



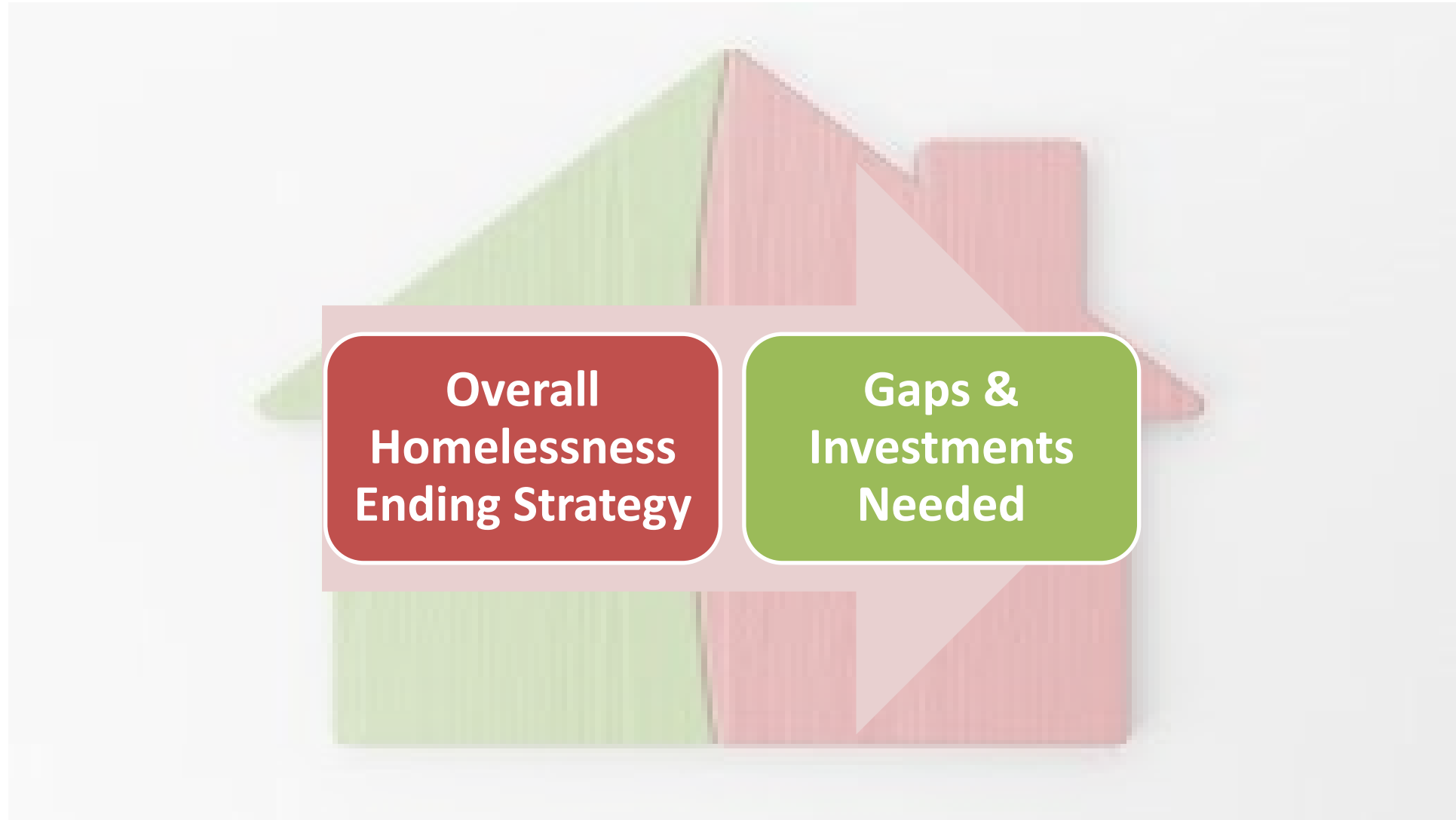
ENDING CHRONIC HOMELESSNESS - REVISED

Emergency and Community Services Committee

March 23, 2023

- Overview of the state of homelessness in Hamilton
- What would it take to end chronic homelessness in Hamilton
- Initiatives underway
- 2023 Budget Items
- New actions and investments required

Ending Chronic Homelessness



Understanding Chronic Homelessness in Hamilton

As of January 2023, 1545 individuals were known to have connected with the homeless-serving system in the three months prior

- 494 were experiencing chronic homelessness of over 6 months
- 1051 were experiencing homelessness for less than 6 months

