



## INFORMATION REPORT

<b>TO:</b>	Chair and Members Emergency and Community Services Committee
<b>COMMITTEE DATE:</b>	March 25, 2021
<b>SUBJECT/REPORT NO:</b>	Housing Focused Street Outreach (HSC21008) (City Wide)
<b>WARD(S) AFFECTED:</b>	City Wide
<b>PREPARED BY:</b>	Nadia Zelisko (905) 546 2424 Ext. 2548 Greg Tedesco (905) 546 2424 Ext. 7168 Rob Mastroianni (905) 546 2424 Ext. 8035
<b>SUBMITTED BY:</b>	Edward John Director, Housing Services Division Healthy and Safe Communities Department
<b>SIGNATURE:</b>	

### INFORMATION

On April 1, 2021, supervision of Hamilton's Street Outreach Team will be centralized in the Housing Services Division on a two-year pilot basis, with Housing Services reporting back on a long-term, sustainable operational model beyond this. Being centralized within Housing Services allows for enhanced opportunities for alignment with the housing-focused goals and strategic actions outlined in Hamilton's System Planning Framework, while also allowing for expanded service delivery outcomes through an updated staffing model. Program operating costs will be fully funded by existing Federal and/or Provincial homelessness funding.

Development of the new Housing Focused Street Outreach Team under the supervision of Housing Services is currently in progress and includes: work to determine the appropriate staffing model to achieve outcome targets; the development of core service standards; role descriptions for all positions within the Street Outreach Team; and program design considerations related to areas of equity and inclusion. The Street Outreach Team will continue to operate as a collaborative community partnership, with workers seconded from community agencies, supporting unsheltered individuals to access shelter and/or housing supports. The Street Outreach Team will also support encampment related response in alignment with the City's Encampment Protocol.

---

OUR Vision: To be the best place to raise a child and age successfully.

OUR Mission: To provide high quality cost conscious public services that contribute to a healthy, safe and prosperous community, in a sustainable manner.

OUR Culture: Collective Ownership, Steadfast Integrity, Courageous Change, Sensational Service, Engaged Empowered Employees.

In order to better support the work of the Street Outreach Team, an expanded Outreach staff complement is required. Currently, there are 2.5 Full Time Equivalent (FTE) staff positions funded through a secondment model. This model will be expanded to a 7 FTE seconded model. This includes 6 Street Outreach staff and 1 Coordinator position. The team will also be supported by an existing HSD Supervisor position. As the Outreach staff are seconded through contractual agreements with community agencies, this will have no impact on the City's staff complement.

As Housing Services Division works to collaboratively design, adapt and implement the Housing Focused Street Outreach Team in alignment with the broader outreach and encampment strategy, effort will be made to include the expertise of those with lived/living experience of homelessness throughout these processes. This work also includes attention to the unique needs of Indigenous populations in Hamilton, as Housing Services remains committed to exploring enhanced partnerships and coordination with Hamilton's Urban Indigenous Community to ensure that approaches to service coordination and provision are culturally appropriate, safe and built on principles of relationship, trust and informed consent.

### **Background and Rationale**

Housing Focused Street Outreach remains an important part of emergency response in Hamilton's homeless-serving system to facilitate connections to housing and related supports. Outreach provides temporary services to unsheltered populations who may be disconnected from services and supports, while also supporting the coordination and implementation of encampment related response strategies.

On January 16, 2020, Report HSC20004 was approved by the Emergency and Community Services Committee. This report outlined recommended projects for Coming Together to End Homelessness: Call for Applications 2019. There were no recommended proponents for the Assertive Housing-Focused Street Outreach stream, and an additional call for applications (CFA) for this intervention was approved to occur in calendar year 2020, with new contracts in place by April 1, 2021. To avoid service disruption and ensure continuity of services in the interim, the City of Hamilton Public Health Mental Health Street Outreach Program was approved to be funded status quo at \$148,450 in fiscal year 2020/2021.

The planned CFA for the Assertive Housing-Focused Street Outreach stream was postponed as the City's Housing Services Division and Emergency Operations Centre (EOC) worked to determine how best to respond to evolving needs around unsheltered homelessness and encampments. In the fall of 2020, supervision of the existing Street Outreach team moved from Public Health Services to Housing Services Division in order to facilitate enhanced encampment response and support, while also creating stronger connections to permanent housing resources within Hamilton's system of care.

---

OUR Vision: To be the best place to raise a child and age successfully.

OUR Mission: To provide high quality cost conscious public services that contribute to a healthy, safe and prosperous community, in a sustainable manner.

OUR Culture: Collective Ownership, Steadfast Integrity, Courageous Change, Sensational Service, Engaged Empowered Employees.

Realigning supervision of the outreach intervention within the Housing Services Division creates an opportunity to increase the capacity of the Housing Focused Street Outreach Team and create stronger alignment between the overall encampment strategy, outreach intervention and Hamilton's Homelessness Systems Planning Framework. This alignment is necessary to ensure that partners across the broader social safety net contribute to a sustainable, seamless response that ensures prevention and appropriate housing are in place to reduce the risk of homelessness, prevent homelessness whenever possible, or otherwise ensure it is a rare, brief and non-reoccurring experience.

### **Financial Implications**

Costs for the Housing Focused Street Outreach Team will be covered through the City's existing Provincial Community Homelessness Prevention Initiative (CHPI) funding allocation. Total costs for the program are estimated to be approx. \$385,000.

### **APPENDICES AND SCHEDULES ATTACHED**

None.