



HOMELESSNESS PARTNERING STRATEGY MEETING  
77 Charter Avenue – October 21, 2014 at 9:15 am

MEETING NOTES

SECTION 1

PRESENT:

Bruce Pearce	End Homelessness St. John's
Judy Tobin	Non Profit Housing, City of St. John's
Amin Chehadi	Private Enterprise
Amy Penney	Stella's Circle
Ashley Smith	St. John's Native Friendship Centre
Cindy Murphy	John Howard Society NL
Dave Murphy	NLHHN
David Burrows	Anglican Diocese of Eastern NL
David Ludlow	Cochrane Street United Church
Gail Thornhill	Stella's Circle
Jennifer Russell	Iris Kirby House
Jennifer Young	Cochrane Street United Church
Linda Warford	Choices for Youth
Lisa Zigler	NAVNET
Pennie Spurvey	SJSWC / Marguerite's Place
Sherri Breen	Home Share NL
Sandy Abbott	Non Profit Housing, City of St. John's

SECTION 2

QUESTIONS AND ANSWERS ARISING FROM PRESENTATION:

Question 1:	What makes up transitional homelessness?
Answer:	These are people who experience fewer than 3 episodes of homelessness in a year, and who fall outside the definitions of chronic and episodic homelessness (see pp. 11-13, "Ending Homelessness in St. John's – Our 5-Year Plan").
Question 2:	With reference to the Performance Management Chart of the PSH CFP (Permanent Supportive Housing Call for Proposals) and the number of days to move HF (Housing First) clients into permanent housing, what does the 7 days refer to?
Answer:	Our Community Plan outcomes include reducing the average length of stay in emergency shelters to 7 days.
Question 3:	Will there be another proposal call in year 3?
Answer:	There will be another proposal call as we approach year 3 (2016-2017) to take us through years 3-5 of the Community Plan (April 2016-March 2019). This is outlined in the Plan.
Question 4:	What happens if we don't have the 50/50 matching funds?
Answer:	The matching contributions could include financial and in-kind contributions, and proponents are asked to indicate how they intend to meet this requirement. Going forward, the CAB (End Homelessness St. John's) & Community Entity (CE – City of St. John's) will also work with partners to help secure the Plan's matching resources.
Question 5:	Are we in year 1 now?
Answer:	We are presently in year 1 (April 2014-March 2015).
Question 6:	Is there any flexibility around the proposal deadline of November 10, 2014? Some organizations are not ready for Intensive Case Management (ICM).

Answer:	Although we still aim to complete project selection & agreement(s) before the end of the current fiscal year in order to enable ICM project start-up beginning April 2015 (next fiscal year), the CE may be able to defer the November 10 <sup>th</sup> CFP deadline to provide additional time for proposal development.
<b>ACTION:</b>	The CE will consider extending the deadline for the ICM CFP beyond November 10, 2014. Note: It is the proponents' responsibility to check the City website regularly for CFP changes/addenda.
Question 7:	If we are creating housing for people – whether transitional or long-term housing, are these people going to own the facilities at the end of the process or are we going to continue to manage these properties?
Answer:	The proponent would own the facilities under the PSH CFP. The units being provided could co-exist with affordable housing units and with other supportive services, for example.
Question 8:	If the federal HPS (Homelessness Partnering Strategy) funding is allocated through the City, will there be any flexibility around how these funds are disbursed? Who has the final say as to which programs get the green light and which ones don't?
Answer:	The CAB's Funding Advisory Committee, as described in the "Evaluation and Selection" section of the CFPs, will review and rank proposals using the "Proposal Evaluation Criteria" outlined in the CFPs. The Committee will provide its written recommendations to the CE for the selection of a preferred proponent or proponents. The CE/City makes the final decision on awarding contracts.
Question 9:	Where it says "unique clients served" in our Community Plan to End Homelessness, page 27, does that number represent brand new clients who are not receiving services elsewhere?
Answer:	This refers to new clients to this HPS-funded program; these would be homeless persons eligible for the proposed new PSH or ICM services, who may already be connected to other services in the community.
Question 10:	How do we identify the people who are homeless?
Answer:	Proponents should provide a demographic profile of the clientele they intend to serve, who fit within the target populations for the CFPs.

