

# **The Corporation of the City of Kawartha Lakes**

## **Council Report**

**Report Number HH2018-001**

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**Date:** February 13, 2018

**Time:** 2:00 p.m.

**Place:** Council Chambers

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**Ward Community Identifier:**

**Subject:** Progress on Addressing Homelessness

**Author Name and Title:** Hope Lee, Administrator/Manager of Housing

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### **Recommendation(s):**

**That** Report HH2018-001, Progress on Addressing Homelessness, be received; and

**That** the City of Kawartha Lakes, in its capacity as Service Manager for both the City of Kawartha Lakes and the County of Haliburton, recommit participation to the 20,000 Homes Campaign under the refocused aim to end chronic homelessness in 20 communities and house 20,000 of Canada's most vulnerable homeless people by July 1, 2020 committing to:

1. Adopting a functional end to chronic homelessness measure defined generally as three or less people experiencing chronic homelessness sustained for at least three consecutive months;
2. Committing to the Campaign's five key activities (as outlined in Attachment A to Report HH2018-001); and
3. Adopting the amended Canadian Observatory on Homelessness Definition of Homelessness as the local definition (as outlined in Attachment B to HH2018-001).

**Department Head:**\_\_\_\_\_

**Financial/Legal/HR/Other:**\_\_\_\_\_

**Chief Administrative Officer:**\_\_\_\_\_

## **Background:**

At the Council Meeting of March 22, 2016, Council adopted the following resolution:

**Moved By** Councillor Dunn

**Seconded By** Councillor Strangway

**RESOLVED THAT** the City of Kawartha, in its capacity as Service Manager for both the City of Kawartha Lakes and the County of Haliburton, join the 20,000 Homes Campaign, a national movement of communities working together to permanently house 20,000 of Canada's most vulnerable homeless people by July 1, 2018 including executing the Campaign Community Agreement included as Attachment C to Report HH2016-002 and committing to:

1. Support the development and implementation of a locally focused Housing First model;
2. Adopting the Canadian Observatory on Homelessness' Definition of Homelessness as the local definition (included as Attachment B);
3. Support a count of the homeless in both the City and County starting in 2016; and
4. Commit to housing twenty-four (24) of the most vulnerable homeless in our community by July 1, 2018.

During the week of August 22, 2016, the City and County conducted its first enumeration of the homeless population using a Registry Week method. A summary of that enumeration is included as Attachment C to this report.

The Registry Week provided information on numbers and needs allowing staff to move forward to develop and implement programs and services to address this population.

### **Homelessness Coordinated Response Team**

The Homelessness Coordinated Response Team (HCRT) was implemented immediately following registry week. HCRT is a case conferencing mechanism that utilizes resources currently providing services to the homeless population in the City of Kawartha Lakes and County of Haliburton. HCRT is intended to link these component parts together to form a coordinated community response for those experiencing homelessness or who at risk of homelessness leveraging the financial commitments and human resources of the various funders.

HCRT is a team approach to co-ordination and care that includes leveraging all the existing resources through case conferencing, shared care and integrated response. HCRT's goal is to working together on case finding, case conferencing, care/response planning, housing placement and housing retention and reduce and/or eliminate barriers for clients to access services they require.

HCRT meets every other week to work through both new and existing cases. Membership is comprised of frontline staff of the member organizations providing services directly to homeless or at risk of homelessness in CKL-H area

### **Homelessness Response Steering Committee**

The Homelessness Response Steering Committee (HRSC) was formed in March 2017 with a vision to build a collaborative community response system that functions to end long term homelessness in the City of Kawartha Lakes and the County of Haliburton.

Membership includes executive directors or senior managers with decision making authority of organizations providing services directly to the homeless or at risk of homelessness in the CKL-H area.

Key goals include:

- To build and support a framework for a community wide homelessness service response system using a Housing First approach including:
  - CKLH By-Name List
  - Coordinated Entry System
  - Homelessness Coordinated Response Team (HCRT)
  - Framework for assigning resources based on priority
- To maximize resources by using them efficiently in a coordinated way
- To build on strengths and increase the capacity and quality of services delivered to those who are homeless or at risk of homelessness.

### **By Name List/Coordinated Entry Framework**

Coordinated Entry System and By Name Lists have been identified as key features of homelessness response systems that are successfully working towards ending long-term homelessness in their communities. Coordinated Entry ensures that all people are offered equitable access to the available resources dedicated to addressing homelessness in the community. Coordinated Entry uses common, system wide assessment and process to ensure that people get connected to the best possible solutions for shelter and permanent housing. A By Name List (BNL) is a real-time list of all known individuals and families experiencing homelessness in the CKLH area. The names on the BNL are organized based on the depth of need of the individual or family, and helps the larger system to match those households with appropriate permanent housing options and/or supports to resolve their homelessness.

