COMMUNITY PLAN
FOR HOMELESSNESS
IN DURHAM

September, 2001

Funded by: Government of Canada
Under
Supporting Community Partnerships Initiative
# TABLE OF CONTENTS

**EXECUTIVE SUMMARY** ............................................................................................................ 1

1.0 INTRODUCTION ............................................................................................................... 9

1.1 Objectives of the Community Plan .................................................................................... 9
1.2 How This Plan was Created ............................................................................................... 9
1.3 Expected Results .............................................................................................................. 10

2.0 OVERVIEW OF SUPPORTING COMMUNITY PARTNERSHIPS INITIATIVE (SCPI) 12

2.1 Purpose of SCPI Initiative ............................................................................................... 12
2.2 Time Scope of SCPI Initiative ......................................................................................... 12
2.3 Objectives of SCPI Initiative ........................................................................................... 13
   2.3.1 Long-Term Objectives .............................................................................................. 13
   2.3.2 Objectives for 2000-2003 ......................................................................................... 13
2.4 SCPI Funding Allocation for the Durham Area .............................................................. 13

3.0 GEOGRAPHIC AREA TARGETED BY THE PLAN ........................................................ 16

4.0 DESCRIPTION OF METHODOLOGY TO DEVELOP THE COMMUNITY PLAN ..... 17

4.1 Planning Process ........................................................................................................... 17
   4.1.1 Overview of Planning Process .................................................................................. 17
   4.1.2 Ensuring Fair, Open, Inclusive Planning Process ..................................................... 17
   4.1.3 Consultation Process ................................................................................................. 18
   4.1.4 Durham Community Action Plan for Addressing Homelessness Planning Workshop .............................................................................................................................. 19
4.2 Methodology Used to Determine Service Priorities ........................................................ 20
4.3 Participants in Planning Process ...................................................................................... 21
4.4 Ongoing Revision Process for the Community Plan ....................................................... 22

5.0 CHARACTERISTICS OF HOMELESS AND ASSESSMENT OF EXISTING SUPPORTS AND SERVICES, INCLUDING NEEDS AND GAPS ............................................................... 23

5.1 Characteristics of the Homeless in the Durham Area ...................................................... 23
5.2 Background of the Needs of the Homeless in the General Community in the Durham Area ........................................................................................................................................ 28
5.3 The Needs of the Aboriginal Community ....................................................................... 31
5.4 The Needs of Youth ......................................................................................................... 32
5.5 Current Supports and Services Available for the Homeless in the Durham Area .......... 33
5.6 Identified Gaps in Supports and Services in the Durham Area ....................................... 38

6.0 SETTING PRIORITIES FOR FILLING GAPS IN SERVICES ........................................ 44

6.1 Setting Priorities for Areas of Service ............................................................................. 44
6.2 Setting Priorities for Filling Gaps within Areas of Service ............................................. 45
6.3 Funding Priority Ranking for Programs to Fill Gaps in Service ..................................... 51

7.0 SUSTAINABILITY OF PROJECTS ................................................................................... 53
8.0 ORGANIZATIONAL STRATEGY ................................................................. 55
  8.1 Overview of Current Practices .............................................................. 55
  8.2 Requirements .................................................................................. 55
  8.3 Recommended Structure ..................................................................... 58
  8.4 Other Funding Programs .................................................................... 59

9.0 PROPOSAL EVALUATION STRATEGY .................................................. 60
  9.1 Time Frame for Proposal Submissions ............................................... 60
  9.2 Requirements for Proposal Submissions ............................................. 61
  9.3 Funding Envelopes ........................................................................... 61
  9.4 Proposal Evaluation Process .............................................................. 63
    9.4.1 Evaluation of Proposal ................................................................. 63
    9.4.2 Funding Availability for Requested Funds ..................................... 65
  9.5 Funding and Reporting Requirements ................................................ 66

10.0 COMMUNICATIONS STRATEGY ............................................................ 67

11.0 PROCESS FOR EVALUATION OF COMMUNITY PLAN ...................... 69

12.0 COMMUNITY FINANCIAL CONTRIBUTION ........................................ 70

APPENDIX A: SOURCES OF INFORMATION CONTRIBUTING TO THE CREATION OF
THIS COMMUNITY PLAN .................................................................................. 73

APPENDIX B: MEMBERS OF DURHAM ADVISORY COMMITTEE ON
HOMELESSNESS .............................................................................................. 79

APPENDIX C: SUMMARY OF ASSETS, DEMAND AND GAPS IN SERVICES FOR THE
HOMELESS OR THOSE AT RISK OF BECOMING HOMELESS IN THE REGIONAL
MUNICIPALITY OF DURHAM ........................................................................ 80

APPENDIX D: OPPORTUNITY FOR YOU TO CONTRIBUTE TO THIS COMMUNITY
PLAN ..................................................................................................................... 101
HOMELESSNESS COMMUNITY PLAN FOR DURHAM

EXECUTIVE SUMMARY

This Community Plan for Homelessness for Durham was created in March 2001 and will be updated on an ongoing basis to ensure the needs of the homeless and those at risk of becoming homeless are addressed. The plan has nine major components:

1. Geographic Area

The geographic area covered by the Homelessness Community Plan is the entire Regional Municipality of Durham.

2. Objectives

The stated objectives of this Homelessness Community Plan are to:

a) give community service organizations in Durham a framework within which to work together to achieve common goals;
b) assist the agencies providing services to make the best possible use of scarce resources by reducing overlap and duplication;
c) enable service providers to evaluate progress in reaching objectives;
d) establish priorities in Durham around homelessness to support recommendations for distribution of funding allocations from government programs and other sources of funding;
e) serve as a guide for decision-making and evaluation of individual project proposals for addressing homelessness; and
f) set a common vision for fundraising activities.

3. Community Plan Development Process

The Homelessness Community Plan for Durham was created and is owned by the community at large that makes up the Region of Durham. The process to develop this Community Plan included the following activities:

a) An open Community Consultation session was held on Monday March 12, 2001 and hosted by the Region of Durham Social Services Department. The total number of participants was 54, including 36 organizations, representing elected and appointed officials from all levels of government, interested members of the public, social service agencies, churches, labour organizations, and health services. The list of participating organizations and individuals is provided in Appendix A.
b) Organizations active in providing services to the homeless provided input to the Community Plan through a series of interview sessions. Interviews were held with representatives from the Working Together on Homeless Issues Group (WTHIG), Durham Advisory Committee on Homelessness (DACH), YWCA, The Ark Youth Shelter and Services, Cornerstone, John Howard Society, Gate 3:16, Native Cultural Centre of Durham Region, Region of Durham Public Health Department and the Region of Durham Health and Social Services Departments.

Each person interviewed was asked to provide a history of the organization, current services and programs in place, identify any gaps in services, and provide their opinion on which gaps had the highest priority to be addressed. The individuals interviewed also provided further information on homeless issues in the Durham area and in specific communities, and an overview of what other organizations were currently doing.

c) A number of reports were reviewed as a resource to the creation of this Community Plan. The list of reports reviewed is contained in Appendix A.

The Community Plan was then reviewed by HRDC, Regional staff, members of Durham Advisory Committee on Homelessness and other community members to ensure it accurately reflected the needs and gaps in service for the homeless across Durham.

The following groups will continue to be involved in the process, through on-going decision-making associated with implementing the plan:

- general public through opportunity to provide comments;
- Durham Advisory Committee on Homelessness members;
- Working Together on Homeless Issues Group committee members;
- members of the aboriginal community;
- service providers;
- provincial and federal representatives (including HRDC staff);
- Regional councillors and staff; and
- Municipal councillors and staff

4. **Assets and Gaps**

A wide range of existing assets to assist the homeless and gaps in services were identified in the preparation of the Community Plan. These are summarized in Appendix Two.

5. **Priorities**

The priority areas are outlined in the table shown on the next page and should be taken into consideration when evaluating proposals to address homelessness.
<table>
<thead>
<tr>
<th>Priority Area</th>
<th>Priority Ranking</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emergency Shelter Spaces</td>
<td>1</td>
</tr>
<tr>
<td>Transitional &amp; Supportive Housing</td>
<td>2</td>
</tr>
<tr>
<td>Outreach Services Linking Homeless People with Resources</td>
<td>3</td>
</tr>
<tr>
<td>Supportive Health &amp; Employment Services</td>
<td>4</td>
</tr>
<tr>
<td>Prevention Strategies</td>
<td>5</td>
</tr>
<tr>
<td>Multi-Service Centres</td>
<td>6</td>
</tr>
<tr>
<td>Other Activities to Form Part of a “Continuum of Supports” Approach</td>
<td>7</td>
</tr>
<tr>
<td>Initiatives to Strengthen Capacity of Community Organizations</td>
<td>8</td>
</tr>
</tbody>
</table>

Funding for initiatives undertaken to meet the needs identified in this Homelessness Community Plan is available from the Supporting Community Partnerships Initiative (SCPI) program funded through Human Resources Development Canada (HRDC) and other Provincial, Regional and community funds.

The SCPI funding has been set at $286,216 per year for the three-year period beginning April 1, 2000. The SCPI funds must be matched by community funds under the requirements of the program. An additional amount of $47,713 per year for the three-year period beginning April 1, 2000 is available from the HRDC Youth SCPI Program. Therefore, the total amount available under the SCPI Program is $1,001,787. An additional amount of $500,000 was recently directed to the Durham area for employment programs to address the needs of the homeless.

Of the available SCPI funding, a total of $285,033 has been previously approved by HRDC through the “urgent need” approval process as of the date of this report. These funds are approved for projects under the following priority areas:

- $147,113 has been approved from the Emergency Shelter Spaces funding;
- $19,950 from the Transitional and Supportive Housing funding;
- $50,000 from the Supportive Health & Employment Services funding;
- $60,000 from the Multi-Service Centres funding; and
- $7,970 from the Other Activities to Form Part of a “Continuum of Supports” Approach funding.

Other funding is available for projects that will meet the gaps identified in this Homelessness Community Plan for Durham. These funding programs are for the calendar year (January to December) and include the Provincial Homeless Initiatives Fund (2001 $180,000), Redirection of Emergency Hostel Funds (2001 $174,000), Emergency Hostels (2001 $1,859,858), Domiciliary Hostels (2001 $101,119), Supports to Daily Living (2001 $120,713), Community Partners Program (2001 $104,378), Off the Streets, Into Shelter (2001 $73,071) and Regional funding of specific initiatives.
Funding for the above programs is provided under a variety of agreements, and includes 100% Regional, 100% Provincial or a blending of Regional and Provincial funding.

Details of the types of projects suggested to be initiated under each Priority Area are found in Section 5.5 of this report.

6. **Sustainability**

Initiatives that will create funding needs beyond March 31, 2003 (the end of the SCPI program) are being addressed by the following means:

- Continued contributions by community partners providing time and resources
- Identifying all possible funding sources currently available and announced in the period from April 1, 2001 onward
- Increasing public support through effective communications strategies
- Effectively using volunteers
- Forming new partnerships with businesses and organizations within the Durham area
- Undertaking fundraising initiatives
- Soliciting support from all levels of government

7. **Reporting and Evaluation**

There are two distinct programs for homelessness initiatives in the Durham area: SCPI and Regionally administered programs. SCPI programs will be administered by HRDC in consultation with the Durham Community Advisory Board using a shared decision-making model. The Region will continue to directly administer other programs including the Provincial Homelessness Initiatives Fund, Redirection of Emergency Hostel Funds, Emergency Hostels, Domiciliary Hostels, Supports to Daily Living, Community Partners Program, Off the Street Into Shelter, and other programs developed by the Region. Regionally administered and SCPI programs will together meet the needs of the homeless as identified in this Community Plan.

a) Reporting

An annual progress report on meeting the goals and objectives outlined in the Community Plan will be prepared under the direction of the Durham Advisory Committee on Homelessness early in the calendar year. The following steps will be taken in the process to prepare this annual progress report:

- review the initiatives currently provided through all funding sources to determine how effectively they are meeting the needs identified in the Community Plan;
- identify remaining gaps and formulate plans to fill these gaps; and
set up an accountability process for each project to report on use of funds, staffing, facilities etc. to ensure good value is obtained for the funding provided for programs.

b) Evaluation

Durham Advisory Committee on Homelessness will monitor the effectiveness of the Community Plan in meeting identified needs by requesting information from time to time from HRDC and the Region of Durham on the success of projects funded under the various programs and initiatives aimed at reducing homelessness.

8. Communication Strategy

Copies of this Community Plan will be provided to elected officials including Members of Parliament, Members of Provincial Parliament, members of local municipal Councils and members of the Region’s Health and Social Services Committee.

The Community Plan will be shared with the public through the following means:

- posting the Community Plan on the Region of Durham’s website;
- making the document available at municipal offices and libraries throughout the Durham area;
- providing a copy at the Region of Durham’s Health and Social Services Departments; and
- providing copies to all services agencies across the Durham area.

All proposals received for SCPI funding will be evaluated by the Durham Community Advisory Board and recommended to HRDC. Projects seeking funding through regionally administered homelessness programs will be evaluated by Region of Durham staff and recommended to Health and Social Services Committee for approval by Regional Council.

The annual progress reports as well as the plan evaluation will be made available to the community, governments and other stakeholders by the Durham Advisory Committee on Homelessness using the following processes:

- notifying service providers of their availability, including highlighting any changes to funding priorities made as a result of the review process;
- posting the reports on the Region of Durham’s website;
- providing copies of the report to all levels of government, including all local MP’s, MPP’s, Regional Councillors, Municipal offices; and
- providing copies for review of the general public in municipal offices and libraries throughout the Durham area.
9. Community’s Contribution

Funding for homelessness initiatives has many different sources. These include government funding such as federal and provincial programs, regional funding, donations from individuals, faith groups and corporations, social service agencies, etc. The following community contribution funding sources have been confirmed for homelessness initiatives. The amounts shown do not include any services or gifts in kind which may have been received by service providers, or the staffing provided by the Region to administer these programs.

<table>
<thead>
<tr>
<th>Sources of Funding</th>
<th>Year ending December 31, 2000</th>
<th>Year ending December 31, 2001</th>
<th>Estimated Year ending December 31, 2002</th>
</tr>
</thead>
<tbody>
<tr>
<td>Provincial Homeless Initiatives Fund:</td>
<td>180,000</td>
<td>180,000</td>
<td>180,000</td>
</tr>
<tr>
<td>Provincial</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Redirection of Emergency Hostel Funds:</td>
<td>69,600</td>
<td>139,200</td>
<td>139,200</td>
</tr>
<tr>
<td>Provincial</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Redirection of Emergency Hostel Funds:</td>
<td>13,920</td>
<td>34,800</td>
<td>34,800</td>
</tr>
<tr>
<td>Regional</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Emergency Hostels: Provincial</td>
<td>1,288,394</td>
<td>1,406,927</td>
<td>1,406,927</td>
</tr>
<tr>
<td>Emergency Hostels: Regional</td>
<td>322,099</td>
<td>351,731</td>
<td>351,731</td>
</tr>
<tr>
<td>Domiciliary Hostels: Provincial</td>
<td>70,769</td>
<td>80,959</td>
<td>80,959</td>
</tr>
<tr>
<td>Domiciliary Hostels: Regional</td>
<td>17,692</td>
<td>20,240</td>
<td>20,240</td>
</tr>
<tr>
<td>Supports to Daily Living: Provincial</td>
<td>120,713</td>
<td>120,713</td>
<td>120,713</td>
</tr>
<tr>
<td>Community Partners Program: Provincial</td>
<td>104,378</td>
<td>104,378</td>
<td>104,378</td>
</tr>
<tr>
<td>Off the Street, Into Shelter: Provincial</td>
<td>0</td>
<td>73,071</td>
<td>58,457</td>
</tr>
<tr>
<td>Off the Street, Into Shelter: Regional</td>
<td>0</td>
<td>0</td>
<td>14,614</td>
</tr>
<tr>
<td>Other Programs: Regional</td>
<td>87,083</td>
<td>92,593</td>
<td>92,593</td>
</tr>
<tr>
<td>Children’s Aid Society</td>
<td>5,000</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Trillium Foundation</td>
<td>75,000</td>
<td>75,000</td>
<td>75,000</td>
</tr>
<tr>
<td>United Way Oshawa and Ajax/Pickering</td>
<td>334,600</td>
<td>373,810</td>
<td>373,810</td>
</tr>
<tr>
<td>Donations from faith groups</td>
<td>160,720</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Donations from corporations</td>
<td>45,000</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Total Funding</td>
<td>$2,894,968</td>
<td>$3,053,422</td>
<td>$3,053,422</td>
</tr>
</tbody>
</table>

Funding for initiatives under the SCPI program will be provided by HRDC up to a limit of $1,001,787 for the three years ending March 31, 2003, provided these funds are matched by the community. It is anticipated that there will be no difficulty ensuring the required community contribution for the SCPI program of $286,216 is met for each of the years the program will be in effect. It should be noted that in addition to the above amounts, the Youth Employment Strategy Program funding of $47,713 per year does not require a matching community contribution.
10. Summary of Recommendations

This report was prepared for Durham under the direction of the Durham Advisory Committee on Homelessness. The following recommendations are made for consideration by Regional Municipality of Durham Council. It is recommended that:

1. Council adopt the guiding principle that it will work actively towards solutions to reduce homelessness, and will support where possible programs and services that will address all aspects of homelessness on an ongoing basis;

2. Council recognize the priority areas set out in Section 6.2 of this report as gaps toward which resources should be directed in addressing homelessness;

3. Council endorse the funding priority ranking as outlined in Section 6.3 of this report as the target for allocations of funds;

4. Council give strong support to initiatives that create sustainable solutions and approaches to reducing homelessness;

5. The Request for Proposals for projects administered by the Region be based on the requirements for submissions as outlined in Section 9.2 of this report;

6. The Native Cultural Centre of Durham Region submit a proposal to HRDC to fund an initial feasibility study for establishing a permanent Aboriginal Multi-Service Centre in the Durham area;

7. Proposals submitted for funding for projects administered by the Region be evaluated in accordance with the evaluation process in Section 9.4 of this report;

8. Regional Municipality of Durham staff make recommendations to the Health and Social Services Committee as outlined in Section 8.2 of this report, and that Regional Council be designated as the decision-making body for all funding allocations for projects administered by the Region;

9. A Durham Community Advisory Board be established to evaluate SCPI proposals submitted, and that this Board make recommendations to HRDC as outlined in Section 8.2 of this report, with recognition that the Minister of Human Resources and Development is the decision-making body for all funding allocations under the SCPI program;

10. Durham Advisory Committee on Homelessness be retained and designated as the body to identify the needs of the homeless and those at risk of becoming homeless in the Durham area, review the available services and determine any gaps in service, prepare and update this Community Plan and communicate with the general public as outlined in Section 8.2 of this report.
11. A communications strategy be formulated and implemented as set out in Section 10 of this report; and

12. Durham Advisory Committee on Homelessness will monitor the effectiveness of this Community Plan in meeting the identified needs by requesting information from time to time from HRDC and the Region of Durham on the success of projects funded under the various programs and initiatives aimed at reducing homelessness.
1.0 INTRODUCTION

1.1 OBJECTIVES OF THE COMMUNITY PLAN

This Community Plan for the Durham area has been created to provide a long-term, comprehensive approach to homelessness in the Durham area that deals with the full range of people who are homeless or are at risk of becoming homeless. The Community Plan for Homelessness in Durham will provide a focal point for joint community action. It will also serve as a guide for decision-making and evaluation of individual project proposals for addressing homelessness. This plan will accomplish the following objectives:

- give community service organizations in Durham a framework within which to work together to achieve common goals;
- assist the agencies providing services to make the best possible use of scarce resources by reducing overlap and duplication;
- enable service providers to evaluate progress in reaching objectives;
- establish priorities in Durham around homelessness to support recommendations for distribution of funding allocations from government programs and other sources of funding;
- serve as a guide for decision-making and evaluation of individual project proposals for addressing homelessness; and
- set a common vision for fundraising activities.

This Community Plan is intended to be updated throughout the period of 2000-2003 as projects funded in accordance with this Plan are created and established. Community involvement is encouraged from all individuals, and a means to provide a response is provided in Section 10.0 Communications Strategy. The Community Plan will continue to be updated on a regular basis after the conclusion of the SCPI program in March, 2003.

