

FINAL REPORT

SUPPORTING PEOPLE
Hastings™
AND OUR COMMUNITIES

2023-2024 WARMING CENTRES

This end-of-season report is prepared to disseminate the 2023-2024 warming centre usage data and observations.

CONTENTS

- 03 PROGRAM SUMMARY
- 04 BACKGROUND
- 05 OVERVIEW
- 06 DATA SUMMARY
- 07 2023-2024 SUMMARY
USAGE DATA:
BANCROFT
BELLEVILLE
QUINTE WEST
- 15 USAGE COMPARISON:
2022-23 AND 2023-24
- 17 FINANCIALS
- 22 QUOTES
- 23 NEXT STEPS



PROGRAM SUMMARY

Warming centres are designed to offer a safe and warm environment for the community's most vulnerable populations experiencing homelessness. Unlike shelters, warming centres do not provide overnight accommodations but offer support during the coldest months. They play a crucial role in the emergency shelter system by ensuring there are alternative, adequate spaces for people experiencing homelessness in cold weather.

The primary purpose of warming centres is to prevent injury and death from exposure to the elements. These centres typically provide a single open space where individuals can rest and warm up, with safety and security measures in place.

Warming centres are temporary and emergent measures within our community. Ultimately, the goal is to reduce homelessness by providing stable housing for individuals and families in Hastings County.

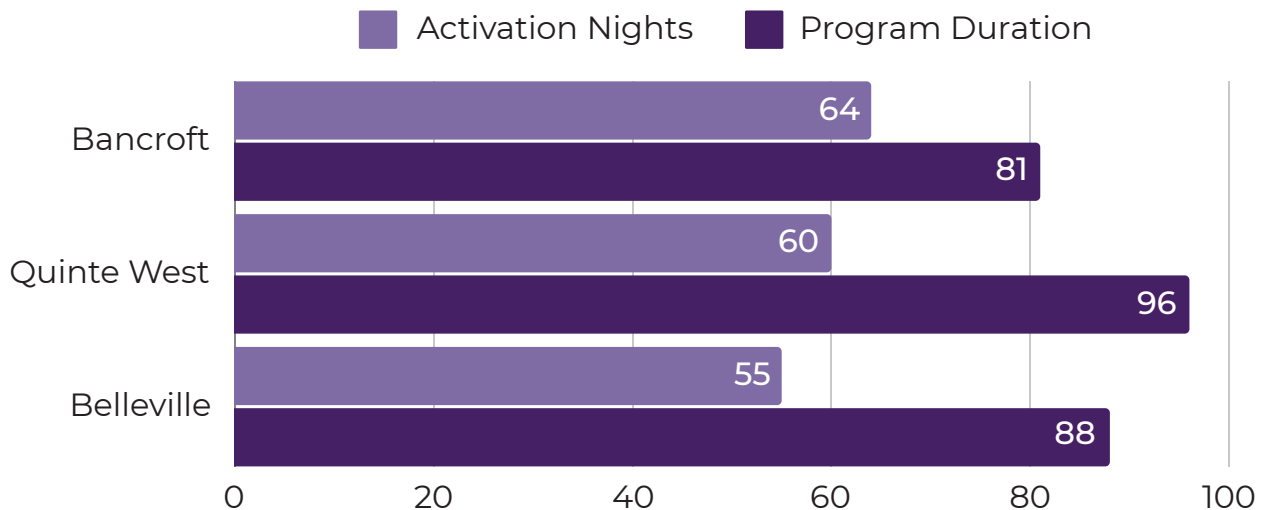
In 2023-2024, Hastings County jointly operated three warming centres located in the Town of Bancroft, the City of Belleville, and the City of Quinte West.

BACKGROUND

2021-2022 PROGRAM

In 2021-2022, Hastings County jointly operated overnight warming centres in the City of Belleville, the City of Quinte West and the Town of Bancroft. All three warming centres were temperature activated (-10 C). The Bancroft Warming Centre program was available for 81 nights; the temperature threshold was reached 64 nights. The Quinte West Warming Centre was available for 96 nights, activated 60 nights, and Belleville was available for 88 nights, activated 55 nights.

2021-2022 TEMPERATURE ACTIVATION



2022-2023 PROGRAM

On May 11, 2022, the Community and Human Services Committee approved a nightly operating model resulting in the warming centres being open nightly from December 15, 2022 until March 31, 2023. This is in contrast to the prior 2021-2022 season when the warming centre activation was based on temperature thresholds.

In 2022-2023, the Belleville and Quinte West Warming Centres operated for 107 nights. Due to a delay in location availability, the Bancroft Warming Centre operated for 73 nights only.

OVERVIEW

OPERATION OF THREE HASTINGS COUNTY WARMING CENTRES IN 2023-2024

In response to a request from the City of Belleville, the Belleville and Quinte West warming centres opened on December 1, 2023, rather than the scheduled start date of December 15. On December 1, 2023, the Belleville and Quinte West warming centres opened and ran nightly until March 31, 2024.

The Belleville Warming Centre was located in the gymnasium space at the former Belleville Police Services Building at 93 Dundas Street East, Belleville. Renovations previously made by City of Belleville staff ensured operational bathroom spaces, secure areas for staff and attendees and egress routes as per Belleville's fire requirements.

The Trenton United Church located at 85 Dundas Street East provided the warming centre location in Quinte West for the third season. Volunteer staff were available on-site to assist with guest needs and stewardship.

At the November 28, 2023 Community and Human Services Committee meeting, the Committee approved the relocation of the mobile medical unit to the Town of Bancroft to be used as the warming centre. During the logistical phase of the mobile unit, the Town of Bancroft operated a warming centre at Bancroft Bible Chapel which opened on January 9, 2024. On February 1, 2024, the warming centre operations transitioned to the mobile unit located at 6 Cleak St. in Bancroft.

Warming centres at all three locations continued to be staffed by Integrity Investigative Solutions Ltd. who specialize in providing support to those experiencing mental health or addiction crisis. The Belleville Warming Centre employed four to five security officers nightly while Quinte West and Bancroft Warming Centres each employed two.

Partnerships are key in the operation of warming centres throughout Hastings County.

