



# An Update on Durham Region's Homelessness Support and Coordinated Access System – Part 2

June 2023

# Two-Part Report and Presentation

## June 2023

- 2023/2024 Funding
- Planned Improvement Projects
  - Improving System Coordination
  - Enhancing System and Program Oversight
  - Developing Street Outreach
  - Increasing Housing Program Opportunities

## Presented May 2023

- 2022 Data Overview
- Current Forecasting
- Program Reviews
- Key Challenges & Bright Spots
- Durham Advisory Committee on Homelessness

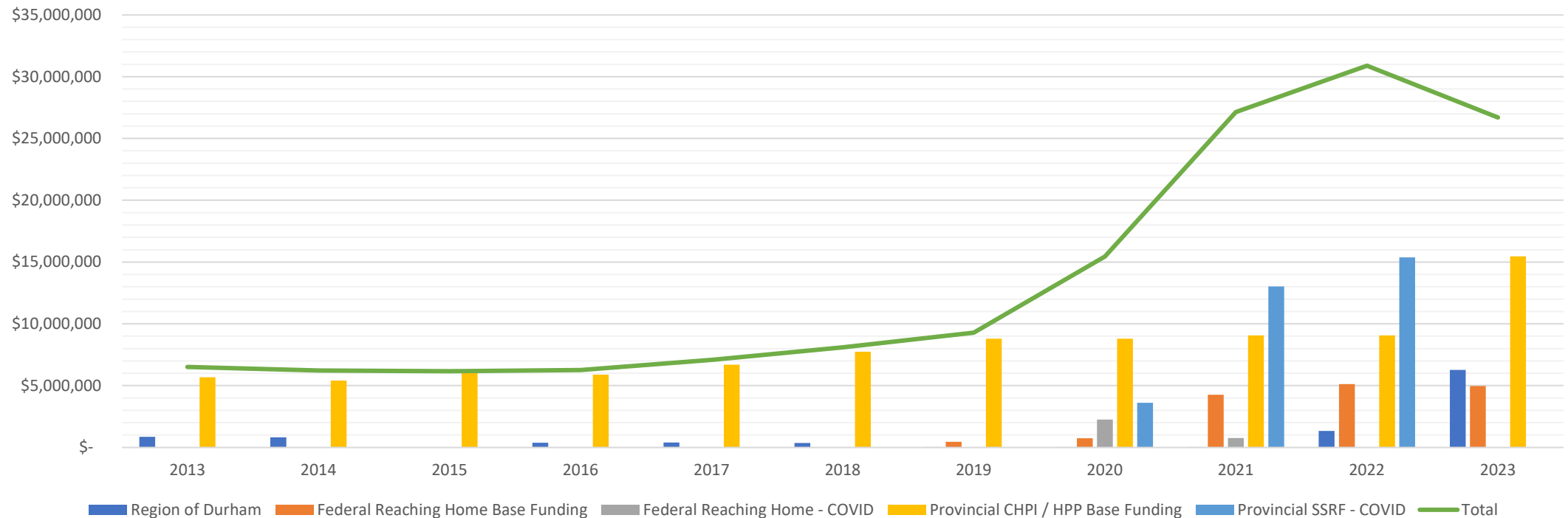
# The Homelessness Initiatives Team

- The team is expanding to include:
  - A system management team with a focus on oversight of the system
  - A direct service delivery team with a focus on human centre service delivery
- Regional staff are also now engaging in the direct delivery of homelessness support programming and will be in a position to provide a fulsome overview of the homelessness support and coordinated access system