The Community Plan will cover both short-term and long-term goals for reducing and preventing homelessness in the Durham area. All community partners in the Durham area recognize the need for a comprehensive approach to deal with the full range of needs of people who are homeless or who are at risk of becoming homeless, and will ensure these needs are met through the development of a “continuum of supports” approach.

1.2 HOW THIS PLAN WAS CREATED

Community partners in Durham have long recognized a requirement to determine the needs of the homeless in the Durham area, catalogue the available programs and services, and then identify the gaps remaining where needs have been found but are not being filled. The Durham Advisory Committee on Homelessness (DACH) has been the organization overseeing the development of this Community Plan, and has acted as the Community Planning Group for this
process. This Committee is comprised of elected and appointed officials from the Region of Durham, service agencies from across the Durham area and representatives of the business sector.

In order to best prepare the Community Plan, a number of options were discussed. These included having Regional staff develop the plan, striking a special committee or working group to undertake the work, or hiring an outside consulting firm to prepare the plan under the direction of the Durham Advisory Committee on Homelessness. The committee felt the objectives and purpose of the Community Plan would best be developed by an experienced consulting firm, and therefore reviewed a number of proposals submitted by interested firms before selecting SHS Inc., Social Housing Strategists as the consulting firm who would work with the committee.

Further details of the Community Plan development process are provided in Section 9.0.

1.3 **EXPECTED RESULTS**

A number of benefits will be gained from the effective use of the Community Plan. While there are no current statistics available on the number of homeless in the Durham area, there are a number of indicators such as the number of people using shelter services or contacting service providers. It is not the goal of the Durham Advisory Committee on Homelessness to simply count the individuals requiring or accessing services. Instead, the goal is to ensure that every person who needs service is able to access it, including breaking down barriers currently preventing individuals from locating or receiving needed services.

Some of the anticipated benefits of the Plan include:

**Determining the Need in each Community for Shelter Spaces and Other Forms of Housing**

The Community Plan enables an examination of the need for shelter spaces and other forms of housing in each community, which then permits effective planning before a community reaches a crisis point.

**Providing a “Continuum of Supports” Approach**

Seeking to provide a “continuum of supports” approach instead of providing fragmented services will ensure that the homeless are receiving a complete range of supports. The discussion with service providers indicated that this “continuum of supports” approach is a demonstrated need at present, as individuals receiving services may complete the allowed length of time receiving a service but have no access to the next step, such as moving from emergency shelters to transitional housing.
Increasing Community Awareness

The steps taken in the preparation of this Community Plan have already resulted in increased awareness of the services each agency provides, and have enhanced opportunities for referral for services. The Community Plan has also clearly identified the gaps in service, which agencies can now review to determine how they can be filled. Bringing together many individuals from various backgrounds including those not involved directly in providing services has increased the degree of co-operation between community groups, as well as creating opportunities for partnerships to be formed. These partnerships will form the basis for fund-raising activities to provide funds for programs, including the required community contribution for the SCPI program.

Communication with the general public regarding the needs of the homeless will be enhanced with the implementation of the Community Plan. Some of the individuals and organizations interviewed pointed out a need for information sharing to ensure all members of the community are aware of the needs of the homeless and those at risk of becoming homeless, and also know what services are available to meet these needs. Sharing this Community Plan with the general public, various levels of government and groups not directly involved with the provision of services to the homeless will provide much-needed information and promote understanding.

Providing a Framework for Decision-Making

The Community Plan also provides a means by which agencies can plan and prepare services that will meet the demonstrated needs of the homeless or those at risk of becoming homeless. As noted in the information gathered from some of the participants, Durham Advisory Committee on Homelessness (the current organization making the recommendations of the projects to be funded) was not using a detailed means to evaluate proposals submitted. In the past, funding proposals submitted to the committee have been reviewed and funds allocated according to the best knowledge of the committee members which represent many service providers and are therefore generally well informed. The creation of the Community Plan will provide a detailed framework to assess proposals submitted for funding to ensure the projects selected best meet the needs identified. This Community Plan will also help avoid potential duplication of services, or providing services which are not as high a priority as other identified service areas.

The evaluation process for this Community Plan will also enable an assessment of whether or not the criteria selected for projects are appropriate and clearly understood. Monitoring and updating the Community Plan on a regular basis will ensure the needs identified are current and the priorities identified are still required to be met.
2.0 OVERVIEW OF SUPPORTING COMMUNITY PARTNERSHIPS INITIATIVE (SCPI)

2.1 PURPOSE OF SCPI INITIATIVE

The main impetus for the development of this Community Plan was the recent establishment of the SCPI Program by the Government of Canada. The Government of Canada announced on December 17, 1999 that $753 million would be invested over three years in a strategy to reduce and prevent homelessness across Canada. This initiative builds on the successful past experiences of all levels of government. The Homelessness Initiative recognizes that no single level of government or sector of our society can solve homelessness. The initiative encourages new partnerships to be formed with all levels of government, as well as private and volunteer sectors.

The program initially identified ten communities across Canada for funding that had a demonstrated absolute homelessness problem: Vancouver, Calgary, Edmonton, Winnipeg, Toronto, Hamilton, Ottawa, Montréal, Québec City and Halifax. Other communities such as the Durham area were reviewed for participation, and the recommendation for funding for these communities has been made jointly by the federal and provincial/territorial governments.

The Supporting Communities Partnership Initiative (SCPI) is the cornerstone of the Government of Canada’s strategy to combat homelessness. The initiative encourages communities to work with provincial, territorial and municipal governments and private and non-profit organizations to address the immediate needs of homeless people and take steps to reduce and prevent homelessness. Flexible funding is provided for local strategies, as well as encouraging the participation of a number of partners.

The SCPI initiative recognizes that the particular problems of the homeless vary from community to community. Therefore, a community-based approach has been taken which will enable community service providers in a particular community to work together to jointly plan, prioritize activities and recommend how funds should be disbursed. The development of a Community Plan for Homelessness is a crucial tool in achieving this objective.

2.2 TIME SCOPE OF SCPI INITIATIVE

The program has been set up to run between April 1, 2000 and March 31, 2003. All initiatives funded through this program will be required to secure any funding needed past March 31, 2003 through other means.
2.3 **OBJECTIVES OF SCPI INITIATIVE**

2.3.1 **Long-Term Objectives**

Five broad, long-term objectives have been set for the SCPI Initiative. These are:

1. to ensure that no individuals are involuntarily on the streets by providing sufficient shelters and adequate support systems;
2. to significantly reduce the number of individuals requiring emergency shelter and transition and supportive housing by providing, for example, sufficient health services, low-cost housing, discharge planning, early intervention and prevention initiatives;
3. to help individuals move from homelessness to self-sufficiency;
4. to help communities strengthen their capacity to address the needs of their homeless population; and
5. to improve the social, health and economic well-being of people who are homeless.

2.3.2 **Objectives for 2000-2003**

Five objectives have been set to be reached by 2003 as follows:

1. to alleviate the hardship of those who are absolutely homeless by increasing, for example, the number of beds available in shelters (either indirectly, by providing alternative housing for current long-term shelter residents, or directly, by providing additional shelter space);
2. to promote a “continuum of supports” approach to reducing homelessness;
3. to strengthen the capacity of communities to serve homeless people and reduce homelessness by bringing community service providers together to develop plans that address all the needs that are common to homeless people;
4. to address the issue of homelessness at a community level by promoting the development of collaborative processes and broad-based partnerships among all stakeholders – i.e. the private, non-profit and voluntary sectors, labour organizations and all levels of government; and
5. to develop a base of knowledge, expertise and data about homelessness and share it among all concerned parties and the general public.

2.4 **SCPI FUNDING ALLOCATION FOR THE DURHAM AREA**

The Durham area has received a funding commitment in the amount of $286,216 per year for the three-year period ending March 31, 2003. Funding is provided directly through the SCPI program, and must be matched by local funding from Regional and Municipal governments or the private and non-profit sectors.
Additional SCPI funds are available for two other initiatives: Youth Employment Strategy, which has received a funding commitment of $47,713 per year and Urban Aboriginal Strategy (not funded in the Durham area) which are not included in the amount noted above. Programs developed under these two Strategies must be linked to the Community Plan, but have their own funding sources and are not required to be matched by the community. Additional funding is available from various sources for other initiatives outside the SCPI program, including the recent announcement of $500,000 for employment initiatives for the homeless.

Other funding sources for homelessness initiative projects include:

- **Federal Programs such as:**
  - Residential Rehabilitation Assistance Program administered by CMHC (Canada Mortgage and Housing Corporation)
  - Shelter Enhancement Initiative administered by CMHC
  - Mortgage Insurance Fund administered by CMHC
  - Federal Real Property for the Homeless Fund administered by Public Works and Government Services Canada, Human Resources Development Canada (HRDC) and the assistance of CMHC
  - Human Resources Development Canada programs such as Youth Employment Strategies, Targeted Wage Subsidies, Local Labour Market Partnerships, etc.

- **Provincial Programs such as:**
  - Provincial Homeless Initiatives Fund
  - Redirection of Emergency Hostel Funds
  - Emergency Hostel Per Diems
  - Domiciliary Hostels
  - Supports to Daily Living
  - Community Partners Program
  - Off the Street, Into Shelter

- **Regional Programs such as:**
  - Rent Supplements for housing
  - Regional portion of Redirection of Emergency Hostel Funds, Emergency Hostel Per Diems Domiciliary Hostels (funded 80% by Province, 20% by Region)
  - Support for initiatives not funded through other private or public sources such as Social Development Council of Ajax-Pickering, John Howard Society and Our Place
  - Providing staffing for the administration of homelessness initiatives
• Other Funding Sources such as:
  • donations from community-based faith groups
  • United Way community funding
  • Trillium Foundation
  • donations from general public
  • donations from labour organizations, corporations, etc.

Details of the funding programs in place to support the activities of this Community Plan are provided in Section 12.0.
3.0 GEOGRAPHIC AREA TARGETED BY THE PLAN

The geographic area targeted by the plan was reviewed during the consultation process. This Community Plan covers the entire Regional Municipality of Durham. The Region comprises the City of Oshawa, City of Pickering, Town of Ajax, Town of Whitby, Municipality of Clarington, Township of Brock, Township of Scugog and Township of Uxbridge.

There are currently a range of services available for the homeless or for those at risk of becoming homeless, but the majority of these tend to be located in the Oshawa area. A review of the other communities in the Durham area found quite limited services available, with very few services available in some parts of the Durham area, particularly in communities in the northern portions.

It has been found that concentrating many services in one area has both benefits and drawbacks. The benefits include:

• easier access to service providers for those using public transportation;
• enhanced communication opportunities between agencies; and
• access to a wide range of services.

The drawbacks of centralizing service in one community include:

• requiring those from other communities to leave their familiar surroundings in order to access services, which takes them away from other supports;
• public transportation limitations between communities, which have been described as inadequate; and
• causing an impact on the community chosen as the service area, including creating a possible burden to create the services used by those from other municipalities.

For this reason, the Community Plan has broken down the Durham area into geographic areas based on municipal boundaries, and addressed the needs of the homeless, services available and gaps on a community by community basis. The intention of the plan is to ensure each community is able to provide services for the homeless and those at risk of becoming homeless.
4.0 DESCRIPTION OF METHODOLOGY TO DEVELOP THE COMMUNITY PLAN

4.1 PLANNING PROCESS

4.1.1 Overview of Planning Process

The planning process used to develop this Homelessness Community Plan for Durham had many steps.

1. The Working Together on Homeless Issues Group (WTHIG) was formed to look at services currently provided in various communities and determine what additional services were needed;
2. Initial consultation with Human Resources Development Canada (HRDC) staff to determine specific requirements and funding allocation for the Durham area;
3. Consultation with Regional staff, including those on the Health & Social Services Committee;
4. Interviews with agencies providing services to the homeless or to those at risk of becoming homeless in the Durham area;
5. Interview with representatives of the aboriginal community in Durham;
6. Review of existing reports;
7. Community Action Plan for Addressing Homelessness Planning Workshop held on March 12, 2001 which involved the participation of 54 individuals from various service organizations, levels of government and interested public, including a number of individuals who had experienced homelessness and had used the services in the Durham area;
8. Drafting Community Plan for review by HRDC, Regional staff, representatives of service organizations including those serving youth and aboriginal people;
9. Revision and submission of Community Plan by the Durham Advisory Committee on Homelessness to HRDC; and
10. Approval of the Community Plan by Regional Council and HRDC.

Throughout this process, a host of individuals provided input as to the needs of individuals who are homeless or at risk of becoming homeless, services currently in place, identification of gaps in services, and prioritizing the need to fill the identified service gaps.

4.1.2 Ensuring Fair, Open, Inclusive Planning Process

To ensure that all interested parties were given opportunities to contribute in the development of the Community Plan, a number of initiatives were taken. Throughout the consultation process with HRDC, Regional staff and service providers, a number of organizations and individuals were identified who had expressed an interest in contributing to the Community Plan.
Firstly, those currently providing services to the homeless were identified by the type of services provided. Each organization identified was invited to the Community Action Plan for Addressing Homelessness Planning Workshop by a faxed or mailed invitation addressed to the contact individual. A total of 113 invitations were sent to these individuals. Organizations included those actively serving youth and aboriginal people in the Durham area.

Secondly, the Durham Advisory Committee on Homelessness recognized that there would be many others interested in participating to develop the Community Plan. A notice was posted on the Region of Durham’s website to invite interested parties to the Planning Workshop. A notice was also placed in the local newspaper inviting members of the public to attend the session.

As a result of these efforts, good representation was achieved from the community, including all levels of government, the majority of the service providers in the community, representatives from the volunteer sector, as well as individuals who had recently or were currently using services available for the homeless.

The use of small groups during the planning session permitted each participant to contribute their opinions and help determine the priorities to be set for the SCPI plan.

4.1.3 Consultation Process

As noted previously, a number of methods were used in the consultation process to develop the Community Plan.

Meetings were held with Regional staff and service providers, including attending the Durham Advisory Committee on Homelessness (DACH) meeting. Reports that dealt with the issue of homelessness in the Durham area were reviewed to identify current services, needs of the homeless and any noted gaps in services. A list of reports reviewed can be found in Appendix A.

Interviews were conducted in person and by telephone with various community representatives including the major service providers and representatives of the aboriginal community to obtain information on needs, current services and gaps in services. Local community groups not providing services but interested in the Community Plan preparation process were consulted to obtain their views and offer opportunities for them to express concerns. As a result, a host of individuals provided input as to the needs of individuals who are homeless or at risk of becoming homeless, services currently in place, identification of gaps in services, and prioritizing the need to fill the identified service gaps.

The information gathered from the above sessions was then summarized to create an initial starting point of identified gaps in services. These summaries were used by the participants at the Community Action Plan for Addressing Homelessness Planning Workshop, which is described in more detail below. Additional information including priorities set for the Community Plan was compiled and reviewed in preparation for this Community Plan.
The initial Community Plan was created for Durham Advisory Committee on Homelessness and was reviewed by HRDC staff, Regional staff, local service provider agencies including those serving youth, members of the aboriginal community and the Chair of the Regional Health and Social Services Committee. Included in this review process were individuals who have used some of the many services available for the homeless, to ensure their opinions and suggestions are incorporated.

Comments and suggestions for additional material to be included were received, and the initial Community Plan revised accordingly to create the Final Community Plan. The final version of the Community Plan, therefore, will be representative of not only the opinions of a number of individuals in various positions of responsibility or service, but also of the general public, including those it was designed to serve.

4.1.4 Durham Community Action Plan for Addressing Homelessness Planning Workshop

An important part of the consultation process was the Durham Community Action Plan for Addressing Homelessness Planning Workshop held in Whitby on March 12, 2001. This planning workshop was identified as the means by which many individuals interested in homelessness could take a direct part in formulating the Community Plan. As noted above, the participation of many individuals from many different sectors ensured a community-based plan could be developed.

“Homeless Maze”

The day began with a presentation of the “Homeless Maze”. This innovative program was set up by Cornerstone Community Association to act as a role-playing vehicle to inform those who are not experiencing homelessness what barriers and difficulties the homeless face in obtaining services. The “Homeless Maze” project has outlined their mission “to produce synergy within individuals using the Homeless Maze Project as a catalyst, creating a measurable shift in attitude, and mobilizing communities to respond in relevant ways to issues of homelessness”.

The “Homeless Maze” is a Community Economic Development initiative owned and operated by the homeless, formerly homeless and individuals that have had direct experience being on social assistance. The “actors” in the maze play roles from the community agencies directly from their own first hand experience. The “actors” come from a wide variety of backgrounds and situations. The common experience they all share is that they have had to learn to negotiate the social safety net in various ways to survive.

Each Planning Workshop participant was given one of four roles to play as a homeless person: single woman with children, youth, married couple with children or single male. Participants were required to make their own choices to obtain shelter, food, clothing and support. Participating in the event provided each person with a better understanding of the many issues facing those without housing.
Planning Workshop Activities

The workshop activities included an overview of the SCPI program and outlined what should be included in the Homelessness Community Plan. This information gave the participants a starting point of reference for the remainder of the planning session.

Small group sessions were held in the morning to determine which areas should be given priority. The eight categories selected for this ranking process were:

- emergency shelter spaces
- transitional and supportive housing
- supportive health and employment services
- prevention strategies
- outreach services that link homeless people with resources
- multi-service centres
- initiatives that strengthen the capacity of community organizations
- other activities that form part of a “continuum of supports” approach to reduce homelessness

Each category was listed along with the gaps identified during the previous consultation process. Additional gaps were identified during the small group session and were reported to the larger group. The priorities identified by the small groups in their reporting time were then summarized to develop the strategy for priority of services.

A second small group session took place to prioritize the initiatives that should be pursued in each of the eight categories noted above. Participants chose which small group they wanted to work with to identify the priorities for that area. Reporting was made to the larger group, including the priorities identified and the reason for selecting these.

Large group discussions then took place to establish the evaluation criteria for SCPI proposals submitted. The session ended with a group discussion on sustainability, and methods for ensuring the projects currently in place are able to continue, as well as providing for the new projects to be implemented.

4.2 Methodology Used to Determine Service Priorities

During the consultation process, the individuals contacted were asked to identify any possible gaps in services. These included geographical gaps, as well as types of services such as emergency hostel beds for a particular client group. As well, a number of reports were reviewed to determine any possible gaps in service not noted by the individuals interviewed. A list of these reports is provided in Appendix A.
The identified possible gaps in service were then reviewed and sorted between the eight categories. A list of identified possible gaps was prepared for each category and provided to the Planning Workshop participants. Participants in the Planning Workshop were encouraged to add any additional gaps not noted and share these with the group during the reporting time to ensure all possible gaps were included. It should be noted that these lists were not intended to be exhaustive, but only represented the results of the consultation process and review of materials.

Using the final lists of gaps identified by category, the participants of the Planning Workshop split up into small groups. Because there was high interest in participating in the small groups discussing six of the eight categories, the participants formed small groups to discuss these categories. No small groups were formed for Initiatives that Strengthen Capacity of Community Organizations or Other Activities that Form Part of a “Continuum of Supports” Approach. Although these latter categories did not have representation by small group discussion to set priorities, some of the ranking performed by other small groups did in fact touch many of the gaps identified for these two areas, and therefore has given direction as to the priorities to be set for these areas as well.

The small groups selected a representative to report their findings to the entire group, including discussing why the priorities were set in the order chosen.

4.3 PARTICIPANTS IN PLANNING PROCESS

A detailed list of the participants in the preparation of the Community Plan for Homelessness in Durham is included in Appendix A.

The types of organizations providing input include:

**Government**
- Members of Parliament or their representative
- Members of Provincial Parliament or their representative
- HRDC staff
- Region of Durham Councillors
- Municipal Councillors
- Region of Durham Staff

**Interested Persons from the Community**
- Individuals who indicated they were currently homeless or had used the services provided to the homeless
- Volunteers
- Students
- Developers
- Labour organizations
**Housing Providers**
- Emergency hostel providers
- Transitional housing providers
- Supportive housing providers
- Permanent housing providers

**Service Agencies**
- Youth services providers
- Aboriginal services providers
- Health services providers
- Drop-in centres
- Recreation centres
- Community kitchens
- Outreach workers
- Mental health workers
- Medical health providers including community nurses
- Churches
- Social Development councils

Each representative was given the opportunity in the small-group sessions and the larger sessions to have their opinions expressed and noted.

