



Safe, Inclusive & Culturally Appropriate Coordinated Access Systems

CAEH National Conference on Ending Homelessness • Wednesday, November 6, 2019

Jasmine Clark, Executive Director
Optimism Place Women's Shelter & Support
Services

Eden Grodzinski, Manager of Housing
City of Stratford Social Services Department





What We're Talking About Today

- **WHAT** have we been doing locally?
→ *Transformations to our housing & homelessness system of care*
- **WHAT** have been our key milestones?
→ *Moving towards coordinated access*
- **HOW** did we begin the process?
→ *Engaging and maintaining collaboration between the homelessness and VAW sectors*
- **WHAT** have we learned?
→ *Insights, wins and challenges, and what to consider going forward*





Service Area at a Glance

Service Area covers:

- City of Stratford
- Perth County (4 member municipalities)
- Town of St. Marys

Population (2016):

31,465 → City of Stratford

45,331 → Remainder of Perth County

Geographic Area:

~2,178km²





A Paradigm Shift

We are moving from this...

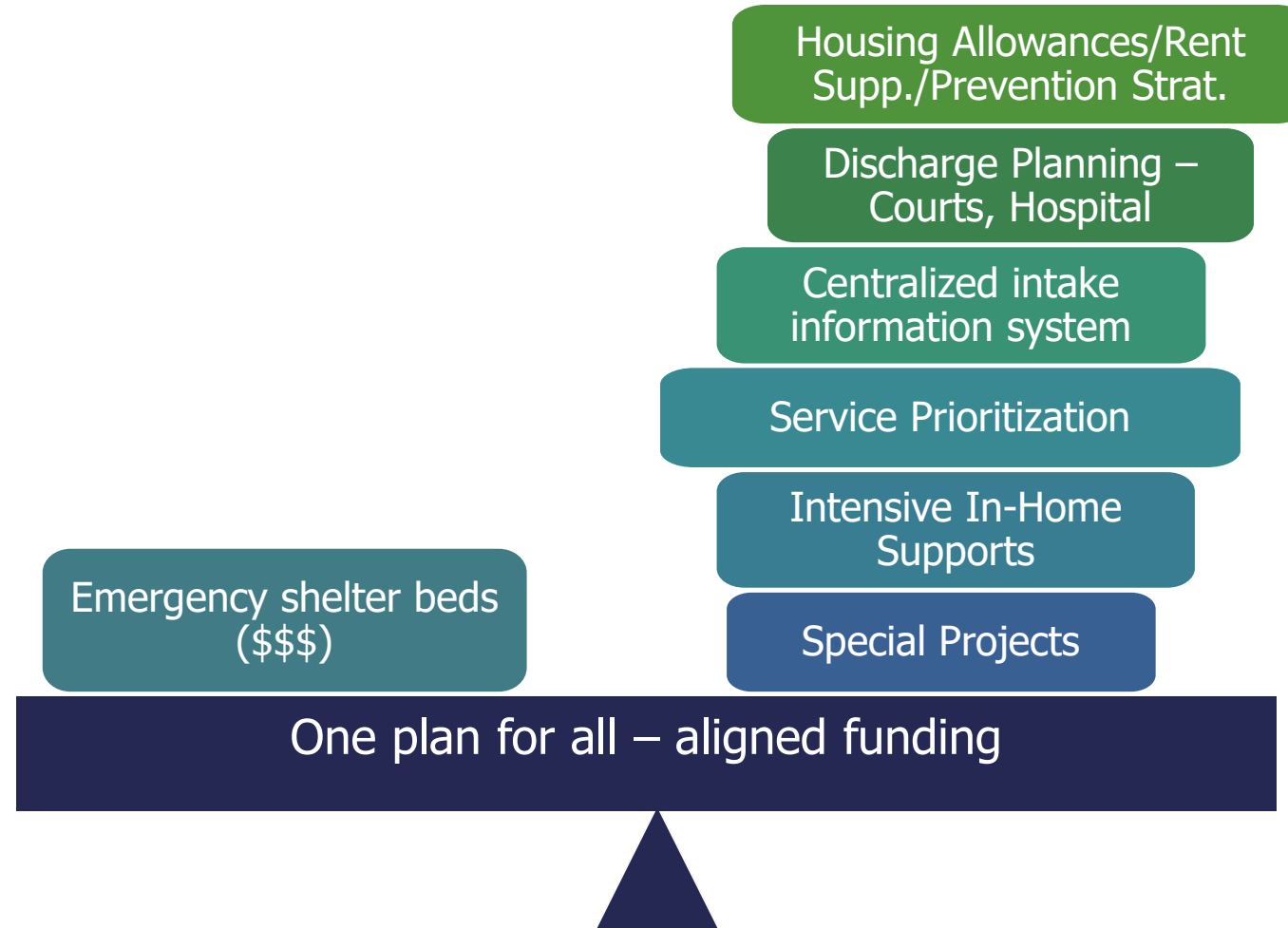
...to this!



