

# Innovative Solutions in Ending Rural and Small Town Homelessness

Chatham-Kent's  
Homeless Response Line and  
Collaborative Partnerships

Canadian Alliance on Ending  
Homelessness National Conference 2017

# Welcome to Chatham-Kent

- The Municipality of Chatham-Kent is a single tier urban-rural municipality in Southwestern Ontario with a population of approximately 104,000 residents.
- Chatham-Kent (CK) encompasses 23 former communities in a 2500 square km area - making it the second largest municipality in Ontario by geographic area.



# Starting Point: Rural Challenges in Resolving Homelessness

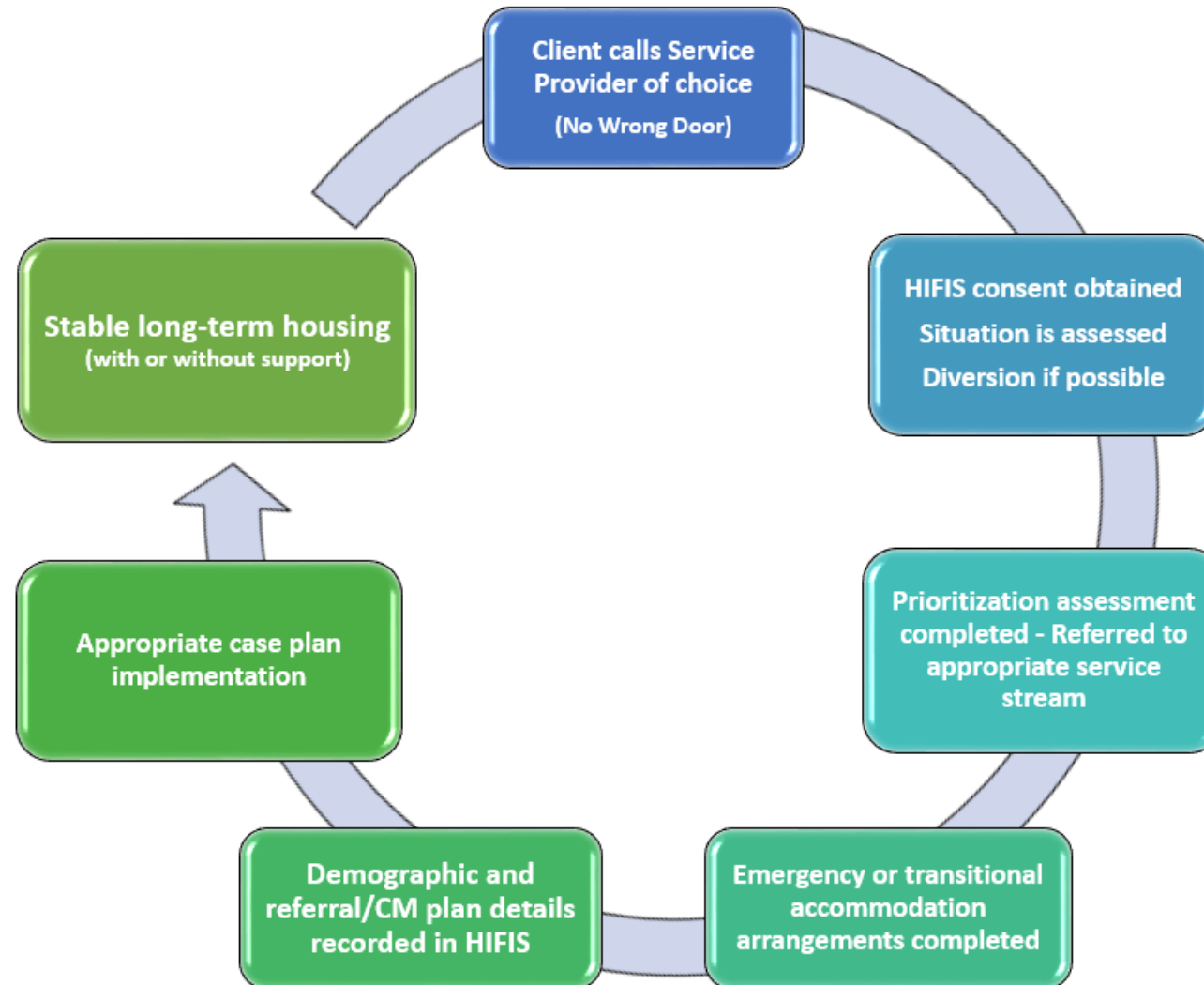
- The Chatham-Kent rural/urban mix and large geographical region presented service provision challenges
- A lack of emergency shelter options throughout Chatham-Kent (no shelters, except 1 VAW); most homelessness service providers relied on local motels in urban Chatham for emergency accommodation provision
- Limited available funding for programming
- The vast geography of Chatham-Kent posed problems for transportation for low income individuals to access motels for emergency accommodation
- Lack of a streamlined, coordinated community response to "after-hour" emergency accommodation provision or follow up support service

