



# Durham Region Homelessness Update

February 2026

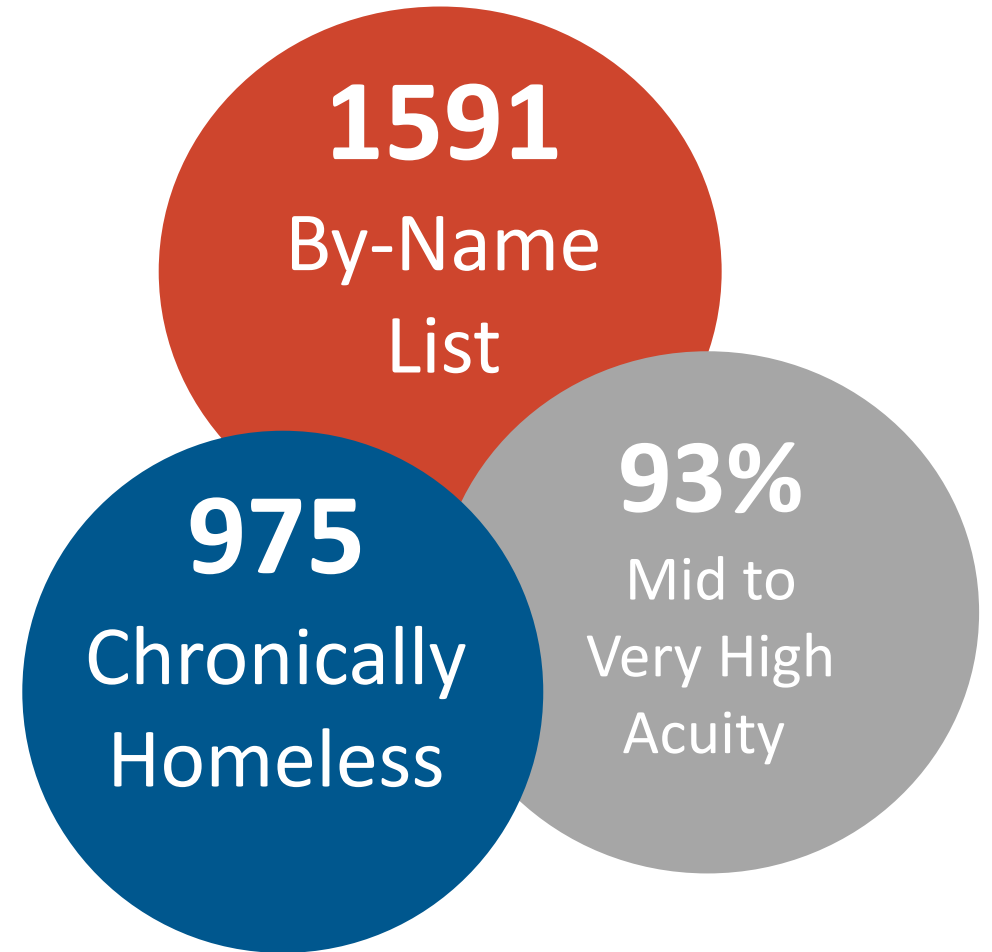


# Durham Region Homelessness Numbers

## December 2025

### Municipality Breakdown Actively Homeless:

Ajax: 321	Pickering: 80
Brock: 25	Scugog: 37
Clarington: 109	Uxbridge: 20
Oshawa: 767	Whitby: 232





