



A Homeless Prevention System for London

**Presentation to
Community and
Protective Services
Committee**

January 20, 2015

Homeless Prevention System 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

Principles...cont'd

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.

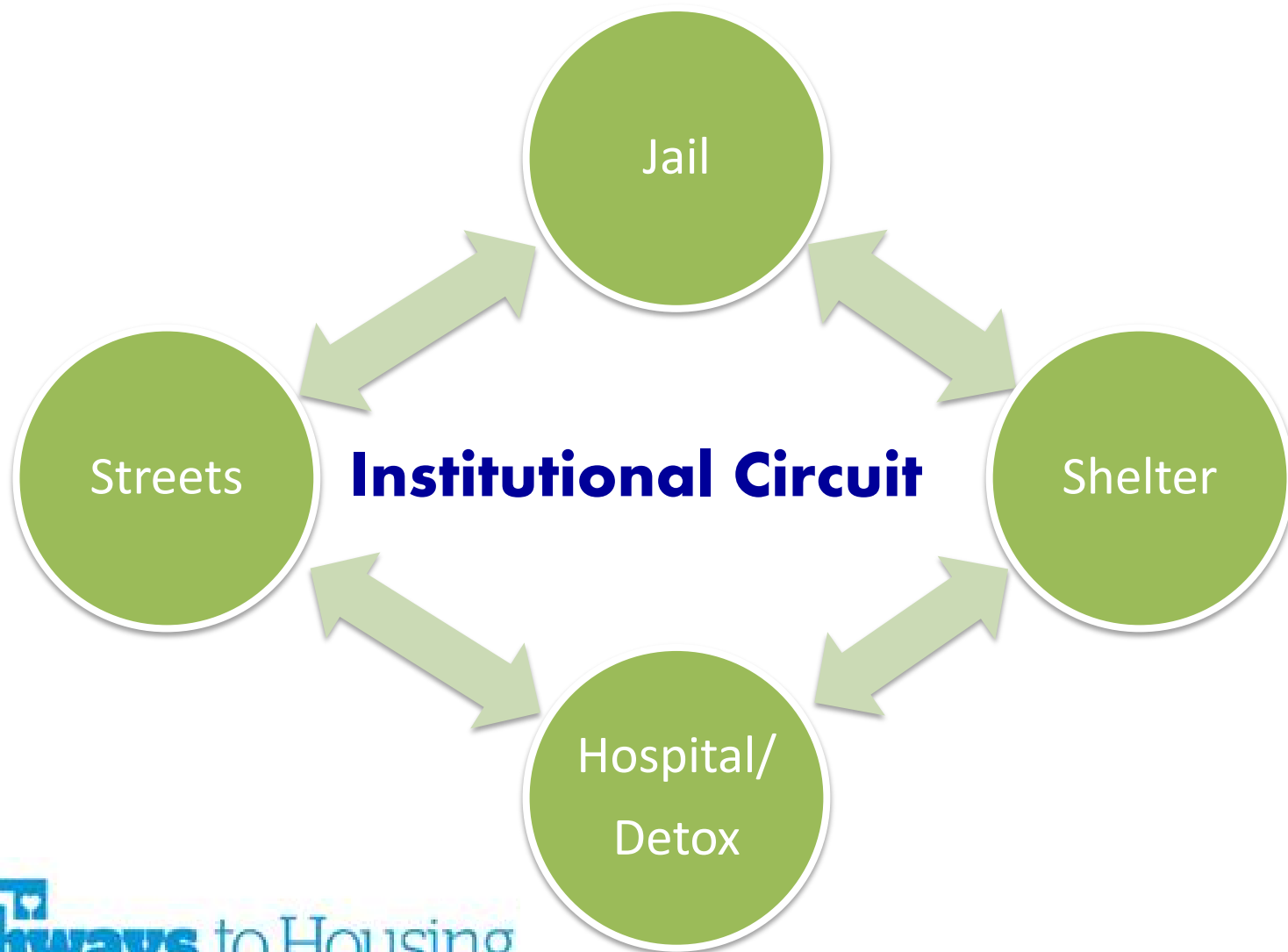
Definition of Housing First

“A Housing First or Housing with Support approach assists individuals and families by seeking out and supporting the right housing, at the right place, with the right level of support to develop lasting housing stability. “ A Homeless Prevention System for London

