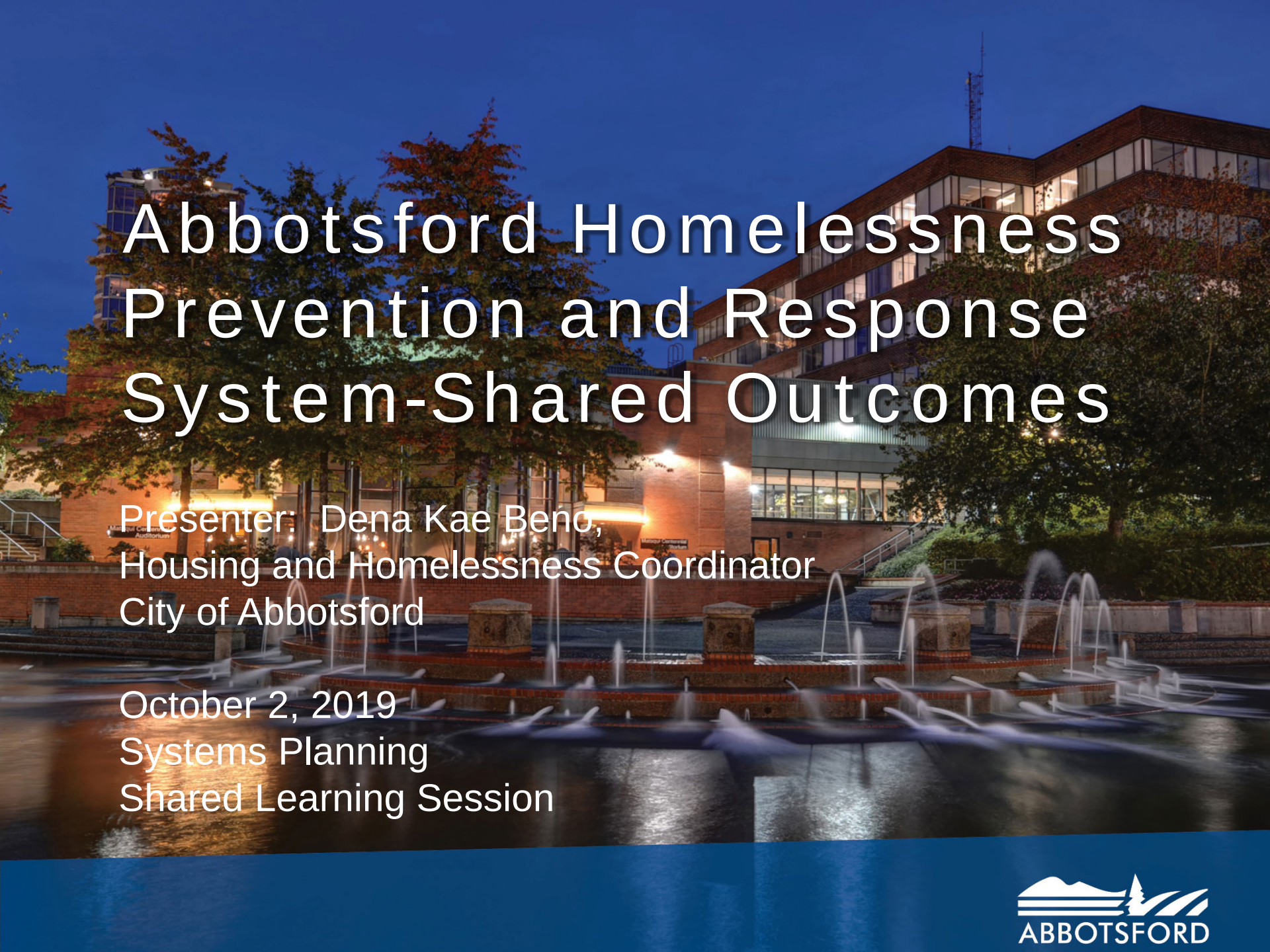


# Abbotsford Homelessness Prevention and Response System-Shared Outcomes

Presenter:  Dena Kae Beno,
Housing and Homelessness Coordinator
City of Abbotsford

October 2, 2019
Systems Planning
Shared Learning Session

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# Purpose of today's presentation

- To provide an overview of the Abbotsford Homelessness Prevention and Response System

- Discuss how we are mobilizing a Community Infrastructure approach to ensure personal and community-level outcomes

- Explore how the impacts of vulnerability in a community are multi-layered and complex and *how evidence-based data helps to unravel the complexities*.

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# Service Canada-Reaching Home




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# Service CA requirements

**What makes up a Community Progress Report?**

Communities will be asked to report publicly on progress in a new annual **Community Progress Report** that would include the following components:

***Annual Performance Outputs***:

Helps to inform homelessness across Canada and include inflow and outflow values (number of new and returning individuals assessed, number of individuals diverted and individuals that exited to housing).

The section would also allow communities to break down their homeless population by demographics (such as gender, ethno-cultural background, and age).

***Community-Wide Outcomes***:

- Support communities to monitor their progress toward achieving communitywide objectives.
- Articulates overall effectiveness of their system's response.
- Communities would be required to report annually on a set of core outcomes and associated indicators and offered the opportunity to include a narrative to contextualize their results.
- Beyond the mandatory outcomes, communities will have the opportunity to report on other outcomes to provide a fuller and more complete picture of their homelessness serving system.

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# Generating a local response




Collaborating with all levels of government, multi-sectors, community organizations, businesses, residents, faith community, and individuals with lived experience.

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# Mandates, Roles and Responsibility

- Senior government has the mandate for housing, health, and income assistance;

- Local government receives 8 cents on every tax dollar (cover services and leverage assets for community benefit); and

- Local government can convene stakeholders, inform local conditions, share/leverage resources, and advocate to Senior Government.

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# Background

- Fall 2014, City Council adopted the Homelessness in Abbotsford Action Plan and endorsed the formation of the Council appointed Homelessness Action Advisory Committee;

- May 2015, the City received $400,989 in Service Ca Contribution funding towards the research, development and launch of a Coordinated Intake and Referral model for individuals who are experiencing homelessness in Abbotsford to access housing and supports.