The Coordinated Entry and By Name List Framework will guide the process of service organization and the allocation of resources based on an individual's or family's depth of need. Key features of the framework include:

- Working across the system to identify individuals and families who are homeless, and know them by name
- Identifying a common understanding of homelessness and coordinate responses to help people resolve their homelessness
- Using a common assessment tool to better understand an individual's or family's depth of need.
- Prioritizing people based on their unique needs and housing the most vulnerable first
- Identifying housing and supports inventory in the community dedicated to people who are experiencing homelessness
- Focus on housing as the solution to homelessness

The Framework has gained support from many community partners and will continue to use evidence from homelessness enumeration projects and outcomes and indicators from shelter data, housing and support investments to identify priorities and refine system wide responses to homelessness.

### **Investments to Date**

A number of investments have been secured to address the needs of the homelessness individuals as follows:

1. Federal investments through the Homelessness Partnering Strategy – 3 year funding (\$75,000 annually) toward intensive case management for the homelessness population (A Place Called Home is recipient, purchases services through FourCAST and provides resources to the Homelessness Coordinated Response Team);
2. Federal investment through the Homelessness Partnering Strategy – capital funding of \$203,000 toward the purchase of a property to provide housing to homeless (A Place Called Home is recipient and tenants will come through the By Name List);
3. Provincial Investment through the Central East Local Health Integration Network of \$130,900 annually for clinical case management for mental health and addictions and rent supplement funding (Haliburton Highlands Mental Health/Ross Memorial Hospital are recipients, referral agreement with Kawartha Lakes Haliburton Housing Corporation to provide access to affordable housing units and use a Housing First approach with tenants coming through the By Name List) – 1:8 model;
4. Provincial Investments through the Home for Good Program of \$353,100 annually for 2 clinical case management positions and 3 housing support works (services purchased through FourCAST) to provide place based support services within 68 Lindsay Street North (purpose built 24 units building for homeless individuals from the By Name List); and

5. Homelessness funding through the City's Homelessness program including the Community Homelessness Prevention Initiative – \$202,000 annually for clinical case management position, 2 Housing Support Workers and 1 Trustee (A Place Called Home is recipient, purchases Services through FourCAST and provides resources to the Homelessness Coordinated Response Team); \$150,000 annually for housing assistance to those on the By Name List, \$15,000 annually for evaluation (Trent University surveys individuals producing interim and final reports over a 3 year period) and \$45,000 annually for a part time Homelessness Response System Coordinator (services purchased through FourCAST and shared with Northumberland County).

## **Rationale:**

### **Successes to Date**

Since Registry Week in 2016, there have been numerous successes in the community response to homelessness, in part due to the increased capacity and collaboration between community agencies. In 2016, City and County Councils made a commitment as part of the 20,000 Homes Campaign to house 24 of the most vulnerable homeless in the area by July 1, 2018. As of December 31, 2017, a total of 52 individuals have been housed in the community and are no longer experiencing homelessness. This is due to the community response, implementation of a Housing First model and various other initiatives focused on providing supports and moving individuals out of homelessness.

The impacts and trickle-down effects of this achievement can be seen through other community agencies and resources. Trent University is currently conducting a study, analyzing the impact of the Housing First project funded by the Homelessness Partnering Strategy in the City of Kawartha Lakes. Since the implementation of this project, there have been numerous positive impacts, including the decreased reliance on emergency services. This is most likely due to the increase access to medical doctors and routine health care, accessed through the program.

Within 3 months, hospital usage dropped between 50%-86%. In addition, there has been a decrease in the number of contact with crisis lines, 911 and ambulance transport to the hospital. 911 calls decreased from 35.7% to 14.3% while there has been a 50% reduction in the number of individuals transported to hospital by ambulance.

### **Continued Needs**

While there has been some significant progress towards ending homelessness in the community, the current needs of the homelessness response continue to increase. As of December 31, 2017 there were currently 19, high acuity individuals on the By Name List (BNL) who are experiencing homelessness in

the community. Of those 19 individuals, there are 15 adults, 3 youth and 1 family. Furthermore, 6 are chronically homeless (homeless for 6+ months in the last year); 1 is episodically homeless (experienced 3+ episodes of homelessness in the last year; and 3 are high-acuity individuals.