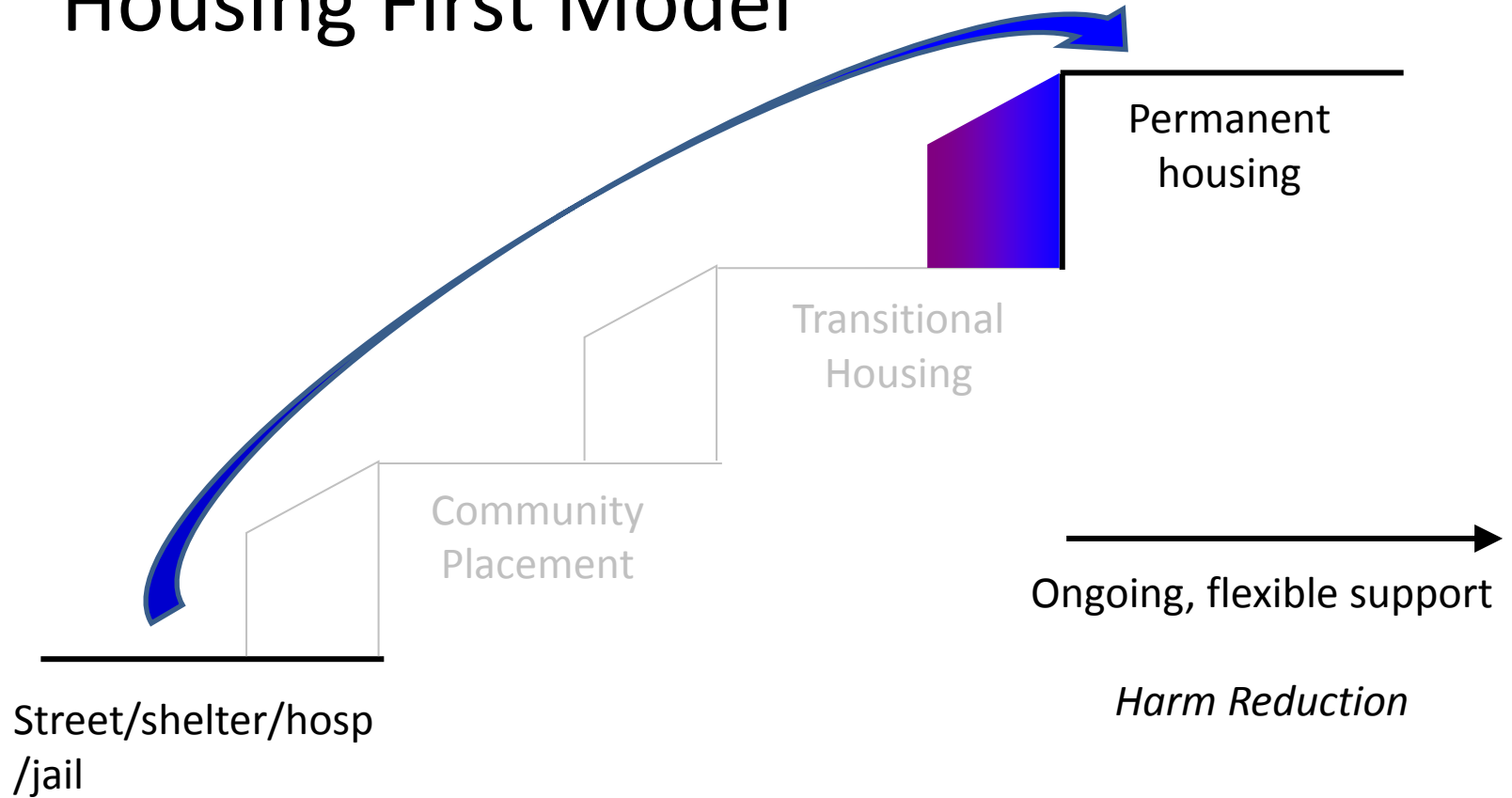
A housing and service intervention that provides **immediate access to permanent housing and support services** and is based on a philosophy of **client choice**. Participants are not required to participate in psychiatric treatment or attain a period of sobriety in order to obtain housing.



