



Hamilton

## INFORMATION REPORT

<b>TO:</b>	Chair and Members Emergency and Community Services Committee
<b>COMMITTEE DATE:</b>	March 23, 2023
<b>SUBJECT/REPORT NO:</b>	Ending Chronic Homelessness (HSC23021) (City Wide) REVISED
<b>WARD(S) AFFECTED:</b>	City Wide
<b>PREPARED BY:</b>	Vanessa Parlette (905) 546-2424 Ext. 3863
<b>SUBMITTED BY:</b>	Michelle Baird Director, Housing Services Division Healthy and Safe Communities Department
<b>SIGNATURE:</b>	<i>Michelle Baird</i>

### COUNCIL DIRECTION

Not Applicable

### INFORMATION

This report provides an update on the current state of homelessness in Hamilton, including needs, trends and existing interventions, as well as information on what it would take to end homelessness in Hamilton rather than simply manage it. This report outlines a proactive approach and a comprehensive set of investments for Council to consider in 2023 and future years to address gaps and opportunities for expanding the reach and impact of the homeless-serving sector. The approach outlined here draws from questions raised by Council and community members and builds from the Homelessness and Housing Action Plan and the work on the Housing Sustainability and Investment Roadmap (HSIR).

Given the complexity and volume of work underway in Housing Services Division, the purpose of this information report is to enable a discussion on the homeless serving sector in advance of the Housing Sustainability and Investment Roadmap (HSIR) that is coming forward to Committee and Council in April 2023. The HSIR will bring forward recommendations on priorities from this report that have maximum impact on homelessness, some of which are investments in emergency services and some further upstream which are required to end chronic homelessness. The April recommendations brought forward through the HSIR will align with this report and would be implemented pending Council direction and available in-year resources and/or development of an appropriate financing strategy.

Appendix “A” to Report HSC23021 summarizes existing interventions in our homeless serving sector. Appendix “B” to Report HSC23021 further details the current state of homelessness in Hamilton. Appendix “C” to Report HSC23021 outlines a comprehensive overview of prioritized actions and investments – some which are being piloted in 2023 to evaluate effectiveness, and some which require new resources to be implemented. Appendix “C” to Report HSC23021 will be included in the HSIR staff report as a reference point providing additional detail to accompany the HSIR recommendations. The Housing and Homelessness Action Plan serves as the foundation for the interventions in this report and also the HSIR.

It should be noted that the entire system is under-resourced. During the pandemic, the province provided Social Service Relief Funding, which enabled critical expansion of programs and services in the sector. These resources have ended, leaving the municipality and community providers to manage unprecedented need without expanded support from upper levels of government. Existing providers would benefit from additional investment to stabilize their programs, operations, and staffing. These investments are not reflected in this chart. In addition, many community organizations provide programs and services in complement to city-funded providers, but which do not receive any funding through the Housing Services Division.

## **Background**

Hamilton has worked towards the goal of ending homelessness since the 2010 launch of our Advisory Committee for the Housing and Homelessness Action Plan (HHAP), published in 2013 and updated in 2020. In 2019, the City launched the Coming Together to End Homelessness Systems Planning Framework (CTEH). The CTEH outlines Hamilton’s homelessness ending strategy. Hamilton’s strategy to end homelessness is also laid out in the Reaching Home Homelessness Plan 2019-2024 (HSC20004, HSC21044) and its implementation will be furthered strengthened through the HSIR.

## **What is Hamilton’s Homelessness Ending Strategy?**

The Housing Services Division is funded by all levels of government. In 2019, this investment totalled \$110 M. In 2023, total investment is approximately \$133 M. The increase is due to an increase in provincial and federal funding allocations with the introduction of new programs and some increases to existing programs’ annual allocations. Investments specifically targeted towards interventions to prevent and end people’s experience of homelessness are budgeted at \$39,877,095 for 2023-24<sup>1</sup>, of

<sup>1</sup> The projected 2023-24 budget of \$39,877,095 for homelessness supports is inclusive of Federal Reaching Home: \$9,924,878; Provincial Homelessness Prevention Program: \$23,559,700; and Municipal Levy: \$6,392,517. These figures are based on start-of-year budgeted funding for costs associated with direct service delivery as well as supporting system coordination and some administration within Housing Services Division.

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which \$6.39 M annually represents municipal levy. This investment enables delivery and integration of programs outlined in Appendix "A".

