

# Reaching Home:

## York Region Homelessness Community 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.....	4
3. Cost-Matching Requirement.....	5
4. Coordinated Access .....	7
5. Community-Wide Outcomes .....	8
6. Official Languages Minority Communities .....	8

## 1. Community Engagement

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

Engagement of community stakeholders in the development of this plan has been with members of the York Region Homelessness Community Advisory Board (YRHCAB) and the Regional Municipality of York (The Region). Consultations took place on January 29, 2019, June 11, 2019 and September 10, 2019. Consideration has also been given to the Region's 10-year Housing and Homelessness Plan. The implementation of the key components of the Reaching Home (RH) Strategy, namely a Coordinated Access System and outcomes are in development. As such this is an interim plan.

The first year of the strategy is to ensure stability of the system while we plan for the implementation of the two key components of RH. Thus, the key activities for the 2019-2020 fiscal year are as follows:

- Maintain subprojects previously funded under the Homelessness Partnering Strategy (HPS).
- Build on the coordinated access system started by The Region that is in development to ensure alignment with the RH strategy, including:
  - Develop a joint planning committee in partnership with United Way Greater Toronto (United Way) in its role as the Community Entity for RH, and The Region in its role as the Service System Manager. The first meeting took place in August 2019. The primary focus was on planning and continued implementation of a coordinated access system;
  - Engage a consultant in November 2019, to map the existing homelessness serving system of York Region, consult with community stakeholders, recommend enhancement to the existing model, identify service gaps and recommend funding priorities in alignment with the RH strategy;
  - Develop our knowledge and understanding of the Indigenous community who experience homelessness in York Region and identify opportunities for collaboration and funding of services specific to this community;
  - Conduct a funding call for small capital and client basic needs;
  - Conduct a Point-in-Time count in May 2020; and
  - Begin the development and implementation of tools and reporting as a Built for Zero community.

The above activities will then inform the priorities for 2020 to 2024. As such, the investment plan as noted in question #2 for the period of 2020 – 2024 is a preliminary plan that will be updated once we have completed the above activities.

In relation to updating the plan the following activities will take place:

- Two consultations with community stakeholders will take place April 2020 to confirm findings of system mappings and recommendations of use of Reaching Home funding.
- The Reaching Home Planning and Implementation Committee will review recommendations of consultant and put forward final recommendations to the YRHCAB in May 2020.
- The YRHCAB will make final recommendations to the United Way, the CE in May 2020.
- United Way will update the community plan for review and approval by YRHCAB in June 2020. And then submit to Service Canada in June 2020.

At present there are no homeless Indigenous serving organizations in York Region. Thus, no consultation with specific Indigenous organizations took place in the development of this Community Plan. However, to help inform future proposed work of engagement, the Senior Manager Indigenous Collaboration for United Way provided an orientation in understanding the landscape of the Indigenous population in York Region along with the role of Georgina Island. This presentation took place on April 9, 2019 and a subsequent discussion by YRHCAB took place June 11, 2019. As a result, of this discussion, the YRHCAB approved funding for the CE to hire a consultant to develop an Indigenous Homelessness Framework for York Region that will then inform a funding call in the summer 2020 for Indigenous specific program(s) in York Region.

## 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.**

	2019-20	2020-21	2021-22	2022-23	2023-24
Housing Services	42%	41%	30%	30%	30%
Prevention and shelter diversion	13%	25%	31%	31%	31%
Support Services	3%	8%	3%	4%	6%
Capital Investments	14%	0%	18%	12%	15%
Coordination of Resources and Data Collection	13%	11%	3%	8%	3%
Administration	15%	15%	15%	15%	15%
<b>TOTAL</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

Annual allocations:

2019-2020 : \$ 1,240,765\*  
2020-2021 : \$ 1,223,765  
2021-2022 : \$ 1,650,867  
2022-2023 : \$ 1,642,042  
2023-2024 : \$1,642,042

\*Please note: for 2019-2020 the approved actuals are as follows:

Housing Services:	\$520,282
Prevention and Shelter Diversion:	\$163,283
Support Services:	\$36,085
Capital Investments:	\$175,000
Coordination of Resources and Data Collection:	\$160,000
Administration:	\$186,115

Rationale:

- United Way and The Region recently became a Built for Zero community which means we are committed to ending chronic homelessness in York Region. Federally, we are committed to reducing chronic homelessness by 50% as such investments are needed to support this goal.
- The Region's focus is on prevention of homelessness which is also supported by YRHCAB in our discussions over the past couple of years. As such, it is estimated that we will increase our investments in prevention and shelter diversion.
- Basic need supports for individuals experiencing homelessness are required to support them while they are in crisis and to assist them with moving out of homelessness.
- We know that the number one reason for people experiencing homelessness is the lack of affordable housing options in York Region. As such, YRHCAB has begun preliminary discussion on potential opportunities for increased affordable housing options in York Region.

**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 Funding towards Homelessness Initiatives						
Funder	2019-20	2020-21	2021-22	2022-23	2023-24	2019 - 24
United Way Greater Toronto	\$2,560,000	\$2,560,000	TBD	TBD	TBD	TBD
Regional Municipality of York (Community Homelessness Prevention Initiative)	\$14,500,000	\$16,200,000	\$16,200,000	TBD	TBD	TBD
<b>TOTAL</b>	\$17,060,000	\$18,760,000	TBD	TBD	TBD	TBD

United Way's funding cycle for program funding is on a three or five-year cycle. The current three- year cycle comes to end in March 2021. As a result, we are unable to specify the matching dollars beyond 2021. Homelessness and homelessness prevention is a funding priority for United Way. As a result, we will be contributing to the overall homelessness system in York Region for the final three years of the strategy and will confirm contribution once funding levels are established.