**QUESTIONS AND ANSWERS ARISING FROM PERMANENT SUPPORTIVE HOUSING CALL FOR PROPOSALS:**

**SECTION 3**

Question 11:	Who is the Funding Committee?
Answer:	The composition of the Funding Advisory Committee is outlined in the "Evaluation and Selection" section of the CFPs, and is proposed to comprise a minimum of 3 non-conflicted CAB members plus 3 City staff and 1 additional subject matter expert. The CAB's assigned members will be selected at the CAB's first meeting after the CFP deadline to ensure non-conflicted member selection.
Question 12:	Who is eligible to apply?
Answer:	Eligible applicants include: individuals, not-for-profit organizations, for-profit organizations, municipalities, Aboriginal organizations, public health and educational institutions, and provincial and territorial governments and their entities, including institutions, agencies and Crown Corporations.
Question 13:	Can we use this money to hire someone to do the CFP for us?
Answer:	No. Project selection and agreement(s) must be completed before funding can be used. HPS cannot fund activities retroactively before the project period.
Question 14:	Are beds covered under capital assets on page 10 of the PSH CFP?
Answer:	Capital costs can include furnishings for Housing First clients, and this includes beds.
Question 15:	Where are the numbers reflecting the homeless population listed in the Community Plan coming from? Are we factoring in the fact that there may be more people homeless in the future?
Answer:	As required by HPS, the Community Plan's population baseline utilizes 2012 emergency shelter data provided through the Homeless Individuals & Families Information System (HIFIS). Our Plan then accounts for populations that may not be captured in the HIFIS data and estimates a more complete baseline of 800 homeless persons. Using a longer term approach to defining homeless populations (see pp. 13-14 of the Community Plan), and comparing the relative size of homeless sub-populations in other communities, the Plan estimates that 5-10% of our population is chronically homeless, 10-15% are episodically homeless, and 80% are transitionally homeless. During Fall 2015, the CAB/CE will undertake a community-wide Point In Time Count to further delineate the homeless population.

Question 16:	Do organizations need to have a business number with Canadian Revenue Agency?
Answer:	Successful proponents must have a CRA Business Number before an HPS funding agreement can be signed.
<b>QUESTIONS AND ANSWERS ARISING FROM INTENSIVE CASE MANAGEMENT CALL FOR PROPOSALS:</b>	
<b>SECTION 4</b>	
Question 17:	What is the \$348,712 in ICM?
Answer:	In the Community Plan to end Homelessness, page 32, the \$348,712 is the year 2 (2015-2016) HPS allocation for ICM.
Question 18:	If we take people through progressive steps towards housing stability, where do they go from here at the end of the project?
Answer:	Proponents should articulate how their services will permanently house HF clients, how HPS funding will be used as a bridge to address gaps and transition clients to mainstream services over time, and how collaboration and partnerships will ensure housing successes are maintained. Please consult the CFP's Service & Housing Model Requirements, Performance Management targets, and Proposal Evaluation Criteria. Project agreements may also be renewed beyond 2015-2016 pending available funding and program review. Furthermore, HPS has recently amended Directive #3 – Emergency Housing Funding – providing greater flexibility in covering client housing costs over the duration of HPS to 2019.
Question 19:	Is there flexibility in the case load?
Answer:	The Community Plan and ICM CFP states that the staff to client ratio is "generally" 1 case manager per 10-15 clients. However, proponents have flexibility to adapt this, and should outline the rationale for the caseload they propose, and how it will best meet the needs of the target population and provide value for the investment.
Question 20:	So the salaries are not huge?
Answer:	The ICM case manager salaries are not prescribed by the CFP.
Question 21:	What about professional development and training? Perhaps one group may have a good skills set for women and another for youth. Could we share information?
Answer:	Yes, and professional development is an eligible cost under this CFP. In addition, training and capacity building investments/activities will be undertaken as part of the Community Plan's Housing First System Coordination Initiative (HFSCI), to support the CAB's/CE's collective work in system coordination, information & research, housing & supports, and leadership & resources.
Question 22:	Regarding travel and transportation, can these funds be used to purchase bus passes for clients to use for appointments?
Answer:	Yes.
Question 23:	What is the ICM service delivery model?
Answer:	The "Service & Housing Model Requirements" are described on pp. 14-16 of the ICM CFP.
Question 24:	Will we have to do another ICM Call for Proposals after the second year (2015-2016)?
Answer:	Project agreements under this CFP may be renewed beyond 2015-2016 pending available funding and program review, or a new CFP for this service may be deemed necessary. The Community Plan envisions further ICM investment and activity for the ensuing duration of the Plan (from April 2016 to March 2019).
Question 25:	Will transitional and couch surfer homeless people be covered under the ICM CFP?
Answer:	Only chronically and episodically homeless persons as defined on pp. 16-17 are covered under this CFP; however, HPS Directive #1 concerning Chronically and Episodically Homeless Populations states on page 1 that "once a community has housed 90% of its chronic and episodic homeless population, it may focus the Housing First interventions on the group with the next highest needs." This means that once our community has met this threshold, it may shift its HF interventions and investments 'upstream' to serve its transitionally homeless population.
Question 26:	Regarding the CFP Performance Management targets, "percentage of clients who remain housed at 6 and 12 months", if a client chooses to relocate housing during the project period are they to be counted as remaining housed or under the "percentage of clients who require re-housing"?