Since 2020:

- The overall **proportion of people experiencing chronic homelessness has been consistent.**
- The total number of people experiencing homelessness has increased
- The number of individual shelter stayers per year has been relatively stable.
- Average length of stay increased from 80 days in 2021 to 88 days in 2022

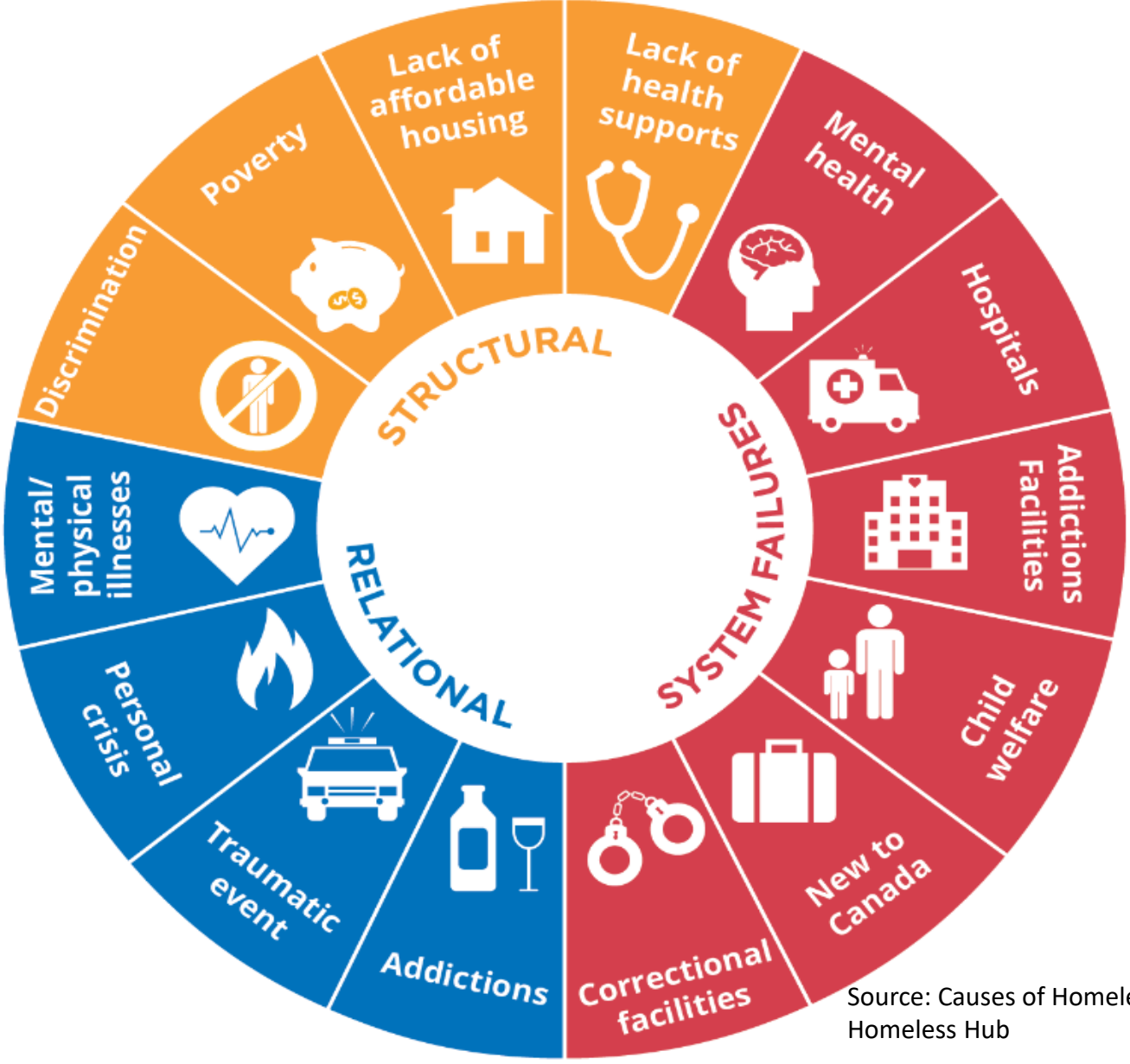
Home is the Foundation



Complex Causes of Homelessness

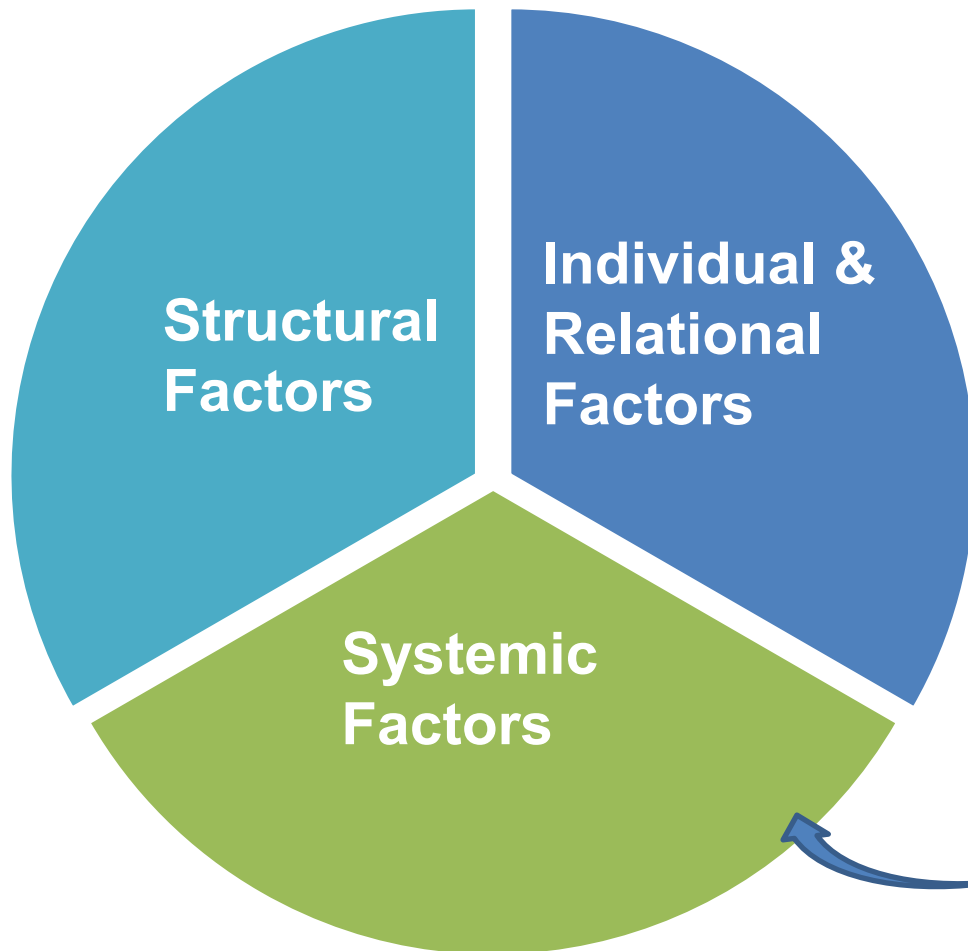
There is no singular cause or pathway to homelessness.

There are no simple solutions.



Source: Causes of Homelessness Homeless Hub

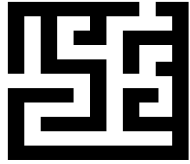
An End to Homelessness



The only known solution to homelessness is **housing**.

Shift to practical community-based response focused on ending homelessness

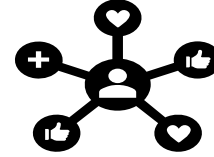
From Managing to Ending Homelessness



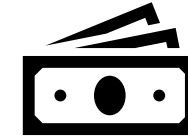
Ending homelessness is hard but together we can build a path forward to achieve measurable reductions that change people's lives.



We are supporting people in crisis. There are major systemic and structural drivers outside our control.



We are building a strong foundation of collaboration and innovation.



We do not have enough resources.

We must invest more and we must invest strategically.

Every investment comes with an opportunity cost.

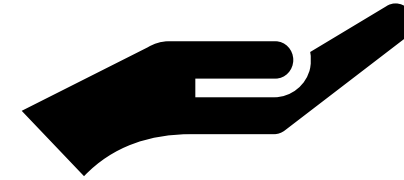
A Hamilton Where Everyone Has a Home



Accelerating building of community housing units and bringing units back online to maintain & increase **supply of affordable housing**



Managing **Access to Housing** through preservation of units and housing subsidy **to get and keep people housed**



Investment and leadership of Coordinated Access to an integrated homeless-serving **system of supports grounded in Housing First**

Hamilton's Homeless-serving System



Roadmap of Services Provided in the Homelessness Service Sector in Hamilton 2022

4037 Individuals accessed services in the homeless-serving system.
26% Chronically Homeless. **27%** High or Very High Acuity. **715** Housed as of Dec 31.



