

# **The Durham At-Risk Housing Network Evaluation**

Final Report

By: Skylar Onistchenko-Abrantes

Host Organization: Community Development Council Durham

Host Supervisor: Georgia Luyt

Faculty Supervisor: Sharon Beaucage-Johnson, Trent University

Trent Community Research Centre Coordinator: John Marris

Department: Forensic Science, Trent University

Course Code: FRSC 4890Y

Course Name: Forensic Community-Based Research Project

Term: Fall/Winter 2016-2017

Date of Submission: April, 2017

Project ID: 4691

## Abstract

The purpose of this project was to evaluate a housing network within the Durham Region (Durham At-Risk Housing Network) by comparing it to other similar networks, identifying the impact the network has had on its members, their clients, and any improvements that could be made to better suit its members. A literature review was conducted to determine the existence of similar housing networks, while surveys were administered to the members to determine the network's success and possible improvements. It was determined, that the network is successful from the perspective of its members, as 95% of the networks members use the information presented to them during the meetings at least once per month and 91% agreed that they were a member because it improved their work. It was demonstrated that 55% and 25% of participants either agreed or strongly agreed that their clients had benefitted from their participation in the network. The Durham At-Risk housing network has been extremely beneficial to its members in providing information about resources available to the homeless, thereby positively impacting the member's clients. Members would find it beneficial to determine topics of discussion, broadening the scope of the Durham At-Risk Housing Network (DARNH) to all aspects of homelessness, increasing the frequency of the meetings, increasing the number of organizations in the network, and creating an online forum to increase the amount of inter-organization communication to facilitate change.

*Keywords: Housing, Network, Evaluation, Homelessness, Durham At-Risk Housing Network, Inter-organization communication*

## Acknowledgements

**Sharon Beaucage-Johnson:** Thank you for helping me through this stressful time and the constant advice, support and editing in all aspects of this project.

**John Marris:** for his continued support throughout every aspect of this project from research methods, analysis, presentations etc.

**Georgia Luyt:** for her continued support of this project and providing me amazing opportunities to further this research as my host supervisor.

**Kristy Buccieri:** for your needed advice regarding survey techniques and encouraging my methodological inquires.

## Table of Contents

Abstract.....	2
Acknowledgements.....	3
Keywords and Definitions.....	5
Introduction.....	7
Methodology.....	12
Results.....	16
Discussion.....	28
References.....	40
Appendix A: Surveys One and Two.....	41
Appendix B: Consent Form and Participant Feedback.....	48
Appendix C: Raw data.....	52

## Keywords and Definitions

**At Risk of Homelessness-** one of the living situation ranges in which individuals or families experience depleted safety or stability in their housing situation.

**CAEH-** Canadian Alliance to End Homelessness

**CDCD-** Community Development Council Durham

**DARHN-** abbreviation for the Durham At-Risk Housing Network

**Durham Region-** the geographic location in which the Durham At-Risk Housing Network is applicable, including Brock, Uxbridge, Scugog, Pickering, Ajax, Whitby, Oshawa, and Clarington.

**Emergency Sheltered-** one of the living situation ranges in which individuals or families who are accessing shelters or systems support because they cannot attain a permanent living situation.

**Frontline Worker-** an individual who works in the housing and homelessness sector, including housing, health care, eviction prevention, tenant advocacy, violence against women shelters, and community partners like the Durham Region Police.

**HIFIS-** Homeless Individuals and Families Information System which is a data system that facilitates the collection of baseline information of individuals who access emergency shelters in Canada.

**Homelessness-** situation in which an individual or collective group (family) does not have a stable, permanent or appropriate housing or the means to acquire it.

**HPC-** Housing Partnership Canada

**Network-** for the purpose of this proposal, network refers to individuals or organizations that come together for a common goal.

**NLHHN-** Newfoundland and Labrador Housing and Homelessness Network

**Provisionally Accommodated-** one of the living situation ranges in which individuals who are homeless and do not have a permanent situation acquire non-permanent accommodations

**Social Justice-** equal distribution of wealth, opportunity, and privileges within society.

**Unsheltered-** one of the living situation ranges in which individuals are not living in a suitable, habitable situation.

## Introduction

Prior to 1980, mass homelessness was not seen in Canada, however due to budget restrictions for affordable housing and social supports, it has become a grim reality (1).

Homelessness is defined as a situation in which an individual or collective group does not have stable, permanent or appropriate housing (2). There are four different living situations that are all characterized as homelessness, unsheltered, emergency sheltered, provisionally accommodated, and at risk of homelessness (2). The unsheltered are individuals who are not living in a suitable, or habitable environment and are typically found living on the streets (2). Emergency sheltered includes individuals or families who are accessing shelters because they do not have the resources to attain a permanent living situation (2). Provisionally accommodated encompasses individuals who are homeless but acquire non-permanent living accommodations like going from one friend's house to another (2). The final type of homelessness incorporates individuals who are at risk of homelessness including any individual or family who report a decline to the safety and stability of their living arrangement (2). In a recent study, the Canadian Alliance to End Homelessness reported that more than 235,000 Canadians experience homelessness within a year (1). The demographics surrounding individuals who use shelters include 27.3% women, 18.7% youth, 24.4% older adults over the age of fifty or seniors, 28-34% are indigenous, and 2.2% are veterans (1). The rise of mass homelessness and the realization of the predicament of many Canadians has made organizations like the Alliance to End Homelessness, and Community Development Council's even more vital in homelessness prevention and protection.

The Community Development Council Durham (CDCD) is an independent, not-for-profit organization that was established in 1970 (3). The CDCD has worked to enhance the lives of individuals within the Durham region, with the aim to create a reasonable, inclusive and socially

just community (3). The CDCD works to identify the needs of different communities within Durham to provide them relevant services and opportunities (3). The CDCD believes in the protection of social and economic rights and freedom, the importance of collaborative thinking, the meaningful participation by both the community and the individual and the responsibility to uphold specific values like equity, inclusivity and social justice (3). The CDCD has worked on projects that are relevant to many social justice issues like the Lesbian Gay Bisexual Transgender (LGBT) Services, Diverse Voices and Poverty in Durham. LGBT Services demonstrated best practices to improve the services available to the LGBT community. Diverse Voices determined perceptions, and experiences of immigration by immigrants, and non-immigrants. Poverty in Durham consisted of research to support poverty eradication through the development of different policies and services available to the public. Therefore, the CDCD has contributed to a spectrum of community services, one of which was the Durham At-Risk Housing Network (DARHN).

Through an Ontario Trillium Grant, the CDCD worked to establish and implement the Durham At-Risk Housing Network in 2014. The Ontario Trillium Foundation is one of the largest granting foundations within the Government of Ontario and supports over 1,000 projects each year (4). DARHN is a coalition of frontline workers within the homelessness and housing sector including individuals who work in housing, health care, tenant advocacy, violence against women shelters, and community members like the Durham Region Police (5). The purpose of DARHN is to educate members on the housing services available at all the organizations within Durham Region in order to better service their clients (5). The different areas of discussion include Ontario Disability Support Programs, the implementation of Homeless Individuals and Families Information System (HIFIS) which is a data system that facilitates the collection of



baseline information of individuals who access emergency shelters in Canada, different resources and organizations which aid in the search to find landlords that will provide housing to someone who may be financially distressed, and different supports for the homeless including financial support programs for moving costs, monthly bills, or finding steady income. The Durham Region encompasses a large geographical area including Brock, Uxbridge, Scugog, Pickering, Ajax, Whitby, Oshawa, and Clarington with a population of 608, 124 people. (6). DARHN meets once every two months to discuss issues like tenant advocacy, health care, eviction prevention and to inform their members about events or services becoming available in the near future.

This research project is the evaluation of DARHN, to demonstrate the value of the Ontario Trillium Grant and the importance of DARHN as the Ontario Trillium grant is concluding in March, 2017. There were four research questions that were explored throughout this evaluation:

- 1) The first research question was to determine whether or not there were other models of housing professional networks and if the network had been subject to research. For the purpose of this research question it is important to note that the term housing professionals refers to individuals who have careers, or spend the majority of their time working or volunteering within an organization that is within the homelessness and housing sector.
- 2) The second research question was to determine whether the network had been successful from the perspective of the members.

There are two main aspects of DARHN, one being the encouragement of communication, and the second revolving around the implementation of the resources described to the members on a regular basis. Therefore the members of

DARHN are not only being told about the resources, but are also accessing that information to benefit their work. Therefore, for the purpose of this research question, it is important to note that the term success was defined in these two ways, which are both addressed in the results and discussion.

- 3) The third research questions involved determining whether the network had impacted the member's clients.

In respect to this research question, the clients refer to the homeless population, and due to confidentiality purposes, are not the participants of the study. For this reason, this research question is based on the DARHN member's perspective on whether they feel their clients have been impacted by the participation in the network.

- 4) The final research question was to determine what role the members would like DARHN to perform and thereby determining how the network could be improved.

Although this research is being conducted to demonstrate how funds were allocated from an Ontario Trillium Grant, it serves multiple purposes. It is hoped that this research sheds some light on the difficulties that the homeless face by demonstrating the challenges that are associated with finding affordable housing in the Durham Region, and all the different systems that need to come together to help one individual. This research is intended to help DARHN receive more funding to continue the network and hopefully expand its outreach. By other regions seeing the successfulness of DARHN, it is hoped that this will facilitate change by producing similar networks and demonstrate the importance of supporting inter-organization communication. Creating a coalition of multiple individuals from different fields of study, from different positions and organizations allows for diverse perspectives on each discussion point and also

encourages new programs and services to be created due to similar challenges faced by its members.

## Methodology

The methodology of this study is divided into two distinct types, literature review-based research and survey-based research. The first research question which concerns the existence and research surrounding other housing networks is based solely on the literature review content, although participants of the study were asked if they were aware of any networks similar to DARHN. This literature review began by identifying specific requirements for the other networks in order to act as a comparison for DARHN, followed by the identification of other housing network models. This was determined by identifying specific features of DARHN from their website that differentiate it from other housing initiatives. It was found that DARHN encompassed a large number of organizations within a medium sized population, DARHN encouraged inter-organization communication, and DARHN's main goal was to determine solutions to the problems that its members face in order to best serve the homeless population in Durham Region. It is important to note that this criterion is not dependent on the other networks being based out of Durham Region and could originate from any area in Canada.

Once the criteria was determined for potential housing networks, the literature review phase of identifying potential comparative networks could commence. This began by researching *housing networks* in Google, which was found to be extremely vague, as multiple housing initiatives are referred to as housing networks, even if they do not involve homelessness prevention and community service. Therefore, further research was conducted surrounding *housing and homelessness networks in Canada*, which produced research surrounding similar networks although with dissimilarities. This information was found to be mainly websites; however, some scholarly journal articles were also identified. Other searches included keywords

like homelessness prevention networks, coalition of frontline workers in homelessness, and homelessness and housing initiatives to end homelessness.

The survey-based research occurred in multiple phases. The first phase was to determine a method to reach the DARHN members effectively. Through consultation with the CDCD, it was determined that the best method for data collection composed of a two-part, voluntary, survey analysis. The first survey was developed with the research questions in mind to determine what questions were necessary to produce valuable insight into the network. The first survey was a 15-part questionnaire, which incorporated a variety of question formats like multiple choice, matrix-based questions, and open-ended/response-based questions. Some of the questions were “what organization do you work for?” or “how often do you use the information provided by DARHN” (refer to Appendix A for all the survey questions). Once the survey was drafted it was subject to review by a sociology professor at Trent University and the Trent Community Research Centre Coordinator. Once the individual reviews were completed on the survey and all necessary changes were made, an application to continue with this study was submitted to the Forensic Science Departmental Ethics Committee. Upon approval from ethics, data collection could begin.

The second phase of the survey-based research was the distribution of the survey to the DARHN members at their regularly scheduled December meeting where there were a total of 20 participants. Before any data collection began the participants were informed that this study was voluntary and if at any point any participant did not wish to partake in the study, they could stop without any repercussion. It was crucial that the participants knew that their answers would be completely confidential with no identifying information being asked in the survey. All members of the CDCD left the area to limit bias in participant’s answers. Participants who continued were

asked to sign a consent form and were provided an additional copy for their own records. The participants were instructed to provide as much detail as possible in their answers to the survey questions. Once the surveys were completed and collected a participant feedback sheet was given to each individual so they can request the results of this research once the study is complete. Both the consent form and the participant feedback sheet can be found in Appendix B.

The data was collected and analyzed for general trends which supported the creation of the second survey (refer to Appendix A for survey one and two). The second survey was an 8-part questionnaire, which incorporated a variety of question formats, multiple choice, matrix-based questions, and open-ended/response-based questions. These questions were derived from the results of the first survey which required further exploration to determine the specific needs and wants of the members. Some of the questions were “would you see value in an online forum in which DARHN members could communicate on a more regular basis for advice” or “how might your use this forum”. Survey’s went under the same review process as the first and a second ethics application was submitted to the Forensic Science Departmental Ethics Committee. Upon approval the second round of surveys were administered at DARHN’s February meeting. The process of data collection was exactly the same as in the December meeting however some of the participants were not the same as before. The individuals who were present for the December meeting were only instructed to complete the second survey, whereas members who were absent at the December meeting were instructed to fill out both. Therefore, the participants for survey one and two were 20 and 11, respectively.

Once all the data was collected from both surveys, they were manually entered into Qualtrics, which was also used to create the surveys. Qualtrics automatically produces reports of the raw data which can be seen in Appendix C. The data was divided into two categories,

quantitative and qualitative. This was done to allow for analysis of both types to be conducted separately. The quantitative data was analyzed first by looking at all possible answers to the questions, and producing a participant response percentage for comparative analysis. A participant response percentage allows one to see the percentage of the participants that responded to a particular question with a specific answer. This can be seen in the results section of the evaluation. For example, if there was nine participants in a study, three agreed with a statement, five disagreed and one preferred not to say, then the percentage of individuals who agreed with the statement would be calculated as:

$$\begin{aligned} \% \text{ of Participants that Agreed} &= \frac{\text{Number of Participants that Agreed}}{\text{Total number of Participants}} \times 100 \\ &= (3/8) \times 100 \\ &= 37.5\% \end{aligned}$$

Qualitative data can be categorized to demonstrate themes of research, which can be useful in determining commonalities from participant to participant. It was also found that themes were not as relevant to these research questions, however if the themes surrounding answers to the question did become of relevance, the raw data can be found in Appendix C. For this research project, the answers that were provided in these surveys did not typically have consistent themes from participant to participant. Therefore, qualitative data was used to provide further support to the quantitative data, through direct quotes or as anecdotal support/evidence.