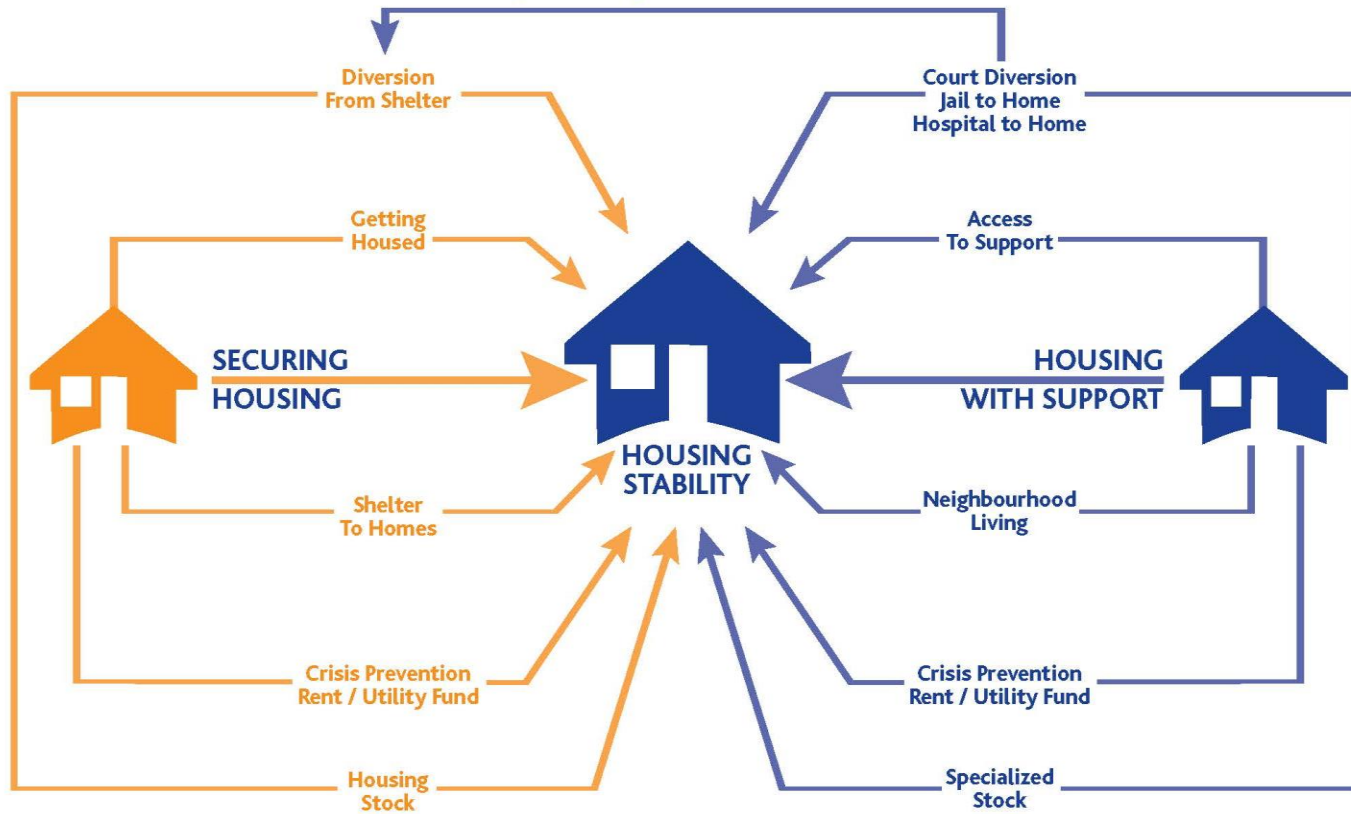
Frequent use of acute care services



Housing First Model



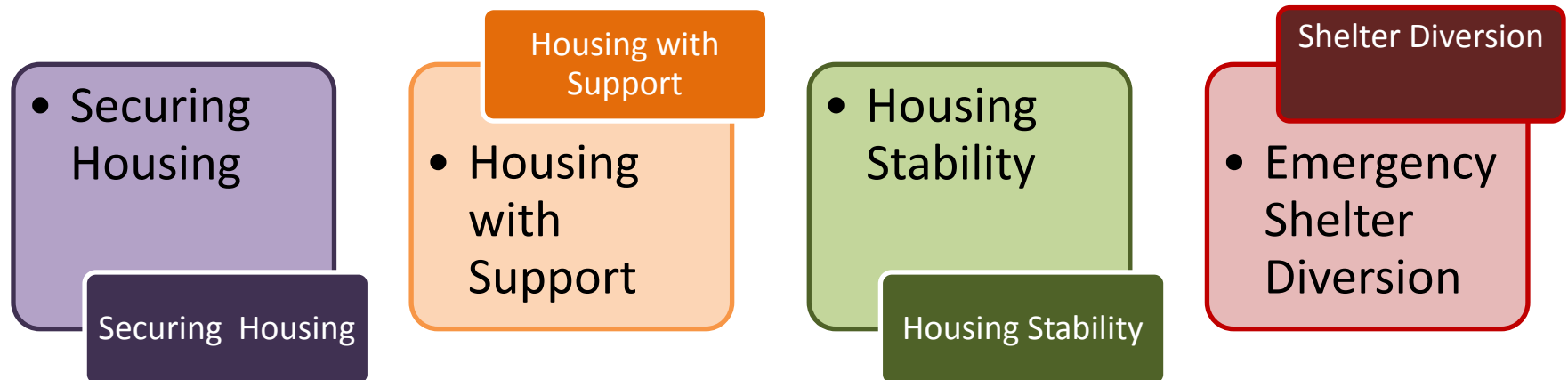
The Homeless Prevention System for London



How the Homeless Prevention System Interconnects

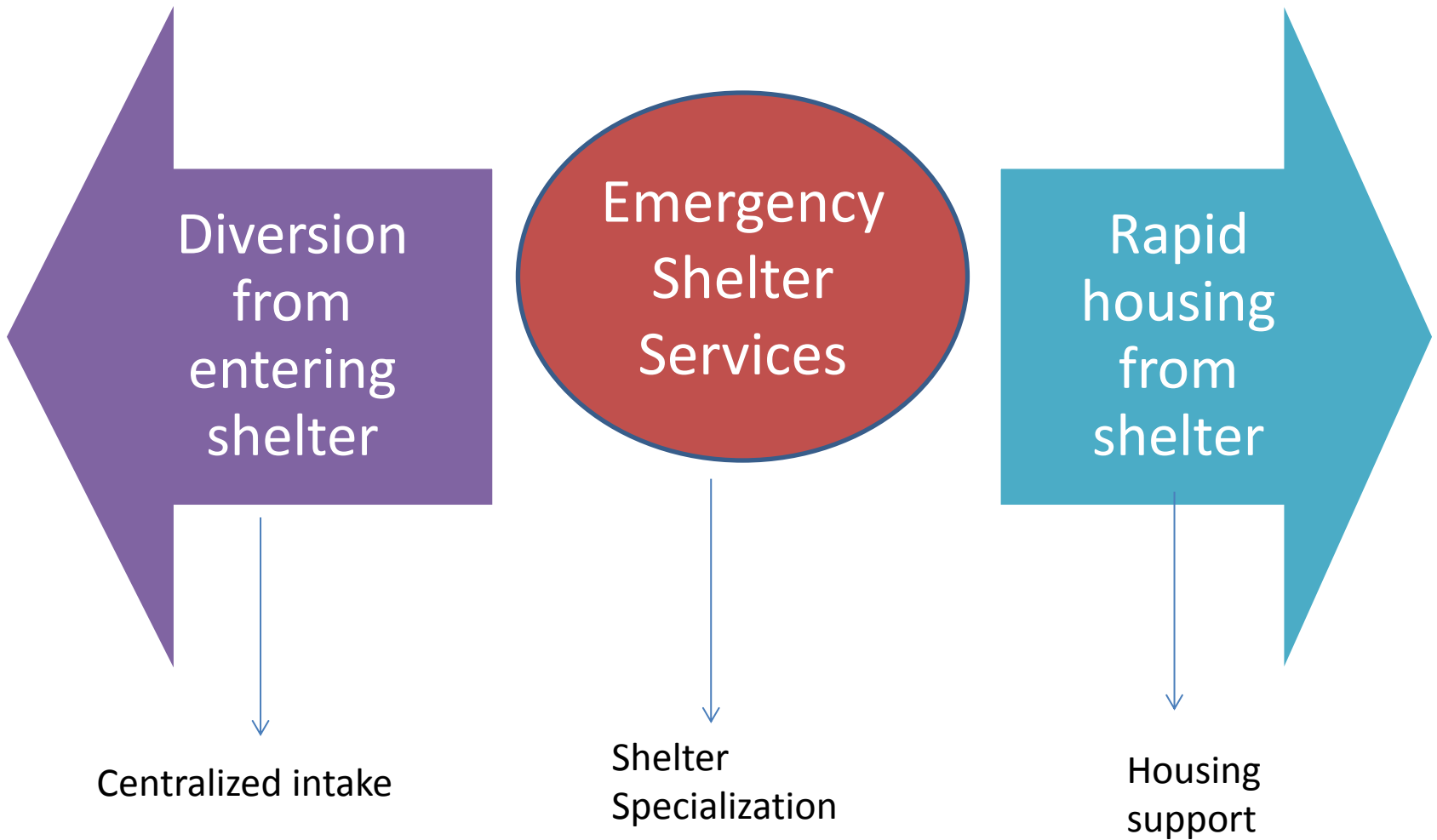
The Homeless Prevention System focuses efforts on achieving housing stability for individuals and families at risk of homelessness or experiencing homelessness. The chart above provides a visual description of how the areas of focus and actions identified in the Implementation Plan all link to achieving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