It should be noted that these individuals have all scored an 8+ on the VISPDAT (acuity measurement tool) and as such, are high-acuity individuals who need a lot of support. Concerned with community capacity, a decision was made after the Registry Week to only add those with a score of 8+ to the BNL. It is the intention after this enumeration in 2018, however, to add any individuals experiencing homelessness to the BNL in order to gain a better understanding of the depth of homelessness within the community.

### **Recommitment to 20K Homes Campaign**

In October 2017, the Canadian Alliance to End Homelessness (CAEH) announced they would continue with the 20,000 Homes Campaign over 2018-2020 under a refocused aim to end chronic homelessness in 20 communities and house 20,000 of Canada's most vulnerable homeless people by July 1, 2020. Given the new aim, they are asking communities to recommit.

For the purposes of this campaign, they have adopted a functional end to chronic homelessness measure defined generally as three or less people experiencing chronic homelessness sustained for at least three consecutive months.

The campaign has five key activities in order to remain an active participant, all of which the City is already working toward:

1. Build a quality by name list
2. Implement a Coordinated Access System
3. House chronically homeless individuals
4. Report data monthly
5. Undertake performance and quality improvement

There continues to be no cost to the City to participate in the campaign. We will continue to receive assistance from the CAEH campaign team as in the past. There are currently 35 campaign communities across eight provinces and one territory, 18 of which are in Ontario and include both large and small municipalities.

### **Changes to Homelessness Definition**

In 2017, the Canadian Observatory on Homelessness (COH) adopted changes to the original Canadian Definition on Homelessness presented in 2012. The 20,000 Homes Campaign has asked all communities who are participating in their campaign to adopt the new 2017 Canadian Definition of Homelessness.

After community consultations, the COH made the following notable changes to the definition of homelessness in 2017:

- Recognizing the overrepresentation of Indigenous Peoples amongst the Canadian homeless population is a result from colonization and cultural genocide
- Acknowledging the diversity of the homeless population and as such, the community response should consider such diversity, with special consideration for the unique needs of youth, women, families, people with mental health and/or addictions issues, people impacted by violence, seniors, veterans, immigrants, refugees, ethno-racial and racialized people, and members of the LGBTQ2S communities
- Recognizing and affirming that homelessness and housing exclusion is the result of a broken social contract. It is the outcome of the failure of society to ensure that adequate systems, funding and supports are in place so that all people, even those in crisis, have access to housing and the supports they need.

While the definition had some important changes, it is important to note that the Typology of Homelessness, or physical living situations did not change. As such, the Typologies are still recognized as 1) Unsheltered, or absolutely homeless; 2) Emergency sheltered; 3) Provisionally Accommodated, describing situations where accommodation is temporary and lacks tenure security; and finally, 4) At Risk of Homelessness, referring to those who are not homeless but whose economic and housing situations lack security and stability.

### **Registry Week 2018**

As part of the Province's efforts to end chronic homelessness by 2025 and the long term goal to end homelessness, an amendment was made to the Housing Services Act. It requires all Service Managers to conduct enumeration of those experiencing homelessness every other year, starting in 2018, during the months of March, April or May. The province has created required data points and Service Managers must provide client level enumeration data on the required points to the ministry within six months of completing an enumeration.

A registry week method will be used again throughout the City and County. This involves a coordinated, multi day count of those experiencing homelessness by name. Volunteers administer a survey, the Vulnerable Index Service Prioritization Decision Assistance Tool or VI SPDAT which is a pre-screening and triage tool that collects personal data related to their housing and health.

The 2018 Registry Week will take place during the week of May 28<sup>th</sup>.

Following the registry week, individuals will be added to the By Name List and prioritized for housing and support services following the By Name List/Coordinated Entry Framework.

## **Relationship of Recommendation(s) To The 2016-2019 Strategic Plan:**

This report aligns with the Strategic Goal of An Exceptional Quality of Life, specifically improving wellness, well-being and community health through enhancing access to the community and human/health service.

## **Consultations:**

Program Supervisor, Housing Help  
Regional Housing Coordinator  
Homelessness System Response Coordinator

## **Attachments:**

Attachment A – 20K Homes Confirming Participation



Attachment A -  
Confirming-Participati

Attachment B – COH Homelessness Definition



Attachment B -  
COHhomelessdefinitic

Attachment C – 2016 Registry Week Summary



Attachment C -  
Registry Week Summ

**Department Head E-Mail: [rsutherland@kawarthalakes.ca](mailto:rsutherland@kawarthalakes.ca)**

**Department Head: Rod Sutherland**