### 4.4 ONGOING REVISION PROCESS FOR THE COMMUNITY PLAN

This Community Plan is considered to be a “work in progress”, and therefore will be modified during and after the SCPI funding period has ended. The goal of the Community Plan is to provide a means to continue to assess the needs, services provided and gaps in services to the homeless or to those at risk of becoming homeless to ensure the services provided are truly meeting the needs of those who use them.

Included in the revision process will be an evaluation of new projects implemented under the SCPI program and other programs to determine their effectiveness. This is further discussed in Section 9.0 Evaluation Strategy.
5.0 CHARACTERISTICS OF HOMELESS AND ASSESSMENT OF EXISTING SUPPORTS AND SERVICES, INCLUDING NEEDS AND GAPS

5.1 CHARACTERISTICS OF THE HOMELESS IN THE DURHAM AREA

Before determining the existing supports and services, service needs and gaps, it is necessary to understand the various groups that will be using these services. A review of available information provided details of the general characteristics of the homeless and those at risk of becoming homeless in the Durham area.

Firstly, the homeless are not simply lacking a place to live. These individuals and families find themselves homeless as a result of the interconnection of many different factors in their lives. The “Report on the Homeless Study Conducted Within The City of Oshawa, Summer of 1997” defined homelessness as:

“any individual who does not have permanent shelter for longer than six months and depends on community services for food, clothing and shelter for survival.”

The report “Roundtables on Best Practices Addressing Homelessness: Background Reports and Summaries” contains a letter written by the regional representatives from across Canada attending the National Roundtable on Best Practices Addressing Homelessness, Ottawa, June, 1999. The letter reads in part:

“The following statements represent the perspective of front-line workers who deal with homelessness every day:

Homelessness is a crisis requiring immediate attention and action. There is no time to waste. We must work together to stop the crisis before it gets any worse.

It is unhealthy to be homeless. The lives and health of Canadians are at stake. Homelessness can ruin the health of adults and children, cause premature death by exposure, and exacerbate the effects of mental illness.

Homelessness is a national problem. It is present in every province and territory, in cities, towns, suburbs, rural areas and on reserves. No area is unaffected and no one is “immune” from the threat of homelessness. Physical or mental illness, unemployment, financial losses, bereavement, trauma – these problems can threaten any individual’s housing.

We need to establish a national definition of homelessness quickly…
Ending homelessness is not a “cost” to society, it is an investment in our country’s future. A dollar spend today to end homelessness will save thousands of future dollars in health care, justice, corrections, hostels and emergency shelters. It will also help people who are now drawing on our country’s resources to rebuild their lives and start contributing in productive ways to our country….

Homelessness is not just a housing problem. It touches on health, mental health, education, employment, transportation, justice, corrections, and Aboriginal affairs. Any solution must cross all these sectors…

Solutions must be tailored to the needs of many special groups: children, youth, the aged, Aboriginals, former prisoners, refugees, the mentally ill, and those suffering from physical disabilities or addictions. Each group requires different forms of housing and different types of support.”

Generally, the homeless can be categorized into three major groups, with approximately equal representation of each group in those considered homeless:

- those with mental health problems or dealing with addictions;
- those escaping domestic violence; and
- those who have experienced a personal crisis, such as loss of a job, illness, death of a spouse and break-up of relationships

Each of these groups has very different needs, and requires different types of supports and services to move from homelessness to permanent housing. The cost of not providing these required supports and services results in individuals and families unable to survive, and has been linked to an increase in crime, poor health, increased need for health services, lack of stability, loss of income, poor school performance in children and increased dependence on social assistance.

People experiencing homelessness also can be found in every household type. Services for the homeless must meet the needs of:

- single youth, both young men and young women
- single men, including seniors
- single women, including seniors
- couples without children, including seniors
- couples with children, including parents who are youth
- single parents with children, including female and male-led families, both youth and adult
- individuals with physical disabilities or illnesses
The “Report on the Homeless Study Conducted Within the City of Oshawa, Summer of 1997” found the following factors important as causes of homelessness within the Durham area:

- high rent with low income
- discrimination which affects self-esteem
- health care costs which must be met from a limited income
- lack of support from family and friends to prevent homelessness
- lack of community support – services that are inaccessible or where the person does not feel safe
- lack of trust in support staff
- need to relearn independence
- inability to acquire a suitable job
- living in affordable but undesirable housing, including housing where drug and alcohol abuse are present
- affect of external elements such as weather, pollution, crowded shelters
- communication limitations
- mental illness – symptoms are escalated by homelessness
- chronic illness requiring adequate treatments
- stress-related illness
- drugs and alcohol abuse as a coping method
- risk of illness in crowded shelters, inadequate diet, poor hygiene
- lack of coping skills
- poor parenting skills causing youth to leave home
- lack of health card identification
- uncoordinated health services
- uncoordinated social services

The report provides a recommendation to develop “Strategies such as, community participation initiatives, increasing access to direct health care, encouraging community-based support groups for homeless people, and raising awareness of the struggles of the homeless people are attempts to enable this population to improve their circumstances and enhance their health.”

Meeting the needs of those with mental health problems or dealing with addictions

Individuals or households with members who have mental health problems or who are dealing with addictions will require a number of services to enable them to move successfully to permanent housing. The report "Homeless Persons with Mental Illness and Their Families: Emerging Issues from Clinical Work” states that many individuals with mental illness can and do receive some support from family members. Therefore, one of the goals of assisting these
individuals to obtain permanent housing will be to work with the individual and the entire family to determine the specific needs that the individual has, and determine which needs can be met by the family.

The report also states:

“the problem of homelessness among mentally ill persons results from a complex interaction between structural and personal factors. Structural factors include the erosion of affordable housing and the rise in unemployment and poverty…reduced finances of mentally ill persons…de-institutionalization…and inadequate and fragmented community mental-health service systems. Personal factors include various physical and mental disabilities, substance abuse, and family issues…”

The report recommends a number of approaches to be taken to best address the needs of the homeless who are mentally ill as follows:

- use an interdisciplinary team to meet the needs of the individual in a co-ordinated effort
- use a family treatment perspective whenever appropriate
- understand family issues to help the client make the transition from homelessness into housing, or from outreach services to attending programs
- provide a high level of support during the first few months of living in permanent housing
- maintain continued involvement with the client throughout the transition process

For those dealing with addictions, a similar interdisciplinary approach has been found to be effective, with many of the same types of support required that are provided for the homeless who are mentally ill. Supportive housing is the key to providing permanent housing for both groups.

**Meeting the needs of those escaping domestic violence**

The homeless who are escaping domestic violence are typically women, with or without children. However, this is not always the case, and both men and women need to be provided with the supports required to move to permanent housing. As well, in some cases a woman may leave the family home with grown male children, and require housing as a family, although many shelters do not provide housing for this family group.

Safety is a primary issue faced by these individuals and families, and facilities must meet this need. As well, most of the homeless in this situation have lost their jobs, as the requirement to flee and obtain safety means leaving all the supports behind. Therefore, assistance with job search becomes a vital part of meeting their needs, as well as providing counselling and the physical necessities to start a new life.

Supportive housing is frequently the best solution to obtaining permanent housing, where an individual or family is provided with various types of support throughout the transition from emergency shelter to permanent housing. Funding is available from a variety of sources.
including the Ministry of Community and Social Services for programs to address the needs of those escaping domestic violence. These programs that go beyond addressing the needs of the homeless to provide other forms of support will be accessed wherever possible.

**Meeting the needs of those who have experienced a personal crisis**

A personal crisis can directly impact a person’s ability to retain housing. Significant events such as job loss, physical illness, mental illness, breakdown of relationships and death of a spouse can cause a reduction or loss of income, and in some cases a direct loss of housing. The inability to afford rental or mortgage costs results in eviction, frequently with no ability to obtain replacement housing. Individuals and families experiencing these personal crises will require a number of different services to meet their needs, including health care, personal counselling, employment readiness and jobs skills training, emergency and transitional housing, and other supports.

There is currently no means to count how many individuals or families are homeless in the Durham area. There are, however, a number of indicators, which can provide insights into the number of homeless or those at risk of becoming homeless.

Emergency shelter bed stay reports provide actual numbers of beds filled per month. The average base bed day for the various emergency shelters throughout the Durham area was 101 over the nine months ending December, 2000. However, some months had significantly higher users of emergency shelter beds, and there are also individuals who choose not to use emergency shelter beds. There are currently 2,100 households on the waiting list for supportive housing in the Durham area. There are currently 4,500 households on the waiting list for social housing in the Durham area. Two drop-in centres have provided the number of people using their facilities: Our Place serves 50 people per day, and Gate 3:16 serves up to 100 people per day. Most of the people using the services of Our Place and Gate 3:16 live in the community, frequently in rooming houses, and can be considered at risk of becoming homeless.

The YWCA report for 1999 and 2000 provided information on the last address of users of the facilities. This report found that 72.5% of the persons using the service were existing residents of the Durham area, 10.7% were from other Ontario Municipalities (excluding Toronto), 9.3% were from another province, 1.9% were from another country, and 5.6% of the persons using the facilities were from Toronto. Of the 72.5% of Durham residents using the facility in 2000, 71.9% were from Oshawa, 5.1% were from Ajax, 4.2% were from Bowmanville/Newcastle, 5.3% were from Pickering, 8.1% were from Whitby, and 5.4% were from other areas within Durham.

A study entitled “Report on the Homeless Study Conducted Within the City of Oshawa, Summer of 1997” found that of 50 respondents to a survey distributed among users of services, the age range was between 16 and 58, with the average age found to be 32. Community staff members indicated that the majority of the clients served as generally between 20 and 40, with an increase noticed in homelessness among adolescents. Slightly more males than females responded to the survey. The average level of education achieved was Grade 9, with 12% of the respondents indicating attending some post-secondary education. Almost half of the respondents had children, but only 10% actually had their children living with them.
As a result of the wide variance of household types and reasons for homelessness, programs must be set up which meet the needs of specific group. The goal of this Community Plan is to ensure that the needs of every type of household are met, and also that the factors contributing to homelessness are recognized and addressed in the programs and services provided.

5.2 BACKGROUND OF THE NEEDS OF THE HOMELESS IN THE GENERAL COMMUNITY IN THE DURHAM AREA

A number of sources provided information on the needs of the homeless in the general community in the Durham area. These included reports, minutes of meetings held by service providers, interviews with Regional staff, service providers and others, and other sources. These needs have been broken down by the general funding category. The needs of the Aboriginal Community and Youth are provided in Sections 5.3 and 5.4 following.

A. Emergency Shelter Spaces

1. available in every community in the Durham area
2. for all types of households – single male, single female, single female with children, single male with children, couple, couple with children, seniors, disabled, individuals with mental health problems, female youth separate from co-ed youth

B. Transitional & Supportive Housing

1. transitional housing programs throughout the Durham area to provide housing for those leaving emergency shelter without permanent housing already in place
2. supportive housing throughout the Durham area, including those who are escaping violence, people with addictions, people with mental health problems, chronically homeless, people with physical disabilities, people discharged from hospitals, mental health facilities, corrections facilities
3. staff to provide support and counselling to individuals in transitional or supportive housing

C. Outreach Services Linking Homeless People with Resources

1. referral counselling - information on how to apply for programs and services, what is available, who to call
2. outreach workers who build relationships with homeless or those at risk of becoming homeless to ensure their needs are met, including street patrols and mobile units
3. referral services to assist with applications for affordable housing
4. housing search support
5. telephone access that is not long distance between communities
6. services in different languages for those who don’t speak English
D. Supportive Health & Employment Services

1. access to nursing services, such as nurse/practitioner
2. access to physicians
3. access to foot care
4. access to dental care
5. access to skin care
6. access to vision care
7. assistance obtaining medication and with medication administration
8. access to health care for those without OHIP coverage
9. communicable disease control including needle exchange, tuberculosis testing and monitoring
10. transportation to medical appointments, hospitals
11. crisis counselling
12. outreach counselling
13. life skills counselling
14. addiction counselling
15. employment training and job skill training including soft skills such as communications, social skills required for employment
16. resume preparation
17. computer training
18. literacy training
19. self-esteem and life skills courses
20. transportation to job interviews
21. communications services – telephone, voice-mail, fax machine, computers, internet for job search

E. Prevention Strategies

1. information and assistance with Rent Tribunal hearings, including providing notices of hearings, transportation to hearing, advocacy
2. employment support programs such as day care services, transportation to help workers keep their jobs
3. landlord/tenant mediation
4. education to inform tenants and landlords of their rights and responsibilities
5. legal services for those under eviction processes
6. emergency funds to prevent eviction
7. funds to cover rental deposits required for permanent housing
8. heating cost assistance
F. Multi-Service Centres

1. drop-in centres
2. food banks
3. clothing banks
4. furniture banks
5. hair dressing services
6. sleeping bags and supplies for those sleeping outside
7. meals and snacks
8. religious services
9. youth services
10. bathing facilities
11. laundry facilities
12. recreation centres

G. Other Activities to Form Part of a “Continuum of Supports” Approach

1. affordable rental housing throughout the community
2. assistance in obtaining identification
3. transportation to services
4. cultural services
5. storage facilities for personal belongings and furnishings

H. Initiatives to Strengthen Capacity of Community Organizations

1. administrative support for organization
2. financial training for board and staff
3. time management for board and staff
4. assistance with preparation of proposals for funding
5. staff development
6. information sharing between agencies
7. staff sharing between agencies
8. effective fund-raising
9. public education and information
5.3 THE NEEDS OF THE ABORIGINAL COMMUNITY

The above sections discuss the overall needs of the entire Durham community. These needs affect individuals and families of all backgrounds and cultures across the Durham area.

At the same time, however, programs such as SCPI recognize the special role and unique needs of the aboriginal community in Canada. Our discussions with representatives of the aboriginal community in Durham identified a gap in the awareness of the needs of aboriginal people across the Durham area and a lack of resources currently being directed toward meeting these needs.

While no specific studies have been carried out to date in the Durham area, reports such as the Mayor’s Task Force on Homelessness in Toronto (the Golden Report) identified the significant extent of homelessness among aboriginal people in urban centres across Canada. Historical concerns arising from issues such as residential schools, a lack of economic opportunities, chronic poverty, and so on have contributed to a high rate of homelessness among urban aboriginal individuals and families.

Discussions with representatives of the aboriginal community in Durham have found evidence of many similar concerns among aboriginal people across the Durham area. In some cases, there are permanent residents experiencing difficulty finding affordable housing and appropriate support services. In other cases, there are transient individuals that have left their original community in search of employment in areas such as Oshawa, only to find a lack of opportunities. These individuals can find themselves homeless or at risk of becoming homeless and seek shelter assistance within Durham or in downtown Toronto where many support service agencies are located.

The aboriginal representatives attending our interview noted that, within the aboriginal culture, “community” has the same meaning as “extended family”. Aboriginal people become “community-less” when they move to areas such as Durham without employment and away from their traditional communities. Many end up with a mindset of homelessness and despair.

In order to address these issues, the Native Cultural Centre of Durham was established approximately four years ago. The goal of the Centre is to provide educational, employment, health, cultural and social support to both the aboriginal and non-aboriginal community of Durham. A further and highly important goal of the Centre is to educate the general public about the aboriginal presence within The Durham area and spread awareness about the extent and nature of the needs of aboriginal people in the community. A total of about 400 people currently participate in programs and services provided by the Centre.

A major barrier to increasing the effectiveness of the Centre in providing the above services to aboriginal people and others in need is the lack of a permanent location for the Centre. At present, the organization meets in informal space provided to them at no cost by Durham College and other such organizations. However, it is difficult to contact the Centre because there is no permanent telephone number and members have found it difficult to provide services without a permanent office or staff. To date, volunteers have been trying to meet these needs, but their
time and resources are limited. As a result, the aboriginal community in Durham is unable to obtain the services and information it requires, particularly in relation to linking with aboriginal service providers in Durham and adjacent areas such as Toronto.

From this review, it appears that the establishment of a permanent Aboriginal Multi-Service Centre with Durham is a priority to be filled in order to help address homelessness in the Durham area. Discussions with HRDC indicate that there may be funding available to better identify the needs of aboriginal people in the area, and to help establish a sustainable Centre of this nature. This Plan should serve as the launching point for a special initiative to pursue the establishment of this Centre. In order to move ahead with this initiative, the Native Cultural Centre of Durham Region should submit a proposal to HRDC to undertake an initial feasibility study examining aboriginal needs within the Durham area and the feasibility of establishing a permanent Aboriginal Multi-Service Centre.

5.4 THE NEEDS OF YOUTH

There are currently a number of service providers in the Durham area working specifically with youth. It was noted in the planning workshop that although a co-ed facility is serving the needs of youth for emergency shelter, there is no facility available to meet the needs of female youth separate from co-ed youth. Participants in the planning workshop and interviews held with stakeholders indicated that this need for separate emergency shelter beds for female youth should be considered a priority in the Durham area, as many female youth seeking emergency shelter may not be appropriately housed in a co-ed facility.

A number of other services specifically targeted to youth include drop-in centres throughout the Durham area, employment services and life skills programs, access to housing services and prevention of eviction and legal services. The participants in the planning workshop also noted a specific need to teach parenting skills to youth who are parents of children but who may not have had the opportunity to learn parenting skills. Other life skills needed by youth who are homeless or at risk of becoming homeless include dealing with family estrangement, budgeting, communications skills, coping with anger, frustration, low self-esteem, stress management and literacy. Youth who are planning to leave high school before completing their diploma need to have supports in place before they leave school to ensure they do not become homeless. An additional area that was mentioned as a need for youth was outreach to those individuals who are temporarily living in parks and other locations to ensure they found appropriate housing, and therefore did not develop a pattern of homelessness.

A further need for youth in the Durham area is an opportunity to continue education and develop employment skills. Youth who are homeless or at risk of becoming homeless require additional supports to complete high school education, take part in employment training programs and develop job search skills.
There are a number of services and supports available in the Durham area for the homeless or those at risk of becoming homeless. The majority of services are concentrated in the Oshawa area. The following list contains many of the services provided in the Durham area, but is not intended to be all-inclusive. A complete list of services can be found in the following directories: Directory – Region of Durham Agencies (Department of Social Services, 1998), Welcome to Access Opportunities – An Ontario Works Information Session (Department of Social Services, February 2001), Durham Region Food Resource Directory (Health Department).

