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The Regional Municipality of Durham

Minutes

Durham Advisory Committee on Homelessness (DACH)

Tuesday May 31, 2022

A regular meeting of the Durham Advisory Committee on Homelessness was held on Tuesday May 31, 2022 via Microsoft Teams at 1:00 PM.

1. Attendance

Present: Ashley McDonald, CDCD
Ben Earle, Feed the Need Durham
Candice Correa, Durham Youth Services
Christopher White – Kedron United Church
Clarence Keesman, The Refuge
Doreen Hume McKenna, DMHS-Lakeridge Health
Heather Hofmann, BIAD
Heather MacMillan, Manager Ajax HUB
Hermia Corbette, Community Development Council of Durham (CDCD)
Jessica Robinson, Community Living Durham North
John Henry, Regional Chair
Kazzrie Cormick, CDCD
Kimberly Lepine, CAREA
Marla Walters, Christian Faith Outreach Center
Matt McDonald, CMHA Durham
Maureen Bandola, John Howard Society
Mona Emond, North House
Nancy Martin – YWCA Durham
Nathan Gardner, Back Door Mission
Rev. Roy Graves, Foundation of Hope
Shannon Jackson, Durham Youth Services
Sheila Gallagher, Lakeridge Health
Stella Danos-Papaconstantinou, Commissioner, Social Services
***All members of the committee participated electronically**

Staff

Present: Alan Robins
Alyxandra Riddell
Baily Genge
Cindy McCreight
Erin Valant
Jocelyn Siciliano
Lisa McIntosh
Mtanness Shaloufe
Stephanie Ross
Tina Soles

Tracy Tyner Cavanagh

2. April 2022 By-Name List Update, Alyx Riddell

- April 2022 By-Name List Data:
271 people actively experiencing homelessness on the By-Name List
167 of whom are experiencing chronic homelessness
There were 16 move-ins in April
10 of those move-ins were people experiencing chronic homelessness
We have had 55 total move-ins in so far in 2022 from the By-Name List, 33 of whom were experiencing chronic homelessness (60% of overall move-ins)
For comparison, from January to April 2021 we had 68 total move-ins, 36 of whom were experiencing chronic homelessness (53% of overall move-ins)
- There have been fewer move-ins overall compared to 2021. However, the percentage of move-ins for people experiencing chronic homeless has increased
- Built for Zero Monthly Report Card – April 2022. [Built For Zero Report Card \(durham.ca\)](https://www.builtforzero.ca/reports/built-for-zero-report-card-durham-ca).

3. Spirit of Service Presentation, Christopher White and Ben Earle

- A presentation on the Spirit of Sponsorship pilot that was supported through donations and the Spirit of Service is requesting ongoing funding to continue the program.
- Four participants have completed the first pilot which involved housing and supporting homeless individuals with wrap around supports from volunteers and a collaboration with community organizations. Volunteers who supported the individuals participated in a 4-week trauma informed training program based out of Ontario Tech. With the success of the participants and the pilot, Spirit of Service is seeking sustainable funding to continue the program.
- A request of \$85,000 for funding would allow the program to run another year, and \$150,000 for an expansion to include more program participants. The budget request also includes a staff from Carea to support the participants. Increased funding would allow more participants based on their complexity.

4. Update on New Service Sector Model, Erin Valant

- Brief overview of the presentation that was shared in the last meeting regarding the restructuring the homelessness committees' model to be based on sectors of service.
- Contact lists for co-chairs for updated committee model is attached along with a brief overview of each sector table. Attachment #1
- As the sector tables will be meeting every other month to implement improvement projects, it was decided DACH meetings will happen quarterly. The quarterly DACH meetings will include a full update from each of the sector tables for feedback, any decisions that need to be

made by DACH, etc. The new quarterly agenda template was shared for feedback from the DACH membership.

5. HIFIS Update – Kazzrie Cormick, Community Development Council Durham

- The priority for 2022 is accurate and consistent data collection in HIFIS. Rights have been changed in HIFIS, and restrictions have been implemented to ensure accuracy. Reports will be more accurate as a result of the restrictions. Contacts will be reviewed to ensure people who have access to HIFIS are still working in the sector. The HIFIS training manual will be updated and refresher training for agencies will be provided. The By-Name List will also be built into HIFIS. Data integratory checks will happen, and reports will be sent to the Region of Durham. The goals with HIFIS are in alignment with our system goals for the rest of the year. Accurate data in HIFIS will help system planning going forward.

6. Seeking Input from DACH on Shelter Capacity and Solutions

- There is an increasing number of inquiries from agencies needing shelter space. Shelters and motels are at capacity and projected to be going forward. There has been an increase in the number of families, as well as an increase in people who have never experienced homelessness before becoming homeless.
- This is similar to other areas across the GTA.
- At this time there is no surplus provincial or federal homelessness funding available to support any new initiatives. Decisions need to be made on how to support expanding shelter capacity, including the possibility of reducing other services.
- There was discussion regarding engaging faith-based communities across Durham to help support families experiencing homelessness.
- There was also discussion to provide shelter diversion training for all staff within the homelessness support system to try and divert people from shelter whenever safe and appropriate.

Date of Next Meeting

Tuesday, September 27, 2022.

7. Adjournment

The meeting adjourned at 2:26 PM.

