

2018

April 11

Housing
First
Partners
Conference



Under One Umbrella:
The Housing In Place (HIP) Team
Workshop 240

Presented By: Cory O'Handley & Maryanne Smallwood

A low-angle, upward-looking photograph of several tall skyscrapers in a city skyline. The buildings are dark and feature grid-like window patterns. The sky is a pale, overcast blue. In the lower-left background, the distinctive white and blue structure of the CN Tower is visible. The text "WHO ARE WE?" is centered in the upper half of the image in a bold, brown, sans-serif font.

**WHO ARE
WE?**



Who are we?

**Cory
O'Handley**



**Maryanne
Smallwood**



PRESENTATION

#GOALS



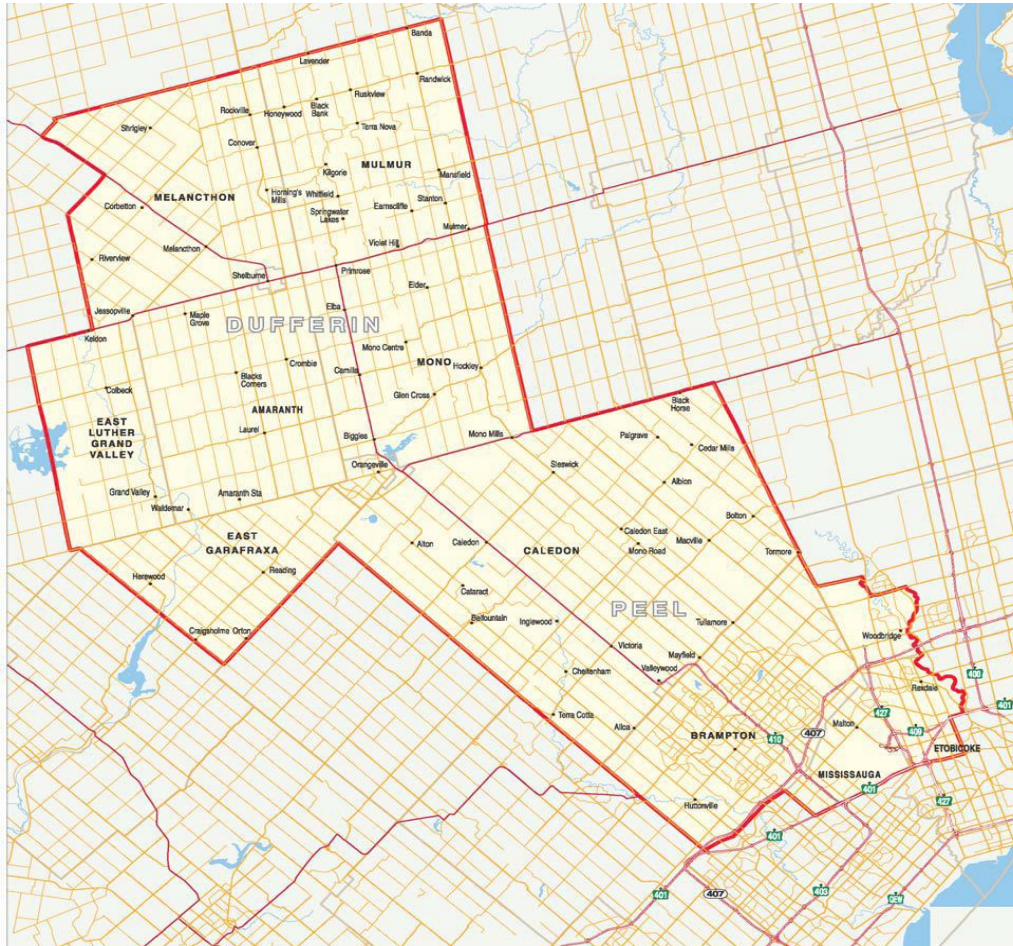
Presentation Goals

1. Increase knowledge of promising practices in supportive housing through the Canadian context
2. Receive tips in providing quality person centered care through a non-traditional disciplinary approach
3. Share clients' experiences

ABOUT SHIP



Who we are?



- Services and Housing In the Province (SHIP)
- Multi service, non-profit in Southern Ontario, Canada
- Population approximately 1.6 million *Same size as the whole state of New Hampshire*
- 5% of Canada's population
- 12% of Ontario's population



Who we are?