Hamilton's overarching homelessness strategy and HHAP include:

- **Investments in capital to build and maintain supply of affordable housing.** Outcome 1 of the HHAP is focused on increasing affordable rental and ownership housing in Hamilton to meet the need and demand. In 2021-22 Hamilton approved investment in 184 new units of community housing and repaired an additional 1,935 units. When investing in new capital developments, the City negotiates with housing providers to establish commitment to housing people from the social housing waitlist and the By-Name List of people actively experiencing homelessness.
- **Preserving community housing units and managing access to subsidized housing.** Outcome 2 of the HHAP is focused on people having more housing affordability and choice. Strategy 3 is about increasing the number and effectiveness of housing allowances and rent supplements. In 2021-22, 10,698 households were assisted through social housing, rent supplements, and housing allowances.
- **Managing coordinated access to a diverse range of housing solutions.** HHAP Outcome 3 is about making sure people have the supports they need to obtain and maintain housing. HHAP Strategy 1 aims to improve coordination between homelessness programs and housing support services. In 2021-22 supports were provided to help 2933 households remain housed and prevent homelessness. Since January 2020, more than 1380 households have been supported to exit homelessness through City-funded Intensive Case Management and Rapid Rehousing programs.
- **Building capacity to develop Indigenous owned capital resources and Indigenous-led programs.** HHAP Outcome 5 aims to ensure all people experience equitable access and supports through all housing-related services. Strategy 2 focuses on ensuring Indigenous people are engaged with housing and homelessness services and served in a culturally appropriate manner. Strategy 3 outlines Housing Services Division's commitment to build capacity within Indigenous organizations as requested by those organizations. A comprehensive range of supports delivered through Indigenous partners include: an Indigenous drop-in, shelter intervention, street outreach, mobile mental health support, early intervention, and intensive case management with a targeted strategy of provision of services to encampment areas. Indigenous peoples are also prioritized first for both Indigenous and non-Indigenous program streams.

It is essential that supports for individuals experiencing homelessness are set within a broader strategy to increase supply of affordable housing. The City has established transparent processes to prioritize investments through Community Calls for Applications and stakeholder engagement to identify and address community needs with effective, local solutions.

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Despite having a comprehensive strategy with many effective interventions in place, the level of need for affordable housing and homelessness supports far exceeds available resources. This challenge has been exacerbated over the course of the pandemic and the homelessness sector continues to experience unprecedented demand. Hamilton’s coordinated system enabled community partners to respond quickly to expand emergency programs during the pandemic. This response included expansion of drop-in programs, street outreach services, isolation centres, and shelter spaces from 341 pre-pandemic to more than 500 through the pandemic. Data from the Municipal Benchmarking Network Canada shows that in 2020 and 2021 Hamilton invested more dollars and had more shelter beds per capita than comparable communities.

Emergency services are a critical first-line response to ensure people experiencing homelessness have a safe place to stay and basic needs met while they pursue stable housing. This is true whether an individual is staying in shelter, couch surfing, or living unsheltered. However, an over-investment in emergency response services runs the risk that we regress to a place of managing homelessness rather than ending it. To accelerate progress toward ending homelessness, Hamilton must move beyond the emergency response orientation of the pandemic and enhance investment in permanent solutions to homelessness. This is the only way to avoid cycles of short-term measures that address the symptoms of homelessness or help people cope with it, rather than address the root causes. Actions and investments in ending homelessness must be chosen based on demonstrated evidence of successful outcomes for each type of intervention and designed to address the unique needs of individuals in Hamilton who are at risk of and experiencing homelessness.

### **State of Homelessness in Hamilton**

This section provides a summary of trends in homelessness data for 2022, with further details included in Appendix “B” to Report HSC23021. Appendix “A” to Report HSC23021 provides an overview of homelessness support programs funded by the City of Hamilton and number of people reached in 2022. The [Housing and Homelessness Data Dashboard](#) provides updated information every quarter on shelter occupancy and capacity, number of people experiencing homelessness, and inflow/outflow for the homelessness system.

- **Active Homelessness:** In 2022, 4037 individuals accessed homeless-serving programs funded by the City of Hamilton. As of the end of December 2022, 1536 individuals were considered to be actively homeless in Hamilton. This is defined by having connected with the homeless-serving system in the previous 90 days. The number of people known to be experiencing homelessness on average in 2020 was 1024 and in 2021 it was 1202. This shows an increasing trend; however, some of this increased reporting is likely due to expanded services and improved data collection capabilities during this time.

