

For Information Only

Warming Centres and Temporary Youth Shelter Update

Presented To: Community Services Committee

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Resolution

For Information Only

Relationship to the Strategic Plan / Health Impact Assessment

This report supports Council's Strategic Plan in the area of Quality of Life and Place as it aligns with the Population Health Priorities of Indigenous Youth, Mental Health, Housing, and Healthy Streets. The initiatives described in this report help to effect Council's desire to create change within the community to improve health, economic, and social outcomes for its citizens and by meeting the priorities identified in the City of Greater Sudbury Ten-Year Housing and Homelessness Plan.

Report Summary

At the Finance and Administration meeting on November 3, 2020, staff were directed to provide shelter and warming space in the community and enhanced services to the most vulnerable population in response to increased pressure. This report will provide an update on the responding services implemented, which includes the YMCA Overnight Warming Centre and the Sudbury Action Centre for Youth's (SACY) Overnight Warming Centre and Temporary Youth Shelter Beds. As a result of additional identified needs, staff also worked with community partners to implement a food delivery service and provide a dining space for the vulnerable community.

Financial Implications

The YMCA Overnight Warming Centre, SACY Warming Centre and Parkside Centre Dining Space are currently being funded through a combination of the Province's Community Homelessness Prevention

Signed By

Report Prepared By

Christina Leader
Coordinator of Administrative Resources, Children Services
Digitally Signed Jan 7, 21

Health Impact Review

Christina Leader
Coordinator of Administrative Resources, Children Services
Digitally Signed Jan 7, 21

Division Review

Tyler Campbell
Director of Social Services
Digitally Signed Jan 7, 21

Financial Implications

Steve Facey
Manager of Financial Planning & Budgeting
Digitally Signed Jan 7, 21

Recommended by the Department

Steve Jacques
General Manager of Community Development
Digitally Signed Jan 7, 21

Recommended by the C.A.O.

Ed Archer
Chief Administrative Officer
Digitally Signed Jan 11, 21

Initiative (CHPI), Social Services Relief Fund (Phase 2), and Safe Restart funding respectively.

Due to an increase of one hour per day in the operating schedule for the YMCA, along with additional security costs, funding will be required to cover an anticipated shortfall of between \$50,000 and \$100,000. Staff are proposing to use additional CHPI dollars to cover this shortfall as the budget for rental and hydro arrears continue to be in a surplus position.

Executive Summary

At the Finance and Administration meeting on November 3, 2020, through Resolution FA2020-60, staff were directed to work with existing service providers to expand the availability of warming shelter space to the Community's most vulnerable population. This report will provide an update on the responding services implemented, which includes the YMCA Overnight Warming Centre and the Sudbury Action Centre for Youth's (SACY) Overnight Warming Centre and Temporary Youth Shelter Beds. As the result of additional identified needs, staff also worked with community partners to implement a food delivery service and the provision of a dining space for the vulnerable community.

Background

In response to the City of Greater Sudbury's State of Emergency declared on April 6, 2020, various public and social services providers closed to the public. There was an immediate and urgent public health and safety need to provide persons experiencing homelessness with access to basic needs such as washrooms, drinking water, hand washing stations, and shelter from the elements. Many services shifted to offering virtual services only, leaving those without access to phones and computers disconnected from the health and social services resources they required.

Analysis

The City of Greater Sudbury (City) and community partners responded quickly to address gaps in the community. Appendix A details a summary of COVID-19 updates from Social Services (Homelessness & Shelters) that have been undertaken since March 2020.

The Off the Street Low Barrier Shelter is consistently sheltering 30-35 persons per night who have been unable to access housing in the community. Appendix B provides daily utilization data on Warming Centres.

The former Youth Emergency Shelter closed as scheduled on March 31, 2020, and there was no available shelter geared towards the homeless youth population, aged 16 to 24 years, in our community. While youth may be served in the adult shelter, this is not an appropriate program for this age group to meet their specific needs. Serving this age group has placed additional capacity pressure on the adult Off the Street Low Barrier Shelter. The community outreach team reports a greater number of youth residing unsheltered in our community, and both shelter staff and outreach staff, report greater substance use issues among this population. During the COVID outbreak, the lack of a youth shelter has resulted in homeless and vulnerable youth being placed at greater risk of exposure to COVID as they do not have an appropriate place to receive emergency shelter.

Expanded Warming Centres

On November 24, 2020 at the City Council meeting, Mayor Bigger, under emergency orders, directed staff to work with existing service providers, including the Parkside Centre and YMCA Northeastern Ontario, to provide dining space for vulnerable individuals, and existing service providers, Elgin Street Mission and the Centre de Santé Communautaire du Grand Sudbury, to provide meal delivery services as soon as possible until April 30, 2021.