Homeless Prevention System for London



Strategy – Competency – Capacity

Reduced pressures on emergency shelter use



Our shelters

Emergency shelters:

- play a vital role in the continuum of services available to homeless individuals and families.
- Provide immediate and overnight accommodation and basic needs for individuals and families who have no permanent address.
- In London there are 330 emergency shelter beds provided by 3 emergency shelters - funded through a per diem at a rate of \$47.75 per day
- Data from 2009 - 2014 indicate that on average shelters operate at an 87% occupancy

Indicators of Success for Emergency Shelters

- A reduction in the year over year emergency shelter use by individuals and families.
- A reduction in the length of emergency shelter stays by individuals and families.
- An increase in the overall capacity to respond to resident needs.

Male/Female Usage Statistics Compared

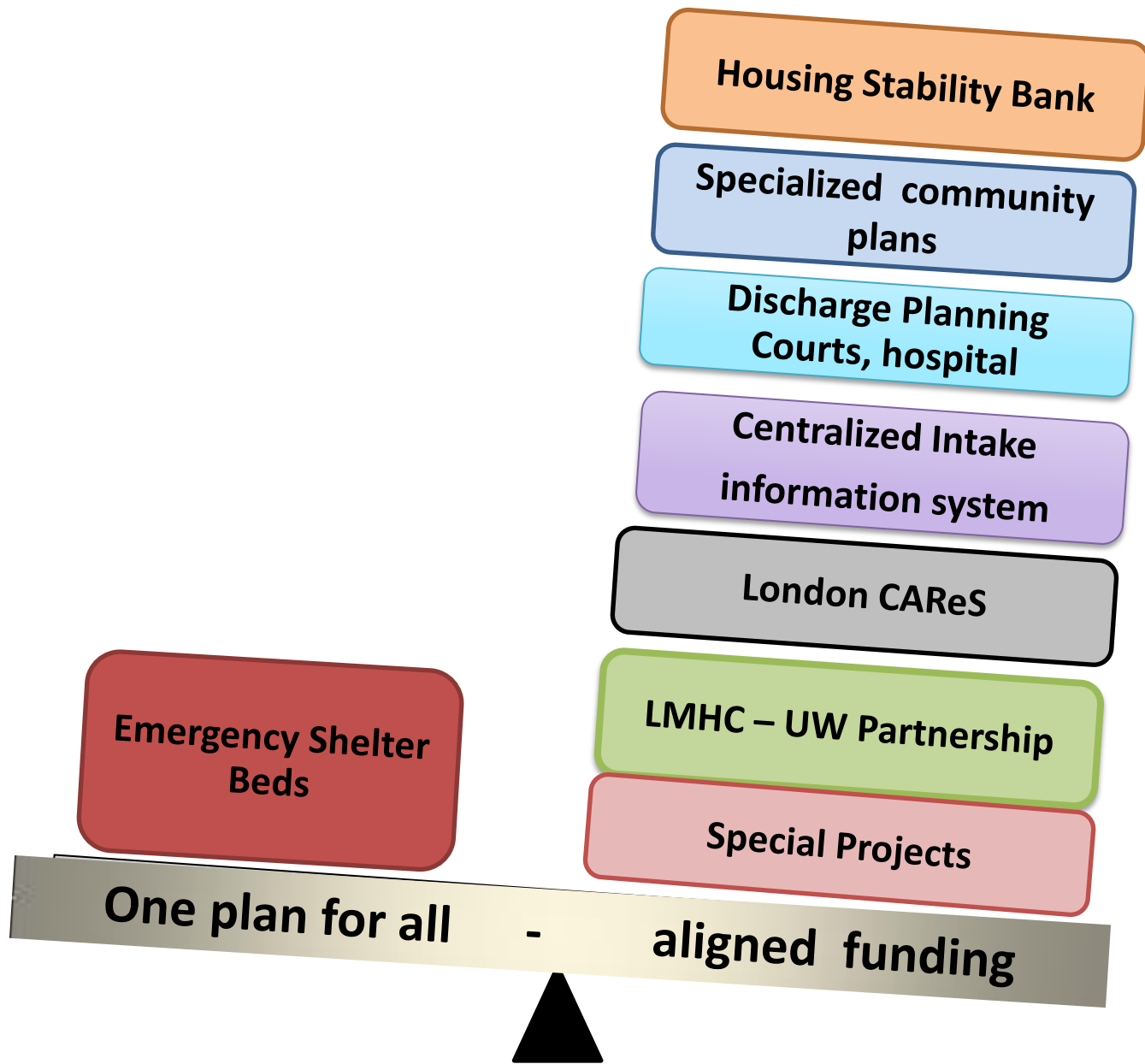
Male

	Most Common Nights Stayed	Average Number of Nights Stayed	Highest Number of Nights Stayed
2011	1	56	365
2012	1	59	365
2013	1	62	365

Female

	Most Common Nights Stayed	Average Number of Nights Stayed	Highest Number of Nights Stayed
2011	1	28	199
2012	1	32	357
2013	1	30	323

- For the vast majority of shelter users – both male and female – shelter use is a one time event.
- On average, males use the shelter system substantially more than females.
- Some “year round” use is seen among both males and females, but the highest male users show higher levels of use than the highest female users.



