

Homelessness Services Housing Focused Shelter Pilot

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Built for Zero Canada

- On July 23, 2019 Niagara Region was announced as a designated Built for Zero Canada community.
- Built for Zero Canada is an ambitious national change effort working toward an end to chronic homelessness.
- Chronic Homelessness = People currently experiencing homelessness and who experience at least one of the following:
 - Total of 6 months of homelessness over the past year; or
 - Recurrent experiences of homelessness over the past 3 years, with a cumulative duration of at least 18 months

Built for Zero Canada continued

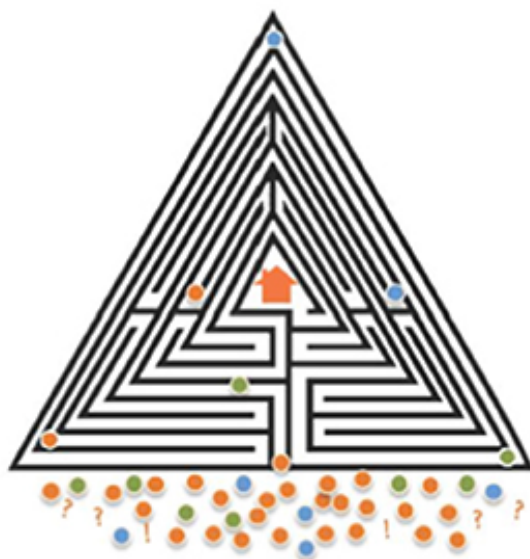
Two objectives of Built for Zero include:

1. Develop a quality By-Name List as a record of all known individuals experiencing homelessness in the community, updated in real-time.
2. Establish a Coordinated Access system that standardizes a process for intake, assessment, referral, and prioritization of services based on need across all homelessness service providers in a community.

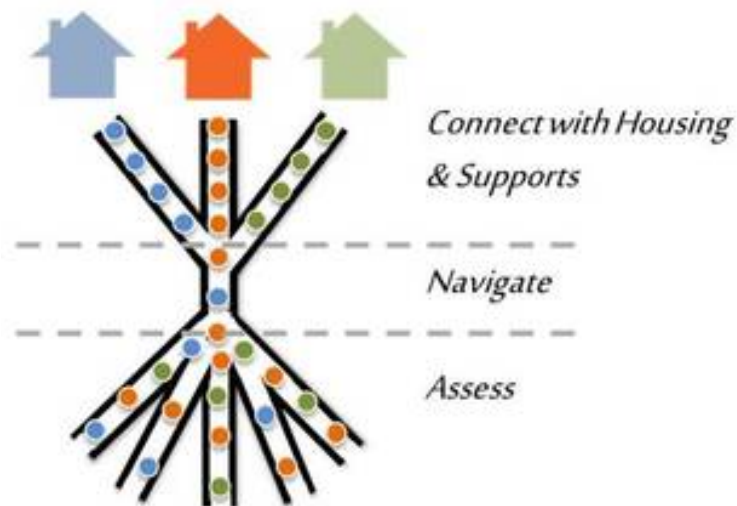
By-Name List

- A By-Name List is a best practice for an effective Coordinated Access system and critical to ending chronic homelessness
- A By-Name List is a **real-time** record of **all** people experiencing homelessness in your community.

Why is Coordinated Access Important to Ending Homelessness?



With out CA



With CA

HIFIS – Homeless Individuals and Families Information System

- Niagara's By-Name List is based on data collected through HIFIS- a web-based homeless management information system/database
- Most client information is shared across Niagara's homeless-serving providers (20+ community agencies)
- Staff record: client interactions, referrals made, housing history, participation in housing programs, and more
- Facilitates better coordination of services between staff at different locations and reduces duplication or the need for clients to tell their story multiple times

