



Housing Chronic Shelter Stayers through Collective Impact

Data Driving Innovative Collaboration to Effectively Target and Triage
into Housing First Programs



Agenda

CSS Pilot Project Background Information

CSS Pilot Project in Action

CSS Pilot Project Moving Forward

What is Coordinated Access Placement in Calgary?

Weekly triage meetings for each sector; Youth, Families, Adults.

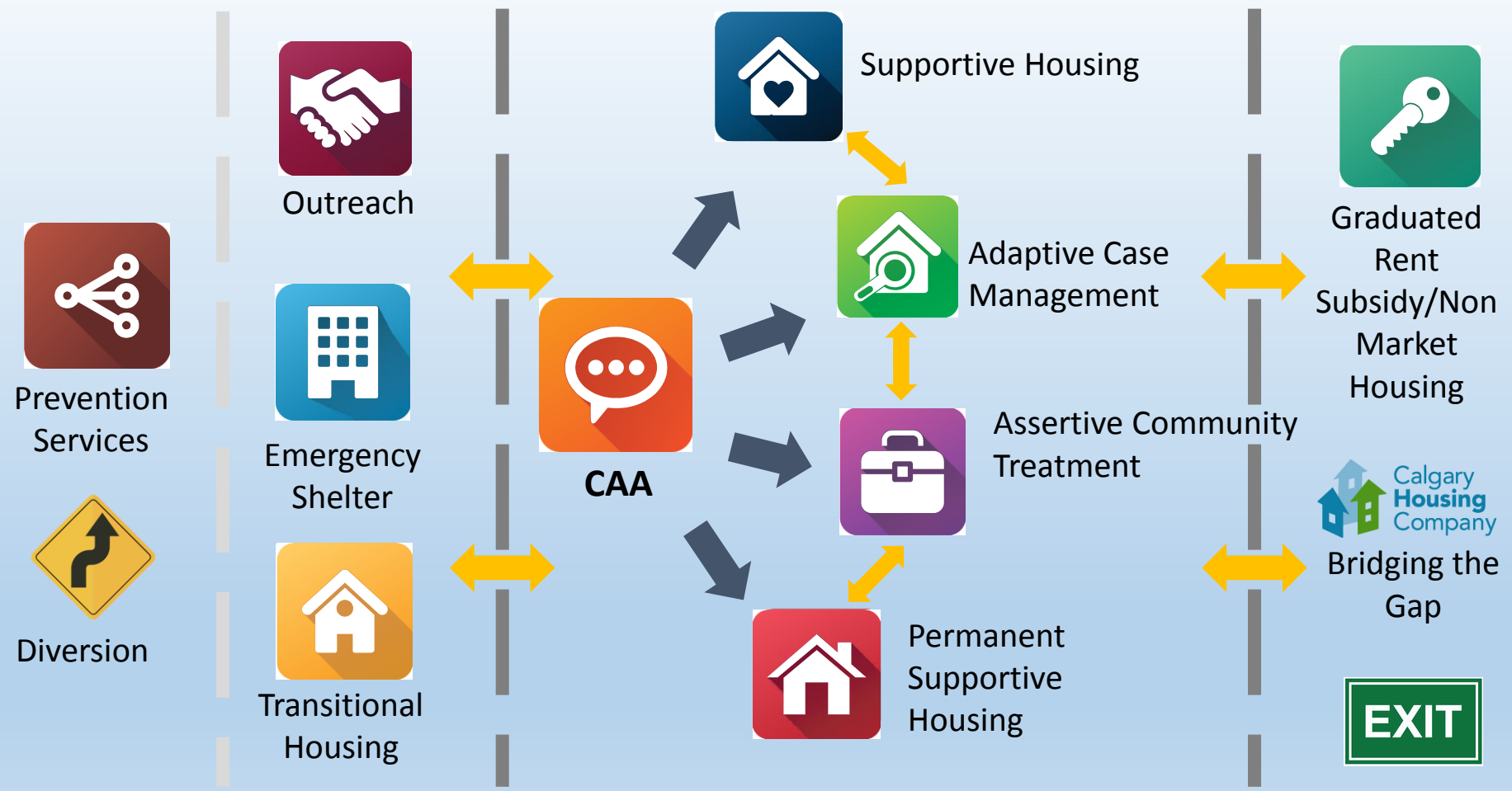
Attended by every CHF funded Housing First program.

