

# 310 Hub Report

*Data Range: November 13, 2024 – May 24, 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 203 unique clients have visited the 310 Hub as of May 24, 2025. The majority of these clients (75%) reported that they were from somewhere in Northumberland County, with most specifying the Town of Cobourg (54% of all Hub clients) or the Municipality of Port Hope (11% of all Hub clients) as their affiliated location. Most clients who reported being from another community or area commonly identified a location within Peterborough (18%), Hastings (20%), or Durham (18%).

The Hub sees an average of 28 unique clients per day (minimum = 10, maximum = 41, median = 28), and an average of 56 unique clients per week. Most clients return to the Hub after their initial visit; 76% of clients had recorded visits in more than 1 reporting week.

Half of Hub clients (50%) reported experiencing chronic homelessness (6 months or more in the last year), and most reported a form of social assistance as their income source (30% Ontario Works, 35% Ontario Disability Support Program). Demographic measures show that Hub clients are predominantly men (60%), and most report their family structure as single (91%). The most commonly reported reason for homelessness was mental health and/or addictions (24%). The second most reported reason was unknown (18%); this may suggest that it is difficult to identify a single factor responsible for an episode of homelessness, or that the conditions in which the Hub intake is completed are not conducive to determining this information. Other commonly reported reasons for homelessness include being unable to stay with family (16%) and evictions (14%).

An average of 6.5 service restrictions are applied per reporting week (minimum = 1, maximum = 13, median = 6). Service restrictions increased in March compared to previous reporting months, and have reduced in April and May. Given the variability in the number of service restrictions applied in a given week or month, additional data monitoring is required before determining conclusions about trends in this data. The most common reason for a service restriction being applied is substance use on 310 property (47%), followed by escalated behaviour (38%). Examples of escalated behaviours that could result in a service restriction include aggression, damage, violence, theft, or disrespect to staff/security. A small number of service restrictions were the result of multiple categories; no more than 2 categories were reported for each restriction and all of these restrictions included one of substance use on property or escalated behaviour, in addition to one other category. For clarity these restrictions are collapsed into one group.

### *Limitations*

Limitations of this dataset include the self-reported nature of the demographic variables, and the context in which the data is collected (i.e., completed in the Hub upon a client's first visit). Given the sensitive and complex nature of the data being collected, the context of collection (e.g., an active drop-in space with the potential for many other individuals to be present), may have impacted a client's responses. Further, categorizing certain variables artificially simplifies potentially complex and nuanced information (e.g., reason for homelessness). The current dataset also does not include information about client visit duration or frequency within a particular day. To address these limitations, varying data collection methods, tools, and analyses are being pursued (e.g., qualitative data collection).

# 310 Hub Report

Data Range: November 13, 2024 - May 24, 2025



203 unique individuals have visited the 310 Hub to date

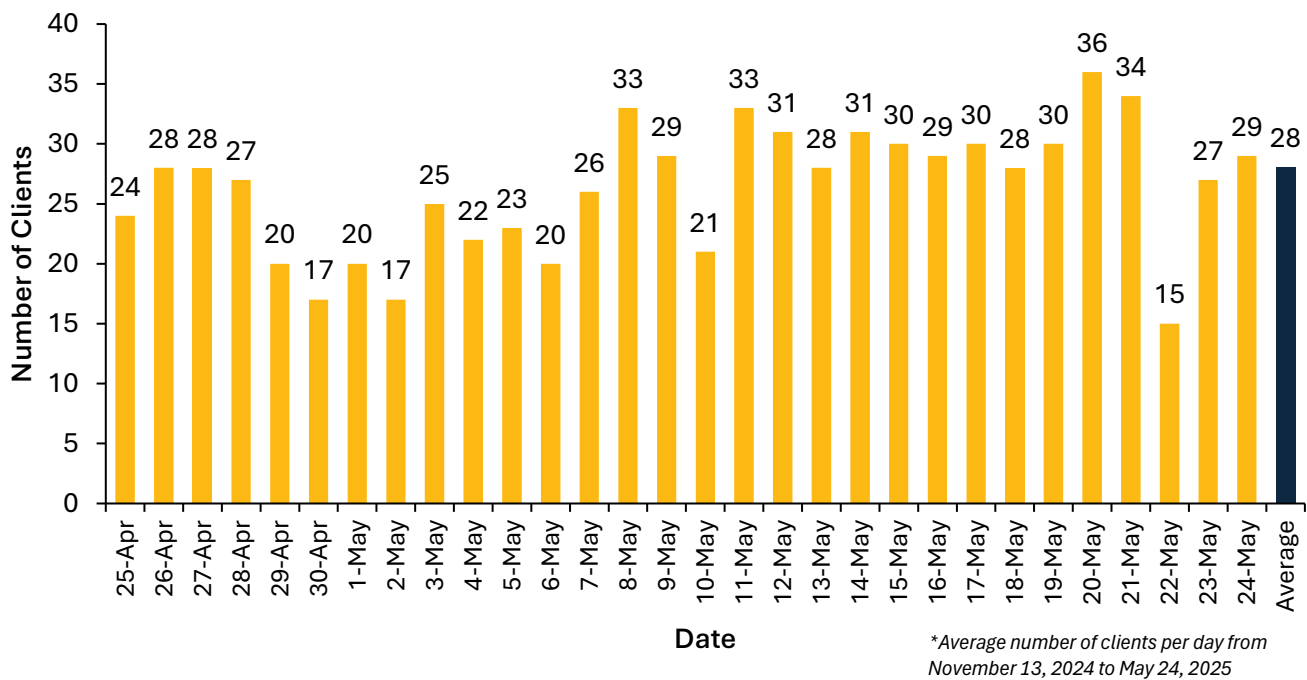


76% of unique clients have visited in at least 2 different reporting weeks

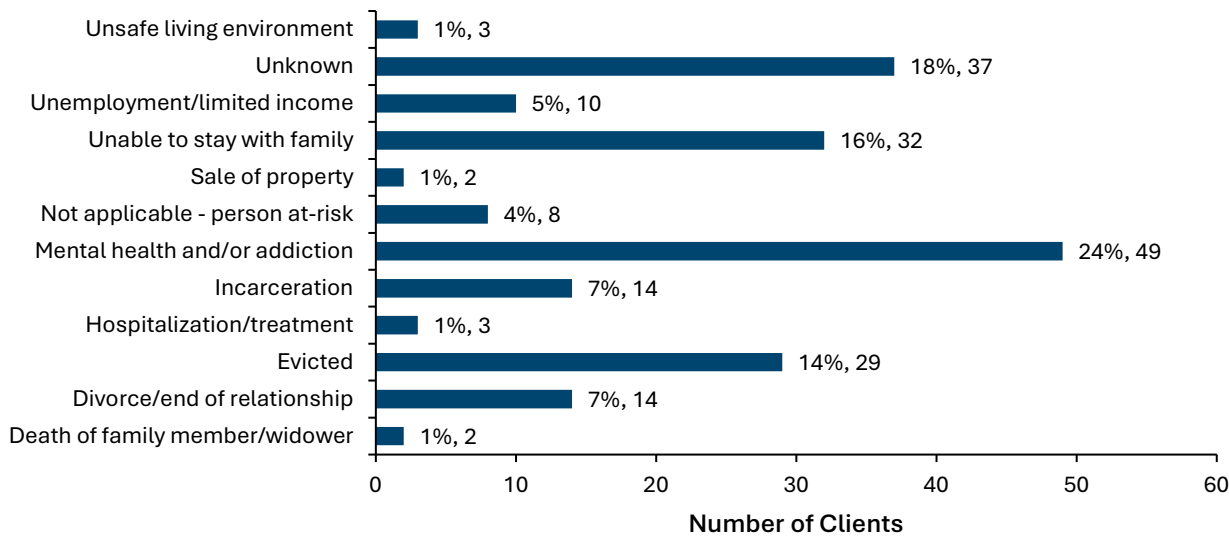


5,415 total recorded visits to date

Number of Clients Per Day (Last 30 Days)