Answer:	If housing breaks down for some reason, the person should be considered in the re-housed population. However, if the client chooses to move to a different location and continues to be housed, he/she should be considered as maintaining housing.
Question 27:	What if they go to another organization's housing due to their needs? How would we determine what category these would be counted in?
Answer:	Please see the answer to Question #26 above. The service provider should determine whether the move is a result of a housing breakdown ("requiring re-housing") or a seamless/planned transition ("remaining housed").
Question 28:	What forms do we need to fill out for the ICM CFP?
Answer:	Proponents need to fill out 3 forms which are also available as fillable PDFs (see pages 2 and 24 of the CFP for the list of forms). Proponents should email Judy Tobin at <a href="mailto:jtobin@stjohns.ca">jtobin@stjohns.ca</a> to request copies of the fillable PDF forms. Applicants are also expected to review the Community Plan (also available from Judy Tobin), the HPS Eligible/Ineligible Costs Guidelines and the HPS Funding Directives (links to these are provided in the CFP document), and to provide Letters of Support (demonstrating financial and/or in-kind contributions, and community support for the project).
Attendees are encouraged to email any other questions to either Bruce or Judy before Friday, October 24, 2014.	
The meeting adjourned at 12:15 pm.	



**St. John's Community Plan to  
End Homelessness**

**Call for Proposals  
Respondents Meeting**

October 21, 2014

# New directions

- ▶ The St. John's Committee will be **redesigned** to implement our new 2014-2019 Plan, based on Housing First principles.
- ▶ **City** will administer Plan's federal homelessness funds with Committee (City = HPS 'Community Entity').
- ▶ **Broad input** was actively sought from people who've experienced homelessness and all sectors (business, non-profits, faith communities, governments).
- ▶ Sessions held with **32 stakeholder organizations** -150 people.
- ▶ Focus groups held with **80 people** who've experienced homelessness & housing instability.

