



# Downtown Oshawa Virtual Town Hall





# Agenda

Welcome

Durham Region Social Services

Lakeridge Health

Durham Regional Police Service

City of Oshawa

Question and Answer period  
(30 minutes)

Next steps





# Welcome

Hailey Wright, Director

Economic Development Services, City of Oshawa



# Remarks

**Elaine Baxter-Trahair, Chief Administrative Officer  
The Regional Municipality of Durham**



# **Durham Region Social Services**

**Stella Danos-Papaconstantinou, Commissioner and  
Erin Valant, Housing Services Program Manager**



# Durham's Homelessness Support and Co-ordinated Access System

Unsheltered Homelessness





# Outline

- Durham's Co-ordinated Access System
- Unsheltered Homelessness Data
- Homelessness Funding in Durham
- Durham's Street Outreach Strategy
- Durham's Housing-Focused Commitment

# Durham's Co-ordinated Access System



## Coordinated Access and Durham's By-Name List

The goal of the system is to prevent and reduce homelessness and provide streamlined access to available supports.

### Coordinated Access System Steps to Finding Housing



### The Components of a Coordinated Access System

- Access Points are where people make contact with the Coordinated Access System and can be added to the By-Name List
- Clients are triaged and assessed using a common intake form to gather the information needed to make appropriate referrals
- Durham Region uses the Vulnerability Index – Service Prioritization Decision Assistance Tool (VI-SPDAT)
- People on the By-Name List are prioritized based on need for housing resources
- People are matched and referred for available housing resources based on prioritization

### Why is it important?

- The alternative to Coordinated Access is to provide help on a first-come, first-served basis. This means that people who can better navigate the support system get help, not people who need it most
- Coordinated Access helps people access services based on their individualized needs
- Helps track our progress in ending chronic homelessness
- Makes it easier for people to find help
- Helps us identify gaps in service

To get more information,  
please visit [durham.ca/BNL](http://durham.ca/BNL)

