GIVING VOICE…

Peterborough's 2016 Point-in-Time Count of Homelessness

United Way
Peterborough & District
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Giving Voice…

For 75 years our singular priority as United Way of Peterborough & District has been to ask ourselves: what does our community need and how do we collectively respond to those challenges with conviction and hope? All while bringing together resources, goodwill, and a strategic promise to effectively invest time, money, and voice to ensure equal opportunity for all to build a better life.

Homelessness is a pressing concern for many Canadians. The question of 'Why" resonates across this country -- from the deep concern that arises when you pass someone who is homeless and living on the street to the despair and hopelessness felt by the person who is struggling to find a safe and affordable place to stay. We all ask "what can be done" or even more boldly "what must be done?"

Our community… our home… Peterborough has a strong and honourable history of actively responding to the needs of our homeless neighbour and is reflected in the work of numerous agencies, advocates, and coalitions. Indeed there is an ever evolving political will - federally, provincially and municipally - to address our shared concern for the homeless. The simple truth is we all suffer when homelessness exists in our communities. This report calls us – all of us – to deepen our community wide effort to address this issue and to truly hear and listen to the voice of those who are impacted by this issue on a daily basis.

It is time to ask ourselves what it might take to end homelessness in Peterborough. What approaches are needed? How do we involve the entire community in this work? How do we build on and enhance the tireless attention to this issue that so many committed people have championed for years? And finally how will we measure progress?

To that end the Point in Time Count is the starting point on this journey. We must continue to gather together comprehensive information, in a statistically rigorous manner, and consistent with similar communities across the country from those who are homelessness. Giving Voice….Peterborough`s 2016 Point-in-Time Count of Homelessness is a snap shot of homelessness in our community. This report serves to inform and perhaps to guide and indeed to provoke collective action based on the voices of those most affected.

Certainly, this undertaking was not United Way's alone. Throughout this report you will see acknowledgement of thought leaders, advocates, and organizations concerned about homelessness – all whom supported this undertaking. I would like to draw special attention to the efforts of Dorothy Oliver, Chair of the HPS Community Advisory Board, Lisa Smith Director of Philanthropic Impact, and Erica Richmond, PiT coordinator. The collaborative-ness, energy, and aplomb in this inaugural undertaking was inspiring.

Finally, dare we say "we can end homelessness in Peterborough"

Jim Russell B.S.W., M.S.W.
Chief Executive Officer

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Introduction

On March 22nd, 2016, 46 volunteers and over 10 community partners came together to conduct the very first Point-in-Time (PiT) Count in Peterborough. By being a designated community of the Government of Canada's Homelessness Partnering Strategy (HPS), Peterborough received funding to conduct, and take part, in the first nationally coordinated PiT Count.

A PiT Count is a strategy to help determine the extent and nature of homelessness in a community on a given night, or at a single point in time. It aims to enumerate individuals who are staying in homeless shelters, temporary housing, or unsheltered locations (example on the streets, in parks), and provides a snapshot of homelessness in a community.

To prevent and reduce homelessness, it is important to understand who is being affected. In addition to providing a number of homeless individuals, a PiT Count also collects information on the characteristics of the homeless population (example: age, gender, Aboriginal identity). This information can be used by the community to gain a better understanding of the local context, support local planning, identify community priorities, and assist with service mapping.

From coast to coast, homelessness is a significant concern across Canada. It is estimated that over 35,000 Canadians experience homelessness on any given night (1). Like many other Canadian communities, Peterborough's housing and homelessness service system has both strengths and challenges.

Strengths:	Challenges:
☺ In 2015, eleven renter households got help with a down payment to buy a house through the Homeownership program, including one Habitat for Humanity partner family. (2)	☹ The waitlist for social housing consistently hovers around the 1,500 mark. (2)
☺ Funding and incentives from all three levels of government were combined to get approval for the development of 43 new units of affordable housing. (2)	☹ 57% of workers have incomes that fall below the level necessary to afford basic everyday expenses and have a decent quality of life. (4)
☺ Since the implementation of a Housing First program model, eight people who had been chronically homeless have moved to permanent homes with supports to keep them housed. (2)	☹ The Housing Resource Centre currently has 670 people on its waitlist for rent supplements. 1131 of those households are considered in urgent need (example: they are homeless or at imminent risk). (2)
☺ The Housing Stability Fund (HSF) provided emergency funding to households needing help to pay last month's rent, rent arrears, utilities arrears, and moving expenses. A total of 3, 434 HSF payments were made in 2015 through Social Services and the Housing Resource Centre. (2)	☹ The median income of one-maintainer households is $29,665 – all those below the median cannot rent a one-bedroom apartment affordably. (2)

Introduction

Peterborough PiT Count Objectives

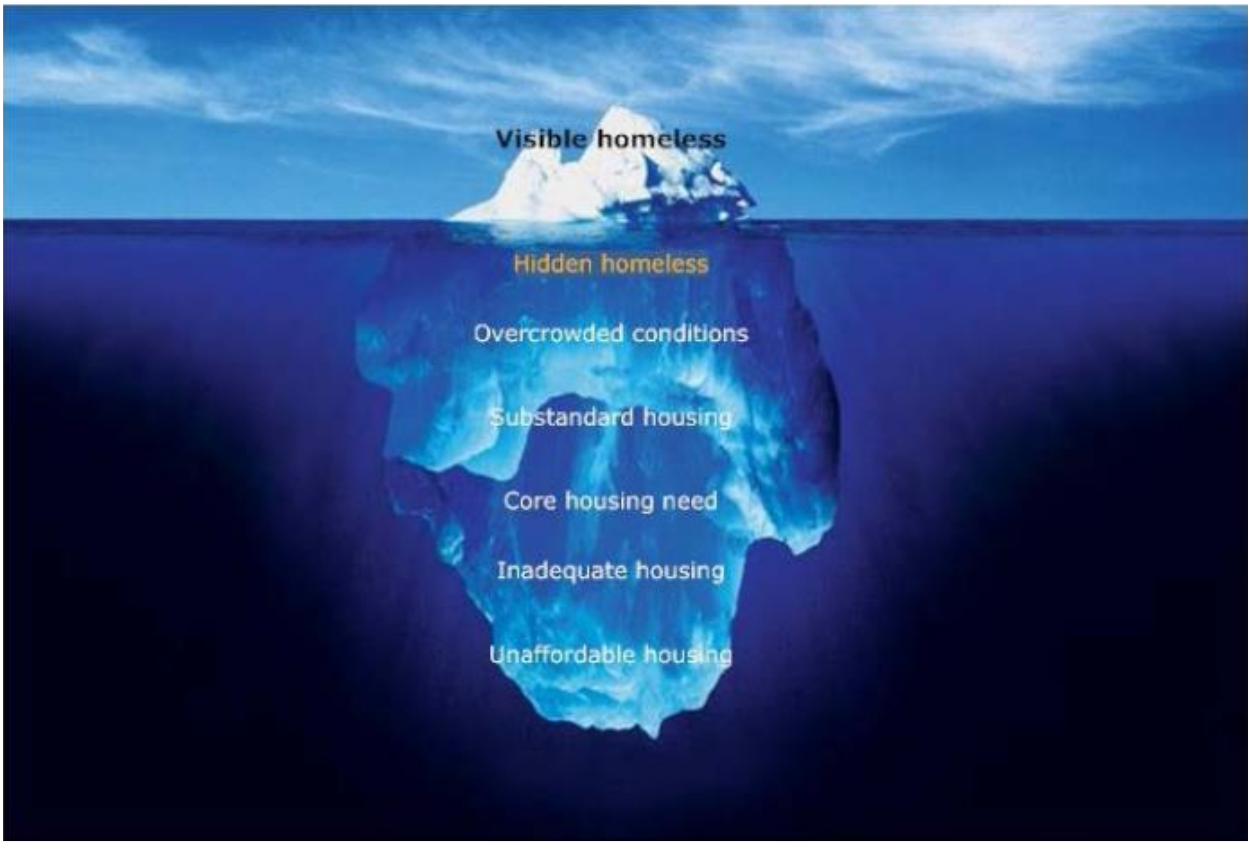
The primary objectives of the Peterborough PiT Count are:

1. To connect with as many people as possible who are experiencing homelessness in our community.
2. To understand the scope and need based on captured information and characteristics of the homeless population.
3. To ensure that the information collected is distributed to all change-makers and stakeholder in our community to guide future planning and resource development.

Limitations

Despite the numerous benefits of conducting a PiT Count, there are some limitations.

It is important to interpret the findings carefully as it is impossible to capture everyone who experiences homelessness in a community. The Precarious Housing Iceberg Paradigm figure below demonstrates that only one segment of the homeless population is visible and they are just the tip of the iceberg. PiT Counts are limited in their ability to capture those who experiencing hidden homeless below the waterline. These individuals include those at risk of housing loss, people living temporarily with others, and those who are living in substandard or overcrowded conditions. Further, by focusing on a single night, the count will not include some people who cycle in and out of homelessness. As such, a PiT Count should be considered a **minimum** number of individuals experiencing homelessness in a community.



Precarious Housing Iceberg Paradigm [2]

Introduction

As part of the HPS regulations, the Peterborough PiT Count was to take place on a single day between January 1 and April 30, 2016. However, it is known that shelter usage is generally about 10% higher in the winter [(2)] and employment in Peterborough tends to be seasonal [(3)].Therefore homelessness may look different at different times of the year.

The PiT Committee worked with very tight timelines to ensure all requirements were fulfilled. According to the proposed timeline in the PiT guidebook, the PiT Coordinator should be hired and community engagement begun a minimum of four months prior to the event but in Peterborough, this was not possible until two months from the date of the Count. Multiple attempts were made using generic methods to engage other communities in the County, Aboriginal communities and school boards, however time did not permit more thorough engagement strategies and therefore their participation in the Count was minimal.

Acknowledgements

The Peterborough Point-in-Time Count (PiT) would not have been possible without the generous support of many dedicated community members. First of all, we give our sincere thanks to the 100 people who agreed to be interviewed for this year's PiT Count. Thank you for trusting us with your personal information and for sharing your stories. Your experiences will shape the way in which we respond to your needs and the needs of others also experiencing homelessness in our community and across Canada.

We applaud the 53 volunteers who gave so generously 302 hours of their time and energy to support the Peterborough PiT Count. A special thanks to Mark Woolley for his invaluable assistance with developing the street maps for our volunteers to follow with ease. Thanks to Merritt Home Hardware for providing our survey supplies at such a low cost and to Parkhill Domino's Pizza for keeping our volunteers well-nourished during the day and night of the Count.

Data analysis and graphic design support were generously provided by the City of Peterborough.

We are grateful for the 3 emergency shelter providers, 1 violence against women shelter, 1 winter warming room and 2 meal programs who participated in this year's Count. Brock Mission, Cameron House, YES Shelter for Youth and Families, YWCA Crossroads, The Warming Room, Lighthouse Community Centre and One Roof Diner: we thank-you for this and for your ongoing support of the homeless population in Peterborough.

The success of the PiT Count could not have been possible without the PiT Steering Committee members (see Appendix A for a list of committee members) and their ongoing guidance and support throughout the project.

This project was funded by the Government of Canada's Homelessness Partnering Strategy (HPS) through the United Way Peterborough & District.

