

More than Four Walls and a Roof: Ensuring Adequate Housing

**The role of Standardization and Quality Assurance in
Realizing the Right to Housing**

Noora Badr (she/her)

November 02, 2022


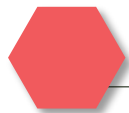
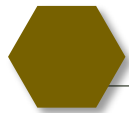
Canadian Alliance to End Homelessness Conference

— Land Acknowledgement

I would like to begin by acknowledging that I work and live on Treaty 6 Territory, the traditional and ancestral lands of many First Nation, Métis and Inuit people. We are happy to be here today as guests on the treaty lands and territory of the Wendat, the Anishnaabeg, Haudenosaunee, Métis, and Mississaugas of the Credit First Nation, and I pay tribute to their legacy and the legacy of all First Peoples of Canada, as we strengthen ties with the communities we serve and build the future through learning and cooperation. I acknowledge that we are all treaty people and accept my responsibility to honour all our relations.

Supportive Housing

— Today's Focus

-  Homeward Trust and Supportive Housing – The role of a System Planner.
-  How Standardization Realizes Human Rights.
-  The role of Quality Assurance in Defining, Measuring and Implementing Human Rights in Supportive Housing.

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Homeward Trust Edmonton

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Homelessness isn't only a housing problem, but it is *always* a housing problem.

– Hulchanski

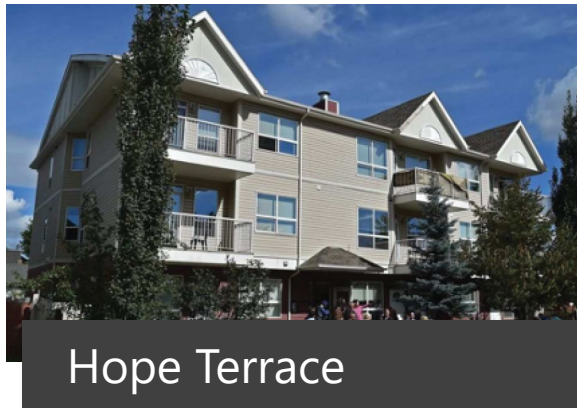


Supportive Housing



- Housing, with onsite Supports
- Lease/Agreement – Affordable/Subsidized
- NOT a shelter, drop-in, halfway house, bridge housing, or any other type of temporary accommodation.

Approaches to Supportive Housing



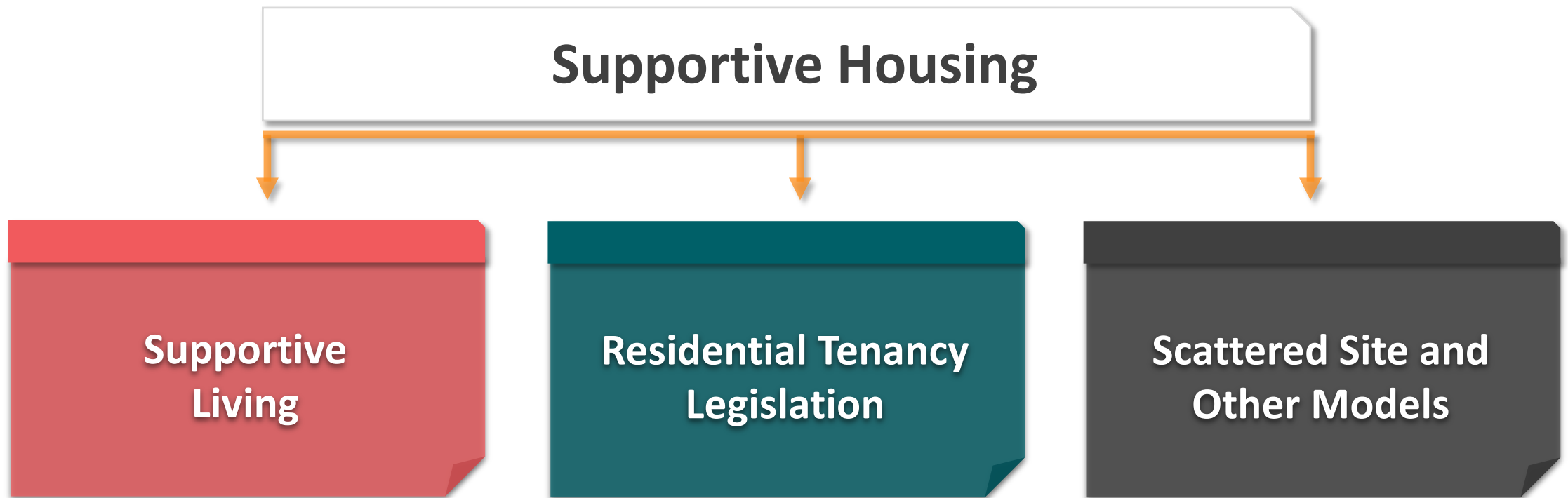
- Full range of approaches including:
 - Head Leasing
 - Capital Supports
 - Purchase & renovate
 - New/purpose built
- Effort to blend into the neighborhood in scale and design
- Common areas vary significantly by model/level of support

