




310 Hub Report

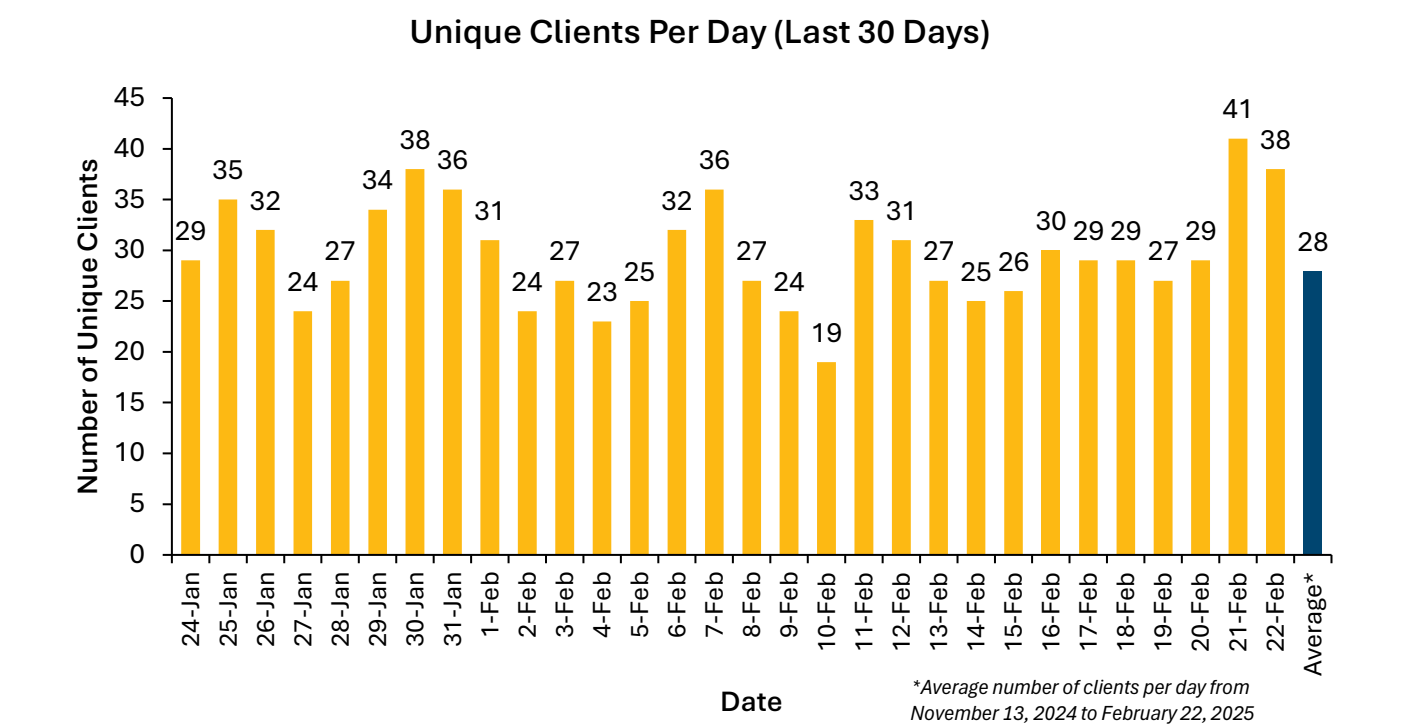
Data Range: November 13, 2024 - February 22, 2025

This report summarizes information about clients (e.g., demographics) and service usage (e.g., number of client visits per day) of the 310 Hub. The data included is self-reported by the client upon arrival at the 310 Hub and compiled by 310 Hub staff. A total of 164 unique clients have visited the 310 Hub as of February 22, 2025. The majority of these clients (77%) reported that they were from somewhere in Northumberland County, with most specifying the Town of Cobourg (72% of Northumberland County clients) or the Municipality of Port Hope (15% of Northumberland County clients) as their affiliated location.

The Hub sees an average of 28 unique clients per day (minimum = 10, maximum = 41, median = 27.5), and an average of 56 unique clients per week. Note that client visits range in length and at no one time was there more than 26 individuals at the Hub at the same time (see 310 Hub Hourly Counts Dashboard). Most clients return to the Hub after their initial visit; 74% of clients had recorded visits in more than 1 reporting week.

