

# Reaching Home:

## Windsor Essex Homelessness Plan

2019 – 2024

**Note:**

All communities receiving funding from Designated Communities stream are required to use this template in order to complete the community plan under Reaching Home. In completing this template, communities are encouraged to develop comprehensive community plans that reflect the contributions of all funding partners, including other orders of governments, not-for-profit organizations, and the for-profit sector.

Please note that in communities that receive funding from both the Designated Communities and Indigenous Homelessness streams, cross-stream collaboration is expected to promote the adoption of a community-wide planning process and support the achievement of community-level outcomes reflecting the needs of the whole community. To support communities in completing their community plans, a Reference Guide has been developed. It is recommended that this be reviewed prior to completing your community's homelessness plan to ensure understanding of the requirements and completeness.

The Community Plan for Reaching Home must be approved by the Community Advisory Board (CAB) of the Designated Community before it is submitted to Service Canada. If your community is developing a joint plan with the Indigenous Community Entity, both Community Advisory Boards must approve the community plan.

In addition to the core requirements provided in this template, communities may also wish to include other components that provide insight into the community's housing and homelessness context or contribute to community-level homelessness challenges, such as a map of the community's current homelessness services and/or gaps in homelessness services or infrastructure (e.g. housing stock). Communities have full flexibility in drafting these sections.

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## 1. Community Engagement

*Please identify the steps taken to engage your community stakeholders in developing this plan.<sup>1</sup>*

As part of the Province of Ontario's Legislated 5 year Review of the 10 Year Housing and Homelessness Master Plan the City of Windsor retained Vink Consulting to update its Housing and Homelessness Plan. The following community consultations occurred between January and February 2019 to obtain comprehensive feedback as it related to housing and homelessness. During the consultations, there was representation from local government, non-profit organizations, private sector, property owners and Indigenous service providers. In total, 90 participants attended a workshop, 27 people participated in lived experience focus groups, 108 stakeholders attended various small group discussions, 3 questionnaires were conducted with Members of Council, 4 service providers participated in a telephone survey and 1,449 online surveys were completed by members of the public.

## 2. Investment Plan

*In the table below, please outline your planned allocation of Reaching Home funding (including funding from the Designated Community stream and Community Capacity and Innovation stream) from 2019-24 by investment area. Please note that it is acceptable that your community's funding priorities change over time. This investment plan is to demonstrate that your community has a vision moving forward for the allocation of Reaching Home funding. An example has been included in the Community Plan Reference Guide.*

2019-2020 has been treated as a Transition Year. A Request for Proposals (RFP) will be issued in the fall 2019 to determine the sub-projects and investments for fiscal years 2020 – 2024.

\$718,944 in Fiscal Year 2019/2020

\$706,444 in Fiscal Year 2020/2021

\$860,001 in Fiscal Year 2021/2022

\$853,851 in Fiscal Year 2022/2023

\$853,851 in Fiscal Year 2023/2024

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<sup>1</sup> Engagement with local Indigenous organizations, and the Indigenous Community Entity and Community Advisory Board is expected in the development of this community plan.

	2019-20	2020-21	2021-22	2022-23	2023-24
<b>Housing Services</b>	22%	22%	22%	22%	22%
<b>Prevention and shelter diversion</b>	10%	10%	10%	10%	10%
<b>Support Services</b>	18%	18%	18%	18%	18%
<b>Capital Investments</b>	0%	0%	0%	0%	0%
<b>Coordination of Resources and Data Collection</b>	37%	37%	37%	37%	37%
<b>Administration</b>	13%	13%	13%	13%	13%
<b>TOTAL</b>	100%	100%	100%	100%	100%

\*Note: Above percentages for 2020-2024 are subject to change as a result of the 2020-2024 RFP outcome.

### 3. Cost-Matching Requirement

*In the table below, please outline all funding for homelessness initiatives your community plans to receive from external partners from 2019 to 2024. This includes both financial and in-kind contributions. If your anticipated community contributions do not project to cost-match funding from both the Designated Community stream and Community Capacity and Innovation stream for each year, explain the circumstances below the table and include a description of the steps you will take to meet the requirement. An example has been included in the Community Plan Reference Guide.*

## Projected External Funding towards Homelessness Initiatives

Funder	2019-20	2020-21	2021-22	2022-23	2023-24	2019 - 24
Province of Ontario – Community Homelessness Prevention Initiative (CHPI)*	\$10,166,257	\$10,703,752	\$10,703,752			\$31,573,761
Various streams of Rent Subsidy Province of Ontario Investment in Affordable Housing; Social Infrastructure Fund – Investment in Affordable Housing; Ontario Priorities Housing Initiative	\$1,051,310	\$1,051,310	\$1,051,310	\$1,051,310	\$1,051,310	\$5,256,550
City of Windsor*	\$962,994					\$962,994
County of Essex*	\$448,640					\$448,640
Assisted Living Southwestern Ontario (ALSO)	\$440,000	\$440,000	\$440,000	\$440,000	\$440,000	\$2,200,000
Canadian Mental Health Assn Windsor Essex County Branch (CMHA-WECEB)	\$1,126,745	\$1,126,745	\$1,126,745	\$1,126,745	\$1,126,745	\$5,633,725
<b>TOTAL</b>	<b>\$14,195,946</b>	<b>\$13,321,807</b>	<b>\$13,321,807</b>	<b>\$2,618,055</b>	<b>\$2,618,055</b>	<b>\$46,075,670</b>