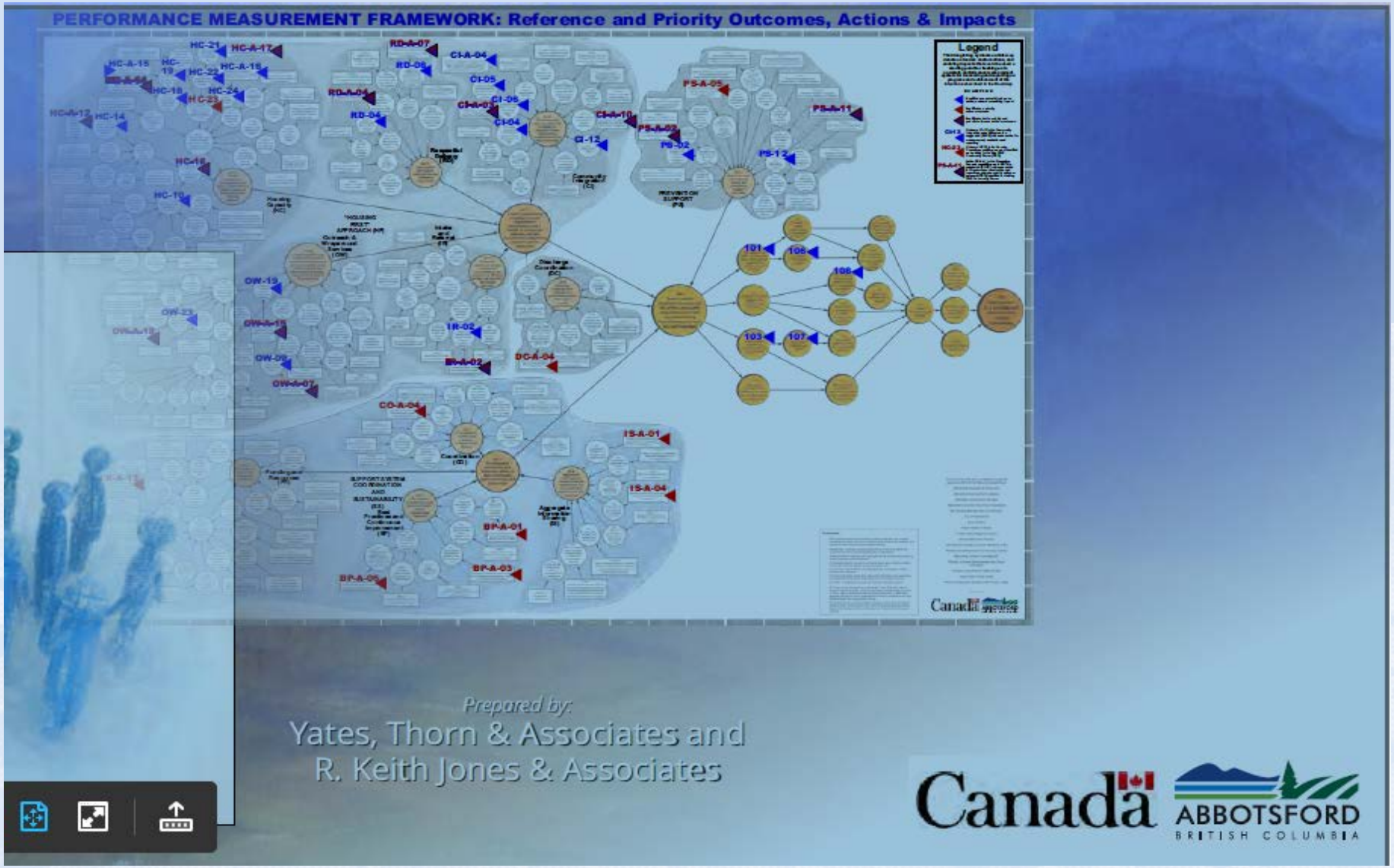
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# Methods employed

- Community-based action research (dual track);
- Collaborative mapping to identify key areas of focus, strengths, alignment of activities, priority actions, and outcomes;
- Utilized multi-stakeholder research design teams to develop a systems approach and CIR model

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# Collaborative Mapping



# Key Capability Areas emerged

1. Prevention support (upstream and diversion);

2. Discharge coordination (corrections, hospital, care);

3. Housing First approach (intake and referral, outreach/wrap-around supports, housing capacity, respectful delivery, community integration);

4. Support system coordination and sustainability (Coordination, funding and resources, best practices and continuous improvement, and aggregate information sharing)

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# Abbotsford Homelessness Prevention and Response System

The **AHPRS** was designed by cross-sectoral stakeholders to provide a coordinated, coherent, integrated and efficient approach to responding to and ending homelessness in Abbotsford.

