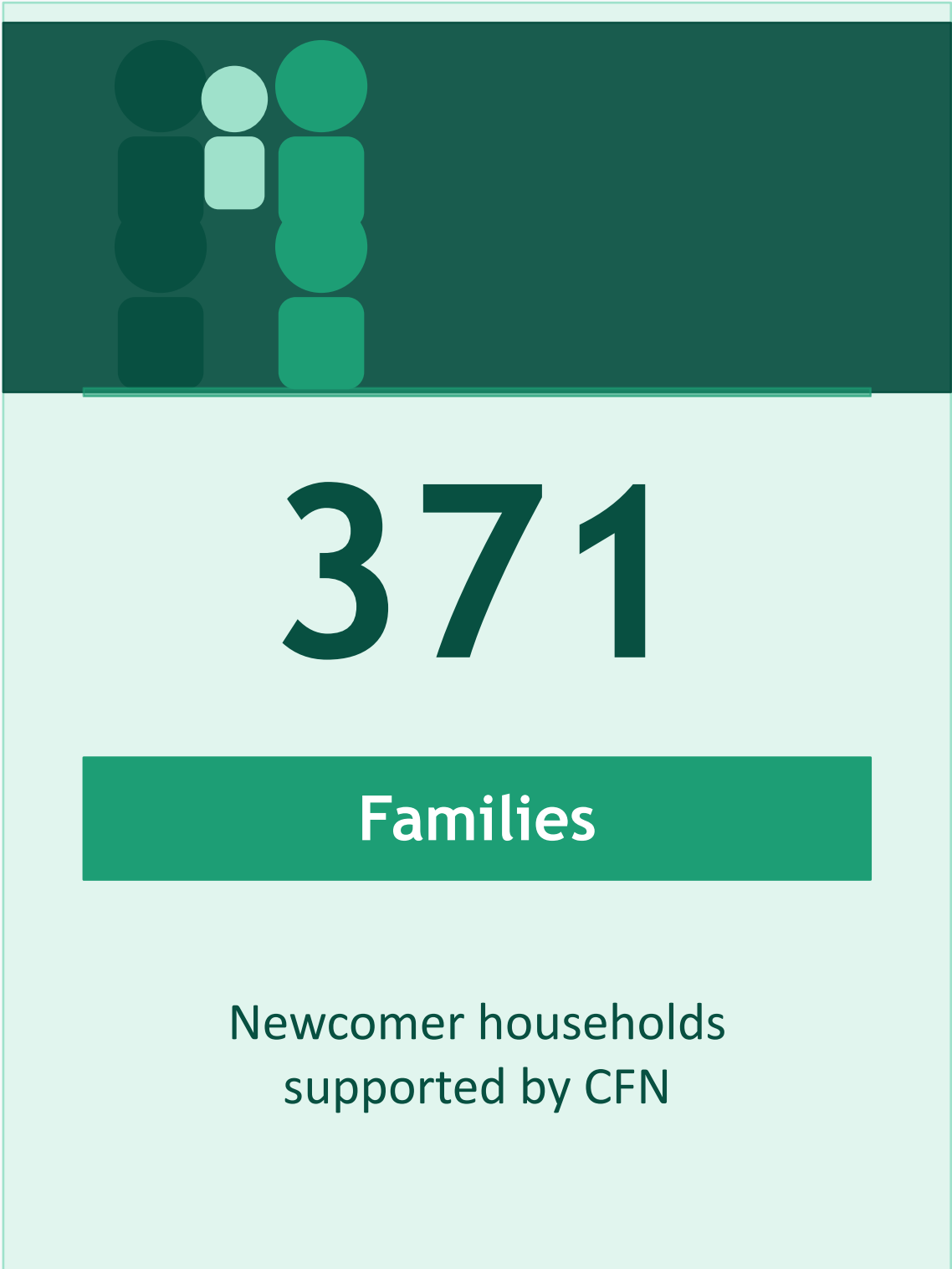
#Entries/Exits



#Diverted vs Unable to be Diverted Participants



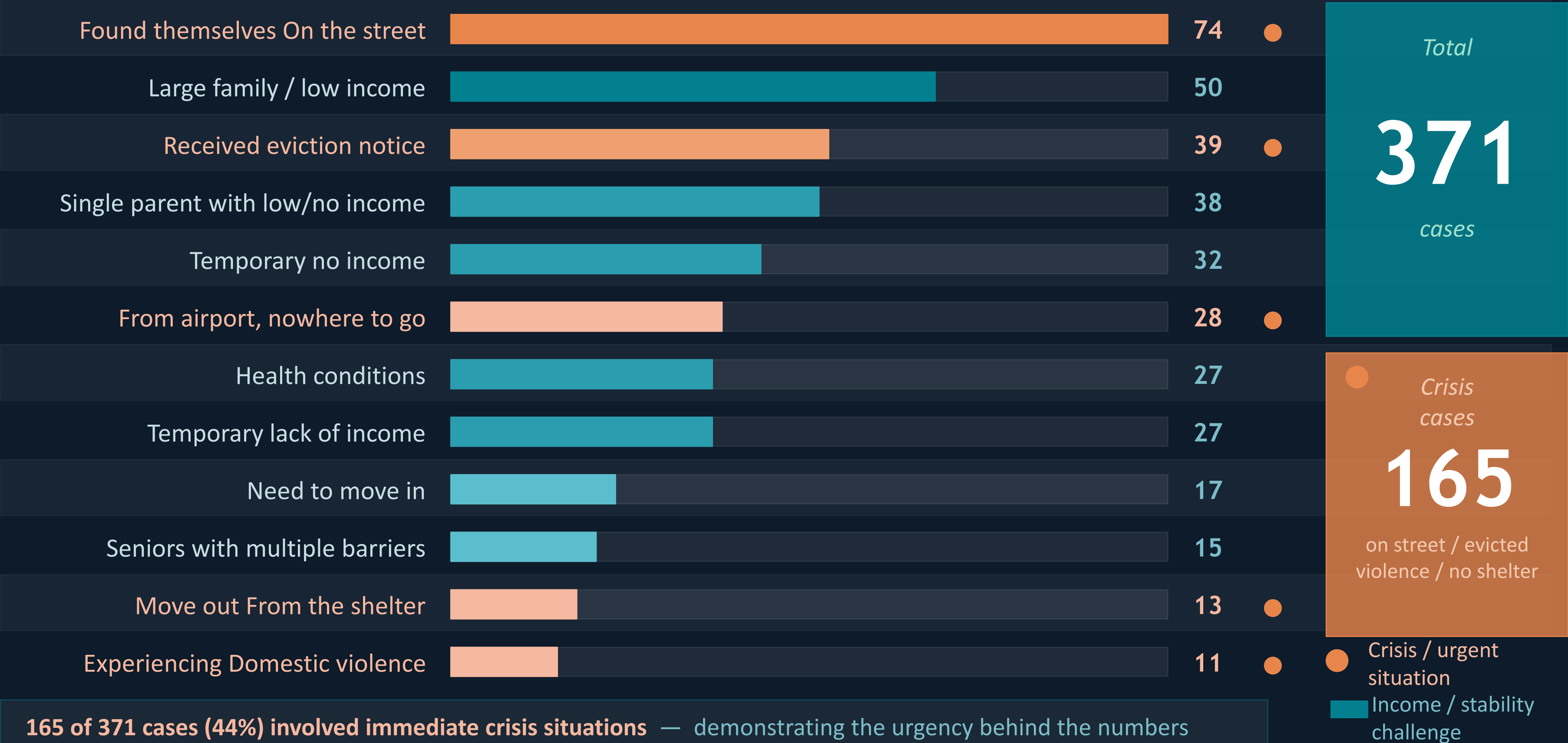
The Families Behind the Data



Avg. 3.3 members per family · 52% of all members are children · **Every number is a person who needed support**