# Durham Region Homelessness Numbers

## December 2025



### Outflow

People removed from our Chronic Homelessness Number

**55** People moved into housing

**98** People are marked inactive if they have had no contact for 60+ days.



Total move-ins for 2025

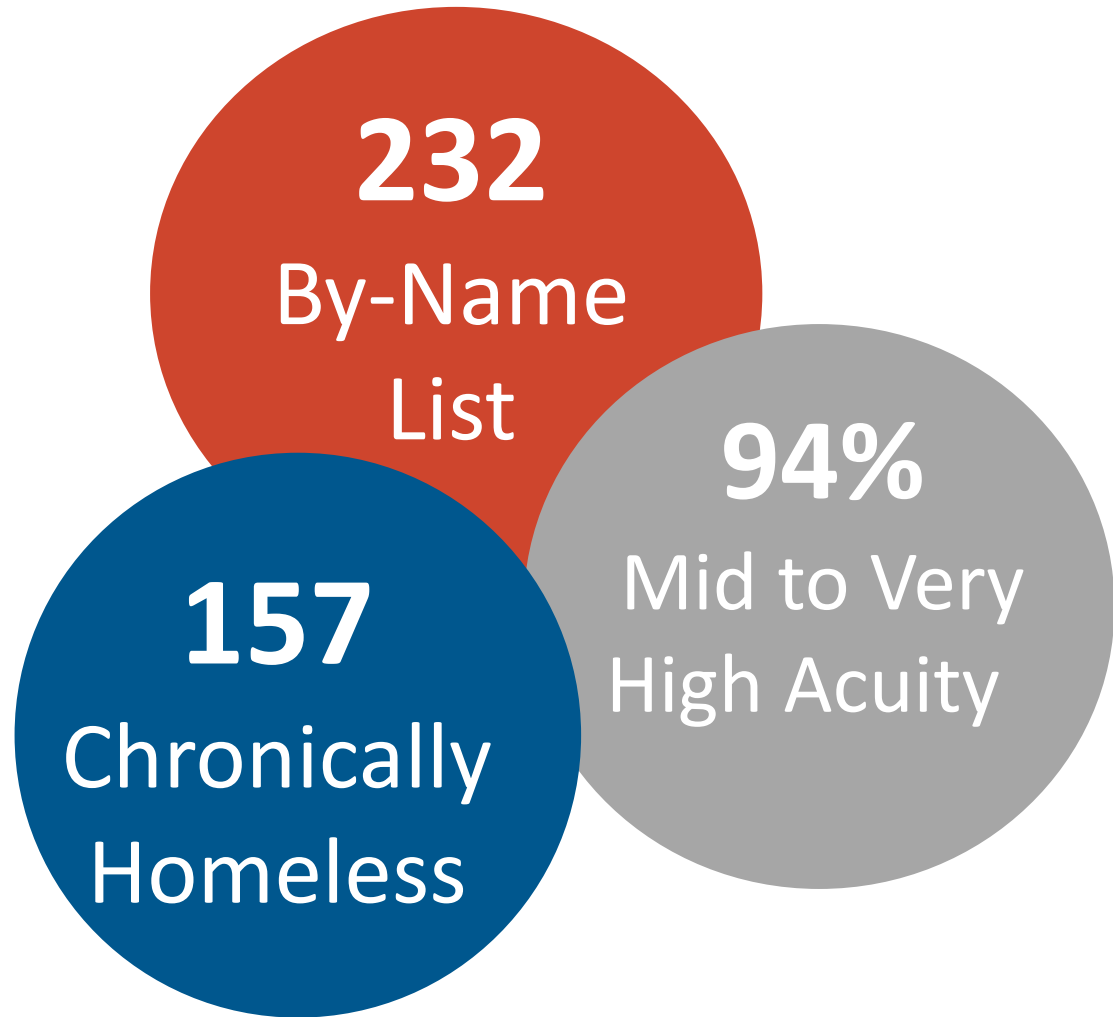


Average number of monthly move-ins in 2025



# Durham Region Homelessness - Whitby

## December 2025



### Total move-ins





# Durham Region's Access Points

- Boys & Girls Club Durham
- CFOC - Ajax Hub
- Community Living Durham North
- Cornerstone Community Association
- Durham Community Health Centre
- Durham Youth Services
- John Howard Society - Bowmanville
- Mental Health Outreach Program (MHOP)
- Muslim Welfare Centre
- North House
- Oshawa Mission United Hub
- Primary Care Outreach Program (PCOP)
- Region of Durham Outreach Team
- The Denise House
- The Nourish And Develop Foundation
- The Refuge





# Winter Warming Site 2025/2026

## Shelters, Warming Centres and Cooling Locations - Region of Durham

Female sole support parents	+
Male sole support parents and couples with children	+
Youth aged 16 to 24 years	+
Ajax	+
Clarington	+
Pickering	+
Oshawa	+
Whitby	-
<b>CFOC - Doors of Compassion</b>	
<b>Address:</b> 605 Rossland Road East, Whitby	
<b>Hours:</b> 9 p.m. to 8 a.m.	
<b>Phone:</b> 365-885-4117	
<b>Criteria:</b> 18 years of age and older, all genders	
<b>Capacity:</b> 30 chairs	
<b>Opening date:</b> December 1, 2025	
North Durham – Brock, Scugog Township, Uxbridge	+

