2018

Nov 5

Canadian Alliance
To End
Homelessness
Conference

Home
for Good
in Peel

Lessons and Successes in Housing First Collaborations:

The Home for Good in Peel Collaborative

Presented By: Cory O'Handley, Kelly Anne Salerno, and Kathryn Gibb

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Who are we?

Cory O'Handley

Kelly-Anne Salerno
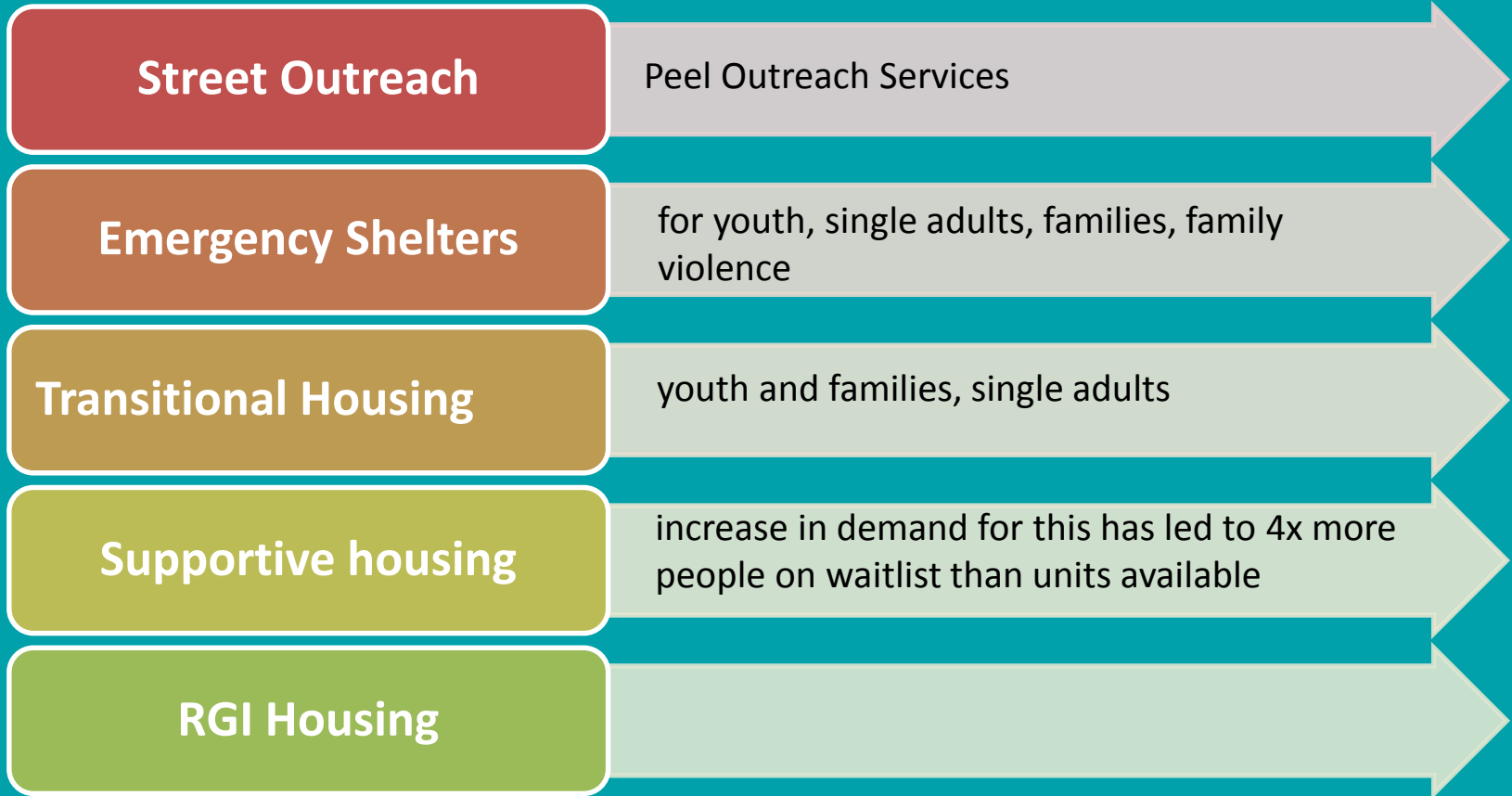
Kathryn Gibb

Presentation Goals

- Provide Context of Housing First in our community

- Review the stages of development- HF Collaborative

- Successes, challenges, learnings

- Next steps

Peel Region: our Community
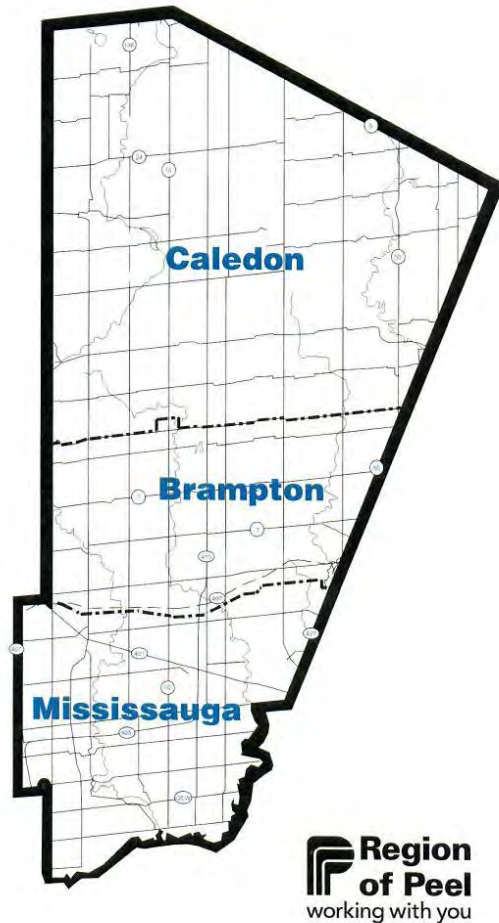
- Population approximately 1.4 million
- 5% of Canada's population
- 12% of Ontario's population

Housing & Homelessness Supports in Peel

