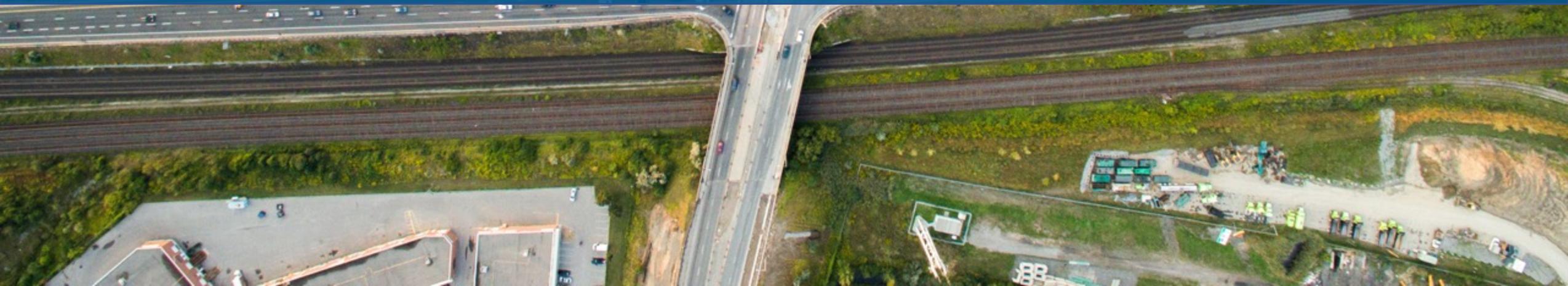




Durham's Homelessness Support and Coordinated Access System

Unsheltered Homelessness





Outline

- Durham's Coordinated Access System
- Unsheltered Homelessness Data
- Durham's Street Outreach Strategy
- Durham's Housing-Focused Commitment

Durham's Coordinated 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

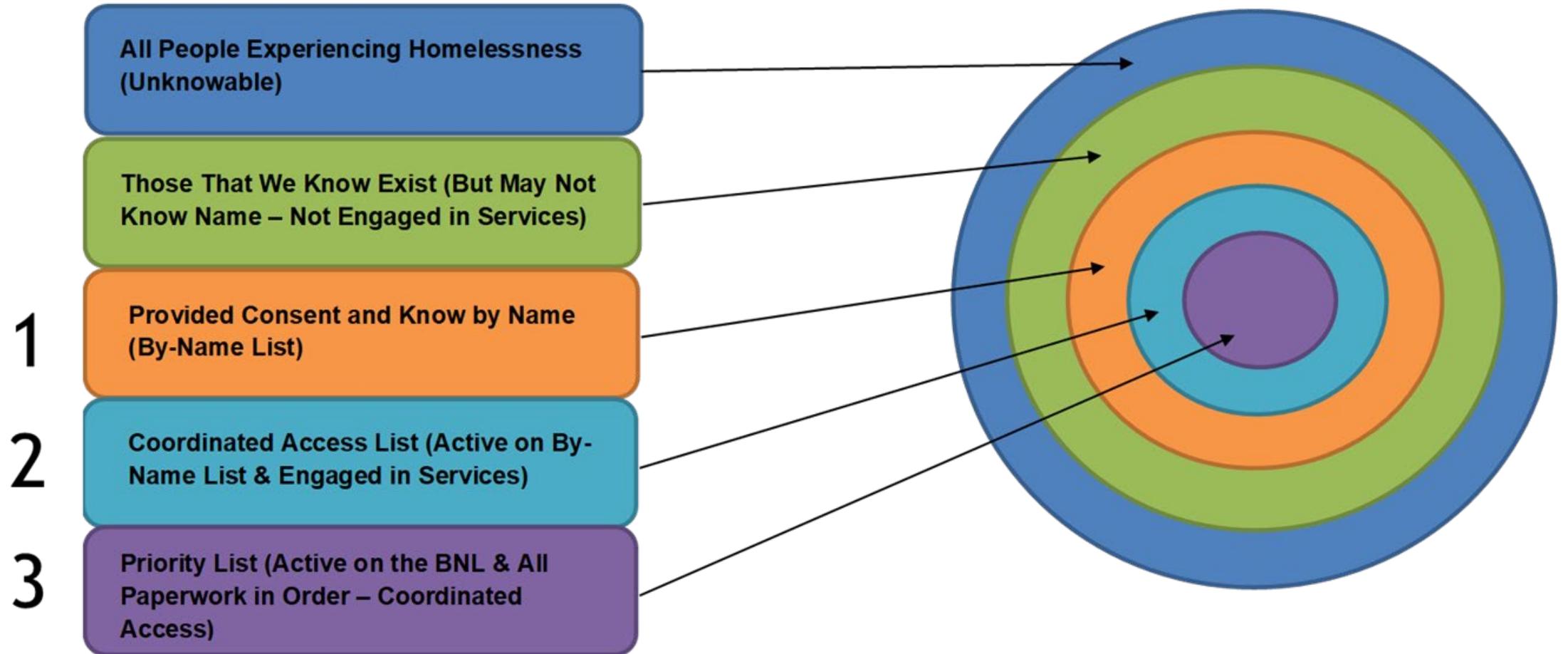
To get more information,
please visit durham.ca/BNL