- **Chronic Homelessness.** Of the 1536 individuals on the By-Name List (BNL) at the end of December 2022, 488 were experiencing chronic homelessness (of six months or more) and 1048 were experiencing a duration of homelessness less than six months. The overall proportion of people experiencing chronic homelessness has been consistent over the past three years.
- **Shelter Trends:** Of those who accessed the homeless-serving system in 2022, 3441 accessed supports offered through a shelter, and 3096 spent at least one night in a shelter. The number of individual shelter stayers per year has been relatively stable with 2810 in 2020 and 3112 in 2021. However, average length of stay increased from 80 days in 2021 to 88 days in 2022. There is variation in the average length of stay by system. A total of 40% of youth, 46% of men, and 59% of women spent more than 30 nights in a shelter in 2022, while 84% of families spent more than 30 nights. High lengths of stay in the emergency shelter system is a result of there being inadequate opportunities for people to move quickly from the shelter system into stable housing. This creates blockages in the emergency system where people are getting stuck in homelessness and in shelters.
- **Unsheltered Homelessness:** In 2022, Hamilton's homeless-serving system connected with 272 individuals experiencing unsheltered homelessness, with an average of 37 individuals living unsheltered per month engaged through outreach activities. In the last three months of 2020, the housing focused street outreach team saw an average of 144 unique individuals per month and an average of 85 per month throughout 2021. While the monthly data has been variable, this indicates a downward trend in people experiencing unsheltered homelessness from 2021 through 2022.
- **Complexity of Need:** In 2022, approximately 28% of people accessing the homeless serving system presented with a high (23%, 940 people) or very high (4%, 179 people) complexity of co-occurring needs. This represents 1119 people, many of whom require additional clinical health supports to access and sustain housing.

### **Gaps Between Level of Need and Available Resources**

The challenges outlined below represent some of the greatest pressures on Hamilton's homeless-serving system.

#### **Affordable Housing**

Hamilton is seeing rapid increases to housing costs and inflation without an increase in provincial social assistance rates. This means that the scarce supply of affordable housing in Hamilton is often still not accessible to people with very low incomes.

Rental subsidies are often required for people exiting homelessness to be housed even in shared or rooming house accommodation.

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The demand for subsidized community housing continues to grow. However, every year Hamilton loses units in the through the end of operating agreements with provincial and federal governments. Between 2001 and 2020, 1,654 units were removed from the community housing stock because of the end of operating agreements., By 2032 all operating agreements will expire. The City of Hamilton is proactively negotiating renewal of operating agreements and using municipal funds to incentivize landlords to maintain units within the City's Social Housing portfolio.

### Barriers to Accessing and Maintaining Housing

The Covid-19 pandemic has also placed enormous pressure on other systems such as health and social services. This has led to more people falling into housing crisis with a complexity of mental health, physical health, and addictions. The homeless-serving system was not designed or funded to address this type and scale of need.

One of the greatest challenges in Hamilton's homeless-serving sector is that there are few community resources available for individuals with the highest complexity of needs. This is often described as having co-occurring conditions: such as mental illness, addictions, and/or physical health challenges. There are no funded programs in Hamilton's homeless-serving system with the resources needed to address the complexity of health and system barriers these individuals face to securing stable housing. Many people with this level of need will require ongoing intensive mental and physical health supports. Most often this would be in the form of supportive housing to meet their daily needs and work towards improved well-being through housing and life stability.

For individuals experiencing chronic homelessness with a high level of complexity or acuity, the most appropriate level of support within the homeless-serving system is Intensive Case Management (ICM). City-funded ICM programs (for men, women, families, youth, and Indigenous peoples of all ages and genders) offer up to 24 months of support to find and stabilize housing. Staff working in these housing-focused case management programs are seeing an increase in intense need for support around mental health and addictions. While case managers are actively working to connect clients to community health providers, waitlists for some supports are over two years long. Support is not readily available to address immediate and long-term health barriers that are getting in the way of securing permanent housing. Housing case management programs require direct access to health providers who are dedicated to those experiencing homelessness to work alongside them in supporting people to get housed and stay housed.