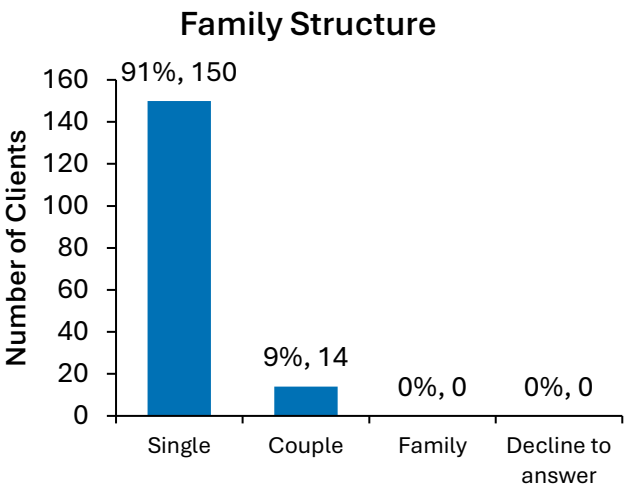
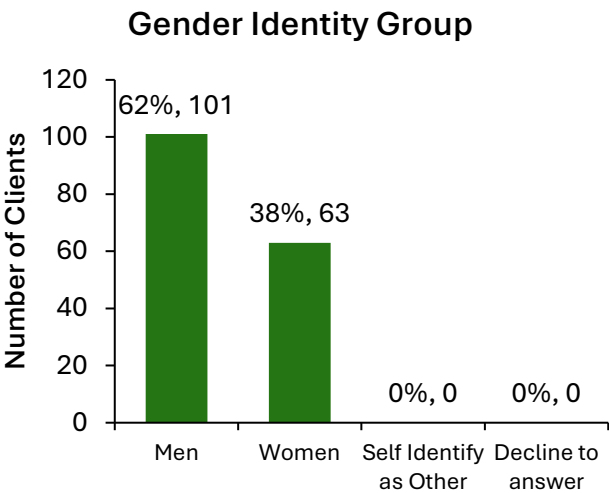
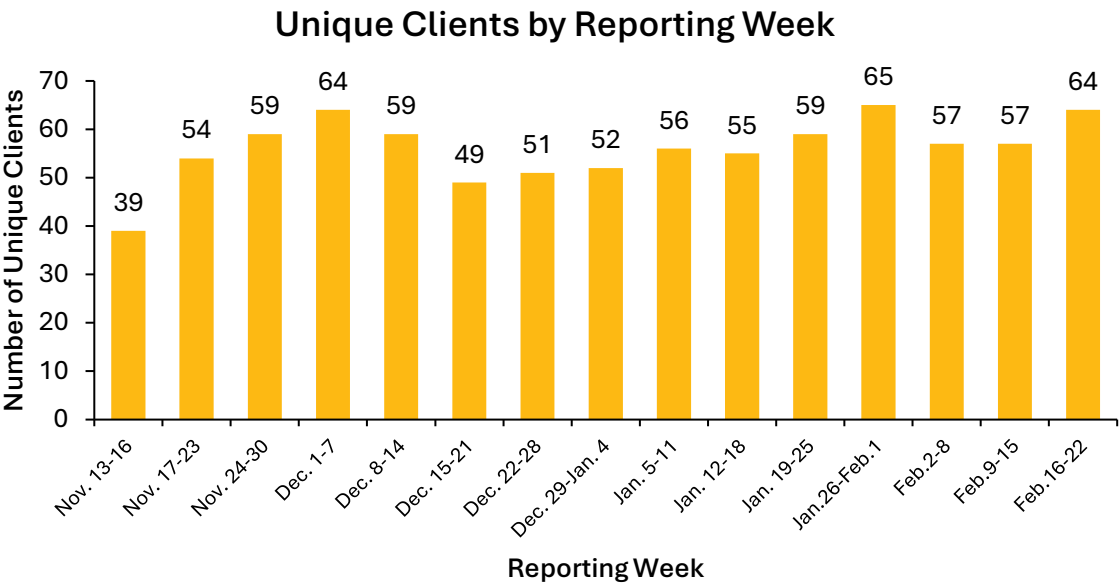
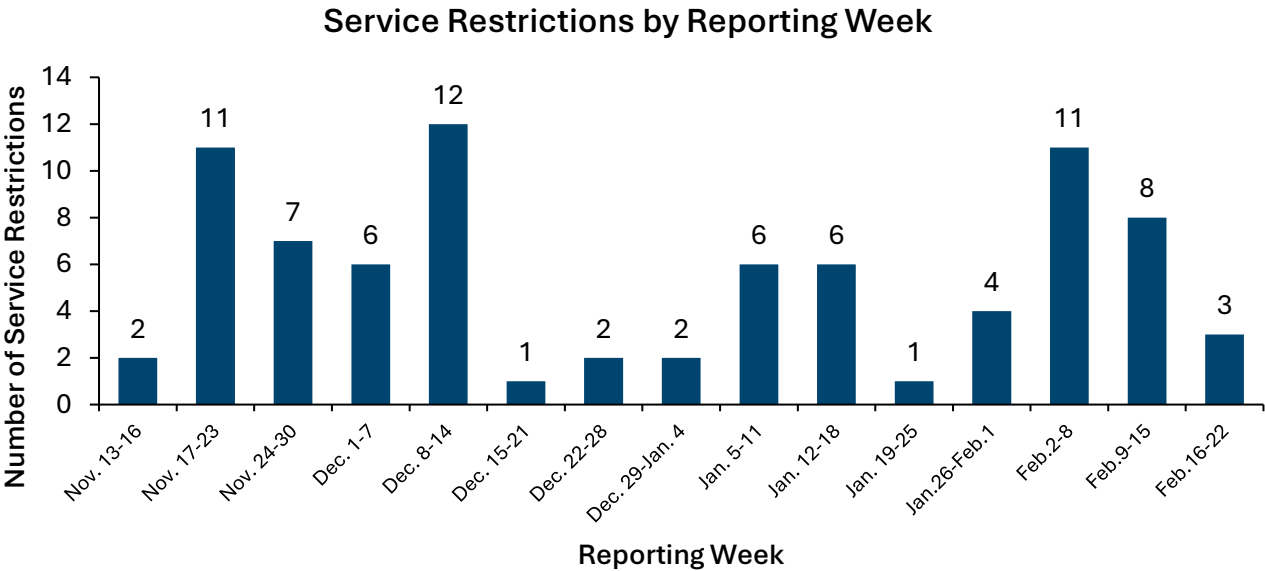
Just over half of Hub clients (54%) reported experiencing chronic homelessness (6 months or more in the last year), and most reported a form of social assistance as their income source (33% Ontario Works, 35% Ontario Disability Support Program). Demographic measures show that Hub clients are predominantly men (62%), and most report their family structure as single (91%).