Attended by System Partners; i.e. Justice and Health.

Complete updates, referrals, and graduations at the meeting encompassing all program types.

Placement spots are dictated by each program in attendance.

Calgary's System of Care



CSS Pilot – Back to the Beginning

Alberta's definition of Ending Homelessness requires a significant reduction in chronic shelter stayers:



“(Ending Homelessness) will mean that even though there may still be emergency shelters available for those who become homeless, those who become homeless will be re-housed into permanent homes within 21 days.”

The Issue:

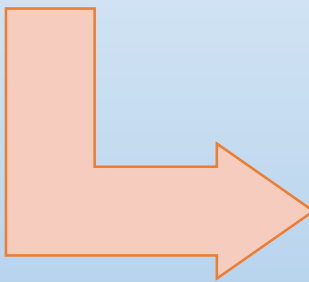
- The current CAA intake process to Supportive Housing programs triages first based on Acuity (SPDAT score) and Vulnerability.
- CAA needs a systematic way to target this population.

Identifying and Framing The Issue

In 2017, CHF's Research and Data Team ran a K-Mean Cluster from 9 years of data taken from 3 prominent homeless shelters serving single adults in the city including:

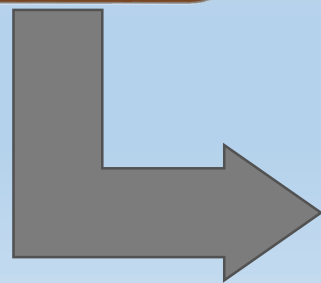
Shelters Involved

- Calgary Alpha House Society;
- The Calgary Drop In & Rehab Centre; and
- The Mustard Seed Shelter



Gaps in CAA

- The data illustrated that individuals with the longest history staying in the shelters were not being prioritized at our CAA tables



Chronic Shelter Stayers not Prioritized

- 5% Chronic Shelter Stayers;
- 32% Episodic Shelter Stayers; and
- 63% Transitional Shelter Stayers

The Story Behind the Data – Shelter Perspective



Proposed Solution



Focus on the best program match using SPDAT assessment tool & shelter staff collateral

Who is Participating?