DATA SUMMARY

DEFINITIONS

For the purposes of this study, the following terms will be used to identify usage:

- **Total Guests** are defined as all of guests who attended a warming centre, including one-time visitors (see data assumptions below).
- **Unique Guests** are the number of individual guests who attended more than once and does not include repeat visits to a warming centre by the same user.
- **Nightly Guests** are defined as those who attended the program but did not stay the full night.
- **Overnight Guests** are defined as the number of guests who stayed overnight at a warming centre.
- **Regular Guests** are defined as those that attended a warming centre 50% or more of the program nights.
- **Intermittent Guests** are defined as those that attended less than 50% but more than 25% of the program nights.
- **Sporadic Guests** are defined as those that attended less than 25% of the program nights.
- **Total Visits** are defined as the total number of visits from all of the guests.

DATA ASSUMPTIONS

The following data assumptions have been made for each warming centre location:

To avoid the skewing of data, individuals who visited only once are not included in our counts as guests. These are individuals who attended for other purposes i.e., to drop something off, to see what the centre was like, to meet a friend, who were dropped off due to weather conditions and did not return, etc.

DATA

The data provided in this report provides a comprehensive analysis of the three warming centres located in the City of Belleville, Quinte West and the Town of Bancroft. The report details key metrics including total visits, demographic profiles of the individuals served, and patterns of stay. Additionally, it offers a year-over-year comparison to highlight trends in usage. This comprehensive breakdown aims to create awareness among stakeholders and community members about the effectiveness and reach of these facilities in supporting those in need during cold weather conditions, and inform next steps.

2023-2024 SUMMARY

BANCROFT WARMING CENTRE

The Bancroft Warming Centre operated for 83 nights. 62 individuals attended, 16 of the 62 individuals were one-time visitors. Therefore, Bancroft had 46 Unique Warming Centre Guests. Of the 46 guests there were 29 males and 17 females. The breakdown of guest types at the Bancroft location were 2 Regular Guests that attended more than 50% of program nights, 9 Intermittent Guests and 35 Sporadic Guests. On average, 8 guests attended per night, 5 male and 3 female. Of the 8 guests, 13% stayed overnight representing 1 guest. The remainder (7) did not stay for the entire night.

BELLEVILLE WARMING CENTRE

The Belleville Warming Centre operated for 122 nights. 396 individuals attended, 102 of the 396 individuals were one-time visitors. Therefore, Belleville had 294 Unique Warming Centre Guests. Of the 294 guests there were 190 males and 104 females. The breakdown of guest types at the Belleville location was 10 Regular Guests that attended more than 50% of program nights, 75 Intermittent Guests and 209 Sporadic Guests. On average, 53 guests attended per night, 35 male and 18 female. Of the 53 guests, 55% stayed overnight representing 29 guests. The remainder (24) did not stay for the entire night.

QUINTE WEST WARMING CENTRE

The Quinte West Warming Centre operated for 122 nights. 139 individuals attended, 58 of the 139 individuals were one-time visitors. Therefore Quinte West had 81 Unique Warming Centre Guests. Of the 81 guests there were 54 males and 27 females. The breakdown of guest types at the Quinte West location were 3 Regular Guests that attended more than 50% of program nights, 7 Intermittent Guests and 71 Sporadic Guests. On average, 9 guests attended per night, 6 male and 3 female. Of the 9 guests, 67% stayed overnight representing 6 guests. The remainder (3) did not stay for the entire night.