-  164 unique individuals have visited the 310 Hub to date
-  74% of unique clients have visited in at least 2 different reporting weeks
-  2844 total recorded visits to date



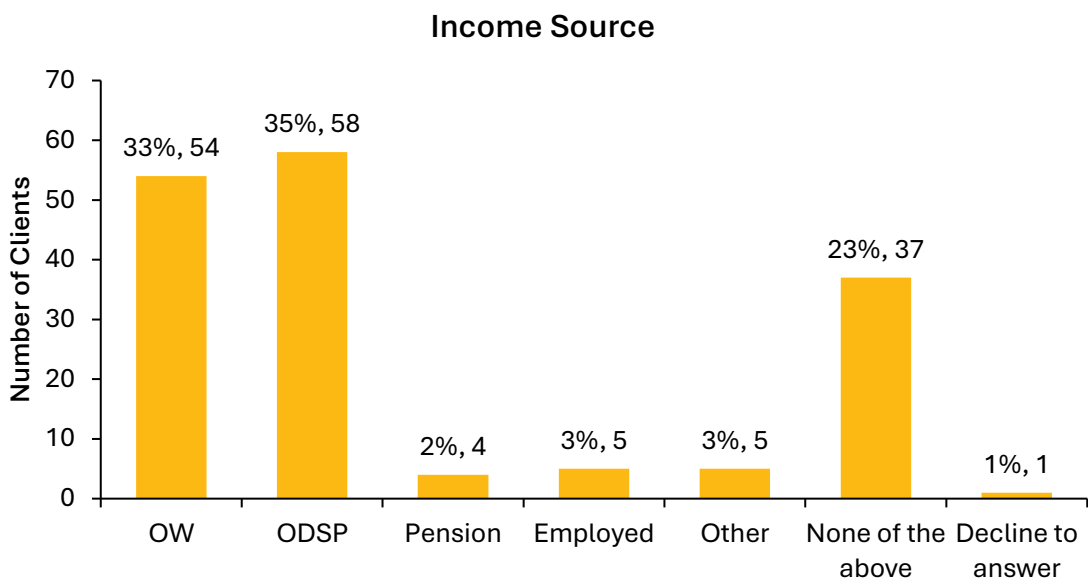
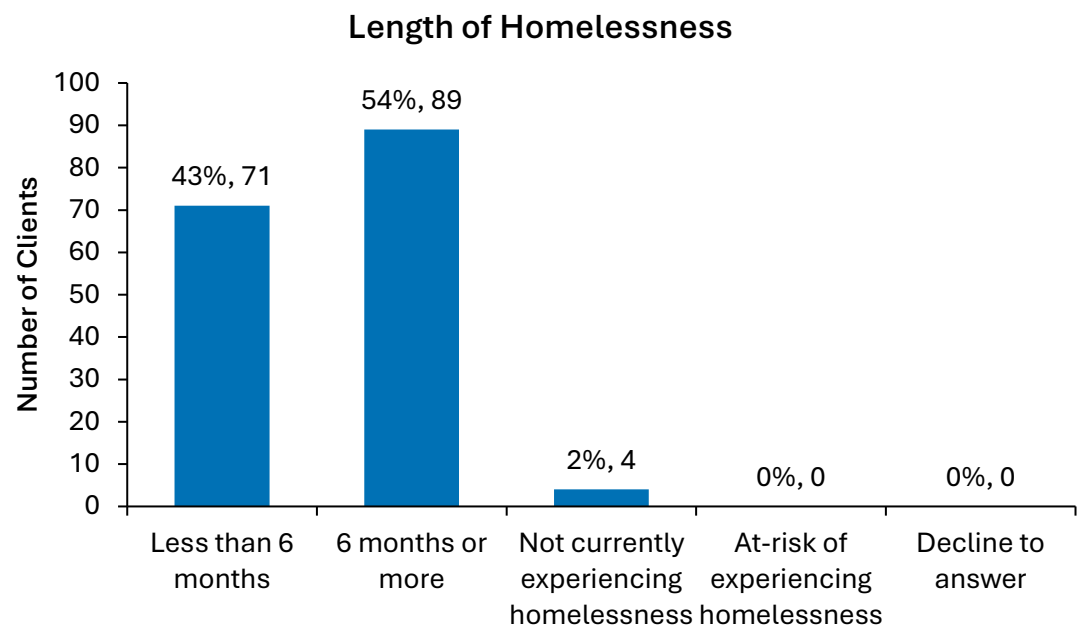
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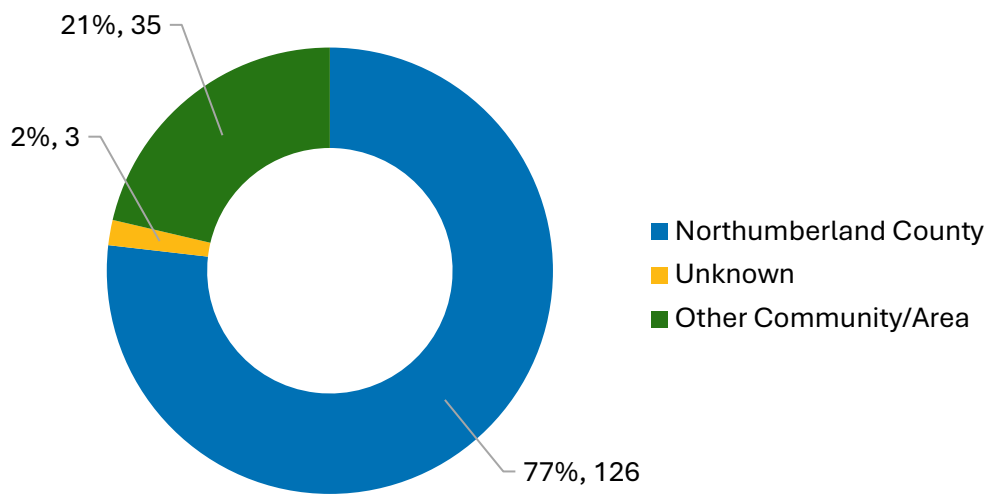


HPP Demographic Category	% Endorsing
Indigenous	9%
Veteran	1%
Person of Colour	2%
Person with a Disability	30%
LGBTQ+	1%
New Immigrant/Refugee	0%
Recent stay in a Provincial Institution	10%