\* NOTE 1: regarding the Province of Ontario's CHPI allocation, we have received confirmation by letter what Windsor can anticipate for the 2020-2022 fiscal years; however no contribution agreement has been signed to date. Allocations post 2022 are unknown, however there is a commitment that should CHPI funding continue that the City would continue to use those dollars to support homelessness services and supports if eligible.

\* NOTE 2: regarding the City of Windsor and County of Essex amounts, these amounts are subject to approval in the annual operating budgets for the respective Councils, any amounts received will go towards preventing and ending homelessness.

\*Note 3: In-kind contributions from ALSO and CMHA are community contributions towards preventing and ending homelessness through the mandate of the respective organizations and sector funders and cannot be redirected or repurposed.

#### **4. Coordinated Access**

*Please discuss the steps you will take to implement a coordinated access system in your community. If your community has a coordinated access system in place, please describe how it presently functions. Note: Please also ensure you discuss how Indigenous Organizations have been engaged on the design of Coordinated Access, or how they will be engaged.*

In 2017, the City of Windsor as the lead organization, along with a small group of representatives from community agencies including Family Services Windsor-Essex, Housing Information Services Windsor Essex County, Can Am Indian Friendship Centre, and Homeless Coalition Windsor Essex County participated in the Built for Zero Collaborative in partnership with the Canadian Alliance to End Homelessness' 20K Homes Campaign. Indigenous representation and input was provided by Can Am Indian Friendship Centre throughout the process as part of the team who worked collaboratively to provide input into the development of the framework and policies and procedures created on the By-Names Prioritized List (BNPL).

The By-Names Prioritized List Process Guide was developed throughout 2017 and provides the framework for the operationalization of the BNPL. The guide serves as the governing document that directs the BNPL process in Windsor Essex and includes:

- Background information on the development of the BNPL;
- Detailed information of the different ways people can access the BNPL;
- A framework for BNPL maintenance; and
- How staff maintaining / managing the BNPL are held accountable.

The BNPL was implemented in May 2018. The City of Windsor is the lead organization responsible for the development, implementation and coordination of the BNPL in consultation with community stakeholders, persons with lived experience, and the Windsor Essex Community Advisory Board.

The BNPL is a living tracking tool, with a single entry point, maintained by the City of Windsor that is used by the community to access supports and services provided by a variety of community stakeholders in order to effectively respond to people experiencing homelessness in Windsor and Essex County.

The BNPL Community Table is a community group comprised of community stakeholders that have entered into a Memorandum of Understanding with the City and meet on a regular weekly basis to assess available supports and services, problem-solve systemic barriers to accessing supports and services, and determine when a support and/or service is available for a program match.

In order to participate on the BNPL Community Table, each member will be required to sign the *BNPL Community Table and Workbook Oath of Confidentiality Form* as well as each participating agency will be required to sign a *Memorandum of Understanding* with the City of Windsor. The Memorandum of Understanding outlines the purpose, roles and responsibilities as well as grounds for termination under the agreement.

The BNPL is currently maintained in a secure Excel database managed by the BNPL Program Developer, who is a staff of the City of Windsor and reports to the Coordinator, Housing Administration and Development who is responsible for the oversight of the By-Names Prioritized List initiative.

All BNPL information accessed or viewed is to be treated as confidential in written, electronic, printed, and all other forms. The City of Windsor will designate who will have access to modify and share the BNPL workbook.

The BNPL Program Developer will be responsible for updating information in the BNPL in real time. BNPL Community Table members and/or community partners can provide updated information by completing the *BNPL Addition/Update and Consent Form*.

Any concerns regarding the BNPL, can be submitted in writing to the Coordinator, Housing Administration & Development at the City of Windsor at [sshousing@citywindsor.ca](mailto:sshousing@citywindsor.ca).

What is a By-Names Prioritized List (BNPL)?

A By-Names Prioritized List is a real-time list of all people experiencing homelessness in a community. It includes a robust set of data points that support coordinated access and prioritization at a household level and an understanding of homeless inflow and outflow at a system level. This real-time actionable data supports triage to services, system performance evaluation and advocacy for the policies and resources necessary to end homelessness.

The BNPL uses a systems improvement approach to ending chronic homelessness, based on evidence and best practices. Traditionally supports and services are offered on a first-come first-serve basis; in contrast, the BNPL prioritizes persons and families based on level of need using a single, standardized process and a common triage tool. As of August 2019, over 27 agencies throughout Windsor Essex are currently participating in the BNPL and attend weekly case conference meetings to identify and match resources to eligible active households.

