

**Homelessness to RGI
with Enhanced Home
Help Supports**

Halton Region

Meet Your Presenters



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Halton Region at a Glance

Covers the City of Burlington and Towns of Halton Hills, Milton and Oakville.



With Toronto to the east, Hamilton to the west and Lake Ontario to the south, Halton is centrally located in the GTA.

Population – approx.
600,000

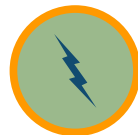




Homelessness in Halton



Space constraints within shelters required the use of hotel overflow, significant capacity concerns during COVID-19.



Second (Oakville) and seventh (Burlington) most expensive municipalities in the Country to rent.



Prior to COVID-19, no meaningful connection between homelessness and RGI/Community Housing.



By-Name List numbers rapidly increasing. Encampments increasing in intensity.

6 Months of Homelessness Data

INDIVIDUALS ACTIVE ON THE BY-NAME LIST



April

May

June

July

August

September

— Individuals Active on the By-Name List



Covid-19 Priority



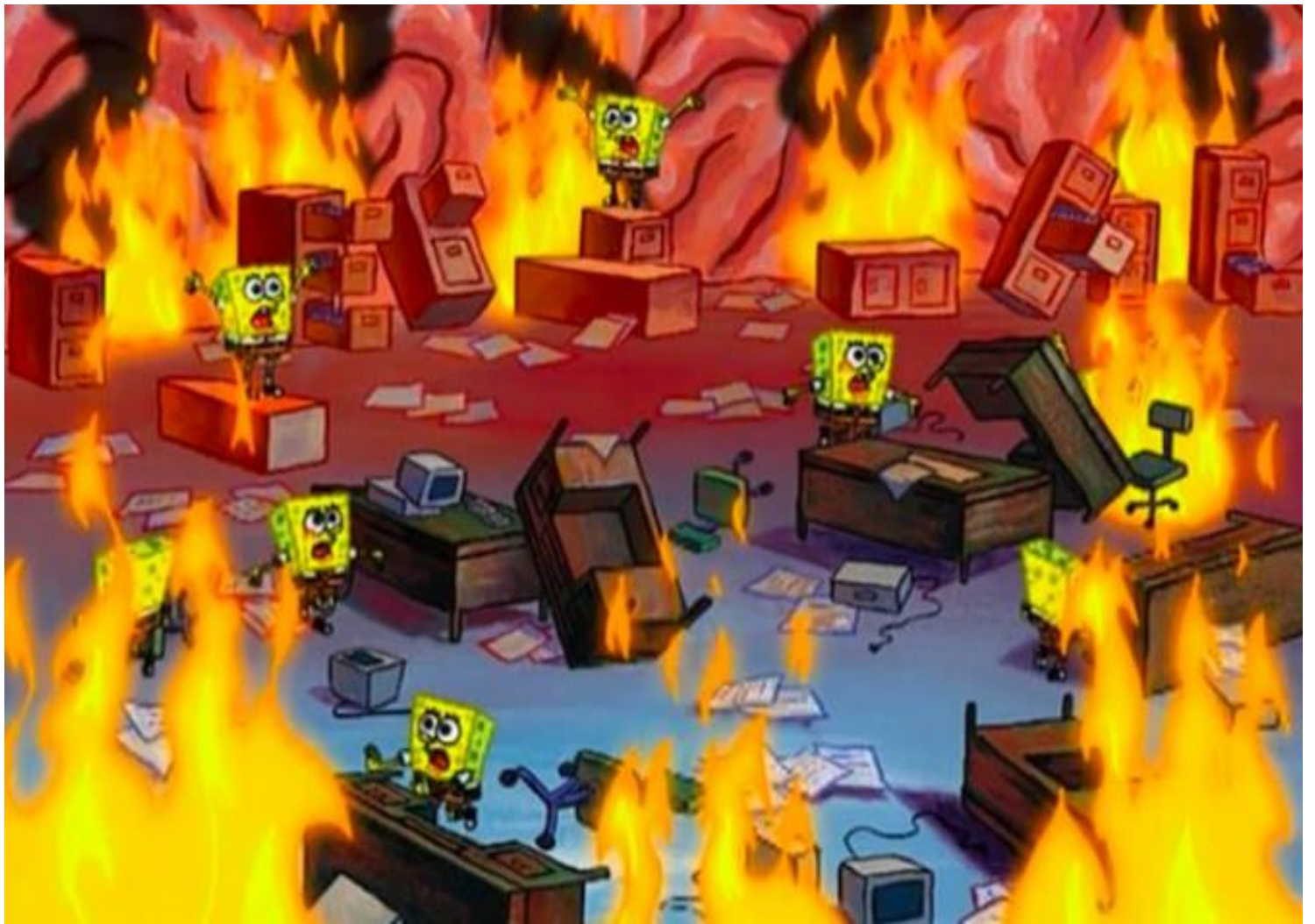
COVID-19 local priority was approved on a temporary basis to support clients move from homelessness, directly to RGI housing.