- 3000 individuals served annually
- 1000 individuals housed
- 60+ landlords
- 7 owned / operated Buildings
- 1000+ individuals waiting
- 300+ staff



Who are we?

- The champion of the right for housing for 30 years
- SHIP is known for:
 - Identifying gaps and directly addressing those needs
 - Many of our programs and service models have gained national attention



Who are we?

- Central Intake
- Short Term Case Management
- 2 ACTT Teams
- Transitional Support Housing Programs
- RMST
- High Support Program
- Social Purpose Enterprise
- Housing First Coordinators
- **Housing In Place Team**
- Psychiatrist
- Tenant Relations / Property Service

WHAT'S HAPPENING IN CANADA





Homelessness in our Region

- Individuals accessing Emergency Shelter: 14,861*
- Individuals accessing Transitional Housing: 163*
- Individuals served by street outreach: 346*

**2016 data*

Provincial Supportive Housing Framework



- Supportive housing should be guided by **housing first** and **recovery-based principles**, where appropriate, that focus on positive outcomes for people, their families and their communities.
- Housing first assists people who are homeless to quickly **obtain** and **maintain** permanent, affordable housing and assists those who are at risk of homelessness to remain housed.
- Under this approach, people have the opportunity to access **flexible** and individualized support, and housing is not contingent upon 'readiness' or 'compliance' (e.g., sobriety).