Street Outreach	Peel Outreach Services
Emergency Shelters	for youth, single adults, families, family violence
Transitional Housing	youth and families, single adults
Supportive housing	increase in demand for this has led to 4x more people on waitlist than units available
RGI Housing	

2018 Everyone Counts Peel Initiative

Male 61%
Female 34%
Transgender 1%

Populations
Indigenous 9%
Veterans 2%
LGBTQ2S+ 8%
Refugee/Refugee Claimant 3%

Families 13%
Youth (16-24%) 23%
Adult 59%
Older Adults (55+) 16%

Chronic (6 mths +) 32%
Episodic (3+ times) 24%
Stayed in shelter overnight 49%

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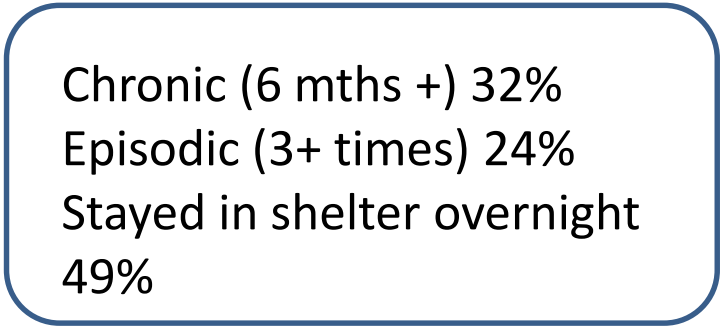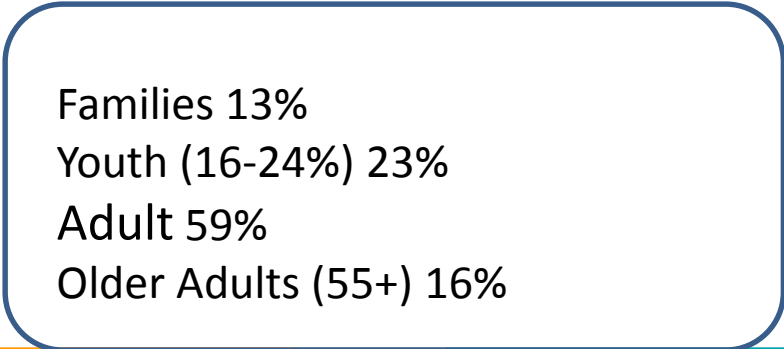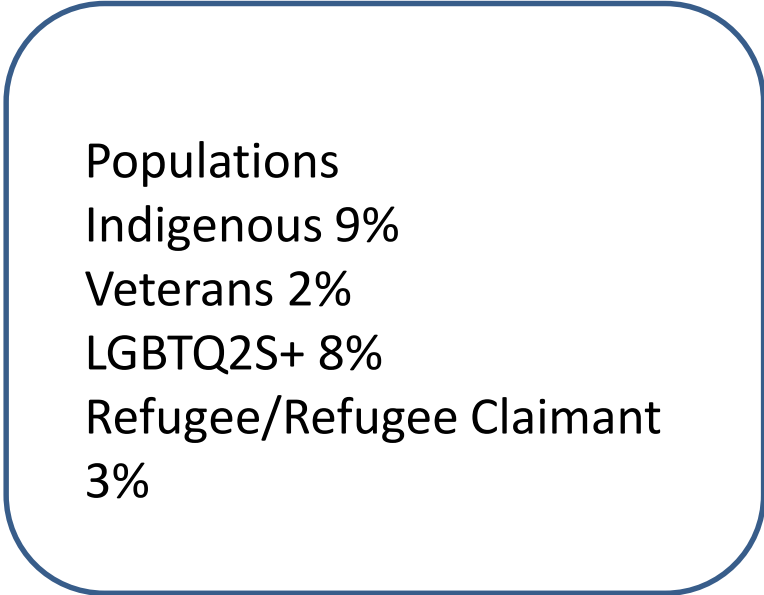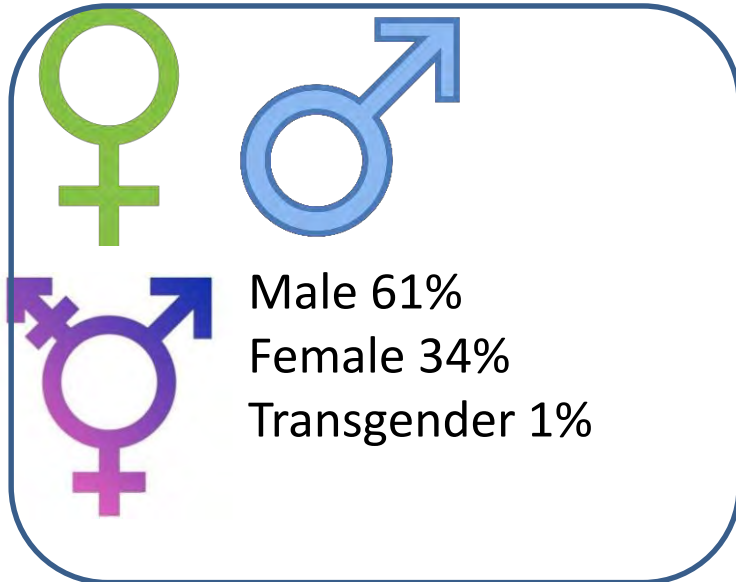
SYSTEM TRANSFORMATION