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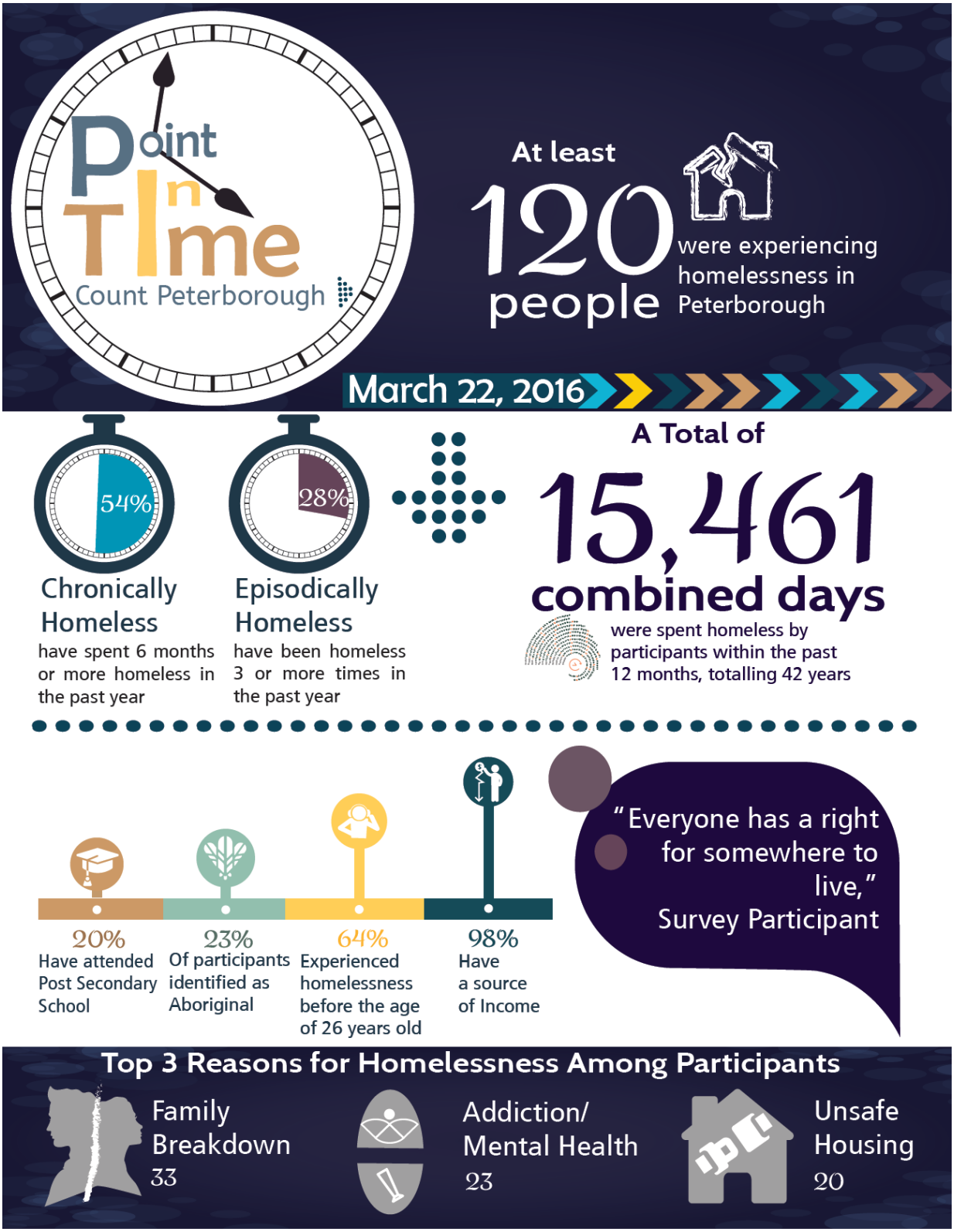
Key Findings



Point in Time Count

Peterborough

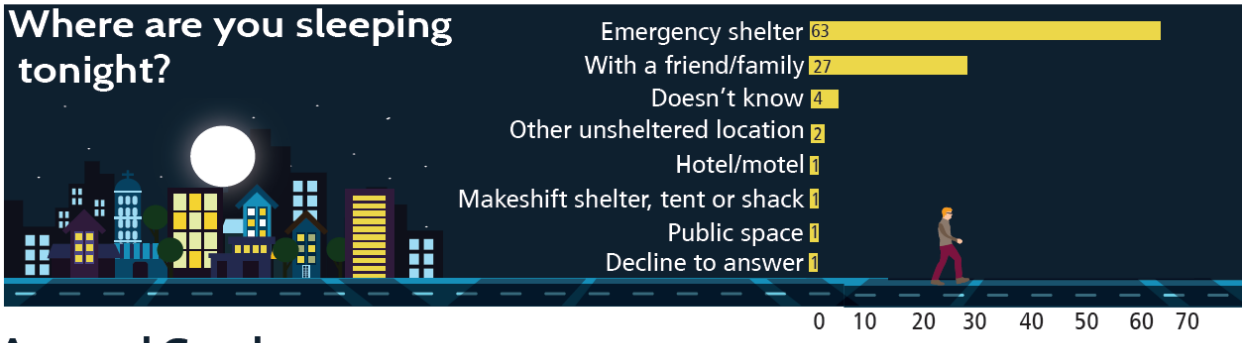
On March 22, 2016, 46 volunteers including 13 team leaders conducted a homelessness count in Peterborough over the course of 14 hours...

255 people were approached

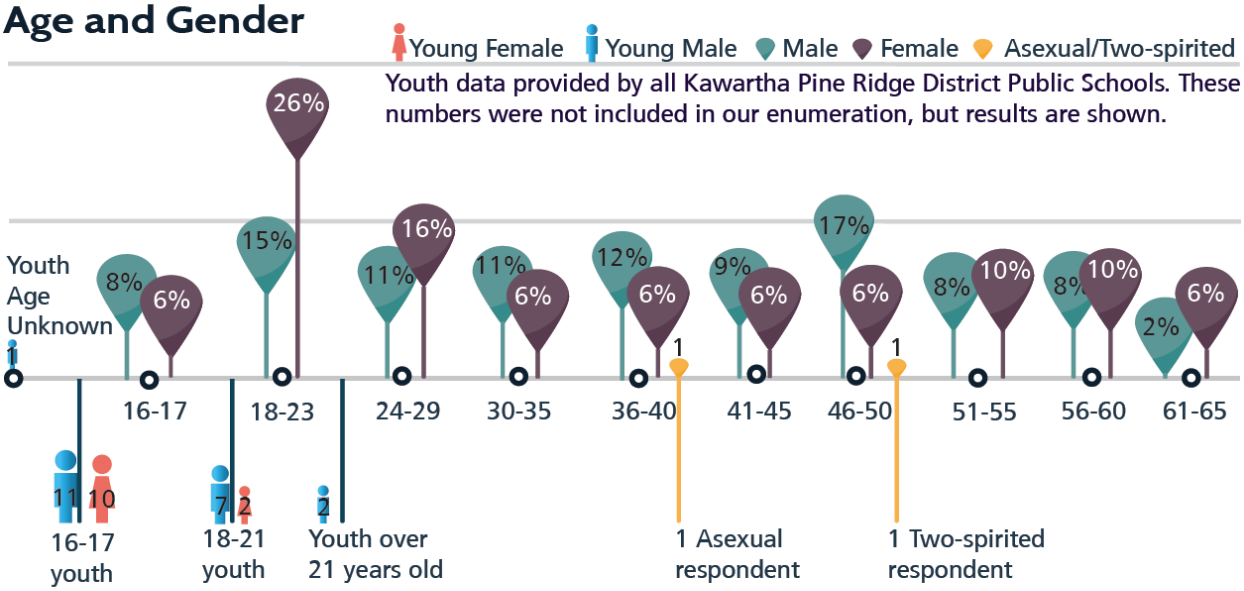
100 surveys were completed

100% everyone reported wanting housing

Where are you sleeping tonight?



Age and Gender



View the full 2016 Point-in-Time Count report on line at uwpeterborough.ca

United Way Peterborough & District 75 Years of Caring

Canada

City of Peterborough

Methodology

Steering Committee

A PiT Count Steering Committee was formed at the very beginning of this process to provide guidance throughout. This committee of local stakeholders, guided by the PiT Count Coordinator, developed a local approach and provided input throughout the implementation of the Count. Sector representation on the committee included the City of Peterborough, Victoria Order of Nurses 360° Nurse Practitioner Led Clinic, Four Counties Addiction Services Team, United Way of Peterborough & District, and YES Shelter for Youth and Families. Refer to Appendix A for full list of committee members

Community Consultation

Prior to the Count, there was community consultation. This took form in a Community Think Tank lunch meeting held on February 4th at the Peterborough Health Unit which was attended by local community agencies, advocates and people with lived experience. An introduction to the PiT Count was provided and themes were discussed including potential challenges and solutions, honoraria suggestions, how to keep relevance to local environment and locations where we might find those experiencing homelessness. The PiT Count Coordinator later attended various individual meetings with local stakeholders. The PiT Count was also discussed at the Homelessness Support Services Coordinating Committee and the Affordable Housing Action Committee.

Survey Development

The committee collaborated to review survey requirements and chose additional questions based on community needs. Included in the survey were 12 questions which were mandatory as per HPS guidelines. The community chose an additional 11 questions developed by the Canadian Observatory of Homelessness. In addition, one local question was designed by the Committee. Full survey is available in Appendix B.

Volunteer Management

Volunteers were recruited on-line via media and email requests to local agencies. They came from a variety of backgrounds including students, concerned community members, advocates and people with lived experience. Team leads were chosen by the Steering Committee and included those with proven experience engaging with vulnerable individuals and an ability to supervise volunteers.

All volunteers were required to attend a 2-hour training sessions presented by the PiT Count Coordinator. There were two sessions available, both held at the Peterborough Public Library: March 10th 2-4pm and March 15th 6:30-8:30pm. Training material covered topics such as a brief overview, what to expect and how to prepare and how to safely manage challenging behaviours. The survey was reviewed question by question and volunteers were provided time to practice survey delivery in small role-playing groups. Comfort level with survey questions and ability to administer survey in a respectful manner was emphasized. Release forms and agreements of confidentiality were provided and volunteers would not be permitted to participate until each were signed.

Feedback and Debrief Sessions

Following the Count, volunteers were asked to complete an evaluation of their experiences. Further, they were invited to attend an appreciation/debrief sessions which were held on two separate

days/times within a week of the event. The purpose of these sessions was to provide thanks for their time and participation and to provide opportunity to share experiences.

The PiT Count Coordinator met with participating shelters and captured their feedback of the process.

The information gathered will guide improvements to future counts.

Homelessness Definition

A person was considered homeless if they did not have a place of their own where they could sleep on the evening of March 22nd. For the purposes of the enumeration, this included people who were:

Unsheltered and had no physical shelter – who were staying 'outside', in alleys, doorways, parkades, parks and vehicles;

Emergency Sheltered and were staying temporarily in emergency shelters for the homeless, and Violence Against Women (VAW) shelters;

Provisionally Accommodated and were staying temporarily in Interim Housing for people who are homeless. Interim housing is a systems-supported form of housing that is meant to bridge the gap between unsheltered homelessness or emergency accommodation and permanent housing.

Additionally a person could participate in the survey if they met the following criteria under **Provisionally Accommodated**: People living temporarily with others, but without guarantee of continued residency or immediate prospects for accessing permanent housing. These individuals could participate in the survey but were not included in the enumeration based on National guidelines. The methods are not designed to capture this particular population and thus under-report those living in such situations.

Future national efforts to develop standard methods to gain reliable information about hidden homelessness are being discussed, though no consistent methodology exists at this time. Future efforts in our community can consider research developments in this area to enhance our understanding of local dynamics specific to hidden homelessness.

Full National Definition of Homelessness Categories available in Appendix C

Community Strategy

The Peterborough PiT Count was held throughout the day and evening on Tuesday March 22nd, 2016. The average temperature was 5°C with a low of -7°C and there were varying degrees of precipitation beginning around 5pm.

The consultation process helped solidify the mapping of 'zones' in the city where people experiencing homelessness were known to sleep. Through collaboration with local stakeholders and the committee, it was determined that there would be 2 meal programs, 3 emergency shelters, 1 violence against women shelter,1 cold weather warming room, and 8 street zones to survey, all within the City of Peterborough. Please refer to appendix D for volunteer distribution and schedule.

A total of 15 teams participated in the Count. Each team consisted of 2-4 volunteers, including a team lead on each team, and were assigned to a sheltered or unsheltered location, depending on skill set of volunteer and density of location. Surveys were conducted between 9am and 11pm. The times were designed to correspond with the homeless shelter's schedules and to reduce duplication in the enumeration of people. All participants that completed the survey received a $10 gift card (either Tim Hortons or Shoppers Drug Mart) and there were also granola bars and juice boxes available to distribute.

Safety Considerations

In addition to safety training, all volunteer teams were provided with emergency contact numbers. There was a Crisis Response Support Team available at United Way Head Quarters (HQ) that they could reach if they encountered an individual in crisis or immediate need. Volunteers were each provided with a headlamp and whistle as part of their survey kits. There was a list of team lead cell phone numbers kept at HQ. All teams were required to travel as a group, at all times and it was mandatory that they sign in and sign out of HQ.

Sheltered Count

The shelter count took place throughout the day and evening of Tuesday, March 22nd, 2016. Volunteer interviewers were assigned to emergency shelters with additional support provided by shelter staff. Volunteers who conducted surveys attended the required PiT Count training.

In addition to the survey, each shelter was asked to complete a Shelter Enumeration form (Appendix E) to record the total number of people who stayed overnight (March 22nd) and the number of people turned away.

Unsheltered Count

The street count began at 8:30pm and the last team returned to Headquarters by 11:00pm. Most shifts ranged between 1 – 2 hours. The street count focused on finding people in public areas or other outside locations where people who are homeless were likely to be found.

Each team was provided with a survey kit and map of their route with detailed directions and highlighted points of interest. Volunteers were instructed to approach every person they encountered along their route and ask if they would be willing to participate in a housing needs survey. The screening questions would quickly identify individuals who had permanent housing and thus would be screened out from further participation.

