

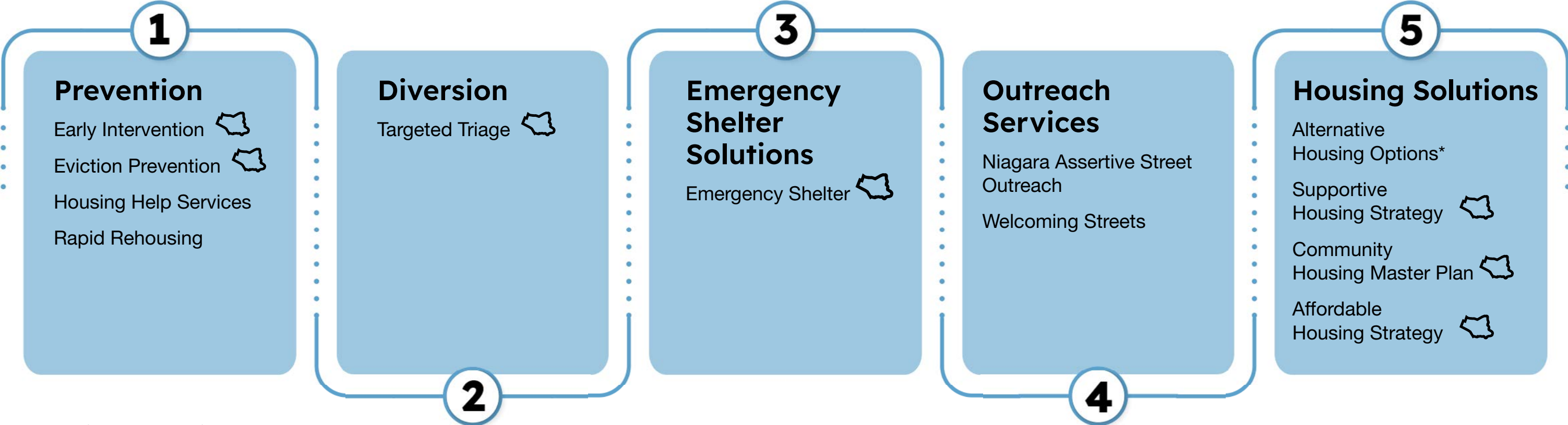


# Homelessness Services Framework

The Homelessness Services Framework is designed to meet the Region’s mandate of preventing homelessness and supporting those experiencing homelessness to becoming rehoused. The following framework of services is presented in the order that are anticipated to be provided to an individual or family experiencing homelessness.

 Services provided directly by Niagara Region

 New strategies that support individuals with service restrictions




## Addressing Barriers


There are programs available, outside of the Region’s mandate, that are needed to help address barriers for individuals requiring more intensive supports to move in stable housing.

**Criminal Justice Involvement**  
Systems and programs that help support individuals with criminal records to access housing.

**Mental Health and Substance Use**  
Systems and programs that help support individuals with criminal records to access housing.

**Trauma Informed Care**  
All staff and service providers trained in trauma informed practices to better understand and support individuals with a history of trauma.

**Behaviour Support Workers**   
Working across shelter system to mitigate behaviours that trigger service restrictions.

**Peer Support Workers**   
Working across shelter system to foster relationships of trust to further support prevention of behaviours that trigger shelter restrictions.

**Situation Table – Service Restrictions**  
Enhanced support for individuals with significant service restrictions and behavioural/mental health challenges.

# Alternative Housing Options

## Transitional Housing

Agency supported short term housing with access to case management and referrals to support with transition to independent living.

## Housing First Programs

Programs are available in both built and market based environments. These programs are agency delivered providing case management and referrals. Clients may progress to lighter touches of support and may transition to independent living.

## Bridge Housing

Bridge housing focuses on high needs clients, providing intensive supports over a short period (six to eight months) on the journey to other lighter touch supportive housing, long term care or family reunification as exit strategies.

## Violence Against Women Transitional Housing

This agency delivered program provides transitional housing to women and sole support mothers who has experienced violence. Intensive case management support and referrals are provided with the goal of exiting to independent living.

## Permanent Supportive Housing

This agency led program provides intensive case management support, referrals and health care supports to high needs clients requiring 24/7 supports. Clients may exit to lighter touch supportive housing, however many are very complex and may require 24/7 support ongoing.

## Enhanced Cognitive Supportive Housing

Purpose built supportive housing with staffing design that incorporates mental health and addictions, occupational support, case management and security on site for individuals with level four and five service restrictions.

## Seniors Specialty Supportive Housing

Purpose designed program to support individuals over 55 with significant service restriction records and complex health concerns.

## Coordinated Access

This is the system by which clients are matched to housing programs to ensure the right level of support to be successful, without providing more supports than necessary.