Service Updates and Utilization

Staff worked with community partners and service providers to implement the requested enhanced services as outlined below.

	YMCA	SACY	PARKSIDE CENTRE
Opening Date	November 16, 2020	December 1, 2020	December 7, 2020
Operating Hours	Monday – Sunday 10:00 pm – 7 am	Monday – Sunday 10:00 pm – 7 am	Monday – Friday Lunch – 11:00 am – 1:00 pm Monday - Sunday Dinner – 5:30 pm – 7:00 pm Saturday and Sunday Brunch – 10:00 am – 11:30 am
Capacity	Currently up to 22 due to lack of security	Warming Centre – 10 Shelter Beds – 4	36
Services	Warming Centre, showers, light snacks, clean clothes	Youth aged 16 – 24 Warming Centre and temporary youth shelter beds	Dining Space
*Utilization (Average)	Warming Centre – 23 Shower Services – 7	Warming Centre – 2 Shelter Beds – 2	Lunch/Brunch – 4 Dinner – 6
Cost	\$255,000 *Additional \$50,000 was approved for enhanced security services	\$175,000	\$250,000

*Data represents utilization from opening date up to and including December 20, 2020.

Other Support Services

Meal Delivery

Beginning November 30, 2020, meals from the Elgin Street Mission are being delivered daily to, and consumed at, the Centre de Santé Communautaire du Grand Sudbury. A total of 32 meals are permitted per sitting for each lunch, dinner, and brunch on the weekends.

This service will cost approximately \$7,100 and will be funded from Social Services.

Transportation Services

In order to ensure the homeless population receives the most appropriate service, clients are directed to the service that best fits their needs (i.e. youth to the SACY Centre, women to Cedar Place, or clients to warming centre when shelter is at capacity). To support this, individuals may require transportation between shelters and warming stations. The City has entered into an Agreement with Aaron Taxi to provide transportation at the request of staff when needed.

This service allows for people to be transported between any of the following sites between 10:00 p.m. to 7:00 a.m., seven days a week from December 7, 2020 until April 30, 2021:

- Off the Street Shelter (200 Larch St.)
- Cedar Place (261 Cedar St.)
- YMCA Warming Centre (140 Durham St.)
- SACY Warming Centre (95 Pine St.)

Supportive Isolation Services

Supportive Isolation Services for people who are homeless and require isolation for COVID testing or recovery are being offered through Health Science North Withdrawal Management Services. Transportation to isolation services is being provided by the Community Outreach Team under the Homelessness Network. Testing and reporting support is provided through the Community Paramedicine Program and Sudbury District Nurse Practitioner Clinic.

An overflow plan is in place, which includes an agreement with a local motel to cover the cost of motel rooms, when required, and the provision of meals through a local restaurant. The Children and Social Services Division has designated a staff person to coordinate the oversight of isolation supports. At the time of writing this report, these services have not been used.

Additional Security Measures

Service providers continue to note an increase in the amount of drug use in the community that has often resulted in overdoses and EMS calls for clients while attending programs. Drug use is prohibited within all shelters and warming centres, and, when found, may result in service suspensions for the individual. Providers have also noted increased negative and aggressive behaviours associated with mental illness and substance use. In some cases, this is affecting the safety of the clients and staff.

As a result, additional security has been approved for the YMCA's Overnight Warming Centre, along with additional security and screening staff at the Homelessness Network Day Centre. Service providers continue to provide additional training to their staff and have put in place policies and guidelines to ensure everyone's safety. Funding for these enhancements are expected to be covered through the Community Homelessness Prevention Initiative Funding (CHPI) due to the continued reduction in demand for rental and hydro arrears. If the demand changes drastically for these services, staff will return to Council for direction on funding options, however, the Program fits within the funding guidelines of the CHPI Program.

Homelessness Network Day Centre Update

Centre de Santé Communautaire du Grand Sudbury currently operates their Homelessness Network Day Centre at 19 Froot Road in downtown Sudbury, however as of January 10, 2021, they are no longer able to operate in that space. City of Greater Sudbury staff have explored alternative locations and options for the continuation of services. On December 21, 2020, Council determined that the services are to be offered either at the Sudbury Arena or in Provincial Boardrooms A - D located at 199 Larch Street (Provincial Tower).

It has been determined that the Sudbury Arena is not a viable option at this time due to contractual obligations with the Sudbury Wolves and the Ontario Hockey League (OHL). Therefore, the Day Centre will continue to run their Program from 199 Larch Street, Provincial Boardrooms A – D beginning Monday, January 11, 2021 at noon.

Following the transition of the Day Centre Program to 199 Larch Street, staff will be examining options for integration with other services.