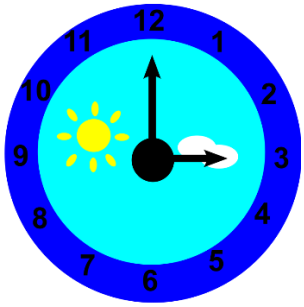
As a strategy to reduce duplication, volunteers who were surveying individuals in unsheltered areas were instructed to screen out those encountered who would be staying in a shelter later that evening. However, some individuals chose to complete the survey with volunteers in the unsheltered locations rather than at the shelter. These surveys were cross-referenced with surveys completed at shelters to ensure that they were not duplicated.

People who reported to be staying at someone else's place were asked follow-up questions (example, are you staying there because you do not have a place of your own?) and as per training, if a volunteer identified them as homeless they were 'screened in' and provided the opportunity to complete the survey.

Street Route maps are available in Appendix F

Meal Programs

Volunteer teams were assigned to two meal programs including: Lighthouse Community Centre and One Roof Diner. They were instructed to survey individuals they encountered who identified as homeless. The volunteer teams were trained to respect the privacy of guests and surveys were conducted in private spaces. Guests could self-identify as being homeless on the night of March 22nd and choose to agree to participate in the survey.



9:00am – 11:00pm
Tuesday, March
22nd 2016

46

Volunteers

13

Team Leaders

Data Collection

Methodology to data collection and enumeration was taken from HPS guidelines using the Canadian Definition of Homelessness (Appendix C). Using those guidelines, the data is based on the following information.

Who Was Counted?

Number of People approached by volunteers on March 22nd:	255
*Number of Surveys completed: (includes people who identified as being homeless: unsheltered, emergency sheltered and provisionally accommodated)	100
Number of People who were screened out: (due to reasons such as: already completed survey, did not identify as being homeless, declined to participate etc.)	155
Number of People who were enumerated as being completely homeless on March 22nd: (this includes the total of shelter enumeration + unsheltered homeless participants) *Please note that this is a minimum number of people who were homeless on March 22nd, 2016*	120
Number of People who were Provisionally Accommodated: People living temporarily with others, but without guarantee of continued residency or immediate prospects for accessing permanent housing.	27

*All of the results will be based on the 100 surveys completed

Systems Data

Shelters were asked to complete an enumeration form (Appendix E) which included the number of guests at their facility on March 22nd, their total capacity and the number of waitlisted individuals.

Survey Data

The survey consisted of 3 sections, including an introductory script, 4 screening questions, and 24 questions (including 12 core/mandatory, 1 locally designed and 11 selected optional questions)

The introductory script served to introduce the volunteer and the purpose of the survey. Individuals were informed that the survey would take about 10 minutes to complete and that their participation was voluntary, they may skip any questions or stop the interview at any time, and that their responses would be anonymous.

The screening questions were used to determine that an individual had not already taken the survey, was willing to participate, and was eligible to conduct the survey. Individuals were asked; “Do you have a permanent residence to return to tonight?” and “Where are you staying tonight?” Depending on these responses to these questions, an individual’s eligibility was determined.

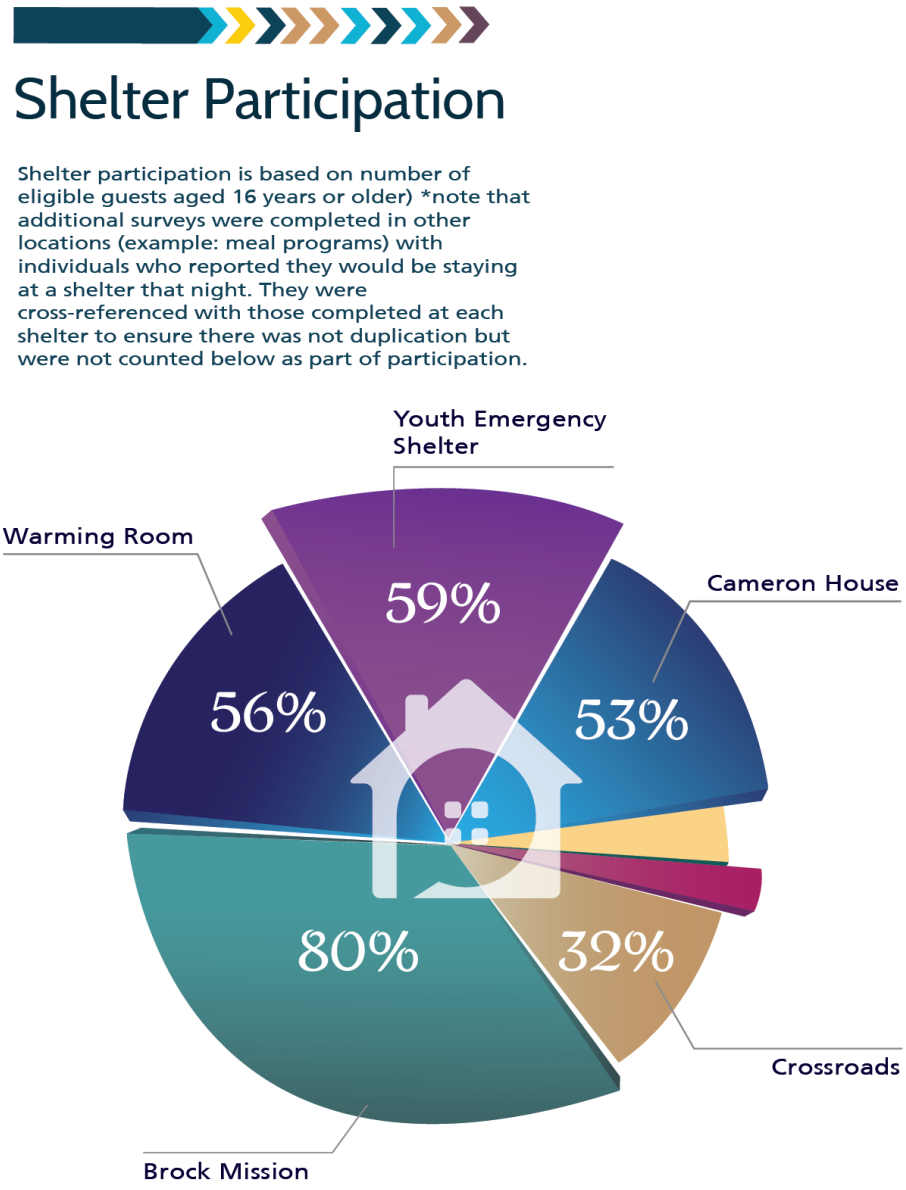
Full screening tool and survey available in Appendix B.

Tally Sheets

Volunteer teams surveying in unsheltered locations, including meal programs used tally sheets to record individuals that did not participate in the survey. Based on PiT Count training, volunteers reported the reason the person was not surveyed (example: they declined, already responded, or were observed only). Please refer to Appendix G for Tally Sheet.

Note: Although there were some individuals who had been tallied by volunteers as “observed homelessness” (meaning the volunteers believed them to be homeless but they did not participate in the survey), they were not included in the total as they did not meet PiT Count methodology criteria for perceived homeless (example: They were not observed to be sleeping outdoors).

Shelter participation



Youth Count

Requests were made to the Kawartha Pine Ridge District School Board (KPRDSB) and Peterborough Victoria Northumberland and Clarington Catholic District School Board (PVNCCDSB) to provide a number of students whom they identified as likely to be homeless on March 22nd. All schools in the KPRDSB participated. These numbers were not included in our enumeration but results can be found in age and gender of PiT Count Results.

PiT Count Results

As you will see, the people we interviewed were from a variety of backgrounds. All numbers and percentages are based on the sample size of 100 survey participants. It is important to remember that these numbers represent people in your community.

Key Circumstances

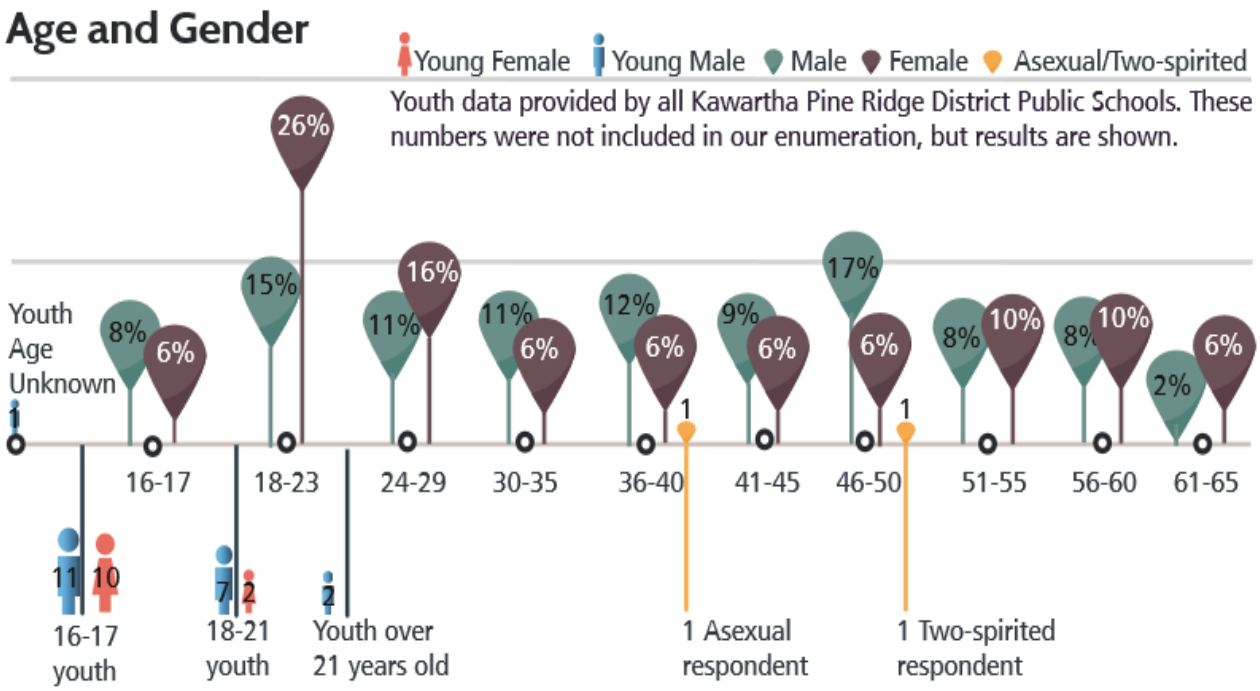
We now know that **97%** of those surveyed are **Canadian Citizens**. **6%** have served in the **Military**. **96%** prefer to receive services in **English** and 4% have no preference between French or English. The majority, approximately **80%** of all participants have lived in **Peterborough** for at least one year. **10%** identified as **LGBTQ**. **34%** of participants indicated they had spent time **in foster care/group home** environment.

Age and Gender

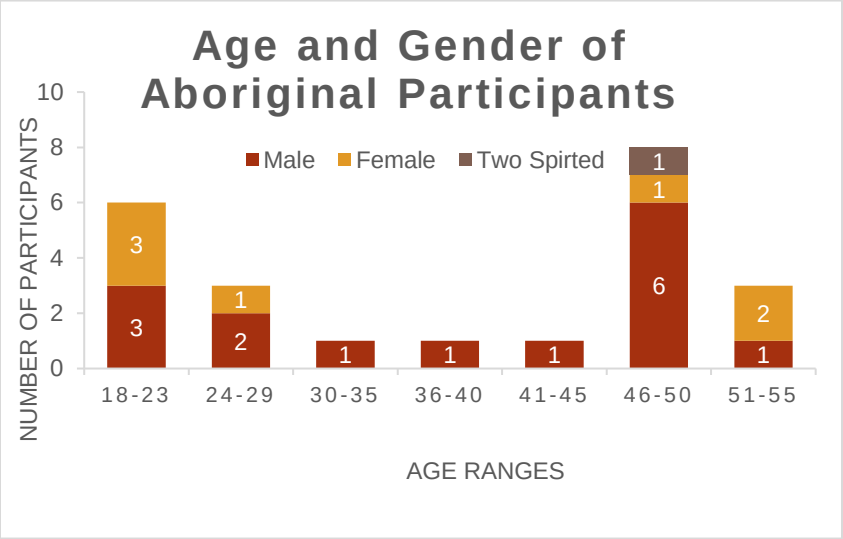
The youngest survey participant was 16 years old and the oldest was 62 years old. 66% of all participants identified as male. 32% of all participants identified as female. 1 participant identified as two-spirited and 1 participant identified as asexual.

The typical average life-span for Canadians is 82.2 years [4] whereas, the average lifespan of a homeless person in Canada is 39 years [5]. The median age of our participants was 37 years old and there were 53 participants aged 35 and older. The median age of all residents in Peterborough is 44.6 years. In comparison, the median age of Ontario is 40.4 years

27% of survey participants are aged **24 years** or younger.