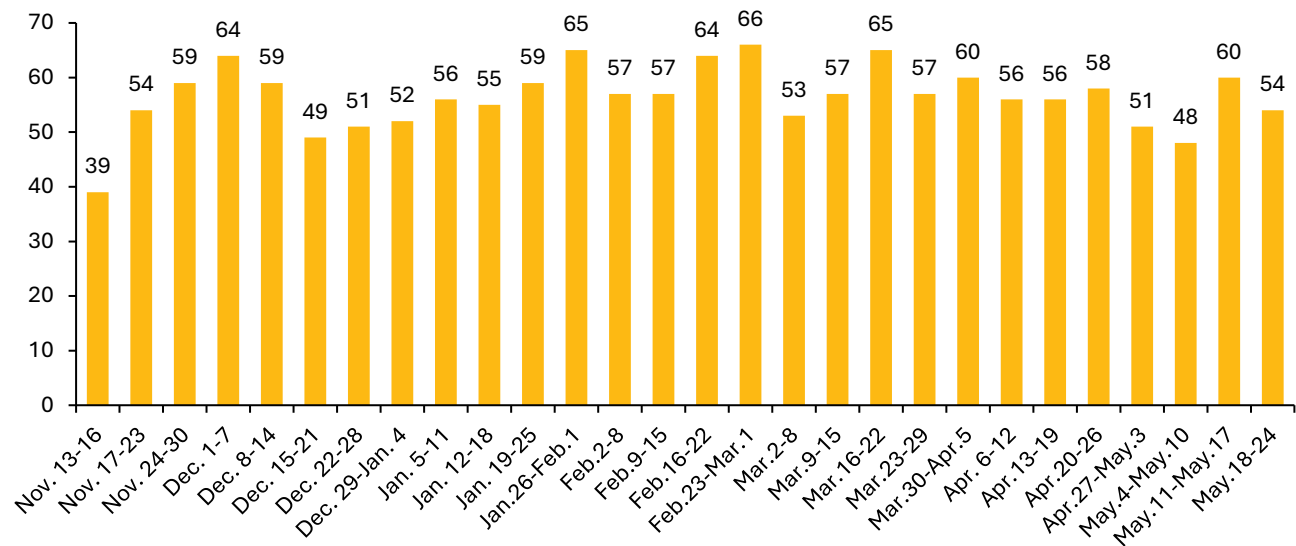
Reason for Homelessness



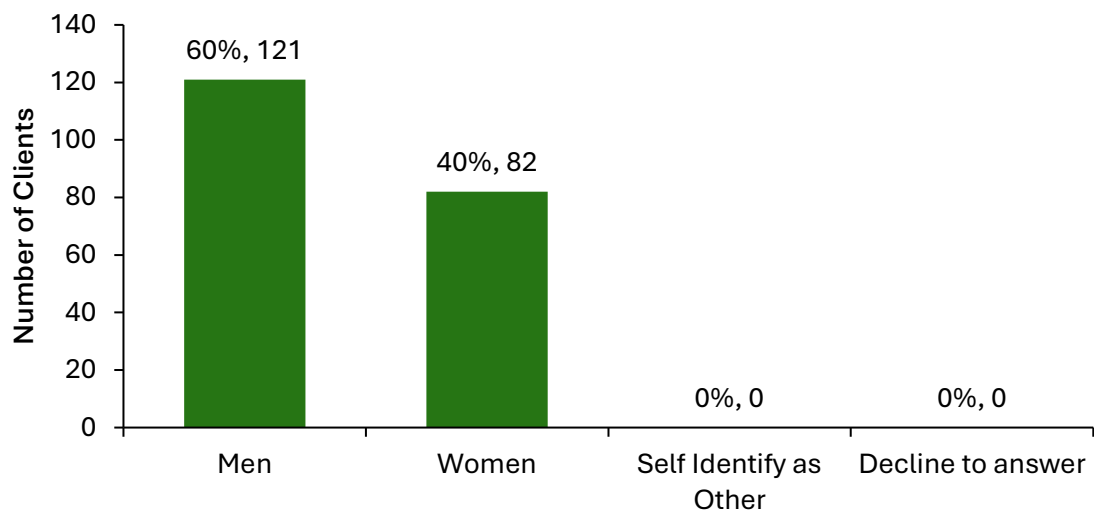
# 310 Hub Report

Data Range: November 13, 2024 - May 24, 2025

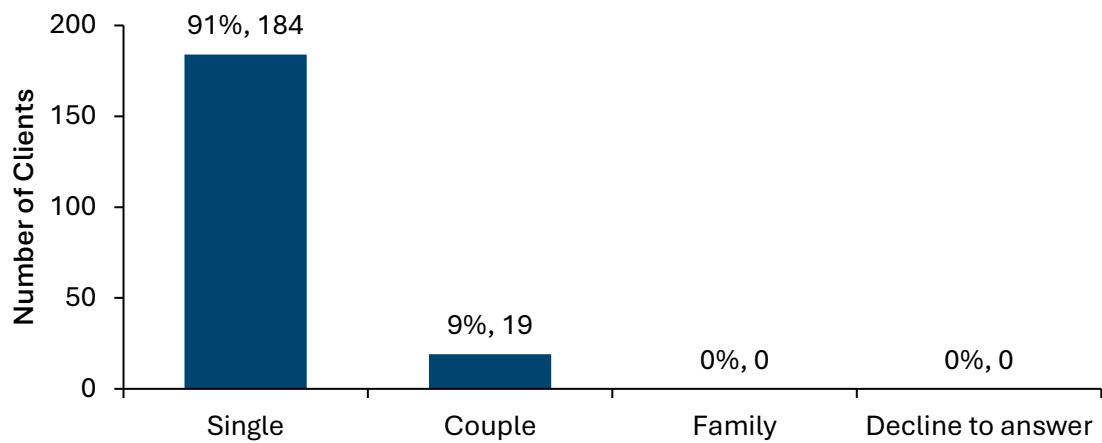
Unique Clients by Week



Gender Identity Group

