



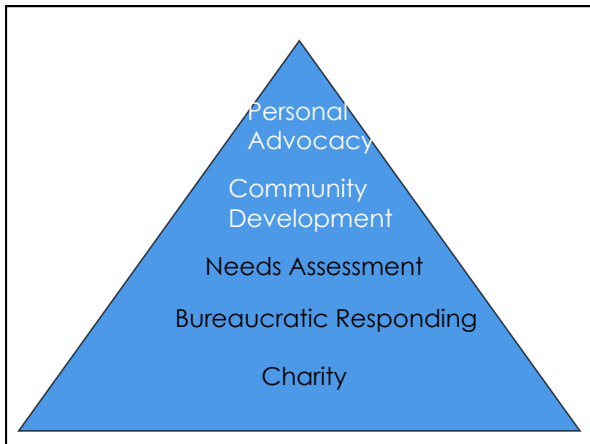
Being An Awesome Shelter

How Alignment with a Housing First Philosophy Enhances A Shelter's Potential



AGENDA

- Evolution of shelter services
- Ending homelessness
- Aligning Shelter Service Orientation to Housing First Philosophy
- Shelter's Role in a Unified Housing and Homelessness System



THE EVOLUTION OF & CHALLENGES FOR SHELTERS


- Origins in Charity
- Role of Faith Groups
- Standards of Care – often not standardized
- Eligibility Criteria, Barring Criteria, Time Limits
- Night Shelters versus 24/7 Shelters versus Winter Shelters
- Per Diem Funding versus Block Funding



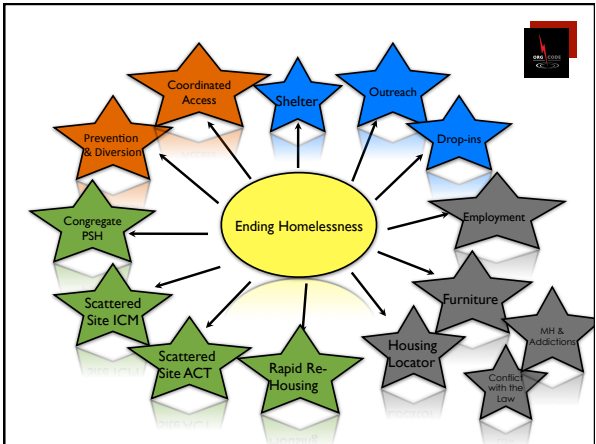
HF – THE NEW WORLD

Before and After A Housing First Philosophy is Put into Place


<p>Before Housing First:</p> <ul style="list-style-type: none"> - oriented towards emergencies and crises (services and investment of resources reflect this) - emphasis on determination of how ready a person is seen for housing (less "risk" seen as a good fit for housing) - program volume heavy within the emergency service system - many rules or requirements for accessing housing and supports (lots of compliance) 	<p>After Housing First:</p> <ul style="list-style-type: none"> - oriented towards housing and case management services in housing (services and investment of resources reflect this) - emphasis on identifying and serving the person with highest acuity (more "risk" seen as a good fit for housing) - program volume heavy within housing services - few rules or requirements for accessing housing and supports (not compliance based)
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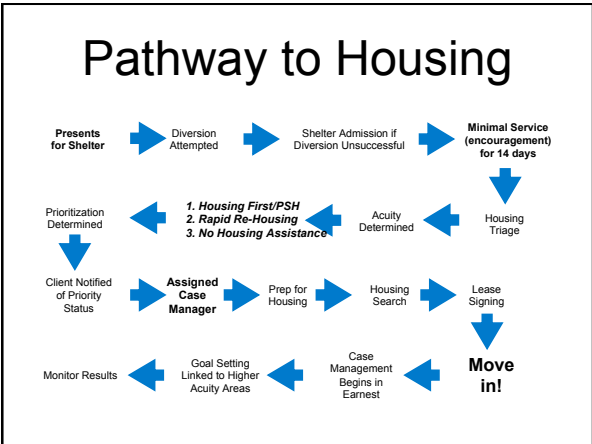
Sector 1: Diversion
 Sector 2: Connecting to Permanent Solutions
 Sector 3: Ancillary Services
 Sector 4: Housing & Supports