Aboriginal Homelessness Initiative- As available in program



Adult Housing Reintegration Program- 1 space per month



Bridge to Home-1 space per Month



CALGARY DREAM CENTRE

Living in Community- 2 spaces per month



Community Case Management- 2 spaces per month



Key Case Management- 2 spaces per month



Bridgeland/Ophelia- As available in program



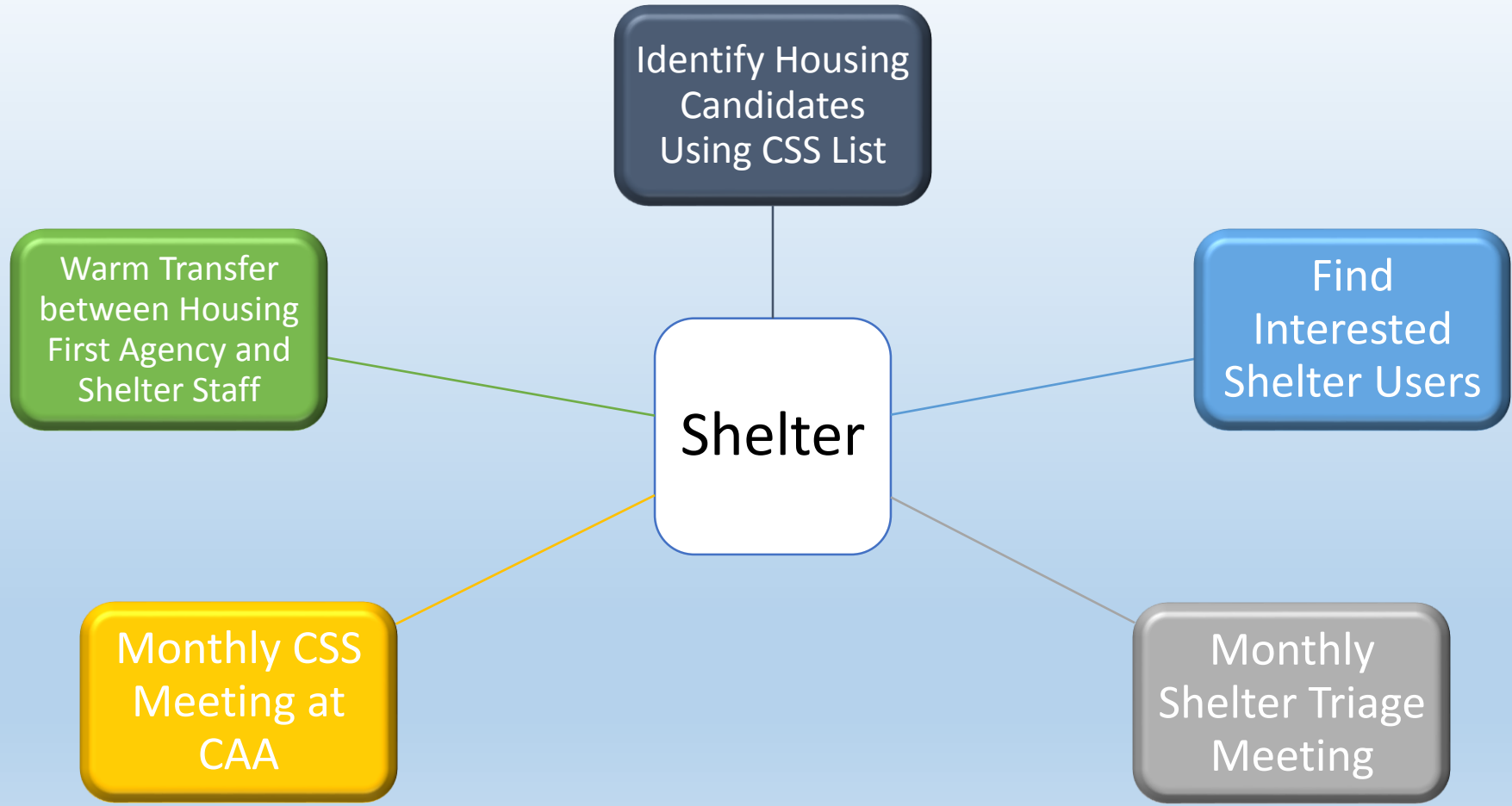
Homebase- 2 spaces per month

Pathways to Housing-1 space per month



11 Guaranteed Placements per Month at CAA with the goal of housing 120 people within the Year!

What Role does the Shelter Play?