## Results

The results have been divided into four different sections based upon the applicable research question. The data presented in the results section refers only to the quantitative data obtained from the surveys, whereas relevant qualitative data is presented throughout the discussion portion of this report. All qualitative data can be found in Appendix C, as this is the raw data portion of this paper, with the exception of some questions due to identification purposes and maintaining confidentiality. The sample size is noted within the figure title because participants unknowingly missed some questions, causing the sample size to differ slightly between questionnaires.

### **Research Question One: What other models of housing professional networks exist, and have they been subject to research?**

From the literature review stage of this project, the networks of housing professionals that exist are the Housing Partnership Canada (HPC), the Housing Network of Ontario, Ontario Non-Profit Housing Association, and the Newfoundland and Labrador Housing and Homelessness Network. These networks were selected because they seem to be the most relevant in research and across Ontario and Canada.

The Housing Partnership Canada (HPC) is a housing network with approximately 22 agency CEO's across Canada who come together to discuss strategies and policies to improve operational performance and profitability. The HPC has been subject to research (7). The research was revolving around best practices and the development of successful innovations that have made it a possibility for businesses to enter the affordable housing sector (7). Due to the limit of programs and resources that can facilitate the development of affordable housing and the



lack of affordable housing across Canada, the HPC focuses on increasing the profitability and resources available to expand the affordable housing sector (7). This study found five key observations about the Canadian social and affordable housing sector including the need to change the operating environment of the system, becoming more entrepreneurial, evolving gradually over time instead of abruptly, leaders within the sector are effected by its fragmentation and lack of scale, and there are constraints on municipal non-profits that need to be change (7). The current research being conducted by HPC surrounds the creation of a lending instituted for all of Canada to allow individuals who provide affordable housing to develop their assets further by having more financial resources to do so. The research regarding the lending institute is still being conducted and therefore would need to be further researched once completed. (7).

The Housing Network of Ontario is a network of anti-poverty activists who feel that affordable housing should be available to all and work to integrate resources that facilitate equal rights for all individuals in regards to housing (8). The Housing Network of Ontario consists of seven individuals consisting of lawyers, legal assistants, advocates and directors (8). The Housing Network of Ontario has not been subject to research, but have conducted their own research surrounding the right to affordable housing using different case studies as support for their research (8). This initiative is completed on a case-by-case basis, therefore this research could be useful for the members in regards to knowing legal precedence for an individual client, however does not present valuable information in regards to DARHN as a network.

The Ontario Non-Profit Housing Association believes that affordable housing is a basic human right and work to spread awareness about the impacts of safe, and affordable housing while educating its members about the critical role of affordable housing in Ontario and

expanding their skills so they can offer their tenants high-quality homes (9). The Ontario Non-Profit Housing Association consists of more than 700 non-profit housing providers that come together to recognize the different resources, and even provide training to develop important skills that are vital to the members every day work (9). The research that has been completed by the Ontario Non-Profit Housing Association revolve around budgeting, and reports surrounding the non-profit housing sector (9). However there appears to be a lack of research surround an evaluation of the Ontario Non-Profit Housing Association, therefore there is no research determining how successful the network is, and the different aspects that make it unique and beneficial.

The Newfoundland and Labrador Housing and Homelessness Network (NLHHN) is a network of community-based service providers, municipal, provincial, and federal agencies and representatives of persons at risk of homelessness which deal with all aspects of homelessness (10). The exact number of network members is not known because they have multiple networks that operate infer the Newfoundland and Labrador Housing and Homelessness umbrella. The networks that are all considered to be NLHHN are divided by region including St. Johns, Mount Pearl, Baccalieu with an additional nine regions (10). The research surrounding s looking at initiatives to deal with homelessness in Newfoundland and Labrador, rather than evaluating the network itself.

**Research Question Two: From the perspective of members, how successful has DARHN been?**

The results surrounding research questions two, three and four are results that have been quantified and analyzed from the two surveys. As stated in the Introduction section of this paper, success was defined in multiple aspects including communication, and the frequency of

implementing the knowledge provided to the members. Therefore this section of the results begins with a brief overview of the member’s perspective and is then further divided into results surrounding each definition of success. Figure 1 demonstrates that members do feel as though their work has benefitted from their participation in DARHN, therefore making the network successful by helping its members.

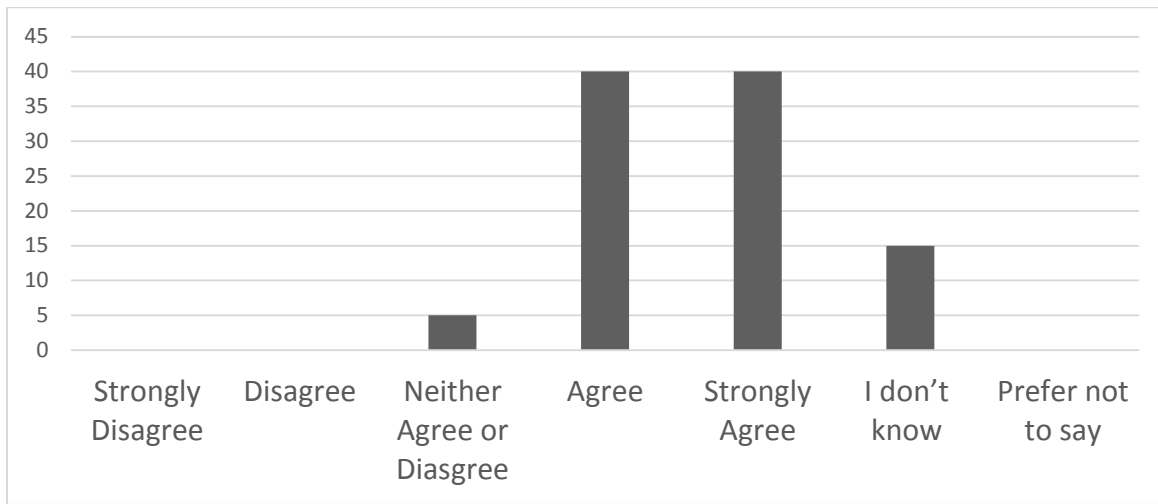


Figure 1: The percentage of participants (n= 20) that strongly disagreed, disagreed, neither agreed or disagreed, agreed, strongly agreed, did not know and preferred not to say whether their work had benefitted from their participation in DARHN.

*First Definition of Success: Accessing the Information*

The results presented in this section revolve around the members absorbing the information presented to them at their regularly schedule meetings in their professional work. There were three areas that were delved into to explore how the information was handled once members left the meetings. These three areas include whether they conducted further research regarding the resources discussed, which demonstrates that the members are dwelling on their meetings and exploring the information presented to them even further, thereby demonstrating

that DARHN is facilitating a level of exploration into other resources. The second was whether they implemented any of knowledge gained at their meetings into their professional work. The third being whether or not the members feel as though the information beneficial to further demonstrate the importance of the meetings and the success of the network in providing valuable information to its members.

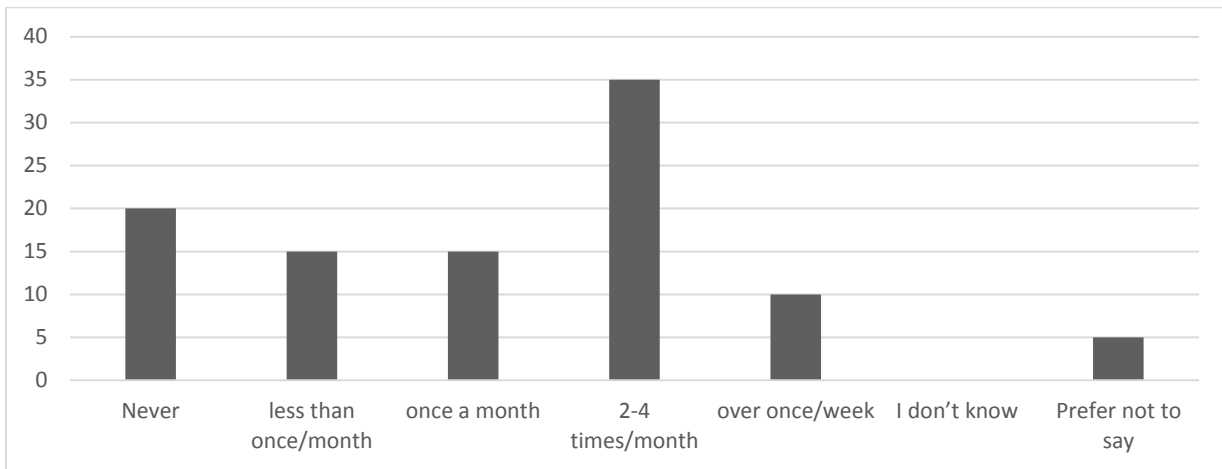


Figure 2: The percentage of participants (n= 20) who reported conducting further research about a resource or program that they learned about through DARHN, never, less than once per month, once a month, 2-4 times per month, over once per week, I don't know, prefer not to say.

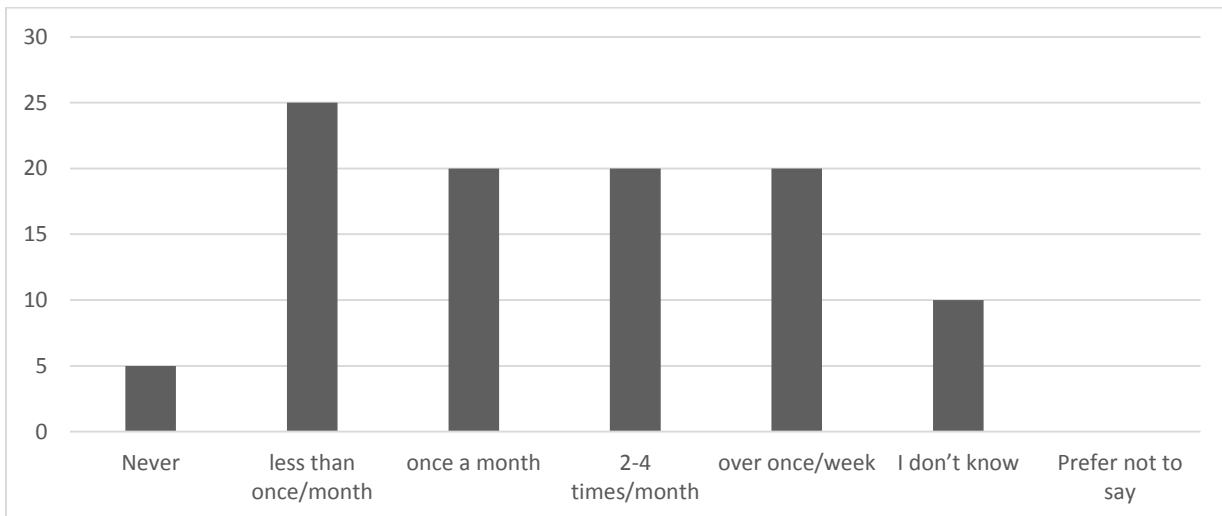


Figure 3: The percentage of participants (n= 20) who reported using the information that is provided to them throughout the meetings, never, less than once per month, once a month, 2-4 times per month, over once per week, I don't know, prefer not to say.

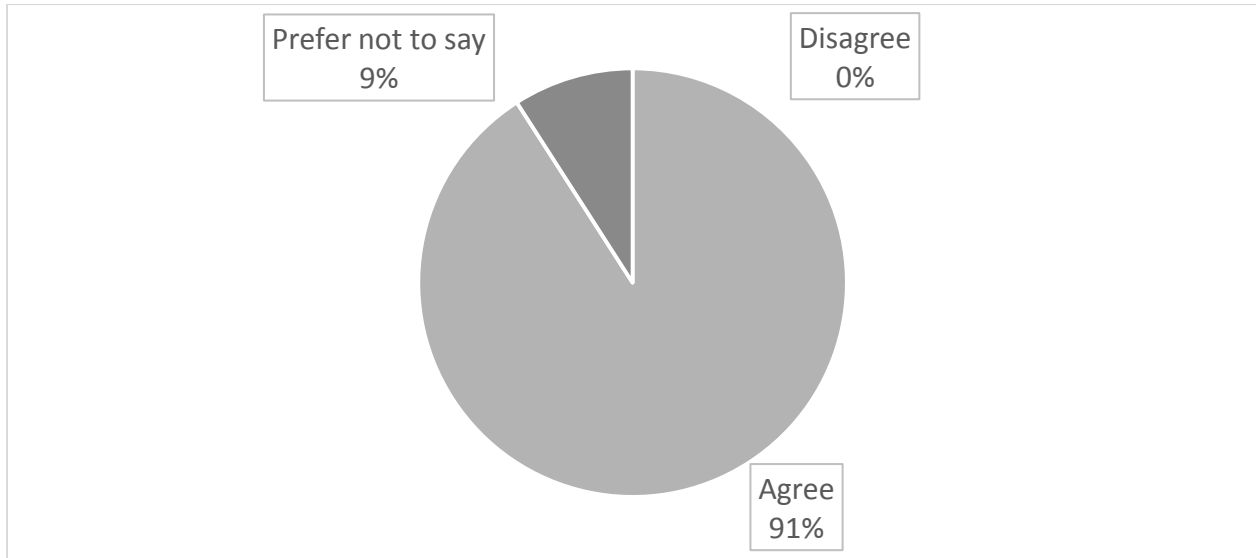


Figure 4: The percentage of participants (n= 11) who agreed, disagreed, or preferred not to say whether they were a DARHN member because they find the information beneficial to their work.