**BANCROFT 2023-2024
WARMING CENTRE**

**OPERATING NIGHTS
83**

TOTAL VISITS

672

TOTAL GUESTS

62

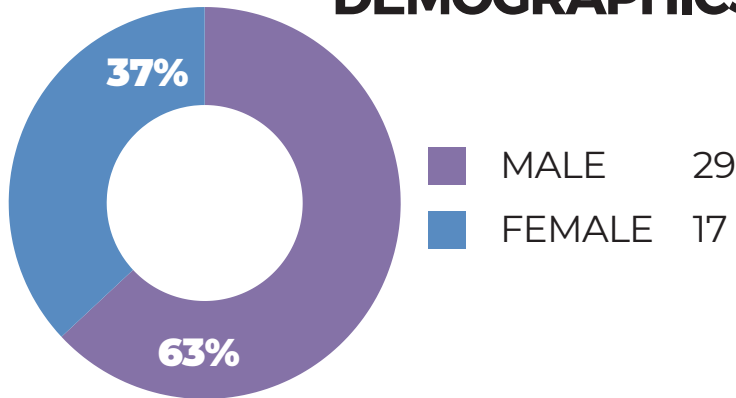
ONE-TIME VISITORS

16

UNIQUE WARMING
CENTRE GUESTS

46

DEMOGRAPHICS



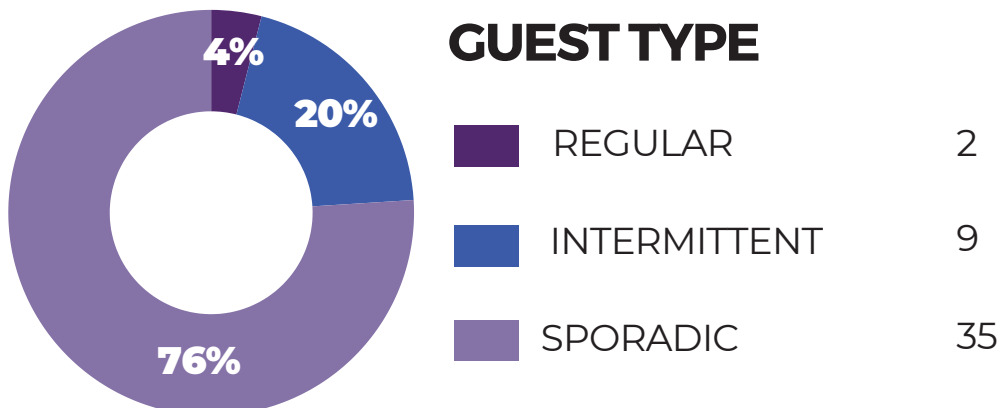
**AVERAGE NIGHTLY
GUESTS**

8

**AVERAGE OVERNIGHT
GUESTS**

1

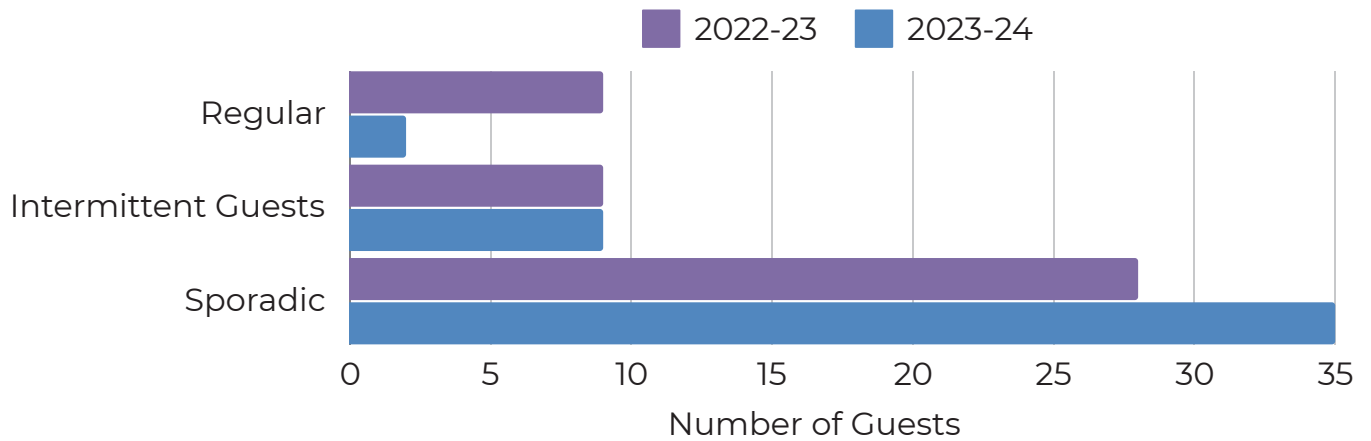
GUEST TYPE



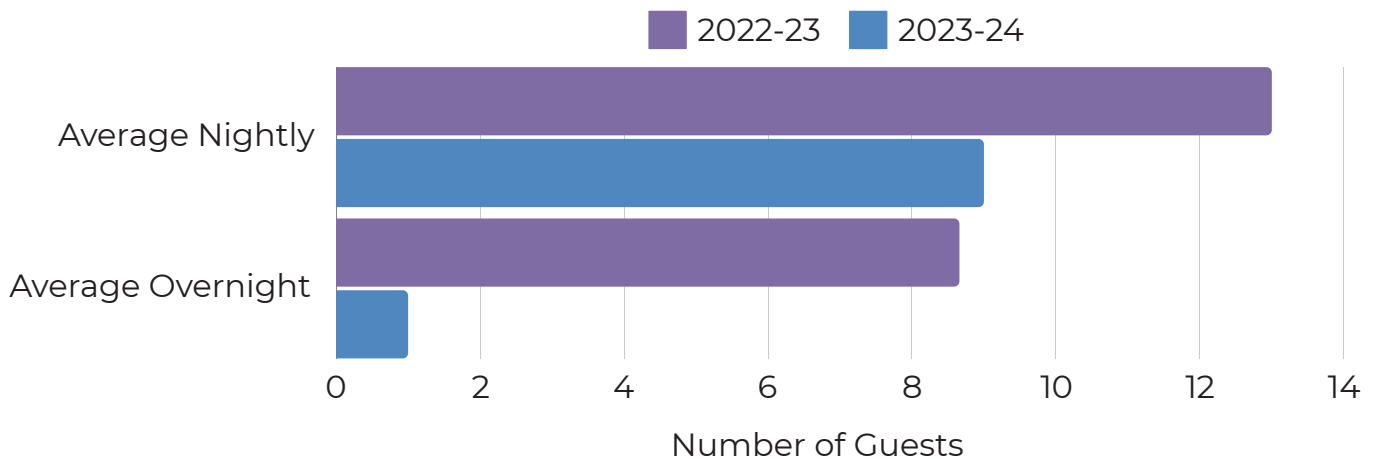
YEAR-OVER-YEAR COMPARISON

BANCROFT	2021-22	2022-23	2023-24
NIGHTS OPERATED	64	73	83
TOTAL VISITS	352	940	672
TOTAL OVERNIGHT VISITS	-	632	108
AVERAGE NIGHTLY GUESTS	4	13	8
AVERAGE OVERNIGHT GUESTS	4	9	1