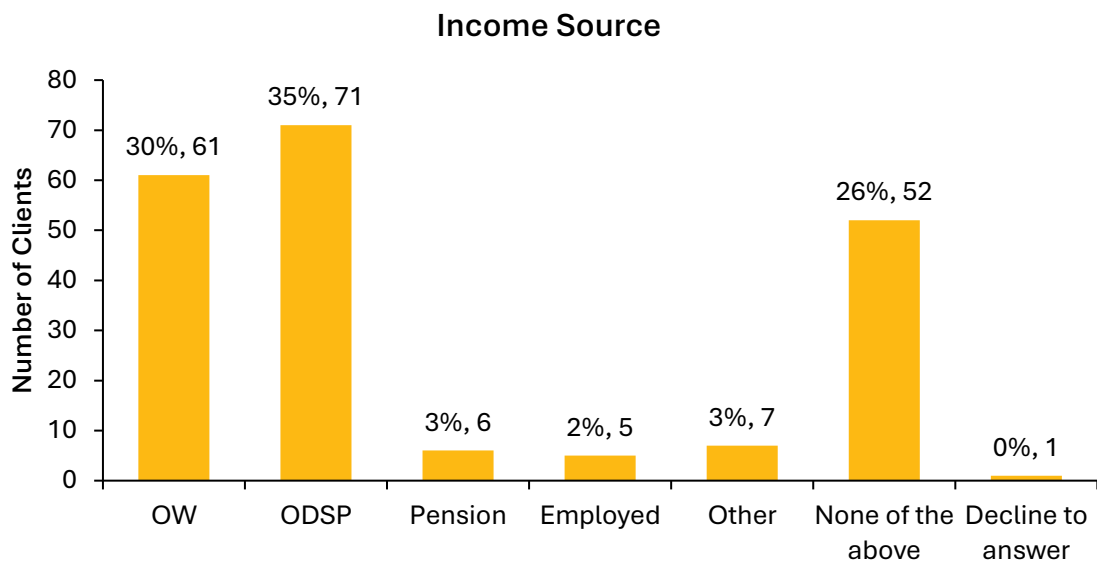
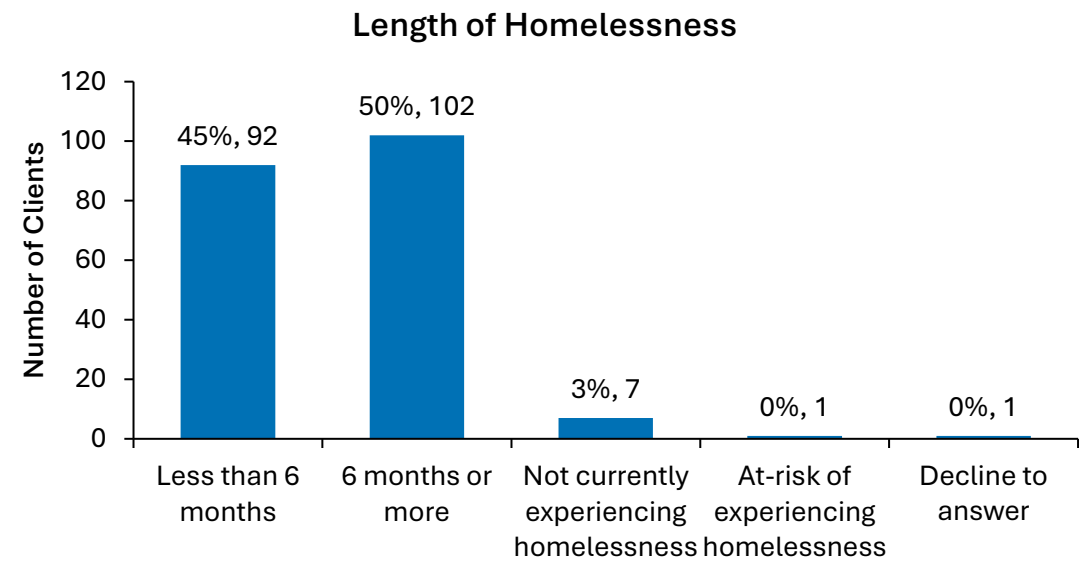


Family Structure



# 310 Hub Report

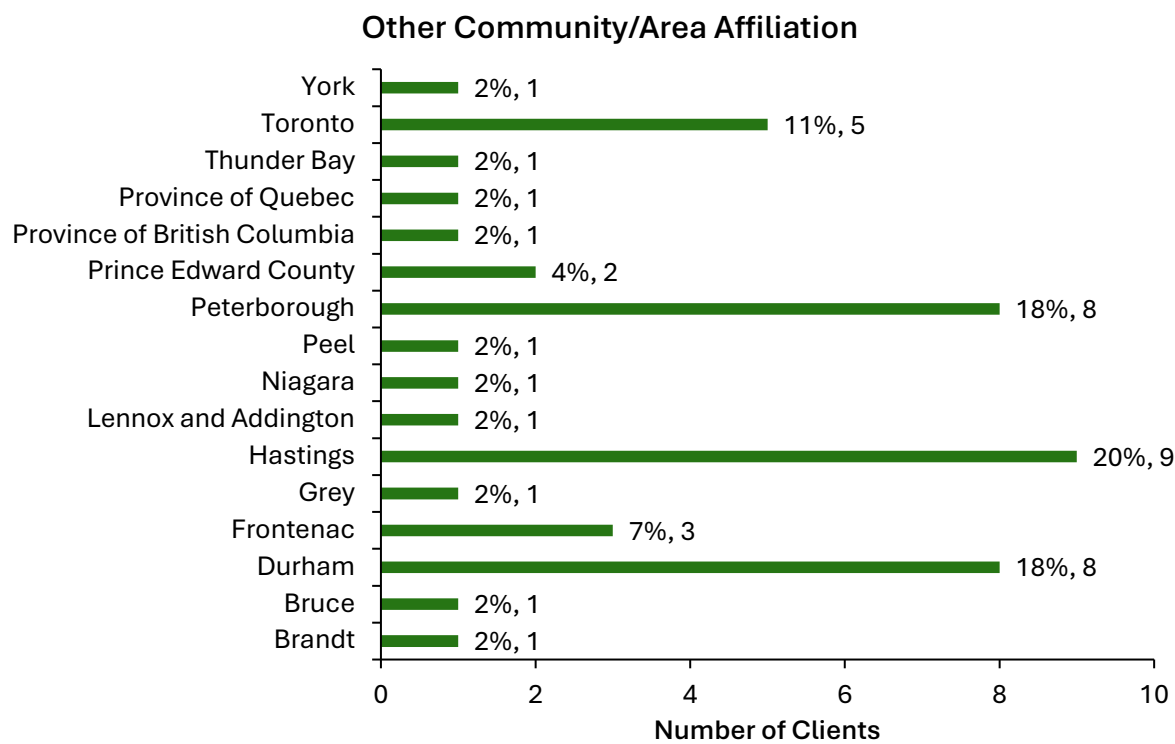
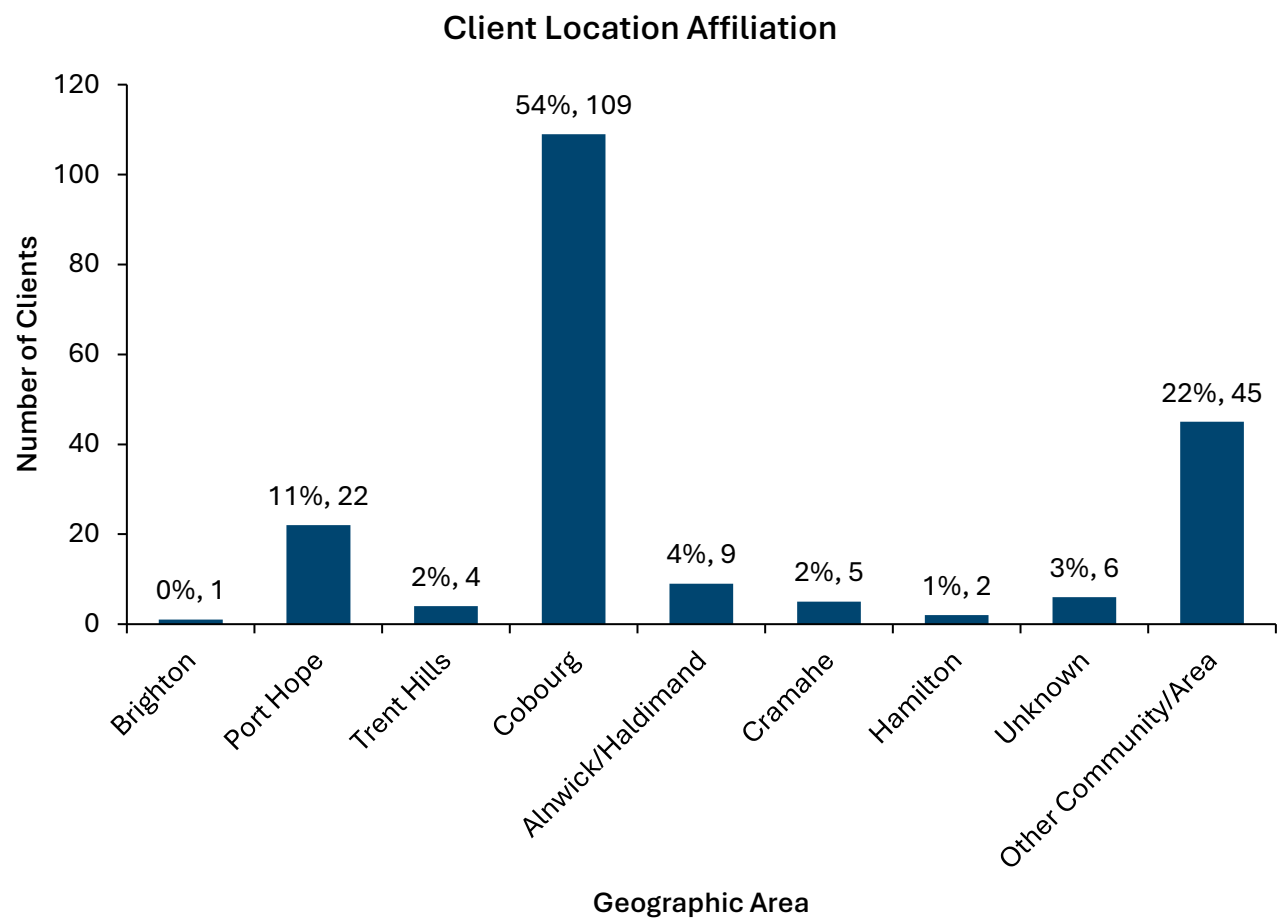
Data Range: November 13, 2024 - May 24, 2025