#### *Second Definition of Success: Communication Levels*

The communication levels within DARHN were explored to differentiate DARHN's success. As DARHN is a network, it is important that there are high levels of communication inside the meetings, but also outside the meetings to further inter-agency communication. Therefore, members were asked about their communication levels outside of the regularly scheduled meetings, and whether or not it is because of this communication level that the members work has improved. It is important to note that communication outside of the meetings is not required, but rather an added benefit to being a DARHN member, as it is demonstrated that

90% of members feel that the communication between the agencies is important in improving their work.

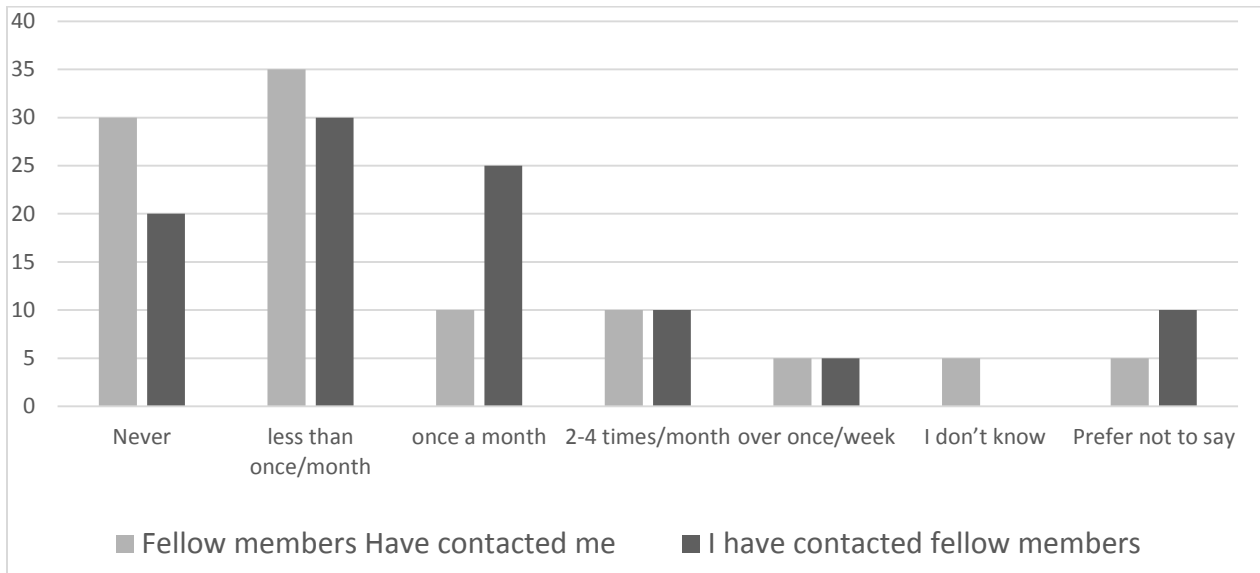


Figure 5: The percentage of participants (n= 20) who reported another member contacting them (light grey) and contacting another member (dark grey), never, less than once per month, once a month, 2-4 times per month, over once per week, I don't know, prefer not to say outside of the regularly scheduled meeting.

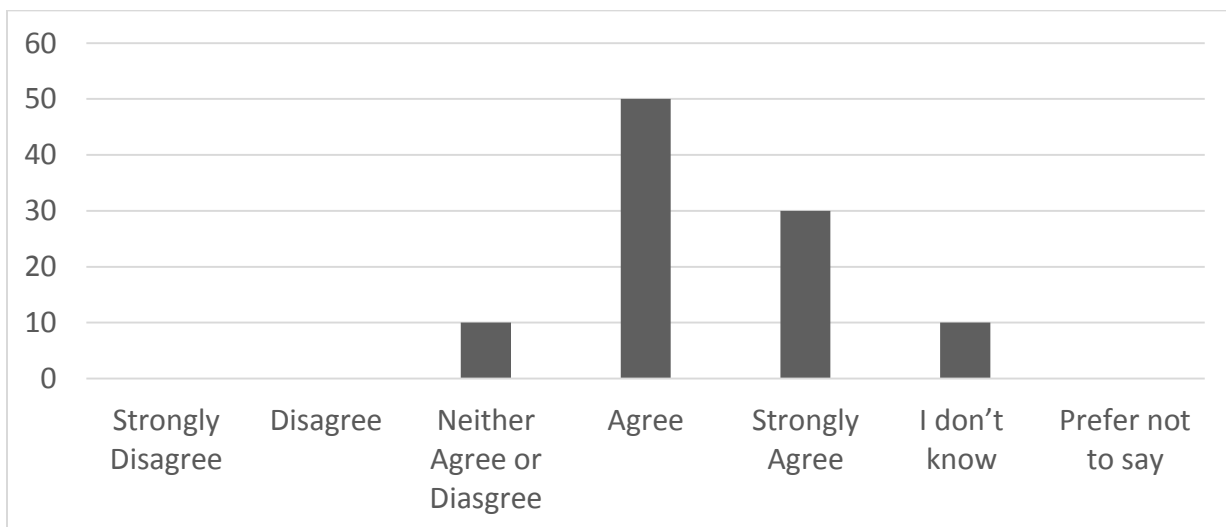


Figure 6: The percentage of participants (n= 20) that strongly disagreed, disagreed, neither agreed or disagreed, agreed, strongly agreed, did not know and preferred not to say whether they had built connections through their DARHN meetings that had positively impacted their work.

**Research Question Three: Has the network supported or improved the lives of members?**

For the purpose of this research question, members were asked about whether they felt their clients had benefitted from their participation in DARHN. There is further research supporting the fact that 85% of participants felt as though their clients had benefitted, however this is mostly reliant on qualitative data which is presented in the discussions section of this report.

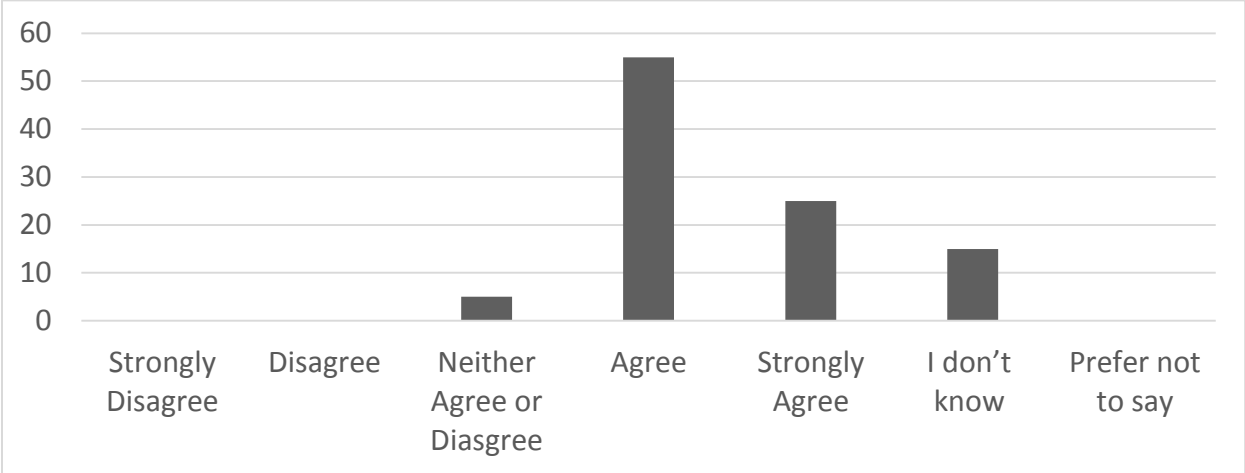


Figure 7: The percentage of participants (n= 20) that strongly disagreed, disagreed, neither agreed or disagreed, agreed, strongly agreed, did not know and preferred not to say whether their clients had benefitted from their participation in DARHN.

**Research Question Four: What roles would members like the network to perform and any potential improvements?**

The results for this research question were mainly from survey two because participants alluded to changes that they feel would be beneficial to the members during the first survey. To determine what the other members felt about the changes, they were asked whether they disagreed, agreed or preferred not to say whether or not they felt the change would be beneficial. It was determined that 64% of participants felt that the members should dictate the topics for each meeting instead of the host, which is typically the CDCD. A significant portion of members (82%) felt as though DARHN should be broadened to all social issues revolving around homelessness. Other changes that members felt would improve DARHN would be increasing the frequency of the meetings, incorporating more organizations or agencies into DARHN, producing a network to facilitate communication levels.

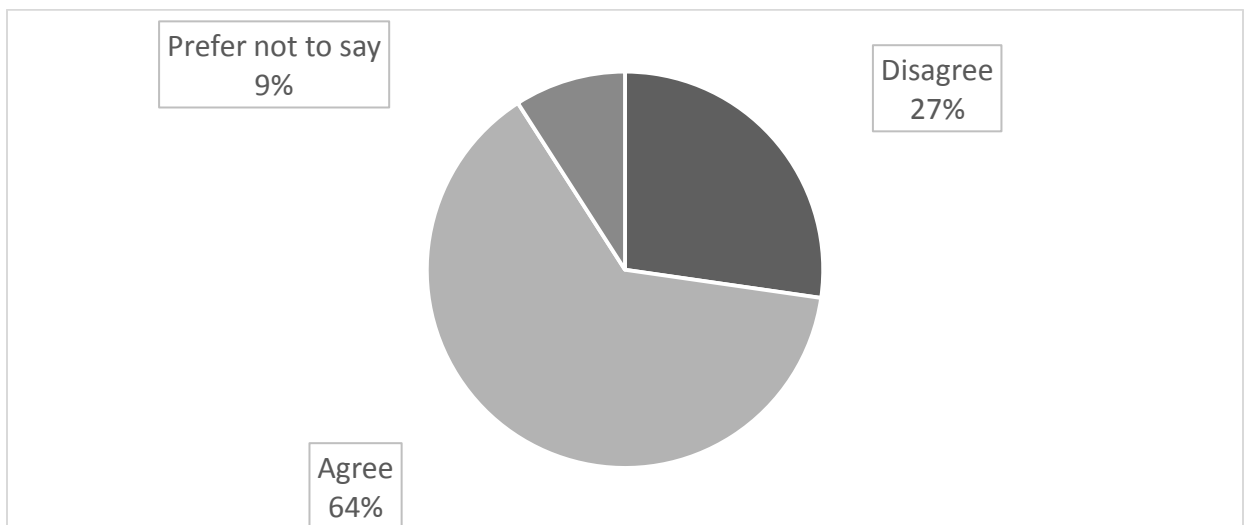


Figure 8: The percentage of participants (n= 11) who agreed, disagreed, or preferred not to say whether the members should be asked what topics they would like to address during the meetings.



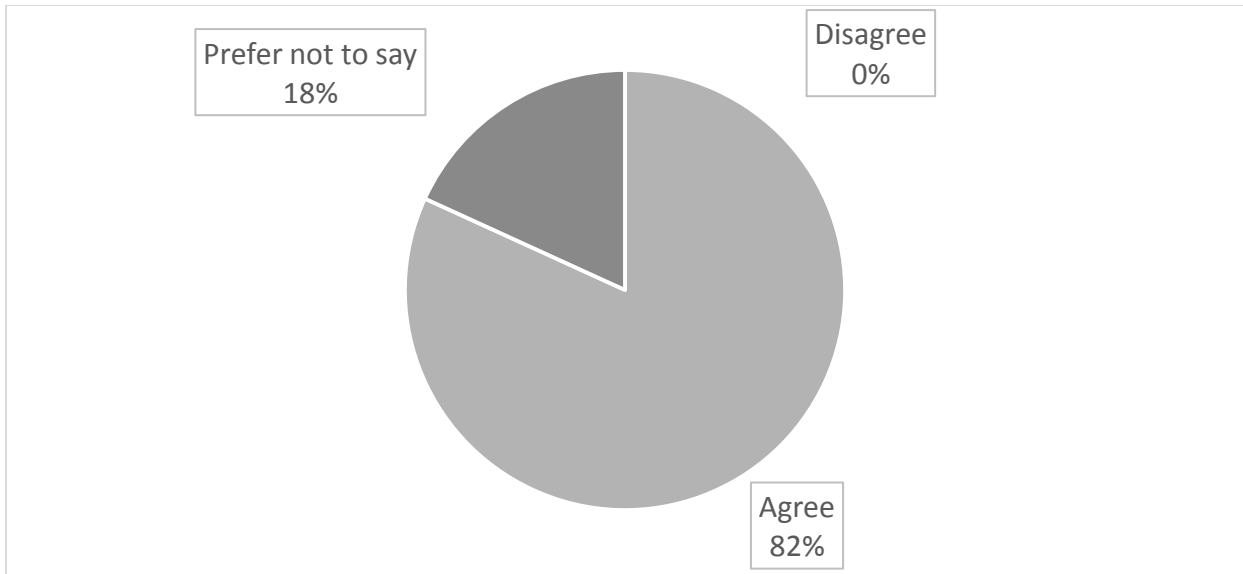


Figure 9: The percentage of participants (n= 11) who agreed, disagreed, or preferred not to say whether the scope of DARHN should be broadened to all social issues revolving around homelessness.