A Coordinated Access System is the process by which people who are experiencing homelessness are:

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

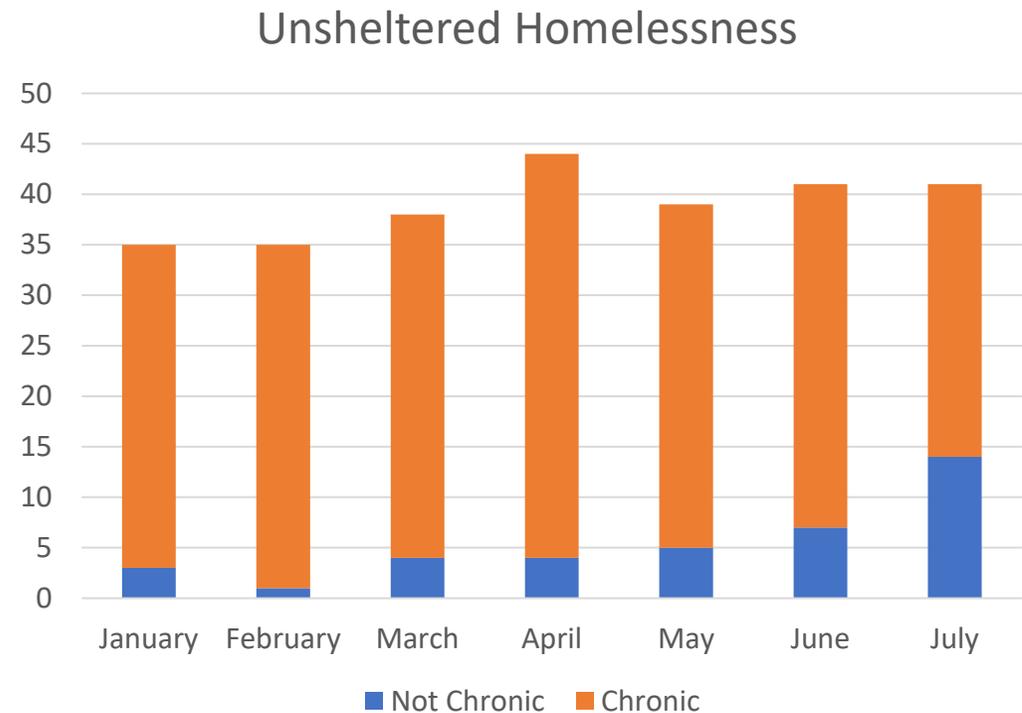
By-Name List, Coordinated Access List and Priority List – What is the Difference?



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 1 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 homelessness in the past year: 188 days
- ~50% of unsheltered clients on Durham's BNL (20) are currently attached to case management support



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% or more by December 31, 2025 compared to baseline.
2. To decrease length of time unsheltered by 20% or more for all people experiencing unsheltered homelessness in Durham by December 31, 2025 compared to baseline.
3. To ensure that 60% or more of all unsheltered persons encountered 3 or more times over 10 or more days are on the By Name List by the 1st 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 & 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 Coordinated 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





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