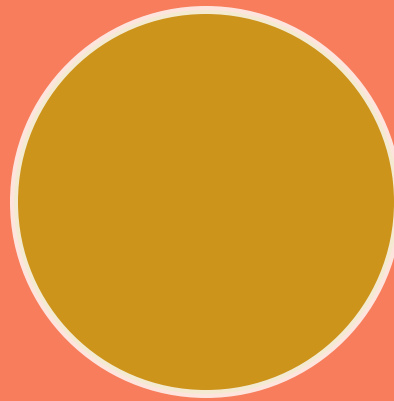


Homeward Trust Edmonton Foyer Project

*Responding to Youth Homelessness:
A Systems Perspective Learning Series
United Way York Region & York University*

May 8, 2013





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Homeward Trust Edmonton



housing body consolidating functions of previous bodies

Planning & Priorities

- ▶ Community involvement
- ▶ Aboriginal engagement
- ▶ Monitoring progress

Community Plan on
Housing and Supports
City and Provincial 10
Year Plans



Management Body
mandated to implement
10 year plan and fund
priority projects

Implementation

- ▶ Focused efforts on priorities
- ▶ Innovation and new Development
- ▶ Taking risks and learning



homeward trust
edmonton

opening doors. building hope.



Funds and coordinates efforts to end homelessness in Edmonton

- ▶ Provides capital and assistance for new units
 - ▶ Funds and coordinates support services
- ▶ Undertakes planning, research and promotes community engagement

New Units

- Long Term Supportive
- Accessing existing units
- Long term strategies, i.e. land banking

Supports

- Housing First Teams
 - Interim Housing
- Supported Housing Models

Community

- Community Plan
 - Awareness
- Homeless Connects
- Research & Promotion of best practices

Homeward Trust Edmonton TBO



1. Major Outputs

New Units

- Over 1900 new units
- 800+ Market Appt.
- Monitoring 80 projects

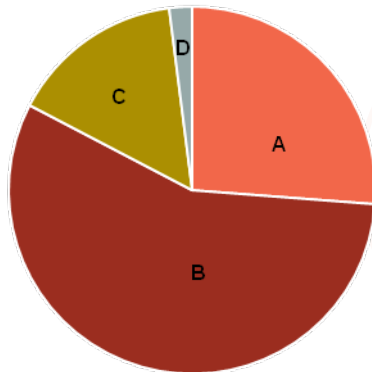
Supports

- Housing First
- Over 2300 housed
- Partnerships

Community

- 9 Homeless Counts
- 8 Homeless Connects
- Awareness

2. 2012/13 Funding Agreements

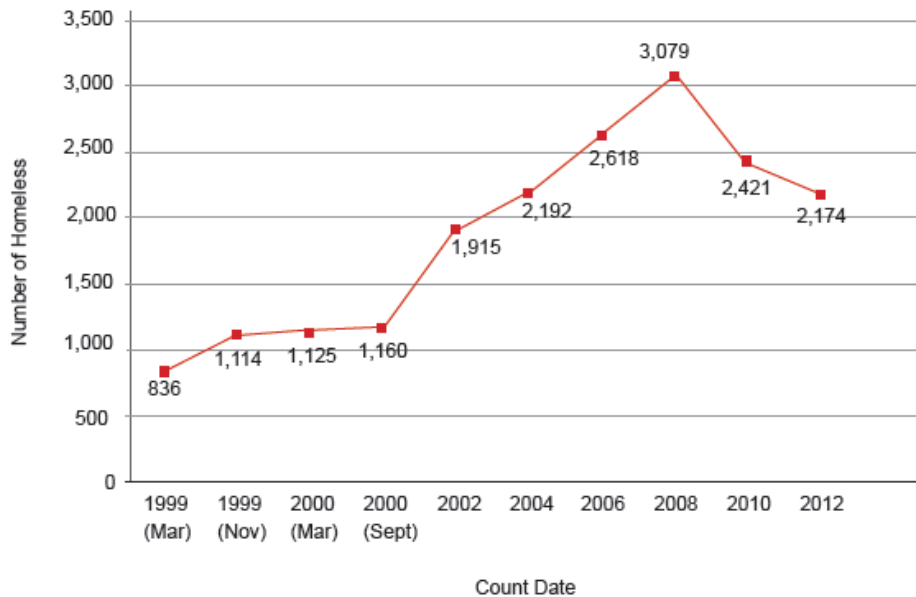


| | |
|----------------------|-----------------|
| A Federal: | \$ 6.5 million |
| B Provincial: | \$ 21.4 million |
| C City: | \$ 1.4 million |
| D Other: | \$.5 million |