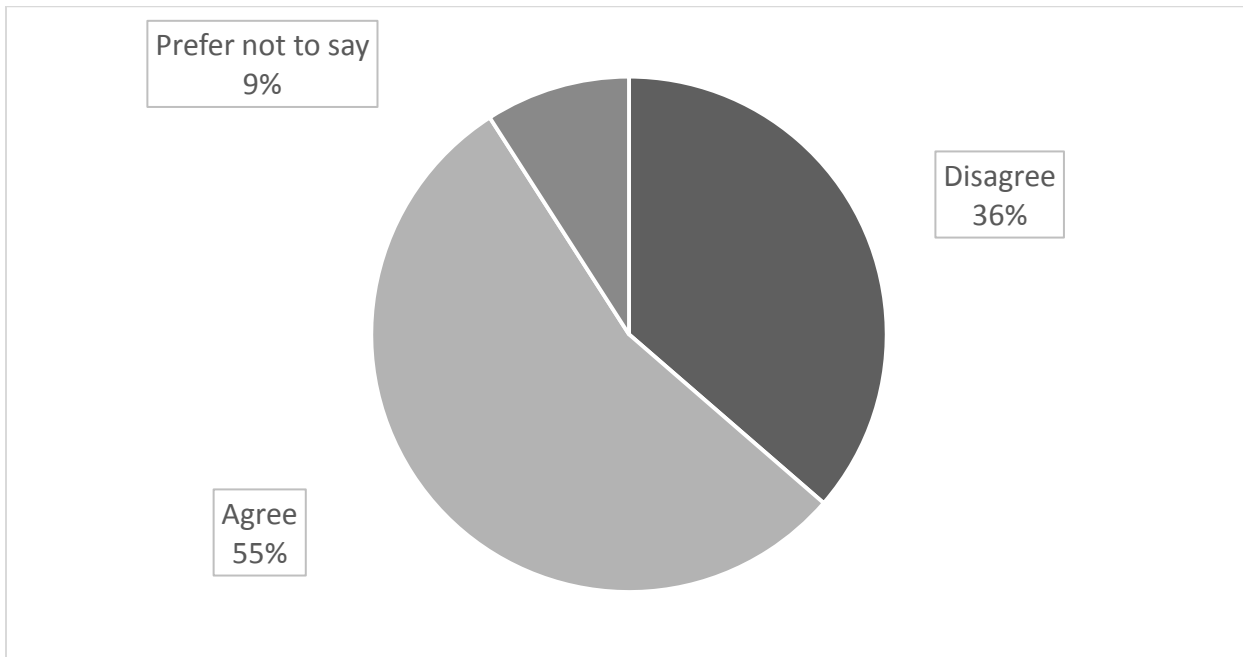


Figure 10: The percentage of participants (n =11) who agreed, disagreed, or preferred not to say whether the participant would like to increase the frequency of the meetings.

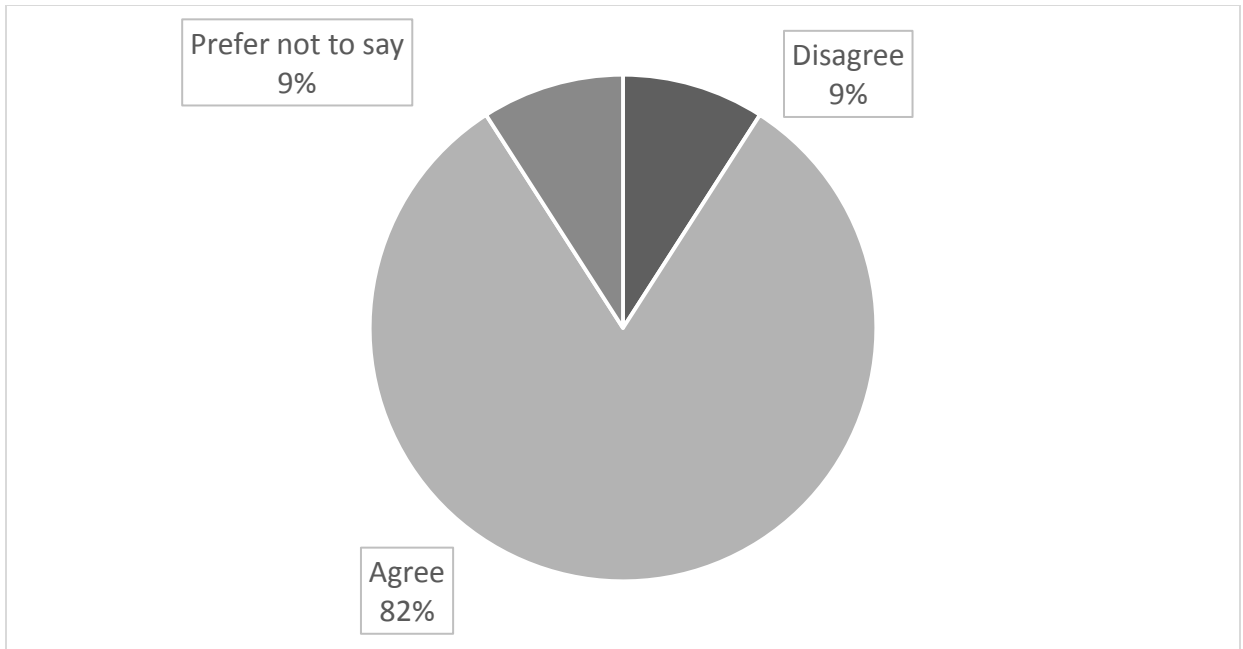


Figure 11: The percentage of participants (n= 11) who agreed, disagreed, or preferred not to say whether they feel as though there should be more organizations within DARHN.

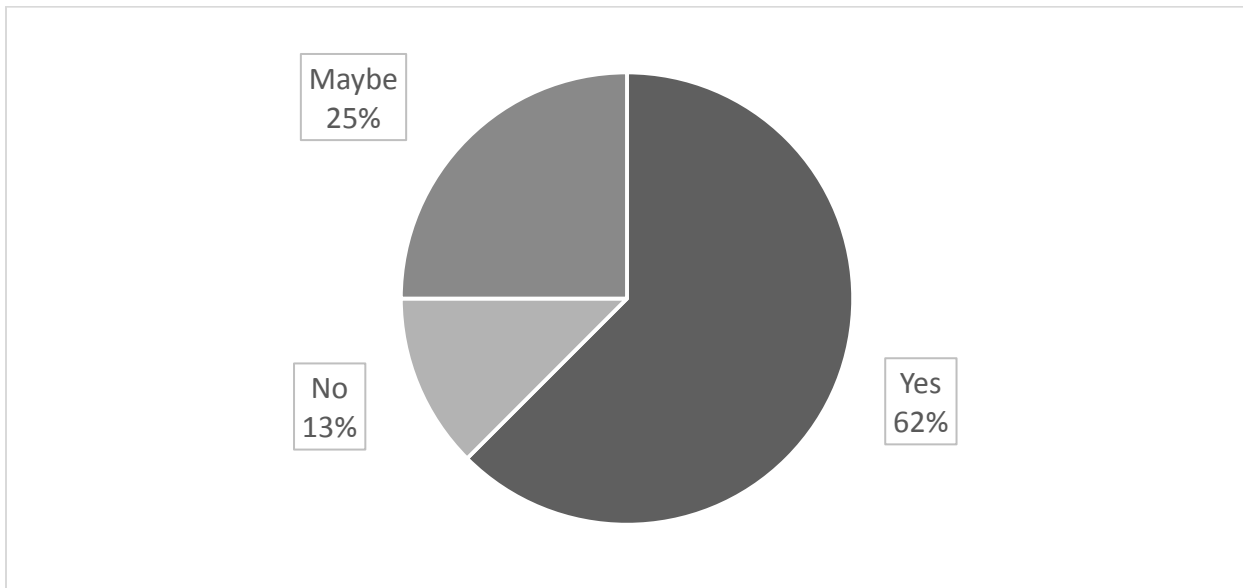


Figure 12: The percentage of participants (n= 8) who answered yes, no or maybe in regards to whether they felt an online forum would be beneficial to the network in regards to increasing inter-organization communication.

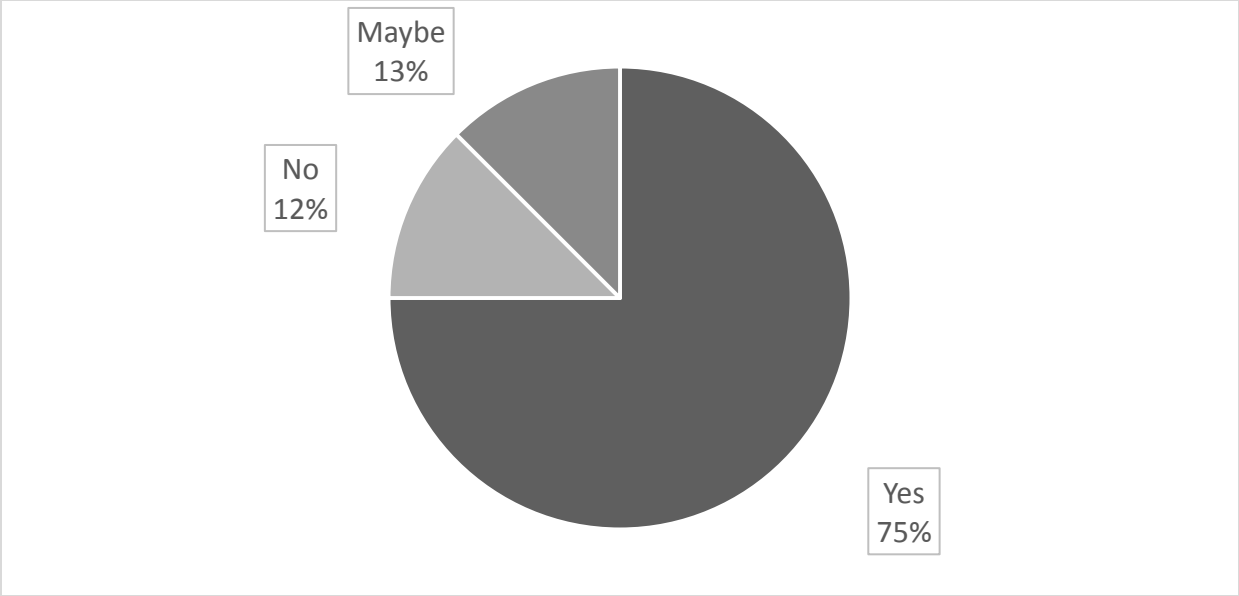


Figure 13: The percentage of participants (n= 8) who answered yes, no or maybe in regards to whether they would use the online forum on a regular basis.

## Discussion

### **Research Question One: What other models of housing professional networks exist, and have they been subject to research?**

Knowing about other models of housing networks and their subsequent research is beneficial in gaining insight into how to operate future networks and how to improve current ones, however, these networks need to be comparable otherwise, the findings, changes and limitations of the other study become inapplicable to the current network. Although there are other models of housing professional networks, they lack comparability in three ways, the first being the scope of the network in regards to its members. The second being the size of the network and the third being their goals, missions and values.

#### *Difference One: Scope*

Homelessness is a multifaceted issue, therefore any initiative that looks to make an impact on homelessness should strive to look at all interconnected areas. This may not seem realistic, as homelessness is a vast and complex issue, however the closer a network gets to achieve a full spectrum of relevant agencies, the better the network. At one of the DARHN meetings that the researcher attended, the topic of discussion was about ways of communicating with landlords, there were not only individuals who represented the homeless population, but there were also individuals who represented the landlord population. This provided such an array of opinions which provided further information for the members from both sides of the spectrum. Although there may be networks that may be working to impact homelessness, a lot tend to look only at specific areas, rather than all areas within homelessness.

### *Difference Two: Size*

DARHN is a housing network of approximately 20 agencies. When conducting research to compare another network to it, it should be of similar size. Comparing the way a network with a hundred or more agencies operates to the way a network of 20 agencies operates is like comparing apples to oranges. A larger network would likely have more financial support, require more complex ways to disseminate information regarding resources. Therefore the manner in which a larger network operates would be different from a smaller network. Although larger networks may not act as a good comparison to DARHN now, this does not mean that their research or policies do not have value. Due to the information that some large organizations provide in regards to running successful, large networks, best practices, and mandates the information can be valuable, however one should exercise caution when drawing comparisons between a large and small network.

### *Difference Three: Goals, Missions and Value*

The final aspect in which housing initiatives differ between each other is their goals, missions and values. There are housing initiatives that are more business centered, homelessness prevention centered, or even a secondary housing technique centered like co-operative housing. As the overall mission of DARHN and the majority of its members is to make an impact on homelessness, than this should be the overall mission and goal of comparable networks. Although profitability is important as financial means play a major role in the capacity of the network to facilitate change, helping the homeless is still the major priority.

## *The Comparison of Networks*

The issue with using the Housing Partnership Canada as a comparison to DARHN surrounds the scope of the members and the overall mission. Although the number of agencies is similar to DARHN, HPC members are CEO's of housing initiatives rather than frontline workers, therefore creating a discrepancy in the priorities and opinions of the members. Although HPC is classified as a professional housing network, it does not work to alleviate the issue of homelessness, therefore making its missions and values vastly different from DARHN, further impacting their businesses motivation. For these purposes, HPC is not a good comparison in regards to future improvements that could be made to DARHN.

Although the Housing Network of Ontario is similar to DARHN in its mission, values and goals, it does not correlate to DARHN in regards to the scope of the members, and size of the network. The Housing Network of Ontario works to bring affordable housing to all individuals within Ontario, however this is achieved through a case by case legal approach, rather than working to spread knowledge to help the members. Therefore, the Housing Network of Ontario is more of an advocate group, rather than a network of housing professionals. The members of the Housing Network of Ontario consist of lawyers, legal assistants, advocates and directors whereas DARHN members are in housing, health care, tenant advocacy, violence against women shelters, and community members. Therefore making the scope of the members vastly different and not comparable.

The final two networks mentioned were the Ontario Non-Profit Housing Association and the Newfoundland and Labrador Housing and Homelessness Network, both of which have similarities to DARHN. The Ontario Non-Profit Housing Association is extremely comparable to DARHN in regards to their mission, values, and members, however are an extremely large

network with 700 agencies all within housing. The size of the network would impact their outreach capabilities compared to DARHN, and also focus around larger meetings, however this does not mean that nothing can be gained from their research and data. The Newfoundland and Labrador Housing and Homelessness Network seems to be the one that closely resembles DARHN, however the number of agencies affiliated with the network is unknown. However, they have the same scope of DARHN and conduct research on a regular basis which could prove useful when trying to compare the two networks.