HPP Demographic Category	% Endorsing
Indigenous	8%
Veteran	1%
Person of Colour	2%
Person with a Disability	28%
LGBTQ+	1%
New Immigrant/Refugee	0%
Recent stay in a Provincial Institution	11%

# 310 Hub Report

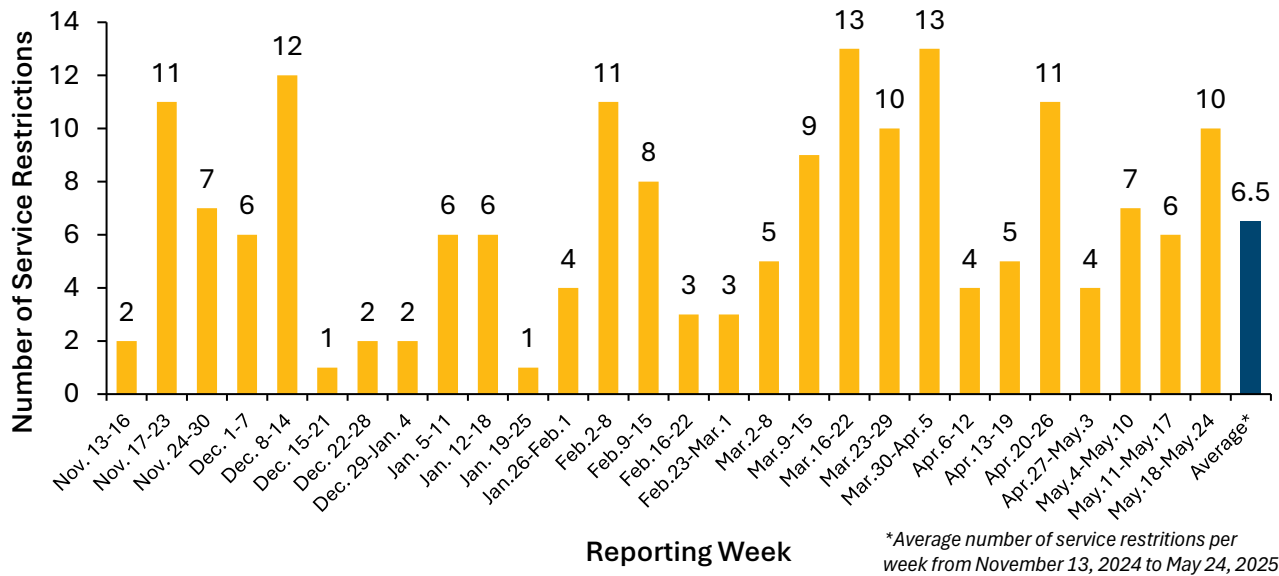
Data Range: November 13, 2024 - May 24, 2025



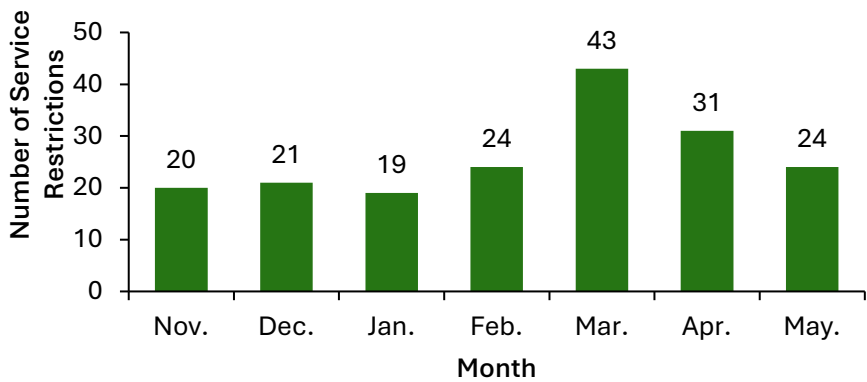
# 310 Hub Report

Data Range: November 13, 2024 - May 24, 2025

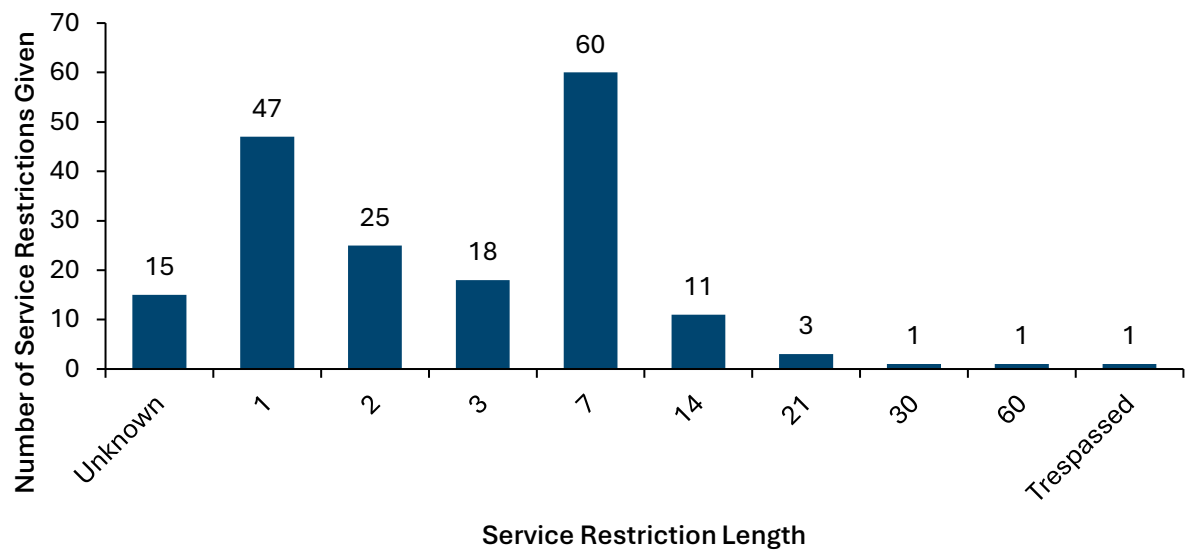
### Number of Service Restrictions by Reporting Week