*Requires changes in how we allocate resources and provide services to individuals/families experiencing homelessness.

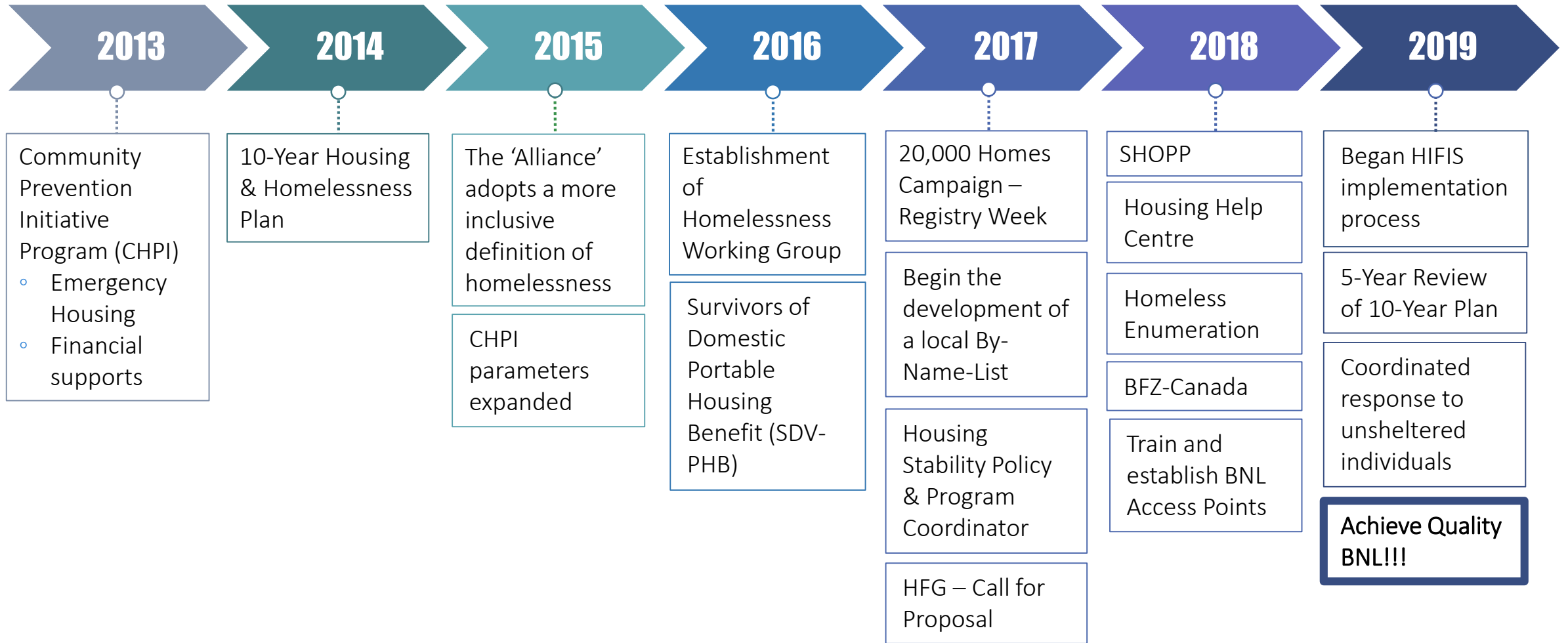


Resource Allocation





Key Milestones





How do I get the right people to the table and stay at the table?