Who lives in Supportive Housing?



- Homelessness – Ending.
- Often experiencing struggles with physical or mental illness, substance use and/or trauma.
- Requiring onsite supports to live independently.

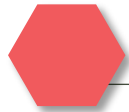
Supportive Housing – A System within Systems ...



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Supportive Housing as a Human Right

“

Everyone has the right to a standard of living adequate for the health and well-being of [them]self and of [their] family, including food, clothing, housing, medical care and necessary social services ...

- Article 25, Universal Declaration of Human Rights

[National Right to Housing Network](#)

Supportive Housing

Supportive Housing's main goal: provide individuals with the skills they need to maintain housing.

SAMHSA's Working Definition of Recovery:

*“A process of change through which individuals improve their health and wellness, live a self-directed life, and strive to reach their full potential.
This is a time-unlimited intervention.”*

Supportive Housing Standards Key Context



Housing First is the Foundation

— Housing First Principles

1. Immediate Access
2. Participant Choice & Self-determination
3. Recovery Orientation
4. Individualised and Participant-driven
5. Community Integration



NOT Re-creating a Wheel ...



— Housing First Service Manual

— Operator Interviews

— Indigenous Wholistic Worldview

Supportive Housing Standards - Resources

1. **Evidence-Based Practice (EBP) Toolkit** – *Substance Abuse & Mental Health Services Association (SAMHSA) – USA*
2. **Dimension of Quality Supportive Housing Guidebook** – *Centre for Supportive Housing (CSH) – USA*
3. **Supportive Housing Quality Toolkit** – *Centre for Supportive Housing (CSH) – USA*
4. **The Seven Dimensions of Quality for Supportive Housing** – *CSH & Supportive Housing Providers Association (Illinois) – USA*
5. **Ontario Supportive Housing Best Practice Guide** – *Ministry of Municipal Affairs & Housing - Ontario*
6. **Supportive Housing Recommendations for the Provision of Support Services** – *Addiction & Mental Health Ontario*
7. **Permanent Supportive Housing: Essential for Ending Homelessness** – *Homeward Trust Edmonton & CSH Representatives*



Input from People with Lived Experience

Lived Experience Committees

- Separate Youth and Adult Tables
- Meet monthly

Engagement Guidelines

- Define desired outcomes of engagement
- Commit to reporting back
- Managing Expectations
- Trauma informed approach

- Share Draft
- Present Overview
- Implement Feedback
- Engage annually when updates are completed

Feedback Received

- Community planning and engagement
- Reviewing what works
- Taking risks and learning



Supportive Housing Standards



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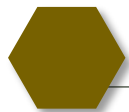
1. Program Model
2. Administration
3. Location, Site & Building Design
4. Property Management
5. Accessing & Exiting
6. Community Engagement
7. Support Services
8. Evaluation and Reporting

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Quality Assurance Outcomes

Definition:

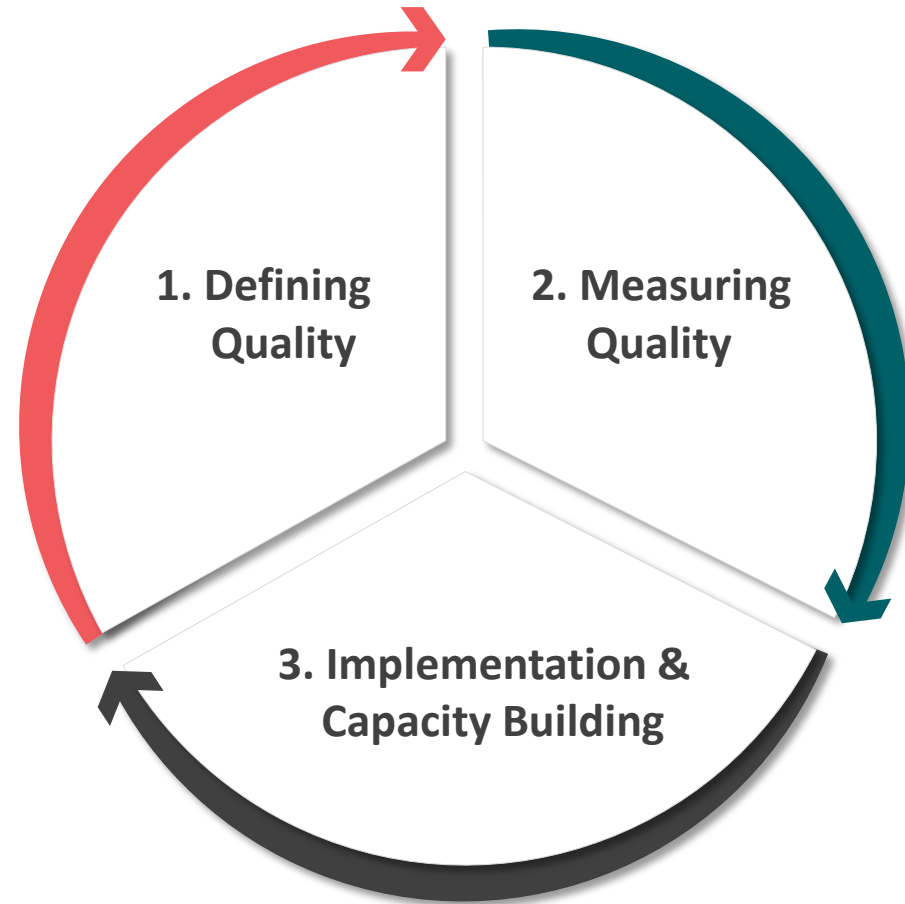
Maintenance of a defined set of standards that are applied to the System of Supportive Housing.

Outcomes:


1. System Operators uphold and maintain excellence.
2. Individuals are served effectively.
3. The system continues to operate with social license in the community.



Quality Assurance System in Place



The Interconnected System



1. Defining Quality

Defining Quality

Contracts

- *System Planner*
- *Contracted Agencies*
- *Standards*

Standards

- *HF Service Manual*
- *Eight defined sections*

Insight of the People

- *PWLE*
- *Community Advisory Board*
- *SH Operators*



The Interconnected System



Measuring Quality

Reporting

- *Information Transfer*

Evaluation

- *Self-Checks*
- *Quarterly Monitoring*
- *Annual Performance Eval*

Ongoing Performance Improvement

- *Concerns are handled immediately*

Procurement

- *Rigorous processes*
- *Affiliated providers*



The Interconnected System

Implementation and Capacity Building

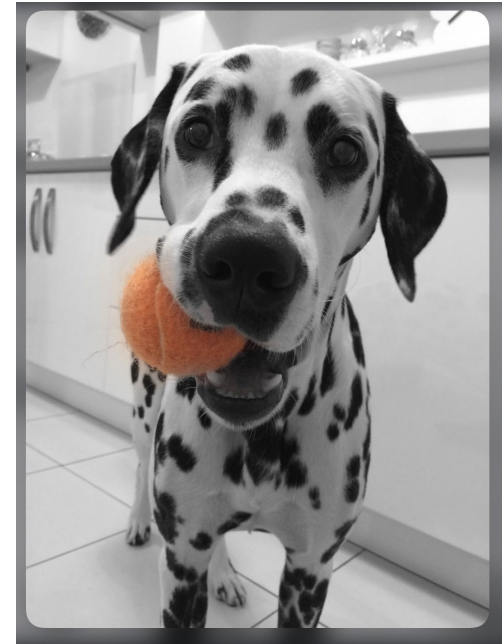
Ongoing Updates and Amendments

- *Supporting and evolving*
- *Best practices*
- *Innovation*

Capacity Building

- *Onboarding*
- *Identified Knowledge Gaps Filled*

3. Implementation & Capacity Building



Standardized, yet Innovative



Questions?



Dalmatian puppies playing with a tennis ball. Source:

Thank You!

— Noora Badr

Manager, Supportive Housing

Homeward Trust

nbadr@homewardtrust.ca

780-915-2714

homewardtrust.ca | [@homewardtrust](https://www.instagram.com/homewardtrust)