Aboriginal Identity



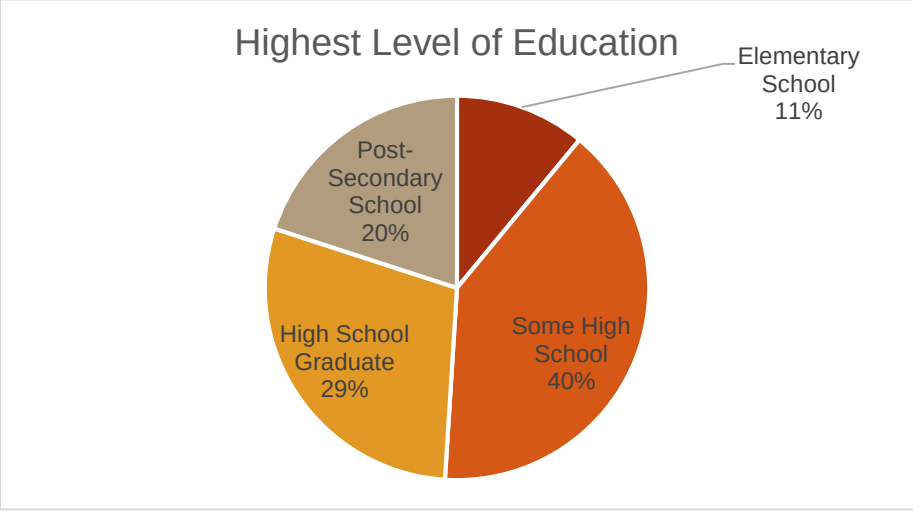
23% of all participants identified as **Aboriginal**.

(26%) of youth aged 24 and under identify as **Aboriginal**.

Aboriginal people comprise just over 3% of the combined Peterborough City and County (2.3% in the city alone) which is higher than the Provincial average of 2%. 23% of all participants identified as Aboriginal. This is consistent with National averages which show that Aboriginal peoples are over-represented in the homeless population [(2)]. Improved collaboration with First Nations programs and services in the community could benefit homeless individuals.

Education

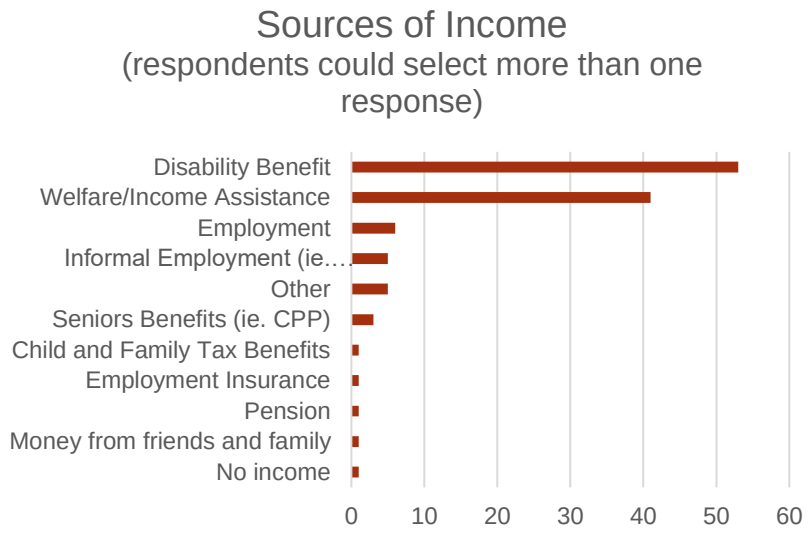
Participants were asked about their highest level of education. Almost half had completed high school, some of whom had also attended post-secondary school.



20% have attended post-secondary school.

Sources of Income

Participants were asked, “Where do you get your money?”



“I LEARNED THAT HOMELESSNESS ISN’T JUST ABOUT THE MONEY.”

~ Volunteer

98% of participants reported having some form of **income**.

$$$$$

11% of participants reported having **employment.**

Having an income is not enough.

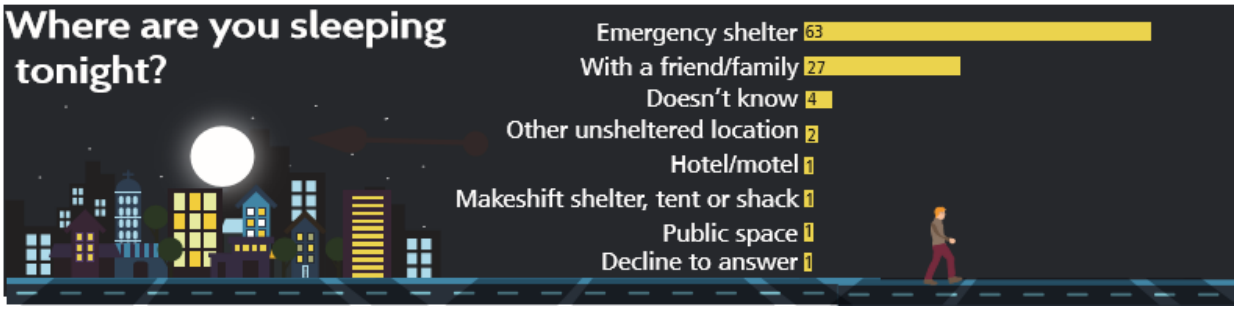
48% of renters in Peterborough spend more than 30% of household income on shelter costs compared to 42% provincially. (6)

Dependency on social assistance in Peterborough is 8.66% compared with the provincial average of 6.8%. (6)

An affordable rent for a single Ontario Works recipient is $187.80. (3)

Sleeping Arrangements

When asked where they would be sleeping tonight, 63% reported they would be staying at an emergency shelter and close to one-third would stay with a friend or family member. The poor weather conditions may have impacted the number of people who would be sleeping outdoors.



According to city officials, the average occupancy at emergency shelters in Peterborough has increased 16% from 2011-2015. This demonstrates that local shelters continue to meet the needs of our community's most vulnerable. These increasing numbers continue to create pressure on limited resources.

80% of those surveyed have stayed at an **emergency shelter** or at the Warming Room at least one time this past year.

Homelessness Patterns

Survey participants were asked both how many times they have experienced homelessness this year as well as how much of this past year have they experienced homelessness in total.

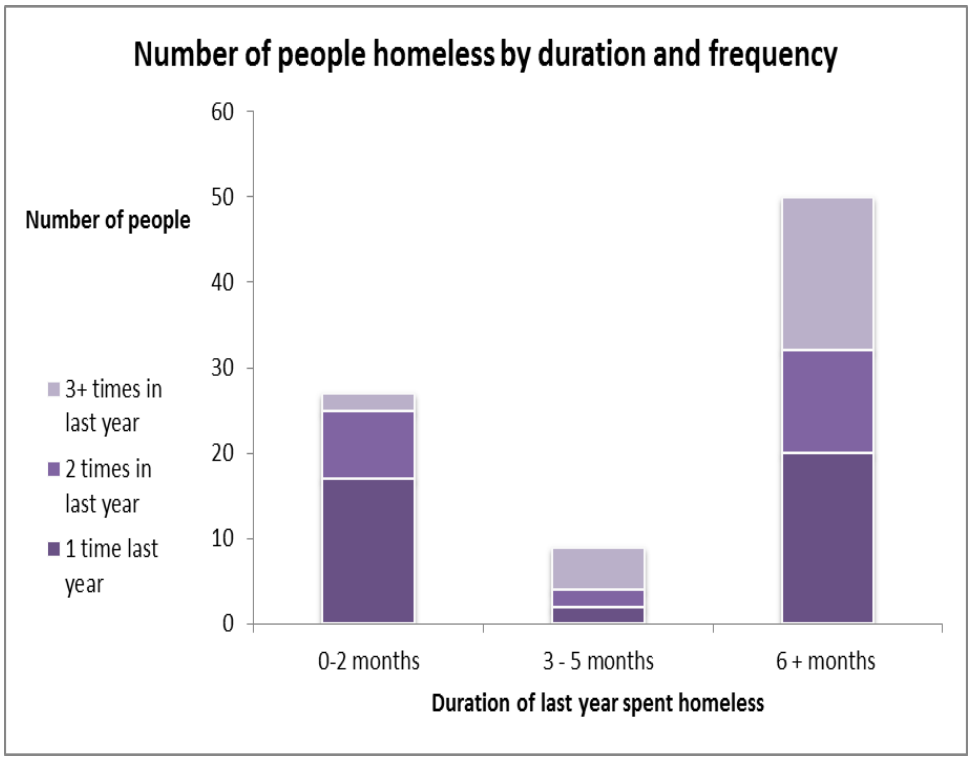
54% of participants are **chronically homeless**, defined as having spent 6 months or more homeless in the past year.

- 15 of these individuals identify as **Aboriginal**
- 13 are **24 years and younger**

28% of participants are experiencing **episodic homelessness** and have been homeless 3 or more times this past year.

Participants reported a total of 15,461 days spent homeless in the past year. This is equivalent to 42 years.

PiT Count Results



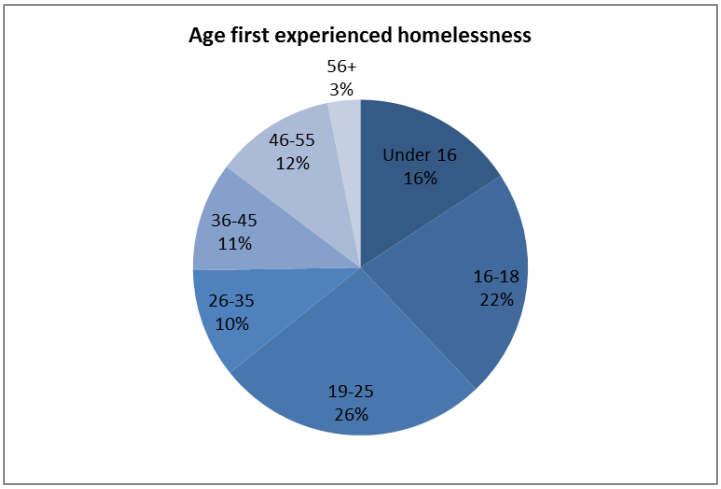
The Housing and Homeless Needs Assessment found that chronic homeless people account for about 1 in 5 shelter admissions in Peterborough. (6)

This chart represents the relationship between those who are episodically and chronically homeless. The largest proportion, 36% of those who are chronically homeless, have been homeless 3 or more times in the past year. This means that although they found housing, they keep losing it.

"EVERYONE HAS A RIGHT FOR SOMEWHERE TO LIVE."

~ Survey participant

How old were you when you first experienced homelessness?

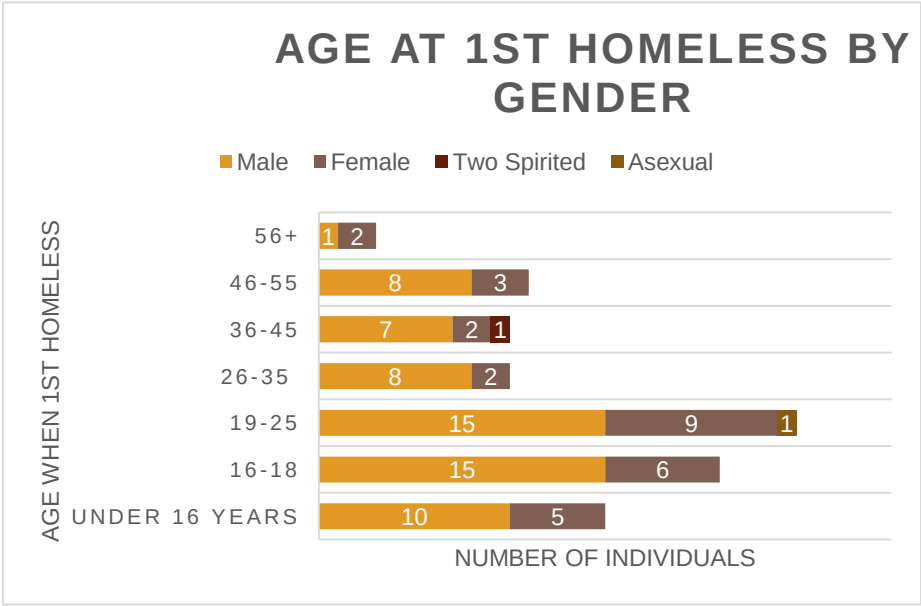


64%

Experienced homelessness for 1st time before their 26th birthday

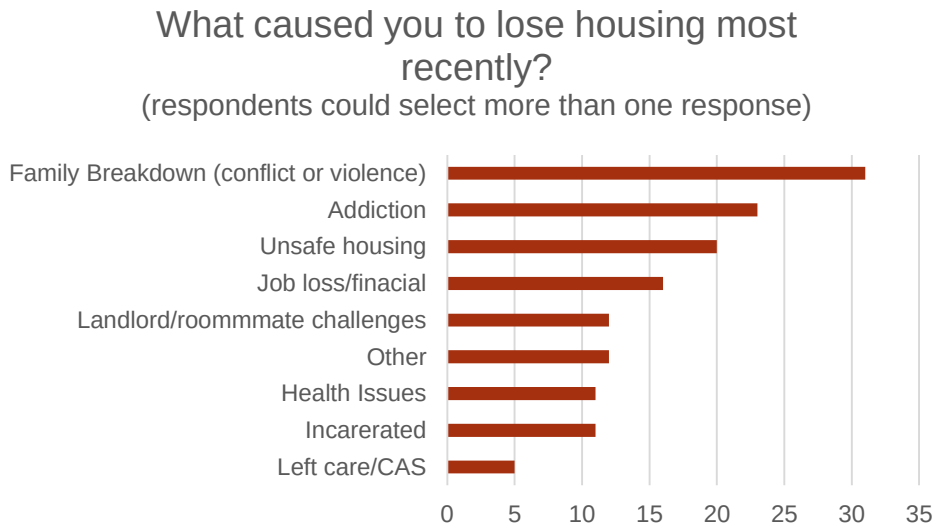
The data relate to age of first homelessness and length of homelessness was explored and based on our sample size, there does not appear to a correlation between the age someone first experienced homelessness and the length of homelessness.