Housing Focused Shelter Pilot

- In June 2020 Niagara opened a Housing Focused Pilot Shelter
- Leveraged the By-Name List to select clients
 - Harm reduction and low barrier approach
 - Housing focused activities
 - Coordinated Access
- Using the By-Name List to become a By-Name Priority List:
 - Chronically Homeless
 - Indigenous
 - Sleeping rough
 - 55+ or Youth
 - Experiencing complex health issues
 - Common triage and assessment tools

Housing Focused Shelter Pilot continued

- The pilot has been running for five months, with tremendous success to date.
- Pilot program clients were selected from the By-Name List
- Those selected experienced an average of **318** days of homelessness in the past year, **639** days of homelessness in the past **3** years and averaged a score of **8** on the VI-SPDAT
- This **14** bed housing focused shelter pilot has had **27** intakes to date, with **13** exits to permanent housing, of which nine of these clients remain successfully housed

Client Journey

- Client is an individual over age 55
- He had been homeless for 499 days with a VI-SPADT score of 9 (meaning he is chronically homeless and has high acuity needs)
- Has not seen a doctor in over 20 years and shared he has mental health diagnosis of schizophrenia
- Has been self medicating to cope with mental health issues by using methamphetamine and crack cocaine
- Has no ID
- Has no pharmacy, knew he needed to be on medication but didn't know what kind or why
- Additionally identified some other underlying health issues
- No social or family connections

Client Journey continued

- Client spent 3.5 months at the housing focused shelter
- At his discharge he was connected to the following supports:
 - Health care through REACH Niagara
 - Medication and underlying health issues identified and supported
 - A pharmacy
 - Received dentures (100% covered) and was able to eat solid food again!
 - Got new ID
 - Received addiction support through harm reduction approach
 - Given support with basic life skills
 - Connected to Home for Good (supportive housing) 1:1 support for 2 years
 - Secured permanent housing

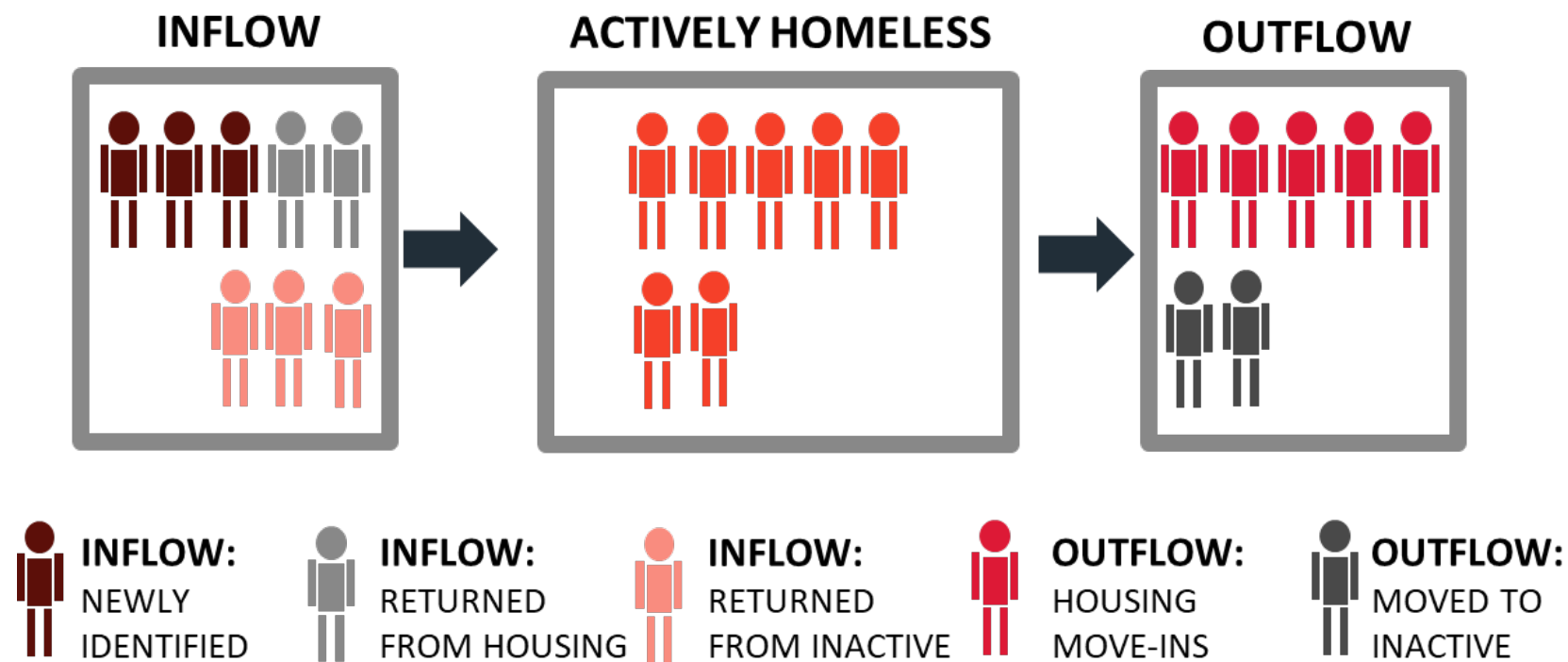
When this client moved in to his new home he stated: “ I finally feel like people treat me like I am human. Thank you”