Getting to the Table Outreach & Acknowledgement

1. Overcoming History
2. Intersection
3. Need
4. Expertise and Lens





Getting to the Table Outreach & Acknowledgement

House of Ego

Looking Good

Playing the Blame Game
Judging - on a High Horse
Being Defensive
Being Right

House of Leadership

Giving Others Credit

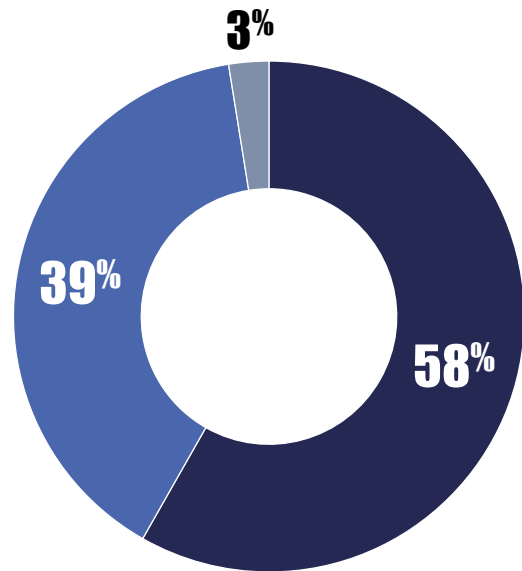
Taking 100% Accountability
Showing Respect
Accepting Feedback as Gift
Valuing Others Perspectives

Source: Michael Howes, 2WA Consulting Inc.



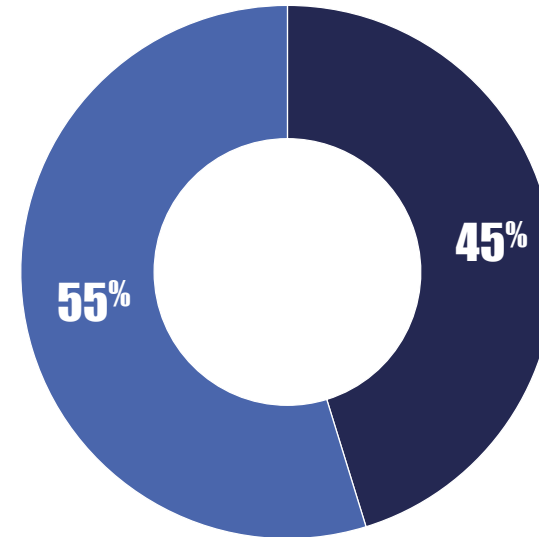
Getting to the Table Homeless Enumeration Results

Surveyed (%)