Total : \$ 29.8 million

Homelessness in Edmonton

2,174 homeless were counted October 16, 2013. This is a decrease from 2,421 found in 2010 and the lowest number since 2002 when 1,915 individuals were counted. This is a **30%** since 2008, which was the last count done before the inception of the 10 year plans.



- Three-quarters (1,446) of all the homeless people counted were male and one-quarter (487) were female.
- Edmonton's female and Aboriginal homeless populations are, on average, younger than other groups.
- Among adults and independent youth, 849 (44%) were Caucasian, 878 (46%) were Aboriginal, and 185 (10%) were Visible Minorities.

Ending Homelessness – 10 year plans



- Provincial Plan: “A Plan For Alberta”
 - Development began 2007. Adopted March 2009
 - **Provincial Plan to End Youth Homelessness**
- City of Edmonton: “A Place to Call Home”
 - Development began 2008. Adopted January 2009
 - Homeless Commission established by City Council
- Both Plans embrace **Housing First**
 - Shift of thinking within the government, community, and agencies
- Federal Homeless Partnering Strategy
 - Community Plan for Housing & Supports pulls together regional and affordable housing priorities

Our Work

- Aboriginal Relations
- Awareness and Events
- FIND
- Housing Development
- Housing Supports
- Planning and Research



Context: Aboriginal Community



- Edmonton centrally located in Alberta, Canada
 - Population of over 1 million in CMA
 - Aboriginal community is approximately 5.6% of total population and fastest growing demographic
 - Largest urban Aboriginal population in Canada if considered in 2 hour commute
- Approximately 45% of the homeless population is Aboriginal

Aboriginal Population with easy commute of Edmonton



Cumulative Aboriginal Population

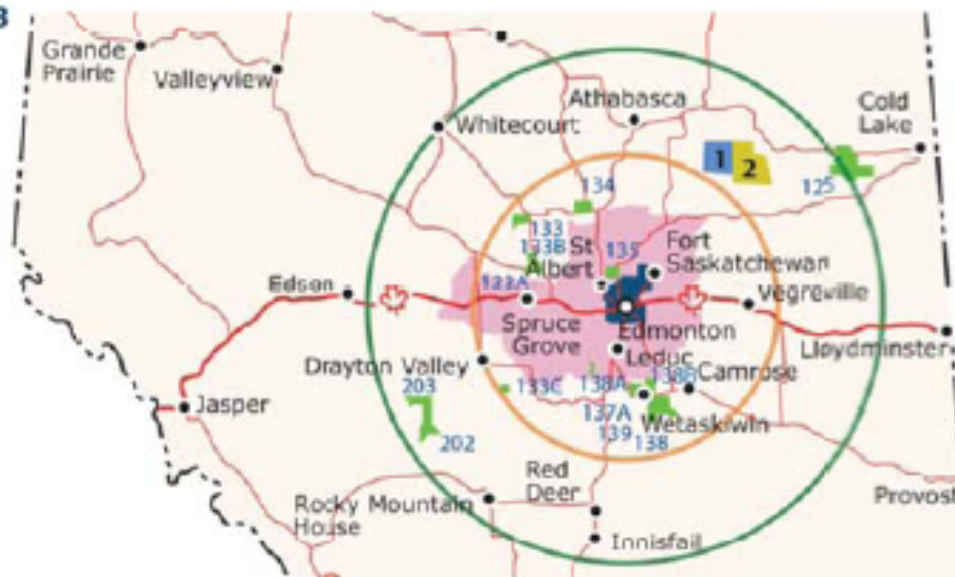
| | |
|---|--------|
| ■ City of Edmonton | 38,165 |
| ■ Including Census Metropolitan Area | 52,100 |
| ■ Including Aboriginal Population within 1 Hour Drive of Edmonton | 59,723 |
| ■ Including Aboriginal Population within 2 Hour Drive of Edmonton | 77,458 |

