

Solving Homelessness in London, Ontario

CAEH Hamilton

November 5, 2018

Homeless Prevention System Implementation Plan for London

The Vision

The City of London's Homeless Prevention System is a coordinated and integrated individual and family centred housing stability approach that is outcome focused and designed to address, reduce and prevent homelessness in London.

Principles Homeless Prevention System

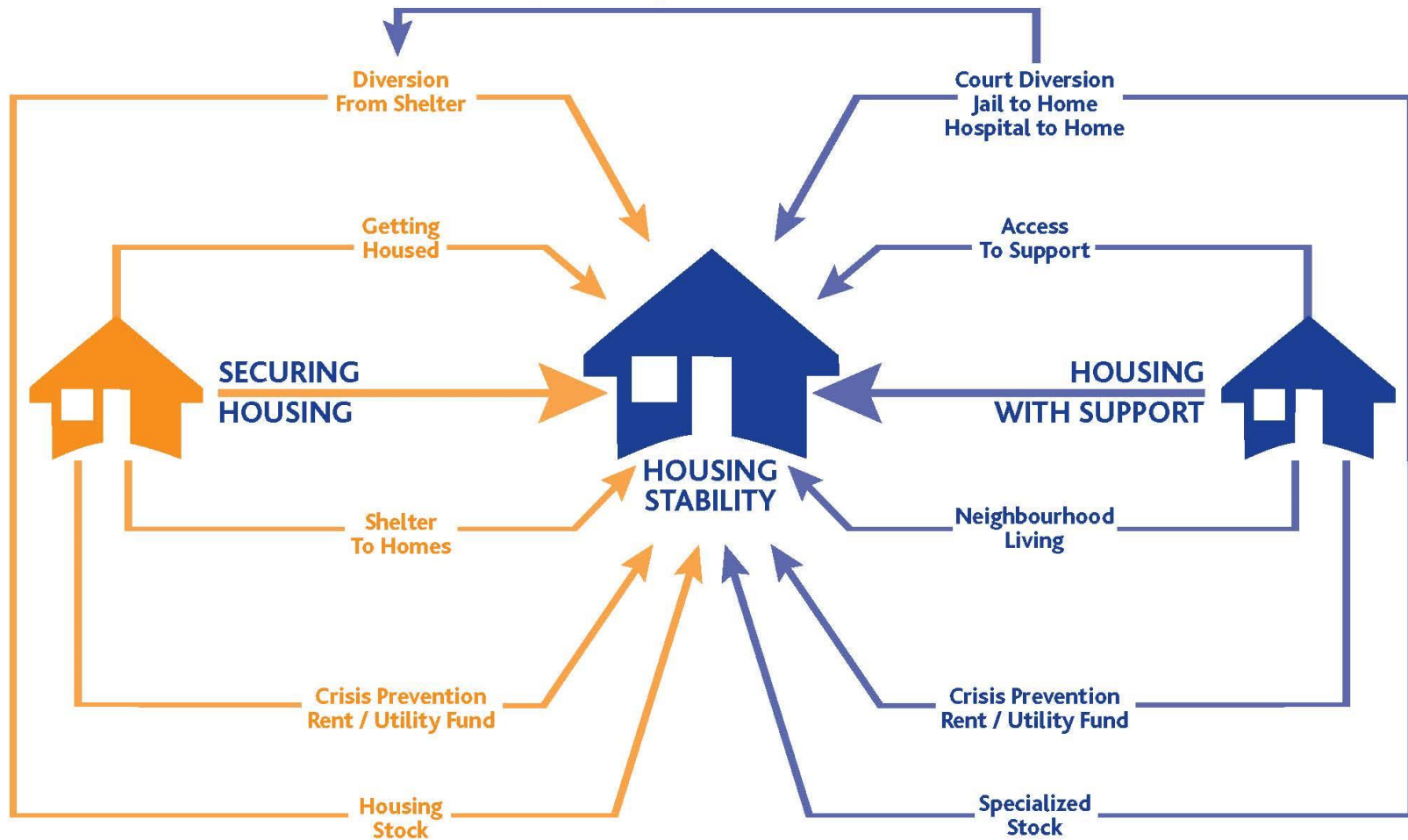
- Homelessness is a Solvable Problem**
- Housing First or Housing with Support Approach**
- Individuals and Family Centred**
- A Harm Reduction Approach**
- Community Engaged**
- Partnership Based**
- London Driven**
- Neighbourhood Based**
- Inclusive**
- Fiscally Responsible**
- Outcome Focused**

Outcomes

Two primary outcomes guide the efforts and form the basis for the indicators of success

- Individuals and families experiencing homelessness obtain and retain housing.
- Individuals and families at risk of homelessness remain housed.