■ Male ■ Female ■ Transgender

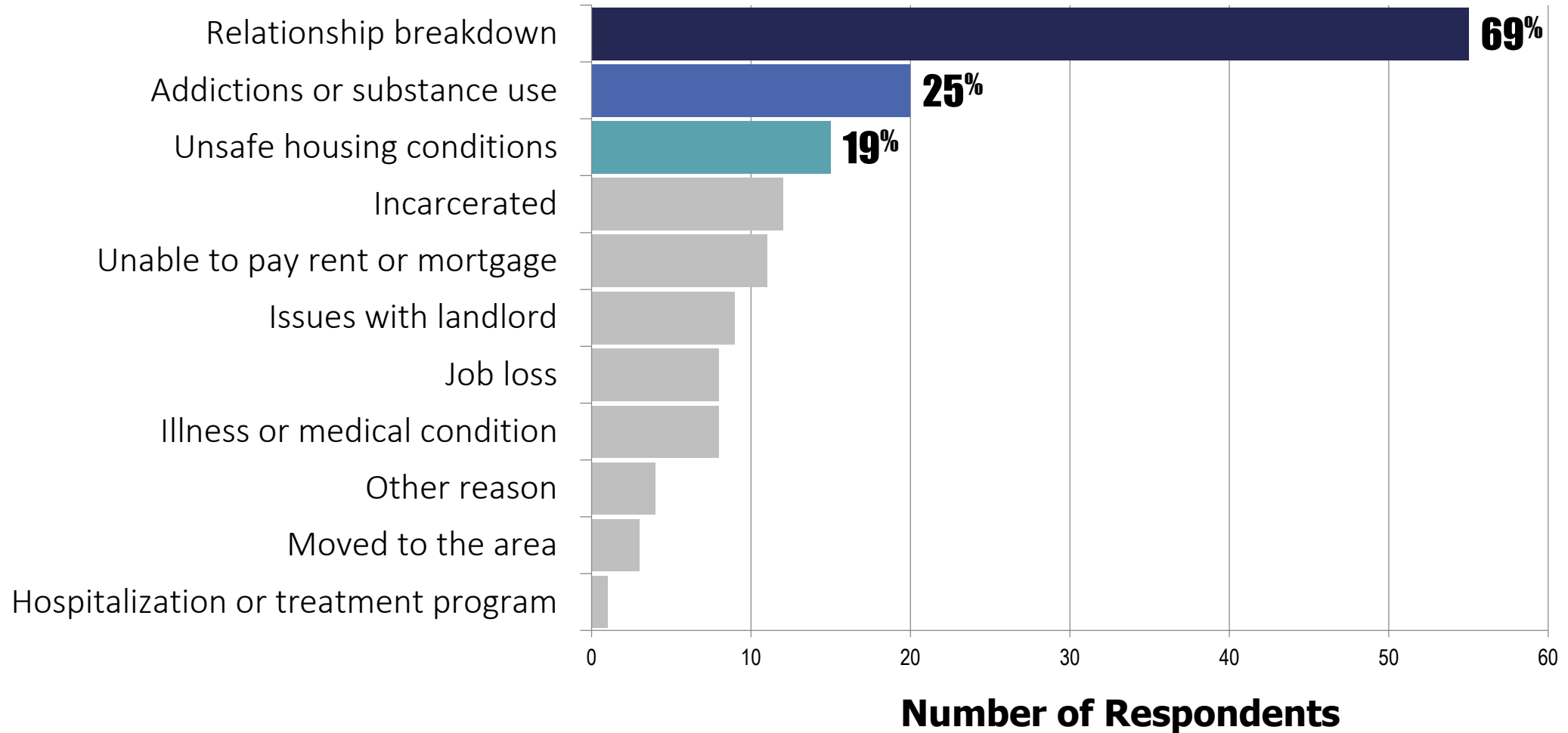
Intake by Acuity



■ Male ■ Female



Key Enumeration Insights Reasons for Homelessness



**Respondents checked all that applied*



Staying at the Table Leadership and Collaboration

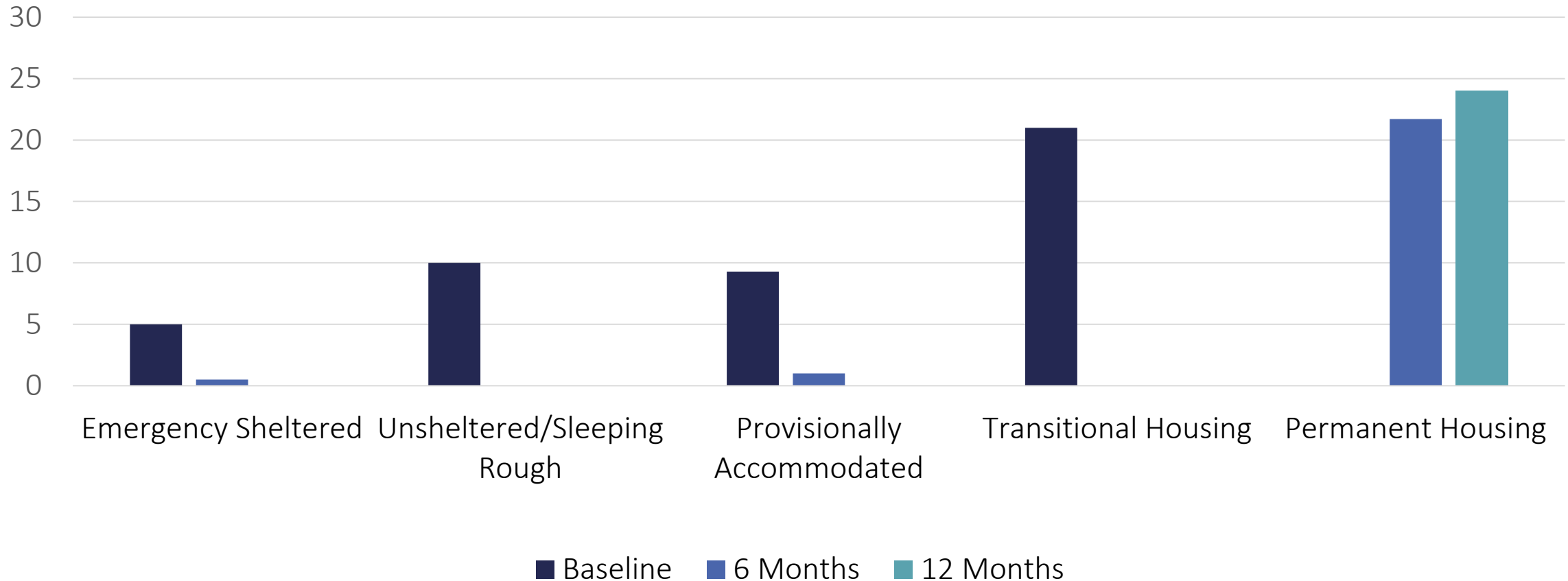
- **Trust**