YEAR-OVER-YEAR GUEST TYPES



YEAR-OVER-YEAR STAY PATTERNS



BELLEVILLE WARMING CENTRE

OPERATING NIGHTS 122

TOTAL VISITS

 **6524**

TOTAL GUESTS

 **396**

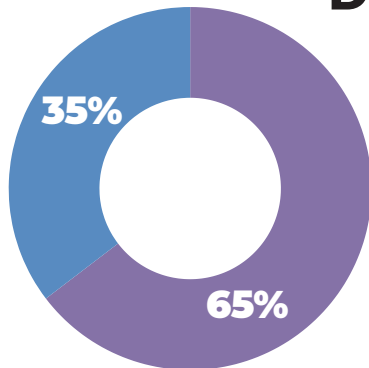
ONE-TIME VISITORS

 **102**

UNIQUE WARMING
CENTRE GUESTS

 **294**

DEMOGRAPHICS



 MALE 190
 FEMALE 104

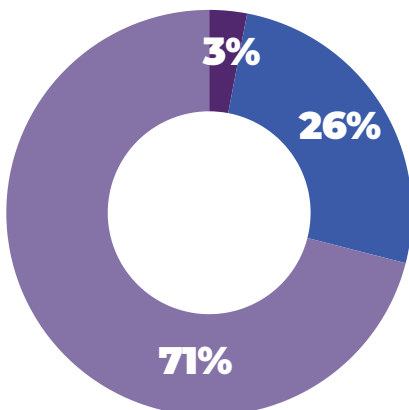
AVERAGE NIGHTLY
GUESTS




53

AVERAGE OVERNIGHT
GUESTS

29

GUEST TYPE

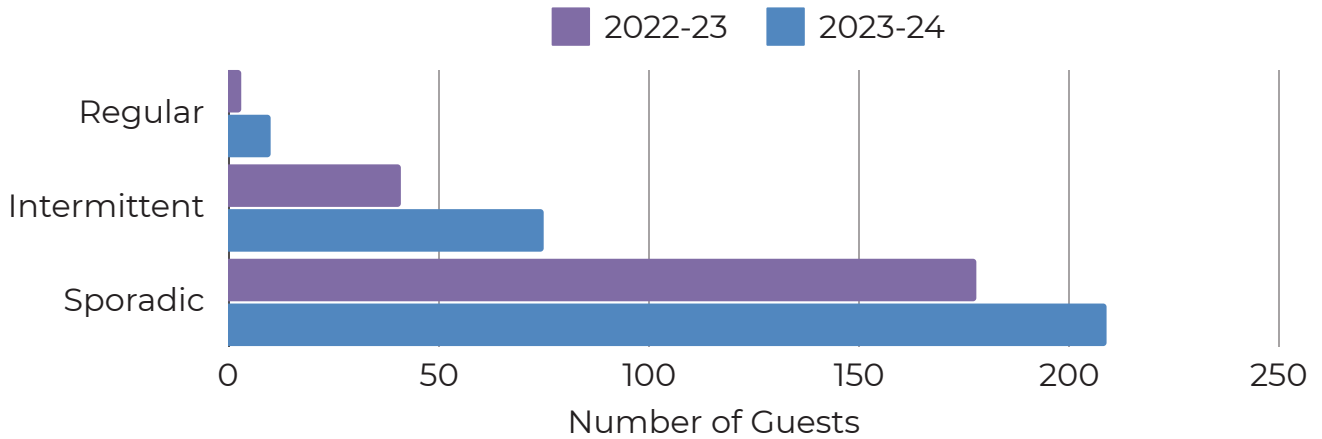


 REGULAR 10
 INTERMITTENT 75
 SPORADIC 209

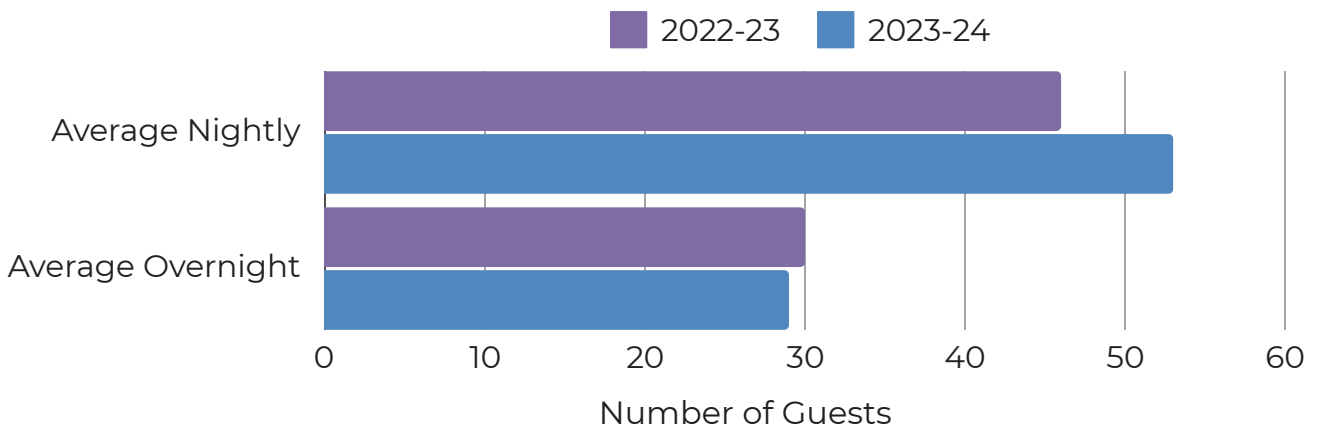
YEAR-OVER-YEAR COMPARISON

BELLEVILLE	2021-22	2022-23	2023-24
NIGHTS OPERATED	55	107	122
TOTAL VISITS	2910	4958	6524
TOTAL OVERNIGHT VISITS	-	3267	3597
AVERAGE NIGHTLY GUESTS	56	46	53
AVERAGE OVERNIGHT GUESTS	40	30	29

