



Boys & Girls Clubs  
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**Youth  
Housing &  
Shelter**



**Residential &  
Foster Care**



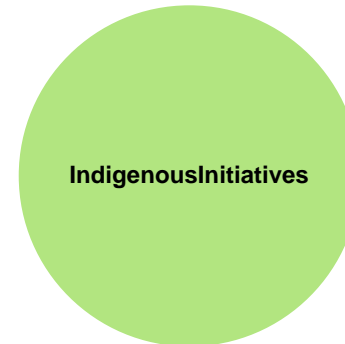
**Education &  
Employment**



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**Community Clubs &  
Experiential  
Learning**



**Indigenous Initiatives**



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# Youth Housing and Shelter

## Emergency Services

- 21 shelter beds
- 60 youth served daily through drop-in program to access basic needs

## Housing with Supports

- 25 housing with support placements



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**What would it take to end this youth's  
homelessness with this experience?**



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# Youth Housing and Shelter

## 828-HOPE Referral & Assessment

### Prevention & Outreach

Script

828-HOPE

Elements

### Youth Shelters

Avenue 15

- Loft
- Link
- Launch

Safe House

### Housing with Support

The Infinity Project

Haven's Way

YTA

Home Fire

Aura



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# Prevention and Outreach 828-HOPE

- Referral service
- Centralized phone number
- 48 hour face-to-face response in location of youth's choice
- Assessment to ensure right matching
- Interim case management
- System navigation and facilitated referral
- Coordinated Access and Youth Placement Table

\*\*Supports system coordination





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# Prevention and Outreach

## Hope - Diversion

- Family support for homelessness prevention/diversion
- Diversion from shelter or shorter shelter stays as well as family preservation

## Script Outreach

- Mobile community-based case management
- Ensures youth didn't fall through the cracks created by system gaps and waitlists.
- Prevention and Intervention.
- System collaboration

## Fusion

- Support for family reconnection and strengthening
- Supports youth to leave the system sooner and more successfully by building strong relationships with natural supports. Safety net to prevent future episodes of homelessness.



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# Youth Shelter

## Avenue 15 Supportive Shelter Options

- Loft: Low-barrier short-term shelter
  - Offers youth a point of engagement to the system, as well as basic needs and safety
- Link: Medium-term shelter focused on transitioning youth home or to a home-like environment
  - Supports connections out of the system to natural supports or to foster care or congregate care within the system
- Launch: Medium-term shelter focused on transitioning to independence
  - Supports skill acquisition and confidence building until housing (usually with supports) in the community can be obtained

## Safe House

- Emergency/transitional shelter for youth with Child Intervention status
- Working towards “one shelter system”



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# Youth Housing

## **Haven's Way**

- House Parent and Supportive Roommate duplex housing
- Supports high school completion/ postsecondary pursuits in a home-like/community living environment

## **The Infinity Project**

- Housing First scattered site housing for youth
- Allows for housing that can meet the individual needs of each youth and supports that can follow the youth despite their housing situation

## **Home Fire**

- Housing First scattered site housing for Indigenous youth
- Provides a home so youth can begin to heal, build community and reconnect with family and culture

## **Aura**

- Housing for LGBTQ2S youth experiencing homelessness
- Provides a home where their sexuality orientation and gender identity is respected and celebrated.