The Windsor Essex By-Names Prioritized List is Windsor Essex's centralized list to prioritize supports and services for people experiencing long-term or chronic homelessness and is a living tracking tool, with a single entry point, maintained by the City of Windsor that is used by the community to access supports and services provided by a variety of community stakeholders in order to effectively respond to people experiencing homelessness in Windsor and Essex County.

### Why Have a By-Names Prioritized List?

With improved coordination and efficient intake practices, people experiencing homelessness will be able to access appropriate supports and services more quickly. The BNPL process is grounded in the principles and goals of the Windsor Essex 10-Year Housing and Homelessness Plan and based on Housing First principles.

Information maintained in the BNPL serves six main purposes:

- 1) To know people experiencing homelessness by name and understand their housing and support needs;
- 2) To prioritize offers of supports and services based on depth of need through the BNPL;
- 3) To monitor progress towards functionally ending homelessness;
- 4) To inform continuous improvement, and to understand gaps and system pressure points;
- 5) To ensure accountability of program outcomes to funders; and
- 6) To clearly demonstrate what resources are needed in order to functionally end homelessness in our community.

The BNPL will support Windsor Essex to track the trends of households entering and exiting homelessness and matches the most vulnerable people in our community with supports and services that are most appropriate for that person, at that time. The BNPL will give community agencies the ability to provide supports and services more effectively and efficiently by implementing a system wide entry point through coordinated access and common assessment for people experiencing homelessness with triaging to appropriate supports and services; offering appropriate supports and services based on prioritizing factors; and developing greater coordination within the sector.

Essentially, without reliable system level data obtained through Coordinated Access, our community is unable to understand where Windsor Essex is relative to the goal of ending homelessness; advocate or allocate resources based on data; make projections or set meaningful reduction goals; and know what is or is not working in the community.

In addition, without person-specific data we are unable to:

- De-duplicate aggregate level data;

- Operate an effective coordinated access system;
- Have a complete understanding of who is out there, and where to find them;
- House people as quickly as possible based on local priorities; and
- Quantify exactly what housing resources are needed to end homelessness for every person in Windsor Essex.

The By-Names Prioritized List launched in May 2018. To date, 27+ organizations and approximately 300 staff are participating and/or have been trained in the By-Names Prioritized List (BNPL) processes and VI-SPDAT which is the triage tool chosen by the community. The BNPL is hosted by the City of Windsor in an excel workbook. The BNPL prioritizes persons for services and supports through a series of vulnerability indicators. The BNPL processes are continuously improved based on feedback from stakeholders and persons with lived experience.

The City of Windsor is planning to implement HIFIS 4.0 and use the BNPL module within HIFIS, once available and stable to increase efficiency and data reliability within the community.

## 5. Community-Wide Outcomes

*If you would like your community to measure progress on additional outcomes beyond the federally mandated outcomes, please identify those outcomes. Please provide your proposed indicators, targets, and methodology for each of the additional identified outcomes.*

Target	Indicator	Data Source
By 2021 people seeking emergency shelter will be assessed to determine if existing and appropriate supports and housing options are available and if so, they will be diverted from entering emergency shelter	% of people seeking shelter who are connected to prevention supports, and remain housed at 6 months	HIFIS or other reporting tool
By 2023, implement cross sectoral protocol to coordinate discharge planning	Completion of cross sectoral protocol to coordinate discharge planning	City of Windsor
By 2028, 50% of people experiencing homelessness leaving institutions will be	% of people experiencing homelessness discharged into homelessness from	HIFIS or other reporting tool Other sector data By-Names Prioritized List

discharged into appropriate housing	incarceration, hospital, child welfare, etc.	
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## 6. Official Language Minority Communities

*The Government of Canada has a responsibility under the Official Languages Act to ensure that programs and services meet the needs of [Official Language Minority Communities \(OLMCs\)](#). Please describe the steps that you will take to ensure that the services funded under the Reaching Home take the needs of the [OLMCs](#) into consideration where applicable.*

The City of Windsor is committed to ensuring that we address the needs of homeless persons in both official languages. Sub-projects have historically been able to offer services in the minority official language within their organization, and in instances where a sub-project has not had a minority language staff present, they are encouraged to use the translation services available through the Language Line or interpretation services through partnering agencies. As current sub-projects also receive provincial funding, they are contractually obligated to provide services in both official languages.

We will also include a clause in all sub-projects agreements to ensure that service providers are prepared to offer services in the minority official language, should there be a request.

We will also continue to monitor the demand for services in the official minority language on an ongoing basis so that a right mix of sub-projects is in place to support the OLMCs.

Note: ESDC has removed all personal and identifying information for members of the Community Advisory Board(s) from this document. To validate or change this information, please contact your Service Canada representative.