 - Fair
 - Transparent
 - User-centred
- **Leadership**
 - Social process
 - Vulnerability
- **Iterative process**
 - Complex social problems constantly evolving





Staying at the Table Results from CA/HF

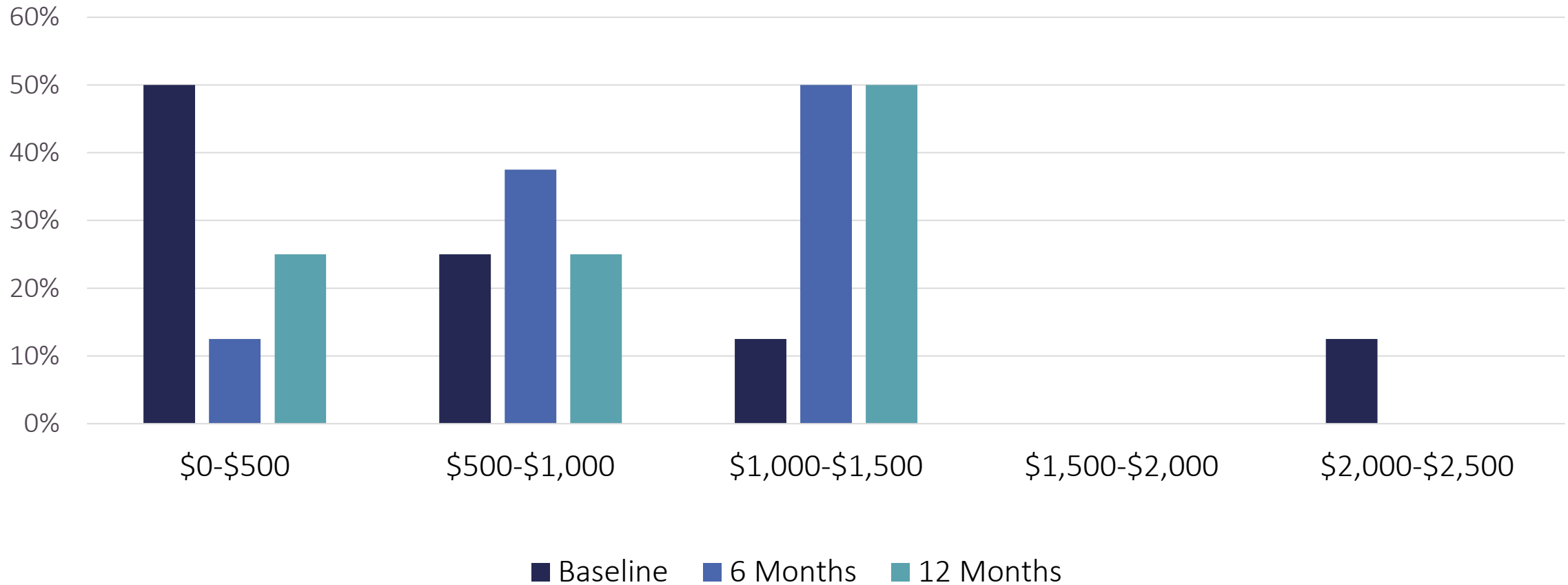
Number of Nights per Housing Type in Past 6 Months