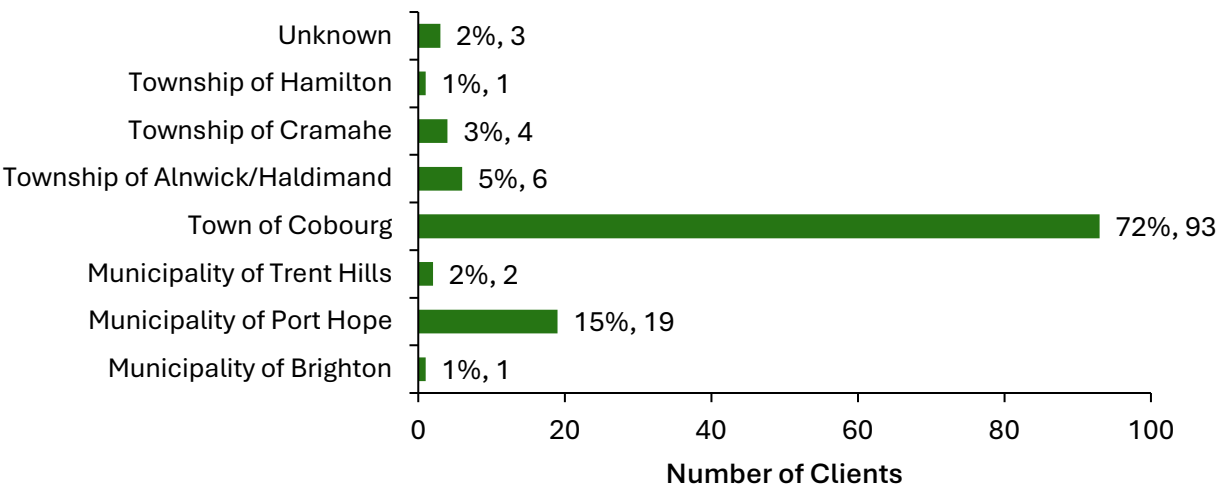
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Upper Tier Location Affiliation



Lower Tier Location Affiliation



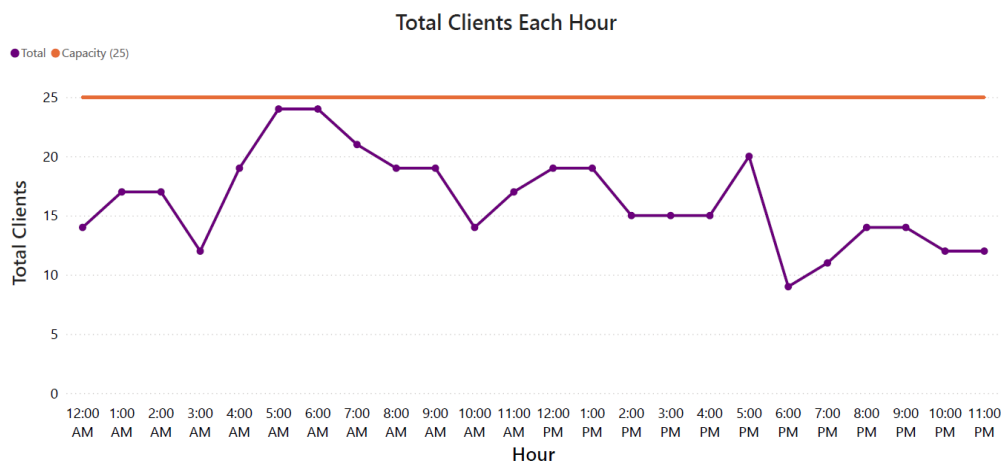
310 Hub Hourly Dashboard

Data Range: November 17, 2024 - February 22, 2025

This dashboard summarizes hourly counts of Hub clients conducted by Transition House staff. This data provides a more detailed look at the number of clients attending the hub at any given time during a specific date of operation. In tracking daily usage of the 310 Hub, hourly data are available for each day. The first two figures below demonstrate an example of the data that can be pulled and is being tracked. The total number of clients at a given time on the figure can then be compared to the capacity of the Hub (25 clients; see figure reference line). The Gender page of the dashboard is structured similarly to the Total page, but with the data split by Hub client gender. The final page of the report, Daily Maximums and Minimums, shows the daily maximum and minimum number of clients reported at any given time during each day of operation. In the current data range, the highest daily maximum value was 26 clients (February 21), and the lowest daily minimum was 0 clients (December 30). Some days have missing data, however out of 2352 hourly time bins, only 186, or 8% were missing values.