The Homeless Prevention System for London



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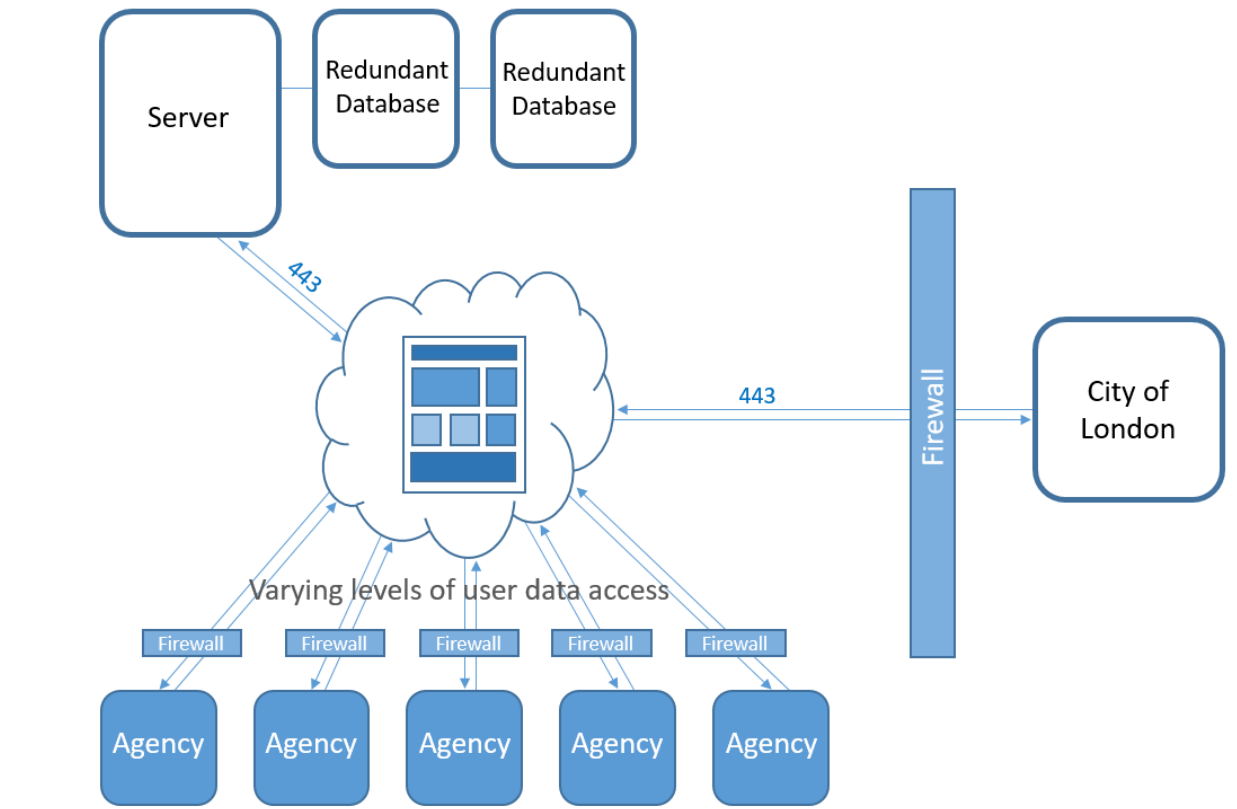
May 2013

How the Homeless Prevention System Interconnects

The Homeless Prevention System focuses efforts on achieving housing stability for individuals and families at risk of homelessness or experiencing homelessness. The chart above provides a visual description of how the areas of focus and actions identified in the Implementation Plan all link to achieving housing stability.