ONTARIO SUPPORTIVE HOUSING POLICY FRAMEWORK

March 2017

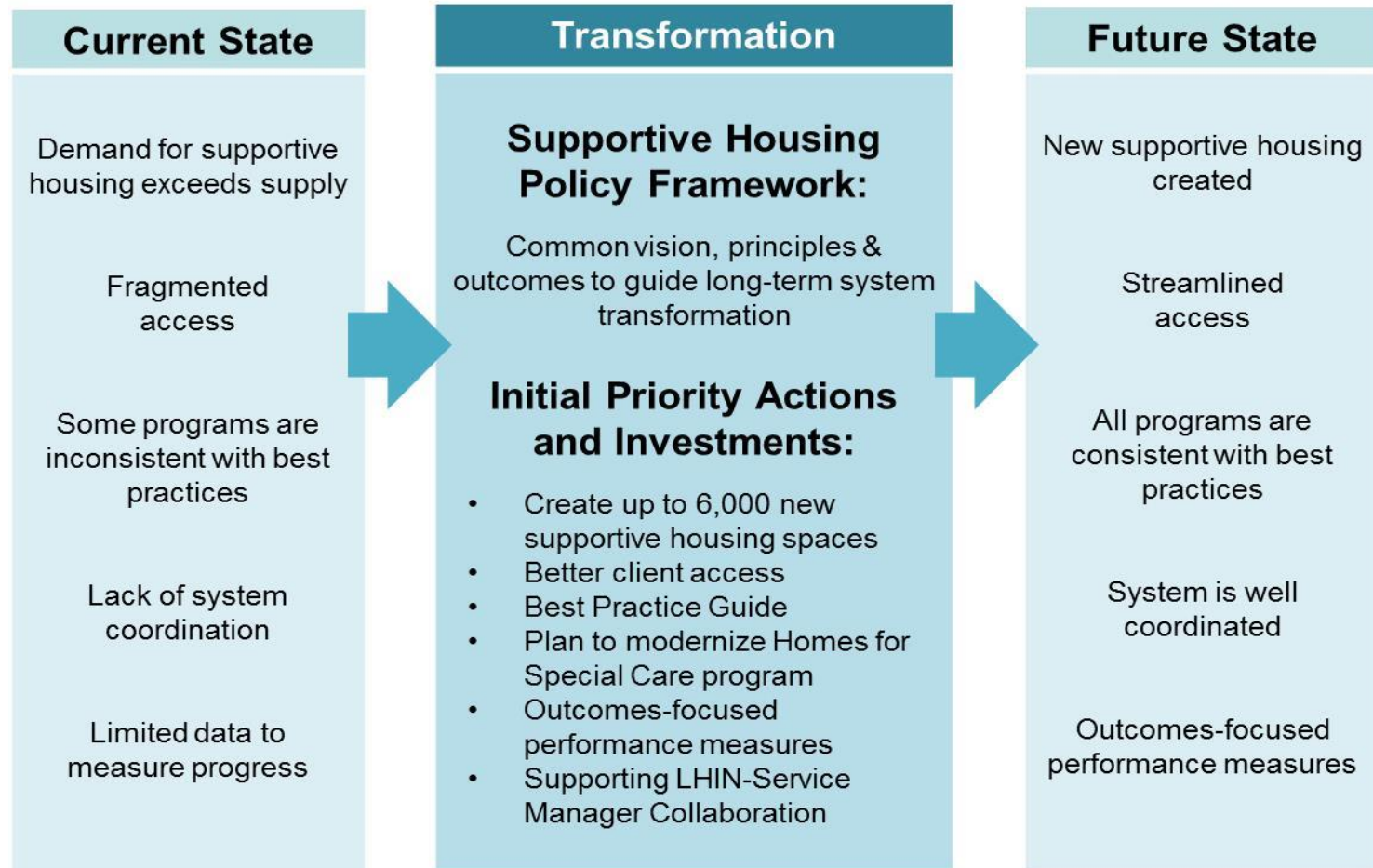


Provincial Priorities

1. Chronic Homelessness
2. Indigenous Homelessness
3. Youth Homelessness
4. Transitions from Institutions



Ontario's System Transformation





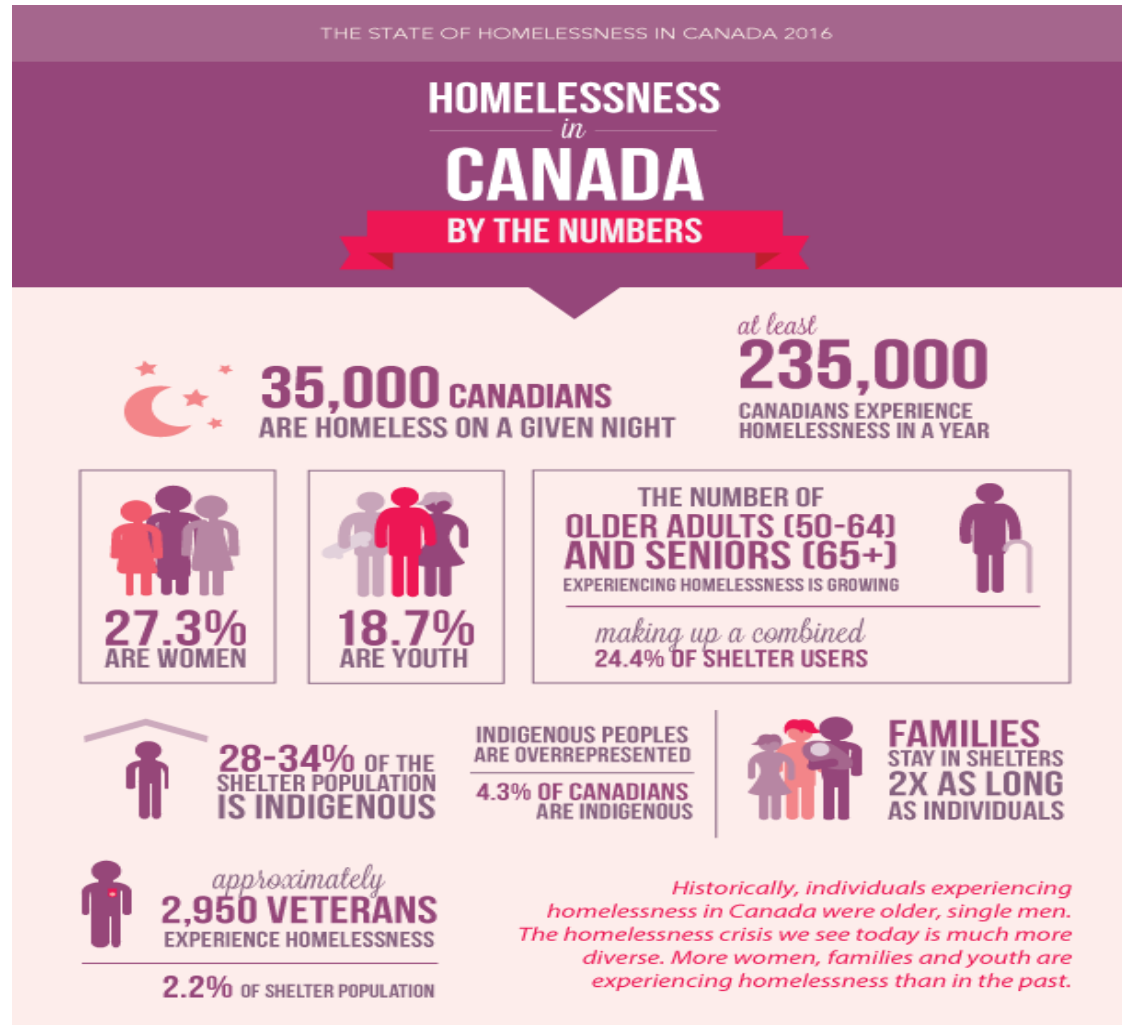
Ontario's Investment

Ontario is increasing its previously announced operating funding for housing assistance and support services to **\$100 million** annually, beginning in 2019-20.

This will bring the total investment beginning in 2017 to **\$200 million** by 2019-20, assisting up to **6,000 families and individuals**.



Homelessness in Canada





Great Things are Happening

- Mandatory counts or PIT's are being implemented by the Provincial and Federal Government
- Clear Homelessness definitions are being developed/defined (single adult, family, youth and indigenous)
- Revision of the Homelessness Partnering Strategy (HPS = HUD Housing Urban Development)
- Communities are active within the 20K Campaign
- All levels of government are now talking!!!!

Canada's National Housing Strategy



\$40
billion



100,000 new
affordable
housing units



Repairing
300,000
affordable
housing units



Cutting chronic
homelessness
by 50%

Canada's National Housing Strategy



Protecting
households
from losing an
affordable
home



Removing
530,000
households
from housing
need



\$4 billion
Canada Housing
Benefit to
provide 300,000
households
assistance



Ontario's Investment





Great Learning & Collaboration



Based On Successes and
Learnings from the US

20,000 HOMES CAMPAIGN

**100,000
HOMES**

Zero: 2016
from Community Solutions

**Built
For
Zero.**