By-Name List Score Card

Today, on November 10, 2020, Niagara Region is excited to announce that we have completed our By-Name List score card with Built for Zero Canada and have a quality By-Name List!

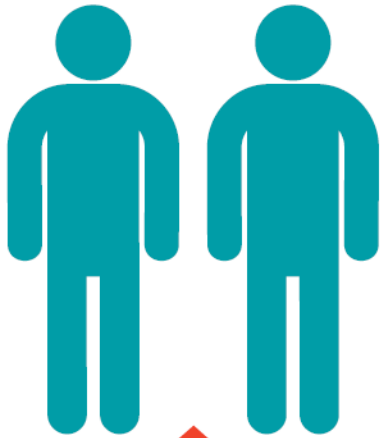
Niagara Region's quality By-Name List will be recognized nationally through Built for Zero Canada

The state of homelessness today in Niagara Region



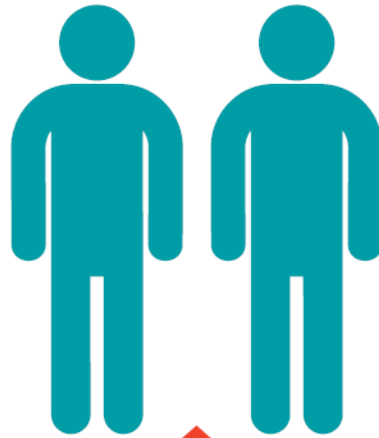
What does this mean for Niagara?

INFLOW TO HOMELESSNESS



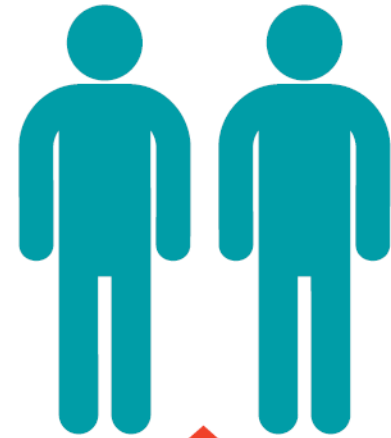
Understand who is becoming homeless to focus prevention efforts

ACTIVELY HOMELESS



Apply person-specific data to help refer and prioritize people to the right housing and supports

OUTFLOW TO HOUSING



Understands how people become housed to inform or accelerate further housing efforts

Where do we go from here?

- In 2021 Niagara Region will continue to focus efforts in transforming the homelessness system towards one that is directed through a Coordinated Access approach
- Applying the learnings we have gained through COVID-19 and the Housing Focused Pilot
- Developing a work plan that will focus on the BFZ best practices of Triage and Assessment, System Transformation, Policy and Process, Privacy and Quality Data, Data Driven System Change and decisions

Questions