Homeless Individuals and Families Information System (HIFIS 4.0)

- 13 of London's homeless serving programs are in the shared system
- London: >400 Users
- Over a million records in total
- Migrated 10 years of historical data without coming from HIFIS 3.8



London Homeless Prevention Network



Housing First

Emergency Shelter System for London

We, the leadership of Mission Services of London; The Salvation Army Centre of Hope; and, Unity Project for Relief of Homelessness share the vision of solving homelessness together in London.



- Diverting individuals and families from shelter when it is safe and appropriate.
- Triaging individuals and families to determine what services best meet their needs.
- Using assessment tools including the Service Prioritization Decision Assistance Tool (SPDAT).
- Prioritizing individuals for services based on data from assessment.
- Focusing conversations and activities on housing.
- Striving to ensure that all activities support the goal of permanent housing.
- Advocating for change by the City of London to the current per diem funding model.

WE WILL ACCOMPLISH THIS VISION BY

THE OUTCOMES WE WANT TO ACHIEVE INCLUDE

- Decreasing the number of people experiencing homelessness in the City of London.
- Increasing the number of individuals and families residing in emergency shelters who find housing.
- Decreasing the length of time individuals and families are homeless.
- Decreasing the number of times individuals and families return to shelter.

WE AGREE TO TRACK

- The number of individuals and families who were diverted and returned to shelter.
- The length of stay for each individual and family accessing emergency shelter.
- The number of individuals and families who were housed and returned to shelter.

WE WILL RE-ALIGN OUR PRACTICES

- To provide tailored/targeted resources to guests.
- To attempt diversion before completing intake.
- To allow people to remain at one shelter.
- To apply the Shelter Standards/Guidelines consistently.
- To have qualified/trained staff implementing shelter standards.
- To have flexible intake times.

We, the undersigned, agree to the Statements towards the Housing First Emergency Shelter System for London. We will work together in a unified and strategic way to solve homelessness together in London.



Peter Rozeluk

Peter Rozeluk, Mission Services of London

Dec. 13, 2016

Date:



Nancy Powers

Nancy Powers, The Salvation Army Centre of Hope

Dec. 13, 2016

Date:



Chuck Lazenby

Chuck Lazenby, Unity Project for the Relief of Homelessness

Dec. 13, 2016

Date:

Emergency Shelters in London...



Unity Project

The Salvation Army



Mission Services of London



and Rotholme Women's and Family Shelter

Emergency Shelter Use

Year	Number of Unique Individuals Staying (Combined):			Total Unique Individuals
	14 nights or less	15-30 Nights	31 or more nights	
2011	1,580 (46%)	699 (21%)	1,121 (33%)	3,400
2012	1,492 (46%)	614 (19%)	1,143 (35%)	3,249
2013	1,408 (45%)	667 (21%)	1,068 (34%)	3,143
2014	1,233 (43%)	593 (21%)	1,011 (36%)	2,837
2015	1,119 (42%)	569 (21%)	982 (37%)	2,670
2016	1,185 (43%)	558 (20%)	1,034 (37%)	2,777
2017	1,098 (41%)	426 (16%)	1,166 (43%)	2,690



London's By-Name List

London is part of the 20,000 Homes Campaign.

A By-Name List and coordinated intake for individuals experiencing chronic and persistent homelessness.

The specific parameters of the list include:

- High use of emergency shelter
- Urban camping
- Unique populations, including women and youth
- High acuity (VI-SPDAT)

How does London's By-Name List work?



Individuals are flagged in HIFIS under a Watch Concern that can be seen by all homeless serving organizations in HIFIS.

How does London's By-Name List work?



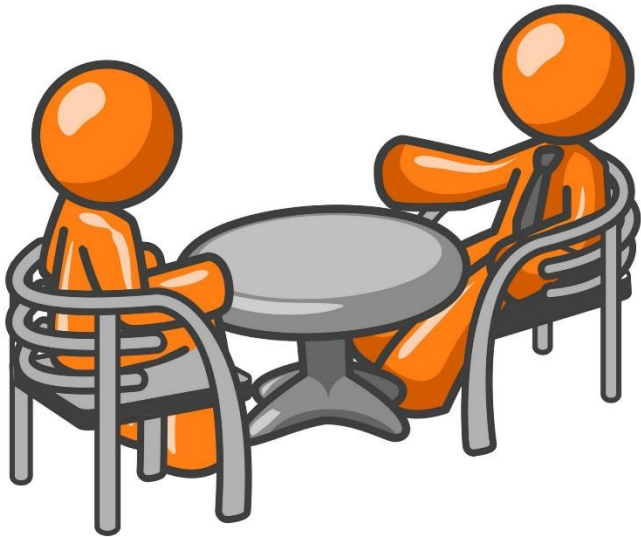
A group of dedicated emergency shelter staff work with individuals on the By-Name List when they are guests in emergency shelter.