The Service or Program	How does it support the Homeless Prevention Plan	2015 Forward or next steps
Housing Stability Bank	Provides emergency utility assistance, last months rent	Request for Proposal to confirm costs and practices
Emergency Shelter	Immediate and overnight accommodation and basic needs – 330 beds	Centralized intake Diversion initiatives Rapid housing initiatives Orders to reside project
London CAREs	Housing First leadership Outreach and Housing Stability	Strengthen service collaboration
Integrated Data Base	Individual centred - Integrated case management	Consultant retained Anchoring to funding and contracts

Change Initiatives – Moving forward

- Implementation of response to Street Involved Sex Workers
- Community Plan Regarding Street Involved Youth
- Homelessness Partnering Strategy Funding Projects – all anchored on Housing First
- New Initiatives - housing selection coordination; integrated case management; managed alcohol program plan; community training; core competency development; collaboration between orders of government and services

HOMELESS PREVENTION

Financial Overview 2014 (\$000's)

Source of Funding

Federal Homeless Partnership Strategy	513
Provincial CHPI Funding	9,594
City Contribution to Homeless Prevention	1,350
Total Funding	<u>11,457</u>

Allocations

Emergency Shelters	5,200
Housing Stability Bank	2,712
Housing with Support/Outreach/Drop In	2,546
Capacity Building	999
Total Funding	<u>11,457</u>

London CArES



London CArES is a collaborative community-based Housing First service aimed at improving the housing and health outcomes of individuals experiencing homelessness.