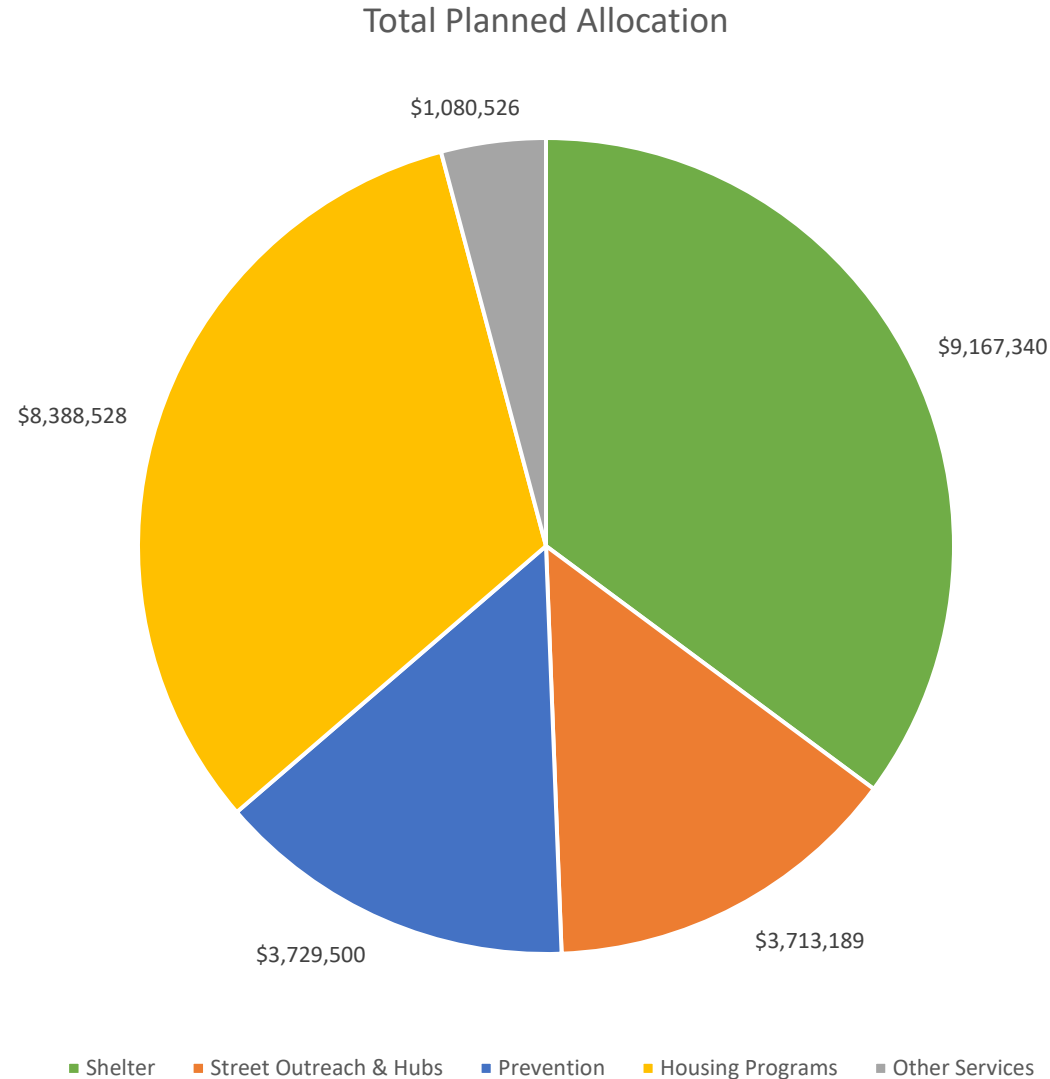
# 2023/2024 Homelessness Funding Investments

- Durham's homelessness support and coordinated access system is funded through federal, provincial and regional funding.
- Funding levels prior to the pandemic were stable but insufficient to drive reductions in homelessness.
- The chart below includes federal, provincial and regional investments in homelessness over time.