COMMUNITY
SOLUTIONS





System Change

- Our community is developing a coordinated access system, which involves many services providers in which we embrace a collective impact collaborative model
- Our community has developed a Quality By Name List
- Implementing and developing a Dynamic Prioritization System
- On our way to the reduction phase.....

SHIPs

HIP!

Team



Program Goal

- Received program funding in 2016
- Services funded by the Local Health Integration Network
- Housing support provided by the Ministry of Health & Long Term Care
- The goal of this program is to:

Provide **supportive housing** for individuals with serious mental health issues and / or those with problematic substance use who are **homeless** or at **risk of homelessness** in order to enable them to **live independently** in their own home.



Program Access

SHIPs Central Intake completes initial screening and assessment

HIP Eligibility Criteria:

- 16 years of age or older
- Persons with serious mental health issues and / or problematic substance use and
- Those who are homeless or at risk of homelessness
- Assessment tools:

Service Prioritization Decision Assessment Tool (SPDAT)

Ontario Common Assessment of Need (OCAN)



Program Approach

- Customized multi-disciplinary team approach
- Individualized assessment and coordinated care planning
- Match individuals to appropriate housing/choice based housing
 - Head leases/master leases and rent supplements
- Engagement with clients to access and optimize primary care
- Assistance with activities of daily living, support services and crisis avoidance
- Facilitation of structured and unstructured client groups

