

Bright Spots from Durham's Homelessness Support and Coordinated Access System (2021)

Durham's Built for Zero journey

Durham Region achieved a Quality By-Name List in October 2020 and a [Quality Coordinated Access System](#) in April 2021.

Durham Region is only the fifth community in Canada to achieve a Quality Coordinated Access System!



In 2021, 219 people have been housed using [Durham's Coordinated Access System](#). Of those, 114 people were experiencing chronic homelessness. Durham's Coordinated Access System helps 18 people every month get housed on average.

Since September 2021, all chronically homeless individuals who secured housing have remained housed.

Durham Region is committed to being housing-focused.
New housing-focused projects in 2021 included:

More than 50 new housing program spaces were created by expanding successful models and adding new Housing First Teams across Durham



More than 70 new spaces from capital projects targeted to support Durham's Coordinated Access System



Landlord Engagement pilot to increase partnerships and support for landlords renting to clients from Durham's By-Name List



More than 100 new housing opportunities in 2021!

Opened three Homeless Hubs to provide wrap-around supports.

Developing a Street Outreach Strategy with the support of OrgCode Consulting Inc. to reduce unsheltered homelessness in Durham.

Services and supports



3,037 people helped with eviction prevention

1,778 people helped with finding housing

Created the [Renter's Toolkit](#) to help people search for and secure housing, deal with issues that come up as a tenant, or help plan for a move.

Housing-focused shelters

[Housing-focused shelters](#) help people move from homelessness to housing as quickly as possible by supporting people with their housing plans. Shelters in Durham are housing-focused, as part of the Canadian Shelter Transformation Network.

The opening of a new housing-focused shelter in Ajax, five overnight warming centre programs across Durham, and a new pilot through the Mission United Clinic to support clinic clients overnight.

Shelter programs helped 1,323 people
There was an average of 108 beds used per night
69 per cent of shelter clients only needed shelter support once