

# Community Services Committee Community Homelessness Prevention Initiative (CHPI) Program Evaluation

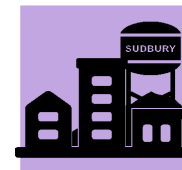
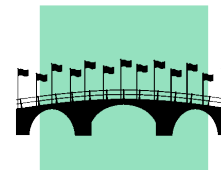
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**2019-2027 Strategic Plan Priorities**



# Program Evaluation within the Children and Social Services Division

- Importance of Program Evaluation when delivering human services;
- Program Evaluation training completed-December 2019:
  - Staff trained from Children and Social Services, and Housing Services
- Evaluation Guidelines developed internally by staff.



# Community Homelessness Prevention Initiative (CHPI) Program

Funds provided to low income individuals and families with:

- a last month's rent deposit,
- rental arrears,
- utility deposit, utility arrears,
- other miscellaneous items.



Program was developed in 2013 when the Community Start-Up and Maintenance Benefit was removed from Provincial Social Assistance.



# Purpose of CHPI Program Evaluation

## Housing Stability



Did people who participated in the CHPI Program remain housed long-term at six or twelve months?

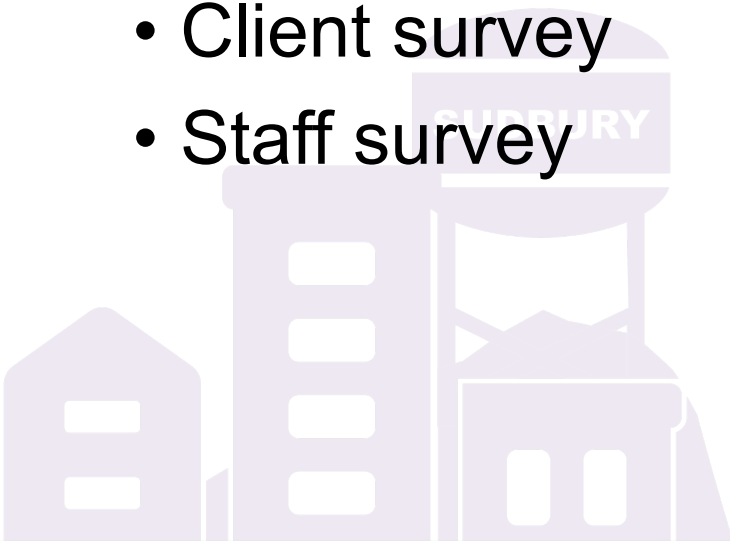
## Accessibility

Was the CHPI Program easily accessible for people to apply for?

# Evaluation Methods



- Literature review of effective homelessness prevention programs
- Program utilization data
- Client survey
- Staff survey



# Evaluation Results - Clients

- 94.9% of CHPI Program recipients remained housed at six or twelve months.
- 87.3% felt the CHPI Program was helpful for them to stay housed.
- Suggestions for improvement to the application process and funding policies were provided.



# Evaluation Results - Staff

- 68% felt the program was either helpful or very helpful for clients to obtain and maintain housing.
- 79% thought the program was easy for clients to access.
- Suggestions regarding improving the application process and funding policies.



# Conclusion

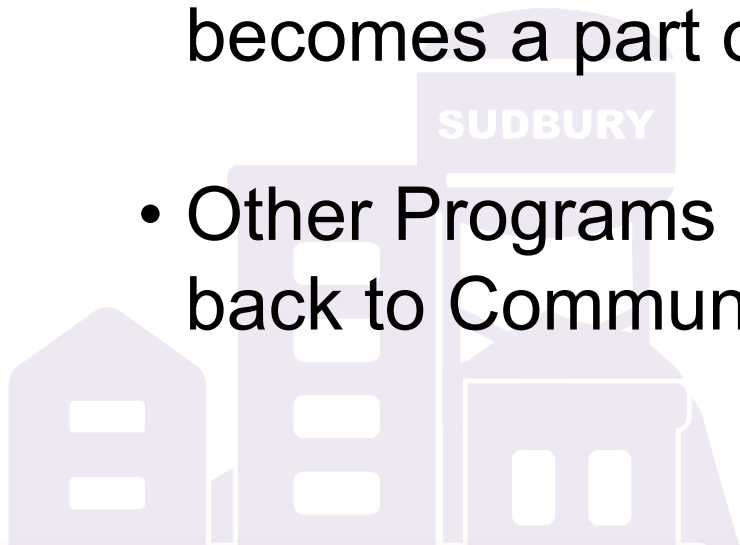
- Evaluation showed the CHPI Program is working well and is meeting its intended outcomes.
- Client and staff recommendations have been reviewed by program management.
- Recommendations to improve application process have been implemented.
- Recommendations and policy changes related to maximum amounts and scope of supports are being reviewed.





# Evaluation - Next Steps

- An evaluation is currently underway for the Early Development School Readiness Program (EDSR) that is facilitated through Children Services.
- Goal to create an evaluation culture in which evaluation becomes a part of program management in Human Services.
- Other Programs are targeted for review with annual reports back to Community Services Committee.



Thank you!

Questions?