London CAREs – Housing First Intervention



- Street outreach services operate 24hrs a day to support individuals to move from the street into their home.
- Housing Stability workers provide intensive in-home case management to support individuals in their transition into a new home, neighborhood and community.
- Housing Selection workers identify private market landlords and property groups and support landlords 24/7.
- Syringe recovery includes maintaining the stationary needle bins.



Case Example:

- Residing on the streets and in 'crash beds' for almost **15 years**
- High consumption of non-beverage alcohol
- Outdoors all day most days, including during extreme weather
- Frequent injuries related to falls from substance use or victim of violence
- Daily contact with Emergency Services
 - Most frequent visitor to the hospital emergency dept. – **259** in one year



Outcome: Housing Stability



Housed with support since November 2013

- 0 days in emergency shelters
- 2 appropriate visits to Hospital Emergency Rooms
- 0 occurrences resulting in police contact and hours in holding cells
- Accessing routine community-based health services
- Increased satisfaction in housing

Court to Homes – Order to Reside

The purpose of the Court Order to Reside Pilot Project is to focus on a subset of homeless individuals who are before the courts, eligible to be released into the community to await their trial, and agree to participate in the “Order to Reside” Pilot Project.

This collaborative project involves a number of key services working together to achieve a goal of a rapid housing plan with support, for individuals placed on a Judicial Interim Order with a condition to reside (O2R) at The Salvation Army Centre of Hope.

Community Plan Regarding Street Involved Sex Workers

**Implementation in 2015
through strong service
collaboration**

Hard to Stop...Harder to Stay Stopped

NATIONAL VETERANS PROJECT:

Addressing Homelessness Among Canadian Forces Veterans

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PROJECT OVERVIEW

OVERVIEW OF THE FOUR HOUSING FIRST PROVIDERS

LOCATION	CAPACITY	STAFFING	HOUSING MODEL	HOUSING & SUPPORTS	PEER SUPPORT
CALGARY	15	On site 24/7	1 bedroom units in one building owned and operated by site	Combined roles of landlord and program	Informal
LONDON	10	7 day daily support plus 24/7 on call	Scattered site: private sector rental apartments	private landlord and supports by program	OSSIS
TORONTO	20	weekday support plus 24/7 on call	2 bedroom units in one building owned and operated by site	Combined roles of landlord and program	Mental Health Peer Support
VICTORIA	11	Weekday volunteer support - no staff	Shared accommodations in one building and some private sector	Combined role of landlord and program	Veterans/ OSSIS

RESULTS

HOUSING INSTABILITY AND RISK FOLLOWING RELEASE FROM CF MILITARY SERVICE

Years since release from CF:	24.8 years (SD 13.6)
Time since first episode of homelessness:	9.8 years (SD 10.5)
Nights homeless in the year prior to enrollment:	160.2 nights (SD 137.9)
Total time spent homeless:	5.8 years (SD 6.8)
Total number of undesirable moves (past 5 years):	5.7 (SD 6.0)

OUTCOMES

\$ 1,930	The cost of one shelter bed, per month
\$ 448,610	The cost of CF vets accessing shelters
\$ 88,150	The cost of CF vets accessing drop-in services
\$ 543,410	Projected saving resulting from intervention

* in the year prior to enrollment in the study | Source: Gaetz 2012 for the Homeless Hub

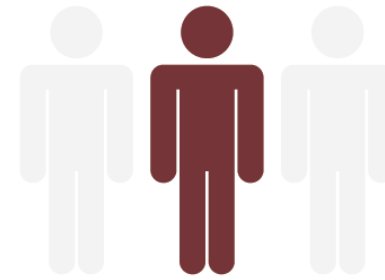
RESULTS



Community Visits



Community based health and social service visits increased over time



Hospital, ER, Drop-in Centre visits



Overall, as the study progressed, the number of individuals using hospital, emergency services and drop-in centre's fell



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