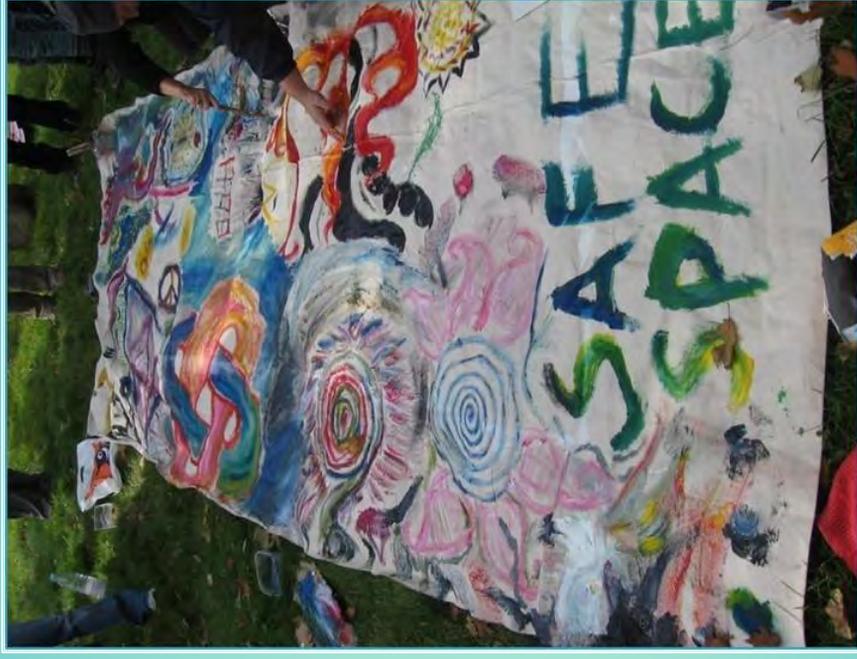


## Community Planning Forum - May 2014

- The Forum helped finalize the new Community Plan for June 2014.
- The Homelessness Partnering Strategy approved the Plan in August 2014.
- The City issued a Call for Proposals in September 2014 to commence implementation for Years 1-2 of the new Plan (2014-March 2016).

# Systems-focused Plan to End Homelessness

- ▶ Community plan aligns with system planning using Housing First principles.
- ▶ More than introducing Housing First programs.
- ▶ Sets out a strategy to transform local service continuum using Housing First approach.