YEAR-OVER-YEAR GUEST TYPES



YEAR-OVER-YEAR STAY PATTERNS



QUINTE WEST WARMING CENTRE

OPERATING NIGHTS 122

TOTAL VISITS

 **1212**

TOTAL GUESTS

 **139**

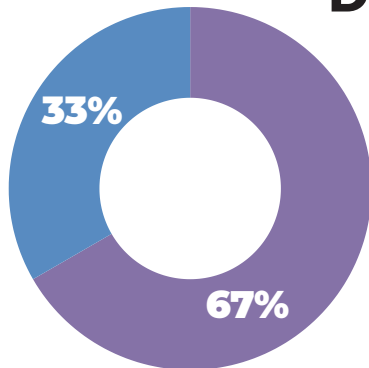
ONE-TIME VISITORS



 **58**

UNIQUE WARMING
CENTRE GUESTS

 **81**

DEMOGRAPHICS



	MALE	54
	FEMALE	27

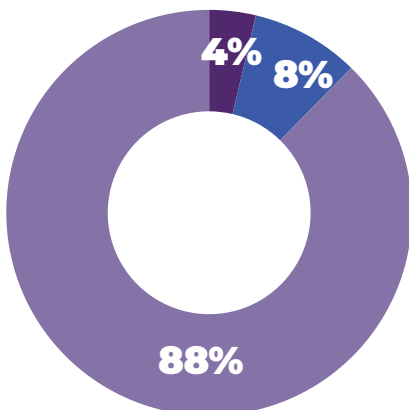
AVERAGE NIGHTLY
GUESTS




9

AVERAGE OVERNIGHT
GUESTS

6

GUEST TYPE

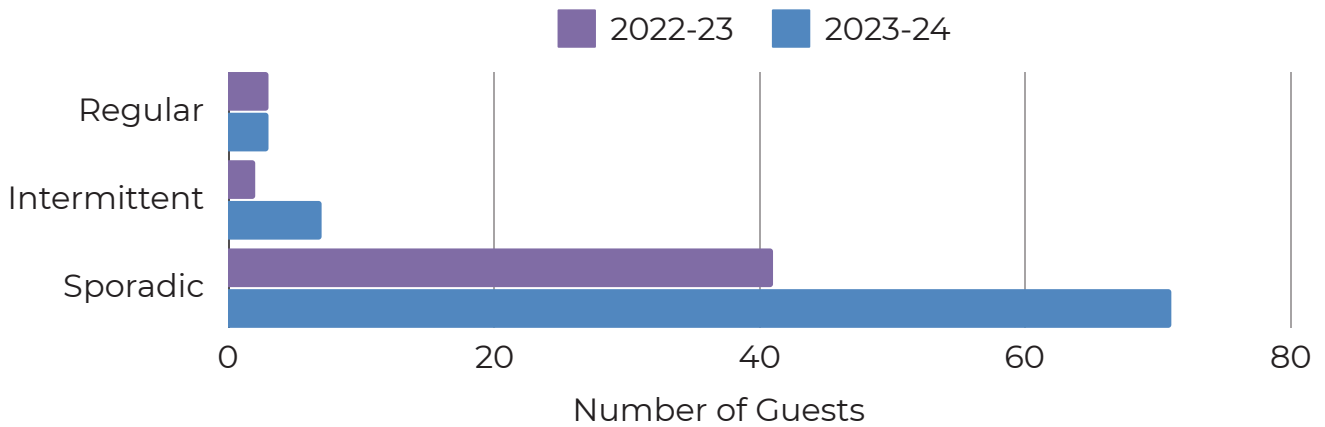


	REGULAR	3
	INTERMITTENT	7
	SPORADIC	71

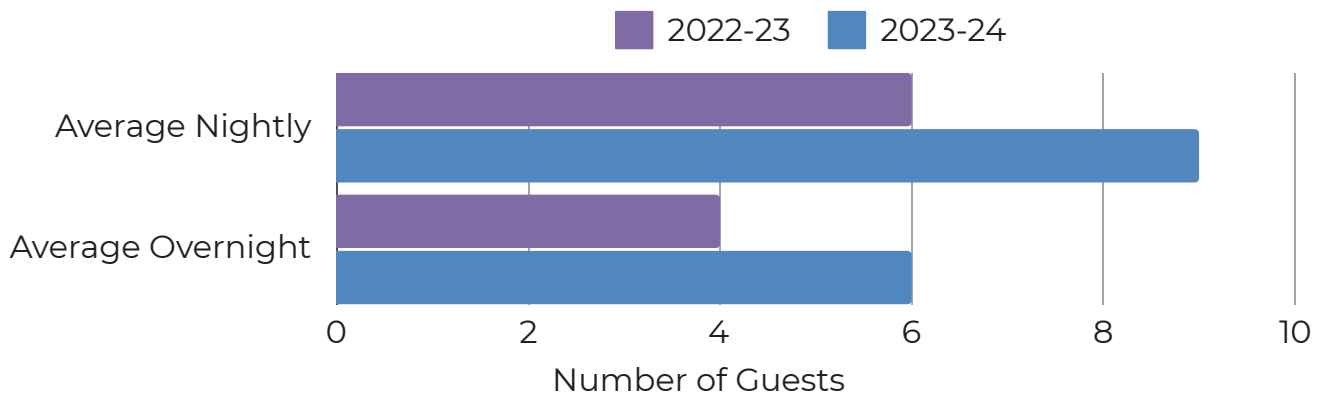
YEAR-OVER-YEAR COMPARISON

QUINTE WEST	2021-22	2022-23	2023-24
NIGHTS OPERATED	60	107	122
TOTAL VISITS	284	628	1212
TOTAL OVERNIGHT VISITS	-	473	748
AVERAGE NIGHTLY GUESTS	3	6	9
AVERAGE OVERNIGHT GUESTS	1	4	6