1 in 5 children in Peterborough live in Poverty. (6)



Events leading to homelessness

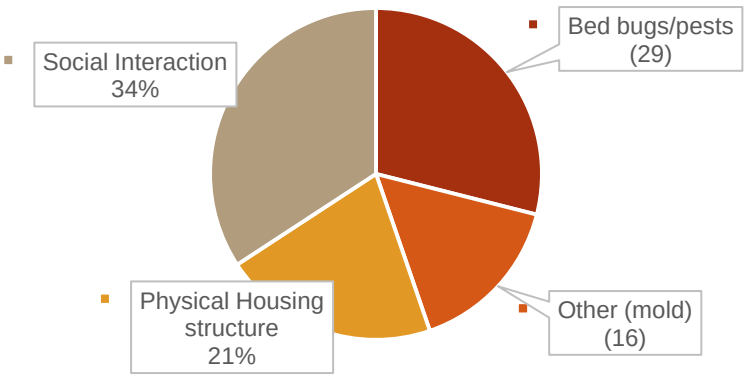
When asked what had been the most recent cause of homelessness, a variety of responses were received. The top three themes were: family breakdown, addiction/mental health and unsafe housing.



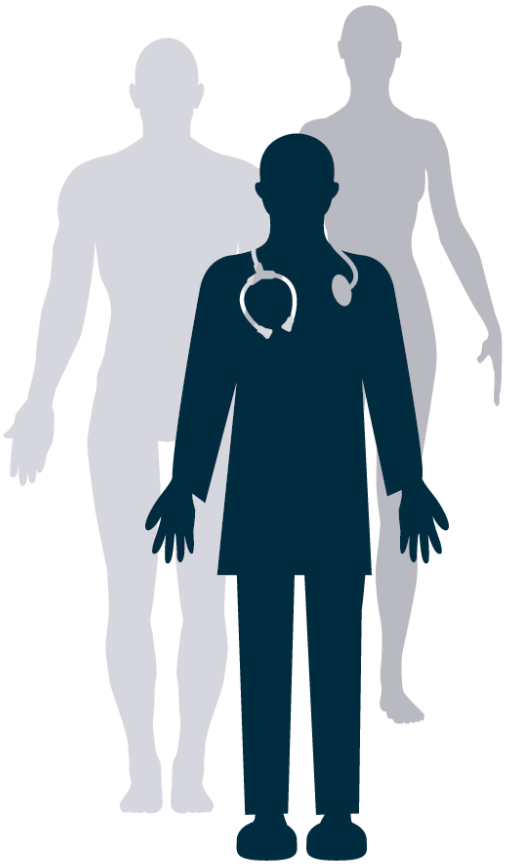
"I LEARNED THAT HOMELESSNESS CAN HAPPEN FOR A VARIETY OF REASONS. ANYONE CAN BECOME HOMELESS."

~ VOLUNTEER

A follow-up question was developed locally for participants to describe their housing conditions that led to losing their housing loss. The result provided below are similar to the findings in The Housing and Homelessness Needs Assessment. Rooming houses were identified as having poor quality (including housing structure and bedbugs) as well as unsafe social issues (such as alcohol or other drug use of other tenants) [(2)].



Public System Interactions:



System Services

Participants were asked about their number and types of public system interactions over the 12 months prior to the Count.

In September 2014, the Ontario government announced its commitment to end homelessness as a part of Ontario's Poverty Reduction Strategy, 2014-2019. In response, the Expert Advisory Panel on Homelessness was established with a mandate to give advice on how to define and measure homelessness in Ontario, how to prioritize and set targets for ending homelessness, and how to build the evidence base and capacity to implement best practices around the province.

The Province (through the Panel) set four priorities to guide action to prevent, reduce, and end homelessness, focusing on:

- Chronic homelessness
- Youth homelessness
- Aboriginal homelessness
- Homelessness following transition from provincially-funded institutions and service systems

Below are findings from the Count which speak to the public system interaction of local individuals experiencing homelessness. This data supports the recommendations regarding transition points within the system as recommended by the Province.

55 people visited the ER **502** times in the past year

Cost: $130, 018

44 people accessed EMS Services **273** times in the past year

Cost: $214, 305

41 people were hospitalized **767** days in the past year

Cost: $996, 333

Homelessness costs the Canadian economy $7 billion annually. This includes not only the costs of emergency shelters but also social services, health care and corrections.

(1)

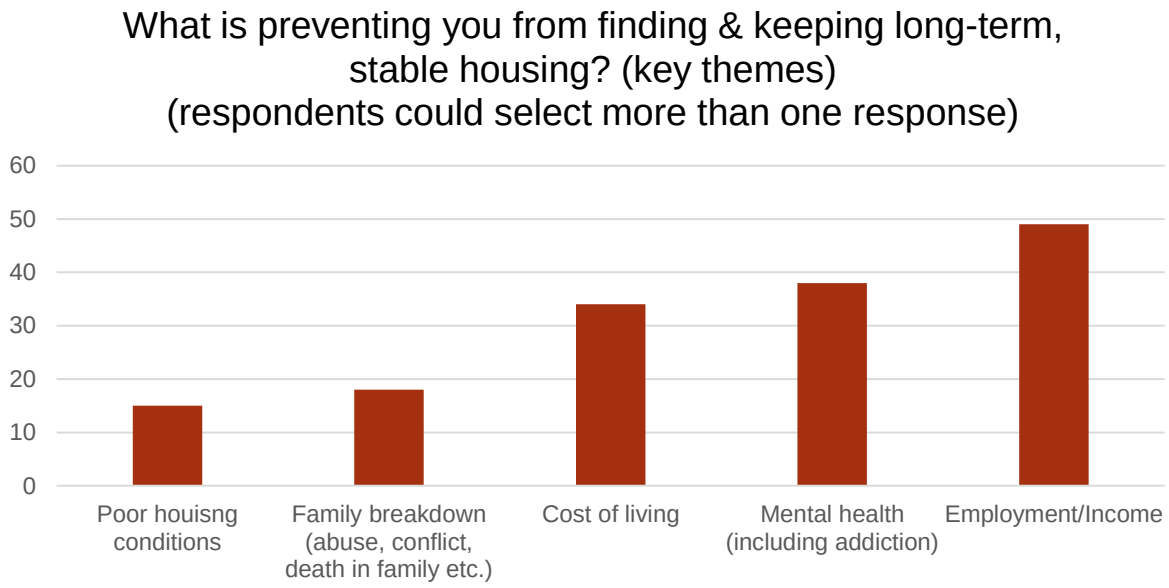
Legal and Criminal Justice

- **52** people estimated that they have had **1330 interactions** with the police in the past year.
- **35** people estimated that they had have been to **prison 139 times** in the past year.
- **30** peopled estimated that they had spent **2438 days in prison** in the past year.

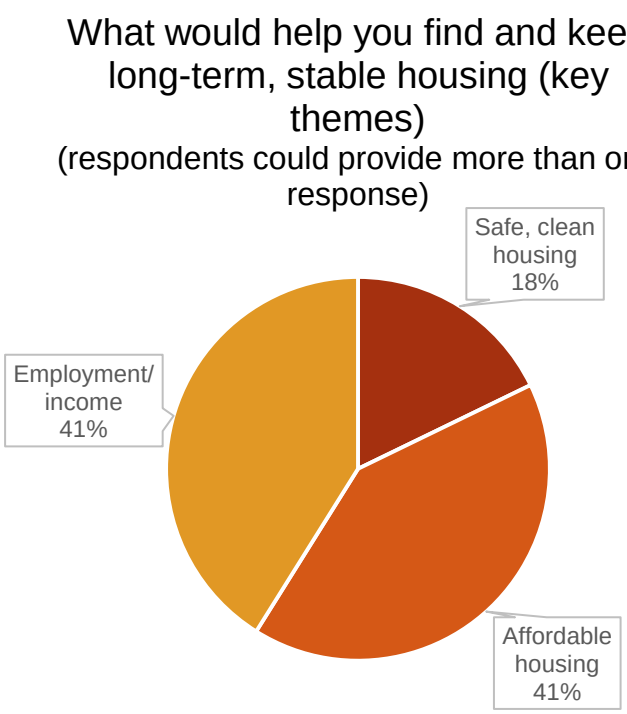
Spending $10 on housing and supports for chronically homeless individuals with the highest needs, resulted in $21.72 in savings related to health care, social supports, housing and involvement in the justice system.

(1)

In your own words…



Not one participant said they do not want housing.



IT REINFORCED AWARENESS THAT FOR MANY PEOPLE, CURRENT HOUSING RENTS ARE TOTALLY UNAFFORDABLE.

~ VOLUNTEER

Discussion

The 2016 PiT Count is the most current representation of the homelessness situation in Peterborough. There was a minimum of 120 individuals found to be completely homeless on March 22nd and an additional 27 who were provisionally housed by staying with a friend or family member. Further there were 33 high school students identified by KPRDSB as likely to be homeless. These numbers should be seen as minimum as it is impossible to capture the population in full.

Local Considerations and Key Themes

People Centred Service

From the 10 year Housing and Homelessness plan:

Providing people-centred service is an underlying principle throughout the Plan and is the first of four themes. People are at the core of this Plan. It is important to engage a broad section of people in our community, as we address housing and homelessness issues in the Peterborough region. This includes community and private sector partners, local committees, people who use related services, and people with lived experience.

Point in Time Count Planning & Results:

The results provided are not merely numbers, they represent people. As the core purpose of our Count, this was an opportunity to meet and engage with people as a way to better understand what the system of services and the community can be doing better. We demonstrated a **people-first** model in our training as well as community engagement. Volunteers were trained at great length on how to deliver the survey in a respectful manner including confidentiality and non-judgemental attitudes. We made every effort to include advocates and people with lived experience in each step of the process, including community meetings, training and as participating volunteers.

Community Progress to Date

Please refer to the 2015 progress Report on the 10 year plan: http://www.peterborough.ca/Assets/City+Assets/Housing/Documents/Reports/10-year+Housing+and+Homelessness+Plan$!2c+Peterborough+region/2015+Progress+Report+-+Housing+and+Homelessness+Plan.pdf.

The Call to Action

- Continue to give voice to those who are homeless through respectful engagement and homelessness enumeration processes.
- Continue to engage community, including those with lived experience, as the community goes forward with future counts.
- Seek to break down stigma and preconception related to homelessness, including involving non-traditional partners in this work.
- Future counts must involve communities within the County of Peterborough, aboriginal partners, and educational institutions.

"I generally feel ignored but someone is actually taking the time to understand where we've been and what we go through."

Survey participant

Creating Housing Affordability

From the 10 year Housing and Homelessness plan:

Over the next ten years, there is anticipated population growth of the Peterborough region, which will include an increasing number of low-income households. Currently, there is a demonstrated need for housing which is affordable (i.e. housing costs that are 30% or less of the household income). Housing should also be in good physical condition, and appropriate for the size and needs of the people who live there. These are well established, broadly accepted measures of "core housing need" in communities across Canada.

Point in Time Count Planning & Results:

When we asked participants what could help them find and keep long-term stable housing, 1/3 of participants replied they would benefit from **subsidized/affordable housing** with an additional 13 specifically identifying the need for **safe, clean housing**. The condition of the current housing stock is underwhelming at best. We have learned that 20% of participants have left their homes, leaving them homeless, due to bedbugs, mould, unsafe housing structures and neighbours/neighbourhoods that were unsafe. Another third of participants reported **financial/employment** needs to secure housing. 98% of respondents indicated having some form of income – the vast majority are on social assistance.

Community Progress to Date

Please refer to the 2015 progress Report on the 10 year plan: http://www.peterborough.ca/Assets/City+Assets/Housing/Documents/Reports/10-year+Housing+and+Homelessness+Plan$!2c+Peterborough+region/2015+Progress+Report+-+Housing+and+Homelessness+Plan.pdf.

