



Durham Region Street Outreach

Health & Social Services Committee
Income, Employment & Homelessness Supports
Division

January 11, 2024

Unsheltered Homelessness in Durham Region

- Point-in-Time (PiT) Count found that there were at least 573 individuals experiencing homelessness between October 20 to 21, 2021 in Durham Region.
 - 40% were experiencing unsheltered homelessness.
 - The vast majority were located in Oshawa (180) and Ajax (100).
- Currently, the By-Name List (BNL) has 360 actively homeless individuals, 186 of whom are chronically homeless.

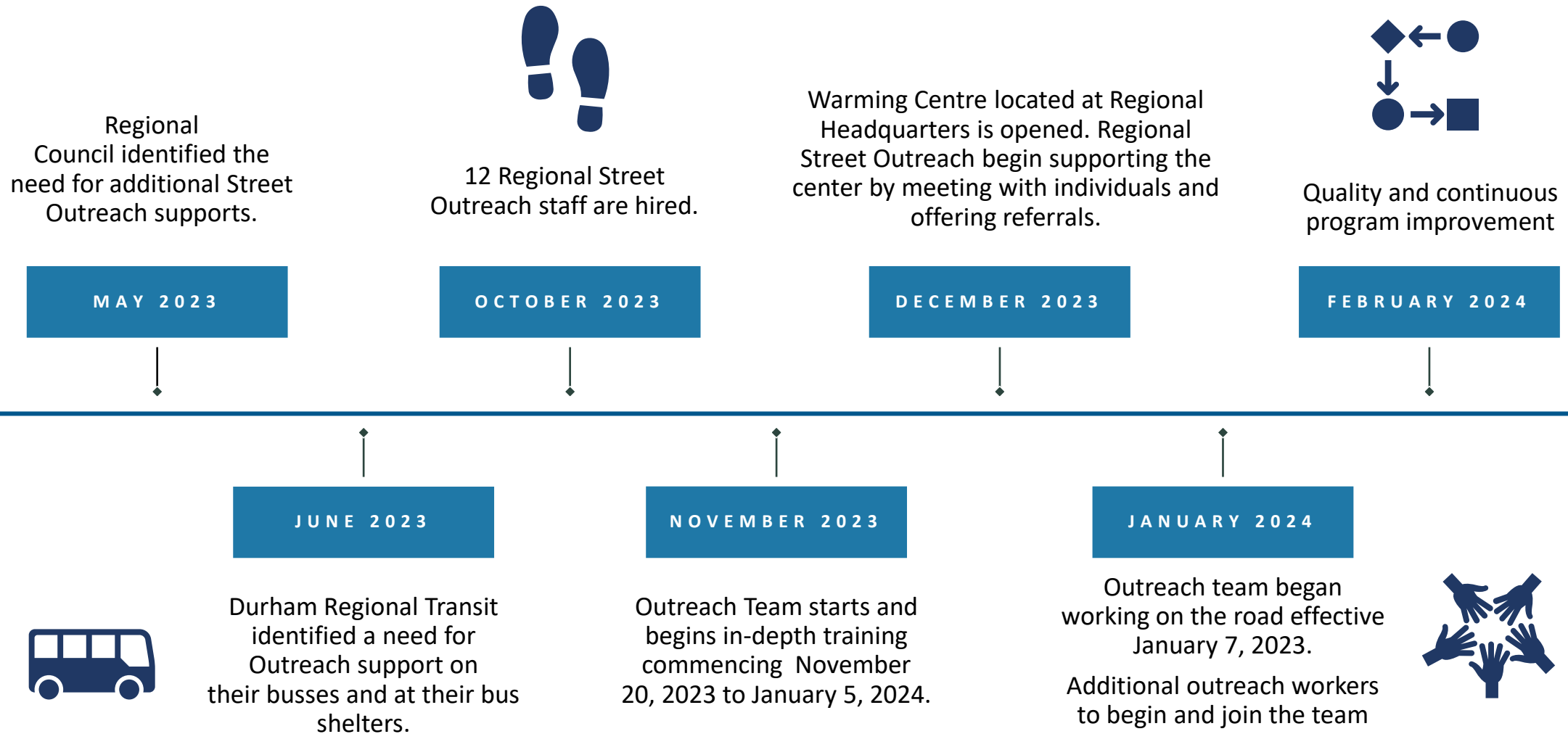


Response

- Regional Council identified a need to increase street outreach programs to ensure appropriate coverage across Durham to support the increased instances of people experiencing unsheltered homelessness.
- In response, Income, Employment and Homelessness Supports Division (IEHSD) developed and implemented a housing-focused Street Outreach Program that addresses a gap by providing 24/7 support to unsheltered individuals across the Region.



Timeline



Regional Street Outreach Program

An **engagement** team who seek people experiencing unsheltered homelessness with the goal of developing trust, meeting basic needs, and ensuring people are connected with Durham's by-name list (BNL) and Coordinated Access System.



