Emergency Homelessness Services Review Update

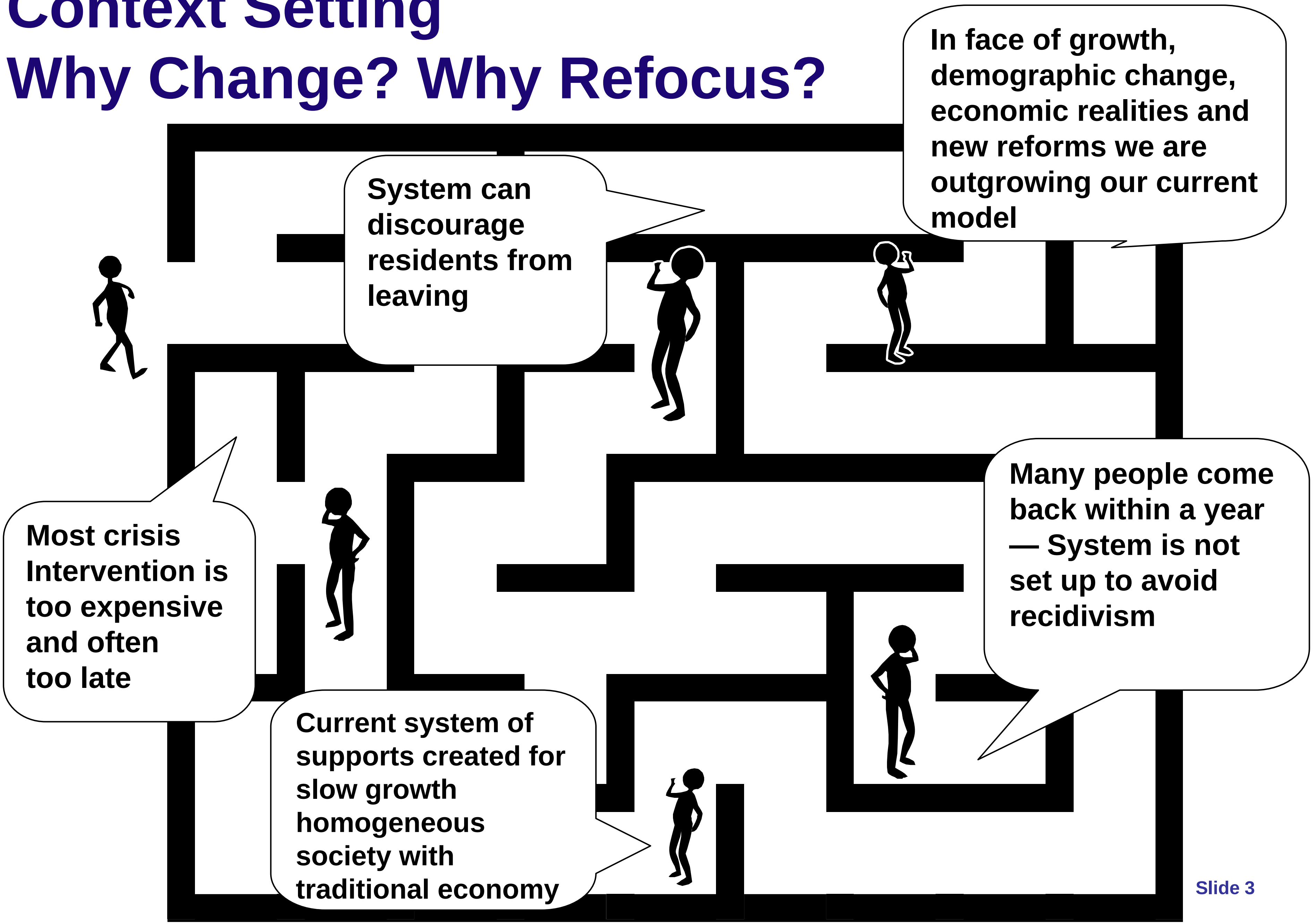
Community & Health Services Committee

June 20, 2012

Overview

- Review of Housing stability and homelessness services in York Region.
- Effective practices in preventing and reversing homelessness
- Recommendations for operational system reforms.
- Immediate Next Steps

Context Setting
Why Change? Why Refocus?