<table>
<thead>
<tr>
<th>Shelter/Service/Support</th>
<th>Inventory/Main Service Providers</th>
</tr>
</thead>
</table>
| **Emergency shelters**  | • The Ark, Oshawa, youth, 18 beds funded, 23 beds available, co-ed facility  
                          • Bethesda House, Clarington, women and children escaping violence, 15 beds  
                          • Cornerstone, Oshawa, men, 31 beds  
                          • Denise House, Oshawa, women and children fleeing violence, 22 beds for victims of family violence, 5 beds for emergency shelter  
                          • Muslim Welfare Home, Whitby, single women, women and children, 2 parent families, 27 beds  
                          • YWCA, Oshawa, women and women and children, 30 beds funded, budget for 35 beds, up to 50 beds available if necessary, 17 for single women |
| **Transitional housing** | • Cornerstone, Oshawa, 10 units for men, transitional worker  
                           • YWCA, Oshawa 15 units for women, transitional worker |
| **Supportive housing**   | • Canadian Mental Health Association, Oshawa and Whitby  
                          • Colborne Community Services, Whitby, 13 domiciliary hostel beds  
                          • Cormack Station agreement with YWCA and Cornerstone for supported units  
                          • Cornerstone Community Services, Oshawa, 28 units in partnership with YWCA and CMHA  
                          • Cornerstone 10-bed residential facility for Corrections Canada  
                          • Northview Meadows Corp. 8 supportive housing units by Cornerstone  
                          • YWCA Community Support Worker, Oshawa |
| **Medical Health services** | • Cornerstone nurse practitioner, Oshawa  
                              • Gate 3:16 Health Clinic, Oshawa  
                              • John Howard Society  
                              • Oshawa Community Health Centre Nurse Practitioner and Community Health Worker  
                              • Parish Nurse program (2 nurses)  
                              • YWCA nurse practitioner, Oshawa |
<table>
<thead>
<tr>
<th>Shelter/Service/Support</th>
<th>Inventory/Main Service Providers</th>
</tr>
</thead>
</table>
| **Mental Health services** | • Canadian Mental Health Association  
• Colborne Community Services, Whitby  
• Gate 3:16, Oshawa  
• Mobile Crisis Team, Colborne Community Services  
• Our Place, Oshawa  
• United Survivors Support Group |
| **Employment services** | • The Ark, Oshawa  
• Gate 3:16, Oshawa  
• Homeless Maze  
• HRDC  
• John Howard Society  
• YWCA, Oshawa |
| **Life skills programs** | • The Ark, Oshawa  
• Cornerstone Community Association, Oshawa  
• Gate 3:16, Oshawa  
• Homeless Maze  
• John Howard Society  
• Lakeridge Health – Bowmanville, Oshawa  
• Our Place, Oshawa  
• Scugog First Nation, Port Perry  
• Simcoe Hall Settlement House, Oshawa |
| **Cultural services** | • Muslim Welfare Home  
• Native Cultural Centre of Durham Region  
• Niijkiwendidaa Anishnaabe-Kwewag Services Circle |
| **Access to housing services** | • The Ark by part-time housing manager  
• Bethesda House  
• Co-ordinator, Community Services  
• Cornerstone Community Services  
• Denise House  
• Durham Housing Access Centre  
• Housing Help Centre  
• Muslim Welfare Home  
• YWCA |
<table>
<thead>
<tr>
<th>Shelter/Service/Support</th>
<th>Inventory/Main Service Providers</th>
</tr>
</thead>
</table>
| Preventing eviction and legal services | - The Ark, Housing Co-ordinator who represents youth  
- Bethesda House  
- Bridging the Gap  
- Colborne Community Services  
- Community Trust  
- John Howard Society  
- Legal Aid  
- Rent Bank  
- Share the Warmth  
- YWCA |
| Outreach services | - Co-ordinator, Community Services  
- Durham East Outreach Worker  
- Gate 3:16  
- Information Brock Outreach Worker  
- John Howard Society Outreach Worker  
- John Howard Society Community Services Co-ordinator  
- Native Cultural Centre of Durham Region  
- Niijkwendidaa Anishnaabe-Kwewag Services Circle  
- YWCA |
| Transportation services | - Anglican Parish of Brock, Cannington  
- Community Care – Ajax, Bowmanville, Cannington, Newcastle, Oshawa, Whitby  
- FCAP, Pickering  
- Family Resource Centre, Uxbridge  
- Handi-Transit – Ajax, Oshawa  
- Oshawa Community Health Centre  
- Oshawa Senior Citizens Programs  
- Port Perry United Church  
- St. Mary’s Anglican Church, Sunderland  
- St. Thomas Anglican Church, Brooklin  
- United Survivors Support Group  
- Uxbridge Baptist Church  
- Whitby Senior Citizens Centre |
| Communications services | - Gate 3:16 (telephone, computers)  
- John Howard Society (telephone, voice-mail)  
- Libraries  
- Our Place (telephone, voice-mail)  
- United Survivors (computers) |
| Adult Drop-in centres | - Gate 3:16  
- Our Place |
<table>
<thead>
<tr>
<th>Shelter/Service/Support</th>
<th>Inventory/Main Service Providers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Youth Drop-in centres</td>
<td>• Ajax Youth Centre&lt;br&gt;• The Ark&lt;br&gt;• Brock Youth Centre&lt;br&gt;• Cartwright-Blackstock Youth Centre&lt;br&gt;• The Firehouse, Bowmanville&lt;br&gt;• G. L. Roberts Community Centre, Oshawa&lt;br&gt;• Kendal Community Centre&lt;br&gt;• The Refuge, Gate 3:16, Oshawa&lt;br&gt;• Whitby Youth Lounge</td>
</tr>
<tr>
<td>Clothing/furniture banks</td>
<td>• Gate 3:16&lt;br&gt;• Salvation Army</td>
</tr>
<tr>
<td>Recreation programs</td>
<td>• Bethesda House&lt;br&gt;• Cornerstone&lt;br&gt;• Gate 3:16&lt;br&gt;• Our Place&lt;br&gt;• YWCA children’s programs funded through Community Foundation</td>
</tr>
<tr>
<td>Showers, bathing facilities</td>
<td>• Gate 3:16 (to be constructed)&lt;br&gt;• Our Place</td>
</tr>
<tr>
<td>Meal programs</td>
<td>• Canadian Mental Health Association, Oshawa&lt;br&gt;• Club Centra, Canadian Mental Health Association, Oshawa&lt;br&gt;• Community Care – Ajax/Pickering, Clarington, Cannington, Newcastle, Oshawa, Scugog, Uxbridge, Whitby&lt;br&gt;• Faith Place, Oshawa&lt;br&gt;• Gate 3:16, Oshawa&lt;br&gt;• Meals on Wheels, Beaverton, Sunderland&lt;br&gt;• Mokidz, St. Phillip the Apostle, Oshawa&lt;br&gt;• Oshawa Senior Citizens Programs&lt;br&gt;• Our Place, Oshawa&lt;br&gt;• Peace Meals, Pickering&lt;br&gt;• St. Thomas Anglican Church, Brooklin&lt;br&gt;• St. Vincent’s Kitchen, Oshawa&lt;br&gt;• Stop 46, Oshawa&lt;br&gt;• Wilmagale Resource Centre for Women and Children, Bowmanville&lt;br&gt;• Whitby Senior Citizens Centre&lt;br&gt;• YWCA of Oshawa&lt;br&gt;• United Survivors</td>
</tr>
<tr>
<td>Shelter/Service/Support</td>
<td>Inventory/Main Service Providers</td>
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<td>Food Resources</td>
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<td>• Claremont United Church</td>
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<tr>
<td></td>
<td>• Clarington East Food Bank</td>
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<td></td>
<td>• Community gardens – Ajax, Bowmanville, Oshawa, Pickering</td>
</tr>
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<td></td>
<td>• Deacon’s Cupboard, Whitby</td>
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<tr>
<td></td>
<td>• Family Resource Centre, Uxbridge</td>
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<tr>
<td></td>
<td>• FCAP, Pickering</td>
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<tr>
<td></td>
<td>• Liberty Pentecostal Church, Bowmanville</td>
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<tr>
<td></td>
<td>• Loaves and Fishes, Uxbridge</td>
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<tr>
<td></td>
<td>• Mother Goose, Brougham</td>
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<td></td>
<td>• Operation Scugog, Uxbridge</td>
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<td></td>
<td>• Peace Meals, Pickering</td>
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<td></td>
<td>• Pickering FCAP</td>
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<td></td>
<td>• Port Perry United Church</td>
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<td></td>
<td>• Rose of Durham, Oshawa</td>
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<td></td>
<td>• Salvation Army – Oshawa, Ajax, Bowmanville</td>
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<td>• Seventh Day Adventists, Oshawa</td>
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<td></td>
<td>• Simcoe Hall Settlement House, Oshawa</td>
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<tr>
<td></td>
<td>• St. Joseph the Worker Church, Oshawa</td>
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<td></td>
<td>• St. Mary’s Anglican Church, Sunderland</td>
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<tr>
<td></td>
<td>• St. Paul’s on the Hill Food Bank, Pickering</td>
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<tr>
<td></td>
<td>• St. Vincent de Paul Society, Ajax, Whitby</td>
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<tr>
<td></td>
<td>• Uxbridge Baptist Church</td>
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<td></td>
<td>• Whitby Family Services</td>
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<td>Storage facilities</td>
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<tr>
<td>Laundry facilities</td>
<td>• Our Place</td>
</tr>
<tr>
<td>Information services</td>
<td>• Bethesda House</td>
</tr>
<tr>
<td></td>
<td>• Co-ordinator, Community Services</td>
</tr>
<tr>
<td></td>
<td>• John Howard Society</td>
</tr>
<tr>
<td>Education and Advocacy</td>
<td>• Homeless Maze</td>
</tr>
</tbody>
</table>

* Please note: the above chart is not totally complete, as there may be other organizations providing services on a more informal basis (e.g. individual churches).
5.6 **Identified Gaps in Supports and Services in the Durham Area**

The following gaps in supports and services available in the Durham area have been identified. Again, these are grouped by the major funding categories, and the community requiring the services has been identified.

A. **Emergency Shelter Spaces**

- Oshawa family shelter
- Oshawa additional shelter beds for men and longer stay
- Oshawa additional shelter beds for women and their children
- Clarington shelter for women and their children (core funding)
- Ajax/Pickering shelter for women and their children
- Northern Durham shelter for women and their children
- Oshawa shelter accessible for physically disabled
- Oshawa and Whitby emergency shelter space for people with special needs such as those just released from hospital
- Oshawa youth shelter to serve females separately from males
- replacement of mattresses, beds for existing facilities throughout the Durham area
- Oshawa shelter replacement and upgraded health and safety equipment (shelter maintenance)
- Oshawa renovations needed for existing facilities to meet municipal requirements
- housing for people with pets, or means to care for pets throughout the Durham area

B. **Transitional and Supportive Housing**

- Ajax/Pickering transitional housing (all household types)
- Clarington transitional housing (all household types)
- Northern Durham transitional housing (all household types)
- Oshawa transitional housing (for families)
- Oshawa additional transitional housing (single men, single women, women and their children, youth)
- transitional housing workers for above facilities throughout the Durham area
- 2,100 supportive housing units throughout the Durham area to serve those on waiting lists – include those who are escaping violence, people with addictions, people with mental health problems, chronically homeless, people with physical disabilities, people discharged from hospitals, mental health facilities, corrections facilities
- supportive housing workers for above housing units throughout the Durham area
C. Supportive Health and Employment Services

- supportive health services in under serviced areas such as northern Durham, Ajax/Pickering, including foot care, skin care, assistance in obtaining medication, medication support for those who need reminders to take medication
- education of individuals accessing service to provide awareness of what health care system can and cannot do – what are limitations of service
- physicians willing to take on homeless as patients throughout the Durham area
- nutrition education outside of Oshawa
- discharge planning for those leaving hospitals and communication with health care workers and outreach workers
- OHIP card replacement throughout the Durham area
- health services for those not qualified for OHIP throughout the Durham area
- prevention and treatment of communicable diseases throughout the Durham area
- creating a medical database for frequent users of system, throughout the Durham area
- programs to learn coping strategies (dealing with problems instead of using drugs/alcohol) in northern Durham, Ajax/Pickering, Whitby
- programs to help people dealing with addictions in northern Durham, Ajax/Pickering
- program similar to “Habitat Services” in Toronto which provides services to persons with mental health problems, needed in Oshawa, Ajax/Pickering locations where rooming houses are found
- additional nutrition programs for children who are homeless in school system throughout the Durham area
- community workers to work with children who are homeless or at risk, including children with behavioural problems especially in Oshawa, Ajax/Pickering, Whitby
- parenting classes for adults and also youth who are parents especially in Oshawa, Ajax/Pickering, Whitby
- life skills programs such as budgeting, communications skills outside of Oshawa
- programs to teach coping with anger, frustration, low self-esteem, stress management, dealing with family estrangement outside of Oshawa
- Co-op placements through linkages with educational institutions throughout the Durham area
- job search skills throughout the Durham area, particularly outside large urban centres
- literacy training outside of Oshawa and increased services within Oshawa
- resume preparation outside of Oshawa and increased services within Oshawa
- courses to complete high school education outside of Oshawa
- working with school Guidance Counsellors to ensure youth leaving school have supports throughout the Durham area
- training in social skills needed for the workplace outside of Oshawa
• setting up “CAP” internet search location for Durham Regional Employment Centre in facility to give residents and community access to internet job search in Oshawa

D. Prevention Strategies

• “Bridging the Gaps” – quicker response time, additional funding, promotion throughout the Durham area
• “Rent Arrears Bank” – quicker response time, additional funding, promotion throughout the Durham area
• “Community Trust” – quicker response time, additional funding, promotion throughout the Durham area
• education program regarding eviction processes and landlord/tenant rights throughout the Durham area
• information system to inform tenants of Rental Tribunal hearings, provide advocacy for tenant, throughout the Durham area
• front-line support workers who can work with those at risk of becoming homeless, recognizing the problem before it is a crisis situation, outside of Oshawa, particularly in northern Durham and Ajax/Pickering
• liaising with landlords and roommates to resolve problems before eviction throughout the Durham area
• measuring how many people are “couch surfing” (living with friends for short time and moving on to another short term solution) and setting up means to serve them, particularly in Oshawa
• reaching the working poor facing eviction before they are evicted, throughout the Durham area
• continuing support once the individual leaves transitional housing, throughout the Durham area
• lobbying to have minimum standards for rooming houses which house many at risk of being homeless, licensing, particularly in Oshawa, Ajax/Pickering
• lobbying to have substandard housing repaired, particularly in Oshawa, Ajax/Pickering

E. Outreach Services Linking Homeless People with Resources

• outreach workers to go to the homeless and build relationships, particularly in Ajax/Pickering and northern Durham
• referral between organizations – knowing who does what and where, throughout the Durham area
• updated information on available services, locations, contact people, method to keep information current and provided to those using it on a regular basis, throughout the Durham area
• information campaign to inform the general public of available services so that if an individual faces an immediate crisis they are aware of services available, throughout the Durham area
• informing Churches of agencies that can help homeless – many homeless first approach the church – the church staff need to know where to direct them for service, throughout the Durham area
• service guide/handbook for services available in Northern Durham
• housing search assistance throughout the Durham area
• paying housing application fees to co-operatives on behalf of applicants, or lobbying to have these waived for homeless, throughout the Durham area
• providing co-signer for Durham Non-Profit Housing applicants or having this requirement waived, throughout the Durham area
• providing transportation between facilities and for people living in areas with no public transportation, particularly in northern Durham and between communities
• provide transportation to medical appointments throughout the Durham area
• provide transportation to Rental Tribunal hearings for tenants, throughout the Durham area
• provide transportation to apply for housing, throughout the Durham area
• communications equipment such as telephone, voice-mail, fax machine, computer, internet for job search, housing search, building and maintaining relationships, outside of Oshawa, but also needed in various locations within Oshawa because of current limited access
• mail service – providing place for people to use as mailing address, throughout the Durham area
• toll-free telephone numbers for those in Northern Durham to access services in South Durham
• use of Regional couriers to provide access point for homeless in Northern Durham to send applications to South Durham facilities
• assistance in obtaining ID – drug card, OHIP card, particularly outside of Oshawa and Whitby
• advocacy with judicial system throughout the Durham area, especially where John Howard Society is not active
• language barrier for some immigrants settling in Ajax/Pickering who cannot speak or read English

F. Multi-service centres Providing Food, Clothing, Showers, Hygiene Services, Service Referrals, Etc.

• recreation playgrounds for children, especially in Oshawa
• after-school programs for children in school, especially in Oshawa and locations where family transitional housing is found
• youth programs including sports and drop-in facilities throughout the Durham area
• permanent aboriginal service centre
• recreation services/drop-in centre in Northern Durham
• community kitchens in additional locations outside of Oshawa
• upgraded cooking equipment to prepare meals in community kitchens throughout the Durham area
• clothing banks outside of communities where Salvation Army has thrift stores
• furniture banks – providing furniture for those moving to independent living who were not able to keep their furniture from the last apartment because of eviction and inability to move and store belongings, including delivery of furniture to housing, outside of communities where Salvation Army has thrift stores
• storage facilities to provide short-term storage of personal belongings and furnishings until permanent housing is arranged, throughout the Durham area
• showers, bathing facilities, washrooms in various locations, throughout the Durham area, including additional facilities in Oshawa
• laundry facilities and supplies provided at no charge throughout the Durham area
• staff for drop-in centre geared to meet needs of mentally ill – schizophrenics who may not be comfortable in other facilities available, located where majority of residents are found without adequate supports, especially in Whitby
• food bank providing nutritious food and household supplies, throughout the Durham area, especially in northern Durham
• services for special groups such as aboriginal men and women, cultural or religious groups, throughout the Durham area where largest population of special group is found

G. Initiatives that Strengthen Capacity of Community Organizations

• administration staff for internal administration of organization
• Durham Advisory Committee on Homelessness and WTHIG – outlining role of each group, focus, representatives to be included on committee
• training programs and staff development for staff – counselling, rehabilitation, addiction treatment, mental health issues, dealing with abuse cases, care for the care-giver, throughout the Durham area for all service agencies
• team-building opportunities for staff throughout the Durham area
• linking with other organizations in the community to use their facilities
• effectively using volunteers from community donating time, and creating a volunteer database to match volunteers with suitable opportunities, throughout the Durham area
• opportunities for those receiving services to serve community as volunteers – in meaningful activities, throughout the Durham area
• sharing outreach workers among agencies throughout the Durham area
• sharing information for organizations receiving funding with Outreach Co-ordinators, and networking between Outreach Co-ordinators throughout the Durham area
• consistent reporting on statistics of people served, effectiveness of programs, measuring homeless population, throughout the Durham area
• helping staff and volunteers in organization to avoid burn-out – providing supports they need, throughout the Durham area
• mentors from community who can work with homeless to get them established in independent situations – provide role models, throughout the Durham area, especially for those moving to permanent housing
• organizational development to learn how to be self-sustaining and make effective fund-raising efforts, throughout the Durham area
• training for agencies in budgeting and financial controls, throughout the Durham area

H. Other Activities that Form Part of a “Continuum of Supports” Approach

• agencies ensuring that all workers deal with the individual as a person, not just their area of service, throughout the Durham area
• lobbying to build additional affordable rental housing units to meet needs of 4,500 on social housing waiting list, throughout the Durham area, especially where job market demonstrates available employment
• encouraging more bachelor units to be built and put on the market for rent, especially in urban centres such as Oshawa, Ajax/Pickering, Whitby
• advocacy for shared housing – rooms, not individual apartments which are a better fit for some people, linking those needing housing with those looking for people to share home with, throughout the Durham area
• additional family services staff to work with children and shorten waiting list for services with Children’s Aid, throughout the Durham area
• advocacy to create more accessory apartments, throughout the Durham area
• community education – government, local politicians, business community, general community about who the homeless are who are being served (are they local people or from outside the Durham area) – recognize that the cost of not dealing with the homeless is greater than providing supportive housing (police, hospitals, etc.), throughout the Durham area
• strengthening partnerships in community with businesses and other organizations – Sobeys donating food, CAW, Home Depot, General Motors, United Way support, throughout the Durham area
6.0 SETTING PRIORITIES FOR FILLING GAPS IN SERVICES

6.1 SETTING PRIORITIES FOR AREAS OF SERVICE

As noted above, eight small groups during the Community Action Plan for Addressing Homelessness Planning Workshop identified the priority of each category of service. The chart below shows the results of the ranking of each category by the small groups and overall summary. Areas that were not ranked by the group are shown as 0.

<table>
<thead>
<tr>
<th>Area</th>
<th>Group #</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emergency Shelter Spaces</td>
<td>1 2 1 1 3 1 2 2</td>
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<tr>
<td>Transitional &amp; Supportive Housing</td>
<td>2 1 0 2 2 3 1</td>
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<tr>
<td>Supportive Health &amp; Employment Services</td>
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<td>Prevention Strategies</td>
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<td>Outreach Services Linking Homeless People</td>
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<td>Resources</td>
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<td>Multi-Service Centres</td>
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<td>Initiatives to Strengthen Capacity of Community Organizations</td>
<td>7 7 0 7 8 7 0 0</td>
</tr>
<tr>
<td>Other Activities to Form Part of a “Continuum of Supports” Approach</td>
<td>8 8 5 4 6 8 0 0</td>
</tr>
</tbody>
</table>

The above tables shows that group one ranked emergency shelter spaces as their first priority, transitional and supportive housing second priority, supportive health and employment services third priority, prevention strategies fourth priority, and so on.