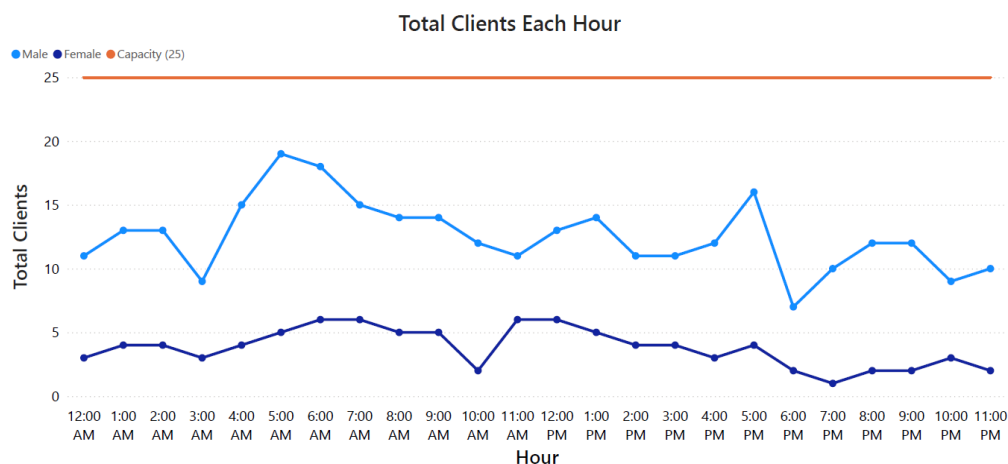
310 Hub Hourly Counts - Total

Date
Daily Minimum Daily Maximum



310 Hub Hourly Counts - Gender

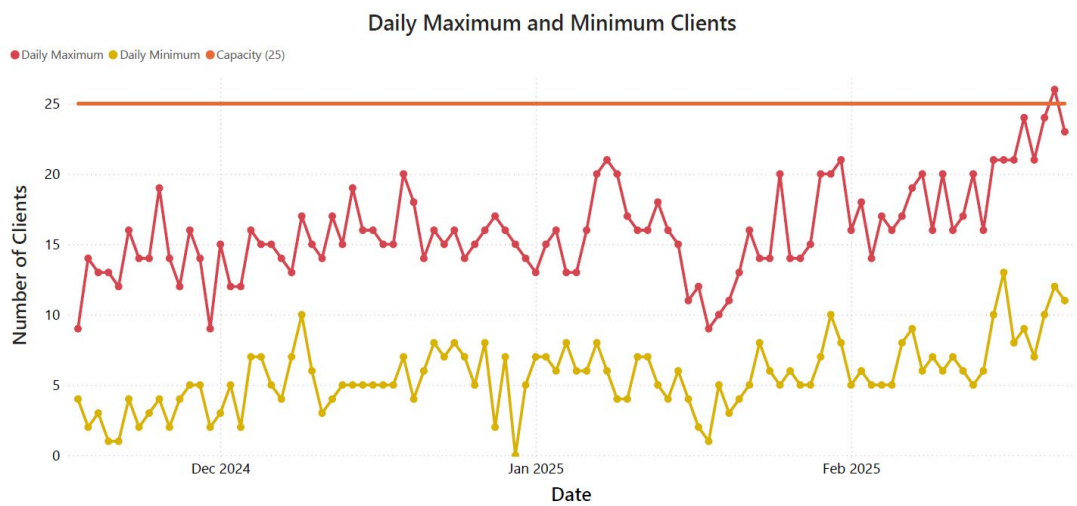
Date
Minimum (Male) Maximum (Male) Minimum (Female) Maximum (Female)