**Research Question Two: From the perspective of members, how successful has DARHN been?**

The purpose of DARH is to provide knowledge to the frontline workers through interagency communication within the Durham Region regarding services available to the homeless. Therefore there are two key measures of success. The first measure of success focuses on whether the members are actually retaining and utilizing the knowledge that they gain at their meetings. Expanding one's knowledge is important, but if you are not able to implement or grow from that experience, then there really is no point to learning about it. The second aspect revolves around communication, and building professional relationships that act as a resource to the members on a continuous basis, as an indication of success would be greater inter-agency communication. There were four key aspects to gaining knowledge that was focused on to determine if DARHN was successful. This began by determining if the members found the information beneficial from the meetings, whether the members went back to work and conducted their own research on different resources discussed, whether the members then implemented those resources, and if that change had benefitted their work.

It was found that 91% of members agreed that they were a member because they found the information was beneficial (with the remainder indicating they preferred not to say). One participant even stated that the information gained from the DARHN meetings helped with the implementation of HIFIS into their program, and although they are new to housing, the instructions from DARHN have benefitted them. Therefore demonstrating the importance of attending the meetings, and the usefulness of the information.

If a member is conducting further research about information presented at a meeting, this demonstrates that the meetings are actually getting the members to retain the information, and facilitate change to better assist the member's clients. It was found that 20% of participants stated that they have never conducted further research about resources, with 5% indicating that they preferred not to say, and the remaining 75% conducted future research anywhere from once every couple months to over once per week. Thereby demonstrating that the information is drawing the member's in to the point where they want or need more information while encouraging the members to gather the information that is relevant to them.

Although it's beneficial that the members are finding the information useful and relevant, and that they are conducting further research regarding the resources, if they are not actually using the information, then what is the point to having the meetings? People can hear about resources in the moment, and that it is useful, but if they do not implement them in their work, then the information is lost, thereby demonstrating the importance of implementing and using the resources available. It was discovered 85% of participants reported using the information anywhere from *once every few weeks* to *over once per week*, 10% stated that they *did not know* and only 5% of members said that they *never* use the information provided to them. So, 85% of individuals are utilizing the information, which is further supported by the fact that no participant



*strongly disagreed* or *disagreed* that their work had benefitted from their participation in DARHN, 15% reported that they did not know, but the remaining 85% *strongly agreed*, *agreed* or *neither agreed nor disagreed* with the statement. To know that these DARHN meetings are facilitating change, and improving 85% of the members work experiences is valuable and demonstrates the scope of their impact. These results demonstrate that DARHN is successful in regards to their members retaining and utilizing the resources.

The second measure of success revolved around contact and communication levels between the members. For the purposes of this research question, the level of contact outside the meetings was used to determine if the contact was only at the meetings or if this network is facilitating the development of connections that extend past the meetings and actually into the workweek. There were three vital questions that demonstrate the high level of communication that DARHN facilitates, as building connections in DARHN has been demonstrated to be the most vital aspect to the network. The first two questions relate to one another as it was asked whether you (a member) have contacted another member outside the meetings and has a fellow member contacted you. The third question asked whether the members felt that they had built connections through their DARHN meetings that had positively impacted their work, therefore demonstrating the key aspect of interagency cooperation.

It was found that 30% of individuals had *never* had another member contact them, whereas 20% have *never* contacted another individual. Although this may seem high, there was also 60% of members who stated that they *have had a member contact them* outside of the DARHN meeting, and 70% say they *have contacted a fellow member*. Connecting outside the meetings is not a requirement of DARHN membership, demonstrating that each time these members connect (5% connect *over once a week* and an additional 10% connect *2-4 times a*

*month*) they are foraging a relationship and building a foundation between their agencies furthering their work.

To further demonstrate the importance of communication in DARHN, a member commented on the survey that they were not a frontline worker, but were able to see the level of communication within the meetings, and thinks that it is a great thing for different organizations to come together. Another participant even stated that they have frequently connected with the Durham Community Legal Clinic (DCLC) after hearing about their support through DARHN. The level of connection between the members inside and outside the regular scheduled meetings is the key component to DARHN's success. A participant even stated that the discussions from DARHN are vital to the member's job as it is important to understand the needs of the community.

It was demonstrated that the impact that these connections have on the member's work was shown to be evident as 30% *strongly agreed* that their work had benefitted from their connections, with another 50% *agreeing*, 10% *neither agreeing nor disagreeing* and the remaining 10% indicating they *did not know*. Not a single participant felt that their work did not benefit from the connections they made. This result further develops the importance of interagency cooperation and communication.

Considering the meetings only happen once every two months, the fact that these meetings are finding the information useful to the point where it is then sparking interest in regards to the different resources available where they are conducting further research and inquiring about different services and using this to help their clients and benefitting their work, it is clear that DARHN has been successful. DARHN has not only been successful in forging relationships between members and organizations, but also by providing the necessary

encouragement to facilitate change in their everyday work life by incorporating new resources and helping clients to the absolute best of their abilities.

**Research Question Three: Has the network supported or improved the lives of member's clients?**

The members were asked whether they felt their participation in DARHN had benefited their clients. It was reported that not a single participant disagreed or strongly disagreed with the fact that their clients had benefitted from their participation in the network. However, 25% of participants *strongly agreed*, 55% *agreed*, 5% *did not agree or neither agreed nor disagreed* and 15% *did not know*.

Members even stated that due to their participation in DARHN, they were able to provide support to clients facing eviction, in which the perspective of landlords was extremely useful. A second participant stated that they were able to connect clients with programs and services to better assist them while another stated that the information presented at a DARHN meeting assisted a client in getting moving expenses through the CDCD. The roles that DARHN has played in helping the member's clients was shown when a participant went on to report that thanks to DARHN they were able to help clients find financial assistance. It has been clearly demonstrated that DARHN has had a positive impact on the member's clients by presenting valuable information about resources which they are able to refer or use to help a client. DARHN is clearly facilitating change in Durham Region and helping the homeless population.

#### **Research Question Four: What roles would members like the network to perform and any potential improvements?**

The questions that were used to address this question were derived from answers from the first survey. For example, during the first survey one of the participants stated that they would like DARHN to broaden its scope to all social issues revolving around homelessness. To determine the efficacy of this response, this was included on the second survey to determine if the other members had a similar opinion. To differentiate which potential improvements could or should be implemented first, they were divided into two categories, minor and major changes. This was based on the number of participants that felt that the change would be beneficial to the network. Therefore minor changes indicates that less than 70% of participants felt that the change would be beneficial, while a major change indicated that 70% or more of participants felt that the change would be beneficial.

##### *Potential Improvements: Minor Changes*

The first minor change involves allowing the members to pick what topics they would like to discuss in advance, rather than the topics being chosen for the members. It was demonstrated that a total of 64% *agreed* and 27% *disagreed*. Therefore this demonstrates that 64% do feel that allowing the members to pick the topics of discussion would be beneficial to the network. It could be predicted that if the members were able to pick their own topics, this could encourage people to discuss focal points of their work, encourage further discussion, and increase the member's level of interest.

The second minor change indicates that only 55% *agreed* that increasing the frequency of the meetings would be a potential improvement to the network. Increasing the meetings can

present challenges as the members are extremely busy and could be an added stress if the meetings become too frequent. However increasing the number of meetings could also provide the members with more support potentially alleviating their daily stresses.

*Potential Improvements: Major Changes*

The first major improvement that the members indicated as important was broadening DARHN to all social issues around homelessness in which 82% *agreed* and the remaining 18% *preferred not to say*. Broadening DARHN to all social issues surrounding homelessness could be achieved through the first minor changes. By allowing members to choose which topics they want to discuss, DARHN is opening itself up to endless possibilities of discussion, thereby expanding its focus and incorporating social issues in homelessness that may not be evident to everyone.

The second major improvement that the members felt was important was increasing the number of agencies that were a part of DARHN as 82% agreed that this was important, 9% preferred not say, and 9% disagreed. When asked for examples of agencies who are not a part of DARHN, some members indicated that Gate 3, Durham Mental Health, and agencies or organizations who have a lot of homeless individuals around their business like Parks and Recreations Canada, Tim Horton's, McDonalds, Libraries etc. would be valuable additions to the network.

*Potential Improvement: Outliers*

Another potential improvement that was discussed was the implementation of an online forum. This is being discussed separately from the other results, as there was only a sample size of 8, making each member's response heavily weighted. It was found that 63% said that they felt

an online network *would be beneficial* to increase inter-organization communication, where 25% reported *maybe*, and 13% said *no*. It is important to note, that the 13% who reported no, this would not be beneficial, is one individual out of the eight. It was then asked whether the members would use the network on a regular basis, because there is no point in creating an online forum if the members would not actually use it. It was found that 6 individuals reported that they *would use it on a regular basis* and 1 person said *no* with another 1 person reporting *maybe*.

This demonstrates that an online forum could be beneficial to members of DARHN, encouraging communication and even implementing some of the changes listed above. The online forum would give members the ability to discuss topics outside of regular meetings, have more regular contact with the members, and increase agency cooperation because they could communicate through a web-based platform. This is not to state that this is to replace the meetings every other month, but it does allow for communication through the time spent away from meetings. This online forum would be a separate webpage/chat from any social media that could only be accessed by DARHN members, as 83% of participants agreed on this structure. Participants even reported that they could use the platform if a situation occurred with a client and the member was trying to find a solution or resource beyond their current knowledge. The forum would provide ideas as to how to assist clients, promote best practices, shared issues, landlord networks, sharing news and more. Although some individuals may have reservations, it would be a beneficial aspect to those that could access it regularly and potentially prove to be extremely useful to members.

### **Limitations and Future Work**

Due to this study being restricted in time, the major limitation of this study was the number of participants. The smaller a participant size the more impact that each participant has on the results. Therefore having a maximum of 20 participants with a minimum of 8 heavily weights each member's response. This could be addressed by gathering more participants, which was not possible for this study due to time constraints. This could definitely cause over representation or underrepresentation in some of the results in this study. A limitation surround the first research question was due to the inability to find all housing networks. Another limitation was in the third research question about DARHNs impact on the member's clients. This research question presented challenges because it relied on the member's perspective instead of evidence from the clients themselves. This could introduce bias and therefore sway the results for this question.

Future research could delve further into other housing networks, in particular the Newfoundland and Labrador Housing and Homelessness Network and the Ontario Non-Profit Housing Association as they appear to be the most similar to DARHN. It would also be beneficial to conduct further research surrounding other networks that could be similar to DARHN. It is clear that DARHN has been successful in improving the member's work, and their client's lives. However, future work could focus on research with the homeless directly instead of relying on the members interpretations. This would allow for a more thorough determination of the impact on the members clients, as DARHN is a network that works to benefit the homeless population, it only seems logical to have them be a part of the voice that is DARHN. Future work could also look at how the network could be broadened to all social issues surrounding homelessness because the scope is already fairly large, and work to answer what is missing in regards to their.

## References

1. Clyne DG, Bilenduke V, Luyt G. Laying the foundation: A preliminary baseline of housing and homelessness in Durham, 2011.
2. <http://homelesshub.ca/SOHC2016>
3. <http://www.cdcd.org/>
4. <http://www.otf.ca/who-we-are>
5. <http://povertyindurham.ca/home/d-a-r-h-n/>
6. <http://www.durham.ca/>
7. <http://www.housingpartnership.ca>
8. <http://www.acto.ca>
9. <http://www.onpha.on.ca/web/>
10. <http://www.nlhhn.org>



## Appendix A: Surveys

### **Durham At-Risk Housing Network Evaluation One**

Q1. What organization do you work for?

Q2. In what capacity do you work within the homelessness and housing sector? (Example: Executive Director, front-line worker, social worker, nurse, etc.).

Q3. How long have you been a member of the Durham At-Risk Housing Network?

- less than 6 months (1)
- 6 months- 1 year (2)
- 13 months -1.5 years (3)
- 19 months -2 years (4)
- Prefer not to say (5)

Q4. Why are you a DARHN member?

Q5. How many meetings have you attended?

- 1-2 (1)
- 3-5 (2)
- 6-8 (3)
- 9-12 (4)
- Prefer not to say (5)

Q6. How long has your organization worked within the homeless and housing sector?

- Less than 2 year (1)
- 2-4 years (2)
- 5-7 (4)
- 8-10 (5)
- Over 10 years (6)
- Prefer not to say (7)

Q7. How long have you personally worked within the homelessness and housing sector?

- less than 1 year (1)
- 1-2 years (2)
- 2-3 years (3)
- 3-4 years (4)
- 4-5 years (5)
- Over 5 years (6)
- I do not consider my primary work to be within the homelessness and housing sector. (7)

Q8. For the purpose of this question, please indicate how often you complete the tasks stated on the left hand side of the table. Never, occasionally meaning less than once a month, infrequently meaning approximately once a month, often which means 2-4 times a month and frequently which means more than once a week.

	Never (1)	occasionally (less than once a month) (2)	infrequently (once a month) (3)	Often (2-4 times a month) (4)	Frequently (more than once a week) (5)	I dont know (6)	Prefer not to say (7)
I use the information provided by DARHN. (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I have conducted further research about resources that DARHN has discussed. (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Fellow DARHN members have contacted me outside of the regular scheduled meetings. (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I have contacted fellow members of DARHN outside of the regular scheduled meetings. (4)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q9. For the purpose of this question, please indicate whether or not you strongly disagree, disagree, neither agree nor disagree, agree or strongly agree with each statement in the left hand column of the table.

	Strongly disagree (1)	Disagree (2)	Neither agree nor disagree (3)	Agree (4)	Strongly agree (5)	I do not know (6)	Prefer not to say (7)
My work has benefitted from my participation in DARHN. (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I have made connections with other organizations that have benefited my work due to my participation in DARHN. (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My clients have benefited from my participation in the DARHN network. (4)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q10. Are you affiliated with any organizations or networks that are similar to DARHN? Please identify.

Q11. Provide an example in which you have used the resources that DARHN has provided you in your work.

Q12. Provide an example of a situation in which you used the resources and information that DARHN provided you that has had a positive impact on a client. Please provide details where possible, without identifying the client specifically.

Q13. What do you believe is the purpose of DARHN?

Q14. How do you think DARHN could be improved?

Q15. Which agencies are not currently part of DARHN that you would invite to join?

**Durham At-Risk Housing Network Evaluation 2**

Q1 I am a DARHN Member because.... (Please indicate whether you disagree, agree or prefer not to say in relation to each statement).