Context Setting – York Region Funded Emergency Shelters & Homeless Supports

York Region supports
homeless services
and programs via CDIF
(including Inn & Out of the Cold)

115 shelter beds
4 shelters
2 operators

York Region Funding

- - 4m gross (2.5m net) direct to shelters
- - 2m gross (1.2m net) on homeless supports
- and shelters

Context: Key Barriers to Moving from Crisis Intervention Approach

- Patchwork of funding with various streams and time consuming processes for providers
- Need clarity of expectations and accountabilities internally and externally
- Lack of key data/information on clients and services
- Access to services is not client centred

Methodology and Purpose of Review

1. **Review of York Region regionally funded shelters & homelessness services**:

   - Extensive literature review, interviews in York Region & other jurisdictions
   - Successes and service gaps
   - Homelessness prevention initiatives and where shelters fit

2. **Inform York Region of**:

   - Best practices of other municipalities
   - Options to strengthen services and address gaps
   - Opportunities to collaborate
   - Ways to better align funding and administration

Risks to Housing Stability in York Region

1. Availability of affordable housing

2. Incomes
   - Most low-income home-owners and more than half of tenants are at high risk of losing their housing because of these two factors alone

3. Being a resident:
   - With a disability, mental illness or addiction
   - Who is young, a new comer, a woman, a racial minority or non-christian

Services in York Region – Assets

York Region provides funding for:

- Drop-ins and emergency shelters (CDIF & SS)
- Housing help – assistance to find sustainable housing, and ongoing support to achieve housing stability (CDIF, H&LTC, SS)
- Financial assistance to pay rent, heating/electricity, etc. (HPP, Province)
- Income support such as OW, ODSP (SS & Province)
- Tenant advocacy (H&LTC & CDIF)
- ID clinics – a first step for people to get community services, bank accounts, etc. (CDIF)
- Meal programs (CDIF)
- Health Promotion/Public Health (Public Health)

Services in York Region – Gaps

Rate of growth, need and complexity of need does not match capacity of system

Funding for Emergency Shelter Core Services

	Population (2006)	Social housing ratio	Total #Shelter Beds and Ratio	Funding for core services
York Region	931,874	21 units/000 households	103(year round) beds 11 beds/100,000 people	Basic per diem plus bridge funding
Toronto	2,583,281	84 units/1000 households	3850 beds 154 beds/100,000 people	Per diem - City pays more than its 20% share to increase the total bed/per night. Varies by shelter.
Peel	1,159,405	37 units/1000 households	391 beds 34 beds/100,000 people	Block funding negotiated directly with shelter (higher than per diem would be)
Halton	439,256	26 units/1000 households	70 beds 16 beds/100,000 Per diem	Basic per diem plus $60,000 for capacity not occupancy
Hamilton	504,550	69 units/1000 households	350 beds 70 beds/100,000 people	Piloting new approach with MCSS
Waterloo	478,121	44 units/1000 households	148 beds 31 beds/100,000 people Per diem	Basic per diem – operators told they will likely have to raise about 50% of operating expenses;
Calgary	988,193	N/A	1937 beds 197 beds/100,000 people	Directly from Province (Alberta)

