

# HOUSING ACTION RESPONSE TEAM (HART) PRESENTATION



**BC HOUSING**

**VIC**  **PD**



BRITISH  
COLUMBIA

 **PACIFICA HOUSING**



**island health**



CAEH 2019

# HOUSING ACTION RESPONSE TEAM (HART)



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# The City of Victoria

- The City of Victoria is one of 13 municipalities that comprise the Capital Region, which has an overall population of 380,000 people;
- The population of the City of Victoria is 80,017 and occupies 19.68 sq km of which approx 3.39 sq km are public open spaces and parks;
- The vast majority of services, shelters and supported housing are found in Victoria;
- The 2016 PiT Count determined 192 persons were unsheltered and sleeping outdoors in Greater Victoria out of 1,387 persons experiencing homelessness.

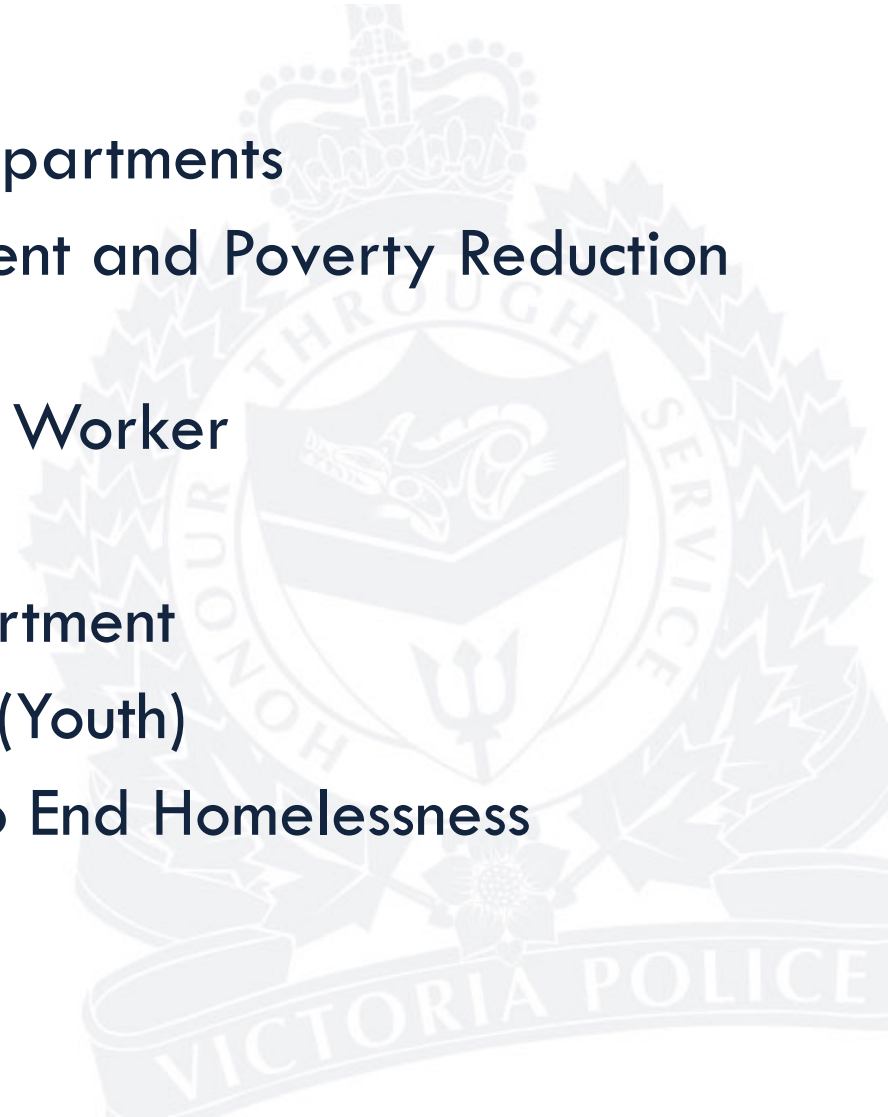
# 2017: A pilot project...