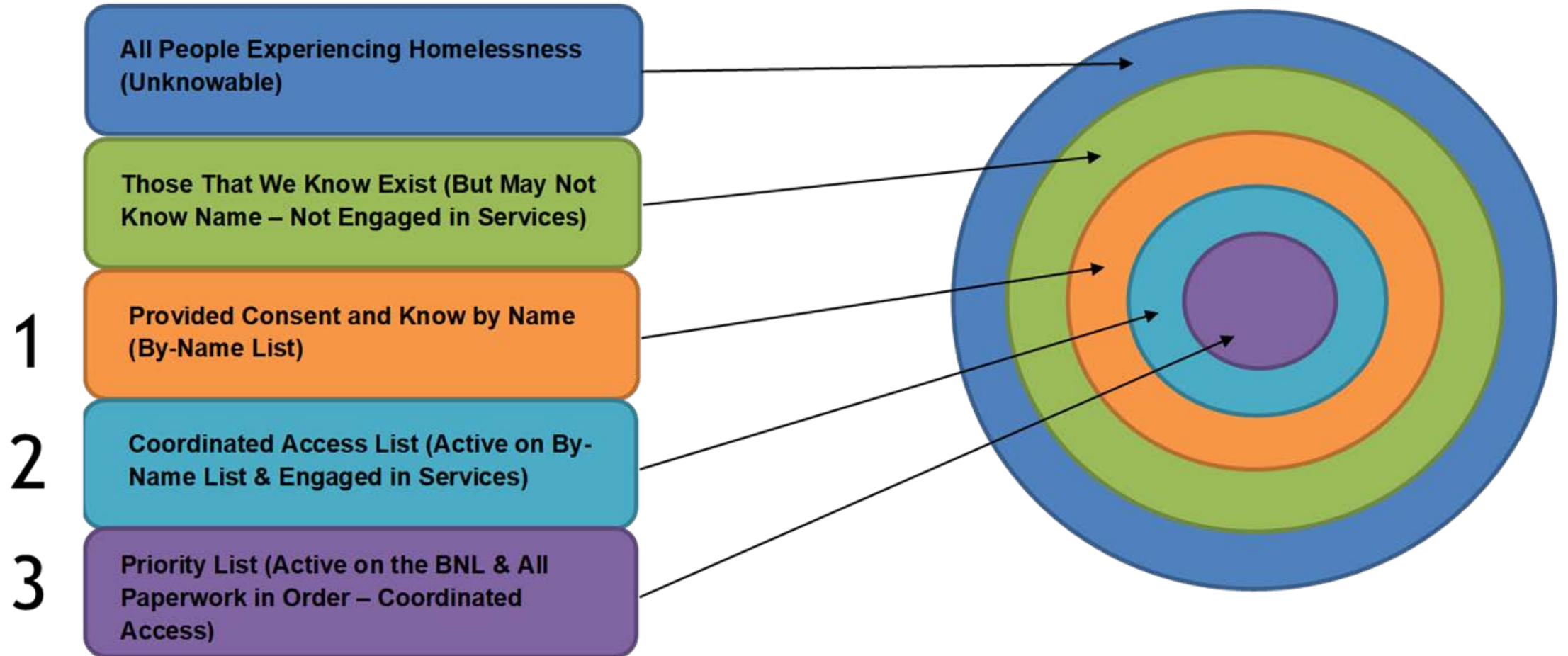


A Co-ordinated Access System is the process by which people who are experiencing homelessness are:

- Directed to **access points** to service
- Supported through co-ordinated **triage and assessment** to access the right resources (service planning and referrals)
- Supported through a standardized and co-ordinated process to access **specific housing resources** that are centrally managed



# By-Name List, Co-ordinated Access List and Priority List – What is the Difference?



# Unsheltered Homelessness Data

- Average of 39 people on our BNL unsheltered every month
  - Has remained stable since January
- It takes >11 outflow points to reduce our baseline by one each month
- Average of 10 new people added to the BNL each month who are unsheltered

## Unsheltered Homeless – Durham’s BNL



# Unsheltered Homelessness Data

- There have been at least 76 people since January who are unsheltered but not on our BNL
  - Consent not provided to be on the BNL (either intentional or not able to provide informed consent)
  - Not eligible to be on the BNL
  - Not wanting to pursue housing
  - Not engaged in supports
  - >30 of these people have never had a touchpoint with our support system at all
- Average Acuity Score: 8 (moderate to high)
- Average length of time spent homeless in the past year: 188 days
- ~50 per cent of unsheltered clients on Durham's BNL (20) are currently attached to case management support

# Homelessness Funding in Durham

## Where does funding come from?

- Provincial: Community Homelessness Prevention Initiative (CHPI) funding
- Federal: Reaching Home: Canada's Homelessness Strategy (RH) funding
  - Increased funding in 2020 and 2021 to help respond to COVID-19. This funding does not continue after 2021.

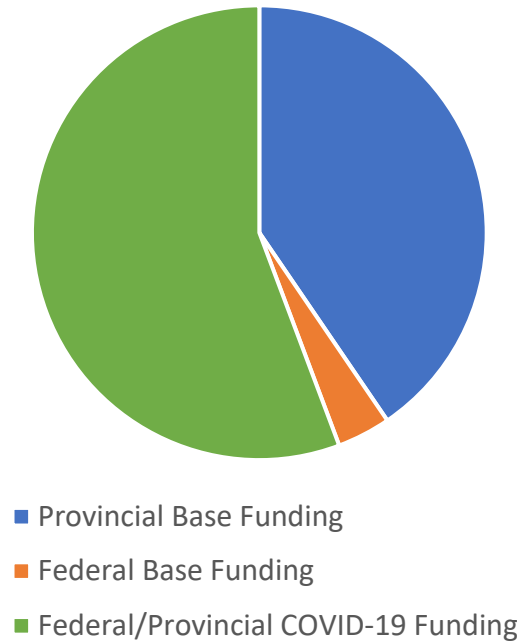
## What is funding used for?