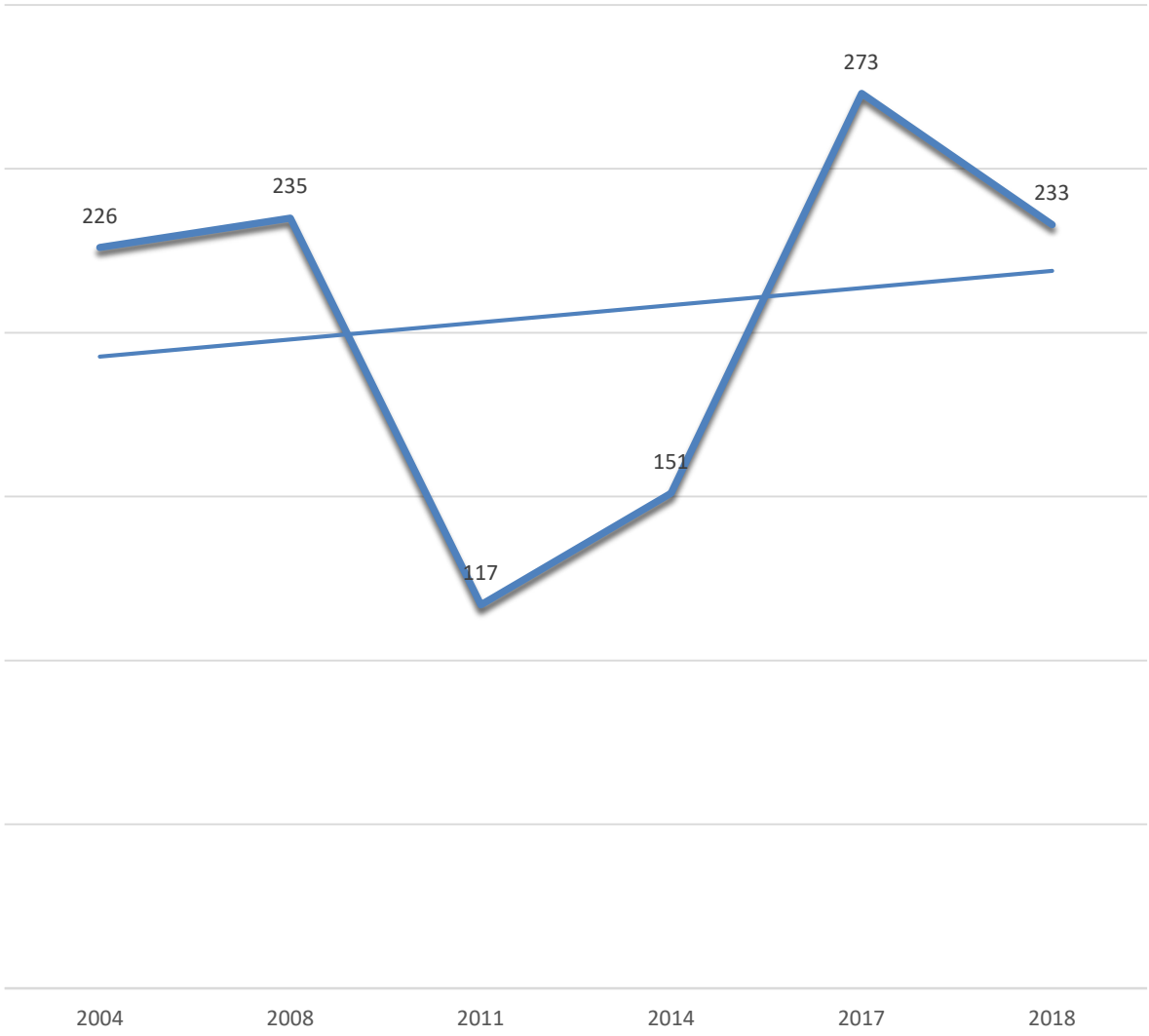
The result will be easier access to **housing and supports** that are best suited to an individual's goals and needs.

*Functional Zero Homelessness*




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**Abbotsford Homeless Count**
**Totals 2004-2017**