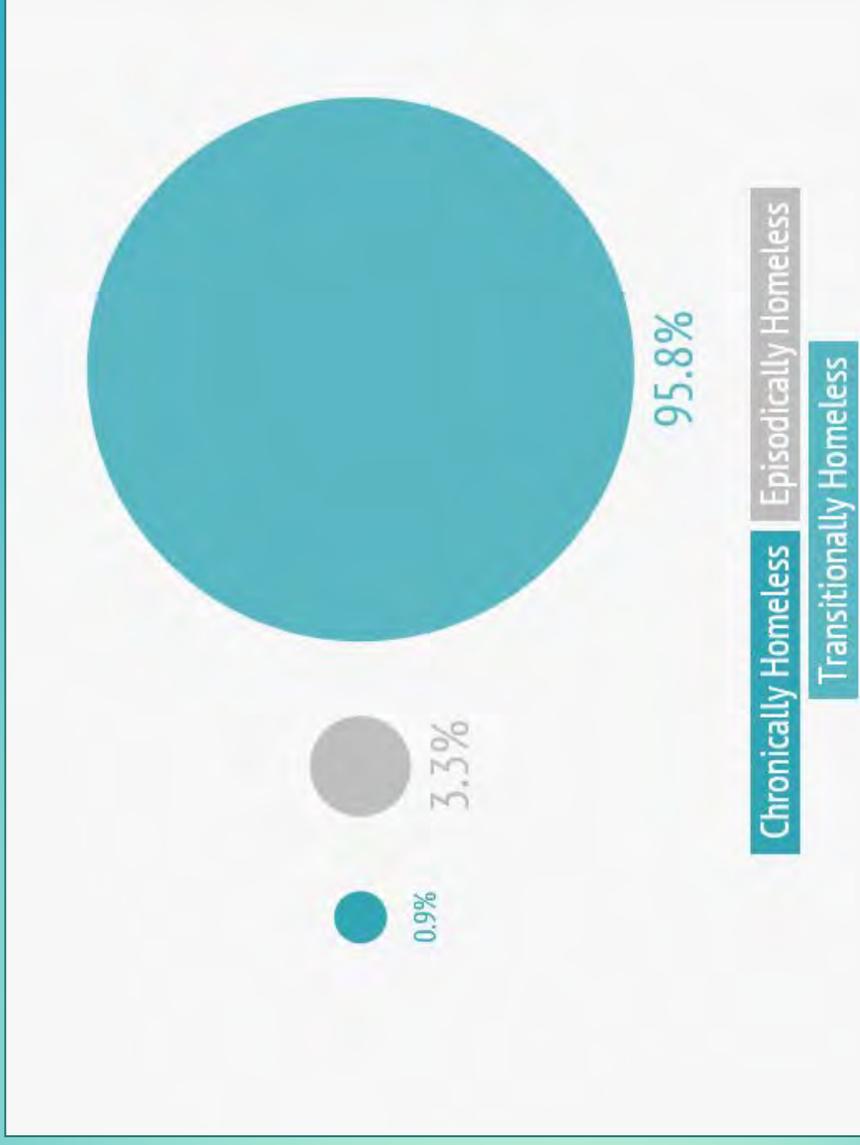


# What is 'Housing First'?

- ▶ It's consistent with what most people want.
- ▶ It centres on providing homeless people with housing as quickly as possible – and then providing services as needed, aimed at sustaining housing stability – without time limits.

# A baseline for our Plan

- ▶ 769 unique shelter users in 2012
- ▶ **Low relative concentration of chronic (7, 0.9%) & episodic (25, 3.3%) shelter users**
- ▶ Most are transitionally homeless: 737 people
- ▶ **Note!** Does not include turnaways & rough sleeping; snapshot



# HPS definitions: Chronic & episodic homelessness

- ▶ A **chronic** shelter user is a user who has stayed at shelters for more than 180 days in the past year.
- ▶ An **episodic** shelter user is a user who has three or more episodes of homelessness in the past year. A single stay or stays within 30 days of each other are considered an episode. A new episode is counted when a user stays at a shelter after 30 days since their last stay at a shelter.

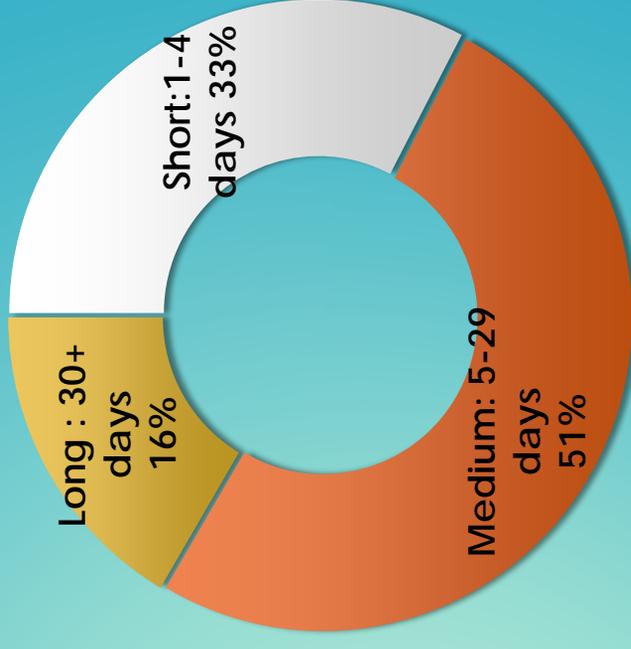
# Community's definitions of homelessness

- ▶ **Chronic:** Those who have either been continuously homeless for a year or more, or have had at least four episodes of homelessness in the past three years. In order to be considered chronically homeless, a person must have been sleeping in a place not meant for human habitation (e.g., living on the streets) and/or in an emergency homeless shelter.
- ▶ **Episodic:** A person who is homeless for less than a year and has fewer than four episodes of homelessness in the past three years.