Staying at the Table Results from CA/HF

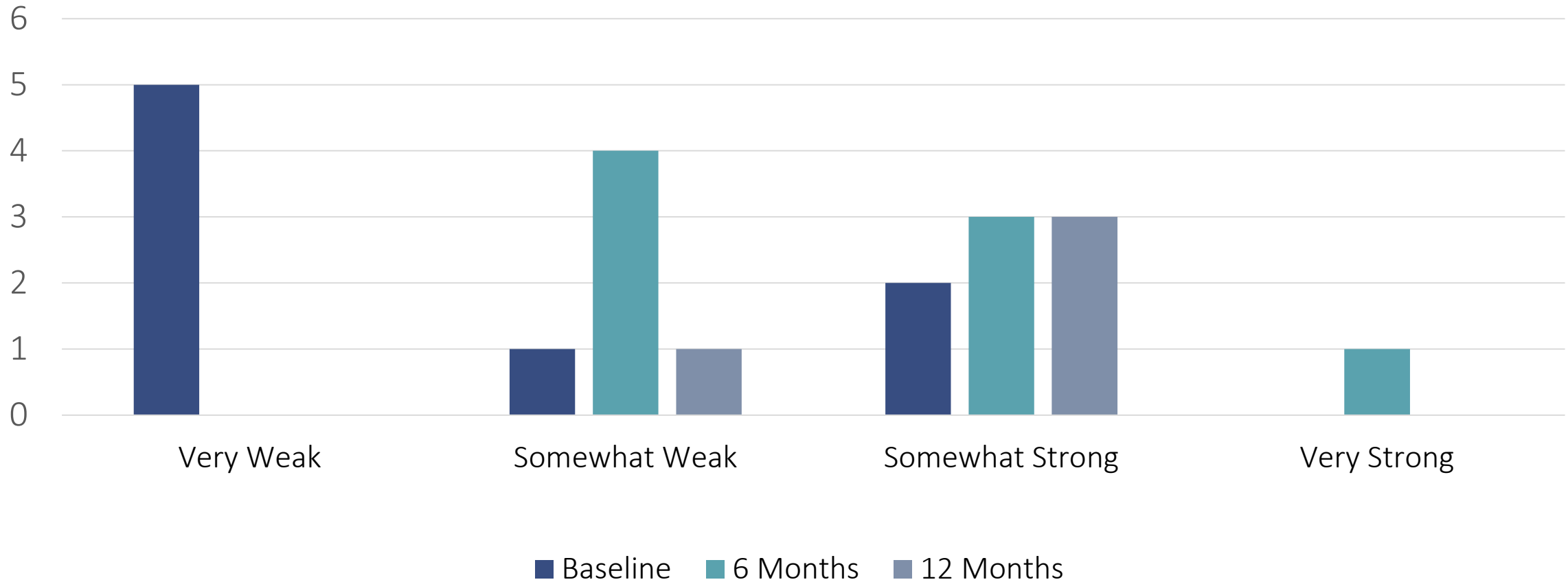
Percentage of Individuals in Each Income Range





