



Good Shepherd
Faith in people.

Building an Effective Response to Family Homelessness

CAEH- November 5, 2018

Where We Started...



Challenges

- Shelter Occupancy Pressures
- Longer Shelter Stays
- Strain on Shelter Staff
- New Populations

Challenges

- Changing Hamilton Landscape
- Gentrification
- Displacement
- High Rent Costs
- Low Vacancy Rates

What Was Next?

Where We Are Today...



Eligibility Overview

Eviction Prevention

- Families who want and are able to maintain their tenancy.
- Families with high barriers to housing stability
- Focus on long term housing stability and community building.

Shelter Diversion

- Families who have lost their housing, are staying at temporary addresses or who will lose their housing in the next 14 days.
- Focus on rehousing within 30 days.

Emergency Shelter

- Families who are experiencing homelessness and who have exhausted all other options.
- Focus on rapid exit from shelter.
- Housing focus.
- Low barrier.

Coordination and Collaboration

- Working Together
- Guiding Principles
- Common Assessment Tool
- No Wrong Door
- Shared Resources and Knowledge

Early Intervention

- Co-ordinated Assessment
- Timely Interventions and Referrals
- Community Engagement
- Build on Established Trust

Housing Focus

- Training
- Understanding the Eviction Process
- Know Your Lane
- Having the Right Conversations

Flexibility

- Creative Problem Solving
- Adaptability
- Flexible Financial Resources
- Supports 24/7

Evaluation

- Seek out Feedback
- Build on Successes
- Learn From Your Mistakes
- Make Change When Needed
- Review your Data

“I suggest that unless we have a tolerant attitude towards mistakes — I might almost say a positive attitude towards them — we shall be behaving irrationally, unscientifically, and unsuccessfully.”

-John Cleese

Families First - Shelter Diversion

In 2017:

- **178 households served in our diversion program**
- **134 households never entered emergency shelter**
- **Of those 178 households served, 96% had successfully maintained their housing 6 months later**

Family Centre – Emergency Shelter

In 2017:

- **128 households served in our shelter program.**
- **43 households moved to permanent housing in less than 30 nights.**
- **Average length of stay: 56 nights**

Staying Home- Eviction Prevention

In 2017:

- **121 households served in our eviction prevention program.**
- **101 households successfully maintained their housing after 12 months (83%).**
- **38 households received on site support from our Landlord Tenant Navigator at an .eviction hearing.**

Continuum of Support



Thank You!

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