Case management was provided from a variety of community agencies with mixed results.

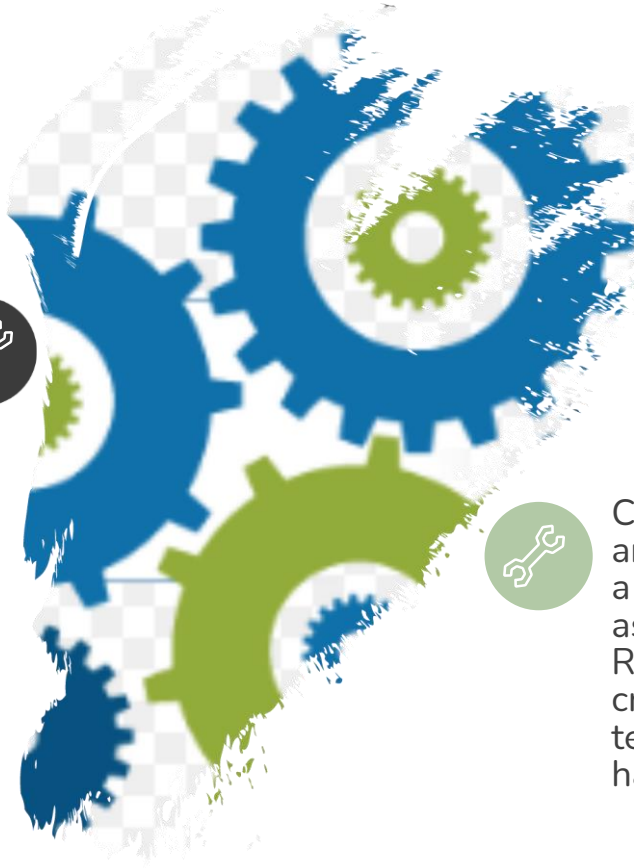


155 homeless households were provided RGI housing (2020-2022).



What did we do?

Rapidly responded
to all landlord
concerns



Created the
Enhanced Home
Support Program
(EHSP) to teach
clients basic life
skills to preserve
their tenancy



Continued wrap
around supports with
a wide breadth of
assistance types in
RGI housing. This is
critical for successful
tenancies (need to be
hands on)



Enhanced Home Support Program (EHSP)

Supports clients with the life skills required to maintain their housing



Enhanced Home Support Program Streams

	STREAM 1 (lower needs)	STREAM 2 (moderate-high need)	STREAM 3 (high-very high needs)
Typical Identifiers:	<ul style="list-style-type: none"> -Can begin EHSW with minimal prep -High probability of maintaining home independently after some help and establishing lifeskills -1-3 range on clutter scale 	<ul style="list-style-type: none"> -Requires extra prep time to begin EHSW supports -Moderate probability of successfully completing program and remaining somewhat independent with few additional ongoing resources -May have some cognitive or physical barriers -1-6 range on clutter scale (if in the higher range help with 1 good deep cleaning/junk removal may allow client to maintain environment) 	<ul style="list-style-type: none"> -<u>Requires significant prep time to begin EHSW supports</u> -Higher rate of recidivism and lower probability of client attaining life skills required to maintain home independently -Substantial supports required to maintain environment post-program -Several cognitive or physical barriers limiting success -<u>4+ on clutter scale - need for deep clean, junk removal, pest control and/or mould removal fixing of structure (at least 2 of the above)</u>
Typical Plan:	<ul style="list-style-type: none"> -PED for 3 months, but client probably will only <u>require 6 weeks</u> to successfully complete program -1 EHSW -<u>1.5hrs per week</u> 	<ul style="list-style-type: none"> -PED for <u>3 months</u> -1-2 EHSWs -<u>2 visits per week or one longer visit per week may aide in success</u> 	<ul style="list-style-type: none"> - PED for 3 months with potential needs for supports to be organized before discharge -1-2 EHSWs -2 visits per week or 1 longer to bring home to baseline