- Based on a 'Navigation Team' model seen in Seattle, Washington;
- Focus is unsheltered individuals;
- Assess the barriers to housing for each individual;
- Use collaborative approach



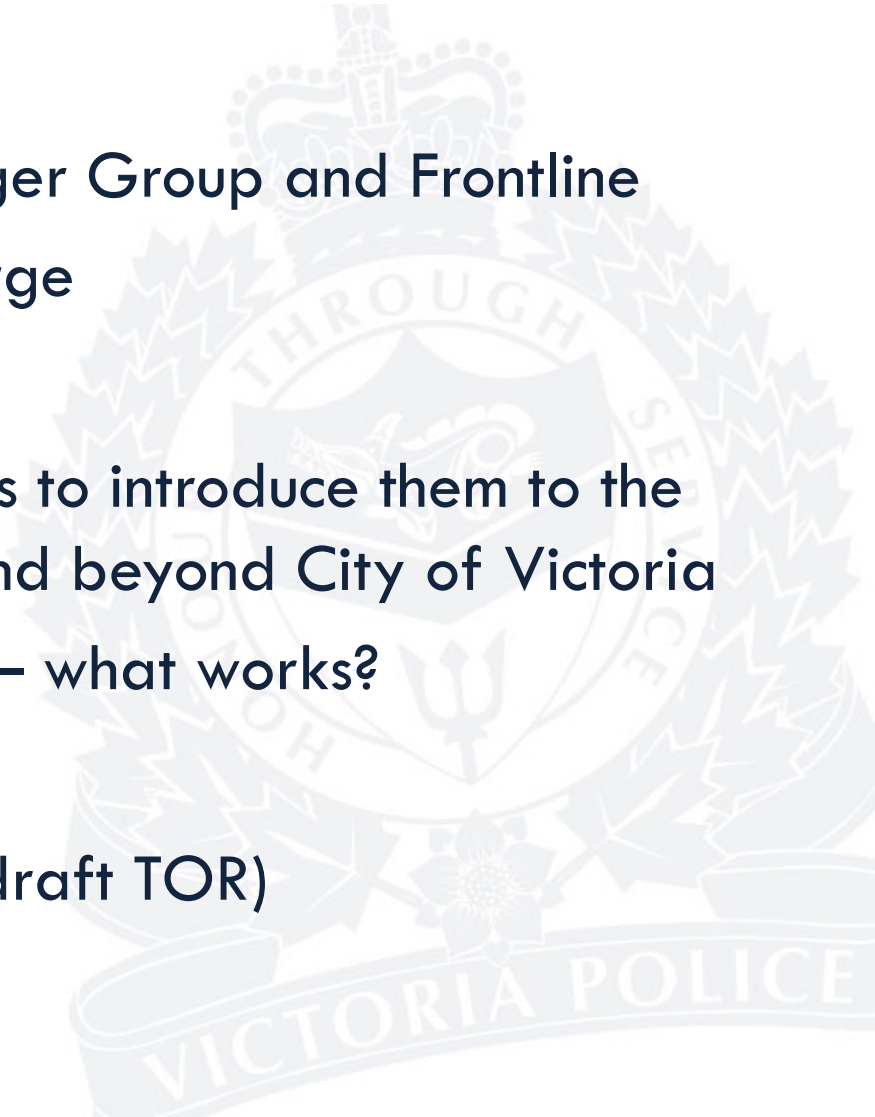
# Members

- BC Housing
- Victoria & Saanich Police Departments
- Ministry of Social Development and Poverty Reduction (Income Assistance)
- Pacifica Housing – Outreach Worker
- Island Health and MHSU
- City of Victoria Bylaw Department
- Beacon Community Services (Youth)
- Greater Victoria Coalition to End Homelessness (GVCEH)



# Timeline

- June 16<sup>th</sup>, 2017
  - ▣ Organized between Manager Group and Frontline
  - ▣ Eventually these groups merge
- December 2017
  - ▣ Met with other municipalities to introduce them to the concept of HART and expand beyond City of Victoria
  - ▣ Conducted 6 month review – what works?
- June 2018
  - ▣ No longer a pilot project! (draft TOR)



# Results

- Over 200 client engagements since we started;
- Relationship building and additional collaborations;
- Understanding;
- Evolved alongside Coordinated Access and Assessment (CAA)



# What Does it Look Like?





# Weekly Schedule

- **Tuesday** – City Bylaws/Vic PD determine outreach location
- **Wednesday** – HART attends outreach location at 0730hrs
  - ▣ Follow Up (SHR, VATs, viewings, wellness/check ins)
- **Fridays** – conference call @ 0900