Emergency Shelter Staff:

- Participate in weekly Case Conference and daily updates
- Make referrals and intentional connections
- Complete Vulnerability Index Service Prioritization Decision Assistance Tool (VI-SPDAT) with participants.
- Collaborate with Housing First programs



How does London's By-Name List work?



Individuals are matched to a Housing First program based on choice, unique needs of individual and program capacity.

London's By-Name List Update

Total List: 159

Housed: 57

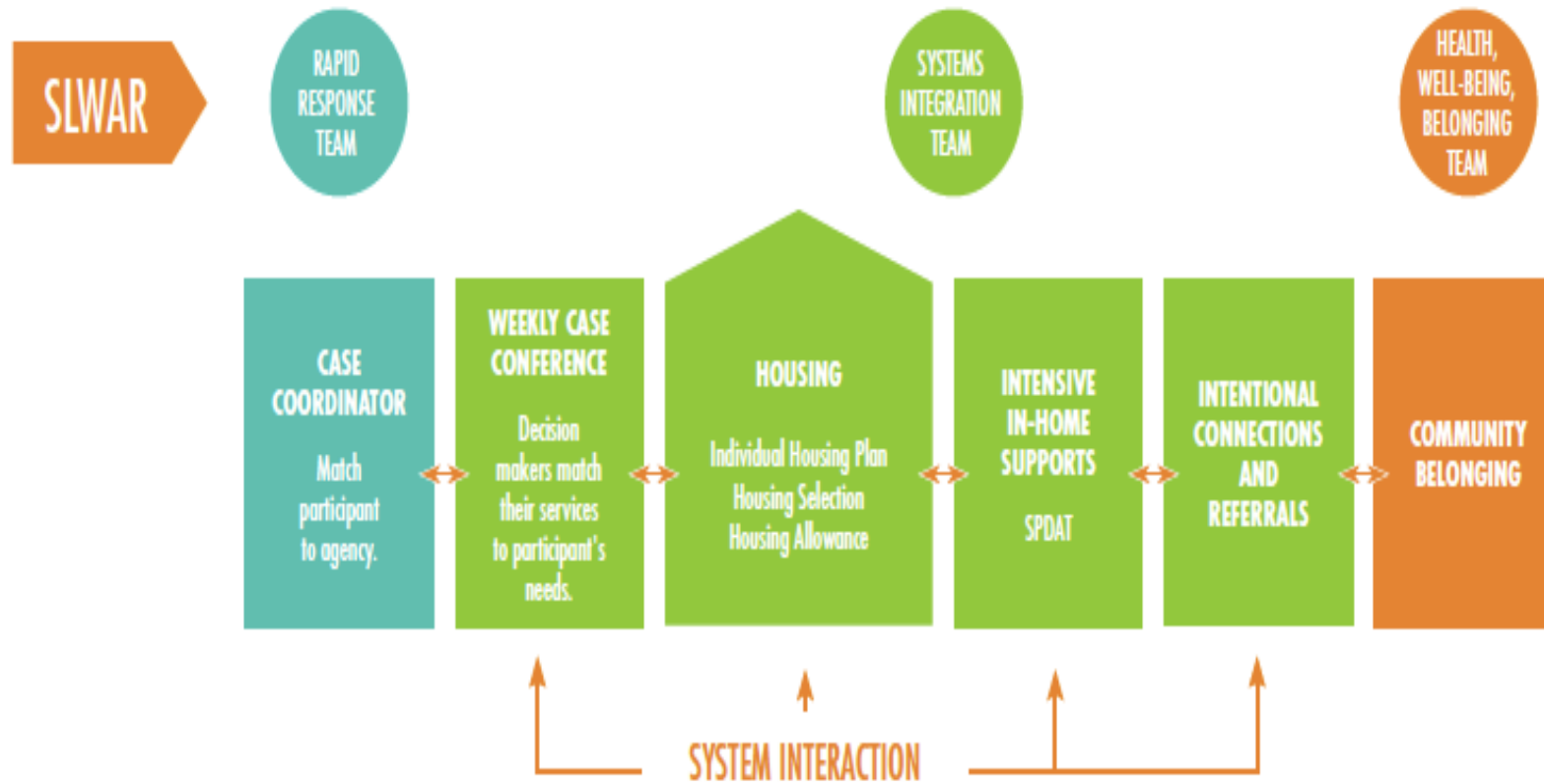
Transitional Housing: 14

Matched to Housing First program: 36

London's By-Name List is currently being updated.