Outreach

Individuals unsheltered and living in encampments

272
Served

54% Chronically Homeless
69% High-Very High Acuity



Drop Ins

Individuals in need of support while unsheltered or to retain housing

976
Served

28% Chronically Homeless
44% High-Very High Acuity

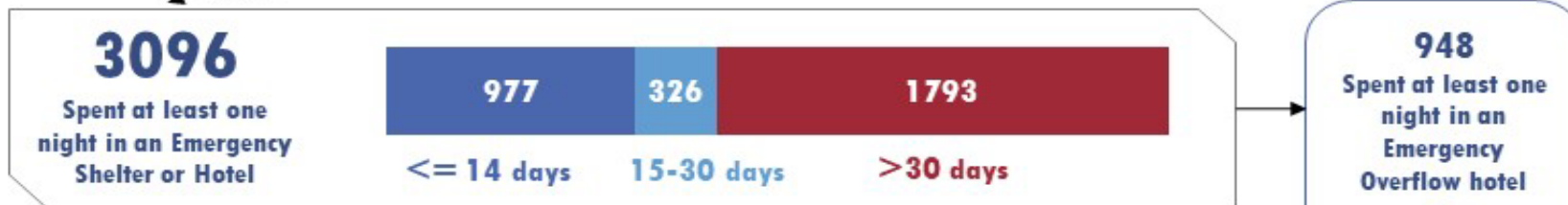


Emergency Shelters

Individuals in need of emergency shelter and supports for up to 30 days

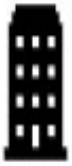
3441
Served

26% Chronically Homeless
26% High-Very High Acuity



For the second year in a row, almost **60%** of individuals were supported by shelters for more than 30 days in the year.





Transitional Housing

Individuals with low to mid acuity in need of place-based supports for up to one year to secure permanent housing

170
Served



Rapid Re-Housing

Individuals with mid acuity in need of time-limited financial assistance and supports to help them quickly exit emergency response services and to retain housing. Supports provided for up to one year.

676
Served



Intensive Case Management

Individuals with high acuity in need of longer supports and interventions between 12 to 24 months.

347
Served



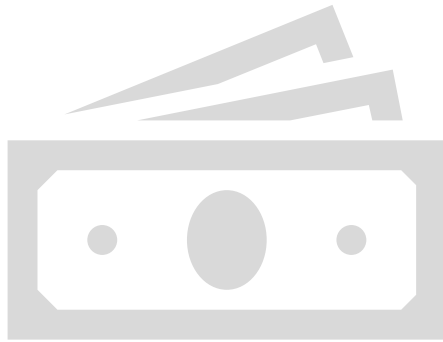
Beyond the homelessness system

Individuals with **very high acuity** that are in need of health supports beyond what is available in our system. Estimated that more individuals have Very High acuity than what is confirmed.

179
Served

122 Spent at least one night in an Emergency Shelter

Significant Gaps Between Needs and Resources



Shortfall of an estimated 8000 units of deeply affordable housing. Only 12% of housing stock affordable to people making less than \$45,000/year



In 2022, approximately 28% of people accessing the homeless serving system presented with a high or very high complexity of need ~ 1119 people.

Limited availability of health resources



Low wages
High turnover
Burnout
Need for deeper integration & agency stability

STRATEGIES FOR ENDING HOMELESSNESS

CAN WE MOVE FROM THIS...



...TO THIS!



Closing the Gap – Enhancements Underway



Supply and Maintenance of Affordable Housing

- Housing Sustainability Investment Roadmap report coming in April to outline investment needed at each stage of housing continuum



Prevention & Diversion to Keep People Housed

- Launching tax filing pilot **~1200 people**
- Enhanced Housing Stability Benefit
- Youth System Landlord Liaison and Diversion Units **~125 youth**
- Early Intervention in Men's System **~550-660 men**
- Family Case Management **~50**



Permanent Housing & Support Solutions

- Enhanced case management staff complements **1193 in 2022 to ~1350**
- Embedded health supports for ICM
- Arkledun supportive housing for women & gender diverse individuals **~100-200 people receive integrated health supports with ICM**



Emergency Services that are Housing-Focused

- Shelter Standards & Indigenous Accountability Framework
- Coordinated intake and assessment to support housing placements
- Housing-focused street outreach
- Indigenous-led programs