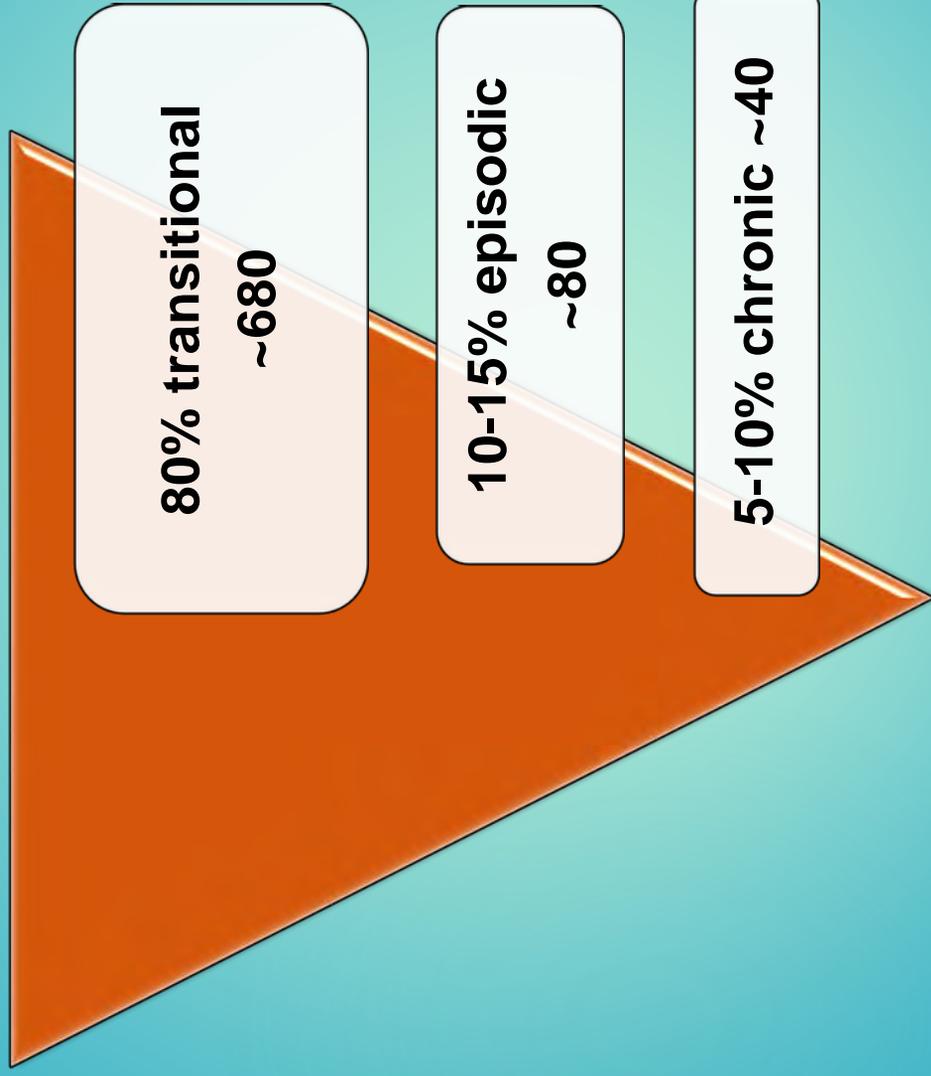
# Shelter use patterns

- ▶ Most stay under 1 month (84%)
- ▶ 136 (17.7%) in families
- ▶ 61.5% males, 38.5% females
- ▶ 71 children 0-15 yrs (9.2%)
- ▶ 231 youth 16-24 yrs – 30% and growing!
- ▶ No data on Aboriginal, ethnicity, migration, acuity; rough sleeping.
- ▶ NFA – jail, health, hotels – not included here.

## 2012 HIFIS Data



# Homeless population ~800



# Homeless counts

- ▶ To better understand the homeless population, several communities have done Point-in-Time Counts.
- ▶ Canada's homelessness program will require communities to do such Counts in future.
- ▶ St. John's delegates participated in Kingston, Ontario's first Count in 2013.
- ▶ St. John's will conduct its first Count during Fall 2015.

**If you're homeless - Get Counted!**

**City of Kingston's  
Point in Time Homeless Count  
is Wednesday, Oct. 16**

The City is conducting a Point in Time Count of homeless people in Kingston beginning at 7 p.m. on Wednesday, Oct. 16.

Volunteers will be approaching anyone on the streets during the Point in Time Count and asking if they are homeless. If you are homeless you will be asked to complete a short survey, you will remain anonymous.

The survey results will help the City better understand the number of homeless individuals in our community and how services can be improved to serve you more effectively.

It is important that you are counted. Please remain visible on the night of the count.



