

Reaching Home:

St. John'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.

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1. Community Engagement

Please identify the steps taken to engage your community stakeholders in developing this plan.¹

A two-phase process was undertaken to engage community stakeholders in developing this plan.

The first stage was the assessment of the 2014-2019 St. John's Community Plan to End Homelessness, led by Nick Falvo Consulting, which took place in June-July 2019. This stage included 33 individual interviews (in-person and telephone), 41 online survey responses, conversations with Community Entity (CE) staff, and consultation with/review by the Community Advisory Board (CAB). The purpose of the assessment was to review the Plan's progress over the last five years, including resource management, delivery of housing and supports and implementation of Coordinated Access. The assessment measured progress against the Plan's outcomes with an eye on integrating key learnings into the next Plan.

The second stage involved the development of the 2019-2024 St. John's Community Plan to End Homelessness. End Homelessness St. John's (EHSJ) contracted Nick Falvo Consulting (NFC) to lead the consultation, which took place in August-September 2019, included a half-day open consultation session, a half-day CAB consultation session, five two-hour focus groups (attended by 32 people), and 43 online survey responses. The CAB has been and will continue to be engaged in the development and implementation of the 2019-2024 Plan.

End Homelessness St. John's (EHSJ) and the CAB are committed to working with Indigenous organizations. While there was an open call for applications for the CAB in the summer of 2019, no applications were received from Indigenous organizations. Attendance at the community consultations and focus groups was open to all organizations; however, no representatives from Indigenous organizations were able to attend. Moving forward, EHSJ is taking steps to proactively secure representation from Indigenous organizations. EHSJ is also committed to and looking forward to working with the Indigenous CE in Newfoundland and Labrador once it is announced.

Further, EHSJ is committed to continuous improvement in CAB representation to ensure that the community is reflected. For example, EHSJ is currently revising its Lived Experience Council, with the intention of ensuring that at least one representative from this Council has a seat on the CAB.

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

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.

The following is the investment plan for St. John's:

	DC Annual Allocation	CCI Funds	Total
2019-2020	\$1,102,454	\$99,500	\$1,201,954
2020-2021	\$1,102,454	\$87,000	\$1,189,454
2021-2022	\$1,181,726	\$87,000	\$1,268,726
2022-2023	\$1,181,726	\$80,850	\$1,262,576
2023-2024	\$1,181,726	\$80,850	\$1,262,576
TOTAL \$	\$5,750,086	\$435,200	\$6,185,286

Allocation of Reaching Home funding is estimated as follows:

	2019-20	2020-21	2021-22	2022-23	2023-24
Housing Services	65%	35%	35%	35%	35%
Prevention and shelter diversion	5%	10%	10%	10%	10%
Support Services	5%	5%	5%	5%	5%
Capital Investments	0%	0%	0%	0%	0%
Coordination of Resources and Data Collection	10%	35%	35%	35%	35%
Administration	15%	15%	15%	15%	15%
TOTAL %	100%	100%	100%	100%	100%
TOTAL \$	1,201,954	1,189,454	1,268,576	1,262,576	1,262,576

Note that the community was consulted on the best way to allocate CE resources to end homelessness in St. John's (one of the questions in the September 2019 online survey). The results indicate that 34% of resources should be allocated toward housing and supports (referred to as Community Investment in the survey) and another 37% of resources should be allocated toward resource coordination and data collection (referred to as System Coordination and Knowledge Mobilization in the survey). To reflect this, starting in 2020-21, this Investment Plan roughly divides Reaching Home funding three ways between Housing Services, Coordination of Resources and Data Collection, and the remaining categories (with Administration remaining steady at 15%).

