Outreach Program Discussion

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Agenda

1. Why we are here?
2. Overview of current outreach program
3. Current community data
4. Considerations for adjusted outreach system
5. Next Steps
Outreach
- Why are we here -

Project Objective:
• Support the review of the Homeless Outreach program, seek community & those with lived and living experiences feedback.

Challenges:
• Mental health issues, addictions, trauma & violent behaviours of participants challenge current delivery models.
• Demand for outreach program exceeds available resources.

Goal:
• Work alongside our community collaborators, people with lived & living experience and other organizations to update the current outreach program.
Homelessness in Canada

235,000 people experience homelessness in Canada per year.

Approximately 20% of the homeless population are young people between the ages of 18-24. Several studies have found that youth experiencing homelessness have disproportionately been involved in child protection services or foster care in their lives. This number ranges from close to 18% to 44%.

39 years is the average life expectancy of a person experiencing homelessness in Canada.

$7 billion amount. Homelessness costs the Canadian economy each year not only through emergency accommodations but also through the use of social services, health care, and corrections. (data as of 2018)

35,000 Canadians experience homelessness on any given night.

As many as 50,000 make up the 'hidden' homelessness

In 2019, the homelessness partnering strategy reported 147,000 unique individuals stayed in an emergency shelter. This number does not reflect the thousands of families staying in violence against women shelters.

Individuals of First Nation, Inuit, and Metis descent are dramatically overrepresented in Canada’s homeless population. In large urban areas, new Canadians, particularly those of colour, are increasingly vulnerable to experiencing homelessness.

Contrary to the popular misconception, schizophrenia is only present in approximately 6% of Toronto's homeless population.

Source: https://www.homelesshub.ca/blog/infographic-who-are-canada's-homeless
Current Community Data

- City of London uses the Homeless Individual and Family System to document experiences of homelessness and interactions with service system resources.

- As of July 5, 2021, there were a total of 1290 individuals on the City’s By-Name List.
  - 791 men on BNL
  - 485 women on BNL
  - 14 LGBTQ2+ on BNL
  - 160 individuals in families on the BNL
  - 264 indigenous individuals on the BNL
  - 702 individuals on our Coordinated Access list
  - 408 individuals on our Coordinated Access Priority list
Unsheltered Homelessness in London

Data for all Outreach, Urban Camping & Sleeping Rough Group Activities, as well as any other Group Activity with the Coordinated Informed Response program since April 1, 2019:

### People

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Unique Clients</td>
<td>598</td>
</tr>
<tr>
<td>Anonymous Individuals</td>
<td>1746</td>
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</tbody>
</table>

### Number of Unique Clients by Age Group

<table>
<thead>
<tr>
<th>Age Group</th>
<th>Unique Clients</th>
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<tbody>
<tr>
<td>0-14</td>
<td>5</td>
</tr>
<tr>
<td>15-29</td>
<td>13</td>
</tr>
<tr>
<td>20-29</td>
<td>119</td>
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<tr>
<td>30-39</td>
<td>182</td>
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<tr>
<td>40-49</td>
<td>127</td>
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<tr>
<td>50-59</td>
<td>79</td>
</tr>
<tr>
<td>60+</td>
<td>73</td>
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### Number of Unique Clients by Gender

<table>
<thead>
<tr>
<th>Gender</th>
<th>Unique Clients</th>
</tr>
</thead>
<tbody>
<tr>
<td>Female</td>
<td>191</td>
</tr>
<tr>
<td>Male</td>
<td>374</td>
</tr>
<tr>
<td>Other</td>
<td>33</td>
</tr>
</tbody>
</table>
Outreach Program Data

For all Outreach, Urban Camping and Sleeping Rough Group Activities as well as any other Group Activity with the Informed Response program since April 1, 2019:

<table>
<thead>
<tr>
<th>Number of Unique Clients by Aboriginal Status</th>
<th>Number of Unique Clients by Citizenship Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aboriginal</td>
<td>Canadian Citizen</td>
</tr>
<tr>
<td>82</td>
<td>558</td>
</tr>
<tr>
<td>Didn’t Ask</td>
<td>Immigrant</td>
</tr>
<tr>
<td>5</td>
<td>7</td>
</tr>
<tr>
<td>First Nation – Chippewa</td>
<td>Unknown</td>
</tr>
<tr>
<td>6</td>
<td>33</td>
</tr>
<tr>
<td>First Nation – Oneida</td>
<td></td>
</tr>
<tr>
<td>9</td>
<td></td>
</tr>
<tr>
<td>Indigenous</td>
<td></td>
</tr>
<tr>
<td>38</td>
<td></td>
</tr>
<tr>
<td>No Indigenous Ancestry</td>
<td></td>
</tr>
<tr>
<td>20</td>
<td></td>
</tr>
<tr>
<td>Non-Indigenous</td>
<td></td>
</tr>
<tr>
<td>332</td>
<td></td>
</tr>
<tr>
<td>Unknown</td>
<td></td>
</tr>
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<td>106</td>
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</table>