- Funding supports people at-risk of homelessness and people who are actively homeless
  - This includes homelessness prevention programs, shelter programs, professional street outreach programs, housing programs and case management programs.
- Often fund a program within an agency and not the whole agency

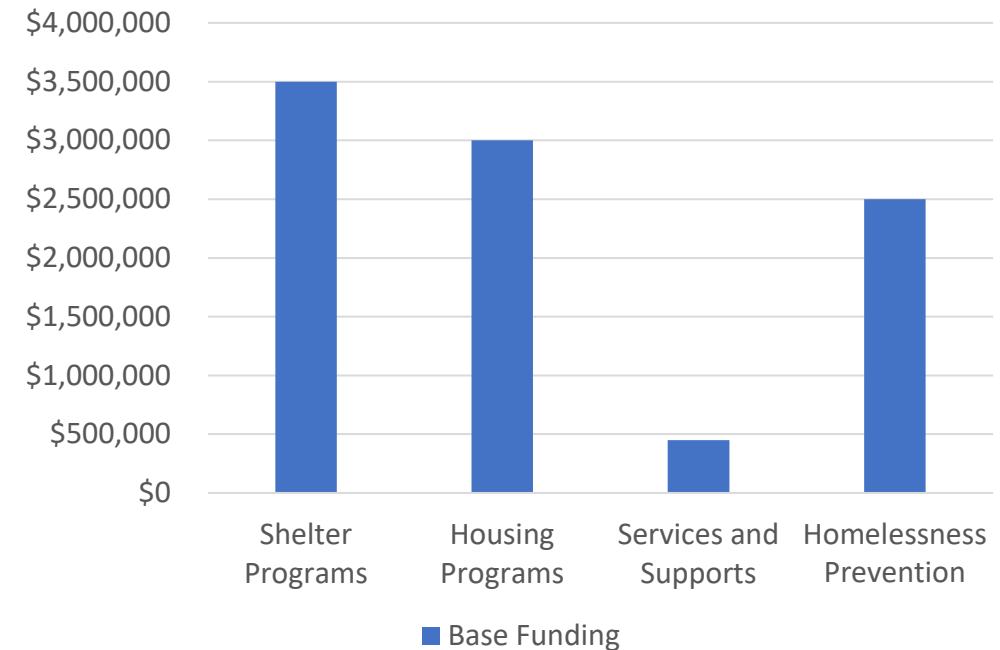
Durham's Co-ordinated Access System and By-Name List data informs funding decisions

# Homelessness Funding in Durham

2021 Homelessness Funding



2021 Base Funding Allocations



**The federal/provincial COVID-19 funding will not continue beyond 2021**

**We try to balance funding to prevent homelessness, support people who are homeless and housing programs to end homelessness**



# **Durham's Street Outreach Strategy (Draft – scheduled to be rolled out in 2021)**

# Durham's Street Outreach Strategy

## Defining Street Outreach

Street outreach is a professional intervention conducted by trained staff and appropriately supported peers.

As a professional intervention, street outreach is actively in the field, is dedicated to ending each person's homelessness, and persuades people who are unsheltered to accept offers of assistance with housing while also meeting immediate needs.

## Goals

1. To reduce unsheltered homelessness in Durham by 50 per cent or more by December 31, 2025 compared to baseline.
2. To decrease length of time unsheltered by 20 per cent or more for all people experiencing unsheltered homelessness in Durham by December 31, 2025 compared to baseline.
3. To ensure that 60 per cent or more of all unsheltered persons encountered three or more times over 10 or more days are on the By-Name List by the first quarter of 2022.

# Street Outreach Teams

## Approach 1 Teams – Engagement

- Contact driven; more immediate response
- Supports encampment closures by offering alternatives to unsheltered homelessness
- Focus on assertive engagement to ensure people have their basic needs met but also engaged in conversations on housing and available supports
- Effectiveness is measured by how many people are added to the By-Name List, engaged in services and continuous contact while on the BNL

## Approach 2 Teams – Housing Focus

- Intensive, assertive and housing-focused case management with a caseload of clients
- Often more experience and/or education/training
- Very deliberate in deciding who to engage and why
- Capable of effectively working with people with higher acuity and complex needs
- Effectiveness measured by how many people have positive exits from unsheltered homelessness

