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Walking The Pathway With Our Clients: A Continuum of Youth Residential Services

CAEH19 – National Conference on Ending Homelessness
November 2019

EJHS Mission & Vision


Mission:

Through our programs and services, we work to prevent crime and to help people affected by crime.


Vision:

Safety and Harmony in Our Community.


We work with people to eradicate the root causes of crime so we can build a safe, healthy community through:

- promoting an awareness of the problem of crime and its impact on society;
 - encouraging greater responsibility within the community for crime prevention; and
 - providing services to people who are, or have the potential to be, in conflict with the law or who have been victims of crime.
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EJHS Core Values

1. We believe that every individual has intrinsic worth and has the right to be treated with dignity and respect.
 2. We believe in the potential of all human beings and in their capacity for growth and change.
 3. We believe that all individuals have the right to live in a safe and peaceful society and that justice is best served through measures that resolve conflict and restore harmony.
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EJHS Core Values


4. We believe that individuals are responsible for their own actions and must be held accountable for those actions.
 5. We believe that the root causes of crime are found within communities and that the solutions to crime are also found in communities.
 6. We believe in serving community needs by cooperating and collaborating to achieve a healthy and safe society.
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Who EJHS Serves




- Adults and youth living with the effects of poverty
- Individuals whose circumstances increase the likelihood of criminal behaviour
- Individuals currently or previously in conflict with the law
- Individuals who are impacted by family violence
- Individuals impacted by crime


Philosophy & Approach

- Stages of Change Model
 - Interventions must match where youth are at in the change process
 - Client Directed
 - Empower residents and focusing on their needs, wants, and goals
 - Harm Reduction
 - Provide tools and knowledge to ensure safety
 - Housing First
 - Priority is to address basic needs first
 - Resiliency Approach
 - Develop protective factors to counter risk factors
 - Strengths Based Approach
 - Build upon individual skills and strengths
 - Social Learning Theory
 - Staff are role models for behaviors
 - Honoring Diversity
 - Inclusive environment that respects culture, gender, sexual orientation, etc.
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EJHS Youth Residential Services

- **Interim Housing model:** Safe, temporary housing and services for individuals waiting to secure permanent housing
 - NOVA – REST Program
 - **Critical Time Intervention Model (CTI):** Permanent housing and time-limited case management with supports to maintain housing
 - Youth Housing First Project
 - **Short Term Supportive Housing models:** Short term housing with intensive supports to prepare individuals to transition into independent living
 - The LOFT
 - NOVA – STAY Program
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NOVA – REST Program

- Opened July 2013
 - REST: Respect, Equality, Self-care, Tools
 - 3 beds for youth who need a safe place to stay for a limited amount of time
 - Youth able to commit to housing on a night to night basis only
 - Up to 7 days per month
 - While in the REST program, young people are given the opportunity to have their basic needs met while they re-connect with resources
 - Bedroom, food, shower, laundry, referrals to mainstream services, onsite staff 24/7
 - 2017 – served 91 youth
 - 2018 – served 92 youth
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NOVA – REST Program

- Criteria for Admission:
 - Residents will be between the ages of 16-24
 - Residents will be homeless or at risk of becoming homeless
 - Residents will enter the program voluntarily and agree to follow REST expectations
 - No weapons on property
 - No drugs, alcohol or paraphernalia on property
 - No violence or threats of violence
 - Residents will be willing to sign release of information forms in order to allow staff to gather statistics and submit them to the funder
 - Beds are allocated on a first come, first serve basis
 - NOVA staff are focusing on becoming a housing focus shelter by doing diversion work at intake and completing referrals to other housing options.
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Youth Housing First

- Began April 2016
 - Provides 9 months of support by adapting Housing First for youth aged 13-24 years by applying a Critical Time Intervention model (CTI) and proactive engagement of system services in integrated case planning and delivery
 - The CTI model is a 3 phased approach.
 - Phase 1 – More intensive support where staff work to build wrap around support system of both natural and professional supports
 - Phase 2 – Try out phase where youth are encouraged to try things on their own and connect with their support. Staff will assist when required
 - Phase 3- Youth are maintaining their housing on their own & using their support network. Staff check in once per month before graduation
 - This is a collaborative program between Edmonton John Howard Society, e4c & Homeward Trust Edmonton.
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Youth Housing First

- Youth in the program receive:
 - Assistance with finding housing (market housing, supportive housing, and/or family reunification), signing a lease, setting up utilities
 - Damage deposit
 - Subsidized rent through Homeward Trust (when applicable)
 - Free furniture through FIND Edmonton
 - 1 year of renter's insurance paid in full
 - Utilities and a portion of cable payment covered for 3 months
 - A start-up grocery and household items shop
- Program Goals:
 - Reduce length of time youth experience homelessness
 - Increase rate at which youth are placed in safe, secure and sustainable permanent housing
 - Provide supports during critical time of transition