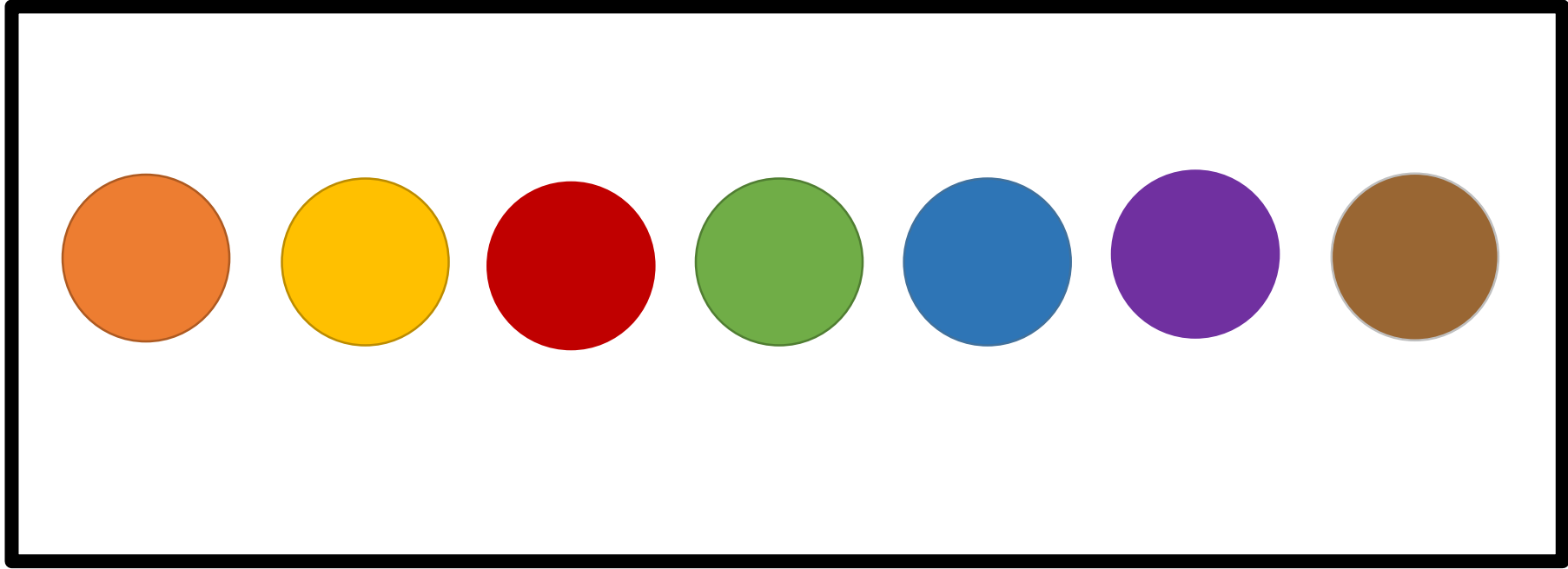


Service Pathway

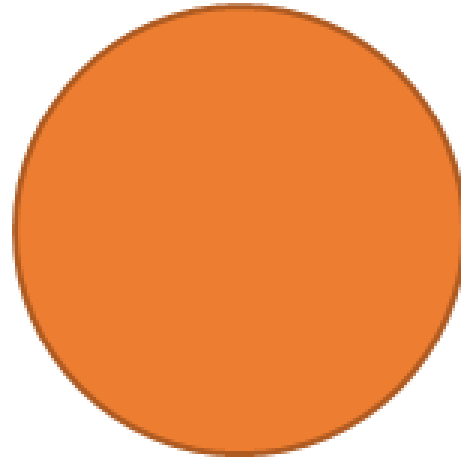


Activity: London's Homeless Prevention System at Work





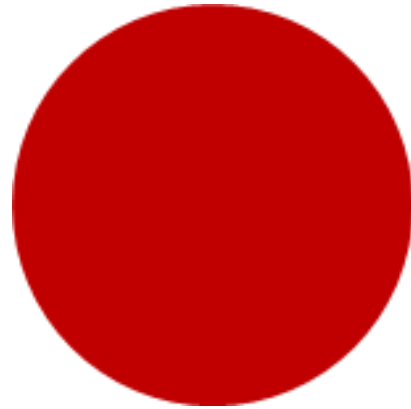
Experiencing, or at risk of,
homelessness and requesting
Emergency Shelter.



Diverted from emergency
shelter.



Requires emergency shelter and short term accommodation.



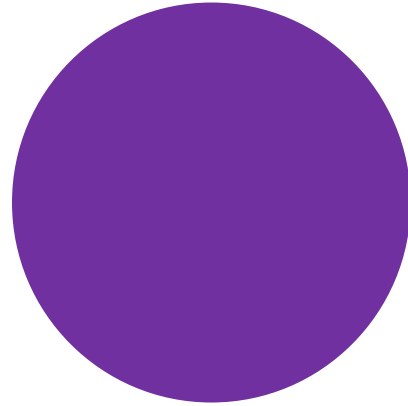
Resolved homelessness in 14
days or less.



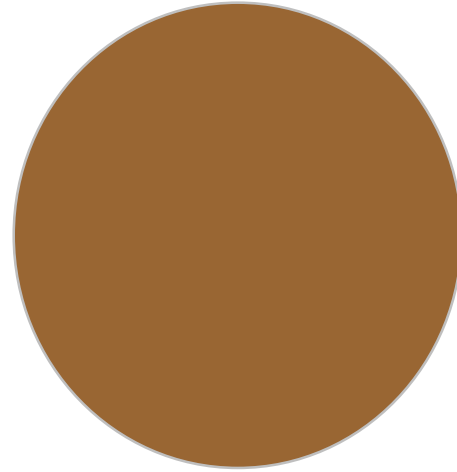
Resolved homelessness in 15
to 30 days



Experiencing chronic and persistent homelessness



Added to the By-Name List



Matched to a Housing First program

London's Housing First Programs



Rotholme Women's and Family Shelter



WHY ARE WE UNIQUE?

- Rotholme Women's and Family Shelter is primarily a family shelter with 20 rooms. The only 'generic' family shelter in London.
- Rotholme is an emergency shelter with an integrated Housing First initiative.

HOUSING FIRST PROGRAM ELEMENTS

- Shelter Diversion
- Emergency Shelter with Supports
- Housing Selection/Finding
- Housing Stability
- Housing Allowance Program (HAP)

BY THE NUMBERS!

Diversion

- Of the offers accepted, approximately 60% are confirmed as diverted and a further 36% are in process as of the end of September.

Shelter and Supports

- Returning participants ↓
- Length of Stay ↑
- Overall Occupancy ↑

Housing Selection/Finders

- Nearly all of the families who access the emergency shelter leave to permanent housing!

Housing Stability

- The majority families do not re-enter homelessness or emergency shelter

Housing Allowance Program (HAP)

- The 'allowance' gives our Housing Selection supports more options in the housing market. Since the distribution of the allowance is linked to Housing Stability, sustaining housing is typically positive

WORKING TOGETHER

- Internal collaboration (Diversion, Shelter, Finding and Stability, Housing Allowance Program)
- Housing Selection/Finder and Landlord
- Various other programs that support families



Nedrita Shemshedini
Manager Supportive Independent Living



**Canadian Mental
Health Association**
Middlesex
Mental health for all

**Association canadienne
pour la santé mentale**
Middlesex
La santé mentale pour tous

www.cmhamiddlesex.ca

Who Are We?