Case conferencing





# Tracking Data

Street Outreach Data Tracking
# of unique people served during the reporting period
# of people served during reporting period that meet the definition of chronic homelessness
% of households served during reporting period that meet the definition of chronic homelessness
# of people that “aged into” being chronically homeless during the reporting period
Median length of homelessness
Mean length of homelessness
% of people encountered for the first time during the reporting period
% of people that returned to homelessness this quarter
% of households that were served through street outreach last quarter that are still served this quarter
# of people achieving housing this quarter through Coordinated Access
# of people achieving housing this quarter independent of Coordinated Access
% of people that spent 15 or more nights unsheltered that are on the By Name List
% of households that are on the By-Name List
% of households that are not on the By-Name List

# Housing-Focused Commitment

- As a housing-focused community, Durham has made a commitment to ending homelessness and not just managing the symptoms of homelessness.
- The Durham Advisory Committee on Homelessness (DACH) has set a Vision and Mission in alignment with this commitment.
- Our role is connect people on our By-Name List to housing and supports as quickly and effectively as possible - and to work collaboratively with other sectors to assertively engage with people who are not yet on our By-Name List.
- We have improvements to make to drive reductions in unsheltered homelessness using our Co-ordinated Access System and we are committed to continuous improvement:
  - Street Outreach Strategy
  - PDSA Cycles
  - Housing programs designed to support needs of this group of people

# Housing-Focused Initiatives

## Planned projects contributing to our housing-focused commitment:

- Housing First Program Expansion
- IESD CSP Pilot
- Three new capital projects in 2021 using provincial and federal COVID-19 support funding
- Oshawa Micro-Homes Pilot
- Beaverton Supportive Housing
- \$10.3M Rapid Housing Initiative





Erin Valant

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[durham.ca](http://durham.ca)

[@RegionofDurham](#)





# Lakeridge Health

Paul McGary, Senior Director  
Mental Health and Pinewood Centre



One System.  
Best Health.

Paul McGary, Senior Director, Mental Health and Pinewood Centre



Lakeridge  
Health

# Lakeridge Health's Continuum of Services



- Integration of Durham Mental Health Services and Lakeridge Health/Pinewood Centre, effective October 1, 2020, bringing opportunities to streamline access, improve service coordination, and see positive outcomes in care.
- More than 20 locations across Durham:
  - Two hospital sites, 60 adult mental health beds, and eight adolescent, 22 withdrawal management, and 11 women's treatment beds
  - Mobile Crisis Service and partner with Durham Regional Police on enhanced Mental Health Support Unit with police-nurse teams
  - Many specialized services, such as crisis beds, addictions treatment, outreach, housing coordination and family support

# Current Initiatives

- Two Durham Mental Health Services staff on-site at Mission United
- Addition of two new outreach addiction counsellors, working to engage people in care options, effective September 2021
- Implementation of Addiction Medicine model at Pinewood Centre, enabling growth in Rapid Access Addiction Management program, and more complex clients being admitted to Pinewood's Withdrawal Management program
- Underway is the development of a multi-year mental health and addictions plan that will include a focus on population health, vulnerable populations, outreach and partnerships
- Gradual re-opening of services as permitted under COVID-19 protocols