**\*\*Night Outreach**



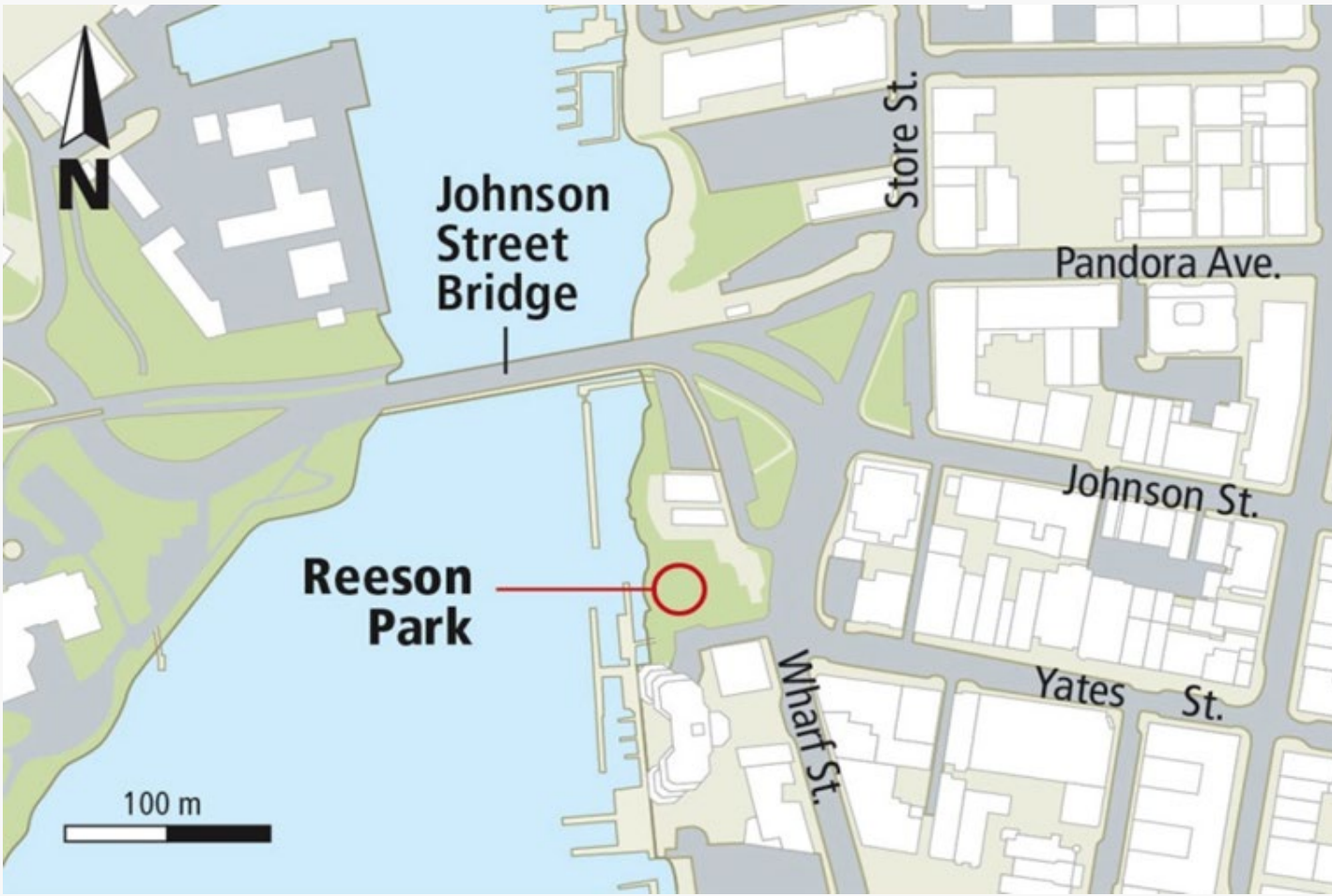
# Outreach Interactions

- Dialog focused on current client status, needs and barriers to housing:
  - ▣ Social assistance or other income
  - ▣ Prior housing
  - ▣ How long without shelter?
  - ▣ Housing application or other advocates working on your behalf
  - ▣ Vulnerability Assessment Tool (VAT)/Supportive Housing Registration Application (SHR)
  - ▣ Assertive Community Treatment (ACT) or other supports
  - ▣ Interest in housing/shelters and level of engagement
  - ▣ Follow ups/updates