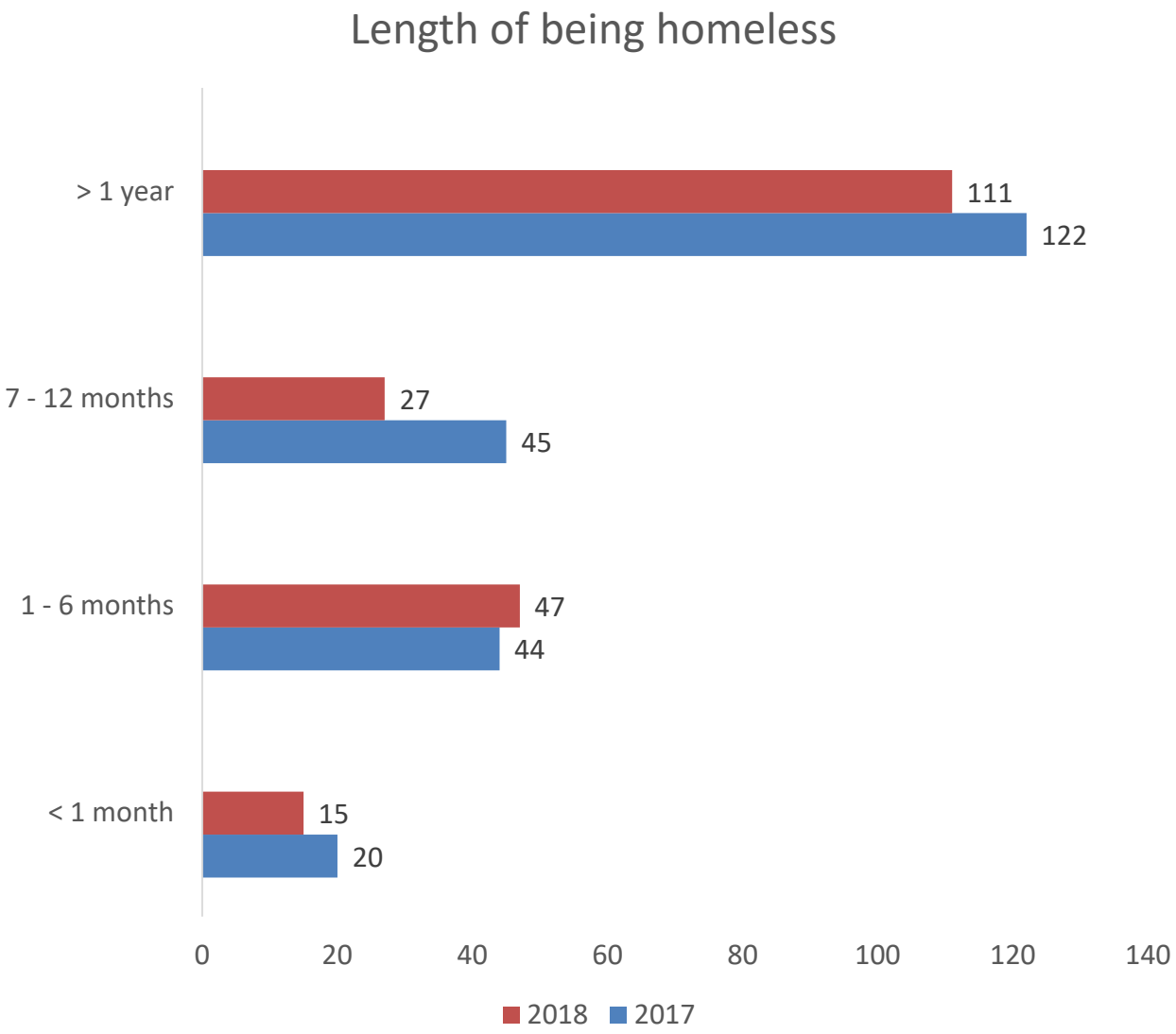


# Determining community need

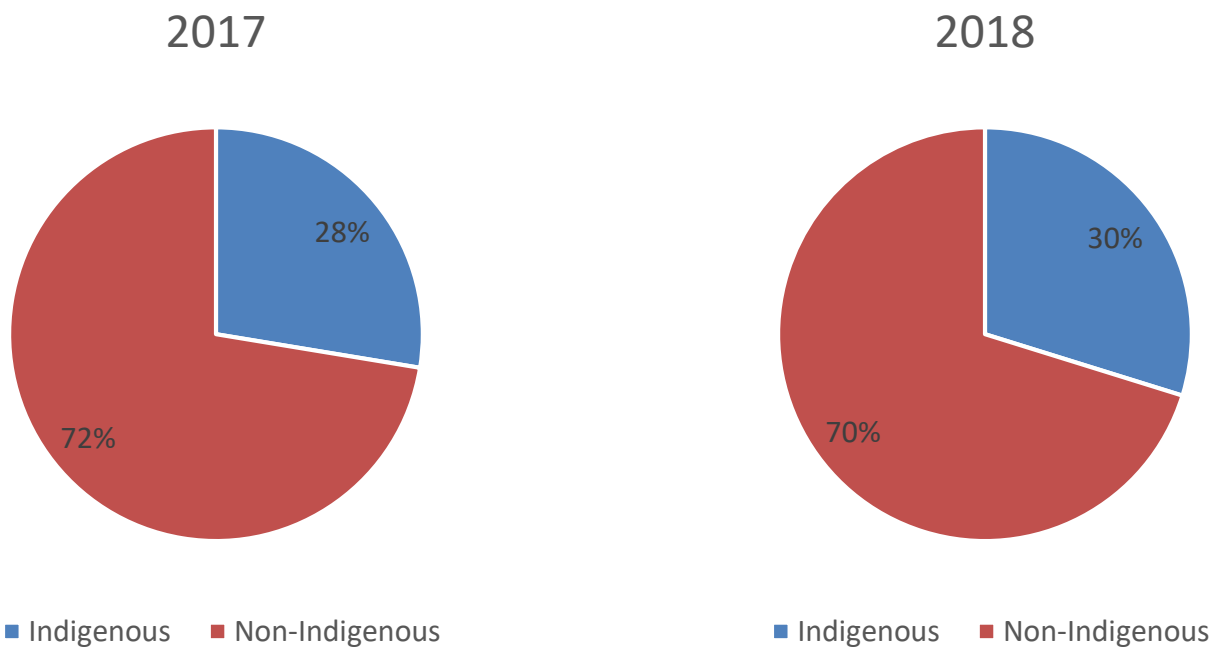
Point In Time Count is a survey of experience not a Census

- Individuals experiencing chronic homelessness;
- Largest percentage are between ages 40-59 years old;
- Gender:  65% male, 34% female, 1% bi/trans; and 7% other

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Length of being homeless
> 1 year
111
122
7 - 12 months
27
45
1 - 6 months
47
44
< 1 month
15
20
0
20
40
60
80
100
120
140
2018
2017

# Indigenous presence



# Performance Measurement

The Abbotsford Homelessness Prevention and Response System

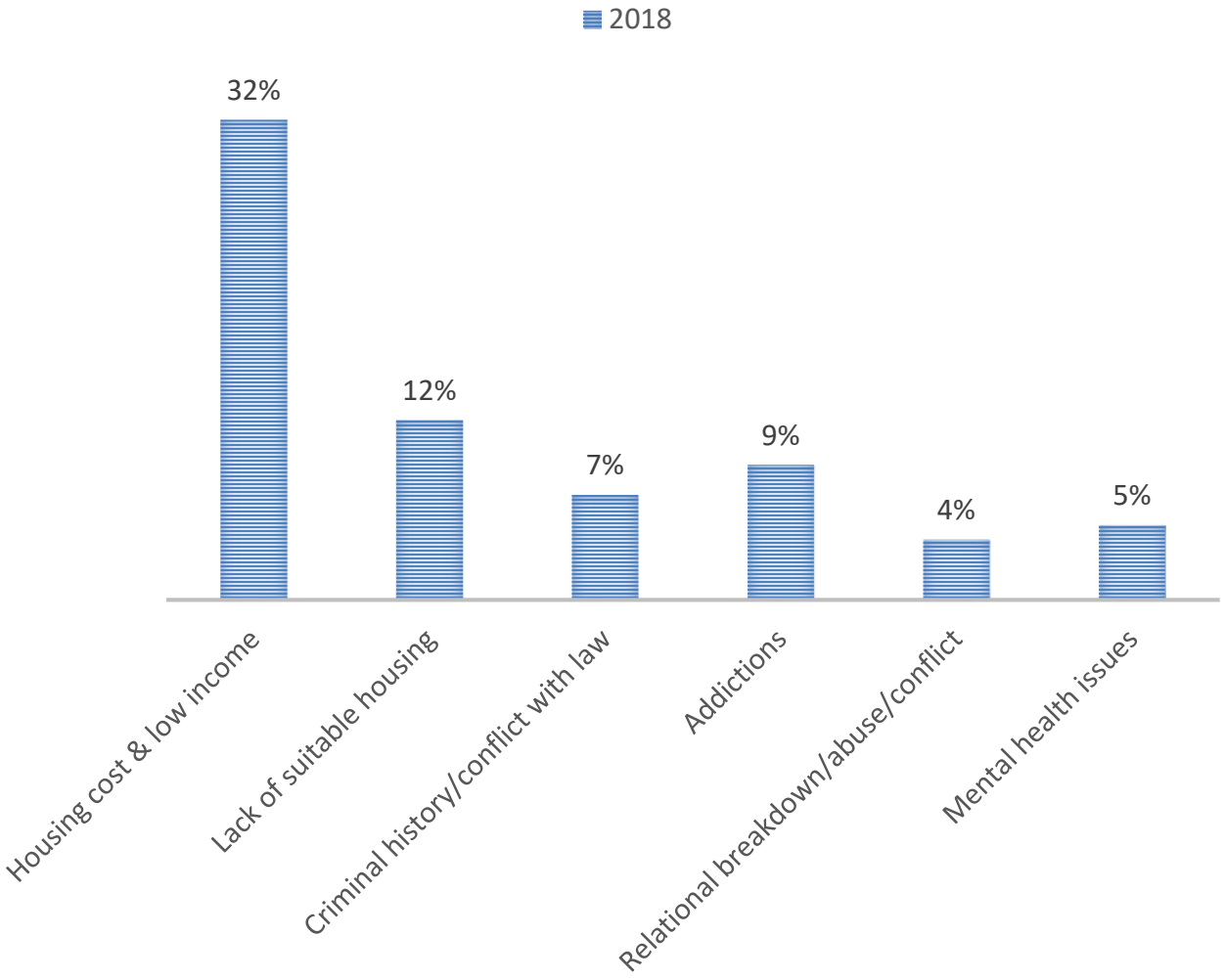
- Systems approach to support people who are either homeless or who are potentially homeless to be assisted on their journey toward being permanently housed.