The Call to Action

- There is an undeniable need for an increase in safe, affordable housing within Peterborough.
- Rent supplements can go a long way with supporting housing affordability.
- Support further exploration of income security initiatives such as basic income guarantee and living wage.

"I learned that affordable safe housing is the top priority. I was touched by all the stories - the people had been through so many hardships and were trying so hard. One had submitted 35 resumes and had just been called for a job interview. They came from a wide spectrum of backgrounds and in most cases acquiring safe affordable housing seemed to be the key to future success and stability."

~Volunteer

Preventing Homelessness and Promoting Housing Stability:

From the 10 year Housing and Homelessness plan:

Helping vulnerable households stabilize their housing situation saves money over the long-term. Families and individuals who have a stable housing situation rely less on emergency shelters and other government-funded services such as hospitals, police, fire, and EMS (ambulance). Children and youth are the main beneficiaries of stable and secure housing, as evidenced by improved long-term educational, health and social prospects.

Point in Time Count Planning & Results:

The first step in preventing homelessness is to understand the people who are experiencing it. This PiT Count has provided us with their basic demographic information and self-reported needs. Much of the information collected by the Count is consistent with what we have learned in other local studies. The reasons for homelessness are complex but there are noticeable key themes including:

- lack of safe affordable housing
- addiction/mental health
- family breakdown

We have also identified a strong use of our public service systems (EMS/Hospital/Police services) by survey participants.

We also learned that 64% of participants experienced homelessness for the first time under the age of 26 years.

Community Progress to Date

Please refer to the 2015 progress Report on the 10 year plan: http://www.peterborough.ca/Assets/City+Assets/Housing/Documents/Reports/10-year+Housing+and+Homelessness+Plan$!2c+Peterborough+region/2015+Progress+Report+-+Housing+and+Homelessness+Plan.pdf.

The Call to Action

- Enhanced support for youth homelessness initiatives including programs that support family health.

- Support further exploration of youth homelessness strategies through the Canadian Observatory on Homelessness and the Canadian Alliance to End Homelessness.
- The community could benefit from increased Housing First-type programs to support people with mental health, physical health and addictions to remain housed.

Transitioning out of Homelessness:

From the 10 year Housing and Homelessness plan:

New housing options and supports for people experiencing long-term and/or repeated episodes of homelessness are needed in the Peterborough region.

Point in Time Count Planning & Results:

How do we move people out of shelters and into homes? There is a demonstrated need for a variety of housing options. One size does not fit all. Further to this, 49 respondents indicated that employment and income were barriers to finding and keeping long-term, stable housing. 34 respondents indicated that the cost of living was also a barrier to maintaining housing.

Community Progress to Date

Please refer to the 2015 progress Report on the 10 year plan: http://www.peterborough.ca/Assets/City+Assets/Housing/Documents/Reports/10-year+Housing+and+Homelessness+Plan$!2c+Peterborough+region/2015+Progress+Report+-+Housing+and+Homelessness+Plan.pdf.

The Call to Action

- There is a need for more supportive housing models for people with mental health, physical health and addictions, with varying levels of support.
- Housing models or programs should include both private and shared spaces for congregation and social inclusion opportunities.
- Enhance and/or explore new models of service delivery that develop employment or mentorship programs to support those experiencing barriers to employment.

Capacity Building

One of the goals of this project has been to increase community capacity to conduct future counts. This capacity building will not only reduce future costs but also position Peterborough as a community which utilizes data on homelessness to develop and implement local resources. It has been announced that there will be a provincially legislated requirement to conduct local enumerations of homeless population. Peterborough is now in the advantage of having acquired the tools and skills to conduct such Counts. In addition there is now a baseline of information which can later be used to reflect on and compare with future Counts.

Communications strategy

The 2016 Peterborough PiT Count generated a considerable amount of media attention. Efforts were made to inform the public of project happenings and release findings while ensuring that the

confidentiality of all participants was maintained. #iCountPtbo was developed to create presence on social media sites. The full branding was #iCountPtbo, because in Ptbo everyone counts.

Community engagement

The efforts and collaboration from a variety of organizations and community members was imperative to the success of this Count. By extending volunteer opportunities to students and the general public, they were able to receive this first-hand experience at social movement. Front line workers were able to experience a different perspective and use this experience to further develop their professional skills etc. The strong participation of volunteers and organizations reflects the importance of this issue for our community. The Count is also an important way to promote awareness and mobilization.

> *"I am capable of being part of community change by taking small steps and trying new things."*
>
> Volunteer

Next Steps

First and foremost, the results will be shared with all community stakeholders and used as a way to inform public education. The results of this report provide new and useful information on homelessness in our community. This information will be considered in the ongoing work of the 10 year Housing & Homelessness Plan as well as the 5 year review of the plan in 2017-18. Information in the report can also support progress toward additional Housing First programs and services as a response to necessary supports. There is an identified need for further exploration of employment and life skills engagement opportunities with homeless individuals. Ongoing collaboration amongst the Service Manager and community partners, including United Way as the HPS entity are critical for ongoing work on reducing homelessness. This includes the completion of future enumerations as required under Provincial legislations.

Future Considerations

The 2016 Peterborough Point-in-Time Count has succeeded in meeting its intended objectives (as noted in Community Strategy section). Such Counts are a trusted methodology and can provide very important information when supporting homeless individuals. We, as a community, have gained valuable experience and knowledge throughout this process.

Process improvements for future counts.

This was Peterborough's first PiT Count and as such there were many lessons learned on process and engagement which will be considered in future Counts. Future Counts should be conducted by the same methodology in order to compare results effectively. Other communities have done a 6 month complementary survey in which they connect with homeless individuals and ask where they are sleeping now and where they were sleeping during the time of the Count.

Additionally, we would suggest that future Counts be conducted on a much **bigger scope** to include further reaches of Peterborough, including the surrounding County. It would also be beneficial to **broaden our community engagements** and continue to encourage participation from other groups,

such as Aboriginal sectors. We believe that the **youth population** was under-represented by this data and would encourage that future Counts place an emphasis on seeking them out via focus groups, magnet activities directed to youth etc.

Resource development supporting homeless population.

Despite the current municipal rent assist programs, there is an evident need for development of **safe, affordable housing**. Although we have learned that a significant number of our homeless population are well educated, we need to find ways to connect them with **employment** and/or further training. There needs to be education provided to employers about the benefits of hiring an individual who is homeless and/or has a disability. The myths need to be dispelled. We have also heard that the majority of homelessness starts at a young age and therefore it is imperative to increase the already good work that is being done with respect to **youth homelessness**.

Concluding Thoughts

The completion of the first successful Point-in-Time Count in Peterborough is not only a milestone but just the beginning. The Homelessness Partnering Strategy has announced the second National PiT Count will occur between March 1st – April 30th, 2018 and Peterborough has positioned themselves as a leader to other communities. It will be important to incorporate lessons learned to reduce limitations and to improve the accuracy of Peterborough's Counts. Continual community collaboration with service providers, key partners and people experiencing homelessness will ensure this is achievable. By having a baseline of information, we will be able to compare our data in future Counts which will increase our knowledge base and understanding of the homeless population in Peterborough. While there are some limitations with PiT Counts, they do provide essential data and opportunity for the community to measure the impact of Peterborough's 10 year plan.

Appendix A – PiT Count Steering Committee

Suzanne Galloway	YES Shelter for Youth and Families
Kathy Hardill	Victoria Order of Nurses 360° Nurse Practitioner Led Clinic
Kerri Kightley	Four Counties Addiction Services Team
Linda Mitchelson	City of Peterborough
Dorothy Olver	City of Peterborough
Lisa Smith	United Way Peterborough & District
Erica Richmond	PiT Count Coordinator
Donna Rogers	Four Counties Addiction Services Team

Appendix B – Screening Tool and Survey

UNSHELTERED SCREENING TOOL

Hello, my name is _____ and I'm a volunteer for the **iCountPtbo**. We are conducting a survey with people who are experiencing homelessness in Peterborough tonight. The survey takes about 10 minutes to complete.

- **Participation is voluntary** and **your name will not be recorded**.
- **All information you share is completely confidential.**

- You can choose to **skip any question** or to **stop the interview at any time**.

- Results will contribute to the understanding of homelessness across Canada, and will help with research to improve services.

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

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

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

a. Yes	b. No	c. Don't know	d. Decline to answer

D. Where are you staying tonight? [DO NOT READ CATEGORIES]

a. Decline to answer b. Own apartment/house f. Emergency shelter, domestic violence shelter g. Transitional housing *those staying in shelters/transitional housing should be encouraged to complete survey with volunteers stationed at that location. When in doubt, contact complete survey.	c. Someone else's place (friend or family) d. Motel/hotel e. Hospital, jail, prison, remand centre	h. Public space (e.g., sidewalks, squares, parks, forests, bus shelter) i. Vehicle (car, van, rv, truck) j. Makeshift shelter, tent or shack k. Abandoned/vacant building l. Other unsheltered location m. Respondent doesn't know [likely homeless]
Thank and tally	**Ask follow up questions to determine if homeless**	**Begin survey**

* If someone indicates that they're staying with a relative or friend, ask a follow-up question such as: "Are you staying there because you are without a place of your own?"

- Thank you for agreeing to take part in the survey. Please note that you will receive a gift card and small snack as a thank you for your participation.

Appendix B – Screening Tool and Survey

UNSHELTERED SURVEY **Survey Number: 0000**

Location: _____ Time: _____AM/PM

Interviewer: _____ Contact #: _____

NOTE ANSWERS FROM SCREENING QUESTIONS

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

a. Yes b. No c. Don't know d. Decline to answer

D. Where are you staying tonight? (*if determined to be homeless)

c. Someone else's place (friend or family) *
d. Motel/hotel *
e. Hospital, jail, prison, remand centre*
h. Public space (e.g., sidewalks, squares, parks, forests, bus shelter)
i. Vehicle (car, van, rv, truck)
j. Makeshift shelter, tent or shack
k. Abandoned/vacant building
l. Other unsheltered location (specify)_____
m. Respondent doesn't know [likely homeless]

BEGIN SURVEY

1. What family members are with you? [Indicate survey numbers for adults]

☐ None ☐ Other Adult - Survey #: ___ ___ ___ ___

☐ Partner - Survey #: ___ ___ ___ ___ ☐ Decline To Answer

☐ Child(Ren)/Dependent(S) [Indicate Age For Child/Dependent]

	1	2	3	4	5	6	7	8	9	10
Gender										
Age										

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

○ Age _____Or Year Born _____ ○ Don't Know ○ Decline To Answer

3. What gender do you identify with? [Do not read categories]

○ Male ○ Transgender ○ Don't Know
○ Female ○ Other Response_____ ○ Decline To Answer

4. Do you identify as Aboriginal or do you have Aboriginal ancestry? This includes First Nations, Métis, Inuit, with or without status. (*Note: You may consider including "Indigenous" or locally-used terminology here, in consultation with your community.*) [If yes, please follow-up to specify.]

○ Yes ----------> **If Yes:** ○ First Nations
○ No ○ Inuit
○ Don't Know ○ Métis
○ Decline To Answer ○ Non-Status / Have Aboriginal Ancestry

→ **4B. Which Aboriginal community are you from?**

○ Community /reserve name _____ ○ Don't know ○ Decline to answer

5. Have you ever had any service in the Canadian Military or RCMP?
[Military includes Canadian Navy, Army, or Air Force]

○ Yes, Military ○ No ○ Don't Know ○ Decline To Answer
○ Yes, RCMP

Appendix B – Screening Tool and Survey

6. Did you move to Peterborough in the past year?

○ Yes	○ No	○ Don't Know	○ Decline To Answer

→ 6B. If you moved to Peterborough in the last year, where were you living prior to coming here?

○ Community Name_____		
○ And Province_____	○ Don't Know	Decline To Answer
○ Or Country_____		

7. Did you come to Canada as an immigrant or refugee within the past 5 years?

○ Yes	○ No	○ Don't Know	○ Decline To Answer

→ 7B. Were you born in Canada?

○ Yes	○ **If No:**	○ Canadian Citizen	○ International Student
○ No ---------->		○ Permanent Resident	○ Other (Please Specify)
○ Don't Know		○ Refugee Claimant	_____
○ Decline To Answer		Temporary Foreign Worker	

8. Over the past year, *how much of the time* have you been homeless? [Best estimate.]

○ Length _____ Days / Weeks / Months	If Unsure:	○ 0-2 Months
○ Don't Know		○ 3-5 Months
○ Decline To Answer		○ 6-12 Months

9. Over the past year, *how many different times* have you experienced homelessness?
[Includes this time. Best estimate.]

○ Number Of Times _____	If Unsure:	○ 1 Time [Current Episode]
○ Don't Know		○ 2 Times
○ Decline To Answer		○ 3 Or More Times

→ 9B. How old were you when you first became homeless in your life?

