

# Reaching Home:

## Peterborough's 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.

## Table of Contents

1. Community Engagement.....	3
2. Investment Plan.....	5
3. Cost-Matching Requirement.....	6
4. Coordinated Access .....	7
5. Community-Wide Outcomes .....	8
6. Official Languages Minority Communities .....	9

## 1. Community Engagement

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

The United Way Peterborough & District (UWP) as the Community Entity (CE) for Peterborough worked with the Community Advisory Board (CAB) to ensure sound understanding of the new Reaching Home directives. The new directives, terms and conditions and the new baseline targets set out by Reaching Home were discussed at length in a CAB meeting in May 2019. The City of Peterborough was decided to be the most knowledgeable to partner with to compile the information necessary to complete the Peterborough Community Plan. The City of Peterborough had already engaged the community through multiple surveys and consultations during our 10 Year Housing and Homelessness Plans from August 2018-December 2018. Those public consultations included input regarding:

- What is needed for successful housing in Peterborough
- Feedback on local challenges to finding and keeping housing in our community
- Meaningful housing priorities
- Innovative housing solutions and approaches.

There have been additional meetings between key partners, the Built for Zero Home Team community agencies and with the City's Program Manager to discuss the continued implementation of the Coordinated Access System to ensure that they meet the Reaching Home Directives.

Community consultations included the following responses and information:

576 community members provided feedback through recent consultations. 86 were online surveys and 333 were in-person surveys. 72 were in group consultation and 85 were through the Community Well-being Plan consultation.

Survey participants were from community barbeques, multiple foodbanks, community celebrations, community meetings, online, friendship centres and multiple others.

Consultation sessions were also held, and surveys were completed.

The City also gathered voluntary demographic data on the individuals who completed the surveys / consultations.

They got 203 responses. Note that it is possible that one respondent identified multiple answers for one question. The data included 319 respondents that reported having low income or struggling with housing cost. There were 42 individuals that identified as indigenous, 44 from the LGBTQ2S community, 112 with mental health concerns, 67 who struggled with substance abuse / addiction. 81 people stated that they have a

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physical disability, 91 indicated that they are or were homeless. Multiple other factors were shared.

There are only a few indigenous community and service providers here in Peterborough, they do not have the capacity to sit at every community table. They are involved in multiple ways, during the 2018 Point In Time Count they created indigenous welcome kits that included a backpack with indigenous specific resources material and medicine bundles, to be handed out to individuals who identified as indigenous. The city has contracted with the Nogojiwanong Friendship center's Executive Director to provide cultural competency training for the staff of the CE and all front-line staff involved with the homeless.

As of November 2019, Peterborough met the Built for Zero scorecard criteria and confirmed a Quality By Name Priority List, we will then be able to competently work with individuals and connect them to culturally appropriate supports.

## 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.*

### Reaching Home Annual Allocation

2019-2020: \$306,181  
 2020-2021: \$296,181  
 2021-2022: \$348,841  
 2022-2023: \$344,341  
 2023-2024: \$344,341

	2019-20	2020-21	2021-22	2022-23	2023-24
<b>Housing Services</b>	20%	21%	21%	23%	23%
<b>Prevention and shelter diversion</b>	0	21%	21%	22%	22%
<b>Support Services</b>	37%	21%	21%	23%	23%
<b>Capital Investments</b>	0	0	0	0	0
<b>Coordination of Resources and Data Collection</b>	28%	22%	22%	17%	18%
<b>Administration</b>	15%	15%	15%	15%	14%
<b>TOTAL</b>	100%	100%	100%	100%	100%

Our community recognizes that Reaching Home is a service-based program and will not be pursuing capital projects. We will be using our funding towards Housing services, Prevention and shelter diversion and Support services. Our Community Capacity and Innovation (CCI) stream funding will be used towards Coordination of resources and data collection, in addition we will be using a portion of our annual allocation to support the Point-in-Time (PIT) count. The dollars listed in 2019-20 above are based on the year’s actual allocation. The additional four years are split evenly amongst Housing services, Prevention and shelter diversion and Support services. The current year 2019-20 marked the final year of our current commitments. An open community Request for Proposals will be issued shortly.