Why Families Needed Financial Support

Reasons for financial assistance requests — CFN newcomer families

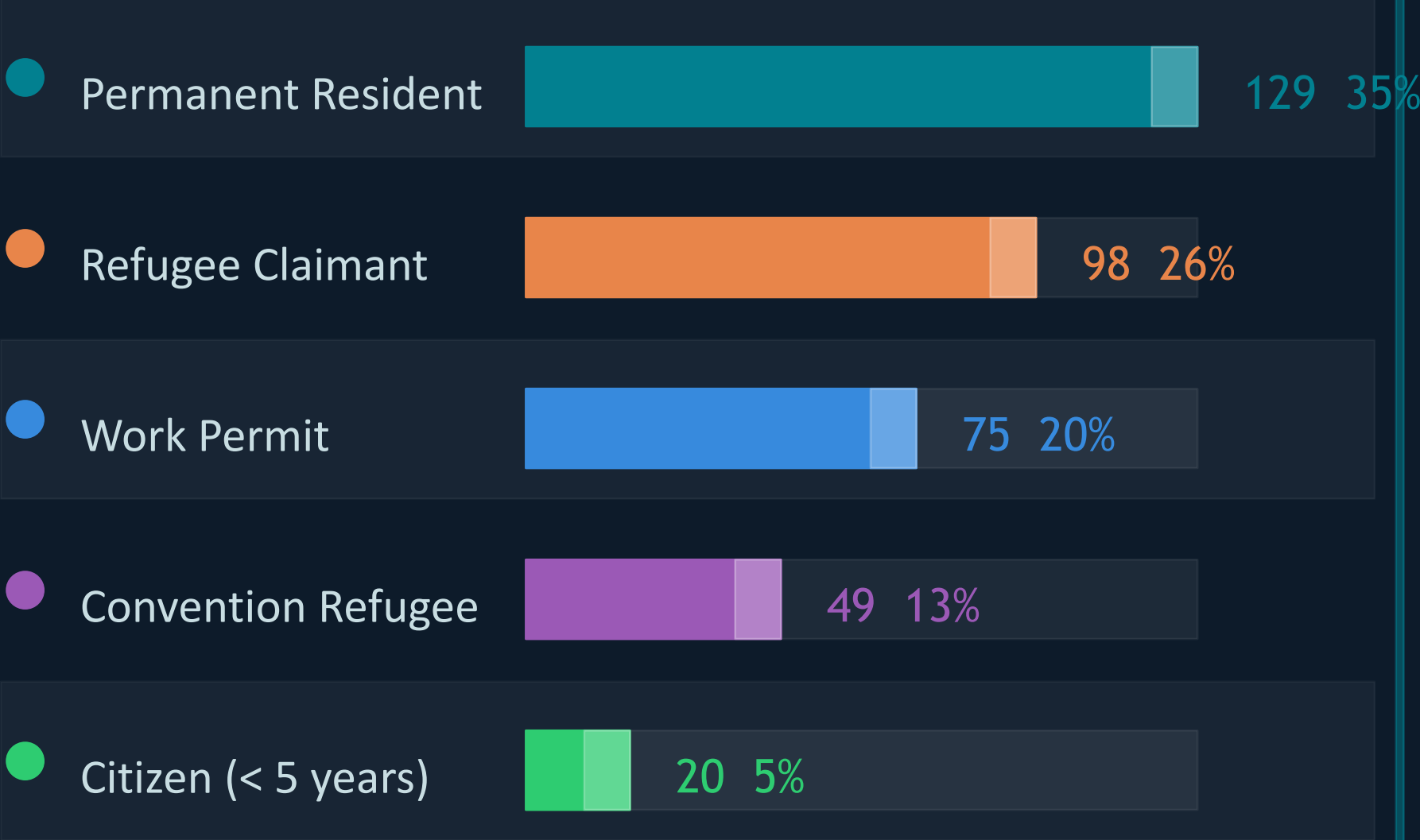


165 of 371 cases (44%) involved immediate crisis situations — demonstrating the urgency behind the numbers