	Disagree (1)	Agree (2)	Prefer not to say (3)
It is required as part of my job. (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I find the information beneficial to my work. (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I want to network with other individuals. (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I want to increase the amount of resources available to me. (4)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I want to learn about the different systems and supports available to my clients. (5)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q2 Please indicate whether you disagree or agree whether the changes listed in the left hand column would improve DARHN.

	Disagree (1)	Agree (2)	Prefer not to say (3)
If the members were asked more frequently about what they would like to discuss during the meetings. (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Broadening the scope of DARHN to all social issues revolving around homelessness. (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Increasing the frequency/ number of meetings. (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Increasing the number of organizations within DARHN. (4)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q3 Would you see value in an online forum in which DARHN members could communicate on a more regular basis for advice and ideas regarding specific services available to your clients?

- Yes (1)
- Maybe (2)
- No (3)

Q4 Would you partake in an online forum (chat between DARHN members) to continue and expand the networking capabilities of DARHN?

- Yes (1)
- Maybe (2)
- No (3)

Q5 What sort of online platform do you think would be most appropriate for hosting this forum?

- Private Facebook page only available to DARHN members (1)
- Separate webpage/chat for DARHN members (2)
- Other, please specify. (3) \_\_\_\_\_

Q6 How might you use this forum?

Q7 What are some topics that DARHN has not covered in their meetings that you feel would benefit its members?

Q8 Can you provide an example of a situation in which you used the resources and information DARHN provided you that has had a positive impact on a client. Please provide as much details as possible like the problem/ issue addressed, the information or resources that you learned about from DARHN and the outcome of the situation, without identifying your client specifically.

## Appendix B: Participant Forms

### **Consent Form:**



### **The Durham At-Risk Housing Network Evaluation**

#### **Participant Consent Form**

#### Student Researcher

Contact Information

#### Student's Supervisor

Contact Information

#### Introduction

This research is being conducted by the researcher as a part of the Community Based Research Course (FRSC 4890) available at Trent University. You were selected as a possible participant because you are a member of the Durham At-Risk Housing Network (DARHN), making you the best individual to provide feedback on its development. We ask that you read this form and ask any questions that you may have before agreeing to be in the study. If before or after the survey, you do not want to participate, you are free to leave at any time in which there will be no repercussions for doing so.

#### Purpose of the Study

This research is being conducted on behalf of the Community Development Council Durham (CDCD) to determine how the Durham At-Risk Housing Network has impacted its members, to collect data on how the program has impacted the homeless, to identify the changes that could be made to improve its efficacy, and to gather information regarding the success of other networks that are like DARHN.

#### Description of the Study Procedures

You will be asked to fill out a 10-minute survey as thoroughly as possible to reflect your opinion relative to each question.

#### Risks/Discomforts of Participating in the Study



It is unlikely that you will experience any physical or psychological harm as a result of your participation in this study.

### Benefits of Participating in the Study

There is no direct benefit associated with participating in this study, however this data will support the further development of the Durham At-Risk Housing Network.

### Confidentiality

This study is anonymous. We will not be collecting or retaining any information about your identity. None of your personal information will be collected alongside any data to ensure that your responses are completely anonymous.

The researcher will be the only individual who has access to all the raw data. The records of this study will be kept strictly confidential. Research records will be kept in a locked file cabinet at Trent University for the remainder of the study, until the research data is no longer required in which it will be destroyed by shredding as of April 30<sup>th</sup>, 2017.

Your identity will not be disclosed in any of the material that is published or presented to a secondary individual (CDCD, Student Advisor, etc.).

### Declarations

I, the undersigned participant have been informed of the nature of this study as described above and **freely give my informed consent** to participate.

I understand that I am **free to leave** at any time before or during the study.

I understand that my **privacy/confidentiality** of my participation and performance in this study will be maintained in the following manner:

1. My name will be known only by the researcher and will not be part of any public statements or documents
2. My name or identifying information will not be provided or made available to anyone other than the researcher.

I understand that I will be given an account of the nature and findings of this study by May 1<sup>st</sup>, 2017, at which time this information will be sent to me by email, college or personal address at: \_\_\_\_\_.

I permit data and records from this research to be used in research publications or for teaching so long as my privacy and confidentiality are protected.

I understand that I will not receive any compensation for my participation in this study.

I understand that this research project has been reviewed and received ethical approval by the Research Ethics Committee of the Department of Forensic Science, Trent University.

Researchers Name: \_\_\_\_\_ Date: \_\_\_\_\_

Researchers Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Participants Name: \_\_\_\_\_ Date: \_\_\_\_\_

Participants Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Email: \_\_\_\_\_

### **Participant Feedback Sheet:**



#### **Participant Feedback Sheet**

Title of the Study: The Durham At-Risk Housing Network Evaluation

Student Researcher

Contact Information

Student's Supervisor

Contact Information

Research Objectives

The purpose of this research was to determine how the Durham At-Risk Housing Network has impacted its members, to collect data on how the program has impacted the homeless, to identify the changes that could be made to improve its efficacy, and to gather information regarding the success of other networks that are like DARHN. These surveys will be evaluated to provide detail about each member's experience being member of Durham At-Risk Housing Network.

Future Results

You will be given an account of the specific findings of this study by May 1<sup>st</sup>, 2017, at which time this information will be sent to you via email, by Skylar Onistchenko-Abrantes.

Acknowledgment

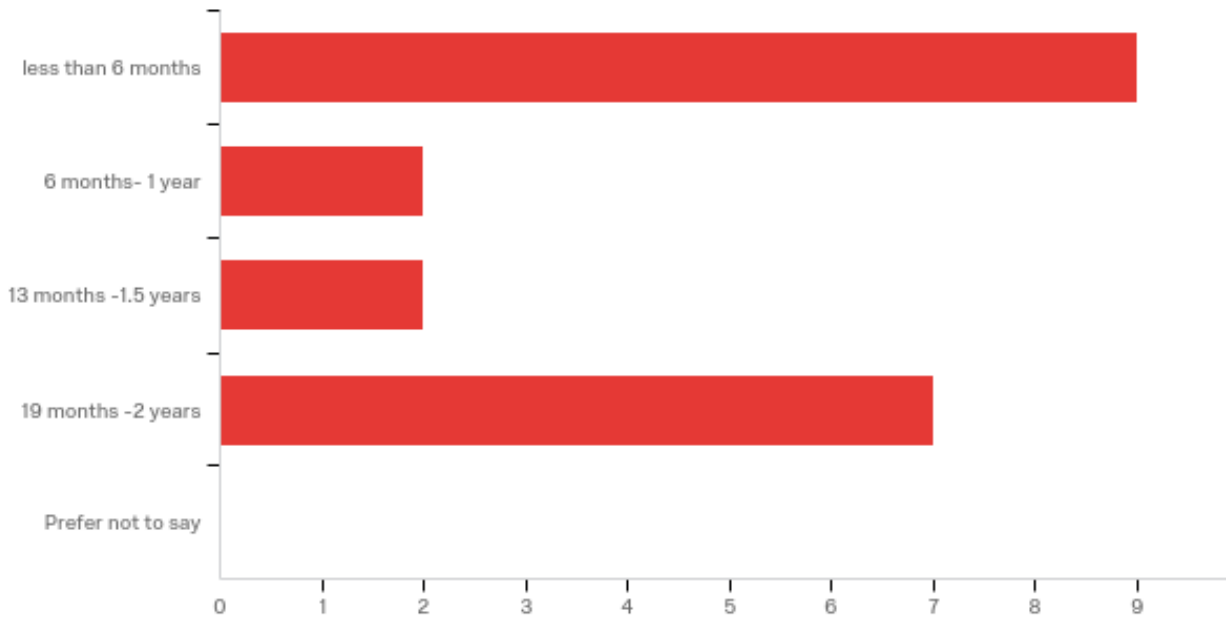
We thank you for your participation in this study, and encourage that you inquire about any further results from this study. This information will be used to improve the Durham At-Risk Housing Network to better assist its members and improve the lives of the homeless.

## Appendix C: Raw Data

Presented in this Appendix is a summary of the results from survey one and two. Please not that this is not all of the data, as some regarding place of work, time spent in current position, etc have been removed from the raw data to ensure confidentiality of DARHN members.

### **Durham At Risk Housing Network Evaluation One**

#### **Q3 - How long have you been a member of the Durham At-Risk Housing Network?**



#	Answer	%	Count
1	less than 6 months	45.00%	9
2	6 months- 1 year	10.00%	2
3	13 months -1.5 years	10.00%	2
4	19 months -2 years	35.00%	7
5	Prefer not to say	0.00%	0
	Total	100%	20

**Q4 - Why are you a DARHN member?**

Why are you a DARHN member?

my job is to help secure/maintain housing

network/info

for exchange of information of potential benefit to clients and in program delivery

to work together with different agencies to help members of the community who are in need

n/a

representative for housing services

Networking, support, sharing information

We were invited since we deal with housing

DARHN works alongside John Howard

To improve my resources and network

It is part of my position. I am interested in poverty reduction work aswell.

Because i am focused on support for individuals at risk and homeless

Beneficial information, networking

To learn about systems/supports in the Durham area related to providing housing

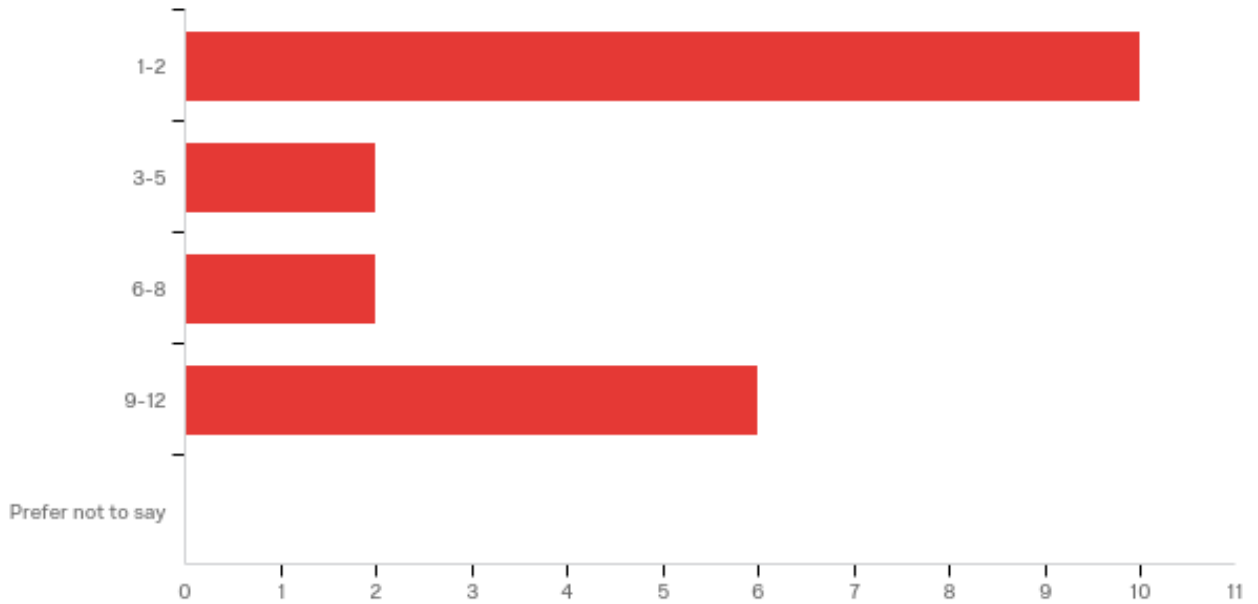
Because i learn from colleagues about solutions/services for the clients I work with.

To get solutions to questions

To be engaged with other community partners like housing.

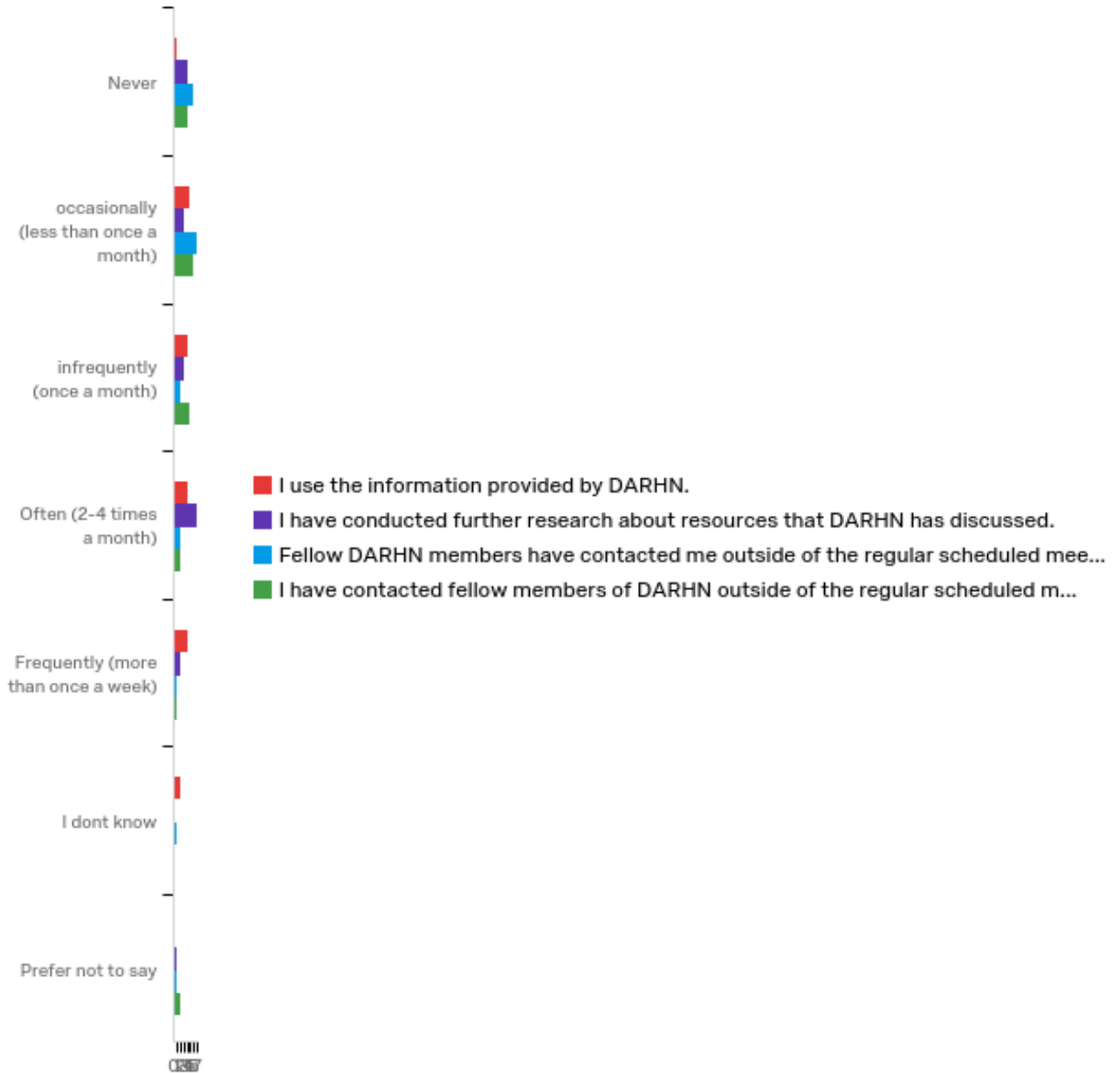
Came with placement coordinator

**Q5 - How many meetings have you attended?**



#	Answer	%	Count
1	1-2	50.00%	10
2	3-5	10.00%	2
3	6-8	10.00%	2
4	9-12	30.00%	6
5	Prefer not to say	0.00%	0
	Total	100%	20

