



OPTIONS BYTOWN

We all deserve a home.

Housing Outreach Program (HOP)



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The Continuum of Shared Services

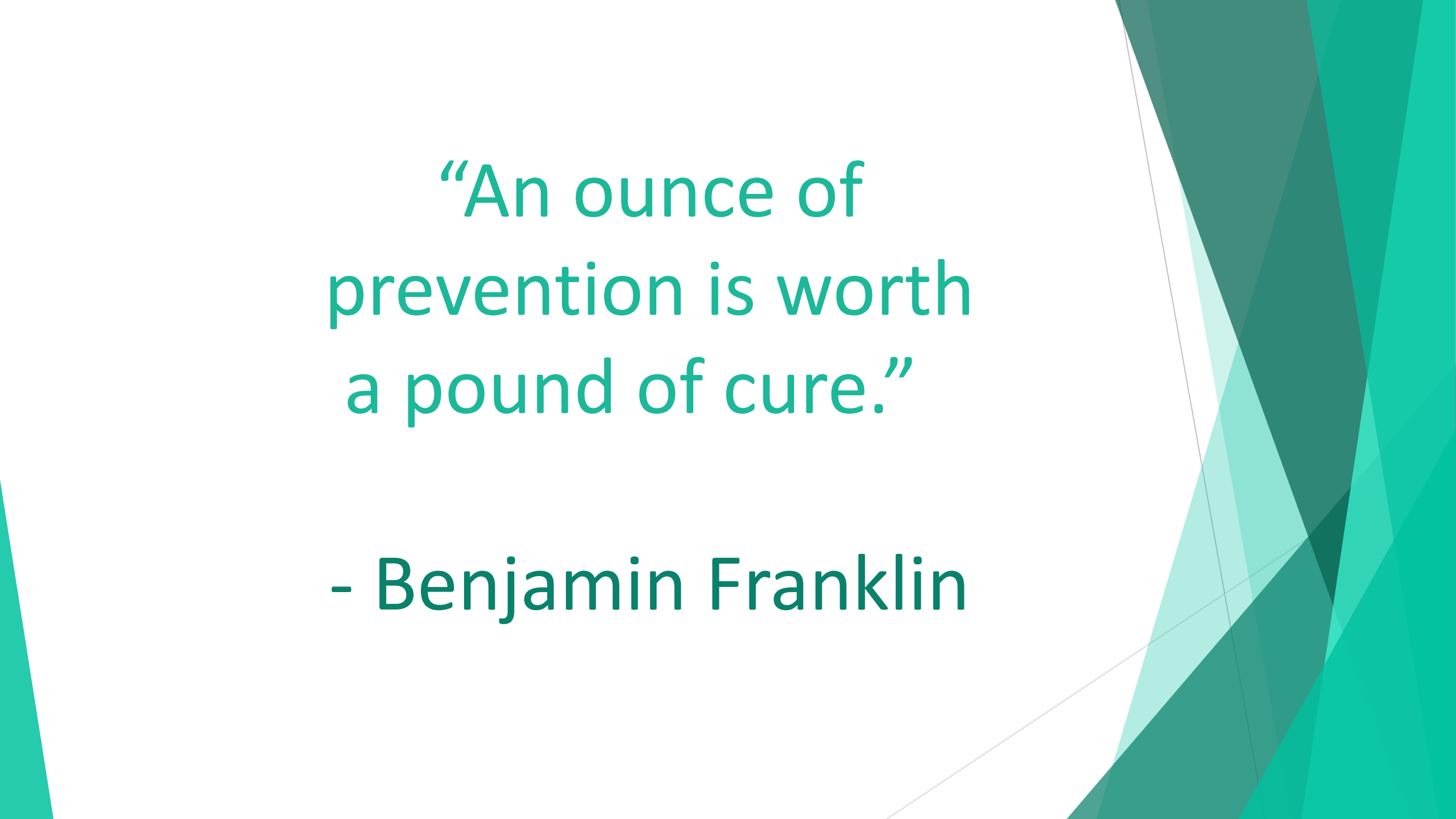
Autonomous

Cooperation

Coordination

Integration

Collaboration

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“An ounce of
prevention is worth
a pound of cure.”

- Benjamin Franklin

What is HOP?

- ▶ HOP provides housing related support services to co-op members and tenants who may be at risk of losing their housing.
- ▶ It will provide service navigation to Managers so tenants are linked to services and resources.
- ▶ HOP is about being proactive rather than reactive.



How it came about

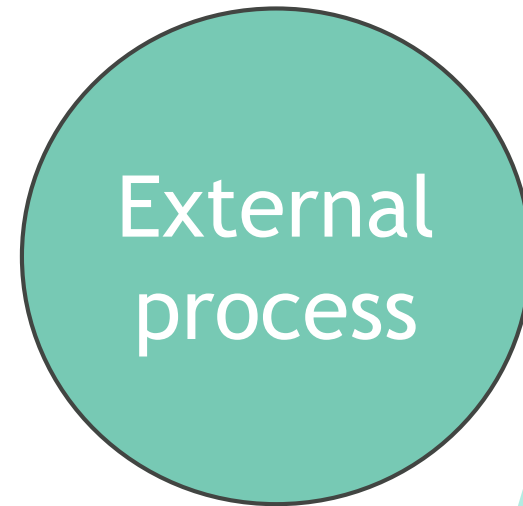
- ▶ Identified the need
- ▶ Started a conversation with housing providers
- ▶ Resolution to launch a Pilot Support Service was passed
- ▶ Housing Outreach Program was created

Triage System

	1	2	3
Impact on housing	Housing instability	Eviction prevention	Imminent risk of housing loss
# of requests for service by housing provider	5+	2-5	1 st
Likelihood of success	Low	Medium	High
Length of involvement	>10 hours	5-10 hours	<5 hours

	Red Score >10	Amber Score 7 -10	Green Score < 6
Required action	Visit to resident	Visit to resident	Housing Provider to be supported to navigate systems to access support
Target time for action	Within 1 week	Within 2 weeks	Within 2 days

Unique Challenges





Link to
resources



Service
Navigation



Support &
Assistance



Referrals



Questions?



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