



The Calgary Drop-In Centre

CALGARY, ALBERTA

NOVEMBER 2018

In 2018, The DI
has:

- declared it is a **housing-focused shelter**.
- fully integrated into the Calgary Homeless Foundation's Homeless System of Care.



Average Shelter Stayers in 2018

| Average by Month | | Average by Month | |
|------------------|-----|------------------|-----|
| January | 902 | May | 806 |
| February | 908 | June | 795 |
| March | 888 | July | 781 |
| April | 870 | August | 741 |
| | | September | 780 |

Average of **823** clients using emergency shelter per day
in October, 2018

Back to the Basics



Housing First Principals

Principal 1: They are homeless and they are breathing. No programs someone has to graduate from to get housing.

Principal 2: Support choice within realistic parameters of what is possible.

Principal 3: Promote mental health recovery. Harm reduction lens.

Principal 4: No two support plans are the same. They are as individual as the person being served.

Principal 5: People need to integrate with in the community they are now living.



Close the Front Door

DIVERSION SERVICES



Open the Backdoor

ADAPTIVE CASE
MANAGEMENT

Housing Hub



TELL US WHAT YOU NEED

- Housing Incentives: 217 Under the "Home and Business" heading. This listing will take 10-15 minutes.
- By taking this survey, you can tell us what's going on with you and what you can do.
- This survey will ask you about:
 - How do you get to work?
 - How do you get to school?
 - How do you get to the doctor?
 - How do you get to the grocery store?
 - How do you get to the bank?
 - How do you get to the library?
 - How do you get to the community center?

Drop-In

216

WELCOME TO THE HOUSING HUB

The DI has
trained
shelter staff
to be housing
focused.



Planting Housing Seeds

Every staff can be
a “Seed Planter”

Ask questions:

“What is your
housing plan?”

“Who would you
like to have in
your home for
coffee?”



These “seeds” will eventually grow and ideally, clients that never believed they could get housed, will.

My Housing Plan

| | |
|-----------------------------------|--------------------------------------|
| Name | Date |
| | |
| Today I met with (worker): | Worker's Contact Information: |
| | |
| Worker's Hours: | Staff are responsible for: |
| | |

| | | |
|------------------------------|----------------------------|--|
| My goals are: | | My biggest strength right now is: |
| | | |
| My Actions Steps are: | How I will do this? | I will complete this by: |
| 1) | | |
| 2) | | |
| 3) | | |
| 4) | | |
| Other resources: | | My next appointment is: |
| | | |

Agency- wide Housing Plan

Quick Access Lanyards

Process for Accessing Housing Resources

PAQ
Program
Assessment
Questionnaire

Complete a Program
assessment questionnaire

CAM
Coordinated
Access Meeting

The Coordinated Access
Team will meet and
assess

**Invitation to
program**

Invitation to Case
Management or
Supportive Housing

How to Plant a Housing Seed

Wouldn't it be nice to have the privacy of your own home?

Who would you invite over for coffee at your own home?

We believe everyone should have their own bed to sleep in.

How are you doing with your housing plan?

What do you need to get stable housing? How can we help you?

How is Your Mental Health Today?

Mental Health Continuum

HEALTHY

- Physically well, full of energy
- Consistent performance
- Normal sleep

REACTING

- Nervousness, irritability
- Procrastination
- Trouble sleeping

INJURED

- Anxiety, anger, hopelessness
- Decreased performance, presenteeism
- Fatigue, aches, pains

ILL

- Excessive anxiety, easily angered, depressed mood
- Unable to perform duties
- Exhaustion

Creation of 1 Page Housing Handouts

What Are My Rights and Responsibilities as a Renter?



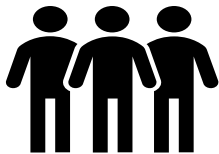
A landlord must...

- Give you notice to enter your home
- Not disturb you regularly
- Give you a copy of your lease
- Make sure your home meets minimum standards



As a tenant, you must...

- Pay your rent on time
- Not disturb others
- Do not damage anything
- Keep your space clean



Make sure to build good relationships with your neighbors and your landlord

- Say hello and smile
- Keep your space tidy
- Try to keep loud noise to a minimum

How do I Contact a Landlord to View a Rental?



Send an Email to the Landlord

Good morning/afternoon/evening,

I saw your ad about the apartment/room for rent at the address: _____
listed for \$_____ and I am very interested in viewing the property.

I can be reached at (###) ###-#### or by email at _____.

Thank you for your consideration.

[Your Name]



Call the Landlord on the Telephone

Hello, my name is _____ and I saw your ad for the apartment at the address:
_____. I was wondering if it was still available and if so can we set up a time
to see the suite?

Note: This is also a good time to ask additional questions you may have about the rental. Like, is there laundry in the building or what utilities are included.

What Questions Will a Landlord Ask Me?

Q. Where are presently living?

You do not have to say you are temporarily staying at the DI. If you wish to that is okay as well. If you are uncomfortable here are some ideas.

A. I presently live east of downtown or, I live in the SE, or East Village area.

Q. Are you working?

Remember a landlord cannot discriminate against your source of income.

A. I have a stable source of income doing _____.

Q. Is the suite just for you?

Just be honest!

A. I plan on living alone, or, I am looking for a unit for myself and my roommate.

What Should I Ask a Landlord?

1. When is the apartment available?
2. What utilities are included?
3. How much is the security deposit?
4. How do you expect rent to be paid? Cash, Cheque, E-Transfer?

Be ready! See the reverse side of this sheet. There is a form which you can fill out with all your personal information for when applying for housing. Don't worry if you can't fill it all out.

How will I pay my rent?

Use this guide to help you create a budget for yourself.

| | | | |
|--|----|----------------------------------|----|
| Name: | | Date: | |
| Things that I must spend money on | | Formal ways I get money | |
| Rent | | Job | |
| Utilities | | Alberta Works | |
| Food | | AHIS | |
| Arrears | | Pension | |
| Repairs | | Other | |
| TOTAL | | TOTAL | |
| | \$ | | \$ |
| Other money that comes in goes toward: | | Informal ways I get money | |
| Child Support | | Bottle Collection | |
| Debt | | Odd Jobs | |
| Cigarettes | | Baby Sitting | |
| Coffee | | Sex Work | |
| Alcohol | | Drug Running/Dealing | |
| Other Drugs | | Day Labour | |
| Health Stuff | | Theft/Pawning | |
| Household supplies | | Friends/Family | |
| Partner | | Selling Prescription | |
| Children | | Gambling | |
| Friends | | Medical Research | |
| Cable/Internet | | Panhandling | |
| Cell Phone | | Selling Crafts | |
| Socializing/Partying/Night Out | | Busking | |
| Sex | | Honorariums | |
| Transit | | Non-medical Research | |
| Taxis | | Other | |
| Gambling | | Other | |
| Legal/Fines | | Other | |
| Other | | Other | |
| Total | | Total | |
| All the ways I Spend Money | | All the Ways I Make Money | |
| TOTAL | | TOTAL | |
| | \$ | | \$ |
| Difference between "All the ways I spend money" and "All the ways I make money" | | | \$ |

The DI's Future:

The DI will become
a housing agency
with a small
emergency shelter