Points were then assigned to each ranking, with the first priority identified by the group given 8 points, and the lowest priority receiving 1 point. The table on the following page provides ranking results.
Priority Ranking of Service Areas

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<tr>
<th>Area</th>
<th>Points per Ranking</th>
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<th>8</th>
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<td>15</td>
<td>10</td>
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</table>

The table above summarizes the small group’s rankings, with four groups ranking emergency shelter spaces as first priority, three groups ranking emergency shelter spaces as second priority, and one group ranking this area as third priority. In contrast, the area of Initiatives to Strengthen Capacity of Community Organizations was ranked as seventh priority by four groups, and eighth priority by one group, with three groups not ranking this area.

6.2 Setting Priorities for Filling Gaps within Areas of Service

The Community Planning Session then reviewed each of the gaps in the areas of service to determine how they could best be filled. The participants were invited to form a small group to discuss the area they were most interested in. Small groups were formed to discuss the following areas: emergency shelter spaces, transitional and supportive housing, outreach services linking homeless people with resources, supportive health and employment services, prevention strategies and multi-service centres. Two areas were not discussed by small groups, but the initiatives recorded during the small group reporting process for other areas sometimes fit best into these two categories; other activities to form a “continuum of supports” approach and initiatives to strengthen capacity of community organizations.

The results of the small group sessions are noted below, along with examples of how these gaps could be filled:
A. Emergency Shelter Spaces

1. create additional shelter spaces in communities without these services
2. modify existing facilities or create new facilities to serve client groups that are not presently being served such as families, the physically disabled or female youth separate from co-ed youth
3. supplement programs at existing facilities

Examples of initiatives that would meet the above gaps:

– develop new shelters in areas currently without service, especially in Ajax/Pickering and northern Durham
– develop new shelters to serve special groups such as families, the physically disabled or female youth separate from co-ed youth
– develop small-scale rental housing initiatives in outlying areas to provide short-term housing: link with local landlord and local support groups to obtain rental housing on lease basis, leasing property from landlord and charge resident the amount of their housing allowance
– renovate existing facilities to provide wheelchair accessibility
– renovate existing facilities to address maintenance issues
– obtain supplies and equipment to maintain current facilities
– provide increased staffing for facilities to provide sufficient levels of safety for staff and residents
– provide increased staffing for facilities to provide new services for special groups such as youth or children

B. Transitional & Supportive Housing

1. additional transitional housing units
2. addressing needs of families to make sure they are housed together in transitional housing
3. additional supportive housing units

Examples of initiatives that would meet the above gaps:

– creating facilities throughout community to meet needs of families who want to be together i.e. facilities for a father with children, facilities for a mother with grown-up male children, facilities for a mother, father and child together
– consider using smaller facilities to promote community acceptance
– set up additional supportive housing units – the current waiting list for support housing units is 2,100, with only 125 units in the Durham area
– link with existing or new social housing projects to have them include supportive housing units, such as Cormack Station’s project
C. Outreach Services Linking Homeless People with Resources

1. provide information to help people access services
2. provide means to reach those who do not currently access services to provide them with the services they need
3. assist with applications for permanent housing
4. provide transportation for those outside major service areas to use to get to service providers, and for those needing transportation assistance
5. provide communication tools to enhance job search, housing search, build and maintain relationships
6. set up “shared care” model to ensure all the needs of the individual are met using a team approach

Examples of initiatives that would meet the above gaps:

– provide a toll-free number for services throughout entire Durham area for first contacts and promote the number so people will know it is available, make sure people answering telephones are informed

– produce a housing handbook using different media for information provision – CD, print, etc., making the handbook accessible and readable by consumers and others who are their first contacts to try to obtain service

– identify individuals who would likely be the first person approached by someone in crisis to obtain services, and set up an information system for them to use

– set up programs to connect people to available services within their community

– provide a vehicle to be used by outreach workers to reach the homeless who are not in the shelter system – in parks, under bridges

– assist individuals preparing applications for permanent housing

– secure waiving requirement of co-signer for homeless applicants to social housing

– secure waiving requirement of application fee for housing Co-operatives if required

– provide transportation so people can apply for housing, jobs, attend Rental Tribunal hearings, access services outside their community

– arrange for reimbursement for volunteers who drive the homeless to appointments such as providing a charitable donation receipt

– provide means of transportation for employed to travel to work such as providing bus passes, taxi chits, etc.

– provide communications tools such as telephones, voice-mail access, fax machines, computers, internet for use in job search, housing search, contacting lawyers and medical professionals, keeping in touch with friends and family

– set up reporting process for workers dealing directly with service provision
– set up “shared care” model: create teams of Outreach/Social workers, nurse, physician, connection to psychiatrist, mental health nurse, nurse practitioner
– link shelter spaces with Housing Outreach Worker in that community to ensure people get “continuum of care”

D. Supportive Health & Employment Services

1. ensure adequate health care services are provided
2. provide support for employment
3. encourage youth to stay in school
4. ensure staff are properly equipped and trained

Examples of initiatives that would meet the above gaps:

– set up programs to use nurse practitioners to serve homeless
– provide training for nurse practitioners in health and social service areas so they can effectively meet needs
– provide advocacy with physicians to serve homeless
– create mobile health unit to travel throughout the Durham area to bring services to those who need them
– establish a Community Health Services Centre for the Homeless and the Poor
– Gate 3:16 Health Centre staffed by a nurse practitioner
– create training program for frontline workers in areas such as addictions and mental health issues
– set up public health education programs to increase prevention of communicable diseases
– provide homeless with nutritious food
– provide more individual counselling/support for homeless persons
– create case management system for frequent users of services
– provide a means to access health services for recent immigrants who are homeless such as TB testing for those without OHIP coverage
– assist homeless in obtaining ID including OHIP, and cover fees to obtain replacement cards
– provide employment services and support for job search efforts
– set up programs to encourage youth to stay in school, including providing life skills training such as budgeting at earlier ages, living on your own
– provide additional support for youth to stay in school or return to school
E. Prevention Strategies

1. establish system-wide communication and education program for entire social service network, both formal and informal access
2. set up tenant intervention system
3. promote lifelong learning
4. make landlords more accountable for services
5. help people to keep their jobs

Examples of initiatives that would meet the above gaps:

- hold housing forums for education of service providers, landlords and people at risk
- set up information program for landlords regarding available programs such as Rent Bank, RRAP, Community Trust
- prevent evictions at Tribunal by ensuring tenants are informed that their landlord has made an application for eviction at the Tribunal
- inform tenants of their rights to proper services from landlords
- advocacy process for building and property standards to ensure that the mechanisms in place are working and are followed through, such as setting up an Ombudsman
- set up programs to monitor remediation work to be completed by landlords and do inspections to make sure it is done
- provide assistance to people facing eviction
- set up landlord/tenant mediation program
- promote Rent Bank, Community Trust, Bridging the Gaps
- lobby the education system to continue to serve people by fostering lifelong learning
- provide literacy training to the 55% of Durham residents who have literacy problems
- set up landlord information process to ensure they know they must provide heat, water to tenants
- set up job maintenance programs
- set up programs to provide training and job support for older workers
- advocacy for obtaining day care services
- set up training and skills program for employees with low skills

F. Multi-Service Centres

1. provide opportunities for recreation activities
2. provide access to existing community facilities
3. provide new facilities to meet needs in communities
4. provide permanent aboriginal service centre
Examples of initiatives that would meet the above gaps:

- provide sponsorships for children so they can access recreation programs - set up a card with a spending limit for the child’s account - the child is permitted to select activities until the spending limit is reached - provides freedom of choice for the child and ability to access programs
- provide sponsored memberships for children to community recreation facilities
- fund an aboriginal service centre
- set up a community club to rent facilities for a day and bring in children to use them free
- provide playground equipment appropriate for children
- obtain more ice time free of charge to give children equal opportunities for recreation
- offer additional services such as laundry, showers, bathing, drop-in centres, etc. not available in community

G. Other Activities to Form Part of a “Continuum of Supports” Approach

1. provide advocacy to ensure needed services can be obtained
2. advocacy to build new affordable rental housing – currently have 4,500 households on waiting list
3. advocacy to obtain more housing units designated for housing the homeless within existing social housing projects
4. provide fees for ID replacement
5. effectively use volunteers

Examples of initiatives that would meet the above gaps:

- set up advocacy program to represent those having difficulty getting their voice heard
- determine if any properties owned by the Region, Municipalities, Provincial or Federal governments to see if they could be purchased for affordable housing, and set up program to obtain properties and create affordable housing
- set up advocacy program to work with municipal staff for health and safety issues in existing private housing
- lobby for tax breaks, lot levies, other incentives for the creation of affordable housing
- set up program to cover fees for replacement of identification - birth certificate costs $15 - SIN costs $10
- use existing volunteer resource bases such as the one created by E.A. Lovell School
- link active volunteer seniors with those needing support to combat social isolation
- set up volunteer support programs to avoid burn-out
- create and use a volunteer resource centre
- encourage homeless to act as volunteers if they are interested
H. Initiatives to Strengthen Capacity of Community Organizations

1. support the infrastructure of existing facilities
2. create database for multilingual services
3. effectively use HRDC services and funding programs

Examples of initiatives that would meet the above gaps:

– provide staffing to co-ordinate funding for the new community facilities to get up and running
– set up adequate planning process for existing facilities to ensure they are sustainable
– look into community partnerships with local businesses such as Home Depot who have a program to provide workers to do renovations on a building if the supplies are purchased in their store
– network with agencies to create a resource list for language services
– review all HRDC programs available and see if they fit any of the needs of service agencies or could be used to create jobs for homeless – programs include job creation partnerships, wage subsidies, youth services partnerships, etc.
– providing assistance for service providers in the preparation of proposals to request funding through workshops and the Funders Network

The gaps identified above and the examples of initiatives that could fill these gaps are not intended to limit the creativity of service providers in meeting the needs of the homeless. For example, there is a demonstrated need for additional shelter spaces in two areas in the Durham area: Ajax/Pickering and North Durham. However, funding limitations may necessitate selecting only one of these areas as the location of a new shelter. The proposals submitted by the applicants will be reviewed against the examples of initiatives to see which gaps in service are best met.

6.3 Funding Priority Ranking for Programs to Fill Gaps in Service

Utilizing the priority weighting determined through the workshop session, the following priority ranking and funding guideline has been developed to determine areas of priority for allocation of funds.
<table>
<thead>
<tr>
<th>Area</th>
<th>Priority Ranking</th>
<th>Funding Guideline</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emergency Shelter Spaces</td>
<td>1</td>
<td>22%</td>
</tr>
<tr>
<td>Transitional &amp; Supportive Housing</td>
<td>2</td>
<td>18%</td>
</tr>
<tr>
<td>Outreach Services Linking Homeless People with Resources</td>
<td>3</td>
<td>14%</td>
</tr>
<tr>
<td>Supportive Health &amp; Employment Services</td>
<td>4</td>
<td>13%</td>
</tr>
<tr>
<td>Prevention Strategies</td>
<td>5</td>
<td>12%</td>
</tr>
<tr>
<td>Multi-Service Centres</td>
<td>6</td>
<td>8%</td>
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<tr>
<td>Other Activities to Form Part of a “Continuum of Supports” Approach</td>
<td>7</td>
<td>5%</td>
</tr>
<tr>
<td>Initiatives to Strengthen Capacity of Community Organizations</td>
<td>8</td>
<td>3%</td>
</tr>
<tr>
<td>Contingency</td>
<td></td>
<td>5%</td>
</tr>
</tbody>
</table>

This ranking will be used to allocate funding to projects to be initiated to address the needs of the homeless, including those funded through the SCPI program, Youth Employment Initiatives and for other projects directly administered by the Region.
7.0 SUSTAINABILITY OF PROJECTS

The sustainability of the projects selected under this Community Plan is a critical part in the selection process. The funding provided by the SCPI program is not intended to provide ongoing financial support past the March 31, 2003 program ending date, and therefore SCPI initiatives selected must be proven to be sustainable past the SCPI program period. Programs initiated that are administered by the Region must also be proven to be sustainable.

The projects with the highest degree of sustainability will be those that impact positively on the participants and generate public support. With these two benefits, securing ongoing funding will be cultivated. Therefore, these areas will be assessed during the proposal evaluation process to determine the level of impact on the participants and ability to enhance public support such as volunteer opportunities and education.

Public support will be increased through effective communications strategies, which will recognize that providing supports and services to the homeless or to those at risk of becoming homeless will result in community economic development. It has been proven by some programs already underway in the Durham area, such as the “Homeless Maze”, that participating actively helps increase the self-esteem and employability of the individual, which then has a significant impact on the life of the participant. In fact, the “Homeless Maze” has found that their viable presentation can be taken to other communities for a modest cost, which then continues to provide ongoing funding for the program, contributing to its sustainability.

Another key factor in the sustainability of a new initiative is to effectively use the many volunteers available in the community. This will involve creating training programs, and developing support systems to ensure the volunteer is provided with the necessary skills to make a contribution to the project. Successful matching of volunteers with programs is required, as is ensuring that volunteers are not over-burdened with too many responsibilities to be met.

New projects, including initiatives begun under the SCPI program, may also qualify for funding programs developed during or after the SCPI program period. One of the roles of Durham Advisory Committee on Homelessness will be to monitor funding programs to see which new programs could be used to fund existing or new initiatives to help the homeless.

Additional funding for projects begun under SCPI can be made available from local governments, but this will require a change in public policy to recognize the benefits of these programs, and to educate the municipal officials and general public to ensure they are aware of the cost of not providing adequate services.

In the past, funding for projects, which are community-based, has generally been under short-term agreements. While this does permit the project to operate, it also creates a high level of uncertainty as to the future of the program, and at times inhibits the services to be planned because properly trained staff are reluctant to take positions on short-term contracts. Extending the term of the funding, as is done through the SCPI initiative, to a one-year term or beyond
assists in planning and retaining staff. The Durham Advisory Committee on Homelessness will ensure that funding commitments made for projects administered by the Region are for longer-term agreements to assist agencies with their allocation of resources.

The level of co-operation between various service providers is another area that could also be used to create sustainability. Sharing of staff between programs can enhance consistency of service and provide additional support for programs with more limited staffing. The Durham Advisory Committee on Homelessness will review all proposals submitted for funding to ensure they make the best use of staffing, including building partnerships between service providers where feasible.

The Planning Workshop participants also pointed to a need to explore relationships with organizations outside the service sector to create additional opportunities for program sustainability. Frequently, organizations such as labour unions, manufacturers, retail employers, education providers and others are interested in contributing to a viable project, but must be informed of the projects that are available and looking for support. An education and information system, which provides updates of the work of various service agencies and informs of needs and future goals will assist in providing new opportunities for raising funds and support.
8.0 ORGANIZATIONAL STRATEGY

8.1 OVERVIEW OF CURRENT PRACTICES

The current process for reviewing applications for funding through existing programs such as Provincial Homelessness Initiative Fund is to have the applicant submit the proposal to the Durham Advisory Committee on Homelessness. This organization is currently made up of over twenty individuals, including direct representation by approximately 13 service agencies. As a result, these agencies both submit applications for funding and participate in the selection process of projects to receive funding. The proposals are evaluated and a recommendation for funding is submitted to the Regional Municipality of Durham Health and Social Services Committee. The Regional Municipality of Durham Health and Social Services Committee reviews the recommendation and makes final recommendation to Regional Council.

There are a number of other programs available where service providers can request funds for programs such as the Trillium Foundation. Service providers directly approach these funding organizations.

In addition to the potential conflict of interest that could arise for service providers submitting applications for funding and directly participating on the Durham Advisory Committee on Homelessness, discussions with Regional staff and many service providers have identified a need for a clearer role and responsibility for the organization making the funding decisions. As a result, a new structure has been developed to address these issues and ensure projects selected for funding and administered are done through a transparent process.

8.2 REQUIREMENTS

As previously noted, the SCPI program will be administered by HRDC. This model is known as the “shared model” of program delivery in the community, and will entail HRDC contracting directly with community service providers and agencies. Projects will be selected through a process involving community representatives and others as described below.

Four levels of participation are required to undertake homelessness initiatives in Durham: a Decision-Making Body for Program Administration, a Body to Evaluate Proposals and Recommend Selection of Projects for Funding, a Body to Identify Needs, Prepare and Update the Community Plan and Communicate with the Public, and the Community Service Providers. These bodies will vary depending on whether the regional or federal government allocates the funding. The roles and responsibilities of each body, recommendation on the body to act in that role, and the composition of the organization are discussed below.
1) **Body to Take on Decision Making and Program Administration Role – Regional Municipality of Durham Homelessness Programs**

It is recommended that the Regional Council continue to act as the Decision-Making and Program Administration Body for the initiatives undertaken through funding programs administered by the Region. Regional Council will receive recommendations for funding from the Regional Municipality of Durham’s Health and Social Services Committee. The reason why the Regional Council was chosen as the Decision-Making and Program Administration Body is the high level of accountability already in place, as the members of Council are all elected representatives.

The Regional Municipality of Durham’s Health and Social Services Committee has representation from all areas of Durham, and is comprised of members from Regional Council. One additional reason for selection of Regional Council as the Decision-Making and Program Administration Body and having the Health and Social Services Committee make the recommendations for funding is the avoidance of conflict of interest due to the composition of the body. The decision-making process must exclude any service providers to avoid conflicts of interest which would occur if a proposal was submitted by the service provider participating in the selection process. The Health and Social Services Committee will be supported by the staff of the Housing Services Division of the Regional Social Services Department who will evaluate proposals based on the criteria in this plan and make funding recommendations.

**Composition**

The existing Regional Municipality of Durham Health and Social Services Committee will not be required to be amended from the current composition to act in this role.

2) **Body to Evaluate Proposals and Recommend Selection of Proposals for SCPI Funding (Durham Community Advisory Board)**

For requests for federal funding, a sub-committee of the Durham Advisory Committee on Homelessness will work with the Community Planning Group (identified below) to ensure priorities identified in the Community Plan are met through the funding process.

This sub-committee would:

- review project proposals for relevance to priorities set out in the Community Plan; and
- make recommendations for proposals to receive approval to HRDC for its Homelessness Initiatives programs.

**Composition**

It is recommended that the Durham Community Advisory Board be comprised of elected officials, senior Regional staff, representatives of service providers and representatives of business and labour organizations. Ideally, this Board would function at a size of 5 individuals. The members of Durham Advisory Committee on Homelessness will make appointments to the
Community Advisory Board. It is recommended that one elected official, two senior Regional staff, one service provider not seeking funding and one business/labour representative be appointed to the Durham Community Advisory Board.

A service provider appointed to the Durham Community Advisory Board sub-committee of Durham Advisory Committee on Homelessness will not be permitted to seek funding for proposals to be reviewed by the Community Advisory Board in order to avoid conflicts of interest. As a result, it is anticipated that service providers will serve on the Community Advisory Board on a rotating basis to ensure that the proposal selection process is fair to all service providers.

3) Body to Identify Needs, Prepare and Update Community Plan, Communicate with Public (Community Planning Group)

Roles and Responsibilities

- work with service providers, HRDC Regional Homelessness Coordinators, funding sources and the various levels of government to determine the priority needs of the homeless and identify funding sources;
- develop the Community Plan and submit the Community Plan to HRDC and the Regional Municipality of Durham;
- respond to suggestions for revisions to the plan; and
- oversee the development of the Durham Community Plan updates on an annual basis.

Recommendation for Body to Take on Role

It is recommended that Durham Advisory Committee on Homelessness continue to act as the Community Planning Group.

Composition

It is recommended that Durham Advisory Committee on Homelessness be enlarged to ensure representation includes local community service providers, funding organizations, various levels of government, the private sector, representatives from aboriginal and youth sectors, volunteers and those who have or are currently accessing services for the homeless. The Durham Advisory Committee on Homelessness already has a policy in place that encourages any organization or individual interested in addressing the needs of the homeless in the Durham area to participate on the committee.

Community Service Providers

Community Service providers and agencies have had an integral part in the preparation of the Community Plan, and will continue to take an important role in the following areas:
• contributing to updates of the Community Plan on an annual basis;
• preparing and submitting proposals for consideration by the Community Advisory Board;
• participating on Durham Advisory Committee on Homelessness or on a sub-committee of this organization
• providing services as project funding is provided for projects selected under the proposal submission process; and
• participating in program evaluation.

