



INFORMATION REQUEST

INFORMATION REQUEST #: IR-16-25

REQUESTED BY: Councillor Bennett

TOPIC: Outreach Team

DATE OF REQUEST: Prior to GPC Meeting 2025

DATE OF RESPONSE: November 17, 2025

QUESTION:

What have been the results of the Outreach Team so far?
How much pressure have they reduced on other community services?
Why is the projected cost expected to increase significantly in 2027?

Response

Most of the data driven results are included in the Business Case on pages 149-150; however, by way of summary we can provide the following:

- 80% unhoused are residents of Spruce
- 87% diversion rate (new people to the community being diverted from staying in the community)
- 50% decrease in calls to enforcement
- Significant decrease in calls from businesses
- Approximately 20% decrease in the number of individuals requiring active supports
- No increase in the number of unhoused from previous years – there are new but others have been housed so relatively flat in terms of numbers (regional comparators are generally seeing increases)

The increase in 2027 is related to the fact that 2026 still has three months of grant funding from the Federal Government that runs out on March 31, 2026. 2027 recognizes a full year cost association with the “program”.

Background

Shared in the response above.

Financial Implications/Taxation Impact

As outlined in the budget presentation and business case.

Contact: Scott Rodda, Director, Community Social Development (CSD)