INNOVATION

Peel Housing & Homelessness Plan 2018-2028

The PHHP sets the direction for the work of the Region of Peel and its partners over the next 10 years to make affordable housing available and to prevent homelessness for all Peel residents.

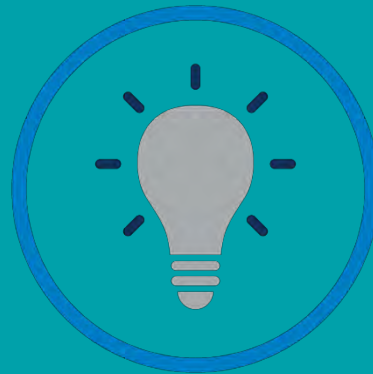**Transform Service**

Increase Supportive Housing

Build More Affordable Housing

Optimize Existing Stock

Provide Incentives to Build Affordable Housing

Short Term Outcomes

Long Term Outcomes

Affordable Housing is available to all Peel residents

Homelessness in Peel is prevented

Successful tenancy

Affordable housing for low-income

Increased supportive housing

Reduced chronic homelessness

Affordable housing for middle-income

Strategies

Transform Service

Build More Affordable Housing

Provide Building Incentives

Optimize Existing Stock

Increase Supportive Housing

DEVELOPING PEEL'S
HOME FOR GOOD MODEL

How we got here

- Groundwork: existing collaborative work through Enumeration, 20k Homes, Peel Alliance to End Homelessness, Built for Zero, and other various partnerships between organizations

- Two existing HPS funded Housing First programs

- Home for Good Expression of Interest was announced

- A joint submission: Regional leaders looked to build on our collaborative orientation and pilot a coordinated service provision initiative

