



Presentation to Community and Protective Services Committee – March 30, 2021

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Mission Services
of London

Our Mission:

We actively respond to people experiencing need, affirm human dignity, and inspire hope.

Our Values:

Compassion

Hope

Integrity

Diligence

Shelter Diversion Pilot Program

Family at risk of homelessness
calls Rotholme Family Shelter

Family is connected with
Housing Crisis Worker

Together, they explore alternative
housing arrangement and supports

Family is diverted from shelter,
connected with supports

Decreased pressure on shelters



Shelter Diversion Initial Findings

3%

90%

Shelter Diversion Initial Findings

3% - Low percentage of families ended up in shelter when accessing diversion program
(between April-Dec 2017)

90% of families were known to be housed at 18-month follow up

Family homelessness can be **prevented** with early intervention



Prevention of Homelessness
Among Families (PHAF):

Shelter Diversion

Housing Selection

Housing Stability



Prevention of Homelessness Among Families (PHAF)

Shelter Diversion:

Assistance maintaining current housing or sourcing alternative housing to prevent the need for a stay in emergency shelter altogether

Housing Selection:

Assistance transiting out of emergency shelter and finding/securing permanent housing

Housing Stability:

Life skills coaching, help advocating with landlords or planning community support systems so that once a family returns to permanent housing, they can avoid future homelessness/shelter dependency

A letter from a PHAF client:

Hello my name is Yvonne and to be honest without the Shelter Diversion Program, I am literally petrified to think about what could have been. I thank my blessings and Chantelle who guided me and helped me stay strong through hard times. Mary-Jo is an amazing support who helped with budgeting, how to make the move easier on my family. Chantelle was very helpful in explaining where to go to apply for housing, when to meet up to look at a place and has been a continued support. I couldn't thank Mary-Jo and Chantelle enough for all the amazing encouragement and support they have given me. Without the housing stability help from Mary-Jo like budgeting, life skills, and coaching me, I would find myself in a shelter instead of being in my home for a year and a half with not a single red card from hydro or eviction notice. It is such a relief to have met such inspiring women.

Sincerely

Yvonne

Shelter Diversion Today

74%

69%

Shelter Diversion Today

74% families diverted in
2019

69% families diverted in
2020

The effectiveness of
shelter diversion has not
been significantly
impacted by the
reduction of rooms
available.

2020 PHAF Statistics

26

46

179



PHAF Statistics

2020...

33 families staying at the Rotholme site and **13 families** staying at a local hotel secured permanent housing in the community. That is a total of **46 families** or **179 individuals**.

26 families are currently receiving Housing Stability support to help them maintain their housing and foster necessary community supports and services.



Housing First

“The basic underlying principle of Housing First is that people are better able to move forward with their lives if they are first housed. This is as true for people experiencing homelessness and those with mental health and addictions issues as it is for anyone. Housing is provided first and then supports are provided including physical and mental health, education, employment, substance abuse and community connections.”

Homelessness Hub, 2021



BRT Head Lease Program

8

9

16

24



BRT Head Lease Program

8 City-owned houses along the proposed BRT corridor subleased to families leaving Rotholme Family Shelter

9 families (**16** adults, **24** children and dependents) have benefitted from the program with one moving on to rent-geared-to-income housing

The world has changed for these **40** individuals, having a significant and long-term impact for the children and dependents.

Funding Realities

Range of City funding
2011-2021 Men's Mission

1. 72% – 85% of total shelter
costs

Range of City funding
2011-2021 Rotholme

2. 42% - 84% of total shelter
costs

- Donations
- Empathy
- Difficult choices

Funding to Mission Services of London

Mission Services of London Program	2020 – 2021 City of London CHPI Funding Allocation	Proposed 2021 – 2022 City of London CHPI Funding Allocation
Men's Mission	\$ 1,850,000	\$1,300,000
Rotholme Family Shelter	\$ 915,000	\$460,000

Figures represent a **30% reduction** in City funding for Men's Mission and **50% reduction** for Rotholme Family Shelter.