- The focus is on work processes.

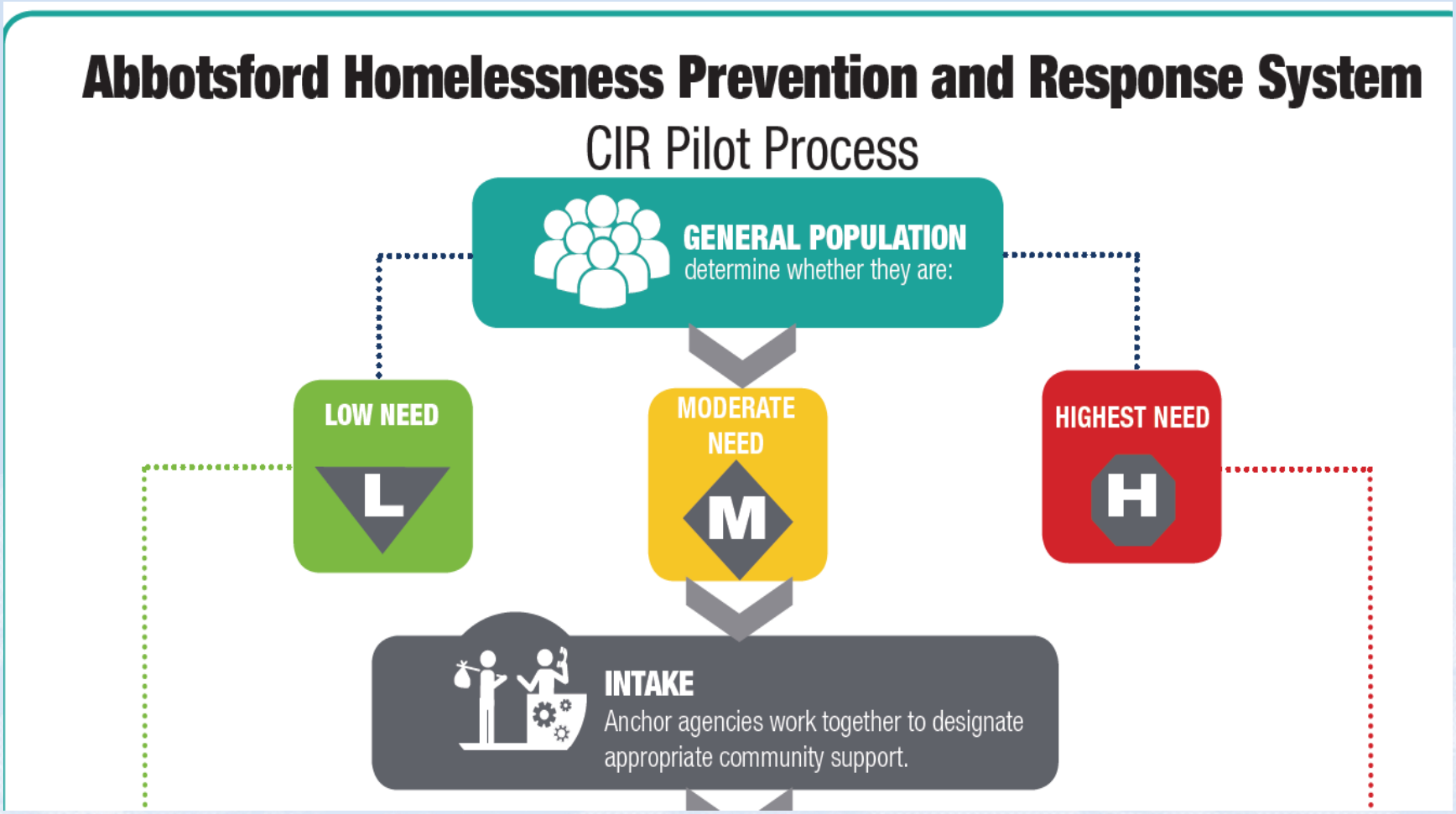
- Overall Strategic Impact: Abbotsford is a socially and economically vibrant community.

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# OBSTACLES TO HOUSING: 2018 PIT