Services in York Region - Gaps

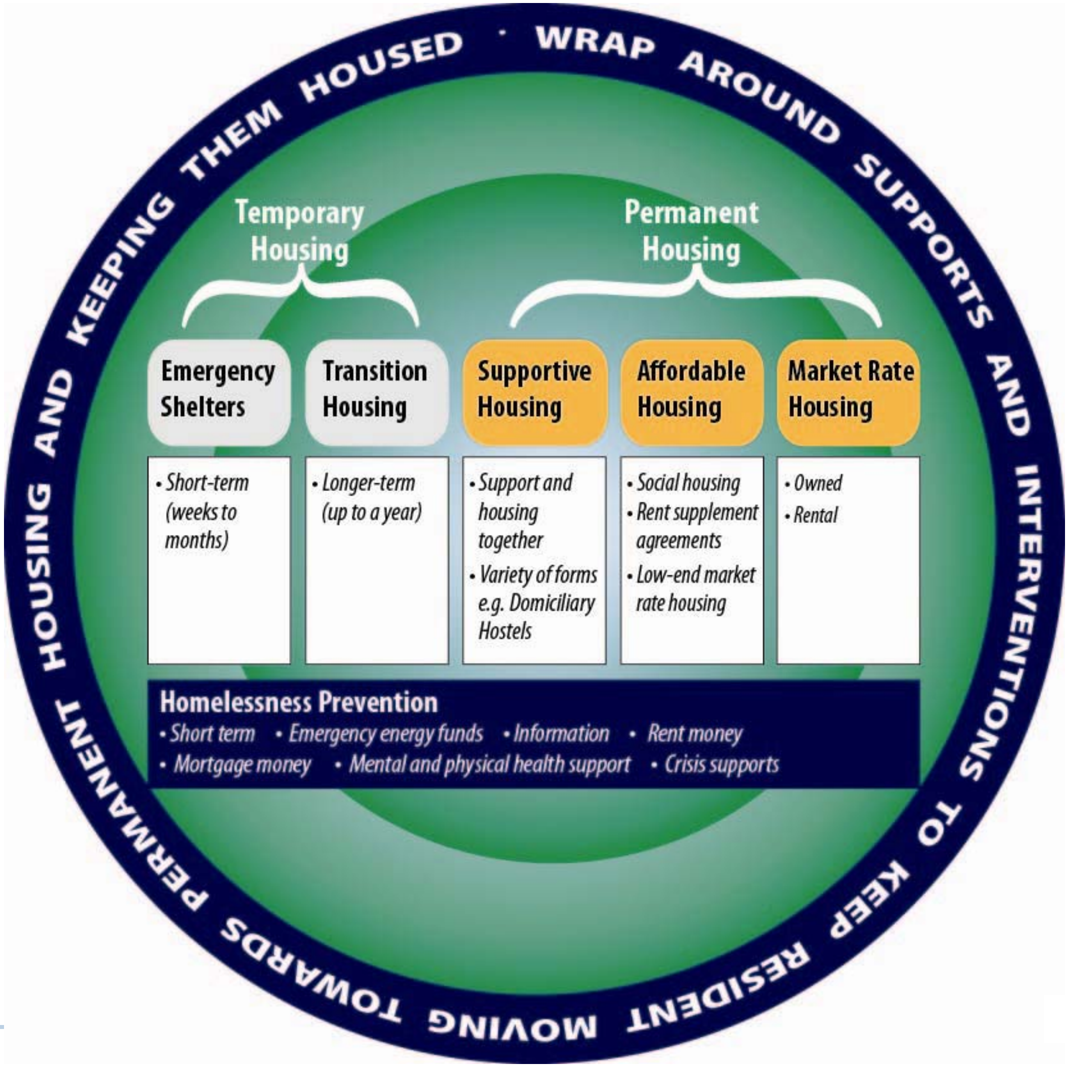
Other Key Gaps

- System:
  - System leadership/Direction
  - Affordable and supported housing
  - Health care – physical, mental, addiction services
  - Siloed delivery services
  - Transportation
- Administration:
  - Staff resources and capacity
  - Clear regional standards, expectations, administration, funding
  - Data – collection and sharing
  - Client Intake process and technology