8.3 RECOMMENDED STRUCTURE

The organizational structure provided has been set out for homeless initiatives undertaken to meet the needs in this Community Plan.
8.4 Other Funding Programs

There are a number of other sources for program funding for service providers in the Durham area. Organizations such as the Trillium Foundation have specific criteria for selection of projects. The service providers submitting applications for funding to these organizations will be encouraged to provide a copy of this Community Plan for Homelessness in Durham as part of their submission for funding. In addition, it would be helpful if service providers provided information on the priorities set for filling gaps in services to these funding organizations to assist them in evaluating their proposals for funding.

A service provider who has received confirmation of funding from other funding programs outside the SCPI or Regionally-administered programs should inform Durham Advisory Committee on Homelessness of the goals and objectives of their initiative to ensure this information is included in the Community Plan updates.
9.0 PROPOSAL EVALUATION STRATEGY

9.1 TIME FRAME FOR PROPOSAL SUBMISSIONS

As previously noted, there are two distinct funding streams for projects addressing homelessness in the Durham area. The SCPI program will be administered by HRDC, and other projects will continue to be administered by the Region, through the Health and Social Services Committee. All homelessness initiative projects will be reviewed and evaluated by either the Durham Community Advisory Board or Region of Durham staff, with recommendations for funding approval made to HRDC or the Health and Social Services Committee.

It is recommended that notices be sent to service providers and others interested in submitting proposals in July. The decision for funding should be made in the fall, with the evaluation process taking place in September, in order to provide the service agencies sufficient time to prepare and submit their proposals and receive funding confirmation for projects beginning January 1st. As previously noted, funding decisions for SCPI projects will be made by HRDC and the office of the Minister of Labour. Funding decisions for programs administered by the Region will be made by Regional Council on the recommendation of the Region’s Health and Social Services Committee.

Service providers submitting proposals for projects administered by the Region will be given two opportunities each year to obtain information about funding programs. The “Funders Café” is held in the spring and fall of each year, and provides an opportunity for service agencies to learn more about the various funding criteria of some of the major funders in the Durham area. Service providers can meet face to face with funding agency representatives to determine what their requirements are and to obtain information on various funding programs. The “Funders Café” is sponsored by the Durham Region Funding Network. Members of this Network include:

- Community Foundation of Durham Region
- Human Resources Development Canada
- Ministry of Agriculture, Food and Rural Affairs
- Ministry of Citizenship, Culture and Recreation
- Ontario Healthy Communities Coalition
- Ontario Trillium Foundation
- Social Development Council of Ajax-Pickering
- United Way of Ajax-Pickering
- United Way of Oshawa/Whitby/Clarington

Organizations seeking to obtain funding will be given detailed instructions on application procedures for programs administered by the Region and other funders. Regional staff and the Durham Community Advisory Board will also participate in the “Funders Café” to stay well-informed of various funding sources and program information and to ensure details are made available to groups seeking information on how to apply for funding.
9.2 **Requirements for Proposal Submissions**

Region of Durham staff and the Durham Community Advisory Board recognize that each funding source has specific requirements for proposal submissions and will need to stay informed to be able to assess the most appropriate programs for proposals. Organizations will need to seek information on these various requirements directly from funders.

9.3 **Funding Envelopes**

As noted previously in Section 6, the eight areas of homelessness initiatives to be funded have been ranked. Some projects have already been approved by HRDC for SCPI funding through the “Urgent Need” approval process and are shown below. The Region has also selected the projects approved for funding under the various programs for the 2001 year. It should be noted that the Region funds projects on a calendar year from January 1 to December 31. SCPI projects are funded in a fiscal year from April 1 to March 31. Priority for funding under each service area and projects approved to date are as follows:

<table>
<thead>
<tr>
<th>Priority Ranking 1. Emergency Shelter Spaces</th>
<th>Approvals Granted</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>SCPI Projects Already Approved:</strong></td>
<td></td>
</tr>
<tr>
<td>Cornerstone: restructuring existing space</td>
<td>$80,000</td>
</tr>
<tr>
<td>YWCA: expand from 30-bed to 50-bed base</td>
<td>27,113</td>
</tr>
<tr>
<td>The Ark: renovations</td>
<td>40,000</td>
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<tr>
<td><strong>Regional Administered Projects Approved:</strong></td>
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</tr>
<tr>
<td>The Ark (REHF)</td>
<td>24,775</td>
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<tr>
<td>The Ark (EH)</td>
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<td>Bethesda House (REHF)</td>
<td>17,650</td>
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<td>Muslim Welfare Home (EH)</td>
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<tr>
<td>YWCA (REHF)</td>
<td>47,470</td>
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<tr>
<td>YWCA (EH)</td>
<td>538,673</td>
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<tr>
<td><strong>Total Emergency Shelter Spaces Funding Approved to Date</strong></td>
<td><strong>$2,079,772</strong></td>
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**PRIORITY RANKING 2. TRANSITIONAL & SUPPORTIVE HOUSING**

<table>
<thead>
<tr>
<th>SCPI Projects Already Approved:</th>
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<tbody>
<tr>
<td>YWCA: start-up costs for 13 new supportive housing units</td>
<td>$19,950</td>
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<table>
<thead>
<tr>
<th>Regional Administered Projects Approved:</th>
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</thead>
<tbody>
<tr>
<td>YWCA (EH)</td>
<td>538,673</td>
</tr>
<tr>
<td>Colborne Community Services: Kent House and Colborne House (DH)</td>
<td>101,199</td>
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<tr>
<td>Cornerstone Community Association: 4 projects (SDL)</td>
<td>120,713</td>
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</table>

**Total Transitional & Supportive Housing Funding Approved to Date** | $780,535 |

**PRIORITY RANKING 3. OUTREACH SERVICES LINKING HOMELESS PEOPLE WITH RESOURCES**

<table>
<thead>
<tr>
<th>Regional Administered Projects Approved:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Brock Information north Durham Initiative (PHIF)</td>
<td>$20,000</td>
</tr>
<tr>
<td>John Howard Society: Durham East Outreach Worker (PHIF)</td>
<td>33,750</td>
</tr>
<tr>
<td>John Howard Society: Coordinator, Community Services (PHIF)</td>
<td>22,500</td>
</tr>
<tr>
<td>John Howard Society: Housing Access (CP) and Social Development Council of Ajax-Pickering: Housing Help Durham (CP)</td>
<td>104,378</td>
</tr>
<tr>
<td>To be allocated (Off the Street, Into Shelter)</td>
<td>73,013</td>
</tr>
<tr>
<td>Social Development Council of Ajax-Pickering: Housing Initiative (Regional)</td>
<td>17,114</td>
</tr>
<tr>
<td>John Howard Society: Housing Initiative (Regional)</td>
<td>10,489</td>
</tr>
</tbody>
</table>

**Total Outreach Services Funding Approved to Date** | $281,244 |

**PRIORITY RANKING 4. SUPPORTIVE HEALTH & EMPLOYMENT SERVICES**

<table>
<thead>
<tr>
<th>SCPI Projects Already Approved:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Gate 3:16 Nurse Practitioner</td>
<td>$50,000</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Regional Administered Projects Approved:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Cornerstone Community Association: Addressing the Gap (PHIF)</td>
<td>7,750</td>
</tr>
</tbody>
</table>

**Total Supportive Health & Employment Services Funding Approved to Date** | $57,750 |

**PRIORITY RANKING 5. PREVENTION STRATEGIES**

<table>
<thead>
<tr>
<th>Regional Administered Projects Approved:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Cornerstone Community Association: Bridging the Gap (PHIF)</td>
<td>$913</td>
</tr>
<tr>
<td>Social Development Council Ajax-Pickering: Rent Bank (PHIF)</td>
<td>25,000</td>
</tr>
<tr>
<td>Social Development Council Ajax-Pickering: Community Trust (PHIF)</td>
<td>20,000</td>
</tr>
</tbody>
</table>

**Total Prevention Strategies Funding Approved to Date** | $45,913 |

**PRIORITY RANKING 6. MULTI-SERVICE CENTRES**

<table>
<thead>
<tr>
<th>SCPI Projects Already Approved:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Gate 3:16: renovations</td>
<td>$60,000</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Regional Administered Projects Approved:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Cornerstone Community Association: staffing Our Place (PHIF)</td>
<td>14,337</td>
</tr>
<tr>
<td>Cornerstone Community Association: summer program (PHIF)</td>
<td>10,000</td>
</tr>
</tbody>
</table>

**Total Multi-Service Centres Funding Approved to Date** | $84,337 |
**PRIORITY RANKING 7. OTHER ACTIVITIES TO FORM PART OF A “CONTINUUM OF SUPPORTS” APPROACH**

<table>
<thead>
<tr>
<th>SCPI Projects Already Approved:</th>
</tr>
</thead>
<tbody>
<tr>
<td>YWCA: Child Care worker</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Regional Administered Projects Approved:</th>
</tr>
</thead>
<tbody>
<tr>
<td>YWCA: Movin’ On and Transportation Fund (PHIF)</td>
</tr>
</tbody>
</table>

Total Other Activities to Form Part of a “Continuum of Supports” Approach Funding Approved to Date: **$21,470**

**PRIORITY RANKING 8. INITIATIVES TO STRENGTHEN CAPACITY OF COMMUNITY ORGANIZATIONS**

<table>
<thead>
<tr>
<th>Regional Administered Projects Approved:</th>
</tr>
</thead>
<tbody>
<tr>
<td>InterChurch Health Ministries: Homeless Maze</td>
</tr>
</tbody>
</table>

Total Initiatives to Strengthen Capacity Funding Approved to Date: **$12,250**

Funding Approved to Date as Noted Above:

<table>
<thead>
<tr>
<th>SCPI Programs</th>
<th>$285,033</th>
</tr>
</thead>
<tbody>
<tr>
<td>Regional Administered Programs</td>
<td>$3,078,238</td>
</tr>
</tbody>
</table>

REHF = Redirection of Emergency Hostel Funds  
EH = Emergency Hostels  
DH = Domiciliary Hostels  
SDL = Supports to Daily Living  
PHIF = Provincial Homeless Initiatives Fund  
CP = Community Partners Program  
Regional = Funding provided directly by Region

Once the proposal submissions are received, they will be analyzed by regional and HRDC staff to determine which funding envelope most clearly relates to the services to be provided and maximizes the use of available funding resources. It is likely that a proposal will fall into more than one funding envelope. The amount used for each funding envelope will be determined by the type of services to be provided, as outlined in the proposal. Applicants will then be advised which program best suits their submission and their proposal will be directed to the appropriate funder.

### 9.4 PROPOSAL EVALUATION PROCESS

The Proposal Evaluation Process to be followed for organizations seeking funding through SCPI or funding that is administered by the Region is set out below.

#### 9.4.1 Evaluation of Proposal

The organizations submitting proposals for funding will be asked to provide details of the gaps they are planning to fill and also identify the communities to be served. This information will then be weighed against other proposals to ensure the best possible use of available funds is made. Regional staff and the Durham Community Advisory Board will then make
recommendations to allocate the available funds according to the priorities previously noted in Section 6.2 to the funding administrator (HRDC for SCPI or Health and Social Services Committee for funds administered by the Region).

All proposals submitted for consideration to address gaps outlined in this Community Plan will be evaluated along the following criteria which were developed with the assistance of participants at the Community Planning Workshop.

<table>
<thead>
<tr>
<th>Evaluation Criteria</th>
<th>Weighting Factor</th>
<th>Applicant’s Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Understanding of Requirements</strong></td>
<td>10</td>
<td></td>
</tr>
<tr>
<td>Does the application indicate an understanding of the objectives of the Community Plan?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Will the proposed activities meet the priorities of the Community Plan for both short-term and long-term objectives?</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Demonstrated Need</strong></td>
<td>15</td>
<td></td>
</tr>
<tr>
<td>Which community will the applicant be serving?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Has the applicant provided specific information on the need for the proposed services in the community designated for service?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Will the proposed activity clearly benefit the community?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Is this a service that will fill a completely unserviced gap identified in the Community Plan?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Does the proposal verify that services will not duplicate others in the community?</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Project Timing</strong></td>
<td>5</td>
<td></td>
</tr>
<tr>
<td>Is the project timetable consistent with the funding timelines?</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Sustainability</strong></td>
<td>10</td>
<td></td>
</tr>
<tr>
<td>Does the application meet program criteria including sustainability?</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Accessibility</strong></td>
<td>10</td>
<td></td>
</tr>
<tr>
<td>Will the proposed services be accessible to those who require them?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Will all people who are intended to take part be able to do so?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Will outreach/transportation be required, and if so, is it provided?</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Budget Request</strong></td>
<td>5</td>
<td></td>
</tr>
<tr>
<td>Does the proposed budget provide value for the expenditure of public funds?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Which funding period is the applicant requesting funds from?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Which of the funding areas are applicable to this application?</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Funding Partnerships</strong></td>
<td>10</td>
<td></td>
</tr>
<tr>
<td>What funding partnerships have been identified, and what contributions will be made?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Is there any existing program that could provide funding for any component of the application, and, if so, has the applicant made a submission to that program?</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
### Evaluation Criteria

<table>
<thead>
<tr>
<th>Evaluation Criteria</th>
<th>Weighting Factor</th>
<th>Applicant’s Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Service Targets</strong></td>
<td></td>
<td>15</td>
</tr>
<tr>
<td>Has the applicant provided sufficient information on the number of individuals to be served?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Is the group to be served the homeless or those escaping violence?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>How many people will benefit from this service?</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Administrative Capacity</strong></td>
<td></td>
<td>15</td>
</tr>
<tr>
<td>Has the applicant demonstrated the capacity to provide the services as described?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Does the applicant have the required resources to provide the service such as staffing, space, time, availability and strength of volunteer base?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Are there any partnerships involved, and if so, is there confirmation that the partners will fully support the project?</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Uniqueness of Approach/Value Added</strong></td>
<td></td>
<td>5</td>
</tr>
<tr>
<td>Has the applicant included factors or other considerations that enhance the value of the application?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Is the project innovative or a pilot project?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Can the project be duplicated elsewhere in the Durham area or the Province?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>How were those who will receive these services included in the planning process?</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Total Points</strong></td>
<td></td>
<td>100</td>
</tr>
</tbody>
</table>

---

#### 9.4.2 Funding Availability for Requested Funds

Once the proposals submitted have been rated using the system in Section 9.4.1, the determination of funding recommendations will be made. Funding recommendations will be made using various criteria, including ensuring all communities within the Durham area obtain new services under the program, and sufficient funds are available to meet the amount required to provide the program. Regional staff will recommend projects for funding to the Region’s Health and Social Services Committee for any project where funding is administered by the Region. The Durham Community Advisory Board will recommend projects to HRDC for any SCPI program.

Since most proposals will likely cover more than one of the eight funding areas, each proposal will initially be reviewed to determine which category or categories the services fall into. An analysis will be made of all of the proposals submitted on a category by category basis, including a review of the priority ranking for the category, determining guidelines for funding for each category, and determining which of the proposals submitted had the highest ratings.

Summaries of the proposals submitted for each category will be made, creating an initial recommendation list of projects by category. A review of all submissions received in all...
categories will then identify those projects which were selected for funding in at least one category. Revision of the recommended list will be made to try to ensure applications are selected for funding for all categories. The selected proposals will then be reviewed to ensure each community in the Durham area receives services to the extent possible. Regional staff will make the recommendation for funding to the Region’s Health and Social Services Committee for all projects to be funded through Provincial/Regional programs. The Minister of Labour will be responsible for the selection of projects to be funded through SCPI.

9.5 Funding and Reporting Requirements

Each project will be required to provide regular reporting to the funding administrator. An agreement will be prepared outlining the responsibilities of the agency undertaking the initiative and the organization administering the program. A Memorandum of Agreement or other agreement will be developed, with the proposal submitted becoming an addendum to this agreement. The agreement will contain the following information:

- name of individual to act as contact for group and contact information;
- name of individual to act as contact from funding administration organization (Region of Durham, HRDC or other funder) and contact information;
- role of group to provide services outlined in proposal and agreement;
- role and responsibilities of the organization providing funding in administering the program to the group;
- funding timetable and funding amounts to be provided at each step;
- list of reports required and timetable for submission to the funding administrator;
- confirmation of insurance coverage for group, if required;
- confirmation of funding received from partners if applicable; and
- outline of procedure for resolving disputes.

This agreement will be signed by the selected applicant and the representative of the funding administrator.
10.0 COMMUNICATIONS STRATEGY

One of the key goals of the Community Plan is to provide a means by which all individuals and organizations in Durham can obtain information about the services needed and provided to the homeless and provide input to the planning process. We have already begun with the community involvement process in the creation of this Community Plan, and will set the following processes in place to ensure continuation of communication and consultation takes place.

This Community Plan will be provided to the general public through the Region of Durham’s website and through various locations throughout the Durham area. Copies of the Community Plan will be made available at the Health and Social Services Department of the Region, at each municipal office and public library and at each service agency providing services to the homeless or those at risk of becoming homeless.

As noted previously, this Community Plan is to be a living, changing document, updated as the needs of the homeless, services provided and gaps in services are identified. Procedures for input from interested individuals have been set up as follows:

- an information sheet will be provided in Appendix B to allow for comments to be submitted;
- comments submitted using this process will be reviewed by Durham Advisory Committee on Homelessness, and the Community Plan will be modified as required; and
- any revisions made to the Community Plan will be provided to the various locations where the Plan is made available to the general public to ensure the copy provided is current and complete.

In addition to the ongoing consultation process provided by the request for comments, an annual Community Plan review session will be held with community stakeholders to review the report and identify any changes which will become an addendum to the Community Plan. This review process will ensure the funding allocations are meeting the current needs of the homeless and those at risk of becoming homeless. Adjustments to funding priorities will be made if required and communicated with the service providers in the community, as well as posted on the Region of Durham’s website to ensure all changes made are communicated to those interested in submitting proposals, as well as the general public. The addendum will also be provided to all levels of government, including federal Members of Parliament, the HRDC Regional Homelessness Coordinator, provincial Members of Parliament, Regional Councillors, municipalities and libraries.

Communication with the public will also be achieved through the announcement of the funding allocations for projects approved to address homelessness in the Durham area. Once funding has been confirmed for projects, opportunities will be provided for announcements to be made by the appropriate representatives for that funding envelope and community. It is expected that the local Member of Parliament will make the announcements of all projects selected for SCPI funding. A summary of projects approved for funding under SCPI and regionally administered funding will be developed and sent to local Members of Parliament, Members of Provincial
Parliament, Mayors of local municipalities and Members of Regional Council. This summary will include a brief description of the initiative, the community to be served, the name of the organization to be funded and the source of the funds for the initiative. By making these funding announcements to the general public, it is anticipated that levels of interest in initiatives to meet the needs of the homeless will be increased, as well as greater understanding of the needs in the community.
11.0 PROCESS FOR EVALUATION OF COMMUNITY PLAN

Durham Advisory Committee on Homelessness will monitor the effectiveness of the Community Plan in meeting the identified needs by requesting information from time to time from HRDC and the Region of Durham on the success of projects funded under the various programs and initiatives aimed at reducing homelessness.