#### 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.*

A decentralized Coordinated Access System has been implemented in Peterborough since April 2019 in an effort to end chronic homelessness by 2025. The Coordinated Access System (CAS) has been developed as a community-led initiative and strategy to match individuals and families experiencing homelessness to appropriate housing and support resources based on their level of need.

Since April 2017, Peterborough has been utilizing the Homeless Individuals and Families Information System (HIFIS) as the Homelessness Management Information System to streamline and understand the real-time data about the state of homelessness in the community. All of the Community Access Points practice a Housing First approach and complete either the Vulnerability Index-Service Prioritization Decision Assistance Tool (VI-SPDAT) or full SPDAT assessments with individuals who present as homeless. Once the assessments are completed and necessary information gathered, individuals are added to the By Name Priority List (BNPL). The BNPL is an up-to-date, real-time list of everyone in the community who is experiencing homelessness and their level of need. The list is prioritized by a list of criteria determined by a group of homelessness response organizations, ensuring that the most vulnerable individuals are prioritized for supports and services first. There are specifically designated supports and services to match varying acuity levels of individuals on the BNPL.

The information collected through our Coordinated Access System will be used to:

- Identify and know everyone in the community who is experiencing homelessness;
- Better understand the needs of those experiencing homelessness;
- Evaluate and improve existing programs and services; and
- Advocate for system level changes related to housing and poverty.

The Coordinated Access System in Peterborough is guided by a list of policies, processes and procedures outlined in the Peterborough Coordinated Access System Guide where more specific information can be found. [The Peterborough CAS Guide](#) was developed with consultation of homelessness response organizations in the community and incorporates best practices as outlined by Built for Zero-Canada.

The City of Peterborough has staff dedicated to Coordinated Access, the By Name Priority List and data collection, the city is responsible for the operation of the data system and data sharing. The city is the coordinator for the Built for Zero group, there is representation from the United Way/CE, the City of Peterborough, Four Counties Addiction Services, Brock Mission and Yes Shelter for Youth and Families. They meet bi-weekly, and actively participate in learning sessions through regular consultation with a Built for Zero Canada Improvement Advisor. They ensure that the quarterly By Name Priority List and Coordinated Access score cards are met.

The Nogojiwanong Friendship Centre has been involved in different ways in our Coordinated Access System design and implementation. Some of their staff had been trained in CAS and participate in our Homelessness Coordinated Response Team (a bi-weekly case conferencing mechanism for individuals experiencing homelessness). Their Executive Director is a sitting member of the CAB and the Ending Homelessness Working Group, a sub-group of our Housing and Homelessness Steering Committee which helps guide and support the implementation of the CAS. In addition, the Nogojiwanong Friendship Centre provides Cultural Competency Training to community agencies who participate in CAS. Finally, they are a location for our PiT enumeration. The City of Peterborough is hoping to explore different opportunities to continue to engage Nogojiwanong Friendship Centre in the continued improvements to our CAS to ensure that we are capturing an Indigenous lens to our system.

Coordinated Access for Peterborough covers the City and County of Peterborough.

## **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.*

- To reduce chronic homelessness to zero by 2025
- Priority populations include youth under 24 and seniors over 65 and chronically homeless
- To reduce new inflows into homelessness
- To reduce returns to homelessness
- Reducing homelessness overall
- Reducing homelessness among Indigenous peoples
- To have real time data through a quality By Name List and data dashboards that show everyone in the community experiencing homelessness.

## **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 CE will make project related documentation and announcements available in both official languages for the public and prospective project participants.

Project related services will be actively offered in both official languages and members of both official language communities will be encouraged to participate. The CE's services will be provided in such a manner as to fulfill the needs of both official languages.

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.