[Winter Warming Guidelines](#)



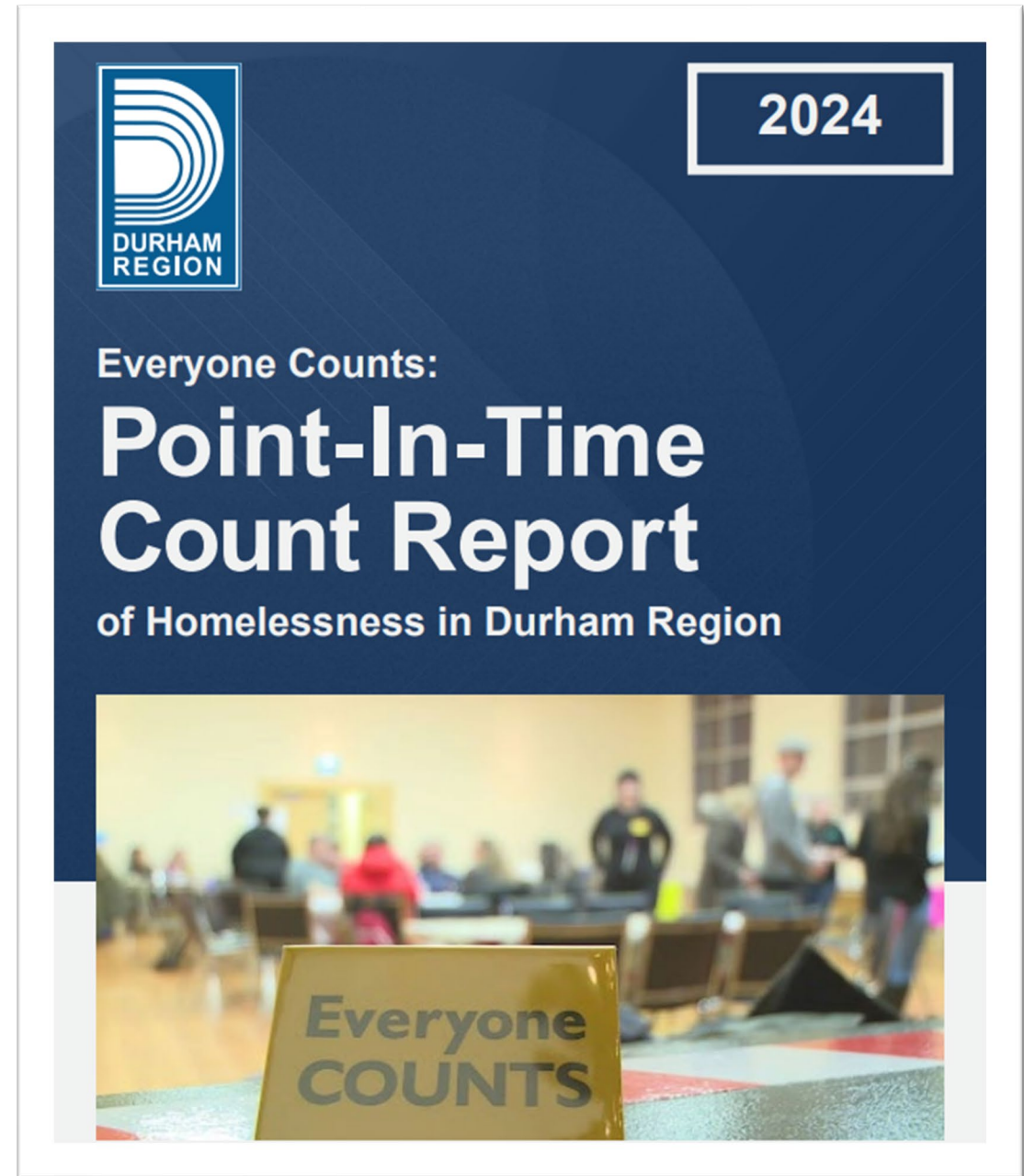
# Point In Time Count (PiT)

## PiT Count Enumeration (Annually)

- Estimate of the number of people experiencing homelessness within a determined geographical area on a single night
- Location identification
  - Shelters
  - Transitional housing
  - Unsheltered locations

## Survey on Homelessness (Every 3 years)

- A set of standardized survey questions that are administered directly to individuals experiencing homelessness
- The survey collects information on the characteristics and experiences of people affected by homelessness
- Next count will be 2027





# Durham Veteran's Homelessness Program

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Veteran Homelessness Program launched in 2024 and delivered in-house by the Region using a Housing First approach with Intensive Case Management.