The Community Plan will be revised and updated annually under the direction of the Durham Advisory Committee on Homelessness.
12.0 COMMUNITY FINANCIAL CONTRIBUTION

The SCPI program requires a matching financial contribution from the community. This community contribution has been set out as follows:

- $286,216 for April 1, 2000 to March 31, 2001
- $286,216 for April 1, 2001 to March 31, 2002
- $286,216 for April 1, 2002 to March 31, 2003

The sources of these funds have been identified as follows:

<table>
<thead>
<tr>
<th>Sources of Funding</th>
<th>Year ending December 31, 2000</th>
<th>Year ending December 31, 2001</th>
<th>Estimated Year ending December 31, 2002</th>
</tr>
</thead>
<tbody>
<tr>
<td>Provincial Homeless Initiatives Fund: Provincial</td>
<td>180,000</td>
<td>180,000</td>
<td>180,000</td>
</tr>
<tr>
<td>Redirection of Emergency Hostel Funds: Provincial</td>
<td>69,600</td>
<td>139,200</td>
<td>139,200</td>
</tr>
<tr>
<td>Redirection of Emergency Hostel Funds: Regional</td>
<td>13,920</td>
<td>34,800</td>
<td>34,800</td>
</tr>
<tr>
<td>Emergency Hostels: Provincial</td>
<td>1,288,394</td>
<td>1,406,927</td>
<td>1,406,927</td>
</tr>
<tr>
<td>Emergency Hostels: Regional</td>
<td>322,099</td>
<td>351,731</td>
<td>351,731</td>
</tr>
<tr>
<td>Domiciliary Hostels: Provincial</td>
<td>70,769</td>
<td>80,959</td>
<td>80,959</td>
</tr>
<tr>
<td>Domiciliary Hostels: Regional</td>
<td>17,692</td>
<td>20,240</td>
<td>20,240</td>
</tr>
<tr>
<td>Supports to Daily Living: Provincial</td>
<td>120,713</td>
<td>120,713</td>
<td>120,713</td>
</tr>
<tr>
<td>Community Partners Program: Provincial</td>
<td>104,378</td>
<td>104,378</td>
<td>104,378</td>
</tr>
<tr>
<td>Off the Street, Into Shelter: Provincial</td>
<td>0</td>
<td>73,071</td>
<td>58,457</td>
</tr>
<tr>
<td>Off the Street, Into Shelter: Regional</td>
<td>0</td>
<td>0</td>
<td>14,614</td>
</tr>
<tr>
<td>Other Programs: Regional</td>
<td>87,083</td>
<td>92,593</td>
<td>92,593</td>
</tr>
<tr>
<td>Children’s Aid Society</td>
<td>5,000</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Trillium Foundation</td>
<td>75,000</td>
<td>75,000</td>
<td>75,000</td>
</tr>
<tr>
<td>United Way Oshawa and Ajax/Pickering</td>
<td>334,600</td>
<td>373,810</td>
<td>373,810</td>
</tr>
<tr>
<td>Donations from faith groups</td>
<td>160,720</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Donations from corporations</td>
<td>45,000</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Total Funding</td>
<td>$2,894,968</td>
<td>$3,053,422</td>
<td>$3,053,422</td>
</tr>
</tbody>
</table>

As shown above, the community contribution for the years beginning January 1, 2000 and 2001 have been committed. It is anticipated that the community contribution for the year beginning January 1, 2002 will be confirmed early in 2002.
13.0 SUMMARY OF RECOMMENDATIONS

This report was prepared for Durham under the direction of the Durham Advisory Committee on Homelessness. The following recommendations are made for consideration by Regional Council. It is recommended that:

1. Regional Council adopt the guiding principle that it will work actively towards solutions to reduce homelessness, and will support where possible programs and services that will address all aspects of homelessness on an ongoing basis;

2. Council recognize the priority areas set out in Section 6.2 of this report as gaps toward which resources should be directed in addressing homelessness;

3. Council endorse the funding priority ranking as outlined in Section 6.3 of this report as the target for allocations of funds;

4. Council give strong support to initiatives that create sustainable solutions and approaches to reducing homelessness;

5. The Request for Proposals for projects administered by the Region be based on the requirements for submissions as outlined in Section 9.2 of this report;

6. The Native Cultural Centre of Durham Region submit a proposal to HRDC to fund an initial feasibility study for establishing a permanent Aboriginal Multi-Service Centre in The Durham area;

7. Proposals submitted for funding for projects administered by the Region be evaluated in accordance with the evaluation process in Section 9.4 of this report;

8. Regional Municipality of Durham staff make recommendations to the Health and Social Services Committee as outlined in Section 8.2 of this report, and that Regional Council be designated as the decision-making body for all funding allocations for projects administered by the Region;

9. A Durham Community Advisory Board be established to evaluate SCPI proposals submitted, and that this Board make recommendations to HRDC as outlined in Section 8.2 of this report, with recognition that the Minister of Human Resources and Development is the decision-making body for all funding allocations under the SCPI program;

10. Durham Advisory Committee on Homelessness be retained and designated as the body to identify the needs of the homeless and those at risk of becoming homeless in the Durham area, review the available services and determine any gaps in service, prepare and update this Community Plan and communicate with the general public as outlined in Section 8.2 of this report.
11. A communications strategy be formulated and implemented as set out in Section 10 of this report; and

12. Durham Advisory Committee on Homelessness monitor the effectiveness of this Community Plan in meeting the identified needs by requesting information from time to time from HRDC and the Region of Durham on the success of projects funded under the various programs and initiatives aimed at reducing homelessness.
APPENDIX A: SOURCES OF INFORMATION CONTRIBUTING TO THE CREATION OF THIS COMMUNITY PLAN
COMMUNITY PLAN FOR HOMELESSNESS IN DURHAM SOURCES OF INFORMATION

PARTICIPANTS IN COMMUNITY PLAN FOR HOMELESSNESS IN DURHAM PLANNING WORKSHOP MARCH 12, 2001, REGION OF DURHAM PLANNING OFFICES, WHITBY

<table>
<thead>
<tr>
<th>CONTACT NAME</th>
<th>ORGANIZATION NAME (if applicable)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Duncan Read</td>
<td>Ajax Pickering Social Development Council</td>
</tr>
<tr>
<td>John McDonald</td>
<td>Alex Sheppard, MP Durham</td>
</tr>
<tr>
<td>Barb Soihtu</td>
<td>Ark, The</td>
</tr>
<tr>
<td>Erin Matthews</td>
<td>Ark, The</td>
</tr>
<tr>
<td>Barbara Stanutz</td>
<td>Bethesda House</td>
</tr>
<tr>
<td>Karen Mayson</td>
<td>Bethesda House</td>
</tr>
<tr>
<td>Patti Batten</td>
<td>C.M.H.A</td>
</tr>
<tr>
<td>Sandra Darlington</td>
<td>C.M.H.A</td>
</tr>
<tr>
<td>Kathie Fowlie</td>
<td>Canadian Auto Workers</td>
</tr>
<tr>
<td>Tammy Rogers</td>
<td>Child Poverty Coalition</td>
</tr>
<tr>
<td>Cindy Craig-Murdoch</td>
<td>Colborne Community Services</td>
</tr>
<tr>
<td>Debbie Hiltz</td>
<td>Colborne Community Services</td>
</tr>
<tr>
<td>Sandy Thomas</td>
<td>Cormack Station, Heritage Community Housing</td>
</tr>
<tr>
<td>Rod Friesen</td>
<td>Cornerstone</td>
</tr>
<tr>
<td>Lisa Petit</td>
<td>D’Angelo Homes Ltd.</td>
</tr>
<tr>
<td>Roseanne Parete</td>
<td>D’Angelo Homes Ltd.</td>
</tr>
<tr>
<td>Ruth Puckrin</td>
<td>Durham Outlook for Needy (St. Vincent’s Kitchen)</td>
</tr>
<tr>
<td>Chair Larry O’Connor (Chair of DACH)</td>
<td>Durham Region Health &amp; Social Services Committee</td>
</tr>
<tr>
<td>Councillor Charlie Trim</td>
<td>Durham Region Health &amp; Social Services Committee</td>
</tr>
<tr>
<td>Councillor Maurice Brenner</td>
<td>Durham Region Health &amp; Social Services Committee</td>
</tr>
<tr>
<td>Faye Gillis</td>
<td>Durham Region Health Dept.</td>
</tr>
<tr>
<td>Debbie McCord</td>
<td>Durham Region Housing Corporation</td>
</tr>
<tr>
<td>Kevin Bradley</td>
<td>Durham Region Non-Profit Housing Corporation</td>
</tr>
<tr>
<td>Catherine Lofsky</td>
<td>Gate 3:16</td>
</tr>
<tr>
<td>Linda Maudsley</td>
<td>Gate 3:16</td>
</tr>
<tr>
<td>Carmen Jack</td>
<td>H.O.P.E.</td>
</tr>
<tr>
<td>Brenda Law</td>
<td>HRDC</td>
</tr>
<tr>
<td>Carl Gulliver</td>
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<tr>
<td>Colleen Robertson</td>
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<td>Kathy Twaites</td>
<td>HRDC</td>
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<tr>
<td>Henry Fischer</td>
<td>InterChurch Health Ministries</td>
</tr>
<tr>
<td>Linda Chong</td>
<td>Interested Public</td>
</tr>
<tr>
<td>Kesi Walters</td>
<td>Interested Public</td>
</tr>
<tr>
<td>Lisa Craig</td>
<td>Interested Public</td>
</tr>
<tr>
<td>Reid</td>
<td>Interested Public</td>
</tr>
<tr>
<td>Name</td>
<td>Position</td>
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</tr>
<tr>
<td>Steve Orton</td>
<td>Interested Public</td>
</tr>
<tr>
<td>Lillian Locke</td>
<td>Janet Ecker, MPP Pickering-Ajax-Uxbridge</td>
</tr>
<tr>
<td>Nancy Visser</td>
<td>Jim Flaherty, MPP Whitby-Ajax</td>
</tr>
<tr>
<td>Sheryl Greenham</td>
<td>John O’Toole, MPP Durham</td>
</tr>
<tr>
<td>Judi Longfield</td>
<td>Judi Longfield, MP Whitby-Ajax</td>
</tr>
<tr>
<td>Diane Cassidy</td>
<td>Lakeridge Health Oshawa Women’s Health</td>
</tr>
<tr>
<td>Mary Menzies</td>
<td>Consultant</td>
</tr>
<tr>
<td>Susan Cardinal</td>
<td>Native Cultural Centre of Durham Region</td>
</tr>
<tr>
<td>Lynn Campbell</td>
<td>Northern Durham Homelessness, Outreach Worker</td>
</tr>
<tr>
<td>T.R. Hosier</td>
<td>Oshawa Community Health</td>
</tr>
<tr>
<td>Roy Isherwood</td>
<td>Our Place Support Centre</td>
</tr>
<tr>
<td>John Jensen</td>
<td>Project Next Step</td>
</tr>
<tr>
<td>Shirley Van Steen</td>
<td>Region of Durham Social Services</td>
</tr>
<tr>
<td>Frank Lockhart</td>
<td>Simcoe Street United Church</td>
</tr>
<tr>
<td>Gwen Evans</td>
<td>Simcoe Street United Church</td>
</tr>
<tr>
<td>Mildred Young</td>
<td>Simcoe Street United Church</td>
</tr>
<tr>
<td>Councillor Debbie Bath</td>
<td>Township of Brock</td>
</tr>
<tr>
<td>Julie Carroll</td>
<td>YWCA</td>
</tr>
<tr>
<td>Mary Dunlop</td>
<td>YWCA</td>
</tr>
</tbody>
</table>
REPORTS REVIEWED


City of Toronto Alternative Housing & Services Committee, Meeting Minutes December 13, 2000

City of Toronto Letter to Service Provider, Supporting Community Partnership Initiative, Small Capital Improvement, Request for Proposals, January, 2001


Community Plan for Homelessness in Toronto, Supporting Community Partnerships Initiative, City of Toronto Community & Neighbourhood Services, Shelter, Housing and Support, September 2000

Cornerstone Community Association, an Overview (undated)

Durham Advisory Committee on Homelessness, Meeting Minutes, January 11, 2001

Durham Regional Housing Authority Rent Supplement Application to Regional Municipality of Durham, October, 2000


Grande Prairie Social Housing Plan, Grande Prairie, Alberta, 2000

Halliday Manor, Proposal Excerpts (undated)

Homeless Focus Group Summary Report, Canadian Mental Health Association Durham Branch, May 23, 1998


Homelessness Advisory Committee, Report to Region of Durham Health & Social Services Committee, R. A. Dancey, January 26, 1999

Hostel Bed use per night from April 1, 2000 to December 31, 2000 for each provider

Housing our Homeless, Calgary Homeless Foundation, March 23, 2000

Northumberland County Grant Application for National Child Benefit Reinvestment Funding, 2000

Off the Street, Into Shelter Fund, Ministry of Community and Social Services, December, 2000

Planning Meeting, Working Together on Homeless, June 19, 2000
Press Release, Harris Government Provides More Funding for Homeless Shelters, December 21, 2000

Previous Addresses of Persons Utilizing the YWCA Emergency Housing, Report to Region of Durham Health & Social Services Committee, Paul Cloutier, January, 2001

Report on the Homeless Study Conducted Within the City of Oshawa, Summer of 1997, Elizabeth Bitzos, April, 1998

Roundtables on Best Practices Addressing Homelessness, Background Reports and Summaries, CMHC Distinct Housing Needs Series

Think Tank on Homelessness and Employment in Durham Region, Workshop report, Prepared for the Think Tank Organizing Committee, Prepared by Keith Patterson and Eric Leviten, Caledon Institute of Social Policy, November, 1999


Where to from Here? Responding to Homelessness in York Region, from Awareness to Action, York Region Community Services and Housing Department, 1999

Working Together on Homelessness Issues Group, Meeting Minutes June 19, 2000

Working Together on Homelessness Issues Group, Meeting Minutes May 23, 1998

Working Together on Homelessness Issues Group, Proposal Submission to Region of Durham Health & Social Services Committee (undated)
INTERVIEWS CONDUCTED WITH STAKEHOLDERS

Cornerstone, Rod Friesen and Ed Goertz
Durham Advisory Committee on Homelessness (DACH), Councillor Larry O’Connor, Health and Social Services Committee, Region of Durham
Gate 3:16, Valieree Brecht
John Howard Society, Joanne Sullivan McGlashan, Housing Outreach Worker
Native Cultural Centre of Durham Region, Gregg Powless and Todd Powless
Region of Durham Public Health, Faye Gillis
Region of Durham, Paul Cloutier, Administrator, Income Support
Region of Durham, Shirley Van Steen, Director of Housing Services
The Ark, John Kazinski, Administrator and Erin Matthews, Board Member
Working Together on Homelessness Issues Group (WTHIG), Mary Dunlop, YWCA
YWCA, Julie Carroll and Eva Martin-Blythe
APPENDIX B: MEMBERS OF DURHAM ADVISORY COMMITTEE ON HOMELESSNESS

The current members of Durham Advisory Committee on Homelessness are:

Bethesda House
Canadian Mental Health Association
Clarington Community Resource Centre
Colborne Community Services
Colborne Mobile Crisis Service
Cornerstone Community Association
Denise House
Dunbarton-Fairport United Church
Durham Region Community Care
Durham Region Non-Profit Housing Corporation
Durham Regional Housing Corporation
Gate 3:16 Outreach Centre
H. O. P. E.
Human Resources Development Canada, Oshawa
Interchurch Health Ministries
John Howard Society
Lakeridge Health Centre
Muslim Welfare Centre
North Durham Homelessness Outreach Worker
Our Place Support Centre
Project Next Step
Regional Municipality of Durham Health and Social Services Committee
Regional Municipality of Durham Health Department
Regional Municipality of Durham Housing Department
Regional Municipality of Durham Social Services Department
Social Development Council of Ajax/Pickering
St. Vincent’s Kitchen
The Ark
United Survivors Support Centre
United Way of Ajax/Pickering
United Way of Oshawa/Whitby/Clarington
YWCA

NOTE: Membership is open to any organization/individual within Durham interested in addressing homelessness issues.
APPENDIX C: SUMMARY OF ASSETS, DEMAND AND GAPS IN SERVICES FOR THE HOMELESS OR THOSE AT RISK OF BECOMING HOMELESS IN THE REGIONAL MUNICIPALITY OF DURHAM
### Summary Table of Durham Area Homelessness
**Assets, Demand and Gaps for a “Continuum of Supports” Approach**

<table>
<thead>
<tr>
<th>Shelter/Service/Support</th>
<th>Inventory/Main Service Providers</th>
<th>Demand</th>
<th>Gaps</th>
</tr>
</thead>
</table>
| Emergency shelters       | • The Ark, Oshawa, youth, 18 beds funded, 23 beds available, co-ed facility  
                           • Bethesda House, Clarington, women and children escaping violence, 15 beds  
                           • Cornerstone, Oshawa, men, 31 beds  
                           • Denise House, Oshawa, women and children fleeing violence, 27 beds  
                           • Muslim Welfare Home, Whitby, single women, women and children, 2 parent families, 27 beds  
                           • YWCA, Oshawa, women and women and children, 30 beds funded, budget for 35 beds, up to 50 beds available if necessary, 17 for single women | • YWCA average over 36 base bed stays/night in last 9 months, highest use August, 2000 with 1144 beds out of 930 base  
                                                                 • The Ark – limit to stay is 6 days, some stay 1-2 months, served 132 in 1999, 179 in first half of 2000, average of 10.63 base bed stays/night in last 9 months, highest use April, 2000 463 beds out of 540  
                                                                 • Bethesda House average of 9.46 base bed stays/night in last 9 months, but was over base beds in November, 2000, and fully billed in July, 2000  
                                                                 • Cornerstone average of 21 base bed stays/night in last 9 months, highest use May and October, 2000 744 beds out of 961  
                                                                 • Muslim Welfare Home 27 base beds available/night, highest use October, 2000 at 705 base beds out of 775, average 12.55 base bed stays/night | • Oshawa family shelter  
                                                                 • Oshawa additional shelter beds for men and extended use times  
                                                                 • Oshawa additional shelter beds for women and their children  
                                                                 • Clarington shelter for women and their children  
                                                                 • Ajax/Pickering shelter for women and their children  
                                                                 • Northern Durham shelter for women and their children  
                                                                 • Oshawa shelter accessible for physically disabled  
                                                                 • Oshawa and Whitby emergency shelter space for people with special needs such as those just released from Whitby Mental Health Centre  
                                                                 • Oshawa youth shelter to serve females separately from males  
                                                                 • replacement of mattresses, beds for existing facilities throughout the Durham area  
                                                                 • Oshawa replacement and upgraded health and safety equipment |
| Transitional housing | • Denise House 2.77 base bed stays/night out of 5 emergency beds  
• Colborne House fully occupied at 9 base beds/night  
• emergency housing in northern Durham  
• emergency family housing throughout the Durham area  
• emergency housing for disabled  
| • Oshawa renovations needed for existing facilities to meet municipal requirements  
• housing for people with pets, or means to care for pets throughout the Durham area  
| • Cornerstone, Oshawa, 10 units for men, transitional worker  
• YWCA, Oshawa 15 units for women, transitional worker  
| • YWCA average stay is 4 months, can be up to 12 months  
• need transitional housing for households staying in shelters with nowhere to go after that stage  
• must have supports provided to ensure residents can move to permanent housing  
| • Ajax/Pickering transitional housing (all household types)  
• Clarington transitional housing (all household types)  
• Northern Durham transitional housing (all household types)  
• Oshawa transitional housing (for families)  
• Oshawa additional transitional housing (single men, single women, women and their children, youth)  
• transitional housing workers for above facilities throughout the Durham area |
### Supportive Housing

- Canadian Mental Health Association, Oshawa and Whitby
- Colborne Community Services, Whitby, 13 domiciliary hostel beds
- Cormack Station agreement with YWCA and Cornerstone for supported units
- Cornerstone Community Services, Oshawa, 28 units in partnership with YWCA and CMHA
- Cornerstone 10-bed residential facility for Corrections Canada
- Northview Meadows Corp. 8 supportive housing units by Cornerstone
- YWCA Community Support Worker, Oshawa

### Medical Health Services

- Cornerstone nurse practitioner, Oshawa
- Gate 3:16 Health Clinic, Oshawa
- John Howard Society
- Oshawa Community Health Centre nurse practitioner and community health worker
- Parish Nurse program (2 nurses)
- YWCA nurse practitioner, Oshawa

- Total of 2,100 households on waiting list, only 125 units available
- 12 unit project in Oshawa with rent supplements for homeless and “hard to house”, administered by YWCA, was attendant care
- Kent House (Colborne Community Services) always full with 4 beds occupied

- 2,100 supportive housing units throughout the Durham area to serve those on waiting lists – include those who are escaping violence, people with addictions, people with mental health problems, chronically homeless, people with physical disabilities, people discharged from hospitals, mental health facilities, corrections facilities
- Supportive housing workers for above housing units throughout the Durham area

- Nurse practitioner
- Physician
- Health care services such as foot care, medication assistance
- Addiction counselling
- Nutrition education
- Discharge planning for those leaving hospitals
- OHIP card replacement