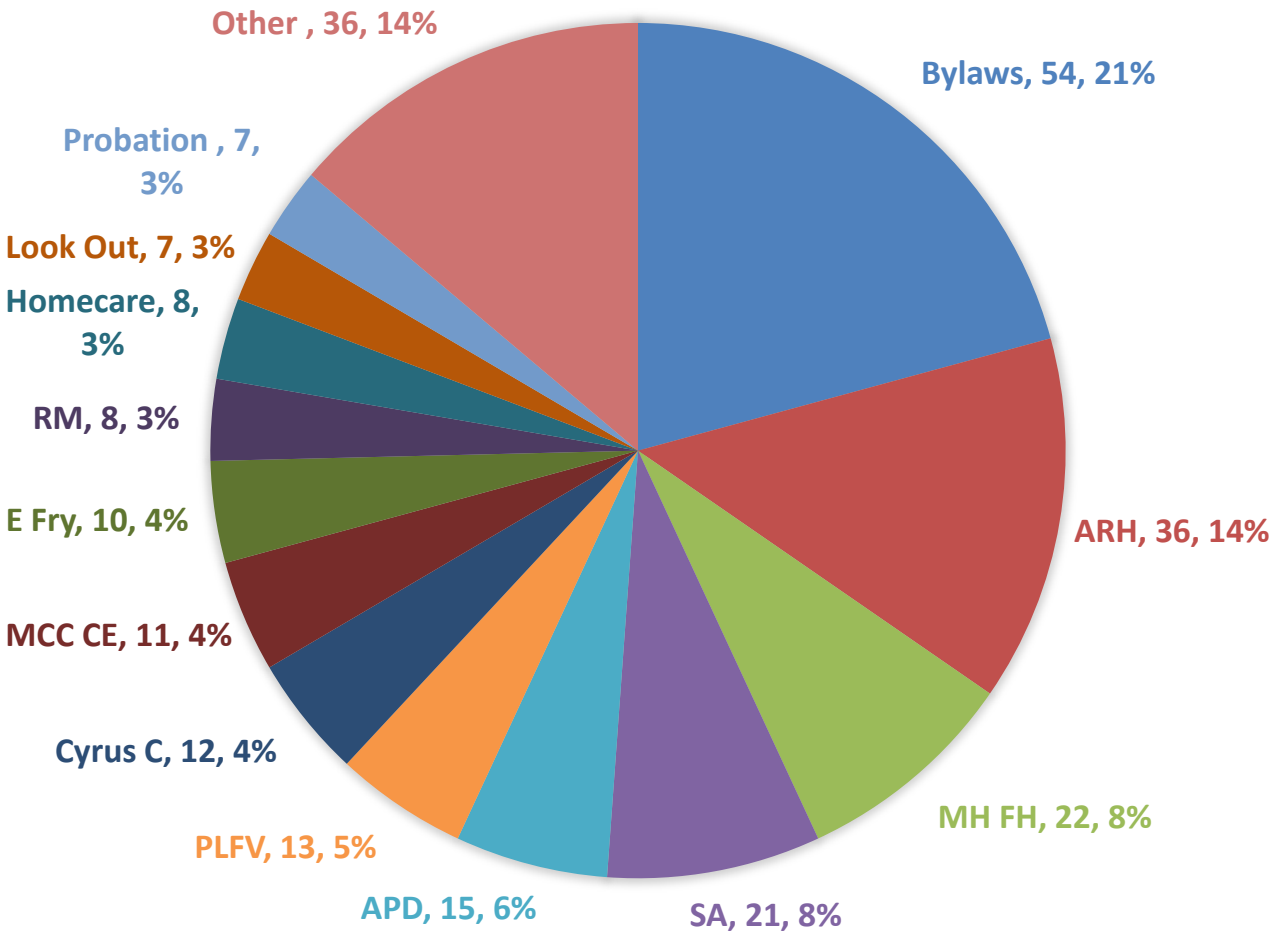
# Developing a systems approach



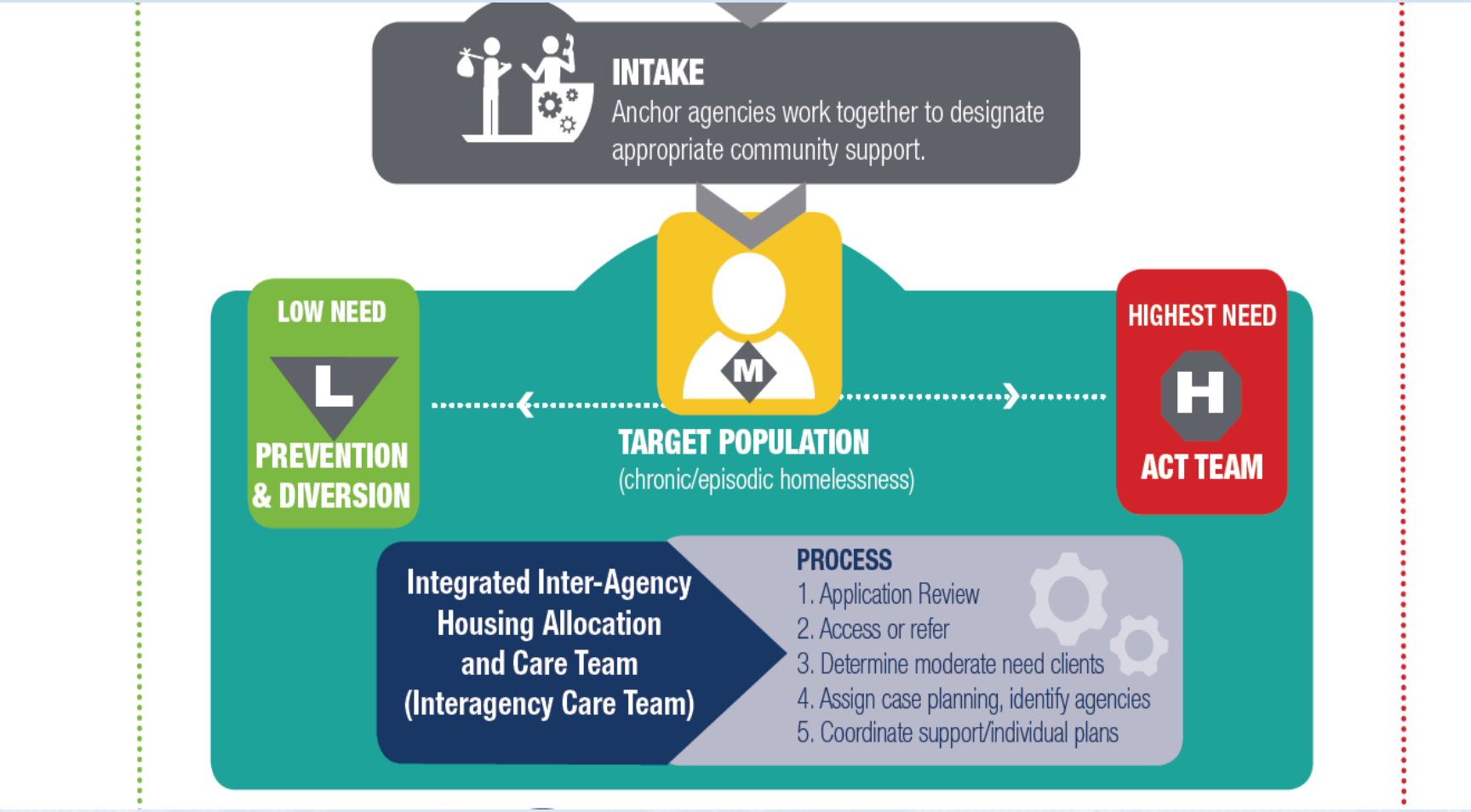

CIR pilot (September 1, 2017-September 30, 2019): 760 service requests, approximately

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# REFERRAL SOURCE



# Collaborative Teams emerge




Inter-Agency Care Team provides over 138 individuals with varying levels of shared care and an additional 57 individuals with intensive support.