Goals for an Awesome Shelter



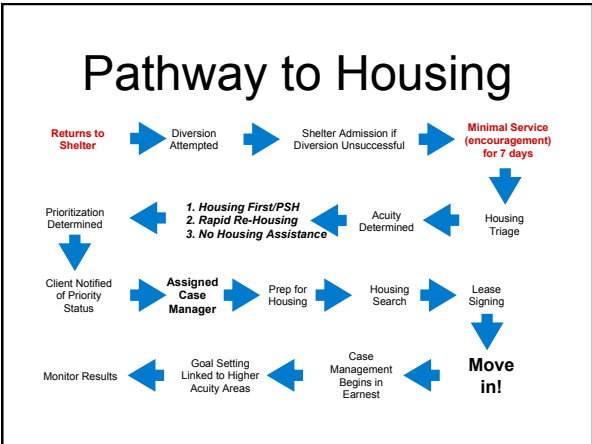
- Shelter is part of the re-housing process, NOT a destination
- Within a coordinated, person-centered system of care...
 - Provide a safe, emergency shelter response WHEN and IF needed;
 - Address immediate basic needs such as access to food, shelter and security in a safe and respectful space;
 - Ensure connections to re-housing options, both self directed and supported through community processes of triage and assessment
 - Operate and nourish a housing focused service orientation



Pathway to Housing

WAIT!!!

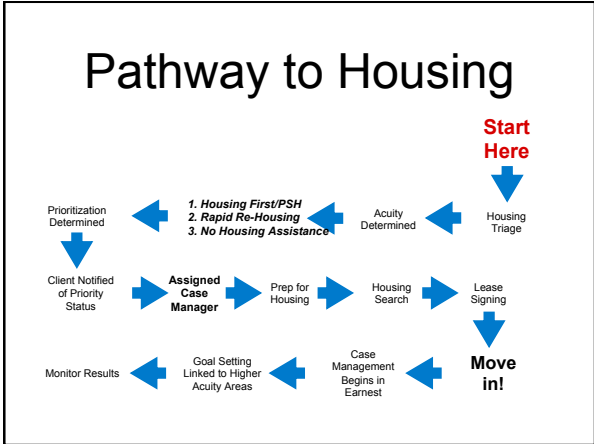
What about people that *return* to shelter?



Pathway to Housing

WAIT!!!

What about **long-term shelter stayers** or people living **outdoors?**



- Shelter Prioritization/ Co-ordination
- Begins with a comprehensive, unified approach to diversion.
 - Avoids waiting lists for shelter.
 - Has knowledge of space in shelter in as close to real time as possible.
 - Has shared knowledge of who is restricted, barred or trespassed from certain shelter premises.
 - If/where there are maximum length of stays, this information is shared.
 - No side doors for entry.
 - Eligibility criteria is transparent.
 - Mechanism in place to know if the individual/family received the shelter service.

Staircase

- What re-housing service pathways are they eligible for?
- Which one has space?
- Which one is recommended based on the client's needs?



SHELTERS...A Connection to Permanent Solutions

- See Shelter as a part of the process to end homelessness, NOT a destination
- A partner in Coordinated Access System
- Diversion at the Front Door
- Data Collection
- Creating a Safe Space to Explore Housing Options
- Within a Coordinated Housing and Homelessness System, access to...
 - Triage Practitioners
 - Service Referrals
- Housing Search Encouraged from Entry to Exit
- Interactions focus on a return to housing stability

Service Orientation

- Embrace client choice and self determination
- Recovery orientation
- Trauma informed
- Promotion of wellness
- Low barrier access – Guest Policies
- Maintain a housing focus in work with guests – return to housing and increased stability is the goal

Things to NOT do...

- Expect guests to ...
 - Surrender
 - Participate in forced prayer
 - Participate in mandatory programming
 - View behaviour management as social control

Achieving the Goals...

- Participate in Coordinated Activities and Common Assessment processes in the community;
- Implement Diversion at your front door;
- Ensure rapid shelter admission when diversion is not possible
- Practice Progressive Engagement
- Housing Focused Orientation in discussions, interactions, resources available
- Provide connection to re-housing options (self directed and/or linkages to other services/partners)

As a Valued Component of the Housing and Homelessness System

- Ensure service orientation focuses on connecting guests to permanent solutions for housing and support
- Share shelter data, especially on length of stays, returns to shelter, etc.
- Participate in PIT Count events
- Work to encourage housing search – access to tools and guidance
- Build on and support local initiatives

Shelter	
Problem Statement	Individuals/families experiencing homelessness require safe and appropriate overnight shelter.
Service Delivery Model	<ul style="list-style-type: none"> - Safety assessment - Provision of basic material needs (bedding, hygiene, food) - Additional services may be provided so long as they do not incentivize homelessness
Indicators	<ul style="list-style-type: none"> # of households accessing shelter Average length of stay by type of household # and % of households experiencing recidivism Acuity range of those staying longer than 14 days Average number of homelessness episodes per person within last three years Average cumulative duration of homelessness
Intended Outcomes	<ul style="list-style-type: none"> - Year over year decreased length of stay - Year over year improved rates of recidivism (less returns to homelessness) - Year over year decrease in cumulative duration of homelessness