### Service Restrictions by Month

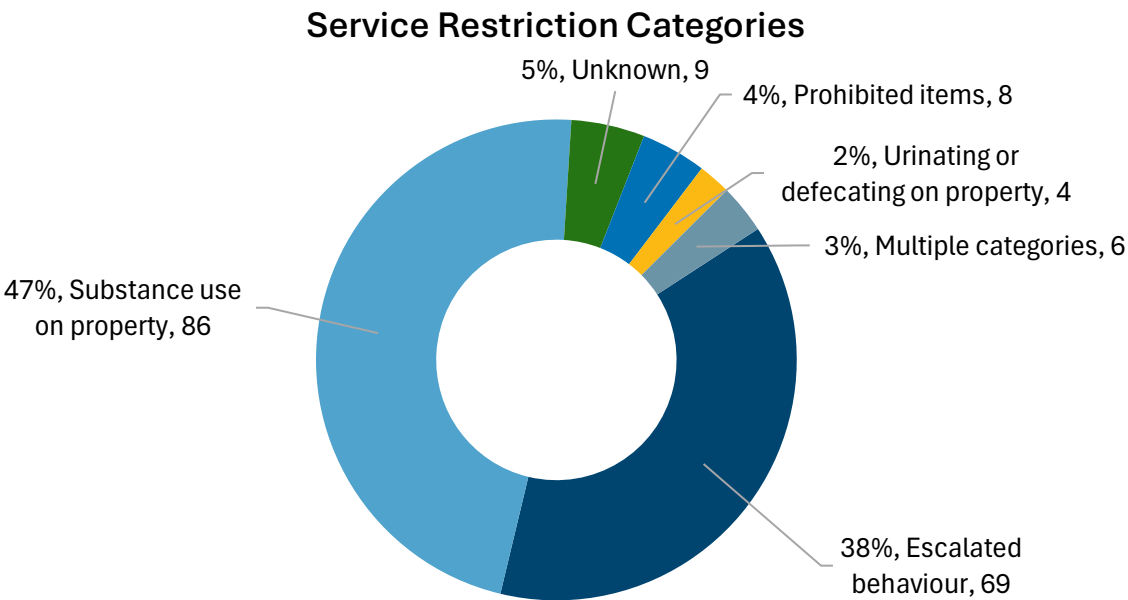


### Service Restriction Length



# 310 Hub Report

Data Range: November 13, 2024 - May 24, 2025





# 310 Hub Hourly Dashboard

*Data Range: November 17, 2024 – May 24, 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 (20 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 (first instance = December 30). This analysis shows a decrease in the daily maximum and minimum number of clients beginning in April and continuing into May. However, the number of unique clients attending the Hub per day has remained relatively stable, suggesting a change in Hub attendance patterns. This could be due to clients visiting for shorter durations and/or making fewer visits overall. Some days have missing data, however out of 4536 hourly time bins, only 273, or 6% were missing values.

## *Limitations*

Each hourly time bin only represents a single point-in-time assessment of Hub occupancy within that hour; therefore, it is possible that meaningful occupancy fluctuations within that hour may be missed. Additionally, estimates may be completed on different points within the hour, introducing the possibility that some hourly time points are closer to each other than others (e.g., the interval at which data is presented may be inaccurate). Some hourly time bins have missing data. Although the percentage of data missing from the entire dataset is low, it is possible that the time bins with missing data may have been informative, thus limiting a comprehensive understanding of the entire course of a day in the Hub. Finally, as this dataset does not contain information about unique clients, it is not possible to determine if or how many of the same individuals are present in the Hub during each hour.

# 310 Hub Hourly Dashboard

Data Range: November 17, 2024 - May 24, 2025

## 310 Hub Hourly Counts - Total

Date

▼

May 24, 2025

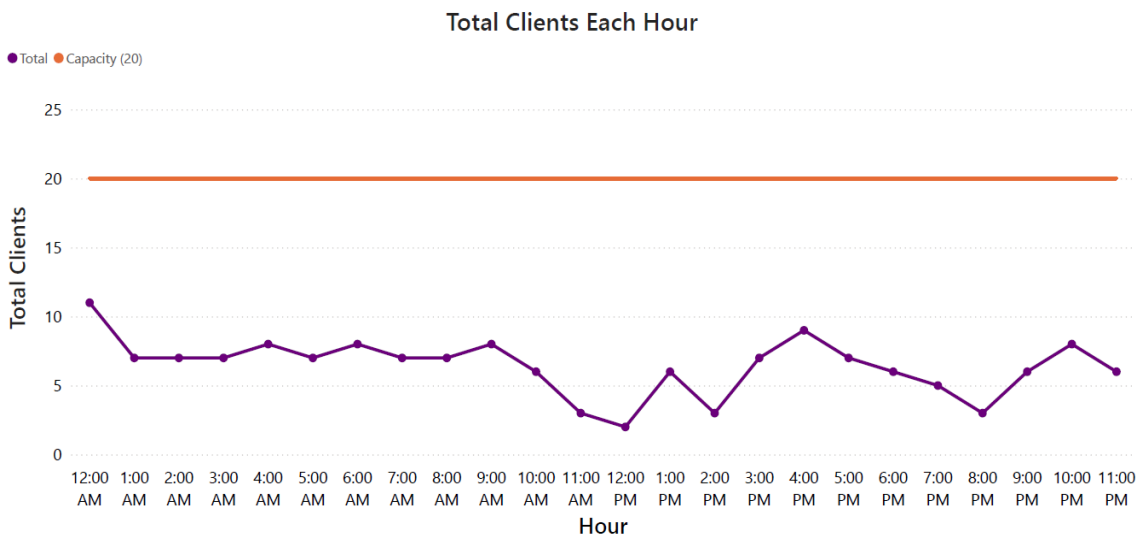
▼

2

11

Daily Minimum

Daily Maximum



## 310 Hub Hourly Counts - Gender

Date

▼

April 26, 2025

▼

0

9

0

5

0

0

Minimum (Male)

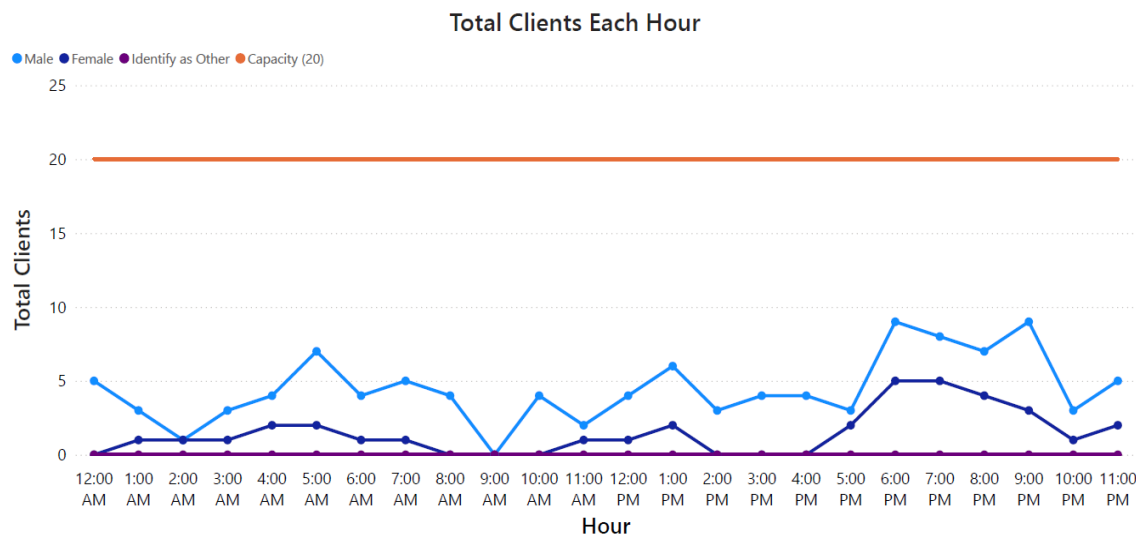
Maximum (Male)