[www.CityofKingston.ca/homeless](http://www.CityofKingston.ca/homeless)

# St. John's Plan outcomes

- ▶ End chronic and episodic homelessness.
- ▶ Re-house and support 460 homeless persons: of these, a minimum of 160 will be chronically and/or episodically homeless.
- ▶ Reduce average length of stay in emergency shelters to 7 days.
- ▶ Develop a coordinated homeless-serving system.
- ▶ Enhance the integration of public systems to reduce discharging into homelessness
- ▶ Align resources and funding across diverse sectors to support the St. John's Plan to End Homelessness.

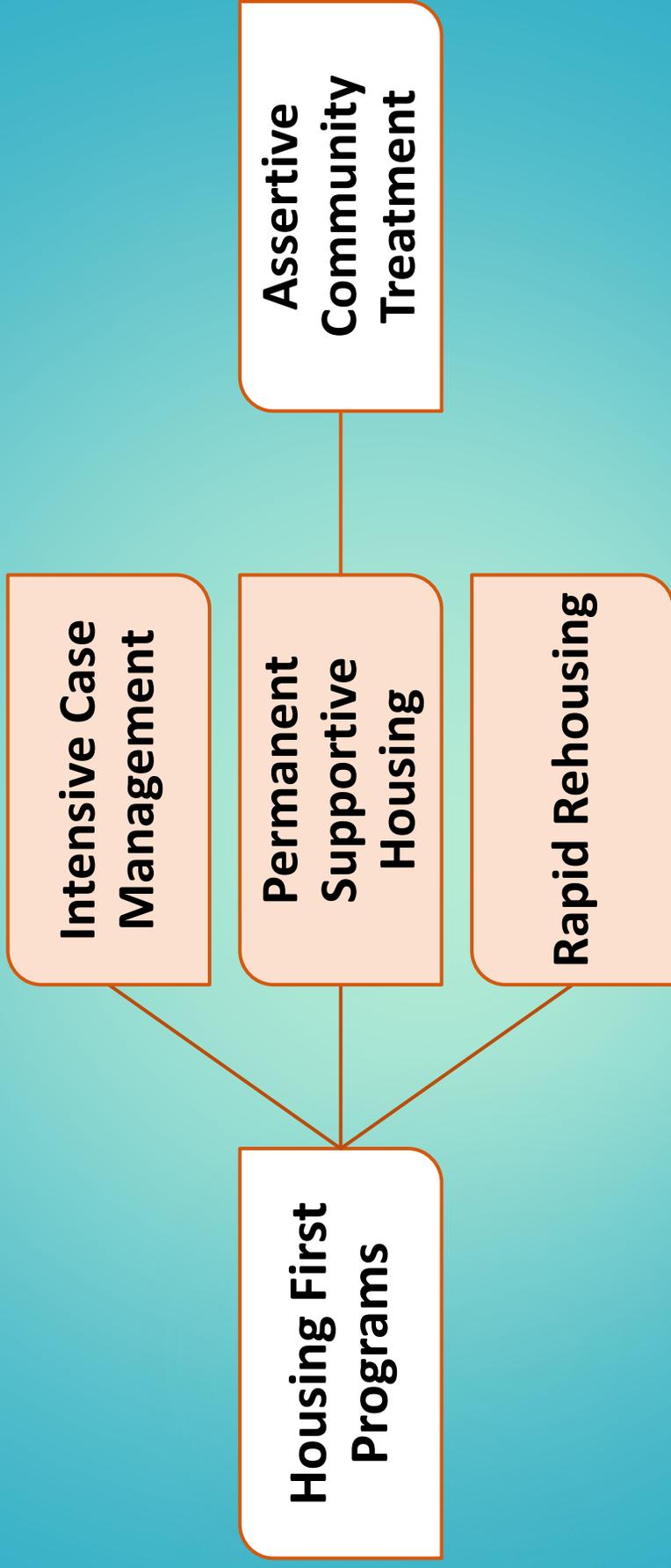
# St. John's priorities

1. **System Coordination**: A coordinated approach to housing and supports following the Housing First philosophy.
  - ▶ Organize the homeless-serving system.
  - ▶ Implement coordinated access and assessment.
  - ▶ Develop discharge/transition planning measures.
2. **Integrated Information System & Research**: Integrated information system and research to support ending homelessness efforts.
  - ▶ Implement an integrated information system.
  - ▶ Build partnerships with the research community.