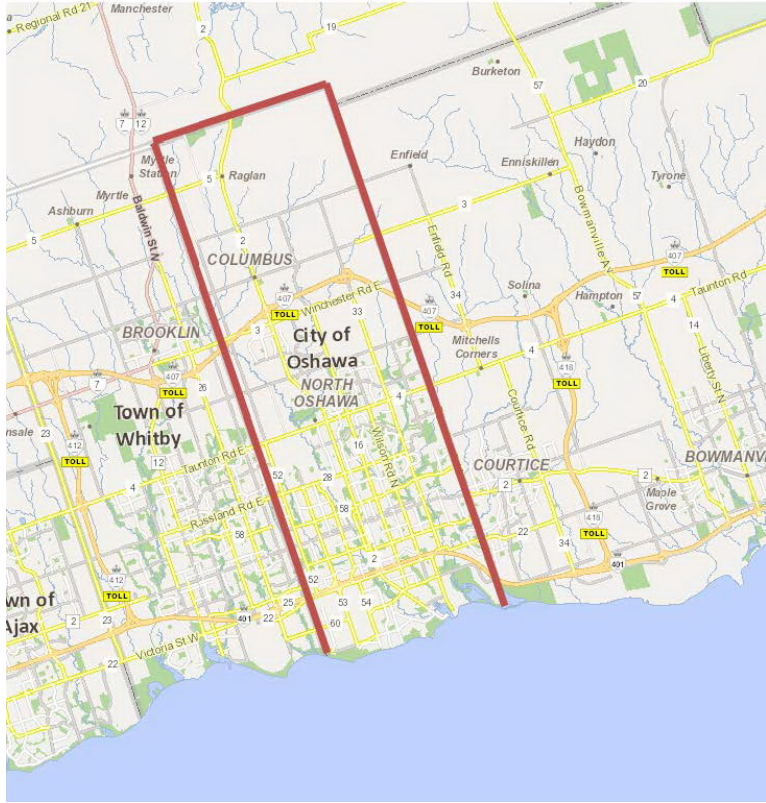
# Durham Regional Police Service

## Inspector Dave Saliba



# Downtown Oshawa

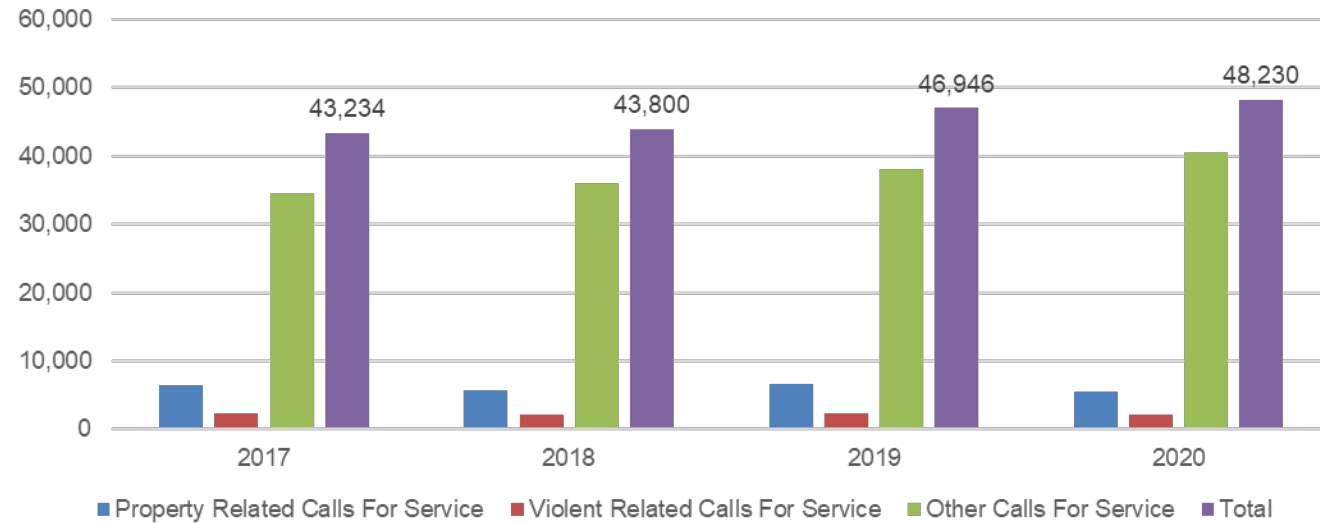
Inspector Dave Saliba