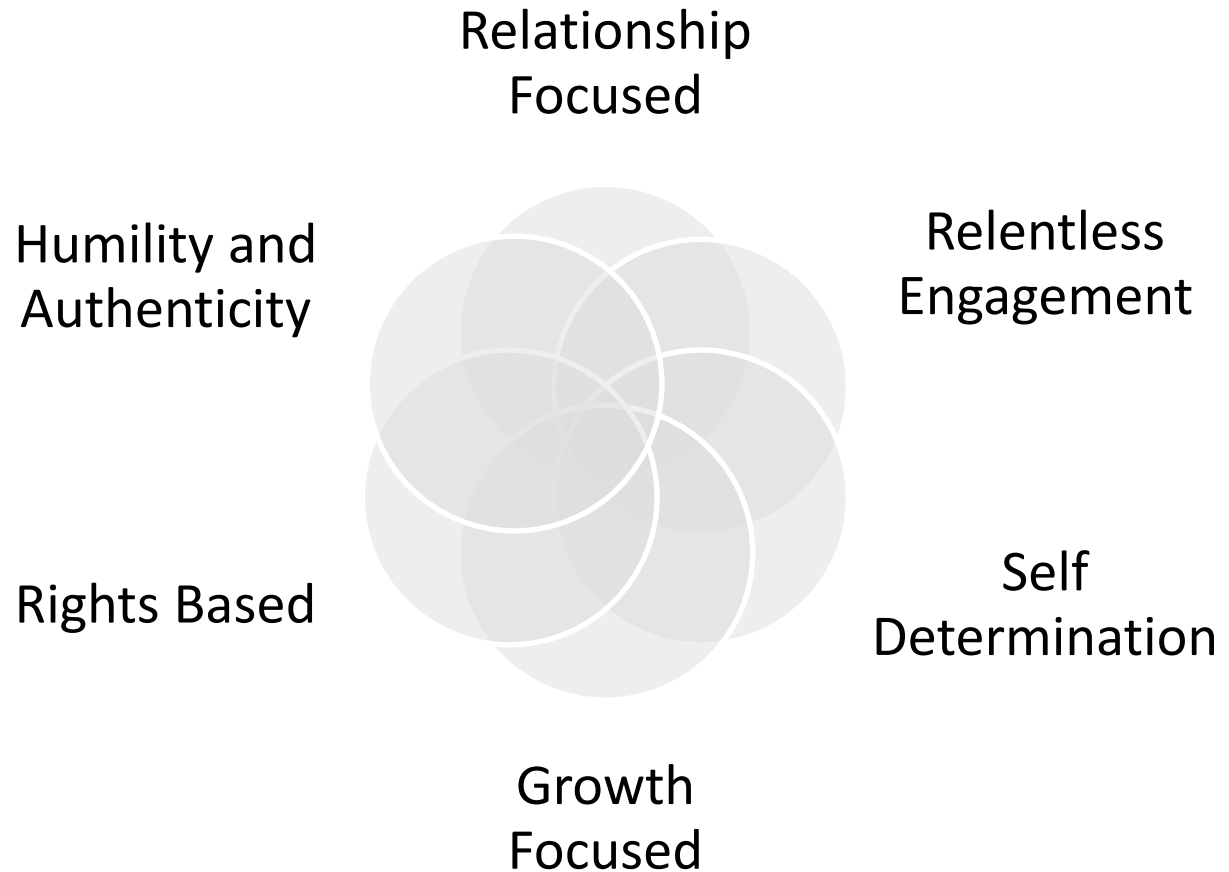
## **Youth Transitions to Adulthood**

- Scattered site housing for youth with Child Intervention Status
- Moving towards a housing first rather than housing ready model as well as a zero discharge to homelessness approach



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# Youth Housing & Shelter Guiding Principles





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# Relationship-Focused

We begin all our work with the building of a positive relationship. We believe that respectful, supportive and unconditional relationships are the conduit for change.



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# Relentless Engagement

Not mandated or prescribed, we invite people to engage with us. We are persistent in this invitation.



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# Humility & Authenticity

We model relationships of trust and reciprocity. We are compassionate, open and honest. We are human, we make mistakes and we are learning.



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# Self-Determination

We are youth and family led. They decide the type, timing and intensity of support. We have enormous latitude in the supports we can provide.





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## Growth-Focused

We give youth new opportunities to explore, learn and grow. We provide opportunities and encourage youth to connect with natural supports. We spend intentional time supporting youth in building life skills and a foundation that will carry them through adulthood.



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## Rights-Based

We believe shelter, safety and self-determination are basic human rights. We recognize that there are bigger systems of power and oppression that shape the lives of the youth and families that we work with, the agencies we work for, and the communities we live in. We recognize that these systems sometimes create barriers for youth and families and ourselves. We are committed to naming these barriers and working to overcome them.



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# An Integrated System

Common vision: What would it take to end this youth's homelessness with this experience?

Zero discharge to homelessness

- Whatever it takes for as long as it takes

Housing First rather than housing ready

Harm Reduction Approach

Client Voice and Choice

Natural Supports Approach



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# An Integrated System

## Right Matching

- 828-HOPE
- No wrong door

## Agility and flexibility

- Staffing (hours, roles, etc.)
- Program
- Funding

Programs need to see themselves as part of the system not stand alone program.



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# System Changes

## **Changes to Child and Family Services**

- Stronger focus on family preservation & reunification
- Resulting in less youth coming into care

## **Changes in Youth Homeless Sector**

- Provincial & Community Youth plan with prevention focus
- [http://www.ihearthomeeyyc.com/content/uploads/Youth\\_Plan\\_Refresh\\_2017.pdf](http://www.ihearthomeeyyc.com/content/uploads/Youth_Plan_Refresh_2017.pdf)

## **Sector focus on implementation of Natural Support**

### **Approach**

- <http://www.calgaryunitedway.org/images/impact/reports/2017-vulnerable-youth-natural-supports-framework.pdf>



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# Impact

- Between 2010-2015 **Ave 15** served on average 228 unique clients per year, in 2016 we served 118
- In 2016 100% of the young women at **Haven's Way** reported they had improved relationships with their families/natural supports.
- In 2016, 82% of **Ave 15** youth transitioned to supportive or permanent housing placement.
- In 2016, 96% **Script** of youth transitioned to alternate case management supports, natural supports, or independence
- In 2016/17 100% of youth from **Aura** have maintained their housing stability and received support to reconnect with natural supports.
- 91% of youth served through **The Infinity Project** maintained housing
- The number of unaccompanied youth experiencing homelessness under the age of 18 in Calgary has decreased by 31%.