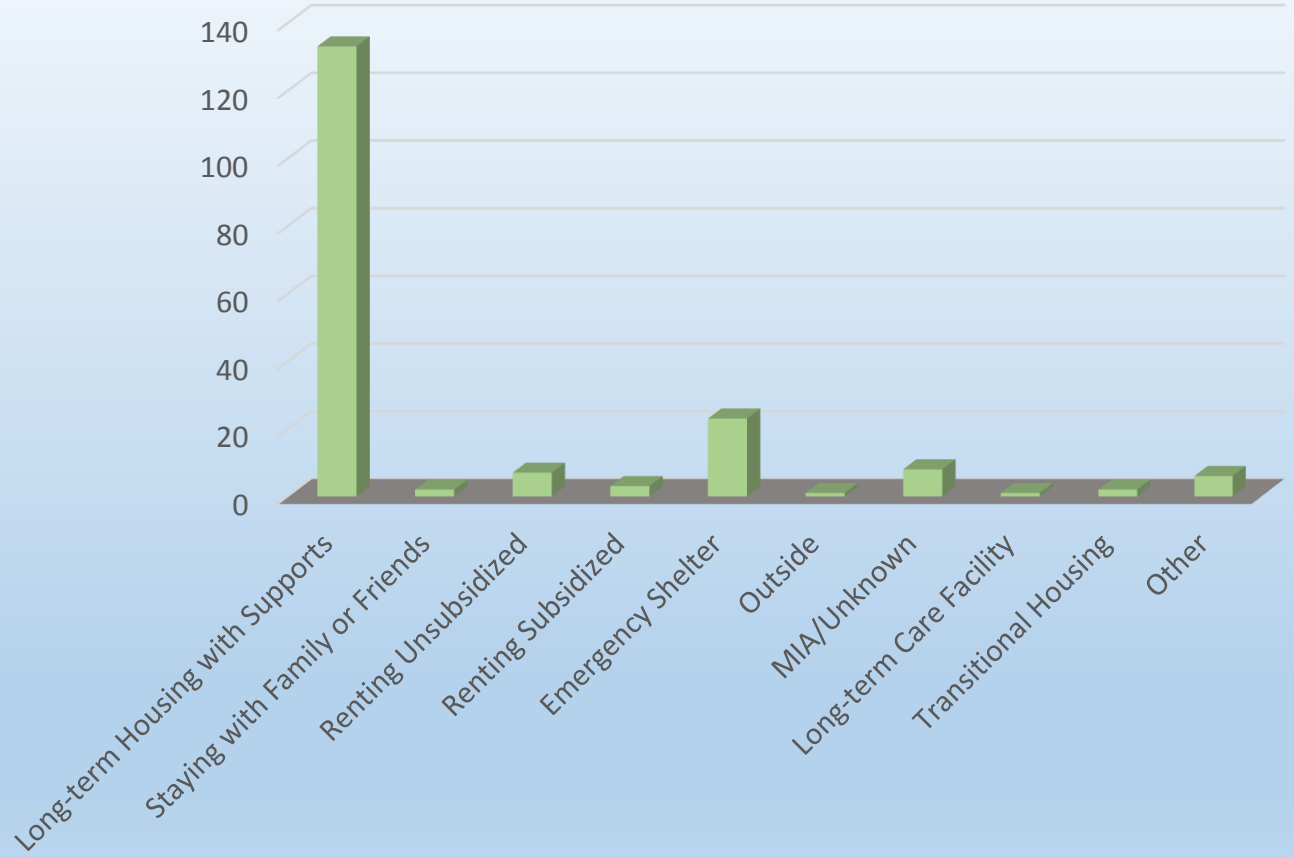


CSS Update: April 1, 2017-October 15, 2018

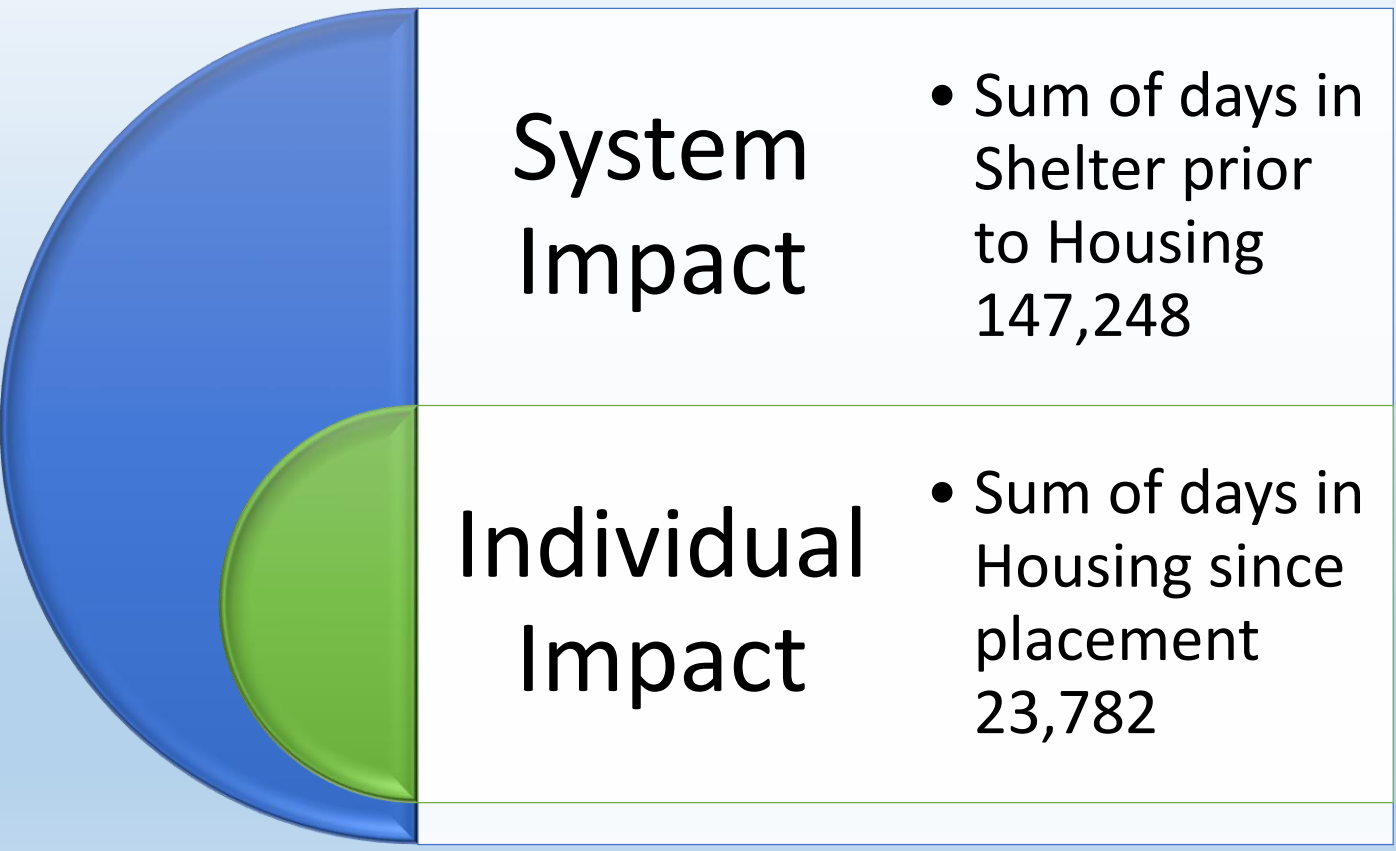
186 clients have been exited

- 133 – Long-term Housing with Supports
- 2 – Staying with Family or Friends
- 7 – Renting Unsubsidized
- 3 – Renting Subsidized
- 23 – Emergency Shelter
- 1- Outside (rough sleeping, camping, vehicle, etc.)
- 8 – MIA/Unknown
- 1– Long-term Care Facility
- 2– Transitional Housing/Addictions Treatment Facility
- 6 – Other

EXIT DESTINATIONS



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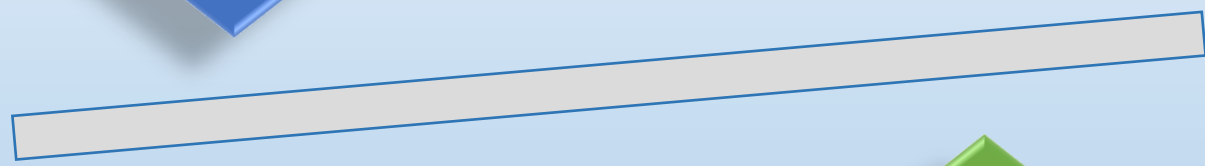
Cost Comparison



Daily Housing Cost: \$48.08*



Housing costs based on the total number of days each client has remained housed during the pilot is: **\$1,143,438.56**