Emergency
Shelter Budgets:

Complicated

Fixed costs

Variable costs

Measurement Metrics

Internal factors

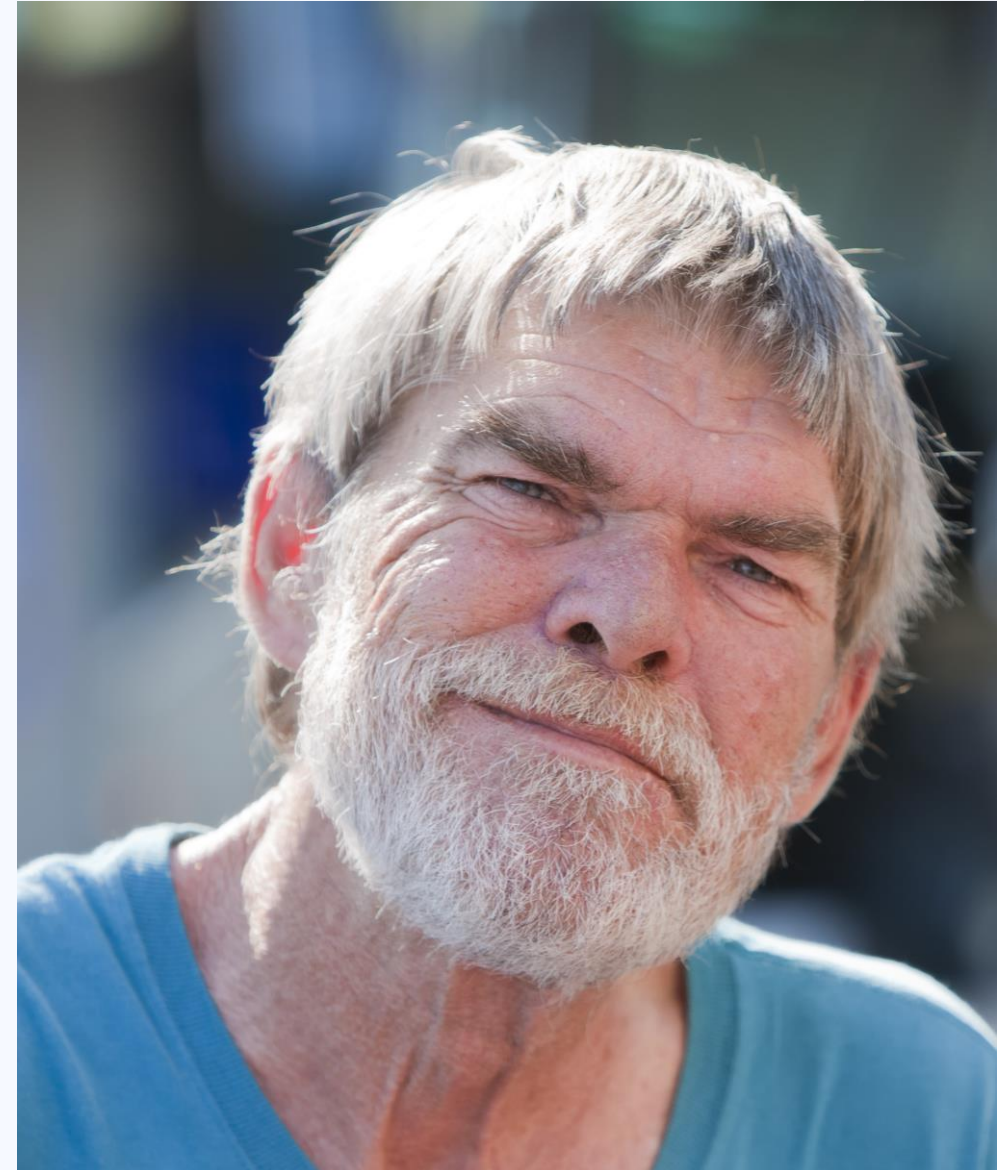
External factors

Availability of housing

Natural attrition

Serving London Neighbours

	2019	2020
Families Housed	62 (239 individuals)	46 (179 individuals)
Families Diverted	97 (74%)	31 (69%)
Men Housed	78	70 (Mar-Dec)
Overdose Responses	19	22





Thank you

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“One Body”

This participatory project, ‘One Body’, invited clients from Mission Services of London to be part of imagining the future of the organization by sharing their input on the struggles and solutions for those experiencing poverty, homelessness, addiction, and mental health issues. Through sharing stories, painting, and more, the above art piece was created to express their messages.