# Crime Trends

Calls For Service in Oshawa January - December



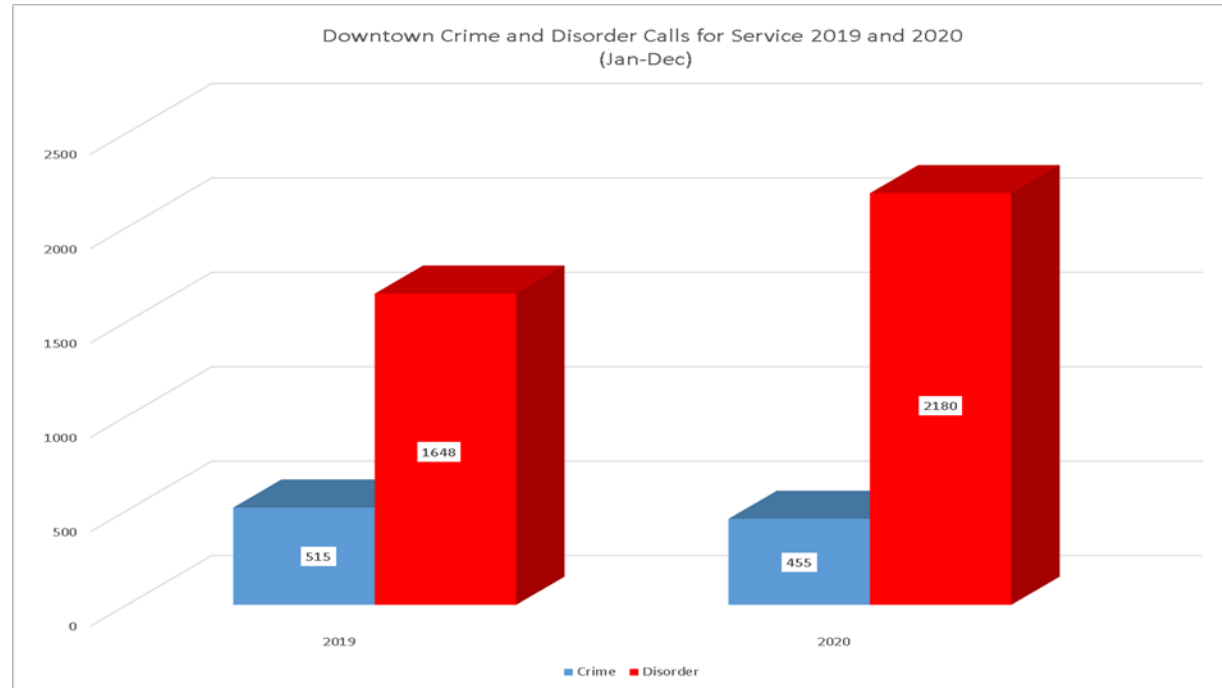


# Downtown



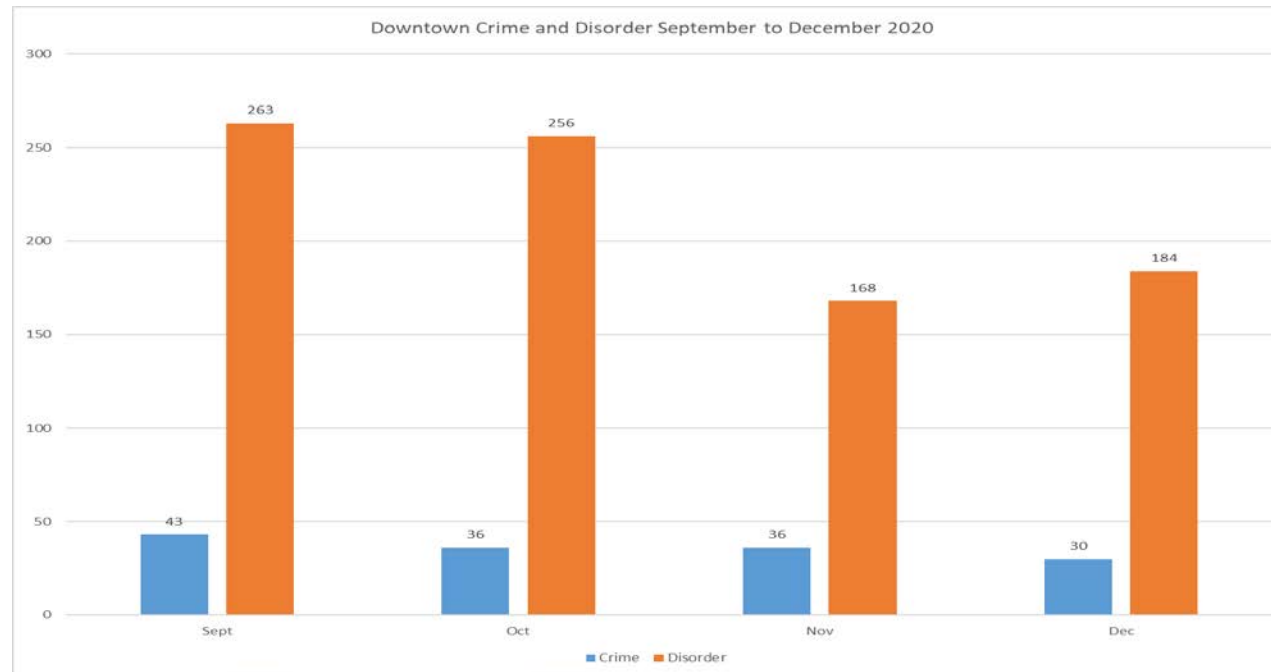


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