

# Reducing Displacement and Supporting Rough Sleepers towards Stability

By Calgary Alpha House Society

HOPE. SERVICE. WELL-BEING

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# Alpha House Society

Established 1981 in Calgary, Alberta, Canada

## Our Mission

To provide safe and caring environments for individuals whose lives have been impacted by alcohol and other drug dependencies

# Our Programs

## Shelter

24/7 immediate, safe  
shelter

Showers

Laundry

Food service

## Detox

Medically supported  
withdrawal  
management

Residential services

## Housing

Place based

Community

## Outreach

DOAP Team

Encampment  
Team

Needle  
Response Team

# Encampment Program

\*established and launched in 2009



## Project intention:

*To support individuals experiencing chronic homelessness who rough sleep*

- Work closely with our City partnerships (Calgary Bylaw) who are highly knowledgeable about location of encampments in the city and high-traffic camp areas
- Increase public safety, and provide greater outcomes by reducing displacement for individuals experiencing homelessness

# Program objectives



## 1. Improving crisis triage

- Goal: immediate safety, better responses times, public call response

## 2. Integrated case management

- Goal: meaningful relationships based on trust, proactive engagement

## 3. Non-emergency support by outreach services

- Goal: better availability of support services by social service agencies where individuals need them, better connection to social support for those sleeping rough

# Program Participant Target

Individuals and couples rough sleeping / experiencing homelessness

- Adults  
Individuals who have no dependents in their care
- Youth  
Unaccompanied youth ages 13-24 years

# Referral Process

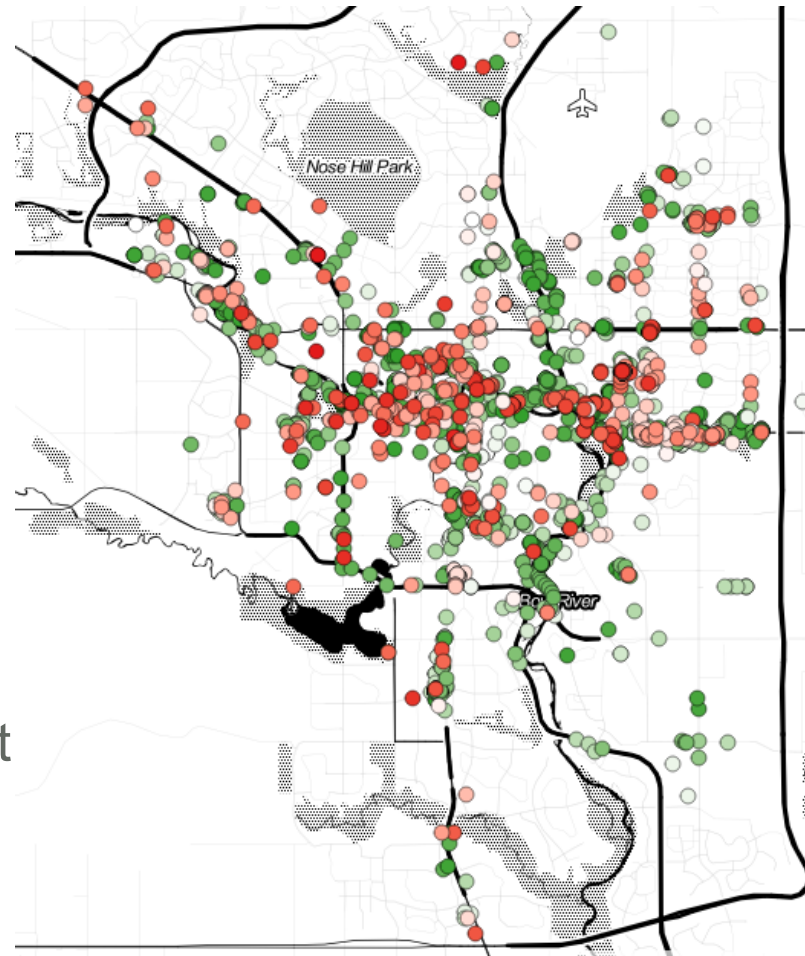
- Goal: low barrier access to ensure ease of information transfer and quick response
- Designed to receive referrals by
  - concerned citizens
  - Calgary Police Services
  - Calgary Fire Department
  - EMS
  - Calgary 211 (provincial helpline)
  - Partner agencies

# Data Snapshot

## Geographic Information System

### Tracking data collection

- Severe winter conditions
- Emergency planning
- Welfare checks
- Flood areas
- Camp maintenance / clean up / closing active camps
- Tracking reduction in displacement





# Program Activities

- **Proactive weather response and high-risk behavior minimization**
  - Survival supplies and basic needs
- **Client care**
  - Welfare checks • Options for mobile sheltering • Reduce displacement
- **Intensive case management**
  - Housing intake forms • Housing placement collateral • Inter-agency connection
- **Response to community concerns**
  - Camp clean up • Needle debris



Emily

Delors

Debie



ALPHAHOUSE  
ENCAMPMENT  
TEAM



# Outreach Case Management

## Case Management Interventions

- Connecting to Shelter programs / mobile shelter options
- Coordinated Access and Assessment committee
  - Complete Housing assessments (Needs and Services Questionnaire)
  - Transport clients to program intakes and assessments
  - Treatment/ Recovery coordination and programming options (referral and connection)
  - Family reconnection
  - Identification and funding applications
  - Diversion supports
- Education on risk minimization in camps
  - Fire prevention and collaboration with CFD Health care supports on site or by referral
  - Needle debris education and disposal



## Case Management Interventions cont.

- High Risks behaviors
  - Safety planning, hoarding and fire prevention, and harm reduction supports
  - Basic needs programs - hot drinks, warm clothing, survival supplies

**Outreach programs rely on donations and grants to support individuals with basic necessities for safety when rough sleeping**



## Case Management Interventions cont.

- Justice supports
  - Transport to legal obligations
  - Access to bus tickets and passes
  - Legal guidance assistance
- Access medical support:
  - COVID-19 assessments and testing
- Mental health on site
  - Mobile technology offers access at encampment
  - Transport to appointments
  - Nursing staff attending sites





**Community engagement  
+  
Public education  
=  
Reduction in displacement**

- Community engagement promotes safer communities and neighborhoods
- Ongoing open dialog promotes change



# For the Community

## Engagement

- Local business check ins
- Community Assoc meetings
- Door knocking
- “Who to call” info sheets
- Vulnerable persons training
- Community access to resources

## Why does it matter?

- Opens dialog for building a community of understanding
- Manage concerns effectively- NMYBI views
- Relying on donations for program supplies
- Building partnerships for bridging gaps in the system

# For the Client

## Engagement

- Bylaw partnership
- Reducing duplicated services
- Local business check ins
- Community access to resources:  
\*211 & 311

## Why does it matter?

- Opens dialog
- Manage concerns by breaking stigma
- Building community of understanding- building healthy community integration
- Funding
- Reducing Justice involvement



## June 2021: PAL/ Encampment Project was launch

5 additional Encampment team members paired with 5 Calgary Bylaw officers  
Providing real time response outreach supports to the folks sleeping rough in the encampments surrounding our city's communities

### The Project Intention:

A Purposeful collaboration between City Services and Alpha House to offer options to unhoused and vulnerable individuals.

Supported by Community and Safety Investment Framework Initiative



# Ultimate Goal

**safety**

**wellbeing**

**security**