Metis Settlements

- 1 Buffalo Lake
- 2 Kikino

First Nations Reserves

- Alexander 134
- Alexis 133
- Enoch 135
- Ermineskin 138, 138A
- Louis Bull 138B
- Montana 139
- D'Chiese 203
- Paul 133A-C
- Saddle Lake 125
- Samson Cree 137A
- Sunchild Cree 202



There is under-reporting of the Aboriginal population because a number of First Nations did not participate in the census along with the lack of census data for areas with less than 200 Aboriginal people. Almost 40% of Alberta's Aboriginal population is near by.

Source: Statistics Canada, 2006 Census of Population

Contributing Factors and Issues



- Colonization
- Jurisdiction and location
- Diversity between and within FNMI communities
- Discrimination
- Trauma, pain and fear
- Lack of empathy, understanding and vulnerability.



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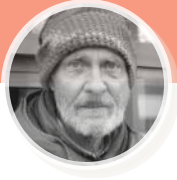
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Housing First



- Service Delivery Models

- **Assertive Community Treatment (ACT)**

- Clinical Model, Staffed by Clinicians and Health Professionals

- **Intensive Case Management (ICM)**

- Model Staffed by Case Workers, Housing Workers
 - Focus is Housing Retention, recovery, case management

- **Rapid Re-Housing**

- Shorter duration, higher caseload

- **Supports to Teams**

- Spady Clinical Access Team



Guiding Principles



- Client Centred
- Harm Reduction
- Landlord Support
- Responsive
- Collaborative Community Approach
- Removal of barriers to independent living
- Outreach Separate from Follow Up Support
- Follow up support is critical to success of the client
- 17:1 Client to Worker Ratio
- Evidence Based - Data
- 12 month program

Systems Approach



Centralized Administration

Program definition, contracts and data analysis

Furniture Bank (Find: Furnishing Hope)

Team Development, Coordination and training

Landlord Relations & Rental Assistance Program

Housing First
Advisory
Council

Partner Organizations Housing First Teams & Interim Housing

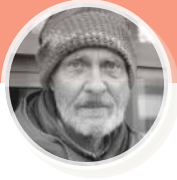
Institutions
(Justice/
hospital)

Shelters &
Transitional

Street &
Parkland

Drop-ins &
Agency
Referral

Funded Agencies



- Bent Arrow Traditional Healing Society
- Bissell Centre (ICM and MAP 24/7)
- Boyle McCauley Health Services (Pathways)
- Boyle Street Community Services
- DiverseCity (ACT Team)
- E4C Case Management Team
- George Spady (Clinical Assessment Team and LIHFT)
- Hope Mission
- Jasper Place Health and Wellness
- YMCA

Training & Development



- Efforts to Outcomes
- SPDAT
- Diversity Training Requirement
- Case Management
- Motivational Interviewing
- Team Leadership
- Goal Planning
- Ethics/Boundaries
- Crisis Intervention



Yardstick Collaboration

SPDAT integration



- Recently integrated SPDAT in ETO for Case Management
- Will develop rich data source for analysis
- Alignment of tools and avoiding redundancies

A screenshot of a web browser window displaying the ETO Software interface. The browser title is "Homeward Trust - Windows Internet Explorer". The address bar shows "https://secure.etosoftware.ca/index.asp". The page header includes "ETOSoftware®" and navigation links like "Log Off", "Home Page", "My Account", "Change Site", and "Help". A welcome message for "Ian McLean" is visible, along with the date "Friday, Jul. 8, 2011". The main content area is titled "Record Participant Efforts" and shows a dropdown menu for "Participant's Name" set to "Fake, Kyra". Below this is a "Select Participant Point of Service Element:" dropdown menu with a list of service elements including "Assertive Outreach", "Assessment Effort", "Bed Bugs", "Eviction", "Employment", "Interaction with Emergency Services", "Involvement in High Risk and/or Exploitive Situations", "Landlord Relations", "Legal", "Managing Tenancy", "Meaningful Daily Activity", "Medication", "Mental Health & Wellness", "Personal Administration & Money Management", "Parenting", "Personal Responsibility & Motivation", "Physical Health & Wellness", "Risk of Personal Harm/Harm to Others", "Self Care and Daily Living Skills", "Social Relationships & Networks", "Substance Use", "Participated in Critical Incident Event", "Critical Incident", and "Other". The footer contains "SocialSolutions" logo, copyright information "© 2001-2011 Developed by Social Solutions, Inc. All rights reserved.", and links for "Help with this page", "Online Community", "Training", "Calendar", and "Support". A "Trusted sites" icon is visible in the bottom right corner.