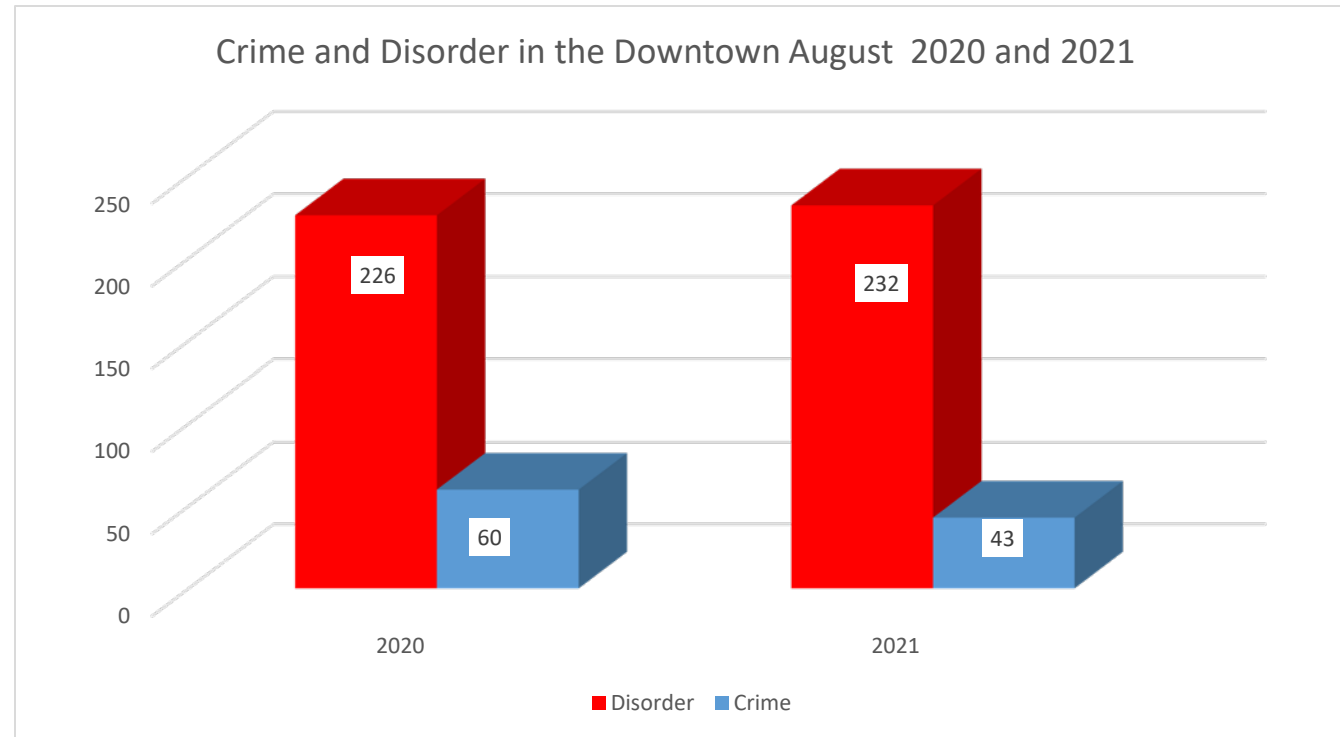


# Downtown





# Downtown







# Downtown

## January to August YTD Comparison

	2020	2021	Grand Total
Crime	376	227	603
Disorder	1567	1257	2824
Grand Total	1943	1484	3427