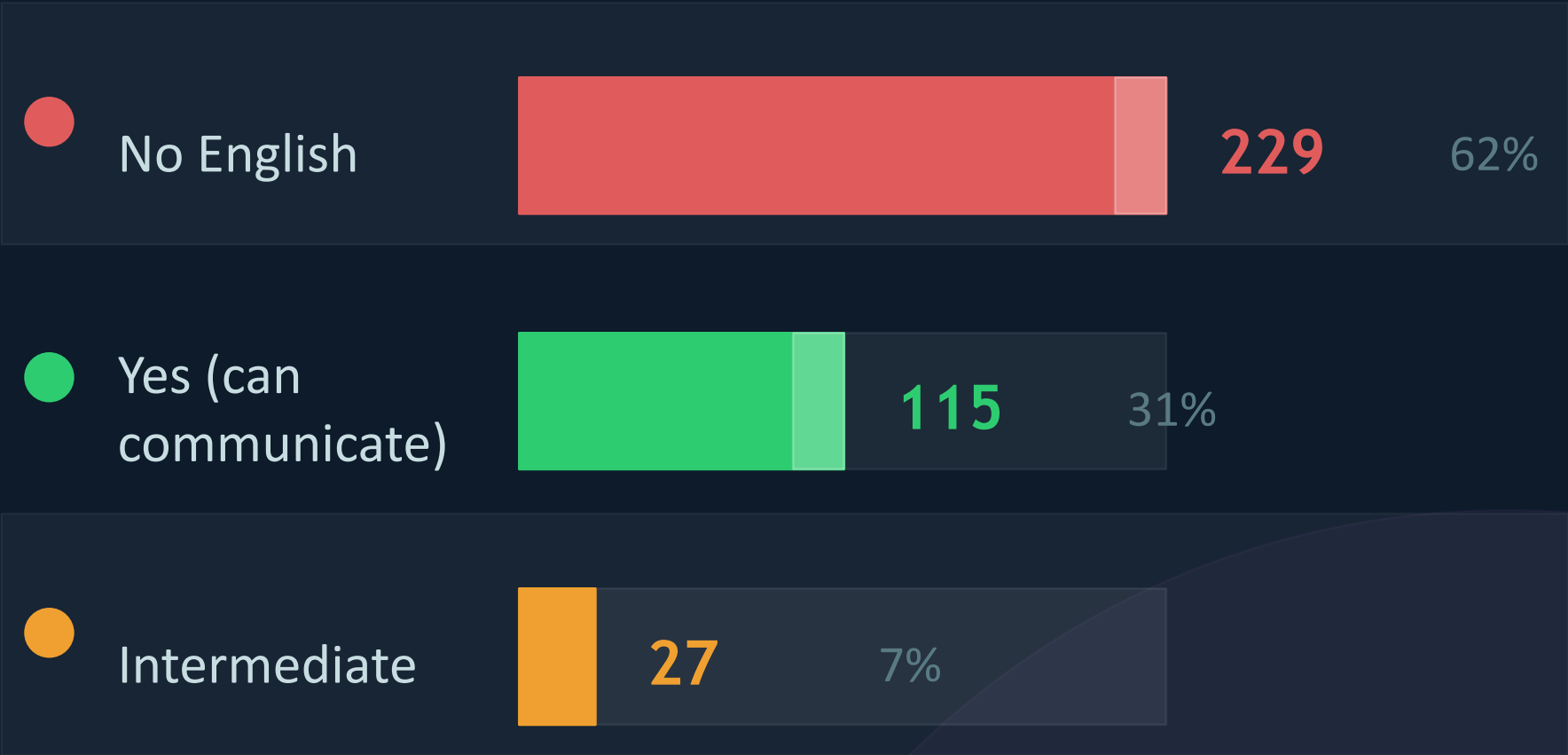
Households by Immigration Status & English Proficiency