YEAR-OVER-YEAR GUEST TYPES

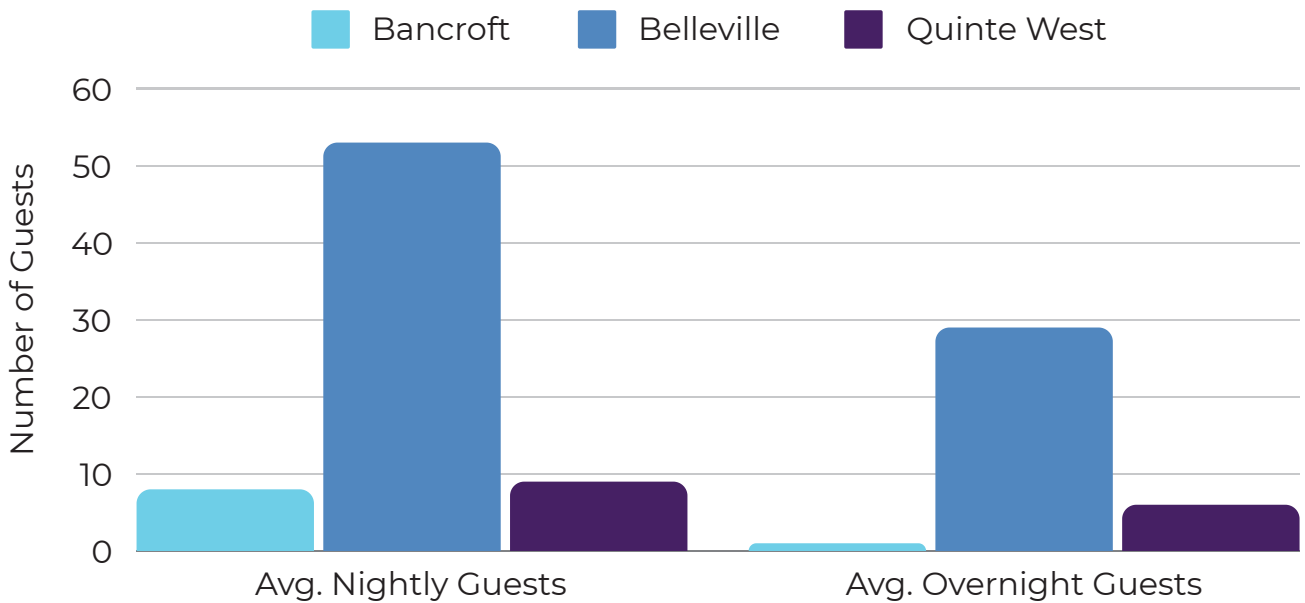


YEAR-OVER-YEAR STAY PATTERNS

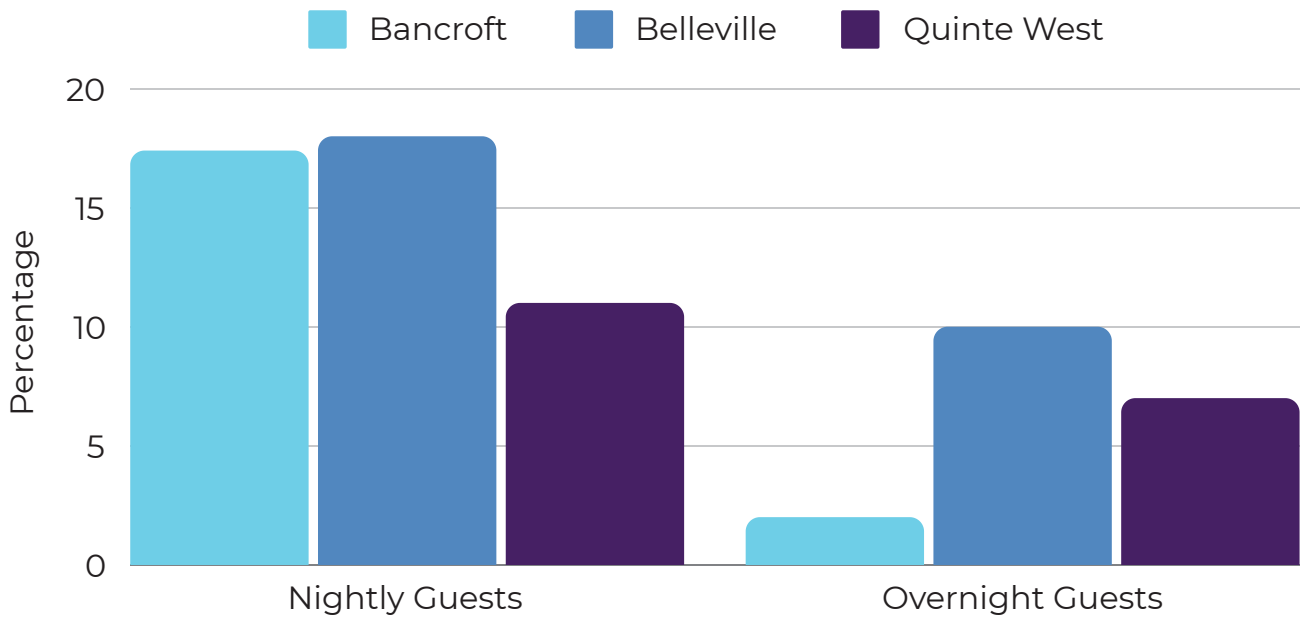


GUEST USE PER WARMING CENTRE SITE

2023-24 AVERAGE GUEST USE



2023-24 GUEST USE PERCENTAGES



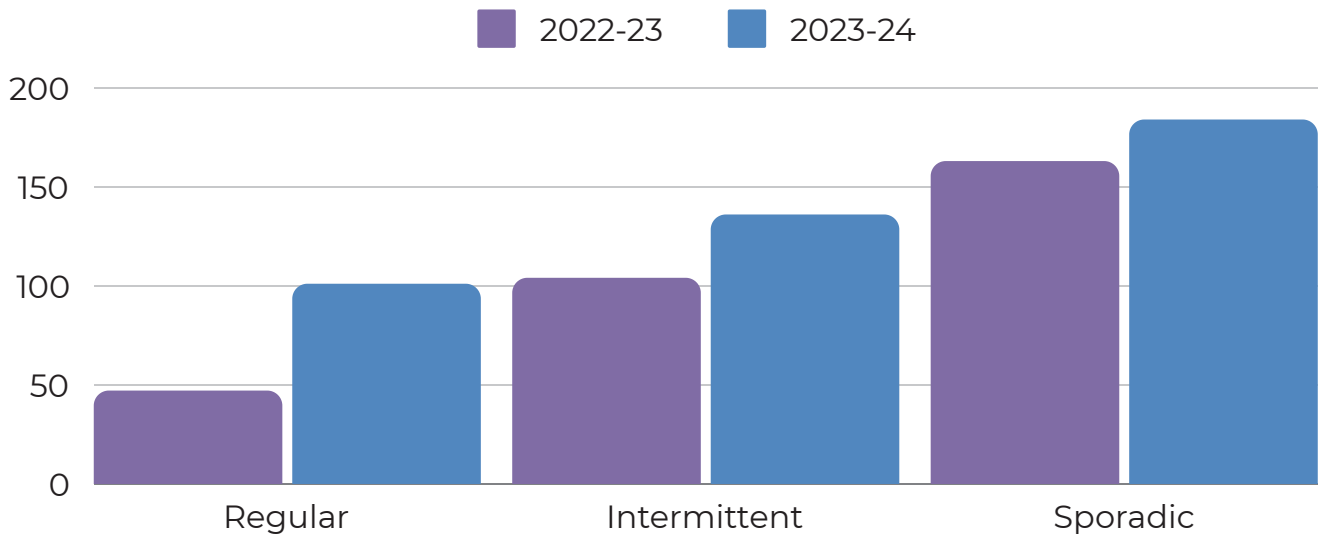
USAGE COMPARISON

2023-24 GUEST USE PERCENTAGE

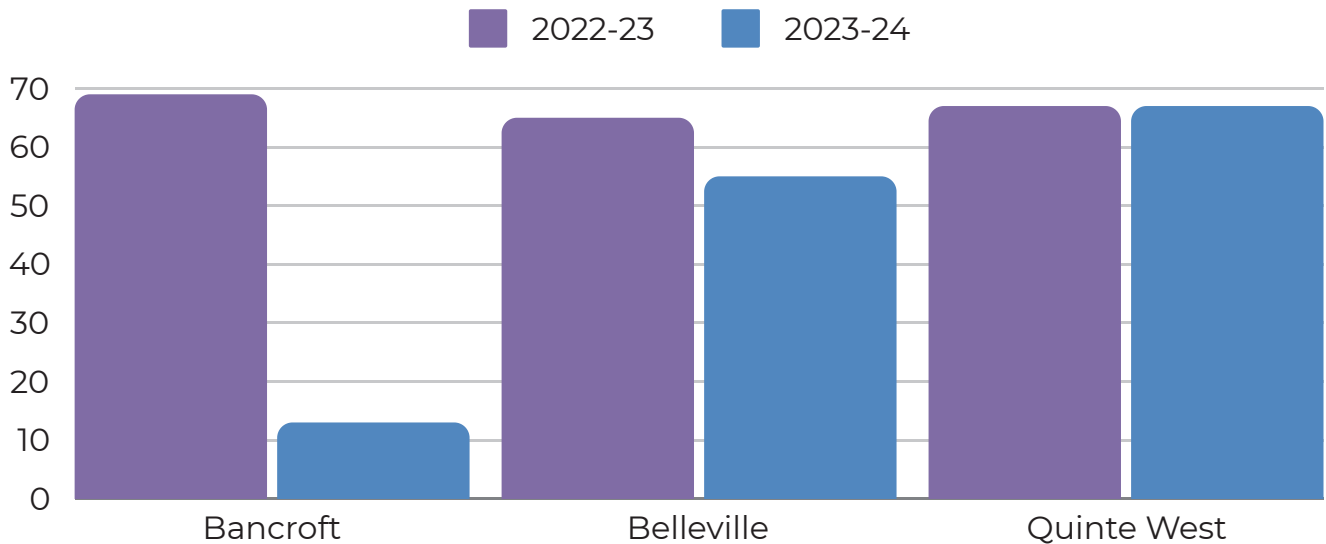
	Bancroft	Belleville	Quinte West
Total unique guests	46	294	81
Percentage of total unique guests who attended nightly (based on average nightly attendance)	17%	18%	11%
Percentage of total unique guests who stayed overnight (based on average overnight attendance)	2%	10%	7%
Total unique male guests	29	190	54
Percentage of total unique males who attended nightly (based on average nightly attendance)	17%	18%	11%
Percentage of total unique males who stayed overnight (based on average overnight attendance)	3%	11%	7%
Total unique female guests	17	104	27
Percentage of total unique females who attended nightly (based on average nightly attendance)	18%	17%	11%
Percentage of total unique females who stayed overnight (based on average overnight attendance)	0%	9%	7%

2022 - 2024 PROGRAM DATA

NUMBER OF GUESTS ACROSS ALL THREE WARMING CENTRE LOCATIONS



PERCENTAGE OF NIGHTLY GUESTS STAYING OVERNIGHT