Regional Street Outreach Team

- 12 dedicated, trained staff to problem solve, mitigate issues, and respond to service needs and gaps.
 - Additional Outreach staff are in the process of being hired. (November 2023)
- Continuous improvement in service coordination
- Assist with housing readiness: securing a source of income, identification, harm reduction services/supports, support with service navigation, financial literacy, etc.
- Build trust and confidence between stakeholders through ongoing dialogue and improved access to coordinated services.
- Dedication to community wellness and building strong relationships with businesses, residents, and human service providers.



Durham Region Transit (DRT) and IEHSD Service Level Agreement

- DRT identified requiring the Outreach Team's support due to an increase in the unsheltered population engaging in extended bus rides and squatting in public bus shelters.
- Public transit is for public use for the purpose of transport.
- The Outreach Team will provide support with the following incidents/issues: bus shelters, extended bus rides, altercations on bus, and altercations in the bus terminals.
- Streamlined communication between DRT and Outreach staff.
- Outreach staff will engage with the individual to assess and identify needs.
- Outreach staff will meet the individual's basic needs, build rapport, discuss the BNL, and complete appropriate referrals, with a focus on supporting the individual to accept a referral to a shelter.



Street Outreach Continuum



Engagement

Connecting to anyone experiencing unsheltered homelessness.



Intensive Case Management

Specialized service for people from the by-name-list (BNL) with complex health and social needs.



Housing Retention Case Management

Teams-based approach that helps clients maintain their housing, enhance their life skills, address their health and mental health issues, and access community resources.



Engagement Model



Contact Driven

Outreach Workers are in the community actively looking for new individuals that may not otherwise engage with services.



Assertive Engagement

Outreach Workers will ensure individuals have their basic needs met but are also engaged in conversations regarding housing and available supports in Durham Region.



By-Name List

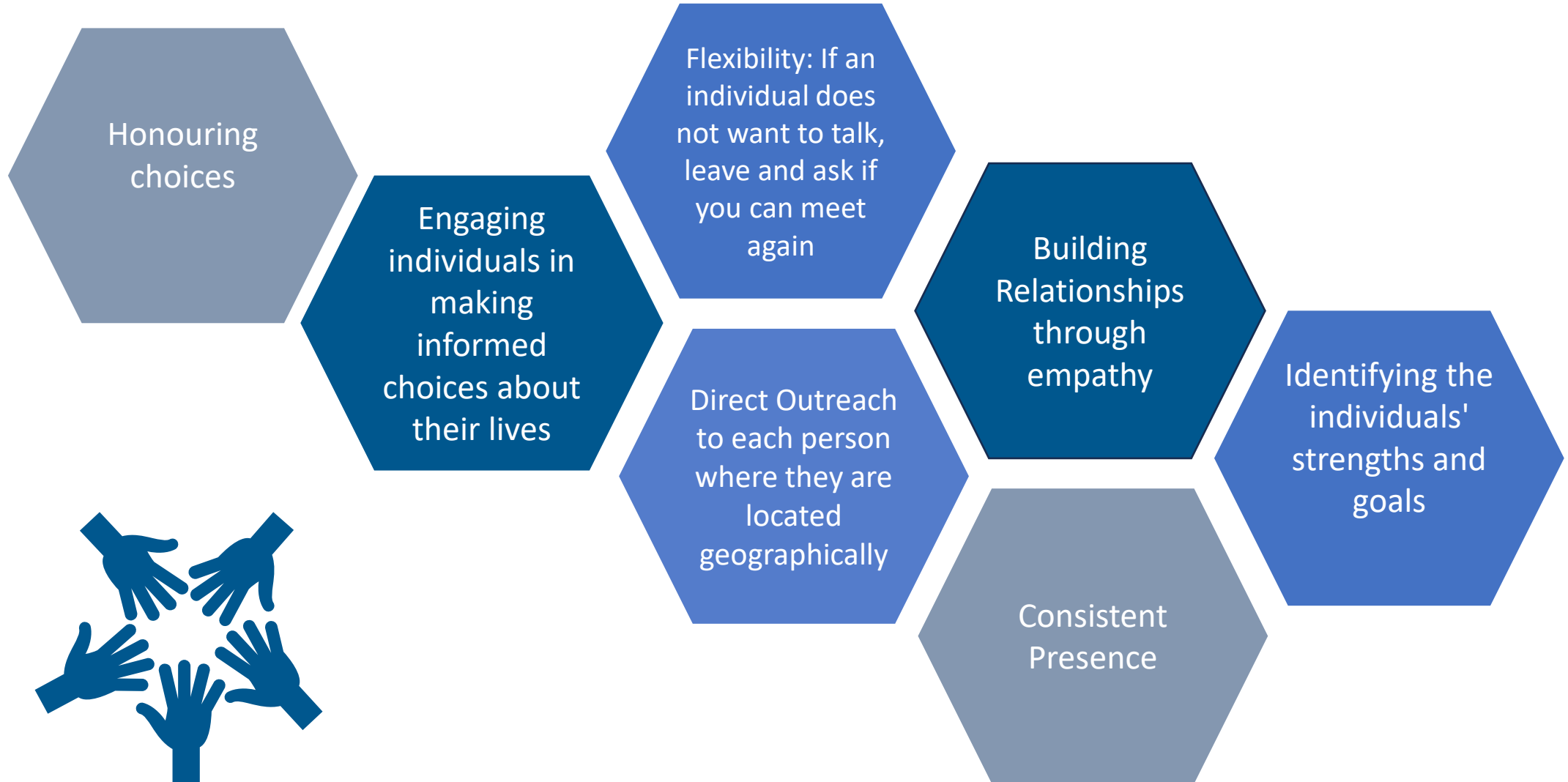
Outreach Workers explain the BNL process and ensure interested and consenting individuals are placed on the list.