Newcomer households receiving CFN financial support • 371 total households

Immigration Status



English Language Proficiency



62% of households have no English — language access is the frontline barrier

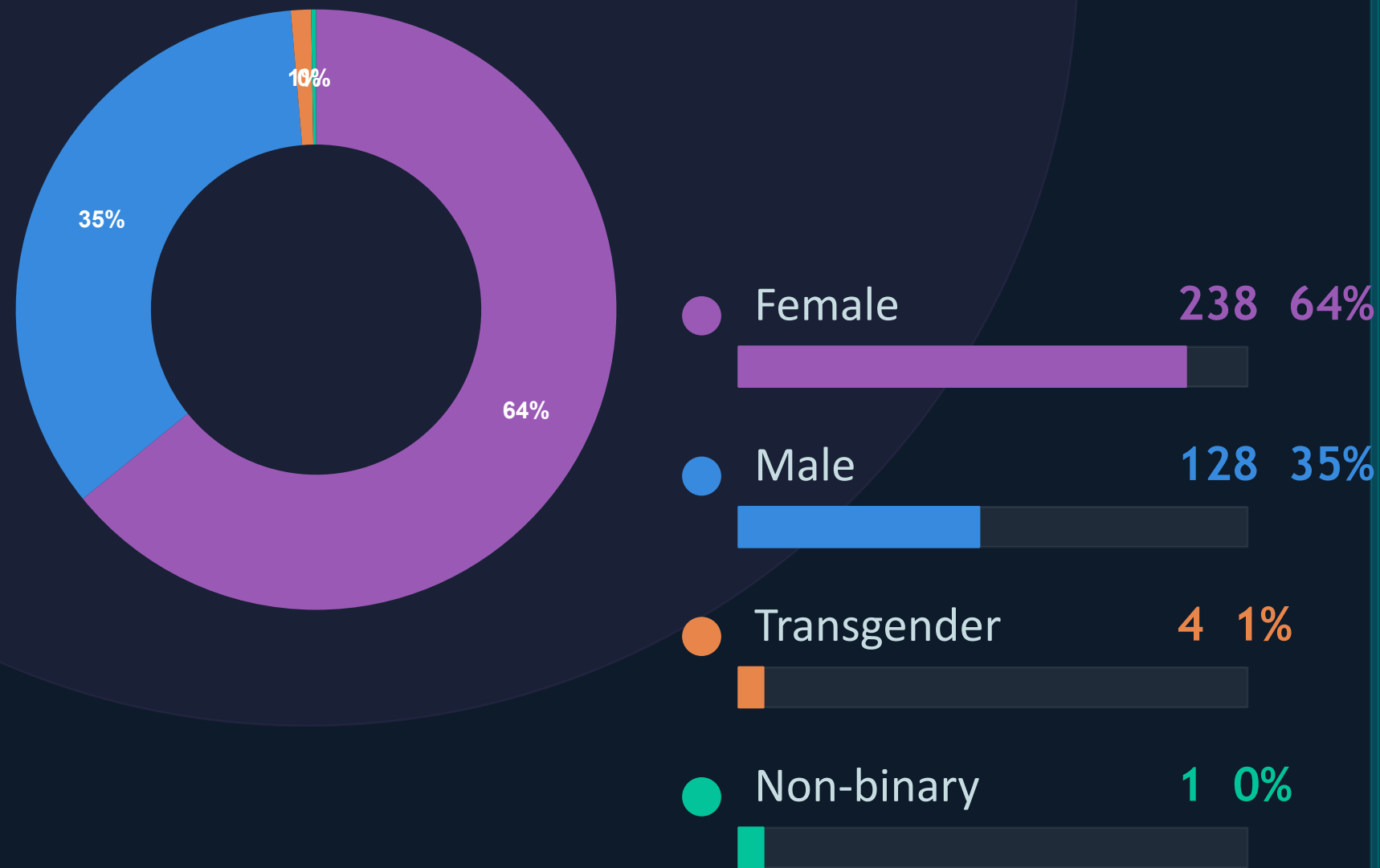
40% are refugees or claimants • **62% have no English** • Compounding vulnerabilities that demand cross-sector coordination