Best Practices – What Works

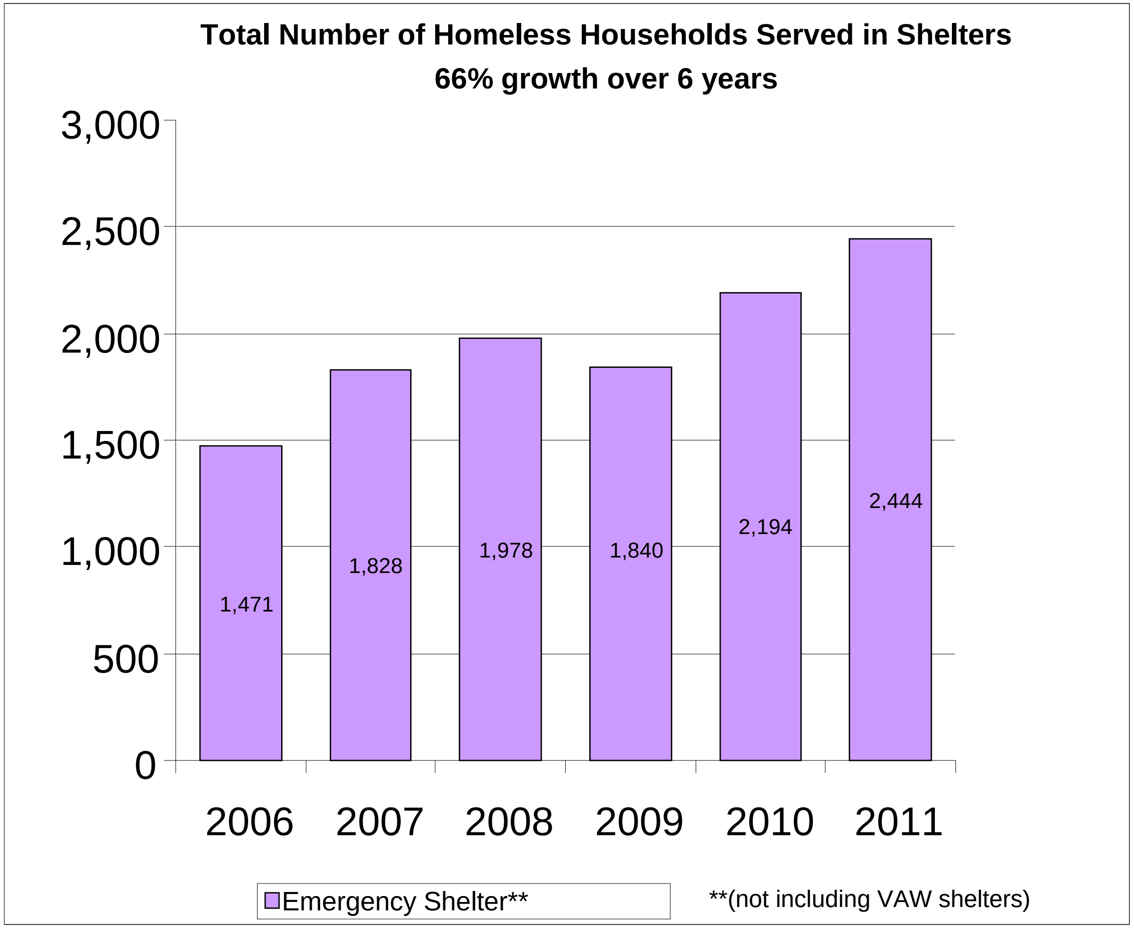
- Vision/goal and focus on homelessness
- Long-term plan with measurable outcomes
- Engage stakeholders in planning and in funding solution
- Distinguish amongst different levels of service need (e.g. persistent versus first time)
- Invest in affordable housing and prevention services
- Develop strategies for distinct sub-populations (families, youth)
- Know who you've got – client intake and information
- Collect and use client service data to set directions, measure programs, invest and work the system

