



Boys & Girls Clubs
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Kim Wirth

Director of Youth Housing and Shelter

&

Katie Davies

Senior Director of Services



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**Youth
Housing &
Shelter**

**Residential &
Foster Care**

**Education &
Employment**



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**Community
Clubs &
Experiential
Learning**

**Aboriginal
Initiatives**



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Youth Housing and Shelter

Emergency Services

- 21 shelter beds
- 60 youth served daily through drop-in program to access basic needs

Housing with Supports

- 25 housing with support placements



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**What would it take to end this youth's
homelessness with this experience?**



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Youth Housing and Shelter

828-HOPE Referral & Assessment

Prevention & Outreach

Script

Fusion

Elements

Youth Shelters

Avenue 15

-Loft

-Link

-Launch

Safe House

Housing with Support

The Infinity Project

Haven's Way

YTA

Home Fire



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Prevention and Outreach 828-HOPE

- Referral service
- Centralized phone number
- 48 hour face-to-face response in location of youth's choice
- Assessment to ensure right matching
- Interim case management
- System navigation and facilitated referral
- Coordinated Access and Youth Placement Table

**Supports system coordination



Prevention and Outreach

Elements

- Family support for homelessness prevention/diversion
- Diversion from shelter or shorter shelter stays as well as family preservation

Script Outreach

- Mobile community-based case management
- Ensures youth didn't fall through the cracks created by system gaps and waitlists.
- Prevention and Intervention.
- System collaboration

Fusion

- Support for family reconnection and strengthening
- Supports youth to leave the system sooner and more successfully by building strong relationships with natural supports.



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Youth Shelter

Avenue 15 Supportive Shelter Options

- Loft: Low-barrier short-term shelter
 - Offers youth a point of engagement to the system, as well as basic needs and safety
- Link: Medium-term shelter focused on transitioning youth home or to a home-like environment
 - Supports connections out of the system to natural supports or to foster care or congregate care within the system
- Launch: Medium-term shelter focused on transitioning to independence
 - Supports skill acquisition and confidence building until housing (usually with supports) in the community can be obtained

Safe House

- Emergency/transitional shelter for youth with Child Intervention status
- Working towards “one shelter system”



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Youth Housing

Haven's Way

- House Parent and Supportive Roommate duplex housing
- Supports high school completion/ postsecondary pursuits in a home-like/community living environment

The Infinity Project

- Housing First scattered site housing for youth
- Allows for housing that can meet the individual needs of each youth and supports that can follow the youth despite their housing situation

Home Fire

- Housing First scattered site housing for Aboriginal youth
- Provides a home so youth can begin to heal, build community and reconnect with family and culture