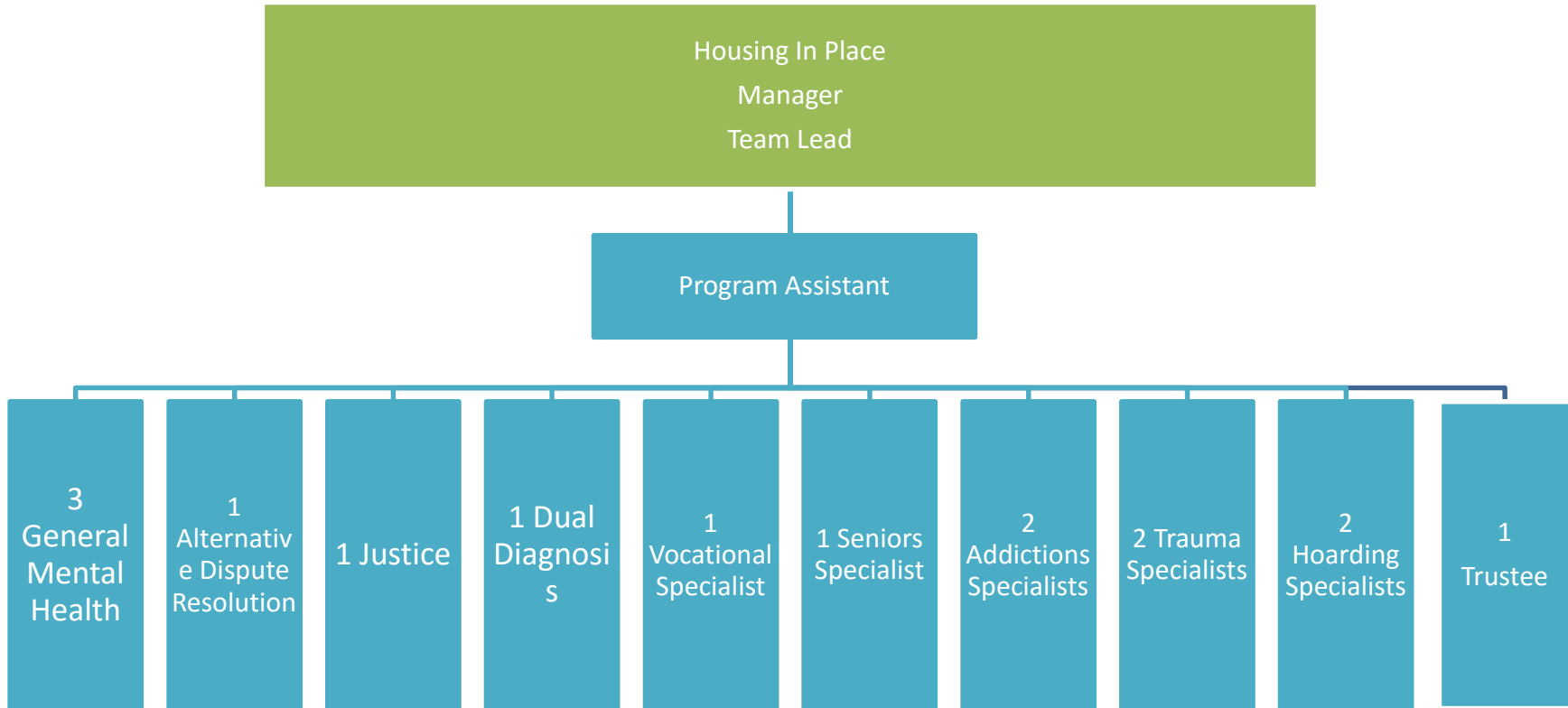


Program – ground level

- Provide support to clients who are waiting for housing as well as those who are permanently housed through program
- HIP accepts external referrals for Addictions, Trauma, Hoarding, and ADR services
- Reducing likelihood of cycling back to homelessness due to access to a variety of staff expertise – reduces wait time for specialized services