- Supportive health services in underserviced areas such as northern Durham, Ajax/Pickering, including foot care, skin care, assistance in obtaining medication, medication support for those who need reminders to take medication
- Education of individuals accessing service to provide awareness of what health care system can and cannot do – what are limitations of service
| • physicians willing to take on homeless as patients throughout the Durham area  
  • nutrition education outside of Oshawa  
  • discharge planning for those leaving hospitals and communication with health care workers and outreach workers  
  • OHIP card replacement  
  • health services for those not qualified for OHIP throughout the Durham area  
  • prevention of communicable disease throughout the Durham area  
  • creating a medical database for frequent users of system, throughout the Durham area  
  • programs to help people dealing with addictions in northern Durham, Ajax/Pickering  
  • nutrition program for children who are homeless in school system throughout the Durham area, especially in Oshawa, Ajax/Pickering, Whitby  
  • community workers to work with children who are homeless or at risk, including children with behavioural problems especially in Oshawa, Ajax/Pickering, Whitby |
<table>
<thead>
<tr>
<th>Mental health services</th>
<th>Employment services</th>
</tr>
</thead>
</table>
| • Canadian Mental Health Association  
• Colborne Community Services, Whitby  
• Gate 3:16, Oshawa  
• Mobile Crisis Team, Colborne Community Services  
• Our Place, Oshawa  
• United Survivors Support Group | • The Ark, Oshawa  
• Gate 3:16, Oshawa  
• Homeless Maze  
• HRDC  
• John Howard Society  
• YWCA, Oshawa |
| • addiction counselling  
• discharge planning for those leaving hospitals  
• regular visits by professionals  
• assistance obtaining medication | • access to information about available jobs  
• job skills training  
• soft skills training (communications, life skills, team work, reliability)  
• resume preparation  
• identification replacement |
| • outreach workers  
• discharge planning for those leaving hospitals and follow-up systems  
• availability of medications and medication administration  
• program similar to “Habitat Services” in Toronto which provides services to persons with mental health problems, needed in Oshawa, Ajax/Pickering locations where rooming houses are found | • Co-op placements through linkages with educational institutions throughout the Durham area  
• literacy training outside of Oshawa  
• job search skills training outside of Oshawa  
• resume preparation outside of Oshawa  
• courses to complete high school education outside of Oshawa  
• working with school Guidance Counsellors to ensure youth leaving school have supports throughout the Durham area  
• training in social skills needed for the workplace outside of Oshawa  
• setting up “CAP” internet search location for Durham Regional |
<table>
<thead>
<tr>
<th>Life skills programs</th>
<th>Employment Centre in facility to give residents and community access to internet job search in Oshawa</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Ark, Oshawa</td>
<td>literacy training</td>
</tr>
<tr>
<td>Cornerstone Community Association, Oshawa</td>
<td>completion of high school</td>
</tr>
<tr>
<td>Gate 3:16, Oshawa</td>
<td>budgeting</td>
</tr>
<tr>
<td>Homeless Maze</td>
<td>anger management</td>
</tr>
<tr>
<td>John Howard Society</td>
<td>stress management</td>
</tr>
<tr>
<td>Lakeridge Health – Bowmanville, Oshawa</td>
<td>parenting skills</td>
</tr>
<tr>
<td>Our Place, Oshawa</td>
<td>communications skills</td>
</tr>
<tr>
<td>Scugog First Nation, Port Perry</td>
<td>discharge planning for those leaving corrections facilities</td>
</tr>
<tr>
<td>Simcoe Hall Settlement House, Oshawa</td>
<td>programs to teach coping with anger, frustration, low self-esteem, stress management, dealing with family estrangement outside of Oshawa</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Cultural services</th>
<th>life skills programs such as budgeting, communications skills outside of Oshawa</th>
</tr>
</thead>
<tbody>
<tr>
<td>Muslim Welfare Home</td>
<td>language services for those who don’t speak English</td>
</tr>
<tr>
<td>Native Cultural Centre of Durham Region</td>
<td>services for aboriginal women and men</td>
</tr>
<tr>
<td>Niijkiwendidaa Anishnaabe-Kwewag Services Circle</td>
<td>facilities where cultural/religious practises are followed e.g. aboriginal, Muslim</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Access to housing services</th>
<th>language barrier for some immigrants settling in Ajax/Pickering who cannot speak or read English</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Ark by part-time housing manager</td>
<td>4,500 households on waiting list for affordable housing</td>
</tr>
<tr>
<td>Bethesda House</td>
<td>housing search assistance throughout the Durham area</td>
</tr>
<tr>
<td>Co-ordinator, Community</td>
<td></td>
</tr>
<tr>
<td>Services</td>
<td>preventing eviction and legal services</td>
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<td>------------------------------------------------------------------------</td>
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</tr>
<tr>
<td>• Cornerstone Community Services</td>
<td>• The Ark, Housing Co-ordinator who represents youth</td>
</tr>
<tr>
<td>• Denise House</td>
<td>• Bethesda House</td>
</tr>
<tr>
<td>• Housing Help Centre</td>
<td>• Bridging the Gap</td>
</tr>
<tr>
<td>• Muslim Welfare Home</td>
<td>• Colborne Community Services</td>
</tr>
<tr>
<td>• YWCA</td>
<td>• Community Trust Fund has $18,000</td>
</tr>
<tr>
<td>• various forms of housing – rooming houses, apartments, shared housing, bachelor units</td>
<td>• Share the Warmth is available but not well-known</td>
</tr>
<tr>
<td></td>
<td>• knowledge about Rental Housing Tribunal proceedings and representation/advocacy</td>
</tr>
<tr>
<td></td>
<td>• advocacy with landlord before eviction process begins</td>
</tr>
<tr>
<td></td>
<td>• renting Bank had 16 applications totalling $19,000, with 9 approved, rental local repayments $750.00 in December, defaults $1,100, has total of $15,000 available</td>
</tr>
<tr>
<td></td>
<td>• Community Trust Fund has $18,000</td>
</tr>
<tr>
<td></td>
<td>• “Bridging the Gaps” – quicker response time, additional funding, promotion throughout the Durham area</td>
</tr>
<tr>
<td></td>
<td>• “Rent Arrears Bank” – quicker response time, additional funding, promotion throughout the Durham area</td>
</tr>
<tr>
<td></td>
<td>• “Community Trust” – quicker response time, additional funding, promotion throughout the Durham area</td>
</tr>
<tr>
<td></td>
<td>• education program regarding eviction processes and landlord/tenant rights throughout the Durham area</td>
</tr>
<tr>
<td></td>
<td>• information system to inform tenants of Rental Tribunal hearings, provide transportation to hearing, advocacy for tenant, throughout the Durham area</td>
</tr>
<tr>
<td></td>
<td>• front-line support workers who can work with those at risk of becoming homeless, recognizing</td>
</tr>
</tbody>
</table>
the problem before it is a crisis situation, outside of Oshawa, particularly in northern Durham and Ajax/Pickering

- liaising with landlords and roommates to resolve problems before eviction throughout the Durham area
- measuring how many people are “couch surfing” (living with friends for short time and moving on to another short term solution) and setting up means to serve them, particularly in Oshawa
- reaching the working poor facing eviction before they are evicted, throughout the Durham area
- continuing support once the individual leaves transitional housing, throughout the Durham area
- information campaign to inform the general public of available services so that if an individual faces an immediate crisis they are aware of services available, throughout the Durham area
- lobbying to have minimum standards for rooming houses which house many at risk of being homeless, licensing, particularly in Oshawa, Ajax/Pickering
| Outreach services | • Co-ordinator, Community Services  
• Durham East Outreach Worker  
• Gate 3:16  
• Information Brock Outreach Worker  
• John Howard Society Outreach Worker  
• John Howard Society Community Services Co-ordinator  
• Native Cultural Centre of Durham Region  
• Niijkiwendidaa Anishnaabe-Kwewag Services Circle  
• YWCA 200 persons/year | • information on what services are available, where they are located  
• transportation for outreach workers to reach homeless  
• staffing to build relationships and trust, determine true needs | • lobbying to have substandard housing repaired, particularly in Oshawa, Ajax/Pickering  
• referral between organizations – knowing who does what and where, throughout the Durham area  
• updated information on available services, locations, contact people, method to keep information current and provided to those using it on a regular basis, throughout the Durham area  
• outreach workers to go to the homeless and build relationships, particularly in Ajax/Pickering  
• service guide/handbook for services available in Northern Durham  
• permanent location for services for aboriginal individuals and families  
• assistance in obtaining ID – drug card, OHIP card, particularly outside of Oshawa and Whitby  
• advocacy with judicial system throughout the Durham area, especially where John Howard Society is not active |
| Transportation services | • Anglican Parish of Brock, Cannington  
|                         | • Community Care – Ajax, Bowmanville, Cannington, Newcastle, Oshawa, Whitby  
|                         | • FCAP, Pickering  
|                         | • Family Resource Centre, Uxbridge  
|                         | • Handi-Transit – Ajax, Oshawa  
|                         | • Oshawa Community Health Centre  
|                         | • Oshawa Senior Citizens Programs  
|                         | • Port Perry United Church  
|                         | • St. Mary’s Anglican Church, Sunderland  
|                         | • St. Thomas Anglican Church, Brooklin  
|                         | • United Survivors Support Group  
|                         | • Uxbridge Baptist Church  
|                         | • Whitby Senior Citizens Centre | • transportation from northern Durham to services, jobs, to make applications for housing, etc.  
|                         | • transportation to medical appointments  
|                         | • transportation within Durham area to services such as hospital, programs | • transportation to medical appointments throughout the Durham area  
|                         | | • transportation to Rental Tribunal hearings throughout the Durham area  
|                         | | • transportation to apply for housing throughout the Durham area  
|                         | | • transportation to job interviews  
|                         | | • providing transportation between facilities and for people living in areas with no public transportation, particularly in northern Durham and between communities
Communications services

- Gate 3:16 (telephone, computers)
- John Howard Society (telephone, voice-mail)
- Libraries
- Our Place (telephone, voice-mail)
- United Survivors (computers)

- telephone including voice-mail
- computer for job search
- fax machine
- toll-free telephone service for those living in long-distance areas

- communications equipment such as telephone, voice-mail, fax machine, computer, internet for housing, job search and to build and strengthen relationships, outside of Oshawa, but also needed in various locations within Oshawa because of current limited access

- use of Regional couriers to provide access point for homeless in Northern Durham to send applications to South Durham facilities

- mail service – providing place for people to use as mailing address, throughout the Durham area

- toll-free telephone numbers for those in Northern Durham to access services in South Durham

Adult Drop-in centres

- Gate 3:16
- Our Place

- Our Place 3000 visits in last 3 months, average 50/day
- Gate 3:16 average 100/day

- additional facilities to give people a safe place to go during the day, outside of Oshawa, in Ajax/Pickering, Whitby, northern Durham

- staff for drop-in centre geared to meet needs of mentally ill – schizophrenics who may not be comfortable in other facilities, located where majority of residents are without adequate supports, especially in Whitby
| Youth Drop-in centres | • Ajax Youth Centre  
• The Ark  
• Brock Youth Centre  
• Cartwright-Blackstock Youth Centre  
• The Firehouse, Bowmanville  
• G. L. Roberts Community Centre, Oshawa  
• Kendal Community Centre  
• The Refuge, Gate 3:16, Oshawa  
• Whitby Youth Lounge | • activities that youth are interested in, including sports programs and equipment  
• Youth outreach worker/coordinator to help youth become better prepared to reconnect to the community | • services for special groups such as aboriginal men and women, cultural or religious groups, throughout the Durham area where largest population of special group is found |
| Clothing/ furniture banks | • Gate 3:16  
• Salvation Army | • clothing appropriate for weather  
• furniture for those moving into permanent housing | • clothing banks outside of communities where Salvation Army has thrift stores  
• furniture banks – providing furniture for those moving to independent living who were not able to keep their furniture from the last apartment because of eviction and inability to move and store belongings, including delivery of furniture to housing, outside of communities where Salvation Army has thrift stores |
| Recreation programs | Bethesda House  
| Cornerstone  
| Gate 3:16  
| Our Place  
| YWCA children’s programs funded through Community Foundation | safe places to meet  
| sports opportunities for children and youth  
| sports opportunities for adults | recreation playgrounds for children, especially in Oshawa  
| after-school programs for children in school, especially in Oshawa and locations where family transitional housing is found  
| youth programs including sports and drop-in facilities, especially in Oshawa  
| recreation services in Northern Durham |
| Showers, bathing facilities | Gate 3:16 (to be constructed)  
| Our Place | showers, bathing facilities  
| washrooms | showers, bathing facilities, washrooms in various locations, throughout the Durham area, including additional facilities in Oshawa |
| Meal programs | Canadian Mental Health Association, Oshawa  
| Club Centra, Canadian Mental Health Association, Oshawa  
| Community Care – Ajax/Pickering, Clarington, Cannington, Newcastle, Oshawa, Scugog, Uxbridge, Whitby  
| Faith Place, Oshawa  
| Gate 3:16, Oshawa  
| Meals on Wheels, Beaverton, Sunderland  
| Mokidz, St. Phillip the Apostle, Oshawa | breakfast, lunch, dinner meals  
| snacks | community kitchens in additional locations outside of Oshawa  
| upgraded cooking equipment to prepare meals in community kitchens  
<p>| additional nutrition programs for children who are homeless who attend schools in Durham area |</p>
<table>
<thead>
<tr>
<th>Oshawa Senior Citizens Programs</th>
<th>Our Place</th>
<th>Peace Meals, Pickering</th>
<th>St. Thomas Anglican Church, Brooklin</th>
<th>St. Vincent’s Kitchen, Oshawa</th>
<th>Stop 46, Oshawa</th>
<th>Wilmagale Resource Centre for Women and Children, Bowmanville</th>
<th>Whitby Senior Citizens Centre</th>
<th>YWCA of Oshawa</th>
<th>United Survivors</th>
</tr>
</thead>
<tbody>
<tr>
<td>Food Resources</td>
<td>Ajax Youth Centre</td>
<td>Ajax/Pickering Community Food Bank</td>
<td>Anglican Parish of Brock, Cannington</td>
<td>Claremont United Church</td>
<td>Clarington East Food Bank</td>
<td>Community gardens – Ajax, Bowmanville, Oshawa, Pickering</td>
<td>Deacon’s Cupboard, Whitby</td>
<td>Family Resource Centre, Uxbridge</td>
<td>FCAP, Pickering</td>
</tr>
<tr>
<td></td>
<td>Loaves and Fishes, Uxbridge</td>
<td>Liberty Pentecostal Church, Bowmanville</td>
<td>Mother Goose, Brougham</td>
<td></td>
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</tr>
<tr>
<td></td>
<td>Food, especially nutritious food</td>
<td>Household supplies</td>
<td>Nutritious food including fresh fruit, vegetables, meat</td>
<td>Available throughout the Durham area</td>
<td>Providers are not open frequently enough to meet urgent needs</td>
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<tr>
<td>Storage facilities</td>
<td>• none</td>
<td>• storage for furnishings while household is searching for permanent housing following eviction</td>
<td>• storage facilities to provide short-term storage of personal belongings and furnishings until permanent housing is arranged, throughout the Durham area</td>
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<tr>
<td>Laundry facilities</td>
<td>• Our Place</td>
<td>• free laundry facilities</td>
<td>• laundry facilities and supplies provided at no charge throughout the Durham area</td>
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| Information services | • Bethesda House  
• Co-ordinator, Community Services  
• John Howard Society | • comprehensive, current list of services available with contacts  
• various formats including printed (catalogue) or CD | • sharing information for organizations receiving funding with Outreach Co-ordinators, and networking between Outreach Co-ordinators throughout the Durham area  
• consistent reporting on statistics of people served, effectiveness of programs, measuring homeless population, throughout the Durham area |
|---|---|---|---|
| Education and Advocacy | • Homeless Maze  
• All service providers | • information on who the homeless are, where they are from, what their needs are, what can be done to help, information that will foster understanding | • advocacy to create more accessory apartments, throughout the Durham area  
• community education – government, local politicians, business community, general community about who the homeless are who are being served (are they local people or from outside Durham area) – recognize that the cost of not dealing with the homeless is greater than providing supportive housing (police, hospitals, etc.), throughout the Durham area  
• lobbying to build additional affordable rental housing units to meet needs of 4,500 on social housing waiting list, throughout the Durham area, especially where job market demonstrates |
<p>| Organizational Development /Program Administration | All service providers | tools that will strengthen the agencies providing services | agencies ensuring that all workers deal with the individual as a person, not just their area of service, throughout the Durham area | administration staff for internal administration of organization | available employment | encouraging more bachelor units to be built and put on the market for rent, especially in urban centres such as Oshawa, Ajax/Pickering, Whitby | advocacy for shared housing – rooms, not individual apartments which are a better fit for some people, linking those needing housing with those looking for people to share home with, throughout the Durham area | advocacy for additional family services staff to work with children and shorten waiting list for services with Children’s Aid, throughout the Durham area | strengthening partnerships in community with businesses and other organizations – Sobeys donating food, CAW, Home Depot, General Motors/United Way support, throughout the Durham area |</p>
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<tr>
<td>• DACH and WTHIG – outlining role of each group, focus, representatives to be included on committee</td>
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<td>• training programs and staff development for staff – counselling, rehabilitation, addiction treatment, mental health issues, dealing with abuse cases, care for the care-giver, throughout the Durham area for all service agencies</td>
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<td>• team-building opportunities for staff throughout the Durham area</td>
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<td>• linking with other organizations in the community to use their facilities</td>
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<td>• effectively using volunteers from community donating time, and creating a volunteer database to match volunteers with suitable opportunities, throughout the Durham area</td>
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<td>• opportunities for those receiving services to serve community as volunteers – in meaningful activities, throughout Durham</td>
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<td>• sharing outreach workers among agencies throughout Durham helping staff and volunteers in organization to avoid burn-out – providing supports they need, throughout the Durham area</td>
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<td>• mentors from community who can work with homeless to get them established in independent situations – provide role models, throughout the Durham area, especially for those moving to permanent housing</td>
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<td>• organizational development to learn how to be self-sustaining and make effective fund-raising efforts, throughout the Durham area</td>
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<td>• training for agencies in budgeting and financial controls, throughout the Durham area</td>
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APPENDIX D: OPPORTUNITY FOR YOU TO CONTRIBUTE TO THIS COMMUNITY PLAN
OPPORTUNITY FOR YOU TO CONTRIBUTE TO THIS COMMUNITY PLAN

Your views are very important. We would like to invite you to contribute to this Community Plan by making comments and suggestions. These will be reviewed by the Durham Advisory Committee on Homelessness for inclusion in the Community Plan. Please provide written comments using this form to:

Durham Advisory Committee on Homelessness
c/o Director of Housing Services, 850 King Street West, Oshawa, Ontario L1J 8N5, Fax: (905) 721-6135
or
Human Resources Development Canada, Attention: Colleen Robertson, Programs and Services Officer
78 Richmond Street West, Oshawa, Ontario L1G 1E1, Fax: (905) 725-5980, E-mail: colleen.robertson@hrdc-drhc.gc.ca

If you would like to discuss any aspect of the Community Plan before making written comments, please call Colleen Robertson at Human Resources Development Canada (905) 721-3251.

Response to Community Plan Homelessness in Durham

You are not required to provide information regarding your identification, but it would be helpful to us if we need to clarify your comments.

Your name
Your address, including postal code
Your telephone number
Other contact information (e-mail, facsimile)
Organization you are affiliated with, if applicable

Overall, how would you rate this Community Plan?

<table>
<thead>
<tr>
<th>Area</th>
<th>Very satisfied</th>
<th>Somewhat satisfied</th>
<th>Somewhat dissatisfied</th>
<th>Very dissatisfied</th>
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<tr>
<td>Easy to understand</td>
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<td>Complete – includes the areas you feel should be part of the Community Plan</td>
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<td>Included gaps you are aware of in services for the homeless</td>
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<td>Provides adequate funding for programs needed</td>
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<td>Easy to obtain a copy</td>
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<td>Process used for community consultation</td>
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<td>Adequate reporting systems established</td>
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Your comments and suggestions (please provide comments or suggestions on additional pages if required):

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