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Provides tailored, Veteran-specific supports to help individuals secure and sustain housing, improve well-being, and connect to long-term services.

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Program delivery is supported through strong multi-sector partnerships, including Durham Regional Police Service (Military Veterans Wellness Program), Housing Durham, Royal Canadian Legion, and Veterans Affairs Canada.

As of  
December 2025  
Total of 22  
have been  
identified





# Senior Shelter Program

## Program Enhancements

- 20 dedicated spaces for seniors experiencing homelessness
- On-site support plus enhanced wraparound services by the Regions Transitional Support Program Team and partnership with Lakeridge Health

## Program Impact

- Increased capacity to serve more seniors
- Significant improvements in quality of care

## Referral Process

- No changes to referral pathway
- Cornerstone continues to take incoming calls and forward referrals for eligibility assessment

# Street Outreach Continuum



## Engagement

Connecting to anyone experiencing unsheltered homelessness.



## Intensive Case Management

Specialized service for people from the by-name-list (BNL) with complex health and social needs.



## Housing Retention Case Management

Teams-based approach that helps clients maintain their housing, enhance their life skills, address their health and mental health issues, and access community resources.



# Regional Street Outreach Approach



## Contact Driven

Outreach Workers are in the community actively looking for new individuals that may not otherwise engage with services.



## Assertive Engagement

Outreach Workers will ensure individuals have their basic needs met but are also engaged in conversations regarding housing and available supports in Durham Region.



## By-Name List

Outreach Workers explain the BNL process and ensure interested and consenting individuals are placed on the list and remain active.



## Support

Individuals on the BNL are supported until they are matched with an Intensive Case Manager or housing outflow program through the BNL process after securing identification, income, etc.



# Regional Street Outreach Services

- Water and referrals to food programs
- Identification of documents and facilitation of social assistance
- Wellness checks
- Ongoing engagement to support housing readiness
- Providing items (e.g., sunscreen, clothing, Naloxone, clothing, tick information, etc.)
- Harm reduction education and referrals
- Referrals to shelters and transportation to the shelter
- Referrals to warming/cooling centres during extreme weather alerts
- Encampment relocation supports
- Safety planning
- Mobile ByName List access point
- Mental health and addiction supports through the Mental Health Outreach Program (MHOP)
- Medical care and mental health supports through the Primary Care Outreach Program (PCOP)





# Outreach By the Numbers

Engagement Type	Total Engagements- January 2026
Individual Engagements Region Wide	2015
Individual Engagements in Whitby	280
Encampment Engagements	9
Business Engagement Surveys	46
Proactive Checks in Whitby	185
Proactive Checks in Whitby Resulting in Engagement	75
Community Education & Street Safety	5

# Contact Us

All homelessness-related matters can be referred to the **Homeless Help Line**, which will triage requests to the appropriate Regional Homelessness Team for response, e.g.:

- People who are worried about losing their housing
- Inquiries about homelessness
- To report an encampment, individual who may be unsheltered, or individual living in their vehicle
- Requests for support with service navigation



The graphic features the Durham Region logo on the left, a central illustration of a house with a brown roof and four windows, flanked by four green trees, and the text 'Homeless Help Line' in a large, bold, blue font. Below this, three contact options are listed with corresponding icons: a globe for 'Online', an envelope for 'Email', and a telephone handset for 'Phone'. To the right of these options is a QR code. At the bottom, there is a note about accessible formats.

 DURHAM REGION



## Homeless Help Line

 **Online**  
[durham.ca/EmergencyShelters](https://durham.ca/EmergencyShelters)

 **Email**  
[Homelesshelp@durham.ca](mailto:Homelesshelp@durham.ca)

 **Phone**  
905-668-4113 ext. 5510  
toll free 1-800-372-1102 ext. 5510  
311 ext. 5510



Scan the QR code to visit Durham's Emergency Shelters webpage.

If you require this information in an accessible format, please contact the Accessibility Coordinator at [accessibility@durham.ca](mailto:accessibility@durham.ca) or 905-668-4113 ext. 2009.

# Questions



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[durham.ca](http://durham.ca)

@RegionofDurham