310 Hub Hourly Dashboard

Data Range: November 17, 2024 - February 22, 2025

310 Hub Hourly Counts - Daily Maximums and Minimums

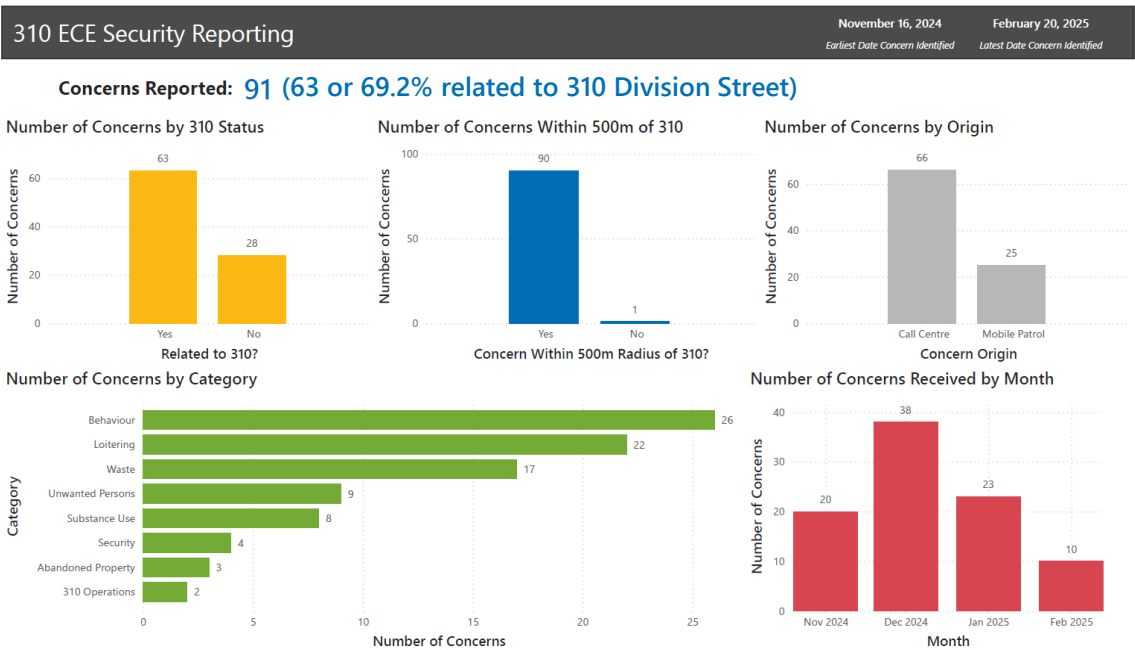


ECE Security Reporting Dashboard

Data Range: November 16, 2024 - February 22, 2025

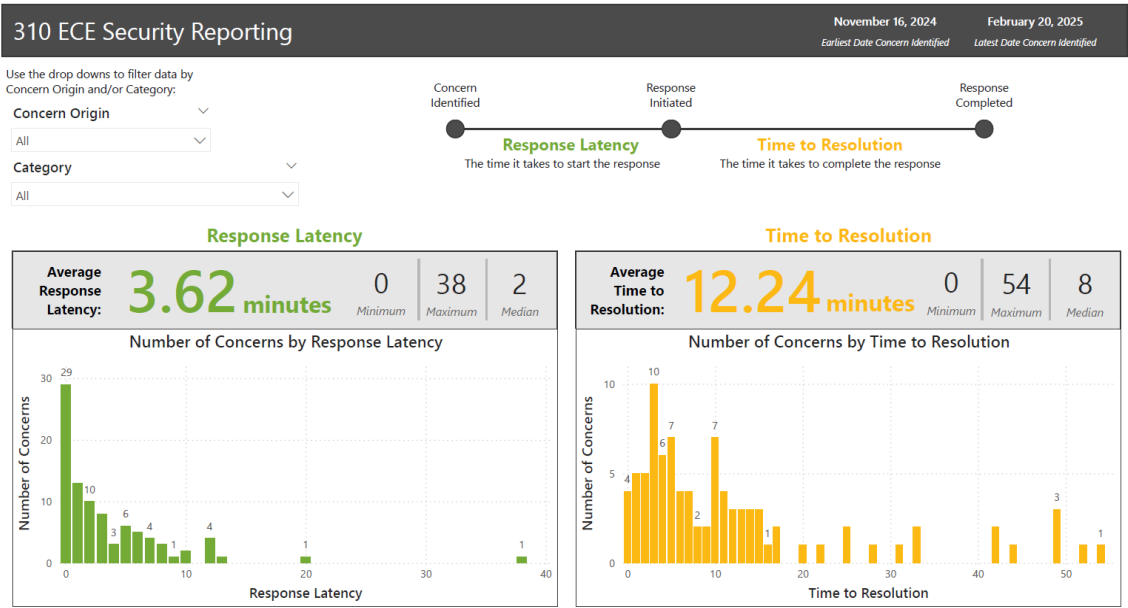
The ECE Security Reporting Dashboard summarizes information about concerns regarding compliance with the Town of Cobourg’s Emergency Care Establishment By-Law, and subsequent responses performed by security to address the concern. Reports from security that are compiled in this dashboard can originate from the call centre (e.g., after a resident has made a report), or proactively by security when on mobile patrol around the specified 500 metre radius of 310 Division Street. As of February 22, 2025, 91 concerns had been reported. Most concerns originate from the call centre (73% of concerns), and nearly all were located within the 500 metre radius of 310 Division Street (99%). Upon receipt or discovery by security (call centre or mobile patrol concerns, respectively), security determines whether the concern is related to 310 Division Street (69% of concerns were determined to be related to 310, and 31% were not). Most concerns are related to behaviour (29%), and loitering (24%).