The Region is the Service System Manager for York Region and as a result, receives most of its funding from the Province of Ontario. The Province has been announcing changes in funding levels to Service Systems Managers across Ontario. As a result, the Region is not able to finalize the contribution amount that it makes to the Homelessness service system beyond 2022. The Region also has a priority on homelessness and homelessness prevention and is committed to funding the homelessness serving sector.

The Regional Municipality of York and United Way are not in a position to project for the entire project. We will be able to provide an update when we submit an updated plan in June 2020.

#### 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.**

United Way, the CE and The Region, the Service System Manager are co-planning a RH Planning and Implementation committee. The committee is comprised of leaders from across the Region working in homelessness and homelessness prevention.

This work will expand upon the work the Region has started. In 2017, the Region implemented a Coordinated Access model for the programs and services they fund, therefore it does not encompass the entire homelessness serving sector in York Region, (see attached Annex A info graphic). The key pillars of the model include, prevention, diversion, emergency shelter, and housing services. Additionally, in the past year, the Region implemented a by-names list because of the 2018 enumeration whereby a point-in-time count and registry week was conducted and is piloting diversion workers in one of the shelters in York Region.

In the coming year, we will identify all formal and informal services in York Region working with the homeless and at risk of homeless populations and map them against the coordinated access model the Region has in place to determine gaps in the model and opportunities for improvements and/or enhances to inform future funding calls under Reaching Home.

We recently became a Built for Zero community and as a result will draw upon the expertise of the Built for Zero community in addressing our Chronic population and are committed to ending chronic homelessness in York Region.

Following is a more detailed timeline for the continued planning and implementation of a Coordinated Access System (CAS).

October -December 2019	Release an RFP to engage a consultant to do Systems Mapping, identify how individuals are accessing/entering the system, identify barriers and challenges, including special populations- youth, Indigenous and victims against violence, map both formal and informal systems and understand the how they interact, identify gaps and opportunities for funding under RH, and inform other key funders in homelessness
December 2019- April 2020	Systems Mapping complete, focus groups complete, identification of gaps in services, improvements to CAS model, identification of funding opportunities to enhance CAS and recommend priorities for RH funding.
	RH Planning and Implementation Committee to discuss and recommend common assessment tool to be used for CAS

	Assess readiness and ability to add additional users to the HIFIS system, e.g VAW sector, and other providers offering services to person experiencing homelessness
January 2020 and onwards	Continue work with Built for Zero to enhance CAS <ul style="list-style-type: none"> <li>- Move towards a quality by-names list</li> <li>- Identity specific projects for implementation and testing in York Region to move towards ending Chronic Homelessness in York Region by 2025</li> </ul>
April 2020	Conduct Point-in-Time count  Release an RFP to develop an Indigenous Homelessness Framework that will inform and be incorporated into the overall Coordinated Access system.
May 2020	Prepare RH funding call for release based on recommendations from Systems Mapping project.
June 2020 and onwards	Continue to monitor the implementation of CAS in York Region and in partnership with the Regional Municipality of York. Modify and enhance CAS as we continue to work with BfZ.  Determine next steps with the engagement and funding of Indigenous specific sub-projects based on results of the framework.

**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.

At this time, we have not identified additional outcomes beyond the federally mandated outcomes.

**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.



At this time, the current data we have available on persons experiencing homelessness where French is their first language is through HIFIS. The identification of languages spoken is not a mandatory field that agencies need to complete. However, agencies do identify language when it is critical to service. However, we will ensure agencies applying for funding are able to provide service to persons whose primary language is French. A clause in all sub-project agreements will be included to ensure agencies are able to provide services to French-speaking individuals if requested.

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.

# Annex A- info graphic

## York Region Road to Permanent Housing



The infographic depicts a road with several signs and landmarks. On the left, a sign for 'EMERGENCY HOUSING' is shown with silhouettes of a family. In the center, a large sign for 'HOUSING OPTIONS' lists 'Rapid Rehousing', 'Transitional Housing', and 'Permanent/Supportive Housing'. To the right, two signs for 'PREVENTION' (People at risk of homelessness stay housed) and 'DIVERSION' (People seeking shelter stay housed) are shown. Further right, a sign for 'SERVICES AVAILABLE TO ALL' lists 'RECOVERY', 'EMPLOYMENT', 'LIFE SKILLS', and 'EDUCATION'. The background features a city skyline and residential buildings.

**HOUSING OPTIONS**  
Rapid Rehousing | Transitional Housing | Permanent/Supportive Housing

**PREVENTION**  
People at risk of homelessness stay housed

**DIVERSION**  
People seeking shelter stay housed

**EMERGENCY HOUSING**

**SERVICES AVAILABLE TO ALL**  
RECOVERY | EMPLOYMENT  
LIFE SKILLS | EDUCATION

### COORDINATED ACCESS POINT

#### Homeless and At-Risk Households

Couch-surfing | Street | Outreach | Landlords | Community Referrals | Incarceration | Police | Hospital | Public

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