Response to Consultant's Report
Proposed Vision/Direction – Prevention Focused

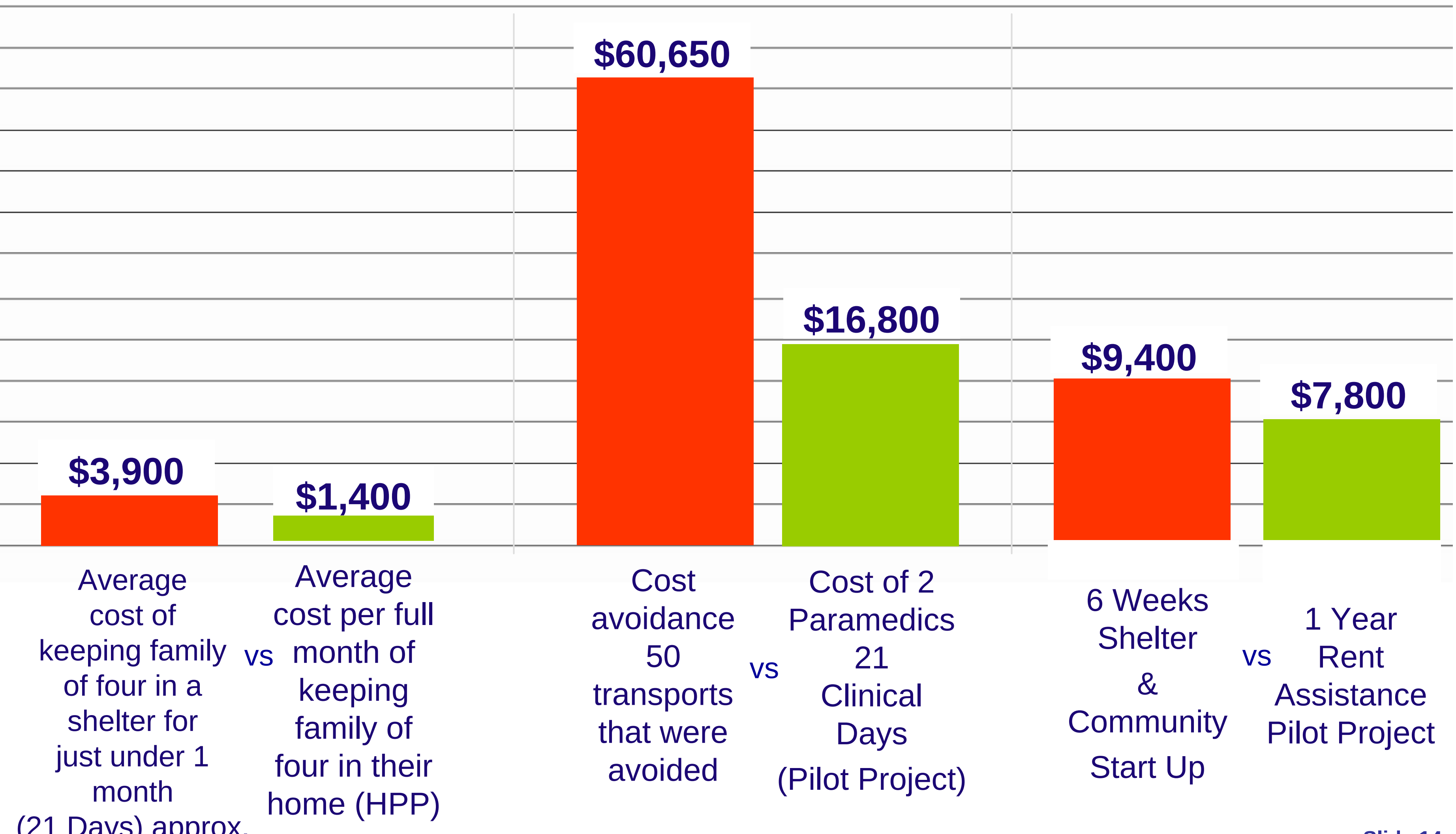


York Region

Visible Homelessness Is Growing



Cost/Benefit of Homelessness Prevention and Collaborative Shelter Supports vs. Crisis Interventions



How Investing in Knitting Resources Together Can Help

"Anthony" living at home with his elderly mother has a major violent episode (due to medication change).

NOW	With Central Intake
Family calls Police Police bring Anthony to Emergency Shelter Anthony acts out at Shelter Police called again and take Anthony to hospital Discharged same day to back Emergency Shelter Stays in Shelter for 6 weeks Re-housed in community without linkages to supports Unable to maintain housing independently in community and enters shelter again Won't accept supports and condition worsens Leaves shelter, York Region loses track of Anthony In system, but not tracked	Family contacts Central Intake Client immediate needs assessed, family given information and supports Client referred to community mental health supports (e.g. crisis bed) Client stabilized and returns home with supports Client's information retained so adequate supports can be provided as needed by any provider
Cost: over $4,000+	**Cost (approx.) $750**

Moving Forward

Short Term – Now to November 2013

- Confirm goal/vision (June), prevention first and supported transition
- Create long term plan to address housing & homelessness (underway)
- Re-structure Social Services (underway)
- Consolidate homelessness funding & administration under one branch
- Consult with operators, stakeholders, staff on collaborative solutions to remodel systems (Summer 2012)
- Model new shelters on new vision/goals (underway)
- Present operational system progress and recommendations to Committee/Council – Fall/Winter 2012/2013

Program Reform Priorities

Medium to Long Term – 2013 to 2015

- Regional Data Collection Solution
- Revised Operator Agreements
- Exploring Central Intake point
- Explore solutions to resource/capacity gap for service providers.
- Model shelters and programs on vision goals

Immediate Next Steps

- Report back on findings and recommendations to stakeholders – May 2012
- Consult as part of Housing & Homelessness Community Consultations – Summer 2012
- Present operational system progress and recommendations to Committee/Council – Fall/Winter 2012/2013