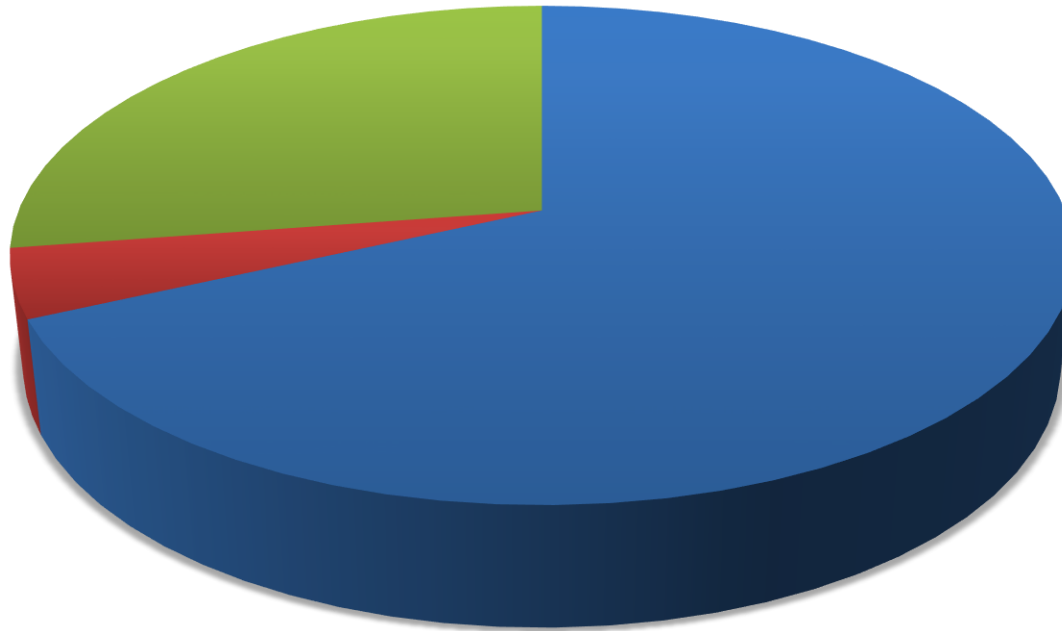


The Team!