Homelessness Funding Over Time



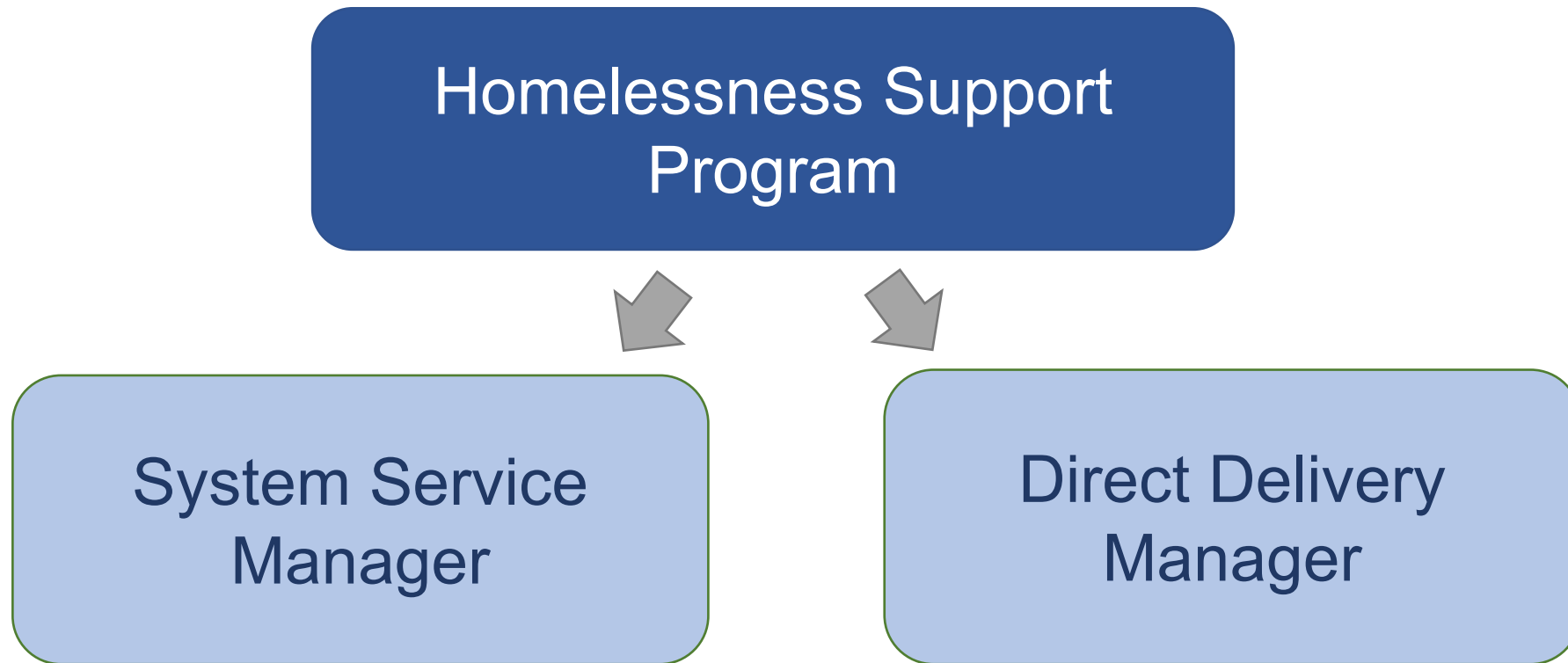
# Total Planned Allocations for 2023/24



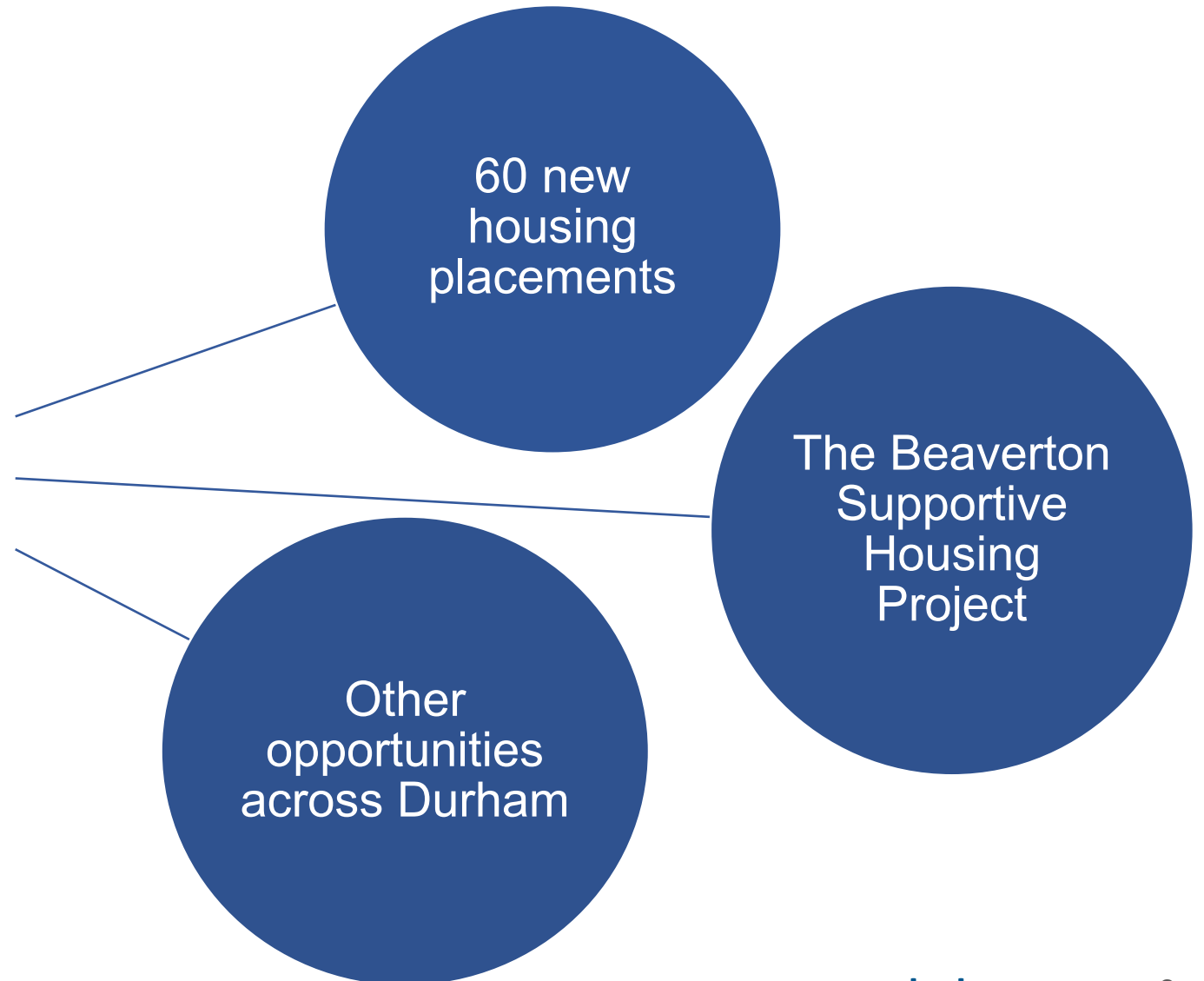
# 2023/2024 Homelessness Funding Investments