The time required to start and complete a response are calculated for each concern reported. It takes an average of 3.6 minutes for security to respond to a concern, and 12.2 minutes to resolve it. Both measurements are slightly faster for mobile patrol concerns (response latency = 2.5 minutes; time to resolution = 9.4 minutes) compared to call centre concerns (response latency = 4.1 minutes; time to resolution = 13.3 minutes). This is partially due to a greater proportion of mobile patrol concerns being identified and responded to at the exact same point in time (e.g., the response to the concern is initiated when it is discovered).



ECE Security Reporting Dashboard

Data Range: November 16, 2024 - February 22, 2025



Emergency Shelter Occupancy Analysis

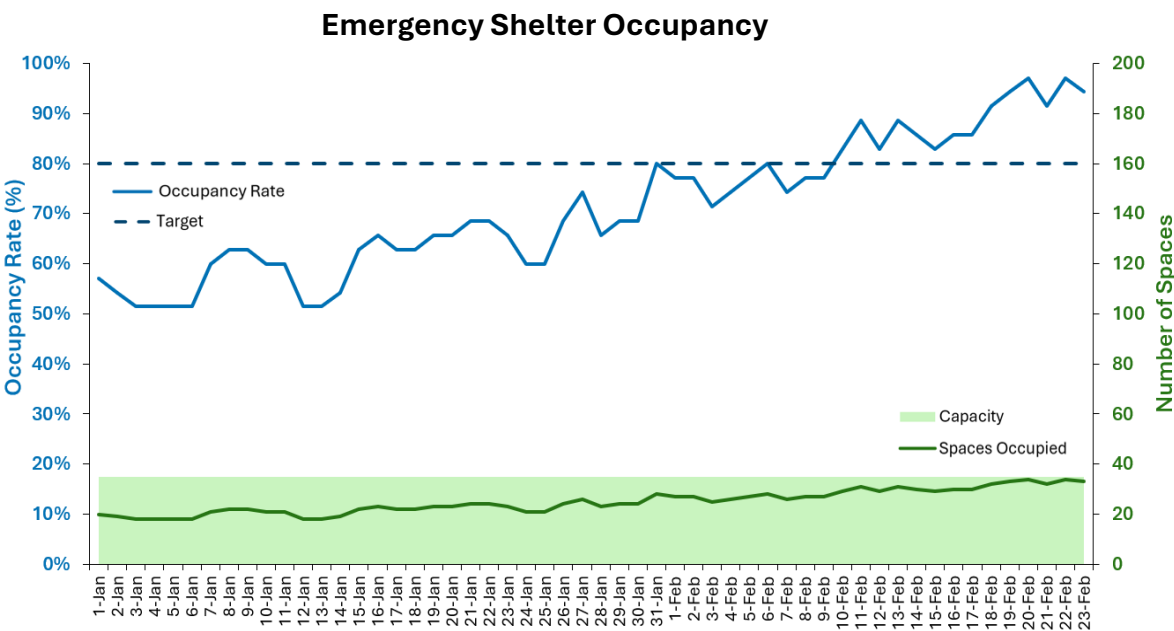
Data Range: January 1, 2025 - February 23, 2025

This analysis examines changes in emergency shelter availability and occupancy between January 1, 2025 and January 26, 2025. This data is compiled and reported weekly by Transition House staff.

On December 20, 2024, Transition House emergency shelter spaces became available at 310 Division Street. The transfer of shelter operations from the previous Transition House location at 10 Chapel Street was ongoing until December 31, 2025. On January 1, 2025, all emergency shelter spaces were available at the 310 Division Street location (35 spaces total).

The 2023 Homelessness Support System Review suggested a target shelter occupancy rate of 80% (Vink Consulting, 2023). Although occupancy rates for most of January were below this target, there was a noticeable increase in occupancy rates in the latter half of the month. The suggested target occupancy threshold was reached on January 31, and surpassed on February 10. This linear increase continued throughout February, with occupancy rates approaching 100% in the most recent reporting week.

Reference: Vink Consulting (2023). County of Northumberland Homelessness Support System Review.



Left axis (Occupancy Rate) depicts overall emergency shelter occupancy rates with blue solid and dashed lines; right axis (Number of Spaces) depicts the actual number of emergency shelter spaces with green shaded areas and lines.

Services Provided at 310 Hub

The following service providers/organizations are regularly engaged in providing on-site services to 310 Hub clients:


Hope and Light Outreach 

Salvation Army 

The Legal Centre

Serenity Addiction Recovery Group

NHH Community Mental Health Services

Devine 

Community Paramedicine

The Help Centre

Cobourg Police Service

Mental Health Engagement And Response Team

Northumberland County Community & Social Services

 = *food/meal*