Minimum (Female)

Maximum (Female)

Minimum (Identify as Other)

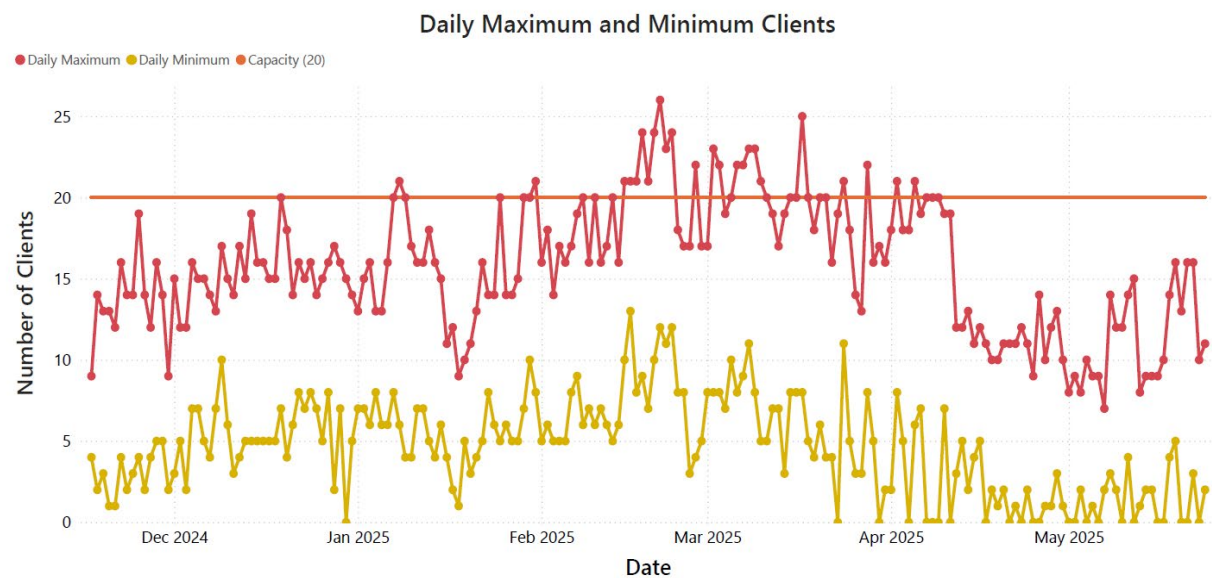
Maximum (Identify as Other)



# 310 Hub Hourly Dashboard

Data Range: November 17, 2024 - May 24, 2025

## 310 Hub Hourly Counts - Daily Maximums and Minimums



# ECE Security Reporting Dashboard

*Data Range: November 16, 2024 – May 24, 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 from 310 Division Street. As of May 24, 2025, 255<sup>1</sup> concerns had been documented. Most concerns originate from the call centre (75% 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 (65% of concerns were determined to be related to 310, and 35% were not). Most concerns are related to loitering/trespassing (49%), noise (19%), and waste/abandoned property (16%).

The time required to start and complete a response are calculated for each concern reported. It takes an average of 2.45 minutes for security to respond to a concern, and 9.98 minutes to resolve it. Both measurements are slightly faster for mobile patrol concerns (response latency = 1.27 minutes; time to resolution = 7.59 minutes) compared to call centre concerns (response latency = 2.84 minutes; time to resolution = 10.79 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). For concerns that originate from the call centre, and are located within 500 metres of 310 Division street, the number of calls received during each hour is reported. This includes all calls received by the call centre, regardless of security's determination of whether the concern is related to 310. The highest number of calls are received at 2:00 pm and 10:00 pm (18 calls each), and the fewest calls are received at between the hours of 1:00 and 4:00 am (2 calls in each hourly bin).

## *Limitations*

Only concerns that are reported through the call centre or discovered proactively by security while on mobile patrol are documented through this process (i.e., it is unknown how many concerns related to the ECE By-law go unreported or undiscovered by security, or the number that are reported through other communication channels to other groups). For example, being able to report a concern to the ECE call line requires access to a working phone, knowledge of the ECE call line, and is subject to the availability of the caller. In terms of analysis, the categorization of concerns only elucidates the main concern documented; occasionally reported concerns may contain information related to more than one category. Additionally, concerns originating from the call centre are self-reported by callers and are transcribed by a call answering service, which then relays them to security. It is possible that the interpretation of a caller's concern and the

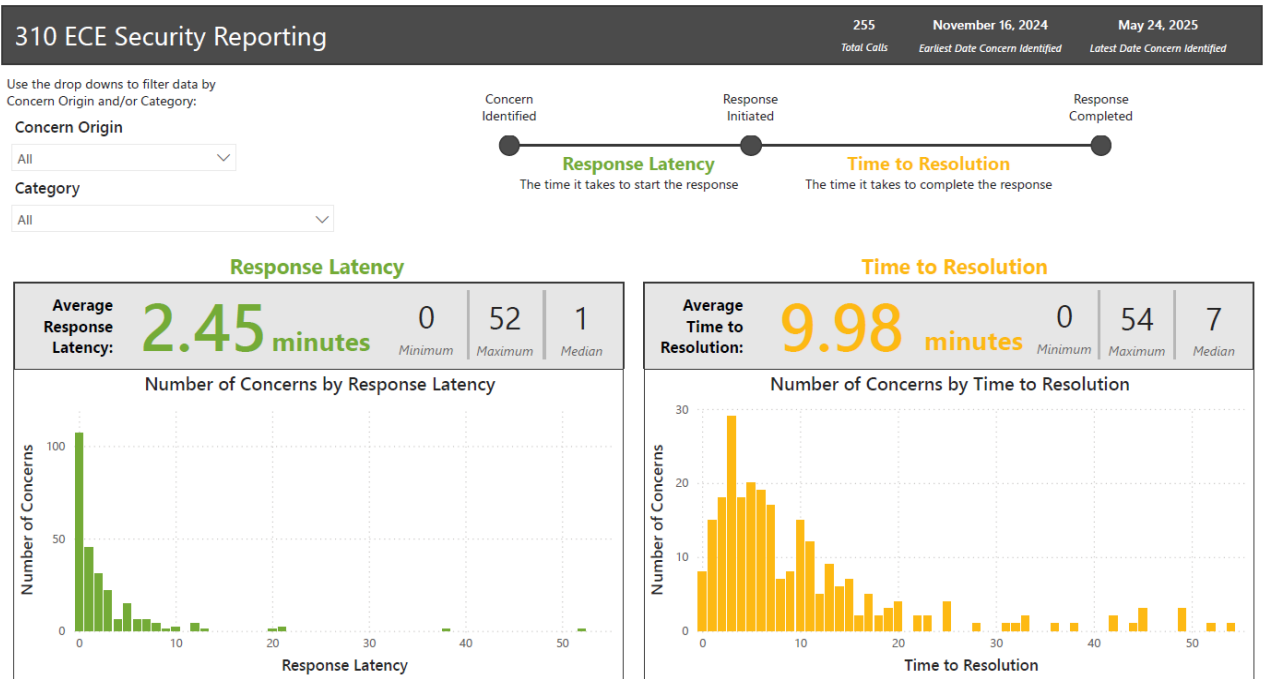
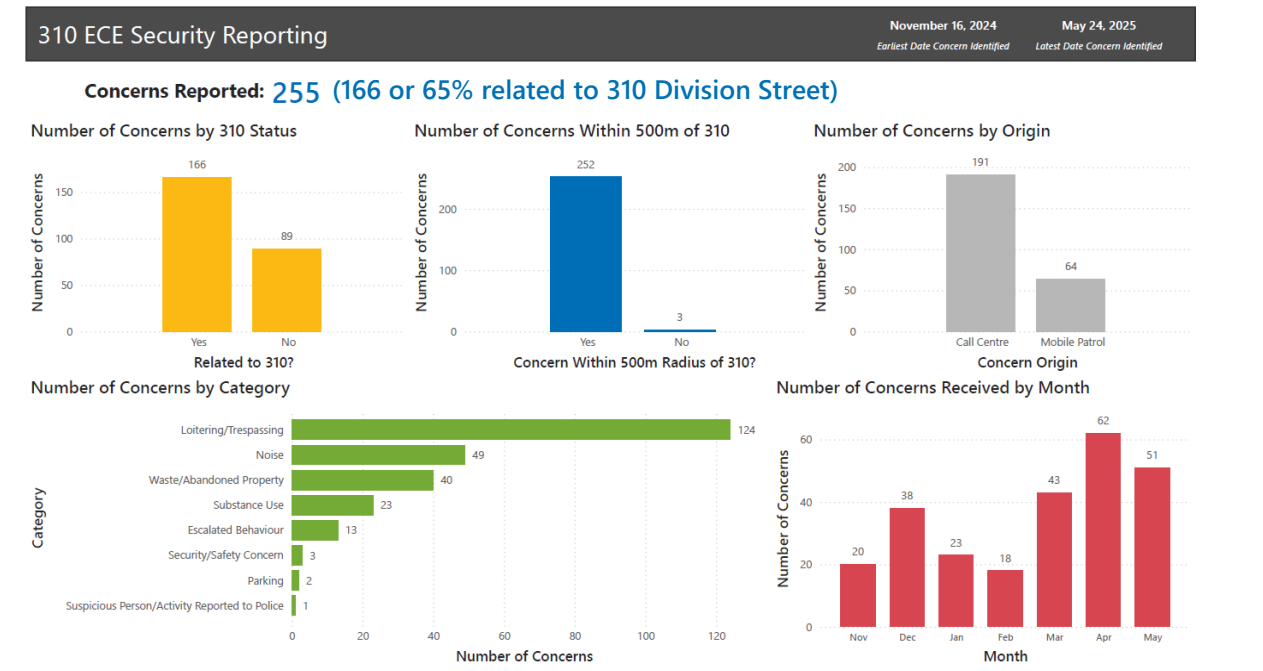
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<sup>1</sup> One concern received from the call centre requested information from security with regards to their establishment's programming. As this was not related to an ECE concern, the call was not logged by security in the dataset.

