



GUELPH-WELLINGTON **20,000 HOMES** CAMPAIGN

**FROM REGISTRY WEEK TO  
COORDINATED ENTRY  
IN LESS THAN 12 MONTHS**

Randalin Ellery, Coordinator, Guelph & Wellington Task Force for Poverty Elimination

[info@gwpoverty](mailto:info@gwpoverty) | [@gwpoverty](https://www.instagram.com/gwpoverty)



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## **BACKGROUND**

- Guelph & Wellington Task Force for Poverty Elimination
- April 2015 Service-based Point in Time Count (359 individuals)
- 2015 Housing First programme (1 HF worker for adults)
- Community-based response
- 20,000 Homes
- Partnership: Poverty Task Force (PTF) & County of Wellington Social Services



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## BACKGROUND

- December 2015: Sign on to campaign
- January 2016: 20,000 Homes Leadership Committee
- April 2016: Registry Week (including Community Debrief event)
  - Over a three-day period, 295 individuals were identified as experiencing homelessness in Guelph-Wellington
  - Over 125 volunteers
  - 80 people attend the Community Debrief
  - Media coverage



**Welcome to a post-Registry Week World**



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## **BACKGROUND**

- Additional Housing First worker for adult system
- First Youth Housing First worker for youth system
- Housing First Technical Training & Assistance (Wally Czech)
- OrgCode provides SPDAT training
- Continued to raise awareness & advocate (Push for Change, Speaker's Bureau, Submissions re: Functional Zero, National Housing Strategy, etc.)



# **By-Name List & Coordinated Entry**



## GUELPH-WELLINGTON HOMELESSNESS-SERVING SYSTEM: COORDINATED ENTRY SYSTEM



### A FAMILY OR INDIVIDUAL IS EXPERIENCING HOMELESSNESS OR AT-RISK OF EXPERIENCING HOMELESSNESS

This includes the following living situations:

1. Unsheltered (i.e. sleeping on the streets)
2. Emergency sheltered
3. Provisionally sheltered (i.e. couch surfing)
4. At-risk of homelessness (people whose economic and/or housing situation is precarious or does not meet public health and safety standards)

**Coordinated Entry** is a shared and standardized method for connecting people experiencing homelessness to the resources available. Coordinated Entry assesses people's housing-related needs, prioritizes them for resources, and links those in need to a range of types of assistance.



### FAMILIES AND INDIVIDUALS ARE ASSESSED USING THE VI-SPDAT AT A DOOR AGENCY

The VI-SPDAT is a pre-screening, or triage tool that is designed to be used by all providers within a community to quickly assess the health and social needs of homeless persons.

#### Door Agencies include:

Wyndham House, Welcome In Drop In, Family & Children's Services of Guelph & Wellington County, East Wellington Community Services, Community Resource Centre of North and Centre Wellington, Rural Wellington Community Team, County of Wellington Social Services, Specialized Outreach Services (SOS)



### ONCE ASSESSED, FAMILIES AND INDIVIDUALS ARE ADDED TO THE GUELPH-WELLINGTON BY-NAME LIST

A By-Name List is a real-time, up-to-date list of all people experiencing homelessness in our community. BNL's allow communities to know every person experiencing homelessness by name to facilitate decisions around how best to refer individuals experiencing homelessness to housing resources.



### THE BY-NAME LIST WILL INFORM REFERRALS TO APPROPRIATE HOUSING SERVICES & SUPPORTS

Families and individuals that are prioritized through the Coordinated Entry System will be referred to the appropriate services and supports through a Complex Clients Working Group, made up of key partners in the homelessness-serving system.



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## HOW DID WE GET FROM REGISTRY WEEK TO COORDINATED ENTRY IN LESS THAN 12 MONTHS?

### KEY COMPONENTS

1. LEADERSHIP
2. ACCOUNTABLE & TRANSPARENT COMMUNICATION
3. INNOVATION
4. ENGAGEMENT



## LEADERSHIP

- 20,000 Homes Leadership Committee
  - Phase 1 (January 2016 – May 2016)
    - Focus on planning and implementing Registry Week
    - Community Champion, Networker, Transformational Leader
- 20,000 Homes Leadership Committee
  - Phase 2 (June 2016 – July 2018) – 80% retention
- 20,000 Homes Operations Committee
  - Inform, problem solve, provide wide-direction
  - Homeless-serving system



## ACCOUNTABLE & TRANSPARENT COMMUNICATION

- Reports: Annual, Progress, Monthly
- Media – traditional & social
- Scorecards & Monthly Reporting
- Demonstrate success & highlight challenges



APRIL 2017

### ABOUT THE 20K CAMPAIGN

Organized by the Canadian Alliance to End Homelessness (CAEH), the 20,000 Homes Campaign is “a national movement of communities working together to permanently house 20,000 of Canada’s most vulnerable homeless people by July 1, 2018.” In 2016, the Guelph & Wellington Task Force for Poverty Elimination and the County of Wellington made a strategic decision to co-lead a local movement to support the 20,000 Homes national campaign.

To keep the movement honest, accurate and continuously improving, the campaign will provide timely and public reporting on our progress.

### KEY ACHIEVEMENTS: NOVEMBER 2016 – APRIL 2017

1

#### BY NAME LIST

The Guelph-Wellington By-Name List (BNL) was originally created using data collected during Registry Week in April 2016. In February 2017, Guelph-Wellington 20K Homes introduced a system to add to and update the BNL, giving our community a real time, up-to-date list of people experiencing homelessness. A BNL helps facilitate efficient decisions around how best to refer individuals experiencing homelessness to housing resources. A BNL can also be used to plan estimations of future rates of homelessness, including inflow and outflow and other performance management targets.

2

#### COORDINATED ENTRY SYSTEM

A Coordinated Entry System (CES) is a shared and standardized method for connecting people experiencing homelessness to the resources available. Working with 8 different Door Agencies, families and individuals are assessed using a common assessment tool (VI-SPDAT). They are then added to the BNL, which informs referrals to appropriate housing services and supports. The Guelph-Wellington CES was launched in February 2016.

3

#### NATIONAL HOUSING STRATEGY

A local submission was provided to the Federal government to inform the development of the National Housing Strategy.

#### HOUSING ON THE HILL

Guelph-Wellington joined housing advocates from across the country to lobby Members of Parliament in Ottawa.

#### FUNCTIONAL ZERO CONSULTATIONS

Individuals experiencing homelessness in Guelph-Wellington were engaged to inform research focused on defining an “end to homelessness.”



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## INNOVATION

- START WITH WHAT YOU'VE GOT
  - Database
  - Staff capacity

**START WHERE YOU ARE.**  
**USE WHAT YOU'VE GOT.**  
**DO WHAT YOU CAN.**



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## ENGAGEMENT

- Individuals with lived experience
- Politicians
- Door Agencies





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## CHALLENGES

- No housing.....definitely no permanent supportive housing
- Privacy & ethics
- Staff capacity & expertise
- Responding to & engaging with individual's most at-risk



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## THANK YOU.

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