Who We Served — Demographics

Gender identity and ethnicity of newcomer households receiving CFN support

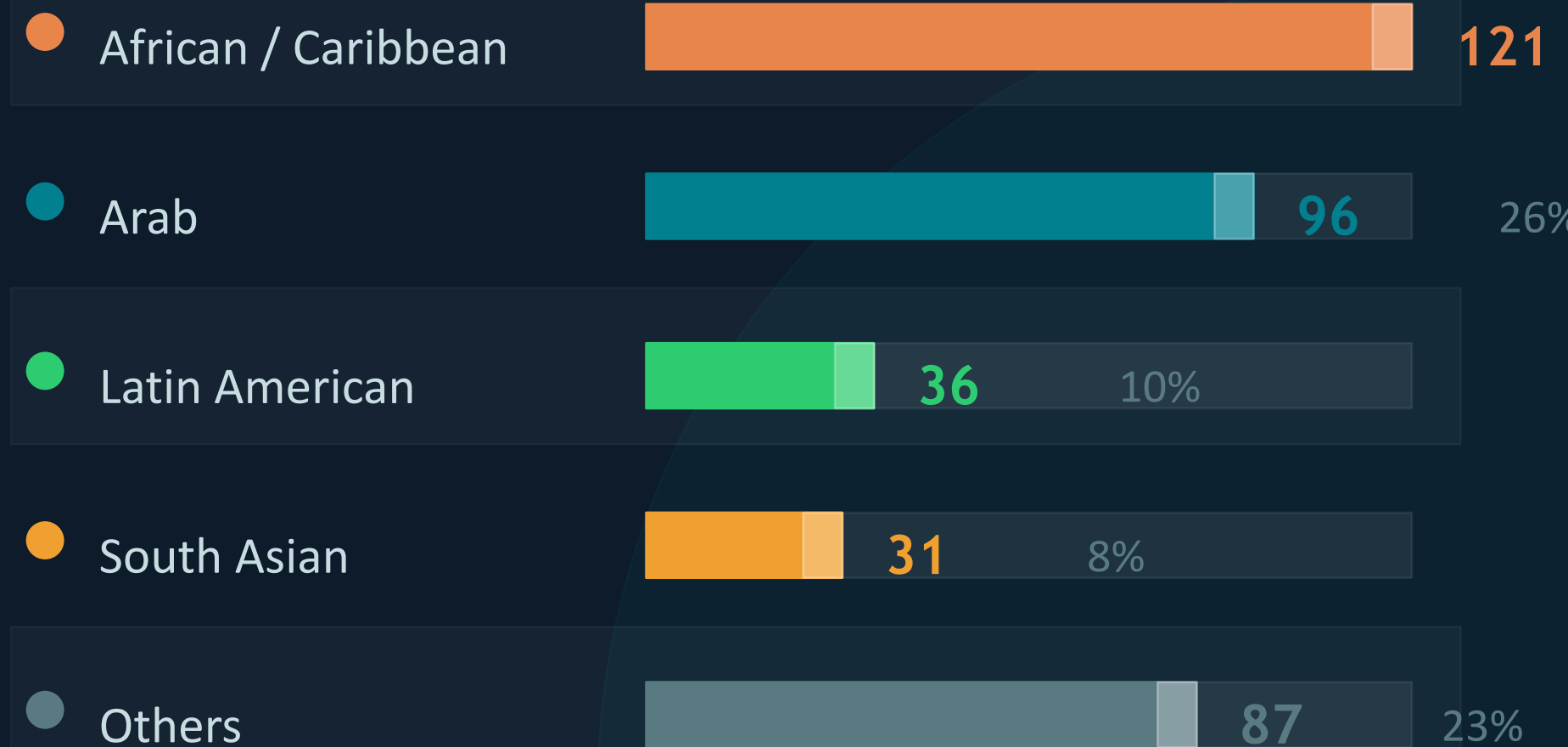
Gender Identity

371 respondents



Ethnicity

371 respondents



64% female-led households · 33% African/Caribbean — largest ethnicity group · Diverse communities with compounding barriers

The problem our data helped us see

CFN supports
over 40,000
clients each year

Many are
not in crisis
yet

But are quietly
at risk due to:

- income gaps
- benefits delays
- limited rental history
- language barriers
- system navigation challenges

**Our data
showed:**

**Housing
instability
often
appears first
in non-
housing
programs.**

Early Warning Signals in CFN Data

These CFN settlement service indicators are emerging as upstream predictors of housing instability:

Employment Barriers

Persistent unemployment or underemployment leading to income instability and inability to secure housing

Temporary Accommodation Use

Reliance on short-term or transitional housing arrangements indicating lack of stable long-term options

Benefits Navigation Barriers

Difficulty accessing income support, disability benefits, or government assistance programs

Documentation Gaps

Missing or delayed identity documents preventing access to housing, employment, and services

Repeated Service Referrals

Clients cycling through multiple services without stable resolution - a sign of unmet underlying needs

Risk Indicators:

Domestic violence or safety concerns, Legal aid referrals related to separation or divorce, Family breakdown resulting in financial instability, End of sponsorship creating increased housing and financial risk

A newcomer family from Ukraine with four children became at risk of homelessness after the father - the family's only income earner - lost his job. The mother stayed home caring for the children, and both parents faced significant language barriers. Early warning signs included financial stress, repeated service referrals, and difficulty covering rent and basic needs. Through coordinated support, the family was connected to stabilization resources before the situation escalated into homelessness.

Cases where early intervention prevented homelessness

A single mother from Sudan with three children began falling behind on rent while attending LINC classes to improve her English and employment opportunities. Limited income, childcare responsibilities, and the rising cost of living increased the family's housing vulnerability. Early intervention and coordinated support helped connect the family to rental assistance, income supports, and housing stabilization resources before eviction occurred.

A family of four from India, including a baby, was facing housing instability in Calgary. The mother is not working due to childcare responsibilities, while the father works part-time as an Uber driver but has been limited by health issues. They are behind their rent and on the edge of eviction notice.



What data we actually use:

Intake and internal referral data

External referrals: from the shelters,
Calgary airport, social workers,
community workers, hospitals etc.

Temporary accommodation data
usage / Average # of stay

Case notes / Risk indicators

Length of housing search

The Insight Behind the Numbers

Key lessons from CFN & Calgary Homeless Foundation

01 ✓

Housing risk doesn't only appear in housing programs

Warning signs surface weeks or months earlier — in settlement services, benefits navigation, and income support requests.

02 ✓

Prevention data lives in settlement & newcomer services

CFN's service data contains upstream signals that, when connected to the homelessness system, enable earlier identification.

03 ✓

Small indicators, combined, can trigger early support

No single flag predicts crisis — but repeated referrals, documentation gaps, and income instability together tell a clear story.

04 ✓

Data sharing between teams improves results

When referrals become more targeted, timely, and effective — and families get help before the crisis.

05 ✓

Stabilization supports are homelessness prevention

Benefits access, housing grants, and help to secure employment are not just settlement tools — they are the front line of homelessness prevention.



What is next for Prevention and Diversion on a system level?

- Increased investment in prevention and diversion programs in F27
 - 6 Adult programs
 - 1 youth program
 - 2 family programs
- The introduction of a new prevention and diversion assessment
- Robust analysis of P&D data to identify trends and target funding to meet the needs of the community





**S t o r y # 2 :
F a m i l y o f 5
f r o m
V e n e z u e l a**

Nuestra historia como recién llegados a Calgary Llegamos a Canadá en septiembre 2025 con muchas ilusiones, pero también con las incertidumbres propias de comenzar una nueva vida en otro país. Nuestra llegada fue a Montreal y, desde allí, emprendimos un viaje por carretera hasta Calgary...