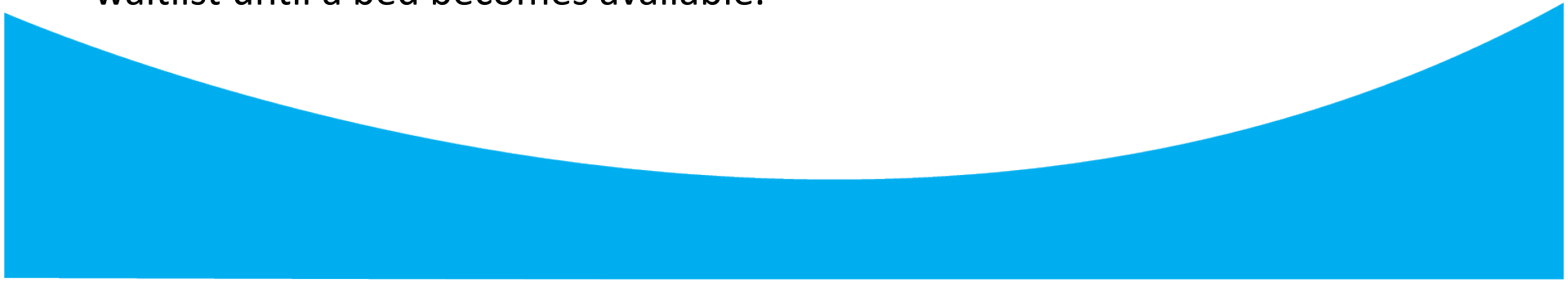
Youth Housing First

- A Complex Case Coordinator is responsible for supervision of Housing Support Workers, works collaboratively with e4c & Homeward Trust Edmonton to maintain consistency within the program, completes intakes with all assigned youth and works with other agency professionals to address systemic barriers.
- 3 Housing Support Workers provide the 9 month of support once the youth is housed, arrange case conferences with the youth & their support network, communicate with landlords, role model life & social skills, and complete ongoing assessments (Y-SPDAT).

The LOFT

- Opened September 2008
 - LOFT: Life Opportunities For Transition
 - Short term supportive housing for 6 males committed to making changes in their lives (low acuity). Supports youth through individual goal plans to gain the skills, experience and confidence to live independently in the community.
 - Program Goals:
 - Youth have the knowledge and skills to make positive lifestyle choices
 - Youth overcome the barriers that impact major life areas
 - Youth transition to safe, secure and sustainable permanent housing
 - Decrease homelessness amongst youth
 - 2018 – 62 referrals received, served 21 youth
 - 2019 (up to Sept 30, 2019) – 44 referrals received, served 13 youth
- Average rate of successful transitions since 2016 – 64%
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The LOFT

- Criteria for Admission:
 - Committed to sobriety
 - Willing and able to work or attend school
 - Willing to live cooperatively with others
 - Willing and able to follow the house rules and expectations
 - Willing to share confidential information with house staff
 - Willing to follow budgeting and banking expectations
 - Willing to participate in an encouraged savings program
 - Residents may have a criminal record; however a history of serious or violent crimes can impact eligibility.
 - Potential applicants will be asked to complete an in-person interview and a financial assessment to determine suitability. Youth may be placed on a waitlist until a bed becomes available.
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The LOFT

- Residents enter The LOFT voluntarily and must be committed to developing independent living skills. Through focusing on resiliency, rapport building, and empowerment staff will offer support and guidance in the areas of:
 - Daily living skills
 - Financial management
 - Social skills
 - Communication skills
 - Conflict management
 - Positive community supports
- Youth will be supported to move out when they have demonstrated the ability for financial independence, demonstrated independent living skills, maintained meaningful daily activity, and are able to obtain safe, secure and sustainable housing. Approximate stays range from 6 to 9 months.

NOVA – STAY Program

- Opened April 2013
- STAY: Successfully Transitioning All Youth

- Provides 17 beds to youth who are committed to making changes in their lives (moderate to high acuity). Residents of STAY can reside at NOVA for up to 18 months and will work closely with their individual Case Workers to identify goals and overcome the barriers they may face

- Program Goals:
 - Youth have the knowledge and skills to make positive lifestyle choices
 - Youth overcome the barriers that impact major life areas
 - Youth transition to safe, secure and sustainable permanent housing
 - Decrease homelessness amongst youth

- 2017 – 207 referrals received, served 56 youth,
2018 – 73 referrals received, served 32 youth
Average rate of successful transitions – 48%

NOVA – STAY Program

- Criteria for Admission:
 - Willing to enter the program voluntarily
 - Committed to develop goal plans to meet their individualized needs
 - Willing and able to participate in meaningful daily activity such as employment, education or day program
 - If unable, be committed to working towards overcoming the barriers that prevent this
 - Willing to develop a plan to deal with any outstanding warrants
 - Willing to sign release of information forms
- Potential applicants will be asked to complete a short referral and a financial assessment to determine suitability. This will be done over the phone directly with the potential applicant. Youth may be placed on a waitlist until a bed becomes available.

NOVA – STAY Program

- Provides a low-barrier housing solution to youth who may have been street involved, who may be struggling with drugs, alcohol, isolation and/or mental health issues
- Offers youth the time they need to properly work through issues that have derailed their lives and the unconditional acceptance and supports they need to move forward.
- We offer a home and supports: recreation, life skills groups, and career or upgrading information. We create a non-judgemental atmosphere, where young people progress at the pace that suits them. Mental health supports are available onsite.
- We expect each resident to enroll in meaningful daily activity such as educational upgrading, a personal development program or to find employment. Eventually youth will transition to safe, secure, sustainable housing.

Client Success

- Brandon* arrived at NOVA - REST after completing an Intensive Wilderness Treatment Program. Brandon had family in the city, but with a history of addictions and broken relationships, he had little options for housing. Brandon had a Part-time job and a lot of hope for what his future could be.
- After 7 days, Brandon transitioned to The LOFT. Through hard work, Brandon turned his PT job into a FT job, and was great at budgeting his income.
- After 7 months at The LOFT, Brandon had a solid foundation of skills to live independently.
- Brandon transitioned to Youth Housing First, and in doing so, got his own apartment. Brandon was dismissed 2 months early from that team, due to how well he was doing!
- It has been 2 years since Brandon's dismissal from YHF and Brandon continues to be housed in the same apartment, and is still working the same Full-time job.



Discussion Q&A

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