# St. John's priorities

- Housing & Supports**: Developing a range of housing and supports choices to meet diverse client needs.
  - ▶ Support measures to increase housing affordability and reduce homelessness risk.
  - ▶ Introduce and ramp up a range of Housing First programs.
  - ▶ Tailor supports to meet the needs of diverse groups.
  - ▶ Support the enhancement of service quality and impact.
- Leadership & Resources**: Securing the necessary leadership and resources to support the Plan to End Homelessness.
  - ▶ Develop the infrastructure necessary to implement the Plan.
  - ▶ Coordinate funding to maximize impact.
  - ▶ Champion an end to homelessness.

# Housing First programs



# Acuity & homelessness responses

## Lower Acuity

Rapid Rehousing, Affordable Housing, Prevention



## Moderate Acuity

ICM, Transitional Housing



## Higher Acuity

Permanent Supportive Housing, ACT

# Program investment areas

Program	Target Client Type	Total Estimated Individuals Served
<b>Intensive Case Management</b> (Ramp up 2015, ramp down 2017 & 2018)	Chronically & episodically homeless	155
<b>Permanent Supportive Housing</b> (2014 & 2015)	Chronically homeless	13

# Total investments

## 5 Year Investment Projections

	HPS	Matching Sources Needed	Total
Housing First System Coordination	1,099,123.75	1,099,123.75	2,198,247.50
Permanent Supportive Housing (PSH) Capital	697,425.00	802,575.00	1,500,000.00
Permanent Supportive Housing (PSH) Operations		600,000.00	600,000.00
Intensive Case Management (ICM)	1,097,765.00	1,097,765.00	2,195,530.00
Rapid Rehousing/Prevention	592,811.25	592,811.25	1,185,622.50

# ICM: Years 2-5

Intensive Case Management Projections		Year 2 2016	Year 3 2017	Year 4 2018	Year 5 2019	Total Served
<b>HPS</b>	Unique New Clients Served (Turnover)	35	18	13	12	78
	Ongoing Capacity	35	35	20	20	
<b>Matching Funding Needed</b>	Unique New Clients Served (Turnover)	35	18	12	12	77
	Ongoing Capacity	35	35	20	20	
<b>Combined</b>	<b>Total New Clients</b>	<b>70</b>	<b>36</b>	<b>25</b>	<b>24</b>	<b>155</b>

# Rapid rehousing & prevention: Years 3-5

Rapid Rehousing/ Prevention Projections		Year 3 2016	Year 2017	Year 5 2018	Total House- holds	Est. # Persons
<i>HPS</i>	Households Served	30	35	35	100	150
<i>Matching Funding Needed</i>	Households Served	30	35	35	100	150
<i>Combined</i>	Total Households/Year	60	70	70	200	300

# Year 1 - 2014

<b>Year 1 Investment Projections</b>		
	<b>HPS</b>	<b>Matching Funding Needed</b>
<b>Housing First System Coordination</b>	\$ 174,356.25	\$ 174,356.25
<b>Permanent Supportive Housing Capital</b>	\$ 523,068.75	\$ 523,068.75

# Year 2 - 2015

## Year 2 Investment Projections

	HPS	Matching Funding Needed
Housing First System Coordination	\$ 174,356.25	\$ 174,356.25
Permanent Supportive Housing Capital	\$ 174,356.25	\$ 279,506.25
Permanent Supportive Housing Operations	\$ -	\$ 150,000.00
Intensive Case Management	\$ 348,712.50	\$ 348,712.50

# Sharing the benefits of collective impact...



...let's open doors together

- ▶ Beginning now,  
with Years 1-2 of  
our Community  
Plan to End  
Homelessness.



# Discussion & next steps

Bruce Pearce  
Community Development  
End Homelessness St. John's