There is an acute need and opportunity to deepen coordination of health, housing, and Indigenous-led interventions to ensure an equitable and seamless continuum of care for individuals experiencing homelessness. Housing Services Division is focused on deepening collaboration with health sector partners, however the distinct funding

mandates between health and housing systems pose barriers to access and referrals. The majority of permanent supportive housing available in the community is funded through the Ministry of Health and not directly available to staff and organizations seeking to support clients through the homeless-serving sector (HSC23013).

### Sector Capacity – Recruitment and Retention

The homelessness sector continues to see unprecedented stress and turnover among staff at all levels. This has made it extremely challenging for shelters and homelessness support programs to recruit and retain staff. Some programs report turnover rates in the past year as being between 75-125%.

The non-profit sector and homelessness support programs specifically have long faced extremely low wages for highly challenging and stressful work. There are no easy solutions to address this wage disparity. Provincial Bill 124 has enforced a retroactive wage freeze for the public sector and non-profit partners receiving more than \$1 M per year from the provincial government. There has also been no increase to shelter block funding since 2014. This compensation freeze makes it difficult to hire staff at competitive wages at a time when pressures on staff have increased dramatically. This poses a risk to program delivery and sustainability.

The health sector is also experiencing staff retention challenges and long waitlists for services. This makes it difficult to dedicate existing or new health resources to people experiencing homelessness.

Due to historical underfunding, the Indigenous program stream faces unique challenges in recruiting and retaining experienced Indigenous staff. The smaller hiring pool means fewer potential candidates in an already stretched system. Meanwhile organizations, including the Indigenous CE, operate without sustainable funding or adequate staff complements. Indigenous organizations are seeing high staff turnover, meaning that staff who remain carry a higher load and are at risk of burnout.

The loss of dedicated COVID funding, amounting to \$70 M over the course of 2020-22, means that the City and sector no longer have the capacity to offer expanded emergency response services. However, heightened community need for emergency homelessness supports (such as shelters, drop-ins, and outreach) continues.

These systemic challenges highlight the importance of investing staff time and financial resources in the solutions shown to have the greatest impact. There is a very high opportunity cost for every decision and investment made at the expense of another.

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**2023 Enhancements in the Homeless-serving System (Existing Resources)**

In addition to the existing City-funded homelessness services and supports outlined in Appendix "A", the Housing Services Division has also realigned existing work and resources to implement the following enhancements in 2023. These initiatives will be implemented utilizing existing resources, including an increase through the Federal Reaching Home program received in late 2022. Programs will be evaluated and those that achieve intended outcomes will be recommended to continue.

**2023 Prevention and Diversion Programs<sup>2</sup>:**

- An estimated 1200 people supported to boost income and retain housing through a pilot to support tax filing through HSD.
- An enhanced version of the Housing Stability Benefit Program with the flexibility of Rent Ready to support Ontario Disability Support Program, Ontario Works recipients, and people with low income to maintain their housing and prevent homelessness. This revised program will maintain a distinct Indigenous stream with dedicated funding allocation. In 2022, 1,425 households were supported through Rent Ready and 1522 supported through HSB.
- Enhancements to the Youth Diversion program for 2023-24 include a fulltime landlord liaison role and funding for dedicated diversion beds (bachelor apartments) to support youth in preventing shelter stays that increase risk of street involvement and prolonged homelessness. The Youth Diversion program supports an estimated 125 youth per year.
- Mobile case management for families staying in hotel overflow 2023-24. This will ensure that families staying in hotels receive support in setting housing goals, searching for housing, securing units appropriate to their budget and family size, and connecting with broader community and financial resources. Estimated support for 50 families per year.
- Early intervention supports in the men's shelter system 2023-24 to help people quickly resolve experiences of homelessness and prevent prolonged shelter and street involvement. Estimated support for 550-660 men per year.

**Permanent Housing Solutions:**

- Enhancements to case management for Intensive Case Management, Rapid Rehousing, and Transitional Housing programs for 2023-24. This includes creation of senior staff roles, wage increases, and increase in number of case managers to help ensure program sustainability and increase caseload capacity. Collectively these programs supported 1193 caseload spaces in 2022 (this may

<sup>2</sup> Prevention programs are the most effective way to prevent the much higher human and financial costs of homelessness. In 2022, more than 2933 households were supported to prevent homelessness through City-led and City-funded prevention programs.

not be unique individuals as some people may have accessed more than one program). Enhanced program capacity is expected to support an additional 110-200 individuals.