This combined proposal created a project of sufficient size and scope that it will more effectively meet the needs of people experiencing chronic homelessness through a more coordinated approach
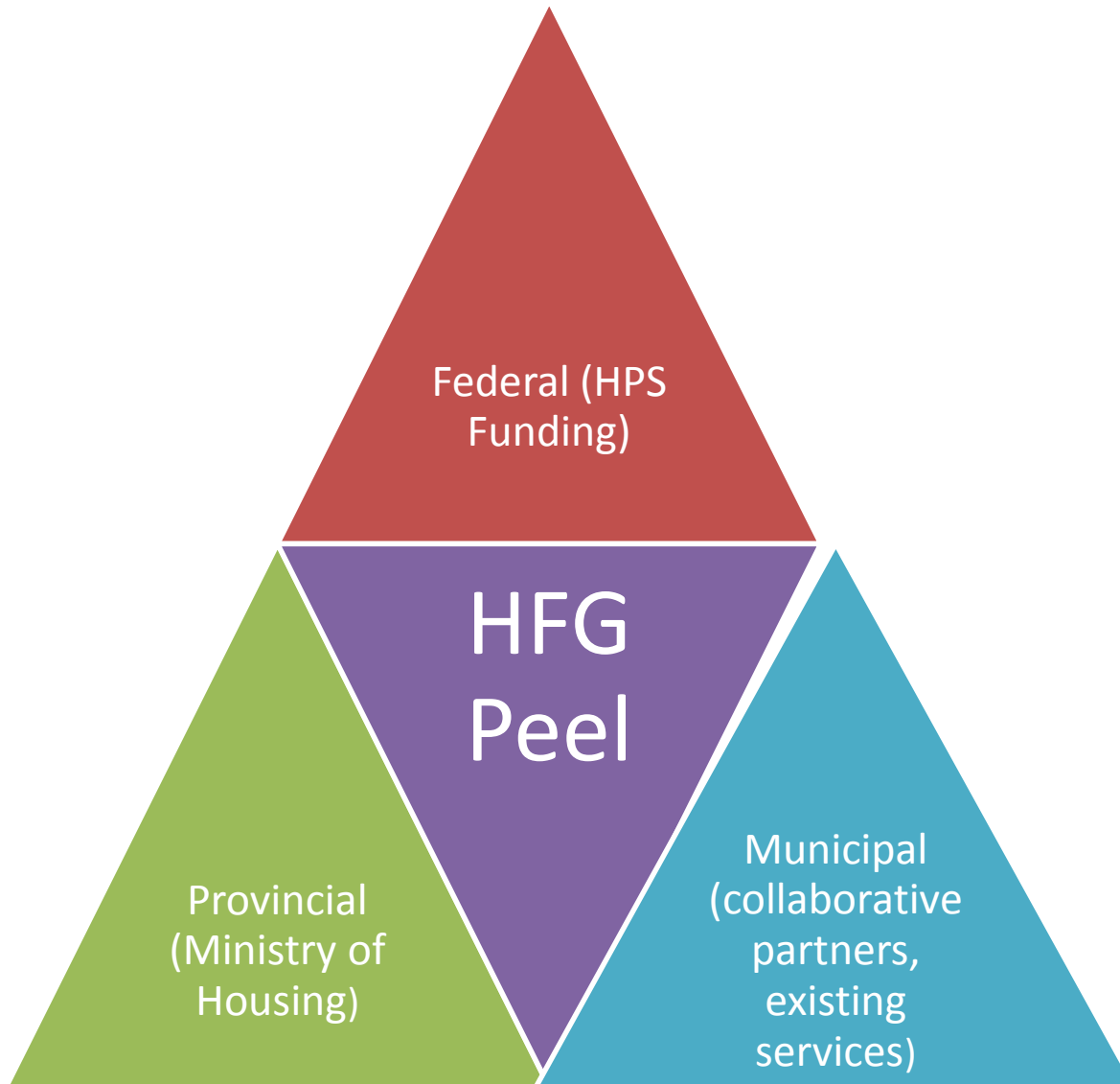
Housing First: Home for Good in Peel Collaborative Model
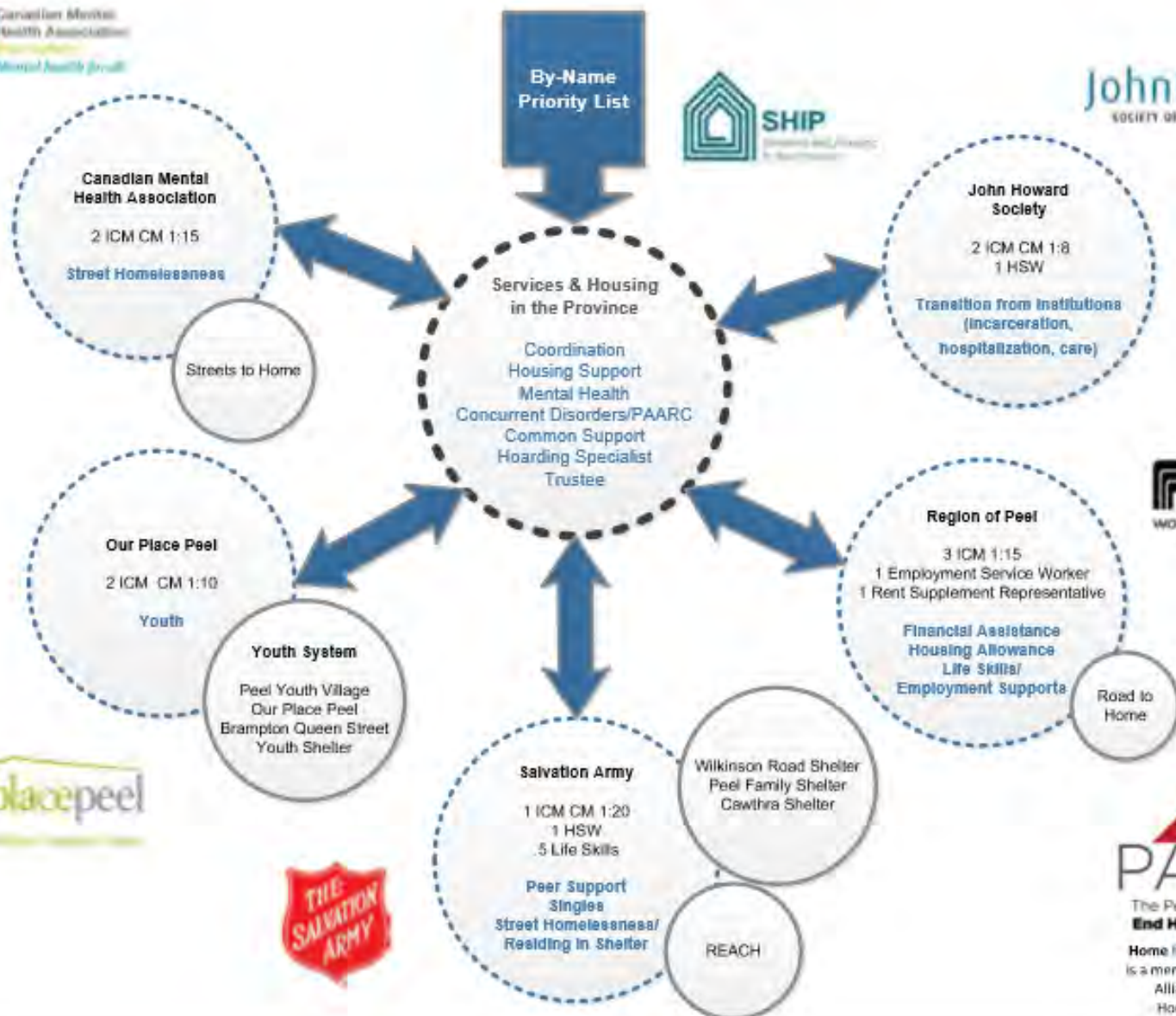
Each member of our collaborative brings something to the table