FINANCIALS

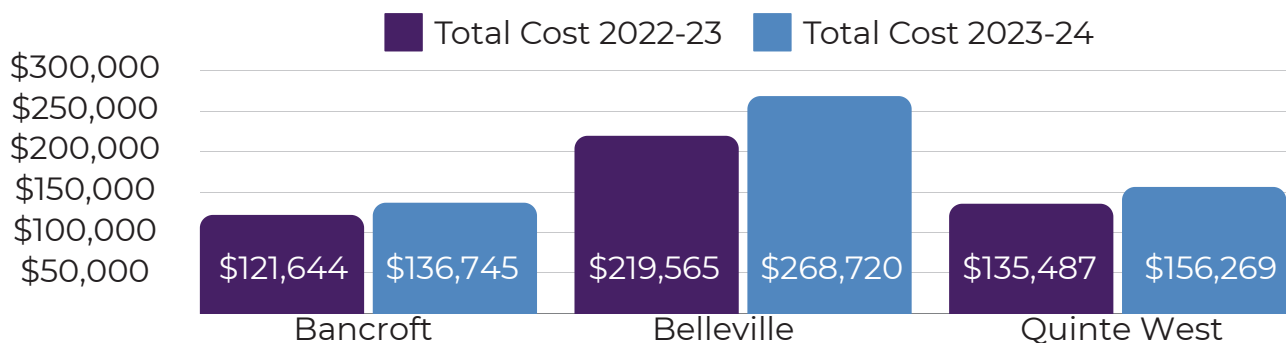
Costs incurred during warming centre operations for the 2023-2024 season included security, site costs, and cleaning. Bancroft did not have a transportation program for guests this season since the warming centre was centrally located, however, included in the site costs are the one-time costs associated with moving and setting up the mobile unit for use as a warming centre.

Overall, program costs for each location have increased from 2022-2023 to 2023-2024, while costs per night have not increased significantly. Also, from 2022-2023 to 2023-2024, the average usage of warming centres across all three locations has decreased relative to the increasing operation costs.

WARMING CENTRE 2023-2024 ACTUALS

	Bancroft	Belleville	Quinte West
Security	\$78,362	\$243,639	\$110,720
Site Cost	\$48,382	\$4,092	\$38,486
Cleaning	\$10,000	\$20,988	\$7,062
Subtotal	\$136,745	\$268,720	\$156,269
Total Program Cost	\$561,734		
Nightly Cost	\$1647	\$2202	\$1280

TOTAL COST COMPARISON PER WARMING CENTRE SITE



PROGRAM COST PER NIGHT & GUEST

2023-2024 COST PER NIGHT OF WARMING CENTRES

Location	2022-23	2023-24
Bancroft	\$1,666	\$1,647
Belleville	\$2,052	\$2,202
Quinte West	\$1,266	\$1,280