# Chatham-Kent's Homeless Serving System



# Coordinated Intake Pathway

## Homeless or Shelter Insecurity Pathway



# What is The Homeless Response Line

- One dedicated phone line answered from 4:30pm to 8:30am daily and 24 hours per on weekends and holidays
- Consistent screening of clients seeking emergency shelter, with diversion to alternate temporary housing if appropriate
- If alternate housing cannot be accessed, arrangements are made to house temporarily (with local participating motels) until rapid re-housing supports and services can be accessed
- Transportation arrangements made if necessary
- Immediate referrals to rapid re-housing and individualized shelter security services and supports



# The Homeless Response Line

## Chatham-Kent Homeless Response Line

519.354.6628



Homeless? No place to sleep tonight?  
For after-hours help call 519.354.6628

Callers will be:

- \* directed to safe temporary housing with family/friends; or
- \* referred to local emergency accommodations

Monday - Friday 4:30pm-8:30am

Weekends & holidays 24hrs/day

## Chatham-Kent Homeless Response Line

519.354.6628



The Homeless Response Line reflects CK Housing & Homelessness Plan priorities including:

- \* Access to local emergency shelter within a "Housing First" Framework
- \* Consistent screening and diversion protocols to temporary and safe alternative accommodation
- \* Improved coordination of referrals and services

For help with housing emergencies during regular business hours please contact  
The Salvation Army at 519.354.1430 or  
Employment & Social Services at 519.351.8573

[www.chatham-kent.ca/ess](http://www.chatham-kent.ca/ess)