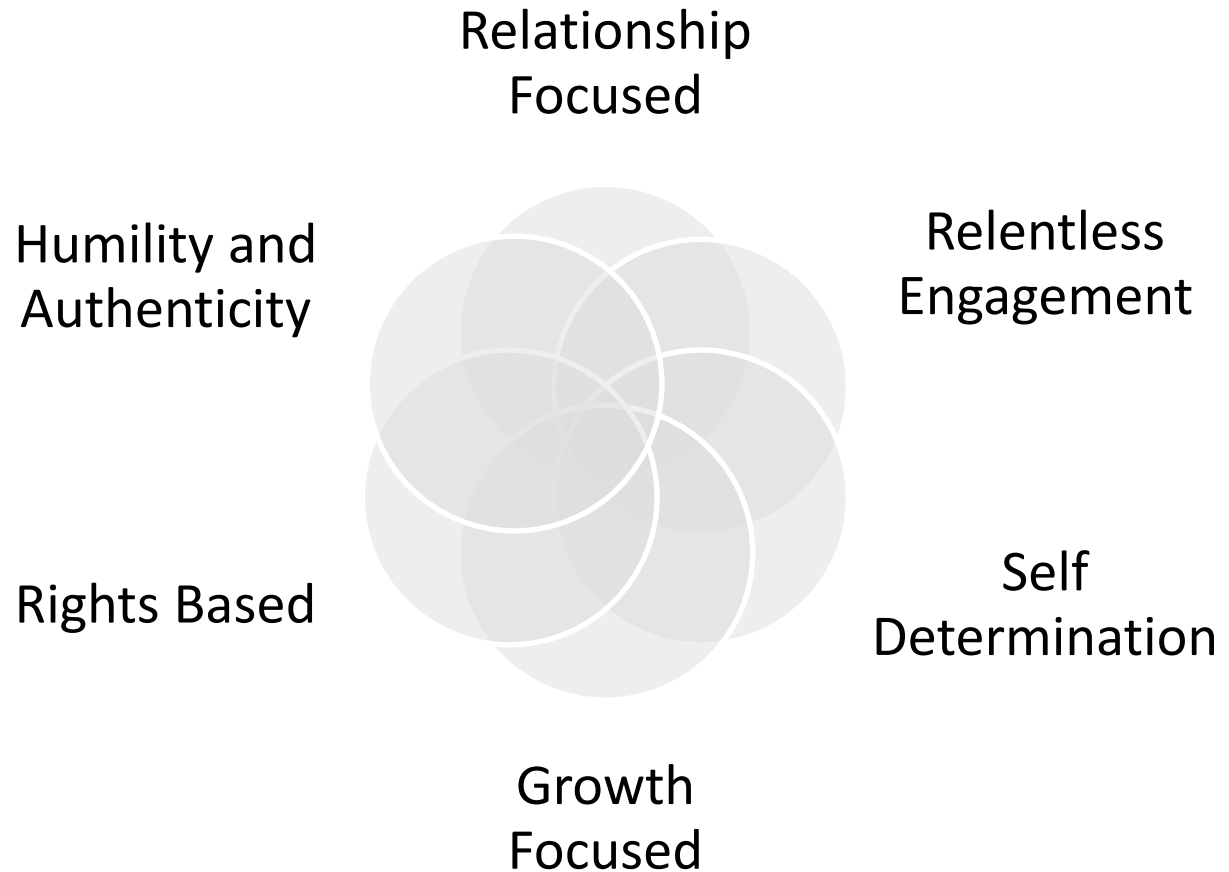
Youth Transitions to Adulthood

- Scattered site housing for youth with Child Intervention Status
- Moving towards a housing first rather than housing ready model as well as a zero discharge to homelessness approach



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Youth Housing & Shelter Guiding Principles





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Relationship-Focused

We begin all our work with the building of a positive relationship. We believe that respectful, supportive and unconditional relationships are the conduit for change.



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Relentless Engagement

Not mandated or prescribed, we invite people to engage with us. We are persistent in this invitation.



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Humility & Authenticity

We model relationships of trust and reciprocity. We are compassionate, open and honest. We are human, we make mistakes and we are learning.



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Self-Determination

We are youth and family led. They decide the type, timing and intensity of support. We have enormous latitude in the supports we can provide.



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Growth-Focused

We give youth new opportunities to explore, learn and grow. We provide opportunities and encourage youth to connect with natural supports. We spend intentional time supporting youth in building life skills and a foundation that will carry them through adulthood.



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Rights-Based

We believe shelter, safety and self-determination are basic human rights. We recognize that there are bigger systems of power and oppression that shape the lives of the youth and families that we work with, the agencies we work for, and the communities we live in. We recognize that these systems sometimes create barriers for youth and families and ourselves. We are committed to naming these barriers and working to overcome them.



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An Integrated System

Common vision: What would it take to end this youth's homelessness with this experience?

Zero discharge to homelessness

- Whatever it takes for as long as it takes

Housing First rather than housing ready

Harm Reduction Approach

Client Voice and Choice



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An Integrated System

Right Matching

- 828-HOPE
- No wrong door

Agility and flexibility

- Staffing (hours, roles, etc.)
- Program
- Funding

*Programs need to see themselves as part of the system not a stand alone program.

**Youth who need long-term permanent supportive housing are supported to transition to the adult system.



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Youth Shelter Outcomes

Avenue 15

- On average serve 250 unique clients per year
- # of unique clients has only slightly decreased while occupancy has decreased by 15%
- Average length of stay is 36 days
 - Loft – 80% 7 days or less
 - Link – 81% successful transitions
 - Launch – 100% successful transitions

Safe House

Since 2009 have more than doubled the number of successful transitions

**20% of the youth account for 80% of the shelter use



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Prevention and Outreach Outcomes

828-HOPE

- 479 contacts (phone calls, emails, texts)
- 175 youth provided with Interim Case Management
- 70% of Interim Case Management supported to transition or reconnect to long term case management

Elements

- 90% of youth at discharge were housed successfully in the community
- 70% with family/natural supports
- 20% independently with the support of family

Script

- 100% of youth discharged to alternate case management supports, natural supports, or independence

Fusion

- 49% of referrals come from youth shelters
- Significant decrease in acuity in these categories
 - Housing stability
 - Social Supports
 - Addiction
 - Financial Readiness
- 51 youth have been transitioned
- 71% youth who have transitioned were homeless at intake
- 85% of youth were successfully housed at transition



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Youth Housing Outcomes

Haven's Way

100% of the youth were successfully transitioned to independence

100% of the youth served increased their level of education

Infinity

Since inception in 2009

- 77 youth served
- 45 youth have been discharged
- Of the 45 youth, 40 (88%) were housed at the time of discharge. 37 (82%) met the graduation criteria.
 - 5 of the 45 were missing or refused service
 - 3 of the 45 left to stable housing before completing the program
 - 4 of the 45 were discharged to permanent supportive housing

In April 2014 to March 2015

- Average Length of stay is 727 days or 2 years
- Infinity's housing rate is 95%