

ATTACHMENT A

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**BROKERAGE PROGRAM SUMMARY
SERVICE DESCRIPTION AND STATISTICS**

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The Homelessness Brokerage Program assists people with low to moderate needs, secure long term accommodation and, where necessary, offers support services to enable them to live independently. To achieve this goal the service provides short term accommodation or fares or other appropriate assistance to people who are homeless and do not require supervised accommodation.

Brokers assess the needs of the client in a face to face interview and negotiate an assistance package with the client. The hours of service are currently 9am to 10pm, 7 days a week. Referrals to the program are via the Homeless Persons Information Centre (HPIC).

Homelessness Brokerage Program¹	2002-2003	2003-2004	2004 -2005	2005-2006²
Referrals to Brokerage Program	1021	1102	1323	1203
Total referrals assisted (includes persons alone, couple and families)	968	995	1191	1100
Total people assisted	1493	1426	1619	1402
Non-accommodation assistance (other than fares)	42	52	90	98
Assistance with fares	103	172	217	249
Accommodation assistance (Bed nights purchased)	8170	9105	10920	11200
Referrals assisted exited from program into successful outcome	828	860	1020	960
No outcome, asked to leave or unknown	140	135	171	140
Average cost per referral	\$434	\$473	\$411	\$381
Average cost per person	\$281	\$328	\$303	\$299

¹ Based on data and reports provided by the YWCA to the City.

² Year to date only (to April 06)