<table>
<thead>
<tr>
<th>Number of Unique Clients by Veteran Status</th>
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</thead>
<tbody>
<tr>
<td>Not a Veteran</td>
</tr>
<tr>
<td>468</td>
</tr>
<tr>
<td>Unknown</td>
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<tr>
<td>122</td>
</tr>
<tr>
<td>Veteran</td>
</tr>
<tr>
<td>8</td>
</tr>
</tbody>
</table>
History of London’s Outreach

2008:

• 12 organizations came together as a collaboration of services to create London Cares.

• Each contributed staff for street Outreach with a Basic Needs focus.

• This model was challenged with philosophical alignment, centralized coordination & information sharing.
History of London’s Outreach

2013:

• Three organizations (Addictions Services of Thames Valley “ADSTV”, Regional HIV/AIDS Connection “RHAC”, Unity Project) created a combined governance (London Cares Board of Directors) funding a service collaborative Outreach with a Housing First, harm reduction, addiction supports approach.

• Funded by ADSTV (Management & Outreach), RHAC (Admin, Office and tech support) and Unity (Housing Stability Workers).

• Created a stronger coordinated approach which promoted housing first as a choice with increased knowledge and information sharing.
History of London’s Outreach

2014:
• London Cares became an independent not for profit agency with a housing focused Outreach

2020:
• Today many other organizations have dedicated, service focused Outreach teams working in our community;
  • Atlohsa Family Healing Service
  • Canadian Mental Health Association “CMHA”
  • Canadian Mental Health Program “CMHP”
  • Kings College
  • Health Outreach Mobile Engagement “H.O.M.E.” Program
  • London Intercommunity Health Centre “LIHC”
  • Middlesex London Health Unity “MLHU”
  • Streetscape; and several other grassroots agencies
Current Emergency Outreach Program Services

• Current program operates two outreach teams of two workers, 24 hours a day 7 days a week.

• Outreach program supports the Coordinated Informed Response Program, as well as general community outreach needs.

• Current program focuses on life-saving interventions including overdose support, safe supply, police diversion and in the moment crisis, basic needs support, individual de-escalation, program referrals, assertive engagement, housing readiness and supports unsheltered individuals in our community.

• Receive community donations and provide to individuals living unsheltered.

• Partner with other outreach teams in the City to support unsheltered individuals' health, mental health and overall wellness needs.
Current Outreach Principles

- Client centered, outcome-oriented approach.
- Trauma-informed and culturally responsive.
- Housing focused.
- Collaborative/shared case management approach with a Coordinated Access.
- Harm reduction and safety focused.
- Recovery oriented (trauma, mental health, addiction, homelessness).
- Collaboration within and across sectors to achieve system level priorities and directives.
- Strategic use of resources and comprehensive coverage and identification of all individuals experiencing unsheltered homelessness.

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Considerations

• What aspects of the current outreach program have the greatest impact?

• How to support homeless individuals with Mental Health issues, Addictions issues and those experiencing in-the- moment crisis?

• What kind of interactions should City funded outreach have with other outreach programs (I.E. COAST, Non-funded outreach, community organized outreach)

• Should outreach program include opportunities to align donations and non-funded community programs to ensure the most effective supports?

• What is missing from the current unsheltered programs?

• What existing challenges are preventing an outreach program from meeting community expectations?
What We have heard so far!

- Outreach should continue to be 24/7, with focus on evenings, overnights and weekends
- Need more boots on the ground and teams supporting those living unsheltered
- Provide warm transfers to appointments, hospital, etc.
- Be housing readiness focused
- Meeting people where they are at is important
- Relationship building with individuals is working well
- More coordination of services between shelters, coordinated access and other programs supporting the homeless
Next Steps

• Link to Surveys (Surveys will remain open to mid-July)

  • Emergency Shelters:  https://www.surveymonkey.com/r/ZW5SHK7

  • Outreach Program:  https://www.surveymonkey.com/r/ZN7H3GN

  • Housing Stability Bank:  https://www.surveymonkey.com/r/53SCCMR

• Work continuing with community partners and those with lived and living experience to complete the survey.

• After survey closes City staff will collate all responses and draft the requirements for the formal Request for Proposal to be released in the fall of 2021.