The Centre de Santé Communautaire du Grand Sudbury's Program runs from October 1 to May 31 and operates 7 days a week from 8 am to 9 pm. The focus of their programming is to provide persons who are homeless and in need, a warm space to sit, rest, find nourishment, and have an opportunity to connect to housing supports.

Next Steps

Staff will continue to work with community partners to implement the initiatives described above and monitor their effectiveness in supporting our vulnerable population. Further updates will be provided to Council.

Resources

Finance and Administration Committee Resolution FA2020-60 from the meeting on November 3, 2020

<https://agendasonline.greatersudbury.ca/index.cfm?pg=agenda&action=navigator&id=1480&itemid=rec>

APPENDIX A - Summary of Covid-19 Updates from Social Services (Homelessness & Shelters)

APPENDIX B – Daily Utilization Data

Summary of Covid-19 Updates from Social Services (Homelessness & Shelters)

DATE	DETAILS RELATED TO HOMELESSNESS & SHELTERS
APRIL 7, 2020 – <u>COUNCIL UPDATE</u>	Most Social Services (e.g. Ontario Works Program Delivery, Housing Operations and Registry) have been modified, in many cases because the facility that normally offers the services to the public (and is the traditional “workplace”) is closed to public access.
MAY 5, 2020 – <u>COUNCIL UPDATE</u>	<p><u>Emergency Shelters</u> Services for homeless and vulnerable populations were enhanced with the move of the Off the Street Low Barrier Shelter Program out of 200 Larch Street and into the first floor of a hotel to provide shelter users with access to beds that allow for physical distancing, washrooms, and showers. The shelter users continue to be supported by CMHA staff at this location. A Supportive Isolation Shelter exists at the same location to be able to provide 24-hour care for persons who are homeless and are being tested or are diagnosed with COVID-19.</p> <p><u>Washrooms, Showers, and Computer Access for Homeless and Vulnerable Persons</u> With funding provided by the City of Greater Sudbury and in collaboration with the Samaritan Centre and the YMCA, shower facilities, washrooms, and computer/internet services have been provided downtown</p>
JUNE 9, 2020 – <u>COUNCIL</u>	Some services have been enhanced in response to COVID-19 and additional resources have been allocated to maintain this level of service. For homeless and vulnerable populations, the Sudbury Arena has been opened as a daytime centre and the overnight shelter has been temporarily moved to a motel to allow for physical distancing.
JUNE 15, 2020 – <u>COMMUNITY SERVICES</u>	<p>Recognizing the immediate need for communities to mobilize in their response to providing services to the homeless population, both the Federal and Provincial government provided the City with additional funding envelopes to support the COVID response. Under the Federal Reaching Home Program, an additional \$320,575 was provided. Under the Provincial Social Services Relief Fund, an additional \$1,007,400 was also provided. Both levels of government have requested additional information regarding further funding needs for this response.</p> <ul style="list-style-type: none"> • The Blue Door Soup Kitchen and Elgin Street Mission, operating within the Samaritan Centre was provided funding in the amount of \$24,440 per month for take-out containers, staffing, and shower supplies to the end of June 2020. • The Sudbury Community Arena is open daily from 9:30 am to 1:30 pm, and again from 5:00 pm to 9:30 pm to provide a safe area where people can eat their meals, use washrooms and

handwashing stations, and rest out of the elements, all while maintaining physical distancing.

- A water distribution unit has been ordered to be set up in front of the arena to provide access to fresh drinking water daily.
- Partnership with the YMCA at 140 Durham Street to open every day between noon and 5:00 pm., to provide additional access to a sitting area and washrooms, as well as access to phones and computers, so people can access the social and health services they require. Funding in the amount of \$19,600 per month has been provided for staffing.
- The Off the Street (OTS) Low Barrier Emergency Shelter, operated by Canadian Mental Health Association – Sudbury/Manitoulin (CMHA) extended the shelter hours from 8:00 am to 10:30 am to allow shelter users additional time for showers and washroom use. They are also providing a bagged breakfast.
- The OTS 200 Larch Street location was not able to provide sufficient physical distancing; as well there was a need to provide an option for 24-hour care for a person who was homeless and who was required to meet isolation requirements due to COVID testing or diagnosis. The OTS Program moved temporarily to a hotel location which included a shuttle service to transport users from downtown to the hotel in the evening and back to downtown in the morning.
- As a temporary solution for service to homeless youth aged 16 and 17, additional staff were added to the Community Outreach team within the Homelessness Network to provide outreach, diversion, and navigation support to youth

**JUNE 23, 2020 –
COUNCIL**

The Off the Street shelter, located at 200 Larch Street, has been temporarily moved to Regent Street in the former Cardinal Inn. Enhanced services are provided on the upper floor to serve as an isolation shelter as needed to support COVID testing. Funding received from the Federal and Provincial governments has been provided to service providers to ensure the vulnerable population continues to have access to food security and washrooms in the downtown core. Staff are working to support the Samaritan Centre and other drop-in sites to resume providing basic needs services while meeting Public Health recommendations. Additional funding through Federal and Provincial programs has been requested to sufficiently support the homelessness response to COVID-19. An Update on the Emergency Shelter was provided at Community Services on June 15.