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# AHRS – Structural Components

**Housing**

- Hearthstone- 30 units of self-contained supportive housing/20 units for men; 10 units for women and 60 Inter-generational rental uniuts
- **Housing w Abbotsford Rental Connect (240 service intakes and 47 households housed in a .2% rental vacancy rate**
- **Modular Housing Initiative (81 units)**
- BC Housing Social Registry
- AH development initiatives underway at various stages
- Affordable Housing Strategy update- currently underway
- Advocating to BC Housing for Rental Supplements and Housing Retention support



## HOUSING WITH ABBOTSFORD RENTAL CONNECT (HARC)

, community-based housing program that was developed by a roup of stakeholders as an integral piece of the Abbotsford revention and Homelessness Response System. The objective is o increase capacity of safe, affordable, and sustainable housing for nose who have become homeless or at risk of homelessness and o provide wraparound supports to foster social and economic nclusion that will ultimately maintain health and wellbeing of the articipants and contribute to a healthy community.

IARC is intended to support the workings of the Coordinated ntake and Referral initiative and can also be accessed through ommunity agencies and through self-referral.

**COMPONANTS OF HARC**

- INCREASE IN RENTAL UNITS
- LANDLORD REGISTRY
- FACILITATING LANDLORD-TENANT RELATIONSHIPS
- WRAPAROUND SUPPORTS FOR TENANTS
- HOUSING RETENTION

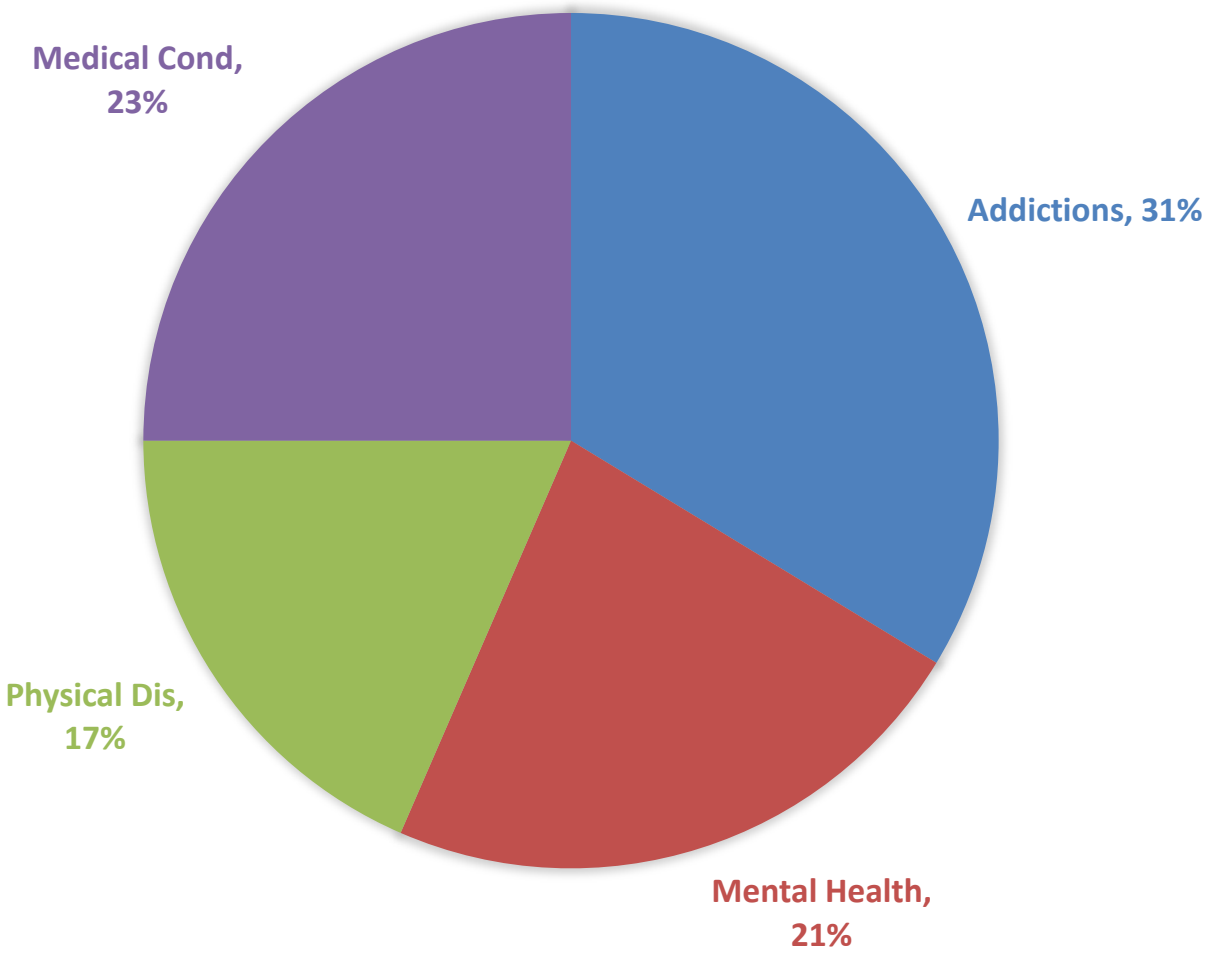
An overview of poverty and homelessness issues in Abbotsford and current rental market challenges

Diverse faces and experiences

Walk alongside each other in community

A Local Landlord Experience

# HEALTH ISSUES – 2018 PIT



# Abbotsford Community Hub Centre




A multi-agency access centre for housing, health care (primary care, mental health and substance use services, and public health), income assistance, essential services (shower, laundry, food, drop-in), and community integration supports (employment, vocational training), and a social service incubation space (for small start-up agencies).