2023-2024 COST PER GUEST PER NIGHT

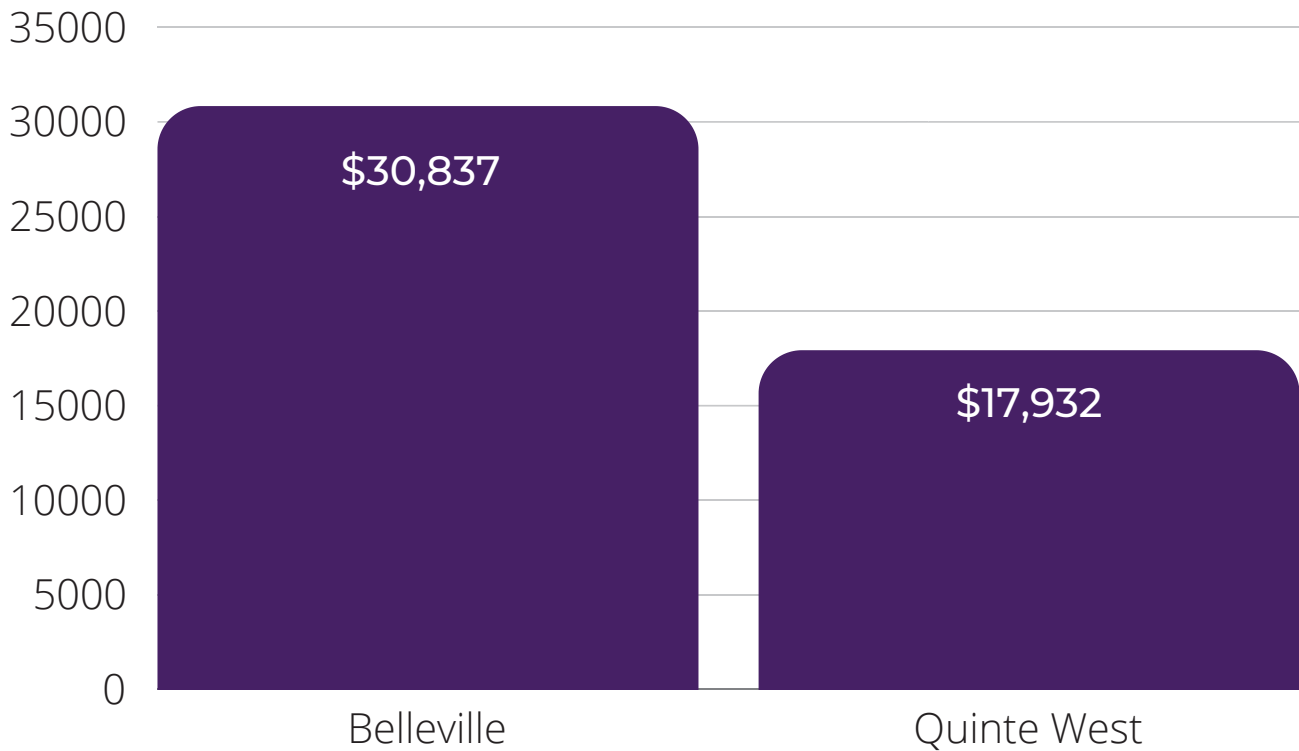
	Bancroft	Belleville	Quinte West
Cost per night	\$1,647	\$2,202	\$1,280
Cost per person attending per night*	\$205	\$41	\$142
Cost per person staying overnight*	\$1,647	\$75	\$213

*based on average nightly stays and overnight stays



OPERATING COST FOR DECEMBER 1-14, 2023 BELLEVILLE & QUINTE WEST

TOTAL OPERATIONAL COSTS FOR DEC 1 - 14, 2023



COMPARING OPENING DATES: DEC 1 - 14 AND DEC 15-MAR 31

BELLEVILLE

QUINTE WEST

Timeframe	Average Cost per Nightly Visit	Timeframe	Average Cost per Nightly Visit
Dec. 1-14, 2023	\$54.58	Dec. 1-14, 2023	\$208.51
Dec. 15, 2023 - Mar. 31, 2024	\$40.45	Dec. 15, 2023 - Mar. 31, 2024	\$128.57

FINANCIAL COMPARISON OF OPERATIONS

BANCROFT

Bancroft	2021-22*	2022-23	2023-24
Security	\$61,118	\$72,176	\$78,362
Site Cost	\$5,214	\$35,243	\$48,382
Cleaning	\$10,402	-	\$10,000
Transportation	-	\$13,825	-
Total Program Cost	\$76,735	\$121,244	\$136,745
Nightly Cost	\$1,198	\$1,660	\$1,647

*2021-22 operated under a temperature threshold model

BELLEVILLE

Belleville	2021-22*	2022-23	2023-24
Security	\$94,894	\$198,777	\$243,639
Site Cost	\$25,039	-	\$4,092
Cleaning	\$9,692	\$18,136	\$20,988
Supplies	-	\$2,652	-
Contingency	\$2,099	-	-
Total Program Cost	\$131,726	\$219,565	\$268,720
Nightly Cost	\$2,395	\$2,052	\$2,202

*2021-22 operated under a temperature threshold model


QUINTE WEST

Quinte West	2021-22*	2022-23	2023-24
Security	\$61,118	\$72,176	\$110,720
Site Cost	\$29,188	\$15,100	\$38,486
Cleaning	\$15,175	\$33,792	\$7,062
Total Program Cost	\$95,062	\$135,487	\$156,269
Nightly Cost	\$1584	\$1266	\$1280

*2021-22 operated under a temperature threshold model



QUOTES FROM GUESTS USING THE BELLEVILLE WARMING CENTRE



"The security is aware of the mental health and addictions."

"Excellent - security has so much knowledge on each person. They know what each person needs..."

"Warm place to stay - and security really friendly and kind"

"Nice to come and go as you please"



NEXT STEPS

Hastings County continues to evaluate funding opportunities and challenges as it relates to homelessness services and prevention, balancing investing in preventative measures, emergency solutions, and long-term housing-first approaches.

As funding sources fluctuate, consideration of cost-effective and time-sensitive solutions to end homelessness become increasingly important, while continuing to support those experiencing homelessness. Efforts will focus on providing permanent and supportive housing in our community while working with all levels of government and community partners.

Community and Human Services will work with municipalities in the service areas to identify warming centre options for the 2024-2025 season, with recommendations brought back to Committee and Council.

CONTACT

COMMUNITY & HUMAN SERVICES

228 Church Street, P.O. Bag 6300
Belleville, ON K8N 5E2

www.hastingscounty.com 

inquiry@hastingscounty.com 

(613) 966-1311 