Closing the Gap – Housing Items Already Referred to Council

Intervention	Outcome	Cost
City Housing Hamilton Capital Investment in repair and maintenance	476 CHH units repaired	\$5.7 M (one time)
Affordable Housing Development Fund	6-12 units per year	\$4 M annual
Preserve units in existing social housing inventory	Maintenance of social housing stock ~ 10,698	\$1.1 annual (minimum)
Housing Stability Benefit	1500-2000 households per year	\$600 K annual
COLA adjustment for emergency shelters	Maintain 408 permanent beds in shelter system	\$550 K annual
RHI Rent Subsidies	Ongoing subsidy for up to 143 units	\$125 K annual
Benchmarking for housing providers	Offset costs for provincially funded social housing	\$4.2 M annual

Closing the Gap – Housing Items Already Referred to Council

Intervention	Outcome	Cost
YWCA Request to Cover Staffing and Security Costs	Enhanced budget for 65 existing Transitional Housing units	\$2.6 M annual
Temporary Overflow and Drop-in Capacity in the Women's Emergency Shelter System (HSC23019 in-year budget request)	20 additional shelter beds for women through May 2024; drop-in supports for 434	\$3,510,000 one time in-year
	Total One Time	\$9,210,000
	Total Annual Ongoing	\$ 13,175,000
	Total Referred to Council (Budget 2023 & HSC23019)	\$22,385,000

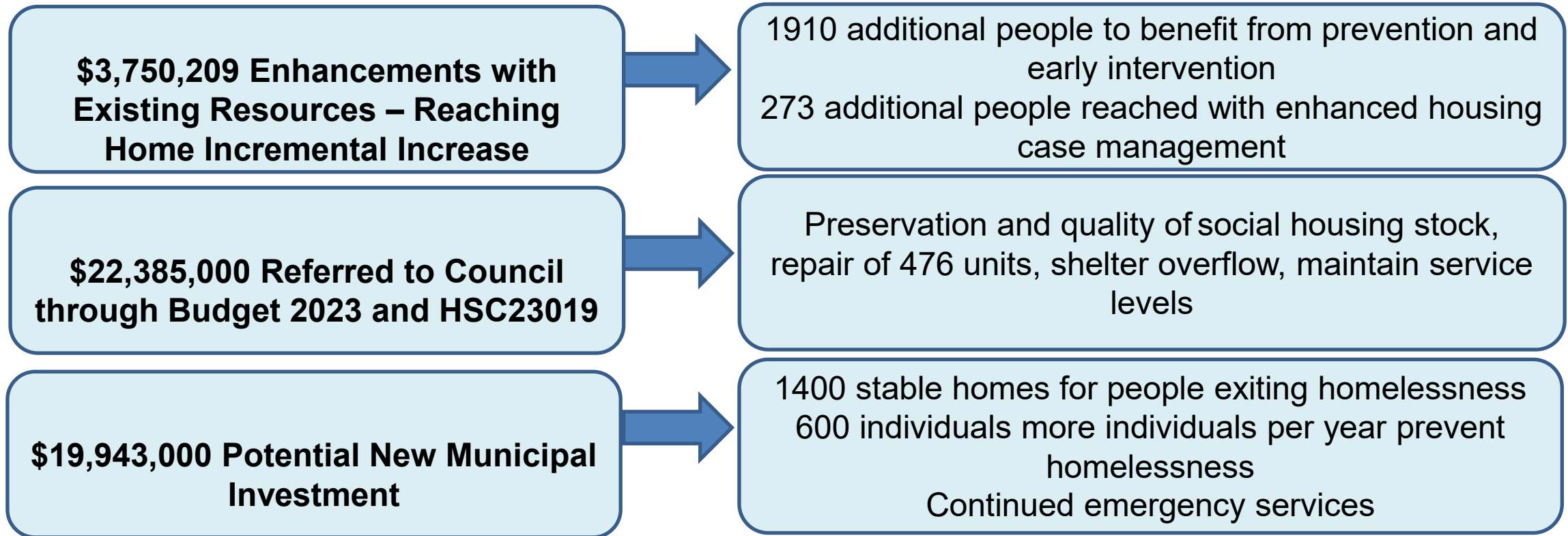
Closing the Gap - Potential New Investments to End Chronic Homelessness

Intervention	Outcome	Cost
CityHousing operational budget	Maintain housing quality and stability for 13,000 tenants	\$2 M
Adult Diversion Enhancement	~600 people per year to prevent homelessness	\$333,000
Municipal Housing Benefit	500 households	\$3,412,000
Landlord Retention Pilot	Retention of 250 units	\$1.7 M
Permanent Supportive Housing	Up to 200 individuals supported	\$1,756,000 estimated in municipal investment, contingent on up to \$7.1M provincial and health sector investment