Proud Partner  
**Chatham-Kent**  
*Cultivating Growth, Shore to Shore*

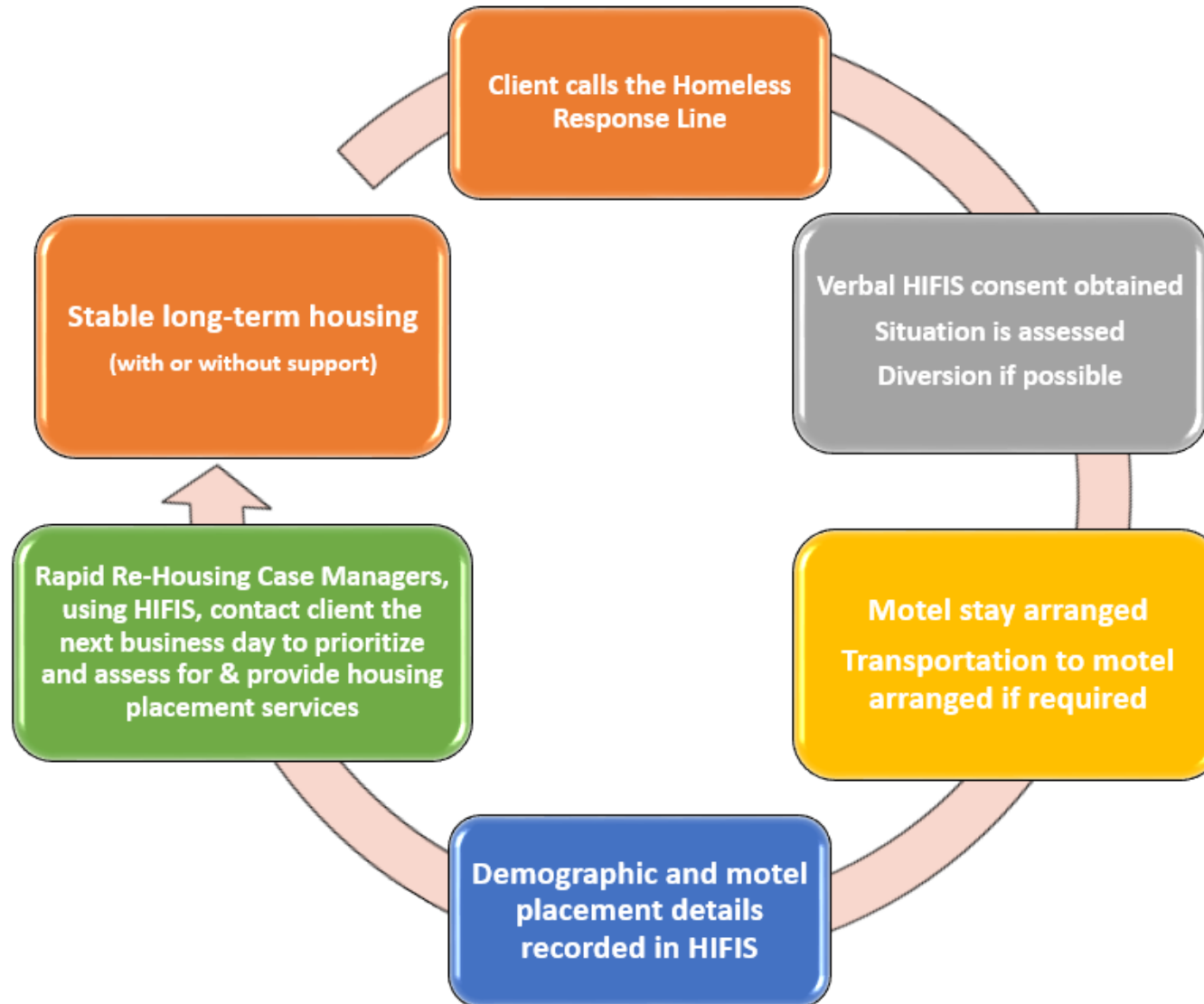
# Benefits of the Homeless Response Line

- Access to local emergency shelter within a “**Housing First**” framework
- A **single publicized point of contact** for after-hours and weekend emergency housing
- Consistent **screening and diversion** protocols to temporary and safe alternative accommodation
- Connects people immediately to **rapid re-housing support** services to find long-term housing solutions
- Improved **service coordination** for people experiencing homelessness
- **Coordinated entry** into the homelessness serving system
- Centralized and **consistent data capture** and information sharing among homelessness system service providers (using HIFIS)
- **Cost effective** - Supported using existing resources and community partnerships, with minimal additional expenses