Daily Shelter Cost \$33.53*



Shelter costs based on the total number of days each client had remained in shelter previous to the launch of this pilot is: **\$4,937,225.44**

**Daily shelter cost is based on the average cost for all shelters in Alberta and housing cost based on program cost per unit for a CHF funded scattered site high needs housing program

CAA – Current State

What

Enhanced Triageing at CAA

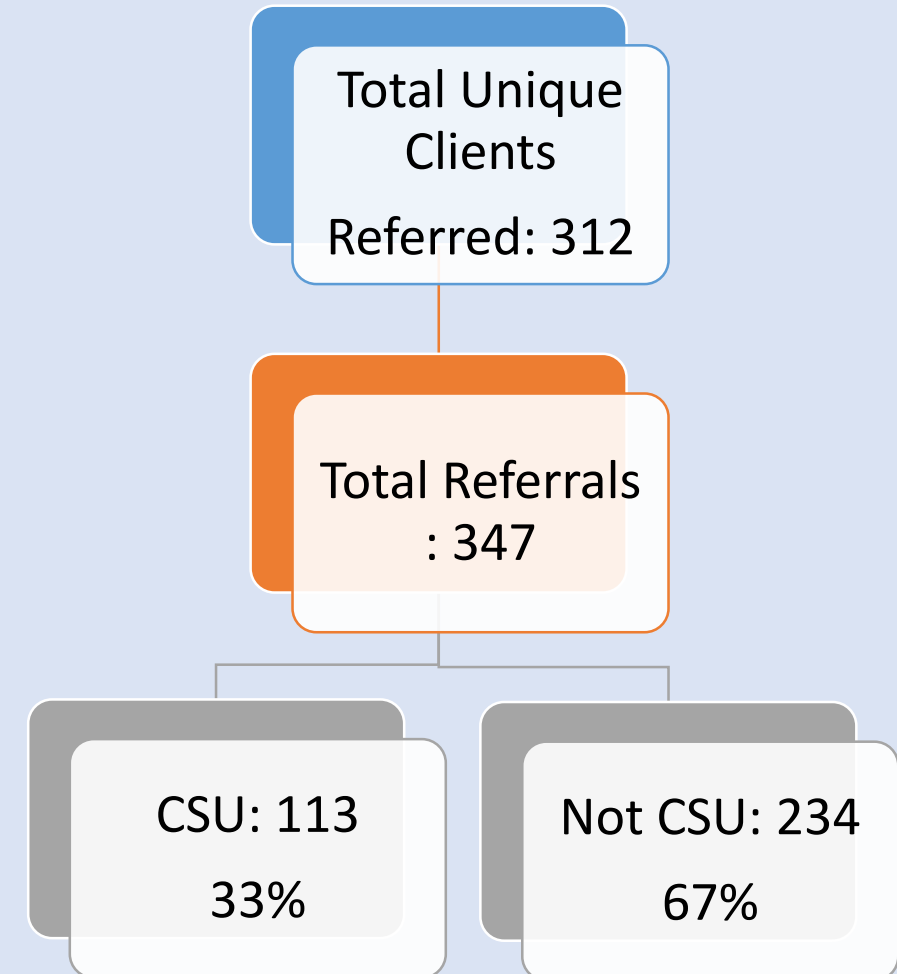
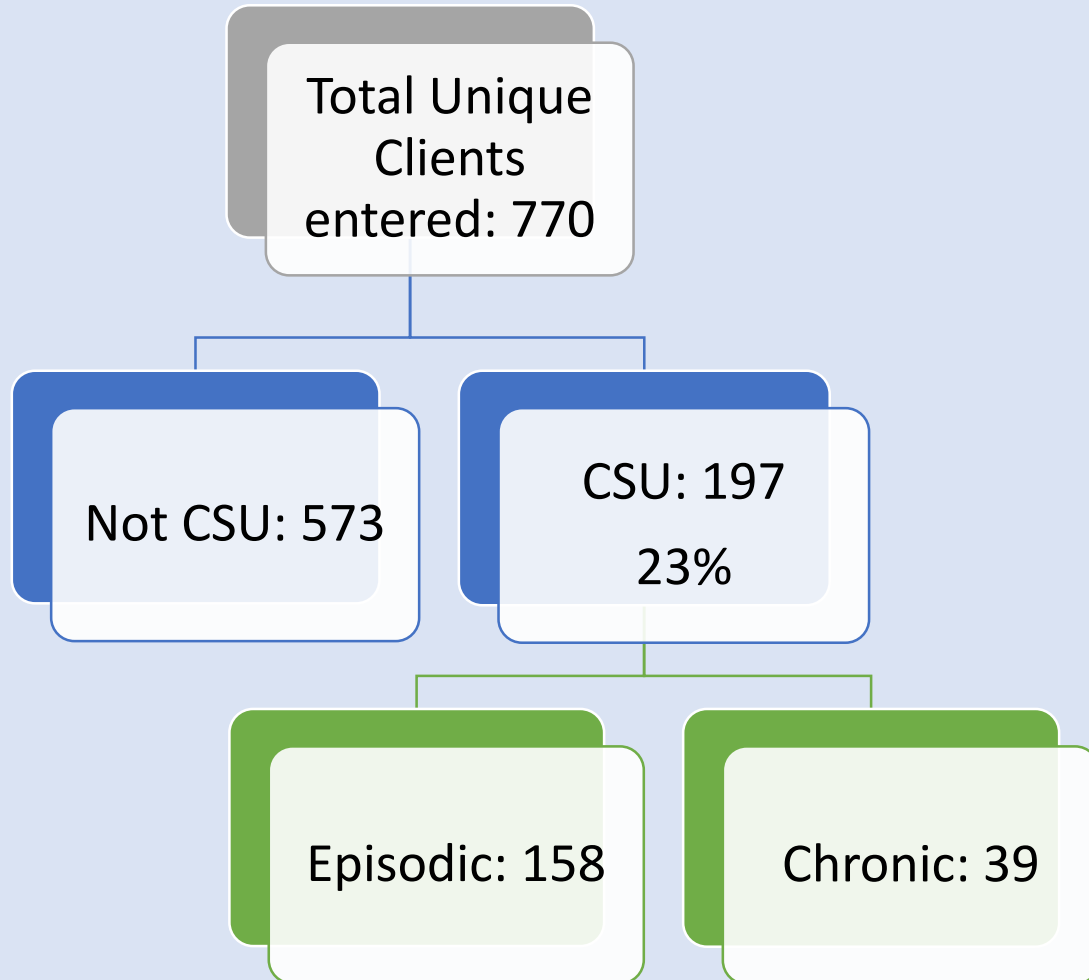
Enhancing Placement Capacity