# Case Study – Reeson Park

June 28<sup>th</sup>, 2017, 0730 hrs



# Reeson Park

- June 28<sup>th</sup>, 2017
  - ▣ 11 campers (and 2 dogs) co-located in the Park
  - ▣ High visibility, community impact, and vulnerability...but no vacancies

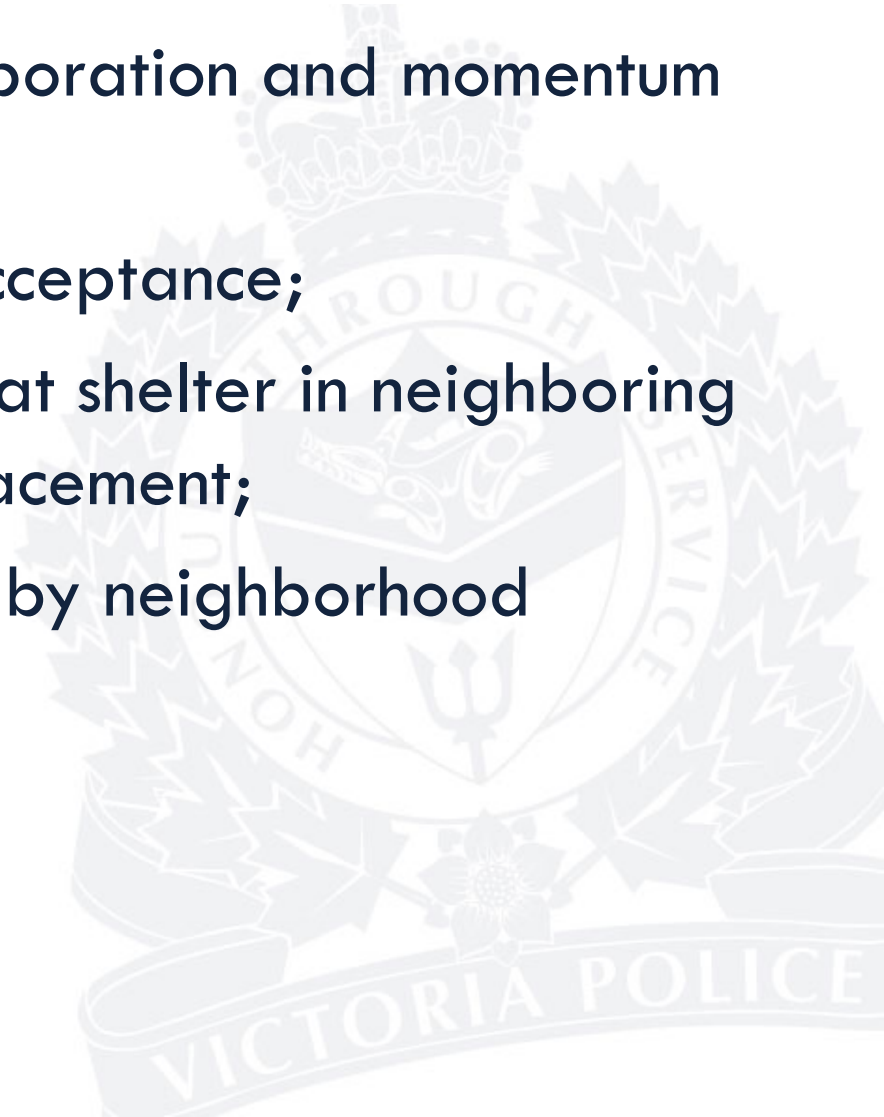


# Reeson Park Results

- The beginning of relationship building and our first vacancies;
- The campers were not simply displaced but rather sheltered or moved many people closer to service provisions;
- The practice of displacement is mainstream in most municipalities and simply does not solve the problem. It just spreads it around.