subsequent information that is included in the message to security may not accurately capture the caller's original concern. Determining whether an issue or piece of waste within 500 metres of the premise is related to the activity of the ECE or its occupants (as per section 6.1) may be difficult to determine (e.g., if the issue was not directly witnessed). As the concern will be responded to regardless, this may result in an overreporting of concerns, reducing the accuracy of this data in determining the true impact of 310 Division Street on the surrounding community.

# ECE Security Reporting Dashboard

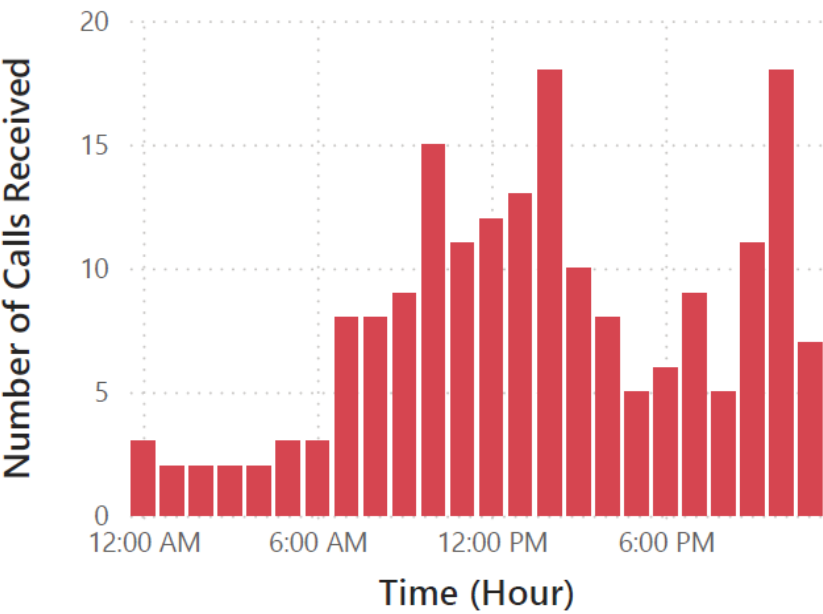
Data Range: November 16, 2024 - May 24, 2025



# ECE Security Reporting Dashboard

Data Range: November 16, 2024 - May 24, 2025

Number of Calls Received by Hour



Note: Includes concerns originating from the call centre, that are located within 500m of 310 Division Street.

# Emergency Shelter Occupancy Analysis

*Data Range: January 1, 2025 – May 25, 2025*

This analysis examines changes in emergency shelter availability and occupancy between January 1, 2025 and May 25, 2025. This data is compiled and reported weekly by Transition House staff. As of January 1, 2025, all emergency shelter spaces were available at the 310 Division Street location.

The 2023 Homelessness Support System Review suggested a target shelter occupancy rate of 80% (Vink Consulting, 2023). Occupancy rates for most of January were below 80%, however this target was reached on January 31, and surpassed on February 10. Occupancy rate remained above target until the end of February, and began to stabilize near the 80% target in March. This pattern continued until April, when the capacity of the shelter was reduced from 35 to 30 spaces. Following this, shelter occupancy was in the 96.7-100% range (corresponding to 2 or 0 available shelter spaces, respectively). When full shelter capacity resumed, occupancy rate decreased to the 80% target range. This indicates that a consistent number of shelter spaces were occupied before, during, and after this fluctuation in capacity.