Staying at the Table Results from CA/HF

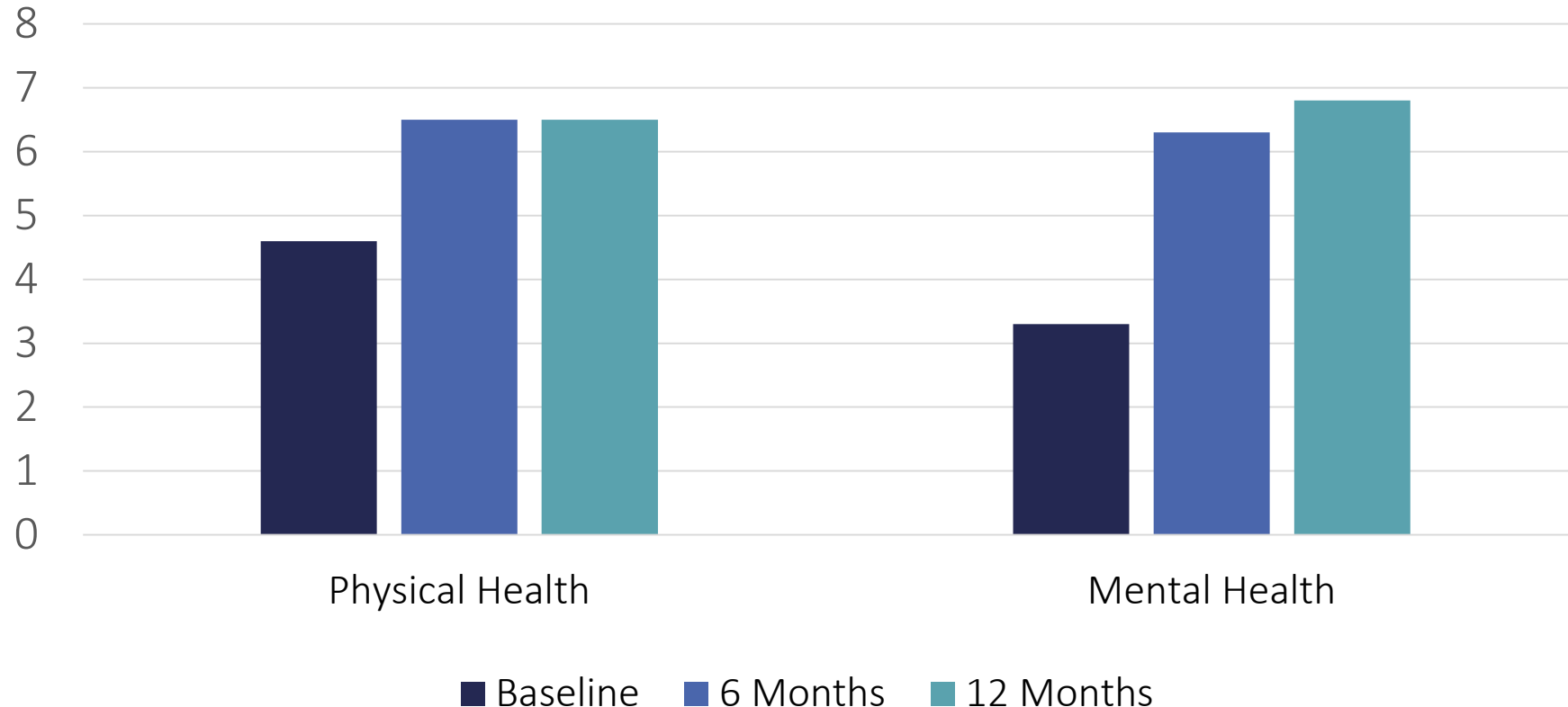
Individual's Sense of Belonging in their Local Community