- **6 Housing Stability Mental Health Workers**
 - One who is trained in Dialectical Behavior Therapy and facilitates the Housing First DBT group
 - One Women's Housing Stability worker for our Supportive Women's Apartments
- **3 Housing Selection Workers**
 - **No Fixed Address**
- **1 Concurrent Disorders Housing Stability Worker**
- **1 Registered Practical Nurse**



Canadian Mental
Health Association
Middlesex
Mental health for all

Association canadienne
pour la santé mentale
Middlesex
La santé mentale pour tous

What Makes Us Unique?

- Multidisciplinary Team
 - Why is this important?
- Dialectical Behaviour Therapy
 - Modified to the population served
- Intensive Team Approach
 - Wrap around support
 - Allows for bigger caseloads
 - Consistent Care and care geared to individual needs
 - Continuity of Care Plans

We are in it Together

- Partnerships
 - Local Hospitals
 - Street Level Women at Risk
 - London Police Services
 - Shelters
 - Impact Junk Solutions
 - London Homelessness Prevention Network

Statistics

July 1-September 30 2018

- Persons Served: 60
- Average number on waitlist: 30
- # of clients that were rapidly re-engaged: 2
 - # of clients rehoused: 3
 - # of evictions: 0



STREET LEVEL WOMEN AT RISK

COLLABORATIVE HOUSING FIRST MODEL

“It means a lot to me to have a home because I know what it's like to sleep under a bridge.”

~ Alisha

WHAT IS UNIQUE ABOUT STREET LEVEL WOMEN AT RISK?

The focus of service is:

- Street Involved Sex Workers
- 25 agency collaborative (Collaborative Advisory Group and reallocation of staff)
- Women identified by Persons at Risk program, London Police Service, for intake
- Women's Advisory Group (WAG)

“The progress of my recovery of self and development of relationships with my children, and now family, is largely because of continued support from SLWAR. The whole process of life is doable with SLWAR's help. I am so happy and lucky to have their support.” ~Susan

STREET LEVEL WOMEN AT RISK TEAM

SLWAR Leadership:

- Collaboration Advisory Group
- Governance Group
- Managing Director
- Program Manager
- Team Coordinator

Frontline:

- Housing Finder
- Moderate Case Manager
- 3.5 Housing Stability Workers
- 7 Reallocated Housing Stability Workers through Collaborative Partnerships

“I take my life more seriously. I'm alive and on methadone. If it wasn't for housing and the support I've received, I would probably be back in hospital.” ~ Susie

STATISTICS

The results below represent the experiences of 28 women participating in SLWAR between April 1, 2016 and March 31, 2017:

- 100% secured permanent housing
- 93% remained housed
- 86% had experienced chronic homelessness before entering SLWAR
- 92% of women had children at intake, 0% had custody of children
- 85% had no new criminal charge during their participation in SLWAR
- 76% reconnected with a family member
- 13% increased access to their children

As of October 2018, 45 participants are engaged with Street Level Women at Risk.

SOLVING HOMELESSNESS TOGETHER

- Street Level Women at Risk operates as a collaboration of 25 programs representing diverse sectors to remove barriers to service and provide a rapid response for street involved sex workers.
- Unique partnership between Street Level Women at Risk, London Police Service and London Intercommunity Health Centre and many others

“SLWAR gave me more opportunities with my kids.

I was only getting day visits every other week and now I have every other weekend instead of just a few hours.”~ Anne



Who is London Cares?

Housing Stability Program



Intensive Support until it is no longer needed

Housing Focused Street Outreach Program



24hrs/day - 365 Days a year

What makes us unique?

- 24/7 365 Housing Focused Street Outreach Program
- Veterans Specific Housing Stability



Where are we at?

- 88 currently housed, 15 veterans
- ongoing referrals
- 4 successfully graduated since April
- 15 moderate acuity



Collaboration in Action

HIFIS

Community Case Conferences

Outreach Support





Project Home – What's Unique



- Evolved from the Order to Reside program.
- First phase of Project Home began in January 2017 as a collaboration
- Located in Salvation Army Centre of Hope – operated by St. Leonard's Community Services.