**Q8 - For the purpose of this question, please indicate how often you complete the tasks stated on the left hand side of the table. Never, occasionally meaning less than once a month, infrequently meaning approximately once a month, often which means 2-4 times a month and frequently which means more than once a week.**



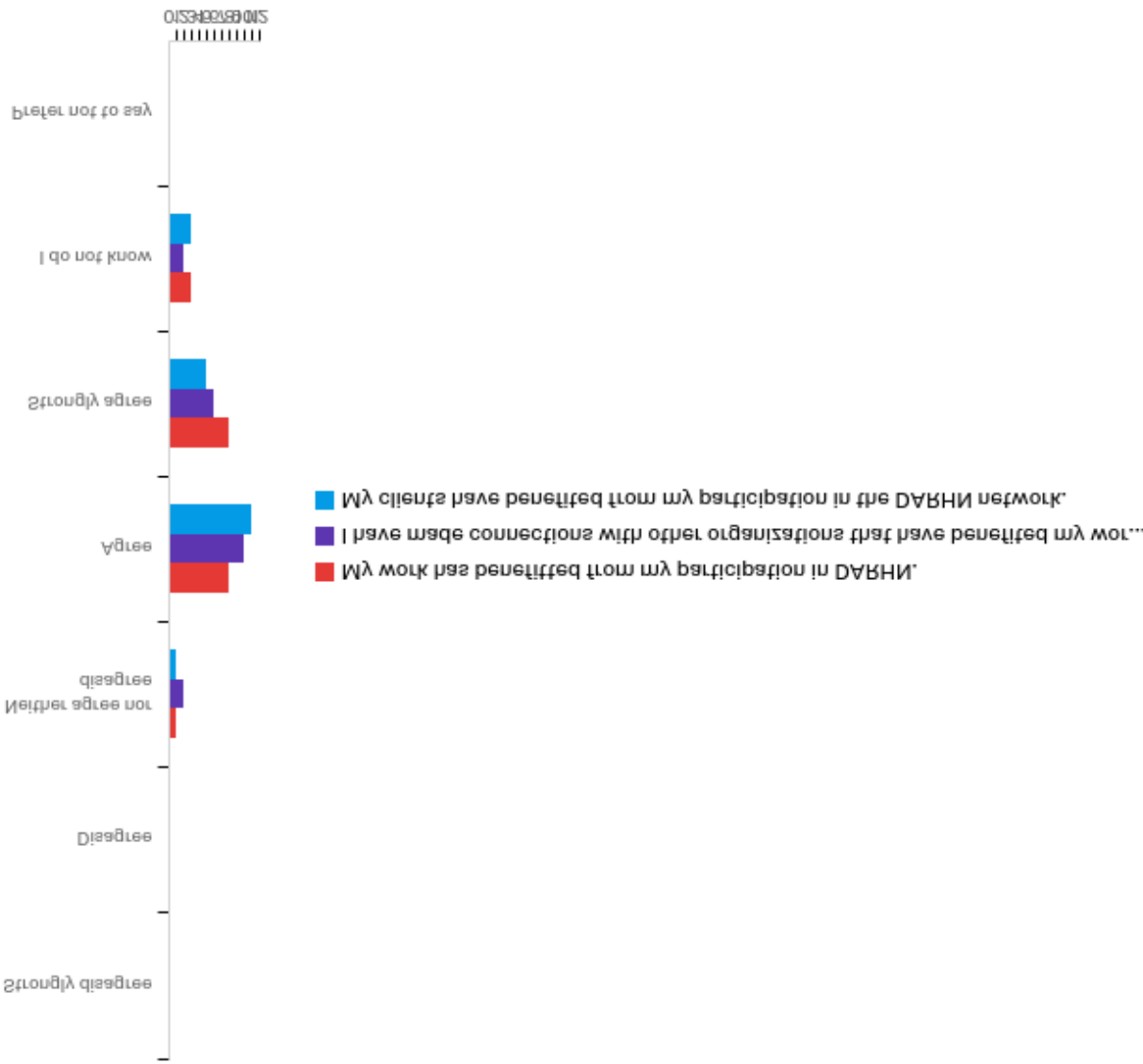
#	Question	Never		occasionally (less than once a month)		infrequently (once a month)		Often (2- 4 times a month)		Frequently (more than once a week)		I don't know		Prefer not to say		Total
1	I use the information provided by DARHN.	5.00%	1	25.00%	5	20.00%	4	20.00%	4	20.00%	4	10.00%	2	0.00%	0	20
2	I have conducted further research about resources that DARHN has discussed.	20.00%	4	15.00%	3	15.00%	3	35.00%	7	10.00%	2	0.00%	0	5.00%	1	20
3	Fellow DARHN members have contacted me outside of the regular scheduled meetings.	30.00%	6	35.00%	7	10.00%	2	10.00%	2	5.00%	1	5.00%	1	5.00%	1	20
4	I have contacted fellow membe	20.00%	4	30.00%	6	25.00%	5	10.00%	2	5.00%	1	0.00%	0	10.00%	2	20



rs of  
DARH  
N  
outside  
of the  
regular  
schedul  
ed  
meetin  
gs.

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

**Q9 - For the purpose of this question, please indicate whether or not you strongly disagree, disagree, neither agree nor disagree, agree or strongly agree with each statement in the left hand column of the table.**



#	Question	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	I do not know	Prefer not to say	Total
2	My work has benefited from my participation in DARHN.	0.00% 0	0.00% 0	5.00% 1	40.00% 8	40.00% 8	15.00% 3	0.00% 0	20
3	I have made connections with other organizations that have benefited my work due to my participation in DARHN.	0.00% 0	0.00% 0	10.00% 2	50.00% 10	30.00% 6	10.00% 2	0.00% 0	20
4	My clients have benefited from my participation in the DARHN network.	0.00% 0	0.00% 0	5.00% 1	55.00% 11	25.00% 5	15.00% 3	0.00% 0	20

**Q11 - Provide an example in which you have used the resources that DARHN has provided you in your work.**

Provide an example in which you have used the resources that DARHN has prov...

---

n/a

---

live connected with other members for support as well I have supported other members

---

assistance in landing a client funding for an apartment

---

new so not yet

---

n/a

---

Informed client that OW/Ontario Disability Support Program can pay for storage for a time when clients at a shelter.

---

distribute PNS brochures at DARHN meeting to other members to spread knowledge about resources

---

I Have frequently connected with DCLC after hearing about their support through DARHN

---

I better understand the housing and homelessness sector for my research. The discussions from DARHN are vital to my job as it is important that I understand the needs of the community.

---

Discusses responsibilities of being a tenant with clients from the landlord perspective

---

N/A

---

Communication in coworkers re. resources in the community

---

A DARHN member gave a presentation on their services and I was able to refer clients after learning about it.

---

implementing HIFIS into our program, Community Living Durham north is new to housing but the instructions with DARHN always advocates for us

---

when looking for landlords

**Q12 - Provide an example of a situation in which you used the resources and information that DARHN provided you that has had a positive impact on a client. Please provide details where possible, without identifying the client specifically.**

Provide an example of a situation in which you used the resources and infor...

---

n/a

---

many of the presentations have been beneficial such as CODSP etc

---

support to a client facing eviction, in which the perspective of landlords was very useful.

---

n/a

---

connecting clients with programs and services able to assist them

---

Information presented at a DARHN meeting assisted a client with getting moving expenses through the CDCD

---

N/a

---

discussing the responsibilities of being a tenant with clients from the landlord perspective provides insights to clients like challenges faced by landlords to assist in promoting responsibility to maintain housing.

---

N/A

---

ODSP (Ontario Disability Support Program) session led to clients having further access to resources

---

Have assisted many clients with financial assistance to improve their quality of life, thanks to DARHN.

---

knowing resources

**Q13 - What do you believe is the purpose of DARHN?**

What do you believe is the purpose of DARHN?

information sourcing, strategizing, networking

Networking and information gathering regarding community agencies and relevant issues

for exchange of information of potential benefit to clients and in program delivery

network to share resources and information for the benefit of our homeless population

to promote and support housing related issues for individuals/trends in the community

Network, support, gaining new information, connections, sharing struggles, and successes.

To open lines of communication

to provide information and support

working together to reduce homelessness

To assist Durham residents with finding and maintaining housing and to network with agencies that provide similar support

To be a network for individuals in the housing sector to work together to address issues within poverty.

service connection and decreasing service silo's working to develop common strategies to reduce homelessness in durham region.

Networking, new ideas, assist clients

To inform the service agents regarding community services and resources that help to reduce needs in the homeless community

To network with other agencies to work together to help those in our community.

Network similar solutions to questions and concerns.

Educate, inform work, formulate a plan, come up with solutions regarding housing.

To connect difficult agencies and to help them out.

**Q14 - How do you think DARHN could be improved?**

How do you think DARHN could be improved?

n/a

expand membership

NA

It needs to grow and have more members aswell as have more meetings.

N/a

N/a

Ask the group what resources they need to learn about on a more regular basis

less of a focus specific to housing; broaden to all social issues.

Gearing more solutions to individuals who fall under the one percentile of disabilities.

I don't know

**Q15 - Which agencies are not currently part of DARHN that you would invite to join?**

Which agencies are not currently part of DARHN that you would invite to joi...

n/a

gate 3

Durham Mental Health

Violence against women shelters, tim hortons/mcdonalds owners with homeless individuals who sleep there, parks and rec Canada, Libraries, Landlords Association, Durham region Health department

N/a

N/a

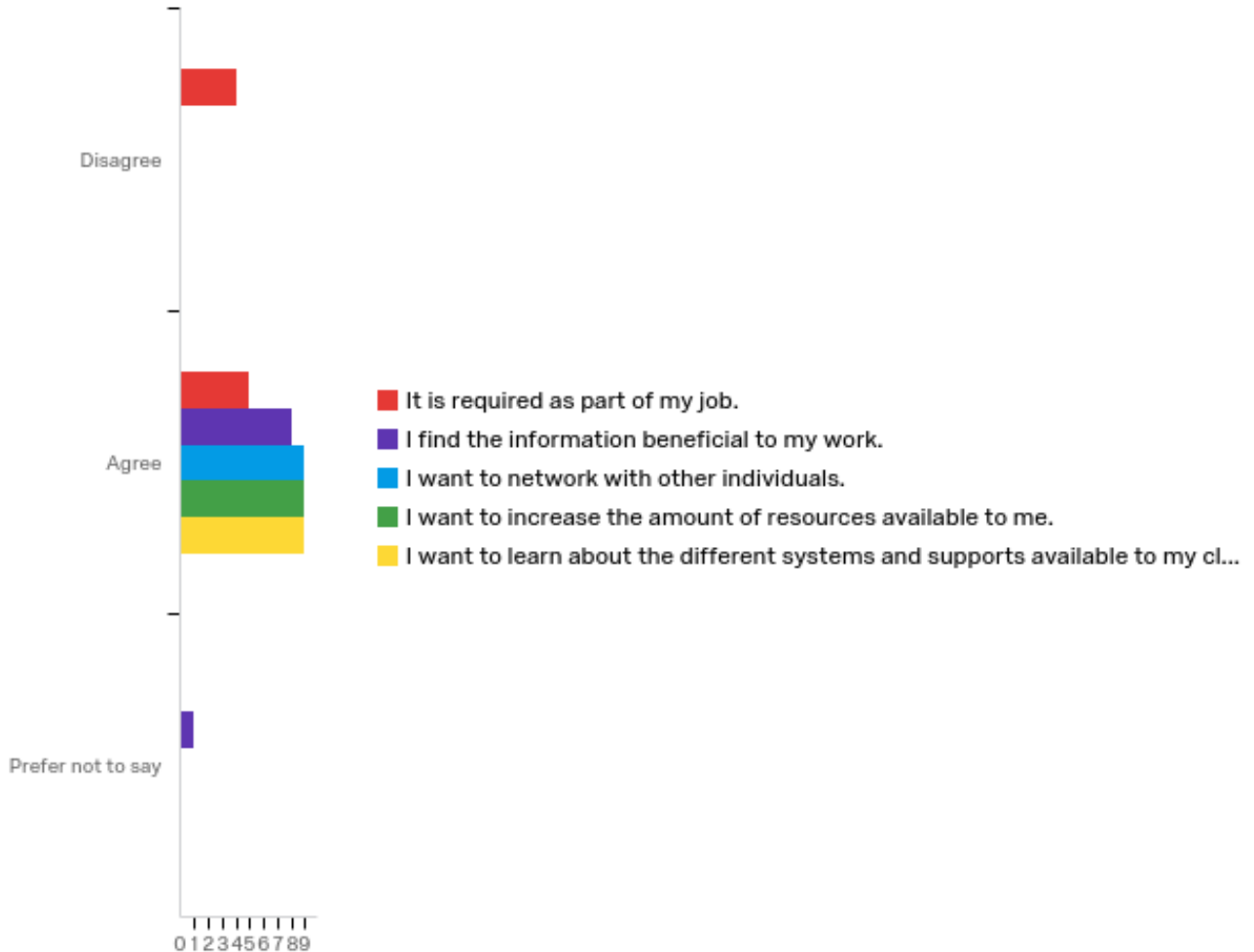
N/a

Region of Durham Social Services, Rouge Valley Hospital, Salvation Army, COPE mental Health, Gate 316