Making Data Stick



- How are Team Leads using feedback for data management?
- What differences are there in team performance as a result?
- How is Yardstick utilization being tracked to contribute to the ‘feedback loop’ effect

“The premise of a feedback loop is simple: Provide people with information about their actions in real time, then give them a chance to change those actions, pushing them toward better behaviors”

Thomas Goetz, Wired Magazine, July 2011

How a Feedback Loop Works

A modified traffic sign can have a profound effect on drivers' behavior. Here's what happens.

1 Evidence

The radar-equipped sign flashes a car's current speed. First comes the data—quantifying a behavior and presenting that data back to the individual so they know where they stand. After all, you can't change what you don't measure.

4 Action

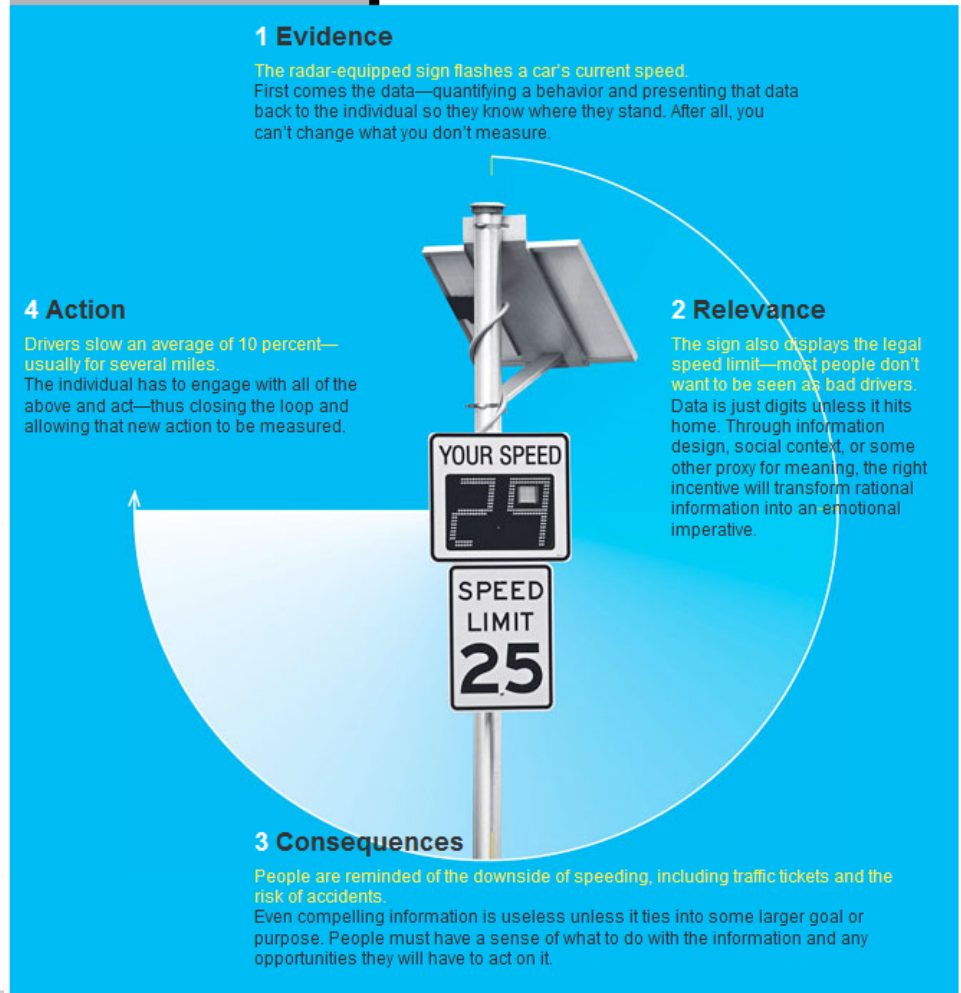
Drivers slow an average of 10 percent—usually for several miles. The individual has to engage with all of the above and act—thus closing the loop and allowing that new action to be measured.