- Embedded health supports within ICM/RRH teams. This builds from a four-month pilot through Good Shepherd from December 2022 through March 2023. HSD will invest in a year-long program extension to expand reach and demonstrate program outcomes while seeking health partnerships to sustain it. This program is expected to support a minimum of 100 and up to 200 individuals (depending on scope of investment) with dedicated supports for mental health, physical, health, and addictions to help people address barriers to accessing and retaining housing.
- Along with investments in specific areas of intervention listed above, CHIL and the City have worked together to design an Indigenous Data Liaison project to establish and embed Indigenous data governance principles and Indigenous knowledge broadly across all Coordinated Access agencies and practices. This work complements plans to develop and implement an Indigenous Cultural Capacity and Accountability Framework.

### **Additional Solutions and Investments Needed to End Homelessness in Hamilton**

As mentioned, our system is currently under-resourced and currently does not have sufficient capacity to end chronic homelessness. Below is a consolidated list of interventions that could be implemented within Hamilton's housing and homelessness system that have demonstrated effectiveness at preventing and ending homelessness here and in other communities. If these interventions were fully resourced, Hamilton could meet the goal of ending chronic homelessness by 2025.

Within this list of interventions, Housing Services Division has identified priorities that will be coming forward as urgent in-year decisions to shore up critical capacity in the homeless-serving sector, and which would have a significant impact in ending chronic homelessness. This information is provided for discussion in advance of finalizing the 2023 budget process. Recommendations and options for various levels of investment will come forward in April as part of the HSIR report post-budget approval and will be prioritized and implemented according to available in-year resources and Council direction.

Note that Report HSC23019 also recommends 2023 investments of \$3.5 M for temporary shelter capacity and drop-in programs for the women's sector for April 1, 2023 through March 31, 2024, which is included in Appendix "C" and summarized in the chart below. In addition, further detail related to the \$2.6 M YWCA Transitional Living Program is attached in Appendix "E".

Green-shaded items in the chart below have been identified as having greatest impact or need and will be brought forward as recommendations for Council consideration in

the April HSIR report. Recommendations will include various options related to implementation timing, and will be implemented according to Council direction, timelines, available resources and/or development of a financing strategy.

Total dollar value of interventions listed in the chart below is \$41,397,000 plus an additional \$2.6 M requested by YWCA going to Council for approval on March 29, brings the total to \$43,997,000. Excluding items previously referred to council through budget 2023 and HSC23019 as well as \$7.1 M best suited for provincial investment, this chart outlines \$19,743,000 in potential annual municipal investment to consider in-year or for budget 2024. If fully resourced, these investments in homelessness supports would mean enhanced prevention for approximately 600 individuals, permanent housing solutions for approximately 1,400 households, and expanded emergency response by 240 beds in the shelter system.

#### Additional Investment to End Chronic Homelessness:

Please note that intervention numbers align with references in Appendix "C". Housing Services has already taken action to initiate a number of the investments outlined in Appendix "C" with existing resources. These are summarized above and therefore not repeated in the chart below, which represents only new investments needed that do not yet have a funding source.

<b>Intervention</b>	<b>Current Outcome</b>	<b>Additional Investment Required</b>
<b>1. Investments in capital to build and maintain supply of affordable housing</b>		
1.a) Capital Investment in repair and maintenance of existing affordable communing housing stock	1935 units repaired in 2021.  \$234 M total need	Budget 2023 Referred: \$5.7 M one time to repair 476 CHH units
1.b)/1.c) Capital investment in development and acquisition of non-profit development of affordable housing	In total Hamilton brought online 184 new units in 2021-22.  175 M annually to develop 350 new units	Budget 2023 Referred: \$4 M annually for Affordable Housing Development Fund to support development of 6-12 units
<b>2. Preserving community housing units and managing access to subsidized housing</b>		
2.a) Preserve community housing stock to house community members on very low income through social housing waitlist	10,698 people supported through community housing or rent subsidy in 2021.  \$1.1 M reserve for mortgage renewals in 2023	Budget 2023 Referred: \$1.1 M  June 2023 report forthcoming with recommended enhancement

