



Housing Focused Shelter Ontario Road, Welland

And How the Regional Homelessness Programs Work Together

The Hope Centre
Gateway (NASO)
Homelessness Services, Niagara Region

Shelter Overview

- Housing Focused Shelter located on Ontario Road
- Funded by Niagara Region, operated by The Hope Centre
- Capacity – 60 people (individuals and couples)- Supports include meals, case management, housing navigation.
- Huge thanks to City of Welland, Niagara Regional Housing and Niagara Region Homelessness services for all working together to not only open this facility, but to have it open in time for clients to have a bed in time for Christmas.

Utilization Data

- 162 Unique guests
- 101 percent Average Daily Occupancy
- 25 guests exited to Housing.
- 68% of housed clients staying housed after 180 days.
- Average length of stay – 29 days
- Common barriers to housing – affordability (Current market one bedroom in Welland is \$1500 and up), ID, Mental Health Supports
- Key Partners include: Niagara Region, Niagara Assertive Street Outreach (NASO), REACH Niagara, Positive Living, Return 2 Hope, Niagara Paramedic Outreach, Niagara Regional Police (CORE unit),etc.

Community Impact

- Monthly Community Relations Committee – consisting of area residents, Hope Centre staff, Niagara Regional Police, Niagara Region Staff, Welland City staff and other interested parties.
- Weekly meetings with shelter guests where one of the standing agenda items is the importance of being a good neighbour.
- Attendance at Woodrose Co-op board meetings.
- We have staff outside at both morning and afternoon bell times.
- Presented at Diamond Trail school – in regular contact with both Diamond Trail principal and chair of DSBN. No issues reported.

Homelessness System – working together to support the Welland Community

Prevention program – The Hope Centre

- Eviction Prevention and Re-housing

NASO

Niagara Assertive Street Outreach



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- **The Work of NASO** - Supporting Homeless individuals in Welland & Niagara
- Encampments (Mapping Tool and Task Force)
- Working together (Shelters & Housing Options)

HOW do we help?

- 211
- Diversion
- After-hours shelter placement

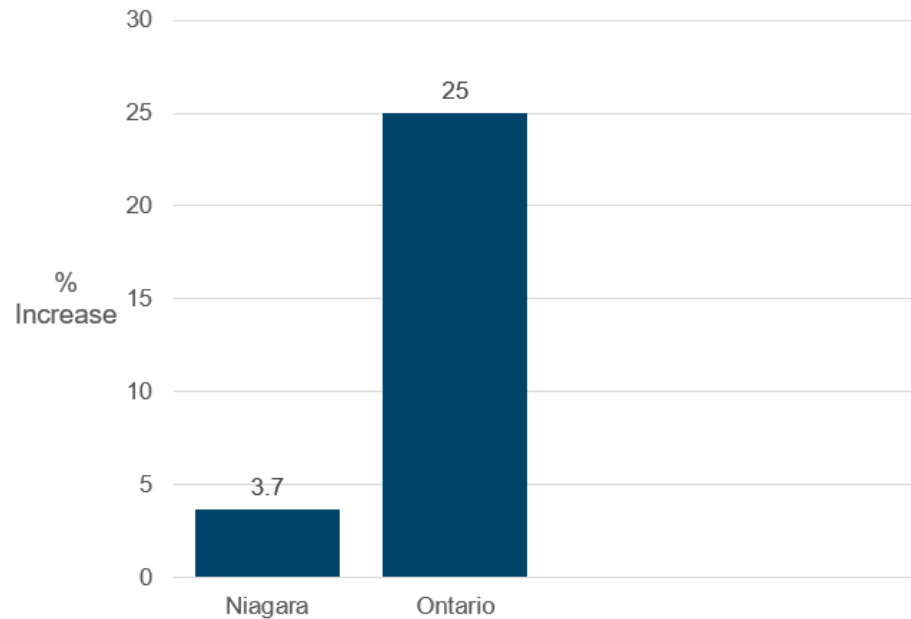


HOUSING OUR HOMELESS

- Housing First
- Permanent Supportive Housing
- Building for the future
- Affordability



Niagara Homeless Increase Compared to Ontario (2022-2024)



Homelessness in Welland June 2025

	May and June 2025	Comments
Homeless	163 people	14% of all people experiencing homelessness in the Niagara region
Chronic Homelessness	99 people	61% of people from Welland experiencing homelessness
Unsheltered Homelessness	35 people	Compared to 20 in May 2024. Trending downward from a high of 63 in October 2024
Encampments	2-5 on any given day	Down from 17-19 in 2024

Why we are seeing success in Welland?

- New spaces at Ontario Road shelter
- Revised NASO Model
- Collaboration (City of Welland, Police, Fire, Homelessness Services, NASO, Hope Centre)
- Welland approach to housing development
- Welland commitment to affordable housing