Thank you

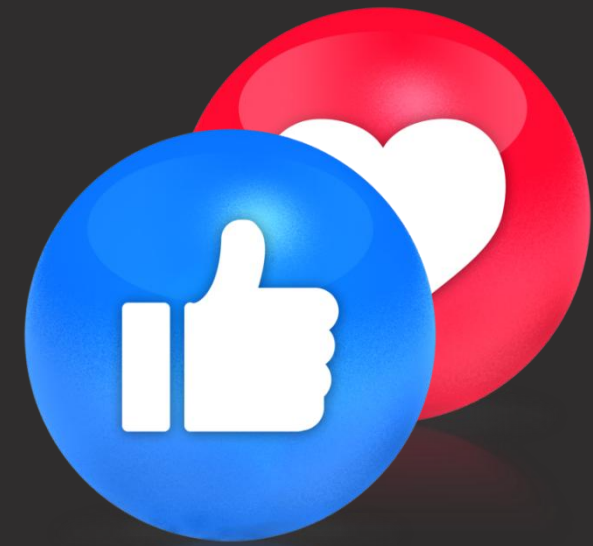
QUESTIONS?



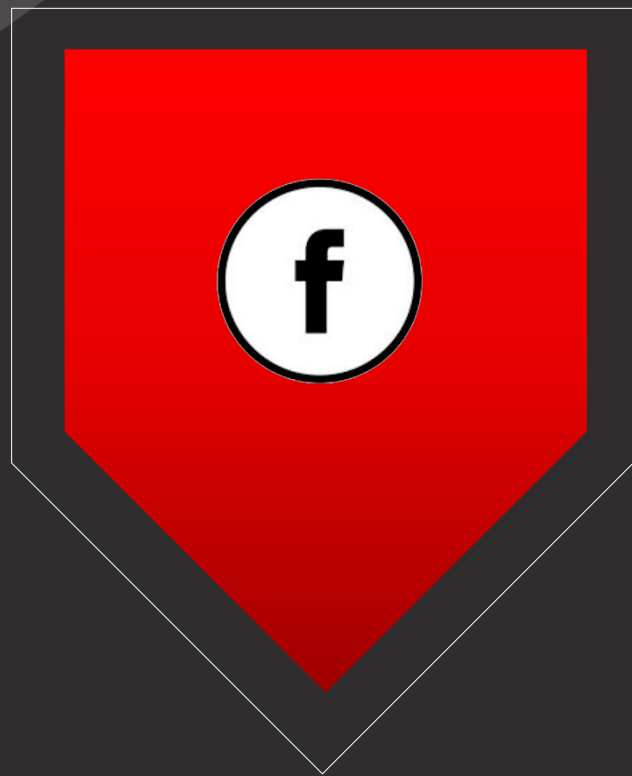


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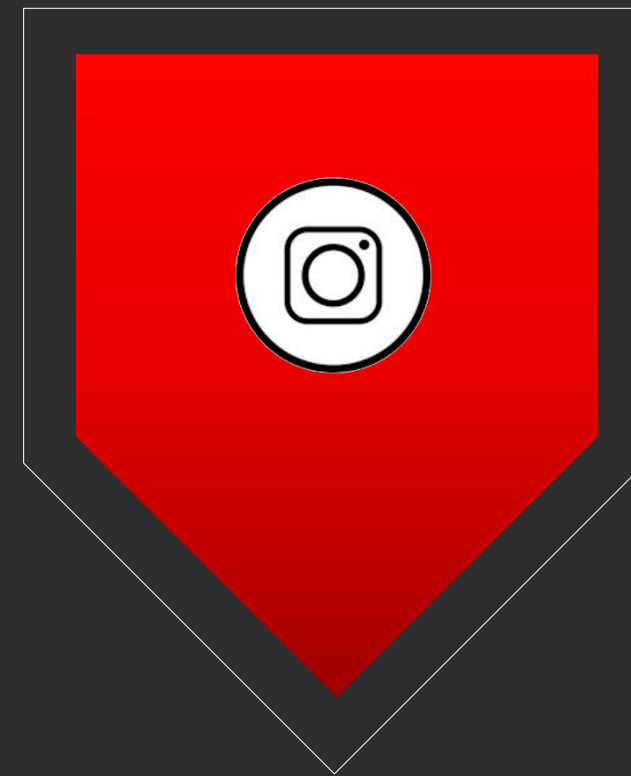
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