How

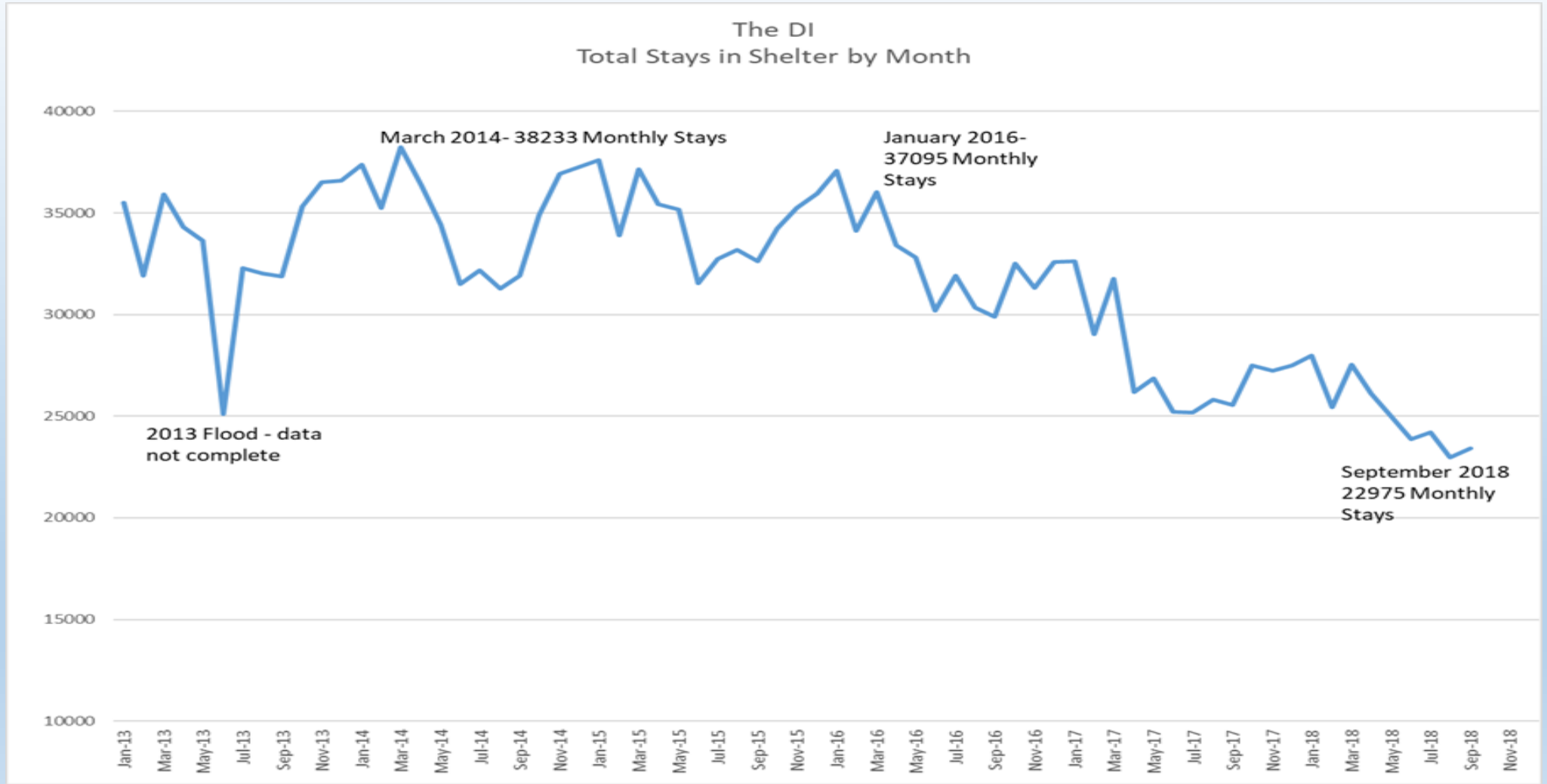
Adopting shelter data and practice of CSS pilot into CAA Utilizing a matrix of data for CAA triage lists

Increased program flow:
-More capacity for graduations in the system of care
-Widening the breadth of persons accessing CAA

CAA Inflow – April 1-Sep. 30, 2018 CAA Referrals – April 1-Sep. 30, 2018



System Impact Example-The Drop In Centre



Person Impact- Home at Last

Meet Two Calgarians, Mary Ann and Reg. Mary Ann became homeless soon after aging out of foster care. When she met Reg in 1998, she had already been homeless for the better part of a decade. The two teamed up, picking bottles and living in shelters. Despite health problems – Mary Ann has epilepsy – they got by. It was nearly 20 years later that Kate and Candise, two staff members at the Calgary Drop-In Centre, approached Mary Ann and Reg one afternoon



“They’d come over to the park where we were,” says Reg. “They said, ‘How’d you guys like to get a place?’ I said, ‘Well, right on!’”

“They took Mary Ann for a tour of the place first,” says Reg. “She come back, grinning...”

“I was smiling – like this!” grins Mary Ann.

“This place is a godsend,” says Reg of his bachelor apartment. “It’s the mansion on the hill.”

Questions