2.b) Evaluate Sufficiency of City Housing Hamilton Operating Budget	Evident that CHH does not have sufficient base funding to keep up with repairs.	Potential New In-Year/2024: \$2 M annually
3. Managing coordinated access to a diverse range of housing solutions to ensure people realize their right to housing quickly and equitably		
3.a.4 Adult Diversion Enhancement. It is estimated that with appropriate diversion supports in place (assessment and flex funds) approximately 25-30% of people who access the shelter system can be successfully diverted.	Minimal budget and no dedicated staff in singles shelter system limits the ability to successfully divert shelter stays.	Potential New In-Year/2024: \$333,000 annually to support 600 individuals/year
3.b.1 Municipal Housing Benefit aligned with Rent Geared to Income (RGI) to directly support people exiting homelessness to secure stable, affordable housing on the private market.	The Canada-Ontario Housing Benefit provides a deep RGI subsidy. In 2022-23, Hamilton received and distributed COHBs to 429 households. The 2023-24 allotment will support people with expiring housing allowances to remain housed. Therefore, there will likely not be any COHBs available this year for people to exit homelessness.	Potential New In-Year/2024: \$3,412,000 annually would provide subsidy for 500 households per year to end homelessness X \$500/month = \$3 M + \$412 K for program design and administration
3.b.3 Landlord Retention Pilot: A dedicated fund to cover the cost of unit damages and turnover would help maintain strong relationship and incentives for landlords to continue working with programs supporting people to exit homelessness.	NIL Currently landlord engagement is done on a program-by-program basis with no dedicated fund for repairs or turnover. Program staff report significant reluctance among landlords to work with their clients experiencing homelessness.	Potential New In-Year/2024: \$1.7 M annually to retain 250 units accessible by individuals exiting homelessness
3.c.1 Additional Resources for Permanent Supportive Housing: Municipal subsidy for up to 200 units of housing with dedicated onsite health and social supports for those with the highest complexity of need. This is contingent on partnerships with health provider and non-profit agencies to deliver support programs.	The City of Hamilton's \$3.6 annual investment in the Good Shepherd Arkledun operations will bring online 73 units of housing with supports for women and gender diverse individuals with a proportion of units supporting people with higher complexity of co-occurring needs, and people with moderate and low support needs.	Potential New In-Year/2024: \$1,756,000 annually for municipal subsidy and program management for up to 200 units of permanent supportive housing  Total \$8.9 M annually would include an additional \$7.1 M annually for clinical supports and program delivery best

	There remains a gap in available supportive housing for people with the highest complexity of co-occurring needs, requiring investment in up to 200 units.	suited to be funded provincially
3.c.2 Residential Care Facilities (RCFs): Transformation and enhancement of this program to better connect with homeless-serving system, improving access and quality of care.	Currently 660 people are supported through the RCF subsidy program. The per diem of \$57 per day is also widely considered to be inadequate to provide the level of staffing required to fully support the daily needs of tenants.	Potential New In-Year/2024: \$2 M annually will ensure housing stability and improve quality of care for 660 individuals
3.d.1 Temporary Overflow in the Women's Emergency Shelter System and Interim Drop-in Capacity (HSC23019)	\$1,910,000 for women's shelter overflow as outlined in HSC23019  \$1.6 M per year supports approximately 434 women to meet basic needs and get connected with additional housing supports	HSC23019 Recommendation: Total of \$3,510,000 one-time funding requested through HSC23019 (March 2023 decision required)
3.d.2 Emergency Shelter – Women's System Expansion: identify options to create 40 additional beds in the women's system	46 permanent beds (total of 109 available currently through overflow at Cathedral) investment is needed to increase to 86 permanent beds.	Potential New In-Year/2024: \$1,950,000.00 operating + unknown capital costs
3.d.3 Emergency Shelter – Family System Expansion: identify options to create 200 additional shelter beds (50 units) or support equivalent number of families	200 beds (50 units) expansion would expand current 20 unit/80 bed system to 280 beds for families. Rent supports and supplements could also be used to secure and retain housing for families to prevent the need for prolonged shelter stays.	Potential New In-Year/2024: \$3,800,000.00 operating + unknown and significant capital costs
3.d.4 Drop-in Programs Carole Anne's Place (overnight drop-in for women), Living Rock (youth), Wesley Day Centre (all genders), Mission Services Willow's Place (women).	875 people per quarter supported to meet basic needs and get connected to housing supports. Current funding is due to end March 31, 2023.  \$1.6 M – Women's programs	Potential New In-Year/2024: \$2,992,000 annually to maintain service for 875 people per quarter with options for all ages and genders