I don't know

## Durham At-Risk Housing Network Evaluation Two

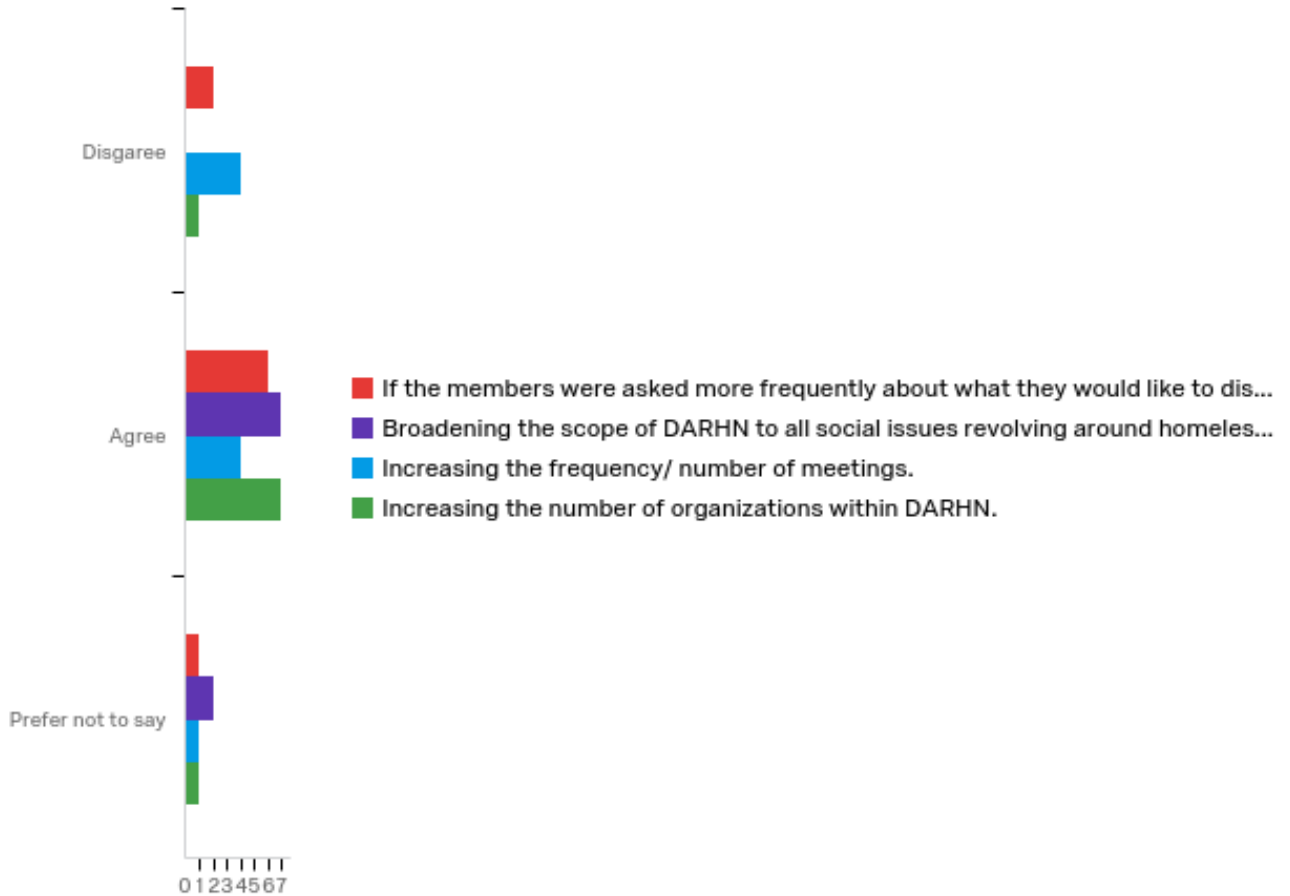
Q1 - I am a DARHN Member because.... (please indicate whether you disagree, agree or prefer not to say in relation to each statement).



#	Question	Disagree		Agree		Prefer not to say		Total
1	It is required as part of my job.	44.44%	4	55.56%	5	0.00%	0	9
2	I find the information beneficial to my work.	0.00%	0	88.89%	8	11.11%	1	9
3	I want to network with other individuals.	0.00%	0	100.00%	9	0.00%	0	9
4	I want to increase the amount of resources available to me.	0.00%	0	100.00%	9	0.00%	0	9
5	I want to learn about the different	0.00%	0	100.00%	9	0.00%	0	9

systems and supports available to my clients.

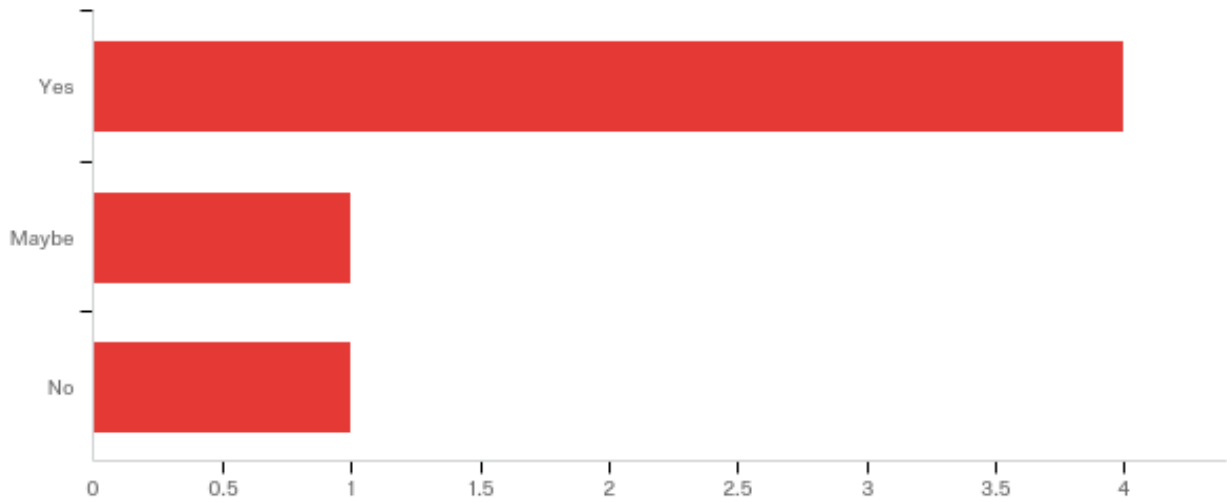
**Q2 - Please indicate whether you disagree or agree whether the changes listed in the left hand column would improve DARHN.**



#	Question	Disagree		Agree		Prefer not to say		Total
1	If the members were asked more frequently about what they would like to discuss during the meetings.	22.22%	2	66.67%	6	11.11%	1	9
2	Broadening the scope of DARHN to all social issues revolving around homelessness.	0.00%	0	77.78%	7	22.22%	2	9
3	Increasing the frequency/ number of meetings.	44.44%	4	44.44%	4	11.11%	1	9
4	Increasing the number of organizations within DARHN.	11.11%	1	77.78%	7	11.11%	1	9

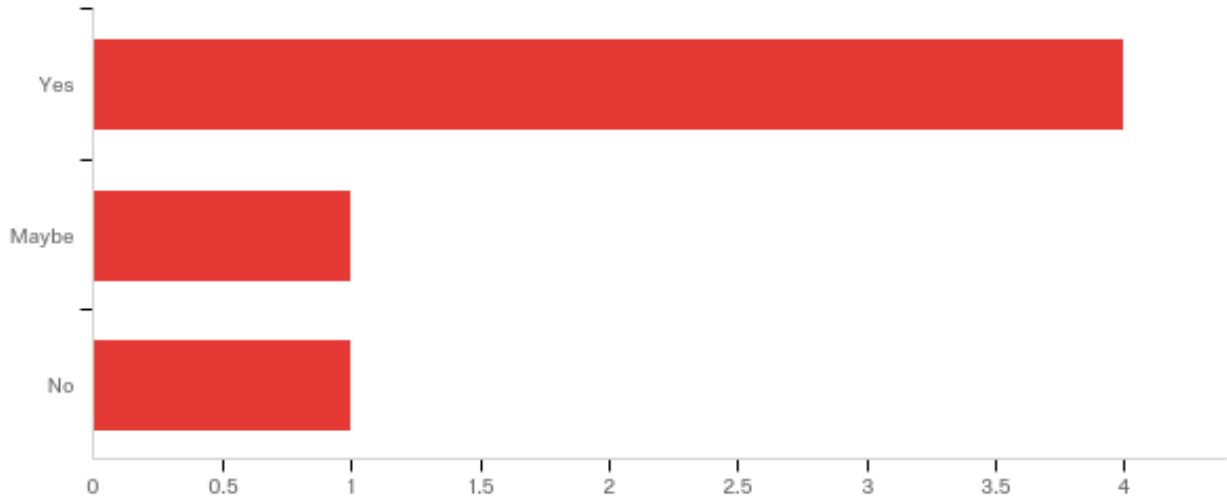


**Q3 - Would you see value in an online forum in which DARHN members could communicate on a more regular basis for advice and ideas regarding specific services available to your clients?**



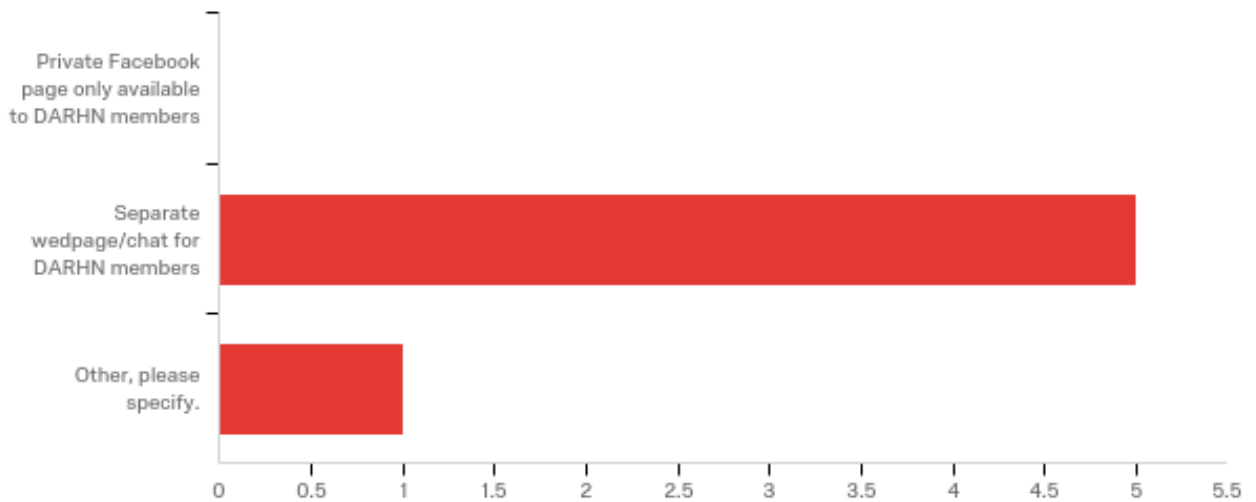
#	Answer	%	Count
1	Yes	66.67%	4
2	Maybe	16.67%	1
3	No	16.67%	1
	Total	100%	6

**Q4 - Would you partake in an online forum (chat between DARHN members) to continue and expand the networking capabilities of DARHN?**



#	Answer	%	Count
1	Yes	66.67%	4
2	Maybe	16.67%	1
3	No	16.67%	1
	Total	100%	6

**Q5 - What sort of online platform do you think would be most appropriate for hosting this forum?**



#	Answer	%	Count
1	Private Facebook page only available to DARHN members	0.00%	0
2	Separate wedpage/chat for DARHN members	83.33%	5
3	Other, please specify.	16.67%	1
	Total	100%	6

Other, please specify.

Other, please specify.

i dont think online is a good idea

#### Q6 - How might you use this forum?

How might you use this forum?

if a situation occurs with a client and im trying to find solutions/resources beyond my current knowledge.

1) ideas for assisting clients 2) checking in for sympathetic landlords

promote best practices/shared issues/landlord networks/policy changes etc

sharing news and information collaborating on ideas,

#### Q7 - What are some topics that DARHN has not covered in their meetings that you feel would benefit its members?

What are some topics that DARHN has not covered in their meetings that you...

What each agency does/does not do. there is often too much confusion between agencies/

I find the CDCD changes frequently and additoonal info as it changes is always helpful. Plus more info about housing programs

n/a

potential grants and projects

**Q8 - Can you provide an example of a situation in which you used the resources and information DARHN provided you that has had a positive impact on a client. Please provide as much details as possible like the problem/ issue addressed, the information or resources that you learned about from DARHN and the outcome of the situation, without identifying your client specifically.**

Can you provide an example of a situation in which you used the resources a...

---

networking/sharing of information has allowed for project next step to receive more referrals from the CDCD

---

not to date

---

information about ODSP employment program has been shared which helped my work and clients. information about bedbugs for clients who have been housed, information about CDCD for last month's rest-most specifically about moving cost for Uhauls.

---

n/a

---

I am not a front line worker so i dont have any clients. However, i was able to witness the amount of networking that takes place at DARHN meetings. I think its a great thing for different organizations to come together