

Emergency Shelter System Review

March 18th, 2019



Ten Year Housing and Homelessness Plan (2013)



Identified priorities, objectives, and action items:

- ✓ Prioritize the most vulnerable
- ✓ Focus on permanent housing
- ✓ Ensure emergency shelters meet diverse range of needs
- ✓ Stop discharging people into homelessness
- ✓ Work over time to gradually retiring some of the capacity of the emergency shelters

2013- 2018 Accomplishments

- ✓ Implementation of Low Barrier Emergency Shelter Program
- ✓ Ongoing development of Housing First Program
- ✓ Investment in Homelessness Prevention Program
- ✓ Increased coordination and collaboration within homelessness serving system and other sectors (housing, mental health, addictions, healthcare, corrections)



Men's Emergency Shelter Program



Operated by the Salvation Army

Provides 22 beds for men aged 20 years and older

Located at the New Life Centre, 146 Larch St,
Sudbury

Open 24/7, 365 days a year

Provides beds, three meals, showers and connection
to housing supports

Women and Families Emergency Shelter Program - Cedar Place

Operated by the Salvation Army



Provides 26 beds for single women aged 20 years and older, and families with children

Located at 261 Cedar St, Sudbury (plus use of motel rooms)

Open 24/7, 365 days a year

Provides beds, three meals, showers and connection to housing supports



Youth Emergency Shelter Program - Foyer Notre Dame

Operated by L'association des jeunes
de la rue

Provides 16 beds for any gender youth
aged 16 to 19

Located at 307 Cedar St., Sudbury

Provides beds, three meals,
showers and connection to housing
supports



Off the Street Low Barrier Shelter

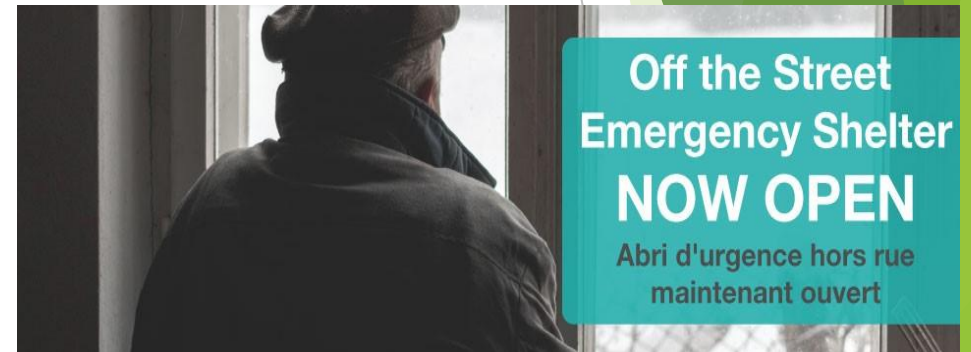
Operated by the Canadian Mental Health Association

Located at Christ the King Church (temporary location)
Future permanent location at 200 Larch St., Sudbury

Provides 30 cots for any gender aged 16 and older

Open November 1 to April 15 - Hours are 8:30 pm to 8:00 am

Provides cots, snacks, and connection to housing and other community support services



Emergency Shelter System Review



The goal of the program review:

- ▶ receive recommendations towards establishing a **modernized shelter system** with **equitable funding models** and core service levels that fits well with other community services within a **Housing First integrated system approach** to addressing homelessness

How was the Review Conducted?



- Data and background document review
- Best practices
- Interviews with City staff, shelter operators and other community partners
- Focus groups with shelter system consumers

Final Report



RECOMMENDED

Over 20 recommendations including:

1. Options for re-profiling the shelter system including equitable size and funding model
2. Developing diversion support
3. Developing core shelter standards
4. Implementing improved data and performance management

Recommendation #1

- ▶ Right size the shelter system - re-profile shelter bed allocation based on various recommended scenarios
- ▶ Implement an equitable funding model



Recommendation # 2

Implement and provide training on *Diversion*

Diversion is a strategy that helps people experiencing a housing crisis quickly identify and access safe alternatives to emergency shelter.



Recommendation #3

Develop *shelter standards* to fully define core services:

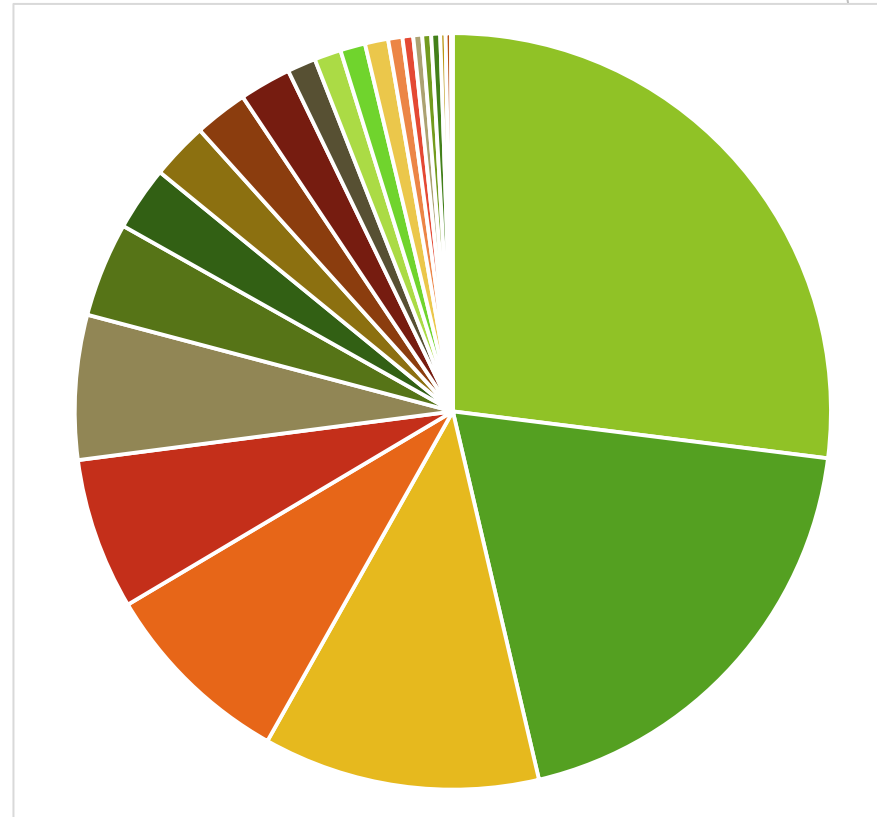
- ▶ Principles
- ▶ Roles, responsibilities
- ▶ Facility standards
- ▶ Access and customer service standards
- ▶ Staff qualifications and training
- ▶ Quality assurance measures
- ▶ Data collection and sharing
- ▶ Client specific requirements



Recommendation #4

Onboard HIFIS 4.0

Develop targets and
performance
measurements



Next Steps

Proceed with development and implementation of:

- Diversion program
- Core shelter standards
- Improved data collection and HIFIS 4
- Targets, outcomes, and performance measurements in line with funders



Next steps

- Undertake consultation with shelter services providers to determine a plan for re-profiling the shelter system
- Operational top up reserve of \$194,000 available to support service providers to transition to new organizational and funding model
- Bring a report back to the Community Services Committee by December 2019 detailing the transition plan for approval