**JULY 7, 2020 –
COUNCIL**

The Off the Street shelter located at 200 Larch Street, has been temporarily moved to Regent Street in the former Cardinal Inn. Enhanced services are provided on the upper floor to serve as an isolation shelter as needed to support COVID testing. Funding received from the Federal and Provincial governments has been provided to service providers to ensure the vulnerable population continues to have access to food security and washrooms in the downtown core. Staff are

	<p>working to support the Samaritan Centre and other drop-in sites to resume providing basic needs services while meeting Public Health recommendations. Additional funding through Federal and Provincial programs has been requested to sufficiently support the homelessness response to COVID-19.</p>
<p>JULY 7, 2020 – FINANCE AND ADMINISTRATION</p>	<p>Expenditures for Social Services relating to Homelessness will total \$845,000. Of this, \$445,000 is incremental. These expenses are offset by additional provincial funds for this initiative. The Ontario Works Program is also being impacted by COVID-19. Due to the introduction of the Canada Emergency Response Benefit (CERB), Social Services is experiencing less of an uptake in the Ontario Works Program. The CERB program has been extended to October, 2020, which may result in additional savings for Social Services. These savings are not incorporated into the year-end deficit as staff are still analyzing the financial impact.</p>
<p>AUGUST 12, 2020 – COUNCIL</p>	<p>Off the Street shelter continues to operate at full capacity from the motel at 1500 Regent Street, Cedar Place Women and Families Shelter starting to see increased occupancy. Samaritan Centre agencies offering take-out meals, showers, clothing, and laundry. The Supportive Isolation Shelter closed on July 31, with alternatives in place for assistance. Sudbury Arena open daily for access to washrooms, drinking water, clothing, and dining. YMCA open daily for access to washrooms, phones, and computers.</p>
<p>SEPTEMBER 8, 2020 – COUNCIL</p>	<p>Off the Street shelter continues to operate at full capacity from the motel at 1500 Regent Street. Cedar Place Women and Families Shelter starting to see increased occupancy. Samaritan Centre agencies offering take-out meals, showers, clothing, and laundry. The Supportive Isolation Shelter closed on July 31 with alternatives in place for assistance. Sudbury Arena open daily for access to washrooms, drinking water, clothing and dining.</p>
<p>SEPTEMBER 22, 2020 – COUNCIL</p>	<p>Off the Street shelter continues to operate at full capacity from the motel at 1500 Regent Street. Cedar Place Women and Families Shelter starting to see increased occupancy. Samaritan Centre agencies offering take-out meals, showers, clothing, and laundry. The Supportive Isolation Shelter closed on July 31 with alternatives in place for assistance. Sudbury Arena open daily for access to washrooms, drinking water, clothing, and dining.</p>

**OCTOBER 6, 2020
– [COUNCIL](#)
(CARRIED OVER
TO OCTOBER 20
MEETING)**

Off the Street shelter has relocated to its permanent location at 200 Larch Street effective September 30, 2020. Dividers and pods have been installed for infection prevention. Sudbury Arena drop in closed September 30, and the new Homelessness Network Day Centre opened daily for access to warm shelter, washrooms, drinking water, Wi-Fi, and client navigator services. Increased outreach services added to address increase in people living unsheltered in the community.

**NOVEMBER 24,
2020 – [COUNCIL](#)
(CARRIED OVER
TO DECEMBER
15 MEETING)**

Off the Street shelter is operating at full capacity at the permanent location of 200 Larch Street with physical distancing barriers in place. Cedar Place Women and Families Shelter continue to provide emergency shelter for women and families. Samaritan Centre agencies offering take-out meals, showers, clothing, laundry, and resource centre. Homelessness Network Day drop in Centre opened on October 1 to provide access to daytime warming centre and supports. The Community outreach team continues to provide in-person supports to persons experiencing homelessness outdoors. The YMCA Warming Centre opened on November 16 with access to snacks, coffee, and shower services. Sudbury Action Centre for Youth preparing to open an overnight warming centre for youth aged 16 to 24 years with an additional four emergency shelter beds for youth.

WARMING CENTRES – DAILY UTILIZATION DATA