Closing the Gap - Potential New Investments to End Chronic Homelessness

Intervention	Outcome	Cost
Residential Care Facilities	Housing stability for 660 people	\$2 M enhancement to bring total annual investment to \$8,583,240
Emergency Shelter – Women’s System Expansion of 40 beds	40 Additional beds bringing women’s system to 86 permanent beds	\$1,950,000.00
Emergency Shelter – Family System Expansion of 50 Units/200 beds	200 beds (50 units) expansion would expand current 20 unit/80 bed system to 280 beds for families	\$3,800,000.00
Drop-ins	875 individuals supported per quarter	\$2,992,000
Winter Response Strategy		TBD
Total Potential New Investments		\$19,943,000

What Will It Cost to End Chronic Homelessness?



YWCA Council-Referred Item

- Transitional Living Program (TLP) for women
 - Temporary housing with supports intended to support individuals to attain permanent housing – (not shelter, not permanent housing)
- Unique program for women in Hamilton
 - Intended to be a transitional, short-term solution with an exit to permanent housing
 - Possible solution where there is a lack of housing with supports
- Challenges:
 - Potentially delays entry into permanent housing
 - Not aligned to a “housing first” principle
 - Opportunity cost vs. investment in permanent supportive housing

\$2.6 M vs \$2.0 M Investment:

YWCA Council Referred Item

- \$2.6 M provides ongoing base operating funding sufficient to meet program operational needs
 - Ideal staffing model and ratio, including specialized mental health & trauma services
 - Food, security costs, basic needs, facilities management
- \$2 M improves program overall
 - Increases staffing significantly, however
 - Limited to 1 staff providing housing, peer support and harm reduction supports; limited to 2 overnight staff
 - Food, security costs, basic needs, facilities management

22

Measuring Outcomes

Intervention	Indicator
Prevention	<ul style="list-style-type: none">• Number of individuals/households reached• Number of individuals/households who were connected to a longer-term housing allowance or rent supplement program to maintain their housing• Number of individuals/households who received one-time financial assistance• Total financial (dollars) one-time assistance provided
Diversion	<ul style="list-style-type: none">• Number of individuals/households reached• Number of individuals/households who received one-time financial assistance• Total financial (dollars) one-time assistance provided
Drop-Ins	<ul style="list-style-type: none">• Number of individuals/households reached• Number of interactions where individuals received support with their basic needs (e.g., food, water, clothing, etc.)• Number of interactions where individuals received support with their housing needs (e.g., supportive conversations, referrals to specific programs that may meet their needs, etc.)

Measuring Outcomes

Intervention	Indicator
Housing-Focused Street Outreach	<ul style="list-style-type: none">• Number of individuals/households reached• Number of interactions where individuals received support with their basic needs (e.g., food, water, clothing, etc.)• Number of interactions where individuals received support with their housing needs (e.g., supportive conversations, referrals to specific programs that may meet their needs, etc.)
Emergency Shelter	<ul style="list-style-type: none">• Number of individuals/households reached (total served)• Number of unique shelter stayers• Number of individuals/households accommodated through overflow spaces• Number of individuals who received support with their housing needs
Transitional Housing	<ul style="list-style-type: none">• Number of individuals/households reached• Number of individuals placed into more stable housing by the end of their stay• Number of individuals who returned to homelessness• Number and % of individuals who successfully exited the program (i.e., individual able to live independently without ongoing case supports)

Measuring Outcomes

Intervention	Indicator
Rapid Rehousing	<ul style="list-style-type: none"> • Number of individuals/households reached • Number and % of individuals exiting homelessness to stable housing • Number and % of individuals who retain housing at 6 months; 12 months • Number and % of individuals who returned to homelessness • Number and % of individuals who successfully exited the program (i.e., individual able to live independently without ongoing case supports) • Caseload ratio
Intensive Case Management	
Supportive Housing	<ul style="list-style-type: none"> • Number of individuals/households reached • Number and % of individuals who retain housing at 6 months; 12 months • Number of individuals who returned to homelessness • Number and % of individuals who report improvements to quality of life, income, and community inclusion • Number and % of individuals who demonstrate reduced need/usage for emergency services

STRATEGIES FOR ENDING HOMELESSNESS

CAN WE MOVE FROM THIS...



...TO THIS!





Hamilton

QUESTIONS?