Extension of funding for drop-ins within the women’s system through March 2024 is recommended through Report HSC23019	\$1.39 M - Living Rock and Wesley Day Centre	
3.d.5 Winter Response Strategy Development of a long-term comprehensive winter response strategy is underway due for report back in August.	\$125 K committed for 2023.	Potential New In-Year/2024: TBD August report

## Measuring Results

HSD will report back on the progress towards ending chronic homelessness in September for the January – June 2023 timeframe, and annually thereafter. Core performance metrics for each intervention area are outlined below:

Intervention	Indicator
Prevention	<ul style="list-style-type: none"> <li>• Number of individuals/households reached</li> <li>• Number of individuals/households who were connected to a longer-term housing allowance or rent supplement program to maintain their housing</li> <li>• Number of individuals/households who received one-time financial assistance</li> <li>• Total financial (dollars) one-time assistance provided</li> </ul>
Diversion	<ul style="list-style-type: none"> <li>• Number of individuals/households reached</li> <li>• Number of individuals/households who received one-time financial assistance</li> <li>• Total financial (dollars) one-time assistance provided</li> </ul>
Drop-Ins	<ul style="list-style-type: none"> <li>• Number of individuals/households reached</li> <li>• Number of interactions where individuals received support with their <b>basic needs</b> (e.g., food, water, clothing, etc.)</li> <li>• Number of interactions where individuals received support with their <b>housing needs</b> (e.g., supportive conversations, referrals to specific programs that may meet their needs, etc.)</li> </ul>
Housing-Focused Street Outreach	<ul style="list-style-type: none"> <li>• Number of individuals/households reached</li> <li>• Number of interactions where individuals received support with their <b>basic needs</b> (e.g., food, water, clothing, etc.)</li> <li>• Number of interactions where individuals received support with their <b>housing needs</b> (e.g., supportive conversations, referrals to specific programs that may meet their needs, etc.)</li> </ul>
Emergency Shelter –	<ul style="list-style-type: none"> <li>• Number of individuals/households reached (i.e. received targeted housing supports within the first 14 days)</li> </ul>

Intervention	Indicator
Early Intervention Supports	
Emergency Shelter	<ul style="list-style-type: none"> <li>• Number of individuals/households reached (total served)</li> <li>• Number of individuals/households provided with an emergency shelter bed/room when needed (unique shelter stayers)</li> <li>• Number of individuals/households accommodated through overflow spaces made available as demand fluctuates</li> <li>• Number of individuals who received support with their <b>housing needs</b></li> </ul>
Transitional Housing	<ul style="list-style-type: none"> <li>• Number of individuals/households reached</li> <li>• Number of individuals placed into more stable housing by the end of their stay in the transitional living situation</li> <li>• Number of individuals who returned to homelessness</li> <li>• Number and % of individuals who successfully exited the program (i.e., individual able to live independently without ongoing case supports)</li> </ul>
Rapid Rehousing	<ul style="list-style-type: none"> <li>• Number of individuals/households reached</li> <li>• Number and % of individuals placed into more stable housing and have exited homelessness</li> <li>• Number and % of individuals who returned to homelessness</li> <li>• Number and % of individuals who successfully exited the program (i.e., individual able to live independently without ongoing case supports)</li> <li>• Caseload ratio</li> </ul>
Intensive Case Management	<ul style="list-style-type: none"> <li>• Number of individuals/households reached</li> <li>• Number and % of individuals placed into more stable housing and have exited homelessness</li> <li>• Number and % of individuals who returned to homelessness</li> <li>• Number and % of individuals who successfully exited the program (i.e., individual able to live independently without ongoing case supports)</li> <li>• Caseload ratio</li> </ul>

## APPENDICES AND SCHEDULES ATTACHED

Appendix "A" to Report HSC23021: Overview of Funded Homelessness Support Programs

Appendix "B" to Report HSC23021: State of Homelessness Data

Appendix "C" to Report HSC23021: Actions & Investments Required to End Homelessness in Hamilton

Appendix "D" to Report HSC23021: Summary of Investments

Appendix "E" to Report HSC23021: Summary of YWCA's Funding Request for Transitional Living