2 Relevance

The sign also displays the legal speed limit—most people don't want to be seen as bad drivers. Data is just digits unless it hits home. Through information design, social context, or some other proxy for meaning, the right incentive will transform rational information into an emotional imperative.

3 Consequences

People are reminded of the downside of speeding, including traffic tickets and the risk of accidents. Even compelling information is useless unless it ties into some larger goal or purpose. People must have a sense of what to do with the information and any opportunities they will have to act on it.



Housing First Results



From April 2009 to February 2013:

- 2393 people have found housing through the program.
 - 1824 clients and 569 children and adult dependents
 - 309 families
- Of the 1824 clients who have found housing:
 - 67% were chronically homeless at intake
 - Two-thirds are aged 31-54; 105 are youth aged 18-24
 - 55% are male, 45% are female, less than 1% are transgender.
 - 44% are Aboriginal (805 clients)
- Retention rate for clients since April 2009: 87%
- In Feb. 2013, 805 households in Rental Assistance Program
 - Average rent per household on RAP: \$797

Profile of Aboriginal Participants of ICM Housing First Teams



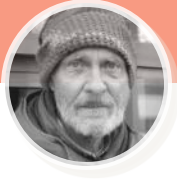
Compared to non-Aboriginal Housing First participants:

- Aboriginal participants are more likely to be housed in a family
 - 46% of clients housed by ICM teams are Aboriginal
 - 59% of families housed are Aboriginal
 - 61% of children and adult dependants housed are with Aboriginal clients
- Majority of youth clients are Aboriginal
 - **Two thirds of clients** under age 30 are Aboriginal, compared to 43% of clients over age 30
- A greater portion of Aboriginal clients are women
 - 59% of Aboriginal clients are female, compared to 31% of non-Aboriginal clients

Supporting Services for Aboriginal Clients



- Training & Workshops
 - Aboriginal Diversity Workshop
 - Residential School Survivors
 - Sixties Scoop
 - Circles process
 - Colonization & Decolonization
- Nikihk: Delivered by Bent Arrow Traditional Healing Society
 - Aboriginal Intensive Case Management
 - Additional supports of Traumatologist (Healing Worker) and Cultural Advisor
- Supporting traditional protocols
- Access to Elders for clients, ceremony coordination
- Research projects
 - Perspectives on the Housing First Program by Indigenous Participants
 - Intergenerational Impact of Colonialism and Aboriginal Homelessness in Edmonton (just starting)



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Relevant Stats



Homeless Count 2012

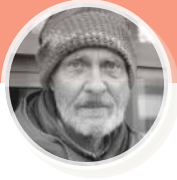
- 223 dependent children and 119 caregivers were counted
- An additional 56 youth under the age of 16 without a caregiver were also counted
- 46% of those counted homeless were Aboriginal
- Aboriginal youth counted included 32 aged 14-17 and 103 aged 18-24
- 44% of all clients on Housing First teams (ICM and ACT as of Dec 2012)
 - 2/3 of youth clients on ICM teams (112) are Aboriginal
 - (18 -24: 27 of 39, 25-30: 49 of 73; compared to 43% of clients over 30).

Existing Services and Organizations



- Key to build on strengths of community
- Some funded projects include
 - Cunningham Place (32 bed, was 52)
 - Hope Terrace (15 units)
 - Hope Mission's SHIFT Youth Transitional House (12 units)
 - Hope Mission Youth Shelter (30 beds)
 - Edmonton John Howard Society, The Loft (6 units)
 - CRHC Bear Paw Apartments (14 units)
- Other active in youth outreach
 - Youth Empowerment and Support Services (SkY, StART, Shelter)
 - REACH projects
 - YOUCAN
 - iHuman

Community Organization and System Planning



- Active engagement of sectors through:
 - Discharge Planning and Systems Committee
 - Youth Services Committee
 - Outreach activities
 - Community Plan Committee
 - Team Leads
 - Housing First Advisory Committee
 - Heavy Users of Service Committee