# Initial Successes

- Increased community collaboration and momentum resulted from this pilot;
- Widespread community acceptance;
- Resulted in locating space at shelter in neighboring community and our first placement;
- Further placements limited by neighborhood agreement

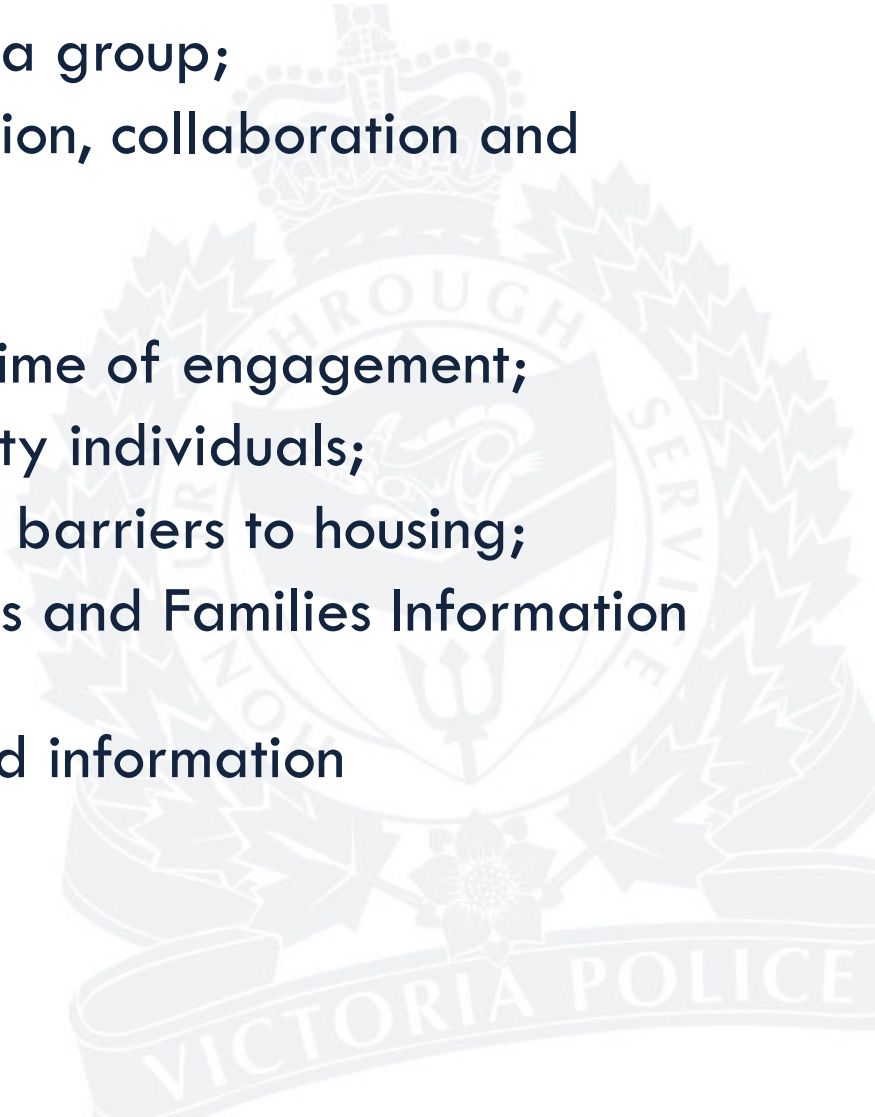


# HART Priority 10

- ❑ 10 beds were specifically allocated for HART at a low barrier, non time limited shelter;
- ❑ HART met to discuss the logistics & required resources to move our first clients;
- ❑ The shelter opened December 13<sup>th</sup>, 2017;
- ❑ Forced the Team to examine our “Top 10”/high vulnerability campers for placement;
- ❑ Criteria was community impact and vulnerability;
- ❑ List assessed weekly;
- ❑ Maintain dialog with shelter operators.

# Benefits of HART approach

- ❑ Conduct outreach safely within a group;
- ❑ Greater community communication, collaboration and understanding;
- ❑ Experiences inform practice;
- ❑ Start support processes at the time of engagement;
- ❑ Ability to place high vulnerability individuals;
- ❑ Individualized plans to address barriers to housing;
- ❑ Addition to Homeless Individuals and Families Information System (HIFIS);
- ❑ Inform's executive with first hand information





# LESSONS LEARNED

- ❑ VAT Distribution List
- ❑ Meet people where they are at
- ❑ Benefits to wrap around support services
- ❑ Dialogue around eviction practices and respite
- ❑ Vary Outreach times (eg. Night Outreach)
- ❑ Learn the language and operating environment
- ❑ Data collection (by Name List) in alignment with Federal funding direction
- ❑ Work with shelter and housing resources to allocate shelter beds to offer immediate shelter

