



Hamilton

INTEGRATING HOUSING IN THE PURSUIT OF ENDING HOMELESSNESS

Sectors in Silos



- Social Housing / Homelessness in silos
- Housing Resources at program level, not at a systems level
- Homelessness programs focusing efforts on market rent units, not maximizing subsidized units

Sectors in Silos

- Most affordable housing units were not targeted to people experiencing homelessness
- Coordinated Access development focused on access points; need housing resources lined up

You cannot end homelessness without housing.

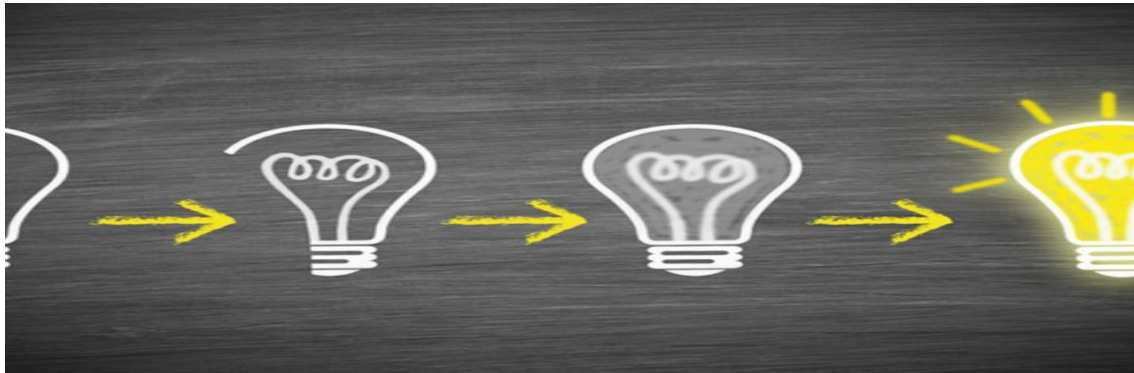
Building a Coordinated Coalition

- ✓ People experiencing homelessness will touch various systems
- ✓ Coordinate resources and strategies
- ✓ Formalize collaboration and alignment between service providers and sectors
- ✓ Align as many cumulative as possible, and utilize them in a strategic and coordinated way



Lessons Learned in Coordinated Access

- 17% of individuals on the By-Name List applied to social housing
- 68 people on By-Name List received a social housing unit in 2 years
- Small number of people accessed health funded permanent supportive housing



Identifying Barriers

- Legislative barriers: past eviction, arrears, payment plans
- Updates to social housing application sent by mail (no fixed address)
- Front line staff not completing social housing applications because they don't see people experiencing homelessness receiving an offer



Use of Plan/Do/Study/Act Cycles to better understand the barriers

- PDSA: “Whatever it Takes”
- PDSA: Municipal-funded Supportive Housing
- PDSA: 100 day challenge

Trying to resolve barriers operationally was not enough

Strategic/Policy Alignment

- Align the definition of homelessness
- Aligning investments in housing resources with goal of ending chronic homelessness
- Making chronic homelessness a prioritized category for social housing
- Cross referencing BNL with social housing database

Success to Date

Any new investments in affordable housing will require a dedicated portion of their units to be allocated to the Coordinated Access Process

- 18 rent subsidies for new affordable housing building dedicated for people assigned through CA (Good Shepherd)
- 15 of 35 units of new supportive housing through YWCA Hamilton

Tentatively, 100% of Housing Allowances dedicated to Coordinated Access



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