- Funding is targeted to deliver frontline services in partnership with community agencies across Durham.
- Increased and sustained investments are providing an opportunity to make significant, well-planned and impactful improvements to the support system to achieve better outcomes for people experiencing homelessness in Durham, as well as the ability to bolster quality assurance and contract compliance and develop additional supports provided directly by Regional staff.

# Bolstering System Capacity



# Increasing Housing Outflow







# Improving and Expanding Durham's Street Outreach Continuum

- Community agency street outreach teams currently operate on a weekday schedule and are being expanded to continue to improve capacity and increase housing outcomes.
  - There are currently two community agency street outreach teams through Cornerstone and Carea.
    - Cornerstone's Bridges Street Outreach team consists of two staff
      - This team successfully housed 50 unsheltered clients in 2022
    - Carea's Street Outreach team consists of four staff
      - This team successfully housed 34 unsheltered clients in 2022.



# Improving and Expanding Durham's Street Outreach Continuum

- The Region has specialized outreach teams that are mobile across Durham.
  - The Primary Care Outreach Program (PCOP)
    - The PCOP team had 2,952 client interactions in 2022
  - The Mental Health Outreach Program (MHOP)
    - The MHOP team had 346 client interactions in 2022. It is important to note that the program was not at full capacity in 2022.
  - The Adult Protective Services Program supports vulnerable at-risk individuals with developmental disabilities to access and maintain housing through homelessness prevention support.



# Improving and Expanding Durham's Street Outreach Continuum

- The Region's Street outreach strategy is being updated to increase the number of dedicated teams across Durham
- Housing-focused street outreach teams look for people experiencing unsheltered homelessness with the goal of developing trust, meeting basic needs and ensuring people are connected to Durham's BNL and Coordinated Access System.
- The Region is developing a direct delivery street outreach program,
  - 10 frontline Regional staff
  - Two supervisors
- Regional Council endorsed a motion to create a Regional Outreach Team
  - The team is in the process of being hired and is expected to launch in the summer of 2023.
  - Coverage will be piloted on a 24/7 schedule.

# Improving System Coordination

- Creating a Continuum of Supports
- Improving training and coordination between programs and agencies
- Improving internal/external strategic planning



# Additional System Capacity Improvements



Establishing a centralized phone line and e-mail



Developing a community resource for residents and businesses



Expanding shelter capacity and locations across Durham



Increasing affordable and supportive housing outcomes

# Supporting Staff Across the System

- Challenges with recruitment and retention of frontline staff
- Frontline staff are increasingly required to respond to mental health and addictions crisis
- To support staffing across the sector, the Region is taking steps to work with partner agencies to develop workforce strategies:
  - Additional training opportunities
  - Hybrid model for frontline services to support the workforce demands

# Relationship to Strategic Plan

**Goal 2**  
Community  
Vitality

**Goal 4**  
Social  
Investment

**Goal 5**  
Service  
Excellence

# Conclusion

- Durham's homelessness support and coordinated access system will continue to experience significant challenges due to:
  - increasing rental market pressures
  - stagnant social assistance rates
  - ongoing mental health and addictions pressures, etc.
- Throughout 2023/2024, Regional staff are focusing on system improvements to:
  - Increase outflow from Durham's BNL
  - Preventing more inflow into our BNL through homelessness prevention
  - Improving supports for people who are actively homeless by redeveloping Durham's street outreach strategy and working to expand housing-focused shelter opportunities
- New, sustained investments in homelessness programs have significantly increased the Region's ability to strategically plan, strengthen and increase the response to homelessness in Durham.



# Questions



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