Project Home – Elements

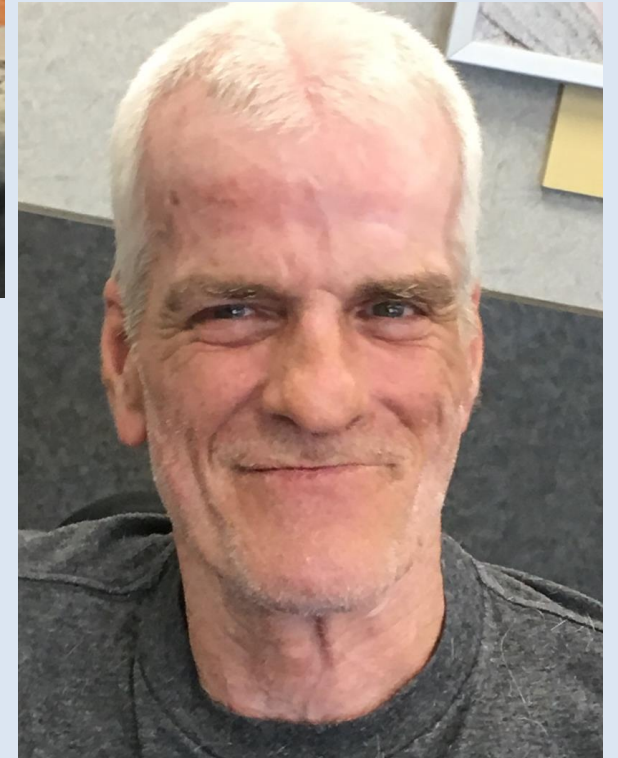
THE TEAM

- 1 Intake & Assessment Worker
- 1 Housing Finder
- 5 FT Housing Stability Workers
- 4 relief Housing Stability Workers
- 1 Manager
- Backbone support from City of London



Project Home – The Numbers

- 56 current participants
- 42 currently housed
- 19 housed for 6 months +
- 18 Housed for 12 months +
- 36 rehoused (by choice or eviction)
- 23 receiving a housing allowance



Project Home – How we collaborate

- The Salvation Army Centre of Hope
- London Homeless Prevention Network (LHPN)
- Community Partners & Local Businesses

“This program has helped me go from homeless and rock bottom to having a home. I’m still working on my goals, and I think with the help of this program I will continue to work at accomplishing them.”

-2018 Project Home Participant

Youth Opportunities Unlimited



www.you.ca

Overview of Services

- Annually supports over 3,600 youth ages 15-29 in London and Middlesex Country
- A diverse youth population that faces a variety of complex barriers
- Youth Opportunities Unlimited supports youth to build skills, confidence, and independence to reach their potential
- We envision a community where youth are embraced and will thrive
- Three Pillars of Service: Housing, Youth Programs and Social Enterprise



Housing First for Youth, Cornerstone

- Established in 2011
- 30 units including shared suites, bachelor, 1 and 2 bedrooms
- Cornerstone Residential Staffing: 2 Housing Stability Workers
 - 1:15 staffing to client ratio
- Cornerstone In-Centre Staffing: 2 Youth Housing Case Managers
- Across all of our Youth Programs Case Managers are trained in Diversion

Housing First for Youth, Mobile Housing Team

- New Program as of Summer 2018
- Referrals from the London's By-Name list
- Mobile Housing team
 - 1 Housing Finder
 - 2 Housing Stability Workers
 - 1:10 staffing to client ratio
- Model is based around the 'Whatever it takes' approach

Collaborations within the Cornerstone

- Thames Valley District School Board, Alternative Education Classroom
- YOU Made It Café; Meal Program
- Primary Health Care Clinic, which includes:
 - Nurse Practitioner, London Intercommunity Health Centre
 - Medical Students, Schulich Medical Sciences Program
 - Dental Outreach Clinic, Schulich Dental Services
 - Cornerstone Counselling (Transitional Age Program): Partnership between London Health Sciences Centre, Canadian Mental Health Agency, Addiction Services Thames Valley
 - Anova

Highlights: Next Steps



- HIFIS 4.0
- Building consistency and core competency

Solving Homelessness Together in London



Housing First Emergency Shelter for Youth

- <https://www.youtube.com/watch?v=kKa6964gelo>

Questions?