HIP Client Portfolio



■ Housed ■ Vacancies ■ Waitlist

From Jan 1 2016 – Dec 31 2017



Measuring Success

Length of stay

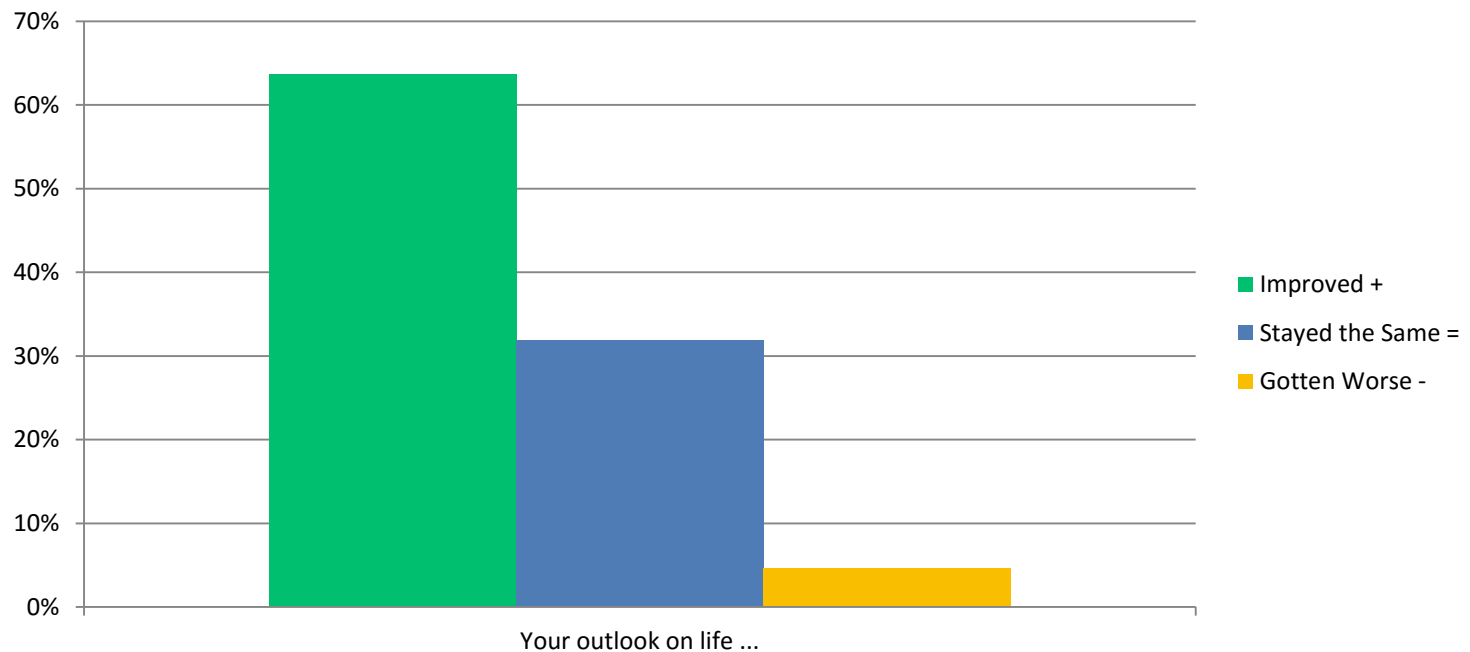
Quality of Life

- Average 1.2 years
- 4% discharged from program



Quality of Life

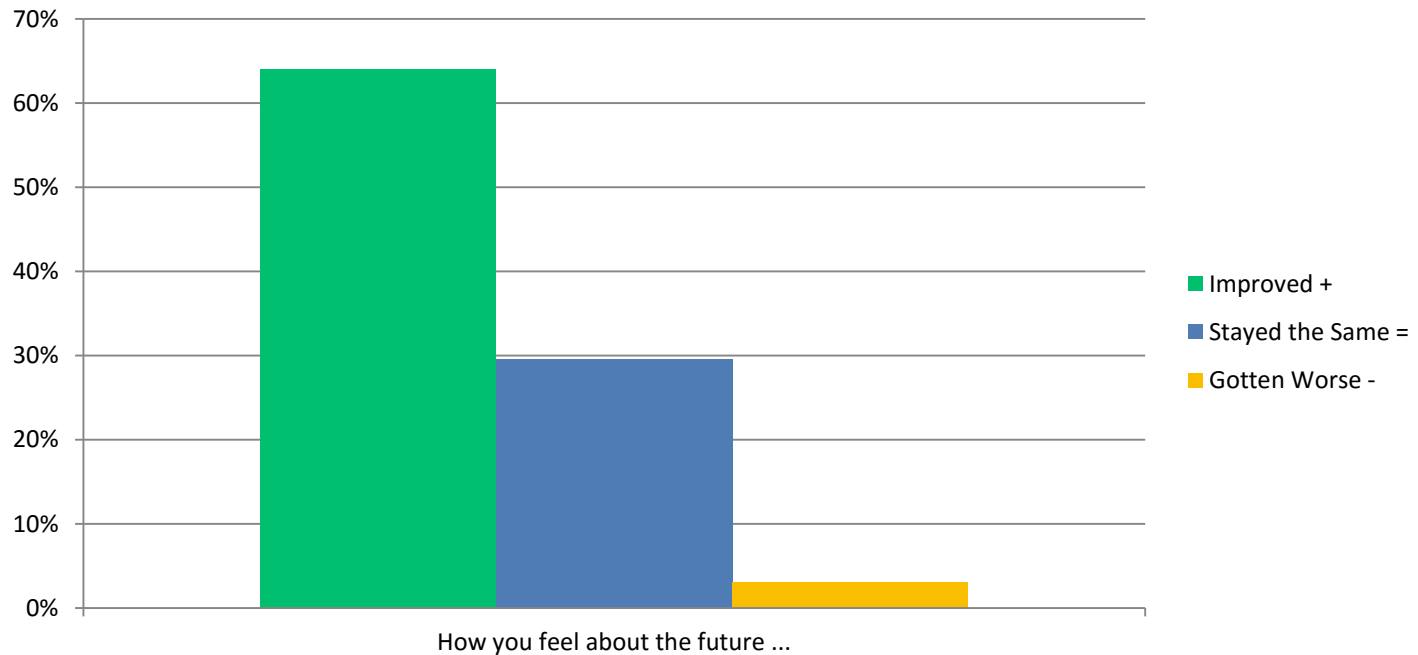
Compared to when you were homeless, since you have been housed has:





Quality of Life

Compared to when you were homeless, since you have been housed has:



CLIENT experience



Case Study





Client Testimonial

I don't have panic attacks
like I used to because of
my housing and your
program

They have helped
empower me to see
through to my
recovery

My current
counsellor takes the
time to help out with
daily activities and
perspectives

Closing



Challenges & Successes

Challenge	Success
Lack of stock	Created rent supplement program
First Months Rent	Created Rent Bank
Finding Units	Landlord Engagement
Budget – Cost / unit	Ongoing advocacy
Hard to House	Head lease / Master lease



Recommendations

- Put the client first
- Create innovate dynamic team that identifies gap
- Clearly articulated program outcomes and vision
- Know community in which you operate
- Know that there will be mistakes and barriers – using them to grow and change
- Data driven decision making
- Be prepared – if you build they will come



Thank you!

Questions?? Email maryanne@shipshey.ca
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For more information, visit us at
www.shipshey.ca