System Sector Information

Shelter Sector

Aims to support anyone experiencing homelessness with immediate shelter. Durham's shelter system is Housing-Focused - the goal of the shelter sector is to divert people from needing to access shelter whenever safe and appropriate and to help people exit shelter to housing as quickly as possible.

Co-Chairs:

- Marla Walters (CFOC) – marla@cfoc.ca
- John Kimmerly (IESD) – john.kimmerly@durham.ca

Includes all housing-focused shelters and overnight sleeping programs. Examples below:

- Cornerstone; Muslim Welfare Home; Durham Youth Services; Christian Faith Outreach Centre
- Overnight sleeping programs may vary

Some strategic ideas to discuss may include:

- Strengthening or centralizing diversion practices in Durham
- Creating different models of service for people new to homelessness vs. people experiencing chronic homelessness

Street Outreach Sector

Aims to help people experiencing unsheltered homelessness to be added to the By-Name List, supported with immediate needs, be connected to a dedicated street outreach case manager and housed. The goal of the Street Outreach Sector is to match people who are unsheltered on the By-Name List to a dedicated Street Outreach Case Manager as quickly as possible, and then for that case manager to help the person become housed as quickly as possible.

Co-Chairs:

- Leah Wall (Carea) – lwall@careachc.ca
- Sahar Foroutani (IESD) – Sahar.foroutani@durham.ca

Includes all street outreach case management teams and peer support street outreach teams. Examples below:

- Carea Welcoming Streets; Cornerstone Bridges Street Outreach; Backdoor Mission Peer Support Team; CDCD Street Outreach; PCOP

Some strategic ideas to discuss may include:

- Standardizing street outreach across Durham so that all street outreach teams are working in the same way (continuing to build more detail into the Street Outreach Strategy)

Hubs & Day Services Sector

Aims to engage people experiencing homelessness who are not yet on the By-Name List and to ensure they are added and document ready (document ready means that they have their identification, income source, etc.) Also provides meaningful daily activities for people experiencing homelessness – and also for people who have been housed to maintain social connection.

Co-Chairs:

- Heather McMillan (CFOC) – heather.ahub@cfoc.ca
- Davina Dixon (IESD) – Davina.dixon@durham.ca
- Kelly Bishop (IESD) – Kelly.bishop@durham.ca

Includes all homeless hubs and drop-in day services for people experiencing homelessness. Examples below:

- Backdoor Mission; Ajax Hub; North Durham Hubs; IESD Resource Centre; IESD library teams

Some strategic ideas to discuss may include:

- Standardizing supports/services across all hub locations
- Identifying or building partnerships to provide daytime programming
- Developing a weekly schedule of daytime programming that people can access

Homelessness Prevention Sector

Aims to help people at risk of homelessness to maintain their housing or obtain new housing without ever becoming homeless. Also includes upstream prevention work with youth, helping people to understand their rights and responsibilities as tenants, etc. The goal of the Homelessness Prevention Sector is to stop as many people as possible from becoming homeless, and to help people new to homelessness exit as quickly as possible.

Co-Chairs:

- Maureen Bandola (JHS) – maureen.bandola@jhsc.ca
- Sean Petan (IESD) – sean.petan@durham.ca

Includes all eviction prevention programs, the Housing Stability Program (HSP). Examples below:

- John Howard Society Eviction Prevention; North House Eviction Prevention; CDCD Eviction Prevention; CDCD Housing Stability Program; Durham Youth Services Youth Reconnect

Some strategic ideas to discuss may include:

- Explore implementing a Rapid Rehousing model
- Communications campaign to encourage people to reach out early if they are worried about their rent or eviction
- Building capacity for early intervention in other sectors and reinforcing the importance of homelessness prevention

Housing Outflow Sector

Aims to house as many people from the By-Name List as efficiently and effectively as possible. Also includes developing best practices, identifying new programs/models to implement, etc. The goal for the Housing Outflow Sector is to house as many people from the By-Name List as possible and ensure they remain housed, and to continuously onboard new housing opportunities.

Co-Chairs:

- Clarence Keesman (Refuge) – ckeesman@refugeoutreach.com
- Trevor Langille (IESD) – trevor.langille@durham.ca

Includes all of the housing programs attached the to By-Name List (transitional, supportive, Housing First, etc.) Examples below:

- Salvation Army Housing Program; Cornerstone Housing Programs; CDCD Housing First; Muslim Welfare Home Transitional Housing; The Refuge Housing First; Boys & Girls Club Housing First; YWCA Transitional Housing; IESD Community Support team; Participation House

Some strategic ideas to discuss may include:

- Standardizing Housing First programs across Durham
- Creating linkages between transitional housing, permanent housing, etc. to create flow

Health Initiatives Sector

Aims to strengthen connections and partnerships with the health sector to better meet the needs of people experiencing homelessness. The goal is to improve/streamline access to primary health/addictions medicine/mental health supports for this population group and to identify and develop new programs or pathways to address gaps.

Co-Chairs:

- Doreen Hume McKenna (Lakeridge Health) – dhumemckenna@lh.ca
- Andrea Cain (IESD) – andrea.cain@durham.ca

Includes health providers. Examples below:

- Lakeridge Health; DMHS (Lakeridge Health); Pinewood; Ontario Shores; Clinic team at Backdoor Mission; Ajax Hub physician

Some strategic ideas to discuss may include:

- Ensuring access to the same level of health supports at each of the homeless hubs
- Improving discharge planning from the health system for people experiencing homelessness