# City of Oshawa

**Paul Ralph, Chief Administrative Officer and  
Tracy Adams, Commissioner of Corporate Services**



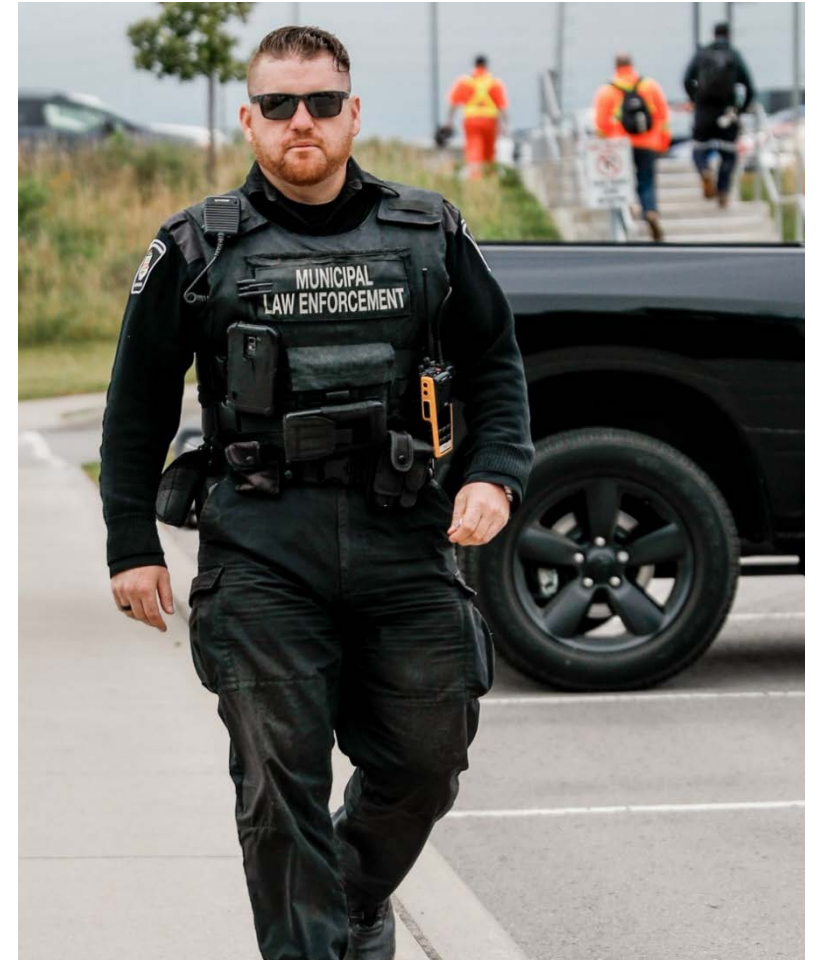
# Downtown Oshawa Initiatives

September 23, 2021



# Enforcement

- Proactive patrol and reallocated staffing of Municipal Law Enforcement
- Parks By-law and Highway Vending By-law amended



# Proactive Cleaning

- Proactive patrol and reallocation of Parks staff to clean up trails and parks
- Increased level of service of sidewalk and road cleaning
- Proactive patrol and reallocation of Works staff for garbage and needle clean up



# Property Owner Support



- Completed individual meetings with downtown property owners in May/June and September
- Collaboration between City and Region Economic Development offices for business attraction and place making efforts

# Mayor's Task Forces

- **Mayor's Economic Recovery Task Force**
- **Mayor's Task Force on Community Safety, Security & Well-Being**



# Action Plans

- Develop a new Downtown Action Plan with input from downtown stakeholders:

**Plan20Thirty Downtown Action Plan**

- Community Safety, Security and Well-Being in Oshawa's Downtown Area Action Plan

*These items will be on the Monday, September 27 Oshawa City Council Meeting.*







# Question and Answer period



# Next steps



# Thank you

For more information, please visit  
[durham.ca/SupportsforDowntownOshawa](https://durham.ca/SupportsforDowntownOshawa)

[durham.ca](https://durham.ca)

[@RegionofDurham](https://www.instagram.com/RegionofDurham)