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○ Background



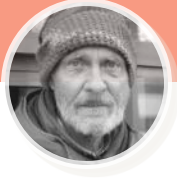
- Initiated by Canadian Homelessness Research Network work with HRSDC HPS
- Horizontal Pilot Project
 - Resourcing and outcomes for Aboriginal Affairs, Justice and others.
- ‘Foyer’ coined in France “Foyers pour jeunes travailleurs’ (hostels for young workers)
- Pilots in Calgary and Edmonton

○ Foyer in Edmonton



- Agreement approved May 3, 2013
- Recruitment for Coordinator and RFP issuing this week
- Services offered to Housing First clients scattered sites and at Nova
- Both are harm reduction programs

Foyer Target Population



- Youth between the **ages of 16 – 24** (18-24 in scattered site units)
- History of **involvement with any institutional care** including but not limited to the following:
 - Child protection services, including apprehension
 - Foster care
 - Group home placements
- A **history of homelessness**, including living on the streets, couch surfing, or frequent use of emergency shelters and short-term accommodation
- Youth experiencing serious **mental illnesses and/or active addictions**
- **Victims of abuse**, exploitation, and/or trauma
- Some may be **gender or sexual minority youth**
- High proportion of youth will have **Aboriginal heritage**

○ Scope of Service



- **Connecting clients to mental health services**, including counseling, and other methods to address trauma and aid the participants in being able to focus on education, employment, and eventually self-sufficiency.
- **Bridging to existing employment programs or removing barriers to employment** or skill enrichment to facilitate labour market readiness.
- Assisting the client to **establish permanency in housing** placement and housing retention through close coordination of services with Intensive Case Management or supportive housing teams.

Scope of Service



- Working closely with **Aboriginal service providers** or programs to ensure Aboriginal youth have access to traditional support, including guidance from Elders, participation in community events and cultural programming, and fostering connections with their Aboriginal identity and heritage
- Providing **training for services and supports to LGBTQ* participants**
- Creating **linkages to the education system** in order to enhance educational opportunities
- Establishing and implementing the Operation Springboard: **The Learning HUB**, an online curriculum with an associated facilitator to work with youth using a strengths-based approach to achieve outcomes related to employment, skills development, educational success, or volunteerism, to build long-term resiliency and self-sufficiency.

Staffing Model



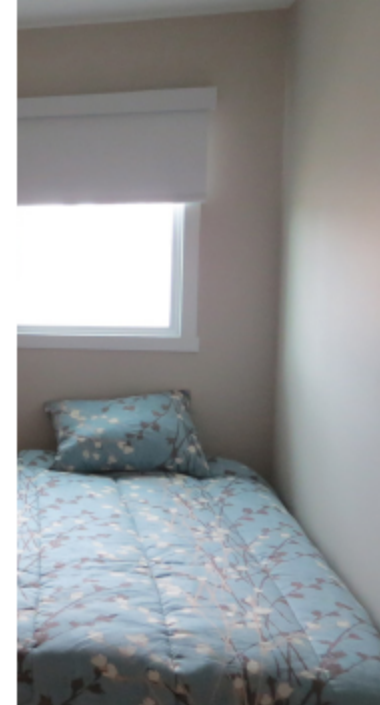
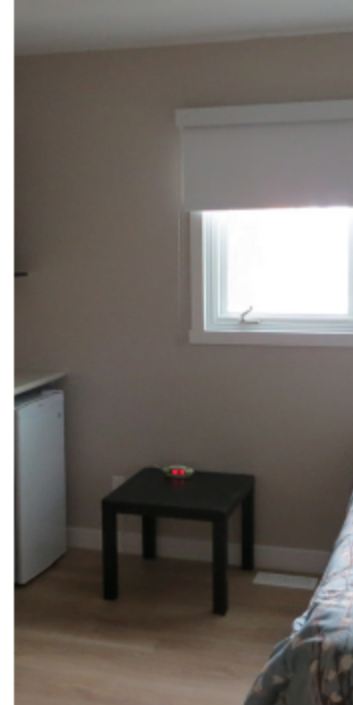
- **Three Youth Case Workers** (3.0 Full-Time Equivalents or FTE)
 - Provide case management services to participating youth
 - Liaise and coordinate services with existing housing support teams and other providers
 - Facilitate access to mainstream and community-based services
- **One Learning Hub Facilitator** (1.0 FTE)
 - Facilitate workshops and educational programming through the Springboard Online Learning HUB
 - Assist participating youth in achieving learning goals
 - Liaise with Operation Springboard contacts as required
- **One Foyer Team Lead**
 - Provide supervision and guidance to Foyer staff working with participating youth
 - Facilitate linkages and partnerships between the Foyer and mainstream providers of health, education, employment, and other related services
 - Working closely with Homeward Trust, Alberta Human Services, and other stakeholders, ensure appropriate monitoring and evaluation of the Foyer