○ Age_____	○ Don't Know	○ Decline To Answer

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

○ Yes	○ No	○ Don't Know	○ Decline To Answer

11. What happened that caused you to lose your housing most recently? [Do not read the options. Select all that apply. "Housing" does not include temporary arrangements (e.g., couch surfing) or shelter stays.]

☐ Illness or medical condition	☐ Family conflict: spouse or partner
☐ Addiction or substance use	☐ Family conflict: parent or guardian
☐ Job loss	☐ Left care (child protection)/(prov. Term)
☐ Evicted: unable to pay rent	☐ Incarcerated (jail or prison)
☐ Evicted: other reason	☐ Hospitalization or treatment program
☐ Domestic abuse: spouse or partner	☐ Unsafe housing conditions
☐ Domestic abuse: parent or guardian	☐ Don't know
Other reason/Notes:	☐ Decline to answer

11. b. Have you ever lost housing due to unsafe housing conditions; how would you describe the conditions? [May provide examples. Select all that apply]

- ☐ Physical housing structure (example: leaking roof etc)
- ☐ Bed bugs/pests
- ☐ Social interaction
- ☐ Other
- ☐ Never lost housing due to unsafe housing conditions

12. Where do you get your money from? [May provide examples. Select all that apply]

☐ Employment	☐ Seniors Benefits (E.G., Cpp/Oas/Gis)
☐ Informal/Self-Employment (E.G., Bottle Returns, Panhandling)	☐ Child And Family Tax Benefits
	☐ Money From Family/Friends
☐ Employment Insurance	☐ Other Source _____
☐ Welfare/Income Assistance	☐ No Income
☐ Disability Benefit	☐ Decline To Answer

13. (C1) Do you identify as part of the Lesbian, Gay, Bisexual, Two-Spirited or Queer, community?

○ Yes	○ No	○ Don't Know	○ Decline To Answer

14. (C2) What is the highest level of education you completed?

○ Elementary school	○ High school graduate	○ Don't know
○ Some high school	○ Post secondary school	○ Decline to answer

15. (C3) Have you ever been in foster care and/or group home?

○ Yes	○ No	○ Don't Know	○ Decline To Answer

16. (C4) Are you most comfortable receiving services in English or French?

○ English	○ No Preference	○ Don't Know
○ French	○ Neither (Please Specify)_____	○ Decline To Answer

17. (C6) In the past year (12 months), how many: [Ask respondents to give their best estimate]

Times you have been hospitalized	# _____
→days in total you have spent hospitalized	_____ *days*
Times have you used emergency medical service	# _____
Times have you been to a hospital emergency room	# _____
Times have you had interactions with the police	# _____
Times you have been to prison/jail	# _____
→days in total you have spent in prison/jail	_____ *days*

18. **(C10) What do you think is preventing you from finding and keeping long term stable housing?** [Select all that apply}

☐ Low income	☐ Criminal history
☐ No income assistance	☐ Pets
☐ Rents too high	☐ Children
☐ Poor housing conditions	☐ Discrimination
☐ Domestic violence	☐ Don't want housing
☐ Health/disability issues	☐ Other (please specify)_____
☐ Mental health issues	☐ No barriers to housing
☐ Addiction	☐ None of the above
☐ Family breakdown/conflict	☐ Decline to answer

19. **(C9) What would help you find and keep long term stable housing?**

○ _____	○ Don't Know	○ Decline To Answer

Appendix C – National Definition of Homelessness Categories

Operational Definition	Living Situation	Enumerated in #iCountPtbo	Surveyed in #iCountPtbo
1. Unsheltered	1.1 People living in public or private spaces without consent or contract	✓	✓
	1.2 People living in places not intended for permanent human habitation	✓	✓
2. Emergency Sheltered	2.1 Emergency overnight shelters for people who are homeless	✓	✓
	2.2 Violence-Against-Women (VAW) shelters	✓	✓
	2.3 Emergency shelter for people fleeing a natural disaster or destruction of accommodation due to fires, floods etc.		
3. Provisionally Accommodated	3.1 Interim Housing for people who are homeless	✓	✓
	3.2 People living temporarily with others, but without guarantee of continued residency or immediate prospects for accessing permanent housing.		✓
	3.3 People accessing short term, temporary rental accommodations		

Appendix C – National Definition of Homelessness Categories

	without security of tenure		
	3.4 People in institutional care who lack permanent housing arrangements.		
	3.5 Accommodation / Reception centres for recently arrived immigrants and refugees		
4. At risk of homelessness	4.1 People at imminent risk of homelessness		
	4.2 Individuals and families who are precariously housed.		

(10)

Appendix D – Volunteer Distribution and Schedule

Meal Programs	Lighthouse Community Centre Lunch (12pm-2pm)	2 volunteers, including 1 team lead
	One Roof Diner Dinner (3:45pm-6pm)	5 volunteers, including 1 team lead
Shelters	Cameron House (9am-7pm)	2 staff volunteers
	Brock Mission (8pm-10pm)	4 volunteers, including 1 team lead
	YWCA – Crossroads (2pm-4pm)	2 volunteers, including 1 team lead
	YES Shelter for Youth and Families (9am-7pm)	2 staff volunteers
	Warming Room (8pm-11pm)	2 volunteers, including 1 team lead
Street Routes	9 walking routes were covered by 8 teams of 3 or 4 volunteers, including a team lead (24.22 km were covered in total) (8pm-11pm)	25 volunteers in total, including 8 team leads

Appendix E – Shelter Enumeration Form

iCountPtbo – Shelter enumeration Form

Name of Agency		**Address**	
Date of Enumeration	March 22, 2016		
Contact Name			
Contact Number			
Contact Email Address			

Type of Agency . For example: emergency shelter, transitional housing, cold weather shelter, hotel/motel, Violence Against Women shelter**. Agencies with multiple programs should complete a separate form for each program.**	
Occupancy *# of individuals*	
Total Capacity *# of beds*	
Turnaways	
Maximum Length of Stay	

Appendix F – Maps/Zones

iCountPtbo Homelessness Survey route map

Zone - Route: North - North (iCountPtbo1)

Yellow Data Clarity

N

100 0 100 200 300 400

Direction of travel

P Parking

United Way

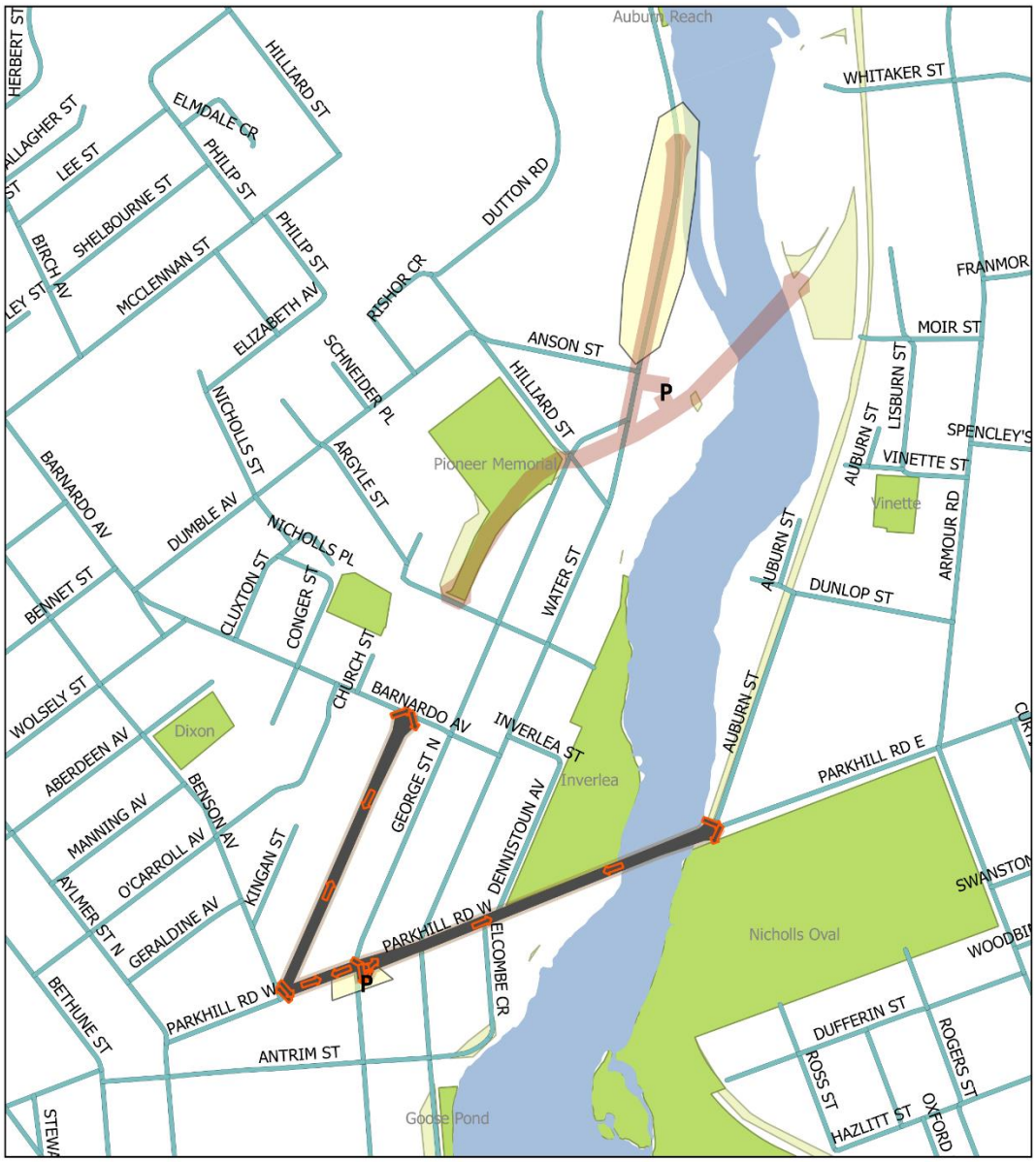
Homeless hotspots

cool

warm

hot

iCountPtbo Homelessness Survey route map



Zone - Route: North - South (iCountPtbo2)

Yellow Data Clarity

N

100 0 100 200 300 400

Direction of travel

P Parking

United Way

Homeless hotspots

cool

warm

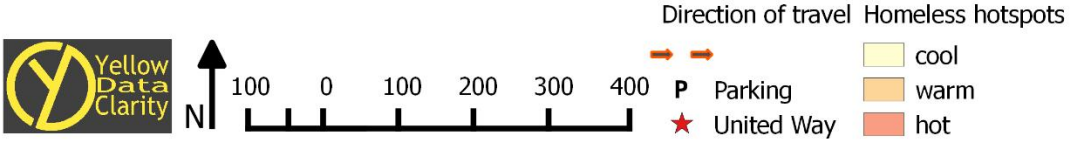
hot

iCountPtbo Homelessness Survey route map

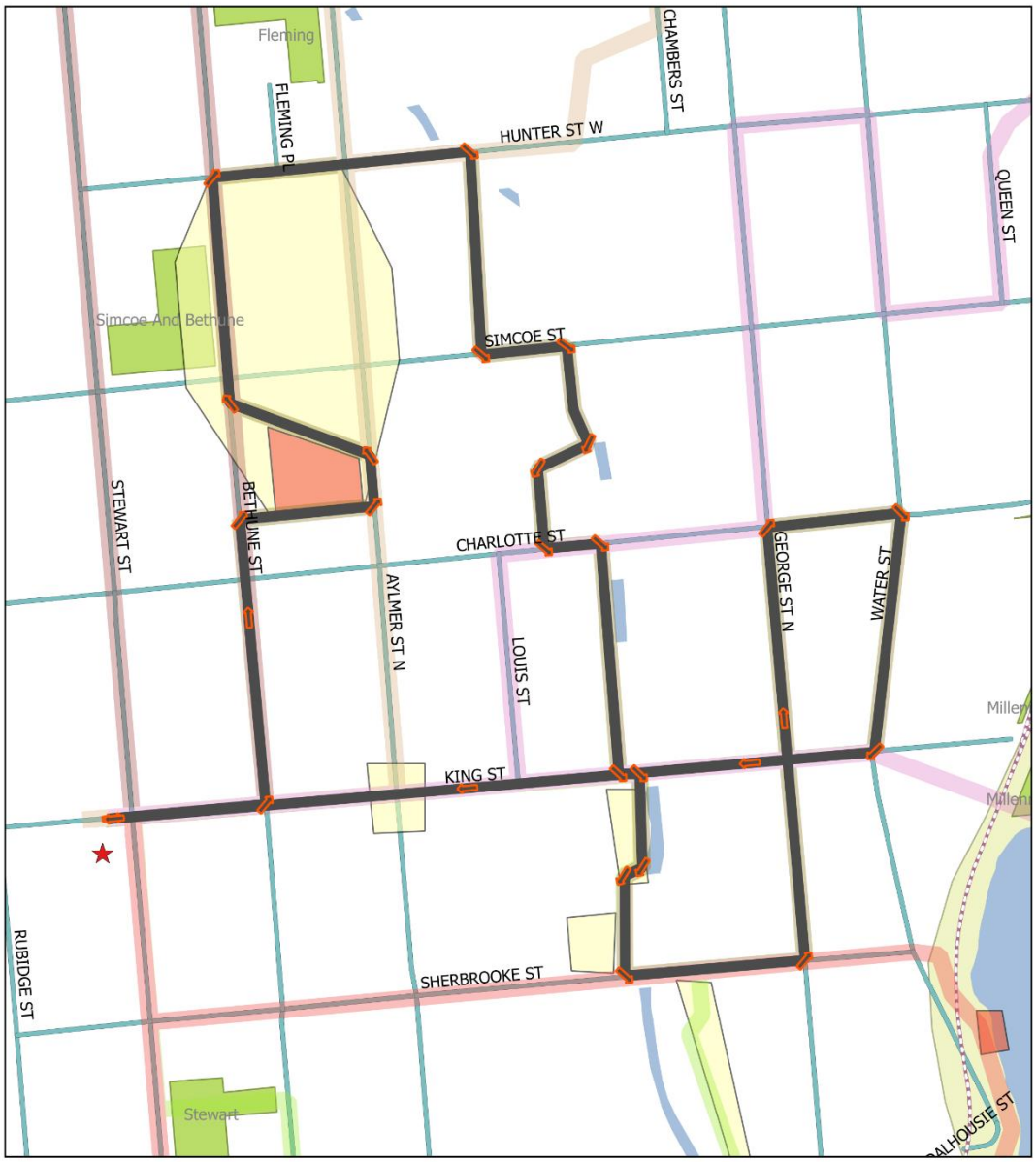
Zone - Route: Downtown North - West (iCountPtbo3)