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 Total
Government of NL (cash) via NL Housing	482,000	702,000	767,000	767,000	767,000	3,485,000
Government of NL (in kind) via NL Housing	370,000	250,000	250,000	250,000	250,000	1,370,000
City of St. John's (cash)	100,000	100,000	100,000	100,000	100,000	500,000
City of St. John's (in kind)	250,000	150,000	150,000	150,000	150,000	850,000
Other	0	0	15,000	15,000	15,000	45,000
TOTAL (\$)	1,202,000	1,202,000	1,282,000	1,282,000	1,282,000	6,250,000

Note that the amounts in this table are estimates based on the information available to date. Government of NL contributions are currently being negotiated through Newfoundland and Labrador Housing Corporation (NL Housing). The City of St. John's has consistently supported EHSJ and has committed \$100,000 per year to the end of its budget cycle in 2021-2022, with the intention of renewal into the future.

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.*

Coordinated Access was launched in St. John's by End Homelessness St. John's (EHSJ) in November 2017. Initially, it included approximately 15 community organizations, plus Newfoundland and Labrador Housing. First Light Native Friendship Centre, formerly St. John's Native Friendship Centre, was one of the founding member organizations of Coordinated Access with input into its design and implementation. Moving forward, Coordinated Access will be expanded to include all eligible organizations, operated by both the community and public systems, that form part of the homeless-serving system (including all Indigenous Organizations).

Coordinated Access in St. John's serves all populations, at risk of or experiencing homelessness, including individuals and families. EHSJ currently operates using a decentralized model, a "no wrong door" approach where people who are at risk of or experiencing homelessness can present at a number of community sites to complete a pre-screener form. Currently all pre-screener forms are assessed by EHSJ and individuals eligible for Coordinated Access are assessed using the Vulnerability Assessment Tool (VAT) as a common assessment tool. Individuals are prioritized according to several variables, and are matched to housing and services as capacity is available in the community.

Coordinated Access in St. John's will use the HIFIS 4 platform as a Homelessness Management Information System (HMIS). EHSJ is coordinating pan-provincial implementation of HIFIS 4 on behalf of St. John's and Newfoundland and Labrador.

In August 2019, St. John's was a successful applicant city for Built for Zero Canada (BFZ-C). The focus for the next five years will be to meet the highest standards for a quality Coordinated Access system and a quality By Name List as determined by BFZ-C.

EHSJ is committed to engaging Indigenous organizations into Coordinated Access and to working with the Indigenous CE once it is selected. As discussed in question 1, EHSJ is also committed to proactively securing representation from Indigenous organizations and the Indigenous CE moving forward.

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.

St. John's is currently in the process of reviewing and selecting community-wide outcomes to use in addition to the federally mandated outcomes. These outcomes will be chosen to reflect the specific context of homelessness in St. John's, building on the progress made and key learnings from the 2014-2019 Plan.

We also acknowledge the broader Reaching Home goals, including that our efforts contribute to a 50% national reduction in chronic homelessness by 2027-28, implementation of Coordinated Access, and implementation of a Homeless Management Information System (HMIS).

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.

As of the 2016 Census, the population of St. John's, NL is 176,905 individuals. 99.7% indicate knowledge of English or English and French. Less than 1% speak French only (40 individuals). Those who identify as official language minority include 975 individuals (0.6% of the population). Less than 1% speak a language other than English or French (515 individuals). These languages may include Indigenous languages as well as Afro-Asiatic, Indo-European, and Chinese languages.

Individuals can access services and information in both English and French (French upon request). EHSJ's staff includes individuals who are fluent in both English and French. Assessors on the common assessment tool, the Vulnerability Assessment Tool (VAT), are also available in both English and French. EHSJ has relationships with organizations such as the Association for New Canadians to facilitate access to translation where required in the case of other languages. EHSJ is also committed to working with Indigenous organizations and the Indigenous CE, when selected, to facilitate access to services in Indigenous languages where required.

EHSJ will continue to monitor the demand for language services to ensure that services in both official languages are available as required.

Designated Community – Community Advisory Board

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.

Indigenous Homelessness – Community Advisory Board (N/A)

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