## *Limitations*

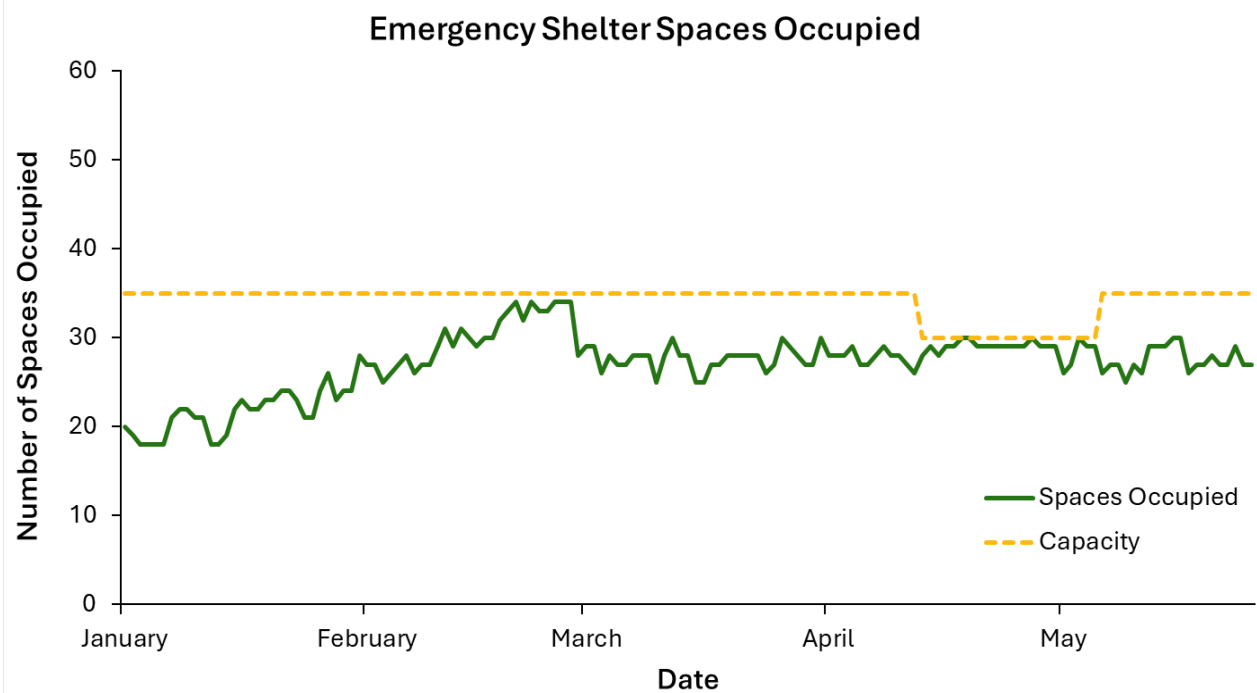
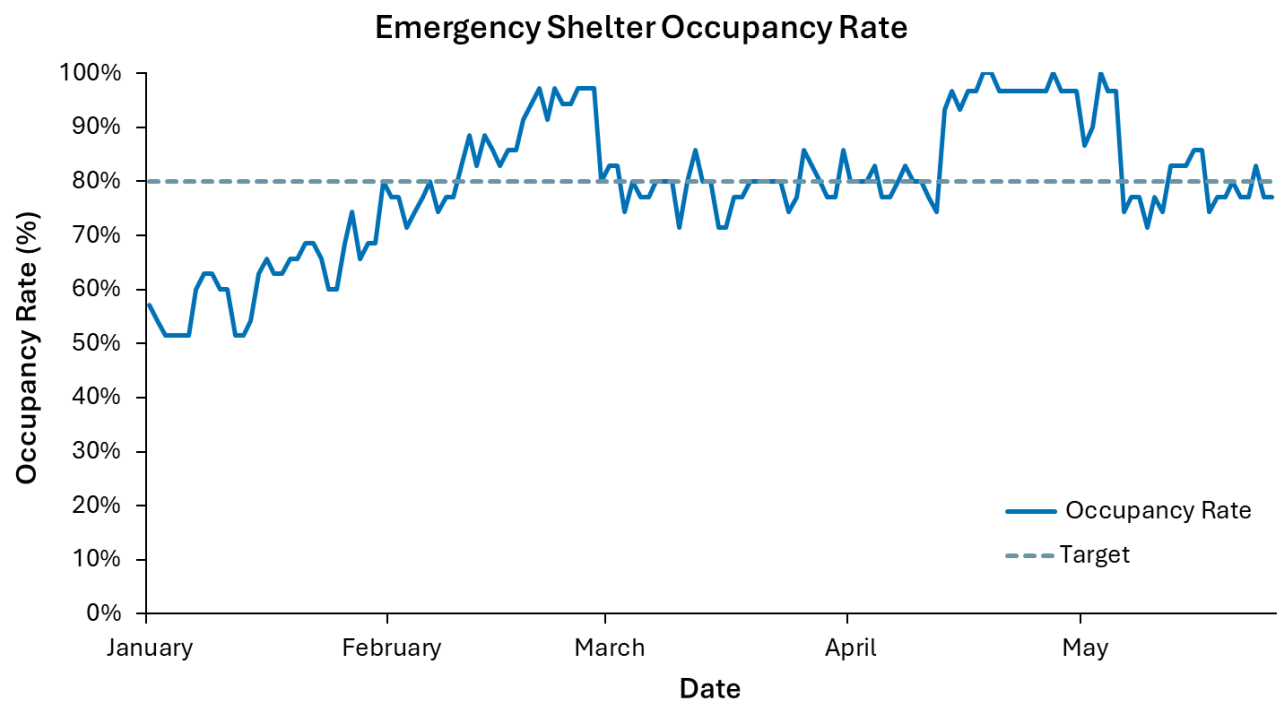
Shelter occupancy data is collected through daily point-in-time assessments. Although occupancy is assessed at a similar time each day, the variability that exists within a day is unknown within the context of this analysis. Additionally, this measure only provides information about the utilization of spaces within a single emergency shelter, which is only one, albeit large, part of the entire Northumberland County homelessness system. The utilization of other services, including shelter services, may vary considerably and provide different or additional information about the needs of individuals experiencing homelessness in Northumberland County. This measure does not provide information about how many individuals attempted to, but did not access shelter, or further did not attempt to access shelter but may still be experiencing homelessness. Changes to shelter capacity may obfuscate patterns in occupancy rate and therefore must be considered when interpreting this data (e.g., reductions in overall shelter capacity increases occupancy rate, even though the absolute number of occupied spaces may remain the same, as was the case during the reduction that occurred in April/May).

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



# Emergency Shelter Occupancy Analysis

Data Range: January 1, 2025 - May 25, 2025



## Services Provided at 310 Division

*Data Range: March 3, 2025 - April 26, 2025*

This analysis provides additional detail about on-site services provided at 310 for clients attending the hub or staying in shelter. Visitor logs from 310 Division are maintained by on-site security, and analyzed to determine the breadth and availability of services for clients. Relevant organizations and the number of days that representatives from each organization attended 310 Division Street are reported in the table below. When an organization attends 310 Division to provide services, the total number of visitors is variable; some site visits are made by a single member of an organization or by groups of individuals.

As this data collection process is being refined, additional aspects of on-site service provision are being added to the data set. For example, starting on May 15, documenting the purpose of an individual's visit was added to the sign-in process. This allows for greater detail about the types of services being provided to clients. Most visits with a documented purpose for visit were related to outreach activities in various forms (e.g., from Paramedics, County staff, mental health organizations, or addictions support). Other purposes for visiting included providing lunch/meals and staff/personnel from varying organizations visiting with specific clients.

### *Limitations*

This dataset covers a shorter time period than the other components of the report, and does not examine potential relationships between provider attendance and 310 Division Street utilization. Additionally, although a service provider attended 310 Division, it is unknown from this dataset how many clients, if any, the service provider engaged with, or the type of programming provided. Only a subset of the data contains information about the purpose of a visit, limiting the utility of this data for understanding the breadth of services offered to clients.

# Services Provided at 310 Division

Data Range: March 3, 2025 - May 28, 2025

Organization	Number of Days Visited
Canadian Centre for Addictions	1
Canadian Mental Health Association HKPR (CMHA)	1
Cobourg Police Service	3
Community Housing Transformation Centre	1
Community Liaison Committee	2
Contact North	9
Corrections Service Canada (CSC)	1
Durham Community Health Centre	3
Fareshare Food Bank	1
FBC Church Serenity Addiction Support Group	10
Haircutting Service	1
Haliburton Kawartha Northumberland Peterborough Health Unit	1
Hope and Light Outreach	26
NHH Assertive Community Treatment Team	15
NHH Community Mental Health	36
Nursing/PSW Support	3
Northumberland County - Outreach	25
Northumberland Legal Centre	7
Northumberland Paramedics	18
OATC/CATC Port Hope	8
Ontario Health at Home	4
Peterborough Aids Resource Network	2
Rebound Child & Youth Services	5
Salvation Army	1
The Help Centre	13
YMCA	1

Number of Organizations Providing Service per Day