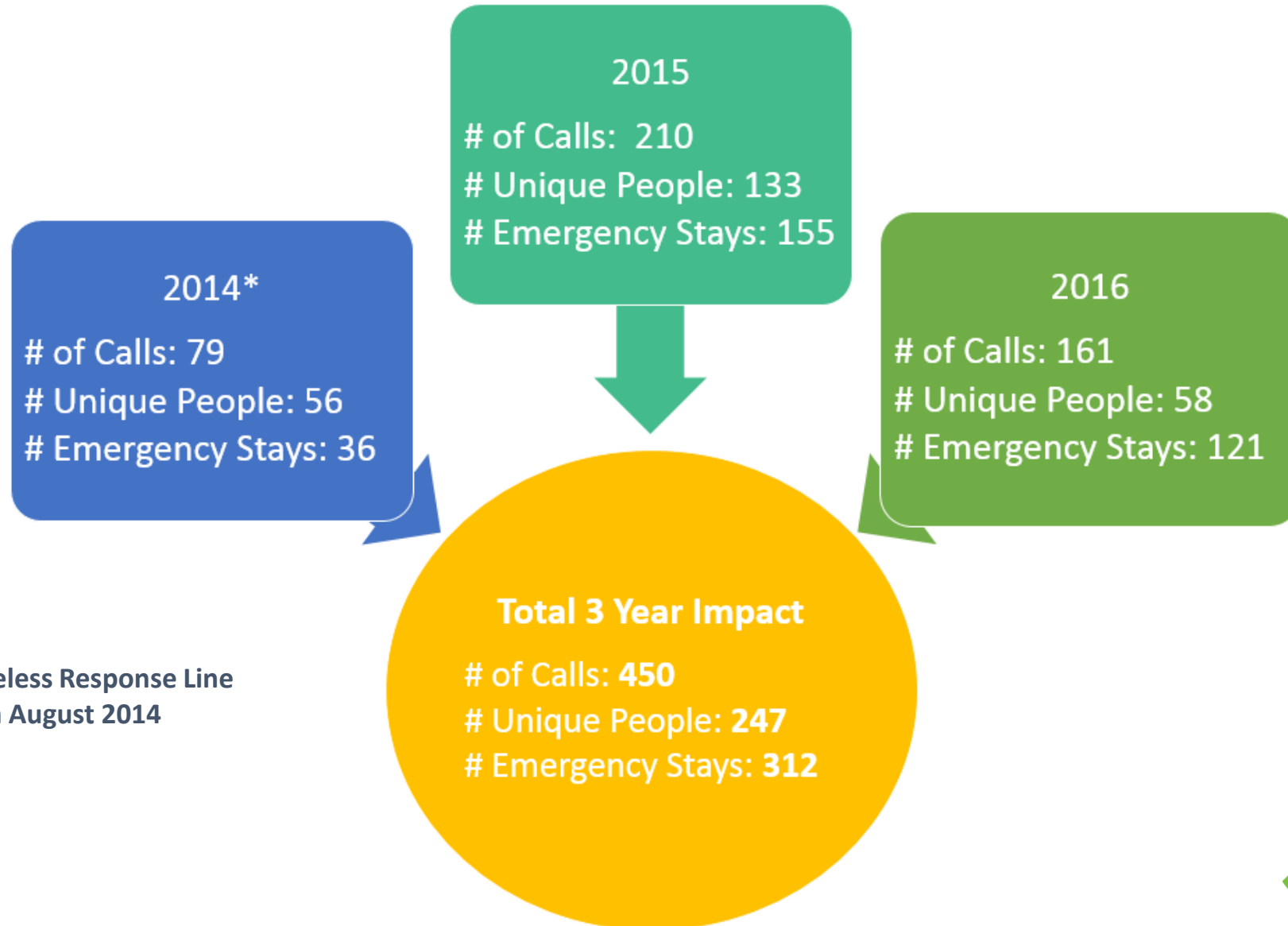


# Homeless Response Line Intake Pathway

## After Hours Homeless Emergency Pathway



# Impact of the Homeless Response Line



\* The Homeless Response Line launched in August 2014

# Emergency Accommodation Use

Frçais Homeless Response Line joshm

 **HIFIS**  
Homeless Individuals and Families Information System

Client Search

Front Desk ▾ Help ▾ My Account ▾

## Book In - Bed Selection

### Change Your View

Small Icons


Large Icons






















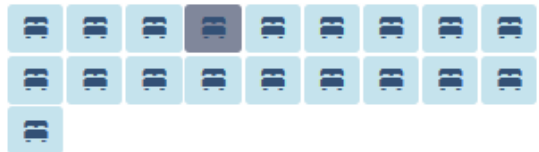
[← Back](#)