Support

Individuals on the BNL are supported until they are matched with an Intensive Case Manager or housing outflow program through the BNL process after securing identification, income, etc.

Assertive Engagement





Regional Street Outreach Services

- Water and referrals to food programs
- Identification of documents and facilitation of social assistance
- Wellness checks
- Supplies to sustain life
- Harm reduction services
- Provide blankets and sleeping bags in the winter
- Referrals to shelters and transportation to the shelter
- Referrals to warming/cooling centres during extreme weather alerts
- Support to develop a housing plan, for those who are not already working with other housing workers or agencies
- Encampment relocation supports
- BNL access point
- Mental health and addiction supports through the Mental Health Outreach Program (MHOP)
- Medical care and mental health supports through the Primary Care Outreach Program (PCOP)



Primary Care Outreach & Mental Health Outreach Programs



Primary Care Outreach Program PCOP

- Hours: 8am to 6pm, 7 days a week
- Team: Advanced Care Paramedic and Social Worker
- Provide outreach, medical care, service navigation and referrals, and counselling services to at-risk populations in Durham Region, including those who are homeless/underhoused and often struggle with mental health, addictions and physical health challenges.



Mental Health Outreach Program MHOP

- Hours: 8:30am to 4:30pm, Monday to Friday
- Staff: Two Social Workers/Psychotherapist
- Provide outreach clinical counselling/psychotherapy services to vulnerable populations in Durham Region, including those who are unsheltered and under-housed and who may have mental health and addictions challenges.



Regional Street Outreach Training

- CPR/First Aid
- Crisis Prevention Intervention: De-Escalation Training
- Naloxone Training
- Homeless Individuals and Families Information System (HIFIS)
- Service Prioritization Decision Assistance Tool (SPDAT)
- By Name List (BNL)
- Trauma and the Brain
- Motivational Interviewing
- Applied Suicide Intervention Skills
- Mental Health First Aid
- Bridges Out of Poverty
- Defensive Driving
- Diversity, Equity, and Inclusion
- Addiction and Trauma
- Fetal Alcohol Syndrome (FASD)
- Org Code Trainings (e.g., trauma informed care, assertive engagement, strengths-based service)
- Harm Reduction



Outreach Equipment

- Labeled Shirts
- Durham Regional Pants, Coats, Hats, Safety Vests
- Steel toed footwear
- Backpacks
- First Aid Kits
- Naloxone kits for use and distribution
- Needle Disposal Container
- Cell Phone
- Laptops/iPads
- Snack/Hygiene packs
- Puncture Proof Gloves
- Portable USB phone chargers
- Lone Worker Safety Alert Devices
- Flashlights



Additional Community Street Outreach Programs



**Cornerstone Bridges Street
Outreach Program Oshawa**
Monday - Friday
Hours: 7:00am - 3:00pm
Phone: 905-433-0254



**Community Development Council
Durham (CDCD) Ajax/ Pickering**
Monday - Friday
Hours: 8:30am - 4:30pm
Phone: 905-686-2661 ext. 147



Durham Community Health Centre
Monday - Friday
Hours: 8:00am - 5:00pm
Phone: 289-385-6992 or
289-355-8938



North House
Monday - Friday
Hours: 9:00am - 5:00pm
Phone: 289-640-1929

Street Outreach Collaboration Initiatives

- Support and respond to up to date data that aligns with community needs and ensures community partners are included in outreach services.

Street Outreach Sector Table

- Help people experiencing unsheltered homelessness to be added to the By-Name List, supported with immediate needs, be connected to a dedicated street outreach case manager, and housed as quickly as possible.
- As the Service System Manager, a representative from the Region will chair the Street Outreach Sector table that includes participation from various external agencies.

Coordination Meetings

- The Region will facilitate monthly coordination meetings with all Street Outreach teams to case conference and further develop services.
- The Region will facilitate regular meetings to collaborate, and problem solve with bylaw and lower tiered municipalities.





Key Performance Indicators

Contacts

Number of interactions with unsheltered individuals, including length of time the individual has been unsheltered.

Interventions

Number of individuals referred to community agencies/housed.

By-Name List

Number of individuals added to the BNL

Housing Readiness

Assistance provided for ID, taxes, social assistance, etc.

Street Hazards/Harm Reduction

Number of street hazards intercepted; number of individuals provided with harm reduction services.



Contact Us

Durham Region Street Outreach Program

Monday- Sunday

Hours: 24 hours

Phone: 905-666-6239 ext. 5510

1-888-721-0622

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