Program Mission

Home for Good – Peel

Chronic

Youth

Transitions

Indigenous

Home for Good – Peel
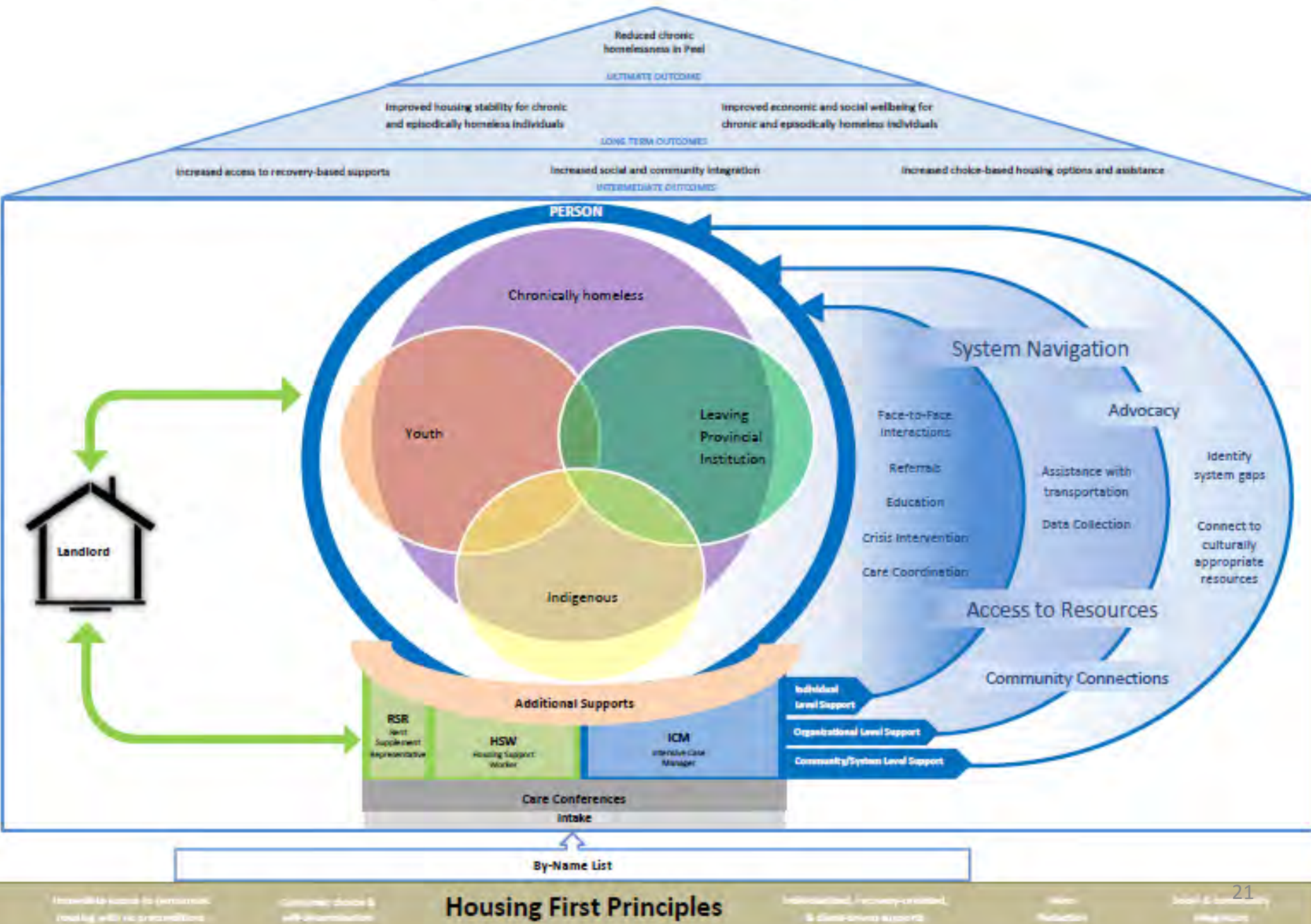

Dynamic Prioritization Matrix

Chronicity

Tri-Morbidity

Acuity

Home for Good in Peel – Conceptual Model

Reduced chronic homelessness in Peel

ULTIMATE OUTCOME

Improved housing stability for chronic and episodically homeless individuals

Improved economic and social wellbeing for chronic and episodically homeless individuals

LONG TERM OUTCOMES

Increased access to recovery-based supports

Increased social and community integration

INTERMEDIATE OUTCOMES

Increased choice-based housing options and assistance

PERSON

Chronically homeless

Youth

Leaving Provincial Institution

Indigenous

System Navigation

Advocacy

Face-to-Face Interactions

Referrals

Education

Crisis Intervention

Care Coordination

Assistance with transportation

Data Collection

Identify system gaps

Connect to culturally appropriate resources

Access to Resources

Community Connections

Individual Level Support

Organizational Level Support

Community/System Level Support

Landlord

Additional Supports

RSR
Rent Supplement Representative

HSW
Housing Support Worker

ICM
Intensive Case Manager

Care Conferences

Intake

By-Name List

Housing First Principles

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Outcomes

- The top of the conceptual model, or "roof of the house" illustrates the intermediate, long-term and ultimate outcomes that HFG aims to achieve.
  - Increase access to recovery based supports
  - Increase social and community integration
  - Increase choice based housing options and assistance for persons who participate in the program

Participants are provided with…

Intensive Case Management

- **Intensive Case management** (ICM) is a collaborative process of assessment, planning, facilitation, care coordination, evaluation, and advocacy for options and services to meet an individual's comprehensive needs in order to achieve greater life stability.

- The goal of ICM is to empower people, draw on their own strengths and capabilities, and promote an improved quality of life by facilitating timely access to the necessary supports and thus reduce the risk of homelessness and/or help people achieve housing success.

Participants are provided with…

Intensive Case Management

- **Intensive Case management** (ICM) partners with other specialized services:
  - Landlord Engagement Specialists
  - Community Mental Health Counselling/Hoarding Specialist
  - Addictions assessment and referral to treatment
  - Employment programming, placements
  - Financial Support/Trusteeship
  - Peer Support Workers
  - Life Skills/Group workshops

  All the resources of the partner agencies can be coordinated to benefit the program participants in their care plan. Weekly case conferencing supports the direct service team.

Case Management Standards

- We developed mutual case management standards and processes for delivery of service