[Save](#)


[× Cancel](#)

[Refresh Occupancy](#)

 Myers, Josh  
(1986-12-12)

<b>Saxony</b>  	<b>Super 8</b>  	<b>Kent Motel</b>  	<b>Flamingo Motel</b>  
<b>Chatham Motel</b>  	<b>Colonial Motel</b>  	<b>Traveller Inn</b>  	<b>Sam's Motel</b>  
<b>Howard Johnson</b>  	<b>Queen's Motel</b>  	<b>CKWC</b>  	


# Rapid Re-Housing Response

**HIFIS**  
Homeless Individuals and Families Information System

Client Search

Front Desk ▾ Communications ▾ Help ▾ My Account ▾

Client Information ▾  
Client Management ▾



**Anonymous Anonymous**

File Number	
Current Stay	Not Booked In
Gender	Male
Date of Birth	1900-01-01 (117)
Family	No

### Client - Admission List

Booked In Reservations

Showing 1 to 3 of 3 entries | Show  entries


Service Provider	In : Out	Reason for Service	Room : Bed	Action
Homeless Response Line	2017-07-27 : 2017-07-28	Other	Sam's Motel : Bed1	
Homeless Response Line	2017-07-18 : 2017-07-24	Housing - Eviction by Landlord	Howard Johnson : Bed1	
Homeless Response Line	2017-04-25 : 2017-04-25	Financial - Crisis	Traveller Inn : Bed1	

1

# Homeless Response Line Outcome Tracking

### Client - Edit Stay

Programs ? i



Anonymous Anonymous

File Number	
Current Stay	Not Booked In
Gender	Male
Date of Birth	1900-01-01 (117)
Family	No

**Client Name** Anonymous, Anonymou

**Start Date and Time** 2017-07-18 8:47 AM ★

**Book Out Date and Time** 2017-07-24 7:53 AM ★

**Expected Book Out Date**

**Reason for Service** Housing - Eviction by Landlord ★

**Reason for Discharge** Admitted to Hospital - Medical ★

**Program**

**Referred from**

**Referred to**

**Referred by**

**Late Pass Time**

**Wake Up Time**

**Intoxicated** No

# Homeless Response Line Outcome Tracking

The screenshot displays the HIFIS (Homeless Individuals and Families Information System) interface. At the top, there is a navigation bar with the HIFIS logo and name, a search bar labeled 'Client Search', and menu items for 'Front Desk', 'Communications', 'Help', and 'My Account'. The main content area is titled 'Admissions' and features three tabs: 'Booked In', 'Reservations', and 'Bed Availability' (which is currently selected). Below the tabs, the interface shows 'Showing 1 to 2 of 2 entries' with a 'Show 10 entries' dropdown and a 'Filter items' search box. A table with two rows of data is displayed, with columns for 'Service Provider', 'Occupancy Rate', 'Available Beds', 'Beds', 'Reservations', and 'Action'. A 'Refresh' button is located at the bottom left, and a page indicator '1' is at the bottom right.

Service Provider	Occupancy Rate	Available Beds	Beds	Reservations	Action
Chatham-Kent	0%	19	19	0	
Homeless Response Line	5%	65	69	0	

# Homeless Response Line: Ongoing Challenges

- Partnerships require ongoing work and commitment
- Communication – the key to success
- Community education must be ongoing
- Continuing Motel engagement and participation is vital
- Ongoing front line staff training: support and capacity challenges

# Homeless Response Line: Ongoing Rewards

- Providing an easy to access, consistent and cost effective emergency housing solution outside the usual “shelter” system response
- Enables users immediate access to rapid rehousing supports and is ending the individual homelessness cycle faster than traditional responses
- Providing ongoing service system efficiencies (coordinated access/streamlined service/statistics)
- Helping us identify problems, gaps and bottlenecks in emergency housing access and service provision
- The introduction of HIFIS 4 is reducing service duplication, has enhanced data sharing, as well as, the work and time required for data management and program reporting





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