Enhanced Home Support Program

A case study- Steve

- Lived in a rooming house (history of precarious housing).
- Lost part-time employment during pandemic.
- Turned 65, living on a fixed income.
- Steve found himself in shelter during the pandemic.
- Steve received an offer of RGI housing through the COVID-19 temporary priority.
- Steve was quickly on the radar of the social housing landlord due to multiple factors, case management did not provide enough supports:
 - Cleanliness of unit
 - Falling behind in rent
 - At risk of losing subsidy due to missing paperwork for subsidy renewal, including filing taxes

Enhanced Home Support Program

A case study- Steve

Wrap around supports were brought to Steve in the form of **Enhanced Home Help Supports**.

- Assistance cleaning apartment and creating healthy habits.
- Support to connect with Service Canada for support with taxes.
- Assistance to receive Care-a Van services to prevent isolation.
- Learning how to put in a maintenance request to the landlord so that issues did not pile up.
- Finances, budgeting and organization i.e. lifeskills.

What's the Difference?

ICM VS Enhanced Home Support

Case Management

Longer term supports

Work heavily focused on connecting with the clients care circle to fully supports all needs i.e. mental health, addictions, health etc.

Liaise with landlords and other partners, attend care conferences

Enhanced Home Support

Time limited supports

Work is mostly 1:1 with client

Complimentary to case management, considered an ancillary support

Heavy focus on lifeskills development, setting clients up for success

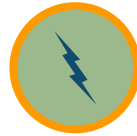
Frequent visits, hands on



Then what happened?



Calls regarding tenancy concerns drastically decreased.



The Covid-19 Priority was sunset.



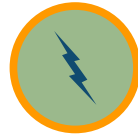
A Homeless Priority Review was conducted.



Homeless Priority Review



Permanent changes to better meet the needs of residents recommended to Council.



Existing Homelessness Priority (1 in 10) to be replaced with a Coordinated Access Priority (1 in 5).

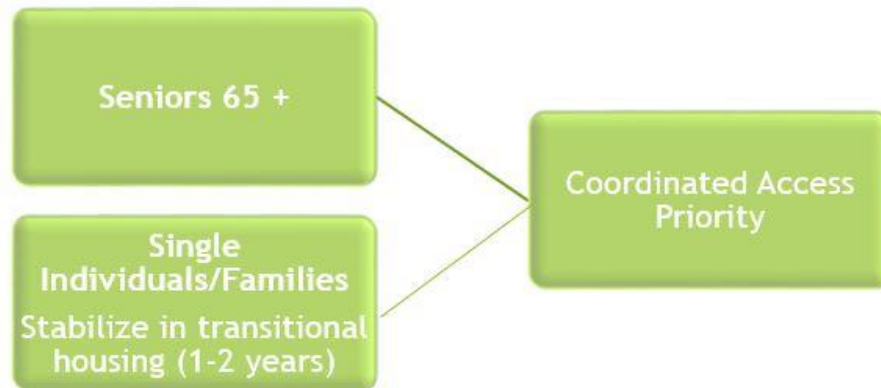


Existing policies/procedures developed during COVID-19 outlining how community agencies support these tenancies in Community Housing will be continued, funding to support initiatives to remain intact.

****NEW****

Coordinated Access Priority

- Form of second stage permanent housing for individuals, families and seniors
- Case management and EHSP is an automatic referral to support clients upfront moving into RGI settings
- 25 approved in 2023 (launched in Q2)



Coordinated Access Priority Steps



Coordinated
Access
Priority
Application

Application
Submission
& Review

RGI Offer

Wrap
Around
Supports



THANK YOU

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