iCountPtbo Homelessness Survey route map

Zone - Route: Downtown North -East (iCountPtbo4)



iCountPtbo Homelessness Survey route map



Zone - Route: Downtown - West (iCountPtbo5)

mid-block walk ways include:
walkway from Hunter to Simcoe along west end of bus terminal
Charlotte Mews from Simcoe to Charlotte
walkway between Soupcon and Bistro through parking garage from Charlotte to King
walkway along west side of creek from King to back of LCBO lot

Direction of travel

P Parking

United Way

Homeless hotspots

cool

warm

hot

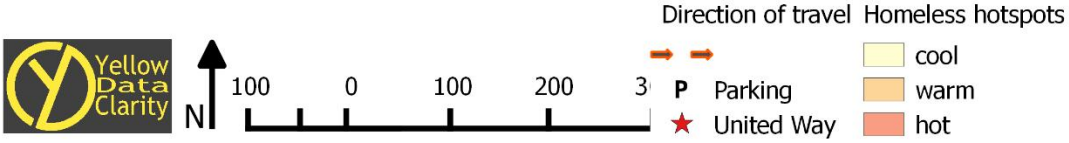
Yellow Data Clarity

N

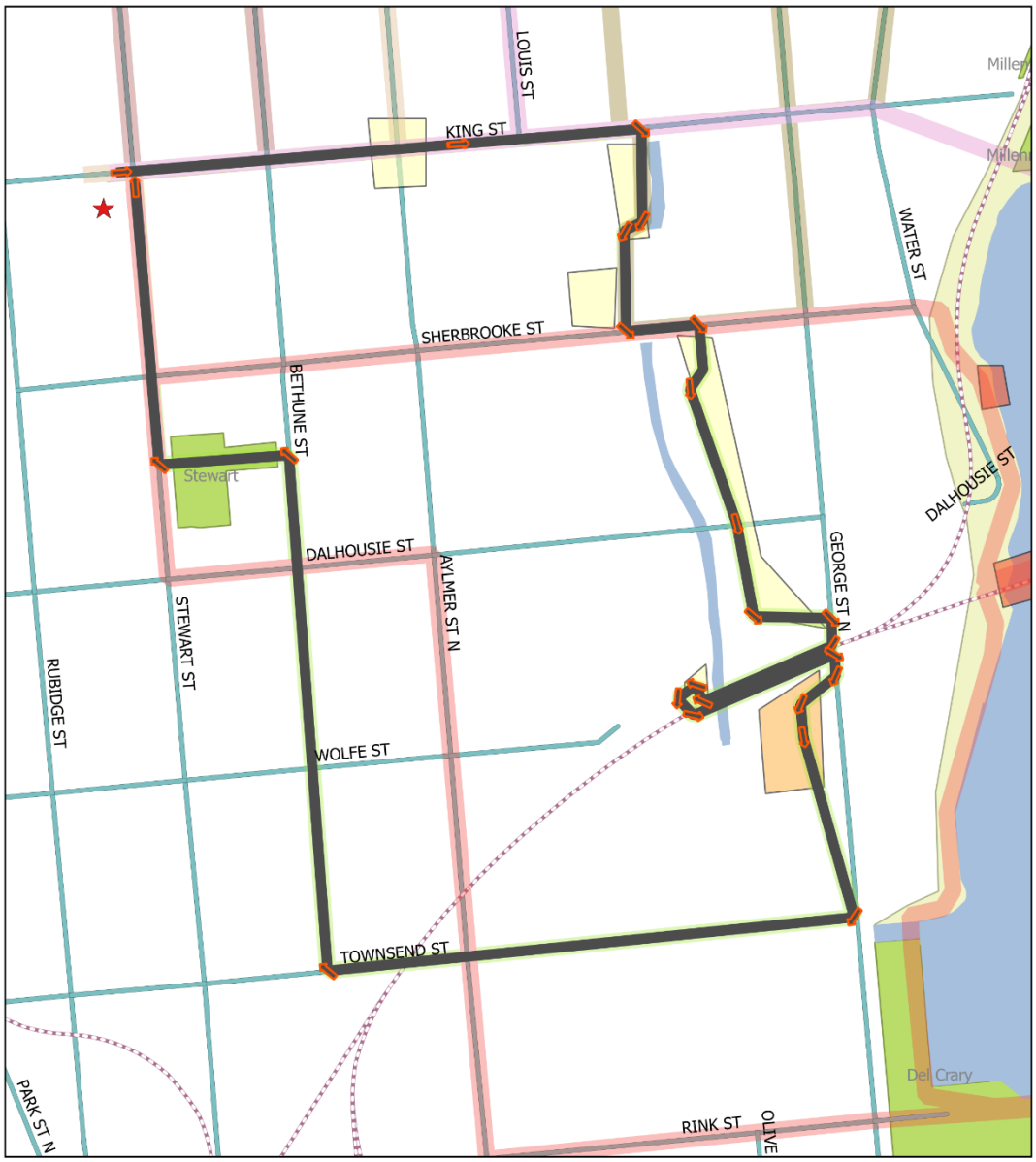
100 0 100

iCountPtbo Homelessness Survey route map

Zone - Route: Downtown - East (iCountPtbo6)



iCountPtbo Homelessness Survey route map



Zone - Route: Downtown South - West (iCountPtbo7)

route notes:
take walkway on west side of creek to LCBO parking lot
walk through parking lots along east side of creek from Sherbrooke to Chamber of Commerce (old rail station)
follow tracks from George across creek to find hole in fence hangout
Bethune from Townsend to Wolfe is gravel road

Yellow Data Clarity

N 100 0 100

Direction of travel
P Parking
United Way

Homeless hotspots
cool
warm
hot

iCountPtbo Homelessness Survey route map

Zone - Route: Downtown South - East (iCountPtbo8)

Yellow Data Clarity

N 100 0 100 200 3

Direction of travel

P Parking

United Way

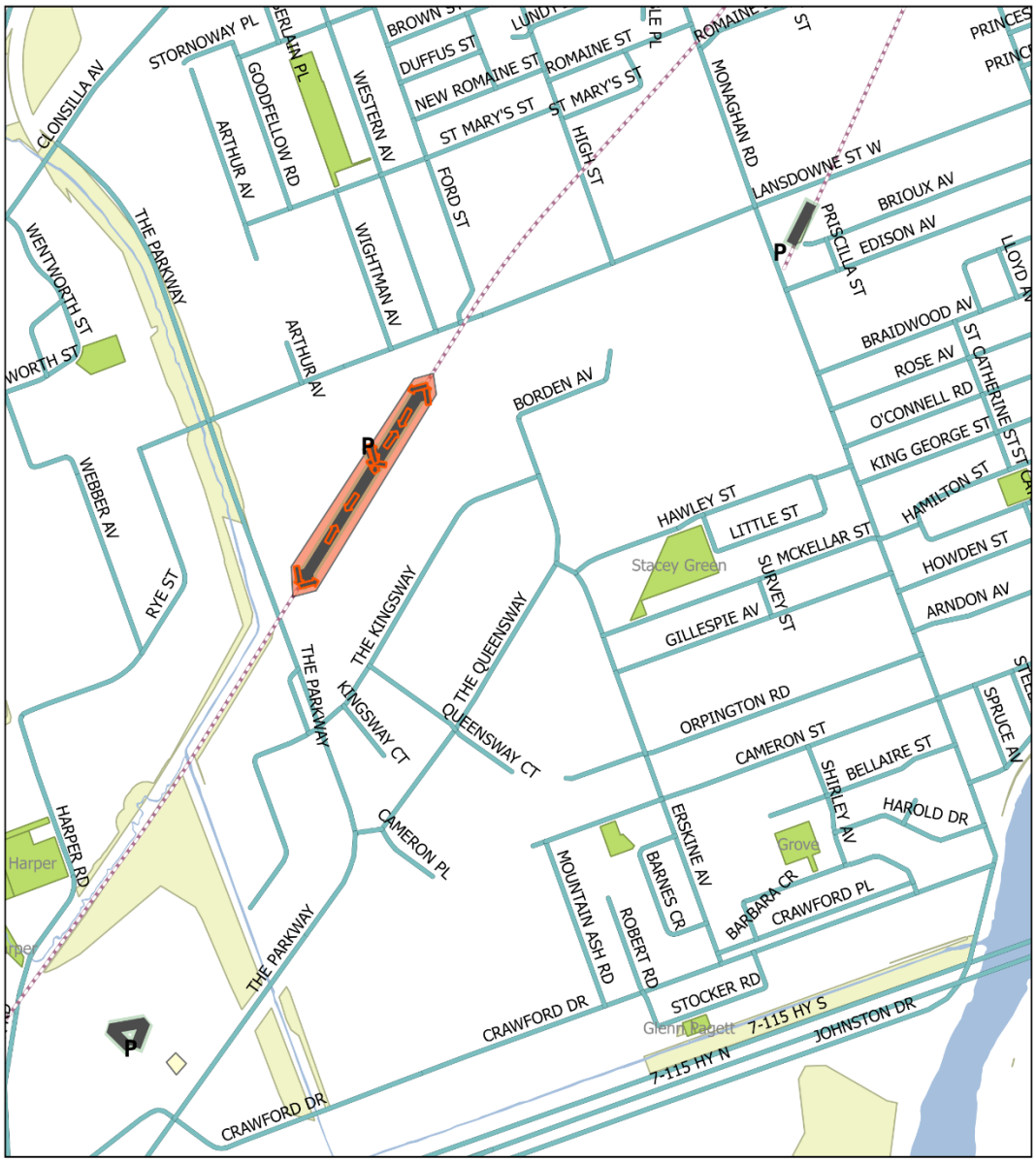
Homeless hotspots

cool

warm

hot

iCountPtbo Homelessness Survey route map



Zone - Route: South - 1,2,3 (iCountPtbo9)

route notes:
Park at plaza east of Monaghan, south of Lansdowne and survey track area behind
Park at Grainer's outbuilding behind Lansdowne LCBO and survey track area by following path behind shed
Park by Tim Horton's at Parkway/Crawford and survey area

Yellow Data Clarity

N 100 0 100 200 300 400 m

Direction of travel

P Parking

★ United Way

Homeless hotspots

cool

warm

hot

Appendix G – Tally Sheets

Area: _____ **Time:** _____**to**_____

Interviewer: _____ **Contact phone #:** _____

Instructions: For those who are ***not*** **surveyed**, please fill in the sheet below indicating the reason. For those who DECLINE or are OBSERVED only, but who are clearly homeless, please also indicate their gender, approximate age, and the reason you believe they are homeless (e.g., asleep outside with belongings).

#	Location (ZONE)	Reason not Surveyed					*Observed Homelessness			
		Declined*	Already Responded	Screened Out C	Screened Out D	Observed*	Observed Homeless	Approx. Age	Observed Gender	Indicators of Homelessness
1										
2										
3										
4										
5										
6										
7										
8										
9										
10										
11										
12										
13										
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19										
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21										
22										
23										
24										
25										
26										

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