Staying at the Table Results from CA/HF

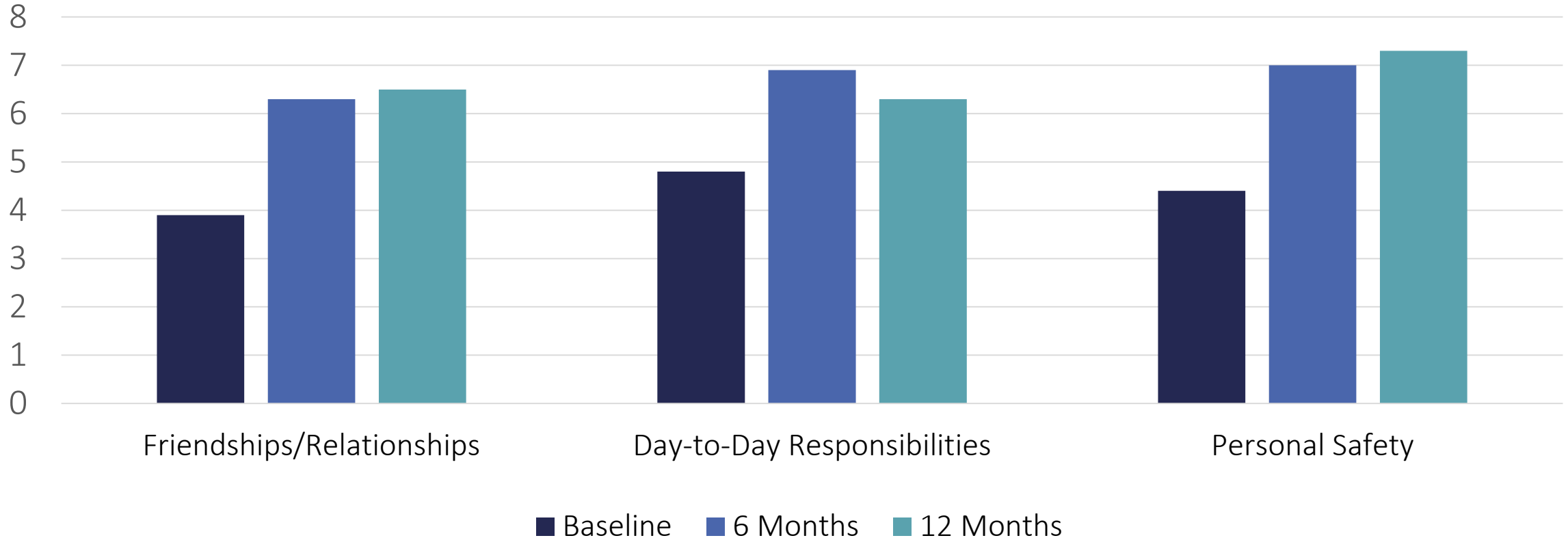
Average Ranking of Physical and Mental Health
(1 being poor, and 10 being the best possible)





Staying at the Table Results from CA/HF

Average Ranking of Various Attributes
(1 being poor, and 10 being the best possible)





Challenges & Solutions

Challenge:

Eligibility requirements include being homeless for 30 days and if women are temporarily staying at a VAW shelter, they are not considered homeless.

Solution:

- Adopt locally a more inclusive definition of homelessness
- VAW organizations act as access points of entry to the system



Challenges & Solutions

Challenge:

Women may not meet the criteria for “chronic” or “episodic” homelessness because their homelessness is invisible for safety reasons.

Solution:

- Adopt locally a more inclusive definition of homelessness to include ‘provisionally accommodated’
- VAW organizations act as access points of entry to the system
- **Mobile access points through existing and new community/housing based outreach services**





Challenges & Solutions

Challenge:

Majority of potential clients accessing homelessness system of care are recruited at homeless shelters, which DV survivors often avoid for safety reasons (or because the shelter will not accept them).

Solution:

- Adopt locally a more inclusive definition of homelessness to include 'provisionally accommodated'
- VAW organizations act as access points of entry to the system
- Mobile access points through existing and new community/housing based outreach services
- **Expand access points to include community drop-in spaces and safe havens**



Challenges & Solutions

Challenge:

Families are often excluded – singles without dependents are the primary beneficiaries of the most intensive community supports.

Solution:

- Use of standardized screening and assessment tools that include families
- Establishment of local community priority populations
- Proportional allocation of housing and support services based on data

Where to from here?



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Thank you!

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Women's Shelter & Support Services

director@optimismplace.com

Eden Grodzinski
Manager of Housing

City of Stratford

Social Services Department

egrodzinski@stratford.ca