Nova

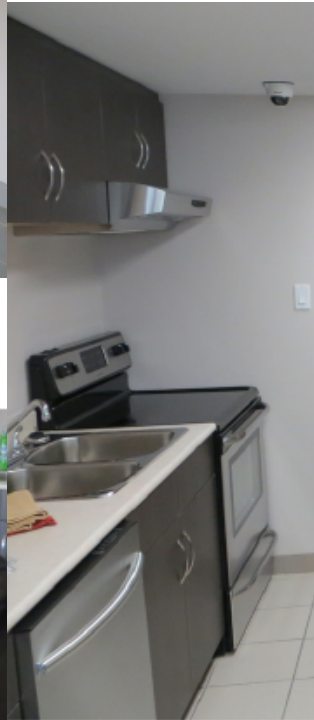


- 20 units of transitional units in ‘group home’
- Edmonton John Howard Society engaged to provide on site supports
- Owned and operated by Homeward Trust Edmonton
- Three units for shorter term stabilization
- Total capital \$1.9 million
- Annual supports and operating approximately \$900,000

Nova



Nova



Evaluation

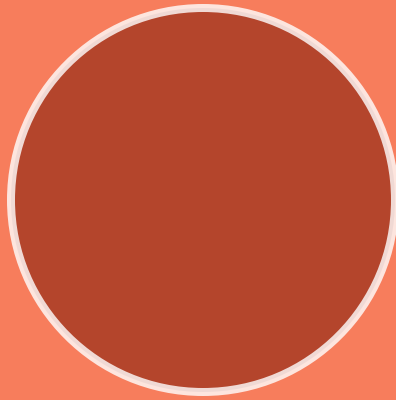
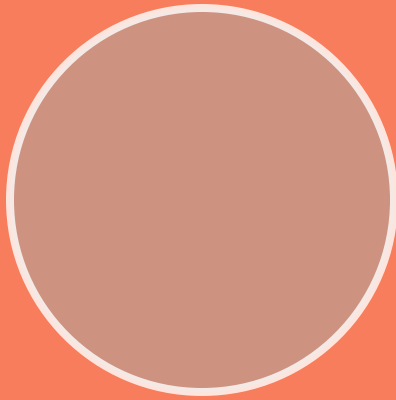


- Foyer projects in Edmonton and Calgary will be evaluated by the **Youth Homelessness Branch** of Alberta Human Services, in order to:
 - Demonstrate the **effectiveness** of the Foyer model in the Albertan and Canadian context in terms of **achievement of positive outcomes for youth participants**.
 - Determine how the Foyer model contributes to **better integration and continuity** of a range of services for youth.
 - Create resources to enable the **adaptation and replication** of this model in communities across the country.

○ A final thought



- A Lost Generation, Jonathon Reed, 2007
- <http://youtu.be/42E2fAWM6rA>



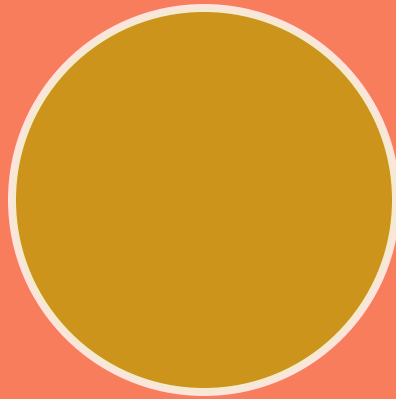
Thank You!

Canada 



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