- We committed to using the same suite of OrgCode tools and following the same structure for use
  - SPDAT
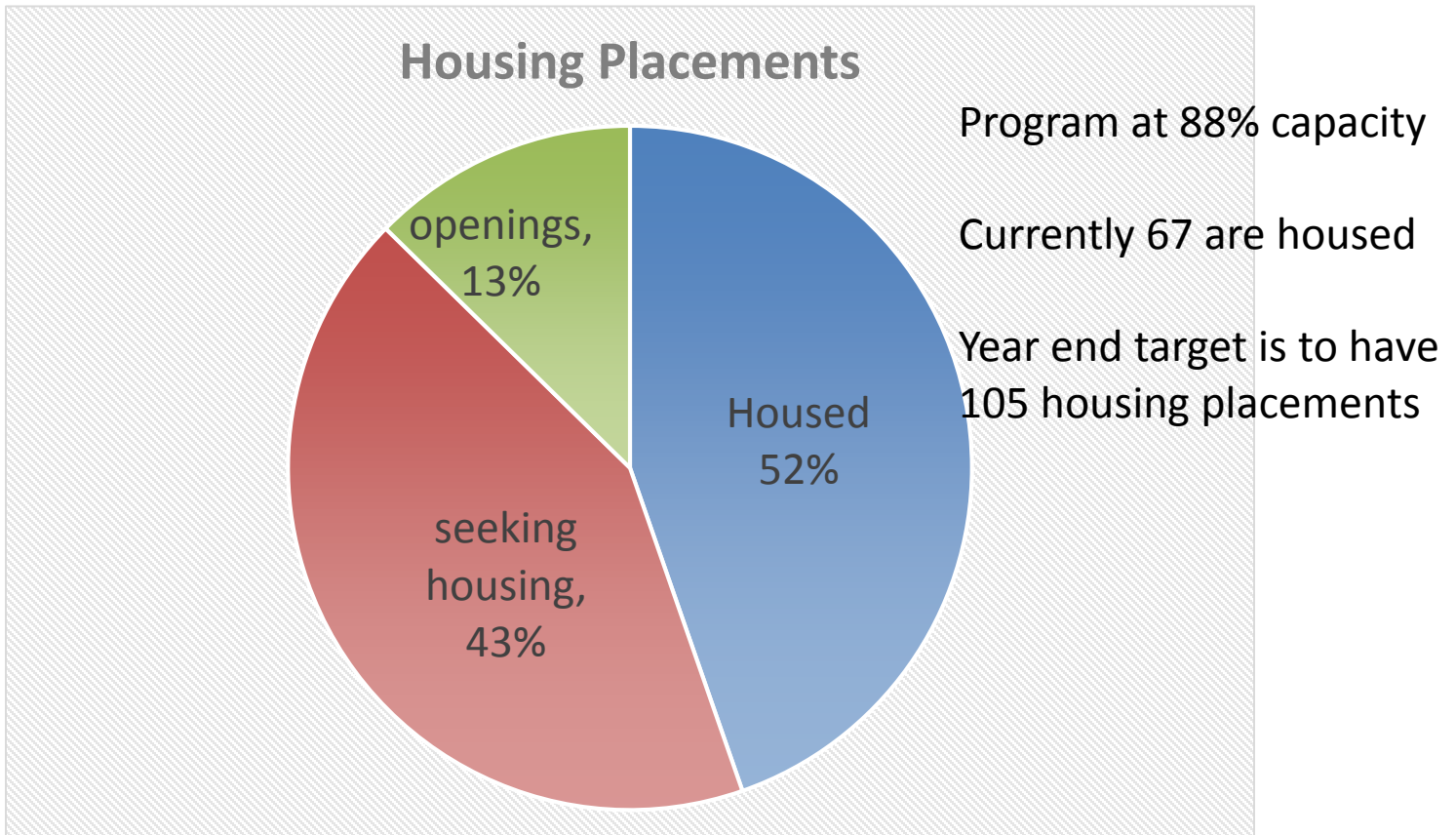 - Quality of Life measure
  - Honest Budget

Data and Evaluation

- We will be evaluating our collaborative approach, which is distinct from other stand alone HF initiatives

- We will be completing HF Fidelity assessment early in 2019

- Data sharing between the service partners requires both commitment and coordination. Our strong partnership orientation is crucial