# Case Study



# Case Study: Client Background

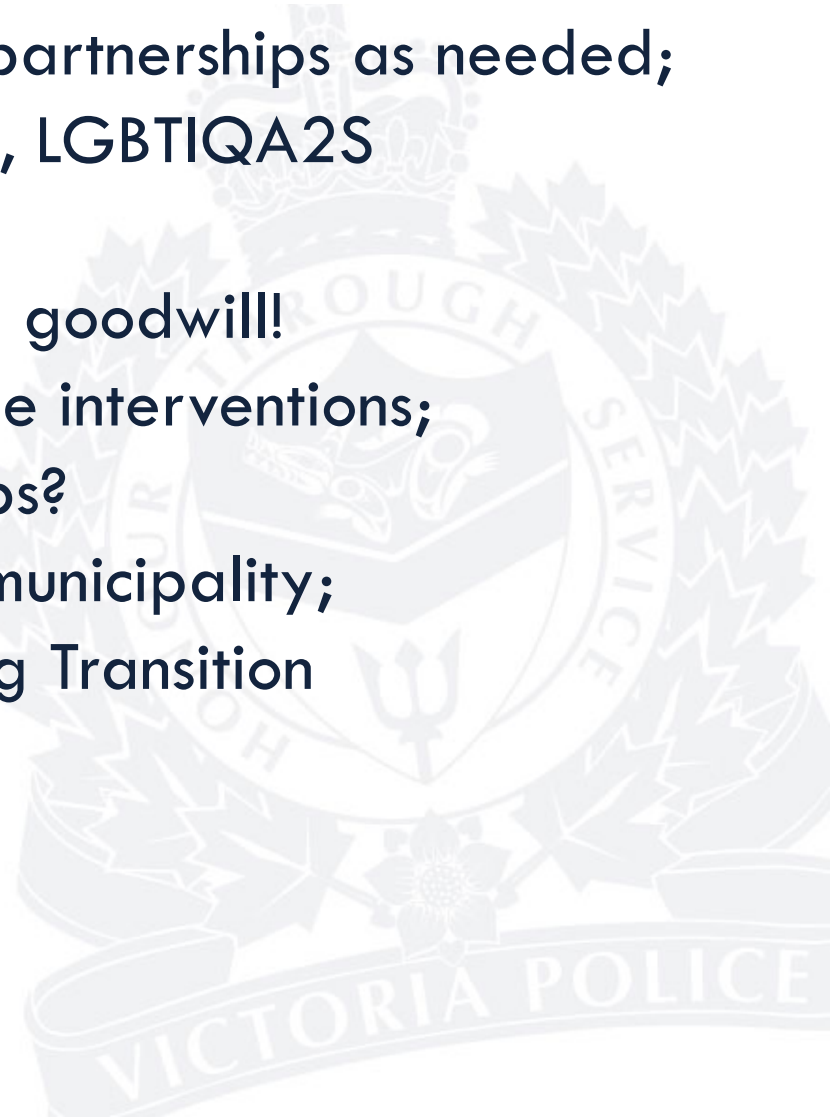
- Client previously housed in Supportive Housing
  - ▣ Operator inherited an extremely challenging tenancy out of our tent-city
  - ▣ Soured relationship with Island Health high substance use support team
- Evicted January 10th, 2017 to the street
- Accumulated 78 documented police contacts
  - ▣ Most files within the same high impact block in Victoria
- Identified as “Top 10 Priority” by Team

# Case Study: HART Outreach

- VAT completed (Supports assessed and considered);
- Placed April 17<sup>th</sup>, 2018 at a supportive housing site on a mutually agreed on 3 month Program Agreement (not RTA);
- Response Protocol drafted by Cst. Hand and entered into police database;
- Weekly check-ins with HART Outreach Worker and Cst. Hand for 3 months;
- After placement client has accumulated only 3 non-substantive police files and no criminal charges;
- Improved physical and mental health;
- Ability to deal with family estate.

# Next Steps

1. Expand support services and partnerships as needed;
  - Seniors, Youth, Indigenous, LGBTIQ2S
  - ~~Peer Support~~ (Complete!)
  - beware the tidal wave of goodwill!
2. Increase the range of available interventions;
  - public private partnerships?
3. Integrated approach in multi-municipality;
4. Tent City to Supportive Housing Transition
  - informed approach
5. Funding



# Conclusion