- City Council appointed Homelessness Action Advisory Committee Technical Advisory and Peer Advisory co-researched and developed.
- Mobilized in partnership with the City, Fraser Health, Ministry of Social Development-Poverty Reduction, UFV, Hub Pharmacy, Dr. John Farley, Embers Staffing Solutions, Inasmuch Community Society, PLFV, and Healthy Aging Abb.
- Nominated for a BC Premier's Award for Strategic Partnerships

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# Community Infrastructure




Focusing on aligned activities, shared person-centered outcomes; which informs transformational systems change

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# Steps Towards Wellness

- *A female (30 years old) Inter-Agency Care Team participant, who had been experiencing homelessness, had no income assistance or other funding and was not receiving oversight to manage her mental illness.*
- Referral by Abbotsford Police Department

After a few hospital visits due to psychosis, she is now stable on medication, on disability assistance, maintaining housing, and has asked for help to enter treatment. "***Her family can't believe the amazing changes that have happened since she has joined the team"*** and she reports a high quality of life.

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# Doing Things Together

Another key component of the system is the agencies working and sharing together their frustrations, successes, stories, problematic situations and working together to generate collaborative wrap-around support solutions that benefit participants and the service agencies, too.

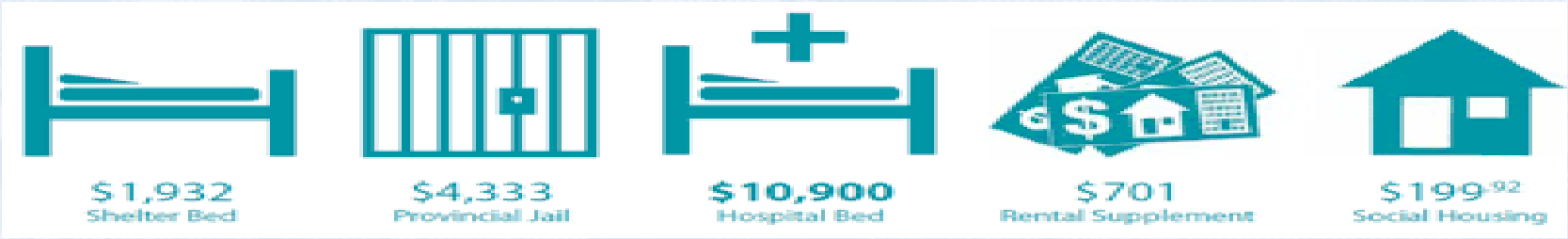
*Sharon Forbes, Intake Function Coordinator notes that she is observing that the community is taking steps towards wellness together. She continues to hear positive feedback that collaboration is now happening for the first time in Abbotsford. She relays that she is very proud to be stewarding this much appreciated shift in "our" the collective "our" supportive service delivery emerging model.*

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# Functional Zero Definition of Homelessness

**Functional Zero** is achieved when there are enough housing, services, and shelter beds for everyone who needs it.

- Emergency shelters are meant to be temporary and the goal is permanent housing.




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# Performance Measurement Framework

Provides a clear description of the where, when, what and how of measuring progress on the achievement of the actions and outcomes of the Abbotsford Strategy Road Map and Abbotsford Homelessness Prevention and Response System to:

1. Assess progress towards outcomes and goals;
2. Achieve agreed upon targets;
3. Ensure the System is effective;
4. Assess System and component effectiveness;
5. Support continuous improvement; and
6. Adjust resource allocations, timelines, and strategic interventions, as required.

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# Outcomes and Key Indicators

- The AHPRS has a set of shared outcomes to ensure the system is well-coordinated, high functioning and sustainable;

- The AHPRS components have key performance indicators and utilize shared measurement and evaluation matrix (e.g. FHA, BC Housing, and WHO-quality of Life);

- Shared funding applications provide reference to shared outcomes and key indicators and projects are monitored, evaluated and reported back to funders with these measures;

- Shifts work from singular agency inputs/outputs to shared, client-centered outcomes.

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# Community Outcomes

| Component | 2014 | 2019 |
|---|---|---|
| **Shelter** (year round, temporary, and extreme weather) | 26 beds<br>40 mats, approximately | 46 year-round beds; 45 TWS<br>80 EWR mats, appx. |
| **Supported housing**<br><br>***at various stages of planning and approval | 101 units (for specialized population need) | 101 units, existing; +4 projects*<br>+(30 units of supported housing)<br>+(81 units of modular housing)<br>+(60 units of rental housing)<br>TOTAL: 272 Units |
| **Coordinated Intake and Referral** | Not available | *Sept 1, 2017-Sept 30, 2019*<br>Received and supported 780 referrals for support, appx. |
| **Inter-Agency Care Team** | IACT- Not available<br>(One Outreach-Salvation Army) | IACT-139 varying levels of support; 57 intensive support<br>+ACT Team (addition); MSD; and 5 Outreach Agencies |
| **Housing with Abbotsford Rental Connect (HARC)** | Not available | Launched May 2018, intake of 240 pre-screened participants, and 47 households housed, appx. |

# Progress Underway

| Initiative | Status |
|---|---|
| **Abbotsford Community Hub Centre** | Integrated Court/Court Approved Hub Services with a focus on discharge coordination, health and wellness, stabilization and community integration - Embedding a restorative and reconciliatory practice lens |
| **Virtual Platform-Digital Equity Strategy and Performance Measurement** | HelpSeeker Abbotsford development, underway; Real-time data platforms, Performance Measurement; ACF Vital Signs alignment |
| **Community of Integrated Practice** | Curriculum (UFV-COA), Abbotsford Stories Project (a Series of 4 videos); Lower Mainland Regional Housing Forum (Oct 2019), On-going sessions |
| **Mobilizing a Healthy City Strategy-Community Infrastructure build-out** | Service Canada-Designated Community Status; Affordable Housing, Poverty Reduction, Child Care, and Food Security |

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# Emerging Systems Outcomes

***Creating a healthy and vibrant community infrastructure***

1. System integration and community infrastructure approach is key;
2. Cultural transformation is fundamental to systems work;
3. A coordinated entry point has strengthened all components of the AHPRS;
4. Intentional, on-going collaboration and capacity building is essential to develop and sustain systems continuity and effective outcomes; and
5. Sustainable funding and enhanced understanding of the value of systems-based funding is essential (*beyond pilot project or time-limited funding*)

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# AHPRS

- https://www.abbotsford.ca/community/housing_and_homelessness.htm

At the heart of the system, it's about the person, it's about generating a pathway for transition, and stability for individuals to thrive.

- https://vimeo.com/296716438/dc210fe92b

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