- The Region of Peel is building shared case management and reporting tools into our new housing technology to facilitate data sharing
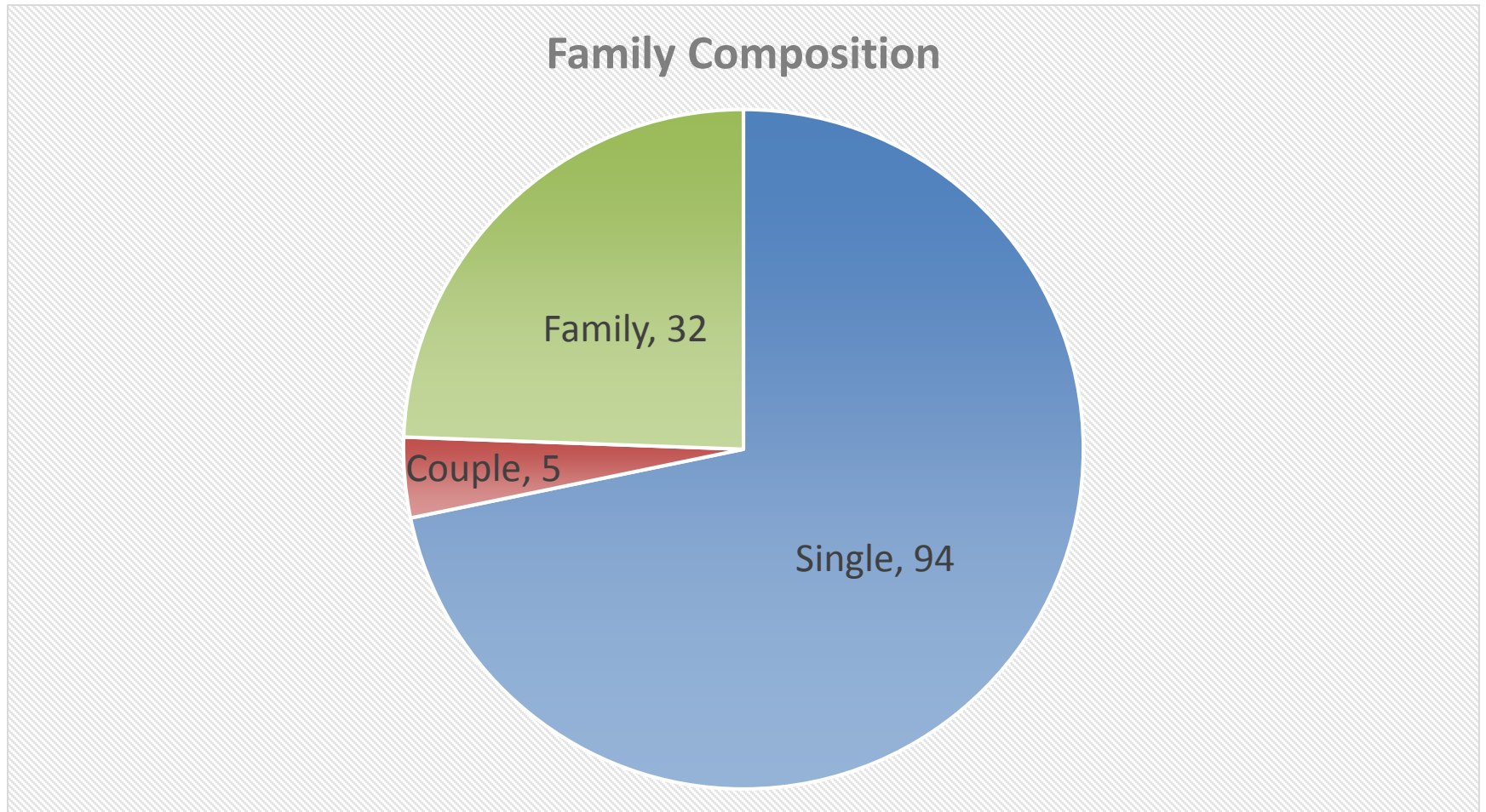
Learning Orientation

- Agile project management

- PDSA cycles

- Meeting regularly as a leadership team for effective decision making

- Not being adverse to change as we progress

- Investing in our staff teams with collaborative training

Housing Placement Status

Housing Placements

Housed 52%

seeking housing, 43%

openings, 13%

Program at 88% capacity

Currently 67 are housed

Year end target is to have 105 housing placements

Caseload Composition

Family Composition

Family, 32

Couple, 5

Single, 94

Challenges

- We have planned our program while implementing our program, and learned as we grew

- Our first participants: we had an influx of intakes, and influx of housing placement needs and case management plans. Our staff have demonstrated their commitment through this process

- We have been brainstorming on how to work around the challenge of low housing stock and are planning PDSAs on new housing ideas

- The partnership of community social service agencies and the municipality

Successes

- We have planned our program while implementing our program, and learned as we grew

- The partnership of community social service agencies and the municipality

Future State

- We are looking at expanding our choice based housing options such as shared accommodation, mobile homes

- We have increased our rent supplement for families to open up more housing options

- We are developing partnerships with other service providers to further our collaborative approach

- We are building interventions for those at critical risk, such as human trafficking and palliative health status. This means partnership with the health sector and other service collaboratives

Recommendations on Collaboration

- Maintain flexibility and fluidity in approach

- An organic approach that can be modified to meet client needs

- Seek diverse and non-traditional partners

Testimonials

- "Home for Good helped me improve my living situation and overall health and quality of life in a way that I could not have done on my own."

Testimonials

"I am confident that they will continue to help me improve going forward, and I am very grateful for everything the Home for Good program and it's team have already given me."

Testimonials

REACH has helped me with everything from housing to mental health issues, financing, and addiction issues. Put it this way- they offer you purpose, perspective, participation, and progress."

CASE STUDY: NIC

Thank You! Questions?

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