

PREVENTION OF FAMILY HOMELESSNESS & THE IMPORTANCE OF COLLABORATION

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CUPS HEALTH, EDUCATION & HOUSING

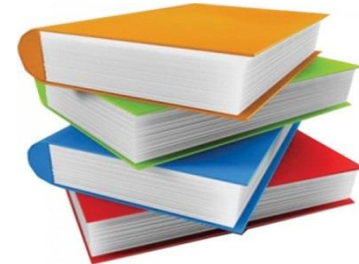
Health

- Primary Medical & Women's Health Clinic



Education

- Parent Education
- One World Child Development Centre
- Lorraine Melchoir Bursary Fund



Housing

- Housing & Supports
- Key Case Management
- Graduated Rent Subsidy Program
- Community Development
- Crisis Intervention Fund(CIF)Program (me!)



CUPS- CRISIS INTERVENTION FUND (CIF) PROGRAM

- One-time assistance to either come out of homelessness or avoid homelessness
- Assist both single individuals and families
- Assistance towards damage deposit/first month's rent, rent arrears, utility disconnection notices, & other requests that may directly effect housing
- Sustainability is the main eligibility factor
- Will not help in sublet situations



THE CIF PROGRAM IMPACT

**227 individuals & 181 families were assisted
by the program**

- 137 were assisted with securing new homes
- 106 were prevented from facing homelessness
- 54 were prevented from utility disconnection
- 52 other types of assistance given

(April 2015-March 2016)



WHY FOCUS ON PREVENTION?

- Financial/Return on Investment
 - Specific programs available to avoid homelessness and lose of core needs
 - Cost of homelessness on the system
- Avoiding further crisis & experience shock when entering the shelter system
- Preventing re-occurring crisis & address the immediate problem
- Preserving Assets
- Maintaining & Building Stronger Communities



THE COLLABORATIVE APPROACH-

THE FRONTLINERS- A CLIENT-NEEDS FOCUS

- The Common Intake Housing Support Application transformed into the Basic Needs Fund (BNF) Intake Fund in 2013
- In June 2015- Some of us in the frontline came together to have face-to-face meetings to address:
 - Choppy Communication
 - Misunderstood criteria



THE COLLABORATIVE APPROACH-

THE FRONTLINERS- A CLIENT-NEEDS FOCUS

- Can we find a purpose? How can we better serve our participants?
- The collaborative includes:
 - CUPS Health & Education Centres
 - Aspen Family & Community Network
 - Canadian Red Cross
 - BowWest Community Resource Centre
 - Distress Centre of Calgary





KEEP
CALM
AND
START
COLLABORATING



STOP



@rev_david

**COLLABORATE
AND LISTEN**



THE COLLABORATIVE APPROACH- *SHARING & CLARIFYING CRITERIA*

- Saving client time, effort and anxiety during a crisis time.
- A clear idea of each programs criteria & possible ability to be flexible



THE COLLABORATIVE APPROACH- *BOOSTING COMMUNICATION*

- Personal connections=more successful referrals
- Daily communication about program budgets, staff shortages & other factors
- Ensuring collaboration is smooth
- Building perspectives to all have the same goal- to keep people in their homes



THE COLLABORATIVE APPROACH-

THE FRONTLINERS SUPPORT NETWORK

- Meeting quarterly with a group of others that understand the stress and challenge
- Speaking about mutual patterns/frustrations that our participants face
- Each agency's larger picture vs. our programs smaller part of the pie



THE COLLABORATIVE APPROACH-

THE CHALLENGES WE FACE

- Supply vs. Demand
- Consent to share & collect information
- Not knowing if a participant is "double dipping"- unless they tell us
- Data collection



THE COLLABORATIVE APPROACH- *SHARING TRENDS*

- In January 2016, singles serving agencies like CUPS saw an increase in men accessing damage deposits- the economy
- Increase in unemployment=More Income Support recipients
- Increase in home owners seeking help
- Increase in request amounts



THE COLLABORATIVE APPROACH- *DID THEY KEEP THEIR HOMES?*

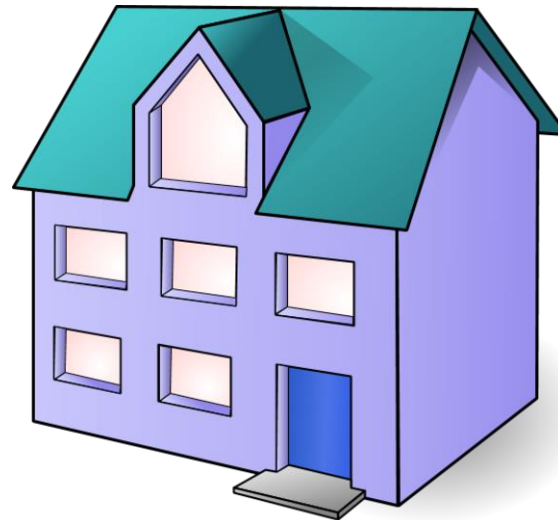
○ Follow up surveys:

- CUPS conducts 3, 6, 9, and 12 month follow up's
- Conducted through phone call or e-mail
- Has crisis been avoided?
- Intervention point for some



THE COLLABORATIVE APPROACH- *DID THEY KEEP THEIR HOMES?*

**70% of those assisted by CUPS were still
housed at follow up**
(April 2015-March 2016)



THE COLLABORATIVE APPROACH- OUR PARTNERSHIP, SO FAR

**73 collaborations were made to assist
vulnerable individuals & families with their
housing
(January-October 2016)**





I (may) have answers!

